



MINUTES OF THE PROTECTION AND POLICY COMMITTEE

**MONDAY, NOVEMBER 11, 2019, 5:30 PM
CITY HALL, ROOM 207**

A. ROLL CALL.

Present: Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell

Also present: Deputy City Attorney Joanne Bungert, Lt. Steve Mahoney, Chief of Staff Celestine Jeffreys, Chief Building Official Paul Van Calster, City Attorney Vanessa Chavez, Assistant Development Director Cheryl Reiner-Wigg

B. APPROVAL OF THE AGENDA.

I. Approval of the agenda for the November 11, 2019 Protection & Policy committee meeting.

Moved by Ald. Mark Steuer, seconded by Ald. John VanderLeest to approve the agenda for the November 11, 2019 Protection & Policy committee meeting. Motion carried.

Yes- Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell, No- None, Abstain- None

C. APPROVAL OF MINUTES.

I. Approval of the minutes of the October 28, 2019 Protection & Policy meeting.

Moved by Ald. Mark Steuer, seconded by Ald. Craig Stevens to approve the minutes of the October 28, 2019 Protection & Policy meeting. Motion carried.

Yes- Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell, No- None, Abstain- None

D. REGULAR BUSINESS.

I. Consideration with possible action on a change of agent for Kwik Trip, Inc. at 840 S. Huron Rd.

Moved by Ald. Mark Steuer, seconded by Ald. Craig Stevens to approve the change of agent for Kwik Trip, Inc. at 840 S. Huron Rd. Motion carried.

Yes- Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell, No- None, Abstain- None

2. Consideration with possible action on an appeal from Anne Coretez regarding the denial of her operator's license.

Moved by Ald. John VanderLeest, seconded by Ald. Craig Stevens to open the floor for discussion. Motion carried.

Yes- Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell, No- None, Abstain- None

Moved by Ald. Mark Steuer, seconded by Ald. John VanderLeest to close the floor. Motion carried.

Yes- Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell, No- None, Abstain- None

Moved by Ald. John VanderLeest, seconded by Ald. Craig Stevens to approve the appeal from Anne Cortez regarding the denial of her operator's license. Motion carried.

Yes- Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell, No- None, Abstain- None

3. Consideration with possible action on the request by Ald. Chris Wery regarding the policies and procedures of the Inspection Department as it applies to communicating and working with constituents who request their alderman's assistance. Further, to discuss customer service standards and work expectations of inspectors. Investigate the addition of evening and/or weekend inspection hours (recommendation to be made to Personnel Committee only pursuant to GBMC 2.06(9)), which was referred to the Protection & Policy Committee at the Improvement and Services Committee meeting September 25, 2019.

Moved by Ald. Mark Steuer, seconded by Ald. Craig Stevens to refer to Personnel Committee with recommendation to receive and place on file the request by Ald. Chris Wery regarding the policies and procedures of the Inspection Department as it applies to communicating and working with constituents who request their alderman's assistance. Further, to discuss customer service standards and work expectations of inspectors. Investigate the addition of evening and/or weekend inspection hours (recommendation to be made to Personnel Committee only pursuant to GBMC 2.06(9)), which was referred to the Protection & Policy Committee at the Improvement and Services Committee meeting September 25, 2019.

E. INFORMATIONAL.

I. The Liquor Violation Report for November 11, 2019.

Moved by Ald. Mark Steuer, seconded by Ald. John VanderLeest to receive and place on file the Liquor Violation Report for November 11, 2019. Motion carried.

Yes- Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell, No- None, Abstain- None

F. ADJOURNMENT.

Moved by Ald. Mark Steuer, seconded by Ald. Craig Stevens to adjourn at 6:24 p.m. Motion carried. Yes- Craig Stevens, John VanderLeest, Mark Steuer, Randy Scannell, No- None, Abstain- None

VERBATIM MINUTES

- And, we are rolling.
- We're going?
- Yep, we're good.
- Okay. Hear ye, hear ye, hear ye. The Protection and Policy Committee for November 11th. Happy Vets Day, everyone, 2019, is now in session. Roll call. Is Danish here? How about Alder Stevens?
- Here.
- Alder Vander Lee.
- Here.
- Alder Steuer.
- Here.
- And Alder Scannell, the Chair, is also present, and we're all here. The gang's all here. I'll take a motion to approve our agenda for November 11th, 2019.
- So moved.
- So moved by Alder Steuer.
- Second.
- Seconded by Alder Vander Lee. All in favor?
- [All] Aye.
- Opposed? Our agenda is approved. How about our minutes for our last meeting, October 28th, 2019?
- So moved.
- Second.
- Motion to approve by Alder Steuer, seconded by Alder Stevens. All in favor?
- [All] Aye.

- Opposed? Our minutes from our last meeting have been approved officially.
- Yep.
- Gonna give her a second.
- Gonna give her a second.
- And, we're good.
- And, we're good. Okay, on to regular business. Consideration with possible action on change of agent for Kwik Trip Inc at 840 South Huron Road. Staff?
- Law department has not objections.
- Please, concur. Motion to approve.
- Motion to approve by Alder Steuer.
- Second.
- Second by Alder Stevens. All in favor?
- [All] Aye.
- Opposed? That passes unanimously, and before I go any further, I should state that everything we do here at the Committee is just a recommendation to the full Council. They have the final say, which will be next Tuesday at six o'clock in the room right next door. So, if you don't like our decision, you can take it up there. To two. Two. Consideration with possible action and appeal from Ann Coretez regarding the denial of her operator's license.
- [Anne] Cortez.
- Cortez. Sorry. Okay.
- [Anne] Is that me?
- Does it have that E in there though? Is that a misspelling?
- [Anne] Huh? How did they spell it?
- There's an E after the R.
- [Anne] No, there's no E after the R.
- Okay. I thought that was interesting.
- [Anne] Yeah, no. That's not how I spell it. Do I just come up here?
- Yeah. I need you to fill out one of the.

