

2017 Annual Report











The Mission of the City of Norfolk is to "provide quality public services in an effective and efficient manner to enhance the common good and quality of life including citizen involvement".

In 1881, the Village of Norfolk was organized. The settlers proclaimed "North Fork" to be their permanent post office address, named after the river, but suggested "Norfork" as the simplest compounding of "North Fork." Postal authorities, thinking the word had been misspelled, changed the spelling to "Norfolk." This is why you may hear some Norfolkans pronounce it Nor-fork. Whichever way you decide to say it, know that we are glad to have you here.

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309 N 5th Street Norfolk, NE 68701 P402-844-2010 F402-844-2001 www.ci.norfolk.ne.us

Josh Moenning Mayor

jmoenning@ci.norfolk.ne.us

Dear Friend:

The year 2017 saw change and growth in the City of Norfolk. With growth came new opportunities, and I am encouraged by the way our community is seizing the extraordinary opportunities set before us. The enclosed report touches on the milestones of 2017, illustrates your tax dollars at work, and shines a light on work ahead in 2018.

This was a year of significant investment in the future. The East Norfolk Avenue Bridge project not only replaced a deteriorating bridge, it created a new gateway to historic downtown Norfolk. Library renovation made major strides, preparing the way for a modernized center of learning and gathering space. Major utility expansion projects helped facilitate new development throughout the community.

Twenty-two miles of street resurfacing gave new life to aging streets. Public-private partnerships forged the way for state-of-the-art park space that now provides recreation accessible to all citizens. New housing, commercial, retail, and health care developments took root, bringing promise of lifestyle enhancements. The dedication of our public safety officers earned Norfolk the distinction of one of the safest cities in Nebraska.

This was also a year of new initiatives. A new focus on riverfront development, downtown expansion, and corridor beautification led to the creation of the citizens' Riverfront District Review Board and the Community Beautification Task Force. The newly formed Mayor's Diversity Council created a platform for engagement and inclusion, celebrating values of community and strength in unity.

In the next year, street repairs, park improvements and trail extensions, as well as further infrastructure enhancements, will pave the way for further growth. Downtown improvements will strengthen the city core, enhancing residential, retail, recreation, and entertainment options.

This is your community. You have a voice in how we make it better together. Review this annual report, make note of what you like and what more you'd like to see in your community, and engage with us in the civic process. Thank you and here's to a healthy and happy 2018.

Sincerely,

Josh Moenning

Mayor







Mayor and City Council

The City of Norfolk has a Mayor/ Council form of government. The Mayor and eight council members are elected on a non-partisan ballot.

The Norfolk City Council meets at 5:30 p.m. on the first and third Mondays of each month in the City Council Chambers at 309 N. 5th Street, Norfolk, Nebraska.

The Mayor and City Council have the following subcommittees: Public Works, Public Safety, Planning and Community Development, Culture and Recreation, and Economic Development.

Mayor



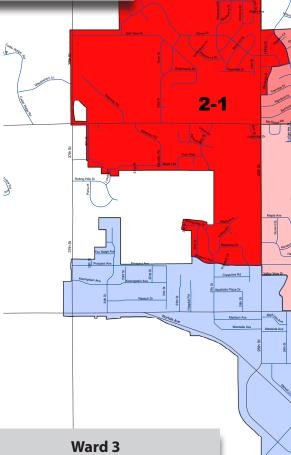
Josh Moenning jmoenning@ci.norfolk.ne.us Term expires 12/2020

