



# Major Accomplishments

2016

## Initiatives and Accomplishments

### City Manager's Office

- Worked with Advisory Committee on Appointments members to update City committee structures.
- Emphasized coordination of customer service to downtown parking issues through the development of a Parking Administrator position.
- Developed and initiated with senior staff the CIP and Budget Process preplanning model.
- Served on Invest Health Project work team.
- Enhanced and emphasized Block Party program and associated activities.
- Facilitated full-time code compliance inspector program refinements and expectations.
- Facilitated a plan to adjust the site plan for a proposed parking structure.
- Updated the Public Officials Handbook with Council Committee members.
- Coordinated first of three Economic Development Summit community meetings.
- Assisted with the creation of the Uniting Bridges, Inc. Board and administered to the Board.
- Worked with Human Resources on the recruitment processes for the Human Resources Director, Community Services Director, and Fire Chief.
- Facilitated the reorganization for Public Works and Parks, Recreation & Forestry into the Departments of Community Services and Engineering.

### City Clerk/Elections

- Located and established a new voting site, prior to the November election, on the northwest side of the city (Calvary Baptist Church) following a fire at a previous site (Plymouth Congregational Church), and notified approximately 2,200 affected registered voters of the location change.

### Information Services

- Network Connections to City Facilities to provide Wi-Fi for guest and operation access, surveillance cameras, door systems, and SCADA system.
  - 4.9 multipoint point-to-point wireless added on Mt. Tom tower to provide connectivity to Boyd Park, McDonough Park, and ad-hoc connections downtown.
- ASA software upgrade.
  - An ASA appliance is a physical firewall that protects our internal network from public networks (i.e. Internet) and prevents unauthorized access into our systems/network.
- Cabling: Boyd Park, Lakeview Cemetery, Parking Ramp, CMF, Fire Station # 2 of City Hall
  - Additional network cable was run at these facilities to provide network access for cameras, Wi-Fi, door systems, etc.
- Camera Installs: McDonough Park, Barstow Street Ramp, Gibson Street Ramp, RCU, Barstow Ice Rink, Wastewater, Boyd Park, Fire Station 2, High Bridge, Phoenix Park Trailhead, Phoenix Park Walk Bridge, Traffic Intersections of Melby/Hastings, Galloway/Farwell, Hastings/Eddy, Oxford/Madison, State/Summit, Hastings/Seymour.
  - Cameras added at McDonough Park to protect new Pickle Ball court and other facilities from vandalism.
  - Cameras were added at the new Barstow Street parking ramp so that it could be run unattended and provide security for the visitors using the ramp.

- Camera added to roof of RCU building downtown to monitor repair of sewer pipe in the Eau Claire River and monitor the construction of the confluence project.
  - Cameras added to Waste Water Treatment Plant to support the operation of the new automated systems and reduce Waste Water Staff on off shifts.
- Milestone camera software: Added a new server, upgraded all servers and mobile server.
  - These servers provide video storage and retrieval for the City's camera systems.
- Fiber additions: High Bridge, Phoenix Park Walk Bridge and Trailhead, Barstow Ramp, and a redundant connection for Barstow Parking Ramp and Phoenix Park Bridge.
  - Fiber at these locations was installed to provide network access for surveillance cameras and Wi-Fi access.
- Switch additions: High Bridge, replaced switches at Chippewa Falls and City Hall data centers, Wastewater, CMF, Boyd Park, Phoenix Park Bridge, and Phoenix Park Trailhead.
  - Additional switches were added and/or upgraded to provide needed network access for City devices, servers, and storage.
- New data closet for ground and 1st floor of Fire Station 2.
  - This change helped remove a data closet that was in the boiler room near fire Inspections.
- Upgrade Cisco Prime.
  - Cisco Prime is software that controls and manages wireless connections throughout The City and Library network.
- Installed and upgraded Solar Winds Orion.
  - Solar Winds Orion is a monitoring system used to gather real time data from applications and devices in our network and provide a graphical interface on the current status of individual devices and network wide services. It also provides historical data to assist in identifying network performance trends.
- Wi-Fi Additions: Ramp, Barstow Ice Rink, McDonough Park, Jeffers, Boyd Park, Carson Park, Phoenix Park Trailhead, Phoenix Park Walk Bridge, Traffic intersections of Melby/Hastings, Galloway/Farwell, Hastings/Eddy, Oxford/Madison, State/Summit, Hastings/Seymour.
  - Wi-Fi was added for operations and visitors at these facilities.
- WiMAX: Jeffers Park, Public Works – 2 Streets Message Boards, 2 installed and 5 vehicles upgraded, Police Department – 3 installed, 14 vehicles upgraded, Fire Department - 1 installed, 2 vehicles upgraded.
  - WiMax is used to reach vehicles and facilities that cannot be reached via Wi-Fi or fiber.
- WiMAX Tower at Station 8.
  - Because of the airports requirement to limit the height of the Pinehurst tower to less than 20 feet of the trees that surround it, an additional WiMax radio was added at Fire Station 8 to help provide coverage near the airport. The FFA approved a tower of 125 feet. 65 feet above the local airport imposed restrictions.
- WiMAX Compact Unit Upgrade at Pinehurst tower.
  - Radio at this tower was upgraded to provide better coverage.
- Cellular installed in 35 Police Department vehicles.
  - Cellular was added to the WiMax and Wi-Fi connectivity that services the Police Department vehicles. WiMax providers belter throughput but the cellular helps fill in the coverage areas near the airport.
- Resolved flow control and cache issues on data center switching equipment.
- Moved Highline to asp model.
- Added switch to Chippewa data center and pseudo wire for full redundancy.

- Downtown traffic light network converted to layer three routing.
- Dell Force 10 switch installation, removal, and subsequent upgrade of Cisco equipment.
  - Dell's switch offering that was used to replace network switch stacks in both primary data centers.
  - Switches were removed due to unreliability for 24/7 operation.
- Migrated all servers to individual user accounts with limited security and unique passwords.
  - Following best practices for network security.
  - Vastly improves the security of the internal network and domain.
- Isolated and reduced utilization of the Admin account from the domain.
  - Following best practices for network security.
  - Vastly improves the security of the internal network and domain.
- Added two Tier 0 Compellent Storage Area Networks to the data center.
  - Storage Area Networks (SAN) is hardware designed to provide large amounts of high speed and reliable storage for our virtual environment.
  - Required for new production software systems, and a needed improvement for several existing solutions.
  - Improves storage capacity.
  - Reduces latency and data speed issues.
  - Scalable for future expansion as needed.
- Utilizing the Compellent SANs, Created a public safety volume, configured a redundant volume in the 2<sup>nd</sup> data center.
  - A volume is a logical separation of storage. The SAN presents storage as whole and volumes securely separate the storage into usable partitions.
  - Adds the ability to copy/replicate primary public safety volume to 2<sup>nd</sup> datacenter to provide 1<sup>st</sup> level data redundancy.
  - Creates the expandable and flexible space for the new public safety system in our data center.
- Created and added a 4 host Virtual Desktop Infrastructure (VDI) that leverages a virtual SAN to provide Virtual desktops/workstations to end users.
  - VDI is virtualization technology that hosts desktop operating systems (windows 7+) on a centralized system.
  - VSAN (Virtual SAN) utilizes storage within each host and pools them together to present storage similar to a traditional hardware SAN. VSAN can grant higher speeds with lower latency, if chosen.
  - Adds on-the-fly virtual workstation options.
  - Self-contained with the highest speed and latency storage for the cost.
  - Leveraging separate hosts and storage creates redundancy and highly available options when paired with the existing data center solution.
- Created multiple desktop pools leveraging the VDI system.
  - Payroll Workstations
  - Admin Workstations
  - Custodian Workstations
- Repurposed a host server to act as the workstation and test cluster portion of the data center.
  - Leveraged existing gear to create a testing location for the data center.
  - Creates a completely separate cluster for handling workstation operating system guests than run in the data center.

- Added two new host servers to the data center.
  - Expanded capacity.
  - Completes the planned redundancy requirements as part of the overall disaster recovery plan.
- Upgraded all host servers to include 10GB network interface cards.
  - Increases capacity for network traffic to and from the network, and the data center storage.
  - Required for new production software systems, and a needed improvement for several existing solutions.
  - Future proofs the hardware and the expanded need for more bandwidth.
- Parking Ramp System install.
  - Created servers and installed the parking ramp system.
- Added Aristotle Appliance.
  - Aristotle is the end client monitoring system.
- Data Center wide re-cabling and re-organization.
  - Took the opportunity while upgrading equipment to re-cable and re-organize all data centers.
- Added Unitrends backup device.
  - Unitrends allows both agent and agentless backup solutions of our virtual/physical servers and appliances.

## Work Measures

### City Manager's Office

- Continued online Citizen Engagement program, *E2C2* and published electronic community newsletter, *Eau Claire Current*, and employee newsletter, *River City Currents*.
- Managed City Hall and City Manager Facebook pages and Twitter accounts, and provided administrative support and training for Social Media platforms throughout the City organization.
- Continued work with the City Council to develop and implement the 2015-18 Strategic Plan.
- Coordinated school age visits/tours of City Hall and requests for visits to youth group meetings.
- Provided administrative assistance to the Joint Commission on Shared Services Initiatives (JCSSI).
- Administered to the Advisory Committee on Appointments meetings and coordinated the Volunteer Appreciation Event.
- Assisted with the annual Juneteenth Celebration.
- Completed the Major Accomplishment Report for 2015.

### City Clerk/Elections

- Coordinated compilation of City Council packets for twice monthly meetings.
- Prepared and electronically posted City Council meeting packets, agendas, and minutes.
- Provided administrative assistance to Administrative Review Board.
- Responded to Open Record requests from citizens.
- Served on Board of Review.
- Served on Municipal Board of Canvass.
- Assisted County with Presidential Recount.

