



CITY OF GLENDALE,
WISCONSIN

ANNUAL REPORT
2021

RICH PAST. BRIGHT FUTURE.



TABLE OF CONTENTS

2 MISSION STATEMENT
OVERVIEW

6 FINANCE

8 PUBLIC SAFETY

11 SHARED SERVICES

15 INFRASTRUCTURE
AND ENVIRONMENT

17 COMMUNITY
ENGAGEMENT



MISSION STATEMENT

The City of Glendale is a municipal corporation operating under the constitution and laws of the State of Wisconsin and the ordinances of the City to:

- Provide the most cost effective municipal services consistent with the reasonable desires and expectations of the people who live and work in Glendale;
- Provide for the health, safety and welfare of Glendale which will foster an acceptable quality of living environment within the City;
- Provide a positive, progressive, and proactive approach to the administration, management, and operation of the City; and
- Provide a climate for continual economic development and redevelopment within the City to ensure a fiscally sound and growing tax base.

CITY PROFILE

Glendale is tightly woven into the fabric of the Milwaukee metropolitan area, bordered by Milwaukee and several other suburban communities. Still, it has retained its own distinctive character and independence.

Glendale boasts a rich array of affordable homes in quiet and appealing neighborhoods. Wide boulevards, large residential lots, four county parks, and one community park, give the community a spaciousness not found in cities that rub shoulders with bigger communities. The parks add to the many recreational opportunities enjoyed by residents.

The schools of Glendale are excellent in every way. Three award-winning school districts serve the community, as do several high quality parochial schools. Glendale serves the Glendale-River Hills and Maple Dale-Indian Hill school districts, including Nicolet Union High School, who ranked fourth in Wisconsin and first in the North Shore Washington Post article in a 2015 ranking of America's Most Challenging Schools. Cardinal Stritch, the state's second largest independent university, hosts its main campus in Glendale. Bayshore is also home to Bryant & Stratton College's newest campus.

Business is attracted to Glendale's redeveloped business and commercial areas by a variety of economic incentives. New office buildings and corporate facilities are joining the famous business names already in Glendale, such as Johnson Controls.

THE HISTORY OF GLENDALE

Potawatomi Indian villages once stood on land that is now Glendale. Their burial mounds in Kletzsch Park attest to the civilization that once flourished there. In 1833, the Potawatomi and Winnebago tribes ceded their land to the United States government and moved west to the banks of the Mississippi River. Before then, only a handful of settlers, traders and trappers occupied the area. Soon after, more settlers, spurred on by the prospect of cheap land, rich soil, and a favorable climate, began to arrive from the east. European immigrants, mostly German, settled in places like Good Hope, located at the present intersection of West Good Hope Road and North Green Bay Avenue. Jefferson Davis, before becoming president of the Confederacy, once camped in Good Hope while working on a government road project.

In 1836, the Town of Milwaukee became a part of Milwaukee County in Wisconsin Territory; it had been part of the Michigan Territory. When Wisconsin became the nation's 30th state in 1848, the area was solidly fixed as a part of the Town of Milwaukee and remained that way until after World War II. The Town of Milwaukee's first public school was built in the late 1840's on the east side of the Milwaukee River, adjacent to the old Sauk Indian Trail. The one-room school measured 18 by 22 feet and was constructed of logs.

Before the Town of Milwaukee built its first meeting hall in 1872, town fathers met in a gristmill on the west bank of the Milwaukee River, near the waterfall in present day Kletzsch Park. The City has thoughtfully preserved the first Town of Milwaukee Hall. The 1872 landmark structure stands amid the modern complex of government buildings on North Milwaukee River Parkway. A tiny graveyard, Milwaukee Union Cemetery, is also preserved. Some 100 graves, many unmarked, are the City's link with the early settlers who came to the frontier in search of a better life.

The City of Milwaukee resisted Glendale's first efforts to incorporate in 1946. Glendale won a lengthy court battle after the census of 1950, and incorporated as a city on December 28, 1950, with a population of 3,100. At the time of incorporation, Glendale was a growing community with early commercial development, heavy industry, some agriculture, and residential neighborhoods of single-family homes.

Today, Glendale's population exceeds 13,000. As Glendale plans for the future, the heritage of the past is treasured and preserved and the City remains a dynamic commercial and business center, as well as a delightful place to live.



CITY LEADERS

ELECTED OFFICIALS

Mayor	Bryan Kennedy
First Aldermanic District	Tomika Vukovic
Second Aldermanic District	James Daugherty
Third Aldermanic District	John Gelhard
Fourth Aldermanic District	Richard Wiese
Fifth Aldermanic District	Steve Schmelzling
Sixth Aldermanic District	JoAnn Shaw
Municipal Judge	Christopher Lipscomb

ADMINISTRATION

Administrator	Rachel A. Safstrom
Attorney	John F. Fuchs
Clerk	Megan Humitz
Community Development Planner	Todd M. Stuebe
Deputy City Administrator	Shawn M. Lanser
Fire Chief	Robert C. Whitaker, III
Health Department Officer Interim	Kathleen Platt
Library Director Interim	Susan Draeger-Anderson
Police Chief	Mark Ferguson
Public Works Director	Charlie Imig
Water Commission Manager	Eric J. Kiefer

CITY DEMOGRAPHICS

Estimated Population
13,357 Residents

GENDER

Males	6,211
Females	7,146

AGE

Under 5	4.0%
5 - 17	12.3%
18 - 64	50.5%
65 & Over	33.2%

RACE

Caucasian	63.9%
African American	14.1%
Asian	5.9%
American Indian/Alaska Native	0.3%
Native Hawaiian/Other Pacific Native	0.0%
Hispanic or Latino	6.8%
Two or More Races	1.9%

GENERAL INFORMATION

GENERAL

Date of Incorporation	December 28, 1950
Form of Government	Mayor/Council
Area	5.76 Square Miles
Full-Time Employees	69
Assessed Valuation	\$1,934,196,500
Building Permits 2021 Value	\$48,027,654
Median Family Income	\$76,940

