



# Major Accomplishments

## 2018

Administrative Services - Attorney - Community Development - Community Services  
Engineering - Finance - Fire Rescue - Health - Human Resources - Library - Police

## Initiatives and Accomplishments

### City Manager's Office

- Worked with Council and senior staff to refine the CIP and Budget Process planning model.
- Served on RWJ Foundation Invest Health Project work team.
- Facilitated improved code compliance inspector programs with neighborhoods.
- Sponsored Economic Development Summit community meetings.
- Coordinated Department Director annual retreat.
- Participated in feasibility study for an event or convention center on Menomonie Street.
- Worked with other agencies to support installation of bridge lighting projects.
- Worked with City Council President to deliver annual State of the City address.
- Worked closely with Engineering to progress city hall move, renovations and electronic recordkeeping.
- Developed and delivered second annual Council Academy and Board Chair training programs.
- Continued online Citizen Engagement programs and published employee newsletter, River City Currents.
- Continued work with the City Council to develop and implement the Strategic Plan.
- Coordinated school age visits/tours of City Hall and requests for visits to youth group meetings.
- Administered to the Advisory Committee on Appointments meetings and coordinated the Volunteer Appreciation Event.
- Assisted with the annual Juneteenth Celebration.

### City Clerk/Elections

- Implemented the use of new voting equipment at 20 polling locations.

### Information Technology

- Fire Station 10 Construction/Setup/Move
- Park Towers LTE Tower Installation
- Transit Bus LTE CPE Network Upgrade
- L3 Interview Rooms Camera Adds at ECPD
- 3M Network Installation & Setup (Temp City Hall)
- Fire CAD Display Deployment
- Network Firewall Upgrades
- City Hall Remodel Project (Network Structure Design)
- Scanning paper files to digital project (Over 550,000 documents scanned)
- Migration of data from old document management system to new (Approximately 5 million files converted)
- City Hall Move – including the teardown, move, setup and reconfigure of computer hardware and peripherals
- Digital Signage Deployment
- LTE Squad Updates
- City website update project to be released Spring 2019
- Milestone Camera Management Server Adds/Updates/Upgrades
- City-wide Departmental software support/maintenance and upgrades
- Support and management of door control systems

- Implementation of new server monitoring system allowing more proactive approach to support
- Deployed new Web Content Filtering system
- Staff Training – Cyber Security and Spillman Public Safety System Certification
- Financial System upgrade (Munis)
- Network Upgrades at Mt. Tom, Fire Station #9, PD/Comm Center, WIN, and 3M
- Assisted HR with implantation of new Payroll Self Service system
- 3 fiber cuts/No down time

## Work Outputs, Measurements and Statistics

### 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.
- Conducted four elections:
  - **February Primary**  
Turnout – 5,293 voters. Absentee Ballots Cast – 712. Election Day Registrations – 420.
  - **April Election**  
Turnout – 11,486 voters. Absentee Ballots Cast – 1,235. Election Day Registrations – 904.
  - **August Election**  
Turnout – 11,637 voters. Absentee Ballots Cast – 1,502. Election Day Registrations – 708.
  - **November Election**  
Turnout – 31,844 voters. Absentee Ballots Cast – 5,581. Election Day Registrations – 6,352.
- Trained 400+ election workers prior to each election

### Information Technology

- Over 4,800 work orders closed
- 115 Surveillance Camera adds (Intersections, Park Towers, CMF, Owen Rust Apartments)
- Computer Inventory Management – Adds/Moves/Changes/Swaps – 54
- 171 User Accounts Created
- 158 User Accounts Removed

## Initiatives and Accomplishments

- Represented City in Confluence development project negotiation, insertion of key safeguards, and legal defense of City's policy decision to support the project with TIF economic development incentives resulting in a favorable Wisconsin Supreme Court decision of statewide significance.
- Currently involved in negotiations for development projects in North Barstow and Cannery Districts.
- Negotiated the lease and assisted in implementing of the Sky Park solar project.
- Successfully concluded the DNR review of the Eau Claire River siphon break with a creative approach to mitigate the effects of the unintentional discharge through future storm water improvement projects and without any fine or penalty to the City.
- Provided legal training to Police Department during annual in-service.
- Defended and continuing in legal defense of numerous excessive tax claims and an anticipated claim for tax exemption and advocated consistent with policy direction for fair and equitable property tax that does not improperly burden residential taxpayers.
- Drafted and in conjunction with Health Department developed broad community support and ultimate adoption of a Landlord Registration Ordinance that has been lauded by those of varying perspectives on the issue as a statewide model.
- Timely developed options and worked toward a collaborative response with a developer, neighborhood, and staff for a new trail and park in a subdivision at an advanced stage of the local approval process that met policy objectives at no acquisition cost to the City.
- Actively participated with Health and Police Departments in community outreach opportunities surrounding the key community health and safety issue of excessive alcohol use and drafted a forward policy ordinance adopted by Council to address the challenge.
- Drafted a public comment period policy responsive to Council and offered legal advice and counsel on its sound and effective operation.
- Currently in progress on policy matter regarding an update to the city council ethics code.
- Worked with City staff and Health Department to enforce housing code violations throughout the City.
- Spoke as session presenter and attended League of Municipalities Attorneys Institute.
- Gave presentations at the 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).
- Discussed and advised on street vacations including the development project for Wilson Square.

## Work Measures

- Prosecuted OWI, traffic, disorderly conduct, retail theft, underage alcohol, housing code and other city code violations.
- Appeared in court on juvenile and truancy citations.
- Counseled and represented the City in enforcement actions related to Code violations.
- Trained and gave legal advice for supervisors, public officials and employees.
- Presented training to police officers and provided insight into recent case law updates.
- Drafted and provided legal advice and assistance on the following ordinance revisions including pawnbrokers amendment; City wide parking and speed limit updates; site plan and zoning amendments; public excessive intoxication; conversion therapy; beekeeping update; dockless bike share; and keeping of poultry among other resolutions and ordinances researched or considered by the City.
- Advised and assisted management in reviewing and responding to Fire Department 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 legal counsel to obtain a Contract, Agreement, Lease, or MOA's on the following projects: Joint Services with University of Eau Claire and the Police Department; Veterans Tribute Foundation; Paul Bunyan Camp; Grand Avenue Bridge ATT Project; numerous Parks and Recreation Department agreements.
- Assisted the Redevelopment Authority in the acquisition/transfer of parcels along the Cannery Trail.
- Assisted Manager's Office in educational opportunities to City Council and Board and Committee chairs regarding laws and practices affecting their public service.
- 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.
- Sought and reached a creative legal solution with event organizers to Prex Claires 2018 event that balanced public safety, state laws, and policy desire to hold the fun downtown event.
- Worked in official and non-profit capacities to further Rotary lights on Phoenix Park Bridges.
- Provided City Departments with legal assistance in responding to various public records requests.

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### Initiatives and Accomplishments

#### Development Services

- Worked on update to Third Ward Neighborhood Association Plan
- Held discussions with core neighborhoods and developers on updates to Multi-Family Housing Design Manual
- Initiated discussion and research on parkland dedication ordinance
- Continued research on new commercial design guidelines
- With Community Services Department and Waterways and Parks Commission, completed work on 5-year Parks Plan
- With Engineering Department and BPAC, completed work on Bicycle and Pedestrian Plan
- Staff transitions with retirement of long-time Department Director and hiring of new Department Director, new Electrical Inspector, and new Building Inspector

#### Sustainability & Healthy Community Design

- Acted as City liaison to DNR's Green Tier Legacy Community program and served on its Executive Committee
- Served on statewide Property Assessed Clean Energy - PACE commission to market and approve energy and water loans
- Secured a \$180,000 competitive planning grant from the Wisconsin Public Service Commission to prepare a Renewable Energy Action Plan (REAP)

#### Economic Development

- Assisted G-Storage LLC with an option to purchase 17 acres in Gateway Northwest
- Assisted international solar manufacturer with site selection in Gateway
- Launched a redesign and upgrade of the economic development website
- Staff transition with retirement of long-time Division Manager and hiring of new Division Manager

#### Redevelopment Authority

- Reissued an RFP for Block 7 and Liner Site—received 4 proposals ranging upwards of \$32 million in final valuation | initiated MOU to negotiate development agreement
- Received two-phase workforce housing proposal for property in Cannery District | initiated MOU to negotiate development agreement
- Received offer to purchase remaining vacant property south of The Brewing Projekt to expand that redevelopment
- Worked with residential developer on a “pocket neighborhood” conceptual project in the Cannery Redevelopment District
- Obtained appraisals and made offers on property in the Cannery Redevelopment District

#### Downtown Eau Claire, Inc.

- Debuted rebranding, website, and new BID logos
- Assisted in the successful lighting of the Phoenix Park Bridge

- Awarded first Downtown Enhancement Grants (Brent Douglas Flowers; Valleybrook Church)
- Partnered with Pablo Center at the Confluence to move Christmastime in the City event to the new Haymarket Plaza
- Worked with stakeholder groups to enhance the multi-cultural mission of the International Fall Festival, including over 70 vendors

## Work Measures

### **Development Services**

- Development permits issued – 3,417
- Total inspections – 5,125
- Total construction valuation – \$188,655,369
- Building code plan reviews – 156
- Development review applications – 105
- New subdivisions – 87.6 acres | 206 lots | 325 units
- Annual Development Update, Map and Report
- Continued upgrades/maintenance to GIS system
- Started process to update the Bicycle and Pedestrian Plan
- Coordinated with City Building Supervisor on exterior City Hall renovations

