

Columbus City Bulletin



2008

ANNUAL REPORT

Andrea Blevins, City Clerk
COLUMBUS, OHIO

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2007 ANNUAL REPORT

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**CITY COUNCIL
2008 ANNUAL REPORT**

2008 City Council Annual Report

Columbus, Ohio—the 15th most populous city in the United States—continued to face local challenges resulting from the faltering national economy, including a decline in income tax growth rates, static property tax revenue, stagnant local government fund growth from the state of Ohio, lower investment earnings, and less federal grant money. Nonetheless, Columbus used prudent fiscal planning and an aggressive development agenda to weather the storm better than most Ohio cities. Columbus continued its ranking as the largest city in the nation to maintain a Triple-A bond rating from the three most prominent rating agencies, including Moody's Investor's Service and Standard & Poor's. The Triple-A rating, which is the highest credit ranking possible, allows Columbus to borrow money for capital projects at the lowest interest rate possible.

In 2008, the seven elected members of Columbus City Council prioritized their efforts around four key areas of local government: jobs; safety; indirect safety; and efficient delivery of essential services. Serving his second year as president of Council, Michael C. Mentel continued his steady leadership, with Kevin L. Boyce serving as president pro tempore. Council voted to retain Angie Blevins as City Clerk and Thomas Isaacs as City Treasurer. Chairing Council's twelve committees were: President Mentel, Rules and References Committee; President Pro Tem Boyce, Finance and Zoning; Councilmember Craig, Judiciary and Court Administration; Councilmember Ginther, Safety and Utilities; Councilmember O'Shaughnessy, Public Service & Transportation and Development; Councilmember Tavares, Health, Housing & Human Services and Workforce Development; and Councilmember Tyson, Administration and Recreation & Parks.

Columbus City Council considered a total of 1,883 ordinances (1,876 Passed, 7 Defeated). 115 resolutions and 60 ceremonial resolutions were also adopted.

PRIORITY: JOB CREATION

The Minority and Small Business Development Committee was created by President Mentel. Chaired by Hearcel F. Craig, the committee's purpose is to assist the growing number of small businesses succeed in the current economic climate by expanding their exposure to capital and networking opportunities. To help engage the community and learn more about the needs of small business owners, Councilmember Craig held a series of public meetings at various sites, including *TechColumbus*, the Economic and Community Development Institute, and the North Market. Craig also initiated legislation to support the exploration of creating a special improvement district along the State Route 161 commercial corridor.

Increasing business opportunities for technology-based companies was the goal of a trade mission to Israel that included Council President Mentel. President Mentel was joined by Mayor Michael B. Coleman and other business and academic leaders as they visited four Israeli cities, including the Columbus Sister City of Herzliya. The trip was highlighted by signing a memorandum of understanding between the City of Columbus, *TechColumbus*, and *RadBioMed* (an Israeli business incubator located in Tel Aviv) to encourage bio-medical start-ups from both nations to pursue further partnerships.

Additional Job Creation Efforts

- Recognizing that continuing a comprehensive development strategy is critical during an economic recession, City Council explored a variety of ways to promote growth in important business sectors such as the medical and aerospace industries. City Council unanimously supported legislation to enter into a jobs growth incentive agreement with *Nationwide Children's Hospital*. The agreement will help spur the creation of 2,400 new jobs by 2013 and a total of 4,250 jobs by 2020 in return for 30% of the amount of new income tax withheld from employees for a term of up to 15 years. This incentive package is part of an \$842 million expansion effort launched by the hospital to invest in new research facilities, staff recruitment, and cutting-edge technological advancements. *Nationwide Children's Hospital* currently employs 6800 employees and is home to the Research Institute, the sixth largest free-standing pediatric research enterprise in the country.

- Council also enacted legislation to retain 2,000 positions and create approximately 800 more quality jobs in the business flight industry with the future development of an aeronautical campus near Port Columbus International Airport. Council utilized a combination of enterprise zone, jobs creation tax credit, and job growth incentive agreements with *NetJets* and *FlightSafety*. *NetJets* is the worldwide leader in fractional aircraft ownership and *FlightSafety* is a provider of professional aviation training, simulation equipment and software.
- The final piece for the development of the Arena District was put in place when City Council approved a plan that includes \$250 million in private investment from *Nationwide Reality Investors*. Revenue from a tax increment financing district (TIF) will help provide the infrastructure needed for new office buildings, retail space, and residential units near the nationally recognized *Nationwide Arena*.
- Special improvement districts (SIDs) help empower communities and improve neighborhoods and commercial areas. In 2008, Council passed legislation to allow the director of Development to enter into contracts with four SIDs for the implementation of services agreed upon in their individual district plans. Special assessments are levied from property owners within the SID boundaries for services and improvements. A portion of each assessment is returned to the SID for operational purposes. In 2008, the Short North SID received \$125,000, the Capital Crossroads SID received \$1,700,000, the Discovery SID received \$500,000, and the Morse Road SID received \$150,000.

PRIORITY: SAFETY

Public Safety remained a top priority for City Council, with approximately 75% of the \$654.8 million 2008 General Fund budget devoted to police and fire protection and emergency response services.

Public Safety Committee Chair Andrew J. Ginther crafted two code change ordinances to update municipal law related to certain forms of public solicitation. *Ordinance 1795-2007* requires all organizations wishing to solicit charitable contributions in the roadway to apply for a permit. Additionally, those groups will be required to give law enforcement officials advanced notice when and where the solicitations will occur, as well as an accounting of monies collected. The second ordinance, *1062-2008*, addressed the practice of “aggressive panhandling.” Columbus code has now been strengthened to afford citizens additional protections when approached by panhandlers near parking meters, automatic teller machines, and outdoor cafes. Both ordinances were passed after significant public outreach efforts that included City Attorney Richard C. Pfeiffer’s office, members of the Columbus Division of Police, and various community stakeholders.

New Safety Equipment and Resources

City Council passed legislation to provide Columbus safety forces with the tools they need to communicate effectively during an emergency. The first ordinance appropriated \$1,000,000 to purchase 200 mobile radios and associated accessories. The purchase was a part of the Central Ohio Data Sharing Initiative program approved for implementation by City Council and Mayor Coleman. The radios allow first responders to better communicate within the greater metropolitan area, enhancing their safety and ability to respond. The second ordinance appropriated \$650,000 to purchase approximately 200 portable radios for both the Division of Police and Division of Fire.

Additional Safety Efforts

- Council approved legislation to continue to protect members of the Division of Fire by allocating \$300,000 for more than 200 full sets of turnout gear for the Fire Fighters who serve as first responders.
- Council remained committed to protecting the community from the tragedy of child abuse and domestic violence by passing an ordinance that continues a partnership with the Special Victims Bureau of the Columbus Division of Police, Franklin County Children Services, the Franklin County Prosecutor, the Franklin County Sheriff and the Columbus Coalition Against Family Violence. *Nationwide Children's Hospital* provides a central location at 655 E. Livingston Ave. for these partners to collaborate in their efforts to investigate child abuse and domestic violence cases and to protect the victims of domestic crimes. The legislation authorizes funding for the lease and maintenance of office space at this centralized location.

- City Council and Mayor Coleman also partnered on a pilot program to protect young people against criminal and gang activity by appropriating \$75,000 to provide shelter for minors who violate Columbus curfew laws until they can be safely released to a legal guardian. The City's curfew law requires minors under age 13 to be off the streets one hour after sunset until 4:30 AM and minors ages 13 to 17 to be off the streets from midnight until 4:30 AM.

PRIORITY: INDIRECT SAFETY

In every neighborhood, an element of safety exists that nearly equals the importance of police, fire and emergency services: environmental safety, or the quality of life issues that contribute to healthy and safe communities. In 2008, City Council continued its efforts to strengthen the environmental health of neighborhoods.

New Cabinet Level Position to Serve the Homeless

President Mentel fulfilled a pledge to help improve the lives of Columbus' most vulnerable citizens with the appointment of Erika Clark Jones as the first director of the Office of Advocacy for the Homeless and Social Services. The cabinet level position, created by President Mentel and Mayor Coleman, oversees the City's coordinated efforts to transition homeless individuals from the streets to stable housing situations and to foster better cooperation among the dozens of city departments and social service agencies that help area residents.

Bike Helmets

Council took a significant step in improving the safety for children riding bikes and other non-motorized vehicles. In partnership with *Nationwide Children's Hospital*, Health, Housing & Human Services Chair Charleta B. Tavares sponsored legislation that requires children, between the ages of 1-18, to wear a helmet while riding a bike or non-motorized vehicle.

Additional indirect safety efforts

- Priscilla R. Tyson, chair of the Recreation and Parks Committee, continued her efforts to improve the overall quality of life for Columbus residents by promoting green spaces. Tyson sponsored the Landscape Enhancement and Beautification in Public Spaces Program to provide grant funding for groups that maintained and improved landscaping in City parks. Tyson also worked to increase the number of dog parks in the city.
- City leaders also held a series of hearings to develop a comprehensive plan to use \$22.4 million in Neighborhood Stabilization Program funds from the federal government to address foreclosures in critical Columbus neighborhoods. The money will be used to buy and rehabilitate homes for sale or, in some cases, demolish structures to make room for new housing stock.
- Maryellen O'Shaughnessy completed her highly successful and inspirational 11 year tenure on Council by implementing the Bicentennial Bikeways Plan (BBP), a list of high priority projects that will add nearly 540 miles of bikeways to the central Ohio region. At her last meeting before assuming her new role as Franklin County Common Pleas Court Clerk, O'Shaughnessy also enacted a comprehensive update of the city bicycling code to coincide with new state laws, *Complete Streets* principles and the BBP.

PRIORITY: EFFICIENT SERVICE DELIVERY

Smart government refers to the methods used to re-engineer municipal service delivery systems for greater responsiveness, accountability, and efficiency. In 2008, City Council led efforts to forge partnerships and streamline government processes in order to deliver essential city services to residents. President Mentel and Utilities Committee chair Andrew J. Ginther traveled to Washington D.C. at their own expense to meet with congressional leaders to request federal assistance in implementing the Wet Weather Management Plan, Columbus' \$2.5 billion effort to update the city's storm and sanitary sewer system. City Council began the review of the proposed 2009 General Fund budget earlier than normal in order to give the public the clearest possible picture of city's short- and long-term budget situation. Council members also enacted legislation to fund the Columbus Cultural Leadership Consortium with money from the Hotel/Motel Excise Tax Fund. The Consortium was formed in 2006 to give a

voice to the major cultural and artistic anchor institutions in the city, with a focus on policy and strategy. A report indicated that the creative economy accounted for \$330 million in Columbus.

City Council presented the 2008 Voted Bond Package to voters through resolutions of necessity. Each resolution declared the need to issue bonds in a specific amount for the separate ballot initiatives that comprised the \$1.66 billion package. In November, the voters support the bond package which included: safety and health issues, streets and highway improvements, water improvements, refuse collection, sanitary sewer improvements, and recreation and parks projects.

In light of the extraordinary budget challenges facing the city's general fund budget in fiscal year 2009, it was imperative to consider a number of cost containment measures and, where feasible, implemented. City Council supported legislation that explored the feasibility of implementing a one-time voluntary employee severance plan that would result in significant projected cost savings in FY 2009.

Additional Efficient Service Delivery Efforts

- In 2008 City Council continued its strong tradition of community outreach by adding a new way to keep the public informed about legislation and initiatives that impact the entire central Ohio region. Council's director of communications, John Ivanic, began producing *Call the Roll*, a weekly public affairs radio program that airs on *WHKC 91.5-FM*. The program affords City Council an opportunity to communicate with the public that goes far beyond traditional newsletters and media availabilities. *Call the Roll* also serves as a platform for a multitude of community partner agencies to highlight the programs they offer Columbus residents. Some of the groups that were featured on *Call the Roll* in the last year include: the Buckeye Ranch, Franklin Park Conservatory, Greater Linden Development Corporation, Mid-Ohio Regional Planning Commission, and St. Stephen's Community House.
- In an effort to offer more direct participation in the municipal decision-making process, City Council approved the creation of three new area commissions. The Livingston Avenue Area Commission was created from the former Driving Park Area Commission and has I-70 as its northern and eastern boundaries and encompasses a large area surrounding Livingston Avenue and East Whittier Street. The Columbus South Side Area Commission has boundaries from Livingston Avenue south to State Route 104 and from the Scioto River east to Alum Creek. The boundaries for the Far South Columbus Area Commission are from State Route 104 south to the city limit while also stretching from the Scioto River east to Alum Creek.

**CITY TREASURER
2008 ANNUAL REPORT**

**ANNUAL REPORT
DEPARTMENT OF CITY TREASURER
FOR THE YEAR ENDING DECEMBER 31, 2008**

The authority and responsibilities of the City Treasurer are set forth in Sections 88 through 96 of the Charter of the City of Columbus. Section 88 specifically states that "the treasurer shall be the custodian of all money belonging to the city and subject to the provision of any trust, of all money held in trust by it."

Specific regulations concerning the deposit of public funds are contained in Chapter 321 of the Columbus City Code, while rules regarding the investment of public funds are covered under Chapter 325.

The average daily balance of investments in 2008 was \$1,357,389,490.54 with investment earnings of \$46,354,082.92 for a yield of 3.415 percent. The investment balance at year end was \$1,151,780,300.10. Schedules of all investment activity for the year, and the portfolio composition as of December 31, 2008 are presented later in this report.

Columbus City Treasurer's Office
Balance Sheet as of 12/31/08

ASSETS:

Cash in Banks	4,217,668.51
Cash-in-Payroll Account	1,334,663.15
Cash-on-Hand	236,072.71
Receivable Items	14,112.15
Currency for Deposit	76,400.00
Sinking Fund Coupons	39,438,234.37
Returned Checks	93,719.42
Treasury Investments	1,151,780,300.10

Total Assets	\$1,197,191,170.41

LIABILITIES:

Auditor's Warrants Payable	13,833,396.16
Sinking Fund Warrants Payable	39,449,943.06
Payroll Checks Issued	1,334,776.10
Advance Receipts	6,626,585.22

Total Liabilities	61,244,700.54
City Fund Balance	1,135,081,636.88
Sinking Fund Balance	864,832.99

Total Fund Balances	\$1,135,946,469.87
Total Liabilities and Fund Balance	\$1,197,191,170.41

Columbus City Treasurer Investment Earnings-Cash Basis 1987-2008

Year	Earnings
1987	\$28,388,518.85
1988	\$22,060,069.73
1989	\$25,936,181.69
1990	\$25,462,770.85
1991	\$21,972,435.31
1992	\$14,630,762.90
1993	\$14,078,568.03
1994	\$14,407,539.40
1995	\$21,167,207.89
1996	\$24,328,056.80
1997	\$26,925,897.15
1998	\$29,599,645.25
1999	\$31,525,495.24
2000	\$36,981,982.63
2001	\$40,300,193.79
2002	\$26,027,402.32
2003	\$16,136,402.90
2004	\$10,336,025.03
2005	\$18,399,091.67
2006	\$40,592,503.35
2007	\$54,766,454.31
2008	\$52,196,589.58

CITY OF COLUMBUS
DECEMBER 31, 2008
INVESTMENTS BY TYPE

	Amount	Average Yield	% of Portfolio
FFCB Coupon Notes	5,993,630.00	5.28%	0.52%
	-----		-----
Federal Farm Credit Bank	5,993,630.00		0.52%
FHLB Coupon Notes	80,871,048.65	2.25%	7.02%
FHLB Coupon Notes-Callable	129,992,881.52	2.91%	11.29%
FHLB Discount Notes	9,915,833.33	1.50%	0.86%
	-----		-----
Federal Home Loan Bank	220,779,763.50		19.17%
FHLMC Coupon Notes-Callable	236,544,849.73	3.23%	20.54%
FHLMC Discount Notes	49,641,583.33	3.92%	4.31%
	-----		-----
Federal Home Loan Mortgage Corp.	286,186,433.06		24.85%
FNMA Coupon Notes	22,457,967.64	1.77%	1.95%
FNMA Coupon Notes-Callable	228,201,818.19	3.22%	19.81%
	-----		-----
Federal National Mortgage Association	250,659,785.83		21.76%
Certificates of Deposit	30,000,000.00	3.72%	2.60%
Star Ohio	181,523,985.67	3.21%	15.76%
Bank One Bank Account	119,075,030.46	3.32%	10.34%
Huntington Premier Money Market	3,894,150.83	3.32%	0.34%
Fifth Third Account	26,425,012.27	1.01%	2.29%
Key Bank	5,472,663.88	1.25%	0.48%
Nationwide Bank	19,918,714.92	1.38%	1.73%
US Bank	443,129.68	1.01%	0.04%
Street Lighting/Brewery District	1,408,000.00	4.59%	0.12%
Total Investments	1,151,780,300.10	3.05%	100.00%

**CITY ATTORNEY'S OFFICE
2008 ANNUAL REPORT**

Columbus City Attorney – 2008 Annual Report
Richard C. Pfeiffer, Jr., Columbus City Attorney

Excerpts from sections 68 through 70 of the Columbus City Charter: “[The City Attorney]...shall be the legal adviser of and attorney and counsel for the city...the prosecuting attorney of municipal court...and shall prosecute or defend for and in behalf of the city, all complaints, suits and controversies in which the city is a party...[.]”

Administration Division – Angela D. Radney, Chief of Administration

In 2008 this division oversaw office expenditures from all fund sources in the amount of \$11,547,973, and provided administrative support in the areas of human resources, fiscal, payroll, technology and facilities management. Housed in five locations throughout the city, on a daily average basis the office was staffed with 124 full-time employees, 59 of whom were attorneys, and 32 part-time employees.

Civil Division – Business & Regulation Section, Daniel W. Drake, Chief Counsel & Section Chief

This section serves as primary legal counsel to city officials with respect to issues surrounding city services, legislation, contracts, zoning, economic development and other day-to-day operations of city government. Highlights of the year’s activities include assisting the departments of development and public utilities with the financing and construction of two, new downtown parking garages, assisting the departments of health and technology with the establishment of the Institute for Active Living and the acquisition of fiber optic services, defending the city against claims of interference with private property rights as a result of the Big Walnut Area Interceptor Sewer project, and in assisting city council in the drafting of significant anti-discrimination legislation. Additionally, the section reviewed 2,000 city contracts through the city’s electronic Performance Purchasing system; drafted, reviewed and revised approximately 1,500 additional contract documents; reviewed approximately 1,800 ordinances and resolutions through city council’s Legistar system, as well as manually reviewing and drafting approximately 435 additional pieces of legislation. Lastly, the section responded daily to numerous oral requests for opinions, memoranda and advice.

Civil Division – Labor & Employment Section, Pamela J. Gordon, Section Chief

This section is responsible for rendering legal advice to city officials and managers on labor and employment issues, and for handling all labor and employment-related matters involving the city’s relationship to its seven collective bargaining units and its approximately 8,000 employees. These matters are handled in various forums, to include arbitration settings, federal and state courts, the U.S. Department of Labor, the U.S. Equal Employment Opportunity Commission, the Ohio Civil Rights Commission, the State Employment Relations Board, the Columbus Civil Service Commission, the Unemployment Compensation Board, the Ohio Bureau of Workers Compensation, the Columbus Community Relations Commission and the Industrial Commission of Ohio. At the start of 2008 the section was handling 107 matters in several of those forums, to which were added 96 new ones throughout the year, while 67 were closed during the year. The section successfully defended the city in 40 of the matters, while of the remaining 27, 19 were settled, 5 went against the city, 2 were rejected as without merit and one resulted in a civil filing yet to be resolved. On a daily basis the section responded to questions from the various city departments on issues relating to the Family and Medical Leave Act, the Fair Labor Standards Act, Americans with Disabilities Act, Age Discrimination in Employment Act, Title VII and the Ohio Civil Rights Act.

Civil Division – Litigation Section, Glenn B. Redick, Section Chief

While litigation occurs in several sections of this office, this section's litigation caseload principally deals with claims against the city and its employees that seek monetary damages based on allegations of personal injury or property damage or violation of constitutional rights. During the year this section took on 51 new lawsuits that were filed against the city and its employees, lawsuits that requested over \$72 million in damages. Of the 45 cases that were closed, 20 were resolved by way of settlement, 7 were dismissed on summary judgment motions, 15 were dismissed for other reasons, while 3 went to trial, with the city prevailing in one and not in the other two. The city paid out almost \$261,000 to resolve the litigation matters that were resolved in 2008 that were handled by the litigation section. Overall, the city paid out \$361,349 to resolve all lawsuits that were resolved in 2008. As of the end of 2008 there were 53 active cases pending that were the responsibility of this section. Additionally, this section worked with city departments and their employees through training, advice and counsel so that city practices and policies are such that lawsuits can be prevented or can be successfully defended.

Claims Division – Nancy L. Weidman, Division Chief

This division is responsible for the collection of delinquent debts owed to the city and for the investigation and payment of personal injury and property damage claims for and against the city. In 2008, \$1,682,321.56 was collected from delinquent taxpayers through the efforts of the sections' staff, while another \$1,038,303.80 was collected through the efforts of two outside collection agencies employed by the city attorney on behalf of his clients. In the area of other than tax-related debt, the sections' staff collected \$271,697.28 while the outside agencies collected \$50,254.89. The section filed 1,934 tax suits and 80 non-tax suits in 2008, with the former figure representing 382 more suits than were filed in 2007. Additionally, the section investigated and processed 64 new claims against the city that in aggregate sought \$658,907.51. The section negotiated settlements in 33 of the claims, paying out \$273,714.71. The remaining 31 claims were denied by the section as having no merit. The section also began contacting and negotiating with medical service providers for additional savings to the city on claims cases.

Police Legal Advisor's Office – Jeffrey S. Furbee, Chief Legal Advisor

With a staff of two attorneys this office provides comprehensive legal advice, information and training to the division of police on a 24-hour-7-day-a-week-365-day-a-year basis. In 2008 the office dedicated over 280 hours in preparing for and delivering classroom legal training to the recruit classes that went through the James G. Jackson Columbus Police Academy, and to all other officers in the division. 12 legal updates, detailed publications that update the division of police on current developments in the law that apply to policing, were prepared by the office. This information is also disseminated to police departments throughout Central Ohio. Additionally the office reviewed and commented on 20 division directives, attended over 100 policy planning meetings, and responded to a daily average of 15 oral requests for advice and information. While the office is located with the police command staff in the division of police's central headquarters, the attorneys frequently are in the field attending police roll calls and community meetings. The office also coordinates with other divisions of the city attorney's office when those divisions have expertise that the division of police needs.

Prosecutor Division -- Lara Baker, Chief Prosecutor

This division is responsible for the prosecution of traffic and criminal misdemeanor offenses on behalf of the City of Columbus, the State of Ohio and, by contractual agreement, with thirteen municipalities that occur within the territorial boundaries of the City of Columbus, the unincorporated areas of Franklin County and of the thirteen municipalities with whom the office has contracts. These offenses are prosecuted in the Franklin County Municipal Court, a bench that numbers 14 general division judges and 1 environmental division judge. In support of the task of prosecuting these offenses, the division has a unit that both evaluates citizen complaints and conducts mediations, a unit that both handles appeals that arise out of cases coming out of the fifteen courtrooms of the municipal court and that handles traffic arraignments and legal research, a unit that specializes in problematic domestic violence and stalking cases, and a dedicated attorney in each of the principal criminal arraignment courtrooms so that cases might be resolved earlier in the criminal justice process.

In 2008, 145,170 traffic and criminal misdemeanor cases were filed with the Franklin County Municipal Clerk of Court, with this division assigned responsible for 141,301 of those cases. Of the cases that were resolved in 2008 by the 15 courtroom prosecutors and the two criminal arraignment courtroom prosecutors, the average monthly resolution was 8,471 cases. Of the approximately 5,000 OVI cases that were filed, 21% were resolved by 4-C arraignment prosecutor Robert B. Levering who secured a 91% conviction rate. The division's 2008 overall conviction rate for OVI prosecutions was 78%.

The domestic violence/stalking unit provided assistance to 5,279 victims of domestic violence and related charges. 628 protection orders were issued and 5,146 cases of domestic violence were handled by the office with a 52% conviction rate.

The prosecution resources unit's various sections processed 8,306 citizen complaints, resulting in 1,801 criminal charges being filed; scheduled 469 mediation hearings; and recovered \$405,411 on dishonored checks, diverting from the courts' dockets what otherwise would have been 16,000 criminal charges, leaving only 701 complaints to be filed as criminal charges.

In other diversion areas: The division processed 569 cases through traffic diversion with 59.2% of the participants successfully completing diversion requirements. Additionally, working with retail merchants, the division conducted 490 merchant visits that resulted in the issuance of 2,711 petty theft charges of which 1,029 were approved for diversion.

The appellant unit completed 19 merit briefs to the 10th District Court of Appeals and 7 briefs contra jurisdiction to the Ohio Supreme Court. Of the 30 appeals considered by the 10th District Court of Appeals, the division prevailed in 14, lost in 4, conceded in 1 and had 11 dismissed. Additionally, the appellate unit processed approximately 2,000 traffic arraignment cases per month; filed 550 objections to applications for expungement; wrote 1,750 motions; conducted 191 Ohio Bureau of Motor Vehicle hearings; and, represented the BMV in 3 contested parking appeals and the city in 6 contested red light camera appeals.

The legal assistant unit processed all the necessary paperwork and issued all necessary subpoenas in 154,885 cases.

Real Estate Division – John C. Klein, Division Chief

This Division is responsible for the acquisition of all real property interests needed by the city's departments, the provision of legal assistance with regard to real estate matters, including the sale and leasing of property, tax abatement, tax increment financing and other legal questions related to real estate taxes. In 2008 the division provided legal and negotiating advice for forty-seven projects contributing to Columbus's development, including the acquisition for major construction projects such as the widening of Hilliard-Rome Road, Alum Creek Drive and major sanitary sewer tunnels to serve Columbus and southern Franklin County with the goal of preventing future overflows into the Scioto River. In acquisition for all city projects, such as new roads, road widening, and storm and sanitary sewers, the division processed the acquisition of 538 parcels of land. Additionally the division acquired two sites in downtown Columbus for the construction of two city-owned off-street parking garages and negotiated the contract terms for their construction. Other major purchases included a new renovated office on Morse Road for the division of police's strategic response bureau.

Zone Initiative Team – Michelle Cox, Steve Dunbar, Natalia Harris, Brandon Shroy & Jody Spurlock

Each member of this five-person team was responsible for coordinating within each of their respective zones, of the division of police's five zones, the city attorney office's efforts to address problems such as properties with code violations, blighted properties, liquor permit holders who were not living up to their responsibilities, drug houses, street prostitution and persistent criminal behavior by repeat offenders. To that end, each member of the team visited at least twice during the year each shift roll-call in each police precinct in their zone, as well as attending numerous area commission and civic association meetings. During the year this team filed 327 civil complaints for injunctive relief, obtained 103 injunctions, 76 contempt findings and 23 awards of judgment. Additionally 12 complaints in foreclosure were filed with 7 foreclosures completed through sheriff sales. The team collected \$34,529.58 in civil contempt fines. Civil complaints were filed against 15 drug houses, with injunctions granted in 14 (one still pending). The team reviewed 60 complaints against permit holders, finding sufficient evidence to seek city council objection to 17 permit holders' applications for renewals of their permits for the year 2009. During 2008, of the 12 renewal objections that were held before the Ohio Division of Liquor Control, objections which had been filed in prior years, 10 were sustained, 1 was overruled and 1 was withdrawn. Of the 12 objections to new permits or transfer applications, 3 were sustained, 8 were resolved without a hearing and 1 is still awaiting a hearing date. Regarding the effort to reduce street prostitution, 3 John Schools were held for 27 participants with no record of the participants recommitting the offense.

