

Columbus City Bulletin



2010 ANNUAL REPORT

Andrea Blevins, City Clerk
COLUMBUS, OHIO

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2010 ANNUAL REPORT

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**CITY COUNCIL
2010 ANNUAL REPORT**

2010 marked a year of progress and improvement for the Columbus City Council as the City and central Ohio region began to recover from the economic down turn of the previous few years. In August of 2009, Columbus voters passed a .5% increase to the Columbus income tax. The City began collecting the additional dollars in October 2009, allowing City Council to use the 2010 budget to make significant restorations to City services cut in the prior general fund budget and make new investments in capital projects not seen in the previous year. Mayor Michael B. Coleman submitted a proposed \$653.8 million and in January 2010, the City Council proposed \$4.7 million in amendments to the budget. Included in those amendments were dollars for a new fire recruit class and economic development initiatives.

Michael C. Mentel served as President of City Council chaired the Rules and Reference Committee. Hearcel F. Craig was President Pro Tempore. Chairing Council's committees were: Andrew J. Ginther, Finance and Economic Development and Public Safety; Craig, Public Service and Transportation and Minority and Small Business Development; A. Troy miller, Administration and Zoning; Eileen Y. Paley, Judiciary and Court Administration and Public Utilities; Charleta B. Tavares, Health, Housing & Human Services and Workforce Development; Priscilla R. Tyson, Recreation and Parks.

Columbus City Council Passed 1808 pieces of legislation in 2010.

The end of the year saw two of the most tenured members of the City Council leave their offices. Council President Michael C. Mentel announced his retirement from the Council and Councilmember Charleta B. Tavares resigned after being elected to represent the 15th District in the Ohio Senate.

Safety

The City of Columbus is a national leader when it comes to improving safety on area roadways for motorists, cyclists and pedestrians. Councilmember Ginther held two public hearings on a texting ban that makes interacting with a mobile device while driving a vehicle a primary offense. The Columbus law serves as a model for other communities and received the support from the local law enforcement and medical communities.

Councilmember Ginther also held public hearings to collect community input on the expansion of the photo red light program in Columbus. Red light cameras are proven safety tools that have reduced dangerous right angle crashes by up to 76% at select intersections. City Council approved the expansion of the program from 20 to 40 sites and also voted to add mobile speed units to be deployed at parks, school zones and other areas children tend to congregate.

Additional Safety Efforts

- Council supports the use of \$663,375.20 from the General improvement Fund to purchase new cameras and other accessories for 62 new marked police cruisers
- City bought 300 body armor vests so all fire fighters on medics and engines will be protected during dangerous runs
- After years of public debate, Council participates in the announcement of a neighborhood safety camera program that will go into effect in 2011

Economic Growth

In this recovering economy that has businesses looking toward a brighter future, the Columbus City Council began investing in economic development strategies in 2010 like never before; initiatives that will lead to greater income tax revenue for decades to come. The Council set aside \$300,000 in the budget for the Development Department to begin a highly aggressive campaign to attract, retain and grow businesses and job in Columbus. A portion of the plan has Columbus dealing in a collaborative manner with some of the biggest companies in Columbus through work with the Columbus Chamber of Commerce and Columbus Partnership with the Columbus 2020! collaborative, a public-private effort designed to grow economic development opportunities in the central Ohio region.

Council also supported many other efforts to continue the momentum of job growth, including holding hearings to detail one of the largest economic development projects ever undertaken in Columbus. Councilmembers supported a job creation incentive package for the expansion of the OSU Medical Center, a \$1 billion dollar project that will create an estimated 6,000 new jobs and bring neighborhood improvements to the near east side of the city while expanding housing and health care options for the residents in the area.

One of the greatest economic engines in Columbus and central Ohio is the tourism industry. According to Experience Columbus, the most recent numbers available show tourists spend more than \$7 billion dollars in the region and help create more than 61,000 jobs. If Columbus wants to be competitive with similar size convention markets in the Midwest, it will need to invest in the infrastructure to bring more visitors to the area. That is why City Council supported and participated in the groundbreaking for the new Hilton Downtown Convention Center hotel, a 500 bed addition to the existing convention center complex that is already allowing marketing specialists to secure conventions and tradeshow in the years to come.

Additional Economic Growth Efforts

- Announced an agreement with Nationwide that will result in 1,400 additional jobs in Downtown Columbus
- Assisted in the creation of 500 new jobs with Huntington Bank, which also pledged to keep its headquarters Downtown for the next 20 years
- Columbus City Council was active in the I-70/71 split discussions, holding a public hearing before passing legislation to allow the State of Ohio to begin the first phase of the project
- Supported the creation of a Department of Building and Zoning Services to improve customer service
- Supported and actively participated in effort to move proposed Columbus casino from a site in the Arena District to the west side of the city
- Adopted Greater Hilltop Area Plan to guide growth and redevelopment in Hilltop neighborhood

Neighborhood Improvements

In addition to maintaining strong police and fire forces, a major benefit of passing the income tax increase in 2009 was ability for City leaders to invest in Columbus neighborhoods. The City spent nearly \$22 million on street resurfacing projects in 2010, after spending just \$33 million in federal stimulus dollars the previous year. In fact, the After a long winter created thousands of potholes in streets, road crews went on a concentrated, one month pothole repair program that saw the filling of some 25,000 potholes all around the City. In addition to roadwork, Columbus also restored weekly yard waste collection for homeowners and passed legislation to better hold landlords accountable when their properties become blighted.

Additional Neighborhood Improvements

- Columbus was awarded \$23.2 million in Neighborhood Stabilization Program 2 to rehabilitate or replace housing stock in targeted areas
- Approved the spending of \$6-million on the first phase a centralized traffic signal system to improve and increase connectivity of traffic signals in Columbus
- Promoted active lifestyles and alternative forms of transportation by installing 188 pavement markings called “sharrows” on High Street to remind drivers and bike riders to share the road

Capital Improvements

The 2010 Capital Improvements Budget (CIB) was set at \$130.7 million, a dramatic increase from the \$24.1 million. To put that number in perspective, the 2009 CIB was one-tenth of the 2008 CIB. One quarter of all collections from the income tax are set aside to retire the debt service on capital projects. In 2010, in addition to the street resurfacing dollars already noted in this document, City Council also approved the expenditure of CIB money for work to build a new crime lab and property room as well as the purchase of new fire equipment.

- \$6.0 million for trash equipment and containers
- \$3.8 million for swimming pool renovations
- \$2.6 million playground improvements

Recreation Services

The Columbus Recreation and Parks Department celebrated its 100th anniversary in 2010 with a series of events at various Rec Centers and other facilities. The City Council amended the general fund budget by adding \$263,000 to open Tuttle Recreation Center under City control. In all, the City took over programming at 9 Rec Centers that had either been closed or had their City programming curtailed due to budget cuts.

Additional Recreation Services Improvements

- Council supported numerous community garden projects, including one in the Linden neighborhood and another at the former police headquarters that will help improve nutrition of

area residents, convert blighted areas to green space, and provide recreational opportunity for residents

- Franklin Park Conservatory
Council adds \$250,000 to proposed 2010 budget for the Franklin Park Conservatory, increasing the operating budget contributions to \$350,000
- Council supported spending \$100,000 for playground equipment upgrades and lighting at various parks around Columbus

Policy Initiatives

The Columbus City Council took a major step forward in the fight for inclusion and equality when they passed an ordinance giving the Mayor Coleman Administration the ability to offer domestic partner benefits to City employees. The ordinance passed by Council authorizes the City's Human Resources Department to modify the city employee benefit plan to extend health benefits to an adult with whom the covered employee shares a permanent residence. In addition, the benefit plan will require the additional eligible dependent to:

- Have been in an exclusive relationship with the employee for at least 6 months with the intention of remaining in the relationship indefinitely
- Be at least 18 years of age and mentally competent
- Sign a declaration of financial interdependence with the employee and demonstrate financial interdependence through joint ownership of property, an automobile, a bank or credit account or through a will, life insurance plan, insurance policy or power of attorney.

City Council also continues to support programs that will lead to a more sustainable, environmentally friendly Columbus community while providing businesses the tools they need to grow in a "green economy". The Green Columbus Fund was established to provide grants to businesses that acquire "brownfield" sites so they can complete environmental assessments and receive reimbursements for the cost to apply for Leadership in Energy and Environmental Design certification. The Green Switch Loan Fund offers low interest loans to cover the cost of energy efficiency construction and renovations.

Councilmembers also made a concerted effort to make City government, and in particular the zoning process, more transparent than ever. Zoning Committee Chair A. Troy Miller held a "Zoning 101" public hearing to better educate the public about the often times confusing zoning process. Councilmember Miller detailed every step a zoning application must follow, taking special care to note the places in the process when public input is accepted. The meeting was recorded and DVDs were given to Columbus' Area Commissions by the city's Neighborhood Services Department.

**CITY TREASURER
2010 ANNUAL REPORT**

**ANNUAL REPORT
DEPARTMENT OF CITY TREASURER
FOR THE YEAR ENDING DECEMBER 31, 2010**

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 2010 was \$1,120,476,736.28 with cash-basis investment earnings of \$10,794,788.99 for a yield of 0.99 percent. The investment balance at year end was \$1,325,252,662.45. Schedules of all investment activity for the year, and the portfolio composition as of December 31, 2010 are presented later in this report.

Columbus City Treasurer's Office
Balance Sheet as of 12/31/10

ASSETS:

Cash in Banks	1,249,362.23
Cash-in-Payroll Account	748,661.72
Cash-on-Hand	251,291.54
Receivable Items	48,347.12
Currency for Deposit	10,000.00
Due to Others	6,648,188.20
Sinking Fund Coupons	76,863,000.00
Returned Checks	50,305.53
Treasury Investments	1,324,962,462.45
Total Assets	<u>\$1,410,831,618.79</u>

LIABILITIES:

Auditor's Warrants Payable	12,710,070.04
Sinking Fund Warrants Payable	76,868,992.63
Payroll Checks Issued	748,661.72
Advance Receipts	20,355,680.93
Total Liabilities	<u>110,683,405.32</u>
City Fund Balance	1,300,152,189.14
Sinking Fund Balance	4,387.40
Total Fund Balances	<u>\$1,300,148,213.47</u>
Total Liabilities and Fund Balance	\$1,410,831,618.79

Columbus City Treasurer Investment Earnings-Cash Basis 1987-2010

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
2009	\$18,000,322.49
2010	\$10,794,788.99

CITY OF COLUMBUS
 DECEMBER 31, 2010
 INVESTMENTS BY TYPE

	Amount	Average Yield	% of Portfolio
FFCB Coupon Notes – Callable	99,992,723.16	0.87%	7.55%
	-----		-----
Federal Farm Credit Bank	99,992,723.16		7.55%
FHLB Coupon Notes	211,628,557.19	0.44%	15.97%
FHLB Coupon Notes-Callable	109,850,000.00	0.68%	8.29%
FHLB Discount Notes	0.00	0.00%	0.00%
	-----		-----
Federal Home Loan Bank	321,478,557.19		24.26%
FHLMC Coupon Notes	60,909,819.97	0.30%	4.60%
FHLMC Coupon Notes-Callable	224,984,000.00	0.69%	16.98%
FHLMC Discount Notes	0.00	0.00%	0.00%
	-----		-----
Federal Home Loan Mortgage Corp.	285,893,819.70		21.57%
FNMA Coupon Notes	0.00	0.00%	0.00%
FNMA Coupon Notes-Callable	304,960,868.06	0.70%	23.01%
	-----		-----
Federal National Mortgage Association	304,960,868.06		23.01%
Certificates of Deposit	75,000,000.00	1.28%	5.66%
Star Ohio	4,088,001.15	0.10%	0.31%
JP Morgan Chase Bank	174,171,714.88	0.25%	13.14%
Huntington Premier Money Market	16,261,727.94	0.25%	1.23%
Key Bank	1,892,779.04	0.21%	0.14%
Nationwide Bank	40,576,470.82	1.10%	3.06%
US Bank	0.24	0.15%	0.00%
Street Lighting/Brewery District	936,000.00	3.64%	0.07%
Total Investments	1,325,252,662.45	0.63%	100.00%

CITY ATTORNEY'S OFFICE
2010 ANNUAL REPORT

2010 Annual Report
Columbus City Attorney's Office
Richard C. Pfeiffer, Jr., 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 Section -- Angela D. Radney, Chief (January/July), Bill R. Hedrick (July/December), Chief

The office's human resources, fiscal, technology and facilities management functions are performed out of this section. In performing these functions in 2010 the office spent from all funds \$11,536,369 while, at year's end, employing 115 full-time and 37 part-time employees. Of the fulltime number, 59 were attorneys. Angela D. Radney headed this section from January to July before leaving to become Chief Deputy/Chief of Staff for Franklin County Clerk of Courts Maryellen O'Shaughnessy. Bill R. Hedrick succeeded Ms. Radney.

Civil Division – General Counsel Section, Joshua T. Cox, Chief Counsel & Section Chief

This section serves as the primary legal counsel to city officials on issues relating to city services, legislation, contracts, zoning, economic development and other day-to-day operations of city government. In performing its duties this section reviewed 1,985 contracts that involved over \$1.1 billion in expenditures and reviewed 1,535 ordinances that went before City Council. Noteworthy projects or issues that received the section's advice and counsel: a) represented the Civil Service Commission in court proceedings challenging the city's Charter relative to city employee residency requirements; b) advised the Historic Preservation Office on the process and requirements for re-establishing the Old Beechwold Historic District; c) participated with the Departments of Public Service and Public Utilities in a project reviewing and revising the Construction and Material Specifications manual and related contract and bidding documents that are used on all city construction contracts; d) developed grant agreements for the Department of Development for use in the newly-created Green Columbus Fund projects; and, e) assisted the Department of Development in completing a Joint Economic Development District with Prairie Township.

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

This section renders legal advice to city officials on labor and employment issues and handles all labor and employment matters involving the city's relationship to its seven collective bargaining units and its approximately 8,000 employees. Cases are handled by the members of this section before federal, state and local agencies as well as federal and

state courts (both trial and appellate levels). At the beginning of 2010 the section was handling 155 litigation matters. Over the course of the year, 105 new labor and employment lawsuits and/or administrative charges were filed against the city, while 82 cases were closed. Of those closed, 7 were withdrawn, 19 were settled, 5 were partially in favor of the city, 11 were resolved against the city, 2 were threats of litigation against the city and 38 were fully litigated with success for the city.

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

While litigation occurs in other sections of the office, this section deals principally 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 56 new lawsuits that requested over \$221 million in damages against the city and its employees. 48 cases were closed in 2010. 17 were resolved through settlement negotiations, 11 were dismissed in the city's favor on summary judgment motions, 1 was dismissed in like manner for the other party's favor, 14 were dismissed for other reasons, 2 were decided in the city's favor on dispositive motions and 2 went to trial with the city prevailing in both cases. The city paid out \$463,000 to resolve matters handled by the section in 2010. An additional \$120,000 was paid out to resolve a lawsuit handled by an attorney in the Labor and Employment section. At the close of the year 79 active cases were the continuing responsibility of the litigation section; additionally, the section worked with city departments through training, advice and counsel to improve city practices and policies so that in the future litigation may be prevented or successfully defended.

Claims Division – Nancy L. Weidman, Division Chief

This division is responsible for the collection of debt owned the city and for investigating and paying or denying claims for personal injury and property damage made against the city. In 2010, \$2,125,521.37 was collected from delinquent taxpayers through the efforts of two attorneys and three support staff members. Another \$1,807,129.40 was collected from delinquent taxpayers as a result of the efforts of outside collection agencies employed by the City Attorney on behalf of his clients. \$204,058.33 was collected through the efforts of one attorney and two support staff members for other-than-tax-related indebtedness. Another \$287,307.83 was collected by outside collection agencies for similar debt. 2,676 new tax lawsuits and 99 non-tax lawsuits were filed in 2010. The division also investigated and processed 82 new claims against the city, paying negotiated settlements on 29 of them. On demands totaling \$467,733.45, the division paid out \$202,880.36 on behalf of the City Attorney's clients. Additionally the division worked closely with the City Auditor's office to step up collection enforcement against delinquent Hotel/Motel Excise Tax debtors, and assisted in the development of new procedures to enable the city to stop payment to those city vendors who are also tax debtors until the tax delinquency is resolved.

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

This two-attorney office provides comprehensive legal advice and training to the division of police's approximately 1,850 sworn officers and approximately 300 civilian employees on a 24-hour/7-days-a-week/365-days-a year basis. In terms of real-time legal advice, this office responded in 2010 to a daily average of 35 requests for advice or opinions coming to it by phone, email or in-person. Some of these requests were easily-answered at the moment asked, to others requiring detailed research. The office provided 150 hours of legal training to the division's one police recruit class and its current officers, training that required over 100 hours of preparation. In addition to providing many, specialized roll-call trainings, the office prepared and distributed 13 comprehensive Legal Updates, all of which were provided to the Ohio Municipal Attorneys Association which then distributed the Updates to law enforcement agencies and prosecuting attorneys across the state. The attorneys in this office attended division-wide meetings, reviewed and commented on division policies and provided assistance and advice to other attorneys throughout the City Attorney's office.

Prosecutor Division – Lara N. Baker, Chief Prosecutor; Bill R. Hedrick, First Assistant

This division is located in the Franklin County Municipal Court building where its attorneys and support staff are responsible on behalf of the government for the prosecution of traffic and criminal misdemeanor offenses, activities that require the staffing of 15 trial courts and four arraignment courtrooms. In addition, the division operates programs that evaluate whether criminal charges should be filed, that offer protection to victims of domestic violence, that mediates disputes between neighbors, and that evaluates whether certain defendants are eligible for a diversion program.

In 2010, this division's various units:

- a. Prosecuted 109,732 misdemeanor cases with courtroom prosecutors carrying an average caseload of 321 criminal/traffic cases per month.
- b. Conducted 43 jury trials, 231 bench trials and 111 motion hearings.
- c. Completed 37 appellate briefs and 29 oral arguments.
- d. Filed over 500 objections to applications for expungements.
- e. Of the 5,675 OVI cases filed in the municipal court, this division handled 4,409 of them. Of that number, 1,382 were resolved at arraignment with a 84% conviction rate, while the balance was resolved by the division resulting in an 81% conviction to the charge of OVI.
- f. Responded to 220 public records requests.
- g. Scheduled 12,919 mediation hearings on dishonored checks, with over 6,000 being kept out of the criminal justice system because of resolution of the issues. The balance of unresolved issues resulted in 871 criminal charges for passing bad checks.
- h. Processed 5,582 citizen complaints which resulted in the filing of 873 criminal charges.

- i. Conducted 193 mediation hearings (out of 372 that were scheduled), with 155 resulting in agreements between the parties.
- j. Diverted 871 traffic cases and 531 theft cases of defendants who successfully completed a diversion program.
- k. Provided domestic violence advocacy protection to 6,021 victims of domestic violence.
- l. Actively prosecuted 5,221 domestic violence cases.
- m. Secured 538 protection orders at the arraignment stage for victims of domestic violence.

Real Estate Division – John C. Klein, III, Chief Real Estate Attorney

This division is responsible for the acquisition of all real property needed by city departments, the provision of legal assistance with regard to all 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 2010 the division provided legal and negotiating advice for 33 projects including the widening of Alum Creek Road and a major sanitary sewer tunnel to serve the new intermodal facility located in the Pickaway County Joint Economic Development District, Rickenbacker Airport and the Village of Lockbourne. Additionally, the division successfully assisted in negotiating the purchase of the former Woodland Meadows site, a 52-acre tract at James Road and Ruhl Avenue, the negotiation and acquisition of an undeveloped 28-acre tract of land abutting Hoover Reservoir to provide additional watershed protection for the reservoir and the negotiation of a limestone mining lease at the former Waste-to-Energy Plant on Jackson Pike. In acquisition activities for all city projects, such as new roads, road widening, and storm and sanitary sewers, the division processed 235 parcels of land.

Zone Initiative Unit – The Team: Assistant City Attorneys, Jody Spurlock, Steve Dunbar, Brandon Shroy and Jaiza Page

This unit's function is to work closely with city agencies, particularly police and code enforcement, and with citizen groups such as area commissions, civic associations and block watches to identify neighborhood problems and to determine if there are solutions, whether legal or otherwise, to solve them. To that end the four attorneys now assigned to this unit, a reduction of one over the year, were out in the community attending meetings and making presentations on how citizens and their city government can work together to improve the quality of life in Columbus's neighborhoods.

Of note in 2010, this unit filed 542 civil abatement actions in the Environmental Division of the Franklin County Municipal Court, secured 22 injunctions against drug houses (closing them down), initiated 14 foreclosure actions by executing on judgments obtained against nuisance properties, with the result that four properties were sold to new owners who moved to abate the nuisance conditions. Also, five problematic clubs were closed

down: Club Twitter (after hours), Lollipops (after hours), Rumors (strip club), Aquarium (liquor permit holder) and Blue Diamond (liquor permit holder).

In 2010 the Columbus City Council adopted resolutions objecting to the renewal efforts of 13 liquor permits holders. In representing the city before the Division of Liquor Control of the Ohio Department of Commerce. In hearings before the division, renewal efforts of ten permit holders were denied, one application for renewal was withdrawn, one permit was cancelled and one hearing resulted in the renewal of the permit. Nine appeals by permit holders were taken from the division to the Ohio Liquor Control Commission, one was affirmed in favor of the city, two were found in favor of the holder and six appeals were still pending at the end of the year.

-END-

Richard C. Pfeiffer, Jr.
Columbus City Attorney
614-645-6904
rcpfeiffer@columbus.gov
www.columbuscityattorney.org

**CITY AUDITOR
2010 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 10, 2011

Mr. Andrew Ginther
President
City Council
Columbus, Ohio 43215

Dear President Ginther:

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 2010.

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 2010 is now in progress. An annual financial report of the total City for the year ended December 31, 2010 containing the independent auditor's report will be issued in the near future.

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>2010</u>
Personal service	\$ 2,436,821
Materials and supplies	27,188
Services	722,873
Other disbursements	-
Capital outlay	<u>10,750</u>
	<u>\$ 3,197,632</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)			
2010	\$13,781	2005	13,073
2009	12,727	2004	11,731
2008	14,679	2003	11,441
2007	14,883	2002	11,046
2006	13,948	2001	11,140

Miscellaneous Data

	<u>2010</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>
Vouchers paid	100,545	95,491	119,154	121,723	98,985
Receiving warrants written	8,640	8,678	8,060	8,124	7,915
Disbursing warrants written	73,683	70,170	74,100	77,076	77,345
Funds and sub-funds accounted for:					
General	6	6	6	7	7
Special Revenue	50	47	46	45	46
Trust & Agency	23	22	21	21	19
Debt Service	20	42	35	21	15
Internal Service	7	7	6	6	6
Capital Projects	54	31	34	39	37
Enterprise	<u>41</u>	<u>40</u>	<u>30</u>	<u>33</u>	<u>42</u>
Total	<u>201</u>	<u>195</u>	<u>178</u>	<u>172</u>	<u>172</u>

**MAYOR'S OFFICE
2010 ANNUAL REPORT**

Mayor's Office 2010 Annual Report
Mayor Michael B. Coleman

The City of Columbus continued to create jobs and deliver core neighborhood services in 2010. Under the direction of Mayor Michael B. Coleman, Columbus continues to grow as other cities in the Midwest and around Ohio are shrinking. In 2010 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 2010 Columbus leveraged city resources to secure 23 new projects. Over the next five to 10 years, these projects will create 9,576 new jobs, retain 3,857 and generate \$11.3 million of new income tax annually and \$1.8 billion of new private investment.