- Yes, we have them
- Do you need a pen? Is there a pen there?
- There isn't.
- Okay.
- You can do it after we talk it over.
- Okay.
- Yep. And, a motion to open the floor by Alder Vander Lee.
- Second.
- Second by Alder Stevens. All in favor?
- [All] Aye.
- Opposed? Okay, floor is now open for. We should hear from staff first though.
- Mmm hmm. Just getting the motion in quickly.
- Okay.
- Staff recommendation is denial of the appeal as the appellant was individual off under convicted felon, therefore precluded under Wisconsin statute 125 point one seven, and 125 point zero four seven five. The felony conviction is from 2007, however, there have been numerous subsequent convictions all the way up through 2017, and I do have, should have had denial memos, which I do not have with me, but she can start speaking, and I can go print those out and then give those.
- Okay. Thanks. Yep, I noticed
- yeah.
- In her appeal she wrote, there was some misinformation there and everything.
- [Anne] Yes.
- She can start speaking and I can go get those.
- Okay. The floor is open. It's all yours. Just please state your name and address for the record.
- Anne Cortez, and 4217 Nicolet Road, Green Bay, Wisconsin, five four three one one.
- Okay.
- [Anne] All right, when I got this back, I do have the felony conviction, it's 10 years old. I did complete probation. I was living with somebody else. They did not complete theirs. They had been repeatedly arrested

since then. The drugs were in the house. I did not know. I signed a search warrant at the scene for them to search my house. So, I did not in any way not cooperate with them. I cooperated because it was my house and my name was on it. I was convicted, and I completed my probation and everything with no further troubles. Besides the driving without a license, which I've been since then, I have acquired my license in April after 18 years of not having one, so that shows a lot of rehabilitation. I have paid thousands of dollars just to get that. I went through an ODA, I went through the motion to get the driver's license, and I only had two convicted OWIs. I don't know what the third one. I've never had a third one. The first one was 15 years ago, second was 10. I do not drink. The conviction for possession of drug paraphernalia, driving somebody else's car, it was in there, both times, both show somebody else's vehicle, not my vehicle in my name. Not to say I should have known it was in there. And then, disorderly conduct was 2003. That was with the person I was with at the time. Resisting and obstructing, I gave a fake name back in 1992, and that was resisting and obstructing. So, I have shown I can stay within the law. I have gone back, got my driver's license after 18 years. Where I was working, I am now laid off, so I've been without work for three weeks, which now proposes another problem. So, without the bartender's license, I'm not allowed to work.

- Oh, so once you have the license.

- I can go back to work.

- you can go back to work. Okay, okay.

- Yes.

- Has your employer write up anything?

- [Anne] She did not write up anything. She just said, "handle it. "Handle it "and let us know." I was working at R and D House Divided. It's a bar and grill. I have also just had, I find out today, for Gray House Ale out on what is that? On Monroe Road. There, I would be a bartender server also.

- Okay, and how long have you worked at?

- [Anne] R and D, I only worked there since I got my probationary, since October.

- October, okay. Yep.

- Thank you, Chair. Well, thanks for coming in, Anne. You were talking about you were associated with someone that there were a lot of issues that went on over a period of time.

- [Anne] It was just her mom asked me to let her stay with me, and she was there for a short amount of time.

- I don't know. I just heard you speaking about there was some issue with some of the acquaintances or people that you were.

- [Anne] And I no longer.

- So, how many? Yeah, there's quite a few things here. I just wanted to know how many of those were related somewhat to the company you kept?

- Pretty much most of them.

- Most of them?

- [Anne] I no longer keep those company. I am in better company of my life. I'm going in a much better direction, changed a lot in the last 10 years.
- They mention about a third OWI, and you said you're not familiar with that. I don't know.
- They've got a fourth one here, too.
- That is operating while revoked, not an OWI.
- Oh, oh, okay. I see, I see, okay.
- There's an OWI second from 2009, but no third.
- Okay. I was just reading the notes here.
- [Anne] Yeah, this one on here, with the refusal or whatever, they put a conviction for first, second, and third, which I was never convicted of a third.
- So, you're no longer on probation? Are you on probation anymore?
- [Anne] Nope. I've been off probation for 10 years.
- Off? You've been off of it?
- [Anne] I've been off for 10 years. Or nine years. I got off in 2010. No further problems, except the driving without a license, which I have acquired also.
- I'm just looking at some of the things that happened in 2014 and '15, and if you're not on probation, you still had some things that were going on.
- [Anne] Driving.
- Driving without a license.
- Driving without a license is everything.
- I was looking at the possession of drug paraphernalia. That's a misdemeanor.
- [Anne] Yep.
- And that was in the car.
- [Anne] That was in another person's car.
- All right.
- [Anne] I was driving somebody else's car without a license at the time.
- That's all I have.

- [Anne] But I have since corrected all that, also.
- Okay. Go ahead.
- Do you have any fines or any outstanding judgment as far as any of these?
- [Anne] I shouldn't, no, because I had to pay everything to get my license.
- Okay, so everything is paid then.
- Yeah.
- Okay.
- [Anne] I do have one thing everybody's seen for driving without a license from over a year ago that I didn't have a lawyer and stuff, so it's being wrapped up now.
- Okay, that's good. That's all I gotta ask.
- Anything else? Anyone else? Anything else you care to add?
- [Anne] I don't think so.
- Okay. I don't think we have anything else. Thank you very much. We'll figure it out and we'll let you know.
- We'll talk.
- We'll vote on it.
- Motion to close the floor.
- Motion to close the floor by Alder Steuer. Seconded by Alder Vander Lee. All in favor?
- [All] Aye.
- Opposed? Floor is now closed. Well gentlemen, what are you thinking?
- I'd like to see her get her license, give her another chance here.
- I'll second.
- Okay, so motion to deny the approval. Have to be the right?
- Approve the appeal.
- Denial. Approve the appeal! There we go. That's so much better.
- Motion to approve.
- That's so much more appealing.

- Yes.

- Approve the appeal by Alder Steuer, seconded by Alder. I'm sorry. Motion was made by Alder Vander Lee, seconded by Alder Steuer. Any further discussion? All in favor?

- [All] Aye.