END

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**CITY AUDITOR
2008 ANNUAL REPORT**



City of Columbus
OHIO

HUGH J. DORRIAN

CITY AUDITOR
614 / 645-7615

ROBERT L. MCDANIEL

DEPUTY CITY AUDITOR
FAX: 614 / 645-8444

90 WEST BROAD STREET
COLUMBUS, OH 43215

March 18, 2009

Mr. Michael Mentel
President
City Council
Columbus, Ohio 43215

Dear President Mentel:

Submitted herewith is the annual report of the Department of City Auditor, City of Columbus, Ohio, in accordance with Section 231 of the Columbus City Charter for calendar year 2008.

The Auditor is the City's chief accounting officer. He keeps in accurate, systematized detail, a record of the receipts, disbursements, assets and liabilities of the City and presents such facts periodically to officials and to the public in summaries and analytical schedules as prescribed in the City's charter.

An independent audit is conducted of the City and its chief accounting officer. This audit for 2008 is now in progress. An annual financial report of the total City for the year ended December 31, 2008 containing the independent auditor's report will be issued on or about May 16, 2009.

The following report simply details certain data applicable to the Department of City Auditor, Accounting and Reporting Division 22-01. A separate report will be filed with the Council by the Department of City Auditor, Division of Income Tax 22-02.

Very truly yours,

Hugh J. Dorrian
City Auditor

HJD/rlm
Enclosure

City of Columbus, Ohio
 Department of City Auditor
 Division 22-01
 Years ending December 31

Total Expenditures

	<u>2008</u>
Personal service	\$ 2,311,494
Materials and supplies	26,166
Services	599,949
Other disbursements	-
Capital outlay	-
	<u> </u>
	<u>\$ 2,937,609</u>

Hotel-Motel Tax Collections

Chapter 371 of the City Code provides for the collection of an excise tax on transient lodging accommodations. The City Auditor administers the collection of the tax. The following table shows the gross receipts of the last ten years.

(in thousands)			
2008	\$14,679	2003	\$11,441
2007	14,883	2002	11,046
2006	13,948	2001	11,140
2005	13,073	2000	11,426
2004	11,731	1999	10,841

Miscellaneous Data

	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>	<u>2004</u>
Vouchers paid	119,154	121,723	98,985	90,255	88,071
Receiving warrants written	8,060	8,124	7,915	7,695	7,249
Disbursing warrants written	74,100	77,076	77,345	77,133	72,356
Funds and sub-funds accounted for:					
General	6	7	7	6	5
Special Revenue	46	45	46	44	43
Trust & Agency	21	21	19	19	19
Debt Service	35	21	15	19	15
Internal Service	6	6	6	6	7
Capital Projects	34	39	37	33	33
Enterprise	30	33	42	34	40
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total	<u>178</u>	<u>172</u>	<u>172</u>	<u>161</u>	<u>162</u>

**MAYOR'S OFFICE
2008 ANNUAL REPORT**

Mayor's Office 2008 Annual Report Mayor Michael B. Coleman

The City of Columbus continued to create jobs and deliver core city services in 2008 while making difficult choices to deal with budget realities for 2009. Under the direction of Mayor Michael B. Coleman, Columbus continues to spur economic development, despite the worst national economy since the Great Depression. In 2007 Mayor Coleman also continued to take initiatives to increase the quality of life, build strong neighborhoods and ensure public safety so that Columbus can come out of this recession stronger than when it began.

In 2008, the City of Columbus entered into 25 development deals, including with Net Jets, Children's Hospital, NWD Investments and Tech Center South. Those deals represent \$309 million in private sector development, retaining 9,500 jobs and creating about 6,500 jobs for the next three years. The city also continued its progress downtown, bringing in approximately 3,000 new jobs. Under Mayor Coleman's leadership, Columbus continued its renewal of Downtown with 5,000 new condos and apartments, completion of Huntington Park in the Arena District and continued progress on Scioto Mile and the River South District.

In November, Columbus voters overwhelmingly approved all six issues of a \$1.66 billion bond package, allowing the city to continue to invest in its infrastructure at lower interest rates that could save the city almost \$30 million in capital expenses over the long term. The bond money will be used to fund streets, sidewalks, bike paths, water and sewer improvements and other city facilities and create jobs in the process.

Under the mayor's leadership, Columbus continued to receive national recognition as one of the best cities in America, including from *Forbes* magazine, which declared Columbus is the No. 1 up-and-coming tech city in the nation, the No. 1 affordable renting market, the No. 1 city to retire and the 21st best city for singles. In addition, *Business Week* named Columbus the best place in Ohio to raise children, *WSJ MarketWatch* named Columbus the No. 7 best metro area for business, Private Mortgage Insurance named Columbus among the top 10 safest housing markets and the U.S. Small Business Administration declared Columbus is the No. 7 large metropolitan area for high-impact companies.

Mayor Coleman received the 2008 Economic Development Achievement Award from the Central Ohio National Association of Industrial Office Properties. The Columbus Division of Fleet Management was included in the 100 Best Fleets program and received the 2008 Clean Fuel Advocate Award for the adoption and implementation of the City's Green Fleet Policy from Clean Fuels Ohio. Susan Ashbrook, the mayor's environmental steward won Clean Fuels Ohio's Outstanding Public Servant for 2008 for her efforts in implementing the mayor's Get Green Columbus initiatives. Rick Isbell, Coleman's veterans affairs coordinator, was honored by the Ohio Department of Job and Family Services.

Mayor Coleman took several steps during the year to ensure that the city lives within its means while setting the stage for the solution of Columbus's long-term budget challenges. He convened the independent, blue-ribbon Economic Advisory Committee to determine what cuts, efficiencies and new revenue sources will be needed for the city's future. He asked departments to reduce vehicle, fuel and overtime expenditures. Reduced revenue estimates required Mayor Coleman to order the elimination of approximately 100 city positions in mid-year.

The Mayor's commitment to job creation, government reform and responsible budgeting will allow for Columbus to remain strong for the future while protecting the quality of life that has earned the community a national reputation.

**CIVIL SERVICE COMMISSION
2008 ANNUAL REPORT**

2008 Report to Columbus City Council

The Columbus Covenant identifies peak performance as one of its seven goals. The Civil Service Commission plays an integral role in helping the City achieve the peak performance goal for its approximately 7,700 full-time employees. City employees serve the public in a wide variety of jobs, such as refuse collectors, public health sanitarians, and wastewater chemists. Other City employees work in jobs such as 311 service representatives and nurses. Still other employees provide the support that keeps the front-line workers moving. These jobs include automotive mechanics, computer operators, and fiscal assistants. For about 97 percent of all City jobs, the Civil Service Commission assesses the qualifications of applicants to help ensure they are capable of delivering quality services to the public. The more competent the City workforce is, the greater the quantity and quality of services that can be provided to the public with the same tax dollars.

Recruitment

In 2008, the Commission updated the City's primary recruitment tool, its on-line employment center which features an automated job interest database. This service can be utilized over the internet at the Commission's website, by mail, or at kiosks located at the Commission offices. A potential applicant can indicate an interest in a particular job and when the City is taking applications for that job, the applicant receives a notice to apply. During 2008 all of these requests for service were paperless. The Commission website also provides applicants comprehensive access to City of Columbus job information including current vacancies, job descriptions, qualification requirements, and salary information. During 2008, the Commission received nearly 25,000 job interest forms that triggered the mailing of nearly 6,000 notices of either job vacancies or testing opportunities to potential applicants. More than 13,000 applications for City jobs were filed with the Commission during the year, 85% of which were filed through the website.

Applicant Testing

One of the primary ways the Commission supports the peak performance goal is to administer the City's competitive testing system. For approximately 42 percent of the City's job classifications (278 of 660 job classes), the Commission staff develops and administers exams designed to measure important knowledge, skills, and abilities needed for successful job performance. These tests are conducted at one of the Commission's two testing centers. By testing, applicants compete for jobs by demonstrating their qualifications through performance tests, written tests, training and experience assessments, and other ways. This system guarantees the public access to City jobs and helps ensure that tax dollars are spent hiring highly, rather than marginally, qualified employees.

The current practice for many City jobs is to conduct a test only when there is a vacancy. This practice provides better service to applicants who do not waste time testing when there are no vacancies. It provides better service to the departments as they can recruit from the current labor pool. The overall result of the testing system is that the City can more easily hire the highest qualified applicants available to serve the public and meet its peak performance goal.

During 2008, 63 tests were completed, including 52 open competitive tests, ten promotional exams and one qualifying (pass/fail) exam. Additionally, the Commission conducted qualification reviews for noncompetitive vacancies, certifying the names of 408 applicants and resulting in 387 appointments.

At the end of 2008, the Commission reached its goal to eliminate employees with provisional status through testing. While four full-time, provisional employees remain, down from over 2000 in 1990, these employees are in classes with hiring moratoriums imposed and which will be abolished when vacant. As such, there are no plans to test these classes and the provisional testing project which lasted over a decade has been closed.

Class Plan Maintenance

The Civil Service Commission maintains the City's class plan to provide a sound structural framework for all personnel actions, including an equitable compensation plan. The Commission's five-year review standard for City job classes means that if the Commission, during the preceding five years, reviewed all the City job classifications, the class plan would be considered up-to-date. Regular class plan reviews and revisions are necessary to make the classifications consistent with the ever-changing needs of the City agencies.

During 2008 the Commission took action on 160 job classifications, including making 90 revisions, 16 creations, 4 abolishments, and 50 reviews with no change. These efforts brought the total number of classes (with pay assigned) in the City's class plan to 658. Further, 100 percent of the City's classes were current at year end using the five-year standard.

Related to its classification responsibilities, the Commission also conducts job audits. The purpose of these audits is to ensure that City employees are performing the duties for which they were hired and are being compensated. During 2008, the staff completed 11 job audits. Four of the audits resulted in a determination that no change was warranted. Seven audits resulted in a determination that the position required a reallocation or appropriate duties needed to be reassigned to the position. Another 83 positions were randomly reviewed, of which 81 were determined to be properly classified and two were deferred to audit.

Payroll and Personnel Actions

Another City Charter responsibility conferred upon the Commission is the monitoring and certification of the entire bi-weekly City payroll. This means that no City employee can be paid until the Commission certifies that the individual was hired and continues to be employed in accordance with the Charter and Civil Service Commission Rules. The monitoring process includes verifying personnel transactions such as appointments, changes in pay status, leave of absences, and residency compliance. During 2008, the Commission processed an average of 950 transactions per month before the payroll was certified as correct and paychecks issued.

Over the course of the year, the City hired 760 new employees, 294 in full-time and 466 in part-time positions. A total of 235 City employees received upgrades or promotions during the year. Employee separations totaled 602, which included 336 resignations, 28 layoffs and 173 retirements.

Columbus Public Schools

In addition to overseeing the classified service of the City, the Ohio Revised Code provides that the Commission oversees the approximately 2,200 employees in the classified service of the Columbus Board of Education. As of December, there were 179 job classes in the Columbus City Schools class plan. During the course of the year, the Commission created four new job classifications and approved recommendations for revisions to seven classification specifications.

Civil Service Commissioners

The City Charter provides that the Mayor, with the approval of City Council, appoint the three Civil Service Commissioners. It is their responsibility to establish the rules that govern the selection, classification, promotion, and termination of the classified employees of the City of Columbus and the Columbus City Schools. During 2008, the Commission ruled on applicant appeals, heard employee disciplinary appeals, amended Commission Rules and Regulations, and responded to personnel requests from department directors, elected City officials, and the school board.

Throughout 2008, the full Commission held 12 regular and 3 special public meetings. Additionally, one Commissioner and two Civil Service staff members held 12 trial board sessions to hear disciplinary appeals. One investigation was completed with respect to an allegation of falsification on a training and experience exam.

With respect to the Commission's docket, a total of 18 disciplinary appeals and 26 non-disciplinary appeals were filed during the year. The Commission ruled on 14 disciplinary and 39 non-disciplinary appeals. Additionally during the year, applicants removed from eligibility lists as a result of background checks filed 141 new requests for administrative reviews. The Commission ruled on 147 administrative reviews, reinstating 54 applicants and denying 93 requests.

Civil Service Commissioners:

Grady L. Pettigrew, III, President
(Term expires January 31, 2012.)
Eileen Y. Paley, Member
(Term expires January 31, 2014.)
Jeffrey D. Porter, Member
(Term expires January 31, 2010.)

**COMMUNITY RELATIONS COMMISSION
2008 ANNUAL REPORT**

2008 Annual Report

City of Columbus
Community Relations Commission
1111 East Broad St., Room 302
Columbus, Ohio 43205

(614) 645 – 1993

Napoleon A. Bell, Interim Director
Rebecca Nelson, Chair

Building A Community For All

INTRODUCTION

Mayor Michael B. Coleman, City Council Members, and the citizens and residents of the City of Columbus, please accept this document as the official Community Relations Commission’s 2008 Annual Report. During 2008, the Commission continued to provide leadership and support to the people of Columbus by educating citizens about diversity, identifying and resolving community tensions and eliminating racism/discrimination. To accomplish these goals, the Community Relations Commission coordinated/facilitated key programs and activities. It is only when we as a community become comfortable with change that we can facilitate positive change.

This report is divided into eight sections. Each section provides a description of activities performed by either an individual staff member or the staff as a whole.

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DIVERSITY EDUCATION AND TRAINING

The goal of CRC diversity education and training is to develop diversity awareness and appreciation among the residents of the City of Columbus in an effort to enhance community relations and help citizens gain a better understanding of different cultures, faiths and lifestyles. Organizations and agencies that participated in CRC diversity education/training in 2008 included:

- City-wide Human Resources Training
- City Wide Training-Orientation
- Hilliard Davidson High School
- Hilliard Darby High School
- Amerireads Program Capital University
- Capital University
- Ohio Dominican University
- The Ohio State University

Columbus Fire Department
Columbus Police Recruit Training
Otterbein College
City of Columbus, Human Resource Department
Ohio State University
Mt. Carmel Hospital
West High School
Life Care Alliance
Wedgewood Village

Successes - Reaching a variety of departments within City government and creating a consistency of approach in managing diversity as a customer service enhancement. Significant cost savings to the city in saved outsourcing fees.

COMMUNITY RELATIONS and NEW AMERICANS COMMUNITY OUTREACH EFFORTS

- Provided outreach for all quadrants of the City of Columbus including but not limited to complaints resulting in good neighbor agreements. Encouraged communities to work together in addition to providing linkage to city services and referrals to social service agencies.
- Encouraged continued partnerships with the Columbus Jewish Federation and Holocaust Education Council, Caribbean Association, festivals, church, non profits, to provide new opportunities to begin new initiatives.
- Coordinated several public educational forums, i.e.,” Lunch and Learn” (housing and foreclosures, African Diaspora, Human Trafficking) in partnership with other government agencies and organizations. Programs were broadcast on GTC-3 TV which provided a larger audience.
- Coordinated Martin Luther King Day March and Celebration at Veteran’s Memorial.
- Housed nine families left homeless due to fire, special needs and foreclosure.
- Served over 1,000 pounds of donated candy to over 7,000 Franklinton residents with the assistance of Fire Station 10 during the annual holiday drive.
- Raised money to assist families who were displaced from the Capital Park fire
- Fundraiser –food and coat drive (distributed gift cards to over 40 families during the holiday season).
- Provided coats to newcomer communities.
- Held Somali Youth tournament with over 9,000 participants.
- Eritrean Culture Day participant.
- Asian Festival, and Asian Heritage Awareness month participants.
- Coordination of Hispanic Heritage Month.
- Coordinated outreach with SGMP (Society of Government Management Professionals). SGMP donates items that are then donated to those in need.
- Participated in or provided coordination assistance for events & festivals, Hot Times Festival, neighborhood gardens, outreach to the elderly, Franklinton Board of Trade fundraisers, St. John’s Christmas Homeless Lunch, Victim’s Awareness, Caribbean Association, Santa in Franklinton.
- Represented CRC on SGMP (Society of Government Management Professionals) & Chair of Outreach Project, Clear Channel Advisory Board, Capital Area Humane Society, Celebrity Chef event, St. Patrick’s Day Parade, Caribbean Association and Victims Awareness. Provided outreach projects for churches & schools along with the Ubuntu Program and other neighborhood groups. Also participated in Stand-down and the State House.

Successes - Set the groundwork to generate revenue for diversity trainings conducted by CRC. Kept up with the pulse of neighborhood issues through outreach efforts.

Challenges - Providing outreach to all quadrants of the city and effectively providing resources to assist citizens with budget deficiencies.

DISCRIMINATION INVESTIGATIONS and CASE SUMMARIES

The Community Relations Commission is charged with the enforcement of City Code 2331 regarding prohibition of discrimination in employment, housing, public accommodations, interfering with civil rights and ethnic intimidation. Protected classes under the City Code are race, sex (pregnancy), color, religion, sexual orientation, ancestry and national origin. Additional classes added to the City Code in 2008 include, Gender Identity or expression, Familial Status, Active Military Status, Age and Disability. Below is a summary of the case management of the CRC for 2008 from approximately 269. Inquiries/contacts.

Total Perfected Complaints	38
▪ Opened Cases	21
▪ Closed Cases	17
Case Categories	
▪ Race	16 (some in conjunction with other charges)
▪ Sexual Orientation	07
▪ Sex	02
▪ Religion	03
▪ National Origin	11
▪ Retaliation	05 (in conjunction with other charges)
▪ Racial Profiling	08
▪ Color	00
▪ Sexual harassment	01
▪ Employment	24
▪ Housing	12
▪ Public Accommodation	02
▪	

Successes – successfully changed the City Code to include disability, familial status, gender identity or expression, sex (pregnancy), active military status and age as protected classes.

Challenges – Educating the City of Columbus government and general population about the new protected classes and associated rights and responsibilities.

MAYOR’S NEW AMERICANS INITIATIVE

Program Goal

Provide coordination of resources with the City, County, State, and community in a culturally sensitive manner and to address the needs of our growing immigrant and refugee populations and maximize the impact of existing City of Columbus and Franklin County services. Working together as one Columbus, we can help empower new arrivals toward self-sufficiency and transition our city into a world community. This is the Columbus Way.

Objectives

- Increase awareness and promote understanding of diverse cultural and linguistic communities across the City of Columbus
- Educate New Americans about accessing City Services
- Provide coordination for Quality of Life Issues to include transportation, housing, employment, health, education, and language (LEP)
- Establish community plan for peak performance service delivery.
- Enhance the promotion of existing education and social activities that foster greater appreciation of diverse cultures.
- Publish subsequent editions of the civic guide and provide a complementing training program for mainstream communities, in general and immigrant/refugee communities in particular.
- Organize a New American business and housing forum in order to increase New American business participation in the City bidding process.

- Conduct periodic studies and surveys into issues effecting New American populations Including population growth, housing, health care, etc.
- Facilitate a two way integration process that implicates both host communities and immigrant/refugee communities.
- Establish New American professional Development program and create a resume bank to enhance job opportunities for new American populations.
- Organize and support New American festivals and community events.

Successes in 2008

- Contacted and executed several key programs in the New Americans Initiative.
- Coordinated local, state, and federal government agencies to resolve New American community issues.
- Ability to put in place several contracts to implement the New Americans initiative.

CRC PROGRAMS

CRC program highlights for 2008 include:

- Martin Luther King, Jr. March and Celebration
- Martin Luther King Jr. 1st Annual Middle School Art Contest
- Columbus Regional Martin Luther King, Jr. Oratorical Contest
- Mayor’s Prayer Luncheon
- Holocaust Remembrance program
- Community Tapestry and Conversations TV Programs
- Santa comes to Franklinton
- Outreach activity at St. John’s Church
- Hilliard High Schools (Davidson and Darby) Support Groups for diverse students
- Civil Rights Heritage Tour
-

SUCCESSSES AND CHALLENGES FOR 2008

Successes

- Effectively bridged the gap between needs and resources in many areas of Columbus.

Challenges

- Decreasing economic resources resulting in increased tension between and among groups within the community.
- Keeping pace with the needs of our very diverse community with declining financial resources.

KEY OBJECTIVES FOR 2009

- To continue to provide Diversity Education and programming to build inclusiveness and deter discrimination.
- To ensure that the City of Columbus is in compliance with Title VI-ensuring all of our residents who are LEP (Limited English Proficient) receive meaningful access to all programs, which are receiving federal financial assistance.
- Help build capacity and networks between the city of Columbus and service providers.
- To educate all communities through outreach efforts or the revisions to the Civil Rights ordinance.

CRC COMMISSIONERS AND STAFF

COMMISSIONERS

Rebecca Nelson, Chair
Mary Howard, Vice Chair
Abdul Aburmaieleh
Julia Arbini-Carbonell
Neal Barkan
Rabbi Harold Berman
Nancy Collier
Reverend Victor Davis
Elfi DiBella
William Dodson
Fran Frazier

Theotis James
Dr. J. S. Jindal
Angela Mingo
Hassan Omar
Alyson Poirier
Aaron Riley
Brian Shinn
Reverend Donald Wallick
Tykiah Wright

Ex-Officio Members

Chris Cozad
Thomas Diamond

CRC STAFF

Napoleon Bell, Interim Director
Abdirizak Farah
Gale Gray
Nelson Hewitt

Karen Nolan Mitchell
Neal Semel
Guadalupe Velasquez

EQUAL BUSINESS OPPORTUNITY
COMMISSION OFFICE
2008 ANNUAL REPORT

**EQUAL BUSINESS OPPORTUNITY COMMISSION OFFICE
2008 ANNUAL REPORT**

Dear Business Community,

The Equal Business Opportunity Commission Office (EBOCO) was established to administer and to enforce compliance with Title 39 of the City of Columbus’ affirmative action code. Section 3921.03 to compile, review and analyze minority and female business utilization. The utilization is based upon the city contract awards, contract payments and vendor registration date. EBOCO is also responsible for the development and submittal of quarterly utilization reports to the Mayor and City Council. In addition, as a result of Executive Order 96-02, EBOCO is charged with developing race and gender-neutral initiatives to assist small businesses in obtaining procurement opportunities with the City of Columbus.

In 2008, EBOCO continually strived to live up to the goals of Mayor Michael Coleman’s Columbus Covenant. While our principal goal is the securing of opportunities for small, minority and women owned businesses, the rationale for that commitment is based on the “Covenant” principal that “the economic vitality of the M/FBE business community will have a significant impact on the neighborhood they are located.”

Working with our internal and external partners, in 2008 the city achieved a 14.72% utilization rate for minority and female owned businesses. The professional service was 25.01%, Construction was 12.24% and Goods and Services was 7.81% of payments. We continued to work with external partners to promote the message of inclusiveness.

The Office of Contract Compliance continued to certify companies to do business with the City.

EBO Specialist continued to work with departments by reviewing contracts, legislation and participating with the Department’s evaluation team to ensure that the evaluation process is fair. Targeted bid specification reviews were conducted and other important customer service related functions.

EBOCO Operational Successes 2008

- Encouraged inclusion of small, minority and female firms in government contracting
- Promoted greater department accountability
- Created tools to determine capacity of firms
- Greater outreach through vendor follow-up meetings
- Greater effort to assist and link small businesses with resources
- Greater use of partnerships to conduct joint outreach initiatives
- More detailed analysis of utilization and areas of real challenges and opportunities
- Quarterly How to Do Business with the City seminars
- Revised EBOCO vision
- Build a new generation of businesses
- Targeted and expanded Outreach
- Department Education
- Streamlining Internal Process and Procedures
- Online reporting of internal statistical numbers
- Compliant resolution process
- Inclusion Assessment Evaluation Process

EBO RESULTS	2008	2007
Outreach	23	18
Businesses Reached	1183	1036
Certifications	504	402
Legislation Reviews	779	871
Contract Reviews	376	322

Prebids/Precons	156	135
Evaluation Committees	35	42

UTILIZATION SNAPSHOT REPORT
Equal Business Opportunity Commission Office
City of Columbus, Ohio
Reporting Period: January 1— December 31, 2008

Total Payments	\$ 381,040,776
Prime Minority/Female Dollars	31,832,556
Sub Minority/Female Dollars	24,086,245

Overall Utilization **14.72%**

<u>Category Breakdown</u>	<u>Total Payments</u>	<u>Minority/Female \$</u>	<u>Percentage</u>
Construction	\$179,024,034	\$21,916,833	12.24%
Goods & Services	\$105,538,510	\$10,047,792	9.52%
Professional Services	\$ 96,478,232	\$24,131,797	25.01%

*For complete 2008 utilization report please view the EBOCO website at Columbus.gov

DEPARTMENT OF
FINANCE & MANAGEMENT
2008 ANNUAL REPORT

**DEPARTMENT OF FINANCE & MANAGEMENT
2008 ANNUAL REPORT**

The Department of Finance and Management is organized within two functional groups - Financial Management and Asset Management. The Financial Management group is made up of five operations: Budget Management, Debt Management, Grants Management, Performance Management, and Purchasing. The Asset Management group is comprised of four functional operations: Facilities Management Division, Fleet Management Division, Real Estate Management Office, and Construction Management Office.

The Financial Management group was created to oversee citywide budget development, performance, monitoring, and control. The Asset Management group was formed to better coordinate and manage city owned real estate and facilities used for city operations.

Highlights from 2008 for each group are as follows:

FINANCIAL MANAGEMENT GROUP

Budget Management

The 2008 budget was formally adopted by City Council on February 6, 2008. Minor amendments were made, primarily to the general fund budget that had been prepared by the Budget Management Section, and submitted to City Council by the Mayor in November of 2007. Throughout the course of the year, the budget management section monitored and reported on the financial status of these budgets through the preparation of three quarterly financial reviews. Budget staff collected, compiled and documented financial data from city agencies. They then prepared and disseminated a summary report of their findings. Periodic, less intensive monthly reviews were also prepared, to monitor revenue and expenditure trends in light of the continuing financial challenges. A 2008 year-end report was published, which compared overall 2008 revenues and expenditures to 2007 levels as well as to the projections made in the third quarter financial review. Ten-year pro forma operating statements for the general fund and for most major operating funds were updated. The city's three-year financial plan for 2008-2009-2010 for the general fund was updated.

Also in 2008, the budget section provided cost analyses for labor negotiations with the International Association of Firefighters, the Fraternal Order of Police, the American Federation of State, County and Municipal Employees and the Columbus Municipal Association of Government Employees.

In 2008, the budget section continued to review and monitor spending on goods and services, which is especially important in light of the current financial downturn.

