



CITY OF
**EAU
CLAIRE**



Major Accomplishments 2019

**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 community partnerships to sign Letter of Intent to expand Sonnentag Event Center.
- Evaluated citizen request (311) work management systems for implementation in 2020.
- Partnered with Council and staff to finalize the city hall refurbishment project to provide modern, secure, functional workspace for employees
- Updated and modernized online brochures and forms
- Participated in Economic Development Summit community meeting follow up
- Worked with Human Resources on the recruitment processes for the Senior Staff
- Coordinated with Human Resources the Department Director annual retreat.
- Participated in feasibility study discussions related to an event or convention center on Menomonie Street or downtown.
- Served with TIGER grant work group and development team.
- Worked with other agencies to support installation of bridge lighting projects.
- Worked with City Council President to deliver annual State of the City address.
- Developed and delivered educational opportunities for Council and Board members regarding laws and best practices affecting their public service.

City Clerk/Elections

- Recruited, hired and onboarded new Deputy City Clerk.

Information Technology

- Optimize the city's organizational potential.

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.
- Served on Board of Review.
- Conducted Municipal Board of Canvass.
- Conducted two elections:
 - February Primary
Turnout: 3,510 voters. Absentee Ballots Cast: 584. Election Day Registrations: 73.
 - April Election
Turnout: 13,531 voters. Absentee Ballots Cast: 1,645. Election Day Registrations: 302.
- Trained 400+ election workers prior to each election.

Information Technology

- Upgrading Office 2010 to Office 2019 for over 500 devices.
- KnowBe4 Phishing Campaign and Training.

- City Hall Move (set up network, removed equipment, and redeployed equipment in City Hall in under 2 weeks).
- River Prairie\Lift Station Fiber Project (CINC Collaborative effort with HSHS and City of Altoona)
- Comm Center remodel.
- Trained 105 users on acceptable use and other IT policies.
- Upgraded over 100 Windows 7 computers to Windows 10.
- Installed and configured 22+ new cameras for City Hall.
- 6,200 HelpDesk Tickets Resolved.

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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 Outputs, Measurements and Statistics

- 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, drafted guidelines and was adopted
- Continued research on new commercial design guidelines
- With Community Services Department, worked on update of Half Moon Lake Management Plan
- Selected firm to replace building permits and planning applications software.
- Hired a consultant to guide the City on a recommendation report to implement Participatory Budgeting in 2020.
- Lead and organized the Upper Midwest Planning Conference in Eau Claire in early October. Almost 200 professionals attended.

Sustainability & Healthy Community Design

- Created with a public steering committee a Renewable Energy Action Plan (REAP) that sets forth policy and sub-action plans to achieve 2030 greenhouse gas emission reductions and increases in renewable energy.
- Created a cityscape public art mural to capture community input on the REAP plan.
- Xcel Energy and the City teamed up to fund and develop the Electric Vehicle (EV) Roadmap. City Council approved the plan with a 15% EV goal for the fleet and 10% goal for EV sales in the community (REAP sub-action plan).
- Created a Net Zero Energy Building Guide that will help the building sector to achieve net zero energy buildings. Community survey and input meeting helped address opportunities and challenges (REAP sub-action plan).
- Created a Solar-Ready Building Guide to help the public understand how to plan for solar installations up front (REAP sub-action plan).
- Joined Global Covenant of Mayors for Climate & Energy initiative in first quarter 2019 and reported on the Carbon Disclosure Project (CDP) platform our first baseline for emissions, mitigation and adaptation work.
- Xcel Energy and the City entered into the Energy Future Collaborative MOU to work together on shared initiatives in 2020.
- Assisted in the Solarize Eau Claire Solar Group Buy Program lead by Midwest Renewable Energy Association. Over 150 people attended “solar power hour” educational sessions.

Economic Development

- Assisted with sale of Lot #17 in Sky Park
- Staff transition with departure of the Business Assistance Specialist and subsequent redefining of the position and hiring therewith of the new Business and Communications Specialist.

Redevelopment Authority

- Reissued an RFP for Block 7 and Liner Site
- Approved two-phase workforce housing proposal for property in Cannery District
- Hired consultant to reimagine the Cannery District Redevelopment Plan
- Obtained appraisals and made offers on property in the Cannery Redevelopment District

Downtown Eau Claire, Inc.

- Assisted in the successful lighting of the Haymarket Plaza Bridge
- Partnered with Pablo Center at the Confluence to move Christmastime in the City event to the new Haymarket Plaza and rebrand it as Wintertime in the City
- Marketed and hosted numerous events and activities related to the Creative Economy Week, with a new theme of “artFULL Eau Claire: Celebrate | Create | Engage”
- Worked with stakeholder groups to enhance the multi-cultural mission of the International Fall Festival, including over 70 vendors

Work Outputs, Measurements and Statistics**Development Services**

- Development permits issued – 3,488
- Total inspections – 6,989
- Total construction valuation – \$158,811,597.32
- Building code plan reviews – 152
- Development review applications – 96
- 13 new subdivisions – 217 lots
- Certificates of Appropriateness – 10
- 2019 Development Update, Map and Report
- Continued upgrades/maintenance to GIS system
- Submitted Bicycle Friendly Community application – received Bronze designation
- Updated 2018-2022 Parks and Open Space Plan
- Coordinated with City Building Supervisor on exterior City Hall renovations

Sustainability & Healthy Community Design

- Successfully led the City’s Sustainability Advisory Committee to implement their City Council approved work plan.
- Ran the fourth annual Eau Claire Sustainability Awards program to recognize businesses and organizations
- Xcel Energy funded an EV suitability assessment on 20 City fleet vehicles to determine which ones to switch over to electric.
- Worked with Engineering Department to purchase 3 level 2 EV chargers for downtown.
- Xcel Energy and the City jointly funded an energy intern who completed 8 carbon and energy inventories for the community and municipality (data informed REAP plan).
- 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
- Issued 4 new loans through the Revolving Loan Fund program, totaling \$245,000
- Hosted Governor Tony Evers and incoming Wisconsin Economic Development Corporation Secretary Missy Hughes for downtown tour and economic development dialogue.
- Participated in outreach events to Twin Cities
- Drafted and implemented new Sky Park covenants changes.

Downtown Eau Claire, Inc.

- Jump-Start and Downtown Enhancement Grants – Awarded \$12,500 in total grants

- Hosted an Idea Lounge ahead of the Block 7 & Liner Site proposal submissions on the new Opportunity Zones program

Housing Division

- Assisted 5 first time homebuyers with down payment closing cost assistance,
- 2 units were purchased by first time homebuyers through direct homeownership assistance,
- 5 new homeowners received rehabilitation loans to rehab their owner-occupied residential units, including the abatement of lead in all 5 units,
- 10 low/mod homeowners received HOME Weatherization Grants (5 – Eau Claire Housing Division & 5 – Western Dairyland),
- 2 single family homes were purchased and will be rehabilitated for the Homeownership Program,
- 103 Homes were inspected and brought up to code as a part of the Code Enforcement 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,
- Bolton Refuge House and Eau Claire Area Hmong Mutual Assistance Association received HOME funds for use towards new Affordable Housing units,
- Royal Credit Union received CDBG funding for their Down Payment Closing Cost program that assists income eligible First Time Homebuyers with closing costs.

