

**CITY OF ROSEBURG
MEMORANDUM**

DATE: December 18, 2024
TO: Mayor Larry Rich
FROM: Nikki Messenger, City Manager
SUBJECT: 2024 Annual Report

Looking back on 2024, it's easy to focus on the challenges and bumps in the road. For many, it's the natural place to stop and dwell. However, doing so overlooks the numerous wins accomplished throughout the year, many of which were driven by the determination and hard work of dedicated employees. Resilience is defined as the capacity to withstand or quickly recover from difficulties—toughness. It is fair to say that the City of Roseburg's management team has exemplified great resilience this year.

The year began with a health crisis for the Mayor. Thankfully, he made a full recovery and was recently re-elected to his 14th term. The year ended with a threat to the City Manager's job, followed by an outpouring of support from local community members. These challenges, while difficult, bookended a year full of significant accomplishments that may have been overshadowed. Through it all, the resilience of the team shone through, demonstrating their unwavering commitment to the city's growth, stability, and success.

This year, the report is put together a little differently. I wanted to concentrate on the big issues we hear so much about. The typical report, divided into departments, is included at the end of this memo. While the Council did not complete the goal setting process in 2024, it was clear that two issues were top of mind; housing and homelessness.

Challenge: Housing

Like many cities in Oregon, Roseburg needs additional housing, including traditional single-family housing. In Oregon, the process to expand an Urban Growth Boundary (UGB) to increase access to buildable land is a complicated process. The first step is a Housing Needs Analysis and Buildable Lands Inventory. In Roseburg, the HNA shows that we need more housing of all types. The BLI indicates we have adequate acreage to accomplish this additional housing. The reality is, a lot of the acreage included in the BLI is steep and above the main water service elevation, which makes it difficult and expensive to develop. The creative solution is to do a UGB exchange.

Progress:

- Utilizing the UGB swap process, the City intends to exchange land that is currently within the UGB that is difficult to build due to topography and location. Two large areas are coming out of the UGB – both require significant infrastructure improvements – the most expensive being roads and water infrastructure. The area proposed to come into the UGB in exchange is on the water system's main service elevation, has existing roadways and waterlines, and is much easier and more cost-effective to develop than the hillsides coming out of the UGB. The City has submitted the over 600-page UGB swap application. The Roseburg and Douglas County Planning Commissions and the City Council and Douglas County Board of Commissioners have approved the application. It is now with the Department of Land Conservation & Development, where an objection has been filed by abutting property owners. While the objection is a setback, staff is committed to seeing the process through. Staff has been working with Roseburg Urban Sanitary Authority on understanding and planning for future sanitary sewer improvements and has been meeting with potential developers to gain insight on potential opportunities and challenges from their perspective.
- The Multi-Family housing SDC buydown program has proven successful. This program is available in the Diamond Lake Urban Renewal Area and has led to construction of multiple apartments complexes. Since, 2019, just under 400 new apartments have been constructed – including the Ash Springs

Apartments completed in 2024. According to the HNA, the City is ahead of the curve on meeting the community's need for multi-family housing development.

- Umpqua Community College continues to develop student housing in downtown Roseburg. This housing ranges from congregate housing to private rooms and will provide a much needed housing mix that will continue to enhance the downtown.

Challenge: Homelessness

Oregon's homelessness crisis is a multifaceted issue, deeply rooted in the shortage of affordable housing, mental health and addiction challenges, and the intersection of laws and court decisions. The complexity of the problem means that there is no one-size-fits-all solution. The evidence of the impact of homelessness on Roseburg is apparent in our parks and along our rivers, which frustrates everyone. Wins can be hard to come by. Given the complexity of the issue, collaboration between city staff, partner agencies, nonprofit organizations and community stakeholders is crucial.

Progress:

- The Gary Leif Navigation Center has been fully operational for just over a year now. The GLNC has quietly worked with clients and has successfully found stable housing for dozens of people. Many times, this means reconnecting people with family in a meaningful way, and rebuilding trust to the point that families are willing to reunite.
- During 2024, RPD contacted several retailers that were experiencing shopping cart theft and explained the benefits of cooperating in prosecution. With retailers' cooperation, RPD has been able to drastically reduce the number of carts recovered from our parks and waterways.
- With a US Supreme Court Decision in the Grants Pass v. Johnson case, cities in the Ninth Circuit were given more flexibility in how to deal with chronic offenders of city ordinances. Prior to the decision, prohibited camping could only be enforced as a violation with fines the only consequence. With the new decision, additional remedies are available. Consequences are often the only thing that influences behavior, and Roseburg has implemented new consequences to violations of its time, place and manner ordinances. Oregon statute still affects enforcement, but since implementation of the new ordinance in September, progress on holding people accountable is being made.
- The Roseburg Municipal Court is an important component in the accountability chain. A reorganization of the court in 2024 has proven effective and court efficiency has improved drastically.
- Efforts to find a location and operator for an 'urban campground' have continued. Staff has presented multiple locations to the City Council, but neighborhood resistance has been encountered at each location. Upon hearing from their constituents, Council has directed staff to move on from those locations and seek other potential sites.
- Partner agencies are continuing their efforts to make a difference for unhoused individuals. There are too many examples to list, but a few are included below:
 - UCAN has partnered with St. Joseph's Church to provide a warming center when conditions dictate. This is another opportunity for people to stabilize and connect with services.
 - The Homeless Commission has heard presentations regarding the types and numbers of beds available for people in different situations. We learned that the Roseburg Rescue Mission has never turned anyone away for lack of a bed.
 - Adapt continues to operate the sobering center, which offers safe space for people to sober up, often times in lieu of going to the jail or hospital. Adapt has added a crisis room for a slightly longer stay if someone agrees to go to treatment, but a bed is not quite available. Adapt has added housing for people in treatment for substance use or other disorders.
 - Mercy recently re-opened its behavioral health unit, offering 12-beds for short-term care and stabilization.
 - Adapt is ready to break ground on their new treatment campus on Diamond Lake Boulevard.

Challenge: Police Staffing

Police staffing continues to be a challenge nationwide, and specifically for the Roseburg Police Department. In the past two years, five tenured staff have retired from the department. Even if we were fully staffed (and we're not), losing that level of experience, over 100 years combined, is tough to overcome. In order to avoid lowering our hiring standards, RPD has had to get creative.

- Steps have been taken to ensure the hiring process is continual and responsive. The City purchased ORPAT testing equipment so that staff no longer have to drive to the coast to borrow regional equipment. This allows the department to run regularly scheduled testing monthly.
- Technology. The department is well equipped and has added virtual reality training equipment, license plate reading technology both in the vehicles and stationary LPR cameras at city limits.
- Work/life balance. The department implemented a 32-hour workweek for patrol staff. While other departments sit on the sidelines or lower their hiring standards, Roseburg is trying new things to increase recruiting and retention. There has been a noticeable increase in applicants, which is encouraging!

WINS

Grants - Staff continues to show success in identifying and winning grants to help offset the costs of vital programs and capital improvements. A few examples are listed below:

- Umpqua Valley Tennis Center Renovation
- Brown Park Renovation/Expansion
- Taxiway Extension – FAA & Connect Oregon
- Standby Power (completed) – ODA & FAA
- CDBG – NeighborWorks home improvements
- Library – too many to name – Ready to Read, Anime’ your way, Spanish language material, Collection materials, Americans and the Holocaust exhibition, Summer Reading Program support
- Storm Drainage projects completed utilizing state infrastructure funding

Downtown – Roseburg’s Historic Downtown continues to flourish thanks to the efforts of business owners and innovative thinkers. While not directly City efforts, staff has supported many of these projects, and good things are happening.

- Rite Aid/Safeway – These formerly abandoned properties have moved into local ownership for the first time in many decades. The Cow Creek Band of Umpqua Tribe of Indians has purchased the properties and staff have been discussing opportunities for the City to partner with the Tribe to improve the properties.
- Umpqua Valley Farmers Market moves downtown.
- Oregon Main Street Program - there is renewed interest from Downtown stakeholders to revisit the Oregon Main Street Program. Thrive Umpqua is in the process of preparing an application to rejoin the movement.
- Umpqua Community College Housing – UCC has invested in renovated multiple properties downtown to use as student housing. The students living in downtown have already made a noticeable difference by volunteering at many downtown events. Even more students will be moving in when the renovation of the Newberry’s Building is completed in early 2025.

Staff – The City is fortunate to have many dedicated staff members. We talk a lot about staff turnover, and the impact on the organization. I think it is important to recognize that we also have long-term employees dedicated to serving our citizens. Twenty-three employees have worked here over 10 years, seventeen have been here over 15 years, fifteen have been here over 20 years, twelve have been here over 25 years, and three employees have been working at the City over 30 years!

