

## Top 10% in Resident Services

The City of Wauwatosa has earned a “Leading the Way Award” from ETC Institute and is being recognized for outstanding achievement in the delivery of services to residents.

The award recognizes communities that perform in the top 10% of all U.S. cities with regard to resident satisfaction with (1) the overall quality of city services, (2) the value received for local taxes and fees, and (3) the overall quality of customer service.

Wauwatosa earned the #1 rating among all communities in the category of Solid Waste Services.

Wauwatosa also rated in the top 10% of all cities in the areas listed below:

- Overall value of services provided to residents
- Adequacy of street lighting
- City as a place to live
- Condition of street signs and traffic signals
- How quickly fire services respond to emergencies
- Overall appearance of the city
- Trash/garbage collection services

These rankings are similar to the results of the Wauwatosa resident survey last year, which ranked a number of city services 20-40% higher than national averages.



You can complete a number of city requests online, phone, or email.

Go to [wauwatosa.net/service](http://wauwatosa.net/service) to tell us about a pothole, issue with a city tree, property maintenance, or any other city question.

## Tax Rates of Milwaukee County Communities

Wauwatosa remains competitive in its tax rate compared to other communities. The 2020 tax rate decreased 1.8%, from \$22.41 per \$1000 of assessed value to \$22.01. The city portion of that tax rate increased 1.7%, from \$7.05 to \$7.17.

The overall assessed value in the City increased 0.5%, from \$6.64 billion to \$6.67 billion. The average residential property is valued at \$268,000, slightly up from last year’s value of \$267,000.

To the right is a chart showing each Milwaukee County community’s tax rate per \$1000 of property value. This only reflects the city or village portion of their tax bill.

Municipality	Tax Rate per \$1000 of property value
Whitefish Bay	\$4.85
Franklin	\$4.97
Oak Creek	\$6.33
Fox Point	\$6.73
Bayside	\$6.91
Glendale	\$7.05
River Hills	\$6.69
<b>Wauwatosa</b>	<b>\$7.17</b>
Shorewood	\$7.55
Greendale	\$7.70
Hales Corners	\$8.21
Cudahy	\$9.15
Greenfield	\$10.04

Municipality	Tax Rate per \$1000 of property value
South Milwaukee	\$9.92
Brown Deer	\$10.25
Milwaukee	\$10.60
West Allis	\$11.91
St. Francis	\$11.71
West Milwaukee	\$15.07

# Despite Pandemic, Wauwatosa Earns Top Rating for Financial Operations

Moody's Investor Services has given Wauwatosa the highest bond rating, ranking the City of Wauwatosa with the strongest creditworthiness compared to other U.S. borrowers.

Our rating is based on our large and affluent tax base and a strong financial profile characterized by healthy reserves and significant excess levying capacity, despite state-imposed levy limits.

"The coronavirus outbreak is a social risk under our framework, given the substantial implications

for public health and safety. The coronavirus crisis is not a key driver for this rating action. We do not see any material immediate credit risks for the City of Wauwatosa because of its healthy and stable reserves," Moody Investors Service stated in a press release.

Why is this rating so important? Our bonds finance street, water system, sewerage improvement, and other city projects. Earning Moody's top bond rating enables us to secure funding for lending at the most competitive rates.



## Where Do My Property Taxes Go?

Wauwatosa property owners received their 2020 tax bill in the mail in December. You can also view your tax bill online ([wauwatosa.net/taxes](http://wauwatosa.net/taxes)).

Notice that 31% of your total taxes support the City of Wauwatosa. The remaining amount supports Milwaukee County, Wauwatosa School District, Milwaukee Area Technical College, and the Metropolitan Milwaukee Sewer District.

See the dollar bill below for the percentages that each of these entities receive from your tax bill.

Some people may not realize that although you pay your tax bill to the City, not all of it stays with us. The city portion of your tax bill supports an array of services.

For an average Wauwatosa home (valued at \$268,000), the monthly bill for city services is \$160.14.

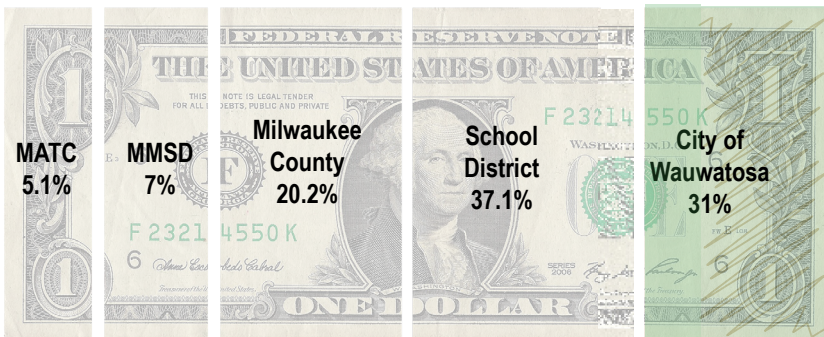
This means for \$160.14 per month, you get fire protection and police response in the event you need it. You get your trash and recycling collected, leaf and yard waste collection (which some other cities don't offer), public health services, parks to play in, access to

books, media, and programming at the library, well-maintained streets to drive on, and plowed streets to get you where you need to go in the winter.

These services are based on the city's budget - which is created in conjunction with the Common Council, city staff, and the public considering the fiscal and strategic goals each year.

## What's an Average Tax Bill?

**Average Monthly Bill = \$160.14**  
*The average monthly tax bill for city services is \$160.14. Here's a breakdown of what that supports:*



Note: This is before the school tax credit.

