



**Grand Chute**  
*experience better*

**2017**  
**ANNUAL FINANCIAL**  
**REPORT**

**Annual Town Meeting**  
**April 17, 2018**  
**7:00 p.m.**

*Karen L. Weinschrott, CMC/WCPC*  
*Town Clerk*

**2017 ELECTED OFFICIALS  
TOWN BOARD & SANITARY DISTRICT COMMISSION**

DAVID A. SCHOWALTER, CHAIRPERSON.....	470-3588
JEFFREY NOOYEN, SUPERVISOR .....	738-7724
JAMES R. PLEUSS, SUPERVISOR .....	731-8645
BRUCE D. SHERMAN, SUPERVISOR.....	739-9323
TRAVIS J. THYSSEN, SUPERVISOR .....	749-2751
CHARLES W. KLASEN, MUNICIPAL JUDGE .....	832-1605

**APPOINTED OFFICERS AND DIRECTORS**

Karen L. Weinschrott, Town Clerk.....	832-5644
Julie Wahlen, Finance Director/Town Treasurer .....	832-1632
James V. March, Town Administrator.....	832-4773
Timothy Bantes, Fire Chief .....	832-6050
Thomas Marquardt, Public Works Director .....	832-1581
Bob Buckingham, Community Development Director.....	832-1599
Greg Peterson, Police Chief .....	832-1575
Robert Heimann, IT Director.....	380-2927

**2017 COMMISSION MEMBERS**

Plan Commission

David A. Schowalter, President  
Duane Boeckers  
Bruce Sherman  
Pam Crosby  
Robert Stadel  
Julia Hidde  
Vivian R. Huth  
John Weber, alternate

Board of Appeals

Karen Petersen, Chairperson  
Aaron Janssen  
Cheryl Ulrich  
Daniel Schultz  
Kiersten Gustafson

Park Commission

Karen Petersen, President  
Kathryn Pennings, Vice President  
Donna Van Buecken (partial term)  
Joan Haag (partial term)  
Joy Hagen  
Michael Schmidt  
John Jones  
Nathan Scott  
Larry Carey  
Jennifer Buelow Fischer

Police & Fire Commission

Dave Tiedt, President  
Thomas Dreier, Secretary  
Jon Hagen (partial term)  
Don Burich  
Charles Bongers  
Eric Davidson (partial term)

**BOARD AND COMMISSION MEETINGS  
(Held at Town Hall)**

Plan Commission	1 <sup>st</sup> & 3 <sup>rd</sup> Tuesday each month	6:00 p.m.
Sanitary District & Town Board	1 <sup>st</sup> & 3 <sup>rd</sup> Tuesday each month	6:30 p.m.
Park Commission	2 <sup>nd</sup> Monday each month	5:00 p.m.
Board of Appeals	Monthly as needed	
Police & Fire Commission	Quarterly and as needed	

The Annual Town meeting is April 17, 2018 at 7:00 p.m. in the Town Hall Board Room.

**ELECTIONS - 2018**

Grand Chute is divided into 18 wards, voting at the following locations:

Wards 1-3	Grand Chute Town Hall, 1900 Grand Chute Boulevard
Wards 4-14	Appleton Alliance Church, 2693 Grand Chute Boulevard
Wards 15-18	Town Center Park, 1850 W. Grand Chute Boulevard

Polls open at 7:00 a.m. and close at 8:00 p.m. Residents may register prior to any election by mail\*, at Town Hall, or on the day of election at their polling location. Proof of residency is required to register; Photo ID is required to vote. Visit our website at [www.grandchute.net](http://www.grandchute.net) or call Town Hall for further information. \*Registration by mail must be postmarked no later than the 20<sup>th</sup> day prior to the election.

You may also visit the My Vote Wisconsin website at [myvote.wi.gov](http://myvote.wi.gov) to register, request an absentee ballot, or to acquire other voter information.

**MEETING POSTINGS**

The Town of Grand Chute posts meeting notices in Town Hall Vestibule and publishes on the Town's website at [www.grandchute.net](http://www.grandchute.net). Notices for regularly scheduled meetings are posted and published the Friday preceding the meeting.

Respectfully submitted,

*Karen L. Weinschrott*  
Karen L. Weinschrott, CMC/WCPC  
Town Clerk

**TOWN OF GRAND CHUTE  
FUND BALANCE PROJECTION  
GENERAL FUND  
FISCAL YEAR 2017**

<b>BEGINNING FUND BALANCE PER AUDIT, JAN 1, 2017</b>		<b>4,126,060</b>
PLUS:	ESTIMATED REVENUES - FY 2017	5,586,422
	ESTIMATED TAX LEVY - FY 2017	9,299,913
	TOTAL REVENUES - FY 2017	<u>14,886,335</u>
LESS:	ESTIMATED EXPENDITURES - FY 2017	13,872,418
	OPERATING SURPLUS (DEFICIT) - 2017	1,013,917
<b>ESTIMATED BEGINNING FUND BALANCE, JAN 1, 2018</b>		<b>5,139,977</b>

**GENERAL FUND REVENUES**

REVENUE TYPES	2017		
	2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET
41110 General Operations Tax Levy	9,296,015	9,299,913	10,693,306
<b>Subtotal - Property Tax Levy</b>	<b>9,296,015</b>	<b>9,299,913</b>	<b>10,693,306</b>
Other Taxes			
41900 Rescinded Taxes	150,000	16,511	150,000
41111 Omitted Taxes	-	3,349	-
43430 Hold Harmless-Computer Exemption	81,700	102,158	103,650
41150 Woodland/Managed Forest	300	561	400
49221 Hotel/Motel Tax	316,250	349,060	364,400
41320 Lieu of Taxes	5,000	8,132	9,000
41800 Interest on Delinq P.P. Taxes	1,500	1,720	1,200
<b>Subtotal - Taxes</b>	<b>554,750</b>	<b>481,491</b>	<b>628,650</b>
Special Assessments			
42000 Special Assessments Street Lighting	62,133	60,691	62,675
<b>Subtotal - Special Assessments</b>	<b>62,133</b>	<b>60,691</b>	<b>62,675</b>
Intergovernmental Revenues			
43211 Federal Grant-Police	90,638	100,823	20,000
43212 Federal Grant-Fire	4,000	-	-
43410 Shared Revenue from State	267,574	271,316	269,910
43420 Fire Insurance from State	92,420	102,437	-
State Grant - Fire	-	20,295	-
43521 State Aid - Police	4,160	4,480	4,640
43221 Hwy Federal Grants	-	384	-
43533 State Grant	-	20,400	-
43571 State Grant Park and Recreation	5,000	-	10,000
43690 Clerk - State Aid/Grant	-	364	-
43690 Gen Govt State Grant	-	2,331	-
43710 Hwy and Bridge Aids	98,656	-	-
47321 School Liaison Reimbursement	22,022	22,022	22,903
43531 State Transportation Aids	791,281	789,570	811,950
43534 Highway LRIP Grant	69,930	-	-
43537 Mass Transit	461,812	480,667	456,411
<b>Subtotal - Intergovernmental Revenues</b>	<b>1,907,493</b>	<b>1,815,089</b>	<b>1,595,814</b>
Licenses & Permits			
44100 Business or Occupation License	35,000	51,733	35,000
44102 Business License-Franchise Fees	290,000	279,498	295,000
44101 Business License-Liquor	50,000	56,967	35,000
44201 Non-business License	7,250	10,140	7,425
44900 Burning Permits	550	650	550
44301 Occupancy Inspections	1,500	750	1,500
44300 Building Permits	275,000	355,029	315,000
44300 Building Permits - Lot Access	5,000	5,220	5,000
44301 Utility/Open Cut Permits	22,500	24,677	22,500
44400 Zoning Fees	45,000	44,275	48,000
44401 Erosion Control Plan Review Fee	7,500	8,950	8,000
44402 Drainage Inspection Fee	45,000	51,800	50,000
44403 Wetland Delineations	25,000	58,542	40,000
44404 Building Plan Review Fee	50,000	49,211	50,000
44405 Erosion Control Inspection Fee	20,000	22,400	25,000
44406 Drainage Plan Review Fee	2,000	2,033	2,000
44410 Maps and Plans	300	176	300
<b>Subtotal - Licenses &amp; Permits</b>	<b>881,600</b>	<b>1,022,051</b>	<b>940,275</b>

**GENERAL FUND REVENUES**

REVENUE TYPES	2017		
	2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET
<b>Fines, Forfeitures &amp; Penalties</b>			
45100 Court Penalties & Costs	415,000	371,257	425,000
45101 Parking Tickets	19,500	17,554	19,000
45221 Judgment & Damages	2,500	3,308	2,500
<b>Subtotal - Fines, Forfeitures &amp; Penalties</b>	<b>437,000</b>	<b>392,119</b>	<b>446,500</b>
<b>Public Charges for Services</b>			
46100 SAC	-	-	-
46100 General Government	21,700	21,171	21,500
46210 Police Department Fees	5,000	6	-
46211 Police Department Fees/Fingerprinting	5,000	3,785	4,500
46212 Contract Police Services	14,000	15,166	15,000
46214 False Alarms	27,000	31,872	30,000
46221 Fire Protection Systems Fee	2,500	2,450	2,500
46223 Tent Inspection Permit	1,000	975	1,000
46224 Firework Permit	350	275	350
46225 Fire Department Fees	19,545	19,091	19,545
46310 Highway Material/Maintenance - Nontax	10,000	1,765	25,000
46311 Highway Material/Maintenance - Tax	-	720	-
46312 Sidwalk Snow Removal	500	-	500
46421 Sp Charge-Refuse Collection	726,139	541,994	466,260
46422 Sp Charge-Recycle Collection	212,649	241,151	5,000
46440 Weed Control	1,000	1,571	1,000
46540 Cemetery	-	176	176
46720 Parks Rental	11,000	10,597	15,000
46721 Recreation Fees	6,500	5,164	7,000
44901 Property Record Mgmt Fee	25,000	32,650	32,000
<b>Subtotal - Public Charges for Services</b>	<b>1,088,883</b>	<b>930,579</b>	<b>646,331</b>
<b>Miscellaneous Revenue</b>			
46215 Sale of Seized Vehicles	1,500	-	1,500
45223 Police Seizures and Forefeitures	1,000	8	1,000
46213 Police Abandon Vehicle	6,500	6,152	6,500
48110 Interest Earnings	103,000	98,276	100,000
46100 General Admin Fees	3,000	6,536	4,500
48200 Rent - Town Hall	1,100	1,506	1,300
48201 Rent - San Districts	134,280	134,280	134,280
48202 Land Lease Revenue	2,500	-	-
48301 Sale of Police Equipment	21,000	23,789	34,000
48300 Sale of Park Equipment	-	1,135	-
48302 Sale of Fire Equipment	55,000	56,870	2,000
48303 Sale of Highway Equipment	59,300	3,342	43,500
48309 Sale of Town Hall	-	4,475	-
48400 Insurance Recoveries	34,107	61,826	30,000
48500 Department Donations	26,200	2,640	17,200
48900 Department Reimbursements	300	1,694	150
46722 Commissions - Soda Machines	100	516	-
48800 Police Unclaimed Property	500	185	500
48900 Misc Revenues	5,000	2,903	3,000
48901 Credit Card Rebate	35,000	36,700	36,000
48900 Summer Ticket Program	5,000	(1,238)	5,000
48902 Insurance Dividends	24,500	27,282	10,500
48910 Interest Income TIF #1	15,000	18,500	15,000
48911 Interest Income TIF #2	20,000	25,000	25,000
<b>Subtotal - Miscellaneous Revenue</b>	<b>552,387</b>	<b>512,378</b>	<b>469,430</b>

**GENERAL FUND REVENUES**

<b>REVENUE TYPES</b>	<b>2017 BUDGET</b>	<b>2017 ESTIMATED YEAR END</b>	<b>2018 BUDGET</b>
Other Financing Sources			
47400 Allocated Hwy Labor & Maint	221,394	172,024	222,500
492001 Transfer from Other Funds	-	200,000	-
Fund Balance Applied to Budget	4,000	-	80,000
<b>Subtotal - Other Financing Sources</b>	<b>225,394</b>	<b>372,024</b>	<b>302,500</b>
<b>Total Revenues w/o Property Tax</b>	<b>5,709,640</b>	<b>5,586,422</b>	<b>5,092,175</b>
<b>TOTAL REVENUES</b>	<b>15,005,655</b>	<b>14,886,335</b>	<b>15,785,481</b>

**GENERAL FUND EXPENDITURES**

		2017		
DEPARTMENT		2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET
<b>General Government</b>				
51100	Town Board	95,733	90,835	94,443
51200	Municipal Court	197,638	165,656	190,148
51300	Legal	50,000	46,730	45,000
51400	General Administration	1,128,655	1,008,148	1,259,159
51420	Town Clerk	156,196	138,963	166,126
51440	Elections	53,310	38,629	157,480
51501	Treasurer	343,448	325,128	294,418
51600	Municipal Complex	320,515	292,050	301,295
51910	Erroneous Taxes, Tax Refunds	40,000	9,018	180,000
51938	Property & Liability Insurance	240,523	257,298	240,571
<b>Subtotal - General Government</b>		<b>2,626,018</b>	<b>2,372,455</b>	<b>2,928,640</b>
<b>Public Safety</b>				
52100	Police - Patrol	3,160,754	3,025,427	3,411,241
52110	Police - Administration	532,069	586,022	629,109
52120	Police - Investigations	848,029	713,784	845,718
54100	Animal Control	4,800	4,760	4,800
52200	Fire Department	3,081,424	2,922,827	3,304,617
<b>Subtotal - Public Safety</b>		<b>7,627,076</b>	<b>7,252,820</b>	<b>8,195,485</b>
<b>Public Works</b>				
53100	Highway Admin	-	452	-
53311	Highway	1,122,969	1,040,624	973,124
53312	Winter Maintenance	147,750	164,547	221,100
53313	Hwy Shop	298,350	321,153	297,500
53420	Street Lights	286,000	316,161	325,000
53520	Bus Service	605,951	597,901	652,176
53620	Refuse & Landfill	513,300	458,180	476,900
53635	Recycling Charges	55,000	50,249	56,200
53640	Weed & Nuisance Control	4,150	4,049	3,160
54910	Cemetery	2,020	1,333	2,120
<b>Subtotal - Public Works</b>		<b>3,035,490</b>	<b>2,954,649</b>	<b>3,007,280</b>

**GENERAL FUND EXPENDITURES**

DEPARTMENT		2017		
		2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET
Parks & Recreation				
55200	Parks Maintenance	491,542	379,397	530,359
55300	Recreation	25,380	17,942	25,930
55400	Trails Maintenance	114,230	56,226	110,910
56910	Forestry	36,300	42,970	69,050
<b>Subtotal - Parks &amp; Recreation</b>		<b>667,452</b>	<b>496,535</b>	<b>736,249</b>
Community Development				
51502	Assessment of Property	141,859	138,609	144,396
52400	Building Inspection/Code Enforcement	336,088	392,081	343,357
56900	Planning & Zoning	243,991	265,269	275,074
<b>Subtotal - Community Development</b>		<b>721,938</b>	<b>795,959</b>	<b>762,827</b>
Other Financing Uses				
59900	Contingency	374,681	-	150,000
<b>Total - General Fund Operating</b>		<b>15,052,655</b>	<b>13,872,418</b>	<b>15,780,481</b>
<b>TOTAL - GEN'L FUND OPERATING, CAPITAL &amp; DEBT</b>		<b>15,052,655</b>	<b>13,872,418</b>	<b>15,780,481</b>

CAPITAL PROJECTS FUND	2017		2018
	BUDGET	ESTIMATED YEAR END	
<b>BEGINNING FUND BALANCE</b>	<b>586,682</b>	<b>586,682</b>	<b>(2,373,729)</b>
<b>REVENUES</b>			
Borrowing-Long Term	8,700,000	-	7,000,000
Developer Contributions	-	47,787	-
Other Agencies - Contributed	-	28,168	-
<b>TOTAL REVENUES</b>	<b>8,700,000</b>	<b>75,955</b>	<b>7,000,000</b>
<b>TOTAL RESOURCES</b>	<b>9,286,682</b>	<b>662,637</b>	<b>4,626,271</b>
<b>EXPENDITURES</b>			
Recreation-Park/Trails	1,395,800	1,239,186	533,200
Street Construction	4,043,740	1,627,152	4,097,200
Public Facilities	655,945	154,646	215,800
Signage & Communication Equipment Police	15,390	15,382	-
Issuance Fee	100,000	-	100,000
<b>TOTAL EXPENDITURES</b>	<b>6,210,875</b>	<b>3,036,366</b>	<b>4,946,200</b>
<b>ENDING FUND BALANCE</b>	<b>3,075,807</b>	<b>(2,373,729)</b>	<b>(319,929)</b>

<b>DEBT SERVICE FUND</b>	<b>2017</b>		<b>2018</b>
	<b>2017</b>	<b>ESTIMATED</b>	
	<b>BUDGET</b>	<b>YEAR END</b>	
<b>BEGINNING FUND BALANCE</b>	<b>910,435</b>	<b>910,435</b>	<b>498,663</b>
<b>REVENUES</b>			
Mil Tax	1,250,000	1,250,000	1,000,000
From Special Assessments	1,520,000	1,792,492	1,727,300
From Refunding Bonds	-	-	-
<b>TOTAL REVENUES</b>	<b>2,770,000</b>	<b>3,042,492</b>	<b>2,727,300</b>
<b>EXPENDITURES</b>			
Debt Prinicpal-'08	585,000	585,000	585,000
Debt Prinicpal-'09	380,000	380,000	385,000
Debt Prinicpal-'10	600,000	600,000	600,000
Debt Prinicpal-'12	710,000	710,000	735,000
Debt Prinicpal-'16	1,000,000	800,000	675,000
Debt Interest-'08	46,800	46,800	23,400
Debt Interest-'09	37,563	37,563	26,163
Debt Interest-'10	64,651	64,650	49,651
Debt Interest-'12	57,358	57,358	49,581
Debt Interest-'16	60,000	169,593	167,897
Contractual Services	4,000	3,300	4,000
<b>TOTAL EXPENDITURES</b>	<b>3,545,372</b>	<b>3,454,264</b>	<b>3,300,692</b>
<b>ENDING FUND BALANCE</b>	<b>135,063</b>	<b>498,663</b>	<b>(74,729)</b>

