

# 2012 Budget Process: Website Survey Results

## Raw Data

### Values

		You	Your Neighborhood	Your City
<b>Public Space &amp; Community</b> focuses on maximizing the aesthetic beauty and use of public and open spaces for community recreational and cultural opportunities, free expression and community building.	Low	144	101	58
	Medium	501	488	500
	High	606	632	664
<b>Growth &amp; Economic Development</b> focuses on creating a healthy and diverse business climate by promoting and attracting economic development; fostering job creation and employment; supporting business friendly policies and expanding regional business development initiatives.	Low	180	162	54
	Medium	510	558	408
	High	550	481	735
<b>Sustainability &amp; Planning</b> focuses on long-term solutions and planning for the future, including: balanced land use; infill development; decision making based on environmental, economic and social sustainability principles that support preservation, conservation and sustainable expansion of the natural and human built environment.	Low	106	116	79
	Medium	322	364	345
	High	802	710	767
<b>Basic Services &amp; Daily Life</b> focuses on improving the delivery of public services, including: individual and community safety, fire prevention and suppression, emergency response services, public health initiatives, public transportation options, affordable housing and supportive neighborhood, senior, youth, child and family services.	Low	74	52	42
	Medium	289	317	281
	High	868	825	870
<b>Social Justice and Community Services</b> focuses on ensuring that all citizens have access to basic services, and that policies and practices support diversity and the opportunity for everyone to realize their full potential.	Low	207	182	139
	Medium	379	444	416
	High	642	554	629
<b>Responsibility</b> focuses on fiscal and social responsibility including, sound financial decision-making, practices and policies; equal opportunity and equal provision of services to all citizens.	Low	80	91	75
	Medium	368	443	407
	High	777	647	700

## Community Development & Services

Community Development Authority (CDA) Redevelopment Division		You	Your Neighborhood	Your City
<b>Redevelopment:</b> Prepares and implements redevelopment plans to address blight.	<b>Low</b>	275	289	120
	<b>Medium</b>	518	474	535
	<b>High</b>	325	309	416
<b>Affordable Housing:</b> Supports redevelopment, rehabilitation and construction of quality, affordable, housing in areas where the need is not being met.	<b>Low</b>	393	360	195
	<b>Medium</b>	418	434	434
	<b>High</b>	319	278	446
<b>Grant Programs:</b> Administers residential and commercial loan and grant programs that (1) assist citizens with the acquisition and rehabilitation of housing, (2) encourage the expansion of new and existing businesses, and (3) address blighted or underutilized property.	<b>Low</b>	381	308	163
	<b>Medium</b>	475	485	515
	<b>High</b>	256	261	382
<b>Strengthening Neighborhoods:</b> Works to stabilize economically and socially challenged neighborhoods, through our redevelopment efforts and financing programs	<b>Low</b>	325	301	145
	<b>Medium</b>	416	440	420
	<b>High</b>	381	320	507
Community Development Division		You	Your Neighborhood	Your City
<b>Neighborhoods &amp; Community Infrastructure:</b> Provides funding for neighborhood centers, neighborhood related activities and investments in community infrastructure.	<b>Low</b>	327	259	149
	<b>Medium</b>	405	385	433
	<b>High</b>	316	357	418
<b>Housing:</b> Develops affordable housing for renters and homeowners as well as services for the homeless.	<b>Low</b>	370	331	171
	<b>Medium</b>	344	387	388
	<b>High</b>	325	273	425
<b>Human Services:</b> Designs and supports programming to serve a variety of populations and concerns including Seniors, Youth, Crisis Intervention and Access to Resources/Services.	<b>Low</b>	286	206	114
	<b>Medium</b>	385	439	427
	<b>High</b>	367	337	450
<b>Community Economic Development &amp; Workforce:</b> Supports small business startups and employment & training programs for those with barriers to employment.	<b>Low</b>	335	242	126
	<b>Medium</b>	413	469	455
	<b>High</b>	291	272	408

<b>Energy Services:</b> Provides loan programs for energy retrofits (furnaces, weatherization, hot water heaters, etc.) with both home owners and businesses.	<b>Low</b>	349	272	201
	<b>Medium</b>	367	434	467
	<b>High</b>	323	272	316
<b>Child Care:</b> Works with child care centers to improve the quality of child care and providing child care tuition assistance.	<b>Low</b>	489	295	191
	<b>Medium</b>	273	385	422
	<b>High</b>	268	291	371
<b>Senior Center:</b> Provides space, education, programming and services for all of Madison's seniors.	<b>Low</b>	422	275	170
	<b>Medium</b>	386	461	513
	<b>High</b>	228	238	301

<b>Housing Operations Division</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Low Rent Public Housing:</b> Owns and manages 886 public housing rental units in 40 locations throughout the City of Madison serving low income elderly, disabled and family households.	<b>Low</b>	508	401	185
	<b>Medium</b>	254	319	399
	<b>High</b>	227	211	362
<b>Housing Choice Voucher Program (Rent Assistance - Section 8):</b> Administers federal rent assistance to low income elderly, disabled and family households renting from private sector landlords.	<b>Low</b>	529	403	213
	<b>Medium</b>	249	320	385
	<b>High</b>	213	212	347

## Administration

<b>Assessor</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Ensure the Fair and Equitable Distribution of the Property Tax:</b> Develops accurate and equitable assessments, so that no property owner pays more, or less, than their fair share of property taxes.	<b>Low</b>	116	78	67
	<b>Medium</b>	289	299	323
	<b>High</b>	564	537	525
<b>Process Assessment Appeals:</b> Provides property taxpayers with many opportunities for review of their assessment through the Open Book Inspection period, Board of Assessors and Board of Review.	<b>Low</b>	204	140	116
	<b>Medium</b>	390	414	433
	<b>High</b>	357	340	344

