

CITY OF ROSEBURG 2020 YEAR END REPORT

As we recap the accomplishments of 2020, it is important to acknowledge the impact that the pandemic has had on City operations and life in general. For nine long months and counting, we have done our best to adapt and carry on. The City's dedicated staff has gotten creative in balancing the need to maintain operations and provide public service with the need to keep staff and customers safe. And while things have been complicated, Council and the staff have never lost sight of our core mission to serve the citizens of Roseburg.

In January, Council adopted a total of six goals with related action items for each one. Then the Council rolled up their sleeves and went to work on Goal #6 – Explore strategies to address issues related to unhoused individuals within the community. In order to gain knowledge and gather information on this topic, a series of work sessions were held from June through August. These included presentations from local agencies selected by the Council to provide information on the services they provide to the unhoused population, and to share ideas of how the City could assist. Council then held a listening session to hear from constituents. There is still a lot of work to do, but so far Council has:

- Sent a small contingent to tour the Rogue Retreat facilities in Medford
- Adopted a resolution authorizing a vehicle camping pilot program
- Adopted an ordinance and policy allowing severe event shelters
- Adopted an ordinance establishing a Homeless Commission to continue work on this issue.

Things have looked different this year. Following state guidance to not move homeless campers has frustrated citizens and law enforcement alike. COVID related limitations at the jail have led to many more cite and release situations for a variety of crimes. Circumstances have taught us that no person or organization is immune from this disease.

Many positive things have happened this year. We have forged new partnerships and strengthened relationships with other community agencies. The following is a recap of 2020 activities by department.

ADMINISTRATION

Administration works with all departments to support direct services to citizens and accomplish the tasks outlined in the City Council's Goals. Administrative staff is committed to ensuring a safe working environment and adequate, reliable staff, and to provide policies, procedures, financial management and resource management to guarantee compliance with ordinances and laws relating to City operations. Administration serves as the primary support department for City Council. City Manager Nikki Messenger, City Recorder Amy Sowa, Human Resources Director John VanWinkle, Finance Director Ron Harker and Management Assistants Koree Tate and Autumn David

work closely together on these activities. Eric Johnson, Communications Specialist, joined the team in December of 2019 to provide support to all departments and increase communication with the citizens.

Due to the COVID-19 pandemic and the State of Emergency Declaration by the Governor, the City Council approved declaring a State of Emergency for the City of Roseburg in preparation of potential emergency measures the City may need to take, and to ensure the City was eligible for any COVID related funding from the State or Federal Government. The State of Emergency was first enacted on March 23, 2020 and was extended several times through December 31, 2020. The City also implemented a number of safety measures to keep both staff and the public safe including work-from-home options for staff, virtual meetings, restricting public access beyond the front reception areas, requiring anyone entering City Hall or the Public Safety Center to wear masks, social distancing work areas when possible, installing Plexiglas barriers where appropriate and requiring all staff to wear masks while at work. The City was able to provide \$500,000 in Coronavirus Relief Funds received from the state to numerous non-profit agencies in the City who provide relief to individuals and businesses impacted by COVID-19. The City also provided 2400 masks with the "Experience Roseburg" logo to local hotels, restaurants and the airport to give to their customers.

City Recorder

2020 was another busy year in the City Recorder's Office. Long-time city councilor, Tom Ryan, resigned from the Council at the end of 2019, leaving a vacancy for the Council to fill through appointment. Sheila Cox, former Roseburg City Recorder, was chosen to fill Tom Ryan's seat on the Council. Sheila is an outstanding addition to the Council bringing years of knowledge and reason.

In early March, with the emergence of COVID-19, the Recorder's office started researching virtual meeting options to allow the City Council, Budget Committee and other city commissions to continue to meet safely. Staff from IT were instrumental in providing support in that research and ultimately in setting up the technology to broadcast the virtual meetings on the Charter PEG Channel and Facebook Live. The Council held their first meeting via ZOOM on April 27, 2020 and has continued to hold their meetings through this format since that time.

During their annual Goal Setting Session which ended in December of 2019, the Council selected six goals. The goal they chose as their top priority was Goal #6, "Explore Strategies to address issues related to homeless individuals within the community". In order to gain knowledge and gather information on this topic, a series of work sessions were held from June through August. Staff from the recorder's office coordinated presentations from local agencies selected by the Council to provide information on the services they provide to the unhoused population, and to share ideas of how the City could assist. During the December 14, 2020 Council meeting, Council adopted an ordinance to establish a Homeless Commission with the Mayor serving as Chair, and the City Recorder serving as staff liaison. The hope is to have the members appointed and a first meeting scheduled sometime in late January or early February 2021.

Our office continued to work with all departments on records management, utilizing best practices with Laserfiche, including workflow and retention features. With the assistance of the IT Department, the City will launch a new electronic workflow approval process through Laserfiche for business registrations. This new process will improve efficiency and accuracy in the business registration process. The City hopes to expand this workflow for other processes that require internal approvals. A Disaster Recovery Plan for Records is being drafted and will be included as the City moves forward with emergency planning.

Although COVID-19 had an impact on how the 2020 Census was conducted, the City Recorder continued to act as coordinator for the 2020 Community Census Committee by sharing resources and information. The Library provided space for training pre-COVID and the Communications Specialist worked to get the word out encouraging citizens of Roseburg to complete the census. The results of the census determine where federal dollars are allocated for everything from housing and healthcare, to transportation planning and construction. Results also determine Oregon's legislative districts, school districts, and voting precincts, and assist with State, local and tribal government planning and decisions.

As a result of the continued compliance work accomplished by the Community Development Department, the City Recorder's office filed liens on 3 properties, all of which were registered as derelict properties. One nuisance/derelict building lien previously filed was satisfied, and two properties were bought by the City through the foreclosure process.

By utilizing our two online surplus sites (PublicSurplus and GovDeals) the City sold 4 vehicles, 3 pieces of equipment and assorted office equipment and supplies bringing in a total of \$43,737.46.

In routine, day-to-day operations, Administration issued 213 business registrations, 23 vehicle for hire permits, 3 vehicle for hire operator licenses, 1 alarm permit, 1 social gaming license, 9 marijuana operator licenses, 130 marijuana dispenser permits, 4 new OLCC license approvals with 103 annual renewals, and 46 event permits. We processed over 2400 public records requests and converted permanent documents to 5 rolls of microfilm to store at the State Archive Division. Franchise term renewal notices were sent to 20 telecommunications companies.

