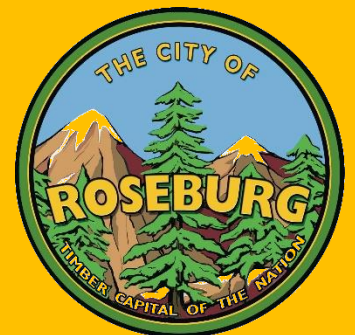




# 2021 Year-End Report

City Administration and Departments



**CITY OF ROSEBURG  
MEMORANDUM**

**DATE: DECEMBER 17, 2021**

**TO: MAYOR LARRY RICH**

**FROM: CITY MANAGER NIKKI MESSENGER**

**SUBJECT 2021 ANNUAL REPORT**

**ADMINISTRATION**

The administration works with all departments to support direct services to residents, provide primary support to the City Council and City employees, accomplish the tasks outlined in the Council's goals and create a safe, healthy work environment. Administrative staff is committed to ensuring a safe working environment and adequate, reliable staff, and to provide policies, procedures, financial management and resource management to guarantee compliance with ordinances and laws relating to City operations. City Manager Nikki Messenger, Assistant City Manager/City Recorder Amy Sowa, Human Resources Director John VanWinkle, Communications Specialist Suzanne Hurt, and Management Assistants Koree Tate and Autumn David work closely together on these activities. Suzanne Hurt joined the team in May to provide communication support to all departments and improve communication and engagement with residents.

Due to the COVID-19 pandemic and the State of Emergency Declaration by the Governor, the City Council approved declaring a State of Emergency for the City of Roseburg in preparation of potential emergency measures the City may need to take, and to ensure the City was eligible for any COVID related funding from the State or Federal Government. The State of Emergency was first enacted on March 23, 2020 and was extended several times continuing through December 31, 2021. The City continues to maintain a number of safety measures to keep both staff and the public safe including work-from-home options for staff, virtual meetings, restricting public access beyond the front reception areas, requiring anyone entering City Hall or the Public Safety Center to wear masks, social distancing work areas when possible and requiring all staff to wear masks while at work. As rules change, staff will continue to evaluate how best to safely operate and serve the public.

**Assistant City Manager/City Recorder**

As always, the office of the City Recorder stayed busy and engaged throughout 2021. Changes to the City Council included the resignation of City Councilor Sheila Cox in May of 2021, leaving her position vacant. Shelley Briggs Loosley, an active member of the community, was appointed to fill Sheila's seat taking office on June 14, 2021. The Council has continued to meet virtually and added a component to allow the public to provide input using the virtual platform.

The newly formed Homeless Commission started meeting in January of 2021 to address the Council goal to "Explore Strategies to address issues related to homeless individuals

within the community". In April of 2021, the City was included in a rebalancing bill which allocated \$1.5M to Roseburg to establish a Navigation Center/Shelter on or before July 1, 2022. Since that time, staff and commission members have been actively pursuing potential properties and an organization to operate the shelter. A Request for Proposals (RFP) was sent out in late July for an operator, but no proposals were received. Outreach continues for an organization qualified and willing to take on this important role for this project.

Our office continued to work with all departments on records management, utilizing best practices with Laserfiche, including workflow and retention features. Staff is working to expand this workflow for different internal processes throughout the City. A Disaster Recovery Plan for Records is being drafted and will be included as the City moves forward with emergency planning.

As a result of the continued compliance work accomplished by the Community Development Department, the City Recorder's office filed liens on 7 properties, 6 of which were registered as derelict properties. Five nuisance/derelict building liens previously filed were satisfied, and two properties were bought by the City through the foreclosure process. Two of the properties foreclosed in January of 2020 were deeded to the City following a one-year redemption period and were then sold to private developers, recouping the City's expenses. Both sold properties have been improved and put back on the housing market.

By utilizing our two online surplus sites (PublicSurplus and GovDeals) the City sold 2 vehicles and assorted office equipment and supplies bringing in a total of \$4,576.10.

In routine, day-to-day operations, Administration issued 232 business registrations, 8 vehicle for hire permits, 1 social gaming license, 9 marijuana operator licenses, 124 marijuana dispenser permits, 15 new OLCC license approvals with 106 annual renewals, and 85 event permits. We archived over 2500 public records requests processed by all City departments and converted permanent documents to two rolls of microfilm to store at the State Archive Division. Franchise term renewal notices were sent to 12 telecommunications companies.

## **Human Resources**

2021 was an active year in Human Resources and Risk Management, with a number of employee transitions. 12 individuals went through the recruiting and screening process to become new City employees. Additionally, 2 part-time seasonal employees were hired, 6 employees were promoted or transferred, and 17 employees transitioned out of employment with the City. With cooperation from all departments, we continue to work diligently on succession planning and hiring timelines to bring in new talent to replace those moving on. COVID-19 has impacted the hiring process to some extent, with a mixture of remote and distanced in-person interview processes.

Last year, City's website was expanded to include an HR Department webpage comprised of employee benefit information, personnel policies, bargaining agreements, employment opportunities and more. In addition, an option to subscribe to receive email

notifications for new employment opportunities was added. The HR webpage continues to be expanded and updated to provide the latest information.

On the Labor side, the collective bargaining agreement with the International Association of Firefighters union is currently being negotiated, and the Roseburg Police Employees Association contract is scheduled to open early in 2022.

The City received its 20<sup>th</sup> annual Safety Award from the League of Oregon Cities, presented at the League's annual conference. This year, the City earned the Silver Award, with one lost time incident. Safety training for employees during 2021 has continued to focus largely on risks and hazard control related to COVID-19. The HR Department spent significant time concentrating on the COVID-19 pandemic, interpreting rapidly changing state and federal laws and guidance, and creating policy to ensure compliance.

