

CITY OF NEENAH
PUBLIC SERVICES AND SAFETY COMMITTEE MEETING
Tuesday, December 13, 2016 - 7:00 PM
Hauser Room - City Administration Building

Present: Aldermen Hillstrom, Bates, Lang, Lendrum and Stevenson

Also Present: Mayor Kaufert, Director of Public Works Kaiser, Police Chief Wilkinson, Traffic Engineer Merten, Alderman Pollnow, Alderman Boyette, Tim Florek, Jared Searl, Mason Tecca

Minutes: Motion/Second/Carried Lendrum/Stevenson to approve the minutes of the November 29, 2016, Regular Meeting and the December 7, 2016, Special Meeting. All voting aye.

Public Appearances: Jared Searl, 600 Kessler Drive, addressed the Committee with concerns related to Horace Mann Middle School drop-off and pick-up traffic. He noted the impact of parent parking on the ability of traffic to get through on Oak Street and Kessler Drive and student safety concerns. He questioned if other procedures could be implemented. Director Kaiser and Traffic Engineer Merten indicated that they would contact the school officials to discuss the matter.

Franklin Avenue Construction - Resident Concerns: Tim Florek, 508 E. Franklin Avenue, addressed the Committee to review his concerns with the construction operations on Franklin Avenue this past year. He indicated that he had a written statement that he wished to include in the meeting minutes (attached). He outlined areas that he felt needed improvement for projects going forward. He stated that consistent, accurate communication of project activities could have alleviated a great deal of the frustration that residents felt. He suggested that project timelines be made available to allow residents to gauge project progress. He noted occasions when he had contacted the Public Works office for information or to relay concerns and also noted calls made to the contractor. He suggested that bid costs be provided to affected property owners. He related a concern with a large fluctuation in bid pricing for two bid items this year as compared to prior years. He encouraged that project managers maintain a higher degree of contact with residents on the project. He suggested a more formalized process to address any issues that special needs individuals may have during construction. He suggested a post-project evaluation and encouraged formal training for project managers.

On questioning from the Committee he reiterated that the frustration was mainly in not knowing what was supposed to be happening. He stated that the weekly email updates did not provide helpful information about why things were or were not happening. He suggested providing additional detail about the contractor's schedule.

Ald. Lendrum noted that the tenant of her property that was on the project provided her information about what was happening. She noted his frustration with the length of time the project was taking but that he didn't provide any other information. She noted that she didn't receive any calls during the project even though she had provided her card to affected residents.

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On questioning from Mayor Kaufert, Director Kaiser outlined the manner in which the number of construction working days was developed for a street. He noted that the number of days was unique to the extent of work require on each street. He discussed the possibility of compressing the number of working days allowed and noted circumstances that may limit the feasibility of compressing the number of working days.

Mayor Kaufert expressed his appreciation to Mr. Florek for bringing his concerns forward and assured him that this will help improve projects in the future. Ald. Stevenson noted that Director Kaiser had outlined several process changes in his December 7 memo and requested that he inform the Committee of how those changes are being implemented.

Downtown Parking Policies and Guidelines Proposal: Traffic Engineer Merten reviewed the downtown parking policies and guidelines proposal outlined in his December 8, 2016, memo. He noted that the memo outlined the changes in the current proposal from those presented to the Downtown Parking Task Force at their December 2 meeting.

Traffic Engineer Merten reviewed the recommendations for time limited zones. Zones will be created for 2-Hour, 3-Hour and 4-Hour parking. Committee noted that the major change that this presents must be coupled with aggressive enforcement in order to influence the behavior of downtown employees. He confirmed that a periodic reviews of the restrictions will occur in order to determine if they have been having the desired effect. He noted that the task force recommendation was to exempt only Sundays and holidays from enforcement for time restricted areas.

Traffic Engineer Merten reviewed the citations provisions. Citations would be grouped into one of three categories. Each category would have its own fine structure. Citation classes B and C would have an escalating fine structure. The first citation of a Class C violation would be a warning not a fine. Only multiple citations for the same type of violation would result in the escalating fine. The fine level was based on credit card charges, which are embedded in the fine and on modelling of citation issuance and revenue generation. It was noted that three of the Class C violations should be assigned as Class B violations since they could potentially require immediate towing: No Stopping, No Parking, and Unauthorized Parking. Chief Wilkinson discussed procedures to address abandoned vehicle complaints.

