



# Major Accomplishments 2021



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



## **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.

### **Initiatives and Accomplishments in 2021**

- 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 hotel ownership.
- Worked with Eau Claire Community Development to secure a development agreement with Duluth area P&R Companies to construct city's largest residential apartment tower development with a \$50 million investment in our City and specifically the Cannery District that has a guaranteed minimum assessed value of \$50 million and the completed project that adds approximately 260 new residential units, 59 of which will be affordable to those with incomes of 80% or less of CMI and at least 10 units affordable for families earning 60% or less of CMI.
- Successful planning, financing, negotiation, drafting, and legal defense of redevelopment projects including prevailing in an important TIF case before the WI Court of Appeals against a well-financed and highly successful legal advocacy group.
- Participated as member to offer ongoing assistance and legal advice to the COVID-19 incident command team including providing insightful, timely, balanced and informed legal advice locally and legal policy leadership statewide during this pandemic.

- Developed and drafted original procedures and responses balancing multiple perspectives, emergency and legal imperatives, under time pressure, that were local and state models during unprecedented pandemic.
- Assist the Landfill Siting Committee to mitigate impacts surrounding the Seven Mile Creek Landfill expansion proposed by GFL and approved by WI DNR through a renewal of the current operating agreement that is fair and reasonable for the community.

### Work Outputs, Measurements and Statistics

- Assist the City to navigate the legal, regulatory, and policy implications of detecting low levels of PFAS in our City wells.
- Represent the City and support the City Assessor's Office in excessive valuations claims by commercial and industrial owners and advocate consistent with policy direction for fair and equitable property tax that does not improperly burden residential taxpayers.
- Prosecuted OWI, traffic, disorderly conduct, retail theft, underage alcohol, housing code and other city code violations including 2 jury trials and six court trials.
- Ensure an informed citizenry and electorate through compliance with Open Meetings and Public Records law and related good government and public right to know laws and principles.
- Reach mutual labor agreements that are consistent with City Council policy directives, fair to our employees, seek to attract and retain high-quality employees in a competitive market while also fiscally responsible, and do so in a professional honest and approachable manner that builds trust and drew praise from labor representatives engaged in the negotiations.
- Involvement in City development and the almost complete redevelopment of the downtown with a mix of environmental remediation, public space creation, private investment and job creation, new housing affordable at a variety of incomes, and community resources including the trails, bridges, Children's Museum, and the soon to be reconstructed public library.
- Further the economic, housing, and social growth objectives of the City through policy development, persuasive advocacy, negotiation, and drafting of legal agreements.
- Provide legal training and offer legal 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 and to lawfully protect the community, themselves, and our values in partnership with those residents we serve
- Share our expertise and experience outside the organization locally serving as a day co-chair for the Chamber's Leadership Eau Claire Government and Law Day.

- Assist in maintaining a safe community through the enforcement of city ordinances and application of relevant laws.
- Join 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.
- Provide 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.
- Share 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
- Perform license application review and consultation, including but not limited to alcohol, to troubleshoot and resolve potential issues and create a smooth process at City Council or Administrative Review Board.
- Provide experience, expertise, and a high demonstrated success rate in correctness of legal opinions, legal advocacy, policy insight, litigation, and all municipal legal matters grounded in excellent staff, detailed thoughtful work, and a commitment to serve the City in an ethical, lawful manner.
- Provide proactive, collaborative work with the Police Department, community groups, and other internal and external partners, to resolve unsafe housing conditions, public nuisances, alcohol licensing violations, and other community safety issues.

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## Initiatives and Accomplishments in 2021

### Development Services

- Completed first full year of using new online plan review and permitting system (Evolve by Infovision), including electronic inspections ('e-inspections').
- Launched in full the inaugural year of Participatory Budgeting, under the branding 'Empower Eau Claire' and with the guidance of a public Steering Committee and internal 'Tech Team'; approved the guiding Rulebook; held a community-wide kick-off event at L.E. Phillips Senior Center in October and multiple Idea Collection Events in November and December.

### Sustainability & Healthy Community Design

- Continued implementation of 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.
- Promoted Net Zero Energy (NZE) Building Guide that will help the building sector to achieve net zero energy buildings, including testing of NZE calculator on new transit center project.
- Promoted Solar-Ready Building Guide to help the public understand how to plan for solar installations up front (REAP sub-action plan).
- Promoted the Electric Vehicle (EV) Roadmap that lays out goals for community and municipal EV increases by 2030.

### Economic Development

- Along with Legal Dept., negotiated the exchange of 80 acres of industrial land development with Gateway Industrial Park Board for 144 acres of residential development land.
- Secured services with Vandewalle and Associates to create a Master Residential Redevelopment Plan for the 144 acres acquired from Gateway Board.
- Secured a \$250,000 Idle Sites grant from WEDC to assist Merge Urban Development in the construction of a mixed-use development on the Railroad Lot site.
- Negotiated the sale of Lot #1 (5-ac. portion), Lot #5, Lot #7, and Lot #23-26 in Sky Park.

### Redevelopment Authority

- Negotiated the sale of a parcel in Cannery District for a \$60 million mixed use development that includes 260 units of apartments and 20,000 sf of commercial space.
- Approved an MOU for sale of the remainder of the Liner site to Merge Urban Development for a mixed-use development adjacent to the Children's Museum location.

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

- Launched a communications campaign related to the Transit Transfer Center project construction start, identifying parking alternatives due to construction impacts. The campaign included online and printed maps and links to sites for additional information.
- Provided communications resources and staff support to the Transit Transfer Center project related to street closures, power outages and other construction related issues.
- Coordinated and negotiated alternative service options for garbage pick-up and deliveries for businesses impacted by the street and alley closure related to the Transit Center project.
- Coordinated the South Barstow BID lighting project, adding tree lights across the South Barstow district.
- Assisted in the sculpture installation in Haymarket Plaza.

## **Work Measures**

### **Development Services**

- Development permits issued – 2,924
- Total inspections – 5,11121 (Both on-site and “e-inspections”)
- Total construction valuation – \$286,756,870
- Building code plan reviews – 175
- Development review applications – 83
- 11 new subdivisions – 595 lots; 738 dwelling units; 252.8 acres
- 7 annexations – 106.2 acres, City area now at 35 sq. mi.
- With Housing Opportunities Commission, and adopted by City Council, developed new policy on disbursement of over \$300,000 of City Affordable Housing Funds

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

- Successfully led the City’s Sustainability Advisory Committee to implement their City Council approved work plan
- Ran the sixth 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
- The various City Revolving Loan funds made 5 loans totaling \$145,000 to small businesses in Eau Claire.

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

- Awarded \$4,000 in grants under the Downtown Enhancement Grant program for projects improving the downtown area.
- Mural completion on Graham Ave. as part of the Downtown Enhancement Grant.



- DECI provided \$6500 in sponsorships to local events such as Eau Claire Marathon, Sculpture Tour, etc.
- DECI hosted 4 in-person events for the first time since COVID-19: A Grand Evening on the Bridge, International Fall Festival, Downtown Halloween, and Wintertime in the City/Haymarket Holiday. These events collectively brought an estimated 5,000+ people to the downtown area.

### **Housing Division**

- One single-family home that was purchased in 2021 has been rehabilitated and is currently being sold.
- 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.

### **Public Services**

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

- 56 persons facing domestic violence sought shelter and support services
- 210 families received case management assistance to help care for their children
- 809 persons sought emergency shelter as a result of homelessness
- 516 received primary health care services from the Free Clinic
- 162 persons received meals from the Community Table soup kitchen
- 20 households received rental assistance with the Housing Choice Voucher program
- 971 Hmong households received tenant/landlord counseling and translation services
- 88 Women and minorities received employment & business start-up services

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## **Community Services Department**

2021 presented a unique set of challenges, with the continuation of a global pandemic, and the serious ramifications from disruptions in the supply chain for many of the products and services that the Community Services Department rely on. Despite the challenges, Community Services staff have continued to provide vital services to the community. From safe drinking water to pristine parks, clear streets to ice rinks, Eau Claire residents have been able to rely on a consistent, high level of service from their local government. The type of service that the community has grown accustomed to would not be possible if not for the employees that take pride in their work and who show up day after day and bring their best.