With the COVID-19 pandemic, our Wellness Committee's efforts stayed focused toward supporting departments in keeping employees and customers safe and healthy.

### **Communications**

The City's new communications specialist has built strong community engagement and boosted the City's image and reputation by producing accurate, transparent, engaging press releases, newsletter content, media relations, website updates & social media posts. In May 2021, we began working closely with KMTR-CW on weekly tapings focused on City news and now do two tapings each week. Monday tapings rotate between department heads, while Tuesday tapings feature the mayor and city manager. Most scripts are written by the communications specialist and have included special holiday messages.

The communications specialist has helped build a stronger community by informing and engaging residents about City accomplishments, decisions, activities and programs with professional press releases, web posts and graphics. A total of 105 press releases were posted for the City by Dec. 7, 2021, with all but 13 in the last seven months – compared with 47 press releases for all of 2020. The communications specialist assists the Roseburg Police and Fire departments with press releases, copy editing, social media and media strategy.

The City's presence on social media increased in 2021 with high-quality posts and a relevant, timely and dependable presence. On Facebook, we had 936 posts in the year preceding Dec. 3, 2021, and our posts are reaching tens of thousands and sometimes hundreds of thousands of people each month, such as in September, when our FB posts reached more than 241,000 people. We're steadily gaining followers: On FB we had 3,964 as of Dec. 7. On Nextdoor, we've gained 337 members in the last year. On Twitter, which was largely abandoned, we had at least 510 posts and gained 54 followers.

The City Connection e-newsletter has gotten solid content, photo and layout improvements to boost subscriptions and open rates/reading. As of early December, we

have 768 subscribers. Staff launched the City's first photo contest in October to boost subscriptions and newsletter open rates.

The communications specialist also has worked closely with IT to improve the City website's user friendliness and look, which boosts community engagement. Key website improvements have made important items easier to find.

## **COMMUNITY DEVELOPMENT**

### **Planning (Short Range)**

- Site Review/Building Permit Applications.  
Approximately 324 total Site Review applications were processed within the CDD, during 2021.

Approximately **254** total Building Permits were processed within the Building Dept. as of the end of November.

#### *Commercial:*

**146** Building Permits were issued for commercial development with an overall commercial value of **\$43,880,290** as of the end of November.

New substantial commercial development included completion of an 8,000 square foot commercial building on the corner of W Harvard Avenue and SW Bellows Street. This building is now home to Mountain Mike's Pizza and Cascade Coffee House.

In addition, completion of the third phase of the Gecko RV & Boat Storage facility, which includes new multi-unit storage buildings on the corner of Hwy 138 and NE Pomona Street was finished.

Projects currently under construction include:

- A new 31,000 square foot medical facility used to expand Aviva Health's existing facility on Kenneth Ford Drive north of Costco.
- Expansion of Cascade Community Credit Union on W Harvard Avenue, which includes construction of a new bus pull out alongside Harvard Avenue for public transit.
- Reconstruction of Douglas Electric Cooperative's headquarters building.
- Grocery Outlet's new location in the former JC Penney's at the Garden Valley Shopping Center.
- Construction of a new First Interstate Bank at the Hanna Heritage Place north of the Hampton Inn and Suites.

#### *Residential:*

108 Building Permits were issued for residential development with an overall residential value of \$9,829,376 as of the end of November, 30 of these were new single family dwellings and 76 were additions or alterations.

Significant multi-family dwelling projects completed this year include Deer Creek Village apartments, which consists of 68-units of affordable housing geared toward serving the veteran population. This facility is located within the boundaries of the Urban Renewal District and was able to partner with the City and RUSA to qualify for the SDC buydown program in which \$314,367.52 of SDC fees were deferred by the Urban Renewal Agency.

Oak Springs apartments located on NE Pomona Street was also completed this year. Oak Springs consists of 89 two bedroom units of market rate housing. This facility is also located within the boundaries of the Urban Renewal District and was able to partner with the City and RUSA to qualify for the SDC buydown program in which \$409,968.39 of SDC fees were deferred and will be paid by the Urban Renewal Agency.

Currently, under construction across the street from Sunshine Park is the Sunshine Apartment complex. This project consists of 144-units of affordable housing.

Also under construction is the Ash Springs apartment complex, which is directly south of Oak Springs apartments. Ash Springs will consist of 105-units of market rate housing. The developer was able to utilize the SDC buydown program in which \$525,000 of SDC fees were deferred by the Urban Renewal Agency.

Other significant residential projects include the west side of town near Lookingglass Rd. where a 14-unit townhouse subdivision is currently under construction on the south side of W Rosemary Avenue and grading work should begin shortly for a 40-unit townhouse subdivision on the north side of W Rosemary Avenue.

- Land Use Applications. 39 Land Use Applications were processed by the CDD as of the end of November. The breakdown is as follows:

- Appeal – 1
- Boundary Line Adjustments – 12
- Conditional Use Permits – 6
- Partitions – 2
- Subdivision – 1
- Temporary Use Permits – 2
- Code Text Amendments – 2
- Variances – 5
- Zone Change – 3
- HRRC Review – 3
- ROW Vacations - 2

- Pre-Application Conferences. The Department conducted 53 pre-application conferences in 2021.

## Planning (Long Range)

- Code Text Amendments. In May, City Council adopted amendments revising the Land Use and Development Regulations concerning mobility standards involving traffic impact studies.

In June, Council adopted text amendments involving new middle housing code provisions concerning accessory dwelling units and duplexes as part of the implementation of House Bill 2001.