Med Ed – Thanks to a new partnership with UCC, the first programs for the grant-funded project to provide higher-level medical education opportunities locally are launching in January of 2025. This is an exciting milestone for the Southern Oregon Medical Workforce Center concept.

Administration Department

The Administration Department is home to the City Manager, City Recorder, Human Resources Director, Communications Specialist and two Management Assistants. The team provides a variety of services to internal and external customers. The department provides support services to the Mayor and Council, including preparing and distributing agendas, minutes and meeting notices.

City Manager Nikki Messenger is responsible for guiding the management team in maintaining and improving City operations and pursuing and achieving Council goals.

In 2024, we welcomed new City Recorder Amy Nytes. Major responsibilities of the City Recorder include citywide records retention; responding to public records requests; facilitating public bidding processes; preparing ordinances; managing franchise agreements and City contracts, leases and liens; and serving as the city elections officer. The City Recorder supervises Communications Specialist Suzanne Hurt, who informs the public while building trust, transparency and positive connections between City government and the wider community. She provides the community with accurate information -- keeping people informed about the City's work and engaged in their hometown, as well as the democratic processes government runs on.

She supported all departments by providing research, writing, strategy, photography and social media assistance and informed residents about City activities, programs, decisions and accomplishments. Best practices led to a significant rise in City Connection subscribers and social media, where the City had 11,260 followers as of Dec. 2. Stay engaged and informed by [signing up for the quarterly e-newsletter](#) and following the City on [Facebook](#), [Nextdoor](#) and [X \(formerly Twitter\)](#).

Human Resources Director John VanWinkle also serves as the Risk Manager, ADA Coordinator and DBE Coordinator. As the Risk Manager, he deals directly with all insurance questions and ensures that policies and contract language are in place to protect the organization and the taxpayers' investment. Together with a Management Assistant, they handle all aspects of hiring, promotion, discipline and separation from City employment. They manage the Safety and Wellness committees and ensure appropriate training to keep employees safe and on the job.

Staff in Human Resources continue to stay busy, managing a high volume of recruitments, interviews and new employee appointments to fill positions left by retirements, promotions and individuals pursuing other opportunities. To keep pace with the evolving and increasingly competitive labor market, particularly in Law Enforcement, changes have been implemented in our recruiting processes to enhance flexibility and efficiency. This year, 10 employees were promoted, and we welcomed 23 new team members across various departments.

On the Labor side, the collective bargaining agreements with the Roseburg Police Employees Association and International Brotherhood of Electrical Workers were successfully ratified this year. The contract with the International Association of Firefighters union was ratified the previous year.

The HR Department has continued to navigate the complexities of leave laws to ensure ongoing compliance and support for our employees. We have successfully implemented Paid Leave Oregon and have continued to refine our processes with that program. Additionally, our transition to a fully insured workers' compensation program through SAIF Corporation has been fully integrated.

In addition to the major duties mentioned above, Administration handles a number of "daily activities." Among these are processing business registrations, community event permits, dispensary licenses, OLCC licenses, taxi and rideshare permits, responding to citizen inquiries, coordinating commission membership, managing the website, advertising all required city postings, and answering a variety of questions, many of which do not relate to the City but are helpful to the citizens asking.

Accomplishments

The City Manager continued to focus on building relationships with community partners to jointly tackle the challenges and opportunities presented within our community. These relationships often lead to partnerships that not only solve current problems, but also address community needs into the future. The results of these efforts often take time, but are well worth the investment. Shared issues that are being worked on include things like workforce development and related childcare needs, housing, educational pathways and support for students, and social issues such as homelessness, mental health and addiction. Many of those are multifaceted issues City government is not qualified or equipped to deal with on our own.

The Southern Oregon Medical Workforce Center is a transformative project designed to enhance healthcare education in Roseburg, while addressing the critical need for a robust rural medical workforce. In September 2024, the Roseburg City Council approved a funding request presented by Umpqua Community College for financial support for the project utilizing existing state grant funds. The Council's unanimous approval reinforced the City's commitment to advancing this vital initiative. Five new programs are slated to launch in 2025, including Bachelor's and Master's degrees in Social Work, Bachelor's and Master's degrees in Medical Laboratory Science, and a Certified Nurse Anesthetist program. UCC has successfully raised significant matching funds for the project's capital construction budget and plans to open bidding for the capital portion of the project in the summer of 2025.

