

# State of the Village 2019

## Mission

To be a leader in accountable and innovative public service, striving for the continual enhancement in the quality of the Village.

## Strategic Initiatives

Service Excellence

Civic Engagement

Fiscal Integrity

Sustainability



# Bayside by the Numbers

1,831

Households



2018 Bayside  
Population

2.39

Area in  
Square Miles



Median  
Household  
Income

48

Median Age



Average value  
of a home



4,389



\$82,390



\$361,400

## Why is Bayside Buzzing?

\*2017 Community Survey

84.4%

Likely to stay  
in Bayside  
for the  
next 5 years



Likely to  
recommend  
living in  
Bayside

92%

Rate Village  
communications  
(Buzz and  
Website)  
as excellent



Proud to  
live in  
Bayside

96.2%

Rate safety  
as excellent  
or good



Feel safe in  
neighborhoods  
and community  
during the day



91.7%



94.7%



99%

# High Performing Government

Recognized  
by ICMA  
8 years

Healthy  
Communities  
Designation

Financial  
Reporting  
8 years

Distinguished  
Budget Award  
11 years



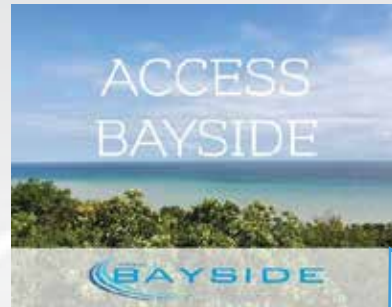
Tree City  
10 years  
Growth Award  
7 years

Bird City  
9 Years

Wisconsin  
3rd Safest City  
USA  
21st Safest City

Finalist  
2 years

# One Click, That's It



1,186 Service Requests  
Top 5 Most Requested

## BENEFITS

- Service Requests
- Helpful Information
- Staff Contacts
- Social Media
- Access to Communications

## FAST FACTS

- 1,186 service requests
- 227 mobile app users
- 66% closed within service level agreement
- 28.8 hours to acknowledge request

1 Do Not Solicit List (205)

2 Special Pick-Up (122)

3 Vacation Check (72)

4 Village Owned Property (62)

5 Mulch Delivery (58)

### Ten Current Service Requests

1 Do Not Solicit Requests

3 Home Security Info

5 Mulch Delivery

7 Special Event Parking

9 Special Pick-Up

2 Garbage/ Recycling Containers

4 Mailbox Damage

6 Pothole

8 Vacation Check

10 myBlue

# 2018 Projects



## Ravine Lane Sanitary Sewer Stabilization

A sanitary sewer manhole became destabilized due to erosion along the bank of the ravine on the north side of West Ravine Lane. At this time, the manhole has been stabilized and slope has been re-graded with additional erosion control solutions to prevent further issues.



## Tree Removal & Planting

Due to the impact of the Emerald Ash Borer (EAB), the Village tree population has continued to be hit hard. 71 trees were removed in the Village with 66 trees, or 93%, being ash. The Village did plant 37 trees through the Adopt-A-Tree Program to contribute to a diverse and resilient urban forest.

## Ellsworth Park Storm Water Management

The project provides the Village the option to move stormwater from Ellsworth Park to Village Hall toward Fish Creek., the pond north of Village Hall. The Village pond was increased in size to hold 1.5 million gallons and the project reduces the strain on Indian Creek.



## Fund For Lake Michigan Grant

The project created a flow path model of the Pelham-Health neighborhood, engaged residents through community meetings and social mapping. The Village also created three (3) prototype storm water ditch options of a bioswale, bio-retention and rain garden for stormwater management.



## Culvert Replacement

47 driveway culverts were replaced and 11,200 feet of stormwater ditching was completed to improve stormwater capacity and flow.



## Road Improvement Project

The Village resurfaced Sleepy Hollow Road, North Tennyson Drive between Brown Deer Road and Standish Place, and Standish Place from Lake Drive to the eastern cul-de-sac.



## 2019 Projects

Road Improvement

Culvert Replacement

Tree Removal & Planting

Stromwater Rehabilitation

Sanitary Sewer Rehabilitation



# Bayside Communications Center

## Who We Are

22 team members provide 9-1-1 and non-emergency dispatching for 7 communities and North Shore Fire Rescue, impacting over 65,000 lives every day.

The Center completed 1,596 hours of training throughout 2018 and maintains minimum of 24 hours per year for all telecommunicators.

## Preparing for the Call



## What We Do

**Non-emergency Calls: 82,879**  
-Decrease of 4.07% from 2017

**Emergency Calls: 25,334**  
-Decrease of 1.4% from 2017

**Total Calls: 108,213**  
-Decrease of 3.4% from 2017

- Bayside
- Brown Deer
- Fox Point
- Glendale
- River Hills
- Shorewood
- Whitefish Bay
- North Shore Fire Rescue

## Who We Serve

# Public Safety

Total number of calls for Service:

**8,453**

Number of calls for Service in Bayside:

**427**

## Fire Service Calls

Total: 2,114  
Bayside: 104  
Percentage in Bayside: 5%

## Medical Calls

Total: 6,339  
Basic Life Support (BLS) Bayside: 190  
Advanced Life Support (ALS) Bayside: 133  
Medical (Bayside only): 5.1%

## Response Time (mins.)

Fire total: 5:42  
Fire (Bayside only): 5:28  
EMS Total: 5:24  
EMS (Bayside only): 5:04

Total number of calls for Service:

**17,924**

Citations:

**1,060**

Officers Paul Picciolo and Cory Fuller were promoted to Lieutenant.