Outstanding General Obligation Debt as of December 31, 2017      \$ 13,430,000

SPECIAL ASSESSMENTS	2017		2018
	BUDGET	ESTIMATED YEAR END	BUDGET
<b>BEGINNING FUND BALANCE</b>	<b>5,008,170</b>	<b>5,008,170</b>	<b>4,679,741</b>
<b>REVENUES</b>			
Special Assessments	1,150,000	1,393,097	1,000,000
Interest on Special Assessments	95,000	82,600	87,000
<b>TOTAL REVENUES</b>	<b>1,245,000</b>	<b>1,475,697</b>	<b>1,087,000</b>
<b>TOTAL RESOURCES</b>	<b>6,253,170</b>	<b>6,483,867</b>	<b>5,766,741</b>
<b>EXPENDITURES</b>			
Uncollectible Special Assessments	-	11,634	-
Transfer to Debt Service	1,850,000	1,792,492	1,727,300
<b>TOTAL EXPENDITURES</b>	<b>1,850,000</b>	<b>1,804,126</b>	<b>1,727,300</b>
<b>ENDING FUND BALANCE</b>	<b>4,403,170</b>	<b>4,679,741</b>	<b>4,039,441</b>

ROOM TAX	2017		
	2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET
<b>BEGINNING FUND BALANCE</b>	<b>75,486</b>	<b>75,486</b>	<b>75,486</b>
<b>REVENUES</b>			
Public Accommodation - Town Gen	41,250	45,530	47,500
Public Accommodation - Town Dev	275,000	303,530	316,900
Public Accommodation - Econ Dev	1,883,750	2,079,181	2,170,600
<b>TOTAL REVENUES</b>	<b>2,200,000</b>	<b>2,428,241</b>	<b>2,535,000</b>
<b>TOTAL RESOURCES</b>	<b>2,275,486</b>	<b>2,503,727</b>	<b>2,610,486</b>
<b>EXPENDITURES</b>			
Economic Dev-Convention Bureau	1,883,750	2,079,181	2,170,600
<b>TOTAL EXPENDITURES</b>	<b>1,883,750</b>	<b>2,079,181</b>	<b>2,170,600</b>
Transfer to General Fund	316,250	349,060	364,400
<b>ENDING FUND BALANCE</b>	<b>75,486</b>	<b>75,486</b>	<b>75,486</b>

FIRE STATION DEVELOPMENT	2017		
	2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET
<b>BEGINNING FUND BALANCE</b>	<b>66,628</b>	<b>66,628</b>	<b>165,741</b>
<b>REVENUES</b>			
Impact Fee	50,000	98,053	75,000
Interest	300	1,060	325
<b>TOTAL REVENUES</b>	<b>50,300</b>	<b>99,113</b>	<b>75,325</b>
<b>TOTAL RESOURCES</b>	<b>116,928</b>	<b>165,741</b>	<b>241,066</b>
<b>EXPENDITURES</b>			
Transfer to Debt Service	-	-	-
<b>TOTAL EXPENDITURES</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>ENDING FUND BALANCE</b>	<b>116,928</b>	<b>165,741</b>	<b>241,066</b>

PARK DEVELOPMENT	2017		2018
	BUDGET	ESTIMATED YEAR END	BUDGET
<b>BEGINNING FUND BALANCE</b>	<b>73,403</b>	<b>73,403</b>	<b>108,795</b>
<b>REVENUES</b>			
Park Development Fees	40,000	70,400	55,000
Interest	150	5,962	150
Transfer from Other Funds	-	-	-
<b>TOTAL REVENUES</b>	<b>40,150</b>	<b>76,362</b>	<b>55,150</b>
Park Fund Expense	-	40,970	100,000
<b>ENDING FUND BALANCE</b>	<b>113,553</b>	<b>108,795</b>	<b>63,945</b>

TAX INCREMENT DISTRICT NO. 1	2017	2017	2018
	BUDGET	ESTIMATED YEAR END	BUDGET
<b>BEGINNING FUND BALANCE</b>	<b>90,070</b>	<b>90,070</b>	<b>58,158</b>
<b>REVENUES</b>			
General Fund/Mill Tax	-	238,260	175,000
Interest	500	518	500
<b>TOTAL REVENUES</b>	<b>500</b>	<b>238,778</b>	<b>175,500</b>
<b>TOTAL RESOURCES</b>	<b>90,570</b>	<b>328,848</b>	<b>233,658</b>
<b>EXPENDITURES</b>			
Administrative Expenses	17,750	10,331	9,360
Contractual Services	5,000	2,120	-
Site Development	-	(164,447)	-
Traffic Signals	-	2,057	-
Debt Expense	180,000	202,130	181,961
Interest to General Fund	15,000	18,500	15,000
<b>TOTAL EXPENDITURES</b>	<b>217,750</b>	<b>70,690</b>	<b>206,321</b>
Transfer to General Fund	250,000	200,000	-
<b>ENDING FUND BALANCE</b>	<b>(377,180)</b>	<b>58,158</b>	<b>27,337</b>

	2017		2018
TAX INCREMENT DISTRICT NO. 2	BUDGET	ESTIMATED YEAR END	BUDGET
<b>BEGINNING FUND BALANCE</b>	<b>(62,569)</b>	<b>(62,569)</b>	<b>(191,923)</b>
<b>REVENUES</b>			
Borrowing-Long Term	-	-	2,200,000
General Fund/Mill Tax	-	-	150,000
Interest	100	(954)	-
Sale of Land	500,000	-	500,000
<b>TOTAL REVENUES</b>	<b>500,100</b>	<b>(954)</b>	<b>2,850,000</b>
<b>TOTAL RESOURCES</b>	<b>437,531</b>	<b>(63,523)</b>	<b>2,658,077</b>
<b>EXPENDITURES</b>			
Administrative Expenses	33,300	32,088	154,350
Contractual Services	10,000	25,041	-
Land Acquisition	-	10,000	-
Street Outlay	-	-	1,043,500
Water Outlay	-	-	96,525
Sewer Outlay	-	-	96,525
Storm Outlay	-	36,271	764,400
Debt Expense	-	-	20,000
Interest to General Fund	20,000	25,000	25,000
<b>TOTAL EXPENDITURES</b>	<b>63,300</b>	<b>128,400</b>	<b>2,200,300</b>
Transfer to General Fund	350,000	-	-
<b>ENDING FUND BALANCE</b>	<b>24,231</b>	<b>(191,923)</b>	<b>457,777</b>

TAX INCREMENT DISTRICT NO. 3	2017		2018
	2017 BUDGET	ESTIMATED YEAR END	
<b>BEGINNING FUND BALANCE</b>	-	-	<b>(19,888)</b>
<b>REVENUES</b>			
Borrowing-Long Term	-	-	1,500,000
Interest	-	(97)	-
<b>TOTAL REVENUES</b>	-	<b>(97)</b>	<b>1,500,000</b>
<b>TOTAL RESOURCES</b>	-	<b>(97)</b>	<b>1,480,112</b>
<b>EXPENDITURES</b>			
Administrative Expenses	-	19,791	49,250
Land Acquisition	-	-	120,000
Street Outlay	-	-	1,000,000
Debt Expense	-	-	20,000
<b>TOTAL EXPENDITURES</b>	-	<b>19,791</b>	<b>1,189,250</b>
Transfer to General Fund	-	-	-
<b>ENDING FUND BALANCE</b>	-	<b>(19,888)</b>	<b>290,862</b>

SANITARY DISTRICT #1	2017		
	2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET

**EXPENSES**

PERSONNEL	533,490	508,883	558,956
OPERATIONS & MAINTENANCE	5,449,610	5,555,467	5,498,620
Subtotal-Operating Expense	5,983,100	6,064,350	6,057,576

DEBT SERVICE	310,000	285,000	360,000
CAPITAL IMPROVEMENTS	722,835	299,976	1,193,298
Subtotal-Capital Expenses	1,032,835	584,976	1,553,298

<b>TOTAL EXPENSE</b>	<b>7,015,935</b>	<b>6,649,326</b>	<b>7,610,874</b>
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**REVENUES**

Operating Revenues	6,413,476	5,898,878	6,550,336
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Capital Revenues	2,120,875	163,901	104,625
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<b>TOTAL REVENUES</b>	<b>8,534,351</b>	<b>6,062,779</b>	<b>6,654,961</b>
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<b>Net Operating Income</b>	<b>430,376</b>	<b>(165,472)</b>	<b>492,760</b>
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SANITARY DISTRICT #2	2017		
	2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET

**EXPENSES**

PERSONNEL	370,570	468,112	385,290
OPERATIONS & MAINTENANCE	2,613,560	2,499,513	2,578,312
Subtotal-Operating Expense	2,984,130	2,967,626	2,963,602

CAPITAL IMPROVEMENTS	308,960	365,369	340,948
Subtotal-Capital Expenses	308,960	365,369	340,948

<b>TOTAL EXPENSE</b>	<b>3,293,090</b>	<b>3,332,994</b>	<b>3,304,550</b>
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**REVENUES**

Operating Revenues	3,147,500	3,286,715	3,329,200
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Capital Revenues	715,875	339,168	103,275
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<b>TOTAL REVENUES</b>	<b>3,863,375</b>	<b>3,625,882</b>	<b>3,432,475</b>
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<b>Net Operating Income</b>	<b>163,370</b>	<b>319,089</b>	<b>365,598</b>
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SANITARY DISTRICT #3	2017		
	2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET
<b>EXPENSES</b>			
PERSONNEL	281,920	286,744	299,450
OPERATIONS & MAINTENANCE	836,654	875,138	943,952
Subtotal-Operating Expense	1,118,574	1,161,882	1,243,402
DEBT SERVICE	585,000	585,000	600,000
CAPITAL IMPROVEMENTS	1,611,160	1,850,979	2,184,348
Subtotal-Capital Expenses	2,196,160	2,435,979	2,784,348
<b>TOTAL EXPENSE</b>	<b>3,314,734</b>	<b>3,597,860</b>	<b>4,027,750</b>
<b>REVENUES</b>			
Operating Revenues	3,054,300	3,371,109	3,063,850
Capital Revenues	200,500	292,600	151,750
<b>TOTAL REVENUES</b>	<b>3,254,800</b>	<b>3,663,709</b>	<b>3,215,600</b>
<b>Net Operating Income</b>	<b>1,935,726</b>	<b>2,209,227</b>	<b>1,820,448</b>

EAST SIDE UTILITY	2017		
	2017 BUDGET	ESTIMATED YEAR END	2018 BUDGET
<b>EXPENSES</b>			
PERSONNEL	9,550	10,708	10,050
OPERATIONS & MAINTENANCE	32,350	23,026	31,730
Subtotal-Operating Expense	41,900	33,734	41,780
<b>TOTAL EXPENSE</b>	<b>41,900</b>	<b>33,734</b>	<b>41,780</b>
<b>REVENUES</b>			
Operating Revenues	43,846	42,832	44,096
<b>TOTAL REVENUES</b>	<b>43,846</b>	<b>42,832</b>	<b>44,096</b>
<b>Net Operating Income</b>	<b>1,946</b>	<b>9,098</b>	<b>2,316</b>

## GRAND CHUTE COMMUNITY DEVELOPMENT DEPARTMENT 2017 ANNUAL REPORT

The Community Development Department provides top quality municipal planning, inspections, and property services. The range of services includes planning and zoning, building inspections, GIS mapping, and property assessment. Department goals are achieved through collaboration with property and business owners, builders, engineers and architects; outreach through education and enforcement of codes and regulations; efficient management of outsourced services; coordination and resource sharing with other departments; and, a commitment to talent development and staff cross-training.

Grand Chute experienced a record-breaking construction season in 2017. Total construction for the year was valued at \$98.6 million. This eclipsed the previous high of \$97 million from 2005. New housing starts totaled 82 units, and there were 190 units of multi-family development. Commercial construction was valued at \$52.8 million, with 38 new buildings and 105 additions/remodels. Notable commercial projects included Meijer's retail store, Kolosso Toyota's expansion, Cheddars restaurant, Bubolz Nature Preserve's environmental center, Stumpf's Value Center expansion, Habitat ReStore's branch on Integrity Way, and Unison Credit Union's branch on Evergreen Drive.

Permit revenue for the year was \$684,850, up 37% from 2016.

To support and process this high volume of permit activity, planners and inspectors were busy throughout the year assisting property owners, builders, and developers with thorough, expedited zoning and building approvals. The Department reviewed more than 170 development projects in 2017.

### 2017 PERFORMANCE MEASURES

The Community Development Department provides a full array of municipal services to residents, businesses, and organizations. Annual performance measures are used to track the service workload of the Department. The following tables present metrics on service levels in 2017 as compared to 2016.

#### **PLANNING/ZONING/ECONOMIC DEVELOPMENT PERFORMANCE MEASURES**

	2017	2016
Public Involvement/Hearings and Meetings	64	53
Rezoning Applications	4	8
Site Plans	54	59
Variance Applications	1	5
Special Exceptions	26	20
Business Retention/Outreach Visits	10	10
Plats/Certified Survey Maps	20	23
Wetland Delineations	17	17
Erosion/Stormwater Plan Reviews	191	148
Street/Utility Plan Reviews	10	10
Code and Policy Updates	3	2

Notes:

1. In 2017, the Town adopted development code amendments pertaining to Stormwater Management, Erosion and Sediment Control, and the Official Map.

## **BUILDING INSPECTION PERFORMANCE MEASURES**

	<b>2017</b>	<b>2016</b>
Development Project Reviews	172	158
Building Plan Reviews	63	73
Ave. # Days for Plan Reviews	4	5
Building Permits	1,619	1,395
New Comm/Ind Buildings	38	21
New Single Family Homes	82	66
New Multi-Family Units	190	40
Drainage Facilities Inspections	154	101
Erosion Control Permits	186	132
Erosion Control Observation Inspections	1,428	915
Special Event/Temp Sign Permits	14	5
Illegal R-O-W Signs removed	129	95
Citizen-Initiated Complaints	107	112
Staff-Initiated Complaints	70	93

Notes:

1. The Community Development Department coordinates twice monthly Site Plan Review Committee meetings to consult with property owners, builders, and developers who submit development projects for Town approval. The Committee membership includes representatives from the Planning, Inspections, Public Works, Police, and Fire Departments.
2. Grand Chute is certified to act as the State's agent in reviewing commercial building plans. The service provides expedited reviews for builders and increased revenues to the Town.
3. The Department manages a Citizen Responsive Code Enforcement Program for resolution of complaints regarding debris, trash, junk vehicles, illegal signs in the public right-of-way, and other code violations. Staff continues to maintain an annual code enforcement clearance rate of 100%.
4. The 2017 Year-End Building Report is attached.

## **PROPERTY ASSESSMENT PERFORMANCE MEASURES**

	<b>2017</b>	<b>2016</b>
Aggregate Full Market Value Town-wide	\$2,600,378,400	\$2,435,899,000
Total Number of Parcels Town-wide	7,985	7,897
Parcels with Buildings/Site Improvements	6,757	6,680
Total Personal Property Accounts	1,483	1,515

Notes:

1. The 2018 Open Book period is planned for May 1 – May 15.
2. The 2018 Board of Review session is planned to begin June 13.
3. The 2017 Statement of Assessments is attached.

## **OTHER DEPARTMENTAL OUTCOMES & ACCOMPLISHMENTS**

### **GIS and Mapping**

The Community Development Department creates and maintains all Town mapping, including the Parcel Map, Zoning Map, Official Street Map, sewer and water maps, stormwater facilities, record drawings, plats and surveys, aerial photos, wetlands mapping, and topographic maps. In 2017, the Department initiated conversion to the ESRI mapping system.

Official Street Map amendments in 2017 added new streets in the plat of **White Hawk Meadows North 3 and 4**, the plat of **Edgewood Acres Third Addition**, and the **Edgewood Acres Condominium North**. A street reservation was removed between **W. Whitetail Way** and

**Arrowhead Park.** Corporate boundaries were modified due to the **annexation of Outagamie County Landfill property** to the Village of Little Chute.

### **Strategic Planning and Implementation**

Grand Chute follows best practices when approving planning and zoning projects. This approach ensures alignment with the **Comprehensive Plan** and other strategic plans. Specific strategies the Town has adopted, for which alignment is important, include the following:

- **Pedestrian and Bicycle Strategy**
- **Comprehensive Outdoor Recreation Strategy**
- **Community Forestry Strategy**
- **Complete Streets Policy**
- **Town Center Strategy**

### **Economic Development**

Grand Chute works with business and development partners to spur job creation and tax base growth. Three active Tax Increment Districts provide choice sites for commercial/light industrial development. In 2017, the Town established **Tax Increment District No. 3** to support revitalization of the business corridor along W. Wisconsin Avenue, between Bluemound Drive and I-41. A development agreement was entered into with the new owner of the National Envelope site. This large, vacant manufacturing property is being redeveloped as a retail/commercial center.

The Town maintains strong relationships with the local businesses community. Each year, staff from the Community Development Department makes business retention visits in collaboration with the **Fox Cities Regional Partnership**. The visits enhance our knowledge of businesses located in the community and provides them with a point of contact for questions about Town-related matters.

In 2017, Community Development staff continued its participation with representatives from local government, educational institutions, energy providers, and other organizations through the **Fox Cities Economic Development Professionals**. The group is committed to promoting professional development and networking initiatives, advancing the regional economy and pursuing best practices initiatives.

Town staff also participates in the **Fox West Chamber of Commerce**, an organization dedicated to helping small businesses in the Hortonville, Greenville, and Grand Chute communities.

### **Regional Collaboration**

Community Development staff participates in a number of intergovernmental boards, including **Fox Cities Transit Commission** (City of Appleton), **Greenway Implementation Committee** (Outagamie County), and the **Regional Pedestrian & Bicycle Steering Committee** (ECWRPC).

