



**Department of Neighborhood Services**

**Erica Roberts**  
Commissioner

**Kristen M. Reed**  
Operations Director

November 3, 2022

City Service Commission  
200 E. Wells Street, Room 706  
Milwaukee, WI 53202

Dear Commissioners,

The Department of Neighborhood Services respectfully requests to extend the probationary period for Mary Lou Butterbrodt for an additional three months.

Mary Lou is an Office Assistant II, who started with DNS on May 16, 2022, under the supervision of Rob Radmer, Electrical Inspection Supervisor. Concerns have been expressed with Mary Lou's ability to manage various tasks that are an essential part of an Office Assistant's daily routine. Mary Lou struggles with customer phone inquiries. The ability to answer calls while simultaneously navigating computer files and permit records has been a challenge for her.

Mary Lou's supervisors have been and are currently working with her to assist in any way they can with these issues. While Mary Lou has shown some improvement, we would like to request a three-month extension of her probationary period to continuously monitor and ensure the improvements are maintained. We feel that given more time, Mary Lou will develop better methods of managing her daily tasks.

I appreciate your thoughtful consideration of this request. If you have any questions, please contact me at 414-286-2543.

Sincerely,

Erica R. Roberts  
Commissioner