Finally, the Mayor's proposed budget was submitted to City Council on November 14, 2008 pursuant to City Code requirements. As in prior years, the document's format was one that focused on achievement of the city's strategic plan to implement the Columbus Covenant, though in a more financially austere climate. A "target" budget process methodology, in which a pro-rated amount of 100 percent of the estimated available general fund revenue was allocated to city departments, was used. As significant general fund budget reductions were necessary for 2009, the budget management section assisted departments with their general fund budgets, ensuring that each submission included the requisite reductions.

Debt Management

The Debt Management section coordinated the 2008 capital improvements budget (CIB) and the 6-year 2008-2013 capital improvements plan (CIP). In cooperation with the City Auditor, the section participated in the issuance of \$438,043 in special assessment bond and note sales. In January, the city refunded and issued \$441,855,000 of Sanitary Revenue Bonds for sewerage system improvements. In addition, the city issued \$1,300,000 of Tax Increment Financial (TIF) bonds, \$20,000,000 of parking garage notes for the construction of new downtown parking garages at 4th and Elm and at Front and Rich, and \$4,225,000 in notes for the Hayden Run Road infrastructure project.

The city's long-term general obligation bond credit ratings of AAA by Standard and Poor's Corporation, AAA by Moody's Investors Service and AAA by Fitch Ratings, Inc. were maintained in 2008. The City has maintained these high ratings from Standard and Poor's Corporation and Moody's Investor Service since 1995 and from Fitch Ratings, Inc. since 2006. The bond ratings for all three national rating agencies represent the highest long-term credit rating that can be achieved.

In the November 2008 general election, Columbus voters authorized six separate bond issues totaling \$1,664,890,000. The authority for this voted bond package will last normally four to five years, depending on the size and the frequency of future bond sales. This package will allow the City to issue debt for various capital projects at lower interest rates, thereby saving money.

Work continued on the development of a centralized capital improvements reporting and tracking system which will monitor the progress of various capital infrastructure projects throughout the city. The 2009 – 2014 CIP submissions from city agencies were submitted for the second time under this system.

Meanwhile, monthly meetings with all departments continue for the purpose of monitoring the status and timelines for the city's capital projects, specifically those for which bonds have already been sold.

Grants Management

The Grants Management section continues to coordinate the financial and regulatory aspects of the Community Development Block Grant (CDBG) Program, the HOME Investment Partnership Fund, the Emergency Shelter Grant, and the Housing Opportunities for Persons with AIDS (HOPWA) Grant. In December of 2008, a new \$22,845,495 Neighborhood Stabilization Program grant application was submitted to the U.S. Department of Housing and Urban Development (HUD) to help the city with vacant and foreclosed properties.

The section's program management functions include: the preparation of the annual Consolidated Plan budget, federal prevailing wage compliance, monitoring, regulatory and financial audits, provision of technical assistance to city departments, provision of cash management and financial services, and the submission of year-end performance and financial reports to HUD.

Grants Management provided for the administration of HUD's environmental review requirements for all of the above-described grants as well as other HUD grants received by the public housing authority and non-profit agencies. In addition staff administers the loan servicing contract for community development loans.

Performance Management

The mission of the Office of Performance Management (OPM) is to provide program performance analysis and reporting services to City management and department staff so they can make more informed decisions to improve the quality and efficiency of City services. In support of that mission, the Office of Performance Management supports the Columbus*Stat performance management process. Columbus*Stat is a weekly meeting that includes senior Mayor's staff, along with the directors of Finance and Management, Human Resources, and Technology. Various topics are presented for discussion by OPM Staff with responses provided by a department's management team. A total of 35 Columbus*Stat meetings were held in 2008.

The City's Columbus*Stat program has been featured by the Government Finance Officers Association as part of its efforts to educate state and local governments on performance measurement and management. In turn, OPM staff has responded to over 150 inquiries from governments across the country, requesting information on the City's performance management initiatives. And OPM staff has been invited to present at national conferences highlighting the City's success in performance management.

In addition to supporting the weekly Columbus*Stat meetings, the OPM Staff provides ongoing training and consultation to our City managers and their staff. The training and consultation is focused on helping managers use their performance information to improve the efficiency and effectiveness of the services they provide. Over 150 managers were trained in 2008. On a scale of 1 to 5 (5 is best), training provided by the OPM had an average overall rating of 4.5. Consultation service provided by the OPM is also highly rated—82 percent of managers responding to an annual survey rate their assigned performance analyst as good or excellent.

The OPM continues to administer the City's Performance Dashboards system, providing all City executive and management staff with on-demand computer access to performance information in an easy to use web-oriented format. In turn it monitors and supports more than 120 different program performance dashboards, containing data on approximately 650 performance indicators.

Purchasing Office

Purchasing Office staff continues to oversee Vendor Services resulting in the electronic processing of 3,048 informal bids and publishing all formal bids on the City's website. Columbus Vendor Services is an eGov initiative of the City of Columbus intended to provide a one-stop, 24-hour portal for vendor services and contract information. A total of 3,416 bids were published on the website in 2008.

With input from city agency purchasers, Purchasing staff created 5,237 agreements to purchase nearly \$120 million of materials, supplies, equipment and services. This includes 93 Universal Term contract (UTC) awards and 26 formal bid contract awards with "environmentally preferable" specifications per City Code 329.31. The average turnaround time for formal bid purchases (exceeding \$20,000) was 130 days. Turnaround time for informal bid purchases was 20 days. Purchase orders referencing UTC's were approved in less than one day.

In addition, Purchasing handles the procurement process for Franklin County Homeland Security Grant awards to City agencies. This responsibility is authorized in an Intergovernmental Agreement signed by Mayor Coleman and the Franklin County Commissioners (Ordinance 1917-2005). As a result 25 bid contracts were processed for a total of \$2.5 million in Homeland Security Grant Awards.

Customer service outreach to prospective suppliers continued at events such as the City's Small Business Conference, the South Central Regional Minority Supplier Council, the Central Ohio Minority Business Association, and the Small Business Administration and Columbus Urban League Workshops. This included instruction on Vendor Services registration and bidding. Thousands of supplier inquiries related to Vendor Services were handled by email, telephone or onsite consultation.

The Purchasing staff provided Performance Purchasing system and Vendor Services online bidding training at the Human Resources Training Facility. Six classes were conducted to inform city purchasers about City Code bidding requirements and how to complete procurement through the Performance and Vendor Services applications. Training was an integral part of the bi-monthly Performance Special Interest Group (SIG) meetings and three Frontline Supervisor Training sessions for City purchasers and fiscal personnel. Special training was also provided to the Equal Business Opportunity Office, the Health Department, and the Division of Police. A total of 634 training hours were provided to 102 internal users in 2008.

Under the direction of Purchasing, the Print & Copy Center and City Mailroom continues to serve City agency customers in a timely and efficient manner. The Purchasing staff completed 19 surplus sales transactions resulting in total revenue of \$770,670.00. A contract for web based surplus sales was initiated in 2008 which should result in an increase in sales revenue in 2009.

Finally, Purchasing staff administers the City's natural gas billing program by managing accounts for City facilities. In 2008, \$5.8 million dollars was spent on natural gas for 204 City facilities. This reflects a savings of \$675,000.00 when compared to standard charges for Columbia Gas.

ASSET MANAGEMENT GROUP

FACILITIES MANAGEMENT DIVISION

The Division is charged with providing security, general maintenance, and custodial services for facilities occupied by many departments of the City, including all downtown administrative buildings, the Franklin County Municipal Court building, all facilities used by the Division of Police and Fire, Refuse Collection Division facilities, Health Department facilities, 1393 East Broad, and the I-71 North Complex.

Significant accomplishments in 2008 included:

- The Division's painters prepped and painted City Hall. This undertaking resulted in the City saving approximately \$150,000 by not using an outside vendor.
- Implementation of preventive maintenance programs for HVAC and boiler equipment for buildings under the Division's purview. These programs led to a reduction of work orders generated to address extreme temperature conditions in offices.
- Implementation of a comprehensive roof maintenance plan for biannual inspections and repairs. This plan allows new and renovated roofs to achieve their life expectancy. It also reduces the number of leaky conditions the Division repairs annually.
- Restructured the snow removal plan for the downtown campus. This change allows for fewer man-hours and resources to remove snow and ice from the surrounding sidewalks and stairs.
- In 2008, the Division sold scrap metal and non-useable copper materials recovered from clearing out a warehouse and the 120 West Gay Street building. The sale resulted in a \$3,400.00 deposit to the General Fund.
- Completion of 8,160 building maintenance work orders throughout the year. This represents a 21 percent increase in productivity. The Division also took on an additional 52,000 square feet of maintainable space at Police and Fire facilities.
- To create a more professional appearance and improve the overall quality of the work environment, security personnel switched to new uniforms.
- Began reducing amount of natural gas used to heat the I-71 Complex and Police Academy on evenings and weekends in September 2008. Without any loss in comfort, energy and monies were saved.
- Re-lamped the underground garage at City Hall with new efficient light fixtures. This project saved City of Columbus the expense of contractual services as well as reducing the amount of electricity needed for lighting.

FLEET MANAGEMENT DIVISION

The Fleet Management Division maintains the City's motorized equipment, operates repair facilities at multiple locations, and develops vehicle utilization and replacement policies. Its mission is to provide state-of-the-art total fleet maintenance services and to help City departments and divisions operate vehicles in a cost-effective manner. As an internal service fund, Fleet Management must recover its expenditures by charging other city agencies for services rendered. Highlights of 2008 include:

- Obtained ASE Blue Seal in January 2008, making Columbus the largest city in the nation to receive ASE Blue Seal certification and one of only two municipalities in Ohio to receive this recognition.
- Seventy-seven percent of employees currently hold Automotive Service Excellence (ASE) certifications—34 employees received 81 ASE certifications, and 77 re-certifications in 2008.
- An increase of Master ASE certifications on the floor from 11 in 2007 to 23 in 2008—a 109 percent increase.

- Eleven employees received 22 Emergency Vehicle Technician (EVT) certifications in 2008—Fleet increased certified EVT employees on the floor from nine in 2007 to 16 employees holding 32 EVT certifications in specialized areas.
- Opened a new 150,000 square foot state-of-the-art fleet maintenance facility in March 2008 which houses the latest technology in repair equipment, and consolidates fleet operations from five sites to one.
- Named as one of the “100 Best Fleets” for 2008 in North America—an annual self-assessment program that measures accomplishments against industry standards.
- Articles about Columbus Fleet Management appeared in *Government Fleet*, *Business First* and *Fleet Owner* magazines.
- Fewer recordable injuries and fewer transitional work duty days in 2008 than in 2007. The reduction in incidents is due to the additional focus on safety and training through strong oversight, and to the safety features of the new facility.
- Continued an aggressive green program that included developing and implementing the City’s first “Green Fleet Action Plan”; reducing our overall fuel use by 3 percent over 2007; expanding the use of bio diesel; purchasing 47 percent of new vehicles as “green”; implementing an EPA grant to install hydraulic heaters and DOCs (a device with a honeycomb-like structure that oxidizes pollutants in the exhaust stream, thereby reducing harmful emissions); and working with the Refuse Division, purchased the City’s first CNG Refuse truck. Specific green accomplishments can be found in the City’s annual “Green Report” as well as the end of year Fleet Management Green Fleet Action Plan Report.
- Fleet Management was given the 2008 Clean Fuels Ohio Champion award for its dedication to greening its fleet, specifically its development and implementation of central Ohio’s first Green Fleet Action Plan.
- Fleet employees won several 2008 Mayor’s awards for occupational safety, green initiatives, outstanding job performance, years of service, and savings suggestions.
- To help reduce costs, Fleet analyzed many parts for quality and cost to determine the most effective and economical products without compromising safety. The Division projects to save over \$100,000 annually for tire purchases, and \$30,000 annually in batteries.
- Fleet Management went out to bid for “after-market” light duty parts instead of traditionally used OEM (original equipment manufacturer) parts. By purchasing aftermarket parts Fleet expects annual cost savings of approximately \$160,000, while maintaining overall product quality.
- Achieved an overall average customer satisfaction rating of 92.6 percent (either satisfied or very satisfied).
- Disposed of 354 vehicles, resulting in \$353,900 in proceeds to the City.
- Reduced overall vehicle downtime from an average of 3.87 days in 2007, to an average of 2.45 days in 2008.
- Collected \$347,709 in settlements for vehicle damages related to accidents where the City was not at fault, a 59 percent increase over subrogated dollars collected in 2007. These collection efforts reduced direct city expenditures by over \$205,000.
- As a result of having a dedicated claims investigator the Division was able to: close more insurance claims; increase total settlements paid to our vendor body shops and to the City by 30 percent; to increase the amount paid to body shop vendors by insurance by 58 percent; to improve the identification of non-City at fault accidents and decrease the amount spent for City at fault accidents by 45 percent.

REAL ESTATE MANAGEMENT OFFICE

The Office provides centralized management and stewardship of all real property (other than rights-of-way and utility easements) used in city operations and serves as a resource to all City entities for real estate research, negotiation, acquisition, and leasing.

The Office administers lease agreements, negotiates leases, acquires property for use in city operations, and disposes of surplus property. The Office maintains databases of all city-owned property, leases, and deeds and other instruments as evidence of title. The Office administers the payment of all real estate taxes on non-exempt or partially exempt City property. The Office also manages the City’s contract for vending services provided on property used in city operations. Lastly, in addition to these duties, the Office administers the City’s property risk program and manages the City’s insurance policies for property casualty and stored vehicles, and boilers.

Significant projects the Office completed in 2008 include:

- Completed a review of the City’s property risk coverage and policies to update building and content coverage. Additional coverage for stored city vehicles was added at selected locations, without increasing City’s premium cost.
- Conducted contract negotiations and executed purchase contract for the site and utility easements for the construction of a new Division of Police Heliport at 2130 West Broad Street.

- Conducted property selection, contract negotiations, and executed a contract for the purchase, design and renovation for the Division of Police, Strategic Response Bureau.
- Completed contract negotiations and executed acquisition contract for the site for the City's new Impound Lot.
- Marketed surplus City property at Third Avenue and Olentangy River Road, thereby bringing the City \$2,000,000.
- Marketed surplus City property at Vine and Neil for a contract price of \$2,000,000.
- Prepared specifications, solicited bids, negotiated and executed a contract, for Energy Star® rated vending equipment and implemented installation of vending services in City buildings thereby generating \$60,000 in new annual income and an estimated \$12,500 in annual energy savings.
- Negotiated and completed 27 lease and lease renewal agreements, a 93 percent increase in volume over 2008.

CONSTRUCTION MANAGEMENT OFFICE

The Office of Construction Management provides capital asset delivery including new construction and major renovations of buildings, major building equipment replacements, re-roofing, repaving, and other capitalized maintenance projects. Additionally, the Office serves as the Owner's Representative on externally managed projects such as parking garages (Capitol South), Nationwide Skywalk (Nationwide) and the Scioto Mile (Capitol South), and assists these project managers in City bidding and contracting conventions.

Construction Management is managing and serving as Owner's Representative for approximately 80 projects ranging in value from \$10,000 to \$25,000,000. Significant ongoing projects in 2008 included:

- Design of the renovation of the Old Police Headquarters (120 West Gay).
- Design/Build Construction of parking garages at 4th and Elm and at Front and Rich for Capitol South.
- Design of the new Police Impound Lot and Parking Violations Bureau facility.
- Construction of the new Fire Training Center.
- Construction of the new Police Heliport.
- Construction of the new Westside Health Center.
- Renovation of Nationwide Skywalk including escalator replacement.
- Final closeout of the Columbus and Ohio State University Police Substation.
- Roof Replacement and design of the Woodrow CPD Property Room/Crime Lab.
- Replacement and upgrade of the City Hall Electric Service.

Construction Management started over \$22,000,000 in construction in 2008 and completed approximately 60 projects maintaining a capital project delivery cost under 12 percent. The Office created and maintains a comprehensive database covering all current, completed and deferred projects.

In addition to project work, Construction Management assist other building and real estate functions in the City and is currently updating the building capital maintenance planning database for the City's entire inventory of buildings.

**COLUMBUS PUBLIC HEALTH DEPARTMENT
2008 ANNUAL REPORT**

OUR MISSION

Columbus Public Health is a leader in improving the health and safety of Columbus by monitoring community health status, identifying and addressing public health threats, enforcing laws that protect the public's health, and providing services to prevent and control disease.

This report summarizes the breadth of services provided by CPH in 2008. These services – which support the Mayor's goals and our core purpose of Healthier, Safer People – represent an approach that: prioritizes community needs and current health threats; assesses opportunities; and, plans for strategic use of resources.

2008 HIGHLIGHTS

DISEASE OUTBREAKS

- 2008 saw a concentration of outbreaks, some of which continue into 2009. They included:
 1. **Multi-state *E. coli*** – 6 cases reported for Columbus, but involved many hours of investigation. A six-county investigation pinpointed a cause and triggered a national recall of beef.
 2. ***Syphilis*** – 209 cases reported for Franklin County. CPH worked with health care providers to screen, treat and educate the public.
 3. ***Shigella*** – 523 cases reported for Columbus, primarily in children, their families, and childcare staff.
 4. ***Cryptosporidium*** – 220 cases reported for Columbus, primarily through pools, water parks and other treated swimming places.
- Investigated 3,803 communicable disease cases and 57 diseases outbreaks.

CHRONIC DISEASE PREVENTION

- With a mission to build an active and healthy community and to fight childhood obesity and diabetes, the newly-created **Institute for Active Living** promoted programming and policy change to increase better nutrition and physical activity for community residents. A Foundation for Active Living also was established at the Columbus Foundation.
- 2008 farmers markets increased **access to fresh fruits and vegetables** for 10,000 people and 16 farmers. More than 4,000 WIC participants redeemed \$63,000 worth of vouchers, a 90% redemption rate – the highest for Ohio WIC.
- CPH's campaign *Water First for Thirst* was implemented by the Cardiovascular Health Project in Columbus City Schools to support its new **water only vending policy**.
- Healthy Children, Healthy Weights improved nutrition and increased physical activity at 46 Columbus **child care** centers through training, support materials and mentoring to 503 teachers and managers, impacting 2,856 children (ages 5 and younger) and their families.
- The Healthy Places' **city planner** reviewed 90 zoning applications and made recommendations to include features such as bike racks, 5-foot sidewalks, and pedestrian access.
- **Walking maps**, featuring safe routes and destinations, were created with the help of residents for 11 Columbus neighborhoods.

DISPARITIES IN HEALTH AND HEALTHCARE

- Established the Columbus Office of Minority Health to address racial and ethnic minorities' health needs and to reduce health disparities compared to their non-minority counterparts.
- Conducted "**local conversations**" on **minority health** via town hall meetings to seek input from residents, community leaders and key stakeholders from Columbus' minority populations for a National Blue Print to address health disparities.
- CPH and its partners enhanced the PBS series *Unnatural Causes* through local programming with WOSU and town hall meetings to create community dialogue about social conditions that affect health.

- Focused on health disparities during a community discussion of *Unnatural Causes: When the Bough Breaks*, a program on **infant mortality among minorities**.
- More than 360 people attended **Bridges Out of Poverty** and Improving Healthcare in a Diverse Community conferences which were co-sponsored by CPH's Caring for 2 Program.
- CPH, in partnership with ODH and community partners, was one of six cities selected for the Kellogg-funded Action Learning Collaborative Partnership to Eliminate **Disparities in Infant Mortality**.

BUILDING SYSTEMS FOR PREVENTION

- Co-hosted **Dr. M. Joycelyn Elders**, 15th Surgeon General of the United States, who spoke to 300 business, community, health, policy and education leaders on current healthcare challenges at the Columbus Metropolitan Club.
- Trained 53 participants (representing 100,000 employees combined) from 38 Central Ohio businesses in developing employee health promotion programs through a **Worksite Wellness** Conference.
- Facilitated the Franklin County Maternal Depression Task Force which enhanced the system of **mental health care** for pregnant and parenting women.
- Identified barriers to **prenatal care** through 62 Pregnancy Care Connection providers and served approximately 900 women at CPH Women's Health Centers.
- Gathered with 50 colleagues and partners to consider how Columbus fares against public health standards to assist the CDC with development of **National Public Health Performance Standards**.
- Hosted Kathleen Kennedy Townsend who spoke to 220 business, community, health, policy and education leaders about the value of developing **public-private partnerships** as part of CPH's 175th Anniversary event.
- Developed a Maternal Depression Resource Guide and training for community providers.
- Held a **Safe Sleep for Babies** Symposium for 94 nurses, social workers and childcare providers in Franklin County.
- Trained 40 health professionals in the recognition and reporting of possible **child abuse**.
- CPH leadership and programs staff participated in more than **314 television, print and radio interviews**, providing central Ohio residents and visitors a greater understanding of public health as well key information on disease prevention and health protection.

HEALTHIER FAMILIES

- Registered 24,606 births and 10,301 deaths in Franklin County, and issued 111,041 certified copies of birth and death certificates.
- Obtained an \$875,000 Healthy Homes HUD grant to investigate and improve homes of kids with asthma.
- The **Breast and Cervical Cancer** program screened 1,322 women, -- an 11% increase from 2007, and worked to reach more African American women, enrolling 129 new clients – up from 104 in 2007.
- The Family Dental Clinic provided **dental services** through more than 4,700 patient visits.
- The Dental Sealant program provided protective dental sealants to 1,629 Columbus school children at their schools.
- Provided public health '**on-the-job**' experiences to 420 students and health professionals representing 16 different disciplines and 26 institutions (totaling 20,301 contact hours).
- Held the Public Health Nursing Field Day which attracted 66 students from 6 colleges and technical schools.
- WIC provided access to **nutritious foods** to a monthly average of **36,115** pregnant, breastfeeding and recently postpartum women, infants and children under the age of 5.
- **Promoted nutrition, breastfeeding and physical activity** education, with a new emphasis on helping clients commit to these lifestyle changes, through more than 150,000 WIC visits.
- **Reduced breastfeeding barriers** by providing support, assistance and expert advice to more than 1,500 women within 7 days of giving birth.
- Co-sponsored the **Walk for Breastfeeding** with Councilwoman Charleta Tavares and WIC to increase community support for breastfeeding moms.

- Added two **WIC clinic** locations near Mt. Carmel East Hospital and Clintonville to enhance the availability of services, with enrollment already more than 2,200 for each.
- Provided basic preventive health services, including 1,552 perinatal clients during 6,903 visits, to low-income women at three clinic sites.
- **Provided 1,200 pregnancy tests** to women lacking access to care and linked them to health care providers for better birth outcomes.
- Provided comprehensive health exams, family planning, health counseling and referral through 1,586 **gynecology** clinic visits.
- Public health nurses visited 1,845 **new mothers and their babies**, including those most in need (208 teen moms and 837 first time moms) to provide care and links to services.
- Community Outreach Assistance Team (COAT) made nearly 4,000 home visits to **pregnant and parenting mothers** to provide needed infant supplies and transportation assistance to health care appointments.
- **Conducted depression screening** with 324 women in the COAT program, referring 8% to 26 alcohol/drug and mental health services.

SAFER FAMILIES

- Provided 33,643 **immunizations** to protect Columbus residents against vaccine preventable diseases.
- The **Infant Safe Sleep** and **SIDS** Risk Reduction Initiative measured a significant impact among its 416 hospital audits, including a 46% increase (to 96%) of babies placed to sleep on their backs at 12-months post-intervention and a dramatic decrease in the percentage of non-essential crib items such as blankets and toys.
- The Franklin County Infant Safe Sleep and SIDS Risk Reduction Initiative received **national recognition**, presenting at three national conferences, receiving NACCHO's Model Practice Award, and a City MatCH Honorable Mention for Most Innovative Program.
- Coordinated the official review of 205 **child fatalities** in Franklin County and made recommendations for prevention measures related to their causes.
- Provided intervention to 262 families whose children were at risks for **abuse and neglect**.
- Held two educational events promoting **safety rides for kids** for more than 200 families.
- Held the 3rd Annual **Safe Holiday** Event for more than 100 Columbus families providing 102 children with a new toy donated by Toys for Tots.
- Protected children from possible injury by inspecting 399 **car seats** and correcting misuse of the 86% improperly installed, and by holding 53 car seat safety classes for 90 parents/caregivers of an additional 123 kids.
- Ensured safer environments for children by providing 282 safety inspections of in-home childcares.
- Advocated through Safe Kids Central Ohio for a **booster seat law** that requires children ages 4 to 8 and up to 4'9" tall to be restrained in booster seats when traveling in a vehicle.
- Educated more than 4,266 children and adults about **safer travel, biking, pedestrian safety** and **home safety**.
- **Conducted safety belt use** campaigns through the Safe Communities Program, distributing more than 33,000 awareness materials.
- **Discouraged drinking and driving** through more than 7,000 taxi cab awareness and information cards at 39 participating bars and restaurants during high-risk holidays.
- Provided valuable health information, screenings, and educational sessions to more than 3,000 residents who showed a 43% improvement in at least one health indicator from their public health **nurse intervention**.
- Assisted more than 47 community partners with wellness events and activities, serving over 4,500 residents, and conducted more than 6,000 **blood pressure** and **blood sugar checks** at locations throughout the city.
- Responded to more than 2,300 information and referral calls and counseled more than 7,000 people at community clinics and Neighborhood Pride Centers.
- Social workers responded to 90 referrals from the Columbus Fire Department EMS personnel, a 25% increase.

- Healthy Homes provided in-home education on controlling and preventing **asthma** triggers, **lead** poisoning, and other **safety hazards** to 61 families, and completed 386 home evaluations and 2,653 phone consultations.
- Screened 12,766 children for **lead poisoning** and provided medical case management to 54 lead-poisoned kids.
- Investigated and resolved 92 instances of inside **animal** filth and requests for animal permits.
- Quarantined or tested 1,182 animals for **rabies** and consulted on 91 animal bites.

HEALTHIER NEIGHBORHOODS

- Assessed the impact of tobacco advertising to youth by conducting store front tobacco ad surveys in Linden, Near East, and South Side neighborhoods.
- Prevented the spread of **HIV** by providing 10,624 HIV tests at more than 20 venues.
- Examined and treated 10,274 individuals to control **sexually transmitted diseases**.
- Implemented new lab technology to improve **Chlamydia** detection, improving 6.5% to 14.3%.
- Prevented the spread of **TB** by providing 18,035 patient visits for treatment, 14,749 outreach and education visits, and treatment and follow-up to 105 active and suspected TB cases and contacts.
- Provided **Drug and alcohol counseling and treatment** to more than 1,200 clients.
- Provided support and education for more than 800 children impacted by **parental substance abuse** through the YES Program, in partnership with schools and Columbus recreation centers.
- **Health Advisory Committees** provided information and assistance on food availability, physical fitness and environmental conditions to residents within the East, West and South city quadrants.
- Vaccinated 585 animals for **rabies** at clinics through Columbus and Neighborhood Pride events.

