



City of Appleton

100 North Appleton Street
Appleton, WI 54911-4799
www.appleton.org

Meeting Agenda - Final Municipal Services Committee

Tuesday, March 21, 2017

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order
2. Roll call of membership
3. Approval of minutes from previous meeting

[17-382](#) Minutes from March 15, 2017

Attachments: [Minutes from March 15, 2017.pdf](#)

4. Public Hearings/Apearances

[17-316](#) Appearance by Kelly Nutty on the C.A.R.E. Collaboration 2016 Year in Review.

Attachments: [C.A.R.E. Collaboration 2016 Year in Review.pdf](#)

5. Action Items

[17-376](#) Approve sidewalk installation on the south side of the Northland Avenue south service road from Mason Street to Locust Street except at 1225 W. Northland Avenue where the sidewalk will be installed along the Northland Avenue right-of-way line.

Attachments: [Sidewalk installation from Mason St-Locust St..pdf](#)

[17-377](#) Award parking meter pay-by-phone services to Passport for a \$2,500 initial set-up fee and merchant processing fees of 2.9% plus \$0.30 per transaction.

Attachments: [Award parking meter pay-by-phone services to Passport.pdf](#)

[17-378](#) Request from Aric & Molly Hanseter to be waived from the \$100 Residential Refuse Cart Exchange Fee.

Attachments: [Aric & Molly Hanseter-wavied fee.pdf](#)

- [17-379](#) Approve Permanent Street Occupancy Permit for the Fox Cities Exhibition Center Skywalk to be constructed in the right-of-way of the 300 block of W. Lawrence Street.

Attachments: [Fox Cities Exhibition Center Skywalk.pdf](#)

- [17-388](#) Request from ENVIRO forensics for a permanent street occupancy permit to install monitoring wells in Meade Street right-of-way to monitor ground water at the Luvata Site at 908 N. Lawe Street.

Attachments: [ENVIRO Forensics.pdf](#)

6. Information Items

- [17-380](#) Update on proactive approach to street light outages.

- [17-381](#) Presentation of Department of Public Work's 2017 Strategic Plan.

Attachments: [Department of Public Works 2017 Strategic Plan.pdf](#)

- [17-315](#) Update to 5-Year Bike Lane & Trail Plan.

7. Adjournment

Notice is hereby given that a quorum of the Common Council may be present during this meeting, although no Council action will be taken.

Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible. Please call Paula Vandehey at 920-832-6474 if you have any questions.



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Meeting Minutes - Final Municipal Services Committee

Wednesday, March 15, 2017

6:00 PM

Council Chambers, 6th Floor

1. Call meeting to order

2. Roll call of membership

Present: 5 - Croatt, Coenen, Konetzke, Martin and Mann

3. Approval of minutes from previous meeting

[17-299](#)

Minutes from February 23, 2017

Attachments: [Minutes from February 23, 2017.pdf](#)

Coenen moved, seconded by Konetzke, that the Minutes be approved. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann

4. **Public Hearings/Appealances**

5. **Action Items**

[17-298](#)

Request from Miron Construction for a Street Occupancy Permit to place two construction trailers in the Morrison Street right-of-way for the Erb Pool Construction Project from March 20, 2017 through June 12, 2017.

Attachments: [Miron Street Occupancy Permit.pdf](#)

Konetzke moved, seconded by Mann, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann

[17-301](#)

Award of 2017 Digital Orthophoto Imaging Project (3-inch Resolution) to Ayres Associates, Inc. in the amount of \$32,900.00 with a 15% contingency of \$4,935.00 for a project total not to exceed \$37,835.00 with extensions to be negotiated annually for up to 10 years based upon approved funding and Council authorization.

Attachments: [Award of 2017 Digital Orthophoto Imaging Project.pdf](#)

Mann moved, seconded by Konetzke, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann

17-307

Install YIELD signs on Haddonstone Drive at Castelbury Lane.

Attachments: [Intersection Haddonstone Drive-Castlebury Lane.pdf](#)

Coenen moved, seconded by Konetzke, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann

17-308

Install STOP signs on Terraview Drive at Castlebury Lane.

Attachments: [Intersection Terraview Drive-Castlebury Lane.pdf](#)

Mann moved, seconded by Konetzke, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann

17-309

Proposed parking ordinance changes on Pauline Street, east of McDonald Street.