Mayor Kaufert noted the fine escalation provision for a 365 day reset. He noted that there was discussion at the task force meeting of reducing that amount of time to 11 months. It was noted that the parking task force rejected that change and preferred the 365 day reset.

Mayor Kaufert expressed a concern with the fine amount for Class B and Class C citations. The proposed fine for a first Class B citation is \$16. The proposed fine for a second Class C citation is also \$16. He preferred a starting fine of \$14. He expressed a concern with discouraging customer visits and a preference to start slow and allow room to grow the fine level in the future. Ald. Hillstrom noted that the task force preferred the higher fine level because they see the employee abuse. Traffic Engineer Merten noted that there would be a

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credit card processing fee of about \$2 per transaction and a NuPark processing fee of \$2 per citation. Committee discussed the single citation issuance provision. Chief Wilkinson suggested changing the 24-Hour reset to 4-Hour reset.

Committee discussed the processing charges. Traffic Engineer Merten noted that a new credit card vendor is being discussed.

Ald. Pollnow addressed the Committee to request clarification of the citation appeal process. Chief Wilkinson stated that the basic process will remain the same but that appeals will need to be filed online. He stated that NuPark offered an appeal review service but that staff felt that better customer service could be provided by keeping appeal processing in-house.

Traffic Engineer Merten reviewed the parking permit provisions. He noted that these areas would be exempt from enforcement on Saturdays, Sundays and holidays. Committee discussed the proposal to allow the registering of 3 license plates per permit. Committee discussed using a rolling expiration date for permits rather than a fixed date. Traffic Engineer Merten noted the proposal to increase the base monthly permit charge from \$18 to \$22 per month. He noted that the permit fee structure encouraged the purchase of quarterly or annual permits. On questioning from the Committee, Traffic Engineer Merten stated that he would provide revenue projections for the new permit rate structure.

Traffic Engineer Merten described the provisions for re-parking restrictions. Committee suggested standardizing the reset point. They noted the difficulty in making this provision clear to parkers. Mayor Kaufert expressed a concern with the provision's impacts on hospitality businesses.

The consensus of the Committee was to have Traffic Engineer Merten prepare the necessary ordinance changes incorporating the Committee comments for discussion at a future meeting.

Licenses:

Beverage Operator License Applications: The Committee reviewed the beverage operator license applications for Sally A. Bauer, Kami J. Friebel, Joshua A. Malson, Deanna L. Raatz, Sandra A. Sha and Jonathan J. Trepanier.

Following discussion, **Motion/Second/Carried Lendrum/Hillstrom to recommend Council approve beverage operator license applications for Sally A. Bauer, Kami J. Friebel, Joshua A. Malson, Deanna L. Raatz, Sandra A. Sha and Jonathan J. Trepanier.** All voting aye.

Secondhand Article/Jewelry Dealer License Applications:

Committee reviewed the secondhand article/jewelry dealer license renewal for Don Father Games, 1152 Westowne Drive, Don A. Pavelka, owner.

C.A.

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C.A. Following discussion, **Motion/ Second/Carried Lang/Stevenson to recommend Council approve the secondhand article/jewelry dealer license renewal for Don Father Games, 1152 Westowne Drive, Don A. Pavelka, owner.** All voting aye.

Committee reviewed the secondhand article/jewelry dealer license renewal for J. Anthony Jewelers, 220 S. Commercial Street, Joseph A. Ziemba, owner.

C.A. Following discussion, **Motion/ Second/Carried Lang/Stevenson to recommend Council approve the secondhand article/jewelry dealer license renewal for J. Anthony Jewelers, 220 S. Commercial Street, Joseph A. Ziemba, owner.** All voting aye.

Committee reviewed the secondhand article/jewelry dealer license renewal for Holt's Jewelry, 121 W. Wisconsin Avenue, Mark S. Holt, owner.

