

## 2015 Areas of Emphasis

### Areas of Emphasis: Continue to improve the quality of life

- To provide high quality services to the citizens and businesses of the Village of Grafton.
- To provide prompt legal services and excellent customer service.
- To strive to retain a stable workforce. To coordinate and conduct general employee orientation.
- To provide the citizens of the Village of Grafton with fair and impartial elections and comply with the elections laws of the State of Wisconsin.
- To provide the employees of the assigned departments with office space that allows them to work efficiently and efficiently in a safe manner.
- To coordinate with other Grafton community groups to provide support for community events which attracts local residents and visitors.
- To provide engineering services to the Village Board and Plan Commission in a timely manner.
- To provide inspection services for the Village's public projects and, as time allows, private development.
- To properly design and maintain streets and bridges to maximize safe travel. To perform roadway maintenance to extend the life of Village streets.
- To provide safe sidewalks for the traveling public.
- To keep private property from becoming overgrown, to reduce the spread of invasive species / weeds, and handle the placement of lost animals.
- To keep the Village's streets clear of debris and dirt. To reduce the amount of debris and dirt from entering into the storm water system and local waterways.
- To provide streets lined with trees and parks with healthy trees. To continue to qualify and be recognized as a Tree City USA community.
- To provide safe roads for the traveling public during and following snow and ice events. To remove snow from the downtown district in order to provide convenient parking.
- To provide professional support services to all divisions of the Parks and Recreation Department. To coordinate with other Grafton community groups to provide support for community events that attracts local residents and visitors.
- To provide high quality senior adult programming at indoor and outdoor facilities.
- To provide and maintain parks and open space in a manner that is attractive and inviting.
- To provide quality customer service to citizens and developers and provide recommendations to Boards and Committees regarding future developments.
- To monitor and update the Zoning Code as needed to meet mission.
- To support the informational, educational, and recreational needs of the community.
- To provide quality maintenance and programming for the Family Aquatic Center (FAC) and indoor pool.
- To promote community wellness through a variety of recreational and wellness programming.
- To continue to examine adequacy and equity of fees for the services and programs provided.
- To promote the Police Department lobby as a safe location to conduct private sales transaction 24 hours a day, seven days a week.
- To continue to investigate the upgrade of emergency medical service from a EMT-I level to a paramedic level.

### Areas of Emphasis: Ensure stakeholders are well informed and engaged on municipal matters

- To keep Village residents, the general public, Village employees, and the media informed about Village issues, programs, and community events
- To utilize available technology in order to provide "instant alerts" to Village residents, businesses, and vendors regarding emergency matters.

- To maintain an open and transparent governmental process and provide information to the citizens of the community in a manner that ensures adherence with all open record and meeting law requirements.
- To provide the citizens of the Village of Grafton with fair and impartial elections and comply with the elections laws of the State of Wisconsin.
- To expand the “Pro-Active Businesses against Crime” group to include management and security from retail stores and financial institutions targeting identity theft fraud.
- To increase outreach to multi-family property owners about crime prevention measures.
- To keep the Village’s streets clear of debris and dirt. To reduce the amount of debris and dirt from entering into the storm water system and local waterways.
- To produce a biweekly edition of the Village Voice e-newsletter to improve communication of important and topical issues and events.
- To provide safe roads for the traveling public during and following snow and ice events. To remove snow from the downtown district in order to provide convenient parking.
- To continue efforts in implementing 1993 Stormwater Management Plan Goals and Objectives and requirements as contained in the WDNR mandated 2013 Stormwater Permit.
- To reduce landfill waste through recycling efforts and to provide cost effective means to the Village residents for all recyclables and yard waste. To maintain eligibility of Wisconsin Recycling Grant by maintaining 25 percent material recovery rate.
- To provide garbage disposal to the residents and businesses of the Village of Grafton.
- To provide quality maintenance and programming for the Family Aquatic Center (FAC) and indoor pool.

