

COLUMBIA HEIGHTS

2017 Annual Report



City of Columbia Heights | *Administration*

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March 29, 2018

To the Mayor and City Council:

Presented for your review is the 2017 Annual Report of the City of Columbia Heights. The report summarizes the activities of all City departments for the last year. The information merely highlights the numerous services provided to our citizens and the accomplishments of the City employees. I encourage interested persons to contact the individual departments or me should they desire more detail or have specific questions. Some of the various events and activities which occurred in 2017 include:

- The City Council worked with consultant Phil Kern to establish a new mission statement, vision, and updated goals to help direct the growth and development of the community. The resulting goals included: developing a pride of home ownership plan, conducting an evaluation of city services and staffing levels, developing a communications plan and staff person, developing a park master plan, developing a master plan for a new city hall, building on and expanding collaboration with the School District and other public entities, and developing and implementing strategies to support volunteerism within the community.
- Construction of the new Circle Terrace Multi-Purpose building was completed, a project that was initiated after the neighborhood experienced significant crime and disorder issues. By working with city leaders, city departments, county officials, the school district and others, we were able to secure funding for the building and see this goal realized. Public Works coordinated the construction of the building, new playground, landscaping and sport court work. The Police Department is looking forward to utilizing the building to serve the community in 2018 and beyond.
- It was a year of transition in the Police Department, with then-Chief Scott Nadeau leaving for a position as Public Safety Director for the City of Maplewood in July, and Captain Lenny Austin being promoted to Chief in November. Throughout the transition, the Police Department continued along its path of using community oriented policing for outreach, and problem oriented policing to address crime and disorder issues.
- During 2017, the Police Department fulfilled its objective of having each officer trained in the de-escalation model of Crisis Intervention Technique training, a 40-hour course that is the gold standard for officers responding to people in mental health crisis and other urgent situations.
- 2017 was the first full year of working with our Multi-Cultural Advisory Committee (MAC), a diverse group of volunteers who reflect our community and helps the Police Department to understand and respond to the ever-changing issues facing our city.

- A significant accomplishment in 2017 was the RFP process for our Refuse hauler resulting in a new contractor, Waste Management, beginning in 2018. As part of this process and to control overall contract costs, the City purchased over 12,800 refuse and recycling carts.
- The Highway Safety Improvement Program (HSIP) grant for \$833,000 was utilized to fund 90 percent of the street lighting and sidewalk improvements on Central Avenue from 47th Avenue to 51st Avenue.
- Staff continued to explore ways to reduce costs in municipal operations. A subscription for Solar Gardens was approved by the City Council. It is calculated that adding Solar Gardens to our solar power at four buildings may save an additional \$600,000 in electrical costs over a 25-year period.
- Library visitor count was up 20% and checkouts were up 13% in 2017 over 2015 levels, comparing the first full year in the new library building with the last full year in the old building.
- The 2017 gross property tax levy adopted by the City Council was a 3.25% increase over 2016, consistent with the City's five year financial plan. The average increase for the local taxpayer was less than this however, as a greater portion of the tax levy was subsidized by the Metro Area-Wide Fiscal Disparities program in 2017.
- The City received approximately \$1.5 million in Local Government Aid (LGA) from the State of Minnesota in 2017. Under the City's five-year financial plan, \$650,000 of this LGA was applied to capital needs; \$475,000 was applied to the operating budget; and \$400,000 was used for annual debt service.
- The cumulative reduction in general purpose state aid for the years 2003 through 2017 amounted to \$26.4 million, when compared to 2003 state funding levels.
- Last year brought about another wave of new development projects to Columbia Heights. The City Council approved a plan for two new apartment buildings to be located in the Grand Central neighborhood. The project, which is currently under construction, will bring a total of 321 new housing units to the City. Our residential real estate market remains strong. Recently the City's Economic Development Authority authorized the sale of the final two lots in our Residential Home Sales Program. We have seen a handful of new businesses that have located to the Central Avenue corridor. Columbia Heights can expect strong development patterns to continue throughout 2018.

I wish to express my appreciation and thanks for the support I have received from the City Council, staff, and citizens.

Sincerely,



Walter R. Fehst
City Manager

WRF/nb

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COLUMBIA  HEIGHTS

Administration

2017 Annual Report

ADMINISTRATION DEPARTMENT STAFF

Name	Title	Start Date
Walter Fehst	City Manager	July 8, 1996
Kelli Bourgeois	Human Resources Director/ Assistant to the City Manager	July 10, 2014
Katie Bruno	City Clerk	May 19, 2014
Nancy Becker	Administrative Assistant – Human Resources	Sept. 1, 2015

HUMAN RESOURCES

New Hires

The City experienced several personnel changes this year. Overall, in 2017, the City hired twelve full-time employees (of which four were on a promotional basis), fifteen part-time employees, and numerous seasonal and temporary positions. Openings occurred mainly due to attrition.

Employee of the Year

Late in November 2017, employees of the City of Columbia Heights were given the opportunity to nominate themselves or another employee for Employee of the Year. Each nomination had to relate to one or all of the following categories: public relations, consistency of performance, and/or significant accomplishments. The “Employee of the Year Award” was established in 1984 as a method of rewarding employees who are adjudged by their co-workers to be deserving of special recognition for their accomplishments and contributions to the City.

The Columbia Heights 2017 Employee of the Year is not just one individual, but the team of our four Assistant Liquor Managers: Tom Costello, Tim Gouras, Steve Olson, and Eric Shurson. Like many of the employees of the City of Columbia Heights, they are hard-working, intelligent, dedicated, responsible, and they consistently project a positive image of the City. What sets these 2017 Employees of the Year apart and makes them deserving of this special honor, is their record of stepping up to go the extra mile, even in very difficult circumstances.

In 2016, a need was identified for our Liquor Operations Department to implement a perpetual inventory system. This is a difficult task for any operation, but it would prove to be an even more complex project than most, due to the vast product selection our stores offer and compounded by the absence of day-to-day computerized inventory records.

Before this project could progress very far, the Liquor Operations Manager retired and the Assistant Liquor Managers assumed additional duties caused by the vacancy. This would have seemingly made it impossible to proceed with the project, but the team was determined to make sure that the trial implementation was not postponed.

Not only did the trial implementation proceed in January 2017 as planned, they have kept it going live throughout the year. This is a huge improvement to many aspects of the Liquor Operation and truly impacts what it can contribute to the community. A few of these improvements include accurate and timely financial reporting, informed purchasing, better response to sales, better theft control, and improved response time to customer inquiries.

The initiative and leadership demonstrated by this successful and significant accomplishment has earned this team the Employee of the Year award for 2017. Columbia Heights is fortunate to have these diligent, energetic, and ambitious individuals working for us.

Congratulations and thank you to the 2017 Employees of the Year: Tom, Tim, Steve, and Eric!

Years of Service Awards

The following employees were recognized for their years of service:

5 Years: Jill Haley (Finance), Jacob Hilden (Police), Delynn Mulligan (Recreation), Jessica Nelson, (Liquor), Timothy Noll (Police), Gianna Ritzko (Library).

10 Years: Lynn Burchett (Liquor), John Estling (Liquor), Erik Hanson (Police), Jeff Hanson (IS), Al Mamaril (Library), Alison Marzolf (Library), Joseph Pikala (Police).

15 Years: Ramon Gomez (Police), Tim Gouras (Liquor), Erik Johnston (Police), Ben Mathson, (Public Works), LeAnn Ottney (Finance), Shay Tilander (Liquor), Jackie Wohlers (Public Works).

20 Years: Tom Costello (Liquor), Kevin Hansen (Public Works), Jeff Hook (Public Works), Keith Windschitl (Recreation).

25 Years: Kelly Olson (Library), Ted Fischer (Police).

The Employee of the Year and Years of Service Awards were announced at the annual employee holiday luncheon/recognition event, held on December 13th at Murzyn Hall. A delicious meal was catered by Aesop's Table.

Labor Contracts

2017 was the second year of two year contracts for all six bargaining units. The City entered into Memorandums of Understanding (MOU) with all bargaining units to adjust the 2017 Christmas vacation schedule, an MOU with the IUOE bargaining unit establishing a timeline for establishment of a Retirement Health Savings Account for sick leave payout of terminating employees, and an MOU with AFSCME establishing market wage adjustments for certain exempt employees.

Grievances

Two grievances were filed in 2017. One grievance was denied not carried forward, and one grievance was settled in mediation.

Furloughs

The City did not require mandatory furloughs nor did it offer voluntary furloughs in 2017.

City-Wide Safety Committee

The Columbia Heights City-Wide Safety Committee continued to meet in 2017.

Members of this committee (as of year-end) were:

- Nancy Becker, Administrative Assistant—Human Resources (Chair)
- Tom Costello, Assistant Liquor Manager
- Gary Gorman, Fire Chief
- Eric Hanson, Facilities Maintenance Supervisor
- Mike O'Reilly, Public Works Superintendent- Streets & Parks
- Justin Pletcher, Police Sergeant-Police

All departments are represented on the committee, and there is the required balance of supervisory and staff personnel. The main charge of this committee is to review injuries on duty, and to determine if they could have been prevented and how they can be prevented in the future. In 2017, there were 7 recordable injuries, resulting in 1 day away from work, and 17 days of restricted work activities.

The City renewed its contract for services with SafeAssure to draft updated safety manuals and compliance documents, provide required and voluntary safety training, and to conduct building safety inspections for all departments within the City except Public Works, Police and Fire as they have their own safety programs. Required AWAIR, Right to Know, Bloodborne Pathogen, Emergency Action Plans, and Ergonomics training was provided to all employees.

CABLE

Government Access Channel 16

City Council meetings and Planning and Zoning Commission meetings continued to be broadcast live and replayed on Channel 16. Live streaming of the Government Access Channel continued as a link on the City's website, with the previous year of City Council meetings available on demand on the City's website.

Cable Subscribers

By the close of 2017, cable subscribers in the Columbia Heights franchise area totaled 3760, resulting in a penetration rate of 38%. Franchise and PEG fees received by Columbia Heights in 2017 totaled \$245,202.06.

CITY CLERK

City Council Meetings

There were twenty-three regular City Council meetings held, eleven work session/budget meetings, fourteen special work sessions, one local board of appeal/equalization meeting, and two special assessment hearings held in 2017.

Ordinances and Resolutions

During 2017, six ordinances were proposed, five were approved. 137 resolutions were requested, fourteen were removed. Property abatements accounted for eighteen of the requested resolutions and rental license revocation accounted for eight of the requested resolutions.

Council Vacancy

Donna Schmitt was elected to Mayor in the 2016 election, creating a vacancy on the council. All of the 17 applicants were interviewed. At the April 10, 2017 City Council meeting, Nick Novitsky was appointed to complete the remainder of the vacated term.

Training/Education

In 2017, the city clerk attended the League of Minnesota Cities Annual Conference.

OTHER EVENTS

2017 Community Prayer Breakfast

The 18th Annual Prayer Breakfast was held on May 10, 2017 at Murzyn Hall. It was planned and organized by Mayor Donna Schmitt and attendance was approximately 160 people. Roman's Café and Heights Bakery, both Columbia Heights businesses, provided the delicious meal. The program participants were: keynote speaker Lieutenant/Pastor Jessica Martinez of the Salvation Army Minneapolis Central Corps.; Tony Cuzzupe, Zachery Picard, and Brian Polski (Fire Department Honor Guard); the Salvation Army Brass Ensemble; Pastor Max Richter of Community United Methodist Church; singers Frost and Amada Simula; Jalue Dorjee, Ozer Asdemir, Bob Odden, Kelly Harrison, Mary Nawrocki, Pastor Dan Thompson, Arvind Naik, Pastor Bill Hugo, and Kelli Bourgeois. The Key Club members from Columbia Heights High School assisted with serving and cleanup, which was very much appreciated. In addition, Keith Windschitl, Liz Bray, and Deanna Saefke of Murzyn Hall, IS Technician Steve Silverdahl, and Community Service Officer Jerry Wellman all played important roles in ensuring a successful event.

2017

City of Columbia Heights
Finance Division

Annual Report



Finance
Top Valu Liquor
Information Systems

Finance Department

The Finance department implemented several process improvements in 2017:

- An automated call directory was installed on the City's main telephone line. Callers are able to use the automated directory to choose their desired department directly or they can choose to speak with the receptionist. Previously, all callers had to go through the receptionist/switchboard operator to reach their desired department.

The first two choices offered to callers within the automated call directory are the Community Development department and the Utility Billing department. These two choices address 80% of the calls to the City's main telephone line.

- The process for verifying and reporting daily cash register activity at the main reception window was updated. This eliminated certain duplicate data entry, reduced paper records, and better addresses a continued shift in customer payments to credit cards and the webstore.
- At the direction of the City Council, staff reviewed the City's the long-held policy of using water shut-off as a routine method of collecting delinquent utility bills. This review included surveying surrounding communities' policies and collection experience. As a result, water shut-off is no longer used as a routine method of utility bill collection, although it will still be used infrequently, when other methods are not available or are not effective.

The primary reason for this change is that the shut-off process is very time consuming and at times dangerous for staff. Based on the experience of surrounding communities - none of which routinely use shut-off - this new policy will result in the number and dollar volume of delinquent accounts rising over the next few years to approximately 5% of total billings. It will likely then level off and become stable.

- The City Council paired the change in shut-off policy with a new penalty structure for late payment of utility bills. Previously, a delinquent customer would pay 5% on the current bill once it had passed the due date. The new structure increases the penalty rate to 7% on the entire outstanding balance. This change makes the City's policy both comparable with neighboring metro communities, and corresponds more closely with the costs associated with carrying outstanding balances.

Of minor note, in the first half of 2017, the City temporarily allowed larger-than-normal unpaid balances before applying collection methods to utility customer accounts. This addressed a one-time problem whereby delinquent accounts could not be converted to special assessments in 2016, due to problems publishing the related public hearing notice.

- The department implemented more rigorous controls over issuing and recording refunds to utility customers, and clarified the policy on abandoned accounts in 2017.

- Due to a short-term staffing shortage, the department temporarily ceased accepting utility payments over the telephone during the fall months of 2017. Indirectly, this resulted in the process improvement of shifting customer payments to methods that are more efficient. Use of the City's webstore payment option increased 29% in 2017 and payments by automatic withdrawal (ACH) increased 11%.

Although many of these customers shifted back to telephone payments when that option became available again in 2018, this experience demonstrated the need to update the City's fee structure to incentivize customers either to choose efficient payment methods, or to bear costs proportionate to the staff resources required by telephone payments. This change in fee structure will be proposed by the department in the next periodic update to the City's utility rate study.

Other highlights of the Finance department's 2017 activities include:

- Two outstanding bond issues, EDA Series 2007B and City Series 2008A were refunded (refinanced) in June 2017 to take advantage of lower interest rates. The original financing was used to construct two liquor stores (\$5,040,000) and the public safety building (\$10,000,000). The combined estimated present value of the savings from this refunding was \$1,600,000.
- The Finance department worked with the City Manager, other City departments, the City Council, and the EDA, to facilitate a 2018 budget and property tax levy that addressed:
 - Market value increases in personnel costs greater than the long-term inflationary increase in general price indexes.
 - Funding for a new staff position of Communications Coordinator.
 - The first-time adoption of an annual EDA property tax levy expressly for redevelopment project funding, at \$114,000 for 2018.
 - A one-year reduction in funding from the Metro Area-Wide Fiscal Disparities program of \$182,000.
- The Government Accounting Standards Board changed and increased the amount of highly technical data required to be reported annually regarding cost estimates of post-employment health care benefits. This mandate also increased the required frequency of the related actuarial study from once every three years to every two years. To incorporate this change into the City's comprehensive annual financial reports (CAFR) for both 2017 and 2018, staff coordinated with the actuary to allow for the 2017 study results to be reported in both the old format and the newly mandated format.
- The City's contract with the CPA firm Redpath and Company, Ltd, to audit the financial statements included in the CAFR continued through 2017. In 2017, the City's 2016 CAFR was awarded the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association. This certificate is the highest form of recognition in governmental accounting and financial reporting, representing a significant accomplishment by a governmental unit and its management. The City's most recent CAFRs are available on the City's website.

Information Systems Department activity in 2017:

IS Department perceives its mission as follows:

1. Increase user productivity.
2. Support City Internet access and presence.
3. Provide information security.
4. Support IS infrastructure.

During 2017, IS Department:

- In cooperation with Police, Public Works, and contractors worked on the new Circle Terrace Park building project.
- Upgraded core network router/firewall to improve security and decommission dedicated web filtering appliance. Old router/firewall was used to establish secure connection from the Circle Terrace Park building.
- Supported the City phone and voicemail system (438 phones and communication lines, 179 voicemail boxes, and over 7000 hours of call time.). Finished migration to VoIP phones. Renewed phone services contract after reviewing competitive quotes.
- Implemented new email scanning appliance to improve protection against spam and malware.
- Cooperated with Public Works Department and a vendor to upgrade sewer televising system.
- In cooperation with the vendor upgraded video security monitoring software and replaced DVR at the City Hall.
- Supported Laserfiche document imaging system. Implemented standard street names and addresses in Laserfiche and other programs (PermitWorks, FireHouse, Fire Records Management system) to improve automatic scanning processes. The system provides access to more than 500,000 City documents (more than 3.7 million pages), as well as long-term storage in accordance with the document retention schedule. Public documents are available through the Laserfiche Weblink at the City website.
- Started replacement of obsolete workstations with computers using Microsoft Windows 10 operating system.
- Supported more than 50 different programs used by City employees at 9 locations to perform their job duties. Assisted other departments in evaluation, purchase and implementation of new hardware and software.
- Supported mobile access to the City network for Building Inspector, Fire Inspectors and Public Works employees. These employees can look up and update data and documents from the field.
- Supported secure remote access to City data, programs and equipment for authorized

users.

- Supported Internet access servers and firewalls to provide fast and secure connection between City internal network and Internet.
- Enforced IS security policy with mandatory user passwords, password change requirements, login time restrictions, and assigning rights to access documents and applications.
- Performed daily backups of system and user data and programs. Users experienced no data loss.
- Maintained servers, data storage equipment, network and communication equipment, desktop PCs and laptops, printers and other IS equipment. Continued planned replacement of PCs, laptops and other computer equipment.

Information Systems Department goals for 2018:

IS Department will continue to provide support to the City users, as well as Information System maintenance and development. The major IS Department goals:

- Ensure efficient, secure, and reliable operation of the City information system.
- Support City Library staff and patrons.
- Continue supporting diverse mobile devices to increase employee mobility and productivity while ensuring security and compliance.
- Replace storage system that is no longer supported by vendor. If necessary, replace IS components that are no longer supported or are not compatible with newer components.

MUNICIPAL LIQUOR STORES



Top Valu I
4950 Central Avenue NE

Top Valu II
2105 37th Avenue NE



Heights Liquor
5225 University Avenue NE

Liquor Operations

2017 Sales Activity

Key factors of 2017 sales activity include:

- Total sales decreased 0.5% percent from the prior year, but gross profit increased 0.5% as a percentage of sales. This shows a continued a trend of relatively little change over the past few years. Staff judges that this stability indicates the relative strength of the operation, given the dramatic level of competition that has been introduced into the metro market in recent years.
- A comparison of sales by product category shows a decline in domestic beer from the prior year. This has been a trend over the past few years, both in the City’s operations and regionally/nationally.
- Sales increased at Heights Liquor (5225 University Ave NE) from the prior year, opposite to the overall trend. Staff judges that this reflects an effort to customize inventory to match the consumers buying patterns. This shows slight improvements can make major impacts at this location. A continuing effort will be made to improve the appearance and selection at Heights Liquor to pull more traffic off of University Ave NE.

	2017 Sales	2016 Sales	Amount Change	Percentage Change
Top Valu I	3,943,820.51	3,981,985.00	(38,164.49)	-1.0%
Top Valu II	3,182,076.90	3,202,049.00	(19,972.10)	-0.6%
Heights Liquor	1,296,993.79	1,284,064.00	12,929.79	1.0%
Total	8,422,891.20	8,468,098.00	(45,206.80)	-0.5%

	2017 Gross Profit	2016 Gross Profit	Amount Change
Percentage of Sales	25.0%	24.5%	
Current Period	2,102,895.32	2,076,008.00	26,887.32
Adjust for Prior Period	29,519.00	-	29,519.00
Total	2,132,414.32	2,076,008.00	56,406.32

2017 Marketing Activity

As in prior years, most 2017 advertising was concentrated in local periodicals, and certain metro area periodicals. The use of coupons on the back of Cub Foods cash register receipts was discontinued in 2017, due to reduced cost effectiveness compared to prior years.

Ancillary to the recent major revision to the City’s website, the Top Valu website was also given an updated look, along with current sale flyers, an events page and a customer request page. These updates, together the Top Valu Facebook page, are intended to increase customer interaction with our online presence.

In 2017, a significant effort was made to reduce inventory and to clean up the stores' appearance. The product offering was evaluated by sales trends. This evaluation allowed the stores to cull outdated and irrelevant products, freeing up shelf space for newer, trending items customers are looking for. Inventory was reduced by 20%. These efforts to reduce inventory will lead to a full reset of the product layout on the store shelves in 2018, allocating shelf space appropriately to sales volume.

Although the reduction in inventory had little immediate impact on sales or profit, the stores are much easier to shop, cleaner, and noticeably more organized now. This has provided a more inviting atmosphere for our customers, and it is easier for staff to keep it that way. It has also made the detection and prevention of shoplifting much easier.

A number of promotional events were held in 2017. In some cases, the liquor operation partnered with community organizations, furthering the mission of those organizations and communicating the Top Valu brand. Other events more directly educated customers on particular products through tasting opportunities, vendor discussions, and sale pricing.

2017 promotional events included:

- Spring Wine Event
- Fall Wine Event
- November Single Malt Whiskey Event
- Holiday Cordial & Champagne Event
- Winery of the Month promotions
- Increased weekly product tastings (rotating offerings)
- Holiday season prize drawings, no purchase necessary
- Taste of Heights Event, with the Columbia Heights Activity Fund
- Annual MN Municipal Beverage Association Food Shelf Drive, benefiting SACA etc.
- Columbia Heights Athletic Boosters' summer weekends parking lot grilling promotion
- Columbia Heights Athletic Boosters' charitable pull tabs, available in the stores

Other 2017 Activity

Following some training and preliminary preparations in 2016, the liquor operation implemented a perpetual inventory system on a trial basis in January 2017. The trial went as planned and the system was kept live throughout 2017. Managers input each item purchased in 2017 into the perpetual inventory system, and researched/resolved differences as they were detected. No small task for a three store operation with \$8.4 million in annual sales.

This tool is a huge improvement to many aspects of the operation, truly impacting what the operation can contribute to the community. A few of these improvements include:

- More accurate and timely financial reporting
- More informed purchasing, able to carry less stock to support any given level of sales
- Better response to slow-moving items
- Better theft control
- Quicker response to customer inquiries

The perpetual inventory process will continue to improve beyond 2017; eventually leading to ongoing cycle counting of inventory, providing even greater accuracy in reporting and ordering.

State law changed in July 2017, permitting off-sale sales of alcohol for the first time in almost 100 years. Since July, all three locations have been open for sales from 11AM to 6PM on Sundays, the maximum hours allowed under the new law. Sales of \$516,215 occurred on these Sundays. Without the new law however, some of these sales would have occurred anyway, on Saturdays and Mondays, and without the additional cost of staffing and operating the stores on Sundays. Being open on Sundays kept Top Valu competitive in the market nonetheless. These Sunday sales could have gone to competitors, if our locations were not open. A minimum of a full year of sales will be needed to formulate a complete analysis of Sunday sales. This issue will be evaluated on an ongoing basis to determine future store hours of operation.

The liquor operation's 2017 success could not have been achieved without the hard work and diligence of the Assistant Store Managers. This group is detailed, focused and dedicated to the improvement of the operation. Their efforts have been recognized by their peers, with the four Assistant Store Managers being chosen as a group to be the 2017 Employees of the Year. The selection committee for this annual award consists of former Employees of the Year that are still employed by the City.

Lastly, we note that profits from the liquor operation continue to help reduce the property taxes paid by the residents of Columbia Heights. In 2017, the City Council re-affirmed its authorization for the liquor fund to make annual contributions of \$50,000 to the City's infrastructure fund and \$10,000 to its police community programs, including D.A.R.E. and Business Watch. These contributions are in addition to the share of city administrative overhead allocated to the liquor fund, and the growth in equity on the City's investment in the store properties.

2017 FINANCE DEPARTMENT STAFF ROSTER

	<u>Start Date</u>	<u>End Date</u>
Finance		
Finance Director	Joseph Kloiber	06/21/04
Assistant Finance Director	Jackie Zillmer	06/06/11
Payroll Accountant	Stacey House	04/14/10
Accounting Coordinator.....	LeAnn Ottney	02/20/02
Accounting Clerk II-Utility.....	Jill Haley	09/17/12
Accounting Clerk I-Utility.....	Deborah Steffen	10/22/90
Accounting Clerk I.....	Stacey Saxe	03/02/15
Accounting Clerk I.....	Joey Rusch	11/06/17
Budget Coordinator	Sue Sartwell	10/17/05
Accounting Clerk II	Jess Kemp	09/03/15
Receptionist/Cashier (PT)	Paula Haynus	09/17/12
Information Systems		
IS Director	Aleksandr Chernin	09/07/99
Assistant IS Director	Jeff Hanson	10/16/07
IS Technician	Steve Silverdahl	09/19/11
Liquor		
Liquor Operations Manager	Larry Scott	04/23/01
	Jason Schulz	05/10/17
Assistant Liquor Operations Manager ...	Thomas Costello	04/07/97
	Tim Gouras	12/16/02
	Steven Olson	06/21/99
	Eric Shurson	05/11/09
Store Supervisor (FT)	Christopher Huber	07/06/15
	Tracy Klein	07/15/08
Store Supervisor (PT)	Kathy Huber	06/08/10
	Nicole Harvey	10/23/17
	Daniel Mutka	09/14/09
	Stephen Saunders	04/26/10
Retail Clerk (PT)	Diana Arne	07/14/00
	Kathryn Bixler	05/26/10
	Ken Brown	10/27/14
	Lynn Burchett	09/06/07
	Felisha Burns	06/01/09
	Casandra Collins	07/08/17
	Namgyal Dorjee	08/25/14
	Tonya Eades	05/26/10
	Ronald Erickson	05/26/10
	John Estling	07/19/07
	Laura Fowell	07/19/16
	Kelly Fraser	07/11/16
	Lavonne Greene	05/18/99
	Thomas Greenhalgh	06/26/17
	Cynthia Griffin	07/12/16

2015 FINANCE DEPARTMENT STAFF ROSTER (cont.)

		<u>Start Date</u>	<u>End Date</u>
Retail Clerk (PT)	Jade Hanzalik	05/20/13	
	Charles Harsch	12/19/17	
	Brooke Hill	07/22/13	07/22/17
	Randy Iskierka	06/03/09	
	Margo Kennedy	08/27/14	
	Kevin Kippels	05/16/16	
	Carly Kleiber	11/03/14	
	Katie Lentz	08/28/17	
	MaRaye Mickey-Brocks	09/09/14	
	Kurt Mueller	07/03/13	
	Jessica Nelson	06/05/12	
	Kevin Niznik	06/03/04	
	Steven Panning	05/18/16	07/15/17
	Bernadette Pogreba	08/21/17	
	Raymond Romero	07/12/17	
	Nicole Schmalzbauer	12/08/08	
	Kay Schmidt	07/01/17	
	Arnett Smith III	07/03/17	
	George Sroka	05/16/16	
	Benjamin Streed	11/04/14	
	Dale Streed	06/08/00	
	Shay Tilander	05/06/02	
	Steven Woods	09/09/04	

Columbia Heights Police Department

Annual Report



2017

As I reviewed the information in this annual report in preparation to write this letter – my first as Chief of the CHPD – I can say that I am very proud of what we accomplished during 2017. We continued to use our community policing model to address crime issues and solve problems. We also expanded and strengthened our relationships within the community and empowered our partners to join us in promoting our community’s safety.

One major initiative that moved forward this year was the **Circle Terrace Multi-Purpose Building**, which was completed by the end of the year. As you may recall, this project was initiated after this neighborhood had experienced a homicide, and the arrest of a young man who was recruited by a terrorist organization. Over several years, this neighborhood has faced other significant crime and disorder challenges. By working with city leaders, other city departments, county officials, the school district and others, we were able to secure funding for this building and see our goal realized. Our work with these community partners will continue into 2018 and beyond as we forge ahead in providing programming for the neighborhood. Our work to build relationships in this neighborhood while instilling a sense of trust and partnership has received national attention as it was a key part of our All America City story.

2017 was the first full year of working with our **Multi-Cultural Advisory Committee (MAC)**. This diverse group of volunteers reflects our community and helps the Police Department to understand and respond to the ever-changing issues facing our city. During this year, the MAC helped us with community dialogues to talk about community concerns and helped us shape our 2018 strategic plan. The MAC has proved to be an important resource that will help us understand and tackle serious and sometimes difficult issues into the future. They will serve a valuable role in advancing our mission in enhancing the safety and quality of life for our community.

While **crime rates remained low** throughout 2017, **our rate of calls for service has risen** to the highest level we’ve seen for the 30 years that information has been recorded. Even though the crime rate continues to be low, responding to non-crime calls for service gives us the opportunity to provide quality service to the citizens of Columbia Heights.

The Columbia Heights Police Department’s commitment to training each and every officer in the de-escalation model of **Crisis Intervention Technique training** was realized this year. The CIT training is a 40-hour course that is the gold standard for officers responding to people in mental health crisis and other urgent situations. We believe that, through training and a **commitment to de-escalation**, we can continue to reduce our department’s already-low use of force statistics.

While 2017 was a year of transition in the Chief position, our department members carried out the department’s day-to-day business at a high level as they always do, with a sense of commitment to our residents and stakeholders. Into the future, we will continue to plan strategically, and use the community policing and problem-oriented policing philosophies that have been so successful for us to address crime and public safety needs. Because the CHPD understands the importance of changing as the needs of the community change, we will continue to be innovative by seeking new and effective ways to serve our community.

