

Department of Public Works

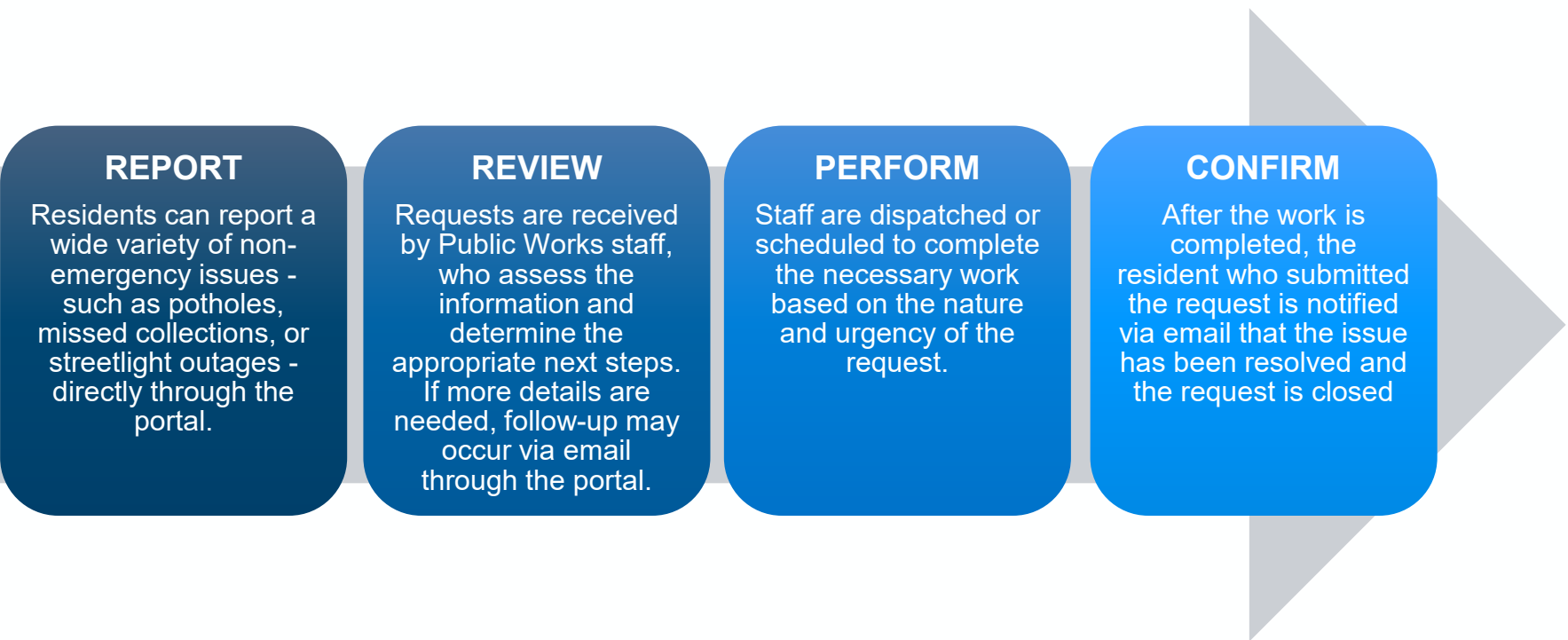
2025 Annual Report

Common Council
July 22nd, 2025

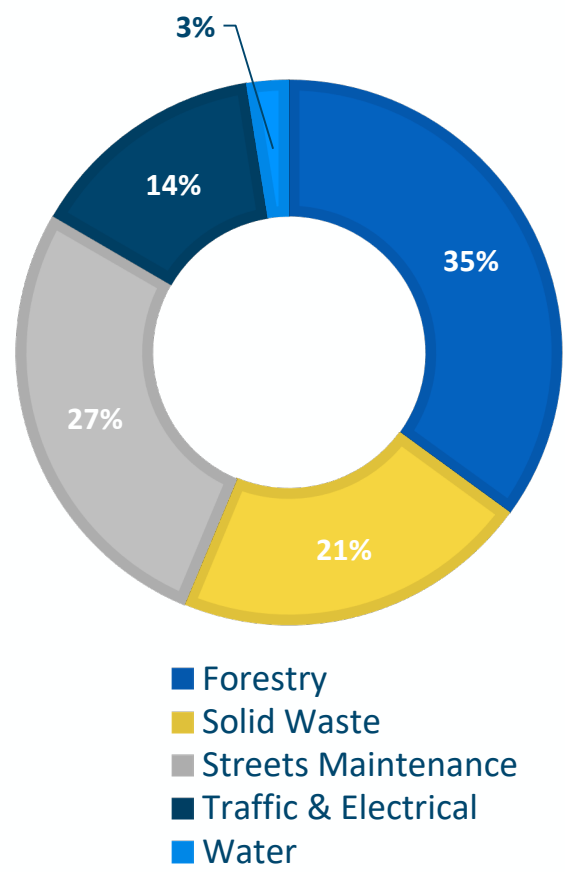


MAJOR INITIATIVES | REQUESTS FOR SERVICE

The Service Request Access portal is a web-based system used by Public Works and other City departments to streamline non-emergency issue reporting. Residents can submit requests without creating an account, though signing up allows them to track the status of their current and past submissions. The portal also offers citywide visibility, helping residents see if an issue has already been reported. If a request is visible on the portal map, it means our staff is already taking action.