#### **Areas of Emphasis: Continue implementation of Sustainability Guide Plan**

- To implement a paperless electronic packet of weekly meeting information in lieu of printing and distributing hard copy packets.
- To work toward a more sustainable operation to reduce the Village’s impact on the environment.
- To keep the Village’s streets clear of debris and dirt. To reduce the amount of debris and dirt from entering into the storm water system and local waterways.
- To continue efforts in implementing 1993 Stormwater Management Plan Goals and Objectives and requirements as contained in the WDNR mandated 2013 Stormwater Permit.
- To maintain the Municipal Services Facility in a manner to minimize the annual utility costs associated with operating the building.
- To reduce landfill waste through recycling efforts and to provide cost effective means to the Village residents for all recyclables and yard waste. To maintain eligibility of Wisconsin Recycling Grant by maintaining 25 percent material recovery rate.
- To maintain minimal levels of ‘unaccounted for water loss’ in accordance with established PSC (Wisconsin Public Service Commission) rules and guidance.
- To provide quality customer service to citizens and developers and provide recommendations to Boards and Committees regarding future developments.
- To monitor and update the Zoning Code as needed to meet mission.
- To keep Village vehicles and equipment available for employees use in a cost effective manner. To reduce operational cost through sustainable measures.

#### **Areas of Emphasis: Ensure fiscal stability**

- To provide financial information accurately and timely for management decisions.
- To ensure competitive rate of return and ensure maximum safety of invested funds.
- To increase the use of alternative payment options to increase efficiency of staff time and increase customer service to Village customers.
- To maintain in a fair and equitable manner property values with approximately fair market valuation.

- To continue to examine adequacy and equity of fees for the services and programs provided.
- To comply with the Wisconsin Statutory limit and Village policy regarding debt service.
- To collect sufficient revenues to fund debt service associated with new or enlarged municipal buildings.
- To provide water and wastewater services at competitive rates that rank in the lower 50 percentile on a statewide basis.
- To maintain cemetery lot sales and ensure proper funding for maintenance of cemetery grounds.
- To promote community wellness through a variety of recreational and wellness programming.
- To continue to examine adequacy and equity of fees for the services and programs provided.
- To maintain the PSC (Wisconsin Public Service Commission) authorized rate-of-return for water services as needed to maintain a fiscally-sound Utility.
- To reduce utility infrastructure maintenance and repair costs by expanded use of Utility and Department of Public Works equipment and personnel in lieu of repairs by contractor.
- To eliminate significant cost ' relative to maintenance and rehabilitation of water towers and effectively reduce the long-term annual maintenance cost of towers by conversion to contract maintenance of these facilities.
- To continue funding of the U ' tEquipment Replacement FD in order to ensure that funds will be available for replacement of aging wastewater collection and treatment equipment as needed.
- To manage the Fire Department equipment fund and its related replacement program.

#### **Areas of Emphasis: Expand use of technology to improve services and its efficiencies**

- To utilize technology to reduce operational costs.
- To provide increased level of customer service through use of technology.
- To improve satellite department operations and efficiencies through upgrade and/or improvements to the network capacity.
- To utilize available technology in order to provide "instant alerts" to Village residents, businesses, and vendors regarding emergency matters.
- Institute a new anonymous texting crime reporting program named TIP411 to further involve the community in crime reporting and prevention.

#### **Areas of Emphasis: Ensure quality public health and safety services**

- To provide high quality water and wastewater services to the residents and businesses of the Village of Grafton.
- Continue support for the prescription drug return program.
- To expand the "Pro-Active Businesses against Crime" group to include management and security from Meijer store and additional financial institutions targeting identity theft fraud.
- To increase outreach to multi-family property owners about crime prevention measures.
- To provide resources and coordinate personnel in the event of a disaster.
- To assist in providing high quality police services to residents, businesses and visitors to the Village of Grafton.
- To provide a clean and safe environment for employees and citizens who utilize the building 24 hours per day.
- To provide high quality police services to the residents and businesses of the Village of Grafton.
- To provide efficient response to fire, EMS and rescue emergencies.
- Ensure quality and safe buildings for residents and the public through consistent code programs.
- To properly design and maintain streets and bridges to maximize safe travel. To perform roadway maintenance to extend the life of Village streets.
- To provide infrastructure and services to maximize pedestrian safety.
- To maintain consistent street lighting throughout the Village.
- To provide streets lined with trees and parks with healthy trees. To continue to qualify and be recognized as a Tree City USA community.