I’m very grateful to our city leaders for the trust they’ve placed in me, and I’m proud to have been appointed Chief of Police for the agency I’ve served for so many years. I’m honored to be serving in this new role and working with a department that is truly “Committed Helpful Professional and Dedicated.”

Lenny Austin, Chief of Police

AWARDS AND ACHIEVEMENTS

“Healthy Mind, Healthy Body” award: Chief Scott Nadeau

On Monday, January 9, Chief Nadeau received a “Healthy Mind, Healthy Body” award from the Anoka County Mental Wellness Campaign. The Mental Wellness Campaign is a non-profit created to erase the stigma of mental illness and increase public awareness and acceptance of mental health care. Chief Nadeau was chosen to receive the award in appreciation for his work on behalf of mental wellness in the community and within the CHPD.

Team Heights Pride:

For the second year in a row, CHPD Team Heights Pride (Justin Pletcher, Ryan Scheevel, Mohammed Farah, Ibrahim Farah and Darry Jones) took second in the Public Safety Challenge at the Officer Shawn Silvera Memorial 5k. This event is held in honor of Lino Lakes Officer Shawn Silvera, who was killed in the line of duty on September 6, 2005. Darry Jones finished first in his age bracket.

COPS Office “Community Policing in Action” Photo Contest semi-finalist

The CHPD submitted this photograph of Officer Hashim Abdullahi with MAC (Multi-Cultural Advisory Committee) member Degha Shabbeleh and others at a community picnic event, and were named a semi-finalist in the contest in the U.S. Department of Justice COPS Office (Community Oriented Policing Services) 4th Annual “Community Policing in Action” photo contest. They solicited photographs of police officers interacting with their communities from police departments around the country.



COMMUNITY ORIENTED POLICING

The Columbia Heights Police Department continues to focus on the core philosophy of Community Oriented Policing. The main tenet of this philosophy is a strong partnership between the community and the police where problems are solved together. We continue to support and foster our great relationship with the community by engaging in multiple programs where we interact together and work to make the community a safer and more enjoyable place to live, work and play.

Rental Property Outreach

Regular contacts continued with many of our almost 1,000 licensed rental property owners in the city of Columbia Heights. The communication to rental property owners continues to be an important function in order to improve safety and livability in Columbia Heights. Through various forms of communication, including quarterly trainings, the CHPD continued to educate landlords and help bring them into compliance with the ordinances involving rental properties. Training topics included Property Maintenance Code requirements and how to deal with illegal renters, how evictions are processed, and non-discriminatory practices in rental housing.

Business Watch

The Columbia Heights Police Business Watch program nearly doubled the number of participants in 2017, bringing the total members to 156. Officers assigned to the Business Watch spend time during their regular patrol shifts meeting with the business community to share information, troubleshoot problems and provide needed support. This group also serves as a network and partner when problem solving crime issues affecting our business community.

Neighborhood Watch

The Columbia Heights Police Department has over 167 active Neighborhood Watch groups. The hallmark of these groups is based on getting to know your neighbors and your neighborhood so you are in a position to recognize and report suspicious behavior. 2017 training included officer accountability, police use of force, and information on the Muslim culture.

Cultural Outreach

A partnership with the Adult Education Center continued in 2017 with several class meetings. Officers attended sessions and spoke about policing and answered questions posed by the students. The students are from a variety of cultural backgrounds and many have a limited understanding of American policing and laws.

Sergeant Museus attended the Ecuadorian festival and was met by his growing fan club in the parking lot. The festival is held in front of 4005 Central Avenue and brings in many visitors to celebrate an important holiday.



Officers Nightingale and Vaughn at the ABE



Sergeant Museus at the Ecuadorian Festival

Mental Health Outreach

In June, members of the Columbia Heights Police and Fire departments served lunch at Bridgeview Community Connections in Fridley. Bridgeview is a drop-in center for those

diagnosed with severe and persistent mental illness, and many community members receive services there. It is a great opportunity to answer questions and chat with members.

Community Picnics

In September, the police department hosted an Eat and Greet event on Circle Terrace in conjunction with the beginning of the construction of the new Community Building. There were many community partners that attended the event to offer and educate on the services that they offer. There were many community and neighborhood members that attended and we all enjoyed good conversation.

In June, the police department joined other city departments and community partners for a picnic at Huset Park. The police department demonstrated a squad car and spoke to residents interested in learning about police services.

National Night Out

Columbia Heights participated in the 34th Annual National Night Out event. Citywide there were 51 parties, with over 1300 community members participating. Officers enjoyed a night of community, connection, and meaningful dialogues. This event further reminds us of the power of community, and what can be accomplished when we come together. It is our privilege and honor to serve this great community of Columbia Heights, and National Night Out continues to be one of our favorite initiatives.



Officer Wood and CSO Almosawi on NNO

Coffee with a Cop

Coffee with a Cop continued on a monthly basis in 2017 with venues ranging from the VFW to an annual favorite at Dairy Queen. This program is a great opportunity for the community to connect with the police department with no speeches, no agendas - just coffee and conversation.

Senior Road Show

The police department visited several senior living locations in 2017 as part of the Senior Road Show. The program included a short presentation on relevant topics, followed by an opportunity meet and ask questions. The CHPD enjoys the opportunity to connect with seniors, many of whom have lived in the Columbia Heights community most of their lives.



Officers at a Senior Road Show event

PROBLEM ORIENTED POLICING

Problem Oriented Policing is one of the five strategies of Columbia Heights Police Department's strategic plan. Problem Oriented Policing, or POP, is the policing strategy that effectively utilizes department resources, community partnerships, and various enforcement methods to reduce crime, which continues to decline in Columbia Heights. 2017 focused on strategies of enforcement that included the Anoka-Hennepin Drug Task Force (AHDTF), our Street Crimes Unit, and crime mapping and statistical analysis.

Officer Bonesteel completed his three-year assignment with the AHDTF in early 2017. Officer Dale Sorensen was assigned to the task force several months later and has been operating out of the AHDTF for the last quarter of 2017. Detectives Bonesteel and Sorensen conducted several search warrants in the city, and their investigations resulted in multiple felony drug arrests. Narcotics enforcement will continue to be a priority of the Columbia Heights Police Department, as departments everywhere look at new and efficient ways to tackle the problems surrounding drug use.

The Street Crimes Unit (SCU) is another proactive enforcement team that addresses quality of life and crime issues within the city limits. This year, Officers Sorensen and Hilden were initially assigned to the unit. Once Officer Sorensen was assigned to the AHDTF, Officer Ryan Scheevel was assigned to take his spot on the Street Crimes Unit. Staffing issues within the department kept the SCU from being on the street for several periods during the year. Even with these challenges, the SCU was responsible for over 100 proactive arrests throughout 2017, including several felony arrests for drugs, burglary, and robbery.

Another valuable POP initiative hosted annually by the CHPD are our All Hands Days. These All Hands Days are hosted on several occasions throughout the year and are aimed at addressing known crime issues and hot spots, as well as positive community outreach. These days are often paired with community events such as the last day of school and homecoming. This allows officers the opportunity to enforce youth issues such as truancy and curfew, while at the same time using positive communication and creative outreach to better address issues on levels beyond just enforcement.

Modern statistical analysis and improved officer training and resources continue to be contributing factors to driving crime down to some of the lowest rates in the last 50 years. Our successes spur us on to finding for innovative ways to maintain the decreased crime rate and the increase in public safety.

Youth Outreach

Anti-Bullying Reading Program

In 2009, the Columbia Heights Police Department teamed up with Highland Elementary to address bullying with Kindergarten, First and Second graders. Officers and staff members go into the classrooms twice a year and read a book that provides an important message about bullying to the students. In 2014, the program expanded and now nearly all CHPD staff, sworn and non-sworn, participate in the program which also extends to Valley View Elementary,

Immaculate Conception School, and Global Academy. The visits also provide the young students with an opportunity to ask questions and meet someone from the Police Department in a positive interaction.



Sergeant Pletcher reading a book about bullying

The School Resource Officers have access to the School District's Bullying report forms, and they work with school staff as an additional resource for students to intervene with bullying concerns and behaviors. This continues to be a positive way for students and staff to have an opportunity to address any bullying concerns.

School Safety

Since 2015, the police department has collaborated with the Columbia Heights Fire Department, Allina Paramedics and the Columbia Heights School District for our bi-annual Active Shooter training sessions. District and school personnel are on hand to observe our training, to include engaging an active shooter in the building and removal of victims with the aid of the Fire Department and paramedics. Following the trainings, a debriefing session is held with all the departments involved. This training allows an opportunity for the District to observe, understand and prepare should an event actually occur in a school building. In 2017, CHPD held another training of this nature at Valley View Elementary during spring break while school was closed for the week.

The police department also continues to provide extra assistance to the traffic congestion during start and dismissal of the school day at Valley View Elementary and Columbia Academy, an initiative we started in 2013. The traffic assistance provided by the Police Department has been successful in raising the awareness of the drivers who pick up and drop off students, and make for a safer route to and from school for students who walk to school. In 2017, the CHPD conducted a traffic control study to determine what, if any, additional resources are needed regarding school traffic safety. The results of that study will be completed in early 2018.

D.A.R.E.

The Columbia Heights Police Department has been teaching D.A.R.E. (Drug Abuse Resistance Education) to the 4th and 5th grade students of Columbia Heights School District for over 25 years. The School Resource Officers teach the curriculum at Valley View, Highland and North Park Elementary Schools. This combined effort creates approximately 285 D.A.R.E. graduates each year. Through the D.A.R.E. curriculum, students learn to avoid drugs, alcohol and tobacco, and how to make safe and responsible decisions.

Open Gym

The Columbia Heights Police Department currently holds and supervises five Open Gym sessions per week. On Mondays after school, CHPD hosts an open gym for middle school-aged kids at the Hylander Center. On Tuesdays after school, one open gym is hosted at the Hylander Center for high school-aged kids only, and a second is held at Columbia Academy for middle school students. On Wednesdays before school, an open gym session is held at the Hylander Center for soccer only. Finally, on Thursday after school, the Hylander Center is open for high school-aged kids again. These Open Gym sessions are designed to provide our youth with a safe place to go play before or after school. In 2017, there were a total of 6,814 youth attendees to open gym program.

3 on 3 Basketball Tournament

At the end of the 2016/2017 school year, the CHPD hosted a 3-on-3 basketball tournament as a spin-off of the Open Gym program. The tournament was designed to give the students who participate in the open gym program throughout the year a fun way to end the school year, and to garner continued interest in the program for the upcoming summer and following school year. Approximately 150 students participated in, or came to watch, the 3 on 3 tournament in 2017. Another tournament is being planned for 2018.



3 on 3 Tourney winners with Troy Vaughn and Jason Piehn

Big Brothers Big Sisters

CHPD has partnered with Big Brothers/Big Sisters Twin Cities since 2011, and is the only department in Anoka County involved in the program. Department staff who volunteer to be a Big Brother or Sister go into the school to meet their matched student. The two will play games, read, make crafts and develop a mentoring relationship. The partnership first started at Highland Elementary and has since expanded to Valley View Elementary and Columbia Academy.

In 2017, the CHPD and BBBS partnered to begin a pilot program for a high school-aged youth sports mentorship program, starting with the boys' basketball program. The program goals are to mentor high school athletes through common interests with officers, such as sports. The goal is to help them navigate through life with things like grades and teamwork, as well as to help prepare them for life after high school sports in areas like college prep and job placement.

Teen Academy

For the second year in a row, CHPD hosted a Teen Academy in 2017. The program was expanded this year to a two-day program. After the second day, students who successfully completed the program were able to participate in a ride along with a CHPD officer. This Academy was designed for students who have an interest in law enforcement or are considering a career in law enforcement. Thirteen students participated this year, and there are plans to expand the program even more in 2018 since it was so well received by those participants.

Chemical Abuse Awareness and Prevention

Since 2016, the High School Resource Officer has conducted classroom presentations on alcohol and opioid abuse to the 10th grade health classes. In 2017 there were approximately 130 kids in each of the presentations, which were broken down into smaller classes of about four classes each. For the alcohol presentation, the School Resource Officer utilizes fatal vision goggles simulating alcohol use to show students what happens when their vision is impaired while trying to perform basic tasks such as walking, balancing, or operating equipment. During the opioid presentation, the School Resource Officer shows the video “Chasing the Dragon” to the students, and then conducts a classroom discussion/presentation with the assistance of guest speakers. The guest speakers this year were the parents of a young Columbia Heights male who died after overdosing on heroin, and a former CHHS graduate who is a former pill and heroin user that has now gone through recovery and has stayed clean. The presenters make this information all the more powerful and compelling due to the current national opioid epidemic.

Pizza with a Cop

For the past two years the CHPD and CHHS have partnered to host a “Pizza with a Cop” session at the High School. Metro Transit PD also helps out with this event. This simple idea provides police and teens an opportunity to sit together over pizza to discuss police-related topics, which the teens come up with ahead of time by filling out a comment card with at least one question each. “Pizza with a Cop” is the youth version of our already successful “Coffee with a Cop” program. In 2017, 60 kids participated and many more are already asking when we will be hosting it again in 2018.

TRAINING

Every officer on the CHPD has now completed a week-long training in Crisis Intervention Techniques (CIT). CIT is a law enforcement mental health crisis response which teaches de-escalation. Because the CHPD believes in this approach, our 2017 Strategic Plan required that all officers be trained in CIT by the end of the year. The CHPD has also started including training in de-escalation as part of our annual use of force training.

Leadership Skills Program



One of the objectives of the 2017 Strategic Plan was to seek new and improved methods of leadership training for all levels of staff, which is also a pillar of 21st Century Policing. The CHPD partnered with Dr. Mirja Hanson, a professor of the Leadership Program at the University of St.

Thomas and a well-respected consultant in the fields of leadership, community action, and organizational development to develop and provide the training.

Dr. Hanson worked with supervisors, officers, and front office staff to create a program specific to the needs of the Columbia Heights Police Department. In June, the department began an eight session leadership skills course taught by Dr. Hanson. This class was optional for employees to attend, but there were over 21 students in the class made up of staff from all levels in the police department, as well as the Columbia Heights Fire Department. The class was free to all who attended, and after 8 sessions of learning a survey was completed which found that the class was received with overwhelmingly positive results. The CHPD will continue to look at additional leadership training as we continue to use creative partnerships to benefit the department and its staff, as well as the community as whole.

STRATEGIC PLAN

2017 marked another successful year for the Columbia Heights Police Department's strategic plan. These plans are created annually, and then reviewed quarterly, to ensure that we are addressing all the needs of our community both accurately and effectively. The CHPD's strategic plan is broken down into five strategies: Problem Oriented Policing, Community Oriented Policing, Communication, Accountability, and Training/Equipment. Each strategy lays out the entire year's goals, along with initiatives, projects, and other items that make up our objectives for that year. Prior to the finalization of the strategic plan, the department meets with multiple community members and stakeholders, including the Columbia Heights School District along with students and parents, faith-based leaders, business owners, Neighborhood Watch, other City departments, as well as the mayor and city council. Once all input is gathered, it is then analyzed and implemented into the strategic plan, so the Columbia Heights Police Department's strategic plan truly is an extension of community needs and goals.

Each quarter, members of the department from all levels sit down and review the strategic plan, ensuring that the department is on track to accomplish all objectives laid out in the plan. Community outreach initiatives such as Teen Academy, Open Gym, and Coffee with a Cop, as well as proactive initiatives such as the Street Crimes Unit and All Hands Day fall under the strategic plan. By including input from community members, front office staff, officers, and supervisors throughout the entire process, we have been able to increase the department's successes by enhancing community buy-in and increasing department investment. The CHPD's well-thought-out strategic plan is roadmap used to focus our energy, resources, and time, and allows us to achieve the goals set forth through community input and from within the department itself.



Strategic Planning session 12-8-2017

WELLNESS

The CHPD continues to go above and beyond when addressing officer and employee wellness, an important pillar of the President's Task Force on 21st Century Policing. While employees are still given the opportunities to work out on duty, the department continues to look at new and improved techniques for addressing officer wellness. While in previous years we have hosted nutritionists and heart-health specialists, 2017 marked the year of mental wellness. We brought in a meditative specialist who gave officers and front office staff the tools to lower stress levels through breathing and mediation exercises that anyone can use at their desk or in their squad car. A mindfulness video was created for anyone to use at their own leisure. As we move forward, we continue to look for ways to address the health and wellness of our staff in order to provide all our employees a better quality of life, both at and outside of work.

CHPD EMPLOYEES GIVE BACK

Our core values are "Committed. Helpful. Professional. Dedicated." It's more than a slogan for us. Those are the principles we try to live by, remembering that we are lucky to be in working in public service. Here are some of the ways that the men and women of the CHPD made a difference in our community during 2017.

Several of the department's employees are mentoring youth at Highland Elementary, Valley View Elementary, and Columbia Academy through the Big Brothers Big Sisters program. We're in our sixth school year participating in this important program, and now there are employees from other city departments and community members involved in mentoring too. We strongly believe that mentoring can make a difference in the life of a child, and we're proud to be partnering with the Big Brothers Big Sisters of the Greater Twin Cities in this effort.



Investigator Noll and his Little

Most of the department's employees are involved in the Anti-Bullying reading program, where we visit elementary school classes twice each school year to read a book and visit with kids about bullying prevention. This important part of our youth outreach gives us a chance to reinforce the information the students are learning in school about bullying.

For the sixth year, CHPD participated in the "Movember" initiative to raise funds and awareness for men's health issues by growing facial hair. Officers were allowed to wear mustaches and

neatly trimmed beards during the month of November if they were pledging to raise money for this important cause. This year, the CHPD Movember team raised \$1,000, giving us a five-year total of almost \$8,500 raised.

The “Heights Bikes” program was successful for its third straight year. In May of 2017, the CHPD partnered with Robert Putz from Wells Fargo Bank, the Columbia Heights School District, the Columbia Heights Police Association and the Fridley/Columbia Heights Rotary to give bikes, helmets and locks to 12 Columbia Heights students. The bikes were donated by the City of Columbia Heights/Police Department, Robert Putz donated his time to repair the bikes, the Rotary Club donated the helmets and the Police Association donated the bike locks.

For the third year, the CHPD joined with other community volunteers for the Sheridan Story, a statewide non-profit organization that supports children of families in need with a consistent supply of nutritious food every weekend. Volunteers from the PD worked with project organizers and representatives of Highland Elementary to distribute food discretely into participating students’ backpacks. Each participating student receives a four to five pound bag of food at the end of each week.



The Police Association administers the annual Curt Ramsdell Scholarship which is named in honor of Officer Curt Ramsdell who was killed in the line of duty on July 30, 1997. The \$1,000 award is given each year to a student who embodies Ramsdell’s dedication to public service. The 2017 scholarship in the amount of \$1,000 was given to Vanessa Pesantez, a Columbia Heights High School senior. Vanessa was chosen for her exceptional educational accomplishments, as well as her participation in various outreach activities.

This year, the CH Police Association sponsored the 8th annual Shop with a Cop project, coordinated by Sgt Justin Pletcher and funded by the Police Association and our generous donors. This year we shopped with 21 families, which is a new record for us. Officers and other members of the PD go shopping with our recipients and help them pick out holiday items like toys and clothes for their kids. Sometimes the families decide to purchase essentials like food and household items too. We here at the CHPD love this project; it’s heartwarming to be able to help people who might be struggling, and we really enjoy meeting and spending time with these amazing members of our community.

POLICE RESERVES

The Columbia Heights Reserve Unit is a volunteer organization comprised of members of the Columbia Heights community. These members support the police department and the Columbia Heights-Hilltop community through a variety of tasks that include patrol, transports and participating at special events. Reserve members receive specialized training related to their areas of responsibility. The Reserve Program has been a part of the Columbia Heights Police Department for over half a century, and thousands of hours of volunteer time have been donated. The Columbia Heights Police Department continues to be grateful for their service to their community and plan to grow the program in 2018.

2017 CRIME STATISTICS

Easy Access to Online Crime Maps

The Columbia Heights Police Department believes knowledge and transparency are key components of the relationship between police and the community. To further these efforts we make our crime information available for anyone with internet access at communitycrimemap.com. This is a great tool to look at what is happening in a neighborhood or city-wide, and has many search features to narrow in on the information you want.



Crime Numbers are flat for 2017

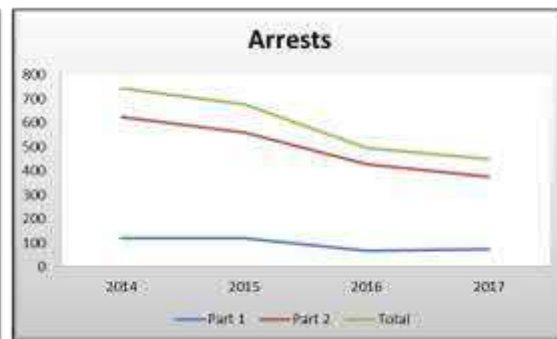
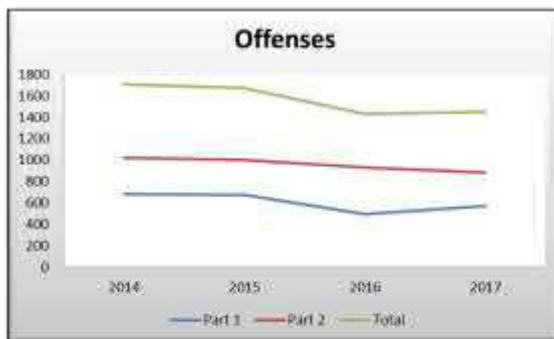
There was a slight uptick in Part 1 crimes in 2017, mostly due to an increase in theft related crimes. Our Part 2 crimes continued the downward trend with overall crime coming in flat at 2% over 2016, and down 13% from where it was in 2015. The number of people arrested is down 9% from 2016.

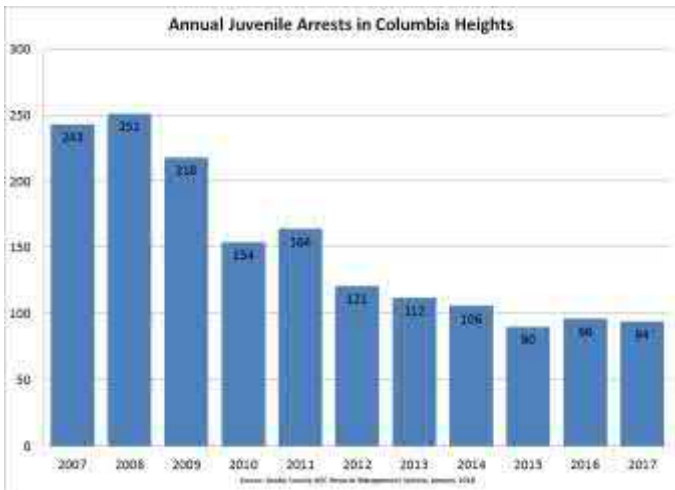
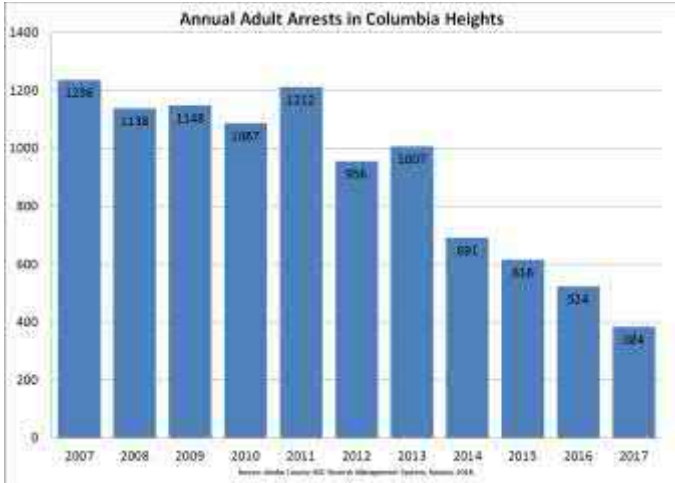
Offenses

	2017	2016	2015	2014	1 yr % Chg	2 yr % Chg	3 yr % Chg
Part 1	570	496	673	686	15%	-15%	-17%
Part 2	883	934	1000	1022	-5%	-12%	-14%
Total	1453	1430	1673	1708	2%	-13%	-15%

Arrests

	2017	2016	2015	2014	1 yr % Chg	2 yr % Chg	3 yr % Chg
Part 1	74	67	119	119	10%	-38%	-38%
Part 2	374	428	558	624	-13%	-33%	-40%
Total	448	495	677	743	-9%	-34%	-40%

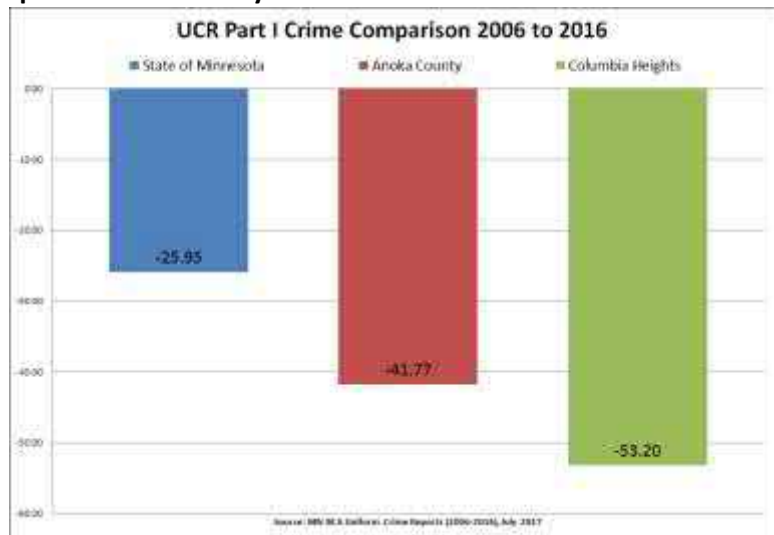




2017 juvenile arrests are down very slightly from the low number in 2016. Adult arrests are down by almost a third from the number in 2016.

Columbia Heights Crime Decline Outpaces Anoka County and State of Minnesota

Part 1 Crime in Columbia Heights has dropped over 50% from 2006 to 2016. When compared to Anoka County, Part 1 crime in the county dropped just under 42% in the same time period. Statewide Part 1 dropped 26% from 2006 to 2016. We are very proud that our hard work has helped achieve a crime reduction that is double what the state as a whole is experiencing. These comparisons are made using the BCA's Uniform Crime Report which comes out in July, the 2016 edition is the newest available.



POLICE EMPLOYEES IN 2017

<u>Name</u>	<u>Title</u>	<u>Serving From</u>
Scott Nadeau	Chief of Police	04-21-08 last day 07-27-17
Lenny Austin	Captain/Chief of Police	02-15-95 promoted 11-13-17
Ted Fischer	Sergeant	10-30-92
Matthew Markham	Sergeant	08-31-98
Erik Johnston	Sergeant	12-02-02
Justin Pletcher	Sergeant	05-24-10
Andrew Museus	Police Officer/Sergeant	05-13-13 promoted 04-03-17
Terence Nightingale	Police Officer	04-01-85
Paul Bonesteel	Middle School Liaison	09-08-94
Dale Sorensen	Police Officer/DTF	09-11-97
Matthew Aish	Police Officer	08-30-99
Gregory Sinn	Police Officer	06-05-00
Jason Piehn	High School Liaison	04-04-05
Danielle Pregler	Police Officer	03-19-06 last day 12-29-17
Erik Hanson	Police Officer	02-05-07
Joseph Pikala	Police Officer	08-12-08
William Monberg	Police Officer	10-13-08
Timothy Noll	Investigator	11-19-12
Jacob Hilden	Police Officer	05-14-13
Jacqueline Thurmes	Police Officer	02-24-14 last day 01-26-17
Joshua Huebner	Police Officer	11-17-14
Hashim Abdullahi	Police Officer	01-12-15
Mohammed Farah	Police Officer	01-13-15
Tabitha Wood	Police Officer	09-14-15
Ryan Scheevel	Police Officer	03-21-16
Ibrahim Farah	Police Officer	04-27-16
Jacquelyn Urbaniak	Police Officer	11-28-16
Darry Jones	PT CSO/Officer	02-02-17 promoted 10-16-17
Troy Vaughn	PT CSO/Officer	02-02-17 promoted 12-04-17
Karen Olson	Office Supervisor	02-19-86
Elizabeth O'Brien	Records Technician	08-20-90
Ramon Gomez	Records Technician	11-04-13
Emily Peterson	Records Technician	09-21-15 last day 12-29-17
Jason Nihart	Information Systems Specialist	06-11-15
Jerry Wellman	Community Service Officer	01-25-06
Zahra Almosawi	PT Community Svc Officer	09-21-15
Tony Miller	PT Community Svc Officer	10-26-16
Shelby Tombers	PT Community Svc Officer	09-13-17

INTEGRITY - PRIDE - HONOR - EXCELLENCE - DUTY



-2017 ANNUAL REPORT-

Vision

Provide and develop quality leadership to strengthen and unite a diverse workforce. Develop a succession plan that will continue the organizational mission and values. Retain quality personnel by providing opportunities for personal development, encouraging new ideas, and creating a positive environment.

Mission Statement

To be a team of dedicated professionals who provide courteous and selfless public safety services to a diverse community.

Core Values

Integrity - Pride - Honor - Excellence – Duty

Introduction

The Columbia Heights Fire Department 2017 Annual Report is a reflection of the commitment to the community we serve. It is filled with statistics and information that identifies the ways in which we continue to successfully meet our vision, mission, and core values.

As a combination department, employing both full and part-time firefighter/EMTs, the Columbia Heights Fire Department, in its primary role as emergency first responders, responded to a record total of 2,904 calls for service this past year. Fire-related incidents accounted for 419 of the calls, 38 of which were structure fires.

Providing proactive First Aid since the 1940's and becoming a basic life support ambulance service licensed with the State of Minnesota since 1973, the fire department continues to provide emergency medical services at the Emergency Medical Technician Basic level as part of its primary role. Accounting for approximately 86% of all incidents in 2017, the department responded to 2,485 medical-related incidents.

