

Columbus City Bulletin



2009

ANNUAL REPORT

Andrea Blevins, City Clerk
COLUMBUS, OHIO

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2009 ANNUAL REPORT

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**CITY COUNCIL
2009 ANNUAL REPORT**

2009 City Council Annual Report

The national economic downturn continued to have a profound impact on the city's financial outlook in 2009 and created challenges for City Council and other city officials. Mayor Michael B. Coleman's 2009 general fund budget proposal totaled \$643.5 million, which included projected revenues of \$615 million and the use of \$28.5 million from the Economic Stabilization Fund (more commonly known as the "Rainy Day Fund"). This original budget proposal was \$12 million less than the 2008 general revenue fund budget and was \$54.5 million less than a continuation budget would have necessitated. However, City Auditor Hugh J. Dorrian reduced the general fund revenue projection by an additional \$13 million based upon end-of-year tax receipts in 2008. Thus, in January 2009, Council President Michael C. Mentel and Mayor Coleman appointed a joint task force comprised of staff members from both City Council and the administration to identify ways to cut an additional \$13 million from an already austere budget.

Also in January 2009, two new members were appointed to City Council. A. Troy Miller and Eileen Y. Paley were selected to fill unexpired terms vacated when Kevin L. Boyce was appointed Ohio Treasurer of State and Maryellen O'Shaughnessy was elected Franklin County Clerk of Courts. Mentel continued to serve as President and Hearcel F. Craig was voted President Pro Tempore, replacing Boyce. Chairing Council's thirteen committees were: President Mentel, Finance and Rules and Reference; President Pro Tem Craig, Public Service and Minority and Small Business Development; Andrew J. Ginther, Public Safety and Development; Councilmember Miller, Administration; Councilmember Paley, Judiciary and Court Administration and Public Utilities; Councilmember Charleta B. Tavares, Health, Housing & Human Services and Workforce Development; and Councilmember Priscilla R. Tyson, Recreation and Parks and Zoning. Angie Blevins served as City Clerk and Deborah Klie was appointed City Treasurer.

Columbus City Council considered a total of 1,543 ordinances, 145 resolutions and 29 ceremonial resolutions.

Columbus City Council took extraordinary measures during 2009 to reform local government and protect the city from the lagging national economy. In order to correct a long-standing structural imbalance in the city's financial structure, City President Mentel helped the Mayor create the Economic Advisory Committee (EAC), a highly respected group of business and civic leaders who were asked to study every facet of city budgeting and spending practices. The result of the committee's work was a series of recommendations to the community on how to most wisely and efficiently spend public funds.

City Council adopted *resolution 0057X-2009* in May, formally outlining the Reform and Efficiency Action Plan, which included new approaches to employee benefits, public safety reforms, and strategic partnerships. The plan's proposals incorporated components of a three-part plan that included job creation, streamlining government, and raising new revenue to stabilize the city's long-term financial outlook.

One of the critical aspects of the EAC report was the recommendation for an increase in the income tax. Income tax receipts account for nearly 70% of the general fund operating budget and it had been 27 years since the last increase in Columbus. After careful consideration with the Mayor, City Auditor, City Attorney, as well as business and civic leaders, City Council voted to place an income tax issue on the ballot in an August special election. Voters approved the increase from 2.0% to 2.5%. Collections at the new rate began on October 1, 2009 and are expected to generate \$113 million in 2010.

In December, Council members unanimously adopted *resolution 0178X-2009*, pledging Council's intent to replenish the "Rainy Day" fund, with \$50 million by the end of 2014.

Safety

The Columbus Division of Police was honored in March when President Barak Obama joined city leaders for the graduation ceremony of the 114th Police Recruit Class. 25 recruits, who were laid off earlier in the year before they could become officers, were sworn in when Columbus was awarded American Recovery and Reinvestment Act (ARRA) funds to hire the officers. In April, Safety Committee Chair Ginther sponsored legislation to take the formal action required to accept the \$4,209,588 Byrne Justice Assistance Grant (JAG), which helped ensure the graduates of the most recent Columbus Police recruit class were in full uniform working to protect the citizens of Columbus. *Ordinance 0471-2009* authorized the city to accept a memorandum of understanding and inter-local agreement with Franklin County. Along with funding the recruit class, the JAG resources were applied towards Community Crime Patrol, the Automated Fingerprint Identification System (AFIS) maintenance contract, finger printing at the Municipal Court, a forensic scientist for DNA testing, and an arraignment advocate for domestic violence cases.

Additional Safety Efforts

- Columbus City Council voted to accept a \$125,000 grant through the Paul Coverdell Forensic Science Improvement Act Grant Program from the National Institute of Justice. Funds were used to purchase an automated forensic laboratory information management system, barcode readers and printers. The system provides a

computerized chain of custody tracking system and a means of central data collection. The computerization will improve the quality and timeliness of the Police Division's forensic services.

- Council authorized the expenditure of \$2,315,142 from the General Permanent Improvement Fund for the purchase of 62 Crown Victoria police vehicles and optional equipment such as computers, docking systems, digital video systems, and sirens. The new cruisers permanently replaced older vehicles that had accrued high mileage. The new cruisers are expected to be patrolling city streets by the summer of 2010.
- In an unprecedented move that drew praise from all sectors of Columbus government, Columbus Firefighters agreed to delay their negotiated 4% pay raise for 2009 in order to help city leaders address the budget shortfall.

Councilmember Eileen Paley, chair of the Judiciary and Court Administration Committee, worked with the Franklin County Municipal Court to enhance their specialty docket, which saves city tax dollars and helps change lives. The Municipal Court operated one specialty docket to process cases for defendants who have been diagnosed with a mental illness. The program realized substantial savings by providing an alternative to incarceration through an intensive, court-supervised environment that addresses criminal activity and helps offenders become productive members of society. Councilmember Paley's introduction of *ordinance 0934-2009* helped establish a new sub-fund to expand the specialty docket into two programs: the Changing Actions to Change Habits Program (CATCH) and the Addiction Program Specialty Docket (APSD). The CATCH Program is designed for those with multiple solicitation arrests and the APSD will address individuals with alcohol and/or chemical dependencies. Both will require limited court involvement in treatment planning and compliance, which should result in more effective utilization of court resources.