Hired Doug Larsson as Chief of Police.

Wisconsin Law Enforcement Accreditation Group (WILEAG) CORE accreditation status achieved.

787 hours of training completed  
17,924 calls for service  
Averaged 301 miles patrolled per shift

## Department of Public Works



The Department of Public Works (DPW) works diligently to care for the Village. Most notably, the DPW maintains 14,500 feet of sidewalk, 46.3 lane miles, and over 7 acres of Ellsworth Park. In 2018 alone, the DPW regraded 11,200 feet of storm-water ditch, collected 1,186 tons of garbage and 541 tons of recycling, and cleaned 18,400 feet of sewer mains.

## North Shore Health Department



The North Shore Health Department serves the seven communities of Bayside, Brown Deer, Fox Point, Glendale, River Hills, Shorewood, and Whitefish Bay. The Department provides a number of critical resources to include clinics and screenings, a community health assessment, opioid resource guide, and lead and radon poisoning awareness.

# Ellsworth ◆ Park ◆

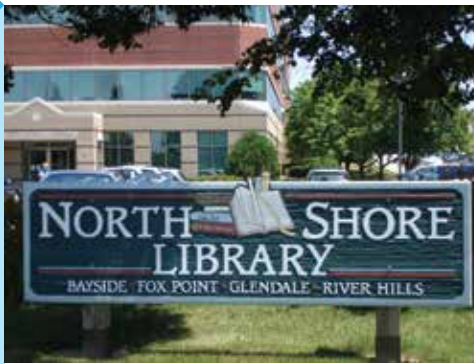


## Finance and Administrative Services



The Finance and Administrative Services Department effectively monitors all Village finances and budget, earning it the Government Finance Officers' Association Certificate of Excellence in 2018. Last year, the Department also successfully held four elections and ran 5 Events such as the annual 5k Run which was attended by 2,500 residents.

## North Shore Library



The North Shore Library serves Bayside, Glendale, Fox Point, and River Hills. 51% of the materials checked out by Bayside residents come from the North Shore Library.



1

The Village owns and maintains the 7.1 acre Ellsworth Park, located across from Bayside Middle School.

2

The park features a baseball diamond, tennis, pickleball, and volleyball courts, and soccer fields which are all available for rent.

3

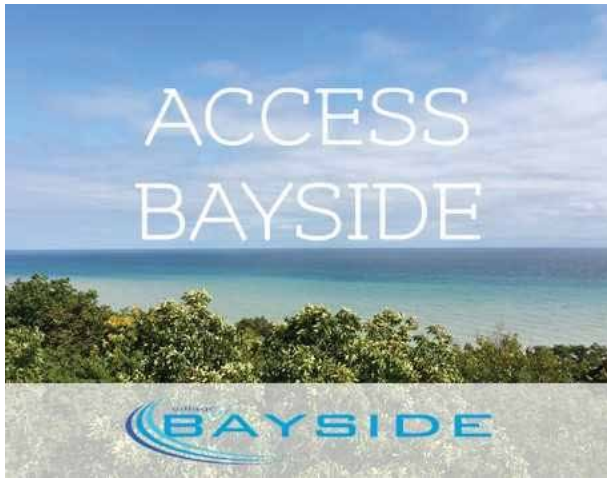
Residents of the Village are welcome to attend the annual 5k Run/2 Mile Walk and stay for Movie in the Park and bonfire.

4

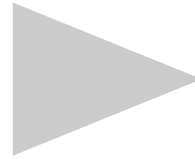
Ellsworth Park is home to Bayside's Best Dog and bicycle decoration contests after the 4th of July Parade.



# Connect With Bayside



## Fast Facts



1

Bayside made 396,850 unique interactions in 2018 through mobile, print, and web-based media

2

47,236 web site visits

3

46.3% open rate for Bayside Buzz

4

9,481 Buzz emails sent monthly to approximately 2,000 subscribers

5

Reached 160,230 Facebook users

6

Made 55,427 impressions on Twitter

7

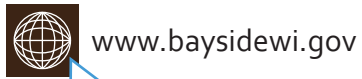
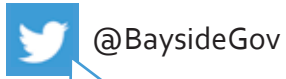
1,186 service requests submitted through Access Bayside

8

19,008 copies of the Village Scene mailed

9

139 Village articles submitted for the Village Scene



For our full list of social media accounts, visit [www.baysidewi.gov/453/connect](http://www.baysidewi.gov/453/connect)