C.A. Following discussion, **Motion/Second/ Carried Lang/Stevenson to recommend Council approve the secondhand article/jewelry dealer license renewal for Holt's Jewelry, 121 W. Wisconsin Avenue, Mark S. Holt, owner.** All voting aye.

Committee reviewed the secondhand article/jewelry dealer license application for Great Estates, 1554 S. Commercial Street, Michael C. Russell, owner.

C.A. Following discussion, **Motion/ Second/Carried Lang/Stevenson to recommend Council approve the secondhand article/jewelry dealer license application for Great Estates, 1554 S. Commercial Street, Michael C. Russell, owner.** All voting aye.

Committee reviewed the secondhand article/jewelry dealer license renewal for EcoATM, LLC, 1155 W. Winneconne Avenue, Hunter Bjorkman, owner.

C.A. Following discussion, **Motion/Second/ Carried Lang/Stevenson to recommend Council approve the secondhand article/jewelry dealer license renewal for EcoATM, LLC, 1155 W. Winneconne Avenue, Hunter Bjorkman, owner.** All voting aye.

Committee reviewed the secondhand article/jewelry dealer license renewal for AE Jewelers, 971 S. Green Bay Road, Richard L. Meyer, owner.

C.A. Following discussion, **Motion/Second/ Carried Lang/Stevenson to recommend Council approve the secondhand article/jewelry dealer license renewal for AE Jewelers, 971 S. Green Bay Road, Richard L. Meyer, owner.** All voting aye.

Beverage Operator License Application (New) - Delinquent Fees: The Committee reviewed the beverage operator license application for Alexander Rasmussen. Mr. Rasmussen currently has a delinquent payment of \$10.00 (no proof of insurance ticket-2013).

C.A. Following discussion, **Motion/Second/Carried Stevenson/Lendrum to recommend Council approve the beverage operator license application (new) for Alexander Rasmussen**

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contingent upon payment of a delinquent payment of \$10.00 and any other outstanding City fees. All voting aye.

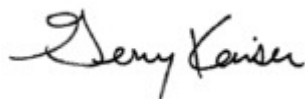
Public Works General Construction and Department Activity:

1. (Contract 1-16, Franklin, Higgins, Columbian, Henry and Lincoln) All work is complete. A final pay estimate was taken to the Board of Public Works.
2. (Contract 4-16, Concrete Pavement and Sidewalk Repair) Work is complete. A final estimate was taken to the Board of Public Works.
3. (Contract 5-16, Hot Mix Asphalt Pavement Repair) Work is complete. A final estimate was taken to the Board of Public Works.
4. Forest Manor Lighting - Staff is awaiting information design and cost information from We Energies. Once that is received and reviewed, an assessment report will be brought to Committee.
5. Training Center/Clinic – The building upgrades to Fire 31 are well underway. Plumbing and electrical rough-ins are complete. Window sills are being replaced. Painting is nearly complete. Work should be near completion by Christmas.
6. Tullar Garage Floor Coating – The north vehicle storage bay is complete. Due to temperature limitations and equipment storage needs, the south vehicle storage bay will be done as soon as weather allows in 2017.
7. Clock Tower – It has been determined that the clock tower controller is not repairable. It appears that the primary circuit board was damaged by a high voltage event, possibly a lightning strike. That controller is no longer made, so repairing it is not an option. A new controller from that manufacturer costs about \$5,000. We are looking at other controller options.
8. Demolition has started on Martens Street properties.
9. Woodside Green Estates – Road graveling should be complete next week. The developer is responsible for snow removal on the section north of Buttonbush Drive until the road is in a condition that will allow plowing by Winnebago County.

Announcements/Future Agenda Items: Committee discussed the meeting date for December 27. The consensus was to forego a meeting that night.

Motion/Second/Carried Hillstrom/Stevenson to adjourn at 9:45 p.m. All voting aye.

