

Major Accomplishments



2017

Initiatives and Accomplishments

City Manager's Office

- Worked with Council and senior staff to refine the CIP and Budget Process preplanning model.
- Served on RWJ Foundation Invest Health Project work team.
- Enhanced Neighborhood Block Party program and associated activity options.
- Facilitated code compliance inspector programs with neighborhoods.
- Co-sponsored Economic Development Summit community meetings.
- Worked with Human Resources on the recruitment processes for the City Clerk.
- Facilitated the reorganization for Public Works and Parks, Recreation & Forestry into the Departments of Community Services and Engineering.
- Coordinated Department Director annual retreat.
- Participated in feasibility study for an event or convention center on Menomonie Street.
- Coordinated interdepartmental redesign of Transfer Center plan and grant application.
- Initiated interdepartmental development team to review current and upcoming opportunities or challenges.
- Facilitated establishment of Public Arts Council.
- Worked with other agencies to support installation of bridge lighting project.
- Coordinated organizational participation in the Community Read.
- Worked with City Council President to deliver annual State of the City address.
- Worked closely with Engineering to progress city hall renovations and electronic recordkeeping.
- Developed and delivered first annual Council Academy and Board Chair training programs.

City Clerk/Elections

- Evaluated and purchased new voting equipment for 20 polling locations. The old voting equipment was used for approximately 30 years and was no longer supported technically.

Information Technology

- Replaced all copiers at ECPD.
- Implemented new systems at Comm Center.
- Deployed new POS systems for Parks.
- Implementation of new Assessment software.
- Added another school liaison.
- Deployed new systems and TV's in Detectives and Patrol for AVL and CAD display.
- Multi-Agency Public Safety System Implementation, Support and Maintenance.
- Camera Installs: Boyd Park, City Hall/Station 2 Lower Level, High Bridge, Park Towers Mailroom, Phoenix Park Bridge and Trailhead building, Utilities north side of building, Traffic lights: Brackett & Keith, Farwell & Lake, Farwell & Washington, Farwell & Galloway, Golf & Keystone, Hastings & Brackett, Hastings & Eddy, Hastings & Fenwick, Hastings & Highland, Hastings & Kirk, Hastings & Main, Hastings & Seymour, Hastings & Melby, Madison & Bellinger, Madison & Farwell, Madison & Oxford, State & Summit.
- Cisco ISE (Identity Service Engine) Deployment.
 - Device that allows authentication into our network for VPN and secure wireless.

Work Outputs, Measurements and Statistics

City Manager's Office

- Continued online Citizen Engagement programs and published employee newsletter, *River City Currents*.
- Managed City Hall and City Manager Facebook pages and Twitter accounts, and provided administrative support and training for Social Media platforms throughout the City organization.
- Continued work with the City Council to develop and implement the Strategic Plan.
- Coordinated school age visits/tours of City Hall and requests for visits to youth group meetings.
- Provided administrative assistance to the Joint Commission on Shared Services Initiatives (JCSSI).
- Administered to the Advisory Committee on Appointments meetings and coordinated the Volunteer Appreciation Event.
- Assisted with the annual Juneteenth Celebration.
- Completed the Major Accomplishment Report for 2016.

City Clerk/Elections

- Coordinated compilation of City Council packets for twice monthly meetings.
- Prepared and electronically posted City Council meeting packets, agendas and minutes.
- Provided administrative assistance to Administrative Review Board.
- Responded to Open Record requests from citizens.
- Served on Board of Review.
- Served on Municipal Board of Canvass.
- Conducted two elections:
 - **February Primary**
Turnout - 4,733 voters. Absentee Ballots Cast – 1,253. Election Day Registrations – 76.
 - **April Election**
Turnout – 6,848 voters. Absentee Ballots Cast – 802. Election Day Registrations – 81.
- Trained 400+ election workers prior to each election

Information Technology

- Fiber Removal: Hwy 53 Ramps, per DOT request.
- Switch additions: Phoenix Park Bridge and Phoenix Park Trailhead.
 - Additional switches were added and/or upgraded to provide needed network access for City devices, servers, and storage.
- Switch upgrades: Hastings/Eddy, Hastings/Birch, Hastings/Seymour, Farwell/Lake, Soccer Park
- Upgrade Wireless Controllers and Cisco Prime.
 - Cisco Prime is software that controls and manages wireless connections throughout The City and Library network.
- WiFi Additions: Carson Park, CMF Bus Barn, Wastewater, High Bridge, Phoenix Park Bridge and Trailhead building, Traffic lights: Brackett & Keith, Farwell & Lake, Farwell & Washington, Farwell & Galloway, Golf & Keystone, Hastings & Brackett, Hastings & Eddy, Hastings & Fenwick, Hastings & Kirk, Hastings & Seymour, Hastings & Melby, Madison & Bellinger, Madison & Farwell, Madison & Oxford, State & Summit.
 - Wi-Fi was added for operations and visitors at these facilities.

- WiFi Upgrades: Carson Park, Boyd Park, Lakeview Cemetery, Phoenix Park Farmers Market Building, Fairfax Pool and Concession Stand, Soccer Park, CMF Building B, All Fire Stations, Hobbs.
- Outdoor wired public access installed at Phoenix Park – OEAP.
- Network Closet Additions: Phoenix Park Bridge.
- Network Closet Upgrades: Phoenix Park Farmers Market, Boyd Park, Fire Station 2 – consolidated fire inspections closet with IT.
- Created isolated Spillman network for public safety.
- Training 2 new Systems Engineers.
- Core Upgrade.
- A set of devices that connects City Hall to the rest of the organization.
- Support of Spillman public safety software. Deployed to ECPD and all squads.
- Took over support and training for Munis system.
- Took over support and training for website maintenance.
- Assisted in setup of new bulk water fill station.
 - 4007 Total work orders closed in 2017
 - 130 Related to phones
 - 90 Related to security/door control
 - 469 Related to Account issues/maintenance

###

Initiatives and Accomplishments

- Represented City in a challenge to application of TIF in downtown redevelopment successfully obtaining a dismissal in Circuit Court and sustaining most aspects of the ruling in the Court of Appeals. Briefed and will soon argue the case before the Wisconsin Supreme Court.
- Drafted and shepherded through closing a development agreement on the Brewing Projekt in the Cannery District.
- Served as lead negotiator, and drafted and completed a collective agreement with Police Patrol Division resulting in voluntary contract for 2018-2020.
- Reached tentative agreements with Transit Local 1310 and Fire Local 487.
- Represented the City at the Court of Appeals level by appealing a decision by an Eau Claire County Judge. Currently awaiting a decision.
- Received a positive ruling in the Circuit Court and currently defending on appeal a claim against the City by Members of Sky Park Industrial Center in a lawsuit challenging protective covenants within the Sky Park Industrial Park.
- Worked with City staff and Risk Management to enforce encroachment and trespassing violations throughout the City.
- Successfully defended the City against the Department of Natural Resources Claim and recovered approximately \$650,000 in costs associated with the wastewater siphon line break incident on the Chippewa/Eau Claire River.
- Assisted in the update of the City Council/Public Officials Handbook and related discussions.
- Spoke as session presenter and attended League of Municipalities Attorneys Institute.
- Gave presentations at the Wisconsin OWI Prosecutors Seminar, the Wisconsin Parks and Recreation Association and Junior Achievement Ethics Day.
- Co-chaired Leadership Eau Claire Government and Law Day and presented along with Community Development staff at Youth Leadership Eau Claire.
- Served as State Chair to the International Municipal Lawyers Association (IMLA).
- Discussed and advised on street vacations including the development project for the Olds Wells Road area and Fleet Farm store.
- Assisted staff in the creation of TIF TID #12.

Work Outputs, Measurements and Statistics

- Prosecuted OWI, traffic, disorderly conduct, retail theft, underage alcohol, housing code and other city code violations.
- Conducted pre-trials and appeared before the Court on trials based on citations issued by Police Department.
- Appeared in court on juvenile and truancy citations.
- Counseled and represented the City in enforcement actions related to Code violations.
- Trained and gave legal advice for supervisors, public officials and employees.

