

# City of Bluefield



## 2019 Annual Report

Hello!

This annual report is a bit unusual as it is being published in the midst of the COVID-19 pandemic, one of the most significant challenges faced by our nation in over fifty years. While this ever-evolving situation demands constant attention, the daily life of the City goes on. As we have done in the past, it is appropriate to look back on the last calendar year and review the efforts undertaken by the City to make Bluefield a better place to live, work and learn.

2019 was an amazing year, in that Intuit announced that, out of over 900 competitors, it had chosen Bluefield for the location of its next “Prosperity Hub.” Before the year ended, Intuit and its partner Alorica had begun operation out of their temporary facility (the former Caterpillar building on Commerce Street). As we write this, the new facility – the former Summit Bank Building on Federal Street – is being renovated, although the construction is paused due to COVID-19. When the facility is completed, it will bring approximately 360 new jobs to downtown Bluefield.

Please take some time and look over this Annual Report, and do not hesitate to reach out and ask questions. We’re proud of the progress we’ve made, and look forward to our future.

Very truly yours,

Board of Directors, City of Bluefield



Dear City of Bluefield Board of Directors:

I am pleased to present the 2019 Annual report to the City of Bluefield Board of Directors. This is the fifth annual report I have presented during my tenure in compliance with our City's Code of Ordinances.

As you read through the 2019 Annual review, I am proud to communicate the phenomenal work our talented city staff, volunteers, support from our local foundations and amazing city affiliated commissions have accomplished in 2019. Albeit a bit tardy in publication, I think the only way to describe 2019 is a roller coaster ride for the ages! Who could have predicted the highs of Intuit/Alorica bringing up to 500 jobs to our downtown, the beginning of Exit 1 development, and Mitchell Stadium being voted "America's Best High School Football Stadium" ...to the lows of Grant Street Bridge being



closed due to severe deterioration and the loss of over 8% of the city's tax revenue with the sale of BRMC from a for-profit to nonprofit entity. In this document you will get a glimpse at where we were, where we are today and our vision for the future.

Continuing our mission every year, we strive to build upon each year's foundation, improve our essential and emergency services, streamline our process and embrace the latest technology while cultivating a landscape conducive to economic development. As you read through this document, we at the City of Bluefield want to highlight and thank you the citizens, for choosing to live in our great city and having trust in our leadership as we navigate these unpredictable waters. Without your support, backing and involvement, much of this could not have been accomplished.

Sincerely,

Dane D. Rideout  
City Manager  
City of Bluefield



## Bluefield Area Transit

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### First Quarter

During the month of January, BAT once again worked with the Chamber of Commerce of the Two Virginias to provide transportation for the Mercer/Tazewell Leadership program. This session highlighted business and industry in our area, with tours of both Bluefield Regional Medical Center and King's Retread Plant in Brushfork.

On January 18th, the training room at BAT was used to host a meeting regarding a new federal program called the Opportunity Zone. This program will be used to entice investment in lower income areas. This meeting was hosted by Jim Spencer – Community & Economic Development Director.

During the months of January and February BAT received two new mini vans for our ever-growing Non-Emergency Medical Transportation Program.

On February 12, BAT transported Bluefield High School students to City Hall to participate in Student Government Day.



To stay in compliance, the employees of BAT are required to have 10 hours of Safety Training each year. On February 18, John Hill with Noel Training & Consulting Company, conducted a training session which included Defensive Driving, Scene of Accident and Evacuation.



*Passenger Training*



*Evacuation Training*

On February 19, Bluefield Area Transit hosted the meeting for the follow-up Region I Coordinated Public Transit-Human Service Plan Update. The potential goals and implementation actions for Region I – Mercer, McDowell, Monroe, Summers, Wyoming and Raleigh Counties, were discussed.

### Second Quarter

With May came the annual Gallery Hop! Over the course of this two-evening event, BAT provided transportation to various businesses throughout the cities of Bluefield and Princeton.



Bluefield Area Transit provided two buses to transport volunteers that helped with “City Wide Cleanup Day in April.

Always striving to meet the needs of the residents of, not only Mercer and McDowell Counties, but all residents of the State of West Virginia, our manager attended a three-day session on

Management Mobility. This session focused on providing different modes of transportation throughout the state of West Virginia.



Spring brought with it a new route in McDowell County. We now provide transportation to the residents of the Anawalt and Jenkinjones area two days per week. This route connects to the Gary bus and will enable the residents to go, not only into Welch, but will also allow them to connect to the Route 52 bus bringing them into the City of Bluefield. Once in Bluefield, they can connect to various routes going as far as Concord University in Athens.

Our Financial Administrator, Olivia Lawson, graduated in May, from Bluefield State College with her BS in Accountancy and received the W. Paul Cole, Jr. School of Business Most Outstanding Senior Award.

Our Assistant Manager, John Reeves, traveled to Palm Springs, California to complete his year-long participation in the Emerging Leaders Academy, sponsored by Community Transportation Association of America (CTAA) at which time he presented his work on CNG Fleet Integration.

Olivia and John also received their training to become Certified Safety and Security Officers (CSSO). This program is also sponsored by CTAA.



### Third Quarter

When visiting Mercer Mall, you may now see our new marketing display that shows our route names, NEMT information and our phone number.

The 34th Annual West Virginia Excellence Awards were held in July at Stonewall Resort. Once again, Bluefield Area Transit (BAT) was a winner! For the third year in a row one of our drivers, Dave Janney, was awarded Driver of the Year. We also received the Good Neighbor Award for helping a neighboring transit system.



We received special recognition for Bluefield Area Transit's 45th Anniversary.

## Fourth Quarter

October brought with it new advancements in BAT's technology. We went live with a new fiber optic internet and phone system which allowed us to purchase new scheduling software for our NEMT Program. While the new communication system has increased the reliability and speed of our internet service, the new scheduling software has improved our efficiency, thus improving our productivity.

Our City Attorney, Colin Cline, was gracious enough to help with our new endeavor to make the residents of Mercer and McDowell counties more aware of the services that we provide. Colin was featured in our new commercial which is airing on WVVA.



In December at the Division of Public Transit's Annual Manager Meeting, our Assistant Manager, John Reeves, provided training for a new program that he developed to help track the information needed for the National Transit Database. Each transit system throughout the state is required to capture all information pertaining to its operations and ridership.

This program provides an easy means of capturing this data.

Our goal at Bluefield Area Transit is to provide the citizens of our area safe and reliable transportation along with the assurance that each BAT employee is trained to proficiency.

*The year 2019 brought with it many enhancements to our transit system. We are looking forward to 2020 as we draw closer to the completion of our new transfer station, improvements being made in our CNG Program, more marketing opportunities, and being able to offer more transportation services throughout the communities we serve.*

## CITY AMBASSADOR

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2019 was a busy year for your City Ambassador. This city is growing in leaps and bounds and it is exhilarating and exciting to be a part of that growth. Representing the city in a positive light at meetings, networking opportunities, public events, working with our veteran population, and welcoming visitors to the city is a great opportunity. We have been extremely fortunate this year to see an increase in grant funding, as well as a new partnership formed with the U.S. Army (PaYS) program supporting our military and JROTC. I look forward to more exciting things taking place in 2020.

### First Quarter

1. Student Government Day at the City is always a great event. The event provides the opportunity for our young people to participate in municipal government and see how the process works.
2. "Mission Hope" sponsored by Intuit, is a program that works together with cities to provide jobs. Bluefield is one of those cities.
3. Received \$1,900 in sponsorships for CPR manikins for CPR classes.
4. Partnered with the Director of Economic Development to sponsor a Boots to Business workshop in Bluefield to aid entrepreneurs in starting a business.
5. Conducted four city wide tours for potential physicians to BRMC. This is an opportunity to showcase our city in a positive light.

### Second Quarter

1. It was a pleasure working with our German Intern, Charlotte Danner during her stay in the United States. We attended the International Dinner at Concord University.
2. The opening of the Ridge Runner train at the Bluefield City Park is always a great time not only for local citizens, but visitors as well.



3. The Memorial Day Celebration at Chicory Square was hosted by the Riley Vest Post 9 of the American Legion. The community honored our servicemen and women during a moving ceremony.
4. Exhibited at the Better Living Show held at the Brushfork National Guard Armory. Distributed materials for the City of Bluefield; attractions, programs, and more.



### Third Quarter

1. Assisted with the Lt. Crook Road Naming Dedication. Lieutenant Crook was a U.S. Marine Corps veteran and had served with the Bluefield Police Department for nine years.
2. The Cole Chevy Mountain Festival is a great event bringing families together as well as visitors. This is always a well-attended event held at the Bluefield City Park.
3. The City conducted trolley tours for Intuit staff and the public of the downtown area of Bluefield along with participating in a Lemonade Block Park sponsored by Intuit.



4. Hosted Military Family Appreciation Night at the Ballpark for our veterans and their families. This is always a great event where our veterans and their families are admitted free to the game and receive a meal.



5. Arts is a large part of the City of Bluefield and we were excited to welcome Adam DeGraff Rock Violinist to the Bluefield Arts Center.
6. The Lemonade Festival in downtown Bluefield draws a huge crowd; citizens, families and visitors. It was a great event.
7. Grant administrator for the City of Bluefield means working with various department heads to obtain grant funding for items needed in their respective departments. Fire Chief Rick Cary accepted a grant award from Jason Knowles with WV American Water for their 2019 Firefighting Grant Program. Grants are a challenging part of my position.
8. September brought good news for the Bluefield Fire Department. We were awarded the FEMA Assistance to Firefighters Grant (AFG) which enabled the department to



purchase new radios, pagers, cases, and exhaust systems for both Central and Station 3 fire stations. The grant award totaled \$155,222.00.

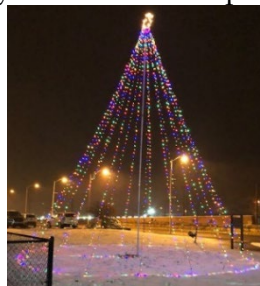
9. Hosted the City's 9/11 Patriot Day Ceremony in Chicory Square. The event provided the public the opportunity to come out and honor those who were lost in the World Trade Center attacks, those who served and still serve. Guest speaker was Mike "Doc" Atwell, a US Navy Corpsman. The Bluefield Fire Department presented the Fireman's Prayer and the Last Call Bell Ceremony.



10. Oktoberfest in the Park was an awesome event sponsored by the Bluefield Beautification Commission. There was delicious food, great music, something for everyone!

#### **Fourth Quarter**

1. During this quarter the City of Bluefield became a partner in the U.S. Army PaYS Program. This program is an enlistment option and recruiting initiative for Future Soldiers and ROTC Cadets.
2. Mitchell Stadium was voted America's Best High School Football Stadium – attended the press conference at Mitchell Stadium. Great day for the City of Bluefield.
3. Attended the first annual Veterans Days celebration at BRMC. COL Dane Rideout was the guest speaker.
4. Thanksgiving Night saw the opening of the 23<sup>rd</sup> Annual Holiday of Lights. A new edition to this year's event was the Polar Express. Great support from the community.
5. "Kick-off" for Small Business Saturday was held November 30 complete with a breakfast for participating businesses. Twenty-two businesses participated in this year's event.
6. The City's Annual Tree Lighting took place December 2 on Princeton Avenue. Students from Whitethorn and memorial Primary sang carols.
7. Jeffrey Lusk with Hatfield~McCoy Trail system presented a seminar on learning the advantages of starting or growing a business in the local tourism industry.
8. December 31 rang in the Lemon Drop on Commerce Street in Bluefield.