### **Initiatives and Accomplishments in 2021**

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

##### **Parks**

- Continued construction at the McDonough Park Active Aging Area with a matching grant from the Department of Natural Resources. The following amenities were added to the park in 2021;
  - New game amenities, including shuffleboard, bocce, cornhole, table tennis, and a half-size basketball court
  - Outdoor exercise area with equipment
  - Expanded Pavilion
  - Sidewalks, retaining walls and gathering area
  - Opened-up viewsheds for better views of Dells Pond from the park.
  - New crushed-gravel path
- Made improvements to park accessibility for the Safe Routes program, which included adding ADA-compliant sidewalks to the following parks: Mitscher Park, Owen Park, Demmler Park, Carson Park's Braun's Bay fishing pier, Jeffers Park, and Fairfax Park.
- Created general outdoor ice-skating rinks in Mitscher and Newell park, which required new LED light installation at Newell Park.
- Converted Phoenix Park landscaping practices to be fully organic
- Worked with the Eau Claire Skateboard Association and East Hill Neighborhood Association to design a skatepark within Boyd Park. The plan was approved and partially funded with a commitment from the Association to construct in 2022.
- Made improvements to Pinehurst Park by adding a Crokicurl court, replacing the fire pit, and grading around the warming shelter



## Forestry

- The City took over the operation of Jeffers Green Waste Facility (Jeffers Brush Site) in 2021. The Forestry team successfully processed green waste for the residents of Eau Claire three days per week over the spring, summer and fall. The City took in 15,900 cubic yards of brush which was ground into wood chips and 4,800 cubic yards of leaves and grass clipping which were composted into black dirt.
- Preemptive Ash Tree removal continued throughout the City.
- Forestry staff worked with Shawtown Neighborhood Association volunteers to plant 450 saplings at the Wastewater Treatment Plant to re-establish forest growth.
- Boulevard Tree Program:
  - Planted 900 trees
  - Removed 650 trees
  - Pruned over 1,500 trees

## Buildings & Grounds

- Assisted in setting up and tearing down election materials at voting sites across the city.
- Assisted moving Library materials and setting up their temporary space on Mall Drive during the renovation of their permanent location.
- Maintained parking garages and city buildings while responding to internal service order requests.

## Cemeteries

- 202 Internments
- 115 Lot Sales

## **Recreation Division**

### Administration

- Research and implantation of a new recreational management software program (Active Net)
- Hosted two Eau Claire County retirement group gatherings at McDonough Park serving over 75 participants and 20 volunteers. These events showcased the advancement of the McDonough Active Aging Park
- Developed a concessions inventory tracking and reporting process and procedure.
- Established an analysis tool for all concession operations
- Outdoor Skating Rinks 2020-21 season: Flooded all regular skating locations, supervision and gear share distribution at Pinehurst only. No guests allowed in warming shelters. New processes established for gear share management and COVID mitigation
- Outdoor Skating Rinks 2021-22 season: Flooded all regular skating locations, with 2 additional sites flooded – Newell and Mitscher Parks.

### Fairfax Pool

- Fairfax Pool opened one week later, on June 5 with a modified schedule. Open swim hours were reduced to allow staff to create a schedule with limited lifeguard availability
- Fairfax facility experienced record temperature and attendance during the first two weeks of operation
- Fairfax Facility and Program Supervisor position was vacant during season preparation and opening
- Identified and repaired a damaged waterline leak located adjacent to the diving well prior to opening
- Fairfax projects completed included; purchase of new pool vacuum, replacement of feeder and controllers, and construction of a new Safe Routes trail that connects Fairfax Street to Golf Road
- Fairfax projects delayed due to limited funding resources: additional shade features and concession stand renovation

#### Hobbs Ice Arena

- Hobbs trained 4 new ice resurfacers operators, roughly half the normal amount in a typical year. Extremely limited candidates for part-time positions left the facility operating at 50% of normal staffing levels from October-December of 2021
- Overall, the facility operated busier-than-average from June-December due to increased summer use of the facility from Eau Claire Youth Hockey and Eau Claire Recreation as well as increased use of the facility during the October-December months from Eau Claire Youth Hockey
- Hobbs completed projects included; replaced O'Brien rink kick plate, replaced desiccant wheels in all 3 rinks, de-humidification systems, completed refrigeration and de-humidification system evaluation, replaced original electrical panels in Akervik rink
- Hobbs projects delayed due to limited funding resources; lobby skate traffic flooring, O'Brien rink support beam painting, Akervik electrical upgrade

### **Streets & Fleet Division**

#### Street

- Despite ongoing interruptions in supply chains and material shortages, the Streets Division has been able to meet all production goals.
- The acquisition of traffic paint was especially challenging in 2021. Still, staff were able to find ways to procure enough paint to complete all required crosswalk repainting projects.
- The Streets Division continued to improve on their goal of reducing salt rock usage for winter operations. This was accomplished by using salt brine, calibrating equipment, and training staff on proper application rates.
- As they do every year, the street division continues to expand its arsenal of street maintenance procedures to help provide safe and efficient streets for the community.

## Fleet

- As in 2020, the store room was very busy making sure that the Department 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. Stores staff worked very hard making sure that supply levels never dropped below set levels.
- Another ongoing concern during the pandemic has been the delay in getting parts for maintaining and repairing the fleet. The mechanic and stores staff worked together in making sure that buses, emergency vehicle and community services equipment was always ready to respond when needed.

## Transit Division

- Operated with no reduction or interruption of service to the community, despite the ongoing Covid-19 pandemic.
- Transit Equity Day Celebrated recognizing Rosa Parks' contributions to insuring equal access to all on Public Transit.
- Throughout 2021, the Transit division took delivery of 6 new buses, bringing the entire fleet into "a state of good repair" meaning all vehicles are now within their useful vehicular life. In contrast, just four years ago the fleet consisted of 22 vehicles, 14 of which were beyond their useful life.
- The Transit Division began construction of the new Transfer Center and transitioned temporary operations to the Schlegelmilch Lot.
- With cooperation from local agencies that work with the unhoused population in Eau Claire, a new program was initiated that provides free "Designated Trip Passes" to people in the community who are experiencing homelessness. This program is still in a test phase, but has been well-received overall.

## Utilities Division

### Water Treatment Plant:

- Completed fiberglass chlorine bulk tank drained inspections.
- Completed corrosion control optimization demonstrative study.
- Minnesota booster expansion joint and check valve replacement.
- Variable Frequency Drive replacement for (2) Oakwood pumps.
- Responded to discovery of PFAS with operational changes as needed.
- Absorption pond and wellfield pipe work.
- Installed redundant chlorine feed pump and line for head of treatment plant.
- Installed redundant permanganate feed line for head of treatment plant.

### Water Distribution System:

- Established a mapping system for lead service replacements and inspections.
- Conducted over 1,000 service line inspections for the lead service replacement program.
- Facilitated the replacement of 209 lead water services.

- Assisted the Street Division by providing 199.5 hours of labor for snow removal operations.
- Assisted with numerous political elections.
- Devised a water flushing procedure for de-chlorinating to comply with new Department of Natural Resources regulations.

#### Wastewater Collection System:

- Continued to use iWorQ to manage all sanitary and storm assets and record keeping.
- Assisted the Wastewater Treatment Plant with cleaning all sanitary lift stations.
- Assisted the Wastewater Treatment Plant with cleaning the selector tanks.
- Inspected all sanitary sewer interceptor manholes.
- Assisted with the High Bridge repair inspection.
- Painted the Utility Maintenance Building shop and garage area.
- Assisted with cleaning the Owen Park groundwater wells.
- Assisted with the Grand Ave footbridge decorative lighting.
- Installed a new bathroom sink at the Utility Maintenance building bathroom.
- Scanned 60-scale utility maps to make them available electronically.
- Assisted the Street Division with snow plowing operations.

#### Wastewater Treatment Plant:

- Re-located influent autosampler to prevent freezing of lines, and connected autosampler to SCADA (Supervisory Control and Data Acquisition) to notify of any missed samples, which resulted in zero permit violations for missed sample events.
- Successfully passed comprehensive Wastewater Treatment Plant laboratory audit with no major findings.
- Continued to work with the state lab of hygiene to research 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.
- Repaired Wastewater Treatment Plant's automatic switch gear for emergency operations.
- Increased plant operations and efficiency for Biogas Generator operations.
- Removed Digester 3 from service for routine maintenance.
- Completed many plant process improvement projects that are reflected in outstanding treatment and plant efficiency.
- Rebuilt Riverview Drive lift station, with considerable cost savings over replacement.
- Finished design for Mall Drive and Marston lift station projects.
- Formed a great team and culture of forward-thinking individuals who take responsibility and ownership to accomplish the goals and carry out the mission we strive for.

