



2025 Department Achievements

Economic Development

2025 Achievements and Accomplishments

New Housing – Over \$160 million of development

- The 247-unit “The Rev” residential development welcomed new tenants in August
- The 248 – unit “Apiary” Development started construction
- Union Green added 8 new townships and 11 apartments to 64th and Greenfield
- F-Street started the “The Axis” development at 92nd and Greenfield adding 115 apartments and 42 townhomes

Recognition

- Biz Times ranked Southeastern Wisconsin as most development friendly community
- Thrive Award from NAIOP (Commercial Real Estate Development Association)
- Finalist for Wisconsin Economic Development Association award – Talent Attraction, Development, and Retention

Small Businesses

- Welcomed 150+ attendees to the first annual Empowering Woman in Business conference
- Celebrated the opening of the Slingshot Bar, Planet Fitness, and Pan Asia
- Added two new shared kitchens - Sugar Studios and Orchard Brook



Police Department

2025 Achievements and Accomplishments

Crime Data

- 39.9% overall reduction in Total Crime between 2020 and 2025

Reckless Driving Enforcement

- Special Enforcement Initiatives focusing on reckless driving and pedestrian safety
- Approximately 8,900 traffic stops conducted (50% increase from 2024)

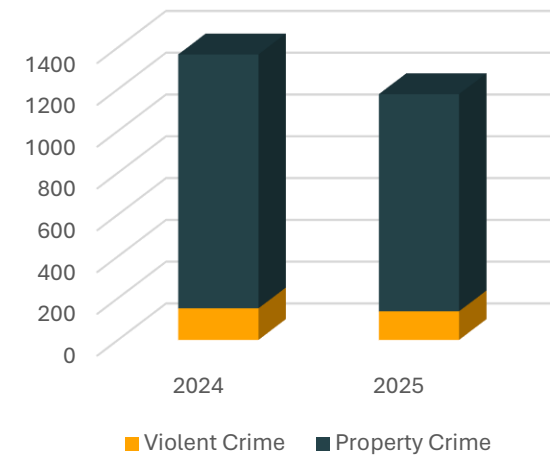
Community Outreach

- West Allis Night Out on July 21, 2025 - attended by more than 1,000 people
- Quarterly Neighborhood Partnership Meetings to foster communication with community members

Recruitment and Retention

- Welcomed 16 Police Officers and 12 civilian members to the department
- Congratulated 7 employees on their well-deserved retirements

13.9% Reduction in Crime



Treasurer & CSC

2025 Achievements and Accomplishments

Payment Processing

- Over 35,000 payments processed by CSC staff
- \$230,000 less was turned over to Milwaukee County for property tax collections compared to 2024.

Let Us Help Tickets

- CSC assisted residents with entering 66 Let Us Help requests over the phone or at the customer service counter, allowing for faster response to safety concerns or property maintenance needs.

Convergent Door Scheduling

- CSC took over Convergent door scheduling requests for meetings from DPW mid year.
- Completed 32 door requests during that time.

Document Scanning

- Staff continue to scan and store decades worth of documents into digitized format, allowing for access and searching for various records and historical documents.



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City Attorney

2025 Achievements and Accomplishments

Innovation Grant

- Created and developed legal strategy to obtain \$24 million in unrestricted grant funding through fire department merger
- Drafted all necessary documents and adjusted strategy to account for changes in law

Debt Collection Efforts

- Secured payments and judgments equal to several hundred thousand dollars
- Employed a variety of tactics, such as garnishment, tax refund intercept, liens, judgments, and installment agreements

Real Estate Transactions

- Provided support in developing or repurposing Motor Castings property, St. Aloysius property, and former Aurora clinic
- Assisted in drafting new development agreements

Litigation

- Prosecuted hundreds of municipal court cases
- Represented the City or its agencies in dozens of contested matters in state court, federal court, and administrative agencies



Code Enforcement

2025 Achievements and Accomplishments

Post-Flood Recovery

- Following the August flood event, the department supported impacted residents through expedited permitting and direct field assistance. A total of **552 permits** were issued. Inspectors assisted **17 homeowners** whose properties experienced severe structural foundation damage.
- A permit fee refund program was implemented for flood-damaged water heaters, furnaces, and electric service panels. **168 permit fees** paid by contractors were refunded directly to property owners.