PERCENT OF CITY IN EACH SCHOOL DISTRICT

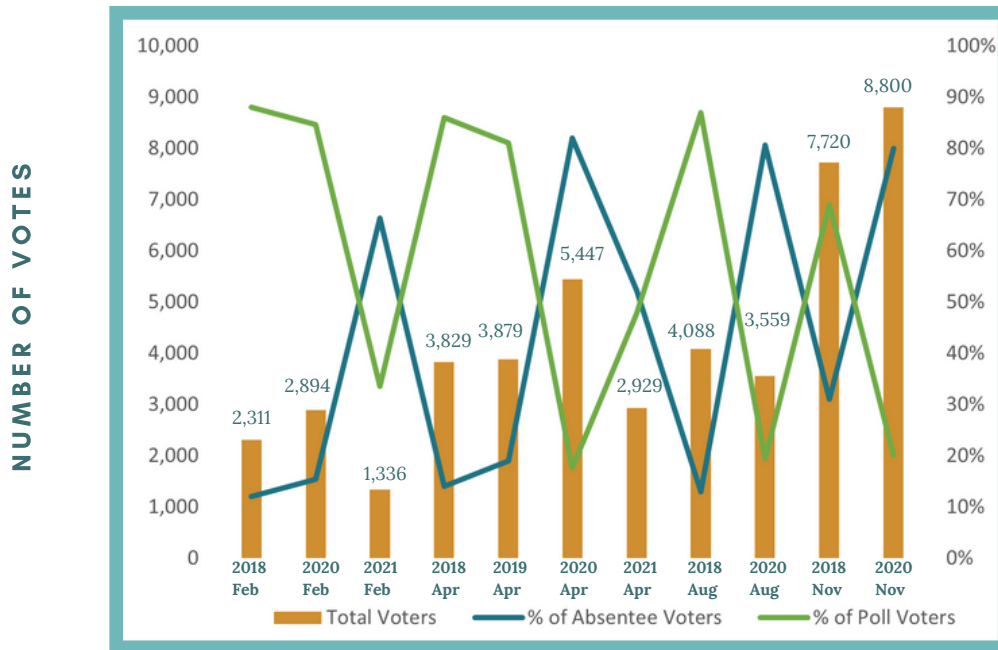
Glendale-River Hills K-8	97%
Maple Dale K-8	3%
Nicolet High School	100%

HOUSING STATUS

Owner Occupied	72.2%
Average Household Size	2.11

ELECTIONS

VOTER TURNOUT



In 2021, the City elected Alderwoman Tomika Vukovic (District 1); Alderman John Gelhard (District 3); and Alderman Steve Schmelzling (District 5) to two-year terms. Mayor Bryan Kennedy was elected to a three-year term.

In 2021, two elections were held. The chart above indicates a three-year trend of voter statistics.

In the state of Wisconsin voters must show a photo ID. The photo ID must contain the elector's photo, name and an expiration date. Absentee voters (some exceptions apply) requesting a ballot by mail must provide a copy of their photo ID with the absentee ballot request. Voters voting by absentee ballots in the Clerk's office are asked to provide proof of identification.

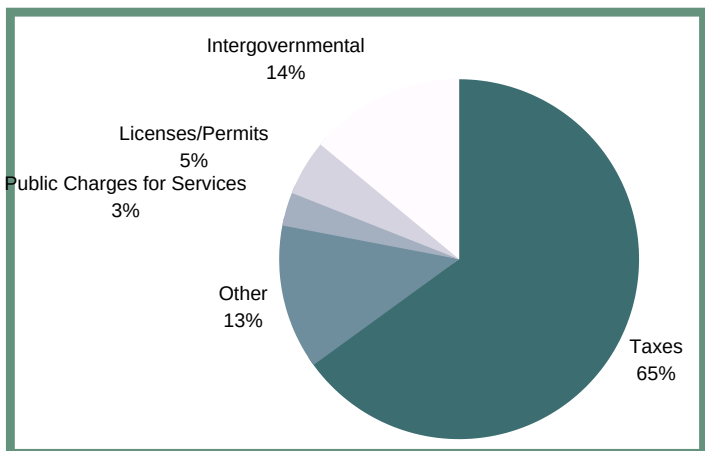
Voters must register if they moved or changed their name. When registering voters must show a proof of residence. The document provided must contain a current and complete first and last name, residential address, and must be valid on the day used to register.

WHERE DOES YOUR MONEY GO?

Many people wonder how property tax dollars are spent. Although the City collects the entire tax bill, it receives only about 26¢ for each \$1.00 paid for property tax.

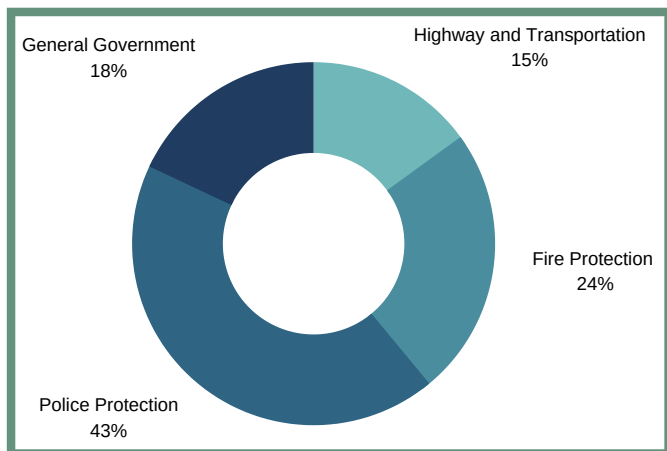
REVENUES

The graph below shows the 2021 revenues. Property taxes accounted for approximately 65% of the overall revenues.



