

# City of Columbus



2022 ANNUAL REPORT

Andrea Blevins, City Clerk

Columbus, Ohio

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**2022 ANNUAL REPORT**

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# **City Attorney 2022**

## **Annual Report**

In 2022, the Columbus City Attorney's Office advanced a number of key priorities, including focusing on reducing crime in Columbus neighborhoods, shuttering violent and drug-ridden properties, improving public safety, and advocating for consumers, residents and the civil rights of all who live and work in the city.

Over the course of the year, the City Attorney's Office worked alongside the Division of Police and Code Enforcement to shutter more than a dozen drug houses, take action against several bars, hotels and businesses plagued by violence and other criminal activity, and deliver several major wins for tenants at apartment complexes known for unsafe, unsanitary living conditions. The City Attorney's Office also handled over 10,000 criminal prosecutions, including domestic violence, impaired driving and violent offenses.

In addition to remaining tough on violent crime and threats to public safety in 2022, the City Attorney's Office continued to expand its innovative diversion program and built on several successful programs benefitting Columbus residents, like Blueprint for Safety, a multi-faceted approach to protect victims of domestic violence and Project Taillight, a program that funds repairs for safety equipment on vehicles of low-income residents rather than issuing citations.

Under City Attorney Klein's leadership, each section of the City Attorney's office delivered major wins for city residents in 2022:

### **The Claims Section**

The Claims Division investigates pre-litigation tort claims against the city that exceed the sum of \$2,500.00. These tort claims include personal injury and property damage claims. The Claims Division also manages the collection of delinquent debt owed to the city after city departments have exhausted remedies and prior to initiating litigation. If a matter cannot be resolved in the pre-litigation stage, then the Claims Division files suit.

The Claims Division administers the collections agency contracts for the City Attorney's office, and other city departments may utilize their services as well. The three current collections agency contracts that were in place in 2022 were awarded through the FRP process in 2019, and were approved by Council in 2020.

The combination of both in-house and outside collection agency delinquent tax collections brings in substantial funds to the city each year. As of December 31, 2022, a total of \$2,560,345.00 was recovered through these collection efforts for delinquent tax collections. The Claims Division filed 1,039 new tax cases and collected \$1,491,206 in delinquent city income taxes in-house, which is a 21% increase in the amount recovered in-house from 2021.

The Claims Division also collected \$103,982 on behalf of non-tax clients through both court actions and direct debtor contact. Those clients include the Departments of Public Utilities, Fleet Management, Public Service, Licensing, and Recreation and Parks. A total of 182 new cases were received by the Claims Division to pursue the collection of non-tax debt. In 2022, outside collections agencies collected a total of \$115,016.00 on non-tax accounts referred to them on behalf of city departments.

There were 75 new tort claims against the city received by the Claims Division through December 31, 2022. Thirty tort claims were settled, and 39 were denied. Some of these tort claims were filed in 2021, with their investigations continuing into 2022. In total, \$122,740 was paid out to claimants on behalf of city departments to settle property damage or personal injury tort claims filed through December 31, 2022, which represents a 37% decrease in the amount paid out over 2021.

### **The General Counsel Section**

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.

The General Counsel Section reviewed approximately 1500-2000 contracts for city departments in 2022. Further, the General Counsel section was responsible for reviewing approximately 2,180 ordinances for consideration by City Council as well as providing legal assistance on dozens of noteworthy community projects. Finally, for the fourth year in a row, attorneys from the General Counsel section volunteered their time as adjunct professors and guest speakers at the Capital Law School, teaching a class in local government that seeks to bring the real world of public legal service into the classroom.

During the year, attorneys in the section worked with their departmental and Council clients to provide legal guidance on a number of policy initiatives. For instance, the section worked extensively with the city's Housing Division in using Community Reinvestment Areas to create more affordable housing in the City's economically distressed areas. The General Counsel section also assisted the City Auditor's Office in stepped-up enforcement of collection of the City's admissions tax resulting in recovery of more than three-quarters of a million dollars to be distributed in support of the Greater Columbus Arts Council. As the City worked to advance the Intel project, attorneys in the section provided legal support to the departments of development and public utilities. The section also had its hand in advancing the City's flavored tobacco ban and in providing guidance to the workings of the Civilian Police Review Board. Finally, in addition to supporting many of the varied legislative initiatives of Council and the Office of the Mayor, the section provided legal drafting support to the City's 2022 gun control ordinances and staffed the City's Charter Review Commission.

### **The Labor and Employment Section**

The Labor and Employment Section is responsible for handling all labor and employment-related litigation involving the city. The section defends the city in arbitrations involving disciplinary and contractual issues, in discrimination claims filed in federal and state courts, and before various administrative agencies. The section also engages in policy review and renders legal advice to city officials and managers on all labor and employment matters, this includes advising on issues involving any one of the six collective bargaining agreements. In addition, the section works to ensure the city maintains compliance with the laws, policies and regulations that impact the thousands of full-time and part-time individuals employed by the city.

The section was assigned to handle several dozen new cases that were brought against the city in 2022. This included an increasingly high number of cases before the Ohio Civil Rights Commission, the Equal Employment Opportunity Commission and the Ohio Industrial Commission. Over the course of the year, multiple cases were resolved, the majority of which were successfully resolved in the city's favor. On top of a demanding caseload, the Labor and Employment attorneys fielded numerous calls and requests for legal advice and assistance unrelated to pending cases. The attorneys worked closely with the human resources professionals from various departments throughout the city to troubleshoot difficult issues. The attorneys also conducted trainings and provided updates and review sessions for the city on an assortment of matters.

### **The Litigation Section**

The Litigation Section defends the city and its employees in all types of civil litigation. While litigation occurs in other sections of the office, the Litigation Section's caseload principally deals with lawsuits in the federal and state courts (trial courts through appellate courts) and claims against the city and its employees that seek monetary damages based on allegations of personal injury, property damage or violation of constitutional rights.

In 2022, the Litigation Section was assigned to handle dozens of new cases that were brought against the city, seeking a total of over millions of dollars in damages. Additionally, the Litigation Section continued working 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, if not prevented.

### **The Police Legal Bureau**

The Police Legal Bureau provides comprehensive legal advice to the Columbus Division of Police for the wide range of legal issues that impact Division police officers. Attorneys in this section deliver around the clock "real time" advice to police personnel—as they are on call 24/7. In addition, this section provides legal training to Division of Police recruits, cadets and to current officers during yearly in-service.

**Training:** (200+ hours in 2022) The demands made of the legal advisor section by police for legal training has continued to increase over the past several years, and with additional police recruit classes, 2022 was an especially challenging year from a training perspective. This training involved many of hundreds of hours of preparation and presentation. Recruit legal training is unique in that recruits from several other Central Ohio police departments also attend the Columbus Division of Police Training Academy, which not only brings entrepreneurial training monies into the city, but also leads to unity in training for officers from multiple jurisdictions with which Columbus officers have contact. The legal advisors also provided bureau-specific training wherein they went to individual police sections and conducted training on their specific issues. In-service training in 2022 was intense and thorough as it was the first year of full in-service training for all officers since 2019 due to Covid-19. The advisors again spent hundreds of hours preparing and presenting this training, which is unique because it allows every officer of the Division of Police to have in-person training for multiple hours with a legal advisor.

**Real-Time Legal Advice:** The police legal advisors receive multiple 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 Division Wide-Emails:** 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 have sent out several Division wide, or Bureau-wide emails this year related to various ongoing crises.

**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. Given the challenges of this past year, many of those were either via Zoom or other similar platforms.

**Liaison:** The legal advisor section continues to function as a liaison between the various sections of the City Attorney's Office and the Division of Police.

**Review of Division Directives/SOPS:** Division policies are regularly reviewed for legality and to assure that the Division of Police can maintain its accreditation status. This, too, is difficult to quantify, but the advisors spent at least 100 hours reviewing/rewriting such policies.

### **The Prosecutor Division**

Located at 375 S. High St. 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, prosecution 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 Columbus and the unincorporated areas of Franklin County, this division also represents, by contractual agreement, a number of Franklin County municipalities. The division consists of assistant city prosecutors, the legal assistant unit, the Prosecution Resources Unit, the Domestic Violence & Stalking Unit, and the Appellate Unit.

According to Section 68 of the Columbus City Charter, “[t]he city attorney shall be the prosecuting attorney of municipal court. He may detail such of his assistants as he may deem proper to assist in such work. He shall prosecute all cases brought before such court and perform the same duties, so far as they are applicable thereto, as are required of the prosecuting attorney of the county.”

Consisting of 20 courtroom prosecutors, six domestic violence prosecutors, two arraignment team prosecutors, an environmental prosecutor, an administrative assistant, and 24 legal support staff, the unit prosecuted over 10,000 misdemeanor cases initiated in the Franklin County Municipal Court in 2022, including thousands of domestic violence and impaired driving cases.

This unit is also responsible for processing requests for production of public records in the Prosecutor Division, and for processing municipality billing for prosecution services. In 2022, dozens of requests for public records were responded to in a timely fashion. The division also generated revenue by providing legal services to area municipalities.

The Prosecution Resources Unit (PRU) provides a variety of services to citizens seeking to resolve conflicts that may rise to the level of a misdemeanor criminal violation. Consisting of the Intake Section and the PRU Mediation Program, this unit is involved in day-to-day interaction with crime victims.

- Intake Section  
Offering citizens the opportunity to have allegations of misdemeanor criminal violations reviewed by a prosecutor, the Intake Section processed hundreds of citizen complaints. Of these complaints, several received prosecutor approval for the filing of criminal charges.
- PRU Mediation Program  
This program operated in the evenings with volunteer mediators from the Moritz College of Law, Capital University Law School, Nationwide Insurance and members of the alternative dispute resolution community in an effort to resolve disputes without resorting to criminal prosecution.

The Domestic Violence and Stalking Unit provides services to victims of misdemeanor domestic violence and stalking related crimes.

- Domestic Violence Advocacy: A courtroom advocate manager, administrative services manager, and 19 full-time victim advocates, including two Spanish speaking advocates, attempt to make contact with every victim before each court date and escort them to court hearings in every courtroom. All advocates are trauma informed and culturally competent. They provide advocacy, safety planning, referral information, and assistance with obtaining protection orders. The Unit employs six support staff.
- Stalking Advocacy: A cybercrime investigator and a grant-funded stalking advocate work with victims experiencing repeated unwanted, distressing contact. The stalking staff assists victims with safety planning and protection orders, escorts them to court dates, and works closely with law enforcement as they build cases. The team meets weekly to review cases for possible felony enhancement.
- Specialized Prosecutors: The unit includes specialized domestic violence prosecutors who prosecute all of the office's DV related cases. They are specially trained to handle the most-involved, high risk cases (most often involving repeat offenders, weapons used or brandished, severe injuries and children, elderly or pregnant victims). They are trauma informed, culturally competent and understand the ripple effect of domestic violence.
- Other Resources: The unit houses a Franklin County Children Services worker; and a branch of the Capital University Law School's Family Advocacy Clinic to help with protection orders, and a Franklin County Children's Services worker.

The Appellate Unit consists of a director, an assistant city prosecutor, a paralegal and a staff of legal interns. In 2022, the Appellate Unit completed several briefs. The unit also was responsible for the filing objections to applications for record sealing, as well as responding to hundreds of defense motions.

The Prosecution Division also created an innovative program to connect those with nonviolent offenses with opportunities for diversion rather than prosecution. That program saw a recidivism rate of less than 10 percent. Additionally, City Attorney Klein changed bail recommendations for nonviolent, non-repeat offenders, freeing up space and resources for the city to focus on violent offenders awaiting trial and save taxpayer money.

City prosecutors in 2022 continued City Attorney Klein's policy to forego the prosecution of misdemeanor marijuana possession. Under Klein's leadership, Columbus was also one of six sites nationally selected for a grant program to assist officials in keeping firearms out of the hands of domestic violence offenders, and one of two cities nationally selected by the American Prosecutors Association to receive a grant to restore legitimacy and trust in the criminal justice system through creative and data-driven changes to prosecution, all with a focus on public safety.



### **The Solicitor General Section**

Under City Attorney Klein, the City of Columbus has taken an active role on national policy issues affecting Columbus residents. Notably, City Attorney's Solicitor General's section has challenged state laws infringing on the City's authority to take real, meaningful action to keep Columbus streets and neighborhoods safe. The City is actively engaged in litigation to protect the ability of local governments like Columbus to enact gun safety measures unique to the needs of their communities, and has joined the City of Dayton to challenge the state's failure to collect and report information critical to background checks for gun purchases, which has allowed many convicted of certain violent offenses to access dangerous weapons. Additionally, the City is challenging the state's "conscience clause" which would allow certain healthcare service providers to deny care or coverage for services violating their own "moral, ethical, or religious beliefs or principles." The City has also filed a lawsuit against automakers Kia and Hyundai due to skyrocketing thefts due to substandard security systems in certain vehicles. These thefts have cost taxpayers and threatened public safety as the group of unlicensed juveniles largely behind the surge in thefts recklessly operate the stolen vehicles on Columbus roadways.

In addition, the City also has signed onto numerous amicus briefs on important state and national issues, including briefs urging the U.S. Supreme Court to uphold the City of New York's concealed handgun licensing in *New York State Rifle & Pistol Assn. v. Bruen* and to overrule the state of Texas's act of deputizing ordinary citizens to police and prosecute its abortion ban in *Whole Woman's Health v. Jackson*. The City also signed onto a brief in *Doe v. Abbott* to challenge Texas's attempt to investigate and possibly prosecute parents and service providers for advocating for and providing gender-affirming care to transgender Texas children.

### **The Real Estate Division**

The Real Estate Division is responsible for the acquisition of all real property interests needed by city departments, the provision of legal assistance with regard to all real estate matters, including the sale and leasing of property, utility easements, right-of-way dedications, and matters related to real estate property taxes. The Real Estate Division also provides legal and negotiating advice for a number of major transactions, including closings on two future Public Safety Precinct Substations, and future parkland to serve city residents, including 3.5 acres of greenspace in North Linden to be turned into a nature preserve.

In 2022, the Real Estate Division also provided legal advice, instrument preparation, ordinances, resolutions, negotiating services, and processing of instruments involving projects resulting in more than 256 permanent land acquisitions, all of which will contribute to development in Columbus.

The Real Estate Division also handled deed and instrument preparation and other assistance related to the city's Land Bank, involving dozens of instruments. The Real Estate Division also prepared and assisted in processing several mortgages and releases in connection to the Septic Tank Elimination Project.

### **The Zone Initiative**

Working closely with the Division of Police, Code Enforcement, Columbus Public Health, sanitation and community organizations, the Zone Initiative team focuses on eliminating public nuisances that blight neighborhoods. Whether it is abandoned and deteriorating houses, open dumping, street prostitution, boot joints, excessive noise or trash and debris, this unit seeks to eliminate these problems.

To that end, the 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' neighborhoods.

Using the statutory jurisdiction of the Environmental Division of the Franklin County Municipal Court, this unit files complaints for injunctive relief, seeking equitable solutions to persistent problems.

The Zone Initiative acted aggressively to protect the safety and security of Columbus neighborhoods, shutting down dozens of drug houses and ensuring safe and sanitary living conditions at Columbus apartment complexes. The team

continued to work with the Columbus Police Division to grow its community immersion program and Project Taillight, a program that funds repairs for safety equipment on vehicles of low-income residents to reduce unnecessary police interactions. The Zone Initiative also continued to grow the Owner Occupied Initiative, a program that funds home repairs for low-income seniors, allowing them to remain up to code and stay in their homes.

They also attended approximately 200 in-person and virtual community meetings, approximately 100 in-person and virtual police meetings, and approximately 50 in-person and virtual Code Enforcement meetings. They also filed several high profile criminal nuisance abatement cases using the statutory authority under Ohio Revised Code Chapter 3767, along with over 500 code enforcement nuisance abatement cases under Columbus City Code Title 47 for housing and building code nuisance abatement.

# **City Auditor 2022 Annual Report**

March 31, 2023

Mr. Shannon G. Hardin  
President  
City Council  
Columbus, Ohio 43215

Dear President Hardin:

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 2022.

The Auditor is the City's chief accounting officer. She 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 the year ended December 31, 2022, has been completed, and the annual financial report containing the independent auditor's report is posted to the City Auditor's Office website.

The following report simply details certain data applicable to the Department of City Auditor, Accounting and Reporting Division 22-01, and Auditor, Division of Income Tax 22-02.

Very truly yours,



Megan N. Kilgore  
City Auditor

City of Columbus, Ohio  
 Department of City Auditor  
 Division 22-01 City Auditor  
 Year ending December 31, 2022

**Total Expenditures**

	2022
Personal services	\$4,291,506
Materials and supplies	30,392
Services	855,498
Other disbursements	1,000
Capital outlay	-
Total Expenditures 22-01	<b>\$ 5,178,397</b>

**Hotel/Motel/Short-Term Rental 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.

<u>Year</u>	(in thousands)
2022	\$23,360
2021	15,904
2020	10,097
2019	23,743
2018	22,788
2017	22,354
2016	21,332
2015	20,497
2014	18,507
2013	17,511

<b><u>Miscellaneous Data</u></b>					
	2022	2021	2020	2019	2018
Invoices Paid	127,031	115,779	120,370	132,915	134,473
Receipts Posted	10,508	9,185	10,411	13,705	12,601
Disbursing Warrants Written	66,235	59,998	59,383	69,043	71,131
<b>Funds and subfunds accounted for:</b>					
General Funds	8	8	8	8	8
Special Revenue Funds	62	60	57	57	54
Agency Funds	33	32	29	30	29

Debt Service Funds	24	24	24	24	25
Internal Service Funds	14	14	15	15	15
Capital Projects Funds	92	90	89	86	78
Enterprise Funds	60	56	52	52	41
Total	293	284	274	272	250

#### Admissions Tax Collections

Effective July 1, 2019, the City of Columbus levies a 5% tax on amounts received as admission to any place located within the City of Columbus. O.R.C. 715.03 and chapters 375 and 376 of the City Code are the legal authority for the admissions tax. The following table shows the gross receipts of the last four years.

<u>Year</u>	<u>(in thousands)</u>
2022	\$10,462
2021	3,598
2020	1,918
2019	1,253

# **City Income Tax 2022 Annual Report**



## CITY OF COLUMBUS OHIO

### INCOME TAX DIVISION

City of Columbus, Ohio  
Department of City Auditor  
Division of Income Tax December 31, 2022

The Columbus Income Tax Division is charged with the collection, audit, and enforcement of the 2.5% municipal income tax pursuant to Chapters 361 and 362 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 2022:

	(in thousands)
Gross collections in 2022 via Income Tax Division	\$ 1,170,490
Transfers to other cities	(993)
Collections in transit 12/31/2021	20,981
Collections in transit 12/31/2022	(17,476)
Refunds paid in 2022	<u>(35,352)</u>
Income tax revenues (Budgetary Basis)	\$ <u>1,137,650</u>

The funds collected from the tax are allocated for municipal purposes as set forth in Chapter 362.013 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 **81.3%** of the total tax revenue for Columbus in 2022.

Business accounts contributed to **14.7%** of the total tax revenue for Columbus in 2022. Individual accounts contributed to **4.0%** of the total tax revenue for Columbus in 2022.



By contract, this Division administered the collection of the municipal income tax for the following municipalities in 2022: Northern Pickaway County Joint Economic Development District (JEDD), the Prairie Township JEDD, the Madison Township JEDD, and Grandview Yard. 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 2022 for administering the income tax collections of the administered political subdivisions of the State of Ohio amounted to \$17,279.10. This is to be compared to \$14,364 in fees collected in 2021. The Northern Pickaway County JEDD, the Prairie Township JEDD, the Madison Township JEDD, and the Grandview Yard have separate formulae for calculating the cost of administering their respective tax.

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The total expenditure to operate the Income Tax Division during 2022 was \$7,740,686. 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 as well as three JEDD entities. The authorized strength of the Income Tax Division in 2022 was 81 fulltime positions and 1 part-time position.

City Income Tax receipts processed in 2022 through the Collections Enforcement Section amounted to \$5,612,424. 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 2022, the Income Tax Division referred 1,106 cases to the City Attorney's office for filing civil suits on delinquent assessments totaling \$6,623,768.

On September 26, 2022, the Division migrated applicable tax accounts to its new revenue management system the Columbus Application for Revenue and Taxation (CARAT). As of December 31, 2022 there are now over 430, 000 tax accounts on record that are administered by the Division.

**Franklin County Municipal  
Court Judges  
2022 Annual Report**

## **THE FRANKLIN COUNTY MUNICIPAL COURT**

### **2022 ANNUAL REPORT**

The Franklin County Municipal Court has a rich history dating to its inception as the Columbus Municipal Court in 1916. Today, the Court's jurisdiction covers all of Franklin County and portions of the City of Columbus that extend beyond the county boundaries. With 14 judges in the General Division and one in the Environmental Division, the Court plays a vital role in the administration of justice in the region.

The judges who served the Franklin County Municipal Court in 2022 are Administrative and Presiding Judge Mark Hummer and Judges James Green, Andrea C. Peeples, James P. O'Grady, Cindi Morehart, Cynthia L. Ebner, Eileen Paley, Jodi Thomas, Jarrod Skinner, Jessica D'Varga, Gina Russo, Mike McAllister, Bill Hedrick, Mary Kay Fenlon, and Environmental Court Judge Stephanie Mingo. Judges in the Court serve six-year terms unless appointed or elected to fill a vacancy and annually elect one of their peers to serve as the Administrative and Presiding Judge.

The judges preside over a wide range of cases, including civil, criminal, and traffic cases, and conduct both jury and court trials. The judges interpret the law in jury trials while the jury determines the facts. On the other hand, court trials are the most common trials in the Court, where judges have the dual role of interpreting the law and determining the facts.

In addition to presiding over trials, the judges also conduct criminal arraignments and preliminary hearings on felony cases, set bonds on criminal charges, issue search warrants, and impose sentences when a defendant is found guilty of a traffic or criminal charge. The judges also hear civil cases with an amount in controversy of \$15,000 or less and small claims cases transferred to the General Division of the Court. Civil disputes such as evictions, rent escrow proceedings, and proceedings to aid in collecting judgments are resolved in this Court.

The Environmental Division of the Court has exclusive jurisdiction to enforce local codes and regulations affecting real property, such as fire and building codes. The Environmental Division has injunctive powers; no monetary limit on cases falling within its exclusive jurisdiction exists.

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

The Franklin County Municipal Court takes pride in its role as a cornerstone of the local judicial system. It remains committed to upholding its operations' highest justice, fairness, and efficiency standards.

#### **ASSIGNMENT OFFICE**

The Assignment Office of the Franklin County Municipal Court provides the Court with comprehensive case management, case flow coordination, and administrative support for all assigned judicial cases. The Assignment Office oversees the entire case assignment process, from initial assignment to case termination. It provides ongoing support for post-judgment actions on civil cases and post-sentence management on criminal and traffic cases, such as scheduling vehicle immobilization, probation, and sealing of record hearings.

The Rules of Superintendence for Municipal Courts, promulgated by the Supreme Court of Ohio, prescribes how the assignment process occurs. Cases are randomly assigned to judges when a defendant enters a "not guilty" plea in criminal and traffic cases or upon filing a motion or an answer in civil cases (Local Rule 1). The Court also employs a single assignment system (Local Rule 8). New criminal or traffic cases are assigned to a Judge currently presiding over a pending case involving the defendant or who has presided over any previous case in which the defendant is on active probation to the Court.

In 2022, the Assignment Office demonstrated its commitment to efficient case management, with approximately 87,000 hearings scheduled and nearly 348,000 hearing notices mailed to parties. Impressively, only 2.2% of these

notices were returned as service failures, showcasing a significant improvement from 2021 with a reduction of 5.1% in scheduled hearings and a decrease of 2.1% in hearing notices issued to parties.

Furthermore, despite the challenges posed by the pandemic, the Court experienced a noteworthy increase of 13.8% in new and reactivated cases, totaling 37,448 in 2021, up from 32,277 in 2020. Although most case-type categories decreased in new and reactivated cases from 2021, except for Small Claims and Sealing of Records/Expungements, the Environmental Division remained consistent between 2021 and 2022, showing only a slight decrease in filings. Traffic case numbers are significantly reduced and have yet to return to pre-pandemic levels.

### **BAILIFFS**

Bailiffs play a crucial role in coordinating activities within the courtrooms. They are responsible for scheduling cases, managing the docket, providing information to the public regarding case statuses, and serving as liaisons between the assigned Judge or Magistrate, attorneys, court personnel, and the public. Each Judge has a designated courtroom bailiff. There is also an unassigned bailiff available to provide coverage in case of the Judge's absence, a duty room bailiff, and two arraignment bailiffs. Additionally, each Magistrate is assigned a bailiff for support.

### **COURT ADMINISTRATION**

The Court Administration is responsible for overseeing the administrative and operational functions of the Court. It implements the non-judicial policies of the Court and provides overall support and direction to the Court's 260 employees. Its specific functions include personnel management, budgeting, fiscal management, purchasing, liaison with other courts and agencies, public information, the appointment of counsel, court services, court security, interpreter services, vehicle immobilization, and volunteer services. The Court Administrator serves as the chief non-judicial officer.

The Court's General Fund Operating budget for 2022 amounted to \$21,537,233, with an additional \$829,780 allocated to the Secure Facilities Fund and a \$478,071 budget for the Computer Fund.

### **COURT REPORTERS**

Court Reporters play a vital role in maintaining an accurate and complete record of court proceedings by creating a verbatim transcript upon request. They also ensure that records of exhibits introduced during court proceedings are appropriately maintained. In 2022, the Department had a team of highly skilled professionals, including one chief court reporter, eight fulltime court reporters, and four part-time court reporters. Together, they provided 383 transcripts and DVD requests, meeting the demands of the Court and the parties involved with precision and efficiency.

### **COURT SECURITY**

Court Security is committed to providing a safe environment at our courthouse for all individuals, including elected officials, Court employees, and visitors. Our dedicated team comprises a security director, three supervisors, one control room operator, and 18 security officers on the first shift. Additionally, we have a control room operator on the second and third shifts. To further enhance our security measures, we have partnered with a reputable private security company to provide coverage during daylight, evening, weekend, and holiday hours. In 2022, our security officers diligently screened approximately 415,442 visitors at the Court's entry points, ensuring everyone who entered the courthouse complied with our security protocols.

### **COURT SERVICES**

The Court Services Unit is pivotal in supporting and assisting in various day-to-day operations, including the Duty Room, Court Services public counter, bailiff coverage, and vehicle sanctions. Comprising a team of 5 full-time and one part-time employee, the Court Services Unit ensures that these critical functions occur seamlessly and efficiently. The Duty Room, overseen by our Judges on a weekly rotating basis, handles a wide range of matters, including approval of Magistrate decisions, ruling on motions filed on all non-assigned civil cases, conducting civil ceremonies, signing search warrants, and addressing show cause hearings, exemption requests, objections to Magistrate's decisions, warrant set-asides, and other miscellaneous duties.

## **ENVIRONMENTAL DIVISION**

The Environmental Division, also known as "The Environmental Court," in Franklin County has successfully implemented unique sentencing strategies to address vacant and abandoned properties and persistent offending landlords. In 2022, the Environmental Division began transitioning its docket back to pre-COVID-19 scheduling while continuing to integrate new techniques to ensure access to an effective judiciary and safer communities for Franklin County residents.

The Environmental Division, under Judge Mingo's jurisdiction, handles nuisance abatement cases involving various types of properties, such as derelict hotels, businesses violating health department orders, liquor establishments violating the law, drug houses, and other residential and commercial properties engaged in illegal and nuisance activities. These activities include drug sales, underage alcohol sales, violation of health department orders, human trafficking, and violence. The Environmental Division also hears cases related to environmental crimes, code violations, and other environmental matters filed within the County, including animal abuse and neglect, dog fighting, wildlife violations, littering, illegal dumping, air, and water pollution, hoarding, and code enforcement violations.

In 2022, the Environmental Division had 2,674 new criminal and 783 new civil cases filed, including a special category involving vacant and abandoned properties adjudicated through the Court's receivership docket. The Court-appointed receiver oversaw approximately 100 properties, and 38 properties were rehabilitated and sold with requirements for the new owners to maintain compliance with all applicable laws and codes.

As the only Court in the County handling code enforcement cases, the Environmental Division employs unique techniques to restore communities and neighborhoods impacted by nuisance properties. The Court orders property owners to bring their properties into compliance under the supervision of the Court's Chief Environmental Specialist and the Environmental Investigations Section. Penalties may include daily fines, jail time, and completion of community service hours in the Court's Community Clean-up Crew program. The Environmental Division prepares and issues compliance plans and timelines for defendants. In 2022, the Environmental Specialists conducted over 1200 property inspections, participated in 30 community events, received over 140 hours of training, and completed 13 community service projects.

The Environmental Division operates two courtrooms simultaneously, with Judge Stephanie Mingo presiding over civil and criminal hearings and a Magistrate conducting civil case conferences. Staffing the Court are three Environmental Specialists, two Bailiffs, and an Administrative Assistant. The Probation Department also has a designated Probation Officer to supervise individuals on probation.

The Environmental Division remains committed to education and outreach efforts throughout Franklin County. Judge Mingo and the Division continue to develop and strengthen partnerships with stakeholder agencies and neighborhood groups that share the vision of safe and clean communities. The Division participates in community resource fairs and hosts regular legal outreach events throughout the County. The Court uses educational outreach tools to empower community partners, neighbors, businesses, and citizens to make meaningful environmental changes.

## **JURY COMMISSIONER'S OFFICE**

The Jury Commissioner's office collaborates with its software provider, the Board of Elections, and the Courts Technology department to load a new list of prospective jurors for each calendar year. This process ensures that all courtrooms, including the 15 judges and seven magistrates, have the required number of jurors daily to cover the approximately 80 potential jury trials in the Municipal Court.

When called upon for a scheduled jury trial, the Jury Commissioner's office efficiently arranges and assigns qualified jurors to the respective courtrooms. Demographic tracking is also conducted for every two-week reporting group and the calendar year to ensure a representative sampling of all cognizable groups in Franklin County.

Jurors are required to serve for two weeks and are paid \$15 per day for their attendance at Court. Generally, their service is limited to these two weeks unless more time is needed to reach a verdict. Vouchers for the three local parking garages and bus passes for the COTA bus line are available to help jurors defray parking costs and appear for service.

Starting from March 16, 2020, the process of jury service in the Municipal Court underwent a change from 65 jurors reporting each day to an on-call system. The automated jury system now randomly selects four groups of 25 jurors for the two-week report period. Jurors receive daily text and phone messages containing reporting information for their service period. With 90 to 100 jurors available every two weeks, a juror may only need to report once during their service period. The on-call process requires jurors to report when needed for the voir dire process and, if selected, the trial.

Implementing the on-call jury service system has resulted in significant cost savings. In 2019, the juror payroll expense for a full year of daily reporting was \$168,090.00, with a juror utilization rate of 13.65%. However, in 2021, the cost of a full year of oncall juror payroll decreased drastically to \$19,665.00, with a significantly higher juror utilization rate of 75.47%. In 2022, the payroll expense fell to \$14,685.00, with a juror utilization rate of 80.87%. These numbers reflected the successful implementation of the on-call system, resulting in more efficient utilization of jurors and reduced costs for the Municipal Court.

### **LANGUAGE SERVICES**

The Interpreter Services Program (ISP) employed two full-time Spanish language interpreters and one full-time Somali, MayMay, and Swahili language interpreter in 2022. In addition, the ISP contracted one part-time Spanish and one part-time Somali language interpreter. The Court also had multiple contracts with outside vendors to provide foreign language and American Sign Language (ASL) interpreters.

To ensure effective communication throughout the courthouse, the Court models the Language Access Services Needs Assessment and Language Access Plan based on the National Center for State Courts (NCSC) recommendations. These resources have helped to improve programs and operating procedures, streamline the requesting and scheduling processes, and provide the most qualified interpreters. The Court is committed to promoting the prompt and organized scheduling of interpreters, which is a significant part of the ISP's work.

The Court uses certified, provisionally qualified, and registered court interpreters, as well as telephonic and video interpretation, to ensure communication between the Court and litigants is not hampered due to limited English proficiency. The Court offers a mentoring program to encourage area interpreters to shadow its full-time interpreting staff and continued to offer in-person as well as remote interpretation during 2022. The ISP's mission is to offer interpreters who provide ethical and professional services in a uniform and transparent manner. The ISP routinely monitors the performance of onsite and remote interpreters for accuracy, completeness, transparency, and confidentiality while adhering to the Code of Professional Conduct for Judiciary Interpreters and Translators. The contracted ASL and foreign language interpreters' dedication and professionalism are essential to the ability to offer all parties access to justice and equal protection under the law.

