

May 28: Visiting City Hall, or Accessing Services? Please Read This

South Milwaukee municipal buildings, including City Hall, will reopen for normal hours at 7:30 a.m. on June 1, 2020, with changes in how we serve customers due to the ongoing pandemic. These are in addition to changes already in place as we deliver other key city services.

We encourage you to conduct as much business as possible online at our [city website](#), the SeeClickFix app, and via telephone inquiries.

If a visit to a city building is necessary, we suggest making appointments with the appropriate department. This ensures you can receive service promptly, as staff are being tasked with different assignments at this time, and you may also be able to get your business done without having to visit a city building, limiting in-person contact.

- The main City Hall phone number is 414-762-2222.
- You can see a department directory [here](#).

General Measures

We are encouraging the public to wear face coverings when visiting municipal buildings, and we have provided masks to all of our employees. Across all of our buildings, we are being more vigilant with sanitation practices, including more frequent cleanings throughout the day. Hand sanitizer is also being made available throughout all our buildings. **If you have been exposed to COVID-19 or are showing signs and symptoms, please do not visit city buildings.**

South Milwaukee City Hall 2424 15th Avenue

Please read the following before visiting City Hall.

- Clerk's Office
 - Liquor licensing forms were mailed out, and we encourage them to be returned via mail or the drop box located outside of city hall.
 - Many of our other license applications (bartender licenses, etc.) are also on the website. Please return them via mail or the drop box.
 - To request an absentee ballot, visit the Wisconsin [MyVote website](#).
 - To file a claim with the City, contact Barb Hill at hill@smwi.org or 414-762-2222 x124, or complete a claim form from the [City's website](#) under "Forms & Permits" and submit it to Ms. Hill by email or mail.

- Treasurer.
 - While counter service is available, we are strongly encouraging all payments to be mailed or placed in the City Hall drop box.
 - Property taxes: Visit [this site](#) to pay your property tax bill online, or call 1-800-272-9829 (Use Jurisdiction Code 5842).
 - Water/utility bills: Please visit the [Water Utility web page](#) for a full list of options to pay your water/utility bill. You can pay at the drop box, do so online through your financial institution, or at Tri-City National Bank, 2115 10th Avenue (must have payment stub).
 - Visit the [MADACC website](#) to obtain/renew a dog/cat license online.
- Inspections/Permits
 - Please visit [our website](#) to obtain permits. You may mail in forms, and we encourage phone calls to answer any questions. If you need to come into the building, please fill out the forms prior to your visit.
- Health Department
 - The department will open to clients for immunization clinics and other services; calling to schedule an appointment is strongly recommended.
 - Licensing is underway, and it is recommended that applications be completed and payment mailed. You can also pay via the drop box, or at the front counter of the Health Department, if necessary.
 - All other services are temporarily suspended until further notice, as we continue to dedicate our time to the COVID-19 pandemic.

City Meetings

We will resume live city meetings the week of June 1, with social distancing measures in place for elected officials, staff and the attendees. If a meeting cannot be safely held within the Council Chambers due to the number of people in attendance, the meeting will be rescheduled and held in a different venue.

Municipal Court

Court will resume on June 4 with a variety of safety measures in place. They are being shared with individuals who must appear in court.

South Milwaukee Public Library

The library is partially reopening on June 1. There will be limited services offered at this time including curbside pickup and reference librarian services via phone and email. The following services will be available by appointment: public computer access, new library card requests, fax services, copy services, and notary services. Unfortunately, patrons will not be able to browse for books in person at this time, but online browsing is

available. Please visit the [library's website](#) or call the library at 414-768-8195 for more information.

Grobschmidt Senior Center

The center will remain closed indefinitely, but drive-through meals from the Milwaukee County Department on Aging will continue to be served. For more details on the meal program, please visit the city's [COVID-19 web page](#).

South Milwaukee Police Department

The Police Department lobby remains open. You are encouraged to use the drop box for payments, etc.

South Milwaukee Fire Department

Due to staffing and security issues, the Fire Department will remain secured, with public access restricted to the outer lobby from 6:30 a.m. to 5 p.m. A doorbell is provided outside the front doors for after-hour notification and access. In an emergency, a telephone with direct-dial to 911 is also available outside the front entrance. The non-emergency number is 414-768-8191.

Self-Deposit Station/Street Department

The Self-Deposit Station remains open during normal summer hours: Open Tuesday and Friday 11:30 a.m.-6:30 p.m. and Saturday 9 a.m.-4 p.m.

Self-Deposit fees will be reinstated effective June 16, 2020.

Public access to the Street Department itself will now be through the double storage room doors on the south side of the building. Appointments are encouraged to ensure that a staff member is available to assist you.

Water and Wastewater Utilities

The Utility buildings are generally not open to the public due to staffing issues and for security purposes. If you need to speak with a staff member, please call.

- Wastewater: 414-768-8189
- Water 414-768-8070

Workers will make home visits with appropriate personal protective equipment.