As part of the effort to achieve long-term budgetary security, Mayor Coleman continued the effort to implement a 10-Year Reform Plan to save taxpayer dollars through reforms and efficiencies. The steps taken by the city last year will generate aggregate savings of \$135 million through 2019. Continued reduction of the city's payments for the employee portion of pension contributions, which would have to be achieved in future collective bargaining negotiations, will produce savings far greater than the present total. These successes helped the city maintain Aaa credit rating scores from all three major bond rating agencies, keeping Columbus as the only large city in the country with such a distinction.

Under the mayor's leadership, Columbus continued to receive national recognition as one of the best cities in America, including from RelocateAmerica, which listed Columbus in a top 10 ranking of the nation's best biggest cities, which also included Chicago, Dallas and Boston. It also was one of two Ohio cities, along with Cincinnati, to make the cut in a top 10 ranking of the most affordable metros. Underwriters Laboratories ranked Columbus second in its 2010 Safest Cities for Families with Young Children, Yahoo Travel listed Columbus as the No. 4 best shopping city in the U.S., Forbes.com listed Columbus as the 5th Most Relaxed City, and according to the 2010 Volunteering in America Report, Columbus has the nation's 8th best volunteer rate among America's largest cities.

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
2010 ANNUAL REPORT**



**Municipal Civil Service Commission
Columbus, Ohio**

2010
Annual Report



Michael B. Coleman, Mayor

**Grady L. Pettigrew, Jr., President
Jeffrey D. Porter, Member
Delena Edwards, Member**

C. Amy DeLong, Executive Director





2010 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 7,420 full-time employees. City employees serve the public in a wide variety of jobs, such as construction inspectors, practical nurses, and tree trimmers. Other City employees work in jobs such as police communication technicians and GIS analysts. Still other employees provide the support that keeps the front-line workers moving. These jobs include purchasing expeditors, legal secretaries, and accountants. For about 95 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 2010, the City's primary recruitment tool was its online employment center which featured an automated job interest database. This service can be utilized over the internet at the Commission's website, from any personal computer, 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. 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 2010, the Commission received nearly 22,053 job interest forms that triggered the sending of 9,169 notices of either job vacancies or testing opportunities to potential applicants. More than 25,961 applications for City jobs were filed with the Commission during the year, 95.18% of which were filed through the website.

Applicant Testing

One of the primary ways the Commission supported the peak performance goal was to administer the City's competitive testing system. For approximately 41 percent of the City's job classifications (266 of 654 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 usually conducted at one of the Commission's two testing centers. Through testing, applicants compete for jobs by demonstrating their qualifications via performance tests, written tests, training and experience assessments, and other methods. This system guarantees the public access to City jobs and helps ensure that tax dollars are spent considering the most highly qualified candidates for each position.

The current practice for many City jobs is to only conduct a test when there is a vacancy. This practice provides better service to applicants by not wasting their time testing when there are no vacancies. It also provides better service to the departments, as they can recruit from the most current labor pool. The overall result of the testing system is that the City can more easily hire the highest qualified applicants immediately available to serve the public.

During 2010, 89 tests were administered, including 62 open competitive tests, five promotional exams, and two qualifying noncompetitive (pass/fail) exams, resulting in the creation of lists of individuals eligible for appointment to City positions. In 2010, 4,351 candidates from nonuniformed eligible lists (including noncompetitive vacancies) were certified to City departments for hiring consideration. Of the 4,351 certified, 576 were appointed to City jobs.

In 1990, the City had over 2,000 provisional employees. At the end of 2010, the Commission reached its goal to eliminate provisional employees through testing; therefore no provisional employees remain.

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. Regular class plan reviews and revisions are necessary



to make the classifications consistent with the ever-changing needs of the City departments. 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.

During 2010, the Commission took action on 158 job classifications, including making 76 revisions, nine creations, seven abolishments, and 66 reviews with no change. These efforts brought the total number of classes (with pay assigned) in the City's class plan to 654. 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 2010, the staff completed 18 job audits. Eight of the audits resulted in a determination that no change was warranted. Ten audits resulted in a determination that the position required a reallocation or appropriate duties needed to be reassigned to the position. Another 75 positions were randomly reviewed, of which 71 were determined to be properly classified and four 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 2010, the Commission processed an average of 1,085 transactions per month before the payroll was certified as correct and paychecks were issued.

Over the course of the year, the City hired 942 new employees, 488 in full-time and 454 in part-time positions. A total of 239 City employees received upgrades or promotions during the year. Employee separations totaled 490, which included 247 resignations, one layoff, and 182 retirements.

Columbus City Schools

In addition to overseeing the classified service of the City, the Ohio Revised Code provides that the Commission oversees the approximately 3,530 employees in the classified service of the Columbus Board of Education. As of December, there were 171 job classes in the Columbus City Schools class plan. During the course of the year, the Commission approved a recommendation for revisions to one classification specification.

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 2010, 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 2010, the full Commission held 12 regular and two special public meetings. Additionally, two full Commission disciplinary hearings were held. Furthermore, one Commissioner and two Civil Service staff members held 16 trial board sessions to hear disciplinary appeals. Two investigations were completed with respect to an alleged test security breach and a submission of an unaccredited degree. No residency investigations were conducted.

With respect to the Commission's docket, a total of 22 disciplinary appeals and 73 non-disciplinary appeals were filed during the year. The Commission ruled on 27 disciplinary and 27 non-disciplinary appeals. A total of 54 appeals were



withdrawn. Additionally, during the year, applicants removed from eligibility lists as a result of background checks filed 81 new requests for administrative reviews. The Commission ruled on 79 administrative reviews, reinstating 32 applicants and denying 47 requests.

Civil Service Commissioners:

Grady L. Pettigrew, III, President
(Term expires January 31, 2012.)
Jeffrey D. Porter, Member
(Term expires January 31, 2016.)
Delena Edwards, Member
(Term expires January 31, 2014.)

**COMMUNITY RELATIONS COMMISSION
2010 ANNUAL REPORT**

2010 Annual Report

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

(614) 645 – 1993

Napoleon A. Bell, Executive Director
Rebecca R. Nelson, Chair

Building A Community For All

INTRODUCTION

Mayor Michael B. Coleman, City Council Members and residents of the City of Columbus, please accept this document as the official Community Relations Commission's 2010 Annual Report. During 2010 the Commission coordinated a multitude of forums and educational programming with the intent of making citizens aware of the diversity that exists within the city. In addition, the Commission worked with residents to help to identify and resolve community tensions. The New Americans Initiative provided opportunities for Limited English Proficient to receive meaningful access to programming.

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 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 2010 included:

City-wide Human Resources Training	Columbus Police Recruit Training
Otterbein College	City Wide Training-Orientation
Hilliard Davidson High School	City of Columbus, HR Department
Hilliard Bradley High School	
Ohio Dominican University	
The Ohio State University	
Life Care Alliance	
Department of Public Service	

Successes – We reached a variety of departments within City government and created a consistent approach in managing diversity as a customer service enhancement. There were significant cost savings to the city in saved outsourcing fees.

COMMUNITY RELATIONS and NEW AMERICANS COMMUNITY OUTREACH EFFORTS

- Encouraged continued partnerships with the Columbus Jewish Federation and Holocaust Education Council.
- Provided resources and support for residents in all quadrants of the City.
- Coordinated quarterly public educational forums, i.e., "Lunch and Learns" in partnership with other government agencies and public serving 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.
- Coat drive for homeless families.
- Provided over 200 coats to newcomer communities.
- Coordination of Hispanic Heritage Month.
- Provided consulting services and supported the first Diversity Latino Talent and Leadership Conference.
- Coordinated outreach with SGMP (Society of Government Management Professionals). SGMP area hotels donate items that are then given to those in need.

- Connected Ross County Correctional with the Furniture Bank to produce dressers for those in need.
- Franklinton Resource Organizational Group (FROG)
- Participated in or provided coordination assistance for events & festivals, Community festival, Hot Times Festival, International Festival, neighborhood gardens, outreach to the elderly, Franklinton Board of Trade fundraisers, Hispanic Chamber of Columbus’ Sabor de Columbus, Festival Latino, Federation of African Organizations, Eritrean festival, St. John’s Christmas Homeless Lunch, Victim’s Awareness, Represented CRC on SGMP (Society of Government Management Professionals) & Chair of Outreach Project. Provided outreach projects for churches & schools along with the Ubuntu Program and other neighborhood groups. Also participated in Stand-down at Veteran’s Memorial.

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.

DISCRIMINATION INVESTIGATIONS and CASE SUMMARIES

The Community Relations Commission is charged with the enforcement of City Code 2331 regarding prohibition of discrimination in (AREAS) of employment, housing, public accommodations, interfering with civil rights, racial profiling and ethnic intimidation. The thirteen “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 2010 from approximately 72 complaints. Please note that case categories include calls and inquiries that do not reach the dashboard, e.g. out of jurisdiction, anonymous callers, caller refuse to disclose identity, etc.

Total Perfected Complaints	12
Total Informal Complaints	60
▪ Closed Cases	11
Case Categories	
▪ Race	27
▪ Sexual Orientation	16
▪ Sex	03
▪ Religion	05
▪ National Origin	04
▪ Retaliation	10
▪ Racial Profiling	05
▪ Color	10
▪ Sexual harassment	05
▪ Age	04
▪ Disability	07
▪ Gender Identity/express	10
▪ Category(AREA)	
▪ Employment	40
▪ Housing	07
▪ Ethnic Intimidation	10
▪ Interfering civil rights	15
▪ Public Accommodation	25

Successes –

1. Produced monthly program on Government TV Channel 3 titled, “Diversity in Central Ohio” to educate the community about the new laws and new protected classes.
2. Facilitated diversity conversations with the Diversity Exchange and in other community forums aimed at decreasing discrimination and appreciating the diversity in Columbus.

3. The staff facilitated student groups concerning diversity and discrimination on a monthly basis at two Hilliard high schools (Davidson & Bradley).
4. We achieved greater partnership with the Ohio Civil Rights Commission on discrimination complaints, after four staff attended investigator training. Case information is readily shared.
5. Started to use Face book, Twitter and other networking media to share information about diversity and discrimination.

Challenges –

1. Taking the education of the City of Columbus government and general population about new protected classes and association rights and responsibilities to businesses and Community members directly.
2. The economic downturn had a predictable impact on the decrease in employment discrimination cases from last year (24 v. 10).
Heightened national and state-wide tensions against immigration seem to have an increasingly chilling effect on refugee and immigrant populations filing discrimination complaints.

MAYOR’S NEW AMERICANS INITIATIVE

Program Goal

CRC provides coordination of resources with the City, Franklin County, State of Ohio and the community in a culturally sensitive manner. Our focus is to ensure that all immigrant and refugees populations have equal access to the services that can help them become civically engaged members of the community. Capacity building and leadership, development are strong components of meeting this goal. Working together as one Columbus, we can help empower new arrivals toward self sufficiency and transition our city into a world community.

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).
- 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.
- Conduct periodic assessments and surveys into issues and needs effecting New American populations. Including population growth, housing, health care, immigration issues, homeland security issues and overall safety and wellness for newcomer communities.
- Facilitate a two way integration process that implicates both host communities and immigrant/refugee communities.
- Establish New American professional Development program phase I. Create a resume bank to enhance job opportunities for new American populations. Phase II, training and instruction for seeking and obtaining jobs in the CMH market.

Successes in 2010

- Contracted with several key resettlement organizations and agencies to implement programs and self-sufficiency training to over 350 individuals from the newcomer community to learn how to navigate the system in order and access services.
- Coordinated local agencies such as COTA, MORPC, and CPH along with city, state, and federal government agencies including the FBI to resolve critical issues from the New American community.
- Co created along with Columbus Fire Department multicultural fire safety initiative.

CRC PROGRAMS

CRC program highlights for 2010 include:

- Martin Luther King, Jr. March and Celebration
- Martin Luther King Jr. 2nd Annual Middle School Art Contest
- Columbus Regional Martin Luther King, Jr. Oratorical Contest
- Mayor’s Prayer Luncheon
- Holocaust Remembrance program
- Monthly Programs: Community Tapestry, ABC’s of Columbus Police Department/Columbus Fire Department, Global Columbus and Diversity in Central Ohio.
- Outreach activity at St. John’s Church focused on homelessness
- Hilliard High Schools (Davidson and Bradley) Support Groups for diverse students
- Civil Rights Heritage Tour
- Neighborhood Best Practices Conference

SUCSESSES AND CHALLENGES FOR 2010

Successes

- Consistently providing resources and encouraging communication between persons representing all communities.

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 2011

- Focus on community empowerment and engagement education to various communities, while building better relationships within and between communities..
- To ensure that the City of Columbus New Americans population receives meaningful access to City, County, and State services, while strengthening their capacity for self sufficiency.
- To educate all communities through outreach efforts or the revisions to the Civil Rights ordinance.
- Bring communities together with resources, fostering relationships while impacting our residents in a positive manner.
- To continue to focus through education and collaboration with the community on building a better relationship and understanding of the police and fire divisions.

CRC COMMISSIONERS AND STAFF

COMMISSIONERS

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

Dr J.S. Jindal
 Angela Mingo
 Alyson Poirier
 Aaron Riley
 Brian Shinn
 Tykiah Wright

Ex-Officio
 Chris Cozad
 Thomas Diamond
 Amanda Ford
 Mike Sexton

CRC STAFF

Napoleon Bell, Executive Director
 Abdirizak Farah
 Gale Gray
 Nelson Hewitt

Karen Nolan Mitchell
 Neal Semel
 Guadalupe Velasquez

**EQUAL BUSINESS OPPORTUNITY
COMMISSION OFFICE
2010 ANNUAL REPORT**

**EQUAL BUSINESS OPPORTUNITY COMMISSION OFFICE
2010 ANNUAL REPORT**

The Equal Business Opportunity Commission Office (EBOCO) is mandated by city code to enforce compliance with Title 39 of the Columbus city code. Additionally the office must compile, review, and analyze minority and female business enterprise utilization. The utilization is based upon city contract awards, contract payments, and vendor registration data. The office is also responsible for the release of quarterly utilization reports to the Mayor and City Council.

In addition, EBOCO develops and implements race and gender-neutral programs that encourages usage of a diverse pool of qualified minority and female contractors and service providers. EBOCO also reviews informal purchasing policies and provides technical assistance to the minority, female and small business community and recommends and implements additional efforts necessary to further develop inclusiveness in the city's contracting practices.

IN 2010, EBOCO continually strives 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 that business community will have a significant impact on the neighborhood they are located."

Working with our internal and external partners, the city achieved a 9.87% utilization rate for minority and female owned businesses. The professional service was 22.48%, construction was 6.52 % and goods and services was 6.39% of payments. We continued to work with external partners to build a new generation of business, conduct targeted outreach and educate internal departments on ways to remove barriers that could inhibit access to procurement opportunities.

The Office of Contract Compliance continued to certify companies to do business with the city. Equal Business Opportunity Specialists continued to work with departments by reviewing contracts and legislation and working to ensure that the process was fair and equitable. Targeted bid specification reviews were conducted and other important customer service related functions.

EBOCO Operational Successes 2010

- Continued to work to ensure fairness and equity in the City’s procurement process as defined in Title 39 of the Columbus City Code
- Review 839 Pieces of legislation and 225 Contracts
- Reviewed 6374 performance purchasing items to ensure that the companies were contract compliant as required by Title 39 of the Columbus City Code.
- Conducted 30 one-on-one meetings with minority and female business to discuss capacity and opportunities.
- Reviewed 2315 new and renewed Contract Compliance applications
- The EBO Director conducted meetings with prime and subcontractors regarding potential opportunities
- Certified 79 new minority and female companies who can do business with the city

- Over 135 certified and registered companies in the minority/female directory did business with the city in 2009
- Participated in 87 pre-construction meetings and 29 pre-bid meetings to discuss the importance of being in compliance with Title 39.
- **Outreach Efforts** included participating in the Ohio Growth Summit certification seminar, How to do business with the city seminars, Small Business Administration Seminar, Statewide MBE/DBE Taskforce, Elford Construction Luncheon Presentation, Green Seminar in conjunction with the Central Ohio Transit Authority, Columbus Regional Airport Outreach Event, Enhancing the Equal Business Opportunity Website, continuing the Access Newsletter and the Equal Business Television show.
- **Internal Department Efforts** included meeting with Department Directors to discuss the importance of fairness and equity in the procurement on a regular basis.
 - Assigning EBO Specialist to work with departments to understanding inclusion opportunities.
 - Created Internal Access Tools to assist departments in efforts to comply with the provisions of Title 39.
 - Streamlined internal processes and procedures
 - Discussing utilization at the cabinet level
 - Submitting additional recommendation to ensure that the taxpayers and ratepayers have a fair and equitable business opportunity to participate in the construction, goods and services and professional services procurement opportunities with the City.

**UTILIZATION SNAPSHOT REPORT
 Equal Business Opportunity Commission Office
 City of Columbus, Ohio
 Reporting Period: January 1— December 31, 2010**

Total Payments	\$ 293,943,026
Prime Minority/Female Dollars	17,018,050
Sub Minority/Female Dollars	12,006,667

Overall Utilization 9.87%

<u>Category Breakdown</u>	<u>Total Payments</u>	<u>Minority/Female \$</u>	<u>Percentage</u>
Professional Services	\$ 62,458,623	\$14,038,437	22.48%
Construction	\$150,776,533	\$ 9,826,683	6.52%
Goods & Services	\$ 80,707,870	\$ 5,159,597	6.39%

This was a marginal increase over 2009 utilization numbers.

**DEPARTMENT OF FINANCE AND MANAGEMENT
2010 ANNUAL REPORT**

**DEPARTMENT OF FINANCE & MANAGEMENT
2010 ANNUAL REPORT**

The Department of Finance and Management is organized within two operational groups: the Financial Management Group and the Asset Management Group. The Financial Management group oversees City-wide budget development, performance, monitoring, and control. The Asset Management group coordinates and manages City owned real estate and facilities used for City operations. The Director's Office provides overall coordination and policy direction for the Department's fiscal, human resource and legislative processing functions.

The Financial Management Group is comprised of the Division of Financial Management, which includes the Budget, Grants Management, Purchasing, Performance Management, and Debt Management Offices. The Budget office oversees the development, monitoring and control of the City's operating budgets. The Debt Management office provides coordination of the capital improvements budget and the six-year capital improvements program. The Grants Management office provides budget preparation and program monitoring for several federal grant programs. The Purchasing Office is responsible for the procurement of goods and services, including the administration of the City's procurement policies and procedures, and operates the City's print shop and mailroom functions. The Performance Management office is responsible for the development and maintenance of performance management systems throughout the City.

The Asset Management Group is comprised of the Divisions of Facilities Management and Fleet Management, as well as the Construction Management and Real Estate Management Offices. Facilities Management is responsible for custodial services, building maintenance, energy management, and security for the City Hall complex, police and fire facilities, the Public Health complex, and the I-71 complex. Fleet Management maintains motorized equipment for most City departments and divisions. This Division also develops and promotes Citywide policies that govern acquisition, maintenance, use and disposal of vehicles. The goal is to deploy the most cost effective vehicles, reduce underutilized vehicles, and to eliminate older high-maintenance vehicles from inventories. The Construction Management Office provides building construction and renovation project management. The Real Estate Management office provides centralized real estate administration and casualty insurance administration.

Highlights from 2010 for each group are as follows:

FINANCIAL MANAGEMENT GROUP

Budget Management

The 2010 budget was formally adopted as amended by City Council on February 1, 2010 and signed by the Mayor on February 2, 2010. The majority of amendments to the budget were made to general fund agencies. Throughout the course of the year, this Office monitored and reported on the financial status of these agencies through the preparation of three quarterly financial reviews. Staff collected compiled and documented financial data from which they prepared and disseminated a summary report of their findings. A 2010 year-end report was also published, which compared overall 2010 revenues and expenditures to 2009 levels as well as to the projections set forth in the third quarter financial review. Ten-year pro forma operating statements for the general fund and for most major operating funds were updated, as was the City's general fund three-year financial plan (2010-2012).

The Budget Management Section participated in labor negotiations with the Fraternal Order of Police Ohio Labor Council in 2010. Additionally cost analysis for the 2011 labor negotiations with the American Federation of State, County and Municipal Employees and the Columbus Municipal Association of Government Employees bargaining units began during the third quarter of 2010.

The Budget Management Section continued to review most goods and services expenditures to ensure that all were being made within established parameters.

This Section was called upon several times in 2010 to participate in various "special projects." These projects include the compilation and maintenance of a cellular phone report for use by the outside auditors monitoring IRS compliance, development of the work requirement matrix and evaluation of the request for proposal for a new Facilities Management work order system, analysis of the Deferred Retirement Option Program (DROP) in Public Safety and the continued monitoring of overtime in the Public Safety department.

Finally, the Mayor's proposed 2011 budget was submitted to City Council on November 15, 2010 in compliance with City Code. 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. A "target" budget process methodology was used in which a pro-rated amount of the 2011 general fund revenue estimate was allocated to City departments.

Debt Management

The Debt Management Section coordinated the 2010 capital improvements budget. In cooperation with the City Auditor, the debt section participated in the issuance of \$286,000 in special assessment note sales. In July, the City refunded and issued new General Obligation Bonds in the amount of \$413,200,000 for various City departments. These new moneys provided funds for various capital improvement projects throughout the City. The refunding debt savings totaled \$4,728,491.56 over the remaining life of the bonds.

The City also conducted two additional General Obligation Bond/Note sales in 2010 to take advantage of the Build America Bond Program. The City issued \$66,330,000 in November and \$57,750,000 (of which \$24,645,000 was a one-year note) in December for various utility and facility capital improvement projects.

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 2010. 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.

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 2011 – 2016 capital improvement plan submissions from City agencies were submitted for the fourth time under this system.

Monthly meetings were held with all departments throughout the year to monitor the status and timelines of the City's capital projects, specifically those for which bonds had already been sold.

Grants Management

The Grants Management Office continued to coordinate the financial and regulatory aspects of the Community Development Block Grant (CDBG) Program, the Home Investment Partnerships (HOME) Fund, the Emergency Shelter Grant, the Housing Opportunities for Persons with AIDS (HOPWA) Grant, and the Neighborhood Stabilization Program (NSP) grant. In 2010, Grants Management also continued working with four American Recovery and Reinvestment Act grants: Housing and Urban Development's (HUD) CDBG-Recovery, HUD's Homelessness Prevention and Rapid Re-housing, HUD's NSP2 grant, and the Department Of Energy's Energy Efficiency and Conservation Block Grant.

The Office's program management functions include: the preparation of the annual Consolidated Plan budget; federal prevailing wage compliance; Section 3 compliance coordination; regulatory and financial monitoring; provision of technical assistance to City departments; provision of cash management and financial services; and the submission of quarterly and year-end performance and financial reports.

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 administered a loan servicing contract for housing and economic 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 this mission, the Office of Performance Management supports the Columbus*Stat performance management process. Columbus*Stat is a weekly meeting that includes senior staff from the Mayor's Office, and the directors of Departments of Finance and Management, Human Resources, the Civil Service Commission and Technology. Various topics are presented for discussion by OPM Staff with responses provided by the management team of the department responsible for the program or activity. Thirty-seven Columbus*Stat meetings were held in 2010.