The Interpreter Services Program (ISP) remains dedicated to translating waivers, forms, signage, and informational material for various court departments, such as the courtrooms, Self Help Center, Probation, and Small Claims Departments.

The ISP acknowledges and appreciates the continuous support provided by the Supreme Court of Ohio for their remote interpreting services offered for languages of lesser diffusion.

To ensure the best practices, the ISP follows the "Court Interpreter Bench Notes" recommendations provided by the Supreme Court when working with remote interpreters. Additionally, it has acquired advanced equipment through technology grants to enhance its ability to assist the Court and parties with these unique languages.

## **LEGAL RESEARCH**

The Legal Research Department researches and prepares memoranda on issues pending before the Court, maintains research and reference materials, reviews new case law to ensure the Court's compliance with the decisions, reviews pending legislation that may affect the Court, and advises the judges and employees regarding new legal developments and applications of current law to court procedures. The Director also serves as a part-time magistrate and liaison to the Court's Self-Help Center.

## **MAGISTRATES**

The Court employs five full-time General Division magistrates and one part-time Magistrate who presides over traffic arraignments, landlord-tenant actions, wage garnishments, small claims cases, and other civil matters. The Court also employs one Environmental Division magistrate who presides over criminal and traffic arraignments and hearings, all civil pretrials and status conferences, and other civil hearings and manages the civil docket of the Environmental Division. Judges may also refer specific cases to magistrates to take testimony, make legal rulings, and render decisions that are subject to final approval by the referring Judge. Magistrates have the authority to accept guilty and no-contest pleas and to impose penalties in misdemeanor traffic cases. Magistrates may hear minor misdemeanor criminal cases or civil cases tried without a jury as well as contested criminal cases and civil jury trials with the parties' consent.

## **DEPARTMENT OF PRETRIAL AND PROBATION SERVICES**

The Department of Pretrial and Probation Services (DOPPS) is responsible for serving the Franklin County Municipal Court Judges under the immediate direction of the Court Administrator. With a staff of approximately one hundred individuals, the DOPPS is the largest division of the Court. The DOPPS is committed to excellence in rehabilitation through evidence-based practices, with a mission to reduce recidivism, change offender behavior, and foster accountability, ultimately promoting community safety. The DOPPS follows an evidence-based paradigm that utilizes validated risk assessment tools and a differentiated, risk-based supervision construct.

To reduce risk and comply with court-ordered conditions, the DOPPS collaborates with those under its supervision to establish and work towards agreed-upon goals. These assessment-driven supervision goals and requirements may include various programs such as residential programming, cognitive-behavioral interventions, behavioral health assessments, educational programs, counseling for mental health and/or substance abuse needs, and random urinalysis.

The DOPPS has committed to becoming a data-driven department, collaborating with the Judges of the Court to achieve this goal. As part of this commitment to transparency and evaluation of outcomes, the Department prepares and shares with stakeholders a quarterly evidence-based practices (EBP) outcomes dashboard report. This report is instrumental in informing practices, identifying additional training or resource needs, and ensuring the DOPPS meets its risk-reduction and public safety goals.

## **SELF HELP CENTER**

The Franklin County Municipal Court Self-Help Center is a valuable resource for pro se litigants navigating the Court. The Center's primary objectives are to enhance the quality of filings by pro se litigants, improve access to the justice system for individuals who cannot afford legal representation, and foster positive engagement between the Court and the community. While the Center assists visitors with civil issues in Municipal Court, it does not offer legal advice. Common problems addressed at the Center include sealing and expungement of criminal records and landlord/tenant disputes.

In 2022, the Center served 13,168 visitors, averaging 51.7 daily visitors. The Center successfully hosted its 2nd annual record sealing event, which helped 187 people. Additionally, through the Center's social worker navigator pilot program, 2,812 visitors were served, accounting for 17% of all referrals to the Homelessness Prevention Network. The Center continues to serve as a pioneering access-to-justice model, with its staff supporting and guiding other jurisdictions in opening self-represented litigant services across the country.

In addition to its self-help services, the Dispute Resolution Program, coordinated by the Self-Help Center, facilitates mediation services for the General and Small Claims Divisions. Parties have the option to participate in mediation

either in person or by telephone. In 2022, the Program successfully managed 1,523 mediations, covering 1,269 General Division/Small Claims Cases, 207 Rent Escrow Cases, and 47 Pre-Lawsuit Self Referrals. This program is crucial in promoting alternative dispute resolution and facilitating the efficient resolution of cases within the Court.

### **SERVICE BAILIFFS**

The Service Bailiffs play a critical role in supporting litigants, attorneys, and the Court by delivering court documents to parties and enforcing pre- and post-judgment remedies. Their responsibilities encompass the service of various legal documents, such as complaints, summonses, criminal and civil subpoenas, garnishments, juror letters, and probation revocation hearing notices. The enforcement of writs of replevin involves seizing property and returning it to the rightful owners. Writs of execution are carried out through the levy and sale of personal property to satisfy judgments. These writs are enforced and supervised by highly trained deputy bailiff officers. Additionally, deputy bailiff officers oversee the set-out of tenants' property during the eviction process, ensuring compliance with legal requirements.

In 2021, the Service Bailiffs' Department efficiently processed or served 42,617 legal documents, reflecting their commitment to the timely and effective execution of their duties. The Department has 13 full-time professionals, including 1 chief, 1 deputy chief, 10 deputy bailiffs, and a deputy bailiff/administrative assistant. The team's expertise and dedication enable the Service Bailiffs' Department to operate smoothly and provide crucial support to the Court and the legal community.

### **SPECIALIZED DOCKET DIVISION**

The vision of the Specialized Docket Department is to enhance public safety, rebuild lives, and reduce recidivism through innovative restorative justice programs. We prioritize diversity, champion innovation, and strive to contribute to the national conversation on Specialized Dockets and restorative justice. Our mission is to return high-risk/high-need participants to society by implementing the best and most promising restorative practices, providing quality programming, and linking them with individualized treatment. We hold participants accountable for the impact of their behaviors and encourage independent recovery while involving the community and stakeholders through education, engagement, and support.

### **OVERVIEW**

The Specialized Docket Department serves the Franklin County Municipal Court Judges and is under the direction of the Court Administrator. The department manager is responsible for operating, supervising, and certifying the specialized dockets, ensuring funding, and overseeing the operating budget. The manager works closely with the Specialized Docket Judge's Committee and holds bi-annual meetings with the Specialized Docket Advisory Board to set department goals and direction. The Department oversees five specialized dockets, two educational programs, twelve coordinators who manage day-to-day operations, and the administrative management of the Municipal Court's forensic psychological referrals.

Restorative justice serves as the philosophical foundation of our Department. In the context of the Municipal Court, restorative justice is a process by which offenders take responsibility for their actions, understand the harm they caused, redeem themselves through the process of recovery, become contributing members of their families and the community, increase public safety by ceasing criminal behavior, and reduce the emotional and financial burden on society. This approach considers the impact of the crime on the victim and the community. It allows the person who committed the crime to repair the damage through meaningful actions and activities.

Learn more about restorative justice at Restorative Justice: [Restorative Justice: Why Do We Need It?](#)

### **MARCH PROGRAM:**

The MARCH Program is a collaborative effort among Probation, Specialized Dockets, and the Self-Help Resource Center to expand the operation of the MAT Clinic. This expansion aims to increase the capacity for in-custody MAT and walk-in referrals for other court-involved individuals. MARCH will continue to assist with referrals and linkage to community partners for ongoing mental health and substance misuse treatment, medical care, and other critical community-based resources.



For additional information about the Franklin County Municipal Court please visit its website at <https://municipalcourt.franklincountyohio.gov/>

**Franklin County Municipal Court  
Clerk  
2022 Annual Report**

**FRANKLIN COUNTY MUNICIPAL COURT  
COLUMBUS, OHIO  
ONE HUNDRED [and] SEVENTH  
ANNUAL REPORT  
2022**

**Letter from Clerk Lori M. Tyack**

Welcome to the 2022 Annual Report of the Franklin County Municipal Court Clerk's Office. The Clerk's Office collaborates daily with agencies of the Justice System and the community to ensure access to justice and promote public trust and confidence. In 2022, the Clerk's Office focused on initiatives aligned with its Mission, Vision, and Value Statements.

New case filings totaled 116,282 compared to 104,515 filed in 2021 for an increase of 11.3%. Costs, fines, and fees collected equaled \$33.7M compared to \$31M in 2021 for an increase of 8.7%. The total amount referred to collections was

\$2,633,523.25, for a decrease of 13.2% over 2021. Overall collection of court-ordered fines and costs through the efforts of four collection agencies decreased by 36.7% from 2021, for a total of \$979,924.77. The collection of court-ordered bond forfeiture judgments decreased by 22.7% from \$202,558 to \$156,566.50 respectively.

The past year proved to be very challenging and rewarding for the entire Clerk's Office. These are a few of the highlights:

- The Civil Division's assumed responsibilities from the Court for Small Claims case processes, an increase of civil case filings (especially evictions), and a loss of a significant number of staff.
- Evictions filed totaled 20,897, for an increase of 34% over 2021 and 14% over 2019.
- New civil and subsequent case filings with filing fees were added, increasing the number of filings to more than 6,400. Of those filings, Accounting/Finance processed 2,500 filings with filing fees.
- Three Administrative Orders impacted the processing of Certified Mail Returns. The first Order directed the Clerk to reject Certified Mail Returns with notations of COVID-19 or C-19. And, the second Order required a printed name, signature, and confirmation of the address for a successful Return. As a result, the number of successfully served Certified Mail Returns dwindled down to approximately 20%. The Third Administrative Order stayed the Second Administrative Order. Commercial Carrier service is being considered to improve service and accountability.
- The Criminal/Traffic Division began accepting electronic filings from Prosecutors, Public Defenders, and private attorneys. Law enforcement electronically filed warrants issued. Overall, more than 5,500 electronic documents were received, including 600 applications for record sealings.
- Criminal/Traffic, Accounting/Finance and the Office of Information Services worked cooperatively with the Franklin County Sheriff's Office to prepare a space for clerking services in the new Jail. Once the new jail is operational, on-site services will be provided to assist law enforcement with arrests and bond outs.
- In addition, the Clerk's Office staff:
  - Provided onsite support to law enforcement during multiple agencies warrant sweeps.
  - Supported community events such as Record Sealing Clinics at the Milo Grogan Community Center and the Online Record Sealing Program sponsored by the Franklin County Self-Help Resource Center.
- Accounting/Finance and one of our Project Coordinators, worked with ClaireVista to create and implement a payment process for collection of bond, fines and costs using our live-agent Kiosks.
- The Office of Information Services implemented new security measures and software upgrades including:
  - A new Data Security Platform to identify ransomware attacks.

- New security scanning software for critical infrastructure.

I am very grateful and proud of my staff for their ability to adapt and maintain operations while dealing with short staffing, legislative changes, and increased case filings. Thank you for taking the time to read the 2022 Annual Report.

#### Clerk Administration Division

The Administration Division of the Clerk's Office is comprised of the Office of the Clerk, Chief Deputy Clerk, Executive

Director Public Relations, Executive Director Fiscal Administration, Director Human Resources, Administrator Payroll & Benefits, Assistant Fiscal Administrator/Procurement, and Administrative Assistant. This Division oversees the daily operations of the Clerk's Office and is governed by directives as set forth in the Annual Budget and the Ohio Revised

Code. Additionally, all new programs, contracts, projects, and grants are established and implemented within the Division. It conducts all public relations and internal communications for the Clerk's Office. Accomplishments for the Administration Division in 2022 include the following:

- Managed nine (9) separate budgets totaling more than \$15.4M.
- Prepared and processed ordinances totaling \$945,707.23 for approval by Columbus City Council.
- Processed an estimated 300 vendor contracts for materials, supplies and services.

#### Office of Information Services Division (OIS)

The Office of Information Services (OIS) provides services related to information technology to the Franklin County Municipal Court and Clerk's Office staff. This Division's responsibilities include maintaining a stable electronic work environment, collaborating with other agencies and staff to use information technology to better serve the Franklin County Municipal Court, identifying emerging technologies for the Court's investment in technology, and providing training to staff on the proper use of software programs and equipment. Accomplishments for OIS in 2022 are as follows:

- Launched the Law Enforcement E-Filing Portal.
- Deployed a network vulnerability scanner to identify vulnerabilities in critical infrastructure to protect against potential threats
- Expanded additional protection and cloud-based data backup to secure Microsoft 365 data.
- Implemented an additional security platform to identify ransomware attacks.
  - Collaborated with the Criminal Division and the Franklin County Sheriff's Office for Remote Clerking for the new Jail location.
- Assisted Court IT with new computer rollout and provided a custom Windows 10 computer image.
- Customized the E-Subpoena program to be compatible with The Ohio State University Department of
- Public Safety's new internal system for delivery of OSU Police E-Subpoenas.
- Deployed Multi-Factor authentication.

#### Audit/Internal Controls and Imaging Division

The Audit and Internal Controls Division is responsible for minimizing erroneous data through a system of real time process assurance and monitoring, audit reporting, and quality management. The objective is to achieve operational effectiveness and efficiency, assure reliable and accurate financial reporting in compliance with state and local laws, regulations, and policies. The main purpose of the Division is to help direct and protect resources of the Clerk's Office while improving internal processes and services that the Franklin County Municipal Court Clerk's Office provides to its customer base, the Court, law enforcement, all external partners and most importantly, the public. Other responsibilities include, balancing four (4) depositing accounts monthly; verification of funds with the financial institution and the case management system (CourtView); and collaborating with a private auditing firm (annual audit); monitoring PCI compliancy; auditing, maintaining and submitting the Ohio Supreme Court Report; and monitoring and auditing online payments received.

Imaging – Closed case files are prepped by divisions and sent to the Imaging Department for imaging and shredding. Some case files are stored until their expiration date and shredded, based on the Clerk’s Office’s Retention Schedule.

Accomplishments for Audit and Internal Controls/Imaging for are as follows:

- Completed 7<sup>th</sup> year of full PCI compliancy (debit/credit card assurance of security).
- Verified funds for the Ohio Pooled Collateral System, 5<sup>th</sup> year for this requirement. Completed the biannual Public Unit Funds Attestation security audit.
- Audited, maintained, and submitted unassigned case statistics in compliance with the Ohio Rules of Superintendence, Rule 37.
- Assisted with registrations and user authorizations in the E-Filing portal.
- Submitted monthly Indigent Application Fee Report to the Public Defender’s Office.
- Reconciled, balanced, and recorded statement information for our four depositing accounts. All accounts reconciled on time per ORC requirements.
- Completed daily deposit verification of all funds submitted from our cash office to Huntington bank. This adds a second layer of security and separation of financial duties within the office.
- Civil E-Filing payment pilot began, and payments are now accepted in the Civil E-Filing portal.
- Scanned and imaged 1,535,431 pages and 59,805 cases.
- Internal auditors audited 15,969 Civil cases, 9,807 Criminal and Traffic cases.

#### 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, certificates of judgment, cognovits, declaratory judgments, and Civil Environmental including housing/safety code issues. The Civil Division also processes applications for driving privileges.

Accomplishments for the Civil Division are as follows:

- Continued the E-Filing pilot for the filing of new small claims, contract, liability and environmental complaints and subsequent filings by the City of Columbus, Franklin County and State of Ohio.
- Began pilot to receive E-Filed documents on contracts, liability and small claims cases from private law firms and pro-se filers. This included new cases and subsequent filings.
- The Civil Division began issuing new cases and subsequent summon service on small claims cases beginning August 1, 2022. This replaced service that was previously being done by the Small Claims Division which was disbanded by the Franklin County Municipal Court on June 1, 2022.
- Drafted and implemented new Clerk’s Office contract, small claims, and revivor summons on all civil cases to improve readability and style.
- Implemented new protocols for successful Certified Mail Returns that notate “COVID-19” or “CV-19” due to new guidance from the United States Postal Service and Franklin County Municipal Court Administrative Orders.
- The File Room staff shifted and reorganized the physical files to have a continuous order to better organize the File Room and make it easier for the staff and public to navigate.

#### 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 four (4) outside agencies. Additionally, the Collection Division is responsible for securing surety bond agent registration, monitoring compliance of State and Local Statutes, and processing monthly billing statements. Accomplishments for Collections are as follows:

- Collected - \$979,924.77
- Continued generating past due notices in-house for payable tickets.
- Bond money forfeited by the Court for 2022 - \$38,848.50
- Total of Bond Forfeiture Judgments paid for 2021 - \$14,507.25

- Managed billings and compliance for fourteen (14) active bond companies and fifty-three (53) active surety agents.

#### Criminal/Traffic Division

The Criminal/Traffic Division processes and maintains Criminal, Traffic, and Environmental Criminal cases. The Criminal/Traffic Division provides a multitude of services to the 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. Documentation is provided to the Franklin County Sheriff's Office once bond has been posted and then the defendants may be released. The Division also processes applications for the expungement of case records as well as maintaining and securing records which have been ordered by the Court to be sealed. 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 are as follows:

- Leadership met monthly with numerous agencies to discuss the new jail.
- Added new sealing process to comply with S.B. 288 requirements for Governor's Pardons.
- Worked with Opportunity Port to add new forms for submission of record sealing/expungements applications.
- Promoted seven (7) new deputy clerks to leadership and moved eight (8) deputy clerks into new roles within other divisions. Hired eleven (11) new deputy clerks for first shift, six (6) new deputy clerks for second shift, and six (6) new deputy clerks for third shift.
- Implemented a new process for updating court dates on assigned cases when an officer re-issues an unadjudicated traffic citation.
- Worked with Franklin County Sheriff's Office leadership to include full case numbers on the jail website.
- Expanded email services to allow law enforcement to file warrants issued.
- Continued the mission of ensuring everything we touch in the department is imaged.
- Created a form to capture phone numbers/email addresses for pro-se continuance requests per the Court.
- Worked off-site at a record sealing clinic. Received 110 applications.
- Updated case management system to reflect changes to the Ohio Revised Code.

#### Courtroom Services Group

The Courtroom Services Group (CSG) is a select group of highly skilled Deputy Clerks in the Criminal/Traffic Division responsible for the daily processing and updating of all cases on the Criminal/Traffic dockets. A CSG Deputy Clerk is assigned to each of the Fifteen (15) judges as well as the Traffic Arraignment courtrooms (1A and 1B). Daily, CSG Deputy Clerks docket subpoenas and motions, process unpaid fines and costs, enter sentencing information, issue/recall warrants, process continuances, enter limited driving privileges, add Temporary Protection Orders, image entries, and update bond information along with all other entries in the case management system, CourtView.

Additionally, CSG Deputy Clerks are responsible for routing files to the Assignment Office, Probation Department, Accounting/Finance Department, Expungement Department, Prosecutor's Office, Collections Department, and to the Vehicle

Immobilization Coordinator. They also timestamp, docket, and route Statement of Violations filed by the Probation

Department. CSG Deputy Clerks run and process case management reports. Each CSG member acts as a liaison between

Court personnel and the Clerk's Office. After Court, CSG Deputy Clerks provide assistance to other divisions of the Clerk's

Office. The Courtroom Service Group electronically reports several types of Traffic and Criminal convictions to the Ohio Bureau of Motor Vehicles (BMV). The Courtroom Service Group accomplished the following:

- Developed docket codes and deputy clerk procedures for the new specialty docket with Judge D’Varga. Unleashing Potential (U.P.) will target justice involved youth (18-24 yrs. old). These emerging adults can age out of criminal activities when they are provided support and opportunities to become independent productive members of their communities.
- Developed an Environmental Intervention Program process in conjunction with the Environmental Court bailiff and OIS.
- Worked with Judge D’Varga, OIS and Mental Health Court to develop Mental Health Specific dismissal codes that report Insanity and Mental Incompetence dismissals to BCI. Developed new dismissal forms and related procedures for mental incompetence dismissals.
- Developed a Crystal report to identify uncleared Registration Blocks and License Forfeitures.
- Reviewed House Bill 283 which expands the penalties for Texting While Driving.
- Collaborated with probation to terminate 218 probation cases where the defendant was deceased.
- Refined the NATV (Notice of Alcohol Tampering Violations) process.
- Transmitted approximately 61,000 records to the Ohio BMV via FTP.
- Terminated approximately 50,400 cases including 16,331 warrants and 34,059 closed cases.

#### Accounting/Finance Division

The Accounting/Finance Division oversees the collection and accounting for all fines, court costs, fees, bail/bonds, garnishments, judgments, and restitution which are issued by the Court. The Division processes a monthly disbursement of all the collected funds to the appropriate State, City, County, and Township Agencies. Accounting/Finance also has four (4) internal payment plan programs in compliance with the Ohio Revised Code, Local Court Rules, and an online payment service that is offered through the Clerk of Court website. A separate window for Rent Escrow and Trusteeship filings is located on the 3<sup>rd</sup> Floor outside the Civil Division. The programs are as follows:

*Time Payment Program* for fines, costs, and restitution, authorized by the sentencing Judge, allows a defendant to make monthly payments for up to twelve months or until the balance is paid in full.

- Total new sign-ups in 2022: 488
- Total cases on program paid in full in 2022: 182 ○ *Rent Escrow Program* allows tenants that have a complaint regarding their residential housing conditions to deposit their rent payment into an escrow account until the matter has been resolved.
- New cases filed in 2022: 213 ○ *Trusteeship Program* allows a debtor to deposit a portion of their personal earnings with the Clerk of Court to avoid legal proceedings by creditors. The funds received are disbursed to the creditors equally until all debt is paid in full.
- New cases filed in 2022: 7 ○ *Restitution Program*. The restitution payment ordered by the Court is made to the Clerk of Court, and is sent directly to a victim, or victims to compensate for any damages the court has deemed appropriate. The Clerk’s Office does not charge any fees for this service.
- Payments forwarded to victims in 2022: 1745 ○ Total monies forwarded to victims in 2022: \$362,705.47 ○ Cases with restitution paid in full in 2022: 424
- *Civil E-Filing*. Civil E-Filing is the electronic filing of new civil cases. Related subsequent filings are also accepted. Filings with payments attached were accepted beginning in February 2022.
- Amount collected from the civil E-Filing in 2022: \$212,212.00 ○ Total number of civil cases electronically filed in 2022: 239 ○ *Online Payment Service (EPAY)*. This is an online payment convenience that is offered by the Clerk of Court for payment of payable citations, and for any fines and court costs once a case is adjudicated.
- Total number of cases paid through the online payment service in 2022: 27,610 ○ Amount collected through the online payment service in 2022: \$5,644,513.00

**Accomplishments for Accounting/Finance were as follows:**

- **Launched Civil E-Filing to accept new cases and supplement filings from attorneys and pro se filers.**
- **ClaireVista created auto-fill bail forms for the payment Kiosk. Kiosks may now accept bond payments**
- **Added a “Payee Match” and “Teller Positive Pay” with Huntington Bank for a new level of fraud prevention.**
- **Setup Civil Accounting faxes to be received through email and removed the antiquated fax machine.**
- **Purchased a SafeDeposit machine for the new jail. New equipment will ensure proper money handling procedures for the off-site location.**
- **Planned for all necessary office supplies for the new jail to include, computers, monitors, printers, cash drawers, time stamps, and other ancillary items.**

#### **Traffic Violations Bureau**

**The Traffic Violations Bureau (TVB) initiates all traffic citations, criminal/traffic and environmental complaints issued by law enforcement into the case management system. Twenty-one (21) Municipal Law Enforcement agencies and eight (8) Townships within Franklin County are served, including: Columbus Division of Police, Ohio State Highway Patrol, Franklin County Sheriff, Ohio State University Police, and Port Columbus Police. Franklin County Municipal Court has jurisdiction in three (3) counties: Franklin, Delaware, and Fairfield.**

**Franklin County Municipal Court processes cases for eighteen (18) Mayor’s Courts. Cases are transferred for further action before the Court.**

**The Communications Department/Mail Room operates within Traffic Violations Bureau. The function of the Communications Department is to further promote ongoing communications and the delivery of excellent public service to the public, law enforcement agencies, attorneys, court personnel, other courts, and governmental agencies. Public Records Requests for traffic related offenses are received daily and timely responses are sent by email or by regular U.S. Mail.**

**Regular and Certified Mail is received twice per day, sorted, opened, and documented using excel worksheets. Payments received via mail are also included in the excel worksheets for tracking purposes. The Clerk’s Office employs one mailroom Deputy Clerk to deliver mail to the City’s Mailroom for postage and processing. This Deputy Clerk also drives to/from the U.S. Post Office, the Ohio Bureau of Motor Vehicles, and Columbus City Hall to pick up and deliver mail and interoffice envelopes.**

**Deputy Clerks image all court documents received to ensure easy access, including mail received with payments,**

**Notices/Summons sent, Statement of Facts from Police Agencies, the Environmental Weight Record, and Fingerprint (ITN) cards. Fingerprint cards received daily contain ITN numbers, which are entered into the case management system manually. Notice letters for new or future court dates on traffic cases are created and mailed. Additionally corrected payment letters are created and sent reminding defendants of the balance owed on their case.**

**In 2022, the Traffic Violations Bureau/Communications Department accomplished the following:**

- **A total of 72,594 cases were initiated, including traffic, criminal, and environmental.**
- **There were 3,782 certified summonses mailed for traffic, criminal and environmental cases.**
- **Civil mail and Criminal/Traffic payments totaled 101,647 pieces of mail.**
- **Mayor’s Court transfers totaled 1,352.**
- **All staff completed training for the filing of E-Tickets.**
- **E-Tickets from the Columbus Division of Police went live.**
- **Began using the interaction fax migration system (email faxes) to improve accuracy and efficiency.**
- **Began using the BMV Government Website to verify personal identifiers for more accuracy.**



# **City Treasurer 2022 Annual Report**

**ANNUAL REPORT  
DEPARTMENT OF CITY TREASURER  
FOR THE YEAR ENDING DECEMBER 31, 2022**

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 specific 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 monthly balance of investments in 2022 was \$2,494,167,281 with cash-basis investment earnings of \$22,978,283.59 for a yield of 1.33 percent. The investment balance at year end was \$2,485,082,583.07. Schedules of all investment activity for the year, and the portfolio composition as of December 31, 2021 are presented later in this report.

Columbus City Treasurer's Office  
Balance Sheet as of 12/31/22

**ASSETS:**

Cash in Banks	\$	78,988,977.58
Cash-in-Payroll Account		89,847.05
Cash-on-Hand		23,665.93
Receivable Items		9,705.80
Due to Others		9,640,931.24
Returned Checks		8,733.27
Treasury Investments		2,485,082,583.07
		-----
Total Assets	\$	2,573,844,443.94

**LIABILITIES:**

Auditor's Warrants Payable	\$	28,457,506.35
Auditor's ACH/Wires Payable		133,992.00
Payroll Checks Issued		89,847.05
Advance Receipts		31,746,360.67
		-----
Total Liabilities		60,427,706.07
Interest Earned		1,680,501.58
City Fund Balance		2,511,736,236.29
		-----
Total Fund Balances		2,511,736,236.29
Total Liabilities and Fund Balance	\$	2,573,844,443.94

**Columbus City Treasurer Investment Earnings-Cash Basis 1987-2022**

Year	Earnings	Year	Earnings
1987	\$28,388,518.85	2005	\$18,399,091.67
1988	\$22,060,069.73	2006	\$40,592,503.35
1989	\$25,936,181.69	2007	\$54,766,454.31
1990	\$25,462,770.85	2008	\$52,196,589.58
1991	\$21,972,435.31	2009	\$18,000,322.49
1992	\$14,630,762.90	2010	\$10,794,788.99
1993	\$14,078,568.03	2011	\$9,003,587.24
1994	\$14,407,539.40	2012	\$6,686,401.60
1995	\$21,167,207.89	2013	\$5,833,439.72
1996	\$24,328,056.80	2014	\$8,484,921.04
1997	\$26,925,897.15	2015	\$10,949,577.63
1998	\$29,599,645.25	2016	\$13,542,174.00
1999	\$31,525,495.24	2017	\$13,921,405.33

2000	\$36,981,982.63	2018	\$23,849,971.44
2001	\$40,300,193.79	2019	\$41,853,190.69
2002	\$26,027,402.32	2020	\$36,321,470.47
2003	\$16,136,402.90	2021	\$20,084,346.03
2004	\$10,336,025.03	2022	\$22,978,283.59

CITY OF COLUMBUS  
DECEMBER 31, 2022  
INVESTMENTS BY TYPE

Description	Yield	Amount	% of Portfolio
FFCB Coupon Notes		332,785,512.92	13.34%
FFCB Coupon Notes - Callable		126,868,773.01	5.10%
<b>Federal Farm Credit Bank Totals</b>	<b>1.101</b>	<b>459,654,285.93</b>	<b>18.43%</b>
FHLB Coupon Notes		214,006,987.17	8.55%
FHLB Coupon Notes - Callable		137,702,481.26	5.52%
<b>Federal Home Loan Bank Totals</b>	<b>1.750</b>	<b>351,709,468.43</b>	<b>14.07%</b>
FHLMC Coupon Notes		97,146,904.36	3.89%
FHLMC Coupon Notes - Callable		18,464,832.08	0.75%
<b>Federal Home Loan Mortgage Corp. Totals</b>	<b>0.426</b>	<b>115,611,736.44</b>	<b>4.64%</b>
FNMA Coupon Notes	1.150	66,363,808.43	2.66%
FNMA Coupon Notes - Callable		111,033,748.99	4.58%
<b>Federal National Mortgage Association Totals</b>		<b>177,397,557.42</b>	<b>7.24%</b>
FAMC Coupon Notes		8,900,000.00	0.36%
<b>Federal Agricultural Mortgage Corp. Totals</b>	<b>0.270</b>	<b>8,900,000.00</b>	<b>0.36%</b>
<b>Commercial Paper Totals</b>	<b>3.248</b>	<b>163,749,178.43</b>	<b>6.69%</b>
<b>Treasury Note Totals</b>	<b>1.758</b>	<b>815,417,055.28</b>	<b>32.67%</b>
<b>Federal Gov't Obligations Fund</b>	<b>3.860</b>	<b>68,428,595.32</b>	<b>2.74%</b>
<b>Star Ohio</b>	<b>4.480</b>	<b>160,373,785.76</b>	<b>6.42%</b>
<b>Star Ohio Covid 19</b>	<b>4.480</b>	<b>120,674,871.78</b>	<b>4.83%</b>
<b>Star Rental Assistance</b>	<b>4.480</b>	<b>5,345,678.60</b>	<b>0.22%</b>
<b>JP Morgan Chase Bank</b>	<b>0.010</b>	<b>10,066,457.30</b>	<b>0.42%</b>
<b>Huntington Premier Money Market</b>	<b>0.010</b>	<b>2,049,287.38</b>	<b>0.09%</b>
<b>Municipal Bond</b>	<b>4.364</b>	<b>25,704,625.00</b>	<b>1.03%</b>
<b>Total</b>		<b>2,485,082,583.07</b>	<b>100%</b>

# **Mayor's Office 2022 Annual Report**

## Mayor's Office 2022 Annual Report

Mayor Andrew J. Ginther's strategic priorities in 2022 focused on his Equity Agenda (Opportunity Rising), an agenda that calls out racism and discrimination where it exists and his plans to address it:

- Reducing infant mortality by making sure black babies reach their first birthday and beyond;
- Ensuring access to high-quality pre k, regardless of your zip code;
- Working to reduce evictions where we know black mothers are disproportionately impacted; and increasing the availability of affordable housing;
- Creating more opportunities for black owned and women owned businesses to have equal access to city contracts;
- Connecting residents to good paying careers in the trades; and
- Ensuring our residents feel safe wherever they go . . . including their interactions with police – because there is no greater inequity than the brutality that can happen at the hands of police officers.

### **Fiscal Responsibility**

Columbus again received AAA credit ratings with a stable outlook from all three major rating agencies.

The City of Columbus was able to compile a balanced almost \$1.03 billion all-funds budget.