## [Work Outputs, Measurements, and Statistics](#)

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

## Parks

- Maintained 386.5 acres of park land
- Maintained 45 miles of recreational trails
- Herbicide treatment of Half Moon Lake
- Goose egg depredation of over 114 Canada Goose eggs in 20 nests, per Department of Natural Resources permit
- In 2021 we only harvested a few 55-gallon drums of weeds from Half Moon Lake, in 2020 we harvested 130 tons of weeds. This indicates that our treatment program of Alum and Endothall in conjunction with the Department of Natural Resources is having a positive effect on Half Moon Lake

## Forestry

- Planted 922 Trees, an additional 500 planted by volunteers with help from the Forestry crew
- Removed 650 trees
- Pruned 1,500 trees
- Approximately 3,000 Ash Trees are remaining on City Boulevards. Many of these remaining trees will start to exhibit severe symptoms of Ash Borer Beetle infestation in the summer of 2022.

## Cemetery

- Forest Hill (22 traditional and 54 cremation) burials
- Lakeview (37 Traditional and 89 cremation) burials
- 202 total services averaging 3.9 services 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
- Staff has assisted with setting up and tearing down elections

## **Recreation Division**

- The Recreation division replaced 50% of its professional level employees
- Established and enhanced the Adopt-a-Park volunteer program and database of volunteer individuals and agencies, 288 volunteers, 12 adopt-a-park groups
- Volunteers Making a Difference, overall, 1,216 volunteers provided 3,648 registered hours of service to City parks, facilities and trails.
- 30,368 Website visits directly to the "Recreation Activity Registration", 28,733 visits to the Fairfax Municipal Pool page, and 200,282 views to Parks, Recreation, & Forestry.
- Fairfax attendance totaled 61,336 (5.5% increase from 2019)

## **Streets & Fleet Division**

## Streets

- Snow plowing operations 2021:
  - 23 - Ice control operations
  - 3 - Full Plow operations
  - 96,000 gallons of salt brine used to reduce rock salt usage
  - 1,900 tons of salt used
  - 3,000 tons of sand/salt used
  - 37,500 miles spreading salt or 101 pounds per lane mile average
- Street Sealing
  - Chip sealed 6.7 miles of city streets
  - Micro sealed 3.6 miles of city streets
  - 413 tons of hot mixed asphalt used for street patching
  - Crack sealed 24.2 miles of city streets
  - Spray patched 7.5 miles of city streets
- Transportation and Hauling
  - Hauled 2,660 cubic yards of snow
  - Hauled 2,464 cubic yards of sand
  - Hauled 1,980 cubic yards of base gravel
  - Hauled 1,395 cubic yards of topsoil
  - Hauled 2,800 cubic yards of Sweepings
  - Hauled 4,760 cubic yards of leaves
  - Hauled 1,244 cubic yards of rubble
  - Hauled 1,207 cubic yards of fill
  - Hauled 3,955 cubic yards of other miscellaneous materials
  - 23,909 miles of hauling these materials
- Maintenance Crew
  - Poured 187 cubic yards of concrete for sidewalks, curbs and structure repairs
  - Inspected 1,427 structures (Manholes and catch basins)
  - Patched 217 manholes
  - Patched 410 catch basins
  - Reset 14 manholes
  - Reset 30 catch basins
  - Inspected 67 detention ponds
  - Removed 81 dump truck loads of trees/brush from detention ponds
  - Removed 1,100 cubic yards of silt from detention ponds
  - Mowed 29 detention ponds
- Sign shop and traffic painting
  - 156 Regulatory signs produced
  - 83 Street name signs produced
  - 35 Traffic control signs produced
  - 11 Way-finding signs produced
  - 57 signs produced for other divisions
  - 24 cross blocks painted



- 58 cross walks painted
- No traffic symbols painted
- 14 miles of centerlines repainted
- Street Sweeping
  - 105 total days of sweeping
  - 12,571 miles of street sweeping
  - 3,118 cubic yards of winter sand swept up
  - 1,420 cubic yards of summer sand and trash swept up
  - 8,172 cubic yards of leaves swept up

#### Fleet

- 74.71 percent overall repair efficiency
- 3,071 Repair orders completed
- Purchased and outfitted four (4) marked Police cars
- Purchased and outfitted two (2) unmarked Police cars
- Purchased and outfitted two (2) new front-end loaders with snow plows
- Purchased and outfitted one (1) new maintenance tractor for city hall
- Purchased and outfitted two (2) quad axle dump trucks
- Purchased and outfitted four (4) new plow trucks
- Purchased and outfitted one (1) Track skid steer for Parks
- Purchased and outfitted two (2) new zero-turn mowers for Parks
- Purchased and outfitted two (2) supervisor trucks for Parks
- 120,630 gallons Diesel fuel dispensed for Transit
- 118,432.05 gallons Diesel fuel dispensed for Fleet
- 119,801 gallons gasoline dispensed

#### **Transit Division**

- 50,545 Revenue Hours Operated
- 704,476 Revenue Miles Driven
- 448,071 Total Trips Provided
- 904 Designated Trip Passes Redeemed

#### **Utilities Division**

##### Water Treatment Plant:

- Pumped and treated 3.48 billion gallons of water

##### Water Distribution System:

- Repaired 7 water main breaks.
- Repaired 33 water service leaks.
- Collected 307 water samples on utility construction projects for bacteriological testing.
- Tested 569 meters for accuracy, and changed/set 863 water meters. Tested 86 compound meters in the field to certify accuracy.
- Flushed 3,877 fire hydrants in the distribution system.

- Exercised 4,304 main line and hydrant valves in the distribution system.
- Tested all 41 City owned RPZ backflow assemblies.
- Completed 583 cross connection surveys with the purpose of identifying and correcting sources that could potentially contaminate the drinking water supply.
- Marked 8,808 locates for water, sanitary and storm sewer.
- Replaced 13 fire hydrants within the system.
- Replaced 4 water main valves within the system.

#### Wastewater Collection System:

- Repaired five sanitary sewer main collapses.
- Repaired two storm sewer main collapses.
- Chemically treated 5,831 lineal feet of sanitary sewer for root intrusion.
- Performed jetting and root-cutting on over 462 miles of sanitary and storm sewer mains.
- Performed closed circuit television inspection of 16.2 miles of sanitary and storm sewer mains.
- Inspected and cleaned 332 storm sewer inlets.

#### Wastewater Treatment Plant:

- Treated 2.71 billion gallons of wastewater.
- Land applied 7.078 million gallons of bio solids.
- Tested 987 samples from septage haulers.
- Received 945,170 gallons of septage and 2,420,410 gallons of holding tank waste.
- Plant efficiency levels:
  - 98.1% BOD removal.
  - 98.5% TSS removal.
  - 94.4% Phosphorous removal.
  - 98.4% Ammonia removal.

#### Utilities Laboratory:

- 840 water distribution bacteriological samples taken and tested.
- 1,255 bacteriological samples taken and tested on raw water and other sources.
- 76 Industrial Pretreatment BOD samples collected and analyzed.
- 14 Industrial Pretreatment inspections conducted.

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## 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 LED lighting fixtures on the Clairemont Avenue, STH 93, Harding Avenue and STH 312 to address failing lighting fixtures that were installed in 2020.
- Installation of new lighting fixtures and poles along Water Street to replace corroded poles.
- Electrical wiring pulled for future installation of access points, and cameras at multiple signalized intersections for Information Technology and Police Departments.
- Electric Vehicle charging stations installed in the Galloway Parking Ramp.

#### *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 various City departments to issue a Request for Proposal from vendors to supply updating parking controls technology.
- Listened to local business leaders and residents to adjust parking regulations at specific locations within the City in order to meet those changing parking needs.
- Established new and revised existing parking locations in the downtown area to respond to needs created by 3 major construction projects.

### 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.

### 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**

- Designed and constructed Riverview Drive, adding a multi-use trail, sidewalk and bicycle facilities.
- Completed the reconstruction of Oxford Avenue from Madison Street to Platt Street with a three-way roundabout at Platt Street.
- Completed the reconstruction of Keith Street from Clairemont Avenue to Brackett Avenue with the addition of bicycle facilities.
- Completed the reconstruction of Kane Road from STH 312 south 2,500 feet with the addition of bicycle facilities and grading for a future multi-use trail.
- Completed the re-paving of Lake Street from W Grand Avenue to Fifth Avenue with the addition of bicycle facilities.
- Completed the re-paving of Galloway Street from Birch Street to Hastings Place with the addition of bicycle facilities.
- Completed the re-paving of Birch Street from Galloway Street to Mt. Nemo Avenue with the addition of pedestrian facilities.

## **Work Measures**

### **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 construction 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.
- Worked with developers to improve existing storm sewer systems in conjunction with new developments.