- Conducted four elections:
  - **February Primary**  
Turnout - 5,525 voters. Absentee Ballots Cast – 818. Election Day Registrations – 391.
  - **April Election & Presidential Preference**  
Turnout – 26,366 voters. Absentee Ballots Cast – 3,125. Election Day Registrations – 6,293.
  - **August Partisan Primary**  
Turnout - 5,863 voters. Absentee Ballots Cast – 1,065. Election Day Registrations – 194.
  - **November Presidential Election**  
Turnout - 36,471 voters. Absentee Ballots Cast – 9,066. Election Day Registrations – 7,326.
- Trained 400+ election workers prior to each election, including training for implementation of Voter Photo ID.

### **Information Technology**

- Completely revised the Disaster Recovery documentation.
- Lucity Upgrade.
- Unified the City's ESRI software assets to a single account.
- Upgraded our Domain schema and replaced a domain controller with a new one.
- VMWare training for v.6 completed by the System Engineers.
- Upgraded the City domain master certificate server.
- Upgraded vCenter server to v.6.
- Added a vCenter v.6 appliance for the virtual desktop data center.
- Upgraded all server data center hosts to v.6.
- Upgraded the firmware on all 8 Dell EqualLogic SANs.
- Reconfigured the virtual distributed switching to accommodate the 10GB networking.
- Migrated the backup Unitrends appliance to Mt. Tom.
- Expanded the storage capacity for the L3 in-car video system.
- Created a new IS server to manage MS patches (IS2).
- Revised the Microsoft patch procedures and policies to immediately deploy critical security patches to servers and workstations.
- Re-cabled, moved power supplies, and moved servers/SANs to eliminate two racks in the Eau Claire data center.
- Spillman State Interface audit review and update.

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## Initiatives and Accomplishments

- Appeared before the Wisconsin Supreme Court and sustained a lawful OWI 1<sup>st</sup> conviction against post-conviction challenge establishing important statewide case law in the process.
- Represented the City before the Court of Appeals level by successfully appealing and reversing a motion granted by an Eau Claire County Judge, and then obtained a conviction on remand.
- Defended City and gained dismissal of Central States Tower, Chapel Heights Church, & Verizon Wireless challenge of cellular tower siting decision under city ordinance.
- Successfully defended City against an excessive tax claim filed by Macy's.
- Represented City in a challenge to application of TIF in downtown redevelopment successfully obtaining a dismissal in Circuit Court and sustaining most aspects of the ruling in the Court of Appeals.
- Received a positive ruling in the Circuit Court and currently defending on appeal a claim against the City by Members of Sky Park Industrial Center in a lawsuit challenging protective covenants within the Sky Park Industrial Park.
- Provided legal assistance on the Huebsch building and demolition of that and other blighted City properties and subsequently on potential redevelopment of the site.
- Served as lead negotiator for the City during collective bargaining with Police Patrol Division resulting in voluntary and mutually beneficial changes including the number of normal work day hours through October of 2017 with renewal for two terms of one year.
- Worked with Community Services and Risk Management to enforce encroachment violations.
- Assisted in the update of the City Council Handbook and related discussions.
- Spoke as session presenter and attended League of Municipalities Attorneys Institute.
- Gave presentation at Wisconsin OWI Prosecutors Seminar.
- Co-chaired Leadership Eau Claire Government and Law Day and presented along with Community Development staff at Youth Leadership Eau Claire.
- Served as State Chair to the International Municipal Lawyers Association (IMLA).
- Served on a committee that negotiated a joint municipality agreement with Advanced Disposal on the Seven Mile Creek Landfill site.
- Discussed and advised on street vacation and drafted documents regarding the redevelopment project for UWEC on Garfield and Roosevelt streets.
- Assisted staff in the creation of TIF TID #11.

## Work Measures

- Prosecuted OWI, traffic, disorderly conduct, retail theft, underage alcohol, housing code and other city code violations.
- Conducted 542 pre-trials and 17 scheduled for trial based on 4,724 citations issued.
- Appeared in court on 206 juvenile and truancy citations.

- Counseled and represented the City in enforcement actions related to Code violations.
- Presented training to police officers and provided insight into recent case law updates.
- Trained and gave legal advice for supervisors, public officials and employees.
- Drafted or provided legal advice and assistance on the following ordinance revisions: Reorganization of City Departments; Mobile Food Truck Vendor policies; Snow events and parking and meter changes; Wellhead Protection; Special Assessment policies; Bicycles on sidewalks; Pawnbroker and second hand dealer amendments; Escort licensing; Council and Boards and Commissions procedures and policies; Solar energy standards and policies; Site plan and zoning amendments; Housing Code and Rental Housing Regulations Street and boulevard trees; City, among other resolutions and ordinances researched or considered by the City.
- Advised and assisted management in reviewing and responding to grievances.
- Drafted and obtained inspection warrants allowing entry by Health and Fire Department into public nuisance properties in order to remove waste and excessive accumulation of items on the properties, assess other possible City code violations, and seek to remedy the public nuisance.
- Negotiated, drafted or provided other legal counsel, assistance, and representation regarding the following development projects: Haymarket Landing Confluence and Community Arts Facility Confluence Projects; North Barstow Parking Ramp and related development proposals; potential Cannery District projects; RDA and Brewing Projekt development; YMCA Tennis Center land development; Sky Park solar project; Jeffers Park developments; High View Estates housing development; XCEL Energy easements and other street and utility projects.
- Negotiated, drafted or provided legal counsel to obtain a Contract, Agreement, Lease, or MOA's on the following projects: Haymarket/UWEC and QBE parking ramp agreements; Community Gardens renewals; Joint services with Eau Claire County on large events; Police Department School Resource Officer; Miracle League; Sunnyview School and Chippewa Valley Museum; Sky Park Landfill lease with Pristine.
- Coordinated License Review Committee and related license issues regarding new venues opening in the City serving alcohol, as well as temporary picnic licenses and expansions of licenses.
- Provided City Departments legal assistance in responding to various public records requests.

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### Initiatives and Accomplishments

#### Development Services

- Local landmarks designation for High Bridge, S-Bridge, Carson Park, Railroad Switching Tower, 1300 First Avenue and 470 Summit Avenue
- Completed work on a Certified Local Government Grant with the Landmarks Commission
- Completed work on updating the Landmarks Tour Booklet
- Neighborhood Revitalization Task Force report completed
- Parking requirements within Zoning Code were updated
- The amendments to City Code and administrative procedures for providing street trees with new development was approved
- A draft of the North River Fronts Neighborhood Plan update has been completed
- The full-time code enforcement position was hired, and procedures have been improved
- The Randall Park Neighborhood Revitalization Corporation has been formed
- North Side Hill Neighborhood rezoning for an area near Fay Street was approved
- The Zoning Code provisions pertaining to cell towers was updated
- Amendments to Sky Park Protective Covenants provisions pertaining to fire sprinkler systems was approved
- A subdivision code amendment and provisions within the Town's Agreement pertaining to conservation subdivisions was approved
- Amended provisions for bicycling on downtown sidewalks
- Completed Sign Code amendment for wall sign standards
- Facilitated update of strategic plan for the Parks, Recreation and Forestry Department

#### Sustainability & Healthy Community Design

- Completed public market feasibility process and study
- Researched water conservation goals with other City staff on behalf of this commission
- Assisted in lease negotiations and site development/approvals for an Xcel Energy Community Solar Garden at Sky Park Landfill
- Completed a solar access ordinance and developed an education brochure
- Assisted Health Department on a Health Impact Assessment for the Cannery District

#### Economic Development

- Assisted Blue Maple Technology to find a site and construct a building in the Gateway Industrial Park
- Assisted Advanced Engineering Concepts to find a site and construct a facility in the Sky Park Business Center
- Provided history and background in local economic development efforts for the Economic Development Summit
- Assisted WEDA in bringing the fall 2016 conference to Eau Claire at the Lismore Hotel downtown; helped develop the agenda and made presentations

#### Redevelopment Authority

- Completed demolition of four buildings in the Cannery Redevelopment District
- Completed a 3D modeling and flyover conceptual plan for the Cannery Redevelopment District
- Continued working with the Brewing Projekt on development and lease agreements for property at 1807 Oxford Avenue in the Cannery Redevelopment District

### **Housing Division**

- Purchased the Community Development Manager (CDM) software to manage rehabilitation projects and loans

## **Work Measures**

### **Development Services**

- Development permits issued – 3,288
- Total inspections – 4,932
- Total construction valuation – \$159,128,547
- Building code plan reviews – 166
- Development review applications – 172
- Annual Development Update, Map and Report
- Continued upgrades/maintenance to GIS system
- Started process to update the Bicycle and Pedestrian Plan
- Worked with owner of 1004 Menomonie Street to preserve landmark property
- Coordinated with City Building Supervisor on exterior City Hall renovations
- Initiated work to update the sign code to address the recent U.S. Supreme Court decision

### **Sustainability & Healthy Community Design**

- Promoted Property Assessment Clean Energy leading to Eau Claire County passing legislation
- Served on statewide PACE commission to market and approve energy and water projects
- Served the Advisory Commission on Sustainability and assisted on their annual work plan
- Ran the inaugural Eau Claire Sustainability Awards program to recognize businesses and organizations.
- Acted as City liaison to DNR's Green Tier Legacy Community program and served on its Executive Committee
- Coordinated the City's Green Team's activities and City's annual sustainability report
- Completed Municipal Carbon Footprint for year 2015

### **Economic Development**

- Completed site investigation and preparation to meet requirements of large economic development projects in the Gateway Industrial Park
- Celebrated the first annual Economic Development and Creative Economy Weeks; developed daily programs and marketing material
- Provided staffing to the Redevelopment Authority, Downtown Eau Claire, Inc. and four Business Improvement Districts

