

## 2010 Gold Stars

### **City Manager's Office**

- Provided Emergency funding assistance to reroofing the Emerald Empire Art Association historic building, in downtown Springfield. This effort also assisted in preserving two murals on the building.
- Springfield celebrated the 125<sup>th</sup> birthday of our city, including; banners citywide, numerous family friendly events, a new sculpture at our city's entrance.
- Completed the visitor readiness report. This provided an evaluation of community readiness to provide visitors extraordinary opportunities during their stay and travels throughout Springfield. The City was provided with inside "secret shopper" viewpoints of the community as it relates to tourism and visitor resource information available on our webpage.
- The City has launched an updated website for the City of Springfield.
- The City sponsored the FIMBA 6<sup>th</sup> Maxi Basketball Pan American Championship July 2-10, 2010. The International Tournament included several hundred participants. The event was held at Springfield High School and brought tourism into the Eugene-Springfield area.

### **Development Services Department**

- Issued over 450 construction permits with an associated building valuation of \$50,544,000 (as of 11/19/2010). This includes approximately 224 commercial/industrial permits and 122 new single family residential units, 21 more residential units than in calendar year 2009.
- The Building Safety section of Community Services became the first city in Oregon to implement the State-wide e-permitting software system that allows permits to be applied for and issued on-line without being required to visit City Hall.
- Began the implementation of an electronic plan review system that will allow construction plans and companion documents to be submitted and reviewed electronically, saving time and resources for the construction industry and City.
- Began the implementation of mobile field offices in the inspector vehicles that will make available "real-time" inspection tracking and provide numerous time and cost efficiencies in providing permit and inspection services.
- Successfully resolved several long standing Code violation cases which had generated numerous citizen complaints.
- Responded to more than 3,000 inquiries for enforcement of nuisance code, land use, building and sign code requirements.
- Conducted over 13,000 field inspections (as of 11/19/2010) to determine compliance with the State Building Code.
- Continued to maintain the City's "same day" field inspection response time and the State's mandated maximum 10 day residential plan review turnaround time.
- Issued over 780 City Business Licenses with associated revenue of \$88,031 (as of 11/19/2010).
- Continued digital imaging of construction documents to make this information accessible on-line to the public.

- Continued to expand and make more user-friendly the Community Services Division/Building Safety website. This site also offers a variety of links to other websites of interest to the construction community, including on-line accessibility of the Oregon Specialty Codes and a complete list of Oregon licensed contractors.
- Maintained the Building Code Specialty Fund which was created to fund building permit and inspection services from revenue received from construction permits without financial support from the General Fund.
- Successfully leased four vacant tenant spaces at the Booth Kelly Center and one single-family home that was purchased by the City for a future fire station.
- Urban Planning development review staff undertook a cost of service and fee analysis resulting in lower site plan fees for the development community.
- Development Services and Public Works conducted open house meetings with the U.S. Army Corps of Engineers to inform Springfield, Eugene and Lane County residents of the Corps' efforts to minimize potential flooding risks during scheduled maintenance of area dams.
- The Urban Planning and Community Planning & Revitalization sections pooled resources and staff to carry the shared workload of House Bill 3337, Glenwood and Downtown Refinement planning efforts.
- Urban Planning "Planners on Duty" maintained service counter hours to assist citizen-customers and the development community by providing timely answers and permit processing.
- Urban Planning staff implemented Accela file tracking software on aggressive timelines concurrently with the Building Division, Information Technology and Public Works Departments, meeting the Governor's goal of launching electronic permitting statewide and maximizing permit processing efficiency.
- Assisted 49 households with Springfield Home Ownership Program loans, 13 were minority households.
- Assisted 95 households with emergency home repairs.
- Assisted 13 very low-income homeowners with exterior maintenance issues through the CHORE program.
- Received \$356,196 of Neighborhood Stabilization Program (NSP) funds from the State of Oregon. Provided 15 families with loans to purchase foreclosed homes in Springfield.
- Received \$164,302 of CDBG-recovery funds under the American Recovery and Reinvestment Act of 2009 (ARRA). Completed the reconstruction of the A3/Gateways schools parking lot, with completion nearing for the Brattain House renovation.
- Closed Springfield's first Section 108 Loan for the NEDCO Building.
- Provided high-level coordination to the 2010 Project Homeless Connect, which served over 1,400 homeless persons.
- Began construction of the Afiya Apartments, affordable rental housing for persons with severe developmental disabilities.
- Assisted 14,720 low-income persons with social services by allocating \$90,750 of CDBG through the Human Services Commission.