Capital Projects

Excluding the 0.5% increase, actual income tax receipts declined by 5.25% in 2009. This decline severely limited the 2009 Capital Improvement Budget (CIB), as one quarter of all collections are set aside for capital projects and debt service. City Council passed a \$24.1 million capital budget—one-tenth of the previous year's CIB—with the 2009 CIB being used to pay for previously incurred debt and not new projects. This situation forced city leaders to aggressively seek ARRA funds to meet some of the basic capital needs for the city. Public Service & Transportation Committee Chair Hearcel F. Craig sponsored legislation authorizing the city to accept \$33.5 in stimulus funds for three capital improvement projects that should create jobs and support economic development in Columbus:

- Parsons and Livingston Improvements Project (\$25,000,000): Street widening, new sidewalks, trees, medians, lighting, utility relocation, traffic signals and bike lanes.
- River South Phase 2 Improvements Project (\$5,500,000): Upgraded sidewalks with pedestrian crossing upgrades at intersections, landscaping, storm sewers, water lines, street lighting, and traffic control devices in the River South District.
- Federal Aid Routes 2009 Resurfacing Project (\$3,000,000): Reconstruction and resurfacing of eight city streets, including ADA curb ramp upgrades.

Recreation Services

Two months after 11 recreation centers were closed in a cost-cutting measure to close the \$13 million shortfall, City Council drafted legislation to enter into agreements to either reopen or begin limited services at seven of the centers. Councilmember Priscilla R. Tyson worked with Legislative Research Office Senior Advisor Pete Cass and Recreation and Parks leaders to transfer \$618,000 from the Hotel/Motel Excise Tax fund, commonly referred to as the bed tax fund, to help community partners operate the centers. According to city code, a maximum of 1.5% of the bed tax may be used for the purpose of “expanding cultural services for the enrichment of the community.” The decision to allocate resources from the bed tax fund, which is separate from the general revenue fund that pays for the city’s operating expenses, derived from the recommendation of the joint work group comprised of staff from City Council and Mayor Michael B. Coleman’s administration. The legislation also continued the modest level of funding set aside each year for community festivals through the Partnership through Sponsoring Program.

City Council also helped move forward a major project that promises to reshape the heart of downtown. Councilmembers approved legislation to allow the Capitol South Community Urban Redevelopment Corporation, a non-profit group committed to downtown revitalization efforts, to enter into financing agreements for the demolition of City Center Mall and creation of the Columbus Commons park. No general revenue fund dollars were used for the demolition nor will any be used for the construction phase of the project.

Housing

The U.S. Department of Housing and Urban Development’s Neighborhood Stabilization Program (NSP) is designed to assist communities hit hardest by foreclosures and abandonment by providing targeted emergency assistance to acquire and redevelop properties. Columbus was awarded \$22,845,495 in NSP 1 funds and in 2009 began the process of distributing those

resources to area groups with programs working to build stronger neighborhoods. Health, Housing & Human Services Committee Chair Charleta B. Tavares hosted a series of public hearings to discuss the grant and sponsored ordinances to allocate NSP funds to partners.

Economic Growth Opportunities

With the support of City Council, Columbus continues to position itself as a global leader in high-technology industries by helping to provide the knowledge and infrastructure needed to help businesses grow. Council President Mentel and Councilmember Miller, chair of the Administration Committee, sponsored two ordinances that enabled the city to begin acquiring a more robust fiber optic network and position Columbus as ostensibly the only large city in the nation to own a fiber optic network for economic development purposes. *Ordinance 1296-2009* authorized the Department of Technology to enter into a contract to begin purchasing fiber and underground conduit from Columbus Fibernet, LLC. The conduit and fiber ultimately will provide a loop around the city, allowing access points for fiber-optic backhaul to future wireless networks or fiber-to-the-premise networks. *Ordinance 1297-2009* authorized a contract to acquire the rights and interests in fiber-optic conduit in the downtown business district, which will be used as an economic development incentive to bring high-tech companies to Columbus by providing an existing "telecommunications pathway," allowing prospective businesses to avoid the costs associated with constructing their own conduits.

City Council also continued their longstanding support for Tech Columbus, an internationally acclaimed small business incubator. TechColumbus provides infrastructure and other support services to accelerate the growth of high-technology companies. Council committed \$188,000 to the Entrepreneurial Signature Program, a key component in TechColumbus' business development effort to attract and grow new high-tech firms. This allocation represents the second year of City Council's financial commitment to help TechColumbus secure \$15 million in state grants.

**CITY TREASURER
2009 ANNUAL REPORT**

**ANNUAL REPORT
DEPARTMENT OF CITY TREASURER
FOR THE YEAR ENDING DECEMBER 31, 2009**

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

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

The average daily balance of investments in 2009 was \$1,013,695,688.38 with investment earnings of \$14,297,323.87 for a yield of 1.410 percent. The investment balance at year end was \$1,031,064,720.68. Schedules of all investment activity for the year, and the portfolio composition as of December 31, 2009 are presented later in this report.

Columbus City Treasurer's Office
Balance Sheet as of 12/31/09

ASSETS:

Cash in Banks	3,136,286.40
Cash-in-Payroll Account	1,021,358.24
Cash-on-Hand	255,247.35
Receivable Items	43,280.19
Sinking Fund Coupons	74,745,853.13
Returned Checks	60,631.01
Treasury Investments	1,031,064,720.68
Total Assets	<u>\$1,110,327,377.00</u>

LIABILITIES:

Auditor's Warrants Payable	38,654,442.28
Sinking Fund Warrants Payable	74,757,729.49
Payroll Checks Issued	1,021,358.24
Advance Receipts	6,951,400.08
Total Liabilities	<u>121,384,930.09</u>
City Fund Balance	988,935,605.47
Sinking Fund Balance	6,841.44
Total Fund Balances	<u>\$988,942,417.21</u>
Total Liabilities and Fund Balance	\$1,110,327,377.00

Columbus City Treasurer Investment Earnings-Cash Basis 1987-2009

Year	Earnings
1987	\$28,388,518.85
1988	\$22,060,069.73
1989	\$25,936,181.69
1990	\$25,462,770.85
1991	\$21,972,435.31
1992	\$14,630,762.90
1993	\$14,078,568.03
1994	\$14,407,539.40
1995	\$21,167,207.89
1996	\$24,328,056.80
1997	\$26,925,897.15
1998	\$29,599,645.25
1999	\$31,525,495.24
2000	\$36,981,982.63
2001	\$40,300,193.79
2002	\$26,027,402.32
2003	\$16,136,402.90
2004	\$10,336,025.03
2005	\$18,399,091.67
2006	\$40,592,503.35
2007	\$54,766,454.31
2008	\$52,196,589.58
2009	\$18,000,322.49