2025 YTD REQUESTS SUBMITTED VIA PORTAL BY DEPARTMENT



MAJOR INITIATIVES | REQUESTS FOR SERVICE

The Service Request Access portal launched in late 2023 and gives residents a convenient option to report service requests in addition to phone or email. Since launching the portal, we’ve seen an over 45% increase in total service requests. With both the portal and traditional methods available, the increase in requests is reflective of improved accessibility and community engagement. It has also led to an increase in staff workload as we work to address a higher volume of requests while maintaining service quality and response times.

Resident Maintenance Requests	2020	2021	2022	2023	2024	2025 (1/1-6/30)
Forestry	808	968	706	1,379	1,764	729
Solid Waste	1,218	913	786	862	1,196	536
Special Collections	592	619	785	658	997	448
Street Maintenance	250	271	199	261	605	252
Traffic and Electrical	157	147	101	99	248	156
Total	3,025	2,918	2,577	3,259	4,810	2,121

MAJOR INITIATIVES | FIREFLY GROVE PARK



FIREFLY GROVE PARK LEGEND

- 1 PARK ENTRANCE
- 2 MULTI-USE PATH (PAVED)
- 3 PLAY AREA
- 4 ACCESSIBLE RESTROOMS
- 5 PICNIC SHELTER
- 6 WILLOW HUT
- 7 BENCHES & BIKE RACKS
- 8 BENCH SWINGS
- 9 THOMAS DAMBO TROLL
- 10 SLEDDING HILL
- 11 PUMP TRACK
- 12 SOLAR ARRAY
- 13 POND
- 14 RAIN GARDEN
- 15 ART BENCHES (5 TOTAL)

MAJOR INITIATIVES | FIREFLY GROVE PARK (4.9★)

Google Review Examples:

“This park is absolutely AMAZING!!! ALL parks should be based off of Firefly Grove. The skate park is AWESOME, the playground itself is different than any other I've been to, and there are artistic touches everywhere!!! Wauwatosa did an amazing job! The Troll is awesome too, but is far from all there is to see there :-) thank you to everyone involved. My son loves going there.”

“AWESOME park/skate park!!!! One of the coolest neighborhood parks I've ever been to and I've been to A LOT of parks!!!”

“Pump Track is perfect.”

“This new park is easily found in a cute neighborhood of Tosa. We originally went to see Mama Rosa, the newest art installation by Thomas Dambo, but ended up finding a fantastic park for all ages and abilities.... The park is incredibly well designed; there are action areas for all ages and abilities. We watched several children with disabilities enjoy the equipment fully. There is a pump track for bikes and skate boards and this includes a bike repair station for any mishaps that may occur.....”

“Everything about this place is awesome! I didn't want to leave.”

“Absolutely amazing! Came to see Mama Rosa and had some much more to enjoy. I am truly grateful something like this exists! Thank you Wauwatosa, thank you for this!”

“What an amazing new park. I go to ride the pump track. One of the best pump tracks I've ever ridden. Pump track = biking fun. The playground also looks amazing and what can you say about the massive troll. The park is truly a must see and a must enjoy.”

“Really nice new park! It has an amazing skating and biking court for young kids, playground area for smaller kids, walking path and generous picnic and pet friendly areas. And a Thomas Dumbo Troll too!!”

MAJOR INITIATIVES | FIREFLY GROVE PARK

What's next....

- Internal Park Signage Additions
- Formalize an Agreement with the Friends of Firefly Grove Park
- Possible Grant Funded Wetland Restoration Project