City officials maintained a focus on addressing homelessness challenges, including continuing support for the Gary Leif Navigation Center, which continues to make a difference in our community. Staff supported Council's efforts to locate a property, operator and funding for a supervised urban campground, with a goal of offering those sleeping on public property a safe alternative that may also offer assistance to progress to transitional shelter and, later, stable housing. The City has continued to update the Roseburg Municipal Code to reflect changes in law, including the Supreme Court decision last summer. The City continues to support community partners in their efforts to provide warming and cooling centers and is thrilled UCAN was able to enter into another agreement this year with Saint Joseph's Catholic Church.

Administration is extremely proud of each department's accomplishments (many of which you are going to read about below) and the dedicated staff that made things happen. Staff has sought and implemented creative solutions to a plethora of challenges, and while results may take time, positive things are happening every day.

Community Development Department

Community Development Department Director Stuart Cowie and his staff had a significant year involving work on two urban growth boundary projects, housing, transportation, parking, and FEMA floodplain mandates, plus code enforcement and economic development activities.

Short-Range Planning

This year, about 340 site review applications, 24 land use applications and 40 pre-application meetings were processed. That included 137 commercial site reviews issued by the City. There were 45 new residential units that underwent the site review process, including 20 houses, 16 townhouse or duplex units, two apartments attached to commercial buildings and one accessory dwelling unit. There are currently six residential units in site review now. In addition, we processed 51 home alterations/additions and 14 residential foundation repairs, with five alterations/additions and one foundation repair pending

Notable new commercial construction includes McClendon's Old Fashioned Meats and Smokehouse in the old Grocery Outlet building on Harvard Avenue, Thoroughbred Express Auto Wash on NE Stephens Street and a new softball field at Roseburg High School. Projects under construction include a new Holiday Inn Express on NW Mulholland Drive, interior upgrades and a small expansion at Mercy Medical Center and Cascade Self Storage's expansion on Diamond Lake Boulevard.

Significant residential development completed in 2024 includes the Ash Springs Apartments' 105 market-rate units. Other significant residential projects include the completion, issuance of Site Review or submittal of Site

Review applications of 14 unit townhomes within the Thyme Subdivision off Lookingglass Road. The City also approved the seven-lot Harrison Street Subdivision designed for townhomes at the end of W. Harrison St.

Long-Range Planning

Two major projects to amend the Urban Growth Boundary (UGB) are underway. The most significant amendment involved a UGB swap to replace property within the UGB with significant development challenges with flat, more easily developable property in the Charter Oaks area outside the UGB. Local approval by both the City and County was obtained. The City now awaits approval from the Oregon Department of Land Conservation and Development. The City has worked on the swap for six years, and it may take a little longer as we have learned that abutting property owners have filed objections with the DLCD. The intent of the swap is to provide land for future housing development.

The second project involves a proposal to expand the UGB to include more of Sunshine Park as public reserve land. Currently 50 acres of park property is located outside the city limits and UGB. Bringing the property into the UGB would enable the City to annex the property into the city limits gain land-use jurisdiction, and build mountain bike/hiking trails using a \$150,000 Oregon Parks and Recreation Department grant. Working with 3J Consulting, the City submitted this UGB expansion application to DLCD and the Douglas County Planning Department for review. A joint public hearing before the City and County planning commissions was held Monday, December 2.

Two planning projects to support future growth and travel safety are underway in collaboration with the Oregon Department of Transportation. The Diamond Lake Blvd/OR 138E study will identify needed multi-modal improvements and identify preferred alternatives to achieve the improvements. The study is expected to be completed by spring. The second plan, to accommodate current and future multi-modal travel needs at the Harvard Avenue and Garden Valley Boulevard I-5 Interchanges and in the Garden Valley corridor from Stephens Street to Stewart Parkway is also underway.

The department is also involved with efforts to improve the downtown and Laurelwood parking program, which is enforced by ACE Parking, and is planning for compliance with the FEMA National Flood Insurance Program's new Endangered Species Act requirements.

Grants

The department collaborated with NeighborWorks Umpqua to win a \$500,000 state grant that provided repair loans to 29 low- and moderate-income homeowners so they can remain in their homes. Last year, the City and CCD Business Development Corporation won a \$250,000 state grant to fund the Reality Kitchen's training and employment program for the disabled, using the money to develop and digitize program curriculum and ensure program sustainability. Community Development also administered the City's Tourism Grant Program, which provided 17 grants totaling \$88,689, and served as the City liaison with the Experience Roseburg destination marketing organization.

