

# City of Wauwatosa Newsletter

Volume 34, Issue 4

<http://www.wauwatosa.net>

Winter 2013

## Mayor's Corner

Dynamic Growth for Future Prosperity

As 2013 comes to an end and we look forward to 2014, I thought this would be a good time to review what's been accomplished and what's ahead.

Numerous construction projects have disrupted us throughout the year. We experience inconveniences and delays in daily routines, but we've made progress. The WisDOT projects have been very challenging with the greatest traffic impacts on Bluemound Avenue, Hwy. 100, Glenview Avenue, Wisconsin Avenue, Watertown Plank Road and Capitol Dr. All rebuilt to accommodate traffic that will be diverted for rebuilding the Zoo Interchange. You see more lanes, improved crosswalks and better signaling.

In addition, City projects included replacing antiquated water mains (that could wait no longer) near Harmoniee Bridge, finishing Ruby Avenue, resurfacing 100 Street and reconstruction of Burleigh St.

Looking ahead in 2014, road construction will continue by WisDOT for the new US 45 Interchange. The City will work with WisDOT on road improvements. We will continue sewer repairs and relining to mitigate flooding and work on road improvements and watch for enhancements to the Hart Park Playground Pavilion.

All of this work does pay off for the City resulting in a more diverse economy and adding to our property tax base. New projects at Froedtert Hospital, UWM Innovation Campus, Mayfair Collection and several new apartment developments. Smaller retail districts are growing with new many businesses on North Avenue, 68<sup>th</sup> St and in the Village.

There is an excitement and buzz about Wauwatosa throughout the region. We are a highly desirable place to live, work and play. I appreciate your patience as we all try to function with these interruptions in our daily lives. At times it is not easy, but these improvements help us maintain our high quality of life in Wauwatosa, AND grow stronger for the future.

## Holiday Recycling & Refuse Pickup 2013-14

Mon. & Tues. Dec. 23-24 – Regular pickup

**Wed. Dec. 25 - Holiday No Collection**

Thurs. Dec. 26 - Pickup Wednesday 12/25

Fri. Dec. 27 - Pickup Thursday 12/26

Sat. Dec. 28 - Pickup Friday 12/27

Mon. & Tues. Dec. 30-31 - Regular pickup

**Wed. Jan 1 - Holiday No Collection**

Thurs. Jan 2 - Pickup Wednesday 1/1/14

Fri. Jan. 3 - Pickup Thursday 1/2/14

Sat. Jan. 4 - Pickup Friday 1/3/14

Mon. Jan. 6 - Resume regular collection schedule

## Important Reminders for Recycling & Garbage Collection

- All carts must be at the curb by 7am on your collection day.
- All materials must fit inside the cart.
- Proper cart placement:
  - **Do not** put carts in the street.
  - Carts **must** be at the **back of the curb or alley edge**.
  - **Three foot** of clearance needed for pickup.
  - **Clear snow** as needed for proper placement.

Refer further questions to Public Works 471-8422.

## Christmas Tree Collection

Mon. January 6<sup>th</sup> through January 17<sup>th</sup> on day of Garbage and Recycling collection – weather permitting. **No bags/decorations/wreaths - Trees are 100% recycled!**

## Public Works Drop-Off Center

11100 W. Walnut Road

Open: Tuesday-Saturday, 7:30 AM—4:30 PM

Dec. 18 — Jan. 4 No permit required – only proof of residency.

**CLOSED December 25 & January 1**

ELECTED OFFICIALS DIRECTORY

FAX: 471-8989

TTY: 471-8484

Mayor Kathy Ehley Phone: 479-8915  
 Richard Baker, Municipal Judge Phone: 471-8488

<b>First District</b> Peter Donegan 259-8973 James Moldenhauer 453-8821	<b>Second District</b> Kathleen Causier 771-0123 John Dubinski 708-9978	<b>Third District</b> Tim Hanson 617-2950 Gregory Walz-Chojnacki 475-0260	<b>Fourth District</b> Dennis R. McBride 258-4574 Jill M. Organ 302-9098
<b>Fifth District</b> Bobby Pantuso 736-5700 Joel Tilleson 316-2120	<b>Sixth District</b> Brian Ewerdt 915-7379 Jeffrey Roznowski 258-0633	<b>Seventh District</b> Cheryl Berdan 550-0184 Donald F. Birschel 476-5971	<b>Eighth District</b> Jason G. Wilke 527-1146 Craig Willson 745-5188

## Library Hours



Monday through Thursday: 9 AM-9 PM  
 Friday & Saturday: 9 AM-5 PM  
 Sunday: 1 PM-4 PM  
 Closed Jan. 1, 4, and 5.