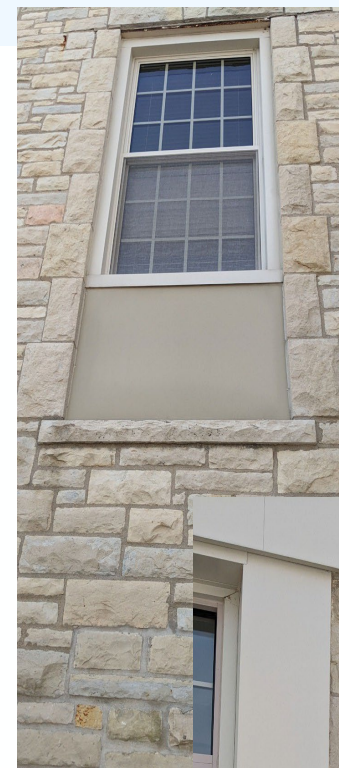
MAJOR INITIATIVES | MUELLNER BUILDING RENNOVATION



MAJOR INITIATIVES | MUELLNER BUILDING RENNOVATION



Pre-Remodel Conditions



MAJOR INITIATIVES | MUELLNER BUILDING RENNOVATION



MAJOR INITIATIVES | MUELLNER BUILDING RENNOVATION



Original Ice
House

MAJOR INITIATIVES | MUELLNER BUILDING RENNOVATION



MAJOR INITIATIVES | MUELLNER BUILDING RENNOVATION