### **2022 Accomplishments**

- Appointed six new commissioners to the Columbus Women's Commission
- Hired first-ever Inspector General
- Announced Hyperion headquarters on the west side
- Announced Rumpke Waste & Recycling \$50 million recycling facility
- Announced the formation of the Columbus Alliance Against Illegal Guns
- Declared gun violence a public health crisis
- Announced Small Business Recovery grants
- Announced the next generation of the city's body-worn camera program
- Announced partnership with Action For Children to invest more than \$22 million over two years to support Franklin County families
- Launched Columbus Women's Commission pay equity campaign
- Expanded charging accessibility for electric vehicle (EV) drivers with three new public charging station locations
- Announced \$19 million for local human services organizations working to address homelessness, infant vitality and workforce preparedness, among other critical social needs
- Announced a partnership with Central Ohio Crime Stoppers are seeking the community's to help identify illegal dumpers
- Allocated \$1.5 million to IMPACT Community Action to implement Empowered! – a new clean-energy jobs program geared toward Columbus residents ages 18-24
- Hired Director of Public Utilities
- Announced that Columbus was selected to participate in national heat mapping campaign



- Announced plan to address ATVs and dirt bikes
- Opened the Financial Empowerment Center
- Announced new measures by the Biden-Harris Administration to increase the supply of affordable housing
- Announced Emerging Developer Program
- Announced funding for summer programming
- Launched Success By Third Grade, a community-wide initiative dedicated to ensuring that every child achieves reading proficiency by the end of third grade.

Announced summer safety (parks lights and cameras) and CPD staffing

- Unveiled public murals on the peninsula
- Opened small business hub
- Hosted Roundtable for ARPA Stars tour w/Deputy U.S. Secretary of Education, Cindy Marten • Opened cooling centers and expanded pool hours during heat waves
- Announced Housing Strategy
- Proposed \$1.5 billion bond package to finance capital improvements, expand affordable housing
- Unveiled 2022 Capital Improvements Budget
- Announced a partnership with the National LGBT Chamber of Commerce to certify Lesbian, Gay, Bisexual and Transgender Business Enterprises
- Announced new location for Columbus Community Sports Park and pickleball amenities
- Announced \$5 million in grants to help nonprofits
- Broke ground on Hudson Street improvements project
- Updated noise ordinance to:
  - Align standards for residential and non-residential properties, o Grant the directors of Public Safety and Building and Zoning Services the authority to issue abatement orders, and Increase penalties for those previously found guilty of committing violations.
- Updated Mobile Food Vending ordinance modifies where food trucks can set up operations ... reconstitutes the Mobile Food Vending Board ... and adjusts the late-evening hours during which these vendors can operate.
- Announced a \$2 million federal grant supporting the Healthy Homes Program, which protects vulnerable residents from housing-related hazards
- Opened student support centers during teacher strike
- Awarded \$10 million to IMPACT for Emergency Rental Assistance Funding.
- Named Cultural Arts Center after Priscilla Tyson
- Announced the Police Athletic League
- Held Govern 2.0 Conference
- Graduated first class of lateral police officers
- Broke ground on the Fran Ryan Center for seniors
- Held LGBTQ+ roundtable
- Announced home repair and lead remediation programs
- Announced \$1.2 billion operating budget for 2023
- Announced common sense gun legislation
- Initiated Operation Turn Up The Heat, which taps into the power of social media to help spread the word and catch suspects wanted for weapons violations, arson, kidnapping, robbery and murder
- Passed proposed bond package and charter review changes on November 8
- Recognized by the Carbon Disclosure Project (CDP) –a global environmental nonprofit dedicated to supporting and advancing local climate action efforts –as one of 122 “A List” cities and counties for taking bold leadership on environmental action and transparency
- Announced support of flavored tobacco ban

# **Department of Building and Zoning Services 2022 Annual Report**

As the global pandemic fades further into the past and the city of Columbus continues its upward trajectory, there was no slow down for the Department of Building and Zoning Services (BZS) in 2022. The city continues to see strong population growth and building especially in the residential sector. More infill development eclipsed greenfield development in 2022. That trend shows signs of continuing into the foreseeable future.

The Department of Building and Zoning is organized into five distinct, yet interrelated, activities: Building Permits and Inspections, Zoning, Site Engineering, Customer Service, and the Division of Code Enforcement.

### **Building Permits and Inspections**

The Building Section which includes plan review, permits, and inspections is the largest section of the Department. The Building Section consists of administrative staff, plans examiners, and inspectors, all of which totaled 90 full time positions for 2021. Within this section, applications for building permits are reviewed to ensure compliance with both the Ohio Building Code and the Columbus Building Code. Once a permit application has been issued, construction can begin in accordance with the scope of work outlined in the approved permit. Inspections are conducted at various points throughout construction to confirm that the work performed conforms to the approved permit.

#### Permits

The City of Columbus issues building permits for many different types of construction. Permits are issued for work performed in residential, commercial, and multi-family structures, tents, graphics, and festivals. A permit can represent a wide array of projects, from the installation of a hot water heater to the construction of twenty story high rise. In each case, a permit must be issued before work can begin to ensure that the scope of work will result in a structure that is code compliant and safe to occupy.

- Over 45,000 permits were issued in 2022, keeping pace with permitting volume from 2021
- Multi-Family permits made gains compared to the prior year, rising 8% above 2021 volume to a total of 4,752 issuances
- Residential permitting continued to display robust activity with 32,000 issuances, similar to 2021 totals

#### Expedited Plans Review

Expedited Plans Review allows applicants with qualifying projects to accelerate the approval of building plans. A faster plan approval affords the applicant the opportunity to begin construction on a hastened time table. This program has been regarded as a successful, customer-focused innovation since its implementation in 2015. The continued increase in the number of these reviews can be attributed to customer becoming more comfortable with our electronic plan review system.

- Nearly 600 expedited reviews were conducted in 2022
- Expedited review activity increased over 25% when compared to 2021 levels Online Permitting and Other Services

Online permitting has been a focus for the Department of Building and Zoning Services for several years. First undertaken in 2011, the Department continues to add more services to the suite of options available online. While the pandemic hastened the advent of more online permitting services, customers found value with the service and continue to utilize it more frequently than in the past.

- Over 34,000 permits were issued online in 2022
- Online permits accounted for nearly 75% of all permits issued in 2022.
- Online permitting activity grew nearly 5% over 2021 totals

The ongoing electronic plan review initiative which allows for a paperless plan review and approval continued to expand in 2022 as staff began to have the ability to review and make changes electronically. A process that allows customers to see comments in nearly real time.

- Roughly 54% of eligible expedited reviews were initiated online and digitally reviewed
- About 94% of final site compliance plans were applied for using the online portal

The usage of our automated inspection scheduling remained high in 2022 as customers found value in being able to schedule inspections through a voice response system or through online portal. More than 90% are now scheduled directly by our customers.

Moving inspection scheduling into the automated realm freed up staff time to fulfil other department duties. Their transition to the department call center ensure 95% of customer calls each day are answered live, compared to about 34% before the transition.

### Inspections

Over 60 employees comprise the inspections team at BZS. Regardless of weather and conditions, building inspectors set out each day to review construction projects in the field. The inspection process is integral to the safety of the built environment, as inspectors validate that completed work is building code compliant and consistent with the approved scope of work. A quick and timely completion of inspections allows a project to stay on schedule and keeping moving forward. The inspections section continues to innovate and find creative methods to ensure that inspections can be done safely and efficiently.

Roughly 83,000 inspections were completed in 2022, which is down slightly from the previous year. Inspection requests were completed within 1 business day 99.98% of the time in 2022.

### Building Compliance

The Building Compliance team investigates reports of unsafe buildings, buildings damaged by fire or vehicle impact, unlicensed contractors and work performed without permits that may threaten the general safety of the public. The Building Compliance Section inspects both residential and commercial properties while working closely with local authorities, contractors, property owners and other city departments to bring these properties into compliance.

- In 2022, roughly 1,822 service requests were opened and investigated
- This is a dramatic increase of more than 600 requests over 2021.
- Over 185 Notice of Violation orders were issued in 2022
  - An 80% increase over the previous year
- Unsafe Building orders written totaled nearly 430 for the entirety of 2022
  - The 2022 total marked a 7% increase over 2021
- The Department wrote 16 Emergency Hazard orders in 2022
- Overall, the Building Compliance team closed or complied about 63% of their orders in 2022

### **Zoning**

Within the City of Columbus exists various zoning districts that contain regulations governing land use and sets standards for building height, location, as well as other components of design. Zoning districts assist with community planning goals, separate conflicting land uses, and enable stable and predictable growth throughout the city. The Zoning Section consists of two distinct, yet interconnected functions – Zoning Clearance and Zoning Public Hearings. Zoning Clearance

The process of zoning clearance determines if a site plan application or building permit application meets the standards of the underlying zoning district, or is permitted by a variance, special permit, or decision from an appeal. A building permit cannot be issued and construction cannot commence until zoning clearance is established.

- Zoning Clearance staff conducted reviews for over 600 Final Site Compliance applications
- Staff participated in over 276 preliminary site compliance reviews and meetings throughout 2022, a 25% increase over 2021
- Roughly 110 zoning-clearance-only reviews and preliminary reviews were completed this past year

### Zoning Public Hearings

The Zoning Public Hearings staff accepts and processes applications for Zoning Code variances and changes to the City of Columbus Zoning Map, which is known as a rezoning. Variance requests can take many forms, from changes to setback requirements, building height, and parking requirements to name a few. Rezonings allow the applicant to change the underlying zoning district of the property, which can affect how the property is used and may alter standards governing design and construction. All requests for variances and rezonings culminate in a public vote of approval by either Columbus City Council, the Board of Zoning Adjustment, or the Graphics Commission – for variances related to design standards and locations of signs. Applications for rezonings and variances totaled more than 560 for calendar year 2022. Overall, total applications were up nearly 12% from the previous year.

Rezonings accounted for roughly 19% of the public hearings volume in 2022 with a total of 107 applications. Rezoning applications saw a 7% increase from 2021 totals.

Council Variance applications totaled more than 160 for 2022, representing about 28% of the public hearing applications submitted

- Council Variance applications increased 7% from the 2021 total

Applications for Board of Zoning Adjustment (BZA) variances continued their multiyear increase

- 181 BZA variance applications were filed in 2022, a 6% increase over 2021
- Representing 32% of the public hearing case load

Applications to the Graphics Commission, which provides commercial sign variances throughout the city, accounted for about 9% of all public hearing applications in 2022

- Applications to the Graphics Commission in 2021 increased 36% from the previous year, totaled 51 applications

### **Site Engineering**

The Site Engineering section serves as a clearinghouse for various plans related to the private development process. After being submitted to BZS, plans for Street Construction, Storm Water, Storm Sewer, and others that relate to private development are routed to multiple review agencies for approval. The Site Engineering section routes and coordinates reviews from divisions within the Department of Public Utilities, the Department of Public Service, Recreation and Parks Department, the Department of Public Safety, as well as reviewers in the Department of Building and Zoning Services. Once all necessary engineered plans are reviewed and approved, the Department will issue Final Site Compliance approval. When required, a building permit cannot be issued until Final Site Compliance approval has been obtained.

- Nearly 540 applications for Final Site Compliance were submitted in 2022
- Submittals were up 8% from the previous year
- Over 276 Preliminary Site Compliance applications were routed and reviewed in 2022
- Only 7 applications for preliminary and final plat applications were received in 2022
- New applications for street construction plans totaled 51 for this past year
- Nearly 300 applications were received and routed for storm water and sanitary sewers plans in 2022
- 120 applications for lots splits were reviewed and processed in 2022

### **Customer Service**

The Customer Service Center:

- Served more than 17,000 customers
- Maintained an average wait time of just under 8 and a half minutes
- Nearly 74% of customers waited less than 10 minutes

Overall customer visits to our front counter are still well below pre pandemic numbers. Many of the low contact innovations the department initiated in response to the pandemic, such as online permitting, online payments, and contact free plans pickup and drop-off, manifested in fewer daily customer visits. Given the popularity of those new services, the department plans to continue to make them available and to invest in further enhancements. The department believes it to be unlikely that the pre-pandemic level of in-person customer activity will return in the future.

### **Code Enforcement Division**

In 2021, under the leadership of Mayor Ginther, and in consultation with City Council, the Department of Development, the Department of Finance and Management, and the City Attorney, the Division of Code Enforcement was transferred into BZS. Code Enforcement continues to integrate into BZS and augment our abilities as a department.

- Received service requests from numerous sources including 311 that resulted in 36,000 violations to city code
- Conducted 82,000 inspections based upon service requests and follow up inspections connected to issued violations **Initiatives**

The department continues to refine and grow the city's building energy benchmarking reporting program. In conjunction with Sustainable Columbus the department coordinates with the public utility providers that service the City to notify and work with regulated building owners in an effort to help them file their inaugural utilization report.

BZS will continue to administer this necessary and informative program, with the goal of generating actionable data to make the built environment across the City more energy efficient.

The Department of Building and Zoning Services made significant strides in another of Mayor Ginther's priorities: to evaluate and update the City of Columbus Zoning Code. The last comprehensive Zoning Code update occurred in the 1950's. It has become increasingly clear that despite the best efforts by Building and Zoning staff, the code is ill-equipped to handle the demands of growth that have emerged over the last decade. Toward that end, the department, in conjunction with the Department of Development, engaged a nationally recognized zoning consultant team to begin the process of re writing the zoning code to reflect the development trends the city is seeing each day. As dozens of new residents move in each day, it is important the new code reflect the need to develop new housing in an efficient and timely fashion.

### **Summary**

2022 was another successful year for the Department of Building and Zoning Services on many fronts. The department continues its efforts to work with the building industry to move plans through our approval processes in an efficient and timely fashion. The department is working to meet the demands of the building industry and the community as more and more people flock to central Ohio. The Division of Code Enforcement is successfully integrating into the department. And the zoning code comprehensive update is well underway after nearly seven decades. This past year was foundational to future successes of the department and the City at large. The Department of Building and Zoning Services will begin 2023 ready to further those important initiatives and activities, in service of its mission: to build a safe and sustainable City where neighborhoods thrive.

# **Celebrate One 2022 Annual Report**

## **About CelebrateOne**

Every baby deserves to celebrate his or her first birthday- regardless of race, zip code, or family income. Using this philosophy as our guiding light, CelebrateOne is laser-focused on reducing infant mortality and improving racial and health equity in Franklin County. Since its inception in 2015, CelebrateOne has been committed to health equity through collaborations and strategic partnerships with regional organizations to reduce premature birth, promote safe sleep/eliminate sleep-related deaths and connect the disconnected to available services and resources. CelebrateOne concentrates its efforts in the neighborhoods and zip codes with the highest infant mortality rates in Franklin County, limited access to services and populations most impacted by racial disparities to combat inequities and give every infant in our community the opportunity to live and thrive.

## **Infant Mortality Rate Declines**

In 2022, more Franklin County babies lived to celebrate their first birthdays than the previous year. The Infant Mortality Rate (IMR) dropped to 7.9 deaths per 1,000 live births, compared to 8.1 in 2021.

While the IMR is improving, it is still high in Columbus and nationwide, with the COVID-19 pandemic having a direct impact during the last several years. Researchers are still sorting through the data but have begun honing in on pregnant women delaying treatment for various conditions and the hesitancy of some women to get vaccinated against COVID-19 during their pregnancies may be contributing factors.

In CelebrateOne neighborhoods, the IMR ticked up slightly from 11.1 to 11.3 deaths per 1,000 live births. A major factor in reducing infant mortality is addressing issues impacting a community's overall health. Often referred to as the social determinants of health, such as education level, food insecurity, eviction rate, lack of health insurance, employment and high crime rates, can result in poor maternal health outcomes, premature births and infant deaths.

Data released by CelebrateOne and Columbus Public Health shows 17,407 babies were born in Franklin County in 2022 and 137 died before reaching the age of one, compared to 127 in 2019. The Fetal-Infant Mortality Review (FIMR) program reviews the cases of fetal and infant mortality and reports on the leading factors of loss. The data helps determine the cause for the death and the best method to eliminate it all together.

In reviewing data by race, the IMR for white babies was 5.1, just a little shy of the 2030 goal of 5 or less deaths per 1,000 live births. For Black babies, the 2022 IMR dropped to 13 deaths per 1,000 live births. In 2021, it was 14.5. While this data shows progress, there is still more work to do. To make the most significant impact, CelebrateOne is working where the infant mortality rates are highest, including the Hilltop, Linden, Franklinton, South Side, Near East, Southeast, Northeast and the Northland areas. It is in these high priority communities that we focus activities and resources toward serving the highest risk moms and families to ensure healthy birth outcomes.

The number of infant deaths due to unsafe sleep practices climbed in 2022 with a total of 30, 13 more than in 2021. Co-sleeping and unsafe sleep environments continue to contribute to infant mortality in our community. By 2030, CelebrateOne's goal is 16 or less sleep-related infant deaths.

The 2022 data also indicates a consistent percentage of pregnant women accessing prenatal care during the first trimester, an important step in ensuring a healthy pregnancy and reducing preterm births. The number of very preterm births (before 32 weeks of gestation) dropped slightly in Franklin County and CelebrateOne priority neighborhoods. CelebrateOne continues to focus on educating women on the importance of seeking medical care early in pregnancy.

## **Interventions**

CelebrateOne successfully leverages public and private resources to take an urgent, multidisciplinary approach focusing on strategies to address factors that cause babies to die before reaching their first birthday. It is done by reducing preterm births and eliminating preventable sleep-related infant deaths. Examples of key interventions and initiatives, deployed through dozens of community partners, are below.

Preventing Sleep-Related Deaths



CelebrateOne, in partnership with Columbus Public Health, trained a total of 1,334 safe sleep ambassadors, a significant increase over 2021 with 741 individuals trained.

In addition, CelebrateOne and Columbus Public Health took key steps to make sure free cribs were accessible to families without safe sleep environments. As a result, 2,096 cribs were distributed through the Cribs 4 Kids network, surpassing the 1,700 goal set for the year and 1,533 distributions in 2021. Of the total cribs distributed, 1,202 of them went to families living in CelebrateOne neighborhoods. This resource ensures more babies can sleep safely.

Central Ohio birthing hospitals partnered with CelebrateOne to ensure every infant born from November to March left the hospital with a sleep sack to help them sleep safely without blankets during cold weather. Each hospital shows a Safe Sleep video to each new parent to reinforce the ABCs of Safe Sleep.

To continue to emphasize the ABCs of Safe Sleep, Celebrate One purchased nine videos for its website from Cincinnati-based Charlies Kids, a non-profit organization committed to educating new families about safe sleep practices. The videos also offer tips for new moms about how to stay awake during late-night feedings and how to comfort a fussy baby.

#### Reducing Preterm Births

StepOne for a Healthy Pregnancy scheduled 2,186 women for prenatal care in 2022. Of the women served, 1,155 lived in CelebrateOne zip codes.

CelebrateOne partner Moms2B served 583 pregnant and parenting women in Columbus, a decrease over 2021 figures. Moving forward, CelebrateOne has new strategies in place, such as text messaging and posting information in local obstetrician offices, as a way to reach more families and inform them of available resources.

More women participated in the Baby and Me Tobacco Free program last year. A total of 107 compared to 91 in 2021. Of the 107, 64 women reside in CelebrateOne neighborhoods. The free smoking cessation program offers a voucher for free diapers, up to 12 months, when women stay smoke-free after their baby is born.

Healthy Beginnings at Home (HBAH), focused on providing affordable housing and health care to pregnant women and young mothers, expanded in 2022, with 300 pregnant women participating statewide, 60 in Columbus. The HBAH pilot project launched in 2018 with 100 pregnant women participating, of whom half were given subsidized housing. There were positive results of the women receiving the subsidized housing. There were fewer fetal deaths, less Medicaid spending and shorter stays at newborn intensive care units for those who received housing.

#### Community Outreach

In order to have healthy babies, you have to have healthy moms, and in order to have healthy moms, you have to have healthy communities. Every day, CelebrateOne community health workers are in neighborhoods, local government offices, grocery stores and shopping centers sharing valuable information with pregnant women and families. Below are some of the important community outreach activities of 2022.

#### Community Baby Showers and First Birthday Party

Each year, CelebrateOne hosts a series of four baby showers in each quadrant of the city (north, south, east and west.) to give families an opportunity to attend an event without traveling a far distance. In 2022, attendance was over 1,200 people. The baby showers are a great opportunity for families in the community to celebrate and have fun, while also getting connected to resources and services. CelebrateOne partners provide information about the importance of prenatal care, available daycare services and reading to babies. Safe sleep education trainings are also available at the events. In late summer, CelebrateOne also hosts a first birthday party to celebrate babies reaching the age of one. Partners, such as Future Ready Columbus and Imagination Library, share resources about getting children ready for kindergarten. About 80 people attended last year at Dorrian Park near COSI.

#### Teen Reproductive Health Education

A total of 37 Columbus high school students participated in a Peer Education program. Peer Educators provide sexual health information and resources in their school to promote healthy choices, behaviors, and relationships. The peer educators connected with over 27,000 teens, surpassing the goal of 13,000 teens. The Peer Education program is a part of CelebrateOne and Planned Parenthood's Teen Reproductive Health Education (TRHE).

Columbus teens also were involved in another TRHE program called YES, Youth Empowerment Skills Summer Program, in which 55 teens participated in an eight-week virtual summer program. Topics included: sexual health, relationships and consent, career and college readiness, financial literacy and more. Teens between the ages of 14-19 attended classes six hours a week, culminating in a group presentation to various community organizations and a networking event

#### Queens Village

Black women in the U.S. are up to three times more likely to experience infant loss, regardless of socioeconomic status. Queens Village Columbus hopes to change this. The group of Black women began meeting monthly in 2022 and is dedicated to amplifying women's voices and shifting racial disparities in birth outcomes. In the years ahead, they will have a big impact on maternal health and racial disparities in our community.

#### Community Doulas

In 2022, CelebrateOne was awarded a \$200,000 grant from the Ohio Department of Medicaid to expand doula services to pregnant women living in the following neighborhoods: Linden, Franklinton, Hilltop, Northland, Near East, South Side, Southeast or Northeast. Expanding access to doulas significantly will improve the health and birthing outcomes in these areas. A doula is trained to provide emotional and physical support so women can have the best possible pregnancy, birth and early parenting experience. Doulas provide critical advocacy, especially for those at risk of bias and discrimination. The doula works alongside nurses, midwives and doctors to provide a reassuring presence. People who use doulas are less likely to need a C-section, use less pain medicine and feel less depressed after the birth. This service will be available in 2023.

#### Fatherhood Summit

Over 100 dads attended CelebrateOne's First Fatherhood Summit in June. Designed to empower fathers and father figures, dads attended seminars about restoring strong bonds with their children, supporting moms during pregnancy and recognizing trauma from their own childhood. "It's valuable to be a good father and I always take the opportunity to learn how to be a better dad," said Ismail Mustafa, who attended the summit with his 11 year-old son. Author Jason Wilson was the keynote speaker.

#### POP Ups

CelebrateOne continues to meet moms where they are in the community with POP Ups or Present on Purpose. POP Ups emerged during the COVID-19 pandemic in 2020 as an avenue to meet families and their needs despite pandemic-related restrictions. During a POP Up, community health workers "pop up" in the parking lots of large grocery stores, shopping strips and areas with a high volume of foot traffic, use balloons and/or signs to catch people's attention and distribute printed CelebrateOne materials. "It's an opportunity to meet the moms who may be disconnected and connecting them," said Kadajah Torian, CelebrateOne assistant manager and creator of the POP Up. "We are meeting pregnant women in places and spaces they are already going." What makes the POP Ups unique is that there is no advertising/planning ahead of the POP Up; community health workers go out to establishments families are visiting and connect them with needed resources on the spot.

# **Civil Service Commission 2022 Annual Report**

## **MISSION**

The Civil Service Commission is committed to providing a quality workforce 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 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 90 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 8,000 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 appeal 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 2022, 100 percent of the City's class plan was up-to-date. As part of this objective, staff completed a total of 212 class reviews with recommendations approved by the Commission in 2022.

The 212 reviews resulted in:

- 17 actions to create new classification specifications
- 8 action to abolish classifications
- 38 actions to review without change
- 147 actions to revise and/or retitle
- 2 actions to lift or impose moratorium

Additionally, 83 positions were randomly reviewed to determine if their duties matched their current classification; of these, 82 positions (99%) of these positions were 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 2022, Commission staff completed a total six position audits; three of these 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.

## **APPLICANT AND EMPLOYEE SERVICES**

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 nonskilled positions or those with qualifications that have a license or other conditions that must be met by an external source, such as a Registered Nurse, and for which it is impracticable

to test. 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 and for which testing is practical.

To identify an initial pool of candidates for City employment, the Commission uses its online Employment Center database. 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 online. This service can be utilized via the Commission's website from any computer with web access or at kiosks located at the Commission's downtown offices at 77 N. Front Street on floors one and three. A potential applicant can indicate interest in multiple jobs and will automatically receive an email notice to apply when the City is taking applications for a given job.

The Applicant and Employee Services Unit is responsible for the notification and application process for the City's noncompetitive, provisional, and unclassified jobs.

In 2022, the Applicant and Employee Services Unit:

- received 8294 Job Interest Cards submitted electronically for all City jobs
- posted 1021 noncompetitive/provisional/unclassified job vacancies
- received 18,591 online applications for noncompetitive/provisional/unclassified job postings

### **NON-UNIFORMED TESTING**

The Commission's Non-Uniformed Testing Unit administers exams to further determine candidates' suitability for the work which will be performed in all tested (competitive and qualifying noncompetitive) job classes, other than the Police and Fire sworn jobs. Exams open for testing are advertised (posted) on the Commission's website. Individuals interested in taking the exam can submit an application and then be invited to the test if it's determined they meet the minimum qualifications (education/experience/licensure) for the exam. Those passing the test have their names put on an eligible list, in score band order (or alphabetically for qualifying noncompetitive lists), for consideration for any upcoming vacancies a department may have.

If, after an eligible list is established through open recruitment, a City department has special recruiting needs for a position, they may request a candidate be considered and tested for a job class under provisions of CSC Rule VI. If the candidate meets all requirements and passes the test, their name is added to the existing eligible list in accordance with the established scoring structure and effective dates for the list.

In 2022, the Non-Uniformed Testing Unit:

- received and processed 121 exam recruitment requests
- received and processed 94 Rule VI requests
- reviewed 6177 exam applications
- tested 1664 candidates
- received requests for and administered 56 Columbus City Schools (CCS) examinations
- graded 33 Columbus City Schools examinations and then trained CCS

The Commission is committed to having a current exam in place and ready to be administered for each of the 228 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. Some of 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, written expression, and situational judgement tests.

To keep tests current, our goal for 2022 was to complete a full job analysis and to review, revise, and/or develop the exam for 33 non-uniformed competitive and qualifying noncompetitive classifications. These reviews and revisions included consideration of methods to reduce adverse impact on minority candidates. For the year, we were able to complete 20 projects scheduled for the City, with nine on track for completion in the first quarter of 2023. One job

analysis/exam creation project was also completed for Columbus City Schools. In addition to the class exam reviews, most requested exam administrations were opened, administered, and an eligible list created within the 60 day benchmark for such work. The non-uniformed testing team also offered weekend testing, open testing, and self-scheduling for several exams, providing more options to candidates.

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 two percent of the total number of full-time classified City employees. The City began 2022 with no provisional employees. Due to the overwhelming demand in the Test Center, provisional employees were hired in the Planner I (1) and Recreation Leader (6) classifications. Both of these classifications were tested, with all provisional employees passing, before the end of the year.

**UNIFORMED TESTING**

The Civil Service Commission’s Uniformed Testing Unit administers exams for nine job classes that make up the Public Safety services for 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 2022 with resulting eligible lists to be established in 2023: Fire Battalion Chief and Fire Deputy Chief. The next group of exams were developed, administered, and the resulting eligible lists established in 2022: Police Lieutenant and Police Commander. Additionally the Police Officer Exam and Firefighter exams were administered in 2022. Each of these exams were developed, administered, and validated by Civil Service Commission staff.

Entry-Level Testing

The Entry-level Firefighter exam consists of three phases. In 2022, there were 3165 individuals who applied to take the Firefighter exam. In all, 542 candidates were placed on the Firefighter eligible list. The Entry-level Police Officer exam consists of three phases. In 2022, there were 1921 individuals who applied to take the Police Officer exam. In all, 471 candidates were placed on the Police Officer eligible list.

Promotional Testing

	<b>Number of Exam Phases</b>	<b>Number of Applicants</b>	<b>Number of Candidates Tested</b>	<b>Number of Candidates Added to Eligible List</b>
Police Commander	2	19	10	7
Police Lieutenant	4	52	27	19

**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, Civil Service Commission Rules, and current collective bargaining agreements/pay ordinances. The monitoring process includes verifying personnel transactions such as appointments, changes in pay, leaves of absences, and political activity.

**COLUMBUS CITY SCHOOLS**

In addition to services provided to the City of Columbus and its employees, the Ohio Revised Code (ORC) provides that the Commission also oversees various administrative personnel functions for approximately 3,162 employees in the classified service of the Columbus Board of Education (Board). In accordance with the ORC and an agreement executed by both the Commission and the Board, services provided by Commission staff for the various administrative personnel functions are billed to the Board. The

Commission will make such services available to the Board as long as Board funding is available for reimbursement of Commission costs for the services.

As of January 1, 2022 there were 130 classification specifications in the Columbus City Schools’ class plan. During the year, staff received 9 requests for class plan modification of which 6 class reviews were completed with recommendations approved by the Commission.

The 6 reviews resulted in:

- 3 actions to create new classification specifications
- 0 actions to abolish classifications
- 0 actions to review without change
- 0 action to place a moratorium
- 3 actions to merge, revise and/or retitle

These actions resulted in the district’s class plan totaling 133 classifications as of December 31, 2022.

Additionally Civil Service Commission received no position audit requests from Columbus City Schools in 2022.

In 2022, Columbus City Schools utilized the Commission’s downtown test center for 12 days of testing, and the Hearing Room for three days for trial board hearings. Due to Covid-19 restrictions, one virtual trial board was held via WebEx.

**CIVIL SERVICE COMMISSIONERS**

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

<b>Commissioner</b>	<b>Date Appointed</b>	<b>Term Expiration</b>
Larry Price	September 20, 2020	January 31, 2026
Jennifer Lynch	January 1, 2021	January 31, 2028
Dawn Tyler Lee	April 25, 2022	February 1, 2024

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 2022, 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 2022, the Commission:

- held 12 regular meetings
- held 5 trial board disciplinary appeal hearings
- held 0 full commission hearing

The Commission’s 2022 docket included:

- 16 disciplinary appeals filed by employees/unions
- 6 disciplinary appeal rulings
- 10 non-disciplinary appeal rulings (all dismissed)
- 9 non-disciplinary appeals filed by employees/unions
- 0 appeals withdrawn
- 0 full commission disciplinary appeal rulings
- 56 requests for background administrative reviews by applicants
- 56 background administrative review rulings

## EXPENDITURES

Summary - Expenditures by Unit	2020	2021
Administration	\$2,434,435	\$2,334,973
Classification & Testing-Sworn Employees	966,840	1,193,213
Classification & Testing-Civilian Employees	529,023	597,350
<b>Total Expenditures</b>	<b>\$3,930,298</b>	<b>4,125,536</b>

### 2022 ANNUAL REPORT STATEMENT REGARDING THE CHARTER REVIEW

In 2022, Columbus City Council and Mayor Andrew Ginther assembled a Charter Review Commission, per the requirements of the Columbus City Charter that require a commission be seated in 2022, and once every ten years thereafter, for the purpose of reviewing the Charter and making recommendations for potential revisions. Those selected by Council and the Mayor to serve on the Commission were asked to study the operation of city government and help find ways to improve our service to the community.

The 2022 review Commission was comprised of Trudy Bartley, Chair, Desmond “Dez” Bryant, Keary McCarthy, Norwood “Buzz” Thomas, and Nana Watson. As a result of their efforts, the following civil service recommendations were presented to and approved overwhelmingly by Columbus voters with at 73% approval rate:

- 148 1(b) Classification (clarifying unclassified positions of the mayor)
- 149 (f) Rules (options for limiting banding)
- 149 (b) Rules (clarification of what skills are tested)
- 149 (c) Rules (correction of misinformation)
- 149 (e) Rules (modernization of language)
- 149 (g) Rules (correction of temp to provisional)
- 149 (i) Rules (clarification of noncompetitive appointments)
- 149 (j) Rules (modernization of language)
- 149 (n) Rules (deleting obsolete language)
- 149 (o) Rules (updating probationary rules)
- 149-1 Appeals (modernization of language and removal of outdated information)
- 151 Appointments (modernization of language)
- 152 Present Civil Service Employees (remove outdated language)
- 158 Residency (Supreme Court Decision and ORC have invalidated)



# **Department of Development 2022 Annual Report**

The Department of Development uses resources to create new affordable housing, improve wages, foster more inclusive communities and stabilize family facing eviction and those experiencing homelessness. The department supports the implementation of the Columbus Housing Strategy and promotes equitable, inclusive growth well into our future.

