

Major Accomplishments 2020



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



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Office of City Manager

City Manager's Administration – City Clerk – Information Technology

Initiatives and Accomplishments

City Manager's Office

- Served as front-line incident command staff related to pandemic emergency response
- Met with all Department senior staff regular to plan and present an informed and unified response locally to the COVID emergency
- Provided continued updates to media, Council and community related to the City's response to the health emergency
- Reviewed and approved alternate resources for financial and other response to impacts of COVID on organization and community
- Met with UWEC and potential partners to discuss utilization of bike share and scooter share programming possibilities
- Helped to establish and served on several special task force teams set up specifically to respond to impacts of COVID on community businesses and individuals
- Supported implementation of WebEx meeting "space" for virtual Council, Commission, staff meetings and trainings
- Coordinated annual volunteer appreciation breakfast on behalf of Advisory Committee on Appointments
- Served on community work teams to address issues of homelessness and affordable housing opportunities in the Chippewa Valley
- Participated in Chippewa Valley Rally with Chamber of Commerce community leadership to bring attention our regional issues
- Worked with community partnerships and city council to begin discussion related to expansion of Sonnentag Event Center.
- Evaluated, trained for implementation and 2021 the Granicus meeting system to present live city council and board meetings to community and for long-term retention
- Evaluated, trained and implemented iWorQ citizen request (311) work management systems for use by staff and community
- Trained for implementation of ClearPoint Strategic Management tracking system
- Partnered with departments to ensure safety of staff and facilities during the emergency COVID -19 response, peaceful protests, and heightened security events
- Worked with Human Resources on the recruitment processes for Senior Staff
- Served with TIGER grant work group and development team.



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- Worked with City Council President to deliver annual State of the City address.
- Developed and delivered educational opportunities for newly elected and appointed Council and Board members regarding laws and best practices affecting their public service.

City Clerk - Elections

- Developed and implemented processes to ensure safe, equitable and accessible poll sites during the COVID-19 pandemic with the collaboration of the City, County, Health Department, Fire Department and other municipalities throughout the County.
- Developed and implemented a drive-thru process for in-person absentee voting in the City of Eau Claire, engaging the help of dozens of community volunteers, poll workers and City employees to provide voters an additional safe and equitable voting option.
- Installed four absentee ballot drop boxes around the City for the November election, which provided voters an additional way of returning mailed absentee ballots.
- Located and established 6 new voting sites (two permanent and four temporary), and notified registered voters of the location change, which allowed the City to keep its 20 poll sites open for all of the 2020 elections.
- Developed and implemented a program for City employees to work as poll workers at poll sites on election day and the in-person absentee drive-thru process. Over 175 employees, from all departments, participated.
- Hired and trained 334 new poll workers, which composed over half of the poll workers at the November election.
- Processed 27,751 absentee ballots by mail and 15,086 in-person absentee ballots, for a total of 42,837. (In the last Presidential election year of 2016 there were 13,751 total absentee ballots.)
- Established protocols and trained safety personnel for poll sites regarding COVID-19 processes, electioneering, weapons at poll sites, observers, etc.

Information Technology

- Implemented dual network authentication for over half of City staff to provide increased security for our environment.
- Implement and train City staff on numerous methods of virtual collaboration ranging from public meetings, department meetings and one on one interactions.
- Worked closely with Inspections division with the implementation of Infovision, the new permitting system.
- Installation, configuration and training on Granicus, the new video streaming system for public meetings.
- Development of background management systems and beginning of smartphone deployment for City staff.



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Office of City Manager

- Completed fiber projects, getting connectivity to Sundet Park, and redundant connection to City Hall
- Completed Carson Park Concessions area upgrade. Installed new cabling, added and updated wireless access points and security cameras.

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 four elections:
 - February Primary
Turnout: 6,691 voters. Absentee Ballots Cast: 843. Election Day Registrations: 430.
 - April Election & Presidential Preference
Turnout: 17,914 voters. Absentee Ballots Cast: 12,404. Election Day Registrations: 838.
 - August Partisan Primary
Turnout: 10,954 voters. Absentee Ballots Cast: 6,931. Election Day Registrations: 235.
 - November Presidential Election
Turnout: 37,017 voters. Absentee Ballots Cast: 22,659. Election Day Registrations: 3,629.
- Trained election workers prior to each election virtually and in-person.

Information Technology

- Fulfilled 149 “work from home” requests. Providing hardware and training for users moving to work from home status and remote connectivity to those that needed it.
- Performed 125 computer replacements throughout the organization, including upgrading the entire Fire operations division (Stations, EMS and Support Vehicles)
- 7168 IT Tickets\Projects Resolved.

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City Attorney's Office

The City is a growing regional community with a diversity of issues, opinions, and residents. Its innovative and progressive approach to community change and collaboration has spurred major urban renewal, enhancement of public spaces and infrastructure, economic development, a flourish of special events, and additional housing opportunities across income levels while maintaining necessary local governmental services at a leading level of quality and efficiency. These varied municipal activities and objectives, from necessary if mundane to wonderfully aspirational, along with the noted challenges of action toward social justice, constitutional expressive speech demonstrations, presidential elections and a tumultuous transition of power, and the necessity of a local response to a pandemic, required creative, expert, and experienced legal advice, negotiation, research, drafting, and litigation skills. The City Attorney's Office again rose to that challenge and delivered excellent leadership and legal advice for its client the City of Eau Claire in service to its residents.

Engaged Residents

- Organized and led meetings and ongoing efforts to affirmatively address dangerous living conditions and crime including suspected human trafficking at the Regency Hotel to both improve conditions and find safe alternate affordable housing options for those individuals and families placed at risk by current ownership of the hotel
- Multiple meetings, interviews, and discussions with members of the community, partner organizations, media, and public officials and other community leaders, regarding lawful effective local public health responses to the ongoing pandemic
- Legal staff teamed up to co-chair Leadership Eau Claire Government and Law Day and presented to this group of engaged community residents and future local leaders

Inclusive Community Leadership

- Enhanced living conditions achieved for residents of former landlord maintaining unsafe living conditions following successful resolution of litigation against landlord, Karen Cigan, led by City Legal in collaboration with multiple city and private partners
- In concert with our City development team, brought forward innovative development opportunities for advancing affordable housing, including City acquisition of infill property for a first time City-initiated subdivision focused on affordable owner-occupied

housing, as well as concluding development agreement for first LIHTC supported project in a City redevelopment district

Collaborative Institutions

- Lead and continues to participant as an active member with ongoing assistance and legal advice to the COVID-19 Incident Command Legal Division team including providing insightful, timely, balanced and informed legal advice locally and legal policy leadership statewide during the current pandemic
- Assisted in the drafting of Local Health Orders during this unprecedented pandemic and developed and drafted original procedures and responses balancing multiple perspectives, emergency and legal imperatives, under time pressure, that were local and state models
- Defended claims for tax exemption and continuing in legal defense of numerous excessive tax claims and advocating consistent with policy direction for fair and equitable property tax that does not improperly burden residential taxpayers

Embracing Diversity and Equity

- Provided legal training to Police Department through in-service training on appellate court case law and provide defense policies and procedures for effective disposition of forfeiture prosecutions and civil cases
- Joined with Police Department to hear other perspectives on issues of equity, diversity, and inclusivity, the history of policy, and other means in which the City can recognize and advance issues of social justice through anti-racist awareness and practices
- Collaborated with the Police Department to provide community organizers insight on how to have a safe and welcoming environment while engaging in peaceful demonstrations
- Provided reasonable use of force policies and procedures to the Police Department while still protecting the safety of our police officers and the community

Authentic Communication

- Provided legal training and support to police officers, firefighters, supervisors, public officials and employees on a variety of legal or law related issues to support lawful operations and keep the City current on civil rights, changes in the law, and best practices
- Provided presentations, advice, and legal service to City board chairs, council members, and other officials and staff through proactive representation that promotes open, honest and lawful municipal corporate practices including open meeting, public records and ethics
- Continue to work with landlords and owners on health and safety issues associated with chronic nuisance housing and rental properties throughout the City with ordinance

updates, inspections, and when necessary prosecution of ordinance violations and civil legal actions
to ensure that living conditions in rental units throughout the city are safe and accessible