CITY OF COLUMBUS
DECEMBER 31, 2009
INVESTMENTS BY TYPE

	Amount	Average Yield	% of Portfolio
FFCB Coupon Notes	0.00	0.00%	0.00%
	-----		-----
Federal Farm Credit Bank	0.00		0.00%
FHLB Coupon Notes	49,995,013.70	0.92%	4.85%
FHLB Coupon Notes-Callable	291,862,881.18	1.29%	28.31%
FHLB Discount Notes	0.00	0.00%	0.00%
	-----		-----
Federal Home Loan Bank	341,857,894.88		33.16%
FHLMC Coupon Notes-Callable	151,197,529.70	2.08%	14.66%
FHLMC Discount Notes	0.00	0.00%	0.00%
	-----		-----
Federal Home Loan Mortgage Corp.	151,197,529.70		14.66%
FNMA Coupon Notes	0.00	0.00%	0.00%
FNMA Coupon Notes-Callable	115,578,925.00	1.89%	11.21%
	-----		-----
Federal National Mortgage Association	115,578,925.00		11.21%
Certificates of Deposit	215,000,000.00	1.38%	20.85%
Star Ohio	1,905,581.29	0.08%	0.18%
Bank One Bank Account	185,946,491.02	0.19%	18.03%
Huntington Premier Money Market	7,672,542.21	0.25%	0.74%
Key Bank	318,671.61	0.18%	0.03%
Nationwide Bank	10,351,080.65	1.50%	1.00%
US Bank	4.32	0.16%	0.00%
Street Lighting/Brewery District	1,236,000.00	3.66%	0.12%
Total Investments	1,031,064,720.68	1.27%	100.00%

**CITY ATTORNEY'S OFFICE
2009 ANNUAL REPORT**

2009 Annual Report
Columbus City Attorney's Office
Richard C. Pfeiffer, Jr., City Attorney

Pursuant To:
Columbus Charter, Section 231; Columbus City Code Section 121.03

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

Administration Section – Angela D. Radney, Chief of Administration

This section is responsible for the administrative support of the office. All the office's human resources, fiscal, technology and facilities management functions are controlled out of this section. In performing these functions, the section oversaw the expenditure of \$11,860,746.00 from all funds, while providing personnel support to the 120 full-time and 33 part-time employees that served the office on a daily average. Of the full-time employees, 58 were attorneys.

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

Formerly titled the Business & Regulation Section (the name changed in June when long-time Chief Counsel Daniel W. Drake retired), the General Counsel Section serves as the primary legal counsel to city officials on issues relating to city services, legislation, contracts, zoning, economic development and other day-to-day operations of city government. Throughout 2009, the section reviewed 2,030 contracts through the city's Performance Purchasing system and 1,600 ordinances and resolutions through the city's Legistar system. Provided counsel on major projects to: a) Department of Technology on wireless service to the Scioto Mile project; b) Department of Public Safety on a major contract to replace the Computer Aided Dispatch (CAD) system; c) Department of Public Utilities on finalization of a settlement to facilitate completion of the Big Walnut Area Interceptor Sewer project; and, d) Department of Development on negotiations to create a Joint Economic Development District on West Broad Street. Additionally, the section advised the Departments of Public Utilities and Recreation and Parks on numerous encroachments on city property, and advised the Board of Health in its review process for the proposed expansion of a construction and demolition debris facility.

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

The section is responsible for rendering legal advice to city officials and managers on labor and employment issues, and for handling all labor and employment-related matters involving the city's relationship to its seven collective bargaining units and its approximately 8,000 employees. These matters are handled in various forums, including arbitration, federal and state courts, the U.S. Department of Labor, the U.S. Equal Employment Opportunity Commission, the Ohio Civil Rights Commission, the State Employment Relations Board, the Columbus Civil Service Commission, the Unemployment Compensation Board, the Ohio Bureau of Workers Compensation, the Columbus Community Relations Commission and the Industrial Commission of Ohio. At the start of 2009, the section was handling 107 matters in several of those forums, to which 99 new ones were added throughout the year, and 58 were closed during the year. The section successfully defended the city in 48 of the matters, while of the remaining 10, 6 were settled and 4 went against the city. On a daily basis, the section responded to questions from the various city departments on labor and employment issues, including issues related to the Family and Medical Leave Act, the Fair Labor Standards Act, Americans with Disabilities Act, Age Discrimination in Employment Act, Title VII and the Ohio Civil Rights Act.

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

Litigation occurs in several of the office's sections; however, this section's litigation concerns claims against the city and its employees that seek monetary damages based on allegations of personal injury, property damage or violation of constitutional rights (42 USC 1983). In 2009 the section took on 58 new lawsuits naming the city and its employees as defendants, lawsuits that requested over \$10 million in damages. Of the 38 cases that were closed in 2009, 16 were resolved by way of settlement, 10 were dismissed in the city's favor on summary judgment motions, 1 was dismissed in the other party's favor on a summary judgment motion, 9 were dismissed for other reasons, 2 were decided in the city's favor on dispositive motions and none went to trial. Overall, the city paid out \$1.543 million to resolve all lawsuits in 2009 wherein the city and/or its employees were defendants. At the end of the year there were 79 active cases pending on this section's docket.

Claims Division – Nancy L. Weidman, Division Chief

This division is responsible for the collection of debt owed the city and for investigating and paying or denying claims for personal injury and property damage made against the city. In 2009, \$1,945,627.90 was collected from delinquent taxpayers through the efforts of 2 attorneys and 3 support staff members. Another \$1,222,862.12 was collected from delinquent taxpayers through the efforts of two outside collection agencies employed by the City Attorney on behalf of his clients. \$193,618.70 was collected through the efforts of 1 attorney and 2 support staff members for other than tax-related indebtedness.

Another \$222,812.60 was collected through the effort of the outside collection agencies for other than tax-related indebtedness. 2,437 new tax suits were filed in 2009, an increase of 503 cases over the prior year, and 60 non-tax suits were filed. At the request of the City Attorney, and with the concurrence of the City Auditor, City Council enacted legislation whereby the cost of the outside collection agencies' fees would be paid for by the debtors. This legislation took effect April 1, 2009, and has been helpful in both encouraging debtors to pay sooner and helping the city to off set the fee paid to the outside collection agencies.

The division also investigated and processed 46 new claims against the city and paid negotiated settlements on 23 of those. On demands totaling \$690,157.41, the city paid out \$174,571.91. Additionally the division began contacting and negotiating directly with medical service providers for savings to the city on claims cases.