- Urban Growth Boundary (UGB) Swap. For over two years the City has been slowly working on a UGB swap proposal, in which the boundary of the UGB would be relocated to the Charter Oaks area. A change to the boundary would provide more suitable property for residential development. Two neighborhood meetings were conducted in 2019 to provide general information about the possibility of the project. In November of 2020, a traffic engineer was hired by the City to complete a Traffic Impact Study (TIS) to determine how a possible UGB swap may affect traffic within the area. This study was completed in the spring of 2021. In order to complete the application, the City applied for and was awarded assistance through the RARE AmeriCorps program. RARE participant Kate Bentz began work on the UGB swap project at the beginning of September 2021. It is anticipated that an application for the swap will be completed in the winter of 2021 and subsequent public hearings will be held thereafter.
- Downtown & Laurelwood Parking Assessment. Staff, with assistance from Rick Williams Consulting, created a Downtown Parking Assessment. This assessment was presented to Council for approval in March of 2021. Since that time, an RFP process has been completed in order to identify a parking enforcement vendor. Contract negotiations have occurred with ACE Parking and were presented to Council in December.
- Bike Routes Plan (TGM Grant). In September of 2020, the City was awarded a Transportation Growth Management (TGM) grant through ODOT and DLCD enabling the City to establish a new Bikes Route Plan. The City is currently working with consultant, Parametrix, to implement a designated route system throughout the community.
- FEMA National Flood Insurance Program & Community Rating System Update – 2021 Re-Certification Results. FEMA administers the National Flood Insurance Program (NFIP). The NFIP offers reasonably priced flood insurance to all properties in communities which comply with minimum standards for floodplain management. The NFIP's Community Rating System credits community efforts beyond those minimum standards by reducing flood insurance premiums for the community's property owners. FEMA requires each community to go through an annual recertification process to remain

eligible for the program. We obtained our annual recertification approval at the beginning of November.

## Economic Development

- Community Development Block Grant (CDBG) CCD - Regional Business Education Project. In 2019, the City received a \$100,000 CDBG grant in conjunction with CCD Business Development Corporation to provide business classes to low or moderate-income entrepreneurs and microenterprise owners. A series of classes were to be held, right at the same time COVID-19 struck. Since that time, rather than provide the classes, CCD has transitioned to sponsoring individuals to take business courses through UCC. The City closed out this grant in August of 2021.
- Community Development Block Grant (CDBG) CCD – COVID-19 Emergency Small Business & Microenterprise Assistance #1. \$150,000 was awarded to the City of Roseburg in order to assist small businesses affected by COVID-19. The City partnered with CCD to distribute the funding. The City closed out this grant in April of 2021.
- Community Development Block Grant (CDBG) CCD – COVID-19 Emergency Small Business & Microenterprise Assistance #2. Upon completion of the first COVID-19 CDBG grant, the City was provided with the opportunity to apply for additional federal funding. A second COVID-19 CDBG grant was applied for in April of 2021 and the City was awarded \$500,000 in November to assist small businesses affected by COVID-19. The City is partnering with CCD again and they are currently developing parameters around how the funding will be distributed.
- Downtown Roseburg Association (DRA) Coordination. One of the primary functions of the DRA is to carry out city initiatives concerning downtown consistent with the Oregon Main Street Program. The CDD acts as the primary contact between the City and the DRA.
- Anvil Northwest (DMO) Coordination. CDD acts as the primary liaison between the City and Anvil Northwest. Coordination with Anvil to determine the best ways to continue their Experience Roseburg campaign while navigating issues surrounding COVID-19 have occurred.
- Re-instituted the Tourism Grant Program. As a result of COVID-19, the Tourism Grant Program was placed on hold. With the stabilizing of the Hotel/Motel Tax, the program was re-instituted in July of 2021. Five different tourism grant requests were awarded by the Economic Development Commission (EDC).

## Code Enforcement

- Nuisance Abatement. Approximately 110 complaints have been received over the course of the year. Of these complaints 84 have been resolved. This results in a



76% efficiency rate when resolving complaints. This does not include camp clean-up complaints.

- Derelict Building Abatement/Foreclosures. Significant effort has gone into holding property owners accountable for derelict structures located on their property. The number of active derelict buildings have decreased, but the City has foreclosed on four derelict building properties within the last two years.

The City foreclosed on two derelict building properties in January of 2020. The City demolished a home on one of these properties and sold both during the summer of 2021. Two additional properties were foreclosed upon by the City in November. These properties are currently going through a redemption period and will then be evaluated for sale. The City established a separate fund within the budget in order to assist with the costs associated with foreclosure properties.

Camp Clean-up. As of the end of November, the City has spent approximately \$49,306 in camp clean-up costs. Be aware that prior to July 1, 2021, clean-up efforts consisted of “house-cleaning” around existing camps due to COVID-19 restrictions and campers were not being required to move. Since July campers and their personal items, garbage, trash or debris, have been required to move entirely from identified camp locations. Money used for camp clean-up purposes goes toward the costs associated with hiring the County work crew, utilizing Roseburg Disposal dumpsters, and County dump fees. Since the middle of July to the end of November, approximately 296 camps have been cleaned up and removed at about twelve different locations throughout the City. From these efforts approximately 61 tons of garbage and debris have been removed by the City. Gaddis Park, Templin Beach and the Fowler Street bridge have been some of the most frequently cleaned locations.

## **FINANCE/INFORMATION TECHNOLOGY/MUNICIPAL COURT**

For the twenty-eighth consecutive year, the City of Roseburg received the Government Finance Officers Association Award for “Excellence in Financial Reporting” for the 2020 Annual Comprehensive Financial Report.

For the sixth year, the City of Roseburg received the Government Finance Officers Association Award for “Outstanding Achievement in Popular Annual Financial Reporting” for the 2020 Popular Annual Financial Report.