Human Resources

2020 was an active year in Human Resources and Risk Management, with a number of employee transitions. 16 individuals went through the recruiting and screening process to become new City employees. Additionally, 1 seasonal employee was processed, 16 employees were promoted or transferred, and 15 employees transitioned out of employment with the City. The new Public Works director began with the City in January of 2020 and has been a valuable addition to the City. With cooperation from all

departments, we continue to work diligently on succession planning and hiring timelines to bring in new talent to replace those moving on.

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

On the labor side, the collective bargaining agreement with the IBEW union is currently being negotiated, and the Fire contract is scheduled to open early in 2021.

The City received its 19th annual Safety Award from the League of Oregon Cities, presented at the League's annual conference. This year, the City earned the Silver Award, with one lost time incident. Safety training for employees during 2020 has focused largely on risks and hazard control related to COVID-19. The HR Department spent significant time concentrating on the COVID-19 pandemic, interpreting rapidly changing state and federal laws and guidance, and creating policy to ensure compliance.

Our Wellness Committee continued to provide events and services to promote employee health and wellness. Activities included our annual bowling event, Red Cross blood drives, step challenge, and flu shot clinic. With the COVID-19 pandemic, wellness efforts shifted toward supporting departments in keeping employees and customers safe. The Wellness group assisted in purchasing and placement of hand sanitizing stations, Plexiglas barriers at the Library, and ensuring availability of cleaning supplies, masks and other personal protective equipment. New information was added on the employee intranet including articles, recipes and activity information. The Committee participated in the Community Certification meeting with Blue Zones Project's National Team to discuss local participation, Blue Zones impact, worksite well-being, challenges and future goals to continue with current momentum of the program.

Communications

The Communications Specialist assumed management of the City's social media channels in December 2019. Since that time, the City has gained over 1,200 new followers and launched the City's new Nextdoor account, which has 2,643 active members. By working with local media to get the word out on City-related projects, events, and news, he has generated 210 earned media articles about the City, which further promotes a positive image of the City within the community.

In March, staff launched a COVID-19 web page, which is updated daily with helpful information. By June, it had become the City's most-visited page with over 12,000 monthly visits. This fall, Eric converted the City Connection newsletter into an e-newsletter. The e-newsletter is distributed monthly, and details current City projects, events, news and other important issues. The first e-newsletter was sent in October to 710 subscribers. The list of subscribers continues to grow as more residents sign up to receive this publication.

Finance/Information Technology/Municipal Court

For the twenty-seventh consecutive year, the City of Roseburg received the Government Finance Officers Association Award for “Excellence in Financial Reporting” for the 2019 Comprehensive Annual Report.

For the fifth year, the City of Roseburg received the Government Finance Officers Association Award for “Outstanding Achievement in Popular Annual Financial Reporting” for the 2019 Popular Annual Financial Report.

Other significant highlights for the department included:

- Moody’s Investor Service, a leading provider of credit ratings for public finance issuers, completed a review of the City of Roseburg’s financial condition and confirmed the City’s Credit Rating as an Aa3 with no outlook. An ‘Aa’ rating signifies that obligations of the entity are judged to be of high quality and are subject to very low credit risk. The City’s financial policies call for the maintenance of an ‘A’ rating, the ‘Aa3’ rating is a much stronger rating than an ‘A’.
- 2019-20 Comprehensive Annual Financial Report,
- 2019-20 Popular Annual Financial Report,
- 2020-21 Adopted Budget in full compliance with Oregon budget law as well as City policies including the General Fund balance reserve policy,
- Quarterly financial reporting,
- Quarterly Municipal Court reporting,
- Updated the City’s 6-year financial forecast with new information and updated assumptions to serve as a basis of determining funding and staffing levels of the City’s general services.
- Updated online Utility Billing service to include pay by phone, e-billing, and bill reminders.
- Established online payment services for the Municipal Court allowing online payment processing, and case balance/management for all adjudicated cases.

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

- Rolled out new City website.
- Support telemetry upgrades in conjunction with the Public Works – Water Department.
- Replaced all virtualization server hosts.
- Replaced Police and Fire Mobile Data Computers.
- Replaced and installed security cameras at the Public Safety Center, Parks, and Fulton Shops.
- Updated ubiquiti radio at reservoir hill to provide connectivity for telemetry communications at Gaddis and Eagles parks, etc.

COMMUNITY DEVELOPMENT

Planning (Short Range)

- Site Review/Building Permit Applications.
Approximately 239 total Site Review applications were processed within the CDD as of the end of November.

Approximately 200 total Building Permits were processed within the Building Dept. as of the end of November.

Commercial:

114 Building Permits were issued for commercial development with an overall commercial value of \$27,136,530 as of the end of October.

New substantial commercial development included completion of The Landing Memory Care and Assisted Living Facility located on NW Edenbower Blvd across from Oakridge Apartments. This new facility consists of 94 units of assisted living and 21 units devoted to memory care.

In addition, completion of the Evergreen Family Medical Center which involved conversion of a 30,000 square foot vacant commercial building into the new medical facility adjacent to St. Joseph's Catholic Church, located along W Harvard Ave. which occurred in the early spring.

Construction of a 6,000 square foot joint use commercial building south of the Hampton Inn adjacent to NW Mullholland Drive was completed in November. A portion of this building serves as home to the new Five Guys Burgers.

A new 9,500 square foot maintenance shop was also completed at the Lithia Roseburg Auto Center helping to expand the operation of their business.

Projects currently under construction include an 8,000 square foot commercial building on the corner of W Harvard Ave. and W Bellows Street. When completed the building will be home to Mountain Mike's Pizza, Cascade Coffee House and offer additional retail or office space.

Permits were recently issued to Aviva Health, where grading work has already begun to occur to construct a new 30,000 square foot medical clinic that will help to expand the current Umpqua Community Health Center located at the corner of NE Stephens St. and Kenneth Ford Dr. north of Costco.

Also under construction is the third phase of the Gecko RV & Boat Storage facility, which includes new multi-unit storage buildings being constructed on the corner of Hwy 138 and NE Pomona St.

Residential:

72 Building Permits were issued for residential development with an overall residential value of \$4,686,427 as of the end of October. Thirteen of these were new single family dwellings and 59 were additions or alterations.

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

In addition, Oak Springs apartments located on NE Pomona St. is also under construction with several buildings nearing completion. Oak Springs will consist of 89 two bedroom units of market rate housing. This facility is also located within the boundaries of the Urban Renewal District and was able to partner with the City to qualify for the SDC buydown program in which \$409,968.39 of SDC fees were deferred and will be paid by the Urban Renewal Agency.