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

This two-attorney office provides comprehensive legal advice and training to the division of police's approximately 1,860 sworn officers and approximately 330 civilian employees on a 24-hour/7-day-a-week/365-day-a-year basis. In 2009, the office provided at least two hours of in-person legal training to every division police officer, which included over 60 separate in-person sessions with various groups of officers and the classroom legal training for the one recruit class that went through in 2009. Thirteen legal updates --detailed publications that update the division of police on current legal issues-- were prepared and also shared with other jurisdictions throughout Central Ohio. Additionally: a) comprehensive updates of the division's Criminal Complaint Manual and the Arrest, Search and Seizure Manual were completed; b) reviews and comments on nearly forty division directives were done; c) over one hundred policy planning meetings were attended; d) on a daily basis an average of fifteen oral and electronic requests for advice and information occurred; e) sixty police roll calls were attended, as well as numerous community meetings; and, f) a training video on Fourth Amendment procedure was produced and viewed by all officers.

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

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

In 2009, this division's various units:

- a. Prosecuted 137,815 misdemeanor cases with courtroom prosecutors carrying an average of 428 criminal/traffic cases per month.
- b. Conducted 60 jury trials, 273 bench trials and 148 motion hearings.
- c. Completed 30 appellate briefs, 23 of which were filed in the 10th District Court of Appeals and 7 in the Ohio Supreme Court, with a 95% successful conclusion.
- d. Filed 550 objections to applications for expungements.
- e. Responded to over 1,450 defense motions.
- f. Resolved, in the arraignment courtroom where defendants are summoned in, 1,725 of the 5,227 OVI charges, with a conviction rate of 89%.
- g. Responded to 223 public records requests.
- h. Generated \$139,736.55 in revenue providing domestic violence advocacy and legal services to several area municipalities.
- i. Processed 6,529 citizen complaints which resulted in filing 1,245 criminal charges.
- j. Conducted 201 mediation hearings, 79.1% of which ended in an agreement.
- k. Filed 816 passing bad check charges while diverting 6,500 such charges because of 12,428 scheduled hearings resulting in the recovery of \$332,574.98 on dishonored checks.
- l. Diverted 539 theft cases and 809 traffic cases of defendants who with the successfully completed a diversion program.
- m. Provided domestic violence advocacy protection to 5,722 victims of domestic violence.
- n. Prosecuted 4,776 domestic violence cases, resolving 3,970 with the four-attorney DV Prosecution Team, securing a 66% successful prosecution rate.
- o. Secured 651 protection orders at the arraignment stage for victims of domestic violence.

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

In 2009 this division provided legal and negotiation advice for 42 projects contributing to the city's development, including the acquisition of properties for major construction projects such as the widening of Hilliard-Rome Road and Alum Creek Drive, and the completion of acquisition for a major sanitary sewer tunnel designed to prevent overflows to the Scioto River. In addition, the division completed two projects under highly accelerated schedules, a widening at Livingston and Parsons Avenues, and improvements to streets in the downtown Riversouth District. Such a schedule for these projects was needed to obtain \$30 million in federal funding provided by the American Recovery and Reinvestment Act of 2009. In all, the division processed 571 parcels of land for various city projects. Major purchases negotiated by the division included two farms in northwest Delaware County needed by the Department of Public Utilities to construct to an up-ground reservoir site, a site for a downtown odor-control facility in the Arena District, a new site for the city's impound lot and a ten-acre site north of the Jackson Pike Wastewater Treatment Plant to allow for future expansion.

Zone Initiative Unit – The Team: Michelle L. Cox, Stephen C. Dunbar, Natalia S. Harris, Brandon E. Shroy and Jolita (Jody) M. Spurlock

This five-attorney team, with each member assigned to one of five of the zones created by the division of police, functioned to provide the shortest line of communication from where a problem existed in the community to where a remedy could occur, if a remedy was possible. Each attorney attended numerous police roll calls (a roll call being the assembly of patrol officers at a precinct station before going out “on the street”) and numerous community meetings (area commission meetings, civic association meetings, blockwatch meetings). Over 150 roll calls, 230 community meetings and 1,250 phone calls in response to questions, were handled by this unit in 2009.

Additionally, the unit filed 412 complaints for injunctive relief against real properties and their owners which were deemed public nuisances. Of those that were resolved in 2009, 49 of the complaints were dismissed for costs because the owners abated the nuisance before trial, 32 owners agreed to a permanent injunction to abate the nuisance condition and henceforth maintain the property in a non-nuisance manner, 76 ended in default judgments and in 11 the city secured summary judgments in its favor.

Using Chapter 3767 of the Ohio Revised Code, the unit filed 19 actions against “crack houses,” securing 16 board-ups. Three actions were pending at the end of 2009.

This unit was also responsible for prosecuting those liquor permit holders who Columbus City Council, by resolution, deemed were not worthy of renewal or transfer of their permits. 17 renewal objections were pursued, with 8 being sustained, 5 overruled and 4 being resolved by agreement of the holder and the city. Requests for 11 new permits and transfers of permits were objected to in 2009. 6 of the city’s objections were sustained, 1 was overruled, 3 were resolved by agreement and 1 was pending at the end of 2009.

Notable among the unit’s accomplishments were: a) working with Franklin County Commissioners, the Central Ohio Transit Authority and community groups, landscape and fencing improvements were made at the southwest corner of Mt. Vernon Avenue and North 20th Street in an effort to interdict the conduct of illegal activities occurring on that corner; b) the abatement of a persistent nuisance at 283 East Spring Street where excessive police runs and shootings were occurring; c) coordinating with Councilmember Andrew Ginther and his office the effort to address the Southside Task Force’s concern about vacant and abandoned structures on the Southside; d) successfully removed a commercial road from a residential subdivision; and, e) abated a long-standing nuisance on Briggs Road.

-END-

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**CITY AUDITOR
2009 ANNUAL REPORT**



HUGH J. DORRIAN

CITY AUDITOR

614 / 645-7615

City of Columbus
OHIO

90 WEST BROAD STREET
COLUMBUS, OH 43215

ROBERT L. MCDANIEL

DEPUTY CITY AUDITOR

FAX: 614 / 645-8444

March 10, 2010

Mr. Michael Mentel
President
City Council
Columbus, Ohio 43215

Dear President Mentel:

Submitted herewith is the annual report of the Department of City Auditor, City of Columbus, Ohio, in accordance with Section 231 of the Columbus City Charter for calendar year 2009.

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

An independent audit is conducted of the City and its chief accounting officer. This audit for 2009 is now in progress. An annual financial report of the total City for the year ended December 31, 2009 containing the independent auditor's report will be issued on or about May 16, 2010.