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

- Served the Advisory Commission on Sustainability and assisted on their annual work plan
- Ran the third annual Eau Claire Sustainability Awards program to recognize businesses and organizations
- Coordinated the City's Green Team's activities and City's annual sustainability report

### **Economic Development**

- Provided staffing to Redevelopment Authority, Downtown Eau Claire, Inc. and four business improvement districts
- Responded to more than 64 inquiries for business or location assistance
- Issued three new loans through City loan programs, totaling over \$180,000
- Hosted national Site Selectors for city and regional tour and presentations
- Participated in Economic Development Summit
- Assisted EDC in Fireball Run planning and execution
- Participated in outreach events to Twin Cities
- Drafted and implemented new food truck ordinance

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

- Jump-Start Downtown – Awarded a grand prize package of \$8,500 in cash awards and over \$3,000 for in-kind advertising (1<sup>st</sup> Place: Raggedy Man | 2<sup>nd</sup> Place: The Broom & Crow | 3<sup>rd</sup> Place: Star Cup)
- Hosted an Idea Lounge ahead of the Block 7 & Liner Site proposal submissions on the new Opportunity Zones program

- Assisted with inaugural Food Truck Fridays event in Railroad Lot

#### **Housing Division**

- Assisted 1 homebuyer with direct homeownership assistance
- 2 new homeowners received rehabilitation loans to rehab their owner-occupied residential units, including the abatement of lead in 2 of those units
- 5 low/mod homeowners received HOME Weatherization Grants (2 – Eau Claire Housing Division & 3 – Western Dairyland)
- 2 single family homes were purchased and will be rehabilitated for the Homeownership Program
- 199 Homes were inspected and brought up to code as a part of the Code Enforcement Program
- 1 LMI homeowner received funding from the Alley Improvements Reimbursement program
- Provided funding to the City of Eau Claire Finance Department for the Alley Improvement Reimbursement Program for low-moderate income homeowners
- Provided funding to the City/County Health Department to continue the Code Enforcement program
- HOME Tenant Based Rental Assistance (TBRA) provided rental assistance to 48 individuals/families
- Bolton Refuge House and Eau Claire Area Hmong Mutual Assistance Association received HOME funding for use towards new Affordable Housing units
- Boys and Girls Club received funding to replace their boiler system

#### **Public Services**

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

- 45 persons facing domestic violence sought shelter and support services,
- 197 families received case management assistance to help care for their children,
- 1,455 persons sought emergency shelter as a result of homelessness,
- 631 received primary health care services from the Free Clinic,
- 1,032 persons received meals from the Community Table soup kitchen,
- 33 households received rental assistance with the Tenant Based Rental Assistance program,
- 909 Hmong households received tenant/landlord counseling and translation services,
- 77 Women and minorities received employment & business start-up services,

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## Initiatives and Accomplishments

### **Business Services**

- Monthly analysis and maintenance of 5 divisions budget accounts and capital improvement projects
- Review of Transit Federal and State Operating grants, billings and other reports
- Research grant opportunities
- Processed various grant applications
- Processed grant reimbursements
- Presented to City Council approval to apply and appropriate grants when awarded
- Analysis of payroll costs for special projects
- Assist with the Former Landfill accounting processes
- Process monthly payment requests for credit card fees
- Administration of leases, agreements and MOUs
- Accounting functions as assigned
- Assisted with the production of the Annual Community Services Report
- Approval of requisitions and credit card statements
- Quarterly clothing allowance reports for imputed value to payroll
- Participated in bi-monthly TIGER Team grant meetings

### **Parks, Forestry and Cemetery Division**

#### Parks

- Dog Park constructed at Sundet Park along with sidewalk, parking lots and playground fencing
- Design completed for Southwest Dog Park and Boat Launch at the end of Ferry Street
- Completed playground installation at Pinehurst Park
- Completed playground installation at Carson Park
- Repairs to Carson Park Baseball Stadium concrete wall cap, masonry repair tuck-pointing
- Aerial survey of city deer population
- Reconstruction of bike/pedestrian trail from Mercury Ave to Riverview Drive
- Riverview seasonal boat landing rip rap
- Furnish Jeffers Park maintenance building and access from County Line Road
- Relocate gate and berms to expand space in the Jeffers Road brush site
- Resurface south end of Soccer Park parking lot
- Resurface Carson Park Baseball parking lot
- Carson Park Playground restroom make over
- Installed new wiring to all baseball field lights at Carson Park
- Rehabilitated well at Owen Park and installed variable frequency drives to pump motors
- Added bike repair station to bike/pedestrian trail on Menomonie Street
- Added 13 memorial benches at various locations.
- Completed design for active aging amenities at McDonough Park
- New roof at Rod & Gun Park pavilion. Stained and sealed exterior of pavilion

#### Forestry

- Preemptive Ash tree removal continues throughout the City of Eau Claire
- Injected 136 Ash trees to prevent Emerald Ash Borer

- Applied Cambistat Growth Regulator to 5 construction affected trees on the boulevard (test project)
- Removed wood chips from Jeffers Road brush site
- Level one Fista Training of 31 employees in Parks, Forestry and Streets Divisions
- Level two Fista Training of 21 employees in Parks, Forestry and Streets Divisions

#### Cemetery

- New roof on Lakeview Sexton office
- Ground thaw equipment purchased for each cemetery

#### Buildings & Grounds

- Buildings Grounds Division assistance with City Hall move to Prairie Lane

### **Recreation Division**

#### Administrative Accomplishments

- Achieved CAPRA accreditation certification renewal (1 of 2 in Wisconsin)
- Attended walkability training in Atlanta with a group of Eau Claire community leaders
- Reviewed our key management process and organized the key cabinet
- Reviewed cash handling and reconciliation processes. All deposits are reconciled in the Recreation Administrative office improving reporting accuracy
- Conducted beverage pouring rights financial review and analysis
- Attracted new Carson football organization for summer play (Northern Light Cowboys)

#### Marketing Initiatives

- Implemented a digital distribution plan for the fall/winter Prime Times
- Facebook “events” created to generate interest in the community
- Drone video project completed for pavilions and athletic facilities
- Video project for July is Parks and Recreation Month
- Promoted July is Parks and Recreation Month “Lifetime of Discovery” theme
- Submitted an application for the NRPA Gold Medal Award
- Attended the Age of Opportunity Volunteer and Job Fair at Oakwood Mall
- Attended ECASD summer registration fairs
- Created target market advertising to feature summer school programs
- Promoted Kids to Parks Day

#### Programming Review and Execution

- New youth programs: tadpole discovery, outdoor games, Sunday tumbling
- New family programming: rec the park
- New adult programs: Sunday night open gym
- River City Adventures offered at 10 locations in collaboration with ECASD summer school
- Promoted ECASD breakfast and lunch school locations Offered collaborative summer school programming with Eau Claire YMCA at DeLong and South Middle Schools
- Offered water fitness to City employees through the City wellness program
- Served on the committee to reorganize youth football in Eau Claire
- Sole provider of outdoor football for grades 2-6 due to changes in ECASD and YMCA programs
- Created youth and adult league athletic manuals

- Winter After Hours was moved to Pinehurst Park

#### Division Concession Operations

- Concessions Operations (Carson, Soccer Park, Hobbs, Fairfax) over \$257,000 in sales (6% increase)
- Provided concessions for the Beep-Beep Baseball World Series, bringing in \$5,879.60 in sales
- Concession staff attended training for people who lack sufficient vision

#### Fairfax Pool

- Fairfax projects completed included; new first aid room and managers office, locker room upgrades (sinks, showers heads, shower partitions, overhead doors), bathhouse painted internally, directional and facility signage.
- Contracted Mississippi Welding Supply as the CO2 provider
- Added signage that promotes proper supervision of non-swimmers
- Installed a safety rope that warns patrons that they are entering deeper water

#### Hobbs Ice Center

- Hobbs CIP projects included; back parking lot LED lighting, Hughes spectator shielding upgrade, O'Brien bleacher area rubber flooring, O'Brien/Akervik refrigeration condenser replacement, Akervik Rink improvements design and future addition concept
- 2018 Advertising revenues exceeded projected amount
- Pete Seymour earned Certified Ice Technician certification through US Ice Rink Association
- Condenser replacement project was completed with no impact to ice use schedule
- Hosted US Ice Rink Association Safe Ice Resurfacers Operations course in March of 2018
  - 4 Hobbs PT staff attended free of charge & received course certificate
- Began new water treatment program for refrigeration condenser makeup water with new equipment and chemical provider
- Repainted facility walls including all 3 sets of public locker rooms, hallways, and club room/bathrooms

#### Safety & Environmental Sustainability

- Trained 192 City staff on Red Cross First Aid, CPR, AED, BLS (basic life support) modules
- Hi-Viz safety vests worn by employees and volunteers at the Clearwater Winter Parade
- Hobbs and Fairfax Pool participated in the city-wide hazard hunt
- Developed skills check schedule and procedure at Fairfax to improve training effectiveness
- Lifeguard in-services are scheduled at three week intervals at Fairfax
- Retained the Red Cross to perform a facility safety audit at Fairfax
- Developed a head lifeguard training and orientation program
- Skate training equipment purchased for Hobbs Ice Arena and outdoor skating rinks

### **Streets & Fleet Division**

#### Streets

- Continued to work on expanding the Jeffers Road brush site. Work included stripping top soil, installation of storm water structures and piping, grading and rebuilding of berms around the brush site. Total expansion approximately 3.5 acres.