Public Services

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

- 55 persons facing domestic violence sought shelter and support services,
- 189 families received case management assistance to help care for their children,
- 1,115 persons sought emergency shelter as a result of homelessness,
- 637 received primary health care services from the Free Clinic,
- 1,213 persons received meals from the Community Table soup kitchen,
- 49 households received rental assistance with the Tenant Based Rental Assistance program,
- 1,247 Hmong households received tenant/landlord counseling and translation services,
- 65 Women and minorities received employment & business start-up services,
- 369 individuals received literacy services.

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Initiatives and Accomplishments

Business Services

- Collaborated with Street and Fleet Division to develop a new city vehicle condition rating and replacement system.
- Community Services led a cross-departmental evaluation for, and began implementation of, a citizen request/311, work management, and asset management system
- Completed an evaluation of the amount and cost of water used before and after pilot testing a smart irrigation system in one section of Phoenix Park, finding an approximate 22 percent decrease in both water consumption and cost.
- Conducted multiple public workshops and online surveys to gather citizen feedback on the design of a new water feature in Wilson Park.
- Created benchmarks for the fund balance positions of various funds under the responsibility of the department.
- Developed five-year forecasts for the fund balance positions of various funds under the responsibility of the department.
- Community Services Department worked with several internal departments, along with Eau Claire County and several other outside agencies for flood preparedness.

Parks, Forestry and Cemetery Division

Parks

- Continued ongoing repairs to Carson Park Baseball Stadium
- Completed aerial survey of city deer population
- Installed 12 memorial benches at various locations
- Completed performance testing of Carson Park Football Field
- Began construction of pavilion and restroom building at Owen Park
- Completed assessment of Carson Park moveable bleachers
- In coloration with Wintermission Eau Claire, started a 4-mile winter running route along the Chippewa River Trail
- Implemented ADA Transition Plan
- Redesign process of Wilson Park Fountain began
- McDonough Park roadway and lot resurfaced, and pickleball courts lined
- Added concrete approach to Lakeshore Skate Park
- Added concrete bleacher pad at Jeffers Park
- Assisted with renovation of Fairfax Park Little League batting cages
- Constructed exterior restroom access at Sundet Park Shelter
- Renovated stone pillars at Lake Street entrance to Carson Park
- Installed hand dryers at Boyd, Trail Head Building, McDonough and Sundet

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 21 construction affected trees on the boulevard as a test project
- Blue Valley Timber sales brought in \$49,605.00
- Apprenticeship program approved and will begin in Spring, 2020

- Treated 20 Elm trees at Owen Park for Dutch Elm Disease

Buildings & Grounds

- Buildings Grounds Division assisted with City Hall move back to Farwell Street

Recreation Division

Administration

- Established a shared division task calendar between the Recreation Division and Parks Division
- Updated Parks Division and Recreation Division policy manual
- Adapted to key personnel changes which included a Recreation Supervisor and office staff
- Worked with Parks Division to develop a Safe Routes to Parks Plan
- Established City Recreation section in the EC Area School District summer school publication
- Implemented a digital distribution plan for the summer Prime Times Activity Catalog and program enrollment increased
- Promoted 'July is Parks and Recreation Month' "Game On" theme
- Worked with outside vendor to complete drone footage of athletic facilities and pavilions
- Increased utilization of social media platforms to market activities and events including promoting themed "School's Out" skating events
- Implemented the #ecparks branding and promotion
- Collaborated with Volume One to include in kind promotional trades and program participation
- Sponsorship plan analysis and plan started
- Created and implemented new youth programs:
 - Wildlife Hiking and Identification, Self Defense, Theater, Wilderness First Aid, Community Service, Various Indoor Games, Spanish/German/American Sign Language, Do-It-Yourself Project Classes, Ski Jumping, Strength and Conditioning, STEM Classes
- Engaged with Wintermission Eau Claire to enhance winter activities, including a winter trail route in downtown Eau Claire and a gear share initiative at Pinehurst Park
- Trained 133 City staff on Red Cross First Aid, CPR, AED, BLS (basic life support) modules

Fairfax Pool

- Fairfax projects completed included:
 - diving board renovation to extend rails and add step access to high dive, concession stand remodel design, irrigation
- Repaired pool expansion joints with liquid rubber base, sanitred system
- Designed new monument sign for Fairfax Park
- Rebuilt two main pool pumps

Hobbs Ice Center

- Hobbs CIP projects included
 - \$1.75M Akervik Rink remodel including sound system upgrade
 - O'Brien locker room air handler replacement
 - O'Brien refrigeration compressor replacement
 - Installation of ADA door openers on all 3 rink entrances from main lobby
- Installed wall art mural in lobby at Hobbs Ice Arena in collaboration with Eau Claire Youth Hockey & Eau Claire Figure Skating Club featuring local athletes in diverse sports

Streets & Fleet Division**Street**

- Completed snow plowing operations through a record snow fall year in 2019 of 113.3 total inches:
 - The former record in 1893 was 96.5 inches
 - 2019 broke the record by 16.8 inches
 - Snow plowing staff to work 30 of 35 days in February and early March
 - Street Division staff worked continuous 12-hour shifts plowing, sanding, and snow hauling
- Completed the installation of new brine making system. Included tanks, valve manifold, pumps and plumbing/hoses.
 - Using salt brine can reduce the use of rock salt by approximately 30%.
 - Produced and used 85,749 gallons in 2019 for ice control operations.
- Completed the second year of Micro Sealing. This product is filler/sealer that levels and fills cracks, holes and depression in the asphalt surface.
 - This process can add up to 8 years of life to the street surface.
 - 2.81 miles of city streets were sealed.

Fleet

- Purchased and outfitted one new Forestry log truck
- Purchased and outfitted one new unmarked police detective car
- Purchased and outfitted one new marked police patrol car
- Purchased and outfitted three new supervisor pickup trucks
- Purchased and outfitted six new medium duty flatbed trucks with snow plows
- Purchased and outfitted one new sewer vactor truck
- Purchased and outfitted two new zero turn mowers
- Purchased and outfitted one new bucket and boom truck for electrician
- Purchased and outfitted one new small pickup with snow plow for city hall
- Purchased and outfitted one new Crafc0 asphalt crack sealer
- Purchased and outfitted four new Supervisor vehicles

Transit Division

- Selected LHB as the main architect for the Transfer Center project
- SRF selected for Transit Development Plan
- New contract negotiated with the UWEC
- Placed 2 new hybrid buses and 1 new diesel bus in revenue service
- Participated in an AV study conducted by UW-Madison
- Secured over \$200,000 grant for bus shelters and bus stop improvements from MPO funding
- Held a successful Stuff-A-Bus with food event for Feed My People Food Bank
- Participated in the International Fall Festival Parade
- Extended Community Table Bus Pass program to all year

- Participated in the City's Renewable Energy Action Plan development.

Utilities Division

Water Treatment Plant:

- Drilled well 24, which will utilize a pitless adapter and will be our first to incorporate this technology.
- Started the construction phase of the \$10 million settling basin upgrade project.
- Completed the exterior cleaning of the stripping tower and fiberglass repair
- Performed exterior cleaning of the Folsom Tower, Abbe Reservoir, and the Mt. Washington Reservoir.
- Replaced pump control valves at the Abbe Booster Station with swing check valves.