- To provide garbage disposal to the residents and businesses of the Village of Grafton.
- To provide adequate safe water to all Grafton residents in a cost efficient manner.
- To provide wastewater collection and treatment to all Grafton customers in a cost efficient manner.
- To comply with all DNR regulations and CMOM requirements regarding 'capacity assurance, management, operations, and maintenance of the wastewater collection and treatment system.
- Engage in proactive directed patrols of the Village parks to address harmony and quality of life issues.
- To provide quality Fire Prevention Programs to Grafton citizens including all elementary-aged children.
- To continue to investigate the upgrade of emergency medical service from a EMT-I level to a paramedic level.

**Areas of Emphasis: Expand intergovernmental partnerships for greater efficiencies and cost savings**

- To continue researching joint municipal projects with neighboring communities that may result in greater efficiencies and cost savings.
- To continue to seek out and encourage common training opportunities between departments and communities.

**Areas of Emphasis: Ensure safe and adequate transportation**

- To provide engineering services to the Village Board and Plan Commission in a timely manner.
- To provide inspection services for the Village's public projects and, as time allows, private development.
- To properly design and maintain streets and bridges to maximize safe travel. To perform roadway maintenance to extend the life of Village streets.
- To provide safe sidewalks for the traveling public.
- To maintain consistent street lighting throughout the Village.
- To keep the Village's streets clear of debris and dirt. To reduce the amount of debris and dirt from entering into the storm water system and local waterways.
- To provide safe roads for the traveling public during and following snow and ice events. To remove snow from the downtown district in order to provide convenient parking
- To provide traffic control in an efficient manner.
- To maintain the Village's dams and bridges in a safe manner and in compliance with regulations.
- To coordinate with the Town of Grafton on improvements to Falls Road which will improve vehicular, bicycle and pedestrian traffic safety.

**Areas of Emphasis: Promote quality and sustainable economic and community development**

- To continue efforts in implementing 1993 Stormwater Management Plan Goals and Objectives and requirements as contained in the WDNR mandated 2013 Stormwater Permit.
- To reduce the cost to maintain Village property or facilities through sustainable measures.
- To monitor and update the Zoning Code as needed to meet mission.
- To issue new low interest rate loans to create new jobs.
- To encourage development in the Grafton Business Park.
- To provide technical assistance to the CDA in the implementation of the Downtown Master Plan and advancing the economic future of the Downtown.
- To develop and implement redevelopment plans for the South Commercial District.
- To encourage development of the Grafton Commons area.
- To encourage the redevelopment or reinvestment of older industrial areas in the Village.

- To engage new and redevelopment projects with the appropriate crime prevention designs and techniques.
- To encourage existing business retention and expansion.
- To investigate the creation of a new business park through a private/public partnership.
- To complete southeast sanitary sewer service plan which will provide the Village with direction and estimated costs on future utility extensions to serve future development.

**Areas of Emphasis: Ensure public facilities and equipment are adequate and maintained in a cost effective manner**

- To keep Village vehicles and equipment available for employees use in a cost effective manner. To reduce operational cost through sustainable measures.
- To keep all Public Works and Park and Recreation equipment available for employees' use in a cost effective manner.
- To keep all water and wastewater equipment in an operable and highly reliable condition to ensure that water and wastewater operations and services are not compromised and will be available 24/7.

**Areas of Emphasis: Promote community wellness.**

- To provide high quality senior adult programming at indoor and outdoor facilities.
- To support the informational, educational, and recreational needs of the community.
- To promote community wellness through a variety of recreational and wellness programming.
- To continue to examine adequacy and equity of fees for the services and programs provided.
- To provide infrastructure and services to maximize pedestrian safety.

**Areas of Emphasis: Implement Parks and Open Space Plan**

- To provide and maintain parks and open space in a manner that is safe, attractive and inviting.
- To continue efforts to follow goals of Park and Open Space Plan.
- To extend the downtown riverwalk in Veterans Memorial Park to increase park users access to the river and provide a linkage to the Ozaukee Interurban Trail.