SAFER NEIGHBORHOODS

- Treated hundreds of areas with high mosquito populations in an effort to reduce the populations, including 51 Columbus locations testing positive for **West Nile virus**, and set traps at 613 locations to test mosquitoes for the disease.
- The **Food Protection** Program completed 13,000 inspections and licensed 6,678 food businesses, including 4,179 risk level facilities, 451 mobiles, 798 vending locations and 1,250 temporary businesses (days of operation).
- Expanded the SIGNS initiative to Worthington, providing residents and visitors restaurant inspection information both online and signage on site, giving the first green sign to the Worthington Inn.
- Helped improve food workers skills and habits through **Food Safety Education** classes (also offered in Spanish and Chinese), reaching 446 in the ServSafe classes and 1,472 in the Person In Charge classes.
- Received 97 **food borne illness** complaints and confirmed two as actual food borne outbreaks (1 *E. coli* and 1 *Salmonella*) by laboratory results and statistical analysis.
- Ensured **pool and spa** operators maintain safe facilities by licensing 750 pools/spas, conducting 3,493 routine and complaint inspections, and offering pool safety workshops which attracted 79 attendees.
- Conducted a mass educational program with pool owners/operators regarding a recreational **water illness** outbreak of *Cryptosporidium*.
- Developed the City of Columbus **Air Quality Alert** Action Day Plan to guide the City's response when excessive levels of ozone and particulate matter pollution exist in the air.
- Investigated and resolved 87 dangerous animal complaints from residents.
- Inspected 1,401 premises for **rats**, resolved 39 rat complaints and treated 29 premises.
- Advocated for a **bike helmet law** for kids 1 to 18 years in Columbus and Ohio.
- Advocated for legislation in Franklin County and Ohio to provide for the installation of **carbon monoxide detectors** in all new buildings and multi-family dwellings.
- Installed two radar speed signs in the Dana Elementary School zone to **slow drivers**.

- Helped protect kids from injury as part of International **Walk to School Day** by providing pedestrian safety education to 450 children at Dana Elementary School, as well as parents, caregivers and community members who walked them to school.
- Trained 1,055 individuals **on Pandemic influenza** readiness, helped plan development for five Settlement Houses and 37 churches, and facilitated outreach to 400 faith organizations.
- Established Memorandums of Understanding Agreements with six community organizations and response partners to ensure continuity of **public health response** during an emergency.
- Developed the Infectious Disease Hazard Analysis Report which provided an annual profile of **infectious diseases** affecting the community and activities that minimize their risk.
- Conducted Columbus' first **Drive-Thru Flu Clinic** which sped up the vaccination process and served as practice for mass vaccination in the event of pandemic flu.
- Responded to the September 2008 **windstorm** by providing nursing staff to American Red Cross shelters, sending a PIO and other representatives to the Franklin County Emergency Operations Center, and assisting area food establishments in reopening safely after massive loss of power.
- Conducted multi-disciplinary workgroups to prepare for possible **natural, accidental or terrorist threats**, including BioWatch, Pharmaceutical, Radiological, Mass Mortality and Medical Management.
- Revised, updated and developed critical **emergency plans**, including: CPH's Emergency Response Plan; Crisis and Emergency Risk Communication Plan; and Pandemic Influenza Public Health Response and Community Containment Plans for Columbus and Franklin County.
- Strengthened employee emergency **communication systems** through the expansion of the Central Ohio Health Alert Network, and the development of a database tracking work skills, work status and emergency contact information.
- Sanitarians conducted 253 routine and complaint inspections of 253 schools/institutions to protect the health and safety of kids in schools.
- Conducted 56 routine and complaint investigations for basic health and safety inspections of **mobile home parks**, licensing 32 and carrying out 3 enforcement actions for chronic violations.
- Issued four permits to install or repair systems and one permit to seal an existing well, and sampled 16 wells for bacteriological contamination.
- Worked with **solid waste** facilities and tire shredders to ensure compliance with state laws and rules, licensing 8 facilities and conducting 36 inspections.
- Conducted 264 operational and/or complaint inspections on household sewage treatment systems and 171 inspections on semi-public sewage treatment systems to ensure proper installation.
- The Mercury Thermometer Exchange project collected 950 thermometers, 35 thermostats, 58 blood pressure cuffs, and more than 40 pounds of bulk **mercury** in small containers, reducing the public's risk of exposure.
- Licensed 54 body art establishments and issued 79 temporary body art licenses resulting in a total of 354 inspections to reduce the risk of blood borne illness.
- Conducted Ohio **Smoke-Free Indoor** Air Act enforcement activities, including: 655 complaint reports received; 450 complaint inspections; 35 warning letters issued; 38 fines issued for non-compliance; and, 12 administrative review hearings for appeals of smoking notice of violations.
- Reduced the public's risk to **chemical hazards** by responding to three hazardous material incidents, inspecting 232 infectious/medical waste generation facilities, conducting two risk reduction workshops for chemical facilities, and participating in three hazardous material exercises.
- Processed 327 Community Right To Know requests for **chemical inventory** information and provided chemical facility inventory data of Extremely Hazardous Substances to all Franklin County fire departments.

**HUMAN RESOURCES DEPARTMENT
2008 ANNUAL REPORT**

Human Resources Department
2008 Annual Report

The success of any organization is dependent upon its workforce. The City strives to provide a work environment that promotes workforce development, recognizes excellence within its personnel, and ensures fair and equal treatment to its employees, applicants and customers. The City recognizes that in order for Columbus to be the best City in the nation in which, to “live, work and raise a family”, its’ employees must be valued as an important asset.

To this end, the Human Resources Department’s mission is to promote and support organizational excellence through effective human resources programming administered in an environment that embraces diversity, quality customer service and professional development.

In 2008, 32 employees (29 FT, 3 PT) fulfilled Human Resources functions related to Administration; Labor Relations; Occupational Health & Safety; Employee Benefits & Risk Management; The Office of Equal Employment Opportunity; Citywide Training and Development, Employee Resources and Compensation Management Programs.

The Labor Relations program area houses the following functions: Labor Relations, Drug Free Workplace Programs (DFWP) and Quality of Working Life (QWL).

Labor Relations

The Labor Relations Section conducts grievance and disciplinary hearings for all AFSCME Local 1632, CMAGE/CWA Local 4502, FOP/OLC bargaining unit members (representing non-uniformed employees) and MCP employees within the City. Eighty-four (84) grievances were advanced to Step 2 of the grievance procedure by the unions. There were one hundred ninety-five (195) disciplinary hearings conducted or settled and sixty-five (65) fitness for duty hearings conducted.

Negotiations were initiated and concluded with IAFF Local 67 with unresolved issues going to fact-finding. Negotiations with AFSCME Local 1632 and 2191 began in March 2008 and were concluded in April 2008; negotiations with CMAGE/CWA Local 4502 began in July 2008 and continued beyond December 31, 2008; and negotiations with FOP Capital City Lodge No. 9 began in October and continued through December 31, 2008.

The Labor Relations Section in conjunction with the other sections of the Human Resources Department and the Civil Service Commission utilizes the People Team Committee to share information with the City representatives who perform the human resources and labor relations functions within City departments. This group, in conjunction with the HR “Best Practices” Committee, continues to bring consistency to the development and application of policies and the administration of collective bargaining agreements.

Drug Free Workplace Program

The DFWP is managed by the Drug and Alcohol Coordinator (DAC). This program oversees drug and alcohol tests of City employees in six categories: reasonable suspicion, random, post-accident, return to duty, follow-up and pre-employment testing. The program is also responsible for the development and implementation of the City’s policies and procedures for a drug free workplace. The DAC designs and coordinates the training of all employees regarding DFWP.

Over 1800 tests were conducted in the above-mentioned categories in 2008. The number of positive test results was lower in 2008 than in 2007. Education efforts continued in the following areas: New Hire Orientation, Frontline Supervision and division specific trainings.

Quality of Working Life Program

The Quality of Working Life (QWL) program continues to support labor\management cooperation in the workplace through the use of the QWL Committees. There are currently 40 committees which are found in most departments and divisions in the City. The forum supports an open dialogue

among employees and managers. At year-end there were eighteen (18) facilitators who assisted the committees in their meetings. Discussions in these meetings are aimed at consensus resolution to issues and concerns in the workplace. Training was provided to committee chairpersons and vice chairpersons four (4) times during the year.

QWL Coordinator, George Bogdan, retired after many years of dedicated service. Due to budgetary constraints, a replacement may not be named, so some of the critical responsibilities have been transitioned to other City employees who have been actively involved with QWL over the years.

The other six sections, under a central management structure, of the Human Resources Department include: Employee Benefits/Risk Management; Equal Employment Opportunity; Citywide Training & Development; Employee Resources; Occupational Safety and Health Programs and Compensation Management.

Occupational Safety and Health Program

The goal of this program area is to design a comprehensive, integrated Occupational Safety and Health Program that promotes a safe and healthy working environment for all City employees.

The City's Safety philosophy and its success in preventing workplace injuries are grounded in the fundamental principle that safety is among the highest of our core values.

In 2008, the Citywide Occupational Safety and Health Advisory Committee (COSHAC), with the support of managers, supervisors and employees, played a key role in identifying, evaluating, and controlling workplace hazards that reduced injuries and at-risk work practices in the City of Columbus.

In 2006, the Columbus Public Health Department began focusing primarily on monitoring community health status, identifying and addressing public health threats, enforcing laws that protect the public's health and providing services to prevent and control disease. In the face of this change and to provide focused and coordinated Occupational Safety and Health medical services the City of Columbus began shifting the operations of employee occupational safety and health medical services from the Public Health Department to the Human Resources Department (HR). This has better enabled the City to provide continued surveillance exams to City employees at risk and appropriate follow up; identify occupationally related disease or disability; assist in rehabilitation activities; determine fitness and suitability for assigned work; promote and maintain federal OSHA compliance; promote health, wellness and quality of life by preventing and controlling disease/injury; provide assistance in injury care and rehabilitation activities; and provide training programs that promote safe work practices.

In 2008 the HR Department, solicited competitive bids for Occupational Safety and Health medical services. As a result of the competitive bid process the Human Resources Department selected Mount Carmel Occupational Health and Wellness to provide these services. The new clinic began operations February 2, 2009.

Additionally, Occupational Safety and Health Program data is scheduled to be captured in the first phase of the City of Columbus Human Resources Information System (CHRIS). The system is tentatively scheduled to go-live in 2009.

The support of the Mayors Office, Administration, Council and the continuing efforts of Joint Union and Management Health and Safety Committee's has contributed significantly to our success in making Columbus the best City in the nation in which to live, work, and raise a family.

Employee Benefits/Risk Management

The Employee Benefits/Risk Management program area continues to administer injury leave, Workers' Compensation, unemployment compensation, COBRA and employee insurance programs in accordance with applicable laws and/or negotiated union contracts.

In a collaborative effort with the Bureau of Workers' Compensation and the City's MCO, workers' compensation claims have been strategically managed to reduce the number of days lost from work. These efforts, coupled with transitional work accommodations, resulted in 12,586 fewer days lost due to injury in 2008 than in 2007. Employee Benefits continues to work with various departments on the Transitional Work Duty program.

Risk Management participated in additional workers' compensation cost saving programs which resulted in refunds from BWC of \$1,361,186.45 in 2008 (including the early payment discount). These programs include: Participation in the Handicap Reimbursement program; Subrogation of BWC claims; and protests of inaccurate claims rating analysis performed by BWC.

Risk Management continued its participation in the BWC Retrospective Rating Program in 2008.

Risk Management has participated in the BWC Retrospective Rating Program since January 1, 2006. This cost savings program has resulted in a savings of \$50,552,003.48 for the 3 year period. The Retrospective Rating Program is an alternative rating plan that allows the City to assume a portion of risk (workers' compensation claims cost) in exchange for a possible reduction in premium.

The Employee Benefits section continues its initiatives on the "Healthy Columbus" Program.

The Citywide wellness and disease management program promotes a healthy lifestyle with all employees and their families and provides education to reduce health risk factors and assist in reducing the City's health care costs. Several programs were conducted in 2008 including: Yoga classes; a Citywide walking program; flu shot clinics, a Diabetes and Pre-Diabetes Management program and the "Lose and Win" weight loss competition.

The Employee Benefits section conducted a formal bid process for its health insurance benefits including medical and prescription drug insurance administration in 2008. United Health Care was retained as the City's Third Party Administrator for both lines of insurance. The Employee Benefits/Risk Management program area conducted a Health Insurance Dependent Verification Audit on all employees with family coverage (6,030 employees and 14,490 dependents) in 2008. The audit resulted in the removal of many dependents and we expect to see future savings in health care costs as a result.

The Citywide Employee Health Fairs were held in May and November, with increased wellness and health screenings and services being offered. In an effort to increase the availability of flu vaccinations to all city employees and their family members, flu shot clinics were conducted throughout the City. Flu shot vouchers were also available, at no cost, to all city employees and family members (over the age of 4) at participating Kroger pharmacies. An annual benefits fair was conducted during 2008, with increased employee participation totaling 1254. EBRM was an active participant in the Citywide Human Resources Conference held in October 2008.

Equal Employment Opportunity

In 2008, the City Equal Employment Opportunity Office continued to respond to EEO related inquiries and complaints on a timely basis and achieved its goal of effectively resolving them at the lowest levels possible. The EEO Office conducted training sessions on EEO-related topics for both supervisors and employees and the training provided was consistently highly-rated by attendees. As a result of these and other proactive measures, there were fewer than estimated significant or substantive EEO complaints received during the past year. Also, during the 2008 calendar year, the EEO Office conducted a survey of all City employees to meet the requirement of the U.S. Department of Justice, that every City employee self-disclose his or her gender and ethnic identity.

The EEO Office also produced a highly acclaimed Black History Month Celebration for the year 2008, featuring the "African Footprint" dance troupe theatre production.

Training and Employee Development

Citywide Training and Development Center of Excellence (CTDCE) is committed to offering quality courses to City employees that are cost effective to the City while helping improve employee performance and, ultimately, service delivery to the citizens. In 2008, CTDCE offered over 407

classes in 12 different topic areas. The 6,826 attendees to City classes included City of Columbus employees from every department. Enterprise (external COC customers) activity concentrated mostly on partnerships such as the one established between Columbus City Schools (CCS) and S.A.V.E. (Strategies Against Violence Everywhere).

CTDCE offered Somali and Hispanic culture classes along with Spanish Language instruction to improve communication with our New American population within Columbus. These courses are examples of trainings resulting from our established partnership relationships with Columbus City Schools, Columbus State Community College, The Columbus Housing Partnership, Optum Division of United Health Care, etc. to provide various supplemental trainings to employees such as GED, management classes, and information to help first time homebuyers. The City's Employee Assistance Program (EAP) provides ongoing training in communication and employee relation skills via the CTDCE course offerings.

Major day-to-day activity concentrated on the impending CHRIS implementation, introducing CTDCE's customer to the "re-branded" CTDCE, and maintaining regular training and development deliverables. In addition to regularly scheduled classes in Frontline Supervision, Leadership-Management, Sexual Harassment, and Violence in the Workplace, CTDCE offers over 100 different courses such as CPR/First Aid, Defensive Driving and retirement planning.

Pre-established partnerships with several colleges and universities in the Columbus area were maintained in order to mentor young professionals in the Human Resources and Organizational Development fields. Students were afforded opportunities to intern and/or participate in one-time class activities that avail "real-life" experiences faced by the Training and Development professional.

Employee Resources

The Department of Human Resources, Employee Resources section, is responsible for the Citywide coordination of the Operation Feed and Combined Charitable Campaigns. In 2008, City of Columbus employees donated over \$190,000 to the Combined Charities Campaign and for the second year in a row exceeded all records in contributing 124,000 meals to the Mid-Ohio Food Bank.

In furtherance of the strategic recruitment and retention initiative recommendations, the Employee Resources section attended 23 strategically focused job fairs in the first half of 2008. The effort included attending more college and university career fairs in order to attract diverse qualified candidates to help assure that Columbus remains the best place to live, work and raise a family.

During the 2008 Employee Recognition Program 1,425 employees were recognized for longevity and hundreds of additional individuals were recognized for safety initiatives, cost saving ideas, Skills Development, and the Mayor's Award of Excellence.

This section also kept employees abreast of the latest resources, discounts, activities and events available to them by way of paycheck stuffers, memos, posters, citywide voicemails, e-mails, newsletter articles and mailings.

Compensation Management

The Compensation Management Section of the Department of Human Resources is responsible for the development, implementation and administration of compensation policies, procedures and strategies that promote the development of a fair equitable and market driven compensation management systems. In addition, it is also responsible for developing and managing effective individual performance management programs.

During 2009, the Compensation Management Program area served as the functional lead for the Columbus Human Resources Information System (CHRIS) project. The project is a \$2.6 million collaborative effort between HR, Civil Service, DoT and the City Auditor aimed at integrating critical functions in each of the referenced departments in a single system to achieve greater efficiencies.

RECREATION AND PARKS DEPARTMENT
2008 ANNUAL REPORT

2008 INTRODUCTION TO COLUMBUS RECREATION AND PARKS

The Columbus Recreation and Parks Department works to create and maintain enjoyable, safe and healthy lifestyles to enrich the lives of our citizens. The department also promotes the preservation and wise use of natural resources as well as the enhancement of the local economy through parks, recreation programs, and special events. All of this is accomplished through the department's vision to provide leisure opportunities for all, which means something for everyone...naturally.

ADMINISTRATION DIVISION

Central Ohio Area Agency on Aging

The Central Ohio Area Agency on Aging (COAAA) provided health and social services to older adults and families throughout an eight-county area. Some of those services included assisting 2,925 participants enrolled in the state's PASSPORT program, and serving 35,500 people through Older Americans Act programs via 215 local organizations. COAAA also recruited eight assisted living facilities for a total of 17 to provide services in the Medicaid Assisted Living Waiver program to which 120 people are now enrolled, helped Union County pass their first local senior levy, and worked with LifeCare Alliance to administer the \$172,460 Senior Farmers Market coupon program which served 4,663 people in six Central Ohio counties.

Partnering with WOSU and LifeCare Alliance, COAAA provided 600 DTV television converter boxes to at-risk seniors. The agency also gave a grant to the Pickaway Senior Center to purchase tracking equipment and train staff to rescue individuals with Alzheimer's or other mental disabilities, implemented a volunteer program to assist seniors with the Benefits Link program, made gifts available to 340 older adults during the holiday season, and offered Medicare Part D prescription education, enrollment and/or problem resolution to 2,742 people.

In addition, COAAA hosted the 33rd "Ohio Senior Hall of Fame" ceremony, provided 30 CEU trainings as well as 250 health prevention presentations, held a Caregiver Expo for 550 people from seven counties, and supplied emergency food support to seniors in Franklin and Licking Counties as a result of Hurricane Ike.

Development

The Development Section had another successful year in promoting opportunities through its volunteer efforts. In 2008, citizens provided 22,469 volunteer instances for a total of 160,098 volunteer hours at a value of \$3,005,055, which is equivalent to the cost of an extra 77 full-time employees.

In addition, the section tracked, obtained, and/or assisted in the receipt of \$538,673 in sponsorships and \$1,299,000 in grants. Development also coordinated 331 park cleanups for a contribution of over 13,188 volunteer hours at a value of \$247,539, and recruited 201 high school student volunteers in our Columbus Kids Care Program who worked at our special events and in our recreation centers, golf courses, and in the Therapeutic Recreation Section, as well as at the Davis Youth Performing Arts Center.

The Development Section also raised \$48,000 for the P.L.A.Y. (Private Leisure Assistance for Youth) endowment fund to provide scholarships to children from low-income families to participate in a variety of our fee-based activities, and dispersed \$64,322 in P.L.A.Y. grants to 7,897 participants. The section also produced the community recreation summer brochure, provided graphic and design work for the entire department, and wrote and edited the department's monthly employee newsletter.

Fiscal

In 2008, the Fiscal Section worked with the department to put forth a 2009 budget that minimized the loss of full-time positions and direct services to the public as much as possible. However, it was an extremely difficult budget process with the loss of 84 full-time positions and a total of \$4.3 million in reductions.

In addition, the section processed 231 requisitions, 193 solicitations, 2,408 purchase orders, and 14,124 invoices. The section also continued to provide support and customer service for revenue collections, payables, purchasing, legislation, receivables, petty cash, mileage, capital improvement projects and telecommunications.

Golf

During 2008, the Golf Division received \$4,747,296 in revenues and there were 247,971 rounds of golf played at the department's seven courses.

Capital improvements included new roof installations at the Walnut Hill maintenance building and Champions pump house building, cart path overlay repairs at Turnberry and Champions, irrigation central control redesign and installation at Raymond Memorial, connection of water and sewer lines to the external concession building at Turnberry., re-pavement of the Mentel Memorial parking lot, installation of new window curtains at Airport in the clubhouse, replacement of overhead garage doors at the Raymond Memorial maintenance building as well as those at the Turnberry clubhouse and maintenance building, replacement of the ice machine in the Walnut Hill clubhouse, replacement of the chain link fence at Raymond Memorial on the fourth hole, and the purchase of golf course maintenance equipment.

The Golf Division also hosted 160 junior golfers who played 922 rounds of golf in 11 events as part of the “Greater Columbus Junior Tournament Series”, 82 men played in the “Greater Columbus Men’s Amateur Championship”, 60 women participated in the “Greater Columbus Women’s Amateur Championship”, and 53 players took part in the “Greater Columbus Senior Tournament Championship”.

In addition, the division created an external committee to review the operations of the golf office and the seven courses. The recommendations of the committee were 1) to have the city continue to provide public golfing to its citizens but do so as a self-sustaining entity with no reliance on taxpayer dollars, and 2) to have the city explore opportunities to lease or sell two of its seven courses – Champions and Walnut Hill – in order to enhance the revenues annually for the entire Golf Division.

Human Resources

The Human Resources Section provides basic services in the areas of recruiting, hiring, payroll, benefits and contract administration, grievance resolution, disciplinary action, training, occupational safety, and accident and claim investigations.

Throughout 2008, the section assisted the department lay off seven full-time employees and worked with 21 employees who chose to retire as part of the city’s departure incentive package.

However, Human Resources did hire 155 seasonal employees on behalf of the department, while also handling their other responsibilities that included processing and tracking 59 injury leave requests and workers’ compensation claims, along with 12 disability leave submissions. The section was also heavily involved with contractual bargaining with both the AFSCME and CMAGE unions.

Planning & Design

The Planning and Design Section works to provide efficient use of capital funding for the acquisition and development of park space and trails, as well as the building and renovation of recreational facilities when appropriate.

During 2008, the section continued to work with the Columbus Downtown Development Corporation on the development of the Scioto Mile including the reformation of Civic Center Drive, and plans for Bicentennial Park as well as the additions of special event space and trails on the west bank. Playground improvements included Whetstone Recreation Center, and design plans for Carriage Place Recreation Center’s playground and one for the Milo Grogan community on St. Clair Ave.

The section also worked to develop a small dog area in Wheeler Park, created new parks at Crawford Farms, Lehman Estates and one in the Harrison West neighborhood, redesigned Pingue and Alkire Woods Parks, renovated Karns, Weinland and Italian Village Parks, installed a boardwalk in Somerset Park, made improvements to Goodale Park, generated a master plan for Livingston Park, updated several of the department’s outdoor pools, added security cameras at 12 recreation centers, demolished the former Barber Roselea Senior Center, and partnered with The Ohio State University and the Greater Columbus Rowing Association to design a new boating facility on the west bank of Griggs Reservoir.

Greenways design development included the Scioto Hilltop connector, the Scioto Trail from Riverside Ave. to Fifth Ave., the Blendon Woods connector, Alum Creek Trail from Ohio Dominican University to Innis Park, the trail on the Goodale St. bridge as well as the Henderson Rd. bridge and the one on Dodridge St. Installation of way finding signs also took place in 2008 in conjunction with suburban partners and Metro Parks on the Alum Creek and Olentangy Trails. In addition, the Broadmeadows bridge connecting East Clintonville to the Olentangy Trail was completed and dedicated in May.

Relative to the Mayor’s “Green Initiative”, the section incorporated recycling goals in specifications for contract work, planted a green roof on the newly renovated Whetstone Recreation Center, worked with the Columbus Rose Foundation on the completion of the Earthkind Rose Garden, created rain gardens in Iuka Park, and installed a well in the pond at Goodale Park to remove it from city water service.

Other accomplishments for Planning and Design were the coordination of the move of administrative offices from the department's offices located at 420 W. Whittier and 200 Greenlawn Ave. to the new Jerry Hammond Government Center at 1111 E. Broad St., and the renovation of warehouse and office space for the headquarters of the department's Park and Building Maintenance Sections, as well as the Forestry and Warehouse Sections.

Planning and Design also acquired 186.42 acres on behalf of the department, reviewed 72 rezoning cases, inspected 322 properties, identified 111 encroachments on city land, and partnered with various county sheriff departments regarding illegal dumping.

PARKS DIVISION

Building & Park Maintenance, and Forestry & Horticulture

For the most part, 2008 was a fairly normal year until Hurricane Ike blew through Columbus in mid-September with its 75 miles-per-hour winds. There were downed power lines and extensive tree damage throughout the city that impacted houses and cars and obstructed alleys, sidewalks and streets. Forestry crews teamed with staff from the department's Building and Park Maintenance Sections, as well as employees from the city's Division of Sewers and Drains, Transportation, Refuse, Fire, and Power and Water in addition to Metro Parks to clear streets, sidewalks and homes of tree damage. Clean-up efforts with the assistance of volunteers in Columbus parks immediately followed but took three months to complete that effort.

Building and Park Maintenance staff worked throughout the year on snow and ice removal especially after the blizzard in March, supported the Mayor's "Neighborhood Pride" program, installed docks at Griggs, Hoover and O'Shaughnessy Reservoirs, participated in the annual city employee volunteer clean-up campaign that took place in and around Weinland Park, worked with volunteers regarding beautification efforts and numerous park cleanups throughout the city, and assisted many special events.

For the 29th consecutive year, the department received the national "Tree City Award" from the National Arbor Day Foundation, celebrated "Arbor Day" by adding 18 new trees at the department's new administrative office building located at 1111 E. Broad St., planted 2,800 trees on neighborhood streets and in parks as part of Mayor Coleman's "Green Initiative", and coordinated plantings with volunteers at Bicentennial, Schiller, Frank Fetch, Topiary Garden and Goodale Parks.

Natural Resources

The Natural Resources Section partnered with the Friends of Alum Creek and Tributaries in the removal of two low head dams on Alum Creeks – one near Academy/Wolfe Park and the other next to Nelson Park – to improve water quality and for safety purposes.

The section also created two crushed stone walking paths at Big Run Park funded through a \$48,688 NatureWorks grant, and received a \$15,000 grant from the Reinberger Foundation to work toward completing the boardwalk at Hayden Falls. In addition, a \$65,667 Wildlife Habitat Incentive Program grant was awarded and used to improve the Alum Creek riparian corridor from Nelson to Academy/Wolfe Parks, as well as a \$28,476 NatureWorks grant to construct a crushed stone trail through a portion of the Woodward Park Nature Preserve 2009.

Other work by the Natural Resources Section included partnering with COSI, Franklin County Soil and Water Conservation District, the Friends of the Scioto River and the city's Department of Public Utilities to install an educational rain garden at the entrance to COSI, planting 1,400 native saplings with 130 volunteers from Battelle Memorial Institute in Clinton-Como Park, working with nearly 800 volunteers throughout the year for a total of 3,189 hours removing invasive plants and maintaining prairies in the parks, removing graffiti along the walls of Hayden Falls Park, and constructing a second Osprey nesting platform at Hoover Nature Preserve.