Culture of Engagement

- Established communication with the Police & Fire Commission who is authorized and mandated by state law for the purpose of providing uniform regulation of police, fire and combined protective service departments with citizen oversight while keeping politics out of personnel decisions, to assure that hiring of City personnel is done on merit and ensure that any discipline is conducted fairly by impartial citizen boards
- Successfully negotiated and drafted a development agreement for the Children's Museum of Eau Claire to construct and operate a new children's museum that improves public use and enjoyment of downtown Eau Claire and its adjoining neighborhoods while engaging the community through urban renewal and beneficial redevelopment

Shared Vision and Values

- Reviewed and recommitted to excellent legal representation and advice in furtherance of the vision and values of our client the City of Eau Claire
- Shared the City's values and approach as local, statewide, and in certain areas also national leaders in the law in multiple presentations, committees, and organizations
- Collaborated with community groups to utilize City facilities and services to conduct sports and recreational activities for youth and adults, through community events

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Initiatives and Accomplishments

Development Services

- Completed update to Third Ward Neighborhood Association Plan
- Instituted new online plan review and permitting system (Evolve by Infovision)
- Worked with UWEC faculty and students to design a logo and public outreach approach to implement Participatory Budgeting.

Sustainability & Healthy Community Design

- Adopted the 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.
- Published a Net Zero Energy Building Guide that will help the building sector to achieve net zero energy buildings.
- Created a Solar-Ready Building Guide to help the public understand how to plan for solar installations up front (REAP sub-action plan).
- City Council passed the Electric Vehicle (EV) Roadmap that lays out goals for community and municipal EV increases by 2030.

Economic Development

- Assisted with sale of Lot #4 in Sky Park
- Negotiated purchase of 80 ac. of land for future extension of Gateway Northwest Industrial Park
- Negotiated a proposal for a 12-acre lot purchase in Gateway for expansion of a freight company.
- Secured a \$500,000 grant from the EDA for the EDA CARES Loan program to assist businesses impacted by COVID.
- Secured a \$250,000 Idle Sites grant from WEDC to assist Hy-Vee in the redevelopment of the former Kmart location
- Signed a purchase agreement with Merge for the Railroad Lot for construction of a mixed use development with approximately 76 residential units.

Redevelopment Authority

- Sale of a portion of Liner site to the Children's Museum of Eau Claire for a new facility. Signed MOU for development of balance of Liner site with Monarch Ventures for a new restaurant
- Approved an MOU for sale of the Kessler Bowl Lot to a local developer for construction of 20-30 affordable townhomes for sale in Cannery District
- Engaged Ayres and Associates to create a massing study to assist in marketing the Block 7 site. Completed demolition of blighted structures in the Cannery District.

Downtown Eau Claire, Inc.

- Due to COVID, event activities were cancelled. DECI shifted to several online events such as a Downtown photo contest and virtual scavenger hunt with gift cards to continue to support downtown businesses.

- Worked with Engineering to identify and mark multiple parking spaces in downtown to be converted to curbside pick-up points to assist businesses operating at reduced capacity or under the Shelter in Place order.
- Worked with Licensing to create the Sidewalk Café Guide to assist restaurants in applying for the permit and the alcohol extension.
- Launch the “Root for EC” campaign to help bring visitors back to the Downtown area after shelter in place was lifted.
- Worked with additional partners such as Chamber and Visit EC on programming to help draw visitors back to downtown.
- DECI obtained a \$42,000+ grant from WEDC to assist in additional marketing and expenditures related to COVID assistance.
- Hosted a modified Wintertime in the City event using social distancing.
- Provided \$81,000 in direct COVID Relief Grants to downtown businesses affected by the pandemic.
- Established COVID Information web page and increased communications to businesses in regard to COVID assistance, information, and funding.
- Launched a new downtown multimedia marketing campaign that resulted increased web page visits (4.2% over 2019) and 39,000+ video views on social media.

Work Outputs, Measurements and Statistics

Development Services

- Development permits issued – 2,666 (First year of Building Permits being all-inclusive with trade (Electrical, HVAC, Plumbing) permits)
- Total inspections – 5,375 (Both on-site and “e-inspections”)
- Total construction valuation – \$126,870,108
- Building code plan reviews – 161
- Development review applications – 74
- 5 new subdivisions – 187 lots
- Certificates of Appropriateness – 2
- Continued upgrades/maintenance to GIS system
- With Community Services Department, updated Half-Moon Lake Management Plan

Sustainability & Healthy Community Design

- Successfully led the City’s Sustainability Advisory Committee to implement their City Council approved work plan
- Ran the fifth 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
- Assisted with implementing a geothermal system for the new library expansion project

Economic Development

- Provided staffing to Redevelopment Authority, Downtown Eau Claire, Inc. and four business improvement districts
- Issued 7 new loans through the Revolving Loan Fund and EDA CARES programs, totaling \$471,000
- As a measure to assist businesses impacted by COVID, the RLF program deferred payments on several existing loans for 3 months

Downtown Eau Claire, Inc.

- Jump-Start and Downtown Enhancement Grants – Awarded \$12,500 in total grants
- As part of COVID relief, DECI awarded over \$50,000 in grants to DECI members impacted by COVID.
- DECI purchased over \$1,000 in gift cards for give-a-ways to assist members struggling due to COVID

Housing Division

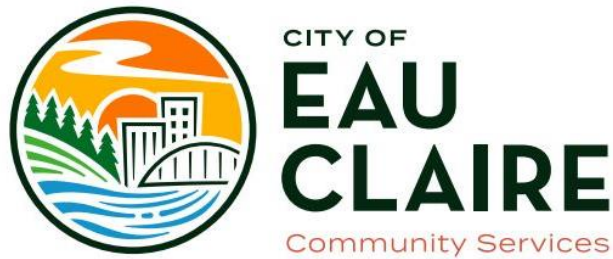
- Assisted 3 first time homebuyers with down payment closing cost assistance,
- 2 units were purchased by first time homebuyers through direct homeownership assistance,
- 2 new homeowners received rehabilitation loans to rehab their owner-occupied residential units, including the abatement of lead in both units,
- 3 low/mod homeowners received HOME Weatherization Grants (2 – Eau Claire Housing Division & 1 – Western Dairyland),
- 1 single family homes were purchased and will be rehabilitated for the Homeownership Program,
- 165 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,
- Bolton Refuge House and Eau Claire Area Hmong Mutual Assistance Association received HOME funds for use towards new Affordable Housing units,
- Provided \$223,000 of CDBG-CV funding to five public service agencies to assist with COVID-19 relief,
- Eau Claire Chamber of Commerce was awarded \$30,000 of CDBG-CV funding to create a job board in response to the COVID-19 pandemic.

Public Services

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

- 54 persons facing domestic violence sought shelter and support services,
- 154 families received case management assistance to help care for their children,
- 1,073 persons sought emergency shelter as a result of homelessness,
- 673 received primary health care services from the Free Clinic,
- 464 persons received meals from the Community Table soup kitchen,
- 31 households received rental assistance with the Tenant Based Rental Assistance program,
- 520 Hmong households received tenant/landlord counseling and translation services,
- 48 Women and minorities received employment & business start-up services,
- 915 individuals received support services.

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Community Services Department

2020 presented challenges to all. Community Services was faced with the challenge of maintaining a consistent level of quality services to its residents and citizens regardless of COVID-19. To this end, a continuity plan was formed in April of 2020. This plan called for the cross training through the 5 divisions of Community Services to ensure uninterrupted service. With the support of the 5 division managers this effort has been effective. Streets and Fleets and Parks and Forestry are working with Transit staff members of their staff in obtaining P endorsements. Bus operators are required to have this endorsement in addition to having a CDL. Transit can use these newly trained operators to fill in as bus operators in the event of a shortage of drivers. Streets and Fleets have been supported of Parks and Forestry in participating in the cross training and use of chainsaws. This cross training provides support for unforeseen windstorm and destruction. The support in cross training keeps us ready and prepared to services our residents as we continue to navigate through the unforeseen.