Attachments: [Parking ordinance changes Pauline St-east of Mc Donald St.pdf](#)

Mann moved, seconded by Coenen, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann

17-311

Approve Amendment No. 1 to SCS Engineers Closed Landfill Monitoring Contract for additional services related to landfill telemetry system repair costs in the amount of \$2,760 for a revised not to exceed contract amount of \$72,900.

Attachments: [Closed City of Appleton Landfill.pdf](#)

Coenen moved, seconded by Konetzke, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann

17-330

Request from St. Elizabeth Hospital to not have the Marigold Mile adjacent to the hospital owned property.

Attachments: [St Elizabeth Hospital to not have Marigolds.pdf](#)
[Marigold Mile brochure.pdf](#)

Martin moved, seconded by Coenen, that the Report Action Item be recommended for denial. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann

6. Information Items

[17-312](#) Inspection Division Permit Summary Comparison Report for February, 2017.

Attachments: [Inspection Division Permit Summary February 2017.pdf](#)

[17-313](#) Water Depth signs

Attachments: [Water Depth Signs.pdf](#)

[17-314](#) CTH JJ Project Schedule

Attachments: [County JJ Project Schedule.pdf](#)

7. Adjournment

Coenen moved, seconded by Konetzke, that the meeting be adjourned. Roll Call. Motion carried by the following vote:

Aye: 5 - Croatt, Coenen, Konetzke, Martin and Mann



C.A.R.E. Collaboration 2016 Year in Review

SERVICEWORKS®

~ By The Numbers ~

- ♦ 22 job trainees
- ♦ 13 trainees as transitional employees
- ♦ 34 weeks of work
- ♦ 340 hours of cleaning
- ♦ 300 bags of cigarettes and trash



~ Kudos From The Community ~

- ♦ "It's so nice to walk downtown without having to dodge garbage or see cigarette butts everywhere" ~resident with coffee
- ♦ "Keep up the good work, guys!" ~business owner
- ♦ "I just wanted to drop you a note to say how nice it was to see the sidewalks being vacuumed on College Ave" ~resident email to DPW

Joe began as a volunteer, and now is a crew leader on the C.A.R.E. team. Joe has learned self-confidence and leadership skills. He shows pride in his work by regularly performing outreach to other people in need. He also speaks to community members about his job duties and how important it is to him to care for his community. He appreciated meeting ADI and City staff, who treat him like any citizen, not just someone in need.

~ Top 5 Most Interesting Things Found ~

- ♦ A whole fish in Houdini Plaza
- ♦ A complete Jimmy Johns meal on a bench
- ♦ Underwear
- ♦ Drug scale (turned into APD)
- ♦ Cell phone (turned into APD)

The C.A.R.E. collaboration provides job training and transitional employment opportunities for people in need in Riverview Gardens' ServiceWorks® program. C.A.R.E. (Clean, Assess, Refresh and Enhance) teams supplement existing cleaning services in the downtown BID. Teams conduct peer-led outreach to connect people downtown with ServiceWorks.

Chad began as a volunteer with the C.A.R.E. team, and moved into a crew leader position. He developed leadership skills and demonstrated better responsibility. He graduated from ServiceWorks®, and moved back to his nearby hometown with a job and a sense of direction. Chad said he was proud to be a part of the C.A.R.E. team because it helped him feel like a regular community member, not just "a guy who made poor choices and is in treatment".



"...meeting community needs...enhancing quality of life."

DEPARTMENT OF PUBLIC WORKS

Engineering Division
100 North Appleton Street
Appleton, WI 54911
Phone (920) 832-6474
Fax (920) 832-6489

March 10, 2017

Dear Property Owner:

The City of Appleton is proposing to construct sidewalk along the south side of the Northland Avenue south service road from Mason Street to Locust Street in 2017.

The Department of Public Works will present this design to the Municipal Services Committee on Tuesday, March 21 at 6:30 p.m. in Committee Room "A", Sixth Floor, City Center Building, 100 N Appleton Street.

You are invited to attend this meeting to view and comment on the plans of the proposed construction. The proposed sidewalk design would then go to the full Common Council on April 5, 2017.

If you are unable to attend this meeting, feel free to contact me at 832-6486 or email at Mark.Lahay@appleton.org with any questions or comments. You can view the proposed plans on the City's website at the following site: <http://www.appleton.org/government/public-works/admin-engineering/project-information/northland-avenue-sidewalk-construction-mason-st-to-locust-st>.

Sincerely,

Mark A. Lahay, P.E.
Assistant City Engineer

c: Alderperson



"...meeting community needs...enhancing quality of life."

