

Columbus City Bulletin



2012

ANNUAL REPORT

Andrea Blevins, City Clerk
COLUMBUS, OHIO

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2012 ANNUAL REPORT

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**CITY COUNCIL
2012 ANNUAL REPORT**

Columbus 2012: The Bicentennial

2012 was a year to celebrate all things Columbus. In every neighborhood of our community, residents, businesses, and visitors helped remember 200 years of our city's past, recognize our present, and prepare for the next 200 years. Led by an organizing committee of civic, business, and cultural leaders, Columbus City Councilmembers participated in dozens of festivities that instilled a sense of pride and accomplishment in all who attended the events, promoting Columbus as a smart and open place to live and work.

Columbus City Council remained focused during 2012 on delivering core city services in the most efficient and effective manner possible while providing funding for more challenging times. Columbus began the year with approximately \$2.79 million carryover dollars from 2011. Despite a desire to fund many worthy programs and not amending the general fund budget at all in 2011, City Councilmembers decided to set aside \$1 million of the carryover for the Economic Stabilization Fund, better known as the Rainy Day Fund, before passing a \$738.5-million budget.

In 2012, Andrew J. Ginther completed his second full year as Council President and chaired the Rules and Reference Committee. A. Troy Miller was elected President Pro Tempore by his colleagues in January and chaired the Small & Minority Business Development, Technology, and Zoning Committees. Chairing Council's committees were: Hearcel F. Craig, Administration, Veteran's Affairs; Zach M. Klein, Development, Recreation and Parks; Michelle M. Mills, Public Safety and Judiciary; Eileen Y. Paley, Public Service and Transportation, Public Utilities; Priscilla R. Tyson, Finance, Health & Human Services, Workforce Development.

In addition to regularly scheduled City Council meetings, City Councilmembers continued an aggressive community outreach effort begun in 2011. Members held seven community meetings in recreation centers and schools around the city, one more than in 2011. These meetings give residents and business owners a chance to talk directly to city councilmembers about any subject matter they would like in a less formal, one-on-one format.

Safety

City Councilmembers believe that there is no *one* good way to fight crime; instead, a variety of programs help to keep residents and businesses safe. It is that collaborative approach that has led to the use of a number of innovative programs that were continued or expanded in 2012.

One of the most visible programs is the Neighborhood Safety Cameras. In a pilot project launched in 2011, 111 cameras were placed in five neighborhoods to provide police real time crime information and prosecutors the evidence needed to hold those convicted of crime accountable for their actions. In 2012, Safety Committee Chair Mills supported the installation

of another 33 additional neighborhood safety cameras at 11 locations in the Hilltop, South Linden and Livingston Avenue areas.

Additional Safety Efforts

- Supported expansion of Specialty Dockets at the Franklin County Municipal Court to include the Military and Veterans' Specialty Docket to deal with the needs of those who served in the United States Armed Services. The docket will hold those found guilty of non-violent offenses responsible for their actions and offer treatment in the most cost effective manner possible.
- Passed legislation to spend \$2,250,876 for the purchase of 75 new squad cars for police and equip those vehicles with digital video cameras.
- Upgraded police and fire communications system from analog to digital.

Economic Growth

Columbus continued to be recognized as a national and international leader in the field of economic development. A *Time Magazine* article credited City of Columbus leadership for working with the private sector to create a place for strong economic development, while numerous polls and lists had Columbus at or near the top when it comes to creating the framework for job growth and retention.

In an effort to better address the needs of small business owners in Columbus, City Councilmembers began a series of Small Business Roundtables. More than 30 small business owners held large group meetings while also breaking down into smaller working groups to address issues such as:

- Access to capital
- Market access
- The creation of a 311 service for small business
- Mentorship
- Streamlining the process of doing business with the City of Columbus

One of the changes identified as necessary by the Roundtable was the revision of the contracting code. Councilmembers voted to modernize the competitive bidding process and reduce the time and cost associated with submitting and evaluating bids; reduce costs to taxpayers; and ensure an objective, uniform, and transparent administration of the bidding process.

To coincide with bicentennial celebrations, City leaders turned their attention to improving Columbus' first neighborhood, Franklinton. City Councilmembers approved legislation to create a tax increment financing area in what is commonly referred to as East Franklinton, an area

bounded on the north by the railroad tracks north of West Broad Street near Scott Street, on the south by 70 East and the Scioto River, on the west by State Route 315, and on the east by the railroad tracks that cross Rich, Town, State and West Broad Streets.

Additional Economic Growth Efforts

- Approved the creation of two Tax Increment Financing agreements with Wagenbrenner Development Inc. for the construction and financing of improvements at the former Columbus Coated Fabrics site in the Weinland Park neighborhood.
- Provide \$250,000 for small business façade improvement grants to help businesses in Franklinton, Hilltop, Main Street, Parsons Avenue, Long Street/Mount Vernon, Marin Street and the North/South Linden communities.
- Allocated \$50,000 for Columbus Chamber of Commerce’s Diversity Bridge web portal, a site that leverages resources and helps connect minority businesses with opportunities, resources and peers.
- Supported with \$180,000 in funding the Restoration Academy, a collaborative effort between the City of Columbus, Central Ohio Workforce Investment Corporation, and other non-profit organizations to help ex-offenders obtain job skills needed to become productive members of the workforce.
- Doubled to \$300,000 the Microenterprise Revolving Loan Program administered through the Economic and Community Development Institute (ECDI) to Columbus based business. ECDI provides a network of comprehensive support services to assist small businesses.

Neighborhood Improvements

The bicentennial celebrations led to a renewed sense of focus on Columbus neighborhoods. In June, Council President Ginther and other Councilmembers began a series of Commission on Commission meetings that reexamined the relationship between City Council and the 17 area commissions that serve a number of Columbus neighborhoods. The area commissions are advisory bodies that weigh in on development, safety, and other issues that impact neighborhoods and their decisions are included in administration reports when Council considers such matters as zonings. The Commission’s work continues in 2013.

In March, Councilmembers welcomed the newest area commission to Council Chambers. Leaders of the Far East Area Commission were sworn-in. The commission represents approximately 20,000 residents and homes within 15 square miles. With the addition of the Far East Area Commission, there are now 17 area commissions in service, up from 14 in 2007.

Also in 2012, Development Committee Chair Klein joined other City leaders to announce the formation of the Vacant and Abandoned Property (VAP) unit, consisting of representatives from the City Attorney's Office, Code Enforcement and Building and Zoning Services. The VAP team focuses solely on enforcement and management of the 6,200 vacant and abandoned houses in Columbus. The city will invest \$11.5 million in Capital Improvements Funds over four years to demolish 900 of the worst of the worst properties. These properties have been identified as a hazard to the health, safety and welfare of neighborhoods.

City Councilmembers also realize it is important to help residents stay in their homes. The Better Municipal Care for Veterans-Home Program, created by Councilmember Craig, provides funding for minor home repairs for veterans or residents who have a veteran permanently living with them. The program partners with Community Development for All People (CD4AP) Corporation, the non-profit group that is leading the charge to build and renovate housing stock on the South Side. Councilmember Craig believes a targeted approach and the partnership with CD4AP will allow this pilot program to have the greatest impact on neighborhood improvement efforts.

Additional Neighborhood Improvements

- Announced Southern Gateway Initiative that allows the City to enter into a public/private partnership to take control of the former Reeb Elementary School so it can house the South Side Learning and Development Center, South Side Pride Center, and Community Development for All People.
- Councilmember Tyson helped break ground for the new John Maloney Health and Wellness Center along Parsons Avenue. The center will house a number of health care providers, including Columbus Neighborhood Health Center, the Ohio State University Medical Center, and Columbus Public Health's Women, Infants & Children Program.
- Continued to invest Neighborhood Stabilization Program (NSP) dollars in communities with distressed housing stock. In November, Council voted to spend \$860,000 in NSP 1 funding for various project around Columbus.
- Created the Graffiti Neighborhood Clean-Up Grant as a companion to the Graffiti Assistance Program (GAP) that began earlier in the year. The clean-up program offers \$200,000 in competitive grants so non-profit neighborhood organizations can purchase the tools they need to fight graffiti. The GAP removes graffiti from occupied structures at City expense.
- Provided funding to open a seventh City pool, one more than 2012.
- Used \$7,084,848.13 in Operation Safewalks funding to build sidewalks and ADA ramps along Joyce Avenue.

Educating Columbus Children

In order to have a 21st century community with a strong economy and strong neighborhoods, we must have a strong public education system. That is why Council President Ginther joined Mayor Coleman to announce a series of community meetings and discussions, led by former Chancellor of the Ohio Board of Regents Eric Fingerhut, designed to frame a broad community led conversation on the direction and role of public education in Columbus. The commission members are expected to detail their findings in the spring of 2013.

Additional Education Initiatives

- Supported the Columbus Kids *Ready Set Learn!* pre-school program, an early childhood intervention program that is led by the United Way of Central Ohio and includes more than 100 community organizations.

Green Columbus

One of the ways Columbus residents celebrated the bicentennial was to create a sustainable community for future generations to enjoy. The Columbus residential recycling program is called RecyColumbus and began in April on the northwest side of Columbus, the first of 5 areas of the city to receive blue bins to collect recyclables to be diverted from the landfill. The entire city will receive the recycling service in early 2013. In all, more than 227,000 households will be served by the program when it is fully implemented. Columbus residents living in single-family homes or in a building with four units or less that are not part of a complex are eligible for this new convenient and easy-to-use city service.

Columbus residents were also introduced to the largest capital project in the City's history. OSIS Augmentation Relief Sewer (OARS) is a 4.5-mile tunnel 190 feet underground from the Arena District to the Jackson Pike Wastewater Treatment Plant. When completed in late 2014, the \$342 million project will dramatically reduce combined sanitary sewer overflows in local rivers and improve the environment.

Additional Green Improvements:

- Opened the City's first Compressed Natural Gas (CNG) Fueling station along Groves Road. CNG is approximately \$2.00 cheaper than regular gas and is cleaner burning than fossil fuels. It is the largest CNG facility in Ohio and is open to the public and other fleet vehicles.
- Passed legislation to purchase land for a second CNG facility along Morse Road.
- Passed two pieces of legislation to purchase more than \$6.5 million worth of CNG trucks for the Public Service Department.

- Voted to amend a contract to more quickly install solar panels on the Fleet Facility along Groves Road.
- Supported a Green Columbus Fund application from the Franklinton Development Association for Brownfield assessment and redevelopment along West State Street.

In summary, 2012 – the Bicentennial – was not only a year to celebrate the accomplishments and progress made over the last 200 years, but a year to focus on the opportunities that lie ahead for the City of Columbus. By continuing to invest in our neighborhoods, essential city services and programs that improve the quality of life for our residents, Columbus City Council helped to position Columbus to continue to grow and thrive, to create jobs, and to ensure our neighborhoods are healthy, safe and strong.

**CITY TREASURER
2012 ANNUAL REPORT**

**ANNUAL REPORT
DEPARTMENT OF CITY TREASURER
FOR THE YEAR ENDING DECEMBER 31, 2012**

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 2012 was \$1,477,340,752.07 with cash-basis investment earnings of \$6,686,401.60 for a yield of 0.453 percent. The investment balance at year end was \$1,596,782,063.25. Schedules of all investment activity for the year, and the portfolio composition as of December 31, 2012 are presented later in this report.

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

ASSETS:

Cash in Banks	2,631,581.20
Cash-in-Payroll Account	529,672.87
Cash-on-Hand	88,491.80
Receivable Items	23,938.49
Currency for Deposit	144,000.00
Due to Others	136,829.79
Sinking Fund Coupons	42,008,768.00
Returned Checks	67,074.64
Treasury Investments	1,596,782,063.25
Total Assets	----- \$1,642,412,420.04

LIABILITIES:

Auditor's Warrants Payable	12,801,812.48
Sinking Fund Warrants Payable	42,015,503.54
Payroll Checks Issued	529,672.87
Advance Receipts	13,732,860.33
Total Liabilities	----- 69,079,849.22
City Fund Balance	1,573,316,412.61
Sinking Fund Balance	16,158.21
Total Fund Balances	----- \$1,573,332,570.82
Total Liabilities and Fund Balance	\$1,642,412,420.04

Columbus City Treasurer Investment Earnings-Cash Basis 1987-2012

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
2011	\$9,003,587.24
2012	\$6,686,401.60

CITY OF COLUMBUS
 DECEMBER 31, 2012
 INVESTMENTS BY TYPE

	Amount	Average Yield	% of Portfolio
FFCB Coupon Notes	59,956,316.67	0.54%	3.76%
FFCB Coupon Notes – Callable	85,908,927.08	0.41%	5.38%
	-----		-----
Federal Farm Credit Bank	145,865,243.75		9.13%
FHLB Coupon Notes	350,608,589.42	0.31%	21.96%
FHLB Coupon Notes-Callable	279,994,390.41	0.40%	17.53%
FHLB Discount Notes	0.00	0.00%	0.00%
	-----		-----
Federal Home Loan Bank	630,602,979.83		39.49%
FHLMC Coupon Notes	236,339,751.42	0.25%	14.80%
FHLMC Coupon Notes-Callable	186,036,771.53	0.41%	11.65%
FHLMC Discount Notes	0.00	0.00%	0.00%
	-----		-----
Federal Home Loan Mortgage Corp.	422,376,522.95		26.45%
FNMA Coupon Notes	91,848,962.00	0.34%	5.75%
FNMA Coupon Notes-Callable	64,311,452.77	0.43%	4.03%
	-----		-----
Federal National Mortgage Association	156,160,414.77		9.78%
Certificates of Deposit	25,000,000.00	0.39%	1.57%
Star Ohio	16,800,060.95	0.07%	1.05%
JP Morgan Chase Bank	152,889,247.73	0.17%	9.57%
Huntington Premier Money Market	4,151,108.62	0.10%	0.26%
Key Bank	1,899,181.63	0.15%	0.12%
Nationwide Bank	41,037,298.06	0.30%	2.57%
US Bank	4.96	0.05%	0.00%
Street Lighting/Brewery District	0.00	0.00%	0.00%
Total Investments	1,596,782,063.25	0.33%	100.00%

**CITY ATTORNEY'S OFFICE
2012 ANNUAL REPORT**



2012 Annual Report

As prescribed by the Columbus City Charter, the City Attorney is “the legal adviser of and attorney and counsel for the city, and for all officers and departments thereof in matters relating to their official duties.”

The City Attorney also serves as “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.”

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ADMINISTRATION

Administration Section • Bill R. Hedrick, Chief of Staff

The Administration Section performs the human resources, fiscal, technology and facilities management functions for the office. Legislation previously enacted by City Council provides an authorized strength of 164 full-time employees and 49 part time employees (including 14 full-time and two part-time employees for the Division of Real Estate). However, due to internal fiscal policy decisions, the budgeted number of full-time employees heading into 2013 was 119 while the number of part-time employees was 36. Of the full-time employees, 62 were attorneys. Most employees' salaries were covered by the city's general fund, while others were paid through either internal service funds, fees, or grants secured by the office. The total budget from all funds was \$11,630,643 (\$10,696,635 from the General Fund, \$724,607 from the Land Acquisition Fund, and \$462,471.67 from grants).

In 2012, Chief of Staff Bill Hedrick expanded the City Attorney's Outstanding Warrant program by creating a broadcast television component called "Fugitive Files." The television program, which is co-produced in cooperation with the staff of CTV, airs regularly on channels 3 and 99. The overall warrant program continues to be a success as over seventy-five percent of the targets have either surrendered or were arrested. For his efforts, Chief of Staff Hedrick received a City of Columbus Mayor's Award of Excellence for Outstanding Service.

The administrative staff devoted a significant amount of time in 2012 preparing for the Civil and Real Estate Divisions move from City Hall to the newly renovated "old police building" located at 77 N. Front St. Staff also worked for much of the year planning, preparing, and implementing a new digital-based case management system for all sections of the Civil Division.

CIVIL DIVISION

General Counsel Section • Joshua T. Cox, Chief Counsel & Section Chief

2012 Staff: 5 FTEs + 5 PTEs • 2012 Budget: \$832,963

The General Counsel Section serves as primary legal counsel to city officials on issues relating to city services, legislation, contracts, zoning and other vital issues associated with the day-to-day operations of city government. In addition, this section assists in the legal review and practical implementation of various development projects that foster the growth of our community. The section also works to keep our environment clean by assisting various city divisions in complying with state and federal environmental laws.

Last year, the General Counsel Section reviewed 1985 contracts for City departments, involving expenditures of over \$1.1 billion. The section also reviewed 1535 ordinances. General Counsel provided legal assistance on dozens of noteworthy projects and issues during 2012 as well.

Labor and Employment Section • Pamela J. Gordon, Section Chief

2012 Staff: 7 FTEs • 2012 Budget: \$772,024

The Labor and Employment Section, consisting of six attorneys and one support staff member, is responsible for handling all labor and employment-related litigation involving the city, and for rendering legal advice to city officials on labor and employment matters involving issues related to the city's seven collective bargaining agreements and the city's approximately 9,000 employees.

On a daily basis, the attorneys field questions on various employment laws such as the Family and Medical Leave Act, Fair Labor Standards Act, Americans with Disabilities Act, Age Discrimination in Employment Act, Title VII, and Ohio Civil Rights Act. The attorneys handle cases in various forums, including arbitration, federal court (at both the trial and appellate levels), state court (at both the trial and appellate levels), the U.S. Department of Labor, the U.S. Equal Employment Opportunity Commission, the Ohio Civil Rights Commission, the State Employee Relations Board, the Industrial Commission of Ohio, the Ohio Bureau of Workers' Compensation, the Unemployment Compensation Review Commission, the Columbus Community Relations Commission and the Columbus Civil Service Commission.

The Section started 2012 with 109 open cases pending in various forums. To date, over the course of the year, 72 new cases were filed against the City of Columbus and/or its employees and 92 cases were closed. Fifty-eight of the closed cases were successfully resolved in favor of the City (this includes cases that were voluntarily dismissed or withdrawn) as follows:

- 19 arbitrations
- 15 cases before the Equal Employment Opportunity Commission and Ohio Civil Rights Commission
- 22 court and administrative cases (Franklin County Court of Common Pleas, United States District Court, 10th District Court of Appeals, Unemployment Compensation Review Commission)
- 2 threatened litigation that did not result in a lawsuit.

Of the remaining 34 cases, 30 cases were settled (15 arbitrations, 15 Franklin County Court of Common Pleas – all of these cases were settlements of Bureau of Workers' Compensation appeals; BWC paid the settlements, 1 Civil Service Commission and 1 Industrial Commission), 2 arbitrations resulted in split decisions and 2 arbitrations were resolved against the City.

Litigation Section • Glenn B. Redick, Section Chief

2012 Staff: 7 FTEs • 2012 Budget: \$917,464

While litigation occurs in other sections of the office, the Litigation Section, consisting of six attorneys and one support staff member, 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. In 2012, the City Attorney's Litigation Section was assigned to handle 32 new cases that were filed against the City, seeking a total of \$118 million in damages.

45 total cases were closed this year, which resulted in the City paying \$10,390,441 to resolve lawsuits in 2012. A total of 80 cases are still active.

Additionally, the Litigation Section worked with city departments and their employees through training, advice, and counsel to improve city practices and policies so that future lawsuits may be successfully defended or prevented.

Claims Division • Nancy L. Weidman, Division Chief

2012 Staff: 10 FTEs • 2012 Budget: \$856,145

The Claims Section is responsible for the collection of debt owed to the city of Columbus and for investigating and paying or denying, claims for personal injury and property damage made against the city. In-house collections from the City Attorney's Claims Section were \$1,592,761. Outside collection agencies hired by the City Attorney recovered another \$2,272,455 for a total of \$3,865, 216 collected from delinquent taxpayers.

Both in-house and outside agency tax collections have doubled since City Attorney Pfeiffer took office in 2003.

Year	Outside Agency Tax Collections	In-House Tax Collections
2002	\$911,453	\$882,878.73
2003	\$730,575	\$1,067,244.67
2004	\$568,913	\$1,395,328.56
2005	\$452,331	\$1,516,249.98
2006	\$813,392	\$1,449,280.87
2007	\$1,035,252	\$1,418,153.63
2008	\$1,038,303	\$1,679,901.56
2009	\$1,222,862	\$1,946,599.65
2010	\$1,779,954	\$2,125,521.37
2011	\$2,489,957.00	\$2,406,479.57
2012	\$2,272,455	\$1,592,761

Additionally, the Claims Section continued the work load of the Police Department's claims officer when that position was eliminated and also works closely with the City Auditor's office to step up collection enforcement against delinquent hotel-motel excise tax debtors and city vendors who are also tax delinquent.

POLICE LEGAL BUREAU

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

2012 Staff: 2 FTEs + 1 PTE • 2012 Budget: \$273,624

The Police Legal Advisor Section provides comprehensive legal advice specifically to the Columbus Division of Police on policies, procedures, and labor issues. Attorneys in this section also deliver around the clock "real time" advice to police personnel. In addition, this section tracks lawsuits, case reviews, and property damage/medical claims against the Division.

- Training: (300+ hours in 2012) The demands made of the Legal Advisor section by police for legal training has continually increased over the past several year -- and more legal training was provided this past year than ever before. Our advisors literally spent hundreds of hours providing legal training to current Division of Police Officers, as well police recruits. On-going-in-service legal training of all current officers is conducted twice a week, every week, from early April thru the end of September. The training took place on all shifts and afforded face-to-face contact with every Columbus Police Officer. Our advisors also provided legal training to two police recruit classes this year. This too involved hundreds of hours of preparation and presentation. The legal advisors also provided bureau-specific training wherein they went to individual police sections and conducted training on their specific issues.
- Real-time Legal Advice: Historically, the police legal advisors have received about 30-40 inquiries from officers every day. These inquiries vary from brief, easily answered questions to complex legal questions. Inquiries are made via email, phone, and in-person. Several hours a day are spent giving legal advice to the Division of Police.
- Legal Updates and Roll Calls: (12+ Written Updates/Roll-Calls 2012) The police legal advisors distribute Legal Updates to all Division of Police Officers for up-to-date legal information generally on a monthly basis. They also prepared several written-roll-call trainings on specific issues for specialized bureaus such as Internal Affairs.
- Videos: (10 videos produced 2012) This year our office added short-video presentations to our training repertoire. These videos were required viewing for all officers. The videos are typically 2-4 minutes in length covering important legal topics which the officers are able to watch from their substations. We have received excellent feedback on these as a training tool.

- Meetings: This is hard to quantify because the Police Legal Advisors are regularly asked to attend meetings where legal issues might arise, but they easily attended over 100 meetings in 2012.
- Review of Division Directives/SOPS: Division Policies are regularly reviewed for legality. This, too, is difficult to quantify, but the advisors spent at least 80 hours reviewing/rewriting such policies.

PROSECUTION DIVISION

Located at 375 South High Street in the Franklin County Courthouse complex, the Prosecutor Division is responsible for the prosecution of misdemeanor offenses on behalf of citizens of the City of Columbus and the State of Ohio. From case initiation in the Prosecution Resources Unit to defense of successful prosecutions in the Appellate Unit, the Prosecutor Division provides a wide array of services attendant to the resolution of criminal allegations and complaints. In addition to the services provided to the citizens of the City of Columbus and the unincorporated areas of Franklin County, this division also represented, by contractual agreement, a number of Franklin County municipalities.

Prosecutor Unit • Lara N. Baker, Chief Prosecutor & Bill Hedrick, Chief of Staff
 2012 Staff: 36 FTEs • 2012 Budget: \$3,165,652

The Prosecutor Unit—consisting of 17 courtroom prosecutors, four domestic violence prosecutors, an executive assistant, and three legal support staff—prosecuted a total of 128,824 misdemeanor cases in the Franklin County Municipal Court. Courtroom prosecutors worked dockets with an average caseload of 404 criminal/traffic cases per month.

Prosecutions initiate in the four arraignment courtrooms of the Franklin County Municipal Court. Rob Levering, the assigned 4C arraignment court prosecutor, resolved 38% of all OVI cases with an 84% conviction rate, which diverted 1,846 OVI cases from being assigned to a courtroom docket. First offender Petty Theft cases are likewise resolved at an early stage through the Theft Diversion Program. In 2011, 950 individuals qualified for the Theft Diversion Program.

This unit also is responsible for processing requests for production of public records in the Prosecutor Division, as well as processing municipality billing for prosecution and domestic violence advocacy services. In 2012, 208 requests for public records were fulfilled in a timely fashion. The Division also generated \$79,535.75 in revenue by providing domestic violence advocacy and legal services to area municipalities.

Legal Assistant Unit • Jackie Keller, Coordinator

This 10 person staff processes and maintains case files for the 15 Municipal Court Judges. In 2012, 46,122 cases were processed as closed cases and stored. Overall, this unit initiated approximately 134,950 cases (6,794 of which were OVIs), with each case having an average of three court dates.

Prosecution Resources Unit • Robert Tobias, Director

2012 Staff: 3 FTEs + 18 PTEs • 2012 Budget: \$557,327

The Prosecution Resources Unit provides a variety of services to citizens seeking to resolve conflict that may rise to the level of a misdemeanor criminal violation.

Consisting of the Intake Section, the Mediation Program, and the Check Resolution Program, this unit is involved in day-to-day interaction with crime victims.

- Intake Section – *Stefan Polihronopoulos, Lead Legal Intake Counselor*
Offering citizens the opportunity to have allegations of misdemeanor criminal violations reviewed by a prosecutor, the Intake Section processed 3,951 citizen complaints in 2012, resulting in 693 criminal charges filed. With a staff of approximately 18 intake officers, the unit averaged 329 criminal complaints a month.
- PRU Mediation Program – *Aaron Rinehart, Coordinator*
In 2012, this program operated in the evenings with mediators from the Moritz College of Law, Capital University Law School, and members of the alternative dispute resolution community in an effort to resolve disputes without resorting to criminal prosecution. The Program scheduled 316 mediation hearings in 2012, resulting in 185 hearings conducted. Of these 185 mediation hearings, 77% resolved with an agreement.
- Check Resolution Program – *Barbara Williams, Coordinator*
Seeking to resolve disputes where checks are dishonored without resorting to the filing of criminal charges, in 2012 this program scheduled 22,176 hearings resulting in the recovery of \$364,571.28 on dishonored checks. This process diverted 16,046 counts of passing bad checks from the criminal justice system.

Domestic Violence and Stalking Unit • Anne Murray, Director

2012 Staff: 22 FTEs (16 GF & 6 Grants) + 2 Contract (Grants) • 2012 Budget: \$1,434,068

This unit consists of a director, chief advocate, two lead advocates, 12 full-time victim advocates including a Spanish speaking advocate liaison, three support staff members, a Somali outreach advocate, a cyber-crimes investigator, liaisons from CHOICES, Franklin County Children Services, Southeast Mental Health, Inc., and Capital University Law School's Family Advocacy Clinic, along with two stalking investigators under contract. Additionally, this unit houses four specialized domestic violence prosecutors.

In 2012, the Domestic Violence/Stalking Unit provided victim advocacy services for 6,137 victims of domestic violence and 386 victims of menacing by stalking. 433 protection orders were issued in the arraignment courts. Of the 6,137 domestic violence cases, the four specialized domestic violence prosecutors handled 4,247 (72%).

Appellate Unit • Melanie Tobias, Director

2012 Staff: 3 FTEs + 8 PTEs • 2012 Budget: \$396,673

The Appellate Unit consists of a director, an assistant city prosecutor, a paralegal, and a staff of approximately nine law clerks. In 2012, this unit completed 27 briefs: one reply

to a petition for habeas relief in US District Court; one merit brief filed in the Ohio Supreme Court, 19 filed in the 10th District Court of Appeals, and four briefs contra and two briefs in support of certiorari filed in the Ohio Supreme Court. Twenty-two oral arguments were completed. Overall, the Appellate Unit was successful in 85% of its cases.