Total grants awarded for the 2019 calendar year: \$757,978.33 (not including what the Economic Development Dept. was awarded). A total increase of \$479,330.33 from 2018.

## ENGINEERING SERVICES / STORMWATER

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This year saw many changes within the Engineering Department with the integration of the city's stormwater system which was previously the responsibility of the Bluefield Sanitary Board, as well as integrating GIS that previously was under Economic Development.

The department is responsible for zoning applications and approvals for new construction. This department is also responsible for maintenance and GIS mapping of the city's stormwater system, as well as compliance for the federally mandated MS4 stormwater permit through the State of West Virginia DEP.

### First Quarter

1. Met with Dave Shields to obtain an appraisal for the Public Works property.
2. Received bids for the Mitchell Stadium lighting project.
3. Met with Joe Blair of Veterinarian Associates regarding his plans to construct a new veterinary clinic on Cumberland Road.
4. Worked with AEP to replace electric meters at the Wells Fargo building.
5. Conducted a walk-through of the old nursing home on Rogers Street to find possible ways to reduce costs on the electric bill for the facility.
6. Reviewed and distributed to certain department heads the Monitoring and Emergency Action Plan for Horton Dam.
7. Worked with the water company in conjunction with the stormwater crew concerning a sink hole on Raleigh Street. Found that the sewer and stormwater lines had collapsed and caused the sink hole.
8. Worked with DOH concerning light issues on Martin Luther King Bridge.
9. Worked with the water company and contractor for the Commercialization Station to test the backflow valves.
10. Met with AEP about putting in power to the sign at Bluefield Area Arts Center.
11. Worked with AEP on street light data for parking lots.

### Second Quarter

1. Worked with stormwater crew in the downtown area to locate the conduits for the decorative lights and fiber optic locations.
2. DOH is milling and paving Cumberland Road and Grassy Branch.
3. DOH Contractor is working on sidewalk street corner for ADA compliance.
4. Worked with Gas Company and contractor at the top of Washington Street and Cumberland Road to help with street light conduits so digging could begin for line replacement project.
5. Worked with AEP to fix transmission line in City Park that exploded.
6. Reviewed Lumos proposal for underground boring, erecting new poles and hanging lines for schools.
7. Started to evaluate streets for proposed paving for 2019.
8. Cost estimates for street paving plan.



## Third Quarter

1. Completed transition of stormwater department from Sanitary Board to the responsibility of the City of Bluefield.
2. GIS staff got the new trails updated in the trail's app for the city park with elevations and they are currently live on the MyBluefield App and the Parks & Recreation website.
3. Created a zoning webmap tool for Engineering & Permitting to use internally until the layers are cleaned up.
4. Created an Access Database and custom worksheet interface for our engineering intern to transfer all paper inspection forms into a searchable and digital format for stormwater.
5. Currently editing the stormwater geodatabase to create our digital stormwater network for the city to improve efficiency across the board for maintenance and 811.
6. Created a webapp for the Municipal Land Bank and street paving inventory.
7. The stormwater crew repaired sinkholes on Ramsey and College, as well as manholes and collapsed basins on Jones and Talbot. We also repaired the garage entrance at Stewart Street Alley.



8. Performed edits to parking configurations in the downtown.
9. Performed roof leak detection on Bay 3 at the Commercialization Station.
10. Flew photomosaic with the drone for the Commercialization Station.
11. Flew Battle of the Bluefields and performed other photo and video services for the game.
12. Ordered outfall collection bottles for bi-annual stormwater testing required for MS4 permit compliance.

13. Exit 1 Project kickoff meeting
14. Fall paving contractual meeting and site visit
15. Stormwater crew tied up loose ends at Commercialization Station.  
Concreted conduit ditch in front of building and filled open holes along the back of the building.
16. Stormwater crew evaluated streets to be paved and identified 16 stormwater basins that will require attention before paving.



#### Fourth Quarter

1. Stormwater crew working on basins for streets in preparation for street paving.
2. Kee Dam inspection completed.
3. Exit 1 Kickoff Meeting – Preliminary design concept.
4. Lights in the Big Whiskey Alley were completed.
5. Tennis court preliminary design and cost estimates completed.
6. GIS Zoning data refinement is in progress.
7. East River Overlook repairs are in progress.
8. Stormwater crew working on oil separator and drain line at Public Works facility.
9. Trees cut and trimmed on city owned property behind 409 N. Mercer St.

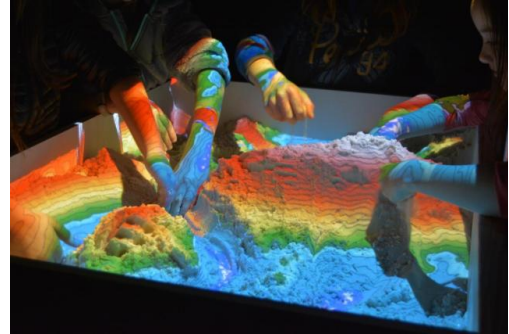


10. Vactor truck repairs completed and is operational.
11. The City paved or resurfaced 20 streets this year including areas on the East end as well as North and South sides of the city.
12. Stormwater crew working on emergency repair of collapsed pipe on Washington St.
13. Scanning of maps/plans/BIMS/etc. to Engineering/Stormwater server for storage.





14. Multiple Plumbing Inspections at Bluefield Elementary School
15. Site Inspection at the Clover Club on Commerce St.
16. Site Visit, Design, and Estimates for Retaining Wall at the Alliance for the Arts Parking Lot
17. Site Visit and Plan Review of Devonshire Court
18. Exit 1 Progress Meeting and Teleconferences
19. Attended Quarterly Utility Meeting at Cardinal Gas Company
20. Review of permit to install underground fiber cable, etc. on Raleigh Street
21. Site Building Inspection for Ms. Regina Belcher
22. The Augmented Reality Sandbox is now operational after purchasing a required laptop to control the many features. The AR Sandbox will be used for educational purposes and school presentations as part of our MS4 permit compliance.
23. GIS Municipal Land Bank Web Editor has been compiled with all pertinent cadastral information and is currently being updated by the City Attorney.
24. Attended Stormwater Management training session in Charleston WV.
25. Integrated stormwater inspection database into GIS
26. Stormwater network GIS mapping
27. Miss Utility notified and utility lines marked for Hardy Street curve project
28. Design/Oversight of retaining wall project at Alliance for the Arts parking lot
29. Fire Station subsidence investigation/oversight.



30. To improve the dangerous curve on Hardy Street, the City acquired the property adjacent to the curve. We removed a huge portion of the embankment to widen the area and increase visibility. Primary excavation is complete. Final slope /grade excavation, seeding and expanded roadbed gravel fill and compaction is ongoing.





31. Bluefield Area Arts Center parking lot retaining wall is ongoing with backfilling, geotextile installation, and final dress up.
32. Bluefield Commercialization Station bollards are complete-capped and painted.



33. GIS completed Grant Street Bridge modeling and mapping with alternate routes.
34. GIS Stormwater Web Editor has been compiled with all pertinent available reporting data and is currently being updated by Engineering/Stormwater intern.

### **Moving Forward**

The City of Bluefield Engineering and Stormwater Department looks forward to a challenging and exciting 2020. The goals we are striving to achieve this coming year include the Exit 1 development project, demolition of the the 400 block downtown, downtown street redirection and signage plan, and the Union St. detention pond restoration. We also plan to assist and work with Bluefield Area Transit for the development and site construction of the bus transfer station; as well as assisting the Parks and Recreation Department with plans for Mitchell Stadium's restoration project and various improvements within the City Park including new tennis court bleachers, lighting and walkway project.

## CODE ENFORCEMENT

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Code Enforcement is a small department with a big impact. Code Enforcement enforces the complex building and property maintenance codes that the City has adopted, monitors the progress of building permits, issues citations for violations, represents the City before the Building Commission in cases where demolition might be appropriate, and responds to animal control issues, including heartbreaking cases of severely neglected or abused dogs and cats.

The demolition of dilapidated structures is one of the most important programs in the City. Since 1950, the City's population has shrunk by half. While this contraction has kept housing prices low and affordable, it has also resulted in an over-supply of houses and an abundance of decaying or completely dilapidated structures. Bluefield is fortunate in that it has funding to tear down dilapidated structures, and we pursue that program vigorously. In 2019 alone, we demolished 27 structures – that's more than two per month.

Code Enforcement also issues building permits and monitors the progress of building projects. 2019 saw 693 building permits issued on 22 million dollars in construction projects. This shows that our citizens



and businesses are upgrading their properties and investing in the City.



Code Enforcement also monitors and assists with enforcement of the City's requirement that businesses in the City obtain and maintain City business licenses. Most of our businesses are compliant, and most non-compliance is due to a lack of understanding rather than intentional violation of the law. There are those, however, who refuse to obtain business licenses, which imposes an unfair burden on the law-abiding majority. In the first quarter of 2019, Treasury provided Code Enforcement with a list of 48 businesses that were operating, or allegedly operating, without licenses. Code Enforcement had directly addressed 20 of those by early March, and continued to work on the rest throughout the year. This remains an ongoing effort.

In late February, Code Enforcement was called to an abandoned house where a mother dog had given birth to 8 puppies. With the help of the ALIVE animal rescue group, Code Enforcement was able to rescue the puppies and get them to safety. That is but one of the many animal rescues that Code Enforcement participated in in 2019.



This is annual report summary for 2019-year totals.

- Building Permits: 693 – representing combined project costs of \$22,477,444
- Code Cases: 817
- Abandon Vehicles: 2
- Demolition: 27 Structures; 20 Commercial; 24 Residential
- Inspections: 34
- Parking Tickets: 151

## COMMUNITY & ECONOMIC DEVELOPMENT

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According to the International Economic Development Council, no single definition incorporates all the different strands of economic development. Typically, economic development can be described in objectives. These are most commonly described as the creation of jobs and wealth and the improvement in the quality of life. Economic development can also be described as a process that influences the growth and restructuring of an economy to enhance the economic well-being of a community.

Since the creation of the Community and Economic Development Department (CED) by the City Board on April 17, 2015, the CED has taken an aggressive three-pronged approach to economic growth for the City and region:

1. To support existing business and industry by helping them diversify and grow through a Business Retention and Expansion Program (BR&E).
2. Cultivate entrepreneurship and innovation.
3. To attract new industry, especially in the "TEAM" sectors. TEAM stands for Technology, Energy, and Advanced Manufacturing.

As a result, we have had success in all three areas.

### **The Day Intuit and Alorica came to Bluefield**

March 29, 2019 was a historic day for the City of Bluefield and region. Brad Smith, the former CEO and present executive board chairman of Intuit, came to Bluefield with his leadership team and announced that out of over 900 communities, Bluefield would be the location for their next Prosperity Hub. The Prosperity Hub Program is an



*Brad Smith, Former CEO and Executive Board Chairman of*

Intuit. The Prosperity Hub Program is an initiative, created by Intuit, to bring full-time jobs, vocational training, education resources, and spark economic prosperity to communities in need. Intuit has partnered with Alorica to operate the Customer Success Center, which will create 200-500 jobs in the downtown. The Center will be branded by Intuit but the employees will be employed by Alorica. Alorica is currently operating in an 8,000 SF temporary location and has approximately 70 employees which service Intuit's Mint and QuickBooks clients. The project will also include Intuit's first Innovation Lab which will be an entrepreneurial center to help cultivate entrepreneurship, start new businesses, and support existing businesses. The Innovation Lab will be operated by the Bluefield Economic Development Authority (BEDA) and Community and Economic Development Department (CED) in conjunction with Intuit and the CREATE Opportunity Partners.