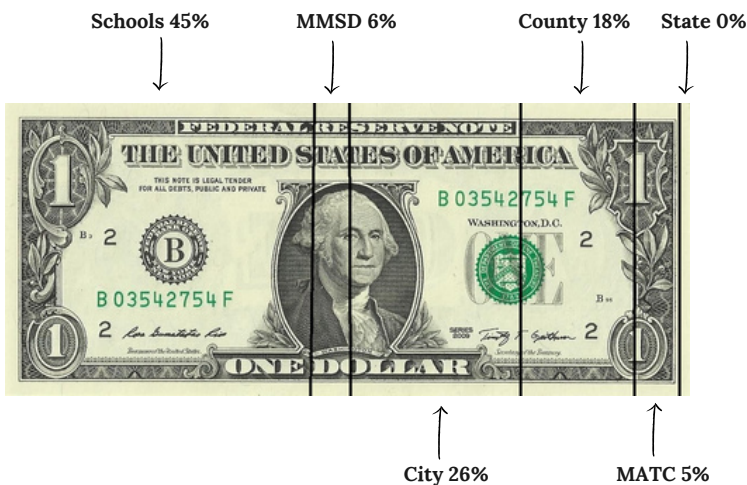
EXPENDITURES

The graph below shows the 2021 expenditures.



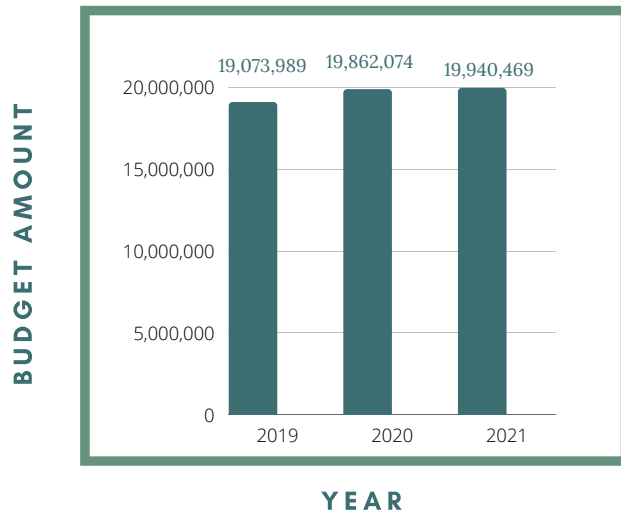
TAX DOLLAR DISTRIBUTION

The dollar bill below shows where property tax money is distributed.



GLENDALE'S CITY BUDGET

The graph below shows Glendale's City budget since 2019. The budget is \$19,940,469 for 2021.



TAX PAYERS

Below is a list of the ten largest taxpayers in Glendale.

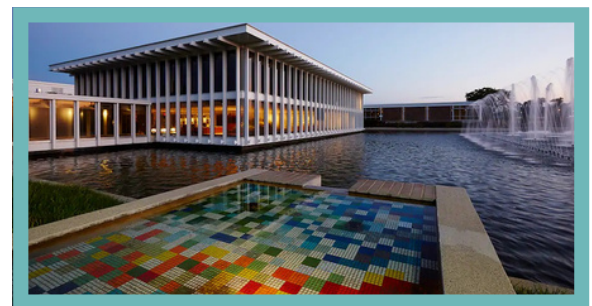
Taxpayer	2021 Assessed Valuation	2021 Equalized Valuation
• Bayshore	79,036,900	92,351,200
• Johnson Controls, Inc.	36,457,700	40,297,200
• Columbia St. Mary's	33,437,600	36,959,100
• Weyco Group	28,172,400	31,139,400
• Advocate Aurora Health	27,187,100	30,050,300
• Orthopaedic Hospital of Wisconsin	25,371,300	28,043,300
• Wheaton Franciscan	25,075,400	27,716,200
• East Lake Towers Corp Center	20,150,000	22,272,100
• Umansky UBG	16,091,300	17,785,900
• Boelter	14,704,100	16,252,700

The City of Glendale has two active Tax Incremental Districts (TID) at the end of 2021. The two districts are TIF #7 (Technology District) and TIF #8 (Bayshore). TID valuations totaling \$119,295,100 have been excluded from the City's tax base for the 2020 tax roll. Taxes on the amounts go toward paying costs related to the project improvements.

EMPLOYMENT

Below is a list of the ten largest employers in Glendale.

Employer	Number of Employees
• Johnson Controls	2,600
• Bayshore	700
• Cardinal Stritch University	287
• Roundy's	250
• DCI Artform	250
• Advocate Aurora Health	225
• Orthopaedic Hospital of Wisconsin	204
• Strattec Security, Corp.	200
• Milwaukee Gear Co.	200
• Nicolet High School	197



Johnson Controls

GLENDALE POLICE DEPARTMENT

CALLS FOR SERVICE

Glendale police officers respond to a variety of calls. In 2021, they responded to a total of 17,532 calls for service. Below is a list of the most common calls for service over the past three years.

	2019	2020	2021
Accidents	580	312	351
Alarms	544	482	500
Disabled Vehicles	480	276	287
Parking Complaints	300	187	193
Retail Theft	561	301	286
Suspicious Activity	1,290	609	662
Thefts	325	256	233
Vehicle Stops	5,455	4,199	5,661
Welfare Checks	604	561	644

OFFICER ACTIVITY

2021 had 8,881 enforcement contacts. Enforcement contacts include arrests, traffic citations, warnings, and field interrogations. Field interrogations are included as warnings in the recording system.



INCIDENT BASED REPORTING

Below is a comparison of all reportable offenses for the past three years.