Water Distribution System:

- Replaced 107 lead water service lines.
- Collected 196 water samples on street re-construction projects for bacteriological testing.
- Over 91% of our water meters are equipped with a radio transmitter and we expect to reach 100% in 2020.
- Exercised 5,617 mainline and hydrant valves in the distribution system.
- Repaired 8 water main breaks.

Wastewater Collection System:

- Coordinated the lining of 30 sanitary sewer manholes.
- Inspected all sanitary sewer interceptor manholes for inflow/infiltration and structural deficiencies.
- Repaired 5 sanitary sewer main collapses.
- Collaborated with interdepartmental partners and staff to do plumbing work on the following projects:
 - Backflow preventer re-location at Hobbs Ice Center.
 - Hammer arrestor installation at Hobbs Ice Center.
 - Irrigation system expansion at Fairfax Pool.

Wastewater Treatment Plant:

- Performed a complete cleaning and re-build of primary settling tank #2, including the replacements of chains and sprockets.
- Installed a new Atomic Absorption Spectrophotometer which can detect metals at incredibly low levels in our influent, effluent, biosolids and pretreatment samples.

Work Outputs, Measurements, and Statistics

Business Services

- Awarded **\$377,809** in funding for the following grants:
 - WI DNR – SW Dog Park/Boat Launch (\$143,034)
 - WI DNR – Alum treatments at Half Moon Lake (\$49,590)
 - WI DNR – Municipal flood control (\$45,185)
 - WI DNR – Carson Park Birch Trail step replacement (\$45,000)
 - WI DNR – City trail maintenance (\$45,000)

- WI DNR – Downtown river walk (\$45,000)
- WI DNR – Wildlife damage abatement (\$5,000)
- Applied for and pending award
 - WI DNR – McDonough Active Aging Fitness Park (\$204,578)

Parks, Forestry and Cemetery Division

Parks

- Maintained 386.5 acres of park land
- Maintained 30.24 miles of recreational trails
- Facilitated 110 special events
- Dragged 1,566 & lined 789 ball fields
- Herbicide treatment of Half Moon Lake
- Goose egg depredation of over 97 Canada Goose eggs in 18 nests

Forestry

- Planted 935 Trees
- Removed 637 trees
- Pruned 2,000 trees

Cemetery

- Forest Hill (18 traditional and 39 cremation) burials
- Lakeview (37 Traditional and 59 cremation) burials
- Forest Hill lot sales 7 lots, 4 columbaria niches and 3 reconveyances
- Lakeview lot sales 56 lots, 2 columbaria niches and 3 reconveyances

Buildings and Grounds

- Maintained 499,000 square feet of parking ramp/lot space
- Maintained City Hall, Central Maintenance Facility, and the Library

Recreation Division

Administration

- Registers over 10,000 program participants
 - Instruction/Programs 7564
 - Youth Leagues 1040
 - Adult Leagues 3089
 - Over 8,300 paid drop-in programs
- Online use for program registrations is 89%
 - Youth league players 91%
 - Adult teams 86%
- 232 EC Rec Passes sold in 2018/19
- 1818 EC Rec Pass punches used, average usage is 65% of total punches sold
- 192 Sponsorships were received for advertising, scholarship, program/event, and youth team
 - \$53,668 collected
 - Developed sponsorship opportunities list and values.

- 248 Scholarships for families and youth were distributed for Fairfax memberships and youth programs.
- Provides Supervised Winter Outdoor Recreation for over 8,435 people
- 4,332 youth participated in the ECASD Summer Program
 - \$173,280 ECASD Summer School Revenue
- 713 youth registered for River City Adventures
- 54 additional youth instructional classes offered at Northstar in the summer
- 6 strength and conditioning programs offered at ECASD middle schools
- 814 youth enrolled in soccer instruction and league
- 541 youth enrolled in flag football instruction and league
- 2328 youth enrolled in swimming lessons, 460 classes offered
- Carson and Soccer Park concessions revenue was \$97,700
- Implemented alcohol sales program at Carson Park concessions
- Over 12,000 spectators attended the 8th annual Clearwater Winter Parade
- Volunteers Making a Difference – Recreation Programs 1265 volunteers, 5501.5 hours of service

Fairfax Pool

- Fairfax attendance 58,002
- Total season membership sales 955
- Concession revenue at Fairfax Pool was over \$58,800
- 51 Total rental reservations
- 181 season passes sold during holiday promotion

Hobbs Ice Center

- Over 3,000 individual resurfaces completed
- Total rented hours 7,353
 - Ice time 5,411.75
 - Room Use 1,941.25
- Hosted 3 dry floor events (2 HWGA Sale, Hops for Hockey)
- Concession revenue at Hobbs Ice Center was over \$91,000
- Hosted the following events: 9th Annual ECM Meltdown Thanksgiving Tournament (3 visiting teams), ECA Stars Holiday Tournament (new, 3 visiting teams), 3 ECYH Tournaments, and 3 FSC testing sessions and competitions, Festival Foods Turkey Trot
- Open skate attendance currently over 5,200 participants

Streets & Fleet Division

Snow and Ice Control:

- 20 residential full plow operations
- 51 ice control operations
- Applied approximately 5,650 tons of rock salt and 85,749 gallons of salt brine for ice control operation
- 7,904 tons of sand used
- 23,018 miles required to haul 125,323 cubic yards of snow in 35 continuous days.
- 876 miles of snow removal on city owned sidewalk.

Street Maintenance:

- Chip sealed 9.34 miles or 171,652 square yards.
- Micro sealed 2.81 miles or 50,223 square yards.
- 420 tons of hot mixed asphalt placed for street and utility repairs
- 317 tons of cold mixed asphalt placed for street repairs
- Crack filled approximately 36 miles of city streets requiring 20,000 pounds of fiber fill and 80,000 pounds of rubber fill
- Spray patched 7 miles of city streets
- Repainted 9.8 miles of latex street center lines requiring 70,035 linear feet of painting
- Painted 177 crosswalks
- Painted 201 cross blocks
- Completed the grinding and restoration of 637 stumps in city boulevards
- Produced and installed approximately 912 traffic control and information signs
- Patched 255 manholes
- Patched 418 catch basins
- Rebuilt 24 manholes
- Rebuilt 39 catch basins
- Repaired 11 water valves
- Repaired 21 storm water pipes
- Prepped 32 utility holes for asphalt pavement
- Poured 132.75 cubic yards of concrete for sidewalks, curbs and gutter
 - 13.75 cubic yards for utility repairs
 - 41.00 cubic yards for structure repairs
 - 52.50 cubic yards for pavement repairs
 - 25.50 cubic yards for other divisions.
- Hauled 169,099 cubic yards of materials.
 - 125,323 cubic yards of snow
 - 4,512 cubic yards of sand
 - 4,203 cubic yards of base gravel
 - 2,932 cubic yards of rubble
 - 8,384 cubic yards of fill
 - 9,214 cubic yards of street sweepings
 - 1,575 cubic yards of topsoil
 - 176 cubic yards of trash
 - 9,352 cubic yards of leaves
 - 1,908 cubic yards of mulch
 - 105 cubic yards cold mix asphalt
 - 59,996 miles driven hauling material
- Inspected 69 City owned detention ponds
 - Removed approximately 125 cubic yards of trees/brush debris
 - Mowed 8 detention pond facilities

Street Sweeping:

- Approximately 14,238 miles of Street sweeping
- Approximately 11,191 cubic yards of debris swept up during street sweeping operations, which included:
 - 1,625 cubic yards for winter sand/salt
 - 1,431 cubic yards of summer sand
 - 7,847 cubic yards of leaves
 - 288 cubic yards of chip sealing chips
 - 155 total days of sweeping
 - 41 total nights of sweeping
 - Downtown area swept 12 times
 - Half-moon water shed swept 14 times
 - City completely swept 11 times

Ordinance Enforcement:

- Inspected 185 private lawns and 86 mowed by contractor
- Inspected 262 sidewalks and 61 cleaned by contractor
- Inspected 103 boulevards/properties trash complaints and cleaned up trash at 76 private properties

Fleet:

- The Stores has approximately 6,071 items stocked at a value of \$870,171.00
- Used 181,134 gallons of diesel fuel at a value of \$394,968.33 for CESA
- Used 129,461 gallons of unleaded fuel at a value of \$292,249.33 for CESA
- Completed 3,780 equipment and vehicle repair orders
- Used 132,125 gallons of diesel fuel at a value of \$314,568.66 for Transit
- Fleet efficiency rate of 74.28 percent.

Transit Division

- 47,718 revenue hours operated
- 704,473 revenue miles driven
- 6,650 monthly passes
- 7,000 day passes
- 34,000 “token” tickets sold
- 908,831 trips provided

Utilities Division

Water Treatment Plant:

- Pumped and treated 3.33 billion gallons of water
- Performed 22,995 tests for water quality assurance

Water Distribution System:

- Repaired eight water main breaks
- Collected 196 water samples on utility construction projects for bacteriological testing
- Tested 2,626 meters for accuracy, and changed/set 3,241 water meters. Tested 84 compound meters in the field to certify accuracy
- 91% of our metering system has been converted to radio read meters
- Flushed 3,715 fire hydrants in the distribution system
- Exercised 5,617 main line and hydrant valves in the distribution system
- Tested all 40 City owned RPZ backflow assemblies
- Completed 2,673 cross connection surveys with the purpose of identifying and correcting sources that could potentially contaminate the drinking water supply
- Marked 10,007 locates for water, sanitary and storm sewer
- Replaced 14 fire hydrants and added 23 new hydrants to our system
- Facilitated 107 lead service line replacements

Wastewater Collection System:

- Repaired five sanitary sewer main collapses
- Inspected all sanitary sewer interceptor manholes for I/I and structural deficiencies
- Chemically treated 5,300 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 18 miles of sanitary & storm sewers
- Lined 30 sanitary sewer manholes for I/I prevention

Wastewater Treatment Plant:

- Treated 2.94 billion gallons of wastewater
- Land applied 6.646 million gallons of bio solids
- Tested 1,175 samples from septage haulers
- Treated 3.97 million gallons of septage
- Captured methane gas from the digesting sludge for plant heat and power
- Plant efficiency levels:
 - 98.4% BOD removal
 - 98.9% TSS removal
 - 95.5% Phosphorous removal
 - 99.6% Ammonia removal
 - 98.5% Hg removal

Utilities Laboratory:

- 840 water distribution bacteriological samples taken and tested
- 1,092 bacteriological samples taken and tested on raw water and other sources
- 73 Industrial Pretreatment BOD samples collected and analyzed
- 13 Industrial Pretreatment inspections conducted

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Initiatives and Accomplishments

Transportation and Parking

Lighting, Traffic Signals, and Electrical Work

- Worked with the Third Ward and Putnam Heights Neighborhoods to reconstruct State Street, including roundabout control at three intersections, rapid rectangular flashing beacon installation for pedestrian crossing at Roosevelt, bicycle lanes and pedestrian scale cut off lighting along State Street.
- Completed electrical work at Hobbs Parking Lot, Pinehurst Skating Rink, Carson Park and other city buildings/facilities.
- Installation of new traffic control cabinet and related signal equipment at Lake Street and Barstow Street and Lake Street and Graham Avenue.
- Electrical wiring pulled for future installation of access points, and cameras at multiple 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.
- Coordinated efforts between Parking Consultant and staff to complete an update to the 2014 Downtown Parking Study. In 2019, the study was expanded to include the Third Ward and Historic Randall Park Neighborhoods. Staff worked with the consultant to host several informational meetings for businesses, neighborhoods and general user groups.
- Coordinated with project engineer and contractor to manage structural repairs at the Farwell/Gibson Ramp, Riverside Parking Deck and Galloway Street Ramp.
- Listened to local business leaders and patrons to adjust parking regulations at specific locations within the City in order to meet those changing parking needs.

Storm Water Utility

- Completed Municipal Separate Storm Sewer System (MS4) reporting and continue to work with University and DNR to improve City processes moving forward.
- 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.
- 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

- Bicycle and pedestrian friendly reconstruction of Lake Street
- Reconstruction of State Street
- Reconstruction of West Grand Avenue from First Avenue to Oxford Avenue
- Finished construction of Haymarket Plaza
- Designed and began construction of the Downtown Riverwalk
- Installed Rapid Rectangular Flashing Beacons on Farwell Street at Park Tower Apartments
- Constructed Forest Street including trail connecting Madison Street to High Bridge
- Completed the renovation of City Hall and moved staff back to downtown
- Designed West Grand Plaza. Construction scheduled for 2020

Work Outputs, Measurements and Statistics

Transportation and Parking

Lighting, Traffic Signals, and Electrical Work

- Completed electrical inspection on City's Capital Improvement Projects.
- Maintained trail lighting between Lake Street and Main Street during first half of the Downtown Riverwalk Trail project.
- Repaired lighting outages along Golf Road, Sky Park Industrial area and Hastings Way.
- 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.
- Assisted WGI with data collection related to 2019 Parking Study.
- Worked as liaison between private contractors and ramp patrons during the several month-long repair project at the Farwell/Gibson Ramp.
- Maintained high level of customer service for monthly parking passes and daily visitors to downtown Eau Claire.

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.
 - 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.
 - Continued storm water management advertising at Carson Park.
- Provided technical expertise to advise parcel owners regarding on-site runoff issues.
- Provided construction oversight on completion of cure in place pipe liner contract completion.
- Assisted in coordination of the pressure reducing station in the southeast edge of Eau Claire.

Development Agreements and Drainage Review

- Four new development agreements resulting in \$1.5 million of utility and street improvements financed by private developers.
- Administration and oversight of four development agreements for public infrastructure constructing 3,000 feet of water main, 2,900 feet of sanitary sewer, 2,700 feet of storm sewer, and over 2,000 feet of public streets.
- Reviewed 57 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 (15 Alleys and 30 Street & Utility Projects).
- Interior renovation of City Hall completed in August 2019

###

Initiatives and Accomplishments

Annual Reports

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

Accounting

- Successfully moved operations back to City Hall without any impact to services provided.
- Completed the RFP process to obtain audit services, resulting in changing audit firms after 25 years with the same provider.

Financial Operations

- Reviewed and consolidated customer records between system modules.
- Collaborated across departments to import licensing invoices into the financial system.
- Streamlined utility customer changes to align with account quarter end.
- Implemented yearly collections on utility final bills to reduce manual delinquent notices.
- Streamlined voucher process with Eau Claire County Humane Association.
- Created ACH import template for City loans.