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

- Nine new development agreements resulting in \$7 million of utility and street improvements financed by private developers.
- Administration and oversight of six development agreements for public infrastructure constructing 10,300 feet of water main, 9,600 feet of sanitary sewer, 7,200 feet of storm sewer, and over 9,200 feet of public streets.
- Reviewed 42 site plans for impacts to public infrastructure and on-site grading and drainage.
- Prepared reports for six preliminary plats and general development plans.

### **Design and Construction**

- Local street and utility improvement program including public hearings, design, and construction (10 Alleys and 15 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

- Implementation of a new Recreation Management platform ACTIVENet. This is a coordinated effort with other City departments.

### Financial Operations

- Created a licensing billing file to import into the financial system allowing customers to pay online.
- Redesigned billing forms resulting in cost savings on envelopes.
- Adjusted operations for staff shortages.
- Adapted to changing pandemic environment.
- Collaborated across departments to implement new software.

### Assessing

- The housing market continued to show impressive growth. The Assessor's Office relied on alternative methods to validate sales and inspect properties due to continued 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, video calls, and telephone calls.

### Purchasing

- Processed (successfully) 46 Major Projects including 13 RFPs, along with other Departments, totaling more than \$43.6M.
- Assisted with continued procurement of the Health Department's COVID-19 response needs in Q1 and Q2 and monitored inventory levels of PPE to wind down orders based on rate of consumption to reduce excess.
- Successfully negotiated contract terms and the cost of services for various projects.
- Updated position classification for the open Purchasing Contract Analyst to Purchasing Technician to better align with the needs of the City. Successfully hired a replacement who onboarded in January 2022.



## Work Outputs, Measurements and Statistics

### **Budgeting Process**

- 2022 Operating Budget-General Fund \$ 79.7 million, all operating funds \$141.9 million.
- 2022 – 2026 Capital Improvement Plan-2022 \$46.1 million, five-year plan \$187 million.
- Select changes were made to the 2022 Schedule of Fees & Licenses. The changes incorporated recommendations from City departments responsible for the administration of the fees.

### **2021 Bond and Note Issues**

- Issued \$26,700,000 worth of bonds
- Issued \$6,265,000 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**

#### **2021 Assessment**

The Assessor's Office conducted a city-wide revaluation for the 2021 assessment year which was completed in October. There were thirteen commercial and four residential property objections filed with the Board of Review. The Board sustained the assessment for eight commercial and two residential objections, waived four commercial objections to circuit court and one commercial objector did not comply with Wisconsin statutes on providing income and expense information and the case was not heard. Two residential objectors did not appear.

#### **Assessment Litigation**

There were three locally-assessed cases settled during 2021.

### **Purchasing**

- Processed approximately 1,506 Purchase Orders, totaling \$78,412,513
- Managed the procurement card program (208 cards) with a total spend of \$2,992,026
- 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 29 assets sold in 2021 for a total of \$215,209.

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## Initiatives and Accomplishments

### Administration

- Worked collaboratively with the Eau Claire City-County Health Department and local hospitals during the COVID-19 pandemic response to adapt daily operations per CDC and DHS guidelines to maintain the necessary safeguards for effective patient care.
- Modified and implemented pandemic health and safety initiatives for employees and emergency service partners. Implemented a proactive Antigen testing process for employees to mitigate COVID-19 exposure within the fire stations.
- Worked collaboratively with the Health Department in providing fire department staffing at COVID-19 vaccination clinics.
- Began design plans for the renovation of Station #6 on Golf Road to accommodate additional staffing.
- Replaced existing computer hardware with new devices for remote completion of EMS incident reports and fire inspections.
- Implemented “I Am Responding” as a phone app-based program for more efficient incident response. The program includes mapping and CAD information.

### Emergency Medical Services (EMS)

- Worked closely with the department’s Medical Director, Dr. Ethan Young, who provides medical oversight on our EMS responses, which totaled 8,544 for the year. Dr. Young has experience as a former paramedic and came to us from the Houston, Texas Fire Department in 2020.
- Adapted daily EMS operations to address shortages in medical supplies and medications.

- Began the process for EMS protocol revision.
- Began providing internal EMS re-certification training for ACLS, PALS, and BLS in partnership with the Chippewa Valley Technical College.
- Continued to provide field internship training to fire medic and paramedic students.
- Replaced cellular phones on the ambulances with FirstNet smart phones (iPhones).

## Operations

- Improved fire station infrastructure through extensive capital improvement projects. Fire station #8, on Starr Avenue, was remodeled with the headers on the garage doors raised to accommodate taller aerial apparatus. A new aerial ladder truck, purchased in 2021 with delivery slated for 2022, will be located at station #8.
- Increased the number of available apparatus bays at fire station #9, which is a location shared with CVTC's Emergency Service Education Center. CVTC has been remodeling and adding additional building space to its emergency services facility. With the new fire training addition to CVTC, the department gains the use of the two existing bays that were previously utilized by CVTC but owned by the City of Eau Claire, per a 1999 joint use agreement. This reallocation of space will allow ECFD the ability to relocate apparatus and equipment to maximize service delivery.
- Implemented the utilization of F500, a multi-purpose fire suppression agent in lieu of foam. This product meets the requirements of NFPA 18-Standard on Wetting Agents; may be used on Class A, B, B-polar, and D fires; and is PFAS free, non-corrosive, non-toxic, non-hazardous, and biodegradable.
- Facilitated a live fire demonstration utilizing the F500 suppression agent for area fire chiefs, Wisconsin DSPS Fire Prevention Coordinator Rick Sommerfeld, and DSPS Secretary Dawn Crim.
- Commenced with micro-level building audits for the purpose of accurately forecasting and completing building repairs and replacements.
- Finalized and submitted purchasing specifications for a Pierce Enforcer Pumper with financing occurring in 2022.
- Implemented Aladtec, a comprehensive scheduling, personnel management, and reporting software program.

- Implemented mandatory physical fitness training.
- Conducted a Fire Academy for new recruits.
- Updated fire incident Emergency Response Standard Operational Guidelines for improved response times and more efficient, effective, and safe operations.
- Replaced cellular phones on fire apparatus with FirstNet phones.

### **Prevention & Community Risk Reduction (CRR)**

- Continued working with the American Red Cross on a smoke detector distribution program. The Red Cross provides the detectors to the department, and Prevention/CRR personnel reach out to at-risk members of the community, identifying homes without adequate smoke detector protection. Prevention/CRR staff, along with line personnel, install up to three detectors per home.
- Collaboratively partnered with Risk Management and other City departments, County departments, and private partners in emergency preparedness through the creation, implementation and maintenance of emergency plans, notification systems, exercises, and practices.
- Created and implemented a new Standard Operating Guideline for conducting cause and origin investigations for fire and explosion related incidents. The new guideline outlines the process for investigations, safety measures to be followed, and documentation of the investigation.
- Through partnerships with representatives from all departments, Prevention/CRR has continued to streamline City-wide initiatives for the health and safety of City personnel, as well as those in the general public. These initiatives include the 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. Safety enhancements continue through setting and meeting goals and objectives, along with self-audits. When hazards or potentials for loss are identified, risk reduction efforts are implemented.
- As a result of the COVID-19 pandemic, many initiatives and projects that normally occur were on hold. Often, it was necessary to change the approach to accomplish many tasks and initiatives. Prevention/CRR personnel worked closely with City, County, and private sector agencies to address health and safety related to communicable disease.

- Through the use of social media and virtual platforms such as Webex, Zoom and Teams, Division personnel conducted outreach programs that historically have been done in person.

## Work Measures

### Administration

- Working in conjunction with other City staff, appropriated the necessary resources for continuing CIP projects involving renovation and maintenance of fire station projects within the city. This included completion of the remodel of station #8, initial preparations for infrastructure upgrades to station #9, and planning for the remodel and expansion of station #6. Significant delays in the delivery of construction materials and cost increases have provided greater difficulty in the planning process as compared to past years.
- Maintained a good relationship with the labor group built upon continuous communication. We continued to discuss COVID-19 operational issues and successfully worked through several difficult topics by openly discussing challenges as they occur.
- Modified and implemented COVID-19 pandemic policies in a very dynamic environment.

### Operations

- Maintained a modern and effective fleet of apparatus, as members from both the fire department and the City's fleet management division worked together to purchase a new 107' aerial ladder truck. Additionally, personnel worked proactively and diligently to maintain and repair apparatus to keep all vehicles in a state of readiness.
- Responded to 9,796 calls for service. The busiest ambulance was Medic 10 with 2,552 calls. The busiest fire apparatus was Engine 2 with 1,246 responses. The busiest area of the city was Station 2 zone with 1,633 incidents.
- The busiest department member responded to 774 emergency calls. Eight members responded to over 600 calls, and fifteen employees responded to over 500 calls.
- Responded to 146 fire-related incidents, 42 of which were building fires. The total estimated fire loss for property and contents was \$3,162,946: \$1,683,525 for property and \$1,479,421 for contents.