	2019	2020	2021
Assault	69	86	71
Burglary	21	17	25
Homicide	1	1	0
Larceny	599	452	474
Motor Vehicle Theft	43	66	130
Sexual Assault	3	5	5
Robbery	9	15	11

VEHICLE PURSUITS

In 2021, the Glendale Police Department reported 131 vehicle pursuits. Pursuits included 34 for criminal offenses, 85 were for traffic offenses and 12 were for wanted/other status. There were 74 pursuits terminated, 44 pursuits ended in apprehension, and 13 pursuits ended in suspects eluding police. There were 11 Pursuit Intervention Technique applications and 20 Stop Stick applications in 2021. The Department reported 78 pursuits in 2020 and 59 pursuits in 2019.

All officers should be commended for their judgement and abilities regarding their involvement with vehicle pursuits.

GLENDALE POLICE DEPARTMENT

DEPARTMENT AWARDS

The following officers received Lifesaving Awards in 2021:

Officer Michael Rosquist	Officer Jaimie Byrnes
Officer Aaron Lemke	Officer BJ Poetzl
Officer Joshua Ruppel	Officer Andrew Reischl

The following officers received Valor Awards in 2021:

Officer Rob Wilson	Officer Jaimie Byrnes
--------------------	-----------------------



RETIREMENTS

- Captain Dan Brauer - August 20, 2021 (29 Years)

POLICE DEPARTMENT DETECTIVE BUREAU

The Detective Bureau recorded 688 bookings and 823 investigations in 2021. Of the 823 investigations, 69 were full investigations and 754 were follow-up investigations from patrol. The Detective Bureau recorded a 77% clearance rate for investigations.

Detectives also continued to actively participate in the Milwaukee Area Investigative Team, which is responsible for investigating all officer-involved death incidents in Milwaukee County.

WILEAG ACCREDITATION

The Department continues to maintain our accreditation status through the Wisconsin Law Enforcement Accreditation Group. The Department was awarded re-accreditation status in 2019. The Department received its initial accreditation award under the 2nd Edition Standards in 2006 and was re-accredited under the 3rd Edition Standards in 2009 and 2013.

The Department's next on-site evaluation for the re-accreditation status under the 5th Edition Standards will take place November 15-17, 2022. The WILEAG accreditation program requires agencies to comply with state-of-the-art standards in four basic areas: policy and procedures, administration, operations, and support services. The 5th Edition Standards consists of 242 standards, divided into 602 dimensions, that incorporate the best police practices and requires agencies to be reevaluated every three years." After this on-site, we will transition to the 6th Edition Standards.

CITY INSPECTIONS

The Inspection Services Department provides residential and commercial building, plumbing, electrical and HVAC inspections for new, updated or remodeled buildings as well as administers the property maintenance inspections and floodplain program. The City contracts with SAFEbuilt Inc. to reduce the overall costs associated with inspections. Revenues generated offset the operating costs of the department.

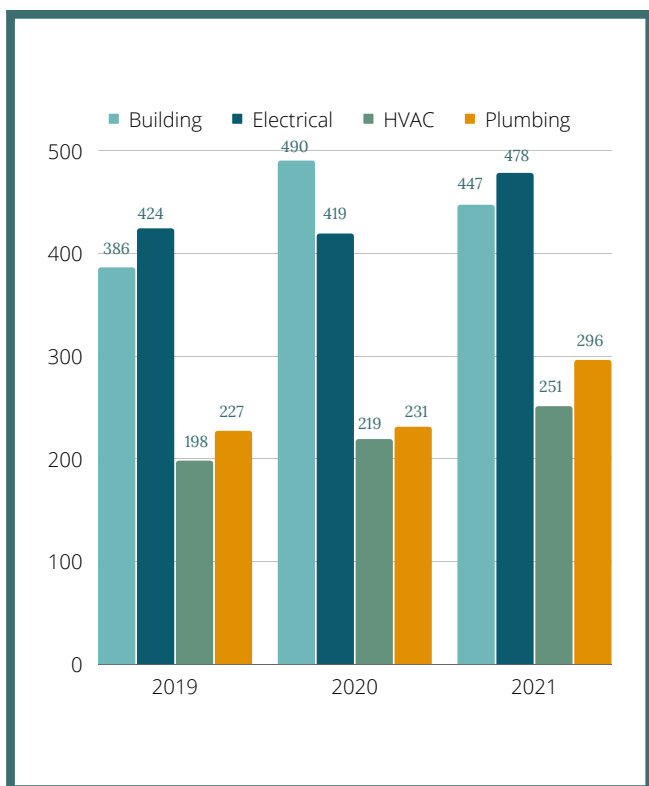
Permits are issued based on valuation of the project. Below are the valuations for the past three years of building, electrical, HVAC, and plumbing permits.

2021 Permit Valuation - \$48,027,654

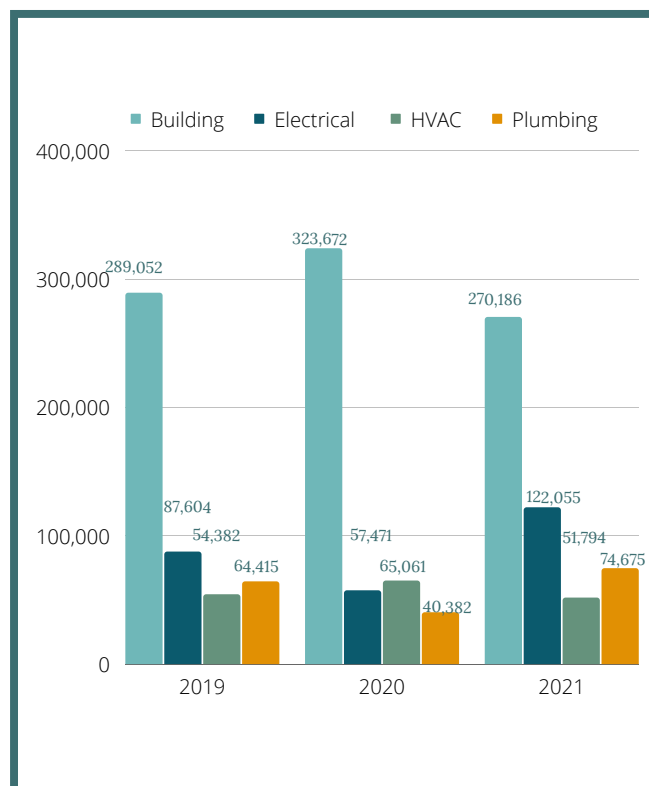
2020 Permit Valuation - \$24,434,107

2019 Permit Valuation - \$36,318,090

PERMITS ISSUED



PERMIT REVENUE



In order to be more efficient in its spending and productivity, the City of Glendale has partnered up with other communities in the North Shore and Milwaukee area by consolidating various departments.