Respectfully submitted,



Gerry Kaiser
Director of Public Works

Tim Florek - Franklin Resident

Date: December 13, 2016

Statement and Recommendations regarding future Public Works Projects in Neenah

As a private citizen and business professional my grievance with the Franklin Avenue project comes from the understanding that we should at the minimum expect from our government the standard of work we would be expected achieve at our businesses. After talking to residents on Franklin Avenue about the project I realized that the socio-economic demographics of the working families put me in the position to voice the concerns knowing that many of them deal with working late shifts, single parenting, and other family needs that are more important. There is an assumption that no one cares and they will see no benefit and to me that is understandable. I see a benefit to all future residents about to go under the Public Work's Scalpel.

Defined Areas of Grievances

Communication on how a project is to be managed. During the Preconstruction Phase I was told by Heath in Public Works that once a contractor was done on a street the next contractor would be called. After WE Energies completed their work in June on Franklin, and I confirmed it with WE Energies a call made to Public Works again Heath reaffirmed that once the contractor was done on a street the next one would be started. After not seeing any work done for a month heading in August a call again was made to the Public Works Department and this time the response from Director Kaiser to my wife was "we wait for the contractors to complete all work across all the roads under construction before starting the next one." This is showing us that there is no standard operating procedure for how projects are managed.

No clear project map with details as to expected workdays, start dates, completion dates and major project milestones was available to the residents that would have aided in dealing with a lot of the communication issues of what to expect. This one piece of information alone probably would have prevented most of the angst the project had to residents on the street. Strong management of any project will overcome and minimize the affect of poor contractors. This was made worse by poor contractor communication of when access would be blocked.

The Public Works Department was called five times by us and numerous times by neighbors in the first several months to complain about the behavior of the workers. We heard nothing as a follow-up to what had been done. When the city failed their residents in these areas of communication we turned to the contractors themselves.

From a business stand point we understand that quotes and actual cost may run at different rates however is common business practice to communicate any changes in pricing to the those being asked to pay the bills whether through special assessment or taxes. Price fluctuations of 5-15% are big enough to warrant conversations with a vendor or updated contract in the business world. However when the city sees a +300% difference in cost and -73% in costs they never thought to inform the public. Even if they don't change the final bill the opaqueness of that change leads to discussion over the ethical behaviors of contractors and city officials along questions of bait and switch tactics or collusion in contract prices.

So what do what? My recommendations for what can be done to improve your service to residents. I ask that this document is added to the minutes of this meeting so that they city government can act on the ideas.

Proposed Changes via Written Policy to Managing Public Works Projects

Proposed is a written policy to improve the management of city projects that will make the Public Works department more effective in fulfilling their duties and improve their communication to the city affected by their projects.

1. Require that a detailed Project Map is developed for all projects that affect or have the potential to affect any business or resident in Neenah. These project maps should include details as to expected workdays; start dates, completion dates and major project milestones. This map should be presented pre-construction, made public through out construction and be updated frequently throughout the project to keep the public informed of all changes to project from contractor, issues or weather. This document can be made public on social media so that the burden of communication to residents can be managed.
2. The Project manager should spend after hours time on the street talking to businesses and residents affected by the projects. This can be used to field concerns and also be a tool along with other methods to inform public of project timeframe and changes. Knocking on the doors of residents in the evening would show the value the Public Works team brings to our city. A project that requires several months of construction should see their project manager at a minimum of every other month during the project.
3. If Bids and contracts are determined after the pre-construction meetings then follow up communication should be sent including the final accepted project pricing along with adjusted pricing that would affect how the special assessment is calculated. Open and honest communication of costs is necessary for indication of transparent and ethical behavior when it comes to government pricing.
4. Required a sit down conversation that is documented through a standard form residents that require special needs during the construction project. Elderly and family with special be made aware of all potential issues the project may raise for them. Their needs should be documented along with documentation of the Public Work plan to accommodate those residents. The project manager should revisit this plan in person to ensure the plans effectiveness.
5. Require post project evaluation be done along with final documentation as to what worked on a project, what didn't and areas of improvement. This should include an evaluation of contractors along with recommendations to improving management of their crews moving forward.

I also recommend that city looks into providing educational dollars to all the employees of the Public Works or other departments that manage projects to improve their project management skillsets and thus improve their ability to service Neenah residents.