The department also trains and responds to provide a variety of services intended to meet the specific needs of our community including emergency management, incidents involving hazardous materials, water rescue, ice rescue, confined space rescue, and weapons of mass destruction. Additionally, the department



members conduct fire prevention education and participate in numerous citywide events such as Night to Unite and the Columbia Heights Jamboree.

While emergency services response continues to be an essential service, the fire department expends considerable time and resources on inspection and enforcement services for the Minnesota State Fire Code and the City's Property Maintenance Code. The department licenses and inspects all rental property in the city, enforces City Ordinances such as outside storage, long grass, and snow shoveling in the city as well as other facets of the Property Maintenance Code.



Charlie Struzyk

Kyle Hall

The Staffing for Adequate Fire and Emergency Response (SAFER) grant that was awarded to the department in 2015 from the Department of Homeland Security (DHS) and the Federal Emergency Management Agency (FEMA) ended in September. The grant allowed for the hiring of two additional temporary full-time firefighters for two years to meet national staffing standards and fulfill the primary response mission of the department. The two firefighter/EMT's hired to fill the positions, Charlie Struzyk and Kyle Hall, returned to their positions as

Paid-on-Call Firefighters with the Department. The department appreciates the work they performed and wishes them well in their future endeavors.

Our successes over the Department's history and the past year are due to the dedication of all the members of the Fire Department and the support we receive from the Mayor, City Council Members, and City Administration and staff. As always, the Columbia Heights Fire Department is committed to preserving the life and property of our citizens and to serve the community with integrity, pride, honor, excellence, and duty.

This past year also brought a change in the design of the department's patch. The original design was sketched by fire department member Doug Jones and has been uniquely recognizable amongst other fire department patches. It was then updated with a graduated flame color and "digitized" in 2007 for the department's Centennial Celebration. The new patch design retains some of the original characteristics of the original patch; the patch shape and general "flames" look. The flames now include a phoenix, the patron bird of the fire service. Homage to the City's new logo was made by integrating the clock face into the Maltese cross design.

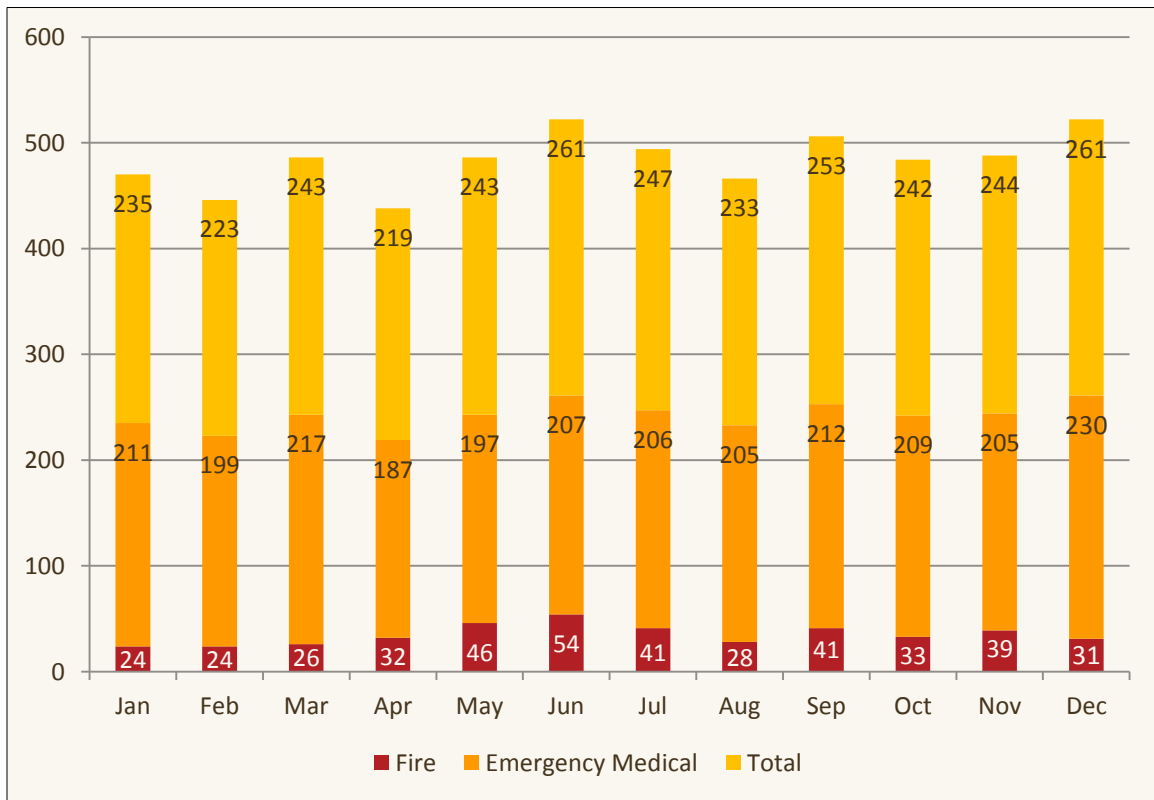


Incident Reports

The Fire Department responded to 2,904 calls in 2017. The number of calls we respond to remains significantly high for a community of our size. We continue to see an increase in calls at night, calls relating to alcohol and drug use, assaults, and psychological problems. The number of calls for our elderly population remains high but has been slowly shrinking over the past few years. The average incident response time for the first arriving apparatus was approximately five minutes.

The Columbia Heights Fire Department uses the Minnesota Fire Incident Reporting System (MNFIRS) to report each emergency incident. MNFIRS is a member of the National Incident Reporting System (NFIRS). Our incident response statistics are compiled with all other Fire Departments at the state and national level. These statistics are utilized to focus on current trends and problems and to predict future ones within the fire service.

2017 Fire and Emergency Medical Calls by Month



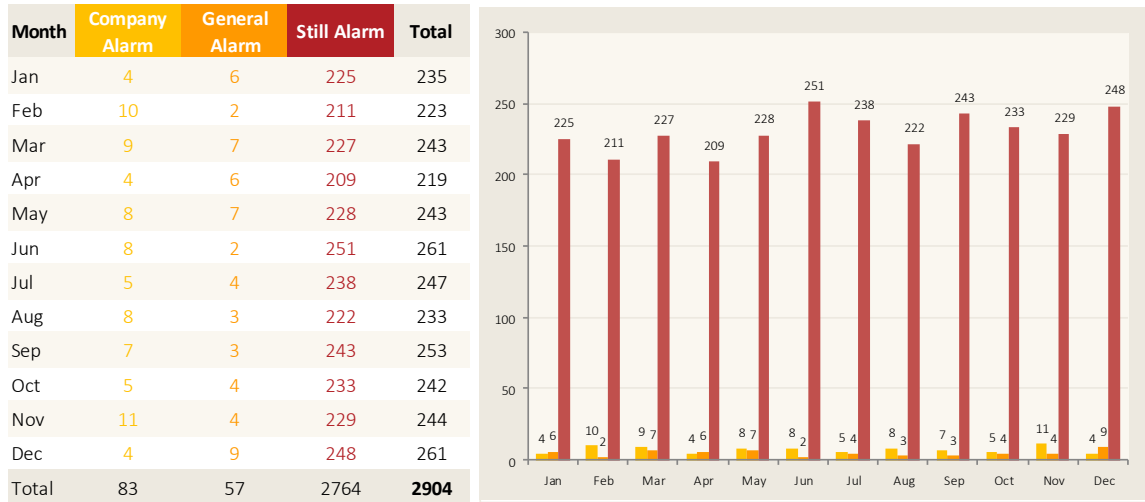
2017 Fire Calls	2017 Medical Calls	Total calls for 2017
419	2485	2,904

2017 Type of Alarms by Month

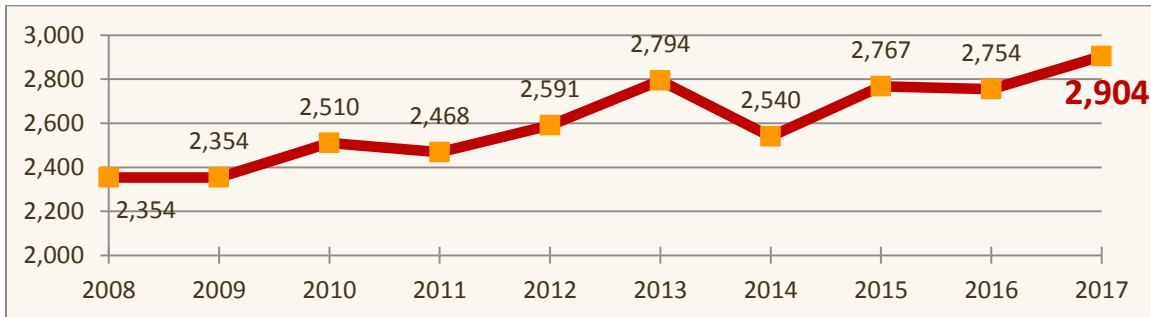
Still Alarms are handled by on-duty personnel without calling for additional help.

Company Alarms are handled by call-back of available off-duty paid personnel and approximately one half of the available Paid-on-Call membership.

General Alarms are used when the situation calls for the services of all available members.



Ten-Year Comparison of Total Incidents



2017 Classification of Alarms

Fire	
Boiler fire/malfunction	1
Canceled en route: Fire	30
Chimney fire	1
Cooking fire	19
Grass/Brush/Vegetation fire	6
No Incident Found: Fire	26
Structure fire	16
Trash fire	4
Trash/Dumpster fire	8
Vehicle fire	3

Rescue/Medical Alarms	
Abdominal/Flank Pain	104
Allergic Reaction/Anaphylaxis	21
Assault	28
Assist Invalid	4
Attempted Suicide	8
Back Pain - Non Traumatic	35
Behavioral/Psychological Problem	72
Breathing Problem	224
Burns	2
Canceled en route: Medical	121
Cardiac Arrest	18
Chest Pain - Cardiac	119
Choking/Airway Obstruction	9
CVA/Stroke/TIA	37
Diabetic Problem	116
DK/ETOH Ingestion (Alcohol Problem)	45
DOA	18
Drowning/Submersion	1
EMS call, pt not transported by fire	1
Epistaxis/Nose Bleed	13
Extricate victim(s) from vehicle	1
Fall	247
Flu Symptoms	140
G.I. Bleed	5
Headache	29
Heat Emergency/Hyperthermia	2
Heroin Overdose	12
Injury/Laceration/Bleeding	67
Lift Assist	2
Medical Incident	173
Motor Vehicle Accident	2
No Incident Found: Medical	58
Other Cardiac Problem	24
Overdose/Poisoning	30

Pain	140
Pneumonia	1
Possible Narcotics	4
Pregnancy/OB/Childbirth	21
Rescue or EMS standby	2
Rescue/Extrication, misc.	1
Seizure	57
Stabbing	1
Stalled elevator rescue	1
Substance/Drug Abuse	7
Syncope/Fainting	26
Unconscious/Down	31
Vehicle accident with injuries	34
Vehicle accident, no injuries	5
Vehicle/pedestrian accident	14
Weakness	136

Service Calls	
Accident, potential accident, other	1
Alarm system activation, no fire	28
Alarm system sounded, malfunction	24
Alarm system, malicious false alarm	5
Animal rescue	1
Arcing, shorted electrical equipment	11
ASSIST police/other governmental agency	19
Attempt to burn	3
Authorized controlled burning	8
Canceled en route: Fire	3
Canceled en route: Medical	9
Carbon monoxide incident	6
Chemical spill or leak	2
CO detector activation, malfunction	11
CO detector activation, no CO	10
Cover assignment/standby	1
Detector activation, no fire	4
Electrical wiring/equipment problem	2
Gas leak (natural gas or LPG)	33
Hazardous condition	1
Hazmat investigation w/no hazmat	22
Heat from short circuit (wiring)	1
Lift Assist	165
Malicious, mischievous false call, misc.	4
No Incident Found: Medical	3
Overpressure/steam rupture	1
Person in distress, misc.	1
Police matter	20
Power line down	21

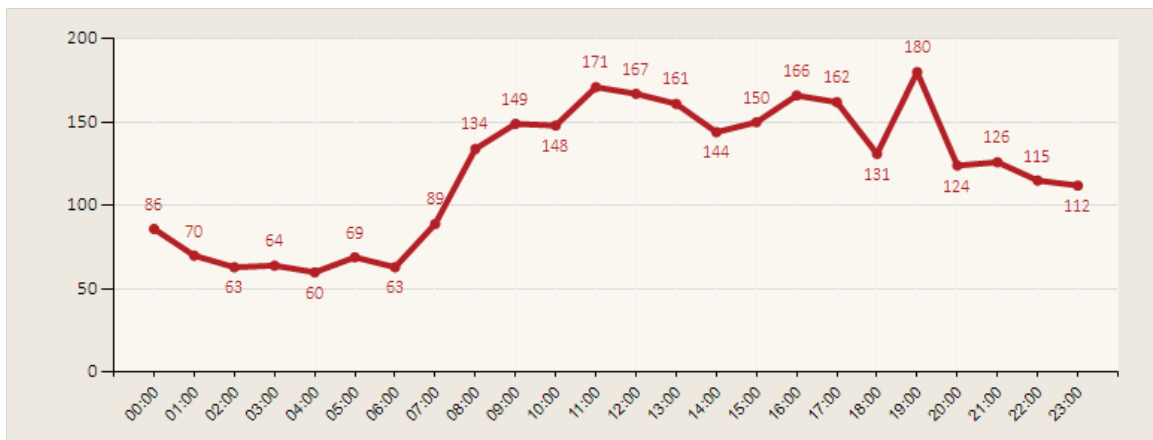
Public service	7
Public service, misc.	2
Ring or jewelry removal	5
Smoke detector activation, malfunction	5
Smoke detector activation, no fire	13
Smoke or odor removal	2
Smoke scare, odor of smoke	14
Sprinkler activation, malfunction	5
Sprinkler activation, no fire	2
Steam/gas/fog mistaken for smoke	3
Storm assessment	1
System malfunction, other	1
Unauthorized/Illegal burning	35
Vehicle accident, general cleanup	2
Water or steam leak	3
Water problem, other	1

Top 20 Properties for Service

Address				# of Calls for Service
1	Parkview Villa Apartments	146-Unit Apartment Building	965 40th Ave NE	157
2	New Perspective Senior Living	92-Unit Assisted Living/Memory Care	3801 Hart Blvd NE	94
3	Crest View Lutheran Home	122-Bed Nursing Home	4444 Reservoir Blvd NE	82
4	Crest View on 42nd	50-Unit Assisted Living/Memory Care	900 42nd Ave NE	60
5	Northeast Seniors Housing	85-Unit Apartment Building	3850 Stinson Blvd NE	59
6	Single Family Residence	Single Family Rental	3900 Block of Hayes St NE	59
7	Jones Family Investments, LLC	75-Unit Senior Apartments	3839 Hart Blvd NE	46
8	Boulevard Apartments	74-Unit Senior Apartments	4458 Reservoir Blvd NE	42
9	Single Family Residence		4500 Block of Stinson Blvd NE	39
10	Royce Place Assisted Living	50-Unit Assisted Living/Memory Care	1515 44th Ave NE	37
11	Columbia Village	40-Unit Senior Apartments	1675 44th Ave NE	28
12	Samir & Kawthar Partnership	Apartment Building	4630 Central Ave NE	28
13	Jones Family Investments, LLC	35-Unit Apartment	3838 Mckinley St NE	26
14	Minhas, Anwaar U	7-Unit Apartment Building	4628 Tyler St NE	16
15	Jones Family Investments, LLC	35-Unit Senior Apartments	2200 39th Ave NE	14
16	ACCAP Board & Lodge	Residential Living Institution	4653 Central Ave NE	13
17	Single Family Residence		4500 Block of Taylor St NE	13
18	Columbia Heights Senior High	High School and District Offices	1400 49th Ave NE	13
19	Samir & Kawthar Partnership	Apartment Building	909 46 1/2 Ave NE	13
20	Single Family Residence		4700 Block of 6th St NE	12

Calls by Time of Day

Below is a breakdown of the 2017 call volume by time of day the call was dispatched. The fire department is active 24 hours a day with calls, in fact the hours between 8:00 am and 5:00 pm account for half of all calls in a 24-hour period.



Mutual Aid Report

Mutual aid is an agreement between fire departments to assist each other when called for emergencies by responding with available staffing and apparatus. The Columbia Heights Fire Department works closely with surrounding departments and has an “automatic” mutual aid agreement with the cities of Fridley and St. Anthony to be dispatched simultaneously for fires during the weekday hours when staffing is at its lowest.

2017 Mutual Aid Received - (9 Times)

Date	Call #	Address	Incident Type	Aid Type	Department
1/21	17-0152	844 46 1/2 Ave NE	Structure Fire	Automatic aid received	Fridley Fire Department
3/9	17-0522	2025 Innsbruck Pkwy NE	Structure Fire	Automatic aid received	St. Anthony Fire Department
5/13	17-1029	4536 Taylor St NE	Structure Fire	Automatic aid received	Fridley Fire Department
6/10	17-1246	4425 University Ave NE	Fire Alarm - No Smoke	Automatic aid received	Fridley Fire Department
7/16	17-1566	4208 Madison St NE	Structure Fire	Automatic aid received	Fridley Fire Department
9/13	17-2008	940 39th Ave NE	Structure Fire	Automatic aid received	St. Anthony Fire Department
12/23	17-2841	954 42nd Ave NE	Structure Fire	Automatic aid received	St. Anthony Fire Department
12/25	17-2846	5241 University Ave NE	Structure Fire	Automatic aid received	Fridley Fire Department
12/30	17-2888	5001 5th St NE	Structure Fire	Automatic aid received	Fridley Fire Department
12/30	17-2888	5001 5th St NE	Structure Fire	Automatic aid received	St. Anthony Fire Department

2017 Mutual Aid Given - (17 Times)

Date	Call #	Address	Incident Type	Aid Type	Department
1/11	17-0077	5315 James Ave N	Fire Mutual Aid	Mutual aid given	Brooklyn Center Fire Department
1/14	17-0100	6580 Pierce St NE	Smoke Inside	Automatic aid given	Fridley Fire Department
1/30	17-0223	6220 78th Ave N	Fire Mutual Aid	Mutual aid given	Brooklyn Park Fire Dept
2/8	17-0285	7585 Central Ave NE	Structure Fire	Automatic aid given	Fridley Fire Department
3/14	17-0568	5901 2 1/2 St NE	Structure Fire	Automatic aid given	Fridley Fire Department
3/20	17-0605	6110 Star Ln NE	Structure Fire	Automatic aid given	Fridley Fire Department
4/8	17-0755	771 58th Ave NE	Structure Fire	Automatic aid given	Fridley Fire Department
4/8	17-0758	5680 East River Rd NE #202	Structure Fire	Automatic aid given	Fridley Fire Department
5/16	17-1056	2908 Anthony Ln	Fire Mutual Aid	Automatic aid given	St. Anthony Fire Department
6/28	17-1398	1230 Cheri Ln NE	Structure Fire	Automatic aid given	Fridley Fire Department
6/28	17-1412	4130 Main St NE	Medical	Other aid given	Fridley Fire Department
8/15	17-1788	6500 Dupont Ave N	Fire Mutual Aid	Mutual aid given	Brooklyn Center Fire Department
9/2	17-1916	5220 East River Rd NE	Water/Ice Rescue	Mutual aid given	Fridley Fire Department
10/2	17-2172	5533 East Bavarian Pass NE	Smoke Inside	Mutual aid given	Fridley Fire Department
10/30	17-2392	7446 Taylor St NE	Structure Fire	Automatic aid given	Fridley Fire Department
12/2	17-2658	2500 36th Ave NE	Fire Mutual Aid	Mutual aid given	St. Anthony Fire Department
12/22	17-2830	5890 Central Ave NE	Water/Ice Rescue	Other aid given	Fridley Fire Department

2017 Fire Incidents with Property Loss

Date	Call #	Address	Property Use	Cause of Fire	Pre Incident Property Value	Property Loss	Property Saved
Building fire							
1/6	17-0042	1337 Circle Terrace Blvd NE	1 or 2 family dwelling	Undetermined*	\$5,000	\$5,000	\$0
5/13	17-1029	4536 Taylor St NE	1 or 2 family dwelling	Unintentional	\$150,000	\$1,000	\$149,000
7/16	17-1566	4208 Madison St NE	1 or 2 family dwelling	Undetermined*	\$20,000	\$20,000	\$0
9/13	17-2008	940 39th Ave NE	Multifamily dwellings	Unintentional	\$5,000	\$2,000	\$3,000
12/15	17-2766	4701 University Ave NE	1 or 2 family dwelling	Unintentional	\$150,000	\$25,000	\$125,000
12/30	17-2888	5001 5th St NE	1 or 2 family dwelling	Unintentional	\$20,000	\$20,000	\$0
Estimated totals Building fire (6 Incidents)					\$350,000	\$73,000	\$277,000
Fires in structures other than in a building							
7/16	17-1566	4200 Madison St NE	1 or 2 family dwelling	Other	\$500	\$500	\$0
Estimated totals Fires in structures other than in a building (1 Incident)					\$500	\$500	\$0
Passenger vehicle fire							
2/12	17-0329	725 45th Ave NE	Mercantile, business, other	Unintentional	\$1,500	\$1,500	\$0
4/8	17-0764	0 40th Ave NE	Residential street, road or res. driveway	Unintentional	\$2,000	\$500	\$1,500
8/27	17-1872	3909 Hayes St NE	1 or 2 family dwelling	Undetermined*	\$12,000	\$12,000	\$0
Estimated totals Passenger vehicle fire (4 Incidents)					\$15,500	\$14,000	\$1,500
Estimated totals for 2017					\$366,000	\$87,500	\$278,500

* Undetermined fire causes include those fires that have not yet been investigated or those that have been investigated, or are under investigation, and have insufficient information to classify further.

Casualty Report

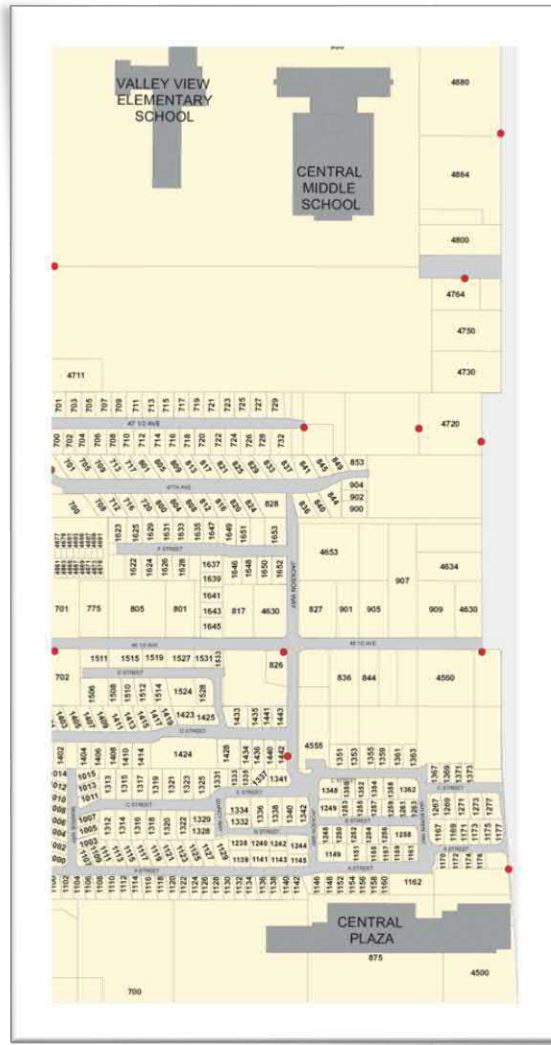
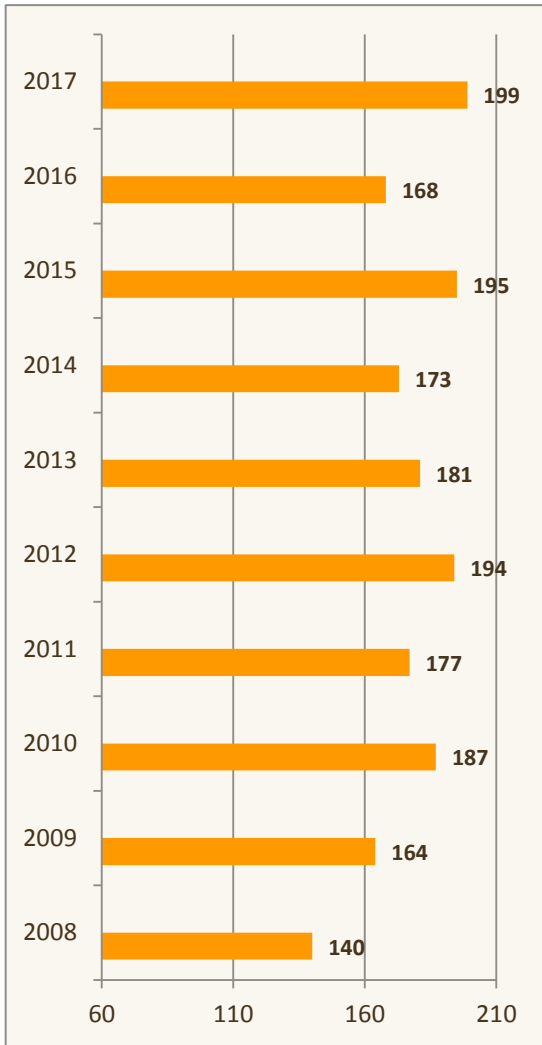
In 2017 there were 4 Civilian Casualty Injuries

Date	Call #	Address	Incident Type	Primary Symptom	Severity
2/24	17-0427	4927 University Ave NE #9	Cooking fire, confined to container	Smoke inhalation	Minor
6/10	17-1240	1721 49th Ave NE	Brush, or brush and grass mixture fire	Breathing difficulty	Minor
12/20	17-2811	4100 3rd St NE	Building fire	Burn: scald	Severe
12/30	17-2888	5001 5th St NE	Building fire	Burns/smoke inhalation	Death

In 2017 there were ZERO Firefighter Casualty Injuries.

Hilltop Report

The Columbia Heights Fire Department has an agreement to provide full fire suppression, emergency medical services, and fire inspection services for the City of Hilltop. A three-year Joint Agreement and Contract was signed in 2016, which covers the years 2016-2018. A 10-Year comparison of the number of calls to the City of Hilltop is reflected in the chart below.

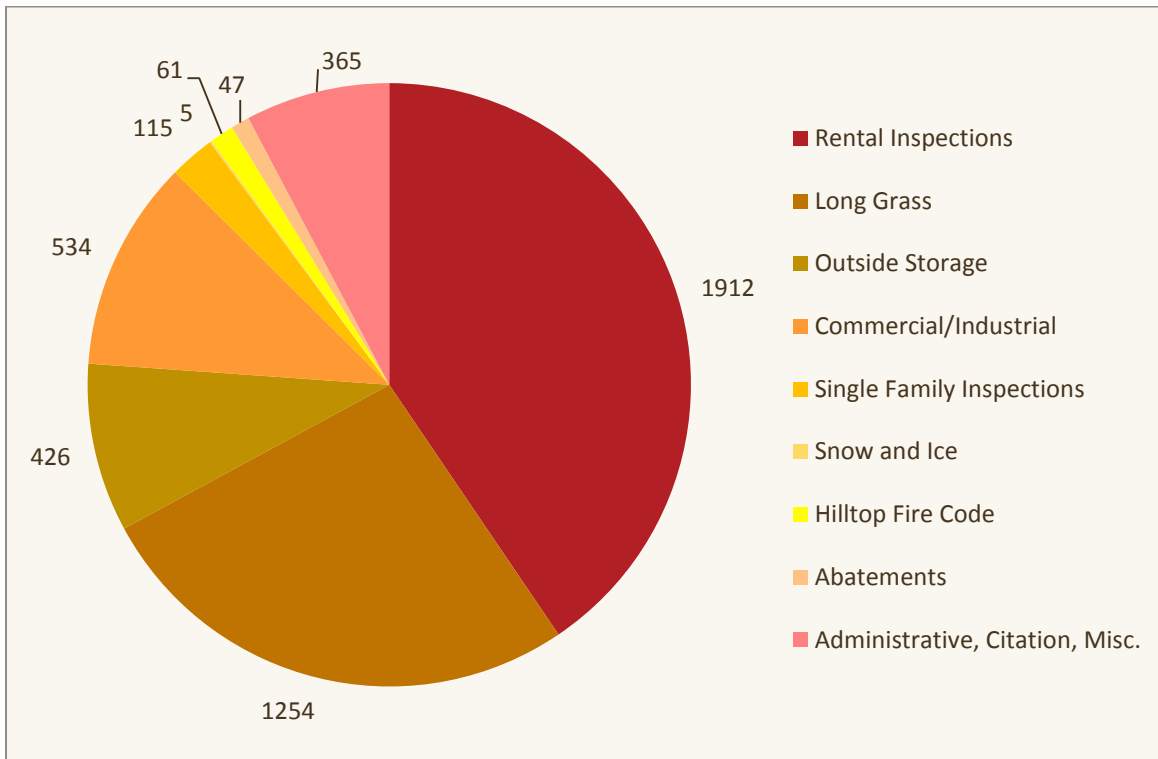


Inspection Report

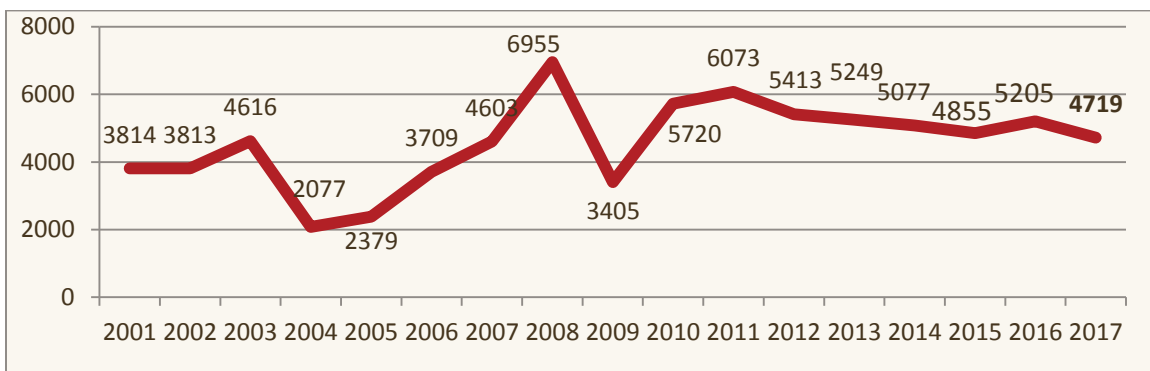
The Fire Department Inspection Program is supervised by the Assistant Fire Chief and involves the eight full time firefighters as inspectors. All inspectors are cross trained for both fire and property maintenance inspections, allowing for flexibility in scheduling.