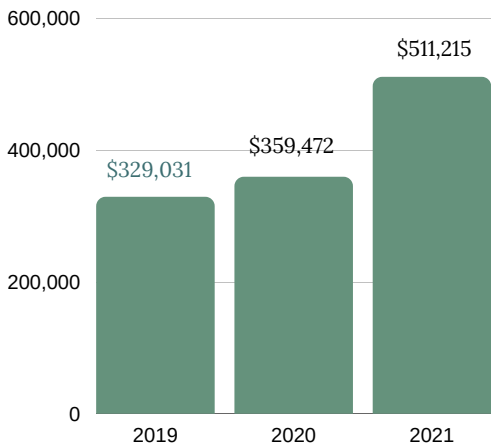
NORTH SHORE MUNICIPAL COURT

The North Shore Municipal Court was established in 2013. Judge Christopher Lipscomb continues to preside over North Shore Municipal Court, which includes the City of Glendale, Village of Brown Deer and the Village of Bayside.

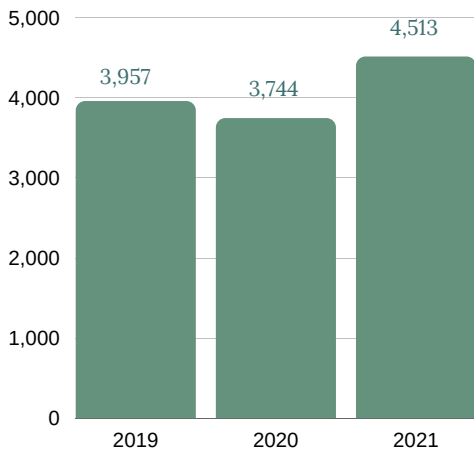
The Court hears cases for traffic, ordinance violations, code violations, and OWI first offenses, among others. Court is in session five times per month in the Kenehan Civic Center.

The North Shore Municipal Court continues to implement policy changes to increase staff efficiency, decrease expenses and increase revenues.

NSMC - GLENDALE & BAYSIDE REVENUES



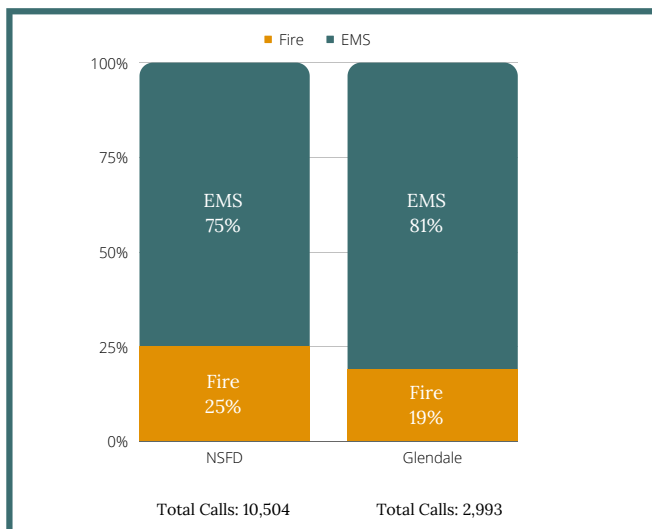
GLENDALE & BAYSIDE CASES RESOLVED



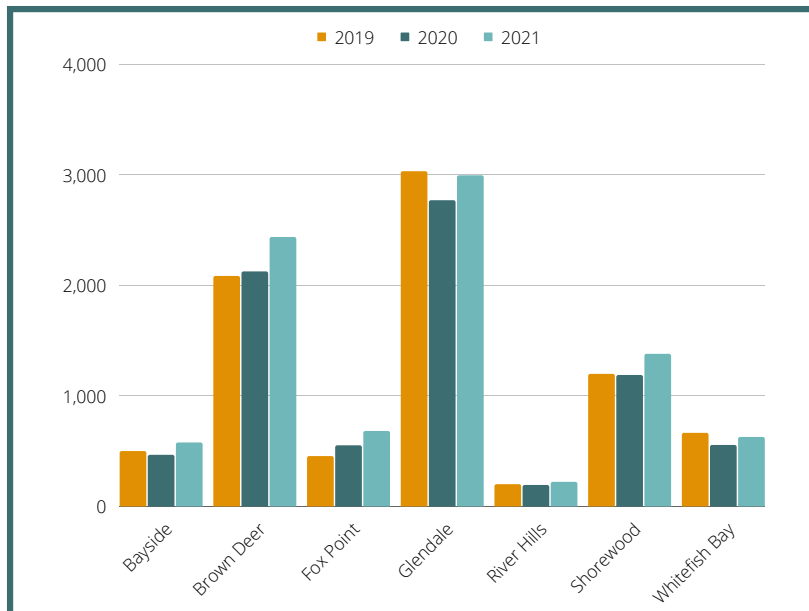
Service	Communities Involved
Emergency Government	All North Shore Communities, Milwaukee County
Joint Ownership/Operation Compost Yard	Whitefish Bay
Milwaukee Area Domestic Animal Control Center	All Milwaukee County Communities
Milwaukee County Intergovernmental Cooperation Council	Milwaukee County and All Milwaukee County Communities
North Shore Central Dispatch	All North Shore Communities and North Shore Fire Department
North Shore Fire Department	All North Shore Communities
North Shore Health Department	All North Shore Communities
North Shore Library	Bayside, Fox Point, River Hills
North Shore Municipal Court	Bayside, Brown Deer
North Shore Storm Water Management Program	All North Shore Communities with DNR
North Shore Water Commission	Fox Point, Whitefish Bay
Police Postol Range	Brown Deer
North Shore Information Technology	Bayside, North Shore Fire Department