In addition to supporting Columbus*Stat, the OPM Team initiated or collaborated on several significant projects in 2010. These projects included: the development of a comprehensive Community Indicators report, preparation of performance information and a community profile for the 2011 Budget document, compilation of miscellaneous ad-hoc reports and provision of research services to various agencies. Throughout 2010, OPM worked with the Mayor's Office and City departments to develop a list of fifteen cost-savings measures, building on the work of the Economic Advisory Committee. The OPM Team also worked with departments to produce, analyze, and quantify data to illustrate cost savings to the City's Accountability Committee, a group of private citizens who will report to Columbus residents on the City's progress toward achieving its goal to save at least \$100 million over the next ten years.

The OPM Team continues to administer the City's Performance Dashboards system, maintaining over 600 performance indicators that measure performance of key programs and operations in nearly every department.

Purchasing Office

Purchasing Office staff continued to manage Vendor Services, overseeing the electronic processing of 3,212 separate bid opportunities which includes 2,878 informal bids and 334 formal bids on the City's website. With input from City agency purchasers, the Purchasing Office created 4,757 agreements to purchase over \$104 million of materials, supplies, equipment and services. This includes 172 Universal Term contract (UTC) awards and 101 formal bid contract awards with "environmentally preferable" specifications. The average turnaround time for formal bid purchases (exceeding \$20,000) was 125 days. Turnaround time for informal bid purchases was 21 days. Purchase orders from established UTC's were generally approved in less than one day.

In 2010, the Purchasing Office frequently engaged in customer service outreach to prospective suppliers. At events such as the City's Small Business Conference, the U.S. Small Business Administration, and Columbus Urban League Workshops Purchasing staff offered sessions on Vendor Services registration and bidding. Additionally, thousands of supplier inquiries related to Vendor Services, Contract Compliance, and bid specifications were handled by email and telephone consultation on an ongoing basis.

In 2010, Purchasing continued to administer the City's natural gas billing program, managing 242 accounts and \$5.1 million in payments for City facilities. The Purchasing Office was also responsible for purchasing goods and services for City agencies that received Franklin County Homeland Security Grants. These expenditures totaled \$671,367 in 2010. The Office was also involved in an additional \$255,647 worth of procurements using funds awarded to the City by the Department of Justice.

Finally, the office continued operation of its on-line auction of surplus property.

ASSET MANAGEMENT GROUP

Facilities Management

Facilities Management is charged with providing security, general building maintenance, and custodial services in various facilities for agencies within the General Fund, including all downtown administrative buildings, all facilities used by the Divisions of Police and Fire, Refuse Collection Division, Health Department facilities, 1393 East Broad Street, I-71 North Complex and the Franklin County Municipal Court Building. New this year is the recently opened Impound facility located off Jackson Pike. Total square footage in 2010 for which Facilities Management is responsible is 2,233,000.

City Hall undertook a marble restoration project allowing the marble on the first and second floors to be cleaned and polished for the first time in 60+ years. The floors and walls were returned to their natural finish, Tennessee Pink. The chemicals used for the project were environmentally safe and non toxic. The floors were finished with the diamond buffing pad on a standard floor buffer. The natural finish was restored and now the floors no longer require any chemicals (stripper/wax) to maintain the appearance. Eliminating potentially toxic chemicals wherever possible allows the Division to continue its pursuit of a "green building."

The City Hall central hallway (Hall of Fame) was renovated mid way through 2010. The carpet, ceiling tile, light fixtures, handrails, and wood paneling were removed. The replacement materials consist of energy efficient lights and ceiling tiles, new drywall, decorative handrail and marble flooring. Additionally, the interior granite fountain, the brass finishes, and stone work were soda blasted. Replacing the flooring created another opportunity to reduce the amount of time needed for floor maintenance and avoid the use of chemicals.

The Division continues to make steady strides in reducing its cost for snow removal. In 2009/2010 there were six snow events and three freezing rains. During the 2010/2011 winter season, there were seven snow events and four freezing rains. Materials used during the 2010/2011 season were down 4% and overtime was down by nearly 60%. This reduction is largely due to better scheduling of personnel and monitoring the weather conditions by the supervisors. The Division also has better equipment and better training on how to more efficiently use its vehicles.

Recycling efforts were reinforced through additional containers with better signage in the underground parking garage. The amount of recyclable materials was increased.

Fleet Management

The Fleet Management Division maintains most of the City's motorized equipment, assists in the acquisition and disposal of fleet assets, develops vehicle utilization and replacement policies, and operates the City's vehicle/bike pool and shuttle bus service services. Its mission is to provide fleet management support services to City agencies to ensure efficient, safe, reliable, and green vehicle operation and maintenance. As an internal service fund, Fleet Management must recover its expenditures by charging other City agencies for services rendered.

Highlights include:

- Obtained Automotive Service Excellence (ASE) Blue Seal for the third year in a row, again 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.
- 83% of technicians currently hold ASE certifications - 73 employees have 543 ASE certifications
- Increased the number of Master ASE certifications on the floor from 24 in 2009 to 46 in 2010, as well as the number of Master EVT certifications from 4 in 2009 to 7 in 2010
- Thirty-three employees received 89 Emergency Vehicle Technician (EVT) certifications in 2010, up from twenty employees with fifty-five EVT certifications in 2009.
- Ranked 16th Best Fleet in North America for 2010 through the “100 Best Fleets” program - an annual self-assessment program that measures accomplishments against industry standards. This is the second year Columbus has been in the top twenty out of 100 Best Fleets and the third year as a “100 Best Fleets” recipient.
- Continued an aggressive “green” program that included implementing the City’s “Green Fleet Action Plan”, expanding the use of bio-diesel to 68% of our overall annual bulk diesel fuel purchases, implementing a CMAQ grant to install hydraulic heaters and emission reduction retrofits on 100% of our eligible diesel trucks and purchase heavy duty CNG vehicles, working with the Refuse Division to purchase the City’s first CNG Refuse truck, and implementing a Department of Energy grant to purchase CNG and hybrid heavy duty vehicles and begin design on the City’s first CNG fueling station – it will be the largest of its kind in the Midwest.
- As a Top Forty Government Green Fleet Winner for 2010, Columbus ranked 7th overall for our green fleet efforts. This was the second year the City has applied for this award, with a ranking of 22nd in 2009.
- Fleet achieved a 40% reduction in recordable injuries and a 96% reduction in lost work days in 2010 compared to 2009. The reduction of incidents is the result of additional focus on safe work procedures, training, and strong managerial oversight. Injury related costs were also dramatically reduced from \$23,641 in 2009 to \$9,938 in 2010, a 58% reduction.
- Implemented the use of 100% recyclable absorbent spill materials.
- Through right-sizing, over 100 4-cylinder vehicles were purchased in 2009-10 – units that would have traditionally been purchased with at least V-6 or V-8 engines in the past - thereby reducing fuel consumption

Real Estate Management

This 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 aviation, property casualty and stored vehicles, and boilers.

Highlights include:

- Negotiated an Underground Limestone Mining Lease that resulted in payment to the City of an advance royalty in the amount of \$1,500,000.
- Completed contract negotiations and executed an acquisition contract for purchase of the 98-102 N. Front Parking Garage to meet critical parking needs for the City Hall Campus.
- Implemented the City’s property casualty, aviation, and boiler insurance coverage for the term August 1, 2010 through July 31, 2011.
- Marketed and closed on the sale of one surplus City property (2500 Sullivant Ave.) resulting in \$200,000 of revenue for the City.
- Negotiated a new lease and tenant improvements for CPD covert and narcotics operations to move to a new location. Six other new lease agreements were entered into and 16 lease renewal agreements were completed.
- Resolved five claims against the City’s aviation insurance for property damage to vehicles that occurred as a result of a FLIR camera falling from a CPD helicopter while it was on a patrol flight.
- Initiated two space needs assessments and master planning projects - the Municipal Court Master Space Planning Project, and the Piedmont/Carolyn Master Space Planning Project - the first comprehensive study of space needs at these locations since the building were originally occupied by the City in order to identify current and future space needs, analyze and make

recommendations for the effective use of space within the buildings, and to determine capital requirements and construction phasing to implement study recommendations.

Construction Management

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 a project management consultant in public/private projects where there are public monies involved and/or where a public interest is at stake: Capitol South (parking garages), Columbus Neighborhood Health Centers (Columbus West Family Health and Wellness Center), and Nationwide (overhead walkways).

Overall, Construction Management managed approximately 70 construction, planning, and management projects ranging in value from \$10,000 to \$26,000,000. Construction Management started over \$8,000,000 in construction and entered into design contracts totaling nearly \$5,000,000 in 2010. Construction Management completed over \$16,000,000 worth of construction in 2010 and is preparing to receive bids on over \$60,000,000 for major construction projects in 2011.

Highlights include:

- Design of the renovation of the Old Police Headquarters (120 West Gay).
- Completion of the new Police Impound Lot and Parking Violations Bureau site and facility.
- Completion of the roof replacement and design of the Woodrow Police Property Room/Crime Lab.
- Replacement and upgrade of the City Hall Electric Service.
- Completion of Municipal Courts Building Renovations Phase 1.
- Design of the City Hall HVAC Renovation.
- Design of the Compressed Natural Gas Fueling Station.
- Design of Federal Energy Grant Stimulus Projects.
- Achieved LEED Gold at the Impound Facility.

In addition to project work, Construction Management assisted other building and real estate functions in the City, and continued updates in the building capital maintenance planning database for much of the City's inventory of buildings.

**COLUMBUS PUBLIC HEALTH DEPARTMENT
2010 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 Columbus Public Health in 2010. 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.

HIGHLIGHTS

- Expanded the Seasonal Influenza Program to a year-round strategy, involving multiple CPH services and working with community groups, businesses and institutions to offer flu shots and education at every opportunity.
- Expanded vaccination in school settings, providing exponential coverage for Columbus children and showing an enhanced relationship with school officials.
- Recipient of a 2010 NACCHO Model Practice Award for the Animal Program's testing capability -- *Zoonotic Disease Surveillance and Response*.
- Assisted with the establishment of the first Operation Red Box Project for the Near Eastside in collaboration with a number of other community agencies and city departments. This project addresses the issue of proper disposing of syringe needles, with over 8 lbs of syringes safely collected in just the first two weeks.
- Raised \$65,000 in cash and \$5,000 in-kind in support of the Institute for Active Living Foundation.
- Used Facebook and Twitter to communicate timely and current information to the public. Columbus Public Health's Facebook has hundreds of fans; Columbus Flu Info over 550 fans; and CPH Twitter hundreds of followers.
- Launched the Art Walks Maps project through CPH's Healthy Places Program, featuring more than 80 artistic, historical and architectural sites in the Discovery, Downtown and Arena districts.
- Launched a food labeling initiative in Columbus to help residents make more informed choices about the foods they purchase with calories clearly marked on the menu.

DISEASE OUTBREAKS

- Collaborated with Centers for Disease Control and Prevention (CDC), Ohio Department of Health (ODH) and Franklin County Public Health (FCPH) to investigate and respond to an outbreak of E. coli O145 outbreak, which was the largest of its kind to occur in the United States.
- Collaborated with CDC, ODH and FCPH to investigate and respond to an outbreak of 964 cases of pertussis in Columbus and Franklin County, the highest number of cases in at least 25 years.
- Investigated and responded to 43 infectious disease outbreaks, including pertussis, E. coli O145, E. coli O157, Norovirus, scabies and paraptussis.

HEALTHIER FAMILIES

- Selected by CDC as one of eight STD clinics in the country to participate in *the Quality of Care Project*, which uses their data and experiences to develop national clinical standards of quality care.
- Community Health Division assisted the Strategic Nursing Team in community education efforts for vulnerable populations regarding Pertussis, Flu and other communicable diseases, collaborating with faith-based organizations.
- North Side Health Advisory Committee's "Walk to the Y" Wellness Event drew over 375 residents to walk and more than 35 health and human services agencies to provide information and referral services to the Northside community.
- Created 2 briefs to inform the community about infant mortality and differences by race, including a focus on infants who die in their sleep.
- Created a brief describing the health of Franklin County's Hispanic/Latino population, *Franklin County Minority Health Facts: Focus on Hispanics/Latinos*.

Healthier Families, continued

- Implemented new instrumentation for the detection of Gonorrhea and Chlamydia, increasing testing capabilities and reducing staff time. Also participated in a national research study for new lab testing technology.
- Worked to reduce the number of syphilis cases in Franklin County, reduced by more than 20% since 2009.
- Provided a *Sexually Transmitted Disease Awareness Workshop* with over 100 individuals in attendance.
- Coordinated 257 housing units for individuals infected or affected by HIV issues and received referrals for case management services for 144 individuals who were newly diagnosed with HIV.
- Received a grant for improved communication between providers and parents about vaccine safety concerns.
- Providing a booster dose of the Tdap vaccine in school settings to those students entering the 7th grade during the 2010 school year in 50 schools-based clinics (33 CCS and 17 Private), with 850 students receiving the vaccine.
- Taught childcare communicable disease prevention courses, reaching 97 childcare centers, the Strategic Nursing Team provided 40 classes (6 six-hour and 34 three-hour).
- Provided flu vaccine through 145 school-based clinics (114 CCS and 31 Private/Charter), vaccinating 6016 students.
- Engaged 1,000 bicyclists in the Bike Columbus Festival.
- Registered 22,385 births and 10,376 deaths occurring in Franklin County.
- Issued 40,477 certified birth certificates and 45,850 certified death certificates.
- Spearheaded the use of the Ohio Direction Card (Food Stamps) for the Farmer's Market allowing over 340 residents to access market products.
- Coordinated fatality reviews of 303 child (<18) fatalities in Franklin County.
- Conducted Child Abuse Recognition Trainings for 45 health care and emergency response professionals.
- Conducted a worksite wellness conference for 49 Franklin County businesses with 88,400 local employees.
- Assisted a Franklin County condo complex in implementing a smoke-free policy affecting residents in 90 units.
- Conducted inspections of six maternity hospitals.
- Produced and aired a 5-part TV program highlighting the lifesaving benefits of vaccinations and their importance throughout a person's lifetime -- *Vaccine: Its Worth A Shot*.
- Partnered with Columbus Metro Library's Ready to Read program to promote literacy with families at CPH services.
- Educated families on safe sleep practices, immunizations effects of Shaken Baby syndrome, birth control and child growth /development.
- Provided 1,351 newborn nursing home visits to new mothers and babies for health assessments and promotion of healthy growth and development.
- Provided counseling and other supportive services in the community to families that have lost a child to SIDS
- Continue as the largest WIC project in the state of Ohio, with a caseload of 36,611 people.
- Distributed 4,500 coupon books for WIC Farmers Markets to WIC participants during the three market days.
- Provided prenatal care for 741 women with 4,141 visits.
- Provided family planning services for 1,300 women with 2,138 visits
- Enrolled 142 pregnant women in the COAT program and provided 2,905 home visits
- Continued oversight of the Franklin County Maternal Depression Task Force to enhance the system of mental health care for pregnant and parenting women, developed and distributed a Maternal Depression Resource Guide, developed training for community providers on screening for maternal depression, and conducted two trainings on perinatal mood disorders for over 100 healthcare providers.
- Provided leadership for the Kellogg funded Action Learning Collaborative Partnership to Eliminate Disparities in Infant Mortality, produced an instructional DVD on infant mortality and racism, co-hosted the conference *Complex Conceptions*, and collected local data on issues of racism and health care access and utilization.

SAFER FAMILIES

- Conducted 12 community presentations on addressing health disparities, impacting 544 community residents.
- Participated in all Pride Weeks/Nights with staff and materials.
- Provided 2,222 interpretation/translation services and 376 translation documents for Columbus Public Health Department services.
- Monitored influenza activity in Franklin County using 15 indicators/measures and produced nearly 30 weekly summaries.
- Implemented an extreme heat monitoring process as part of extreme heat response plan.

Safer Families, continued

- Participated in several high-profile public health incidents (e.g., E. coli O145, GI illness during NCAA swim championships, environmental detection of biologic agent, pertussis, multi-jurisdiction cryptosporidiosis), several involving investigative teams from the CDC.
- Provided over 26,000 immunizations to protect Columbus residents against vaccine preventable diseases.
- Investigated 2,628 reports of communicable diseases, including 39 different diseases (excluding STDs, HIV and TB).
- Participated and/or coordinated 15 emergency preparedness exercises involving multiple disciplines to ensure the safety of all persons within Columbus and Franklin County.
- Investigated 74 instances of farm or exotic animal issues and issued ten permits.
- Quarantined or tested 966 animals for rabies.
- Enrolled 191 households in the Healthy Homes program to reduce housing-related diseases and hospitalizations through education, light home repair, health and safety supplies, and green cleaning products/pest control.
- Provided 314 home assessments and 1,601 consultations for asthma and other related complaints.
- Screened 14,564 children for lead poisoning, provided medical case management to 40 lead-poisoned children and conducted 69 lead poisoning risk assessment investigations.
- Conducted *Ohio Smoke-Free Indoor Air Act* enforcement activities, including: 368 complaint reports; 298 complaint inspections; 17 warning letters; and 22 fines for non-compliance.
- Provided 341 nursing home visits and case management services along with 306 social work home visits and 425 respite hours to 110 families whose children were at risk for abuse and/or neglect.
- Partnered with ActionOhio, to provide Intimate Partner Risk Assessments and crisis intervention to 153 participants
- Continued oversight of a hospital-based Infant Safe Sleep and SIDS Risk Reduction Initiative.
- Displayed infant safe sleep billboards in neighborhoods with the highest rates of infant sleep-related deaths.
- Presented infant safe sleep initiative at the national Cribs For Kids Conference in Pittsburgh, PA in April, 2010.
- Created and released the *Sleep-Related Infant Death Health Indicator Brief* to summarize circumstances surrounding our infant deaths from 2006 – 2008.
- Distributed over 500 maternal depression resource directories to healthcare providers and consumers.
- Inspected 347 child safety seats, correcting the misuse of 87% improperly installed to protect kids from injuries.
- Provided safer travel for 166 children by conducting 41 car seat classes for 116 parents and caregivers.
- Conducted 311 safety inspections of in-home childcare providers, 85% of which were of minority populations.
- Provided education on biking, pedestrian and home safety to more than 18,450 children and adults through workshops, media, materials and community events through the Central Ohio Safe Kids Coalition.
- Provided safety education and injury prevention to at least 40 Somali students as part of the Youth Minority Empowerment Program.
- Provided motor vehicle education to address safe driving, seat belt use, not driving impaired and motorcycle safety to over 4,093 teens and adults.

HEALTHIER NEIGHBORHOODS

- Updated Columbus City Health Code relative to rabies, nuisance, dangerous and vicious animals.
- Partnered with the Capital University School of Nursing students and the Westside Community Health Advisory Committee, on their "Corner Store initiative" to bring more fresh fruits and veggies to the Westside.
- South Side Health Advisory Committee collaborated with OSU's South Side Childhood Obesity program to address the problem of childhood obesity on the Southside.
- Continued work with the OSU Project (Building Environmental Public Health Literacy) Brownfields & Litter in Weinland Park, distributing \$5000 in grant funds to the Health Advisory Committees and Weinland Park Association.
- Provided *Effective and Empowered Health Care Consumer* trainings to 68 organizations, serving 292 community residents.
- Completed student project to assess the access and utilization of health care services by the Somali population living in Columbus, to advise the work of public health and health care providers serving Somali residents.
- The TB Program conducted 19 TB awareness and education activities throughout the community for over 400 individuals at high-risk for the development of TB.
- Hosted *National Day of Public Engagement* Event, in partnership with The Ohio State University Center for Public Health Practice and The United States Department of Health and Human Services, engaging 100 Franklin County residents to help inform the National Vaccine Plan.

Healthier Neighborhoods, continued

- Provided 8,797 HIV tests at more than 20 venues to prevent the spread of HIV.
- Examined and treated 8,822 individuals to control sexually transmitted diseases.
- Conducted ten TB awareness and education sessions for 320 high-risk individuals in homeless shelters and immigrant communities from countries where TB is endemic.
- Conducted 13,296 patient visits for TB treatment 11,295 outreach/education visits, and treatment/follow-up to 78 active and suspect TB cases and 463 close contacts
- Improved nutrition and increased physical activity for children in 55 pre-schools in Columbus impacting over 2,000 children and their families.
- Wrote a successful application to the Centers for Disease Control and Prevention to place two CDC Apprentices at Columbus Public Health for a 2-year period.
- Initiated healthier food options in two City facilities' vending machines (Health Department and City Hall) to increase healthier options and decrease less nutritious options.
- Reviewed 66 zoning applications to make "active living features" recommendations, resulting in 26% of the applications including active living features upon approval.
- Completed neighborhood walking maps for 10 City neighborhoods to give hundreds of residents access to safe, convenient walking options.
- Coordinated a health department Farmer's Market attended by over 7,200 residents over 3 days.
- Trained 34 school nurses on how to identify and intervene with teen use of various tobacco products and on implementation of a 100% Tobacco Free School Campus policy.
- Distributed over 660 pedestrian safety signs "Slow Down! This is Our Neighborhood".
- Notified 334 parents/guardians aware that their teen driver had been stopped for a traffic violation in lieu of a traffic citation so that they could communicate with their teen about good driving habits.
- Coordinated the utilization of 377 taxi vouchers for bar patrons to discourage impaired driving.
- Resolved 51 complaints about interior animal sanitation.
- Treated hundreds of areas for disease carrying mosquitoes, setting traps at 497 locations to test mosquitoes and eliminating 100 pools of mosquitoes carrying West Nile.
- CPH web site had over 183,000 site visits in 2010, receiving a 94% grade in terms of marketing effectiveness from HubSpots Website Grader (out of 3,273,735 sites graded).
- Maintained a team of 18 web site editors from across the department.
- Provided head lice kits to Families in need.
- Participated in annual *Infant Mortality Awareness Month Community Awareness Event* and provided resources and to over 30 pregnant and parenting women and families.
- Hosted/sponsored statewide conferences: "*The Many Faces of Perinatal Mood Disorders; "Erasing the Gap", & Tomorrow's Leaders and Today's Mothers* for 350 health providers.
- Hosted holiday celebration for 115 COAT family members; providing 29 flu and 7 d-Tap shots at event, and distributing donated new toys to over 60 children.

SAFER NEIGHBORHOODS

- Responded to the detected the bacterium that causes Tularemia during a routine daily air sample. Determined not to be a risk to public health, CPH demonstrated a model response and later presented the experience to other local health departments at a national conference.
- Held a successful R.A.A.P conference that focused on behavioral health, education and personal health issues within the AA community with over 75 persons attending.
- Received a 3-year grant award of \$125,000 for the Dental Sealant Program, helping increase the number of schools to receive services.
- Developed a social service referral project for AoD clients that provides added social worker assistance, reaching over 47 clients to date.
- Served on the Boards of Community Neighborhood Health Centers, YMCA, Consider Biking, and IMPACT, among others. Such relationships have resulted in beneficial partnerships with these agencies.
- Marked April's Minority Health Month with educational events and activities, providing materials to over 300 residents.