Assessing

- With a robust housing market, the Assessor's Office has been busy streamlining the sale validation process. We created sale validation forms to send to those property purchasers whose sale prices fell within a reasonable margin of the assessed value, and attempted to view those properties with "outlier" sale prices, or those that had not been viewed in a number of years.

Purchasing

- Processed (successfully) 62 Major Projects, along with other Departments including 12 RFPs.
- Managed a joint team project for the City and County IT/Purchasing Department for a central contract repository and routing system.
- 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

- 2020 Operating Budget-General Fund \$ 76.7 million, all operating funds \$134.3 million.
- 2020 – 2024 Capital Improvement Plan-2020 \$61.9 million, five-year plan \$209.1 million.

- Select changes were made to the 2020 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 35th consecutive year.

2019 Bond and Note Issues

- Maintained a bond rating of Aa1
- Issued \$14,440,000 worth of bonds
- Issued \$13,270,000 worth of notes

Loans

- The Finance Department currently monitors 18 outstanding loans from the Economic Development Fund, Revolving Loan Fund, Redevelopment Authority, BIDs, City Loan Program and CDBG.

Assessing

2019 Assessment

- The 2019 assessment was completed in June. There were 8 commercial and one residential property objections filed with the Board of Review. The Board waived 7 commercial objections to circuit court and upheld one commercial and one residential assessment.

Assessment Litigation

- There were no cases settled during 2019, however four 2019 assessments were settled in early 2020.

Purchasing

- Processed approximately 1,646 Purchase Orders, totaling \$37,422,642
- Managed the procurement card program (219 cards) with a total spend of \$3,475,638
- 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 89 assets sold in 2019 for a total of \$89,177.56.

###

Initiatives and Accomplishments

Administration

- Implemented “Target Solutions” as the fire department’s new on-line based training platform that comprises both on-line courses and hands-on instructor-led drills. This new training platform will allow fire department personnel to complete and manage Fire, EMS, Hazardous Materials, and Leadership Development training on-line, which allows for better tracking of certifications and training for license renewal.
- Aided by the City’s finance director and assistant city attorney, the fire department secured a regional EMS agreement with the neighboring Township of Wheaton. Beginning in 2021, this five-year agreement encompasses the delivery of paramedic service to the Town of Wheaton with its cost supported by the Town of Wheaton.
- Continued to develop and implement health and safety initiatives for employees and emergency service partners, focusing on peer support training for employees.
- Continued to increase the departments presence and accessibility with social media accounts.

Emergency Medical Services (EMS)

- Incorporated the fire department’s existing EMS training program into the new Target Solutions platform while maintaining compliance with the State of Wisconsin licensure requirements for continuing education. All fire department employees will be completing the required EMS training in preparation for their June 30, 2020, license renewal.
- Continued to work collaboratively with the Eau Claire County Health Department to formulate and implement a public education program to increase the knowledge of private citizens for personal preparation for emergencies.
- Provided training to Eau Claire Police Department officers and Eau Claire County Sherriff deputies in the proper use and administration of NARCAN for the in-field treatment of opioid overdoses.

Operations

- Continue to improve the fire station infrastructure through extensive capital improvement projects. Station #5, on Patton Street, was remodeled to accommodate the expanding needs of the community and the workforce. Station 5 living quarters were expanded to create individual dorm rooms and a gender-neutral restroom.
- Finalized and submitted purchasing specifications for new fire and ambulance apparatus to be purchased in 2020.
- Continued dialogue with the police department on development and implementation of an active shooter plan. This plan 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. This plan was utilized during a multi-agency active shooter drill.

Prevention

- Implemented a fire safety and risk reduction program for senior citizens by working collaboratively with other governmental and non-profit agencies that provide services to senior citizens.
- The Eau Claire Fire Department Community Risk Reduction Division has partnered with city Risk Management to streamline all health and safety initiatives for the City of Eau Claire. These initiatives include, but are not limited to, department and joint safety teams, health and safety training, emergency planning, audits and inspections, injury investigations, etc. Many of these efforts include personnel from each department to conduct self-audits, safety team enhancements, and setting measurable goals. These 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.
- Continued emergency preparedness efforts by working with the City risk manager on updating and maintaining the City emergency plans and emergency notification systems.

Work Outputs, Measurements and Statistics

Administration

- Worked with City staff to appropriate the necessary resources for continuing CIP projects involving renovation and maintenance of fire station projects within the city.
- 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 these events.
- Renewed a two-year contract with the State of Wisconsin Emergency Management to participate in the Northwest Wisconsin Hazardous Materials Taskforce and provide a hazardous material response team as a part of this taskforce.
- 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.

Emergency Medical Services (EMS)

- Responded to 8,113 EMS calls within city limits; 1,839 regional calls outside city limits. The year's net ambulance revenue was approximately \$2.9 million.
- Primarily serving the city's east and northeast regions, Medic 10 responded to 2,652 calls in 2019 – the highest for the department. Medic 5, which serves the city's central and southcentral areas, responded to 2,209 calls. Medic 9 primarily serves the entire west side of the city and responded to 1,743 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 1,448 incidents.

Operations

- 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 new fire engines and ambulances. 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 112 fire-related incidents, 20 of those being building fires. The total estimated fire loss was \$4,166,057.

Prevention

- Performed 68 fire investigations and all required follow-up investigations with no identified arson cases in 2019.
- Conducted 5,076 fire inspections; 70 plan reviews for new construction and renovations, 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 29 sprinkler system hydro tests; 33 sprinkler system inspections; 11 water main hydro tests, 40 hood system inspections, and 11 fire extinguisher training sessions.
- Performed 114 tank inspections, 3 tank removals, and 2 new tank installations.

###

Initiatives and Accomplishments

Organizational

- Continued to be nationally accredited by the Public Health Accreditation Board meeting standards across 12 domains of public health practice and annual improvement activities.
- Achieved Level 3 status with the State of Wisconsin after review of compliance with public health statutes and rules which is the top level in Wisconsin.
- Oriented 22 new employees, interns, and Americorp members and welcomed 4 babies in to the health department “family”.
- Conducted the spring 2019 Eau Claire Healthy Communities/Health department legislative session to focus on building relationships and sharing prevention information with local and state elected officials.
- Provided leadership to the state Wisconsin Public Health Association through service as the elected President as well as leadership in other state organizations including Wisconsin Family Planning and Reproductive Health Association, the ThinkWater Academy, and the Public Affairs committee for Wisconsin Association of Local Health Departments and Boards.