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

Very truly yours,

Hugh J. Dorrian
City Auditor

HJD/rlm
Enclosure

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

Total Expenditures

	<u>2009</u>
Personal service	\$ 2,389,856
Materials and supplies	26,717
Services	605,794
Other disbursements	10,440
Capital outlay	<u>-</u>
	<u>\$ 3,032,807</u>

Hotel-Motel Tax Collections

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

(in thousands)			
2009	\$12,727	2004	11,731
2008	14,679	2003	\$11,441
2007	14,883	2002	11,046
2006	13,948	2001	11,140
2005	13,073	2000	11,426

Miscellaneous Data

	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
Vouchers paid	95,491	119,154	121,723	98,985	90,255
Receiving warrants written	8,678	8,060	8,124	7,915	7,695
Disbursing warrants written	70,170	74,100	77,076	77,345	77,133
Funds and sub-funds accounted for:					
General	6	6	7	7	6
Special Revenue	47	46	45	46	44
Trust & Agency	22	21	21	19	19
Debt Service	42	35	21	15	19
Internal Service	7	6	6	6	6
Capital Projects	31	34	39	37	33
Enterprise	<u>40</u>	<u>30</u>	<u>33</u>	<u>42</u>	<u>34</u>
Total	<u>195</u>	<u>178</u>	<u>172</u>	<u>172</u>	<u>161</u>

**MAYOR'S OFFICE
2009 ANNUAL REPORT**

Mayor's Office 2009 Annual Report
Mayor Michael B. Coleman

The City of Columbus continued to create jobs and deliver core neighborhood services in 2009 while winning approval of a 0.5 percent income tax increase that will allow the delivery of those services in the future. Under the direction of Mayor Michael B. Coleman, Columbus continues to spur economic development, despite the worst national economy since the Great Depression. In 2009 Mayor Coleman also continued to take initiatives to increase the quality of life, build strong neighborhoods and ensure public safety so that Columbus can come out of this recession stronger than when it began.

In 2009 Columbus leveraged city resources to secure 16 new projects. Over the next 5-10 years, these projects will create 4,127 new jobs, retain 17,062 and generate \$5.9 million of new income tax and \$1 billion of new private investment.

In August, Columbus voters approved a 0.5 percent increase in the city income tax, allowing the city to avert a financial catastrophe. Thanks to the support of the voters, Columbus will be able to preserve its quality of life and continue to deliver core neighborhood services, including police and fire protection without layoffs. Over time the tax increase will allow the city to restore many of the services that were cut in recent years.

As part of the effort to achieve long-term budgetary security, Mayor Coleman led the effort to implement a 10-Year Reform Plan to save taxpayer dollars through reforms and efficiencies. According to the independent Columbus Accountability Committee, the reforms taken by the city last year will generate aggregate savings of \$105.5 million through 2019. Continued reduction of the city's payments for the employee portion of pension contributions, which would have to be achieved in future collective bargaining negotiations, could produce savings far greater than the present total. These successes helped the city earn Aaa credit rating scores from all three major bond rating agencies, keeping Columbus as the only large city in the country with such a distinction.

Under the mayor's leadership, Columbus continued to receive national recognition as one of the best cities in America, including from *U.S. News & World Report*, which named Columbus one of the best places to find a job. Wisconsin-based Next Generation Consulting lists Columbus 10th among large cities as one of the best cities to live and work as young professionals. Forbes ranked Columbus as the No. 7 best bargain city in the nation based on cost of living, housing opportunity, unemployment rate and average salary. Columbus was ranked eighth among metropolitan areas with populations larger than one million for new and expanded corporate facilities.

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

**CIVIL SERVICE COMMISSION
2009 ANNUAL REPORT**

2009 Report to Columbus City Council

The Columbus Covenant identifies peak performance as one of its seven goals. The Civil Service Commission plays an integral role in helping the City achieve the peak performance goal for its approximately 7,700 full-time employees. City employees serve the public in a wide variety of jobs, such as construction inspectors, recreation leaders, and tree trimmers. Other City employees work in jobs such as police communication technicians and traffic line workers. Still other employees provide the support that keeps the front-line workers moving. These jobs include purchasing expeditors, custodians, and accountants. For about 97 percent of all City jobs, the Civil Service Commission assesses the qualifications of applicants to help ensure they are capable of delivering quality services to the public. The more competent the City workforce is, the greater the quantity and quality of services that can be provided to the public with the same tax dollars.

Recruitment

In 2009, the City's primary recruitment tool is its online employment center which features an automated job interest database. This service can be utilized over the internet at the Commission's website, by mail, or at kiosks located at the Commission offices. A potential applicant can indicate an interest in a particular job and when the City is taking applications for that job, the applicant receives a notice to apply. During 2009 all of these requests for service were paperless. The Commission website also provides applicants comprehensive access to City of Columbus job information including current vacancies, job descriptions, qualification requirements, and salary information. During 2009, the Commission received nearly 17,000 job interest forms that triggered the mailing of 4,100 notices of either job vacancies or testing opportunities to potential applicants. More than 6,000 applications for City jobs were filed with the Commission during the year, 90% of which were filed through the website.

Applicant Testing

One of the primary ways the Commission supports the peak performance goal is to administer the City's competitive testing system. For approximately 42 percent of the City's job classifications (271 of 648 job classes), the Commission staff develops and administers exams designed to measure important knowledge, skills, and abilities needed for successful job performance. These tests are usually conducted at one of the Commission's two testing centers. By testing, applicants compete for jobs by demonstrating their qualifications through performance tests, written tests, training and experience assessments, and other ways. This system guarantees the public access to City jobs and helps ensure that tax dollars are spent hiring highly, rather than marginally, qualified employees.

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

During 2009, 46 tests were completed, including 39 open competitive tests, five promotional exams and two qualifying (pass/fail) exams. Additionally, the Commission conducted qualification reviews for noncompetitive vacancies, certifying the names of 290 applicants and resulting in 216 appointments.

At the end of 2009, the Commission nearly reached its goal to eliminate employees with provisional status through testing. Only one full-time provisional employees remains, reduced from over 2,000 in 1990. In 2008, the Commission closed its provisional testing project. As of 2009, only one provisional employee remained, reduced from over 2,000 in 1990.

Class Plan Maintenance

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

During 2009 the Commission took action on 150 job classifications, including making 77 revisions, two creations, 13 abolishments, and 58 reviews with no change. These efforts brought the total number of classes (with pay assigned) in the City's class plan to 648. Further, 100 percent of the City's classes were current at year end using the five-year standard.

Related to its classification responsibilities, the Commission also conducts job audits. The purpose of these audits is to ensure that City employees are performing the duties for which they were hired and are being compensated. During 2009, the staff completed six job audits. Two of the audits resulted in a determination that no change was warranted. Four audits resulted in a determination that the position required a reallocation or appropriate duties needed to be reassigned to the position. Another 82 positions were randomly reviewed, of which 80 were determined to be properly classified and two were deferred to audit.