Pre-remodel Ice House Conditions

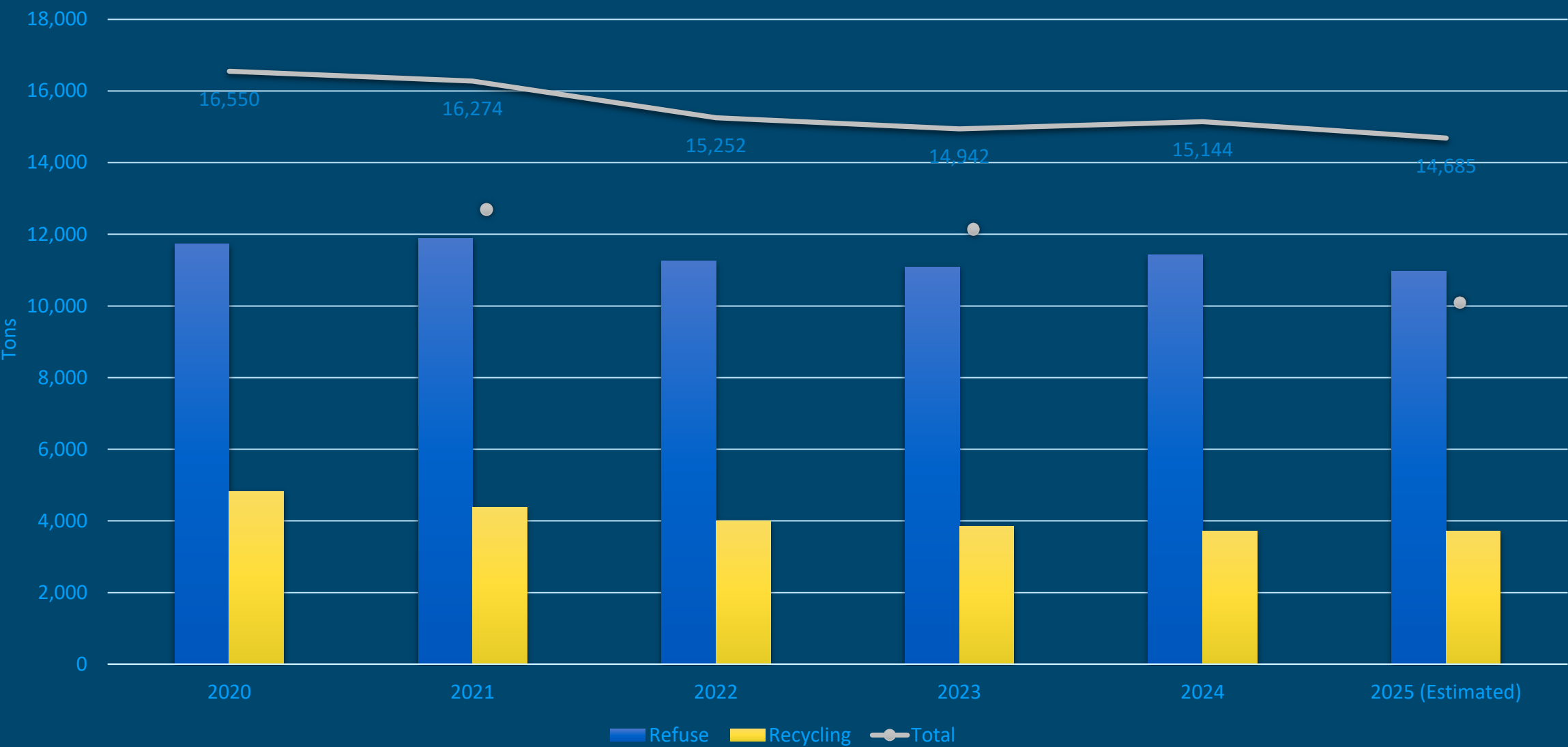
MAJOR INITIATIVES | MUELLNER BUILDING RENNOVATION



Post-remodel Ice House Condition

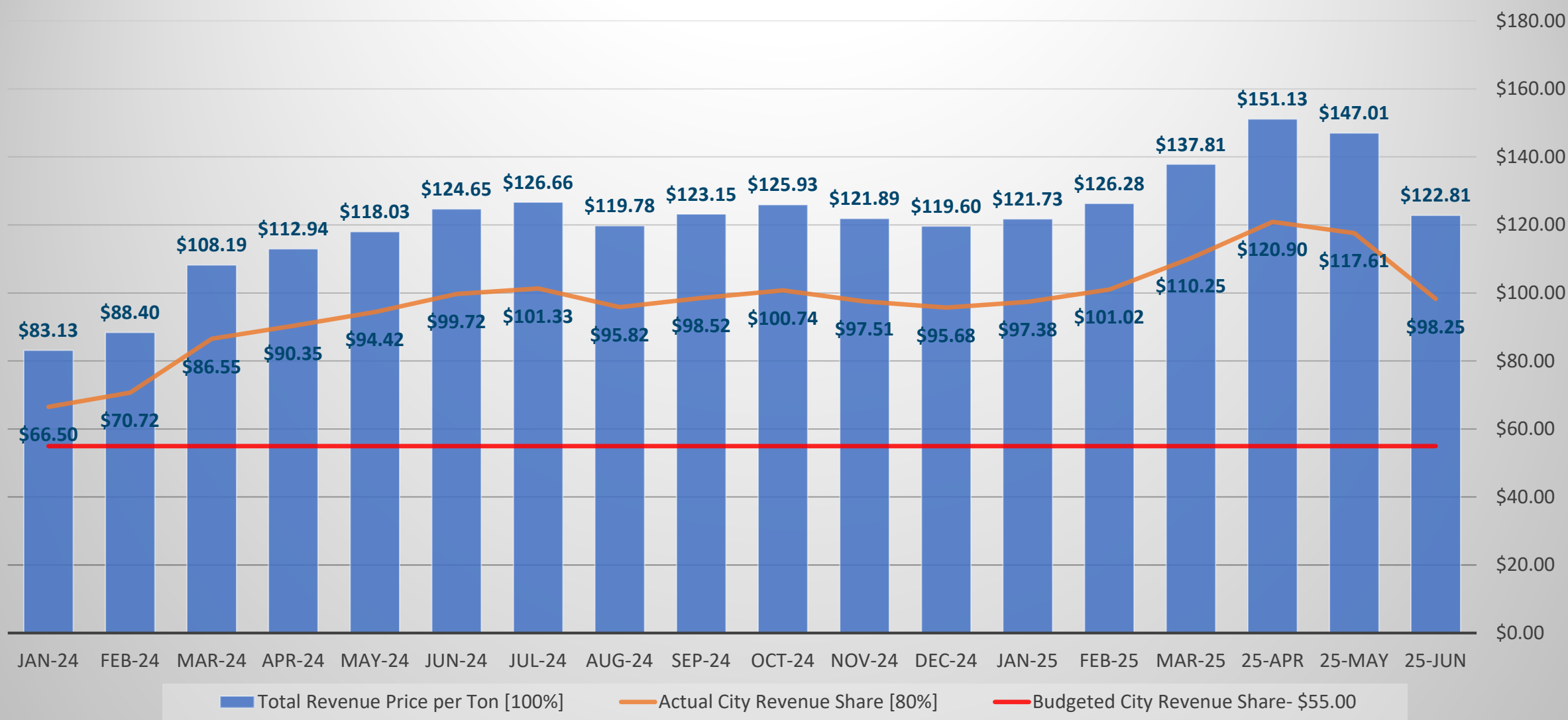
PERFORMANCE INDICATORS| REFUSE & RECYCLING VOLUME

Curbside Refuse & Recycling Collection Volume Trend



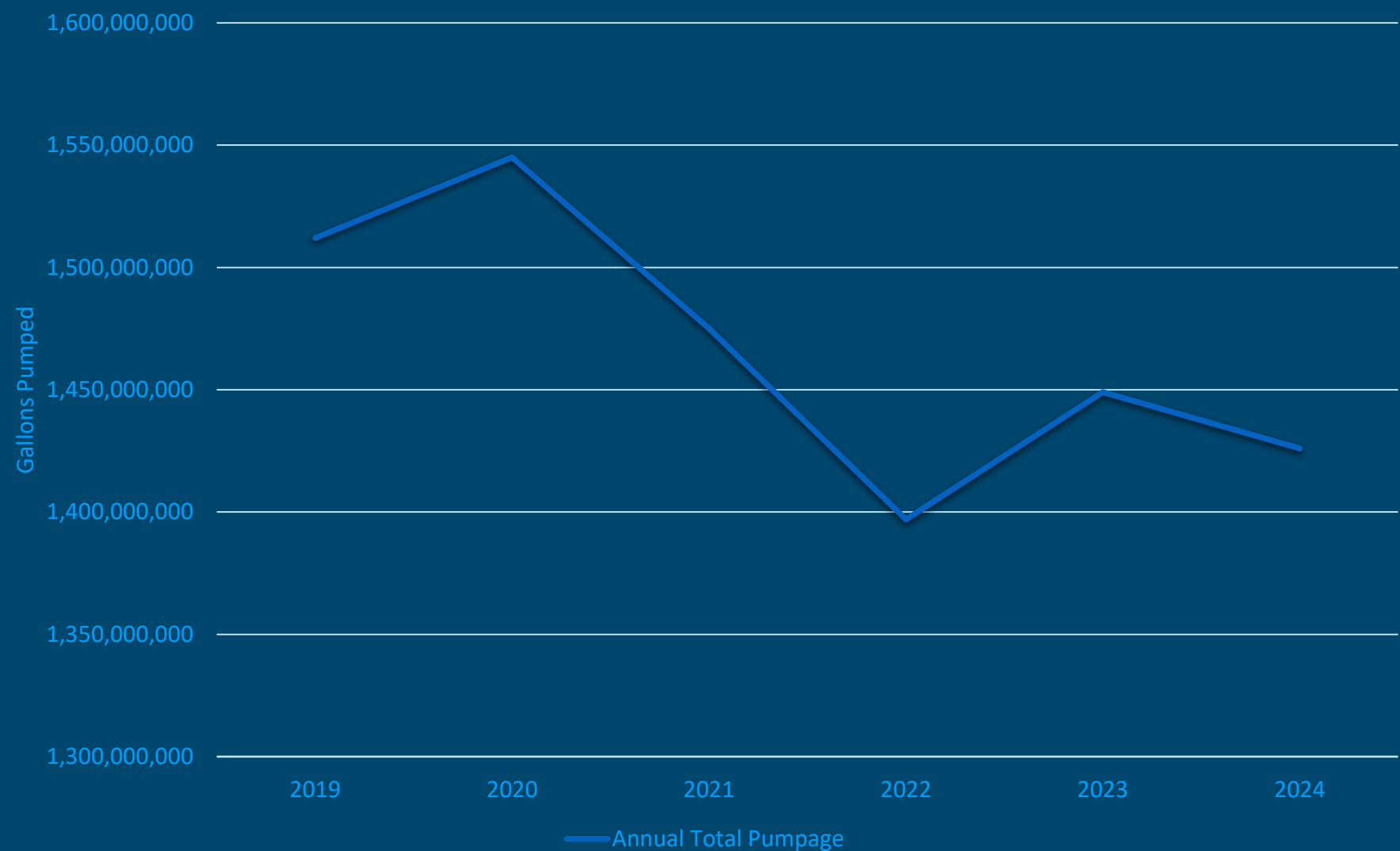
PERFORMANCE INDICATORS| RECYCLING COMMODITY REVENUE