Other significant highlights for the department included:

- Moody’s Investor Service, a leading provider of credit ratings for public finance issuers, completed a review of the City of Roseburg’s financial condition and confirmed the City’s Credit Rating as an Aa3 with no outlook. An ‘Aa’ rating signifies that obligations of the entity are judged to be of high quality and are subject to very low credit risk. The City’s financial policies calls for the maintenance of an ‘A’ rating, the ‘Aa3’ rating is a much stronger rating than an ‘A’.
- 2020-21 Annual Comprehensive Financial Report with implementation of GASB Statement No. 87 regarding reporting of leases.

- 2020-21 Popular Annual Financial Report.
- 2021-22 Adopted Budget in full compliance with Oregon budget law as well as City policies including the General Fund balance reserve policy.
- Quarterly financial reporting.
- Quarterly Municipal Court reporting.
- Updated the City's 6-year financial forecast with new information and updated assumptions to serve as a basis of determining funding and staffing levels of the City's general services.
- Updated online Utility Billing service to include pay by phone, e-billing, and bill reminders.
- Established online payment services for the Municipal Court allowing online payment processing, and case balance/management for all adjudicated cases 24/7.
- COVID-19 Responses:
  - Developed and managed new COVID-19 policies regarding Utility Billing Accounts including contracts to manage outstanding balances.
  - Developed and tracked payroll impacts of COVID-19.
  - Established and managed policies to track COVID relief funds (CARES & ARPA) and created budgetary and financial records in managing the funds.
  - Tracked and reported on COVID-19 impacts on City revenues and financial conditions.

The Finance Department's Information Technology Division was involved in several major projects:

- Supported the remote location work for multiple employees in response to COVID-19 restrictions.
- Ensured network security and stability with enhanced number of employees working remotely.
- Established redundant wireless communications between City Hall and the Public Safety Center.
- Updated ubiquiti radio system to provide connectivity for citywide communication needs.
- Replaced and installed security cameras and DVR at Fulton Shop and City Hall.
- Upgraded Cisco phones throughout the City.
- Upgraded operating systems on the City's servers.
- Hardening of security on the City's wireless infrastructure.

## **FIRE DEPARTMENT**

The Fire Department underwent some significant changes in 2021, from retirements and promotions, to navigating the ongoing challenges of COVID and local wildfires. Through it all, however, the department continued to provide the highest level of service possible to the citizens of Roseburg. Over the course of the year, Fire Department personnel responded to 6,228 calls for service, from structure fires with major property loss to lift

assists and medical aid calls, many of which involved COVID patients. In addition to operational response to emergencies, fire personnel conducted public education and fire prevention activities as much as possible given COVID restrictions, promoting community safety and awareness. Following are some highlights from the year:

### **Emergency Response:**

- Responded to and provided personnel to assist with wildland firefighting operations at the Jack fire in Glide.
- Provided mutual aid assistance to the wildland fire in the Green District which threatened multiple residential homes.
- Incident response call volume this past year included approximately 6,228 incidents. This is an increase of 6.7% over the prior year. Firefighters responded to not only fires but to emergency medical incidents, hazardous conditions, public service assistance, and more.

### **Prevention:**

- Significant projects included:
  - o Oak Springs Apartments, Crumbl Cookie, Mountain Mike's Pizza, Adapt Sobering Center.
- Preliminary review for slated projects in 2022 included:
  - o Aviva Health, Sunshine Road apartments, and multiple restaurants including In-N-Out Burger.
- Responded to and conducted 17 significant fire investigations.
- Newly hired Fire Marshal completed and passed certification for Company Inspector and Fire Inspector I.

### **Training:**

- Conducted individual company, shift, and department wide training on ventilation, ladders, hose evolutions, basement fires, new SCBA's (Self Contained Breathing Apparatus), RIT (Rapid Intervention Team), digital command and control, hydrant spotting, wildland annual refresher, new engine, and more.
- Utilized two commercial structures that were generously offered to the department for training purposes before demolition of the structure occurred.
  - o Harvard House – Owned and offered for training by Cascade Community Credit Union
  - o DEC Building – Owned and offered for training by Douglas Electric Co-Op
- Conducted recruit firefighter academy and provided recruit training throughout the year.
- Developed recruit task book and skill sheets to be utilized throughout the first year of probation.

### **Equipment/Apparatus:**

- Took possession of two new Haz Mat emergency response vehicles. Both vehicles, which are owned by the Oregon Office of the State Fire Marshal (OSFM) were provided as part of an agreement and partnership that OSFM has with the City of Roseburg Fire Department. Within the partnership, OSFM provides training,

equipment, and emergency response vehicles for hazardous material incident response.

- 2021 Pierce Enforcer Heavy Rescue response vehicle.
- 2021 Ford F-550 Initial Response vehicle with custom chassis.
- Took possession of new 2021 Pierce Impel fire engine.
- Took possession of new 2020 Type 6 brush vehicle.
- Purchased and mounted tools/equipment in preparation for placing the new apparatus into service.
- Received and put into service 34 new SCBA (Self Contained Breathing Apparatus).
- Placed into service a new forcible entry (door) training prop.
- Purchased a new EMS / CPR mannequin to be utilized for Emergency Medical Services recertification training throughout the year.
- Completed hose, ladder, and pump testing to ensure all equipment/apparatus are compliant with state and national standards.

**Personnel:**

- Chief Gary Garrisi retired, Monte Bryan promoted from Fire Marshal to Fire Chief.
- Completed hiring process and hired Brian Jewell as Fire Marshal.
- Completed hiring process and hired Firefighters Garrett Russell and Eric Goodboe.

**Projects:**

- Updated and revised department Mission Statement and Values.
- Created and implemented an “Affirmation of Service”.
- Researched, purchased, and began development of department wide Policies and Procedures through the Lexipol platform.
- Installation of new backup power generators at both station two and station three
- Completed hydrant testing and inspection of 1,241 hydrants.