- Opposed? Okay, that passes unanimously here. So, go on to Council next Tuesday and that'll be the final, and then after that, I imagine you can go right into the court's office on Wednesday and you're good to go.

- [Anne] Excellent. Thank you.

- Yeah.

- Thank you.

- Good luck.

- [Anne] I just fill this out?

- Yeah, just give that.

- I can take that.

- Yep. Thank you

- [Anne] Thank you so much.

- Okay, we're good.

- On to number two and a half. Ah, let's do three. Consideration with possible action on the request by Alder Chris Weary regarding the policies and procedures of the Inspection Department as it applies to communicating and working with constituents to request their Aldermen's assistance further to discuss customer service standards and work expectations of inspectors, investigate the addition of eventing, and/or weekend inspection hours. Recommendation to be made to Personnel Committee, only pursuant to GBMC two point zero six subsection nine, which would refer to the Protection and Policy Committee at the Improvement Service meeting September 25th, 2019. That's a mouthful.

- Yeah.

- Hi, staff.

- [Woman] Hello, committee.

- Hi.

- [Woman] Okay, so following the meeting at INS, some primary things came out of there. So, when this was referred over to P and P, it was to look at the policies, and then also, there was definitely request for more training for the Council regarding their role in the inspections process, and so that's really what we're gonna address tonight is those two issues. I think a lot of it was addressed at INS, and then there's expectation this will still go to Personnel, and so what we wanna provide you tonight is really just those two frameworks, and

part of it is staff's fault because we have not had a chance to really train the Alders since you guys have at least been sat, and I don't know how much further before that, and so what we wanna do is kinda give you a little bit of a framework. So, I'm gonna start really basic, and then Cheryl's gonna get into the actual information pertaining to the inspection process itself. So, the first thing, I think the easiest way to look at this is just to look at the basic separation of powers, 'cause that's the easiest way to look at what the role is with the Council versus the administration. So, with the separation of powers, you have the legislation, the legislative branch, which is Docile of the Ordinances, and then sets the budget, which establishes what the real roles are going to be. So, you establish the funds that are going to be attributed to each section. You have the employees who have been approved to be paid for, and when you're doing that, you're looking at those job descriptions and saying yay or nay to those. The administration takes what you have approved as the Council, and has to actually go through and enforce those. So, when the inspectors are out, they're using the ordinances that you guys have dobbed as the standard for what they're approving or what they are enforcing on, and so when you have an inspector who's out there and telling somebody, "you have X amount of days to be compliant," it's because that is what has been established by ordinance, or if they're telling them, "you are obligated to do this or that or this," it's because that is what is established by ordinance, and a lot of those time frames are given some discretion, then we run into an issue of inequitable application laws. So, you can look at discrimination from two points: form a legal perspective, which is as written. The ordinance may not discriminate against people as it's written, but then if you start applying the ordinance against a certain group of people versus another group, then that's when you start running into potential for discrimination, as applied. So with that, the Inspections Department comes up with policies in an effort to avoid that potential application of discretion in an inequitable way, and so when the inspectors are out there and they're telling people, "you only have 72 hours," it's because it's important that everybody be treated equally under the ordinances, and so that is how we maintain that separation of powers. We have that legislation, we have over here with the ordinance telling people what they can and cannot do, we have the administration saying, "okay, we're gonna apply it. "This is how we're gonna make sure "we're doing it in the most consistent way, "so that we are being fair to everybody." The role that you guys take when we are looking at administration of the inspection ordinances, for example, is usually a little more limited. So, what usually comes to you guys is people having complaints or asking for exceptions to some kind of standard that has been adopted at some point, and the easiest route is to ask for more discretion on the part of the inspectors to try to change that standard within the administrative section, but because that really runs into a lot of issues, then we start running into it's applied differently based on whether or not somebody's Alder gets involved, or if they have legal representation or they don't, then we start running into that potential discrimination based on how it's applied versus how it's actually written. So, when we run into these issues ongoing, the better approach is to take a holistic view of things and go back to that legislative approach, and determine whether or not the standards that are created in that ordinance really makes sense or if there's something that needs to be reviewed/revised. So with that, I will turn it over to Cheryl, but I wanna see if you guys have any questions as to how that works.

- Yeah, go ahead.

- Dennis and I were talking about, I wanted to hear an example of what you were talking about about the discrimination. I think you were talking about an Alder getting involved, but there was something that you had mentioned just before that, and I just wanted some clarification. I don't know. I'm just trying to think exactly how that was worded, but you were talking about generalities with the ordinances. I'm gonna let Cheryl speak, and then maybe that'll come back. How about that?

- Well, I do have one question. I like the idea of trying to move the Alders out of the middle of that, the whole thing, and to make it part of more of a process, but I think also, when we're looking at a case where the process may be, we wanna look and see is the policy correct, and the ordinance? It may be that that is true, in general, but there might be a specific case for and exception, which is would that then, instead of getting an Alder involved, we just have them come to the Committee? 'Cause what I'm thinking about, I had Farmer Farrell, who wanted to grow plants in the terrace, and that's illegal, but we looked at the purpose of the policy,

which is to keep burn off from going into the gutter, from keeping the site, so he put in a berm and grass in between. So, he met the spirit of the law, and he was able to get an exception. So, how would that work going forward from today? 'Cause I got involved on that.

- We actually changed the ordinance on that, didn't we?

- I tried it again, and we didn't want.

- We voted.

- Ordinance, or policy maybe, 'cause I think you're allowed to plant in the right of way, as long as it doesn't exceed a certain height.

- Well, it's gotta be more than height, 'cause there had to be something for runoff, and I don't know if we addressed that.

- That's the plans.

- Yeah. 'Cause it wasn't just flowers and stuff. It was vegetables and stuff, so there is some fertilizer involved. So, I don't know if we need to look at that.

- [Woman] So, that's a perfect example, 'cause when you're looking at things, it's not necessarily that you need to go and amend the ordinance in every instance, but when you're looking at your ordinance and saying, "it really doesn't make sense," you have to involved staff and that's when we can say, "look, our policy can cover this for whatever," you know what I mean? Whether it's something they can build into their policy is a different issue, but the problem isn't necessarily that conversation about what should and shouldn't be allowed. It's the how it should be applied is where we start running into issues, and again, it comes down to an issue of discrimination. We can't have things being applied to different people in different manners. So, when we're changing things, as long as they're being changed across the board, there's really not an issue.