Although both these projects fulfill a residential need, for reporting purposes they are categorized within the Building Department as commercial construction and therefore their construction value is contained within this area.

Please be aware that these two apartment complex projects, along with many of the completed commercial projects identified above were permitted prior to 2020 and therefore they are not identified within the permit numbers and dollar valuations identified above.

Other significant residential projects currently under construction include the renovation of the old Valley Hotel at 941 SE Washington St. in downtown. This includes remodeling of the 2nd and 3rd floors of the building to include 34 units of Single Room Occupancy (SRO) style apartment units.

Grading work is happening on the west side of town near Lookingglass Road, adjacent to W Rosemary Ave. where a 14-unit townhouse subdivision is currently under construction.

- Land Use Applications. 30 Land Use Applications were processed by the CDD as of the end of November. The breakdown is as follows:

Boundary Line Adjustments – 5
Comprehensive Plan Amendments – 2
Conditional Use Permits – 3
Partitions – 2
Temporary Use Permits – 1
Code Text Amendments – 3

Variances – 5
Zone Change – 1
HRRC Review – 6
ROW Vacations - 2

- Pre-Application Conferences. The Department conducted 45 pre-application conferences as of the end of November.

Planning (Long Range)

- Code Text Amendments. In March, City Council adopted amendments revising the Land Use and Development Regulations as a result of an audit conducted by the City Recorder, in which a number of outdated references to Oregon Revised Statutes were discovered within the code and fixed through the amendment.

In July, Council adopted text amendments involving the current sidewalk code provisions as contained in the Roseburg Municipal Code to update requirements for local residents wanting to improve their residential property while still seeking to extend existing sidewalks throughout the community.

On December 14, 2020, Council adopted an ordinance amending the code to enable the use of a Severe Event Shelter. There are two pieces to this change. The first change involved an amendment to Chapter 12, Land Use Development Regulations within the Roseburg Municipal Code to define a Severe Event and Severe Event Shelter. Additionally, the amendment identifies which zones will allow for a Severe Event Shelter and parameters surrounding the way in which a Severe Event Shelter may be established, including permit requirements and procedures. The second change included adoption of Resolution 2020-22 authorizing a separate Severe Event Shelter policy document that provides operational requirements that will go hand in hand with the code amendment changes.

- Transportation System Plan (TSP) Update. CDD wrapped up a 3 ½ year project with ODOT and David Evans & Associates adopting an updated TSP in February of 2020. The TSP outlines policies and strategies necessary to meet existing and future travel needs for all modes of transportation within the community.
- Complete Streets Policy. CDD drafted a Complete Streets Policy approved by Council on December 14, 2020. This policy is identified in the TSP as a tool the City may use to help support the construction of Complete Streets within the community. The policy received special support from the Blue Zones Project and was presented to the Public Works Commission in November.
- Vehicle Camping Pilot Program. In order to support organizations providing assistance to our homeless population, the CDD developed a Vehicle Camping Pilot Program. This program was adopted by resolution in November of 2020 and

included policy updates to allow vehicle camping under certain conditions within the City.

- Middle Housing (HB2001) Code Update Project. In September of 2019, Council amended the Roseburg Comprehensive Plan by adopting an updated Housing Needs Analysis (HNA). The purpose of the HNA was to evaluate the City's ability to meet the housing demands for the next 20-year planning period. The HNA includes a list of different policy options/code amendments that may be explored to help provide opportunities to address future housing needs.

Code updates involving middle housing options including duplexes, triplexes, quadplexes, cottage clusters and townhouses were stressed throughout the HNA. These middle housing options have also been identified as a requirement of new legislation (HB2001) which was approved in 2019 by the Legislature. In the summer of 2020, the City was awarded grant funding from the Department of Land Conservation and Development (DLCD) to assist in these code updates. A consultant has been hired, a Steering Advisory Committee has been formed, stakeholder interviews have been conducted, and a virtual open house has been held.

Over the coming months the consultant will begin preparing draft code updates to present to City staff and others. A portion of the proposed amendments that will be completed through this process are anticipated to be presented to Council and adopted in the spring/summer of 2021.

- Urban Growth Boundary (UGB) Swap. The City has been approached by multiple land owners with an interest to de-annex a significant amount of their property that has little development value. The City is interested in assisting these property owners in an effort to use the property to do a UGB swap in which the boundary of the UGB would be relocated to the Charter Oaks area with no net increase to the total density calculations identified within the boundary. A change to the boundary would provide more suitable property for residential development. Two neighborhood meetings were conducted in 2019 to provide general information about the possibility of the project. In November of 2020, a traffic engineer was hired by the City to complete a Traffic Impact Study (TIS) to determine how a possible UGB swap may affect traffic within the area. It is anticipated this study will be completed in the winter of 2021 and an application for the swap could occur in the summer/fall of 2021.
- Downtown & Laurelwood Parking Assessment. The City has begun the process of re-evaluating the parking in the downtown and Laurelwood neighborhood districts. The City has formed a Stakeholder Advisory Committee (SAC) to work with staff to oversee the development of a new parking management system. To guide us with this process, the City has hired an independent consultant to create a Downtown Parking Assessment. The SAC will review the assessment and work with staff to create a series of guiding principles that will form the basis of a new

parking management program. The City has hosted three of four SAC meetings, since September 2020, with the consultant to develop the parking management program, which will be implemented in 2021.

- Bike Routes Plan (TGM Grant). In September of 2020, the City was awarded a Transportation Growth Management (TGM) grant through ODOT and DLCDC enabling the City to establish a new Bikes Route Plan. The City is currently working with ODOT to scope the project and hire a consultant. The purpose of the plan will be to implement a designated route system throughout the community.
- FEMA National Flood Insurance Program & Community Rating System Update – 2020 Re-Certification Results. FEMA administers the National Flood Insurance Program (NFIP). The NFIP offers reasonably priced flood insurance to all properties in communities which comply with minimum standards for floodplain management. The NFIP's Community Rating System credits community efforts beyond those minimum standards by reducing flood insurance premiums for the community's property owners. FEMA requires each community to go through an annual recertification process to remain eligible for the program. We obtained our annual recertification approval at the beginning of November.
- Blue Zones Project/Wayfinding Sign Project. In 2019, the City hired AHM Brands to help design wayfinding signs for the City to emphasize three specific areas: 1) Multi-use path; 2) Welcome to Roseburg monument signs, and; 3) vehicular signs. The project was put on hold as Anvil was hired just shortly after a contract was signed by AHM. Anvil was tasked with developing a style guide that AHM could then use in developing a theme and design for the wayfinding signs. The Blue Zones project partnered with the City to help and assist with wayfinding efforts for the multi-use path in an effort to promote more users to the path system. Blue Zones helped to contribute an additional \$10k to the effort which is helping to assist with design costs. The design portfolio was presented to the City by AHM in the spring of 2020. A design was selected that compliments the style guide used by Anvil in the Experience Roseburg campaign. Two new signs with maps of the Umpqua River Trail were constructed at the Duck Pond and train in Stewart Park in October of 2020. Unfortunately, additional funding sources to be used from Travel Oregon to implement additional signs dried up as a result of COVID-19. However, the design has been selected and now future signs can be constructed subject to funding and prioritization. The style guide has been presented to the Parks Department, so they can implement future wayfinding signs along the Umpqua River Trail, while the CDD will continue to look for funding opportunities for Welcome to Roseburg signs and other vehicular signs.