The fire department conducted a total of 4,719 inspection, license, and inspection-related data entry activities during 2017. This report summarizes inspections which are broken into categories including commercial/industrial inspections, rental property inspections, single-family home inspections, and other actions performed by the inspection office.

2017 Number/Type Inspection Summary



Total Inspections by the Year

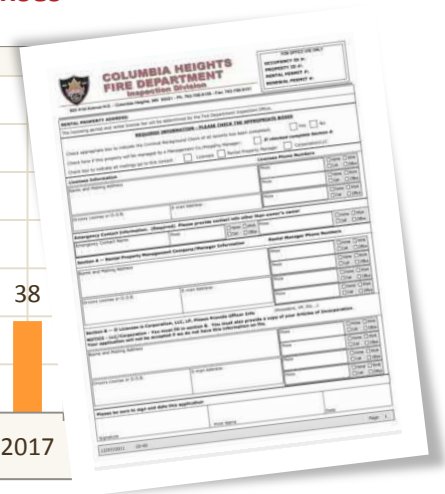
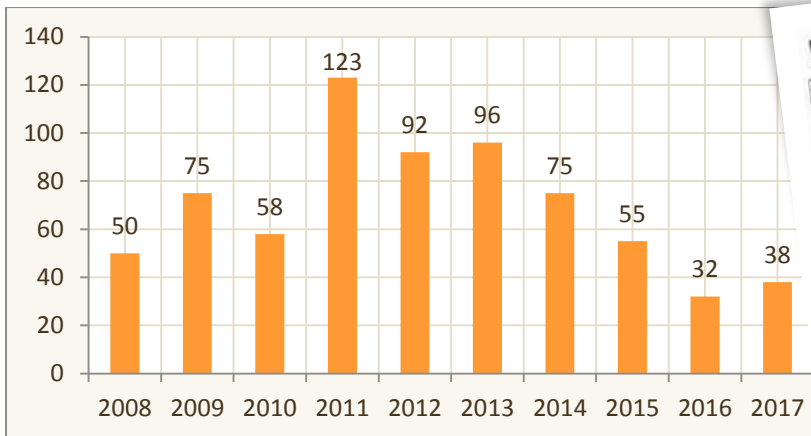


The amount of rental properties continues to increase as many of the foreclosed properties are being purchased as investment properties. In 2017, there were 38 new rental licenses. Interiors of rental properties are on a cycle to be inspected every two years and exteriors and common areas are inspected on an annual basis. Complaint inspections are inspected in a timely manner.

Number of Rental Licenses



Number of New Rental Licenses

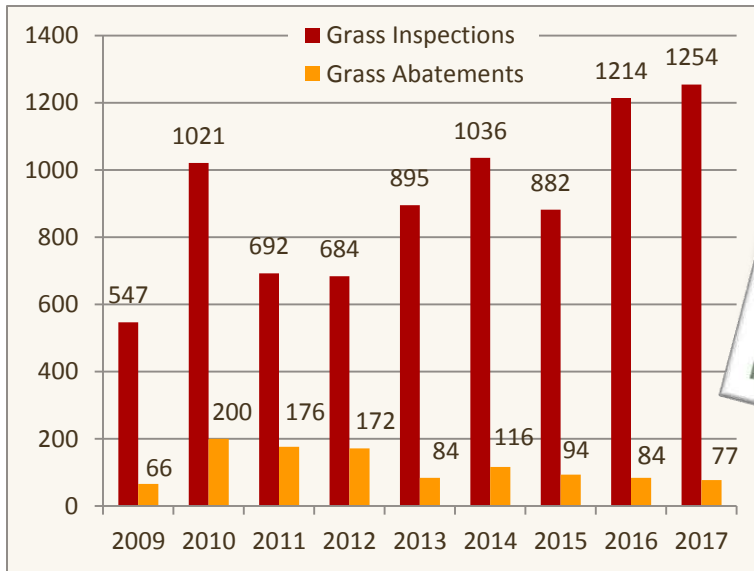


Number of Rental License Revocations



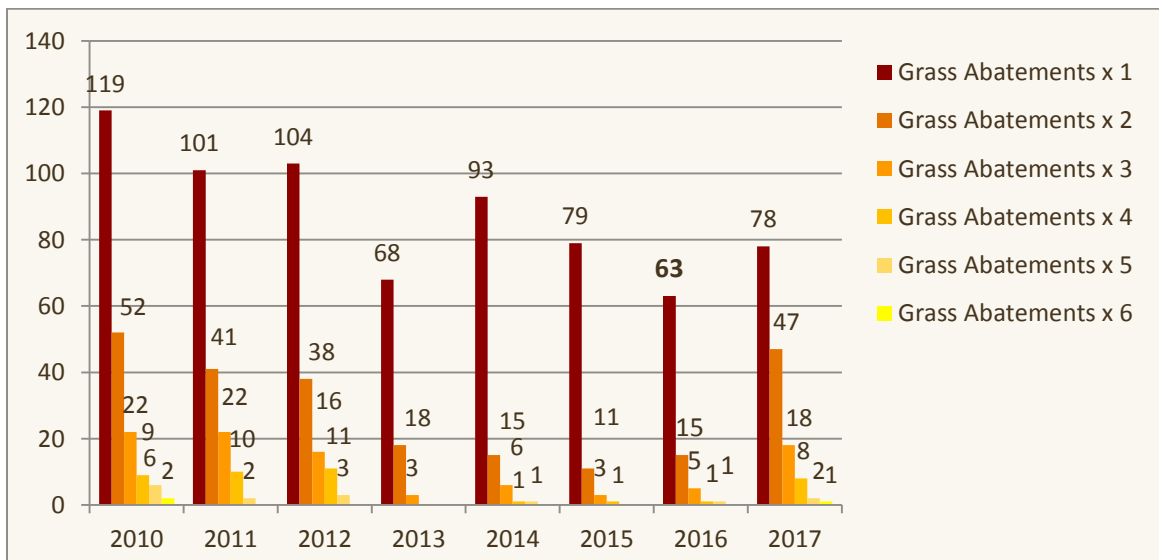
The Fire Department enforces the City Codes that do not allow the growth of long grass, weeds, and scrub growth over nine inches tall on any property. If a violation is found, a notice is placed on the property, a follow up inspection is performed, and any outstanding violations are abated. The graph below shows the total number of grass inspections and the total number of times a contractor was assigned to abate a long grass violation for the particular year listed.

Number of Grass Inspections and Total Abatements



The graph below breaks down the total number of grass abatements into the number of times a contractor was assigned to abate a long grass violation at the same property multiple times for the particular year listed. For example, in 2013 there were three properties that a contractor had to cut the grass five times at.

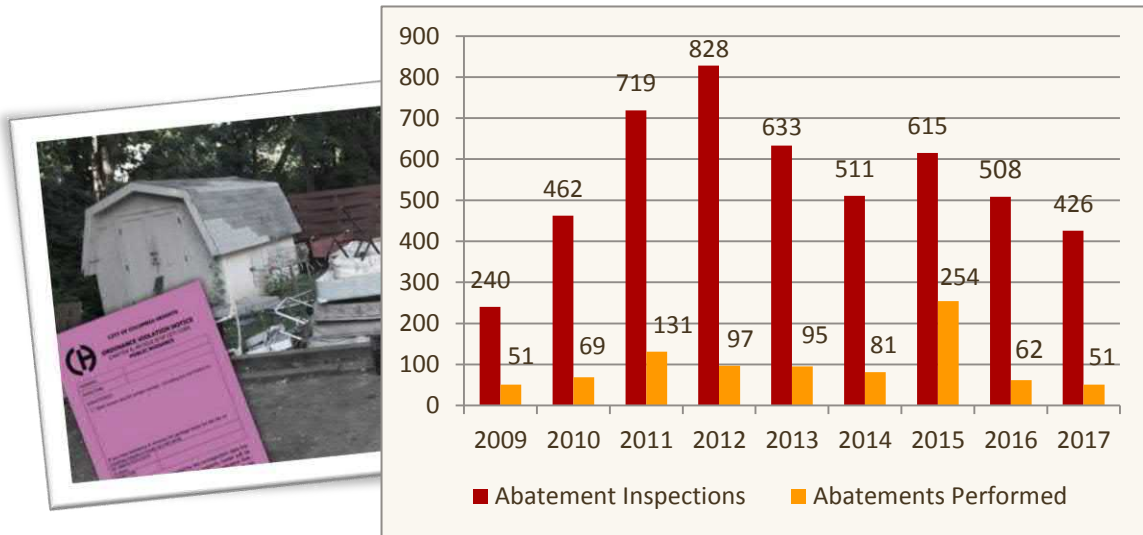
Number of single and multiple abatement breakdown



The fire department also enforces the portions of City Code that does not allow for the accumulation of unacceptable exterior storage on any property and for the accumulation of ice and snow on all sidewalks, walkways, stairs, driveways, parking spaces, and similar areas of any property.

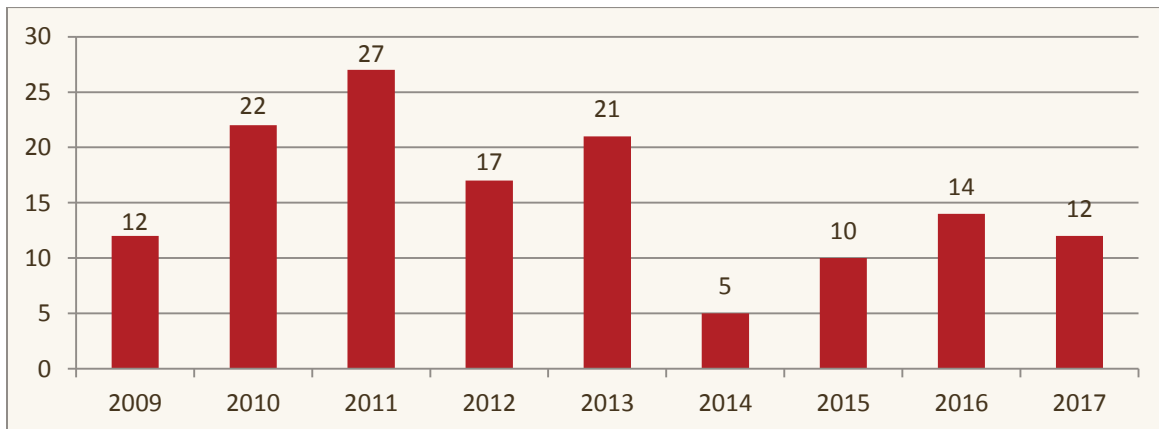
If a violation is found, a notice is placed on the property, a follow up inspection is performed, and any outstanding violations are corrected by a contractor. These corrections are called "Immediate Abatements". The graph below shows the total number of times a contractor was assigned to abate an outside storage or snow and ice accumulation violation for the particular year listed.

Immediate Abatements of Outside Storage



Since 2005 abatements have been used as a successful enforcement tool to correct outstanding public nuisance violations. Abatements have been used to clean up garbage houses, correct outstanding Property Maintenance Code violations on properties with such things as painting, siding, broken doors, windows, and unsecured vacant properties and the like.

Council Approved Abatements



Public Education and Fire Prevention

This past year, numerous requests for firefighters to speak to outside organizations were arranged. In 2017 the Columbia Heights Fire Department had 104 fire prevention contacts which allowed them to speak to approximately 4,370 people about fire prevention.

National Night Out

Every year, the fire department takes an active role in the National Night Out to reach as many citizens as possible with our fire prevention message at their local gatherings.

Fire Prevention Month Open House

The Open House in September had beautiful weather and had a crowd of approximately 250 people in attendance. The Open House continues to focus on education activities that engage people with fire prevention messages mixed with fun and entertainment.

Smoke Alarm Program

The fire department and the American Red Cross have teamed up to offer a free smoke alarm installation program for residents. The campaign was launched in April with a day-long installation spree and a steady stream on installations has been taking place. The department visited 17 homes and installed 59 smoke alarms in 2017 and will continue the program into 2018.



Blood Pressure Checks

The Fire department provides blood pressures free of charge to the public seven days a week. Once a month on a Friday morning, the fire department performs blood pressure checks for the seniors at Murzyn Hall and in 2017 the fire department took 313 blood pressures with this program.

CPR Training

The fire department also provided first aid and/or CPR training to City employees, the Police Reserves and taught first aid to the Summer Recreation Program Attendants.

Teacher Appreciation Picnic

The fire department worked together with the School District with a picnic to appreciate the teachers of the district. Assistant Chief Larkin, along with several firefighters prepared and served the picnic fare to the teachers to say thanks for all they do in educating and guiding our youth.

In addition to these activities, the firefighters conducted station tours for preschool groups, scouting troops, and for the occasional walk-in group.

Explorer Division Program

The Columbia Heights Fire Explorer Program has been a part of the fire department since 1978. This long-lived, self-sufficient program consists of young adults, aged 14-21, who are interested in learning about the Fire and EMS service. This group meets weekly and trains using the same fire and EMS curriculum as the fire department. The program has generated dozens of dedicated and competent firefighters throughout the years for departments all across the state of Minnesota. This past year, our explorer's have been quite busy representing our department by participating in community outreach events such as the Jamboree parade, the Night to Unite, and the Fire Department's Fire Prevention Open House. They also engaged in volunteer efforts by helping with medical stand-by at the Aquatennial Torchlight Parade. Some additional highlights include training in open water rescue techniques and, for the first time, ice rescue. The post competed with other fire explorer posts in firefighting themed events at the Minnesota Fire Exploring Association's X-Games and the Governor's Fire Prevention Day at the Minnesota State Fair, in which they placed 5th. The post has also been busy fundraising by selling First-aid kits to raise money for the program and to increase community preparedness.



Anoka County PSDS System

The Department continues to be actively involved in the implementation of the county-wide Public Safety Data System. The system is a collaboration between the County, Dispatch Center (Central Communications), Police and Fire Departments in Anoka County. The fire portion of the system includes a mobile Computer-Aided Dispatch component as well as a new Fire Records Management System. The system went live in January of 2015 and work continues on the system as functionality is expanded and configured.

Anoka County Peer Support

Anoka County has a peer-support group available to all public safety workers. Public Safety workers are involved in many tragic events. These events can affect us in many different ways. There is a need for these individuals to talk to someone who has been through these types of events and to help them with feelings. The group is made up of firefighters, police officers, members of the sheriff's department, and dispatchers. These dedicated professionals attend many meetings and training sessions during the year to prepare for peer support events. The Columbia Heights Fire Department has one member who is part of this team. In 2017, he was involved in several peer support activities.



Summer Spectacular Bash

Once again in June the fire department participated in the Summer Spectacular Bash, which is a safety camp for youth where we spread a fire safety message through fun activities.

Training Program

The Fire Department members train regularly to ensure they are prepared to safely handle the variety of incidents to which the fire department responds and to meet OSHA, National Fire Protection Association, FEMA and Department of Homeland Security, Minnesota Department of



Homeland Security and Emergency Management, National Registry of EMT's state and federal certification and licensure standards. The number of standards and training hour requirements continue to rise to meet the growing needs of our area. Fire departments no longer train just for their own communities, but train for the needs of our metropolitan area. During 2017, our members spent over 12,990 hours in training sessions. That's almost two hours of training for every

day of the year per firefighter. Regular training is provided on three Monday evenings each month. One of the Mondays is dedicated to EMS training to maintain our National and State Emergency Medical Technician certifications. Members also have numerous opportunities to attend schooling, special outside classes, conferences, and seminars around the metro area.

Station Duty Program

The station duty program provides our paid-on-call firefighters the opportunity to work shifts alongside our full time firefighters. This gives the paid-on-call firefighter a much better understanding of how the station functions on a daily basis. This program is not only a learning tool but allows firefighters to gain valuable experience dealing with emergencies, which benefits the firefighter, the fire department, and our customers as well.



Paid-on-Call firefighters also fill open shifts when Full Time firefighters are out sick or on vacation, to meet minimum staffing. The program continues to be a very beneficial educational program.

Holiday Train

The Canadian Pacific Holiday Train made a stop at 37th and Stinson Boulevard on December 9th. The fire department partnered with the St. Anthony Fire Department, Allina Health Ambulance, Columbia Heights Public Works, and the Columbia Heights, St. Anthony, and Minneapolis Police

departments to provide security, EMS standby, and fire safety for the bonfires for the event. A crowd of nearly 3,000 people came out to make food donations, and for food and merriment.

Honor Guard

Established in 2011, the Columbia Heights Fire Department Honor Guard started building their mission to represent the department as a highly disciplined team serving with honor at ceremonial functions. The Guard functions with respect and dignity at funeral services for active and retired personnel as needed. The Honor Guard projects a positive image of the Department and its members by performing as a well trained professional team at local, state, and national events as well. The Honor Guard is dedicated to honoring fallen firefighters, their families, and department members, past and present. In addition to funerals and memorial services, the honor guard may be called upon to post colors, march in parades, attend social functions and badge pinning ceremonies, and any other function authorized or requested by the Fire Chief. As word spreads on their skill and professionalism the list of events grows.



- In 2017, the team performed twelve details.
- The Mayors annual prayer breakfast
- CHHS Graduation ceremony
- Retired Fire Chief Charlie Kewatt's funeral
- Jamboree Parade
- Anoka County Fire Academy graduation ceremony
- Leann Polski's funeral (Honor Guard/Firefighter Brian Polski's mother)
- Annual 9/11 Memorial Concert in Minneapolis
- VFW Flag Burning Ceremony.
- Annual Fallen Firefighter Memorial and the state capitol
- CHHS Homecoming Game
- Retired Capt. Bob Davidson's funeral
- MN State District Court employee recognition ceremony

Honor Guard Mission Statement:

The mission of the Columbia Heights Fire Department Honor Guard is to serve as representatives of the Fire Department at formal occasions as directed by the Fire Chief.

The Honor Guard will consistently project a positive image of the Department and its members by performing as a well trained professional team at all events.

The Columbia Heights Fire Department Honor Guard will always be dedicated to honoring all fallen firefighters, their families, and Department members, past, present and future.

Apparatus/Equipment - Fire Department Fleet



FIRE CHIEF

2012 Chevy Tahoe – Cost \$38,597

ASST. FIRE CHIEF

2001 Ford Expedition – Cost \$44,270



BOAT 1

1999 Zodiac Rescue Boat – Cost \$2,650
1999 Spartan Trailer – Cost \$1,000
1999 Mercury 15 hp Motor – Cost \$1,649



FIRE INVESTIGATION TRAILER

1998 Haulmark 5' x 8'
Re-purposed from the CHPD.





AERIAL 15

2004 General Safety Quint – 109 foot RK Ladder
Cost \$591,988



ENGINE 1

1995 General Safety Type I Engine
Cost \$239,810



ENGINE 2

2015 International – 7400 Fire Pumper
Cost \$496,605



RESCUE 2

2002 Braun Type III Ambulance
Cost \$70,591



RESCUE 3

2012 Chevy Suburban Light Rescue/Utility
Cost \$48,413

UTILITY 3 (RESCUE 3)

2017 Ford F-250 Cost \$49,913
Replaces 1990 Road Rescue (Rescue 1)



**** RETIRED 2017 ****

RESCUE 1

1990 Road Rescue Heavy Rescue/Mobile Air
Cost \$97,613
Refurbished 2004 – Cost \$36,388
FOR SALE

**** RETIRED 2017 ****

ENGINE 4

1985 General Safety Type I Engine – Cost \$122,049
Refurbished 2004 – Cost \$54,303
SOLD TO ATWATER FIRE DEPARTMENT



2017 Staffing Changes

Paid-On-Call Division, Leave Of Absence

Ahmed Al-Beheary	December 1, 2016 to May 31, 2017
Andrew Fillmore	November 21, 2016 to April 30, 2017
Andrew Hall	August 11, 2017 to November 11, 2017
Alexander Miller	March 13, 2017 to September 13, 2017
Matthew Smigleski	November 28, 2016 to December 31, 2017
Charles Struzyk	November 1, 2017 to January 31, 2018

Maternity Leave/Light Duty

Emily Kosman	January 1, 2017 to July 19, 2017
Kate McKay	November 6, 2017 to December 31, 2017
Adam Zimmerman	November 3, 2017 to February 8, 2018

Promotions – Paid on Call Firefighter to Paid On Call Lieutenant

Cory Mattson	October 1, 2017
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Transfers – SAFER Grant back to Paid on Call

Charlie Struzyk	September 8, 2017
Kyle Hall	September 8, 2017

Resignations

Ahmed Al-Beheary	June 1, 2017
Andrew Fillmore	April 30, 2017
Donald Kostohryz	April 17, 2017
Alexander Miller	September 13, 2017
Daniel Seiberlich	July 19, 2017

Roster of Members

**Columbia Heights Fire Department
December 31, 2017**

Full Time Division

	Position	Serving Since
Gary Gorman	Fire Chief	6/2/81
John Larkin	Assistant Fire Chief	11/13/90
Daniel O'Brien	Captain	10/1/95
Richard Hinrichs	Full Time Firefighter	7/2/86
Thomas Mattson	Captain	1/1/99
Anthony Cuzzupe	Captain	7/1/03
Zachery Picard	Full Time Firefighter	1/1/14
Emily Kosman	Full Time Firefighter	5/1/11
Kelly Schmidt	Fire Secretary	4/28/08
Jeri Caron	Fire Clerk	6/1/15

Paid-on-Call Lieutenants

Jesse Dittbenner	7/24/09
Cory Mattson	9/1/09

Paid-on-Call Division

Christopher Allen	9/1/14	Charles Struzyk	1/1/13
Lisa Boatman	3/1/16	Adam Zimmerman	3/1/16
Grant Dickinson	3/1/16		
John Flanders	9/1/14		
Jacob Gillespie	5/1/11		
Andrew Hall	3/1/04		
Kyle Hall	8/1/09		
Kate Hayden-McKay	9/1/14		
Jennifer Pena	3/1/16		
Brian Polski	5/1/10		
Michael Pyka	3/1/16		
Bryan Schachtele	9/1/14		
William Shutte	3/1/10		
Meghan Sipple	9/1/14		
Mathew Smigleski	1/1/13		
Michael Spencer	3/1/16		

PUBLIC WORKS



2017 Annual Report

The Columbia Heights Public Works Department provides many basic services to the residents of Columbia Heights. The services most recognized are the maintenance of city streets, parks, water mains, and sanitary and storm sewer systems. Services not often noticed are the planning, design, construction, and assessing functions of the Engineering Department, vehicle and equipment maintenance and purchasing by the Central Garage, administration of refuse collection, recycling, and hazardous waste programs, administration of the Tree Management Program, implementation of special projects such as the Inflow-Infiltration Reduction Program and street lighting programs, implementation of State and Federal mandates such as water testing, NPDES permitting requirements, as well as responding to an array of emergency Public Works needs at all times.

In 2017, Public Works performed its usual duties of street patching and repair, snow plowing and ice control, tree trimming, street sweeping, park facility and turf maintenance, athletic field preparation, continuation of a systematic program for water main and sewer main maintenance, testing to ensure our drinking water meets or exceeds all State and Federal requirements, repair of water main breaks, maintenance of the sanitary lift and water pump stations, refuse and recycling collection, vehicle and equipment repair and preventive maintenance, and the design and inspection of construction projects. Major accomplishments in 2017 included the following:

- Construction of the new Circle Terrace Park Building was completed in 2017. Public Works coordinated the construction of the building, new playground, landscaping and sport court work.
- Our annual Water Main Cleaning and Lining Program was on hiatus in 2017 to allow for water main replacement. This is still considered program work in cases where cleaning and lining would not be effective due to a history of breaks. The 6-inch water main was replaced on Main Street from 40th to 42nd Avenues.
- Work on the City Hall Master Plan was initiated late in 2017 to provide an evaluation of the size, siting and cost for a new City Hall. This meets one of the goals set by the City Council at their 2017 Goal Setting retreat.
- Staff partnered with the City of Minneapolis in submitting grant funding applications for the reconstruction of 37th Avenue from Central Avenue to Stinson Boulevard. Unfortunately, while both applications scored reasonably well, the project did not receive funding in 2017.
- 2017 also saw several private development projects including Legends of Columbia Heights, Planet Fitness and Grand Central Flats. Staff evaluates the existing utilities serving each site, performs plan reviews, and provides construction inspections of utilities, connections to public utilities and roads, and site erosion control.
- The annual Sanitary Sewer Lining Program also continued in 2017 focusing on problem mains in Collection District 3 to address structural and inflow-infiltration (I-I) issues. In 2017 and future years, work will continue in Collection District 3 to address I-I problems in the southeast quadrant of the city, and to offset an annual surcharge of \$125,000 from the Metropolitan Council Environmental Services.
- The Utility Department continued the annual Sanitary Sewer Line Cleaning Program with over one-half of the entire system being cleaned in 2017.

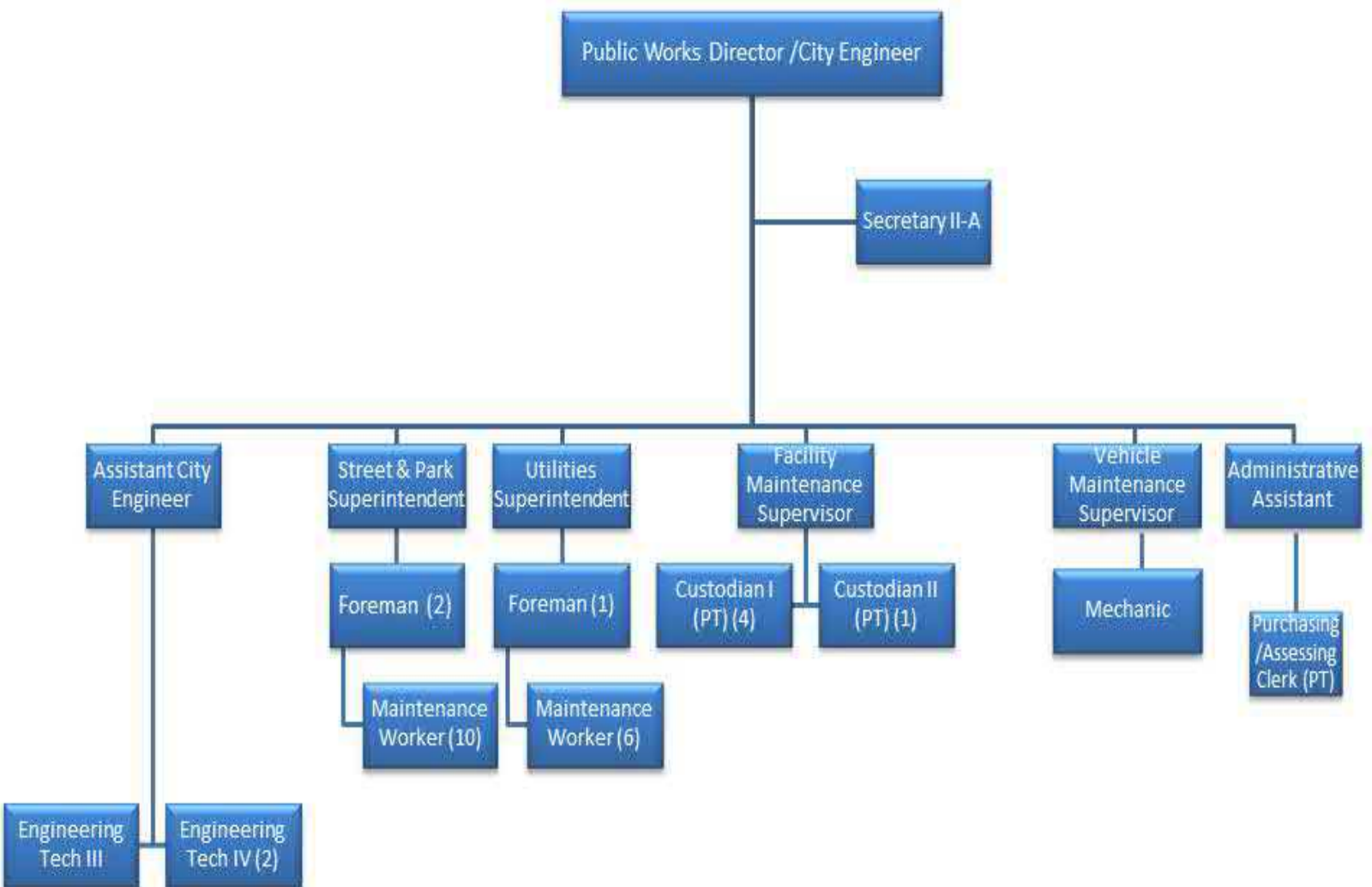
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- A significant accomplishment in 2017 was the RFP process for our Refuse hauler resulting in a new contractor, Waste Management, beginning in 2018. As part of this process and to control overall contract costs, the City purchased over 12,800 refuse and recycling carts.
 - The Highway Safety Improvement Program (HSIP) grant for \$833,000 was utilized funding 90 percent of the street lighting and sidewalk improvements on Central Avenue from 47th Avenue to 51st Avenue.
 - The annual Street Rehabilitation Program included continuing work on Municipal State Aid streets in 2017. The City partnered with Anoka County to complete storm sewer and roadway improvements on 40th Avenue from Central Avenue to Reservoir Boulevard.
 - Public Works also responded to a significant year in the citywide Hazardous and Diseased Tree Inspection Program to help improve the health of the urban forest and the city image. Recognizing the significant impact the Emerald Ash Borer may have in our community, an EAB Management Program was adopted by the City Council in 2014. The EABMP provides a three-fold management strategy of removals/treatments/replacements. Over 100 ash trees were removed and replaced in 2017.
 - Staff continues to explore ways to reduce costs in municipal operations. A subscription for Solar Gardens was approved by the City Council. It is calculated that adding Solar Gardens to our solar power at four buildings may save an additional \$600,000 in electrical costs over a 25-year period.