- Springfield partnered with the City of Eugene to develop the 2010-2015 CDBG Consolidated Plan.
- Continued making progress in the update of the Glenwood Refinement Plan, including holding ongoing meetings with the Glenwood Citizen Advisory Committee and Technical Advisory Committee and drafting policy language to guide the redevelopment of Glenwood.
- Received a \$13,000 grant from the State Historic Preservation Office to:
  - Nominate the Springfield Motors Buick Building to the National Register;
  - Conduct a historic resources survey of the north portion of Glenwood; and
  - Create a historic façade rehabilitation matching-grant program
- Undertook comprehensive coordination efforts with Eugene, Lane County and the Department of Land Conservation and Development to implement HB3337, the landmark legislation that enables Springfield to establish its own land-use inventories and Urban Growth Boundary.
- Completed and the City Council adopted the Downtown District Plan and Implementation Strategy and a Downtown Parking Management Plan, as recommended by the Downtown Citizen Advisory Committee and Technical Advisory Committee.
- Completed 5 of 7 “First 120 Days” activities identified in the Downtown District Plan Implementation Strategy Public Projects Schedule on time or ahead of schedule.
- In January 2010, the City Council adopted a resolution accepting the Commercial and Industrial Buildable Lands Inventory and Economic Opportunities Analysis.
- Completed the draft Springfield 2030 Refinement Plan, including a parcel-specific Springfield 2030 Refinement Plan Diagram incorporating all existing refinement plan diagrams that will establish for the first time, detailed and specific land use designations for all lands within Springfield’s Urban Growth Boundary.
- Completed an Urban Growth Boundary (UGB) Alternatives Analysis, conducted a citizen involvement program to inform the public, conducted public hearings, and presented the UGB concepts and draft Springfield 2030 Refinement Plan to the Springfield and Lane County Planning Commissions.
- Conducted public hearings on amendments to the Springfield Development Code to implement a set of Land Use Efficiency Measures that will expand and enhance opportunities for providing housing choice, such as a small lot development, row houses, and higher density housing near EmX stations.
- Drafted amendments to the Springfield Development Code to establish the planning standards and procedures that would be applicable to newly urbanizable lands added to Springfield UGB.
- Conducted ongoing meetings with the Glenwood Citizen Advisory Committee and Technical Advisory Committee to develop an updated land use vision and draft policies and implementation actions to guide the redevelopment of Glenwood. Contracted with consultants to provide supporting technical expertise.
- Updated and expanded the Planning Division web pages’ content to inform the public and to reduce the cost of mailing packets to advisory committees and commissions.
- Participated in the successful award of a \$1.4 million Sustainable Communities Grant that will help to fund development of equity-based transportation and land use proposals intended to expand sustainable and “green” transportation and energy

options through redevelopment and amendments to planning and regulatory documents.

- Springfield staff was appointed to state-wide technical advisory committee making recommendations to the legislature on land use and transportation scenario planning to reduce Greenhouse Gas Emissions in response to SB 1059 and HB 2001 addressing climate change.

