



## 6<sup>th</sup> Annual State of the City Department Accomplishments

July 1, 2021 to June 30, 2022

## PUBLIC WORKS & CRITICAL INFRASTRUCTURE >>>

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# Public Works & Critical Infrastructure

## Sanitation Department

Scott Brunson, Sanitation Director

### **SERVICE IMPROVEMENTS >>>**

- Maintaining a successful curbside recycling program
- Found alternate end users for compost and wood chips such as farmers, organic gardeners, etc. to help with excess inventory of each
- Continuation of Implementation Routeware
  - Correcting incorrect data in our system during process of account creation
  - Have applied all but 451 tags to in the system requiring RFIDs
  - Beginning the implementation of RFIDs to Yard Waste Routes
  - Went to electric pop rivet guns to increase time efficiency
  - Learned ability to Bluetooth scanners to phones instead of laptops to increase time efficiency
- Adding cameras to the Central Recycling Sites and working on mobile cameras for commonly used illegal dump sites

### **COMMUNITY ENGAGEMENT >>>**

- Continually improving communication through increased Facebook presence with positive influence
  - Followers increased from 3,173 to 3,924
  - Our Facebook Page Reach has increased 12.6%
  - Our Facebook Page Visits have increased 62.8%
- Continuing Recycling Education Program through FB posts to help decrease contamination at the central recycling sites.
- Added additional signage to the central recycling sites to help with the “Do’s and Don’ts”
  - Added stickers with QR codes to utilize “smart features” of phones for further instructions
- Looking to add educational videos to media outlets to help understand the recycling program better.

### **CLEAN UPS >>>**

- Coordinated and facilitated a City Wide Clean Up “Buck Day” in September 2021
- Helped with a Household Hazardous & E-Waste Event in CF in September 2021
- Hosted a Household Hazardous & E-Waste Event in Waterloo Spring of 2022
- Coordinated 15 Neighborhood Clean Ups
  - Flyers used for entrance as a “ticket” to help curb abuse of events
  - 2 neighborhoods suspended for 1 year due to rule violations of significance.
  - Instituted a web based program to categorize code enforcements by size, date, and equipment/officers needed accessible to all departments involved.
- 144 Admin & Court Ordered Code Enforcement Clean Ups in FYE2022
  - We average about 6-10 illegal dump clean ups in any given week

## Street Department

Matt Boquist, Street Director

Shawn Fisher, Street Director

### POINT OF PRIDE

In order to increase productivity, we reviewed and revised our approach to street repair and maintenance. We now use GIS to help archive and determine a more scientific approach to maintenance activity planning.

### BY THE NUMBERS >>>

- Chip Seal coat 11.26 miles
- Sweeping – Swept city of Waterloo a little over 3 times.
- 1,760 tons of salt used, this is 32.6% reduction from 2020 (1407.22 used by Street Dept)
- Snow events – 14 priority events, 2 full plow events, 0 downtown hauls

### NEW TECHNOLOGY >>>

- Precise AVL – continue to refine for route optimization and for thoroughness.
- Elements – Implementation in progress.
- Updated spreader controls to all 5100 EX's or above removing antiquated technology creating uniformity and reliability.
- Testing a pilot program for preemption traffic control devices on snow plow equipment

### MAJOR ACCOMPLISHMENTS >>>

- Collaborated with many departments over the course of 2 months to build a 14,625 square foot hoop building with the 30 piers being within ¼ elevation of each other. Poured over 700 yards of concrete.
- Reconstructed intersection at Falls Ave and University. The largest road construction project the Street Department has undertaken.
- Did not rent rental graders this past winter – total savings by not renting the normal four graders is over \$120,000
- The city acquired new V-plow and wing attachments for our wheel loaders which allowed us to change our snow piling and hauling practices downtown, which eliminated overtime cost this last plowing season.
- 100% completion of re-wiring and plumbing of snow plowing equipment
- Revamped snow routes to have a trucks with salt spreading capabilities in all plow route areas.
- The City Invested in spreader stands for safety and efficiency.
- Restructured the street department by adding a second street director to give overlap in management in other departments when directors are off.

## Waste Management

Brian Bowman, Operations Director  
Jesse Gaherty, Interim Collection System  
Project Director

### POINT OF PRIDE

*"Waste Management Services is currently going through many changes and upgrades. These require all staff to participate, be involved and give input. We are proud that we are constantly looking ahead providing for the future citizen and business needs."* – Brian Bowman

## COLLECTION SYSTEMS >>>

*Collection Systems efforts for the 2020-2021 were concentrated on compliance with the Consent Decree. In addition, with the wet weather events in the summer of 2020, a new focus and priority, was set on the US Hwy 63 South Corridor Sanitary Sewer Improvements with a Sanitary Relief at Home Park Boulevard.*

- **CIPP Phase IVA2 Project Completed**

This project is continuing focus on Service Area 19. This project removed illicit connections and cleaned, lined and televised nearly 4 miles of sanitary Sewer to address I/I (Infiltration and Inflow) into the collection system.

- **Dry Run Creek Interceptor Project**

Construction fully complete. Diverts flow away from Service Area 19 (8<sup>th</sup> and Locke) to Texas Lift Station. Project replaces Tower Park Lift Station and has easily expandable pump capacity for future development south of US Hwy 20. Two Generators are included at each lift station so Operation continues due to power loss.

- **Titus Lift Station Reconstruction Project**

This project will increase the capacity of the system and decrease pressure on Midland and Hall neighborhoods. In addition, this new force main route will take additional burden of existing lift stations like Virginia Lift Station. Design is currently at 99%. Intended Use Plan/Facility Plan submitted to the Iowa Department of Natural Resources. Public Hearing occurred May 2020. Construction Permit application granted. The City is executing parcel easement agreements now and expected to go out to bid early 2023. Engineer probable cost estimate at \$5.2M.

- **US HWY 63 South Sanitary Sewer Upgrade**

This project addresses multiple problems by increasing capacity in the South US Hwy 63 Corridor. With the large amount of growth and development along this corridor the sanitary sewer flows have increased causing occasional Sanitary Sewer Overflows (SSO's). In addition, the wet weather events in the summer of 2020 highlighted a need for a relief sewer in the Home Park Boulevard neighborhood to prevent basement backups and this is included in this project.

Construction on this project began late December 2021 and will conclude early 2023. Contract price for this project is \$7,190,038.90.

- **CIPP Phase IVA3 Contract Awarded**

This project continues our focus on Service Area 19. This project will remove illicit connections clean pipe and line pipe. At close of contract all work will be televised nearly, (4 miles of sanitary Sewer) to address I/I into the collection system. Four Alternates were included in this bid award that address hot spots in the City Sanitary Sewer Collection that need immediate attention. Work to be complete by spring 2023.

- **25 Miles of Sanitary Sewer Televised in FY 2022**

This allows City Staff to identify and prioritize maintenance, repair, and reconstruction of City Sanitary Sewer Infrastructure.

- **100 Manholes/Catch Basins Reconstructed**

Maintenance, repair and reconstruction of manholes and catch basins are vitally important to both the Sanitary and Storm Collection Process

## **TREATMENT OPERATIONS >>>**

- **In House Rebuild of Easton Aeration Basin 4 and Spot Repair Aeration Basin 3**

This process involved pumping down of Easton Aeration Basin #4 (volume 2.133 Million Gallons) of Mixed Liquor. Keeping pumps running to maintain groundwater so staff could enter basin (depth 25 feet), to replace 585 Membrane Socks to enhance Biological performance, reduce electrical cost and ensure continuation of exceptional wastewater treatment for the next 5-7 years. In the past this work was contracted out. By utilizing in-house-staff, the city realizes a significant savings. During Easton Aeration Basin 4 rebuild staff needed to re-enter Basin 3 for a minor spot repair on a Membrane Sock that failed.

- **Biosolids Contract**

The Biosolids contract, engineered by Strand and Associates and contracted by Woodruff Construction, is coming to conclusion. Contracted was awarded March 2020 and is currently at 99% Completion. Final punch list review is scheduled for November 8<sup>th</sup>, 2022. This Biosolids upgrade has significantly enhanced the solids handling portion of the wastewater treatment plant and put the City of Waterloo in good position for continued growth and economic development. A City work session is being planned to bring City Council Members and Mayor up to date on this vital contract.

- **Digester #3 Cover Modifications**

Digester #3 Cover Modifications included a complete retrofit of the steel dome covering on Anaerobic Digester #3. Modifications included strip down of old foam insulation, seam welding of new deck, sandblasting the entire surface, prime of entire surface and recoat with new foam insulation. Contract is complete and WMS returned to service in September 2021.

- **Final Clarifier #3 Dewatering Project**

This project was completed in May 2021. Dewatering was needed for Clarifier #3 so that an assessment could be made on the sub floor structure. Next steps include award of contract to repair grout layer on sub surface floor of Clarifier #3.

- **Final Clarifier #3 Rehabilitation Project**

Dewatering Clarifier #3 project was completed in May 2021. Dewatering was needed for Clarifier #3 so that an assessment could be made on the sub floor structure. Strand and Associates assessed the damage to Clarifier #3 subfloor and completed design to rehabilitate the floor. Next steps include award of contract to repair grout layer on sub surface floor and replace failing mechanisms of Clarifier #3. Expected to go to bid spring 2023

- **RNG Study Lagoon /RFP Proposals /Wastewater Treatment Plant**

In process of working with Strand and Associates on completing a study and cost opinions to scrub current methane. This study includes a Request for Qualifications for the Development of Renewable Natural Gas products from experienced developers to design, construct, operate, and maintain equipment systems to clean the City's digester gas and lagoon gas as a renewable natural gas product.