### **Redevelopment Authority**

- Reviewed several proposals for projects for Block 7 in the North Barstow Redevelopment District

### **Downtown Eau Claire, Inc.**

- Awarded grand prize packages of \$5,000 for the Jump-Start business plan competition to Ramone's Ice Cream Parlor, runner up cash prize of \$500 to HaHa Fresh Market, and a \$1,000 SBDC scholarship to the third prize winner N7 Café

- Coordinated many special events including Our City Spring Clean Up, Summer Fest, Grand Evening on the Bridge, International Fall Festival, Halloween Downtown, Christmastime in the City, and Let It Glow!
- Hosted an annual awards dinner with close to 130 attendees and national speaker John Karras
- Obtained \$33,000 in cash sponsorships and 113 paid memberships
- Partnered with the Noon Rotary and City of Eau Claire to start a campaign to light the Phoenix Park Bridge
- Led DECI Board process to develop 2016-2019 goals and strategies

### **Housing Division**

- Began servicing our own rehabilitation loans and set up direct withdrawal through ACH (Automatic Clearing House) to withdraw loan payments directly from loan recipients' bank accounts
- Assisted one first-time homebuyer with direct homeownership assistance
- 8 new homeowners received rehabilitation loans to rehab their owner-occupied residential units, including the abatement of lead in 7 of those units
- 15 low-moderate income homeowners received HOME Weatherization Grants (8 – Eau Claire Housing Division and 7 – Western Dairyland)
- Purchased 2 single-family homes that will be rehabilitated for the Homeownership Program
- Provided funding to the City of Eau Claire Public Works Department for the alley improvements reimbursement program for low-moderate income homeowners
- Provided funding to the City/County Health Department for Code Enforcement
- Provided funding to the Bolton Refuge House to assist with the cost of installing a new heating and cooling system for the shelter

### **Public Services**

As a result of providing funding to various public services the following were served:

- 64 persons facing domestic violence sought shelter and support services
- 159 families received case management assistance to help care for their children
- 1,100 persons sought emergency shelter as a result of homelessness
- 625 received primary health care services from the Free Clinic
- 624 persons received meals from the Community Table soup kitchen
- 72 households received rental assistance with the Tenant Based Rental Assistance program
- 624 Hmong households received tenant/landlord counseling and translation services
- 68 women and minorities received employment & business start-up services
- 96 received Literary Assistance with the Chippewa Valley Literacy Association

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## Initiatives and Accomplishments

### Parks, Forestry and Cemetery Division

#### *Parks:*

- Installed accessible fishing pier at Lakeshore Park
- Opened Jeffers Park for 1<sup>st</sup> season of softball and little league baseball
- Completed phase 1 of Miracle League Field at Jeffers Park
- Installed playground at Jeffers Park
- Resurfaced Western Avenue bike/pedestrian trail (Seymour Road to North Crossing)
- Replaced lower roadway at Rod & Gun Park
- Completed renovation of maintenance building at Rod & Gun Park
- Completed improvements (boat landing & beach area) to shoreline at Riverview Park
- Installed new fencing at Gelein Field
- Top dressed all athletic turf fields and reconstructed baseball and softball infields
- Completed earthwork and subgrade for new pickleball courts at McDonough Park
- Implemented a managed archery hunt on City property (City Wells area)
- Installation of Owen Park entry sign
- Completed rerouting a segment of cross country ski trail at North West Community Park
- National Park Service designation for Chippewa River Water Trail in progress
- Mud jacked stairs at Carson Park Football Stadium

#### *Forestry:*

- Preemptive removal of ash trees in Third Ward neighborhood
- Worked with City Attorney and Planning Department to amend city ordinance code related to street tree requirements
- Key involvement with “Branching Out” a day of volunteer service at Veteran’s Cemetery in Spooner, providing arboriculture work
- Removed potentially hazardous trees in Chippewa River that caused problems for tubers/floaters
- Cleared Carson Park Causeway of trees for bridge work scheduled for summer 2017

#### *Cemetery:*

- Completed construction of retaining wall on Buffington Drive at Lakeview Cemetery
- Completed remodeling of Lakeview Sexton office (sales area, accessible restroom)
- Putnam Chapel renovation at Forest Hill Cemetery

### Recreation Division

#### *Administrative:*

- Implemented new recreation management software “Max Galaxy”. The cost savings annually is expected to average \$8,000

- EVM credit card readers were purchased and installed at all POS work stations
- Fairfax Pool passes were sold online for the first time in December using our new software program
- MOU agreements were updated or established with the North American Hockey League (NAHL), UWEC use of Hobbs locker and training rooms, Predators football team, Miracle League, Jeffers Park stakeholders (National Little League and EC Girls Softball)

*Marketing Initiatives:*

- Developed a Department Marketing Plan Matrix
- “#ecparks” was added to social media communications and promoted in Prime Times

*Programming Review and Execution:*

- Youth aquatics and general instructional program certificates became accessible online for customers to download (saving over \$4,000 in staff time and supplies)
- Transitioned in-house youth hockey leagues to be organized by the Youth Hockey Association
- Offered athletic combines for youth football and soccer programs in collaboration with Marshfield Clinic
- New youth programs: karate-do, nature/sports exploration, summer pickleball instruction
- New adult programs: open stick and puck
- New family programming: healthy trails
- Two Healthy Trails walking events “Strut Your Mutt” added for dog owners (spring and fall)

*Facility Achievements:*

- *Division Concessions Operations*
  - Cross trained Recreation Program Supervisor on concession management and supervision
  - Trained staff on new POS software program
- *Fairfax Pool*
  - Painted Fairfax Pool shell and structures including the main pool, diving well, slide tower, steel structures, lifeguard chairs
  - Season passes were sold online in December (online pass sales 33)
  - Developed a sales plan to increase revenues at Fairfax Pool to include umbrella advertising and seasonal banner ads
  - Developed and implemented a facility management orientation program at Fairfax Pool
- *Hobbs Ice Arena*
  - Trained Crew workers how to drive both ice resurfacing machines
  - Added cameras to Point of Sale operations at Hobbs
  - New scoreboards installed in Akervik and Hughes rinks
  - Display case installed in the Hobbs lobby for internal use and stakeholder communication
  - Added facility use signage in the lobby at Hobbs

- Painted safety lines in the spectator areas of the O'Brien and Akervik Rinks at Hobbs Ice Arena
- Implemented loaner helmet program at Hobbs Ice Arena for open skate and broomball
- Developed a training program for back up drivers on both ice resurfacing machines
- Posted new facility signage at Hobbs Ice Arena
- Hobbs Club Viewing Room polyaspartic flooring was installed
- O'Brien Rink press box remodeled to an open concept with upgraded power and data accessibility
- Installed cooling tower discharge duct work to eliminate fan icing
- Replaced Hughes Rink melt pit piping to stainless steel components
- Complete Hughes Rink painting to City Blue to match other rinks
- Replaced space heaters in the Akervik Rink to improve indoor air quality

*Safety & Environmental:*

- Installed two water bottle fill stations at Hobbs (over 1,200 plastic bottles saved within one week of the first installation)
- Reduced trip hazards at Fairfax Pool by grinding concrete and caulking spaces and cracks
- Open skating helmets purchased for Hobbs Ice Arena
- Fairfax lifeguard staffing plan updated to include new water features
- Go Bag hemorrhage control kit training and implementation at Fairfax Pool and Hobbs Ice Arena

**Streets Division**

*Grading Projects:*

- Stripped top soil, graded site and installed base gravel for a new 1.5-acre site for the expansion of the pickleball courts at McDonough Park.
- Continued to work on expanding the Jeffers Road brush site. Work included stripping of top soil, installation of storm water structures and piping, grading and rebuilding of berms around the brush site. Total expansion approximately 3.5 acres.

*Fleet:*

- Installed two fall protection devices in the repair shop
- Purchased and refurbished 5 used buses to replace 5 older buses that were no longer cost effective to repair.

**Transit Division**

- Transfer Center Site Selection Study completed and presented to the Transit Commission and City Council
- RFP for new Transfer Center distributed

**Utilities Division***Water Treatment Plant:*

- In the process of upgrading manganese and iron removal filters with new media and filter underdrain systems. Intent is to increase water filtering quality and filtering capacity.
- Began construction on 2 new wells. Anticipate that they will be online in late spring 2017.
- On-boarded new Plant Supervisor in August, 2016
- Replaced Abbe Booster station roof

*Wastewater Collection System:*

- Collaborated with Water Distribution employees to do plumbing work on the following projects:
  - Continued to upgrade drinking fountains with bottle fillers
  - Remodeled the Lakeview Cemetery Sexton's office
  - Designed Hobbs ice melt pit and controls
  - Installed laundry hookups and sink at Fire Station 8
  - Plumbing repairs at Fire Station 2
  - Plumbing repairs at Fire Station 6
  - Repaired sewer cleanout at the Transit Transfer Station
  - Repaired hose bibbs at the Library

*Wastewater Treatment Plant:*

- Completed punch list items for plant upgrade including installing the security camera system, fire protection system, facility lighting control system, door and gate entry control system and the emergency power generators.
- Added two replacement Blue Star generators for emergency power events
- The upgraded Waste Water Treatment Facility was featured the Winter issue of *The Clarifier*, a WWOA publication

**Work Measures****Parks, Forestry and Cemetery Division***Parks:*

- Completed annual herbicide treatment in Half Moon Lake to control aquatic invasive vegetation

*Forestry:*

- Planted 737 street trees
- Removed 650 street trees

*Cemetery:*

- Completed 194 burials at both properties
- Sold 55 new grave spaces

**Recreation Division***Administrative:*

- Registered over 10,000 program participants
- Coordinated 107 Special Events, 21 new events (106 in 2015)
- Fairfax rental reservations remain consistent at 50 reservations
- Pavilion and shelter reservations totaled 1045
- 238 City Passes sold in 2016 (232 sold in 2014, 216 in 2014, 65 sold in 2013 program developed in September of 2013)
- 1,555 City Pass punches used, 55% of total punches sold 1623, 58% in 2015