Community Preservation

- Proactive walk-through inspections were conducted at approximately **1,400 properties**.
- Inspectors monitored **35 nuisance abandoned properties**, including **16 newly identified in 2025**. Issued **216 work orders** for grass and weed cutting, **60 work orders** for snow and ice removal and **39 work orders** issued to contractor for property securing, cleanup, and rodent abatement.

Annual Permits and Inspections

- A total of **4,162 permits** (19% increase from 2024) equaling **\$1,524,362.50**, (18.8% increase over 2024)
 - **1376 building permits**
 - **1665 electrical permits**
 - **948 plumbing permits**
 - **153 occupancy permits**
 - **20 mobile home permits.**
- A total of **15,419 inspections** were completed
 - **2,130 building inspections**
 - **1,827 electrical inspections**
 - **1,443 plumbing inspections**
 - **10,019 code enforcement officers' inspections.**



Southwest Suburban Health Department

2025 Achievements and Accomplishments

Harm Reduction

- **4,572** boxes of Naloxone distributed
- **5,022** Fentanyl and Xylazine Testing Strips Distributed
- **728** individuals trained in Naloxone Administration
- Collaborated with three radio groups to raise awareness about opioid overdose prevention, reaching over **3.13** million listeners through **1,793** commercials

Achieved Public Health Board Accreditation

- submitted extensive documentation across **10** categories and **93** measures, highlighting our capacity to deliver essential public health services, engage the community, and drive meaningful health outcomes.

Access & Linkage to Care

- Provided **23** STI tests and **235** TB skin tests
- Distributed **7,993** condoms
- conducted **76** car seat checks
- distributed **99** low-cost car seats
- administered **844** vaccinations
- Provided **458** TB-related home visits
- Public Health Social Worker had **531** client interactions with **466** resource referrals
- Processed **4,776** birth certificates and **59,530** death certificates
- hosted **31** Social Connection events reaching over **1,232** people

Serving & Protecting Our Community

- Licensed **917** establishments
- Investigated **675** citizen nuisance complaints
- Served **3,228** individuals through WIC Program
- Issued **38,745** food packages



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Marketing & Engagement

2025 Achievements and Accomplishments

Flood Communications

- **11** dedicated flood-related web pages receiving **13,433** views and **3,500** printed flyers
- **19** flood email updates reaching **1,197** residents
- **19** SMS alerts reaching **622** phones
- **18** original post updates and **12** shared posts on social media reaching **498,764** views

Social Media Engagement

- City Facebook, Instagram, LinkedIn
 - Impressions: **13,942,310** (340% increase)
 - Engagements: **769,542** (273% increase from 2024)
 - Followers: net growth of **5,539 new followers** across the 3 channels.
- Farmers Market Facebook, Instagram
 - Impressions: **2,555,909** (increase 22.5% from 2024)
 - Engagements: **112,418** (increase 55.3% from 2024)
 - Followers: net growth of **3,634 new followers** across the 2 channels.

Community Engagement

- **78,200** people attended the Farmers Market
- **11,269** attended Food Truck Fridays
- **7,100** attended Christkindlmarkt
- over **2,000** attended Haunted Honey Creek
- over **4,000** attended the Independence Day Parade
- over **3,500** attended the Christmas Parade
- **21** Community Conversations with **325 participants** resulted in:
 - **West Allis Arts Collective**
 - **Community Impact Partnership & Foundation**
 - **West Allis Homeless Coalition Planning Committee.**

“Visit Stallis” Campaign Launch

- **118,700** website visits and **5,912,142** ad impressions since the August 2025 campaign launch
- **139** individual Stallis destination pages created
- **4,567 clicks** from the Stallis website to business
 - **2,312,219** on Meta ad, **251,883** on Google Ads, **3,348,040** on YouTube Ads



West Allis Senior Center

2025 Achievements and Accomplishments

Senior Center Membership

- After eliminating annual membership dues in 2024, our membership increased from 765 to **809**.