Initiatives and Accomplishments

Parks, Forestry and Cemetery Division

Parks

- Painted the covered seating area in Carson Park Baseball Stadium.
- Added additional bleacher seating in the west end of the football field.
- Completed an aerial survey of city deer population to aid in deer management.
- Installed 12 memorial benches at various locations on City property.
- Treated Half Moon Lake with Endothol to help control the curly-leaf pondweed.
- Completed construction of a pavilion and restroom building at Owen Park.
- Assisted with OutdoorMore to remove trees along the hillside in Pinehurst Park.
- Maintained a 4-mile winter running route along the Chippewa River Trail in association with Wintermission.
- As part of our ADA Transition Plan, sidewalks were placed in Carson Park from both Oak and Pine Pavilions to the restroom. In addition, a handrail was built for the new steps at the Birch Pavilion.
- Replaced aging stairs and a storm water line in Carson Park near the Birch Pavilion.
- Completed Southwest Park Boat Ramp and Dog Park.
 - City staff placed the fence and cleared the area of invasive and dead trees to help reduce the cost of the project.
- Assisted with the repair of the main water line under Fairfax Pool.
- Placed bronze plaque on the stone pillars at entrance to Carson Park to recognize the Carson Family contribution to the park and the rededication of the stone pillars in 2019.

- Worked with the Westridge Neighborhood Association to add additional play elements and drainage tile to the County Farm Playground. Re-decked and added steel powder coated handrails to the two walking bridges in Westridge Park.
- Worked with our Street Division to install a culvert and drain system under the lower road to Rod and Gun Park.
- Assisted the Upper Eastside Neighborhood Association to create Eco Pods along the trail on 7th Street.
- Assisted with the annual Fourth of July Fireworks show moved from Carson Park to Forest Hill Cemetery due to COVID-19.

Forestry

- Preemptive Ash Tree removal continued throughout the City.
- Injected 260 Ash Trees with the hope to prevent Emerald Ash Borer.
- Hired two arborist apprentices for a newly created apprenticeship program through the State of Wisconsin Work Force Development Division.
- Planted 20 pines at the entrance of the Northwest Park bike trail.
- Boulevard Tree Program:
 - Planted 744 trees
 - Removed 800 trees
 - Pruned over 2000 trees
- Completed the Blue Valley Pistol Range Select Cut program to create a healthy forest.

Buildings & Grounds

- Custodial staff assisted in setting up and maintaining early voting events in March, August, and October, and for the November Presidential Election at voting sites across the city. In addition to erecting several shelters, moving equipment, and providing heat, they also followed increased COVID-19 guidelines by replenishing disinfecting supplies and providing personal protective equipment for all the sites.
- Maintained parking garages and city buildings while responding to internal service order requests.

Recreation Division

Administrative Accomplishments

- Participated in daily COVID mitigation and monthly online training through Illinois Park and Recreation Association (IPRA) and Wisconsin Park and Recreation Association (WPRA).
- Recreation Manager participated in legislative discussions with the State Governor's office, League of Wisconsin Municipalities, DNR, and with the WPRA lobbying firm, Hamilton Consulting Group.
- Established a Chippewa Valley Parks and Recreation discussion group that continues to meet weekly. Agencies included are: Altoona City, Chippewa City and County, Eau Claire City and County, Hallie Village, Menomonie City.
- Developed new processes for staff, participant, and guest safety at activities and facilities (Fairfax, Hobbs phases, Recreation programs).
- Completed the Recreation Division electronic filing project. All files have been scanned and are stored in the City network data files.
- Completed an equipment inventory and established recreation storage at Hobbs.

- Completed a three-year payroll analysis.
- Completed a concession analysis for 2019.
- Division has two certified Parks and Recreation Professionals, four certified Pool/Facility Operators, and two certified US Ice Rink.
- Recreation Manager served as President-Elect for the Wisconsin Parks and Recreation Association, and has served on the Board of Directors 2 years, and is the Chair person for the WPRA Public Policy Committee.
- Recreation Program and Facility Supervisor served as WIAMA President-Elect for the Wisconsin Ice Arena Management Association (WIAMA) and is a US Ice Rinks Certified Ice Rink Manager.
- Recreation Program and Facility Supervisor served as Region One Recreation Section representative for Wisconsin Parks and Recreation Association.
- Promoted July is Parks and Recreation Month “WE ARE PARKS AND RECREATION” theme with distribution of life jackets, art supplies, activity ideas, and promotional items. Over 200 life jackets were distributed with a focus on family eligible for scholarships.
- Increased utilization of social media platforms to market activities and events
- Due to COVID-19, created “Pop-Up” and virtual programs to help keep the community engaged
- Fall activities implemented: Adult softball, babysitting instruction, open pickleball, youth pickleball clinic, and open skating.
- Partnered with the Chippewa Valley Pickleball Club to offer late summer clinics. This initiative resulted in a \$100,000 donation to Community Parks Association from Markquart Motors.
- Partnered with Mayo Clinic Health System to provide Strong Bodies fitness initiative at Hobbs.
- Established Parade of Lights tour in December in place of the traditional winter parade event.
- Art and equipment distribution initiative to promote summer activities. Our 2019 River City Adventure participants were priority recipients of these fun packs at designated neighborhood park locations. Over 300 packs were distributed to participants.
- Continued engagement with Wintermission to enhance winter activities, including a renovation at the Pinehurst shelter for gear share management and distribution. Purchased additional equipment for the gear share initiative with grant money.
- The Parks Division maintained outdoor ice rinks throughout the City and the Recreation Division offered a GearShare program at Pinehurst Park.
- Trained 205 City staff on Red Cross First Aid, CPR, AED, BLS (basic life support) modules.
- Met with the Health Department and City leadership frequently to discuss metrics and planning for reopening facilities.
- Hobbs Ice Arena
 - O’Brien Rink kickplate replacement
 - Refrigeration evaluation
 - Akervik electrical panels
 - Dehumidification desiccant wheels
 - O’Brien Rink kickplate replacement
 - Refrigeration evaluation
 - Akervik electrical panels
 - Dehumidification desiccant wheels
- Hobbs Ice Center
 - Installed new ADA accessible bleachers in the Hughes Rink.
 - Replaced Akervik Rink bleachers with new ADA accessible bleachers and repurposed existing Akervik Rink bleachers for use at Carson football stadium.

- Recoated SPF weatherproof membrane for O'Brien/Akervik Rink roofs including acquiring a new 15-year warranty for both roof coatings.
- In response to the COVID pandemic, hosted emergency shelter for people experiencing homelessness from April – October.
- Provided some shelter support and built a relationship with shelter staff. Cost to host the shelter was over \$50,000 which includes, staff time, utilities, garbage, supplies, and repairs.
- Developed facility use guidelines in multiple phases for safe operation of the facility during COVID.

Streets & Fleet Division

Street

- Throughout the pandemic the streets staff continued to provide services to keep traffic moving year-round. They have also worked very hard at following procedures set in place to ensure the health city staff.
- The street division is in its 6th year of using salt brine as a winter deicer. The first three years we used salt brine that was produced by the county highway department at \$.48 per gallon. We are now in our 3rd year of producing our own salt brine at a cost of \$.12 per gallon. Having our own production equipment has allowed us to have 6000 gallons ready when needed to for winter weather events. In 2016 the city used 23000 gallons of brine. In 2020 we used 60187 gallons of brine. The more salt brine we can use in our salt operations will help to someday reduce our rock salt usage by 30 percent. Not only is this good for funding, but more importantly it will help the environment even more.
- The condition of the city streets is rated every year. This rating system is called PCI (Pavement Condition Index). The street division work with these rating every year to determine what streets should receive sealing. There are two types of sealing that have been used in the past. Chip sealing and Micro sealing. They are both very good products for preserving the asphalt surface. Chip sealing will add a life expectancy to the streets of 3 to 5 years for a cost of \$1.68 per square yard. The micro sealing will add to the life of the street 3 to 7 years for a cost of \$3.04 per square yard.
- In 2020 the street division did a test street with a new product called GSB Friction seal. This product is applied and back open to traffic within 8 hours or less depending on weather. The add life expectancy for this new product is 7 to 10 years at a cost of \$4.25 per square yard.
- The above costs are only a fraction of what it would cost if a street needed to be milled and overlay at a cost of \$12.00 per square yard.
- Every year the street division expands arsenal of street maintenance procedures to help provide safe and efficient streets.