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

- EMTs and Paramedics responded to 8,544 EMS calls throughout the year (87% of total). 6,264 calls were within the city of Eau Claire. and 2,107 were in the contracted municipalities. EMS personnel responded to 87 mutual aid requests and 83 paramedic intercepts.
- Medic Unit responses: Medic 10 - 2,552 calls; Medic 5 - 2,398; Medic 9 - 1,996; and Medic 6 – 1,563.
- The busiest area of the city was Station 5 with 1,334 EMS responses, and the busiest regional EMS zone was Altoona with 894 incidents.
- Emergency Medical Dispatch (EMD) levels of dispatched calls for service, with Delta to Alpha signifying most serious to least serious: Delta - 2,310; Charlie – 1,538; Bravo - 1,826; and Alpha – 1,760.
- EMS crews provided 276 interfacility transfers and 94 return to home transfers.

## **Prevention / Community Risk Reduction (CRR)**

- Performed 96 follow-up fire investigations, with 10 identified as potential arson cases.
- Conducted 5,836 fire inspections in 4,377 occupancies, with 429 fire code violations in need of follow-up; reviewed 85 plans for new construction and renovations; provided fire safety educational outreach to over 4,000 students in the Eau Claire Area School District; and conducted 3 presentations in response to requests for public education. Outreach such as public education and fire station tours remained at a lower level due to the pandemic.
- Completed 29 sprinkler system hydro tests; 38 sprinkler system signal tests; 21 water main hydro tests; 15 hood system inspections; and 8 fire extinguisher training sessions.
- Performed 33 tank inspections, 1 tank upgrade, 12 tank removals, and 16 new tank installations. The fire department is the local governmental unit responsible for petroleum tank inspections annually and during installation or removal within the city of Eau Claire.
- Provided 27 environmental studies in response to requests for records. The fire department is the local governmental unit responsible for providing environmental impact records on properties within the city.



- Responded to 71 requests for fire reports; 68 fire drills; 33 fire alarm system tests; 32 license inspections; 31 tent inspections; 19 CBRF inspections; 9 mobile kitchen inspections; 17 fireworks sales site inspections; and 2 fire safety trainings.

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The mission of the Health Department is promoting health and safety for all Eau Claire communities. During 2021, in addition to continuing to lead our local response to COVID-19, health department staff continued to provide core public health services including meeting the needs of pregnant women and young children, doing restaurant inspections, providing rabies and water testing, assuring family planning services, coordinating opioid education and prevention efforts, completing a collaborative community health assessment, and much more. Our guiding principles include a focus on prevention, health equity, collaboration, and quality, being data informed and evidence-based, and supporting ethical practice.

### Initiatives and Accomplishments 2021

- Supported a new internal and external Health Equity team. The internal Health Equity team supported the entire department's learning through participation in the United Way's 21-week Equity Challenge. Also participated actively in the City and County JEDI teams focused on equity, diversity, and inclusion for the City and County. Continued support of a COVID related Health Equity committee that collaboratively responded to barriers experienced in Eau Claire.
- Completed the 2021 Community Health Assessment (CHA) for the third time with partners across Eau Claire and Chippewa counties. The CHA identified the top health priorities for Eau Claire as Drug Use, Mental Health, Alcohol Misuse, Obesity, and Healthy Nutrition.
- Worked with community partners and members to begin the Community Health Improvement Plan process. The plan will be finalized in 2022 and is being worked on by residents, community organizations, schools, health care providers, businesses, faith communities and government agencies to prevent negative health outcomes and impact community system change.
- Provided public health and community partnership expertise to local work being done on housing, homelessness, and poverty as determinants of health.
- Consulted with local and state agencies related to PFAS detections in local water supplies.
- Supported continued individual intensive work with pregnant women and families that are at risk of negative health and social outcomes through the nationally recognized Nurse Family Partnership Program.
- Worked with healthcare, law enforcement, community organizations, schools, and others to prevent substance misuse and overdose including providing considerable community messaging, support of naloxone training, individual medication lock boxes, and community medication drop-off events/locations.

### COVID Response:

- Provided 33,682 COVID-19 vaccinations at 90 unique clinic sites throughout Eau Claire County. This included 5 mass clinic sites and various mobile clinics at schools, jail, shelters, businesses, UWEC, courthouse, and community service organizations.
- Worked with partners throughout the region to provide more than 122,500 doses of COVID-19 vaccine for EC County residents. Many of these vaccines were given in healthcare, pharmacy, and health department clinics with more than 60% of the eligible population getting fully vaccinated in 2021.
- Contacted more than 11,000 individuals with COVID-19 via telephone following a positive test to slow spread through isolation of the case and quarantine of close contacts. This work included comprehensive disease investigation, answering questions, providing resources, use of local website [www.covid19eauclaire.org](http://www.covid19eauclaire.org), identification and management of outbreaks, and following up on hospitalizations and deaths.
- Continued partnership work to address COVID-19 with schools (K-12, daycare, UWEC, CVTC), healthcare (pharmacy, clinics, hospitals), groups that address health barriers (income, race, language, geography, more), and businesses (Chippewa Valley Economic Recovery Taskforce) through regular meetings, group planning and strategy, and shared testing, vaccination, and messaging efforts.
- Promoted and coordinated COVID testing throughout the community. 233,594 tests were performed among Eau Claire County Residents. PCR testing made up 66.3% of total testing and antigen testing accounted for 33.7% of total testing.
  - Eau Claire City County Health Department in partnership with Altoona Fire Dept: 282 tests
  - Jacob's Well Church: 923 tests
  - Regional site with the Wisconsin National Guard (WING)-Eau Claire: 643 tests
  - Augusta site with WING: 57 tests
- Responded to more than 5,900 calls and emails through the COVID-19 Call Center.
- Funded 5 community-based organizations to help remove barriers to and promote acceptance of COVID-19 vaccination for communities that have barriers to accessing medical care and people who have historical mistrust of the medical community and vaccines. Through this work, 23 mobile clinics were held at trusted locations throughout the county, and nearly 1,000 individuals were vaccinated through these clinics. Additional partner strategies included educational events, media campaigns, and registration and transportation assistance for vaccination clinics.
- Provided hotel rooms, transportation, and case management for those experiencing homelessness who were COVID positive with support from the Department of Human Services and Altoona Fire Department.
- Consulted with special events to implement best practices for prevention of COVID spread including spacing, masking and vaccination policies, and making sure those who were ill stayed home.

- Consulted with UWEC staff and students on a project to evaluate the potential benefits of utilizing wastewater testing as a supplemental tool for local COVID surveillance.

## Work Measures

### **Operations and Policy-Systems Divisions**

- Continued to be nationally accredited by the Public Health Accreditation Board meeting standards across 12 domains of public health practice and annual improvement activities.
- Oriented 18 new employees, completed succession planning and said goodbye to 3 retirees, and welcomed 5 babies into the health department “family.” Additionally supported contract for temporary staff to respond to COVID-19 pandemic.
- Focused on employee wellness with enhanced mindfulness opportunities for staff, 6 wellness challenges, 5 wellness workshops, 19 yoga sessions for employees, and 9 group health cooperative exercise sessions.
- Implemented and clarified workplace policies that supported a safer working environment related to the pandemic including enhanced work from home, travel, and face covering usage policies.
- Provided complex community and departmental communication support via the front desk staff, media, social media, internal updates.
- 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.
- Continued to participate in Wintermission, the Robert Wood Johnson funded project to increase physical activity and decrease social isolation in winter with other local partners.
- Worked with Eau Claire Healthy Communities to host two virtual community conversations as part of the Community Health Improvement Plan.
- 

### **Community Health Promotion Division**

- Resumed Adverse Childhood Events (ACE) and Resilience workshops completing 6 workshops with 6 organizations reaching 145 youth serving professionals and distributed 49 Mindfulness Resource Boxes for educators at two county schools through the Mental Health Matters project.
- Continued to support the alcohol, tobacco, and drug use prevention efforts of the Alliance for Substance Misuse Prevention with support from a large multi-year grant project, the Strategic Prevention Framework – Partnerships for Success project from the Substance Abuse and Mental Health Services Administration (SAMHSA), the state Tobacco Prevention and Control Grant, and local partner support.
- Held 4 Stop Excessive Intoxication classes in collaboration with the Eau Claire Police Department.
- Provided opioid awareness, education, and prevention strategies through the Opioid Data to Action grant and Overdose Fatality Review implementation funding and the state Narcan Direct program. Activities involved medication safety messages on 6 billboards throughout the county, distributed 600 at-home medication disposal bags, 84 lockboxes, and educational videos in

English, Spanish, and Hmong. Approximately 2100 pounds of unwanted, expired, and unused prescription medications were collected from disposal bins throughout the year. Also resumed meetings of the Overdose Fatality Review Team with community partners after pausing in 2020.