Code Enforcement

The department coordinates code enforcement activities. As of mid-November, the City had responded to about 202 nuisance complaints involving private property and 159, or 79%, were resolved or closed. The City cleaned 9.16 tons from 14 private properties. Abatement cost nearly \$10,000. Eight derelict residential buildings were processed and five resolved. None were foreclosed on. By mid-November, a City and Douglas County work crew had cleaned 1,287 camps at 27 locations and removed 405,231 pounds, or nearly 184 tons, of garbage and debris, primarily from parks and under bridges. Visiting those sites 112 times, the City spent \$87,602 for the County work crew, Roseburg Disposal dumpsters and County dump fees by Nov. 1.

For the 31st consecutive year, the City earned the Government Finance Officers Association Award for “Excellence in Financial Reporting” for the 2023 Annual Comprehensive Financial Report. The City expects to receive for the ninth consecutive year the association’s award for “Outstanding Achievement in Popular Annual Financial Reporting” for the 2023 Popular Annual Financial Report.

Other significant highlights for the department included:

- Moody’s Investor Service, a leading provider of credit ratings for public finance issuers, completed a review of the City’s financial condition and confirmed the City’s Credit Rating as an Aa3 with no outlook. The City’s financial policies call for maintaining an “A” rating; the “Aa3” rating is a much stronger rating than an “A.”
- Finalizing the 2023-24 Annual Comprehensive Financial Report.
- Finalizing the 2023-24 Popular Annual Financial Report.
- Adopted the 2024-25 Budget in full compliance with Oregon budget law as well as City policies including the General Fund balance reserve policy,

The Information Technology Division provides IT service through a local consulting firm. IT infrastructure improvements identified in last year’s assessment are systematically being addressed. With expanded capacity offered by the consultant, the City is able to continue to conduct business, manage the city’s infrastructure and water systems, and provide efficient public safety services.

Court restructured its operations to include a Municipal Court Supervisor and is now at full-staff, which allows the Court to address a backlog of cases, streamline operations and reassess operations with a focus on promoting efficiencies.

Fire Department

As we reflect on the accomplishments of 2024, we remain committed to providing exceptional service, enhancing community safety, and continuously improving our operations. This year’s achievements -- from advanced training programs, new equipment and vehicle acquisitions, to proactive fire prevention efforts and interagency collaboration -- strengthened our ability to protect lives and property. We are proud of the progress made, grateful for our personnel’s dedication, thankful for our community’s support of and appreciative of City leaders’ support.

Personnel

In January 2024, we were pleased to welcome Deputy Fire Marshal Ben Simons to the team. Ben brings a wealth of knowledge and expertise to the department, having earned his Fire Inspector I and II certifications and IAAI Fire Investigation certification. His addition strengthens the City’s commitment to public safety and fire prevention. We look forward to the positive impact he will make in his new role.

In August, we proudly celebrated the graduation of three firefighters who successfully completed their probationary training. They demonstrated exceptional dedication, skill and professionalism; mastering the essential firefighting techniques, safety protocols and department procedures. Their hard work and commitment were evident as they navigated the challenges of classroom learning and hands-on field exercises.

Emergency Response/Technology

Last year, shift personnel responded to more than 7,100 emergency incidents -- demonstrating our team’s steadfast commitment to community safety. Of those, 126 were fires, 4,200 were emergency medical calls and 794 were public service type incidents.

The department implemented four new software programs to enhance efficiency and streamline operations. Through comprehensive training and ongoing support, we ensured all team members are equipped to maximize the platforms' potential -- positioning the department for sustained growth and innovation.

Personnel implemented pre-plan reviews for all engine companies that focus on targeted hazards at commercial buildings. This proactive initiative aims to enhance the crews' preparedness and safety by ensuring they are thoroughly familiar with the unique risks posed by high-traffic commercial properties. Each engine company reviews detailed, monthly pre-plans for these structures, which include information such as building layouts, fire protection systems, hazardous materials, and access points.

In July, the department deployed a team of firefighters and apparatus to assist in firefighting efforts at the Battle Mountain Fire in Ukiah, Oregon.

Personnel created an Urban Growth Wildland map for the City as a crucial tool for enhancing response strategies and protecting lives, property and natural resources from the growing threat of wildfires. Staff continued to advance implementation of Lexipol policies and procedures and further solidify our commitment to best practices, regulatory compliance and operational consistency.