*"As we have continued to grow our partnership with Bluefield, we've learned what the data didn't tell us. The Bluefield community is resilient. It is a community that understands how to achieve success, and where its people are hungry for more. Bloomfieldians are passionate,*



*hardworking and kind. Since March, our decision to invest in Bluefield has only been further reinforced and galvanized by new conversations, opportunities and collective progress.”*

- Colleen Beers, President of North America and Europe Operations at Alorica and Mark Notarainni, Chief Customer Success Officer at Intuit



*Intuit and Alorica located in Downtown Bluefield*

### **Intuit/Alorica Effect**

As a result of the “Intuit/Alorica Effect,” a Blueprint grant from the Federal Home Loan Bank awarded a grant to pay for the costs to bring in a national consultant to help our community look for ways to help existing businesses grow as well as attract new businesses. The Bluefield Blueprint Team was established in 2013. When the CED department was created in 2015, the CED took an active interest in expanding the program. The Blueprint Community is a program similar to a Main Street Program funded by the Federal Home Loan Bank of Pittsburgh. The Blueprint Communities Initiative works with Community Collaboration Teams (CCT) in each community; provides interactive training and work sessions, regular opportunities for peer learning, and community performance coaching throughout the initiative; exposes participants to multiple trainers and service providers; maintains a continuous emphasis on civic engagement and particularly decision making; and provides technical assistance funding to the CCTs upon completion of the training to begin implementation of their plans. The Bluefield Team has received several Blueprint grants.



### **Creation of the Bluefield WV Economic Development Authority**

The City has seen growth as a result of the efforts of the CED and the City Board of Directors found it in the best interest of the City to create the Bluefield West Virginia Economic Development Authority

(BEDA) which will focus on economic growth for the City. The Authority had its first meeting on July 11, 2019, and is in the process of developing by-laws, policies, and procedures to be successful in their mission. The BEDA will be taking the lead in the Intuit project along with other economic development projects for the City. Fourteen local business leaders comprise the initial BEDA Board and the CED Director is the Executive Director and Secretary for BEDA. The



2019 Blueprint Grant from the Federal Home Loan Bank Program allowed the CED to hire a national consultant, Diane Lupke of Diane Lupke & Associates, to assist the City to create the Bluefield, WV Economic Development Authority (BEDA). The assistance included the development of by-laws, structure, and procedures. Diane Lupke is to return to Bluefield in February and March 2020 to complete the project.

### **Workshops and Networking Events**

Since it was established, the CED has offered trainings to supply assistance to existing businesses and entrepreneurs. In October, the BEDA/CED surveyed local business owners and entrepreneurs and created a workshop and events calendar based on their business needs. The BEDA/CED have partnered with several organizations and higher education to host the workshops including; Mercer County CVB, WV Small Business Development Center, Crea Company, Regional Contracting Assistance Center, Inc. (RCAC), Bluefield State College, Bluefield College, Concord University, CART, Inc., Hatfield-McCoy Trails, Intuit, and TechConnectWV.

Some of the workshops included but were not limited to; social media marketing, business planning, time management, government contracting, finance, and more. The classes are held in the third floor of the Bluefield Arts Center.



*Government Contracting 101 with RCAC*



*Entrepreneur to Entrepreneur Showcase 2019*

Along with the workshops, the BEDA/CED began to host networking events in conjunction with training events for businesses in the region, such as the Entrepreneur to Entrepreneur Showcase (E2E). In 2017, the CED unveiled a new annual program to celebrate National Entrepreneurship Week. The program was initially called, "Meet the Millennials" and in 2019 was rebranded to

"Entrepreneur 2 Entrepreneur". The event was created as a networking opportunity and to pass on lessons learned by existing successful business owners to the next generation of entrepreneurs. The program is "speed dating" for entrepreneurs where ten existing business owners are seated at separate tables. Aspiring entrepreneurs and early-stage company owners are evenly distributed at the ten tables. For 12 minutes, the existing business owners tell about their journey as an entrepreneur, lessons they have learned, mistakes they have made, and what





they would do differently if they started over. It is a small group setting that is fully interactive. When time is called, the existing business owners switch tables which allows attendees to hear from the 10 different business owners in a 2-hour period. The event concluded with a time of networking and refreshments.

The program has been so successful that it is offered twice per year with 71 attendees at the event held in October 2019. Click here to see our video on [E2E October 2019](#). There are three main goals for the program which include:

1. To allow aspiring entrepreneurs to learn from existing business owners.
2. To allow existing business owners an opportunity to learn from other business owners.
3. To create a networking event.

### **Opportunity Zone and Exit 1 off Interstate 77**

In 2018, the CED took the lead for the Cities of Bluefield and Princeton, as well as Mercer County, to apply to the State of WV for three census tracts to be included in the Opportunity Zone Program. As a result, the State of West Virginia chose two of the census tracts to include in the Opportunity Zone Program. Both tracts are located adjacent to Interstate 77. The City of Bluefield owns land at Exit 1 which is in the Opportunity Zone.

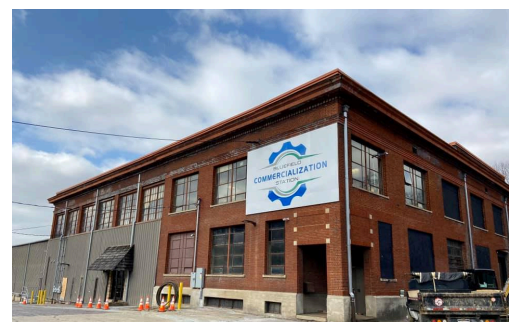


*Exit 1*

The CED applied for and secured a \$1 million grant from the EDA which was matched locally with \$1 million to develop 10-12 acres of shovel ready pads for development. Rummel, Klepper & Kahl, LLP (RK&K) is the engineering firm hired by the City to design the project at Exit 1 and construction is scheduled to start in Summer 2020. The BEDA/CED developed a marketing prospectus for the Opportunity Zone which is available on the [www.mybluefield.org](http://www.mybluefield.org) website to market to developers and industries. (It should be noted the City of Princeton also submitted to have a census tract in their downtown included in the Opportunity Zone program).

### **Commercialization Station**

The City of Bluefield applied for and received a \$2.04 million POWER grant from the U.S. Economic Development Administration (EDA) which was matched by the Shott Foundation with a grant of \$510,000 to develop the Commercialization Station. The Commercialization Station is a mixed-use incubator focusing on manufacturing and technology. The Commercialization Station was a former railroad freight station built in the 1920s and is split into 5 Bays with 17-foot ceilings and containing approximately



*Bluefield Commercialization Station*

8,000 square feet in each Bay. The BEDA/CED Director had previous experience in two incubator projects and received the Business Incubation Manager Certificate from InBIA in October 2016. Construction was completed in Fall 2019. The current tenants include; FedEx, having a small distribution center, the Crea Company which operates a maker space in another bay, and CART, Inc. This leaves two bays for other projects along with a two-story brick section that will be developed for future projects. The BEDA/CED is actively marketing the space and services of the Commercialization Station to seek more tenants. As part of the grant, the BEDA/CED developed and submitted to the EDA a Business Incubation Plan for their approval which outlines the lease terms, services and policies for the Commercialization Station.

### **Workforce Training**

The BEDA/CED worked with local workforce programs and colleges to help bridge the gap between employers and the talent they need. Bluefield Industrial Plating & Machine (IPM) is hiring 100 employees and as a result, IPM and Bluefield State formed an educational partnership to help develop the local machinist trade. Alorica will be hiring up to 500 people in Fall of 2020 and will be needing qualified workers. The local workforce programs met with Alorica team to establish programs and trainings, along with local colleges, to get ready for the upcoming expansion. These same services are available to any local company looking to hire talent.

### **Staff Training**

The BEDA/CED has participated in several trainings offered by the International Business Innovation Association (InBIA) and the International Economic Development Council (IEDC) including webinars and sessions.

### **Data-Driven Decisions**

The use of data in decision making, especially when coupled with the power of a robust GIS, is paramount to planning and forecasting in economic development. The BEDA/CED can "mine data" through ESRI's Community Analyst package as well as other sources. The data can help us develop "cluster analysis" and target markets which can help us market the City more professionally as well as help us make decisions on which are the best companies to try and attract to the City.

### **Social Media**

The BEDA/CED expanded their social media in 2019. Facebook Page Likes grew from 985 Likes on January 1, 2019 to 1,535 on December 31, 2019. Instagram grew to 409 Followers. A LinkedIn page was created for the department in January 2019 and by December 2019, it grew to 166 followers.

## Small Business Saturday

2019 marked the 5th year the City of Bluefield has participated in Small Business Saturday. This past year, there were 21 participating businesses and several "pop-up" vendors that were located in the Clover Club. The BEDA/CED developed contests and solicited sponsors awarding cash prizes to the winners to help market the event and the participating businesses. The day started with a business appreciation breakfast which is a time to thank local businesses for what they do and allow for networking.



*2019 Small Business Saturday – Pop Up Shop*

## "Business in MyBluefield" Video Program

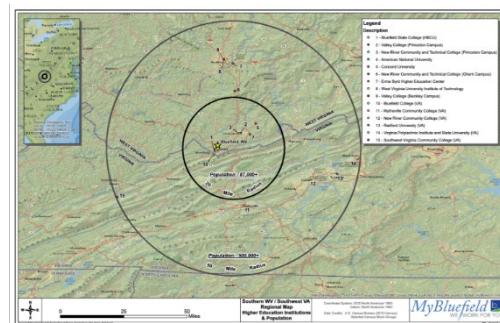
In an effort to support existing businesses physically located inside the City, the BEDA/CED will produce one free 1-2-minute video for marketing purposes. The participating business must be current on City taxes, licenses, and fees. The videos are published on YouTube for the businesses to use to market themselves and the BEDA/CED uses them on the [www.mybluefield.org](http://www.mybluefield.org) site and social media platforms.



*Kitt McCarthy – Owner, Bluefield Inn*

## Engage Local Colleges

There are 15 colleges/universities located within a 50-mile radius of the City. The BEDA/CED has worked to engage local colleges in the Bluefield region and support local initiatives and workforce needs.





## FIRE DEPARTMENT

Below is the annual call-load break down of **1,459** calls for the fire department.