- Presented training to police officers and provided insight into recent case law updates.
- Drafted or provided legal advice and assistance on the following ordinance revisions including Stormwater Management; Sign Code amendment; Rental-Housing Code Regulations; City-wide speed limit update; Public Art; Site plan and zoning amendments; Beekeeping; Public Disorderly conduct/Nuisance behaviors among other resolutions and ordinances researched or considered by the City.
- Advised and assisted management in reviewing and responding to Fire Department grievances.
- Drafted and obtained inspection warrants allowing entry by Health and Fire Department into public nuisance properties in order to remove waste and excessive accumulation of items on the properties, assess other possible City code violations, and seek to remedy the public nuisance.
- Negotiated, drafted or provided legal counsel, assistance, and representation regarding the following development projects: North Barstow Block 7 related development proposals; Cannery District development projects; Marshfield Cancer Clinic/Hospital building project; RDA and Brewing Projekt development; Water Street development; YMCA Tennis Center land development; Highclere Estates and Jeffers Road area housing developments; Fire Station #10 relocation project; XCEL Energy easements and other street and utility projects.
- Negotiated, drafted or provided legal counsel to obtain a Contract, Agreement, Lease, or MOA's on the following projects: Joint Facility Use and Services with University of Eau Claire; Police Department School Resource Officer; Rotary Bridge Lighting project; United Ways Born Learning Trail; Veterans Tribute Foundation; Mobile Food Vendors; Eau Claire Skateboarder Association at Boyd Park; Petanque in Wilson Park; Sky Park Solar project; Carson Park Baseball renovation project; United Soccer Club; Expanded Bus service to Altoona/River Prairie park area.
- Coordinated License Review Committee and related license issues regarding new venues opening in the City serving alcohol, as well as temporary picnic licenses and expansions of licenses.
- Assisted in coordinating City resources to hold large venues on City property including the Pre-Eaux Claire/Oxbeau music festival and the Light-Up Eau Claire New Year's Eve celebration.
- Became participants in the Wisconsin Court e-filing system as the exclusive means of submitting case information and court documents electronically to the Court, which once filed, automatically integrates documents into a court case management system.
- Provided City Departments with legal assistance in responding to various public records requests.

###

Initiatives and Accomplishments

Development Services

- Local landmarks designation for 822 Third Avenue
- The North River Fronts Neighborhood Plan update was adopted
- The Randall Park Neighborhood Revitalization Corporation has been formed
- Completed Sign Code amendment for content neutrality
- Initiated work on updating 5-year parks plan for the Parks, Recreation and Forestry Department
- Initiated work on update of Bicycle and Pedestrian Plan

Sustainability & Healthy Community Design

- Served the Advisory Sustainability Committee and assisted on their annual work plan
- Acted as City liaison to DNR's Green Tier Legacy Community program and served on its Executive Committee
- Served on statewide Property Assessed Clean Energy - PACE commission to market and approve energy and water loans
- Completed an Executive Summary Report in Support of the Paris Agreement
- Earned gold level (top 10 in U.S.) status for "Solsmart" solar-friendly community
- Held 2nd annual community sustainability awards

Economic Development

- Assisted ACRE Three LLC with an option to purchase Lot 26 in Sky Park
- Assisted Chris and Casey Weiss, La Crosse developers, to identify a site to purchase in Gateway West (Lot 3) to build a spec warehouse facility
- Worked on a redesign and upgrade of the economic development website to be launched in 2018

Redevelopment Authority

- Finalized a development agreement and purchase agreement with Draft Beer LLC which allows The Brewing Projekt to redevelop property at 1807 Oxford Avenue
- Through a contract with SDS Architects, developed a site design plan concept for Block 7
- Obtained appraisals on property in the Cannery Redevelopment District

Downtown Eau Claire, Inc.

- Completed maintenance and management agreements with the Noon Rotary and City. Assisted in the successful lighting of the Phoenix Park Bridge
- Held a brand new event in the Phoenix Park called "Family Day in the Park"
- Facilitated the transfer of responsibility of the Doll and Pet Parade from the Water Street BID to the Clear Water Kiwanis Club
- Partnered with Blugold Radio to bring a new event Downtown called Prex Claires music festival
- Partnered with the City of Eau Claire for the Earth Day Amazing Eau Claire Clean-up

Work Outputs, Measurements and Statistics

Development Services

- Development permits issued – 3,520
- Total inspections – 5,280
- Total construction valuation – \$295,909,034
- Building code plan reviews – 157
- Development review applications – 174
- Annual Development Update, Map and Report
- Continued upgrades/maintenance to GIS system
- Started process to update the Bicycle and Pedestrian Plan
- Worked with owner of 1004 Menomonie Street to preserve landmark property
- Coordinated with City Building Supervisor on exterior City Hall renovations
- Completed work to update the sign code to address the recent U.S. Supreme Court decision

Sustainability & Healthy Community Design

- Promoted Property Assessment Clean Energy leading to Eau Claire County passing legislation
- Served the Advisory Commission on Sustainability and assisted on their annual work plan
- Ran the inaugural Eau Claire Sustainability Awards program to recognize businesses and organizations
- Coordinated the City's Green Team's activities and City's annual sustainability report
- Completed Municipal Carbon Footprint for year 2015

Economic Development

- Provided staffing to Redevelopment Authority, Downtown Eau Claire, Inc. and four business improvement districts
- 14 Business Retention Calls
- 5 Responses to RFPs
- Responded to more than 45 inquiries for business or location assistance
- Issued two new loans through the Revolving Loan Fund (EDA)
- Coordinated Economic Development Week Events
- Assisted EDC in Fireball Run planning and execution
- Collaborated with Commonweal and EDC to obtain Industrial Vacancy Information
- Participated in 2 outreach events to Twin Cities
- Collaborated with EDC to create MakeEauClaire.com
- Participated in UWEC Food Truck Course

Downtown Eau Claire, Inc.

- Established a new "downtown guides" program. Volunteers assisting visitors on things to do and where to park. Trained 18 guides with the assistance of the Police Department and the WI Department of Tourism
- Raised \$40,000 in sponsorships to create a Downtown Enhancement Fund for innovative projects of downtown businesses that have been open for three years or more
- Jump-Start Downtown – Awarded a grand prize package of \$5,000 to Blue Ox Running, \$1,000 runner up prize to Sky Yoga and Innovative Idea prize to Dotters Books

Housing Division

- 4 new homeowners received rehabilitation loans to rehab their owner-occupied residential units, including the abatement of lead in 4 of those units

- 12 low/mod homeowners received HOME Weatherization Grants (4 – Eau Claire Housing Division & 8 – Western Dairyland)
- 1 single family home was purchased and will be rehabilitated for the Homeownership Program
- Family Promise of the Chippewa Valley received funding to replace flooring in the shelter
- Western Dairyland received HOME funding to purchase and rehabilitate a tri-plex for transitional housing
- Provided funding to the City of Eau Claire Finance Department for the alley improvement reimbursement program for low-moderate income homeowners
- Provided funding to the City/County Health Department to continue the Code Enforcement program
- HOME Tenant Based Rental Assistance (TBRA) provided rental assistance to 48 individuals/families

Public Services

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

- 91 persons facing domestic violence sought shelter and support services,
- 160 families received case management assistance to help care for their children,
- 1,042 persons sought emergency shelter as a result of homelessness,
- 556 received primary health care services from the Free Clinic,
- 840 persons received meals from the Community Table soup kitchen,
- 48 households received rental assistance with the Tenant Based Rental Assistance program,
- 654 Hmong households received tenant/landlord counseling and translation services,
- 93 Women and minorities received employment & business start-up services,

###

Initiatives and Accomplishments

Business Services

- Monthly analysis and maintenance of five (5) divisions budget accounts and capital improvement projects
- Reviewed Transit Federal and State Operating grants, billings and other reports
- Assisted with FTA TIGER grant application
- Processed grant reimbursements
- Analysis of payroll costs for special projects
- Assisted Risk Manager with Landfill accounts
- Monitored and tracked water/sewer, gas and electric utility charges for Community Services
- Administration of leases, agreements and MOUs
- Tracked fixed assets for Community Services

Parks, Forestry and Cemetery Division

Parks:

- Completed six pickle ball courts at McDonough Park
- Installed new playground equipment at lower Mt. Simon Park
- Completed Alum and herbicide treatments on Half Moon Lake
- Completed storage garage at Jeffers Park
- Installed score boards Jeffers Park
- Completed Miracle League Field Jeffers Park
- Stained fan deck at Carson Park Baseball Field
- Stained Farmers Market and Community Garden Pavilion
- Installed lights at Pinehurst Park Cross Country Ski Trails
- Constructed new dugouts at Fairfax Park
- Constructed two Owen Park monument signs
- Conducted aerial survey of urban deer herd
- Managed archery deer hunt at City Well Field
- Paved Lions Pavilion parking lot at Riverview Park
- Removed playground equipment at Carson Park
- Phoenix Park Bridge Lighted

Forestry:

- Participated in Saluting Branches at Veterans Cemetery in Spooner, Wisconsin
- Discovered Emerald Ash Borer and initiated DATCP protocol
- Hosted Wisconsin Urban Forestry Council meeting
- Cleared land at Waste Water Treatment Plant for disposal of Half Moon Lake sediment

Cemetery:

- Lead abatement project at Forest Hill Chapel

- Painted interior at Forest Hill Chapel
- Upgraded electrical at Forest Hill Chapel

Buildings and Grounds:

- Implemented the use of Lucity (asset management program) to track assets and establish a work order system
- Completed a comprehensive lighting change out at CMF and Building B

Recreation Division

Administrative:

- Managed summer recreation operations
- A Recreation Program Supervisor was hired with zero budget impact due to reallocation of funds
- Hosted WPRA Spring Workshop in collaboration with Altoona and Chippewa Falls. Over 75 professionals from Wisconsin attended
- CAPRA Renewal Self-Assessment narrative and digital evidence file updated
- Updated the digital lease files and spreadsheet to sort by expiration date and added position responsibility
- Implemented a key check out system for special events to create efficiencies for customers
- Received a Kwik Trip donation of \$1000 for specialized recreation equipment
- Submitted Mayo Health System Hometown Grant
- Purchased and implemented tablet POS systems at all concession and admission operations
- Implemented the Max Galaxy membership module at Fairfax Pool
- Established electronic distribution of employee pay statements
- Implemented new hire paperwork tracking spreadsheet on City intranet that improves communication between Human Resources and department supervisors
- Initiated assigning a full-time team member to the City Wellness Committee

Marketing Initiatives:

- Social media tweeting initiative implemented
- Promoted July is Parks and Recreation Month "Get Your Play On" theme
- Developed a new video highlighting recreation programs, facilities, and vision
- Submitted an application for the NRPA Gold Medal Award
- Participated in Silver Spring mustard day in August
- Leader Telegram 10th Day of Christmas ad and promotion for Fairfax Pool and City Passes implemented
- Advertising plan for new displays implemented at Hobbs Ice Center
- Attended UWEC job fair in September
- Promoted Kids to Parks Day
- Created page on Hobbs website for facility sponsorship information

Programming Review and Execution:

- New youth programs: disc golf instruction, baseball league, wrestling instruction, specialized recreation/adaptive art instruction, Saturday art workshops in the fall/winter
- New family programming: family open gym and swim
- Offered Create, Make & Skate one-day workshops on school's out days
- RCA offered at 5 additional sites

- Clearwater Winter Parade collaboration with DECI Let it Glow event
- Offered swimming lessons on Saturdays in the summer
- Offered Parents Night Out at Fairfax Pool and Hobbs Ice Center
- River City Adventures Modification to compliment ECASD summer school schedule

Fairfax Pool

- Fairfax projects completed included; LED Lighting, installation of shade features, and installation of slip resistant polyaspartic flooring in the bathhouse and concession stand, and addition construction initiated
- Working with IS, installed POS station security cameras in the concession stand
- Installed disc golf stations at Fairfax pool

Hobbs Ice Arena

- Worked with City Fleet to procure a new Zamboni
- Digital signage integrated with Max Galaxy creating staff time efficiency and additional revenue potential
- Hobbs projects included; parking lot LED lighting and lighted facility sign, parking lot resurfacing, O'Brien locker room door replacement
- Hobbs digital displays set up
- Purchased Kaivac cleaning machine and implemented deep cleaning schedule for facility bathrooms and locker rooms
- Working with IS, installed POS station security cameras in the concession stand
- Completed top-end rebuilds of both Hughes Rink refrigeration compressors
- Completed replacement of Hughes Rink oil separator element
- Installed ice resurfacer hot water fill timers in both resurfacer garages
- Installed flat screen & computer cabling in meeting room to create 2nd conference space
- Replaced over 700 light bulbs in the O'Brien rink including over ice lighting, locker rooms, bathrooms, and mezzanine
- Repainted facility walls, including all 3 sets of public locker rooms, hallways, and club room/bathrooms

Safety & Environmental:

- The City invested in an Excel Energy solar garden that will have direct energy cost benefits for Fairfax pool
- Trained 54 City staff on Red Cross First Aid, CPR, and AED module
- Certified all Lifeguards in new Red Cross Lifeguarding Program
- Reduced trip hazards at Fairfax Pool by grinding concrete and caulking spaces and cracks
- Fairfax lifeguard staffing plan updated to include new water features
- Go Bag hemorrhage control kit training and implementation at Fairfax Pool and Hobbs Ice Center
- Implemented Positive Behavior Interventions and Supports in River City Adventures program
- Developed a letter detailing group safety policies at Fairfax and delivered to daycares and groups
- Developed a written checklist of all lifeguard training skills

- Established written lifeguard zone assignment plan and training program

Streets & Fleet Division

Streets:

- Continued to work on expanding the Jeffers Road brush site. Work included stripping of top soil, installation of storm water structures and piping, grading and rebuilding of berms around the brush site. Total expansion approximately 3.5 acres.
- Removal of the two (2) Forest Street rail road bridges
- Completion of the site grading, base gravel and topsoil for the Pickle ball courts
- Graded and installed base gravel for Jeffers Park maintenance road
- Poured and finished concrete for Jeffers Park batting cages
- Disposal of approximately 11,000 cubic yards of contaminated soil for the Half Moon soil reclamation for the new causeway
- Worked with the City Traffic Engineer on epoxy street painting project. This included repainted eight (8) miles of center lines and traffic symbols with epoxy paint

Fleet:

- Purchased and outfitted seven new PD patrol cars
- Purchased and outfitted new animal control truck
- Purchased and outfitted 14 new vehicles and equipment for community services
- Added to the fleet through the CIP
 - Two additional PD units
 - New wood chipper for forestry operations
 - New service truck community services
- Rebuilt the Armored Rescue Vehicle (ARV) for the Police Department. Unit was donated to the Police Department, and was not operable at delivery and had to be repaired, repainted and special items fabricated to meet Police Department specifications.

Transit Division

- TIGER Grant application submitted for the Downtown Transfer Center Project
- Partnered with the L.E. Phillips Memorial Public Library for a Books on Bus program with over 60 books distributed each week
- Partnership with Festival Foods extended to new locations for the distribution of transit Bus Pass Vouchers
- Increased funding from Altoona by implementing route changes on Route 17 and Route 4 to serve the new development along River Prairie Road
- Prepared implementation for a new fare structure for 2018

Utilities Division

Water Treatment Plant:

- Finished upgrading all four manganese and iron removal filters with new media and filter underdrain systems.

- Finished construction of two new production wells and major improvements to one existing production well
- Finished SCADA upgrade project which included replacing communications equipment at all remote booster stations, towers and reservoirs
- Replaced motor starters with variable frequency drives at the Damon and Abbe booster stations
- Completed DNR Sanitary Survey of the treatment plant, well field, booster stations, towers and reservoirs
- Assisted chemists with lead and copper sampling using different well and high lift combinations
- Began the design phase of well 24, which will replace well 10
- Completed pilot testing for future phase II treatment plant upgrades
- Rehabilitated wells 8, 13 and 19

Water Distribution System:

- Completed DNR Sanitary Survey of the entire water distribution system, maintenance and record keeping

Wastewater Collection System:

- Rehabilitated and spray-lined 26 sanitary sewer manholes.
- Collaborated with Water Distribution employees to do plumbing work on the following projects:
 - Continued to upgrade drinking fountains with bottle fillers at City Hall, Carson Park, Boyd Park and the Library.
 - Plumbing repairs and upgrades at Hobbs Ice Center including a timed Zamboni fill station.
 - Installed a new kitchen area at Fire Station #8.
 - Upgraded the boiler room at Building A (1040 Forest St.)
 - Installed new washer, dryer and sink at Fire Station #5
 - Installed new cabinetry and plumbing at the City Hall break room
 - Repaired the new Parking Ramp drainage piping

Wastewater Treatment Plant:

- Upgraded transfer switch and installed access manhole at the Marston Lift Station
- Installed variable frequency drives at the Eau Claire Lift Station
- Removed and re-installed media on Bio-Rem system
- Conducted lead and copper testing per DNR requirements
- Rebuilt two flood pumps
- Performed a complete drain down, inspection and service of storage tank #5

Work Outputs, Measurements and Statistics

Business Services

- Applied for and awarded grants through WI DNR:
 - \$60,900 Half Moon Lake Alum Treatment
 - \$12,000 Wildlife Damage Control Canada Geese
 - \$90,000 Recreational Trail Maintenance Grant

- Researched 10 grant opportunities
- Requested change of scope on two DNR grants

Parks, Forestry and Cemetery Division

Parks:

- Maintained 386.5 acres of park land
- Maintained 30.24 miles of recreational trails
- Alum and herbicide treatments for Half Moon Lake
- Facilitated 107 special events
- Managed maintenance for 982 pavilion rentals
- Prepared (dragged & lined) 1,757 ball fields.
- Maintained 6.7 miles of ski trails
- Oiled over 500 goose eggs on Half Moon Lake and Chippewa River

Forestry:

- Planted 823 trees
- Removed 954 trees
- Pruned 1750 trees
- Injected 48 Ash trees

Cemetery:

- Forest Hill 86 burials
- Lakeview 124 burials
- Forest Hill lot sales: 30 lots & 4 columbaria niches
- Lakeview lot sales: 58 lots & 6 columbaria niches

Buildings & Grounds:

- Maintained 256,000 square feet of building space
- Maintained 499,000 square feet of parking ramp/lot space

Recreation Division

Administrative:

- Registered over 10,000 program participants (Instruction 5,525; Youth Leagues 903; Adult Leagues 1,472; plus drop-in programs)
- Online use for registrations at 82%
- 108 Special Events, 20 new events
- Fairfax rental reservations remain consistent at approximately 50 reservations
- Pavilion and shelter reservations totaled 1,129
- 310 City Passes sold in 2016/17
- 1,869 City Pass punches used, average usage is 55% of total punches sold

Marketing Initiatives:

- Twitter Followers: Parks and Recreation 86, Hobbs 235
- Facebook Likes: Parks and Recreation 4,310 - Fairfax 2,575 – Hobbs 1,676

- Prime Times revenue exceeded \$2550
- Maintained annual sponsorships with 25 existing facility sponsors at Hobbs
- Secured four new dasher board sponsors in O'Brien Rink at Hobbs

Programming Review and Execution:

- Provides Supervised Winter Outdoor Recreation for over 6,800 people
- Over 20,000 spectators attended the 6th annual Clearwater Winter Parade
- Volunteers Making a Difference – Recreation Programs 893
- 437 youth registered for River City Adventures
- 40 youth registered for Youth Baseball League

Facility Achievements:

Division Concessions Operations

- Concession revenue at Hobbs Ice Center was over \$85,000
- Concession revenue at Fairfax Pool was over \$62,700
- Carson and Soccer Park concessions revenue was \$91,800

Fairfax Pool

- Added one facility sponsor and maintained six existing facility sponsors
- Fairfax attendance was 59,611
- Season passes were sold online in December (online pass sales 33)
- 48 total rental reservations
- 75 season passes sold during holiday promotion

Hobbs Ice Center

- Renewed six facility sponsorship items
- Gained four new facility sponsorships
- Over 3,000 individual resurfaces completed
- Total rented hours 6,248.75 (Ice time 4,424.25 - Room Use 1,824.5)
- Hosted six dry floor events (two HWGA Sale, Community Services Spring Safety Training, Hebert Dental Patient Appreciation Party, Hops for Hockey)
- Hosted the following events: USA Hockey Girls Central District Tryouts in March (new, over 300 girls hockey players from 6 states), 7th Annual ECM Meltdown Thanksgiving Tournament (3 visiting teams), ECA Stars Holiday Tournament (new, 5 visiting teams), 3 ECYH Tournaments, and 3 FSC testing sessions and competitions
- 73 total HS/UWEC varsity level games
- Open skate attendance currently over 7,500 participants

Streets & Fleet Division

Streets:

Snow and Ice Control:

- Three (3) residential full plow operations
- 30 Ice control operations

- Applied approximately 2,200 tons of rock salt and 20,000 gallons of salt brine for ice control operation

Street Maintenance:

- Chip sealed and Slurry sealed 12 miles, or 215,267 square yards of chip seal and slurry seal of city streets
- 1,353 tons of hot mixed asphalt placed for street and utility repairs
- 295 tons of cold mixed asphalt placed for street repairs
- Crack filled approximately 42 miles of city streets requiring 20,000 pounds of fiber fill and 120,000 pounds of rubber fill
- Spray patched 27 miles of city streets
- Repainted eight (8) miles of epoxy street center lines
- Repainted three (3) miles of latex street center lines
- Painted 38 city-owned parking lots
- Painted 672 crosswalks
- Painted 378 cross blocks
- Produced and installed approximately 860 traffic control signs
- Patched 297 manholes
- Patch 425 Catch basins
- Rebuilt 107 Manholes
- Rebuilt 186 Catch basins
- Poured 151 cubic yards of concrete for sidewalks, curbs and gutter
 - 22 cubic yards for utility repairs
 - 71 cubic yards for structure repairs
 - 4.25 cubic yards for pavement repairs
 - 54 cubic yards for other divisions
- Hauled 68,287 cubic yards of materials.
 - 16,900 cubic yards of snow
 - 5,712 cubic yards of sand
 - 4,032 cubic yards of base gravel
 - 3,088 cubic yards of rubble
 - 3,656 cubic yards of fill
 - 12,333 cubic yards of street sweepings
 - 3,546 cubic yards of topsoil
 - 256 cubic yards of trash
 - 15,168 cubic yards of leaves
 - 3,587 cubic yards of miscellaneous
 - 72,232 miles driven hauling material

Street Sweeping:

- Approximately 14,933 miles of Street sweeping
- Approximately 12,761 cubic yards of debris swept up during street sweeping operations
 - 2,585 cubic yards for winter sand/salt
 - 1,571 cubic yards of summer sand
 - 8,026 cubic yards of leaves
 - 579 cubic yards of chip sealing chips
 - 164 total days of sweeping
 - Downtown area swept 12 times
 - Half-moon water shed swept 12 times
 - City completely swept 10.5 times

Ordinance Enforcement:

- Mowed 64 private lawns
- Cleared snow from 142 private sidewalks
- Cleaned up trash at 68 private properties

Fleet:

- The Stores has approximately 5,200 items stocked at a value of \$709,000.00
- Used 129,346 gallons of diesel fuel at a value of \$314,840.00
- Used 111,375 gallons of unleaded fuel at a value of \$265,659.00
- Completed 3,556 equipment and vehicle repair orders

Transit Division

- 48,130 revenue hours operated
- 700,795 revenue miles driven
- 6,900 monthly passes sold and 16,000 day passes sold
- 908,697 trips provided

Utilities Division**Water Treatment Plant**

- Pumped and treated 3.86 billion gallons of water
- Performed 18,615 tests for water quality assurance
- Drained and inspected Oakwood, Damon and Mt. Tom reservoirs
- Rebuilt high lift pump #1, including new isolation valves
- Drained and cleaned both settling basins
- Painted all interior piping inside Damon booster station
- Fabricated and installed pressure sensor panels in the Abbe and Minnesota booster stations

Water Distribution System:

- Repaired eight water main breaks
- Collected 197 water samples on utility construction projects for bacteriological testing

- Tested 2,764 meters for accuracy, and changed/set 2,871 water meters. We tested 86 compound meters in the field to certify accuracy
- Currently we have converted 74% of our metering system to radio read meters
- Flushed 3,673 fire hydrants in the distribution system
- Exercised 3,266 main line and hydrant valves in the distribution system
- Tested all 33 City owned RPZ backflow assemblies
- Completed 2,770 cross connection surveys with the purpose of identifying and correcting sources that could potentially contaminate the drinking water supply
- Marked 8,213 locates for water, sanitary and storm sewer

Wastewater Collection System:

- Repaired three sanitary sewer main collapses
- Repaired five storm sewer mains/outfalls
- Chemically treated 5,500 lineal feet of sanitary sewer for root intrusion
- Performed jetting and root-cutting on over 400 miles of sanitary sewer main
- Performed closed circuit television inspection of 22 miles of sanitary & storm sewers
- Located, televised and inspected the Chippewa River Interceptor (48"-54" pipe)
- Repaired 15 sanitary sewer manhole inverts

Wastewater Treatment Plant:

- Treated 2.51 billion gallons of wastewater
- Land applied 9.056 million gallons of bio solids
- Tested 1,418 samples from septage haulers
- Treated 3.8 million gallons of septage
- Methane burned in the boilers to heat the plant increased 49%
- Methane burned in the Kraft generators to provide electricity for the plant increased 39%
- Plant efficiency levels:
 - 98.8% BOD removal
 - 99.1% TSS removal
 - 97.4% Phosphorous removal
 - 99.7% Ammonia removal
 - 97.2% Hg removal

Laboratory:

- 840 water distribution bacteriological samples taken and tested
- 1,157 bacteriological samples taken and tested on raw water and other sources
- 248 Industrial Pretreatment BOD samples collected and analyzed
- 14 Industrial Pretreatment inspections conducted

Initiatives and Accomplishments

Transportation and Parking

Lighting, Traffic Signals, and Electrical Work

- Completed work to activate the ROAM network related to dimming of street lights.
- Completed electrical work at Putnam, Carson, and Pinehurst Parks.
- Installation of access points, pan tilt zoom, and fixed cameras at signalized intersections for Information Technology and Police Departments.
- Programmed and installed updated traffic signal controllers at multiple locations.

Municipal Parking

- Coordinated with custodial staff to maintain a high level of cleanliness and maintenance for the North Barstow Parking Ramp structure and equipment.
- Worked with local businesses to provide special event parking, which allows patrons to pay on entrance and exit freely during the busiest hours, thus eliminating exit delays.
- Contracted with consultants to complete a Needs Assessment Study of the Farwell/Gibson Parking Ramp in order to assess the future viability and lifespan of the structure.
- Followed the Parking Study plan to make the Schlegelmilch Municipal Lot free of charge – this encouraged more usage while offering a free option for daily parking.
- Added parking meters and new signage to the Seaver Street Parking Lot to help accommodate changing usage for local businesses.