Ward 2 **Dave Fauss**

dfauss@ci.norfolk.ne.us Term expires 12/2018



Jim Lange Council President jlange@ci.norfolk.ne.us Term expires 12/2020

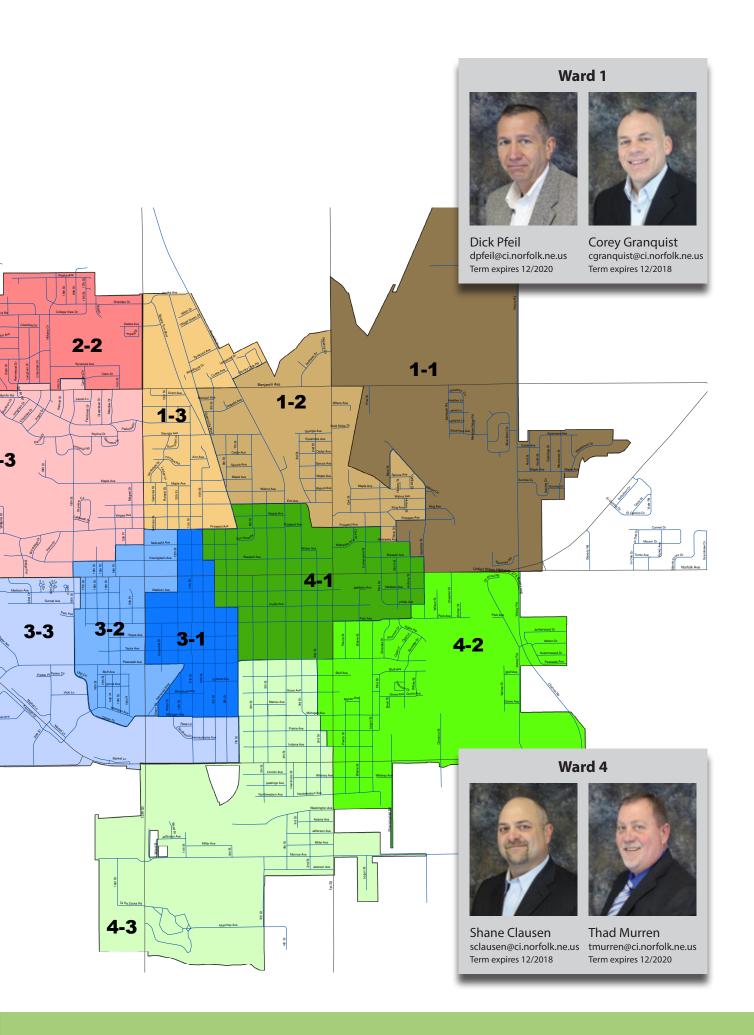




Rob Merrill rmerrill@ci.norfolk.ne.us Term expires 12/2018



Gary L. Jackson gjackson@ci.norfolk.ne.us Term expires 12/2020





Public Works reliability. right at home.

DID YOU KNOW...

Norfolk used a total of 1,398,053,000 gallons of water in 2017.

That equals 3,830,282 gallons/day!

Maintaining sturdy and reliable infrastructure for the community is one of the biggest goals of the divisions within the Public Works department. That's why, in the spring of 2017, work began to upgrade a portion of roadway along East Norfolk Avenue.

The East Norfolk Avenue Bridge and street project was one of the largest road projects in Norfolk. Because the structure of the original bridge, built in 1933, was at the end of its service life, the decision was made to completely rebuild the road structure.

"This is not only replacement of an old, aging, deteriorated bridge that needed to go; but it is a resurgence of East Norfolk Avenue, a new gateway to Downtown Norfolk, and a launching pad for new development along the Riverfront."

- Mayor Josh Moenning

The "launching pad" for new development along the Riverfront includes grant money to begin the construction of a public gathering space that will become a main feature of downtown, the construction of Johnson Park trail in 2018, and the revitalization of Johnson Park.

An open house regarding Johnson Park revitalization was held in mid-December with many citizens participating to provide advice and insight for the upgrade. A Riverfront Overlay Review Board was also created to assist in the decision-making process for growth and development along the Riverfront Area.

Last summer, Norfolk adopted a new maintenance technique to lengthen the life of city streets.