NORTH SHORE FIRE/RESCUE

TOTAL CALLS FOR SERVICE - NSFR



CALLS FOR SERVICE BY COMMUNITY



- The Department experienced a 15% increase in incidents in all seven North Shore communities compared with 2020. Glendale incidents rose 8% over 2020.
- 2021 Notable Incidents in Glendale:
 - Structure fire at 1700 West Bender Road caused an estimated \$280,000 damage and injured six people.
 - Structure fire at 6010 North Sidney Place caused an estimated \$100,000 damage to the home.
 - Structure fire at 2300 West Rochelle Avenue caused \$145,000 damage to property/contents.
- In 2021, the Department conducted 764 fire inspections in Glendale.
- The Department issued 473 permits for fire protection systems and construction work in 2021.

SUMMARY OF EMS STATISTICS AND CARDIAC ARREST STATISTICS

Year	Total Patients	Cardiac Arrests	Return of Circulation
2021	7,821	158	26%
2020	6,701	158	25%
2019	6,800	125	31%

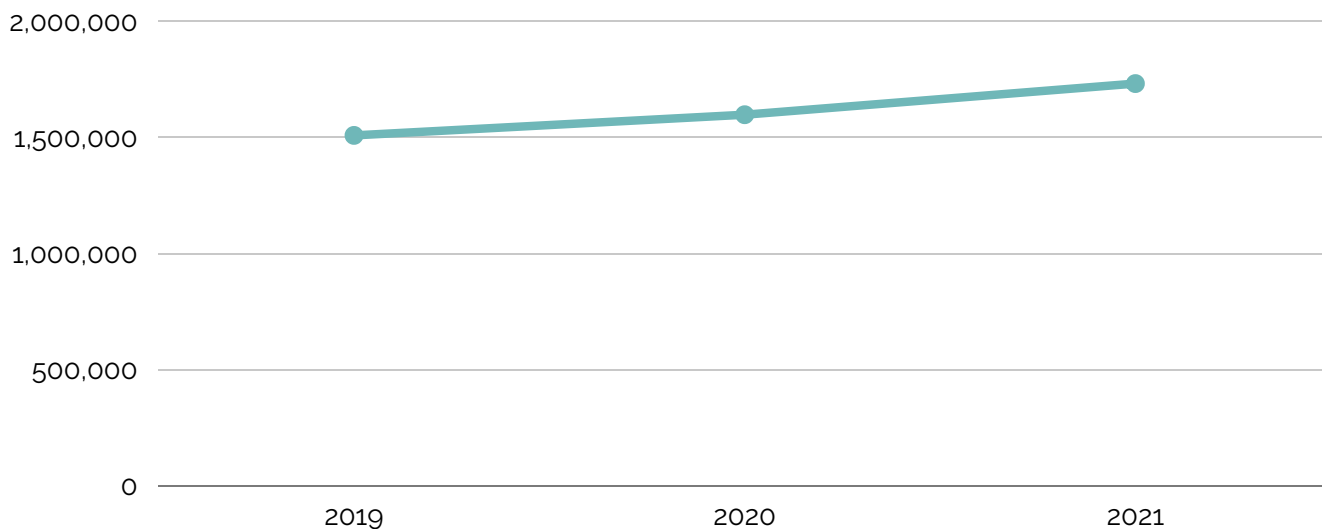
NORTH SHORE WATER COMMISSION

DID YOU KNOW?

Based on pumpage to members and wholesale water customers, the City of Glendale delivered 47% of the water distributed from the North Shore Water Commission. The annual commitment to process clean water was \$701,879.43 to pay for its share of operating expenses.

On average, Glendale used an average of 1,732,000 gallons of water each day in 2021. On October 7, 2021, Glendale used 3,478,000 gallons, the most of any day that year.

AVERAGE NUMBER OF GALLONS OF WATER USED EACH DAY



WATER QUALITY

The North Shore Water Commission (NSWC) once again met all Environmental Protection Agency (EPA) and State drinking health standards last year. By continuing to carefully preserve their water supplies, the NSWC has not violated a maximum contaminant level or any other water quality standard.

IN 2021...

- Performed 32 tuberculin skin tests.
- Promptly investigated 50 domestic animal bites for potential rabies exposure and none of these investigations resulted in a rabies case.
- Held first and second dose pediatric (5-11 years) COVID-19 vaccine clinics.
- Partnered with North Shore Fire & Rescue to hold a "Stepping On" workshop, which is proven to reduce falls and build confidence in individuals who are age 60 or older. There were twelve attendees.
- Provided free blood pressure screenings for the public.
- Hosted two virtual Overdose Fatality Review meetings and reviewed four overdose fatalities that occurred in the North Shore.
- Responded to seven environmental hazard complaints.
- Oversaw the North Shore Environmental Health Consortium (NSEHC) and one Registered Sanitarian completed all 35 inspections and licensing for the seven North Shore municipalities.
- Communicated with thousands of people to provide education and support concerning public health and environmental topics, and notified thousands of individuals of their positive COVID-19 test results.
- Began shifting the focus to additional critical areas of public health, including mental health and substance abuse, life-course health and well-being, public health emergency preparedness, health equity, community engagement, workforce development, and the Community Health Assessment.

SERVICES

The North Shore Health Department (NSHD) provides public health services for the seven North Shore municipalities of Bayside, Brown Deer, Fox Point, Glendale, River Hills, Shorewood, and Whitefish Bay. The mission of the health department is to work in partnership with the communities to assure, promote, and protect the health and safety of the people of Glendale and the North Shore. Below is a list of some of our services.