Overdue fines, renewals 414-471-8484  
 Telephone reference and adult services 414-471-8485  
 Children's services 414-471-8486  
 Administration/room reservations 414-471-8487

Email: [contact@wauwatosalibrary.org](mailto:contact@wauwatosalibrary.org)  
 Website: [www.wauwatosalibrary.org](http://www.wauwatosalibrary.org)

## For Children and Families

**MILWAUKEE BUCKS READING CHALLENGE** for students in 3<sup>rd</sup> through 10<sup>th</sup> grades begins Wednesday, Jan 2<sup>nd</sup>.

**RHYME TIME** for newborns through 3 year-olds with adults and siblings begins on Wed/Thurs, January 8/9<sup>th</sup> and ends January 22/23<sup>rd</sup>; 3 week series, 20 minute sessions. This early literacy program for babies and pre-kindergarten children features rhymes, stories, songs, finger plays and dramatic movement. *No registration required.*

**TOSA'S ALL-CITY READ PROGRAM** for students in Kindergarten & up will be held Friday, January 31<sup>st</sup> from 3:45 – 4:30pm in the Children's Story Room. Stories and activities about imagination, space and siblings will be featured. *Register in person or by phone beginning Saturday, January 4<sup>th</sup> with a valid library card.*

**LIBRARY STORY TIME** for 3, 4, 5 and 6 year olds who are able to attend story time independently begins Wed/Thurs, February 5/6<sup>th</sup> and ends February 26/27<sup>th</sup>; 4 week series, 30 minute sessions. Programs include stories, songs, crafts, dramatic movement, and fun with literacy. *No registration required.*

**KOHL'S WILD THEATER: "Tale of Two Hemispheres"** is most appropriate for 1<sup>st</sup> through 5<sup>th</sup> graders and families with children of all ages; Saturday, February 8th; 10:00 – 10:45 am.

This conservation-themed program, presented by The Zoological Society of Milwaukee and Kohl's Cares, includes drama, songs and puppetry. *No registration required.*

**PINOCCHIO**, presented by the Florentine Opera Company for students in Kindergarten through 8<sup>th</sup> Grades, Saturday, March 8<sup>th</sup> from 2:30 – 3:15pm; held in the Civic Center Auditorium. *Register in person or by phone beginning Saturday, February 8<sup>th</sup> with a valid library card.*

**PAROCHIAL ELEMENTARY SCHOOL ART SHOW** on display in the Children's Library from Tuesday, March 11th – Friday, March 28th.

**RHYME TIME** for newborns through 3 year-olds with adults and siblings begins on Wed/Thurs, March 12/13<sup>th</sup> and ends March 26/27<sup>th</sup>; 3 week series, 20 minute sessions. This early literacy program for babies and pre-kindergarten children features rhymes, stories, songs, finger plays and dramatic movement. *No registration required.*

## Depositing Snow into Street Unlawful

Did you know that it is unlawful to plow or blow snow from private property into the street? When home and business owners arrange for contractors to clear snow from their property it is important that they remind their contractor of this part of the municipal code. The Wauwatosa Municipal Code, Chapter 12 Removal of Snow and Ice, Section .060 "Throwing Snow and Ice on Street Unlawful" spells out the part of the code that prohibits anyone from leaving plowed or snow blower snow anywhere in the street right-of-way. The snow cleared from paved surfaces must remain on the property. This includes medians, boulevards, islands, and terraces (between the curb and the sidewalks). Everyone's cooperation is appreciated regarding proper snow clearing procedures.