MEMO

TO: Municipal Services Committee

FROM: Paula Vandehey, Director of Public Works *PAV*

DATE: March 15, 2017

SUBJECT: Award parking meter pay-by-phone services to Passport.

In 2014 the City of Appleton hired Walker Parking Consultants to perform a Downtown Parking Study. The Final Report included recommendations for improvement in areas of technology, enforcement, demand management and planning. To date we have accomplished many of the recommendations including the following:

1. Reduced meter hours from 9:00 am – 9:00 pm to 9:00 am – 6:00 pm, Monday through Saturday, with Sundays remaining free.
2. Changed on-street meter limit from 2 hours to 12 hours and the rate from \$0.75/hour to \$0.20/hour for all on-street meters north of Washington Street.
3. Implemented new pay-on-exit parking system in the Green, Yellow and Red Parking ramps, including credit card and validation capabilities with new fee structure.
4. Implemented new ramp permit fee rates of \$35/month in the Blue Ramp and \$30/month in all other ramps.

The next recommendation on our list to implement is the parking meter pay-by-phone program. This parking option provides features such as paying for parking without using coins, extending parking for up to the time limit without going back to the meter, and providing a text message that the meter time is expiring.

The City solicited proposals from six different companies and received proposals from three of them (ParkMobile, Passport and Meter Feeder). Both ParkMobile and Passport scored very high with the review team. Because both companies are very capable of providing the services we requested the determining factors came down to the following:

- Passport is the provider that the cities of Green Bay, Fond Du Lac, Racine, Hudson and Wisconsin Dells currently use.
- Passport's reports appear to be more user friendly.
- Digital Wallet feature allows all merchant processing savings to be passed on to the City.
- Passport seems like a better fit for communities the size of Appleton.

Therefore, we recommend awarding the parking meter pay-by-phone services to Passport for a \$2,500 initial set-up fee and merchant processing fees of 2.9% plus \$0.30 per transaction.

From: Aric Hanseter [mailto:aric.hanseter@gmail.com]

Sent: Wednesday, March 08, 2017 3:01 PM

To: Carrie Minges <Carrie.Minges@Appleton.org>

Subject: Request to Waive Garbage Can Fee

Hello Carrie,

My wife Molly and I recently moved to our new residence at 50 Crestview Drive in Appleton this past June. At that time, I had chosen the appropriate garbage can size for our then family of three. In August, we learned that my wife was pregnant, and shortly after that we were expecting twin girls - an unforeseen, but exciting discovery.

That said, we are hoping to take a proactive approach to obtaining a larger (95 gal.) garbage can to support what will soon be a family of 5 (the girls are due April 6th). As we had no way to predict that our family would nearly double in such a short period of time... I would like to request that the \$100 fee please be waived. This would go a long way in helping us to overcome the financial burden of raising two infants at the same time. Your consideration is very much appreciated!

We are very excited to welcome our new daughters home very soon, and we wish you all the best!

Kind regards,

Aric & Molly Hanseter
50 Crestview Dr
Appleton, WI 54915
920-419-1262



"...meeting community needs...enhancing quality of life."

DEPARTMENT OF PUBLIC WORKS

Engineering Division
100 North Appleton Street
Appleton, WI 54911
(920) 832-6474
FAX (920) 832-6489

Effective Date: August 1, 2013

CITY OF APPLETON
RESIDENTIAL REFUSE CART EXCHANGE/ADDITION POLICY

The objective of this policy is to establish the guidelines in which residential properties will be allowed to exchange or add a second refuse cart.