- Communicable Disease Prevention and Control
- Chronic Disease Prevention and Management
- Environmental Health, including licensing and inspection for restaurants, retail food establishments, hotels, and public pools.
- Injury Prevention
- Public Health Emergency Preparedness

DISEASE CONTROL AND PREVENTION IN 2021...

- Established a robust COVID-19 vaccination program, expanding to school-based clinics and booster clinics as recommendations were made for expanded age groups and additional vaccinations.
- Ongoing education to community members and partners regarding changes in isolation, quarantine, mitigation and vaccination guidance.
- Continued support and education surrounding testing availability in our area.
- Provided isolation guidance to over 10,000 North Shore residents and quarantine guidance to contacts of those testing positive.
- Maintained strong partnerships with our schools to provide guidance and support as they move through the changes brought about by COVID-19.
- Established plans for the next steps in community assessment and recovery from the effects of COVID-19, improved public health workforce development and stronger partnerships within the community. These plans will continue to be developed and adjusted as we respond to changes in guidance and expectations from the CDC and Wisconsin Department of Health Services surrounding COVID-19 response.

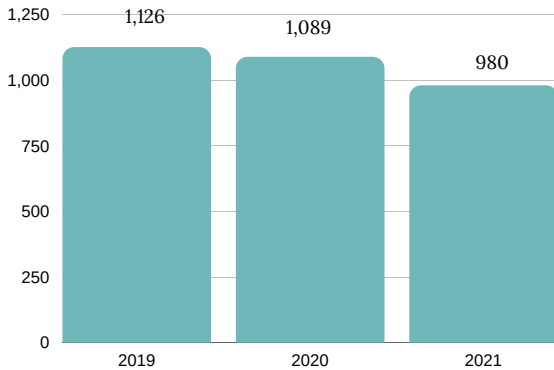
RECYCLING

Garbage and recycling is a service contracted by GFL Environmental. The City receives a credit on the invoice for tonnages of recycling collected. The City also has reduced tipping fees per ton of recycling collected.

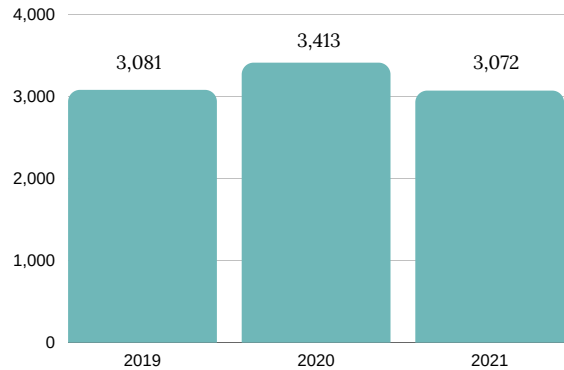
Each year, the City of Glendale receives an annual recycling grant to assist in the costs of the program.

The charts below show the tonnages from recycling and refuse collections respectively since 2019. The goal is to see the tonnages from recycling increase and to see the tonnages from refuse decrease.

RECYCLING TONS



REFUSE TONS



ELECTRONIC RECYCLING PROGRAM

In 2017, the City of Glendale started up an electronic recycling program, where residents can bring their old, unused or unwanted electronics to the Department of Public Works to be safely recycled. The total weight collected in Glendale for 2021 was 14,216 pounds of electronics.

THERE ARE APPROXIMATELY 70 MILES OF CITY STREET IN THE CITY OF GLENDALE.



The Leaf Collection Program is very important to the City of Glendale. Keeping leaves out of the gutters and storm sewers prevents potential flooding throughout the City.

Leaf collection begins each fall around early October lasting into November. Collected leaf materials are composted at jointly shared Glendale and Whitefish Bay compost site monitored by the Wisconsin Department of Natural Resources.

The leaf material is stored and compacted on site. Excess compost is collected by various contractors. In 2021, the City of Glendale coordinated the removal of approximately 11,500 cubic yards of excess compost leaf material.

2021 CAPITAL IMPROVEMENT PROJECTS

Each year the City budgets for major projects to ensure the best infrastructure for Glendale residents. Below is a list of the 2021 Capital Improvement Projects.

- 2021 Projects
 - Purchase of Badger Books to administer elections in a more efficient and secure manner.
- 2021 Watermain Program
 - N Braeburn Lane (W Custer Avenue to W Silver Spring Drive)
 - N Bethmaur Lane (W Custer Avenue to W Rohr Avenue)
 - N 25th Street (W Rohr Avenue to 26th/Rohr Easement)
 - N 26th Street (W Rohr Avenue to 26th/Rohr Easement)
 - W Rohr Avenue (N 26th Street to N 25th Street)
 - 26th Street/Rohr Easement (155 ft E of N 26th Street N 25th Street)
 - 26th Street/Rohr Alley (N 26th Street to 155 ft E of N 26th Street)
 - W Custer Avenue (N 26th Street to N 25th Street)
 - N Elm Tree Road (W Daphne Road to W Apple Tree Road)
 - N Elm Tree Road (W Apple Tree Road to W Acacia Road)
- 2021 Alley Reconstruction Program
 - East of N Milwaukee River Parkway (W La Salle Avenue to N Sunset Lane)
 - South of W Silver Spring Drive (N Navajo Avenue to N Lydell Avenue)
 - East of N Argyle Avenue (W Kendall Avenue to SE to Alley)
- 2021 Roadway Program
 - W Custer Avenue (STH 57 to N 13th Street)
 - W Custer Avenue (N 27th Street to N 26th Street)

- W Custer Avenue (N 26th Street to N 25th Street)
- W Custer Avenue (N 25th Street to N Shasta Drive)
- W Custer Avenue (N 24th Street to N Dexter Avenue)
- Public Works Equipment Replacement
 - Plow Truck with Wing
 - Bucket Truck
 - Leaf Vac Unit
 - Skid Loader

BIRD CITY WISCONSIN



In 2021, the City received the Bird City Wisconsin Award for the 6th consecutive year.