## Health Department News



### Does Your Home Have Radon?

**Radon is a cancer-causing, radioactive gas.** You can't see, smell or taste radon. But it may be a problem in your home. Radon is estimated to cause many thousands of lung cancer deaths every year. In fact, the Surgeon General has warned that radon is the second leading cause of lung cancer in the United States today.

**Radon has been found in all Wauwatosa zip codes.**

Radon comes from the natural breakdown of uranium in soil, rock and water and gets into the air you breathe.

**You can fix a radon problem.**

There are simple ways to fix a radon problem that aren't too costly. Even very high levels can be reduced to acceptable levels.

**You should test for radon.**

Testing is the only way to know if you and your family are at risk from radon. The Environmental Protection Agency (EPA) and the Surgeon General recommend testing all homes below the third floor for radon. Testing is inexpensive and easy.

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### Flu Vaccine Still Available

Flu cases have been reported in the area and it is not too late to get a flu shot. The Wauwatosa Health Department is offering vaccine for \$25 cash or check (or we will bill standard Medicare part B/Medicaid). Special Discount: Donate 5 non-perishable food products for Tosa Cares and get \$10 off. For more information or questions call the Public Health Nurse Line at 414-479-8939.

**Walk-In Dates (all from 8:30 am to 4:00 pm):**

Thursday, Dec. 19

Friday, Dec. 20

Monday, Dec. 23

Thursday, Dec. 26

Friday, Dec. 27

Monday, Dec. 30

### Adopt a Fire Hydrant!

Heavy winter snow falls can result in beautiful scenery but that same snow could prove deadly if it results in a fire hydrant being buried. It's ironic because most of us will go to great lengths to keep our driveway clean and salted but how many of us take the time to dig out a fire hydrant on our property?

Furthermore, we have learned to install smoke detectors and change our batteries every year but then we watch our fire hydrant disappear under a blanket of snow and we think nothing of it. How do we think the fire department will fight a fire if they can't find a fire hydrant and who will dig it out if the homeowner won't take the time?

With over 2,000 hydrants located across a 13 square mile City it's simply not possible for the Wauwatosa Fire Department to locate and dig them all out. That's why we are encouraging our citizens to adopt a hydrant in Wauwatosa. If you have a fire hydrant in your front yard consider it your own and treat it just like a part of your own fire protection system! Keep the shrubbery trimmed around it and take the time to dig it out when it snows. Clear a four foot diameter circle around your hydrant and clear a path from the hydrant to the street. If your neighbors have a fire hydrant and they are on vacation then care for that hydrant while they are gone. After all, that hydrant's water may be needed for your home.



**Radon test kits will be available starting January 2nd, 2014 to Wauwatosa residents for**

**\$5.00**

**Pick up at the Wauwatosa Health Department**

**For more information, please contact the Wauwatosa Health Department at**

**479-8939**

*Quantities limited.*



# City of Wauwatosa Newsletter

City Hall, 7725 W. North Avenue, Wauwatosa, Wisconsin 53213-0068



## Did you know...

you can report property maintenance issues by visiting the City's Website or in person at City Hall? To file a complaint in person, you can fill out a Property Maintenance Complaint Form at the Building Department Counter located in City Hall. Please note that anonymous complaints over the phone or by email cannot be processed.

For further information on submitting online concerns, please visit the Property Maintenance page at <http://www.wauwatosa.net/index.aspx?nid=389>. This is where you can click on "Complete and submit the Property Maintenance Form" and find the Request Tracker System which is a tool used by citizens to report **non-emergency** issues. From there, you will be prompted to create a new user account if you have not already done so. Upon submitting a request, you will receive an automated acknowledgement via email stating that the request has been received by city staff. As needed, additional communication will be provided to you by City staff and you will receive an email when the request has been completed. You may also login to the Request Tracker System to view or update existing requests or to update account information. The online reports are checked daily and any requests to inspect properties are forwarded to the appropriate department (Code Enforcement, Health Department and/or the Police Department).