## Traffic Operations

Sandie Greco, Traffic Operations Director

### TRAFFIC SIGNAL & STREET LIGHTS >>>

- Installing a permanent bicycle Arch on University Ave. bicycle trail ramp
- Activating traffic adaptive system on Highway 63 from Conger St. to Donald St.
- Installation of 2 Smart Pole fixtures on Franklin Street
- Smart pole pilot project under construction
- Downtown Fiber & Camera Project completed
- Video Management System and video wall completed
- Traffic Operations Center Project - completed
- Park Avenue Bicycle Signal Project – completed
- Conducted Vision Zero seminar and workshop
- Replaced 12 street light poles in the downtown area
- Formed 32 footings for construction of the hoop building project along with wiring it for lighting
- Approximately 1,600 underground locates made
- Reviewed plans for street reconstruction and overlay programs
- Completed conflict monitor testing on 200 signalized intersections
- Maxtime and Kinetics for adaptive signal timing implementation
- 125 LEDs installed replacing HPS street lights
- Opticom maintenance on 100+ signalized intersections
- Replaced and repaired street lights and traffic signals due to 17 damage claims due to accidents
- Speed hump data collection for traffic calming
- Preliminary planning, layout and design assistance for city fiber network
- Reviewing and improving 28E agreements with Evansdale and Elk Run Heights for traffic signal and street light maintenance
- Reduced the amount of overtime night calls with updated software and preventative maintenance scheduling

#### POINT OF PRIDE

Strived towards our goal of safe and efficient traffic flow by keeping Waterloo's street network one of the safest in the state while working on efficiency, modernization, and smart streets at the same time. As part of this we spearheaded special undertakings such as a Vision Zero seminar and smart streets initiative.

Installation of CCTV monitoring cameras gained pace. Cameras can help protect citizen's rights and improve safety and security. Number of cameras grew from 50 to close to 300. Video footage helps determine at fault party when accidents happen, help with traffic operations, and help with reducing illegal activities.



## SPECIAL UNDERTAKINGS >>>

### Vision Zero Seminar

Close to 60 professionals attended the seminar. The attendants included Iowa DOT, Consultants, Governor's Traffic Safety Bureau, Counties, and City officials from across Iowa. Nationally known experts on traffic safety participated as instructors. This was a unique even for Waterloo and Iowa. It was a first step towards laying out the ground work towards zero fatality action plan

**Smart Streets Pilot Project Initiative:** Smart poles and smart street lights can help with monitoring the surroundings, provide free WIFI access to the public at certain locations, and reduce cost of electricity, emergency response, etc. A pilot project is underway and is expected to be online in September.

- **Grant Funding Management:** Managed more than **\$1.7M** in grant funds on traffic safety projects at various stages from programming to completion.

Ansborough Ave. Widening at Downing	\$400,000
Traffic Control Center Downtown Retiming	\$160,000
Vision Zero	\$5,000
Downtown Camera and Fiber Optic Communications	\$490,000
Traffic Safety Awareness Campaign	\$45,000
Park Avenue Bicycle Signal Project	\$137,000
Roundabout - W. 9 <sup>th</sup> and South Streets	\$370,000
Traffic Adaptive - Hwy 63 (Logan Ave) North – Conger St. to Donald St.	\$120,000
Total Actual Grant Amount	\$1,727,000

- **Sign and Paint Division:**
  - Upgrading and inventorying 1/3 of the City's signs
  - Installing the new Logo marking on all Police Vehicles
  - Fabricated and installed "Grab n' Go" signs in downtown area
  - Continuing education and training for sign design and vehicle wrapping
  - New paint truck in service
  - Fabricated and installed Historical Hwy 20 sign on designated route
  - Restriped 156 lane miles, 530 Crosswalks, along with Railroad Crossings, False Islands, Yellow Curbs, Speed Humps, Parking Lots and Ramps
  - Straightened signs and posts city-wide
  - Painted Airport runway and taxiways saving many dollars.

*Sign and paint division is updating software to fabricate special sign designs. Upcoming advanced training on designing and installing wraps on vehicles and equipment.*

## Safety

Damian Fischels, Safety & Compliance Director

### POINT OF PRIDE

Upon completion of yearly reviews, employees voiced concern regarding how salt spreaders hang on chains. The purchase of eighteen salt spreader stands addressed the safety concerns the employees brought forth.

#### SAFETY UPDATES >>>

- Updated SOP for all six departments in Public Works.
- Updated Emergency Action Plan for WMS, and Public Works site.
- Updated Snow & Ice Control Training.

#### Safety Standardization >>>

- Standardized LOTO, and Confined Space training for Public Works.
- Standardized New Employee Training module for Public Works.
- Created 9 Job Training Protocols (JTP). JTPs set the standard on how a specific task or piece of equipment is to be operated.

#### Safety Trainings Completed >>>

- Routeware JTP with Sanitation Department.
- JTP Training in process for employees who operate the Hammer Mill at the Yard Waste Site.
- Air Break Diagnostics, Maintenance and Repair service training.
- Introduction to Wiring Schematics, & Introduction to Command Zone at Pierce .
- Flood Wall training for Public Works, Leisure, and Engineering at Westfield.
- CDL Drug & Alcohol Training for CDL employees along with Supervisor Training.
- Work Zone Flagger Training completed for WMS, and Street Departments.
- CPR & First Aid for Public Works employees
- Fire Safety / Emergency Action Plan Training
- Assisted other departments with Fire Safety / Emergency Action Plan.
- Arc Flash Training for Electricians

## Animal Control

Sandie Greco, Animal Control Director

### BY THE NUMBERS >>>

- **24/7** operation
- **4,048** – Waterloo Calls for Service
- **751** – Cedar Falls Calls for Service
- **3** – University of Northern Iowa Calls for Service
- **138** Bite cases investigated (92 Waterloo, 46 in Cedar Falls)
- **102** Citations Issued in Waterloo
- **245** Warnings Issued – (211 Waterloo, 34 Cedar Falls)
- No dogs deemed dangerous or potentially dangerous this year!
- Reviewing and updating the Animal Control Ordinance.
- To renegotiate current contract with Cedar Falls and the University of Northern Iowa.
- Renegotiated and approved contract with Cedar Bend Humane Society.
- Continuing to educate the public to be responsible pet owners.

### POINT OF PRIDE

Officers were able to return many dogs to owners with micro-chip and city license identification. Animal Control Officers' goal is to educate the public to be a responsible pet owner. Pet owners are able to purchase (with proof of rabies) dog and cat licenses from Animal Control Officers on scene.

## Central Garage

Rich Strange, Central Garage Director

- Implemented Elements software April 1, 2022
- Mechanics using tablets for work orders to help increase efficiency
- In process of installing a new fuel site leak detection system that will help the city stain in compliance with the DNR
- Training: On specialized equipment.

### POINT OF PRIDE

Staff implemented cost saving and efficiency improvement measures that are proving to be effective.

# Waterloo Regional Airport

Waterloo Regional Airport

Keith Kaspari, C.M., MPA -

Airport Director

## TENANT UPDATES >>>

- **Farm and Hay Concessions:** Entered into a new three-year (2022-2023-2024) agreement resulting in an increase in both leased acres and hay for revenue to the airport department. CY-2022 is the first year of the renewed agreement.
- Due to a reduction in the overall number of acres reallocated for City development, ALO's total increased, albeit slightly for a total of 1,257.04 acres made available for annual acres for farm or Ag revenue.

Usually, annual averages of leased acres would total approximately \$335,000 per year (via a lease agreement of \$280.00 per acre); and, average of hay revenue would be approximately 225 bales, and hay revenue approximately \$12,000 per year or \$52.50 per bale.

This is a contrast to only a few years ago when ALO received only \$8,800 based on 440 bales of hay, or \$20.00 per bale.

*NOTE: Combined Agriculture (Farm and Hay) revenue is the Airport's No. 1 revenue generator.*



## AIRFIELD IMPROVEMENTS >>>

### FAA FUNDED PROJECTS

- With AECOM engineers, Staff completed construction on a Multi-Year (FY-2018 – 19 – 20 – 21 – 22) and Multi-Phase project for the following airfield improvements:
  - Full Reconstruction of Taxiway Bravo; (From Taxiway Alpha to the Intersection of Runway 18/36);
  - Full Reconstruction of the Large Aircraft Parking Apron; (Ex: Large Charter Aircraft)
  - Cleaning and ReSealing of Pavement Joints on the East Airline Passenger Terminal Apron; and,
  - Obstruction Mitigation (Tree Removal), at various locations on the field.

## Waterloo Regional Airport cont.

- The majority of this work was completed during the late summer of 2021 for this project estimated as bid at \$4,855,854.00 and with FAA and City Council-approved project change orders to be in nearing \$5.2M.
- Funding for this project was paid for by the City of Waterloo and Waterloo Regional Airport 10% Sponsor Match, yet the 10% match was paid for at 100% via a combination of ALO's annual entitlements from 2019 thru 2023 at \$1,000,000 per year, along with substantial participation by the FAA with the use of their Central Region allocation of CARES Act funds.
- With the FAA paying the 10% share with Pandemic funds, this saved the City of Waterloo approximately \$500,000 in match (Sponsor) fund support.

### **CITY OF WATERLOO AND IOWA DEPARTMENT OF TRANSPORTATION (IDOT)**

- With the assistance of funds from the FY's 2020 and 2021, Iowa DOT CSCI grant program at 100% funding by the State.
- With AECOM engineers, completed design and bidding and construction improvements for two separate Iowa DOT Aviation Bureau projects, as follows:
  - Additional phase of work for interior and exterior improvements to Aircraft Hangar No: 4.
- Thanks to Iowa DOT's Aviation Bureau, and the Air Service Sustainment Grant, this is a grant totaling \$48,000 and matched by \$12,000 from the Airport Department, and along with other Operating Department funds for advertising and marketing the airport, worked alongside officials with Advance Aviation to provide more of a combined digital and non-digital marketing campaign – along with radio advertising, to promote American Airlines at Waterloo Regional Airport.
- With the Iowa Public Airports Association annual legislative advocacy, IPAA Executive Board advocated with the Iowa DOT and the Office of Iowa Governor Kim Reynolds, whereas the Governor committed \$100,000,000 in Pandemic relief (ARPA) funds to Iowa's eight Commercial Service Airports.