The Appellate Unit also was responsible for the filing of over 500 objections to applications for expungment as well as responding to over 1,300 defense motions

- Traffic Diversion Program
The Traffic Diversion Program is a coordinated effort of the Prosecution Resources Unit and the Appellate Unit designed to allow for a diversion alternative for traffic offenders. Of the 1,316 participants in 2012, 839 or 63.8% successfully completed the requirements of the program allowing for case resolution at the arraignment stage. Of the 728 minor misdemeanor only participants, 600 (82.4%) successfully complete.

REAL ESTATE DIVISION

Real Estate Division • John C. Klein, Chief Real Estate Attorney

2012 Staff: 7 FTEs + 2 PTEs • 2011 Budget: \$ 946,043

The Real Estate Division is responsible for the acquisition of all real property needed by city departments, the provision of legal assistance for all real estate matters, including the sale and leasing of property, tax abatements, tax increment financing, and certification of right-of-way clearance under federal regulations for federally funded projects.

In 2012, the Real Estate Division provided legal and negotiating advice for a number of major projects contributing to Columbus' development, including completing the acquisition of properties for projects for the widening of High Street North of Flint, Warner Road and Fifth Avenue.

In other acquisition activities for city projects, such as new roads, road widening, and storm and sanitary sewers, the Division completed acquisition of 202 parcels of land for various city projects.

ZONE INITIATIVE

Zone Initiative Unit • Assistant City Attorney Steve Dunbar

2012 Staff: 4 FTEs + 1PTE • 2012 Budget: \$329,348

The Zone Initiative Unit works 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 assigned to this unit were visible in the community attending meetings and making presentations on how

citizens and city government can work together to improve the quality of life in Columbus's neighborhoods.

City Attorney Pfeiffer and members of the Zone Initiative continued to make a concerted effort to bring neighborhood blight and the vacant and abandoned property epidemic to the forefront of public discourse in 2012. To that end, the City Attorney produced a documentary on the positive impact of the legal efforts to demolish several large brownfield sites, gave presentations at public hearings and various other types of public forums, met with community leaders, bank officials and state legislators, recommended several state legislative proposals, and aggressively pursued irresponsible property owners.

Meetings attended

- Approximately 160 community meetings
- Approximately 130 police meetings
- Approximately 100 Code Enforcement meetings

Ohio Revised Code Chapter 3767 – Criminal Nuisance Abatement

- 20 new cases filed in 2012
- 14 Temporary Restraining Orders granted in 2012
- 11 Agreed Entries granted in 2012
- 4 Default Judgments granted in 2012

Columbus City Code Title 47 – Housing / Building Code Nuisance A batement

- 173 new cases filed in 2012
- 32 property owners voluntarily came into compliance with code in 2011
- 30 Default Judgments granted in 2012
- 44 Contempt Orders granted in 2012
- 32 Demolition Orders granted in 2012

Liquor Permit Violations

- 9 Objections filed at the end of 2011
- 6 objections upheld
- 3 objections overruled
- 10 licenses objected to in 2012

-END-

Columbus City Attorney
RICHARD C. PFEIFFER, JR.

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www.columbuscityattorney.org

**CITY AUDITOR
2012 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 13, 2013

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 2011.

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 2012 is now in progress. An annual financial report of the total City for the year ended December 31, 2012 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>2012</u>
Personal service	\$ 2,639,234
Materials and supplies	28,500
Services	731,650
Other disbursements	-
Capital outlay	-
	\$ <u>3,399,386</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)			
2012	\$16,455	2007	14,883
2011	15,027	2006	13,948
2010	13,781	2005	13,073
2009	12,727	2004	11,731
2008	14,679	2003	11,441

Miscellaneous Data

	<u>2012</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>
Vouchers paid	94,597	91,772	100,545	95,491	119,154
Receiving warrants written	9,472	9,625	8,640	8,678	8,060
Disbursing warrants written	71,051	69,259	73,683	70,170	74,100
Funds and sub-funds accounted for:					
General	8	6	6	6	6
Special Revenue	52	51	50	47	46
Trust & Agency	22	22	23	22	21
Debt Service	23	21	20	42	35
Internal Service	7	7	7	7	6
Capital Projects	58	57	54	31	34
Enterprise	42	41	41	40	30
	212	205	201	195	178
Total	212	205	201	195	178

**CIVIL SERVICE COMMISSION
2012 ANNUAL REPORT**

Columbus Civil Service Commission

2012 Annual Report

MISSION

The Civil Service Commission is committed to providing a quality work force for the City of Columbus based upon merit system principles. Through our collective knowledge and experience, we strive for efficiency and consistency in the application of the Commission's Rules and Policies. We are dedicated to improving the services we provide by anticipating employment trends, by listening to the needs of the operating agencies, and by responding accordingly.

INTRODUCTION

The Columbus Covenant identifies peak performance as one of its seven goals. "Peak Performance" is defined as investing in all City employees and developing systems that support a high-performing city government. The Civil Service Commission is on the front line, playing an integral role in achieving this goal.

The Civil Service Commission is the primary contact point for candidates seeking employment with the City of Columbus. The Commission acts as the gateway, assessing applicant qualifications for 89 percent of all City jobs. Through the online Employment Center and applicant testing, the Commission ensures the individuals who ultimately comprise the City's workforce of approximately 7,400 full-time employees, are of the highest caliber-capable of providing exceptional service to the citizens of Columbus.

Together with its Civil Service Commissioners, the Civil Service Commission is responsible for upholding and administering all mandated provisions of the Columbus City Charter, including, but not limited to, the administration of the City's class plan, verifying personnel actions and certifying City payroll, and serving as a neutral hearing body for employee appeals regarding suspension or discharge actions by an appointing authority. As required by the Ohio Revised Code, the Commission also provides class plan maintenance, personnel actions oversight, and appeals hearing services for all classified employees of the Columbus City Schools.

CLASS PLAN MAINTENANCE

The Civil Service Commission is responsible for maintaining the City's class plan, which provides a structural framework for all personnel actions and provides the basis for an equitable compensation plan. Regular class plan reviews and revisions are necessary to ensure each class specification continues to meet the ever-changing needs of each department. For this reason, an important Commission objective is to review every classification at least once every five years. At the close of 2012, 100 percent of the City's class plan was up-to-date. As part of this objective, staff completed a total of 156 class reviews with recommendations approved by the Commission in 2012.

The 156 reviews resulted in:

- 9 actions to create new classification specifications
- 5 actions to abolish classifications
- 42 actions to review without change
- 99 actions to revise and retitle
- 1 action to impose a moratorium

Additionally, 75 positions were randomly reviewed to determine if their duties matched their current classification; 99 percent were determined to be properly classified.

The Commission also conducts job audits upon request by an individual, a department, or a union. The purpose of these audits is to ensure that City employees are performing the duties for which they were hired, qualified and being properly compensated. During 2012, Commission staff completed a total of nine position audits; six of those positions were identified as misclassified. Misclassifications are typically resolved through reassignment of duties to the position which are appropriate for the current class, or reallocation of the position to a different class for which the current duties best fit.

NON-UNIFORMED TESTING

In order to ensure that specific positions under each of the job classes in the class plan can be filled in a timely fashion with qualified employees, the City's Charter has designated primarily two classification types: noncompetitive and competitive. Noncompetitive classes are either non-skilled positions or those with qualifications that have a license or other condition that must be met by an external source, such as a Registered Nurse. Competitive classes are those which require a broader set of minimum qualifications and a variety of job-specific knowledge, skills, and abilities, such as an Office Assistant. The Commission's Non-Uniformed Testing Unit administers exams to further determine candidates' suitability for the work which will be performed in competitive job classes.

To acquire an initial pool of candidates, the City's primary recruitment tool is its online Employment Center. The Center includes a wealth of information about jobs with the City, including: current vacancies, exam opportunities, job descriptions, qualification requirements, and salary information. Additionally, the Center houses an automated job interest database and the convenience of submitting applications on-line. This service can be utilized via the Commission's website from any personal computer with web access or at kiosks located at the Commission offices. A potential applicant can indicate interest in multiple jobs and will automatically receive a letter or email notice to apply when the City is taking applications for a given job.

In 2012, the Non-Uniformed Testing Unit:

- collected 21,830 on-line job interest forms
 - sent 7,512 job interest notices for competitive exams (4,648 via email; 2,864 via mail)
 - sent 7,120 job interest notices for noncompetitive vacancy postings
 - received 27,317 total applications (27,166 online; 151 paper)
 - conducted 278 recruitments (87 tested, 163 noncompetitive, and 27 Rule VI)
- *(Note: One competitive recruitment was cancelled after application review/prior to testing. The 27 Rule VI recruitments resulted in the testing of 73 candidates.)

The Commission is committed to having a current exam in place and ready to be administered for each of the 256 non-uniformed competitive and qualifying noncompetitive classifications in the City and to establishing an eligible list within 60 days from the date a test is requested by a department. The exams are directly based on the work performed by current employees in the job class and are comprised of varying combinations of components, called subtests. The most common subtests include: computer skills, information ordering, logic and reasoning, mathematics, memorization, name/number comparison, oral communication, oral comprehension, problem sensitivity, reading maps/plans, written communication, reading comprehension, and written expression.

To keep the tests current, our goal is to complete a full job analysis and to review, revise, and/or develop the exam for 51 non-uniformed competitive and qualifying noncompetitive classifications each year. In 2012, we completed 54 job analysis projects, 53 test development projects, and averaged 48 days to create eligible lists.

Commission Rules also allow latitude for City Departments to hire personnel provisionally when there is a critical need to immediately fill a position but there is no eligible list in place. In order to ensure fair access to City jobs, the Commission is committed to maintaining a provisional employee count below 2 percent. The City began 2012 with five provisional employees and ended the year with one, resulting in a provisional appointment rate of less than 1 percent. These employees include four in the Fire Battalion Chief classification, one in the Crane Operator classification, and one in the Cultural Arts and Events Specialist classification.

The Fire Battalion Chiefs were hired provisionally due to a quickly exhausted eligible list, a clear need to fill vacant positions while a new test was being developed. This was accomplished with the use of an M.O.U. with the IAFF. The Crane Operator appointment resulted from a position audit conducted in 2011 and the decision to hold-off on testing until after the winter season since a performance component would most likely be required. Crane Operator was tested in November of 2012 and the provisional was given an original appointment from the list in December. The one provisional left at the end of 2012 is in the new Cultural Arts and Events Specialist classification created for the Recreation and Parks Department. The provisional hire was approved to meet a critical need within the department, with plans in place to create and administer the test in early 2013.

UNIFORMED TESTING

The Commission’s Uniformed Testing Unit administers exams for 11 job classes that make up the Public Safety services of the City of Columbus. The majority of the examinations are comprised of at least three components, including a paper test, an oral response, and a physical assessment or tactical exercise. The Uniformed Testing Unit works closely with the IAFF and the FOP to ensure fairness and consistency in the testing processes of promotional exams. The following exams were administered in 2012: Entry-level Police Officer, Fire Battalion Chief, Police Lieutenant, Police Commander, and Police Deputy Chief. Each of these exams were developed, administered, and validated by Civil Service Commission staff, and their eligible lists established in 2012.

Entry-Level Testing

The Entry-level Police Officer exam consists of four phases. The Uniformed Testing Unit completed the fourth phase of the 2011 examination and established an eligible list in January 2012. They also conducted two full test administrations via Commission Rule VI from which candidates were tested and added to the existing eligible list. In all, 629 candidates were added to the Police Officer eligible list in 2012. Additionally, application filing and the first three phases of the 2013 Police Officer exam were administered and scored in late 2012. The fourth phase will be administered in January of 2013.

Promotional Testing

	Number of Exam Phases	Number of Candidates Tested	Number of Candidates Added to Eligible List
Fire Battalion Chief	3	9	9
Police Lieutenant	4	37	25
Police Commander	3	19	11
Police Deputy Chief	2	9	9

The Uniformed Testing Unit also established an eligible list of three for Fire Assistant Chief in 2012. The promotional process, as specified by Commission Rules, consists of a review of the qualifications of applicants and an eligible list is created based upon seniority. In 2012, the Commission established one such list as was needed to fill vacancies in this rank.

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 City Charter and Civil Service Commission Rules. The monitoring process includes verifying personnel transactions such as appointments, changes in pay, leaves of absences, and residency compliance. During 2012, the Commission processed an average of 673 transactions per pay period before the payroll was certified correct to the City Auditor and paychecks issued.

COLUMBUS CITY SCHOOLS

The Ohio Revised Code provides that the Commission also oversee approximately 2,318 employees in the classified service of the Columbus Board of Education. In 2012, there were 190 classification specifications in the Columbus City Schools’ class plan. During the course of the year, the Commission approved recommendations for revisions to six classification specifications and approved the creation of six job classes.

In addition, we provided Columbus City Schools with use of the Beacon Building Test Center for 13 days in 2012 for test administrations and held seven trial board hearings.

CIVIL SERVICE COMMISSIONERS

The City Charter provides that the Mayor, with the approval of City Council, appoint the three Civil Service Commissioners:

Grady L Pettigrew, Jr., President	Term expires January 31, 2018
Jeffrey D. Porter, Member	Term expires January 31, 2016
Delena Edwards, Member	Term expires January 31, 2014

The Commissioners have the 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 2012, the Commissioners 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 2012, the Commission:

- held 12 regular meetings
- held 1 full Commission hearing
- held 7 trial board disciplinary appeals
- conducted no residency investigations

The Commission's 2012 docket included:

- 24 disciplinary appeals filed by employees/unions
- 17 nondisciplinary appeals filed by employees/unions
- 4 appeals withdrawn
- 9 disciplinary appeal rulings
- 15 non-disciplinary appeal rulings
- 96 requests for background administrative reviews by applicants
- 94 background administrative review rulings

EXPENDITURES

Summary - Expenditures by Unit	2011	2012
Administration	\$1,700,458	\$1,682,417
Classification & Testing-Sworn Employees	1,209,773	1,088,490
Classification & Testing-Civilian Employees	482,987	525,070
Total Expenditures	\$3,393,218	\$3,295,977

**COMMUNITY RELATIONS COMMISSION
2012 ANNUAL REPORT**

Community Relations Commission, City of Columbus
2012 Annual Report
Building A Community For All

Napoleon A. Bell, Executive Director
Erika Clark Jones, Deputy Director
Mary A. Howard, Chair

INTRODUCTION

The Community Relations Commission for the City of Columbus is pleased to submit this document as the 2012 Annual Department Report to Mayor Michael B. Coleman, Columbus City Council and the residents of the City of Columbus. During the calendar year 2012 the Commission facilitated and participated in various forums and educational programming with the intent of making citizens aware and more accepting of the diverse communities and populations within our city. Additionally, the Commission worked with residents to help to identify and resolve community tensions. The New Americans Initiative provided opportunities for Limited English Proficient residents to receive meaningful access to existing programming and advocated for needed programs and policies that affect our city's newest immigrant and refugee population.

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 of the Community Relations Commission.

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DIVERSITY EDUCATION AND TRAINING

The goal of CRC diversity education and training is to develop diversity awareness and appreciation among the residents of the City of Columbus in an effort to enhance community relations and help citizens gain a better understanding of different cultures, faiths and lifestyles. Organizations and agencies that participated in CRC diversity education/training in 2012 included:

- City-wide Human Resources Training
- Hilliard Davidson High School
- Hilliard Bradley High School
- The Ohio State University
- Ohio Dominican University
- City of Columbus, HR Department
- Columbus Police Recruit
- Otterbein University
- City Wide Training-Orientation
- Franklin County Courts
- Ohio Department of Health
- Department of Public Service
- Franklin County HR
- Yellow Cab LLC
- City of Columbus Division of Fire Recruiting Office
- Fire Background Investigation Unit
- Front line supervisors City of Columbus
- Impact Community Action Agency
- Columbus Division of Fire Recruits
- City of Columbus Traffic and engineering

Successes

We reached a variety of departments within City government and created a consistent approach to managing our diversity message. This was perceived as a customer service enhancement for all departments. Significant cost savings for the City were achieved by utilizing CRC for training rather than outsourcing this service to other unrelated providers. Fee for service trainings also increased and were identified as a positive revenue stream for our department.

COMMUNITY RELATIONS and NEW AMERICANS COMMUNITY OUTREACH EFFORTS

- Coordination and production of quarterly public educational forums, i.e., "Lunch and Learn" events, in partnership with other government agencies and public serving organizations. Programs were broadcast on GTC-3 TV and filmed in front of live audiences.
- Coordination of the city's Southern Gateway initiative to improve the quality of life for families, residents and business owners on the South Side of Columbus.
- Participated in or provided coordination assistance for events & festivals, including: Community Festival, Hot Times Festival, International Festival, neighborhood gardens, Franklinton Board of Trade, Festival Latino, Federation of African Organizations, Eritrean festival, St. John's Christmas Homeless Lunch, Victim's Awareness, Veteran's Stand Down, Neighborhood Best Practices Conference, Food Truck Festival, and many other neighborhood based festivals and community events.
- Continued partnership with the Columbus Jewish Federation and Holocaust Education Council.
- Coordination of Martin Luther King Day March and Celebration at Veteran's Memorial.
- Coordination of 2012 Hispanic Heritage Month.
- Provided consulting services and supported the first Diversity Latino Talent and Leadership Conference.
- Led outreach efforts for the Society of Government Management Professionals.
- Managed the Mann's mobile home estates outreach plan with the Dominican Sisters of Peace.
- Managed multiple foreign delegation visits.
- Managed Homeless Outreach Collaborative contract with Maryhaven, Inc.
- Continued Partnership with the Community Shelter Board and agencies that support and advocate for the city's homeless individuals and families.

Successes

- Broad outreach to neighborhoods and communities throughout Columbus and Central Ohio.
- Thorough and meaningful work with long-lasting impacts were achieved in the Mann's Mobile Homes Estates project, the city's South Side and with the African community on the north east side of Columbus.
- Lunch & Learn event attendance has increased each quarter.

Challenges/ Opportunities

- Continue to expand meaningful outreach and awareness efforts in challenging economic times. This will require more efficient management of department staff resources and the development of strategic relationships.
- Utilize existing and new social media tools to promote relevant information and dialogue to residents of our city.

DISCRIMINATION INVESTIGATIONS AND CASE SUMMARIES

The Community Relations Commission is charged with the enforcement of Columbus City Code Title 23, Chapter 2331 regarding prohibition of discrimination in the areas of employment, housing, public accommodations, civil rights interference, racial profiling and ethnic intimidation. The twelve protected classes or basis, under the City Code are race, sex (including pregnancy), color, religion, sexual orientation, ancestry, national origin, gender identity or expression, familial status, active military status, age and disability. Although five protected classes were added in 2008, available remedies for discrimination penalties continue to be criminal only. We believe that the absence of civil remedies, and/or remedies that include significant financial impact, have contributed to a decrease discrimination complaint filings. To offset this decrease, the CRC has increased marketing efforts to communicate the department's services, including the use of public service announcements and cable television programming.

Below is a summary of case management for the City of Columbus Community Relations Commission for 2012. The total case filings for the year are 53 complaints (down from 72). Please note that case categories include calls and inquiries that are not compliant with the requirements of the department dashboard, e.g. out of jurisdiction, anonymous callers, caller refused to disclose identity etc.

Total Formal Complaints	007
Total Informal Complaints	085
Closed Cases	006
Case Categories	
AREA	
Employment	05
Housing	02
Ethnic Intimidation	01
Interfering civil rights	03
Public Accommodation	01
BASIS	
Race	04
Sexual Orientation	06
Sex	02
Religion	02
National Origin	02
Retaliation	02
Racial Profiling	01
Color	02
Sexual Harassment	01
Age	01
Disability	02
Gender Identity/express	04

Successes

- 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.
- Staff facilitated student groups concerning diversity and discrimination on a monthly basis at two central Ohio regional high schools. (Hilliard Davidson and Hilliard Bradley).
- Achieved greater partnership with the Ohio Civil Rights Commission on discrimination complaints. Case information is readily shared.
- Utilized social media, i.e. Facebook and Twitter to share information current about diversity and discrimination issues and topics of concern.
- Discrimination case successfully investigated, with public input, achieved official decision by the full Community Relations Commission (DeLong) and advanced a credible discrimination charge for prosecution. Case was successfully referred for prosecution (organization, Columbus Hospitality Management, prosecuted and later fined in 2013).

Challenges/Opportunities

- Education of the City of Columbus government departments and general population about new protected classes, and associated rights and responsibilities to businesses and community members directly.
- Nationwide economic downturn still appears to have a negative impact on the employment discrimination case from last year (18 in 2011, 4 this year). Equally, the inability to legislate civil remedies has a chilling effect on complainants.
- Heightened national and state wide tensions against immigration reform has an increased chilling effect on refugee and immigrant population complainants filing discrimination complaints. New American Assistant Director estimates five persons called with discrimination issues, but refused to officially file complaints.

MAYOR'S NEW AMERICANS INITIATIVE

Program Goals and Objectives

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

Successes in 2012

- 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.
- Have worked closely with the African Federation (FAO) and other African communities to aid them in moving through their conflicts with the Executive board to and determine next steps for best practices.
- Resolved issues with Ghanaian community with Recreation of Park. Also work with Somali community to gain access to equal opportunity in housing.
- Nurture understanding and promote partnerships with the Bhutanese community and facilitated a forum to provide educational on prevention of violence.
- Identified issues successfully resolved the Taxi drivers grievances with the expectations of a new Taxi Board Member from NAI community, regularly attends The Vehicle For Hire Board meeting.
- Hosted, planned and produced the CTV Global Columbus monthly broadcast.

CRC AWARENESS AND OUTREACH PROGRAMS

CRC program highlights for 2012 include:

- Annual Civil Rights Historic Heritage Tour
- Columbus Regional Martin Luther King, Jr. Oratorical Contest
- Four Monthly GTC3 Programs: Community Tapestry, ABC's of Columbus Police Department/Columbus Fire Department, Global Columbus and Diversity in Central Ohio.
- High School Outreach Support Groups for diverse students
- Holocaust Remembrance program
- Homeless Outreach Collaborative contract with Maryhaven, Inc.
- Mann's Mobile Homes Estates Outreach initiative
- Martin Luther King Jr. 2nd Annual Middle School Art Contest
- Martin Luther King, Jr. March and Celebration
- Mayor's Prayer Luncheon
- Neighborhoods Best Practices Conference
- Ohio Latino Diversity Talent and Leadership Conference

DEPARTMENT SUCCESSES AND CHALLENGES FOR 2012

Successes

- Developed a consistent and reliable approach to hate-related violence and discrimination that was supported by the Franklin County Courts and the County Prosecutor’s Office.
- Reinforced our department’s “welcoming community” image for the City of Columbus.
- Consistently and creatively found ways to enhance cultural awareness and understanding through programs and events.

Challenges/ Opportunities

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

KEY OBJECTIVES FOR 2013

- Sustained community empowerment and engagement with various communities, while building better relationships within and between communities and City government through the use of CTV, dedicated staff, education events and better police-community relations.
- Ensure the City of Columbus New Americans population receives meaningful access to City, County, and State services, while strengthening their capacity for self-sufficiency through citizenship and civic engagement training.
- Educate citizens and businesses about the Civil Rights ordinance in order to prevent abuse of the City Code through legislation, investigation, prosecution and advocacy for protected classes.
- Empower Columbus’ diverse communities through mediation services, consensus building and diversity training.

CRC COMMISSIONERS AND STAFF

COMMISSIONERS

Mary Howard, Chair
Aaron Riley, Vice Chair
Julia Arbini-Carbonell
Rabbi Harold Berman
Joel Diaz
Elfi Di Bella
William Dodson
Patricia S. Eshman
Karan Froom
Mussa Farah
Fran Frazier
Javar Godfrey
Dr J.S. Jindal

Angela Mingo
Rebecca Nelson
Alyson Poirier
Brian Shinn
Tykiah Wright

Ex-Officio

Chris Cozad
Thomas Diamond
Amanda Ford
Nancy Pyon
Mike Sexton

CRC STAFF

Napoleon Bell, Executive Director
Erika Clark Jones, Deputy Director
Gale Gray
Nelson Hewitt
Karen Nolan Mitchell
Neal Semel
Abdikhayr Soofe
Guadalupe Velasquez

DEPARTMENT OF
FINANCE & MANAGEMENT
2012 ANNUAL REPORT

DEPARTMENT OF FINANCE & MANAGEMENT
2012 ANNUAL REPORT

The Department of Finance and Management is organized by two operational sections: Financial Management and Asset Management. Financial Management oversees City-wide budget development, performance, monitoring, and control. The Asset Management section 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.

Within the Financial Management section is the Division of Financial Management, which includes the Budget, Grants Management, Purchasing, Debt Management and Performance Management Offices. The Budget Office oversees the development, monitoring and control of the City's operating budgets. 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 Debt Management Office provides coordination of the capital improvements budget and the six-year capital improvements program. 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 the provision of building security, general building maintenance, and custodial services at various facilities for agencies within the General Fund. Services are provided to four administrative buildings located downtown, neighborhood police precinct and bureau offices, and fire station facilities, Division of Refuse Collection, Public Health and its neighborhood clinic facilities, 1393 East Broad Street, I-71 North Complex, the Franklin County Municipal Court Building, and the Impound Facility. 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 2012 for each group are as follows:

FINANCIAL MANAGEMENT GROUP

Budget Management

The 2012 budget was adopted as amended by City Council on January 30, 2012 and signed by the Mayor on January 31, 2012. Throughout the course of the year, the Office monitored and reported on the financial status of the City's departments by conducting three quarterly financial reviews. Staff collected, compiled, and documented financial data from which they prepared and subsequently disseminated a summary report of their findings. A 2012 year-end report was also issued, which compared overall 2012 revenues and expenditures to 2011 levels as well as to the projections 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 (2012-2014). Also, a general fund revenue report was produced monthly that compared revenues to previous year's receipts as well as to the City Auditor's current estimate.

The Budget Management Office participated in labor negotiations with the Fraternal Order of Police during 2012.

The Budget Management Office continued to review operating and capital expenditures for most divisions to ensure that all were being made within previously established parameters.

The Office also completed various special projects. These projects included developing the facilities work order database; producing forecasts for the 2013 County Tax Budget; participating in the RFP processes for the fiber management system, the work order system, and the financial management system; assisting the FRAC committee in researching alternative revenue options; assisting with analyses of regional growth and shared services opportunities; developing the CNG pricing model; assisting with the SCMR fund monitoring committee; developing a list of efficiencies for City operations; working with FEMA to receive reimbursement for costs associated with the severe storms; and revising the ten year forecasts for the divisions within the Public Utilities Department.

The Mayor's proposed 2013 budget was submitted to City Council on November 15, 2012 in compliance with City Code. As in prior years, the document 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 2013 general fund revenue estimate was allocated to City departments.

Debt Management

The Debt Management Section coordinated the preparation of the 2012 Capital Improvements Budget and the 2012-2017 Capital Improvement Program. Also, in cooperation with the City Auditor, the office participated in various note and bond sales throughout the year. In March, a General Obligation Refunding Bond sale in the amount of \$123,425,000 was conducted to refund previously issued bonds. The net present value savings of this sale totaled \$8.5 million. In July, the City issued \$433,240,000 in General Obligation Bonds to fund various new citywide capital improvement projects. In August, a General Obligation Refunding Bond sale in the amount of \$170,445,000 was conducted to refund previously issued bonds. The net present value savings of this sale totaled \$8.7 million. In November, a General Obligation Refunding Bond sale in the amount of \$43,025,000 was conducted to refund previously issued Tax Increment Financing Bonds. Included in this sale, the City also issued notes in the amount of \$22,350,000 to retire a portion of previously issued notes for the Preserve District area and the Rich Street and Fourth & Elm parking garages.

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 2012. 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.