Storm Water Utility

- Continued work on updating the Comprehensive Storm Water Plan.
- Completed updating of Storm Water Ordinances. 2017 milestones included legal review, open houses, public hearing, and adoption by City Council.
- Chaired the Rain to Rivers of Western Wisconsin Forum, formerly the Chippewa Valley Storm Water Forum, a group of 17 local jurisdictions working together with the DNR and UW Extension on urban storm water runoff issues and education in the lower Chippewa River and St. Croix River Valleys.
- Drafted by-laws to clarify mission and organization of the Rain to Rivers of Western Wisconsin forum.
- Worked with the Community Services Department and West Central Wisconsin Regional Planning Commission to update the flooding section of the Hazard Mitigation Plan.
- Participated in the Eau Claire River Watershed Management Plan Implementation Team.

Sewer Service Area Plan

- Participated in a work group organized by the West Central Wisconsin Regional Planning Commission to update the environmental policies in the Chippewa Falls/Eau Claire Urban Sewer Service Area Plan for 2025. Efforts included reviewing current policies, recommending changes to be consistent with state law and local jurisdiction practices, preparing materials for DNR review to support proposed changes, and preparing text to amend the current plan.

Design and Construction

- Construction of the Carson Park Causeway from West Grand Avenue into Carson Park was completed and opened to traffic in November 2017.
- A conceptual design of the Haymarket Plaza was substantially complete by December 2017.
- Design and construction of the Cannery District Trail, from Madison Street, west to the High Bridge, was completed in November 2017.
- Clairemont Avenue North Frontage Road from Craig Road to the west, and Craig Road from Clairemont Avenue to Oakridge Drive were completed in November 2017. Construction consisted of the replacement of underground utilities, concrete curb and gutter, concrete sidewalks, bituminous pavement, bituminous trail, and pavement marking. Construction was completed in time to accommodate the new Marshfield Clinic campus.
- Construction was completed on Short Street from the Chippewa River Bridge to STH 37 in June 2017. Construction consisted of storm sewer, bituminous pavement, bituminous multi-use trail, and pavement marking. This project was partially funded by the Wisconsin Department of Transportation (WisDOT), and design services were retained for design, bidding, and construction inspection.

Work Outputs, Measurements and Statistics

Transportation and Parking

Lighting, Traffic Signals, and Electrical Work

- Completed electrical inspection on City's Capital Improvement Projects.
- Maintained lighting along Graham Avenue during the Performing Arts Center Construction and the City's CIP work.
- Repaired lighting outages along Germania Street, Madison Street, Golf Road, and North Crossing.
- Rebuilt light bases and installed new light fixtures and poles on South Barstow and Thorpe Commons; moved light poles and lighting in Haymarket Landing area to allow construction related to the siphon.
- Completed survey of lighting systems for upcoming LED replacements.
- Rebuilt lighting bases at multiple locations related to knockdowns.
- Rewired Opticom equipment at intersection of Farwell and Main Streets.
- Completed inspections at all traffic-signalized intersections.
- Completed all electrical locates related to the City's whiteway lighting and signal equipment.

Municipal Parking

- Increased frequency of bank deposits from monthly or bi-weekly to weekly due to increased revenues and number of transactions.
- Provided daily assistance to local and visiting patrons of the downtown area and entire City of Eau Claire.
- Worked with Royal Credit Union, UWEC, JAMF Software, and Mayo Clinic Health on distributing and maintaining monthly parking access for their employees, totaling over 700 individuals.

Storm Water Utility

- Storm Water Municipal Separated Storm Water (MS4) Discharge Permit.
 - Chaired the Rain to Rivers of Western Wisconsin Forum, formerly the Chippewa Valley Storm Water Forum, a group of 17 local jurisdictions working together with the DNR and UW Extension on urban storm water runoff issues and education in the lower Chippewa River and St. Croix River Valleys.
 - Participated with the Rain to Rivers of Western Wisconsin Forum providing educational outreach through the Rain to Rivers – Wise Choices for Cleaner Waters, a campaign to present runoff water quality enhancement information. Rain to Rivers was involved in over 56 events in the Lower Chippewa River and St. Croix River Watersheds.
 - Implemented interactive signage at Carson Park Stadium that included prize giveaways at Eau Claire Express baseball games.
 - Implemented advertising clips shown in pre-movie scroll at local cinemas.
 - Issued three mini-grants to local non-profits for storm water runoff information and education opportunities.
 - Prepared grant submittal materials for matching funding to support new and ongoing educational outreach efforts.
- Participated in the Eau Claire River Watershed Management Plan Implementation Team.
- Provided technical expertise to advise parcel owners regarding on-site runoff issues.

Development Agreements and Drainage Review

- Ten new development agreements resulting in \$2.91 million of utility and street improvements financed by private developers.
- Administration and oversight of eighteen development agreements for public infrastructure constructing 2,900 feet of water main, 3,330 feet of sanitary sewer, 1,100 feet of storm sewer, and 3,200 feet of public streets.
- Reviewed one plan for sanitary sewer extensions within the City of Altoona for compliance with City of Eau Claire construction standards and impacts on the City of Eau Claire Wastewater Treatment Facility.
- Reviewed 58 site plans for impacts to public infrastructure and on-site grading and drainage.
- Prepared reports for eighteen preliminary plats and general development plans.

Design and Construction

- Local street and utility improvement program including public hearings, design, and construction (17 Alleys and 21 Street & Utility Projects).
- Exterior restoration of City Hall including stone masonry cleaning, tuckpointing, and roof repairs was substantially completed in November 2017.

###

Initiatives and Accomplishments

Annual Reports

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

Accounting

- Implemented changes to the general ledger for the new Health Department divisions, including setting up over 700 accounts.
- Implemented GASBS 75 Accounting and Financial Reporting for Postemployment Benefits Other Than Pensions.

Financial Operations

- Standardized lien balance request procedures.
- Increased focus on electronic inquiries and streamlined workflow to one central location.
- Evaluated and standardized existing statement and collections procedures.
- Researched and implemented online credit card payments for services without a bill.
- Evaluated existing Treasury controls.
- Increased focus on cross-training to increase depth of knowledge for Licensing, Utility Billing and Treasury.

Assessing

- We improved efficiency by upgrading the CAMA (Computer Assisted Mass Appraisal) software. With this new system, building permits will be electronically downloaded to our database from Inspection Services, and sales data will be electronically uploaded to the Wisconsin Department of Revenue from our assessment database. These efficiencies dramatically reduce the time that was spent manually keying this information.

Purchasing

- Revised Procurement Thresholds
- Processed (successfully) 66 Major Projects, along with other Departments including 9 RFPs.
- Facilitated a team and assisted with the approval and implementation of a joint project for a law enforcement software system.
- Continued to work with the Shared Services for Long-Term Cost Containment for Health Insurance.
- Successfully negotiated contract terms and the cost of services for various projects.

Work Outputs, Measurements and Statistics

Budgeting Process

- 2018 Operating Budget-General Fund \$ 72.2million, all operating funds \$126.5 million.
- 2018 – 2022 Capital Improvement Plan-2018 \$39 million, five-year plan \$174.6 million.

- Select changes were made to the 2017 Schedule of Fees & Licenses. The changes incorporated recommendations from City departments responsible for the administration of the fees.

Annual Reports

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

Accounting

- Received the Government Finance Officers Association *Certificate of Achievement for Excellence in Financial Reporting* for the 33rd consecutive year.
- Tested and implemented a new version of our payroll software.
- Completed the recruitment of one new employee for Accounting.

Financial Operations

- Implemented third-party printing for utility landlord notices.

2017 Bond and Note Issues

• Street Improvements Refunding (2007A)	\$2,085,000
• Storm Water Refunding (2007A)	1,240,000
• TID 8 Taxable Notes Refunding (2007A)	700,000
• 1997-2000 Refunding (2007B)	760,000
• Fire Station Refunding (2007B)	85,000
• Storm Water Refunding (2007B)	685,000
• TID 5 Taxable Notes Refunding (2007B)	345,000
• Water Projects Refunding (2007C)	915,000
• Street Projects	3,330,000
• Bridge Projects	3,445,000
• Fire Station, Trucks and Equipment	3,710,000
• Storm Water Projects	725,000
• Parks Projects	215,000
• TID 10 Taxable Notes	950,000
• TID 11 Taxable Notes	205,000
• Special Assessments	1,625,000
• City Hall	1,115,000

Loans

- The Finance Department currently monitors 17 outstanding loans from the Economic Development Fund, Revolving Loan Fund, Redevelopment Authority, BIDs, and CDBG.
- The City also participates in the Regional Business Fund loan program.

Assessing*2017 Assessment*

- The 2017 assessment was completed in June. There were 17 commercial and one residential property objections filed with the Board of Review. The Board sustained all 17 commercial assessments. The one residential objector did not appear, therefore the case was withdrawn

Assessment Litigation

- There were no cases settled in 2017

Purchasing

- Processed approximately 1,428 Purchase Orders
- Managed the procurement card program (204 cards)
- Updated processes and training
- The City continues to share the services of the Purchasing Manager with the County
- Promoted On-Line Vendor Registration/Bid Notification Services through the Onvia Demandstar website
- Managed the GovDeals auction site with 102 assets sold in 2017 for a total of \$65,152.07

###

Initiatives and Accomplishments

Administration

- With the assistance of City staff and City Council, the fire department selected a location and finalized design for a new fire station 10. Construction on the new station began in the fall of 2017 with an expected completion date mid-summer of 2018.
- Fire department administrative staff recommended and received approval for a new promotional process that includes additional testing and competency qualification requirements.