For ALO, this allowed for the receipt of nearly \$2,200,000 to provide for a passenger parking and overhead canopy structure over the expected north-half of the paid passenger parking lot.

Combined with surface pavement, under-canopy LED lights, should provide a substantial improvement to the parking lot user and passenger experience at the Airport.

## **SCHEDULED AIR SERVICE AT ALO – WATERLOO REGIONAL AIRPORT**

- Officials at the USDOT's Office of Aviation Analysis, approved the City of Waterloo's recommendation to continue its air service relationship with American Airlines. As such, the new two (2) year term will run from May 1, 2022 through April 30<sup>th</sup>, 2024.
- Late April of 2022, saw the Airport Staff & Board, Senior City Leadership, along with the Grow Cedar Valley Ambassadors celebrate 10-Years with American Airlines serving Waterloo.
- Due to the pre-COVID nationwide shortage of pilots, and now a post-COVID and nationwide and acute shortage of airline pilots, crew personnel, and ramp agents, ALO continues – albeit slowly – to improve its passenger numbers over CY-2022.

*While Staff expects to surpass the CY-2021 total of 12,784, Staff hopes to surpass 15,250 for CY-2022.*

- During this pre and post pandemic period, Waterloo Regional Airport continued its employment of Volaire Aviation Consulting to assist staff, and those of the Grow Cedar Valley's Air Service Working Group, (ASWG), to convey the importance to our airline – Envoy Airlines, a Regional Airline and wholly-owned subsidiary of the parent company - American Airlines, for the importance of service to the Chicago O'Hare International Airport with a schedule of airline departures that will allow for a maximum of flight connections to allow ALO's passengers to get to their final destination in a timely manner.

*Some industry experts have communicated that it could take as few as 3-years, and as many as 5-years, for the airport industry to return to their pre-COVID levels of passenger travel.*

## **OTHER ACTIVITIES >>>**

- **Surface Roadway Improvements:**

Thanks to Jamie Knutson, City Engineer, he and his department engineers led the way on a project for the resurfacing of Betsworth Drive (full length) and the East Loop of Livingston Lane (adjacent to the FAA's Air Traffic Control Tower) at the airport, including the replacement of four curbside storm drain inlets, additional storm drains along Airport Blvd., and roadway restriping.

Waterloo Regional Airport cont.

### **Department of Homeland Security – Transportation Security Administration – Upgauge in Security and Screening (Scanning) Equipment:**

Staff assisted the Department of Homeland Security and their contractors for the installation of a true Next-Generation Analogic Computed Tomography Scanner at the security Check-Point for all passengers prior to boarding the aircraft.

Staff is also planning in mid-October, 2022, a schedule for the installation of a Reduced Size Explosive Detection System (RSEDS) equipment that will now provide an extensive and multi-layered view of a person's contents in their checked luggage.

**Training:** Airport Staff completed a number of misc. and FAA-required annual training events.

- Aircraft Rescue Fire Fighting;
  - Wildlife Hazard Management Training;
  - Runway Safety Action Team; and,
  - Table Top Emergency Exercise.
- **Airfield Repainting:** With the assistance of the City's Traffic Division staff, they assisted airport staff with the repainting of all airfield pavement markings to correct a painting deficiency via the Letter of Correction received by the FAA during the November, 2021 annual FAA inspection.
  - **Iowa Public Airports Association (IPAA)** - ALO, as a member of the IPAA Executive Board, continued to be legislatively active with regard to advocating for increases in State funding assistance for the Iowa DOT funded annual Vertical Infrastructure Program.

### **POINT OF PRIDE: AIRPORT EMERGENCY RESPONSE >>>**

During the early evening of Saturday, March 5<sup>th</sup>, Staff along with personnel from the Waterloo Fire and Police Departments responded to the airport to assist into the aircraft excursion of Swift Air / iAero, Aircraft Registration No: N624XA, a Boeing 737-800 that landed in a torrential downpour, and at the mid-point of Runway 18-36, sliding off of the runway and coming to rest approximately 275-feet south of the runway end. The aircraft was originally bound to Waterloo to pick up some charter passengers, and continue onto Laughlin, Nevada.

Thankfully, no injuries were reported, and on Friday, March 11<sup>th</sup>, the aircraft was repositioned onto the east airline terminal apron for closer inspection, exterior cleaning, and repair / replacement of misc. aircraft systems.

On Friday, March 18<sup>th</sup>, the aircraft departed for their Miami hub for the completion of other misc. aircraft repairs.

# WATERLOO WATERWORKS

## Waterloo Water Works

Chad Coon, Director

- **Over 11,000 feet of new water main constructed**, while adding new fire hydrants for increased fire protection. Replacement of non-functional or damaged valves and fire hydrants separate from other new construction work continues.

### POINT OF PRIDE

The Waterloo Water Works continues to invest in infrastructure replacement with a variety of projects throughout Waterloo. Whether that is working in conjunction with the City of Waterloo's annual street reconstruction program or working to install new water main in areas that were previously unserved.

- **Water main replacement projects >>>**
  - Replaced the Highway 20 water main crossings at W. 4<sup>th</sup> Street as well as Kimball Avenue.
  - Replaced over 4,000 feet of 20-inch water main along Shaulis Road in conjunction with the City's road reconstruction project.
  - Replaced aging water main along Grand Boulevard, Four Seasons Drive and Winter Ridge to address chronic water main breaks, increase fire flow, redundancy and reliability.
  - Saw the addition of water main for related growth in subdivisions such as Audubon Heights and Prairie Meadow Estates.
  - Installed water main along Hyper Drive to serve new street and business park.
  - By the numbers: installed/replaced 3,857 feet of 6" water main, 5,089 feet of 8" watermain, 410 feet of 6", 4,721 feet of 8", 2,019 feet of 12" and 4,264 feet of 20" water main / Added 45) 6" valves, 11) 8" valves, 28) 12" valves and 7) 20" valves.
- **31 fire hydrants** installed/replaced. **2,474 fire hydrants** have been flushed and **8** repaired in place.
- Fixed **1** main leak, **81** main breaks, **14** hit or broken fire hydrants, identified **110** service line leaks for property owners and terminated **111** abandoned or unused service line stubs.
- **Daily:** perform a variety of testing on a daily basis to ensure our water quality exceeds U.S. EPA and Iowa DNR standards. Also performed a number of upgrades to the operating equipment at our well locations.
- Moved to a new asset management platform to assist staff with work-orders as well as long-term planning for infrastructure maintenance and upgrades.
- **Over 4,417,000,000 gallons of water to customers with over 160,000,000 gallons of water** supplied to the City of Waterloo without charge for use at all locations. Whether you were golfing, swimming, ice-skating, or reading at the Library, clean, safe water was at your fingertips, ready for use.



# LEISURE, CULTURE, & ARTS

## Leisure Services

Paul Huting, Director

### PARK AND CONSTRUCTION PROJECTS >>>

- Completed **Greenbelt Lake Improvements** (REAP Grant): accessible fishing pier, new concrete handicap Parking stalls and sidewalk, fishing access improvements, 5-acre pollinator planting.
- Replaced safety surfacing at 10 playground areas.
- Applied for and received Community Development Block Grant funding for developing a new park at former Edison School site.
- Opened new Edison Park with new sign and picnic tables.
- Removed many tons of rock, filled with black dirt, Re-graded and seeded new **Edison Park** site.
- Replaced SE and SW roofs at Young Arena
- Refurbished 7 park entrance signs at **Leonard Katoski Greenbelt**
- Installed new paving and underground water detention basin at **Byrnes Maintenance facility**.
- Saved and relocated dozens of limestone blocks from Park Avenue Bridge project site.
- Remodeled women's locker room and staff break room - **Waterloo Police station**.

#### POINTS OF PRIDE

Cedar Valley SportsPlex voted 1<sup>st</sup> place in Courier "Best of the Best" for cedar valley fitness facilities.

Over \$13 million funding secured in FYE 22 for "Transforming Gates and Byrnes Parks" with design process begun.

### RECOGNITIONS >>>

- Cedar Valley SportsPlex Awarded 1<sup>st</sup> Place for "Best of the Best" in the Cedar Valley (WCF Courier) for fitness facilities.
- Received "**Bird Friendly City**" award and now the "Sustained Flight" status as this is the 4<sup>th</sup> year in a row to receive the award. This is largely due to a partnership with Prairie Rapids Audubon Society.
- Received "**Tree City USA**" Award" for the 38th year in a row for the city's commitment to urban forest management.

### HORTICULTURE AND FORESTRY >>>

- Mowed and maintained 1353 acres of park, levee, and right-of-way areas.
- Managed Waterloo's urban forest of 24,331 trees.
- Trimmed 974 trees on city property
- Removed 273 trees on city property.
- Treated 29 ash trees for EAB prevention.
- Removed 339 tree stumps on city property
- Obtained tree planting grant from Mid-American Energy
- Distributed 208 trees through Plant Waterloo! Partnership with Young Family Foundation

### **Leisure Services, cont.**

- Responded to dozens of storm related emergency calls after hours.
- Planted 36 trees in new tree planting pits in the downtown area.
- Continue to partner with Cedar Valley Monarch Zones to convert public areas to Pollinator plantings.
- Worked with Walnut Neighborhood Association to plant 95 trees in their neighborhood with a grant from Northeast Iowa Community Foundation.
- Removed trees to facilitate bridge replacements on Sergeant Road Trail.