Divisions

- Advanced the Eau Claire Healthy Communities Community Health Improvement Plan (CHIP) which focuses on key priorities of Mental Health, Substance Use, Alcohol Misuse, Chronic Disease and Obesity. The plan was created by a diverse coalition of residents, community organizations, schools, health care providers, businesses, faith communities and government agencies to prevent negative health outcomes and impact community system change.
- Provided leadership and engaged stakeholder input in the development and implementation of Public Excessive Intoxication ordinance to assure healthy and safe communities.
- Selected as one of three cities nationally to participate in Wintermission, the Robert Wood Johnson funded project to increase physical activity and decrease social isolation in winter.
- Selected as one of 5 health departments in the nation to participate in a Design Thinking pilot project focused on housing and health issues.
- Supported collaborative work led by national consultant to engage a broad range of stakeholders to develop a plan to address homelessness in Eau Claire.
- Provided leadership related to opioid misuse prevention including securing new state and federal funding for safe medication storage/collection, partnering with UWEC on public forum related to opioid use, prescription drug misuse education, enhancing preparedness for the opioid epidemic, and implementation of overdose fatality review team along with a broad group of residents and stakeholders.
- Initiated new grant with Wisconsin Department of Health Services to implement and evaluate creative evidence-based strategies to prevent and control diabetes and cardiovascular disease.
- Reduced human health hazards at Maples Mobile Home park through leadership in inspections, community meetings, partnering with Human Services and JONAH, and participating in ICS.
- Coordinated event to partner with City and neighborhood to clean up area by Runway Avenue.
- Provided public health expertise to community issues including licensing of poultry and bees, the Seven Mile Landfill expansion, Lead Service Lines, Renewable Energy Plan, the Groundwater Advisory committee, the Green Team, and the Half moon Lake Management Plan.
- Implemented a new grant to conduct education and outreach on environmental testing and environmental risks for day care settings and daycare providers.
- Received state funding to provide ongoing support to evidence-based Nurse Family Partnership program serving first time parents and children to age 2.

- 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.
- Worked with Community Table, Sojourner Homeless shelter, Eau Claire County Jail, and the Chippewa Valley free clinic to identify ways to increase vaccination of at-risk populations and assure communicable disease prevention and control.
- Responded to community and healthcare issues related to increased vaping and vaping related illnesses and deaths.

Work Outputs, Measurements and Statistics

Operations and Policy-Systems Divisions

- Reached over 2000 likes on Facebook.
- Did 82 interviews with media sources, sent out 64 press releases, quoted in or wrote 94 print articles, and had 512 posts on Facebook and other social media.
- Reviewed and updated 339 health department related fees.
- Supported 5 Eau Claire Healthy Communities Action Teams and the Council in engaging a broad group of community partners to collaboratively implement health improvement measures
- Supported QI core team and QI projects across the department to improve performance in key organizational and programmatic areas.

Community Health Promotion Division

- Collected 5,963 pounds of unused or expired medication in Eau Claire County through the Prescription Drug Take Back initiative – almost double last year’s amount.
- Trained 1,256 people in QPR, including 1,036 adolescents and expanded to all school districts in county. 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 81% compliance rate.
- Provided 4,716 vision and hearing screenings in 23 Eau Claire County elementary schools.
- Trained 41 youth and 7 advisors from the county chapters of Students Against Destructive Decisions during a one-day Leadership Training in October 2019. The training educates youth regarding substance use issues and how to create activists to support efforts for substance use prevention in their schools and communities.
- Partnered with area schools and other community partners to train more than 800 people on Adverse Childhood Experiences (ACEs), Resilience, and Mindfulness through a grant provided by the Advancing a Healthier Wisconsin (AHW) Endowment.

Regulation and Licensing Division

- Conducted licensing and inspections of temporary food facilities at all the major festivals and events in the city and county.
- Completed 939 inspections at restaurants and 311 inspections at retail food stores for health and safety of food served and sold.
- Supported safer and healthier housing in Eau Claire through 2,418 phone consultations and 1,054 inspections related to housing.
- Completed registration of 10,934 rental units as part of the rental registration program.

- Completed external housing survey on eastside of City which included rating 3,422 buildings for potential need to conduct health and safety inspection.
- Conducted hoarding cases and dangerous living situation investigations in cooperation with law enforcement, human services and housing agencies. 49 residences were placarded as unsafe.
- Distributed 315 carbon monoxide detectors in partnership with the Fire Department to at-risk individuals and families through the Taking Action with Data grant from the Wisconsin Division of Public Health to raise awareness about the dangers of carbon monoxide.
- Provided regional Radon Information center services and distributed 261 radon test kits.
- Facilitate the Pack it up, Pass it on project with UWEC to support move out of students in an environmentally healthy and safe way.

Environmental Sciences Division

- Conducted weekly testing of beaches for bacteria and surveillance for harmful algae blooms to ensure public safety. A total of 474 samples were collected and analyzed from local beaches. Beaches were closed on 11 occasions for a total of 78 days for elevated bacteria.
- Completed 21 mosquito sampling events to contribute to regional West Nile virus surveillance.
- Conducted 35 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. Education and outreach provided at City parks on prevention.
- Tested 1,216 food service samples for bacteriological contamination in the public health laboratory.
- Performed 3,462 laboratory analyses on drinking water samples from Eau Claire County.
- Followed up on 161 animal bites/exposures to assure protection against rabies.
- Collectively issued 191 permits (state or county) for the installation, replacement, and reconnection Private Onsite Wastewater Treatment Systems (POWTS) in Eau Claire County.
- Issued 124 private well location permits under the State of Wisconsin's County Well Delegation Program.

Healthy Beginnings Division

- 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 108 low-income children enrolled in the Head Start program.
- Served 2,310 mothers, infants and children in the Women, Infant, and Children's (WIC) program to support healthy pregnancy and early childhood growth and development.
- Provided 112 high risk pregnant women with intensive home visitation services including more than 1500 visits through the evidence-based Nurse Family Partnership (NFP) program.
- Assisted 245 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 2,800 contacts with community members, educating on choosing and storing fresh produce.
- Received Generous Jurors Grant for Safe Sleep program and distributed 20 portable pack n' plays to promote safe sleeping environments.
- Added 5 new grocery stores in Eau Claire County that accept WIC benefits.
- Coordinated community events to support healthy families through WIC, Family Resource Center, the Northwestern Breastfeeding Network, Feed my people, and United Way.

Clinical Services Division

- 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 765 STI tests to individuals who may not have otherwise been tested.
- Administered 75 pregnancy tests to assure that women have access to planned pregnancy.
- Served 626 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 16 HIV cases and partner contacts in our 14-county jurisdiction thru our Regional HIV Partner service collaborative.
- Partnered with Aids Resource Center of WI (now Vivent) to increase HIV awareness during multiple events throughout the year, including for National HIV Awareness Day and World AIDS Day.
- Worked with 5 neighboring health departments to develop shared nurse practitioner model of services to meet reproductive health needs of clients.
- Tested 26 individuals for syphilis and provided appropriate follow up services for high risk clients.

Communicable Disease/Public Health Emergency Preparedness Division

- Administered 2,178 immunizations to assure protection against a wide variety of communicable disease.
- Partnered with schools, healthcare, and community providers to provide more than 901 influenza immunizations at mass immunization clinics for adolescents and adults including new clinic at North High School.
- Followed up on environmental and communicable disease public health emergencies including nursing home outbreaks.
- Followed up on 1,120 cases of reportable communicable disease including 2 unusual mosquito-borne disease cases. The health department is mandated to follow-up on reportable diseases to help decrease the spread of illness and keep our community healthy.
- Educated over 100 health care providers on current practices related to immunization at education event and worked with 11 different partner agencies on Immunization Coalition.
- Promoted community preparedness through partnerships with Community Table, UWEC, Disaster Ready Chippewa Valley, Sojourner House and others. Had proactive social media presence with weather extremes/events. Provided education and resources on preparedness at community events including National Night Out, Feed my People Pop up Pantry, and Phoenix Park Music at the Park.
- Held six meetings of the Public Health Emergency Preparedness Committee for Eau Claire to plan for and respond to public health emergencies. This group is the only collaborative planning group with partners focused on preventing and responding to EC County emergencies.