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 Solutions Grant, the Housing Opportunities for Persons with AIDS (HOPWA) Grant, and two Neighborhood Stabilization Program grants (NSP 1 & 3). In 2012, 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 included: 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. In addition, staff administered a loan servicing contract for housing and economic development loans.

Grants Management provided for the administration of DOE and HUD environmental review requirements for all of the above-described grants as well as other HUD grants received by the public housing authority and outside non-profit agencies.

Purchasing Office

The Purchasing Office continued to manage Vendor Services, overseeing the electronic processing of 3,499 separate bid opportunities which included 2,989 informal bids and 510 formal bids on the City's website. With input from City agency purchasers, the Purchasing Office created 5,358 agreements to purchase over \$125 million of materials, supplies, equipment and services. This includes 136 universal term contract (UTC) awards and 173 formal bid contract awards with "environmentally preferable" specifications. The average turnaround time for formal bid purchases (exceeding \$20,000) was 149 days. Turn-around time for informal bid purchases was 26 days. Purchase orders from established UTC's were generally approved in less than one day.

The Purchasing Office participated in the Mayor's initiatives toward regional growth and shared services. To further those goals, the Office conducted various procurement opportunities with other jurisdictions in the region. The City of Columbus started negotiations with a selected vendor to purchase a new on-line bidding system to replace VendorServices. The system will be designed to receive bids for Franklin County and other jurisdictions in central Ohio. Its expected launch date is January 2015.

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

ASSET MANAGEMENT GROUP

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: such as the rebuilding of the Morse Road Eco Center (Refuse transfer facility) and the renovation of the former Reeb Elementary School.

In 2012, Construction Management managed over 80 construction, planning, and management projects ranging in value from \$10,000 to \$60,000,000. Construction Management completes between \$15,000,000 and \$40,000,000 in capital projects annually.

2012 Highlights include:

- Renovation of the former Central Police Station started in August. Six agencies will move in during the first quarter of 2013: City Attorney's Office (from City Hall and 109 N Front), Civil Service, Income Tax, Public Safety Director Office, and Purchasing (from the Beacon Building), City Human Resources (from City Hall). (\$33,666,940)
- In partnership with SWACO, the Morse Road Transfer Station is being demolished and rebuilt in phases as the Morse Road Eco Center. The current facility, due to its age, is much deteriorated and requires total replacement which SWACO and the City have agreed to jointly undertake since both entities conduct operations at the facility. (\$9,309,017)
- Renovation of a vacant warehouse space at 724 Woodrow Avenue for the new Police Property Room and Crime Scene Search Unit was completed. (\$11,386,200)
- Design started for the new Police Crime Laboratory and is to be bid for construction in 2013. (\$13,500,000)
- Design of Phase 2 of the Front Street Garage interior renovation was initiated and is near completion. Work will begin in the garage in 2013 and 2014 and involve lighting, security upgrades, renovation of stairs, and a wellness component. (\$200,000)
- The City's first CNG fueling station at Groves Road was completed. (\$4,134,503). Land for a second fueling station on Morse Road was purchased and design was initiated for an anticipated 2013 construction start.
- Design started in late 2012 for the City Hall plumbing drain replacement and is continuing. (\$5,500,000)
- Design started for the Central Safety Building plumbing replacement and is continuing. (\$2,300,000)
- Construction of a new police indoor rifle rated shooting range at McKinley Avenue Complex was completed. (\$1,579,671)
- The North Market ventilation system has been redesigned to achieve a more energy efficient and effective system which will result in improved interior air quality, comfort and meet code requirements. Bids have been solicited for the construction to begin in 2013. (\$1,168,000)
- Two major salt barns were completed for use by the Department of Public Service. (\$1,081,000)
- Space planning and a master schedule for a phased renovation of the Municipal Court were completed. (\$336,200)
- Master space planning, design, and leasing concepts were initiated with "champions" and other stakeholders for the renovation of the former Reeb Avenue Elementary School on the south side. (\$9,339,485)
- Demolition of the complex on Greenlawn Avenue and programming for the new fire station to be located there were completed. (\$1,147,080)
- A building assessment for the Groves Road Warehouse Complex was completed and space planning began. Design is ongoing with renovation likely to begin in late 2013. (\$1,926,162)
- Construction began for the new John R. Maloney Health and Wellness Center at 1905 Parsons Avenue. Completion is anticipated in August 2013 (\$7,583,182)
- Central Safety Building HVAC replacement was completed. (\$2,271,000)
- Exterior restoration of the Central Police Building was designed and bid. Work begins is to begin in 2013. (\$6,410,100)
- Construction began for the new Traffic Management Center on 25th Avenue. The Center, to be relocated from 109 North Front Street, hundreds of traffic signals and over 50 traffic cameras will be monitored and controlled from this new facility on a daily basis. This location will coordinate the regional traffic data exchange between the Ohio Department of Transportation, the Franklin County Engineer's Office, COTA, and other agencies in the region. (\$3,985,184)
- Planning for the demolition of the 109 North Front Street Building was initiated. (\$140,247). Actual demolition will occur in the fall of 2013, and the design for its replacement will begin summer 2013.

- 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.

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, disposes of surplus property and oversees utilization of building space. 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:

- Completed contract negotiations and acquisition of 4250 Groves Road to allow for full development and integration of City property on the north side of Groves Road to meet critical space needs for several departments within the City.
- Completed site selection, contract negotiations, and acquisition of 2333 Morse Road for construction of the City's second CNG fueling station to serve the north side of the City.
- Completed acquisition for purchase of 1355 McKinley Avenue for relocation of city operations from Nationwide Boulevard.
- Exercised an Option to Purchase with the State of Ohio for purchase 240 Parsons Avenue, Department of Health, and completed the acquisition.
- Implemented the City's property casualty, aviation, and boiler insurance coverage for the term August 1, 2012 through July 31, 2013. As part of the risk evaluation process, determined the city need for a fourth line of insurance coverage for protection from general liability claims associated with public use of city CNG fueling stations and acquired appropriate coverage.
- Prepared specifications, solicited bids, negotiated and executed a contract for professional property management services for the City's Franklin County Municipal Court Building to more effectively manage the building services and operation and associated costs, and to increase the level of service to the tenants to improve satisfaction with building services.
- Initiated a three phase retrofit of lighting in the Franklin County Municipal Court Building to increase energy efficiency and reduce cost. Completed first two phases and applied and received \$24,500 in rebates from AEP Ohio's gridSMART program for these phases. The third phase will complete in 2013 and AEP has preliminarily approved a rebate for this final phase upon its completion.
- Completed five new lease agreements and sixteen lease renewal and modification agreements.

Facilities Management

In 2012 Facilities Management provided services to approximately 95 major city buildings containing over 2.1 million square feet.

In 2012, the division hired a custodial manager to oversee the day to day operation of the section, which yielded many improvements. New policies and standard operating procedures were introduced, creating efficiencies, boosting morale and changing the culture of the section.

Facilities Management was actively involved in the formulation and the selection of a vendor for a multi-department Work Order System. This purchase is in the final stages. The maintenance section began collecting data in the early fall.

Facilities Management, in compliance with the Mayor's Green initiative, established a contract by which both toxic and non-toxic chemicals were properly disposed. In 2012, the Division continued its effort to properly dispose of toxic and non-toxic chemicals. The Division also removed and sold a substantial amount of scrap metal from the maintenance shop.

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.

2012 Highlights include:

- Ranked 2nd Best Fleet in North America for 2012 through the “100 Best Fleets” program - an annual self-assessment program that measures accomplishments against industry standards. This is the fourth year Columbus has been in the top twenty out of 100 Best Fleets and the fifth year as a “100 Best Fleets” recipient.
- Named the #1 Greenest Fleet in North America by the 100 Best Green Fleets program for 2011. The ranking was based on eighteen criteria used to measure the performance of a public fleet for their green efforts. Columbus is now considered an “elite” green fleet and cannot apply for Green Fleet ranking for five years, but now sits on the judges’ panel and assists in judging green fleet applications from around the country.
- “Green” efforts and initiatives included continued implementation of the City’s “Green Fleet Action Plan”, expanding the use of bio-diesel to 74.5% of our overall annual bulk diesel fuel purchases, reducing our overall fuel use by 1.5% over 2011 and 3.2% since 2010 and reducing our petroleum use by 1.07% since 2011 and 5.25% since 2010, implementing the final program of a CMAQ federal grant to purchase CNG heavy duty trucks, implementing a Department of Energy grant to purchase CNG and hybrid heavy duty vehicles and completing construction on the City’s first CNG fueling station. The fueling station opened for business in April 2012 and pumped over 51,100 gge’s during 2012, saving over \$101,400 in fuel costs.
- Obtained Automotive Service Excellence (ASE) Blue Seal for the fifth year in a row, again making Columbus the largest city in the nation to receive ASE Blue Seal certification and one of only two Ohio municipalities to receive this recognition.
- 77% of technicians currently hold ASE certifications. 61 employees out of 79 have at least one ASE certification each and 28 employees have 43 Master ASE certifications.
- 34 employees received 93 Emergency Vehicle Technician (EVT) certifications in 2012, with 5 employees receiving 7 EVT Master Certifications.
- GPS installations began during 2012, with 538 units installed. GPS will provide valuable vehicle data including odometer readings, fuel and mileage data, idle time, vehicle speed and vehicle emission data. Telematics will show vehicle repair codes as well as notify via email when a vehicle needs repair. Through the utilization of GPS data, fuel savings up to \$1.4 million per year are projected. Decreased maintenance expenses estimated at \$31,000 per year and reduced towing costs up to \$80,000 per year are also expected.
- Fleet Management realized a decrease in OSHA Recordable Injuries, Lost Work Days and a decrease in the use of Transitional Duty Days. In 2012, there were 7 OSHA Recordable injuries, as compared to 9 in 2011. 2012 recorded 75 Lost Work Days in comparison to 268 in 2011, a 72% decrease. Transitional, restricted, or re-Assigned days were down from 461 in 2011 to 90 days in 2012, an 80% decline. The Safety Committee received training in Hazard Recognition, participated in site inspections and attended the Ohio Safety Congress. Fleet also conducted several employee training classes including Fire Extinguisher training, Fuel Tanker Operation, MSA, Gas Monitoring, Forklift Operations, Lock out, Tag out and Aerial Lift training. Fleet employees participated in the 100 Day Fitness Challenge and Yoga classes sponsored by City-Wide Health & Wellness. Fleet also conducted two successful blood drives for the American Red Cross, collecting over 40 units of blood.
- Enhanced and increased training, coupled with increased funding for new vehicles, resulted in parts and service expenses continuing to fall during 2012, by 12% and 10%, respectively.
- Fleet completed a preliminary city-wide assessment of all 52 city fueling sites in 2012. Fleet has been funded to make repairs and upgrades to all fueling sites over the next 2-4 years, bringing them into regulatory compliance. Fleet will remotely monitor tanks and train all user agencies within the City of Columbus about the “dos & don’ts” of operating a compliant fueling site. Fleet has already established remote monitoring for 5 of the 52 fuel sites within the city and 6 generator fuel sites-with the focus to eventually monitor all fueling and generator sites remotely.
- Fleet continued to auction items that would have previously been disposed of without generating revenue. Auction sales in 2012 were the highest year ever, bringing in \$1,127,527 for brass tag items and \$54,857 for miscellaneous, non-brass tag items, a 56% increase over 2011 sales and a 330% increase over 2010 auction proceeds.
- The Groves Road Fleet facility continued to be the site of several trainings, both for internal and external employees and customers. Trainings in 2012 included: BUSTR citywide fuel site operator training, CNG training for fire marshals statewide, CNG citywide station construction training for building and zoning inspectors, citywide CNG vehicle operator/safety training and CNG training for city mechanics. Mechanics also continued to receive training at outside training facilities which resulted in Fleet Management gaining a certified Harley mechanic.
- The Groves Road facility also hosted a number of events, meetings and conferences for outside entities including APWA, NAFA, Green Truck Association, Green Fleet Association, Clean Fuels Ohio, the Central Ohio CNG Coalition and the Central Ohio Shared Services Coalition.

**COLUMBUS PUBLIC HEALTH DEPARTMENT
2012 ANNUAL REPORT**

This report summarizes the breadth of services provided by Columbus Public Health (CPH) in 2012. These services support the Mayor's goals and our core purpose of protecting health and improving lives. Our approach prioritizes community needs and health threats, assesses opportunities, and plans for strategic use of resources. The information is organized by our four overarching public health goals. Not all of CPH accomplishments have been included due to the report length, however more information is available.

Priority 1: Identifying/Responding to Public Health Threats and Priorities

- A total of 153 infectious disease outbreaks were detected and investigated. Early identification of these outbreaks helped facilitate more rapid investigation and response.
- Public health interventions, such as field investigation, health education, prophylaxis and cohort testing, were promptly implemented to control the outbreaks and prevent further illness.
- The Infectious Disease Investigation (IDI) Team investigated 3048 infectious disease cases and participated with Outbreak Response to investigate 153 outbreaks
- CPH Epidemiologists (EPI) monitored a variety of data sources monitor diseases such as influenza, tuberculosis, shigellosis and norovirus. Weekly reports were generated and distributed to community partners to help them understand the nature and impact of diseases and environmental threats.
- EPI performed custom data analyses to meet over 40+ requests, including media, local foundations, CPH programs, partner agencies, students and others.
- The Office of Emergency Preparedness (OEP) helped to plan, participate in, and facilitate response efforts to various public health events including, Shigellosis, a train derailment, heat warnings, and area power outages.
- Columbus and Metropolitan Medical Response System (CMMRS) along with the Columbus Regional Airport Authority designed, organized and, help facilitate a full scale radiological exercise involving over 29 partners.
- The Cities Readiness Initiative (CRI) Program at Columbus Public Health received a score of 100% for their 2012 annual programmatic Assessment conducted by the Ohio Department of Health.
- The Perinatal Hepatitis B Prevention Program ensured that 86% of babies (101) born to hepatitis positive moms were protected from getting hepatitis B.
- The Perinatal Hepatitis B Prevention Program identified 96% of hepatitis B positive pregnant women (107 women) before delivery, to assure babies were appropriately treated to prevent hepatitis B in the newborn.
- The TB Program provided 739 clinical assessments for TB, treated 191 individuals infected with TB, and conducting 9,189 Direct Observation Therapy visits to ensure individuals with active TB maintained their medication regimen.
- The Water Protection staff assisted the Health Commissioner's Office and state and federal agencies to mitigate a buildup of landfill gas at a large apartment complex.
- EH conducted 597 inspections of 289 schools to protect the health and safety of children.
- Healthy Homes provided medical case management to 42 lead-poisoned children and conducted 48 investigations.
- Healthy Homes provided 170 home assessments and 802 consultations for asthma and other indoor complaints. Its interventions reduced key indicators by up to 80% percent, such as emergency room visits and missed school days.
- EH sanitarians conducted Ohio Smoke-Free Indoor Air Act enforcement activities, including: 274 complaint reports; 263 complaint inspections; 31 warning letters; and 13 fines for non-compliance.
- The Water Protection Program issued 4 permits to install or repair systems and 5 permits to seal existing wells, and sampled 25 wells for bacteriological contamination.
- The Land Protection Program conducted 123 routine and complaint investigations for basic health and safety inspections of manufactured home parks.
- EH licensed 61 body art establishments and issued 69 temporary body art licenses, resulting in 209 inspections to reduce the risk of blood borne illness.

- The Food Protection Program licensed 3,492 food service operations, 1,161 retail food establishments, 544 mobile food operations, 760 temporary food licenses, 1,135 days of temporary food events, and 464 vending machine locations.
- The Land Protection Program worked with solid waste facilities and tire shredders to ensure compliance with state laws and rules, licensing eight facilities and the C&DD landfill. CPH also conducted 30 inspections of facilities.
- The Rabies and Dangerous Animals Program investigated 363 dangerous animal complaints, and quarantined/ tested 1,045 domestic animals for rabies.
- The Vector Control Program inspected over 1,700 standing water sources for mosquito larva and provided surveillance for disease-carrying adult mosquitoes, submitting more than 33,000 mosquitos for testing.
- The Water Protection Program ensured safe water facilities by licensing 731 pools and spas, and by conducting 2,200 routine and complaint inspections. The program also conducted 340 inspections of household sewage treatment systems
- Maternal and Child Health (MCH) Planning and the Strategic Nursing Team (SNT) secured a grant from the Ohio Injury Prevention Partnership Child Injury Action Group to educate childcare center staff about infant safe sleep.
- MCH Planning presented on infant safe sleep presentation at the 18th Annual Maternal and Child Health Epidemiology (MCH EPI) Conference and co-hosted with the 2012 CityMatCH Urban MCH Leadership Conference.
- MCH Planning responded to unsafe infant sleep images and concepts – media advocacy work: including: contacting local businesses using unsafe sleep images in their ads; letters to the editor; and a segment on 10TV.
- The Office of Healthy Neighborhoods addressed the danger of improperly disposed used needles and syringes on the near eastside through Operation Red Box. This project safely collected 138 pounds of needles and syringes.
- The Health Planning Office prepared and distributed a white paper on climate change to CPH and City of Columbus leadership, and an informational overview on the practice of hydraulic fracturing (fracking).
- The Strategic Nursing Team provided educational visits to 198 childcare centers during the Shigella outbreak.

Priority 2: Collaborating to Address Local Gaps in Public Health

- CPH Epidemiologists were involved with every aspect of community health assessment work, including: research, data analysis, editing documents, and participating in discussions of priority needs and strategies.
- CPH Epidemiologists participated in local and state Health Assessments and Health Improvement Plans (CHIP and SHIP), as well as the hospitals’ local community health needs assessment: HealthMap 2013, and the first version of a “Collaborative Assessment of Current Health Services Gaps and Barriers to Care.”
- The Columbus Metropolitan Medical Reserve System (CMMRS) collaborated on multiple exercises within the community.
- Quarterly meetings were held with the CMMRS Committee and the 50 agencies and non-profits that compose the CMMRS group to better understand the important work going on in the Greater Columbus community.
- CMMRS continues to help and support the Columbus and Franklin County Medical Reserve Corp (MRC), as a vital resource to the safety of our residents, including providing to funding to MRC in 2012.
- Cities Readiness Initiative (CRI) at CPH signed the first memorandum of agreement (MOA) with a major corporation in Columbus to allow them to operation a Private Point of Dispensing (POD) during a biological incident.
- A total of 1,618 high risk clients were vaccinated against Hepatitis A and/or Hepatitis B at partner locations, and Hepatitis C screening was provided to 649 high risks clients at partner locations.
- Flu vaccination was provide to 140 clients at the Monday Free Clinic at CPH and 561 people were vaccinated at 24 outreach clinics at city’s homeless shelters.
- The TB Program held three Community partnership meetings, bringing TB stakeholders together to address common issues.
- The Water Protection Program held three Pool Safety Workshops, highlighting the importance of proper water chemistry and general patron safety for pool operators at no cost.
- The Food Protection Program held Food Safety Education classes, training 1,535 food workers.
- The CPH/CNHC Dental Clinic at CPH served 2,719 uninsured dental patients through a total of 3,421 visits.
- The CPH Dental Sealant program screened over 1,400 2nd and 6th graders for dental caries and the need for sealants. Over 1,200 children then received needed sealants.
- MCH programs held several awareness raising events, including: *Healthy Beginnings: Support for Pregnant Women Living with Addition Conference*, with 125 in attendance; the *All Babies Matter....Reducing Infant Mortality Awareness* press conference at the Ohio Statehouse; and the first biennial infant mortality summit, *Turning Up the Volume on Infant Mortality: Every Baby Matters*, with over 900 in attendance.

- The annual Farmers Market held 3 days in August resulted in the redemption of \$63,420 in fresh fruits and vegetables through the WIC Farmer’s Market Voucher Program. Additional 6,000 worth of vouchers were distributed at WIC clinics to use at various markets around Columbus.
- The Child Fatality Review Committee coordinated reviews of 202 child (<18) fatalities in Franklin County and made recommendations to prevent similar child deaths from occurring in the future.
- The Safe Communities program collaborated with key community organizations to address pedestrian safety in different areas of the community, which resulted in a decline in pedestrian fatalities by over 35% from 2011.
- The Office of Neighborhood Social Work provided support to Columbus Fire EMS by handling 128 referrals for physical health concerns, mental health, substance abuse, poor living conditions, and other issues.
- The Office of Healthy Neighborhoods worked with the Ohio Department of Health to gather data and submit a continuation of the Health Professional Shortage Area (HPSA) designation for the west side and a re-designation for the south side.
- The Healthy Places Program reviewed 131 rezoning applications through the Building & Zoning Services Department and made “active living feature” recommendations, resulting in 38% of these applications including active living features.
- The Health Planning Office initiated a Community Health Coordination Project involving over 50 community stakeholders, and developed the Columbus/Franklin County Community Health Improvement Plan.
- The Strategic Nursing Team collaborated with the YMCA of Central Ohio and the Central Ohio Diabetes Association on 5 different Activate Ohio courses, which are 10 week programs that focus on teaching clients about diabetes management.

Priority 3: Empowering People and Neighborhoods to Improve Their Health

- The Outbreak Response Team (ORT) assisted in distributing literature and performing community presentations to multiple groups discussing proper hand-washing and diaper changing, the shigellosis outbreak, and prevention of illness.
- ORT conducted field investigations to child care centers experiencing shigellosis outbreaks to educate them about shigellosis prevention, proper sanitation techniques, and food safety procedures.
- The EPI Team produced several reports and briefs (published on web) including: 2010 Annual Infectious Disease Report; Key Community Health Indicators; Infant Mortality Trends (1990-2010); Sleep-Related Infant Deaths (2009-2011) and Analyses and maps for the Food Mapping Initiative.
- OEP Assisted and helped facilitate the creation and distribution of messages to the community using the Emergency Notification System (Alert, Advisory, Updates) during the Derecho, power outage, and Heat events.
- OEP has increased their use of social media to both provide information to the public and emergency response partners to help educate them about trending or emerging public health threats.
- OEP has given multiple presentations to community groups, universities, and other audiences regarding disaster preparedness and other public health related threats.
- OEP facilitated the development of the CEPAC Annual Report and the Homeland Security Advisory Committee Report.
- CMMRS collaborated with other jurisdictions on a National Leadership Group to determine how to better serve first responders while under significant financial restraints.
- Project L.O.V.E. provided monthly clinics and education for parents to improve timely vaccinations; in communities shown to have coverage disparities.
- The Tuberculosis (TB) Program conducted 5 awareness and education activities for over 150 individuals at high-risk for TB.
- The Immunization Program maintained an immunization return rate of over 85% for children under 3-years-old who were seen at CPH, as compared to 76% for Ohio, and 73% nationally.
- CPH provided a total of 8,422 flu shots this season (10/01/2012-02/05/2013) to adults and children. In school settings, flu vaccinations reached 5,843 students who may not have been vaccinated otherwise.
- CPH provided over 30,112 immunizations to protect Columbus residents against vaccine preventable diseases.
- The SH Clinic provided treatment and/or testing for over 6,750 individuals.
- CPH provided 5,979 patient visits for women for prenatal, GYN and family planning services, and 267 pregnancy tests along with education and linkage to needed services.
- The Sexual Health Promotion team with its community-based partners conducted 3,570 HIV, 915 syphilis, and 1,693 chlamydia and gonorrhea test in community, thus reducing barriers for accessing care.
- The Take Care Down There Columbus campaign was disseminated to promote HIV and STI testing.

- The Sexual Health Team coordinated 245 households that include an individual living with HIV/AIDS. HOPWA services include tenant based rental assistance, short-term rent, mortgage and utility assistance and emergency housing.
- The Rabies and Dangerous Animals Program investigated 50 farm or exotic animal issues, issuing 24 permits.
- The Healthy Homes Program enrolled 104 households in the program to reduce housing related diseases and hospitalizations through education, light home repair, health and safety supplies, and green cleaning products/pest control.
- The Chemical and Physical Hazardous Materials Program processed more than 480 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.
- Chemical and Physical Hazardous Materials responded to four hazardous material incidents and performed 24 on-site audits.
- The Food Protection Program formulated the Food Protection Advisory Committee to provide a forum to partner with licensees, consumers, and other interested parties to promote improved food protection.
- MCH Home Visiting provided 4,197 home visits to new mothers and babies for health assessments and promotion of healthy growth and development, as well as counseling and other support services to families that have lost a child to SIDS.
- MCH Newborn Home Visiting completed a total of 1,242 phone consults to new mothers within the City of Columbus.
- Caring for 2 enrolled 99 pregnant women in maternal/child health services, served 231 parenting women and conducted 2,401 home visits to provide health screenings of new moms and their babies.
- The Caring for 2 Program established the participant group “Mothers Empowering Mothers” (MEM) facilitated by participants. This group works to empower mothers toward healthy decision-making and behaviors.
- WIC completed 170,261 clinic visits, an average of 14,188 per month at our 15 clinic sites.
- CPH provided 120 breastfeeding classes to 549 participants, 11 of which were in provided in Spanish.
- The breastfeeding Helpline received 525 calls from participants needing breastfeeding assistance.
- The MCH Injury Prevention Program conducted 239 safety inspections of in-home childcare facilities and assisted them in providing a safe environment for children.
- The MCH Injury Prevention Program inspected 363 car seats while participating in 19 community car seat check events.
- The MCH Injury Prevention Program protected children by improving the knowledge and skills of 126 parents/caregivers through 33 car seat safety classes, and by distributing 294 car seats.
- The MCH Injury Prevention Program, through Central Ohio Safe Kids Coalition, coordinated an International Walk to School Day event to raise awareness of safety issues around school zones involving 220 children at Highland Elementary.
- The MCH Injury Prevention Program, through the Central Ohio Safe Kids Coalition, provided education on biking, pedestrian and home safety to more than 10,000 children and adults through workshops, media, and events.
- The Safe Communities program reviewed 39 fatal traffic crash reports and made 58 countermeasure recommendations to prevent future deaths from their cause.
- The Safe Communities program worked with local businesses and organizations to coordinate a sober ride home for 377 impaired drivers through the “Central Ohio Safe Ride” taxi voucher program.
- The Alcohol and Other Drug Treatment Program improved ability to access services – approximately 1,346 individuals reported for assessment service.
- The Alcohol and Other Drug Treatment Program reported 67% of persons in treatment achieved 60 days of abstinence while in the program and 91% of clients successfully completed the treatment program.
- Alcohol and Other Drug Prevention Program served 795 children in the YES program, with 87% of the enrolled children developed, improved resiliency skills.
- The Office of Minority Health provided Effective and Empowered Health Care Consumer Training to 289 residents to advocate for their own health care. Train-the-trainer sessions created 34 individuals who can train others in their community.
- The Office of Minority Health coordinated the translation of 139 documents, face-to-face interpretation services for 2,328 people, and telephone interpretation services for 1,189 people ensuring community members with low English proficiency have access to Columbus Public Health’s services.
- The Office of Minority Health completed 25 community outreach initiatives to increase visibility of the local office of minority health and conducted 27 presentations reaching a total of 23,198 community residents.
- The Office of Minority Health provided health education on a variety of health issues tailored to the needs of the Somali Community, holding eleven forums reaching a total of 351 Somali residents.
- The Office of Neighborhood Social Work provided 6,914 community members with information community resources for health care, mental health, prescription assistance, and other needs to improve their access.