<b>Property Information:</b> Maintains and provides complete and accurate records for all taxable property and allow convenient access to information that is of interest to the public.	<b>Low</b>	159	135	111
	<b>Medium</b>	387	382	380
	<b>High</b>	413	377	403

<b>Office of the City Attorney</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Prosecution Services:</b> Prosecutes violations of City ordinances before the Madison Municipal Court.	<b>Low</b>	262	182	104
	<b>Medium</b>	417	440	443
	<b>High</b>	240	242	319

<b>Legal Counsel and Representation:</b> Provides legal counsel, advice and representation to the City, and its departments, officers, employees and related boards, commissions and committees.	<b>Low</b>	288	234	123
	<b>Medium</b>	387	413	409
	<b>High</b>	238	211	341

<b>Legislative Services:</b> Acts as legislative counsel to the City. Drafts ordinance amendments, revises and maintains the City's Code of Ordinances and advises the Common Council and City boards, commissions, and committees on the meaning of legislative enactments.	<b>Low</b>	251	216	126
	<b>Medium</b>	433	430	410
	<b>High</b>	230	209	338

<b>Department of Civil Rights</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Education:</b> Provides educational opportunities and technical assistance to assure people know and understand their rights and responsibilities in the form of customized presentations and technical assistance for the public, employers, businesses, housing providers and community based organizations.	<b>Low</b>	372	295	203
	<b>Medium</b>	294	325	367
	<b>High</b>	243	229	288

<b>Discrimination Complaints:</b> Processes external complaints of discrimination brought by individuals in the areas of employment, housing, and public accommodations in the City of Madison by performing intakes, mediating/conciliating, investigating, and holding hearings.	<b>Low</b>	358	271	177
	<b>Medium</b>	293	339	361
	<b>High</b>	246	231	311

**Prevailing Wage:** Monitors prevailing wage requirements by performing on-site compliance reviews, maintaining and overseeing the maintenance of records, providing technical assistance, performing outreach and information dissemination, and preparing audit and activity reports.

<b>Low</b>	395	322	229
<b>Medium</b>	293	323	369
<b>High</b>	203	189	247

**Targeted Business Programs:** Stimulates economic growth, promotes the establishment of new businesses and provides employment opportunities through the implementation of its Targeted Business Programs which include small business enterprises (SBE), minority business enterprises (MBE), women business enterprises (WBE) and disadvantaged business enterprises (DBE) so that all businesses are afforded the maximum feasible opportunity to do business with the City.

<b>Low</b>	365	256	180
<b>Medium</b>	313	366	368
<b>High</b>	210	211	298

**Sponsors AASPIRE internships:** Attracts under-represented groups engaged in public administration college studies to provide a meaningful exposure to public sector careers and to provide the City with a future professional applicant pool of affirmative action group members.

<b>Low</b>	498	430	319
<b>Medium</b>	258	275	323
<b>High</b>	128	121	193

**Language Assistance Programs:** Coordinates the Language Assistance program to ensure equal access of services to people with disabilities and Limited English Proficiency.

<b>Low</b>	469	363	228
<b>Medium</b>	264	314	367
<b>High</b>	169	168	266

<b>City Clerk's Office</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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**Gateway to Open Government:** Serves as the first point of contact for individuals seeking information about the City of Madison, Dane County, or the State of Wisconsin.

<b>Low</b>	233	205	134
<b>Medium</b>	336	350	342
<b>High</b>	315	267	366

**Election Administration:** Oversees all elections held in the City of Madison, ensuring every vote is counted by educating voters and providing comprehensive training for up to 1,800 election officials.

<b>Low</b>	70	60	42
<b>Medium</b>	205	231	194
<b>High</b>	623	554	616

<b>License Administration:</b> Processes and issues over 100 types of license and permits for the City of Madison and Dane County, issuing over 10,000 licenses and permits a year.	<b>Low</b>	269	200	120
	<b>Medium</b>	409	432	410
	<b>High</b>	205	193	305

<b>Support for the Common Council and Alcohol License Review Committee:</b> Prepares the agendas and minutes for the Common Council and the Alcohol License Review Committee.	<b>Low</b>	445	360	254
	<b>Medium</b>	315	337	385
	<b>High</b>	109	119	187

<b>Open Meetings:</b> Provides the public with notice of all city meetings to fully comply with the state’s open meetings law, and trains other city agencies on how to prepare agendas and minutes.	<b>Low</b>	177	160	112
	<b>Medium</b>	308	310	296
	<b>High</b>	410	368	439

<b>Common Council</b>		<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Ensuring citizen representation in city government:</b> The Common Council is elected to represent citizens in the City of Madison.	<b>Low</b>	91	73	57
	<b>Medium</b>	243	240	227
	<b>High</b>	527	498	531

<b>Legislative:</b> Acts on proposed legislation, policy matters and other City business and serves on other assigned committees.	<b>Low</b>	117	101	72
	<b>Medium</b>	333	306	302
	<b>High</b>	385	371	418

<b>Budgeting:</b> Adopts the annual City of Madison Budget	<b>Low</b>	69	56	39
	<b>Medium</b>	286	286	222
	<b>High</b>	481	445	536

<b>Provides constituent information:</b> Provides information to constituents through meetings, newsletters, correspondence, phone calls, surveys, questionnaires, press releases and social media outlets.	<b>Low</b>	157	139	115
	<b>Medium</b>	301	289	304
	<b>High</b>	389	364	384