###

Initiatives and Accomplishments

Human Resources

- Bargained and implemented successor collective bargaining agreements in two (2) of three (3) labor groups
- Implemented electronic Job Order and Applicant Ranking processes in NeoGov
- Coordinated the welcome back process for returning City Hall staff from the RAFT to City Hall, including the continuation of the “RAFT Rockers” social committee
- Conducted two (3) division head recruitments (Parks, Forestry, Cemetery, Buildings & Grounds Manager, Purchasing Manager, and Deputy City Engineer) and one (1) department director recruitment (Police Chief)
- Finalized diversity & inclusion availability analysis and underutilization report with MRA
- Held seasonal hiring event and increased participation in targeted college recruitment fairs
- Rolled out direct primary care health insurance program option through SolidaritUS
- Coordinated People First update of City website pages, forms, brochures and applications
- Continued participation on Eau Claire Chamber of Commerce Diversity & Inclusion Task Force and as Diversity Coordinator for Chippewa Valley Society for Human Resource Management

Risk Management

- Conducted training for all Community Services employees on City’s Drug & Alcohol Policy
- Numerous preparedness and prevention initiatives: flood preparations, EOC updated
- Renewed 2019 insurance policies for Auto Liability, General Liability, Errors and Omissions, Excess Work Comp, Cyber Liability, Boiler and Machinery, Crime, and Transit Liability
- Finalized and/or updated Debris Management, Risk Communication Emergency Operations, All Hazard Mitigation, Volunteer Management, and Safety & Security plans
- Attended Cyber Summit and Drug & Alcohol Clearinghouse Training
- Participated in joint peer support training for protective service employees
- Flood ICS response & PIO duties
- Claims management, including worker’s compensation, property, general and auto liability

Work Outputs, Measurements and Statistics

Human Resources

- Disbursed a total of 507 1095-C forms and filed 1094-C forms electronically with the IRS for 2018
- Processed 3,576 employment applications
- Processed 677 Personnel Action Forms
- Filled 67 full-time and part-time positions
- Conducted quarterly supervisor trainings
- Conducted MLK Day training on 1/21/19
- Conducted new City employee bus tours
- Sponsored 9 wellness activities

Risk Management

- Claims & Litigation Management
 - Managed 375 new events

###

Initiatives and Accomplishments

Award

- Received the 2019 Library of the Year Award from the Wisconsin Library Association!

Supported economic prosperity

- Introduced a new collection of wall art featuring local artists
- Launched Sawdust City Sounds, an online digital database featuring 40+ local musicians and songwriters
- Created custom login script for our Sawdust City Sounds website vendor, allowing our customers to create user accounts and download music to their devices

Planned for a safe and accessible infrastructure

- Began developing a fundraising plan to update, modernize and expand the library facility

Optimized the city's organizational potential

- Created the library's first virtual server environment, consolidating four physical servers into one, saving on equipment costs and simplifying management
- Relocated Circulation Services desk and added a new welcome desk near the front door
- Added 10 new laptops with solid state hard drives (SSD) for the Dabble Box
- Moved teen area to be near the Dabble Box and on the same floor as Youth Services
- Installed three additional self-check machines, including one on the second floor
- Moved Reference Services PCs and peripherals (public and staff) to the second floor
- Updated 90% of the library computers
- Equipped public service desk staff with headsets, improving staff communications
- Introduced iPads for the Library Board, as well as library-issued email addresses
- Finished migrating database lists and documents from internal SharePoint Intranet to our new cloud-based Intranet

Nurtured connected neighborhoods

- Introduced a new outreach program – Pop-up Play at the Parks: Youth Services visited five parks throughout the City and brought a variety of books and things to play with including Legos, yard games, bubbles and crafts
- Brought the BookBike to the Pop-Up Food Pantry

Engaged, livable, lovable and fun

- Hosted our first Cake Day – Open House Celebration, launching a Cake Pan collection
- Added a board game collection

Fostered personal learning, growth and development

- Offered Young Explorers, as preschool STEM series
- Developed a new "Parenting collection" comprised of picture books, adult books
- Created new Health and Wellness Kits for customers to borrow
- Offered new book clubs for teens and "Tough Topics" for adults
- Presented Mathpalooza for early educators
- Offered "Little Kids, Big Topics", a program to help parents be positive during times of emotional stress

Work Outputs, Measurements and Statistics

Supported economic prosperity

- Assisted 744 people with licensed social worker services, the highest area of assistance was for housing and mental health support
- Participated in the 100 Day Sprint, to provide housing for 13 people experiencing chronic homelessness
- Welcomed 370,844 visitors from around the state into the library facility, attracting people to EC
- Offered 63 services hours in the winter, 7 days per week to a downtown public space, no cost to newspapers, magazine, meeting spaces and storytimes and more
- Loaned 252,876 items to nonresidents, attracting people to Eau Claire

Planned for a safe and accessible infrastructure

- Made inclusive and sustainable design priorities of the library's renovation, modernization and expansion project

Opened access to technology

- Logged 43,355 uses of public internet computers
- Provided 47,746 public wireless internet uses
- Loaned 120,365 electronic books and digital audios
- Loaned Wi-Fi hotspots 300 uses

Nurtured connected neighborhoods

- Delivered 11,202 books to customers confined at home or in a healthcare facility
- Served 9,106 attendees at youth outreach events
- Delighted 4,675 people with BookBike visits at community events and neighborhood gatherings
- Stocked 2,498 Books on City Transit Buses for commuters – every rider a reader
- Presented 514 programs for children and teens with an attendance of 25,200
- Hosted 284 programs for all ages on topics such as history, gardening, social justice, with 7,493 attendees

Engaged, livable, lovable and fun

- Hosted Harry Potter's Birthday Party with approximately 425 attendees!
- Offered Summer Library Program: 2,230 Registrants; 964 Reading Program Finishers; 30 Special Events with 2,460 attendees; and 39 Storytimes with 1,317 attendees
- Provided 33 self-directed activities, with 3,810 participants

Fostered personal learning, growth and development

- Checked out 799,420 items, giving access to helpful information
- Received 84,018 items from other libraries, to meet specific needs of our customers
- Served access to over 266,350 virtual visits with over 450,000 pages viewed, the most popular sections being Eau Claire History, Events Calendar and Downloadable Media
- Offered digital access to over 220,000 obituary, birth, marriage and divorce records, which have been recorded by the Genealogical Research Society and Barron County Historical Society
- Answered 50,364 reference questions for a variety of reasons, health, employment and more

Initiatives and Accomplishments

Administrative Services 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 safety and training equipment for the department. (grant info if you want it - Edward Byrne Memorial Justice Assistance Grant Program - \$10,108. Bulletproof vest Partnership Grant - \$15,707.06).
- Applied for and was awarded a grant by the State of Wisconsin Department of Health Services for Telephonic Assisted Cardiopulmonary Resuscitation (CPR) training for the Communications Center (\$12,000).
- Implemented a process for accepting credit card payments in our Records division.
- Coordinated replacement of all the department's 3G phones to 4G phones.
- Worked cooperatively with the Dunn County District Attorney's Office with records preparation for the McCandless homicide trial, including many hours of transcribing interviews and videos.