- Yeah. And would that be Inspections, or Public Works, with the example I gave? 'Cause Steve was the one who was really involved in all that when I worked with him, and he did not wanna change. 'Cause I wanted to make a change, and he said, "no, "he'd rather keep it and exceptional situation."

- The right of way is Public Works.

- Okay.

- That would be on us for policy change.

- Yeah, we didn't change it. I pushed for that and he shut me down.

- Okay.

- That was part of, you gave a good example there. That's something I was looking at. There are other cases that have come up over the years that you kinda go, "is it in the spirit of the law?" Maybe I'm wrong, but it seems like, I know some Council Members like that lull, but I think we should really defer to staff, let them do their job, leave the big thing. We can talk about policies and all things work, but I'll save that for those. That was a good example.

- Thank you.

- Yeah.
- [Woman] I'm not going anywhere. I'll be here all night.
- Okay.
- Okay, so what I wanted to do was show you what you have access to on our website.
- Ooh!
- Okay.
- This is a change now, right?
- Listen, I usually work in our own system, with Eclipse. I don't work off the website, so even when we were walking through this, we've made some changes to make it a little more easy to find things, but if you just wanna look at the screens, you can see, I can walk you through what you can find on our website. So, the first thing you have to remember is the Cloud, and I've got a handout here for you, okay? A cheat sheet to do this.
- Oh, good.
- So, you remember the Cloud. That's your open data. That brings you to this screen, which gives you all kinds of options here, police calls, inspection records, request for service.
- I had no clue we could get to the Cloud. We get access to all this?
- It gets better. So, request for services. Click on that, you can enter your own complaints.
- My goodness.
- There's all kinds of stuff, depending on what you're looking at. Sidewalk and pavement, you can click on any of these, go back to inspection. This is where you can enter a complaint. So, you have exterior building. That will bring you to a screen.
- This is something that citizens and or Alders can do.
- Correct. This is open for everybody.
- It's open for everyone.
- So, you open this up, you put your name in here if you choose to, you submit it. I think you can actually get a response back on what the status is, an automatic email response back. So, you can enter your own complaint. You can always call our office, as well, if you wanna speak to a human, but you can also do it this way, which is just as easy.
- You can also change your answering machine, then. You know the one I'm talking about.
- I know what you're talking about.
- Real live team now.

- Okay, so we go back to our inspection records. So, this is the inspection information. If you click on this, you're gonna wanna type in an address, which is why it's so important to have the right address, right? So, I'm gonna put in one that we're working on now.

- It'll be my house.

- Glad it's not my house.

- Okay. So, these are the assessment records. So, you'll be able to tell when it was built. Is it in a flood plane? All kinds of stuff, and it's got a picture. Now, this picture's dated because I think it's from the last assessment, to give you a legal description. So, information there.

- I know that house.

- I know you do.

- It will give you, if you look on the top line here, zoning districts.

- Yeah.

- Where you vote, schools, census, that kind of stuff, assessment records, what the values are here. It'll tell you if there are special assessments. On this one, you can see we were charging re-inspection fees. DPW was billing them for lot cleanups. This tells you if there's been a request for services. So, a lot of long grass. This has been a problem property for not being maintained. And, you can also look up police calls on this tab, here, at the same time. Now, if you want inspection records, you click on inspection records, and it will tell you projects and complaints. So, projects are building permits. So, these are the building permits that were taken out on this property, and the estimated cost, and dates. Click on complaints, and it will tell you all the complaints that we've had on this property. And if you go further, you can actually click on, you see you've got pending, closed, and pending here. Here's a pending complaint, so if I click on this actual complaint here, it will give you all the inspector activity. So, air crummy. Marcus. Scott Nelson. These are all inspectors, and these are the number of times they've visited this property. These are the complaints, what the ordinances.

- Is it normal to have multiple inspectors?

- It can be if starts out, like this started out like a site type of a thing. Scott Nelson was working on it, 'cause there was also some exterior repairs that needed to be made. But, you can see the complaints on the bottom, and when they need to be completed by, and when they're corrected by. Now, this is a problem property for us. That's why I pulled it up, 'cause you'll see these things aren't completed. Tarp on the roof. Same thing. You can see, we've been out a lot for this one here. Right? And, this hasn't been completely. Luckily, it's for sale now, so we think we've gotten the owner to try to sell it.

- The owner doesn't live in town.

- The owner lives in Amsterdam. That poses another problem.

- Amsterdam!

- Amsterdam.

- How in the hell do you buy a property in Green Bay when you're living in Amsterdam?

- They have money.
- Okay. So, that should give you the lion's share of the information you need on what's happening with the property. One more thing up here, which is kinda cool, is this street view map. If you click on that, and then view map, it'll actually take you to the street view and the parcel, so you can kinda see. It's a cool little program.
- So, all our inspection records are on this?
- Correct.
- Okay.
- Cool.
- So, I wanted to just show you and walk you through our website because I wasn't even aware.
- Let me ask you this.
- Yeah.
- And, I'm aware of some of this, 'cause I've used some of it, but there's other materials or things that are on here that would be very helpful per use. Is this something that could be shown at Council?
- Yes.
- I think that would be important.
- I would like to show this at Council.
- Would you?
- The one thing you don't see on here is what's called complaint tracking. It's where the inspectors write notes, and often times, there are things in those notes that are confidential.
- Right.
- That's really not open to anybody, other than the inspector. So, that's what you don't see on that, but you see how many times they've been there, and there's a lot of information there.
- All right.
- I'm gonna have.
- I have one quick question for you, Cheryl. On that particular property, now, as far as collecting the money for fees, is that something that's ongoing?
- Yes. In fact, our re-inspection fees just hit the tax rolls. The unpaid ones, this year.
- Are gonna go on the tax roll.