Bird City is a program created by the Wisconsin Bird Conservation Initiative which encourages communities to implement smart bird conservation practices. A "bird-friendly" city works to protect and enhance habitats for bird life. To receive a Bird City designation, communities must meet at least seven of 22 criteria such as having a park system with many species of birds or encouraging nature education.

For more information on Bird City Wisconsin, you can visit the website: www.birdcitywisconsin.org.

TREE CITY USA

In 2021, the City of Glendale received the Tree City USA status for the 23rd consecutive year. Tree City USA is a program sponsored by the Arbor Day Foundation in cooperation with the United States Department of Agriculture Forest Service and the National Association of State Foresters which provides direction, technical assistance, public attention, and national recognition for urban and community forestry programs, awarding communities that effectively manage their public tree resources.



GLENDALE-AREA BUSINESS ASSOCIATION (GABA)

In 2021, GABA doubled its membership size and was able to host events and networking opportunities in person and virtually. GABA hosted Morning Mingles, webinar events, Network at Nights, two Lunch 'n Learns - one with the Small Business Administration and another on Cyber Security, and a public event with Milwaukee County Executive David Crowley. GABA also created a Hotel Savings Program with Welcome to Glendale for senior living families.

Welcome to Glendale assisted with the marketing promotion of various Glendale Community Events. In 2021, a few of those events included Oktoberfest, sponsoring Bayshore's Art & Artisan Fair, Season to Sparkle, and Summer Sounds. Welcome to Glendale also hosted the first free, virtual city-wide bingo (Shamrock Bingo), along with Music in the Glen, Fourth of July, and the Root Beer Bash. Welcome to Glendale also promoted and created Small Business Season to encourage shopping local.



GLENDALE K-9 GOLF OUTING

The annual Glendale K-9 Golf Outing was held at Brown Deer Golf Course. This event is sponsored by The Brick Pub & Grill and is a fundraiser for the Glendale K-9 Unit. 144 golfers participated in the event and had a great time while raising funds to maintain the K-9 Unit. A special thanks to all the sponsors and participants for making this a successful event.

NORTH SHORE NATIONAL NIGHT OUT

On August 3, 2021, Glendale Police Department (GLPD) participated in the North Shore National Night Out at the Brown Deer Village Hall. All 7 of the North Shore Police Departments, North Shore Fire Department, and other law enforcement agencies and community groups participated in a community get-together that included crime prevention tips, demonstrations, children's activities, and other opportunities to interact with community members.

SHOP WITH A COP

GLPD held our annual Shop with A Cop event at Kohl's Department Store. On Sunday, December 19, members of the Glendale Police Department took 10 students from Parkway Elementary School shopping at Kohl's Department Store, 5650 N. Bayshore Drive for our annual Shop with a Cop event.



The students are given a spending limit and are assisted by Officers in helping to purchase gifts for themselves and family members. The money is raised through fundraising events and community donations throughout the year. The event not only helps increase happiness during this time of year, but also helps build a positive relationship between Communities and Law Enforcement.

TOWN HALL MEETING

Alderpersons Tomika Vukovic and JoAnn Shaw presented a Town Hall Meeting at City Hall. The meeting was a community conversation about safety, crime prevention, and neighborhood engagement. Guest speakers included Chief Ferguson and Milwaukee County District Attorney John Chisholm.

NORTH SHORE LIBRARY

THE MISSION

The mission of the North Shore Library is to provide its patrons with access to materials and services which can improve their minds, broaden their lives and fulfill their cultural, civic, intellectual, educational, professional and recreational needs. The foundation of this mission is the Library's enduring commitment to intellectual freedom for all.

SUMMER READING PROGRAM

The North Shore Library offers a Summer Reading Program each year to encourage retention of those very important reading skills. The program is both educational and fun, offering classes, events and prizes to encourage and reward reading. This program was especially important in 2021 after a year of Virtual Learning. In response to the COVID-19 pandemic, all classes and events were held virtually or outdoors. In 2021, 551 Children and Teens participated in this popular program. A total of 160 Glendale residents participated in the Library's Summer Reading Program.

ALL THE STATISTICS

2021 was a rebuilding year at the library after a year of interruption by COVID-19. Visits to the library slowly increased, as did physical items checked out. E-items are just under the 2020 level with children's classes and adult classes increasing. In person programming returned September-December but virtual classes continued to be offered as an option for those not yet ready to come into the building.

**DID
YOU
KNOW?**

Glendale residents used their library card 99,007 times to check out items in 2021.

DIGITAL RESOURCES

Digital resources were incredibly popular in 2021. North Shore Library Patrons have access to thousands of e-books, e-audiobooks, e-magazines, movies, and music. All digital resources are free to residents with a library card! Download content to your devices using the RB Digital, Hoopla, and Libby apps. The North Shore Library also offers more than 300 online interactive educational classes through Gale Courses. Courses can be taken from home and include all Microsoft Office products, QuickBooks, Personal Finance, Web Design, Graphic Design, Test preparation for ACT, SAT, LSAT, Praxis, GRE, Resume Writing and much more.

DIGITAL RESOURCES AND VIRTUAL PROGRAMS

To learn more about our digital resources, virtual programs, library hours and more, visit the library's website at <http://www.mcfls.org/northshorelibrary/> or call the library at 414-351-3461.

NORTH SHORE LIBRARY ACTIVITY

	2019	2020	2021
Visits to the Library	117,928	51,660	62,786
Items Checked Out	223,655	144,182	178,637
E-Items Checked Out	45,583	57,840	56,099
Children Classes	260	308	388
Family Programs	20	25	40
Adult Classes	147	84	89



RICH PAST.
BRIGHT FUTURE.

RICH PAST. BRIGHT FUTURE.