Safer Neighborhoods, continued

- Provided four public information presentations on *Shelter-in Place*.
- Processed more than 300 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.
- Responded to three hazardous material incidents and performed 21 on-site chemical facility consultations
- Conducted two risk reduction workshops for facilities concerning recycling wastes and a DOT refresher training on shipping requirements for hazardous materials
- Participated in one hazardous material exercise to practice plans to protect the public from chemical hazards.
- Investigated 58 dangerous animal complaints.
- Created a community-wide Animal Response Team to assist with dealing with animal during an emergency.
- Completed 12,871 inspections of food facilities.
- Held Food Safety Education classes in English, Spanish and Chinese, reaching 331 people in ServSafe (Level Two) classes, 980 people in Level One Food Safety Training, and 379 in the Person-In-Charge class.
- Licensed 60 body art establishments and issued 81 temporary body art licenses, resulting in 201 inspections to reduce the risk of blood borne illness.
- Conducted 397 operational and complaint inspections on household sewage treatment systems and 109 inspections on semi-public sewage treatment systems to ensure proper installation.
- Worked with solid waste facilities and tire shredders to ensure compliance with state laws and rules, licensing eight facilities and one new C&DD landfill on the Southwest side. CPH conducting 43 inspections and 87 consultation inspections for the new facility.
- Issued two permits to install or repair systems and two permits to seal existing wells, and sampled 23 wells for bacteriological contamination.
- Conducted 112 routine and complaint investigations for basic health and safety inspections of mobile home parks, licensing 31.
- Conducted 270 routine and complaint inspections of 262 schools/institutions to protect the health and safety of children and inspected 9 correctional institutions.
- Ensured safe water facilities by licensing 731 pools and spas, conducting 1,899 routine and complaint inspections.
- Issued licenses for 3,945 food service operations, 1,144 retail food establishments, 515 mobile food vendors, and 641 vending locations.
- Conducted two campground inspections and licensed them both.
- Provided all Franklin County and City of Columbus Fire Departments and Franklin County Sheriff's Department, Columbus Bomb Squad, and Columbus 911 Center with Cameo, Marplot, and Aloha data for their computers.
- The Food Protection Program partnered with the Ohio Department of Development to produce a short video entitled "Food...Handle With Care" for small business owners, available in English, Mandarin, and Spanish.
- Partnered with ActionOhio, to provide education sessions on teen dating and intimate partner violence at 3 Columbus Public High Schools, reaching a total of 263 teens and young adults (up to age 21).
- Provided pedestrian safety education to 800 elementary school children through the annual Walk to School Day.
- Distributed reflective materials and pedestrian safety tips to nearly 1,800 children at six elementary schools.
- Conducted 42 reviews of motor vehicle fatalities for preventable causes, making 38 countermeasure recommendations.

**HUMAN RESOURCES DEPARTMENT
2010 ANNUAL REPORT**

<p style="text-align: center;">Human Resources Department 2010 Annual Report</p>

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 2010, 37 employees (31 FT, 6 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 Labor Relations, and Drug Free Workplace Programs (DFWP).

Administration

Human Resources Administration worked extensively with the Mayor’s Office and Council to develop the eligibility criteria, cost projections and the content of the domestic partner benefit ordinance passed by Council in 2010. HR Administration also partnered with our benefits consultant and all health insurance providers to implement programs and initiatives that enabled the City to achieve a rate of growth in insurance costs that was significantly below the national average. Other successes are detailed within the specific program areas that follow.

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 Management Compensation Plan employees within the City. Ninety-seven (97) grievances were advanced to Step 2 of the grievance procedure by the unions. There were one hundred ninety-six (196) disciplinary hearings conducted or settled and forty-eight (48) fitness for duty hearings conducted.

Negotiations were initiated and concluded with the Fraternal Order of Police/Ohio Labor Council, Inc. for a contract period of April 2, 2010-April 1, 2013. Negotiations with CMAGE/CWA Local 4502 began in July 2008 and concluded through fact-finding in January 2010. Negotiations focused primarily on accomplishing the employee benefits related objectives outlined in the 10 year Reforms and Efficiencies Action Plan.

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 1000 tests were conducted in the above-mentioned categories in 2010. The number of positive test results was lower in 2010 than in 2009. Education efforts continued in the following areas: New Hire Orientation, Frontline Supervision and division specific trainings.

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.

Citywide Occupational Safety and Health Program (COSHP)

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, is grounded in the fundamental principle that safety is among the highest of our core values. In 2010, 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 and otherwise reducing the risk of exposure to injury for City of Columbus employees.

As of February 1, 2009 the Occupational Safety and Health Clinic (OSHC) was shifted from the direction of Columbus Public Health (CPH) to the Citywide Occupational Safety and Health Program (COSHP) within the Human Resources (HR) Department. The name, location, and mission of OSHC has not changed; only the personnel. OSHC is now staffed by Mount Carmel Occupational Health. The partnership between COSHP, Mount Carmel, and City of Columbus Safety Professionals enhances the City's ability to achieve its primary goal of identifying, controlling, and preventing occupational related diseases and disabilities. OSHA mandated medical surveillance is offered in addition to other services that are considered City of Columbus best management practices. The OSHC services are now paid from the COSHP budget and are not directly billed to the employees or the respective Departments or Divisions. This service delivery model was fully implemented in 2010. In 2010, the clinic performed 5451 services. These services included 622 OSHA respirator questionnaire reviews; 104 flu shots; 257 respirator exams; 281 contract exams and 3413 varied services. In addition, HTI provided 744 audiograms. In 2010 COSHP continued to provide staff support to CPH to act as the H1N1 Safety Officer, the City of Columbus Human Resources Information System (CHRIS) as a subject matter expert (SME), and Facilities Management while their Safety Manager position was vacant. In 2010, a new part time regular Industrial hygienist was added to the COSHP team to support Building and Zoning Services, Development and other areas of need in the city.

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 safely, and raise a family.

Employee Benefits/Risk Management

The Employee Benefits/Risk Management (EB/RM) program area continues to administer injury leave, Workers' Compensation, unemployment compensation, COBRA and employee health insurance programs in accordance with applicable laws and/or negotiated union contracts. To comply with new federal and state health care laws and the passage of a City Council Ordinance, the Employee Benefits section worked to implement several changes in the city's health insurance plan. The significant plan change included the inclusion of additional dependents eligible for health insurance on the city's plan. The revised eligible dependent definition includes the employee's adult children up to the age of 28 years and adult dependents who meet the eligibility requirements stated in City Council Ordinance 1077-2010.

In a collaborative effort with the City's Occupational Safety & Hygiene section, 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 19,307 fewer days lost due to injury in 2010 than in 2009. 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 and the Capital Area Safety Council totaling \$1,049,345 in 2010. 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 2010. Risk Management has participated in the BWC Retrospective Rating Program since January 1, 2006. This cost savings program has resulted in a potential savings of \$48,490,000 for the previous 4 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 conducted the solicitation process for vendor services of five lines of the health insurance program: Dental; vision; short-term disability; COBRA; and life insurance. As a result of the bid process, two new vendors were selected. Consumer Life Insurance Company will be the city's life insurance carrier and Dearborn National will administer the disability program. In addition, the current vision administrator, Vision Services Plan, will provide a new provider network, the Choice plan.

The Employee Benefits section continues its initiatives on the "Healthy Columbus" Program. A full-time employee wellness coordinator was hired to focus on the employee wellness initiatives. 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 2010 including: health risk assessments, Yoga classes; a Citywide walking program; and flu shot clinics.

The Citywide Employee Health Fairs were held in May and November, with increased wellness and health screenings and services being offered. Employee participation in the health fairs exceeded 1400. 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 at participating Kroger pharmacies. An annual benefits fair was conducted during 2010, with employee participation exceeding 500. EBRM was an active participant in the Citywide Human Resources Conference held in October 2010.

Equal Employment Opportunity

In 2010, the City Equal Employment Opportunity Office continued to meet its goal of less than 8 EEO complaints per thousand of City employees. The Office also continues its practice of seeking to resolve management/employee EEO issues at the lowest possible level and emphasizes EEO training, especially as it relates to sexual harassment. The EEO Office has devised, and will be implementing in 2011, a new set of protocols for monitoring the recruitment and hiring of women and minorities where there is underutilization of the same. The Office coordinated an outstanding Black History Month Celebration which revisited the contributions of the historic Harlem Cotton Club of the 1920-30 eras.

Training and Employee Development

Citywide Training and Development Center of Excellence (CTDCE) is committed to offering quality courses to City employees and enterprise (public) customers that are cost containing while helping to improve employee/learning participant performance and service delivery to the citizens. In 2010, CTDCE offered over 299 classes in 100 different topic areas. The 5,063 attendees to City classes included City of Columbus employees from every City department and over 125 persons served from the Enterprise customer base which is comprised of local non-profit agencies, external government agencies and the general public. Instructors were able to train 501 employees in Microsoft Office topics and over 336

employees in CPR/AED certification. These two courses alone saved the City over \$72,145.00 in instructional fees.

CTDCE maintains partnerships with local agencies such as Columbus Public Schools, Columbus State, Columbus Area Labor Management, Increase CDC and Consumer Credit Counseling Services and Columbus Housing Partnership to provide various supplemental trainings to employees such as Financial Education, Small Business classes, management classes, and information to help first time homebuyers. The City's Employee Assistance Program (EAP) provides on going training in communication and employee relation skills via their own set of workshops and lectures. In addition to regularly scheduled classes in Frontline Supervision, Management Development, Sexual Harassment, and Violence in the Workplace, CTDCE offers a variety of safety courses such as CPR, First Aid and Pandemic Flu/H1N1 Preparedness.

CTDCE continued its partnerships in 2010 with several colleges and universities in the Columbus area for the purpose of mentoring young professionals whom are seeking a career in the Human Resources and Organizational Development fields. Students have been afforded opportunities to intern and/or participate in CTDCE facilitated class activities that avail the learners to "real-life" experiences faced by the Training and Development professional.

2010 was a year of strategic planning for CTDCE, as many foundational activities and initiatives took place. A few of the notable initiatives included:

- **The REACH Show** – CTDCE offers courses that focus on interpersonal skills, management development and career development. Job specific courses are offered in the classroom, on-line, and now here on television GTC3 with **The REACH Show** - "*where we REACH you to TEACH you so that you can be the BEST you!*" CTDCE also participates in periodic social networking in both the Twitter and Facebook platforms.
- **E-Learning** – In fulfillment of the CPS/IPMA-HR grant, CTDCE completed the analysis, design and development of 7 (seven) e-learning courses in both Refresher and Career Development topics. In 2011 these course will be piloted and then released for use by all City of Columbus employees. The Career Development Training series will be made available to both employees and the general public.
- **Citywide Training Needs Assessment**- To ensure continual alignment with the needs of the internal and external customers of CTDCE; a bi-annual Training Needs Assessment (TNA) is distributed, collected and results analyzed to determine future direction and decisions. During 4th quarter of 2010 a Citywide TNA initiative was facilitated and results are now directing multiple changes in the way business is done at CTDCE. Some examples of these changes are refocusing curriculum priorities (Computer and Management topics rank as top priorities), starting classes at an earlier start time (8:00 a.m. vs. 8:30 a.m.), providing most courses on Tuesdays, Wednesdays and Thursdays; and taking more courses to off site locations.

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 **2010**, City of Columbus employees donated **\$175,000** to the Combined Charities Campaign and a record breaking **168,705** meals to Operation Feed.

During the **2010** Employee Recognition Program 1,348 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 fair equitable and market driven compensation management systems. In addition, it is also responsible for developing and managing effective individual performance management programs.

During 2010, the Compensation Management Program area served as one of four functional leads 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.

In addition, Compensation worked with Columbus Public Health and Aon Hewitt Consulting to conduct a market analysis on the HACP to determine the market competitiveness of healthcare specific classifications. We expect to make some pay adjustment recommendations based on this information in 2011. We also worked with Aon Hewitt to kickoff a compensation project for both AFSCME bargaining units. The bulk of the project work will be completed in 2011 in preparation for upcoming bargaining.

RECREATION AND PARKS DEPARTMENT
2010 ANNUAL REPORT

2010 INTRODUCTION TO COLUMBUS RECREATION AND PARKS

The Columbus Recreation and Parks Department was first created 100 years ago in 1910 with a budget of \$6,000 to oversee 10 playgrounds, four recreation programs, various athletic fields and facilities, and an outdoor sports program. Today, the department offers biking and hiking trails, community recreation centers, art and theatrical facilities, special events, golf courses, sports leagues, swimming pools and boating, hundreds of parks, outdoor and natural resources education, family gathering places, thousands of trees along the city's right-of-ways, health and social services for older adults, free breakfasts and lunches for youth in the summer, programs for those with special needs, and scholarships for the department's fee-based activities. All of this is accomplished through the department's vision of providing leisure opportunities for all, which means something for everyone naturally and the department plans to do so for the next 100 years as well.

ADMINISTRATION DIVISION

100 Years of Recreation and Parks

The department kicked off its anniversary year in April with an expanded Arbor Day celebration in Berliner Park in which 100 trees were planted by volunteers from the Harmony Project and Kohl's, followed throughout the year by a commemorative gathering of three past and present head football coaches from The Ohio State University at the department's annual *Champions for PLAY* golf outing fundraiser in May, a pictorial exhibition at City Hall in June, a 100 holes of golf event in July along with a special public discussion at a Columbus Metropolitan Club luncheon on the impact of the department over the last 100 years, the making of 100 lanterns by children from the recreation centers who then floated the lanterns on four of the department's park ponds in September, the burying of a time capsule in the newly-renovated Bicentennial Park in November, and finally, the planting of a Balsam Fir at City Hall in honor of the department's 100th anniversary compliments of American Electric Power during the annual Holiday Tree Lighting Ceremony in December.

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 4,582 participants enrolled in the state's *PASSPORT* program of which 1,052 were new enrollees, and serving 31,500 people through Older Americans Act programs such as congregate and home meals, transportation, adult day care, and home repair, as well as homemaker, legal and employment services. COAAA also advocated for House Bill 398 which extended the home first concept giving older adults on waiting lists limited access to *PASSPORT* and Assisted Living Services.

COAAA also provided quality improvement and monitoring to 30 assisted living facilities and 327 service provider organizations including those of levy partners in Franklin, Delaware and Fairfield counties. In addition, COAAA organized Aging Solutions as a non-profit foundation to raise private funds to assist agency clients that need help unavailable through traditional public sources. The agency also accepted a planning grant from the Ohio Department of Aging to establish an Aging and Disabilities Resource Network, expanded its participation in evidenced-based disease prevention programs such as Diabetes self-management workshops, continued its commitment to provide Medicare assistance to 1,137 groups and 1,350 clients, partnered with LifeCare Alliance to administer the *Senior Farmers Market* coupon program which served 4,029 people in six Central Ohio counties, and hosted the 35th annual *Ohio Senior Hall of Fame* ceremony.

Development

The Development Section had another successful year promoting opportunities through its volunteer organization. In 2010, citizens provided over 14,563 volunteer instances for a total of 126,493 volunteer hours at a value of \$2,537,947 which is the equivalent to 60 full-time employees. The section also coordinated 235 park cleanups totaling 10,655 volunteer hours at a value of \$215,768.

In addition, the section raised \$44,000 for the P.L.A.Y. (Private Leisure Assistance for Youth) endowment fund through the *Champions for PLAY Golf Outing* to provide scholarships to children from low-income families to participate in a variety of the department's fee-based activities, and dispersed \$56,409 in P.L.A.Y. grants to 5,500 participants.

In tandem with the city's Department of Technology, Development staff worked to create a new department website that was designed with 800 newly designed pages. The site now offers the ability to search the site, to access online registration, to view map locations, and to see a dynamic homepage that continually has

updated and relevant information. The new site has improved the frequency of visits by 197 percent compared to the old site in page hits and 170 percent in page views.

The section also established intern relationships with The Ohio State University's Strategic Communication programs and Columbus State that resulted in the development of web copy and social media. The section also secured funding for the production of the department's summer brochure of activities, camps, and programs, as well as writing and editing the department's quarterly employee newsletter.

Fiscal

In 2010, the Fiscal Section reorganized under new leadership to more clearly define responsibilities toward the integration of functions, which included cross-training. In addition, the section completed an audit of all telecommunications, as well as regular desk audits of receipt collections from intake through receiving warrants from the city's Treasurer's Office, and creating 27 planning areas for better accounting of the Parkland Dedication Fund.

One of the biggest changes affecting the section in 2011 was the introduction of online registrations for all of the community recreation centers, which required the tremendous support of the city's Treasurer's Office and the Auditor's Office, and reduced the cash flow through the section by two-thirds. Another shift was going from manual payment of city water and electric to electronic payments, which eliminated over 600 invoices that had been individually processed each month.

As part of its daily function, the Fiscal Section put forth the 2011 department budget, three quarterly reports, and a three-year financial plan. They also processed 128 solicitations for goods and services, 1,621 purchase orders, 131 telecommunication requests, and 9,359 invoices. The section also continued to provide support and customer service for revenue collections, accounts payables and receivables, purchasing, legislation, special funds, petty cash, mileage, and capital improvement projects.

Golf

During 2010, the Golf Division received \$4,238,198 in revenues along with \$322,815 paid toward debt service for total of revenues collected equaling \$4,561,013. In addition, there were 227,867 rounds of golf played at the department's seven courses.

The Golf Division also hosted 108 junior golfers – 35 girls and 73 boys – who played 535 rounds of golf in 11 events as part of the *Greater Columbus Junior Tournament Series*, 80 men played in the *Greater Columbus Men's Amateur Championship*, 78 women participated in the *Greater Columbus Women's Amateur Championship*, and 60 players took part in the *Greater Columbus Senior Tournament Championship*.

Human Resources

Fortunately, with the passage of the half percent increase by Columbus voters in August 2009, the department was able to reopen most of its recreation centers and restore many of its programs in 2010. Therefore, the Human Resource staff spent much of their time recalling and rehiring 40 of the department's employees who were laid off in early 2009, which was great news not only for the department, but for many of the participants in our centers.

The section also contracted with the Central Ohio Workforce Investment Corporation (COWIC) toward hiring 100 people to work eight weeks each in the department's Park Maintenance, Forestry, Permits and Rental Services, Human Resources and the Central Ohio Area on Aging in which COWIC paid their salaries through federal funding. Other services provided for the department included recruiting and hiring, payroll, benefits administration, contract administration, disciplinary actions, and grievances.

Permits and Rental Services

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 special park activity permits and street closures, the Permits Section accomplished many tasks in 2010.

Relative to rental facilities, Permits expanded business relationships with catering partners from one in 2005 to 24 this year, added a new roof and siding to the Big Run shelter house, resurfaced the wood gym floor at Cleo Dumaree athletic complexes, stripped and waxed the tile floors at Big Walnut, Westgate, Whetstone, Antrim, Goodale, Wolfe, the Retreat at Turnberry and Big Run shelter houses, and generated more than \$115,000 in revenues from the rental of the North Bank Pavilion and another \$76,862 from area high schools and private groups needing extended rental time at the athletic complexes.

The section also effectively conducted the public boat dock lottery, relocated the public boat staking areas to the main marina at Hoover Reservoir to accommodate the reservoir pollution reduction project by the city's

Public Utilities Division of Power and Water, cleared honeysuckle at the O'Shaughnessy Home Road Marina to provide better security, maintained the tennis court reservations that brought in \$7,600 in new revenues, 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.

Planning & Design

During 2010, the Planning and Design section continued to work with the Columbus Downtown Development Corporation (CDDC) on the development of the Scioto Mile including the reformation of Civic Center Drive, Bicentennial Park and an adjoining cafe, as well as completion of the Main St. and Town St. parkland on the west bank. Playground improvements included Brentnell Community Recreation Center with the installation of a KaBOOM Playground, and the renovation of the Discovery Playground in the Olde Sawmill neighborhood.

The section also began a partnership with the city of Worthington to develop a dog park on Godown Rd. in 2011 in which Worthington will pay to build the park and manage the park for 10 years, and work began on a dog park on Spindler Rd. in conjunction with the Clover Groff Stream restoration project. In addition, the section dedicated a new shelter, play equipment, and basketball court in the New Beginnings Park, completed the nature trail in Woodward Park, began construction on Beechcroft Park and that of Harrison Park along the Olentangy River, re-designed and constructed a new gateway on the south end of Goodale Park and started the cleaning of the pond in anticipation of the installation of a new fountain sculpture, made significant improvements to Indian Mound Park including new walkways, the baseball diamond and soccer field, two picnic shelters, playground equipment, and the planting of 150 trees, and nearly completed phase one of Livingston Park in conjunction with Nationwide Children's Hospital.

Hard surface improvements included asphalt pavement or overlays at Westgate Recreation Center, Franklin Park Adventure Center, Berliner Park, McCoy Park, the basketball and tennis courts at Northcrest Park, the entrance drive to Mayme Moore Park, parking lot striping at Goodale and Whetstone Parks, and the installation of speed bumps at Summitview and Duranceaux Parks. Concrete was replaced at Martin Janis Senior Center, Southeast Lions Park, the Indoor Aquatics Center, Schiller Park, Northbank Park, Weinland Park, Lincoln Park, Windsor Park, Anheuser Busch Park, Westgate Park, Antrim Park, Goodale Park, Whetstone Park, and Northeast Park.

The section also took over the responsibility of inspecting all city park bridges as well as those located in the department's golf courses from the city's Public Service Department, completed the dock replacement and lighting improvements at Redbank Marina on Hoover Reservoir, worked with the Ohio Department of Transportation on the planning for I-70/I-71 improvement project, and coordinated the department's involvement with the Mayor's "Green Team" regarding environmental projects. Other work included roof replacements at Blackburn, Barack, Tuttle, Sullivant Gardens, Holton, Barnett, and Schiller Community Recreation Centers as well as the Cultural Arts Center and the Columbus Youth Performing Arts Center.

HVAC replacements took place at the Franklin Park Adventure Center, Marion Franklin and Gillie Community Recreation Centers, the Indoor Aquatics Center, and the Cultural Arts Center. Plumbing and electrical improvements were done at Feddersen, Thompson, Far East, Marion Franklin, Tuttle, Martin Janis, and Carriage Place Community Recreation Centers as well as Genoa Park, completed the exterior construction on the Big Run shelter house, made improvements to the Henderson Rd. bridge for the Olentangy Trail, and began building the Scioto Hilltop trail connector and the Sunbury Rd. to Innis Park portion of the Alum Creek Trail.

Other accomplishments for Planning and Design included beginning the construction of the new Griggs boathouse in partnership with The Ohio State University Athletic Department's women's rowing team and the Greater Columbus Rowing Association, the acquisition of 112.651 acres at Spindler Rd. (0.777), Alum Creek Dr. (29.049), Sharon Park (10.0), Big Walnut-Courtright (18.02), Gender Rd. (32.0), and Roberts Rd. (22.80), and receipt of \$6,054,143 in grants toward the Clover Groff Stream (\$1,800,000), Brentnell Playground (\$80,000), Big Walnut South (\$105,000), Big Walnut Lockbourne (\$93,000), Alum Creek Macedonia Church (\$194,000), Alum Creek Trail (\$400,000), Upper Scioto Trail (\$2,026,750), Sharon Park (\$150,000), Livingston Park (\$1,000,000), and the Cultural Arts Center (\$205,373).

Planning and Design also reviewed 26 rezoning cases and 42 City Council variances, collected \$188,587.09 for the Parkland Dedication Fund, inspected 301 properties, and identified 104 parkland encroachments in which 90 were resolved, created the new Hamilton Road Wetland Nature Preserve, and continued restoration work on the Clover Groff Stream.

PARKS DIVISION

Building and Park Maintenance/Forestry and Horticulture

Due to staffing shortages, the mowing cycle slipped to once per 25 days for the Park Maintenance Section. With less than three full-time staff assigned per maintenance zone (the average is two full-time) and reduced part-time seasonal funding, it was difficult to maintain the 240 parks. However, the section was able to use temporary employees from the Central Ohio Workforce Investment Corporation, in which individuals worked for eight-week periods that were paid through federal funds.

