

PRIORITY SETTING SESSION ON CITY SERVICES
Committee of the Whole
June 12, 2006

LIST OF CITY SERVICES

1. Common Council
 - a. Attend City meetings. (3)
 - b. Contact and response to citizens. (3)
 - c. Approve ordinances, resolutions, and policies. (M)(3)
 - d. Adopt annual City budget. (M)(3)
 - e. Participate in community events (public relations). (2)
 - f. Approve City positions with respect to state and federal legislation. (3)

2. Mayor
 - a. Supervisor department operations. (3)
 - b. Attend City meetings. (3)
 - c. Issue press releases. (2)
 - d. Participate in intergovernmental organizations. (3)
 - e. Contact and response to citizens. (3)
 - f. Participate in community events (public relations). (3)
 - g. Submit annual City budget. (M)(3)
 - h. Appoint citizen advisory committee members. (3)

3. Assessor
 - a. Revalue City real estate residential, commercial, and personal property every two years. (M)(3) ----(Every 5 years)
 - b. Conduct maintenance update of City property values in every other year. (M)(3)
 - c. Conduct all processing related to property valuation, including open book, Board of Review, appeals, etc. (M)(3)
 - d. Provide property [data to realtors, appraisers](#), departments, and the public. (2)-- (Charges??)
 - e. Review values related to building activity. (2)
 - f. Determine eligibility for property exemptions. (M)(3)

4. Attorney
 - a. Provide legal advice and opinions. (3)
 - b. Draft ordinances and other legal documents. (3)
 - c. Provide representation in judicial and administrative proceedings. (M)(3)
 - d. Prosecute violation of City ordinances. (M)(3)
 - e. Process claims and lawsuits against the City. (3)
 - f. Collection of outstanding delinquent accounts. (2)
 - g. Provide real estate support, documentation, and advice. (2)
 - h. Provide redevelopment support, documentation, and advice. (3)
 - i. Review contracts, insurance, policies, and other legal documents. (3)
 - j. Provide training and loss prevention advice. (2)
 - k. Provide labor relations support and advice on negotiations, workers' compensation, and related human resources matters. (3)

5. Building Inspection & Zoning
 - a. Issue building permits and conducts inspections of work. (3)
 - b. Issue electrical permits and conducts inspections of work. (3)

- c. Issue plumbing permits and conducts inspections of work. (3)
- d. Issue heating, ventilation, air conditioning permits and conduct inspections of work. (3)
- e. Issue sign permits and conduct inspections of work. (3)
- f. Perform plan examination for issuance of residential and commercial building and HVAC permits. (3)
- g. Issue business occupancy permits after inspection approval. (3)
- h. Issue mobile home permits (new units, occupancy changes, additions). (3)
- i. Perform annual inspection of billboard signs and signs projecting into the City ROW. (2)
- j. Issue electrical contractor licenses. (3)
- k. Review and approve City licenses (from Clerk's office). (3)
- l. Review plans for Plan Commission (site, landscaping, architectural, sign, special use, etc.) (3)
- m. Manage Plan Commission landscaping/screening bonds, final inspection and site maintenance. (3)
- n. Provide zoning code enforcement. (3)
- o. Property maintenance code enforcement. (3)
- p. Abandoned vehicle enforcement. (3)
- q. Sign code enforcement. (2)
- r. Conduct exterior maintenance inspection programs in 1st and 2nd aldermanic districts. (F)(3)
- s. Provide administrative support for Board of Appeals. (3)
- t. Provide administrative support for Maintenance Code Board of Appeals. (3)
- u. Municipal Court case management. (3)
- v. Respond to citizen complaints regarding building and property maintenance. (3)
- w. Provide information to citizens and businesses on building techniques. (2)
- x. Maintain and update fee structure. (3)
- y. Issue house numbering. (2)