- Worked with the City Traffic Engineer on epoxy street painting project. This included repainting eight (8) miles of center lines and traffic symbols with epoxy paint.
- Purchased new Brine making system. Included tanks, valve manifold, pumps and plumbing/hoses. New system was set up in building B at CMF and is capable of producing 3,600 gallons per hour. Using salt brine can reduce the use of rock salt by approximately 30%.
- Added fourth storage tank for the salt brine additive called Beet Heet. When Beet Heet is mixed with salt brine, we can effectively melt ice at 15 degrees below zero when applied to rock salt.
- Added a new process to our street sealing program called Micro Sealing. This product is filler/sealer that levels and fills cracks, holes and depression in the asphalt surface. This process can added up to 8 years of life to the street surface.
- Add one additional Ice Control Route for a total of 13 routes.
- Added two new Residential Plow routes for a total of 26 routes

#### Fleet Replacement

- Purchased and outfitted two new K9 Police vehicles
- Purchased and outfitted three new marked police patrol cars
- Purchased and outfitted new dump trucks with winter snow removal equipment
- Purchased and outfitted three new trucks for the Parks division
- Purchased and outfitted 12'-0" wide soccer park mower
- Purchased new over seeder for the Parks Division
- Purchased and outfitted one new truck for the Street division
- Purchased and outfitted one new Wheeled excavator
- Purchased and outfitted four new Supervisor vehicles
- Added equipment to the fleet through the CIP
  - New Skid steer loader and attachments
  - New multi purposes tractor and attachments
- Street division took on the responsibility of stump grinding from the forestry division. From August<sup>t</sup> through October 31 the street division staff completed the grinding and restoration of 272 stumps.

#### **Transit Division**

- TIGER Award announced providing \$5,000,000 towards a new transfer center construction project and replacement of 4 buses.
- RFPs for Design and Environmental Studies for new Transfer Center released
- Paratransit Contract secured for 2019-2024
- New Fare structure Implemented
- Income Qualifying fare implemented mid-year
- Grant application submitted for next Transit Development Plan
- Gordy's County Market added as an outlet for fare media vouchers making a total of 7 outlets available throughout the community.
- Participated in the International Fall Festival Parade and Clearwater Holiday Parade

- Completed the Stuff A Bus fundraiser for Feed My People Food Bank
- Collaborated with Oakwood Retirement to collect school supplies for community needs
- Received notice of award from the State of Wisconsin for 3 Hybrid Buses through the VW Mitigation Capital Assistance Program

### **Utilities Division**

#### Water Treatment Plant

- Replaced check valves in wells 17 and 8.
- Drained, cleaned, and inspected the treatment plant flume.
- Rebuilt pump 2 including motor at Abbe Booster Station.
- Rebuilt motor for pump 1 at Damon Booster Station.
- Rehabilitated wells 9 and 14 including jetting of screens, replacement of valves, and addition of variable frequency drives.
- Repaired lime silo dust collector.
- Rebuilt (2) lime pumps, motors, and gearboxes.
- Replaced all emergency lighting in treatment plant.
- Replaced (2) chlorine day tanks and all associated piping.
- Removed 48" raw water meter and replaced with rebuilt spare meter for calibration.
- Back flushed well field mains for wells 13 and 21.
- Drained and cleaned both settling basins spring and fall.
- Completed a painting project for all piping inside Abbe Booster Station.
- Completed painting projects inside 8 well houses.
- Drained and inspected air stripping facility. Made repairs to meters, fans, pumps, and exterior pipe insulation.

#### Water Distribution System

- Maintained a safe and uninterrupted water supply service for consumption and fire protection throughout the city.
- Implemented the DNR's internal distribution material inventory program.
- Provided personnel and equipment to assist 58 residences with property clean up after a sanitary sewer backup.

#### Wastewater Collection System

- Work with Engineering to rehab and line (CIPP) sanitary and storm pipes through easements.
- Work with Engineering to locate and map missing services, manholes, and inlets on the GIS.
- Collaborated with interdepartmental partners and staff to do plumbing work on the following projects:
  - Modify the air intake and exhaust for the Hobbs locker room water heater.
  - Toilet and plumbing repairs at the bus transfer station.
  - Upgrade the library water heater and piping.
  - Upgrade and repairs to the library staff lounge/kitchen.
  - Toilet and plumbing repairs at the Lakeview Cemetery.
  - Plumbing repairs at Fire Station #2.
  - Plumbing repairs and upgrades at the street sweeper washout station.
  - Install a new water service as part of the City Hall remodel.

- Install a drinking fountain & bottle filler at the Fairfax Pool.
- Install a drinking area at the new Northside Dog Park.
- Plumbing at Building B for the installation of the brine tank fill station.

#### Wastewater Treatment Plant

- Inspected headworks screw pumps including lower bearings
- Rebuild screw pump splash deflectors
- Painted, finish and rehab the screw covers
- Drained, inspected replaced flights in primary settling
- Build secondary bar screens
- Drained, inspected, cleaned east anoxic, anaerobic, and aeration basin
- Drained, cleaned, inspected final clarifier
- Improved efficiency of digesters via mixing process
- Improved efficiency of Kraft CHP
- Installed Emergency generator at Black Ave lift station
- Start up on new Hewitt street lift station
- Installed new Vaughn pump
- Rebuilt Borger pump
- Rebuilt #2 pump at Eau Claire River LS

## Work Outputs, Measurements, and Statistics

### Business Services

- Awarded **\$7,638,712** in funding for the following grants:
  - TIGER Grant – Transit Transfer Center and 4 buses - **\$5,000,000**
  - VW Environmental Mitigation Trust Transit Capital Grant –**\$1,970,700** (3 buses)
  - Mayo Clinic Health System Hometown Health Grant - **\$20,000** (McDonough Active Aging Fitness Park)
  - WI DNR Recreational Trail Program Grants - **\$90,000** (Birch Pavilion Steps and Downtown Riverwalk)
  - WI DNR Stewardship Program Grants - **\$258,012** (S/W Dog Park and Boat Launch & Downtown Riverwalk)
  - State of WI Safe Drinking Water Loan Program – **\$300,000** (Lead Service Line program)
- Applied for and pending award
  - WI DNR Municipal Flood Control Grant – Duck bills
  - WI DNR Urban Wildlife Damage Abatement & Control Grant
  - NRPA Green Infrastructure Training Opportunity
- Applied for but not awarded:
  - Marshfield Clinic Health System – McDonough Active Aging Fitness Park
  - Mayo Online Grant application – benches at McDonough
  - NRPA Commit to Health – Healthy Out of School time grant
  - Wisconsin Arts Board
  - Land & Water Conservation Outdoor Legacy Grant

- Bloomberg Public Arts Challenge
- AARP Community Challenge Grant

**Parks, Forestry and Cemetery Division**

Parks

- Maintained 386.5 acres of park land
- Maintained 30.24 miles of recreational trails
- Facilitated 107 special events
- Facilitated maintenance/cleanup for 14,256.25 hours of pavilion rentals
- Dragged & lined 2,025 ballfields
- Alum and herbicide treatments of Half Moon Lake
- Canada Goose round up Half Moon Lake/Dells Pond/ Chippewa River and oiled over 400 eggs

Forestry

- Planted 751 Trees
- Removed 443 trees
- Pruned 2,000 trees
- Injected 136 Ash trees to prevent EAB

Cemetery

- Forest Hill 57 burials
- Lakeview 96 burials
- Forest Hill lot sales 7 lots & 4 columbaria niches
- Lakeview lot sales 56 lots & 2 columbaria niches

Buildings and Grounds

- Maintained 499,000 square feet of parking ramp/lot space

**Recreation Division**

Administrative

- Managed \$2.7 million operating budget (Recreation and Administration, Fairfax Pool, Hobbs Ice Center)
- Managed \$1.8 million budgeted revenues (Recreation and Administration, Fairfax Pool, Hobbs Ice Center)
- Registers over 11,000 program participants (Instruction/Programs 6693, Youth Leagues 1,057, Adult Leagues 1,226, plus over 10,000 paid drop-in programs)
- Online use for registrations is 81%
- 367 City Passes sold in 2017/18 (18% increase)
- 2540 City Pass punches used, average usage is 58% of total punches sold (26% increased use)
- Reception office customer service interactions (averages per day: 36 phone calls received at 3:20 minutes each, 10 phone calls made at 1:51 minutes each, 58 email received, 67 emails sent, 20 online transactions, 12 in person interactions)
- Part-time staff training hours: average 15 hours per employee, # of staff trained 257 (3,855 total training hours)

#### Marketing Initiatives

- Twitter Followers: Parks and Recreation 86, Hobbs 235
- Facebook Likes: Parks and Recreation 5,149 - Fairfax 2,849 – Hobbs 1,759
- Twitter followers Recreation 100, Hobbs 244
- New Instagram account, Instagram followers 70
- Prime Times revenue exceeded \$3,050 (16% increase)
- Added 2 additional banner advertisers at Fairfax
- Secured concession umbrella advertiser at Fairfax
- Secured 7 new dasher board advertisers in O’Brien Rink
- Secured 3 new digital signage advertisers