### **Housing, Land Redevelopment & Human Services**

The Columbus Region has historically been a relatively affordable place to live, thanks to a healthy housing market where supply of housing exceeded demand. But from 2009 to 2019, the region added more than 140,000 new jobs and nearly 300,000 residents – but just slightly more than 50,000 new housing units. Today, residents are feeling pressures created by a regional under-production of housing through rising housing costs and rising rates of displacement and homelessness.

This is why Mayor Ginther introduced the Columbus Housing Strategy in June 2022. The Columbus Housing Strategy addresses our regional housing shortage by building new units and investing in equitable housing strategies.

In 2022, Columbus voters approved a \$200 million affordable housing bond proposed by Mayor Ginther, building on the success of the \$50 million 2019 affordable housing bond. Of the new bond funds,

- \$80 million will be used to supercharge production of new affordable housing units for families earning below 80% of the area median income
- \$50 million will be used to support affordable homeownership opportunities through the Central Ohio Community Land Trust □ \$40 million will be invested to help preserve existing affordability
- \$30 million will be dedicated to permanent supportive housing and supportive services for individuals earning less than 30% of the area median income

In 2022, the Department of Development also executed longstanding programs that support the Columbus Housing Strategy.

The Housing Division helped residents and seniors conduct repairs in 399 to keep homes healthy and safe through the Lead Remediation and Chores programs. The division also launched the Healthy Homes Program, a multifaceted program that protects vulnerable residents from safety hazards in the home. The program focuses on Columbus households with incomes at or below 80% of the area median income, as well as homes inhabited by children under six, seniors and those with disabilities.

The division also worked to support affordable home ownership in 2022, awarding \$108,740 to 15 first-time homebuyers in down payment assistance, and \$1,487,633 in forgivable loans and capital grants for qualifying homebuyers through the Homeownership Development Program. The Land Management Division created 436 new homes and in partnership with Franklin County, the Central Ohio Community Land Trust built and sold 60 homes in Franklin County. Of those 60 homes, the average income for the new residents was \$53,000 nearly all buyers were firsttime homebuyers. In addition, 78% of the homes were sold to minority residents, with 67% sold to single, female-headed households. In 2022, the division also supported the creation of the Mid-Ohio Food Collective’s Ohio Farm in the Hilltop, which will provide healthy produce to neighbors in the area. The Land Bank’s Community Garden Program also supported 100 gardens, all of which reduce water runoff, promote sustainable agriculture, reduce overall food transportation costs and help reduce negative environmental outcomes in Columbus neighborhoods.

While department initiatives worked to rapidly grow our local housing supply and enhance affordability, the department also worked to serve residents feeling the squeeze of the regional housing shortage.

Since the COVID-19 pandemic began, federal Emergency Rental Assistance has been distributed to Central Ohio renters who experienced a loss of income from the pandemic and were at risk of losing housing. The City of Columbus has now awarded more than \$50 million in rental assistance through 32 community organizations to help residents stay stably housed.

The city also supported residents who experienced homelessness, including the 6,450 individuals who stayed in Columbus and Franklin County shelters in 2022. The City of Columbus invested \$6.3 million to support of the

Community Shelter Board in 2022, and another \$640,624 to help individuals and families regain stability in permanent housing after experiencing a housing crisis or homelessness through the Emergency Solutions Grant.

Through a collaboration with the Make-a-Day Foundation, 90 mobile outreach service events served more than 3,000 meals and connected with 4,030 neighbors in need. The city also introduced a \$256,000 pilot program to provide safe, temporary housing for individuals experiencing unsheltered homelessness. In partnership with the Community Shelter Board and Equitas Health, 13 individuals were offered hotel lodging, meals bus passes and individualized case management so they could reside in a stable environment while pursuing long-term housing. In 2022, the Human Services team also expanded its Elevate! grant program, allocating \$5 million to help 35 health and human services nonprofits grow their organizational capacity to serve Columbus residents. Through the 2021 and 2022 Elevate! cohorts, 76 organizations addressing unsheltered homelessness, financial security, infant vitality, chronic disease prevention and violence prevention are expanding their reach and impact in our community.

With the support of Mayor Ginther, Columbus City Council and our regional partners, the department will expand the implementation of the Columbus Housing Strategy through new investments, partnership and policies to address our community's housing needs.

### **Planning**

As Columbus grows, the Planning division works to ensure that our built environment supports opportunity, vibrancy and healthy living. Through the continued collaboration with the Area Commissions, the Planning division supported \$2.7 billion in construction across 8 review areas in 2022, including Downtown, East Franklinton, the University District and the Brewery District. These projects will result in 36 million square feet of revitalization in Columbus neighborhoods. Seventeen new commissioners also joined these commissions in 2022.

The division also managed 71 projects in 36 neighborhoods through the Urban Infrastructure Recovery Fund program. Driven by input from neighborhood residents, the program funded the installation of 18,350 feet of new sidewalk, 22,440 feet of new bikeways, 18 new streetlights and the improvement of four community parks. In total, the Department Development has invested \$14 million in community improvements throughout the city through this program.

In partnership with the Department of Building and Zoning Services, the team also launched "Zone In," a comprehensive approach to updating Columbus' zoning code. Independent analysis from 2021 found that the city's current zoning code does not foster equity, isn't aligned with what residents and businesses want today, and isn't easy to use and administer.

Zone In will pursue a modernized zone code that encourages thoughtful investment in neighborhoods that have experienced racial and economic segregation, guide the design and development of corridors to support community goals, and support growth that prioritizes environmental and economic sustainability through additional housing opportunities.

Community engagement began in 2022, when the City of Columbus partnered with the YWCA of Columbus to host *Undesign the Redline*, an interactive exhibit that explores the history of structural racism through urban planning policies that continue to impact Columbus residents today.

Through the work of the zoning code update, the city seeks to encourage thoughtful investment in neighborhoods that have experienced racial and economic segregation and to help undo the harm caused by past urban development policies.

### **Economic Development**

From 2021 to 2022, Columbus created more jobs than in any other two-year period. In 2022, the city supported the creation of 3,299 new jobs worth \$230 million in annual payroll. Through leveraged partnerships, \$808 million in private investment was committed to the city, creating jobs and opportunity for Columbus residents.

In 2022, Hyperion Companies, Inc., a green hydrogen technology company, announced the company would move its headquarters from Southern California to a 65-acre facility on the west side of Columbus. The company committed to create 680 net new full-time positions over six years, and invest more than \$297 million in a new facility to manufacture hydrogen fuel cells.

The city also partnered with Built on Better Integrity (BBI) Inc., a freight brokerage firm, to invest \$56 million in a new corporate headquarters in Astor Park and create 953 net new jobs worth \$80 million in annual payroll.

The Economic Development division also partnered with West 70 Logistics LLC, Pinchal & Company and SFG Columbus Parsons LLC and others to build more than 5.7 million square feet of new and refurbished industrial facilities within the city of Columbus. These sites help to fill the market need for more manufacturing and distribution sites while creating new jobs in close proximity to the South Side and Hilltop neighborhoods.

The division also supported public/private partnerships designed to cultivate investment in the city. Eleven such projects were completed, resulting in \$748 million in private investment and the development of 609,692 square feet of new commercial and warehouse space. These projects will create 1,316 new jobs with an annual payroll of \$96 million, with additional returns to be realized; on average, for every capital dollar Columbus invests in ventures such as Crew Stadium and Astor Park, \$13.62 in private investment is leveraged.

The 2022 review by the city's Tax Incentive Review Council (TIRC) found that Columbus tax incentives are succeeding in encouraging real estate investment and creating jobs in our city. Companies earning City of Columbus incentives exceeded job retention and investment commitments, despite fluctuating market forces across many industries. The 2022 TIRC review found that across all incentives, companies had a job retention goal of 9,524, and actually retained 11,374 jobs, 119% of goal. Companies also reported \$236 million in payroll growth (90% of goal) and \$1.9 billion in capital investment (110% of goal).

To support local small businesses feeling the continued impacts of the pandemic, \$8 million in federal funding was awarded to 1,234 small businesses through the Columbus & Franklin County Small Business Recovery Fund. Across the three waves of applicants, the program served businesses located throughout the traditional neighborhood business corridors of Columbus and Franklin County. 91% of the businesses awarded grant funding are minority-owned, 44% are woman-owned, 25% are senior-owned and 6% are veteran owned. The high demand for these grants demonstrates the continued need for small business assistance.

From small business support to job creation and private investment, the economic development activity of 2022 paves the way for Columbus residents to access the opportunities that come as a result of our collective success.

# **Department of Human Resources 2022 Annual Report**

The Department of Human Resources promotes organizational excellence through effective partnerships that enhance the overall experience of every employee, by providing professional support, administered in an environment that embraces diversity, equity and inclusion, and quality customer service. The City promotes workforce development, recognizes excellence, and ensures fair and equitable treatment of employees, applicants and customers.

In 2022, 49 employees (46 FT, 3 PT) were budgeted in Human Resources (HR) supporting the following programs: Administration, Citywide Training & Development, Employee Resources, the Equal Employment Resources Office, Compensation Management, Veteran's & ADA Affairs, Labor Relations, Employee Benefits & Wellness, and the Citywide Occupational Safety & Health Program.

## **ADMINISTRATION**

Human Resources Administration provides consultation and support to the Department of Human Resources, Office of Diversity and Inclusion, and the Department of the Inspector General. HR Administration engages in activities that support the Mayor's Equity Agenda, including participation on diversity and best practice committees, citywide policy updates and development, and workforce and succession planning through regular engagement with human resource professionals throughout the City. In 2022, HR Administration led the recruitment, selection, and onboarding process for the newly created Department of the Inspector General. A total of ten (10) fulltime staff were hired, including five (5) Inspector General Investigators.

This section is also responsible for the administration of the Tuition Reimbursement Program. In 2022, the program administered \$1,106,837.19 in tuition reimbursement to city employees. This represents an increase of \$253,258.66 or 30% from the total amount administered in 2021. Additionally, 238 employees participated in the Tuition Reimbursement Program in 2022 compared to 205 employees in 2021. This represents a 16% increase in employee participation. Lastly, in 2022, the average tuition reimbursement payment was \$4,650.58 compared to \$4,163.80 in 2021. This represents an 11.7% increase in the average payment issued.

Finally, HR Administration is responsible for the management and administration of the Drug Free Safety Program (DFSP). The Drug and Alcohol Coordinator (DAC) oversees drug and alcohol testing of City employees in seven categories: pre-employment, reasonable suspicion, random, return-to-duty, follow-up, post-accident, and post-incident. In 2022, a total of 2,811 tests were conducted, consisting of 2,322 drug and 489 alcohol.

## **CITYWIDE TRAINING AND DEVELOPMENT**

In 2022, CTD continued to offer relevant, interactive and engaging training opportunities to employees. Course methods included virtual/instructor led, in-person, self-guided, eLearning, Facebook Live and videos. In summary, CTD offered 170 separate course titles; conducted 156 virtual instructor-led training sessions and 182 in-person training sessions. A total of 8,542 training contacts were made in 2022. Of which, 2,464 employees completed Ethics training; 1242 employees attended a Diversity, Equity and Inclusion training; 536 employees attended Orientation; and 672 employees completed Drug-Free Safety Program training.

In 2022, a total of 873 enterprise customers attended 30 separate course titles earning a total revenue of \$61,259.00. Additionally, a total of 58 small business employees attended 39 separate course titles including but not limited to Microsoft Excel Basics; Microsoft Outlook Shortcuts; Productive Work Habits; Introduction to Email Marketing; Successfully Managing Change; Navigating Difficult Conversations; Microaggressions; Overcoming Objections to Nail the Sale; Critical Thinking and In the Grip: A Look at MBTI & Stress.

CTD's social media presence continued to grow in 2022 with a total of 809 followers on Facebook and 76 followers on LinkedIn.

## **EMPLOYEE RESOURCES**

Employee Resources coordinates citywide philanthropic efforts that benefit vulnerable residents through Operation Feed, the Gift of Music, the Combined Charitable Campaign, and American Red Cross Blood Drives.

In 2022, to address the food, health and human service disparities, employees donated \$133,600 through the Combined Charitable Campaign and \$237,265.00 in groceries to the Mid-Ohio Food Collective. 2022 was the third year for a partnership with the Columbus Music Commission's Gift of Music Campaign. This program places musical instruments in the hands of Columbus City School children as well as the Guitars Not Guns, Music Loves Ohio, and Transit Arts programs. Since the inception of the Gift of Music campaign, City of Columbus employees helped collect 2,619 instruments for a value of \$327,375.

Our Premier Blood Partner status with American Red Cross remained strong in 2022 with the downtown complex hosting six blood drives that yielded 302 units, potentially saving over 906 lives, and the honor of exceeding the Pump It Up Challenge by ten percent over American Red Cross set goal.

### **EQUAL EMPLOYMENT RESOURCES OFFICE**

The Equal Employment Resources Office is responsible for investigating complaints of discrimination and/or harassment. The section is also responsible for the adherence to City policies as well as local and federal laws that relate to equal employment.

This year the EERO took a proactive role with regard to complaints that did not meet the criteria for a discrimination investigation. Instead of simply dismissing those complaints the EERM partnered with the complainant's Human Resources department and assisted to analyze the root cause for a likely resolution when possible. This approach supported specifically the Department of Public Utilities and the Recreation and Parks Department. Mediation was also an option for employees in conflict. The department successfully mediated a Transformative Mediation session in the Department of Public Utilities.

The section investigated a total of 23 complaints. The complaints were from Columbus Public Health, the Department of Public Service, the Department of Public Utilities, Police Impound and the Recreation and Parks Department.

The EERO partnered with the Office of Diversity and Inclusion to utilize the Annual Diversity Inclusion Plan. This plan utilizes the same data as the Equal Employment Opportunity Plan (EEOP) which is required for the Department of Justice grants.

### **COMPENSATION MANAGEMENT**

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

In 2022, the Compensation Management program area made significant contributions to the Citizens' Commission on Elected Official

Compensation. Required by the Columbus City Charter, the five-member commission relied exclusively on the extensive research and subjectmatter expertise of Compensation Management to make informed decisions regarding future rates of pay for Columbus's elected officials. In addition to providing insight, expertise, and analysis, the section performed a comprehensive 25-city national salary study and contributed to the commission's final report.

Compensation Management performed more than 30 special-request pay reviews and pay recommendations for new classifications in 2022 by using a salary-survey and compensation analysis tool, in addition to communication with more than 60 other jurisdictions locally, statewide, and nationwide to ensure Columbus continues to offer new and current employees competitive, fair, and equitable salaries.

The program area also continued to incorporate technology into daily operations through extensive testing of current performance management software and compensation data analytics tools in conjunction with a relatively new payroll and personnel system. In addition to participating in or producing more than 80 salary surveys, the section continued to analyze and report on current compensation issues while also providing expertise during the collective bargaining process.

## **VETERANS AFFAIRS & AMERICANS W/DISABILITIES**

The City Veterans Services Coordinator is responsible for ensuring compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and serving as a resource for managers within the City of Columbus and its residents. The Veteran Affairs office maintains and attends a variety of public meetings with area VSOs at all levels of government. Additionally, 2022 marked the 21st Anniversary of the tragic events of September 11th, 2001 and offered the community a moment of reflection at our annual remembrance ceremony.

The Americans with Disabilities Coordinator is responsible for ensuring compliance with Title II of the Americans with Disabilities Act (ADA) and serving as an internal and external resource for individuals seeking information and guidance on the landmark anti-discrimination law. The ADA is a broad law that demands input and experience from across the City of Columbus. In 2022 we garnered public feedback through the Mayor's Columbus Advisory Committee on Disability Issues (CACDI) delivering updates on City policy and connecting specific concerns of the public with key contacts within City departments. The ADA Coordinator responded to inquiries on matters pertaining to the ADA or issues faced by persons with disabilities and connects them with community resources and information.

## **LABOR RELATIONS**

The Labor Relations program area is responsible for the negotiation, and year-round interpretation of six (6) collective bargaining agreements and one compensation plan. Although there were no collective bargaining negotiations this past year, Labor Relations negotiated multiple MOUs and completed legislation to amend the respective CBAs and implement the MOUs. The negotiated MOUs spanned all six Unions. Labor Relations negotiated six (6) MOUs in AFSCME Local 2191, eleven (11) MOUs in AFSCME Local 1632, eight (8) MOUs in CWA Local 4502, six (6) MOUS in FOP, Capital City Lodge #9, two (2) MOUs in FOP-OLC and four (4) MOUs in IAFF Local 67. In addition, Labor Relations:

- Coordinated pre-negotiations efforts among HR Departments to compile data to support proposals for upcoming negotiations with AFSCME Local 2191 and CWA Local 4502 in early 2023.
- Oversaw the Labor Relations Advisory Committee to communicate updates and direction on labor issues, to review, edit, and update citywide policies including an accessible restroom policy, a nursing mothers and lactation policy as well as amending the Drug and Alcohol policy to include an additional panel of drugs.
- Trained new and seasoned supervisors on the basics of contract administration.

The Section also conducts grievance, disciplinary and fitness for duty hearings for AFSCME Local 1632, AFSCME Local 2191, CWA Local 4502, FOP/OLC bargaining unit members, as well as Management Compensation Plan employees within the City. In 2022, the Section oversaw the following:

- Grievances
  - Seventy-one (71) new Step 2 grievances were filed;
  - Ninety-four (94) grievances were heard at Step 2;
  - Sixteen (16) active cases were withdrawn;
  - Eighteen (18) active cases were settled;
  - Eight (8) cases went to arbitration.
- Discipline (suspension/termination cases)
  - One hundred and eleven (111) cases were filed against eighty (80) employees
  - Fifty-four (54) settlements
  - Sixteen (16) employees resigned
  - Nine (9) withdrawals
- Seven (7) last chance agreements
- Fitness for Duty Hearings
  - Twenty-Six (26) hearings were held;
  - Six (6) employees were separated.

In addition, Labor Relations researched potential software for tracking grievances, discipline and fitness for duty hearings as well as arbitrations. In addition, Labor Relations researched and helped draft an RFP for contract negotiations costing software.

## **EMPLOYEE BENEFITS AND WELLNESS**

Employee Benefits and Wellness programs deliver and administer the medical, pharmacy, dental, vision, short-term disability, basic life, cancer advocacy, COBRA and partnership with Colonial Life on voluntary plans for City



employees and eligible dependents, in accordance with Plan eligibility and design, applicable laws, ordinance and negotiated union contracts. In addition, the Healthy Columbus program provides employees and family members with opportunities to improve their health, well-being and quality of life through programs managed internally and through our partnership with Ohio Health, YellowBird Foodshed, Snappy Gifts, Rally Wellness and other diverse business owners and community partners within the central Ohio region to provide physical fitness activities, mental health support, chronic disease management, nutritional and healthy eating support, tobacco cessation programs and resources and incentives for healthy lifestyle behaviors. The Employee Benefits and Wellness team continues to develop strategies that include member education and communications – both written, in-person and video, consumer driven products, effective and efficient contracting and partnerships locally.

The Employee Benefits and Wellness team completed its annual medical and pharmacy audits during 2022. The audits revealed superior contracting and effective vendor management. The City of Columbus did recover just over \$86K from the medical audit. The Pharmacy audit found that the Plan exceeded pricing and fee performance. No recoveries received by the City of Columbus. The audits evaluated the services completed in 2021 and continues to provide insight into plan strategy, contracting language improvements and continued evaluation of resources and services for future contracts.

The Plan continues to experience above 97% of in-network provider/facility utilization for both medical and pharmacy services. Aon, our Benefit consultant, continues to measure and evaluate the City's Healthcare Plan performance and apply trend. Trend is applied to historical claims based on Aon's internal trend guidance (for medical and prescription drug) and Aon's Carrier Trend Survey (for dental, vision, and disability).

The Healthcare Fund has an average monthly expenditure of \$16.8 mil. The increase exceeded the Fund's revenue by approximately \$2 mil on average per month due to the return to care across all lines of coverage and the reduced healthcare enrollment number. Based on reserves and AON projections the City's Healthcare Fund exceeded expenses by \$5.6 mil in 2022. The Employee Healthcare Benefits Fund for January 1, 2022 through December 31, 2022 has a cash balance of \$39.4 mil, which is sufficient to cover the reserve calculation of \$17.6 mil.

## **CITYWIDE OCCUPATIONAL SAFETY AND HEALTH PROGRAM**

The mission of the Citywide Occupational Safety and Health Program (COSHP) is to create a workplace with zero on the job injuries and to empower and educate City of Columbus employees to be safety conscious, reducing occupational hazards. We strive to achieve this by designing a comprehensive, integrated Occupational Safety and Health Program that promotes a safe and healthy working environment for all City employees and visitors.

COSHP works under the authority of the Mayors Executive Order 01-02 and provides OSHA/PERRP compliance assistance, industrial hygiene monitoring, safety training, written program development, and complete OSHA/PERRP audit services. 2022 highlights of the Citywide Occupational Safety and Health Program include:

- Continued assistance to divisions with regulatory requirements related to notifying Public Employee Risk Reduction Program  
PERRP/state OSHA of employee hospitalizations resulting from workplace injuries. This included incident investigation and discovery followed by corrective actions and retraining, when necessary.
- Regular updates to the City of Columbus COVID-19 Safe Work Practice Guidance, Frequently Asked Questions (FAQs) for City of Columbus Employees (to accompany the City of Columbus COVID-19 Employee Safe Work Practices Guidance)
- Focused training and support for department and division human resources and safety officers regarding COVID-19 guidance, including answering and assisting departments with questions regarding COVID-19 processes (i.e. close contacts, sick employees, CIE, union safety issues).
- Worked with Facilities Management to install barriers to assist in the prevention of the spread of COVID-19 and other respiratory droplet illnesses.

- Worked with the Construction Management Team to provide “end user” safety guidance during the design and construction stages of new or remodeled City buildings.
  - On behalf of Construction Management, developed and provided a safety design recommendation document specifically for fire stations.
  - Provided safety support for a construction project at the Division of Fire Training Academy, design of the new Fire Station 36, renovation projects at Fire Stations 23, and 26 and the new Police and Fire Wellness Building.
- Completed a project with the Division of Fire to assess the exhaust ventilation system in all fire station apparatus bays and calibrated, or replaced, carbon monoxide and nitrogen dioxide sensors in 8 apparatus bays.
- Worked with the Division of Fire to build a Lockout Tagout (LOTO) program which was identified as a need by the Division. COSHP worked with RS-1 to determine the components of the LOTO kits, purchased kits with COSHP funds, reviewed the new SOP, and developed training that went out to all firefighters.
- Consulted with the Division of Fire and NIOSH during an ongoing fire ground air sampling project.
- Provided high level staff support to various departments needing assistance with their safety programs including program development, training, accident investigations, and day to day operational needs.
- Assisted Recreation & Parks with environmental compliance by maintaining Universal Waste, SWPPP and SPCC programs; with Occupational Safety Portion of CAPRA Certification Application; and with updating Bloodborne Pathogens Program and providing Hepatitis B vaccination and training as required by PERRP.
- Continue citywide implementation of iReportSource, a safety management software system. iReportSource is primarily be used for accident reporting and replaces the hardcopy accident report that has historically been used. Additionally, this system can be used for document retrieval, investigation support, corrective actions, root cause analysis, OSHA/PERRP compliance documents, and assigning any follow-up items or training.

The Risk Management program manages the workers’ compensation, and injury leave programs in accordance with City and Ohio BWC policies, procedures, and union contracts and partners with the Citywide Occupational Safety & Health Program to control workers’ compensation costs through collaboration on injury reduction. The Risk Management team facilitates the claims process by initiating and maintaining communications with all involved parties, developing action plans for injury claims, and managing to resolution. Responsible for the review and processing of handicap reimbursement applications, and represents the City’s interest before the Ohio Industrial Commission. Highlights of the Risk Management section include:

- Continued and ongoing emphasis and attention on activities such as the pursuit of handicap reimbursement, claim settlement and subrogation, and proactive claims management have resulted in cost savings of \$1.3M
- Successful management, tracking, and on-time reporting of performance in BWC rebate and cost-saving programs, including the Industry Specific Safety Program (ISSP), the Transitional Work Performance Bonus, Safety Council Participation rebates, Go-Green and Policy Activity rebates, the Substance Use recovery Workplace Program (SURWSP), and the Lapse-Free rebate has resulted in premium rebates of more than \$831K during the 2022 policy year.
- In collaboration with the City Auditor’s Office and the BWC, obtained a 2% discount on the City’s 2023 BWC premium by planning and executing early payment of the entire 2023 premium, resulting in savings of approximately \$281K.
- To take advantage of a new, lower cost “clerical” employee code for calculating BWC premiums, partnered with the City Auditor’s Office to identify payroll associated with clerical employees, resulting in reduction of BWC premium by approximately \$1.5M.
- Represented the City’s interests before the Ohio Industrial Commission on more than 2,100 issues

**Department of  
Neighborhoods  
2022 Annual Report**

## **2022 Department of Neighborhoods Annual Report**

The Department of Neighborhoods works from a foundation of devoted residents, committed neighborhood leaders and a dedicated City workforce to solve community concerns and enhance each neighborhood. Delivering on Mayor Andrew J. Ginther’s commitment to every Columbus neighborhood, the Department is helping to build a stronger, more equitable Columbus, where everyone can prosper. Serving as the front door to the City, the Department of Neighborhoods empowers residents, responds to their needs and protects their rights.

The work of the Department is fully aligned with Opportunity Rising, Mayor Ginther’s aspirations for every resident. Through alignment with Opportunity Rising, the Department is focused on advancing racial equity in the programming we offer, how we deliver services, the make-up of our staff and who we contract with.

The work of the Department contributes to nearly all of the 21 Opportunity Rising Rays and outcomes. The Department is specifically focused on supporting achievement of three Rays.

The Neighborhood Liaisons, 311, Rise Up CBUS!, the New American Initiative and the Community Relations Commission directly support the Community Collaboration Ray and its focus on residents collaborating with their city to create the community they wish to live in.

My Brother’s Keeper and the Commission on Black Girls contribute to the Youth Ray and the outcome that “Every young person can find safety and engagement in their neighborhood outside school hours.”

The Neighborhood Building Ray and its goal that “every neighborhood has the infrastructure greenspace and programs to support safe and healthy living” is supported by the planning work in Linden, Hilltop and Eastland.

We are pleased to present the following highlights of our work in 2022.

### **311 Customer Service Center**

Building on more than three years of work with all City Departments, the new 311 relationship management system, mobile app and refreshed website launched in April. An outreach campaign with radio, social media and in person community meetings was used to raise awareness and provide training on the new features. Nearly 33,000 customer contacts were received from residents using the new CBUS 311 mobile application. This is a significant increase over 2021 when the previous app received just over 9,400 contacts.

To further enhance the customer experience, expand contact options and continue supporting the work of all departments, approval was provided for 10 additional 311 Customer Service Center staff. Starting in 2023, this expansion will allow the Customer Service Center to stay open an extra hour and, for the first time, make it possible for residents to schedule an appointment to meet in person with a 311 Customer Service Representative at a Neighborhood Pride Center.

311 continued using Language Line to provide residents with the ability to communicate with the City in the language that is most comfortable for them. Overall in 2022, nearly 495,000 customer contacts were received through phone calls, voicemails, emails, the website and the mobile app.

### **Rise Up CBUS!**

The Rise Up CBUS! series was launched in 2022. Updating the long standing Neighborhood Pride Program, Rise Up CBUS! brought Mayor Ginther’s Opportunity Rising plan to life in nine neighborhoods by illustrating the many City and community services that are working today to advance the 21 rays. Working in partnership with Columbus Recreation and Parks, the series began in May and concluded in September. Over 2,000 residents are estimated to have participated. It is notable that Rise Up CBUS! brought City programming to Weinland Park (North) and Hauntz Park (West) for the first time in decades. In addition to City Departments, 115 non-profit community agencies had tables providing community resources.

During 2022, the two Mobile City Hall vehicles supported 56 community events that were attended by an estimated 9,000 people. At these events, the team distributed 960 COVID test kits and 5,000 bags with literature about City programming. The Bike Safety program continued the partnership with Roll Bikes to provide over 160 gently used bikes to young people at Columbus Recreation and Parks Community Centers and community groups including the Our Lady of Guadalupe Center, CRIS and Leawood Elementary School.

### **New American Initiative**

To help ensure all new Americans are welcome in Columbus, the New American Initiative launched two new programs in 2022. Building on the success of the New American Leadership Academy (NALA), the first annual Alumni Summit was held in September. The Summit allowed the alumni to continue their leadership development journey and to learn about new opportunities to become engaged. A new partnership with the Columbus City Schools' Global Academy was created to provide programming to 9th and 10th grade students. A pilot during the 2021/2022 school year offered valuable insight for teachers and administrators on the student experience.

Sixteen Fellows completed the NALA program in 2022. The members of the class spoke over 20 different languages and represented 12 different nations. Their service project helped to advance the education of New American youth through work with My Brother's Keeper and the Columbus Global Academy to build knowledge about leadership development opportunities. Since NALA launched in 2018, over 106 individuals from 40 nations have participated.

The New American Initiative continued management of the City's interpretation and translation contracts that are available for use by all Departments. A total of 32 requests were received from 12 Departments. This included translation of 84 documents, and increased in person interpretation for languages including Cantonese, Spanish, Kinyarwanda and Swahili.

### **Community Relations Commission**

In 2022 the Community Relations Commission (CRC) prioritized building community awareness of the protections that exist from discrimination in Columbus and how the CRC can help. Commissioners participated in 27 community engagements. These included community events, presentations and one on one meetings with stakeholders.

The Commission received 35 discrimination complaints in 2022. Seventeen of the complaints were in the area of housing, ten were related to employment and eight were in public accommodation. The majority of the complaints were based on the individual's race, disability or familial status.

The annual Lunch and Learn series continued in 2022 with four educational presentations focused on the area of discrimination. Over 20 organizations contributed to the sessions. Videos from the four sessions were viewed by more than 2,000 individuals.

### **My Brother's Keeper (MBK)**

My Brother's Keeper continued to innovate and expand their work focused on improving the lives of boys and young men of color and underserved youth. In 2022, 728 students were served through summer youth programming and internships. Only two of the participating young people were involved in a violent act.

The City of Columbus Youth Services Partnership was launched to establish cross-departmental information sharing and coordination. The Above & Beyond Campaign launched with a focus on training adult allies to engage with our youth to help them with issues such as substance abuse, mental health, and school success. This work will continue in 2023.

MBK engaged the Kirwan Institute for the Study of Race and Ethnicity to build on the *Renewing Our Call to Action* report that was completed 2017 by assessing substantial changes for youth due to the COVID-19 pandemic, remote learning during the pandemic and increased concerns of youth victimization from violence in multiple neighborhoods.

### **Commission on Black Girls (COBG)**

The Commission on Black Girls (COBG) joined the Department of Neighborhoods in June 2022. The Commission's work ensures that we cultivate an environment and have the resources we need to support the success of Black girls in Columbus. A Community Advisory Board to advance the recommendations published in *A Report on the Quality of Life of Black Girls in Columbus, Ohio* was established. Funding was provided to a cohort of five service providers to provide safer spaces for girls to engage with one another and adult allies. COBG distributed 500 backpacks to middle and high school girls.

### **Neighborhood Planning**

Work continued in 2022 to advance the community aspirations in the One Linden and Envision Hilltop plans as well as to lay the groundwork for a new planning process in the Eastland community. Key work in 2022 included:

**One Linden Plan:** The Department continued support of the Healthy Homes Program and its work to provide and preserve affordable housing through the provision of home repair services in Linden. The program provided exterior renovations to over 40 homes averaging around \$25,000 per project.

Funding was provided to the One Linden Schools Initiative. A partnership among the City, United Way of Central Ohio and The Ohio State University, the Initiative seeks to transform the Linden community by providing supplemental resources and community connections for students and families at the Windsor STEM and Hamilton STEM elementary schools.