PROCEDURE

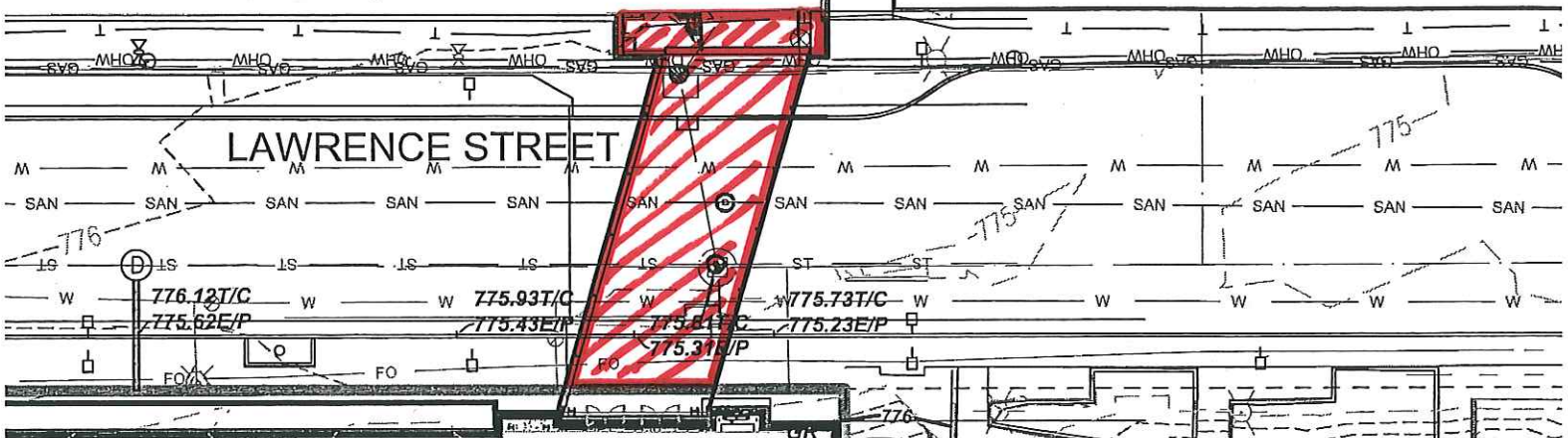
All requests to exchange or to add a second residential refuse cart shall be submitted to the Department of Public Works – Municipal Services Building to be reviewed against the criteria set forth in this policy.

APPROVAL CRITERIA

1. Requesting party must be the owner of the residentially zoned property of four (4) living units or less.
2. The owner's request shall include which unit(s) to assign the carts for billing purposes.
3. Total number of refuse carts must be two (2) or less per single family address.
4. Multi-unit buildings (2 to 4 units, with all units in the same building), must have at least as many recycling carts as refuse carts.
5. Payment of \$100 for each additional cart shall be received by the Department prior to additional carts being issued.
6. The appropriate weekly fee (per the Common Council approved Public Works Fee Schedule) shall be charged by the City of Appleton.
7. Exchange fees will not apply for carts exchanged for routine maintenance or repair.
8. Lost or damaged carts due to property owner neglect may be subject to a \$100 replacement fee.
9. For cart exchanges, a \$100 payment shall be received by the Department prior to cart exchange if cart was exchanged within past 24 months.

Hotel

1
N



**PROPOSED
BUILDING**
FFE=780.00
LOWER LEVEL = 745.00

FCEC

URAL PLANS
' GRADING

**PROPOSED
OFTOP COURTYARD**

GR
776.00

GR
745.00

GR
745.00

DOOR
745.00

DOOR

JONES
PARK

739



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From: Kyle Heimstead

Sent: Tuesday, February 28, 2017 12:45 PM

To: Keith Curran (keith.curran@appleton.org); 'mark.lahay@appleton.org'; 'mary.schlimm@appleton.org'

Subject: City of Appleton Right-of-Way Permit

Keith, Mark and Mary,

EnviroForensics is proposing some work within the road right-of-way of N. Meade St. between E. Hancock St. and E. Winnebago St. during April 2017. I have discussed an approved traffic control plan with Michael Hardy. Attached is a memo, figure with the proposed locations of the groundwater monitoring wells, soil boring locations and approved traffic control plan. Also attached is the Permit to Excavate in the Public Right-Of-Way and Permit to Occupy the Public Right-of-Way. I am having the Certificate of Liability Insurance and Right-of-Way Bond updated and will send those over as soon as I receive them.

If there is anything else, let me know!