### **GOLF >>>**

- 71,418 golf rounds in FY 22
- Increased season ticket sales in adult, junior, senior, and 18-hole punch categories.
- Installed new \$56,000 irrigation control systems at Gates and South Hills golf courses.
- Connected Gates and South Hills maintenance buildings to the internet, including new computers at each location.
- Installed new vanities, sinks, and faucets in both restrooms at Irv Warren
- Hosted a successful 2022 Waterloo Open with 347 Professional and Amateur Golfers from across the United States.
- Began work on developing a new website.

### **CEDAR VALLEY SPORTSPLEX & COMMUNITY SPORTS PROGRAMMING >>>**

- Awarded 1<sup>st</sup> Place for “Best of the Best” in the Cedar Valley (WCF Courier) for fitness facilities.
- Increased senior memberships to SportsPlex through a variety of insurance based programs including Silver and Fit, Silver Sneakers, and Renew Active with over 800 seniors currently being served through these programs.
- Increased swim lesson program participation by 11%
- Renewed partnership with Waterloo Community Schools to provide basic swim instruction and water safety through the 6<sup>th</sup>-8<sup>th</sup> Grade extramural swim program.
- Successfully introduced a similar swim instruction program as a summer pilot program with Boys & Girls Club of the Cedar Valley.
- Introduced several new youth sports programs including karate, tumbling, and dance.
- 2022 USSSA Baseball and Softball had a record 53 teams from across the state participating in the league.
- Increased availability and offerings of Fitness Classes to over 75 classes per week including addition of a kids’ circuit and speed & agility classes.
- Facility rentals increased by 50% with an average of 25 private rentals utilizing the pool, gymnasium, indoor play and multi-purpose room.
- Launched first ever Cedar Valley SportsPlex Pump and Run and hosted one of the largest health expos in the Cedar Valley.
- Installed more than 50 new pieces of cardio and weight equipment at SportsPlex
- Installed a more energy efficient boiler system for the indoor swimming pool.
- Hosted numerous weekend tournaments (soccer, volleyball, basketball, gymnastics, etc.) drawing competitors from all over the state. \$3.5 million total estimated economic impact.
- Home to the Cedar Valley Court Kings of the Midwest Professional Basketball League.
- Organized and implemented a broad spectrum of indoor and outdoor sports, fitness, aquatics and recreation programs throughout the community in parks, schools, and Leisure Services sports facilities.

## Leisure Services, cont.

### YOUNG ARENA >>>

- Hosted 86,527 event visitors.
- Held 291 Public Ice sessions (public skate, open hockey, freestyle).
- Hosted 105 Youth Hockey games.
- Hosted 80 Adult Hockey games.
- Hosted 33 Waterloo Black Hawks USHL League hockey games.
- Hosted 17 Waterloo Warriors High School hockey games.
- Had 100 participants for June 2022 WBH summer Camp
- Had 300 participants for August 2021 Waterloo Black Hawks summer camps.
- Hosted Battle of Waterloo Wrestling, December 2021 with, 32 High School teams.
- Hawkeye Nationals Wrestling held in December 2021 with 600 participants
- AAU Wrestling hosted in March 2022 with 1400 participants K-2<sup>nd</sup> grade with estimated \$1,000,000 + economic impact.
- Hotel/Motel Funded Event Shuttle for Black Hawks Games.
- Fashion Art & Culture Expo held in June 2022.
- Facility Improvements
  - South Roof replacement
  - Ice System Upgrades and Improvements
- Lobby and East Entrance floors repaired and painted.

## Culture & Arts

Kent Shankle, Director

### PROGRAMS & EVENT HIGHLIGHTS >>>

The City of Waterloo's Cultural & Arts Department, operating under the auspices of the Waterloo Center for the Arts, presented or hosted over 1,100 programs/events which served over 125,000 people during the last fiscal year, ranging from small birthday parties and studio art classes to gala fundraisers supporting local non-profits, theatre performance and large outdoor concerts.

- WCA presented 20 exhibitions of art for visitors to the center's galleries to enjoy. These included paintings, prints, ceramics, fiber art and more created by artists working in the Midwest and around the world. Highlights included *Pandema's Box*, an exhibit of dioramas set in various box forms which were inspired by our collective experiences navigating the COVID-19 pandemic as well as the return of the Waterloo All-School Art Exhibition which highlights the works of students in Waterloo schools.
- Free entertainment at the RiverLoop Amphitheatre, offered as part of *the RiverLoop Rhythms* concert series sponsored by Veridian included blues, country, Irish, Latin, and gospel bands. The *Cinema on the Cedar* program, also sponsored by Veridian and offered free-of charge, included a variety of family film titles.
- Online registration software was implemented allowing residents to remotely and conveniently sign up to participate in the center's wide range of arts classes and workshops serving all ages.
- Outreach arts activities were presented at local events including *My Waterloo Days*, weekly Waterloo Urban Farmers Markets, Gallagher Bluedorn Performing Arts Center's Neighborhood Block Parties, *Iowa Irish Fest*, *North End Arts & Music Festival*, *Cedar Valley Pride*, and more. WCA hosted *Fiesta*, a festival of Latino culture sponsored by Veridian, its annual *Holiday Arts Festival* and, in partnership with Hy-Vee Food Stores, presented the ninth annual *Stem & Stein* event. WCA also served as a presenting partner for the Mayor's Firework's Celebration, RAGBRAI downtown host city festivities, and the very successful inaugural Waterloo Food Truck Festival.

### POINT OF PRIDE - PUBLIC ART

In conjunction with replacement and reconfiguration of WCA's entry plaza, an exciting new cultural amenity was added, the Phelps Melody Park. This outdoor musical instrument playground expands the interactive art experiences offered within the Phelps Youth Pavilion outside the center's doors where they can be freely enjoyed by children and families year-round and without charge. Included are a number of percussive marimba-type instruments, drums and chimes. Adjacent to the instruments is an installation of sculptural planters created by artist Robert Anderson which are equipped with kaleidoscopes focused on the blooms and foliage contained therein. Visitors are invited to step up, peer into the eyepiece, turn the viewer cylinder, spin the planter basin and enjoy the show. Funding for Phelps Melody Park was provided by Friends of the Art Center, Community Foundation of Northeast Iowa, a memorial contribution from the Dr. Michael C. Hollen family and support from the Iowa Arts Council and Iowa Department of Cultural Affairs.

- Public art projects completed included sculptural arches constructed by artist Victoria Reed using recycled bike frames, gears and wheel rims which were initially installed coincident with the RAGBRAI overnight in Waterloo. The *Prairie Crossings* mural panels, installed on a building at West 4<sup>th</sup> and Washington Streets and facing the freeway corridor were also replaced. These projects were supported by Cedar Valley Trails Partnership, Community Foundation of Northeast Iowa and silos & Smokestacks National Heritage Area.
- WCA acquired more than 300 additional artworks for its permanent collection. These included works by significant Midwest artists, important additions to the center's internationally recognized Haitian collection, Mexican folk art and more. Works from the collection were displayed at WCA and loaned for exhibitions at other institutions.

#### **BUILDING FOR THE FUTURE >>>**

- Phases I and II of a three-phase project for a new entry plaza and reconfiguration and expansion of the parking lot was completed in summer 2022. In addition to greatly increasing parking capacity, these projects made the Waterloo Center for the Arts facility more visible, accessible and convenient for visitors.

Waterloo Public Library  
David Eckert, Director  
Jillian Rutledge, Assistant Director

#### **SERVICES BY THE NUMBERS >>>**

- Checkouts:
  - 140,467 physical items
  - 55,710 digital items
  - 10,454 loaned to other libraries
  - 1,317 homebound deliveries
- Collection:
  - 10,454 new items added
  - 100,274 total items
- Patrons: patrons from 59 cities!
  - In-person visitors: 95,048
  - New card created: 2,923
  - Total cardholders: 38,025
  - Questions answered: 13,755
  - Customers assisted: 16,185

#### **POINTS OF PRIDE**

- In September 2021, the library unveiled a new website to the public. This custom-built site highlights all the library's resources and services and features a fully-integrated event and room reservation system to allow patrons to easily register for programs, and also allows community organizations to schedule and request room reservations.
- In August 2021 we coordinated with Keith Kaspari, Waterloo Regional Airport director, to provide free books courtesy of the Friends of the Library. Since its inception hundreds of books and magazines have been distributed to travelers flying in and out of ALO.

#### **PROGRAMS >>>**

##### **Children:**

- In October, the library had 159 people log in to watch a Monster Puppet Show, it was a wacky good time!
- In March, 187 people attended a Troll-themed party: they made their very own Troll hair, a glow stick bracelet, ate troll snacks, had a photo op and played "Toadstool Toss."

##### **Teens:**

- In March, 37 teens designed their very own donut creation.
- In July, 27 teens attended a black light party at the library. Activities included designing their own t-shirts, eating glow in the dark cake, and playing glowing games such as Tic-Tac-Toe.

##### **Adults:**

- In January, the Waterloo Public Library, together with the Waterloo Human Rights Commission and Hawkeye Community College, hosted a virtual book discussion of "The 1619 Project: A New Origin Story," edited by Waterloo native and Pulitzer Prize-winning reporter and author Nikole Hannah-Jones and The New York Times Magazine. Thirty-eight attendees engaged in discussions of the book in small groups.
- In June, the library hosted a chilling presentation on the infamous Villisca, Iowa axe murders. Author Dr. Ed Epperly, an expert on the Villisca axe murders, captivated a crowd of sixty with his discussion of the unsolved brutal massacre and his book on the subject.