2024-2025 Recycling Commodity Revenue



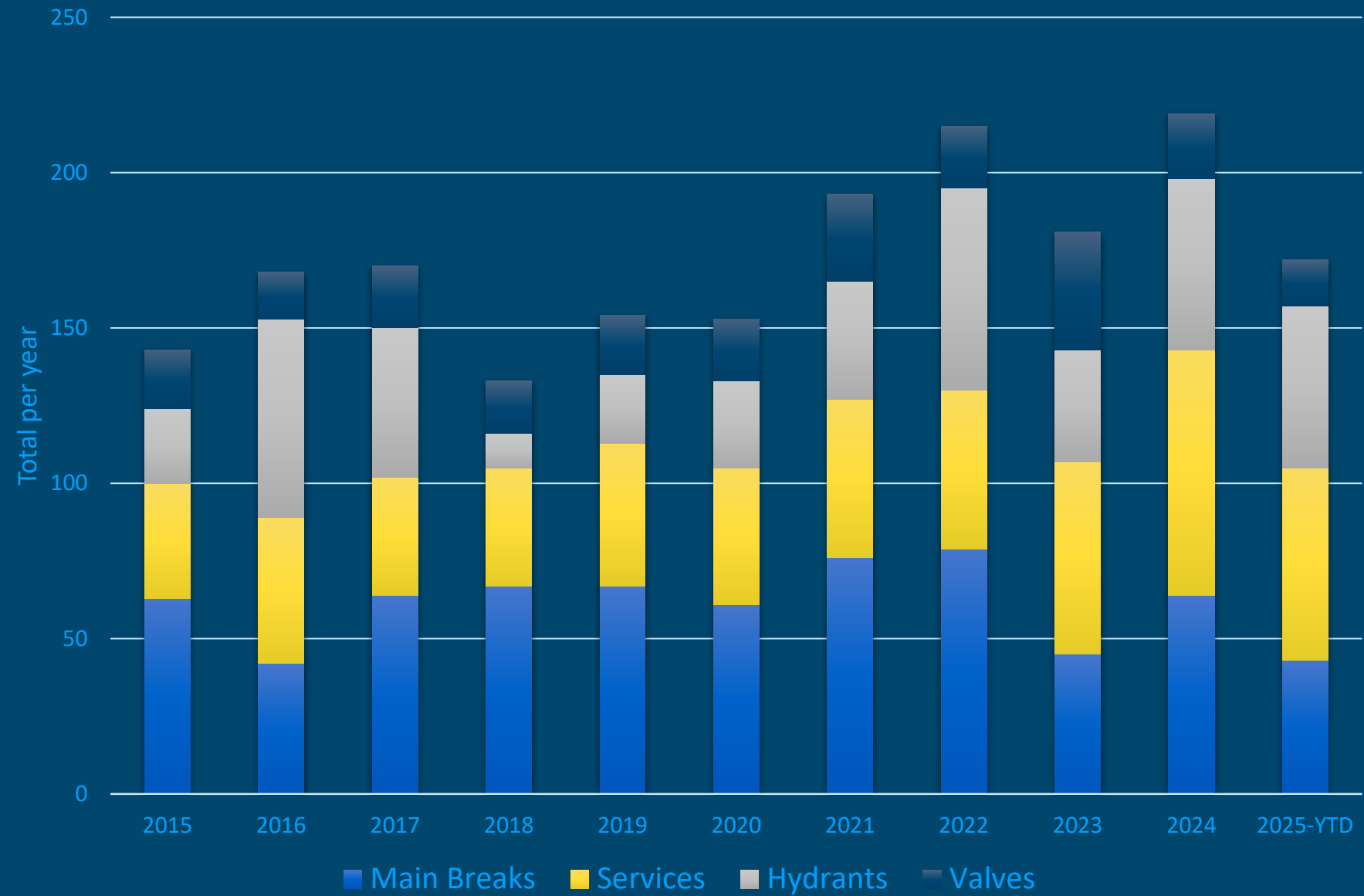
INITIATIVES AND PERFORMANCE INDICATORS | WATER UTILITY

Annual Total Pumpage



- Annual citywide water use continues to trend slightly down.
- The addition of the Elm Grove service area will help add revenue. A potential exists to serve more of Elm Grove.
- Additional developments and redevelopments are critical to help keep utility revenue up.