6. City Administrative Office/Administration & Finance

- a. Prepare annual City budget. (M)(3)
- b. Supervise Administration & Finance Dept. divisions. (3)
- c. Supervisor Clerk/Treasurer Office. (3)
- d. Assist Common Council and Mayor as requested. (3)
- e. Participate in state and federal legislative process. (2)
- f. Publication of City Newsletter. (2)—(Sell ads??)
- g. Conduct research reports as requested. (2)
- h. Provide risk management and insurance programs. (3)
- i. Participate in intergovernmental activities. (2)
- j. Participate in community events (public relations). (2)
- k. Maintain City Policies & Procedures Manual. (3)
- l. Supervise animal control program (MADACC). (2)
- m. Prepare Ten-Year Capital Improvement Program. (3)
- n. Provide administrative support to Administration & Finance Committee. (3)

7. Cable Communications

- a. Prepare training videos for City departments. (F)(2)
- b. Cablecast Common Council and other meetings. (F)(2)
- c. Prepare public service announcements. (F)(2)
- d. Produce specialized programs. (F)(2)
- e. Provide oversight of public and educational access programs and operations. (F)(3)
- f. Provide for community bulletin board. (F)(2)

- g. Provide event promotion pieces. (F)(2)
- h. Provide monitoring and regulation of cable company. (F)(3)

8. Clerk/Treasurer's Office

- a. Maintain official records and corporate seal of City. (M)(3)
- b. Provide administrative support to the CC, Cmte of Whole, L&H, Advisory, Bd. of Review, Ethics Bd., and Administrative Appeals Review Board. (3)
- c. Prepare property tax bills and collection. (M)(3)
- d. Conduct licensing and related matters. (M)(3)
- e. Coordinate and oversee elections. (M)(3)
- f. Process, deposit, and record all receipts, including taxes, water, licenses, permits, insurance fees, etc. (3)
- g. Invest all funds. (3)
- h. Provide public information to community. (3)
- i. Initiate wires or ACH transfers for major payments, such as debt, payroll taxes, investments, sewer and water, insurance, and tax settlements. (3)
- j. Publish legal notices. (M)(3)
- k. Receive and process claims. (M)(3)

9. Finance

- a. Provide all aspects of payroll system. (3)
- b. Provide all aspects of benefit accounting. (3)
- c. Handle all accounts receivable. (3)
- d. Handle all accounts payable. (3)
- e. Conduct utility billing process. (M)(3)
- f. Provide centralized grant accounting. (3)
- g. Conduct annual City audit. (M)(3)
- h. Provide general accounting and financial reporting. (M)(3)
- i. Provide TIF accounting and financial support. (M)(3)
- j. Provide capital projects accounting. (M)(3)
- k. Provide special revenue and enterprise funds accounting. (M)(3)
- l. Issue and make debt payments. (3)
- m. Administer Section 125 pretax plan. (2)
- n. Process vouchers and check preparation. (3)
- o. Outline short-term and long-term investment strategies. (3)
- p. Conduct monthly bank reconciliations. (3)

10. Human Resources

- a. Conducts labor union negotiations for six (6) bargaining units. (M)(3)
- b. Addresses grievances/arbitrations, disciplinary actions, terminations for cause and related matters. (3)
- c. Conducts and coordinates employee training and educational programs related to all employment practices, safety, loss control, risk management, etc. (M)(3)
- d. Provides all aspects of benefit administration, including communication/ interpretation of benefits, guidance/counseling, billing, enrollment, new/exiting employee orientations, insurance claims liaison, change of status, etc. (M)(3)
- e. Administers and processes FMLA. (M)(3)
- f. Administers Affirmative Action/EEO programs. (M)(3)
- g. Agent for the Civil Service Commission. (3)
- h. Plans, directs and coordinates safety, loss prevention and risk management. (M)(3)