TOWN OF GRAND CHUTE - DEPARTMENT OF COMMUNITY DEVELOPMENT

**PERMIT ACTIVITY REPORT**

REPORT PERIOD - DECEMBER 2017

	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
<b>Permits Issued</b>								
Building Permits	24	27%	586	36%	26	34%	550	39%
Electric Permits	17	19%	330	20%	15	20%	279	20%
Plumbing Permits	26	29%	403	25%	17	22%	310	22%
HVAC Permits	22	25%	300	19%	18	24%	254	18%
Other Permits	0	0%	0	0%	0	0%	0	0%
<b>Total Permits Issued</b>	<b>89</b>		<b>1619</b>		<b>76</b>		<b>1393</b>	

	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
<b>Projects</b>								
New Single Family Dwellings	2	8%	82	14%	4	15%	66	12%
New Duplexes	1	4%	4	1%	0	0%	1	0%
New Multi-Family Dwellings	0	0%	13	2%	0	0%	2	0%
New Residential Access Bldgs	3	13%	91	16%	1	4%	80	15%
New Commercial/Ind Bldgs	1	4%	38	6%	1	4%	21	4%
Residential Additions & Alter	5	21%	136	23%	4	15%	146	27%
Comm/Ind Additions & Alter	7	29%	105	18%	7	27%	114	21%
Signs	3	13%	64	11%	5	19%	67	12%
Other Projects	2	8%	53	9%	4	15%	53	10%
<b>Total Projects</b>	<b>24</b>		<b>586</b>		<b>26</b>		<b>550</b>	

	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
<b>Projects By Zone</b>								
Single Family (RSF)	6	25%	311	53%	12	46%	284	52%
Two Family (RTF)	1	4%	10	2%	0	0%	13	2%
Multi-Family (RMF)	2	8%	27	5%	0	0%	23	4%
Local Commercial (CL)	6	25%	69	12%	3	12%	71	13%
Regional Commercial (CR)	1	4%	70	12%	5	19%	64	12%
Planned Commercial (CP)	3	13%	30	5%	1	4%	38	7%
Industrial (IND)	3	13%	49	8%	4	15%	33	6%
Exclusive Agriculture	0	0%	0	0%	0	0%	0	0%
General Agriculture	2	8%	20	3%	1	4%	24	4%
<b>Total Proj. by Zoning Dist.</b>	<b>24</b>		<b>586</b>		<b>26</b>		<b>550</b>	

	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
<b>New Dwelling Units</b>								
Construction Costs (Ave.)	\$	200,000	\$	215,668	\$	210,425	\$	222,600
Calculated Permit Fees (Ave.)	\$	591	\$	631	\$	616	\$	676
Finished Floor Area (Ave. sq. ft.)		1,716		2,133		2,026		2,514
Garage Area (Ave. sq. ft.)		525		785		845		858
Lot Area (Ave. sq. ft.)		14,316		15,720		11,627		23,185
With Municipal Sewer (%)		100%		99%		100%		97%
With Municipal Water (%)		100%		99%		100%		97%
On Mapped Floodplain Lots (%)		0%		0%		0%		0%

	Year							
	2017 YTD	2016	2015	2014	2013	2012	2011	2010
<b>New Dwelling Units</b>								
In Single Family Homes	82	66	73	64	71	53	33	43
In Duplexes	8	2	2	2	0	0	2	0
In Multi-Family Apartment Units	190	40	59	8	32	160	172	64

**TOWN OF GRAND CHUTE - DEPARTMENT OF COMMUNITY DEVELOPMENT**

**PERMIT ACTIVITY REPORT**

**REPORT PERIOD - DECEMBER 2017**

Costs By Project	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Cost	% of Total	Cost	% of Total	Cost	% of Total	Cost	% of Total
New Single Family Dwellings	\$ 462,521	10%	\$ 21,431,047	22%	\$ 1,046,107	31%	\$ 17,870,809	23%
New Duplexes	\$ 282,600	6%	\$ 1,179,323	1%	\$ 6,400	0%	\$ 329,000	0%
New Multi-Family Dwellings	\$ -	0%	\$ 16,791,654	17%	\$ 224,000	7%	\$ 4,415,600	6%
New Residential Access Bldgs	\$ 46,130	1%	\$ 700,769	1%	\$ 4,475	0%	\$ 713,233	1%
New Commercial/Ind Bldgs	\$ 1,400,000	30%	\$ 38,570,519	39%	\$ 45,000	1%	\$ 12,484,692	16%
Residential Additions & Alter	\$ 128,314	3%	\$ 3,035,698	3%	\$ 209,723	6%	\$ 4,537,413	6%
Comm/Ind Additions & Alter	\$ 1,427,291	31%	\$ 14,196,439	14%	\$ 1,773,650	52%	\$ 38,941,664	47%
Signs	\$ 19,510	0%	\$ 1,003,070	1%	\$ 59,210	2%	\$ 733,050	1%
Other Projects	\$ 868,327	19%	\$ 1,729,583	2%	\$ 39,700	1%	\$ 338,462	0%
<b>Total Costs by Project Type</b>	<b>\$ 4,634,693</b>		<b>\$ 98,638,083</b>		<b>\$ 3,408,265</b>		<b>\$ 78,163,724</b>	

Costs By Work Type	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Cost	% of Total	Cost	% of Total	Cost	% of Total	Cost	% of Total
Building Construction	\$ 2,787,771	60%	\$ 74,887,119	76%	\$ 2,670,722	78%	\$ 59,782,658	76%
Electrical	\$ 1,112,021	24%	\$ 9,664,460	10%	\$ 445,775	13%	\$ 7,478,930	10%
Plumbing	\$ 507,980	11%	\$ 7,276,356	7%	\$ 131,292	4%	\$ 4,301,875	6%
HVAC	\$ 226,921	5%	\$ 6,810,148	7%	\$ 160,476	5%	\$ 6,600,263	8%
Other	\$ -	0%	\$ -	0%	\$ -	0%	\$ -	0%
<b>Total Costs by Work Type</b>	<b>\$ 4,634,693</b>		<b>\$ 98,638,083</b>		<b>\$ 3,408,265</b>		<b>\$ 78,163,724</b>	

Costs By Zoning District	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Cost	% of Total	Cost	% of Total	Cost	% of Total	Cost	% of Total
Single Family (RSF)	\$ 326,781	7%	\$ 23,383,918	24%	\$ 1,179,522	35%	\$ 20,359,832	26%
Two Family (RTF)	\$ 27,750	1%	\$ 969,968	1%	\$ 6,400	0%	\$ 382,502	0%
Multi-Family (RMF)	\$ 508,400	11%	\$ 18,953,394	19%	\$ 311,283	9%	\$ 6,441,583	8%
Local Commercial (CL)	\$ 930,624	20%	\$ 16,884,029	17%	\$ 103,160	3%	\$ 9,079,375	12%
Regional Commercial (CR)	\$ 199,900	4%	\$ 11,823,108	12%	\$ 1,625,587	48%	\$ 8,811,991	11%
Planned Commercial (CP)	\$ 178,306	4%	\$ 4,593,549	5%	\$ 110,950	3%	\$ 26,444,352	34%
Industrial (IND)	\$ 2,459,082	53%	\$ 16,188,873	16%	\$ 71,363	2%	\$ 5,715,433	7%
Exclusive Agriculture	\$ -	0%	\$ -	0%	\$ -	0%	\$ -	0%
General Agriculture	\$ 5,850	0%	\$ 5,841,243	6%	\$ -	0%	\$ 928,856	1%
<b>Total Costs by Zoning Dist.</b>	<b>\$ 4,634,693</b>		<b>\$ 98,638,083</b>		<b>\$ 3,408,265</b>		<b>\$ 78,163,724</b>	

Total Costs By Year	YEAR							
	2017 YTD	2016	2015	2014	2013	2012	2011	2010
	\$ 98,638,083	\$ 78,163,724	\$ 84,705,003	\$ 62,532,610	\$ 65,715,620	\$ 61,301,129	\$ 57,687,506	\$ 42,012,479

**TOWN OF GRAND CHUTE - DEPARTMENT OF COMMUNITY DEVELOPMENT**

**PERMIT ACTIVITY REPORT**

**REPORT PERIOD - DECEMBER 2017**

Fees By Fee Type	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Fees	% of Total	Fees	% of Total	Fees	% of Total	Fees	% of Total
Building Permits	\$7,188.00	30%	\$214,679.00	31%	\$6,991.00	34%	\$185,101.00	37%
Electric Permits	\$3,090.00	13%	\$43,735.00	6%	\$2,194.00	11%	\$39,817.00	8%
Plumbing Permits	\$3,156.00	13%	\$51,493.00	8%	\$1,154.00	6%	\$31,605.00	6%
HVAC Permits	\$2,113.00	9%	\$36,330.60	5%	\$2,017.00	10%	\$33,542.33	7%
Building Plan Review	\$2,350.00	10%	\$40,625.00	6%	\$1,625.00	8%	\$41,825.00	8%
SAC Fees	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
1% SAC Fees	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
Wis. Uniform Building Seal	\$165.00	1%	\$3,130.00	0%	\$140.00	1%	\$2,335.00	0%
Park Fee	\$1,400.00	6%	\$72,400.00	11%	\$1,600.00	8%	\$35,000.00	7%
Driveway/Access Permits	\$0.00	0%	\$4,860.00	1%	\$240.00	1%	\$4,140.00	1%
Drainage Plan Review	\$0.00	0%	\$1,550.00	0%	\$0.00	0%	\$1,550.00	0%
Drainage Inspections	\$1,050.00	4%	\$53,600.00	8%	\$1,400.00	7%	\$38,750.00	8%
Erosion Control Plan Review	\$300.00	1%	\$6,700.00	1%	\$400.00	2%	\$6,700.00	1%
Erosion Control Inspections	\$750.00	3%	\$21,500.00	3%	\$1,000.00	5%	\$16,750.00	3%
Permit Penalty Fees	\$0.00	0%	\$1,284.00	0%	\$0.00	0%	\$2,890.00	1%
Fire Department Impact Fees	\$980.00	4%	\$98,343.00	14%	\$1,072.00	5%	\$35,045.16	7%
Assessment Maintenance Fee	\$1,300.00	5%	\$32,620.00	5%	\$900.00	4%	\$24,300.00	5%
<b>Total Permit Fees By Zoning Dist.</b>	<b>\$23,842.00</b>		<b>\$684,849.60</b>		<b>\$20,733.00</b>		<b>\$499,050.49</b>	

Fees By Project Type	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Fees	% of Total	Fees	% of Total	Fees	% of Total	Fees	% of Total
New Single Family Dwellings	\$5,731.00	24%	\$228,871.00	33%	\$10,385.00	50%	\$187,585.00	38%
New Duplexes	\$3,224.00	14%	\$14,744.00	2%	\$127.00	1%	\$3,779.00	1%
New Multi-Family Dwellings	\$900.00	4%	\$143,757.00	21%	\$890.00	4%	\$26,263.00	5%
New Res. Access Bldgs	\$337.00	1%	\$6,842.00	1%	\$35.00	0%	\$5,712.00	1%
New Commercial/Ind Bldgs	\$2,927.00	12%	\$130,766.10	19%	\$387.00	2%	\$68,458.49	14%
Residential Additions & Alter	\$1,911.00	8%	\$30,808.50	4%	\$2,077.00	10%	\$37,256.00	7%
Comm/Ind Additions & Alter	\$6,327.00	35%	\$110,111.00	16%	\$5,757.00	28%	\$153,215.00	31%
Signs	\$250.00	1%	\$12,150.00	2%	\$650.00	3%	\$12,179.00	2%
Other Projects	\$235.00	1%	\$6,798.00	1%	\$425.00	2%	\$4,613.00	1%
<b>Total Permits Fees by Project Type</b>	<b>\$23,842.00</b>		<b>\$684,849.60</b>		<b>\$20,733.00</b>		<b>\$499,050.49</b>	

Fees By Zoning District	2017				2016			
	DECEMBER		YTD		DECEMBER		YTD	
	Fees	% of Total	Fees	% of Total	Fees	% of Total	Fees	% of Total
Single Family (RSF)	\$7,285.00	31%	\$262,700.50	38%	\$11,786.00	57%	\$214,997.00	43%
Two Family (RTF)	\$223.00	1%	\$11,920.00	2%	\$127.00	1%	\$4,562.00	1%
Multi-Family (RMF)	\$4,085.00	17%	\$152,013.00	22%	\$1,930.00	9%	\$37,429.00	8%
Local Commercial (CL)	\$3,820.00	16%	\$74,113.90	11%	\$1,201.00	6%	\$68,839.16	14%
Regional Commercial (CR)	\$2,109.00	9%	\$72,735.00	11%	\$4,515.00	22%	\$59,486.00	12%
Planned Commercial (CP)	\$1,517.00	6%	\$24,298.00	4%	\$401.00	2%	\$64,790.00	13%
Industrial (IND)	\$4,388.00	18%	\$68,845.00	10%	\$748.00	4%	\$36,470.33	8%
Agricultural (AED) and (AGD)	\$415.00	2%	\$18,224.20	3%	\$25.00	0%	\$9,477.00	2%
<b>Total Permit Fees by Zoning Dist.</b>	<b>\$23,842.00</b>		<b>\$684,849.60</b>		<b>\$20,733.00</b>		<b>\$499,050.49</b>	

Total Fees By Year	Year							
	2017 YTD	2016	2015	2014	2013	2012	2011	2010
	\$ 684,850	\$ 499,050	\$ 534,144	\$ 416,728	\$ 505,387	\$ 449,275	\$ 388,217	\$ 356,698

**2017 STATEMENT OF ASSESSMENTS  
AS REPORTED ON OR BEFORE FEBRUARY 10, 2018**

81-44-020

**TOWN OF GRAND CHUTE**

**OUTAGAMIE COUNTY**

REAL ESTATE CLASSES	PARCEL COUNT			LAND	IMPROVEMENTS	TOTAL
	LAND	IMPRV	ACRES			
1 RESIDENTIAL	6,484	5,807	3,838	231,087,300	883,240,500	1,114,327,800
2 COMMERCIAL	1,053	865	2,462	305,235,800	848,875,800	1,154,111,600
3 MANUFACTURING	57	57	317	11,485,100	63,302,100	74,787,200
4 AGRICULTURAL	204		2,829	524,100		524,100
5 UNDEVELOPED	72		293	628,600		628,600
5M AGRICULTURAL FOREST	4		75	75,200		75,200
6 FOREST LANDS	83		809	1,375,000		1,375,000
7 OTHER	28	28	40	808,900	1,664,300	2,473,200
<b>TOTAL REAL ESTATE ASSESSMENT</b>	<b>7,985</b>	<b>6,757</b>	<b>10,663</b>	<b>551,220,000</b>	<b>1,797,082,700</b>	<b>2,348,302,700</b>

**PERSONAL PROPERTY ITEMS**

	VALUE
11 BOATS AND OTHER WATERCRAFT	0
12 MACHINERY, TOOLS, AND PATTERNS	36,449,600
13 FURNITURE, FIXTURES AND EQUIPMENT	63,287,800
14 ALL OTHER PERSONAL PROPERTY NOT EXEMPT	10,906,900
<b>TOTAL PERSONAL PROPERTY ASSESSMENT</b>	<b>110,644,300</b>
<b>AGGREGATE ASSESSED VALUE</b>	<b>2,458,947,000</b>

**2017 STATEMENT OF EQUALIZED VALUES  
AS SET BY**

**THE WISCONSIN DEPARTMENT OF REVENUE  
TOWN OF GRAND CHUTE**

81-44-020

**OUTAGAMIE COUNTY**

REAL ESTATE CLASSES	LAND	IMPROVEMENT	TOTAL	RATIO
1 RESIDENTIAL	251,999,200	945,521,800	1,197,521,000	
2 COMMERCIAL	293,987,500	905,775,500	1,199,763,000	
3 MANUFACTURING	12,141,800	66,803,900	78,945,700	
4 AGRICULTURAL	535,800		535,800	
5 UNDEVELOPED	175,800		175,800	
5M AGRICULTURAL FOREST	120,000		120,000	
6 FOREST LANDS	2,815,200		2,815,200	
7 OTHER	800,000	2,276,500	3,076,500	
<b>TOTAL REAL ESTATE EQUALIZED VALUE</b>	<b>562,575,300</b>	<b>1,920,377,700</b>	<b>2,482,953,000</b>	<b>94.58%</b>

**PERSONAL PROPERTY ITEMS**

	VALUE	
11 BOATS AND OTHER WATERCRAFT	0	
12 MACHINERY, TOOLS, AND PATTERNS	38,379,900	
13 FURNITURE, FIXTURES AND EQUIPMENT	66,629,600	
14 ALL OTHER PERSONAL PROPERTY NOT EXEMPT COMPENSATION	11,484,700 931,200	
<b>TOTAL PERSONAL PROPERTY EQUALIZED VALUE</b>	<b>117,425,400</b>	<b>94.23%</b>
<b>AGGREGATE EQUAZLIZED VALUE</b>	<b>2,600,378,400</b>	<b>94.56%</b>

# GRAND CHUTE INFORMATION TECHNOLOGY DEPARTMENT

## 2017 ANNUAL REPORT

The Information Technology (IT) Department is responsible for providing overall technology management to Grand Chute. This includes providing strategic insight to the Town Board and Commissions, Town Administrator and departments to ensure the wise use of Grand Chute resources on initiatives involving technology.

### THE HYBRID IT JOURNEY

In 2017, it was a transitional year for the IT Department as we began our Hybrid IT Journey. Years 2015 and 2016 saw the IT Department focused on rebuilding the IT Staff and infrastructure; however, 2017 started a new emphasis on delivering new software products and technological services faster with a focus on improved productivity. By upgrading or replacing software, IT has enabled new technology out in the field for the Public Works Department. This enhanced Town mapping capabilities with a government standard called Environmental Systems Research Institute (ESRI). We continued to build on our security initiatives and expanded the use of Town information available for citizens on our website. Let us review the projects finished in 2017 and look ahead to the active projects as we enter 2018.