<b>Finance Department</b>		<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Accounting:</b> Provides accounting services, including payroll, purchasing and accounts payable and receivable.	<b>Low</b>	226	177	61
	<b>Medium</b>	319	337	307
	<b>High</b>	238	215	375

<b>Budget and Audit:</b> Prepares the City’s annual capital and operating budgets and perform reviews of City agencies and other entities which have contracts with the City.	<b>Low</b>	153	127	48
	<b>Medium</b>	319	331	273
	<b>High</b>	306	266	422

<b>Risk Management:</b> Administers the City's insurance programs, determine the appropriateness of claims against the City, and oversee the City Safety and Workers' Compensation programs.	<b>Low</b>	246	186	85
	<b>Medium</b>	327	349	339
	<b>High</b>	201	187	316

<b>Administrative Support:</b> Provides clerical support and document processing services to City agencies.	<b>Low</b>	297	260	140
	<b>Medium</b>	336	324	378
	<b>High</b>	136	133	219

<b>Human Resources</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>City Workforce:</b> Manages the recruitment, selection, training, and development of a City workforce consisting of 2750 permanent employees and up to 900 seasonal and hourly employees.	<b>Low</b>	228	181	75
	<b>Medium</b>	314	328	323
	<b>High</b>	232	210	336

<b>Accommodations and Employee Services:</b> Provides workplace accommodations for disabled employees, employee assistance services and resources to aid employees and their families in dealing with personal and work related problems, and Critical Incident Stress Management for Police Officers, Fire Fighters and other City employees that are involved in traumatic events at work.	<b>Low</b>	275	218	111
	<b>Medium</b>	261	292	309
	<b>High</b>	229	210	316

<b>Administration of City policies, Civil Service Ordinances, and personnel rules:</b> Protects the City's resources by minimizing exposure to legal liabilities and associated risks through the proper administration of City policies, Civil Service Ordinances, and personnel rules as well as various employment related laws.	<b>Low</b>	252	214	123
	<b>Medium</b>	320	325	317
	<b>High</b>	181	164	271

<b>Collective Bargaining Agreements:</b> Negotiates and administers the City's 13 collective bargaining agreements between the City and all Unions and Associations within the budgetary parameters set by the Mayor and Common Council in an effort to ensure labor peace and continuation of services and to allow the City to efficiently and effectively fulfill its mission.	<b>Low</b>	220	198	131
	<b>Medium</b>	207	229	203
	<b>High</b>	360	309	421

<b>Employee Benefits and Compensation:</b> Administers City employee benefits programs and the compensation plan to avoid liabilities and ensure that employees are appropriately compensated for the level of work performed within the guidelines approved by the Personnel Board and adopted by the Common Council.	<b>Low</b>	229	191	107
	<b>Medium</b>	244	284	272
	<b>High</b>	303	248	361

<b>Information Technology</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>City of Madison Website</b> ( <a href="http://www.cityofmadison.com">www.cityofmadison.com</a> ): Provides information on city services, allows citizens to report problems online, pay bills online (ePayments), notification of employment opportunities, police and fire activities, declared snow emergencies, snow plowing updates, Metro detour and routes alerts, and current news about road construction.	<b>Low</b>	65	75	42
	<b>Medium</b>	215	266	219
	<b>High</b>	514	388	479

<b>Madison City Channel:</b> Provides coverage of local government meetings such as the Madison Common Council, the Dane County Board, Board of Estimates, and Plan Commission. City Channel allows Madison residents to follow the actions of their local government and promotes government accountability and transparency.	<b>Low</b>	416	303	238
	<b>Medium</b>	201	264	287
	<b>High</b>	145	129	179

<b>Information Technology Infrastructure:</b> Maintains and supports an IT infrastructure which supports all city agencies in providing services to residents. This includes wide and local area networks, computing centers, telephones, network security, wireless networks, internet services and enterprise systems.	<b>Low</b>	149	143	69
	<b>Medium</b>	260	268	251
	<b>High</b>	341	285	391

<b>Public Safety/First Responder Support:</b> Supports public safety agencies including Police, Fire and Public Works, the Emergency Operations Center and other functions with a variety of technology. This includes communications, teleconferencing support, security cameras, networks, mobile data devices and other technology.	<b>Low</b>	58	45	30
	<b>Medium</b>	172	174	148
	<b>High</b>	542	500	551

<b>Sustainability:</b> Provides a variety of services which help meet environmental goals and achieve savings in energy, paper usage, and electronic waste recycling and disposal. These include implementing energy conservation capabilities for computers, consolidation of devices (printers, fax and scanners) and the reuse of electronic waste heat.	<b>Low</b>	126	132	87
	<b>Medium</b>	227	232	240
	<b>High</b>	433	364	410

<b>Mayor's Office</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Administration:</b> Directs city managers in the performance of their duties and supervises the development and implementation of operational goals for city agencies.	<b>Low</b>	176	146	83
	<b>Medium</b>	293	302	267
	<b>High</b>	251	212	332

<b>Budgeting:</b> Submits the annual Executive Budget to the Common Council.	<b>Low</b>	126	97	55
	<b>Medium</b>	288	287	235
	<b>High</b>	308	279	393

<b>Ensuring citizen participation in city government:</b> Manages appointments of citizens to city committees, responds to concerns and initiatives presented by citizens, and assists them in their relations with city agencies.	<b>Low</b>	132	99	80
	<b>Medium</b>	281	284	257
	<b>High</b>	315	290	348

<b>Monitoring state and national issues:</b> Represents city interests with the state of Wisconsin, acts as liaison with the city's state legislative delegation, and maintains contact with state and federal officials.	<b>Low</b>	141	128	84
	<b>Medium</b>	260	272	236
	<b>High</b>	331	279	372

<b>Provides public information:</b> Prepares and distributes press releases, position papers and correspondence, schedules and conducts press conferences and interviews, represents the city at civic meetings and official functions, and responds to inquiries from the press, organizations and individuals.	<b>Low</b>	174	154	110
	<b>Medium</b>	298	292	280
	<b>High</b>	257	231	296

<b>Madison Municipal Court</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Judicial Branch of Government:</b> Represents the judicial branch of government and informs those who have cases before the court of their legal rights and the applicable legal procedures, and provides a neutral and impartial forum for resolving alleged city ordinance violations.	<b>Low</b>	135	101	51
	<b>Medium</b>	261	273	256
	<b>High</b>	284	258	340

**Court Sessions:** Holds daily court sessions involving a wide range of ordinance violations, including but not limited to, traffic, first offense impaired driving, parking, building and health code, and juvenile offenses.