EMS Incidents	695
Fire Incidents	507
Fire Incidents > \$1,000.00 damages	45
Motor Vehicle Collisions	128
Utilities Incidents	75
Goodwill	45
K-9 Deployment	9



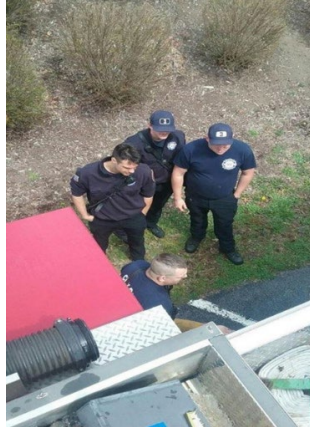
The Fire Department received training from outside sources, along with the daily “in-house” training. Allowing us to continue to meet the demands of the Insurance Services Office (ISO) and the National Fire Protection Association (NFPA) Standards of 472, 1001, 1021, and NFPA 1451, which requires a yearly 240 training hours per man. Listed below are several of the trainings the department participated in for the year:

### Training

- ❖ Firefighter 1&2
- ❖ Fire Officer 1&2
- ❖ American Heart Association Instructors
- ❖ Sawyer Class
- ❖ EMS Recertification
- ❖ CPR
- ❖ Emergency Medical Technician (EMT)
- ❖ Emergency Vehicle Operation Class (EVOC)
- ❖ Probationer Driver Training (streets)
- ❖ K-9 Recertification
- ❖ Hazardous Material
- ❖ EMS Recertification
- ❖ Live Burn with Bluefield, VA
- ❖ Core 1 Rescue
- ❖ Gas Company
- ❖ Mock Disaster at the Maples

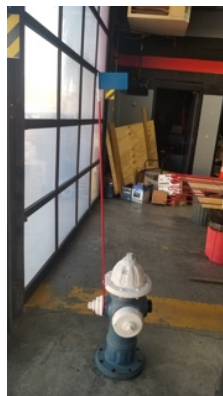
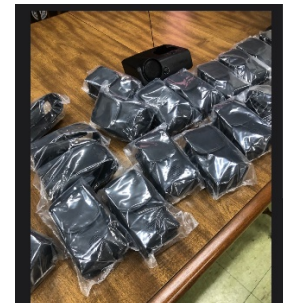


Training provides preparedness and a working knowledge to any situation. When a firefighter enters a building engulfed in flames, they must be prepared to deal with a volatile situation where the fire can react in different ways, travel in different paths or accelerate unexpectedly. These classes/trainings help reduce property damage, reduce the number of injuries, compensation claims and deaths of firefighters and civilians and helps increase the fire department's efficiency and morale. Training fosters teamwork and cooperation.



Grants from AEP, State Farm, CFVA, WVAWC and FEMA AFG allows for upgrading our radios and pagers, including cases and chargers. We are able to also purchase hydrant flags, smoke and carbon monoxide

detectors, as well as a new Sparky outfit. We will first update our communications (radios and pagers) in the amount of \$126,688.00. We are looking at the Motorola APX8000. The Motorola APX800 radio has a dual band, four RF bands and multi-mode system access, is P-25 compliant, and knows no limits when it comes to interoperability. With the Wi-Fi access, the APX 8000 can quickly receive new code plugs, firmware and software features in order to redeploy the radio fleet with ease as users keep talking without



interruption. Mission Critical wireless Bluetooth connects quickly and securely with remote microphones. These will be complimented with the Motorola Minitor VI pager. The Motorola Minitor VI pager is a two-tone voice pager, single channel with voice message storage of up to 16 messages, and comes with a built-in voice amplifier so firefighters never miss an alert. The units are flexible, rugged and reliable and come with a rechargeable battery.



Three of our local Fire Fighters received rewards from The Sons of the American Revolution. Captain Akers and Lieutenant Dingus for the Life Save of an Infant. Chief Cary The Fire Safety Commendation Medal for accomplishments and outstanding contributions in fire safety. Very proud moment for the BFD as well as the City of Bluefield.



Throughout this year, Bluefield Fire Department has been seen in variety of places. The biggest difference we make is in our fire prevention week where we educated close to 700 children. Schools we attended include Cumberland Heights, Bluefield Intermediate, Kennedy Center, Memorial, Bluefield Head Start, Bland Street School, Westminster. Below are some of the different engagements we attended.

- ❖ Maples Mock Drill
- ❖ Beaver High School Parade
- ❖ October Fire Prevention
- ❖ Christmas Tree
- ❖ Job Fair at BLF Auditorium
- ❖ Watered Horse track at City Park
- ❖ Lemonade Day
- ❖ 911 Ceremony
- ❖ Assisted with a National Day of Prayer with Bluefield VA VFD
- ❖ Career day at Memorial school
- ❖ Craft Memorial "Kid's Day" (fire prevention and kid's spraying hose)
- ❖ Washed parking lot of baseball field after installation of new clay dirt and turf
- ❖ Washed Bluefield Rescue Squad lot for EMS appreciation week







## HUMAN RESOURCES

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The Human Resources Department continues to focus on the needs of the City and the needs of the employees. Maintaining a balance between legal regulations and compliance, workforce training and development, retention of quality employees and administrative responsibilities, while still meeting daily needs of the city objectives and employee needs is an enormous challenge. The department is continuing to look for better ways to meet these many challenges.

### First Quarter

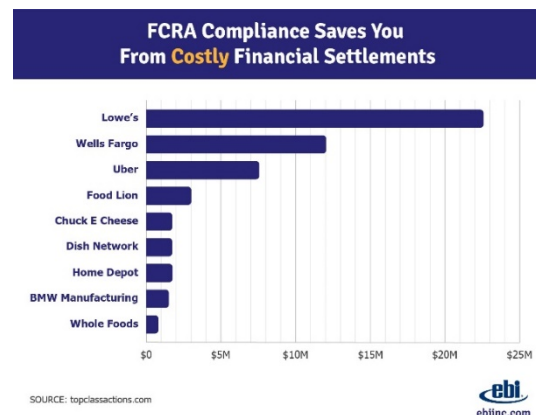
1. On boarded 11 PT and 4 FT employees. Advertised and accepted applications for multiple vacancies at the Fit/Rec including PT Lifeguard, Certified Personal Trainer and After School Counselors and for a NEMT Transit Driver for Bluefield Transit. We also started advertising for the Engineering Services Stormwater Director.
2. Began researching Human Resources content for the new City website.
3. Participated in a webcast for the review and update of Labor Law Posters to remain in compliance with the U.S. Department of Labor for 2019.
4. Organized Narcan Training schedule for January 07, 2019 for Public Works, Code Enforcement and new Police Officers.
5. Compiled the 2018 Survey of Occupational Injuries and Illnesses report for U.S. Department of Labor, Bureau of Labor Statistics.
6. Attended first planning committee meeting at Bluefield State College with the Office of Alumni Affairs to organize the first Juneteenth festival in Bluefield. The festival is held annually by African Americans, commemorating the emancipation from slavery in Texas in 1865. This is the oldest nationally celebrated commemoration of the ending of slavery in the United States. The event has been set for June 21, 2019 from 12 pm to 7 pm at the Bluefield State College Student Center.
7. Training new Human Resources Assistant on department responsibilities.
8. Attended local SHRM Chapter meeting – Speaker was Jimmy Price of the Virginia Employment Commission. Mr. Price provided an overview of the process for employers/organizations on Unemployment Insurance claims of adjudications, Initial decisions and appeal processes that are utilized to render decisions when claims are contested.
9. Attended initial meeting with Travelers Risk Control Manager to conduct a basic review and discuss their options for safety training. In addition, we discussed setting up meeting with department managers for the specific recommendations in the departments.
10. Worked with AccuFund programmer for the annual generation and distribution of 1095's to meet the 3/4/19 deadline. Employee 1095s are required to be generated and mailed to employees by the Affordable Care Act.
11. Received 35 pairs of cut and puncture resistant gloves offered during the Narcan training for our public works department. The gloves were received free due to grant funds through Community Connections and are valued at approximately \$2,000.00.







5. Attended the West Virginia Chamber Human Resources Conference. Topics included Unintentional Tolerance, Pay Equity Audits, Change Management, Off boarding Practices, Performance Improvement Actions, Social Media Content, Marijuana in the Workplace and more.
6. Began training another new Human Resources Assistant to replace current assistant that moved to the Stormwater Department.
7. Reviewed the After-School program with specific focus on the employee benefit of usage: Cost/fee discussions; surveyed employees.
8. Training and update of Disclosures and Authorizations to meet compliance requirements for the FCRA (Fair Credit Reporting Act) to pull criminal backgrounds and motor vehicle records.
9. Updated MVR (motor vehicle records) for all employees who drive a vehicle for the City. MVR checks are a useful tool for risk control and to improve the safety of our fleet operations.
10. Attended training offered by PEIA and UMR (United Healthcare Company) to learn about the transition from HealthSmart to UMR. UMR is a third-party administrator, hired by PEIA, to help ensure that claims are paid correctly. This move is expected to generate an estimated \$9.2 million in first-year savings and help to keep health care costs to a minimum.
11. Coordinated a training session sponsored by the SHRM Appalachian Chapter of the Virginias and the Chamber of Commerce of the Two Virginias. This is a "Lunch and Learn" for employers to understand the newly proposed Department of Labor Overtime Exemption Rule and to be prepared to adjust their current pay practices. The event was held on May 23<sup>rd</sup> at noon at Bluefield College Shott Hall – Room A/B.
12. Began organizing with Washington National to conduct an open enrollment for all employees tentatively scheduled for the second week in July.
13. Attended SHRM Local Chapter Meeting – Speaker Nathaniel Griffin, VA Department of Labor and Industry. The topic presented was How to Survive a VOSH inspection.

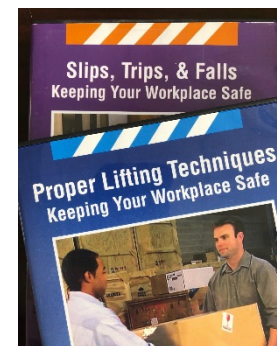


14. Started process of transfer of new Stormwater division employees. Conducted a review of Storm water employee's current benefits and cost in order to create an employee compensation statement for each. Stormwater division that begins July 1, 2019.



### Third Quarter

1. On boarded 2 PT Transit drivers, 1 PT After School Counselor, 1 PT Wellness floor attendant, 1 PT Lifeguard, 1 FT Code Enforcement officer, 1 FT Police officer, 1 FT Fire fighter, 1 Supervisor Stormwater and 6 regular Stormwater Field Laborers. We also began advertising for PT Lifeguards, PT Certified Professional trainers, PT NEMT Transit drivers, Probationary or Certified Fire fighter, FT Public Works laborers and Engineering Services/Store Water Director.
2. Began coordination with Washington National to begin their open enrollment July 8<sup>th</sup> and last throughout the week.
3. Review of all open enrollment changes with PEIA records to ensure accuracy.
4. Began the onboarding process to transfer the 7 Stormwater employees from the Bluefield Sanitary Board to the City of Bluefield newly created Stormwater Division
5. Entered, reviewed and rechecked all the entries for the COLA's.
6. Administered basic safety training to the new Stormwater employee division.
7. Held open enrollment for Washington National Supplemental Insurance coverages. This was done by department to provide a better outreach to employees.
8. Updated physical addresses for all police officers and researched commuting distance for evaluation of costs associated with take-home vehicles.
9. Preparation of Requests for Separation Information of Unemployment Compensation Division.
10. Worked with AFLAC on a schedule and letter to employees to begin their open enrollment mid-September.
11. Worked with several aspects of bringing the Stormwater Division into the organization such as, Genesis software programming and a detailed review of previous pay rates, deductions, and benefits.
12. Organized December SHRM Local Chapter meeting – Speaker Natalie Sanders: JER HR Group discussing Professionalism in the Workplace.
13. Continuing research for the Human Resources content for the new City website
14. Updated website with Department of Labor compliance information for applicants. Applicants must have available to them the Family Medical Leave Act, Equal Employment Opportunity information, and Employment Polygraph Protection Act.
15. Filed the EEO-4 report with the Equal Employment Opportunity Commission as required by law. This report includes employee information broken down by job function, job category, annual salary, race and ethnicity and gender. In the interests of consistency, uniformity and economy, State and Local Government Report EEO-4 is being utilized by Federal government agencies that have responsibilities with respect to equal employment opportunity.