The other half of our Hybrid IT Journey is meeting all of the demands of the daily 24x7x365 operations for our Police and Fire services to our citizens which require a high level of uptime, whether on premise or in the cloud. With all the computerized information compiled for residential and business locations, the computerized mobile command centers in Police and Fire vehicles are expected to be always operational.

### 2017 A YEAR OF IMPLEMENTATION AND ANTICIPATION

In 2017, the IT Department had a year of computer software, hardware, and procedural implementations across multiple departments within the Town. Below is a summary of completed, active, and anticipated activities involving the IT Department in 2017. More detailed information will follow on the forthcoming pages.

- We were the first Outagamie County Community to create a fully encrypted fiber optic communications link from their headquarters back to the Outagamie County 911 Center. This ensures the highest level of security with Public Safety Communications.
- We implemented the new ESRI Mapping software and are in the process of converting data from AutoCAD to ESRI for applications that require graphical mapping.
- We rolled out cellular iPads to the Public Works field forces, so up to the minute needs of citizens can be transmitted to them while they are out working anywhere within the Town.
- We updated all audio/visual equipment in the Town Board and Community Rooms.
- We started the rollout of Microsoft Windows 10 on all new computers being installed.

- IT in conjunction with the Police Department equipped one Police Car with new License Plate Reading Cameras and software with access into databases of flagged license plates.
- We replaced part of a failing fiber optic network between Town Hall and Fire Station 1.
- We re-designed and expanded our fiber optic network that connects us to the Appleton Area Metropolitan Fiber Optic Network (AAMFON) providing improved disaster preparedness.
- We built fiber optics into two of our Parks adding video surveillance and automated building controls.
- We added two new PC Servers into our infrastructure providing increased redundancy to our Disaster Recovery Site.
- We added new address verification software and modified our processes to reduce the number of returned letters and billings.
- We worked closely with the Police Department to pass the technology side of the Criminal Justice Information Services (CJIS) Audit.
- Much anticipation has been generated with new projects like the use of imaging technologies for the Town's workflow as we start to change our procedures and storage of documents rolling into 2018.
- We are also looking forward to the task of capturing all old valuable historical paper records and storing them in a more efficient retrieval system utilizing the new Laserfiche Imaging System.
- The new Town Phone System has been purchased and is eagerly anticipated as we add features like Automated Attendant to help our citizens get to the right department as fast as possible.
- We are all anxious to expand our video surveillance and automated building controls into more of our parks.
- Install a secondary License Plate Reading System into another Police Vehicle.
- Plans are well underway to add cameras at multiple Town intersections for improved safety, security, and replays of intersection incidents.
- The design is well underway, and implementation is forthcoming to build a secure wireless network in the Town to feed the data from some parks and intersections back to Town Hall.
- All Town Departments are engaged in the creation and implementation of a Town Intranet site that will improve the dissemination of information to all employees.
- IT will be working closely with the Police and Fire Departments and Outagamie County as the Computer Aided Dispatch (CAD) and Records Management System (RMS) software are being replaced at the 911 Center. New software installations and training will be taking place for all involved.
- IT will be working closely with the Fire Department as new in-house CAD and RMS software are installed and implemented.
- The Town's Emergency Operations Center (EOC) at Fire Station 1 is constantly being used for training and educational events. IT will be leading the effort to get all of the Audio/Visual Equipment updated.
- IT is barely on "The tip of the Iceberg" as we have started to rollout the mobile mapping abilities to the Public Works Department employees using cellular iPads. In 2018, we will see the mapping and locating information for all public utilities within Grand Chute tied to the new ESRI software and to an upgraded software package called PubWorks. We will be able to map items beyond underground utilities, like Park trees. We will easily be able to pull up mapped locations of a certain strain of tree, like the Ash Tree, for treatment of the Emerald Ash Bore Disease.

## THE GRAND CHUTE WEBSITE AND SOCIAL MEDIA USAGE

If you recall from last year, we went through a huge redesign of the Town of Grand Chute website. We have received a lot of positive feedback from citizens about the new look and feel of the website.



Although 2017 did not bring many visual changes to the look and feel of the site, it did have a lot of traffic from our citizens.

- User visits to the website - 56,429
- Page Views - 350,156

Most visited pages (not including home page and department landing page)

- Police
- Public Works
- Employment
- Garbage and Recycling
- Pay Utility Bill

### Social Media:

With all of our Grand Chute Facebook pages combined, we have 15,832 likes.

**Come visit us:**

- Homepage: [www.grandchute.net](http://www.grandchute.net)
- Town Facebook: <https://www.facebook.com/grandchute>
- Public Works <https://www.facebook.com/1900GrandChutePublicWorks>
- Grand Chute Fire: <https://www.facebook.com/GrandChuteFire>
- Grand Chute Police: <https://www.facebook.com/GrandChutePoliceDepartment>
- Town Twitter: <https://twitter.com/grandchute>

## HELPDESK

The Helpdesk has grown a lot this past year when it comes to expanding outside the usual “computers and printers” type tickets. As technology needs change, our work environment becomes more integrated with computers and the Internet. We are finding ourselves more and more involved with departmental technology purchases as well as support of these devices, which used to be outside the realm of “normal” day-to-day Helpdesk duties.

A few things we have focused on this past year are:

- The Police Department came to us with a request to help them track electronic equipment failure so that when tickets were submitted for the squads’ devices, like a camera or printer, the sergeants are emailed too. This made them aware that a specific piece of equipment was out of service and being worked on by IT.

This worked out so well that we are now utilizing our ticketing system as a communication tool between PD and the Public Works maintenance garage. An Officer submits a Helpdesk ticket for a flat tire; the Sergeants are copied in so they know the vehicle is down. Helpdesk assigns the ticket to “Auto Mechanics” and it is categorized as “Fleet Maintenance”. The garage does the repair and then closes out their trouble ticket. The Officer, as well as the Sergeants, see this ticket being closed and know the issue is resolved.

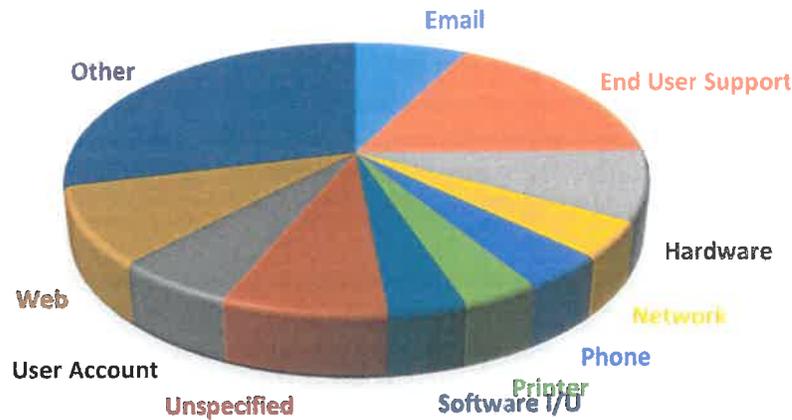
- We expanded our A/V (Audio Visual) support in the following ways:
  - helping with Board Room audio recordings
  - setting up computers or video playback devices for court sessions
  - setting up a phone/computer/projector for webinars and conference calls
  - utilizing a laptop that has some rotation cycle life left in it as a “checkout laptop”
  - purchasing and having on hand a portable projector
- Utilizing our IT management software report creation tool to narrow down certain information like:
  - finding and eliminating old versions of software that may introduce a security risk
  - category based reports, for instance tracking “Fleet Maintenance”
- We have significantly expanded our range of support, and knowledge, for various devices, apps, and software.

Some examples are:

- iPads and iPhones were already in daily use by the Fire department but now, these devices are being utilized more by Public Works and Police. With the use of these devices and apps, workers are able to:
  - obtain work orders, while in the field to complete or assist in a job
  - take, view and share video or pictures
  - view custom street, sewer and road maps via PDF
  - log GPS coordinates for a location or item (example: mapping trees in a park)
  - (PD) can use an app to help translate languages during traffic stops.
- supporting PD; body cams, fingerprint readers, license plate reader, and software
- providing and troubleshooting mobile Internet connectivity for Fire and Police
- various forms of GPS tools, like a Trimble unit that uses cellular, to a basic handheld device
- helping the garage maintain connectivity or support for their diagnostic handheld devices
- going from a basic phone system to a Voice over IP (Internet Protocol)

Of course, the biggest focus for the IT department is to provide exceptional customer service to the employees who serve the citizens of Grand Chute.

## IT CATEGORIES



After a comparison of tickets from 2016 to 2017, we have discovered the amount of time it takes to close a ticket has drastically decreased while experiencing a  increase in tickets for 2017. These Ticket increases are directly correlated from the following:

- *IT Projects* – With all the new equipment, software and processes that come along with projects, users have a new learning curve, which IT assists for a smooth transition.
- *Network Hardening* – Cyber security is a constant threat in today's IT world. We have to continue making changes that protect the Town of Grand Chute's Network Infrastructure.
- *Upgrades* – Upgrades are not always perfect. There are occasional breaks discovered by our users and resolved by the IT department.
- *Older Devices* – While the IT department has implemented an Equipment Life Cycle Rotation, we still have older pieces of equipment that have multiple issues before their rotation is due.
- *Microsoft Patches* – While Microsoft does its due diligence to protect our environment from cyber-attacks, there are items in their patch releases that break other aspects in our environment.
- *Firmware* – There are times when we upgrade firmware that unintentionally causes issues.
- *New Personnel* – The Town of Grand Chute is growing and new personnel are required to support that growth. These new personnel tend to submit more tickets than seasoned employees do.
- *IT Verbal Policy* – The IT department has been better about forcing users to submit Help Desk tickets in order to capture that data. In the past users tend to play favorites and go directly to the IT member who can assist them.
- *IT Equipment Check out* – The IT department has started checking out laptops and projectors for departments.

## **RECYCLE THAT STUFF!...again**

Even though May 22<sup>nd</sup> was a bit gray and dreary, and the winds were cold, the Grand Chute citizens still showed up in force. The Town of Grand Chute had teamed with the staff of Recycle That Stuff! The Town Hall had its front parking lot filled with pallets and trucks awaiting to be loaded full with items to be recycled.

The driveways horseshoe-like shape made it a literal drive- through event. Cars drove in one side, followed the turns, the recyclers unloaded our citizens vehicles and sent them on their way out the other end of the driveway. The Recycle That Stuff! staff put in a lot of work and heavy lifting that day.



The most unique item to be dropped off was an extremely heavy coin sorter/roller.



Even our Resident Sandhill Cranes came out with their two colts to show support.

As you can see with the numbers below, there were a lot of recyclable items kept out of the landfill. **This event's totals were:**

- 4487 lbs. TVs,
- 810 lbs. Monitors,
- 1179 lbs. Freon items,
- 1492 lbs. CPUs,
- 6620 lbs. Printers, Small Electronics & Appliances,
- 2432 lbs. Electronics

**Total Weight Recycled: 17,020 lbs.**

In addition, 711 lbs. of old technology equipment from the Town Hall and Fire Stations.

### **No Town Hall recycle event for 2018:**

In 2016 and 2017, Grand Chute hosted its own recycling event at Town Hall. For 2018, planning is underway for a large recycling event in Grand Chute on Saturday June 16 at the Fox Cities (Timber Rattlers) Stadium hosted by the Fox Cities Chapter of Credit Unions. More information is posted on our Town's website and Facebook pages.

## **2020: The demise of Windows 7**

Over the past few years, we have been hard at work eliminating old equipment and outdated operating systems from our network. Now we are under a looming deadline of 2020 where all support for Windows 7 goes away and we are forced to upgrade to Windows 10.

We were able to customize a Windows 10 image for our new PCs, which is helping in our transition from Windows 7 to Windows 10. Being a windows 7 shop for so long, we thought Windows 10 was going to be a bit of a transition for our users, but so far, it has been a smooth one. Our computers are on a rotation cycle. When a batch of Windows 7 computers are due for replacement, we are able to upgrade to new hardware with Windows 10. This has allowed our users to get used to the new environment.

One benefit of getting rid of our old equipment is the newer sizes and styles of PCs. The days of lugging a big tower PC around are gone. Today we are able to free up desk space and leave dust bunnies nowhere to hide with the smaller form factor computers. The amazing thing about these computers is that for their smaller size they have the same, if not more processing power and speed of their bigger older predecessors. The newer computers fit in the palm of your hand, and weigh just under 3 lbs.



## **Board Room and Community Room at Town Hall**

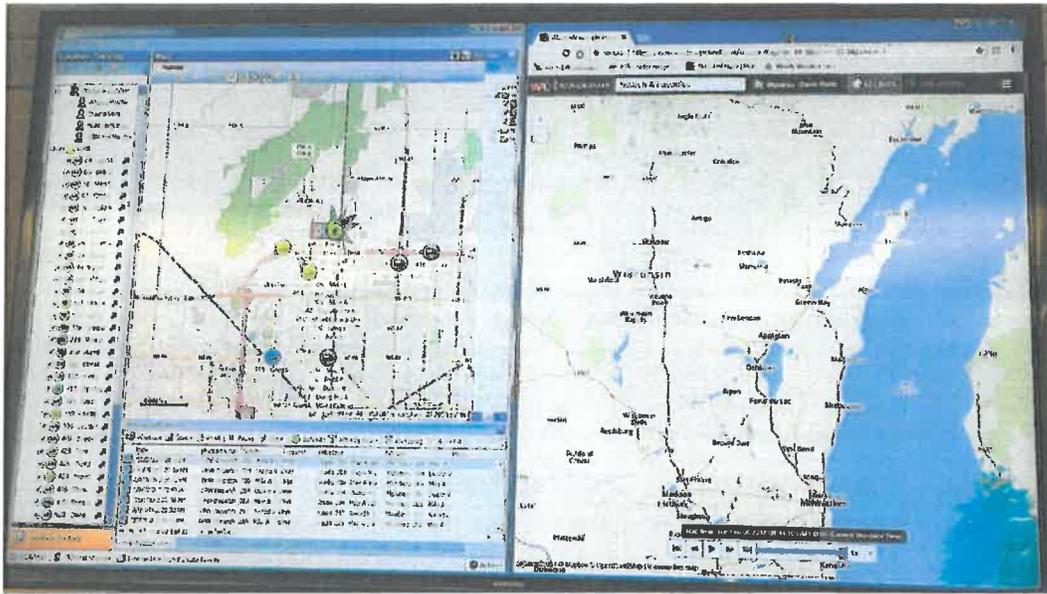
In the spring of 2017, we completed the installation of a new audiovisual system in both of our main gathering areas at Town Hall. The new system operates from one location at the front of each room. From each location, you can control which video input you would like to see on the large projection as well as on the monitors located on the dais for Council Members to view. From the central control pad, you can turn on and off the microphones. With a couple of touches on the control pad, staff can record meetings to two different locations for redundancy. The two rooms can function independently or in unison from the Board Room. With the new system in each room, not only can you view what is on the computer, but you can also display cable or DVD training videos to a large group.

## **Network Redundancy**

Our fiber optic network between our buildings received a major upgrade in 2017. The failing 1GB connection was upgraded to a new 10GB connection. While replacing the failing fiber, we re-designed how our buildings are now connected. Our original design was with everything running back to the Town Hall as one point of failure. Now, we have created a triangle between our Town Hall, Fire Station 1, and Fire Station 2. With this design if one building goes down, the others stay connected.

In addition to the fiber changes, we purchased two new servers to use in our production environment to create redundancy between the buildings. This will help strengthen our disaster and recovery plans for the computer network if one of our locations has a disaster.

## TRBOnet



In 2017, IT was presented with a new project for the Public Works Department. A large wall mounted display and a mini computer were mounted on the front wall for all to see, versus just a few people having it on their workstations.

The first half of the display utilizes a program for Public Works that interfaces with the two-way radio system and the GPS in the vehicles. It also displays real-time mapping of vehicle locations, routes, and historical data. This is very helpful in the winter as it shows where we have plowed and what is still left on the route.

This software can also be implemented as an emergency tool. If a driver does not report in or is not answering the radio, help can be dispatched to their last known location.

The second half of the display shows a real-time weather map of the area. This allows staff to keep an eye on the weather as well as the deployed vehicles.

## Emergency Operations Center

Training and educational events constantly took place at the Town's EOC (Emergency Operations Center) at Fire Station 1 throughout the year. In 2017, we were able to implement phase 1 by replacing our visual projection equipment. In 2018, we will implement phase 2. This will consist of replacing audio equipment that is currently 15+ years old. With this phase, we will also implement new distance learning equipment between the two fire stations. This will save on travel for staff from Fire Station 2 needing to leave their coverage area for training purposes thus cutting back on response time.

## New Postage Machine



In 2017, there was a change in postal rates, as well as a new mailing system for the Town Hall mailroom. Much like our old computers, the postal machine reached the end of its life cycle and the company would no longer support it. This new device is a bit bigger than the old one, taking up a good portion of counter space. The bulk of the old machine was the meter unit; with this new device, the meter is quite small.

This 110 lb. mailing system is a computer and printer unit. The whole system includes these features:

- a 15" touch screen which also works with a stylus
- a wireless keyboard
- connects to the internet to get device/postage rate updates and to reload the prepaid postage
- each department has their own code to login in to so postage is billed correctly
- users pick their envelope size and process the envelope through
- it can add a paper label to the envelope or print one directly on it
- the Postal Security Device (PSD) contains the funds and performs all of the calculations necessary to print postage that comply with the latest USPS standards
- it is located beneath the PSD cover on the back of the mailing system (under the monitor)
- the left side is made up of the Feeder unit and the Feed Desk (where the wheels are to pull the mail in)
- there is an envelope sealant bottle that the users must occasionally fill, this is used to seal envelopes as they are fed through, via a "moistener pad" in the feeder
- the thickness of the mail can be adjusted also, from postage cards to stuffed envelopes
- the right side of the unit is the printer (1200 DPI), it contains two ink cartridges (one red, one black)
- the end of the machine has a "stacker" where all of the envelopes are tossed into after processing up to 130 envelopes per minute
- an attached scale for items that do not fit through the feeder unit

### Return to Sender...

On a related note, the Public Works Department has a new software program that can validate customer addresses from current USPS data. The product can:

- update customer information if someone has moved
- correct typos
- validate street name
- remove address duplicates

This software can save the Town a great deal of money per year by eliminating mail that will be marked “returned to sender”, sent to the wrong person or lost due to address errors like the wrong zip code.

