

## Snow/Weed Complaint Process - Cost of Service

Task	Time - Minutes	Snow	Weeds
Admin receives complaint	5	4.38	4.38
Admin looks up property for 1st or subsequent complaint - 1st complaint - record parcel # - 1st and subsequent complaints - email to Team Lead to check - Log in Code and Contact - follow up if requested	5	4.38	4.38
Team Leader schedules the inspection and checks property - 1st complaint - fills out and leaves door hanger - 2nd complaint - checks and takes photo	30	33.77	33.77
Team Leader inspection mileage use of vehicle	mileage	7.00	7.00
Team Leader lets Admin know if in compliance - 1st complaint - emails copies of bottom 1/2 of door hanger - Subsequent complaint - compliance - yes/no	10	11.26	11.26
Admin starts updates Code & Contact - 1st complaint Makes up a work order for the contractor Holds for 48 hours to give property owner time to cut - 2nd complaint Makes up contractor sheet and gives to contractor to cut	10	8.75	8.75
Team Leader schedules the inspection after 48 hours and checks property - 1st complaint - Takes photo	30	33.77	33.77
Team Leader inspection mileage use of vehicle	mileage	7.00	7.00
Team Leader lets Admin know if in compliance - 1st complaint - emails photo	10	11.26	11.26
Admin gives 1st complaint sheets to contractor after 48 hour hold is completed	5	4.38	4.38
Contractor inspects and cuts if needed and returns forms to Admin and emails pictures to Admin	Contractor Cost	91	143
Admin follows up with contractor for return information. Admin renames and saves pictures to the annual weed file Admin attaches photos to issue in Code & Contact	7	6.13	6.13
Admin checks to see if there were any other violations in the last 3 years to determine billing	5	4.38	4.38
Admin scans contractor sheets and any other pertinent information to Code & Contact Admin enters billing amounts Admin changes status to ready to be billed Admin files paperwork	10	8.75	8.75
Accountant prints pictures from Code & Contact Accountant prepares billing in Springbrook Accountant Prints invoices Accountant checks invoices, combines invoices and pictures and sends to property owner	10	8.83	8.83
Clerk's office certifies the special and mails the billing	5	5.41	
Treasury takes payment	5	3.77	3.77
Admin validates the invoice from the contractor for proper billing and enters for payment	8	7.00	7.00
Admin takes property owner calls regarding invoices - Looks up Code & Contact, contractor sheets, photos - Gives property owner information on appeals process	15	13.13	13.13
<b>Total Administrative Costs for City</b>		<b>274.36</b>	<b>320.95</b>
<b>Average contractor rate for service</b>		<b>91.00</b>	<b>143.00</b>
<b>Total Cost of Service</b>		<b>365.36</b>	<b>463.95</b>
<b>If Contested</b>			
Clerks office receives the letter to contest - Requests information from Admin	10		
Admin prints all information - pictures, contractor form for Clerk	5		
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	52.53
Inspection Wage Rate	67.54
Accountant Wage Rate	52.99
City Clerk Wage Rate	64.94
Treasury Wage Rate	45.25
Billable Hours to determine Wage Rate	1688
Unrecoverable costs (utilities, office space/equip/supplies, RFQ process)	20%
Mileage	7
Average Snow billing from Contractor	91
Average Weed billing from Contractor	143