- The Office of Neighborhood Social Work provided 15,853 community members with information about education and GED programs, employment, housing, legal assistance, senior resources, utilities assistance, food pantries and other resources.
- The Office of Healthy Neighborhoods facilitated and provided technical assistance to the East Side, North Side, South Side and West Side Health Advisory Committees to educate and empower residents to address neighborhood health issues.
- The Healthy Places Program created four new Art Walks in 2012. Over 25,000 Art Walk maps also were distributed at over 35 community events, the audio tour logged over 1,000 calls, and the website had nearly 2,700 unique web visitors.
- The Healthy Places Program received a NACCHO 2012 National Model Practice Award for Columbus Art Walks.
- The Creating Healthy Communities Project implemented Safe Routes to School activities at six Columbus City Schools impacting approximately 2,200 students
- The Creating Healthy Communities Project conducted Bike Rodeos in partnership with Consider Biking to over 350 students and engaged 60 students and 20 volunteers in Walk to School Days.
- The Creating Healthy Communities Project assisted community gardens in the Hilltop and Franklinton neighborhoods to donate over 8,000 pounds of fresh local produce to local food pantries.
- The Healthy Children, Healthy Weights program assisted 34 child care centers in implementing policies on healthier food, increased physical activity time, and breastfeeding support.
- The Healthy Policies for Healthy Children program assisted 10 community and faith-based organizations in implementing policies for healthier foods, increased physical activity opportunities, and decreasing tobacco exposure for young children.
- The City/County initiative increased the number of community gardens by 150% (14 gardens in 2010 to 35 gardens in 2012).
- The Bike Columbus Twilight Ride increased its participants by 50% from 2010 to approximately 600 riders in 2012.
- Columbus Public Health's Get Active website has seen a significant increase in visits from 55 in 2010 to 42,755 in 2012.
- The Health Planning Program coordinated a three-day Farmers Market, attracting over 5,600 community residents.
- The Strategic Nursing Team provided flu vaccinations in 138 different schools to 5,848 students, and an additional 695 flu vaccinations to adults and children at 69 community sites.
- The Strategic Nursing Team provided the required booster dose of the Tdap vaccine in 36 different schools (33 C CS and 3 Charter) to 489 students entering the 7th grade during the 2012 school year.
- The Strategic Nursing Team provided 9,624 health screenings at 787 sites that serve the vulnerable population.

Priority 4: Building Capacity and Resources for Quality Improvement

- The OEP continues to assist the accreditation efforts of CPH by providing timely information, input to the leadership, and serving as a creative resource if needed.
- EPI helped to gather documentation for measures in 5 different domains in preparation for accreditation process
- CPH taught 20 immunization and injection technique classes to 593 student nurses and medical assistants.
- Sexual Health Promotion launched the Coalition for Sexual Health to promote, implement, and evaluate sexual health education and programs for youth and young adults.
- Sexual Health Promotion team educated local healthcare providers by providing a Sexually Transmitted Disease Awareness Workshop with over 80 individuals in attendance.
- EH achieved a continued status for CPH as an "approved health district" from the Ohio Environmental Protection Agency and from the Ohio Department of Agriculture.
- EH management developed revised quality assurance tools for auditing and evaluation environmental health staff in the field.
- The CPH Dental Clinic and CNHC Dental program helped establish that Dentists CareConnection (DCC) to provide needed dental extractions to uninsured individuals, serving 158 residents from June - December.
- The Alcohol and Other Drug Treatment and Prevention Programs reduced the wait time for initial client contact to intake from 21 days to 72 hours.
- The Alcohol and Other Drug Treatment initiated services for assessment and treatment of gambling addiction.
- The Creating Healthy Communities Project established a Smoke Free Housing Network of over 40 property managers, landlords, and housing industry partners.
- The Strategic Nursing Team taught four Communicable Disease Prevention classes to 140 different childcare providers.
- MCH Program assisted the Council on Healthy Mothers and Babies (COHMAB) in receiving funds to provide safe sleep surfaces for 85 Columbus families.

RECREATION AND PARKS DEPARTMENT
2012 ANNUAL REPORT

2012 INTRODUCTION TO COLUMBUS RECREATION AND PARKS

The Columbus Recreation and Parks Department was first created 102 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.

ADMINISTRATION DIVISION

Central Ohio Area Agency on Aging

The Central Ohio Area Agency on Aging (COAAA) provided health and social services to older adults and families throughout an eight-county area. Some of those services included assisting 5,619 participants enrolled in the state's *PASSPORT* program, and serving 19,337 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 partnered with the Franklin County Office on Aging and assessed 2,450 older adults through the Senior Options program, and provided case management services for 1,566 individuals.

COAAA, along with two other area agencies and four hospitals, were awarded a grant to reduce hospital readmissions for Medicare beneficiaries, entered into a new contract to provide hospital transition visits to 675 existing Medicaid Care Source Managed Care members, and provided guardianships to 92 individuals through the Volunteer Guardian Program. In addition, COAAA continued its commitment to give Medicare assistance, offered one-on-one counseling to 1,130 people, and delivered 32 group outreach presentations along with 175 health and wellness seminars and 24 workshops for professional development.

The agency also collaborated with the Franklin County Agency on Aging for the second annual *Senior Living Festival* which attracted 1,700 participants and 150 vendors, partnered with Life Care Alliance to administer the *Senior Farmers Market* coupon program which served 4,586 people in six Central Ohio counties, and hosted the 37th annual *Ohio Senior Hall of Fame* ceremony.

Development

Development staff continued to establish the groundwork for The Columbus Recreation and Parks Foundation Fund at The Columbus Foundation as a non-profit support organization to focus on keeping youth safe, health/nutrition/wellness, and accessible green space. Development also created Power of Philanthropy online profile at The Columbus Foundation so that anyone can make a donation to the department on any day, at any time.

In 2011, staff also made connections with more than 25 new businesses and organizations, conducted 15 meetings with potential donors to cultivate, educate and develop relationships. As a result, \$25,000 was donated to the department's Foundation Fund, and another \$13,500 was received in cash sponsorship/donations for the department along with \$42,314 toward in-kind support.

The Development Section raised \$53,746 for the Private Leisure Assistance for Youth (PLAY) fund through the annual *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 \$65,564 in PLAY grants to 5,500 participants.

Volunteers continued to be a major component of the department. In 2012, citizens contributed 11,926 volunteer instances for a total of 105,917 volunteer hours at a value of \$2,208,377.

Technology also played an important role for the department. The department's first electronic newsletter went out to 34,933 recipients in an effort to inform participants, and prospective donors and sponsors about accomplishments and upcoming activities within the department.

Fiscal

Due to the succession plan implemented in 2011, the Fiscal Section was easily able to transition into the hiring of a new Fiscal Manager as the former Manager retired toward the end of 2012. The use of online registrations continued to grow by bringing summer camps and reservations for shelter houses online thereby reducing the amount of cash and credit card receipts necessary for deposits to the City Treasurer.

As part of its daily functions, the Fiscal Section also presented the 2013 department budget, three quarterly reports, and a three-year financial plan. In addition, the section processed 13,000 invoices, paid 600 utility bills monthly, resolved 144 desk telephone and 200 cell phone issues, and posted 80 items for bid through vendor services. The section also processed 280 contracts and purchase orders, oversaw 700 individual service agreements, administered \$4 million in grant funding, and managed \$9 million in supplies in services, \$33 million in capital improvements, and \$3.5 million in special/permanent improvement funds.

Golf

During 2012, the Golf Division collected \$4,385,350 in revenues and from that, paid the city \$262,025 toward debt service and pro rata. In addition, there were 200,837 rounds of golf played at the department's seven courses, which were impacted by record-breaking heat and lots of rain in the fall.

Airport Golf Course remained closed throughout 2012 due to the Columbus Port Authority's runway expansion project funded by the Federal Aviation Administration to allow airplanes to simultaneously take off and land on the two runways located at Port Columbus International Airport. This meant that the landing lights located on the adjoining Airport Golf Course had to be moved and subsequently, 12 of the course's 18 holes were renovated. The course will open in May of 2013 with the integrity of the original Jack Kidwell design, but with a modern twist for the 21st century golfer designed by the nationally-renowned golf course architect Dr. Michael Hurdzan.

From a business standpoint, the division ended its second year with a negative balance. Therefore, the decision was made to close Walnut Hill Golf Course because it had the least amount of rounds, the full-time staff would be able to be absorbed at Turnberry Golf Course, there was no catering contract to terminate, and because the pro shop and maintenance facility were in dire need of significant renovations. Thus, along with some other cost-saving measures, it is anticipated the division will once again be able to sustain itself in 2013.

On a more positive note, the division hosted 142 junior golfers – 68 girls and 74 boys – who played 1,562 rounds of golf in 11 events as part of the *Greater Columbus Junior Tournament Series*, 90 men who played in the *Greater Columbus Men's Amateur Championship*, 31 women who participated in the *Greater Columbus Women's Amateur Championship*, and 64 players who took part in the *Greater Columbus Senior Tournament Championship*.

Human Resources

The Human Resources Section had several transitions in 2012. There were two retirements including the Section Administrator and the Payroll Clerk, the Human Resource Analyst was promoted leaving a vacancy in that position, and another staff member was promoted to Human Resource Representative.

In the midst of these moves, the section worked with the Central Ohio Workforce Investment Corporation (COWIC) on an employment program for persons with criminal records, completed new the hiring of 300 new part-time and full-time positions, and assisted with the paperwork for 15 retirees at the end of the year.

Human Resources also assisted a number of sections with the reclassification of current employees in which many of these employees had been improperly classified for years, started the process of investigating time and attendance systems, eliminated inactive employees from payroll, handled 80 investigation/discipline proceedings, and implemented the use of a new background check machine and ID machine.

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 2012.

Permits collected \$559,091 from shelter house revenues, which were an increase of 19.2 percent over 2011; those facilities are North Bank, Griggs, Antrim, Big Walnut, Big Run, Westgate, Goodale, Whetstone, Wolfe, and the Retreat at Turnberry. In addition, renovations to the Westgate Shelter House were completed which increased the seating capacity to 175, and revenues for the athletic complexes (Big Run, Bill McDonald, Cleo Dumaree, Berliner and Willis) totaled \$327,916 which was down 13 percent from 2011 due to extensive renovations (new flooring, ventilation, structural upgrades, lighting, and painting) at McDonald and Willis in which those facilities were closed.

The section also effectively conducted the public boat dock lottery and obtained \$237,715 in revenues which was a 1.5 percent increase over 2011 for the marinas at the three city reservoirs, worked with the city's Division of Power and Water and the Division of Police on waterway issues, issued 229 special activity permits and 104 special event permits, 150 block party permits, 181 alcohol permits, and 41 marine permits.

Planning and Design

During 2012, Planning and Design oversaw the department's \$36,430,200 capital budget which was used for land acquisition, park and trail development, facility renovations, and new builds. The year began with just over \$14 million in existing cash from 2011 while working toward completion of several major projects. The existing funds were depleted by spring and a new bond sale increased to budget to \$26,205,000 and an additional \$10,430,200 of capacity expenditure. The section processed around \$21,345,000 worth of invoices for work completed in 2012 which is up \$13,970,000 from 2011.

Warranty work on the first phase of the Scioto Mile along the downtown riverfront continued, as well as the completion of the park areas around the new Rich Street Bridge, and starting the plans for the second phase of the Mile with the Scioto Greenway that will add 30 more acres of park space along the Scioto River.

The section also worked on two community playgrounds at Cooke and Lincoln Parks; new playground equipment at Schiller Park; playground improvements at Beatty, Chaseland, Dodge, Goodale, Greene Countrie, Independence, Lazelle, Millbrook, Pingue, Portman, Rhodes, Sullivant Gardens, Thompson, and Woodward Parks; and playground design work for

Berliner, Hauntz, Thompson, Whetstone, Hanford, Independence, Lindbergh, Summitview, Fairwood, Kenlawn, Reynolds Crossing, Northgate, McKinley, Moeller, and Martin Parks.

The construction of a new dog park was completed on Godown Rd. in conjunction with the city of Worthington, the installation of a new sculpture in the Goodale Park pond in partnership with the Friends of Goodale Park was finalized, and phase one of Livingston Park improvements in cooperation with Nationwide Children's Hospital and the State of Ohio were done as well. Shelter renovations were completed at Brookside Woods, Flint, Innis, Maloney, Scioto Woods, and Westgate, while a new loop walking path was added to Hard Road Park along with new parking, a playground, open fields for soccer, and landscaping. Other parks that had improvements done included Portal, Blackburn, Chatterton, Westgate, Thompson, Antrim, Brevoort, Innis, Berliner, Whetstone, English, and Cedar Ridge Parks.

On behalf of the department, the Planning and Design received a \$1.610 million grant from the federal Urban Infrastructure Recovery Fund for Eastmoor Little Broad, Deshler, Martin, Hanford Village, Glen Echo, Westgate, and Harrison West Parks and Trails.

Relative to large facility projects, roof replacements and repairs were done on 25 buildings – Beatty, Barack, Carriage Place, Driving Park, Glenwood, Krumm, Marion Franklin, Sawyer, Schiller, Sullivant Gardens, Tuttle and Woodward Park Recreation Centers; the Alum Creek and Linden Maintenance Facilities; the Indoor Swim Center and Tuttle Pool; the Cultural Arts and Columbus Performing Arts Centers; Berliner Park shelter house, and Mentel Memorial Golf Course pro shop. New HVAC systems were added to Woodward and Far East Recreation Centers and the Antrim Shelter House, while air conditioning additions were done at Barnett, Lazelle and Marion Franklin Recreation Centers.

Other facility improvements included new windows, doors and floors at Carriage Place, Douglas, Howard, Barack, and Linden Recreation Centers, as well as a complete overhaul of the Milo Grogan Recreation Center. In addition to Milo Grogan, Dodge Pool and all of its amenities were replaced, as well as the bathhouses at Marion Franklin and Windsor Pools.

The section also added 3.25 miles of dedicated trail including Riverside to Fifth Ave., Fifth Ave., and Camp Chase. There were 1.1 miles of stream and floodplain restored as part of the second phase of the Clover Groff restoration, along with the first phase of the Clover Groff Mudsock Trail. Within the center of the city, there were improvements to the Goodale Street Bridge, a downtown bicycle bridge parallel with the Scioto Greenway project, and the Harrison West extension and connector. Along the Alum Creek Trail, there was work done on the Brittany Hills extension, the Sunbury to Brittany Hills, portions of the Innis Park extension, the Cooper Park connector, Ohio Dominican to Brittany Hills, and the engineering for the Wolfe Park/Academy Park suspension bridge that was built in 1920.

Parkland acquisition included 1.1 acres for the Wynstone Park extension, and 164.31 acres of new parkland for future development. The section also evaluated 70 zoning cases, reviewed 60 City Council variances, managed 90 lease and 64 MOU agreements, inspected 280 properties, and identified 164 encroachments and resolved 125.

PARKS DIVISION

Building Maintenance

Lincoln Pool was reopened with a great deal of effort from the Building Maintenance Section, which included numerous work orders to address repairs because the pools had been closed for three years. In addition, three long-awaited vacancies were approved to be filled which helped operations and productivity with one of the positions being assigned to work a Tuesday-Saturday afternoon/early evening shift for improved customer service internally, and lots of support was provided for special events and athletic tournaments.

Park Maintenance

Park Maintenance staff worked to once again support the Mayor's *Neighborhood Pride* program in Alum Crest, Sharon Heights, Cross Creek Village, and Willis Park; installed in the early spring and removed in the late fall the docks at Griggs, Hoover and O'Shaughnessy Reservoirs; participated in the annual city employee volunteer clean-up campaign that took place in the Franklinton area; targeted many homeless camps in the Greenlawn Avenue area; coordinated the largest volunteer community project with The Vineyard Church in conjunction with the city's bicentennial in which more than 500 volunteers mulched and cleaned 25 parks on a single Saturday in August; held multiple employee "blitz" days to work on several projects including Krumm Park, Smith Farm Park, playground mulching, preparation of Schiller Park for President Obama's campaign visit, and some honeysuckle removal. Vacancies were also filled in Park Maintenance including a Playground Supervisor and a Supervisor for the Linden Zone, and the mowing rotation improved overall from 21 days in 2011 to only 14 days in 2012.

Forestry/Horticulture

For the 33rd consecutive year, the department received the national *Tree City Award* from the National Arbor Day Foundation with the annual *Arbor Day* celebration taking place at Forest Park East in conjunction with Parkmoor Elementary School. By year's end, 8,434 ash trees had been removed since 2010, an additional 3,404 ash trees have been marked for removal, and 358 are being treated with chemicals; it is estimated that there are 30,000 ash trees on city property. In addition, the section also planted 4,238 trees and pruned 2,941.

Another one of the highlights of 2012 was the continuation of the Columbus Ecological Restoration Program otherwise known as CERP. This program started in 2011 as a way to help residents' combat invasive species in parks, but also to restore the eco-system. In 2012, 360 volunteers donated 1,440 hours of time to help spray 6.59 acres with herbicide, and to clear 13.16 acres of honeysuckle, which, in turn, was chipped into 425.5 cubic yards of mulch that will be used around play equipment in parks throughout the city. City-owned properties impacted by CERP included Tuttle, Side by Side, Rhodes, Island View, Griggs, Glenwood, Adena Brook, Whetstone, Sharon Meadows, Harrison West, Holton, Clinton Como, Teaford, Kenny, Anheuser-Busch, and Beechwood.

Warehouse Operations and Safety

The Warehouse Operations had 4,222 customers, filled 2,076 requisitions, delivered 4,408 tables and 26,191 chairs, completed 389 bi-weekly deliveries, issued 529,499 items, and made 177,998 copies of various promotional materials for department personnel. The section also hired a part-time Safety Manager who conducted 13 safety audits, and developed a safety training matrix on topics such as performance appraisal, electricity, evacuation procedures, hazardous material handling, safe lifting procedures, hand protection, cold weather safety, and proper chainsaw and chipper operations.

RECREATION DIVISION

Application for Pride, Purpose and Success (APPS)

In 2011, Mayor Coleman introduced the APPS program as a way to enrich the lives of youth, ages 14 – 21, by connecting them to programs focused on building life skills, character development, jobs, post-secondary education, and by further enhancing the recreational programs the department currently provides.

The goals are to reduce youth-involved violence, address the root causes that lead youth to join or associate themselves with gangs, to reduce gang involvement by youth at the highest level of risk, improve the relationships between community members and law enforcement, respond to youth-involved incidents to decrease potential retaliation, promote positive youth development, and to focus efforts in communities with the most needs.

During 2012, attendance at the four APPS sites (Linden, Beatty, Barack and Glenwood Recreation Centers) increased by 32 percent and serving 3,899 youth during its summer programming, worked with Henkels & McCoy Juvenile Re-Entry Program to provide employment training, received a donation from Microsoft for computers that were placed at Linden and Glenwood Recreation Centers, and implemented Cap City Nights which was a pilot initiative in four neighborhoods to bring together area residents for an evening of entertainment, food and fun which was a huge success and one that will be expanded in 2013.

In addition, APPS personnel also effectively intervened with youth at several large events including Juneteenth, Red White & Boom, the Ohio State Fair, and at high school football games. Staff was also successful in enrolling 57 youth gang members in case management and providing programming such as ping pong, basketball, volleyball, dance, boxing, art, cooking, and tutoring.

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 2012, the center presented 16 various mediums including painting, drawing, printmaking, life drawing, weaving, beading, surface design, copper enameling, bronze casting, bookmaking, ceramics, sculpture, jewelry, stone carving, kinetic sculpture, and plein air classes. The center also taught 75 classes for 4,147 students, scheduled eight main hall and 12 loft gallery exhibits, and 48 weekly *Conversations and Coffee* to the delight of 1,440 attendees.

In addition, the Cultural Arts Center produced a major bicentennial event with 1,500 artists titled *ARTIST informal* that created a *1,000 Faces Exhibit* and an artist's time capsule to celebrate the city's art scene, generated \$19,253 in sales through its gift shop, hosted 15 weddings and 18 other facility rentals, and accommodated three external arts organizations for their monthly meetings.

Community Recreation

Far East Recreation Center held its first *Bicycle Rodeo* for 52 kids who each received a bike helmet from the Columbus Division of Police and a toy from the Mid-Ohio Food Bank; Carriage Place Recreation Center partnered with the Grandview Heights and Dublin Parks and Recreation Departments for the Carriage Place Theatre who performed several plays including *The Importance of Being Earnest*, *Alice in Wonderland*, *Three Musketeers*, *Little Women* and *Man of La Mancha*; Carriage Place also coordinated the local and statewide *Punt, Pass and Kick* competition and the *Pitch, Hit and Run* contest; Schiller Recreation Center hosted President Obama during the 2012 presidential campaign in September; Lazelle Woods Recreation Center held a *Pesto Challenge* to promote their community garden, and they collected 553 pounds of food to donate to the Worthington Food Pantry; Beatty Recreation Center brought back competitive boxing to the center by hosting the first inter-state boxing show since 2005; *Fall Harvest Jamboree's* theme was *This Little Piggy Went to Smith Farm* to focus on the benefits of pigs; Indian Mound Recreation Center began their newly formed Teen Club for ages 12 – 17 with an emphasis on volunteerism, mentoring, coordinating special event trips; Whetstone Recreation Center had over 900 participants in their fall

and spring soccer leagues, increased their weekly classes from 120 per session in 2011 to 150 in 2012, and hosted several special events including a *Gingerbread House* workshop for 240 kids, and the *Clintonville Arts Guild Sale* which raised more than \$21,000; Barack Recreation Center held a *Breakdance Exhibition*, a baseball clinic for 90 kids and a football camp for 100 youth; Dodge Recreation Center hosted a *Veterans' Day Luncheon* for 90 seniors; Glenwood Recreation Center partnered with the Asian Community Group to conduct field trips for 75 kids including outings to COSI and the Columbus Museum of Art; Marion Franklin Recreation Center celebrated the city's 200th anniversary with a community birthday party and the center also formed the *Men in Black* senior men's line dancing group in which the 18 members performed at many places throughout the city; Westgate Recreation Center coordinated its Summer Rec Club with trips to COSI, Darby Creek Metro Park, USA Skating and the Popcorn Factor, and the center reintroduced its Adult Table Tennis Club; Sullivant Garden Recreation Center held its first *Spaghetti Dinner for the Arts* and raised over \$500 for their arts programs; and the department's youth Hockey Club had six teams compete in the *Columbus Cup*, organized a junior varsity team of high school students that played in the Capital Hockey Conference, assisted the Columbus Blue Jackets to host the *Street Jackets Tournament* at Barack Recreation Center, held the first ever *Girls Hockey Weekend* and the second annual *Try Hockey For Free* at the Ohio Expo Center for 48 boys and girls between the ages of 4 – 8.

Lincoln Pool opened for the first time since 2008, there were 230,000 visitors to the seven outdoor swimming pools, and 2,450 youth took advantage of the free swimming lessons while 417 kids joined the summer swim teams, and 170 individuals took part in the *Discover Boating* classes at O'Shaughnessy Reservoir.

Outdoor Education successfully contacted three summer camps for 1,874 children, two winter camps for 70 kids, 90-minute archery classes for 110 students, held several special events including a spring clean-up with 86 volunteer helpers, the *Creatures of the Night* for 47 participants and a *Haunted Overnight campout* for 22 very brave youngsters, and raised \$251,285 in revenues.

Therapeutic Recreation was awarded a \$10,000 Olympic Opportunity grant to purchase equipment and adaptive devices for disabled veterans, held its first *Swim-A-Thon* to raise money for travel expenses for its swim team, raised money for athletes to participate in the *National Paralympic Boccia Tournament* in Chicago, coordinated its annual *Four Foot Hoops Wheelchair Basketball Tournament* for 55 athletes, hosted the *Paralyzed Veterans of America Wheelchair Basketball* and the *Quad Ruby Tournaments* with teams from across the Midwest, and partnered with Quest, the Wylie P. Chalmers Ambulatory Care Center for Veterans, the Ohio School for the Deaf, and the Franklin County Board of Developmental Disabilities to provide recreational and social programming for those with special needs throughout the community.

The Capital Kids program that helps elementary-aged kids focus on their education maintained a 90 percent level of satisfaction with participants' reading success, continued an 80 percent parental involvement level, and retained the 90 percent attendance standard at all four sites. Cap Kids also participated in the *Cap City Half Marathon*, were highlighted on the federal C-SPAN television station, continued their community garden projects at all four locations, and created the City Leaders program for middle-school students to mentor youth on leadership skills including hosting a citywide youth summit.

Special Events

The Special Events Section once again successfully coordinated the 33rd annual *Jazz & Rib Fest* in the Arena District with 48 food and merchandise vendors, and 258 musicians for the enjoyment of an estimated crowd of 300,000 people over three days. The section also produced three free programming series designed to reach an array of ages, demographics and interests including *Rhythm on the River*, *Movies on the Mile*, and *Fountain Side* for an estimated audience total of 20,000, raised \$568,447 from sponsorships and grants, and received \$300,000 toward in-kind goods and services.

The section also provided financial support totaling \$30,000 to 14 qualifying non-profit organizations for special event production, permitted 104 events coordinated by community organizations, assisted the Short North Foundation with the production of six concerts at the *Short North Summer Concert Series*, collected \$2,130 for the *Empty Bowls* project to benefit the Mid-Ohio Food Bank at the holiday *Grand Illumination* which included 240,000 lights in Bicentennial Park and the Scioto Mile, hosted citywide planning meetings for 18 of the largest public special events, conducted marketing and public relations campaigns with a focus on electronic media and social networking in which the Scioto Mile Facebook page had 4,627 likes (a 57.5 percent increase) and the *Jazz & Rib Fest* Facebook page with 6,083 likes (a 65 percent increase), and developed the *Schedule of Events* announcing dates and locations for more than 63 community events.

Sports

Berliner Park was once again the crown jewel among the department's athletic complexes in hosting leagues and tournaments in the areas of adult softball, baseball, fast-pitch softball, football, and rugby. New upgrades to the park included adding artificial turf to eight diamonds, lighting that can be accessed through the internet, and three playground renovations. Special events at Berliner included collecting 350 pounds of food and \$1,750 in donations for the Mid-Ohio Food Bank, and the annual *Spring Fling*, *Nite Owl*, *Screwball*, and *Heart of Ohio* softball tournaments.

The Sports Section also successfully managed summer and fall softball leagues, three seasons of football, three seasons of volleyball, and three seasons of basketball for adults.

The section also implemented Mayor Coleman's Youth First Grant Program to provide funding to organizations that provide sports programs for middle school students. In the summer of 2012, \$17,250 was awarded to nine organizations that were then able to provide free or reduced fees to 395 middle-school age youth.

**PUBLIC SAFETY DEPARTMENT
2012 ANNUAL REPORT**

DEPARTMENT OF PUBLIC SAFETY 2012 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

Accountability Committee

Met with City Accountability Committee in September 28, 2012 to review performance of Public Safety on overtime expenditures and civilianization efforts for 2012.

Chief Selection process for Police and Fire

The Mayor and Safety Director had the responsibility of appointing a new police chief and a fire chief. A selection committee was appointed for each division. The committee interviewed each of the candidates that applied and provided feedback to the Safety Director regarding the strengths and weaknesses of each candidate. Once the final selection was made, media events were held to announce each of the appointments.

Community Festivals

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

Community Safety Initiative (CSI) (Summer Strike Force)

Police personnel, both uniformed and plain clothes, developed a summer safety program to reduce violence in Columbus neighborhoods beginning June 10 and ending September 1, 2012. During the twelve week period, officers made 451 felony arrests, 416 misdemeanor arrests, recovered 75 guns and issued 670 traffic citations.

Coalition for a Nonviolent Columbus (CNC)

The CNC partnered with Friends of the Community Relations Commission to distribute nearly \$45,000 in neighborhood seed grants to 54 local civic associations, block watches, faith-based organizations and non-profits.

"Do Not Buy from Convicted Thieves" List

The Property Crimes Bureau expanded the "Do Not Buy from Convicted Thieves List." Between January and August, each clerk of court from Franklin, Delaware, Licking, Fairfield, Pickaway, Madison and Union counties send a quarterly list to Columbus Police of those individuals who have been convicted of a theft offense. The list is then issued to every pawn shop and scrap yard in the city in an effort to reduce the financial incentive for thieves to steal.