### Securing Businesses Keys

Businesses throughout the Town of Grand Chute have Knox-Boxes that hold building keys for emergency services to retrieve in the case of after hour emergencies. If one of these keys were misplaced/lost/stolen it would be the emergency services responsibility to rekey all those businesses. This could potentially cost the Town thousands of dollars if this happens. The Fire Department has invested in Knox Key Secure devices for all Fire Trucks and Command vehicles. The Knox Key Secure attaches inside the cab of the fire engine and holds the high-security key. In order for firefighters to release the key, they have to put in their unique individual code. This establishes the last person who removed the key from the Knox Key Secure device.

The IT department took it one-step further and implemented TrackR Bravos. The TrackR Bravos are coin-size Bluetooth devices that attach to the keys. This helps you locate them if they are misplaced/lost/stolen. The TrackR Bravos has a range of 100 feet. It works in conjunction with the TrackR Bravos app. Every TrackR Bravos has a Crowd Locate feature. The TrackR app can pick up the ID's of any Bravos it detects in the immediate area (anonymously) and send that location to the owner. So if you drop your keys there's a chance another TrackR user will come within range of your Bravos and will update the last location it was seen. The TrackR Bravos have worked so well with the fire department that we have recently started implementing them in the police department.



## Enhanced Communications through FirstNet



FirstNet is an independent authority within the U.S. Department of Commerce. Authorized by Congress in 2012, its mission is to develop, build, and operate the nationwide, broadband network that equips first responders to save lives and protect U.S. communities. Wisconsin is among the 50 states to "opt in" to the FirstNet plan. AT&T is developing the national FirstNet plan, which includes building Long-Term Evolution with high-speed wireless communications for mobile devices and data terminals. In addition, more towers will be built with a focus on rural areas in the state to help with interoperability communications. This is a Federal effort so there should be no direct built costs to the state of Wisconsin. We are closely involved in this process and looking forward to a great step towards bringing faster and more reliable emergency communications capabilities throughout our Town.

## Bridging the Communication Gap

Since the inception of the new Cradlepoint modems in the fire trucks in the fourth quarter of 2016, we have had no incidents of missed CAD (Computer Aided Dispatch) calls due to dropped coverage. The new Cradlepoints have a secure cloud solution allowing our IT staff to manage cellular connectivity from any location with an internet connection. The cloud allows our IT Staff to:

- Remotely deploy and manage all devices without user intervention
- Monitor device status in real time
- Set alerts for uptime and data usage
- Instant insights
- Address security issues immediately
- Reduce downtime

We have continued deploying these units throughout 2017. We now have 80% of the fire trucks with the new modems and plan on completing the rest of the fleet in the first quarter of 2018.



## Outlook Encryption

With Outlook 365 as our new emailing product, we have enhanced users' capabilities by providing them the ability to encrypt email on the fly. After they have typed up their email, they can trigger the encryption. The receiving party will open the attachment and login with their Outlook account and be able to view the encrypted message. If the receiving party does not have a Microsoft account, all they have to do is select a one-time passcode that will also allow them to view the encrypted message. This allows our employees to send HIPAA (Health Insurance Portability and Accountability Act), CJIS (Criminal Justice Information System), and other sensitive information via email versus using the fax machine.

## Multifunctional Printers

The IT department has renegotiated the Printing and Copying contract and has dropped the cost of printing. This has dropped our overall monthly cost around \$1000.00/month, which is roughly 33% in savings. Four of the five new copiers contain a 150-sheet bypass tray, (4) 500 sheet paper trays and one large capacity 3,000 sheet tray. These four copiers now print 55 ppm (pages per minute) while the older copiers printed at 36 ppm, which is a 53% improvement. The first page out has dropped from 12 seconds to 6 seconds with the new copiers. The new copier in the mailroom can print 75 ppm and now has a color option. It has a 150 sheet bypass tray, (2) 500 sheet paper tray, (1) large capacity 2500 sheet tray and (1) large capacity 3,000 sheet paper tray. All new copiers can fax, staple, hole punch, saddle stitch, scan to word and scan to PDF.

We have implemented a software package for improved flexibility and security. The enhanced security on all five copiers has provided our users the capability of "Secure Print". This allows users to print to a secured queue and walk up to any of the new copiers, swipe their badge and print out their specified items.



## CIB Audit



The CIB (Crime Information Bureau) is part of the Wisconsin DOJ (Department of Justice), DLES (Division of Law Enforcement Services). The CIB operates and manages the TIME (Transaction Information for the Management of Enforcement) System. The TIME System is the law enforcement message switch and network that provides criminal justice employees with critical information on wants and warrants, drivers' licenses and vehicle registration information, criminal histories, protection orders and injunction files, sex offenders, corrections' information, stolen property, missing persons, and more. The TIME System connects over 10,700 criminal justice computers in Wisconsin to over 400,000 criminal justice computers across the nation and Canada. In order for the police department to have access to these connections, they must adhere to all rules and guidelines demanded from CIB. CIB will conduct audits of specific law enforcement agencies every 2-3 years. This consists of a CIB TIME System Audit and a CIB Technical Security Questionnaire. The Technical Security Questionnaire consisted of 39 pages and over 90 questions relating to IT infrastructure and security. This year our IT Department passed the technical portion of the CIB Security Audit.

## Encryption of MACsec

The IT department has enabled MACsec (Media Access Control security) encryption throughout our fiber network. We are the first agency within the county to implement this. We started out by successfully implementing the encryption between our buildings. Once our tests were successful and completed, we coordinated with the county on the MACsec configuration setting allowing our entire fiber network to have the MACsec encryption. This allowed us to be 100% CJIS compliant which we have shared with the County so they can share with other agencies in an effort to making our entire county CJIS compliant.

## ESRI PubWorks & iPads



The Town of Grand Chute has started its migration from AutoCAD (computer-aided drafting) to ESRI (Environmental Systems Research Institute) for all its mapping needs. AutoCAD is limited in its mapping capabilities and does not integrate well with most software in our environment. ESRI is an international supplier of GIS (Geographic Information Systems) software, web GIS and geodatabase management applications as well as integrates with a majority of the software that the Town and the County own. GIS is becoming essential to understanding what is happening and what will happen in geographic space. Once we understand, we can prescribe action. This new approach for the Town, managing geographically, is transforming the way our organization operates. GIS-based maps and visualizations greatly assist in understanding situations and provide visual representation. GIS is a type of language that improves communications between different teams, departments, disciplines, organizations, and the public. GIS is the go-to technology for making better decisions about location. Common examples include real estate site selection, route/corridor selection, evacuation planning, conservation, natural resource extraction, etc. Making correct decisions about location is critical to the success of our organization.

ESRI GIS integrates well with our updated version of PubWorks (a Public Works Department software that is a GIS-integrated Asset Management software package that assists the department in Work Orders, Service Requests, and Job Costing). The software is built on the ESRI GIS platform and integrates well with our ESRI GIS department. Each full-time employee in the Streets, Maintenance, and Parks Departments has a dedicated iPad. The PubWorks software can send a work request or a service request to staff out in the fields. They get real-time updates on their service and work request. They can also create service and work requests out in the field. This saves our employees time and travel since they no longer have to come back to the office for service and/or work requests. They no longer have to carry paperwork with building maps or even our assets list. All of these items have been loaded on the iPads. We are currently in the process of loading our tree data for the Parks Department as well as providing our iPad users the capability to utilize the GIS interactive maps out in the field to assist them with asset location, service and work requests. There are also plans of utilizing the iPads as a time card and removing the punch clocks.

## New Phone System

With some of our current phone system dating back to before we moved into the current Town Hall building in 2002, it is showing its age. We have purchased and started to implement a new Voice over IP phone system that will run on our current computer network. The new phone system will add features like Automated Attendant to help our citizens get to the correct department as fast as possible.

## **Imaging System**

Laserfiche is a robust enterprise content, document and records management imaging system with integrated workflow and advanced capture solutions. It provides a platform for centralized content and records storage - ranging from image files, to electronic documents, to voice and audio files. This is truly an enterprise wide content management system. Laserfiche includes advanced capture tools in its product suite that can perform automated data capture from paper records, with index fields completed automatically based on the data extracted. The IT department has chosen this path as the most efficient way of becoming a paperless organization. Some of the benefits to going to Laserfiche are:

- Decreasing overhead costs of paper storage, office space and additional hiring
- Streamlining operations by automating repetitive, manual processes
- Managing all organizational content throughout its life cycle
- Facilitating compliance with robust security and auditing features
- Integrating seamlessly with the applications employees use every day

The IT department has collaborated with a local vendor out of Green Bay to implement Laserfiche within the Town. They are Laserfiche certified professionals and bring more than 37 years of experience as an Enterprise Content Management (ECM) solutions provider.

While we focus on the path towards a paperless organization, a local company from De Pere, WI will be providing our backlog scanning. The Town has paper documents that go as far back as the 1800's. If a natural disaster were to occur at the Town Hall, we could lose valuable town data and historical documents. They will be scanning all current paper documentation to a centralized location in the Town. Here are some of the benefits of outsourcing our backlog scanning:

- Employees can concentrate on the new method and focus on their current workload
- Save time and money by decreasing the amount of time spent filing and retrieving paper files
- Reduce or eliminate the expensive office space required to store paper, files and boxes
- Improve response time for information retrieval requests internally and for the Town citizens
- Instantly access and securely share any of our old scanned documents

## **Public Safety Revamp**

A multi-jurisdictional committee within Outagamie County (including Grand Chute Police, Fire, and IT) decided to change from individual CAD (Computer Aided Dispatch), RMS (Records Management System) and JMS (Jail Management System) public safety software packages to an all-in-one software package called Spillman. Spillman is a robust RMS, CAD, JMS, mobile data, field reporting and crime analysis software. Spillman will simplify and centralize all public safety data to a one-system location. Currently, Outagamie 911 Dispatch creates the incident number, then transfers over to Vision RMS where the clerks manually re-enter the data. The JMS is a completely separate system and public safety employees have to access the information through a different web interface. With Spillman, once data is entered by dispatch, that same data no longer needs to be re-entered. Spillman is an on premise public safety software solution designed to meet the needs of police departments, sheriff offices, dispatch centers, correctional facilities, and fire departments across the county. Spillman provides agencies with the advantages of unparalleled integration, multi-jurisdictional data sharing capabilities, affordable site-licensing and ongoing innovations, all built around a central database and backed by reliable customer service and support.

Since the new CAD and RMS was geared towards Law enforcement, the Fire Department had to go out and choose their own software that could integrate with Spillman. The Fire Department chose Crew Sense for their scheduling software, ImageTrend for their Fire RMS and Target Solutions for their training tracker software.

The Town of Grand Chute's IT has been heavily involved since the start of these projects. Our involvement includes:

- maintaining the old databases
- researching software security
- assisting with the data conversion
- assisting with software selection
- verifying recommended hardware specifications
- network planning
- network reconfigurations
- network testing
- software installation and deployment
- setting up training rooms
- administrative configurations
- GPS configurations
- license migrations
- attend physical training
- attend virtual training
- provide technical communications and recommendations
- working closely with the vendors
- working closely with the users

#### **CONTINUING EDUCATION**

In the IT world, as soon as we stop learning we fall behind the technology curve. Our IT department is fully aware of this and we strive to have well-trained staff. In 2017, we provided over 160 hours in technical and leadership training to our employees. We not only provide training, but also strongly encourage individual continuing education. Below is a brief summary of our educational efforts:

- Government Information Processing Association of WI (GIPAW)
- Association of Information Technology Professionals (AITP)
- Hewlett Packard Enterprise (HPE) Technologies
- Cyber Security Training
- Crime Information Bureau (CIB) Software and Training
- Traffic and Criminal Software Training (TraCS)
- Nimble Storage Certification
- NetMotion Mobility
- Genetec Training

## **Video Surveillance and Automated Building Controls**

In 2017, we started the capital improvement project of bringing the parks up to current video surveillance and automated building control standards increasing our security abilities. Lions Park and Town Center Park were the first two parks. We ran fiber optic networks to each location as pictured to the right. This fiber optic network is very beneficial to bring the camera video back to one central location for review. We also installed security scanners on most doors at each park. The scanners have eliminated the need to check out keys to the citizens who rent these two locations. In addition, the outdoor bathroom doors now lock and unlock automatically. The system can even sense if the doors are open longer than expected and if the bathroom temperatures have dropped too low. Then the system notifies the proper personnel to resolve the situation. We expect to finish Prairie Hill, Patriot, Carter Woods, and Arrowhead Parks in 2018.



In addition to the parks, we started to develop plans to add video surveillance to several of the Town's intersections as well as the infrastructure to support it. The design is to create a secure wireless point-to-point network utilizing our current water towers as consolidation points for the data sent over our newly enhanced fiber optic network. The video cameras improve security, traffic congestion, and safety in addition to replays of intersection incidents.



# 2017 GCFD ANNUAL REPORT



TIMOTHY BANTES  
FIRE CHIEF





# CONTENTS

## 2017 SUMMARY

OUR 80TH YEAR OF SERVICE "BY THE NUMBERS"

## CORE VALUES

GUIDING OUR ACTIONS TODAY

## "QUALITY"

PREPARING TO MEET THE NEEDS OF TOMORROW



## MESSAGE FROM THE CHIEF

I am once again humbled and honored to submit the Grand Chute Fire Department's 2017 Annual Report to the stakeholders of our community as we conclude the celebration of our 80th year of service. The pages that follow provide a mere glimpse into the steadfast efforts put forth by the men and women of your Fire Department as they strive to impart a positive impact on the quality of life for the citizens and visitors of our community with each and every opportunity for that is afforded to them.

As our municipality continues to grow and evolve, your Fire Department remains attentive and vigilant not only to emergency response needs, but strategic mitigation opportunities that address the dynamic hazards, and the associated emerging risks. As many fire service agencies across our nation struggle to adapt to and embrace this all-hazard landscape, our citizens and visitors should take comfort and immense pride in knowing their GCFD Firefighter/EMTs demonstrate an ongoing and unwavering commitment to continuous improvement in all aspects of their roles as servants on the front-line of public safety. As a result of their dedication, the Grand Chute Fire Department continues to establish itself as a model of innovation and quality for fire service agencies on the local, state, and national stage.

On behalf of the entire staff of the GCFD, I cannot express a sufficient amount of appreciation for the ongoing support this community, through its governing body, has shown for our efforts to preserve lives, property, and the environment for the citizens and visitors of Grand Chute. May you all "experience better" quality of life as a result of your Fire Department's services in 2018, and the years to come.

Respectfully,

Timothy Bantes, Fire Chief



# GRAND CHUTE FIRE DEPARTMENT



## 2017 SUMMARY



867

FIRE, HAZARD, AND  
SERVICE CALL  
RESPONSES



1,211

EMERGENCY  
MEDICAL  
RESPONSES



70%

ARRIVAL AT  
EMERGENCY IN 6  
MINUTES OR LESS



3,557

INSPECTIONS  
CONDUCTED



107

PUBLIC EDUCATION  
EVENTS ATTENDED



5,862

TRAINING HOURS  
COMPLETED



\$789,075

PROPERTY VALUE  
LOST FROM FIRE



\$27,792,155

PROPERTY VALUE  
SAVED FROM FIRE



# PEOPLE



*"We appreciate the talents of each person and encourage responsible decision-making at the most appropriate level. We recognize the importance of personal and professional development. We value the citizens and people who live, work, and visit our community."*

## MAKING PEOPLE OUR PRIORITY...

### INVESTMENT

**PERSONNEL COMMITTED TO THE COMMUNITY THEY SERVE**



**LOGGED 2,077 HOURS OF RECRUIT INSTRUCTION**



**GRADUATED TWO ACADEMY CLASSES**

### DEVELOPMENT

**CULTIVATING THE FUTURE LEADERS OF THE GCFD**



**LIEUETENANT MARTIN CREDENTIALLED BY CPSE AS ONE OF 456 FIRE OFFICERS IN THE WORLD**



**ASST. CHIEF SCHOMMER CREDENTIALLED BY CPSE AS ONE OF 114 FIRE MARSHALS IN THE WORLD**



**ASST. CHIEF KASRIEL DUAL - CREDENTIALLED BY CPSE AS ONE OF 71 CHIEF FIRE AND EMS OFFICERS IN THE WORLD**

### ACHIEVEMENT

**LEADING FORWARD, REMEMBERING THE PAST**



**CHIEF BANTES SERVES AS VP OF WI STATE FIRE CHIEFS ASSOCIATION**



**GCFD CELEBRATES 80 YEARS OF SERVICE HOLDING RETIRED MEMBERS REEUNION**

# COMPASSION

*"The members of this department value the importance of compassionate care and treatment of all citizens who call for our services."*



## **WE DON'T JUST PROVIDE CARE, WE DO CARE...**

### **Y(OUR) EMERGENCY**

**SERVING IN YOUR TIME OF NEED IS WHY WE EXIST**

### **THE IMPACT**

**OUTCOME DRIVEN, REGARDLESS OF THE FORM**



**EMS INCIDENTS IN 2017  
REQUIRING GCDF EMERGENT  
RESPONSE**



**EMS INCIDENTS IN 2017  
WITH GCDF ARRIVING PRIOR  
TO AMBULANCE**



**EMS INCIDENTS IN 2017 WITH  
GCDF PROVIDING CARE FOR 2  
OR MORE MINUTES PRIOR TO  
AMBULANCE**

**EXCERPT FROM "THANK YOU" CARD FROM PATIENT'S FAMILY MEMBER:**

"Thank you for your help several weeks ago, in responding to my daughter's distress at Wal-Mart. My young grandson was with her during the ordeal, and you took such good care of him as well. I'm sure he was very overwhelmed at the ambulance, fire truck, and police department aiding his mom, but you handled it so well. One of the firemen gave him a teddy bear to hold which was such a great comfort to my grandson, and got everything squared away with him and his mother. He has been carrying that teddy bear around since the incident, and told me he wants to be a fireman when he grows up (that makes me very proud).