- i. Coordinates and maintains Material Safety Data Sheets for all products/materials used throughout the City. (M)(3)
- j. Coordinates City's medical surveillance program for employment and occupational health and safety compliance. (M)(3)
- k. Investigates property/traffic, citizen and employee injuries and accidents. (3)
- l. Conducts recruitment and selection of employees. (3)
- m. Provides employment verifications and reference checks for current/past employees. (3)
- n. Maintains position classifications. (3)
- o. Processes all personnel actions. (3)
- p. Maintains information and data (HRIS) systems. (3)
- q. Provides City-wide ID Card program. (2)
- r. Prepares and maintains City-wide organizational chart. (2)
- s. Provides for employee and supervisory counseling and referral (EAP). (3)
- t. Administers, processes, and coordinates workers' compensation program and claims. (M)(3)
- u. Administers and processes unemployment compensation claims. (M)(3)
- v. Coordinates and administers employee suggestion award program. (2)
- w. Coordinates employee recognition program. (2)
- x. Prepares and distributes employee newsletter. (2)
- y. Coordinates and conducts pre-retirement seminar. (2)
- z. Coordinates annual Combined Giving Campaign. (2)

11. Information Technology

- a. Provide personal computer support. (3)
- b. Provide network support. (3)
- c. Operate and support City web site. (3)
- d. Operate and support employee intranet site. (3)
- e. Operate and support geographic information system. (3)
- f. Provide system design, program, and maintenance. (3)
- g. Provide IT evaluation and training. (3)

12. Purchasing/Central Services

- a. Issue bids and requests for proposals. (M)(3)
- b. Operate and support requisition and purchase order system. (3)
- c. Issue contracts for supplies, equipment, and services. (3)
- d. Negotiate for reduced pricing/cost saving. (3)
- e. Lead agency for two commodities in V.A.L.U.E. consortium. (3)
- f. Provide travel arrangement services. (2)
- g. Operate and support the accounts payable process. (3)
- h. Conduct printing, copying, and binding operations. (2)
- i. Conduct mailroom (sorting and distribution). (2)
- j. Operate and support desktop publishing. (2)
- k. Operate and support internal and external telephone and telecommunications systems. (3)
- l. Operate and support radio communications system. (3)
- m. Provide administrative support to HIDTA. (2)

13. Development

- a. Conduct planning and development activities. (3)
- b. Create, administer, and implement tax increment finance districts. (3)
- c. Prepare redevelopment plan for areas of City. (3)

- d. Manager the Community Development Block Grant Programs. (F)(3)
 - e. Provide support for Community Development Authority. (3)
 - e. Conduct environmental studies and recommendations for Brownfield areas of City. (3)
14. Community Development
- a. Administer projects of the Community Development Block Grant programs. (F)(3)
 - b. Operate housing voucher and rental assistance programs. (F)(3)
 - c. Operate HOME program. (F)(3)
 - d. Operate rental energy program. (F)(2)
 - e. Provide administrative and technical support for the Downtown West Allis Business Improvement District. (F)(3)
 - f. Conduct Fair Housing Program. (F)(3)
 - g. Conduct Housing Rehabilitation Program. (F)(3)
 - h. Administer Beloit Road Housing Project. (3)
 - i. Operate economic development loan program. (F)(3)
15. Planning & Zoning
- a. Provide support for Plan Commission. (3)
 - b. Provide support for Historical Commission. (2)
 - c. Conduct development plan review. (3)
 - d. Review, issue, and administer special use permits. (3)
 - e. Review and administer rezoning requests. (M)(3)
 - f. Review and administer site plans. (3)
 - g. Review and administer landscape and screening and architectural review plans. (3)
 - h. Prepare and update future land use plans. (M)(3)
 - i. Prepare and implement new sign ordinance. (2)
 - j. Prepare and implement bicycle route plans for City. (2)
 - k. Review and administer certified survey maps. (3)
 - l. Provide zoning administration. (3)
16. Engineering
- a. Design, contract, and inspect capital improvement projects, including streets, alleys, sanitary sewers, storm sewers, water mains, sidewalks, bridges, etc. (M) (F, in part) (3)
 - b. Respond to citizen complaints regarding construction projects. (3)
 - c. Provide technical information to contractors, consultants, and City departments. (3)
 - d. Work with other governmental agencies, such as SEWRPC, MMSD, DNR, etc. (M)(3)
 - e. Issue permits for driveway, parking, road cuts, private utility work, etc. (3)
 - f. Process and administer special assessment bills. (3)
 - g. Maintain official infrastructure records of City. (M)(3)
 - h. Respond to citizen requests for information. (M)(3)
 - i. Coordinate WIDOT sponsored projects, such as paving and bike trails. (M)(2)
 - j. Provide engineering assistance on other construction projects by City departments. (3)
 - k. Prepare annual one-year Capital Improvement Program. (3)
 - l. Prepare annual five-year Street Paving Program. (3)
 - m. Prepare documents by City surveyor. (3)
 - n. Coordinate City projects with other governmental agencies on future plans and programs. (M)(3)
 - o. Attend public and neighborhood meetings. (3)