#### Programming Review and Execution

- Provides Supervised Winter Outdoor Recreation for over 8,360 people (23% increase)
- 3,838 ECASD Summer Program Participation (33% increase)
- \$153, 520 ECASD Summer School (43% increase)
- Over 15,000 spectators attended the 7th annual Clearwater Winter Parade
- Volunteers Making a Difference – Recreation Programs 1,060 (15% increase)
- 732 youth registered for River City Adventures (68% increase)
- 13 additional youth instructional classes offered at South Middle School in the summer
- Rec The Park event 100 attendees in collaboration with the Chippewa Valley Pickleball Club for Adult Activity park at McDonough
- Received \$6,000 from LE Phillips Family Foundation for Outdoor Ice Skating Rinks at Demmler and Sam Davey locations
- City of Eau Claire insured Clearwater Winter Parade

#### Facility Achievements

##### Division Concessions Operations

- Concession revenue at Hobbs Ice Center was over \$85,000
- Concession revenue at Fairfax Pool was over \$66,700 (6% increase)
- Carson and Soccer Park concessions revenue was \$105,700 (13% increase)

##### Fairfax Pool

- Fairfax attendance 65,574 (10% increase)
- Total season membership sales 596, online season membership sales 359 (online 60% of total sales)
- 63 Total rental reservations (31% increase)
- 240 season passes sold during holiday promotion (220% increase)

##### Hobbs Ice Center

- Over 3,000 individual resurfaces completed
- Total rented hours 6,595
  - Ice time 629.25 (4% increase)
  - Room Use 1,965.75 (7% increase)
- Hosted 5 dry floor events
  - 2 Here We Grow Again Sale



- Hebert Dental Patient Appreciation Party
- Hops for Hockey
- Hosted the following events
  - 8th Annual ECM Meltdown Thanksgiving Tournament (3 visiting teams)
  - ECA Stars BRC Cup Summer Hockey Tournament (new, 3 visiting teams)
  - 3 Eau Claire Youth Hockey Tournaments
  - Figure Skating Competition testing sessions and competitions
  - Festival Foods Turkey Trot
- 70 total High School/UWEC varsity level games on the schedule
- Open skate attendance currently over 7,500 participants
- Trained 3 new ice resurfacing operators

### **Streets & Fleet Division**

#### Streets:

##### Snow and Ice Control:

- Ten (10) residential full plow operations
- 41 Ice control operations
- Applied approximately 3,750 tons of rock salt and 22,000 gallons of salt brine for ice control operation

##### Street Maintenance:

- Chip sealed 6.68 miles or 124,494 square yards.
- Micro Sealed 3.58 miles or 64,401 square yards.
- 871 tons of hot mixed asphalt placed for street and utility repairs
- 111 tons of Cold mixed asphalt placed for street repairs
- Crack filled approximately 30 miles of city streets requiring 20,000 pounds of fiber fill and 88,000 pounds of rubber fill
- Spray patched 21 miles of city streets
- Repainted eight (6) miles of epoxy street center lines
- Repainted three (9.84) miles of latex street center lines
- Painted 119 crosswalks
- Painted 141 cross blocks
- Produced and installed approximately 869 traffic control and information signs
- Patched 196 manholes
- Patched 286 Catch basins
- Rebuilt 49 Manholes
- Rebuilt 80 Catch basins
- Poured 257 cubic yards of concrete for sidewalks, curbs and gutter
  - 79.25 cubic yards for utility repairs
  - 99.25 cubic yards for structure repairs
  - 53.50 cubic yards for pavement repairs
  - 25.75 cubic yards for other divisions.

- Hauled 79,976 cubic yards of materials.
  - 15,784 cubic yards of snow
  - 1,498 cubic yards of sand
  - 4,313 cubic yards of base gravel
  - 5,074 cubic yards of rubble
  - 6,353 cubic yards of fill
  - 19,995 cubic yards of street sweepings
  - 585 cubic yards of topsoil
  - 456 cubic yards of trash
  - 18,720 cubic yards of leaves
  - 936 cubic yards of mulch
  - 60 cubic yards cold mix asphalt
  - 49,600 miles driven hauling material

Street Sweeping:

- Approximately 13,383 miles of Street sweeping
- Approximately 12,761 cubic yards of debris swept up during street sweeping operations
  - 2,732 cubic yards for winter sand/salt
  - 1,397 cubic yards of summer sand
  - 5,822 cubic yards of leaves
  - 138 cubic yards of chip sealing chips
  - 156 total days of sweeping
  - Downtown area swept 12 times
  - Half-moon water shed swept 16 times
  - City completely swept 12 times

Ordinance Enforcement:

- Mowed 57 private lawns
- Cleared snow from 304 private sidewalks
- Cleaned up trash at 66 private properties

Fleet:

- The Stores has approximately 5,538 items stocked at a value of \$794,609.00
- Used 143,362 gallons of diesel fuel at a value of \$345,376.60 for CESA
- Used 118,092 gallons of unleaded fuel at a value of \$278,836.48 for CESA
- Completed 4,038 equipment and vehicle repair orders
- Used 13,5870 gallons of diesel fuel at a value of \$321,350.95 for Transit

**Transit Division**

- 49,472 Revenue Hours Operated
- 708,479 Revenue Miles Driven
- 6,500 monthly passes sold and 10,000 day passes sold
- 956,228 Trips Provided

OPERATOR		MILES DRIVEN	HOURS DRIVEN
STEVE	ADAMS	23496	1639.4
ROGER	BEAVER	31164	1976.5
JULIE	BIESTERVELD	24213	1680.35
VICTOR	BOSS	27248	2005.2
ROD	BROTT	21330	1488.1
WILL	BRYANT	27068	2026.7
DAN	DAVIDSON	20780	1361.3
DAVID	DUNN	21768	1664
CARL	FRANCE	27057	1906.3
PATTI	FREEZY	24615	1850.7
GARY	GRUEN	28595	1956.1
JENNIFER	KRKLJES	25674	1710.1
MICHAEL	HOLTON	14636	1050.4
TONYA	JENNEMAN	27182	1710
BELAY	MAMO	30351	2076.3
THERESA	MCGEORGE	26889	1738.8
MIKE	MUNDELL	30437	2030.2
FLORIAN	SKWIERCZYNSKI	24955	1695.1
DAVE	SPENCER	32371	1965.2
MIKE	STEINKE	24159	1647.3
JOSH	SUDBRINK	28226	1858.8
TOM	WERLEIN	29428	1763.2
DEAN	WILCZIEK	23415	1723.95
DEVIN	WOLD	27197	1978.1
DANNY	POPE	28520	1984.7
KYLE	HANSON	27811	1984.2
BILL	JOHNSON	19619	1335.5
KRISTI	GORELL	8097	598.5

### Utilities Division

#### Water Treatment Plant

- Pumped and treated 3.44 billion gallons of water
- Performed 18,615 tests for water quality assurance

#### Water Distribution System:

- Repaired six water main breaks.
- Collected 403 water samples on utility construction projects for bacteriological testing.
- Tested 3,195 meters for accuracy, and changed/set 3,248 water meters. Tested 88 compound meters in the field to certify accuracy.
- Converted 83% of our metering system to radio read meters.
- Flushed 3,692 fire hydrants in the distribution system.
- Exercised 3,327 main line and hydrant valves in the distribution system.

- Tested all 33 City owned RPZ backflow assemblies.
- Completed 2,720 cross connection surveys with the purpose of identifying and correcting sources that could potentially contaminate the drinking water supply.
- Marked 12,014 locates for water, sanitary and storm sewer.
- Replaced 70 fire hydrants and added 49 new hydrants to our system.
- Completed 3,182 cross connection surveys with the purpose of identifying and correcting sources that could potentially contaminate the drinking water supply – 15% increase.
- Facilitated 55 lead service line replacements.

#### Wastewater Collection System

- Repaired two sanitary sewer main collapses.
- Repaired two storm sewer mains/outfalls.
- Chemically treated 5,400 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 19 miles of sanitary & storm sewers.
- Assist with cleaning sanitary sewer lift stations.

#### Wastewater Treatment Plant

- Treated 2.76 billion gallons of wastewater.
- Land applied 8.35 million gallons of bio solids.
- Tested 1,127 samples from septage haulers.
- Treated 3.7 million gallons of septage.
- Utilized methane for the plant heat and power needs equal to the annual average electrical needs of 2,448 Wisconsin homes.
- Plant efficiency levels:
  - 98.6% BOD removal.
  - 99% TSS removal.
  - 96.1% Phosphorous removal.
  - 99.4% Ammonia removal.
  - 96.8% Hg removal.

#### Laboratory

- 840 water distribution bacteriological samples taken and tested.
- 1,375 bacteriological samples taken and tested on raw water and other sources.
- 72 Industrial Pretreatment BOD samples collected and analyzed.
- 11 Industrial Pretreatment inspections conducted.

###

## Initiatives and Accomplishments

### **Transportation and Parking**

#### *Lighting, Traffic Signals, and Electrical Work*

- Worked with the Third Ward Neighborhood and West Grand Avenue Business Improvement District to adjust the lighting levels of street lights along Summit Avenue and West Grand Avenue.
- Completed electrical work at Central Maintenance Facility, Utilities Building and Water Plant.
- Replacement of over 200 HPS lighting fixtures with LED fixtures along our State Highway Lighting System Corridors.
- Installed donated Solar Charging Unit in Phoenix Park.
- Installation of access points, pan tilt zoom, and fixed cameras at signalized intersections for Information Technology and Police Departments.