### **Fire & Life Safety Department**

- Functionally consolidated Springfield Fire & Life Safety Department with Eugene's Department of Fire & EMS to improve efficiencies, eliminate duplication in key positions (Fire Chief, Fire Marshal, Deputy Chief of Operations, etc.) and provide cost savings to both cities. Further consolidation is in the planning stages.
- Springfield Fire & Life Safety took delivery on three new Pierce Velocity fire engines, replacing three old engines in a major upgrade to the frontline apparatus fleet. These new red & black engines represent the latest in fire engine technology and safety, as well as a new image for the Department.
- The Training Division, under leadership of the joint Battalion Chief of Training, conducted several joint training sessions with Eugene Fire & EMS and is currently planning a joint Springfield/Eugene Recruit Academy for Spring 2011.
- Emergency Medical Services Division, under leadership of the joint Deputy Chief of EMS & Community Relations, spearheaded important updates to Lane Code Chapter 18, regarding ambulance service areas and to Springfield's Ambulance Ordinance to reflect current operational needs.
- Purchased nine new cardiac defibrillators to replace 10 year old models on all frontline apparatus. These new units provide improved technology and performance, including fax capabilities, so patient information can be sent to the hospital while enroute.
- In an ongoing process improvement effort, all Springfield Patient Care Reports are now done electronically (ePCR). Electronic PCR's have reduced paperwork and increased accuracy.
- Responded to Harris fire by request of the State Fire Marshal under the Conflagration Act.
- Provided leadership staffing for a statewide Urban Search & Rescue Exercise in Springfield.

### **Information Technology**

- Became the first jurisdiction in Oregon to go "Live" with online e-Building Permits, Planning and Code Enforcement software in August 2010. New software enables customers to purchase permits and schedule inspections online, 24 x 7. Online Mobile Office capability will improve efficiency and customer service for field inspections. Integrated GIS capability enables staff to rapidly analyze adjacent issues and constraints.
- Worked with City staff and consulting resources to design and implement a new City Web Site, with a new domain name: [www.springfield-or.gov](http://www.springfield-or.gov)

The new site features a professional and contemporary look and feel, improved navigation, multiple site map options, with easier maintenance programs for use by City content managers.

- Applied a significant conversion and upgrade of the Fire & Life Safety DocuWare document management application. This upgrade included installing new server hardware, transition to the most current version of DocuWare software, and conversion of their underlying database to SQL-Server. This application is heavily used by the Account Services division.
- Extended the range of the City Hall Wi-Fi network to include most public spaces and meeting rooms. This provides direct service to visitors of City Hall while providing more efficient connectivity and presentation options for City meetings.
- Upgraded Fire & Life Safety e-PCR (electronic patient care) and RescueNet ambulance billing applications.
- Implemented Smart Cards to provide multi-factor authentication for public safety customers. FBI CJIS (Criminal Justice Information System) policy requires this enhanced level of security for new technology systems.
- Servers in the IT Data Center were configured to implement an auto-shutdown in the event of power failure. This significantly reduces the likelihood of equipment failure or data corruption in the event of total loss of commercial power.
- Added a Dynamic Report capability to our Financial General Ledger system and our HRMS Benefits system. This enables staff to easily create and run ad hoc financial reports in support of operational and management efficiencies.
- Implemented a live web cam of the Springfield Mill Race.
- Developed network and telecommunications extensions in support of merged Fire & Life Safety operations.

### **Library Department**

- The Library expanded its open hours for the second year in a row and is now open 46 hours a week as it attempts to meet growing demand for its services.
- More than 18,000 Springfield citizens checked out 344,809 books, movies and cd's this year as they visited the library 195,366 times.
- All of those items were returned to the shelf for the next user by community volunteers who logged nearly 5,000 hours of labor in support of their hometown library.
- More than 16,000 children and adults attended a library storytime, tour, or program this past year. These programs featured everything from live snakes to Star Wars characters to Pulitzer prize winning authors.
- This year library patrons gained access to thousands of digital audiobooks via the Libraries2Go link offered on the library's website. A website that was visited more than 38,000 times last year.

### **Police Department**

- Springfield Municipal Jail opened January 29, 2010
- Springfield Municipal Jail lodged first inmate January 29, 2010
- Springfield Municipal Jail has contributed to an increase in bail collection.