*Marketing Initiatives:*

- Promoted “July is Parks and Recreation Month” superhero theme and developed a short video clip
- Marketed an online City Pass promotion during Black Friday and Cyber Monday
- Facebook stats: 3,391 Likes on ECPR page, 1,400 Likes on Hobbs page, 1,837 likes on Fairfax page (all increased from previous year)

*Programming Review and Execution:*

- Provided Supervised Winter Outdoor Recreation for over 10,000 people
- Recreation sponsored event attendance averages 12,000 annually
- Volunteers Making a Difference – Recreation Programs 648
- El Nino open skate dates expanded at Hobbs Ice Arena due to an extremely mild winter
- Restructured Sand Lot schedule to increase participation (34% increase)
- Parents Night Out participation increased 159% increase (participation of 83)
- Introduction to youth hockey participation doubled from 30 to 60

*Facility Achievements:*

- *Division Concessions Operations*
  - Concessions Operations (Carson, Soccer Park, Hobbs, Fairfax) over \$250,000 in sales
  - Concession revenue at Hobbs Ice Arena was over \$78,700, average sales are \$72,000 annually
  - Concession revenue at Fairfax Pool was over \$68,700, a \$5000 increase from the previous year
  - Carson and Soccer Park concessions revenue was \$101,440
- *Fairfax Pool*
  - Fairfax recorded highest attendance in past decade (70,236)
  - Added “Finding Dory” and Olympic-themed weeks to the schedule
  - Updated the facility use signage at Fairfax Pool
  - Implemented a new off season sales initiative. Pre-pass sales increased 32% (from 175 to 258 sold prior to January 31)



*Safety & Environmental:*

- Trained City staff on Red Cross First Aid, CPR, and AED modules
  - Streets Division and Police Department were trained for the first time through the Recreation Division

**Streets Division***Street Sweeping:*

- Spring sweeping started February 26, 2016
- Final day of sweeping was December 2, 2016
- 13,186 total lane miles swept
- 2,120 Cubic yards spring sweeping clean up
- 1,067 Cubic yards of summer clean up
- 7,442 Cubic yards of fall leaves clean up
- City was swept a total of 11 times
- Half Moon Lake water shed area was swept a total of 13 times
- Downtown Business District area was swept a total of 11 times

*Street Maintenance:*

- 189 catch basins and manholes reset or rebuilt
- 709 manholes and catch basins patched
- 281 cubic yards of concrete poured for sidewalks, islands, curb and gutter
- 1,007 tons of hot mixed asphalt used for street repairs and patching utilities
- 159 tons of cold mix asphalt patch material
- Chip sealed 20,3307 square yards of asphalt streets or approximately 10.66 miles
- Crack filled 8 miles of asphalt pavement plus 6 miles of shoulders on Hastings Way
- 20,000 pounds of fiber fill and 20,000 pounds of rubber fill used for crack filling
- Spray patched approximately 9 miles and 100 miscellaneous patches of asphalt and concrete streets
- 10,403 gallons of CRS 2 Oil and 397.82 tons of blue chips for spray patching

*Sign Shop:*

- *Produced 803 total signs*
  - 256 street name signs
  - 342 regulatory signs
  - 45 warning signs
  - 10 way finding Signs
  - 58 temporary traffic control signs
  - 62 Parks Division signs
  - 10 Utilities Division signs
  - 8 Transit signs
  - 12 Engineering Division signs

- *Painting*
  - 284 cross walks painted
  - 158 cross blocks painted
  - 526 symbols (arrows)
  - 28 sharrows (bike symbols) painted
  - 38 parking lots painted
  - 12 parking stalls painted

*Hauling of Materials:*

- 14,728 cubic yards of snow
- 3,780 cubic yards of winter sand
- 4,545 cubic yards of base gravel
- 7,305 cubic yards of top soil
- 7767 cubic yards of sweeping sand
- 13,900 cubic yards of sweeping leaves
- 3,386 cubic yards of concrete/asphalt rubble
- 2,910 cubic yards of fill sand
- 200 cubic yards of brush
- 83 tons hot mix
- 432 cubic yards of spray chips
- 662 cubic yards of miscellaneous
- 54,616 total miles driven to haul the material listed above

*Winter Snow and Ice Control Operations:*

- 3 full plow operations (1,140 miles of plowing per operation)
- 22 ice control operations (1,060 miles of plowing and salting per operation)
- The average miles of plowing to clean up for 1 – 4 inch snow fall is approximately 2,200 miles or plowing a path from Eau Claire to San Diego, California
- 1,996 tons of salt
- 10,677 total lane miles of spreading salt (374 pounds per lane mile)
- 2,216 tons of sand/salt mix
- 23,121 gallons of salt brine
- 1,000 gallons of liquid chloride
- 1 daytime downtown snow hHaul

*Summer Mowing Operations:*

- Hasting Way right-of-way mowed 6 times
- 3 fire stations mowed 24 times each
- 188 other City-owned properties totaling 267 acres mowed an average of 12 -15 times each
- 50 miles of City right-of-way mowed three times each

*Fleet:*

- Sold 123,955.58 gallons of gasoline at a cost of \$312,966.45
- Sold 264,728.10 gallons of diesel fuel at a cost of \$709,492.55
- Sold 1,413.31 gallons of diesel exhaust fluid (DEF) at a cost of \$2,649.02
- Sold 497 gallons of propane at a cost of \$1,268.79
- Parts sales totaled \$1,234,101.20
- Stores sales totaled \$130,851.23
- There were 3,631 work orders opened, which generated 14,068.10 labor hours at a cost of \$1,111,379.90.
- Average shop mechanic efficiency for the year was 75.2 %.
- Installed high-efficiency lights in the repair shop
- Purchased the following new vehicles and equipment at a cost of \$2,012,080.00
- 12 Police vehicles - \$516,870.00
  - 3 Fire Department vehicles - \$296,300.00
  - 4 Street Division plow trucks - \$657,916.00
  - 5 Utility Division vehicles/equipment - \$424,991.00
  - 5 Cemetery and Parks vehicles/equipment - \$102,005.00
  - 1 welding hood for repair shop for building - \$13,998.00

**Transit Division**

- 1 employee completed 3-day Smith System Trainer Re-Certification, 1 employee completed 5-day Smith System Trainer Certification
- 24 employees trained in the 5-hour Smith System defensive driving course by staff
- 48,252 revenue hours operated
- 700,502 revenue miles driven
- 918,595 trips provided

**Utilities Division**

*Water Treatment Plant:*

- Rehabbed Wells 6, 10, 12 and 18
- Inspected Folsom Reservoir
- Washed Damon Reservoir and touched up paint
- Replaced 2 outdated VFD's at Jeffers Booster Station
- Replaced potassium permanganate pumps
- Rebuilt electric motors for high lifts 4 & 5

*Water Distribution System:*

- Repaired 9 water main breaks
- Collected 132 water samples on utility construction projects for bacteriological testing
- Tested 2,857 meters for accuracy, and changed/set 3,356 water meters. Tested 82 compound meters in the field to certify accuracy

- Flushed 3,670 fire hydrants in the distribution system
- Exercised 4,296 main line and hydrant valves in the distribution system
- Tested all 33 City-owned RPZ backflow assemblies bringing the City into full compliance and saving approximately \$7,000 in fees
- Completed 3,308 cross connection surveys with the purpose of identifying and correcting sources that could potentially contaminate the drinking water supply

*Wastewater Collection System:*

- Repaired one sanitary sewer main collapse
- Chemically treated 6,523 lineal feet of sanitary sewer for root intrusion
- Performed jetting and root-cutting on over 400 miles of sanitary sewer main
- Performed closed circuit television inspection of 23 miles of sanitary & storm sewers

*Wastewater Treatment Plant:*

- Developed and tested SOPs for emergency power fail-over for the entire plant with the Kohler diesel engines and for the Digester and Solids Buildings individually
- Rebuilt #1 pump at the Oakwood Hills lift station
- Rebuilt #3 pump at the Otter Creek lift station
- Burned over 20,630,591 cubic feet of methane biofuel with the methane boiler units.
- Reduced electrical costs by \$55,384 by utilizing the Kraft biofuel engines
- Reduced overall electrical costs by 47.6% due to green technologies
- Reduced natural gas consumption by 87.5% due to biofuel boiler utilization
- Land applied 7.25 million gallons of biomass
- Treated 2,732,9004 gallons of septage hauler discharge
- Tested 1,047septage samples from septage haulers

###

### Initiatives and Accomplishments

#### **Transportation and Parking**

##### *Lighting and Electrical Work*

- Installation of electrical USGS River Gauge.
- Completed electrical work on Putnam Chapel.
- Built lighting cabinet for Summit Avenue project.
- Installed poles and cameras at McDonough Park.
- Added an additional electrician to staff for a total of two full-time electricians on staff.

##### *Municipal Parking*

- Assisted with inspection of site preparation, construction, and final completion of a new 760-stall, four-level parking facility at the former post office site located on North Barstow Street, which continues to have a weekday utilization rate of 75%.
- Created and filled a “Parking Administrator” position using existing staff. The Parking Administrator supervises daily operations and coordinates city-wide parking management.
- Worked with local businesses to provide special event parking, which allows patrons to pay on entrance and exit freely during the busiest hours, thus eliminating exit delays.
- Contracted with consultants to complete a Needs Assessment Study of the Farwell/Gibson parking ramp in order to assess the future viability and lifespan of the structure.
- Coordinated with Police Department on implementation of License Plate Recognition software and equipment for downtown parking patrol.

