



## CITY ADMINISTRATOR

Kevin M. Lahner  
TELEPHONE 262/524-3701 FAX 262/524-3899  
klahner@ci.waukesha.wi.us

### MEMO

**To: Mayor, City Attorney and City Council**  
**CC: Department Directors and Press**  
**From: City Administrator**  
**Subject: Administrator's Report**  
**Date: August 14, 2015**

1. **Service Request Portal Update.** Greg Schauer, our GIS Coordinator, sent out an update on the use of the Service Request Portal since its launch on July 8th. Since it went live, there have been 58 total service requests logged through the portal. To date, 36 of those requests have been closed.

Service Requests by Department:

Park Rec Forestry – 9  
Public Works – 48  
Water Utility – 1

Most common issues:

Sidewalks – Homeowner Obstruction – 17  
Street Light Problem – 7  
Street Sign – 5  
Public Works Other – 5  
Pothole/Pavement Defect – 4  
Pruning – 4

2. **Waukesha Lake Michigan Water Application Hearings.** Please take the time to review the information supplied by Water Utility Director Dan Duchniak and the hearing schedule for our Lake Michigan water application. The hearings are scheduled next week in Waukesha, Milwaukee and Racine. Mayor Reilly, Council President Andy Reiland and Alderman Terry Thieme will be speaking on behalf of the City.

The hearings are as follows:

Monday, August 17, 2015      5:30 pm Presentation, 6:30 pm Public Hearing  
Carroll University Center for Graduate Studies, Auditorium (LL14), 2140 Davidson Road, Waukesha

Tuesday, August 18, 2015      1:00 pm Presentation, 2:00 pm Public Hearing  
Zilber School of Public Health - University of Wisconsin - Milwaukee Triplex Rooms 109, 119 and 124), 1240 N. 10th Street, Milwaukee

Tuesday, August 18, 2015      5:30 pm Presentation, 6:30 pm Public Hearing  
Racine Masonic Center, 1012 Main Street, Racine, WI 53403

3. **Employee Survey.** The Employee Survey resulted in 273 responses, with about half submitted electronically and half submitted via paper copy. The results have been compiled, and we are currently reviewing and analyzing the results. The complete results and analysis will be released to the Common Council late next week.