- Distributed chronic disease educational bags including chronic disease prevention materials and cooking utensils at outreach events, farmers markets, and meal sites across Eau Claire County to promote healthy living and provide education about preventing chronic disease such as type 2 diabetes.

### **Regulation and Licensing Division**

- Completed 494 inspections at restaurants and 251 inspections at retail food stores for health and safety of food served and sold. Completed 11 potential foodborne illness investigations and provided license fee adjustments based on pandemic.
- Supported safer and healthier housing in Eau Claire through 522 phone consultations and 829 inspections related to housing.
- Conducted hoarding cases and dangerous living situation investigations in cooperation with law enforcement, Department of Human Services, and housing agencies. 15 residences were placarded as unsafe.
- Provided regional Radon Information center services and performed 115 consultations/calls regarding radon and distributed 289 radon test kits.
- Completed registration of 10,888 rental units as part of the rental registration program.
- Completed external housing survey on west river side area of City which included rating 4,415 buildings in the Randall Park and Upper Westside neighborhoods for potential need to conduct health and safety inspection.
- Busy summer for inspections at special events such as Farm Tech Days, Country Jam, and Blue Ox.

### **Environmental Sciences Division**

- Conducted weekly testing of beaches for bacteria and surveillance for harmful algae blooms to ensure public safety. A total of 477 samples were collected and analyzed from local beaches. Beaches were closed on 13 occasions for a total of 40 days for elevated bacteria.
- Completed 68 mosquito sampling events to contribute to regional West Nile virus surveillance.
- Conducted 51 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 340 food service samples for bacteriological contamination in the public health laboratory.
- Performed 5,235 laboratory analyses on drinking water samples from Eau Claire County.
- Followed up on 151 animal bites/exposures to assure protection against rabies.
- Updated Health Department procedures concerning implementation of the City & County ordinances concerning rabies control.

- Collectively issued 220 permits (state or county) for the installation, replacement, and reconnection Private Onsite Wastewater Treatment Systems (POWTS) in Eau Claire County.
- Issued 163 private well location permits under the State of Wisconsin's County Well Delegation Program.
- Continued efforts to expand and supplement laboratory programs through research and external partnerships and successfully on-boarded a new Chemist in the public health laboratory.

### **Healthy Beginnings Division**

- Implemented the Fit Families program with 43 WIC families to improve their physical activity and nutritional status.
- Served 2,107 mothers, infants and children in the Women, Infant, and Children's (WIC) program to support healthy pregnancy and early childhood growth and development virtually.
- Provided 86 high risk pregnant women with intensive home visitation services including more than 1,100 visits through the evidence-based Nurse Family Partnership (NFP) program.
- Assisted 271 women participating in the WIC program initiate and continue breastfeeding through the program's WIC Breastfeeding Peer Counselor.
- Provided education and distributed 20 portable pack n' plays to promote safe sleeping environments.
- Provided education and 34 child passenger seats to eligible families.
- Added 1 new grocery store in Eau Claire County that accepts WIC benefits.
- Hosted an on-site farmers' market with 3 vendors.
- Provided nutrition education to over 300 visitors at the on-site farmers' market.

### **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 500 STI tests to individuals who may not have otherwise been tested.
- Administered 111 pregnancy tests to assure that women have access to resources.
- Served 427 men and women by providing family planning services during almost 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 19 HIV cases and partner contacts in our 14-county jurisdiction through our Regional HIV Partner service collaborative and provided prevention education, testing and outreach at local events and schools.
- Continued collaborative relationship with Vivent Health to increase HIV awareness, testing and treatment throughout the year.
- Implemented a new shared-services model of providing nurse practitioner services to meet reproductive health needs with 4 neighboring health departments.

- Continued to provide and improve telehealth services for clients. Telehealth options provided safer environments during COVID and created another option to meet client and provider needs.
- Tested 35 individuals for syphilis and provided appropriate follow up services for high-risk clients.

#### **Communicable Disease/Public Health Emergency Preparedness Division**

- Responded to 12,902 communicable diseases including COVID-19, influenza-associated hospitalizations, sexually transmitted infections, tick/mosquito related disease, and other reportable disease in partnership with health care organizations and academia. The health department is mandated to follow-up on reportable disease to help decrease the spread of illness and keep our community healthy.
- Administered 654 immunizations to assure protection against a wide variety of communicable disease including influenza and other childhood vaccinations.
- Worked with community partners to identify ways to increase influenza vaccination of at-risk populations and assure communicable disease prevention and control for a broad range of diseases.
- Western Wisconsin Public Health Readiness Consortium moved to Eau Claire being the fiscal agent. This coalition has been in existence since 2003 and supports preparedness planning and COVID-19 response for 15 counties and Tribes.

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## Human Resources

### Initiatives and Accomplishments in 2021

- Ensured employee health and safety through implementation, management, and frequent pivoting and updating of COVID-19 pandemic policies and procedures including a temporary telecommuting policy, face coverings policies, emergency paid sick leave policies pursuant to the federal FFCRA, relaxed leave policies, health screening policies for employees and visitors to City facilities, travel policies, vaccination incentive program; City facilities reopening guidelines, quarantine & isolation guidelines, cleaning and sanitation policies, physical distancing policies, and hybrid remote work arrangements policies post-pandemic.
- Implemented virtual interviews, blinding personally identifiable information during applicant review, and electronic offer letters and onboarding process during COVID-19 pandemic.
- Successfully hosted for the first time an on-site Career Fair & Hiring Event in September, 2021, which resulted in the hiring of nine (9) full-time employees.
- Worked with Health Department to coordinate COVID-19 vaccination scheduling for City employees based upon eligibility criteria and availability of COVID-19 vaccines as they were rolled out.
- Conducted two (2) division head recruitments (Accounting Manager and Equity, Diversity & Inclusion Coordinator), hired a Police Department Co-Response Coordinator (new position), and began two (2) department director recruitments (City Manager and Library Director).
- City employee group recognized as “Business Grand Prize Winner” in Walkabout Eau Claire wellness initiative sponsored by Group Health Cooperative and Eau Claire Chamber of Commerce (based on number of points earned in ratio to the number of team members).
- Continued participation on Eau Claire Chamber of Commerce Diversity & Inclusion Task Force, Wisconsin Public Employer Labor Relations Association Board Member, and as Diversity Coordinator for Chippewa Valley Society for Human Resource Management.

### Risk Management

- Worked with HR and Health Department on Covid-19 issues. Including answering employee and addressing safety concerns.
- Attended ICS Covid-19 meetings.



- Assisted registering volunteers at Health Dept. Covid-19 vaccine clinic.
- Coordinated litigation management including discovery requests, depositions and mediation and a mock trial on several lawsuits.
- Participated in Fire Prevention and Administrative Associate interviews.
- Attended WMMIC and Transit Mutual Insurance Meetings.
- Coordinated and attended Community Services Safety Day training.
- Conducted training for all Community Services employees on City's Drug & Alcohol Policy.
- Numerous preparedness and prevention initiatives: flood preparations, EOC updates.
- Renewed 2021 insurance policies for Auto Liability, General Liability, Errors and Omissions, Excess Work Comp, Cyber Liability, Boiler and Machinery, Crime, and Transit Liability.
- Attended Public Risk Management Meetings and training institute.

## Work Outputs, Measurements and Statistics

### Human Resources

- Disbursed a total of 520 1095-C forms and filed 1094-C forms electronically with the IRS for 2021.
- Processed 3,127 employment applications.
- Processed 695 Personnel Action Forms.
- Approved 22 (post-COVID-19) Telecommuting or Remote Work Arrangements.
- Filled 76 full-time and part-time positions.
- Administered 81 recruitment processes.
- Conducted supervisor training on Trauma Informed Care in the Workplace.
- Conducted MLK Day training on January 18, 2021.
- Sponsored 5 wellness activities.

### Risk Management

- Resolution of federal lawsuits.
  - Claims Management including 330 new incidents which include, property, work injuries, liability and auto.
  - Reduction in work injuries.