Best Regards,

Kyle Heimstead

Staff Geologist

EnviroForensics | N16 W23390 Stone Ridge Drive, Suite G | Waukesha, WI 53188

P. 209.390.9814 | C. 612.210.3374 | F. 262.510.0460

www.enviroforensics.com

Turning Environmental Liabilities Into Assets®

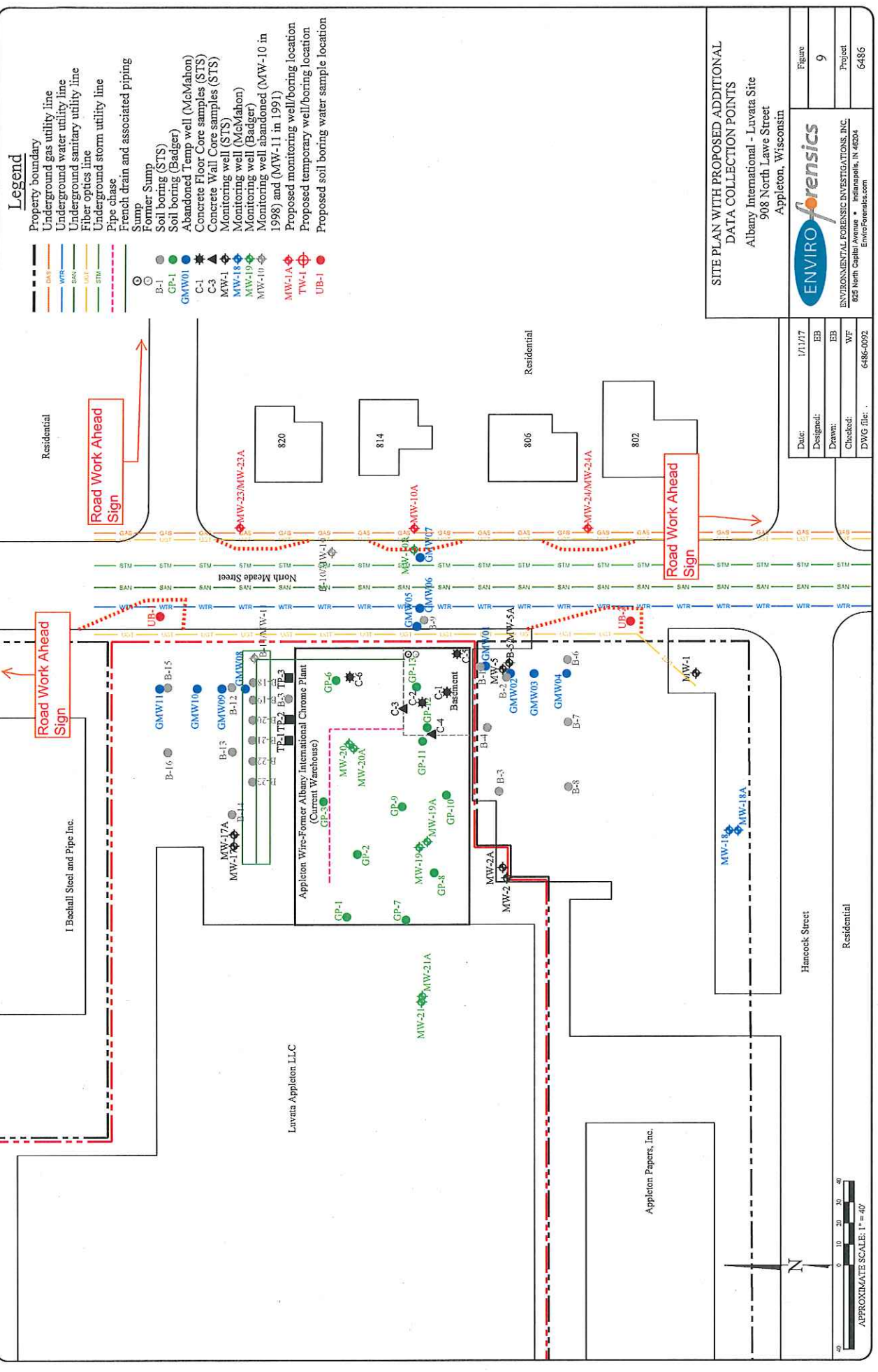


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Department of Public Works

2017 Strategic Plan



City's Vision Statement:

"Appleton is the place where people can use their talents to thrive."



Department of Public Work's Mission Statement:

"Providing quality, cost-effective services for our customers."



Divisions of Public Works

(159 employees strong!)

- ❖ Building Inspections
- ❖ Central Equipment Agency
- ❖ Engineering
- ❖ Forestry
- ❖ Parking
- ❖ Sanitation
- ❖ Street
- ❖ Traffic
- ❖ Water
- ❖ Stormwater



7 Key Strategies

1. Responsibly deliver excellent services.
2. Encourage active community participation and involvement.
3. Recognize and grow everyone's talents (internal and external).
4. Continuously assess trends affecting the community and proactively respond.
5. Promote an environment that is respectful and inclusive.
6. Create opportunities and learn from successes and failures.
7. Communicate our success through stories and testimonials.



Key Strategy #1

Responsibly deliver excellent services.