- Springfield Municipal Jail has transported more than 2,000 prisoners between Springfield Municipal Jail and Lane County Adult Correction facility.
- Springfield Municipal Jail provides an average of 5-8 minute booking process for the arresting officer.
- Springfield Municipal Jail has experienced zero sum personnel turn over.
- Officer Kendrick had a double capture of two suspects who were responsible for a home invasion robbery in Oakridge. OSP gave chase and after a vehicle pursuit they fled up the McKenzie. Officer Kendrick responded on two different occasions and was responsible for the capture of two suspects.
- New computers installed in Police report writing room.
- Sergeants RA Lewis and Russ Boring were promoted.
- The new Jail facility has improved public safety in our community
- Officer Kistner's observance and pursuit of Eugene Rape/Kidnap Suspect.
- Citizen Volunteer program initiated to service the patrol vehicle fleet.
- Upgrade of department issued equipment.
- Implementation of annual ethics training.
- Hiring of several new police officers & other police personnel.
- Three departments have requested Sgt. Charboneau to test veteran dogs to judge if they should remain on the street, a recognition of the superior Police Canine Program at SPD
- K9 requested for two demonstrations for Roseburg city staff and Douglas County Commissioners as they consider developing a police canine program.
- Keetle and K9 Bronko earned top-dog honors at Bend and Springfield Competition
- New Police officers/dispatcher hired
- New Animal Control Officer hired in October
- Successful multi-agency incidents including the capture of the Eugene rapist and the adult store robber
- Inclusion in the multi agency investigation of the Alice Lee 1960 Homicide case
- SPD Dispatcher involvement in training new officers at DPSST Academy
- Successfully hosted the annual Citizen's Police Academy
- Represented the City and the Police Department at several community events, including public safety fairs at Jerry's and Gateway Mall and Festival Latina and 4th of July Lights of Liberty Celebration
- Continued Bicycle Patrols in the downtown area as a result of funding from Team Springfield, comprised of the City, School District, SUB and Willamalane Park District

### **Public Works**

- Supported multiple community events.
  - Participated for the 11<sup>th</sup> year in the Youth Day of Caring, working with local youth doing community service projects such as graffiti removal, tree planting and landscape beautification.
  - Participated in the REI Willamette River Cleanup.

- Managed the City's 22nd annual Spring Clean-Up, collecting approximately 120 tons of material, of which 85% was either recycled or reused and diverted from the landfill.
- Coordinated the installation of the new City drift boat entrance sculpture at Mill and South A Street.
- Facilitated community and economic development planning and activities.
  - Provided infrastructure planning and coordination for the Glenwood Refinement Plan and the Downtown Urban Design Plan.
  - Provided geographic information and mapping for the Glenwood Refinement Plan, Mill Race Restoration, Springfield 2030 Refinement Plan, Downtown Urban Design Plan, Buildable Lands Inventory, UGB expansion, Transportation System Plan.
  - Worked with the development community to improve and streamline land use reviews.
  - Participated on the Downtown Parking Advisory Committee.
  - Supported the implementation of the Accela Automation permitting and land-use software system.
  - Updated MapSpring, the City's intranet mapping application.
  - Supported development by reviewing 56 development applications 255 building permits, 11 Subdivisions and Partition Plats and integrating 7 partitions and 4 subdivisions into the regional land information system.
  - Developed a list of over 500 City elevation reference points for public access via the City's website.
  - Updated electronic City land record inventories by documenting over 300 historic easements, improvement agreements and sewer hookup documents.
  - Coordinated the installation of 19 downtown business banners
  - Performed over 6400 storm and wastewater collection locates for public and private construction projects.
  - Reviewed 126 applications with associated field inspections as part of the Land & Drainage Alteration Program to protect property and water quality.
- Protected public health, safety and environmental quality.
  - Collected over 300 samples for toxic/hazardous materials throughout the city in preparation for re-evaluation and establishment of new local effluent limits for industrial dischargers.
  - Collected over 90 lbs of unwanted and expired drugs by partnering with regional partners to stage a drug take-back event.
  - Conducted permitting and inspection activities for 21 significant industrial wastewater dischargers and collected 310 industrial wastewater discharge compliance samples to meet local, state and federal industrial discharge monitoring requirements.
  - Surveyed 78 area businesses (i.e., food services, photo processors, and dental offices) and included 24 in the applicable City Pollution Management Practice Program.
  - Inspected 10 auto repair shops to assist with haz-mat and waste management best-practice implementation and assisted 3 businesses in obtaining ECO-BIZ certifications.