Permits

In charge of rental facilities for the department including shelter houses, athletic complexes, and the marinas at the city's three reservoirs as well as issuing special park activity permits and street closures, the Permits Section accomplished many tasks in 2008. Through outside contractors, they had a dock at Redbank Marina replaced, gym divider curtains at the athletic complexes repaired, and had the brick plaza at North Bank Park fixed. Internally, the section successfully stripped and waxed the floors at Big Walnut, Westgate, Whetstone, Antrim, Goodale, Wolfe and Big Run shelter houses, resurfaced the gym floors at Cleo Dumaree,

Bill McDonald and Berliner athletic complexes, offered marina cleaning services once a week for public dock customers, and improved the boat staking areas by clearing brush and painting the stakes.

The section also generated more than \$100,000 in revenues from the rental of the North Bank Pavilion and another \$85,000 from area high schools and private groups needing extended rental time at the athletic complexes, effectively conducted the public boat dock lottery, maintained the tennis court reservations, worked with the city's Division of Power and Water and the Division of Police on waterway issues, and provided rental services at nine enclosed shelter houses, five athletic complexes, and four marinas serving hundreds of thousands customers.

RECREATION DIVISION

Arts

The Cultural Arts Center had a successful season with 10 main hall and 12 loft gallery exhibitions, 348 art classes for 3,400 students, the "Conversations and Coffee" lecture series with an average of 35 people attending each week, six receptions, recognition by the Association for the Developmentally Disabled for exemplary performance while working with the association's groups, and receipt of the Ohio Designer Craftsman Award of Excellence for 30 years of exceptional service to the Columbus community. Related to those 30 years of service, the center celebrated its 30th anniversary with an event that included an open house, art demonstrations, silent and live auctions, and entertainment for 825 people and 87 volunteers in which \$24,000 was raised to benefit the center.

The Columbus Youth Performing Arts Center produced seven main stage shows ranging from a classic Italian comedy titled "Isabella e la Bestia", one of the oldest Greek plays called "Antigone", the Pulitzer prize winner "The Skin of our Teeth", to the classic fairy tale "Charlie and the Chocolate Factory." The center also created an original production titled "Bunraku Snow White and the Seven Dwarfs" based on the ancient Japanese style of Bunraku puppet theatre, formed partnerships with the Thiossane Institute of West African Dance as well as the Actors Theatre of Columbus, and received a \$24,000 donation of lighting dimmers from SOS Video Productions. In addition, the center also created a new musical theatre ensemble called D3 to allow youth to learn the art of musical theatre, continued work with the Columbus Youth Jazz Orchestra, held the center's first "Davis Unplugged Concert" for young composers, produced "Seussical the Musical", and worked with the Theater Junge Generation group in Dresden, Germany on a collaborative project in which three teens from Columbus flew to Dresden to act in an English-speaking play written as part of the New Connections Playwriting Festival through the Royal National Theatre in London.

Community Recreation

Recreational activities played a big part in helping others through the Community Recreation Section. For example, the section successfully completed the 11th annual "Empty Bowls" project raising \$12,000 for the Mid-Ohio Food Bank, held Camp HOPE (Helping Our youth excel through Positive Experiences) at Holton Recreation Center in partnership with the 4H organization, directed the Summer Food Program at 190 sites throughout the city, worked with the Friends of Westgate Park, the Columbus Foundation and Scotts Miracle Grow to create pocket garden projects in the park, and obtained \$60,000 from the Cincinnati Reds Foundation for baseball/softball diamond improvements including clay, signage and benches at various park sites throughout the city.

Community Recreation's other highlights included coordinating the annual "Fall Harvest Jamboree" at Smith Farm to provide urban families with an opportunity to experience farm life, celebrating the wins of Vanessa Jackson from Thompson Recreation Center at the National Women's Boxing Championship, the Pan Am Games in Trinidad and the Women's World Boxing Champions in Ningbo City, China, the victory of eight-year-old Lennox Wolak at the World Judo Championship in Orlando, Florida, and Thompson Recreation Center's boxing coach – William Reeves – who was named coach of the National Golden Gloves Boxing Team. In addition, Community Recreation named its youth flag football league in honor of the late Bill Willis, and continued to direct two "Hershey track and Field Meets", organize the "State Fair Boxing Show", manage the "MLB Pitch, Hit and Run" local and sectional competitions as well as the "NFL Punt, Pass and Kick" championships, and to offer citywide competitions in basketball, gymnastics, wrestling, track, boxing, and cheer and dance. Also, 2008 included a late night summer basketball program at four sites, a "4-Day Art and Play" travel playground program, summer camps and fishing activities, taking four youth hockey teams to Detroit for the "Hockey in the Hood" Tournament, and the complete renovation Whetstone Recreation Center.

For older adults, the 50+ section held the annual “Senior Fest” at Franklin Park, line dancing to the delight of more than 150 participants at Gillie, the “Creative Arts Event” at Martin Janis as well as a holiday Columbus Symphony strings concert, the annual “Gram and Gramps” camp at Indian Village Day Camp for young and old alike, and partnered with AARP to provide tax services.

Therapeutic Recreation hosted the “Four Foot Hoops Madness” tournament, partnered with Columbus Public Schools to provide sites for “Special Olympics” basketball, received a grant from USA Paralympics Sports Club, and continued relationships with The Ohio State University to provide practicum opportunities for students studying Adapted Physical Education.

For the first time, the Aquatics Section offered free admission to seven of its outdoor pools during the summer, provided its annual, free “Learn-to-Swim” classes, was home to six area high school swim team programs, one independent swim team and the U.S. Elite Diving program, and unfortunately due to budget reductions, had to close Fairwood, Glenwood and the Indoor Swim Center for the summer season.

Outdoor Education

The Outdoor Education Section provided four summer camps for 1,520 children with the assistance of 207 youth counselors-in-training who volunteered 7,588 hours of their time. The camps included Indian Village with an introduction to nature and outdoor skills such as archery and canoeing, Camp Terra with a focus on science and nature as well as a pre-school program, and a Teen Adventure Camp that provided outdoor activities such as orienteering, kayaking, rock climbing, scuba diving and camping.

The section also conducted three winter camps for 125 kids and 11 youth counselors-in-training, and served another 476 children through several special events such as Parent’s Night Off, Spring Egg-Stravaganza, Spring Clean-Up, What’s in the Night, Family Fishing Festival, Creatures of the Night, and Haunted Overnight.

Special Events

The Special Events Music in the Air program once again successfully coordinated the annual “Festival Latino” and “Jazz & Rib Fest” with a combined attendance of 400,000, and directed two performances downtown in Genoa Park as part of “Rhythm on the River” and two “Family Flicks”, six “Short North Sunday Jazz Concerts” in Goodale Park, and seven “Topiary Garden Concerts” in Deaf School Park to the combined delight of more than 9,000 people. They also contracted with 329 artists including 18 national/international touring groups and 27 local groups, raised \$709,619 through sponsorships and grants, and obtained \$270,841 through in-kind services.

The Special Events Section also maintained two websites in which one was bilingual with a combined 236,612 visits, provided \$27,000 in financial support to nine non-profit organizations for their special events through the department’s Sponsorship Through Partnership program, supported the fifth annual “Columbus International Triathlon and Sports Expo” at Atrim Park for 500 amateur competitors, organized the annual “Holiday Lighting” at City Hall, and processed 51 permit applications for public events.

Sports

The Sports Section hosted 27 weekend tournaments primarily for softball and baseball at Berliner Park including the NSA Girl’s Fast-Pitch Tournament, and the ASA Class D Men’s Slow-Pitch Tournament, increased summer softball league play from 888 teams in 2007 to 895 in 2008, 440 teams in fall softball teams in 2007 to 450 this year, spring volleyball from 58 teams last year to 64 in 2008, doubled the spring football league from 13 teams to 27, and increased fall basketball teams from 96 in 2007 to 100 teams this year. The section also organized the annual “Central Ohio Senior Olympics” for 375 participants, the “Arnold Sports Festival Table Tennis” competition for 250 seniors, and held 12 soccer tournaments and two ultimate Frisbee events including the “Collegiate Ultimate Frisbee Championship” for 80 teams at Spindler Rd. Park, as well as two men’s soccer leagues.

In addition, the Sports Section began offering online league packets so that team captains no longer have to come to the Sports office to receive league information, raised more than \$100,000 in revenues for the department through athletic park permits, continued using “arbitrator.net” to allow officials and scorekeepers to view their schedules and assign themselves to any available opening seven days a week, 24-hours a day, and saw an increase in the number of players using the section’s website to sign up for league play.

**PUBLIC SAFETY DEPARTMENT
2008 ANNUAL REPORT**

DEPARTMENT OF PUBLIC SAFETY 2008 ANNUAL REPORT

The Department of Public Safety manages the operations for the Divisions of Police and Fire and Support Services for the City of Columbus. Its mission is to provide quality dependable public safety services to the citizens of Columbus.

Under the leadership of Mayor Michael B. Coleman and Safety Director Mitchell J. Brown, the Safety Department improved safety services and contributed to making Columbus the best place to live, work and raise a family.

SAFETY DIRECTOR'S OFFICE

Mayor's Strike Force Initiative

Created in 2005, the Police Strike Force puts more officers on the street to prevent and fight crime. This pro-active, aggressive strategy allows police officers to "play offense" to attack crime hot spots, prevent crime and increase our residents' sense of security.

The City increased funding for the 2008 Strike Force, investing \$1.4 million for an 18-week staggered start deployment. Police made 911 on-view arrests (536 for felony crimes and 375 for misdemeanor crimes), took 240 guns off the streets, seized over 80.5 kilos of illegal drugs and confiscated \$286,700 in cash. During the last three years, strike force members have made 3,098 arrests and taken a total of 687 guns off the streets of Columbus.

Several enhancements were made to the 2008 Strike Force. The City invested an additional \$6,000 to allow the mobile data computers in strike force designated police cruisers to function so that police officers could have quick access to records checks and real-time crime data. In addition, School Resource Officers worked with the Strike Force for the second consecutive year, serving outstanding warrants that resulted in 256 felony arrests and 411 misdemeanor arrests that were in addition to the on-view arrests.

The Police Strike Force is a national model for pro-active law enforcement and this innovative anti-crime strategy continues to keep our community safe.

Curfew Program

The Curfew Pilot Program was conducted in collaboration with the YMCA and the Safe Schools Consortium from June 5, 2008 through Aug 24, 2008. The goal of the program was to keep youth and neighborhoods safe by establishing a community standard that youth ages 17 and under need to be home by midnight. The Safety Director and Mayor's offices collaborated with local media, Columbus City Schools and other community groups to conduct several months of public outreach to the community to advise residents of the program. The total cost of the program, including the educational classes offered by the Safe Schools Consortium, was approximately \$68,000. In comparing 2008 crime statistics with the same age group and time period from 2007, Police noted a decrease in aggravated assault, felony larceny, and sexual assault during the period of time the program was in effect.

EMS Billing Contract

The Division of Fire's Emergency Medical Services (EMS) reimbursement program contracted with a new third party vendor in 2008. MED 3000 is responsible for billing, collection, and reporting services associated with the Fire Division's EMS transporting of patients to hospitals. This new vendor has been responsible for an increase in the amount of collections on outstanding accounts.

Ensuring that Columbus is Ready for Any Incident

The Division of Police collaborated with the Division of Fire, the Columbus Health Department, Columbus Public Schools, federal authorities, the military, and other local, county, and state officials on five exercises and other trainings to ensure that they are ready to respond to any emergency incident. Stakeholders trained and held exercises to handle pandemic flu, hazardous materials, disaster response, and terrorism response situations along with ensuring that our schools and children are safe.

Cardiac Arrest Registry System (CARS)

Worked with CARS to standardize cardiac arrest reporting and measure the efficiency, response, and treatment of cardiac arrest patients in the community. Overall the Division of Fire estimates a survival rate nearly double the national average of six percent.

Mobile Command Vehicle is Ready to Go

The mobile command vehicle has been equipped and used for command and control situations. This vehicle was purchased for use during any emergency event and is operated by the Division of Police and the Division of Fire. The vehicle is equipped and personnel are trained to respond anywhere in the State of Ohio and personnel have been trained and are ready to provide support anywhere in Ohio.

Enforcement Expo Showcases the Division of Police

The Division of Police was the host agency for the 2008 Enforcement Expo held at the Columbus Convention Center in August 2008. This expo was held in Columbus for the first time in 2008. The Division of Police partnered with the Ohio Department of Public Safety, the Fraternal Order of Police of Ohio, Inc., the Ohio Attorney General's Office, the Buckeye State Sheriff's Association, the Franklin County Police Chiefs and Sheriff's Association, and many others to make this expo a success. Division of Police personnel were responsible for providing training in some of the workshops and Division equipment was showcased. The event was such a success that the Enforcement Expo will return to Columbus in 2009.

Central Ohio Public Information Network (COPIN)

The Division of Police, the Division of Fire, the City of Upper Arlington and its Fire Division, Columbus Public Health, the Franklin County Board of Health, The Fairfield (Co.) Department of Health, and the Ohio Department of Health collaborated to create the Central Ohio Public Information Network or COPIN. COPIN consists of public information officers and others involved in the distribution of information to the public and its purpose is to help ensure that the public gets the information that it needs in times of disaster or other emergencies and when otherwise necessary. This group will be adding stakeholders and other involved parties in 2009.

City Combats Scrap Metal Theft

Addressing the concerns of neighborhood leaders on the south side and around Columbus, the Administration worked closely with Columbus Police and Councilmember Andrew Ginther to implement software that makes it easier for scrap dealers to track metal sales.

Tornado Warning Sirens

\$200,000 was provided to Franklin County to upgrade approximately twenty tornado sirens in the City of Columbus.

Bricks and Mortar

Fire Station #10

The ribbon cutting for new Fire Station 10 at 1096 W. Broad Street occurred on October 9, 2008 replacing the oldest operating fire station, located in the historic Franklinton neighborhood. FS 10 is the City's first Leadership in Energy and Environmental Design (LEED) Certified construction project that sets a new "Green" standard for all future city capital improvement projects. The City invested \$4.4 million in the single story structure at a size of 21,428 square feet. Fire Fighters and Facility staff worked closely with community members to ensure that the new building fit in with the character of the neighborhood.

Fire Training Center

Mayor Coleman and City officials broke ground for a new Fire Training Center in July 2007. Located behind the Fire Administration building at 3675 Parsons Avenue, the new state-of-the-art facility includes a practical skills building, a burn building, a training tower and a roof simulator. The City's investment of \$8.6 million ensures that fire fighters will be trained to provide the best EMS and Fire Services in America. It is an environmentally "Green" center that uses recycled materials, Indoor Air Quality Management and several other "Green" elements. Dedication is expected to take place in 2009.

Fire Station 2

Replacement of the roof at Fire Station 2, 150 E. Fulton Street was completed in 2008. The renovation of the kitchen and window replacement began in 2008. Completion scheduled for March 2009.

Fire Station 24/Karl Road Police Substation

Legislation was passed by Council to begin roof replacement at Fire Station 2, which is located at 1585 Morse Road. Work is scheduled for completion in June 2009.

OSU Neighborhood Policing Center

A joint facility constructed at 248 E. 11th Avenue will house CPD, OSU Police, Community Crime Patrol and a Neighborhood Pride center was opened and dedicated on October 31, 2008.

Far East Neighborhood Policing Center

This environmentally friendly structure for the 14th Precinct on the Far East side at 2500 Park Crescent Drive was opened and occupied in July 2008. In addition to housing the officers for the precinct, the structure includes community space for meetings and events.

New Substation for the Franklinton Area and Downtown Columbus

A newly renovated substation at 333 W. Town St. was opened in June of 2008 and houses officers assigned to the 8th Precinct who patrol the Franklinton area, and officers assigned to the 16th Precinct who patrol downtown Columbus. Officers from the 8th precinct moved from the Sullivant Avenue substation and for the first time in many years, the substation is physically located on the precinct. Officers from the 16th Precinct moved from a leased building on Nationwide Blvd and the new substation is just across the river from downtown and the primary area of concern for 16 Precinct officers. The building also provides offices for the lieutenants assigned to Patrol Zone 4.

New Heliport

Groundbreaking for the new heliport at 2130 W. Broad St. was held in September 2008 on land that was purchased from the State of Ohio. The new heliport with two hangers is scheduled to be completed in August of 2009.

New Impound Lot in the Construction Bidding Process

Public Safety has completed design and has advertised bids for the construction of the new Impound Lot which will be located on reclaimed land east of I-71 and south of Route 104 off of Hall Road. The new Impound lot is scheduled to be completed in 2010.

New Substation for Precinct 2

A new substation for 2 Precinct at 2077 Parkwood Avenue is nearly complete with occupancy planned for early April 2009. The new substation is located at the site of the Public Records warehouse and occupies a portion of the warehouse.

New Substation for Precinct 1

A new substation for 1 Precinct was completed by renovating the old SWAT facility at 743 W. 3rd Avenue. Officers from 1 Precinct moved in late summer of 2008 from previously leased facilities on Nationwide Blvd. Additional renovations are currently underway at this facility and will be completed by June 2009.

Police Network Storage Computers

Computers for Columbus Police Network storage were replaced in 2008. Police now has greater computer storage capacity for computer files but also a new backup storage computer. Previously the computer storage system was subject to failures and data loss.

New Motorcycle (Traffic) Bureau Facility

The Police Motorcycle unit moved into a new facility at 4211 Groves Road in July 2008. The new facility for the officers and motorcycles was constructed in conjunction with the new Fleet Management maintenance building. The Motorcycle was previously housed in rented space on Nationwide Blvd.

New Strategic Response Building

Public Safety and Asset Management worked together to purchase a building at 1120 Morse Road in June 2008 to house the Strategic Response Bureau (SRB). SRB will move into newly renovated space in March 2009 from previously leased facilities.

Property Room/Crime Lab

Public Safety and Asset Management worked together to purchase an existing building at 724 Woodrow Avenue to house the Police Property Room and Crime Lab. Although design work has not yet begun on the interior renovations, a new roof, HVAC, plumbing, and security work are underway and are to be completed by June 2009.

SWAT and K-9

SWAT and K-9 moved into new facilities in April 2008 on the old Police Academy grounds at 2609 McKinley Avenue.

DIVISION OF POLICE

- Communications Bureau personnel answered 1,488,987 calls, dispatched 730,107 calls for service and wrote an additional 231,892 incidents for self-initiated officer activity. The total number of dispatched calls for service was lower as compared to 764,471 in 2007. This is partially due to new policies whereby citizens were required to file their reports over the telephone in certain circumstances.
- A police recruit class of 44 graduated in June 2008.
- A police recruit class of 29 was seated in July 2008.
- Narcotics Bureau personnel worked a number of investigations seizing approximately 7.1 million dollars in cash and numerous variations of drugs with the street value of approximately 30.6 million dollars.
- The Columbus Division of Police received its 4th accreditation award from the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA)
- Received delivery of 109 new cruisers, 3 motorcycles, 1 raid van, 3 Homeland Security Response vehicles, 30 new unmarked sedans, and 10 used unmarked vehicles.
- Received delivery of 18 new Prisoner Transport Vehicles (PTV's) ordered in 2007.
- Police took delivery of two Skywatch Surveillance towers in 2008. These towers utilize multiple cameras and microwave video transmission to act as a force multiplier at festivals, sporting events, emergency situations, or other large scale operations.

DIVISION OF FIRE

- The Division of Fire is close to bringing TeleStaff on line, using software to improve the effectiveness of staffing assignments in lieu of paper and pencil system.
- Helped the Department of Public Safety successfully solicit Request for Proposals (RFP's) for a new Computer Aided Dispatching (CAD) system. The project is scheduled for implementation beginning in 2009.
- Took delivery of thirty-five (35) pieces of new apparatus and medic vehicles in 2008, including four (4) ladders, eight (8) engines, twenty-two (22) medics, one Bomb Response vehicle, and one (1) air supply vehicle. Awaiting delivery of seven additional engines ordered in 2008 and expected for delivery in May 2009.
- Received five new rescue boats.
- Worked with the Department of Development to initiate a vacant building identification program.
- Locution Systems, Inc. installed an automated station alerting system for CAD.
- The distance learning program was readied for implementation in early 2009.
- Graduated a recruit class of 34 Fire Fighters in September 2008.
- Investigated 325 incendiary fires, making 76 arrests.

DIVISION OF SUPPORT SERVICES

- Completed the programming and distribution of 745 new 800 MHz "Interoperable Radios" for those first responder agencies within the Metropolitan Statistical Area (MSA).
- Administered the "Data Sharing Initiative Grant" from COPS \$6.22 million.
- Completed the Fire Apparatus and Vehicle Data Computer Replacement Program (130 units)
- Replaced all Fire Stations "Call Alert System". This new technology will transmit more vital information to the dispatched stations responding to an emergency call. More detailed audio and visual information will be available to those first responders who will be responding to emergency calls from the public.
- Completed upgrading of a new "Remote Monitoring System" for our seven communications tower sites located throughout Franklin County. This new system will monitor critical data which is necessary in having a reliable radio communication system for our first responders within the MSA.
- Purchased and installed a new helicopter downlink receiver for the Police Emergency Operations Center (EOC) and the Communications Emergency Response Vehicle.
- Completed installation of the telephone, data, and Fire PA equipment to Fire Station 10.
- Completed installation of the telephone and data for the new Columbus Police Sub Stations on W. Town Street, Park Crescent Drive, and 11th Avenue.
- Installed telephone, data and PA system in the new Police K-9 Building
- Added new voicemail system to police headquarters. (1,200 voicemail boxes)
- Upgraded and added new Power 911 and Power Mapping software to the Columbus 911 Dispatching System.
- Completed the installation of 100 billing Tablet Computers to front line Fire apparatus.

**PUBLIC SERVICE DEPARTMENT
2008 ANNUAL REPORT**

**Department of Public Service
Director's Office
2008 Annual Report**

The Department of Public Service consists of three Divisions – Parking Violations Bureau, Refuse Collection and Transportation – and the Director's Office, which guides the overall Department and its 864 employees. The Office directs a number of programs, including the 311 Call Center, the Office of Support Services, Human Resource and Fiscal functions, and Paving the Way.

311 Service Center

- The Service Center received 261,811 phone calls and achieved goal or better for all performance metrics;
- Of this number, 96% were answered (this is an improvement over 2007 in which just 92% of all calls received were answered);
- 186,650 Service Requests were created. Of these, almost 20% were initiated online, which is an improvement from 16% in 2007;
- Of the 186,650 Service Requests, 43% were requests for BULK pickup. Additionally, 11% were for Code Enforcement, while another 9% were for Transportation (a large portion of these were pothole requests);
- The combined number of calls answered and SR's created increased by more than 3,000 from 2007, due to an increase in Service Center efficiencies and the public's use of the website to initiate SR's;
- To improve effectiveness, the Service Center modified its hours of operation in January 2008 to close at 8pm instead of 1am. Four 311 agents that worked 4pm to 1am were reassigned to work 11am to 8pm. The change was designed to allow the Service Center to handle more calls, with less wait time, during the peak hours of 11am-4pm. Call volumes were historically low after 8pm so shifting resources to earlier hours has had a positive impact on the overall ability of the Service Center to respond to citizens' needs more quickly;
- The Service Center took another step in September 2008 to improve efficiencies by eliminating Saturday hours. Four 311 agents were reallocated from Saturday to Monday, since Mondays historically account for approximately 30% of the entire call volume. In comparing the cost per transaction between Saturdays and Mondays, there is a projected annual savings from this change of almost \$27,000;
- In June 2008, all agents were relocated from two separate locations, at 2100 Alum Creek and 50 W Gay St, to a single location at 1111 E Broad Street;

Office of Support Services was created in October 2008 to handle fiscal, legislative, contracting, performance management, claims and IT functions.

- Funds left over from old construction projects are being identified and used to finance new projects. By aggressively closing out completed projects and assigning unused funds to other projects, the Department is stretching dollars and starting projects that previously would not have started until passage of the next bond issue.

Safety

- Increased transitional return-to-work days Department wide by 67%, from 1,466 days in 2007 to 2,453 days in 2008, while reducing the number of days away from work per lost workday injury case from 36 days/case to 26 days/case – a 28 % decrease.
- Reduced injury leave costs from \$ 332,038 to \$279,426 – a 16% reduction.

Paving the Way Road Construction Information Program

- Expanding territory for road-construction information; now providing updates for the largest projects in the six counties adjacent to Franklin.
- Held its seventh annual Central Ohio Road Projects Conference in direct response to calls for better coordination during the Mayor's Congestion Summit in 2001; jurisdictions from throughout

the county shared information, coordinated construction and maintenance of traffic detours and worked through other issues;

- Maintained a website that was updated daily; PTW website continues to be the second most linked-to site in central Ohio (Ohio State is the first).

**Public Service Department
Refuse Collection Division
2008 Annual Report**

The Refuse Collection Division provides weekly residential solid-waste collection services to approximately 329,000 households and administers programs for waste reduction, recycling, litter prevention and volunteer litter cleanups

- The Refuse Collection Division disposed of 322,080 tons of municipal solid waste, which represents a 1.65% decrease from 2007. Through recycling programs, 17,831.76 tons of recycling, 42,182.65 tons of yard waste, and 145.29 tons of household hazardous waste were diverted from the landfill in 2008. This combined total of 60,159.70 tons represents 15.74% of the city's residential waste stream that was diverted from the landfill in 2008. This represents a 15.52% decrease from 2007. The combined total waste stream for 2008 was 382,240 tons.
- There were 2,783 dead animals (916 domestic and 1,867 wild) collected in 2008.
- The division's Safety personnel assisted with Household Hazardous Waste Collection events at three collection points held at each transfer station. Coordination with Columbus Police, Solid Waste Authority of Central Ohio, Traffic Engineering and Refuse Collection Division led to the successful diversion of 71 tons (141,426 pounds) of hazardous material from the Franklin County Landfill.
- Keep Columbus Beautiful received three national awards from Keep America Beautiful:
Beautification 1st Place – in the Government Agency category
President's Circle Award
National Award for Outstanding Sponsor Support
- In 2008, KCB:
 - Organized 397 volunteer litter cleanups, using 6,983 volunteers, who contributed 19,308 volunteer hours and collected 302,904 pounds/151 tons (10,097 bags) of litter
 - Organized 4 volunteer graffiti paint-overs on private property
 - Supervised 21 community service worker cleanups, where 143 workers collected 25 tons of litter
 - Continued its partnership with Neighborhood Pride by recruiting and coordinating 246 volunteers (working 673 hours) in 13 events (litter cleanups, graffiti paint-over, and beautification projects) within the Pride areas. Volunteers collected 323 bags/5 tons (9,966 pounds) of litter and debris in the Pride areas.