A microsurfacing agent was applied to 22 miles of city streets to help preserve



and protect underlying pavement and provide a new driving surface. The microsurfacing could only be applied to asphalt roads that had low-to-moderate distress and narrow crack width. The material used during this process is very thin and not designed to fill voids in the roadway surface but rather to extend the life of the existing surface.

Microsurfacing can extend the life of a street five to ten years.

Did you know...

The two City street sweepers logged in 9,706 miles and picked up 3,156 cubic yards of trash in 2017.

FUN FACT: Salt brine usage (for melting ice on streets) was 245,700 gallons in 2017.





Parks & Recreation

vitality. right at home.

AquaVenture Waterpark saw 45,616 patrons in 2017



In 2017, the community saw the construction of the all-inclusive, Embrace Park. This unique park was thoughtfully designed to provide a safe place where individuals of all ages and abilities can play together. This inclusive playground eliminates the barriers to exclusion, both physical and social, and provides a sensory rich experience for all.



The implementation of Embrace Park was possible thanks to a group of volunteers spearheaded by a local physical therapist. Volunteers worked tirelessly to raise the funds to bring the addition of the much needed park to the community. Construction on the park began after ground was broken on August 3, 2017, and the ribbon was eagerly cut on September 17, 2017.

This coming year has so much more in store for this area. Not only will Embrace Park be further developed to add a splash pad, multi-purpose sports field, bathroom, and additional parking space; but the neighboring YMCA will also be seeing an expansion to their building. The vitality of this area will continue to grow and prosper as it sees many more families, smiles, and events in the coming years.

Community collaboration and fun certainly go hand in hand in Norfolk. In 2017, the City of Norfolk was able to partner with many businesses and organizations to promote healthy living, music, and recreation. Whether it's setting up barricades, assisting with traffic, or helping to secure the necessary permits, City staff are working behind the scenes in some way to make local events run as smooth as possible.

AquaVenture Waterpark

45,616 people enjoyed AquaVenture's 310 foot Raft Slide, 235 foot Body Slide, Wave Pool & Play Station with 20 features this past summer.

Music in the Park

- 4 awesome concerts
- + 1,000s of attendees
- One amazing summer at Skyview Lake in Norfolk

Big Bang Boom & Slide the City

In 2017, the largest 4th of July fireworks event in Nebraska featured Slide the City which sent 2,000 people careening down 25th Street in Norfolk. City staff was on hand at 4:00 a.m. to help with event set up.

Park Amenities

1,550 games were played on the athletic fields in 2017. The fields are nestled in more than 420 acres of parks for visitors to enjoy.

River Point 'Fork Fest

What do you get when you combine awesome Nebraska bands and eight food vendors competing in a Food Truck Rumble? 1,200+ people rocking out in Downtown Norfolk.

Kayaking & Tubing

More than 900 kayakers and tubers enjoyed floating on the waters of Skyview Lake Park and the North Fork River thanks to a partnership between the City of Norfolk and North Fork Outfitting.

Nebraska Airfest

In June, 2,500 people filled the Karl Stefan Memorial tarmac to see airplanes from all over Nebraska and several other states do flyovers and stunts.

Oktoberfest

More than **10,000** people celebrated German heritage at Oktoberfest this past fall. Events included the inaugural Weiner Dog Race where 17 four-legged friends competed.

Downtown Christmas Festival

Eight city blocks were filled with people sporting cozy scarves and mittens, riding in horse drawn carriages, and sipping hot chocolate at the Downtown Christmas Festival.

The Place To Be!

In 2017, the Visitors Bureau recorded **68,250** participants & spectators for sporting events in Norfolk.











Library enrichment. right at home.

In 2017... **121,996**print books checked out

25,086
digital books
checked out

Did you know... there are more than 76.225

items in the library for patron use In 2014, a half-cent sales tax was approved by voters for the renovation and expansion of the Norfolk Public Library. Citizens saw that sales tax put to use early in spring 2017 as work began on the 16,000 square foot expansion.