#### **Storm Water Utility**

- Continued updating the Comprehensive Storm Water Plan.
- Continued working with City Attorney’s Office in regards to the updating of storm water ordinances.

#### **Design and Construction**

- Summit Avenue from State Street to Thorp Commons was designed and reconstructed consisting of replacement of underground utilities, concrete sidewalk, bituminous pavement, pavement marking, and pedestrian scale street lighting in coordination with the opening of the Water Street bridge.
- North Barstow Street parking ramp construction was completed and opened in August of 2016.
- Melby Street from Hastings Way to 115th Street, a joint project with the Village of Lake Hallie, was designed and reconstructed consisting of construction of storm water facilities, concrete curb and gutter, bituminous pavement, pavement marking, and a multi-use trail.
- The Eau Claire River siphon was designed and reconstructed with a new siphon completed in 2016.
- Final plans were completed for the design of the Carson Park causeway from W. Grand Avenue west into Carson Park.
- A consultant was retained for conceptual design of the Haymarket Plaza.

## Work Measures

### **Transportation and Parking**

#### *Lighting and Electrical Work*

- Completed electrical inspection on City's Capital Improvement Projects.
- Completed connections for lighting system wiring on Golf Road, STH 93 to Fairfax Street.
- Re-lamped lighting on 'S' bridge and trail north of Galloway Street.
- Replaced three-headed lighting on the trail by Grand Avenue and five-headed lights on downtown side streets.
- Aimed cameras in Farwell/Gibson parking ramp for proper operation.
- Built and replaced light heads on Grand Avenue pedestrian bridge.
- Spliced Graham Avenue and Water Street lighting services to maintain lighting during construction projects.
- Removed light poles and lighting in Haymarket Landing area to allow construction related to the siphon.
- Added an overhead light to South Barstow Bridge.
- Built control base and installed cabinet in Phoenix Park for IT.
- Rebuilt lighting bases at multiple locations related to knockdowns.

#### *Traffic Signals*

- Replaced damaged traffic signal control cabinet at Brackett Avenue and Rudolph Road.
- Revised signal head locations and installed cameras at Farwell and Madison Streets.
- Replaced pull box and signal base at intersection of Farwell and Lake Streets related to completed island work.
- Reinstalled traffic loops and adjusted traffic signal timings during the Oxford Avenue and Summit Avenue Capital Improvement Projects.
- Replaced damaged traffic signal cabinet and emergency vehicle protection at CTH T/Alpine Road.
- Completed all electrical locates related to construction near signalized intersections.

#### *Municipal Parking*

- Contracted with additional downtown business and university partners to further use both the Farwell/Gibson and North Barstow parking ramps.
- Completed elevator lobby repairs, including window replacement, door painting, lighting, and electrical work at the Farwell/Gibson parking ramp.
- Worked with Finance and Police Departments regarding contracting with a new parking ticket management system.

### **Storm Water Utility**

- Storm Water Municipal Separated Storm Water (MS4) Discharge Permit.
  - Chaired the Chippewa Valley Storm Water Forum, a group of 17 local jurisdictions working together with the DNR and UW Extension on urban storm water runoff issues and education in the lower Chippewa River and St. Croix River Valleys.
  - Participated with the Chippewa Valley Storm Water Forum providing educational outreach through the Rain to Rivers – Wise Choices for Cleaner Waters, a campaign to present runoff water quality enhancement information at over 39 events in the Lower Chippewa River Watershed.

- Participated in the Eau Claire River Watershed Management Plan Advisory Group.
- Provided technical expertise to advise parcel owners regarding on-site runoff issues.

#### **Development Agreements and Drainage Review**

- Five new development agreements resulting in \$1.41 million of utility and street improvements financed by private developers.
- Administration and oversight of eighteen development agreements for public infrastructure constructing 2,300 feet of water main, 2,200 feet of sanitary sewer, 3,110 feet of storm sewer, and 2,100 feet of public streets.
- Reviewed two plans for sanitary sewer extensions within the City of Altoona for compliance with City of Eau Claire construction standards and impacts on the City of Eau Claire Wastewater Treatment Facility.
- Reviewed 54 site plans for impacts to public infrastructure and on-site grading and drainage.
- Prepared reports for four preliminary plats and general development plans.

#### **Design and Construction**

- Local street and utility improvement program including public hearings, design, and construction (20 Alleys and 26 Street & Utility Projects).
- Oxford Avenue from W. Grand Avenue to Madison Street was designed and reconstructed consisting of replacement of the underground utilities, concrete curb and gutter, concrete sidewalk, bituminous pavement, pavement marking, improved trail crossing, and improved intersection layout at Oxford Avenue/Beach Street/Second Avenue.

###

## Initiatives and Accomplishments

### **Budgeting Process**

- Successfully implemented the new Community Services Department.

### **Capital Budget Carryovers**

- Decreased carryovers from 2015 to 2016 by approximately \$23.7 million.

### **New Funds**

- Transportation Improvements Fund

### **Annual Reports**

- Comprehensive Annual Financial Report
- Single Audit
- State Financial Report
- Public Service Commission Report
- Annual TIF Reports

### **Accounting**

- Implemented changes to the general ledger for the newly created Community Services and Engineering departments, including setting up 1,574 accounts.
- Implemented GASBS 68 Accounting and Financial Reporting for Pensions and GASBS 71 Pension Transition for Contributions Made Subsequent to the Measurement Date.

### **Financial Operations**

- Implemented a new parking ticket system and business practices.
- Implemented new process to streamline re-inspection billings and collections.
- Implemented a new process to streamline mobile home billings and collections.
- Assisted Housing in developing a process for CDBG loan payment importing.
- Assisted Parks and Recreation with implementing their new system.

### **Grants**

- Finalized the Wisconsin Economic Development Corporation grant on behalf of Longform, LLC, for the development of the Oxbow Hotel project – Total Project Costs, \$4,111,653; Grant amount \$500,000.

### **Assessing**

- We improved efficiency by streamlining the process for sending sale verification letters by utilizing a shared spreadsheet. This procedure dramatically reduces paper and toner usage by eliminating the necessity of a paper copy of each record card.

### **Purchasing**

- Revised Procurement Thresholds
- Facilitated a Team and assisted with the approval of a joint project for a law enforcement software system.



## Work Measures

### Budgeting Process

- 2017 Operating Budget-General Fund \$64.7 million, all operating funds \$118 million.
- 2017 – 2021 Capital Improvement Plan-2017 \$35 million, five-year plan \$180.9 million.
- Select changes were made to the 2017 Schedule of Fees & Licenses. The changes incorporated recommendations from City departments responsible for the administration of the fees.

### New Funds

- K-9 Fund

### Annual Reports

- Comprehensive Annual Financial Report
- Single Audit
- State Financial Report
- Public Service Commission Report
- Annual TIF Reports

### Accounting

- Received the Government Finance Officers Association *Certificate of Achievement for Excellence in Financial Reporting* for the 30<sup>th</sup> consecutive year.
- Conducted a physical inventory count of 2,023 parts and supplies in the Central Equipment inventory and 258 hydrant parts.
- Completed the recruitment of two new employees for vacancies in Accounting.

### Financial Operations

- Assisted with various system updates related to white way lighting, fee re-structuring and organization re-structuring.

### 2016 Bond and Note Issues

- |  |             |
|--|-------------|
| • Street Improvements Refunding (2006) | \$1,625,000 |
| • Storm Water Refunding (2006)         | 455,000     |
| • Street Projects                      | 8,015,000   |
| • Bridge Projects                      | 1,000,000   |
| • Fire Station, Trucks and Equipment   | 1,605,000   |
| • Storm Water Projects                 | 800,000     |
| • Water Utility Projects               | 2,500,000   |
| • TID 8 Taxable Notes                  | 1,525,000   |
| • TID 10 Taxable Notes                 | 3,560,000   |
| • Debt Levy Parking                    | 2,500,000   |
| • Special Assessments                  | 1,600,000   |
| • City Hall                            | 1,230,000   |

### Grants

- Received a Recreational Trails Act grant to assist with financing the Haymarket Trail project – Total Project Costs, \$90,000; Grant amount \$45,000.

**Land Transactions and Activity**

Properties purchased include:

- Short Street
- Part of 10 West Madison
- 801 West Grand Avenue

Properties sold include:

- 1500 East Clairemont Avenue
- 1609 Rist Avenue
- Lot 8 – Sky Park
- 716 7th Avenue

**Loans**

- The Finance Department currently monitors 21 outstanding loans from the Economic Development Fund, Revolving Loan Fund, Redevelopment Authority, BIDs, and CDBG.
- The City also participates in the Regional Business Fund loan program.

**Assessing*****2016 Assessment***

The 2016 assessment was completed in June. There were five commercial and one residential property objections filed with the Board of Review. One objection was withdrawn on the scheduled day of the hearings. Five objections were heard by the Board. The Board sustained all four commercial assessments and reduced an assessment for a residential parcel.

***Assessment Litigation***

The Macys litigation settled with an adjustment to the 2013, 2014, and 2015 assessments. The LSAC litigation (assessed by the State of Wisconsin) settled with an adjustment to the 2014 assessment.

**Purchasing**

- Processed (successfully) 48 Major Projects, along with other Departments, including 8 RFPs.
- Continued to work with the Shared Services for Long-Term Cost Containment for Health Insurance.
- Successfully negotiated contract terms and the cost of services for various projects.
- Processed approximately 1,448 Purchase Orders.
- Managed the procurement card program (202 cards).
- Updated processes and training.
- The City continues to share the services of the Purchasing Manager with the County.
- Promoting On-Line Vendor Registration/Bid Notification Services continues through the Onvia Demandstar website.
- Managed the GovDeals auction site with 117 assets sold in 2016 for a total of \$75,091.63.