The attached reports by the various departments in Public Works provide an overview of each department's many activities. These reports are comprised of words and numbers, but please remember that these accomplishments are only possible through the dedication of the individuals who show up every day to do their jobs. It is these people, using their skills and experience that make it possible for the residents to enjoy the quality of life that is available in Columbia Heights. Few people realize that in addition to normal every day maintenance operations, each time there is a heavy snowfall, a major water break or emergency repair, or a plugged sewer, Public Works employees respond regardless of the time of day or night. Many times while the rest of us are enjoying time with our families, Public Works employees are clearing the streets of snow and ice, or ensuring that our residents have water or sewers that work properly. I would like to take this opportunity to thank the City Council and City Manager for their support, confidence and guidance. I feel the service to the community by the Park and Recreation Commission and Traffic Commission is to be commended. I would also like to thank all City employees for their continued spirit of cooperation and I would like to extend a personal thanks to the hard working and dedicated employees of the **Public Works Department**, and the pleasure it is to work with them.



Kevin Hansen, P.E.
Public Works Director/City Engineer

2017 Organizational Chart



2017 ANNUAL REPORT

PERSONNEL

Employees

- Myron Russell resigned from the Sewer & Water Department on January 17, 2017.
 - Ben Lund transferred from the Street Department to the Sewer & Water Department on January 20, 2017.
 - Mike Pyka transferred from the Park Department to the Sewer & Water Department on March 13, 2017.
 - Duane Hopkins was hired and began work in the Sewer & Water Department on May 8, 2017.
 - David Cullen transferred from the Park Department to the Street Department on March 16, 2017.
 - Adam Cordes resigned from the Street Department on June 20, 2017.
 - Megan Schlotfeldt was hired and began work in the Park Department on May 9, 2017.
 - Tim Sandquist was hired and began work in the Park Department on June 12, 2017.
 - Steve Synowczynski, Vehicle Maintenance Supervisor, retired from the City Garage on January 3, 2017.
 - Jeff Hook was promoted to Vehicle Maintenance Supervisor on January 4, 2017.
 - Cody Overson was hired and began work in the City Garage on March 27, 2017.
 - The summer engineering internship position was filled.
-

ENGINEERING AND CONSTRUCTION ACTIVITIES

PUBLIC IMPROVEMENT AND ASSESSMENT HEARINGS HELD DURING THE YEAR

2017 STREET SEAL COAT

Project 1601: PIR 2017-Z1-01-001

Zone 1 Area bounded by Central Avenue to Reservoir Boulevard/Johnson Street, from 37th Avenue to 47th Avenue

PROJECTS

CONSTRUCTION WORK

Project 1508: Stinson Boulevard Reconstruction*

Project 1609: Circle Terrace Park*

Project 1401: Seal Coat City Parking Lots

DESIGN AND CONSTRUCTION WORK

Project 1601: Seal Coat Zone 1

Project 1608: Central Avenue (TH 65) Lighting and Pedestrian Improvements*

Project 1700: 2017 Miscellaneous Concrete Repairs and Installations

Project 1703: 2017 Water Main Construction
Project 1704: 2017 Sanitary Sewer Lining
Project 1706: 40th Avenue State Aid Storm Sewer and Street Improvements
Project 1710: 2017 Water Main, Hydrant and Gate Valve Construction
Project 1711: 2017 Sanitary and Storm Sewer Repairs and Installations
Project 1712: 46th Avenue State Aid Street Repair

DESIGN WORK

Project 1610: Keyes Park*
Project 1701: Seal Coat Zone 2
Project 1705: State Aid Street Rehabilitation and Sidewalk Improvements*
Project 1712: JPM Parking Lot Reclamation/Paving
Project 1800: 2018 Miscellaneous Concrete Repairs and Installations
Project 1805: State Aid Street Rehabilitation
Project 1808: Silver Lake Park Pond*
Other Projects: Central Avenue (TH 65) Traffic Signal Painting
Pavement non-destructive testing and condition survey, Zones 4 and 5

* Work coordinated with other agencies or consulting engineer/architect.

OTHER MISCELLANEOUS WORK PERFORMED

- Warranty inspections on completed construction projects and review of corrective work done by contractors. Prepared record drawings of public improvements.
- Review of building permits.
- Street striping citywide.
- Update sign inventory citywide.
- Miscellaneous surveys, traffic counts and reports as required.
- Traffic Commission agenda and meetings.
- Implementation of Special Assessment module.
- GIS database expansion and metafile development.
- In-house and off-site seminars to enhance job knowledge and performance.
- Department budgeted purchases.
- Addressed erosion and drainage concerns on commercial and residential properties.
- Annual NPDES hearing, report and implementation of best management practices (BMPs).
- Annual training in support of NPDES BMPs.
- Public outreach with Rice Creek Watershed District to encourage private rain gardens.
- Director of Public Works, Kevin Hansen, and Stormwater Specialist, Lauren Letsche, were involved during the year for input and coordination on projects of the Mississippi Watershed Management Organization and Rice Creek Watershed Management Districts.

PUBLIC WORKS MAINTENANCE ACTIVITIES

CAPITAL EQUIPMENT PURCHASES

Park Department

- PJ utility trailer – 18 foot

Street Department

- Tymo street sweeper
- F-250 Ford pickup truck with lift tailgate

Tree Maintenance and Care

- None

Utility Department

- None

Municipal Service Center

- None

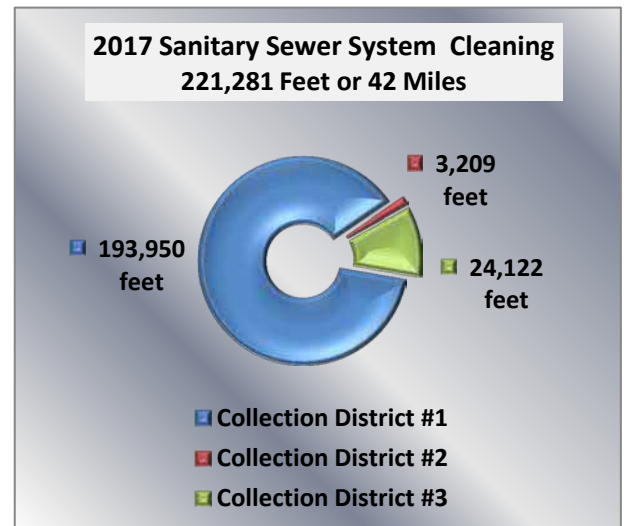
Engineering Department

- None

SANITARY SEWER MAINTENANCE

Sanitary Sewer Cleaning

- Collection District #1: Trouble lines annual cleaning 54,853 feet.
Routine cleaning is completed once every three years.
 - 139,097 feet
- Collection District #2: Trouble lines annual cleaning 3,209 feet.
Routine cleaning is completed once every three years.
 - 54,942 feet
- Collection District #3: Trouble lines annual cleaning 24,122 feet.
Routine cleaning is completed once every three years.
 - 43,184 feet



In 2017 all lines in District #1 and trouble lines in Districts #2 and #3 were cleaned.

Total 221,281 feet or 42 miles

Sanitary Sewer Televising

- Collection District #1: (2008 through 2017) 102,276 feet
- Collection District #2: (2008 through 2017) 58,493 feet
- Collection District #3: (2008 through 2017) 78,003 feet

- Televising was concentrated in Collection District #3 in 2017.
- The Cues Televising System computer was replaced and the software was upgraded to Granite Net Advanced.
- There were four private clogged sanitary sewer lines in 2017.
- There were four city clogged sanitary sewer lines in 2017.
- Repaired 47 sanitary manholes.
- Replaced 11 holed manhole covers with solid covers to reduce storm water inflow.

SANITARY SEWER LIFT STATION MAINTENANCE

- Argonne Lift Station
 - Cleaned wet well and pump enclosure.
 - Entire Utility Department received training on pump maintenance by the vendor.
 - Generator oil was changed and the pumps were greased.
- Chatham Lift Station
 - Cleaned wet well and dry well.
 - Xcel Energy removed the old power pole that was blocking the vehicle access gate.
- Sullivan Lift Station
 - Cleaned wet well and dry well.
 - Door lock was replaced on the man door located on the south side of the building.
- Silver Lake Lift Station
 - Cleaned wet well and dry well.
 - Generator building was re-roofed with asphalt shingles.
 - Repaired concrete and painted exterior of the wet well.
 - Dry well exterior was also painted.
 - The heater for the SCADA system control panel was replaced.

SANITARY SEWER SYSTEM IMPROVEMENTS

- Hydro-Klean Industrial/Environmental Services lined 4,284 feet of 8- inch sanitary sewer.
- Forty-seven sanitary sewer manholes were repaired.
- Two sanitary sewer manholes were reconditioned and lined by R& H Painting.
 - 1091 Polk Circle – Manhole #25B10
 - 3930 Reservoir Boulevard - Manhole #36C26

WATER SYSTEM MAINTENANCE

- A total of 15 water main breaks were repaired in 2017.
- All fire hydrants were flushed in the spring using directional and conventional flushing procedures and were checked for proper drainage in the fall.
- Seven fire hydrants were repaired and six fire hydrants were replaced.
- Repaired eight gate valve stacks.
- New gate valves were installed at Chatham Road and Gulf Place, 2nd Street and 40th Avenue, and Cleveland Street and 39th Avenue.
- The 50 horse power electric motor for pump #2 was replaced at Pump Station #3.
- The heater for the SCADA system control panel was replaced.

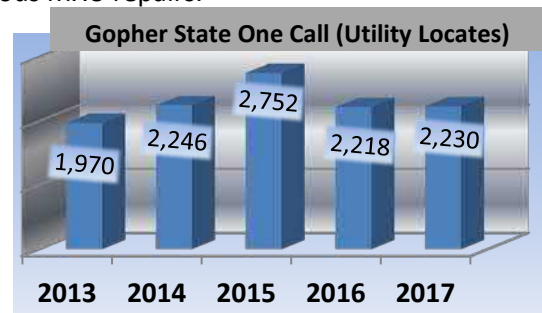
- The master water meter was tested for accuracy by Simpson Inc.

WATER SYSTEM IMPROVEMENTS

- No water main cleaning and lining was performed in 2017.
- The 6-inch water main on Main Street was replaced from 40th Avenue to 42nd Avenue.
- A card access security system was installed at the water tower and Pump Station #3.

Water Metering – Inspection – Location – Testing

- Gopher State One-Call requests for utility locations: 2,230 (see chart)
- Replaced 29 water meters.
- Repaired 25 water meters.
- Replaced 32 MXU batteries and performed miscellaneous MXU repairs.
- Frozen meters reported: 0
- Frozen water services reported: 0
- Broken pipes inside building: 1
- Broken pipes outside building: 0
- Leaky water services: 1
- Investigated 39 high water bills.
- Delinquent account shut offs: 65
- Shut off six services due to winter.
- Water service turn on associated with properties in foreclosure: 11
- Water service shut off associated with properties in foreclosure: 6
- Water service turn on new property: 6
- Water service turn off for repairs: 21
- Inspected 34 sewer and water service line installations and repairs.
- Investigated one water quality complaint.
- Curb box repairs associated with delinquent accounts: 6
- All service line curb stops in the proposed 2018 water main replacement project area were located and operational condition was verified.
- Coliform Bacteria tests are performed citywide on a weekly basis at five sites per week equaling 240 samples per year.
- Fluoride testing is done weekly at one site equaling 52 samples per year.
- THM and HAA5 testing is done quarterly at one site.
- PH and temp testing is done at one site 249 days per year.



STORM SEWER SYSTEM MAINTENANCE

- Inspected retention ponds and lakes monthly and cleaned as necessary from April 1st to November 1st.
- Cleaned retention pond outfall structures citywide after every major storm event.
- Cleaned catch basin grates citywide after every major storm event
- Repaired nine catch basins following a condition survey.
- Cattails were treated to prevent growth around inlets and outlets at Prestemon Pond. Treatments were applied by Lake Restoration.
- LaBelle Pond algae treatment was done to control odor. Cattail treatment was done to keep the waterways open. Treatments were applied by Lake Restoration.

- Algae treatment was done to control smell at the secondary pond. This cost is billed back to properties that adjoin the pond. The City of Fridley contracts for the treatment.
- Invasive plants at the Silver Lake Beach and Huset West Park sedimentation ponds were weeded out by hand.
- Brush was removed from the pond perimeter at the Silver Lake boat landing.
- Tru-Green applied weed control on the slopes at Jackson Pond. The area inside the fence was mowed three times.
- Aeration fountains at LaBelle Pond and Zurek Pond were operated from May 10, 2017 to October 17, 2017.
- Storm system televising was done at catchment areas #1 and #8, Main Street from 37th Avenue to 40th Avenue and 37th Avenue from Main Street to 5th Street.

STORM SEWER SYSTEM IMPROVEMENTS

- The elevation of the berm that surrounds the filtration bed at Jackson Pond was raised to reduce the possibility of washout and improve the overall operation of the filter bed.
- The Jackson Pond SCADA system was reviewed and modified to enhance programming options for the filtration bed.
- A storm water surcharge-overflow area was constructed by a contractor at 1087 Polk Circle.

Miscellaneous Activities

- Built shelves for the upper level of the Utility Room.
- Installed garden boxes.
- Delivered dirt and sand to two property owners to fill large sinkholes on their property.
- Hooked up sewer and water to the new Circle Terrace Community Building.
- Modified the water break trailer to a one-point tie down.

UTILITIES DEPARTMENT TRAINING AND EDUCATION

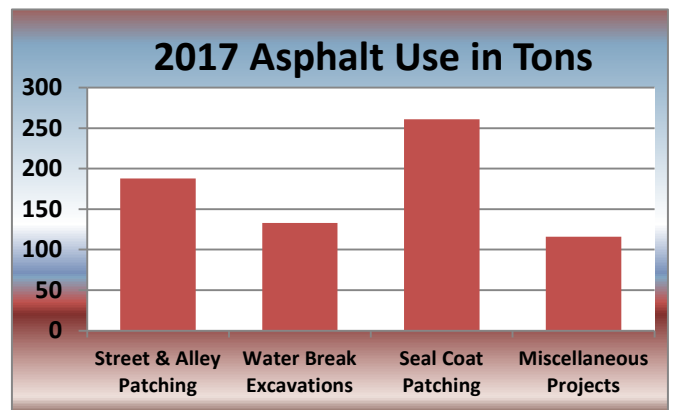
Employees received the following training and education.

- Gopher State One Call Damage Control.
- Kyle Burns attended three days of MDH Water Operators School.
- Schooling at Hydro-Klean.
- Attended LMC Loss Control workshops.
- Televising.
- David Quady and Kyle Burns attended Defensive Snow Plow Driving class.

STREET MAINTENANCE

Paving, Patching, and Crack Sealing

- General street repair and potholes used 174 tons of asphalt.
- Alley patching used 14 tons of asphalt.
- One hydrant repair and 13 water main breaks used 133 tons of asphalt.
- Seal coat patching streets used 255 tons of asphalt and parking lots used six tons.

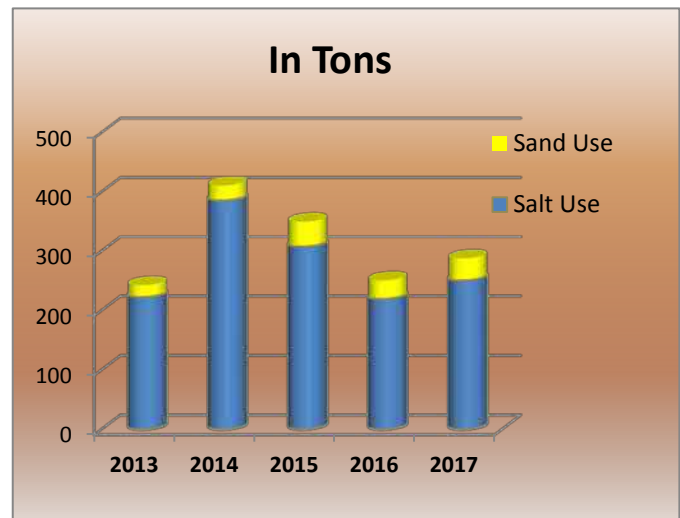


- Sullivan pathway was reconstructed using 73 tons of asphalt.
- The JPM lower lot was micro paved using 19 tons of material.
- Miscellaneous concrete patching used 24 tons.
- Twelve tons of cold mix asphalt was used for winter patching.
- Tack oil used consisted of 662 gallons.
- Ninety-six tons of Class 5 rock was purchased for water breaks, paving projects, and road repairs. Sand purchased for water breaks and other projects totaled 161 tons.

Snow and Ice Operations

The winter season began on November 22, 2016 and ended March 16, 2017. The total snowfall was approximately 29.8 inches. Two severe ice storms occurred, one on December 25, 2016 and another on January 2, 2017.

- Plowing and ice control was done citywide 10 times.
- Ice control alone took place citywide 17 times.
- Ice was scraped/removed from the alleys and alley ends as needed.
- Nine sand barrels were set out and filled as needed.
- During the winter season 251 tons of treated salt was used and 37 tons of salt/sand mixture was used.
- Used 300 gallons of anti-ice liquid for pre-event ice control. This was applied before snow events five times. Average amount used per event was 60 gallons.
- Snow was removed from crosswalks and bus stops on Central Avenue from 37th Avenue to 53rd Avenue and from bus stops on University Avenue from 37th Avenue to 45th Avenue after snow events.
- Removed snow from all City parking lots five times.



Street Sweeping

- Three complete rounds of street sweeping were completed totaling 401 miles.
- Two complete rounds of alley sweeping were completed totaling 108 miles.
- City parking lots were swept one time.
- The business district was swept on an as needed basis.
- Sweeping of low and problem areas was completed after storms. There were four rainfall events with over one-half inch of rain in 2017.
- Miscellaneous sweeping was done for city events and projects such as the Jamboree, school parking lots, MSC back yard, and contractor cleanups.

Leaf Pickup

- In 2017 street sweepings totaled 503 yards. Once again, a Trommel machine was rented to screen the sweepings. Of the 503 yards, approximately 55 yards had to be disposed of in the trash. The remaining 448 yards of clean material was used for miscellaneous projects.
- Leaf pickup began on October 23rd and ended November 17th. Two rounds of fall leaf pickup were conducted generating 860 yards of leaves. This filled seventeen 40-yard dumpsters and nine 20-yard dumpsters.

Debris Disposal

- Asphalt and concrete disposal from water main breaks, gate valve, hydrant, and manhole repairs consisted of 323 tons. Frost boils and other patching preparation consisted of 129 tons. Tear out of the Sullivan Lake pathway generated 81 tons of asphalt disposal. All debris was hauled to Midwest Asphalt in New Brighton, MN.
- Public Works hauled 325 tons of dirt (clay) from water main breaks and other projects to the MBE site in Blaine, MN.

Storm Sewer Maintenance

- The Street Department cleans the storm water ponds, pond inlets and outfalls and structures monthly and after major storms. Jetting of plugged storm sewer lines is performed when necessary. The catch basins are also cleaned citywide after major rain events and on an as needed basis, sometimes requiring use of the Vactor.
- Catch basin grates and curb backs were rebuilt and reset.
- Numerous floating bogs that plug the Sullivan Lake outlet were removed. Weeds at Jackson Pond were removed, cut and sprayed.

Miscellaneous Improvement Projects

- Installed tin on the salt storage building door #2.
- Reconstructed the berm around the sand filter bed at Jackson Pond.
- A Goose Control plan was implemented.
- All fluorescent light bulbs at MSC were changed to LED. The old bulbs were hauled to Green Lights Recycling in Blaine, MN.
- The retaining wall on 44th Avenue was repaired.
- The storm sceptor top was raised at the Grand Central Lofts development.
- Repaired the guard rail at the Jefferson divide.
- The pedestrian bridge at 49th and Central Avenues was pressure washed.

Miscellaneous Activities

- Spray the city right-of-ways for weeds (Central Avenue from 37th to 53rd Avenue and University Avenue from 37th to 45th Avenue). Miscellaneous areas are also sprayed as needed.
- Scrap iron was hauled to the Recycling Center in Minneapolis.
- Performed MSC yard maintenance and cleanup.

- Completed tree trimming in the Zone 2 seal coat area for seal coat clearance. Trimmed hazardous and broken limbs over city sidewalks and streets. Storm damaged trees were trimmed and cleared off streets as needed after storm events. Trimmed trees as requested by the Police Department.
- Handled 34 illegal dumping incidents of electronics and other large items.
- Old paint and stains were hauled to Sherwin-Williams.
- Set up for the Holiday Train event.
- Continue with staff education and training to obtain and/or maintain certifications.
- Cross-training of new employees.
- Assist other departments as needed.
- The Street Department had two seasonal employees in 2017.

SIGN DEPARTMENT

The Sign Department consists of one employee.

The main functions of the Sign Department consist of the following:

- Sign installation and repair.
- Curb and crosswalk painting.
- Jamboree setup.
- Flag raising and lowering; and maintenance.
- Election setup and teardown.
- Installation and maintenance of banners and Christmas decorations on Central Avenue.
- Street light re-lamping and repair.
- Tree trimming clearance around signs.
- Traffic counter installation and maintenance.

STREET DEPARTMENT TRAINING AND EDUCATION

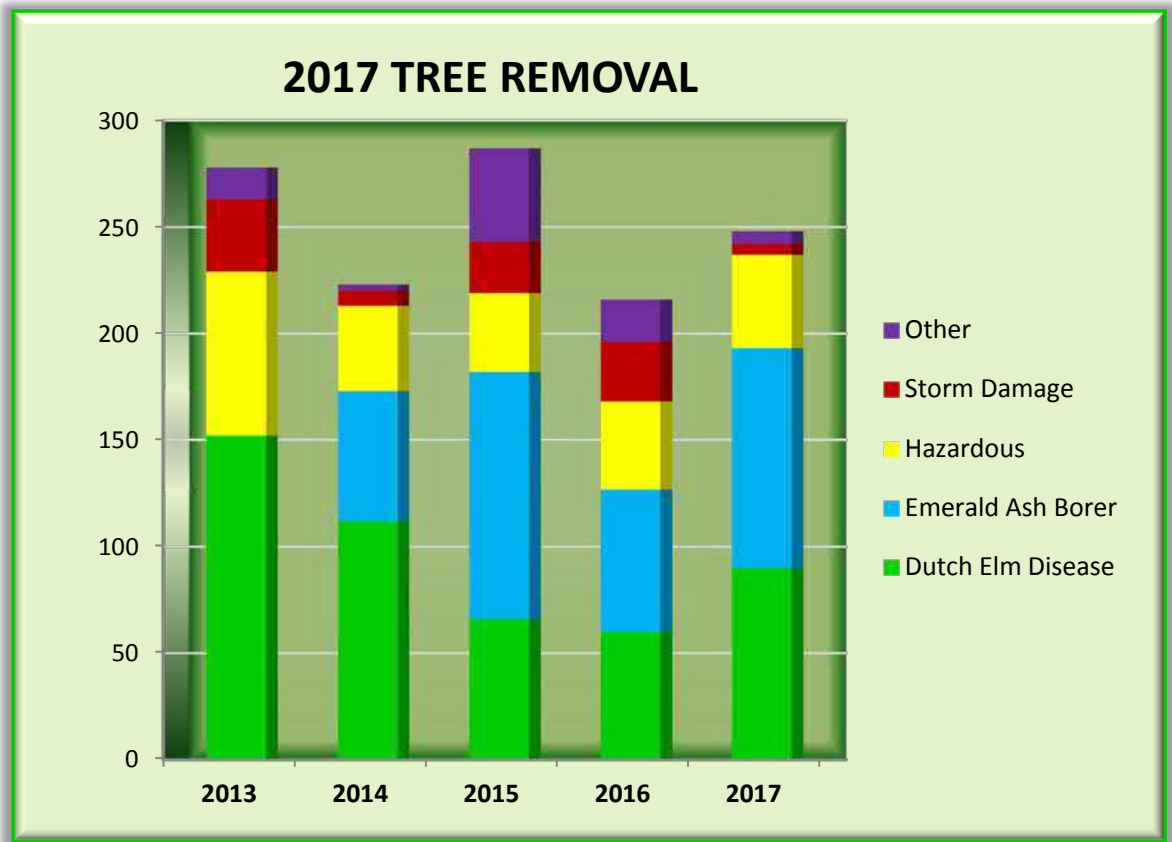
Employees received the following training and education.

- Full crew lockout/tagout training.
- Adam Cordes and Tom Pope attended Tree Inspector School.
- Tom Pope attended the 2017 Safety & Loss Control Workshop.
- Ben Mathson attended Tymco Sweeper training in Texas.
- Full crew Right to Know training.
- Annual housekeeping storm sewer training.
- Manlift training.
- Full crew Confined Space training presented by ILC, Inc.
- New employees attended plow training for the wings and sanders on the large trucks.

TREE MANAGEMENT AND CARE

- Three scheduled Dutch Elm disease inspections were conducted citywide in June, July and August.
- One scheduled hazardous tree inspection was conducted citywide in March.
- One scheduled Emerald Ash Borer inspection was conducted in November.
- A total of 243 diseased and hazardous trees were removed consisting of 186 public trees and 57 private trees.

- Rainbow Tree Service was hired to treat 146 ash trees located in the parks with Tree-age, a systemic insecticide, to control and limit the growth of the Emerald Ash Borer population.



Treatment was completed in June.

- Removal of ash trees that are severely stressed continued in 2017 as a proactive measure to control the Emerald Ash Borer population; 106 ash trees located on public property were removed.
- Nick’s Tree Service was contracted for diseased and hazardous tree removals.
- Boulevard tree trimming citywide was done on a request basis.
- Limbs blocking street signs were trimmed citywide.
- Park tree trimming was done as needed. Woodchip mulch was placed around the trunks of young trees.
- A total of 119 trees were planted in the parks and boulevards in 2017. The city now plants bare root trees instead of balled and burlap. Bare root trees are less expensive to purchase, have a longer healthier life, and can be planted by Public Works employees. The summer was perfect for new plantings as very little watering was required.

PARK MAINTENANCE

Ice Rinks

- In January we maintained hockey rinks and skating rinks at McKenna, Keyes, and Ostrander Parks. The warming houses were not staffed. Timers were used to control the lighting for

the rinks. The rinks opened for the season on December 20, 2016 and remained open and maintained until February 16, 2017.

- As we prepared rinks for the 2017/2018 season a cold spell in mid-December allowed us to get a good base down on our rinks. The rinks were opened for skating on December 27th. Cold temps made for good ice to end 2017.
- A significant portion of our winter maintenance activities includes maintaining public sidewalks and park pathways. Maintenance includes removing snow by hand shoveling, using snow blowers, sweeping with the Toro Groundsmaster equipped with a broom, the Ventrac tractor with a snow blower and broom attachment, and either sweeping, plowing, or blowing the snow with the MT Trackless. In January we had snow events requiring sidewalk maintenance on six days. February was very mild with only two days of snow events requiring sidewalk maintenance. March started snowy with two snow events requiring sidewalk maintenance. November had unseasonably mild weather with only one snow event near the end of the month while December had seven snow events requiring sidewalk maintenance.
- A non-chloride pre-wetting liquid is applied to the Central Avenue walk bridge prior to snow events.
- Besides snow removal and rink maintenance, park staff is involved with tree trimming operations during the winter. This included boulevard tree trimming as well as tree trimming in the parks.
- On Saturday, January 28, Silver Lake Beach Park was home to the 4th annual Columbia Heights Fire and Ice Plunge. Fire rings, fencing, and trash containers were provided for the event.
- The Silver Lake Aeration System operation began on January 30, when oxygen levels in Silver Lake reached DNR established thresholds

Turf Maintenance

- With the early spring, bulk mowing operations began on April 17. Mowing and trimming operations began on April 24. The Park Department is responsible for maintaining turf at 57 locations throughout the city ranging from small lots to large parks.
- TruGreen ChemLawn made spring weed and feed applications to Huset, Edgemoor, McKenna, Keyes, Ostrander, LaBelle, Hilltop, Prestemon, Sullivan, Ramsdell, and Lions Parks as well as the Silver Lake boat Landing. Trugreen ChemLawn also applied additional applications of fertilizer to the Ramsdell ballfield throughout the season. Gateway and Wargo Parks received spring and fall applications. TruGreen ChemLawn also treated City Hall, Murzyn Hall, 4400 Reservoir Boulevard, Jackson Pond, the Public Safety building, and the liquor stores on Central Avenue and 37th Avenue. They applied growth retardant to the city-owned hillside along 37th Avenue as well as tree fertilization and shrub bed weed control to the beds along Central and University Avenues.
- The majority of turf areas were aerated and thin spots over seeded this year. Numerous holes and dips as well as areas with poor soils and thin turf in the parks were top dressed with a mixture of screened compost sand and screened dirt and over seeded.
- The Ventrac tractor was added to our mowing equipment in 2016 with a rough cut and finish cut mowing deck. This has been a very versatile addition to our mowing equipment. The Ventrac mower with its low center of gravity and dual tires worked really well for mowing steep slopes such as the Jackson Pond area. The finish cut deck worked really well on the Ramsdell ballfield and was terrific in cutting extremely wet areas. The rough cut mower does an outstanding job mowing tall grass and brush.

- University Avenue was cut seven times with the Ventrac in 2017. Mowing was also done along the University Avenue service road as well as trimming around the signs along University Avenue.
- Irrigation systems are operated and maintained at 37th Avenue and Huset Parkway, City Hall, Lions Park, Wargo Park, Gateway Park and Ramsdell Park. The Ramsdell Park ball field irrigation is not watering the outfield area evenly and we are still searching for a solution. A break in the supply line for the Ramsdell irrigation system required a major excavation to repair in 2017.