Both Building and Park Maintenance staff worked throughout the year on snow and ice removal, the Mayor's *Neighborhood Pride* program, installed and removed docks at Griggs, Hoover and O'Shaughnessy Reservoirs, participated in the annual city employee volunteer clean-up campaign that took place in and around Dodge Park and the downtown area, worked with volunteers regarding many beautification efforts, helped coordinate numerous park cleanups, and assisted with many of the department's special events. The Building Maintenance staff also worked diligently to reopen four recreation centers that had been closed in 2009 due to budget reductions.

For the 31st consecutive year, the department received the national *Tree City Award* from the National Arbor Day Foundation. In addition, *Arbor Day* was celebrated as the kickoff for the department's 100th anniversary in which 100 trees were planted in Berliner Park. Approximately 400 trees infested with the Emerald Ash Borer (EAB) were removed on neighborhood streets primarily in the far north and northeastern quadrants of the city in an effort to address some of the potentially dangerous trees, and at least 12,000 ash trees on city streets and at least as many in city parks were also identified as having some EAB infestation. New trees were planted on streets and in parks as part of the Mayor Coleman's *Green Initiative*, worked with volunteers to plant 1,621 saplings, 570 native shrubs, and 985 trees on various parkland, and removed 14 acres of invasive honeysuckle and two acres of garlic mustard also with the assistance of volunteers.

RECREATION DIVISION

Arts

The Cultural Arts Center continues to be the best place in the city to take visual arts classes that are both affordable and taught by professional artists.

In 2010, the center presented 15 various mediums including painting, drawing, printmaking, life drawing, weaving, beading, surface design, copper enameling, bronze casting, bookmaking, ceramics, sculpture, jewelry, stone carving, and earthworks. The center also taught 65 classes for 3,355 students, 12 loft gallery exhibits, seven main gallery exhibitions, 45 weekly *Conversations and Coffee* to the delight of 1,200 attendees, as well as 11 workshops on weaving, polymer clay, dyeing, raku, folded copper, printmaking, and fold formed jewelry.

In addition, the Cultural Arts Center hosted 13 rentals, received \$17,622.50 in donations, replaced shingles on the roof, began an efficient, energy-saving lighting renovation project, purchased a new \$10,000 kiln for ceramics, and worked with volunteers who contributed 2,710 hours to assist with marketing, studio and courtyard cleanups, receptionist work, presentations, special events, gallery installations, gift shop support, and committee work.

Community Recreation

Fortunately, as the result of the passage of the half percent income tax increase by Columbus voters, the department was able to reopen eight of the 10 community recreation centers that were closed in 2009 due to budget cuts – Barack, Feddersen, Glenwood, Indian Mound, Martin Janis, Milo Grogan, Sullivant Gardens and Tuttle. Throughout the year, the Muha Foundation continued to operate Holton Community Recreation Center on a part-time basis as it did in 2009 on behalf of the city, and Neighborhood House who continued to keep the doors open at Sawyer Community Recreation Center for the second year in a row as well.

With the good news, the Community Recreation Section was able to provide more quality programs for Columbus citizens. For example, former professional athletes – Tomeka Whitehead, Lawrence Funderburke, Jerry Paige, and Michael Evans – came to mentor participants at Beatty Community Recreation Center; presented six different theatre performances at Carriage Place Community Recreation Center and increased participation by more than 300 percent; hosted chair volleyball games and youth hockey camps at Dodge Community Recreation Center; held a holiday toy drive for 16 families in the neighborhood next to Feddersen Community Recreation Center; taught the First Tee Golf program at Howard Community Recreation Center for the first time ever; started a gymnastics class for kids ages 5 – 9 at Krumm Community Recreation Center; added Zumba, Hatha Yoga Krav

Maga, and boxing at Lazelle Woods Community Recreation Center; worked with 40 graduates of the College of Wooster to do landscaping at Linden Community Recreation Center; increased the number of basketball teams at Marion Franklin Community Recreation Center; continued the strong boxing program at Thompson Community Recreation Center; partnered with an area church for a *Holiday Candlelight Stroll* at Westgate Community Recreation Center; and installed a new patio at Whetstone Community Recreation Center.

Other activities included directing the USDA's Summer Food Program in which there 439,250 meals served to youth under the age of 18 at 227 sites throughout the city; continued to coordinate a very successful street, ice, and roller hockey programs; coordinated the Capital Kids program; entered a partnership with Nationwide Children's Hospital's Sports Medicine section to provide fitness equipment and resources for healthy weight loss and nutrition as part of the department's Therapeutic Recreation section, as well as expanded the Boccia program to compete nationally and internationally; and operated four outdoor swimming pools during the summer season in which 190,000 people of all ages came to swim for free and to take advantage of free swim lessons, water aerobics, and adaptive swimming as well as a boating program to learn to sail.

Outdoor Education

The Outdoor Education Section provided three summer camps for 1,698 children with the assistance of 273 youth counselors-in-training who volunteered 9,824 hours of their time. The three 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 through hands-on experiences, and *Camp Terra Preschool* that introduced four and five-year-olds to science and nature as well.

The section also conducted two winter camps for 68 kids and eight youth counselors-in-training, and served another 212 children through several special events such as *Spring Clean-Up*, *the Family Fishing Festival*, *Creatures of the Night*, and *Haunted Overnight*.

In all, Outdoor Education served a total of 1,766 kids and generated \$220,536 in revenues.

Special Events

The Special Events Section once again successfully coordinated the 31st annual *Jazz & Rib Fest* in the Arena District with 74 food and merchandise vendors, and 292 musicians for the enjoyment of an estimated crowd of 400,000 people over three days. The section also collaborated with Waterfire and presented a performance downtown in Genoa Park by Ballet Met for an audience of 5,000 people, raised \$532,800 from sponsorships and grants, and received \$125,000 in in-kind goods and services.

The section also provided financial support totaling \$25,000 to 13 qualifying non-profit organizations for special event production, secured nearly \$5,000 for the city's annual *Holiday Tree Lighting* in which efficient LED lighting was utilized and collected \$600 for the *Empty Bowls* project to benefit the Mid-Ohio Food bank, hosted pre-event citywide planning meetings for 14 of the largest public events, permitted 57 special events that anticipated 500 or more people in attendance, assisted the Short North Foundation with the production of the *Short North Summer Concert Series*, maintained an event information hotline, and developed a *Schedule of Events* announcing dates and locations for more than 50 community events.

Sports

The Sports Section hosted the *Nations Baseball Tournament* which is one of the largest tournaments in the world with 292 teams playing softball over a four-day period. The section also hosted the largest *North American Girls Amateur Athletic Association Tournament* in that organization's history at Berliner Park in which 148 teams participated, directed a *Senior Softball Tournament* with 61 teams, and successfully managed summer softball leagues, fall softball leagues, three seasons of football, three seasons of volleyball, and three seasons of basketball for adults.

In addition, the Sports Section used technology to help it become more efficient including the use of TeleNav software on the telephones to allow the section to keep in constant communication with the grounds crews at the various sports fields, to file wireless reports from the athletic fields for record keeping purposes, and the One Call system to instantly communicate with team managers regarding schedule changes or weather delays.

**PUBLIC SAFETY DEPARTMENT
2010 ANNUAL REPORT**

**DEPARTMENT OF PUBLIC SAFETY
2010 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

Continue H1N1 Preparations

Public Safety in conjunction with the Division of Police, Division of Fire and Columbus Public Health successfully implemented pandemic preparations in response to H1N1 threat in 2009. Preparations continue into 2010 by continuing to hold regular meetings to discuss H1N1 and seasonal flu. Over 1,000 flu vaccines are likely to be provided to Public Safety personnel. Stocking of adequate supplies for pandemic flu outbreak remains a priority.

Accountability Committee

Met with City Accountability Committee in February 2010 to review performance of Public Safety on overtime expenditures from 2009.

E 911 Funds

Approximately \$4.3 million in wireless 911 funds was secured from Franklin County for use by Police and Fire for call center and other communications expenses. In addition, Public Safety received a commitment from Franklin County to credit the City with interest earned on the overall balance of e911 funds held by the County. Crediting of interest will provide several thousand more dollars to the City.

Prisoner Medical Contract

The new prisoner medical vendor contract was negotiated with Care Works to reduce in custody health care cost to the Division of Police and implemented in 2010.

GAO Audit

Successfully completed General Accounting Office audit of JAG and COPS grants in May 2010.

Neighborhood Safety Cameras

Security Risk Management Consultants was hired to provide consultation and project management services for Mayor Coleman's Neighborhood Camera Pilot Project. Site selection was accomplished in August 2010.

Computer Aided Dispatch (CAD) Contract

A new CAD system contract was signed in 2009 with Intergraph Corporation for \$7.2 million to replace the outdated dispatching systems in Police and Fire. A public safety network manager was hired in 2009 to oversee implementation. Project is undergoing installation and training is being implemented. New CAD system is scheduled to be on line in June 2011. Also chose site for alternative dispatch center (Arlingate) which is a component of CAD.

Nuisance Abatement Group

Approximately 100 business inspections were conducted through the city Nuisance Abatement Group (NAG) in conjunction with Health and Code Enforcement. These inspections are driven by community concerns, and have a direct impact on quality of life issues in our neighborhoods.

Summer Community Response Teams (CRT)

Police personnel focused on reducing gang and gun violence in Columbus neighborhoods during a five week period commencing July 28, 2010 thru the end of August. Teams resulted in 57 felony arrests, 108 misdemeanor arrests, 20 guns recovered and 920 traffic citations.

Curfew Program

Continuing the successful curfew initiatives of the past several years, the Division of Police issued 81 curfew violations during the five week CRT focus on reducing gang and gun violence.

Community Festivals

Police and Fire supported major downtown community events such as Red, White, and Boom, Latino Festival, and Jazz & Rib Festival.

Incident Command Capability

The US Department of Homeland Security conducted an assessment of Public Safety's (Police and Fire) Incident Command capabilities and protocols.

Tornado Warning Sirens

Working with Franklin County Emergency Management agency to upgrade approximately ten older tornado sirens in the City of Columbus.

Leadership Training

Representatives from the Safety Director's office attended an Executive Education Seminar put on by the Naval Postgraduate School on Homeland Defense and Security on . Also, leaders in Public Safety attended the Meta Leadership conference at The Ohio State University on May 25, 2010, dealing with crisis management.

BRICKS AND MORTAR

Police and Fire "Getting Green"

Columbus Police received \$3.7 million in Federal grant funds in 2009 for "greening" Police HQ and improving the interior lights at Fire Stations. Currently three design contracts underway and bids to be taken later this year to begin renovations.

Narcotics/Covert Facility

The Division of Police Narcotics and Covert unit moved from rented space on the west side of town to a new facility at the end of July 2010.

Property Room/Crime Lab

Public Safety modified the Property Room design contract with the architect. Property Room should be ready to bid by year end 2010. \$10 million secured in most recent bond sale for construction of the Property Room.

New City of Columbus Impound Lot

Construction began on a new City of Columbus Impound Lot in September 2009. Facility finished and opened in November 2010.

Fire Station 16

Apparatus bay floor repaired in July 2010.

Fire Station 7 & 19

Electrical improvements made so that air supply vehicle (Incident Command Unit) could be re-located from Greenlawn Avenue and stored at either station.

Fire Station 10

Provided surface treatment (grinding and milling) to parking lot, sidewalks and curbs.

Fire Laundry Facility

Fire laundry operations were re-located from Greenlawn Avenue to Parsons Avenue in May 2010.

Fire Station Kitchen Design

Design of renovated kitchens for Fire Stations 8, 16, 21, and 23. Construction to be bid in late 2010.

Fire Station 11 Concrete Design

Design of pavement replacement at Fire Station 11, which has a history of water infiltration and broken concrete approach slab.

Fire Station 25 Access Road

A new access road is being constructed for Fire Station 25 as part of the OSU medical building construction.

Fire Station 34 and 11 Generator Replacement

Replace generators at Fire Stations 34 and 11.

Fire Stations 2, 4, and Fire Administration

Design contract to replace generators at Fire Stations 2, 4, and Fire Administration

Police Substation 4(OSU)

Upgrades to Police Substation 7 to include signage, painting, flooring and various aesthetic improvements.

Police Substation 5 (Linden)

Roof replacement and interior repairs due to water infiltration.

Police Substation 6(7)

Roof replacement contract entered into for Sub 6 (7).

Police Headquarters

Insulated first floor sprinkler system in April 2010.

Police Academy

Original contractor replacing portions of roof and new chiller being bid for future installation

Motorcycle Bureau

A/C being installed in the locker room of the Motorcycle unit at Groves Road

Police Substation 9/14

Roof replacement under contract for Substation 9/14

Police Elevators

Renovate elevators at Police HQ to be completed by end of 2010.

SRB

Parking lot lighting being installed at 1120 Morse Road and Matrix security system upgraded.

Police Indoor Range

Enter into design contract to renovate the Police indoor shooting range.

Rhodes Tower HVAC

Replace HVAC equipment atop Rhodes Office tower to support equipment on the 800 MHz radio system for Support Services

DIVISION OF POLICE

- A police recruit class of 47 graduated in August 2010.
- Secured over 100 Cruiser Video Cameras to begin implementation of a new wireless system.
- Maintaining overtime within budgeted levels for both civilian and uniform personnel.
- Re-organized and re-deployed officers to high demand areas.
- Took delivery of 62 new police cruisers in May 2010.
- Took delivery of three (3) new raid vans.
- Took delivery of six(6) new Tahoes for Canine and Police supervisors.
- Took delivery of thirty-two (32) unmarked vehicles for supervisors.
- Took delivery of nearly two dozen unmarked used vehicles for covert use.
- The Division of Police Traffic Bureau manages the *Columbus Focus on Safety Program* that uses photo enforcement technology to identify vehicles that run red lights at selected high incident right angle crash

intersections. By the end of 2009, twenty cameras were installed and operating at eighteen intersections, reducing right angle crashes by 83.33% at these intersections monitored by the cameras. Council approved an expansion of 20 additional photo red light enforced intersections and mobile school zone speed enforcement in December 2010. Mobile school zone speed enforcement began immediately and the installation of the photo red light cameras will begin in the spring 2011.

- Secured new police body armor.
- The Community Liaison Section put on National Night Out in August 2010

DIVISION OF FIRE

- Ordered nine EMS medics in June 2010.
- Ordered three platform ladders in July 2010.
- Ordered a bomb squad containment vehicle, equipment trailer and hazmat trailer in July and September 2010.
- Continued implementation of TeleStaff, using software to improve the effectiveness of staffing assignments in lieu of paper and pencil system.
- Began Fire recruit class of 50 in June 2010.
- Initiated new turn out gear contract in July 2010.
- Cleaned up area in and around Greenlawn Avenue facility in anticipation of vacating the property.

DIVISION OF SUPPORT SERVICES

- In process of securing new facility for Support Services operations.
- Upgrade HVAC systems on 800 MHz tower for Support Services.
- Appointed a new Administrator.
- Continued upgrading to new CAD system
- Trained personnel for emergency response
- Setup employees with computer and wireless interface with City networks.

2010 Accomplishments

Personnel/Staff

- Police recruit class of 47 graduates
- Began Police recruit class of 54 in December
- Began Firefighter recruit class of 50 in June
- Began Firefighter recruit class of 50 in December
- Appointed two new Deputy Police Chiefs
- Implemented Police Patrol re-organization plan
- Implemented the Gun Violence Reduction Program to developing strategies specifically aimed at attacking the sources of gun violence and confiscating and destroying firearms likely to be used to perpetrate violent crime.
- Implemented Community Response Teams (CRT) with three Police patrol teams of ten officers each to focus on reducing gang and gun violence in targeted neighborhoods
- Appointed new Administrator in Support Services Division

Accountability/Training

- Department of Homeland Security conducted an assessment of Public Safety Incident Command capabilities
- Met with representatives of the Mayor's City Accountability Committee to review Public Safety performance on overtime
- Successfully completed a General Accounting Office (GAO) audit of JAG and COPS grant funds

Technology/Equipment

- Continued design and study of Neighborhood Camera Pilot program and selected five neighborhoods for camera installation
- Secured over 100 Cruiser Video Cameras (CVC) for implementation of digital wireless download system
- Took delivery of 62 cruisers
- Took delivery of four Canine units and two supervisor vehicles
- Took delivery of 32 unmarked sedans for supervisors
- Took delivery of approximately two dozen unmarked used vehicles for covert operations

- Sought approval to increase by twenty the number of Photo Red Light camera intersections to be installed starting in 2011
- Deployed two mobile speed enforcement vehicles to control speed in school zones and other places where children congregate
- Secured new body armor for both Police and Fire
- Ordered nine EMS medics for Fire, three platform ladders, five engines, one bomb containment vehicle, equipment trailer and hazmat unit
- Upgraded battery backup systems for 800 MHz system
- Obtained grant from BWC to procure ergonomic equipment for EMS personnel.

Facilities

- Moved into new Narcotics and Covert facility
- Designing new facility for Support Services
- Continued design of new Property Room for Police
- Completed construction of new Impound Lot
- Repaired Fire Station 16 apparatus bay floor
- Conducted surface treatment of parking lot at Fire Station 10
- Upgraded electrical systems at Fire Stations 7 and 19 to handle Incident Command Unit
- Moved Fire laundry operations from Greenlawn to Parsons Avenue
- Completed design of kitchen improvements for Fire Stations 8, 16, 21, and 23
- Improved access road at Fire Station 25 (due to OSU building construction)
- Replaced emergency generators at Fire Stations 11 and 34
- Entered into design contract to replace windows at various Fire Stations
- Completed minor renovations to Police substation 4 (OSU)
- In process of roof replacement and other renovations at Police substation 5 (Linden)
- Replaced roof at Police substation 7
- Insulated sprinkler system at Police HQ
- Renovated elevators at Police HQ
- Installing A/C in locker rooms at Traffic Bureau (Groves Rd)
- Roof repairs and chiller replacement completed at Police Academy
- Parking lot lights installed at Strategic Response Bureau (Morse Rd)
- Entered into design to renovate the Police indoor shooting range
- Replacing HVAC unit for 800 MHz tower atop Rhodes office complex

Emergency Preparedness

- Continue to discuss and prepare for pandemic emergencies
- Public Safety representatives attended Naval Postgraduate School workshop on Homeland Security and Defense as well as the Meta Leadership conference on crisis management
- 1813 sworn officers attended First Responder Operations and PPE training.

Additional Accomplishments

- Community Liaison Section of Police conducted National Night Out on August 3, 2010
- Citizen Police Academy provided approximately 30 individuals an overview of Police operations.

**PUBLIC SERVICE DEPARTMENT
2010 ANNUAL REPORT**

Department of Public Service 2010 Annual Report

The Department of Public Service consists of the Director's Office and four divisions: Design and Construction; Mobility Options; Planning and Operations and Refuse Collection. The department has 741 employees who provide a wide range of services that are essential to Columbus residents' quality of life.

Director's Office

Many services are housed in the Director's Office, including the 311 Customer Service Center, the Office of Support Services, Human Resources and Communications.

Created by Mayor Michael B. Coleman in 2006, the 311 Customer Service Center is residents' gateway to non-emergency City services. The 311 Service Center received 262,439 in 2010, compared to 253,527 in 2009. While the number of calls received increased by almost 9,000, the number of calls answered in 2010 was just slightly higher than in 2009: 247,043 and 246,266 respectively. While the goal is 80% or higher, only 70.3% of all calls received were answered in 30 seconds or less, compared to 85.2% in 2009. Staffing shortages in 2010 were the biggest challenge facing the Service Center. To mitigate this, the Service Center modified its hours of operations in March to close at 7 p.m. instead of 8 p.m. This allowed four existing service representatives to be in production during the 10-11 a.m. hour, which historically is the busiest of the day. This improved 311's rate of answering calls in 30 seconds or less to 78% during March. In September, the Service Center again adjusted its hours, closing at 6 p.m. to accommodate better coverage during the 9-10 a.m. hour, which is the second busiest of the day.

With 311's hours adjusted to 7 a.m. to 6 p.m. weekdays and a sorely needed addition of two new employees in the fall, the Service Center achieved its goal of answering at least 80% of calls within 30 seconds during the final three months of 2010. The abandon rate in 2010 ended at 1.94%, well below the goal of 5%. 311 agents' availability remained high, with an average of 90% versus 89% in 2009, and talk time remained consistent at 106 seconds versus 104 seconds in 2010. Residents' filing of 311 service requests online continued to increase in 2010; 311's online service is available 24 hours a day, 365 days a year. Almost 34% of all Bulk Refuse service requests were initiated online, versus 31% in 2009, and 15% for all other Service Requests, versus 12% in 2009.

The Office of Support Services (OSS) once again worked with department leadership to keep Public Service fiscally lean and efficient, getting the most of every taxpayer dollar. On the Operations side, OSS managed four operational funds totaling \$76,756,602.11 in expenditures. Operations completed 842 electronic encumbrances that totaled \$32,560,959.10 and 4,758 electronic vouchers that totaled \$26,328,313.88. In addition, the group created 339 solicitations for goods and services, generated 865 invoices that totaled \$7,788,150.40, collected \$7,282,996.05, and sent 208 collection letters on past-due accounts.

OSS's Capital section initiated 211 pieces of legislation. The section completed four Ohio Public Works Commission grant applications that resulted in zero grants. Capital also finished 31 Ohio Public Works Commission grant/loan-disbursement requests totaling \$4,311,060, and completed 23 Ohio Department of Transportation (ODOT) grant-disbursement requests totaling \$4,629,432. The section also closed out one grant; advertised 29 construction projects and advertised nine requests for proposals; created 38 purchase orders for professional services and construction contracts totaling \$63,131,606; produced 29 paper encumbrances for inspection services totaling \$6,233,986; paid 309 invoices for professional services and wrote 144 pay estimates for construction contracts totaling \$42,859,058. Capital also saved \$39,686 through its invoice-auditing process.

Human Resources (HR) continued its mission to provide payroll, hiring, benefits administration, labor relations, performance management, training and safety services. The department received approval to recall 10 Refuse Collection Vehicle Operators who were laid off in 2009 in order to replace drivers who resigned or retired in 2010. As part of Mayor Coleman's Parking Meter Advisory Team's recommendation to extend parking meter hours, three additional Parking Enforcement Officers were hired. The HR staff worked with Civil Service, the Department of Technology and the Department of Human Resources to create a new classification of Department Information Technology Coordinator to serve as a liaison between Public Service and the Department of Technology. Over 322 personnel transactions were processed to include hiring, transfers, promotions, retirements, resignations, investigations, disciplinary actions and grievances.

The Safety Section within HR had another successful year with a 29% reduction in severity of injuries which exceeded the city's goal of a 10 % reduction. Over a two-year period, recordable injuries in the department have been reduced by 31%. Lost workdays were reduced from 1,524 in 2009 to 1,077 in 2010, and injury costs were reduced by 14%. The Recommended Medical Provider Program continues to be successful. The department experienced 78% fewer lost workdays in 2010 than expected (compared to a "well-managed case" benchmark) when employees went to recommended providers.

Violence in the Workplace training was conducted for all employees and the Division of Police conducted training on *Citizen Violence Against Employees* for Division of Refuse Collection personnel. Customer Service training was held for Parking Enforcement Officers and Cashiers. National Incident Management Systems training was completed by designated staff and various safety trainings were conducted throughout the year.