17. Fire
- a. Conduct fire fighting and fire suppression operations. (3)
 - b. Conduct fire prevention and fire inspections activities. (3)
 - c. Conduct fire rescue and emergency medical services. (3)
 - d. Provide paramedic services. (3)
 - e. Conduct training and safety programs. (2)
 - f. Conduct citizen education and outreach programs, including survive alive, senior fire safety, blood pressure screening, and stroke risk assessment. (2)
 - g. Operate Technical Response Team, including hazardous materials response, confined space rescue, ice rescue, tunnel rescue, chemical spills, etc. (3)
 - h. Provide emergency government coordination and response, including FEMA, Homeland Security, fire hydrant testing, etc. (3)

18. Health
- a. Conduct community health assessments and develop community health improvement plans. (M)(3)
 - b. Provide contracted health and inspection services to West Milwaukee. (F)(3)
 - c. Provide for bioterrorism, emergency public health, and other homeland health response. (M)(3)
 - d. Provide lead poisoning screening, investigation, assessment and prevention. (M)(3)
 - e. Provide administration and support for the West Allis Board of Health. (3)

18.1 Health Administrative Services

- a. Maintain vital statistics and issue birth and death certificates. (3)
- b. Medicare/Medicaid processing and billing. (3)
- c. Environmental Licensing and Permitting processing and billing. (3)
- d. Farmer's Market contracts and billing. (2)
- e. Grants management. (3)
- f. Immunization record management. (3)
- g. Confidential medical records management. (3)
- h. Administrative and fiscal management. (3)

18.2 Community Health Services

- a. Provide school health screening and consultation services. (3)
- b. Communicable disease investigation, control, and prevention. (M)(3)
- c. Operate Women's, Infant, Children's (WIC) Program. (F)(3)
- d. Provide immunizations to public. (M)(3)
- e. Provide maternal child health services. (2)
- f. Conduct health screening programs and activities. (M)(3)
- g. Tuberculosis Control including investigation, isolation, identification of contacts and monitoring of medication compliance. (M)(3)
- h. Provide Employee Occupational Health Screening. (3)
- i. Provide health information and referrals. (M)(3)
- j. Investigate and control sexually transmitted diseases. (M)(3)
- k. Health Risk Appraisals and counseling to promote changes in health habits. (2)
- l. Children with Special Health Care Needs Services. (F)(3)
- m. Conduct a weight loss program for employees and Senior Center members. (2)
- n. Certified Prenatal Care Coordination (PNCC) provider. (2)

- o. Certified Child Care Coordination provider. (2)
- p. Home Safety Program. (F)(2)
- q. Wisconsin Well Woman Program. (F)(2)

18.3 Environmental Health & Consumer Protection

- a. Conduct licensing and inspection of food establishments. (3)
- b. Conduct licensing and inspection of swimming pools. (3)
- c. Conduct licensing and inspections of hotels/motels, rooming houses and bed & breakfast establishments. (3)
- d. Conduct licensing and inspections of tattoo and body piercing establishments. (3)
- e. Conduct licensing and inspections of mobile home parks. (3)
- f. Conduct licensing of vending machines. (2)
- g. Conduct weights and measures licensing and inspection program. (3)
- h. Supervise and administer Farmers' Market operations. (2)
- i. Conduct mosquito surveillance and control program. (3)
- j. Provide enforcement of all public health nuisances and human health hazard violations. (M)(3)
- k. Conduct rabies control program. (2)