Emergency Medical Services (EMS)

- The fire department added a fourth frontline ambulance to its response capabilities through the use of a combination station platform. This combination station utilizes existing personnel at a station who cross-staff both an engine and an ambulance and respond with the necessary apparatus based upon the nature of the emergency. The fire department now has four frontline ambulances and three reserve ambulance for a total of seven ambulances serving the City of Eau Claire and surrounding communities that participate in our regional EMS system.
- New cardiac monitors and Automatic External Defibrillators were purchased after an evaluation process. The new machines are capable of using wireless technology to transmit patient data to the hospitals prior to ambulance arrival, thus allowing for more timely definitive care.

Operations

- Acquired a new water rescue boat that will better serve the community with greater carrying capacity to assist water rescue, dive rescue, law enforcement and other emergency-related efforts.
- Prepared purchasing specifications for new apparatus to be purchased over the next four years to include two fire engines and two ladder trucks.
- Continued dialogue with the police department on development of an active shooter plan that will allow both agencies to integrate operations to allow for safe, quick and effective removal of victims from an active shooter scene with minimal loss of life.
- Developed outline to train fire crews on the use of ballistic personal protective equipment.

Prevention

- Continued advancement in data collection of key information related to properties and inspections within the city. A system was implemented to calculate property loss and property preserved due to incident response. Data collection improvements were made in services provided such as plan reviews, fire investigations, systems inspections and environmental studies.
- Assisted the City's risk manager in updating the City Emergency Operations Plan.
- Worked collaboratively with other City and County departments and organizations using a systems approach for the identification of community-wide risk reduction and emergency preparedness.
- Continued outreach and education efforts through the school system to reach students on various community risk reduction topics.

Work Outputs, Measurements and Statistics

Administration

- Worked with City staff to appropriate the resources necessary for several CIP projects involving renovation, maintenance and construction of several fire stations within the city.
- Worked with numerous regional music festivals to provide emergency medical services throughout all phases of their events for approximately 15,000 attendees.
- Maintained a relationship of continuous communication with the labor group to discuss operational issues and successfully worked through several difficult concerns; continued to openly discuss challenges and issues as they occurred within the department; and temporarily filled a vacant fire inspector position to meet the service demands of the Fire Inspection Division.

Emergency Medical Services (EMS)

- Prepared specifications and received authorization from City Council to add a seventh ambulance to the department's fleet. The department received the ambulance in January 2018.
- In 2017, the Eau Claire Fire Department responded to 5,704 EMS calls within city limits; 1,803 calls outside city limits; 55 calls to provide paramedic intercepts to other EMS agencies; and 72 incidents for mutual aid requests and inter-facility transport requests from hospitals outside the city of Eau Claire.
- Medic 5 primarily serves the City's south side and responded to 2,073 calls in 2017 – the highest for the department. Medic 10, which serves the east and north, responded to 1,989 calls – the second highest volume. The addition of a fourth ambulance at station 6 on the south side will improve the response times for EMS incidents throughout the entire city and disperse the workload more evenly among the crews.

Operations

- Continued to maintain a modern and effective fleet of fire department apparatus, as members from the fire department and the City's fleet management division worked together diligently to maintain and repair apparatus as needed to keep all vehicles in a state of constant readiness.
- Responded to 144 fire related incidents. with 55 of those being building fires. The total estimated fire related loss within the city was approximately \$1.98 million.

Prevention

- Performed 74 investigations of fires, with 14 of these fires possibly being arson related; reviewed approximately 116 plans for new construction; and conducted educational outreach to approximately 6,500 students within the Eau Claire School District on topics including fire safety, EMS and water safety.
- Initiated and hosted a specialized fire investigation training class that brought fire investigators into Eau Claire from departments throughout the country.

###

Initiatives and Accomplishments

Administration

- Ranked 21st out of 72 counties for health outcomes and health factors in the annual County Health Rankings report.
- Completed application and site visit for national public health accreditation.
- Completed remodel of Environmental Health area to improve staff work spaces.
- Implemented the 2017-2021 Health Department Strategic Plan.
- Reorganized the department to better align with national standards and focus on program outcomes.
- For the third year in a row, a health department team participated in the Mayo Clinic Health System Dragon Boat Races.

Community Health

- The health department, along with the City of Eau Claire, NW Wisconsin Realtor's Association, and UWEC completed the team's Invest Health grant, a project funded by Robert Wood Johnson & Reinvestment fund in 2016. The team has developed a plan for several opportunities to link better health and community design and amenities in Historic Randall Park.
- The Healthier Wisconsin Partnership Program-funded project looking at health and the built environment was completed, including a thorough health impact assessment (HIA) of the Cannery District development. The HIA focused on housing, parks & trails, and street & sidewalk design, and is available here: <http://www.ci.eau-claire.wi.us/departments/health-impact-assessment>
- The Medical College of WI Healthy WI Partnership Program (HWPP) funded a Mental Health Grant for 5 years for Chippewa and Eau Claire counties to develop, implement and evaluate a proactive initiative aimed at supporting positive school-age mental health.
- A federal Partnership for Success grant was received for a second year to support efforts to reduce prescription drug use, increase proper storage/disposal, and prevent opioid addiction in Eau Claire.
- All middle and high schools administered the nationally developed Youth Risk Behavior Survey (YRBS) to collect data on youth risk behaviors. This is the first year we have administered the YRBS in Eau Claire County schools. For many years we used the PRIDE Questionnaire to collect the required core measure data. Our strong relationships and partnership with Eau Claire county schools made this a successful transition to using a new survey. The survey results will be analyzed and shared in the spring of 2018.

Public Health Emergency Preparedness

- The health department received a national Medical Reserve Corp Challenge Award that funded participation with the Eau Claire Area School District- Early Learning Program at Prairie Ridge to help them with accomplishing building and maintenance of the school's education garden. This allowed MRC members to get physical activity, while making an impact in the community.
- An Incident Management Team was formed within the health department and the team meets quarterly.
- The Public Health Emergency Preparedness (PHEP) Specialist and the County Emergency Manager coordinated a table top exercise with community partners to meet new Center for Medicaid requirements.

Environmental Health

- The health department worked with the City Attorney's Office and other community partners to finalize the proposed Eau Claire City Housing Ordinance updates.
- The updated Housing Code, Chapter 16.08, was passed by City Council in April of 2017.
- In order to address citizen feedback, we employed a contractor to design and implement an online rental registration portal.
- Work continued with DNR grant funds to identify human and agricultural sources of nitrate in personal well water.
- Outreach was provided to support free water testing for a local village with an exceedance of the lead action level.
- Worked with our Food Safety Program Advisory Committee to create a recognition program for restaurants displaying a culture of food safety.
- Partnered with City Parks and Recreation to monitor local deer tick population and its infection rate for Lyme disease in local urban parks.
- Facilitated *Pack it up, Pass it on* (University of Wisconsin Student Move Out Projects) to support community environmental health and safety.

Public Health Nursing and Nutrition

- AMPED Health Advocates, a youth advocacy and advisory group, was developed to assist with advising our adolescent health programming as well as build their health advocacy skills.
- Street Smarts was presented for the first time in Eau Claire County to a cohort of Eau Claire adolescents. A total of 119 youth received one of these 3 trainings on building resiliency.
- An HPV Awareness Campaign was completed in partnership with Augusta Area Schools and Prevea Family Practice Clinic including activities such as a booth at back to school night, a parade float and education to 9th grade health classes.
- Assisted Prairie Ridge and the Eau Claire Area School District Early Learning Center in developing their gardens, and provided nutrition education for over 100 people at the Harvest Event, introducing the garden to Head Start families.
- The Healthy Food Marketing Collaborative (Eau Claire, Chippewa and Dunn counties) served as a pilot site for the FNV (fruits and vegetable) initiative.
- The Healthy Food Marketing Collaborative worked closely with small convenience stores with the goal of increasing the healthy food availability in those neighborhoods. Five stores in the Chippewa Valley, all located in low-income census tracts, participated in the project. Coalition members met with store owners to complete healthy retail assessments and develop strategies to stock and sell more fruits and vegetables.
- Celebrated the Immunization Coalition completing its first year working together to increase Eau Claire community's immunization rates. Membership includes representatives from 11 different community agencies, including healthcare, school, pharmacy, HMO's, and university.
- The Healthcare Associated Infections (HAI) Coalition focused on reducing HAIs, multidrug resistant organisms, and other emerging infectious diseases in the Eau Claire and surrounding area. The HAI Coalition includes healthcare professionals from local hospitals, clinics, skilled nursing facilities, home healthcare, pharmacies, and education, as well as the health department.
- Met with the Infectious Disease Committee quarterly to update them on current communicable disease guidelines as well as to share information on trends in diseases and discuss diseases that are receiving media attention. Members include infection preventionists, infectious disease physicians, and lab personnel.