Fire Prevention

Staff transitioned to a new records management system for inspection records and fire investigations. The system offers a more efficient digital process and detailed statistical reports and ensures personnel receive proper training on data standards to document fire investigations. Staff investigated 13 structure fires and four vehicle fires.

The Fire Prevention division offers fire safety programs on the Oregon State Fire Marshal's (piloted Electrical/Heating Fire Safety and Smoke Alarm Installation, Youth Fire Intervention and Oregon Defensible Space Assessment).

Staff completed 306 in-person inspections including business registration site inspections at commercial buildings and found 968 code violations. They particularly focused on high-hazard and high-occupancy locations including schools, adult and childcare facilities, hotels/motels, large retail stores and assembly occupancies.

Community Outreach

Fire department personnel actively participated in a wide range of community events, including the "Walk and Roll to School Day" at two local elementary schools, the Douglas County Christmas Tree Lighting Ceremony, YMCA Healthy Kids Day, Kids Safety Day, and Neewollah and Veterans Day parades. We also gave a tour of the Public Safety Center to middle school visitors from our Japanese, sister city, Kuki City. A light duty firefighter was able to contribute more than 100 hours of service to Meals on Wheels and deliver meals to those in need.

Training

Training was a top priority in 2024. We participated in joint interagency training with Central Douglas Fire & Rescue to strengthen collaborative efforts. Training included live drills highlighting wildland fire tactics and urban interface strategies on Reservoir Hill and hands-on search-and-rescue exercises at the old Elmer's restaurant site.

Firefighters completed more than 6,000 hours of training hours, which included courses on electric vehicle fire suppression, elevator rescue techniques, heavy equipment operations and vehicle extrications to enhance our skills and adaptability in emergencies.

Library

Roseburg Public Library completed its sixth year of operations in 2024.

Statistical highlights from last year included:

- 6,700 active cardholders;

- 104,000 checkouts: 70% physical items and 30% digital items;
- 3,500 items purchased for physical collection;
- 260 programs with 7,400 attendees;
- 5,900 public computer sessions.

Last year, the department included 3.5 full-time equivalent staff members with support from a RARE AmeriCorps member through July; City employees working on light duty; 17 volunteers who provided 1,000 hours of service; and a cadre of Friends of the Roseburg Public Library volunteers who served 1,500 hours.

Library staff completed a library use assessment of the community; added digital magazines to the collection on the Libby app; restarted the Maker Space program; and implemented Lap-Sit Storytime for kids aged 6 months to 2 years and their caregivers. Staff visited four schools and 11 school classes toured the library.

The library utilized grant funding to implement a number of projects.

The **Summer Reading Program** -- the library's largest project every year -- was supported by operating funds, donations from the Friends and grants from the Douglas County Cultural Coalition, State Library of Oregon, Roundhouse Foundation, and C. Giles Hunt Charitable Trust. Staff and volunteers facilitated programs at the library and outreach through the Roseburg School District's schools and Lunchbox Express, the Boys and Girls Club, Sunshine Park Apartments and Roseburg parks.

There were 400 youth and 61 adult Summer Reading Program participants. Children and teens logged 6,000 hours of reading, and all participants submitted 2,700 book reviews.

The library received grants from The Ford Family Foundation, C. Giles Hunt Charitable Trust and the Douglas County Library Foundation to purchase physical and digital materials. The Ford Family Foundation also supported the enhancement of the library's Spanish language collection and early literacy initiatives.

The library hosted "Americans and the Holocaust: A Traveling Exhibition for Libraries" and related public programming through a grant from the American Library Association.

More than 1,700 of the area's youngest learners benefited from Dolly Parton's Imagination Library. The program, which is sponsored by the Friends of the Roseburg Public Library, mails one free, new book every month to registered children from birth to fifth birthday. Our service area includes 3,000 eligible youth in the greater Roseburg, Glide and Idleld Park communities.

Since the local Dolly Parton program began in fall 2019, 64,000 books have been mailed to 2,800 children.

Thank you for supporting Roseburg Public Library.

Police Department

It has been another extremely busy year as Police responded to over 35,000 calls for service and took over 6,800 Police reports. Community Service Officers handled over 2,500 of those calls.