Fleet

- This past year the store room was very busy making sure that we had a continual stock of mask, disinfecting cleaners, hand sanitizers, hazmat suits and any other requests that were needed to help keep staff safe during this pandemic. The two stores staff worked very hard making sure that supply levels never dropped below set levels.
- Special policies were put in place in for the fleet that required disinfecting and cleaning after the employee was done using the equipment. Even after-hours mechanic would come in and disinfect emergency vehicles that were contaminated during use.

- Another concern during the pandemic has been the delay in getting parts for maintaining and repair the fleet. The mechanic and stores staff worked together making sure that buses, emergency vehicle and community services equipment was always ready to respond when needed. A full team effort.

Transit Division

- Operated during the Pandemic with no reduction or interruption of service to the community.
- Barrier doors installed on the Transit Fleet to provide safety for the drivers and allow for the safe collection of fares.
- 3 new Hybrid and 2 new Clean Diesel buses were placed into revenue service.
- Five 2002 diesel buses taken out of service.
- National Environmental Protection Act Study completed for the new transfer center project.
- Design Development for the new transfer center was completed.
- City Council approved a 44% reduction in the income qualifying transit fare.
- A 5-year Transit Development Plan was adopted by City Council.
- Public Transportation Agency Safety Plan adopted by City Council.
- Received \$5,223,942 in CARES Act funding through the Federal Transit Administration.
- Division recognized with a Sustainability Award for reducing the City's carbon footprint.
- Received notice of award from the State of Wisconsin for 1 Hybrid Bus through the VW Mitigation Capital Assistance Program.
- Transit Equity Day Celebrated recognizing Rosa Parks' contributions to insuring equal access to all on Public Transit.

Utilities Division

Water Treatment Plant

- Painted the Oakwood Water Tower.
- Completed construction of the South Settling Basin and put it online. Also started work on the North Settling Basin and worked through all of the challenges that COVID-19 presented.
- Constructed the Corrosion Control Treatment Rack to be used in a study for the US EPA and WI DNR.
- Performed exterior cleaning of the Damon Reservoir.
- Started using Well 24 and the pit less adapter technology
- Performed full-drain inspections of the Abbe Reservoir, the Clearwell and the Backwash Tower.
- Rehabilitated wells 11, 15, 16 and 17.
- Surged and treated wells 6, 19 and 21.

Water Distribution System

- Facilitated the replacement of 80 lead water services.
- Maintained a safe and uninterrupted water supply for consumption and fire protection.
- Over 92% of our water meters are equipped with a radio transmitter.
- Assisted the Forestry Division by providing 213 hours of labor for Ash tree removal.
- Assisted the Street Division by providing 496 hours of labor for snow removal operations.
- Contributed to the success of various elections by providing 419 hours of labor.

- Installed a new melting pit drain line for Hobbs Ice Center.

Wastewater Collection System

- All Systems employees were cross-trained at the Water Plant and Wastewater Plant in preparation for COVID-19 relief work.
- Transitioned from Lucity to iWorq database and work order system.
- Inspected all storm sewer outfalls for erosion and pipe damage.
- Assisted with lift station cleaning.
- Assisted with weed trimming at City owned cemeteries.
- Assisted with water leak detection at Fairfax Pool.
- Assisted with boulevard stump grinding.
- Assisted with snow removal operations.

Wastewater Treatment Plant

- Worked with a contractor for the construction of sludge storage tank #7.
- Performed a complete re-build of primary clarifiers #3 and #4.
- Upgraded our work order system to Mpulse 9 and integrated a media tool to enhance our work order tracking capabilities at both plants.
- Upgraded the septic hauler discharge forms for more efficient logging and billing.
- Replaced all site on the Lead and Copper Monitoring Site Plan with 42 new tier 1 sites.
- Successfully completed the 2020 Lead and Copper Study.
- Teamed up with the Wisconsin State Lab of Hygiene, UW Madison and UWEC to conduct a study on the extent of community spread of the COVID-19 virus through wastewater analysis.
- Captured methane gas from the digesting sludge for plant heat and power.

Work Outputs, Measurements, and Statistics

Parks, Forestry, and Cemetery Division

Parks

- Maintained 386.5 acres of park land
- Maintained 32 miles of recreational trails
- Herbicide treatment of Half Moon Lake
- Goose egg depredation of over 274 Canada Goose eggs in 54 nests
- Removed 52 loads or 130 tons of weed harvest from Half Moon lake over a 13-day period

Forestry

- Planted 744 Trees
- Removed 800 trees
- Pruned 2,000 trees
- Approximately 4,000 Ash Trees are remaining on City Blvd. in 10 years we have already removed 5,000 Ash Trees

Cemetery

- Forest Hill (26 traditional and 62 cremation) burials
- Lakeview (36 Traditional and 72 cremation) burials
- 198 total services averaging 3.7 serves per week

- Cemetery staff maintain over 70 acres of grounds and over 20,000 grave sites while assisting family members with burials

Buildings and Grounds

- Maintained 499,000 square feet of parking ramp/lot space
- Maintained City Hall, Central Maintenance Facility, and the Library
- Converted the parking area at City Hall to a Drive through voting area for three elections

Recreation Division

Administrative Accomplishments

- Managed \$2.7 million operating budget (Recreation and Administration, Fairfax Pool, Hobbs Ice Center)
- Registers over 10,000 program participants annually. Processed over 6300 refunds resulting from COVID cancellations and closures. 5876 spring and summer activity refunds and 434 Fairfax Pool season pass refunds were processed due to COVID
- Online use for program registrations is 89%
- Sponsorships were received for advertising, scholarship, program/event, and youth team (\$42,631 collected)
- Established and enhanced the Adopt-a-Park volunteer program and database of volunteer individuals and agencies, 348 volunteers, 9 adopt-a-park groups (7 pending)
- 220 EC Rec Passes sold in 2019/20 (5% decrease)
- 1398 EC Rec Pass punches used, average usage is 53% of total punches sold (23% decreased use)
- Reception office customer service interactions 5,818 incoming and outgoing phone calls to the main line, 4,779 emails to recreation inbox. (averages: 16.5 calls per day, 14 emails per day).
- Facebook followers end of 2020: Parks and Recreation 6,884, Fairfax 3,407, Hobbs 2,166
- Twitter followers Recreation 110, Hobbs 259
- Instagram account, Instagram followers 399
- 6,024 Website visits to the Recreation Division pages, 13,136 to Parks, Recreation & Forestry combined
- Facebook interactions ECPRF page: post engagements 20,039; daily page reach total 323,905; views from logged-in Facebook users 19,026; total impressions (anytime any of our content)
- Provides Supervised Winter Outdoor Recreation for over 14,157 people (68% increase)
- Volunteers Making a Difference – 348 volunteers provided 909 registered hours of service to City parks, facilities and trails. This is a significant decrease from 2019 due to COVID cancellations of recreation programs and city-wide special events.
- Received \$6890 from LE Phillips Family Foundation for Outdoor Ice Skating Rinks at Demmler and Sam Davey locations