#### *Municipal Parking*

- Coordinated with custodial staff to maintain a high level of cleanliness and maintenance for the North Barstow Parking Ramp structure and equipment.
- 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.
- Needs Assessment Study of the Farwell/Gibson Parking Ramp in order to assess the future viability and lifespan of the structure.
- Made the Schlegelmilch Municipal Lot free of charge – this encouraged more usage while offering a free option for daily parking.
- New signage to the Seaver Street Parking Lot to help accommodate changing usage for local businesses.
- Listened to local business leaders and patrons to adjust the downtown parking regulations on Graham Avenue in order to meet the changing needs upon the opening of the Pablo Center at the Confluence.

### **Storm Water Utility**

- Finished City's Storm Water Management Plan.
- Chaired the Rain to Rivers of Western Wisconsin Forum, formerly 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.
- Worked with the Community Services Department and West Central Wisconsin Regional Planning Commission to update the flooding section of the Hazard Mitigation Plan.
- Participated in the Eau Claire River Watershed Management Plan Implementation Team.

### **Sewer Service Area Plan**

- Participated in a work group organized by the West Central Wisconsin Regional Planning Commission to update the environmental policies in the Chippewa Falls/Eau Claire Urban Sewer Service Area Plan for 2025. Efforts included reviewing current policies,

recommending changes to be consistent with state law and local jurisdiction practices, preparing materials for DNR review to support proposed changes, and preparing text to amend the current plan.

### **Design and Construction**

- Construction of the Grand Avenue Pedestrian Bridge.
- Construction of the Confluence Crossing Bridge connecting Phoenix Park with Haymarket Plaza.
- Design and construction of Graham Avenue, extending the look and feel of Barstow Street.
- Designed Lake Street, providing a book end design to the Barstow Street and Graham Avenue streetscape area. Construction scheduled for 2019.
- Finished the exterior renovation of City Hall and began the interior renovation to include historical restoration and modern office space.
- Finished design of and constructed approximately 75% of Haymarket Plaza.

## **Work Measures**

### **Transportation and Parking**

#### *Lighting, Traffic Signals, and Electrical Work*

- Completed electrical inspection on City's Capital Improvement Projects.
- Maintained lighting along Graham Avenue during the Performing Arts Center Construction and the City's CIP work.
- Repaired lighting outages along STH 93, Hastings Way, Golf Road, and North Crossing.
- Rebuilt lighting bases at multiple locations related to knockdowns.
- Maintained traffic signal operations on a daily basis, adjusted during construction detours and through special event time frames.
- Completed all electrical locates related to the City's whiteway lighting and signal equipment.

#### *Municipal Parking*

- Provided daily assistance to local and visiting patrons of the downtown area and entire City of Eau Claire.
- Worked with Royal Credit Union, UWEC, and JAMF Software to maintain monthly parking access for their employees, totaling over 700 individuals.
- Maintained higher frequency of bank deposits in keeping with increased revenues and greater number of parking visits at both municipal ramps.
- Installed new and refurbished parking meters at various locations.
- Assisted in accommodating the displaced vehicles due to Graham Avenue reconstruction.
- Installed Downtown Parking Wayfinding signs along Madison Street, Farwell Street, and Lake Street to help visitors to downtown easily find public parking.

### Downtown Assistance

- Unveiled the “Walk Your Wheels” Program. Sign installed and decals developed for spring 2019 installation.

### **Storm Water Utility**

- Storm Water Municipal Separated Storm Water (MS4) Discharge Permit.
  - Chaired and participated in the Rain to Rivers of Western Wisconsin Forum, formerly 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 Rain to Rivers of Western Wisconsin Forum providing educational outreach through the Rain to Rivers – Wise Choices for Cleaner Waters, a campaign to present runoff water quality enhancement information. Rain to Rivers was involved in over 56 events in the Lower Chippewa River and St. Croix River Watersheds.
  - Continued advertising clips shown in pre-movie scroll at local cinemas.
  - Issued three mini-grants to local non-profits for storm water runoff information and education opportunities.
  - Prepared grant submittal materials for matching funding to support new and ongoing educational outreach efforts.
- Participated in the Eau Claire River Watershed Management Plan Implementation Team.
- Provided technical expertise to advise parcel owners regarding on-site runoff issues.

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

- Ten new development agreements resulting in \$3.63 million of utility and street improvements financed by private developers.
- Administration and oversight of ten development agreements for public infrastructure constructing 10,000 feet of water main, 9,500 feet of sanitary sewer, 7,600 feet of storm sewer, and 9,000 feet of public streets.
- Reviewed 34 site plans for impacts to public infrastructure and on-site grading and drainage.
- Prepared reports for seven preliminary plats and general development plans.

### **Design and Construction**

- Local street and utility improvement program including public hearings, design, and construction (11 Alleys and 27 Street & Utility Projects).
- Interior renovation of City Hall began in August 2018.

## Initiatives and Accomplishments

### Annual Reports

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

### Accounting

- Implemented Self-Service for employees to access their payroll records online.

### Financial Operations

- Coordinated an upgrade of the City's financial system including testing and documenting new and existing processes.
- Streamlined delinquent notice payment processing by reducing the volume of manual payments.
- Streamlined our tax process by developing an import process for special charges.
- Implemented email billing for utility customers.
- Implemented online renewals for pet licenses.
- Developed online forms for pet licenses, dog park permits and bartender licenses.
- Researched and implemented no-fee credit card model.
- Participated in the development of the City's new poultry license process.

### Assessing

- The Assessor's Office revalued over 22,000 residential and commercial properties and 2,000 personal property accounts for the 2018 revaluation. This resulted in a new total assessed value of \$5.4 billion, a 16% increase over the 2017 value.

### Purchasing

- Processed (successfully) 64 Major Projects, along with other Departments including 7 RFPs.
- Managed multiple joint teams and projects for the City and County, including Law Enforcement Software, Emergency Communications/Wireless Structure, Project Management Team and IT/Purchasing.
- 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.

## Work Outputs, Measurements and Statistics

### Budgeting Process

- 2019 Operating Budget-General Fund \$ 76.6 million, all operating funds \$131.6 million.
- 2019 – 2023 Capital Improvement Plan-2019 \$47 million, five-year plan \$191.9 million.
- Select changes were made to the 2019 Schedule of Fees & Licenses. The changes incorporated recommendations from City departments responsible for the administration of the fees.



**Accounting**

- Received the Government Finance Officers Association *Certificate of Achievement for Excellence in Financial Reporting* for the 34th consecutive year.

**2018 Bond and Note Issues**

- Maintained a bond rating of Aa1
- Issued \$21,525,000 worth of bonds
- Issued \$6,260,000 worth of notes

**Loans**

- The Finance Department currently monitors 16 outstanding loans from the Economic Development Fund, Revolving Loan Fund, Redevelopment Authority, BIDs, City Loan Program and CDBG.

**Assessing*****2018 Assessment***

- The 2018 assessment year included a city-wide revolution of all properties. There were 14 commercial and 7 residential property objections filed with the Board of Review. The Board sustained all 17 commercial assessments.

***Assessment Litigation***

- There was 1 commercial case settled outside of the Board of Review in 2018

**Purchasing**

- Processed approximately 1,762 Purchase Orders
- Managed the procurement card program (208 cards)
- Updated processes and training
- The City continues to share the services of the Purchasing Manager with the County
- Promoted On-Line Vendor Registration/Bid Notification Services through the Onvia Demandstar website
- Managed the GovDeals auction site with 85 assets sold in 2018 for a total of \$89,600.16.
- Initiated process for updating the EPPP (Environmentally Preferable Purchasing Policy) to an SPP (Sustainable Purchasing Policy) to adhere to environmental goals passed by City Council in March 2018 for 100% renewable energy and carbon neutrality by 2050 for the City and community.

###

## Initiatives and Accomplishments

### Administration

- Assisted by other City staff and the extraordinary effort of building contractors, the fire department completed construction on the new fire station 10 located at 820 Malden Avenue. The station was designed by Eau Claire's Five Bugles Design and included the work of many local contractors including Market and Johnson, Bartingale Mechanical, American Express Excavation, Dell Construction, Chippewa Concrete Services, Hudson Electric, and Overhead Door. The station is approximately 18,000 square feet with five apparatus bays for fire engines, ambulances, and other emergency equipment. It has six separate dorm rooms for the firefighters assigned to the station. It was designed to the newest standards with the goal of reducing carcinogenic contamination after structure fires, along with other cancer prevention measures aimed at keeping firefighters healthy. Its location was chosen to provide better response to the city's northeast side of the community and quicker access to the highway corridors for faster response times throughout the entire city.
- Aided by the City's finance director and deputy attorney, the fire department secured Regional EMS agreements for the next 10 years with 13 surrounding communities. The ten-year agreements phase out the subsidies provided to the municipalities by Marshfield Clinic Health System, Mayo Clinic Health System-Eau Claire, Oak Leaf Surgical Hospital, and Sacred Heart Hospital over the next four years while transferring the cost of the service to the individual municipalities over the next ten years.