Staffing continues to be our biggest challenge. This is not unique to Roseburg. After two retirements last year, three more officers took their well-earned retirements this year. Sgt. Jeff Eichenbusch retired in September after working over 28 years for Roseburg, Sgt. Doug Walton retired in December after working for

24 years for Roseburg, and Officer Todd Spingath retired in December after working 25 years for Roseburg. This year, we have seen an increase in applicants for officer positions. We received 244 applications, interviewed 64 applicants, hired three Police recruits and have several more moving through the background-check process. We also hired a second Community Service Officer and have one more in the background process.

Our Homeless Liaison Officer remains extremely busy. Roseburg Police continue to collaborate with Community Development, and the Public Works Department and its Parks division to conduct weekly cleanups in our parks and on other public property. Cleanup notices were posted at over 1,300 camps as of Monday, Dec. 2, and 364 prohibited camping citations were issued between January and September.

Following a June US Supreme Court ruling, Roseburg updated its Prohibited Camping Ordinance to increase consequences for violations. Previously, convicted offenders only got a \$250 citation for each violation. Now, they are issued a \$100 citation for a first violation, \$250 for a second violation, and up to 7 days in jail for third and subsequent violations. The intent is to encourage offenders to seek support to address their lack of housing and stability. Since Thursday, Sept. 26, Roseburg has convicted 100 people for Prohibited Camping. Of those, 32 have been convicted twice, five were convicted three times and one was convicted four times. Police are especially focused on prohibited camping along riverbanks and other areas vulnerable to environmental damage and playgrounds or other areas where children gather.

In September, Oregon House Bill 4002 went into effect once again made possession of “user” amounts of illegal drugs a crime. Officers have made several subsequent arrests for possession of controlled substances.

Police continue to partner with Adapt on the mobile crisis program. The Mobile Crisis Team is able to deploy a mental health professional directly to the scene, which ensures the most qualified professionals are able to deal with whatever mental health crisis is presented and usually frees officers to handle other calls for service. The Mobile Crisis Team responded to 1,945 mental health crisis calls -- a 35% increase from last year -- in the first three quarters of 2024 and diverted many of those individuals from jail and/or the ER. The Adapt Sobering Center also continues to be a useful tool for law enforcement.

Officers participated in the County courthouse Peace Officer Memorial ceremony, Veterans Day Parade, Salvation Army’s Dress-A-Child and Angel Tree events, the annual Douglas County Christmas Tree Lighting Ceremony, Challenge of the Heroes, Douglas County Festival of Lights, and one of our favorite events, Shop with a Cop. The Optimist Club presented Officer Jerry De La Fuente with the “Officer of the Year” award at its annual banquet.

In 2024, Detectives investigated numerous crimes, including two homicides in the City, multiple sexual assaults including drug-facilitated cases, online-facilitated crimes and sexual assaults of adults and children, a serious missing persons case, a crime spree of burglaries involving theft of firearms and arson to cover up the crimes, a kidnap and extortion, an attempted murder by stabbing, fatal traffic crashes involving homicide elements, an in-custody death at the Douglas County Jail and fraud. Many current cases involve a heavy digital-evidence nexus as criminals increase their use of technology to commit crimes. Many cases led to felony arrests, while other investigations are ongoing.

Douglas County Major Crimes Team detectives were activated for the Roseburg homicide investigations. The team consists of detectives from our agency, Oregon State Police, Douglas County Sheriff’s Office and the Douglas County District Attorney’s Office.

Public Works Department

The mission of the Public Works Department is to provide quality public infrastructure at the lowest life-cycle cost. That means design decisions and maintenance activities are determined by the most cost-effective way to provide high-quality infrastructure assets, considering all of the costs of that asset over its entire life.

Led by newly promoted Public Works Director Ryan Herinckx, the Department has multiple divisions encompassing Parks and Recreation, Maintenance, Streets and Storm Drainage, Facilities, Engineering, Administration, Airport, and Water. Public Works delivers a wide range of services, mainly behind the scenes, from the most basic need of clean drinking water to the recreational benefits of our parks that bring our community together.

Maintenance Activities

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

Parks and Recreation Division

Parks and Recreation secured a \$667,050 grant to renovate and expand Brown Park. Currently in the design phase, the project will remove existing play equipment that has outlived its useful life; reorient the playground away from busy Harvard Avenue; install universally accessible, age-appropriate play structures; construct a covered picnic area; and add an internal pathway, site amenities and perimeter fencing. Construction is expected to begin late next summer or in early fall 2025.

Staff have been working with i.e. Engineering on the final design for the Stewart Park Tennis & Pickleball Courts project, which is expected to be ready to bid in early 2025. Construction should begin in mid-May 2025 after the Roseburg High School Tennis team finishes their season.