Thank you so much for all you do each and every day to make the community a safer and better place to live; for risking your lives to help those who need assistance, and for being such wonderful role models to all of us, especially our youth. You're the best!

Enclosed are some stuffed animals for you to comfort other children who are experiencing trauma in various situations, because I know first-hand how much that means. Thank you so much."





# INTEGRITY



*"We are honest, accountable, and trustworthy."*

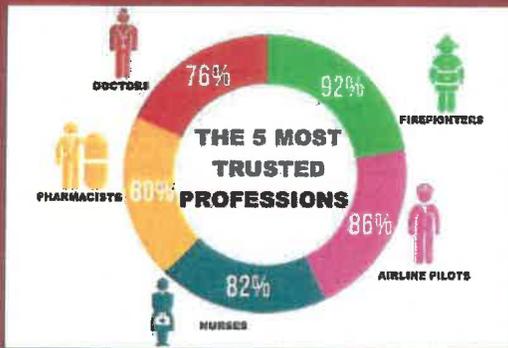
## THE MOST TRUSTED PUBLIC SERVANTS...

### TRUST

**DOING THE RIGHT THING, AT THE RIGHT TIME, FOR THE RIGHT REASON**

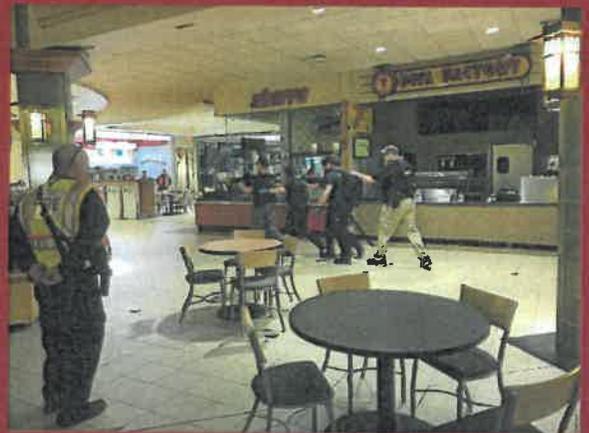
### ACCOUNTABILITY FOR YOU AND US

**HOLDING OURSELVES TO THE HIGHER STANDARD OUR CUSTOMERS HAVE COME TO EXPECT**



FIREFIIGHTERS ARE ROUTINELY RECOGNIZED IN NATIONAL POLLS AS THE MOST TRUSTED PROFESSIONALS IN THE NATION. WE ARE WELCOMED INTO THE MOST PRIVATE SPACES OF THOSE WHO CALL ON US IN THEIR MOST VULNERABLE MOMENTS. WHEN WE ARRIVE, WE ARE ENTRUSTED WITH THE LIVES OF THEIR LOVED ONES AND / OR EVERYTHING THEY OWN WITHOUT QUESTION.

SEVERAL "ACTIVE SHOOTER" DRILLS WERE HELD IN 2017 TO ADDRESS THE EMERGING THREAT ASSOCIATED WITH ACTIVE SHOOTER / HOSTILE EVENT RESPONSE (ASHER). GCFD PERSONNEL ARE TRAINED AND EQUIPPED TO RESPOND TO THESE INCIDENTS AND PROVIDE LIFESAVING CARE WHEN SECONDS CAN MEAN THE DIFFERENCE BETWEEN LIFE AND DEATH.



PERSONNEL TRAINED ON A NEW WILDLAND FIRE FIGHTING SKID UNIT OBTAINED FROM A DNR GRANT. THIS UNIT MOUNTS TO OUR UTV AND PROVIDES MOBILE WILDLAND FIRE SUPPRESSION CAPABILITIES FOR AREAS SUCH AS BUBOLZ NATURE PRESERVE AND PLAMANN PARK WHICH ARE INACCESSIBLE BY OUR HEAVY FIRE APPARATUS.

# VALOR

*"Courageously encountering adversity, accepting responsibility for our actions, and providing respectful and professional conduct to the public, coworkers, and peers."*



## **WE EXIST TO SERVE YOU...**

### **COMMUNITY ENGAGEMENT**

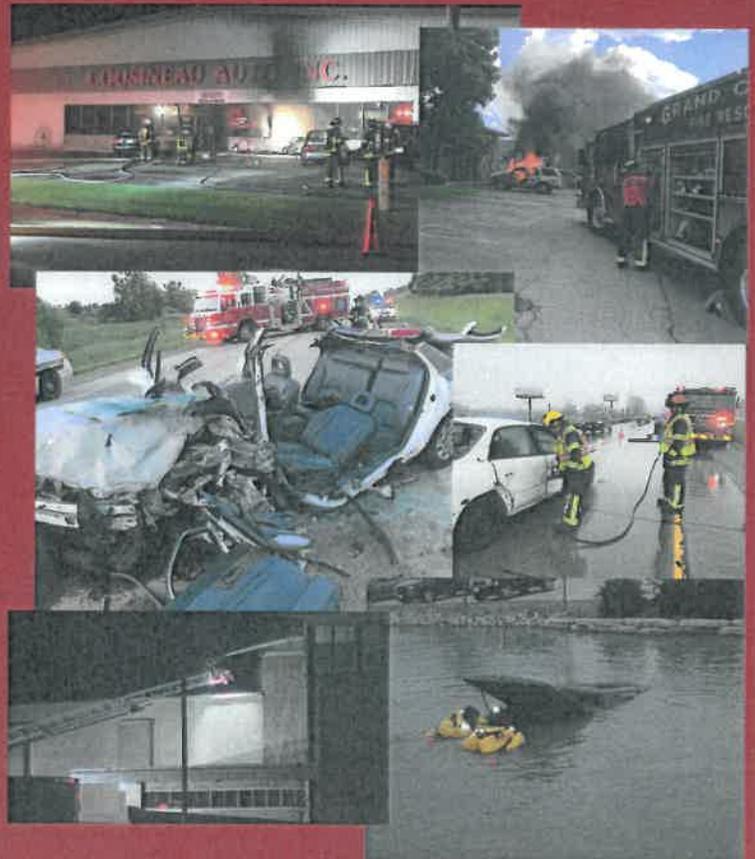
***BUILDING RELATIONSHIPS WITH THOSE WE SERVE, ENABLING US TO SERVE THEM BETTER***



THE FIREHOUSES IN WHICH WE WORK, TRAIN, EAT, AND RESIDE IN BECOME OUR HOMES, HOWEVER WE RECOGNIZE THAT THEY ARE TRULY MORE YOURS THAN OURS. IN AN ONGOING EFFORT TO WELCOME OUR COMMUNITY INTO THEIR FIREHOUSES, GCFD HOSTS THE ANNUAL "JESSE PICKETT" FAMILY SAFETY DAY. DOING SO HELPS US NURTURE EXISTING BONDS AND DEVELOP NEW ONES WITH THE VERY PEOPLE WE ARE HONORED TO SERVE. THE LEGACY OF COMMUNITY OUTREACH CHAMPIONED BY FIRE PREVENTION SPECIALIST PICKETT IS EMBODIED IN THE ACTIONS OF HIS BROTHERS AND SISTERS OF THE GCFD ON THAT DAY, AND ALL OTHERS.

### **EMERGENCY RESPONSE**

***EXCEEDING EXPECTATIONS WHEN PERFORMANCE MATTERS MOST***





# CREATIVITY

*"We encourage imaginative problem solving, innovation, resourcefulness, and thought out risk-taking."*

## EMBRACING, DRIVING INNOVATION...

### PROBLEM SOLVERS

**WHO YA GONNA CALL?**

### WE DON'T WAIT TO INNOVATE

**INNOVATION DOES NOT DRIVE US, WE DRIVE IT**



NON-EMS INCIDENTS IN 2017 FALLING INTO THE CATEGORY OF "SERVICE CALLS." THESE INCLUDE HOME LOCKOUTS, WATER LEAKS, INVALID ASSISTS, AND ANIMAL PROBLEMS.



SOMETIMES THESE REQUESTS ARE PERTINENT TO PRESERVING PUBLIC SAFETY MORE THAN ANYTHING ELSE. THIS WAS THE CASE IN THE RETRIEVAL OF AN INJURED GOOSE FROM THE MIDDLE OF A RETENTION POND THAT WAS DRAWING ATTENTION FROM NEARBY APARTMENT RESIDENTS.

FOLLOWING THE DELIVERY OF THE PIERCE RESCUE-PUMPER WHICH REPLACED TO PIECES OF APPARATUS AT THE END OF THEIR SERVICE LIFE, PERSONNEL WENT TO WORK PREPARING THE UNIT FOR SERVICE UNDER THE LEADERSHIP OF LT. PALTZER. THE WELL-THOUGHT OUT DESIGN OF THIS PIECE OF APPARATUS DREW NATIONAL ATTENTION AND WAS FEATURED IN AN ISSUE OF "FIRE APPARATUS AND EQUIPMENT" MAGAZINE. NUMEROUS DEPARTMENTS FROM ACROSS THE COUNTRY HAVE BUILT SIMILAR APPARATUS BASED ON THE GCFD SPECIFICATIONS.

*Fire Apparatus & Equipment Magazine*

#### Grand Chute (WI) Fire Department Goes to Pierce for PUC Rescue-Pumper

05/08/2017



THE GCFD C.A.R.E.S. (COMMUNITY ASSISTANCE REFERRAL AND EDUCATION SERVICES) INITIATIVE WAS DEVELOPED AND IMPLEMENTED AS A PILOT PROGRAM IN THE RIDGEVIEW HIGHLANDS COMPLEX WITH THE GOAL OF PREVENTING FALLS AMONGST THEIR RESIDENT POPULATION. IN COMPARISON TO 2016 DATA, GCFD SAW A 29% REDUCTION IN "FALL VICTIM" CALLS TO THE RIDGEVIEW HIGHLANDS ZONE IN 2017. THE PROGRAM IS LED BY LT. /PARAMEDIC CZECHANSKI.



# RESPECT

*"We welcome individual and professional differences and treat everyone with dignity, courtesy, and sensitivity."*

## TREAT PEOPLE RIGHT...



### THE FIRE SERVICE BONDS

**BORN FROM THE GIFT OF SERVICE**

### DIGNITY

**IN THE DARKEST OF HOURS, IT IS OUR DUTY TO PRESERVE IT FOR THOSE WE SERVE**



**EXCERPT FROM "THANK YOU" CARD SENT BY A PATIENT'S FAMILY MEMBER:**

**"My call did not require an urgent response in that my husband was not injured, but had fallen on carpeting and couldn't get up.**

**I am so grateful for the help I received! Your firemen came almost immediately, they helped my husband get into his wheelchair and checked his vitals. But more than that, they treated him with respect and dignity."**



# QUALITY

*"We provide superior services and are committed to continuous improvement. We are attentive to the changing needs of the community we serve."*



## UNWAVERING PURSUIT OF EXCELLENCE...

### COMMUNITY RISK ASSESSMENT

*TAILORING SERVICE TO MEET THE NEEDS OF OUR RISKS*

### CFAI ACCREDITATION MODEL

*THE JOURNEY, NOT THE DESTINATION*



**Risk Severity Matrix**

Likelihood	1	2	3	4	5
Almost Certain 5	Moderate	High	Extreme	Extreme	Extreme
Likely 4	Moderate	Moderate	High	Extreme	Extreme
Possible 3	Low	Moderate	Moderate	High	Extreme
Unlikely 2	Low	Low	Moderate	High	High
Rare 1	Low	Low	Low	Moderate	Moderate
	Insignificant	Minor	Moderate	Major	Critical

**Consequence**

IN CONJUNCTION WITH OUR PURSUIT OF AGENCY ACCREDITATION, GCFD PERSONNEL CONDUCTED A COMPREHENSIVE HAZARD AND RISK ASSESSMENT OF EVERY COMMERCIAL STRUCTURE IN GRAND CHUTE IN 2017. THIS EFFORT, LED BY FIRE MARSHAL SCHOMMER, YIELDED A PLETHORA OF DATA WHICH IS BEING USED TO ENSURE OUR RISK REDUCTION EFFORTS, AND RESPONSE PLANS ARE STRATEGICALLY DESIGNED TO MATCH THE DIVERSE HAZARDS PRESENT IN OUR COMMUNITY. OF THE 1,983 STRUCTURES SURVEYED: 93 FELL INTO THE CATEGORY OF "LOW RISK", 1,841 IN "MODERATE RISK", 48 IN "HIGH RISK", AND ONE IN "EXTREME RISK."

AS WE PROGRESS THROUGH FINAL STAGES OF OUR STANDARDS OF COVER REVIEW AND SELF-ASSESSMENT FOR THE COMMISSION ON FIRE ACCREDITATION INTERNATIONAL (CFAI) ACCREDITATION PROCESS, IT IS CLEAR THAT THE EFFORTS PUT FORTH IN GAINING AND MAINTAINING ACCREDITED AGENCY STATUS ARE NOT ABOUT THE DESTINATION, BUT RATHER THE JOURNEY. THE PROCESS, ROOTED IN THE CONCEPT OF CONTINUOUS IMPROVEMENT, REQUIRES A SINCERE COMMITMENT ON BEHALF OF THE ENTIRE ORGANIZATION TO ENGAGE IN ONGOING ASSESSMENT, ANALYSIS, AND EVALUATION OF ALL ASPECTS OF THE PROGRAMS AND SERVICES PROVIDED. AS WE CONTINUE TO DISSECT ALL FACETS OF OUR ORGANIZATIONAL PRACTICES, WE SOLIDIFY OUR STRENGTHS WHILE ALSO IDENTIFYING GAPS AND SUBSEQUENT OPPORTUNITIES FOR IMPROVEMENT. WITH THAT, THE "CLOSING" OF AN IDENTIFIED GAP OFTEN REVEALS ANOTHER AS A RESULT. THIS ONGOING CYCLE IS THE VERY HEART OF WHAT DRIVES A CULTURE OF CONTINUOUS IMPROVEMENT, AND THE PURSUIT OF ORGANIZATIONAL EXCELLENCE. WHILE THERE IS A LEVEL OF PRESTIGE ASSOCIATED WITH ACHIEVING THIS COVETED STATUS, THE TRUE VALUE LIES IN THE ONGOING ADOPTION AND LONG-TERM INSTITUTIONALIZATION OF THE MODEL, ENSURING THE HIGHEST LEVEL OF SERVICE WILL BE PROVIDED FOR YEARS TO COME.

# Grand Chute Police Department

## 2017 ANNUAL REPORT



### Community Characteristics

The type of police service delivered in any community is often a byproduct of the unique characteristics of that community. Our situation is no exception.

The Town of Grand Chute is an urbanized community with a permanent population of approximately 22,154, a significant portion of which resides in multi-family housing units. Our daytime population has been estimated to be in excess of 70,000. The community is home to the Fox River Mall, one of Wisconsin's largest shopping centers; Fox Valley Technical College; and the Wisconsin Timber Rattlers, a Class A minor league baseball affiliate of the Milwaukee Brewers. These attractions, and many others, make our community a popular destination and explain why the town also contains the largest concentration of hotel rooms in the Fox Valley.

The popularity of local attractions, a strong commercial and industrial base, and a permanent population that ranks Grand Chute as the largest town in Wisconsin, all combine to make traffic in Grand Chute a major area of concern. Main highway arterials converging in the area include Interstate 41 and State Highways 125, 15, and 96. In addition, several major county trunk highways and regional traffic corridors also carry high volumes of traffic through the Town.

These various community characteristics serve to drive many of our policing priorities. The high daytime population results in a disproportionately high demand for police services, primarily between 8:00 a.m. and 5:00 p.m. Coupled with the high traffic volume, many of these service demands are traffic related, such as vehicle crashes and motorist assists. The high concentration of retail business brings an increased incidence of retail theft, and the presence of a large number of unattended vehicles in parking lots carries a high potential for thefts from autos. Finally, the transient nature of a significant portion of our population, those in hotel rooms or apartment complexes experiencing frequent tenant turnover, lends itself to disputes and disturbances, as well as other crime trends not as common in neighborhoods with a more stable population.

### Mission of the Grand Chute Police Department

Developing an awareness of community characteristics is one of many requirements in establishing an organizational mission. Our community is vibrant and engaging for residents and visitors alike, made so by its many positive attributes. These attributes play an integral role in fostering a high quality of life in the community, but they are also frequently associated with a high demand for police services. As such, the department has adopted a mission statement that is responsive to these demands and perpetuates the high quality of life we have come to enjoy.