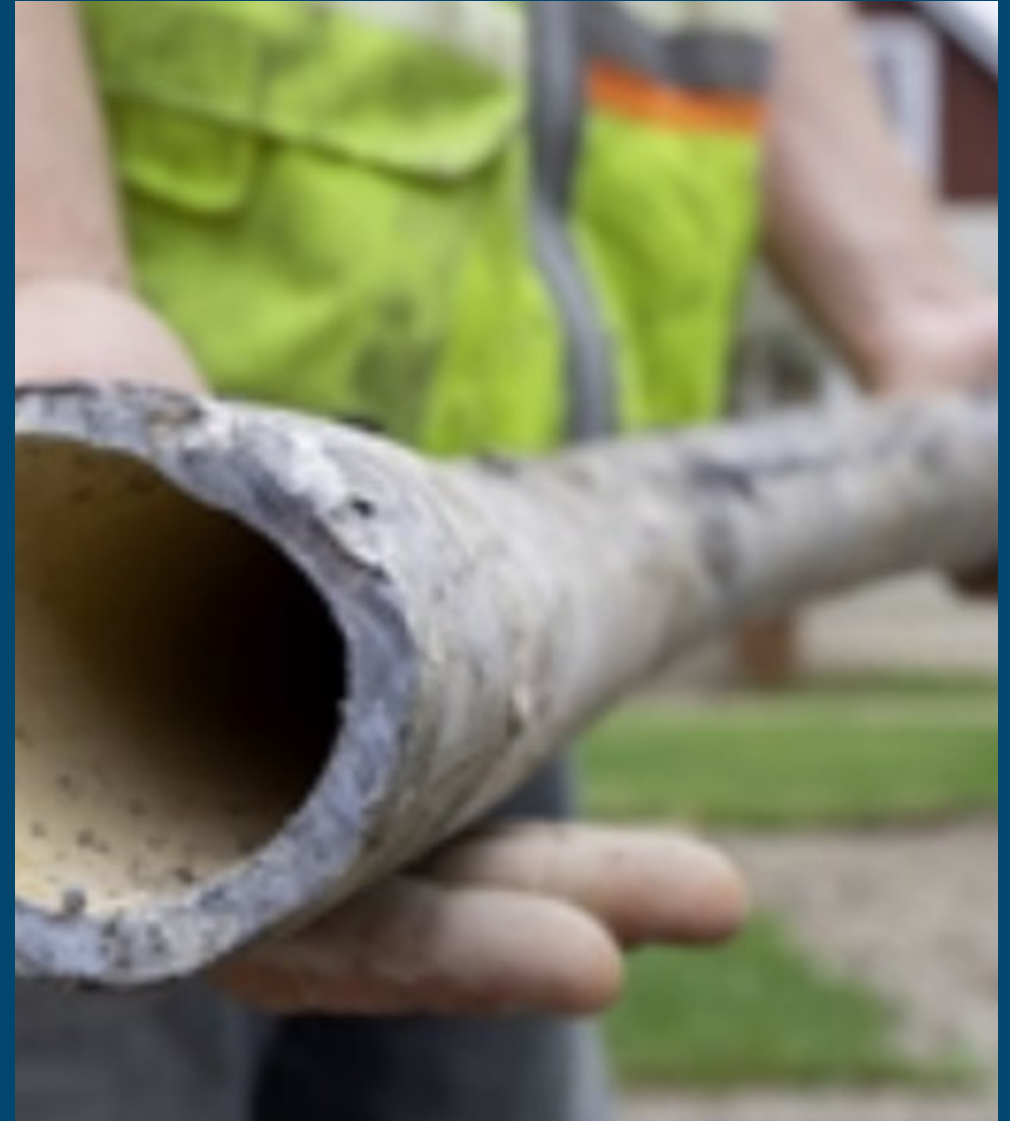
INITIATIVES AND PERFORMANCE INDICATORS | WATER UTILITY



- Annual water main breaks continue to be relatively stable but are very weather dependent.
- Routine leak detection correlation helps to address and minimize water loss from main breaks.