16. Met with AFLAC to begin their open enrollment. They offer employees supplemental insurance coverage including cancer, hospitalization, accident, and life insurance.
17. Deputy's Decision received from the Unemployment Compensation Division ruling simple misconduct and the employee has been disqualified for benefits for 6 weeks.
18. Promoting the Two Virginias 5K Challenge as a city wellness incentive and recruiting for employee participation. We have won the traveling trophy in our competition with the Town of Bluefield VA for the past three years and hope we can keep it again this year. Last year we placed 2<sup>nd</sup> for "Team Finish" only behind the Bluefield State College Cross Country team. This is open to all employees and board members - 32 registered to participate.



Finishing with 1<sup>st</sup> Place  
Team Finish and  
keeping the Traveling  
Trophy for the 4<sup>th</sup> year  
in a row!



#### 19. Preparation of

- Request for Separation Information for Unemployment Compensation Division.
20. Review and revision of take-home vehicle policy for city employees with city attorney.
21. Reviewing new employee after school care policy and generating letters to currently participation employees.
22. Began AFLAC open enrollment, reviewed existing policies with employees and offered a new guaranteed issue term life coverage plan to all employees.
23. Working with WorkForce West Virginia on applicant referrals and tracking of results.
24. Reviewed the Cities Military Leave policy in accordance with Uniformed Services Employment and Reemployment Rights Act (USERRA) and the tracking of leave.

### Fourth Quarter

1. On boarded 2 FT Public Works Laborers, 1 FT Code Enforcement Officer, 1 FT Code Enforcement Director, 1 PT Lifeguard, 3 PT Fit Rec Instructor, 1 PT Transit Driver, 1 FT Temporary Intern from the Congress-Bundestag Youth Exchange Program.

*The Congress-Bundestag Youth Exchange (CBYX) is a scholarship program jointly funded and administered by the governments of the United States and Germany. CBYX provides year-long academic, homestay, and community service opportunities for American and German high school students, vocational school graduates, and young professionals.*

*The program is designed to strengthen ties between youth, improve their career skills through formal study and work experience, and expand their perspectives and awareness of each other's culture, society, history and politics. Volunteer host families, schools and communities across the United States and Germany all play a key role in achieving the program success.*





2. Accepting applications for PT Wellness Floor Attendant, PT Lifeguard, PT Certified Professional Trainer, PT NEMT Transit Driver, FT Public Works Laborer, FT Code Enforcement/Animal Control officer, PT Police Dispatcher, FT Human Resource Assistant, PT Information Technology Assistant.
3. Audited vehicles list with insurance company and audited title documentation.
4. Prepared ADA compliant job description of Ridge Runner Engineer position and Ridge Runner Depot Attendant. Seeking a replacement for both positions.
5. Held a flu clinic for October 8<sup>th</sup> for all City employees. The Mercer County Health Department conducted the clinic at City hall.  
Employees without insurance also received the vaccination.
6. Began Holiday of Lights planning meetings. Began reviewing signage, event dates, volunteer letters, and other items. Recruited volunteers to work the gate beginning November 28<sup>th</sup> through December 31<sup>st</sup> and prepared reminder cards and instructional packet for all.
7. Enlisted volunteers and prepared continuous reminders, correspondence, instruction procedures and confirmations to keep Holiday of Lights gatehouse staffed with volunteers.
8. Received ruling on unemployment decision in favor of the City, claimant is disqualified until return to work and employed at least 30 working days.
9. Generated retiree letters for PEIA premium changes taking place in the 2019/2020 plan year.
10. Prepared updates on various human resources data as requested by board of directors.
11. Attended SHRM Local Chapter Meeting – Speaker Harry Hull, Charleston Area Service Center, Inc. The topic presented was High Impact Leadership Development.



12. Coordinated presentations to employees of the West Virginia Retirement Plus 457B Supplemental Retirement Plan with the West Virginia State Treasurer's office. Held three presentations to employees and generated a lot of interest.



13. Reviewed sections of employee handbook with City attorney.
14. Assisting in recruitment of floats and other entries for the Bluefield Christmas Parade to be held on Saturday, December 14<sup>th</sup>, 2019. This year's parade theme is "The Grinch." The parade committee includes the Downtown Merchants Association, CASE WV, and the City of Bluefield. This has been brought up to the newly merged Chamber about their assistance in helping in the future.
15. Participated in interviewing candidates for the position of Code Enforcement Officer.
16. Set up safety training program and tracking system. A session on "Common Sense Safety" was presented to the Public Works Department, Stormwater Department, and Parks and Recreation Department. Positive feedback was received from both the supervisor and employee level. The sessions were no longer than 30 minutes and provoked discussion on current issues and past incidents.
17. Conducted an audit of our Genesis Time Clock system. As the City departments have restructured, the configurations needed to be reviewed and updated.
18. Attended SHRM local chapter meeting – Speaker Bill Ford, SESCO Management Consultants discussed Complying with Department of Labor Wage and Hour Regulations.
19. Began working with AccuFund Accounting Software programmer on generating 1095's to be generated in 2020.
20. Enjoyed working a successful event night at the Holiday of Lights with the Trolley to see Santa and Hayrides with Elsa and Olaf.





## HOLIDAY OF LIGHTS EVENT NIGHT



### MOVING FORWARD

The Human Resources Department is looking at new software options to help with accepting on-line applications and the onboarding of new employees. This will help to aid in compliance, record retention, and streamlining processes, in addition to increasing efficiency to both the department and the applicants. Our focus on training is still expanding. A safety training program has recently been put in place that provides quality information, is very affordable and causes very little disruption to the workforce. We are implementing this not only for basic safety, but also to bring focus on being pro-active in identifying potential safety hazards and corrective measures. Employee wellness will continue to be an objective by providing flu clinics, fitness memberships, and programs provided in-house along with PEIA offered health and wellness programs. As always, we will continue to strive to retain a highly skilled, professional workforce and remain an employer of choice in southern West Virginia.



## INFORMATION TECHNOLOGY / SPECIAL PROJECTS

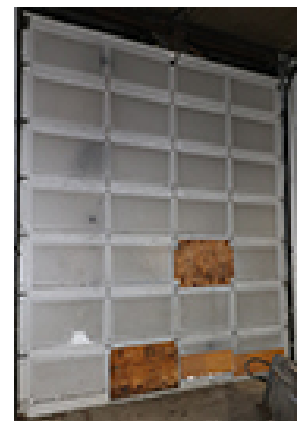
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With ongoing efforts to keep our computer environment current, in 2019 we again replaced or updated several machines. We also purchased a plotter, enabling the City to be more efficient and not rely on outside sources to produce large scale maps and documents. Last year also saw the addition of Wi-Fi at the Police substation on Bland St. as well as throughout the Bluefield Arts Center. With the addition of two more security cameras, the second floor of the Municipal Complex is now covered from end to end. We now live stream all Board of Directors meetings, and the link to watch is on our Website under *Your Government* > *Government*. We also have a new *Explore Like a Local* section on our Website that highlights the unique shops, lodging and eateries in Bluefield.

Special projects for 2019 included continuation of renovation efforts at the new Public Works facility and the Union St. house, as well as working with multiple contractors for HVAC and other maintenance issues in our other facilities. The department assisted with several community cleanup projects, and worked with the Census Bureau in preparation of the upcoming 2020 census.

### First Quarter

1. All departments continue updating the new City website, including the addition of the Stormwater section.
2. WiFi installed at the PD substation to be used for officers to process their new E-tickets from their vehicles.
3. Met with GigaBeam reps to select the best location for them to install the final piece of equipment downtown for their high-speed Internet. Given its height and line of sight to the connecting antenna, we determined the Wells Fargo building was the best choice.
4. Scheduled window replacements for 613 Union St. Material is on order, and work should begin by the end of February.
5. Roof and gutter replacement started at the Union St. project.
6. The first quarter of 2019 saw lots of progress for the new Public Works renovation project. High efficiency, programmable LED lighting was installed throughout the facility, in the parking lot and on the exterior of all structures. We replaced 14 bay doors in the maintenance garage; AEP removed two poles, three pole lights and a service line that was no longer needed. I submitted a Request for Proposal for roof and gutter repair, and we were about 65% complete on the offices for Director, Administrative Assistant and Recycling.
7. Roofing contractor inspected PD roof and discovered a hole needing repair. Follow-up conversation required to determine if this is a material fault or if it's a puncture. Material fault would be covered under the warranty.
8. With the addition of the Stormwater department, I worked with the Engineering/Stormwater staff to relocate everyone to a centralized location.



9. Met with Carl Carter (Health Dept. Inspector) regarding requirements to bring concession area at the Overlook to code. Requirements vary greatly depending on types of food to be served. Costs up to \$20,000.00 +.
10. Met with Dan Shortridge and installers about new electronic sign at arts center.

## Second Quarter

1. Met with Mitel account rep to discuss options for adding phone system features such as conference calling and user mobility. Conference calling will allow us to host calls with multiple people by providing a call-in number and pin. User mobility allows employees to call from their mobile phones, with the call appearing to come from their office phone.
2. Had a conference call with Microsoft rep to discuss options for moving our email service to Microsoft. Doing so will allow all staff members to have more options, as well as give us better control for archiving and retention requirements. We would also have larger mailboxes and the ability to send larger files.
3. Working with the Engineering staff, we purchased a plotter, and are now capable of printing and scanning large format maps and documents.
4. Met with staff from Treasury, Public Works and Code Enforcement to review process for using iWorq to process special trash orders. The changes will take effect once Treasury staff is trained.
5. Set up new PC's for HR and Treasury, and met with Kerry, Robert and Joey to discuss IT needs for Joey as Stormwater prepares to transition to an operation of the City.
6. First livestream of Board of Directors meeting occurred on April 9. Anyone unable to attend the meetings in person can now watch live. Visit our Website at [cityofbluefield.com](http://cityofbluefield.com) >Your Government > Government > Board of Directors Live Stream.
7. We researched software to assist with Human Resources and inventory control. HR for online employment processing, and inventory control for Public Works to manage tools and equipment. The inventory software we are evaluating allows for multiple departments and locations, and is completely cloud based. Inventory can be checked in/out using a hand-held scanner or smartphone app.
8. Worked with Charlotte, (German intern) on new *Explore Like a Local* section for the City website. *Explore Like a Local* highlights some of Bluefield's unique dining, lodging, shopping and area attractions.

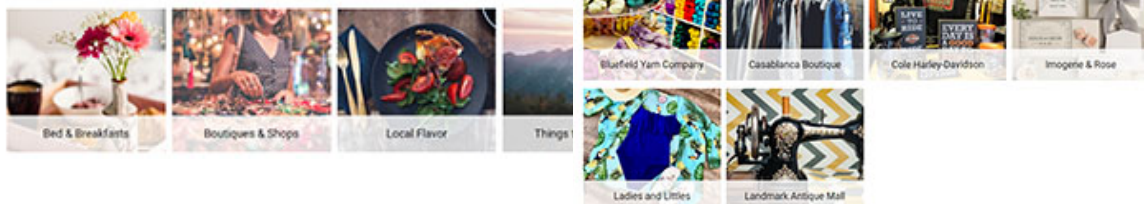


### Explore Like a Local

We welcome you to the City of Bluefield, the gateway to Southern West Virginia!