E 911 Funds

Approximately \$2.1 million in wireless 911 funds was secured from Franklin County for use by Police and Fire for call center and other communications expenses. An additional \$1.8 million was received for use in capital improvements related to Next Generation networking. The Ohio legislature renewed the fee for 2013 and beyond.

Food Truck Legislation

Public Safety, along with representatives from several departments, have begun drafting legislation that would regulate food trucks in the city of Columbus. We are currently waiting on approval from City Council to implement a pilot project that would allow food trucks to operate at designated metered spots on a first come, first serve basis. The goal is to have legislation to council by fall 2013.

Neighborhood Safety Cameras

SimplexxGrinnell installed 46 additional cameras in Hilltop, Mt. Vernon and Linden and Livingston Avenue areas as part of Mayor Coleman's Neighborhood Safety Camera Pilot Project. Public Safety will continue to monitor and evaluate the program as it moves forward.

Nuisance Abatement Group

Approximately 114 business inspections were conducted through the city Nuisance Abatement Group (NAG) in conjunction with Health and Code Enforcement. Approximately 386 warnings for minor violations and 412 cites/orders to repair were issued. These inspections are driven by community concerns, and have a direct impact on quality of life issues in our neighborhoods.

Pedicab Legislation

Public Safety let an initiative to create legislation that would require pedicabs to be licensed in the city of Columbus. A subcommittee made up of representation from Public Safety, Support Service and City Council met with pedicab owners to develop legislation that would meet the needs of the city and the industry. The legislation is expected to be completed and passed by City Council in April 2013.

Photo Red Light Expansion

Eight photo red light cameras were installed bringing the total of red light enforced intersections to 38 to complete the expansion project. There were 64,493 red light citations issued and 2,087 citations were issued in school zones by the mobile speed units.

Police Contract

Safety was able to negotiate and sign a contract with the FOP in October.

Police/Fire Retreat

Public Safety hosted a one-day retreat for all police and fire command staff. This was an opportunity for police and fire leadership to network and participate in a table top exercise to enhance coordinated efforts. Dr. Stephen Douglas, the police and fire psychologist, spoke about the leadership and Mr. Hugh Dorrian spoke about importance of responsible budget management and taxpayers' dollars. CME Credit Union sponsored the retreat by providing breakfast and lunch.

Tornado Warning Sirens

Working with Franklin County Emergency Management & Homeland Security, Public Safety added ten additional tornado sirens in the City of Columbus. To date, there are 76 tornado sirens in the City of Columbus. Public Safety has plans to add as many as fourteen additional sites in 2013, with approximately eight using grant funds.

Truancy Program

Police have been working with the YMCA for several years addressing the issue of truancy. During the 2011/2012 school year, officers removed 2,522 truants and filed 579 charges. During the summer of 2012, truancy officers attempted to serve 1,300 outstanding juvenile warrants, resulting in 69 misdemeanor and 168 felony arrests. To date during the 2012/2013 school year, officers have removed 1,717 truants and filed 368 charges. This program has been successful in reducing property crime during the daytime hours.

Vehicle for Hire Legislation

Public Safety led the initiative to completely rewrite all vehicle for hire codes to improve industry standards in the city of Columbus. A subcommittee was created with representation from Public Safety, Support Services and City Council to review, update and create standards that would improve safety standards and create a more professional industry. The committee met with the Vehicle for Hire Board and a subcommittee representing the independent drivers to address concerns and gather feedback. All seven codes are expected to be completed and passed by City Council in April 2013.

DIVISION OF POLICE

- Appointed new Chief of Police
- The Helicopter Unit became the first aviation unit in the United States to be accredited through the Airborne Law Enforcement Association
- A police recruit class of 29 graduated in June 2012. The class received the highest state certification examination score ever received by a Columbus police recruit class. The average score was 89.45; the high score was 98.45
- A police recruit class of 50 began training in July 2012
- Purchased and installed 115 new desktop computers
- Purchased and installed 75 new laptop computers into cruisers

- Purchased and launched a new Report Management System
- Took delivery of 4 unmarked Ford Taurus vehicles
- Took delivery of 3 transit connect vans
- Took delivery of 1 Ford E-150 van
- Took delivery of 33 covert vehicles
- Took delivery of 73 Ford Fusions
- Took delivery of 75 Crown Vic cruisers
- Took delivery of a new MD 500 helicopter
- Took delivery of a new SWAT mobile command vehicle
- Took delivery of a new SWAT equipment truck
- Took delivery of one custom van for the driver's training program
- Ordered six new Freeway vehicles
- The Community Liaison Section participated in several National Night Out events on August 7th

DIVISION OF FIRE

- Appoint a new Fire Chief
- Received international reaccreditation through the Center for Public Safety Excellence (CPSE)
- Graduated a class of 31 firefighters in July 2012
- Started a recruit class of 35 in December 2012
- Began an EMT-Paramedic course
- Took delivery of three (3) ladders
- Took delivery of five (5) heavy rescues
- Took delivery of fifteen (15) Battalion Chief SUVs
- Order fourteen (14) medics to be delivered in 2013
- Began site demolition and remediation for construction of replacement of Fire Station 2 on Greenlawn Ave
- Began architectural design of Fire Station 2 scheduled for Greenlawn site (construction begins in 2013)
- Updated front-line engine companies with color-coded lightweight hose and nozzles
- Continued implementation of Visual Fire, software used to improve record management
- Reevaluated the use of staff administrative vehicles and implemented a pool-car system
- Purchased new fit-test system for SCBA facepieces
- Started using FirePoint (DoT based system) for scheduling of fitness evaluations and physicals
- Implemented two (2) peak demand Medics for summer 2012 high-volume, heat-related days
- Utilized peak demand Medics for casino opening weekends starting in October 2012
- Participated in "Heat the Town", which identified needs for smoke and carbon monoxide detectors installations in elderly and low-income at-risk housing
- "Hot Spot Initiative" allows high hazard businesses and buildings to be tracked more efficiently between the Fire Prevention Bureau and Building Services

DIVISION OF SUPPORT SERVICES

- Awarded E911 funds through the County to upgrade the current 911 system to make it Next Gen ready
- At the request of CM Mills, finalized a fuel quality testing pilot program to assure consumers that they are receiving the grade and quality gas they are purchasing
- Purchased \$600,000 in new 800 MHz radios
- Began FCC mandated rebanding of the City of Columbus radio system and all of its mobiles and portables
- Implemented an automated false alarm system that gathers data on police and fire alarms

2012 ACCOMPLISHMENTS

Personnel/Staff

- Appointed new Chief of Police
- Police graduated 29 recruits in June
- Began police recruit class of 50 in July
- Appointed new Fire Chief

- Fire graduated 31 firefighters
- Began Firefighter recruit class of 35 in December
- Began EMT-Paramedic training course

Accountability/Recruiting/Training

- Met with representatives of the Mayor's City Accountability Committee to review Public Safety performance on overtime and civilianization efforts
- Police Property Crimes Bureau hosted a Counterfeit Goods Conference, Time Warner Theft Conference (cable theft and IP cloning), and Ohio Regional Organized Crime Coalition's first annual conference, which establishes the beginning of loss prevention and law enforcement tracking organized retail thefts
- The Police Recruiting Unit:
 - Participated in the Diversity Recruiting Council, which is made up of 13 community members who assist in police and fire diversity initiatives
 - Participated in the Police Applicant Study Sessions to assist limited English proficient applicants with test preparation to further develop grammar, writing, and oral skills
 - Started Get Fit and Informed sessions to assist police applicants in preparing for the entry-level physical fitness test, stress test and academy entry standards
 - Worked with the Mayor's Office, Civil Service Commission and Fire Recruiting to develop branding standards for police and fire recruiting
 - Started the Student to Officer Program (STOP) to mentor high school seniors or recent graduates to ride with veteran police officers and develop the interest in policing as a career field

Technology/Equipment

- Installed 46 cameras in five neighborhoods as part of the Neighborhood Camera Pilot program
- Installed 8 Photo Red Light cameras as part of an expansion
- Police purchased and installed 75 new computers into cruisers
- Police purchased and launched new Report Management System
- Police took delivery of 4 unmarked Ford Taurus vehicles
- Police took delivery of 3 transit connect vans
- Police took delivery of 1 Ford E-150 van
- Police took delivery of 33 covert vehicles
- Police took delivery of 73 Ford Fusions
- Police took delivery of 75 Crown Vic cruisers
- Police took delivery of one custom van for driver's training
- Police took delivery of a new MD 500 helicopter
- Took delivery of a new SWAT mobile command vehicle
- Took delivery of a new SWAT equipment truck
- Police ordered six new vehicles for Freeway Patrol
- Fire took delivery of three (3) ladders
- Fire took delivery of five (5) heavy rescues
- Fire took delivery of fifteen (15) Battalion Chief SUVs
- Fire ordered fourteen (14) medics to be delivered in 2013
- Updated front-line engine companies with color-coded lightweight hose and nozzles
- Continued implementation of Visual Fire, software used to improve record management
- Purchased new fit-test system for SCBA facepieces
- Started using FirePoint (DoT based system) for scheduling of fitness evaluations and physicals
- Installed ten (10) new tornado sirens in the City of Columbus

Facilities

- Renovations of the Property Room continued in 2012 and were completed in early 2013
- Design of the Crime Lab continued
- Completed indoor shooting range renovations
- Design for Police HQ plumbing improvements completed
- New carpeting was replaced on several floors at Police HQ.
- Police HQ HVAC renovations completed

- An obstacle course was completed for police recruit fitness training and scenario-based officer interaction training
- Fiber connectivity was added to Zone 5 Midwatch substation, 7 substation, 15 substation and the Court Liaison Section
- Minor renovations were completed at 1 and 18 substation
- Design of a vehicle skid pad for police and fire is underway using property next to Police Academy
- Began site demolition and remediation for construction of replacement Fire Station 2 on Greenlawn Avenue
- Began architectural design of Fire Station 2 scheduled for Greenlawn site (construction begins in 2013)
- Completed design contract to replace windows in 12 fire stations
- Upgraded interior lighting was completed in 26 fire stations
- Roof replacement at Fire Station 23
- Renovations were completed at Fire Stations 8, 16, 21, and 23
- Completed pavement restorations at Fire Stations 3, 11 and 32
- Constructed an access road for Fire Station 25 as part of the OSU medical building construction
- Completed the design to replace generators at Fire Stations 2, 4, 8 and Fire Administration
- Contracted capital funds to upgrade the security and identification system at the Fire Administration Complex on Parsons Avenue
- Working on a design to replace the hot water boiler at the Fire Training Academy
- Replace Rhodes Tower HVAC equipment to support equipment on the 800 MHz radio system for Support Services

Accomplishments

- Police Helicopter Unit became the first aviation unit in the United States to be accredited through the Airborne Law Enforcement Association.
- Police developed a series of scenario-based training platforms that follow lecture-based training for in both recruit and advanced training arenas that also incorporate Core Values and ethics into the decision-making and performance measures
- Police Property Crimes Bureau expanded the “Do Not Buy from Convicted Thieves List” to include Franklin, Delaware, Licking, Fairfield, Pickaway, Madison and Union counties. The list is issued to every pawn shop and scrap yard in the city in an effort to reduce the financial incentive for thieves to steal.
- Police Property Crimes Bureau established Operation Ten Fifty, a partnership with the Franklin County Common Pleas Clerk of Courts. Each week they will send indictments from the previous week so that they can be posted on the patrol portal.
- Six local Police Chiefs, including Chief Jacobs, held a press conference to alert the public of a law enforcement working group to combat organized thieves who target thefts from auto and burglaries to support drug habits. First time in history that this many Central Ohio police chiefs held a joint press conference to discuss crime plaguing their respective communities.
- Fire reevaluated the use of staff administrative vehicles and implemented a pool-car system
- Fire implemented two (2) peak demand Medics for the summer due to the high-volume of EMS calls due to high heat-related days.
- Fire began utilizing peak demand medics for the increase in EMS calls during the weekend hours associated with the large crowds gathered at the Hollywood Casino.
- Fire participated in “Heat the Town”, which identified needs for smoke and carbon monoxide detectors installations in elderly and low-income at-risk housing.
- Fire initiated a “Hot Spot Initiative” that allows high hazard businesses and buildings to be tracked more efficiently between the Fire Prevention Bureau and Building Services.

**PUBLIC SERVICE DEPARTMENT
2012 ANNUAL REPORT**

Department of Public Service 2012 Annual Report

The Department of Public Service (DPS) consists of the Director's Office and four divisions: Design and Construction; Mobility Options; Planning and Operations; and Refuse Collection. The department has more than 700 full-time, part-time and seasonal employees who provide a wide range of services that are essential to Columbus and central Ohio residents' quality of life.

Director's Office

The Director's Office includes the 311 Customer Service Center and DPS's Office of Support Services, Human Resources and Communications sections.

DPS plays a leadership role in the Public-Private Partnership program in coordination with other City agencies. In 2012, the department led the implementation of 43 projects representing \$136 million in public infrastructure improvements. These projects are leveraging an estimated \$798 million in private investments. For every dollar spent by the City, \$6.78 of private sector investments is leveraged. Of the 43 projects, 10 projects were in the planning phase, 12 in design, six in construction and 15 completed. Examples include:

- Completed work on two projects surrounding the former Columbus Coated Fabrics site in Weinland Park to assist in bringing 40 new housing units to the neighborhood and helping to prepare the Brownfield site for additional residential development
- Worked with Nationwide Realty Investors to make improvements in the Arena District, including streetscape along Nationwide Boulevard, High Street and Front Street and realignment of Brodbelt Lane around the new parking garage at Nationwide Boulevard and improvements along Neil Avenue.
- Partnered with the Affordable Housing Trust and Department of Development to complete the Charles roadway improvements at 17th & East Long streets

Public Service initiated a comprehensive outreach program for minority business enterprises that are interested in bidding on or working as subcontractors on DPS design or construction projects. The outreach program included face-to-face meetings with certified minority firms who are qualified to do construction work for the City, leading to more than \$3.5 million in professional services and construction contracting work for minority firms in 2012.

In 2012, the 311 Customer Service Center received more than 209,000 telephone calls, processed 43,000 online and mobile application service requests and responded to 8,500 web mail inquiries and 3,400 voice mail messages. Eighty-four percent of all calls received were answered in less than 20 seconds, an improvement over 2011 when 79% of calls were answered in 20 seconds or less. The goal is to answer at least 85% of all calls in 20 seconds or less. Two additional full-time and two additional part-time service representatives were hired in 2012, which helped increase the number of calls answered in 20 seconds or less. The call abandonment rate goal is 3% or less of all callers who hang up after 15 seconds of wait time. The call abandonment rate in 2012 was 1.02%, better than 2011's rate of 1.25%. More than 20% of all service requests were initiated online.

Bulk pickup remained the most common service request type, with 79,000 service requests for bulk collection. The service center also processed more than 8,000 inquiries via telephone, web mail and voice mail about the new residential recycling program.

The Office of Support Services (OSS) again worked with department leadership to keep Public Service fiscally lean and efficient, getting the most of every taxpayer dollar. OSS managed four operational funds totaling \$84,035,986.45 in expenditures and completed 847 electronic encumbrances totaling \$51,172,470.41 and 4,703 electronic vouchers totaling \$38,140,703.03. The group generated 1,064 invoices totaling \$7,003,737.84, collected \$6,762,801.54 and sent 138 collection letters on past due accounts.

OSS's Capital section facilitated 297 pieces of legislation. The section completed five Ohio Public Works Commission grant applications that resulted in two grants. The Capital section also finished 17 Ohio Public Works Commission grant/loan disbursement requests totaling \$2,294,059.00, 59 Ohio Department of Transportation grant-disbursement requests totaling \$11,909,443 and seven Ohio Department of Development grant disbursement requests totaling \$50,000. The section also did the following: Closed out six grants; advertised 41 construction projects and 16 requests for proposals; created 53 purchase orders for professional services and construction

contracts totaling \$81,699,108; produced 34 encumbrances for inspection services totaling \$7,813,470; and paid 536 invoices for professional services, 190 pay estimates for construction contracts and nine utility invoices totaling \$51,699,051. The Capital section saved \$17,574 through its invoice-auditing process and executed 10 maintenance agreements, 25 construction and design contract modifications, six inter-governmental agreements and 12 other agreements.

The Human Resources section is responsible for hiring, payroll, benefits administration, labor relations, performance management, training and occupational safety services for more than 700 employees, which includes seasonal workers. In 2012, 195 personnel actions (hiring, promotions, disciplinary actions, resignations) were processed, including 22 retirements. Ongoing collaboration with Employee Benefits/Risk Management (EBRM), independent medical exams, fitness for duty hearings and case management meetings were conducted to try to return employees on long-term injury/workers' compensation leave to work. The records retention schedule for HR was revised and updated, medical files were reorganized and a new Family Medical Leave Act tracking spreadsheet was created. HR wrote articles for the department's monthly newsletter to remind and educate employees about various topics.

DPS employees at all levels of the department have demonstrated a commitment to promoting a strong workplace safety culture and reducing the number of work-related injuries. Recordable injuries in 2012 totaled 55, the same as in 2011. The number of lost workdays rose from 1,120 in 2011 to more than 1,600 days in 2012, but the trend shows a 39% reduction in lost workdays since 2007 and a 54% reduction since 2005. In the Division of Refuse Collection, there were 30 recordable injuries in 2012, down from 39 in 2011, a decrease of 23%. Refuse Collection has also decreased recordable injuries by 50% over the past five years and more than 70% over the past 10 years.

HR's Safety section installed five automated external defibrillators, continued training on safety work practices and conducted over 230 safety compliance audits. The section collaborated with the Department of Human Resources, Labor Relations and EBRM to implement the Recommended Medical Provider Initiative on a voluntary basis for CMAGE employees citywide, and provided an overview of the Recommended Medical Provider Initiative, resulting in reductions in lost workdays and medical costs per injury.

Training was given on injury leave, new Bureau of Workers' Compensation forms, new electronic pay stubs, Ohio Ethics laws, performance appraisal training for new supervisors and managers, customer service for the Permit Section and Parking Violations Bureau, cardio-pulmonary resuscitation and 30 wellness sessions on various topics.

The Communications Section worked to increase the public's knowledge of DPS efforts to improve and maintain the quality of life in neighborhoods. The Communications team added pages to the department's web site about the City's new residential recycling program and continues to play a major role in overall outreach and educational efforts for the program. Communications organized nine media events for Mayor Michael B. Coleman and two for City Councilmember Eileen Y. Paley focusing on capital projects and recycling. The team also participated in area commission, civic association, and Neighborhood Pride meetings and collaborated with the Ohio Department of Transportation on communicating road closures and updates about the Capital Crossroads downtown freeway project. The section continued to provide fact sheets for residents and the media on snow removal, pothole patching, resurfacing, yard waste, street sweeping and other services and used the department's website and Facebook and Twitter social-media sites to inform residents, visitors and business owners about DPS projects, services and news.

Division of Design and Construction (DoDC)

The Division of Design and Construction completed and continued work on projects that improve road, bridges and bikeways and, in turn, the safety of motorists, pedestrians, bicyclists and the mobility impaired in Columbus.

The division completed plans on the largest resurfacing program in the City's history: \$27.7 million was used to resurface 181 streets totaling 203 lane miles; and constructed 2,532 Americans with Disabilities Act-compliant curb ramps. An additional \$1.5 million was invested in preventative maintenance for concrete and brick streets. Another \$1.1 million was spent in planning and rehabilitating curbs citywide.

DoDC staff started working in the riverfront area with the Department of Public Utilities, Recreation & Parks Department and the Columbus Downtown Development Corporation on design for the new Scioto Greenways project.

Work was completed on the following projects: Rich Street Bridge; Pearl Street; Fodor Road Roundabout; Riverbend Road bridge over Scioto Big Run; James Road bridge over Mason Run; Marland Drive bridge; Henderson Road Shared Use Path; Lynn Alley Rehabilitation; Columbus Housing Initiative – the Charles roadway improvements; Shook Road, Phase 1; Fairwood Avenue - Watkins to Koebel; and Gender Road Improvements – U.S. 33 to Winchester Highlands. Sidewalk projects were completed on the following City streets: Livingston Avenue; Mt. Vernon Avenue; Weber Road; Kenny Road; Mound Street; Wilson Road; North Broadway; South High Street; Nelson Road; and Hilliard-Rome Road between Westchester Woods Boulevard and Roberts Road. Other completed projects included: the Arena West Brodbelt Connector; Improvements at West Nationwide Boulevard.; 3rd Avenue and 5th Avenue Medians; Gay Street Section 2 Improvements; and several sidewalk, ADA ramp, curb, bridge repair, pavement markings and bikeway improvement projects citywide. DoDC also completed work orders for new traffic signals installed Gender and Lehman roads, Kennedy and Waggoner roads, and Easton Square Place and Stelzer Road.

Construction began on the following projects: Alum Creek Drive, Phase B (S.R.104 to Williams Road); Emerald Parkway Improvements (Tuttle Crossing to Rings Road); Joyce Avenue, Phase 1 (Hudson Road between Cleveland and Park); Riverview Drive Improvements (Olentangy River Road to west terminus); 3rd Avenue Improvements (Edgehill Drive to Olentangy River Road); and Franklinton sidewalks under railroad and the Convention Center bridges.

Design plans for the Alum Creek, Phase 2B project near Rickenbacker were reviewed and approved for the Columbus Regional Airport Authority. Design review continued for ODOT's North Central Outerbelt project at U.S. 23 & I-270. Design of public-private partnership projects was completed for 3rd Avenue, Brodbelt Lane, Front Street at Nationwide Blvd., Neil Avenue, Fodor Road at New Albany Road, Antares, Phase 2, Warner Road at Hamilton Road traffic signal and Lynn Alley. The division completed design on the following projects: Alum Creek Drive, Phase B; Emerald Parkway; Fairwood Avenue; North High Street; Riverview Drive; Gender Road – U.S. 33 to Lehman Road; Stygler Road; Richards Road; 5th Avenue at Cleveland Avenue; Franklinton sidewalks; Southgate Drive sidewalks; Ferris Road sidewalks; James Road bridge; Franklin County Convention Center bridges; Marland Drive bridge; North Broadway under railroad bridge east of Kenny Road; High Street over railroad bridge north of Nationwide Boulevard; East Broad Street Urban Paving; and Cleveland Avenue/Westerville Road Urban Paving.

Design continued on the following projects: Hard Road, Phase A – Sawmill Road to Smoky Row Road; Joyce Avenue Phases 2 and 3; Stelzer Road/James Road; Lazelle Road; Taylor Avenue; 18th Street; Neil Avenue Traffic Signals; Rich Street/Town Street two-way conversion; Front Street/Marconi Boulevard two-way conversion; James Road; East North Broadway under railroad bridge west of I-71; Somersworth Drive bridge; Cooke Road under railroad bridge west of I-71; Noe-Bixby Road culvert south of Main Street; Smoky Row sidewalks; Joyce Avenue sidewalks; Hague/Valleyview sidewalks; Town Street at Hawkes/Avondale curb extensions; and Lockbourne Road and Marion Road sidewalks.

DoDC continued working with ODOT to enable design and construction of ODOT's Capital Crossroads project to reconstruct I-70, I-71 and I-670 downtown. This collaboration is to ensure the City right-of-way infrastructure will be designed and constructed to increase safety, promote smooth flow of traffic, mitigate noise, protect businesses against loss of jobs, maintain historical integrity in neighborhoods that border the interstates and reconnect neighborhoods and downtown. The division held 24 public meetings with area stakeholders in 2012.

DoDC continued work on the Columbus Traffic Signal System, including completion of Phase B design, which will connect and upgrade 318 currently signalized intersections to a new traffic signal system and provide inter-jurisdictional communication and coordination of traffic signals with local agencies. Construction of the new Traffic Management and Snow Command centers at 1881 East 25th Avenue began; completion is scheduled for the summer of 2013.

The division completed capital project plan reviews on 188 sets of plans for the divisions of Design & Construction, Water, Sewers & Drains, Electricity and Facilities Management, and ODOT, the Franklin County Engineer's Office and other joint venture projects, with 79.6% compliance to timeframes for completion of plan reviews. A total of 176 Signal Plan reviews were completed: 107 capital projects for the Division of Design and Construction and other outside agencies (Public Utilities, ODOT and Franklin County Engineer) and 69 private development plans. A total

of 112 capital project Maintenance-of-Traffic and Traffic Control plans and 208 permits from the Division of Planning and Operations were reviewed.

The Construction Section Private Development group finalized inspection on 47 private construction agreements totaling over \$10.8 million and 150 private construction improvements. The section completed 43 capital improvement projects and returned over \$3.5 million to the appropriate owner divisions to be used on additional capital projects.

DoDC led the rollout of the 2012 City of Columbus Construction and Material Specification book in February. The book provides to more than 300 internal and external clients, including contractors and consultants, an overview of changes to specifications.

Division of Mobility Options (DoMO)

The Division of Mobility Options continued planning and designing infrastructure improvements that support Mayor Michael B. Coleman's goal to make Columbus a more pedestrian, bicycle and multi-modal transportation-friendly city. The division reorganized and transferred its project management and preliminary engineering duties (five employees) to the divisions of Design and Construction and Planning and Operations. Four parking meter maintenance employees were transferred to DoMO from the Division of Planning and Operations as part of the continued modernization of public parking management.

To increase the safety of pedestrians and schoolchildren, DoMO constructed 1.33 miles of new sidewalks as part of the Operation SAFEWALKS program. All school crosswalk markings were investigated for possible replacement, resulting in the installation or replacement of 89 crosswalks at 21 schools. DoMO built 5,981 ADA curb ramps, bringing the total number of ADA curb ramps constructed since 1997 to 34,095.

For a more bike friendly Columbus, DoMO installed 16 Share the Road signs, 46 bike route signs, 210 sharrow markings, 159 bike lane markings, 40 bike boulevard markings, 80 bike detector markings and 88 bike racks. DoMO managed implementation of 12 miles of bikeways, including construction of projects on Fourth Street, Park Street, King Avenue, Dexter Falls Road, Chittenden Avenue, Sandalwood Place, Tamarack Circle, Karl Road, Henderson Road, Westgate Avenue, Town Street, Hague Avenue and Watermark Drive. The division installed the City's first on-street bike parking corral on the Near East Side and new bike parking shelters with maps and repair stations in the Short North and Clintonville.

The Parking Violations Bureau (PVB) achieved a 92% parking ticket collection rate, remaining consistent with the prior two years. Parking Enforcement Officers identified and facilitated the impoundment of 544 scofflaw vehicles. PVB and the Division of Police issued 176,640 parking citations, with PVB employees accounting for 91% of parking ticket issuance, sending \$7,504,190 to the City's General Fund. Overall, PVB collected \$15,499,340 for the City's General Fund from all parking and impound lot-related activities. The bureau held 2,172 adjudication hearings, with 1,448 citations upheld and 724 dismissed.

DoMO issued work orders for 327 new parking meter locations and replacement of 985 old meters with electronic smart meters that accept coins, credit cards and debit cards. The division added 81 parking meters to High Street downtown, added or expanded five residential permit parking districts and changed city code to prohibit parking over curbs.

Division of Planning and Operations (DoPO)

The Division of Planning and Operations continued its work maintaining and improving the City's 6,381 lane miles of streets plus bridges and alleys. DoPO fixed 130,397 potholes, surface treated 36 lane miles of alleys and expanded snow and ice control efforts. The work to keep Columbus clean also continued with street sweeping 29,857 curb miles, mowing 9,479 swath miles of grass and collecting 7,959 bags of litter. DoPO collected 2,144 bags of litter during the annual spring cleanup, April 9-20, 2012, and cleaned city-owned parking lots weekly in the Short North.