Work Outputs, Measurements and Statistics

Administration

- Worked regularly with UW-EC classes to complete projects, internships, and work experiences.
- Hosted a HealthCorps member through the Wisconsin Primary Health Care Association, an Americorps member working with the Alliance for Substance Abuse Prevention, three Area Health Education Center (AHEC) summer interns, multiple dietician interns, a Center for Disease Control (CDC) intern, and nursing and environmental health students, who have all worked to improve programs at the health department.
- Reached over 1400 likes on Facebook and over 600 followers on Twitter.
- Did 115 interviews with media sources, sent out 52 press releases, were quoted in or wrote 99 print articles, had 410 posts on Facebook, and did 11 outreach events.
- Reviewed and updated 232 health department related fees.

Community Health

- Eau Claire Healthy Communities Legislative Event and Celebration was held on April 27 with area elected officials and over 100 community members. Legislators discussed mental health issues and prevention opportunities.
- Alcohol compliance checks were completed in the community with strong educational efforts done with law enforcement. For the first time at both Country Jam and Eau Claires Festival compliance was 100% related to sales to minors.
- The More Kids Drug Free campaign was done in the fall with a social media challenge for youth posts and regular communication supporting kids to be drug free.
- The health department collaborated with city and county partners on the More than Meth forum and website that supports community education related to prevention and intervention for methamphetamine use.

Public Health Emergency Preparedness

- Followed up on 19 environmental and 29 communicable disease public health emergencies.
- Conducted six exercises with community partners to prepare for emergencies.
- Six meetings of the Public Health Emergency Preparedness Committee for Eau Claire were held to plan for and respond to public health emergencies.

Environmental Health

- Conducted licensing and inspections of temporary food facilities at all the major festivals and events in the city and county.
- Completed 893 inspections at restaurants and 256 inspections at retail food stores for health and safety of food served and sold.
- Tested 2,014 samples of food in the public health lab for potential contaminants.
- Performed 3,199 analyses of drinking water to ensure that our community's water is safe.
- Coordinated and administered a radon awareness marketing campaign that included providing low-cost test kits to residents with 416 radon tests completed.
- Tested recreational water once weekly for bacteria and blue-green algae at 9 different beaches to ensure public safety. Conducted 292 inspections/consultations at these area beaches.

- Conducted City of Eau Claire hoarding cases and dangerous living situation investigations in cooperation with law enforcement, human services and housing agencies. 24 residences were placarded as unsafe.
- Supported safer and healthier housing in Eau Claire through 1,353 phone consultations and 813 inspections related to housing.
- Followed up on 156 animal bites to assure protection from rabies.

Public Health Nursing and Nutrition

- 1,099 people were trained in QPR, including 542 adolescents. Question, Persuade and Respond is a suicide prevention strategy.
- A group of 36 students of the Youth Leadership Eau Claire participated in a training administered by the Health Department focusing on the social determinants of health.
- Reportable communicable diseases increased by 22 percent in Eau Claire County. They went from 935 cases reported in 2016 to 1137 cases reported in 2017. The health department follows-up on reportable diseases to help decrease the spread of illness and keep our community healthy.
- 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 558 STI tests to individuals who may not have otherwise been tested.
- Three Public Health Nurses attended breastfeeding training and are now Certified Lactation Specialists.
- Nurses visited 63 Nurse-Family Partnership families to support healthy pregnancy and early childhood for first time parents. They made 722 visits to these families. An additional 821 visits were made to 367 pregnant women and young families to support health outcomes.
- Successfully implemented the Fit Families program with 60 WIC families to improve their physical activity.
- In partnership with the Eau Claire Area School District, public health dietitians provided nutrition screening and education to care providers for over 120 low-income children enrolled in the Head Start program.
- Served 2,727 mothers, infants and children in the Women, Infant, and Children's (WIC) program to support healthy pregnancy and early childhood growth and development.
- WIC Breastfeeding Peer Counselor assisted 326 women participating in the WIC program to initiate and continue breastfeeding.
- Veggin' Out team (comprised of 7 UW-Stout Dietetic students) provided food sampling opportunities to visitors of the Phoenix Park and Festival Foods farmers' markets. The team had over 2,800 contacts with community members, educating on choosing and storing fresh produce.
- Received a grant from Share Our Strength to bring Cooking Matters Store Tours to 73 low-income families.
- Gave 1,523 immunizations to assure protection against a wide variety of communicable diseases.
- Gave 664 influenza vaccinations at 5 community Flu Clinics across the county.
- Screened 559 clients for sexually transmitted infections.
- Administered 214 pregnancy tests to assure that women have access to planned pregnancy.
- Provided 6,011 vision and hearing screenings in county schools.
- The Wisconsin Well Woman Program (WWWP) screened 32 clients to assure access to breast and cervical cancer screening. There was also continued focus on participant outreach. Some

activities included providing public education at the two-day Eau Claire County Farm show, an evening at the Empower Me Cancer Prevention Health Fair and program advertising in several local county papers.

- Adolescent immunization clinics were held at 7 middle schools in Eau Claire County in October. A total of 816 immunizations were given, including Tdap, meningococcal and influenza vaccines.
- Regional HIV Partner Service providers followed up on 17 cases in our 14 county jurisdiction. We partnered with ARCW to increase HIV awareness during multiple events throughout the year, including for National HIV Awareness Day and World AIDS Day.
- The Family Planning Clinic served 636 men and women by providing services during more than 1000 clinic visits. The clinic protects and promotes reproductive health for men and women through services including family planning education and methods, sexually transmitted infection (STI) testing and treatment, and reproductive cancer screening.
- In April, the Eau Claire BRAIN Team held its 14th annual conference titled "Overcoming Trauma: Interactions/Relationships/Resiliency Strategies for the Journey". Over 200 participants received information and strategies to assist them as they serve those with mental health challenges in our community.

###

Initiatives and Accomplishments

Human Resources

- Completed software upgrade of High Line payroll system to NextGen and went live in December, 2017
- Established a dental insurance program offering for all City employees
- Organized health promotion programs and events
- Developed draft of a potential Pay for Performance program
- Developed draft of a Diversity Best Practices Report
- Onboarding and recruitments videos were recorded and implemented
- Rolled out Group Health Destination Medicine program to all employees and retirees
- Recreation Temporary Pay Plan wage adjustments approved through budget process
- Implemented diversity internal input group and identified additional recruitment resources to attract more diverse job applicants
- Implemented CVTC-facilitated diversity training for supervisors (held two of a four-part series in 2017)
- Formed a Joint Worksite Wellness Committee with the Health Department and Eau Claire County
- Completed City Hall Fitness Room and policies for use
- Two HR staff members achieved SHRM-CP certification
- Submitted continuation application for the Eau Claire Chamber Workplace Wellness Award – achieved Gold Level, which we have maintained since 2010
- Celebrated 10-year anniversary of boot camp and yoga classes

Risk Management

- Wisconsin Municipal Mutual Insurance Company(WMMIC)Board Meetings
- Transit Mutual Insurance Board Meeting
- Attended PRIMA National Conference
- Managed siphon pipe recovery process (\$600,000+)
- Conducted ergonomics training for the Fire Department
- Emergency Preparedness- RAVE mass notification process
- Participated in Healthcare tabletop exercise
- Met with Mayo Occupational Physicians
- Supervisor PIP training
- Worked with University, Mayo and Police Department on load bearing vest study
- Began updating Physical Demand Worksheets for Community Services Department
- Back up Emergency Management
- Playground inspections
- Participated in ECL County Worker's Compensation review

- Created brochure for Drug & Alcohol Testing program
- Critical Incident Management Training
- On Committee for Architects on City Hall remodel
- Renewed 2017 insurance policies for Auto Liability, General Liability, Errors and Omissions, Excess Work Comp, Cyber Liability, Boiler and Machinery, Crime, and Transit Liability
- Random Drug & Alcohol Testing
- Special Events Committee
- Safety Training
- Police in-service training on blood borne and mask fit test
- Fire Department training on blood borne, hearing protection, hand and power tools, ladder safety, fall protection, seasonal orientation, cold Stress, fire extinguisher safety
- Forklift/scissor recertification for all Parks, Street, and Utility employees
- Load securement training
- Safety committees including Joint Safety
- WI Safety Conference

Work Outputs, Measurements and Statistics

Human Resources

- Disbursed a total of 615 1095-C forms and filed 1094-C forms electronically with the IRS for 2016
- 120 employees signed up for dental insurance program offering
- Processed 2,905 employment applications
- Processed 620 Personnel Action Forms
- Filled 68 regular full-time and part-time positions
- Recruited and staffed two division head positions
- Conducted quarterly supervisor trainings – 71 attended
- Conducted MLK Day training on 1/16/17 - 229 attended
- Sponsored 12 wellness activities

Risk Management

- Claims & Litigation Management
 - Managed 374 new events

###

Initiatives and Accomplishments

General

- Hired Zimmerman Architectural Studios to conduct a thorough assessment of the current library facilities and a space needs assessment to “Reimagine Your Library” and create a vision for a 21st century public library.
- Hired a new Assistant Director, Kimberly Hennings.
- Hired a new Circulation Manager, Paula Stanton.
- Formalized a staff Dabble Box Team to develop and grow the library’s new makerspace.
- Offered an in-service training for all staff during Martin Luther King Jr. Day, focused on diversity and excellent customer service.
- Conducted a Classification and Compensation Study to align with other City of Eau Claire departments, performed by McGrath Human Resources Group.
- Created more seating spaces on the second floor for reading and study.
- Hired Odd Brand Design to create new branding graphics to use with library tagline – So Much More...
- Evaluated library service hours based on traffic patterns and library surveys.