Programming and Activities

- **102** different programs and activities were open to seniors including fitness programs, craft classes, social support groups, evidence-based health programs and more. Many of these programs are offered on a weekly basis.

Volunteer Coordination

- With only 2 full time employees, the Senior Center heavily relies on volunteers to offer diversity of programs and ensure quality activities. In 2025, we had **95 volunteers** who led program, staffed parties, worked in the office and did many other essential duties.

Age Friendly West Allis

- Worked with the Marketing Department to create an action plan that focuses on fostering a community where people of all ages, abilities, and backgrounds can thrive.



Clerk's Office

2025 Achievements and Accomplishments

Elections

- Managed **2** Elections in February and in April.
- Processed **3,436** ballots in February, and **12,212** in April

Licensing

- Processed and renewed the following:
 - ✓ Cigarette Licenses – 155
 - ✓ Class A Beer Licenses – 12
 - ✓ Class A Liquor & Beer – 40
 - ✓ Class B Beer – 2
 - ✓ Class B Beer & C Wine – 7
 - ✓ Class B Tavern – 130
 - ✓ Pawnshop/Secondhand Dealer – 31
 - ✓ Operator's (Bartenders) – 265

Miscellaneous

- Managed **7** Administrative Appeal Review Board meetings with **10** hearings in total
 - 8** Dangerous/Prohibited Dogs
 - 2** Other (Forestry Invoice and Sex Offender Residency)



Engineering

2025 Achievements and Accomplishments

Traffic Calming/Pedestrian Safety

- 2 Bump-outs, 1 pedestrian safety island, 2 high visibility crosswalks installed
- 1 raised intersection and 1 rectangular rapid flashing beacon (RRFB) installed

Private Side Lead Water Service Lateral Replacements

- 113 private side lead water service lateral replacements completed.
- Over 700 private side lead water service lateral replacements between 2017 and 2024.

WisDOT I94 East/West Traffic Mitigation Grant

- Received over **\$600,000** from Wisconsin Department of Transportation for traffic mitigation due to the I94 East/West project used to upgrade traffic signals along **STH 59** which includes **W. Greenfield Ave.** from **S. 81st St. to S. 62nd St.** and **W. National Ave.** from **S. 62nd St. to S. 60th St.**
- Traffic signals now use **AI-based traffic management system** to adjust in **real time** to traffic conditions which assists in **optimizing** the flow of traffic.

Liberty Heights Pavillion

- Lead West Allis team through construction of pavilion to completion.



Information Technology

2025 Achievements and Accomplishments

City Hall Conference Room Technology Modernization

- Replaced **Cable TV** era technology with **Microsoft Teams** solutions.
- **Eliminated** the need for a dedicated **Video Production Specialist**, saving the City **1 FTE**.

Implemented Manage/Detect/Respond Cybersecurity Solution

- Funded by the **State of Wisconsin's State Local Cybersecurity Grant Program**.
- Solution provides **deeper insights** into Security Exposures/Risks and **7x24 Security Monitoring**.

Geographical Information System (GIS) solutions for DPW

- **iPads** and **GIS Applications** are used to track the work performed on the majority of City Assets.
- GIS Solutions developed/enhanced: Field Maps (28); Dashboards (22); Experience Builder Viewers or Editors (41) QuickCapture (1).

End User Support

- Replaced **50** Covid era **laptops** and an additional **40 desktop** computers. Procured **Surface Pro** devices for the Fleet & Inventory divisions at the Public Works Department. Upgraded **25 iPads**.
- Closed **1,564** end user **service requests**.



Assessor Office

2025 Achievements and Accomplishments

Flooding Impact

- **338** letters requesting inspection were sent to flood impacted property owners. All known flood impacted properties had their property record reviewed by staff. Of the 338 letters mailed out, **31** property owners (9% response rate) granted permission to staff to inspect their property. Overall, **37** properties had values updated to reflect flood impacts.