Shrub Bed Maintenance

- The Park Department is responsible for maintaining shrub beds at 22 locations throughout the city. Maintenance includes trimming, mulching, weeding, watering, plant replacement and applying weed control. TruGreen ChemLawn applied herbicide to the Central Avenue shrub beds.

Trees

- Bare root trees were planted at several parks as well as multiple boulevard locations near the end of April. A variety of trees were planted including 10 Boulevard Linden, 10 Sunburst Honey Locust, 10 Burr Oak, 10 Kentucky Coffee, 10 Newport Plum, 10 River Birch, 10 Thunderchild Crab, 10 Royal Frost Birch, and 10 Quaking Aspen.
- Also, six each of container-grown White Pine, Black Spruce, and Tamarack trees were planted; plus one container-grown Colorado Spruce. In honor of Arbor Day, a container grown Ann Magnolia was planted in front of JPM along with three container-grown Ginkgo trees, two Ann Magnolia, and two Jane Magnolia trees
- In June, 146 boulevard green ash trees in the parks and on city property were retreated to resist the Emerald Ash Borer. These trees had all been treated in 2014 beginning the 3-year repeating cycle.

Ball Fields

- Spring maintenance of the ball fields began March 28 at Ramsdell, Huset, Keyes, Prestemon and McKenna Parks. We installed bases and started working the infields. By April 10, all fields were being used. Anywhere from one to eight fields were prepared daily for games, which included dragging, lining, hand raking and installing bases at the proper distances. Field use was comprised of games for Recreation programs, Columbia Heights School District games, and games for Immaculate Conception. Over the course of the season, the fields were prepped 253 times.
- Ballfield improvements in 2017 include adding infield Ag lime, replacing base standards and infield lip removal. Topdressing and over seeding of the outfield areas was completed. Repairs were made to the fencing, backstops, and ballfield lighting.
- Soccer and football fields were laid out and maintained throughout the summer and fall. The Huset Park West soccer field was striped in August. Huset Park East and McKenna Park were striped with two soccer fields. These fields were maintained through the end of October with the lines being repainted approximately every 15 days.

Wading Pools and Splash Pad

- The splash pad in Huset Park was prepped prior to opening for the season on June 2. It proved to be very popular and was in constant use during its open hours. The splash pad was shut down September 5 and winterized on October 4.
- The wading pools were cleaned, painted and prepped in May to meet the requirements of Anoka County. McKenna and Ramsdell pools were filled and recirculation systems started on May 29. On June 2, the McKenna and Ramsdell pools passed inspection of the Anoka County Health Department and were opened for the season. The pools were shut down for the season September 5.

Playgrounds

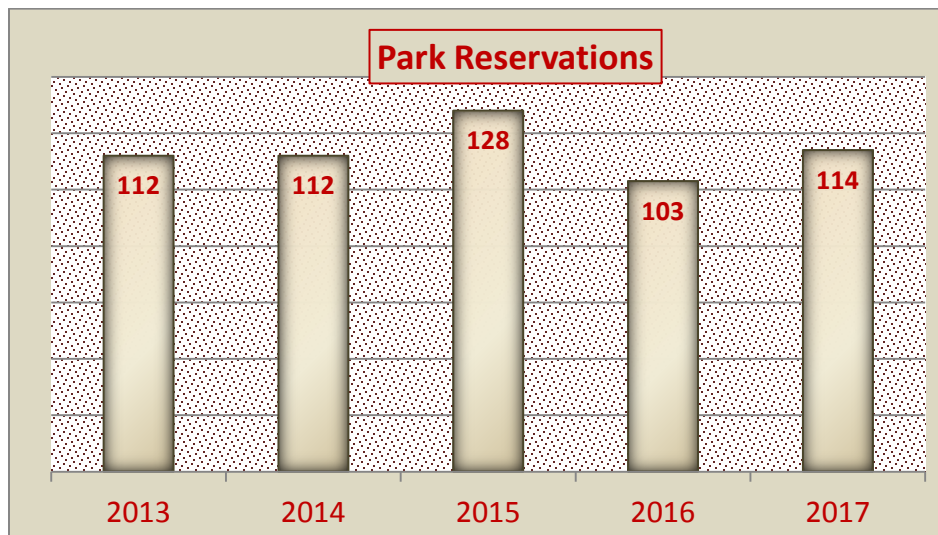
- Broken parts were replaced at the playgrounds as needed. Additional engineered wood fiber was added to Huset, McKenna, Sullivan Lake, and the Silver Lake Beach playgrounds. Several playground diggers were replaced. Weeds were removed and debris cleaned out of the playground surfacing.

Aerator Fountains

- Aerator fountains were installed and operated on ponds at Huset and Labelle Parks on May 9. The fountains were removed, cleaned, winterized, and stored for winter on October 9.

Park Reservation Preparation

- Numerous reservations for picnic and other uses of park facilities were received throughout the summer months. Park area reserved for use included the Huset West picnic shelter (28 reservations), Huset East Jefferson building and picnic shelter (21 reservations), McKenna Park building (4 reservations), Sullivan Lake Park picnic shelter (28 reservations), Ramsdell Park picnic shelter and building (22 reservations), and Silver Lake Beach picnic shelter (9 reservations). Picnic areas and bathrooms are thoroughly cleaned in preparation for these events and cleanup takes place following the picnic. Also this summer we prepped for two community picnics at LaBelle Park – Circle Terrace.



PARK IMPROVEMENTS

LaBelle Park – Circle Terrace

- In 2017 improvements continued in the Circle Terrace area. Sport court surfacing was installed and additional wood fiber around the new playground equipment. In addition, park staff installed conduit for the new building as well as completed grading for additional sidewalk.
- In preparation for redevelopment of Keyes Park, parks crews removed the playground and back stops. They also began dismantling the hockey rink.

Miscellaneous Activities

- Approximately 3,500 feet of temporary fencing was installed for the Jamboree fireworks and Lions Beer Garden. Additional fencing was installed to completely enclose the carnival area to control access. The additional fencing was a success. Numerous extra tables and trash cans were temporarily added to Huset Park for the event.
- A good deal of park staff time is spent taking care of small details like trash and litter clean up, graffiti removal, snow removal and ice control, minor repairs to playgrounds and other park amenities, and sign maintenance.
- Park staff installed and maintained Christmas decorations along Mill Street, Gateway Park, Wargo Park, and along Central Avenue.
- Park staff also assisted other departments as needed. Examples include helping Streets with snow plowing and storm clean up and the Sewer and Water Department with sewer maintenance and water breaks. The Park Department assisted departments outside of Public Works including the Library, Recreation, City Hall, and the liquor stores with special projects and tasks. Such tasks included hanging pictures, televisions, and bulletin boards, moving furniture, remodeling projects, and dealing with water problems in basements.

Personnel

- As of December 31, 2017, the Park Department had six full time employees consisting of the foreman and five maintenance workers. Megan Schlotfeldt began employment with the Park Department on May 2 and Tim Sandquist began employment on May 3. Mike Pyka transferred to the Sewer & Water Department on March 13 and David Cullen transferred to the Street Department on March 16. Eleven seasonal employees assisted with park maintenance duties from April through September.
- In addition to the required Confined Space and Right to Know training, park staff completed additional training in 2017.
- Staff attended the Green Expo in January where John Nordlund and David Cullen recertified their pesticide licenses.
- In March, John Nordlund and Tim Lund recertified their Tree Inspector licenses at the Shade Tree Short Course.
- Tim Lund attended the League of Minnesota Cities Loss Control Workshop.
- Tim Lund and John Nordlund attended Pool Operators Training and obtained pool operator licenses.
- Tim Lund completed playground inspection training.
- Megan Schlotfeldt and Tim Sandquist completed MPCA training on fertilization and sidewalk and parking lot ice control.

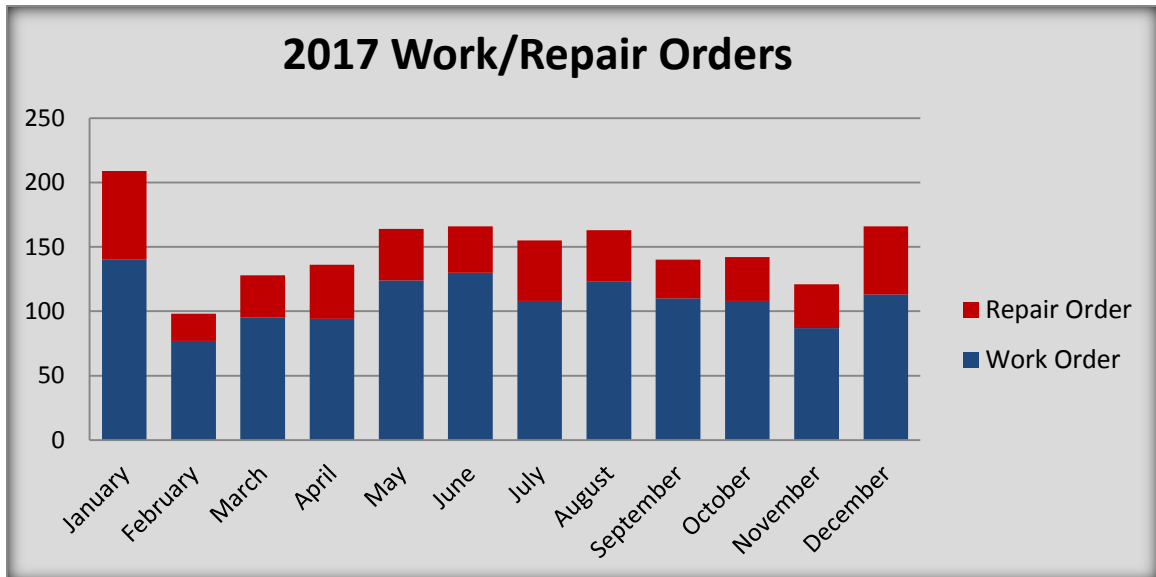
FACILITY MAINTENANCE

- In 2017 we switched from VARDA monitoring to a monitoring company at all three liquor stores, Murzyn Hall, Library, and Public Works.
- A three year preventative maintenance agreement was signed with Horwitz, Inc. for HVAC and mechanical maintenance at City buildings.
- Worked with Apex Companies on solar garden subscriptions. We are purchasing renewable energy from the following gardens:
 - Johnson Garden 1 8,055 kWh
 - Johnson Garden 2 8,055 kWh
 - Scandia Garden 22,292 kWh
- Central Roofing performed roof inspection reports on the following buildings; Public Works, Top Valu I, Top Valu II, Pump House 3, Heights Liquor, City Hall, Murzyn Hall, and Public Safety. Repairs will be done to the buildings that need them in 2018.
- Twelve roof top units were repaired due to a hail storm.
- There were 326 Help Desk requests for facility issues in 2017.

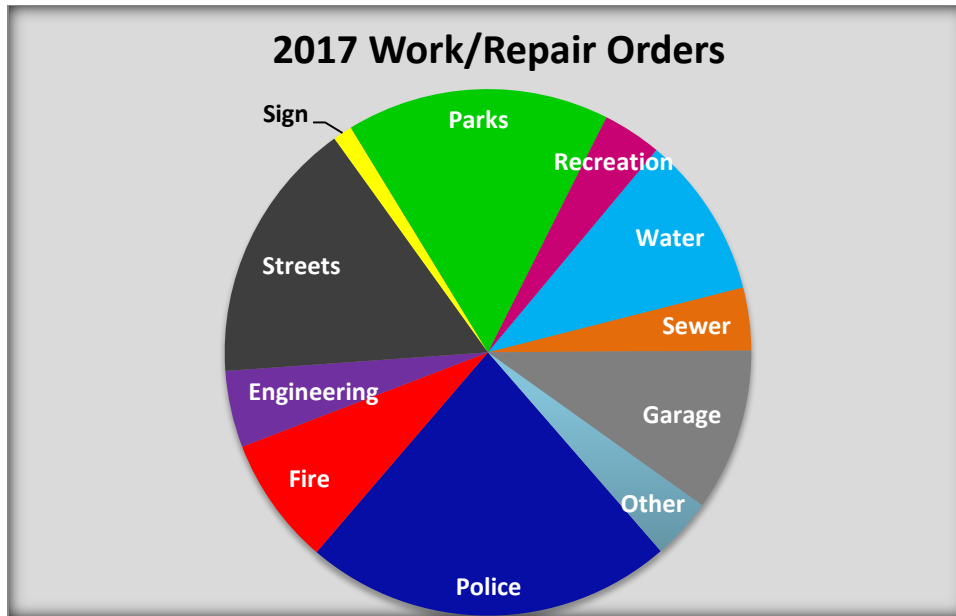
CENTRAL GARAGE

Work Orders

- The Central Garage processed 1,788 repair and work orders totaling 2,056 chargeable hours at \$65.45 per hour, plus a \$2.35 surcharge per work order. Repair orders consist of requests by the operators for repairs or maintenance on the vehicles. Work orders consist of preventive maintenance procedures generated by the CFA Fleet Maintenance Program.



- The Police Department, Park Department, Street Department, Water Department, and Fire Department generated the most work orders in 2017.



Major Repairs

Major repairs in 2017 that resulted in equipment down time or altered daily work programs were:

- #0009 Loader Tires \$10,445.00
- #0128 Breaker coupler \$ 5,162.00
- #0068 Rear Axle \$ 3,411.00
- #0037 Injection Pump \$ 3,332.00
- #3751 Block Heater \$ 2,040.00
- #0241 Deck Spindles \$ 1,662.00
- #0250 Turbocharger \$ 1,562.00

New Capital Equipment

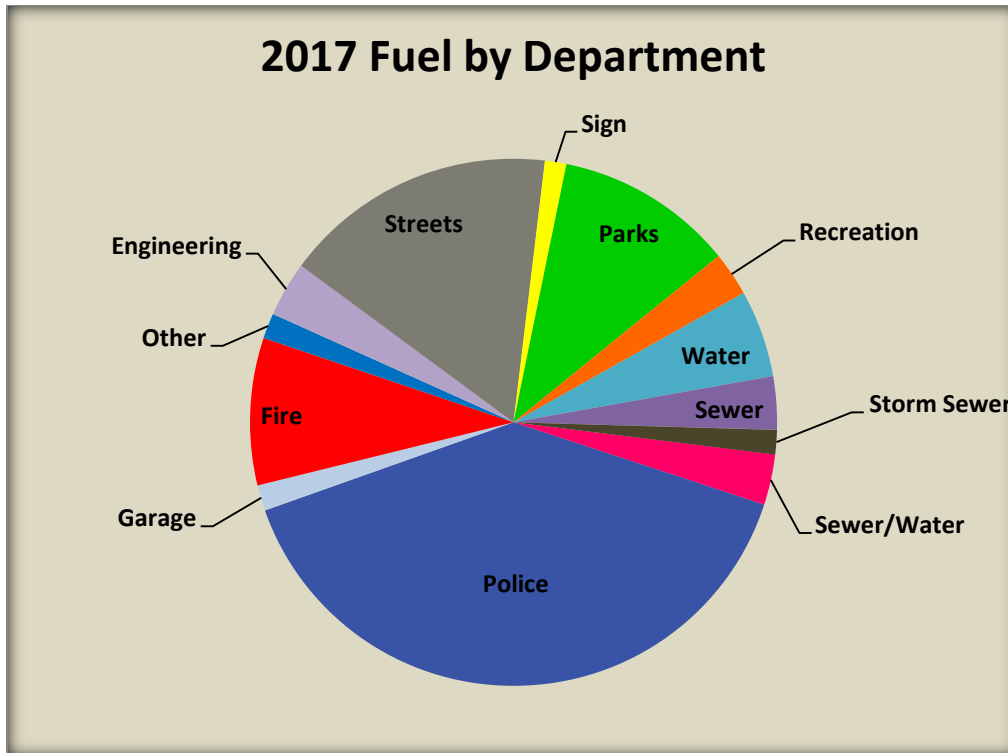
- #0021 TYMCO Street Sweeper
- #0007 Ford F250 Pickup

Retired Capital Equipment

- #0081 Elgin Street Sweeper

Fuel Usage

- The City purchased 32,949 gallons of unleaded gasoline and 16,498 gallons of diesel fuel in 2017. The total cost was \$100,066.
- Total fuel used by the City in 2017 was 48,796 gallons, which consisted of 33,178 gallons of unleaded gasoline and 15,618 gallons of diesel fuel.
- The Police Department, Street Department, Park Department, and Fire Department used the highest amounts of fuel in 2017.



Personnel

- Steve Synowczynski, Vehicle Maintenance Supervisor retired on January 3, 2017. Jeff Hook was promoted to Vehicle Maintenance Supervisor on January 4, 2017.
- Cody Oveson was hired as a Lead Maintenance Mechanic and began work on March 27, 2017.

SPECIAL EVENTS AND ACTIVITIES

Public Works was responsible for set up and take down for the following events in 2017:

- Arbor Day tree planting
- The annual jamboree parade, fireworks, and carnival
- Christmas decorations and seasonal banner maintenance in the following areas:
 - Central Avenue 39th Avenue to 41st Avenue
 - Mill Street from Murzyn Hall to 40th Avenue
 - Wargo Court
 - Gateway Park
- 2017 Canadian Pacific Holiday Train: Fundraiser/food drive to support food shelves of East Side Neighborhood Services. Columbia Heights, St. Anthony, Minneapolis, Canadian Pacific and East Side Neighborhood Services worked on this event together. The event was held at Lions Park.
- Circle Terrace ground breaking
- Fire and Ice Plunge: Fundraiser for SACA
- General Elections

ADDITIONAL COMMENTS

Schools and Training

Employees attended courses for sewer/water maintenance, street maintenance, park maintenance, forestry, vehicle maintenance and safety to obtain or maintain required certification.

Safety Management

For the 17th consecutive year, Public Works contracted with Integrated Loss Control Inc. for safety training and record-keeping activities required by state and federal regulations as well as City policy. Public Works is very pleased with the improvement that the safety program has shown under the administrative support of Integrated Loss Control Inc.

REFUSE AND RECYCLING DEPARTMENT ACTIVITIES

2017 ANNUAL REPORT

REFUSE & RECYCLING

Residential Services

The City provided over 6,300 residential properties with refuse, recycling, and yard waste services with expenditures reaching \$2 million. One-hundred thirty-seven of these properties are considered multi-dwelling with four or more units, totaling over 2,000 apartments. Typically more than 6,700 refuse carts, 130 dumpsters, and 3,300 recycling carts were emptied during an average week. Over 240 service issues were handled by the City's Refuse & Recycling Department. The most common complaints expressed by residents were missed services and delayed cart exchanges. Over 500 change orders were processed for properties that adjusted their services during the year. An audit was delayed until 2018 to ensure services matches contractor invoices and utility billing charges.

Solid Waste Disposal

Contracted hauler service charges increased 3% in 2017. The contractor hauled 7,127 tons of solid waste for disposal, including bulk (furniture/mattresses), which was 1.5% less than the previous year. Approximately 25% of the waste was delivered to metro area Refuse-Derived-Fuel facilities and incinerated, with the remaining waste going to the contractor's transfer station.

Recycling

Contractor hauling charges increased 3% in 2017. There were no rebates for curbside recyclable material, in fact, the contractor paid tipping fees for single-sort tonnages but did not bill for those fees. The city recycled 1,672 tons of materials from residential curbside programs (single sort, multi-dwelling, electronics, and appliances), the Recycling Center, organics drop-off, and city facilities. This was an increase of 3% from the previous year (reported tons are being verified). Overall, 19% of the total solid waste was recycled.

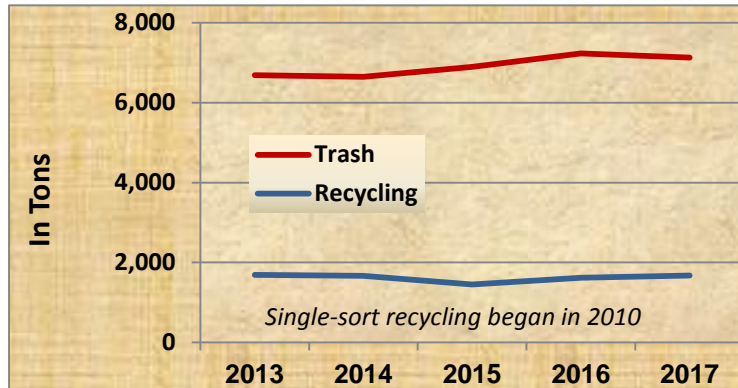
Residential households recycled 1,231 tons of yard waste (curbside) and 46 tons of food organics (Recycling Center) for composting. The City also recycled another 26 tons of problem/hazardous materials, mostly from the Recycling Center. Several vendors were used to collect and recycle the material including: Advanced Disposal, Waste Management sorting plant, Jr's Appliance, Tech Dump, Greenlights Recycling, Loe's Oil, Sanimax, Specialized Environmental Technologies, Full Circle Organics, and the Mdewakanton Sioux composting facility.

The Recycling Center was open most Saturdays and received \$3,120 for scrap metal, cardboard, fluorescent bulbs, and used oil. Residents also dropped off oil filters, antifreeze, tires, string lights, and household batteries. The Kiwanis Club staffed the Recycling Center and received rebates for the value of the material. The high school Key Club sold finished compost for their fundraising as part of a MN Composting Council program with the organics drop-off.

The City's subsidized (\$20 flat fee) Electronics Collection and Recycling Program removed over 336 electronic items from the curb, including 174 with hazardous CRTs. Public Works paid to dispose of six illegally dumped electronics that were found in parks or public right-of-ways. The City offers one free appliance pickup per year to each property and 34 units were recycled in 2017.

SCORE (Select Committee on Recycling and the Environment)

The City achieved 88% of the 2017 recycling goal as set by Anoka County. SCORE required activities were also completed including several newsletter articles and two direct mailers that promoted recycling to all 55421 addresses. Recycling promotion outreach was conducted for apartment and other multi-dwelling buildings as well as duplex rental properties.



Over 200 households, 10 multi-dwelling properties, and 11 duplexes increased recycling service for their properties, which did not increase their cost. Those rental properties also received free tenant recycling kits. The City's free organics drop-off at the Recycling Center added another 77 households, 386 total at the end of December, and they received free starter kits. Several residents and CHHS Key Club members attended a City tour of the Full Circle Organics composting yard. Columbia Heights Resident Laura Grunloh and Bob Odden, President of the Heights/Fridley Kiwanis Club, were recognized for the Anoka County Recycling Champion Award. Taj Khan, owner of Khan Apartments, and Stan Mraz, Science Teacher at North Park Elementary School, were also recognized at the ceremony. The City received over \$95,000 in SCORE (recycling grant) money from Anoka County.

2017 PUBLIC WORKS STAFF

	Start Date	End Date
Engineering		
Public Works Director/City Engineer	Kevin Hansen	12/01/1997
Assistant City Engineer	Kathy Young	08/11/1986
Engineering Tech	Lauren Letsche	05/05/2014
Engineering Tech	Rich Nordstrom	05/17/1999
Engineering Tech	Clark Trytten	04/20/2015
Administrative Assistant.....	Jesse Davies	09/13/2004
Public Works Secretary.....	Sue Schmidtbauer	03/01/2010
Purchasing/Assessing Clerk	Barb Thomas	09/29/2008
Facilities Maintenance Supervisor	Eric Hanson	07/09/2013
Utilities Superintendent	Lauren McClanahan	06/09/1986
Sewer & Water Department		
Foreman	Sherri Jensen	08/23/1999
Maintenance Worker	Kyle Burns	01/27/2016
.....	James Green	02/02/2015
.....	Duane Hopkins	05/08/2017
.....	Mike Pyka	05/03/2016
.....	David Quady	03/30/2015
.....	Ben Lund	01/05/2015
.....	Myron Russell	01/25/2016
		01/17/2017
Street and Park Superintendent.....	Mike O'Reilly	09/25/1979
Street Department		
Foreman	Tom Pope	12/26/1990
Maintenance Worker	Adam Cordes	01/14/2008
.....	David Cullen	05/02/2016
.....	Jeremy Hansen	08/25/2014
.....	Ben Mathson	05/20/2002
.....	Jackie Wohlers	12/03/2002
Park Department		
Foreman	Tim Lund	05/02/1994
Maintenance Worker	Kelly Fetzer	06/12/1995
.....	Jeff Kline	08/01/1988
.....	Dave Master	05/01/2017
.....	John Nordlund	03/26/2001
.....	Megan Schlotfeldt	05/09/2017
.....	Tim Sandquist	06/12/2017

2017 PUBLIC WORKS STAFF

City Garage

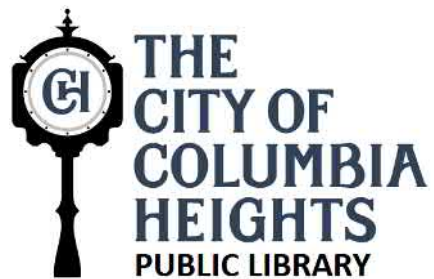
Vehicle Maintenance Supervisor.....	Steve Synowczynski	12/26/1991	01/03/2017
Vehicle Maintenance Supervisor.....	Jeff Hook	04/28/1997	
Cody Overson	Mechanic	03/27/2017	

Sign Department

.....	Ted Kriesel	05/24/2016	
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COLUMBIA HEIGHTS PUBLIC LIBRARY

2017 ANNUAL REPORT



A message from the
LIBRARY DIRECTOR

February 2018

Mayor
Members of Council
Library Board
Citizens of Columbia Heights

Ladies and Gentlemen:

The staff of the Columbia Heights Public Library come to work every day to pursue our vision for the future: to be a center of the community where services and collaborative programs are available and partnerships thrive. The following report illustrates many of the ways that library staff served a diverse community's needs for access to resources, information, and technology in a welcoming environment in the past year.

In 2017 the library welcomed 123,947 visitors to a beautifully-designed new building at the heart of Central Avenue. Visits grew 20% over 2015, the last full year in the 40th Avenue location. Visitors borrowed 123,812 items, a 13% increase over 2015.

The library partnered with:

- Independent School District 13's Early Childhood and Family Education program to build parent capacity to nurture children's early literacy at Baby Read, Baby Grow classes;
- The Metropolitan Area Agency on Aging to build the digital literacy of seniors through introductory computer classes;
- YouthPrise to offer nutritional lunches to area youth at risk of going hungry during the summer when free and reduced price school lunches are unavailable;
- University of Minnesota Extension to offer a 4-H experience relevant for urban kids;
- Anoka County and the Metropolitan Consortium of Community Developers to offer Open to Business counseling to new and prospective business owners; and
- Over 50 volunteers to provide opportunities for individuals to build employability, meet neighbors, and give back to their community.

If you came to the library in 2017 to check out a book or movie, to attend a class or storytime, to read to a dog, to use a computer, to hold a meeting, to study, to work, or to transform your life, we thank you!

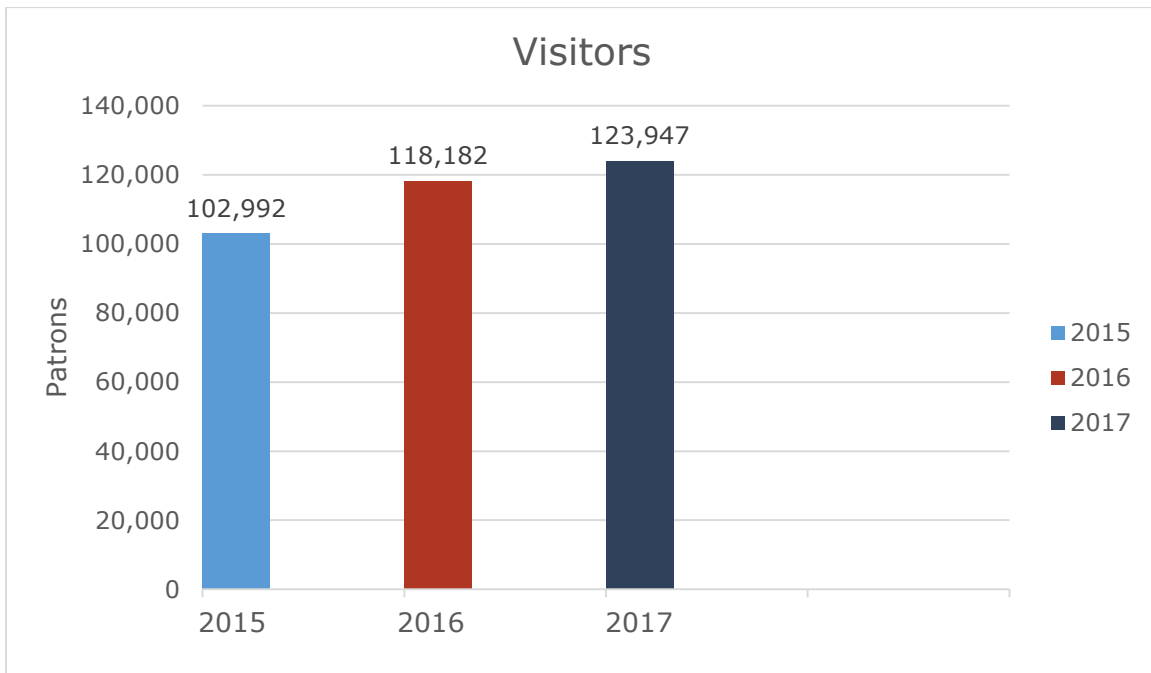
Sincerely,

Renee Dougherty
Library Director

LIBRARY USE

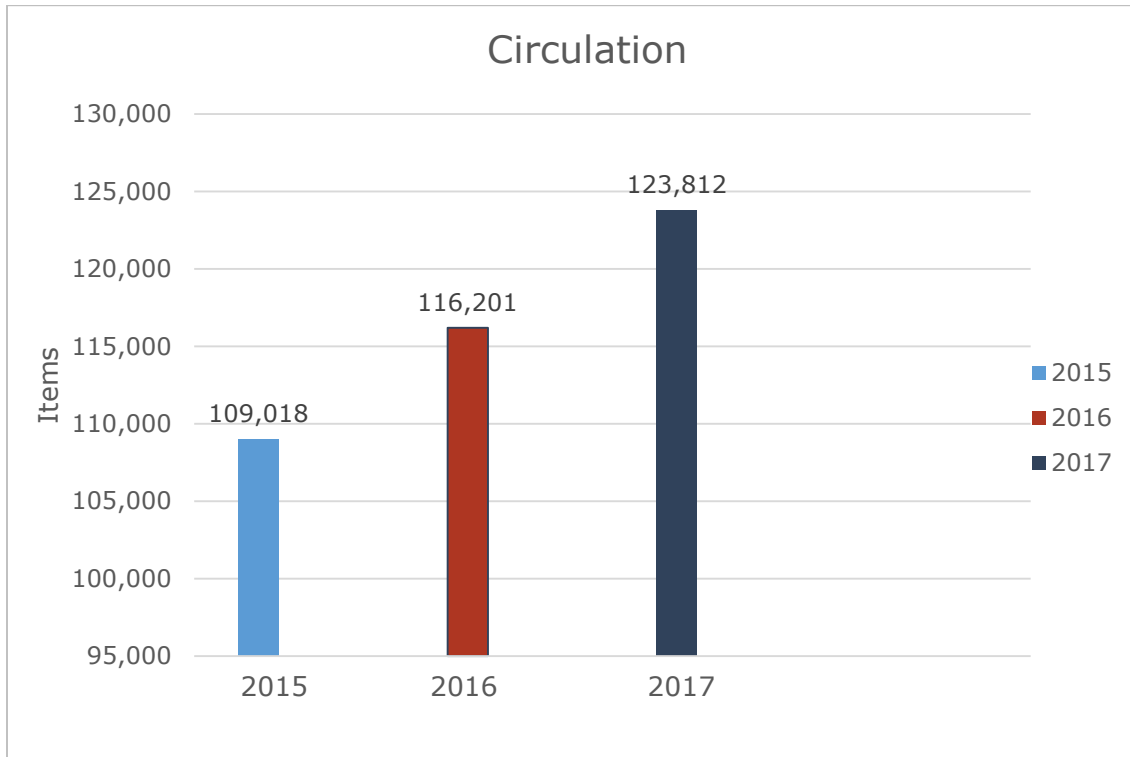
Visitors

During 2017, 123,947 people visited the library. Visits increased 4.8% over 2016, the grand opening of the new building, and 20% over 2015, the last full year in the 40th Avenue location. The City Council’s decision to construct a comfortable, attractive, resource-rich library on Central Avenue has resulted in a tremendous boost in use of the library. Many visitors seek access to the internet and computer resources. Others seek safe and comfortable spaces to work, study, and collaborate with friends and neighbors. Use of library study and meeting rooms more than doubled from 1,412 instances in 2016 to 3,278 in 2017. Over 8,000 people attended a program at the library in 2017.