Are you looking for a weekend getaway full of entertainment and adventure or perhaps just a few days to let your soul dangle? Whether you are an outdoor enthusiast or a comfort creature - Bluefield has something to offer for everyone! Experience the charming our historic downtown with all your senses and dive into our wide range of museums and galleries, boutiques and delicious restaurants. Be part of the city's popular events taking place throughout the year like concerts, food festivals, parties, oral holiday events. If a breath of fresh air gets your blood pumping, come to Bluefield and experience great outdoor adventure biking, fishing, golfing, ATV riding and more.

#### Boutiques & Shops



9. GigaBeam completed the first connection for providing high-speed wireless service to the downtown area. They are fine-tuning the signal that covers the Arts building area, and should be adding more antennas to cover the rest of downtown soon.
10. Roof, gutters and window replacement completed at 613 Union St., and interior renovation got underway with the installation of a sump pump, water heater/furnace unit and all new wiring underway throughout and walls removed.



11. Assisted with connecting network cable to the new sign and electronic message board at the Arts Center, and trained with Arts Center staff on programming new electronic signs.
12. A couple of issues at City Hall were addressed this quarter, including replacing a worn-out closure for an interior entrance door on the top floor of City Hall, and bees coming through ductwork into one of the offices.
13. Made initial contact with Rite Lite Signs to discuss manufacturing of the downtown way finding signs. The conversation concentrated on their processes and the services they offer.
14. The Public Works crew continued to make good progress at the new facility this quarter. They moved from the administration offices to the main garage, new airlines installed throughout the garage, applied floor treatment in the breakroom and locker room, and excavation and tree clearing started at the upper lot that will be used for stormwater material.



Other items accomplished during this period include submitting requests for and receiving bids to apply a silicone roof coating system and repairing or replacing gutters; conducting a final walk-through with the garage door





installers; getting LUMOS fiber installed and operational; connecting the facility with the City's computer network; deciding on location of an additional parking lot light pole; and determining the need for new drains along the front and rear areas of the maintenance garage.

Recycling moved and is operating 100 percent from the new facility. Prepared new computers for Public Works staff, and set up office space in preparation of move.

15. Assisted Public Works with the annual citywide cleanup. My group, which consisted of Public Works staff and volunteers from Four Seasons Recovery, did a great job assisting with Exit 1 and a portion of John Nash Blvd., Rt. 460 and the property at 613 Union St.

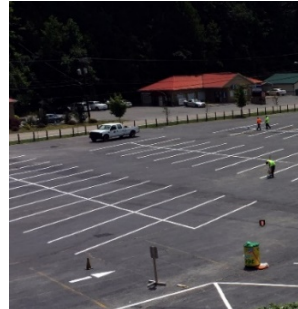


### Third Quarter

1. Met with Shannon, Rick, Lori and State Fire Marshall to review required changes to facility to accommodate Child Watch program. Several significant items were discussed including sprinkler system for 2<sup>nd</sup> floor, adding 2<sup>nd</sup> floor to fire alarm and two additional exits, max occupancy.
2. Although the Public Works staff has moved into the new facility, several unfinished projects remain, including roof/gutter repair, fencing and modifying the entrance to the upper lot used by Stormwater. Candy Sayers and I met to finalize plans to upgrade the asphalt and change traffic flow to the upper lot, and the roof contractor should begin work on August 15.
3. This quarter the Public Works renovation saw a new unisex emergency shower installed, guardrail was installed along the newly created entrance to the upper lot and the exit from the upper lot was widened and resurfaced. One the fence is installed, traffic to and from the upper lot will be required to flow through the main parking area. This will allow the Stormwater crew easier and safer access to entering Rt. 52.
4. Met with Mary Turner at CASE to explore their inventory of home improvement items. Ms. Turner was extremely helpful and generous in providing much needed flooring, lighting, insulation and porch/steps railing for our Union St house project.
5. All computers, time clock, phone system and network equipment removed from the Herb Sims Center. A new PC/workstation, including running additional network cable, was setup at the FitRec.
6. Taking the time clock, network switches and ShoreTel (phones) equipment out of service at Public Works and Parks and Rec will result in a reduced fee for the annual maintenance agreements.
7. Discussed with Joey and Kerry the drainage issue in front of the entire garage area. Suggested digging a new ditch with additional drains. They also suggested tying the waste oil drain into the oil separator. Both estimated to take about two weeks to complete at a cost of less than \$10,000.00.
8. Received estimate and ordered fencing to enclose the front section of property along Rt. 52 at the new Public Works facility. Material should arrive around the 2<sup>nd</sup> week of September.
9. Stormwater field foreman office setup with access to city network, email, Dropbox, etc.
10. Conducted a walkthrough of Mitchell Stadium with Chief Cary, Lori Mills and electrician Chris Roberts looking for electrical items needing attention to become code compliant. Several items, electrical and non-electrical, were discovered and are being corrected.
11. Fix-It Bluefield now has options to report Stormwater issues. Thanks to the Stormwater staff (Kerry, Robert & Brandon) for their assistance with the new categories.



12. In Spring 2019 the City partnered with the US Census Bureau and participated in an address verification exercise. The Fire Department traveled every city street verifying the Census Bureau data. They made corrections such as marking vacant lots, new construction, checking single-family vs multi-family units, etc. We sent those corrections back to the Census Bureau for them to update their database for the upcoming 2020 Census.
13. Setup new workstation for Human Resources to be used by employees and employment applicants. We also, replaced workstation computers for Treasury Accounts Payable Clerk and Parks and Rec Director.
14. Met with Candy Sayers and Charles Ridlehuber on multiple occasions to discuss and coordinate Mitchell Stadium cleanup day. On the day of the event, we divided into multiple groups; each with a specific section and task. My team, which consisted of Public Works staff and volunteers from Four Seasons Recovery, was responsible for painting the parking lot lines and yellow curbs, cleaning trash/debris around the shrubs on the south end, and general grass/weed maintenance.



15. Roof repair at Public Works well under way. All the prep work is complete, and the crew is now applying the base coat of the silicone cover.





## Fourth Quarter

1. Thanks to a new partnership with a local business, the Union St house renovation is moving forward. The project has been on hold for several months due to in-house staffing and other priorities. Current estimate for completion is 8-12 weeks.
2. Roof repair at the new Public Works facility is complete minus a few touchups and certification report from the product manufacturer.
3. The perimeter fence installation at Public Works is well is complete and looks awesome!



4. We are evaluating a *user mobility* option with our phone system for some admin and field staff to be able to make calls from their mobile phones with the appearance that the call is from their office phone.
5. Renovation of Fire Station #3 is underway with staff from the fire and public works departments participating in the demolition phase, as well as removing trees surrounding the facility. I met with a contractor for an initial review to obtain a very rough cost estimate.

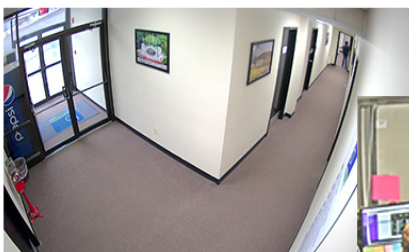


6. The Union St. project is progressing nicely. Drywall up in bedrooms, living and dining rooms; kitchen cabinets installed, and porch and steps painted. The entire house has been pressured washed, foundation repaired and painted, and the front of the house has been painted. Painting the front was necessary as we were unable to remove the red stains left on the siding from the old, faded shutters.





7. Our telephone system vendor, ShoreTel, merged with another company, and as a result, we are required to change our phone software to the new vendor. This includes upgrading our server, as well as removing the current software from each workstation. Several hours were spent this week with upgrade preparations. Once the new server software is installed, I will update the workstations, as well as train users.
8. Two HVAC units installed for the Police and Fire departments. Both had been in service 20+ years, and had system failures within days of each other.
9. Participated in a walk-through of the Bluefield Arts Center with Kerry Stauffer and Betty Brainerd in preparation of the City taking over all aspects of managing the property. The goal was to gain better knowledge of the building layout, current routine maintenance processes, as well as any maintenance concerns such as HVAC, plumbing and lighting issues.
10. We installed two security cameras on the 2nd floor of the Municipal Building at the South and West entrances. With the addition of these cameras, along with the existing one in the Treasury Dept., we now have full coverage of the entire 2nd floor hallway.





11. The fence installation at the new public works facility is complete. With the new gates, the front of the property is now completely enclosed.



12. New drains, part of the Public Works renovation project, are under construction. One drain will replace the damaged original system that carries water, oil, etc. from the garage to the oil/water separator. The second drain will run the length of the front of the building; continuing around to the back. This drain will collect stormwater runoff from the main parking lot, and eliminate water flowing underneath the garage doors during heavy or prolonged rainfall.



## 2020 Goals

A key responsibility for IT is the security of City computer equipment, and more importantly data...especially that which relates to our employees and citizens. With that in mind, goals for 2020 include upgrading our firewall to include one with more sophisticated intrusion prevention. We will also be upgrading the operating systems on two of our servers, as the current software has reached its end-of-life cycle, and will no longer receive security updates from Microsoft. As many as nine workstation computers have also reached their end-of-life cycle and will be replaced. Completing the file migration to our new file server, and looking at ways to enhance our Mitel phone system for internal use are also goals for 2020.

On the special projects side, we are nearing the final stages of the Public Works renovation on Rt. 52, and the Union Street project should be complete by late first quarter or very early second quarter. Our newest project, just getting started, is the renovation of our fire station on Cumberland Rd. The entire living quarters have been gutted, and we are currently working a new design that will enlarge the shower, add additional sleeping and Captains quarters, and increase the main living area.



## PARKS & RECREATION

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Over the past five years, Parks and Recreation has worked diligently to create an environment that improves the quality of life for Bluefield residents. The addition of the Bluefield Fitness and Recreation Center (FitRec) in 2018 and now the relocation of our popular After-School licensed daycare Program in 2019 was a big step towards making Bluefield a great place to live, work, and play.

### First Quarter

1. Youth Basketball was popular this year with about 275 area participants from Bluefield, Montcalm, Bluewell, Bluefield VA, and Tazewell that comprised almost 30 teams in the league. Daily practices and Friday/Saturday games were held at the Herb Sims Center. Congratulations to the winners: Princeton Tigers - Itty Bitty, Bluefield Rockets – PeeWee, and West Graham Warriors – Midget.



2. The FitRec welcomed many new members with New Years' Resolutions to start their journey to wellness with our Smart Start or Personal Training services.
3. Monthly swim lessons started at the FitRec pool for all ages and skill levels with about 27 participants. Lessons continued until May.
4. FitRec hosted a cancer awareness outreach program for our members which were coordinated by students from SWVCC.
5. On March 30th the FitRec sponsored a "Lift for 5" weightlifting event to honor the late Lil' Tony Webster and had wonderful participation.
6. The After-School Program completed our restaurant food service permit with the Mercer County Health Department, which was the first time we achieved this recognition. We also received a \$1,000 mini-educational grant from the United Way.
7. That program offered Snow Camps when schools were out for inclement weather and serviced the community with daycare during the Teacher Strikes in February. This also generated great media coverage and a boost in enrollment of 22%.
8. The After-School Program partnered with Bluefield Union Mission, Mercer County Animal Shelter, Mercer Nursing Home, and Community Connections for service-based community education and outreach. We also began taking our kids to FitRec for swimming and Kids Boot Camp classes.