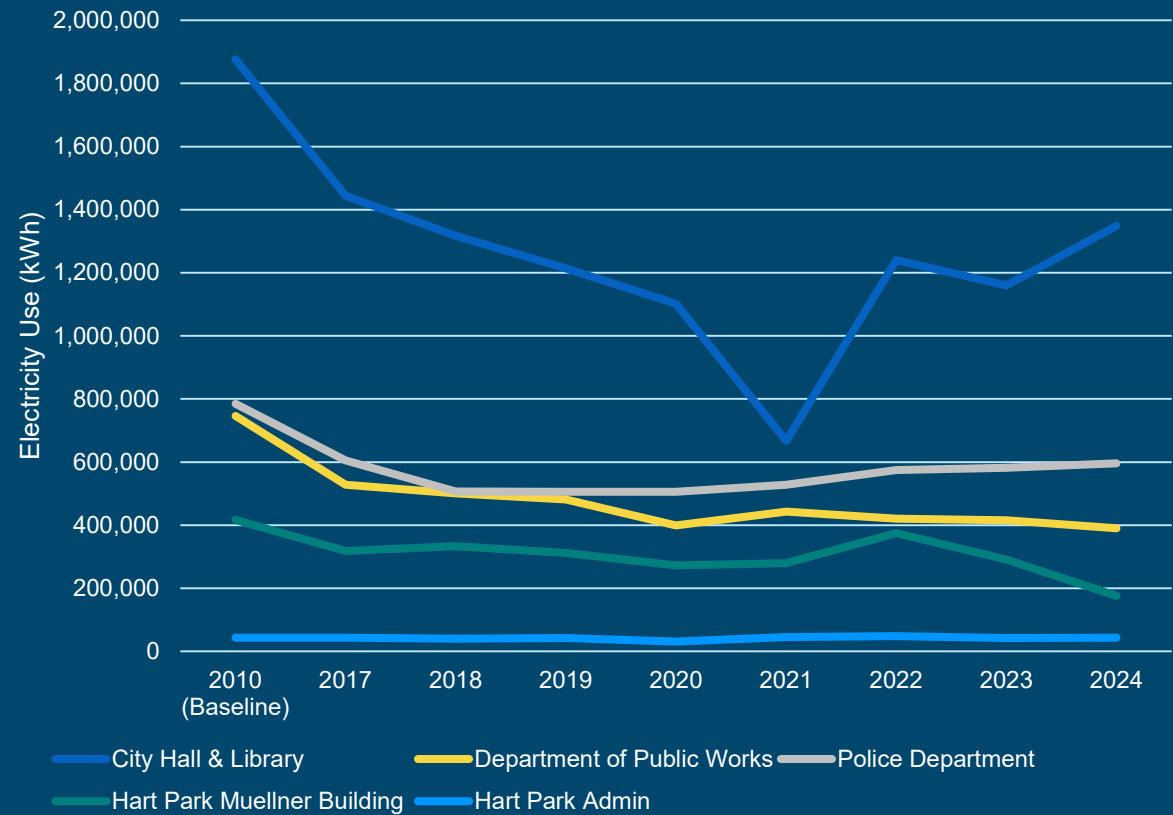
INITIATIVES AND PERFORMANCE INDICATORS | LEAD SERVICE LINES

- U.S. Environmental Protection Agency approved the Lead and Copper Rule Improvements (LCRI) in late 2024, however, the current Administration has indicated changes may be made.
- Policy discussions and decisions will occur with Common Council Committee/s once we feel additional Federal law changes will not be happening or time is of the essence.
 - First item to be discussed will likely be potential financial assistance for replacement of a portion of the privately owned portion of lead laterals.
- Please visit wauwatosa.net/lead to learn more about lead service lines in Wauwatosa.



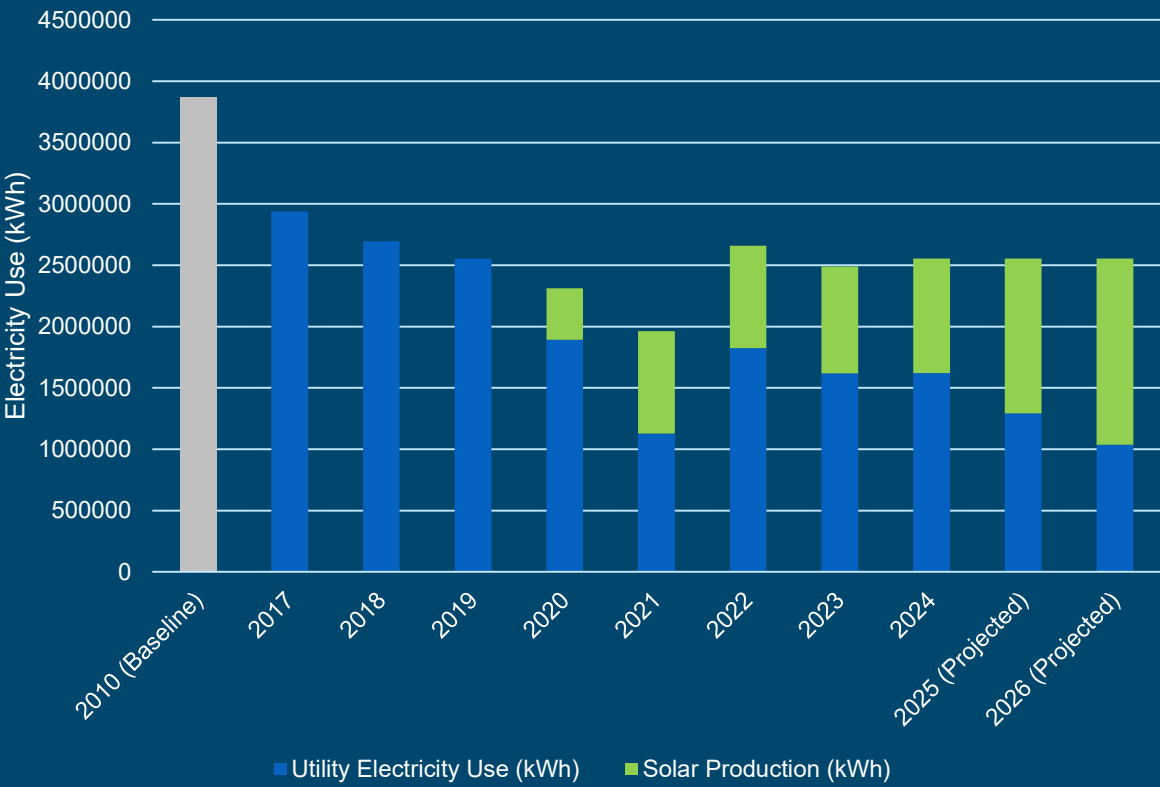
PERFORMANCE INDICATORS| SUSTAINABILITY

Annual Electricity Use by Building



Energy efficiency upgrades have resulted in a **33.9% reduction in electricity use** across these five municipal buildings between 2010 and 2024.