<b>Low</b>	154	110	59
<b>Medium</b>	305	301	287
<b>High</b>	222	221	301

**Hearings and Trials:** Presides over numerous hearings and trials on a regular basis whenever defendants charged with municipal ordinance offenses contest the violation(s).

<b>Low</b>	158	104	51
<b>Medium</b>	298	309	302
<b>High</b>	218	215	288

**Habitual Truancy Court Sessions:** Holds habitual truancy court sessions at the various Madison high schools on a biweekly basis during the school year.

<b>Low</b>	327	212	153
<b>Medium</b>	209	263	304
<b>High</b>	145	162	189

**Requests on Court Cases/Orders:** Processes, and responds in a timely fashion to, thousands of various requests on court cases that are presented to the court. The court also issues thousands of orders on a yearly basis pertaining to a wide variety of legal matters, including but not limited to, payment plans, driver license and vehicle registration suspensions or reinstatements, tax interceptions, inspection and arrest warrants.

<b>Low</b>	206	141	85
<b>Medium</b>	288	307	313
<b>High</b>	177	178	233

<b>Treasurer's Office</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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**Property Tax Bills:** Prepares and mails annual property tax bills.

<b>Low</b>	149	103	66
<b>Medium</b>	233	248	227
<b>High</b>	315	294	364

**City Revenues:** Responsible for the receipt and investments of all City revenues.

<b>Low</b>	91	69	32
<b>Medium</b>	244	234	191
<b>High</b>	349	332	428

**Payments:** Issues pet licenses, receives and processes payments for parking tickets, water utility (municipal services) bill, and other city departments.

<b>Low</b>	173	139	91
<b>Medium</b>	310	313	302
<b>High</b>	203	184	254

**ePayments:** Facilitates ePayments to the city for various licenses and fees.

<b>Low</b>	191	148	98
<b>Medium</b>	234	281	275
<b>High</b>	263	200	267

<b>Responds to requests by title companies and mortgage lenders:</b> Assists with the information they need to process our citizens' property transfers or loan applications.	<b>Low</b>	204	141	101
	<b>Medium</b>	310	314	323
	<b>High</b>	166	171	213
<b>City “gateway” for citizens:</b> Assists in providing information about city government. Whether in person or on the phone, citizens contact us with questions regarding where in city government they need go for the answers they are seeking.	<b>Low</b>	218	165	134
	<b>Medium</b>	270	287	302
	<b>High</b>	200	177	211

## Infrastructure

<b>Building Inspection Division</b>		<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
<b>Zoning:</b> Enforces the Sign Code and regulates what you can and cannot do with your property. Deals with Zoning Code violations including inoperable cars and front yard parking issues.	<b>Low</b>	246	156	123
	<b>Medium</b>	294	307	324
	<b>High</b>	151	184	207
<b>New Construction:</b> Regulates remodeling, alterations, additions and the construction of new buildings. Involved from when the proposed plans are submitted for approval, through the multiple inspections to ensure the project is built according to the approved plan and all applicable Codes. The process ends when the Final Inspections has been approved and the Certificate of Occupancy has been issued.	<b>Low</b>	179	116	70
	<b>Medium</b>	307	300	299
	<b>High</b>	198	218	275
<b>Minimum Housing and Property Maintenance Code:</b> Enforces codes designed to maintain buildings and properties to a minimum standard.	<b>Low</b>	146	91	59
	<b>Medium</b>	285	278	286
	<b>High</b>	256	269	305
<b>Property Maintenance Inspectors:</b> Inspects both exterior (peeling paint, deteriorated porches, siding, chimneys and roofs, broken windows and damaged doors) and interior (plumbing problems, electrical, inadequate heat, window and door locks) violations. Interior violations would also include holes in walls, deteriorated floor coverings and missing and defective smoke alarms.	<b>Low</b>	196	129	83
	<b>Medium</b>	265	260	282
	<b>High</b>	227	250	285

**Weights and Measures:** Handles consumer protection issues by licensing and testing test gas pumps, scales, fuel oil delivery systems, scanners located at retail establishments and taxi cab meters to ensure the consumer receives what they pay for.

<b>Low</b>	142	120	83
<b>Medium</b>	282	269	285
<b>High</b>	259	241	272

<b>Economic Development Division</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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**Business Outreach:** Works with businesses and entrepreneurs to start new companies, retain and grow existing companies, and attract new companies. This often involves coordinating with other city departments, government entities and private organizations.

<b>Low</b>	235	173	95
<b>Medium</b>	242	251	240
<b>High</b>	191	189	295

**Business Ombudsman:** Troubleshoots problems that local businesses encounter and develops pro-active initiatives addressing these challenges such as working to alleviate business interruptions caused by street construction.

<b>Low</b>	261	188	111
<b>Medium</b>	253	257	286
<b>High</b>	144	168	225

**Street Vending Program:** Leads and regulates the street vending program, which makes sidewalks and streets available to food and craft entrepreneurs, while creating a welcoming environment within our commercial districts.