Fairfax Pool

- Scholarship funding received \$1750 used for lifejacket purchases and distribution
- Received \$1,920 from Eau Claire Water Safety Task Force to use for lifejacket purchases
- 351 season passes sold during holiday promotion (25% increase) All were refunded due to the pandemic

Hobbs Ice Center

- Total rented hours 2,812.75
Ice time 1,950
Room Use 862.75
- Hosted the following events: 3 ECYH Tournaments, and 1 FSC testing session and competition

- 41 total HS/UWEC varsity level games on the schedule
- Open skate attendance currently over 3,203 participants

Streets & Fleet Division

Street

- Snow plowing operations 2020
 - 24 - Ice control operations
 - 6 - Full Plow operations
 - 60,187 gallons of salt brine used to reduce rock salt usage
 - 2,985 tons of salt used
 - 2,744 tons of sand/salt used
 - 54,700 miles spreading salt or 110 pounds per average
- Street Sealing
 - Chip sealed 8 miles of city streets
 - Micro sealed 4.28 miles of city streets
 - 789 tons of hot mixed asphalt used for street patching
 - Crack sealed 35 miles of city streets
 - Spray patched 24 miles of city streets
- Transportation and Hauling
 - Hauled 24,310 cubic yards of snow
 - Hauled 2,597 cubic yards of sand
 - Hauled 3,276 cubic yards of base gravel
 - Hauled 3,135 cubic yards of topsoil
 - Hauled 9,072 cubic yards of Sweeping
 - Hauled 15,532 cubic yards of leaves
 - Hauled 3,124 cubic yards of rubble
 - Hauled 1,251 cubic yards of fill
 - Hauled 2,676 cubic yards of other miscellaneous materials
 - 44,566 miles of hauling these materials
- Maintenance Crew
 - Poured 130 cubic yards of concrete for sidewalks, curbs and structure repairs
 - Inspected 1,687 structures (Manholes and catch basins)
 - Patched 303 manholes
 - Patched 357 catch basins
 - Reset 35 manholes
 - Reset 26 catch basins
 - Inspected 29 detention ponds
 - Removed 17 dump truck loads of trees/brush from detention ponds
 - Removed 315 cubic yards of silt from detention ponds
 - Mowed 29 detention ponds
- Excavation and Earthwork
 - Moved and place 18,000 cubic yards of soil at new southwest storage area.

- Moved and placed 7,500 cubic yards of topsoil at Jeffers brush site.
- Sign shop and traffic painting
 - 302 Regulatory signs produced
 - 245 Street name signs produced
 - 78 Traffic control signs produced
 - 114 Way finding signs produced
 - 45 signs produced for other divisions
 - 195 cross blocks painted
 - 295 cross walks painted
 - 411 traffic symbols painted
 - 4.5 miles of centerlines repainted
- Street Sweeping
 - 178 total days of sweeping
 - 13,606 miles of street sweeping
 - 4,340 cubic yards of winter sand swept up
 - 1,420 cubic yards of summer sand and trash swept up
 - 8,635 cubic yards of leaves swept up

Fleet

- 78.83 percent overall repair efficiency
- 3264 Repair orders completed
- Purchased and outfitted one new John Deere road grader
- Purchased and outfitted two new front-end loaders with snow plows
- Purchased and outfitted three new police patrol cars
- Purchased and outfitted one new maintenance tractor for city hall
- Purchased and outfitted one new medium duty flatbed trucks with snow plows
- Purchased and outfitted three new plow trucks
- Purchased and outfitted two new fully electric zero turn mowers. (DNR grant)
- Purchased and outfitted one new UTV for parks winter trail grooming
- Purchased and outfitted four new zero turn mowers for parks operations
- 254,627 gallons Diesel fuel dispensed
- 119,801 gallons gasoline dispensed

Transit Division

- 46998 Revenue Hours Operated
- 687,971 Revenue Miles Driven
- 29,982 Essential Trips (employment, nutritional, medical) provided during the Governor's Safer at Home order (March 25 – May 13)
- 159,259 trips provided at no cost to passengers while fares were suspended (March 20 – October 3).
- 452,432 Total Trips Provided.

Utilities Division

Water Treatment Plant:

- Pumped and treated 3.36 billion gallons of water.

Water Distribution System:

- Repaired seven water main breaks.
- Collected 136 water samples on utility construction projects for bacteriological testing.
- Tested 884 meters for accuracy, and changed/set 1,431 water meters. Tested 91 compound meters in the field to certify accuracy.
- Flushed 3,859 fire hydrants in the distribution system.
- Exercised 4,514 main line and hydrant valves in the distribution system.
- Tested all 41 City owned RPZ backflow assemblies.
- Completed 956 cross connection surveys with the purpose of identifying and correcting sources that could potentially contaminate the drinking water supply.
- Marked 8,405 locates for water, sanitary and storm sewer.
- Replaced 8 fire hydrants in our system.

Wastewater Collection System:

- Repaired eight sanitary sewer main collapses.
- Repaired one storm sewer main collapse.
- Chemically treated 4,882 lineal feet of sanitary sewer for root intrusion.
- Performed jetting and root-cutting on over 473 miles of sanitary and storm sewer mains.
- Performed closed circuit television inspection of 15.5 miles of sanitary & storm sewers.
- Inspected and cleaned 327 storm sewer inlets.

Wastewater Treatment Plant:

- Treated 2.69 billion gallons of wastewater.
- Land applied 7.039 million gallons of bio solids.
- Tested 1,093 samples from septage haulers.
- Received 944,588 gallons of septage and 2,237,170 gallons of holding tank waste.
- Plant efficiency levels:
 - 98.5% BOD removal.
 - 99.0% TSS removal.
 - 95.9% Phosphorous removal.
 - 99.1% Ammonia removal.
 - 98.0% Hg removal.

Utilities Laboratory:

- 857 water distribution bacteriological samples taken and tested.
- 1,145 bacteriological samples taken and tested on raw water and other sources.
- 76 Industrial Pretreatment BOD samples collected and analyzed.
- 14 Industrial Pretreatment inspections conducted.



Initiatives and Accomplishments

Transportation and Parking

Lighting, Traffic Signals, and Electrical Work

- Built electrical cabinets for five locations throughout the City for new and existing lighting systems.
- Completed electrical work at Central Maintenance Facility, Carson Park and other city buildings/facilities.
- Installation of new poles and lighting fixtures on the Clairemont Avenue bridges to address failing equipment and update high pressure sodium lighting to more efficient LED lighting.
- 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.
- Continued outreach on the 2019 Parking Study with City Businesses, internally with staff and presented the final study for approval to City Council.
- Coordinated efforts between various City departments to explore updating parking controls technology.
- Coordinated with business customers and City leadership to establish COVID-19 financial relief based on diminished usage of the municipal ramps during the pandemic.
- 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.

Sewer Service Area Plan

- Reviewed plans and developments for conformance to Sewer Service Area Plan and coordinated approvals with West Central Wisconsin Regional Planning Commission for encroachments of Environmentally Sensitive Areas.

Design and Construction

- Finished construction of State Street with installation of pedestrian scale lighting and Rapid Rectangular Flashing Beacon at Roosevelt Avenue

- Designed and constructed Riverview Drive, adding a multi-use trail, sidewalk and bicycle facilities
- Completed the reconstruction of Water Street from First Avenue to Second Avenue with the addition of bicycle facilities.
- Completed the re-paving of Lake Street from Second Avenue to Fifth Avenue with the addition of bicycle facilities
- Constructed West Grand Avenue Plaza located on the west end of the Grand Avenue Pedestrian Bridge
- Completed the Downtown Riverwalk Trail, from Lake Street to Gibson Street
- Completed the Cannery Trail beneath Madison Street, from Oxford Avenue south to the existing trail
- Constructed the Half Moon Trail and fishing areas, from Carson Park Drive to the west, behind the YMCA Tennis Center
- Completed the removal and replacement of steps in the Birch Pavilion area of Carson Park
- Completed preliminary design for roundabouts at the intersections of Oxford Avenue and Platt Street, and at Skeels Avenue and Mall Drive, to be constructed in 2021

Work Outputs, Measurements and Statistics

Transportation and Parking

Lighting, Traffic Signals, and Electrical Work

- Completed electrical inspection on City's Capital Improvement Projects.
- Repaired lighting outages along STH 93, USH 12 and Hastings Way.
- Maintained traffic signal operations on a daily basis and adjusted during construction projects.
- 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 good community relationships by accommodating pandemic induced changes.
- Maintained high level of customer service for monthly parking passes and daily visitors to downtown Eau Claire.