City Building Electricity Use & Solar Energy Production
City Hall/Library, DPW, Police, Hart Park Muellner & Locker/Admin



With new solar arrays installed at Police Station & Muellner Building, **renewable solar energy will account for nearly 60% of total electricity used** across these five buildings.

Note: These charts do not include Fire Stations or Utility owned buildings.

INITIATIVES AND PERFORMANCE INDICATORS | SUSTAINABILITY

Sustainable Municipal Operations

Renewable Energy: Four additional solar photovoltaic systems have been constructed at the Police Station, Potter Road Pumping Station, Hart Park Muellner Building, and Firefly Grove Park. These installations double the City's existing renewable electricity generation at City Hall and DPW. **Planned solar installations at Fire Stations in 2026 will bring cost-saving renewable energy to all Wauwatosa municipal buildings.**

Energy Efficiency: Ongoing grant-funded lighting replacement projects have brought the City's street lights to nearly 100% LEDs, resulting in reduced electricity and maintenance costs.

Electric Vehicles: Two new all-electric vehicles (Ford F-150 Lightning and Ford Mustang Mach-E) have been incorporated into the City fleet with significant funding support from the federal EECBG program. These vehicles reduce fuel costs and air pollution compared to traditional gasoline vehicles.

Community-Wide Clean Energy Goals

Solar Incentives for Residents and Businesses: Common Council passed an annual, capped permit fee waiver for residential and commercial solar installations and participated as an official municipal partner in the 2025 Grow Solar Milwaukee-Waukesha group buy program to increase awareness of the benefits of renewable energy and reduce associated costs for those who live and work in Wauwatosa.

Dedicated Sustainability Staff: Half-time Sustainability Manager joined DPW in March 2025 focused on meeting the goals of Wauwatosa's 2020 Energy Resolution and developing new, strategic sustainability targets and programs for the City.

INITIATIVES AND PERFORMANCE INDICATORS | ENGINEERING & CIP

- **Typical Capital Improvement & Large Maintenance Projects:**
 - **Roadway & Alley Paving Program- (~\$2-20M annually)**
 - **Sidewalk Replacement Program (~\$900K annually)**
 - **Sanitary Sewer Inspection and Repair/Lining Program (~\$1-3M annually)**
 - **Water Main Replacements (~\$2M annually)**
 - **Storm Sewer Replacements (~\$1-2M annually)**
 - **Bridge Inspection and Spot Repair Program (~\$60-500K annually)**
 - **Bus Stop Improvement Program (~\$60K annually)**
 - **Pavement Striping- (\$130,000 budgeted in 2024 and 2025)**
 - **Roadway Crack Filling(~\$400,000 budgeted in 2025)**
 - **Roadway Sealcoating(~\$330,000 budgeted in 2025)**

INITIATIVES AND PERFORMANCE INDICATORS| ENGINEERING & CIP

- **Significant Capital Improvements - Construction in 2025 includes:**
 - **Reconstruction of Watertown Plank Road and 115th Street**
 - **Utility / Roadway reconstruction on Wisconsin Avenue, 68th St – 72nd St, and 70th St**
 - **Wisconsin Avenue Bridge Replacement over Honey Creek**
 - **Center Street Roadway Reconstruction – 113th Street to 118th Street**
 - **Burleigh Street Multi-Use Trail from Mayfair Road to Menomonee River Parkway**
 - **Swan Boulevard Bridge Deck Sealing**
 - **Alley, Sidewalk, Pavement Repair Contracts at various locations throughout the City**
 - **Traffic Calming Improvements at 5+ locations**
 - **Citywide Traffic Signal Retiming Project**
 - **Signalized Intersection Improvements at Wisconsin Avenue and 76th Street, and along Watertown Plank Road – 87th Street to Discovery Parkway**
 - **Burleigh water tower pump station building**
 - **Hart Park Track Replacement & Pickleball Court Conversion**
 - **Demolition of Incinerator Building at the City Garage**

INITIATIVES AND PERFORMANCE INDICATORS| ENGINEERING & CIP

- **Significant Capital Improvements- Planning efforts in 2025 include:**
 - **2026 Road, Alley, and Sidewalk Improvement Programs**
 - **North Avenue Reconstruction from Met-to-Wee to 76th Street (including bridges)**
 - **Highway 181 Rehabilitation Project from Center Street to Wisconsin Avenue**
 - **Wisconsin Avenue Multi-Use Trail (TAP Grant)**
 - **Schoonmaker Creek Watershed Flood Mitigation Project**
 - **MMSD's Menomonee River Levee Construction and Accreditation Project**
 - **Hart Park Tennis Court Comfort Station Project**
 - **Sanitary Sewer Rehabilitation Projects**
 - **Walnut Road UPRR Grade Separation Community Connector Project**
 - **Traffic Signal, Fiber Optic, and Lighting Infrastructure Improvements**
 - **Neighborhood Traffic Calming Program & Prioritization Project**
 - **Wauwatosa Safety Action Plan & Creation of Vision Zero Action Team**
 - **Elm Grove Water System Extension – Phase 2**

Thank you