<b>Low</b>	286	265	147
<b>Medium</b>	235	223	304
<b>High</b>	148	133	186

**Real Estate Services:** Provides real estate services for the city to facilitate economic development, the siting of city services and facilities, and the development of public infrastructure such as roads and sewer.

<b>Low</b>	227	152	104
<b>Medium</b>	266	270	265
<b>High</b>	149	176	235

**Tax Increment Financing (TIF):** Underwrites numerous grant and loan programs to help businesses and individuals including Tax Increment Financing (TIF) which provides gap financing to make strategic real estate projects feasible, and the Façade Improvement Grant Program which provides grants to small businesses in targeted areas to restore or beautify their facades and storefronts.

<b>Low</b>	331	239	163
<b>Medium</b>	212	243	278
<b>High</b>	104	121	170

<b>Home Ownership and Housing Rehabilitation Loans:</b> Offers a variety of loan programs to help people buy homes and to rehabilitate housing stock to provide a supply of safe, quality, and affordable housing options.	<b>Low</b>	307	212	168
	<b>Medium</b>	214	247	255
	<b>High</b>	148	164	208

<b>Engineering Division</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Madison Sewer Utility:</b> Provides, manages, and maintains the Public Sanitary Sewer System for collection, conveyance, and ultimately treatment by a separate regional entity.	<b>Low</b>	29	27	20
	<b>Medium</b>	168	156	140
	<b>High</b>	476	450	479

<b>City's Roadway and Transportation needs:</b> Provides and manages the City's Arterial, Collector & Local Streets, Bridges, Bike Paths & Sidewalks for safe, convenient travel for pedestrians, bicycles and motor vehicles. Provides for major maintenance and reconstruction of these facilities.	<b>Low</b>	32	28	24
	<b>Medium</b>	168	165	147
	<b>High</b>	488	453	480

<b>Madison Storm Water Utility:</b> Provides, manages, and maintains the Public Storm Sewer System to meet flood control and water quality requirements and goals of the City.	<b>Low</b>	33	32	23
	<b>Medium</b>	194	171	161
	<b>High</b>	451	432	459

<b>City's Mapping Database and Land Records:</b> Maintains parcel and City utility mapping and records, produces static and interactive mapping, and spatial analysis services for several City agencies. Administers the City's address numbering ordinance, review proposed land development, and provide support for land transactions.	<b>Low</b>	194	147	93
	<b>Medium</b>	297	307	313
	<b>High</b>	152	146	197

<b>City Facilities:</b> Oversees and provides for new construction of City owned facilities, maintenance, repair and energy efficiency retrofits.	<b>Low</b>	166	150	86
	<b>Medium</b>	301	289	285
	<b>High</b>	182	168	250

<b>Metro Transit</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Bus Service:</b> Provides ADA accessible bus service is 7 days a week throughout Madison and to other parts of the region, generating about 13.6 million rides per year.	<b>Low</b>	246	123	64
	<b>Medium</b>	138	174	152
	<b>High</b>	331	373	467

<b>Paratransit Service:</b> Provides ADA accessible paratransit service to eligible users who are unable to use the bus for some or all of their transportation needs, generating about 270,000 rides per year.	<b>Low</b>	320	151	75
	<b>Medium</b>	150	222	213
	<b>High</b>	218	270	368
<b>Maintenance Support Service:</b> Performs preventive and corrective maintenance on 200 buses and 20 paratransit vehicles, as well as all support staff vehicles. 10% of the fixed-route buses are currently diesel-electric hybrids.	<b>Low</b>	175	117	63
	<b>Medium</b>	196	217	223
	<b>High</b>	301	294	354
<b>Customer Service:</b> Staff answers more than 250,000 phone inquiries per year and provides electronic trip planning and service update information. In addition, staff uses subscription email and text service messaging, social media, real-time bus schedule information signs, and other methods to help answer questions and document complaints, compliments, and suggestions about services Metro provides and other transportation services in the region.	<b>Low</b>	239	161	106
	<b>Medium</b>	221	249	264
	<b>High</b>	213	215	268
<b>Finance and Planning Support:</b> Metro provides grants and service planning support for internal purposes and to support other transportation activities in the city and the region.	<b>Low</b>	284	206	143
	<b>Medium</b>	206	239	271
	<b>High</b>	164	159	206

<b>Planning Division</b>		<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
<b>Comprehensive Planning and Development Review:</b> Provides a wide range of planning services to guide the development and implementation of the City's urban development policies including the preparation and maintenance of the City's Comprehensive Plan and plans for new employment areas and residential neighborhoods.	<b>Low</b>	195	144	91
	<b>Medium</b>	243	234	233
	<b>High</b>	190	210	273
<b>Neighborhood Planning, Preservation and Design:</b> Responsible for Neighborhood and Historic Preservation Planning, Urban Design and the Municipal Arts Program. Also works to implement plans through the review of development projects and through the initiation and participation in project and site planning and special projects.	<b>Low</b>	215	173	131
	<b>Medium</b>	223	194	241
	<b>High</b>	203	231	231

<b>Transportation Planning:</b> Carries out a federally mandated comprehensive and cooperative transportation planning program for the metropolitan area and provides staff support to the Madison Area Transportation Planning Board (A Metropolitan Planning Organization) Policy Board and Technical and Citizen Advisory Committees.	<b>Low</b>	173	137	99
	<b>Medium</b>	227	227	228
	<b>High</b>	234	228	272

<b>Shared Data/Mapping/Geographic Information Systems Support services:</b> Maintains the City's Geographic Database and works to develop geographic information system applications for the Division.	<b>Low</b>	245	205	133
	<b>Medium</b>	240	237	279
	<b>High</b>	130	132	163