DoPO continued its efforts to make Columbus streets safer, installing audible pedestrian signal units at eight intersections and refurbishing, installing or rebuilding traffic signals at nine intersections. DoPO converted 182 traffic signal heads from incandescent to light-emitting diode bulbs (LED), work that is consistent with Mayor

Coleman's Get Green Columbus initiative, saving \$13,800 annually in electricity with LED lights. Further, the division invested funding from the Energy Efficiency Conservation Block Grant program to replace 1,402 energy-inefficient pedestrian signals with ones using LEDs and installed the newer countdown-signal features at 260 intersections. The effort is expected to provide a cost savings of approximately \$70,000 annually.

DoPO improved pedestrian and traffic safety by installing pavement markings and signs using the following quantities of materials: 902,400 pounds of thermoplastic pavement markings; 189,435 pounds of reflective glass beads; 1,245 feet of preformed tape; 118 preformed arrows; 97 preformed "ONLY" signs; 156 chevrons for speed humps; 111 bike sharrows; 336 flexible traffic posts; 200 pieces of Qwik Kurb items; 33 preformed "SCHOOL" symbols; and 20 bike lane symbols.

The Traffic Management Center staff retimed 31 signals along several corridors in order to facilitate safe and orderly traffic flow around ODOT's I-70/71/670 Capital Crossroads project. Timing coordination changes were implemented along West Lane Avenue to assist bridge construction work on West Dodridge Street, located approximately one mile north of Lane Avenue. The staff processed, investigated and closed 19 freeway management-related 311 service requests and prepared 42 freeway sign installation and maintenance work orders. Maintenance-of-Traffic/Incident Management staff responded to 39 after hours Traffic Emergency Response Team incidents.

Traffic-signal engineers opened, investigated and closed 438 service requests, prepared 41 accident inquiries and wrote 204 signal maintenance and operations work orders. The staff implemented temporary and permanent signal timing changes at 241 intersections and performed 250 utility permit reviews.

The Permits Section issued 10,027 right-of-way permits for excavation and occupancy on streets, sidewalks, curbs and driveways, a 2% increase over 2011. Permit fees totaled \$603,733.19.

The Map Room assigned 3,622 new addresses and certified 32,700 addresses in the database. The Map Room updated the city's growth figures: 6,381 lane miles; 2,064 linear miles of streets; and 227.902 square miles within the corporate limits.

Division of Refuse Collection (DoRC)

The Division of Refuse Collection maintained and expanded its essential mission of keeping Columbus' right-of-way clean and the city healthy. DoRC disposed of 293,433 tons of municipal solid waste, which represents a 6.6% decrease from 2011, and 17,645 tons of bulk items. DoRC picked up and disposed of 3,367 dead animals citywide.

Through recycling programs, 27,572 tons of recycling, 31,719 tons of yard waste, and 137 tons of household hazardous waste were diverted from the landfill. The combined 59,427 ton total represented 16.85% of the city's residential waste stream diverted from the landfill. The new citywide residential recycling program was implemented in five phases as blue 64-gallon wheeled recycling carts were delivered to 191,035 households; 187,127 (98%) households agreed to keep the carts. Residents using the carts recycled 10,020 tons of material, saving the City \$555,686 in trash disposal fees. City employees recycled 726,575 pounds of material in the workplace.

The division collaborated with The Ohio State University to provide 16 free bulk trash drop-off locations in the campus area during the annual August student Move-out/Move-in period. Between July 31 and August 14, the 2012 Move-out/Move-in effort collected 1,812 tons of bulk items, 9% less than the 2011 Move-out/Move-in effort. The division's Solid Waste Inspector supervised 17 community-service-worker cleanups (79 workers, 11.5 tons collected).

Keep Columbus Beautiful organized 438 litter cleanups, three graffiti projects and 44 beautification projects (10,214 volunteers, 158 tons of litter collected). KCB continued its partnership with Neighborhood Pride by coordinating 68 volunteers who worked 224 hours at five cleanup events and collected 1,530 pounds of debris. Keep Columbus Beautiful also received a \$20,000 grant from Keep America Beautiful and Lowe's Home Improvement Centers and used the funds to buy paint and materials to improve the appearance of 40 storefronts on Parsons Avenue and for litter abatement supplies. Volunteer Lowe's employees and over 600 volunteers from central Ohio painted, picked up litter and performed other beautification work on Parsons, all in two days in August.

DEPARTMENT OF TECHNOLOGY
2012 ANNUAL REPORT

Department of Technology

2012 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;
- design and maintenance of the city's mobile app: MyColumbus;
- desktop computer support;
- operation of public, educational, and government access television channels; and
- support of the City of Columbus 311 Call Center

2013 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: In 2013 the Department of Technology will work with City departments to redesign Columbus.gov. This redesign will optimize the user experience and increase the City's reach to our customers in a secure, effective and efficient manner by implementing enhanced security and analytics. With design nearly complete, we plan to *implement the newly architected, citizen centered design in iterations providing* consistent formatting of city websites and editing standards to improve the overall look and feel. We will also upgrade Ektron to release 8.6.

CUBS (formerly known as WASIMS) Upgrade Banner Implementation: Will 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.

MyColumbus: Continue to expand feature-set including items such as incorporating CIP, COTA and Health Inspection information within the MyNeighborhoods module and expanding the Neighborhood Pride section by adding information regarding pride areas, events, and neighborhood liaisons. Assist customers in populating and maintaining digital data about Rec Centers and Pride Event Accomplishments, by utilizing Ektron to house data which will be displayed by MyColumbus and MyNeighborhood.

Neighborhoods

MyNeighborhoods: My Neighborhood website and the mobile app will continue to be a focal point for delivering city information and services such as parks, police/fire stations, schools, etc. Future expansions include CIP data, snow clearing information and Neighborhood Pride information.

ABC Job Fair Boot Camp: The Department of Technology partnered throughout the year with City Council for the setup and deployment of mobile systems to allow job applicants to fill out job applications online while onsite at the job fair.

Safety

Upgrade Police Applications: Complete project to upgrade several Police Division applications to newer server platforms, which will improve service delivery and reduce costs.

Hydrants: Continue to work with the Department of Public Utilities (Distribution Maintenance & Permits) and Columbus Fire Division to enhance the Hydrants Inspection application. This endeavor will improve upon business process flow in order to properly maintain the City fire hydrants.

FirePoint: Completed Payroll's Time and Attendance, Scheduling and Completion of Medical and Physical Examinations, Reporting, Kelly Day Bidding, and Annual Vacation Bidding – DoT provided new applications to replace “end of life” computer equipment at the Fire Division.

Public Safety Technology Integration: Migrate all servers located in Police data centers to the centralized City data centers. Complete planning and begin the process for integration of Police technology support with Department of Technology. Begin the transition to a single authentication system between Public Safety and the rest of the City. This will eventually allow for a single email system between all City agencies, streamlined support processes, and reduced costs.

Safety Cameras: Work with Public Safety on their Neighborhood Camera initiative. The system will be interconnected using the city's fiber optic cable network. Five neighborhoods: Mt Vernon, Linden, Livingston, Weinland Park and Hilltop, have been brought on line to date. In 2013, the department will continue to work with Public Safety to develop plans for extending fiber connectivity to Police Precincts in Phase II of the Neighborhood Camera Initiative.

Voice Mail Bridge: Work with Public Safety to bridge voicemail systems. Bridging the two systems together will allow seamless communications between Public Safety and other City agencies.

Arbitrator Video Storage: Work with the Public Safety Department to backup video from police vehicles for disaster recovery purposes.

Pretreatment Information Management System (PIMS): Work with the Department of Public Utilities – Division of Sewerage and Drainage in the replacement of their Pretreatment Information Management System to modernize processes and integrate with other Department of Public Utilities systems.

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 has expanded its fiber footprint to nearly 300 miles of fiber optic cable in three separate projects which provides extended services to areas around the City. Additional fiber projects will expand the City's fiber footprint by an additional 100 miles in 2013.

Education

GetActive: Continue to develop the GetActiveColumbus.com website initiated by the Mayor's Office and developed with input from the Columbus Health and Recreation and Parks departments. In 2012, the GetActive module of the MyColumbus mobile app reaped the benefits of several enhancement efforts such as the addition of Art Walks, the transition of Neighborhood Walks and Bike Trails from pdf's to interactive maps. These enhancements will continue into 2013 with additional data being added to the interactive maps as well as the addition of new walks.

Peak Performance

Implementation of Lawson Payroll and Human Resources System (CHRIS): Complete phase one 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. DoT will institute standard networking hardware at the secondary data center to ensure sustainable management. We will look to fully implement the redundant virtual server environment, allowing for a complete platform recovery in the event of a long term primary data center outage. Development and backup systems for critical business applications such as Income Tax, CUBS, and Accela will be shifted to the secondary data center to allow for full site recovery. DoT will 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 Enterprise Systems Upgrade will focus on virtualizing more critical business systems. In addition, the backup system will be re-engineered to take advantage of current technologies and streamline administration. 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 to look to virtualization as a vehicle for efficiency gains and evaluate the benefits of virtual desktop infrastructure.

Citywide Computer Deployment: The Department of Technology will be deploying a combination of approximately 1,020 workstations and laptops citywide for the continued effort of ensuring our end users remain at the highest level of productivity and their systems take advantage of greater energy efficiencies and overall standardization.

VOIP and Unified Communication: Unified Communications is in its final phase of implementation and will be completed in 2013. Unified Communications integrates email, voicemail, video and voice conferencing, desk and cell phone integration along with presence technology (determines availability for communications in real-time) within the Microsoft Outlook application. This technology continues to leverage the city's investment in a secure, robust and reliable fiber network.

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 MyColumbus.

Mobility: Continue the implementation of mobile workforce management program for the Public Utilities Department through the use of a mobile dispatching system. The system will automate the process of assigning field service orders and tracking them through the use of specialized software. It will also improve the City's ability to respond to urgent and emergency situations. The implementation of this system is planned for 2nd quarter of 2013.

Information Security Initiatives: Continue to improve information and physical security practices by coordinating related efforts across City agencies, developing partnerships with private organizations, and leveraging newly added services from the City's managed security service provider. Adapt the City's security strategic plan to drive cost-effective capital investments and maintain the governance framework to maximize the City's security risk management capabilities and capacity.

Work Order Management: Work with customers to implement a city 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.

IT Best Practices and Process Improvement: Continuous improvement is the hallmark of ITIL operations through the continual review, adoption and refinement of IT best practices. The DoT has procured HP's Information Technology Service Management (ITSM) software and OnX Consulting services to implement new Help Desk, Configuration Management, Change management and Event Management, Problem management, Release Management and Application management software. Once ITSM is installed, DoT will be able to monitor all aspects of their cataloged services to improve service delivery.

Business Intelligence: In cooperation with other City departments, the Department of Technology will continue deploying the business intelligence solution in 2013.

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 including enhancements to the automation system as well as to the City's Internet video capability. Complete transition of programming and scheduling activities for the Educational Access channel to Columbus City Schools creating efficiencies within the media Services PEG access operation.

2012 Accomplishments

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

Customer Service

E-Government (government through electronic media): Surveys were collected and the architecture and design was created for new presentation of website. Columbus.gov was selected as one of 214 government websites out of 6,000 submissions to receive a "Sunny Award" for Transparency and Accessibility. In 2012 DoT helped create and implement the Hall of Fame Kiosk. This Kiosk highlights those honored citizens of Columbus past and present. The display of those persons affords the citizens of Columbus an electronic view of our rich history and heritage.

CUBS (formerly known as WASIMS) Upgrade Banner Implementation: The Archive/Purge project increased system performance and efficiency and reduced risk of loss of data and system downtime.

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.

MyColumbus: Since its initial launch, in July 2011, the official mobile application for the City of Columbus: **MyColumbus has reached nearly 15,000 downloads and is receiving a rating of 3.5 stars out of 5.** It incorporates several Mayoral initiatives such as 311, GetActive, GreenSpot, and MyNeighborhoods. It also has features such as a welcome video from Mayor Coleman, News and Alerts, access to city social media outlets and live stream from CTV. In 2012, push notifications were added to alert citizens who sign up to receive notifications of their trash/recycling/yard waste pick up days, as well as News and Alerts from the City of Columbus. Also, in 2012, the GetActive module of the MyColumbus mobile app reaped the benefits of several enhancement efforts such as the addition of Art Walks, the transition of Neighborhood Walks and Bike Trails from pdf's to interactive maps. These enhancements will continue into 2013 with additional data being added to the interactive maps as well as the addition of new walks.

Neighborhoods

RCIS: Completed the upgrade of the Refuse Collection Information System (RCIS) in order to capture and track information related to the distribution of containers for the citywide recycling program.

Capital Projects-Citizen View: Added a new module to the MyNeighborhood website which provides a map-based view to the city's capital projects along with specific information related each project.

ABC Job Fair Boot Camp: The Department of Technology will continue to partner throughout the year with City Council for the setup and deployment of mobile systems to allow job applicants to fill out job applications while onsite at the job fairs.

Safety

Upgrade Police Applications: The Libra Migration project made progress in 2012. This program is divided into 5 projects which include the Criminal History, Impound, Leads, Property Room, and Historical data mart modules. The project team completed requirements gathering, developed RFPs for vendor services and made vendor selections in 2012. The vendors will assist the city in 2013 with the migration of the old data modules to new platforms supportable by DoT.

Hydrants: Development completed in 2012, and the new upgrades include the automation of permitted hydrants, deployed in February 2013 improving the communication between DPU Permits Department, DPU Distribution and Columbus Fire Division.

Firepoint: Completed Payroll's Time and Attendance, Reporting, Kelly Day Bidding, Annual Vacation Bidding, Scheduling and Completion of Medical and Physical Examinations – DoT provided new applications to replace "end of life" computer equipment at the Fire Division.

Public Safety Technology Integration: Migrated the Police email system to DoT data center for improved availability. Prepared the technical environment for a migration of all Police server systems to the DoT data center in 2013. Initiated assessment of Police IT infrastructure seeking efficiencies through technology service integration.

Economic Development

Citywide Network Connectivity Plan: Continued to refine the development of, and implement incremental portions of the Citywide Connectivity Plan. DoT has partnered with Traffic Engineering to purchase 85 miles of 144 strand fiber optic cable. Phase A of this project is completed, with Phase B designed and beginning construction in April of 2013. Phase B will add an additional 100 miles of Service for Phase C and D over the next 4 years as this project progresses. This project is a joint effort with Public Service that enhances the City's fiber footprint and continues the initiative of our Citywide Connectivity Plan. Fiber optic lateral builds to Hap Cremean Water Plant, Morse Road Transfer Station, Police Property Room, Fire Stations 7, 15 & 17 and a diverse fiber route from the City's redundant Data Centers have been completed.

WiFi: Wireless access has been implemented in various City facilities and will continue to be implemented in fiber connected facilities throughout the City. The wireless access provides filtered internet access for use by any wireless device within City facilities and secure employee network access through the wireless infrastructure. Outdoor wireless filtered internet access has been provided at the King Arts complex for citizen use.

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). Continued work on phase one of the new state-of-the-art Columbus human resource information system.

Citywide Computer Deployment: The Department of Technology deployed a combination of approximately 750 workstations and laptops citywide for the continued effort of ensuring our end users remain at the highest level of productivity and their systems take advantage of greatest energy efficiencies and overall standardization.

Virtualization: DoT enabled a virtualized database platform for several critical applications, including GIS, 311, and IVR, saving over \$200,000 in hardware and software costs. Several new systems and outdated server platforms were virtualized, reducing capital costs for new hardware.

Information Security Initiatives: Continued extending partnerships across City agencies and initiated discussions with private partners towards improving the City's overall risk posture.

Mobility: Completed the implementation of an Automated Vehicle Location (AVL) system for the Public Utilities Department. The GPS-based system provides DPU management with immediate information on the location of all vehicles in their fleet. The system also includes gathering vehicle information such as: engine data, fuel consumption, driving data, and sensor data on truck-mounted equipment.

Graphical Information System (GIS) Initiative: Continued to expand GIS capabilities with a focus on assisting city agencies in integrating geographical information from the GIS central repository. This repository contains underlying geographic location information (e.g. street center lines, building and parcel locations) which is utilized by many mission-critical applications such as the computer aided dispatch, 311 call center, the Accela "one-stop-shop" and CUBS. Enhanced 311 Mapping system and SSOCSO systems to incorporate new developments in Rich Internet Application development to take advantage of ArcGIS 10 upgrade features and updated and consolidated data from MORPC centralized data initiative. Completed upgrade of ArcGIS 10. DPU went live with the Impervious Area viewer at the end of 2012. This application allows the DPU Call Center to use GIS to easily find information about the square footage of an impervious area and explain to customers how their charges are calculated when they call with questions about their bills.

Vital Statistics: DoT set up printers to allow Birth Certificates and Burial Permits to be remotely accessed from a vendor in Cincinnati.

IT Process Improvement:

- Internal time and reporting system (MyTime) went through several iterations of improvements designed to align with the Rate Model and Service Catalog as well as coordinate with the Steering Committee activities. Some of these enhancements include the addition of budgeted amounts which allow for tracking of usage and burn down of budgeted amounts for services as well as a charting tool to depict the billable employees hours charged.
- Implemented core components of information technology service management (ITSM) software including service desk, incident and change management, network, server and application monitoring.
- DoT Quality Assurance & Testing program capitalized on the experience earned the prior year. The Quality Assurance & Testing program doubled their effort to ensure the four releases of the MyColumbus mobile app and underwent more than 20,000 functionality tests. In anticipation of the CHRIS-CEPAS launch, QA orchestrated mob tests of 125 users executing 1,360 tests to ensure functionality and usability. Engineered load tests of 40 virtual users executing 8,000 tests to ensure sufficient performance. QA continued their pivotal role on FirePoint, brought timely testing services to several Public Service projects (Billing, Fleet Maintenance and 311 Business Intelligence) and the Accela project in the Department of Development. The total number of tests planned and executed was greater than 30,000 and the 370 + defects were identified before they reached a customer.

Business Intelligence: The Department of Technology has facilitated the procurement of an enterprise business intelligence platform, which will enable City departments to obtain reliable, relevant and timely information to make more informed decisions to improve the efficiency and effectiveness of programs and services. Development of the initial reports for the 311 Call Center commenced in 2012 and is scheduled for deployment in early 2013.

CAD Implementation Support: Continued support for backup CAD 911 system.

Intelligent Communities: DoT working with Tech Columbus, achieved recognition for the Columbus Region as being one of the "Top 7" most intelligent communities in the world, from the Intelligent Community Forum (ICF). Columbus was the only city in the United States in 2013 to receive that prestigious award.

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**DEPARTMENT OF DEVELOPMENT
2012 ANNUAL REPORT**

Department of Development 2012 Annual Report

The Department of Development is pleased to submit the 2012 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.

Housing Division

In 2012, the Housing Division invested grant funds from the U.S. Department of Housing and Urban Development (HUD) and City's own Capital Improvement Bond funds in the development of affordable housing, home repairs, and ending homelessness for hundreds of men, women and children in Columbus. The city has been purchasing, rehabbing, demolishing and building new homes from foreclosed and vacant properties in several Columbus neighborhoods. 2012 Division accomplishments:

- 50 Downpayment Assistance loans were closed for eligible first time homebuyers.
- 4 homes sold that were assisted with Housing Development Program (HDP) HOME funds benefiting low and moderate-income households.
- 32 homes sold; 87 units for rental and homeownership completed that were assisted with Neighborhood Stabilization Program 1 and 2 (NSP) funds benefiting low, moderate and middle income households.
- 99 units were certified for tax abatement to the Franklin County Auditor
- 303 affordable rental units, including 100 new Rebuilding Lives permanent supportive housing units were completed.
- 1,110 individuals received pre-purchase homebuyer education

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

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

Two hundred and sixty one federally funded projects were reviewed for compliance with relocation regulations. Relocation assistance was provided to 169 households as a result of emergency vacate orders.

The City of Columbus was awarded a new Lead Hazard Research Demonstration (LHRD) grant of \$3 million from the U.S. Department of Housing and Urban Development (HUD) to continue implementation of lead hazard control activities. Accomplishments in first year include:

- 43 housing units with lead hazards abated and passed lead clearance test toward the goal of 219 housing units by fall of 2014.

Homeless programming funded with General Funds, HOME funds, and Homeless Prevention and Rapid Rehousing (HPRP), and the Rebuilding Lives initiative touched the following lives in 2012:

- 5,119 persons were housed in emergency shelters in Columbus
- 1,226 units are now in operation through the Rebuilding Lives program providing permanent supportive housing for persons who have experienced long-term homelessness.

Planning Division

The Planning Division completed and City Council adopted the following plans in 2012: East Columbus Neighborhood Plan, East Franklinton Creative Community District Plan and South Linden Neighborhood Plan.

The following plans were initiated in 2012: Far North Plan, McKinley-Dublin Area Plan, North Linden Plan Amendment, Northland 1 Plan, and Olentangy West Area Plan.

The division participated in the implementation of the East Franklinton Plan, including identifying initial acquisition targets, drafting the East Franklinton zoning district and commissioning public art for the Town and Rich gateways.

Development casework managed by Planning included 607 staff approvals and 778 commission approvals for 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.

Approximately 309 acres were added to the city, taking the city to nearly 227 square miles.

Commercial overlays were initiated in 2012 for Northwest (Part 2), Livingston Avenue and Sullivant Avenue on the Hilltop.

The division began the process of updating the Downtown District and creating a set of Design Guidelines, working with the Downtown Commission.

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 participated as part of the team on the proposed Chicago-Columbus passenger rail project.

Historic Preservation Office was actively involved in the Section 106 review for Poindexter Village.

Major developments that were managed through the commission processes included Pizzuti Hotel/Art Gallery/Office project, Neighborhood Launch, Fireproof Building, The Hubbard, New Indianola housing rehabilitation, Leveque Tower, and Jeffrey Place, among others.

A consultant was hired to work with the architectural commissions and staff to develop a set of “cut sheets” that address common requests from property owners (e.g. window replacement). The goal is to help streamline the preservation process.

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

North Bank Public Art project went under detailed design, work continued on public art bicycle racks in city parks and staff continued to work with the Mayor’s Office on development of a public art program.

The Division, working with Finance and Power, continued the feasibility study for the reuse of the Municipal Light Plant (consultant selection only).

The division assisted Economic Development with changes to the UIRF program and assisted with project solicitation, review and prioritization.

Projects in which staff participated included the Olentangy Watershed Balanced Growth Plan, Pay As We Grow program, South Parsons Gateway project (health/wellness center design, coordination with retail developers, site plan and utilities), DPS’ Downtown Action Plan, Physical Activity Roundtable and COTA’s downtown circulator discussion.

Economic Development

In 2012 the Economic Development Division leveraged City resources to secure 29 new projects. Over the next 5-10 years, these projects will create 2,758 new jobs, retain 2,905 and generate \$3.8 million annually of new income tax and \$227 million 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 thirty-four (134) projects were reviewed in 2012 by the TIRC, including 56 Enterprise Zone and CRA agreements, 58 TIF districts, 4 pre-1994 and 16 residential CRA districts. For projects beyond the scope of the TIRC, the Economic Development Division conducted monitoring and compliance activities for the City's 44 Job Growth and Downtown Office Incentives as well as 25 Job Creation Tax Credit Agreements. Together, this portfolio of projects represents over \$5.3 billion in real and personal property investment and 132,194 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 2012, Special Projects obtained a \$3 million Clean Ohio Revitalization Fund grant for Grandview Crossing to stimulate a \$20 million mixed used development creating 500 new jobs. Special Projects coordinated over \$18.5 million in grant funds which is making land available for projects to create approximately 1,600 jobs, over 1,000 residential units, and over one million square feet in mixed used development. Projects include the Atlas Building, TechSouth, B&T Metals, 3M, Columbus Coated Fabrics, Kimball-Midwest and the Timken site.

In 2012, 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 17 loans leveraging over \$2 million in private investment and created over 25 new jobs. In addition, the Economic Development Division closed 18 grants totaling \$77,038.00 leveraging over \$500,000 in private investment.

Code Enforcement Division

In 2012, Code Enforcement received 21,935 requests for service from the 311 call center. As a result, 18,110 Notices of Violation were issued. Of the 18,110 notices issued, 2980 notices were issued to the owners of vacant structures found in violation.

The Weed Abatement Program mowed and cleaned 2,797 parcels, where the owners failed to abate the nuisance after getting Notices of Violation from Code Officers. The labor and administrative costs were forwarded to the County Auditor to be added to the property taxes.

The solid waste inspectors responded to 1,890 service requests from the 311 call center. The EBA unit maintained 120 vacant lots for the Columbus Land Bank, and in addition helped with the NSP-1 and NSP-2 programs by boarding and cleaning properties.

Columbus Code Officers completed their annual inventory of vacant structures and identified 6284 vacant structures. This was an approximate increase of 4.5 % from 2011.

Code Enforcement participated in four Neighborhood Prides in 2012. Systematic inspections were conducted looking for exterior code violations. Friendly reminders were given to the residents outlining what code violations were present. Code Enforcement worked with the VAP team to identify worst of the worst structures.

In 2012, Code Enforcement filed 444 criminal complaints, and 215 civil complaints with the Environmental Court.

In 2012, the first year of the Graffiti Removal Program, graffiti was removed from 118 private parcels.

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 abandoned properties. Founded in 1994, the Columbus Land Bank Program acquires, maintains, and sells vacant property to improve Columbus neighborhoods. In 2012, the Land Bank sold a total of 125 parcels, the second highest total of sales in one year. Most buyers were for-profit applicants, a sign that neighborhoods are recovering from the foreclosure crisis. The 125 parcels were sold for the following uses:

- 13 vacant lots sold for new single family homes;
- 69 single and two family structures sold for renovation;

- 40 vacant lots sold to adjacent property owners;
- 2 structures sold for renovations for commercial uses;
- One vacant parcel sold as a permanent community garden.

For the first year since 1998, Land Bank Program sold more parcels than acquired. The program acquired a total of 86 parcels, including 65 structures. 83% of the parcels acquired were abandoned by the previous owner.

The Land Redevelopment Office increased the number of vacant lots used for community gardens. A total of 49 Land Bank parcels were used as community gardens in 2012.

Vacant and Abandoned Housing Initiative (VAP)

On February 23, 2012 Mayor Coleman announced the creation of the Vacant and Abandoned Properties Initiative or VAP, to identify and resolve vacant properties. In 2012, the VAP team accomplished the following:

- Established a VAP Committee, a program website, database, and process where neighborhood residents can nominate a property for the City to review, and reviewed over 800 Structures. Representatives from the Department of Development, Department of Building and Zoning Services, and the City Attorney's Office met on an ongoing basis to review properties for the VAP Initiative. To organize the referral process from community members, Staff created a program specific website and a one-page form for anyone to recommend a property to the VAP Committee. By December, 2012 the committee reviewed over 800 properties.
- Requested expedited tax foreclosures for 287 Parcels: With the establishment of the Franklin County Land Reutilization Corporation (COCIC), the County Treasurer is allowed to "invoke an alternative redemption period" for properties in a tax foreclosure. The process allows a tax foreclosure to end in a 45-day redemption period in the place of a normal Sheriff Sale. In 2012, the City Land Bank, City Attorney, Franklin County Treasurer Ed Leonard, and Franklin County Prosecutor Ron O'Brien agree to institute this process and use private law firms to reduce the demand placed on the Prosecutor's Staff. It is projected that this new process will cut the tax foreclosure time in half.
- Pursued demolition orders for 173 structures. The ultimate goal of the VAP Committee is to remove a blighted structure as soon as possible. As a part of the VAP Committee review process, Staff determines the steps that will authorize demolitions in a short of time as possible. Of the 800 properties reviewed, more than 300 had cases pending in the Environmental Court. The VAP Committee identified those cases where authorization could be obtained by the Court to demolish the structure and the City Attorney is pursuing demolition orders on 173 structures. As of December, City has received orders to demolish 60 properties, all currently pending demolition.
- Established multiple demolition contracts, streamlined the demolition of structures with emergency orders, and demolished 147 Structures. The 147 structures contained a total of 390 residential units, including large multi-family structures such as Poindexter Tower and the Lockwood Apartment Complex. Emergency Demolitions are the priority of the City and by incorporating new contract specifications and contracting with multiple vendors; the City was able to streamline its ability to act immediately on Emergency Demolitions. In total, 96 single family, 35 two-family, 11 multi-family, 2 mixed use, and 3 commercial structures were demolished under the program.
- Established the Community Land Care and Mow-to-own Programs to manage the increase of post-demolition lots held in the Land Bank. In anticipation of a large increase of Land Bank inventory in 2013, the Land Bank implemented two programs: the Community Land Care Program and the Mow-to-own Program. Under the Community Land Care Program, the Land Bank contracted with five community-based non-profit organizations to maintain a total of 240 lots. In addition to typical property maintenance work, the organizations expanded the ability of the Land Bank to monitor property and keep lots free of trash. The Land Bank also implemented a "Mow-to-Own" program where adjacent homeowners and nonprofit organizations may count improvements made to vacant parcels toward the purchase price. In 2012, the Land Bank approved a total of 9 Mow-to-Own applications, one applicant has completed the agreed work and property is transferred, and 8 are pending completion of work.