### **SERVICE IMPROVEMENTS >>>**

- The library started a circulating board game collection, providing patrons with the opportunity to try out a new game with their family or friends.
- Beginning in February the library was designated an official passport acceptance facility. Several staff members went through the training to become certified passport acceptance agents. This service provides additional opportunities for community members to submit their applications and brings in a small amount of revenue for the library.
- We increased our number of public computers by adding ten laptops for use throughout our building.
- We have continued to review, update and streamline our library policies, paying special attention to issues of equity and removing barriers to access.
- Staff attended several continuing education opportunities, including the Iowa Library Association conference, the American Library Association Virtual conference, the Iowa Library Association Leadership Institute Refresher, Overdrive's Digipalooza, Drug & Alcohol training, Ten Habits of Highly Effective Library Boards seminar, Intellectual Freedom seminar, Pop Youth Services conference, and more.

### **BUILDING & GROUNDS IMPROVEMENTS >>>**

- We updated our grounds with some new landscaping.
- Using ARPA Grant monies, the library hired a space consultant from The University of Iowa to perform a Space Utilization Assessment to help better meet the needs of our community.

### **COMMUNITY ENGAGEMENT AND COLLABORATION >>>**

- Our outreach into the community included booths at National Night Out, My Waterloo Days, Irish Fest, Pride Fest, story times at Farmers Markets, presentations to civic groups and community partners (such as Operation Threshold, Rotary, Exchange, Kiwanis, Lions Club, etc.).
- We offered our meeting room space to host MercyOne's first aid staff for RAGBRAI. We also extended our hours to allow riders a cool place to spend a few hours, and even had a couple mail us a \$100 check a couple of weeks later thanking us for our hospitality. They appreciated how welcoming our staff was to the riders.
- We distributed all of the Operation Threshold bags to those in need.
- We were able to bring in UNI-CUE teenage students to participate in a "how to" podcasting workshop at the library. The teens collaborated in small groups to brainstorm, outline, and ultimately perform their own short podcast episodes. The group's recordings were featured on the library's podcast, the WPL Book Drop.

### **DIVERSITY, EQUITY & INCLUSION >>>**

- All new staff have been going through training on Ryan Dowd's "Librarian's Guide to Homelessness", which emphasizes an empathy-driven approach to working with difficult patrons.
- Using a diversity audit of the library's collections that was performed last year, we have started purchasing material that will help fill these holes in our collection.
- The library hosted a traveling exhibit titled "Toward Universal Suffrage" which told the stories of African American women who fought for the right for women to vote.
- The Diversity, Inclusion, and Belonging Committee at the Waterloo Public Library were able to create Community Resources Pocket Guides to distribute at the public desks. These guides provide information on area resources and services helping with food, shelter, clothing, medical, legal, mental health services and more.

# Community Planning & Development

## Planning & Zoning, Building

Noel Anderson, Community Planning & Development Director

- **9<sup>th</sup> year in a row over \$100 million, with a total of \$113.662 million in new permit valuation.**  
The City is averaging \$139.52 million the last 4 years. In FY 2019, Mayor Hart worked to reorganize and prioritize economic development with the creation of an additional (now three total) economic development staff.
- **The Lost Island Theme Park:** This \$100 million investment by the Bertch family will work to create new revenue through tourism, over 300 new jobs for residents, students, seniors, new commercial excitement in and around the nationally acclaimed Lost Island Water Park. The City was approved for a State funded RISE grant for the Shaulis Road reconstruction, which will see a new roundabout at La Porte and Shaulis, work to improve flooding conditions on Shaulis Road and the surrounding area, which will help to create better access to the Isle of Capri Casino and Hotel as well.
- **Waterloo Regional Airport Area:** The City has added water, sewer, upgraded electrical, and has finished two new roads (WARP and Hyper Drives) to open an additional 370 acres of city-owned land the Waterloo Air and Rail Park - for industrial and commercial development. This park will have ability to offer an industrial setting, rail capability from Canadian National, abutting the Waterloo Regional Airport, and convenient access to Highway 218. The City has recently seen two new private hangars totaling over \$3.0 million built at the Waterloo Regional Airport, has CPM's new 179,000 sq. ft. \$8 million building under construction, and working on development for an additional 3 lots right now. The City also continues developing small lot development: Koelker, Pro Lawn, Top Notch, and others - with 5 recent buildings finished and 5 new buildings planned on Wagner, Geraldine, and West Airline Highway.
- **Infill Housing Partnerships.** Through partnerships with the Waterloo Community Schools, Habitat for Humanity, Panther Builders and Hawkeye Community College (HCC), the City has already seen over 50 new homes and over \$8.2 million in new tax base created on former school sites, with over 84 new homes planned or possible or in the works. These partnerships not only help existing neighborhood investment, but also create new housing opportunities for families, help train students for the workforce, and represent Smart Growth on sites that already have city services. The City's past partnership with HCC also filled in 3 lots (obtained through nuisance action in the City's efforts at blight elimination) owned by the City, selling for well over costs to build (last sold for over \$176,000), to strengthen an older neighborhood along Newell Street. These success stories have led HCC to plan for 5 new homes on the former Williston Field site, with one house under construction on nearby Johnson Street.
- **Downtown Waterloo** – seeing so much activity with new Marina under construction at Tech Works Campus, the Lincoln Savings Bank (LSBX) new fintech project on the upper floors of the Tech One building at the Tech Works Campus is complete and immediately adding new employees to the area. This \$18 million rehabilitation creates a new visual impact right on John Deere's front doorstep, preserves a historic building, while creating over 300 jobs into



this area of the community - bringing additional traffic, investment, and excitement to the Tech Works Campus. The City is working with Tech Works to acquire and develop Tech Works outlots.

- **The Best Western Plus and Convention Center:** With over \$19 million in planned improvements between the private and public sectors, this investment will work to bring back larger and tourism driven type activities to the Convention Center and Downtown Waterloo area. The City has hired Spectra to manage activities/events at the Convention Center, and with their nationwide presence and expertise we will soon see new events/activities/energy in this area. With upper floor & building renovations on 5<sup>th</sup> & Commercial by JSA, recently completed streetscaping & renovated Freidl Bakery building near SingleSpeed, discussions of a Whitewater course, and many projects in the hopper, there is a lot happening in the city center !!
- **Northeast Industrial Park:** The new \$11.5 million, 200,000 sq. ft. ConTrol building is now open, representing the largest project in that area since Ferguson in 2004. The City's also platting new lots in area - Gray Transportation expanding with new building, A & T Trucking also building.
- **San Marnan Corridor:** the San Marnan Corridor is seeing projects from one end to the other, with the new Cedar Valley Hospice building in Country Club Business Park, Locke Funeral Home renovation/addition at Tower Park, Club Car Wash in front of Menards, and the City of Waterloo's South Waterloo Business Park partnering with Risk Venture LLC for Blockchain development technology and industries beginning in the park. With more business park lots soon to be platted.
- **A-Line Addition:** A-Line, located off of Dubuque Road, is quietly continuing to grow and expand, with an \$850,000 addition, and more planned expansions for its operations - which primarily consists of working nationwide for the decommissioning of electrical transformers.
- **The Former Rath area:** Crystal Distribution, which expanded in 1999 and 2013, is now underway with its largest addition at \$16.5 million and 100,000 sq. ft. of new cold storage space. This investment by Crystal has transformed the former Rath site, and helps promote small site development to the 18<sup>th</sup> Street corridor, with over \$7.2 million and 10 new buildings by smaller companies in the last 8 years.
- **Transportation:** The City continues to make investments in its transportation corridors to help draw business development and improve conditions for citizens and existing businesses. With the University Corridor wrapping up, the IDOT/City Highway 63 project finishing, we have active construction on the Park Avenue and 11<sup>th</sup> Street Bridges over the Cedar River, finishing several RISE projects at Newell, WARP, Hyper, Shaulis, and the Jefferson/Commercial Downtown streetscaping with BH Gaming and WDC. The City has now received a \$20.5 million RAISE grant from the federal government for improvements to the La Porte Road corridor.
- The City's public partner investments: **Waterloo Schools** investment at the **Career Center** with an expansion of building and more programs, **Hawkeye Community College** renovations on **Grundy Hall**, HCC also expanding home building program, Mercy One selling the former Schoitz site(s) for commercial (Kwik Star, Scooter's) & residential development (Over 128 residential units at two sites).

- **North Crossing:** The City continues to partner with Ben Stroh and Unity Point for the buildout of the retail/medical park. With \$9.1 million in new investment completed (medical, retail, restaurants), the area will see new streets, new lots, and projects to follow - with recent approvals for a day care center, senior activity center, and a 150 unit residential project.
- **University Avenue TIF:** with University nearly complete, redevelopment follows with projects: \$3.4 million Maples Bowling Center rebuild, \$1.6 million Papa John's site redevelopment, \$2.8 million Tommy Car Wash, \$9.6 million Common Bond Greenhill Apartments, and \$2.9 million Digestive Health remodel on Greenhill Road. We are actively working with developers for vacant Kmart and Hy-Vee buildings, as well as new sites created at the eastern end of corridor.
- **Martin Road:** Warren Transport expansion and relocation under construction, Cedar Valley Crossing expanding 1<sup>st</sup> building on southern end of Marnie, Fischels under construction on 2 of 3 commercial buildings on Martin Road.
- **Brownfields/Blight** - the City continues to work to go after abandoned houses and create opportunities on perceived brownfield sites. The City has existing grants to help Phase I and Phase II work to explore redevelopment of sites. The Infill Program for lot sales is also seeing new infill homes being built in older neighborhoods.