Economic Development

- Community Development Block Grant (CDBG) NeighborWorks Umpqua – Regional Housing Rehabilitation Project. The City in conjunction with NeighborWorks Umpqua was awarded a \$400,000 grant through the Oregon

Business Development Department to provide rehabilitation loans for low and moderate income homeowners to repair their owner-occupied homes. The City of Myrtle Creek and Winston also participated in the program, but Roseburg acted as the lead agency and was ultimately responsible for all aspects of the CDBG project. In June of 2020 the grant was officially closed. In total, 32 homeowners received financial assistance in order to complete repair projects involving their homes within Roseburg, Winston and Myrtle Creek. Of these 32 homes, 21 were located within the City of Roseburg. Rehabilitation projects included items such as roofing repair, siding replacement, flooring, plumbing, and electrical work. In all, approximately \$200,000 was spent in repairing health, safety and accessibility issues for qualifying citizens throughout the City of Roseburg.

- Community Development Block Grant (CDBG) CCD - Regional Business Education Project. In 2019, the City received a \$100,000 CDBG grant in conjunction with CCD Business Development Corporation to provide business classes to low or moderate-income entrepreneurs and microenterprise owners. A series of classes were to be held, right at the same time COVID-19 struck. Since this time rather than provide the classes, CCD has transitioned to sponsoring individuals to take business courses through UCC. CDD is helping to administer the funding and is ultimately responsible for all aspects of the CDBG grant.
- Community Development Block Grant (CDBG) CCD – COVID-19 Emergency Small Business & Microenterprise Assistance. \$150,000 was awarded to the City of Roseburg in order to assist small businesses affected by COVID-19. The City partnered with CCD to distribute the funding. CDD is helping to administer the grant as the City is ultimately responsible for all aspects of the funding.
- Mapping Property Value Project. The CDD was presented with the opportunity to utilize map modeling provided by DLCDC involving property tax value. The premise of the project was to indicate the value of taxable property based on acreage rather than the use of the property. This project was completed in the spring of 2020.
- Parklet/Business Use of ROW Permit Program. In 2019, the City in conjunction with Blue Zones and the DRA evaluated the possibility of a parklet project in downtown. Staff established parameters in which a parklet could be constructed and a permitting process could occur. Unfortunately, prior to presenting it to Council, COVID-19 occurred, temporarily closing many businesses downtown and limiting their capacity once they re-opened. In order to provide for relief to these businesses staff established the Business Use of ROW Permit Program that enabled the opportunity for businesses to utilize ROW for seating or retail purposes, similar to the idea of a parklet, without having to construct a platform.
- Roseburg Town Center (RTC)/Downtown Roseburg Association (DRA) Coordination. One of the primary functions of the Roseburg Town Center is to carry out city initiatives concerning downtown consistent with the Oregon Main Street Program. The CDD acts as the primary contact between the City and the RTC. A

significant amount of time was spent during the course of 2020, transitioning the RTC from the parking contract and garbage contracts in the downtown area they once maintained.

- Anvil Northwest (DMO) Coordination. CDD acts as the primary liaison between the City and Anvil Northwest. Coordination with Anvil to determine the best ways to continue their Experience Roseburg campaign while navigating issues surrounding COVID-19 have occurred.

Code Enforcement

- Nuisance Abatement. Approximately 246 complaints have been received over the course of the year. Of these complaints 233 have been resolved. This results in a 95% efficiency rate when resolving complaints. This does not include camp clean-up complaints.
- Derelict Building Abatement. Significant effort has gone into holding property owners accountable for derelict structures located on their property. As of now, the City has 15 acknowledged derelict structures. Of these 15, three are currently registered and are being assessed derelict building fees. The others have begun the County foreclosure process or are being evaluated by the City to determine if it makes sense financially for the City to foreclose.

Two derelict building properties were foreclosed on by the City in January of 2020. Although the City owns these properties, they are currently in a redemption period, which will end in January of 2021. Each property has a structure. CDD is now determining the best way to handle both properties and ultimately sell them.

- Camp Clean-up. As of the end of November, the City has spent approximately \$20,230 in camp clean-up costs. As a result of COVID-19, clean-up efforts have only been to “house-clean” around existing camps. Money used for camp clean-up purposes goes toward the costs associated with hiring the County work crew, utilizing Roseburg Disposal dumpsters, and County dump fees. Within this time frame, approximately 20 camp clean-ups occurred at 12 different camp locations.

LIBRARY

Flexibility was the keyword at Roseburg Public Library in 2020 as staff adjusted quickly to a number of challenges and developed creative ways to serve the community.

The library building closed to the public in mid-March and again in mid-November because of COVID-19; however, patrons continued to receive physical materials through a weekly drive-up service. This contactless system, which is labor intensive because staff pulls together and checks out hundreds of books each week, sets them up in the library lobby, and delivers them to vehicles in the parking lot, has been extremely well received. Typically, 60 to 80 vehicles are served weekly.

Because the building has been closed, circulation of physical materials has decreased; this was expected because patrons often browse rather than seek a specific book. What was a bit surprising was the marked increase in electronic books checkouts compared with physical books checkouts. In the library's first year, about 12 percent of all checkouts were digital; in 2020, it was about 25 percent. Fortunately, the library contracts with two ebooks vendors to provide access to tens of thousands of digital items.

The library implemented several changes in the physical space in response to the pandemic. CARES Act funding was used to install Internet drops in the adult and teen public computer areas to ensure appropriate social distancing, and individual desks have been ordered. Plexiglas was installed at the main desk, and swinging doors will be added in the main desk area.