**PUBLIC UTILITIES DEPARTMENT
2012 ANNUAL REPORT**

Department of Public Utilities 2012 Annual Report

Director's Office

Progress on major projects and initiatives aimed at improving service marked 2012 at the Department of Public Utilities. Following a cost of service rate study and approvals from the Sewer and Water Advisory Board and Columbus City Council in 2011, a new rate structure went into effect in January 2012 reflecting an 8% increase for water, 3% increase for sanitary and a 2% decrease for stormwater rates, resulting in an average 4.7% increase to the average customer bill. The department continued outreach on the Low Income Discount Program, which provides a 20 percent discount to qualifying water and sewer ratepayers. Since its implementation in 2006 (the initial 15% discount was increased to 20% at the beginning of 2009) the program has remained popular, ending the year with 4,509 single family home participants and an additional 1,210 families in multi-unit housing for a total of 5,709.

The department continues to implement an Environmental Management System, having completed targeted environmental compliance audits at its 10 facilities and an audit in 2012. Southerly received a renewal of its Title V permit covering all non-insignificant and insignificant air emission units at the facility. The Hap Creman Water Plant received approval of its plans for a proposed ozonation system and other upgrades to its treatment facility from Ohio EPA. The Water Quality Assurance Lab received a favorable survey from Ohio EPA; both Southerly and Jackson Pike Wastewater Treatment Plants received favorable results from Ohio EPA inspections of their National Pollution Discharge Elimination System programs, and Southerly received a favorable Ohio EPA inspection of its air compliance program.

The department must continually evolve and update its business practices to most efficiently and effectively deliver excellent utility services at affordable rates. To help accomplish this, the department continues to implement the principles and practices of Asset Management (AM). Initially based on successful programs elsewhere in the United States and around the world, implementation of the AM model at DPU is producing better-than-expected results. Significant returns on this investment were realized in 2012, helping to reduce the size of future rate increases. Developments included the in-depth re-evaluation of 15 capital projects, producing a reduction in the capital spending plan of just over \$13 million. Maintenance practices at DPU's five treatment plants, electrical substations, and pumping and booster stations advanced significantly in 2012. This included the increase of leading-edge technology such as ultrasound, infrared thermography, vibration analysis and oil analysis to detect defects. By addressing these defects proactively, compromises to workplace safety and asset failures are avoided. Several hundreds of thousands of dollars in estimated damage were avoided in 2012 as a result of this increased proactive maintenance approach. Operations at the two wastewater treatment plants were further optimized, and over \$250,000 in annual savings were identified. As an example, operational changes increased the production of natural biogas in the sewer sludge digesters, allowing some equipment to be powered without purchasing electricity off the grid, reducing costs and protecting the environment.

Savings and efficiencies have been confirmed through the initiative to equip the DPU fleet with Automated Vehicle Location (AVL) utilizing Global Positioning System, or GPS, technology. These systems can visually display the location of vehicles in near real time; units have been installed on all fleet vehicles – roughly 530 – and for 2012 the estimated fuel savings compared to 2011 topped \$173,000. The AVL technology is part of an overall Mobility Initiative that includes mobile computing: distributing computers to field crews, providing mobile accessibility to critical applications, including work order mapping tools. Progress continued on Enterprise Applications Integration, which will link many of the more than 50 software programs and data sources utilized daily by personnel to streamline services to customers, and on new Project Management Information System software which will eliminate the need for multiple databases by tracking schedules, activities and performance, and will be accessible by all staff.

The Communications Office continued to coordinate information requests from the media and public, distribute news releases, brochures and customer bill inserts regarding water quality and conservation, prevention of water pollution and other notifications required by the Ohio EPA. The department's Web site remained responsive to the needs of ratepayers and companies that do business with the city by updating existing material and posting new content including the 2012 Stormwater Drainage Manual, and seasonal topics. Many of these topics and other timely information were also shared via social media through the department's Facebook page and the department's new Twitter account, which was created in 2012.

GreenSpot, announced by Mayor Coleman during his 2008 State of the City address, saw growth with a total of 5,272 homes, businesses and community groups enrolled by the end of 2012, each committing to behaviors promoting responsible stewardship of the environment. 964 households received rain barrels through the GreenSpot Backyard Conservation cost share program.

Division of Power and Water: Water Section

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

In 2012, the Water Section delivered 51.2 billion gallons of potable water, in compliance with all applicable quality standards, to customers in the Columbus metropolitan area. With an estimated service area population of 1,139,345, the average per-capita consumption was 123 gallons per day. The total average daily water pumpage was 139.9 million gallons.

Plans to expand the water supply system to address regional growth continued to progress. It was the second year of construction for the city's first upground reservoir off the Scioto River in northwestern Delaware County and an associated pump station. This 850 acre, 9 billion gallon reservoir is anticipated to be completed in fall of 2013. The raw water pipe-line that will supply water from the river to the reservoir was nearly completed. The project will produce additional safe yield water supply as recommended in the Water Beyond 2000 study for the Dublin Road Water Plant. Total cost is \$123 million.

Contracts 1 and 2 for the Dublin Road Water Plant were issued with work scheduled to begin in 2013. The future plant improvements coming from this design will provide for new processes to meet water quality regulations, future capacity demands and plant reliability. Construction at the Dublin Road plant will continue through 2016 and the total cost is estimated at \$200 million.

Construction also continued on the second of four planned well sites for the Parsons Avenue Water Plant, while construction for treatment improvements to the Hap Cremean Water Plant began. The \$68 million improvements at Hap Cremean will allow the treatment plant to meet new OEPA rules for the Safe Drinking Water Act.

Completed in 2012 were the Parsons Avenue Water Plant Automation Upgrade, the Parsons Avenue Sludge Disposal Part II and the Supply Facilities Elevator Replacement Project. Other improvements completed included the Dublin Road Flocculation Drive replacement project and the Parsons Avenue Water Plant South Wellfield Expansion Raw Water Line-CW 106.

The Pitometer Water Waste Survey located 74 breaks in the water distribution system while investigating 1,390 miles of pipeline. The repair of these breaks has reduced our underground leakage by 2.85 million gallons per day. The Main Line Repair Crews repaired a total of 544 main-line breaks, 974 service leaks and repaired or replaced 1,306 damaged hydrants along the 3,617 miles of pipe in the system.

Continued implementation of the Cross-Connection Control and Backflow Prevention Programs has increased water use surveys on existing properties to assure proper protections are in place, with 34,726 backflow prevention devices now listed in our database. Task-specific software has streamlined this program with the goal of protecting our water supply from backflow contamination. Backflow requirements for temporary water uses and water hydrant permit connections are reviewed periodically for proper system protection and best business practices.

The Water Enterprise Fund collected \$184,500,768 in revenue and expended \$166,865,524.

Excellent customer service remained a top priority in 2012. Customer Service Representatives answered 412,436 calls in the Customer Service Call Center regarding various water, sewer, stormwater and electricity questions.

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

Water	279,803
Sewer	270,868

Stormwater	197,022
Power	12,603

Meter reading, inspections and repair also continued to provide excellent customer service by reading all water, power and sewer meters for billing, completing 126,896 service calls and 1,943 large water meter tests.

Division of Power and Water: Power Section

2012 marked the final year of “section” status for Power, designated to be its own division again at the end of the year, with an Administrator slated to be hired in early 2013. The Power Section oversees a network of electrical substations and transmission lines distributing power to 12,603 customers, in addition to maintaining city streetlighting. The O’Shaughnessy hydroelectric unit is also maintained by this section.

Safer neighborhoods through modern, efficient street and alley lighting remained a primary mission. In all, 236 new streetlights were added in 2012, bringing the total streetlight count to 51,877 citywide, while completing projects that improved the distribution system’s infrastructure. The staff also maintains 4,081 lights along interstate highways under contract with the Ohio Department of Transportation. A contract for upgrading several older street light circuits started in 2012, which will involve repair and updating conductors, insulators and lights on circuits that have higher numbers of reported outages.

The section’s engineering group was responsible for overseeing and coordinating the installation of many projects throughout the year including supplying the budgeting as well as design, installation, and inspection of projects that impacted the electrical system. This group also reviewed many projects as part of the One Stop Shop process while adding 54 new customer accounts supplying new and upgraded services to projects such as: Scioto Downs, Banner Metals, the OARS tunnel project, 23-Next G services for City of Columbus Wi-Fi, and new service for 120 Gay Street. In all, revenues for the Power Section – from the sale of electricity to residential, commercial and industrial customers and from the expressway lighting contract with the State of Ohio – in 2012 totaled \$89,898,473 while expenditures totaled \$86,830,040.

Division of Sewerage and Drainage

The Division of Sewerage and Drainage is responsible for various vital services including the treatment of wastewater generated in the City of Columbus and 25 contracting communities, maintaining the sewer collection system in Columbus, stormwater management and surface water quality protection.

Implementation of the Wet Weather Management Plan, submitted in 2005 and approved by the Ohio EPA in 2008, remained a top priority. The 40-year plan is designed to address the wet weather issues in the sanitary and combined sewer systems and comply with two consent orders with the State of Ohio to stop sewer overflows into local waterways. The plan contains an estimated \$2.5 billion in improvements to the Columbus sanitary and combined sewer systems along with upgrades to the Jackson Pike and Southerly Wastewater Treatment Plants. The largest individual project in the plan, and in fact the largest capital improvements project in Columbus history, is the Olentangy Scioto Interceptor Sewer Augmentation and Relief Sewer (OARS). This 20-foot diameter, 190 foot deep, nearly 4.5 mile long sewer tunnel project will reduce negative impacts on the Scioto River caused by combined sewer overflows by intercepting high wet weather combined sewage flows from the downtown area and convey them to the treatment plant. Construction on the \$265 million OARS Phase 1 and the \$77 million Phase 2 continues with completion scheduled by mid-2015. Phase 2 focuses on the Pump Station Campus of the OARS project in addition to the intermediate shafts which will receive flows to the tunnel. Utilizing two of the shaft sites for OARS, two biofilters are nearing completion in the Downtown area to mitigate odors emanating from the combined sewer system and to aid in protecting downtown sewerage facilities from degradation. These biofilters are located near the Arena District and the Brewery District, and will be fully operational in 2013.

Another crucial aspect to the Wet Weather Management Plan is maintaining our current system, and various large and small scale cured-in-place lining projects were again performed in 2012 across the city. Where conditions are appropriate, this technology enables the Sewer Systems Engineering Section to renew sewer pipes without significantly disturbing the ground and at a lower cost to the ratepayer compared to pipe replacement. In 2012, sewer lining continued within the Early Ditch area and in the Livingston/James Inflow and Infiltration (I/I) area. Additional sewer sections located throughout the city that were identified for rehabilitation were also lined. Previous

I/I studies have now submitted final report drafts; review of these will determine the effect the new integrated planning concepts will have on I/I study-related recommended projects and their associated project areas. A major accomplishment was gaining approval from the Ohio EPA to temporarily delay some large tunnel projects while an integrated study goes forward. Data gathered by studies regarding the source and quantities of extraneous stormwater will be invaluable in globalizing estimates of the impact of the solutions and projects in the Barthman/Parsons and Clintonville areas city-wide.

Also related to the Wet Weather Management Plan, the Fifth Avenue dam was removed in the fall of 2012, making way for stream restoration of the Olentangy River. Restoration limits extend from the Fifth Avenue bridge, upstream to the Lane Avenue bridge. Work includes creating a modified channel cross-section and new channel profile with pools and riffles. Construction activities will extend into spring 2014.

The Project Dry Basement sewer backup prevention program continued to progress during its eighth full year with 36 new backflow valves installed, and a total of 725 valves had been installed since the program's inception in 2004. This program, along with the division's preventative maintenance program, has demonstrated success in reducing the occurrences of basement sewer backups.

Throughout 2012, an extensive multi-year review of the city's sewer line inventory continued in our Geographic Information System (GIS) section, resulting in modifications to the numbers of line miles. Columbus' sewer line inventory was estimated at 4,397 miles of pipe.

Flows treated at the two wastewater treatment plants resulted in a combined average of 153.62 million gallons per day; precipitation for the year totaled 37.27".

The Sanitary Enterprise Fund collected \$242,242,264 in revenue and expended \$233,001,928. The Stormwater Enterprise Fund collected \$37,552,321 in revenue and expended \$36,369,540.

**THE TRUSTEES OF THE SINKING FUND
2012 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, 2012. This report includes all debt transactions under our jurisdiction undertaken by the City during 2012. The entries contained within this report have been found to be in balance with the accounts of the City Auditor.

Sincerely,

Jackie R. Winchester
President

OFFICERS AND STAFF

		TERM EXPIRES
President	Jackie R. Winchester	January 31, 2015
Vice President	Mark J. Howard	January 31, 2013
Trustee	Craig E. Babbert	January 31, 2014
Trustee	Stanley A. Uchida	January 31, 2016
Executive Secretary	David J. Irwin	

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 paying 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

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

STATEMENT OF TOTAL DEBT
December 31, 2012

GENERAL OBLIGATION DEBT

GENERAL CITY BONDS AND NOTES

<u>Rate %</u>	<u>Amount</u>
Bonds	
0.300 to 6.100	\$ 2,268,655,000
Notes	
1.500	22,350,000
Total	\$ <u>2,291,005,000</u>

ASSESSMENT BONDS

<u>Rate %</u>	<u>Amount</u>
Bonds	
2.750 to 4.900	\$ 1,912,632

TOTAL GENERAL OBLIGATION DEBT

General	\$ 2,291,005,000
Assessment	1,912,632
Total	\$ <u>2,292,917,632</u>

Net Sinking Fund

Assets	<u>75,455</u>
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NET GENERAL

OBLIGATION DEBT	\$ 2,292,842,177
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OTHER DEBT (Not Sinking Fund Jurisdiction)

REVENUE DEBT (Administrator-City Auditor)

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

OPWC & SIB LOANS (Administrator-City Auditor)

(Included in G.O. Debt)	\$ 14,546,283
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BONDS, NOTES & LOANS ISSUED AND RETIRED DURING 2012

	<u>General Obligation</u>	<u>Assessment</u>	<u>Revenue (Ent & Non-Ent)</u>	<u>Total</u>
ISSUED				
Bonds	\$ 770,135,000	278,208	\$	770,413,208
Notes	22,350,000			22,350,000
Loans	0			0
	\$ <u>792,485,000</u>	<u>278,208</u>	<u>0</u>	\$ <u>792,763,208</u>
RETIRED				
Bonds	\$ 470,230,000	444,401	49,255,000	\$ 519,929,401
Notes	24,850,000	286,000		25,136,000
Loans	3,289,603			3,289,603
	\$ <u>498,369,603</u>	\$ <u>730,401</u>	\$ <u>49,255,000</u>	\$ <u>548,355,004</u>
Increase/ (Decrease) in debt	\$ <u><u>294,115,397</u></u>	\$ <u><u>(452,193)</u></u>	\$ <u><u>(49,255,000)</u></u>	\$ <u><u>244,408,204</u></u>
 Total Debt December 31, 2011			\$	2,504,910,711
Issued 2012				792,763,208
Retired 2012				548,355,004
Total Debt December 31, 2012			\$	<u>2,749,318,915</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, 2012

	<u>General City</u>	<u>Assessment</u>	<u>Trust Funds</u>	<u>Total</u>
Balance Jan 01	\$ 1,188,863.09	\$ 45,811.87	\$ 527,229.67	\$ 1,761,904.63
Receipts	<u>298,980,568.78</u>	<u>290,061.20</u>	<u>3,582.70</u>	<u>299,274,212.68</u>
	\$ 300,169,431.87	\$ 335,873.07	\$ 530,812.37	\$ 301,036,117.32
Disbursements	<u>299,097,782.46</u>	<u>290,061.20</u>	<u>0.00</u>	<u>299,387,843.66</u>
Balance Dec 31	\$ <u><u>1,071,649.41</u></u>	\$ <u><u>45,811.87</u></u>	\$ <u><u>530,812.37</u></u>	\$ <u><u>1,648,273.65</u></u>
Encumbered	\$ 1,029,916.05	\$ 128.12	\$ 530,812.37	\$ 1,560,856.54
Unencumbered	<u>41,733.36</u>	<u>45,683.75</u>	<u>0.00</u>	<u>87,417.11</u>
	\$ <u><u>1,071,649.41</u></u>	\$ <u><u>45,811.87</u></u>	\$ <u><u>530,812.37</u></u>	\$ <u><u>1,648,273.65</u></u>

STATEMENT OF RECEIPTS AND DISBURSEMENTS
Year Ended December 31, 2012

	<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		4,061.20		4,061.20
General Obligation				
Note Debt Service				
Note Principal	24,850,000.00			24,850,000.00
Note Interest	494,238.89			494,238.89
General Obligation				
Bond Debt Service				
Fixed Rate	149,725,202.58			149,725,202.58
Variable Rate	6,931,870.18			6,931,870.18
Division of Electricity				
Bond Debt Service				
Fixed Rate	5,021,572.93			5,021,572.93
Division of Water				
Bond Debt Service				
Fixed Rate	58,894,845.62			58,894,845.62
Variable Rate	16,314,401.56			16,314,401.56
Division of Sewers				
Bond Debt Service				
Fixed Rate	32,654,824.82			32,654,824.82
Variable Rate	4,085,447.11			4,085,447.11
Investment Interest	8,144.67		3,582.70	11,727.37
Misc Revenue	20.42			20.42
Total Receipts	\$ 298,980,568.78	\$ 290,061.20	\$ 3,582.70	\$ 299,274,212.68

STATEMENT OF RECEIPTS AND DISBURSEMENTS
Year Ended December 31, 2012 (Continued)

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Tot</u>
DISBURSEMENTS				
General Obligation				
Bonds Redeemed				
Limited Tax	\$ 35,381,700.00		\$	\$ 35,381
Unlimited Tax	74,663,520.00			74,663
Division of Electricity				
Bonds Redeemed				
Limited Tax	290,000.00			290
Unlimited Tax	3,355,000.00			3,355
Assessment	348,066.00			348
Division of Water				
Bonds Redeemed				
Limited Tax	2,868,300.00			2,868
Unlimited Tax	50,423,280.00			50,423
Division of Airports				
Bonds Redeemed				
Unlimited Tax	5,000.00			5
Division of Sewers				
Bonds Redeemed				
Limited Tax	1,805,000.00			1,805
Unlimited Tax	23,018,200.00			23,018
Assessment	96,335.00			96
G.O. Bond Interest				
Fixed Rate	81,289,279.33			81,289
Variable Rate	91,718.85			91
Assessments				
Note Principal		286,000.00		286
Note Interest		4,061.20		4
General Obligation Notes				
Note Principal	24,850,000.00			24,850
Note Interest	494,238.89			494
Administrative Expenses				
Personal Services	117,330.26			117
Materials & Supplies	37.98			
Contractual Services	776.15			
Total Disbursements	\$ 299,097,782.46	\$ 290,061.20	\$ 0.00	\$ 299,387
Total Receipts Over/ (Under) Disbursements	\$ <u>(117,213.68)</u>	\$ <u>0.00</u>	\$ <u>3,582.70</u>	\$ <u>(113,</u>

**FRANKLIN COUNTY MUNICIPAL COURT CLERK
2012 ANNUAL REPORT**

**FRANKLIN COUNTY MUNICIPAL COURT
Columbus, Ohio**

**NINETY-SEVENTH
ANNUAL REPORT
2012**

Letter from Clerk Lori M. Tyack

Welcome to the Ninety-Seventh 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.

In early 2012, the Clerk's Office partnered with the Columbus Division of Police to create The Do Not Buy List, a list of felons convicted in Franklin County of certain types of theft, including scrap metal (copper wiring), automotive catalytic converters and air conditioning units. Since that time, a statewide online registry of scrap metal and bulk merchandise dealers has been created and made available on Ohio's Homeland Security Website. This information will be used to determine if a seller may lawfully sell materials to scrap yards in order to cut down on scrap metal thefts.

In 2012, the Franklin County Municipal Court chose to go with the same VOIP phone system. The Clerk's Office assisted with the installation of the Court's new phone system and currently performs real-time maintenance for both systems. Additionally, software upgrades for both the Clerk's Office and the Court scheduled for 2012-2013 include CourtView; Hyland OnBase (imaging software), Microsoft Office and Windows Operating Systems.

In August of 2012, our website was recognized as one of the top ten by The Forum on the Advancement of Court Technology. Award winners were selected from a review of national and international websites and judged on criteria such as: 508 compliance, access to public records, access to justice, and number of available eServices, among others.

The Clerk's Office continues to follow green initiatives as outlined by the City of Columbus and Franklin County. From January 2012 to December 31, 2012, the Clerk's Office saved 552 trees. Our focus on purchasing environmentally preferable procurement such as recycled paper for copies, file folders and recycled toner cartridges has also been a plus. Additionally, over \$11M has been received since April, 2010 using our online electronic payment program, saving valuable staff and material resources necessary for processing paper payments.

In September of 2012, the Clerk's Office commissioned a Feasibility Study to determine the resources necessary to connect the Court, Public Defender's Office, the Franklin County Sheriff's Office, the Columbus City Attorney's Office, and the Columbus Division of Police directly to the Municipal Court Clerk's database. The purpose is to promote information sharing and encourage electronic filing of documents with the Court. Over 40 Million documents are currently available in an electronic format.

The Franklin County Municipal Court Clerk's Office serves to bridge Municipal, County and State initiatives by providing on-site support to collaborative law enforcement partners and other governmental agencies. In 2012 the Municipal Court Clerk's Office provided on-site assistance during the following programs: Operation Shield 1 & 2 whose partners included: Franklin County Sheriff's Office, Ohio State Highway Patrol ground cruisers and airplane unit, K-9 Unit, Ohio Department of Public Safety, Franklin County Prosecutor's Office, Franklin County Municipal Court Judges, Franklin County Engineer's Office, Central Ohio Crime Stoppers, and on-site support at OSU football games. In addition, Active Warrant Information is provided upon request to the Columbus Division of Police and other agencies for scheduled Warrant Sweeps. Our most recent cooperative effort involved providing support to seven Central Ohio Law Enforcement Agencies and the Franklin County Office of Homeland Security on a warrant sweep initiative for Misdemeanor Domestic Violence Offenders.

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.

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, Fiscal Administration, Payroll, and Human Resources/Strategic Planning which includes education and training. This Division oversees the day to day operations of the Clerk's Office and is governed by directives as set forth in the Annual Budget. Additionally, all new programs, contracts, projects, and grants are created and implemented within the Division. It conducts all public relations and internal communications for the Clerk's Office. In 2012, the Clerk's Administrative Division accomplished and completed a wide variety of initiatives which include the following:

- Expanded Quality Control initiatives
- Assigned a Training Program Coordinator
- Integrated training tracking system
- Continued initiatives toward green technologies and processes
- Broadened professional development opportunities for leadership team members
- Participated in Community Outreach Programs:
 - St. Vincent Family Center Toy Drive
 - Sponsored a Book Fair to benefit the Combined Charitable Campaign
 - Collected food for the Mid Ohio Food Bank
 - Facilitated a Red Cross Blood Drive
 - Provided career path tours for local high school students
 - Awarded Internships to local college students

Quality Control Division

The Quality Control Division is responsible for minimizing erroneous data through a system of real time process monitoring, audit reporting and Total Quality Management Strategies. Through business process improvement and change control programs, the Quality Control team has elevated efforts toward reengineering business processes and is better positioned to identify and leverage new technologies. As a result, the Quality Control Division has been able to improve the services that the Franklin County Municipal Court Clerk's Office provides to both its internal and external customers while saving taxpayer dollars through helping to make the Office more efficient. Accomplishments for Quality Control in 2012 are as follows:

- Quality Control began to review the processes for the fiscal year 2012-2016 audits with the new vendor
- The Feasibility Study for E-filing began and 3SG was chosen as the vendor to conduct the study
- Quality Control returned the responsibility of the Drop List to Civil Division

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 2012 are as follows:

- Implemented Staff Training Program (Linux, VOIP Telephone System Training)
- Completed Phase II of back scanning old case files
- Upgraded the CourtView Case Management and OnBase Document Training Systems and prepared for a Production System Upgrade
- Expanded Electronic Warrant Updates to Law Enforcement Agencies
- Assisted Law Enforcement with Specialty Programs
- Upgraded Domain Controllers and Exchange Server including ActiveSync for Mobile Email
- Deployed VOIP for Court side
- Expanded and upgraded (VM) Virtual Machine System to Version 5
- Upgraded SAN Unit and Storage expansion
- Help Desk Tickets in 2012: 5,964 (11% increase from 2011)
- Website Award

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. Accomplishments for the Civil Division in 2012 are as follows:

- Replaced 1000 buckets in the File Room
- Consolidated Space for 2008-2011 cases in the File Room to accommodate all 2013 Case Files. Implemented a new Environmental Case Process for “Vicious Dogs”
- Added an Eviction/BMV Court Room Clerk to help the process of Evictions and to provide essential assistance to the Public
- Assumed responsibility of all Limited Driving Petitions Hearings from the Criminal/Traffic Division
- Created and streamlined the process of a new Termination Code for Evictions

Collection Division

The Collection Division oversees and coordinates the collection of debts owed to the Court, with the primary objective of seeking monies due to the City of Columbus taxpayers. The Collection Division operated in conjunction with three (3) outside agencies in 2012. Additionally, the Collection Division is responsible for securing surety bond agent registration, monitoring compliance of State and Local Statutes and processing monthly billing statements. Accomplishments for Collections in 2012 are as follows:

- Collected \$843,000 (through Enforcements and Traffic Tickets)
- Continued generating past due notices in-house for payable tickets
- Bond money forfeited by the Court for 2012 -- \$73,707.50
- Bond Forfeiture Judgments paid for 2012 -- \$12,907.65
- Managed billings and compliance for nineteen (19) active bond companies and over on hundred (100) surety agents

AGENCIES	TOTAL AMOUNT SENT IN 2012	TOTAL COLLECTED 2012	COMMISSION PAID 2012
LINEBARGER	\$1,269,567.00	\$ 237,616.85	\$ 67,262.65
APELLES	\$1,479,158.00	\$ 318,660.30	\$79,654.75
CAPITAL RECOVERY Bond Forfeitures	\$ 127,268.00	\$ 8,248.75	\$ 1,659.65
CAPITAL RECOVERY Enforcement Cases	\$1,306,775.00	\$ 278,851.95	\$ 78,960.16
TOTALS	\$4,182,768.00	\$ 843,377.85	\$ 227,537.21

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. Accomplishments for Criminal/Traffic in 2012 are as follows:

- Individual Development Plan for Deputy Clerks
- FTP Website for Law Enforcement
- Operation Shield 1 and 2
- CPD Vice Operation
- Do Not Buy List – CPD Statewide, Statewide list now available on Ohio's Homeland Security Website
- OSU Home Games/STOP Program
- Processed County Witness Fees
- Updated Ohio Highway Patrol and Franklin County Sheriff's Office in CourtView
- Limited Driving Privileges transferred to Civil Division
- Warrant Sweep initiative for Misdemeanor Domestic Violence Offenders

Courtroom Services Group

The Courtroom Service Group ("CSG") is a select group of highly skilled Deputy Clerks in the Criminal/Traffic Division, responsible for the daily processing and updating of all cases on the Criminal/Traffic dockets. A CSG Deputy Clerk is assigned to each of the fifteen Judges as well as the Arraignment Courtrooms (4C, 4D, 1A, 1B, 15C). 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, add Temporary Protection 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 time stamps, docket, pulls and routes Statement of Violations filed by the Probation Department. In addition, CSG Deputy Clerks run and process case management reports.