# Engineering

Jayme Knutson, City Engineer

## **SIDEWALKS >>>**

### **Zone 1**

- Completed repairs on 923 properties

### **Zone 2**

- Inspected sidewalks on 1,664 parcels
- Sent repair notices to 879 parcels
- 635 parcels salted for assessment program

Constructed new sidewalk to connect sidewalk system on Kern Street to Hwy 63 trail

## **STREETS >>>**

- Surveyed, designed and reconstructed 3.3 miles of roads.
- Surveyed, designed and overlaid 3.0 miles of roads.
- Completed Phase 1 of the Shaulis Road Rise Project (Hess Road to Hwy 218) between the Isle of Capri Blvd and Hwy 218
- Completed Phase 1 of University Avenue (Ansborough Avenue to Greenhill Road)
- Completed Phase 2 of University Avenue (Greenhill Road to Midway Drive)
- Working to complete Phase 3 of University Avenue (Ansborough Avenue to Hwy 63) by the end of 2022.
- Completed construction of the Hyper Drive Rise project

## **WATERWAYS >>>**

- Completed the construction of the Westdale Bioswale. This will improve drainage in the area along Cimmaron Lane in "Flower Town"
- Completed the construction of the Upton Detention Basin. Located north of University Avenue between Greenhill Road and Carriage Hill Drive.
- Began design of the Sunnyside Detention Basin located between Hwy 20
- Completed inspection of 118 individual detention basins
- Inspected 484 storm sewer outfalls to various waterways
- Inspected 2,882 inlets that eventually drain to various waterways
- Completed the No Name Creek watershed assessment
- Completed Virden Creek Flood Control
- Completed design of Delane Avenue detention basin

## **SANITARY SEWER >>>**

- Completed the construction of a new sanitary sewer lift station to serve the Midport Area.
- Began construction on replacing 36 sluice gates on sanitary gatewells along the flood control system
- Completed reconstruction of sanitary sewers on various reconstruction streets

Waterloo Engineering Department received the following awards in 2022 for the work that was completed in 2021:

- Smoothness Award for E. 4th Street from the Asphalt Paving Association
- Smoothness Award for Shaulis Road from the Asphalt Paving Association
- Award of Excellence for University Avenue, Phase 2, from the Iowa Concrete Paving Association
- Excellence in Concrete Award for University Avenue, Phase 2, from the Iowa Ready Mixed Concrete Association.

**MISCELLANEOUS PROJECTS >>>**

- Completed the design and bidding of the Hwy 63 trail bridges replacement
- Completed construction of the Art Block parking lot
- Completed construction of the Center for the Arts parking lot
- Began construction of the Cedar River Marina
- Completed construction of the Shaulis Road trail between Cedar Terrace Drive and the Cedar Valley Nature Trail
- Started design of La Porte Road
- Started construction of the Park Avenue bridge replacement
- Completed spraying the flood control levees to control tree growth
- Inspected 1,197 different construction sites
- Inspected 97 City facilities for compliance with the stormwater ordinance
- Reviewed and adjudicated 9 illicit discharge complaints
- Completed construction of Hwy 63 trail between Conger Street and Parker Street
- Completed the design of the Borwig Subdivision, a 6 lot residential subdivision at the end of Fairfield Street
- Platted Westport subdivision, a 5 lot commercial subdivision
- Platted Warp 3<sup>rd</sup> subdivision, a 7 lot commercial subdivision
- Continued master planning of the WARP area
- Started the replacement of the relief wells at the Hawthorne stormwater lift station

**BRIDGE PROJECTS >>>**

- Construction on Park Avenue began in April 2022. Construction began on the 11th Street bridge in September 2022. Construction is expected to wrap up in the fall of 2023 or spring of 2024, weather dependent. Total cost for Design, Construction and Inspection for both bridges is approximately \$22.5 million dollars.

# PUBLIC SAFETY & HUMAN SERVICES

## Waterloo Fire Rescue

Pat Treloar, Fire Chief

### BY THE NUMBERS >>>

- **10,651** ambulance service responses
  - 8.6% increase from previous year
- **7,828** ambulance transports
  - 10.9% increase from previous year
- **251** fire calls
  - 1.9% decrease from previous year

### INNOVATIVE EQUIPMENT & ENHANCED SERVICES >>>

- Self-contained breathing apparatus (SCBA): Complete platform update
  - SCBAs protect against oxygen deficiency in fires and/or tunnels, and protects from smoke, dust, gasses, and vapors
- Cot loading system and 3 power load cots
  - Purchased in an effort to reduce injuries to both the provider and the patient
  - Bariatric cot purchased to assist patients of larger stature while being treated and transported in an ambulance
- Two (2) Lucas Mechanical CPR devices
  - Mechanical CPR devices provide consistent high quality chest compressions during a cardiac emergency, freeing up the hands of providers so that they may provide additional lifesaving therapies. Mechanical CPR was utilized while treating 47 patients this year
- Specialized Water Rescue Team
  - WFR has begun the implementation of a specialized water search and rescue team. The team will have additional training on all equipment utilized during a water search and rescue, including the Garmin LiveScope and the Rapid Display Craft that were purchased this year

*Waterloo Fire Rescue is currently performing community paramedicine home visits with select Amerigroup members as part of a contractual agreement. The purpose of the program to ensure that the individuals are provided with education and connection to resources related to their current health, financial and social circumstances. This service is being provided to the Amerigroup members free of charge. Amerigroup is one of Iowa's two Medicaid MCO's and their parent company is trialing this program in 9 states and will expand this to 10 more in 2023. Waterloo Fire Rescue is one of only two services currently operating this program in Iowa and the first fire-based EMS service to do so. The program currently operates parallel to the emergency operations of the department and leaves them unaffected. At this time, 9 department paramedics are making home visits to these individuals with growing interest among others. All 9 have completed 48 hours of training specifically related to this expanded role.*

### FIRE PREVENTION & COMMUNITY OUTREACH >>>

- Held 2 open houses this year and were able to provide hands-on education and experiences to the community funded by donations.
- Knox Box Installations: 30 residents requested a residential key box installation
- Provided 79 smoke detectors to residents; Installed 180 smoke detectors installed
- Social Media Engagement: WFR Facebook page saw a 56.2% increase in its page reach, and a 166.5% increase in 'likes' between FYE21 and FYE22. We are utilizing social media as a tool to reach more community members and to educate on important safety measures, a look into the job that WFR members perform, and a historical overview of Waterloo Fire Rescue .

## Waterloo Police Department

Joe Leibold, Interim Police Chief

### **PATROL >>>**

- Responded to over 53,000 Calls for Service
- Provided assistance on over 800 Mental Health calls
- Issued over 2000 citations
- Completed over 8000 Incident Reports

### **VCAT UNIT >>>**

- 95 Firearms Seized
- 35 Federal Cases Filed
- 42 Gang Related Arrests
- 41 Arrests as part of the U.S. Marshals Northern Iowa Fugitive Task Force

### **TRI-COUNTY TASK FORCE SEIZURES >>>**

- Over 159 lbs. of Methamphetamine
  - Over 34 lbs. of Marijuana
  - Over 3.5 lbs. of Cocaine
  - Over 10 lbs. of Heroin/Fentanyl
  - 29 firearms confiscated
- These seizures equal a street value of over \$7,000,000.

### **INVESTIGATIONS/SAFE STREETS >>>**

- 10 Straw Purchase (firearms purchased illegally) cases, seizing 22 firearms as a result of these investigations.
  - The two biggest offenders combined purchased over 24 firearms that were distributed to prohibited persons.
- Presented sixty (56) criminal felon level cases to the US Attorney for federal prosecution of violent offenders who used firearms in criminal acts
- Intervened in 8 cases of attempting to purchase a firearm from a licensed dealer by a prohibited person
- Investigated over 400 criminal cases including seven homicides, sexual assaults, robberies, incidents of child abuse, and a multitude of other long-term investigation
- Continued to investigate long-term unsolved criminal cases, including the development of leads and forensic evidence in cold case homicides
- Processed and photographed multiple crime scenes, submitted evidence to State and Federal Labs and provided court room testimony.

**POINT OF PRIDE:** Three Officers received lifesaving awards for medical treatment they provided to injured persons, hospital staff commented that the officers' actions saved a life.

The Waterloo Police Foundation participated in shop with a cop, back to school and Christmas Events providing school supplies and Christmas Gifts for area families.

Disrupted a large scale catalytic convertor theft ring. Making over 10 arrests for various charges, including ongoing criminal conduct.

## **Waterloo Police Department cont.**

### **RECORDS/PROPERTY >>>**

- Records and Property serve as a repository for all reports and evidence collected by the Police Department. They maintain these items in a manner that maintains the integrity of the reports and evidence for Court.
- Continue to progress forward with a Black Hawk County Consolidated Dispatch Center purchase of Computer Aided Dispatch (CAD) and Records Management Software (RMS) through the Central Square Software Company
- Implemented an online reporting platform to save cost and reduce unnecessary contact. It is estimated that every report taken online saves us \$55. In 2021 we took 230 reports online with an estimated savings of \$12,000. Online reporting is a cost saving measure and also found to be a convenience for many of our residents.

## Code Enforcement

Martin Peterson, City Attorney

Maria Downing, Foreman

- **12,882** responses to complaints from the public
- **616** citations issued
- **81** responses to bike calls from WPD
- **105** court order clean ups executed
- **138** administrative clean ups executed
- **80** illegal dumps – separate from admin orders
- **192** parking tickets issued
- Assist in the 657A process of dilapidated housing
- Communication takes place with landlords daily through e-mail. Emails contain responses to calls and complaints, clean ups, referrals, and information on neighborhood clean ups, changes in ordinances, census information, reminders of seasonal ordinances, and other helpful information.

Many times property owners simply do not have the financial means to comply with an order. This year, a resident had a garage in desperate need of paint, but was unable physically or financially to do the work. Code Enforcement staff found leftover paint and volunteered to paint the garage on their own time.