It is important to keep in mind that inspectors must be able to see the violation in order to verify the complaint and issue an order. If you or another neighbor is willing to allow the inspector to view the violation from an adjacent lot, please make a note on the registered complaint form. If the complaint is verified, the inspector will take photos, confirm ownership and issue an order.

## Rules of the Road

Recent news articles and events have stressed the need for the motoring public to adhere to the "Move Over" laws regarding law enforcement vehicles. The same "Move Over" laws apply to Public Works vehicles doing their day-to-day activities. As stated in the updated 07-08 Wisconsin Statutes Database, Section 346.072, **Passing stopped emergency vehicles, tow trucks and highway machinery equipment.** (1) If an authorized emergency vehicle giving visual signal, a tow truck flashing red lamps, as required by s. 347.26(6)(b), or any road machinery or motor vehicle used in highway construction or maintenance displaying the lights specified in s. 347.23(1)(a) or (b) or, with respect to a motor vehicle, displaying the lights specified in s. 347.26(7), is parked or standing on or within 12 feet of a roadway, the operator of a motor vehicle approaching such vehicle or machinery shall proceed with due regard for all other traffic and shall do either of the following:

- Move the motor vehicle into a lane that is not the lane nearest the parked or standing vehicle...
- Slow the motor vehicle, maintaining a safe speed for traffic conditions, and operate the motor vehicle at a reduced speed until completely past the vehicle or machinery....

The City of Wauwatosa Public Works Department would like everyone's cooperation when approaching our maintenance vehicles on our roadways. If you have any questions regarding snow plowing and salting procedures please call 471-8422.

### City of Wauwatosa Newsletter Winter 2013 Volume 34-4

**Legislation, Licensing, and Communication Committee:** Alderman Pete Donegan, Chairperson; Alderman Brian Ewerdt; Alderman Gregory Walz-Chojnacki; Alderman Joel Tilleson; Alderman Don Birschel; Editor: A. W. Brown, Administration Dept., Telephone: 414-479-8915

# 2013 Property Taxes

The 2013 property tax bills are expected to be mailed by the week of December 9-13, 2013. These bills are mailed to the owner of record per the Milwaukee County Registrar of Deeds, unless an official mailing address change has been made at the City Assessor's office prior to November 15. If you do not receive a tax bill by December 15, use the city website, [www.wauwatosa.net](http://www.wauwatosa.net) to obtain a copy of the bill. Otherwise, for those taxpayers who do not have access to the internet, please contact the Treasurer's Office at 414-479-8960. Property tax payments are due January 31, 2014.

**Tax Information Is Available on the City Website.** Shortly before the tax bills are mailed, individual 2013 tax balances will be available on the City website. From the main page of the city website, [www.wauwatosa.net](http://www.wauwatosa.net), click the "Property Taxes" button on the left side of the page. Follow the instructions to the City of Wauwatosa property tax web portal. The portal is searchable by parcel number or property address. In addition to balances, payment history, receipts and copies of original tax bills are all available electronically. Additionally, for the first time at the start of a Wauwatosa tax collection period, taxpayers will be able to make tax payments on the City website. See the next section for details.

**I Dislike Long Lines, How Can I Avoid Them?** Many of us envision long lines of people at City Hall waiting to pay their property taxes in December. This is tax collection of December past. Currently, taxpayers can not only use the City website to check that the Treasurer's Office has posted their tax payment, but also can use the website to make property tax payments. Using the website is one of three ways below a taxpayer can make a payment without coming in person to City Hall, see below:

*(1) On the City Website:* By following the instructions on the website, taxpayers can enter the property tax web portal, pull up their property tax balance, and click the "Make an Online Payment" button. They would then complete the payment process & receive e-mail confirmation. It is that simple. The transaction is also displayed on web portal in pending status with a receipt date equal to the date the transaction was completed. Please note that fees do apply. E-checks have the most inexpensive fee at \$1.50 for a transaction under \$10,000. Larger dollar e-checks (\$10,000 or greater) are a \$5.00 fee and credit card fees are 2.39% of the transaction.