Phase II renovations are progressing. These include a mural installation on the large wall in front of the Deer Creek Room, new chairs for the public computer stations, new comfortable chairs throughout the space, and booths with tables against two walls. In addition, new carpet, paint, lighting, audiovisual equipment, and appliances will transform the Ford Room. The Public Works Department manages the building projects.

Much of our focus again was on youth engagement and outreach. The library received a \$25,000 Library Services and Technology Act (LSTA) grant from the State Library of Oregon to purchase equipment and supplies for hands-on learning opportunities that provide a sustainable, long-term source of Science, Technology, Engineering, Arts, and Math (STEAM) education for youth from kindergarten through high school graduation.

The project's centerpiece is a 12-week course that follows the nationally recognized Girls Who Code curriculum, and grant funding paid for laptop computers so each student can practice the concepts taught by Youth Services Librarian Aurora Oberg, RARE AmeriCorps Participant Katie Fischer, and volunteer Jenn Robison, who is Director of Engineering at her firm.

Most of the in-person course was completed by mid-November. The grant closes July 31, and staff has the opportunity to modify plans based on the COVID-19 situation.

A modified Summer Reading Program for youth included a reading log that encouraged youth to develop a daily reading habit. In addition, youth were invited to complete short book reviews to encourage greater engagement with books; 425 reviews were submitted. Craft kits were distributed at the weekly drive-up service. Library staff distributed crafts, reading logs, and books at Lunchbox Express meal sites throughout the summer. The Friends of the Roseburg Public Library was the major sponsor.

The big hit of the summer was a StoryWalk® project funded by the Douglas County Cultural Coalition and the Friends of the Roseburg Public Library with support from Altrusa and the City of Roseburg Parks and Rec Division.

A StoryWalk® features an oversized picture book in which the pages have been cut, laminated, mounted on waterproof backing and affixed to sign frames. The frames are set into the ground at regular intervals, creating a walking story experience. This was a great way to participate in a socially distanced, citywide summer read. The StoryWalk® made appearances at Stewart Park, Fir Grove Park, Quintus Park, Micelli Park, Thompson Park, and Eastwood Park.

Also during the summer, the library used LSTA funds provided by the State Library of Oregon to implement a book bag project that primarily focused on youth living in low-income housing. Staff designed a reusable book bag, included books and a craft kit, and distributed 300 bags throughout the community. Housing Authority of Douglas County (HADCO) and UCAN were partners; youth at several mobile home parks and HeadStart also received bags.

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

The library used CARES Act funds from the State Library of Oregon to implement a Wi-Fi hotspot program in which 37 devices were distributed in October to adult applicants who had a valid Roseburg Public Library card. Each device includes unlimited data for about six months. When the program ends in April, participants can keep the device and contract with a service provider on their own.

Programming for adults transitioned to Facebook Live, and average attendance increased compared to in-person programs. Especially popular online events were with author Jennifer Greer, who shared her debut mystery; the Oregon Historical Society on women's suffrage (in partnership with the League of Women Voters Umpqua Valley and the Douglas Education Service District); and two online book exploration events in partnership with BlueZones Project-Umpqua, which has evolved into a regular program.

New this year for patrons of all ages is a Winter Reading Program that encourages reading for pleasure. The youth program is similar to the summer with reading logs and book reviews. The adult program encourages readers to travel the world through the pages of a book, and submissions are logged on an interactive Google map.

RARE AmeriCorps Participant Katie Fischer initiated the library's first strategic planning process about a year ago. The process was delayed because of COVID-19 but is nearing

completion. A committee that includes library and City staff as well as community stakeholders is developing a plan to guide the library's next five years. The group crafted a mission statement – Promote community, inspire curiosity, encourage learning – and a vision statement – Roseburg Public Library recognizes its ongoing responsibility to grow as a vibrant and dependable community resource. The finished product, which will include goals, objectives, and activities, will be approved by the Library Commission.

Finally, what follows are several highlights after two years of service.

- 6,055 cardholders
- 148,000 visits (in-person and drive-up)
- 181,500 checkouts
- 7,200 volunteer hours

Our 2021 goals include completing the Phase II renovations, implementing the strategic plan, continuing to develop the physical collection of materials, and remaining flexible to the community's needs.

Thank you for supporting Roseburg Public Library.

PUBLIC WORKS

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

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

The Public Works Department consists of multiple divisions encompassing Parks & Recreation, Streets & Storm Drainage, Facilities, Engineering, Administration, Airport, and Water. Public Works delivers a wide range of services to our residents, most of which happen behind the scenes. Staff is working hard every day to ensure that your drinking water is safe, that your streets and storm drainage facilities are maintained, and that the parks and open spaces are safe, clean and green.

Staffing

The Public Works Department completed a transition of leadership in 2020. Former Public Works Director Nicole Messenger was appointed to the position of City Manager in September, 2019. Brice Perkins was selected for the position of Public Works Director and started in mid-January. Additional staffing changes included creation of the Design and Construction Manager and Cross Connection Control Specialist positions in the Engineering Division; both were filled with existing city staff members. Currently, there

are two vacant positions in the Engineering Division and two vacant maintenance positions on the street crew.

Maintenance Activities

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

Water Utility Projects

In 2020, water projects included: the completion of the SCADA project, completion of the replacement disinfection system at the Water Treatment Plant; the design and permitting of a new 24-inch water main from West Avenue to the main reservoir complex on reservoir hill (construction planned for spring 2021); and the adoption of a water conservation and management plan to meet state requirements. Additional water projects that are in preliminary stages include: backup power supply at the water treatment plant, the Washington Ave. bore crossing, a 24-inch transmission main on Stephens from Hooker Rd. to Isabel Ave., and a Risk and Resilience Assessment and Emergency Response Plan.

Storm Drainage Utility Projects

The major storm drainage capital improvement project this year is the cast-in-place piping (CIPP) of approximately 1,500 feet of large diameter pipe. CIPP is a cost effective approach that extends the life of corroded piping without having the large excavations typically associated with pipe replacement. Bids have been received for this project and construction is expected to begin in the spring of 2021. Additional storm projects currently in design and planned for construction in the spring of 2021 include replacing an undersized storm drain line in Harrison Street at Harvard Avenue and installing a new storm drain line in Harvard Avenue between Rainbow and Francis Streets.