DEPARTMENT OF TECHNOLOGY
2008 ANNUAL REPORT

Department of Technology
2008 Annual Report to Columbus City Council

MISSION STATEMENT

The Department of Technology will leverage technology to make Columbus the best-performing municipality in the Mid-West. The Department of Technology (DoT) supports the local government information infrastructure to promote the delivery of exceptional customer service, increased efficiency and the achievement of peak performance by:

- providing and sustaining uninterrupted, secure, and reliable information systems;
- developing and instituting information management policy and procedures; and
- ensuring digital equity to eliminate the digital divide that exists in city government and in our communities

DoT achieves this through the:

- maintenance of the city's information management systems;
- development and management of the city's network;
- provision of citywide telephone support services (including cell phones and pagers);
- design and maintenance of the city's website (www.columbus.gov);
- desktop computer support;
- operation of public, educational, and government access television channels; and
- support of the City of Columbus 311 Call Center

2009 Planned Activities – Mayoral Initiatives

The following Mayoral Initiatives will be completed by the Department over the course of the year. These initiatives are categorized by Columbus Covenant Goal.

Customer Service

E-Government

DoT will continue to offer inter- and intranet services, thus providing local citizenry with increased access to local government services and information. In 2009, DoT plans to work with city departments to help them to redesign their web presence and to assist them in the migration of their content into a new content management system. DoT will therefore continue to support city departments in their efforts to reach out to their customers via the internet.

WASIMS Upgrade Banner Implementation

Working with the Department of Public Utilities and Indus, continue the implementation of the latest version of their “Banner” software package which provides billing and customer service functions to DPU. The Division of Power and Water will also convert their obsolete electricity billing system to this system which will centralize billing in the Water and Sewer Information Management System (WASIMS) thus reducing risk and increasing cost savings to the City.

Mail Inserter Acquisition

Deploy newly purchased inserter equipment in the newly renovated data center replacing old, obsolete equipment increasing-distribution of envelope mailing service levels. The City annually mails 1.5 million water bills and 234 thousand quarterly tax statements each year. The new equipment will ensure the timeliness of these mailings and the resultant revenues that are received by the City.

Neighborhoods

Accela Upgrade

Support the Accela “One-Stop-Shop” permitting center system versions 6.6 and 6.7 upgrades. These upgrades will integrate and build upon the City’s Geographical Information System (GIS), the City’s 311 system, and a common City wide telephone service system. With the implementation of these upgrades, additional services for mobile computing will be introduced allowing City personnel who work in field locations to perform their duties at remote locations. This will provide significant cost savings in personnel time and fleet fuel costs.

Home Again (Vacant Housing) Application

DoT will continue to work on the enhancement to Home Again application. The project focus is to deliver both a reporting mechanism and a web based application to track data from vacant housing, Affordable Housing and Columbus Housing partnership, Roof Repair Plus, demolition activity of Code Enforcement office and building permit activity.

Safety

CADD Implementation Support

DoT will partner with the department of Public Safety to assist in the implementation of a new computer-aided dispatching system (CADD) which is critical to the efficient dispatching of the City’s first responders in emergency situations.

Distance Learning Implementation

The department is working with the Division of Fire to implement a new distance learning facility within each Fire station. When implemented, this system will enable individual fire fighters to take annual mandatory courses in order to maintain their life saving certifications at their individual firehouse via the Internet. By doing so, the division has estimated the annual overtime savings at approximately one million dollars.

Speed Trailer Application

Continue the Speed Trailer application enhancement began in late 2008. This project allows better reporting, tracking and placement of speed trailers throughout our city.

Economic Development

Citywide Network Connectivity Plan

Continue to refine the development of and implement portions of a Citywide Connectivity Plan that will outline the most efficient means by which to connect, for data exchange and telephone voice traffic, to city facilities. Continue researching and implementing wireless/fiber optic/broadband network technology, integrating it with the overall City network if practical. Next, the department will use the information from this plan to determine the extent to which connectivity can be used as an incentive for economic development. DoT will submit applications for funding through the Federal Stimulus Plan to supplement our CIP connectivity budget.

Peak Performance

Implementation of Lawson Payroll and Human Resources System (CHRIS)

The Department of Technology is partnering with the Auditor's Office and several other City Agencies on the implementation of a new state-of-the-art payroll and human resource system (CHRIS). DoT will continue to partner with these stakeholders to implement the system according to schedules that were established during the planning phase of this initiative.

Automated Capital Improvement Budget Implementation

Continue to partner with the Finance and Asset Management Department to complete the development of the standard citywide system for gathering, analyzing, and publishing the City's Capital Improvement Budget and (CIB). This system will eventually be capable of publishing information on the Internet for all residents to view.

Information Technology Disaster Recovery Planning

Build and deploy phase II of the information technology disaster recovery center for the purpose of providing a location to reconstitute mission critical applications in the event the citywide data center is compromised. DoT will partner to the extent possible with other City departments to gain economies of scale with the co-location of other City departments disaster recovery sites at this primary site.

VOIP Implementation

The department Centrex replacement project will continue the migration efforts of the city's central telephone switching system (Centrex), provided by AT&T, to a converged voice and data solution, voice over internet protocol (VOIP). This will take advantage of the city's current data network infrastructure investment, providing the latest technological advancements that will allow the city to dramatically reduce telephone line costs while providing enhanced telephony service.

Graphical Information System (GIS) Initiative

The Department will continue to expand its geographic information system (GIS) capabilities with a greater focus on assisting city agencies to integrate graphical information from the GIS Central Repository. This repository contains the underlying geographic location information (e.g. street center lines, building & parcel locations), which is or will be utilized by many key City mission critical applications such as the Computer Aided Dispatch (CADD), 311 Customer, Accela One-Stop-Shop and the Water and Sewer Information Management Systems (WASIMS). Additionally, we are planning to complete the upgrade of GIS to GIS Server (a.k.a. GIS Dashboard).

Information Security Initiatives

DoT will expand its security initiatives to maintain compliance with industry standards and Federal requirements and regulations in the areas of Enterprise policy, intrusion detection and prevention systems, and annual vulnerability assessments.

IT Strategic Planning and Chargeback System Replacement

DoT will continue existing consultant engagements to facilitate the on-going updating and maintenance of the information technology strategic plan which provides a framework and direction for the City's information technology function for the next several years. This plan includes the continual improvement of the information technology chargeback billing application that facilitates the efficient chargeback of information technology costs to the appropriate City Department.

2008 Accomplishments

The following list outlines the major initiatives that were successfully completed in the year just past. The initiatives are categorized by Columbus Covenant Goals.

Customer Service

E-Government (government through electronic media)

Columbus continues to place more services online for citizens to access. The following number of transactions and payments were processed through the Internet:

Business Process	Number of Transactions	Dollar Amount
Water Payments	109,591	\$17,247,071
Income Tax	24,798	\$63,527,777
Parking Violations	54,941	\$2,194,576
Total	189,330	\$82,969,424

The number of total transactions in 2008 increased by 20,897 and the total dollar amount paid online increased by \$5,806,887 over 2007. DoT was also engaged in migrating departmental websites from an old content management software (IUpload – which was going out of support by the vendor) into a more modern and feature-rich content management environment, Ektron. The following departmental web sites have been successfully moved to the new content management environment: City Auditor, Columbus.gov, Directory.columbus.gov (Phone directory), Technology, Finance, Mayor, City Council, City Treasurer, Education, Small Business Forum, and Income Tax.

Cable Television & Media Services Accomplishments

Media Services provided the following services/programs throughout 2008:

- Emergency information to the residents of Columbus during the September 2008 Windstorm by airing live coverage of Mayor Coleman's daily updates.
- Responded to other news events with complete coverage of press conferences such as those regarding developments with NetJets, the Streetcar proposal, Scioto Mile, the Sale of Cooper Stadium, the Mayor's Summer Strike Force, River South Groundbreaking, and Lazarus Renovation Phase III, as well as the 2009 Proposed Budget.
- Partnered in the City's Curfew Initiative by airing curfew reminders each night at 11pm during the summer months. Also covered two Roundtable discussions regarding the Curfew Initiative.
- Partnered with City agencies in producing and airing various other public service announcements such as Cooling Down during hot summer months, properly disposing of cooking oil at holiday time, and wearing bike helmets and MRSA information.
- Worked with the 2012 Initiative by producing a promotional open to air at the Citizen Summit which we also covered.
- Partnered with the Health Department in providing coverage of two of the "Unnatural Causes" Town Meetings.
- Increased programming for Veterans by adding the VA News program produced by the Veterans Administration to the line-up of programs regularly seen on Channel3.
- Hosted two students in the TechColumbus program for the summer creating and producing a special Teen Program with the students.
- Provided intern opportunities to Wright State and Columbus State students and the Columbus Alternative High School.
- Provided video footage for the promotional video that travelled to Israel with Mayor Coleman.
- Aired live coverage of both the "State of the State", the "State of the City", the "City's Black History Event" and the "Martin Luther King Celebration" at Veteran's Memorial.
- Produced 395 hours of original programming in 2008.
- Administered the scheduling and playback of both the government channel and the educational access channel.
- Programmed the Community Bulletin Board.

Mail Inserter Acquisition

In September, 2008, a new Bowe Bell & Howell Enduro VIP was delivered to the Hammond Center facility. This completed a Multi-year process to purchase equipment to replace the 12+ year old mail inserter currently located at City Hall.

Safety

Speed Trailer Application

The Speed Trailer application enhancement began in late 2008. This project allowed better reporting, tracking and placement of speed trailers throughout our city. One new feature was to link and download 311 Service Requests.

Neighborhoods

Home Again (Vacant Housing) Application

The enhancement to Home Again began in late 2008. The project focus is to deliver both a reporting mechanism and a web based application to track data from vacant housing, Affordable Housing and Columbus Housing partnership, Roof Repair Plus, demolition activity of Code Enforcement office and building permit activity.

Peak Performance

311 Enhancements

Continued to support the City's Performance Management Initiative by the implementation of functional enhancements to the 311 Call Center application. Successfully developed an automated interface with Accela, thus reducing duplicate system data entry. Also created a new report to measure days-to-resolution on all service requests which captures actual performance information and provides it to the performance management system thereby providing enhanced reporting capability to senior City leadership.

Citywide Broadband Initiative

DoT continues to refine the development of and implementation portions of a Citywide Connectivity Plan that will outline the most efficient means by which to connect, for data exchange and telephone voice traffic, to city facilities. DoT continues researching and implementing wireless/fiber optic/broadband network technology, integrating it with the overall City network if practical. As a result, DoT implemented fiber expansion to two new City facilities; The Hammond Center and the new Fleet facility (Groves Rd.) As a part of this expansion VOIP and City owned voice mail were implemented thereby reducing outsourced Centrex services and eliminating voice mail costs with Intelliverse. DOT completed the initial Citywide Connectivity plan and is currently planning on purchasing the Columbus Fibernet fiber ring and Downtown conduit system. Future plans are to partner with the City's Transportation Division in the Columbus Traffic Signal System where the City will expand their fiber optic backbone with an additional 85 miles of fiber optic cabling. DoT has also submitted a Broadband/Wireless mesh project for 2009 Stimulus funding that will provide a fiber optic backbone to support a Citywide wireless mesh network and economic development. The wireless mesh network will allow for the transport of IP data Citywide for first responders, interoperability among Local, State, & Federal agencies, deployment of 'smart technologies' such as wireless meter reading, video surveillance data transport capabilities, WiFi, and bridging the digital divide.

Mayor Coleman "Get Green" Initiative

Partnered with the Mayor's office, Department of Public Utilities and Ologie, Inc. to develop and successfully implement the Columbus Green Spot website, which serves as the portal for the Mayor's Get Green initiative.

Implementation of Lawson Payroll and Human Resources System (CHRIS)

DoT has partnered with the Auditor's Office and several other City Agencies on the implementation of a new state-of-the-art payroll and human resource system (CHRIS). CHRIS is being implemented according to planned milestones and activities agreed upon between DoT, the vendor, and other City agencies.

Graphical Information System (GIS) Initiative

DoT continued expanding its geographic information system (GIS) capabilities with a greater focus on assisting city agencies to integrate graphical information from the GIS Central Repository. The GIS team assisted with integration of Development and Public Service for creating permits, moved the DPU GIS editing to the production RAC which is managed by DoT (instead of DPU) and provides higher access and availability, and upgraded the GIS servers to maintain currency.

Insight ETE Application Monitoring

Implemented Insight ETE's application monitoring tool which allows better customer support and peak application performance. We currently monitor 311, ACCELA, WASIMS, EMBRS, and GIS.

Information Technology Disaster Recovery Planning

Built and deployed phase I of the information technology disaster recovery center for the purpose of providing a location to reconstitute mission critical applications in the event the citywide data center is compromised.

Citywide PC Rollout

DoT deployed over 400 new PC/Laptop computers within DPU to replace aging equipment. This included both desktop and laptop units as well as replacing bulky CRTs with more modern and compact flat screen monitors.

Citywide Telephone Voice-Over-IP (VOIP) Rollout

The Centrex replacement project enables the migration portions of the city's central telephone switching system (Centrex), provided by AT&T, to a converged voice and data solution, Voice Over IP (VOIP). This takes advantage of the city's current data network infrastructure investment, providing the latest technological advancements that allow the city to dramatically reduce telephone line costs while providing enhanced telephony service. As a result, the Hammond Center, Fleet facility at Groves Rd, and the Health Dept were converted to VOIP phone systems thereby minimizing the usage of AT&T Centrex services. The remainder of large City facilities to be migrated were analyzed and designed with fiscal outlays identified and presented for funding. The ROI has been calculated with an estimated 18 months return on investment identified. In a continued effort to reduce operational expenses, City owned voice mail was implemented Citywide.

Arlingate Data Center Upgrades

During the first four months of 2008, the Computer Room Air Conditioning (CRAC) units at the City Data Center were replaced. The four 20 year old, 20 ton units were replaced with five 30-ton units, providing the Data Center with redundant cooling ability. The

renovation also removed a wall in the Computer Room, adding approximately 900 square feet. This area is available for future expansion, as needed. The Chiller (serving the office area), boiler and hot water heater were also replaced as part of the renovation, updating other 20 year old building systems. The project was budgeted for \$1.2M, but was completed for just under \$1M. This was the first phase of a multi-year upgrade of the original systems of the building. There are still five remaining CRAC units to be replaced, as well as replacement of the Halon system.

Automated Capital Improvement Budget Implementation

Partnered with the Finance and Asset Management Department to develop a standard citywide system for gathering, analyzing, and publishing the City’s Capital Improvement Budget and Program (CIB and CIP). This system will be capable of publishing information on the Internet for all residents to view. In 2008, work commenced on the following components included in the scope of this project:

- Development of an interface with the Performance financial system to provide Capital Project expenditure reporting capabilities.
- Development of a map-based Capital Projects reporting system.
- Development of an interface with PMIS for reporting of project data.

Information Security Initiatives

The Enterprise Security Risk Management (ESRM) program was expanded and began promoting security as a key business enabler. The program focused on implementing processes and controls to manage compliance with applicable Laws Rules and Regulations citywide. By converging compliance in this manner, the program leveraged the synergy of individual department compliance efforts. The long-term benefits of this approach include efficient and cost savings.

IT Strategic Planning and Chargeback System Replacement

DoT engaged several consultants/groups to complete this project. The Ohio State University’s CETI (Collaborative for Enterprise Transformation and Innovation) group led by Dr. Jay Ramanathan was tasked with creating the Technology Strategic Plan while Jim Bodi led the effort with the DoT Chargeback Model. A list of DoT services was identified in a Service Catalog (see below) in preparation for creating a Chargeback Model. Jim Bodi and DoT Finance referenced these services to create a Chargeback Model for the DoT service offerings in the 2010 budget cycle. The Chargeback Model was created in an Excel workbook until an ITIL (Information Technology Information Library) 3.0 Service Catalog application can be identified and implemented.

IT Service Catalog

In an effort to establish a DoT Chargeback Model an initiative was undertaken to complete a list of DoT services, or in other words, a DoT Service Catalog. DoT engaged Jim Bodi (formerly with the Columbus Airport Authority) to lead this effort with Greg Hinds (independent consultant) leading a series of business services and technical services workshops with DoT management. The Business Services Catalog is a customer facing menu of services that defines the service, benefits and cost for each service offering. The Technical Services Catalog is an internal catalog of technical services that are offered by each section of DoT. Each technical service is then aligned with a Business Service for public consumption. Example: Servers, databases, storage space, application development and project management all come together to enable an enterprise business application, such as Accela, to operate.

DoT Organizational Development

DoT was reorganized in 2008. With the consolidation of the City’s IT functions into DoT, it was necessary to restructure the department along the lines of functional areas more aligned with a shared IT services organization. This need became increasingly apparent as it was recommended by several IT auditors (IT Security, IT Infrastructure, Staff Skill Assessment, etc.). Another contributing factor was the need to streamline DoT’s internal processes and to adopt IT industry best practices to provide better customer service and better quality deliverables and projects. The basis for the reorganization was to consolidate IT functions that were similar, flatten the organization to remove hierarchical bottlenecks, and align staff’s competencies with DoT’s needs. To align staff, each individual staff profile was examined from three different perspectives:

- DoT’s Needs: technical and management competencies that DoT needs to fulfill its mission and reach its objectives
- Individual’s Passion: what drives and excites the individual to contribute to DoT and the City of Columbus
- Individual’s Aptitude: what skill set does the individual bring to the table so they can perform their responsibilities effectively

Planning for the reorganization began in November 2007, and the new organization was announced in May 2008. Implementation occurred between May and August of 2008. Other organizational changes that occurred in 2008 are:

- We hired 10 employees including DPU funded positions. As a result of the reorganization, we reclassified 10 employees and changed 2 employees funding sources.
- We had a successful year of hiring women and minorities: of the 10 employees hired, 7 were either a woman or minority.
- A new “Architect” Civil Service Job Classification Family was created as well as several new classifications including an “Enterprise and Information Architect”, an “Information Technology Account Coordinator”, and a “Web Content Coordinator”.

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DEPARTMENT OF DEVELOPMENT
2008 ANNUAL REPORT

Department of Development 2008 Annual Report

The Department of Development is pleased to submit the 2008 Annual Report. The report highlights the accomplishments of the Department as we work to promote the goals of the Columbus Covenant set forth by Mayor Michael B. Coleman. It is our goal to continue to strengthen our neighborhoods as we work to make Columbus America's 21st Century City.

Economic Development

In 2008 the Economic Development Division leveraged City resources to secure 21 new projects. Over the next 5-10 years, the businesses in these projects will create 4,031 new jobs, \$5.3 million of new income tax and \$1.1 billion of new private investment. The businesses will also retain 9,680 existing jobs in Columbus.

The Economic Development Division conducts the monitoring and compliance for the City's property tax incentives and coordinates the Columbus Tax Incentive Review Council (TIRC). One-hundred and thirty-eight (138) projects were reviewed in 2008 by the TIRC, including 75 Enterprise Zone and CRA agreements, 46 TIF districts, 9 pre-1994 and 8 residential CRA districts. Together, this portfolio of projects represents \$5.17 billion in real and personal property investment and 97,872 jobs created and/or retained.

The Special Projects component of the Economic Development Division oversees the administration and coordination of the City's Brownfield redevelopment program as well as various tax incentive projects, capital improvement projects and the creation of tax increment finance districts around Columbus. In 2008, Special Projects coordinated the acquisition of nearly \$6 million in grant funds, leveraging over \$80 million in projected private investment, to clean and redevelop major Brownfield sites to include the former Techneglas site on Columbus' Southside and the former Jaeger Manufacturing and Union Fork and Hoe sites near Columbus' Arena District. Special Projects also secured a \$500,000 infrastructure grant to benefit the NetJets expansion at Port Columbus and a \$150,000 infrastructure grant to supplement tax incentives awarded to the \$100 million Grange Insurance expansion project in the Columbus Brewery District. Working with public and private interest, Special Projects also coordinated the creation of the Downtown Tax Increment Finance District and the Economic Development Agreement for the clean up and redevelopment of the former Columbus Coated Fabrics site in Weinland Park.

In 2008, more than \$13,613,498 million was spent for infrastructure improvements to support economic development projects. The city's loan programs administered by CCDC and ECDI closed 42 loans leveraging over \$15 million in private investment and created over 80 new jobs. In addition, the Economic Development Division closed 10 grants totaling \$30,000, leveraging over \$75,000 in private investment and creating 10 jobs.

Planning Division

The Planning Division completed and City Council adopted the following three plans in 2008: Hamilton Road Corridor/Eastland Revitalization Plan, Southside Plan Amendment (Merion Village-Schumacher Place), and Port Columbus Area Development Partnership Economic Development Strategy.

In 2008, the following four plans were each initiated and all were scheduled to be completed in 2009: Clintonville Neighborhood Plan, Fifth by Northwest Neighborhood Plan, Livingston East Area Plan, and Southwest Area Plan (a joint plan undertaken with Franklin County).

The division also initiated background research on the SR315 corridor. Staff conducted an analysis of the Thoroughfare Plan, identifying possible amendments based upon the adopted area and neighborhood plans.

Planning staff also conducted reviews of 482 zoning and variance applications, right-of-way vacations, billboard requests, and casework for the Art Commission, Big Darby Accord, Rocky Fork Accord, and University Area Review Board.

About 100 acres were added to the city in 2008, taking the city to about 227 square miles.

The division, working jointly with the zoning staff, city attorney's office, and council staff completed revisions to the commercial overlays (urban, community and regional) as well as the Special Graphics Control Area provisions that were adopted by Council in 2008. Later in 2008 the division, working with the same team, began the process of updating the parking chapter.

Commercial overlays were initiated in four neighborhoods: Eastmoor (Broad and Main streets), Lockbourne Road, Milo-Grogan (Fifth and Cleveland avenues), and Northwest (SR161, Sawmill and Bethel), with adoption expected in early 2009.

The division assisted the Mayor's Office with the final phases of the 2012 visioning process, including the Citizens Summit, final meetings of the steering committee, and preparation of the final report.

Planning staff worked with the Department of Technology to review several hundred thousand Census addresses in anticipation of the 2010 US Census. Approximately 50,000 addresses were submitted by the city for consideration by the Census as they update their records.

Numerous activities continued in 2008 relative to the Big Darby Watershed Management Plan, such as cases that were taken to the Darby Accord Panel, work on financing mechanisms, and the Open Space Advisory Council was initiated.

The division assisted the Mayor's Office with research and preparation of a policy paper on the Mile on High initiative.

The division initiated the Historic Preservation Working Group to consider ways to improve the historic preservation function in city government, responding to staff reductions in the short term but also considering long term measures to improve efficiencies.

The division coordinated a cross-departmental team to manage the redevelopment of the South Parsons Gateway, including the recently demolished Schottenstein's site. The division also provided background analysis of the project area, including a build-out analysis, and undertake public outreach with the community.

Planning assisted the Department with an analysis of potential targeted neighborhoods as part of the Neighborhood Stabilization Program grant. The division also assisted with the Request for Proposal and selection of a consultant to undertake a market study for the NSP program.

Projects in which staff participated in 2008 included the Blacklick Watershed Management Plan, Don Scott Part 150 Noise Study, Bicentennial Bikeways Plan, university-community pedestrian safety committee, Active Living city staff committee, and United Way Vision Council subcommittee on neighborhood program priorities.

The *Scioto Southland Area Plan* was recognized by the Central Ohio Section of the Ohio Planning Conference with a planning award in 2008. Vince Papsidero and Linda LaCloche co-authored an article on the 2012 process for the American Planning Association's *Planning* magazine.

Neighborhood Services

Code Enforcement

In June of 2008, Accela (Code Enforcement Software) was able to interface with the 311 system eliminating double entry for the Code officers and Code Supervisors. Last year Code received 19,633 requests for service through 311 and issued 13,788 violation notices; 7,019 of the notices issued were for weeds and solid waste. The weed abatement program mowed and cleaned up 1660 parcels. There were 28 demolitions of vacant and unsafe structures. The Solid Waste Inspectors responded to 2638 service requests, and the EBA Unit secured 1217 vacant structures.

Code officers completed an inventory of vacant structures in the City of Columbus and identified approximately 5,300 vacant structures. Code participated in six Neighborhood Prides and the Home Again Program.

Neighborhood Pride

In 2008 the Neighborhood Pride program toured six neighborhoods and received national and state-wide attention for the good work the program does for the citizens of Columbus including:

- Freehold Borough, NJ began a Pride program, modeled after Columbus.
- Readers Digest listed Neighborhood Pride as one of the programs helpful to Columbus' clean City ranking.
- Neighborhood Pride worked with the Columbus Division of Police to produce the City wide kick-off of National Night Out, and this event was in part responsible for Columbus' NNO event ranking moving to 11th nationwide.
- National Fire Prevention Association (NFPA) used Neighborhood Pride week as a resource to gather community photos for an anti-arson presentation.
- Neighborhood Pride staff was part of a presentation at the Regional Neighborhood Network Conference in Lima, OH on Community Diversity.
- 2008 Neighborhood Safety Partner award from Ohio Operation Lifesavers
- Neighborhood Pride staff was contacted to have a student from the Neighborhood Pride Talent Showcase perform the National Anthem for President Barack Obama's campaign stop at the Statehouse.

Housing Division

The Housing Division continues to provide assistance for homeownership and rental opportunities to the citizens of Columbus. In 2008, the Division provided:

- 86 Downpayment Assistance loans were closed for eligible first time homebuyers totaling \$401,977
- 34 homes were assisted with Housing Development Program (HDP) funds and sold to low and moderate-income households.
- 141 units were certified for tax abatement to the Franklin County Auditor
- 341 affordable rental units, including 56 new Rebuilding Lives permanent supportive housing units were completed.
- 705 individuals received pre-purchase homebuyer education

The Housing Division also assisted low income homeowners by completing the following activities:

- 73 Home Safe and Sound projects completed rehabilitating homes owned by low-income families;
- 94 households received new roofs and repairs due to faulty roofs under the Roof Repair Plus! Program
- 451 emergency repairs were undertaken to correct unsafe and hazardous conditions and enable low-income families to remain in their homes;
- 5 Home Modification projects were completed to enable disabled individuals to live independently;
- 49 Deaf Modification projects were completed to enable hearing-impaired individuals to live independently;
- 380 Chores projects were completed that include minor home repair/maintenance activities to assist low-income elderly households to remain in their homes;
- 5 sewer tie ins were completed to provide sewer and/or water service to low income households that otherwise could not afford water/sewer service

The Mobile Tool Truck loaned 6,878 tools to residents and nonprofit organizations with the Mobile Tool Library membership over 5,000.

Three hundred eighty-three federally funded projects were reviewed for compliance with lead based paint and/or relocation regulations. Relocation assistance was provided to 15 households as a result of vacate orders.

A Lead Grant for \$2.9 million was closed out in 2008 while a new grant for \$4 million was begun thanks to funding from the U.S. Department of Housing and Urban Development (HUD) enabling the Division to accomplish the following activities:

- 105 housing units were lead abated and passed lead clearance test;
- 135 housing units were enrolled in the Lead Program for future abatement;
- 135 housing units were lead risk assessed;
- 73 housing units had visual lead assessments conducted in order to receive downpayment assistance for purchase.

Homeless programming and the Rebuilding Lives initiative touch the following lives in 2008:

- Continuum of Care – 7400 persons
- Emergency Shelter Grant – 3,336 persons
- Homeless Prevention and Transition – 1,134 persons
- Safety Net – 7,501 persons
- Tenant Based Rental Assistance – 110 persons

In conjunction with the Land Redevelopment Office and the Department of Finance, the application for \$22.8 million in Neighborhood Stabilization Program funds and a substantial amendment to the 2008 HUD Action Plan was completed.