**Haz Mat Team:**

- Trained department personnel and outfitted the following:
  - New Pierce Heavy Rescue Response vehicle.
  - New Ford F-550 Initial Response vehicle.
- Sent Battalion Chief to Wisconsin and Florida on behalf of the Oregon State Fire Marshal’s Office to inspect and review the new Haz Mat emergency response vehicles.
- Firefighter attended and completed Haz Mat Technician school and became a member of the Oregon State Fire Marshal’s Haz Mat Team 1 (consisting of Roseburg Fire Department team members).

This past year has included personnel transition, increased call volume, and an introduction of new equipment and apparatus. As we look forward to 2022, the department will continue to increase fire personnel presence in commercial buildings through fire safety inspections and operational pre-planning to improve community safety. The department is excited to work with staff, council, and the community in the coming year, and we are grateful for the opportunity to serve our community. As always, department employees wish everyone a safe and healthy new year.

# ROSEBURG FIRE DEPARTMENT

## YEAR IN REVIEW

### 2021

#### **Fire Prevention**

	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>
Burn permits issued	17	0	18
Site / plan reviews	292	191	365
Business registrations reviewed and inspected	203	209	266
Business inspections	323	345	410
Firework Permits	15	13	12
Booth Inspections	32	27	20
Significant Fire Investigations	11	14	17
Juvenile Firesetter Intervention	0	1	0
<b><u>Fees Collected (in hand)-PREVENTION:</u></b>	<b>\$18,620</b>	<b>\$11,110</b>	<b>\$16,515</b>

#### **Fire Suppression**

	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>
Hydrants flowed	1,222	1,242	1,241
Fire hose tested	21,795 ft.	17,600 ft.	17,500

#### **Emergency responses**

	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>
EMS	3,876	3,562	3,899
Fire	108	108	109
False Alarms	161	182	134
Other	1,870	1,985	2,086
<b>TOTAL</b>	<b>6,015</b>	<b>5,837</b>	<b>6,228</b>

## **LIBRARY DEPARTMENT**

The ongoing pandemic continued to affect library operations, but staff remained flexible and positive as they provided services without pause to the community.

The library building reopened May 25, 2021, after being closed for six months. However, rising COVID-19 cases resulted in the building closing again on August 15 for three months. The building again reopened on November 23.

When the building was closed, patrons continued to receive physical materials through a weekly drive-up service. This contactless system, which was labor intensive because staff pulled together and checked out hundreds of books each week, set them up in the library lobby, and delivered them to vehicles in the parking lot, was extremely well received. Almost 3,100 vehicles were served in 2021.

Phase II renovations are nearly complete. New chairs for the public computer stations, new comfortable chairs throughout the library, and booths with tables against two walls replaced dated furniture. In addition, new carpet, paint, lighting, audiovisual equipment, and refrigerator transformed the Ford Room. The final piece is a large mural that will serve as the artistic centerpiece of the library. The Public Works Department is managing the building project, and funding came from several grantors.

The library implemented a number of grant-funded projects. Most significantly, a K-12 Summer Learning Grant from the Oregon Community Foundation (OCF) expanded the Summer Reading Program. The library hired temporary employees who helped create 500 grab-and-go craft kits every week for six weeks. Staff distributed the kits at the library's drive-up service, at Lunchbox Express meal sites, and at Winchester Elementary, Sunnyslope Elementary, and Joseph Lane Middle School.

Staff also presented several craft programs at Stewart Park and a tie dye program outside the library building.

In addition to programming, the OCF grant funded the purchase of a 2021 Toyota Sienna minivan; the design and installation of a branded wrap for the minivan; the design of a library logo; the design of a Winter Reading Program logo; library bookmarks and pens; and staff shirts and jackets.

This fall, staff has continued to provide an expanded grab-and-go craft program with kits available at the library and delivered to the Boys and Girls Club of the Umpqua Valley, the Cow Creek Band of Umpqua Tribe of Indians, the YMCA Child Care Center, Faith Family and Relationship Advocates, and Peace at Home Advocacy Center.

The library received an American Library Association Libraries Transforming Communities grant to implement the first Roseburg Reads community book project. The community was invited to read "rough house," a memoir by Oregon author Tina Ontiveros set partly in Douglas County. There were three events tied to the project: a general community book discussion, a discussion with the author, and a memoir writing workshop with the author.

The youth services team received a teen services grant from the State Library of Oregon to create book bag kits with 12 books and two craft kits for 25 teens in the Horizons foster care education program.

An assistive listening system was installed in the Ford Room with American Rescue Plan Act funding from the State Library of Oregon.

This fall, the Whipple Foundation approved a grant to replace the library's dated microfilm machine with a state-of-the-art reader/scanner system and new computer.

Library staff managed their second consecutive modified Summer Reading Program. One hundred youth and 18 adults completed the program, and 920 book reviews were

submitted. The library gave away 316 books and numerous other prizes. The StoryWalk® returned for a second year to six City parks.

The library's first strategic plan was adopted by the Library Commission in February with four goals to work toward over a five-year period: 1) collection development education and awareness; 2) create opportunities for lifelong learning; 3) enhance community outreach and awareness; and 4) explore opportunities for long-range enhanced funding.

Staff focused on a number of efforts to extend services to the Latinx community, including replacing the children's literacy computers with workstations that provide resources in Spanish; adding Spanish storytime; and improving the Spanish language book collection. The computer workstations were funded by the C. Giles Hunt Charitable Trust and the Friends of the Roseburg Public Library.

Speaking of the collection, funding from the operating budget and grants from the Douglas County Library Foundation, Whipple Foundation Fund, and local donations and memorials was used to add 4,000 brand-new books, DVDs, and audiobook CDs to the library's physical holdings. More than 800 donated items also were added.