- Yes, they are.
- Now, what do we do with someone from Amsterdam? How do we?
- Well, that was part.
- Do we contact Interpol?
- That was part of the problem was that we couldn't cite this person because he'd come in and out of town to do the fix ups. So, we were challenged with how to deal with this one, but I think we've gotten somewhere.
- Damn.
- It's up for sale now.
- I mean, Amsterdam.
- I'd like Paul to talk to you about some of the stats we have, data with inspection, and then I'll cover the SOPs real quickly.
- SOPs?
- [Paul] Standard Operating Procedures. Protocol.
- Sops!
- Yep, Sops.
- [Paul] So, just to give you a frame of reference of how busy we are, I'll just give you two years worth of data. In 2018, there were over 3800 complaints that came in. Essentially five Housing and Zoning inspectors and one other, so there's a total of five. So, that's 3800. We touched, or they touched those projects either by phone call, email, or in person. They actually logged something in our Eclipse, that database that Cheryl was talking about, 22,000 times. So now, if you just do the simple math on that, that's over 22 cases per day, if you were to average it out that the five inspectors have to do. It's almost virtually impossible to do that. That's how busy they are. So, part of the issue with the emails coming in and having to spend 15 or 20 minutes looking up the data, typing up a response, and then two more responses, typically, to the emails, it's just time that we don't have to do that, especially with what Cheryl showed you, that it's all there anyways. I'll go one more year. 2019, this is only through October, there were 3200, roughly. 3200 complaints. We touched that 26, almost 27,000 times.
- Got a lot of whiny people out there.
- [Paul] Not really. You'd be surprised.
- Just a couple people making a lot of complaints.
- [Paul] About five percent of your community is who we deal with. That's it. Five percent.
- Making the complaints? Or the complaints are on?
- [Paul] On.

- On.

- On. Yeah.

- Do you find there's complaints, sometimes a neighbor will complain about their neighbor?

- [Paul] Usually.

- Generally? And then, what will happen is inspectors will come out, then they find something wrong with their property, as well, so it's like They can't believe it. So, I would say be careful what you wish for.

- [Paul] Or that neighbor that got the complaint goes out and identifies 10 more.

- Yep, yep, yep.

- [Paul] But that's okay, 'cause that's self-policing. It helps repair the city.

- Yeah.

- Relative to what we're doing for these kind of inspections.

- So, let's just say all the council members would adhere to this, 'cause it's probably partly my fault, too. I'll call occasionally, not all the time, but asking for an extension or something like that. Is that within our per view to say, "hey, "we're not demanding it," but let's say somebody has five or six inspection fees. Writing our own, then I talk to the person and they say, "we're working on it. "What do you want us to do? "It's raining. "I can't paint. "blah, blah, blah." So, a lot of times I hear their side of it. I don't always hear your side of it.

- [Paul] But, one thing relative to inspections, re-inspection fees that we do. The only time we do 'em is if we don't hear from the constituent or the person with the complaint. So, even though they're calling you, they've never bothered, typically, they've never bothered to call the inspector and say, "I'm painting, it's raining, "I can't get to it. "Can I have another two weeks or three weeks?"

- Generally, then they can decide for that accordingly.

- [Paul] Oh, absolutely. That's what the inspectors do. They have that flexibility to be fair and realistic, that "hey, it's raining. "It was a rainy summer this year. "We'll give you another two weeks, "three weeks, whatever it is, "that mainly appropriate, "based on what has to happen at the house."

- Yeah. When I'm in the middle, lately, I've been saying, "work with the inspector, "work with the inspector," "work with the inspector," and it's amazing how that seems to fall on some deaf ears sometimes.

- Well, they make it confrontational. I think the big thing is customer service. Granted, you're in a fairly tough position that way. Where the rubber hits the road is inspections.

- [Paul] We're the enforcers. It's never usually pleasant. We understand the difficulty with that, but I think sometimes, for us as Alders, usually it's when we get calls from people that feel like they're just being pushed down, and they can't keep up. If they're not contacting, they contact us, but if they're not contacting you. I just want them to feel that it's good. Call the inspectors. They'll work with you. I've done that a number of times with a number of citizens, but there are some that fall through the cracks.

- I think, Attorney Chavez was saying before, was that's where you get into trouble though, where this guy called the Alder and he got an extra two weeks. Why did he?

- Yeah, why did he?

- [Cheryl] You know, there's that whole discrimination.

- Well, I don't think we're trying to pit against each other.

- No, we're not trying to.

- I'm just saying that we're trying to help the citizen as much as possible, but if you feel it's obstructionist.

- Well. I'll take the liberty of speaking for the inspector. Sometimes the inspectors feel like, as Alders, you're working against the inspectors and the city when they're trying to do their jobs, right? 'Cause you only know half the story, 'cause you don't understand that the inspectors have probably worked for a long time with this person, and then, a lot of times, you guys are the last call, right? Either they haven't called us, or they've worked with us and they're just not getting anywhere. Oh, then I'll call in.

- Then, they'll call us, then we can make it all good.

- Let's see, right, if I can get some more time. Right.

- Yeah.

- It's not fun for us either.

- It isn't.

- No, it's a tough spot, 'cause you wanna be sympathetic, but at the same time, you don't wanna be getting involved.

- [Cheryl] Well, and you know, they always have the option of calling Paul, as well. If someone calls you and says, "look, "I think I was mistreated, "handled rudely," whatever that might be, their supervisor's Paul. That phone call should go to him, not to the inspector for more time. You know.

- Right, yeah, yeah.

- Do you find, Paul, that you get quite a few calls from Alders? More than normal? Is there a normal amount?

- [Paul] I've only been getting the calls for, what, six months now? Nine months? 'Cause I just stepped into this role, where they were redirected. Pappy used to get 'em. Now, I get them.

- Good, good.

- [Paul] But, do I get that many? No. It's a handful that I get. I'll see the emails that the inspectors get that they forward me, and they ask, "what should I do?" That's where we now have a standard email that we send out, saying, "redirect them, "and work with the inspector," and then we're gonna put in there, go to this link.

- To remind you where that link is so you can look that up.