Airport Projects

In 2020, with grant funding from the Federal Aviation Administration (FAA) and from the Oregon Department of Aviation (ODA) the City completed and adopted a new Airport Master Plan and Airport Layout Plan. The City also completed obstruction removal on Mt. Nebo and the installation of new runway edge lighting, Runway End Identifier Lights and primary and secondary wind cones. FAA nighttime instrument approach approval is expected soon.

Grant Projects

A number of grants were used to fund the second phase of improvements at the Library. This project is on-going and will extend into 2021.

An OPRD grant was used to purchase equipment and materials for improvements at Beulah Park with construction scheduled for the spring of 2021.

An OPRD grant funded the majority of the Stewart Park Pavilion renovation which included removal of the fireplaces, reconstruction of portions of the roof structure, new roofing and lighting upgrades.

Pavement Management Projects

Overlay projects and ADA ramp improvements were completed on Winchester Avenue and Beulah Drive. An ADA ramp project was completed in the downtown area consisting of 24 ramps. In addition, 1.9 miles of streets were treated with slurry seals to prolong the life of the pavement. Future PMP projects currently in design include grind/inlay projects on Lincoln Street and a section of Stewart Parkway.

Thanks to the dedicated Public Works Department staff, all of these were achieved during the transition of Public Works Directors and while being understaffed. Projects in the pipeline for 2021 include:

- The construction of a new transmission main from West Avenue to the reservoir complex
- The design and construction of replacement transmission main on Stephens from Hooker Rd. to Isabel Ave.
- The Washington Ave. water line river bore crossing
- Design of WTP standby power generation project
- Completion of the storm drainage CIPP project
- Repairs to the Stewart Parkway bridge over the South Umpqua River
- Begin design for the rehabilitation of the Stewart Park Drive/South Umpqua River bridge (*ODOT grant*)
- Begin design of the Douglas Ave./Deer Creek bridge (*ODOT grant*)
- Airport parking lot improvements
- AWIA Risk Assessment and Emergency Response Plan
- Additional pavement management and ADA projects

FIRE DEPARTMENT

Undoubtedly, 2020 was a year of challenges and opportunities for both the fire department, local community, and across the State of Oregon. The start of 2020 brought a pandemic that would notably change lives forever. This pandemic drove the community together as families and individuals across the county struggled. Unfortunately, the pandemic was not the only State of Emergency experienced over this past year. This past fall, wildland fires ravaged through most parts of Oregon and brought devastation to so many families. While fires burned, numerous homes, belongings, and land were lost. Although 2020 brought such pain and loss to so many people, it was a year for everyone to support and encourage each other through these difficult times.

Above all, the fire department continued to provide a high level of service to the citizens of Roseburg over this past year while spearheading the obstacles that came along with the COVID pandemic and assisting with wildfires statewide. The department collaborated with fire departments throughout Oregon in providing assistance at both the Archie Creek fire in Glide and the White River fire in Wasco County. The loss of structures, property, and land was significant this past year, consequently effecting many lives. With the COVID pandemic affecting day-to-day operations, administrative staff have worked tirelessly to implement, manage, and administer additional policies to assist in responding efficiently to incidents during this unprecedented time. Ensuring personnel have appropriate personal protective equipment and supplies during this time has remained vital to ensure that service provided to citizens continues to be seamless without interruption. Call volume this past year included approximately 5,800 incidents. Firefighters responded to not only fires but to emergency medical incidents, hazardous conditions, public service assistance, and more.

Continuous training, improvement of skills, and the ability to participate in engine company and department drills is a necessity for both firefighters and emergency medical technicians. Department personnel participated and received advanced training in above ground rescue, building construction, fire shelters, rules of air management, field hydraulics, and much more. Department personnel completed annual training required for both Oregon OSHA and the National Fire Protection Association. Firefighters completed additional work this past year on their wildland fire task books to ensure the department is in continued compliance with the State of Oregon and national requirements. Furthermore, firefighters participated in advanced training on the new Holmatro rescue tool received this past year. The department also worked collaboratively with Douglas County Fire District #2 and the Douglas Forest Protective Association this year to conduct a wildland training exercise that included a prescribed burn of Reservoir Hill. Enhanced training and development is vitally important when mobilizing as a team throughout the year.

The limits of social distancing and other COVID-related restrictions had a slight effect on the day-to-day operations of Fire Prevention activities. In an effort to limit the amount of smoke in the area and protect those in our community with respiratory issues, the department did not issue any backyard burn permits this year. Although permits were not issued, fire activity remained. Members of the Fire Investigation Team responded to and conducted fourteen significant commercial and residential structure fire investigations, as well as several wildland fire investigations. These included several arson investigations, which gave our Fire Investigators the opportunity to work with members of the Roseburg Police Department.

Although new construction took an initial hit during the pandemic, it quickly rebounded. Fire Prevention staff reviewed and completed approximately two-hundred site and plan reviews, ensuring fire safety in new construction. Prevention staff reviewed over two hundred business registrations, which included additional inspections and/or coordination with other agencies. Close to three hundred businesses received an inspection by engine companies, the Fire Marshal, and/or use of our Self Inspection program. Significant

projects for this year included: “The Landing”, an assisted living facility on Edenbower Blvd.; “Deer Creek Village”, housing for homeless vets on NE Douglas; “Oak Springs Apartments” on NE Pomona St.; Five Guys Burgers; and many smaller projects and tenant improvements in existing buildings. The Fire Marshal assisted as well with preliminary stages of two more multi-family housing units on NE Diamond Lake Blvd., the expansion of the Umpqua Community Health Center on NE Kenneth Ford Dr., and several potential dining and retail outlets slated for local development in 2021.

Fire Prevention staff worked with the City’s Community Development Department and Douglas County Building Department to create and update the City’s new “Severe Event Shelter Policy”, which will help provide emergency shelter for unhoused and displaced community members. Additionally, Fire Prevention staff continues to work with City Administration to implement a robust Emergency Management program for the citizens of Roseburg. Staff provides outreach to area businesses and community groups regarding disaster preparedness and continues to work with local organizations to build relationships essential to the successful management of emergencies. New and existing City employees continue to receive basic and advanced emergency response training through FEMA. A local wildland fire that threatened residences in early September prompted the setup and partial activation of our Emergency Operations Center located in the Public Safety Center.