Digital books and audiobooks remained popular with 22,300 checkouts, which accounted for 40 percent of all circulation. The library continues to provide access to two platforms, cloudLibrary and OverDrive.

About 1,200 of the area's youngest learners have benefited from Dolly Parton's Imagination Library. The project, sponsored by the Friends of the Roseburg Public Library, mails one free, new, age-appropriate book every month to registered children from birth to fifth birthday. Our service area includes nearly 3,000 eligible youth in the greater Roseburg, Glide, and Idleyld Park communities. The Friends group must pay \$25 per child per year; Imagination Library covers the rest of the costs. Funding for the program, which launched in October 2019, has been received from The Ford Family Foundation, Oregon Community Foundation (anonymous funder, Olsrud Family Fund, Ben Serafin Fund, Jerome S. and Barbara Bischoff Library Subfund), Mercy Foundation, Umpqua Bank, Umpqua Health Alliance, Cow Creek Umpqua Indian Foundation, Kindergarten Readiness Partnership & Innovation of the Douglas Education Service District, and local donors. This program will continue in perpetuity.

Our 2022 goals include continuing to partner with local organizations; expanding outreach services; implementing ongoing basic computer training for the public; developing the collection; and exploring grant opportunities.

Thank you for supporting Roseburg Public Library.

## **PARKS AND PUBLIC WORKS DEPARTMENT**

***The mission of the Public Works Department is to provide quality public infrastructure at the lowest life-cycle cost.***

Providing infrastructure at the lowest life-cycle cost means design decisions are driven by determining the most cost effective way to provide high quality infrastructure assets considering all of the costs of that asset over its entire life. Maintenance activities are implemented based on the most cost effective way to extend the useful life of an asset for as long as possible.

The Public Works Department consists of multiple divisions encompassing Parks & Recreation, Streets & Storm Drainage, Facilities, Engineering, Administration, Airport, and Water. Public Works delivers a wide range of services to our residents, most of which happen behind the scenes. The Public Works Department is the only department of the City that touches every City resident, every day. One example of how Public Works impacts every person each day is the water treatment plant producing in excess of 1.7 billion gallons of water in 2021. When we turn on the tap, we expect clean, pure water to flow without giving it a second thought.

Staff is working hard every day to ensure that your drinking water is safe, that your streets and storm drainage facilities are maintained, and that the parks and open spaces are safe, clean and green.

### **Staffing**

The Public Works Department has experienced a fair amount of turnover in the last year, primarily on the street and water crews. Several long-term employees have retired creating a loss of institutional knowledge. However, this also provides an opportunity for staff advancement and the addition of new team members. It has been challenging to recruit qualified candidates for open positions, especially in the Engineering Division. The Human Resources Department conducted 19 recruitments on behalf of Public Works in the past year, a number of which were repeats. Currently there are two vacant positions in the Engineering Division, one in the Water Division, and one in the Street Division.

### **Maintenance Activities**

Approximately 80% of all Public Works staff are involved in maintaining existing public infrastructure in some capacity. Significant maintenance activities include landscape and turf maintenance, maintaining park facilities such as restrooms, playground equipment and structures; pavement maintenance, pavement striping, sign maintenance, and graffiti removal; storm drain cleaning, leaf removal, and street sweeping; installation and repair of water mains and service connections, pump station and reservoir maintenance; maintenance of city owned buildings and airport facilities; and water treatment plant operation and maintenance. A total of 5,733 work orders were generated in the department's work management system.

### **Site Development**

The Engineering Division has reviewed 232 site development applications this calendar year. A 158% increase over 2020. The Division also reviewed 36 applications for single family dwellings.



### **Water Utility Projects**

In 2021, water projects included: construction of a new 24-inch water main from West Avenue to the main reservoir complex on reservoir hill at a construction cost of \$1.1M, construction of the Washington Avenue bore crossing at a construction cost of \$1.1M, and completion of the SCADA building on reservoir hill. Construction has begun on the backup power supply at the water treatment plant at a construction cost of \$2.4M and the 24-inch transmission main in Stephens from Hooker Road to Isabel Avenue at a construction cost of \$2.48M.

### **Storm Drainage Utility Projects**

The major storm drainage capital improvement project this year is the cast-in-place piping (CIPP) of approximately 900 feet of large diameter pipe (48" & 54" dia.). CIPP is a cost effective approach that extends the life of deteriorated piping without having the large excavations typically associated with pipe replacement. Construction has begun on this project but due to supply chain issues it will carry over into 2022. Additional storm projects completed include replacing an undersized storm drain line in Harrison Street at Harvard Avenue.

### **Airport Projects**

In 2020, the City completed obstruction removal on Mt. Nebo and the installation of new runway edge lighting, Runway End Identifier Lights and primary and secondary wind cones. Approval of a special procedure for the nighttime approach is expected in the spring of 2022.

### **Grant Projects**

A number of grants were used to fund the second phase of improvements at the Library. This project is was started in 2020 and completed 2021. Phase II included lighting, audio visual equipment, flooring, appliances, furnishings and a mural.

The City received a grant from the Oregon Parks and Recreation Department to make improvements to Beulah Park. Beulah is one of Roseburg's oldest neighborhood parks. The original play equipment in Beulah Park was no longer serviceable. The overall project included the addition of new play equipment, access paths, sidewalks, landscaping, shade trees, and a new surface on the basketball court. Engineering Technician Rick Castle received an "Everyday Hero" award from the Oregon chapter of the American Public Works Association for his efforts on the Beulah Park Project.