Assessment Cycle

- **1,092** building permits were reviewed, of those **161** property owners granted permission (15% response rate) and full inspections completed. 184 exterior inspection were completed. In total, 345 property inspections were completed.
- **1,838** property sales were reviewed, **15** tax classifications were reviewed and updated, **25** tax parcel splits or combinations were processed.
- Preparatory work for the 2026 citywide revaluation was begun with review of sales, rents, capitalization rates, and market changes.

Open Book and Board of Review

- **67 Open Book** appointments were held by staff
- **32** objections were heard before the Board of Review
- **15** property tax appeals went to the circuit court



Human Resources

2025 Achievements and Accomplishments

Benefit Administration

- Implemented new employee benefits system, transitioning from legacy platform and aligning processes with payroll during implementation
- Developed automated data integrations and file feeds, reducing manual entry, improving accuracy, and increasing efficiency

Pay & Classification

- Implemented restructured salary schedule effective 2025, raising minimum pay levels and expanding step progression
- Completed multiple targeted reclassifications and market adjustments across positions to remain competitive with comparable municipalities

Workforce Alignment

- Implemented organizational realignments, including reclassifications, retitling, promotions, and transfers across departments
- Strengthened staffing structure across City Administrator, HR, City Clerk, City Attorney, and Marketing & Engagement functions

Employee Health Access

- Expanded QuadMed near-site clinic partnership by adding additional service locations
- Promoted access to mental health resources, supporting employee wellness and reducing stigma



Library

2025 Achievements and Accomplishments

Circulation of Library Items

- **370,965** Library items checked out, **155,392** children's items circulated, **72,685** electronic titles checked out.
- **1,383** attraction passes used, **1,590** laptop computers checked out.
- **326,510** persons visited the Library, and **1,977** Library cards were issued to new users.

Community Engagement

- **21,228** persons participated in onsite Library programming an increase of 42% over the previous year.
- **360** teens registered for the Teen Summer Reading Program and **1,099** kids registered for the Children's Summer event.
- **2,578** persons attended offsite Library outreach programs

New Services

- Laptop computer vending machine implemented
- Board Game collection purchased
- Digital display monitors installed for improved marketing/information sharing
- Updated materials sorter purchased and installed for increased efficiency and improved conveniency for patrons



Planning & Zoning Department

2025 Achievements and Accomplishments

Grants & Funding

- 25 CDBG applications processed for award totaling approximately \$1.4MM in CDBG allocations for Fiscal Year 26
- Safe Streets & Roads for All Grant awarded of \$45,000 through collaboration with Engineering & MKE County
- Multi-jurisdictional collaboration through application of a Congestion Mitigation and Air Quality Grant in hopes to support the Powerline Trail extension

Engagement, Collaboration & Support

- Hosted 9-week [Transportation Academy](#) with 1K Friends of Wisconsin
- Planning staff presentations to UWM & residents through the ENGAGE workshops
- Attended 11 Milwaukee County DOT Bus–Bike Collective meetings with peer municipalities to support regional collaboration
- Engaged in 7 Age-Friendly West Allis meetings to advance the AARP Age-Friendly Action Plan
- Flood response assistance provided by Planning staff

Process Improvements

- WI Policy Forum process Peer review & audit completed: [Cleared for Construction: Zoning and Permitting of Development in Metro Milwaukee](#)
- Department processes featured in League of Wisconsin Municipalities magazine:
 - “Smart Planning in Action: How West Allis Uses Technology to Drive Better Development Decision

Policy & Plans

- [Pedestrian, Bike, & Mobility Plan](#) adopted
- **4** Zoning code amendments
- [Powerline Trail Feasibility Report](#) completed



Planning & Zoning/Housing Office

2025 Achievements and Accomplishments

Affordable Housing Assistance

- Section 8/Housing Voucher: **229** Households = \$2.4MM in Housing Assistance Payments
 - 28 Disabled
 - 97 Elderly
 - 69 with Children
- VASH (Veteran Affairs Supportive Housing):
161 Households = \$904,000 in Housing Assistance Payments
 - 95 Elderly
 - 84 Disabled
 - 12 with Children
- Beloit Road: **104** Households = \$679,000 in Housing Assistance Payments
 - 32 Disabled
- Landlords partnering in assistance programs: **162**