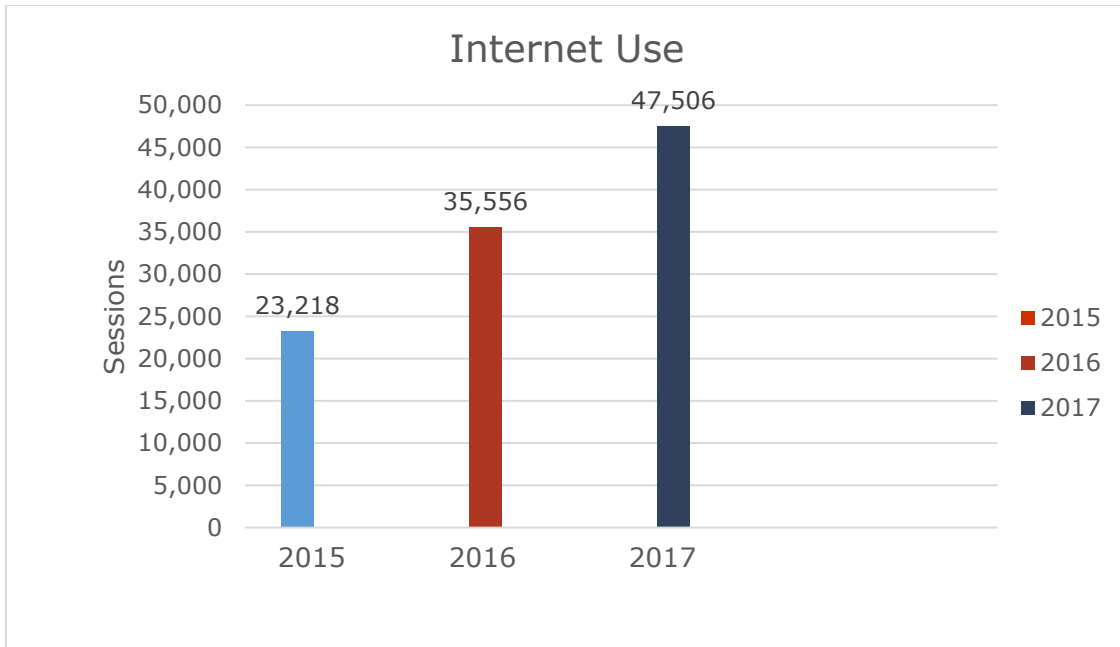
Circulation

Circulation of materials has also increased. A total of 123,812 items were borrowed in 2017, including books, e-books, downloadable audio books, magazines, music, and video discs. 2017 circulation increased 6.5% over 2016 and 13.5% over 2015 rates.



Computer Use

Use of library computers also increased. Computer sessions increased 33.6% when compared to 2015 and 104.6% when compared to 2015. Computer users spent a total of 1,225,225 minutes online in 2017, a 39% increase over 2016 and a 101% increase compared to 2015. The increases are due in part to tripling the number of computers available for public use.



SERVICE TO ADULTS

Cortni O'Brien, Adult Services Librarian

Lifelong Learning

The Adult Services department strives to create lifelong learning opportunities based on the changing needs and interests of our community. Through our print and digital collections, educational programs, literacy programs, and online resources, we inspire the members of the Columbia Heights Public Library community to learn something new every day.

In addition to our ever-evolving library materials collections, the adult services department areas of focus can be summarized as follows: Literacy and Reading programs, Arts, History and Cultural Heritage programs, and Outreach.

Literacy and Reading

Author Events: This year was a banner year for author events at Columbia Heights Public Library. The library hosted 13 authors in 2017! Thirty adults attended the “Sisters in Crime” mystery writers’ panel discussion in February. One attendee said, “It was super fun! These gals are amazing. Now I want to read all their books.” Other visiting authors included Midge Bubany, Vince Wyckoff, Sue Leaf, Pat Stinson, Nathan Roberts, Barb Saefke, Chad Lewis, and JP Johnson.

Winter Reads: Winter Reads, a Metropolitan Library Service Agency (MELSA) sponsored adult reading program held throughout January and February, encouraged adult readers to write short reviews of the books they listened to or read. Reviews were placed in a notebook for browsing, and participants' names were entered into weekly prize drawings.

Library Book Club: The library's adult book club is held on the third Wednesday of each month. Members take turns facilitating each month's book discussion. Popular titles discussed in 2017 included: "The Boys in the Boat," "The Bonesetter's Daughter," and "Hillbilly Elegy." The library also added a book club just for Senior Citizens this year. See more under "Outreach."

Adult Language Learners: The library offers two primary programs for English Language learners: **Buddy Up and Read** and **Conversation Circles**. Through the Buddy Up and Read program, adult English language learners partner with an English-speaking volunteer to practice reading and/or writing and speaking in English. Reading buddies typically meet once a week for an hour at a prearranged time at the library. Some partnerships have lasted for two years or more. In 2017, nine Buddy Up volunteers met with an adult learner "Buddy" 162 times. At our weekly Conversation Circles program, a group of adult English language learners meet with an English-speaking volunteer facilitator to practice English speaking skills in an informal environment. The library hosted 90 Conversation Circles in 2017.

Digital Literacy

The library staff assists with technology on public computers every day. In addition to helping patrons navigate the web and computer software programs such as Word and Excel, staff assist with downloading eBooks and audiobooks from the library's cloudLibrary and RB Digital databases. Reference librarians also provide daily, ongoing assistance to patrons identifying and using online databases and resources for various types of research such as genealogy research, consumer research, automobile repair, and language learning. The library also offers numerous resources in print and online to facilitate adult learning, including preparation for standardized tests such as the GED and ACT, as well as job-related testing.



The Sisters in Crime writers' panel featured five mystery writers from throughout Minnesota



Senior Surf is a monthly computer class for adults age 55+

Senior Surf Classes for older adults (55+): Senior Surf classes provided in collaboration with the Metropolitan Area Agency on Aging (MAAA), Senior LinkAge Line and the Minnesota Board on Aging, are free, two-hour sessions offered the first Wednesday of each month for seniors who want to learn computer basics, Internet searching and websites of interest to seniors.

Using Family Tree Maker and Ancestry.com: This Legacy-funded class, designed for participants interested in an introduction to researching family history, was held in January. North Star Genealogy covered two popular digital genealogy tools in a hands-on presentation.

Protect Your Privacy Online, a Legacy-funded presentation by The Twin Cities Media Alliance, was held in December. Attendees learned how to stay safe when using social media, email, search engines, and making online purchases.

Arts, History, and Cultural Heritage

The library brought many adult programs specific to Arts, History, and Cultural Heritage to the Columbia Heights community in 2017. Highlights included:

Local Historian **John D. Cox** brought history alive in January with his informative presentation: “Stonewall Jackson: Legend of the Confederacy.” One attendee declared, “Put him in the schools!”

Anishinabe Beadwork, a Legacy-funded creative arts class presented by Julie Kastigar Boada of the Fond du Lac nation, was held in March.

Creating Characters, a Legacy-funded creative writing class taught by an instructor from the Loft Literary Center, was held in May. One attendee noted, “The instructor had great prompts.”

The library hosted its first meditation workshop in October: **Reducing Anxiety Through Meditation**.

Through her **Upstream: Mississippi** project, ceramic artist Anna Metcalfe hosted a tea and oral storytelling session at the library in November.



Participants in the Upstream: Mississippi project practiced oral storytelling over tea

In celebration of **National Novel Writing Month** (NaNoWriMo), the library offered a “write-in” event in November, giving authors a chance to connect at the library over coffee, tea, and free Wi-Fi.

In December, the **Cass Gilbert Society** presented an informative program on the missing, original furnishings from the Minnesota State Capitol building.

The **MELSA smARTpass Program** continues to provide access to arts programs exclusively for metro public library users. All it takes is a library card from the seven-county metro area to reserve free or discounted admission to a variety of arts experiences.

Hosted by the Friends of the Library, the **Scrabble Club** began meeting twice a month in 2017! Competition is always friendly, and all are welcome to exercise their brain in a social setting.

The library hosted its first art exhibit throughout the months of November and December in the community room. The inaugural exhibit, **The Manhattan Project**, featured the photography of local artists Walter Horishnyk and Richard Ott.

Outreach

At-Home Delivery: Residents who are not able to come to the library due to age or health issues can elect At-Home Delivery service. Numbers of participants vary due to changing situations, but generally include 6 to 8 people a month. The adult services librarian selects materials every four to six weeks for participants. Deliveries, which can include books in large print or regular print, audiobooks, cds, dvd and magazines, are made by volunteers or library staff.

The library worked closely with **Columbia Heights Metro North Adult Basic Education Center** to bring adult education resources to the library, including the addition of the ABE center’s language learning app to the library’s public computers. The library also hosts several informational class visits each year.

Senior Citizens Book Club: New in 2017, the library worked in partnership with the City of Columbia Heights Senior Citizen Coordinator to offer a book club for seniors at Murzyn Hall. The new book club meets every other month.

Also new in 2017, the library now hosts **Open to Business**, a partnership between Anoka County

and the Metropolitan Consortium of Community Developers. Open to Business provides prospective and existing entrepreneurs in Anoka with free one-on-one counseling with a business advisor at the Columbia Heights Public Library on the second Tuesday of the month.

The adult services librarian and members of the library board participated in a neighborhood **Eat and Greet** at Circle Terrace in July. About 80 people stopped to answer questions and win prizes at the Library Wheel of Fortune.

SERVICE TO YOUTH

Brianna Belanger, Youth Services Librarian

Early Literacy

The library offered storytime three times a week in 2017 with a specific developmental focus (toddler, preschool, baby) each day. While storytime may seem as simple as reading books and singing songs, much planning and thought is put into creating a developmentally-appropriate early literacy experience that empowers parents to use the same tools and techniques when talking, singing, reading, playing, and writing with their child at home. In addition to gaining early literacy, math, and science skills, children are learning important school readiness skills when they attend storytime. Such skills include forming a line, taking turns, and sitting still for stories.



Baby Read, Baby Grow is a weekly storytime program for infants and their parents or caregivers



"Noon Year's Eve" celebration

Storytime attendance continues to soar and a new initiative to introduce early STEAM (science, technology, engineering, art, and mathematics) concepts while inviting families to linger at the library has succeeded. Every Monday after storytime, the craft room is open for parents and children to explore activities such as printmaking, marble mazes, and process art. The desired outcome for this initiative is to encourage use of library resources in addition to attending storytime. Staff endeavor to extend storytime learning and encourage families to move from the meeting room into the library after storytime is over.

Other programs that support early learning and literacy offered in 2017 included **Parachute Party, Play Space, Block Party, and Noon Year's Eve.**

Partnerships

This year marks another successful year partnering with Independent School District 13's Early Childhood and Family Education (ECFE) program. Parent Educator Abby Sundquist continues to answer questions about child development and parenting strategies before and after storytimes and encourages families she sees at the Family Center to attend storytimes at the Library. This word-of-mouth marketing from a trusted resource has continued to benefit and grow the library's storytime community.

We are also in the second year of partnership with 4-H through the University of Minnesota Extension office to bring an afterschool technology program to tweens. Tech Wizards provides youth an opportunity to engage with positive adult role models around technology. Youth created video games in year one and are currently focused on creating films. Throughout the program, youth learn valuable goal-setting and planning skills as they produce a final product week by week. At the end of the year we celebrate youth accomplishments with a showcase of their creations, highlighting their talents and leadership.

Books and Reading

A primary goal of youth services is to connect youth with books that excite and engage them. We attempt to meet this goal in many different ways.

"Bookawocky," our summer reading program, focuses on keeping kids reading and learning throughout the summer months in order to avoid "summer slide." "Summer slide" is the tendency for students, especially those from low-income families, to lose some of the achievement gains they made during the previous school year. By providing youth an opportunity to read and attend programs all summer long, libraries seek to keep kids on an upward learning trajectory even when school is not in session. We made big changes to our program this summer in an effort to reduce barriers for patrons and paperwork for staff. This summer, youth only needed to read and complete one book review to win a free book to take home with them. Reviews of additional reading they did throughout the summer were entered into weekly prize drawings for tickets to Bunker Beach, Crayola Experience, Minnesota Twins



The Bookawocky summer reading kickoff party featured a lively musical performance by Leo and Kathy Lara

baseball games, or the State Fair. In addition to the reading program, we also offered youth other exciting ways to learn and discover new interests through the performances and workshops offered over the summer. Some examples included: **Blues for Kids**, **Sumanagashi Marbling**, and **Multilingual Storytelling**.

This summer we also served lunch on Tuesdays, Wednesdays, and Thursdays through funding from the Youthrise Nutrition Program. Food insecurity and lack of nutrition is linked to a number of negative outcomes for youth, including poor academic achievement, behavior issues, depression, suicide, and several health-related problems. Increasing the number of meals served in afterschool, summer, and expanded learning programs can improve enrollment and retention



African drumming circle

of youth participating in programs and enhance the long-term educational, health, and life outcomes of the youth.

We offered a new literacy opportunity for beginning readers this year called the Early Reader Club. Each session focused on practicing new skills like beginning sounds, rhyming words, sight words, and comprehension. We practiced these skills with stories and games in an effort to make learning to read fun and exciting! This program, in conjunction with READ Dogs,

is great practice and boosts confidence of newly emergent readers. READ Dogs provides readers new and old a chance to practice their skills on a judgement-free audience. Readers sign up for a 15-minute time slot and use that time to read to a therapy dog and trained reading tutor/handler.

Youth Read Down

On three occasions during the year youth aged 17 and under were encouraged to read down fines on their library accounts. For every fifteen minutes spent reading in the library, a kid could “earn” \$1.00 off overdue fines on their own card. The Read Down program reinforces the value of reading, encourages youth to use the library, and reduces barriers to borrowing library materials. In 2017, 135 youth participated in the Youth Read Down and earned \$662.52 in fine waivers.

Outreach

We reached over 2,500 parents and kids at a total of 28 outreach events over the past year. Whether it was talking to parents about building early literacy skills with their little one, or reaching out to students about summer programming, making time to get out into the

community was a priority.

Some of the outreach events included school visits to promote Summer Reading, the North Park 4th Grade Literacy Event, the City of Columbia Heights Community Picnic, Head Start student and parent visits to the library, and a welcome orientation for new teachers from ISD 13.

STEAM

Staff continued to focus on providing quality STEAM (science, technology, engineering, art, and math) programming for kids of all ages at the library. STEAM programming promotes experimentation, problem solving, and love of science while fostering growth mindsets. In addition, library programming during out-of-school time provides youth with a structure that becomes familiar over time and opportunities to connect with other youth and reflect on their experiences.



LEGO club

Preschool STEAM:

A monthly **Block Party** builds fine motor skills, promotes problem solving, and engages social skills.

Tinkerspace invites children and caregivers to extend their learning after weekly storytime sessions. Activities range from process art, which provides materials to invite creation but imposes no rules for what must be done, to science experiments and engineering projects.

School Age STEAM:

LEGO Club builds engineering, problem solving, and narrative skills.

Maker Club sessions begin with introductions and icebreakers, focus on the importance of having a Tinker Mindset (“mistakes are gifts, be curious, and see everything as an experiment.”) Students then have free time to interact with materials. Each session ends with a show and tell/reflection period. Activities have included marble mazes, newspaper towers, and recycled alien art.

Maker Lab: Clean Water featured staff from the Mississippi Watershed Management Organization who taught kids about storm water runoff through experiments and discussion. The class ended with a visit to the library’s stormwater management system.

Pollinate MN: Students learned all about pollinators with hands on activities like trying on beekeeper’s gear, tasting different honeys, reading stories, and even observing a live

beehive.

Snake Discovery: This was a hands-on class in which kids learned all about reptiles.

The Bakken Museum staff taught kids how to notice heart failure along with the history of medical devices that help the heart.

4-H offered two standalone programs for youth. **Drones** and **Snap Circuits** programs began with background science information and moved into interactive work that encouraged discovery and experimentation.



Snake Discovery

Teen STEAM:

Science of Ice Cream explored the chemistry behind one of our favorite foods. After learning the science, kids had a chance to make their very own ice cream.

4-H Tech Wizards is a yearlong afterschool program that connects teens with technology and mentors to provide them with social, emotional, and STEAM skills. The University of Minnesota County Extension program operates local 4-H clubs and activities which prepare youth to learn and lead in their schools and communities.

During the 2016-2017 school year Tech Wizards focused on learning the components of video game creation.

At each session youth are provided some instruction and guidance, but ultimately, research and projects are self-directed with only occasional help from the mentor. Teens experience quality out-of-school time with structure and reliable adult mentors. They learn teamwork and leadership as they gain access to and understanding of technology. Twenty kids have gained confidence in their abilities and become regular library users as a result of this program. Partnering with 4-H has allowed the library to explore a new programming model for teens and tweens that provides an out-of-school activity which prepares youth for the 21st century workforce.

PEOPLE

A library truly is all about the people. Library people work on the staff; serve on the Library Board of Trustees, Library Foundation, and Friends of the Library; volunteer; and use the library every day.

Staff

In 2017 the library said farewell to three staff members. Alicia Cermak, Library Page who served since 2001, was unable to continue because of another full-time job. Library Page Geraldine Yorks, hired in 2016, resigned. Barbara Kondrick, Adult Services Librarian since 2013 and Library Supervisor from 1998 through 2004, retired in April with a gala send-off from colleagues and community partners.

2017 also marked the passing of our beloved “Miss Jo” in August. Children’s Librarian Joanne Scudder delighted children and parents from 1966 through 1995 with attractive displays in the children’s area, interactive storytimes with finger-plays and puppets, and competitive summer reading programs. She will be missed by many whose lives she touched.

The Library welcomed Cortni O’Brien as the new Adult Services Librarian in July. She hit the ground running to coordinate adult literacy and cultural programming and to revitalize the at-home delivery and adult volunteer programs.

A number of staff celebrated years-of-service milestones in 2017. Library Page Gianna Ritzko marked five years of service. Library Supervisor Al Mamaril and Library Page Alison Marzolf celebrated 10-year anniversaries. Clerk Typist Kelly Olson has served for 25 years and is as enthusiastic about the library’s mission and customers as she was when she started.

Library Board of Trustees

Tricia Conway joined the Library Board in 2017. The Library Board serves as an advisory body to the Director and the City Council on local concerns and helps promote library service within the community. The Board began work in 2017 to create a public art committee to advise on the purchase or display of art in the library.

Columbia Heights Public Library Foundation

Now that the “new” library is a reality, the Foundation continues to manage donated funds and make substantial gifts. In 2017 the Foundation donated \$41,000 to fund the universal gratitude wall in the lobby, to create a play and learning space in the children’s area, and to purchase large print books.

Friends of the Library



The Friends of the Library sort children's books donated to Project Bookshelf

In 2017, financial donations from the Friends of the Library helped to fund the Summer Reading Kick-off event and summer reading prizes. Members of the Friends assisted the library by facilitating a bi-monthly Scrabble Club throughout the year. They also sorted donations for Project Bookshelf and delivered 284 books for children and teens to Southern Anoka County Community Action (SACA) for distribution to families at the holidays of Christmas, Hanukkah, and Kwanzaa.

Volunteers

Volunteering is a mutually-beneficial partnership between the Library and members of our community. Volunteers of all ages have a chance to gain practical work experience, support an organization in which they believe, meet new friends, and have fun. The library benefits from having the equivalent of a half-time employee to deploy for necessary work.

Adult volunteers donated a total of 572 hours of service in 2017. Adult volunteers provided hospitality at library programs, delivered materials to the homebound, organized magazines, unpacked new materials, purged newspapers, sharpened pencils, facilitated conversation circles, and mentored new adult readers.



Three of the library's valuable "Volunteens"

Teen Volunteers donated a total of 336 hours of service in 2017. This year the Youth Services Librarian sought to grow the teen volunteer program and provide additional opportunities for youth to take ownership of the library and gain valuable job and leadership skills. The summer volunteering program was revamped and expanded into the school year. Volunteer assignments were tailored to the individual to allow

opportunities to use talents and interests on special projects. For instance, one volunteer with an interest in art planned and created a robot for the interior book return while another teen interested in working with youth helped out at library programs all summer long.

2017 LIBRARY STAFF, BOARD OF TRUSTEES, AND AFFILIATED GROUPS

<u>NAME</u>	<u>TITLE</u>	<u>START DATE</u>	<u>END DATE</u>
Renee Dougherty	Director	04/01/2013 (2010)	
Barbara J. Kondrick	Adult Services Librarian	06/17/2013	4/7/2017
Cortni O'Brien	Adult Services Librarian	07/10/2017	
Brianna Belanger	Children's Librarian	10/19/2015	
Nick Olberding	Clerk Typist II -- Adult	07/05/2016 (2001)	
Kelly J. Olson	Clerk Typist II - Children's	06/01/1992	
Winnifred Coyne	Clerk	01/26/2015 (2013)	
Elaine Dietz-Mamaril	Library Supervisor	11/15/1993	
Nancy Soldatow	Library Supervisor	02/29/2000	
Al Mamaril	Library Supervisor	10/08/2007	
Alicia Cermak	Library Page (Substitute)	02/22/2001	7/31/2017
Alison Marzolf	Library Page	08/01/2007	
Rachel Meyers	Library Page	05/01/2008	
Gianna Ritzko	Library Page (Substitute)	01/17/2012	
Rosa Boda	Library Page (Substitute)	03/02/2015	
James Heryla	Library Page	03/02/2015	
Karen Yaeger	Library Page	01/11/2016	
Michelle Wermerskirchen	Library Page (Substitute)	06/23/2010	
Farrah Briest	Library Page	12/05/2016	
Maria Fink	Library Page	12/05/2016	
Tammie Yin Powell	Library Page	12/05/2016	
Geraldine Yorks	Library Page	12/05/2016	1/20/2017

LIBRARY BOARD

Patricia Sowada, Chair
 Nancy Hoium, Vice Chair
 Steve Smith
 Tricia Conway
 Catherine Vesley, Secretary
 Bobby Williams, Council Liaison

FRIENDS OF THE LIBRARY

Kay Reiners, President
 Jane Polley, Secretary
 Betty Robbins, Treasurer

FOUNDATION BOARD

Marlaine Szurek, President
 Don Vesley, Vice-President
 Kit Burgoyne, Secretary
 Sharon Shedlov, Treasurer
 Bruce Magnuson
 Jane Polley
 Cliff Shedlov
 Tom Sherohman, Emeritus

COLUMBIA HEIGHTS PUBLIC LIBRARY 2017 DATA

<u>COLLECTION TOTALS</u>		<u>TOTAL VISITORS</u>	123,947
Adult Books	26,009		
Youth Books	18,579		
		<u>INTERNET USE</u>	
Adult Audio	2,769	Users	29,050
Youth Audio	1,094	Computer Logins	47,506
		Minutes Used	1,225,225
Adult Video	2,649		
Youth Video	1,085		
		<u>PROGRAMS AT THE LIBRARY</u>	
Adult Magazines	1,381	Adult	179
Youth Magazines	59	Attendance	1,214
Newspapers	9	Children's	189
Watt Meters	4	Attendance	6,031
		Teen	64
TOTAL	53,638	Attendance	797
		Total Programs	432
<u>COLLECTION BY READING LEVEL</u>		Total Attendance	8,042
Adult	32,821		
Young Adult	2,988	<u>ROOM USE BY PUBLIC</u>	3,278
Juvenile	17,829		
		<u>REFERENCE QUESTIONS</u>	12,909
<u>ADDITIONAL SERVICES</u>			
Items delivered to "At Home" users	359	<u>ACTIVE BORROWERS</u>	
Bulk loan to institutions	3,402	Columbia Heights cardholders	14,727
Interlibrary loans for items not available at COH or ACL	1,022	MELSA cardholders	3,527
COH items supplied for interlibrary loans throughout the state	446	Outstate cardholders	45
		ACL cardholders	<u>136,024</u>
		Total Served	154,323
<u>CIRCULATION</u>		<u>VOLUNTEER HOURS</u>	
Physical Items:	113,673	Adults	572
EBooks	7,663	Teens	<u>336</u>
EAudiobooks:	<u>2,476</u>	Total	908
Total Circulation:	123,812		
		<u>DONATED ITEMS ADDED TO COLLECTION</u>	173

2017 ANNUAL REPORT

CITY OF COLUMBIA HEIGHTS

DEPARTMENT OF RECREATION



**COLUMBIA
-HEIGHTS-**

February 2018

Mayor
City Council
Park and Recreation Commission
City Manager

The mission of the Columbia Heights Recreation Department is to provide recreational and service opportunities for people of all ages. The Recreation Department offers a vast, year-round, comprehensive program that strives to meet the needs of the whole community. Under the Recreation Department umbrella are these major areas: Youth Athletics/Programs, Traveling Athletics, Youth Enrichment Programs, Adult Athletics, Senior Citizens Center, Senior Citizen Trips and Outings, Special Events, John P. Murzyn Hall, Community Garden Plot Rentals, Neighborhood Event Wagon Rentals, Park Scheduling, and the Hylander Gym and Fitness Center.

The following pages contain the vast number of community members that the Recreation Department reaches, hopefully enriching the quality of life.

With the support of the Mayor, City Council, Park and Recreation Commission, City Manager, and the many civic and community organizations, the high quality delivery of services and opportunities are provided through the dedicated work of the Recreation staff and our numerous volunteers.

Sincerely,



Keith Windschitl
Recreation Director

Enclosure: 2017 Annual Report

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

2017 RECREATION DEPARTMENT STAFF

Recreation Director	Keith Windschitl	8/97
Senior Citizen Coordinator	DeLynn Mulligan	9/12
Recreation Program Coordinator	Liz Bray	5/05
Recreation Clerk/Typist II	Deanna Saefke	7/05
Recreation Clerk (1/2 time)	Darci Knauer	2/15
Recreation Program Coordinator (1/2 time)	Carissa Goebel	11/17

PART-TIME

John P. Murzyn Hall Custodian I	Scott Rockstad	6/79
John P. Murzyn Hall Custodian II	Doodnauth Bisnauth	9/96
	Sue Wolney	5/99
	Floyd Joswick	3/01
	Elise Johnson	8/11
	Brian Maharaj	8/11
	Dario Tiongson	9/15
	Bob Erickson	9/15
	Rick Peterson	12/17

PARK AND RECREATION COMMISSION

David Payne, Chairperson
Ann Carder
Sean Clerkin, Jr.
Bruce Evans
Tom Greenhalgh
Kevin McDonald
Marsha Stroik
Connie Buesgens, City Council Liaison
Kevin Hanson, Director of Public Works/City Engineer
Keith Windschitl, Recreation Director
Deanna Saefke, Recreation Clerk/Typist II

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

HIGHLIGHT SUMMARY

Recreation

The Recreation Department provides a wide variety of social, educational, and recreational programs for youth and adults. Youth programs are divided between athletics and enrichment programs. Youth in-house athletics are designed for children in grades K-6, with traveling athletics designed for experienced players in grades 3-9. It is envisioned that youth athletic program participation will remain steady over the next few years, with growth to be found in enrichment activities like the summer playgrounds (i.e. Glitter-Bugs, Dyno-Hites, Sparks, Puppet Wagon, T.N.T., drama programs, community special events and the After School Program. Autumn of 2017 was the start of a three year grant program, with the Columbia Heights School District, that focuses on the arts for grades 5 and up. Adult athletics consists of league play in softball during the summer and fall seasons. It also includes the Jamboree Softball Tournament.