### Emergency Medical Services (EMS)

- Added a fourth frontline ambulance to our response capabilities through the use of a combination station platform. This combination station utilizes existing personnel at a station who cross-staff both an engine and an ambulance and respond with the necessary apparatus based upon the nature of the emergency. The fire department now has 4 frontline ambulances and 3 reserve ambulance for a total of 7 ambulances serving the city of Eau Claire and 13 surrounding communities that participate in our regional EMS system.
- Placed in service new cardiac monitors and Automatic External Defibrillators (AEDs) after an extensive evaluation and training process. The new machines are capable of using wireless technology to transmit patient data to the hospitals prior to ambulance arrival, thus allowing for more timely definitive care.

### Operations

- Acquired a new water rescue boat that will better serve the community with greater carrying capacity to assist water rescue, dive rescue, law enforcement and other emergency-related efforts.
- Finalized and submitted purchasing specifications for new fire and ambulance apparatus to be purchased in 2018.
- Continued dialogue with the police department on development of an active shooter plan that will allow both agencies to integrate operations to allow for safe, quick, and effective removal of victims from an active shooter scene with minimal loss of life and implemented this plan during a multi-agency active shooter drill.
- Implemented a new training program for fire and EMS crews on the use of ballistic personal protective equipment.

### **Prevention**

- Compiled additional data related to fire incident investigations. The process calculates estimated property loss, estimated tax revenue loss, estimated exposure property loss, and estimated property value saved.
- Continued emergency preparedness efforts by working with the City risk manager on updating and maintaining the City emergency plans and emergency notification systems.
- Ensured community risk reduction efforts continue while working with other departments and agencies to ensure risks are identified and those at risk have processes in place for mitigation or minimization.
- Combined efforts with the educational system through community outreach programs to ensure a culture of healthy and safe practices.

## **Work Measures**

### **Administration**

- Worked with City staff to appropriate the necessary resources for several CIP projects involving renovation, maintenance, and final construction of fire station projects within the city. Finalized the completion of station 10, secured funding and awarded a contract for the renovation of station 5, and contracted for replacement of the station 2 roof.
- Worked with numerous regional music festivals and other special events to provide emergency medical services for our local residents and visitors to our community throughout all phases of their events.
- Maintained a relationship of continuous communication with the labor group to discuss operational issues and successfully worked through several difficult topics; continued to openly discuss challenges and issues as they occurred within the department; and permanently filled a vacant fire inspector position to meet the service demands of the Fire Prevention-Community Risk Reduction Division.

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

- Responded to 7,973 EMS calls within city limits; 1,739 regional calls outside city limits; 68 calls to provide paramedic intercepts to other EMS agencies; and 61 incidents for mutual aid requests and inter-facility transport requests from hospitals outside the city of Eau Claire. The year's net ambulance revenue was approximately \$2.8 million.
- Primarily serving the city's east and northeast regions, Medic 10 responded to 2,567 calls in 2018 – the highest for the department. Medic 5, which serves the city's central and southcentral areas, responded to 2,166 calls. Medic 9 primarily serves the entire west side of the city and responded to 1,776 calls for the year. The addition of a fourth ambulance at station 6 on the southwest side improved the response times to EMS incidents throughout the entire city; Medic 6 responded to 1,323 incidents.
- Took delivery of six new Physio Control Lifepak 15 defibrillators for the ambulances and ten new Lifepak 1000 defibrillators for the fire apparatus. This new equipment keeps our services at the leading edge of technology within the EMS field.

### **Operations**

- Partook in a multi-agency active shooter drill at the University of Wisconsin-Eau Claire campus. This multi-agency drill also included members from the Eau Claire Police Department, Eau Claire County Sheriff's Department, UWEC Campus Police, and the local hospitals.

- Continued to maintain a modern and effective fleet of fire department apparatus, as members from both the fire department and the City's fleet management division worked together to purchase a new fire engine and an ambulance. In addition, personnel worked diligently to maintain and repair the existing apparatus as needed to keep all vehicles in a state of constant readiness.
- Responded to 108 fire-related incidents, 26 of those being building fires. The total estimated fire loss was \$826,389.

**Prevention**

- Performed 59 fire investigations, 38 of which were follow-up investigations with 3 being deemed potential arson cases.
- Conducted 4,989 fire inspections; 45 plan reviews for new construction, and provided educational outreach to approximately 6,500 students in the Eau Claire School District regarding Emergency Medical Services, water safety and fire safety.
- Completed 30 sprinkler system hydro tests; 33 sprinkler system inspections; 20 water main hydro tests, 33 fire alarm system inspections, 48 hood system inspections, and 13 fire extinguisher training sessions.
- Performed 120 tank inspections at 29 facilities. There also were 10 tank removals and 4 new tank installations.

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## Initiatives and Accomplishments

### Operations

- Ranked 35th out of 72 counties for health outcomes and health factors in the annual County Health Rankings report.
- Reorganized the health department into Divisions that reflect core service areas and performance measures related to environmental health sciences, regulation/inspection and licensing, communicable disease and preparedness, clinical services, healthy beginnings, policy and systems, and community health promotion.
- Nationally accredited by the Public Health Accreditation Board after more than two years to prepare, meeting standards across 12 domains of public health practice, and having a site visit.
- Supported collaborative work led by national consultant to engage a broad range of stakeholders to develop a plan to address homelessness in Eau Claire.
- Completed a health department compensation study and updated position titles/descriptions.
- Provided extensive leadership and multi-county collaboration in regional public health initiatives related to HIV, mental health, community nutrition, suicide prevention, water health/safety, cancer and diabetes prevention/control, family planning, and more.
- Partnered with UWEC, Stout, UW Green Bay, Mayo Family Residency Program, Medical College of WI, Prevea, UW Madison, and many other academic and health care organizations on research studies and student experiences related to a broad range of public health topics.
- Participated in the Mayo Clinic Health System Dragon Boat Races for the fourth year in a row with a health department team.

### Policy and Systems

- Completed the Community Health Assessment for Eau Claire County collaboratively with the health department, 3 health care institutions, and United Way. Mental Health, Substance Use, Alcohol Misuse, Chronic Disease and Obesity were named the top health priorities after reviewing feedback from the community health survey, community conversations, coalition meeting, and a comprehensive data collection.
- Released the Eau Claire Healthy Communities Community Health Improvement Plan (CHIP). The plan was created by a diverse coalition of residents, community organizations, schools, health care providers, businesses, faith communities and government agencies. The CHIP is a plan to help residents, organizations, and stakeholders work together to prevent health issues identified by the community in the assessment process that happened this spring.
- Participated in the national Invest Health efforts for peer-learning related to place-based health strategies with 4 other cities. In May and June, these "peer exchanges" took place. The first exchange opportunity centered around food and food access and

the 2nd exchange opportunity centered around affordable housing, active transportation, and community health mapping.

- Provided leadership and engaged stakeholder input in the development of Public Good Order ordinance to assure healthy and safe communities.
- Selected as one of nine teams nationally to receive travel assistance to attend the national 2018 Step It Up!: Action Institute to Increase Walking and Walkability hosted by the National Association of Chronic Disease Directors in collaboration with the Centers for Disease Control and Prevention. The purpose of the conference was to prepare our interdisciplinary team, including a City Council Member, to pursue sustainable and long-lasting changes that increase walking and walkability.
- Received Gold Level Healthy Communities designation in the inaugural year from the University of Wisconsin-Madison Population Health Institute.

### **Community Health Promotion**

- Provided leadership related to opioid misuse prevention including securing new state and federal funding for safe medication storage/collection, prescription drug misuse education, enhancing preparedness for the opioid epidemic, and development of a new overdose fatality review team along with a broad group of residents and stakeholders.
- Partnered with area schools to train staff on Adverse Childhood Experiences (ACEs), Resilience, and Mindfulness through a grant provided by the Advancing a Healthier Wisconsin (AHW) Endowment through the Medical College of Wisconsin.
- Selected as a host community for a 2018 healthTIDE regional rally. In partnership with Eau Claire Healthy Communities, Eat Well Dunn County, and Challenge Chippewa coalitions, staff members coordinated a gathering of over 60 individuals from across the Chippewa Valley to network, learn, and build capacity to collectively improve healthy food environments, food systems and food access.
- Partnered with the Wisconsin Department of Health Services on a federal grant to implement and evaluate evidence-based strategies to prevent and control diabetes and cardiovascular disease in high-burden populations.

### **Regulation and Licensing**

- Instituted new Housing Code and Rental registration program to proactively inspect homes to assure health and safety. Over 10,000 rental units were registered in 2018.
- Received a Taking Action with Data grant from the Wisconsin Division of Public Health to raise awareness about the dangers of carbon monoxide and distribute carbon monoxide detectors throughout Eau Claire.
- Received funding from the Association of Food and Drug Officials to host a series of 4 food safety workshops in 2018 with the Eau Claire Food Safety Task Force.

**Environmental Sciences**

- Partnered with Beaver Creek Reserve and City Parks and Recreation to expand education and outreach concerning Lyme disease awareness and prevention.
- Contributed Public Health input into the development of a City ordinance concerning the Keeping of Poultry, which was adopted by City Council in 2018.
- Collaborated with City departments and interested stakeholders to review and draft amendments to the City of Eau Claire's ordinance concerning the "Keeping of Honey Bees."
- Organized volunteer assistance and facilitated tick sampling and exposure monitoring efforts of the University of Wisconsin-Madison's Midwest Center of Excellence for Vector-borne Disease within Eau Claire via outreach and promotion.