The Communications section worked to improve the general public's knowledge of the Department of Public Service's efforts to improve the quality of life in neighborhoods. The section elevated levels of contribution on organizing, producing materials for and attending public meetings for capital improvement projects (CIP) and revamped and expanded the Public Service Web site, especially in fact sheets for CIPs and the bicycle page. Communications participated in several neighborhood and civic-association meetings and Neighborhood Pride, and coordinated logistics, press-kit materials and photography for several press events on road-improvement projects. Communications produced informational videos on the 311 Customer Service Center and the Bicentennial Bikeways Plan, using 100% internal sources and spaces on CTV-3 television and the City's web site. The section also continued to supply fact sheets for citizens and the media on equipment, materials and policies on snow removal, salting, pre-treating pavement, patching potholes, service levels and more.

Division of Design and Construction

The Division of Design and Construction completed and continued work on projects that improve the quality of life in Columbus.

Design and Construction completed plans, received bids and started work on the Parsons and Livingston avenues project between Ninth Street and Ohio Avenue and Mooberry Street and Jackson Street, which was fully funded by the *American Recovery and Reinvestment Act of 2009*. Phase 2 of the Morse Road Improvements project, between Indianola and Cleveland avenues (\$14 million), was completed in the Northland area.

The division continued design and construction efforts on downtown infrastructure changes and improvements in preparation for the City's bicentennial in 2012. Construction and inspection were completed on the Inflow Redirect project in the RiverSouth neighborhood, separating sanitary and storm sewers in preparation for the Rich Street Bridge and RiverSouth projects. Design was completed and construction began for RiverSouth Phase 2, which will use Federal Stimulus and Ohio Public Works Commission funding to rebuild and convert portions of Rich and Main Streets and two additional blocks of Front Street to two-way operation. Completion is scheduled for fall 2011. Design and Construction continued coordination with Franklin County on improvements at High & Main streets around the new courthouse, pavilion and connecting underground tunnel.

Work was completed on the Lockbourne Road project which added sidewalks, curb ramps, street lights, storm and sanitary drainage facilities, curbs and bike lanes between State Route 104 and Groveport Road. Lockbourne Road in the project area was widened from two lanes to three. Most notably downtown, construction began on the new Rich Street Bridge and concluded on the signature Main Street Bridge over the Scioto River. Both bridges are collaborative efforts with the Ohio Department of Transportation, manager of the construction phases of both bridges.

The division advanced 23 CIP projects for construction advertising and bidding in 2010, including: Parsons Avenue/Livingston Avenue; Grant Avenue; Columbus Traffic Signal System (CTSS) – Phase A; Universal Road; Hayden Road and Leppert Road, Worthington-Galena Road and Lazelle Road (partnering with the City of Westerville); five resurfacing projects (including 142 lane miles and 594 curb ramps); and several bridge maintenance and replacement projects. The division continued planning and design on other capital projects, including: Alum Creek Drive between State Route 104 and Williams Road; Fairwood Avenue between Watkins and Koebel roads; High Street between Flint Road and the Delaware County line; Hilliard-Rome Road between Roberts Road and Westchester Woods; Joyce Avenue Phase 1 and Phase 2, Thomas Lane between Olentangy River Road

and Lieb Street; Emerald Parkway between Tuttle Crossing and Rings Road; and Karl Road between State Route 161 and Schrock Road.

As ODOT is preparing to begin construction on the first phase of the I-70/71 split project, the division played a significant role in preparing and reviewing the project scope. The Division of Design and Construction worked with other City departments, the mayor's staff, City Council and several neighborhood and business representatives to ensure the City right-of-way infrastructure will be designed and constructed to facilitate safety and traffic on city streets, mitigate noise and potential loss of business, maintain historical integrity in the neighborhoods that border I-70 and I-71 and enhance connectivity between the neighborhoods and downtown.

Design and Construction completed several steps and engaged in activities in support of the overall Columbus Traffic Signal System (CTSS) program, including commencement of construction for CTSS-A. The project will provide the main infrastructure for future CTSS projects. Design began on CTSS-B, which will migrate over 300 signalized intersections to a new traffic signal system. Inter-agency coordination of data exchange with ODOT, the Franklin County Engineer and the City of Gahanna is planned for CTSS-B. CTSS-B is the first project in the division to obtain federal dollars from the Congestion, Mitigation and Air-Quality funding source for design and construction. CTSS's ultimate benefit, upon its completion, will provide inter-jurisdictional communication and coordination of traffic signals with local agencies; improve the flow of traffic on arterials roads in the region; improve regional air quality; and provide a better tool for incident management during accidents and other traffic events.

The division completed CIP plan reviews on 141 sets of plans for Design & Construction, Water, Sewers and Drains, Electricity, Facilities Management, ODOT, Franklin County Engineer and other joint venture projects, with 98.6% compliance to timeframes. Plan reviews were completed and signatures were obtained on 25 Drawer E plans.

Working with The One Stop Shop, Design and Construction initiated 52, reviewed 181 and signed 37 private construction Drawer E plans, with 99.4% compliance to timeframes.

One hundred thirty-two Signal Plan reviews were completed: 88 CIP projects for the Division of Design and Construction and other outside agencies (Public Utilities, ODOT and Franklin County Engineer);, and 44 Private Development plans for the One Stop Shop. One hundred forty preliminary site plan reviews were completed for the One Stop Shop and 103 CIP Maintenance of Traffic and Traffic Control plan reviews: 48 Design and Construction projects; 12 Department of Public Utilities Water projects; 31 Department of Public Utilities CC plans; three Department of Public Utilities electricity projects; nine Ohio Department of Transportation projects; and 33 overall pre-design reviews. One hundred eighty permits from the Division of Planning and Operations were reviewed.

Design and Construction finished work orders for new traffic signals installed for Edwards Farms Road at Hayden Run Road and Lazelle Road at Worthington-Galena Road.

The division completed in-house design plans on three ODOT Urban Paving projects totaling \$2.6 million dollars, resurfacing 25.7 lane miles and constructing 190 curb ramps.

Fifty-three sets of right-of-way plans were reviewed for Design and Construction CIP projects. Twelve pieces of legislation were prepared, comprised of eight funding ordinances (Hire & Acquire or Increase) and four other ordinances, including granting of easements associated with CIP projects, dedication of additional rights-of-way and more. Acquisition of right-of-way for 15 active projects was coordinated with the City Attorney's Real Estate Division.

Division of Mobility Options

The Division of Mobility Options (DoMO) continued planning and designing infrastructure improvements and additions that support Mayor Michael B. Coleman's goal to make Columbus a more pedestrian, bicycle and multi-modal, transportation-friendly city.

To increase pedestrian safety, DoMO constructed 8.25 miles of new sidewalks as part of the Operation SAFEWALKS program in order to better serve COTA bus riders, schoolchildren, senior citizens and the general public. Development of a geographic-information-system tool continues and is expected to be completed by autumn.

2011. This tool will assist in prioritizing sidewalk projects. DoMO completed in-house design of sidewalks on Obetz Road from South High Street to Beth Ann Drive, funded through a \$159,000 Federal Transit Administration grant. The division collected input from stakeholders and released a comprehensive update to the *Americans with Disabilities Act* policy. The division also built 2,071 curb ramps, bringing the total constructed since 1997 to 28,114. The Hilltop Community Mobility Plan was completed.

The division received two *Safe Routes to School* \$500,000 grants for pedestrian safety features in Franklinton and the Hilltop area. DoMO serviced 20mph flasher units in school zones, removing 14 and reinstalling two. All school-crosswalk markings were investigated for possible replacement, resulting in the installation or replacement of 34 crosswalks at 11 schools. Additional crosswalk improvement work was performed, including the identification of, and approval for a rectangular rapid flashing beacon crosswalk system for Long Street in the King-Lincoln Theater area, with installation approval secured from the Federal Highway Administration. DoMO closed 20 crosswalk requests and worked 117 traffic-calming requests, based on service requests from residents.

To discourage speeding, DoMO deployed speed-awareness trailers to 234 locations.

DoMO progressed in making Columbus more bicycle friendly. DoMO installed 14 *Share The Road* signs, 180 bike route signs, 360 sharrows, 42 bike lane markings, 45 bike boulevard markings and 29 bike racks. DoMO managed the implementation of 23 miles of bikeways, including the Downtown Bike Connector, and completed the design of the Hilltop Bikeway Connector, and Neil Avenue, Francisco Road and Bryden Road bikeways. The division collaborated with ODOT to redesign West Broad Street from six travel lanes to four travel lanes, bike lanes and on-street parking, and a marked alternate bike route. The Columbus Metro Bike Users Map was updated and 50,000 copies were printed. DoMO also managed the formation of the Biking Subcommittee of the Transportation & Pedestrian Commission.

DoMO staff made two presentations at conferences: *The Bicentennial Bikeways Plan* at the American Society of Highway Engineers National Conference in Cincinnati and the *Milton Avenue Bike Box* at the Ohio Transportation Engineering Conference in Columbus.

DoMO includes the Parking Violations Bureau (PVB). PVB maintained a 92% parking ticket collection rate, remaining consistent with prior years. Parking Enforcement Officers identified and facilitated impoundment of 382 scofflaw vehicles in the course of their regular work.

PVB and Division of Police issued 154,363 parking citations, with PVB employees accounting for 89.7% of issuance, sending \$12,915,332 to the City's General Fund. PVB collected \$3,157,226 from pay-by-Web and pay-by-phone systems from over 62,600 transactions, representing 51% of all ticket payment. The bureau also held 2,105 adjudication hearings, with 1,235 violations upheld and 870 dismissed.

Division of Planning and Operations

The Division of Planning and Operations (DoPO) continued its vital work repairing Columbus streets and alleys, repairing and replacing 21,655 linear feet of curbs, patching 133,517 potholes, crack-sealing 14 miles of arterial streets and surface treating 15 lane miles of alleys. The work to keep Columbus clean also continued with the sweeping of 19,552 curb miles, mowing 8,870 swath miles and collecting 3,237 bags of litter. DoPO collected 2,675 bags of litter (in addition to the 3,237 above) during annual spring cleanup and cleaned city-owned parking lots weekly in the Short North.

DoPO continued its work to make Columbus streets safer, installing audible pedestrian signal units at eight intersections; refurbishing, installing or rebuilding traffic signals at 16 intersections and performing 9,077 traffic-sign operations (installed, replaced, repaired, removed). DoPO converted 490 traffic-signal heads and pedestrian signals from incandescent to light-emitting diode bulbs (LED), work that is consistent with Mayor Michael B. Coleman's *Get Green Columbus* initiative, saving \$37,150 in electricity with the LED lights. DoPO improved pedestrian and traffic safety by installing pavement markings and signs: 575,775 pounds of thermoplastic pavement markings; 122,578 pounds of reflective glass beads; 5,215 feet of preformed tape; 304 preformed arrows; 119 preformed "ONLY" signs; 90 chevrons for speed humps; four preformed "R"s for railroad crossings; 182 bike sharrows; 296 flexible traffic posts; 126 pieces of Qwik Kurb items; seven preformed SCHOOL symbols; and two preformed merge symbols. Staff performed temporary and permanent signal timing changes at 157 intersections.

DoPO developed a project proposal for a Federal Department of Energy grant under the Energy Efficiency and Conservation Block Grant program. The project activity is to use staff to replace any existing neon, fiber-optic and incandescent pedestrian signals with ones using LEDs. The project was approved in December 2009. Work began in 2010 and must be completed by December 20, 2012. The pedestrian signals replaced on this project will include the Countdown Pedestrian Signal feature. By the end of 2010, traffic engineering line crews had changed 406 pedestrian signals at 57 intersections. These replacements will result in energy savings in 2011 of approximately \$20,000.

The Traffic Management Center (TMC) staff reprogrammed signal operations installed or modified on RiverSouth Phases 1 and 2 and Scioto Mile construction projects. TMC staff made permanent changes to improve the operation and safety of signals on Front Street between Mound and Broad streets. These changes included timing adjustments that took into account the new two-way operation between Town and Broad streets and installing a new overhead sign mast arm near the intersection of Capital & Front streets in order to implement a shared left-turn/through lane operation that improved intersection capacity at Broad Street.

DoPO staff issued 8,926 construction permits which generated \$951,983, reviewed 359 plans, assigned 2,588 address numbers, certified 48,874 addresses in city's database and verified 449 addresses at the request of the Ohio Department of Commerce, Division of Liquor Control. The division also compiled city-growth figures: 6,357 lane miles, 2,057 linear miles of streets, 227 square miles within the corporate limits. DoPO helped maintain the City's parking meters by changing batteries, cleaning card readers and lubricating locks on all meters twice. Division staff also covered meters for numerous special events and occupancy permits, changed the rates on all of the parking meters and added 105 meters on West Broad Street.

The training facility at 1881 E. 25th Avenue hosted 557 events: 309 for Department of Public Service; 72 for other City Divisions/Departments; 175 for outside entities and one for labor relations negotiations.

DoPO contributed to a greener Columbus by recycling 22,900 pounds of aluminum.

Division of Refuse Collection

The Division of Refuse Collection again led the way in keeping Columbus clean and healthy, disposing of 307,797 tons of solid waste, a .92% decrease from 2009. Weekly curbside yard waste collection was restored in April. A total of 21,776 tons of yard waste was collected through the curbside program in 2010. The division collaborated with The Ohio State University to provide 16 free bulk trash drop-off locations in the OSU area during the annual September student move-out/move-in period. Refuse Collection picked up and disposed of 3,123 dead animals citywide.

The Division's Solid Waste Inspector supervised 17 community-service-worker cleanups (118 workers, 17 tons collected). Keep Columbus Beautiful (KCB) organized 385 litter cleanups and eight graffiti paintovers (9,331 volunteers, 183 tons collected) and received two First Place National Awards from Keep America Beautiful in the beautification category for a government agency as well as the President's Circle Award for affiliate in good standing. KCB also received the Franklin Conservatory's *Growing to Green* award in the Neighborhood Improvement Project of the Year category. KCB continued its partnership with Neighborhood Pride by recruiting and coordinating 107 volunteers who worked 367 hours at eight cleanup events within Neighborhood Pride areas and collected 1.8 tons of debris.

March 24, 2011

DEPARTMENT OF TECHNOLOGY
2010 ANNUAL REPORT

Department of Technology 2010 Annual Report to Columbus City Council

MISSION STATEMENT

The Department of Technology (DoT) will leverage technology to make Columbus the best-performing municipality in the Midwest. 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, standards, 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 and broadband infrastructure;
- provision of citywide telephone support services (including cell phones and pagers);
- design and maintenance of the city's website (www.columbus.gov) and all other web assets;
- desktop computer support;
- operation of public, educational, and government access television channels; and
- support of the City of Columbus 311 Call Center

2011 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 Goals.

Customer Service

E-Government

- Continue to upgrade the city's internet services (including social media) to provide residents with increased access to local government services and information. Additionally, the department will continue to extend City departments' ability to reach their customers through new media in a secure, effective, and efficient manner by implementing enhanced Web security and measuring tools.
- Research, plan, design and begin to implement a business intelligence (BI) initiative.
- Expand the use of video on the Internet.
- Continue to enhance the Green Spot website (columbusgreenspot.org) to encourage residents, businesses, and community groups to take steps to protect our environment.
- Complete Phase 2 of GetActive.com website.

CUBS (formerly known as WASIMS) Upgrade Banner Implementation: Work with the Department of Public Utilities to continue the next round of the implementation of the latest version of their "Banner" software package which provides billing and customer service functions to DPU.

Neighborhoods

Accela Upgrade: Upgrading the Accela "one-stop-shop" permitting center system. Incorporate new tools and hardware to integrate and build upon the city's geographical information system (GIS), the city's 311 system, and a common citywide telephone service system that enables our customers to perform online business functions that are not available today.

Home Again (Vacant Housing) Application/Neighborhood Stabilization Program (NSP): Continue to work with the Development Department to create a comprehensive, interactive computer database that will track and provide information about city-acquired abandoned properties. These new databases will create better opportunities for these lots and/or structures to be acquired and put into productive use. The existing Home Again application will be expanded to track new projects associated with the Neighborhood Stabilization Program (NSP). In addition, the My Neighborhoods project will be enhanced to make the application more user friendly and informative for the public.

Safety

CADD Implementation Support: Continue working with the Department of Public Safety to put into operation a new and improved computer aided dispatch (CAD)/911 system.

Upgrade Police Applications: Work with the Department of Public Safety to develop a plan to upgrade several Police applications to newer server platforms which will improve service delivery as well as reduce costs.

Distance Learning Implementation : The department is working with the Division of Fire to implement a new distance learning facility within each Fire station. Once implemented, this system will enable individual fire fighters to complete 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.

Hydrants: Continue to work with the Department of Public Utilities and Columbus Fire Division to implement phase two of the Hydrants Inspection project. This endeavor is to improve their business process in order to properly maintain the City fire hydrants.

Emergency Operations Center: Support Public Safety in the establishment of an emergency operations center.

Neighborhood Cameras: Work with Public Safety on their Neighborhood Camera initiative. The system will be interconnected using the city's fiber optic cable network. The department will work with Public Safety to develop plans for extending fiber connectivity to Police Precincts as a part of the Neighborhood Camera initiative.

Economic Development

Citywide Network Connectivity Plan: Continue to develop, expand, and implement portions of a citywide connectivity plan that will outline the most efficient means by which to connect to city facilities for data exchange and telephone voice traffic. This includes researching and implementing wireless fiber optic broadband network technology and integrating it with the overall city network, where practical. 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. The City is currently expanding its fiber footprint by nearly 160 miles of fiber optic cable in three separate projects which will provide extended services areas around the City.

Education

Get Active Columbus: Continue to develop the GetActiveColumbus.com website initiated by the Mayor's Office and developed with input from the Health and Recreation and Parks departments. Complete Phase 2 of GetActive.com website

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). Complete phase one (which entails go-live) and begin phase two implementation of the new state-of-the-art Columbus human resource information system (CHRIS).

Information Technology Disaster Recovery Planning and Data Center Upgrades: Continue to build the infrastructure of the information technology disaster recovery center to provide the most effective environment to reconstitute mission-critical systems and applications in the event the citywide data center is compromised. This effort also contributes to the city's overall pandemic and business continuity planning. In 2011 DoT will enable storage, backup and recovery, and virtualization infrastructure into operation at the disaster recovery center and begin to shift focus from infrastructure development to service continuity and recovery planning. Finish the renovation of the data center facility HVAC system by replacing cooling units not replaced in 2010 and renovate parking lot as needed. Continue to build a fully redundant infrastructure across the City's two data centers to provide the most effective and efficient means for ensuring the availability of mission-critical systems and applications, in support of the City's overall Contingency and Continuity of Operations plans. Continue the Enterprise Systems Upgrade project to replace old mission-critical systems which are at end-of-life. These investments will improve system availability and efficiency. The major focus of the 2011 system upgrades will be storage, backup and recovery infrastructure at the main data center and the upgrade of the 311 infrastructure. DoT continues to look to virtualization as a vehicle for efficiency gains and, in 2011, will evaluate the benefits of virtual desktop infrastructure.

VOIP and Unified Communication: Continue to enhance the city's voice over internet protocol (VoIP) telephone system by implementing Unified Communications. Unified Communications offers a variety of benefits which include: Voice and Unified Messaging – the ability to manage emails and voicemails from a single inbox. Personal Communicator – PC based phone provides the flexibility to work from any location while still providing the same functionality as a desk phone. Mobility – single business number and voicemail regardless of device. Cost savings on cell phone minutes used by utilizing the VoIP infrastructure. Conferencing – voice and video conferencing capabilities utilizing the VoIP infrastructure will save the city time and money while supporting the Mayor's green initiative.

Graphical Information System (GIS) Initiative: Continue to expand GIS capabilities with a greater focus on assisting city agencies in integrating graphical information from the GIS central repository. This repository contains underlying geographic location information (e.g. street center lines, building and parcel locations) which is or will be utilized by many mission-critical applications such as the computer aided dispatch, 311 call center, the Accela "one-stop-shop" and WASIMS. Continue to improve and expand the capabilities of the Department of Public Utilities GIS Dashboard by implementing improved and increasing integration with Oracle

EAM. Also, to improve the application by implementing new enhancements of the Enterprise ArcGIS Software platform. Continue to improve the Department of Public Utilities Valve Editing application, by implementing new enhancements of the Enterprise ArcGIS Software platform. Continue to expand the GIS Data store by implementing new Orthophotography mosaics which will enhance the analysis capabilities of the GIS Users throughout the City. Work with the Department of Public Service to implement a new and improved 311 Mapping system to incorporate new developments in Rich Internet Application development.

Information Security Initiatives: Create a strategic plan that converges information security and DoT physical security, drives best-practice application of security processes, management, and technology, and results in cost-effective capital investments, and operational improvements. Establish the governance framework to support this plan and the metrics to measure its implementation.

Mobility: Continue implementation of mobile technology for the Public Utilities Department through the use of mobile dispatching and a GPS system which disseminates and provides field employees immediate access to crucial information.

Work Order Management: Work with customers to acquire an Enterprise Work Order Management System. Such a system will provide a platform to unify the various workflows of the Recreation and Parks, Public Service and Finance (Facilities Management) departments. The purpose of this project is to improve the ability to document and dispatch work orders, reducing lead times, improving quality, eliminating duplicative paperwork and collecting the data needed for continuous process improvement.

Interactive Voice Response (IVR): Continue to support customer service call centers utilizing the IVR phone system and enhance customer communication by implementing a dialer application for automatic emergency and routine communications. The dialer application will be available to all city agencies for customizable use.

IT Best Practices and Process Improvement: Continue improving internal operations through the adoption and refinement of IT process best practices by taking a service oriented approach to providing customer value. This involves the use of a service catalog, service portfolio management and service level agreements with all departments utilizing DoT's services.

Media Services: Complete the upgrade of the Media Services television studio control room to provide end-to-end digital production as well as enhanced capability. Upgrade of the Media Services television playback facility to including enhancements to the automation system as well as to the City's Internet video capability. Completed transition of programming and scheduling activities for the Educational Access channel to Columbus City Schools creating efficiencies within the media Services PEG access operation.

2010 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)

- DoT has continued to offer inter- and intranet services, providing local citizenry with increased access to local government services and information. In 2010, DoT worked with city departments whose websites were still managed using FrontPage to help them to redesign their web presence and to assist them in the migration of their content into the more modern and feature-rich content management environment, Ektron. Additionally, the department continued to support and assist city departments in their efforts to reach out to their customers via the internet by implementing enhanced tools for measuring web effectiveness. The following departmental web sites have been successfully moved to the new EKTRON content management environment in 2010: Building and Zoning Services; Public Services; Community Relations; Human Resources; EBOCO; Public Safety.
- We modified the GreenSpot Annual Report which made it simpler for the GreenSpot businesses to submit their reports and easier for the program administrators to evaluate the submissions by providing better statistical reporting capabilities. Continue to update the GreenSpot website to meet the needs of the program.
- In 2010, the department implemented policies and procedures for the use of social media/networking applications to extend city services and to engage citizens in community dialogue.
- The My Neighborhood application was re-designed for citizens, businesses and employees of the City of Columbus who wish to streamline the process of finding information to assist with working and living in the city of Columbus. MyNeighborhood.Columbus.gov will provide an easy to use tool that will be powered by a mash-up of Google and City GIS data to provide a wealth of information in one location. This solution focuses on the general population's technical ability with content structured clearly in a way that's logical and familiar to the intended user, the citizen, while at the same time meeting the Mayoral goal of a city in line with 21st century technology.
- Working with the Mayor's office and Institute for Active Living, DoT created the GetActiveColumbus website for citizens, visitors, and partners of the City of Columbus to locate information regarding nutrition and fitness oriented activities. GetActiveColumbus.com provides this information with an interactive one-stop-shop feel, delivering a wealth of information

in one location. The site provides content from department pages, partner submissions, celebrity tips, classes and activities at recreation centers, and an interactive map for locating city facilities with the features they desire.