Family Self-Sufficiency

- Applied/Received an FSS grant for \$95,063
- Thirty (30) participants enrolled in the program
- Two (2) participants successfully graduated from the FSS program
- FSS Informational Seminars were offered to participants:
 - April – Benefits of FSS program
 - July – Employee Milwaukee & Big Step
 - October – Homeownership

Fair Housing

- Successful Fair Housing Contest - Central HS and Walker Elementary School participated
- Awards Ceremony was held in April



Public Works

2025 Achievements and Accomplishments

Flood Response

- Provided bulk collection of **flood debris** and **access to open containers** at no charge, **waived fees at drop off site** for debris and electronics, waived fees for and **delivered replacement garbage and recycling carts**.
- Collected over **2,000 tons of debris**, **108 staff members** involved and logged over **5,600 labor hours**.

Increased GIS Footprint

- Collaborated with GIS to build new apps and dashboards for **Sanitation violations, Pavement Repair, and Valve Turning**.
- Continued to improve existing platforms for **Road Markings, Tree Work, Catch Basin Repairs and Sewer Jetting**.

Inventory Audit

- Audited over **7,000** Inventory parts (over 129,000 individual units).
- Assisted with audit of almost **400** Water parts (over 3,700 individual units).

Infrastructure & Asset Maintenance

- Converted two high voltage circuits to low voltage (**98 streetlights**) and converted **46** high pressure sodium fixtures to LED, Continued installing permanent **No Parking signs** throughout State Fair Area, Resolved **99 main breaks** and **8 water service leaks**.
- Contracted out **less than 7%** of costs of work orders in 2025 (this includes costs for Flood Response).



Fire Department

2025 Achievements and Accomplishments

Organizational Stability

- Maintained full service delivery during a period of executive turnover and staffing shortages by filling vacancies, stabilizing operations, and remaining **under budget** despite elevated overtime demands.

Flood & Emergency Management

- Managed a major flood event with over 200 calls for service in a 12-hour period, within the city and State Fair.
- Supported citywide emergency management operations through response, mitigation, and recovery.

Recognition and Community Impact

- Received a National **Hooley Award** for breaking new frontiers in Community Service Programming, and a **Hometown Hero Award**, recognizing service excellence in response to the 2025 flood.

Operational Advancements

- Prehospital Blood Implementation - Deployed prehospital blood on frontline medic units, significantly increasing the department's ability to deliver lifesaving interventions prior to hospital arrival.
- Apparatus Modernization - Placed a new engine into service, replacing a 27-year-old apparatus, improving reliability, reducing maintenance costs, and enhancing operational readiness.

Community Engagement

- Demonstrated strong community involvement through staff leadership in local high school athletics, contributing to **state-level wrestling competitiveness.**



Finance

2025 Achievements and Accomplishments

Revenue Expansion & Compliance

- **Ground Emergency Medical Transportation (GEMT)** - All new Medicaid funding required significant data analysis and compilation of payroll data, accounting data, and ambulance run billing data. Staff was praised by the state for the quality of their work.
- **Updated tax chargeback process** - align tax refunds and related reimbursements to provide greater transaction clarity and lessen the impact on an annual budget.

Numerous Payroll Process Improvements

- **Standardized** - reports, task planning, filing structure, payroll change processing, reporting processes, deduction cycles
- Digitized manual processes, improved quality control measures, updated procedure documentation, re-balanced pay cycle tasks, implemented automated reporting for greater transparency, worked with HR to remove duplication of records, reduced re-work by updating legacy systems, and more

Implemented Significant Policy Changes

- **PTO conversion** - The conversion to PTO was a massive undertaking necessitating coordination with HR and a lot of manual review and updating.
- **All new Salary Schedule** - The move from a 6 to 11-step salary schedule required updating not only the schedule, but also manually updating setup for hundreds of employees.

Structure & Reporting Improvements

- **Convention & Visitors Bureau (CVB)** -unlocking much needed operating budget funds.
- **New reporting funds** - Significantly improved the process to remain GAAP compliant.