The mission of the Grand Chute Police Department is as follows:

*The mission of the Grand Chute Police Department is to enhance the overall quality of life, reduce the fear of crime, and ensure a peaceful, safe environment for all members of our community.*

*We will fulfill this mission by collaborating with community members to identify and creatively solve problems, seeking voluntary compliance with the law through education and enforcement efforts, and thoroughly investigating criminal acts to hold perpetrators accountable and provide relief for victims.*

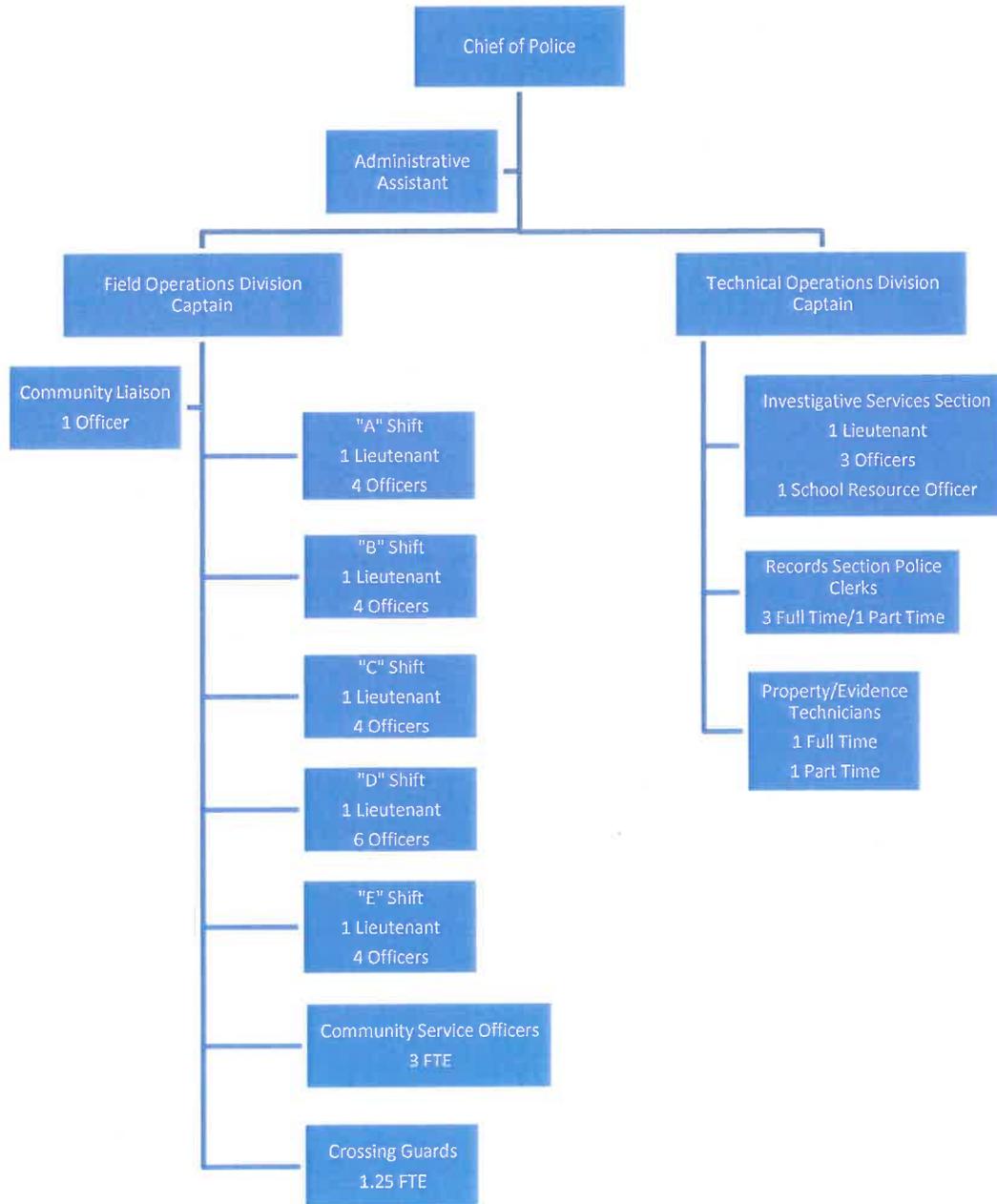
By analyzing crime and service trends, and seeking input from community members, we are able to prioritize the manner in which we deploy our resources. Furthermore, with input from community members we are able to explore nontraditional problem solving methodologies, such as our ongoing collaborative efforts with local hotel operators to curb vice crimes often associated with hotel properties.

### **Police Department Organizational Structure and Duties**

To achieve our goals, the Grand Chute Police Department has an authorized staffing level of 35 fulltime police officers, three fulltime police clerks, one fulltime administrative assistant, and one fulltime property/evidence technician. In addition, the department is authorized various part-time positions. These include one part-time (.25 FTE) evidence technician, one part-time (.5 FTE) police clerk, seven part-time (3 FTE) community service officers and three part-time (1.25 FTE) school crossing guards.

Under the overall direction of the chief of police, the Grand Chute Police Department is divided into two functional divisions; Field Operations and Technical Operations. Each division is commanded by a police captain. The Field Operations Division is responsible for delivering front line police services and represents the highly visible, uniformed presence in the community. The Technical Operations Division is responsible for providing specialized investigative and administrative support to the organization. The structure of the organization is depicted in the organizational chart below.

# GCPD Organizational Chart



The duties performed by members of the Grand Chute Police Department are many and varied. The sworn officers assigned to the Field Operations Division provide highly visible police patrol as a deterrent to criminal behavior. They also respond to and investigate all manner of complaints, including such things as crimes, disturbances, traffic crashes, suspicious activities, medical emergencies and public assists. They engage in enforcement of state traffic statutes and town ordinances to encourage voluntary compliance and community safety. Of course, they are actively involved in developing community partnerships and identifying and resolving community problems.

Officers also periodically participate in various special assignments. These might include:

- Conducting undercover investigations to detect crime associated with human sex trafficking and prostitution.
  - In 2017, officers participated in seven such investigations. Six trafficking victims were identified and a total of 71 arrests were made for a variety of offenses.
- Partnering with representatives of the Wisconsin Department of Corrections, Division of Community Corrections, to conduct monthly residential visits of registered sex offenders.
  - In 2017, the department assisted in conducting 30 residential visits of registered sex offenders.
- Performing alcohol compliance checks designed to ensure licensed premises are not selling alcohol to underage persons.
  - In 2017, the Comprehensive Alcohol Response Team (CART) conducted two rounds of compliance checks at licensed premises in the Town. A total of 81 establishments were checked in each round, with five establishments serving the underage agent who entered the premises. In addition, the CART conducted two rounds of licensed premises inspections for licensing purposes. In each round, two establishments failed their inspection.
- Participating in special events, such as large community events, crime prevention assignments, public information activities, etc.
  - During 2017, the department participated in 42 community events or crime prevention assignments, including another highly successful National Night Out, held on August 01 at Lions Park.

The community service officers represent the other highly visible element of the Field Operations Division. Staffed with non-sworn employees pursuing a criminal justice education, this program focuses on such tasks as animal control, parking enforcement, traffic direction, assisting disabled motorists, and other non-emergency, though highly important, assignments that may not require a police officer.

The Investigative Services Section of the Technical Operations Division provides all major case investigation for crimes involving both adults and juveniles. Crimes that are assigned to the Technical Operations Division are generally those meeting certain criteria; such as a high degree of complexity or need for a coordinated response, a need for a level of specialization or unique skill, or those requiring a time commitment that make follow-up by a field officer impractical. In addition to criminal investigation, the members of this unit also process and manage all evidence collected in support of criminal investigations.

The Records Section of the Technical Operations Division processes and manages all records associated with police department operations. This includes transcribing investigative narratives, filing all police reports, preparing records to be used in prosecution of criminal and municipal offenses, and responding to public records requests. In 2017, the Records Section processed 1533 public records requests. The members of this unit also answer all non-emergency phone lines of the department between 7:30 a.m. and 4:00 p.m., Monday through Friday.

While the offices of the police department are only staffed between 7:30 a.m. and 4:00 p.m., Monday through Friday, the department provides full service, 24-hour police protection to the community.

### Police Patrol Allocation

To ensure proper police coverage in a 7-day, 24-hour environment; the department must carefully analyze a variety of workload factors. Two important considerations are total calls for service and distribution of calls across a 24 hour period. The following table illustrates historical data on police service call totals from 2008 to 2017.

Year	Number of Service Calls	10-year Average
2008	20,563	
2009	20,227	
2010	20,645	
2011	19,255	
2012	19,568	
2013	18,970	
2014	19,157	
2015	20,090	
2016	20,708	
2017	21,674	
<b>Total for all Years</b>	<b>200,857</b>	

The next table depicts the distribution of 2017 police calls for service across a 24 hour period. These figures assist in distributing available personnel resources to handle the anticipated service demand.

6:00 a.m. until 2:00 p.m.	2:00 p.m. until 10:00 p.m.	10:00 p.m. until 6:00 a.m.
<b>6,868 CFS</b> (total calls for service occurring during day shift)	<b>9,482 CFS</b> (total calls for service occurring during afternoon shift)	<b>5,324 CFS</b> (total calls for service occurring during night shift)
<b>31.69%</b> (percentage of total calls for service)	<b>43.75%</b> (percentage of total calls for service)	<b>24.56%</b> (percentage of total calls for service)

Based on this service demand distribution, as well as other variables, the following 24 hour staffing plan has been established for the Grand Chute Police Department.

- 6:00 a.m. until 8:00 a.m. – Optimum staffing is two patrol officers.
- 8:00 a.m. until 10:00 a.m. – Optimum staffing is four patrol officers.
- 10:00 a.m. until 4:00 p.m. – Optimum staffing is six patrol officers
- 4:00 p.m. until 4:00 a.m. – Optimum staffing is four patrol officers
- 4:00 a.m. until 6:00 a.m. – Optimum staffing is two patrol officers
- In addition to this staffing model, coverage includes a supervisor from 8:00 a.m. until 4:00 a.m. and a community service officer from 7:00 a.m. until 11:00 p.m.

### **Crime and Disorder**

One of the challenges faced by every police department relates to the occurrence of crime. The FBI tracks national crime trends through the Uniform Crime Reporting system, or UCR. All police agencies are required to report their crime activity to the FBI. Part 1 crimes, also referred to as Index Crimes, are the most serious crimes and, as such, tend to be reported more reliably than others. Because of this, they are used by the FBI to create national standards for comparison purposes. The Part 1 crimes are split into two categories, violent crime and property crime.

The chart below reveals Grand Chute Part 1 crime statistics for 2017 as compared to those for 2016. In 2017 our total number of Part 1 crimes increased by 1.92%. This increase was driven largely by an increase in property crimes, primarily burglaries, which increased from 26 to 70. Overall, property crimes increased by 3.03%. On a positive note, however, our violent crime total decreased by 19.57%, from 46 to 37.

When compared to national crime figures for the first six months of 2016, our decrease in violent crime follows the national trend, though our decrease of 19.57% was substantially greater than the .8% decrease experienced nationally. Our 3.03% increase in property crime, however, was in contrast with a 2.9% decrease nationally.

<b>Part 1 Crimes</b>	<b>2017</b>	<b>2016</b>	<b>% Change</b>
Homicide	1	0	100%
Forcible Rape	5	15	(66.67%)
Robbery	6	7	(14.29%)
Aggravated Assault	25	24	4.16%
<b>Total Violent Crime</b>	<b>37</b>	<b>46</b>	<b>(19.57%)</b>
Burglary	70	26	269.23%

Larceny-Theft	825	843	(2.14%)
Motor Vehicle Theft	22	21	4.76%
Arson	0	0	*
<b>Total Property Crime</b>	917	890	3.03%
<b>Total Part 1 Crimes</b>	954	936	1.92%

## Community Outreach

While considerable attention is focused on crime and the impact it has on our community, not all of our efforts are directed at criminal investigation. We also participate in many community activities designed to strengthen citizen involvement in crime prevention and enhance our relationship with our community partners. Each serves to enhance the wonderful quality of life we enjoy in the Town of Grand Chute. Some of these examples include:

- Our Trick or Treat bag program, through which we distribute safe treats to children during Halloween.
- Our Great Pumpkin Party for handicapped children who otherwise would be unable to participate in Halloween festivities.
- Our National Night Out picnic, during which we celebrate all of our Neighborhood Watch partnerships.
- Numerous safety day events, where our focus is on keeping children safe.
- “Operation Arresting Hunger,” which collected food donations for St. Joe’s Food Pantry.
- Our third annual Junior Police Academy.

The photos, below, provide a glimpse of our community outreach efforts.





## Organizational Improvement

Since 2014, the Grand Chute Police Department has enjoyed the distinction of being accredited by the Wisconsin Law Enforcement Accreditation Group. Accredited police agencies must show compliance with approximately 242 professional police standards that represent best practices in the field. As such, accreditation is a coveted award that symbolizes professionalism and excellence. Currently, there are only 34 police agencies in the state to have achieved professional law enforcement accreditation out of more than 550 law enforcement agencies statewide. In December 2016, the department underwent a comprehensive audit by WILEAG, which culminated with our reaccreditation for a three-year period in February 2017.

**WISCONSIN LAW ENFORCEMENT ACCREDITATION GROUP**  
*Challenging Wisconsin's Law Enforcement Agencies to Pursue Excellence*



While we are continuously exploring ways to enhance our organization and improve the manner in which we deliver police services, one of the most exciting ways to build a strong, service oriented police department is by hiring talented, dedicated individuals. In 2017, we were fortunate to make several great additions to our staff. These include Officer Bryce La Luzerne, Lieutenants Matt Dietzler and Mike Renkas, and Community Service Officers David DesRoberts and Joshua Kislewski.



## Conclusion

The Grand Chute Police Department is committed to providing high quality, professional police services to the citizens of Grand Chute, as well as visitors to our community. Hopefully, the information contained in this report demonstrates we are achieving that goal. Should this report generate any questions or concerns, we would be happy to answer them.

The Department of Public Works is made up of three divisions to manage and maintain the public infrastructure of the Town of Grand Chute. The Highway Division oversees the roadways, bridges and public right-of-ways within the Town. The Parks Division provides for the maintenance and development of the Town's public parks, forestry and trail system. The Utility Division is responsible for the maintenance and repairs of the water, storm and sanitary sewer mains, pumping stations, elevated water storage and storm water management facilities. The Director of Public Works manages all of the Public Works divisions.

## Highways

The Highway Division maintains 126.58 miles of local roads and adjacent right-of-way, six bridges and nine signalized intersections. Ten full-time personnel – Director, Deputy Director, Public Works Superintendent, Office Coordinator, Shop Foreperson, Fleet Mechanic, Street Foreperson and four equipment operators staff the Highway division. Seven part-time and five seasonal employees assist with street repairs, grounds maintenance and winter maintenance operations. The Highway Division's time is focused on the maintenance of the roadways and right-of-ways to preserve the integrity of the Town's transportation and roadway drainage systems.

**ROADWAY PROJECTS:** Grand Chute completed two reclamation and storm sewer projects, along with one reconstruction project in 2017. The Town reconstructed Lanser Lane and Lanser Court. Morrison Street was reclaimed and storm sewer installed. Green Grove subdivision was also reclaimed and storm sewer installed, the final walk through will be completed this spring. Kohl Drive and Schroth Lane had the final asphalt surface installed.



**Morrison Street Before and After**



**Lanser Court Before and After**



**Green Grove Road**

**Final Surface on Kohl Drive**

**WINTER MAINTENANCE:** In 2017, the highway crew addressed 12 snow events greater than 1 inch. Snow and ice control on roadways required 475 tons of salt and 7,126 gallons of salt brine. The Town purchases salt brine at \$0.18/gallon from Outagamie County. The salt brine is also applied to roads as an anti-icing application prior to storms. Snow removal is completed on paved bike/pedestrian paths to accommodate the year round users.

**CAPITAL EQUIPMENT:** In 2017, two pickup trucks and a cargo van were purchased as replacement units in the Utility and Street divisions. A 200- gallon anti-ice brine applicator/sprayer was added to assist during winter road maintenance operations. A 72- inch finished cut Z-Turn lawnmower was purchased as a replacement unit. The primary use of this mower is for Town Hall campus and park mowing activities. A new 36- inch stand on mower was also purchased and will be used primarily for median mowing activities throughout the town. A 24-foot enclosed trailer was purchased to transport and secure dry storage of baseball diamond maintenance equipment and supplies. A utility vehicle (UTV) was purchased to aid in general park, trail and walkway



trail and walkway maintenance. A tractor equipped with a 20-foot boom mounted rotary grass/brush mower head was purchased as a replacement of two existing roadside tractors. The new tractor mower combination features improved fuel economy and emissions, lower maintenance costs and a much safer operator work environment.



A tractor equipped with a 20-foot boom mounted rotary grass/brush mower head was purchased as a replacement of two existing roadside tractors. The new tractor mower combination features improved fuel economy and emissions, lower maintenance costs and a much safer operator work environment.



All outdated/replaced vehicles & equipment in 2017 were sold via a public on-line auction site with a net return exceeding \$40,100.

**ROADWAY MAINTENANCE:** All of the rural roadside ditches were mowed at least twice during the growing season. Approximately four miles of roadway was crack filled to prevent water infiltration and premature deterioration. A breakdown and delay for repair parts resulted in a decrease in the amount of crack filling in 2017. A number of our older subdivision roads received some full depth pavement patching. A survey was performed on damaged curb and gutter sections which were then removed and replaced.

## **Parks and Recreation**

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The Town of Grand Chute now has eight active parks with a variety of amenities. Town Center Park is the newest addition that opened December of 2017. It has a large all-seasons building on 23.8 acres. Plans for a playground, landscaping and adding outdoor amenities will begin in summer of 2018; watch for the May Newsletter with further information.

The Town also has four “pocket parks” (small landscaped areas with a sitting area) in various locations along our paved bike/pedestrian trails. The Park Department along with the Highway Department and seasonal employees maintain the parks and trails. Improvements made to the park and recreation facilities in 2017 include:

Town Center Park – This new building contains two rentable rooms (Room A and Room B) that may be joined for a larger gathering, accommodating 40-130 individuals. Both rooms are equipped with mounted televisions, cable TV, WI-FI, tables, and chairs. The kitchen is accessible to Room B and includes a refrigerator, hand sink, wash sink, prep table, microwave, and freezer. Room B also has a walkout patio. Call or check the Town’s website for further details, fees, or to make a reservation!



Carter Woods Park – Many improvements have been made here! Two tennis courts were converted into six pickleball courts. The south softball field has a new backstop and reconditioned infield, and the pony league baseball field also has a new backstop and a warning track.

Patriot Park – The large parking lot was resurfaced.

Prairie Hill Park – The shelter was given a facelift with fresh paint and other maintenance. All lights were also upgraded to LED lightbulbs.

Forestry – About 58 Ash trees were removed and replaced with 34 trees of varied species. Additionally, 17 trees were planted at Town Center Park.

Trails – Town trails are now equipped with five dog waste stations.



Thank you to those who generously donated in 2017 for the Town Center Park!

Charles & Joyce Bongers	Patricia at ACC Planned Services, Inc
Rotary Club of Appleton	Leigh R. Splitt
Bruce Sherman	Matthew Trautschold
Dorothy Ring in memory of Wesley Ring	Tom & Ruth Marquardt on behalf of Imogene Hoeffner

**SUMMER ADVENTURE CAMP:** The Grand Chute Children’s Summer Park Program was well attended again in 2017. Activities included arts, crafts, games, and field trips for the 88 children enrolled. The following is a participant breakdown by park and session from June 6 - August 3.