###

## Initiatives and Accomplishments

### Administration

- Openly discussed fire station relocation and worked with staff from other City departments to select suitable site locations for a new fire station. Selected and formalized contracts with local private firms to provide engineering and design for the fire station and hired a project manager to assist in the bidding and awarding of contracts.

### Emergency Medical Services (EMS)

- Began preparation for transition to the Elite platform for the department's incident reporting software program, Image Trend.

### Operations

- Successfully applied for and was awarded grant monies from the Wisconsin Department of Natural Resources to aid in updating the department's wildland firefighting equipment. The new equipment includes an All-Terrain Vehicle with a slide-in unit in the back to be used for wildland firefighting and/or transport of patients from remote locations. This purchase will sustain our wildland fire capabilities for many years and enhance the ability to reach wild fires and medical patients in remote areas.
- Received a donation of six additional hazardous materials monitors from WRR through a federal program. The acquisition of the additional monitors allows for a broader and standardized approach to monitoring for chemicals that potentially have been released.
- Acquired three SONAR units from the Eau Claire Police Department for installation on rescue boats. This will add a second boat with side-scanning SONAR technology to assist with drowning victim rescue and recovery.

### Prevention

- Participated in car seat safety inspections training. Several fire prevention personnel are now certified and trained to install car seats for citizens who may need assistance.

## Work Measures

### Administration

- Worked with other City staff to appropriate the resources necessary for several CIP projects involving renovation and maintenance of several fire stations within the city.
- Worked with numerous regional music festivals to provide emergency medical services throughout all phases of their events.
- Actively recruited and filled numerous vacancies within the organization due to retirements to include: Fire Chief, Deputy Chief, Division Chief, Battalion Chief, Fire Inspector, Captain, Lieutenant, Engineer, and Firefighter. With departures due to retirements and resignations, nine firefighters were hired in 2016, and an additional three began employment in early 2017.
- Distributed department medals of honor to both current and former members of the Fire Department to recognize their bravery on the job that went above the call of duty at great risk to their own safety for the sole benefit of saving the lives of those in need.

- Maintained a relationship of continuous communication with the labor group to discuss operational issues and successfully worked through several difficult concerns; continued to openly discuss challenges and issues as they occurred within the department; and temporarily filled a vacant fire inspector position to meet the service demands of the Fire Inspection Division.
- Improved our knowledge and emergency preparedness in all areas of the services the department provides with administrative staff and chief officers attending various conferences and training events throughout the state and the nation.

### **Emergency Medical Services (EMS)**

- Received a new frontline ambulance (Lifeline/Ford F550 4x4) that was placed in service at Fire Station 10. This vehicle replaced a 2004 Lifeline International reserve ambulance.
- Continued to refine the EMS side of the pilot program concerning patient tracking through the Wisconsin Department of Health Services. This program was practiced at the annual airport Mass Casualty Incident drill, as well as with Mayo-Eau Claire at an in-house MCI.
- Continued to work with Sacred Heart and Mayo- Eau Claire hospitals on improving the ST – Elevation Myocardial Infarction (STEMI) protocol to decrease the amount of time it takes for a patient suffering a heart attack to receive definitive care.
- Continued to work with our health care partners, as well as with our regional Health Department personnel, to evaluate our capabilities for transporting a patient potentially infected with the Ebola virus or other communicable diseases. Written policies and an evaluation of the appropriate equipment are being developed for these situations.
- Demonstrated the Zoll X series monitor defibrillator for a period of six weeks in preparation for new monitor purchase in 2017.
- Completed trauma training (tourniquets, Israeli dressing, combat gauze, and needle chest decompression) with all personnel during annual Human Patient Simulator lab in preparation for Active Shooter training.
- Acquired ballistic personnel protective equipment including plate carriers with ballistic plates and ballistic helmets.
- Reviewed and revised the EMS protocols.
- Conducted annual training with our local first responders to include driving the ambulance, IM Epinephrine, Glucagon, Albuterol, and non-visualized airway.

### **Operations**

- Continued to maintain a modern and effective fleet of Fire Department apparatus, as members from the City's Fire Department and fleet management divisions worked together diligently to maintain and repair apparatus as needed to keep all vehicles in a state of constant readiness.
- Maintained strong working relationships with regional partners including Emergicare, Township Fire Department, Chippewa Fire District, Chippewa Falls Fire and Emergency Services, Chippewa Valley Regional Airport, and Altoona Public Safety through mutual aid agreements and the continued growth of the MABAS system within the Chippewa Valley region.
- Testing and evaluation of the Cleveland hose load was conducted by the Strategies and Tactics Committee. Traditionally, the department has used either a Flat load or a Triple lay load on its apparatus, but due to the different hose bed configurations it was difficult to standardize one hose load that worked on all apparatus. The Cleveland hose load is a solution that provides a standardized hose lay that works on all fire apparatus. It allows for a faster deployment when

compared to traditional flat and triple lay loads and offers less “out of service” time for apparatus. The result is a faster, more efficient delivery of service.

### **Prevention**

- Continued updating contracts with outside agencies wishing to advertise on the fire safety trailer. The hope is to increase the number of sponsors so funding of a new trailer will be available in ten years.
- Resumed transferring the property information from HTE software to Image Trend software as it relates to fire inspections.
- Carried on the process of updating existing pre-plans identifying target hazards within the city. Updated information, including diagrams and photos that were entered into Image Trend for accessibility during emergency incidents.
- Provided fire inspection training on the use of the Surface Pro tablets to all personnel. This was in conjunction with the implementation of electronic fire inspections.
- Continued to review and update fire inspection routes within the city. Business properties were cross-referenced and compared with Assessing Department records to verify all properties are accounted for.
- Maintained partnerships with other City departments and agencies to aid in the success of the special events held within the city. This included our involvement with the Water Safety Task Force.
- Maintained our partnership with the American Red Cross and the Professional Firefighters of Wisconsin to conduct programs for the installation of smoke detectors in homes without them throughout the community. These programs allow for the distribution of smoke detectors in households that may not be able to afford such lifesaving devices.
- Increased our efforts in our department marketing via the use of Facebook and Twitter. We also increased visibility of our services by inviting the media to training and special events.
- Facilitated fire extinguisher training throughout the community focusing on business and industry.
- Installed the first WI-Max hot spot on one of our engines to streamline our inspection process and allow access to critical documents electronically while on-scene of emergencies.
- Appointed Captain Tony Biasi to Lead Fire Inspector with the retirement of Mike Laska.

###

## Initiatives and Accomplishments

### **Administration**

- Ranked 20<sup>th</sup> out of 72 counties for health outcomes and health factors in the annual County Health Rankings report.
- Adopted Public Health Code of Ethics for Board of Health and Health Department.
- Received bronze worksite wellness award from the Chamber of Commerce.
- Celebrated the 75<sup>th</sup> Anniversary as a City-County Health Department.
- Submitted application for national public health accreditation, and two staff members received training for new applicants with the intent of receiving accreditation in 2017.
- Created the new Strategic Plan 2017-2021 with comprehensive goals and objectives.
- Worked with three UW-EC classes to complete projects on workforce development, space planning and recruitment processes.
- Finalized and implemented a workforce development plan to support existing and future staff.
- For the second year in a row, a Health Department team participated in the Mayo Clinic Health System Dragon Boat Races and took third overall out of 52 teams.

### **Community Health**

- The Health Department was funded by Robert Wood Johnson for the INVEST Health Grant, which supports a five-member team in Eau Claire to improve health related to the built environment. This was a competitive application, and Eau Claire is one of 50 cities nationally chosen to participate.
- The Medical College of WI Healthy WI Partnership Program (HWPP) funded a Mental Health Grant for up to 10 years for Chippewa and Eau Claire counties to develop, implement and evaluate a proactive initiative aimed at supporting positive school-age mental health.

### **Public Health Emergency Preparedness**

- The Health Department received a national Medical Reserve Corp Challenge Award that funded participation with the ADRC in connecting volunteers to people living with dementia and supporting their preparedness for public health emergencies.

### **Environmental Health**

- Updated the massage ordinance to align with best practice.
- Environmental Health Specialist received WEHA Environmental Professional of the year.
- Our public health lab was featured in Lab Matters, a national publication put out by the Association of PH Laboratories.

### **Public Health Nursing and Nutrition**

- Received the Adolescent Health Grant (AMPED Health). AMPED Health partnered with 8 other agencies to carry out 2 evidence-based curriculums for adolescents; Safe Dates and HIP Teens. A total of 11 facilitators were trained to carry out these curriculums, including 2 Health Department staff members and EC community resources. There were 75 youth who attended at least one session of these curriculums and 58 completed 80% or more of the curriculum, including adolescents from McKinley Charter School and the Juvenile Detention Center.

## Work Measures

### Administration

- Partnered with the City and County of Eau Claire and Altoona to host a session for each of the four UW-EC colleges on opportunities for students and faculty to engage in community efforts.
- Implemented a print management system allowing for better fiscal tracking and planning, and providing more effective print/copy/scanning options throughout the department.
- Hosted a HealthCorps member through the Wisconsin Primary Health Care Association, a UW Population Health Fellow, three Area Health Education Center (AHEC) summer interns, multiple dietician interns, a Center for Disease Control (CDC) intern, and nursing and environmental health students, who have all worked to improve programs at the Health Department.
- Passed the 1,000 likes mark on Facebook.