Though construction could have halted the services the library had to offer, it became a priority of the staff to keep the resources available to the patrons as best as they could. The summer reading program, "Build a Better World", Summer Speaker Series, and several other programs remained available to citizens thanks to the help of other organizations providing the needed space for larger programs.

Patrons are able to access the library through the new addition and the renovation will be completed later

this spring. The change to the library is positive and will benefit the growing community for years to come. The new space allows for many more enrichment opportunities through peaceful reading spaces, outdoor green space, courtyard, and numerous programs held for citizens to enjoy.



Norfolk was one of 30 community libraries in the state that received a grant from the Institute of Museum and Library Services to give citizens a trial run with a "makerspace."

A makerspace is a collaborative work space designed for making, learning, exploring, and sharing by using high-tech to no-tech tools. The purpose of this unique area is to provide hands-on learning, sharpen critical thinking skills, and boost self-confidence. It is designed to help establish critical skills in the fields of science, technology, engineering, and math.

"Libraries are about learning, and they're especially about life-long learning for our community. This is a real opportunity for us to expand the way in which we learn and the way in which the library can provide learning environments for the community."

- Jessica Chamberlain, Library Director

The makerspace at the Norfolk Public Library will provide high-tech tools, which include 3-D printers, laser cutters, and embroidery machines. The goal of the makerspace trial is to find a way for something like this to be sustainable for the community. The trial of the makerspace will run from the end of August through mid-January.







Public Safety safety. right at home.

In 2017, the Norfolk Police Department handled more than

19,000 calls for service



the Norfolk Fire Department responded to

2,303 emergency calls

The Norfolk Police Division is not just about safety but unity as well. In 2017, the Police Division provided more than 60 programs for the community, which included the JOOI seat belt compliance check, PATCH Health Fair drug take-back, Officer Friendly, and Crossing Guard Safety just to name a few.

They can be found at the annual Landon Bos Bike Rodeo promoting bike safety education and at the National Night out. These programs allow police officers to connect with the youth and citizens of the community in a unique way.

Thanks to the efforts of the officers, the City of Norfolk earned marks as one of the top ten safest cities in Nebraska as part of SafeHome.org's 2017 list of the Safest Cities.

The study was conducted by SafeHome.org, a group of home security experts. According to the study, Norfolk has one of the highest officer-to-citizen ratios in the state and

saw its violent crime rate decrease by more than 28 percent based on FBI statistics from 2014-2015.

Overall, there are 40 police officers, 31 emergency responders, and 32 fire reserves protecting and serving our community. In 2017 alone, six new fire reserves were brought into the Fire Division. The Norfolk Fire Reserves were established in 1982 to supplement the paid firefighting staff. Though reserve firefighters are part-time, they still need to train for and pass various tests of strength, speed and aptitude before becoming a part of the Fire Division.

2017 Police & Fire Recruits



James Hetzler Police Officer



Collin Bauer Police Officer



Jonathan McKenzie Firefighter

safety. right at home.

"Even though they are not full-time firefighters, our reserves are vital members of the division, providing valuable aid at a fire."

 Tim Wragge, Norfolk Assistant Fire Chief

In order for the emergency responders to perform their jobs well, they need to have the proper equipment. That's why last year the Fire Division took delivery of a new 2,000 gallon Rural Tanker Truck and completed specifications and the order process for a new 100 foot aerial platform truck. The new platform truck is set to arrive in late 2018 and will replace the dated Snorkel.

Aside from upgraded tools, proper training, and education, partnerships are also vital to the integrity of emergency management.

On July 26, 2016, the University of Nebraska Medical Center launched the program Simulation in Motion-Nebraska (SIM-NE). There are only four SIM units in Nebraska, and Norfolk is fortunate to be home to one of these unique tools.