- Inspected 32 sites as part of the development and implementation of a Stormwater Facilities Inventory and Inspection program to ensure long-term maintenance for private stormwater quality facilities.
- Planted over 300 trees at 8 separate locations to enhance/improve facilities and water quality.
- Identified and inventoried 117 septic tanks inside the city limits.
- Collaborated with 45 property owners in the Cherokee Drive neighborhood to implement the City's first Local Improvement District project in many years to provide wastewater service.
- Maintained customer service excellence and community safety needs by responding to and resolving:
  - 1,600 maintenance-related service requests.
  - 24 Customer Service Requests for Graffiti abatement.
  - 211 transportation-related service requests.
  - 174 pollution incidents and environmental service requests.
  - Over 18,250 sewer and drainage accounts, including:
    - Responding to 2,269 customer service billing inquiries.
    - Researching and performing 1,135 customer account adjustments.
    - Achieving 100% good/excellent rating for quality of customer service from surveyed sewer customers.
- Provided education and outreach to the Community
  - Conducted the Safety Town transportation safety program at community grade schools.
  - Developed and distributed Clean Water Gardens program display materials.
  - Supported Springfield School District's clean water education and waterway restoration programs at McGowan Creek and Agnes Stewart Middle School.
  - Completed public information and outreach brochures, fact sheets, door hangers, etc.) for 39 major Public Works projects, such as: Beltline/Gateway Project, Basin 22 Rehabilitation, Bluebelle Way storm sewer project, and more.
- Made major progress in restoring the Springfield Mill Race to keep water flowing, improve stormwater management, restore habitat and improve the Mill Race as a community amenity:
  - Completed Phase I of Springfield Mill Race Restoration project, including a new inlet channel, re-vegetation, and repairs to erosion-damaged stream banks and inlet, and improvements to Clearwater Park.
  - Completed management of the first season's construction on Phase II of the Mill Race Restoration project, including draining the Mill Pond, installing temporary coffer dams, removing the dam and recycling 98% of its content, building demolition, underground tank removal, and site grading.
  - Initiated Lower Mill Race Restoration with conceptual design development.
- Maintained interagency collaboration and coordination with City partners to pool scarce resources and contain costs:
  - Provided project management for the design and construction of the Lane Transit District 7 mile Gateway EmX bus rapid transit project.
  - Collaborated with NASA implementing their WorldWind software to improve data sharing throughout all levels of government.