### Community Health

- Eau Claire Healthy Communities Legislative Event and Celebration were held on April 30 with area elected officials and over 100 community members. Legislators discussed mental health issues and prevention opportunities.
- Health Department leadership actively participated in the City of Eau Claire Comprehensive Plan neighborhood revitalization taskforce. This work included a focus on efforts related to housing, poverty and social determinants that would revitalize older neighborhoods.
- The HWPP funded grant looking at health and the environment continued to develop recommendations and learn how to incorporate health impact assessment into work done in the community. The Cannery HIA team selected five focus areas including housing development, accessibility, transportation, trails & parks, safety & crime and social cohesion.
- Alcohol compliance checks were completed in the community with strong educational efforts done with law enforcement. Compliance at Country Jam was 100% related to sales to minors, which was a big improvement from last year.
- The Data to Action Toolkit was developed and presented to state and national audiences as a product of the two year research project by the Health Department, United Way and the Medical College of WI. This work explored how health data is used by media and policy makers.
- The More Kids Drug Free campaign was done in the fall with social media posts and regular communication supporting kids to be drug free.
- The Health Department collaborated with city and county partners on the More than Meth forum and website that supports community education related to prevention and intervention for methamphetamine use.

### Public Health Emergency Preparedness

- The PH Emergency Preparedness Specialist was a panel participant for the Disaster Ready Chippewa Valley's fall conference focusing on businesses preparing for emergencies.

### Environmental Health

- Received a nitrate source identification grant from the DNR.
- Housing advisory meetings began with the goal of drafting recommendations and any ordinance proposals related to rental inspections and housing health and safety.
- Inspected more than 700 City of Eau Claire licensed facilities for health and safety issues including conducting 2 inspections on almost 300 high-risk food facilities.
- Performed 5,262 analyses of drinking water to ensure that our community's water is safe.

- Conducted licensing and inspections of temporary food facilities at all the major festivals and events in the city and county.
- Created a Food Safety Program Advisory Committee under the Food & Drug Administration's Voluntary National Food Safety Regulatory Standards to collaborate and improve our restaurant and retail food inspection program.
- Coordinated and administered a radon awareness marketing campaign that included providing low-cost test kits to residents.
- Tested recreational water once weekly for bacteria and blue-green algae at 9 different beaches to ensure public safety.
- Completed our research on the local deer tick population and its infection rate for Lyme disease.
- Remodeled and updated the chemistry lab so it can continue to support our community for years to come.
- Worked closely with neighborhood associations, City Planning and housing partners to maintain safe and attractive neighborhoods.
- Conducted City of Eau Claire hoarding cases and dangerous living situation investigations in cooperation with law enforcement, human services and housing agencies.
- Facilitated *Pack it up, Pass it on* (University of Wisconsin Student Move Out Projects) to support community environmental health and safety.
- Supported safer and healthier housing in Eau Claire through 1,335 phone consultations and 1,310 inspections related to housing.

#### **Public Health Nursing and Nutrition**

- The Nurse-Family Partnership completed its first full year visiting high-risk, first-time parents. In collaboration with Chippewa and Dunn Counties, we worked with 54 families, with 541 visits completed by 4 Nurse Home visitors.
- Received a competitive FIT Family grant from USDA to support physical activity and nutrition of young families.
- Received a Department of Transportation Kids Ride Safe grant to provide car seats and education to 50 WIC families without resources to purchase safe newborn car seats.
- Under contract with the Eau Claire Area School District, dietitians provided nutrition screening and education to care providers for over 120 low-income children enrolled in the Head Start program.
- WIC Breastfeeding Peer Counselor assisted 309 women participating in the WIC program to initiate and continue breastfeeding.
- Served more than 2,900 mothers, infants and children in the Women, Infant, and Children's program to support healthy pregnancy and early childhood growth and development.
- Veggin' Out team (comprised of 6 UW-Stout Dietetic students) provided food sampling opportunities to visitors of the Phoenix Park and Festival Foods farmers markets. The team had over 4,300 contacts with community members, educating on choosing and storing fresh produce.
- QPR- Question, Persuade, Refer (QPR) Suicide Prevention training grew to include adolescents. 659 adults and 265 adolescents were QPR trained in 2016. Trainings were held around the county including the ECASD staff, Regis and Fall Creek schools, and the YMCA youth group.
- On November 9, Eau Claire Healthy Communities hosted the Spotlight on Children & Adolescents Mental Health Summit. Over 150 participants attended the summit from a variety of sectors.



- Eau Claire County Suicide Death Review Team reviewed 17 deaths by suicide in 2016. Representatives from law enforcement, the health care systems, medical examiners, a university family practice physician, the corporation council and the Health Department reviewed local suicides to identify common threads and areas of prevention.
- Received the Adolescent Health Grant (AMPED Health). AMPED Health partnered with 8 other agencies to carry out two evidence-based curriculums for adolescents; Safe Dates and HIP Teens. A total of 11 facilitators were trained to carry out these curriculums, including 2 Health Department staff members and EC community resources. There were 75 youth who attended at least one session of these curriculums and 58 completed 80% or more of the curriculum, including adolescents from McKinley Charter School and the Juvenile Detention Center.
- An Adult Immunization Grant was received to increase HPV vaccination rates in order to prevent cervical cancer.
- The Northwest Wisconsin Breastfeeding Network hosted their third breastfeeding conference on November 17, 2016, with over 100 participants. Several Health Department staff members were part of the conference planning team.
- Organized and held our first Immunization Coalition meeting for EC County with 17 attending, involving representatives of 11 different community agencies, including healthcare, school, pharmacy, HMO's, and university. This group will work to increase immunization rates.
- Awarded a \$25,000 NACCHO Lessons in Infection Control (LINC) grant to improve both healthcare and community infection control and to enhance coordination for preparing and responding to healthcare-associated infections (HAIs) and other emerging infectious diseases.
- Formed a Healthcare Associated Infections (HAI) Coalition to focus on reducing HAIs, multidrug resistant organisms, and other emerging infectious diseases. The HAI Coalition includes healthcare professionals from local hospitals, clinics, skilled nursing facilities, home healthcare, pharmacies, and education, as well as the Health Department.
- Led two "Living Well with Chronic Conditions" workshops for 19 participants in partnership with the Aging and Disability Resource Center and Mayo Clinic Health System.
- Updated Eau Claire healthcare partners on current communicable disease guidance including Zika virus, Elizabethkingia, Influenza, Tickborne diseases, and Tuberculosis via Health Alerts and the Infectious Disease Committee.
- Gave 123 influenza vaccinations at 5 community Flu Clinics across the county.
- The Wisconsin Well Woman Program (WWWP) partnered with the Shopko Foundation to provide public education about services offered by the WWWP. The Eau Claire WWWP coordinator visited all 6 Shopko stores in the Eau Claire multijurisdictional area and spoke with a total of 124 people to promote breast and cervical cancer screening.
- Adolescent Immunization clinics were held at 7 middle schools in Eau Claire County in October. A total of 458 people were seen with a total of 652 immunizations given, including Tdap, Meningococcal, HPV and Influenza.
- Monitored Zika Virus testing of 22 community members and provided community education.
- Regional HIV Partner service providers followed up on 10 cases in our 14-county jurisdiction. We partnered with ARCW to do outreach testing on 3 different occasions, including National HIV Testing Awareness Day and World AIDS Day.
- The Family Planning Clinic served 648 men and women. The clinic protects and promotes reproductive health for men and women through services including family planning education and methods, sexually transmitted infection (STI) testing and treatment and reproductive cancer screening.
- In April, the Eau Claire BRAIN Team held its 12th annual conference titled "Childhood Experience: The Link to Mental Health". It was the largest conference yet with 206 participants.

- Safe Spaces Training was done for Health Department staff members, as well as the Healthy Communities Council, to develop competency when advocating for and working with LGBTQ+ individuals.

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### Initiatives and Accomplishments

#### Human Resources

- Implemented a Clifton Larson Allen product for ACA reporting
- Disbursed a total of 601 1095-C forms and filed 1094-C forms electronically with the IRS for 2015
- Implemented new pay plan structure in High Line (pay grades, steps, and positions) for non-represented and former Local 284 positions
- Completed transition of High Line payroll system to a hosted environment and went live in August, 2016
- Implemented reorganization of Public Works Department into Community Services Department and Engineering Department
- Transitioned health insurance to a calendar year and held employee meetings, health promotion meetings, and activities
- Re-established 8-week Supervisor Essentials Training Program
- Recruited and staffed three key department director positions (Human Resources Director, Fire Chief and Community Services Director) and two division head positions

#### Risk Management

- New Third Party Administrator for Worker's Compensation
- Worked with IT and several Departments on SharePoint Incident Command Site
- Training for Fire Department- Worker's Comp and FMLA (entire FD), Harassment and Reasonable Suspicion (FD company officers)
- Quarterly and New Supervisor Training
- Wisconsin Municipal Mutual Insurance Company(WMMIC )Board Meetings
- Collaboration with UWEC IT Class
- Meeting with new outside legal counsel
- Emergency Preparedness- After Action Storm Review
- Training-&Fire Drill
- Training with social media communication team

### Work Measures

#### Human Resources

- Processed 2,732 employment applications
- Processed 633 Personnel Action Forms
- Filled 67 regular full-time and part-time positions
- Conducted quarterly supervisor trainings, and MLK Day training on 1/18/16
- Sponsored 11 wellness activities

**Risk Management**

- Renewed 2016 insurance policies for Auto Liability, General Liability, Errors and Omissions, Excess Work Comp, Cyber Liability, Boiler and Machinery, Crime, and Transit Liability
- Claims & Litigation Management
  - Managed 371 new events, including: 44 Work Comp claims; 117 Work Comp incidents; 32 liability claims; 98 property damage claims; 38 auto physical damage claims; 11 mailbox claims; 31 transit claims
- Random Drug & Alcohol Testing
- Safety Training
  - Police In-Service Training on Bloodborne and Mask Fit test, Fire Dept. training on Bloodborne, Hearing Protection, Hand and Power Tools, Ladder Safety, Fall Protection, Seasonal Orientation, Cold Stress, Fire Extinguisher safety and Forklift/Scissor recertification for all Parks, Street, and Utility employees
- Revised the Emergency Action Procedures pamphlet
- New Hire Safety training for new employees
- OSHA training and annual WI safety conference

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## Initiatives and Accomplishments

### General

- Implemented a new strategic plan using data and feedback from community stakeholders, library staff and board trustees.
- Hired a new library director, Pamela Westby, to lead the organization.
- Rolled out a new mobile service, BookBike: *your library on wheels*.
- Renovated the library micro lab to create the Dabble Box makerspace with grants and gift funds.
- Replaced 137 meeting room chairs through the generous support of the Otto Bremer Trust.
- Added new circulating collections including: Wi-Fi hotspots, adult book club kits, Lucky Day materials, BookBike collection, circulating laptops, and Dabble Box books and kits.
- Replaced LED lighting in main public areas.
- Focused on grant opportunities and received \$138,600 in grant revenue.