Payroll and Personnel Actions

Another City Charter responsibility conferred upon the Commission is the monitoring and certification of the entire bi-weekly City payroll. This means that no City employee can be paid until the Commission certifies that the individual was hired and continues to be employed in accordance with the Charter and Civil Service Commission Rules. The monitoring process includes verifying personnel transactions such as appointments, changes in pay status, leave of absences, and residency compliance. During 2009, the Commission processed an average of 970 transactions per month before the payroll was certified as correct and paychecks issued.

Over the course of the year, the City hired 480 new employees, 86 in full-time and 394 in part-time positions. A total of 112 City employees received upgrades or promotions during the year. Employee separations totaled 524, which included 260 resignations, 81 layoffs and 95 retirements.

Columbus Public Schools

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

Civil Service Commissioners

The City Charter provides that the Mayor, with the approval of City Council, appoint the three Civil Service Commissioners. It is their responsibility to establish the rules that govern the selection, classification, promotion, and termination of the classified employees of the City of Columbus and the Columbus City Schools. During 2009, the Commission ruled on applicant appeals, heard employee disciplinary appeals, amended Commission Rules and Regulations, and responded to personnel requests from department directors, elected City officials, and the school board.

Throughout 2009, the full Commission held 12 regular and one special public meetings. Additionally, one Commissioner and two Civil Service staff members held six trial board sessions to hear disciplinary appeals. One investigation was completed with respect to a security breach during a promotional test and four residency investigations were conducted.

With respect to the Commission's docket, a total of 24 disciplinary appeals and 21 non-disciplinary appeals were filed during the year. The Commission ruled on 13 disciplinary and 19 non-disciplinary appeals. Additionally during the year, applicants removed from eligibility lists as a result of background checks filed 37 new requests for administrative reviews. The Commission ruled on 38 administrative reviews, reinstating 12 applicants and denying 26 requests.

Civil Service Commissioners:

Grady L. Pettigrew, III, President

(Term expires January 31, 2012.)
Jeffrey D. Porter, Member
(Term expires January 31, 2016.)
Delena Edwards, Member
(Term expires January 31, 2014.)

**COMMUNITY RELATIONS COMMISSION
2009 ANNUAL REPORT**

2009 Annual Report

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

(614) 645 – 1993

Napoleon A. Bell, Executive Director
Rebecca Nelson, Chair

Building A Community For All

INTRODUCTION

Mayor Michael B. Coleman, City Council Members and residents of the City of Columbus, please accept this document as the official Community Relations Commission's 2009 Annual Report. During 2009, the Commission served as a conduit for the communities of Columbus; providing support through diversity education and programming, consequently, helping to dispel some of the myths that promote illegal discrimination. In addition, the Commission helped to identify and resolve community tensions. To accomplish these goals, the Community Relations Commission provided key programming and activities.

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

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DIVERSITY EDUCATION AND TRAINING

The goal of CRC diversity education and training is to develop diversity awareness and appreciation among the residents of the City of Columbus in an effort to enhance community relations and help citizens gain a better understanding of different cultures, faiths and lifestyles. Organizations and agencies that participated in CRC diversity education/training in 2009 included:

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

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

COMMUNITY RELATIONS and NEW AMERICANS COMMUNITY OUTREACH EFFORTS

- Encouraged continued partnerships with the Columbus Jewish Federation and Holocaust Education Council.
- Provided resources and support for residents in all quadrants of the City.
- Coordinated quarterly public educational forums, i.e., "Lunch and Learns" in partnership with other government agencies and public serving organizations. Programs were broadcast on GTC-3 TV which provided a larger audience.
- Coordinated Martin Luther King Day March and Celebration at Veteran's Memorial.
- Coordinated Santa in Franklinton which included over 7,000 Franklinton residents with the assistance of Fire Station 10 during the annual holiday drive.
- Raised money to assist families who were displaced from the Capital Park fire.
- 2 Fundraisers –food and coat drives. Distributed gift cards to over 98 families of the newcomer community during the holiday season).
- Provided over 200 coats to newcomer communities.

- Outreach to homeless communities providing coats.
- Held Somali Youth soccer tournament with over 9,000 participants.
- Coordination of Hispanic Heritage Month.
- Provided consulting services and supported the first Diversity Latino Talent and Leadership Conference.
- Coordinated outreach with SGMP (Society of Government Management Professionals). SGMP area hotels donate items that are then given to those in need.
- Participated in or provided coordination assistance for events & festivals, Community festival, Hot Times Festival, International Festival, neighborhood gardens, outreach to the elderly, Franklinton Board of Trade fundraisers, Hispanic Chamber of Columbus' Sabor de Columbus, Festival Latino, Federation of African Organizations, Eritrean festival, St. John's Christmas Homeless Lunch, Victim's Awareness, Represented CRC on SGMP (Society of Government Management Professionals) & Chair of Outreach Project. Provided outreach projects for churches & schools along with the Ubuntu Program and other neighborhood groups. Also participated in Stand-down at Veteran's Memorial.

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

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

DISCRIMINATION INVESTIGATIONS and CASE SUMMARIES

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

Below is a summary of the case management of the CRC for 2008 from approximately 269. Inquiries/contacts.

Total Perfected Complaints	25
▪ Closed Cases	25
Case Categories	
▪ Race	05
▪ Sexual Orientation	05
▪ Sex	04
▪ Religion	01
▪ National Origin	03
▪ Retaliation	00
▪ Racial Profiling	01
▪ Color	01
▪ Sexual harassment	00
▪ Employment	11
▪ Housing	02
▪ Public Accommodation	02
▪ Ethnic Intimidation	02

Successes –

1. Increased case processing to resolve more cases (equal to incoming cases).
2. Used government channel (GTC-3) program titled, "Diversity in Central Ohio" to educate the community about the new laws and new protected classes.
3. Facilitated diversity conversations with the Diversity Exchange and in other community forums aimed at decreasing discrimination and appreciating the diversity in Columbus.

4. The staff facilitated student groups concerning diversity and discrimination on a monthly basis at two Hilliard high schools (Davidson & Bradley). Staff consulted to the third high school (Darby) and to the superintendent (teacher training).
5. We achieved greater partnership with the Ohio Civil Rights Commission on discrimination complaints, after four staff attended investigator training. Primary investigator participated in the State of Ohio's EEO Academy training conference.
6. Started to use Face book, Twitter and other networking media to share information about diversity and discrimination.

Challenges –

1. Taking the education of the City of Columbus government and general population about new protected classes and association rights and responsibilities to businesses and Community members directly.
2. The economic downturn had a predictable impact on the decrease in employment discrimination cases from last year (24 v. 11).
3. Heightened national and state-wide tensions against immigration seem to have an increasingly chilling effect on refugee and immigrant populations filing discrimination complaints. The above table does not reflect civil rights work with several rental apartments that house Somali residents. These matters are worked on in collaboration with the New Americans staff and are addressed informally.