- Right, and I think that's great. I would like, at least on my part, when I do call you, I don't wanna be confrontational. I try to do it as well as possible. So, I'm just saying if other Alders are doing that, thinking that, "hey, this is my duty, "I'm supposed to do it."

- [Paul] Phone calls are usually easier, 'cause it's more personable. Emails, there's too much reading between the lines. When you get an email, it's like, "oh, crap. "They're asking for an extension "and I can't, because of the case "and what's going on so far."

- Okay.

- I've got a quick question.

- Yeah.

- How do you handle people, just for example, in my district I've got a lady, she's a widower, and I think she has dementia, and she's trying to deal with some of the situations on her property, and do you give any leeway to people that, in other words, they're trying to get some help, just for example, they have the yard cleaned up and all the garbage, in other words, things that have been neglected so long. So, you're willing to work with them?

- Yes, absolutely. Communication is key. If they're working with us and tell us, even what their plan is, even if their plan, if they say it's gonna take two years, that's probably in excess of what it should. I always look at it from, I take that into account, and so do the inspectors, but you look at it from the perspective, if you're the neighbor, and it goes for two years, is that fair to the neighbor? We've got one that has an issue, then we gotta come up with we have this as well in place. A different solution. So, if she says it'll take her two years, then we have another team that we meet beyond the inspectors and we talk about what other options are there? I'll just mention one. There's a loan problem where we can say, "all right, "how about applying for this loan? "Especially if you're elderly, "fixed income, you might qualify. "Apply for this loan, "well take care of the issue with a contractor." You know what I mean? It resolves and it helps them out. So, there's other options, other than re-inspections. That's not the end all, be all. It's a tool we have. Really, to force communication.

- How about a situation where we'll get neighbors that'll call, citizens, and they'll say, "hey, "we've got one problem house in the neighborhood," and they're always worried about their property values going down, if you've got a house that's vacant, and I've always been pretty hard on that, where I make sure that they tell me or tell you, and you folks are really good at trying to handle that, but I'm just using this as an example. I have one house on my street that they may not have a whole lot of issues in terms of legalities or what they're doing with their property, but it's just very unkempt, and the gutters are growing out, they didn't have down spouts, they never raked their leaves, they never shoveled the snow, dirty cars in the driveway. You look at it and you go, "man, something's gotta be done," and I think I've asked about it, and the neighbors have asked, but it's kinda like, well, they're kinda on the edge. They're doing okay.

- They bring it up to compliance and then it just goes back.

- If you look at that house, you would say, "how am I gonna sell my house "looking at that house?" And, I think that's where it doesn't pass the smell test for me, that kind of stuff, and if I see something like that in the neighborhood, I'll try to call that in and say, "can they give me something on this? "Are they compliant? "Aren't they?" I don't know.

- Well, and those are the ones, I think, that we wanna know about, if they're chronic, because the inspectors will go out, they'll come in and compliance, then maybe three months later, something else.

- But, how much can you really do?
- Well, let me give you. Go ahead, sorry.
- No, I'm just saying, you can look in their house and their drapes are all broken, and that's inside the house.
- [Cheryl] And, there are some things we can do. You're right.
- You're right. So, it's kind of like.
- Raking leaves is not a requirement.
- No, it's not.
- Right?
- I know that. I understand that, but I'm just saying that those are some of the things that pile up. I'm sorry. I've been with him too long. Like I said, that's where I get frustrated 'cause I know that, legally, probably there's not much we can do, but what do you do? Do you make them feel guilty? Clean your place up.
- Let me give you an example. Let's say it was litter on the outside, that it's unkept and you reported them for litter, and we went out, and we have the ability, through law, to post 72 hours to clean up the litter, 'cause it doesn't cost money. You just gotta go out there, pick it up, throw it away.
- Right.
- [Paul] So, if they don't have it picked up within the 72 hours, we schedule a lot cleanup. What that means is that DPW goes there with our guys, we tell them what has to be picked up and they get billed for it. Now, anytime that happens again, you complain, let's say, two months later, or a week later, we don't have to post it again for 72 hours. We just go do a lot cleanup. So, you can say it.
- It starts the process.
- It sets a tone, and then they get billed again.
- And that usually, yeah.
- So, there's tools we have, but we gotta know about the house, and then we can put those tools into effect.
- So I guess, as Alders, I think we just wanna do right. You know? We don't wanna overstep our bounds. We're just fighting for our citizens and such. So, whatever we can do to make it amenable, but I don't know if you want.
- One question for Cheryl.
- [Cheryl] Yeah.
- We had a property in my district on the corner of Wiesner and Carriage Court. It was probably a \$200,000 home, and how long did it take your organization, your agency, to get that one?

- Well, that one actually was years because it was a tax foreclosure.
- Okay.
- [Cheryl] So, I think that was the owner occupied one.
- Yeah.
- Yes.
- It was bad. The neighbors complained to me constantly about that property.
- Yeah, unfortunately that was a hoarder house, which is bad.
- I know. They had dumpster after dumpster when they did take care of it.
- Oh, right.
- I think they had to tear up the floors and everything out of the whole place.
- Oh, yeah. That was a complete gut remodel.
- Wow.
- So, we actually acquired that through the county for back taxes. We were able to pick that up then, and work with the developer to flip that.
- It's really a nice project.
- That's not Wiesner?
- Carriage Court.
- Probably over \$200,000 home, originally.
- Oh, yes. Yeah. And, I think it was sold for over that when they did it, but yeah.
- That was a long process.
- [Cheryl] That was a very long one, and it's difficult when you have owners, especially if you have owners that are hoarders or they have issues with dementia or other things. Our inspectors sometimes are social workers. They're working with the county on different things. They try and find family members that can help, sometimes come in and help your mom. She's not in a good spot. That type of stuff. So, yeah. Those are very time consuming.
- That was a tough one.
- [Cheryl] So, I handed out your cheat sheet, so you can see what response times we have on kinda our most common things that happen. So, litter, garbage, yard waste, inoperable cars. Those are the 72 hour notices. We tag 'em, we clean 'em up, or we tow 'em, to the cars if they're not taken care of. Exterior and interior

repairs. You see there's a 15 day notice to either contact us or to correct the problem. Now, that's a change for us. It used to be 30 days. You used to get a 30 day notice. The problem was, after 30 days of nothing's done, it's been a whole month where nothing's been done. So, we've moved that up to 15 days. You just have to call us. We know that it's gonna take you longer to probably do that repair, but you need to give us a call and work with us on a plan of action, right? Unsanitary conditions. We can condemn. We usually give 72 hours if it's not so bad. If it's really bad, sometimes we have to condemn it right away, and work with Child Protective Services or Adult Protective Services. Smoke detectors are five days. That's state statute, and then, of course, if you need an immediate repair, if I don't have heat, if I have sewage, that's a 24 hour, you gotta fix it, landlord's gotta get out there and replace the furnace within 24 hours.