### **Pavement Management Projects (PMP)**

In September of 2019, the City awarded a Five Year Pavement Management Plan master engineering contract to Century West Engineering (CWE). As part of the master services agreement, Task Orders were negotiated with CWE to prepare a Five Year Pavement Maintenance Plan that analyzed the City street system for FY2021 through FY2026. The Pavement Maintenance Plan was accepted by City Council in August.

The implementation of pavement rehabilitation and preventative maintenance projects has and will continue to have a positive impact on City streets. Due to the mandatory inclusion of curb ramp retrofits to meet federal ADA requirements and increases in

construction costs, the City will complete less pavement maintenance with respect to prior years at current budget levels. As a result, the system wide average PCI is anticipated to decline over the next several years and deferred maintenance is anticipated to increase. Overlay projects and ADA ramp improvements were completed on Lincoln Street and a section of Stewart Parkway. In addition, 2.2 miles of streets were treated with slurry seals to prolong the life of the pavement. Future PMP projects currently in design include grind/inlay projects on Stephens Street from 640 feet north of Diamond Lake to Alameda Avenue.

## **2022 Projects**

Projects in the pipeline for 2022 include:

- Completion of the transmission main on Stephens from Hooker Road to Isabel Avenue.
- Construction of WTP standby power generation project.
- Completion of the storm drainage CIPP project.
- Begin design for the rehabilitation of the Stewart Park Drive/South Umpqua River Bridge (*ODOT project on behalf of the City*).
- Design of the Douglas Avenue /Deer Creek bridge (*ODOT project on behalf of the City*).
- Additional pavement management and ADA projects.
- Replacement of the boiler at the library.
- Design of an 18" water main on Diamond Lake Boulevard.
- Water distribution system master plan update.
- Design and construction of storm drainage improvements in Broccoli Street from Lorraine Avenue to Military Avenue.
- Construction of standby power generation at the Roseburg Airport.
- Design and construction of storm drainage improvements in Calkins Avenue and Troost Street.
- Design and construction of storm drainage improvements in Harvard Avenue from Haggerty Street to Pilger Street.

## **POLICE DEPARTMENT**

As of December 7, 2021, we have responded to 36,976 calls for service, and taken 5,933 police reports. We have already handled over 6,000 more calls for service than last year at this time; it has been a busy year!

We continue to put great effort toward filling our vacant police officer positions. For a brief period in 2021, the Police Department was fully staffed; however, this was short-lived and we are currently seeking to fill three sworn police officer positions. We were able to fill our second Motorcycle Officer position; we continue to utilize traffic safety grants and radar trailers, but definitely notice the positive impact of having Motorcycle Officers to help calm and monitor speed in residential and business areas. As of December 7, our Motorcycle Officers responded to 163 traffic collisions and conducted 1,791 traffic stops.

2021 has been another extremely challenging year, as we continue working around obstacles brought about by the pandemic. Police are accustomed to arresting and lodging offenders in jail to ensure there are immediate consequences and/or to prevent continued societal problems, and currently our officers are mostly limited to issuing citations; this is as discouraging to our officers as it is to our community. COVID exposures, quarantines, and continually changing workplace policies and procedures have become an unfortunate norm.

Along with the pandemic, we also had employees who were adversely affected by wildfires this year. Our administration and officers worked together to ensure affected employees were able to get time off to take care of their families and affairs.

We continue to partner with Adapt/Compass on the three-year mobile crisis program grant. Under the grant, Compass Behavioral Health received funding to employ Qualified Mental Health Professionals to co-respond with police 12 hours a day, 7 days a week in and around the City of Roseburg to address calls involving individuals with mental illness. It's the goal of these mental health professionals to connect individuals with treatment and divert them from the criminal justice system when appropriate. The Mobile Crisis Team is able to deploy a mental health professional directly to the scene, which ensures the most qualified professionals are able to deal with whatever mental health crisis is presented, and often frees Officers to handle other calls for service. From January to December, the Mobile Crisis Team responded to over 590 mental health crisis calls, and were able to divert many of those individuals from being incarcerated and/or from being taken to the Emergency Room. December 31<sup>st</sup> marks the last day of this Mobile Crisis Grant. However, we are extremely pleased to report that ADAPT has obtained an additional grant that will enable them to continue the work of the Mobile Crisis Team for another three years. This second grant is even more robust than the previous grant, and it will provide for more staff members, which will allow for increased coverage time.

While COVID-19 restrictions hampered our ability to engage in community events, we were still able to participate in the RHS Graduation Parade, the ceremonial National Guard march to Mercy, the Peace Officer Memorial ceremony at the Courthouse, the 9-11 ceremony at Mercy, the Veteran's Day Parade, Salvation Army's Dress a Child event and Angel Tree program, the annual Christmas Tree lighting, and one of our favorite events, Shop with a Cop. The annual Optimist Club Officer of the Year event was canceled, but the Optimist President presented our Department with a plaque thanking us for our service.

In October of 2018, in an effort to adhere to established case law set in the U.S. 9<sup>th</sup> Circuit Court case Martin vs Boise, the City updated our Prohibited Camping ordinance to ensure prohibited camping could only be prosecuted as a violation. In July 2020, a Federal Court ruling in Blake vs Grants Pass again changed the landscape for enforcement of Prohibited Camping. This ruling made specific distinctions between sleeping and camping, and refers to sleeping as an "unavoidable human act." The Federal Court further ruled that homeless people can take necessary minimal measures to keep themselves warm and dry while sleeping when there are no alternative forms of shelter available; this ruling

additionally restricts Law Enforcement from enforcing Prohibited Camping on public property unless the offender has been given 24-hour notice.