SIM-NE is a statewide mobile education system that brings state-of-the-art and hands-on training to pre-hospital and hospital professionals throughout the state. Forty-four foot long trucks are home to two simulation spaces, an emergency room and ambulance module, which

provide a realistic but safe and relaxed learning environment. This unique program takes the education to the providers who would not have the opportunity to attend simulation trainings.

In 2017, UNMC reached out to the Norfolk Fire Division and asked for assistance in housing the educational unit. A storage building at the fire training facility was remodeled and is now the home of Norfolk's SIM unit.







Housing

opportunity. right at home.

Did You Know...

The Norfolk Housing Agency assisted

231 families in 2017

8

they own and

95 rental units

> EQUAL HOUSING OPPORTUNITY

Not only does the Norfolk Housing Agency maintain 95 rental units, host the annual Fair Housing Conference, and administer rental assistance, they also assist low-to-moderate income families in repairing their homes through the Owner Rehabilitation Program.

This program has been in operation for many years and is funded through the Community Development Block Grant and HOME funds. The Housing Agency assists in the repair of homes owned by low-income families living in Norfolk. This has provided many families a safe and healthy living environment while

improving the neighborhood and values of area properties.

In 2017, the Housing Agency helped to fund the construction of four homes to sell to low-to-moderate income families in Norfolk. Their ideas for expansion and growth of housing development activities include building homes on vacant lots in the city limits and purchasing dilapidated homes to remove and build new. The Housing Agency has already helped purchase five lots on Oak Street to build homes through the Norfolk Housing Development Corporation.



Economic Development growth. right at home.







Pictured above are just some of the home types citizens can expect to see in the newly announced Legacy Bend Housing Development in northeast Norfolk.

All communities reach a number of turning points that determine the next several decades. The City of Norfolk has experienced these points on several occasions. The settlement by the river, routing of the railroad, strong industries and highway development all played a part in shaping the community to what it is today: a vibrant, growing community with a strong industrial base, excellent amenities, education, healthcare, and a major trade center that serves tens of thousands of rural residents.

But with that strength and growth comes other challenges workforce needs to support our employers, housing to support the workforce and expanded amenities to handle the needs of current residents and those that are looking to locate to Norfolk. Norfolk and Madison County must remain competitive as a growing, thriving hub of commerce and activity.

The City has and will continue to invest in infrastructure to keep up with the demands of growth. Sanitary sewer extensions to the west and south will undoubtedly help accommodate the growing commercial and industrial areas. Other proposed extensions to the northwest and northeast to serve residential and industrial demands are also in the works.

A housing study pointed to a shortfall of more than 800 dwelling units across all categories and price ranges. Since that time, the Norfolk Area Economic Development Council, Greater Norfolk Economic Development Foundation and **Economic Development staff** have worked diligently to create additional opportunities for housing and redevelopment to meet our growing workforce needs.

We've done very well as a community and region and will continue to implement

the plans in place, but...what now? This is the question that the City of Norfolk would like to ask residents in the coming years. What is the area lacking? What amenities are missing from our region that would benefit current and prospective families? As a community we need to ask ourselves these important questions, not only for us but for future generations and residents.

The mayor, city council, and city staff are committed to ensuring a safe, attractive and vibrant community. Add to that the terrific partnership with Madison County for Economic Development, and you have the perfect set-up to build a place where people want to live and create the jobs and housing opportunities to get them here. It's a great time for the Norfolk area, and we are entering a turning point that will impact the next several years. It's time to be innovative and plan for the future.









The Norfolk Planning Commission meets at 7:30 a.m. on the first and third Tuesday of every month. The meetings take place at the City Council Chambers at 309 N. 5th Street. The public is welcome to attend these meetings.

Members:

Brian Lundy, Chairman

Dan Spray, Vice-Chairman

Frank Arens

Sue Beckman

Matt Gilmore

Martin Griffith

Barb Marsh

Jacob Thone

Last year was a significant year of progress in Norfolk with the adoption of the new Comprehensive Plan, 24 Planning Commission Meetings, and the annexation of two new developments in the community: Fountain Point Development and Medelman's Lake.