## LEGISLATIVE ACCOMPLISHMENTS >>>

- **Fair Chance Initiative**, November 2019 (Note: Because of legal challenges, the Iowa Supreme Court ultimately determined the legality of this city ordinance and rendered an affirmative decision supporting the ordinance on Juneteenth 2021). We celebrated the one-year anniversary of the Fair Chance Initiative in 2022, which:
  - Restricts adverse hiring decisions due to criminal records, arrest, and pending criminal charges without a legitimate business reason;
  - Excludes schools and other entities dealing with children and disabled individuals from its provisions;
  - Restrains employers from investigating the criminal history of an applicant until after a fair assessment of an applicant's character and a conditional offer of employment has been made.
- Housing Protections for Victims of Domestic Violence, February 2014
- Amended Title 5, Police Regulations, Chapter 3, Human Rights
  - Prevents landlords from declining rental applications due to potential tenants being the victims of domestic violence, dating violence, sexual violence, or stalking;
  - Prevents the termination of lease agreements because the tenant was a victim of domestic violence, dating violence, sexual violence, or stalking
  - Prevents the termination of tenancy or occupation rights due to victimization of domestic violence, dating violence, sexual violence, or stalking.

## KEY SUCCESS POINTS >>>

- Waterloo Human Rights is now a founding member of the CARE Council of the Appraisal Foundation in Washington DC. Charge: The Council to Advance Residential Equity (CARE) is charged with representing the interests of civil rights, fair housing, and consumer advocates as they provide input to the Board of Trustees, Appraisal Standards Board and Appraiser Qualifications Board. Specifically, this council will be tasked with providing comments on all proposed changes to the standards and qualifications proposed by the ASB and AQB. It will also provide advice to the Board of Trustees relating to consumer outreach and promoting diversity in the appraisal profession.
- Thanks to internal process changes, logistical moves, additional team support, and renewed team spirit, Waterloo Human Rights has eliminated its Equal Employment Opportunity Commission (EEOC) backlog; it typically closes out the year with about 55 charge resolutions and about 15 charge referrals – to date, over the last 12 years, in fact, Waterloo Human Rights has recovered record-numbers in economic relief on behalf of the complainants in our office

#### Human Rights, cont.

- Waterloo Human Rights is presently engaged in conversations with EOC and neighboring communities about expanding its jurisdiction, affording it opportunity to extend its professional services to more of Black Hawk County.
- We continue to engage in meaningful education outreach discussions and activity, like participation in and development of forums which focus on improved education delivery; criminal justice reform to improve the life changes of those with criminal record, as well as reform dealing with sexual and domestic violence. In March 2021 the Commission was involved in an interactive discussion the 1619 Project Podcasts founded and developed by Waterloo native Nikole Hannah-Jones.
- MLK Freedom Bus Tour inaugurated in 2018, which takes participants to Memphis, Birmingham, Montgomery and Selma. Participants get a chance to learn more about iconic civil and human rights spaces over a one-week pilgrimage in these cities as they explore the cornerstones of democracy.

## Community Development

Rudy D. Jones, Director

### Annual Allocations >>>

- \$1,269,109 of CDBG funding
- \$491,817 of HOME funding
- \$1,081,959 in CARES Act funding

### Accomplishments for FY21 >>>

- 11 Down Payment Assistance grants were provided to low/moderate first time homebuyers
- 65 Homes received emergency repairs, up from 39 the previous year; 23 of those homes were roof replacements
- 13 Rehabilitation projects completed addressing lead paint hazards
- 696 individuals were provided emergency shelter from public service agencies
- 31,505 up from 17,729 people received assistance through funding provided to Public Service Agencies

### Area of Focus: Healthy Homes >>>

Waterloo Community Development focuses a large portion of programs and services on landlords and families with small children present. The specific needs of this sector are incorporated into the federally funded Healthy Homes Lead Paint Grant. To date, one third of home rehabilitations completed by WCD are in housing units and apartments with children age 6 years old and younger. This work not only makes the units lead paint safe for the current families, but for future families.

The current three-year funding cycle is near completion with another grant applied for. Waterloo Community Development is well positioned with excellent results of the past three years; by building contractor capacity; and by having filled all staffing positions with skilled and trained professionals.

### Neighborhood Services >>>

- 31 Recognized Neighborhoods
- Neighborhood cleanups were done in May, June, July and August
- Scheduled 10 concerts in the Gallagher-Bluedorn Summer Concert Series
- National Night Out – 8 neighborhoods participated
- Neighborhood Services Party Trailer
- Waterloo Neighborhood Coalition
- Housing/Renter Advocacy Group
- Cedar Valley's Promise

### Point of Pride

Community Development assists homeowners during times of crisis, helping preserve their home and the neighborhood, while reducing financial and psychological burden.

In light of Waterloo's aging housing stock and diminishing federal funding, we are especially grateful for collaborations with agencies in the community and partnerships local philanthropy. With their help we are able to continue to provide assistance to home owners with emergency needs and make positive impact in our aging neighborhoods.

# Waterloo Housing Authority

Julie Dawson, Director

## PROGRAMS >>>

- **Section 8:** Provide approximately \$430,000 (+30k) in rent assistance to over 320 (-30) landlords, on behalf of 1050 (+60) tenants, EVERY month. The waiting list for Section 8 stands at 1110 (+130). The average wait is 1 ½ years.
- **Veterans Affairs Supportive Housing (VASH)** vouchers have Been completely leased (19 out of 19) to provide much needed rent-assistance to chronically homeless veterans in our city.
- **Foster Youth to Independence:** The Housing Authority was authorized 9 vouchers in April of 2021. Three young people were assisted in FY22 with eight vouchers issued with additional referrals from the Department of Human Services.
- **Emergency Housing:** The Housing Authority was authorized 15 vouchers for homeless individuals/families through the American Rescue Plan in July of 2021. So far, we have leased 8 of these vouchers and have 3 additional referrals from the Black Hawk County Continuum of Care. In addition to rent assistance, we have also assisted with security deposits, utility deposits and arrears, and the purchase of beds for these homeless individuals/families.

### Point of Pride

The Housing Authority issued approximately 250 Section 8 vouchers during the past 12 months to low-income individuals/families in the City of Waterloo. This keeps our waiting list at approximately 18 months, even though it has grown by 300 in the past year due to new online applications.

## RIDGEWAY TOWERS >>>

- The Housing Authority provides 50 subsidized apartments for low-income senior citizens at our Ridgeway Towers building in Waterloo.
- Ridgeway Towers is the only subsidized apartment complex in the Cedar Valley to offer cable television and wireless internet to its residents for only \$35.00/month.
- All 3 of the boilers at Ridgeway Towers were replaced in September of 2021 with new, energy efficient models.
- In the late summer/early fall of 2022, new vinyl fencing will be installed, and the front entry awning will be re-covered, as part of a broader landscaping project which will continue into the spring of 2023.

# ADMINISTRATION

## Mayor's Office

### Quentin Hart, Mayor

Please note, Mayor Hart and staff accommodate resident calls and walk-ins on a daily basis as well as media requests for comment. The number outlined below represent scheduled events only.

Regular city business and local boards and commission meetings, which constitute the majority of Mayor's calendar, have not been tallied here.

#### Public Appearances >>>

- Ground Breaking/Ribbon Cutting/Dedications - 21
- Community Events - 70
- Panels & Presentation – 36
- Special Video Requests - 14

#### Hosted Events >>>

- 5<sup>th</sup> Annual State of the City
- Mayor's Fireworks

#### Special Initiatives >>>

- 2030 Vision & Strategic Plan – finalized and approved
- Planned Iowa League of Cities Conference
- One Cedar Valley – executive board
- Elev8 Housing Working Group
- Transportation Working Group
- Emergency Management Consolidation
- Broadband
- Veterans Way projects
- Cedar River Lighting
- Covid Response

#### Resident Meetings >>>

- One-on-one meetings with Residents – 72



## Mayor's office cont.

### Boards and Commissions >>>

- Black Hawk County Emergency Management Agency
- Black Hawk County Conference Board
- Black Hawk County NAACP
- Black Hawk County Share Services Committee
- Cedar Valley Child Care Coalition
- Community Foundation's Metro Funders
- From the Heart Waterloo Home Enhancement Project - Founder & Director
- Future Ready Cedar Valley
- Future Ready Iowa Board Member (by Governor Branstad)
- GROW Committee
- INRCOG Board Member
- INRCOG Executive Committee State of Iowa
- Iowa Healthiest State Board of Directors
- State of Iowa Commission on Aging - Commissioner
- Grow Cedar Valley - ex officio
- Iowa Healthiest State Initiative - Board of Directors
- Iowa League of Cities Executive Committee- President
- Iowa League of Cities Legislative Committee
- Iowa Workforce Development Minority Communities Board
- Leader Valley Council (GCVAC)
- Metro Coalition of Cities - Vice Chair
- National League of Cities
- National Alliance for Partnerships in Equity (NAPE) - Board Member
- One Cedar Valley
- Regional Innovation and Entrepreneurship Team Member
- Regional Workforce Development Board
- Social Action Inc. Board Member
- University of Northern Iowa Strategic Plan Implementation Team
- U.S. Conference of Mayors
- Waterloo Industrial Development (WIDA) Board
- Waterloo Youth Jobs Initiative

## Finance Department

Bridgett Wood, Finance Manager

### **Contracts & Agreements >>>**

- Coordinated with Spectra, architect and city staff on major renovation projects for the Convention Center.
- Coordinated with Republic Parking and city staff to improve security in the parking ramps.