Guidelines set by the Federal rulings, coupled with CDC and Oregon's COVID-19 guidance to not displace the unhoused, stymied the police department's ability to enforce illegal camping on public property. This was as frustrating and discouraging to our officers as it was for our community. The Officer dedicated to patrolling downtown and parks embarked on a quest to provide every unhoused individual camping on City property with a Douglas County Resource pamphlet. Additionally, this Officer took an ADAPT social worker with him for three out of his four work days for a large portion of the summer to encourage the unhoused to take advantage of available services. Starting in early summer, we partnered with Roseburg Community Development and began encampment cleanup efforts in our park systems. This cleanup effort is on-going. Officers routinely attempt to help unhoused get connected to resources and whenever possible help them connect with family members who can help them further. When the SRO went back to his school in September, we assigned another officer to continue the efforts toward camp cleanups and addressing lawlessness in parks.

The Police Department created Roseburg Transitional Court, where applicable offenders who are unhoused are provided with an alternative sentencing option at court. If they opt to go through the Roseburg Transitional Court, their sentence of a fine or incarceration is suspended. They are required to respond to Adapt/Compass for an initial assessment. This assessment will determine what the offender needs to help better their situation. For example, some may be required to attend mental health counseling or substance abuse treatment, some may need connection to services such as WIC, the VA, the Tribe, and/or UCAN, and some may need help obtaining an Oregon ID card or Social Security card. The assessment will set the goals for the offender, who will have 60 days to achieve those goals. When the offender achieves their required goals, the Judge will commute their sentence. If the offender is unsuccessful, the Judge will impose the suspended sentence.

An event worth sharing that was not criminal in nature occurred in September, when two officers rescued a drowning woman from the South Umpqua river. Had the officers not swam out and pulled the woman to shore, she would have drowned.

### **Community Service Officer (CSO)**

In December of 2018, we added the CSO position to our Department; two half time positions ensuring we have 8:00 am – 5:00 pm coverage during business hours. CSOs handled 1,297 calls for service this year. They handle low priority calls for service, to include minor nuisances and low-level crimes such as petty thefts and criminal mischiefs, which frees up our Patrol Officers to enable them to handle the more serious calls and to conduct proactive policing. They additionally help enforce parking in City-owned lots when drivers didn't obtain permits.

### **The School Resource Officer (SRO)**

SRO Tyler Vancil remains assigned to the Roseburg High School. Master Officer Dan Knott is the SRO for the remaining Roseburg schools. Officer Brian O'Dell remains assigned to provide contract services to the Glide School District. The Glide

Superintendent continually expresses his appreciation and gratitude for the City of Roseburg allowing Officer O'Dell to work for their school district. The Glide SRO is assigned to the downtown and park areas during the summer months, and worked diligently to enforce lawlessness in those areas.

### **K9s**

The Roseburg Police Department K9 program is fully operational, with two patrol dogs and one drug detection dog. Former K9 handler Sergeant Ryan Dingman supervises the K9 program.

At this time, Master Officer Blake Cordell is teamed with K9 Nike, and Officer Chris Bonebrake is teamed with K9 Axel. Since graduating the K9 handler academy, Officers Cordell and Officer Bonebrake, and their K9 partners, have aided in the capture of 42 suspects, resulting in numerous felony and misdemeanor charges. Additionally, their K9s have successfully found articles that were evidence of criminal cases.

Detective Matt Bird has been working with narcotic K9 Trapper all year and they are currently assigned to the Douglas Interagency Narcotics Team (DINT). Over the course of the past year, Detective Bird and K9 Trapper have collaboratively located 46.65 pounds of Methamphetamine, 222 grams of Heroin, and 1,000 grams of Cocaine. They have additionally seized over \$33,000 in cash and property used in drug transactions.

The K9 Program continues to achieve high levels of success with the support from the community and the city.

### **Roseburg Area Youth Service (R.A.Y.S.)**

The Roseburg Police Department continues to enjoy a productive partnership with the Douglas County Juvenile Department and the R.A.Y.S. Program. R.A.Y.S. targets first-time juvenile offenders for substance abuse violations and misdemeanor crimes using a diversion based model. The program, in place with the Douglas County Juvenile Department since January 2007, closed 44 delinquency cases this year. R.A.Y.S. has been successful due to the tremendous support it has received from the community and the staff working with these youths.

Of the 44 youth cases closed, all 44 youth (100%) were attending school, graduated or received a GED, and/or were employed at time of case closing. Of the 44 R.A.Y.S. program cases closed this year in which community service was ordered, 37 youth (86%) completed 100% of the days ordered. Of the 499 hours of community service hours ordered in R.A.Y.S. cases closed this year, 416 hours were completed (83%). The 416 hours of community service completed amounts to \$4,992 worth of work provided to the community by youth.

Note: Any youth not successful in the RAYS program are referred back to the Juvenile Department for formal sanction.

### **Criminal Investigations Division (CID)**

Roseburg Police Department detectives responded to several Douglas County major crimes activations in 2021. The unit also investigated several impactful cases within the city of Roseburg. A few highlights include:

- Investigating an incident at Motel 6 where three people were shot; an RPD Sergeant received a Medal of Honor at the Oregon Peace Officer Association annual banquet in November for restraining the shooting suspect and likely preventing additional casualties, all while off duty.
- Tracking, locating and capturing two suspects accused of multiple bank robberies in California.
- Multiple convictions for sexual assaults, including one trial that led to a 275-year sentence.
- The unit has investigated several assault cases and an elder abuse fraud case where the suspect was identified and arrested on multiple felonies for taking over \$70,000 from the victim.

CID continues to investigate a large number of cases involving sex crimes and child abuse. Sexual assault cases outnumber any other type of case the unit investigates. Although COVID-19 caused the cancellation of many training events CID was scheduled to attend, detectives continued to pursue online training focused on digital investigations as it relates to sexual assault and crimes against children.

Our officers continue to serve the community of Roseburg with pride and dedication.