Each CSG member acts as a liaison between the Court personnel and the Clerk's Office. CSG Deputy Clerks are the neutral party in the courtroom. They are there to assist and provide information to the public as well as Court personnel. After court, CSG members assist with the public and attorney counters, answering telephones, working in the file room, and/or helping the Traffic Violations Bureau. Accomplishments for Courtroom Services Group in 2012 are as follows:

- Increased participation in Training Classes
- Developed a new Work Release Violation Procedure
- Operation Shield Events
- Developed "Team Building" activities for CSG (Jeopardy Theme)
- Established new termination codes for arraignment courts 4C & 4D
- Participated in tours of the BMV on Broad Street
- Assisted Prosecutor's Office dismissing old cases

Accounting/Finance Division

The Accounting/Finance Division oversees the collection of and accounting for all fines, court costs, fees, bail, garnishments, and judgments issued by the Court. The Division 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 2012: 227

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 2012: 37

The Accounting/Finance Division is responsible for preparing a monthly general accounting for all funds 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. Accomplishments for Accounting/Finance in 2012 are as follows:

- Achieved training goal for backups - (3) three deep backups on our key positions; Rent Escrow, Trusteeship, Epay, Cash Office, and Government Disbursements
- Set up 3092 Time Payments in 2012
- Maintained minimum over/short issues with Cashiers
- Zero infractions on the 2012 Clark Schaefer Hackett Audit
- Updated all three (3) safes by replacing the locking systems
- Installed a lockbox on 2nd Floor for the 2nd Shift Cashiers
- Created a new procedure to process W9 Forms and assigned a Deputy Clerk to prepare W9 Forms
- Installed new intercoms on the 1st Floor
- Cleared surplus items from Accounting/Finance areas
- Relocated Bail Refund area
- Updated the Record Keeping System in the Cash Office

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. Accomplishments for Traffic Violations Bureau and Communications Department in 2012 are as follows:

- Cross-trained staff to ensure all daily responsibilities were met
- Held weekly staff meetings to keep the lines of communication open due to policy changes, questions and/or concerns
- Continued effective communication with Police Agencies, Prosecutors, Mayor's Court Clerks and Courtroom Clerks to ensure quality work
- Attended Fred Pryor Seminars and Citywide Training Classes to gain additional knowledge of professionalism and customer service to successfully attain our Mission Statement
- Assisted the Criminal/Traffic Department with the end of the year file control

**FRANKLIN COUNTY MUNICIPAL COURT JUDGES
2012 ANNUAL REPORT**



FRANKLIN COUNTY MUNICIPAL COURT

375 South High Street
Columbus, Ohio 43215-4520

Chambers of
Judge James E. Green
Administrative & Presiding Judge
Telephone: 614/645-8295

March 25, 2013

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 2012 Annual Report of the Franklin County Municipal Court.

From all indications, the Franklin County Municipal Court remains 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 appreciate the financial support that we receive in these difficult economic times and hope that this continued support is a reflection of your trust in the way we conduct our operations and expend taxpayer dollars.

In 2012 Administrative and Presiding Judge James Green issued the first ever State of the Court address at Veteran's Memorial. The public address was attended by a diverse array of local leaders that included elected officials, lawyers, clergy, educators, social services and others. This was a wonderful opportunity to highlight the Court's broad reaching impact on the Community. We are especially proud of the continuing success of our Work Release, Foreclosure Mediation, and Eviction Resolution programs. Additionally, the Court continues to have great completion and graduation rates of those participants in our specialized docket programs – drug court, mental health, solicitation and veterans. Our success is a direct result of the sustained, enthusiastic support the Court has received for these programs. We are indebted to the Mayor, City Council, County Commissioners, and all others who have contributed to our efforts and the success of these programs.

Please feel free to contact me at (614) 645-8295 if you have any questions or would like any additional information.

Yours truly,

/s/ James E. Green

James E. Green

Administrative and Presiding Judge

THE FRANKLIN COUNTY MUNICIPAL COURT
375 South High Street
Columbus, Ohio 43215-4520
614-645-8214
2012 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 2012 were Judge James E. Green, who served as Administrative and Presiding Judge, and Judges Anne Taylor, Scott D. VanDerKarr, H. William Pollitt, Jr., Michael T. Brandt, Harland H. Hale, Ted Barrows, Paul M. Herbert, Carrie E. Glaeden, Amy Salerno, Andrea C. Peoples, David B. Tyack, Mark A. Hummer, David Young, and James P. O'Grady.

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, there is an unassigned or "floater" bailiff who rotates among the judges when a judge's bailiff is absent, and there is a Duty Room Bailiff. Each magistrate also has a bailiff.

COURT ADMINISTRATION

Court Administration oversees the administrative and operational functions of the Court. It carries out the non-judicial policies of the Court. In addition to providing overall support and direction to the Court's nearly 200 employees, some of its specific functions include personnel management, budgeting and fiscal management, purchasing, liaison with other courts and agencies, public information, appointment of counsel, court support services, court security, interpreter services, vehicle immobilization, and volunteer services. The Court Administrator is the chief non-judicial officer.

The Court's General Fund Operating budget for 2012 was \$15,384,825 with an additional \$1,728,435 Secure Facilities Fund budget and \$352,378 Computer Fund budget.

COURT SUPPORT SERVICES

Court Support Services helps defendants resolve matters such as extensions of time to pay fines 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 2012, Court Investigation assisted approximately 15,000 individuals – 10,000 in-office interviews, 2,000 telephone interviews, and 3,000 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. During 2012 approximately 1.3 million visitors to the Court were screened at the Court's entry points by Security Officers.

INTERPRETER SERVICES

During 2012, the Court employed two full-time Spanish language interpreters and contracted for one part-time Somali language interpreter. Together they completed an estimated 10,456 requests for service (9,800 in Spanish and 656 in Somali). The Court has multiple contracts with outside vendors to provide foreign language and ASL interpreters. There were 608 requests for 45 other languages. The top foreign languages for which interpreters were requested were Spanish, Somali, Arabic, French, Tigrinya and Amharic. Additionally, the Court filled 154 requests for American Sign Language interpreters.

VEHICLE IMMOBILIZATION PROGRAM

State law mandates the immobilization or forfeiture of vehicles operated by defendants who are convicted of the repeat OVI offenses (operating a vehicle while under the influence of alcohol or drugs) and driving under certain court or BMV-issued suspensions. Immobilization or forfeiture of vehicles involved in suspension cases of Financial Responsibility/Accountability and wrongful use of a vehicle are at the Court's discretion. A steering wheel locking device is used to immobilize vehicles. In 2012, the Court processed 8,074 driving under suspension cases and 6,730 OVI cases. The program's employees provide the communication between the courts, law enforcement and defendants to ensure compliance with the court's orders involving the defendant's vehicle.

ASSIGNMENT OFFICE

The Assignment Office is responsible for the judge assignment of criminal, traffic, and civil cases. The Rules of Superintendence for Municipal Courts, promulgated by the Supreme Court of Ohio, require that cases be assigned to judges in a random manner. Random assignment occurs at the time a defendant enters a "not guilty" plea in criminal and traffic cases, and upon the filing of a motion or an answer in civil cases. Local Court Rules 1 and 8 define the assignment process for cases. 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 charge(s) will be assigned to the judge who presided over the previous case.

The Assignment Office is responsible for management of the case as it proceeds through the Court system which includes the filing of subsequent pleadings, subpoenas, and other information for criminal and traffic cases. In 2012, the eight Assignment Coordinators processed 3,436 new or reactivated civil cases and 48,455 new or reactivated criminal or traffic cases with approximately 100,000 judicial proceedings. The Office is also responsible for completing the monthly reporting due to the Ohio Supreme Court, for the monitoring of cases assigned to visiting judges when needed, scheduling of expungement cases, and for the monitoring of assigned specialized docket cases.

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. In 2012 there were 14 full-time Court Reporters and they produced 199 requested transcripts.

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* (a preliminary examination of prospective jurors to determine their qualifications and suitability to serve on a jury, in order to ensure the selection of fair and impartial jury) results and trial verdicts, and collects demographic data to ensure the jury venire (those summoned for jury service) is a true sampling of Franklin County's qualified population. Jury service is limited to two weeks, except in those cases for 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. The number of jurors summoned in 2012 was 3,972. The reporting percentage for 2012 was 92.02% while the failure to appear rate was 3.80%. Jurors are paid \$20.00 per day as well as travel expenses for each day they are in attendance.

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, under the direction of the 15 Franklin County Municipal Court Judges, promotes public safety by accountable rehabilitation. At year's end 47 Officers were working with intensive caseloads, general caseloads, and specialty docket caseloads.

General Supervision Unit Officers constructively enforce all court ordered conditions of probation, which may include Probationers being assessed and receiving needed treatment for addiction and/or mental health problems; paying fines, fees and court costs; participating for a limited time in the work release program, being placed under electronically monitored house arrest, attending a driver intervention program, or county jail; attending the Mothers Against Drunk Driving Victim Impact Panel presentations; submitting to drug or alcohol testing; performing community service work; paying restitution to victims; completing anger management counseling; and complying with a wide variety of other court orders. Two officers work intensively with repeat OVI offenders.

Eight **Domestic Violence** Officers specialize in domestic partner abuse cases, requiring that any Probationers with substance abuse and/or mental health matters be addressed first, and then attending an additional 40 weeks minimum of successful domestic violence counseling afterwards. Two Victim Assistants work exclusively with victims of crime while the Probationer serves their term of probation.

Four Specialized Dockets are functioning in this Court, with at least one Officer assigned to each. The **Alcohol and Drug Addiction Program** (ADAP) Officers supervise this Court's "Drug Court" Specialized Docket. In addition to the ADAP Officers, the Court has invested in **Mental Health** Officers who, in addition to serving the ADAP program, also oversee the **Mental Health Specialty Docket** cases. These Officers monitor the Program's participants' compliance with counseling, medication, and abiding by the law in general. The Changing Actions to Change Habits (**CATCH Court**) **Specialty Docket** Officer works extensively with repeat solicitation offenders. The Court's newest specialized docket, Veteran's Court, is focusing on helping resolve the needs of veterans who accrue multiple charges throughout the year. Two specially trained Officers supervise caseloads of sex offenders and those who victimize children. New in 2012 is an Evaluation Specialist who diagnoses and refers indigent, as well as those probationers who are able to pay for their own treatment, to service providers for counseling and treatment as a term of probation.

The **Electronically Monitored Home Incarceration** Program Officers continuously kept track of the exact location of 132 offenders as they served 6,879 days on community supervision. The State and City funded **Work Release** Program required 219 offenders to serve a total of what would have otherwise been 4,834 jail days that would have required payment of \$67,195, as the offender's share of the costs. 93.4% of those sentenced to the Work Release

Program successfully completed their term, and saved a net \$82,178 in jail expenses.

The **Community Service** Officers arranged completion of 31,429 hours of labor out of 41,043 ordered. \$336,903 in **Restitution** was ordered in 500 cases last year, and \$212,794 was collected and disbursed, with 293 successful case closures. There were 6,814 **Supervised Provided No Conviction** (PNC) cases were monitored for compliance, including 2,393 new cases during 2012. In addition, the **Pre-Sentence Investigation** Officers researched and prepared 3,178 sentencing and expungement reports. During 2012 the Department supervised a total of 12,930 cases, including 7,347 new probation placements. At year's end 17,357 cases remained assigned or on warrant to the Probation Department.

Funding has been secured to provide indigent probationers with alcohol monitoring devices; camera mounted ignition interlocks to prevent impaired driving; and for the assessment and counseling for addiction, mental illness, positive parenting, and domestic violence. During 2012, those sentenced to probation paid \$597,233 in Court ordered probation user fees. These user fee funds go back directly to the Probation Department to support funding for various probation sentencing options and monitoring programs. This funding assists in reducing the cost of supervising probationers for taxpayers. The Department is moving toward a paperless environment and broader use of technology to further cut costs and improve public safety.

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 probation 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 49,300 legal documents in 2012 and supervised over 1,500 set-outs. The Department currently employs 17 full-time individuals: a Chief Service Bailiff, 2 Deputy Chief Service Bailiffs, 13 Service Bailiffs, and a Secretary/Receptionist.

SMALL CLAIMS DIVISION AND DISPUTE RESOLUTION DEPARTMENT

The **Small Claims Division** helps individuals and businesses file claims 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. Forms, instructions, brochures and guides about proceeding through every phase of a Small Claims case are available to the public in the Division offices. They are also available at the Court's web page: www.fmcclerk.com. In 2012, the Division improved its web to quickly link citizens to the information they seek including: About Small Claims, Filing a Lawsuit, Defending a Lawsuit, Court Forms, Mediation, CARS, Collecting a Judgment, and Helpful Links. These pages went live at the beginning of July and by the end of 2012 there were 9,898 visits from 7,564 individual users. An improved telephone system installed in 2012 provides callers with additional options to retrieve automated information further enhanced customer service.

The Division has five full-time employees and one part-time employee and managed a small claims docket of more than 6,700 cases in 2012. The staff initiates, assigns, and schedules each case for trial. The Division also sets new hearing dates based on requests for continuances and the need to re-issue service. They processed more than 5,700 cases that required new dates. The Division staff use the Court's case management program to manage the dockets of five magistrates. In addition to managing and processing cases for the small claims docket, the Division staff serves as a centralized intake and referral unit for citizen inquiries about this court and other courts, agencies and services.

In the **Dispute Resolution Department** parties may request mediation before filing a claim or to resolve disputes about an outstanding unpaid check or account. In 2012, there were 25 **pre-filing** mediation sessions. The Department scheduled 855 mediations and mediated 248 disputes. During mediation, 147 cases (59.0%) reached a formal resolution. Parties resolved 110 cases (12.8%) before the mediation date. The mediators for this program are volunteers. Mediators come from the community at large, Nationwide Insurance Company, Capital University Law School and the Moritz College of Law at The Ohio State University. Each mediator is specially trained to mediate in this program. Volunteer mediators contributed more than 500 hours to this program in 2012.

Volunteer mediators also serve the **Eviction Docket**. Mediators are available three days per week. These volunteers contributed more than 300 hours of service to the Court. In addition, Mediators from Community Mediation Services of Central Ohio provides mediation and referral services in Eviction Court every day. Mediators from both law schools mediate on the **day of trial** in Small Claims Court. These mediators provided more than 750 hours of service to the Court in 2012. Without services from volunteer mediators the Court would have paid more than \$60,000 for services in these three programs. Judges and Magistrates referred 1,294 filed cases to mediation; this is slight increase over referrals from the prior year. Of the 1,061 closed cases, 323 were resolved during mediation and 269 settled prior to the mediation date. The 947 cases resolved before or during mediation are 89% of the closed cases. Only forty-three (4%) cases had trials.

Since November 2008, the Court has operated the Franklin County Foreclosure Mediation Project (FCFMP) for the Franklin County Court of Common Pleas. FCFMP provides mediation services that bring borrowers and lenders together to discuss resolution of their cases. In 2012, there were more than 1,400 requests or referrals to foreclosure mediation.

SPECIALIZED DOCKETS

The **Changing Actions to Change Habits (CATCH)** docket 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 2012, there were 42 women referred to CATCH, of which 26 were accepted into the Program. For 2012, the CATCH docket eliminated \$113,350 in probable jail costs alone.

In 2009, the Court and the Franklin County Prosecutor's office entered into 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 **Alcohol and Drug Addiction Program (ADAP)** if both the prosecutor and defendant agree. This reduces the time and money spent processing these cases in Common Pleas Court. During 2012, there were 436 defendants referred to ADAP, and 324 successfully completed the Program. The Court estimates that those 324 clients spent an average of 3.1 nights in jail, instead of an average of 16.6 nights in jail without the Program, for a savings to the taxpayers of \$345,547. The ADAP Long-Term Docket Program is a two-year program that allows defendants to be connected to long-term treatment, with intensive monitoring and support services offered through the ADAP staff and the judge. The Court calculates that the ADAP Long Term Program resulted in a savings in jail costs alone of \$301,654 in 2012.

The most recent addition to the problem solving courts is the Military and Veteran's Service Specialized Docket (MAVSS). The MAVSS docket is intended to promote effective treatment as an alternative to incarceration for veterans whose criminal charges may be directly or indirectly connected to military service or combat. The arrests, summons, and charges obtained by these individuals have a negative impact on their quality of life, future job prospects and the safety of the community. Many of these individuals have suffered from drug addiction, poverty, and a lack of community support. The program is only in its second year; however, we anticipate the same significant costs savings as the other specialized docket programs.

The Mental Health Program Docket (MHPD), established in 2004, continues to achieve remarkable success in not only saving lives but in saving taxpayers' money. Since its inception, the MHPD has saved over \$1.2 million in total costs savings in jail nights. The Program provides a mechanism to promote effective treatment as an alternative to incarceration for a person whose symptoms of mental illness, history of non-compliance with treatment, and/or refusal to accept treatment results in a recurring pattern of misdemeanor offenses. The Program provides a comprehensive, coordinated approach to managing the misdemeanor cases of selected defendants with severe mental illness and/or co-occurring disorders. The MHPD goal for these participants is to decrease criminal recidivism, improve public safety, and improve the defendant's quality of life. The MHPD is a voluntary 18-24 month long program consisting of four phases.

**BUILDING AND ZONING DEPARTMENT
2012 ANNUAL REPORT**

Department of Building and Zoning Services

In 2012 the Department of Building and Zoning Services generated \$17,885,100 in operating revenues processing a total of 62,861 transactions. The Department issued 42,747 permits and performed 80,582 inspections.

Throughout the year, the Building Investigation Team conducted 4,086 inspections, issued over 2,395 orders, and referred 238 cases to court for non-compliance.

Zoning staff completed 5,086 zoning clearance reviews. Residential zoning clearance reviews consisted of 2,102 while commercial zoning clearance reviews consisted of 2,984. Zoning staff also participated in 164 preliminary engineering review meetings and reviewed 2,193 graphics applications. Zoning Public Hearings staff processed 288 new applications which represents 10% increase over 2011: 75 rezoning applications; 62 Council variances, 110 Board of Zoning Adjustment cases and 41 Graphics Commission cases. In 2012, City Council adopted a revised Zoning Code Chapter 3391 with updated regulations for non-conforming uses, lots, and buildings. This was the first update to non-conforming regulations since 1956. Zoning staff also initiated the first of a series of progressive updates to the Columbus Graphics Code.

The Department continued to make improvements to its current web based Accela system with upgrades and additional avenues for the industry to access information through the Web site. A total of 881 permits were issued through the Accela on-line permit system. Throughout 2013, the Department will continue to work on additional on-line services in order to provide better customer service to industry.

**COLUMBUS INCOME TAX DEPARTMENT
2012 ANNUAL REPORT**

**2012 ANNUAL REPORT
COLUMBUS INCOME TAX DIVISION**

The Columbus Income Tax Division is charged with the collection, audit, and enforcement of the 2.5% municipal income tax pursuant to Chapter 361 of the Columbus City Codes.

Financial data contained in this report reflects actual collections, refunds, etc., as recorded by the Income Tax Division of the City of Columbus. Such data may vary from that contained in the Auditor's official fund accounting records due to the normal time requirements for processing documents prior to being recorded with the City Auditor. A reconciliation of the data appears below.

The following is a report of Columbus income tax collections for 2012:

Gross collections in 2012 via Income Tax Division	\$738,725,416
Transfers to other cities	(857,201)
Collections in transit 12/31/2011	+ 4,103,658
Collections in transit 12/31/2012	(7,397,086)
Refunds paid in 2012	<u>(19,256,693)</u>
Income tax revenues (budgetary basis per Auditor's annual report)	<u>\$715,318,094</u>

The funds collected from the tax are allocated for municipal purposes as set forth in Chapter 361.36 of Columbus City Codes.

The Columbus Income Tax ordinance provides that 25% of the total collection of income tax to be set aside for the payment of principal and interest on bonds and notes issued by the City. The remainder provides the General Fund with its major source of revenue.

Withholding accounts contributed to	83.4% of the total tax revenue for Columbus in 2012.
Business accounts contributed to	11.4% of the total tax revenue for Columbus in 2012.
Individual accounts contributed to	5.2% of the total tax revenue for Columbus in 2012.

By contract, this Division administered the collection of the municipal income tax for the following municipalities in 2012: Brice, Canal Winchester, Groveport, Harrisburg, Marble Cliff, and Obetz as well as the Northern Pickaway County Joint Economic Development District (JEDD), the Prairie Obetz Joint Economic Development Zone (JEDZ) and the Prairie Township Joint Economic Development District (JEDD). For the administrative service of collecting the income taxes for these entities, the Columbus General Fund received collection fees based on a formula incorporating the gross income tax collections for each of these political subdivisions of the State of Ohio. Fees collected during 2012 for administering the income tax collections of the administered political subdivisions of the State of Ohio amounted to \$465,220.48. This is to be compared to \$359,209.29 in fees collected in 2011. The collection fees charged to the suburbs are based on a four-part formula that is specifically designed to recover only the cost of administering the tax. The Northern Pickaway County JEDD, the Prairie Obetz JEDZ and the Prairie Township JEDD have separate formulae for calculating the cost of administering their respective tax.

The total expenditure to operate the Income Tax Division during 2012 was \$8,567,206.15. This includes salaries, fringes, income tax forms, new equipment, data processing charges and miscellaneous supplies including postage. This represents administrative service for income tax collection for Columbus and six

satellite communities as well as three JEDD/JEDZ entities. The authorized strength of the Income Tax Division in 2012 was 82 full-time and 1 part-time employees.

City Income Tax receipts processed in 2012 through the Delinquent Section amounted to \$5,168,786.45. This amount included delinquent tax, penalty and interest charges for Columbus and all administered cities. This figure represents delinquent collections through the Tax Division, the City Attorney’s Office and the outside collection agencies.

During 2012, the Income Tax Division referred 2,635 cases to the City Attorney's office for filing civil suits on delinquent assessments totaling \$6,411,443.01.

On December 31, 2012 the Division had 1,059,123 accounts on its tax files. This total is comprised of 949,064 "Direct" and 110,059 "Withholding" accounts.

	ACTIVE	INACTIVE		
CORPORATE	16,302	62,216		
FIDUCIARY	252	2,085		
INDIVIDUAL	63,102	752,479		
PARTNERSHIP	0	4,828	Required to file as entities.	
ENTITY/PRTSHIP	8,112	19,825		
COURTESY	-0-	20,559		
TOTAL – DIRECT	87,768	861,992	TOTAL	949,760
- WITHHOLDING	22,291	87,072	TOTAL	109,363
GRAND TOTAL	110,059	949,064	TOTAL	1,059,123

The total number of accounts on the tax database increased by 21,051 in 2012.

Submitted by: Melinda J Frank
 Income Tax Division Administrator
 MJF/MDJ

EQUAL BUSINESS OPPORTUNITY
COMMISSION OFFICE
2012 ANNUAL REPORT

**EQUAL BUSINESS OPPORTUNITY COMMISSION OFFICE
2012 ANNUAL REPORT**

Dear Business Community,

The Equal Business Opportunity Office (EBO) was established to administer and to enforce compliance with Title 39 of the City of Columbus’ affirmative action code. Section 3921.03 to compile, review and analyze minority and female business utilization. The utilization is based upon the city contract awards, contract payments and vendor registration date. EBOCO is also responsible for the compilation of quarterly utilization reports.

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.

Housed in EBOCO, 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.

In 2012, EBOCO continually strived to live up to the goals of Mayor Michael Coleman’s Columbus Covenant. While our principal goal is the securing of opportunities for small, minority and women owned businesses, the rationale for that commitment is based on the “Covenant” principal that “the economic vitality of the M/FBE business community will have a significant impact on the neighborhood they are located.”

Working with our internal and external partners, in 2012 the city achieved an 8.36% utilization rate for minority and female owned businesses. The professional service was an historical 35.51%, Construction was 3.58% and Goods and Services was 4.92% of payments. Our EBO Specialists continued to work with departments by reviewing contracts, legislation and serving on evaluation teams for the acquisition of professional services. In 2012 our advocacy continued to positively impact the growth and development of M/FBE firms.

**UTILIZATION SNAPSHOT REPORT
Equal Business Opportunity Commission Office
City of Columbus, Ohio**

Utilization Snap Shot

Reporting Period: *January 1— December 31, 2012*

Total Payments	\$ 398,965,630
Prime Minority/Female Dollars	17,957,047
Sub Minority/Female Dollars	15,399,310

<u>Category Breakdown</u>	<u>Total Payments</u>	<u>Minority/Female</u>	<u>Percentage</u>
Professional Services	\$ 54,872,770	\$19,487,699	35.51%
Construction	\$229,082,211	\$ 8,206,275	3.58%
Goods & Services	\$115,010,649	\$ 5,662,383	4.92%

Overall utilization **8.36%**



EBOCO Operational Successes 2012

- Encouraged inclusion of small, minority and female firms in solicitations for informal bids
- Promoted greater department accountability with EBO Liaisons
- Created Departmental Agency Inclusion Plans
- Created survey tools to determine capacity of certified firms
- Partnered with the DPU to host the Mayors Small Business Conference
- Acquired PRISM a new automated tracking system
- Authored “How to Do Business Guide”

- Relunched the Mayor’s Small Business conference

- Worked with private developers to create opportunities for M/FBEs on major projects

- Created targeted industry Business Directories
- Targeted outreach to the construction industry to address deficiencies
- Streamlined Internal Process Contract Compliance Process

- Created and launched Mayor Coleman’s EBO Academy

- Hired EBO Specialist to monitor state and federal DBE reporting requirements

- Upgraded the Equal Business Office Website and Social Media presence

- Hosted Industry specific Outreach forums

- Hosted four Director’s to Business Roundtables

- City began focusing on private sector inclusion efforts

- Outreach efforts included participation in 16 external outreach events reaching 1922 businesses. Events included: Grapevine Minority Business Show Case, Increase CDC Luncheon, Construction Focus Group Meeting, Asian American Commerce Group Event, Ohio Business Opportunity Fair, Asian Festival, Ohio Hispanic Business Summit, Elford Construction Luncheon, Veterans Initiative Project with COWIC, The Coleman Academy, the 10th Annual Mayor’s Small Business Conference and Expo.

- Provided monthly training to EBO Liaisons in each Department

- Worked with EBO Liaisons to complete Departmental Agency Inclusion Plans

- Reviewed 2751 new and renewed Contract Compliance applications

- Reviewed over 750 Pieces of legislation and over 215 Contracts

- Reviewed over 6000 performance purchasing items to ensure that the companies were contract compliant as required by Title 39 of the Columbus City Code

- Presented at 142 pre-construction meetings and provided information regarding M/FBEs

- Participated on 25 evaluation teams

- Certified 69 new M/FBEs and recertified 181 M/FBEs.

- Conducted s one-on-one meetings with M/FBEs to discuss capacity and opportunities.