Building Services

In 2008, Building Services Division reviewed 696 plans for 1, 2 and 3 family dwelling units and 714 commercial plan reviews, ranging from changes of use, to new construction, issuing maximum capacity cards and certificate of occupancy on existing structures. The Division performed a combined 62,340 inspections and performed 48,110 customer transactions at the counter, processed and issued 3,358 licenses or registrations and in total issued 30,063 trade, building and or demolition permits.

The Building Investigation Team (BIT) worked with the Health Department to rewrite their Code to address swimming pools, bringing their requirements in line with the Ohio Building Code and the Residential Code of Ohio. Since September 2008 BIT generated \$600,000, conducted 3,100 inspections, created over 2,500 orders, referred more than 200 cases to court for non-compliance and wrote 58 swimming pool violations.

There were also 7,275 zoning reviews performed ranging from residential for a total of 1,432 to commercial zoning clearances of 2,173 granted. A total of 62 new zoning cases were accepted for rezoning as well as 86 zoning adjustment and 35 graphics commission applications were processed.

The Division completed and installed a new web-based computer system upgrade. This new system allows inspectors in the field to update in real-time the status of completed inspection directly from the field. This has not only increased the Division's efficiency, but has allowed customers, through an updated web portal, to see the results of their inspections as soon as they are completed and able to track the review status of submitted projects. A new fee schedule went into effect on February 25, 2008 to coincide with the roll-out of the new software. The new fee schedule is based on the services used in addition to the plan review fee. The largest change is the way inspections are paid on as needed bases throughout the construction cycle and unlimited inspections are no longer included with base fees for permits. This change encourages a system where good project management results in fewer inspection trips thus allowing an almost 100 percent completion of requested daily inspections.

The Building Services Division completed a major update and rewrite of the Commercial Overlay portions of the Columbus Zoning Code. The Columbus Building Code was also updated to increase the time that Area Commissions have to review demolition applications.

The Division kicked off a major initiative to create a new city department, a One Stop Shop for development related services/permitting beginning in 2010. The City retained a consultant, Zucker Systems, to help design and implement the new department. Zucker Systems has already produced two reports outlining over 340 recommendations. Final recommendation and an implementation plan will be forthcoming in 2009. In 2008, Building Services Division generated \$15,091,096.60 in operating revenues.

Land Redevelopment

The acquisition strategy for 2008 was to continue innovative vacant housing efforts through enhanced land-banking efforts, targeted acquisition, and identification of new resources in order to increase the number of land bank properties turned into productive community assets. The goal was to increase the inventory of vacant structures and vacant lots by 30%. The result was 46% increase, even though we saw a 33% drop in properties received as a result of tax foreclosure over 2007. Over the last three years we have seen an annual increase of over 100 properties per year and with the expected NSP funds the impact will be much greater.

The maintenance/Property Management strategy for 2008 was to hold the costs and earn enough revenues through the sale of property to cover the expenses of the property inventory. We saw property maintenance costs increase by 59% and lawn mowing increase by 79% due to the increased in the number of properties in the inventory. We are now managing over 450 properties. In addition we dealt with extraordinary emergencies and maintenance issues for the Edna building (\$250K) roof replacement, asbestos removal, shoring up of the floors; Charles building unstable exterior wall as well as the expenses related to the Schottenstein building (\$18K) until it was demolished, and mowing and litter clean up of Columbus Coated Fabrics site (\$7K); and others. Despite all of the above, our revenues, thanks to our aggressive and persistent staff earned over \$363,400 in 2008 which represents a 176% increase over 2007. In fact this allowed us to move into the 2009 budget with hopefully enough revenue to cover most of our maintenance and property costs.

In addition to acquiring managing and selling property, staff spent considerable time completing research of the real estate market which assisted the Administration in their selection of the next Home Again area. Staff spent equal time with the Housing Division in preparing the NSP application and creating the maps of the areas of greatest need that were so crucial to the application; working with potential developers for the Parsons avenue (housing cooperative) and managing the tenants that remain on site; pushing the 17th & Long parking lot project along to possible completion in 2009.

**PUBLIC UTILITIES DEPARTMENT
2008 ANNUAL REPORT**

Department of Public Utilities 2008 Annual Report

Director's Office

Public Utilities made progress on several issues in 2008. Following a cost of service rate study and approvals from the Sewer and Water Advisory Board and Columbus City Council in 2007, a new rate structure went into effect in January 2008. The Low Income Discount Program, offering a 15 percent discount to qualifying ratepayers and implemented in 2006, continued to show growth during 2008 resulting in a total of 4,024 participants by year's end. Raising public awareness about this program to target eligible customers involved outreach to a broader list of community agencies and organizations as well as bill inserts and radio advertisements. These additional promotional efforts also included direct contact with multi-unit residential complexes.

The Regulatory Compliance Section analyzed the results of its 2007 environmental audit of Department facilities which revealed that while we are achieving our core functions – providing safe drinking water, dependable wastewater treatment and reliable power – there is room to improve overall waste management, stormwater pollution prevention and spill prevention controls for our above-ground storage tanks. This analysis resulted in site-specific compliance plans for each facility and the creation of a comprehensive Environmental Management System with the goals of sustaining compliance and reducing the Department's environmental footprint.

The Department's Leadership Team made significant progress during 2008 toward implementing the principles of Asset Management. With the arrival of the Assistant Director for Asset Management in 2008, the Department is modeling its plan on a number of successful programs elsewhere in the United States and around the world to enhance capital project planning and the efficient maintenance of water and sewer lines, streetlights, vehicles and other Department assets.

The Communications Office continued to coordinate media correspondence and distribute news releases, informational brochures and customer bill inserts regarding water quality, water conservation, prevention of non-point source water pollution and other notifications required by the Ohio EPA. In conjunction with the Department of Technology, the section continued to redesign and update the department's Web site to conform to the city's template and enable easier public access to popular features. The Communications Office also continued efforts to further Mayor Michael B. Coleman's Get Green Columbus initiative by playing a major role in implementing the GreenSpot program, announced by Mayor Coleman during his 2008 State of the City address. Program details, including the launch of a brand-new website specific to GreenSpot, were achieved within four months. By the end of the year 775 homes and businesses had enrolled in GreenSpot by committing to a series of behaviors promoting responsible stewardship of the environment.

Division of Power and Water: Water Section

The Water Section staff ensures an ample supply of safe drinking water to what continues to be one of the fastest growing metropolitan areas in the United States. The well-being of our citizens and quality of life in our community depends upon the consistent quality and adequate supply of water for domestic, commercial and industrial use. Included within the rate adjustments approved for January 2008 was an 18 percent increase for water.

In 2008, the Water Section delivered 53 billion gallons of potable water, in compliance with all applicable quality standards, to citizens living in the Columbus metropolitan area. With an estimated service area population of 1,104,500, the average per-capita consumption was 131 gallons per day. The total average daily water pumpage was 145 million gallons (with no restrictions).

Plans to expand the water supply system to address regional growth continue to progress on several fronts. Construction began on the first of four planned well sites at the South Wellfield Expansion to develop additional supplies of high quality water for the Parsons Avenue Water Plant. Design work and permitting progressed for the first upground reservoir off the Scioto River north of the O'Shaughnessy Dam, while a Value Engineering study was completed on the raw water pump station, pipeline and the reservoir itself. This project, now slated to begin construction in 2010, and the South Wellfield Expansion will produce additional safe yield water supply as recommended in the Water Beyond 2000 study. Also as part of this study, bids were received and construction began on the Dublin Road Water Plant Treatment Capacity Increase Pilot Plant. This project will evaluate the feasibility and changes required to increase current design capacity of the Dublin Road Water Plant from 65 million gallons per day (mgd) to 90 mgd while maintaining water quality and compliance with existing and future regulatory requirements. Results of the pilot study will be used to recommend the most suitable process for a full-scale plant upgrade and expansion.

Also at the Dublin Road plant, the new Sodium Hypochlorite Facility was put into service. The upgraded disinfection process will eliminate the use of chlorine gas, which will contribute to safer handling and a more stable environment.

Other improvements completed in 2008 include Exterior Masonry Rehabilitation and Basin Collector Arms Improvements at the Hap Cremean Water Plant.

The Pitometer Water Waste Survey located 61 breaks in the distribution system while investigating 422 miles of pipeline. The repair of these breaks has reduced our underground leakage by 2.98 million gallons per day. The Main Line Repair Crews repaired a total of 746 main-line breaks, 512 service leaks and repaired or replaced 1,654 damaged hydrants.

Continued implementation of the Cross-Connection Control and Backflow Prevention Programs has increased water use surveys on existing properties to assure proper protections are in place, with 30,121 backflow prevention devices now listed in our database. Task-specific software has streamlined this program with the goal of protecting our water supply from backflow contamination. Backflow requirements for temporary water uses and water hydrant permit connections are reviewed periodically for proper system protection and best business practices.

The Water Enterprise Fund collected \$142,813,875 in revenue – including fund transfers totaling \$2,778,720 – and expended \$141,327,464 to finish the year with a cash balance of \$5,746,266.

The Water Section continues to partner in overseeing the Low Income Discount Program for qualifying water customers; the program also applies to sewer rates.

Excellent customer service remained a top priority in 2008. Customer Service Representatives answered 495,654 calls in the Department's Customer Service Call Center – an increase of more than nine percent over 2007 – regarding various water, sewer, stormwater and electricity questions.

Customers continue to utilize the Public Payment Office at 910 Dublin Road. Billing was handled for the following numbers of accounts:

- o Water 271,152
- o Sewer 267,760
- o Stormwater 194,847
- o Power 12,444 (consisting of 13,594 installed electric meters)

Meter reading, inspections and repair also continued to provide excellent customer service. Meter reading employees read both water and electric meters with the same software and hardware, and were managed by the same supervisor. The Water Meter Repair Shop found 198 meters running slow that were back-billed for \$793,267.

Division of Power and Water: Power Section

The Power Section oversees a network of substations and transmission lines, distributing power to 13,594 customers. The O'Shaughnessy hydroelectric unit is also maintained by this section.

Safer neighborhoods through modern, efficient street and alley lighting remained a primary mission. In all, 313 new street lights were added in 2008, bringing the total street light count to 50,959 citywide. Streetlight projects completed in 2008 included replacement of lights east of the Ohio State University campus and new lighting projects for Case Road and Miami Avenue, along with the Willow Springs and Walnut Bluff subdivisions. The Power Section also maintains 4,081 lights along interstate highways under contract with the Ohio Department of Transportation.

Capital projects completed in 2008 included relocating an existing overhead 15,000 volt circuit underground on the Whittier Peninsula at the site of the new Audubon Center; this circuit will also provide electricity to the facility itself. Also completed were the design and construction of several new underground conduits within the River South district to help reinforce and improve reliability in the downtown distribution network, and installation of a new conduit in the area known as River District East. This project enabled the Power Section to remove all overhead lines as well as install decorative streetlights around the new Huntington Park baseball stadium.

Customer Development staff collaborated with a number of ratepayers and city departments to re-work and connect new service to the city's electrical distribution system. Some of these projects included service design for a new city impound lot and the new police heliport, redesign of the service at City Hall and new service for the Lincoln Theatre, to name a few.

In all, revenues for the Power Section – from the sale of electricity to residential, commercial and industrial customers and from the expressway lighting contract with the State of Ohio – in 2008 totaled \$82,852,266 while Expenditures totaled \$81,013,665. Revenue Over Expenditures totaled \$1,838,601 and allowed the Power Section to close the year with an Ending Cash Balance of \$10,868,640.

Division of Sewerage and Drainage

The Division of Sewerage and Drainage is responsible for various vital services including the treatment of wastewater generated in the City of Columbus and 22 contracting communities, maintaining the sewer collection system in Columbus, stormwater management and surface water quality protection.

Substantial progress was made in 2008 on projects identified in the Wet Weather Management Plan (WWMP) submitted to the Ohio EPA in 2005, while approval of the WWMP itself was formalized by the EPA in early 2009. By the end of 2008 the division had invested nearly \$1 billion in WWMP since construction of its projects began. The 40-year plan is designed to address the wet weather issues in the sanitary and combined sewer systems and comply with two consent orders with the State of Ohio to stop sewer overflows into local waterways. The plan contains an estimated \$2.5 billion in improvements to the Columbus sanitary and combined sewer systems along with upgrades to the Jackson Pike and Southerly wastewater treatment plants. Construction of WWMP-related facilities at both plants is in full swing, with the Treatment Engineering Section currently overseeing \$320,000,000 in new projects. Several treatment systems are already underway; overall the projects remain on schedule and within budget. Additionally, construction of the new Skimming Concentrators at Jackson Pike and new Anaerobic Digesters at Southerly are nearly complete with start-up of both anticipated in early 2009. The abandoned North Incinerators at Southerly have also been demolished to make way for facilities and equipment required for the new Sludge Thickening Process.

To generate the revenue needed to fund current and upcoming improvements, sanitary sewer rates were increased by 10 percent in 2008, while stormwater fees were raised five percent to continue meeting the demand for stormwater improvements and reduce neighborhood flooding.

The Project Dry Basement sewer backup prevention program continued to progress during its fourth full year with 109 new backflow valves installed. As of January 2009, a total of 557 valves have been installed since the program's inception in 2004. Project Dry Basement, along with the division's preventative maintenance program, has demonstrated success in reducing the occurrences of basement backups.

As of January 2009, Columbus' sewer line inventory totaled 6,294 miles* of pipe that Columbus maintains. This figure includes 3,138 miles of sanitary sewers, 2,977 miles of storm sewers and 179 miles of combined sewers.

The Jackson Pike facility reported one EPA permit violation in 2008, its first since 2002. The Southerly wastewater treatment plant continued its award-winning environmental compliance status with no permit violations in 2008, continuing a trend started in 2003. Flows treated at the wastewater treatment plants were a combined average of 174.9 million gallons per day.

The Sanitary Enterprise Fund collected \$233,360,954 in revenue – including fund transfers totaling \$357,687 – and expended \$232,916,341. The Stormwater Enterprise Fund collected \$40,255,712 in revenue and expended \$41,503,586.

* *Based on calculations from GIS (Geographic Information System) data*

**THE TRUSTEES OF THE SINKING FUND
2008 ANNUAL REPORT**

OFFICE OF THE TRUSTEES OF THE SINKING FUND CITY OF COLUMBUS, OHIO

The City Council of Columbus
Columbus, Ohio

Submitted herewith is the Report of the Trustees of the Sinking Fund of the City of Columbus, Ohio, for the year ended December 31, 2008. This report includes all debt transactions under our jurisdiction undertaken by the City during 2008. The entries contained within this report have been found to be in balance with the accounts of the City Auditor.

Sincerely,

Jackie R. Winchester
President

OFFICERS AND STAFF

President	Jackie R. Winchester	TERM EXPIRES January 31, 2011
Vice President	Kathleen A. Chapin	January 31, 2010
Trustee	Stanley A. Uchida	January 31, 2012
Trustee	Mark J. Howard	January 31, 2009
Executive Secretary	David J. Irwin	
Deputy Administrator	Tamara R. Athey	

Debt service on General Obligation indebtedness issued prior to July 1, 1983 is payable at the Office of the City Treasurer of the City of Columbus, Ohio, exclusively. The Office of the Trustees of the Sinking Fund is the transfer agent for these issues. General Obligation indebtedness issued after June 30, 1983, is in book entry only form. All book entry only (BEO) issues are serviced by the Office of the Trustees of the Sinking Fund, the paying and transfer agent. All Revenue and Non-Enterprise Revenue issues, and all refunded issues are serviced through the office of the City Auditor.

The addresses are shown below.

City Treasurer
Room 111 City Hall
Columbus, Ohio 43215

City Auditor
Room 109 City Hall
Columbus, Ohio 43215

Trustees of the Sinking Fund
Room 113 City Hall
Columbus, Ohio 43215

STATEMENT OF TOTAL DEBT
December 31, 2008

GENERAL OBLIGATION DEBT

GENERAL CITY BONDS AND NOTES

Rate %	Amount
Bonds	
3.000 to 12.375	\$ 1,561,685,000
Notes	
2.500	24,225,000
Mortgage	
Revenue Notes	
6.630	5,932
Total	\$ 1,585,915,932

ASSESSMENT BONDS AND NOTES

Rate %	Amount
Bonds	
4.000 to 6.250	\$ 3,475,284
Notes	
4.750	108,000
Total	\$ 3,583,284

TOTAL GENERAL OBLIGATION DEBT

General	\$ 1,585,915,932
Assessment	3,583,284
Total	\$ 1,589,499,216

Net Sinking Fund

Assets	590,949
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NET GENERAL

OBLIGATION DEBT	\$ 1,588,908,267
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OTHER DEBT (Not Sinking Fund Jurisdiction)

REVENUE DEBT (Administrator-City Auditor)

	Amount
Water	\$ 15,075,000
Sewer-fixed	390,000,000
Sewer-variable	51,855,000
Total	\$ 456,930,000

NON-ENTERPRISE REVENUE DEBT

(Administrator-City Auditor)	Amount
Easton-TIF	\$ 34,675,000
Polaris-2004	18,970,000
Polaris (Sub)	8,150,000
Total	\$ 61,795,000

OPWC LOANS (Administrator-City Auditor)

(Included in G.O. Debt)	\$ 5,736,395
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BONDS, NOTES & LOANS ISSUED AND RETIRED DURING 2008

	<u>General Obligation</u>	<u>Assessment</u>	<u>Revenue (Ent & Non-Ent)</u>	<u>Total</u>
ISSUED				
Bonds	\$ 1,900,000	\$ 330,043	\$ 441,855,000	\$ 444,085,043
Notes	24,225,000	108,000		24,333,000
Loans	669,023			669,023
	<u>\$ 26,794,023</u>	<u>\$ 438,043</u>	<u>\$ 441,855,000</u>	<u>\$ 469,087,066</u>
RETIRED				
Bonds	\$ 155,300,000	\$ 536,856	\$ 74,780,000	\$ 230,616,856
Notes		500,000		500,000
Mortgage Rev Notes	3,821			3,821
Loans	383,328			383,328
	<u>\$ 155,687,149</u>	<u>\$ 1,036,856</u>	<u>\$ 74,780,000</u>	<u>\$ 231,504,005</u>
Increase/ (Decrease) in debt	<u>\$ (128,893,126)</u>	<u>\$ (598,813)</u>	<u>\$ 367,075,000</u>	<u>\$ 237,583,061</u>
Total Debt December 31, 2007			\$ 1,876,377,550	
Issued 2008				469,087,066
Retired 2008				231,504,005
Total Debt December 31, 2008			\$ 2,113,960,611	

NOTE: All figures reflect obligations RETIRED as opposed to physically REDEEMED.

The RETIRED totals include all defeased debt which is no longer considered as a City obligation. Any maturities that have not been presented for redemption are encumbered below.

STATEMENT OF CHANGES IN FUND BALANCES
Year Ended December 31, 2008

	<u>General City</u>	<u>Assessment</u>	<u>Trust Funds</u>	<u>Total</u>
Balance Jan 01	\$ 2,309,789.57	\$ 45,811.87	\$ 501,360.52	\$ 2,856,961.96
Receipts	<u>235,469,151.08</u>	<u>539,583.33</u>	<u>11,226.76</u>	<u>236,019,961.17</u>
	\$ 237,778,940.65	\$ 585,395.20	\$ 512,587.28	\$ 238,876,923.13
Disbursements	<u>235,693,419.28</u>	<u>539,583.33</u>	<u>0.00</u>	<u>236,233,002.61</u>
	\$ 2,085,521.37	\$ 45,811.87	\$ 512,587.28	\$ 2,643,920.52
Balance Dec 31	<u>\$ 2,085,521.37</u>	<u>\$ 45,811.87</u>	<u>\$ 512,587.28</u>	<u>\$ 2,643,920.52</u>
Encumbered	\$ 1,607,947.29	\$ 128.12	\$ 512,587.28	\$ 2,120,662.69
Unencumbered	<u>477,574.08</u>	<u>45,683.75</u>	<u>0.00</u>	<u>523,257.83</u>

STATEMENT OF RECEIPTS AND DISBURSEMENTS
Year Ended December 31, 2008

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Total</u>
RECEIPTS				
Assessment				
Taxes Collected	\$	0.00		\$ 0.00
Note Principal		500,000.00		500,000.00
Note Interest		39,583.33		39,583.33
Mortgage Revenue Note				
Debt Service				
Note Principal	3,821.10			3,821.10
Note Interest	534.18			534.18
Non-Enterprise Rev (TIF)				
Bond Debt Service				
Bond Principal	2,400,000.00			2,400,000.00
Bond Interest	51,550.62			51,550.62
General Obligation				
Bond Debt Service				
Fixed Rate	147,811,319.84			147,811,319.84
Variable Rate	3,033,578.69			3,033,578.69
Division of Electricity				
Bond Debt Service				
Fixed Rate	6,113,821.61			6,113,821.61
Variable Rate	951,731.58			951,731.58
Division of Water				
Bond Debt Service				
Fixed Rate	35,119,525.25			35,119,525.25
Variable Rate	3,777,488.63			3,777,488.63
Division of Airports				
Bond Debt Service	163,960.00			163,960.00
Division of Sewers				
Bond Debt Service				
Fixed Rate	30,349,110.65			30,349,110.65
Variable Rate	5,628,522.12			5,628,522.12
Investment Interest	62,686.81		11,226.76	73,913.57
Misc Income	1,500.00			1,500.00
Total Receipts	\$ 235,469,151.08	\$ 539,583.33	\$ 11,226.76	\$ 236,019,961.17

STATEMENT OF RECEIPTS AND DISBURSEMENTS
Year Ended December 31, 2008 (Continued)

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Total</u>
DISBURSEMENTS				
Division of Income Tax				
Bonds Redeemed				
Limited Tax	\$ 35,503,800.00		\$	\$ 35,503,800.00
Unlimited Tax	65,461,901.00			65,461,901.00
Limited Tax-Income Tax	515,000.00			515,000.00
Division of Electricity				
Bonds Redeemed				
Limited Tax	300,000.00			300,000.00
Unlimited Tax	4,685,000.00			4,685,000.00
Assessment	402,183.00			402,183.00
Division of Water				
Bonds Redeemed				
Limited Tax	3,896,200.00			3,896,200.00
Unlimited Tax	20,763,975.00			20,763,975.00
Division of Airports				
Bonds Redeemed				
Limited Tax	160,000.00			160,000.00
Division of Sewers				
Bonds Redeemed				
Limited Tax	5,130,000.00			5,130,000.00
Unlimited Tax	18,929,124.00			18,929,124.00
Assessment	134,673.00			134,673.00
G.O. Bond Interest				
Fixed Rate	74,449,937.57			74,449,937.57
Variable Rate	2,706,321.02			2,706,321.02
Assessments				
Notes Redeemed		500,000.00		500,000.00
Note Interest		39,583.33		39,583.33
Mortgage Revenue Note				
Principal Paid	3,821.10			3,821.10
Note Interest	534.18			534.18
Non-Enterprise Rev (TIF) Bond				
Principal Paid	2,400,000.00			2,400,000.00
Bond Interest	51,550.62			51,550.62
Administrative Expenses				
Personal Services	194,442.02			194,442.02
Materials & Supplies	505.92			505.92
Contractual Services	4,450.85			4,450.85
Total Disbursements	\$ 235,693,419.28	\$ 539,583.33	\$ 0.00	\$ 236,233,002.61
Total Receipts Over/ (Under) Disbursements	\$ (224,268.20)	\$ 0.00	\$ 11,226.76	\$ (213,041.44)

**FRANKLIN COUNTY MUNICIPAL COURT CLERK
2008 ANNUAL REPORT**

**FRANKLIN COUNTY MUNICIPAL COURT
Clerk of courts
Columbus, Ohio**

**NINETY-THIRD
ANNUAL REPORT
2008**

Mission Statement

The Mission of the Franklin County Municipal Court Clerk of Court's Office is to accurately maintain, safeguard and store all Court documents as well as collect and disburse all monies as directed by legal mandates. This will be accomplished through a knowledgeable and diverse staff that will strive to serve all who use this office through competent customer service, communications and community outreach.

Letter from Clerk Lori M. Tyack

Welcome to the Ninety-Third Annual Report of the Franklin County Municipal Clerk's Office. Over the past ninety-three years a Clerk's Office report has been released annually to the public. It is important to note that this report is more than a reporting of raw statistics, it is an effective measurement of the efficiency of the Clerk's Office.

During 2008, our main focus was to improve accessibility to the Clerk's office. This has been accomplished with the implementation of the IVR (Interactive Voice Response System) and frequent updates of the FCMC Intranet. We are currently working with our current system to design E-Pay, which allows an electronic payment over the internet to provide online access for traffic and fine payments. One-third of all court cases are BMV reinstatement/license suspension cases. A concentrated effort has been made to improve Quality Control regarding the accuracy and efficiency in handling and processing court documents. We have imaged all documents from 1992 to 2005 and will continue with day forward imaging in Criminal/Traffic as they are being initiated. The imaged document enables us to provide copies of court documents immediately upon request. This office continues to train Judges, Magistrates, as well as new employees on CourtView. Training, cross-training, and individual development is an ongoing priority of this office through the training database and by digital video recordings of guest speakers.

In 2007 the Electronic Ticket (E-ticket) pilot project was developed to provide law enforcement agencies with software to create traffic tickets using mobile computers in their cruisers. After creation of the ticket, an electronic download is sent from the cruiser to the Clerk's Office. This information populates required fields in CourtView for the creation of a traffic case. Over 1,901 electronic tickets have been created since March 17, 2008. Budget and IJIS concerns are the main reason that E-Citation export of data and image files were temporarily suspended on December 29, 2008. However, 202 image files have been manually attached to cases since 12/29/08.

Since March 12, 2007, there have been 8,317 defendants processed at the Fingerprint Station located directly next to Courtroom 4C on the fourth floor of the Municipal Court Building. The average number of defendants fingerprinted daily was nineteen (19). There have been 6,613 defendants fingerprinted for OVI traffic offenses, both state and local ordinances and 1,704 defendants have been fingerprinted for Criminal misdemeanor offenses. (140 felony charges are included in this count). However, due to budget constraints the Fingerprint Station closed on February 6, 2009.

The Mission of the Clerk's Office is to accurately maintain, safeguard and store all Court documents. Meetings regarding the Retention Schedule with the City of Columbus Records Commission are attended

by staff. Safeguarding and securing personal information is an ongoing priority of this office. All copies of court documents printed by this office are reviewed and redacted to secure all private information in order to deter identity theft.

As Clerk, my commitment is to continue to find new ways to improve our operations and to cultivate cooperation with other Government agencies and the community. Through my Community Outreach Program I have met with various community groups to educate them about the Clerk's Office, listen to their concerns and problems in which they have encountered as they try to navigate their way through the system, and strive to educate constituents and taxpayers on the critical court and public services the Clerk's Office provides. I believe by educating and building cooperation with other agencies, we may better serve all who depend on this office for accurate recordkeeping.