Over the last several months, department personnel have been working on specifications for a new Type III engine, putting into service a new rescue tool as well as new self-contained breathing apparatus, and preparing for the arrival of a Type I engine. The Apparatus Advisory Team has spent countless hours assisting with review of specifications and design of a new fire engine. The new engine will replace a retiring 1997 engine. The new Type III engine and Type I engine will be arriving in 2021. This past fall, the department put a new Holmatro Rescue Tool and Self-Contained Breathing Apparatus (SCBA) into service. SCBA’s are vitally important to the safety of firefighters. Firefighters utilize the new SCBA’s when entering an atmosphere that is immediately dangerous to life and health, most typically while combating a structure fire. Firefighters received numerous hours of in-depth training on both the rescue tool and SCBA’s.

In addition to responding to emergency and non-emergency incidents, firefighters completed annual hose testing that included over 17,000 feet of hose, completed annual testing and inspection of 1,242 hydrants, and ensured completion of pumper and ladder testing along with preventative maintenance on all apparatus. Due to COVID social distancing restrictions, firefighters had to reduce public interaction and unfortunately decrease public education presentations, tours, etc. over this last year. While fire prevention personnel and firefighters may have been limited when it came to in person events and educational opportunities with the community, the department found an alternative. Fire prevention staff delivered educational materials to five local schools and several other day care or learning centers. Over 500 local children received fire prevention educational materials. Several media outlets, including Facebook, Flash Alert, and the new monthly City Newsletter were invaluable to providing increased communication to local community members. The department is looking forward to

interacting and working with the citizens at public education events once restrictions have changed.

Administrative staff has been tremendously busy over the past few months with departmental promotions. Staff updated, created, and implemented the promotional processes for the positions of Battalion Chief, Lieutenant, and Driver/Engineer. Once the processes were updated, promotional testing occurred for all three positions. The department recently promoted Tyler Christopherson to Battalion Chief, Rob Mueller to Lieutenant, and both Josh Ray and Scott Cooper to the position of Driver/Engineer. This next year will bring the recruiting, hiring, and training of two new firefighters. The department is elated for the successful candidates that received a promotion.

While restrictions may have limited any Haz Mat Outreach to local fire departments temporarily, Haz Mat Team One members continued to work collaboratively together and strengthened their skills. Team members received advanced training on a new Gemini Analyzer. The new machine allows team members to analyze and determine a specific hazardous substance. This tool is a technologically advanced tool that will be extremely useful to the team when responding to hazardous materials emergency incidents. Haz Mat Team One is excited for the upcoming delivery of a new Pierce Heavy Rescue Response vehicle this winter. In addition, the team will be receiving a new Ford F-550 Incident Response vehicle that should arrive in June of 2021.

2020 delivered both trials and tribulations for a lot of the community but with that brought an opportunity to show kindness, compassion, and support to others. The COVID pandemic and horrific wildfires may have defined 2020, but the year transformed the way we provide only the highest level of service to the citizens of Roseburg. This year included purchasing of new apparatus and safety equipment, the promotion of highly qualified candidates, advanced training opportunities, and the ability to serve this wonderful community during any emergency, disaster, or pandemic. As the department looks forward to the upcoming year, it will bring the implementation of a new Type I and Type III fire engine into the department fleet. It will also allow for continued improvement within the records management system by implementing additional apparatus and training software, and bring forward the opportunity to enhance emergency preparedness and begin to evaluate current capabilities through exercises with other departments. The department is dedicated to delivering services that assist in keeping the community safe as well as providing exceptional customer service. Department personnel are again grateful to be serving the citizens of Roseburg. The department looks forward to working with staff, Council, and the community in the coming year. Department employees wish everyone a safe and healthy new year.

**ROSEBURG FIRE DEPARTMENT
YEAR IN REVIEW
2020**

Fire Prevention

	<u>2018</u>	<u>2019</u>	<u>2020</u>
Public education programs delivered	31	27	5
Burn permits issued	13	17	0
Site reviews	260	292	191
Business registrations reviewed and inspected	165	203	209
Business inspections	337	323	345
Fire Work Permits	15	15	13
Booth Inspections	32	27	0
Significant Fire Investigations	11	11	14
Juvenile Firesetter Intervention	0	0	1

Fees Collected (in hand)-PREVENTION: \$15,964 \$18,620 \$11,110

Fire Suppression

	<u>2018</u>	<u>2019</u>	<u>2020</u>
Hydrants flowed	1,202	1,222	1,242
Fire hose tested (ft.)	21,110	21,795	17,600

Emergency responses

	<u>2018</u>	<u>2019</u>	<u>2020</u>
EMS	3,909	3,876	3,541
Fire	116	108	110
False Alarms	159	161	187
Other	1,744	1,870	1,988
TOTAL	5,928	6,015	5,826

POLICE DEPARTMENT

As of December 10th, 2020, the department has handled 30,333 calls for service, and taken 5,280 police reports. It has been a busy year!

The Police Department has continued to put great effort toward filling vacant officer positions. 2020 began with three vacant police officer positions. Additionally, Detective Sergeant Joe Kaney retired May 31st and Master Officer Bobby Carpenter retired June 30th. Five recruit police officers were hired this year; two have already finished their training and are solo, and three are currently attending the Police Academy. Even though there are three recruit officers in training, for the first time in many years the Police

Department is fully staffed. When the three officers in training attain solo status, the second Motorcycle Officer position will be filled; the department continues to utilize traffic safety grants and radar trailers, but definitely feels the effect of having a Motorcycle Officer to help calm and monitor speed in residential and business areas. As of December 10th, the Motorcycle Officer handled 113 traffic collisions and conducted 315 traffic stops.

Due to exposure risks associated with COVID-19, one Community Service Officer (CSO) resigned in April. The second CSO resigned in September to seek full time employment, and has subsequently been hired as a Douglas County Corrections Deputy. A new CSO was hired in October and a second CSO in December.

2020 has been an extremely challenging year, working around obstacles brought about by the pandemic. Officers are accustomed to lodging offenders in jail to ensure there are immediate consequences and/or to prevent continued societal problems, and now officers are often only able to issue citations; this is as discouraging to the officers as it is to our community. Exposures, quarantines, and continually changing workplace policies and procedures has become a norm.

Along with the pandemic, several employees were also adversely affected by the wildfires. Administration and officers worked diligently to ensure all affected employees got the time off needed to take care of their families and affairs.

The Police Department continues to partner with Adapt/Compass on the three-year mobile crisis program grant. Under the grant, Compass Behavioral Health received funding to employ Qualified Mental Health Professionals to co-respond with police 12 hours a day, 7 days a week in and around the City of Roseburg to police calls involving individuals with mental illness. These mental health professionals connect individuals to treatment and divert them from the criminal justice system when appropriate. The Mobile Crisis Team is able to deploy a mental health professional directly to the scene, which ensures the most qualified professionals are able to deal with whatever mental health crisis is presented, and often frees Officers to handle other calls for service. From January to December, the Mobile Crisis Team responded to 309 mental health crisis calls, and were able to divert many of those individuals from being incarcerated and/or from being taken to the Emergency Room.