9. Regular events such as birthday parties were booked at the gymnasium and community room of the Herb Sims Center.
10. Tennis season started in mid-February with Bluefield High School and Bluefield State College practicing daily.
11. Staff began offering staff only and community CPR and First Aid Certification Classes through the American Red Cross.
12. CASE Senior Friends Bingo met weekly throughout the year at the Youth Center and Auditorium for fellowship and a friendly game of bingo.
13. MAWA Princeton Wrestling hosted its annual wrestling tournament that brought teams in from around the region.
14. All regional WV Girl Scout Cookies were delivered and distributed at the Herb Sims Center in mid-March.
15. Bluefield College began spring football practice at Mitchell Stadium.
16. Parks and Recreation staff began meetings with GAI Consultants for the PROS Plan and key stake holder meetings took place for community members.



## Second Quarter

1. City Park officially opened to the public with the first daily and weekly shelter rentals and special events. Many local schools hosted the end of the year parties and field day events.
2. The Cole Harley Davidson Riding Academy began in the City Park open parking lot.
3. High School Students from Bluefield High School attended Student Government Day at City Hall.
4. The City of Bluefield was again presented the Tree City Growth Award by the State Urban Forestry Coordinator.
5. On 4/8/19 we completed our Annual Keep Bluefield Clean Project with dozens of volunteers helping to clean up the City Park, Mitchell Stadium, FitRec, and the Herb Sims Center.
6. Charles Ridlehuber attended a Trails Workshop in Johnson City, TN to discuss ways to improve trail systems within the park setting.
7. Work began with Rickey Barton of Outdoor Adventure Center for a trail mapping project for all City Park hiking and biking trails. This will include upgraded signs where appropriate.
8. We partnered with local military groups, Community Connections, and several other businesses in the area for the first Spring into Fitness Event which held a 5K Trail Run



with approximately 170 participants. Congratulations to winners: Abraham Kiplagat – Male overall, Margaret Anne Ridlehuber – Female overall, and JROTC Teams from Bluefield High, PikeView High, and Princeton High Schools.

9. The Bluefield Young Life Group also hosted a 5K run in the City Park and celebration/awards ceremony at the Herb Sims Center.
10. Bluefield College Football continued their Spring Practices and held a Spring Game on April 30<sup>th</sup> at Mitchell Stadium.
11. Bluefield State College held its annual Tennis Tournament at the City Park Tennis Courts.
12. Bluefield High School hosted the WV Regional State Tennis Tournaments on April 29<sup>th</sup> – 30<sup>th</sup> at the City Park Tennis Courts.
13. Graham High School held the VA State District tennis tournaments on May 8<sup>th</sup> at the City Park Tennis Courts.
14. On June 12<sup>th</sup> the Atlantic Region D2 Tennis Championships were held at the City Park Tennis Courts.
15. Bluefield High School held its annual Project Graduation Event on May 24<sup>th</sup> at the Herb Sims Center and hosted approximately 100 students.
16. Bluefield Police Explorers Program for youth operated twice-monthly out of the Herb Sims Center.
17. The FitRec offered the first staff only and an open Lifeguarding Certification Classes through American Red Cross.
18. GAI Consultants wrapped up the PROS Plan and released the final report to the City of Bluefield regarding the Parks and Recreation Department.
19. The After-School Program stepped up for daily care during the WV Teachers' Strike and hosted a daily All-Day Camp for local families and even partnered with local organizations to provide take-home weekend bags for students. News coverage was positive for these events and gave a boost of attendance to the program. That program continued partnerships with local churches like Highlands Fellowship and groups such as Child Protect of Mercer County who hosted an Easter Egg Hunt and End of the Year Bash for our kids at the City Park which was open to the public. We had 6 community vendors who participated in our celebration.
20. Pool parties continued to be booked weekly at the FitRec.
21. General swim lessons continued for all ages at the FitRec.
22. In May we offered a Competitive Swim Clinic at the FitRec which was a huge success.





23. In April we formed the Bluefield Rapids Swim Team and joined the Blue Ridge Association. The team attended swim meets through the summer and hosted an invitational meet at Bluefield State College on June 29<sup>th</sup> which had 9 teams participating from NC, VA, and WV.
24. Youth basketball travel teams sponsored by Ramey and other businesses used the basketball courts at the Herb Sims Center to continue weekly team practice.
25. During the first weekend of June, we successfully hosted the Cole Chevy Mountain Festival at the City Park as well as the Festival Pageant at the Herb Sims Center.
26. The beginning of our Youth Summer programs saw us host the Bluefield High School boys' basketball practice and CASE Basketball Camp at the Herb Sims Center. Attendance continued to be steady as in years past, and we had approximately 100 participants.
27. The Mercer/Tazewell Board of Realtors booked a continuing education function in the community room on June 13<sup>th</sup> with participants from all over the region.
28. In addition to the beginning of our Traditional Daily Summer Camp program, we began offering our weekly specialty camps for youth in the area. Our newest camp entitled Water Week was very popular and took children for daily trips to different area water parks in June.



### Third Quarter

1. In July, we started to plan for the relocate the After-School Program from the Herb Sims Center to the FitRec. This involved all new licensing applications, health department applications for daycare and food service, as well as changing the Integrated Pest Management Program with associated inspections of each. Offices and the community room were cleared out for Bluefield College and the gymnasium was shared.
2. The Annual Bluefield Shrine Horse Show held July 18<sup>th</sup> -20<sup>st</sup> was a big success. According to the Shriners, this was one of the best shows in many years.
3. We continued offering open summer camps such as Into the Wild I & II, Sports, and Creative Camps. Summer camps ended the first week of August.
4. Our After-School Program was fully relocated to the FitRec on August 26<sup>th</sup>.
5. We attended two formal reviews of the Summer Food Service Program with the WV Office of Nutrition for our kid's summer camp food reimbursement program.
6. We held an open CPR and First Aid Class on 9/30/19.
7. Staff began working on Mitchell Stadium to get ready for the upcoming football season.
8. Bluefield College Football started practice at Mitchell Stadium.
9. The Annual Mitchell Stadium Cleanup Day was held on August 12<sup>th</sup>. City staff and volunteers completed numerous projects getting the stadium ready for Beaver vs Graham game day.



10. Bluefield High, Graham High, and Bluefield College held scrimmages at Mitchell Stadium leading up the football season.
11. Little Beavers held a late summer football camp at Mitchell Stadium and then little league scrimmages were held in late August.
12. The first official games were held on August 26<sup>th</sup> between Graham Middle School and Marion. We continued with weekly football games following this for middle, high, and Bluefield College.
13. The Beaver-Graham game was August 30<sup>th</sup> which attracted thousands of visitors. We also sold several tailgating and vendor parking spaces for this game. Governor Justice was also in attendance at this game to present an honorary bell to Coach Webster and BHS in remembrance of Lil' Tony Webster.
14. Preparation also began for the installation of a new digital scoreboard at Mitchell Stadium. The new scoreboard and video board was finally installed on September 5<sup>th</sup>.
15. The Two Virginia's 5K Challenge had approximately 200 participants this year which was a record year! The overall male winners were Abraham Kiplagat, Tyler Kosut, and Roger Foster. The overall female winners were Keri Queenberry, Margaret Anne Ridlehuber, and Erica Morgan.
16. Cole Harley Davidson Riding Academy continued weekly at the greenspace parking lot.
17. Class reunions and church shelter rentals continued through the end of September.
18. Adult Swim Lessons were offered at the FitRec in September.
19. Staff lifeguarding and general CPR/First Aid classes were held at the FitRec in September.
20. The Bluefield Trails & Ales 5k and XC Mountain Bike Race were held in conjunction with Oktoberfest on September 28<sup>th</sup>. The overall male 5K winners were Eric Gates, Greg DeGray, and Chris Horne. The overall female 5K winners were Alexandra Billips, Rachel Enigk, and A.C. Gates. The overall beginner mountain bike winners were Kendall Haynes, Roger Puckett, and Hunter Furrow. The overall mountain bike sports winners were Johnathan Bailey, Daniel Asbury, and Pete Mitchem.
21. City Park officially closed after Oktoberfest to start the Holiday of Lights setup.



#### Fourth Quarter

1. Parks and Recreation partnered with the Bluefield Police Department and other vendors at the FitRec on the rescheduled Halloween event.
2. Staff and volunteers put on a Haunted House and party for the After-School Program kids at the FitRec on Halloween.

3. The After-School Program kids enjoyed a field trip to the Clay Center in Charleston, WV on October 11<sup>th</sup>, courtesy of a southern WV grant. We took 2 buses and the Blazer to accommodate 28 kids and 3 teachers.
4. The Annual Appalachian Race Series was held at the Bluefield City Park on October 4-5<sup>th</sup> which attracted runners from all over the country.
5. The FitRec Masters Swim Team was formed and started practicing.
6. The 3<sup>rd</sup> Saturday in October the FitRec held a special free Yoga class for the community and had a great turnout.
7. We added Battle Ropes and Kids Stretch/Tone class to our Group Exercise schedule at the FitRec.
8. The water aerobics ladies and staff had an October luncheon as an early Thanksgiving celebration.
9. The FitRec welcomed the Bluefield Police Explorers Program to our facility for their fall activities.
10. On November 2<sup>nd</sup> the Bluefield Barbell Club hosted a Deadlift Competition at the FitRec. This club is very active at the facility and participation has generated increased membership.
11. In late October Mitchell Stadium was nominated as a contender among 16 High School Football Stadiums across the country. Voting began and in November Mitchell Stadium was designated the Best High School Football Stadium in the country by USA Today. This was a huge social media event that gathered football fans from WV, VA, NC, and BHS Alumni across the country. At the end of voting our stadium received over 3 million votes!
12. To celebrate this honor on November 8<sup>th</sup> Governor Justice returned to the stadium to give a proclamation and the City of Bluefield sponsored a wonderful fireworks display. The media was in attendance as well.
13. The Holiday of Lights in City Park began on Thanksgiving Day and early employee viewing was on November 21<sup>st</sup>.
14. The FitRec staff hosted a full Thanksgiving meal celebration for the After-School Program, complete with turkey and all the sides.
15. The Fifth Annual Holiday of Lights 5K Challenge on November 23<sup>rd</sup> was a success again with over 100 participants. The overall male winners were Braden Ward, Kaleb Blankenship, and Nick Taylor. The overall female winners were Erin O'Sullivan, Chessie Tindall, and Margaret Anne Riddlehuber.
16. Both Bluefield High School and Graham High School held playoff games at Mitchell Stadium and practiced leading up the State Football Championships. The last game played was GHS vs. Central on November 30<sup>th</sup>.
17. The last regular-season game was held on November 30<sup>th</sup> with Graham High School hosting Central High School in the state playoffs.





18. Charles Riddlehuber spent two days in Wheeling, WV at the high school state championship games gathering information for a bid submittal to host the Super Six South.
19. The Highland Rapids hosted a winter swim clinic with Coach Jessica Cole that we attended on December 14th.
20. City staff and volunteers teamed up the second weekend of December for the Polar Express, Hayrides with Elsa and Olaf, and trolley ride to see Santa at the Ridge Runner Station.
21. The year of 2019 closed with the After-School Program offering continued daycare for the holiday school break and snow days.



In 2019, Parks and Recreation made great progress in creating a healthy atmosphere for Bluefield residents, to live, work, and play with the addition of the FitRec. For the year 2020, Parks and Recreation Department plan to make recreation more of an economic driver for the region through quality programs, tournaments, and the implementation of a City Park/Community Parks master plan.