The addition of these developments has grown and expanded the borders of the community and includes plans to add much needed housing for our growing workforce. Not only is the community progressing in its effort to bring more housing to the area but improved health care facilities as well.

Faith Regional Health Services is constructing a new medical office building to accommodate the expansion of numerous service lines due to an increased number of physicians being recruited to the community.

The addition of the Fountain Point development will provide a continuum of care with a medical office building for physicians who have independent medical practices and includes plans for apartments.

These are just a few examples of continued growth within our community and the necessary planning to prepare for more in the future.





Anyone with interest in developing property in Norfolk has a unique opportunity to meet with city staff who play a pivotal role in the growth of the community. Twice a month, the departments of Planning and Zoning, Permits and Codes, Economic Development and Engineering get together and host a preplanning session.

This allows citizens to get answers to questions they may have about building permits, land use, and property from all of the necessary departments at one time. Appointments can be set up through the office of Planning and Zoning, 402-844-2280.



New Inititatives



Mayor's Diversity Council

Would you like to get involved?

Participate

The Mayor's Diversity Council would love to hear your ideas and encourages your participation.

Contact Candace Bossard at 402-844-2264 or cbossard@ci.norfolk.ne.us to learn more.

Find us on Facebook www.facebook.com/ norfolkareadiversitycouncil/ The Mayor's Diversity Council was assembled in 2017 to help create a welcoming environment throughout the community, to develop and build relationships with area businesses, to emphasize the importance of diversity and inclusion in education systems, and to engage minority communities.

This year the council introduced the community to the Martin Luther King, Jr. Day Inaugural Breakfast through a partnership with Northeast Community



Mayor Moenning with Vickie R. Young, President of the NAACP Omaha Chapter and keynote speaker for the inaugural MLK Day Breakfast.

College. The breakfast is a celebration of the legacy of Martin Luther King, Jr., who boldly championed values such as equality, inclusion, civic responsibility, and strength in unity.

"This effort is focused on enhancing diversity and inclusion in the Norfolk area." - Mayor Josh Moenning

The Inaugural Breakfast is one of many events to help promote unity in the community.



Several members of the 2017 Mayors Diversity Council



Community Beautification & Riverfront Development

Many new initiatives were introduced in the past year as focus shifted toward growth of the community. This new focus initiated the process of community beautification and engagement of citizens who desire to see Norfolk thrive.

"Development of the Riverfront will be critically important in enhancing quality of life and expanding the downtown business and recreation districts in the years to come. Not only will community beautification mean much-needed enhancements, it will help instill community pride, encourage youth retention, and promote economic growth."

- Mayor Josh Moenning

That is why the Riverfront Overlay Review Board and Community Beautification Task Force were initiated in 2017. Residents who are passionate about improving the city's appearance and instilling community pride are welcome to apply for a position on one of the boards. Applications can be found online at www.ci.norfolk.ne.us.

Clean the Fork Day was introduced in an effort to create awareness in the community, and inspire others to take responsibility not to litter. This event allows citizens to give back to the community and instills a sense of pride while doing so. It encourages a mindset of beautification and responsibility not just for the day of the event, but throughout the year as well. Clean the Fork Day will be held each year on Earth Day.







Norfolk 101 right at home.

Did You Know...

78
people
have participated
in Norfolk 101:
Citizens Academy
& participants get
to tour

eight different division

different division buildings

Whether a person has lived in Norfolk all of their life, recently moved here, or is interested in learning more about the community, Norfolk 101: Citizens Academy gives a unique look into how city government works.