*(2) By Mail:* Mail your tax payment in the green envelope provided with your tax bill. Mail the entire tax bill and your check made payable to "City of Wauwatosa". If you receive a property tax escrow check, make sure it is endorsed by one or both mortgage holders. Mailed payments are receipted using the U.S. Postal Service postmark as the receipt date.

*(3) 24-Hour Night Depository:* Payments can also be placed in the 24-hour depository located on the southwest end of City Hall near the employee entrance. A deposit made prior to midnight will be receipted using that day's date.

**But I Like Waiting in Line...** If you choose not to partake in the above timesavers, payments can also be made in person at the Treasurer's Office by cash or check. Business hours are Monday – Friday 8 AM – 4:30 PM. Please bring the tax bill so that receipt information can be validated directly onto the bill. City Hall is closed on Christmas Eve, Christmas Day and New Year's Day. The Treasurer's Office will have special holiday hours on New Year's Eve from 9 AM – Noon. Please note, due to this year's revaluation, that there will be a greater percentage of taxpayers whose escrow checks are larger than the tax due, and therefore are entitled to a refund. The likely result of this will be longer lines, as these are transactions take longer to process. Taxpayers entitled to a refund should also note that refunds can be obtained when paying by mail or via the 24-hour night deposit. A refund check will be processed and mailed promptly – taxpayers will receive their refund check in about a week - so it is not necessary to come in person.

**My Mortgage Company Paid My Taxes.** Payments received by the City directly from mortgage companies are typically not received by our office until the last few days of the December or January (the month depends on each taxpayer's individual mortgage agreement). The City website will have information on the status of these types of payments towards the end of December and January. Payments, when received, are viewable on the property tax web portal.

**I Need A Receipt.** Obtain a receipt one of three ways: (1) use the City website, (2) receive validated receipt information on the tax bill at time of payment in person or (3) enclose self-addressed stamped envelope with a payment sent via mail or dropped in the night depository – include parcel number on envelope. If a self-addressed stamped envelope is not included with the mailed or night deposit payments, our office will only mail a receipt to those who still owe a balance.

**I Have More Questions About My Property Taxes.** For more frequently asked questions on property taxes, visit [www.wauwatosa.net/FAQ.aspx](http://www.wauwatosa.net/FAQ.aspx) and scroll down to the Treasurer's Office section. Or, call your friendly neighborhood Treasurer's Office at 414-479-8960. We are happy to provide any information that will clarify your understanding of this year's property taxes.

# 2013 Revaluation and the Effect on Property Taxes

The single most asked question is how property taxes are affected by the reassessment. This is not a simple answer, but we can say that the percentage change in taxes from the previous year will not exactly equal the percentage change in assessment. There are three factors in play here:

- (1) Overall City assessed value percentage change (4.2% decrease)
- (2) How the percentage change in the individual taxpayer's property compared to the overall City change
- (3) The percentage change in the tax levy from the previous year (approximately 0.2% increase)

At the time of this publishing, the assessed values are finalized and the tax levy and rate are close to final. In the below illustration, three scenarios are examined to aid the taxpayer in determining the effect on their individual property tax bill:

- (1) The change in taxes for the average residential property (2012 vs. 2013),
- (2) The change in taxes if there was no change in assessment, and
- (3) The change in assessment needed which would result in no change in taxes (breakeven point).

## City of Wauwatosa 2013 Reassessment Effect on Property Taxes

Assessed Value:	<u>2012 Value</u>	<u>2013 Value</u>	<u>% Change</u>
	5,477,025,780	5,247,730,500	-4.2%

Tax Levy & Rates:	<u>2012 Net Levy</u>	<u>Est Levy Change</u>	<u>2013 \$ Net Levy</u>	<u>2013 Est Tax Rate</u>	<u>Est Rate Change</u>
	124,351,830	1.0%	125,595,348	23.93	5.4%
		0.2%	124,560,073	23.74	4.5%
	<u>2012 Tax Rate</u>	0.0%	124,351,830	23.70	4.4%
	22.70	-1.0%	123,108,312	23.46	3.3%
		-4.2%	119,145,850	22.70	0.0%

Note how the tax rate changes as levy changes. In order for the tax rate to be unchanged, the tax levy would also have to decrease the same % as the assessed value. The encircled values represent the 2013 estimated tax levies and rates.