- \$15.76 General Government
- \$47.09 Police
- \$32.86 Fire
- \$3.62 Other Public Safety
- \$12.36 Public Works
- \$4.32 Health
- \$6.37 Conservation and Development
- \$9.78 Library
- \$20.21 Debt
- \$4.00 Parks
- \$2.96 Capital
- \$0.80 Other

## Strategies for Balancing the Budget

This year has brought extraordinary challenges to the city with the COVID-19 pandemic, a recession, a need to focus on evaluating city operations through an equity lens, and civil unrest. These changes in day-to-day operations, as well as the costs associated with operating in a new normal means that each area had to make reductions.

Below are a few strategies we took to balance the budget while still continuing to provide high level of service to Wauwatosa:

1) The Common Council approved a 3.0% increase to the property tax levy, which helped reduce a budget gap, but we still had to make a number of adjustments to operating expenses.

2) A significant portion of our budget relates to wages, so to reduce costs, we did not include a cost of living increase for non-union employees.

3) We eliminated two positions at City Hall - the Mayor's Assistant (this position is combined with an Office Assistant position in the City Clerk's office) and a Municipal Court Office Assistant.

4) We have invested in solar panels on some city buildings, LED street lighting, and other green infrastructure projects to reduce our electric costs and contribute towards sustainability. We adopted clean energy goals to reduce municipal emissions to 50% of 2010 levels by 2030, source at least 25% of all energy from local renewable sources by 2025, and achieve municipal and community carbon neutrality by 2050.

In addition to keeping costs down, the Common Council funded a handful of critical priorities in this budget:

1) We added a Public Works Arborist position, funded through stormwater fees. Since it is funded through stormwater fees, it does not add cost to tax bills. Over the past few years, Public Works has taken over additional landscaping and outdoor maintenance throughout the city. This position will be able to provide better landscaping, plant management, and other maintenance particularly on the west side of Wauwatosa with a focus on Webster Park and the medians on the west side of the city.

2) We allocated \$948,454 to hire temporary workers in the Health Department related to contact tracing and other COVID-19 tasks. We have received federal funds in 2020 to help cover COVID-19 costs, but additional funds may be needed in 2021 if federal funding is not available. This will allow us to resume other essential services, including inspection and licensing programs, communicable disease follow-up, and community health assessment.

3) Starting in April 2021, the Wauwatosa Police Department will be taking over law enforcement services at the Milwaukee Regional Medical Center. Our contract with the medical campus resulted in an increase in size of the police department without impact to the budget of the police department or city.

4) Each department is evaluating their budget through an equity lens. Some of their initiatives are budget-neutral, and others allocate General Fund dollars. Most notably, the Police Department purchased body cameras in 2020. Read more about equity initiatives through the city in the [Winter 2021 edition of the City Newsletter](#).

## A New City Operating System



We've been working diligently on a new enterprise resource planning system for the City. This software helps us seamlessly integrate things like accounting, procurement, customer service, work orders, human resources, and more—it's sort of like the city's operating system. In the past year we've launched our financial system and water utility system. Employees from across the city can more easily access budget information, complete customer transaction rather than routing them to a different department, and manage our vendors.

Water customers can now pay a bill online without a convenience fee. You can also track your usage and make requests in an easier way. In the next two years, the public will see more benefits, including online permit information, tracking a work order, and more efficient customer service actions available to you.

# Wauwatosa Elected Officials

**Mayor Dennis McBride**  
mayor@wauwatosa.net  
(414) 479-8915

## Common Council

### District 1

**James Moldenhauer**  
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(414) 453-8821

**Matt Stippich**  
mstippich@wauwatosa.net  
(262) 345-7847

### District 2

**Kathleen Causier**  
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(414) 771-0123

**John Dubinski**  
jdubinski@wauwatosa.net  
(414) 708-9978

### District 3

**Tim Hanson**  
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(414) 617-2959

**Nancy Welch**  
nwelch@wauwatosa.net  
(414) 777-0362

### District 4

**Ernst Franzen**  
efranzen@wauwatosa.net  
(414) 475-5575

**Michael G. Walsh**  
mw Walsh@wauwatosa.net  
(414) 477-2830

### District 5

**Rob Gustafson**  
rgustafson@wauwatosa.net  
(414) 522-1238

**Joel Tilleson**  
jtilleson@wauwatosa.net  
(414) 316-2120

### District 6

**Meagan O'Reilly**  
moreilly@wauwatosa.net  
(414) 465-8330

**Allison L. Byrne**  
abyrne@wauwatosa.net  
(414) 531-2862

### District 7

**Mike Morgan**  
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(414) 335-9467

**Jason Kofroth**  
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(414) 687-6267

### District 8

**Jason Wilke**  
jwilke@wauwatosa.net  
(414) 520-1962

**Craig Wilson**  
cwilson@wauwatosa.net  
(414) 745-5188

# 2020 BY THE NUMBERS



Calls for Police Service

**32,224**



Prescription Drug  
Collection (lbs)

**568**



Calls for Fire/EMS  
Service

**7,074**



Tons of Materials  
Recycled

**5,200**



Water Meters Inspected  
& Repaired

**15,500**



Tons of Garbage  
Collected

**11,000**



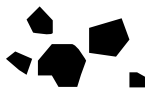
Licenses and Permits  
Issued (City Clerk)

**857**



Tons of Yard Waste  
Collected

**1,500**



Tons of Street  
Sweeping Debris

**700**



Fire Department  
Ambulance Transports

**2,864**



Building Permits  
Issued

**4,913**



Tons of  
Asphalt Patch

**608**



Building and  
Safety Inspections

**8,677**



Wauwatosa.net  
Web views (million)

**1.25**