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 construction oversight on completion of cure in place pipe liner contract completion.

Development Agreements and Drainage Review

- Seven new development agreements resulting in \$5.3 million of utility and street improvements financed by private developers.
- Administration and oversight of seven development agreements for public infrastructure constructing 4,700 feet of water main, 4,200 feet of sanitary sewer, 3,200 feet of storm sewer, and over 4,200 feet of public streets.
- Reviewed 40 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 12 Street & Utility Projects).

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Initiatives and Accomplishments

Annual Reports

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

Accounting

- Successfully hired and trained two new staff.

Financial Operations

- Collaborated across departments to create two cash receipt import files.
- Improved access to information for citizens by redesigning webpages.
- Created online forms to facilitate remote interactions with citizens.
- Created leak brochure to relay consistent information to citizens.
- Redesigned pet and dog park applications.
- Increased availability of online payment options resulting in a 38% increase in online payments.
- Redesigned room tax forms in response to new legislation.

Assessing

- Despite a global pandemic, the housing market showed impressive growth. The Assessor's Office adjusted the sale validation and inspection processes in order to abide by government-imposed contact guidelines. A concerted effort was invested in researching properties through the internet and communicating with property owners via us mail, e-mail and telephone calls.

Purchasing

- Processed (successfully) 52 Major Projects, along with other Departments including 6 RFPs.
- Assisted with procurement of Health Department's COVID-19 response needs. Secured and distributed PPE and other supplies as well as arranged quarantine & isolation facilities, decontamination supplies, and assisted with processes and procedures.
- Developed and implemented procedures for procurement in compliance with COVID-19 restrictions.
- Completed testing and implementation of a joint team project for the City and County IT/Purchasing Department for a central contract repository and routing system.
- Successfully negotiated contract terms and the cost of services for various projects.

Work Outputs, Measurements and Statistics

Budgeting Process

- 2021 Operating Budget-General Fund \$ 77.2 million, all operating funds \$134.3 million.
- 2021 – 2025 Capital Improvement Plan-2021 \$40.9 million, five-year plan \$174.9million.
- Select changes were made to the 2021 Schedule of Fees & Licenses. The changes incorporated recommendations from City departments responsible for the administration of the fees.

2020 Bond and Note Issues

- Issued \$15,445,000 worth of bonds
- Issued \$2,090,000 worth of notes

Loans

- The Finance Department currently monitors 23 outstanding loans from the Economic Development Fund, Revolving Loan Fund, BIDs, City Loan Program, CDBG and CARES Loan Fund.

Assessing

2020 Assessment

- The 2020 assessment was completed in May. There were nine commercial and zero residential property objections filed with the Board of Review. The Board sustained the assessment for three commercial objections, waived five objections to circuit court and one commercial objector did not appear.

Assessment Litigation

- There were four cases settled during 2020.

Purchasing

- Processed approximately 1,458 Purchase Orders, totaling \$46,689,305
- Managed the procurement card program (218 cards) with a total spend of \$3,183,687
- 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 33 assets sold in 2020 for a total of \$56,303.60.

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Initiatives and Accomplishments

Administration

- Created policy and response guides for providing EMS service to the Township of Wheaton for service 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.
- Developed and implemented new patient care protocols for emergency services, focusing on providing emergency services during the COVID-19 pandemic.
- Developed and implemented COVID-19 health and safety initiatives for employees and emergency service partners, focusing on providing emergency services during the COVID-19 pandemic.
- Continued to increase the department's presence and accessibility with social media accounts.

Emergency Medical Services (EMS)

- Updated emergency vehicles with the purchase of a new ambulance that includes a power load cot system for preventing back injuries related to lifting cots. This new ambulance replaces equipment originally purchased in 2004.
- Implemented new technology for transmitting patient care data between the ambulance and the hospitals utilizing Cradlepoint and First Net technology. This new technology improves the transfer of data to hospitals for improved care.
- Re-licensed all EMTs and paramedics at the state level for three years.
- Secured additional personal protective equipment (PPE) for safeguarding employees and patients against the spread of COVID-19.
- Worked collaboratively with the health department and all local hospitals during the pandemic response to make patient care more efficient while maintaining the necessary safeguards for each individual hospital.
- Transitioned the department's medical control services from Dr. James Concannon, who retired. Our new Medical Director is Dr. Ethan Young with Infinity Healthcare. Dr. Young has experience as a former paramedic and comes to us from the Houston, Texas, Fire Department.

Operations

- Continued to improve fire station infrastructure through extensive capital improvement projects. Fire station 8, on Starr Avenue, was remodeled to accommodate the relocation of apparatus and equipment, increased use of renewable (solar) energy, and to prepare for

additional expansion of the station. The headers on the garage doors were raised to accommodate taller aerial apparatus.

- Finalized and submitted purchasing specifications for new 107' aerial ladder truck to be purchased in 2021 and located at station 8.
- Relocated apparatus and equipment to maximize service delivery.
- Updated fire incident Emergency Response Standard Operational Guidelines for improved response times and more efficient, effective, and safe operations.

Prevention & Community Risk Reduction (CRR)

- Continued a smoke detector installation program in which Prevention/CRR personnel reach out to at-risk members of the community and identify homes without adequate smoke detector protection. Prevention/CRR personnel will install up to three detectors provided by the American Red Cross per home.
- Collaborated with the City's risk manager and representatives from all City departments regarding emergency preparedness through the creation, implementation, and maintenance of emergency plans and notification systems.
- Streamlined City-wide initiatives related to the health and safety of City personnel, as well as those in the general public. These initiatives include but are not limited to City joint safety team; department safety teams; newly hired employee health and safety training; active employee health and safety training; emergency planning, audits and inspections; risk identification and reduction; and injury/illness investigations. Through partnerships with representatives from all departments, the setting of goals and objectives, self-audits, and safety enhancements continue. When hazards or potential for loss are identified, risk reduction efforts continue to be put into place to implement processes for mitigation and/or minimization.
- Worked in partnership with City, County and private sector agencies to address health and safety related to COVID-19. As a result of the COVID-19 pandemic, many initiatives and projects that normally occur during a non-pandemic year were put on hold or the approach changed in how they were accomplished.
- Pivoted to providing virtually the outreach programs that historically were done in-person through the use of social media. Meetings, consultations, and education were done through the use of online formats such as Webex.

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 including the remodeling of fire station 8.
- Maintained a relationship of continuous communication with the labor group to discuss COVID-19 operational issues and successfully worked through several difficult topics; continued to openly discuss challenges and issues as they occurred within the department.
- Created and implemented rapidly evolving COVID-19 policies throughout the year.

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 a new 110' aerial platform ladder truck and an ambulance. Additionally, personnel worked aggressively and diligently to maintain and repair existing apparatus to keep all vehicles in a state of constant readiness.
- Responded to 115 fire-related incidents, 27 of those being building fires. The total fire loss for property and contents is estimated at \$2.675 million, \$1.7 million for property and \$975,000 for contents.

Emergency Medical Services (EMS)

- EMTs and Paramedics responded to 7,922 EMS calls. 5,908 emergency calls were within the city of Eau Claire, and 1,853 were within the contracted municipalities. Personnel responded to 93 EMS mutual aid calls and 68 paramedic intercepts.
- Medic 10 responded to 2,374 emergency calls; Medic 5 responded to 2,196 emergency calls; Medic 9 responded to 1,812 emergency calls; and Medic 6 responded to 1,437 emergency calls.
- The department's busiest employee as measured by emergency response calls went to 598.
- The busiest area of the city was in the response zone of Station 2 with 1,612 emergency calls, and the busiest regional EMS zone was Altoona with 892 incidents.