Simply put, the tax rate is the levy divided by the assessed value. (Per \$1000 shown)

	<u>0.2% Levy Increase</u>
2012 Tax Rate	\$22.70
2012 Avg Residence Value	\$240,100
2012 Net Taxes	\$5,451

2013 Est Tax Rate	\$23.74
2013 Avg Residence Value	\$217,700
% Change in Value	-9.3%
2013 Taxes, Avg Residence	\$5,167
% Change in Taxes	-5.2%

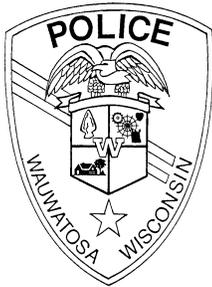
Example 1: 2013 Average Residence vs. 2012 Average Residence. Average resident sees a 5.2% decrease.

2013 Est Tax Rate	\$23.74
2013 Value, No Change	\$240,100
2013 Taxes, No Value Change	\$5,699
% Change in Taxes	4.5%

Example 2: If assessment is the same as the previous year, the % change will equal the % tax rate change.

2013 Est Tax Rate	\$23.74
2013 Value, Breakeven	\$229,700
% Change in Value	-4.5%
2013 Taxes, Breakeven	\$5,451

Example 3: Assessment will have to decrease the same % as tax rate increase for taxes to remain unchanged. Taxpayers will have to have more than 4.5% decrease to see a reduction in their taxes.



Community Support Division  
1700 North 116<sup>th</sup> Street  
Phone (414) 471-8430  
Fax (414) 471-8470

**Wauwatosa Police  
Department**

## **PARKING LOT SAFETY**

**When leaving your vehicle unattended in a parking lot or structure please consider the following crime prevention strategies:**

### **➤ Where do I park?**

Try to park in a well lit area of the parking lot or structure. Even during the daylight hours locate a light pole or fixture to park near. In the event your vehicle remains parked until after dark you will benefit from the added security of lighting.

Try to park near activity points within the parking lot or structure. This could be pedestrian walkways, elevators, vehicle ramps, or guard shacks. The added activity may deter someone from trying to enter your vehicle.

### **➤ Vehicle Security**

Keep your unattended vehicle locked at all times. Keep all valuables out of plain view and in the trunk or rear cargo area of your vehicle. Use an old blanket or jacket to conceal valuables that have to be left in the cargo areas of your SUV, mini van, etc.

Thieves target items such as: GPS units, laptop computers, MP3 players, purses and wallets, backpacks, and shopping bags. Thieves also target stereo and entertainment systems such as CD players, DVD players and video game consoles. Factory and aftermarket car electronics are also in high demand. It is recommended that entertainment and game systems be removed from the vehicle when not in use. Consider installing a radio with removable faceplate.

### **➤ Things to consider**

Although crime can be more prevalent in certain neighborhoods, the reality is that crime can occur anywhere at anytime. Many crimes are crimes of opportunity allowing criminals to take advantage of simple mistakes made by the victim. Get in the practice of minimizing the amount of valuables you have in your vehicle. Conceal your valuables before leaving for your next destination to avoid attracting attention upon your arrival.

Many crimes are also witnessed. Pay close attention to suspicious vehicles or persons loitering in a parking lot or structure. If you feel a crime is about to occur or has occurred, call 911 immediately. Do not engage a suspect but instead report the incident to the proper authorities from a safe location as quickly as possible.

## DO YOU ADVERTISE YOUR HOME'S ELECTRONICS CONTENTS?

When you are unpacking those great electronic gifts you receive at Christmas, do not leave the boxes at the curb. Doing so only advertises what kind of really cool new goodies are in your house. The "Bad guys" do drive around and "Shop", making note of where the flat screens and laptops are based on the boxes at the curb. Then they will actually "Case" the homes where the boxes of the desired items were observed.