18.4 Interdisciplinary Health Services

- a. Conduct dental health programs and activities. (2)
- b. Provide community health education programs. (2)
- c. Promote community health prevention services. (M)(3)
- d. Operate tobacco control activities. (2)

19. Senior Center

- a. Provide Older Adults access to nutritional programs – a congregate Senior Meal Program site (F); Stock box distribution site (F). (3)
- b. Provide recreational and educational classes and programs (F) and activities (utilizing volunteers). (2)
- c. Provide access to SeniorLAW Benefit Specialist. (F)(2)
- d. Provide facilitated support groups – Living Alone – (volunteer led), AA for the Older Adult (F) and You Are Not Alone (F). (2)
- e. Provide Fitness, Health & Wellness programs utilizing ongoing volunteer group leaders, guest speakers and on occasion fee-based instructors. (2)
- f. Conduct fundraising. (2)
- g. Publication of S.A.F.E. Book. (F)(2)
- h. Participate in Older Adult Community Programs and Events. (2)
- i. Provide Volunteer Training & Conduct Volunteer Recognition Program. (2)
- j. Prepare and distribute Quarterly Schedule. (2)
- k. Provide administration and support for West Allis Commission on Aging. (2)
- l. Conduct annual Membership Drive utilizing volunteer support staff. (2)
- m. Provide a referral program for Older Adults including those frail and homebound to access help with snow shoveling and yard work. (F)(3)
- n. Provides Information and Referral Services for older adult programs and services. [Interfaith (F); Legal Information (F); Homestead, SeniorCare and Medicare Part D (volunteers).] (3)
- o. Provide Computer Literacy instruction. (F)(2)

- p. Provide supervision of Volunteers (Senior Center Support Staff; Group Leaders, Class Instructors, Special Event Committees, Advisory Committee and Performing Groups). (2)

20. Library

- a. Provide popular materials for use by patrons. (3)
- b. Provide reference and educational materials. (3)
- c. Provide technical assistance to library users. (3)
- d. Provide special needs programs and activities. (3)
- e. Conduct programs for children. (3)
- f. Conduct programs for adults. (2)
- g. Provide access to personal computers, electronic information, and the intranet. (2)
- h. Provide community access to meeting rooms. (2)
- i. Provide cataloging services, including acquisition and processing. (3)
- j. Provide circulation processing. (3)
- k. Outreach library services for homebound and senior citizens. (2)
- l. Supplements library needs of WA-WM School District, as well as community parochial school students. (2)
- m. Community resource for the diverse citizenry of West Allis. (2)
- n. Provide complete services to non-residents under MCFLS agreement. (2)

21. Municipal Court

- a. Administration of municipal justice system. (M)(3)
- b. Enforce municipal court judgments. (M)(3)
- c. Maintain all official court records and processes. (M)(3)
- d. Prepare monthly and annual reports. (M)(3)

22. Police

- a. Provide police patrol of City and respond to all calls for police service. (3)
- b. Criminal Investigations Division: Conduct investigations into criminal activity. (3)
- c. Sensitive Crimes Unit: Investigations into sexual assaults and other sensitive issues such as child abuse. (3)
- d. Special Investigations Unit: Conduct investigations into illegal drug houses, gangs and drug activity in the neighborhoods. (3)
- e. Crime Prevention Bureau: conduct crime prevention programs and services. (F)(3)
- f. Training Bureau: Conduct training and safety programs. (3)
- g. Warrant Bureau: 2 officers assigned to arrest people for outstanding warrants and collect overdue fines. (3)
- h. Traffic Bureau: Provide traffic safety patrols (prevent accidents - through extra enforcement efforts - cruising patrols, radar squads etc) and investigate motor vehicle accidents. (3)
- i. Operate Communications Center. (3)
- j. Crisis Response Unit: Respond to high profile calls for service, such as hostage incidents, barricaded subjects, man with a gun in a house, etc. (3)
- k. Maintain all official police records and respond to citizen requests under the state Open Records law. (3)
- l. Provide crossing guards at various City locations. (2)
- m. Parking enforcement efforts (2 parking control operators and Patrol Officers on the midnight shift). (3)
- n. Work with community groups and other organizations to reduce/control crime. (3)
- o. Provide forensic and technical services. (3)
- p. Provide services to crime victims (crime victim advocate). (F)(3)