Due to COVID-19 restrictions, staff from the Police department were only able to participate in the Salvation Army's Dress a Child event and Angel Tree program this year; all other community events were canceled. Additionally, the Optimist Club Officer of the Year event that the officers always look forward to was cancelled. In July a Use of Force informational class was held for the public, to give a presentation on the department's practices surrounding Use of Force; this class was in response to public concern brought about by George Floyd's in-custody death in Minnesota.

Guidelines set by the Federal rulings, coupled with CDC and Oregon's COVID-19 guidance to not displace the unhoused, have suspended our officers' ability to enforce camping prohibitions on public property. This is as frustrating and discouraging to our

officers as it is for our community. Officers take every opportunity to help unhoused get connected to resources and whenever possible help them connect with family members who can help them further.

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

Community Service Officer (CSO)

In December of 2018, the CSO position was added to the Department; two half time positions ensuring coverage during business hours. The two CSOs have proven to be extremely useful, handling 1177 calls for service and taking 229 reports this year. They handle low priority calls, to include minor nuisances and low-level crimes such as petty thefts and criminal mischiefs. This allows Patrol Officers to spend more time out of the office, focusing on proactive policing. They additionally worked with Community Development on unhoused camp cleanups, posting 20 campsites this year.

The School Resource Officer (SRO)

SRO Tyler Vancil remains assigned to the Roseburg High School. Master Officer Bobby Carpenter was SRO for the remaining Roseburg schools until schools were out for the first half of the year; Master Officer Dan Knott became the new SRO beginning in October. Officer Brian O'Dell remains assigned to provide contract services to the Glide School District. The Glide Superintendent has expressed his appreciation and gratitude for the City of Roseburg allowing Officer O'Dell to work for their school district. Officer O'Dell was assigned to the downtown and park areas during the summer months, and worked diligently to enforce lawlessness in those areas.

Volunteers in Police Service (VIPs)

With three active members, the VIPs donated 626.5 hours of service to the community and drove their personal vehicles approximately 1,104 miles while commuting to and from the Police Department. VIPs handled 144 abandoned vehicle complaints this year; all but 4 of those vehicles were removed by the owners before the tow date. VIPs also issued citations for handicap and other parking violations. VIPs performed vacation house checks, assisted with traffic and parking control at special events, and helped as role players for Police Officer trainings.

Unfortunately, 2020 has been very tough on the VIPs division. VIPs continue to be a vital asset to the Police Department and our community.

K9s

The department's K9 program is fully operational, with two patrol dogs and one detection dog. The K9 program is supervised by former K9 handler Sergeant Ryan Dingman.

At this time, Master Officer Blake Cordell is teamed with K9 Nike, and Officer Chris Bonebrake is teamed with K9 Axel. As a result of COVID-19 and subsequent jail occupancy restrictions, there patrol K9 teams had far fewer deployments than in years past. However, that is not to say they were unsuccessful. Since graduating from the K9 handler academy, Officers Cordell and Bonebrake, along with their K9 partners, have aided in the capture of over 40 suspects, resulting in numerous felony and misdemeanor charges. Additionally, their K9's have also found articles that were evidence of criminal cases.

DINT (Douglas Interagency Narcotics Team) Detective Bird has been very active with his K9 partner Trapper. He started training with Trapper in early March. In the beginning months of April, K9 Trapper sustained a broken leg while playing fetch in a grassy field. After approximately four months of recovery, Trapper was back to work.

Over the past year, Detective Bird and K9 Trapper have collaboratively located approximately 74.5 pounds of methamphetamine, approximately 2 pounds of Heroin, and approximately 54 grams of cocaine. They also located approximately \$4,000 cash, and 7 guns.

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

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

The Roseburg Police Department continues to enjoy a productive partnership with the Douglas County Juvenile Department and the R.A.Y.S. Program. R.A.Y.S. targets first-time juvenile offenders for substance abuse violations and misdemeanor crimes using a diversion based model. The program, in place with the Douglas County Juvenile Department since January 2007, closed 103 delinquency cases from January 1st to December 3rd of this year. R.A.Y.S. has been successful due to the tremendous support it has received from the community and the staff working with these youth.

Of the 103 youth cases closed, all but five youth (95%) were attending school, graduated or received a GED, and/or were employed at time of case closing. Of the 100 R.A.Y.S. program cases closed this year in which community service was ordered, 96 youth (96%) completed 100% of the days ordered. Of the 1,181 hours of community service hours ordered in R.A.Y.S. cases closed this year, 1,141 hours were completed (97%). The 1,141 hours of community service completed amounts to \$13,121.50 worth of work provided to the community by youth. Any youth not successful in the RAYS program are referred back to the Juvenile Department for formal sanction.

Criminal Investigations Division (CID)

Sergeant Dennis Chrisenbery became the CID supervisor when Detective Sergeant Joe Kaney retired. Roseburg Police Department detectives responded to several Douglas County major crimes activations in 2020. The unit also investigated a myriad of impactful cases within the city of Roseburg.

CID continues to investigate a large number of cases involving sex crimes and child abuse. In 2020, CID made several arrests on major cases. Many of these cases are still pending trial.

Again, this is just a snap shot of the great work happening every day here in the City of Roseburg. And while this year has been many things, challenging, frustrating, and downright scary at times, there is much to be proud of. And, there is a lot to look forward to in 2021. City staff will continue work on Council's goals in a variety of ways. The following are a few of the highlights that we expect to move forward.

1. Implementation of the Homeless Commission and continuing work on ways to help the most vulnerable while reducing the impacts to our citizens and open spaces.
2. Housing initiatives – including an Urban Growth Boundary swap that will remove steep, difficult to develop parcels and replace it with flatter land that can be developed at a lower cost and higher density.
3. Emergency Preparedness – including additional staff training and exercises and the addition of back-up power at the Water Treatment Plant.
4. Downtown – completion of the downtown parking study and implementation of suggested changes
5. Urban Renewal – 2021 will bring the completion of at least two multi-family housing complexes within the new district, with more expected to start construction in 2021 thanks to the Urban Renewal incentives.
6. Maybe what we are looking forward to most is the return to post-COVID “normal”, a time when we can get back to delivering the services our citizens expect and deserve in person and more efficiently.