So please, break down all your boxes and take them yourselves to proper recycling facilities such as the cardboard dumpsters at the City dump located just east of the Police Station; the Police Station is 1700 N 116<sup>th</sup> St and the dump is 11100 W Walnut St. The dumps hours of operation are Tue – Sat 7:30AM – 4:30PM except holidays. There is a \$10 annual dump permit fee.

## SUSPICIOUS?

The Officers and staff of the Wauwatosa Police Department's Community Support Division spend a lot of time conducting Block Watch and other community meetings and we always encounter people "Afraid to bother the Police" when they observe someone or something that causes them pause. Having a person ignore or rationalizing suspicious behavior can be frustrating for the Police. Often when investigating a crime the police find that a suspicious person and/or vehicle was observed in the area but no call was made to the Police; and in many of those cases if a call was made it may have prevented the crime or resulted in an arrest of the "Bad guy".

So what is suspicious? Well a person walking past our home is not, but that same person who makes several passes past the house should warrant a closer look. If that person is looking up and down driveways, into garages, windows or a vehicle; that too needs a closer look by police. A vehicle driving past the house is not suspicious but if that same vehicle makes several slow passes the police should be notified. A strange vehicle in a driveway, sitting occupied on the street, sitting unoccupied with windows down in inclement weather as well as the service truck parked in an unoccupied home's driveway all should be reported to the Police.

This handout does not identify all the possible activities that can be suspicious so use your judgment and never be afraid or hesitant to call the Police to have them investigate; it is our job to investigate suspicious activity.

It is our hope that this helps clarify when and why a person should call in suspicious persons, vehicles and behaviors. Please keep in mind that alert neighbors are a great crime prevention tool and if we continue to look out for each other Wauwatosa will continue to be a great community to live work and raise a family in.

# WAUWATOSA SENIOR COMISSION

## Senior Lock Box Program

- ✓ Can save your emergency responders valuable time. Your central dispatch can simply notify the responders that a lock box is in use.
- ✓ Provides an alternative to forced entry. If a lock box is used, emergency responder may not have to damage windows and/or doors.
- ✓ Lock boxes are only accessible by authorized personnel in the event of an emergency, because only fire/police departments have keys that can open the lock boxes. Friends, family, and neighbors cannot use this system to access a home.

Supra, A UTC Fire & Security Company offers two different lock boxes (wall or door mounted) which can be used for homes and businesses throughout Wauwatosa. The lock boxes are priced under \$100 and can be ordered by contacting Supra at 866-876-1024 and asking for Robert Cox. Your Title Key will be 6040. When you receive the key safe, contact the Fire Prevention Division at 414-471-8457 to pick a suitable location on your home or building for the key safe or if you have addition questions.

For information on purchasing a lock box call the Fire Department's non-emergency number: 471-8490.

## Getting by with a Little Help from Your Friends

Can you imagine what it might feel like to live alone and not have daily contact with friends, neighbors or loved ones? Isolation and loneliness would be what most of us would feel. For a retired older adult it could also be dangerous. Unless people have a place to go to daily, such as work or school, if they become incapacitated in their home, it could be a day, two days or even longer before someone would wonder where they were.

This year the Wauwatosa Senior Commission collaborated with the Wauwatosa Police and Fire Departments, the Wauwatosa Health Department and Interfaith Older Adult Programs Inc. to merge Tosa's Project Reassurance with Interfaith's Telephone Reassurance.

Telephone Reassurance is a free service for older adults who live alone. The purpose of the program is to ensure that older adults can maintain their sense of well-being while remaining independent in the community. Volunteers make daily calls to these individuals, providing them a sense of security and safety. For some people it may be easier to call Interfaith rather than having Interfaith call them. Some people might need the phone calls 7 days a week while others only need calls during the week. Interfaith can accommodate them!

Wauwatosa residents who participate in Telephone Reassurance are encouraged to purchase a lock box for their home. That way if the fire department needs to get in the house they can do so without damaging the door.

One simple phone call can help give older adults peace of mind knowing that a caring volunteer will be checking with them daily. For more information call Greater Tosa Interfaith at 453-5750.