- q. Conduct Weed and Seed Program - reduce crime in neighborhoods. (F)(3)
- r. Operate Police School Liaison Program. (F)(3)
- s. Administer Asset Forfeiture Account. (F)(3)
- t. Conduct free Home Security Program. (F)(2)

23. Public Works

- (1) Administrative Office
 - a. Administer/direct public works operations and activities. (3)
 - b. Maintenance of official records. (3)
 - c. Coordination and planning for band concerts. (F)(2)
- (2) Building & Electrical Services
 - a. Operation, maintenance and repair for parking utility. (3)
 - b. Maintenance and replacement of all City signs. (3)
 - c. Painting of all City property. (3)
 - d. Carpentry and structural work of all City property. (3)
 - e. Plumbing work of all City property. (3)
 - f. HVAC work of all City property. (3)
 - g. Custodial services for City buildings. (3)
 - h. Install and maintain hardware associated with City computer network. (3)
 - i. Maintenance and repair of street lighting. (3)
 - j. Maintenance and repair of alley lighting. (3)
 - k. Maintenance and repair of traffic signals/controls. (3)
 - l. Maintenance and repair of emergency sirens. (3)
 - m. Maintenance of electrical systems in City buildings. (3)
 - n. Removal of graffiti. (3)
 - o. Maintenance and placement of City fencing. (3)
 - p. Marking of crosswalks and centerlines. (3)
 - q. Maintenance of playground equipment. (3)
 - r. Bridge and underpass maintenance. (3)
 - s. Install holiday decorations. (2)
 - t. Set up signage and barricades for special events. (2)
- (3) Equipment Repair
 - a. Acquisition of City vehicles and equipment. (3)
 - b. Conduct preventive maintenance on all City vehicles and equipment. (3)
 - c. Perform emergency repairs on all City vehicles and equipment. (3)
- (4) Forestry & Grounds
 - a. Maintenance of grounds at all City buildings. (3)
 - b. Planting and care of trees, shrubs, and flowers. (3)
 - c. Tree removal. (3)
 - d. Maintenance and care of parks and playgrounds. (3)
 - e. Maintenance and care of boulevards. (3)
 - f. Brush pick up and disposal. (3)
 - g. Tall grass and weed control. (3)
- (5) Inventory Services
 - a. Maintain all inventory records. (3)
 - b. Procurement, storage, and distribution of supplies, materials, parts, etc. (3)

(6) Sanitation and Streets

- a. Collection and disposal of garbage and refuse. (3)
- b. Collection and disposal of bulk items. (3)
- c. Maintenance and repair of streets. (3)
- d. Maintenance and repair of alleys. (3)
- e. Maintenance of City sidewalks. (3)
- f. Maintenance of City parking lots. (3)
- g. Maintenance and repair of sanitary sewers. (3)
- h. Maintenance and repair of storm sewers. (3)
- i. Mosquito control program. (2)---(Health Dept?)
- j. Storm sewer and catch basin cleaning. (3)
- k. Street sweeping and cleaning. (3)
- l. Alley sweeping and cleaning. (3)
- m. Maintenance of ditches and culverts. (3)
- n. Leaf collection and processing. (3)
- o. Recyclables collection, processing, and disposal. (3)
- p. Brush pickup and processing. (3)
- q. Snow removal/plowing of streets. (3)
- r. Snow removal/plowing of alleys. (3)
- s. Snow removal/plowing of sidewalks and crosswalks. (2)
- t. Salt and sand spreading for ice control. (3)
- u. Sharps disposal program. (3)---(Health dept??)
- v. Oil recovery program. (3)

(7) Water

- a. Meter reading. (3)
- b. Meter installation and repair. (3)
- c. Water main maintenance and repair. (3)
- d. Hydrant installation, maintenance, and repair. (3)
- e. Water towers and reservoir cleaning, maintenance, and repair. (3)
- f. Water towers and reservoir pumping, supply, distribution, and treatment. (3)