- Collaborated with ODOT to develop the South Bank Bike Viaduct Project to extend the Willamette River bicycle and pedestrian path east from Eugene under I-5 into Glenwood.
- Worked with ODOT to design and build the Main Street/51st Street Pedestrian Crossing Improvement Project.
- Participated in I-5/Willamette River Bridge project development.
- Collaborated with Bureau of Land Management & United States Geological Survey to make local geographic information available nationally.
- Organized and led first two “Wheels by the Willamette” bike events in Springfield.
- Leveraged federal funds to support investments in local infrastructure.
  - Completed the Pioneer Parkway Overlay Project with \$1.4 million in stimulus funding.
  - Secured \$260,000 in funding to initiate the Glenwood Connector Path Extension to connect the South Bank Viaduct to Glenwood Blvd. between Franklin Blvd. and the Willamette River.
  - Completed traffic signal modifications and street light replacement with \$250,000 in stimulus funding.
  - Completed six of the eight energy-saving relighting projects for Team Springfield partners with stimulus funding, with expected annual City savings of over \$6000 in energy costs.
- Completed significant capital project activity.
  - Reached the midway point of the \$10 million Gateway/Beltline Intersection improvement project.
  - Completed City Council acceptance for \$7 million 2009 local wastewater collection system rehabilitation projects.
  - Commissioned the new jail for occupancy, January, 2010.
  - Facilitated sale of \$10 million in bonds for stormwater capital projects.
  - Adopted annual Capital Improvement Program for 2011-2015.
  - Streamlined and improved the City’s Capital Project Delivery System.
- Kept the City’s street system safe and operational by:
  - Maintaining 64 signalized intersections.
  - Replacing/repairing 70 traffic signs per month.
  - Painting 60 traffic pavement symbols.
  - Painting 9,000 feet of curb.
  - Installing 2500 feet of pavement markings and 125 symbols.
  - Bagging, tagging and disposing of 400 dead animals from City streets.
  - Performing 191 Right-of-Way encroachment permit inspections.
  - Replacing \$15,000 of wire stolen from the street light system.
  - Designing, and starting construction of crossing improvements at the MLK Roundabout, including 9 rapid flashing beacon (RRFB) crossings.
- Maintained and improved City street infrastructure.
  - Completed 1.2 lane miles of crack sealing, 0.3 lane miles of asphalt overlays, base repairs of 3 street segments, and 1500 pothole patches on Springfield streets.
  - Repaired/replaced 380 feet of sidewalk damaged by street trees, 122 feet of curb/gutter and 3 ADA ramps.

- Swept 4400 curb miles of residential and arterial streets to keep the streets clean and reduce pollutants and debris entering the rivers.
- Removed 150 dying or hazardous streets trees and trimmed 900 trees.
- Completed street light surveys and replaced low pressure sodium lights at priority locations within available budget.
- Maintained and protected the City's wastewater system by:
  - TV inspecting 45 miles of wastewater collection pipe.
  - Cleaning over 180 miles of wastewater collection pipe.
  - Smoke testing 25,000 feet of wastewater collection pipe.
  - Inspecting over 800 wastewater manholes.
  - Repairing 5 manholes on 5th Street.
  - Installing, maintaining, and operating 14 flow meters.
  - Cleaning 4,600 stormwater catch basins including completion of cleaning all residential catch basins removing over 220 tons of debris.
  - Root sawing 17,000 feet of pipe to eliminate potential wastewater system blockages.
- Maintained and protected the City's stormwater system by:
  - Cleaning 4,600 stormwater catch basins, removing over 220 tons of debris.
  - Performing annual inspection of 10 city-owned and 26 non-city-owned water quality facilities and correcting identified problems including ongoing removal of invasive species.
  - Collecting 366 tons of leaves from Springfield citizens through our successful Leaf Pick Up program.
  - Performing 750 visual storm manhole inspections
  - Performing three storm water pipeline repairs
  - Cleaning 7800 feet of storm water pipeline
  - Repairing 117 storm water catch basins/curb inlets
- Maintained and preserved Springfield's public buildings and facilities including;
  - Upgraded the Regional Fuel Facility to improve leak containment and completed a Spill Prevention Plan and Training.
  - Began energy audits at several City buildings.
  - Began rehabilitation of City Hall's exterior after almost 30 years of use.
- Provided over all administration services to MWMC in service to over 235,000 residents of Eugene and Springfield, including commission support, financial management, capital projects, planning and construction.
  - Administered \$20,800,000 in Oregon State Revolving Funds (SRF) loans for eligible MWMC projects and secured an additional \$11,768,038 in low-interest SRF loans saving millions of dollars of interest and bond sales costs over the next twenty years.
  - Completed construction of the Odorous Air Phase 1 upgrades at Regional Wastewater facility.
- Launched MWMC's innovative Recycled Water Program, including:
  - Selected consultants for Public Outreach and Design Services.
  - Initiated a pilot project with Knife River to manufacture high recycled water-content concrete.

- Installed recycled water pipelines under a planned Eugene bike path, to deliver recycled water to potential future industrial users.