**Envision Hilltop Plan:** At the close of 2021, the Department launched the Envision Hilltop Advisory Committee with Hilltop based organizations, businesses and residents to prioritize and drive forward the plan's goals. In 2022 the Advisory Committee formed three subcommittees aligned with the People, Place, and Home pillars of the plan.

In support of the Mid-Ohio Farm's work on the Hilltop, an additional \$3 million investment was made towards the development of a seven-acre "smart farm" concept. The farm will provide Hilltop residents with access to fresh local produce.

In partnership with Columbus City Council, the Department funded Hilltop Rise, a new Economic Community Development Corporation on the Hilltop. Hilltop Rise was formed during the first quarter of 2022, and received seed funding from the City to help them hire their first Executive Director.

**Eastland Plan:** Mayor Andrew J. Ginther announced during his 2022 State of the City speech that the Eastland area would be the Community Planning team's next focus area. While the bulk of the planning work is set to begin in 2023, the team began engaging with community organizations in the Eastland area to set expectations for the planning work to come. This included working with neighborhood leaders to begin identifying the boundaries for the community plan.

### **Neighborhood Liaisons**

The Neighborhood Liaison team continued to support and provide technical assistance to Columbus' 21 Area Commissions, Northwest Civic Association and Northland Community Council by attending over 300 meetings in 2022.

Neighborhood Pride Centers continued to serve as a community hub in the North, South, West, Near East and Far East communities. Staff from several City Departments utilize the centers and work with Neighborhood Liaisons to coordinate City services and community resources.

In August, the Department of Neighborhoods and eleven Area Commissions held the first ever Citywide Elections Pilot Project. The goal of the project was to help make Area Commission elections more equitable and accessible across the City. Three participating Area Commissions had not held competitive elections in more than fifteen years.

The annual Area Commission training series continued with 13 sessions in 2022. Overall, the sessions engaged 420 participants to learn about topics ranging from zoning, code enforcement, budgeting, new Americans, communication, civil conversations, self-care, race, justice, collaboration and cultural intelligence.

Rebecca Deeds, downtown Liaison, received the Unsung Hero Award from the Downtown Special Improvement District for her work managing downtown questions and concerns over the last several years.

In December, the Liaison team hosted the 3<sup>rd</sup> annual Songs on Sullivant event in partnership with several west side community organizations. Free Christmas gifts were given to children by Santa. Approximately 100 residents attended.

The Liaison Team also hosted the 2<sup>nd</sup> annual Carols on Cleveland, a community gathering with live music at the Department of Neighborhoods headquarters in Linden. More than 270 families registered for the event, 500 children received toys or gift cards, 250 food boxes were distributed, 500 holiday meals were provided by Big Mal's Linden Café and 250 families received winter coats and hats.

## **Events**

The annual Reverend Dr. Martin Luther King Jr. March and Celebration was held on the South Patio of Columbus City Hall. Speakers included Mayor Andrew J. Ginther, faith leaders, and winners from the annual Dr. Martin Luther King Jr. Youth Oratorical contest.

# **Department of Public Safety 2022 Annual Report**



The Department of Public Safety manages the operations for the Divisions of Police, Fire, and Support Services for the City of Columbus. Its mission is to provide outstanding public safety services to the residents of Columbus, allowing “every resident, on every street, in every neighborhood” to feel safe.

## **SAFETY DIRECTOR’S OFFICE**

### **Of Significant Interest-**

- Achieved major decreases in violent crime, increases in solved homicides
- Record number of illegal guns removed from community
- Building on leadership changes in Columbus Division of Police
- Deployment of next-generation police body-worn and cruiser camera technology
- Opened first-of-its-kind Public Safety Wellness Center
- Expansion of successful Right Response Unit
- Advanced plans for Real Time Crime Center
- Built on the momentum of diversity initiatives in both police & fire divisions
- Added third police and fire recruit classes to bolster the ranks of our first responders

### **Achieved Major Decreases in Violent Crime**

In 2022, homicides dropped in Columbus by 33 percent- the largest single percentage drop among the 20 largest cities in the country. Felony assaults, thefts, burglaries, and robberies were also down by double-digit percentages. The Division of Police credited this to internal restructuring, and the focused, relentless work of officers, who solved 63 percent of homicides that happened in 2022. Factoring in homicides from previous years solved in 2022, CPD’s solve rate jumped to 79 percent. Robust community engagement efforts have also led to significant increases in tips and information from community members.

### **Removed a Record Number of Illegal Guns from Community**

Officers removed 3356 guns from the streets in 2022, a new record for a single year. Nearly 200 of these guns were assault-style weapons. 31 of them were so-called “Ghost Guns,” unserialized and untraceable firearms that can be bought online and assembled at home. These are designed to avoid gun laws.

### **Continued Leadership Transformation of Division of Police**

Chief of Police Elaine Bryant continued to build out CPD’s Executive Staff. In January, Deputy Chief Greg Bodker, a 27-year veteran of the Division, was promoted to Assistant Chief. The Assistant Chief rank was created in 2021, with the intention of changing the leadership structure of the Division of Police. This new rank affords future Chiefs of Police the freedom and flexibility to appoint at least some of her or his own executive staff to assist in the management of the Division. Commander Kelly Weiner, a 24 year veteran, and Commander Smith Weir, with 22 years at CPD, were both promoted to Deputy Chief in March. To further facilitate the culture change at the Division of Police, a retirement incentive program was instituted, allowing 100 personnel from the rank of Commander down to retire early. A similar program was later offered to up to four Deputy Chiefs, who subsequently retired.

### **Deployment of Next-Generation Police Body-worn and Cruiser Camera Technology**

The Division of Police deployed 1626 next-generation body-worn cameras (89% of total, with deployment continuing into 2023) and 450 cruiser cameras with advanced features to improve transparency and accountability. Technological advancements allow higher-quality audio and video, automatic activation to safeguard against user error, synchronization between body-worn and in-car cameras, and video recall abilities hours prior to an incident. As a result of the historic collective bargaining agreement the City secured in 2021 with the Fraternal Order of Police, the following changes have been adopted within the body-worn camera policy:

- Automatic Activation: Allows camera to be turned on without manual interaction
- Pre-Event Recording: Allows for audio/video lookback of up to two minutes prior to camera activation
- Video Recall: Allows the Director of Public Safety to order the review of audio and video recordings hours prior to a critical incident The next generation of video technology advancements incorporate, in-whole or in-part, these contractual advancements. These features significantly improve the Columbus Division of Police’s ability to capture, identify, store, and share audio and video content. The Axon 3 camera is designed to:

- Reduce motion blur
- Utilize four microphones which balance themselves to capture clearer audio
- Synchronize BWC and in-car camera video feeds (allows for automatic activation, overlapping views and automatic video tagging) □ Captures audio and video content two minutes prior to activation
- BWCs can recall video up to 18 hours following an incident; in-car cameras can recall video up to 24 hours following an incident □ In-car cameras include license plate readers to improve officers' situational awareness
- Body-worn cameras will automatically activate when:
  - A cruiser's lights/sirens are activated

- A rifle/shotgun rack is released
- A cruiser accelerates to a high rate of speed
- A cruiser is involved in a collision

**Opened First-of-its-Kind Public Safety Wellness Center**

The Center for Public Safety Wellness is a joint effort by Police and Fire Peers, Chaplains, and EAP (Employee Assistance Program) staff, serving all Columbus sworn personnel from Police, Fire, and Communications. The Center went “live” on July 18, 2022. The negative effects associated with the public safety profession both nationwide and locally underscored the need for this initiative: high rates of suicide, stress, and traumatic stress-related conditions such as depression, anxiety, and substance abuse. The City Employee Assistance Program (EAP), CFD Member Support Unit/Critical Incident Stress Management (CISM) team, and CPD Peer Assistance Teams (PAT) have helped countless numbers of Columbus Fire and Police personnel overcome challenges and improve their lives. The Public Safety Wellness Center will serve as a centralized location for the coordinated efforts of these entities and will focus exclusively on Columbus first responder wellness for sworn Fire and Police personnel, cadets, recruits, and communications personnel. The center will provide a space for improved coordination and consistency within all Public Safety branches. This will better utilize the City’s internal experts and build initiatives that are sustainable. In consultation with national experts, we are not aware of a dedicated, unified support center providing such comprehensive services for First Responders anywhere else in the country.

**Launched successful pilot, expansion of Right Response Unit**

In a collaboration between Columbus Police, Columbus Fire, and Columbus Public Health, the Right Response Unit (RRU) embedded social workers in the 911 Emergency Call Center. These mental health professionals worked with 911 Dispatchers on calls related to mental health or substance use disorders to de-escalate crisis situations and connect callers with the appropriate resources. The Right Response Unit pilot launched in June 2021, and has triaged 2,546 calls to the 911 ECC through November 2022. Nearly one-third of those calls did not require a police response, freeing up officers to respond to other calls for service, while linking those in crisis to appropriate health services. Starting November 1, 2022, the RRU expanded services from 8:30 a.m. to midnight, Monday through Friday. The RRU works in conjunction with the City’s existing Alternative Response programs: RREACT, SPARC, and the Mobile Crisis Response Unit.

**Diversifying Public Safety**

2022 saw continued strong momentum in efforts to diversify both police and fire divisions.

- Columbus Police June Recruit Class: 50% diversity
- Columbus Police September Recruit Class: 40% diversity
- Columbus Police December Recruit Class: 48% diversity
- Columbus Fire October Recruit Class: 18% diversity
- Columbus Fire December Recruit Class: 35% diversity

The Cadet Program established in 2019 continues to serve as a pipeline of diversity. The multi-year paid internship introduces under-represented communities to, and trains them for, careers in public safety.

- CFD’s 2022 Cadet class had 85% diversity
- 23 former Cadets have earned employment with the Division of Fire
- CPD’s 2022 Cadet Class had 79% diversity
- 18 former Cadets have earned employment with the Division of Police

**Nuisance Abatement**

The Department, working along with the Office of the City Attorney, increased joint enforcement initiatives for this last year in the area of nuisances. Nuisance abatement cases were filed against 15 houses, two markets, two hotels, two bars, three apartment complexes, one business (Columbus Auto Shredding), and one gas station due to evidence of drug sales and violent criminal activity. The City objected to 12 liquor permits in 2022, and out of the 20 liquor permits objected to in 2021, 15 were resolved with agreed nuisance findings, four businesses decided to close/vacate, and one objection was upheld. The City objected to two hotel licenses in 2022. Of the four hotel licenses objected to

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in 2021, three were resolved via agreed nuisance findings, and another was resolved via an agreed closure until complete code compliance.

## **BRICK AND MORTAR**

### **Fire and Police Facilities**

- Initiated design of Fire Station 36 at Central College and Harlem Road
- Continued the HVAC renovations on the Central Safety Building
- Completed the fencing replacement at CPD McKinley Avenue facilities □ Completed pavement at the Fire Training Academy on Parsons Avenue
- Completed construction and opened the Public Safety Wellness Center
- Completed construction and opened the Joint Safety Administrative Facility
- Completed window replacements at the 911 Emergency Communications Center
- Continued the generator replacement at Fire Station 1
- Completed elevator modernization project at the Fire Academy
- Began renovation of women's locker room facilities at the Fire Academy
- Completed the elevator modernization at Fire Station 1
- Completed the HVAC renovations at Fire Station 7
- Completed the renovations of ground water issues at Fire Station 15
- Completed the apparatus bay extension and improvements at Fire Station 23
- Completed the HVAC renovations at Fire Station 26
- Completed the office renovations at Groves Road warehouse
- Began the Central Safety 8<sup>th</sup> floor interior renovations
- Received bid proposals for the design of Police substation 19 on Sullivant Avenue
- Initiated design proposal to demolish Carolyn Avenue/Piedmont properties
- Initiated draft of Request for Statement of Qualifications for the design of a Real Time Crime Center, EOC, and 911 ECC
- Initiated improvements to the parking lot at the Police Impound Lot
- Initiated design of Fire Academy HVAC renovations
- Completed design of interior pavement replacement at Fire Station 15
- Completed a space study of the Fire Training Academy
- Completed improvements at the Police Mounted Unit facilities
- Began roof maintenance at the Police Crime Lab and Property Room
- Began lighting improvements at the Fire Training Academy auditorium
- Initiated kitchen improvements at Fire Station 22
- Replaced interior carpet at Police substation 9
- Procured new work station consoles for the 911 Emergency Communications Center

### **DIVISION OF POLICE**

- Class of 46 recruits started in June
- Class of 47 recruits started in September
- Class of 56 recruits started in December
- Ordered 79 marked and 6 unmarked vehicles
- Received 1 bike patrol trailer

### **DIVISION OF FIRE**

- Class of 48 recruits started in June
- Class of 40 recruits started in October
- Class of 52 recruits started in December
- Received 5 heavy rescue vehicles and one Battalion Chief SUV
- Ordered 2 medics
- Ordered 3 engines
- Ordered 8 marked and 4 unmarked vehicles

□  
□

- Ordered 7 Stryker cots
- Received 2 K-9 vehicles
- Received 1 ladder

## DIVISION OF SUPPORT SERVICES

### Communications Section Highlights for 2022:

- E911 Viper System processed 2,370,009 911 and Administration calls
- E911 Viper System processed 3,059 Text Sessions which included 25,680 Text Messages in 2022
- Locution Automated Dispatching System processed 301,263 Fire dispatches in 2022
- Decommissioned 25 server clusters. Effort is to remove equipment/cabinets that are no longer in service and add space for upcoming projects
- Verint V15 Logger installation and setup. This upgrade has introduced new features such as including the CAD incident tagging with the recording, Quality Assurance and Speech Analytics. All clients have V15 Insight Center running
- Network infrastructure refresh
  - Phase one: Domain Controllers upgrades
  - Completed new firewall installation at Fairwood
- Reimaged/Reinstalled 43 Locution PCs located at Columbus/Township Fire Stations VIPER system uptime 100%
- Locution system uptime 100% License Section Statistics for 2022:
- Handled 265 alarm appeals
- 626 “Bug Your Bike” packets
- 1656 BCI background checks

### **Issued:**

- 3841 Security Alarm permits
- 193 Alarm Dealer permits
- 26 Arcade licenses
- 0 Carnivals, Circuses or Shows permits
- 489 Charitable Solicitation licenses
- 1 Close Out Sale/Extension permit
- 52 Commercial Sales/Tri-Annual/Promoter licenses
- 3 Community Market permits
- 33 Community Noise permits
- 1 Dangerous Ordnance permit
- 168 Hotel/Motel licenses
- 1 Itinerant Vendor permit
- 29 Massage Establishment permits
- 73 Masseur/Masseuse licenses
- 64 Mobile Food Vending Public Right of Way permits
- 329 Mobile Food Vending licenses
- 39 Parade permits
- 14 Professional Fundraiser permits
- 9 Scrap Metal Facilities permits
- 1273 Short Term Rental licenses
- 369 Vehicle for Hire driver’s licenses (284 Taxi + 55 Livery + 14 Pedicabs + 12 Quadricycles + 3 professional taxis)
- 307 Vehicle for Hire owner licenses (219 Taxi + 62 Livery + 17 Pedicabs+ 9 Quadricycles)
- 32 Vehicle Transfer licenses (30 Taxi + Livery) (this may be lower than in the past due to changing the expiration date to year-round vs. a set date)

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**Radio Section Accomplishments for 2022:**

- Provided radio communications support for major events such as the Arnold Classic, numerous runs including the Columbus Marathon, and other public events
- Reviewed, approved, and provided support for numerous in-building radio amplification systems to include Nationwide Children’s Hospital, various Ohio State University buildings, and the new Franklin County Corrections Center. The addition of amplification greatly improves first responder radio communications within these facilities.
- Assisted in development of communications plan for the very first soccer game at Lower.com field.
- Developed process for CFD communications talk groups to utilize State of Ohio radio system during major events in stadium. Greatly improved interoperability.
- Managed communications during scheduled, day-long power shutdown at the ECC. Ensured backup power was available and continued running during outage.

**Weights and Measures Highlights for 2022:** Weights and Measures Section Inspectors Completed:

- 17,784 device inspections
- 10 package inspections
- 46 lots inspected
- 1197 packages represented in the 46 lots
- 12 lots rejected resulting in 566 packages ordered off sale
- 374 price verification inspections with 14,828 prices verified
- Resolved 73 consumer complaints

**Fiscal Section highlights for 2022:**

434 Indigent Burial Payments  
Revenue for the Division \$3,186,873.72

□  
□

**Department of Finance and  
Management  
2022 Annual Report**

The Department of Finance and Management is organized into three operational groups: Financial Management, Asset Management, and Procurement. Financial Management oversees city-wide operating and capital budget development, as well as grants management and fiscal monitoring and control. Asset Management manages city owned real estate, facilities management, construction project management, and fleet management, which maintains vehicles for most city agencies. Procurement oversees the central Purchasing Office and provides general oversight and advisory functions related to the City's purchasing activities. The Director's Office provides overall coordination and policy direction for the Department's fiscal, human resources, and legislative processing functions, and oversees the City's procurement, construction pre-qualification, print shop, and mailroom functions.

Within the Financial Management Group is the Division of Financial Management, which includes the Budget, Debt Management, and Grants Management operations. Within the Asset Management Group are the Divisions of Facilities Management and Fleet Management, Office of Construction Management, and Office of Real Estate Management. Within Procurement is the Purchasing Office and Construction Prequalification.

The 2022 highlights are as follows:

## **FINANCIAL MANAGEMENT GROUP**

### **Budget Management**

The primary function of the Budget Management Office is to provide fiscal analyses in the preparation and monitoring of the annual operating budget so that City leaders have useful, accurate, and timely financial information from which to make informed decisions.

The 2022 budget was adopted by City Council on February 7, 2022 and was signed by the Mayor on February 9, 2022. A year-end report of 2021 financials was also issued in the first quarter of 2022, comparing overall 2021 revenues and expenditures to 2020 levels, as well as to the projections in the 2021 third quarter financial report. Ten-year pro forma operating statements for the general fund and for most major operating funds were updated, and work was completed on the city's general fund three-year financial plan (2022-2024). A monthly general fund revenue report was compiled that compared revenues to the previous year's receipts, as well as to the City Auditor's estimate.

Through the end of 2022, the city has received approximately \$187 million in American Rescue Plan Act (ARPA) Fund relief from the federal government, as well as \$62 million in Emergency Rental Assistance Program (ERAP) relief. As such, the Budget Management Office assisted in the management, allocation, tracking, and reporting of these funds. A new Federal Grants section was created within the Director's Office in 2022 to oversee the administration of Federal Covid-relief funding. In addition, the Budget Management Office completed various special projects in partnership with other city agencies, including, among others, the following: served on various RFP committees; produced and compiled forecasts for the 2022 County Tax Budget; and continued support of the Mayor's goals and initiatives. Of note, in August, the Government Finance Officers Association (GFOA) notified this section that the city was granted a Distinguished Budget Presentation Award for the seventh consecutive year.

The Mayor's 2023 Recommended Budget was presented to the public and City Council on November 10th in conformity with provisions in the City Charter. Building upon the redesign work of the past several years, the 2023 document included several enhancements to better communicate and engage stakeholders. Additionally, the Mayor's 2023 Budget included a \$2.75 million deposit into the rainy day fund. Additionally, City Council transferred another \$1.0 million into this fund. The Mayor established a new rainy day fund goal of \$114 million by the end of 2027. The City was able to meet its previous goal of \$90 million (by the end of 2024), two years ahead of schedule.

### **Debt Management**



The Debt Management Office oversees the coordination of the Capital Improvements Budget (the CIB) and the six-year Capital Improvements Program (the CIP). The office coordinated the preparation of the 2022 Capital Improvements Budget and the 2022-2027 Capital Improvements Program. In May, the city issued \$395.2 million in General Obligation bonds related to the 2021 Capital Improvements Budget and \$29.0 million in General Obligation refunding bonds. In November, the city issued a \$24.3 million Limited Tax note to fund a new City-owned parking garage related to the Scioto Peninsula Development.

The City has a current 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.

### **Grants Management**

The Grants Management Office performs budget preparation and program monitoring for various federal grant programs such as the Community

Development Block Grant (CDBG) Program, the Home Investment Partnerships (HOME) Fund, the Emergency Solutions Grant (ESG), the Housing Opportunities for Persons with AIDS (HOPWA) Grant, and three Neighborhood Stabilization Program grants (NSP 1, 2 & 3). In addition to HUD related programming, in 2022 the grants management office also coordinated Federal Covid relief grant funding such as CDBG-CV (Covid), ESG-CV, and HOPWA-CV. Furthermore, in 2022 the Grants Management Office began program development for \$16M in HOME-ARP funding.

### **Purchasing Office**

The Purchasing Office is responsible for the procurement of goods and services, including the administration of the city's procurement policies and procedures.

2022 highlights include:

- Purchasing staff completed 685 solicitations, including nearly 200 formal bids.
- The City completed over 53,000 purchase orders in 2022. Of those, over 40,000 purchase orders were created using the electronic catalog. The e-catalog contains pricing for millions of items include in over 425 Universal Term Contracts. The e-catalog and the underlying contracts are established and administered by the Purchasing Office. This work allows agencies to purchase items quickly, at quality prices.
- Staff managed over 425 Universal Term Contracts. As a result of the worldwide supply chain crisis and inflation, the Purchasing Office had to review over one hundred price increase requests. In addition, staff had to manage delayed deliveries, ensuring that agency staff were kept aware of all upcoming potential delays, and budget impacts.
- Purchasing continued to assist the City's response to the COVID-19 pandemic. This included the search for supplies of at-home test kits, as well as KN95 masks. Pricing was negotiated to not exceed budget limitations.

### **Construction Prequalification**

The Office of Construction Prequalification pre-qualifies potential construction bidders and specific sub-contractors who receive or perform construction service work for the City of Columbus. The Office pre-qualifies licensed construction trade contractors seeking to perform any portion of work on city construction projects and to administer a prequalification process through the fair and equitable evaluation of business entities seeking to do construction business with the city. The Office of Construction Prequalification modified its procedures in 2022, to conform with City Code changes made by the Columbus City Council. It provided customer service to the vendor community as it continued to process applications and work with vendor community to get vendors prequalified responsible in 2022.

## **ASSET MANAGEMENT GROUP**

### **Construction Management**

The Construction Management Office provides building construction and renovation project management. Construction Management is also responsible for Energy Management.

2022 highlights include:

- Completed construction of the West Side Early Learning Center (Pre-K) project.
- Completed construction of Phase 1 for the Central Safety Building HVAC Renovation project.
- Issued an RFP for design for the new Municipal Court Building and working on fee proposals.
- Issued an RFP for Construction Manager at Risk for the new Municipal Court Building project.
- Completed exterior renovations for the North Market to accommodate the new merchant tower.
- Completed design and started construction for the interior renovation of the North Market project.
- Completed the design for Phase 1 and Phase 2 of the Council Chambers Renovations project.
- Completed the construction of Phase 1 of the Council Chambers Renovations project.
- Completed energy audits for DPS Morse Rd./Lennon Refuse, DPS Traffic Maintenance, 4211 Groves Rd. Fleet Admin., and 750 Piedmont. Started implementing low/no-cost measures and prioritizing capital items.
- Selected a retail power supply broker for the June 2024 & beyond term, resulting in a total fee reduction of ~\$60,000/year.
- Completed the design for the Columbus Public Health – Alcohol and Drugs Services Renovation project.
- Completed the Construction of Joint Safety Administrative Renovation project. □ Completed the Construction of the Police & Fire Joint Wellness Center project.
- Completed the Design of Department of Health Building 3rd & 4th Floor Renovation project.
- Completed design and construction of the new Accident Investigation Unit space at Woodrow complex.
- Selected architect and began design of the new Fire Station 36.
- Completed construction of the Central Safety Building HVAC Phase 1 project.
- Initiated the design RFP for the new Real Time Crime Center / Public Safety Campus.
- Completed the HVAC Renovation at the J. Ashburn Youth Center
- Completed design and construction of the newly renovated female locker room at the Fire Training Academy.
- Initiated design RFP and completed architect selection for the new Police Substation 19 – Hilltop Area (Sullivant Ave.) project.

### **Real Estate Management Office**

The Real Estate Management Office provides centralized management and stewardship of all real property used in City operations (other than rights-of-way and utility easements) to ensure effective utilization of real property assets, increase efficiency, reduce operational costs, and generate revenue and serves as a resource to all City entities for real estate information and research.

The Real Estate Management Office (REMO) administers lease agreements, negotiates leases, acquires property for use in City operations, disposes of surplus property, and oversees utilization of building space. REMO is responsible for managing, safeguarding, and maintaining centralized records of all city-owned property, leases, deeds and other instruments as evidence of title. REMO administers the payment of real estate taxes on non-exempt or partially exempt City-owned property, CAUV tax reduction filings, and assists the City Attorney's Office in filing requests for exemption from real estate taxes for City-owned property. In addition, REMO administers the City's risk insurance programs, evaluates risk exposure and acquires cost-effective insurance coverage for aviation, property casualty and stored vehicles, boilers, and general and excess liability to protect city assets and minimize financial exposure from a casualty loss.

2022 highlights include:

- Acquired site for future construction of new well(s) to supply the Parsons Water Plan.
- Acquired two (2) sites for future construction of new precinct stations for the Division of Police.
- Managed fifteen (15) expense and thirty-six (39) income leases and licenses.
- Completed thirty-six (36) lease and license agreements, including renewals and modifications.
- Completed a License Agreement and Operating Agreement for the City's new Pre-kindergarten facility, the Hilltop Early Learning Center.
- Completed a lease agreement for office space and coordinated build-out, renovations and furnishing of the space for the new Department of the Inspector General.

- Managed the renovation of the Dental Clinic operatory at 1180 East Main including the purchase of new equipment and replacement of patient, dentist, and dental assistant chairs, work lighting, and cabinets.
- Provided management oversight for 1,060 city-owned properties in located in six (6) counties.
- Completed approximately 940 database updates and additions to the City's real estate inventory of city-owned property and lease agreements.
- Completed approximately 496 additions to the City's Deeds database.
- Maintained the GIS layer of city-owned properties updating records for approximately seventy (70) locations.
- Administered the receipt and deposit of approximately \$2.035 million in income from the lease of City properties to third parties and prepared approximately \$1.343 million in rent payments for the lease of properties to meet city operational needs creating approximately 450 postings of financial transactions.
- Completed the annual review of City's current insurance program and coverages, broadened and adjusted coverages, and shopped premiums. Implemented the binding of coverage for general property and utility casualty, stored vehicle, aviation, boiler, and general and excess liability insurance for the term August 1, 2022 through July 31, 2023.
- Working with the City's insurance carrier, conducted seven (7) risk assessment site visits, including all water and sewer treatment plants, to evaluate the short and long term risk exposure and make recommendations to reduce potential for a loss.

### **Facilities Management**

The Facilities Management Division provides maintenance, custodial, and security services to over one hundred and four (104) city buildings. That covers over 3.1 million square feet of space, part of which includes a 10.4 acre downtown municipal campus. Facilities Management is also responsible for the upkeep of thirty-five (35) fire stations, the Division of Fire administrative complex and practical skills building, as well as the training academy. The division also provides services to twenty eight (28) police facilities including the Police Headquarters and the Police Training Academy. Other buildings and facilities include the Division of Refuse Collection, Columbus Public Health, 1393 East Broad Street, the I-71 complex, the Public Safety/Public Service Impound-Parking Violation complex, and the management and oversight for the 1111 East Broad Street, The Pre-K, The Jerry Hammond Complex, and the Municipal Court Building. With a few exceptions, the Facilities Management Division is responsible for: general/preventative maintenance, limited renovation to existing buildings, custodial services, landscaping (19 acres), and snow removal (25 acres). Additionally, the Security section patrols and monitors the downtown municipal campus and monitor systems and access to other municipal facilities across departments. The Security section also administrates access controls for the division and other departments.

2022 highlights include:

- Completed 14,247 work orders during 2022, averaging 1,187 work orders per month
- Upgraded and retrofit of four boilers at the Columbus Police Academy
- Boiler and chiller upgrades at the Crime Lab
- 911 call center carpet and kitchenette renovation
- Police Headquarters Chief's office and Assistant Chief's office renovations and window replacement
- Impound lot gate replacement and LED light upgrades
- Overhead garage door replacement at Heliport
- Boiler replacement at the Fire Training Academy
- Storm drain installation at Georgesville Road Refuse center
- 1393 East Broad St. AARP Expansion
- 111 N. front heat trace/ice melt building upgrade
- Installation of City Hall parking garage bumpers
- Renovation of Mother's Room at City Hall
- Achieved Certified Advanced Custodial Technician status for over two-thirds of custodial staff, including Supervisors

### **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 pool and shuttle bus services.

2022 highlights include:

- Fleet Management achieved ASE Blue Seal certification for the 15<sup>th</sup> year in a row and remained an Elite Fleet in the public sector industry as named by Government Fleet magazine
- Implemented new upgraded GPS system in 2,579 units, transitioning from former Network Fleet to our new vendor Samsara after piloting two potential GPS systems. Successfully trained citywide personnel on the new system, which contains numerous GPS upgrades and improvements
- Updated and published the latest release of the Green Fleet Action Plan with targets and initiatives outlined through 2024. Will continue to review purchases of electric, hybrid and alternative fuel vehicles to ensure carbon neutrality by 2050 in accordance with Mayor Ginther's Climate Action Plan
- Saved a record \$2.9 million in fuel costs through city vehicles utilizing Compressed Natural Gas (CNG) vehicles. Savings are from reduced cost of CNG compared to the high price of diesel in 2022, as well as from the anticipated federal alternative fuel tax credit of \$.50/gge
- Developed new daily downtown reporting for multiple repair shops to improve and monitor shop performance
- Completed internal service fee calculation study and are implementing findings March 1, 2023 for a rate increase to \$147/hour and parts mark-up from 35% to 60%
- Fleet auctions continued to bring in significant revenue, especially considering the lack of new vehicle deliveries which resulted in fewer items being turned in. Total proceeds were over \$1,541,580 for the year from 317 items auctioned, of which only 117 were vehicles
- Completed several building improvements including upgrading the Lincoln bulk oil system, replacing and upgrading overhead doors and siding/fascia, and LED lighting improvements for the CNG fuel island and equipment area.

# **Columbus Public Health 2022 Annual Report**

Columbus Public Health protects the health and improves the lives of nearly 1 million Columbus and Worthington residents through more than 40 public health programs. We protect the health and safety of the community through diverse services, such as restaurant inspections, STI testing and treatment, women’s health and wellness services, newborn home visiting, immunizations and much more. Together with our community partners, we also are working to prevent the spread of infectious diseases in our community, reduce disparities to achieve health equity, address the overdose epidemic, reduce infant deaths, prepare for and respond to emergencies, address the social determinants of health, reduce chronic diseases and increase access to affordable health care. Columbus Public Health also was called to respond to the ongoing COVID-19 epidemic, a first-ever mpox outbreak, and the largest outbreak of measles in the U.S. in 2022. Columbus Public Health is a nationally accredited leader that identifies health priorities, mobilizes resources and ensures the conditions in which all residents can be healthy, regardless of where they live or the color of their skin.

### **Alcohol and Drug Services**

- Engaged 771 clients with 559 participating in outpatient and intensive outpatient group therapies.
- Served 39 people through the Medication Assisted Treatment program and six received mental health “bridge” medications while waiting to be seen by a mental health professional.
- Served 2,508 clients through Safe Point, which dispensed 987,306 needles and collected 855,963 needles.
- Collected 118.5 pounds of medication and 44 pounds of sharps, needles and lancets at two drug take back events.
- Distributed 19,200 fentanyl test strips through Project LIFE at community outreach and partner locations.
- Provided naloxone trainings, education and harm reduction strategies to over 3,903 residents and distributed 4,209 boxes of naloxone. □ Provided alcohol and drug prevention education to 3,818 residents at 46 community sites.
- Provided HIV/Hep C/STI education and harm reduction strategies to 1,973 residents.