### **Audits & Reports >>>**

- Audited financial statements for the fiscal year ended June 30, 2022 were completed. GFOA Certificate of Excellence in Financial Reporting award received for the FYE2020 financial statements, the City's 18<sup>th</sup> award.
- FYE2023 budget passed, 7-0 vote.
- Timely approval of FYE2022 budget amendments.
- Prepared and filed annual financial report, street financing report, debt outstanding reports, passenger facility quarterly reports, and reviewed TIF reports – all filed timely.
- Prepared more than 250 work papers used for the audited financial statements.
- Administered information for federal American Rescue Plan Act funds.

### **Financing >>>**

- Assisted with funding and organizing the master plan for renovations at the Convention Center. One project was completed (skywalk).
- Developed and refined a number of drafts of capital projects schedules for Sewer projects including developing repayment plans.
- Continued the implementation of the use of State Revolving Fund loans for eligible sanitary sewer projects, including borrowing of \$15 million.
- Assisted the Telecommunications Board with financing options for telecommunications utility.
- Issued \$14M in new bond money in the winter of FYE2022.
- Issued \$10M in new bond money in the spring of FYE2022.

## Finance Department cont.

### **Oversight & Support >>>**

- Assisted with the implementation of Ambulance billing/collections conversion to new billing company.
- Assisted with the implementation of the Housing Authority conversion to new bookkeeping company used for federal reporting.
- Reviewed 22,521 bills for payment using 9,664 checks and 439 EFT batches, including payroll batches.
- Prepared and approved 1,990 journal entries.
- Reviewed and approved 3,307 receivable invoices.
- Managed banking activities.
- Supported all city departments with financial questions and training new staff.

## City Clerks Office

### Kelley Felchle, City Clerk

- Updated Title 1 Administration of the City Code.
- New Council member orientation tours and workshops
- Served on the Rental Housing Task Force and the Telecommunications Board
- Processed 48 public records requests.
- Processed 191 Income Offset debt collection files.
- Issued 1989 dog/cat licenses



## Legal Department

Martin Peterson, City Attorney

Sharae Akin, Legal Assistant

- The office provides legal advice to the mayor, counsel, department heads and staff.
- The office monitors civil cases and help us formulate legal strategy.
- The office drafts ordinances, agreements and contracts.
- The office is always available by phone, email or in person to Mayor, Council, department heads, staff and residents.
- The City filed 1,701 (+ 345) cases via EDMS from January 1, 2021 to December 31, 2021.
  - Waterloo Police Department – 659 (-88) cases
  - City Civil Infractions – 1,042 (+427) cases
- The City filed 747 (-547) cases to date from January 1, 2021 to September 2, 2021, with the following:
  - Waterloo Police Department – 163 (-355) cases
  - City Civil Infractions – 584 (-192) cases
- The Legal Department handles the Automated Traffic Enforcement and Chronic Nuisance Citations for the Waterloo Police Department for camera citations. The Waterloo Police Department usually files the nuisance vehicle citations on a bi-annual basis. ATE citations are filed as they occur.
- In 2021, we had a couple of cases against the City appealed to the Supreme Court. Both cases were decided in the favor of the City of Waterloo.
- City of Waterloo traffic citations and municipal citations are heard in Court at the Black Hawk County Courthouse every Monday at 1:30 p.m., and the 4th Thursday of the month at 1:30 p.m. There are usually anywhere from 3 to 6 trials held on each date.
- The office constantly strives to provide competent legal services and sound legal advice.
- For 2022, the City has filed 4 657A cases. Two are completed with title in the name of the City. Two are set for trial in the future. One from 2019 is still pending with trial in 2023. The City anticipates another 5 cases filed before year end.
- The office constantly strives to provide competent legal services and sound legal advice.

## Technology Services

Chris Youngblut, Director

### INFRASTRUCTURE UPDATES >>>

- **Fiber connections**
  - Work with traffic to connect downtown intersections, Washington/218 and University Avenue
  - Have brought online over 350 monitoring cameras through downtown and main corridors
  - New fiber connections between Library and Convention Center
  - New fiber connection between Sportsplex and Public Market
  - Work with Water Works on connectivity to Kimball and Linden water towers
- **Upgraded email server**
  - Accommodate more users and larger mail box needs.
  - Partial rollout of Microsoft Teams
- **Network Security**
  - Implementation of multi factor authentication for many applications to increase network security.
  - Develop an incident response plan and team to respond to data privacy, information security and cybersecurity incidents.
  - Technology Services department maintains and updates all network security services and anti-virus/anti-malware software for over 300 users.
- **Magellan Advisors (Broadband initiative)**
  - Working with Magellan advisors on design of fiber backbone to support municipal operations, including utility operations, traffic, public safety and future smart city initiatives.
- **Honeywell Smart City Initiative**
  - Part of team that was selected by Honeywell to participate in their Smart City Accelerator. This program is intended to align key city stakeholders around high-impact smart city projects and pursue federal grant funding to implement one of more of the projects defined by stakeholders.

### GEOGRAPHIC INFORMATION SYSTEMS (GIS) IMPLEMENTATIONS >>>

- Work with departments on rollout and improvements of GIS Applications
  - Code Enforcement
  - Engineering (Sidewalk Inspections)
- Upgrade ArcGIS Enterprise to the newest release and develop and update schedule to ensure secure and effective access to GIS Enterprise
- Launch of ElementsXS which is a work order/asset management program in the following departments:
  - Fleet
  - Waste Management
  - Engineering
  - Water Works
  - Several more in active development

## Public Access Television Studio

Chris Youngblut, Director

Ed Stoffer, Supervisor

Agnes Kress, Media

Specialist

### VIDEO PRODUCTION >>>

- Broadcasts
  - 29 Waterloo Council Meetings
  - 12 Planning & Zoning Commission Meetings
  - 10 Board of Adjustment Meetings
  - 23 City of Waterloo Municipal Bid Openings
  - 52 Black Hawk County Board of Supervisor Meetings
  - Many other special meetings and city council meetings from surrounding communities
  - Produced/Edited/Directed all North End Update LIVE programs
- Worked with the following city departments on video projects:
  - Planning and Zoning
  - Waterloo Center for the Arts
  - Waterloo Public Library
  - Waterloo Fire Rescue
  - Waterloo Police Department
  - Public Works
  - Human Rights Commission
  - Engineering Department
  - Mayor's Office
  - Leisure Services
  - Councilwoman Nia Wilder's *Connecting You to the 'Loo* series
- Worked with Veterans Memorial Hall and Complete Streets Commissions
- Worked with outside nonprofits and organizations on video projects:
  - Main Street Waterloo
  - The CAN Report
  - The Waterloo Community Foundation
  - The Lincoln Journey
  - Waterloo Band

### Point of Pride

The Public Access Department is keeping with demand and meeting residents where they want to be informed at which is video! Our department continues to work and challenges city departments to rethink their messaging and see how they can reach out to residents via video. This new video content on the City's YouTube Page and Facebook Page has been well received and our number of subscribers and views keep growing every year. Last year we doubled the amount of subscribers and views on the City's official YouTube Page. If you haven't checked out our YouTube page, you'll find more than just meetings!

- Waterloo Black Hawks hockey games
- Continue to update and improve City of Waterloo website content and forms

#### Public Access Television Studio cont.

- Our City of Waterloo YouTube channel has a total of 267,953 new views for a total of 627,431 views and 188 new subscribers for a total of 845 subscribers. Top viewed videos:
  - Waterloo City Council meetings
  - Swearing in of new police officers
  - University Avenue ribbon cutting
  - Shaulis Road reconstruction
- Our Waterloo Community Access YouTube Channel has had 35 new subscribers for a total of 89 subscribers and 4,310 new views with a total of 8,628 views
  - Added new content with the CAN report and the Lincoln Journey
- Maintained the City's Facebook page highlighting various city departments and information for the public.

#### **SUMMARY >>>**

In 2021/2022, the Waterloo Cable Television Department continued their reliable services to the citizens of Waterloo by broadcasting and making available online, all Waterloo City Council Meetings, various Commission meetings and Waterloo Municipal Bid Openings. We continue to work with departments within the city to highlight positive events and programs that they offer to the public, provide updates on construction projects and give an inside look at the behind-the-scenes of what city employees do.

We post informational videos and press releases on social media to help keep the citizens up-to-date on what is happening in the city. We help the public in numerous ways, from phone calls, emails and responding to question via Facebook and the website.

## Human Resources

Lance Dunn, Director

Point of Pride  
Starting January 1<sup>st</sup> we will offer Pet Insurance to employees.



### **POLICIES >>>**

The HR Department provides Labor relations council for all departments and handles all grievances from the Unions. HR also provides Union Contract interpretation, creates new policies and keeps current policies updated for all City of Waterloo Departments.

- New employee handbook
- Trained and hired two new internal human resources staff members without disruption to City services

### **HIRING >>>**

The HR Department administers the hiring process for all departments in the City of Waterloo. We have hired 266 new hires in FY22 including full-time and seasonal staff.

### **BENEFITS >>>**

The HR Department is responsible for administering Workers Compensation, Payroll and Benefits for all departments.

#### Highlights

- Payroll paid 941 employees in 2021 a total gross amount of \$39,997,011.44 in FY22.
- Insured a total of 670 employees + retiree contracts on our health insurance plan
- Our employees deferred nearly \$972,000 dollars into 457(b) and Flex accounts, saving the City nearly \$75,000 in matching FICA taxes
- Started a Diabetes prevention and maintenance program July 1<sup>st</sup>, 2022

### **SAFETY/WORKER'S COMPENSATION HIGHLIGHTS >>>**

The HR Department also serves as a service provider for the different departments at the City of Waterloo. For example, Workers Compensation, helping guide employees through work injuries.

#### Highlights

- Change in process led to a cost savings of \$1,000,000
- Beginning of FY 23 transitioning to new carrier with connections in Iowa and familiar with Iowa claim processes

