

Snow/Weed Complaint Process - Cost of Service

Task	Time - Minutes	Snow	Weeds
Admin receives complaint	5	4.28	4.28
Admin looks up property for 1st or subsequent complaint	5	4.28	4.28
- 1st complaint - record parcel #			
- 1st and subsequent complaints - email to Team Lead to check			
- Log in Code and Contact - follow up if requested			
Team Leader schedules the inspection and checks property	30	36.39	36.39
- 1st complaint - Checks for compliance and takes photo if not in compliance			
- 2nd complaint - checks and takes photo			
Team Leader inspection mileage use of vehicle	mileage	10.00	10.00
Team Leader lets Admin know if in compliance	10	12.13	12.13
- 1st complaint - Not in compliance send letter to property owner			
- Subsequent complaint - compliance - yes/no			
Admin starts updates Code & Contact	12	10.27	10.27
- 1st complaint			
Makes up a work order for the contractor			
Sends letter to property owner. Holds for 5 business days to give property owner time to cut			
- 2nd complaint			
Makes up contractor sheet and gives to contractor to cut			
Team Leader schedules the inspection after 5 business days and checks property	30	36.39	36.39
- 1st complaint - Takes photo			
Team Leader inspection mileage use of vehicle	mileage	10.00	10.00
Team Leader lets Admin know if in compliance	10	12.13	12.13
- 1st complaint - emails photo			
Admin gives 1st complaint sheets to contractor after 5 business day hold is completed	5	4.28	4.28
Contractor inspects and cuts if needed and returns forms to Admin and emails pictures to Admin	Contractor Cost		
Admin follows up with contractor for return information. Admin renames and saves pictures to the annual weed file	10	8.55	8.55
Admin attaches photos to issue in Code & Contact			
Admin scans contractor sheets and any other pertinent information to Code & Contact	10	8.55	8.55
Admin enters billing amounts			
Admin changes status to ready to be billed			
Admin files paperwork			
Accountant prints pictures from Code & Contact	10	9.79	9.79
Accountant prepares billing in Springbrook			
Accountant Prints invoices			
Accountant checks invoices, combines invoices and pictures and sends to property owner			
Clerk's office certifies the special and mails the billing	5	7.16	
Treasury takes payment	5	4.42	4.42
Admin validates the invoice from the contractor for proper billing and enters for payment	10	8.55	8.55
Admin takes property owner calls regarding invoices	15	12.83	12.83
- Looks up Code & Contact, contractor sheets, photos			
- Gives property owner information on appeals process			
Total Administrative Costs for City		200.01	192.85
Average contractor rate for service		100.00	277.17
Total Cost of Service		300.01	470.02
If Contested			
Clerks office receives the letter to contest	10		
- Requests information from Admin			
Admin prints all information	5		
- pictures, contractor form for Clerk			
Clerk places item on BPW agenda and contacts property owner to attend the meeting	10		
BPW makes determination on appeal	10		
Clerk sends out letter with determination	10		
Finance adjusts invoices as determined by BPW	5		

Admin received invoice from contractor - matches property to billing - pays invoice	5		
Accountant receives invoice batch - Reviews invoice entry for accuracy - cuts check for invoice - Stuff and mails check to contractor	10		

Clerical Wage Rate	51.33
Inspection Wage Rate	72.78
Accountant Wage Rate	58.75
City Clerk Wage Rate	85.95
Treasury Wage Rate	53.02
Billable Hours to determine Wage Rate	1688
Unrecoverable costs (utilities, office space/equip/supplies, RFQ process)	20%
Mileage	10
Average Snow billing from Contractor	100
Average Weed billing from Contractor	277.17