Technology

- Added Hmong and Spanish translation options to library website.
- Weeded the book collection using data generated by CollectionHQ, a computerized, evidence based reporting tool.
- Provided digital services for the following community partners:
 - Genealogy Research Society of Eau Claire
 - Chippewa Valley Museum
 - After Dark
 - Barron County Historical Society

Programming and Collections

- Launched a One Book, One Community reading program featuring the bestselling book, *Evicted*, and partnered with UWEC and other community partners to host topic-related events.
- Partnered with the Children’s Museum of Eau Claire, Chippewa Valley Museum, and the Paul Bunyan Logging Camp Museum to host “Hogwarts After Dark,” a literary event designed to attract millennials and introduce them to local cultural offerings.
- Partnered with Chippewa Valley Technical College and Eau Claire Area School District to offer 3D printing and coding instructional classes in the Dabble Box.
- Increased Do-It-Yourself classes to create opportunities for people to learn, create and share.
- Offered regularly scheduled open lab times for all ages to discover and experiment in the Dabble Box.
- Hosted Dabble Day, a maker-centric community day designed for all ages to learn more about the maker movement in Eau Claire.
- Added monthly adult passive programs to engage customers and highlight our collections.
- Added new circulating collections including: Too Good to Miss adult book collection, bike locks, and GoPro cameras.
- Added digital books, audiobooks, and movies from Hoopla and magazines through Flipster.
- Increased outreach to school-age children and their families.

Work Outputs, Measurements and Statistics

General

- Welcomed 419,599 visitors to an educational and recreational destination for people of all ages and backgrounds.
- Circulated 806,086 items to customers including books, audiobooks, DVDs, equipment, and music CDs.
- Circulated 83,137 e-books and e-audiobooks and songs through Overdrive, Freeding and Freegal online services, a 9% increase over last year.
- Added approximately 13,600 new items to the MORE consortium database.
- Answered 78,039 questions from the simple to the complex on topics such as health and wellness, technology, local history, job searching, personal hobbies, and government.
- Issued 3,998 new library cards.

Technology

- Served approximately 670,500 website visitors, with the most popular sections being Eau Claire History/Genealogy and Downloadable Media.
- Logged over 11,100 social media interactions.
- Created over 137,000 obituary records with more than 5,500 tombstone images recorded by the Genealogical Research Society of Eau Claire alongside other Chippewa Valley historical records which can be accessed online by our customers.
- As part of the replacement schedule, purchased, configured, and installed 17 PCs and the public server, which runs the workstation reservation and management systems and filtering services.
- Upgraded/replaced the three existing security camera servers, consolidating into one physical server.
- Upgraded/replaced all of the 23 wireless access points throughout the building, increasing available bandwidth for improved performance and speed.
- Over 400 customers utilized our online learning courses (lynda.com) with over 850 hours of videos viewed.

Services

- Hosted 283 programs on topics such as history, gardening, social justice, genealogy, writing, literature, technology, engineering, science, art, and poetry. More than 5,590 community members attended one or more of the programs.
- Offered 483 programs for children and teens with an attendance of 22,212.
- Enrolled 2,692 children, teens and adult in the Summer Library Program.
- Offered 51 drop-in activities for all ages with 6,383 participants.
- Offered ARTmobile once a month through a partnership with Eau Claire Regional Arts Center.

Home Delivery

- Delivered 10,641 items to customers confined at home or in a healthcare facility. Involving 35 volunteers to deliver the materials and six volunteers to pick out the material.

Holds and Resource Sharing

- Provided 86,387 interlibrary loan items to other libraries and received 89,488 interlibrary loan items from other libraries.

Initiatives and Accomplishments

Administrative Services Division

- Chamber of Commerce Public Employee of the Year awarded to Chief Gerald Staniszewski.
- Changed our crime reporting method to the National Incident Based Reporting System (NIBRS) to help get a better understanding of local crime trends. This will help with developing more effective crime prevention strategies in the future.
- Implemented a new Records Management System (RMS), Spillman Technologies, which went live on May 1, 2017.
- Expanded our Less Lethal force options program. Began implementation of equipping all patrol vehicles with less lethal bean bag shot guns and officers with their own assigned Taser.
- Completed a full audit of our property and evidence room.

Communications Center

- Recruited and hired a new Emergency Communications Center Manager.
- Engineering study started for the new communications tower to improve coverage to the northwest side of the city and county in 2018.
- Engineering completed for the redundant connections between the Communications Center, Mt. Tom and Fall Creek. This will insure communication between the towers in the event of inoperable fiber connections.
- Installed and implemented the new Computer Aided Dispatch software to better manage the daily operations of public safety personnel.

Investigations and Professional Standards Division

Investigations Bureau:

- Completed a bureau re-structuring, which included expansions of the School Resource Officer program, the Chippewa Valley Regional Computer Forensic Laboratory, and implemented a system for investigative assignments based on the City's neighborhoods.
- Sponsored the second year of the Eau Claire Police Department Junior Police Academy (JPA). The JPA enriches our agency's connections with youth and motivates children to become responsible citizens. The JPA served more than 50 children and was commemorated with graduation ceremonies attended by over 200 people.
- One major case investigation resolved a criminal conspiracy of twelve people responsible for three armed robberies, twenty-one commercial burglaries, three arsons, numerous residential burglaries, vehicle entries, multiple juvenile sex assaults, and child pornography.

Professional Standards Bureau:

- Completed a bureau re-structuring which expanded the bureau's role in insuring public integrity, hiring employees, and coordinating community outreach efforts. The expanded role also includes functions such as crime data analysis, court services, and employee wellness.
- Implemented a new quality assurance processes for complying with department policy, delivering quality police services, and improving accountability for equipment.
- Expanded community outreach efforts to include two Public Information Officers and the use of multiple social media platforms. The expanded community outreach efforts create greater opportunity to interact with citizens and secure our community's trust.
- Provided new wellness programming for every member of the department. The programming contained information and resources pertaining to physical health, emotional well-being, and financial security. Every aspect of the wellness initiative specifically related to the unique challenges of insuring a safe community.

Patrol Division**Division Wide:**

- Incorporated a new 10.5 hour Patrol Shift schedule which started in January 2017.
- Prioritized a new proactive policing strategy that ensures each officer spends at least 91 hours working on crime and quality of life projects in their assigned neighborhood.
- Added a second K9 unit to assist with patrol coverage and community outreach opportunities.

North District:

- Started a new neighborhood project at the Academy, 550 N. Dewey Street, which is a residential treatment facility for youth and adolescents. The program has given troubled youth an opportunity to have a positive interaction with police. The staff at the facility reported fewer incidents of violent behavior and a positive change in the demeanor of the youth since this program started.
- Increased focus on pedestrian safety in the downtown area. There were multiple directed patrol deployments designed to increase awareness of and compliance at pedestrian crosswalks.

West District:

- Increased focus on alcohol related crime and disorder in the Randall Park Neighborhood prompted a renewed collaborative effort with the UWEC Dean of Students Office.
- A new program was developed to reduce the challenges associated with excessive and abandoned curb side garbage in the Randall Park Neighborhood.

South District:

- Partnered with JONAH to start a community conversation with the City's Hispanic population over concerns of immigration enforcement laws.
- Created a hotel/motel employee educational program to create awareness about human trafficking and teach them how they can help law enforcement.

Work Outputs, Measurements and Statistics

28,227 calls for service. A 9-year high.
2,172 Part 1 Crimes reported in the City of Eau Claire. An 11 year high and a 10% increase from 2016.
1,497 criminal investigations assigned to the Investigations Bureau resulting in 95.2% clearance rate.
2,096 felony charges referred to the District Attorney's Office.
614 ECASD related investigations.
104,987 phone calls received in the Communications Center.
2,341 traffic crashes investigated.
312 OWI arrests.
260 community outreach events attended.
45 neighborhood association meetings attended.
1,948 records requests fulfilled.
44 guns removed from the street.
Over 60 pounds of illegal drugs removed from the street.
22,000 Facebook followers and 9,750 Twitter followers.
37 background investigations resulting in 19 new employees hired.

###