Investigations and Professional Standards Division

Investigations Bureau:

- The Investigation Bureau School Resource Officer (SRO) program had 1733 contacts with students for the first half of the 2019-2020 school year. 729 of those contacts resulted in counseling or mentoring. 85 of those contacts resulted in adult arrest or juvenile referrals.
- The SRO's also led numerous responses and investigations resulting from school-based threats. All were dealt with effectively resulting in no harm to staff or students.
- In 2019, the Chippewa Valley Regional Computer Forensic Laboratory (CVR CFL), with the Eau Claire Police Department as the lead agency, completed 267 forensic examinations of digital equipment. This number reflects the increased annual workload the lab has seen for the past several years.
- The CVR CFL was recognized by the Wisconsin Internet Crimes Against Children Task Force as the "Agency of the Year."
- Detective Wade Beardsley was recognized by the Wisconsin Internet Crimes Against Children Task Force as the "Investigator of the Year."
- 2019 was the fourth year the Investigations Bureau sponsored the Junior Police Academy and the first year and advanced course was facilitated with past graduates. There were fifty-eight graduates of the JPA program and nine graduates of the advanced JPA course.
- The Investigations Bureau led a lengthy human trafficking investigation into two illicit massage parlors. We partnered with over forty individuals from all levels of government at the municipal, county, state, and federal levels. These partnerships included law enforcement and non-law enforcement agencies. This cooperative effort resulted in the arrest of the license holder and the closure of these two businesses.
- Lieutenant Ryan Dahlgren was recognized as the 91st Wisconsin State Assembly District "First Responder of the Year" for his efforts combatting human trafficking.

Professional Standards Bureau:

- Coordinated 32 comprehensive background investigations in order to hire employees who possess competence and character. Additionally, this bureau conducted one-week long orientation programs for 13 new employees.
- 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.

- Partnered with the University of Wisconsin - Eau Claire Office of Multi-Cultural Affairs to develop an Equity, Diversity and Inclusivity internship program. The flagship program was a success with applications being accepted for summer 2020.
- The Crime Analyst prepared numerous weekly crime data reports and analysis of thousands of incident reports which helps guide our deployment efforts in patrol and investigations through intelligence-based policing.
- Hosted several leadership and investigative training courses. This resulted in complimentary seats and significant cost savings in travel, meals, and lodging. 17 sworn officers and civilian staff were trained locally resulting in an estimated cost saving of \$19,000.
- Training and professional development is a priority for the Eau Claire Police Department. In 2019, 160 officers and civilian staff attended 77 professional development trainings.
- The use of social media and community outreach continue to grow through our followership on various social media platforms; Facebook, Instagram, Twitter and Next Door. The growing number of followers within the past year further helps the police department be transparent and engage with the community.
- Updated and implemented 16 policies that supports best practices in policing.
- In August 2019, we distributed and trained all sworn officers and civilian property technicians in the deployment of Naloxone (Narcan). Since August 2019, officers saved lives by administering Narcan 13 times.

Patrol Division

Division Wide:

- Officer Jason Ruppert and K9 Duke were recognized by the Eau Claire Chamber of Commerce as the Public Employee of the Year.
- Lieutenant Ben Frederick was recognized by the Boy Scout of America with a “Community Builder Award” for his work developing the department’s Junior Police Academy.
- Patrol incorporated an evidence-based lethality assessment tool used at domestic calls for service to provide an immediate opportunity for a victim to connect with an advocate.
- Collaborated with the City Attorney’s Office and the City/County Health Department to develop a diversion program focused on the educational component for citizens cited with the excessive public intoxication ordinance.
- An Eau Claire Police Officer attended every scheduled neighborhood meeting. Several of the neighborhoods met every month.
- Purchased new bicycles as a resource for officers to use on the street, special events and directed patrol.
- Upgraded equipment to include additional less than lethal options such as tasers issued to each individual officer and new 40 mil less lethal launchers placed in each squad car.

North District:

- District was involved in six active neighborhood associations. At these meetings, officers hear neighborhood concerns, learned of nuisance properties, collaborated on solving issues and built relationships.
- Assigned directed patrol in Phoenix Park during music events which allowed officers to interact with the public and provide a service to the community
- District has partnered with several other agencies to support efforts as it relates to people temporarily experiencing homelessness.

- Provided directed patrol addressing the concerns for pedestrian safety through crosswalk enforcement in several locations within the downtown.

South District:

- District utilized Facebook, Twitter and Nextdoor to communicate timely information with neighborhood associations. This collaboration and dialogue increased the overall health and wellness of our neighborhoods. We were able to tailor our response and service based on the expressed needs of a specific neighborhoods.
- Officers have focused on the criminal activity and calls for service at our local budget hotels. Officers work with owners, the staff and utilized researched “best practices” to find ways of reducing crime and disorder at these locations.
- Provided extra resources and public education on an initiative to have safer roadways. These identified areas of directed patrol were identified using crash data, traffic surveys, identifying school zones and listening to community concerns.

West District:

- Two new neighborhood associations started within the district. Officers were active within these neighborhood associations by attending neighborhood meetings and partnering with the neighborhoods to address concerns and build relationships. District officers will also continue to build on the strong relationship established within the current district neighborhood associations.
- The district has been very proactive with issues resulting from alcohol disorder. A rising issue has been the use of “false I. D’s”. We have been proactively following up with confiscated I. D’s and holding people, who are using these I. D’s, accountable.
- Partnered with University of Wisconsin-Eau Claire to provide several programs for students living off campus. Programs include vacant house watch, pack it up or pass it along, officers meeting and speaking at the Freshman Fair and working with Student Senate to address student safety.
- District officers concentrated on problem-oriented strategies in an effort to discourage disorderly behavior in the Randall Park Neighborhood and areas within or surrounding taverns. This effort resulted in a decrease in disorder.

Communications Center

- Communications Center Manager Dena Clark was appointed by Governor Tony Evers to the 911 Subcommittee.
- Created a regional Communications Center Manager group in order to promote partnerships and professional development.
- Partnered with Mayo Clinic Health System to remedy mis-dialed 911 calls from their facilities. Prior to the change there were 757 mis-dialed 911 calls from Mayo facilities the previous calendar year.
- Completed a re-design and remodel of the Eau Claire Communication Center which included additional workspace and workstations.
- Completed update of all warrants from CIB to NCIC entry to comply with state guidelines.
- Successfully transitioned to new work schedule.
- Worked with Chippewa Valley Technical College to develop a new Emergency Dispatch program to enhance the recruitment and competencies of regional dispatchers.

- Implemented full use of Aladtec for scheduling software.
- Successful CIB audit.

Work Outputs, Measures and Statistics

- Responded to 53,902 Demands for service.
- 1,272 criminal investigations were assigned with a successful clearance rate of 96%.
- 27 illegally possessed or used firearms removed from our community
- 262 OWI arrests
- Connected 56 victims of domestic abuse with services through the Lethality Assessment Program.
- 9,076 items of property and evidence entered into the secured evidence room.
- 6,294 items of property and evidence released or disposed.
- 3,116 police records requests fulfilled.
- 1,733 contacts with ECASD students and families while serving all 24 ECASD schools.
- 74 neighborhood meetings attended.
- Over 33,000 Facebook followers, over 4,200 Instagram followers, and over 10,200 Twitter followers. Also, reached over 9,000 Eau Claire residents on Nextdoor.
- 116,597 Calls received in the Communications Center (89,362 Non-Emergency. 27,235 Emergency).

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