CUBS (formerly known as WASIMS) Upgrade Banner Implementation: DoT is working with the vendor (Ventyx) to improve performance of the CUBS production database by implementing the archive and purge functionality. The archive and purge program moves old, unused data out of the production system and into an archive database. It runs continuously, requiring no system downtime and allows users to view and query the archived data. DoT is working with Department of Public Utilities and the vendor to create an interface with the MV90 application. This interface will import large meter electric account readings to CUBS, eliminating the need for manual entry of readings and human error. DoT is also migrating the existing payments and files transfer scripts from an obsolete platform to a server using a secure FTP connection.

Mail Inserter Upgrade: DoT purchased and installed JETVision as an addition to the Bowe Bell + Howell Enduro Mail Inserter. Application changes are pending that will allow for tracking of items that are inserted from printing into the sealed envelopes, improving accountability and accuracy of the process. The City annually mails 1.5 million water bills and 234 thousand quarterly tax statements each year. The additional equipment ensures the timeliness of these mailings and the resultant revenues that are received by the City.

Cable Television & Media Services Accomplishments: CTV continued successful customer service providing many hours of original programming each month including all City Council meetings. All program schedules were posted on the City's web site and many events were webcast live and made available for VOD (video-on-demand) to the community. Highlights from last year include: Live "State of the City" address with Mayor Coleman, Live "Martin Luther King Celebration" coverage, Live coverage of Black History Celebration from Lincoln Theater via City fiber, Working with many City agencies to create custom programs, Press conferences and media events coverage, Government Television scheduling and broadcasting 365 days a year, CEAC (Columbus Educational Access Channel) broadcasting 365 days a year, Changed name and logo from GTC-3 to CTV (Columbus Television), and Transformed two studio shows into news magazine formatted programs, Upgraded television production control room, Took over responsibility of cable broadcast playback head-end system

Neighborhoods

Home Again and Neighborhood Stabilization: The Home Again project consolidated information from 3 small databases via separate interfaces into an Oracle database. This was done so that a single web page could be used to more easily view the information, rather than go to several individual sources. We rewrote the applications to directly input and store the information into a database.

Economic Development

Citywide Network Connectivity Plan: Continued to refine the development of, and implement incremental portions of the Citywide Connectivity Plan. DoT completed the purchase of the CFN network which consists of 72 miles of 96 strand fiber optic cable and the Citynet network which consists of 7.5 miles of 72 strand fiber optic cable. Both of these purchases are complete and the fiber has been installed. DoT also partnered with Traffic Engineering to purchase 85 miles of 144 strand fiber optic cable. This was a joint effort with Public Service that enhances the City's fiber footprint and continues the initiative of our Citywide Connectivity Plan.

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). We completed substantial work phase one of the new state-of-the-art Columbus human resource information system (CHRIS). DoT will continue to partner with these stakeholders to implement the system according to schedules and timelines agreeable to all parties involved.

Information Technology Disaster Recovery Planning : Implemented 10 gigabit network links between data centers. Designed, planned and purchased hardware, software and storage for the secondary data center. In addition, planning and design were performed to ensure optimum performance between the disparate technologies. The infrastructure purchases made will allow for faster recovery of critical business applications throughout the city in the event the citywide data center is compromised.

VOIP Implementation: The Department of Technology converted city telephone services to a voice over internet protocol (VoIP), utilizing the city's current data network infrastructure investment. This provides the latest technological advancements and allows the city to dramatically reduce telephone line costs while providing enhanced telephony service. Telephone calls travel over the city's data network rather than a phone company's network. The Public Service Department at East 25th and East 17th Avenues, Refuse Division at Alum Creek, Public Utilities Department at 910 Dublin Road, Indianola and Fairwood Avenues and Beacon Building were converted in 2010.

Mobility: Implemented the initial phase of mobile technology for the Department of Public Utilities through the deployment of over 200 laptops being used by DPU mobile workforce. Training was provided to over 260 DPU employees on the use of mobile devices and technologies. DoT and DPU have entered into a contract for the implementation of the Automated Vehicle Location (AVL) system. The system will be installed and become operational in 2011.

Graphical Information System (GIS) Initiative

- Continued to expand geographic information system (GIS) capabilities with a focus on assisting city agencies in integrating graphical information from the GIS central repository. This repository contains the underlying geographic location information (e.g. street center lines, building and parcel locations) which is or will be utilized by many mission-critical applications such as the computer aided dispatch, 311 call center, the Accela “one-stop-shop” and CUBS.
- Implemented automated processing for key spatial infrastructure layers which updates the City-Wide GIS Repository nightly.
- Using new technologies allows critical layers such as Base Zoning to be continuously updated.
- Implemented Location Based Response System (LBRS) Data Model with MORPC and other cities in Franklin County to update Street Centerline and Addressing data and share that with Emergency Response bureaus.
- The One Stop Shop application was rewritten for Building and Zoning Services to provide enhanced functionality and features on a newer platform.
- New DPU Valve application created providing enhanced capabilities for DPU water and sewer employees. The object of the Valves application is to provide the ability for field crews to edit water valve data in GIS via web editing. The Valve application was created to leverage and reuse code written for the GIS Dashboard and Hydrants projects.

Hydrants Phase I Implementation: Implemented the Hydrants Inspection Application (3/2010), with the Department of Public Utilities and Columbus Fire Division to improve upon business process. Phase Two will also include Department of Public Utilities-Permits division. This endeavor will continue to improve their business process in order to properly maintain the City fire hydrants and issue and/or monitor permits.

IT Process Improvement

- DoT implemented products to assist in the control, accountability, quality assurance, and productivity of our software assets. IBM Rational Clear Case and Clear Quest were implemented in 2010 providing a centralized location to store code and track code changes thus providing more stringent controls around our development environments. This version control and separation of promotion duties puts DoT in a favorable position for future audits and sets DoT up for further integrating requirements and testing tools which align with our service oriented architecture goals and industry best practices.
- DoT implemented a new internal Time and Reporting (TAR) system to align with the new Rate Model and Service Catalog implemented in 2010.
- Evaluated and purchased Service Management software to serve DoT business needs. The software will enable DoT to automate and coordinate business processes and environment monitoring, resulting in more efficient delivery of services and improved availability.
- DoT initiated the IT Quality Assurance and Testing program to improve its ability to deliver services and insure that those services meet customer needs. In its first year, it is estimated that this program prevented \$1.2 Million or potential rework across three projects.

Shared Services: In anticipation of the Mayor’s 2011 State of the City presentation, DoT together with Tech Columbus, hosted the first annual Municipal CIO regional conference. An exploratory committee immediately began to explore ways that “Shared Services” could be utilized for Central Ohio local governments to become more efficient in the delivery of public services.

#

**DEPARTMENT OF DEVELOPMENT
2010 ANNUAL REPORT**

Department of Development 2010 Annual Report

The Department of Development is pleased to submit the 2010 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.

Code Enforcement Division

In 2010, Code Enforcement received 23,215 requests for service from the 311 call center. As a result 15,881 Notices of Violations were issued. Of the 15,881 Notices 8,682 were for high grass and solid waste, 1,976 were for housing violations, 2,537 were for zoning violations, 1,651 were for vacant structure violations, 995 were emergency orders, and 40 were miscellaneous violations mostly for blocking sidewalks.

The weed abatement program mowed and cleaned 1,927 private parcels. The labor and administrative costs were forwarded to the County Auditor to be put on the property taxes.

The Solid Waste Inspectors responded to 2,145 service request from 311 and the EBA Unit secured openings in 1,800 vacant structures.

Code Enforcement Officers completed their annual inventory of vacant structures and identified 6,114. This is an increase of 4% from the previous year.

Code Enforcement participated in four Neighborhood Prides, conducting systematic inspections looking for exterior code violations. Friendly reminders were given to the residents outlining what code violations were present.

In 2010, Code Enforcement filed 336 Criminal Complaints and 620 Civil Complaints with the Environmental Court.

Planning Division

The Planning Division completed and City Council adopted the following plans in 2010: Greater Hilltop Plan Amendment and Olde Towne Quarter Economic Development Strategy. The division provided staff support to the Downtown Strategic Plan. In 2010, the following plans were initiated and all are scheduled to be completed in 2011: East Broad/Blacklick Area Plan, Near Southside Plan Update, North and South Linden Plan Amendments, and Trabue/Roberts Area Plan. The Clintonville Neighborhood Plan (2009) was recognized in 2010 with the Best Comprehensive Plan Award by the Central Ohio Section of the American Planning Association.

Planning staff conducted reviews of 1,464 zoning and variance applications, right-of-way vacations, billboard requests, Certificates of Appropriateness and casework for the Art Commission, Big Darby Accord, Rocky Fork Accord, University Area Review Board, Downtown Commission, and all five architectural review commissions.

About 34 acres were added to the city, taking the city to about 227 square miles.

The division, working jointly with the zoning staff, Department of Public Service, and city attorney's office completed major revisions to the Parking Code, which was adopted by City Council.

Commercial overlays were adopted in: Clintonville, Far South and Fifth by Northwest. The W. Broad Street Overlay was initiated in 2010 and is to be adopted in early 2011. This was a joint project with Franklin County.

A residential neighborhood downzoning in Franklinton was adopted.

Significant work was completed on the Short North Design Guidelines, a joint project working with the Italian Village Commission, Victorian Village Commission and key stakeholders.

Significant work was completed on the Darby Town Center Master Plan. The division represented the city on the client group.

The division continues to participate on a joint task force with Public Service regarding the design of the 70/71 inner belt reconstruction project and has been engaged in Section 106 issues through the Historic Preservation Office.

City Council readopted the Old Beechwold Historic District.

A Historic Resources Commission Working Group was initiated with district representatives to address a number of issues related to the HRC process and guidelines.

Coordination and project oversight was undertaken by HPO relative to the Deardurff House historic rehabilitation project in Franklinton.

Projects in which staff participated included the Blacklick Watershed Management Plan, Pay As We Grow program, BUILT in Ohio study, parking study for the Hilltop business district, Franklin County's subdivision regulations project, South Parsons Gateway project, Olentangy Watershed Balanced Growth Plan, Parking Meter Working Group, Physical Activity Roundtable, Green Team/Green Memo, Near East/Taylor Avenue existing conditions analysis and discussion paper, COTA's downtown routing and transit center study, and Downtown Pedestrian Bridge design project.

Economic Development

In 2010 the Economic Development Division leveraged City resources to secure 23 new projects. Over the next 5-10 years, these projects will create 9,576 new jobs, retain 16,740 and generate \$11.3 million of new income tax and \$1.8 billion of new private investment.

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 forty (140) projects were reviewed in 2010 by the TIRC, including 68 Enterprise Zone and CRA agreements, 55 TIF districts, 9 pre-1994 and 8 residential CRA districts. Together, this portfolio of projects represents \$4.3 billion in real and personal property investment and 61,179 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. In 2010, Special Projects coordinated over \$6.3 million in grant funds. Projects included TechSouth, B&T Metals, 3M, Columbus Coated Fabrics, Kimball-Midwest and the former Schottenstein site.

In 2010, more than \$7 million was spent for infrastructure improvements to support economic development projects. The city's loan programs administered by CCDC and ECDI closed 25 loans leveraging over \$5 million in private investment and created over 25 new jobs. In addition, the Economic Development Division closed 11 grants totaling \$34,112 leveraging over \$500,000 in private investment.

Housing Division

In 2010, the City of Columbus was awarded \$23,200,773 of Neighborhood Stabilization Program 2 (NSP2) grant funds under the American Reinvestment and Recovery Act of 2009. These funds are in addition to the 2009 award of more than \$22 million in the first round of Neighborhood Stabilization Program grant funds. The city is in the process of purchasing, rehabbing, demolishing and building new homes from foreclosed and vacant properties in several Columbus neighborhoods.

The Housing Division continues to provide assistance for homeownership and rental opportunities to the citizens of Columbus. In 2010, the Division provided:

- 98 Down-payment Assistance loans were closed for eligible first time homebuyers totaling \$424,992
- 12 homes sold; 29 completed that were assisted with Housing Development Program (HDP) funds benefiting low and moderate-income households.
- 6 homes sold; 14 completed that were assisted with Neighborhood Stabilization Program (NSP) funds benefiting low, moderate and middle income households.
- 57 units were certified for tax abatement to the Franklin County Auditor
- 264 affordable rental units, including 50 new Rebuilding Lives permanent supportive housing units were completed.
- 1063 individuals received pre-purchase homebuyer education

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

- 7 Home Safe and Sound projects completed rehabilitating homes owned by low-income households;
- 30 Roof Repair projects completed on homes owned by low income households.
- 14 Home Modification projects completed on homes of low income households
- 471 emergency repairs were undertaken to correct unsafe and hazardous conditions and enable low-income families to remain in their homes;
- 49 Deaf Modification projects were completed to enable hearing-impaired individuals to live independently;
- 308 Chores projects were completed that include minor home repair/maintenance activities to assist low-income elderly households to remain in their homes;

Three hundred-eight federally funded projects were reviewed for compliance with lead based paint and/or relocation regulations. Relocation assistance was provided to 69 households as a result of vacate orders.

The Lead Hazard Demonstration Grant for \$4 million continued implementation thanks to funding from the U.S. Department of Housing and Urban Development (HUD) enabled the Division to accomplish the following activities in 2010:

- 94 housing units were lead abated and passed lead clearance test;

Homeless programming and the Rebuilding Lives initiative touched the following lives in 2010:

- Continuum of Care – 1,116 units of housing for families and individuals
- Emergency Shelter Grant – 3,597 persons (single adults)
- Safety Net – 7,430 persons (single adults and individuals in families)
- Tenant Based Rental Assistance – 106 persons

Land Redevelopment Office

The Land Redevelopment Office operates the Columbus Land Bank, a program dedicated to acquiring, maintaining, and disposing of tax delinquent and other vacant and abandon properties.

The Land Redevelopment Office continued the acquisition and demolition efforts under the Neighborhood Stabilization Program. In 2010, the Office acquired a total of 113 NSP properties, for a program total of 265 houses. The Land Redevelopment Office demolished 65 blighted structures in 2010. Most of the demolished properties were acquired through tax foreclosures and were previously vacant for several years. 31 additional blighted structures are under a 2010 contract for demolition in early 2011.

The Land Redevelopment Office acquired 137 sites through the Land Bank Program, including tax and environmental court foreclosures and donations. With a total of 250 parcels acquired, the Land Redevelopment Office acquired more properties than any year in its 16-year history.

The Land Bank inventory peaked in 2010 to over 850 parcels, ending the year with 792 parcels. The increase of inventory placed a demand on property maintenance staff to service new properties. The maintenance staff hired more private contractors than any other year, including 44 bid contracts for various maintenance services. The Office also leased vacant sites for 31 community gardens.

Not only was 2010 a record year for property acquisitions, the Land Redevelopment Office also sold more properties than any previous year. A total of 128 parcels were sold in 2010, including parcels sold for redevelopment and side yard sales. The sales resulted in the construction of 46 new single-family homes, 2 new multi-family structures, the renovation of 62 single-family homes and 6 multi-family structures, and 12 parcels sold to expand the property of home and business owners. The Land Bank provided properties to City sponsored neighborhood redevelopment projects in Southern Orchards, Franklinton, Hilltop, King-Lincoln, Southside, Linden, and other Columbus neighborhoods.

**THE TRUSTEES OF THE SINKING FUND
2010 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, 2010. This report includes all debt transactions under our jurisdiction undertaken by the City during 2010. The entries contained within this report have been found to be in balance with the accounts of the City Auditor.

Sincerely,

Mark J. Howard
President

OFFICERS AND STAFF

		TERM EXPIRES
President	Mark J. Howard	January 31, 2013
Vice President	Stanley A. Uchida	January 31, 2012
Trustee	Jackie R. Winchester	January 31, 2011
Trustee	Kathleen A. Chapin	January 31, 2014
Executive Secretary	David J. Irwin	
Deputy Administrator	Tamara R. Athey (retired)	

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 (BEO) form. All book entry only 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

STATEMENT OF TOTAL DEBT
December 31, 2010

GENERAL OBLIGATION DEBT

GENERAL CITY BONDS AND NOTES

Rate %	Amount
Bonds	
1.050 to 6.100	\$ 1,948,075,000
Notes	
2.000	24,645,000
Total	\$ 1,972,720,000

ASSESSMENT BONDS AND NOTES

Rate %	Amount
Bonds	
4.000 to 5.500	\$ 2,564,505
Notes	
1.200	286,000
Total	\$ 2,850,505

TOTAL GENERAL OBLIGATION DEBT

General	\$ 1,972,720,000
Assessment	2,850,505
Total	\$ 1,975,570,505
Net Sinking Fund Assets	297,190
NET GENERAL OBLIGATION DEBT	\$ 1,975,273,315

OTHER DEBT (Not Sinking Fund Jurisdiction)

REVENUE DEBT (Administrator-City Auditor)

	Amount
Water	\$ 0
Sewer-fixed	390,000,000
Sewer-variable	51,855,000
Total	\$ 441,855,000

NON-ENTERPRISE REVENUE DEBT

(Administrator-City Auditor)	Amount
Easton-TIF	\$ 32,900,000
Polaris-2004	18,000,000
Total	\$ 50,900,000

OPWC & SIB LOANS (Administrator-City Auditor)

(Included in G.O. Debt)	\$ 16,388,268
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BONDS, NOTES & LOANS ISSUED AND RETIRED DURING 2010

	<u>General Obligation</u>	<u>Assessment</u>	<u>Revenue (Ent & Non-Ent)</u>	<u>Total</u>
ISSUED				
Bonds	\$ 512,635,000	\$	\$	\$ 512,635,000
Notes	24,645,000	286,000		24,931,000
Loans	2,276,303			2,276,303
	<u>\$ 539,556,303</u>	<u>\$ 286,000</u>	<u>\$ 0</u>	<u>\$ 539,842,303</u>
RETIRED				
Bonds	\$ 207,190,002	\$ 496,788	\$ 9,395,000	\$ 217,081,790
Notes	37,650,000	286,000		37,936,000
Loans	4,472,043			4,472,043
	<u>\$ 249,312,045</u>	<u>\$ 782,788</u>	<u>\$ 9,395,000</u>	<u>\$ 259,489,833</u>
Increase/ (Decrease) in debt	<u>\$ 290,244,258</u>	<u>\$ (496,788)</u>	<u>\$ (9,395,000)</u>	<u>\$ 280,352,470</u>

Total Debt December 31, 2009	\$ 2,204,361,300
Issued 2010	539,842,303
Retired 2010	259,489,833
Total Debt December 31, 2010	<u>\$ 2,484,713,773</u>

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, 2010

	<u>General City</u>	<u>Assessment</u>	<u>Trust Funds</u>	<u>Total</u>
Balance Jan 01	\$ 1,937,184.44	\$ 45,811.87	\$ 517,906.83	\$ 2,500,903.14
Receipts	<u>263,768,191.88</u>	<u>299,177.45</u>	<u>4,871.78</u>	<u>264,072,241.11</u>
	\$ 265,705,376.32	\$ 344,989.32	\$ 522,778.61	\$ 266,573,144.24
Disbursements	<u>264,344,025.85</u>	<u>299,177.45</u>	<u>0.00</u>	<u>264,643,203.30</u>
	\$ 1,361,350.47	\$ 45,811.87	\$ 522,778.61	\$ 1,929,940.94
Encumbered	\$ 1,097,306.69	\$ 128.12	\$ 522,778.61	\$ 1,620,213.42
Unencumbered	<u>264,043.78</u>	<u>45,683.75</u>	<u>0.00</u>	<u>309,727.53</u>
	<u>\$ 1,361,350.47</u>	<u>\$ 45,811.87</u>	<u>\$ 522,778.61</u>	<u>\$ 1,929,940.94</u>

STATEMENT OF RECEIPTS AND DISBURSEMENTS
Year Ended December 31, 2010

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Total</u>
RECEIPTS				
Assessment				
Taxes Collected	\$			\$
Note Principal		286,000.00		286,000.00
Note Interest		13,177.45		13,177.45
General Obligation				
Note Debt Service				
Note Principal	37,650,000.00			37,650,000.00
Note Interest	753,000.00			753,000.00
General Obligation				
Bond Debt Service				
Fixed Rate	139,309,632.01			139,309,632.01
Variable Rate	2,655,690.58			2,655,690.58
Division of Electricity				
Bond Debt Service				
Fixed Rate	6,241,756.42			6,241,756.42
Division of Water				
Bond Debt Service				
Fixed Rate	42,018,420.61			42,018,420.61
Variable Rate	3,182,783.00			3,182,783.00
Division of Sewers				
Bond Debt Service				
Fixed Rate	27,790,994.60			27,790,994.60
Variable Rate	4,148,378.01			4,148,378.01
Investment Interest	17,536.65		4,871.78	22,408.43
Total Receipts	\$ 263,768,191.88	\$ 299,177.45	\$ 4,871.78	\$ 264,072,241.11

STATEMENT OF RECEIPTS AND DISBURSEMENTS
Year Ended December 31, 2010 (Continued)

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Tot</u>
DISBURSEMENTS				
General Obligation				
Bonds Redeemed				
Limited Tax	\$ 33,947,100.00		\$	\$ 33,947,100.00
Unlimited Tax	63,464,988.00			63,464,988.00
Division of Electricity				
Bonds Redeemed				
Limited Tax	295,000.00			295,000.00
Unlimited Tax	4,250,000.00			4,250,000.00
Assessment	371,088.00			371,088.00
Division of Water				
Bonds Redeemed				
Limited Tax	4,087,900.00			4,087,900.00
Unlimited Tax	23,853,960.00			23,853,960.00
Division of Airports				
Bonds Redeemed				
Unlimited Tax	140,000.00			140,000.00
Division of Sewers				
Bonds Redeemed				
Limited Tax	4,230,000.00			4,230,000.00
Unlimited Tax	16,826,052.00			16,826,052.00
Assessment	125,700.00			125,700.00
G.O. Bond Interest				
Fixed Rate	73,986,276.14			73,986,276.14
Variable Rate	221,851.59			221,851.59
Assessments				
Notes Redeemed		286,000.00		286,000.00
Note Interest		13,177.45		13,177.45
General Obligation Notes				
Principal Paid	37,650,000.00			37,650,000.00
Note Interest	753,000.00			753,000.00
Administrative Expenses				
Personal Services	140,457.96			140,457.96
Materials & Supplies	59.99			59.99
Contractual Services	592.17			592.17
Total Disbursements	\$ 264,344,025.85	\$ 299,177.45	\$ 0.00	\$ 264,643,643.40
Total Receipts Over/ (Under) Disbursements	\$ (575,833.97)	\$ 0.00	\$ 4,871.78	\$ (570,962.19)

**FRANKLIN COUNTY MUNICIPAL COURT CLERK
2010 ANNUAL REPORT**

**FRANKLIN COUNTY MUNICIPAL COURT
Columbus, Ohio**

**NINETY-FIFTH
ANNUAL REPORT
2010**

Letter from Clerk Lori M. Tyack

Welcome to the Ninety-Fifth Annual Report of the Franklin County Municipal Court and Clerk's Office. As Clerk, my commitment is to create and implement new efficiencies; continue to find new ways to improve operations; and to cultivate cooperation with other Government agencies and the community. This report includes new efficiencies implemented by the Clerk's Office in 2010 as well as strategic priorities set for 2011.