Prevention / Community Risk Reduction (CRR)

- Performed 85 fire investigations, all of which required follow-up investigation. Six were identified as potential arson cases.
- Conducted 5,955 fire inspections with 1139 fire code violations in need of follow-up and 35 plan reviews for new construction and renovation. Division personnel provided educational outreach to approximately 6,892 students in the Eau Claire Area School District regarding fire safety and conducted 11 presentations in response to requests for public education.
- Completed 23 sprinkler system hydro tests; 57 sprinkler system signal tests; 14 water main hydro tests; 12 hood system inspections; and 2 fire extinguisher training sessions.
- As the local governmental unit responsible for petroleum tank inspections annually and during installation or removal, performed 32 tank inspections; 1 tank upgrade; 9 tank removals; and 9 new tank installations.
- As the local governmental unit responsible for responding to environmental impact inquiries for properties within the city, personnel conducted five environmental studies.
- Responded to 42 records requests and conducted 37 fire drills; 39 fire alarm system tests; 25 license inspections; 23 tent inspections; 20 CBRF inspections; 10 mobile kitchen inspections; 18 firework sales site inspections; 7 unsafe living conditions inspections; and 2 fire safety trainings.

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Initiatives and Accomplishments

Equity Efforts

- 382 Grab 'N' Go grocery food bags given away in collaboration with Feed My People.
- Library staff participated in the Chippewa Valley Transformation Project.
- Staff received Wisconsin Libraries Transforming Communities engagement training.
- Published new anti-racist resource list of books, websites, multimedia, community organizations, and upcoming events.

Pivoting During the Pandemic

- 9,855 people attended new virtual storytimes.
- New contact-free pickup service ran for 30 weeks during 2020.
- Library art shows were moved online.
- Featured local musicians in "Sawdust City Sounds Like Home" video series.
- Activated electronic library cards.
- Moved Summer Reading Programs online.
- New "Dabbler in Residence" online program series was launched.
- Staff sewed masks and used 3D printer to make ear savers.
- Created new YouTube videos on how to use the library's many resources.

Partner Programs

- Loaned new library wellness kits in partnership with City–County Health Department and Wintermission Eau Claire.
- StoryWalk in Owen Park, created in partnership with the City Community Services Department, inspired community support.
- Received United Way COVID Recovery Grant to set up more StoryWalks in the future.

More Room for Everyone

- Community members and organizations provided ideas and comments that were included in the renovation/expansion plans.
- The design for a complete renovation and 6,800 square foot addition to the library facility neared finalization.
- More than 100 campaign volunteers and leaders raised nearly \$4.1M for the Story Builder Library Expansion Campaign in 2020, which has grown to more than \$6M.

Technology & Electronic Materials added due to COVID-19

- Extended the range of external Wi-Fi to help those who rely on the library for no-cost access.
- Increased the number of electronic materials and holdings purchased locally.
- Increased the number of electronic materials and holdings purchased by the library system.

- Augmented the public's ability to use electronic materials and access the Internet by adding more Wi-Fi hotspots to check out.

Work Outputs, Measurements and Statistics

Hours of Operations Adjusted During COVID-19 Pandemic

- Standard library service with no restrictions on building access was 63 hours per week for 12 weeks: a total of 756 hours for the year.
- Limited library service was offered for 32 weeks: a total of 1,312 hours for the year.
- (Winter Hours open: 41 per week for 18 weeks.)
- (Summer Hours open: 41 per week for 14 weeks.)
- Staff-only services (no interior service for the public) totaled 328 hours over 8 weeks.

Reference Services During the COVID-19 Pandemic

- Answered 4,182 general information requests from the public.
- Provided Reference Services, 3,242 interactions.
- Reference service provided via email, 836 interactions.
- Reference service provided via chat, 303 interactions.
- Reference service provided via telephone, 2,055 interactions.
- Reference services provided via other (Facebook Messenger, catalog comment form, online comment form), 27 interactions.

Public Services Added or Increased Due to the COVID-19 Pandemic

- Offered access to electronic materials through online library card registrations.
- 1,013 people were referred to local organizations for mental and physical health, crisis management, housing, financial resources, and support during no-cost consultations with our licensed social worker.
- 324 activity kits checked out by families.
- Hosted virtual programming or recorded content of 17 events.
- Offered drive-thru checkout of 12,710 physical items.
- Offered vestibule checkouts of 3,453 physical items.
- Delivered 535 physical items via mail or drop-off.

Technology and Digital Counts

- Offered 60 computers for public use and 49 with internet access.
- 7,418 annual user count of public internet computers.
- Served 214,379 visits to the library's website.
- Total of 192,680 electronic collection retrievals (185,570 owned locally and 7,110 owned statewide).
- 143,857 uses of electronic materials: ebooks 81,488; e-audiobooks 62,210; 159 e-videos. Of these, 3,328 were uses of children's electronic materials.

Core Services Counts

- 30,520 registered cardholders, 9,200 of whom are nonresidents.
- 93,620 customer visits.

- Checked out 357,570 library materials, of which 149,034 were children's materials.

Holds and Resource Sharing

- Provided 51,699 interlibrary loan items to other libraries and received 55,921 interlibrary loan items from other libraries.

Programs and Attendance

- Presented 167 in-person, virtual, and pre-recorded programs with a total attendance of 3,962, including storytimes, book clubs, presentations, literacy events, and classes.
- Offered 126 live virtual programs for children and teens with an attendance of 3,832, using Facebook Premiere, Facebook Live, Zoom, and WebEx.
- Hosted 72 pre-recorded programs using YouTube, Vimeo, Flipgrid, and Facebook. These programs were viewed a total of 7,271 times.

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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 new bike patrol uniforms for the department (\$17,831).
- 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 (\$3,160).
- Applied for and was awarded a grant by the State of Wisconsin Department of Military Affairs, Office of Emergency Communications to assist with purchasing a replacement County-Wide Phone and Radio System (\$460,751.87).
- Successfully continued exceptional customer service during the COVID-19 pandemic through the development and implementation of a cohort model for staff.
- Implemented enhanced cleaning procedures to keep everyone safe and healthy. Our Record's staff rotate with ECSO staff to clean our Record's area daily.
- Successfully accelerated the body worn camera project by one year. Submitted a Request for Proposals for the Police Department's future Public Safety Camera System and began testing products.
- Researched embedded Police Social Workers in other municipalities and created a draft Co-Response Coordinator job description and added this position to the budget by reducing our sworn staff by one.
- Revamped the Evidence Packaging Manual to align with new procedures and the Spillman system.
- Worked in conjunction with ECSO and the Jail to create a new arrest procedure that will allow us to obtain accurate arrest data from Spillman.
- Oversaw the CVRCL Expansion project, which added four new work spaces and a work bench area, through a cost share agreement with the State of Wisconsin and Eau Claire County.
- Converted Westgate access to employee badge access to improve security.

Investigations and Professional Standards Division

Investigations Bureau:

- In 2020, the Investigations Bureau conducted 889 investigations with a successful clearance rate of 90 percent. Investigation types include; homicide, sexual assault, robbery, burglary, theft, fraud, child maltreatment, and physical assault.
- The Investigation Bureau School Resource Officer (SRO) program had 969 contacts with students for the first half of the 2020 - 2021 school year. Although the pandemic altered the way students attended the schools, the SRO's continued to provide quality service to the children and families of Eau Claire.