MAYOR'S NEW AMERICANS INITIATIVE

Program Goal

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

Objectives

- Increase awareness and promote understanding of diverse cultural and linguistic communities across the City of Columbus.
- Educate New Americans about accessing City services.
- Provide coordination for Quality of Life Issues to include transportation, housing, employment, health, education, and language (LEP).
- Establish community plan for peak performance service delivery.
- Enhance the promotion of existing education and social activities that foster greater appreciation of diverse cultures.
- Publish subsequent editions of the civic guide and provide a complementing training program for mainstream communities, in general and immigrant/refugee communities in particular.
- Conduct periodic assessments and surveys into issues and needs effecting New American populations. Including population growth, housing, health care, immigration issues, homeland security issues and overall safety and wellness for newcomer communities.
- Facilitate a two way integration process that implicates both host communities and immigrant/refugee communities.
- Establish New American professional Development program phase I. Create a resume bank to enhance job opportunities for new American populations. Phase II, training and instruction for seeking and obtaining jobs in the CMH market.
- Organize and support New American festivals and community events.

Successes in 2009

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

- Co created along with Columbus Fire Department multicultural fire safety initiative.

CRC PROGRAMS

CRC program highlights for 2009 include:

- Martin Luther King, Jr. March and Celebration
- Martin Luther King Jr. 2nd Annual Middle School Art Contest
- Columbus Regional Martin Luther King, Jr. Oratorical Contest
- Mayor’s Prayer Luncheon
- Holocaust Remembrance program
- Four GTC3 Programs: Community Tapestry, ABC’s Columbus Police Department/Columbus Fire Department, Global Columbus and Diversity in Central Ohio.
- Santa comes to Franklinton
- Outreach activity at St. John’s Church focused on homelessness
- Hilliard High Schools (Davidson and Darby) Support Groups for diverse students
- Civil Rights Heritage Tour

SUCSESSES AND CHALLENGES FOR 2009

Successes

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

Challenges

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

KEY OBJECTIVES FOR 2010

- To continue to provide Diversity Education and programming to build inclusiveness and deter discrimination.
- To ensure that the City of Columbus is in compliance with Title VI-ensuring all of our residents who are LEP (Limited English Proficient) receive meaningful access to all programs, which are receiving federal financial assistance.
- To educate all communities through outreach efforts or the revisions to the Civil Rights ordinance.
- Bring communities together with resources, fostering relationships while impacting our residents in a positive manner.
- Continue to enforce the Civil rights code for the City of Columbus.
- Continue to foster better relationships between law enforcement and the Community.

CRC COMMISSIONERS AND STAFF
COMMISSIONERS

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

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

Ex-Officio
Chris Cozad
Thomas, Diamond

CRC STAFF

Napoleon Bell, Executive Director
Abdirizak Farah
Gale Gray
Nelson Hewitt

Karen Nolan Mitchell
Neal Semel
Guadalupe Velasquez

**EQUAL BUSINESS OPPORTUNITY
2009 ANNUAL REPORT**

EQUAL BUSINESS OPPORTUNITY COMMISSION OFFICE 2009 ANNUAL REPORT

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

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

IN 2009, EBOCO continually worked to live up to the goals of Mayor Michael Coleman's Columbus Covenant. While our principal goal is the securing of opportunities for small, minority and women owned businesses, the rationale for that commitment is based on the "Covenant" principal that "the economic vitality of that business community will have a significant impact on the neighborhood they are located."

Working with our internal and external partners, the city achieved a 9.70% utilization rate for minority and female owned businesses. The professional service was 23.09%, construction was 6.17 % and goods and services was 5.35% of payments. We continued to work with external partners to build a new generation of business, conduct targeted outreach and educate internal departments on ways to remove barriers that could inhibit access to procurement opportunities.

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

EBOCO Operational Successes 2009

- Continued to work to ensure fairness and equity in the City's procurement process as defined in Title 39 of the Columbus City Code
- Review 717 Pieces of legislation and 243 Contracts
- Reviewed 7000 performance purchasing items to ensure that the companies were contract compliant as required by Title 39 of the Columbus City Code.
- Conducted 70 one-on-one meetings with minority and female business to discuss capacity and opportunities.
- Reviewed 2394 new and renewed Contract Compliance applications
- The EBO Director conducted meetings with prime and subcontractors regarding potential opportunities
- Certified 70 new minority and female companies who can do business with the city
 - Over 100 certified and registered companies in the minority/female directory did

- business with the city in 2009
- Participated in 60 pre-construction meetings and 29 pre-bid meetings to discuss the importance of being in compliance with Title 39.
- Outreach Efforts
 - Collaborated with the Central Ohio Transit Authority on a Mentorship and Training Program called “Raising the Bar.”
 - Conducted quarterly “How to do business with the City” seminars
 - Continued to host the “Access to Business Opportunities TV Show”
 - Participated in the State of Ohio Economic Forum
 - Participated in the Increase CDC Business Fair
 - Participated in a contractors information and training session
 - Held several EBO Director’s Forums with construction, goods and services and professional services companies
 - Participated with agency partners in Diversity Bridge
 - Continued to report the City’s utilization efforts as defined in Title 39.
- Internal Department Efforts
 - Conducted 7 Director to Director Department Education meetings
 - Assigned EBO Specialist to work with department liaisons to understand inclusion opportunities.
 - Created Internal Access Tools to assist departments in efforts to comply with the provisions of Title 39.
 - Streamlined internal processes and procedures

UTILIZATION SNAPSHOT REPORT
Equal Business Opportunity Commission Office
City of Columbus, Ohio
Reporting Period: January 1— December 31, 2009

Total Payments	\$ 410,093,913
Prime Minority/Female Dollars	20,399,804
Sub Minority/Female Dollars	19,394,148

Overall Utilization **9.70%**

<u>Category Breakdown</u>	<u>Total Payments</u>	<u>Minority/Female</u>	<u>Percentage</u>
Professional Services	\$ 89,766,594	\$20,726,176	23.09%
Construction	\$235,213,839	\$14,511,087	6.17%
Goods & Services	\$ 85,113,480	4,556,689	5.35%

DEPARTMENT OF FINANCE
2009 ANNUAL REPORT

**DEPARTMENT OF FINANCE & MANAGEMENT
2009 ANNUAL REPORT**

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

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

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

Highlights from 2009 for each group are as follows:

FINANCIAL MANAGEMENT GROUP

Budget Management

The 2009 budget was formally adopted as amended by City Council on February 9th, 2009 and signed by the Mayor on February 10th, 2009. The majority of amendments to the budget were made to general fund agencies. Throughout the course of the year, this Office monitored and reported on the financial status of these agencies through the preparation of three quarterly financial reviews. Staff collected, compiled and documented financial data from which they prepared and disseminated a summary report of their findings. Periodic, less intensive monthly reviews were also prepared, to monitor revenue and expenditure trends in light of the continuing financial challenges. A 2009 year-end report was published, which compared overall 2009 revenues and expenditures to 2008 levels as well as to the projections set forth in the third quarter financial review. Ten-year pro forma operating statements for the general fund and for most major operating funds were updated, as was the City's general fund three-year financial plan (2009-2011).