Activity	Session	Participants
Lions Park	Tuesday AM Ages 4-8	28
	Tuesday PM Ages 9-12	9
Arrowhead Park	Wednesday AM Ages 4-8	25
	Wednesday PM Ages 9-12	15
Prairie Hill Park	Thursday AM Ages 4-12	39
Patriot Park	Thursday PM Ages 4-12	35

Thank you to our 2017 sponsors for their generosity in supporting the Summer Adventure Camp Park Program!

A1 Recyclers LLC	Accurate Alignment	B & K Auto
Bergstrom Infinity	Century 21 Acre Realty	Christensen and Wisnet Heating & Cooling
Contractors Supply & Equip.	Culver's Restaurant	East Wisconsin Savings Bank
Floors by Roberts	Fox Communities Credit Union	Gill and Gill S.C.
Grand View Family Dentistry	Harley Davidson	Herring Clark Law Firm
Karate America	Konz Wood Products	Life Promotions Inc
Mar-Tet Leasing	Metal Man Work Gear	Metal Products Inc
Midwest Truck	Natural Healthy Concepts	Oral and Maxillofacial Surgery Fox Cities
Peotter's Collision Center	United Financial Group	Valley Screenprint Inc
Van Handel's Cheese Hut	Zentner's Auto Service LLC	

## Sanitary Districts 1, 2, & Eastside – Water and Sanitary Sewer

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The Utility Division is staffed by the Public Works Director, Deputy Public Works Director, Public Works Superintendent, Office Coordinator, Account Clerk, four full-time and one part-time field personnel. Grand Chute purchases all of its water from the City of Appleton. Municipal water is supplied to 76% of the properties to the west of Richmond Street (STH 47) and several extensions to the east of Richmond Street. The current municipal border agreement with the City of Appleton does not permit any new extension of Grand Chute sanitary sewer or water service in any area to the east of Richmond Street.

**Sanitary District No. 1:** The water distribution system in Grand Chute consists of 123.18 miles of water main, 1,338 hydrants, and three booster stations. The Town has a 1,000,000-gallon elevated water storage tank which is located on the Town Hall property and a 750,000-gallon elevated water storage tank located on Misty Lane in the southwest corner of the Town. The major Sanitary District No. 1 project focus for 2017 continued to be the installation of the AMI water meter replacements; this project is now complete. The Town contracted with Midwest Testing, LLC to install residential meters and check for cross connections. The final 701 meters were installed by our contractor in 2017. Town employees replaced 1,198 meters, installed 132 new meters and removed 19 meters. The total number of AMI meters installed at the end of 2017 is 8,432. Meters range from 5/8" to 6" in size. Sanitary District No. 1 continues to focus on the cause and correction required to reduce undocumented water loss. Purchased and sold water is being tracked closely, as well as known water losses such as main/service leaks and fire department use. In 2017, water main breaks and leaks in the public system were corrected at 26 locations. In a further effort to find sources of lost water, the Town has done a full leak detection survey of the public water system. Ordinance 523-7F (2) requires private water distribution systems to perform a full leak detection survey every 4 years. The Town has implemented a program to check 25% of the public system each year.



Sanitary District No.1 continued its cross-connection program in accordance with WDNR requirements (Chapters NR 810-811 and SPS 381-387). Town staff inspects and documents private water systems within dwellings and businesses for connections with the public water supply that could potentially cause contamination. Inspections were completed in 2017 as part of the installation of the new water meters.

**Sanitary District No. 2:** The Grand Chute sanitary sewer system consists of 126.10 miles of sewer main, 2,360 manholes (including the areas east of Richmond Street) , and 10 lift stations. Sanitary District No. 2 will continue with its sewer main cleaning program that is projected to clean approximately 25% of the system each year. Approximately 60,000 feet of the system is televised on an annual basis to review the internal condition of the pipes and locate areas of inflow from inappropriate connections (sump pumps, roof drains, etc.) and infiltration of ground water through defective joints or broken pipes.

## Sanitary District 3 – Storm Water

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Both Highway and Utility personnel assist in the maintenance of the storm water facilities. The Town's storm sewer system consists of 61.50 miles of storm sewer, 1,426 manholes, and 1,875 catch basins. Approximately 14 square miles of Grand Chute is classified as an urbanized area and required by the Wisconsin Department of Natural Resources (WDNR) and US Environmental Protection Agency (EPA) to meet specific storm water quality requirements. The State of Wisconsin's Wisconsin Pollution Discharge Elimination System (WPDES) Municipal Separate Storm Sewer (MS4) General Permit (storm water permit) was reauthorized on May 1, 2014. Grand Chute was granted coverage under this permit and is revising the Storm Water Management Plan based on the requirements of this permit. The reissuance of the General Permit has updated and increased the requirements of MS4 communities. The reissued WPDES MS4 General Permit contains mandates in six categories: Public Education and Outreach, Public Involvement and Participation, Illicit Discharge Detection and Elimination, Construction Site Pollution Control, Post-Construction Storm Water Management and Pollution Prevention. Each permittee is responsible for meeting all of the applicable requirements within the watersheds in its MS4 boundary. To meet these requirements, the Town must construct numerous new wet storm water ponds and biofilters. In addition, Grand Chute was required to sweep the streets of the urbanized area every two weeks between the spring and fall of 2017. The Town also is a member of Northeast Wisconsin Stormwater Consortium (NEWSC), a group of MS4 communities in northeast Wisconsin that works jointly to meet many of the non-infrastructure requirements of the General Permit. The ordinance adopting the Storm Water Management Plan was approved by the Town Board in 2017. Funding of the storm water requirements of the WDNR and EPA is provided through the collection of storm water fees from all properties within the Town. Storm water rates were not increased in 2017. These rates are based on a Residential Equivalent Unit (REU). A charge of \$99.84 per year per REU is imposed on all the properties within the Town. Residential single family properties are charged one REU. Multi-family developments are charged on a per unit basis. Commercial and industrial properties are charged based on the number of REU's (3,283 sf/REU) of impermeable surface area that is measured on each property.



This is a picture of the biofilter that was installed along Bluemound Drive



**Gillett Street Pond**

**ANNUAL REPORT DATA – Highway**

Utility Service Permit	172
Road Construction & Paving (lane miles)	2.6
Road Crack Filling (lane miles)	4

**ANNUAL REPORT DATA - Sanitary District No. 1**

Water Purchased from The City of Appleton	953	million gallons
Average Daily Use	2.3	million gallons
Peak Daily Use	4.4	million gallons
Water Permits Issued	116	
Water Main Breaks	19	
Water Service Repairs	7	
Hydrants Flushed	1,402	
Valves Exercised	900	

**Water Meters in Service**

Residential	6,976
Commercial	1,248
Industrial	17
Public Authority	27
Multi-Family	164

**ANNUAL REPORT DATA - Sanitary District No. 2**

Average Daily Flow	2.53	million gallons
Sewer Permits Issued	118	
Length of Sewer Pipe Cleaned	499,707	feet
Length of Sewer Pipe Televised	67,267	feet

## Grand Chute Public Works

### 2017 Task Summary Hours

**Labor  
Hours**

#### Water Operations

##### Booster Insp/Pump Equipment Repair

624	Booster Stations-Inspection	103.25
800	Booster Telemetry	14.00

##### Hydrant/Gate Valve Repair/Maintenance

677-3	Gate Valve-Maintenance	20.00
677-1	Gate Valves Repair	8.00
677	Hydrant Flushing-Private	71.00
677-5	Hydrant Flushing-Town	346.00
677-2	Hydrant Repair	111.25
677-4	Hydrant-Maintenance	78.00
303	Landscaping-Maintenance	8.00

##### Pump Equipment Maintenance

633	Pump Equipment-Maintenance	5.00
663-1	Remove/Replace Meter	8.00

##### Service and Stop Boxes

315	Highway Office Work	1.00
701-1	Locating-Water	981.00
675-6	Service Repair	161.75
675-5	Services-Maintenance	189.25
675-2	Stop Box Repair	141.50
675-4	Stop Box-Maintenance	50.50
675-7	Water Lateral Connection Inspection	41.00
704-1	Water Sample Collection	38.00

##### Water main Repair & Inspection / Water Valve Repair

662-2	Water Valves Repair	76.00
662-1	Watermain Repair	766.25
662	Watermain-Inspection	19.50
664-2	Tap Installation-Inspection	4.50

##### Tower Maintenance

106	Ground Maintenance-Location Specific	4.50
672	Towers-Maintenance	22.00
661	Towers-Inspection	7.50

##### Maintenance-Booster, Watermain, Water Valves

673-1	Booster Station Maintenance	124.25
624	Booster Stations-Inspection	9.00
800	Booster Telemetry	84.50
677-3	Gate Valve-Maintenance	1.00
106	Ground Maintenance-Location Specific	8.25
677-2	Hydrant Repair	2.00
701-1	Locating-Water	7.00
704-1	Water Sample Collection	289.75

673-4	Water Valve-Maintenance	132.75	
<b>Meters</b>			
663-2	Install New Meter	181.00	
902-1	Read Meters	68.50	
663-1	Remove/Replace Meter	2,254.50	
676	Meter Testing	5.00	
<b>Water General</b>			
701-2	Equipment Clean Up	14.00	
LVE1&2	LEAVE WATER AND SEWER	776.50	
701-1	Locating-Water	1.00	
319	Meeting	2.00	
602	Shop Work	4.75	
702-2	Training	124.50	
631-2	Wash Vehicles	53.00	
701-3	Water Shop Work	110.25	
	<b>Total</b>		<b>7,545.25</b>

### Sewer Operations

800	Booster Telemetry	8.00	
516	Drainage	8.00	
106	Ground Maintenance-Location Specific	12.50	
LVE1&2	LEAVE WATER AND SEWER	779.25	
850	Lift Station Repair	66.00	
835	Lift Station-Inspection	266.50	
860	Lift Station-Maintenance	141.50	
101	Lift Station-Telemetry	42.00	
702-1	Locating-Sewer	952.50	
841	Sewer Lateral Connection Inspection	39.75	
810	Sewer Main-Inspection	39.50	
840	Sewer Main-Maintenance	101.00	
825	Sewer Main-Repair	24.00	
815	Sewer Manhole-Inspection	9.00	
845	Sewer Manhole-Maintenance	8.00	
830	Sewer Manhole-Repair	8.00	
820	Cleaning Sewers	1,167.75	
631-2	Wash Vehicles	11.00	
	<b>Total</b>		<b>3,684.25</b>

### Stormwater

503	Brush Cutting	8.00
309	Culvert-Maintenance/Repair	26.50
871	Curb Inlet Maintenance	14.25
311	Ditch-Maintenance	158.25
516	Drainage	296.75
511	Haul Sweepings	31.50
403	Inspection	0.50
303	Landscaping-Maintenance	11.00

642	Locating-Storm	19.50	
401	Patrol	3.50	
900	Pond Maintenance	2.00	
633	Pump Equipment-Maintenance	2.00	
900	Pond Maintenance	131.00	
872	Storm Lateral Connection Inspection	6.50	
870	Storm Sewer M.H. Maintenance	13.00	
506	Stormwater Maintenance	9.50	
304	Street Sweeping	58.00	
517	Surface/Base	7.50	
702-2	Training	27.00	
	<b>Total</b>		<b>826.25</b>

**Cemetery**

106	Ground Maintenance	60.00	
	<b>Total</b>		<b>60.00</b>

**Election**

704-2	Election	69.50	
	<b>Total</b>		<b>69.50</b>

**Forestry**

503	Brush Cutting	164.50	
502	Chipping	494.00	
701-2	Equipment Clean Up	4.00	
403	Inspection	5.50	
806-1	Pesticide Application	19.00	
519	Tree Inspection-Park	77.00	
520	Tree Inspection-Town	62.00	
523	Tree Maintenance	30.00	
522	Tree Planting	3.00	
521	Tree Staking	9.00	
504	Tree Trimming	257.75	
106-3	Watering	13.00	
	<b>Total</b>		<b>1,138.75</b>

**Highway**

509	Animal Control	5.00	
310	Bridge-Maintenance/Repair	18.50	
503	Brush Cutting	3.00	
202	Building Maintenance-Location Specific	25.75	
1300	Dri Zorb Collection	11.25	
514	Employee Compliance Testing	1.75	
701-2	Equipment Clean Up	126.50	
603	Equipment Prep	48.00	
106	Ground Maintenance-Location Specific	15.75	
313	Guard Rail-Street Maintenance	108.75	

515	Highway Maintenance Miscellaneous	77.50
315	Highway Office Work	64.00
306	Hot Patch	16.50
403	Inspection	91.25
303	Landscaping-Maintenance	77.25
LVEHWY	LEAVE HWY	1,182.00
403-1	Long Grass Complaints	3.00
508	Mailbox Damage Repair	2.50
319	Meeting	16.25
106-1	Mowing	864.25
105	Out lot-Maintenance	5.50
401	Patrol	58.00
518	Pavement Markings & Line Striping	320.25
312	Paving	60.50
307/308	Plowing and Salting	46.25
305	Pot Hole Patching	534.50
317	Refuse and Recycling Maintenance	418.75
103	Road Side-Ground Maintenance	204.25
602	Shop Work	8.50
302	Shoulder-Maintenance	67.25
501	Sign Repair/Maintenance	455.00
304	Street Sweeping	12.00
517	Surface/Base	472.50
601	Tire Pick Up	43.50
106-2	Town Mowing for State	8.00
1002	Trail-Maintenance-Location Specific	3.50
702-2	Training	176.25
507	Trash Pick Up	65.75
403-2	Utility ROW Permits Compliance	11.50
631-2	Wash Vehicles	120.25
701-3	Water Shop Work	2.00
106-3	Watering	1.50
1100	Work for other Municipality	5.50
403	Weed Inspection	28.00
403-1	Long Grass Complaints	21.75
318	Anti-Icing	52.75
603	Equipment Prep	6.50
316	Haul Snow	4.00
515	Highway Maintenance Miscellaneous	3.00
403	Inspection	11.50
319	Meeting	16.50
401	Patrol	13.50
308-1	Plow Cul-De-Sacs	77.75
307/308	Plowing and Salting	220.50
307-1	Salt Cul-De-Sacs	2.00
501	Sign Repair/Maintenance	6.00

1002	Trail-Maintenance-Location Specific	12.00	
702-2	Training	2.50	
631-2	Wash Vehicles	12.50	
510	Winter Maintenance	413.00	
308	Winter Plowing	1,249.75	
307	Winter Salting	494.50	
<b>Shop</b>			
603	Equipment Prep	21.00	
LVESHOP	LEAVE SHOP	539.25	
319	Meeting	1.00	
602	Shop Work	2,334.75	
705	Shop Work - Office	1,336.25	
702-2	Training	32.50	
631-2	Wash Vehicles	1.50	
	<b>Total</b>		<b>12,774.00</b>

### Municipal Buildings

202	Building Maintenance-Location Specific	756.00	
516	Drainage	1.00	
806-3	Flower Bed Maintenance	2.00	
106	Ground Maintenance-Location Specific	363.00	
315	Highway Office Work	1.50	
106-1	Mowing	56.75	
315-1	Park Office Work	4.00	
307/308	Plowing and Salting	10.00	
317	Refuse and Recycling Maintenance	1.00	
103	Road Side-Ground Maintenance	1.50	
501	Sign Repair/Maintenance	7.50	
513	Snow Removal-Miscellaneous	12.00	
1500	Special Events	6.00	
510	Winter Maintenance	0.50	
308	Winter Plowing	7.50	
307	Winter Salting	4.00	
	<b>Total</b>		<b>1,234.25</b>

### Park Dept

801	Arbor Day	16.00	
806-4	Ball Diamond Maintenance	28.00	
202	Building Maintenance-Location Specific	2.00	
701-2	Equipment Clean Up	13.00	
603	Equipment Prep	50.00	
806-3	Flower Bed Maintenance	9.50	
201	Ground Maintenance	55.00	
806-6	Herbicide Application	2.00	
315	Highway Office Work	320.75	
303	Landscaping-Maintenance	102.50	
LVEPARK	LEAVE PARK	739.00	

319	Meeting	36.25	
902-5	Park Building Cleaning	0.50	
315-1	Park Office Work	3.00	
902-5	Park Building Cleaning	444.50	
902-2	Park Building Maintenance-Location Specific	1,517.75	
806	Park Ground Maintenance-Location Specific	1,908.75	
315-1	Park Office Work	209.50	
806-5	Park-Mulch	30.50	
518	Pavement Markings & Line Striping	5.00	
806-1	Pesticide Application	81.00	
806-2	Pick up Grass	20.00	
902-6	Playground Maintenance	44.00	
307/308	Plowing and Salting	6.00	
902-4	Pocket Parks	19.25	
900	Pond Maintenance	5.00	
902-1	Read Meters	2.00	
1500	Special Events	27.50	
702-2	Training	140.25	
504	Tree Trimming	4.00	
631-2	Wash Vehicles	17.00	
106-3	Watering	27.50	
308	Winter Plowing	16.00	
	<b>Sub Total</b>		<b>5,903.00</b>
<b>Trails</b>			
106	Ground Maintenance-Location Specific	1.00	
102	Lot-Ground Maintenance	7.00	
307/308	Plowing and Salting	12.50	
1002	Trail-Maintenance-Location Specific	542.75	
106-3	Watering	2.00	
510	Winter Maintenance	8.00	
308	Winter Plowing	6.00	
307	Winter Salting	11.00	
	<b>Sub Total</b>		<b>590.25</b>
<b>Summer Park Program</b>			
903	Summer Rec Park Program	634.50	634.50
	<b>Park Total</b>		<b>7,127.75</b>
<b>Grand Total</b>			<b>34,460.00</b>

Respectfully Submitted,

Karen M. Heyrman, P.E., Deputy Director of Public Works  
 Todd W. Prael, Public Works Superintendent