- ▶ Efficiently provide essential services
 - Utilize Work Groups and employee feedback to review and improve programs & services
 - Input from external stakeholders
- ▶ Visit other communities for best practices
 - Communicate with other communities
 - Schedule field trips accordingly
- ▶ Prioritize our work and review quarterly
 - Create seasonal work list.
 - Review with staff
 - Revisit MADI Program

OUTCOME: Customer satisfaction

(Measure through point of service surveys and general survey)



Key Strategy #2

Encourage active community participation and involvement.

▶ Social Media

- Management staff directly connected to social media
- Train staff on various social media options and how to get "in front" of story
- Utilize Marketing Team to champion this initiative
- Social media ride-alongs
- Regular updates and timely responses

▶ Public input

- Conduct survey for input on services
- Market the survey through social media
- Analyze data and share feedback
- Target diverse audience

▶ Citizen Engagement

- Participate in annual Citizens Academy
- Timber Rattler tree plantings/others

▶ Public Information Meetings

- Invite stakeholders to project meetings
- Listen to community input
- Informational meetings
- Special Event Support



OUTCOME: Community participation in street designs and major studies

Key Strategy #3

Recognize and grow everyone's talents (internal and external).

- ▶ Identify employees strengths and goals
 - Assign job duties and training accordingly
 - Implement Leadership Development Program
 - Succession planning
 - Group Stay Interviews
- ▶ Training
 - Identify needs, priorities and opportunities
 - Stay current in technology and job skills
 - Cross training
 - Budget accordingly
- ▶ Provide opportunities for future leaders
 - Utilize seasonal staff
 - Internships
 - Volunteer programs
- ▶ Support art in the community
 - Continue with sidewalk poetry and snowplow painting programs
 - Include members of the art community in project planning
 - Utilize Marketing Team to champion this initiative



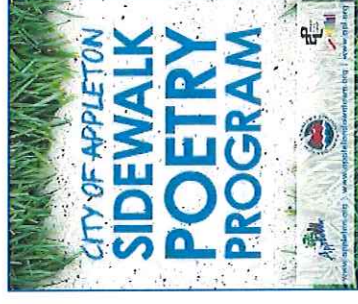
OUTCOME: Percent of high performers retained (internal)



Key Strategy #4

Continuously assess trends affecting the community and proactively respond.

- ▶ Use social media to educate and solicit feedback
 - Respond to citizen inquiries
 - Provide educational feedback
 - Utilize feedback for possible service improvements
- ▶ Explore non-traditional DPW services
 - Support art in the community
 - Support community special events
- ▶ Empower business associations and neighborhood organizations
 - Gather information from businesses to determine what Public Works can do to help them be more successful
 - Meet with neighborhood groups to educate them on the role of Public Works in our community and listen to their feedback
 - Business/Community involvement



OUTCOME: The number of respondents that see Appleton as a progressive community.



Key Strategy #5

Promote an environment that is respectful and inclusive.

- ▶ Training
 - Work with Human Resources to identify types of training and presenters
 - Cultural awareness
 - Generational differences
 - Personality differences
 - Leadership development
 - Develop training implementation calendar
- ▶ Increase diversity & improve culture within the workplace
 - Use recruitment video to target a diverse audience
 - Recruit candidates from schools, volunteer groups and other organizations
- ▶ Respond to community needs
 - Utilize interpreters
 - Provide multi-lingual communication
 - Promote ADA awareness and improvements



OUTCOME: Percent of employees that feel welcomed and respected

Key Strategy #6

Create opportunities and learn from successes and failures.

- ▶ Network within Department
 - Share information and learn from each other
- ▶ Network with other Departments
 - Share information and learn from each other
 - Project coordination and communication
 - Compare DPW website content for consistency and ideas
 - Utilize Work groups
 - Department surveys
- ▶ Network with other communities
 - Build relationships
 - Learn from each other
 - Compare programs and services
 - Opportunities for collaborations
 - Compare staffing levels and overall level of service provided
- ▶ Training/Role development
- ▶ Customer feedback



OUTCOME: Number of employee ideas submitted and number implemented

Key Strategy #7

Communicate our successes.

- ▶ Communicate our successes with entire DPW staff
 - Share success stories at management staff meetings
 - Share success stories with staff
 - Discuss "What can we learn" at Work Groups and staff meetings
- ▶ Sell story to others
 - Share at Work Groups and staff meetings
 - Share Great Ideas List with Municipal Services Committee and Council
 - Share successful ideas via social media
 - Presentations at conferences

OUTCOME: Percent of customers with a positive perception of Public Works