- That's a complaint that will normally come from who's living there.

- [Cheryl] Right. Like, a tenant will call me and say, "the landlord won't fix my furnace, or something." So, when we get the initial complaint, our standard SOP is an inspector has up to three days to respond to that complaint, unless we're down an inspector. Then, we up that time to five days. So, we're down an inspector right now, our Compliance Inspector. We're looking to fill that. So right now, an inspector has up to five days. That doesn't mean five days. That means up to five days. It may take them five days to get there. It could be one, three, five, whatever. And then, of course, if it's immediate, a lot of times we get a call from the Police Department or Fire, they go out the same day.

- That's noted though, Cheryl, right? When they get the call. That's listed.

- Yep. That's listed on the dates. You'll see that. And then, we do the followup inspection, which is 15 days. After that initial, we'll go out and do another inspection if there's been no repairs that have been done. The inspectors have a lot of different options.

- Paul, I was gonna ask a question. As far as all the inspectors, there's a lot of ordinances that you have to deal with, and after a while, they get to know them pretty well, but do you find that it's still somewhat difficult to keep up with everything? Or do you have a pretty good, and I'm just saying generally.

- [Paul] Yeah, no. Thankfully, all our inspectors are seasoned as far as years of experience doing what we're doing. So, that greatly helps, but one of the things that our department's doing is working with technology. We wanna be implementing tablets, like an iPad tablet, that'll have that stuff right there with us. Not only will it help them pick the issue that's at hand, it'll also expedite the process when they're doing their fieldwork, 'cause right now, it's cumbersome.

- Enter the data.

- [Paul] Based on what we're working with. So, this tablet idea will expedite and speed up.

- They have those.

- They have computers in the car, laptops in the car right now, but they don't have the tablets.

- You're looking to get those.

- [Cheryl] We're looking to get smaller tablets that are more handheld.

- Is that all part of the budget? Whatever?

- [Cheryl] One of these years, maybe, when we have some more money.
- Yeah. We just got done with one budget.
- [Cheryl] It's all about the bucks, man.
- Yeah, it sure is.
- [Cheryl] So, once we reach a point where nothing's been done, the inspectors have any number of things they can do. They can do lot cleanups, total cars, we can do \$50 re-inspection fees, we can issue a citation, we can issue a raise order, a raise or repair order, we've got something called non-summary nuisance abatement, where if it's those small, minor things, we can actually bid that out, and make those repairs, and then bill it back to the owner on a special assessment. So, your trees are growing out of your gutters, and those small, minor things, that if we can just get that done, we can do that. We have the home loan that we refer a number of our home owners to if they can't afford to make those repairs to the property, and then if it's really bad, we can also refer to the Nuisance Action Team, where we all get together with police, and we sit down and, okay, what's the problem? A lot of times, those are bank-owned properties that have been vacant for a while. We can't get a hold of anybody. It's a bank out of state. It needs to be finished. How do we crack that nut?
- Do you have a database for something that lists all the vacant properties in the town?
- [Cheryl] We do not.
- Is there something that?
- [Cheryl] I don't know how we'd get that.
- What I'm saying is that usually we don't hear about it unless somebody complains.
- [Cheryl] Right.
- And, we try to keep track of things in our district, but there's always a few that, "oh, I didn't realize that."
- [Cheryl] Yeah, it's probably good if you didn't realize it. Hopefully, but yeah. It's the ones usually that are in bad shape that we get the calls on, and we have a number of those listed that we're working on right now that we're trying. We have a gentleman who we think is in a hospital. We're not sure. That's what the family's telling us. Somebody's collecting the rent, but they don't know where the rent goes. It's just a lot of work sometimes on the inspectors' side, trying to figure out, but we do that. So, that's the SOP. So, I hope I've answered any questions.
- Very informational.
- What's SOP?
- What's SOP?
- Cheryl, one other question.

- Yes.
- How's our treasurer from Brown County? How's he working with you? Is he doing a good job for you?
- [Cheryl] Actually, tomorrow we're going to the Redevelopment Authority and picking up a few more properties from the county.
- We approved four more.
- [Cheryl] Yes. So, yes.
- Then, with the county, like with hoarders, I'm assuming that would be County Health Department that would be involved in that?
- No.
- No?
- [Cheryl] That's Inspection. That's Green Bay Inspection.
- Green Bay Inspection? Do we have anything on our books about hoarding that we could take some more swift, effective action
- [Cheryl] We can be pretty swift. We can condemn a property immediately if we need to. We've done that.
- Okay.
- [Cheryl] We can give a 72 hour notice. Hoarders are tricky situations, 'cause often times, it's owners, and they don't have a good support network around them. You run that line of creating a person who doesn't have a place to stay, right?
- Yeah.
- And then being safe in their home. So, yeah. So, I think the ordinances are fine. Wouldn't you agree, Paul, with hoarding? We've got everything in place for that, it's just that's a human connection type of project we've got.
- So, if you have a property that's really in bad shape, at least I would think so, looking at it, you can't really do much inside, right? It's basically outdoor? It's all what you see from the street?
- [Cheryl] If a property is so bad that you can actually tell, you can smell it from the street, if you see rodents or that type of, you know what I mean? If it's that bad, and the owners won't let us in, then we could get a warrant to get inside. We've done that.
- okay.
- But otherwise, really, I guess we'd have to have a reason to get in. We'd have to convince the judge there's a reason to get in, for safety purposes.
- I've seen situations where we've had a house, and they've said, "well, I didn't know "what was all going on there. "It might be some weird activity." They're very quiet people.