**Healthy Beginnings**

- Received state recognition for WIC and Family Planning adolescent services and infrastructure that support young people in building their participation and successful outcomes.

**Clinical Services**

- Designated an Adolescent Champion for the Family Planning Clinic's work to ensure safe, confidential and adolescent friendly space in the clinic.

**Communicable Disease/Public Health Emergency Preparedness**

- Prevented and responded to significant increases in communicable diseases including hospitalized influenza cases, sexually transmitted infections, tick/mosquito related disease, and other reportable disease in partnership with health care organizations and academia.
- Coordinated a mass clinic exercise with student nurses to increase future workforce preparedness with emergency preparedness and UWEC staff.
- Provided public health emergency response to a water main break emergency that caused sewage and water back up in approximately 60 homes in the City of Eau Claire.

**Work Measures****Operations**

- Reached over 1900 likes on Facebook.
- Did 102 interviews with media sources, sent out 60 press releases, quoted in or wrote 75 print articles, and had 279 posts on Facebook.
- Reviewed and updated 240 health department related fees.

**Policy and Systems**

- Held the annual Eau Claire Healthy Communities Legislative Event and Celebration with area elected officials and community members and over 75 community members. Legislators discussed what we could do to shift the conversation to include prevention opportunities.

**Community Health Promotion**

- Collected 3,300 pounds of unused or expired medication in Eau Claire County through the Prescription Drug Take Back initiative.
- Trained 1,132 people in QPR, including 973 adolescents. Question, Persuade and Refer is an evidenced based suicide prevention training.
- Completed alcohol compliance checks in the community with strong educational efforts done with law enforcement. The results from the checks showed a 90% compliance rate.
- Provided 4,823 vision and hearing screenings in county schools.
- Trained 42 youth and 6 advisors from the county chapters of Students Against Destructive Decisions during a one-day Leadership Training in October 2018. The training educates youth regarding substance use issues and how to create activism to support efforts for substance use prevention in their schools and communities.

**Regulation and Licensing**

- Conducted licensing and inspections of temporary food facilities at all the major festivals and events in the city and county.
- Completed 971 inspections at restaurants and 288 inspections at retail food stores for health and safety of food served and sold.
- Supported safer and healthier housing in Eau Claire through 2,325 phone consultations and 1,548 inspections related to housing.
- Conducted hoarding cases and dangerous living situation investigations in cooperation with law enforcement, human services and housing agencies. 29 residences were placarded as unsafe.

**Environmental Sciences**

- Conducted weekly testing of beaches for bacteria and surveillance for harmful algae blooms to ensure public safety. A total of 459 samples were collected and analyzed from local beaches.
- Completed 40 mosquito sampling events to contribute to regional West Nile virus surveillance.
- Conducted 82 sampling events for deer ticks at urban & rural parks. Each collected deer tick is tested for the bacteria that causes Lyme disease. These data are utilized to monitor trends in infection rate and evaluate the area parks for their risk of human exposure to infected ticks.



- Tested 1,366 food service samples for bacteriological contamination in the public health laboratory.
- Performed 3,466 laboratory analyses on drinking water samples from Eau Claire County.
- Collectively issued 215 permits (state or county) for the installation, replacement, and reconnection Private Onsite Wastewater Treatment Systems (POWTS) in Eau Claire County.
- Issued 151 private well location permits under the State of Wisconsin's County Well Delegation Program.

### **Healthy Beginnings**

- Implemented the Fit Families program with 55 WIC families to improve their physical activity.
- Provided nutrition screening and education in partnership with the Eau Claire Area School District to care providers for over 124 low-income children enrolled in the Head Start program.
- Served 2,583 mothers, infants and children in the Women, Infant, and Children's (WIC) program to support healthy pregnancy and early childhood growth and development.
- Provided 91 high risk pregnant women with intensive home visitation services including more than 1200 visits through the evidence-based Nurse Family Partnership (NFP) program.
- Assisted 261 women participating in the WIC program initiate and continue breastfeeding through the program's WIC Breastfeeding Peer Counselor.
- Provided food sampling opportunities to visitors of the Phoenix Park and Festival Foods farmers' markets with the Veggin' Out team comprised of 5 UW-Stout Dietetic students. The team had over 3,700 contacts with community members, educating on choosing and storing fresh produce.

### **Clinical Services**

- Participated in the statewide Get Yourself Tested (GYT) campaign to increase awareness and testing for sexually transmitted infections (STIs). The health department family planning clinic provided 850 STI tests to individuals who may not have otherwise been tested.
- Administered 148 pregnancy tests to assure that women have access to planned pregnancy.
- Served 644 men and women by providing family planning services during more than 1000 clinic visits. 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.
- Followed up on 21 HIV cases in our 14 county jurisdiction thru our Regional HIV Service Providers. We partnered with ARCW to increase HIV awareness during multiple events throughout the year, including for National HIV Awareness Day and World AIDS Day.

**Communicable Disease/Public Health Emergency Preparedness**

- Administered 1,950 immunizations to assure protection against a wide variety of communicable disease.
- Partnered with schools, healthcare, and community providers to provide more than 830 influenza immunizations at mass immunization clinics for adolescents and adults including new clinic at the Indoor Sports Center.
- Followed up on 7 environmental and 19 communicable disease public health emergencies.
- Followed up on 1,389 cases of reportable communicable disease. Communicable diseases increased by 22 percent in Eau Claire County in one year. The health department follows-up on reportable diseases to help decrease the spread of illness and keep our community healthy.
- Held five meetings of the Public Health Emergency Preparedness Committee for Eau Claire to plan for and respond to public health emergencies.

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## Initiatives and Accomplishments

### Human Resources

- Implemented Employee Management Self Service (EMSS – electronic check stubs and W-2's)
- With assistance from the City's compensation consultant, conducted a market analysis of the City's non-represented pay plan
- Electronic file conversion of HR records in conjunction with move to temporary location
- Bargained and implemented successor collective bargaining agreements in all three (3) labor groups
- Coordinated the welcoming of City Hall staff to our temporary location at the RAFT, including activities to promote "fun" and adaptability during the City Hall renovation process
- Conducted three (3) division head recruitments (Deputy City Engineer; IT Manager; Economic Development Manager) and one department director recruitment (Community Development Director)
- Implemented creative advertising efforts to attract more diverse applicants and streamlined recruitment processes
- Implemented an onboarding benefits website
- HR Director elected to board of Wisconsin Public Employer Labor Relations Association
- Participation on Eau Claire Chamber of Commerce Diversity & Inclusion Task Force

### Risk Management

- Participated on committee with architects on City Hall remodel
- Renewed 2018 insurance policies for Auto Liability, General Liability, Errors and Omissions, Excess Work Comp, Cyber Liability, Boiler and Machinery, Crime, and Transit Liability
- Coordinated implementation of RAVE city-wide mass notification system
- City hosted OSHA Safe & Sound Week hazard hunt
- Extensive water main break/sewer backup with no resulting litigated claims
- Participated in joint peer support training for protective service employees
- Flood ICS response & PIO duties
- Load bearing vest study with Eau Claire Police Department, UWEC, and Mayo Clinic Health System

## Work Outputs, Measurements and Statistics

### Human Resources

- Disbursed a total of 560 1095-C forms and filed 1094-C forms electronically with the IRS for 2018
- Processed 3,588 employment applications
- Processed 717 Personnel Action Forms
- Filled 53 regular full-time and part-time positions
- Conducted quarterly supervisor trainings
- Conducted MLK Day training on 1/15/18

- Conducted two (2) new City employee bus tours
- Sponsored 13 wellness activities

**Risk Management**

- Claims & Litigation Management
  - Managed 327 new events

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## Initiatives and Accomplishments

### Customer Services Improvement

- Translated library card applications into Hmong and Spanish.
- Increased access to library resources by eliminating late fees on most library materials.
- Reinstated library cardholders by waiving overdue fines.
- Trained all staff on Mental Health First Aid.
- Hosted a Customer Appreciation Day.
- Purchased a BookBike trailer to increase visits to the community.
- Introduced a Braille printer for public use.
- Started a space reallocation project to improve customer services and safety on second floor.
- Created a more visually appealing collection to improve browse-ability.
- Added live links from library online catalog to photos of kits.

### Management

- Cross-trained library pages between Holds & Resource Sharing and Circulation Services duties to provide more flexibility.
- Conducted a Fundraising Feasibility Study through Crescendo Fundraising Professionals, LLC.
- Completed a work audit of the circulation process to help create more efficiencies.
- Restructured staffing of Reference and Information Services with the Dabble Box.
- Raised awareness about lesser-known library services through a marketing plan.
- Updated the Library Employee Handbook to reflect best practices.

### Technology and Efficiencies

- Introduced self-checkout circulation services for Youth Services and main circulation.
- Added an outdoor LED sign to promote services, hours, and messages.
- Reduced wait times on materials through system-wide change.
- Replaced two security cameras.
- Migrated library payroll with City online payroll.
- Provided digital services to community partners: Genealogy Research Society of Eau Claire, Chippewa Valley Museum, and Barron County Historical Society.