### **CARE Coalition**

- Hosted an Annual Remembrance Vigil at Franklin Park Conservatory for more than 120 family members.
- Offered support and resource linkage to 138 families of homicide victims.
- Completed 52 canvasses, connecting with 436 community members and sharing literature on trauma with 1,378 homes.
- Shared more than 30 grief baskets with families to help ease their suffering.
- Checked in with 40 general trauma referrals to help with linkage to care following a trauma.
- Facilitated 11 community debriefs to provide support and connection.
- Attended over 80 outreach events.
- Expanded CARE programming to serve the east side of Columbus.
- Launched One Block at A time pilot project on Myrtle Ave in Linden.
- Provided 28 free trauma trainings to the community.
- Installed a Memorial Garden at Barrack Community Center on the south side.

### **Center for Public Health Innovation**

- Distributed 42,850 COVID-19 test kits.
- Distributed 8,449 COVID-19 mitigation kits at 47 community engagement events.
- Worked collaboratively with partners across the community to enact a comprehensive flavored tobacco ban ordinance.
- Provided interpretation services for 13,769 public health clients and translation services for 175 documents.
- Sponsored two Mexican Consulate events serving more than 700 people.
- Provided grant funding and program support for 11 community-based organizations working with priority populations to address COVID-19 related health disparities.
- Served 8,124 community members through over 50 community events.
- Hosted eight Local Conversations Focus Groups with the Latinx, Somali, LGBTQ+, African American and Bhutanese/Nepali communities to capture residents’ perspectives on public health, health concerns they have in their communities, and how to build trust between their communities and Columbus Public Health.

- Provided micro-aggression trainings to over 500 city, Ohio State Medical Center and Central Ohio Area on Aging employees.
- Provided 15 trainings and two panel discussions for local health organizations on health literacy.
- Worked with the Hispanic and Latinx community members on a comprehensive review of licensed mental health providers to determine provider capacity, and developed a list of providers and recommendations to address mental health.
- Held the Racial Equity through Action and Learning: Walking the Walk summit training for 255 attendees to advance racial equity and justice.

### **COVID-19**

- Provided 21,296 COVID-19 vaccines.
- Hosted vaccine clinics at 84 community partner agencies to remove barriers. □ Administered 1,203 homebound vaccines.

### **Columbus and Franklin County Addiction Plan**

- Distributed 23,875 naloxone kits, harm reduction materials and resources at the Arnold Classic, ComFest, Columbus PRIDE, Red, White and BOOM!, the Ohio State Fair and other events.
- Held the fourth annual Walk in for Recovery, serving 640 individuals with alcohol and drug treatment services, medical care, emergency medical detoxification, and other social services.
- Provided harm reduction materials at seven pop-up community locations as part of International Overdose Awareness Day. **Dental**
- Screened 6,366 children for dental sealants.
- Placed 16,771 dental sealants on children’s teeth in schools.
- Provided 399 oral health education/sugar sweetened beverage presentations to 12,877 students.
- Provided services at 98 schools and 18 recreation centers.

### **Disease Prevention**

- Treated 102,552 acres for adult mosquitoes, conducted 1,450 inspections of larviciding sites, inspected 12,914 catch basins, and sampled 2,810 pools of mosquitoes to prevent mosquito-borne diseases.
- Completed 1,016 rat assessments of residential properties.

### **Epidemiology**

- Conducted analyses for comprehensive reports on reportable infectious diseases, all child deaths with a focus on firearms and sleep-related infant deaths, fetal and infant mortality, and men’s and women’s health.
- Conducted analyses for comprehensive reports on reportable infectious diseases, as well as fetal and infant mortality.
- Participated in the completion and release of HealthMap 2022 with hospital and public health partners and updated our interactive dashboard with Key Community Health Indicators.
- Designed and implemented a new web presence for the Columbus & Franklin County Addiction Plan to better display plan metrics, resources from the subcommittees, and upcoming events.

### **Food Protection**

□ Conducted 11,423 inspections of 6,654 food facilities. □ Educated 432 participants in food safety.

### **HIV Care**

- Completed the planning stages of the HIV Care needs assessment to better understand populations that are disproportionately affected by HIV or seem to face special barriers to care.

- Expanded the partnership with Franklin County Corrections to provide education on closed circuit TVs and connect incarcerated persons to the resource center for information, HIV services and at-home testing.
- Built partnerships and programming to enhance HIV screening, added new providers to the HIV care network, used Insurance Navigators to maximize third party payers, and provided a status neutral approach to HIV prevention.

### **Infectious Disease Investigation**

- Investigated 5,538 disease reports.
- Investigated 160 reports of mpox.
- Investigated 156 reports of measles.
- Received 103,959 reports of COVID.

### **Laboratory**

- Performed 66,000 in-house tests on site, including: 1,948 drug screens; 4,247 clients for Hepatitis C; 8,852 clients for HIV; and 7,134 clients for syphilis.

### **Maternal Child Health**

- Distributed 1,062 child safety seats to 812 eligible families through educational appointments. □ Inspected 579 child safety seats for proper installation.
- Provided 11 in-person car seat check fitting stations and 20 car seat check events.
- Provided education and lock boxes to store potential lethal means to 1,372 families through partnerships with Nationwide Children’s Hospital, Syntero, Columbus Fire RREACT, Columbus Police MCR, OSU Harding, and select Columbus City Schools. □ Supplied partner agencies with over 3,100 SnapSafe Lock Boxes.
- Distributed over 400 yard signs to promote the suicide and crisis lifeline.
- Covered 127 fatal crashes in the Franklin County Traffic Fatality Review and provided 170 suggestions for education related improvements.
- Reached 525 families of at risk teen drivers with educational items to support conversations related to safe driving.
- Participated in 40 community events to advocate and educate community members on safe road use.
- Reached 478,591 people with messages to support safe road use.
- Completed 6,428 home-based or telehealth visits for pregnant and newly parenting families.
- Distributed 2,099 cribs for infants without a safe sleep surface to help reduce infant mortality.
- Trained 1,334 Safe Sleep Ambassadors through 74 trainings.
- Held a Safe Sleep for Babies Trade-In Event and collected: 20 car seats; five inclined sleepers; three reclined/inclined seats; two mesh bumpers; one in-bed co-sleeper; one boppy lounger; and one stroller.
- Distributed: five cribs; four convertible seats; one booster seat; 25 boxes of COVID-19 test kits; 38 gift cards; four baby showers in a box; and 10 diaper bags.
- Reviewed 48 FIMR cases and conducted 7 maternal interviews.
- Released the 2021 Fetal-Infant Mortality Annual Report to the Community Action Team and other stakeholders.

### **Measles Outbreak**

- Responded to 85 cases of measles, providing case investigation, contact tracing, education, engagement, and MMR vaccines.

### **Mobile Crisis Response**

- Responded to 1,727 runs for service.
- Completed 472 transports to higher levels of care since July.

### **Mpox Outbreak**



- Responded to a mpox outbreak, providing case investigation, contact tracing, education, engagement and more than 13,000 vaccines.

### **Neighborhood Environmental Health**

- Initiated investigations of 100% of all cases of children with elevated blood lead levels by contacting the parents or guardians within state recommended guidelines.
- Worked with property owners, tenants and the City Attorney’s office to ensure lead properties were secured to prevent lead poisoning, and followed up on lead enforcement cases.
- Issued more than 824 Retail Tobacco and Paraphernalia Sales Licenses.
- Completed 940 sign checks to ensure compliance with Tobacco 21.
- Conducted 585 school safety inspections.

### **Neighborhood Social Work**

- Attended 21 community events.
- Delivered brief Case Management Services to 660 community members.
- Provided social work services to 260 residents at five Columbus Metropolitan Libraries. □  
Addressed the social determinants of health for 937 individuals.
- Provided resources to 92 homeless persons.

### **Office of Emergency Preparedness:**

- Distributed 42,800 COVID-19 test kits, as well as PPE and other medical material to healthcare and community agencies.

### **Office of Planning and Quality Improvement**

- Helped develop a Community Health Assessment.
- Helped identify the top health priorities and establish county-wide standardized measures for the Community Health Improvement Plan.

### **Outbreak Response**

- Conducted 113 outbreak investigations, the most since the program was created in 2009: ○ Investigated 69 COVID-19, 14 norovirus gastroenteritis, seven influenza, six mpox, three legionellosis, and one measles outbreak.

### **Social Workers in the Right Response Unit**

- Completed 1,950 mental health related calls with 1,454 not requiring police/fire dispatch.
- Completed 211 follow-up calls to provide support and resources to community members.
- Collaborated with the Emergency Communications Center to incorporate the Right Response Unit.
- Extended daily hours of operation to provide coverage from 8:30 a.m.-midnight, Monday through Friday.

### **Sexual Health and Wellness Center**

- Completed 2,510 visits since the center reopened in June.
- Expanded services to include same-day contraception and other wellness services
- Initiated HIV PrEP for 122 residents and completed 60 mpox tests during the outbreak.

### **Sexual Health Promotion**

- Established a syphilis dashboard to provide monthly updates on the demographics and risk factors associated with persons newly diagnosed with syphilis to guide our response to a syphilis outbreak.
- Expanded the Congenital Syphilis Review Board to include additional medical specialty areas to review all cases of congenital syphilis.

- Disseminated a multi-media syphilis campaign to educate and reach at risk groups on the importance of testing and treatment.
- Expanded HIV testing contracts to include syphilis screening to assure that comprehensive sexual health services are available for all people.

### **Strategic Nursing Team**

- Provided Homebound COVID-19 and flu vaccines to clients unable to leave home.
- Provided Stop the Bleed training to Columbus City Schools nurses.
- Responded to two Red Cross shelters to screen clients for medical needs.
- Provided mpox mass vaccination clinics at Columbus Public Health.
- Provided MMR vaccine clinics at local mosques, community centers and homebound clients.

### **TB**

- Tested 1,561 high TB-risk students.
- Provided 2,299 home-based patient visits and 11,851 electronic directly observed therapy encounters.
- Provided medical care and case management for 132 TB disease patients, with 51 new cases pending confirmation.
- Initiated TB evaluation for 94 newly arrived refugees and immigrants, including 392 evacuees from Ukraine, of which 12 evacuees are on treatment for latent TB infection and are current to care.

### **Vaccine Preventable Disease**

- Administered 19,449 vaccines to 6,664 clients.
- Successfully case-managed all 131 newly reported cases of perinatal hepatitis B infection in pregnant women to ensure zero transmission to their newborn babies.

### **Violent Crime Review Group**

- Reviewed 55 homicides that occurred in focus areas.
- Reviewed critical information on homicide response from member agencies at 22 conference calls.
- Member agency Code Enforcement reviewed over 25,224 parcels, documented 1,735 code violations, identified 928 vacant homes, and accounted for 392 structures or the land bank in focus areas.
- CARE coalition conducted 52 community canvasses, spoke with 436 residents, and reached out to 1,378 homes to provide direct support to residents and areas affected by crime and violence.

### **Vital Statistics**

- Issued 57,326 certified birth certificates.
- Issued 66,297 certified death certificates.
- Approved 11,622 burial permits.
- Registered 25,079 new births.
- Registered 16,223 deaths.

### **VOICE Project**

- Provided case management services to 39 clients and successfully discharged 23 with no re-injury or hospitalization due to a violent act.
- Assisted clients with a Life Plan with 69% of clients achieving the Self Sufficiency Phase.
- Referred 53% of clients to trauma or mental health programming.
- Helped 46% of clients who looked for employment, linked with employment services, obtained a job, or applied for benefits.
- Ensured 100% of clients completed their trauma clinic follow up appointments, and 84% attended or completed all medical appointments.
- Provided over \$14,000 in incentives for clients who took part in community based services, as well as enrolled and completed medical and clinical services.

### **Women's Health and Wellness Center**

- Completed 7,893 visits and prescribed 460 LARCS (long-acting reversible contraception) with 98% provided same-day and over half for residents of a CelebrateOne neighborhood.
- Initiated HIV PrEP for 66 residents.
- Enrolled 107 residents with 38 healthy full-term babies born through Baby & Me Tobacco Free.
- Administered Get Real sexual health curriculum in Woodward Park, Dominion, Berwick Alternative, and Sherwood middle schools as part of the CelebrateOne Teen Reproductive Health Education Committee.
- Completed 275 mobile visits, established 32 partnerships, and participated in mobile health coalitions.

### **Women, Infants and Children Nutrition Program (WIC)**

- Served an active client caseload of 24,384, the largest caseload in Ohio.
- Conducted 15,121 contacts by WIC peers to breastfeeding families, taught 53 live breastfeeding classes to 328 parents, and handled over 300 hospital and other referrals for breast pumps.
- Distributed 4,847 vouchers worth \$30 for a total of \$145,410 to WIC participants during 2022 farmers markets for purchase of fresh fruits and vegetables.
- Participated in more than 109 outreach events, reaching more than 1,800 participants.
- Sent more than 14,000 texts, 12,000 phone message, and 26,000 alerts to WIC participants for reminders, updates and events happening.

# **Department of Public Utilities 2022 Annual Report**

## Director's Office

Returning to pre-pandemic operations and policies – and assisting customers in adjusting to those changes – were among the top priorities at the Department of Public Utilities (DPU) in 2022. Following a cost of service rate study and approvals from the Sewer and Water Advisory Board and Columbus City Council in 2021, a new rate structure went into effect in January 2022 reflecting a 4% increase for water, a 5% increase for sanitary and a 2% increase for stormwater, resulting in a 4.49% increase to the average customer bill. The department continued outreach on the Low Income Discount Program, which provides a 20% 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 4,302 single family home participants and an additional 1,486 families in multi-unit housing, for a total of 5,788. Also, 3,557 senior households in the Columbus water service area received an additional discount on their water bill, having water service charges waived. 206 Columbus power customers who are seniors enjoyed a 10% consumption discount on their bills. Beyond these long-standing discount programs, an initiative created in 2020 to help customers impacted by COVID-19 pay their water/sewer and city power bills using federal Coronavirus Relief and Economic Security (CARES) Act funding continued, as did the Small Business Utility Bill Assistance Program – established in 2021 – offering qualifying business owners a one-time matching grant toward payment of eligible past due DPU bills. Both of these programs concluded by the end of 2022. The Division of Power continued its Power Payment Relief program funded through grant dollars, which assists customers having difficulty paying their electric bills. In 2022, 221 families were supported with \$67,595 in funds. In total, 1227 families have been assisted with \$332,995 in funds. All delinquent customers were also offered the opportunity to establish payment plans, spreading out the cost of past-due accounts over several months.

Sustainable Columbus, the citywide sustainability initiative housed within the Department of Public Utilities, strives to impart equity and environmental justice through bold climate action, and is guided by the Columbus Climate Action Plan which commits our community to carbon neutrality by 2050 and a 45% reduction in emissions by 2030. This past year saw continued growth for the initiative with increased staffing and new investment in innovative, equitable programming such as the Empowered! clean energy and construction jobs training program, expanded access to residential energy efficiency and efficient appliance replacement, and a Columbus Region Green Fund that supports clean energy projects for non-profits and affordable housing developments.

The department, our customers, and the community at large continue to benefit from improvements to our environmental programs made through the ongoing implementation of the Environmental Management System (EMS). As a fundamental component of the department's overall sustainability efforts, the EMS facilitates our compliance with environmental regulatory obligations (e.g., Safe Drinking Water Act, Clean Air Act, and permits), achievement of environmental objectives, and protection of natural resources. Maintaining high-level environmental performance requires the awareness and active participation of all department staff and our business partners. The effectiveness of the department's efforts to continually improve environmental performance is assessed annually through internal auditing of compliance with our regulatory obligations, and of our self-declared conformance of the EMS to the rigorous International Organization for Standardization (ISO) 14001:2015 EMS standard.

GreenSpot was created in 2008 as a way for people to learn about living and working greener. Growth in 2022 saw membership rise to 24,809 overall, including 23,378 households, 1,285 businesses, and 146 community groups; additionally, three businesses graduated from the GreenSpot Sustainable Business Course. GreenSpotLight award winners were Hikma Pharmaceuticals, King Business Interiors, and MAD Scientist Associates. GreenSpot teamed up with partners to help create an urban heat island map, contributed to 80 lawn mower exchange rebates for electric mowers, and staffed a booth and/or presented at 36 events. More than 1,500 residents participated in the GreenSpot Backyard Conservation program to learn about stormwater, rain barrels, and native plants.

The mission of the department's Emergency Preparedness Section is to update emergency plans, train personnel to safely respond during emergency incidents, and control access to critical infrastructure. The section updated 13 plans and facilitated after-action review/improvement plans following ten real-life events or planned drills, and continues a comprehensive update to the Franklinton Floodwall Emergency Action Plan while seeking federal support for floodwall hazard mitigation projects. The section represented DPU in several tabletop exercises hosted by a cross-section of city, county and regional partners, participating as players, evaluators and observers.

Customer service and communication remain high priorities: information is shared with customers regarding water quality and conservation, prevention of water pollution and other notifications required by the Ohio EPA through the department website, bill inserts and other publications, customer portal, events, media and an ever growing social media presence. These platforms were utilized in various ways to notify customers that pandemic-specific assistance programs would conclude at the end of 2022, while continuing to highlight other sources of financial assistance to help resolve overdue bills. In addition to the department's Facebook and Twitter pages, a dedicated Twitter feed updates city power customers on outages. More ratepayers joined the online Customer Portal (established in 2017) this past year, raising the overall total to 188,185 – a 27% increase over the prior year. The portal provides customers opportunities to receive a paperless bill, pay online, enroll in auto pay, and other features.

### **Division of Power**

The Division of Power (DOP) maintains a network of substations, transmission lines, distribution, and street lighting circuits throughout Columbus. A total of 17,116 business and residential accounts enjoy reliable city power, allowing the city to provide the necessary maintenance and energy to approximately 57,000 streetlights in Columbus and Ohio Department of Transportation (ODOT) freeway lights on major highways within city limits.

The division continued its commitment to Mayor Andrew J. Ginther's sustainability goals by working with Sustainable Columbus on Climate Action Plan strategies. For the year, over 32% of the division's energy came from renewable resources, including a 20% green component through power purchase contracts and the Eco-Smart Choice opt-in program, which offset 102 million kilowatt-hours of energy with zeroemission renewable energy credits; all city facilities served by the division continued to participate. The division signed purchase power contracts for two utility-scale solar installations to bring additional renewable generation capacity to the region.

Key accomplishments for the year included continued customer growth, adding over 720 new accounts; significant customer projects included the Gravity 2, Scioto Peninsula, Liberty Park, and Warner Junction projects. The division installed 882 new advanced meters as part of the Enhanced Meter Project (EMP) at new and existing customer premises, with a total of 1,827 EMP meters now installed.

Construction at the O'Shaughnessy Hydro Turbine Facility Improvements project continued in 2022 and is now 40% complete. Turbine replacement components were manufactured in Spain and have arrived in the U.S.; work will continue in earnest in 2023, with substantial completion expected by the end of the year.

Progress on the Smart Lighting project continued; the pilot phase project to convert 2,550 lights in the Linden area is approximately 95% complete. The design plan for Hilltop's 3,794 street light conversion project is 100% complete, and construction is anticipated to start in spring 2023. Design for Phase 2, located on the south side, began. Current city standards require all new streetlights to be light-emitting diode (LED); also, as existing lights fail, they are replaced with LED. Finally, the Smart Lighting project will convert all existing high-pressure sodium (HPS) lights to LED as the project progresses. Approximately 6,100 city streetlights are now LED.

A Reliability Improvements project was completed in 2022, with three miles of new circuit and 100 new poles installed, along with new switches, reclosers, and fault indicators. These upgrades will add sectionalizing capability to reduce the number of customers without power during an outage, and help DOP crews to pinpoint outages causes to minimize duration. Additionally in 2022, crews replaced or repaired over 120,000 feet of wire/cable, 1,787 streetlight luminaires, and 5,210 streetlight lamps. Underground crews refurbished 28 streetlight circuits and completed three wire conversions.

Division revenues – from the sale of electricity to residential, commercial and industrial customers and from the expressway lighting contract with the State of Ohio – totaled \$85,334,467 while expenditures totaled \$88,994,814.

### **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.

## Blueprint Columbus

Blueprint Columbus is the alternative to portions of the Wet Weather Management Plan, submitted to the Ohio EPA in 2005 to address sewer overflows and consent orders with the state in 2002 and 2004. The final Blueprint integrated plan was approved by the agency in 2015, and utilizes greener alternatives to solving wet weather problems instead of building more costly sewer tunnels or “gray solutions.” The four main strategies, or pillars, of the plan include: residential home sewer lateral lining, roof water redirection, sump pumps, and green infrastructure.

Three Blueprint projects completed construction in the North Linden 1 project area in 2022. These projects, utilizing the right-of-way and on city-owned vacant parcels, will capture pollutant-laden stormwater runoff and provide treatment prior to discharge to receiving streams. Storm sewer and inlet improvements constructed in conjunction with these basins will improve drainage and reduce street flooding. The three projects constructed 45 rain gardens and bump-out bio-retention basins, and 11 large regional bio-retention basins. The projects are being monitored and maintained by the contractor until October, 2023, when the city will resume maintenance and inspection responsibilities. For more information, please call 614-645-1253 or visit [www.columbus.gov/Blueprint](http://www.columbus.gov/Blueprint).

## Sewer System Engineering Capital Improvements

- Lower Olentangy Tunnel (LOT): As part of the city’s plan for achieving consent decree requirements, a new, 12-foot diameter sanitary overflow tunnel will connect with three existing sewers: the Franklin Main, the Olentangy Main, and the Olentangy Scioto Interceptor Sewer (OSIS). LOT excavation will move north from the upstream end of the previously constructed OSIS Augmentation and Relief

Sewer tunnel at Vine Street, ending north of Lane Avenue at Tuttle Park. A 90” diameter microtunnel will also be constructed to relieve

the OSIS near 2<sup>nd</sup> Avenue. Construction advanced substantially in 2022; the contractor, Granite, continued work at the Gowdy Field and Vine Street shaft sites and began work at several new locations. At Gowdy Field, excavation of the main work shaft was completed, construction of the concrete floor and walls began, and the power feed to run the tunnel boring machine (TBM) was installed. Late in the year, the last pieces of the TBM were delivered from the Herrenknecht factory in Germany. At the Vine Street site, the contractor completed the support of excavation for the drop shaft and excavation of the upper shaft. Blasting operations to excavate the lower shaft in the limestone bedrock began, as did site preparation for the future shafts at the Tuttle Park and 2<sup>nd</sup> Avenue sites. LOT completion is expected in late 2026.

- Second Barrel Interconnector Augmentation: This project constructed 2,300 feet of 104” sanitary sewer west of the Influent Junction Chamber at the Southerly Wastewater Treatment Plant. This project increased the conveyance capacity of the interconnector sewer between the Jackson Pike and Southerly facilities, and is part of the solution to mitigate the Designed Sanitary Relief 95 off Sullivant Avenue.
- Lehnert Farms/Bolton Field Stormwater System Improvements: This project included over 1,600 feet of new 36” & 42” storm sewer installed along Norton and Georgesville roads to function as secondary overflow for the existing public stormwater basin, expanding the basin’s detention volume and improving flood control for this area. The basin was also converted to a constructed wetland basin with shallow water emergent plants to improve water quality. Construction was completed in 2022.
- Barnett/Deshler HSTS Elimination Project: This project extended approximately 2,250 feet of new 8” sanitary sewer main to serve 15+ existing homes in a developed area served by home sewage treatment systems (HSTS). The sewers extend along portions of Barnett Road, E. Deshler Avenue and Bexvie Avenue. This project is part of the city’s HSTS Elimination Program; removing these home systems also removes potential pollution hazards to surface runoff and ground water. Construction notice-to-proceed was issued in April 2022 and construction was substantially completed by the end of the year.

## Wastewater Treatment Plants

- Jackson Pike Wastewater Treatment Plant (JPWWTP): The Screening Improvements project will upgrade the current mechanical screen dewatering and disposal systems, increasing process reliability during wet weather events; currently in detailed design and is expected to start construction in 2024. The JPWWTP Digester Improvements project will upgrade this 30+ year old facility and provide an economical means to reduce sludge volume, while simultaneously producing methane fuel for boilers and electrical generation. The project is currently in Preliminary Design and is expected to start construction in 2024. The JPWWTP Cogeneration Facility project is installing generators and other equipment to provide beneficial reuse of digester biogas, which will produce about half of the total electricity used at the plant and large amounts of boiler heat for the treatment process and buildings. The system is expected to come on line in 2024.
- Southerly Wastewater Treatment Plant (SWWTP): The Digestion Process Expansion project includes rehabilitation of the six existing digesters; construction began in 2022 and scheduled to end in 2024. The SWWTP Digestion Process Expansion, Phase II project is in preliminary design; this project will rehabilitate the acid phase digesters, add operational efficiencies to the mixing pumps, and investigate process intensification. Construction is anticipated to begin in 2024. The SWWTP Main Drain Alternative Pipe Route project will add gate control flow and provide a means to restrict flow back-ups into the plant's main drain system. This project, currently in design and expected to start construction at the end of 2023, is key to safeguarding the plant's processes, structures, and buildings from flood damage.

#### Other Wastewater Treatment Capital Improvements

- Facilities and Equipment Upgrade, Whittier Street Storm Tanks: This project, to update a 1930s facility (equipment and instrumentation) which had not seen significant updates since 1986, was on track to achieve substantial completion in early 2023.
- Real-Time Control Sewer Optimization: Sewer collection system visualization with flow meters integrated into SCADA (Supervisory Control and Data Acquisition) began in 2018; the project has created a working dashboard that displays the live sewer flow conditions. Predictive tools were developed to alert staff when there is likelihood that the Chemically Enhanced Primary Treatment process will be needed.
- Small Capital Projects: This ongoing program was utilized in 2022 to upgrade the SWWTP Service Building Boiler train and remove underground storage tanks and replace building heat boilers. Raw sewage pump cone valve actuators are being replaced, while digester piping has been replaced at Jackson Pike.

The Project Dry Basement sewer backup prevention program concluded its 18th full year. 206 additional backflow valves were installed, raising the total number of installations to 1,715. This program, along with the division's preventative maintenance program, has demonstrated success in reducing occurrences of basement sewer backups.

Crews from the Sewer Maintenance Operations Center performed 1,258 repairs along the system's estimated 4,584 miles of sanitary, storm, and combined sewer lines. Flows treated at the two wastewater treatment plants resulted in a combined average of 191 MGD; precipitation for the year totaled 45".

The Sanitary Enterprise Fund collected \$323,581,318 in revenue and expended \$306,187,051. The Stormwater Enterprise Fund collected \$46,775,776 in revenue and expended \$42,905,878.

#### **Division of Water**

Division of Water staff ensure 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.

During 2022, 53 billion gallons of potable water, in accordance with all state and federal drinking water standards, was delivered to customers in the Columbus metropolitan area. With an estimated service area population of 1,366,092, the average per-capita consumption was 106 gallons per day. Total daily water pumpage averaged 145.1 million gallons.

#### Water Treatment Plants

- Dublin Road Water Plant: Construction of the Ultraviolet Disinfection Improvements Project was completed and rehabilitation of raw water screen #3 was completed. Construction on the Clarifier Replacement Project continued. Design work continued on the Caustic Feed Improvements project.
- Hap Cremean Water Plant: Construction continued on the Intake and Low Head Dam Improvements and the Basin Concrete



Rehabilitation Part 2 projects, both of which help address age and weather related deterioration of the plant's concrete structures. Bids were received for construction of the Hypochlorite Disinfection Improvements project. Design work continued on the Plant Drains and Water System Improvements project and the Door and Lock Improvements project.

- Parsons Avenue Water Plant: Construction was completed on the HVAC Improvements project, and construction continued on the Well Pump Replacement project. Construction started on the Lockbourne Road Quarry Embankment Improvements project. Design work was completed on the Lime Slaker Replacement project, and design work continued on the Hypochlorite Disinfection Improvements and the Control Room Renovation projects.

Additionally, scope development for the Residuals Turnkey Services project continued, and regulatory planning work continued on the PAWP Residuals Improvements project. The division is also leading a project to update the department's Dana G. "Buck" Rinehart Utilities Complex; construction was completed on the Office Renovation and the Security Enhancements projects, while construction began on the Water Quality Assurance Laboratory Renovation project, including installation of temporary lab facilities.

These milestones were reached at the division's reservoirs and dams: Construction continued on the O'Shaughnessy Hydroelectric Facility Improvements project, including demolition work, rehabilitation of the turbines, rehabilitation of the generators, installation of a new trash rack, and installation of new stop logs. Construction on the Hoover Dam Improvements Part 1 project was completed and the dam returned to normal operation. Parking lot and roadway pavement was rehabilitated at the Red Bank Road Marina. A consultant was selected to provide engineering design services for the Hoover Dam Improvements Part 2 project. Construction continued at the Hoover and Griggs reservoir facilities, including installation of a new sanitary pump station.

The division invests in existing distribution infrastructure through its Replacement and Rehabilitation (R&R) Program, which annually prioritizes replacement of water mains that require repeated maintenance and improve flow to service areas. Major R&R improvement projects in 2022 included the Ziegler Avenue Area, Old Beechwood Area, Mock Road Area, and Chestershire Road Area projects, which totaled approximately 7.8 miles of new mains. Overall, investment legislated toward the R&R program totaled more than \$19 million. Additional investments included part two of a project to replace numerous large diameter valves on critical mains throughout the distribution system to improve reliability. The Pitometer Water Waste Survey located 24 breaks in the distribution system while investigating 1,470 miles of pipeline. Repair of these breaks reduced underground leakage by an estimated 380,000 gallons per day. Main Line Repair Crews repaired a total of 532 main line breaks along the 3,578 miles of pipe in the system.

Continued implementation of the Cross-Connection Control and Backflow Prevention programs have increased water use surveys on existing properties to assure proper protections are in place, with backflow prevention devices currently listed on 25,239 properties. Task-specific software has streamlined this program with the goal of protecting our water supply from backflow contamination.

The Water Enterprise Fund collected \$226,020,340 in revenue and expended \$214,439,565.

Excellent customer service remained a top priority in 2022. Customer Service Representatives answered 341,971 calls in the Customer Service Call Center regarding various water, sewer, stormwater, and electricity questions. Billing was handled for the following numbers of accounts:

Water	281,983
Sewer	279,192
Stormwater	199,629
Power	17,264

Meter reading, inspections and repair also continued to provide excellent customer service by reading all water, power and sewer meters for billing; overall, 85,640 service calls were completed.

# **Department of Public Service**

## **2022 Annual Report**

The Department of Public Service mission is to deliver unparalleled city services to enhance mobility, safety, and quality of life. These essential services are delivered by the department's approximately 700 employees in five divisions: Design and Construction, Infrastructure Management, Parking Services, Refuse Collection, and Traffic Management.

### **The Director's Office**

The Office of Support Services managed the department's 2022 annual operating budget of more than \$164 million and capital budget of \$171 million for job-creating infrastructure projects. The office advertised 27 construction projects and 18 requests for proposals. It created 104 purchase orders, 32 modifications, and 320 ordinances for professional services and construction contracts.

The Human Resources and Safety Team continued to experience successes in 2022. Public Service has six women from the vocational and horticulture programs at the Ohio Reformatory for Women in Marysville working in the department; three have been promoted. The Marysville partnership is part of the department's diversity efforts to recruit highly qualified women into male-dominated fields. Overall, Human Resources had the largest recruiting year to date, with a new hire or promotion for almost every work day during 2022. The team handled 222 hires/promotions during the year.

The Payroll Team was recognized as the highest performing payroll team in the city, with Central Payroll documenting their work to share those lessons with other departments who are not yet fully functioning in the Dayforce payroll system.

The Occupational Safety Team initiated the use of the iReport incident reporting system for crashes or injuries several years ago. Due to system success, citywide HR adopted iReport for the whole city in 2022. The Safety team assisted other departments with the roll-out and training. Also, the department had a 19% drop of recordable injuries in 2022.

The Occupational Health and Safety Officer stood up a new in-house commercial driver's license (CDL) program post-FMCSA licensure changes. Public Service's CDL program trains drivers to get their CDL, which makes them eligible for promotion. This program is used by Public Service and Recreation & Parks. Nine employees have earned their CDLs.

In its second year of operations, the Data Solutions and Compliance Group accomplished multiple tasks in three sections: Right of Way Permits, Information Management, and Asset and Performance Management. The focus is to provide high quality of data, coordinated technical solutions, and thorough and efficient compliance oversight with respect to protecting and managing the public good, such as public assets like sidewalks i.e., assets and right of way.

Updated processes and technology implemented by the group translated to better customer service. Data from the 115 right-of-way enforcement investigations opened in 2022 uncovered that 70% of cases involved contractors working with no permit. Additionally, the CLOSE program launched to document and track construction-related lane and road closures and steel plate placements in the right of way.