### Technology

- Introduced Adobe Acrobat Pro on 4 public PCs, allowing customers to create and edit PDF files.
- Continued to collaborate with the Chippewa Valley Museum to digitize library and Chippewa Valley historical yearbooks, records and images that can be accessed online.
- Worked with Heartland engineers to replace and upgrade the Cisco ASA firewall devices, increasing the maximum throughput.

### Adult Programming

- Fostered partnerships with local organizations, businesses and institutions including the AIDS Resource Center of Wisconsin, Chippewa Valley Book Festival, Chippewa Valley Learning in Retirement, Clear Vision, Eau Claire Garden Club, U.W.-Eau Claire, U.W. Extension and the Waldemar Ager Association.

### Adult Services

- Reduced the size of the Reference Desk by 40%, allowing for better traffic flow.
- Added new seating and desks, acoustical tiles and charging stations for mobile devices to enhance the second floor experience.

## Work Measures

### General

- Welcomed 418,290 visitors to an educational and recreational destination for people of all ages and backgrounds.
- Circulated 808,824 items to customers including books, audiobooks, DVDs and music CDs.
- Implemented a new strategic plan using data and feedback from community stakeholders, library staff and board trustees.
- Circulated 76,611 e-books and e-audiobooks and songs through Overdrive, Freeding and Freegal online services.
- Issued approximately 3,965 new library cards.
- Added approximately 22,000 new items to the MORE database and withdrew over 43,000 items.

- Answered 76,343 questions from the simple to the complex on topics such as health and wellness, technology, local history, job searching, personal hobbies, and government.

### **Technology**

- Served about a quarter million website visitors in 2016.
- Continued to add convenience features for our customers such as online registration and payment for events and programs.
- Hosted over 300,000 obituary records created by the Genealogical Research Society of Eau Claire along with other Chippewa Valley historical records which can be accessed online by our customers.
- Replaced 6 computers with iPads in Youth Services for customer use.
- As part of the 2016 replacement schedule, purchased, installed and configured 26 PCs for staff and public users, as well as a network server to replace the current primary domain controller.

### **Adult Programming**

- Hosted 97 programs on topics such as history, film, gardening, genealogy, climate change, astronomy and poetry. More than 4,500 community members attended one or more of the programs.
- Featured more than a dozen local artists in the library art gallery. In addition, the 37<sup>th</sup> annual juried art show displayed 42 works by 34 Chippewa Valley artists.
- Contributed to two large-scale outreach events, the UW meets EC and the International Fall Festival, which reached nearly 800 community members.
- Hosted nine Chippewa Valley Book Festival events, with a total attendance of 518.

### **Youth Services**

- Offered 427 programs for children and teens with an attendance of 22,446.
- Enrolled 2,430 children and teens in the *Camp Readaway* Summer Library Program
- Held Escape the Room teen program at Escape EC.
- Partnered with El Centro for Spanish-language storytimes.
- Offered the Artmobile once a month through partnership with Eau Claire Regional Arts Center.
- Hosted our annual Teen Art Show that showcased work of over 50 local teens.
- Made 55 visits to over 2,100 children and staff members at local early childhood classrooms to provide storytime.

### **Adult Services**

- Hosted *Curl Up and Read Winter Reading Program* and attracted 126 participants who listened to or read 831 books.
- Registered 345 library customers for the Summer Reading program. Participants (both staff and public) turned in 935 Reading Cards with 2,805 books listened to or read.
- Reduced the size of the Reference Desk by 40%, allowing for better traffic flow.
- Provided obituary look-up services for 155 requests across the United States and in other countries.
- Proctored 81 exams for community members, supporting their quest for more education.
- Held *Tech Tuesdays* sessions for 66 participants and assisted customers with their technology.
- Weeded the Reference Collection.

**Home Delivery**

- Regularly delivered materials to on average 196 customers per month confined at home or in a healthcare facility. Involving 35 volunteers to deliver the materials and six volunteers to pick out the material.

**Holds and Resource Sharing**

- Filled 1,827 of 2,093 requests from our customers for materials from outside of the MORE Consortium (interlibrary loans).

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## Initiatives and Accomplishments

### Administrative Services Division

- Hired and trained 17 new employees to include police officers, telecommunicators, various civilian staff and the Administrative Assistant for the Chief of Police.
- Prioritized programs aimed at reducing the impact of methamphetamine on our community.
- Began the implementation of our new Records Management System, Spillman Technologies, which is expected to go live on May 1, 2017.
- Completed a full audit of our property and evidence room.
- Replacement of in-squad video recording equipment.
- Added a second K-9 dog, Jake, with funds from the Mary Doolittle Fund.

### Communications Center

- Identified the site for a new radio tower in the NW corner of Eau Claire County and have an engineering study in progress. This will add coverage for both the City and County.
- Updated the computers and monitors in the Communications Center to facilitate the Spillman software migration

### Special Services Bureau

- The Crime Analyst collaborated with Patrol District Commanders and administration to create a new patrol shift schedule to increase the efficiency and effectiveness of the Patrol Division.
- Launched the Police Department's new Facebook page to increase community outreach and engagement.

### Detective Division

- Detectives successfully cleared 96% of Part 1 Violent Crimes and achieved an overall successful clearance rate of 88%. There were 1,251 investigations assigned, which included 8,857 separate interviews, search warrants, forensic examinations, or other investigative actions.
- The Eau Claire Police Department held its first ever Junior Police Academy. The program was completely self-funded through community donations and was facilitated by one Detective Sergeant and four Detectives assigned as School Resource Officers. The goal of the Junior Police Academy is to enrich our agency's connections with youth and motivate children to become responsible citizens. Each program lasted one week, served more than 50 children ages 12-17, and was commemorated with graduation ceremonies attended by over 200 people. This first of its kind program was very successful and will be expanded in 2017.
- Detectives worked with other community partners to reduce the impact of methamphetamine through prevention, focused investigative efforts on individuals trafficking large quantities of methamphetamine, and developing treatment options for addicts. This initiative was capped by a community forum that focused on community awareness, prevention efforts, and treatment options.

### Patrol Division

- Researched, developed, and approved a new shift schedule for the Patrol Division beginning in 2017. Patrol Officers will be working a 10.5 hour work day and Supervisors will be working a



9.75 hour work day. This allows for increased police coverage throughout the city and increased opportunities for community outreach assignments.

- Vacant house watch program expanded from 17 registered units for winter break of 2015-2016 to 58 units for winter break of 2016-2017.
- Prioritized initiatives which strengthened relationships with a number of groups and individuals within the community, including neighborhood associations, businesses, landlords, educational institutions, community action groups and other governmental departments.
- Developed a new relationship with the South Barstow Street Business Improvement District. Members of the BID group have welcomed the North District Officers to attend their regular business meetings where valuable information is shared.
- Special focus put on quality of life issues at McDonough Park and Phoenix Park. Officers worked cooperatively with other City departments to ensure the parks were safe for the community to enjoy.

## Work Measures

### Administrative Services Division

- Limited overall crime rate increased to 5%.
- Committed to regional partnerships focusing on mental health issues.
- Focused on creating a working environment that improves the health and wellness of department employees.
- Replaced our tactical response team's protective vests and helmets. Part of the helmets were paid for using grant funds.

### Communications Center

- Identified and located the equipment for a microwave system to back up the current fiber optics connections in the radio system. The engineering study is done and now we are waiting on a structural report on the towers to confirm this will not overload them.

### Special Services Bureau

- Successfully recertified 100 sworn police officers through our in-service training program.
- Registered and completed travel plans for officers to attend 87 training conferences or seminars throughout Wisconsin.
- Completed 17 new employee orientation processes for officers, telecommunicators, and other civilian staff.
- Completed 130+ presentations to community groups and school classrooms in addition to being involved in approximately 70 community or school events and 60 interviews with different media groups. Participated in several large events for school-aged children including career day and safety patrol appreciation day.

### Detective Division

- Major investigations successfully resolved included a homicide, a series of gas station armed robberies, two federal drug trafficking conspiracies, and the arrest of nine men from western Wisconsin involved in the sex trafficking of children. Another notable investigation involved a Tennessee man who was apprehended video recording women at an Eau Claire hotel. The

follow-up investigation determined that this man had 1,500 victims, many of whom were children, from throughout the United States.

- Detectives participated in 177 community outreach events, such as neighborhood meetings and community presentations focused on internet safety, fraud prevention, and child abuse prevention.
- Employed several programs that insure the proper investigation of major crimes and quality assurance for the division's specialized functions.

#### **Patrol Division**

- Public safety cameras were utilized on a more frequent basis to proactively identify criminal and nuisance behavior, to aid in investigations and to improve officer safety while out on calls. Future camera locations were identified, which should continue to move the district forward in these areas while encompassing a larger portion of the district.
- There was a 17% reduction in retail thefts from 2015 to 2016. This has been the result of the retailers focusing more on prevention and a stronger collaboration with the district officers.
- Increased drug arrests as the result of proactive patrols in and around hotels and motels in our district.
- Reduced calls for service at the problematic Idlewild Tavern. Most problems were attributed to a problem employee bartender. Officers worked with the owner and the City licensing process to revoke the bartender license.

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