<b>Streets Division</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Snow Removal and ice control:</b> Provides snow plowing for 764 miles of streets in Madison with over 1708 lane miles.	<b>Low</b>	41	20	17
	<b>Medium</b>	114	106	83
	<b>High</b>	559	551	580

<b>Refuse and Recycling:</b> Provides weekly collection or refuse, biweekly collection of recycling and large items, and seasonal collection of brush, leaves, and yard waste. Operates three drop off sites for use by City of Madison Residents.	<b>Low</b>	39	28	19
	<b>Medium</b>	110	114	98
	<b>High</b>	565	532	558

<b>Street Sweeping:</b> Provides sweeping for 764 miles of streets in Madison with over 1708 lane miles using funding provided by Madison's Storm Water Utility. Last year over 11,100 tons of debris was removed from the streets keeping harmful material out of our lakes and streams.	<b>Low</b>	96	73	52
	<b>Medium</b>	252	241	237
	<b>High</b>	355	348	378

<b>Street Repair and Potholes:</b> Fills potholes and performs other minor street repair.	<b>Low</b>	42	29	21
	<b>Medium</b>	206	194	187
	<b>High</b>	459	443	464

<b>Graffiti Removal:</b> Removes graffiti from all public property in a timely manner. Staff works closely with the Madison Police Department to attack gang related graffiti and also Building Inspection to assist property owners in removing graffiti from private property.	<b>Low</b>	198	155	94
	<b>Medium</b>	266	265	299
	<b>High</b>	235	236	272

<b>Other Services:</b> The Streets Division also mows weeds on vacant lots and removes stumps from terraces and parks.	<b>Low</b>	275	207	162
	<b>Medium</b>	271	282	322
	<b>High</b>	153	168	181

<b>Traffic Engineering</b>		<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
<b>Emergency and Public Works Radio Communications:</b> Engineers, operates and maintains daily and emergency radio communications for the City of Madison and surrounding communities. Installs and maintains radios, base stations and towers for MPD, MFD, and City Public Work crews.	<b>Low</b>	101	77	36
	<b>Medium</b>	190	194	181
	<b>High</b>	358	334	399
<b>Traffic Signals and Traffic Lights:</b> Designs, constructs, maintains and operates 348 traffic signals for the City of Madison, State of Wisconsin, UW, Dane County, and outlying municipalities. Signal service provides for the safe and orderly movement of traffic, bicyclists and pedestrians. Street lights service provides for public safety via well lit streets and thoroughfares.	<b>Low</b>	58	59	36
	<b>Medium</b>	182	164	147
	<b>High</b>	425	399	449
<b>Traffic Safety/Traffic Control Signs and Pavement Markings:</b> Plans, engineers, installs, maintains and operates the City of Madison street system, managing traffic movement and parking with standard traffic control signs and pavement markings.	<b>Low</b>	65	52	40
	<b>Medium</b>	218	210	194
	<b>High</b>	368	349	385
<b>Design, Support Services, Planning and Development Review:</b> Plan and provide transportation design services on the City's street and traffic control systems, local and state reconstruction projects, and special projects. Provide transportation engineering design and planning services on new and existing neighborhood plans and planning activities with the Department of Planning and Development.	<b>Low</b>	124	91	72
	<b>Medium</b>	281	278	268
	<b>High</b>	218	220	258
<b>Bicycle and Pedestrian Program:</b> Plans, designs and implements projects to improve conditions for walking and bicycling, including sidewalks and crossings, on-street bike lanes, bicycle parking, innovative treatments such as contra-flow lanes and buffered bike lanes, off-street multi-use paths, and bicycle boulevards.	<b>Low</b>	177	143	104
	<b>Medium</b>	139	168	183
	<b>High</b>	370	335	364

<b>Water Utility</b>		<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
<b>Drinking Water:</b> Provides and deliver a high quality, reliable supply of drinking water that protects public health.	<b>Low</b>	10	10	8
	<b>Medium</b>	41	40	54
	<b>High</b>	661	620	611
<b>Sustainability:</b> Protects our precious groundwater source by using sustainable practices ourselves and encouraging conservation by our customers.	<b>Low</b>	30	34	26
	<b>Medium</b>	120	121	126
	<b>High</b>	543	497	511
<b>Fire suppression:</b> Ensures that a sufficient supply of water is available at hydrants throughout the city to fight fires. Keeps the water flowing at the right pressure to enable the Fire Department to protect lives and property.	<b>Low</b>	14	14	12
	<b>Medium</b>	137	119	110
	<b>High</b>	530	512	530
<b>Service Infrastructure:</b> Provides and maintains the necessary water service infrastructure. Supports essential water service by paying for the necessary infrastructure and processes to get water to every customer.	<b>Low</b>	13	14	9
	<b>Medium</b>	137	118	117
	<b>High</b>	516	495	509
<b>Economic Viability:</b> Delivers a reliable and affordable supply of fresh water to support the local economy, to supply business, industry, government, and a world-class research university with an essential need.	<b>Low</b>	31	27	23
	<b>Medium</b>	148	143	123
	<b>High</b>	492	459	488