## POLICE DEPARTMENT

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The Bluefield, WV Police Department had a very successful 2019 as we made tremendous strides in protecting the citizens of The City of Bluefield. We are excited to report the hiring of three new officers, all now state certified for our department, changes within our K-9 department and a new Traffic Control Officer. Also, we continued in our partnership with Community Connections the Bluefield Police Explorers Program, which is an educational based program for at risk youth.

### First Quarter

Quarter 1 highlights - our Municipal Court collected the highest amounts of fines ever in the month of March 2019.

Call for service	2626
Arrest made	235
Reports Filed	333
Citations written	1078 (530 warnings)
Motor vehicle accidents	79
Parking citations	98
Fines collected	\$91,507.00

### Second Quarter

Quarter 2 was exciting for us. Officers Thornton and Perry graduated from West Virginia State Police Academy; it was the beginning of the Bluefield Police Explorers Program; a section of Princeton Ave was dedicated to the late Lt. Aaron L Crook; a fundraising program by Little Caesars Pizza, *Pizza Pizza Paws* was enacted to help our K-9 group get First Aid Kits and officer AB Palmer was hired to be the resource officer for Bluefield State College.



Call for service	2924
Arrest made	296
Reports Filed	374
Citations written	1275 (430 warnings)
Motor vehicle accidents	49
Parking citations	48
Fines collected	\$73,578.00

### Third Quarter

Quarter 3, we had another graduation from West Virginia State Police Academy, Patrolman JE Mullins. We were also able to hire a new patrolman, CA Matthews, who will be attending West Virginia State Police Academy in January of 2020. Quarter 3 was the beginning of High School football season, we are proud to report that games under our charge, were without incident. Throughout 2019, we made every effort to visit schools in Mercer County, McDowell County and Monroe County. We thoroughly believe that having relationships with children will be beneficial in the future.



Call for service	2538
Arrest made	286
Reports Filed	321
Citations written	1218 (536 warnings)
Motor vehicle accidents	47
Parking citations	40
Fines collected	\$61,330.00

### Fourth Quarter

Quarter 4, we wrapped up High School and College football games with great success. Within our K-9 Division Sgt. Danieleley and Ace completed their certification training, the K-9 groups continued to visit schools and offer several demonstrations county wide.

Patrolman KN Wright finished training in Pennsylvania for active shooter situations, this was a 40-hour course. Patrolman Wright will offer businesses that request, a 2-hour class, free of charge to help them better understand how to stay out of harm's way in the event an active shooter situation arises in their business.



We were able to establish a full-time traffic control Officer this quarter, Patrolman DL Bishop patrols the “hot spots” within Bluefield daily, monitoring drivers to ensure they are being safe and lawful. We are in early stages of this program; however, it appears to be tremendously successful.

Call for service	2030
Arrest made	204
Reports Filed	239
Citations written	1352 (556 warnings)
Motor vehicle accidents	49
Parking citations	256
Fines collected	\$68,037.00

### Community Policing Initiative

We are honored to serve the citizens of Bluefield! We are proud of our effort when it comes to being visible to the public, active in community events and always willing to help. The Bluefield community is so supportive to our department and to our K-9 division, without that support our job would be very difficult.



### Preview for 2020

2020 looks to be very promising , Ptlm TM Beggs and his new K-9 partner Maverick should start day to day patrols in early 2020. A fundraising campaign for our K9 department will take place in the spring of 2020, selling plush stuffed animals very similar to our K-9's

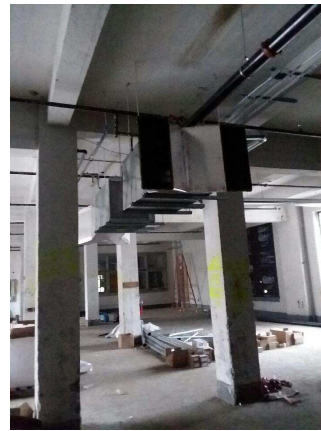


## PUBLIC WORKS

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### First Quarter

1. We had 11 days this quarter that required snow plows and/or salt. Winter has been gentler this year than the past couple. We finished out the salt season with about 800 tons of salt remaining to begin next year with. On days that the weather is bad we do garbage chasers to keep the garbage trucks off the hills. We had 4 days that we required chasers
2. New HVAC systems were installed in the Commercialization Station. It took our HVAC employee approximately 3 months of continuous work to install all the units. There was a total of 11 units installed, each bay receiving new units



3. Holiday of Lights was a huge success this season. We finished out the season on the 1<sup>st</sup> of January and began cleanup and tear down the next week. We had everything down and stored for the season in about 2 weeks this year, beating last years' time by around 4 weeks. All the downtown decorations and banners were down in about a weeks' time frame this year
4. City Park opened to vehicle traffic on March 1<sup>st</sup>. We have been busy clearing debris from the creek banks and looking for equipment and facility repairs that need to be done. New pavilion signs were ordered and installed. New rental sign boxes constructed and hung at each of the four shelters inside the City Park. We hope to paint and spruce up the shelters further in the next quarter



5. We were able to obtain some asphalt from a Virginia plant located in Christiansburg in early March. We were able to get after the potholes in our arterial roadways and entrances into the City. Our local plants will open the first of April and we will be able to focus hard on the copious amounts of potholes we have throughout the City. We used about 15 tons of asphalt the first quarter filling potholes.



## Second Quarter

1. We built and installed new concrete boxes for the new signage at the Bluefield Area Arts Center.



2. We were pleased that Donald Fletcher, Recycling Coordinator, along with other City employees participated in the Better Living Show. We also sent our tractor to the show as part of the "Touch a Truck" event.
3. Our department has worked diligently at keeping the downtown clean, including a downtown cleanup and removing of all shrubs and parking meters at the Arts Center parking lot.
4. This quarter we were fortunate to purchase a 2006 International Tandem truck that was delivered on June 13. We also purchased a new mini excavator CAT 302CR that will be used between our department and Storm Water.



5. We are doing our best to fill the numerous pothole requests from FixIt Bluefield and those that we find ourselves. To date we have used approximately 104 tons of asphalt.

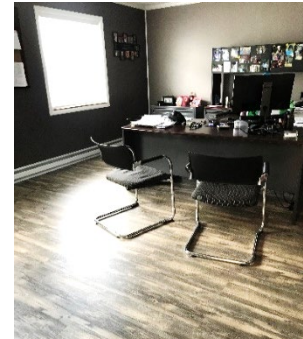
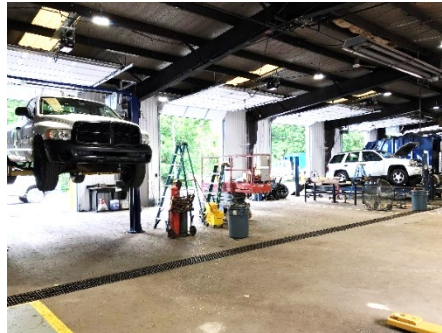


- City Park is open and keeps our crews busy with grass cutting and keeping the facility clean. We also gave Yakkity Yak a facelift with new mulch and some repairs to some of the equipment.



### Third Quarter

- The move to our new facility is now complete, we still need to finalize the cleaning and removal of a few items for the auction site from our old facility. The new facility underwent a huge transformation including new floors, painting, demo at some areas and a new training room constructed.



- New mulch and flowers were added to the Commercialization Station as well as the removal of a dead tree



- Although we faced several obstacles during the process, the new scoreboard has been installed and is fully functional at Mitchell Stadium.
- The previous ATV parking lot consumed a lot of time and effort from some of our workers under the guidance of City Engineer Kerry Stauffer; this work is now complete.

5. Our mechanics are working hard to prepare our leaf removal systems and snow plows for the upcoming winter months.
6. During our annual maintenance of the East River Mountain Overlook, we painted the Observation Deck and Concession building. On August 30, a motor vehicle went over the mountain damaging the decking and banisters resulting in the closure of the East River Mountain Overlook until repairs can be estimated and completed.
7. Crews distributed new mulch in all the outside parks and made any repairs while they were there to ensure the safety of children.



#### Fourth Quarter

1. Repairs of the East River Mountain Overlook have been completed except for painting and one rail that will have to be welded.
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2. We purchased about 10 tons of asphalt at the end of the season to cool, chunk up and store for the hot box during the winter months. This will allow us to make approximately 2.5 hot boxes of asphalt to make any emergency pothole repairs until the asphalt plants reopen.
  3. Holiday of Lights wrapped up the season with a 7% increase in donations for a total of \$50,503.06, and a 32% increase in visitors totaling 45,632. The new decorations and displays were all well received with lots of positive feedback.



4. Work is complete with Bay 2 and Bay 5 at the Commercialization Station. New bathroom was installed, tankless water heater and exhaust fan was put in for ventilation in Bay 5. Public Works installed metal sheeting on walls, new insulation and fresh painting in Bay. Other upgrades installed by Stormwater and Matt Knowles include installation of new floor drain and asphalt sealer on floor



5. Purchased new 2019 Chevy 3500 which will be used for snow removal, this includes all new snow removal equipment. While preparing for the winter season, we purchased LED light sticks for several of our snow plows. This will make our trucks more visible at night as well as helping our drivers see the edges of the plows.



6. The annual tree lighting ceremony was moved downtown this year for more room and ample parking. The lighting of the 40-foot tree went flawlessly, despite the freezing temperatures and blowing snow.

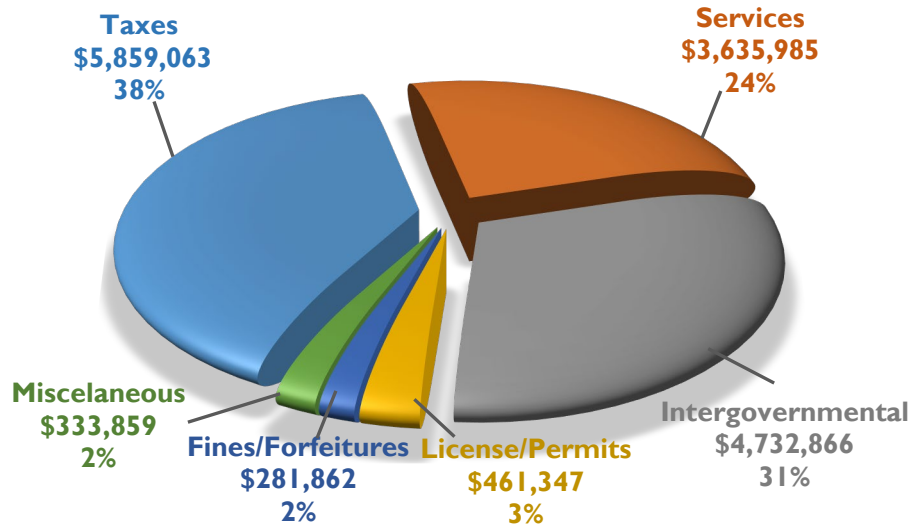
## 2019 Recycling Report

Our recycling program is growing and going strong. We saw an increase of nearly 87,000 pounds collected compared to 2018, and we added 16 new businesses to the program.



## TREASURY

### Revenue Collected - \$15,304,983



#### Intergovernmental Includes:

Federal, State & Local Grants - \$2,453,401  
Private Contributions - \$391,071

### Expenditures - \$16,652,137