- The SRO's led numerous responses to the welfare of children as reported by the school. Although the number of contacts were down during the pandemic, the "check welfare" cases nearly doubled from the previous year. The SRO's worked collaboratively with the school district to ensure children within our school system are being cared for and are provided the proper services needed.
- The SRO's are in the process of developing a "System of Care". The "System of Care" encompasses a wide variety of outside entities that include; the Eau Claire Police Department, Eau Claire Area School District, Eau Claire County District Attorney's Office, Eau Claire County Court System, and the Department of Human Resources. The purpose of this program is to provide an alternative solution for minor crimes that juveniles encounter. Instead of referring the juvenile to criminal court, the "System of Care" will allow the juvenile to interact with outside entities to provide direction and develop a support system for them to succeed.
- The Sensitive Crimes Investigators and SRO's partnered with the Child Advocacy Center (CAC) and conducted 237 forensic interviews of children. These interviews are in place for the protection and welfare of the children in Eau Claire.
- In 2020, the Chippewa Valley Regional Computer Forensic Laboratory (CVR CFL), with the Eau Claire Police Department as the lead agency, completed 261 forensic examinations of digital equipment. This number reflects the increased annual workload the lab has seen for the past several years. Many of the investigations were due to Internet Crimes Against Children (ICAC).
- Members of the West Central Drug Task Force (WCDF) completed investigations that resulted in indictments for thirteen people involved in large-scale methamphetamine trafficking that affected a wide variety of communities in Wisconsin and California.
- The Investigations Bureau led two lengthy homicide investigations. Both investigations were extensive and thorough, resulting in homicide charges filed against the suspects.

Professional Standards Bureau:

- Coordinated 29 comprehensive background investigations in order to hire employees who possess competence and character. Additionally, this bureau conducted one-week long orientation programs for 14 new employees.
- 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.
- Training and professional development is a priority for the Eau Claire Police Department. In 2020, 80 officers and civilian staff attended 30 professional development trainings. Due to the pandemic, most in-person trainings were cancelled. As virtual trainings became more available, the police department continued on the path to educate and seek out best practices in policing within the respective fields of the officers and civilian staff.
- 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.
- Implemented a "Notable Case Log" on our social media platforms and website which is posted twice a week to increase transparency. The log lists significant calls for service by neighborhood.
- A "Transparency Page" was added to the police department website. The transparency page addresses common questions related to budget, use of force, process to file a citizen complaint, body-worn camera initiative, hiring practices, training and education our officers receive for de-escalation/fair and impartial policing/anti-racism, less lethal force options, and the civilian oversight through the Police and Fire Commission.

- Updated 38 policies and created 4 new policies that supports best practices in policing. Policy updates include; revision to the use of force policy which bans chokeholds, immediate entry search warrants, use of force review process, greater prioritization of de-escalation tactics, require officer intervention when another officer is using unreasonable force, nameplate and badge must be displayed while wearing the patrol uniform of the day, and added a Sanctity of Life Statement.
- Worked within the Incident Command structure during the pandemic serving as a liaison for law enforcement. Provided updates and continuous information to the developments of COVID-19 to members of the police department. Worked with the Eau Claire City – County Health Department on violations to the health order.
- Collaborated with protest organizers to ensure a safe environment for those in protest of racial injustice.
- 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 44 times.

Patrol Division

Division Wide:

- With the COVID pandemic, an emergency schedule was created which provided the following:
 - Four platoon teams working 12-hour shifts. This allowed us to continue to provide the community with police services while reducing exposure internally.
 - Allowed us to continue to operate even if there were needs to quarantine
 - Changes were made within the building to create social distancing and reduce cross contamination
- We added to the platform of on-line reports so community members had more opportunities to make police reports without the need for face-to-face contact with police.
- Implemented processes, along with the Fire Department, to better utilize our limited PPE supplies which allowed us to decontaminate and reuse some of our supplies.
- Engaged in proactive conversations with event organizers prior to planned marches and demonstrations. Our goal was to work with the organizers to protect people's First Amendment rights, help provide a safe environment and help protect the community. This proved to be successful with the numerous peaceful marches and assemblies within our community.
- A Patrol Division Sergeant was added to the Positive Avenues Board of Directors as a resource and provide leadership as they work on solutions of providing numerous services, to include mental health.
- Completed the transition to all new laptops in our squad cars.
- Incorporated on-duty opportunities to physically improve health and wellness for the officers during the emergency schedule. This proved to be beneficial and these opportunities carried over when we returned back to our normal shift schedule.

North District:

- District was involved in active neighborhood associations via virtual meetings. At these meetings, officers heard neighborhood concerns, learned of nuisance properties, collaborated on solving issues and built relationships.
- Assigned directed patrol in Phoenix Park during spring and summer months which allowed officers to interact with the public and provide a service to the community.

- District addressed specific neighborhood concerns in several areas to include Maples mobile home park, Eau Claire Academy and Upper Mt. Simon Park.
- Provided directed patrol addressing the concerns for pedestrian safety through crosswalk enforcement in several locations within downtown.
- Provided directed patrol addressing concerns with tavern issues in the Galloway Street area. Worked with tavern owners and customers to minimize ongoing problems in the area.

South District:

- Collaborative effort with the City Attorney, Health Department, and City Inspections, along with various other public and private entities to proactively address the quality of life concerns at the Regency Inn.
- Despite the pandemic, South District Officers have been able to maintain connections with various neighborhoods through virtual meetings.
- Officers deployed to various neighborhoods throughout the South Side concentrating on foot and bike patrols. These patrols were focused on building relationships and listening to the needs of residents.

West District:

- District officers identified and managed ten nuisance properties throughout 2020. Four nuisance properties were resolved by the end of the year with no additional enforcement action necessary. The remaining properties continue to be actively monitored.
- Officers continued working with district bars and alcohol outlets to deter the use of fake ID's. Business partners collected 264 ID cards in 2020, down from 399 ID cards in 2019.
- Officers worked with several City of Eau Claire Departments to locate and clean up graffiti within the district. Additionally, officers worked with several juvenile offenders to paint over graffiti as part of a restorative justice plan in conjunction with the juvenile court system.
- Several officers provided ID card training to about 50 Kwik Trip employees prior to their new Water Street location opening. This partnership will educate employees on steps they can take to avoid selling tobacco and alcohol to people under the age of 21 years old.
- The past few years officers have been invited to the UWEC campus at the start of the school year to staff a booth during the Freshman Fair. Officers utilize this opportunity to talk to students and provide information on city ordinances, hosting responsible parties and other areas of interest. The 2020 fair was cancelled. Officers worked with several businesses to staff a booth on Water Street to ensure information was still disseminated to students.

Communications Center

- Implemented Critical, and dispatch specific hiring test for our hiring process to streamline the process and assure hiring of skilled candidates.
- Seamlessly transitioned to alternate instructions and options for citizens requiring non-emergent police response so they were still able to receive services in a manner they felt safe regarding COVID 19.
- Implemented safety protocols and instructions to our callers to ensure responders had pertinent information regarding those who they would come in contact with regarding COVID 19.
- Added three dispatchers to the newly formed Crisis Intervention Team.
- Successfully completed Crisis Intervention Training for all Communications Center employees

- Continued active involvement of two dispatchers on the Crisis Negotiations Team.
- Continued active involvement of two dispatchers on the Peer Support Team.
- Continued focus on evaluating and improving procedures in partnership with all agencies we work with.

Work Outputs, Measurements and Statistics

- Responded to 48,430 Demands for service.
- 889 criminal investigations were assigned with a successful clearance rate of 90%.
- 24 illegally possessed or used firearms removed from our community
- 224 OWI arrests
- Connected 223 victims of domestic abuse with services through the Lethality Assessment Program.
- 6,110 items of property and evidence entered into the secured evidence room.
- 6,874 items of property and evidence released or disposed.
- 1,992 police records requests fulfilled.
- 969 contacts with ECASD students and families while serving all 24 ECASD schools.
- Over 38,000 Facebook followers, over 5,600 Instagram followers, and over 10,000 Twitter followers. Also, reached over 10,000 Eau Claire residents on Nextdoor.
- 108,410 Calls received in the Communications Center (81,581 Non-Emergency. 26,829 Emergency).
- 261 Chippewa Valley Regional Forensic Lab examinations
- 44 lives saved by use of Naloxone (NARCAN)

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