Information Management continued to improve the department's existing datasets as well as design and establish new ones. Better data means better decisions in asset management. One highlight in 2022 was the migration of the Warrior Watch application, which allows residents to check whether the street has been plowed in a snow storm, to a cloud solution with updated reporting functionality.

The department's Communications Office responded to approximately 300 local, regional and national media inquiries in 2022, assisted with numerous 311 service requests related to the department's services, and answered a variety of questions from residents, city area commissions, civic and neighborhood groups about department projects, programs and initiatives. The department's social media platforms shared a wealth of timely and useful information to assist the community.

### **Division of Design and Construction**

The Division of Design and Construction is a trusted and respected regional leader delivering high quality workmanship. It is charged with planning and bringing to life infrastructure and roadway improvements that protect the safety of pedestrians and motorists, improve quality of life, and support the city's economic vitality. The division delivers projects by using its fully digital design to construction delivery process.

2022 Construction project highlights:

- \$21 million Confluence Village Garage project is scheduled to complete in spring 2023. The 5-story parking structure will serve residents, workers and visitors to the Astor Park area. It includes construction of the New Cahill Drive public roadway.
- \$16 million street resurfacing program, including \$1.4 million in Morse Road Urban Paving; the construction section administered resurfacing of 42 lane miles on 76 streets, constructed 5.35 miles of sidewalk and installed 902 ADA compliant curb ramps in the city's 2022 resurfacing program (including completion of some streets finished up from the 2021 program).
- \$16.9 million S. Hamilton Road project, Groves Road to Helsel Park, with lane additions, intersection improvements, shared-use path and sidewalks to be completed in spring 2023.
- \$18.5 million N. Hamilton Road project, south of Morse Road to north of Preserve Boulevard., adding a through lane, intersection improvements, shared-use path and sidewalks to be completed by summer 2023.
- \$9.6 million intersection improvements project at Hilliard Rome Road at Feder/Fisher Road is on schedule for completion in fall 2023.
- \$9.3 million Scioto Peninsula Roadway Improvements Phase 1 project is nearing completion in spring 2023.. This project includes improvements to the storm sewer, street lighting, landscaping features, granite curb, sidewalks, paver parking, and permeable paver roadways abutting the new private development projects.
- \$17.6 million Hudson Street - I-71 to Cleveland Avenue project began. It will reconstruct Hudson from I-71 to Cleveland Avenue and includes installing curb, full pavement reconstruction, sidewalks, shared-use path, street trees, traffic signals, storm sewers, a 24" water main, and ADA curb ramps.
- \$7.7 million Refugee Road from Winchester Pike to Hamilton Road Project began, to make pedestrian improvements along Refugee between the intersections of Winchester Pike and Hamilton Road. Improvements include a bridge replacement, sidewalk, shared-use path, curb ramps, storm sewers and a regional storm water detention basin.
- \$11.7 million North Market Streetscape - Utility Relocation design began. The project involves the relocation of public utilities in the Arena and Convention Center Districts. Existing aerial facilities will be relocated underground on Vine, Spruce, Park and Swan streets. A joint user duct bank system will be installed to relocate private utilities underground. Improvements also include replacing water mains, sidewalks, and street lights.
- Three Ohio chapters of the Association for Bridge Construction and Design selected the Lazelle Road arterial street rehabilitation project for the 2021 Short Span Railway Bridge Award. The project also earned the 2021 American Society of Highway Engineers Central Ohio Project of the Year Over \$5 Million, and the ASHE Regional Project of the Year Over \$5 Million award presented in 2022.

#### 2022 Design project highlights:

- The In-House Design subsection completed plans for 2 citywide resurfacing projects totaling \$23.2M that resurfaced 120.49 lane miles on 162 streets and constructed 656 ADA compliant curb ramps. Two citywide ADA projects were designed totaling \$3.7M (\$1.7 M in CDBG funding) which constructed 509 ADA ramps for Citywide Curb Ramp ADA and 423 ADA ramps for CDBG/Vision Zero projects in 2022. Additionally a Citywide Concrete and Brick repair project was produced to construct \$1.5M of work. Design work during 2022 also included initial plan work for 3 resurfacing projects in 2023 and two urban paving projects with a preliminary 2023 budget of \$36M
- The group also created new design management software, PAWS 2.0, which utilizes City GIS and tablet entry for drastic improvements in design quality and efficiency. The software was deployed at the end of 2022 for use in 2023 project design.
- The Plan Review subsection completed 1,063 plan reviews for CIP projects with a 97% on-time completion of reviews. DPS private plan reviewers processed a total of 266 E-plan reviews and 971 CC-plan reviews. In addition, private review also processed over 300 CC-plan revisions and over 100 E-plan revisions.
- In addition to plan reviews, the Plan Review subsection completed 14 Standard Construction Drawing updates. 17 DPS Design Memos were created in conjunction with Toole Design providing design standards for pedestrian and bike facilities along with traffic control. The majority of E plans were mapped in GIS for plan record retrieval. The remaining E plans to be mapped in 2023. CAD Standards were developed for OpenRoads Designer (ORD) to make it easier for the consulting community to match our CAD Standards

when not using AutoCAD as a design platform. General Design Requirements updated and released in January 2022. Electric vehicle charger design guidance was revised.

### **Division of Infrastructure Management**

The Division of Infrastructure Management strives to positively and efficiently manage the city's essential infrastructure to promote the mobility, safety and well-being of residents and visitors. The division's committed workforce is cross-trained in the complex day-to-day maintenance of roadways and other right-of-way infrastructure while also proactively planning improvements for a growing city.

In 2022, the division's right-of-way investigators investigated approximately 11,200 service requests, performed approximately 5,000 right-of-way inspections and completed approximately 153 guardrail/fence repair work orders. The Right-of-Way Section managed approximately 108 active Sidewalk Dining Leases, 47 requests to Transfer of the Right-of-Way and shared mobility device vendors.

The Bridge Management Section inspected 311 bridges and 146 retaining walls within the right of way. It reviewed over 2,300 special hauling permit applications. The Harrison Road bridge replacement project was completed and provides a safer structure for pedestrians, bicyclists and vehicles. General and routine maintenance was performed at 41 bridge and retaining wall locations.

For the 2022 resurfacing program, the Pavement Management Section planned for the resurfacing of approximately 162 streets, valued at \$23.2 million, and for 25 streets on the Concrete & Brick Repair contract, valued at \$1.65 million. Thirty-four locations were managed for the Surface Drainage Program and 30 applications for the Curb Repair and Reimbursement Program. The Active Transportation Section planned for approximately \$3.6 million of ADA curb ramps to be upgraded in the next citywide ADA project.

2022 Street Maintenance by the numbers:

- 16 lane miles of surface treatment of city alleys completed
- 3,900 potholes service requests and 4,900 internal pothole service requests completed
- 574 general repair pavement projects totaling over 150,000 square feet
- Installed or repaired 700 feet of sidewalk and serviced 499 graffiti locations □ Sealed 7,000 feet of roadway cracks
- Swept 20,800 curb miles of roadway
- Collected 10,300 tons of right-of-way debris
- Serviced 48,389 lane miles of roadway during 9 snow and ice events in the 2021- 2022 season

### **Division of Parking Services**

The Division of Parking Services is committed to providing accessible, equitable, and predictable mobility and parking options for all residents, guests and visitors. We aim to manage congestion, increase mobility options and operate parking in a growing city. The division administers, enforces, operates, and manages public parking and the shared mobility program in the City of Columbus. It also sets parking policy.

In less than three weeks, the division replaced more than 3,000 single-space meters with 148 multi-space parking kiosks. The entire

ParkColumbus mobile payment system was renumbered to be more customer friendly. The kiosk transition required updating on-street signage to inform customers of payment required and where to find the nearest kiosk. Parking Services launched the "My Buddy Charles" campaign to educate the public about using the new kiosks.

The division also coordinated with the Central Ohio Transit Authority to utilize eight Short North bus stops for late night pickup and drop-off by transportation network companies like Lyft and Uber. The zones help to manage congestion and provide safe access for rideshare users and drivers. The highly successful pilot continues. 2022 highlights:

- Established the Mobility Enterprise Fund, an approximately \$20 b million budget to manage the city's growing parking system portfolio and to plan for future investments in mobility services and infrastructure
- Selected a new Citation Processing and Permit Management system to be installed in spring/summer 2023

- Opened the new Starling Street garages on the Scioto Peninsula, adding over 1,400 public parking spaces and 18 dual port EV chargers
- Completed design and began construction of the Astor Park Garage near Lower.com Field, expected to open spring 2023
- Selected final locations for the Dynamic Curb Lane Management program to launch in late spring 2023
- Completed IPMI in-person training for all staff in an effort to enhance customer service, better manage stressful situations and the impacts of diversity on parking and transportation

2022 by the numbers:

- Maintained approximately 12,000 paid on-street parking spaces, including 160 parking kiosks, 200+ parking meters, and over 100 mobile pay only zones
- Managed over 3,500 off-street structured parking spaces
- Issued more than 11,100 parking permits
- Issued nearly 134,000 parking citations
- Installed 31 residential ADA parking spaces
- Managed 122 loading and 30 valet zones
- Saved over 5,579kg GHG at EV chargers
- Managed four shared mobility device vendors operating over 1,110 e-scooter devices

### **Division of Refuse Collection**

The Division of Refuse Collection is committed to providing a clean and safe environment for all residents and visitors. It is a regional and national leader in promoting cleaner neighborhoods and using taxpayer dollars efficiently to better serve our community. It provided weekly trash collection to an average of almost 354,700 households, in addition to biweekly recycling and yard waste collection and scheduled bulk pickup.

In 2022, the Division of Refuse Collection collected 311,030 tons of municipal solid waste, 11,336 tons of bulk items, 4,615 tons of illegal dumping and 4,161 tires weighing 43.69 tons. The curbside residential recycling service collected 29,602 tons of residential recyclable materials and 19,611 tons of yard waste.

The division delivered or replaced 10,589 90-gallon residential refuse containers, including the plan to convert 300-gallon containers to 90-gallon where possible to discourage illegal dumping activity. In the Hilltop, 80 new blue recycling carts were delivered to residents in a pilot to encourage more recycling.

New pilot programs in 2022 to divert residential refuse from the landfill produced successful results. A pumpkin and gourd drop-off program composted 6 tons, and a one-day electronics recycling event held post-Christmas collected 12.5 tons, plus 2.5 tons of cardboard, and almost 1,400 pounds of clothing and non-perishable food donations.

During The Ohio State University off-campus Move Out/Move In before the start of fall semester, the division provided recycling dumpsters and collected over 6 tons of cardboard and other recyclables. After Buckeyes' home football games, a pilot program with 20 off-campus student residences to place recycling boxes on their lawns resulted in 2,143 pounds of cans and bottle being recycled instead of landfilled.

Keep Columbus Beautiful worked with volunteers to manage 883 cleanups that collected 292,582 pounds of litter. These efforts totaled 39,366 volunteer hours and a community impact value of more than \$1.12 million.

### **Division of Traffic Management**

The Division of Traffic Management provides safe mobility options in a growing city that connect residents and visitors to opportunities and improve quality of life. The Division applies a holistic, uniform, and consistent approach to managing the city's complex congestion and safety concerns, while respecting the unique nature of city neighborhoods.

2022 Highlights:

The division received \$1,351,000 in project funding from ODOT's Highway Safety Improvement Program.

#### Traffic Maintenance

- Installed 435 street name signs, 41 stop/yield signs, and 2075 other signs throughout the city
- Completed 280 pavement marking work orders and the Hilltop Neighborhood Bikeway project

- Completed the mobile pay project for Parking Services
- Supported the Vision Zero Columbus initiative by refurbishing 17 signalized intersections, installing or upgrading 25 crosswalks citywide, and completing a speed reduction project on Wayne Avenue

#### Traffic Control

The Traffic Control team wrote 1,821 traffic sign work orders and 297 pavement marking work orders, along with 38 school zone work orders.

#### ITS Operations

- Completed fiber network restructuring work for 98 traffic signals
- Completed fiber network restructuring work for three node redundant paths
- Created a communication chart for 956 traffic signals and 65 nodes for fiber network documentation
- Brought 23 traffic signals online with Centracas and 9 CCTV cameras online with Milestone
- Implemented 14,664 traffic signal timing changes through Centracas
- Processed 9,369 Centracas system alerts
- Inspected 20 overhead freeway sign structures on SR104
- Finished project installing new, expanded WRONG WAY signage on freeway ramps on state routes within City of Columbus responsibility with installations on 2 ramps
- Developed plans for the replacement of 10 overhead freeway guide signs on SR 315

#### Signal Operations

- Connected 122 intersections with Wavetronix Click 650/656 cabinet interface units to CTSS, allowing for remote monitoring of radar units at these intersections
- Coordinated with the Department of Public Safety on the installation of crime cameras at 22 traffic signals
- Retimed 60 traffic signals over two corridors and designed 2 traffic signals through rebuild work orders

#### Development Studies

The development review section represented the department in 2022 at 52 public hearings of City Council, the Development Commission and the Board of Zoning Adjustment.

- Reviewed 237 rezoning and council variance ordinances to be heard by City Council
- Reviewed 98 rezoning applications to be heard by the Development Commission
- 122 traffic impact study or traffic access study reviews were completed
- 276 rezoning/council variance application reviews were completed
- 167 Board of Zoning Adjustment application reviews were completed
- 53 Graphics Commission application reviews

#### Traffic Studies

- 169 in-house traffic counts
- 37 Sight Distance Triangles for safety

#### **Vision Zero Columbus**

The City of Columbus and Vision Zero partners continued to implement strategies in the first two-year Vision Zero Action Plan, adopted in March 2021. The strategies prioritize safety for all users of our city's transportation system. Public Service is a leader of the initiative, and the Division of Traffic Management has been instrumental in implementing many strategies.

2022 Action Plan highlights:

- Installed or upgraded 55 crosswalks, including several Rapid Rectangular Flashing beacons and pedestrian refuge islands and made safety improvements at more than 15 intersections
- Evaluated 55 fatal crash sites for potential short-term improvements and 37 locations for safe sight distance needs

- Converted 2 residential streets from one-way to two-way traffic to encourage slower speeds
- Advocated for proposed Ohio House legislation to require hands-free electronic communication while driving; the legislation was amended into S.B. 288 and becomes effective in April 2023.
- Launched multi-lingual educational campaign through television and radio, social media, a dozen in-person engagement events, and advertising at Ohio Stadium during home football games
- Launched an Ambassadors program, starting with 5 ambassadors who engaged in 125 small group meetings to reach approximately 1,400 residents about Vision Zero, its principles and goals
- Completed policies for crosswalk installation and sight distance requirements, and made significant progress toward city design manual standards for complete street elements
- Funded more than \$9 million in Vision Zero infrastructure improvements

#### Corridor Improvements:

- Livingston Avenue from College Avenue to James Road was converted from 4 lanes to 3 lanes, with median islands added, crosswalks upgraded, and a pedestrian signal upgraded to a Pedestrian Hybrid Beacon to encourage safe speeds and to improve safety for pedestrians.
- On Sullivant Avenue curb extensions and median islands were added along with upgraded crosswalk markings at 14 intersection between Hague Avenue and I-70 to encourage safe speeds and to improve pedestrian safety.

#### **LinkUS Growth and Mobility Initiative**

LinkUS aims to make historic investments in our mobility that will encourage more walkable connected communities and increase opportunity for all. These integrated mobility and housing investments will create a community that is healthier, safer, and increases access to jobs, schools, activities, and healthcare. The investments will also advance numerous existing initiatives working to improve housing, poverty, safety, and climate action in our community.

To achieve these outcomes, LinkUS integrates five new bus rapid transit (BRT) corridors; 45% more transit service hours, and 500+ miles of new sidewalks, bike trails and greenways, along with roadway/intersection improvements to support housing affordability and equitable economic development.

Work continues on three LinkUS corridors currently in design: [West Broad Street](#), [East Main Street](#), and [Northwest](#). All three corridors may be operational by 2030, provided the financial plan outlined in the [LinkUS Community Action Plan](#) is implemented. Both West Broad Street and East Main Street Corridors were accepted into the Federal Transit Authority (FTA) Capital Investment Grant (CIG) process in fall 2021. We aim to have the Northwest Corridor enter the FTA CIG process in the first quarter of 2023.

Multiple concurrent planning efforts are underway within Downtown that require an extensive amount of coordination between the LinkUS partners (COTA, City of Columbus, Franklin County, and MORPC) and downtown stakeholders to determine the correct alignment of the Main Street corridor. Multiple studies (North and South Knots) are either underway (North Knot) or planned (South Knot) that will have an impact on the design of the Northwest Corridor. These studies will identify feasibility of a broader set of transportation projects that improve access to and from the western OSU campus area, Twin Rivers Drive, and Dublin Road.

In December 2022, the [renderings](#) of the first LinkUS transit stations along the corridors were shared. The LinkUS partners advanced significant additional work in 2022.

In April, the LinkUS Leadership Coalition approved the Who, What, Why, and How of LinkUS and outlined their work in the [LinkUS Community Action Plan](#). Three recommendations and six actions were outlined for implementation. These include:

- COTA must increase the transit sales tax from 0.5% to 1.0% in a future voter-approved levy to fund the infrastructure investments outlined above and leverage more than \$650 million in FTA CIG funding.
- 27.5% of this increase needs to go to transit supportive infrastructure (TSI-sidewalk, bicycle improvements, trails, and roadways) and be prioritized through a TSI Committee (administered by MORPC) composed of the local governments in the COTA service area.
- An integrated equitable transit-oriented development (eTOD) implementation plan is needed that will help advance the affordability, walkability, and connected development desired along our BRT corridors.



The CAP also outlined legislative changes that needed be implemented to advance LinkUS, and these changes were approved by the Ohio House and Senate in May 2022.

In August 2022, COTA was awarded \$750,000 to help advance LinkUS innovative project delivery, capacity analysis, innovative financing, and program management through a [U.S. Department of Transportation Build America Bureau Regional Infrastructure Accelerator Grant](#). This work will begin in the first quarter of 2023.

# **Recreation and Parks Department 2022 Annual Report**

## **COLUMBUS RECREATION AND PARKS DEPARTMENT: OVERVIEW**

The Columbus Recreation and Parks Department was first created 109 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 has more than 410 parks, 32 community centers and recreational facilities, five athletic complexes, nearly 14,000 acres of parkland and 230 miles of regional trails, and much more. Our mission is to connect the people of our community through the power of nature, wellness and creativity, and our vision is a socially equitable city. Our values are Joy, Open, Community, Nature and Legacy. Below are some of the ways the department has served our community and our mission over the last year.

### **Department Assets: What We Are**

- 32 community centers and specialty facilities
- 5 athletic complexes and 6 golf courses
- 8 outdoor pools, one indoor pool, and 7 spraygrounds and interactive fountains
- 410 parks across 14,069 acres
- 230 miles of regional trails
- 3 reservoirs
- 20 nature preserves
- 3 skate parks and 5 dog parks
- 16 reservable event venues and 20 reservable open air shelters
- 170 playgrounds

### **Department Community Engagement: Who We Serve**

- 1,921,646 residents reached via on-site programs, events and facilities
- 424,193 program participants at 5 athletic complexes
- 161,385 tournament/league participants and guests at Berliner Sports Park
- 95,250 participants in aquatics programs and 2,510 registered participants for free swim lessons
- 219,424 golf participants
- 57,591 community recreation program registrations and 6,658 Priscilla R. Tyson Cultural Arts Center visitors and class participants
- 250,604 free meals served through summer and afterschool food programs
- 2,446 fitness room visits
- 11,972 volunteers
- 158,930 celebrated a special occasion at department rental facilities

### **Department Conservation Efforts: How We Conserve**

- 22,408 park trees
- 6,937 park and street trees planted and 2,417 native plants planted
- 104,250 bags of trash removed from parks
- 90 COGO stations
- 34 pollinator gardens across 55.2 acres of pollinator habitat and 3 wetlands conserved
- 21,900 kWh from solar panels on out net-zero building at the McKnight Outdoor Education Center
- 8.94 miles of state-designated water trail on the Olentangy River

## **NATURE: EXPANDING OUR TREE CANOPY**

The Urban Forestry Master Plan focuses on neighborhoods where trees will have the most impact using the Social Equity Index.

As a result, the City focused on one of its highest-need areas with the reforestation of Stockbridge Park in the Far South neighborhood. In 2022, the department planted 2,400 native trees to benefit the local community.

This innovative project started in 2020 when the department acquired 11 acres of the former Stockbridge Elementary School adjacent to the park.

The acquisition doubled the size of the park from 11 acres to 22 acres. In 2021, the school and surrounding pavement were demolished, and in 2022, the trees were planted along with native wildflowers and grasses, thanks in part to a Clean Ohio Conservation grant. Most of the trees are planted in “pods” composed of a naturalized mix of different species. Individual trees were planted at the entrances to welcome visitors to the park, and by the amenities throughout the park to provide shade to park-goers.

The new sustainable, resilient forest will provide many benefits to residents for generations to come. Read more about the Urban Forestry Master Plan at [www.ColumbusUFMP.org](http://www.ColumbusUFMP.org).

### **Accomplishments**

- **Increase in Volunteers:** Conservation volunteer efforts grew, with 2,827 volunteers serving 7,358 hours in outdoor service projects, including tree planting, invasive species removal, pollinator habitat maintenance, litter and waterway cleanups, and a new monitoring program to collect data about pollinator habitats.
- **Crane Group Partnership:** In support of the Urban Forestry Master Plan, Crane Group committed \$75,000 over the next three years to plant trees in Columbus parks. The generous support of partners such as Crane Group significantly enhance the department’s efforts.
- **Jazz & Rib Fest Recycling Program:** A new recycling program at Jazz & Rib Fest diverted 6,103 pounds of waste from landfills. All beverages sold during the three-day festival came in recyclable containers, including an exclusive festival aluminum cup for draft beers, plastic bottles and aluminum cans.

### **WELLNESS: ENABLING CHILDREN TO PLAY, REGARDLESS OF THEIR HEALTH**

When Livingston Park was redesigned, it was important to meet the needs of the community, as well as the patients and families receiving care at the adjacent Nationwide Children’s Hospital. Input was gathered from residents within a half mile walk of the park and advocates at the hospital. The result is a universally-accessible park that serves as a space for fun, respite and development.

Some of the unique features of the park include:

- Interactive, accessible play equipment encourages problem solving and helps users of all abilities build strength.
- Shade elements protect visitors from the elements, a critical feature for children undergoing certain medical treatments.
- Landscaping features create boundaries for small children, and provide shelter for wildlife where children can observe wildlife in a natural environment.

The support of partners made this state-of-the-art playground a reality. A major portion of the \$527,000 in project funding was received through the Department of Housing and Urban Development and the Community Development Block Grant. Nationwide Children’s Hospital provided \$30,000 in funding, and a private donor provided \$20,000.

This innovative park demonstrates how collaboration can help a broad range of park users improve their physical and mental well-being.

### **Accomplishments**

- **Replacement of Glenwood and Windsor Pools:** Replacement of the two pools represents an \$18 million investment in the neighborhoods. This is part of the Aquatics Capital Improvement Plan, which maps out a comprehensive strategy for all aquatics facilities. Both pools are expected to open in summer 2023.
- **Adopt a Center Program:** With support from individuals and 56 community partners like American Electric Power, Boar’s Head, Columbia Gas of Ohio, the Lindy Infante Foundation and individual donors, the Adopt a Center program served almost 6,000 hot meals, and gave warm winter items and thousands of gifts to children, families and seniors.
- **Trail Connections:** The Alum Creek Trail Johnstown Road Connector project significantly expanded access for more than 4,000 residents. It connected the East Columbus/Krumm Park neighborhood to the regional Alum Creek Trail. Residents can enjoy a separated trail, bike lanes, a modified trail bridge and safety improvements.

## **CREATIVITY: CELEBRATING COLUMBUS' CULTURE AND CREATIVITY**

Celebrating our City's creativity and culture builds community connections, improves mental health and honors what makes Columbus great. For more than 40 years, the department's community and neighborhood events have done just that.

While the pandemic brought a stop to the events, they were back this year, bigger and better! Eight programs over 30 dates included long-time favorites and new events.

The three-day Jazz & Rib Fest, one of the City's longest-running festivals, featured a new layout, more food and retail vendors and a new mobile app and broke attendance records at 225,000 attendees. The six-part Rhythm on the River series featured a wide range of music and dance artists.

Both festivals drew well-known national and local acts, including the return of BalletMet to the Rhythm on the River lineup. The new CBUS Soul Fest, a partnership with Experience Columbus, celebrated Columbus' vibrant Black culture, music, history and soul, and featured Blackowned businesses and food vendors.

Community events strengthened neighborhood connections. A partnership with Columbus Symphony Orchestra offered free family-friendly concerts at Columbus parks. Rise Up CBUS!, a new partnership with the Department of Neighborhoods, brought resources to underserved communities; the nine events were based on Mayor Andrew Ginther's Opportunity Rising initiative.

These events offered high-caliber cultural entertainment and opportunities for our community to connect.

### **Accomplishments**

- **Fran Ryan Center:** Seniors need a place to gather and create connection. A groundbreaking and dedication ceremony kicked off the Fran Ryan Center, a new facility dedicated to older adults and artists. The site will also include a new community park.
- **Priscilla R. Tyson Cultural Arts Center:** The Priscilla R. Tyson Cultural Arts Center was renamed to recognize the former Columbus City Council member's lifelong commitment to advancing the arts and quality of life in Columbus. □ **Community Theatre:** Community members took the stage in eight plays; this was the highest number of performances in the last five years. Productions included classics and audience favorites such as *Roald Dahl's Willy Wonka Jr.* and *A Funny Thing Happened on the Way to the Forum.*

## **COMMUNITY: POSITIONING YOUTH FOR FUTURE SUCCESS**

It's challenging for teens and young adults to get back on the right path after they become involved with negative influences or are victims of violence. Neighborhood Violence Intervention (NVI) services help teens and young adults and their families develop a path to a successful future. NVI interrupts violence at the street level through mediation, conflict resolution and community crisis response. Components include: □ ReRoute provides system navigation, service linkage, crisis intervention, community outreach and life coaching.

□ Victim Outreach Intervention and Community Engagement (VOICE) offers interventions, life planning and incentives to victims of violence.

Additionally, the APPS Job Readiness Program provides training and mentorship to help teens get, keep and excel at work, and includes internships within the City and Columbus-area businesses.

One success story is 15-year-old Maya (not her real name). Three years ago, she was engaged in violent behavior and had been caught in stolen cars and stealing. She was truant and doing poorly in school, and family life was difficult due to housing challenges, food insecurity and mental health issues. Thanks to ReRoute, today Maya is thriving. She's preparing to graduate and start her dream career, and hasn't had legal problems in two years. Her family is thriving thanks to connections to food resources and educational support.

## Accomplishments

- **COAAA Outreach:** The Central Ohio Area Agency on Aging's (COAAA) community education and outreach team conducted over 100 events, providing information and support to hundreds of older adults and caregivers across central Ohio.
- **CWOW Participation Increase:** Center Without Walls (CWOW) had 11,462 participants in after-school, school-year, summer and recess programs. This program brings programming to communities where children don't have access to a community center.
- **Neighborhood Violence Intervention:** 112 individuals were reached through Neighborhood Violence Intervention programs in an effort to stop the surge in violent crime.

## CAPITAL INVESTMENTS: INVESTING IN OUR FACILITIES AND OUR FUTURE

Each year, the department significantly invests in its assets. With 103 facilities, eight outdoor pools, 230 miles of trails, 170 playgrounds and more, it's important for the department to take a long-term, strategic approach to this work. This allows us to build for the future while taking care of our existing assets.

That's best seen in our Aquatics Capital Improvement Plan. To make sure these facilities and the related programming meet the needs of residents, we are developing a long-term plan to invest in our aquatics programs and facilities over the coming years. The final report will be available soon.

We've already started work and are replacing two pools this year, designing two additional pool replacements and starting to work on the design of a new indoor aquatics center. It's our commitment to a carefully balanced focus on the now and the next.

We're also looking carefully at where we can combine facilities to maximize use of a single location for multiple purposes. The Fran Ryan Center is in the final stages of design and will soon be under construction. This building will be home to the Golden Hobby Gift Shop and much of the senior programming from Martin Janis Senior Community Center, and will feature a new community park.

Safety and security is important to everyone, which is why we're adding safety features such as improved lighting at parks and department facilities.

Our conservation efforts can be seen through the investment of new parkland dedicated to the preservation of trees and other natural amenities.

This includes the strategic repurposing of the former Stockbridge Elementary School site into a new park with over 2,400 new trees planted. The Glenwood natural area project will restore an urban woodland by adding natural surface trails and wetland plants, while removing invasive honeysuckle and downed trees. We also created a new City ordinance creating protections for the department's 19 nature preserves.

Finally, there's tremendous excitement here for the buildout and investment in athletic facilities across the City, which will include soccer, pickleball, therapeutic recreational amenities and more. These projects are in the initial design phase, and we will begin to see dramatic improvements in the coming years.

## FINANCIAL INFORMATION

### 2022 Total Annual Revenue: \$14,682,347.46

- ACTIVEnet® Transaction Fees: \$113,161.89
- Adult Sports: \$3,033,506.48
- Aquatics: \$187,418.33
- Boat Clubs: \$184,614.66
- Camps: \$269,461.00
- CIP Reimbursement EAB/UFMP: \$933,771.36
- CIP Reimbursement Design & Construction: \$887,392.50
- Community Centers: \$907,972.90
- Priscilla R. Tyson Cultural Art Center: \$386,652.98
- Fitness: \$117,156.54

- Golf: \$5,520,194.82
- Misc. Revenue: Other: \$31,881.30
- Outdoor Recreation: \$194,181.59
- Permits Facilities and Docks: \$1,259,781.47
- Play Grant Reimbursement: \$93,932.00
- Recreation Center IDs: \$2,125.00
- Refunds: \$110,823.42
- Rent: \$18,718.20
- Special Activities Permits: \$198,695.97
- Therapeutic Recreation: \$42,704.00
- Youth Sports: \$188,201.05

**2022 Total Annual Expenditure: \$59,583,254.91**

- Administration: \$4,602,505.39
- Adult Sports: \$3,075,911.32
- APPS: \$2,573,033.00
- Aquatics: \$1,399,112.76
- Building Maintenance: \$2,540,940.31
- Camps: \$41,101.68
- Capital Kids: \$25,250.64
- COAAA: \$182,489.00
- Community Recreation: \$12,192,985.26
- Community Relations: \$1,370,403.78 □ Cultural Arts Center: \$719,834.31
- Design and Construction: \$895,803.77
- EAB: \$(149.50)
- Fiscal: \$1,721,582.07
- Forestry: \$2,145,222.64
- Golf: \$4,059,060.25
- Health & Wellness: \$101,378.20
- Human Resources: \$818,089.20
- Internal Bills: \$5,656,684.28
- Misc.: \$475,000.00
- Other: \$1,644,462.77
- Outdoor Recreation: \$377,558.96
- Park Maintenance: \$6,713,240.92
- Rental Services: \$901,629.74
- Special Events: \$1,632,652.71
- Strategic Planning: \$942,315.53
- Summer Food: \$129,341.67
- Therapeutic Recreation: \$745,922.75
- Urban Forestry Master Plan (UFMP): \$1,350,645.60
- Warehouse: \$427,151.35
- Youth Sports: \$122,094.55

**MISSION FORWARD STRATEGIC PAN**

The department’s strategic plan is a “mission forward” promise, dedicated to advancing the department’s goal to work toward its mission and vision. Below are key priority areas and goals for this plan.

**Smart Growth**

- Through targeted acquisition and trail construction, connect unserved residents to a future park or trail within a 10-minute walk of their home. □ Develop new parks and trail connections that enhance service for 50,000 residents within a ten-minute walk.

- Achieve a staffing model that reflects proportionate growth.
- Position and align CRPD assets for the future.
- Achieve growth in service level through strategic partnerships.
- Implement key changes to Policy and Code affecting Recreation and Parks.

### **Sustainability**

- Achieve the department's Natural Resource Sustainability Goals.
- Develop and implement the Urban Forestry Master Plan.
- Increase efficiency through operational planning, reducing costs and achieving tiered cost recovery goals for all activities. Exceed cost-recovery goals in Golf, Sports and Rental Services.
- Achieve annual increases in leveraged operational and capital dollars: grants, sponsorships and donations.