Park Scheduling

While City parks are maintained by the Park Department, the parks usage is scheduled through the Recreation Department. Both Departments work hand-in-hand to provide the highest quality service to the residents who utilize our parks. Rental of park facilities are provided for a small fee of \$42.01 plus tax for Columbia Heights residents, \$60.68 plus tax for non-residents, and \$102.68 plus tax for large groups of 100 plus people. A \$100.00 key deposit is required to improve security of park buildings. The \$100.00 deposit is returned if parks are left in good shape after the event and the key is returned.

Neighborhood Event Wagon

The Neighborhood Event Wagon is a 16-ft trailer equipped with tables, chairs, and a variety of sports equipment. The recreation staff delivers the trailer to the residence for their use during their event. Once their event is complete, the recreation staff picks up the trailer and completes an inventory of all supplies. A small fee of \$37.34 plus tax is charged for use of the wagon. The Columbia Heights V.F.W. Post #230 donated the wagon. The sports equipment, tables, and chairs were supplied by the Recreation Department.

Community Garden Plots

The Recreation Department offers Community Garden Plots located on Reservoir Boulevard. Residents may rent a 10 x 15 foot garden plot for the summer at a cost of \$20 plus tax. The garden plots are maintained by the Recreation Department and tilled by the Parks Department.

Park Rental	141
Community Event Wagon	32
Community Garden Plots	48

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

Youth Programs

2017 was a very successful year with established programs continuing as well as new programs being offered. A highlight of our 2017 programming was the attendance for non-school day trips. Our dance, martial arts, and gymnastics programs were very popular again this year. Listed below are the enrichment and special event programs provided for the youth in 2017. They are broken down into specific areas that show the variety of programs offered.

<u>Summer Programs</u>	<u>Total Attendance</u>
Pre-School Programs Ramsdell Park	59
Glitter-Bugs - Sess. I	(29)
Glitter-Bugs - Sess. II	(30)
 Dyno-Hites Playground (Huset Park)	 55
Session I	(28)
Session II	(27)
 S.P.A.R.K.S. Playground Program	 55
McKenna Park Session I	(30)
McKenna Park Session II	(25)
 T.N.T. Teen Program	 71
Session I	(35)
Session II	(36)
 Wild Wednesday Summer Trips	 386
Nickelodeon Universe	(56)
Valleyfair	(52)
Twins Game	(31)
Bunker Beach	(51)
Cascade Bay	(50)
Edina Aquatic Center	(52)
Wild Mountain	(47)
St Louis Park Aquatic Center	(47)
 August Adventure Days	 71
Cheap Skate	(23)
Zero Gravity	(24)
Lili Putt Golf & Go Carts	(24)
 Loaves and Fishes Meals Provided	 4597

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

Youth Program Summary, Continued

Heights Idol 17

Holiday Theater Class 6

Holiday Special Events 5111

Fireworks/Jamboree	5000
Harvest Fest	(30)
Custard, Sprinkles & Performance	(38)
Spring Egg Hunt	(43)

Gymnastics (Recreation Department) 182

	Spring	Summer	Fall	winter
Koalas & Adult (18 mo – 2½ yrs)	(7)	(0)	(2)	(9)
Monkeys (3/4 year olds)	(15)	(8)	(7)	(5)
Lions (Ages 5-8)	(13)	(6)	(4)	(14)
Rollers (Level 1)	(9)	(10)	(3)	(6)
Turners (Level 2)	(12)	(5)	(8)	(11)
Twisters (Level 3)	(11)	(4)	(7)	(6)

Dance (Recreation Department) 81

	Spring	Fall	Winter
Preschool - 4 years old	(10)	(9)	(10)
Kindergarten – 1 st Grade	(4)	(10)	(4)
2 nd - 5 th Grades	(10)	(7)	(10)
5 th – 8 th Grades		(7)	

Theater in the Park 8

Moonshoe Players Theater Group 18

Moonshoe Players Play Attendance..... 198

Mill Street Players Theater Group 14

Mill Street Play Attendance..... 130

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

Youth Program Summary, Continued

Puppet Wagon Puppeteers 35
Puppet Wagon Spectators (1270)

Martial Arts 195

	Spring	Summer	Fall	Winter
Little Tigers ages 3-6	(18)	(8)	(15)	(11)
Tae Kwon Do Levels 1 & 2	(52)	(18)	(46)	(27)

Non School Day Trips and Activities 259

Zero Gravity and a Movie (spring/winter)	(42)
Nickelodeon Universe (substitute winter trip)	(36)
River Valley Ranch	(52)
Grand Slam Classic Bowl (spring)	(27)
Grand Slam/Zero Gravity Combo (fall)	(43)
Nickelodeon Universe (spring)	(41)
Minneapolis Institute of Arts Trip	(18)

Youth trip T-shirts..... 54

Sweatshirts2

Art Fest Vendors..... 24

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

YOUTH ATHLETICS

Programs are divided between in-house and traveling. Youth in-house athletics are designed for children in grades K-6, with traveling athletics designed for experienced players in grades 3-9. We have seen an increase in youth in-house basketball. Some parents would rather have the youth learn the basic fundamentals of the game and have fun with friends. To accommodate these needs, we have added some additional baseball and softball programs that would involve some travel, but only to neighboring communities. There has been an increase in the number of youth participating in traveling athletics. In the traveling programs, youth travel to other communities throughout the metro area.

BASEBALL

In-House Programs 41

T-Ball	(18)
Squirts	(23)

Traveling Programs 40

10U	(14)
11/12U	(14)
14/15U	(12)

BASKETBALL

Basketball Clinics 22

Traveling Programs 75

Boys Grades 2-6 League	(40)
Girls Grades 2-6 League	(35)

FOOTBALL

In-House Program 27

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

Youth Athletics Summary, Continued

SOFTBALL

Fast Pitch Traveling	41
8U Girls Fast Pitch	(11)
12U/14U	(16)
16U	(14)

SOCCER

In-House Programs	83
1 st -2 nd Grade Co-Ed Fall League	(10)
3 rd -4 th Grade Co-Ed Fall League	(24)
5 th -6 th Grade Co-Ed Fall League	(12)
Pre-K and Kindergarten Hites Kickers	(21)
Jr. Hylander Soccer Clinic	(16)

ICE SKATING

2nd – 8th Grade	16
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SPORTS SAMPLER

Pre K – 3rd Grade	19
4 yrs. –Kindergarten	(10)
1 st -3 rd Grade	(9)

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

ADULT CLASSES & ATHLETICS

Adult softball (Men’s and Co-Ed) is divided between leagues and tournaments.

Slow Pitch Softball – Summer.....(12 teams/ 144 participants)
Slow Pitch Softball – Fall.....(13 teams/156 participants)
Jamboree Tournament.....(10 teams/ 120 participants)

Total Body Conditioning 67
Adult Aerobics..... 98
Crochet 51

HYLANDER CITY GYM & FITNESS CENTER

Participation has been increasing as more people become aware of the facility and become familiar with the hours of operation. It is open for community use Monday through Friday 9:00 a.m. to 11:00 a.m., after school, Monday through Thursday 6:00 p.m. to 8:30 p.m., Saturday mornings 9:00 a.m. to 12:00 p.m., and Sunday 11:30 a.m. to 2:30 p.m. For 2017 we sold **62** monthly memberships and **6020** daily drop-in passes. Examples of other usage include senior shuffleboard, after school youth open gym, adult open gym, youth basketball league, weekend tournaments, youth sports camps, wrestling, youth basketball kick-offs, summer park programs, and school out day field trips. This has been a wonderful asset to our Recreation Program.

SENIOR CENTER

(The Senior Program offers a wide variety of programs for people 50 and older.)

Projects:

Collecting eye glasses & hearing aids for Lion’s Club

SENIOR PROGRAMS

	# of Times Offered	Average Attendance
500 Club	46	20
Cribbage	40	5
Bridge	36	30
Friends of the Library Bridge	7	40
Bingo	52	80
Midday Matinee	24	21
Walking Group	57	6

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

SENIOR PROGRAMS (Continued)

	# of Times Offered	Average Attendance
Bocce Ball	13	10
Shuffleboard	24	10
Free Exercise (twice most days)	400	10
Hiking Group	36	10

SPECIALTY SENIOR EVENTS/CLASSES

	# of Times Offered	Average Attendance
Golden Age Club	21	10
Golden Age Christmas Lunch	1	10
Anoka County Senior Expo	1	27
500 Club Chicken Dinner	1	24
Income Tax Assistance	20	60
Blood Pressure	12	30
Health Insurance Counseling	12	5
Happy Feet Foot Care	24	10
Make Your Own Sundae Party	2	90
Pot Luck Luncheons	6	30
Pot luck & Bingo	6	30
Pie Socials	2	80
Plan Your Move Presentation	1	20
Halloween Party	1	80
Playing Card Bingo	24	40
Valentine's Day Party	1	50
Elder Fraud Presentation	1	30
Adult Coloring	6	6
Housing/Estate Presentation	1	20
Memory Screening	1	20
Flu Shot Clinic	1	30
Silver Stars	1	60
Tara B. Holiday Concert	1	60
Men's Metro Chorus	1	60
Funeral/Cremation Planning	1	20

Stompin' At The Hall Exercise 112

Defensive Driving..... 158

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

The Senior Trips continue to be very popular programs (both the motor coach and the mini-bus outings). The motor coach trips have their draw because people like the comfort of a larger bus on longer trips. The mini-bus continues to be very successful for local trips. Many of our seniors prefer the ease and affordability local trips. Listed below are our trips and outings for 2017.

SENIOR TRIPS AND OUTINGS

Mini-Bus Outings..... 1120

Pine Tree Apple Orchard	65
Mystery Lunch	330
50's Grill	25
Bunny's NE	32
Antiquified	32
Cracker Barrel	66
Glam Doll Donuts NE	22
Ridgedale Mall	22
Elsie's NE	44
Eden Prairie Mall	24
General Store Minnetonka	26
Maple Grove	20
Textile Center	20
Abdallah Candies	66
Fleet Farm	66
Swedish Crown	36
Coborn's	36
Lake Elmo Inn	65
Nelson's Ice Cream	78
Mystic Lake	30
Hy Vee	15

One Day Trips 200

"Million Dollar Quartet" Play	50
"Camalot" at Chanhassen	40
Cruising Two Rivers	55
MN State Capital	55

**2017 ANNUAL REPORT
CITY OF COLUMBIA HEIGHTS
DEPARTMENT OF RECREATION**

JOHN P. MURZYN HALL

Similar to years past, the hall was booked for most weekends throughout 2017. Many local civic and community groups used the hall in one capacity or another in 2017. The ability to use any licensed caterer is another very attractive feature that we offer at Murzyn Hall. Our flexibility and willingness to work with various renters puts Murzyn Hall in a class of its own. The following consists of various community users that receive a reduced or waived rental fee.

AARP	Minnesota Cricket Association	
American Red Cross	Minnesota Deaf Senior Citizens	
Anoka County – Housing/ACCAP	Minnesota Youth Athletic Services	
Anoka County Senior Issues Network	PACIM	
ARAHA	Pals	
Association of Recycling Managers	Park & Recreation Commission	
Beautification Committee	Parkview Townhomes	
Columbia Heights Activity Fund	SACA	
Columbia Heights Administration	Senior All Night Party	
Columbia Heights Athletic Banquets	Sister Cities	
Columbia Heights Athletic Boosters	Toastmasters	
Columbia Heights Basketball Association	Train Collectors	
Columbia Heights Fire Department	University Heights Condominiums	
Columbia Heights Fire Explorers	University Heights Townhomes	
Columbia Heights Fire Fighters Association		
Columbia Heights High School Class Reunions	<u>Paid Rentals</u>	
Columbia Heights IS Department	Funerals	7
Columbia Heights Library Foundation	Birthday Parties	34
Columbia Heights Lion’s Club	Classes/Seminars/Meetings	101
Columbia Heights Liquor Operations	Parties/Banquets	30
Columbia Heights Police Department	Holiday Parties	15
Columbia Heights Public Works	Wedding Receptions	39
Columbia Heights Recreation Department	Family/Class Reunions	5
Columbia Heights Royalty	Fundraisers	<u>4</u>
Community Education-ISD #13	Total	235
Community Safety Programs		
Fridley/Heights Soccer Association	<u>John P. Murzyn Hall</u>	
Friends of the Library	Resident Rentals	50
Girl Scouts – 5 troops	Non-Resident Rentals	39
Golden Age Club		
Gyuto Wheel of Dharma Monastery		
Happy Feet Foot Care, Inc.		
Heights Church		
Heights Next		
Immaculate Conception School		
Independent School District #13		
Jehovah’s Congregation New Brighton		



Community Development Division

2017 Annual Report



INTRODUCTION

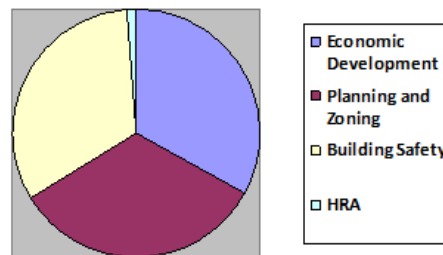
Thank you for the opportunity to provide an update to you regarding activities in the Community Development Division. This Annual Report highlights the achievements of the City Council, the Planning Commission, the Economic Development Authority (EDA), the Housing and Redevelopment Authority (HRA), and the staff of the Community Development Division during 2017. The Community Development Division extends its gratitude for the significant commitment of our elected and appointed officials. Your leadership and vision continues to ensure that Columbia Heights remains great place to live, work and play!

Throughout 2017, we have continued to see increases in building permit and construction activity. Reinvestment in commercial and residential property continues to be a trend throughout the City. Through aggressive economic development and incentive programs, careful and articulate municipal planning, and appropriate regulatory control over permits and licenses, the Community Development Division continues to ensure high-quality growth and development in the City of Columbia Heights.

The function of the Community Development Division centers around four core service departments:

- **Economic Development** – Redevelopment and property acquisition, and economic development programs.
- **Planning and Zoning** – Long range planning and zoning administration, and leadership within the Community Development Department.
- **Building Safety** – Permitting, code enforcement, building licensing and building inspections.
- **Housing and Redevelopment Authority** – Audit duties associated with the HRA’s former ownership of Parkview Villa.

The following chart illustrates the approximate division of time spent in the four functional service areas of the Community Development Division:



This report will highlight the activities featured in each service department. Each function of the Community Development Division works to forward the City of Columbia Heights’ overall goal of fostering reinvestment in the community, ensuring quality development, implementing safe and efficient building practices and providing programs and services to our residents and business community. Thank you for the opportunity to continue to serve our community.

ECONOMIC DEVELOPMENT



The purpose of the Economic Development Department is to promote economic development, redevelopment, and housing in Columbia Heights. The Economic Development Manager serves as the department manager for this functional area.

The Economic Development Department is responsible for coordination of the Economic Development Authority (EDA). The EDA is currently comprised of seven members, including the five City Council Members and two appointed members. In 2017, members included: Marlaine Szurek (President), Donna Schmitt (Vice President), Robert Williams (Secretary/Treasurer), Connie Buesgens, Nick Novitsky, John Murzyn Jr., and Gerry Herringer. Keith Dahl served as the primary staff liaison to the EDA in 2017. The EDA considers the following goals when making its decisions:

1. Enhance the City's image and enhance community pride by actively promoting the many positive aspects of Columbia Heights.
2. Actively celebrate success in the community through press releases, website publications and other means.
3. Focus on reinvestment for Central Avenue that will contribute to long-term community stability through an increased tax base and business vitality.
4. Establish and manage a comprehensive housing program that will help increase values, manage and reduce the number of single family rental properties, generate a wider range of price point options and encourage reinvestment.
5. Continue to invest and reinvest in City infrastructure as a means to promote growth and shape the community.
6. Sustain and reinvest in residential neighborhoods.
7. Implement the goals and objectives of the Comprehensive Plan.

While working to achieve these goals, major EDA projects in 2017 included the following:

Grand Central Flats

Dominium, a Minneapolis-based owner, operator, and multi-family developer collaborated with the Economic Development Authority to develop two workforce housing apartment buildings in Columbia Heights. The two apartments are located at 4729 Grand Avenue NE and 1069 Grandview Way, and collectively are referred to as the Grand Central Flats. The Grand Central Flats will bring 148 units of workforce housing to the surrounding area for middle-income service workers, such as paramedics, nurses, police officers, and teachers. One, two, and three bedroom apartments are available for households who earn no more than 60% of the area median income. For reference to the 2017 area median income limits in Anoka County and the rental rates of the Grand Central Flats, please see the tables below.

Income Limits by Household Size

Household Size	60% AMI Limits
1	\$ 37,980
2	\$ 43,440
3	\$ 48,840
4	\$ 54,240

Grand Central Flats – Rental Rates

Unit Type	# of Units	Rents
1 Bedroom / 1 Bathroom	61	\$ 939
2 Bedroom / 2 Bathroom	45	\$ 1126
3 Bedroom / 2 Bathroom	42	\$1297

In addition to the issuance of tax exempt bonds for development financing, Dominion requested that the EDA issue a housing revenue note to finance a portion of the construction and other project-related expenses, which would be secured on a subordinate basis by revenues from the project, as well as by tax increment paid to Dominion under the TIF note. This proposal was approved by the EDA and by the City Council in mid-2017. Dominion had also secured a bridge loan for the project, which would have no City or EDA connection.

With the final approval and allocation of the tax exempt bonds, Grand Central Flats officially broke ground in December of 2017. Dominion anticipates the construction of the Grand Central Flats to be completed by March of 2019, subject to unavoidable delays.

Single Family Residential Lot Sales

The Economic Development Authority continues to facilitate acquisition and sale of various single-family residential properties. In 2017, the EDA facilitated the sale of four properties for the purpose of new home construction.

Economic Development staff continues to monitor properties which may be appropriate for incorporation into this program.

Commercial Revitalization Program

The Economic Development Authority initiated the Commercial Revitalization Program in 2017 after Commissioners determined that there was a need to revitalize commercial corridors throughout the City. Several properties located within these commercial corridors are nonconforming uses under current zoning codes of the City. Therefore, to eliminate these nonconformities and to entice commercial redevelopment, the EDA determined it was necessary to monitor and purchase these properties as they become available for sale. Furthermore, in order to acquire such properties, the EDA authorized Economic Development staff to respond to active listings and make offers on any nonconforming property up to an amount not to exceed \$200,000. Since initiation of the program, the EDA has acquired 3841 Central Avenue NE, and is finalizing negotiations to purchase 4827 University Avenue NE.

New Website and other Communications

Economic Development staff facilitated the creation of a new website for the City. The website is part of a broader campaign to reinvest in communication mechanisms throughout the City. In 2016, EDA staff negotiated a contract with a new webhost vendor, and had been coordinating efforts with the Information Services Department and other internal users to transfer data from the former website to the new and improved website. In early 2017, the transition between the two websites was completed. Administrator management duties of the website have been facilitated by the Economic Development Manager. Those duties will likely transition to new City communications staff in early 2018.

Economic Development staff facilitates an interdepartmental work group that focuses on overarching communication goals for the City. This group is currently focusing on reviewing public art applications, as well as the management of the City Merchandise Sales Program.

PLANNING AND ZONING



The purpose of the Planning and Zoning Department is to promote the health, safety, and welfare of the community through administration of the Comprehensive Plan and the Zoning Ordinance. The Department works closely with the Planning and Zoning Commission, which in 2017 was comprised of five citizens. The Commission is advisory to, and appointed by, the City Council. During 2017, the Planning and Zoning Commissioners included: Marlaine Szurek– Chair, Rob Fiorendino, Stan Hoium, Mike Novitsky and Adam Schill. John Murzyn, Jr. served as Council liaison to the Commission and Elizabeth Holmbeck served as its staff liaison.

- **Planning and Zoning Commission**

Highlights from 2016 for the Planning and Zoning Commission are as follows:

1. Completed a Zoning Amendment for the property located at 820 40th Avenue NE. (City of Columbia Heights).
2. Reviewed a Variance Request for signage at 3801 Hart Blvd. NE. (New Perspectives Senior Living).
3. Completed a Site Plan Approval, Preliminary and Final Plat approval to allow for a commercial building at 4707 Central Ave. NE. (Venture Pass Partners, LLC.).
4. Reviewed an appeal to certain development standards in City Code to allow for an adult day care facility to locate at 4048 Central Ave. NE. (ASA, LLC.).
5. Completed an Interim Use Permit for temporary fireworks sales at 4005 Central Ave. NE. (Renaissance Fireworks, Inc.).
6. Considered a Conditional Use Permit to allow for outdoor storage at 725 39th Ave. NE. (Total Export, Inc.).
7. Considered a Site Plan and Conditional Use Permit to allow for two K-12 schools to be located at 3989 Central Ave. NE. (Swervo Development, Inc.).
8. Considered a Minor Subdivision for a lot split at the property located at 2112 43rd Ave. NE. (Meagan Thornburg).
9. Considered a Site Plan for two new apartment buildings located at 1069 Grandview Ave. NE. (Dominium Development, Inc.).
10. Considered a Conditional Use Permit to allow for manufacturing of wine at the property located at 2301 37th Pl. NE. (Akaku's Brew, LLC.).
11. Considered a Site Plan and a Conditional Use Permit to allow for the construction of a religious facility to be located at 3836 Stinson Blvd. NE. (Minnesota Family Church)

Comprehensive Plan

In March 2017, Columbia Heights began work on an update of its existing 2030 Comprehensive Plan to help set the stage for future growth and development out to the year 2040. The plan addresses future land use, transportation, parks, economic development, housing and infrastructure. A *Review Committee*, comprised of 15 Columbia Heights residents and businesspersons is coordinating the work of Hoisington Koegler Group Inc., the project consultant and City staff.

In 2017, Community Development staff began engaging with residents at community events to understand what the community desires for the City's long term development and growth. Throughout 2018, the Planning Consultant will prepare drafts of each of the Comprehensive Plan chapters which will be evaluated by the Review Committee. Draft chapters will be posted on the City's website and community input will be sought at community events and meetings in April through mid-May.

Following additional work in 2018, the Columbia Heights 2040 Comprehensive Plan will be substantially complete. It will articulate the City's future vision and it will be used to help guide decisions by the Planning Commission and City Council. It will also serve as the basis for any subsequent changes in codes and regulations that are needed.

Additional Duties

The Planning and Zoning Department also facilitates management and enforcement of the City's Zoning Code. This role includes monitoring and correcting zoning violations throughout the City. It involves administration of the City's Sign Code, and the issuance and review of all Sign Permit applications in the City. The City Planner also works with residents faced with issues associated with FEMA and/or floodplains.

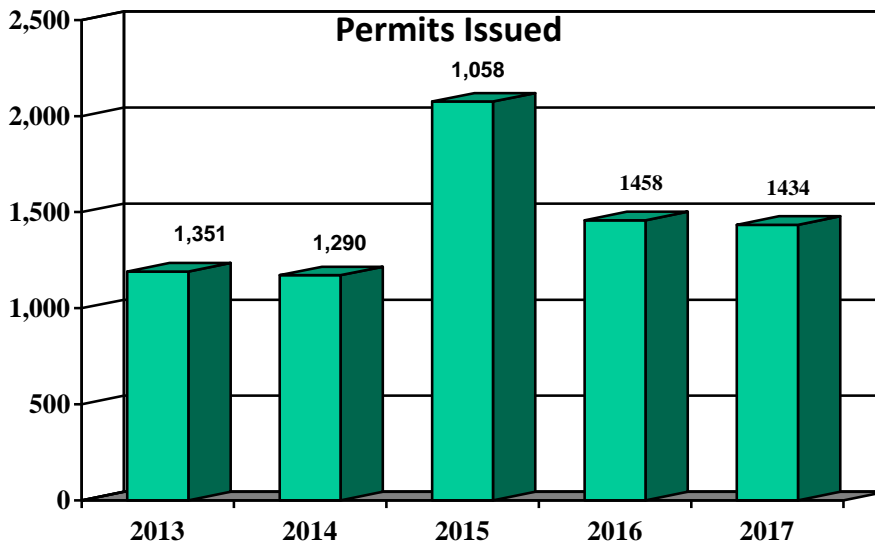
BUILDING SAFETY



The Building Safety Department ensures the health, safety and welfare of the citizens and visitors of Columbia Heights through reviewing both residential and commercial construction plans and inspecting new construction to ensure compliance with State Building and Construction codes. The Building Safety Department is also responsible for issuing and monitoring business licenses. The Building Official serves as department manager for this functional area.

Building, Mechanical and Plumbing Permits

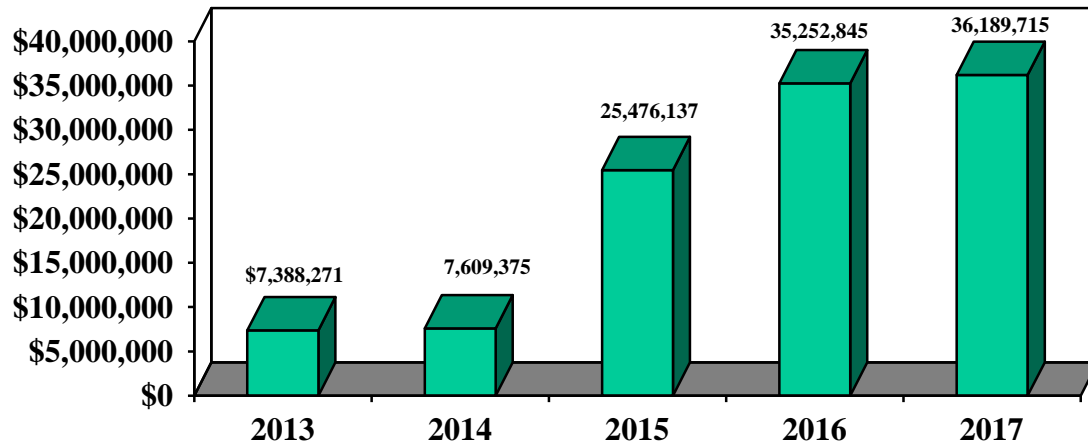
The graph below describes building, plumbing and mechanical permit activity over the last five years. A spike in permit activity in 2015 was attributed to an increased amount of severe storms that impacted the amount of exterior improvement projects. In 2017, the Department issued 1,434 permits, which is down slightly from the previous year.



Building Value

The total building permit value in 2017 was \$36,189,715. This value is attributable to new home construction and remodeling, commercial reconstruction and remodeling jobs and the usual maintenance and installation projects throughout the City. The following graph shows the permit values over the past five years.

Building Permit Value



Building Inspection Data

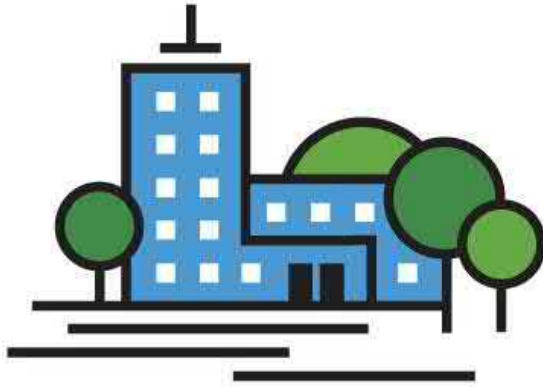
During 2017, the Building Official conducted 1,609 inspections for building/mechanical/plumbing permits, 99 rental inspections, and 12 abandoned property inspections.

To promote and protect the health, safety and welfare of the community, the Community Development Department issues licenses primarily for alcohol and tobacco sales, contractors and other miscellaneous vendors. There were 336 business licenses issued in 2017.

Business Licensing 2013 – 2017

LICENSE TYPE	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	2017
Beer / Liquor	16	19	16	20	21
Contractor	274	267	285	271	252
Other	<u>56</u>	<u>53</u>	<u>58</u>	<u>57</u>	63
Total	346	339	359	348	336

HOUSING AND REDEVELOPMENT AUTHORITY



The original purpose of the Housing and Redevelopment Authority (HRA) was to oversee the operation and management of Parkview Villa North and South. During the past several years, the HRA worked diligently to facilitate the sale of both Parkview Villa North and Parkview Villa South to Aeon Housing. The sale transaction officially took place on September 28th, 2015.

During 2016 and 2017, the Aeon Housing embarked on a major rehabilitation project which resulted in expanded and improved common spaces, as well as enhancements to individual units. Because of ongoing audit and reporting requirements associated with the HRA's former ownership of the facility, the HRA must continue to officially exist even though it no longer owns or operates any property.

In late 2016, the HRA adopted amended operational bylaws, which eliminated the Parkview Villa resident Commissioner position. In 2017, HRA Commissioners included John Murzyn, Jr. (Chair), Connie Buesgens (Vice Chair), Donna Schmitt (Secretary/Treasurer), Robert Williams and Nick Novitsky. Council Member Bobby Williams did not serve on the HRA in 2016. During the year, the HRA voted to amend its bylaws by removing the sixth "resident" Commissioner role.

HRA staff continues to oversee necessary U.S. Housing and Urban Development (HUD) reporting for the facility, as well as necessary auditing requirements associated with the timeframe during with the HRA owned and operated Parkview Villa. Official HRA meetings are no longer regularly scheduled, and are only held if necessary.

2017 STAFFING AND COMMISSION ROSTER

▪ **Community Development Staff**

<u>Name</u>	<u>Current Title</u>	<u>Service Dates</u>
Joseph Hogeboom	Community Development Director	10/2013 – Present
Larry Pepin	Building Official	01/2005 – Present
Elizabeth Holmbeck	City Planner	08/2013 – Present
Keith Dahl	Economic Development Manager	01/2016 – Present
Shelley Hanson	Admin. Asst. – Permits and Licensing	05/2001 – Present
Jodi Griffin	Admin. Asst. – Community Dev.	12/2015 – Present

▪ **Economic Development Authority**

Name

Marlaine Szurek - President
Donna Schmitt – Vice President
Robert Williams - Secretary/Treasurer
Connie Buesgens
Nick Novitsky
John Murzyn Jr.
Gerry Herringer

▪ **Housing and Redevelopment Authority**

Name

John Murzyn Jr. - Chair
Connie Buesgens - Vice Chair
Donna Schmitt – Treasurer
Robert Williams
Nick Novitsky

▪ **Planning and Zoning Commission**

Name

Marlaine Szurek - Chair
Rob Fiorendino – Chair Pro Tem
Adam Schill
Stan Hoium
Mike Novitsky