### Lifelong Learning, Literacy, and Fun

- Created music maker kits featuring banjos and ukuleles.
- Introduced a Local Music CD collection.
- Added a Beep Ball kit for customers to check out and take home.
- "Circles of Change" family conversation kits were added.
- Hosted the first annual parenting event, *Baby Banana!*
- Continued the "One Book, One Community" reading program with UW – Eau Claire.
- Coordinated "Read to Me" book month, featuring WEAU's Monica Ott as a guest reader.
- Hosted a second edition of "Hogwarts After Dark."
- Collaborated with ECASD to offer 3D printing and coding instructional classes in the Dabble Box.
- Partnered with ECASD on an LSTA grant for two media recording kits and to host a well-known author and youth writing workshop.
- Hosted family concert with nationally-known children's musician Jim Gill.
- Presented Chippewa Valley Book Festival events.

- Organized a second annual Dabble Day, featuring more local makers and non-profit organizations.
- Participated in International Games Week, featuring giant versions of favorite games for kids and families and an afterhours gaming event for adults.

## Work Measures

### **Customer Services**

- Welcomed 403,498 visitors of all ages and backgrounds to an educational destination.
- Observed over 60% of check outs were done using new self-checkout kiosks.
- Answered 65,871 questions from the simple to the complex on topics such as health and wellness, technology, local history, job searching, personal hobbies, and government.
- Reduced blocked cards by over 10% of our total customer count.
- Visited nearly 5,400 kids and teens in the schools to promote the Summer Reading Program.
- Increased BookBike circulation by 33%.

### **Technology and Digital Resources**

- Logged over 51,096 uses of public internet computers.
- Customers utilized 76,544 online learning courses through lynda.com.
- Logged 39,196 public wireless internet uses.
- Increased Wi-Fi Hotspot use by nearly 10%.

### **Lifelong Learning, Literacy and Fun**

- Increased circulation total to 856,918 items, a 6.2% increase over 2017.
- Circulated 119,130 e-books, audiobooks, and songs.
- Hosted 413 programs on topics such as history, gardening, social justice, genealogy, writing, literature, technology, engineering, science, art, and poetry, with 11,842 attendees.
- Offered 322 programs for children and teens with an attendance of 22,754.
- Enrolled 2,596 children, teens, and adults in the Summer Library Program.
- Offered 20 drop-in activities for all ages with 5,675 participants.
- Offered ARTmobile once a month through a partnership with Eau Claire Regional Arts Center.

### **Home Delivery**

- Regularly delivered items to 199 customers confined at home or in a healthcare facility.

### **Holds and Resource Sharing**

- Provided 72,362 interlibrary loan items to other libraries and received 87,326 interlibrary loan items from other libraries.

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## Initiatives and Accomplishments

### Administrative Services Division

- Was certified as a Wisconsin Incident-Based Reporting System(WIBRS) agency by the Wisconsin Department of Justice. This will help with developing more effective crime prevention strategies in the future.
- In partnership with the Eau Claire Sheriff's Office a soft interview room was created. This will help when interviewing victims and children.
- Equipped the remaining three interview rooms with interview room cameras, along with the soft interview room and the teleservice room.
- Implemented Crashdocs by Carfax, this allows citizens, if they wish to use it, to get a copy of their accident report online without having to contact the Records Division.
- Applied for and was awarded two grants by the Department of Justice. One grant is used to assist in purchasing body armor and one will assist in purchasing tasers for the department. (grant info if you want it - Edward Byrne Memorial Justice Assistance Grant Program - \$9,368 for tasers. Bulletproof vest Partnership Grant - \$6,552)

### Investigations and Professional Standards Division

#### ***Investigations Bureau:***

- Detectives completed numerous large-scale methamphetamine trafficking investigations. These efforts resulted in nine people being indicted in federal court for drug distribution charges. One of these investigations was recognized by the Wisconsin Narcotics Officers Association as the "2018 Drug Investigation of the Year."
- Detectives continued to engage in multi-agency partnerships in order to reduce the impact of this dangerous drug through education and support programs such as the Eau Claire County Drug Endangered Children (DEC) program. The DEC program is focused on protecting children through the criminal prosecution of drug related child abuse and providing children with necessary healthcare, counseling and other services.
- The Chippewa Valley Regional Computer Forensic Laboratory (CVR CFL), with Eau Claire Police Department as the lead agency, coordinated the forensic examination of digital evidence for 235 criminal investigations. This constitutes a 142% increase in just the last four years. In 2018, the CVR CFL grew once again to now include the Wisconsin Department of Justice – Division of Criminal Investigation as a member agency. The expanded membership allows us to better pool resources and expertise to meet the challenges of technology.
- The CVR CFL continues to focus on protecting children. The CVR CFL successfully investigated 29 reports of child abuse in coordination with the Internet Crimes Against Children Task Force. Also, proactive investigations resulted in the arrest of 11 men involved in the sex-trafficking of children.
- The Investigations Bureau School Resource Officer (SRO) program supported the Eau Claire Area School District's (ECASD) application for the Wisconsin Department of Justice School Grants. The SRO's conducted on-site safety assessments of all ECASD schools as required by the grant.
- The Investigations Bureau sponsored the third year of the Eau Claire Police Department Junior Police Academy (JPA). The JPA enriches our agency's connections with youth and motivates children to become responsible citizens. The JPA again served more than 50 children and was commemorated with graduation ceremonies attended by over 200 people.

***Professional Standards Bureau:***

- Coordinated 39 comprehensive background investigations in order to hire employees who possess competence and character. Additionally, this bureau conducted one-week long orientation programs for 21 new employees.
- Completed a collaborative research study with the University of Wisconsin – Eau Claire, Mayo Clinic Health System, and City of Eau Claire Risk Management on the health benefits of load-bearing vest carriers in comparison to a traditional police duty belt. The study garnered international attention and determined a load-bearing vest carrier is a healthier way for officers to carry required equipment. A department-wide implementation strategy was then developed that addresses concerns about the perception of this equipment and was budget neutral.
- Assisted the City Attorney's Office with the prosecution of municipal ordinance citations, traffic citations, and other law related issues that impact the quality of life of city residents.
- Policing today may be more stressful than ever. Provided wellness programming for every member of the department. The programming provided important instruction help maintain one's emotional well-being, physical health, and financial security. The wellness programming also included the creation of a Peer Support Team.
- The Crime Analyst supported the entire department by preparing numerous weekly crime data reports, quarterly CompStat reports, and analysis of thousands of incident reports. The significance of these efforts was exemplified when Detectives resolved several large-scale burglary operations based on crime pattern analysis.

**Patrol Division*****Division Wide:***

- Collaborated with numerous city and community organizations creating an ordinance to address safety and behavior issues associated with public intoxication.
- Created a Special Events Team that incorporates multiple regional police agencies that focuses on engagement with the community during larger gatherings.
- Actively engaged with community groups looking at strategies to address our community concern on homelessness.
- Attended each neighborhood meeting allowing officers to actively interact and partner with members of these neighborhoods.

***North District:***

- Identified and addressed several nuisance properties to successful resolutions.
- Proactive enforcement and positive contacts in the parks.
- Increased the overall number of neighborhood groups within the district.
- Worked with groups that assist people temporarily experiencing homelessness to come up with solutions to better serve those who need it.

***South District:***

- Created Proactive Enforcement Zone Mapping and Targeted Crime Prevention Strategies to achieve maximum results with increased efficiency in patrol operations and personnel



deployment. Crime statistics are being compared on a regular basis to quickly identify spikes in crime and recognize trends.

- Increased focus on traffic safety to include neighborhood traffic and school zone safety details. Officers were deployed in specific geographic areas based on crash data, traffic surveys, school zones and community concerns.
- Participated in the Summer Fiesta sponsored by JONAH; allowing for continued outreach and relationship building with our Latino families.

#### **West District:**

- Identified patterns of crime and disorder in the Water Street Bar District. Officers then worked as a team and proactively addressed these issues resulting in a decrease in crime and disorder in this area.
- Continued the partnership with UWEC students and administration in several programs to include Vacant House Watch, Pack It Up or Pass It On, Freshman Fair, UWE Block Party and information sharing on high risk drinking/hosting parties/off campus safety.
- Building on the successes from 2017, officers continued to utilize policing strategies to discourage disorderly behavior in the Randall Park neighborhood which resulted in a reduction in disorder.

#### **Communications Center**

- Communications Center stakeholder group established to create regular and open communication with public safety user groups
- Implementation of the use of MACH in the Communications Center
- Addition of Communications Center employees to the negotiator team
- Addition of Communications Center employees to the peer support team
- Created a schedule to replace equipment to better prepare for needs
- Established monthly trainings for employees

### **Eau Claire Police Department Work Outputs, Measures and Statistics**

- Responded to 28,138 calls for service.
- 1986 Part 1 Crimes reported in the City of Eau Claire.
- 1,089 investigations with a successful clearance rate of 94.8%.
- 22 guns removed from the streets
- 88 pounds of illegal drugs removed from the streets
- 1 human trafficking victim rescue.
- 264 OWI arrests
- 7,270 items of property and evidence entered into the secured evidence room.
- 4,213 items of property and evidence released or disposed.
- 2,737 police records requests fulfilled.
- 1,497 contacts with ECASD students and families while serving all 24 ECASD schools.
- 56 neighborhood meetings attended.
- 2,034 quality assurance checks on different aspects of delivered police services.
- 28,000 Facebook followers, over 2,200 Instagram followers, and over 9,750 Twitter followers. 114,342 Phone calls received in the Communications Center (87,871 Non-Emergency. 26,471 Emergency.)