During this course, participants have the opportunity to make new connections and meet the staff who keep the City moving. They get an up-close look at the City's snow plows and learn about the snow procedures, take a peek inside the city jail and watch the dispatchers in action, as well as hear the latest updates from the Mayor. Norfolk 101 offers citizens a unique opportunity to learn

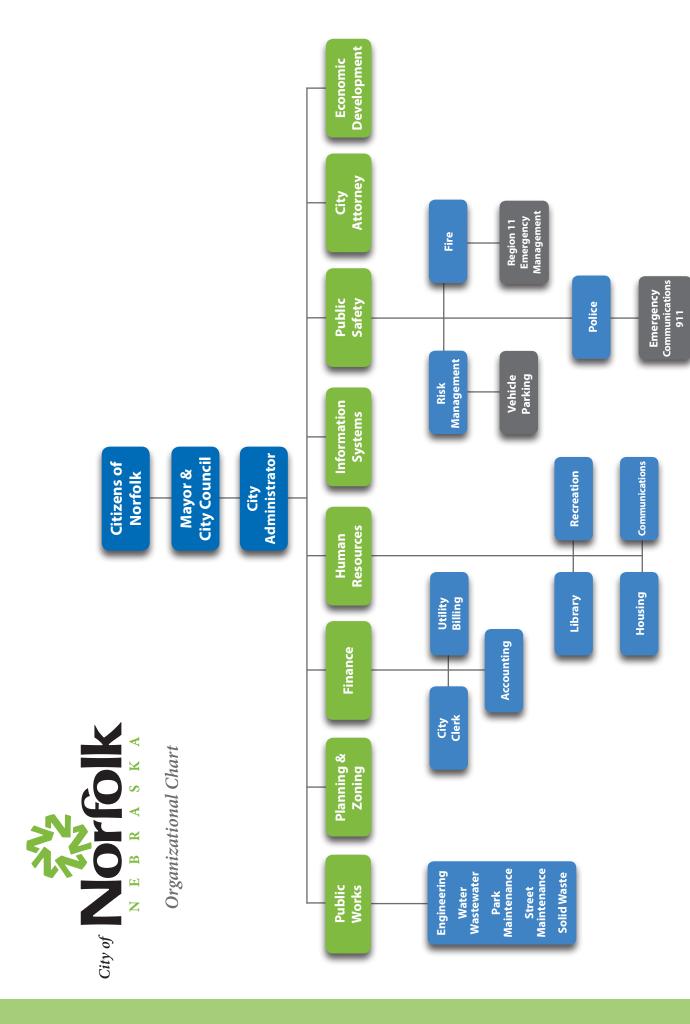
things about the city they might not have known before.

"The program is set up so that a citizen can see many aspects of city operations and talk to the people who make those operations happen. It's a great chance to learn more about Norfolk and the people who make city government run." - Sheila Schukei,

Human Resources Director

A limit of 18 people can participate in the program per session. Be watching for information about Norfolk 101: Citizens Academy applications coming soon!