###



## **L.E. Phillips Memorial Public Library**

2021 was a unique year for the library in many ways, but most notably because our staff, furniture and collections were packed up and moved to a temporary location on Mall Drive. Despite the obstacle of having a space roughly one third the size of our downtown location, we provided safe and innovative events and services both virtually as well as out in the community. Meanwhile we continued raising money for the downtown expansion, meeting 98% of our \$7M goal. We made long-term decisions about the renovated building, and through the guidance of an addendum to our strategic plan, we started preparing for our big move back to Eau Claire Street. We're proud of the work we've done, and can't wait to welcome the public back to our "new" old location this fall.

### **Initiatives and Accomplishments 2021**

#### **Community Outreach**

- We installed two permanent StoryWalk® routes in Eau Claire (Owen Park and Carson Park) in partnership with the City of Eau Claire Parks, Forestry, and Cemetery Division.
- The BookBike resumed full service in 2021 with 52 outings. Its staff served 3,665 visitors, issued 68 new library cards, and answered 103 reference questions.
- Staff represented the library in the Clearwater Winter Parade. Attendees were excited to see our special storybook guests Elephant and Piggie, Pete the Cat, Llama Llama, and Dog Man.
- Youth Services, the BookBike, and the Dabble Box makerspace staff collaborated to bring library materials and services out into the community, including regular visits to Carson Park and Owen Park.

#### **Collection & Electronic Materials Additions& Enhancements**

- Niche Academy was implemented on our library's website, offering customers 24/7 access to tutorials on our digital services.
- 24 albums were added to Sawdust City Sounds, our online local music collection. The collection supports local musicians with honorariums and new audiences for their work.
- Added two new family-friendly audiobook formats, Wonderbooks and Playaways, to our youth collection. Both were positively received by customers.

#### **General**

- Collected more than 500 donations and pledges toward the \$7M Story Builder Campaign, including a \$1.5M lead gift from the L.E. Phillips Family Foundation. We were also awarded grants from the Nordson Corporation Foundation, Presto Foundation, Eau Claire Community Foundation, and Otto Bremer Trust.

- Received a grant from the Eau Claire Community Foundation’s “The Women’s Giving Circle Fund” to install Laundromat Libraries in partnership with seven laundromats around Eau Claire.
- Extended library hours and started opening an hour earlier in response to community feedback. The new schedule increased open hours to 62 per week, nearly doubling the library’s summer hours.
- 977 customer consultations with our licensed social worker.
- Added a library drop box at Hy-vee for a total of nine offsite return locations around Eau Claire.

### **Partner Programs**

- Partnered with Chippewa Valley Votes for the fifth voter registration event in four years.
- Partnered with the Eau Claire Area Hmong Mutual Assistance Association to host award-winning author Kao Kalia Yang for an in-person family event in October.
- Hosted 5 pop-up vaccination clinics in partnership with Eau Claire County Health Department. A total of 83 people received vaccinations at the library.
- 82 Grab ‘N’ Go food bags given away in collaboration with Feed My People.

## **Outputs, Measurements and Statistics**

### **Reference Services**

- Answered 13,238 reference questions by phone and in person, and also via email, chat, and Facebook.
- 80 Book Bundles were prepared for customers to pick up.
- 54 obituary requests were fulfilled.
- 4,642 tax forms were distributed via contactless pickup.
- Created 103 “Book Link” suggested reading lists about a variety of literary genres.

### **Technology and Digital Services**

- Offered 22 computers for public use, 14 of which have internet access.
- 4,962 people used our public internet computers.
- Served 224,670 visits to the library’s website.
- 179, 251 electronic collection retrievals (160,731 owned locally and 16,938 owned statewide).
- 143,421 uses of electronic materials: ebooks 77,573; e-audiobooks 65,709; 169 e-videos. Of these, 12,640 were uses of children’s electronic materials.

### **Core Services**

- 25,562 registered cardholders.
- 141,400 customer visits.
- Checked out 436,366 materials, of which 194,472 were children’s materials.
- Offered home delivery service to 180 customers who are unable to visit the library in person. The program has 30 volunteers and delivered 7,859 items.

### **Programs/Events**

- 87 individuals attended virtual book groups.
- 340 adults participated in our yearlong Reading Challenge.
- Held in-person Storytimes for the first time since March 2020 in Owen Park and outside our temporary location on Mall Drive. 804 people attended “Storytime in the Park” from July

through December making a total of 2,350 people who attended virtual and in-person storytimes in 2021.

- Presented 167 in-person and virtual programs with a total attendance of 3,378, including storytimes, book clubs, presentations, literacy events, and classes.
- Educated and entertained Eau Claire families with 85 programs pre-recorded by our staff, and hosted on YouTube and Facebook. These programs were viewed a total of 15,010 times.
- Encouraged a love of literacy through our Summer Reading Program, which welcomed 1,567 children and teen participants and 266 adults.

###



## City Clerk – Elections

- Completed redistricting of voting wards and aldermanic districts, including evaluation of poll sites, as a result of the federal census.
- 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 with in-person absentee drive-thru:
  - February Primary  
Turnout: 3,255 voters. Absentee Ballots Cast: 1,226. Election Day Registrations: 57.
  - April Election  
Turnout: 9,621 voters. Absentee Ballots Cast: 3,593. Election Day Registrations: 136.
- Trained election workers prior to each election virtually and in-person.

## Information Technology

### **Network Infrastructure Development**

#### **Fiber Projects**

- Boyd Park converted to fiber from wireless
- Carson Park Maintenance Building fiber connectivity
- Library move - Assistance with getting fiber connectivity to temp location
- Main/Hastings fiber repair from traffic cabinet hit and run
- Transit Center Bid Design

#### **Cameras**

- New Cameras: CMF West, Sundet; 7 Total
- Replacement cameras completed: 22 Total

#### **Wireless Access Points**

- New APs: Carson Park Maintenance, Brush Site; 2 Total
- Replacement APs completed: 15 Total

### **UPSs (uninterruptable power supply)**

- New UPSs: Boyd Park, Sundet; 2 Total
- Replacement UPSs completed: 12 Total

### **Switches**

- New Switches: Sundet; 1 Total
- Replacement Switches: 27 Total

### **Other**

- 4.9 Tower installs on Mt. Tom and Mt. Washington
- LTE installed in 23 trucks
- Bridge lighting ASA
- CMF Fastenal Machine Add
- Hobbs Club Room Cabinet to Rack upgrade
- Milestone Environment - Physical to Virtual
- Cradle Point network upgrades in all ambulances and Squad cars

### **Security (Digital/Physical)**

- Security Penetration Test performed and results gathered
- Multiple identified vulnerabilities resolved
- Continued Phishing Campaigns
- AD Cleanup
- Accounts
- Org Chart Started
- Started Disaster Recovery Plan creation

### **Internal Support (Helpdesk)**

- Supporting WFH / Telecommuting
- Security Team Established
- Researched new Help Desk ticketing solution
- Fewer Open tickets than Closed tickets...
- 4800+ tickets closed for the year (Average of 400 a month)
- Implemented Digital Signage for two areas of City Hall
- Streamlined notification workflow for user creation process
- Finished Training End-Users in Duo
- Trained and configured new systems for ActiveNet conversion
- Brush site and Country Jam setup
- 48 PCs refreshed
- CPIC/SGT office move
- Granicus Recordings short of 300hrs
- Got the Vault back for IT Storage
- 5 PCs for People Pallets sent out

- End-User migration from Adobe to Foxit
- More PDQ automated deployments created and used
- DID List Clean-up (Phone System Direct Dial numbers)

## **Systems Infrastructure Support/Development**

- Max Galaxy to ActiveNet Migration
- Lucity WO Data Migrated to iWorq
- Ongoing maintenance of 100+ servers - 400+ workstations - Windows/System Updates
- Research and procurement of datacenter storage upgrades
- Research and procurement of new virtual hosts
- Milestone Application upgrade and Virtualization
- Vmware host upgrades / Additions / Migration to 10gb
- Spillman OS Migration
- Cisco Duo MFA Deployment
- Security Penetration Test performed and results gathered
- Continued...Migrate off of Windows 2003 & Windows 2008 (EOL - Jan 14 2020)
- Upgraded Waste Water Treatment Plant Wonderware HMI Servers and Application
- Converted over most of the Verizon devices to FirstNet

**###**



## Initiatives and Accomplishments in 2021

### 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 purchased personal floatation devices for all squads and two laptops for patrol supervisors, as well as technology enhancements for the Eau Claire County Sheriff's Office (\$27,548).
- 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 (\$7,200).
- Obtained a donation from PESI, Inc. for upfront costs and annual costs for five years for our new Public Safety Video System for both the Police Department and the Sheriff's Office (\$949,621.85).
- Worked with the Eau Claire County Sheriff's Office to choose a vendor for our Public Safety Video System project and entered into an agreement with Axon Enterprises, Inc, with implementation beginning in early 2022.
- Completed a Co-Response Study and hired new embedded Police Social Worker.
- Researched Records Request software and begin planning for implementation in early 2022.