Lori M. Tyack, Clerk
Franklin County Municipal Court

CLERK ADMINISTRATION

The Administrative Division of the Clerk's Office is comprised of the Office of the Clerk, Chief Deputy Clerk, Public Relations Director, Director of Operations, Senior Staff Advisor/Special Projects, Fiscal Administration, Payroll, and Human Resources which includes Training. This Division oversees the day to day functions of the Clerk's Office. Directives, implementation and control of communications and public relations for both external and internal audiences, budget, programs, contracts, projects, grants, and employees are guided by this Division.

In 2008 the following grants were applied to:

- The purchase of two (2) LiveScan finger print machines to permit finger printing of summonsed criminal defendants in the Courthouse; and a total 7, 860 defendants were processed since March 12, 2007.
- The project E-Ticket enables Law Enforcement to electronically write traffic tickets and then send by electronic transmission to the Clerk's Office; and a total of 1,901 cases were processed in CourtView from March 17, 2008 to December 29, 2008.

In 2008, the Administrative Division accomplished and completed the following office-wide incentives:

- The implementation of customer comment cards to solicit input through the public which promotes our mission to serve the public through communication and community outreach.
- The creation of an office-wide newsletter to enhance communication, identify challenges and promote changes within the divisions.
- Continually offer training for staff and leadership to promote development through the office and work in partnership with City-Wide Training and EAP to build a knowledgeable staff.
- The promotion of flexibility in office work hours to better serve the public and to accommodate our diverse staff to efficiently achieve and maintain the high level of productivity.
- Continually reviewing and updating the records retention schedule.

QUALITY CONTROL DIVISION

The Quality Control (QC) Division operates to minimize erroneous data through a system of real-time work flow monitoring, audit reporting based on expected data and Total Quality Management (TQM) strategies. Through the implementation of continuous improvement and change management programs, QC has elevated efforts to refine business processes and is better positioned to leverage new technology. The following items are a few of the proactive measures taken to ensure a high level of quality and to identify opportunities for improvement:

- The Quality Incident Reporting (QIR) system was implemented to provide all team members with the ability to report quality related issues from the QC team. This system provides a means for any user to submit issues and concerns to the QC team to ensure that no issue goes unrecognized.
- Automated QIR prioritization tools have been developed to easily identify the most prevalent issues, allowing QC to spend less time analyzing data and more time developing corrective actions.
- A standard approach was adopted to define the basic steps necessary to identify high-priority issues, establish root cause, develop corrective actions, and to assist management with development of training plans relating to the issue.
- Web based groupware applications were developed to help management work with team members when personnel are separated either geographically or by shift.

THE OFFICE OF INFORMATION SERVICES (OIS)

The Office of Information Services (OIS) provides technical support and services to the Franklin County Municipal Court and Clerk’s Offices. OIS is responsible for the operations of information systems including database and related technology infrastructure. Accomplishments for OIS in 2008 are as follows:

- Procurement and installation new server hardware, replacing legacy systems.
- Inception of systems virtualization at both the server and desktop level.
- Implementation of Voice Over IP telecommunications (VOIP) systems.
- Continue to build upon remote clerking capabilities, providing remote access to our case management systems at OSU games.
- Continuous improvement to network infrastructure.
- Inception of video recording systems for courtrooms.

COLLECTION DIVISION

The Collection Division oversees and coordinates the collection of debts owed to the Court, with the primary objective of seeking monies due to the City of Columbus taxpayers. The Collection Division operates in conjunction with three (3) outside agencies. Additionally, the Collection Division is responsible for securing surety bond agent registration, monitoring compliance of State and Local Statutes and processing monthly billing statements. In 2008, the Collection Division:

- Collected over \$2.4 million dollars.
- Continued generating past due notices in-house for payable tickets prior to being sent to the collection agencies.
- Started collecting monies due on Bond Forfeiture Judgments in conjunction with Capital Recovery Systems.
- Bond money forfeited by the Court for 2008 -- \$105,299.25
- Bond Forfeiture Judgments paid for 2008 -- \$64,539.75
- Managed billings and compliance of twenty-three (23) bond companies and over one hundred thirty (130) surety agents.

TOTALS FOR COLLECTION DIVISION-2008

AGENCIES	TOTAL AMOUNT SENT IN 2008	TOTAL COLLECTED 2008	COMMISSION PAID 2008
LINEBARGER	\$2,627,672.70	\$1,126,174.03	\$245,520.03
CAPITAL RECOVERY Bond Forfeitures	\$1,037,234.25	\$64,539.75	\$10,644.85
CAPITAL RECOVERY Enforcement Cases	\$526,348.00	\$87,032.50	\$20,704.90
DANA & PARISER	\$2,553,507.00	\$1,174,080.11	\$253,663.11
TOTALS	\$6,744,761.95	\$2,451,826.39	\$530,532.89

CIVIL DIVISION

The Civil Division is responsible for accepting, filing, issuing service, docketing, processing and maintaining records for civil cases. Civil cases include: contract disputes; personal injury; property damage; evictions; small claims; certificate of judgment transfers; foreclosures; declaratory judgments; housing and safety code issues. In 2008, the Civil Division accomplished the following:

- Improved the imaging process at the pleadings desk by scanning all documents filed on cases assigned to a Judge, and all dismissals and satisfactions.
- Restructured the Civil Division to focus one desk on public customer service therefore giving staff more time to process numerous filings.
- Updated garnishment forms with instructions and forms available on the website.

CRIMINAL/TRAFFIC DIVISION

The Criminal Traffic Division processes and maintains criminal, traffic, and environmental cases. The Criminal/Traffic Division provides a multitude of services to the general public, law enforcement and the Court. This Division plays an integral role in the promotion of public safety by providing support twenty-four (24) hours per day to law enforcement agencies throughout the county. Twenty-four (24) hour support is necessary for the filing and processing of criminal complaints as well as the verification of active warrants. The Criminal/Traffic Division is also responsible for collection and disbursement of bail/bond monies for defendants who are in custody. This process includes providing documentation to the Franklin County Sheriff's Office so that defendants may be released from custody. The Criminal/Traffic Division is responsible for electronically reporting several types of violations to the Ohio Bureau of Motor Vehicles (BMV). Daily, the Criminal/Traffic Division provides numerous services to assist the public, law enforcement, court personnel, and the legal community. Some of these services include collecting payment for court fines, or for posting bond. The Division also processes applications for the Expungement of records, and maintains and secures records ordered expunged. Other examples of service include administering oaths, accepting criminal and traffic charges, filing motions, filing search warrants, providing information about court cases, dispositions, and future court dates, as well as assisting in the courtroom. In 2008, the Criminal/Traffic Division accomplished the following:

- Implemented a new Bureau of Motor Vehicles phone line for all 88 Ohio counties to help serve the BMV in a timelier manner.
- Instituted a new procedure with the CPD robbery unit, allowing the CPD robbery unit to be contacted when their defendant has been arrested.
- Created a file scanning system that works along with our remote clerking allowing us to better manage electronic data.
- Continued to develop ongoing imaging projects and established an imaging station.
- Established a new file check out system that ensures that all active case warrants are hand delivered to the Judge.
- Implemented imaging of all warrant issues. Also, imaging all complaints regardless of year with the following charges: Aggravated menacing, Violation of a temporary protection order, and Domestic Violence once slated.
- Collaborated with Ohio State Police, Franklin County Sheriff's Office, and the Columbus Police Department at all OSU home football games for clerking support.

TRAFFIC VIOLATIONS BUREAU

The Traffic Violations Bureau manages all complaints issued by the following jurisdictions within Franklin County: Columbus Division of Police, Ohio State Highway Patrol, Franklin County Sheriff, Ohio State University Police, Port Columbus Police, eight (8) Townships, and other Municipal law enforcement agencies. Within the Traffic Violations Bureau, is the Communications Department. The purpose of the Communications Department is to further promote ongoing communications and the delivery of excellent

public service to the general public, law enforcement agencies, attorneys, court personnel, other courts and governmental agencies. The responsibilities of The Traffic Violations Bureau and Communications Department include the following:

- Initiating payable and mandatory offenses; this includes traffic, criminal, and environmental cases
- Sending out notices and summonses for new court dates on traffic, criminal and environmental cases
- Opening, logging and processing mail for all divisions
- Processing payments to ensure accuracy prior to being receipted
- Referring cases to Magistrates and Judges for payment determinations
- Sending out letters with incorrect traffic, criminal and or environmental payments
- Processing cases transferred from Mayor's Courts
- Completing public record requests pertaining to case dispositions
- Entering Identification Tracking Numbers (ITN) into CourtView

In 2008, the Traffic Violations Bureau accomplished the following: Effective September 23, 2008, a \$10.00 increase was assessed on all moving violations. We advised defendants of the \$10.00 increase by letter when their payments were short. Due to the high volume of tickets, there was a large portion of letters that needed to be sent out to the defendants, which we were successful in completing.

- Cross-trained to ensure all daily responsibilities were met
- Assisted the Criminal/Traffic Department with the end of the year file control
In 2008, New Traffic Case Filings: 163,358

COURT SERVICES GROUP

The Courtroom Service Group ("CSG") is a select group of highly skilled Deputy Clerks in the Criminal/Traffic Division responsible for the daily processing and updating of all cases on the Criminal/Traffic dockets. A CSG Deputy Clerk is assigned to each of the fifteen Judges as well as the arraignment courtrooms (4C, 4D, 1A, 1B).

On a daily basis, CSG Deputy Clerks docket subpoenas and motions, process unpaid fines and costs, enter sentencing information, issue warrants, process continuances, enter limited driving privileges, added Temporary Protections Orders, update bond information, and update all entries on Courtview. Additionally, CSG Deputy Clerks are responsible for routing files to the Assignment Office, Probation Department, Accounting/Finance Department, Expungement Department, Prosecutor's Office, and to the Vehicle Immobilization Coordinator. The Group also timestamps, docket, pulls and routes Statement of Violations filed by the Probation Department. CSG also staffs LPD Court held on Mondays at 1:30 pm. In addition, CSG Deputy Clerks run and process case management reports

Each CSG member acts as a liaison between the Court and the Clerk's Office. CSG Deputy Clerks are the neutral party in the courtroom there to assist and provide information to everyone. After court, CSG assist with the public and attorney counters, answering telephones, working in the file room, and/or helping the Traffic Violations Bureau. In 2008, Court Services Group accomplished the following:

- Restructured Courtroom Service Group to better meet the operational needs of the Criminal/Traffic Department. Courtroom Service Group Deputy Clerks update case files in the courtrooms for four hours per day and spend the remaining four hours assisting in various areas on the second floor. The new structure provides support for the Judges and Magistrates as well as coverage to the phone team, counter team, file room and Traffic Violation Bureau.
- Established the BMV Clerk position. The BMV Clerk is responsible for reporting all convictions and suspension to the BMV, performs case management to ensure accurate reporting, corrects errors on cases, and also serves as a liaison between the BMV and the Clerk's Office. This new role has changed the license forfeiture and warrant block process from a five day a week task to a two day a week task.

ACCOUNTING/FINANCE DIVISION

The Accounting / Finance Division is to oversee the accounting of all fines, court cost, fees, bail, garnishments, and judgments issued by the Court. The division also oversees the disbursement of collected funds to the appropriate parties, and releases funds in satisfactions, judgments, attachments, garnishments, and executions. The Accounting Division also has three internal payment programs in compliance with the ORC, and Court rules. The programs are as follows:

- **Time Payment Program**
This program under authorization by the sentencing Judge allows a defendant to make monthly payments on court fines and costs; up to twelve months or until balance is paid in full.
- **Rent Escrow Program**
This program allows tenants with complaints regarding their residential housing conditions to deposit rent due into an escrow account until the matter has been resolved.
Cases filed in 2008: **265**
- **Trusteeship Program**
This program allows a debtor to deposit a portion of the personal earnings with the Clerk of Courts to avoid legal proceedings by creditors. The funds collected are disbursed to creditors equally until all debt is paid in full. Cases filed in 2008: **51**

The Accounting / Finance Division is responsible for preparing monthly a general accounting of all money received and disbursed by the Clerk's Office. These records are audited annually by a licensed certified public accounting firm, and approved by the State Auditor's Office.

MUNICIPAL COURT CLERK'S OFFICE 2008 GENERAL FUND

Personnel Services	\$9,236,140
Materials and Supplies	130,050
Services for Operations and Maintenance	920,041
Other	<u>2,146</u>
Total	\$10,288,377

MUNICIPAL COURT CLERK'S OFFICE 2008 SPECIAL REVENUE FUND

Personnel Services	\$ 693,313
Materials and Supplies	51,362
Services for Operations and Maintenance	663,148
Other Expenditures	--
Capital Outlay	408,754
Transfer Out-Operating	<u>311,267</u>
Total	\$2,127,844

**FRANKLIN COUNTY MUNICIPAL COURT JUDGES
2008 ANNUAL REPORT**



FRANKLIN COUNTY MUNICIPAL COURT

375 South High Street,
Columbus, Ohio 43215-4520

Chambers of
Judge Carrie E. Glaeden
Administrative & Presiding Judge
Telephone: 614/645-8206

March 23, 2009

Columbus City Council
Columbus City Clerk
Franklin County Municipal Court Clerk
Board of Commissioners of Franklin County
Citizens of Franklin County

In accordance with section 1901.14 of the Ohio Revised Code, it is my pleasure to provide you with the 2008 Annual Report for the Franklin County Municipal Court.

As the largest and busiest municipal court in Ohio, we continually strive to improve our services to every citizen who appears in this Court.

In 2008, we operated with 4% fewer staff; however, we provided 14.5% more interpreter services to ensure citizens access to the Court with an increase of 35.5% increase in Somali interpreter services alone. Our Probation Department also saw a 7.6 % increase in cases in 2008.

Utilizing qualified volunteers from the community in various positions within the Court, we saw an estimated cost savings to the Court of over 41% in 2008 from 2007.

Please feel free to contact me at 645-8206 or Court Administrator Keith Bartlett at 645-8214 if you have any questions or would like any additional information.

Yours truly,

/s/ Carrie E. Glaeden
Judge Carrie E. Glaeden
Administrative and Presiding Judge

Enclosure

THE FRANKLIN COUNTY MUNICIPAL COURT
375 South High Street
Columbus, Ohio 43215-4520
614-645-8214



2008 ANNUAL REPORT

The Franklin County Municipal Court traces its origin to the creation of the Columbus Municipal Court in 1916. Now, the geographic jurisdiction of the Court is all of Franklin County and those portions of the City of Columbus that extend beyond the boundaries of Franklin County. The Court has 14 judges in the General Division and one judge in the Environmental Division. Judges serve six-year terms, unless appointed or elected to fill a vacancy. Annually, they elect one of their peers to serve as the Administrative and Presiding Judge.

The judges who served the Franklin County Municipal Court during the year 2008 were Judge Carrie E. Glaeden, Administrative and Presiding Judge, and Judges Janet A. Grubb, Anne Taylor, W. Dwayne Maynard, James E. Green, Scott D. VanDerKarr, H. William Pollitt, Jr., Michael T. Brandt, Harland H. Hale, Ted Barrows, Paul M. Herbert, Julia L. Dorrian, Amy Salerno, Andrea C. Peeples, and David B. Tyack.

Judges preside over civil, criminal, and traffic cases and conduct both jury and non-jury trials. In jury trials, judges interpret the law and the jury determines the facts. Non-jury trials are the most common trials in this Court. In these trials, judges have the dual role of interpreting the law and determining the facts. The judges also conduct criminal arraignments and preliminary hearings on felony cases; set bond on criminal charges; issue search warrants; and impose sentence when a defendant is found guilty of a traffic or criminal charge. The judges hear civil cases with an amount in controversy of \$15,000 or less, and cases that are transferred from the Small Claims Division to the General Division of the Court. Other civil disputes resolved in this Court included evictions, rent escrow proceedings, and proceedings to aid in the collection of judgments.

The Environmental Division has exclusive jurisdiction to enforce local codes and regulations affecting real property, such as fire and building codes. The Environmental Division has injunctive powers, and there is no monetary limit on those cases that fall within the Division's exclusive jurisdiction.

Each week a different judge is assigned to the Duty Session to handle a variety of responsibilities, such as applications from law enforcement officers for search warrants, probable cause hearings, and civil wedding ceremonies.

MAGISTRATES

The Court employs an Administrative Magistrate, five full-time magistrates and one part-time magistrate who preside over traffic arraignments, landlord-tenant actions, wage garnishments, small claims cases, and other civil matters. Judges may refer a specific case to a magistrate to take testimony, make legal rulings, and render a decision that is subject to final approval by the judge. Magistrates have the authority in misdemeanor cases to accept guilty and no contest pleas. If the parties agree, they may also hear contested criminal cases and preside over civil cases heard by a jury. Consent is not required from either party for a magistrate to hear a minor misdemeanor criminal case.

BAILIFFS

Bailiffs coordinate activities in the courtrooms, schedule cases, provide docket management, provide information to the public about the status of cases, and act as liaisons between their assigned judge or magistrate and attorneys, court personnel, and the general public. Each judge has an assigned courtroom bailiff, and there is an unassigned or "floater" bailiff who rotates among the judges when a judge's bailiff is absent. Each magistrate also has a bailiff, and there is a Duty Room Bailiff.

COURT ADMINISTRATION

Court Administration oversees the administrative and operational functions of the Court. It is the vehicle by which the non-judicial policies of the Court are carried out. In addition to providing overall support and direction to the Court's nearly 190 employees, some of the specific functions of Court Administration include personnel management, budgeting and fiscal management, purchasing, liaison with other courts and agencies, public information, appointment of counsel, court investigation, court security, interpreter services, vehicle immobilization, and volunteer services..

The Court Administrator, Keith Bartlett, is the chief non-judicial officer. The Court's General Fund Operating budget for 2008 was \$13,984,435, with an additional \$1.5 million Secure Facilities Fund budget and \$608,000 Computer Fund budget.

Court Investigation

Court Investigation is a two-person unit that helps defendants resolve matters such as an extension of time to pay a fine and court costs; delaying the start of court-ordered incarceration; issuance of or change in limited driving privileges; withdrawal of warrant or order-in that has been issued; assistance with impounded vehicle; assistance with Bureau of Motor Vehicle problems; and continuance of a court date. In 2008, Court Investigation assisted approximately 17,693 individuals – 11,356 in-office interviews; 4,302 telephone interviews; and 2,035 other requests for information and assistance.

Court Security Program

The Court Security Program was established to maintain a safe environment in the courthouse for elected officials, Court employees, and all others having business in the courthouse. The staff consists of a Security Director, control room operator and 14 security officers on the first shift, plus a control room operator on the second and third shifts. In addition, the Court contracts with a private security company that provides evening, weekend, and holiday coverage.

Interpreter Services

During 2008, the Court employed two full-time Spanish interpreters and one part-time Spanish interpreter who completed an estimated 8,800 requests for service. There were 608 requests for 31 other languages, including 267 for Somali. The Court also filled 121 requests for American Sign Language interpreters.

Vehicle Immobilization Program

State law mandates the immobilization or forfeiture of vehicles operated by defendants who are convicted of the following offenses: repeat OVI offenses (operating a vehicle while under the influence of alcohol or drugs); driving under certain court or BMV-issued suspensions; Financial Responsibility/Accountability (FRA) suspensions; and wrongful use of a vehicle. A steering wheel locking device is used to immobilize vehicles. In 2008, the Court processed 8,738 driving under suspension cases (a decrease of 07.5% from 2007) and 6,486 OVI cases (an increase of 07.4%). The program's two employees provide the communication from and to the courts, law enforcement and defendants to ensure compliance with the court's orders involving the defendant's vehicle.

Volunteer Services Program

The Volunteer Services Program was developed to augment services to the Court and the community. The Volunteer Coordinator recruits, screens, and places volunteers in appropriate positions by matching their interests, skills, and scheduling requirements. Volunteers serve in a variety of positions, such as in the Department of Probation Services and Assignment Office. In 2008, eight volunteers provided 3,954.15 hours of service at an estimated cost savings to the Court of \$67,971.87.

ASSIGNMENT OFFICE

The Assignment Office is responsible for randomly assigning cases to the judges. Criminal and traffic cases are assigned when a not guilty plea has been entered. Civil cases are assigned after an answer or motion is filed. The Court employs a single assignment system. This means that when a person is charged with a criminal or traffic offense and already has a pending criminal or traffic case, or the person is on probation to this Court, the new charges will be assigned to the judge who presided in the previous case. Once a case is assigned to a judge, the Assignment Office is responsible for the management of the case as it proceeds through the system.

COURT REPORTERS

Court reporters make a verbatim record of court proceedings, prepare a transcript from the record of court proceedings upon request, and maintain records of exhibits introduced at court proceedings. The Court has an obligation to provide a transcript of all proceedings upon request of a party, and there must be a court record of all pleas and waivers. There are 14 full-time and two part-time Court Reporter positions.

JURY COMMISSIONER'S OFFICE

It is the duty of the Jury Commissioner's Office to summon and then assign prospective trial jurors to courtrooms when needed, and track *voir dire* results and trial verdicts. Jury service is limited to two weeks, except in those cases in which additional days are required to reach a verdict. Jurors are paid \$20 per day for each day they are in attendance, which by law is set by the county commissioners. The number of jurors summoned in 2008 was 4,294.

LEGAL RESEARCH

The Court employs a Legal Research Supervisor who provides legal research, supervises the work of part-time law clerks, and serves as a part-time magistrate. The Supervisor and law clerks research and prepare memoranda on issues pending before the Court, maintain the law library, review new case law to ensure the Court's compliance with the decisions, review pending legislation that may affect the Court, advise the judges and employees regarding new legal developments and applications of current law to court procedures, and update local court rules.

DEPARTMENT OF PROBATION SERVICES

The probation officers assigned to general probation supervision are responsible for supervising all types of cases that are referred by the judges of the Court, and for enforcing the Court-ordered conditions imposed upon those probationers. Conditions of probation may include: serving time in the county jail; home incarceration in lieu of jail; payment of fines and court costs; completion of a three-day residential Driver Intervention Program for OVI offenders; attendance at a drunk driving impact panel presentation; testing for alcohol or drug use; completion of an alcohol, drug, or mental health assessment, and, if warranted, a recovery or care program; domestic violence or anger management counseling; attendance at a Defensive Driving Course or Underage Drinking Program; community service work; and restitution to victims. In 2008, the Department handled 13,978 active cases.

Domestic Violence Unit

The Domestic Violence Unit offers offenders unique opportunities to secure treatment for their behaviors. This Unit monitors offenders' compliance with domestic violence counseling – which is now a minimum of 40 weeks – in addition to all other Court orders. The Domestic Violence Unit has two staff members dedicated to meeting the needs of domestic violence victims.

Specialized Probation Supervision Programs

The Court has four specialized probation programs: Chemical Abuse Program (CAP), Multiple O.V.I. Offender Program (MOP), Sex Offender Program, and Mental Health Program. These specialized probation supervision programs offer judges sentencing options in cases involving alcohol or drug usage or chemical dependency, sexually deviant behavior, or mental health issues. They also offer the probationer a unique opportunity to obtain treatment for these particular problem areas, which enhances public safety by helping clients achieve recovery through the fullest possible use of all available treatment resources.

Investigation Services

The Investigation Unit prepares presentence and post-sentence reports and conducts sealing of records (expungement) investigations. These reports provide critical information for the judge to consider in making an appropriate disposition based on the particular defendant and facts. In 2008, there were 2,376 investigations ordered.

Supervised Community Service

This sentencing alternative allows for placement of convicted offenders in unpaid positions with nonprofit or governmental agencies where they perform a specified number of court-ordered community service hours in lieu of costly incarceration. In 2008, offenders completed more than 29,700 hours of community service.

Restitution Program

The Restitution Program illustrates the Court's commitment towards victims of crime and the community at large. When a judge orders a defendant to make restitution to a victim, the restitution officer determines the amount to be paid, then collects and disburses the monies to the victim. In 2008, more than \$364,000 was collected for distribution to victims.

The Provided-No-C convictions Program (PNC)

PNC is a special conditional sentence where all or part of a sentence may be suspended provided there are no other convictions for a specific period of time, not to exceed five years. During 2008, the Program supervised 8,548 cases.

Support Services

The Support Services Unit includes receptionists, intake officers, support relief officers, and one transcriptionist.

SERVICE BAILIFFS

Service bailiffs assist litigants, attorneys, and the Court by delivering court documents to parties and enforcing both pre-

judgment and post-judgment remedies. Responsibilities include service of complaints, summonses, criminal and civil subpoenas, garnishments, juror letters, and revocation hearing notices. Writs of replevin are enforced through seizure of property to be returned to the rightful owner, and writs of execution through levy and sale of personal property for the purpose of satisfying the judgment. Additionally, service bailiffs supervise the set-out of tenants' property during an eviction.

The Service Bailiffs' Department processed or served approximately 49,215 legal documents in 2008 and supervised 1,638 set-outs. The Department currently employs 17 full-time individuals: a Chief Service Bailiff, two Deputy Chief Service Bailiffs, 13 Service Bailiffs, and a Secretary/Receptionist.

SMALL CLAIMS DIVISION AND DISPUTE RESOLUTION PROGRAM

Small Claims Division

The Small Claims Division helps people and businesses file complaints for money damages up to \$3,000. Small Claims Court is somewhat less formal than the General Division of the Court. Small Claims Court may also resolve cases more quickly, and usually an attorney is not required.

The Small Claims Division offers all of the required legal forms, information and instruction sheets, brochures and booklets that address how to proceed in every phase of the case. Forms and information are also available on the Court's web page: www.fcmcclerk.com. In addition, the Small Claims Division helps people who have won their cases collect their judgments and can explain and assist with collection procedures.

The Division has five full-time employees. They provide support for the five Magistrates who hear small claims cases. The staff initiates, assigns, and schedules each case for trial. The Division processed more than 8,500 new small claims cases in 2008. The Small Claims Division also supports the Court's Dispute Resolution Program.

Dispute Resolution Program

The Dispute Resolution Program provides mediation and other dispute resolution services for the citizens of Franklin County. In mediation, a neutral third party—the mediator—meets with disputing parties to help them reach an agreement that is satisfactory to all parties. Mediation is very different from trial or arbitration. The mediator works with the parties and provides an opportunity to discuss all of their concerns and to reach an agreement that best suits their needs. The mediators are highly skilled and experienced volunteers, and students from local law school and graduate programs.

In 2008, the Department's free Evening Mediation Service scheduled 1,017 mediations. In 335 disputes, the parties came to agreement about all issues before or at mediation. Mediators in the Evening Mediation Program are all volunteers who mediate as a community service.

In addition, the Department's Check and Account Resolution Service (CARS) helped more than 1,623 individuals resolve disputes with businesses.

Judges and Magistrates referred 432 cases to mediation in 2008. One hundred twelve of these cases were from individual dockets; the balance (320 cases) came from review of *pro se* answers by the Duty Judge. Almost 75% of these cases (247) were resolved without trial. Of those that resolved only 15% (37 cases) required a ruling on a summary judgment motion.

In November 2008, the Court agreed to provide mediation services for foreclosure cases in Franklin County. The Franklin County Foreclosure Mediation Project (FCFMP) provides mediation services for borrowers and lenders in mortgage disputes before a case is filed, after filing and even after judgment. The goal is to assist borrowers and lenders in reaching prompt and satisfactory agreements to resolve their disputes.