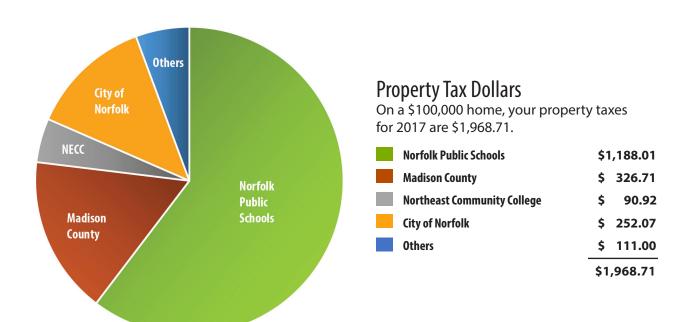
Property Tax Breakdown

Where Your Property Tax Dollars Are Spent

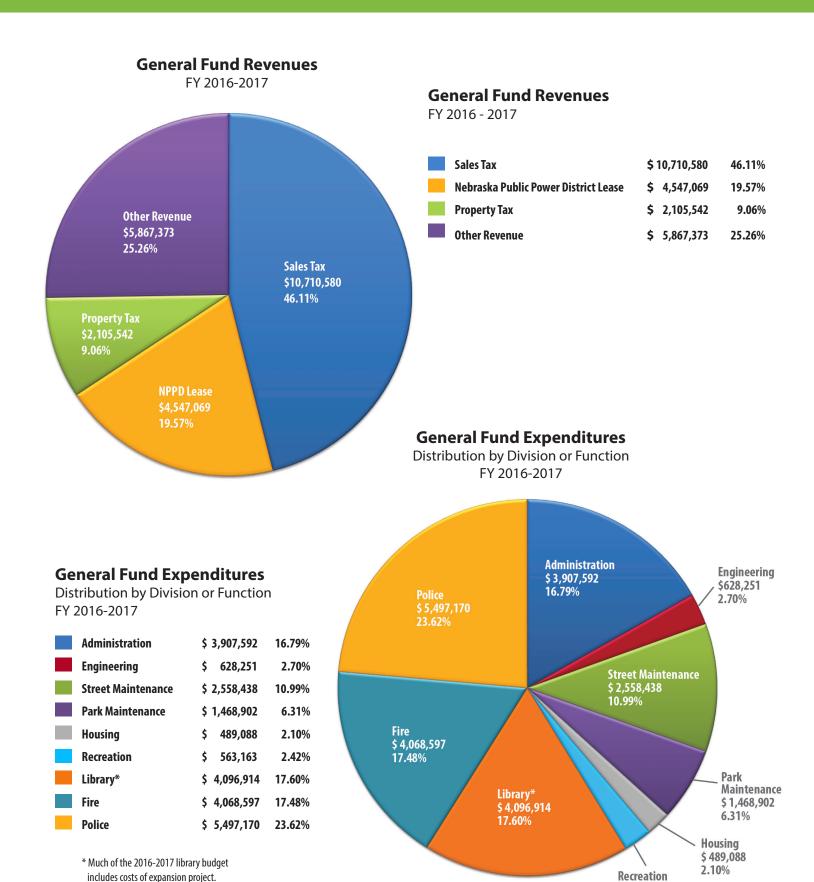
City of Norfolk Your Tax Dollars at Work

On a \$100,000 home, your property taxes for 2017 are \$1,968.71.

Norfolk Public Schools\$	1,188.01
Madison County\$	326.71
Northeast Community College\$	90.92
City of Norfolk\$	252.07
Others\$	111.00



Revenues & Expenditures



\$563,163 2,42%



City Services

Fire & Police - emergency	911
.	
Fire Division - non-emergency	402-844-2050
Police Division - non-emergency	402-644-8700
Administration	402-844-2000
Permits and Inspections	402-844-2060
Housing Division	402-844-2080
Library	402-844-2100
Planning and Zoning	402-844-2280
Solid Waste - Transfer Station	402-844-2231
Street Division	402-844-2180
Water and Sewer Maintenance	
& Emergency Service 24x7	402-844-2210
Snow information	402-844-2299

For emergency alerts text: "Follow NorfolkAlerts" to 40404 For City news text: "JOINNORFOLKNE" to 22828 Learn more and subscribe to City e-News at www.ci.norfolk.ne.us.

Interact with us on Twitter @NorfolkNE, on Facebook at City of Norfolk Nebraska Government, or download our app Norfolk Area Connected.

Moving In? Welcome to Norfolk!

NPPD - Electricity	877-275-6773
Black Hills Energy - Gas	888-890-5554
City - Water	402-844-2000
Auto Licensing	402-454-3311
Animal Shelter	402-750-4665
Norfolk Public Schools	402-644-2500
Area Agency On Aging	402-370-3454
Meals on Wheels	402-371-8626

Family Fun

402-844-2100
402-844-2270
402-371-3886
402-371-7199
402-992-1221

Visit www.VisitNorfolkNE.com to learn more about all the great attractions in the Norfolk area.