### Investigations and Professional Standards Division

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

- In 2021, the Investigations Bureau conducted 877 investigations with a successful clearance rate of 87.5 percent. A list of a few services resolved include; homicides, robberies, sex assaults, burglaries, thefts, identity thefts, fraud, child maltreatment, physical assaults, and homicide.
- The Investigations Bureau School Resource Officer (SRO) program had 1063 contacts with students for the first half of the 2021 – 2022 school year. The SRO's led numerous responses to the welfare of children as reported by the school. 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 developed 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 solutions for crimes that juveniles encounter outside of the criminal justice system. 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. Since the inception there has been over 80 referrals to the System of Care.



- The Sensitive Crimes Investigators and SRO's partnered with the Child Advocacy Center (CAC) and conducted 104 forensic interviews of children. These interviews are in place for the protection and welfare of the children in Eau Claire.
- In 2021, the Chippewa Valley Regional Computer Forensic Laboratory (CVRCFL), with the Eau Claire Police Department as the lead agency, completed 329 forensic examinations of digital equipment. Within the last five years there has been a 128 percent increase in workload. Many of the investigations were due to Internet Crimes Against Children (ICAC).

***Professional Standards Bureau:***

- International Association of Chiefs of Police (IACP) recognized the Eau Claire Police Department as a model department. The IACP highlighted our valuable partnerships and support within the community through a five-minute documentary. The documentary showcased our initiatives at the IACP International Exposition in New Orleans, LA. It will again be highlighted at the International Exposition in Dallas, TX in October 2022.
- Coordinated 40 comprehensive background investigations in order to hire employees who possess competence and character. Additionally, this bureau conducted one-week long orientation programs for 20 new employees; 6 Police Officers, 3 Telecommunicators, 2 Law Enforcement Associates, 1 Co-Response Coordinator, 1 Crime Analyst, 1 Records Supervisor, and 6 Community Service Officers.
- 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 2021, 91 officers and civilian staff attended 243 professional development trainings.
- Hosted local trainings which saved over \$25,000 in the training budget.
  - FBI Law Enforcement Executive Development Association
  - Southern Police Institute Homicide Investigation
  - Cellebrite Certified Logical Operator/Physical Analysis Course
  - Crisis Intervention Training
- 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. A total of 462 posts were made to connect with the community on the platforms. The growing number of followers exceeds 56,500 people and helps the police department be transparent and engage with the community.
- Updated 22 existing policies and created 1 new policy pertaining to the Co-Response Coordinator. Many policy updates included adding changes in State and Federal law, mandates during the year. The addition of the use of body worn cameras was added to policy; including their use during search warrants. Our policy on First Amendment Assemblies was updated to better clarify purpose and scope, response, dispersal orders, use of force, and arrests. Other notable policies that were reviewed to ensure alignment with best practice were Shooting at Moving Vehicles, Vehicle Pursuits, Domestic Abuse, and Immigration Violations.
- 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.
- 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 87 times.

## **Patrol Division**

### ***Division Wide:***

- Created a Co-Response Program within the Police Department and hired a Co-Response Coordinator focusing on the following:
  - Assisting community members, in crisis, who may be experiencing mental health challenges and/or alcohol and other drug abuse (AODA) issues.
  - Bridging the gaps to services by providing a quicker response for people in need.
  - Providing education and training to our police officers to assist them as they responding to people in crisis.
  - Working side by side with police officers with individuals in crisis.
  - Expanding the program in 2022 by adding a co-responder to the team from the Department of Human Services.
- Patrol personnel are actively engaged in working with organizations and community groups as we navigate through the needs and challenges communities face with homelessness.
- Supervisors are proactively reviewing our procedures to ensure they are up-to-date and in line with best practices.
- Provided directed traffic enforcement in specific geographical areas based on data collected internally and listening to concerns from community members. Examples include:
  - Pedestrian crosswalk safety where we provided community awareness, education and active enforcement at specific crosswalks throughout the City of Eau Claire.
  - Identified high crash intersections and deployed officers to monitor and enforce traffic violations at these locations.
  - Provided directed speed enforcement on certain highways and different streets within neighborhoods.
- We provide additional training to include:
  - A week-long course related to Crisis Intervention Training (CIT).
  - 16-hour training of Integrated Communication and Assessment of Tactics Training (ICAT) a research proven use of force model focused on de-escalation skills.
- Actively participate in neighborhood association meetings through the City of Eau Claire.
- Continue to provide on-duty opportunities to physically improve health and wellness for the officers.

### ***North District:***

- District was involved in active neighborhood associations via in person and virtual meetings. At these meetings, officers heard neighborhood concerns, learned of nuisance properties, collaborated on solving issues and built relationships.
- Assigned directed foot 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 downtown businesses and Eau Claire Academy.
- Provided directed patrol addressing concerns related to pedestrian safety through crosswalk enforcement in several locations within downtown.
- Provided directed patrol addressing concerns with speeding issues on several different roads running through the North District.
- Worked with the Crisis Response Coordinator to alleviate problem locations and people creating unhealthy neighborhoods in the North District.

### ***South District:***

- Although quality of life and safety issues persist at the Regency, Officers have played an integral role in a continued effort to proactively addressing these issues while working with City Staff on a potential long-term solution of the sale of the property.
- South District Officers have begun the process of re-establishing in-person community connections where appropriate.
- Officers have been assigned hotels throughout the South District and continue to build meaningful relationships with them with the goal of helping reduce disorder and maintain safety in their respective neighborhoods.
- An Eau Claire Police Representative was present at every South District Neighborhood meeting, whether it was in person or online.

### ***West District:***

- District officers provided advanced ID card training to staff at several alcohol establishments on Water Street to deter the use of fake ID's and underage alcohol consumption.
- District officers continued working with Water Street bars, alcohol outlets and tobacco outlets to deter the use of fake ID's and improve business practices. Our business partners seized 636 fake ID's in 2021, up 139% from 2020. Since the beginning of our partnership in April of 2018, almost 2000 fake ID's have been seized.
- District officers attended neighborhood meetings virtually and in person for our active neighborhood associations when scheduled.
- Several district officers participated in the Ready to Rent tenant education course. The course was designed for high-risk tenants, tenants at risk of becoming homeless, or tenants transitioning out of homelessness. Tenants were taught a number of skills from a variety of partners within the community, to include the police department.
- A combination of uniformed and undercover officers and supervisors worked together to identify a male suspected in multiple sexual assaults of women. The group was able to obtain a significant amount of evidence corroborating the accounts of the victims, which also lead to the arrest and conviction of the suspect.

### **Communications Center**

- Completion of new radio and phone project, making us compliant to implement Next Generation 911 technology in the near future.
- Offered 3 open houses for potential candidates for hire to learn more about the Communications Center and the role of telecommunicator
- Two staff members completed the 40 hour Crisis Intervention Training
- One staff member completed the FBI LEEDA training trilogy
- One staff member completed the First in the series of the FBI LEEDA training
- Continued active involvement of 3 dispatchers on the peer support team
- Continued active involvement of 3 dispatchers on the Crisis Negotiation Team
- Continued active involvement of 2 dispatchers on the Crisis Intervention Team
- In partnership with all agencies we serve, continued focus on evaluating and improving procedures.

## Work Outputs, Measures and Statistics

- Responded to 48,213 Demands for service.
- 877 criminal investigations were assigned with a successful clearance rate of 87.5%.
- 16 illegally possessed or used firearms removed from our community
- 221 OWI arrests
- 5,944 items of property and evidence entered into the secured evidence room.
- 3,825 items of property and evidence released or disposed.
- 1,887 police records requests fulfilled.
- Over 40,000 Facebook followers, over 5,800 Instagram followers, and over 10,000 Twitter followers. Also, reached over 10,000 Eau Claire residents on Nextdoor.
- 110,015 Calls received in the Communications Center (79,598 Non-Emergency. 30,417 Emergency).
- 1,409 warrants entered
- 145 restraining orders entered
- 85,073 total CAD Calls (whole county law, Fire, EMS)
- 329 Chippewa Valley Regional Forensic Lab examinations
- 104 forensic interviews of children in coordination with the Child Advocacy Center

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