## Large Community Facilities & Parks (Recreation)

<b>Monona Terrace</b>		<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
<b>Community Gathering Place:</b> Enhances the community by providing a wide variety of free educational programs, tours, wellness events, concerts and lectures. Hosted key Madison events such as Winter Farmers' Market, Wisconsin Film Festival, Ironman, Celebrating Youth!, and Dane Dances.	<b>Low</b>	223	216	117
	<b>Medium</b>	263	255	268
	<b>High</b>	228	187	285
<b>Tourist Destination:</b> We welcome individuals, travel groups and children on school field trips on a regular basis as a tourist destination.	<b>Low</b>	321	270	144
	<b>Medium</b>	222	243	268
	<b>High</b>	154	132	248
<b>Economic Catalyst:</b> Monona Terrace boosts the local economy with new dollars from conventions and conferences.	<b>Low</b>	264	235	110
	<b>Medium</b>	239	248	234
	<b>High</b>	193	164	318

Overture Center		You	Your Neighborhood	Your City
<b>Educational Programs:</b> Provides educational experiences for more than 40,000 students every year to enrich the educational experience and help students think more creatively through programs like Overture OnStage, the Arts Education Initiative and the Tommy Awards.	<b>Low</b>	286	244	163
	<b>Medium</b>	188	218	240
	<b>High</b>	225	186	257
<b>Artistic Experiences:</b> Provides free and low cost artistic experiences through programs like Kids in the Rotunda, International Festival, Overture After Work and Duck Soup Cinema, and another 250,000 come for ticketed events including touring Broadway productions, international recording artists, important dance and theater companies, and many local artists and arts groups.	<b>Low</b>	248	226	151
	<b>Medium</b>	193	213	241
	<b>High</b>	258	210	270
<b>Support for local artists:</b> Provides about \$400,000 in subsidized rent to help local performing artists ply their trade in top-notch performance spaces, as well as gallery space and financial support to dozens of local visual artists annually.	<b>Low</b>	314	286	208
	<b>Medium</b>	172	182	232
	<b>High</b>	212	176	220
<b>Community gathering spaces:</b> Provides a magical place to celebrate life's milestone moments, as well as a place for businesses and organizations to get outside their day-to-day routine for meetings and learning experiences.	<b>Low</b>	337	312	222
	<b>Medium</b>	207	200	249
	<b>High</b>	152	135	185
<b>Economic impact:</b> Overture Center and the activity in and around it pump about \$37 million into the local economy each year, including \$27 million in spending by Overture and its resident companies, plus almost \$10 million spent at local businesses by audiences above and beyond what they spend on tickets -- things like dinner and drinks and parking.	<b>Low</b>	238	229	120
	<b>Medium</b>	213	208	215
	<b>High</b>	236	196	312

Parks		You	Your Neighborhood	Your City
<b>Park Maintenance:</b> Maintains 260 parks with 6500+ acres of maintenance responsibility. Mows and trims neighborhood and community parks, boulevards, greenways and parkways. Oversees the maintenance of State Street Mall Concourse.	Low	43	37	23
	Medium	231	225	211
	High	439	404	439
<b>Forestry:</b> Provides street tree planning, tree disease and pest management planting and maintenance (105,000 + street trees along 700 miles of streets).	Low	71	57	43
	Medium	226	221	223
	High	402	381	398
<b>Community/Recreation Services:</b> Manages and maintains community/recreation services at Warner Park Community Recreation Center, Goodman Pool, Cypress Spray, Outdoor Ice Skating Rinks, Dog Parks and 10 Public Beaches. Provides the management and coordination of Ride the Drive, Elver Fireworks and 100+ events. Manages volunteer outreach coordination: 1000+ volunteers. Manages lake access (7 boat launches), canoe / kayak storage (11 sites) and Cross Country Ski Permits. Park Ranger Program: Direction, scheduling and communication. Enforcement, Ticket processing and reconciliation. Contract Management.	Low	118	78	53
	Medium	225	238	219
	High	362	343	397
<b>Olbrich Botanical Gardens:</b> Provides management, cultivation and maintenance of landscapes, grounds, displays, shows, buildings and support structures. In partnership with Olbrich Botanical Society, OBS manages memberships, educational classes and special events.	Low	164	165	95
	Medium	247	231	258
	High	293	252	306
<b>Park Planning and Administration:</b> Provides long range Parks and open space planning. Manages event, shelter and building reservations and Permits.	Low	150	107	73
	Medium	283	288	294
	High	254	246	284
<b>Golf Courses:</b> Manages Golf Enterprise Fund to support management and maintenance of 4 Courses with 72 Holes. (Self funded project).	Low	494	408	304
	Medium	134	176	247
	High	72	60	100

Public Library		You	Your Neighborhood	Your City
<b>Books, eBooks and Digital Collection:</b> Provides free access to books, ebooks, and other digital content and serves as an educational resource for learners of all ages and incomes; these collections are accessible through nine locations throughout the city and via a computerized reservation system and digital downloading via the library's web site.	<b>Low</b>	96	68	40
	<b>Medium</b>	127	140	147
	<b>High</b>	482	448	476
<b>On-Call Research Assistance:</b> Provides customized, on-call research assistance on any and all topics, and extends that service through online support, social media, and a web site featuring research assistance and recommendations.	<b>Low</b>	299	222	173
	<b>Medium</b>	194	213	250
	<b>High</b>	191	196	217
<b>Computers and Internet Access:</b> Provides computers and internet access at all libraries to all residents regardless of age or income, and provide assistance and training with computers, internet-related technology, and digital devices for persons of all skill levels.	<b>Low</b>	240	118	74
	<b>Medium</b>	165	198	199
	<b>High</b>	293	332	383
<b>Free Learning Opportunities:</b> Provides free learning opportunities via educational events, classes and programs for people of all ages, often in conjunction with other community agencies; this includes a focus on building early literacy among preschoolers, summer programs for school-aged children, and events of particular interest for teens and adult groups.	<b>Low</b>	227	132	104
	<b>Medium</b>	185	206	204
	<b>High</b>	280	313	350
<b>Gathering Places:</b> Library buildings are convenient and much-used neighborhood gathering places, providing our community and other city agencies with much-needed public spaces for neighborhood meetings, tutoring, social services and literacy outreach, and many other educational opportunities.	<b>Low</b>	186	123	91
	<b>Medium</b>	199	196	205
	<b>High</b>	311	335	366