- Exactly. You don't know, right?
- That's the kind of thing that we worry about.
- Often, those referrals come from Fire, taking somebody out of a house 'cause they're injured, had a heart attack or something, and then we go in, then we have the information from the Fire Police, and the judge will give us a warrant to get in if we need to.
- Okay.
- Two points. For something Alders maybe can do, and for resources, I know Inspection does that, they provide, if someone's financially strapped, or some of the other programs and stuff, inspector give that. Is there anything we can do as Alders to help with that? That might be a positive thing we could do.
- And proactive.
- Uh huh.
- [Cheryl] Well, you should make sure that you have the information, at least to hand out, first of all. If you don't have that, or we have loan program stuff.
- But you have that information, so we just direct them to them.
- Yeah, you can direct them to us. We could get you copies of what we have. We can certainly share our loan program with someone if you think they need it.
- Okay.
- Hopefully, before somebody calls Inspection on them.
- Right. I was thinking, can we not endorse? Maybe that might be something that could.
- Certainly.
- Yeah. And then, we've got, as a last resort, people can come to this Committee. That's happened a few times. A couple of times, we've backed Inspection's decision 100%, a couple of times. We do a little shtick, you know?
- A little correction.
- So, is there anything about that process that you think we should be doing differently? Or, that process is still in place, I take it?
- [Cheryl] Yes, to appeal if you have a re-inspection, right to appeal.
- Yeah.
- [Cheryl] Of course, we always want you to support Inspection.
- Yeah, yeah, and I think we try. I think we do a fairly decent job.

- [Cheryl] It's your job to decide whether or not.

- It's not perfect, but I think we had a good run.

- Yeah.

- Know that if it gets here, it's already been through Paul, that he's already talked to them, tried to negotiate something. It's run that gamut. So, if it gets here, we've kinda done what we can do. We feel that should be going that way.

- Yeah. I remember one where we. It was piddly. I think it was \$25, and part of the problem was that it seemed to be, it seemed, we couldn't tell, there was miscommunication between a different department, that he had gone to Planning, I think, or something, not Inspection, and they told him one thing, and it was all. So. 25 bucks.

- Yep.

- The principle.

- Yeah.

- Right.

- So, okay. Thanks.

- So, what do you want us to do? Receive and place on file?

- To receive and place on file?

- Yep.

- Okay, and this is gonna be presented to the Alders, as a body?

- [Woman] So, what you will be doing is referring it to Personnel next, because there was still some outstanding items, like Customer Service Standards and then the hours, and so because there was one designated committee, it needs to go to that committee before it goes out to Council. So, you recommendation at this point, if you guys are doing refer and place on file, it'd be for recommending that to Personnel.

- That's all. We need to refer.

- To Personnel?

- Refer to Personnel. Okay.

- I would make that motion.

- And, as far as the Customer Service end, just out of curiosity, what kind of training do inspectors get to deal with? Because it's gotta be tough. What sort? Do we have non-violent crisis intervention training?

- [Cheryl] Actually, our inspectors, I think all of them, actually, at least the Housing and Zoning ones, have been through Verbal Judo. That was offered through actually Duke Monger, who used to do that through the Police Department. So, they've been through that. We work with them all the time.

- It's gotta be tough.

- We always work with them on customer service.

- Yeah, yeah. And, I would hope we also not only, as far as the front end and preparing the stuff, but also on the back end, giving them someone they can counsel with or something, I don't know, vent, whatever.

- Well, and if you read the communication, I just wanna make this clear though, too, if you read the communication from Alder Weary, it's with regards to persons who want to work with their Alders. We have never had a problem if we write orders on a property and that person says to us, "I'd like you to CC my Alder on all this," we have no problem doing that, but that's gotta come from the owner, or the landlord, and then, we'll CC the Alder on that. That's never been an issue. So, I just wanted to make that clear.

- Well, like I said, I wonder if Alder Weary or some of the other Alders are aware of all of this. Maybe not.

- [Cheryl] Maybe not, and that's why.

- So, I think this is good.

- [Cheryl] Yep.

- Refer to Personnel, by Alder Steuer.

- The next meeting. Will that be the next Personnel meeting?

- [Woman] What I was saying is your recommendation of receive and place on file will be going to Personnel.

- Oh! So, it'd still be receive and place on file.

- Yeah.

- Ah, okay. I'm sorry.

- Motion to receive and place on file.

- Motion to receive and place on file by Alder Steuer. Seconded by Alder Stevens. Any further discussion questions on anything?

- No.

- All in favor?

- [All] Aye.

- Opposed? That passes unanimously. Thank you very much. Fury and lightning, very good.

- [Cheryl] Always know you can call Paul or I.
- Yeah.
- Okay, thank you.
- Sounds good.
- What the heck did I do?
- Information. Information.
- The next one is here now, Randy.
- Yeah. I hit the wrong button.
- I hit the wrong button.
- Informational. The liquor violation report for November 11th, 2019. Staff.
- [Man] There were no violations during this timeframe.
- Do I need to go out and create a disturbance?
- [Man] Please, do.
- And get arrested.
- Your humor is enough.
- Yeah, yeah. Thank you.
- That's good. Well, motion to receive and place on file. Motion to receive and place on file by Alder Steuer.
- Second.
- Seconded by Alder Vander Lee. All in favor?
- [All] Aye.
- Opposed? That is received and placed on file. Thank you. Good work, and I will take in a motion to adjourn it.
- Adjourn. Motion to adjourn.
- By Alder Steuer.
- Second.
- Seconded by Alder Stevens. All in favor?

- [All] Aye.
- Opposed? We are adjourned. Thank you, everyone. Well done. Good job.
- Does anyone ever opposed adjournment?
- I did once.
- [Woman] I did once, too.
- I wanna get out of here.
- Really?
- I did.