### **Excellence in Programming and Service Delivery**

- Drive annual growth in program participation through data-informed and inclusive programming.
- Implement Center for Opportunities model at the Linden Community Center.
- Maximize internal, cross-sectional partnership in programming.
- Improve customer experience feedback loops, and benchmarking.
- Adopt national best-practices and operating processes that result in CAPRA accreditation.

### **Organizational Development**

- Develop a system and process for data collection, management and analysis to support decision making and evaluate performance.
- Define an organizational culture that's informed by our operating values, value-proposition, and the Diversity, Equity & Inclusion Plan.
- Implement staffing and programmatic succession planning.
- Build staff capacities and create leadership opportunities.
- Develop and implement a new volunteer program model.

### **Communications**

- Align external communication to the department's strategic priorities.
- Improve external relationships through responsive and deliberate communication with the public.
- Improve internal communication that results in staff engagement and improved performance. □ Define and promote our value-proposition to the community.



# **Office of Education 2022 Annual Report**

## **MISSION STATEMENT**

The Office of Education shall have as its primary duty the recommendation, development, and implementation of ideas and programs to enhance the ability of the city to provide quality life-long learning opportunities for the residents of Columbus.

## **2023 PLANNED ACTIVITIES**

The following initiatives will be completed by the City of Columbus Mayor's Office of Education over the year. These initiatives are categorized by Columbus Covenant Goals.

### **1. Neighborhoods**

**Prenatal to Five:** In 2022, the Office of Education worked with Future Ready Columbus, the Franklin County Early Childhood Advisory Council, and other community partners on the continued implementation of a prenatal to five strategic plan that will benefit every neighborhood in Franklin County. This year, the Office will continue this work as Future Ready Columbus continues to implement their plan, Future Ready by Five (FR5), to the community; making sure that every child, in every neighborhood is ready for kindergarten.

**Prekindergarten in Every Neighborhood:** In 2023, as in previous years, the Office will use data collected from various sources to strategically expand pre-kindergarten throughout Columbus, focusing first on communities with the highest needs and the lowest capacity. Using this data, the Office will work to assure that every neighborhood in Columbus has access to early learning opportunities and that the opportunities available are of the highest quality.

**Linden Park Neighborhood Early Childhood Education Center:** The Linden Park Neighborhood Early Childhood Education Center is a unique collaboration between Columbus City Schools and the Office of Education. In 2016, The Office helped develop and open Linden Park. This year, the Office will again provide funding for approximately 200 Linden Pre-K students at the center in both Columbus City Schools' classrooms and classrooms operated by community-based providers.

**Hilltop Early Learning Center:** Since 2018, the Office of Education has been working with City partners on the development of a new, state-of-the-art early learning center in the Hilltop. Excitingly, the facility is scheduled to open and begin enrolling students in early 2023.

**After School Programs:** The COVID-19 pandemic not only exasperated the mental and behavioral health needs of Columbus students, it created lingering new ones. In 2023, after-school providers will focus intensely on the specific needs of children, including mental health, academic success, and social-emotional development. As in previous years, services funded by the Office's After School Grant Program in 2023 will focus on assisting specific ethnic and minority youth, such as Asians, Somalis, Ethiopians, and the LGBTQ population. In addition, many programs serve children specifically from disadvantaged communities such as Linden, Milo Grogan, Near East, Franklinton, and the Hilltop. In addition, in 2023, the Office is working with Columbus City Schools and Boys and Girls Club of Central Ohio on an after school program for middle school students.

**Safety City:** In 2022, the Office worked with Nationwide Children's Hospital, the Columbus departments of Public Safety, Neighborhoods, and Health; and other partners on the development and rollout of a safety city concept in Linden and the greater Hilltop Neighborhood. Using specific child mortality, demographic, and census tract data, the Office and partners will expand the successful programming in additional neighborhoods in summer 2023.

### **2. Safety**

**Social-Emotional Learning in Prekindergarten:** Research shows that children who have attended high-quality pre-kindergarten education programs are more likely to be able to read at grade level and graduate from high school and less likely to commit crimes, be arrested, or be incarcerated. [1] Long-term benefits of high-quality early learning include lower rates of poverty, unemployment, drug use, and teenage pregnancy. [2] The Office of Education's 2023 pre-kindergarten strategy includes requirements for programs to make sure these children are learning these important social and emotional skills.

**Prenatal to Five:** As noted above, the Office is working with Future Ready Columbus in 2023 to implement the Future Ready by Five (FR5) plan for Franklin County. Included in this plan are strategies, drivers, and outputs that

address child and family wellness. Addressing the mental, behavioral, and physical needs of children and families have long terms effects on our community.

**After School Programs:** After school programs play a critical role in keeping Columbus students safe is by providing a safe environment for children to learn after the school day ends. According to the Harvard Family Research Project (HFRP) and its national database of evaluations, research confirms that “children and youth who participate in after-school programs can reap a host of positive benefits in several interrelated outcome areas—academic, social-emotional, prevention and health and wellness. These are the skills that many suggest are necessary for youth to succeed in the 21st Century global economy and world.” In 2023, the Office of Education will again provide the opportunity for 2,200 Columbus youth to participate in this important program. In addition, in 2023, the Office is working with Columbus City Schools and Boys and Girls Club of Central Ohio on an after school program for middle school students.

**Safety City:** As noted above, in 2022, the Office of Education worked with Nationwide Children’s Hospital and other partners on the development and implementation of a safety city pilot project. The goal of this initiative was to reduce the death and injury of Columbus children through education and family engagement. Monitoring child mortality data will allow us to measure our success and implement programs where needed. In 2023, this work will be expanded to become part of the Columbus City Schools Summer Experience program.

### **3. Education**

**Prenatal to Five:** Mayor Ginther’s vision for America’s Opportunity City is that every child in Columbus enters kindergarten ready to learn. Becoming kindergarten-ready is about so much more than participating in a quality early learning program. While early education is important, other developmental milestones must be reached and adverse life conditions overcome. This year, the Office of Education will continue to work with Future Ready Columbus and all community partners on the implementation of Future Ready by Five (FR5), the prenatal to five strategic plan for Franklin County.

**Prekindergarten:** 2022 continued to be a challenging time for the early learning community. Children, as well as providers, teachers, and families, were impacted by teacher shortages, disruptions of service, virtual learning, and a lack of important programs and services. Now, more than ever, children need to be enrolled in robust, high-quality early learning programs and the Office of Education will continue to serve Columbus children through Early Start Columbus (ESC), the City’s pre-kindergarten expansion program. In 2023, the Office again plans to serve 1,000 children in ESC.

**Columbus Board of Education:** As a non-voting member of the Columbus Board of Education, the City’s Education Director serves as the main liaison between the City and District for important issues.

**Student Assessments:** As a requirement of Early Start Columbus, all Early Start Columbus students are administered Ready4Success (R4S) pre and post-tests in early literacy and math. Recently, we were able to match our R4S data with Columbus City Schools Kindergarten Readiness (KRA) tests scores. Excitedly, we learned that our program is working – 44 percent of ESC students tested in the highest KRA band and 41 percent tested in the middle KRA band. And importantly, only 15 percent tested in the lowest KRA band. While the data was very positive, in 2023, we will implement a mid-year assessment to identify children experiences delays and work to implement intervention strategies.

**Prekindergarten in the Hilltop:** As previously noted, the new Hilltop Early Learning Center will open in early 2023. This new facility will provide a high-quality prekindergarten education to up to 240 Hilltop children and the important wraparound services crucial for success.

**Linden Park Neighborhood Early Childhood Education Center:** As previously noted, the Linden Park Neighborhood Early Childhood Education Center is a unique collaboration between Columbus City Schools and the Office of Education. In 2016, The Office helped develop and open Linden Park. This year, the Office will again provide funding for approximately 200 Linden Pre-K students at the center in both Columbus City Schools’ classrooms and classrooms operated by community-based providers.

**Social-Emotional Learning:** Like in 2022, in 2023, the Office will serve approximately 2,200 Columbus children in after-school programs throughout Columbus. Since 2017, Partnership4Success (P4S), providers developed and implemented improvement plans that supported socialemotional learning and provided better outcomes for youth. These skills, such as the ability to self-regulate, would have been crucial for children isolated and without social activity during the pandemic.

**Child Care:** In 2021, the Office examined data from Action for Children, Groundworks Ohio, and the Ohio Association of Child Care Providers about the fragility of the child care industry in Franklin County. A workgroup convened by the Office met biweekly during the year and made a series of recommendations to support this crucial community. All of the group's recommendations were included in the November 2021 report of the Columbus Recovery and Resiliency Advisory Committee. The recommendations allocating \$500,000.00 for signing bonuses for new teachers and \$2,500,000.00 for affordability scholarships for working families will continue to be implemented in 2023.

**Read It Again (RIA):** RIA is an evidence-based low-cost instructional supplement designed to promote intentional teaching practices in early childhood education programs serving children from birth to age five. In 2022, the Office partnered with the Crane Center at Ohio State to work with ESC teachers to implement RIA in all classrooms. In 2023, the Office will continue this program with the Crane Center and work to expand RIA to all providers in Franklin County.

**Summer Programming:** During the summer of 2022, the Office of Education provided over \$500,000 to early learning providers to continue the Early Start Columbus program throughout the summer. In addition, the Office partnered with the Crane Center at Ohio State and the Family, Adolescent, and Child Community Engagement Service (FACCES) at Start Point Learning Center to expand family-based, kindergarten readiness programs throughout the community. The Office plans to continue this work in summer 2023.

**Columbus Promise:** Since 2021, the Office has been working with City Council President Hardin's Office, I Know I Can, Columbus City Schools, and Columbus State Community College on the implementation and expansion of President Hardin's Columbus Promise Program. In 2023, the Office will continue to work on this initiative to provide free tuition to Columbus State for every Columbus City Schools student.

**Additional Programs:** The office of Education is also working on important initiatives with certain partners to reduce absenteeism in Columbus City Schools, increase the number of children in Franklin County that are reading-proficient by third-grade, and increase the college and career readiness of current and former Columbus City Schools students.

#### **4. Economic Development**

**ROI of Prekindergarten:** The academic and personal benefits of high-quality pre-kindergarten education for children have been well demonstrated. Children who participate in early childhood experiences are better prepared for school, need fewer interventions, pass the thirdgrade reading test in higher percentages, and are more likely to graduate from high school. This return on investment in the form of lower societal costs, such as incarceration, rehabilitation, and welfare can be as high as \$8 for every \$1 invested in early childhood education. This potentially means that the return on our investment is nearly \$72,000,000.00.

**Local Support:** Through the 2023 Early Start Columbus program, the Office plans to provide almost \$9 million in financial support to approximately 30 Columbus non-profits and businesses, almost all of which are minority or female-owned enterprises.

### **2022 ACCOMPLISHMENTS**

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

#### **1. Neighborhoods**

**Prenatal to Five:** In 2022, the Office of Education worked with Future Ready Columbus, the Franklin County Early Childhood Advisory Council, and other community partners on the continued implementation of a prenatal to five strategic plan that will benefit every neighborhood in Franklin County.

**Prekindergarten in Every Neighborhood:** As in previous years, in 2022 the Office provided funding to neighborhood-based prekindergarten providers to strategically expand prekindergarten throughout Columbus, serving over 1,000 Columbus children.

**Linden Park Neighborhood Early Childhood Education Center:** As noted previously, through a collaboration with Columbus City Schools, the Office of Education helped to develop and open the Linden Park Neighborhood Early Childhood Education Center in Linden in 2016. In 2022, the Office provided funding for 200 Linden pre-kindergarten students at the center in both Columbus City Schools' classrooms and classrooms operated by community-based providers.

**After-School Programs:** Services funded by the Office of Education's 2022 After School Grant Program focused on assisting specific ethnicities and minorities such as Asian, Somali, Ethiopian, and LGBTQ youth. In addition, many programs served children specifically from disadvantaged communities such as Linden, Milo Grogan, Near East, Franklinton, and the Hilltop. In addition, in 2022, the Office began working with Columbus City Schools and Boys and Girls Club of Central Ohio on an after school program for middle school students.

**Safety City:** In 2022, the Office worked with Nationwide Children's Hospital, the Columbus departments of Public Safety, Neighborhoods, and Health; and other partners on the development and rollout of a safety city concept in Linden and the Greater Hilltop Neighborhood.

## **2. Safety**

**Social-Emotional Learning in Prekindergarten:** As previously noted, long-term benefits of a high-quality pre-kindergarten education include lower rates of poverty, unemployment, drug use, and teenage pregnancy. The Office's prekindergarten expansion program, Early Start Columbus, includes requirements for programs to make sure that the children learned important social and emotional skills. These skills, such as the ability to self-regulate, would have been crucial for children isolated and without social activity during the pandemic.

**Prenatal to Five:** As noted above, in 2022, the Office worked with Future Ready Columbus on the Future Ready by Five plan for Franklin County. Included in this plan are strategies, drivers, and outputs that address child and family wellness. Addressing the mental, behavioral, and physical needs of children and families have long terms effects on our community.

**After-School Programs:** As noted above, an important strategy in keeping Columbus students safe is by providing a safe environment for children to learn after the school day ends. Services funded by the Office of Education's 2022 After School Grant Program included: youth development, academic success, healthy lifestyles, tutoring, empowerment, civic success, leadership, nutrition, interpersonal skills, and many others. In addition, in 2022, the Office began working with Columbus City Schools and Boys and Girls Club of Central Ohio on an after school program for middle school students.

**Safety City:** As noted above, in 2022, the Office of Education worked with Nationwide Children's Hospital and other partners on the development and implementation of a safety city pilot project. The goal of this initiative was to reduce the death and injury of Columbus children through education and family engagement.

## **3. Education**

**Prenatal to Five:** As noted above, in 2022, the Office of Education worked with Future Ready Columbus, the Franklin County Early Childhood Advisory Council, and other community partners on the development and introduction of a prenatal to five strategic plan for Franklin County. When fully implemented, this plan will fulfill the Mayor's vision that all Franklin County children enter Kindergarten ready to learn.

**Prekindergarten:** 2022 continued to be a challenging time for the early learning community. Children, as well as providers, teachers, and families, were impacted by teacher shortages, disruptions of service, virtual learning, and a lack of important programs and services. The Office of Education's goal for 2022 was to provide 1,000 Columbus children with a high-quality early education through the Early Start Columbus program. Through the innovative work of our Early Start providers, we were able to reach that goal.

**Columbus Board of Education:** As a non-voting member of the Columbus Board of Education, the City’s Education Director serves as the main liaison between the City and District for important issues.

**Student Assessments:** As a requirement of Early Start Columbus, all Early Start Columbus students are administered Ready4Success (R4S) preand post-tests in early literacy and math. For the first year ever, in 2021, we were able to match our R4S data with Columbus City Schools Kindergarten Readiness (KRA) tests scores. Excitedly, we learned that our program is working – 44 percent of ESC students tested in the highest KRA band and 41 percent tested in the middle KRA band. And importantly, only 15 percent tested in the lowest KRA band. We are working to identify that data for 2022.

**Linden Park Neighborhood Early Childhood Education Center:** As previously noted, the Linden Park Neighborhood Early Childhood Education Center is a unique collaboration between Columbus City Schools and the Office of Education. In 2016, The Office helped develop and open Linden Park. In 2022, the Office provided funding for approximately 200 Linden Pre-K students at the center in both Columbus City Schools’ classrooms and classrooms operated by community-based providers.

**Social-Emotional Learning:** The Office serves approximately 2,200 Columbus children in after-school programs throughout Columbus. Since 2017, Partnership4Success (P4S), providers developed and implemented improvement plans that supported social-emotional learning and provided better outcomes for youth. These skills, such as the ability to self-regulate, would have been crucial for children isolated and without social activity during the pandemic.

**Child Care:** In 2021, the Office examined data from Action for Children, Groundworks Ohio, and the Ohio Association of Child Care Providers about the fragility of the child care industry in Franklin County. A workgroup convened by the Office met biweekly during the year and made a series of recommendations to support this crucial community. All of the group’s recommendations were included in the November 2021 report of the Columbus Recovery and Resiliency Advisory Committee. In 2022, recommendations that allocated \$500,000.00 for signing bonuses for new teachers and \$2,500,000.00 for affordability scholarships for working families were implemented.

**Read It Again (RIA):** RIA is an evidence-based low-cost instructional supplement designed to promote intentional teaching practices in early childhood education programs serving children from birth to age five. In 2022, the Office partnered with the Crane Center at Ohio State to work with ESC teachers to implement RIA in all classrooms.

**Summer Programming:** During the summer of 2022, the Office of Education provided over \$500,000 to early learning providers to continue the Early Start Columbus program throughout the summer. In addition, the Office partnered with the Crane Center at Ohio State and the Family, Adolescent, and Child Community Engagement Service (FACCES) at Start Point Learning Center to expand family-based, kindergarten readiness programs throughout the community.

**Columbus Promise:** In 2022, the Office worked with City Council President Hardin’s Office, I Know I Can, Columbus City Schools, and Columbus State Community College on the implementation and expansion of President Hardin’s Columbus Promise Program.

**Additional Programs:** In 2022, the Office of Education worked on important initiatives with certain partners to reduce absenteeism in Columbus City Schools, increase the number of children in Franklin County that are reading-proficient by third-grade, and increase the college and career readiness of current and former Columbus City Schools students.

#### **4. Economic Development**

**ROI of Pre-K:** As previously noted, the return on investment of a high-quality pre-kindergarten education can be as high as \$8 for every \$1 invested. Using this math, Early Start Columbus may have provided up to \$72,000,000.00 in returns to our community, our city, and our state.

**Local Support:** Through Early Start Columbus, the Office has provided \$5,700,000.00 in financial support to 30 non-profits and Columbus businesses, almost all of which are minority or female-owned enterprises.

# **Department of Technology 2022 Annual Report**

The Department of Technology (DoT) supports the local government information infrastructure by providing uninterrupted, secure, and reliable information systems which touch both internal and external customers.

### **MISSION STATEMENT**

*The Department of Technology plans, designs, develops, procures, and delivers citywide information technology, telecommunications, and media services in partnership with City departments, City elected offices, boards and commissions, and other governmental entities.*

DoT works to achieve this mission by adhering to four pillars of customer satisfaction; Customer-Centered Thinking; Value-Driven through Leading Change; Collaboration and Partnership; and Continual Improvement.

DoT understands that without our customers, namely Columbus elected officials, other City departments and ultimately the public, there is no reason for us to exist. That the services we provide empower the business of government, that the world of technology is constantly changing and to be successful we must adapt and embrace change. While we have recovered from our work to support to the pandemic, we are seeing an increase in technology investment across City departments, most especially in Public Safety, Recreation and Parks, Public Utilities and Public Service as City departments continue to modernize their services in serving the public.

Presented here are some of the 2022 accomplishments of DoT. A balance of improving existing services and offering, implementing and developing new technologies that help the City of Columbus meet the needs of residents while safeguarding and maximizing the tax dollars we are allotted and adhering to the core department pillars.

### **COLLABORATION AND PARTNERSHIPS**

Dedicating resources, time and effort to join with other departments in building effective solutions which empower the business of our City. Collaboration and Partnership forms the third pillar of customer satisfaction for DoT. In 2022, DoT partnered with City offices and departments on key public policy priorities:

**Implementation of new 311 platform:** The City of Columbus implemented its first 311 system in 2006, handling well over 4 million resident requests and interactions since that time. New innovations and improvements in customer relationship management software presented an opportunity to replace the aging system. In partnership with the Department of Neighborhoods, DoT finished implementation of the new enterprise system in early 2022. Since go-live, thousands of requests have been served using the new platform.

**WebEx expansion to Columbus City Schools:** The Department of Technology continued to work with the Columbus City Schools during 2022 to update and manage the WebEx Teams application. WebEx Teams provided soft phone services and enabled Columbus City Schools to work remotely when needed and extend access to their Cisco phone system outside of the Schools network boundary.

**Replacement of legacy Income Tax system:** In 2022, DoT's Applications Team worked closely with the City Auditor's Office on the systematic decommission of their legacy system. Decommissioning the old system and transitioning to the new system will allow the City to continue processing income taxes for the City, a revenue stream that accounts for the vast majority of the City's operating budget.

**IVR upgrade:** The Department of Technology continued upgrading the City's on premise IVR system utilized by various departmental call centers including Neighborhoods (311), Building and Zoning Services, Public Utilities, and Parking Services. This upgrade increased build redundancy for additional failover capability for increased availability. The investment and effort will continue to improve the City's robust enterprise IVR solution, and help comply with newly imposed federal mandates.



**Citywide Aged Cisco Phone replacement project:** DoT started the citywide replacement of aged Cisco phone deployment project in 2021 and continued efforts during 2022. To date, approximately 60 percent of phones have been replaced out of a citywide count. This effort will continue into 2023

**DoT Project Management:** A critical service DoT provides partners and internal customers is project management of technology initiatives. In 2022, DoT's Project Management Team helped coordinate over 120 work efforts across seventeen City departments and three regional partners; addressed thirteen Administration priorities, including 311 Replacement, Real-Time Crime Center, Supplier Diversity, Body-Worn & Cruiser Camera Systems, Employee Telework, Prevailing Wages / Community Benefit Agreements, City Website Replacement, City Parks Safety Cameras, Banking Services, Income Tax Replacement, Constituent Experience Management, Power Outage Management, Campaign Finance, and more.

Additional services provided included the restructuring of the City website contract under ORC 9.48 Joint Purchasing Programs; expanded

Columbus Public Schools shared services portfolio partnership; launched new portfolio planning service offering with Columbus Schools, Municipal Court, and Division of Fire as clients; and contributed to Franklin County, MORPC, and Harvard Kennedy Government Performance Lab priorities.

### **CONTINUAL IMPROVEMENT**

As related to DoT's fourth pillar of continual improvement, the department made enhancements to many of the standard e-commerce, business technology applications and services provided to internal customers and citizens.

**E-Government:** E-Government, or electronic government, is the distribution of goods and services, or data, over an electronic network—primarily the Internet. The benefits of e-government includes around-the-clock access to information, speed of service, and transparency.

**City of Columbus Website (columbus.gov):** In 2022, Columbus.gov had over 3.5 million visitors, with many accessing the site from a mobile device. Today there are over 4,000 external web sites linking to Columbus.gov for news and information. The DoT Emerging Applications team and the Mayor's Office Communications team worked on the selection of a new web platform. Implementation of this new site will begin in 2023.

**Columbus Government Television CTV** (Spectrum and WOW, channel 1024; AT&T, channel 99; youtube.com/cityofcolumbus; and WCBZ 22.6):

The award winning CTV continued successful customer service by providing 30+ hours of original programming each month, including all City Council meetings, and press conferences. Throughout 2022, CTV produced over 550 hours of video content, 245 social media and internal videos produced, with 90% of CTV's coverage being simulcast to Facebook and YouTube—a reach that was significantly enhanced with the addition of over 1,200 new subscribers.

CTV completed the upgrade of its video production to be high definition for all content produced this year, and now has applications for Roku and Apple TV. Lastly, CTV is working with Columbus City Schools to broadcast K-12 educational content for students who want to continue their learning from home.

**Continued Remote telework response:** The Department of Technology continues to work on the deployment of enhanced telework solutions.

This involves the continued work into 2022 of the ongoing expansion of our VMWare virtual computing solutions and the efforts to implement Cisco WebEx Teams which offers soft phone capability extending our Cisco phone systems outside of the network boundary. The continued investment into these tools and solutions will benefit the City both now and in the future as teleworking needs whether under general remote work and or during pandemic circumstances.

**Core City Datacenter Network:** DoT's Infrastructure Team is responsible for providing network connectivity to all City buildings and facilities. Data Center staff and Infrastructure staff monitor City networks 365 days a year with our networking management platform. Infrastructure staff added 100 new servers for City departments; replaced the City's

storage array used by City users to store and back-up workstation files; upgraded the City's active directory system used to manage user-accounts. Our networking team moved and expanded Police Headquarters' network capacity to 10 gigabits per second, and implemented new fiber and network connections for the Columbus Police Department neighborhood security camera program, the City's new Inspector General's Office, the Police and Fire administration building, as well as a smart street lighting pilot in Linden.

**Data Management Team** – (Data Management, Data Analytics and Database Management Teams)

- In 2022, the Data Management Platform (DMP) team provided five data integrations for the new 311 OneView system; fourteen for the City's payroll system (Dayforce); completed integrations for the first phase of DPU's enhanced metering program (EMP); created two new integrations for Public Safety from CAD (COTA & Axon); and completed integrations for the first phase of the Office of Diversity and Inclusion's B2GNow application.
- Data Analytics team provided data and programmatic dashboards for the 311 OneView system, and built multiple dashboards for ODI Supplier and Workforce effort.
- Database Management team built and enhanced databases for DoT's Cherwell application, Public Safety's Responder Phase 1, Health's REDCap, Public Utilities PAWS, and for the City Attorney's Matrix Civil Phase One; and provided data migration for 311/OneView and Income Tax Phase One.

**Geographic Information Systems (GIS):** In 2022, the DoT GIS team continued providing mapping services for numerous departments and offices. Projects included creating an application for citizens to easily find their City Council District; working with Columbus Public Health to create a new Hub site for the Columbus & Franklin County Addiction Plan; upgrading the Sanitary Sewer Overflow/Combined Sewer Overflow website (DPU) to a modern web mapping platform; and supporting the deployment of PAWS - a new GIS application for DPS.

**GovDelivery Communication** ([columbus.gov/mycibus](http://columbus.gov/mycibus)): DoT, on behalf of the Mayor's Office, continues to lead the effort to manage and procure the GovDelivery non-emergency communication tool for use throughout the City enterprise. In 2022, a total of 973 bulletins were distributed/delivered to over 11 million recipients. Today there are 466,355 subscribers. The most popular topic among subscribers is the *Recreation and Parks Weekly Updates* with 69,397 subscriptions.

**Continued Expansion of the Fiber Network:** In 2022, DoT continued to plan and execute fiber expansion projects, including the rollout of fiber to numerous Recreation and Parks facilities throughout the City. These new connections enabled improved network connectivity which allowed new on-site training opportunities and improved computing and communications services. Today, the Columbus Fiber network consists of over 1,000 miles of cable throughout the city.

**Information Security:** In a time of increased cyber threats, the importance of digital and network security cannot be understated. DoT's Information Security Team oversee the protection of the City's technology infrastructure and data. Important 2022 work included the upgraded/enhanced of cybersecurity solutions (Proofpoint, Splunk, Trellix/McAfee, etc.); laid groundwork for hybrid cloud malware protection to increase visibility on off-network computers; closed-loop email analysis and response (CLEAR) and decrease time to malicious email response and remediation; and enriched vulnerability data with CISA's list of vulnerabilities known to have been exploited throughout the world.

The Security team also improved secure management of DoT's privileged passwords, helped develop the first City-wide cyber education campaign for Cybersecurity Awareness Month; facilitated DoT's response to IRS 1075, PCI DSS, HIPAA and financial systems compliance audits and subsequent findings; and published RFQ022363 IT and Cybersecurity Products and Services. The team will soon be embarking on the first Citywide Technology Security assessment—an effort expected to span multiple years.

# **Office of Diversity and Inclusion 2022 Annual Report**

The Office of Diversity and Inclusion recognizes that diversity initiatives are only one form of social responsibility. More than ever, both workplace and supplier diversity has significant potential business payoffs. Supplier diversity has been shown to boost innovation, improve our City's brand perception, drive expansion into new markets, and create sustainable business growth within Columbus.

As we look to make supplier diversity a priority for the City of Columbus, we want to equally look at employee diversity as an important counterpart. A diverse, inclusive workplace is essential to Mayor Ginther's Opportunity Rising Plan. To ensure we tell and share stories with respect, empathy, and accuracy, we are committed to fostering a diverse staff to more fully reflect the communities we serve.

#### 2022 Major Accomplishments:

##### Supplier Diversity

- Since 2019, the Office of Diversity and Inclusion's Supplier team has taken several steps to improve its utilization of minority and women-owned business enterprises in public contracting.
- Where We Were: Diverse spending percentage never reached double digits.
- Where We Are: Since elected, utilization has increased by nearly 5%. Columbus's Small Business Community was impacted greatly by COVID. Even during those unprecedented times, Columbus continued to focus on supplier diversity and supported our marginalized businesses.

##### 2022 Diverse Spend:

- 66.49% of our diverse spend are businesses right here in Columbus.
- 50 million dollars in diverse spending to 192 total certified businesses.
- Of the 192 businesses - 43% are MBEs, 33% are WBE
- Supplier diversity in City contracts has increased from 11.45% in 2021 to 12.16% in 2022; likewise, higher dollars were spent with diverse subcontractors.

##### Crew

The Crew continues to work with the Office of Diversity and Inclusion to find opportunities for MWBEs in their ongoing operations. Recent examples include:

- Utilization of 7 local minority and women-owned restaurants and vendors during the 2022 season
- Fundraising opportunities for 8 local women-operated nonprofit organizations, raising \$165,000, during the 2022 season
- Utilization of 2 minority-owned architecture firms, including locally women-owned firm Columbus Architectural Studio, in the design of new fan spaces at Lower.com Field and the new Crew business offices at the Municipal Light Plant
- Proud supporter of the 2022 OhioMBE awards and procurement and financial fair
- Established a committee with our fan base, organized by Nordecke. The goal of the committee is to create a very inclusive environment at Lower.com Field and to help us build a more diverse fan base to support the global game.

##### Workforce Diversity

- Since FY16, racially and ethnically diverse employees in the workforce have increased from 24 % to 31 %, and a 20 percent increase in employees who earn \$100,000 and above.
- At the end of, FY22 the City workforce included 9,629 employees. In partnership with the Department of Technology, The Office of Diversity and Inclusion collects, analyzes, and reports workforce data including race, gender, ethnicity, age, salary, and bargaining unit.
- As of the end of FY22, men comprised 69 %, and women comprised 31 % of the City workforce. The breakdown of the City's workforce by race and ethnicity is as follows: 69.21 % self-identified as white, 18.65 % as Black or African American, 1.80 % are two or more races, 1.59 % are Hispanic or Latino, and 1.12% are Asian or Pacific Islander.
- Note: 7.38% did not self-identify their race or ethnicity.

- Representation of women in executive leadership positions increased to 50% since the Mayor took office in 2016, 48% identify as Black or American-American.

#### Diversity Youth and Entrepreneurship

- In partnership with Columbus Recreation and Parks Department, the DYEP program was developed for Columbus City School Students in grades 10-12 that had an interest in owning their own business. This opportunity allowed youth to work directly with local Minority Business Entrepreneurs and Woman Business Entrepreneurs.
- This was an 8-week program that was hands-on and provided student's insight into owning their own business and the steps it takes in order to be successful. The benefits of this program were:
  - a. Establish business relationships with local businesses
  - b. Receive mentorship from small business owners
  - c. Provide students with summer employment that offered competitive pay, and assistance with developing personal business brand and identity.

#### Employee Engagement Survey

In 2022, we launched the 2nd Employee Engagement survey. The overall rate of participation was 20% with a satisfaction rate of 64%. The survey serves as a valuable tool to help our office and department leaders measure the level of engagement and feedback around these engagement drivers:

- Work/Job Role
- Leadership
- Career Growth/Opportunities
- Diversity, Inclusion, Equity
- Work environment/ Organizational Culture

Moving forward, the Office of Diversity and Inclusion will be partnering with Human Resources and departments to analyze the engagement survey results, and develop measurable action planning.

#### GOVERN 2.0

This year we held our 2nd event, GOVERN 2.0! We had a total of 175 attendees attend this exciting day of learning and networking. Partners from Huntington, COTA, AEP, MORPC, and the State of Ohio came to support us. The Mayors of Cleveland (Justin Bibb) and Cincinnati (Aftab Pureval) came to discuss how they are working to move their cities forward post-COVID. We also had insightful discussions with the other City of Columbus leaders to discuss areas of concern that not only plague our city, but also our workforce and the communities we serve. This year we focused on three thoughtful topics; Leading Cities, Policy, and Justice and Practical Allyship.

#### Equity

The City of Columbus has established the Equity Manager position in the Office of Diversity and Inclusion. As we work alongside each department, the focus of this position will be to assist departments to identify target measurements related to the Mayor's Opportunity Rising Plan. These measurements will provide valuable data specific to how the City of Columbus is supporting equitable procedures, and policies at a departmental level.