## Public Safety

		You	Your Neighborhood	Your City
<b>Fire Department</b>				
<b>Prevention:</b> Facilitates public safety through community education, code enforcement and policy initiatives. Prevention and education officers reach out into the community to ensure the integrity of public buildings and educate thousands of residents each year through personal visits and community activities.	<b>Low</b>	129	86	54
	<b>Medium</b>	226	223	217
	<b>High</b>	322	323	372
<b>Fire Suppression:</b> Firefighters train rigorously to maintain a level of skill that citizens can rely on in any emergency. The Fire Department remains the emergency response of first and last resort.	<b>Low</b>	35	22	16
	<b>Medium</b>	112	111	96
	<b>High</b>	536	510	540
<b>Emergency Medical Services (EMS):</b> Provides EMS to city and local communities.	<b>Low</b>	28	13	11
	<b>Medium</b>	89	93	74
	<b>High</b>	569	540	568
<b>Diversity:</b> The Fire Department is proud of the strength and diversity of our workforce. Our commitment to diversity gives the Department the ability and purpose to more effectively meet the needs of all City residents and visitors.	<b>Low</b>	201	164	126
	<b>Medium</b>	178	201	215
	<b>High</b>	301	271	310
<b>Cooperative Response:</b> Works with neighboring communities to develop policies and initiatives that help to stretch resources.	<b>Low</b>	104	88	61
	<b>Medium</b>	230	231	220
	<b>High</b>	331	302	352
<b>Police Department</b>				
<b>Patrol services and incident response capabilities:</b> Maintains patrol in the community twenty-four hours-a-day, seven days a week. Provides visibility and a sense of security to the community while preventing crime, fear and disorder in Madison's neighborhoods.	<b>Low</b>	50	33	21
	<b>Medium</b>	102	102	88
	<b>High</b>	543	523	552
<b>Criminal Investigation:</b> Conducts criminal investigations in order to identify, apprehend and prosecute offenders.	<b>Low</b>	41	24	18
	<b>Medium</b>	126	117	97
	<b>High</b>	524	517	545

<b>Problem-solving/proactive enforcement initiatives:</b> Engages in proactive efforts, including problem solving. These efforts include traffic enforcement, foot patrol, crime prevention, drug enforcement and gang oversight.	<b>Low</b>	47	36	25
	<b>Medium</b>	135	129	109
	<b>High</b>	510	492	522

<b>Support Services:</b> Provides support services (records, training, criminal intelligence gathering, etc) to enable MPD to deliver services to the community. Provides specialized units or teams such as the Special Events Team (SET), Special Weapons and Tactics Team (SWAT), K9 Unit, Honor Guard and Mounted Patrol Unit. Support also encompasses some services provided by civilians directly to the community, such as parking enforcement and school crossing safety.	<b>Low</b>	100	81	54
	<b>Medium</b>	199	180	194
	<b>High</b>	382	379	402

<b>Community Outreach Initiatives:</b> Develops and implements community outreach initiatives to work with public stakeholders on community issues, and to improve relations with citizens, particularly with groups who traditionally have a distrust of the police. Efforts in this area include public demonstrations by the K9 and Mounted Patrol units, and the Amigos en Azul initiative.	<b>Low</b>	165	118	80
	<b>Medium</b>	182	190	210
	<b>High</b>	326	324	352

<b>Public Health - Madison &amp; Dane County (PHMDC)</b>	<b>You</b>	<b>Your Neighborhood</b>	<b>Your City</b>
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<b>Communicable Diseases:</b> Provides tuberculosis (TB) screening and TB medication management; investigates Food Borne Illness; offers STI / HIV Services; monitors West Nile Virus; provides free childhood immunizations.	<b>Low</b>	121	74	41
	<b>Medium</b>	202	212	172
	<b>High</b>	357	353	433

<b>Environmental Health:</b> Inspections of well and septic sites; investigates environmental complaints; provides licensing, inspection, regulation, and enforcement of food establishments, hotel and other lodging; tests municipal and private well water, monitors groundwater of landfills, beaches and protection of lakes and streams; provides animal services, such as rabies prevention and animal bite follow-up, cruelty / neglect investigations, stray animal pick-up; manages Radon program; lead screenings for children and evaluation and testing of homes and water; Clean Sweep program collects household hazardous waste; Tobacco Prevention program.	<b>Low</b>	52	33	24
	<b>Medium</b>	167	170	146
	<b>High</b>	463	433	482

<b>Family &amp; Community Health:</b> Screenings and immunizations for refugees and asylees; provides supplemental food and nutrition education program for eligible women and children with the Women, Infants and Children Program (WIC); support and services for pregnant women; breastfeeding education and support; chronic disease prevention; promotes healthy neighborhoods and communities through partnerships; Wisconsin Well Woman Program provides breast and cervical cancer screening for women with little or no insurance coverage; Safety and Injury Prevention partners with community organizations to reduce injuries; dental program for children 4 to 18 years old who have no dental coverage, fluoride supplements for families with a private well.	<b>Low</b>	180	112	65
	<b>Medium</b>	172	194	190
	<b>High</b>	330	333	391

<b>Emergency Preparedness Planning:</b> Develops and trains for responses to potential public health emergencies such as pandemic influenza, natural disasters, and bioterrorism.	<b>Low</b>	108	101	64
	<b>Medium</b>	245	221	218
	<b>High</b>	322	307	357