Staff worked throughout 2024 to manage recreation programming and maintain 20 parks and 428 acres of recreation land. Year-round recreation opportunities consisted of free to low-cost programming for the entire community. City-sponsored programs included Low Impact Fitness, Movies in the Park, Discover Roseburg 13 Land of Umpqua Geocache Series, Yoga and Zumba in the Park, Women's "Just for Fun" Summer Golf, Arbor Month activities, park scavenger hunts, Park and Recreation Month pop-up celebrations, Bug Hotel Workshops, "Swift Watch" in Fir Grove Park, Puzzle Palooza events, Great Easter Bunny Hunt and the Great Pumpkin Round Up.

Water Division

In 2024, 1.8 billion gallons – or 4.94 million gallons daily average -- of treated water was produced at the Winchester Water Treatment Plant. Construction projects included 4,100 linear feet of 20-inch transmission main in NE Stephens Street between Isabell Avenue and Newton Creek Road that was upsized and replaced with 24-inch main, relocated Supervisory Control and Data Acquisition equipment from an old communication building to the new communication building on Reservoir Hill and installed 180 LF of 6-inch main on Strong Avenue. Staff also reviewed and oversaw installation and testing of about 2,468 LF of 8-inch main for private commercial projects. The largest projects included the new WinCo store on Stewart Parkway and the new Holiday Inn Express Hotel being built on Mulholland Drive. Construction is underway to upsize and replace 2,726 LF of 6-inch main in SE Stephens Street from Sykes Street to Oak Avenue. Design is nearing completion to upsize and replace about 2,700 LF of 6-inch main on Pine Street between Oak Avenue and Sykes Street with 8-inch, and 3,400 LF of 8-inch main on Diamond Lake Boulevard between Douglas Avenue and Sunshine Road with 18-inch main. Design has also started on upsizing and replacing about 5,010 LF of aged, undersized distribution mains in the Jackson Street and Commercial Avenue area. Staff continues to work on water distribution main replacement projects and additional phases to replace the 20-inch transmission main from Newton Creek Road to Garden Valley Boulevard.

Storm Drainage Division

In 2024, almost half a mile of large diameter storm pipe was rehabilitated utilizing the cured-in-place-pipe (CIPP) method, which is a cost-effective way to extend the pipe's life by 50 years with minimal impact on the public, contrasted with the dig-and-replace method. Construction will begin soon on storm water

improvements on Military Avenue between Harrison and Altamont streets. Staff is completing design of storm system improvements on Grandview Drive between Imbler Avenue and Central Street, and on Center Street between Sherwood and Sharpe avenues. Staff is also working with a consultant to complete design of storm system improvements on Harvard Avenue between Ballf and Umpqua streets. Street crews spent 2,557 hours sweeping and removing 829,252 pounds of debris from city streets. They also collected 872 cubic yards of leaves last fall and winter.

Airport Division

A standby power generator was installed to power runway lighting, navigational aids and fuel dispensing during an extended power outage. The \$237,474 project was funded through Oregon Department of Aviation and Federal Aviation Administration grants -- with only \$2,670 coming from the City's Airport Capital Improvement fund. The City has awarded a contract for a 400-foot extension of taxiway A to allow larger aircraft to use the entire runway without having to perform a back-taxi maneuver. Construction should begin in spring 2025. Staff again utilized State and Federal grants as a major funding source for this \$2.3 million dollar project using only \$60,000 of Airport Capital Improvement funds. Staff is currently working with a consultant to complete design of fencing and security upgrades at the airport that is expected to bid this spring.

Streets Division

This year's overlay project was completed on NE Stephens Street from Edenbower Boulevard to Danita Avenue. Staff continues to tackle our ADA Transition Plan to complete replacement of 25 curb ramps within the city. Staff completed the slurry and chip seal of about 4 miles of streets to keep streets in good condition.

The 2025 pavement maintenance project will include the grind and inlay of asphalt on NW Stewart Parkway from Garden Valley Boulevard to Renann Street as well as on Garden Valley Boulevard from NW Mulholland Drive to Fairmount Street. The project will replace 32 curb ramps.

Engineering Division

We completed 232 site reviews, which are up 15% from last year. We issued 185 right-of-way permits and 214 lane closures. Staff completed delivery of \$8.3 million in capital improvement projects and oversaw many private construction projects.