During May of 2010, a new Electronic Payment program was implemented. This program provides a convenient way for defendants to pay their traffic fines and costs through an online payment system or at a Kiosk placed in the main lobby of the Court Complex. The defendant assumes a small fee for the convenience of paying online, the City of Columbus, Franklin County, its Municipalities, and the State of Ohio receive 100% of the costs and fines ordered by the Court. Since the implementation of this new program, the City of Columbus has saved over Forty-Seven Thousand, Four Hundred Dollars (\$47,400) and has received over Three Million Dollars (\$3M) using this payment option. (The projected annual cost savings is \$75,000.)

A new Electronic Certified Mail program began in June of 2010. This program created a significant time-savings for staff and cost savings to the City of Columbus. Postage savings were approximately Forty-four Thousand Dollars (\$44,000 or \$1.20 per piece of mail), and savings in supplies and envelopes totaled approximately Seven Thousand Four Hundred Dollars (\$7,400). The estimated year end savings for 2010 was Fifty One Thousand Eight Hundred Dollars (\$51,800). (The projected annual cost savings will be \$80,000-\$100,000 depending upon the case load.)

Throughout 2010, the Clerk's Office accomplished a number of green initiatives promoted by the Franklin County Commissioners and the City of Columbus. Through our recycling and shredding program, over twenty-one (21) trees have been saved. Other recycling measures include purchasing recycled paper for copies, file folders and recycled toner cartridges. Most significantly, our carbon footprint was reduced by Fifty percent (50%) in the data center and we project a Forty percent (40%) reduction in power consumption through the replacement and consolidation of twenty-six (26) servers.

In early 2010, the Clerk's Website was given a face-lift and renamed the "Court Access & Search Engine" (CASE) Network. The CASE Network offers the ability to conduct a Municipal case search using basic case information. This change provided ease of use for the public and provided more efficient access to public records.

The Clerk's Office submits Strategic Priorities annually to the City of Columbus and to the Franklin County Commissioners. The objective of these Strategic Priorities is to save valuable taxpayer dollars and better utilize staff resources. The Strategic Priorities for 2011 include:

- Creation of a Web-Based Garnishment Management System.
- Day-Forward Imaging for Workflow Process.
- Web-Based Time Payment System.
- Password protected access to our new CASE Network for Federal, State and Local agencies who require specific information for identification purposes.

It is the Mission of the Franklin County Municipal Court Clerk's Office to accurately maintain, safeguard and store all Court documents as well as collect and disburse all monies as directed by legal mandates. As the office continues to move forward through the creation of new efficiencies, I am constantly mindful that we must work together to conserve essential resources for future generations.

Clerk Administration Division

The Administrative Division of the Clerk's office is comprised of the Office of the Clerk, Chief Deputy Clerk, Director of Public Relations, Director of Operations, Senior Staff Advisor/Special Projects, Fiscal Administration, Fiscal Systems Analyst, Receptionist, Human Resources, which includes Payroll and training. This division oversees the day to day functions of the Clerk's office. The Clerk's Office employees are guided by directives, budgets, programs, contracts, projects and grants. Also, guiding the Clerk's Office is implementation and control of communications and public relations for both external and internal audiences. In 2010, the Administrative Division accomplished and completed a wide variety of initiatives which includes the following:

- E-Certified - Implemented an electronic certified mail return receipt solution, with a projected reduction in return receipt costs of \$95,000.00 per annum.
- Enhanced E-Pay – Implemented an electronic payment (E-pay) option which offers the public the convenience of paying court costs, fees, and fines online in a manner that reduces our credit card fees by a projected \$70,000.00 per annum.
- Applied for Capital Improvement funds to be used for the purpose of imaging the back log of closed files and the implementation of day-forward imaging.
- Deployed a payment and information Kiosk - Kiosks offer a means of payment to individuals visiting the court outside of normal business hours, or for those without the means to pay their case obligations online from home.

Quality Control Division

The Quality Assurance Division operated to minimize erroneous data through a system or real-time process monitoring, audit reporting and Total Quality Management strategies. Through business process improvement and change control programs, the Quality Assurance team has elevated efforts toward reengineering business processes and is better positioned to identify and leverage new technology. The following are a few of the proactive measures taken to ensure a high level of quality and to identify opportunities for improvement:

- 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.

Office of Information Services Division

The Office of Information Services (OIS) provides technical support and services to the Franklin County Municipal Court and Clerk's Office. OIS is responsible for the operations of information systems including database and related technology infrastructure. Accomplishments for OIS in 2010 are as follows:

- OIS provided active support for CourtView, a highly used and visible software program used extensively by the Courts. This includes numerous hot line requests, and the regular updating of the tables that support the application, and hold information about specific municipalities and offenses. This key software application, used by hundreds of people, supports the tracking of civil, traffic, criminal and environmental court cases. Keeping this system running smoothly is a key OIS objective.
- The FCMC website, www.fcmcclerk.com, was enhanced to allow the payment online of certain minor offenses. We updated our website to create a more user friendly case search. Many people today rely on the convenience of online payment. Since the introduction of this Service in spring of 2010, more than 13,000 people have taken advantage and paid fines online.
- Through a capital improvement request the Clerk's Office acquired 150 new desktop computers to begin the process of migrating away from the Windows XP operating system. Although Windows XP has proved to be a reliable platform to support computer operations, we began the process of migrating to Windows 7. This process started in 2010, and will continue through 2011.
- OIS provides Help Desk support for both the Clerk and Court. Those services range from minor problems involving printer cartridges and system enhancements to major, system-down trouble shooting and repair. OIS handled over 5,000 Help tickets in 2010.
- In order to simplify wiring and office set up, OIS changed to Power Over Ethernet servers. These machines support our Voice Over IP phone system by providing power to phones, reducing the number of wires required for each work station.
- OIS worked closely with the Bureau of Criminal Identification and Investigation to maintain our reporting mandates.
- Opened new Imaging Center.
- Inventoried over 4,000 boxes.
- Imaged 830 boxes of files and 500 Civil docket books.
- Twenty boxes of closed case files imaged every 3 ½ days.
- Assisted OIS in perfecting trouble shooting tracking system database.
- Recycled paper from 21 trees in new Shred-it program.

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 2010, the Civil Division accomplished the following:

- Implemented and trained staff for new electronic certified process.
- Implemented the New Judgment Debtor Examination Process.
- Redirected public to the information desk to create a better work flow
- Routed phone calls to file room for immediate assistance

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. The Collection Division operates in conjunction with three (3) outside agencies. Additionally, the Collection Division is responsible for securing surety responsible for securing surety bond agent registration, monitoring compliance of State and Local Statutes and processing monthly billing statements. In 2010, the Collection Division:

- Sent out \$6.16 million dollars to collection.
- Collected over 2.1 million dollars.
- Generated past due notices in-house for payable tickets.
- Continued effects collecting monies due on Bond Forfeiture Judgments.
- Court waived bond forfeiture for individuals posting bond - \$65,362.00
- Bond Forfeiture Judgments paid - \$24,954.40
- Managed billings and compliance for Forty (40) Bonding Companies and over One hundred Forty (140) Surety Agents.

AGENCIES	TOTAL AMOUNT SENT IN 2010	TOTAL COLLECTED 2010	COMMISSION PAID 2010
LINEBARGER	\$1,698,841.00	\$ 846,866.43	\$198,000.12
CAPITAL RECOVERY Bond Forfeitures	\$ 111,770.75	\$ 19,808.75	\$ 4,026.25
CAPITAL RECOVERY Enforcement Cases	\$1,342,643.00	\$ 286,793.98	\$ 78,517.00
DANA & PARISER	\$2,092,033.00	\$ 905,726.14	\$ 208,848.50
APELLES	\$ 349,966.00	\$ 102,883.00	\$ 24,480.00
TOTALS	\$6,160,331.75	\$ 2,146,223.95	\$ 493,197.04

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, future court dates, as well as assisting in the courtroom.

Projects

- Developed and implemented a cohesive disaster recovery plan during controlled outages.
- Imaged all documents for cases created in Criminal/Traffic.

- Prepared active warrant files for Safe Surrender Program.

Phone Bank

- Effectively managed hours of operation regarding incoming public calls after 5:00 p.m.
- Re-organized telephone prompts for better routing of calls.

Law Enforcement

- Assisted Law Enforcement with STOP Program at OSU home football games
- Provided a new daily report with updated information regarding felony cases filed.
- Participated in numerous sweeps carried out by the Franklin County Sheriff's Office.
- Updated cases daily for Crime Stoppers persons of the week.
- Re-opened the Fingerprint Station in the Courthouse with the assistance of the Columbus Division of Police.
- Communicated effectively with Law Enforcement, Prosecutors and the Court regarding new Confidential Identifier Forms.
- Developed a procedure for the arrest bond index for defendants who have more than two active warrants.
- Modified internal Warrant Verification Log to include vitals for warrant confirmation.
- Assisted with the introduction of new Slate Forms for Arraignment Court.

Assisted other City Agencies

- Worked cooperatively with the Public Defender's Office, Probation Department and Assignment Office.
- Coordinated with the Municipal Court Rules Committee and Franklin County Prosecutor to change the waiver of PH forms.
- Assisted Columbus City Prosecutor's Office in resolving old outstanding warrants.
- Established new procedure for remanded cases from Common Pleas Court.
- Routed Expungement case files without case limits to Probation Department.
- Condensed Expungement Forms to one page.

Courtroom Services Group

The Courtroom Services 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 (15) 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, dockets, pulls and routes Statement of Violations filed by the Probation Department. CSG also staffs LPD Court held on Mondays at 1:30 p.m. 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 therefore, 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 2010 Court Services Group accomplished the following:

- Developed procedures and protocol in preparation for the Columbus Fugitive Safe Surrender Program.
- Worked with the County Prosecutor's Office to develop a new procedure and form for cases that have been bound over to the Grand Jury.
- Implemented a new Add-On Procedure for Arraignment Courts 1A, 1B, 4C.
- Participated in a Customer Service for Court Personnel training class provided by the Supreme Court of Ohio Judicial College.

Accounting/Finance Division

The Accounting/Finance Division oversees 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 Ohio Revised Code and Local 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 2010: 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 2010: 49

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. In 2010 the Accounting Finance Division accomplished the following:

- Restructured staff to ensure checks and balances.
- Created a Cash Office Agreement and Revised Cashiers Cash Handling Agreement.
- Improved garnishment turn around time.
- Trained cashiers to set up defendants on the time payment program.
- Implemented new 30 day structured training within the 90 day probation period for all new cashiers.
- Implemented a new Standard of Conduct.
- Successfully maintained cross-training initiatives throughout division.
- Established a monthly muster meeting for entire division.
- Installed new counterfeit detection system at each cashier window.
- Created a new Unclaimed Funds procedure to ensure the Clerks office is in compliance with Government Standards.
- Implemented an online payment process (E-Pay).
- Set up the copy card program for Court to track and collect cost of copies.

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 function 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.
- Housing payable traffic cases with future court dates and cases 30 days after the original court date.
- Preparing cases to be processed for the Judge signing session.
- 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 for invalid car insurance and payments for traffic, criminal and or environmental cases.
- Processing cases transferred from Mayor's Courts, which may include bond money and slated defendants.
- Assisting the public, employers, City, County and State Agencies by providing case dispositions pertaining to public record requests.
- Preparing the daily traffic court docket sheets.
- Entering Identification Tracking Numbers (ITN's) into CourtView.

In 2010, the Traffic Violations Bureau accomplished the following:

- Imaged all original tickets and/or complaints filed with the Court; implemented new confidential identifier forms.
- Modified letters to reflect changes in policy and procedures.
- Cross-trained staff to ensure all daily responsibilities were completed.
- Attended Citywide Training Classes and to gain additional knowledge of professionalism and customer service to successfully attain our mission statement.
- Held weekly staff meetings to keep the lines of communication open due to policy changes questions/concerns.
- Assisted the Criminal/Traffic Department with the end of the year file control.
- Invested in the community by providing opportunities for internships to High School students.

**FRANKLIN COUNTY MUNICIPAL COURT JUDGES
2010 ANNUAL REPORT**



FRANKLIN COUNTY MUNICIPAL COURT

375 South High Street,
Columbus, Ohio 43215-4520

Chambers of
Judge Paul M. Herbert
Administrative & Presiding Judge
Telephone: 614/645-8287

March 31, 2011

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

Ladies and Gentlemen:

In accordance with section 1901.14 of the Ohio Revised Code, it is my pleasure to provide you with the 2010 Annual Report of 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 and to be wise and efficient stewards of taxpayer resources. We are especially proud of the continuing success of our Work Release program, Foreclosure Mediation, Eviction Resolution, Felony Drug Court, and Fugitive Safe Surrender. Our success is a direct result of the sustained, enthusiastic support given the Court in general and these programs in particular. For that support, we are indebted to the Mayor, City Council, and all others who have contributed to our efforts.

Please feel free to contact me at 645-8287 if you have any questions or would like any additional information.

Yours truly,

/s/ Paul M. Herbert
Judge Paul M. Herbert
Administrative and Presiding Judge

Enclosure

THE FRANKLIN COUNTY MUNICIPAL COURT

375 South High Street
Columbus, Ohio 43215-4520
614-645-8214



2010 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 2010 were Judge Paul M. Herbert, Administrative and Presiding Judge, and Judges Anne Taylor, W. Dwayne Maynard, James E. Green, Scott D. VanDerKarr, H. William Pollitt, Jr., Michael T. Brandt, Harland H. Hale, Ted Barrows, Julia L. Dorrian, Carrie E. Glaeden, Amy Salerno, Andrea C. Peeples, David B. Tyack, and Mark Hummer.

Judges preside over civil, criminal, and traffic cases and conduct both jury and non-jury or court trials. In jury trials, judges interpret the law and the jury determines the facts. Court 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 200 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 2010 was \$14,205,773 with an additional \$1.66 million Secure Facilities Fund budget and \$533,933 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 2010, Court Investigation assisted approximately 18,377 individuals – 12,428 in-office interviews; 3,847 telephone interviews; and 2,102 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, Security Supervisor, Administrative Assistant, 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 2010, the Court employed two full-time Spanish language interpreters and contracted for one part-time Somali language interpreter. Together they completed an estimated 8,900 requests for service. As well, there were 750 requests for 33 other languages. The top five foreign languages for which interpreters were requested were Spanish, Somali, Russian, French, & Mandarin. Also, the Court filled 165 requests for American Sign Language interpreters. The Court has multiple contracts with outside vendors to provide foreign language and ASL 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 2010, the Court processed 8,672 driving under suspension cases (a decrease of 1.58% from 2009) and 5,675 OVI cases (a decrease of 16.85% from 2009). 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 2010, three volunteers provided 2,850 hours of service at an estimated cost savings to the Court of \$48,992.

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. In 2010, the eight Assignment Coordinators scheduled 86,753 hearings. In addition, the Assignment Office is responsible for completing the monthly judges' reports for the Ohio Supreme Court.

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, orient and assign prospective trial jurors to courtrooms when needed. The Jury Commission tracks *voir dire* results and trial verdicts, and collects demographic data to ensure the jury venire is a true sampling of Franklin County's qualified population. Jury service is limited to two weeks, except in those cases in which additional days are required to reach a verdict. In certain instances, jurors will serve for one week only. Several different reporting times are offered to accommodate parking issues and work schedules. 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 2010 was 4,306.

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 research and reference materials, review new case law to ensure the Court's compliance with the decisions, review pending legislation that may affect the Court, and advise the judges and employees regarding new legal developments and applications of current law to court procedures.

DEPARTMENT OF PROBATION SERVICES

The Department of Probation Services promotes public safety by accountable rehabilitation. Currently 46 badged officers are assigned to eight different work units and 20 additional staff cover four essential rehabilitation related programs. Administrative staff help coordinate the many processes involved.

General Supervision Unit officers constructively enforce all court ordered conditions of probation, which may include obtaining assessments and treatment for mental health or substance abuse issues; payment of fines, fees and court costs; serving some days in either the county jail, work release, electronically monitored house arrest or driver intervention program; attendance by drunk drivers at a victim impact panel; testing for alcohol or drug use; domestic violence counseling; defensive driving class; community service work; repayment of court-ordered restitution to victims and a host of less frequent requirements. **Domestic Violence Unit** officers specialize in domestic partner abuse cases, require that substance abuse and other issues be addressed, and also require successful completion of a minimum of 40 weeks of domestic violence counseling. Two additional staff members work exclusively with domestic violence victims. The **Alcohol and Drug Addiction Program (ADAP)** officer supervises this court's Specialty Docket of drug offenders. The **Mental Health** officers serve the probationers with mental health issues, including those within the Mental Health Specialty Docket. The Changing Actions to Change Habits

(CATCH) Specialty Docket Officer works with solicitation cases. Repetitive drunk driving cases receive intensive supervision from **Multiple Offender Program (MOP) Officers**, and a caseload of sex offenders is supervised by a specially trained officer. The **Electronically Monitored Home Incarceration program Officers** monitor the exact location of selected offenders who do not need incarceration in order to maintain public safety. The **Work Release Officer** monitors employment, substance abuse and counseling compliance while people serve out that judicial sanction. During 2010 the Department supervised 13,332 probation cases. In addition, the **Investigation Unit** researched and prepared 2,767 sentencing and expungement investigations during 2010.

The **Community Services Unit** monitors compliance with this court ordered sanction. During 2010 approximately 35,400 hours of community service were provided in satisfaction of sentences passed. The **Restitution Program** collects money orders owed to victims from probationers, and disbursed \$213,285 in 2010. The **Provided No Convictions (PNC)** program monitored 7,914 cases last year for compliance with certain court orders and notified the court regarding violations. The **Support Unit** reliably handles a massive volume of human interaction, a vast amount of detailed data collection and entry, and a remarkable amount of hard copy and computerized records.

In 2009 the Ohio Department of Rehabilitation and Correction collaborated with the Court, Alvis House, and other governmental agencies to re-open the Work Release Facility. The Court has received two grants of \$200,000 to pay for the Court's participation. The program allows a judge in sentencing an offender to jail time to authorize work release; that is, the offender lives in a secure facility operated by Alvis House, but is permitted to leave the facility for the sole purpose of going to a job. The offender is required to pay 25% of his or her income to the facility to offset costs. In 2010, participants served 3,389 "bed nights" in work release. The Work Release Program provides many advantages: the cost of a "bed night" at the Work Release facility is less than the cost of incarceration in the jail; offenders have access to rehabilitative services; and the offender can keep their jobs, thus supporting their families, paying taxes, and not becoming a drain on other taxpayer-supported services.

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 a judgment. Additionally, service bailiffs supervise the set-out of tenants' property during an eviction.

The Service Bailiffs' Department processed or served in excess of 50,000 legal documents in 2010 and supervised over 1,500 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 DEPARTMENT

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

The Small Claims Division offers all of the required forms, information, brochures and booklets about how to proceed in every phase of the case. Forms and information are also available on the Court's web page: www.fmcclerk.com. In addition, the Small Claims Division helps people who have won their cases take steps to collect their judgments.

The Division has five full-time employees. They provide support for the magistrates who hear small claims cases. The staff initiates, assigns, and schedules each case for trial. The Division processed more than 7,200 new small claims cases in 2010. The Small Claims Division Staff set new trial dates or re-issued service on more than 5,000 cases. The Small Claims Division also supports the Court's Dispute Resolution Department.

The **Dispute Resolution Department** offers parties the opportunity to resolve disputes without a trial. In 2010, the Department's free Evening Mediation Service scheduled 1,033 mediations. Parties reached agreement

about their disputes in 351 cases. Although only 33% of mediations resulted in complete agreement, the number of small claims cases did not increase. Mediators in the Evening Mediation Program are volunteers. The Check and Account Resolution Service (CARS) scheduled more than 70 businesses and consumers/clients for a meeting to discuss resolution of the dispute. Forty-eight percent of those cases resulted in resolution before or at mediation.

In 2010, Judges and Magistrates referred 768 cases to mediation. This is a 26% increase over 2009. As of December 31, 2010, 586 cases were closed without a trial. One hundred fifty-five cases were still open. Mediation helped resolve 422 cases before or at mediation.

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 cases. In 2010, FCFMP accepted referrals for mediation in over 1,800 cases. As of December 31, 2010 in approximately 45% of the cases, mediation agreements allowed borrowers to remain in their homes.

The goals of the Small Claims Division and Dispute Resolution Department are to provide excellent customer service, support the Magistrates and expand dispute resolution services in 2011.

SPECIALTY DOCKETS

The CATCH docket (Changing Actions to Change Habits) is focused on establishing a process that restores women trapped in street prostitution to lawful, productive citizenship. It is a voluntary two-year program offering outreach, connection, advocacy, and counseling to women with multiple solicitation charges who desire to end their lifestyle of addiction and street life. By uniting women with a diverse and dedicated team as well as to other participants for the treatment of specific issues related to this crime, CATCH helps them change actions to change habits that have long bound them to a dangerous and deadly way of life. The program benefits not only the women who participate, but also the local community through cost savings, reverse of neighborhood decline, and the development of citizens who are able to contribute in a positive way to society. In 2010, 84 women were referred to CATCH, of which 57 were accepted into the program. In 2010, the costs savings for CATCH is calculated at \$107,210, of which \$101,910 was saved in probable jail costs alone.

In 2009, the Court and the Franklin County Prosecutor's office entered an agreement to provide expedited court arraignments and prosecution of low-level drug offenders. In many cases, a defendant charged in Common Pleas Court with a fourth or fifth degree felony ended up entering a plea to a misdemeanor offense. Under this program, a defendant charged with a fourth or fifth degree felony may be referred to the ADAP 101 program if both the prosecutor and defendant agree. This reduces the time and money spent processing these cases in Common Pleas Court. In 2010, there were 413 defendants referred to ADAP 101, and 366 successfully completed the Program. The Court estimates that those 366 clients spent an average of 3.3 nights in jail, instead of an average of 16 nights in jail without the Program, for a savings to the taxpayers of \$367,208. Only 10 of the 458 defendants were charged with an additional felony in 2010.

The ADAP Long-Term Docket Program is a two-year specialty docket that allows defendants to be connected to long-term treatment, with intensive monitoring and support services offered through the ADAP staff and the presiding judge. The Court calculates that the ADAP Long Term Program resulted in a savings in jail costs alone of \$307,942. The average number of summonses per client prior to ADAP Long Term was 2.9 per year. That figure for program participants was substantially reduced, resulting in estimated additional savings of \$17,000 in 2010.

The Mental Health Program Docket, established in 2004, continued to achieve remarkable success in not only saving lives but in saving taxpayers' money. The Program provides a mechanism to promote effective treatment as an alternative to incarceration for a person whose symptoms of mental illness, history of treatment non-compliance, and/or refusal to accept treatment results in a recurring pattern of misdemeanor offenses. The Program provides a comprehensive, coordinated approach to the misdemeanor cases of selected defendants with severe mental illness and/or co-occurring disorders in order to decrease criminal recidivism, improve public safety, and improve the defendant's quality of life. Limited court involvement in treatment planning and compliance is required, which results in more effective utilization of other court resources. Literally hundreds of thousands of dollars have been saved by this program in reduced jail costs and in breaking the cycle of arrest-release-arrest that plagues some of our most vulnerable citizens, those with treatable mental health issues. The Mental Health Program Docket is a voluntary 18-24 month long program consisting of four phases.