Also in 2009, the Budget Office continued to provide cost analyses for the on-going labor negotiations with the International Association of Firefighters (IAFF) in light of the economic recession and forthcoming proposals from the IAFF. Cost analyses were also provided by the Budget Office for the labor negotiations with the Fraternal Order of Police (FOP) and the Columbus Municipal Association of Government Employees (CMAGE).

The Budget Office continued to diligently review spending on goods and services, which was critical to limiting expenditures to within established parameters. These limits were further reduced at mid-year due to the ongoing economic recession.

This Office was called upon several times in 2009 to participate in various "special projects." Some of these projects was the compilation and maintenance of a cellular phone report for use by the outside auditors monitoring IRS compliance, and the participation in the development of a request for proposal for a new Facilities Management work order system.

Finally, the Mayor's proposed 2010 budget was submitted to City Council on November 13, 2009 in compliance with City Code that it be submitted on or before November 15th of each year. As in prior years, the document's format was one that focused on achievement of the City's strategic plan to implement the Columbus Covenant. A "target" budget process methodology was used in which a pro-rated amount of the 2010 general fund revenue estimate was allocated to City departments.

Debt Management

The Debt Management Office coordinated the 2009 capital improvements budget (CIB). In cooperation with the City Auditor, the Office participated in the issuance of \$38,016,924 in special assessment bond and note sales. In November, the City refunded and

issued new General Obligation Bonds in the amount of \$251,880,000 for various City departments. These new monies provided funds for various capital improvement projects throughout the City. The refunding debt savings totaled \$723,303 over the remaining life of the bonds.

The City's long-term general obligation bond credit ratings of AAA by Standard and Poor's Corporation, Aaa by Moody's Investors Service and AAA by Fitch Ratings, Inc. were maintained in 2009. The City has maintained these high ratings from Standard and Poor's Corporation and Moody's Investor Service since 1995 and from Fitch Ratings, Inc. since 2006. The bond ratings for all three national rating agencies represent the highest long-term credit rating that can be achieved.

Work continued on the development of a centralized capital improvements reporting and tracking system which will monitor the progress of various capital infrastructure projects throughout the City. The 2010 – 2015 CIP submissions from City agencies were submitted for the third time under this system.

Monthly meetings were held with all departments through the year for the purpose of monitoring the status and timelines for the City's capital projects, specifically those for which bonds have already been sold.

Grants Management

The Grants Management Office continued to coordinate the financial and regulatory aspects of the Community Development Block Grant (CDBG) Program, the Home Investment Partnerships (HOME) Fund, the Emergency Shelter Grant, the Housing Opportunities for Persons with AIDS (HOPWA) Grant, and the Neighborhood Stabilization Program Grant. In 2009, Grants Management began working with three American Recovery and Reinvestment Act grants: Housing and Urban Development's (HUD) CDBG-Recovery, HUD's Homelessness Prevention and Rapid Re-housing, and Department Of Energy's Energy Efficiency and Conservation Block Grant.

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

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

Performance Management

The mission of the Office of Performance Management (OPM) is to provide program performance analysis and reporting services to City management and department staff so they can make more-informed decisions to improve the quality and efficiency of City services. In support of this mission, the Office of Performance Management supports the Columbus*Stat performance management process. Columbus*Stat is a weekly meeting that includes senior staff from the Mayor's Office, and the directors of Departments of Finance and Management, Human Resources, and Technology. Various topics are presented for discussion by OPM Staff with responses provided by the management team of the department responsible for the program or activity. A total of twenty Columbus*Stat meetings were held in 2009.

In addition to supporting Columbus*Stat, the OPM Team initiated or collaborated on several significant projects in 2009, including a report on the City's Sick Leave Reciprocity policy, and a series of monthly performance-management reports highlighting efficiencies and areas for improvement for better City government. Throughout 2009, OPM worked with the Mayor's Office and City departments to develop a list of fifteen cost-savings measures, building on the work of the Economic Advisory Committee. The OPM Team also worked with departments to produce, analyze, and quantify data to illustrate cost savings to the City's Accountability Committee, a group of private citizens who will report to Columbus residents on the City's progress toward achieving its goal to save at least \$100 million over the next ten years.

The OPM Team continues to administer the City's Performance Dashboards system, providing all City executive and management staff with on-demand computer access to performance information in an easy-to-use Web-oriented format. The system tracks more than 650 performance indicators.

Purchasing Office

Purchasing Office staff continued to manage Vendor Services, overseeing the electronic processing of 2,417 informal bids and publishing all formal bids (2,722) on the City's website. With input from City agency purchasers, the Purchasing Office created 4,646 agreements to purchase nearly \$91 million of materials, supplies, equipment and services. This includes 215 Universal Term contract (UTC) awards and 100 formal bid contract awards with "environmentally preferable" specifications. The average turnaround time for formal bid purchases (exceeding \$20,000) was 128 days. Turnaround time for informal bid purchases was 25 days. Purchase orders from established UTC's were generally approved in less than one day.

In addition, Purchasing handles the procurement process for Franklin County Homeland Security Grant awards to City agencies. This responsibility is authorized in an Inter-governmental Agreement signed by Mayor Coleman and the Franklin County Commissioners. As a result eighteen bid contracts were processed for a total of \$1.8 million in Homeland Security Grant Awards.

Customer service outreach to prospective suppliers is ongoing at events such as the City's Small Business Conference, the U.S. Small Business Administration, and Columbus Urban League Workshops. These sessions included instruction on Vendor Services registration and bidding. Thousands of supplier inquiries related to Vendor Services were handled by email and telephone consultation on an ongoing basis.

The Purchasing staff provided Performance Purchasing system and Vendor Services online bidding training at the Human Resources Training Facility, instructing City purchasers regarding City Code bidding requirements, including instruction on how to complete procurement through the Performance and Vendor Services software applications. Training was an integral part of the bi-monthly Performance Special Interest Group (SIG) meetings and Frontline Supervisor Training for City personnel.

This year staff implemented an On-line Auction Sales Contract for surplus property resulting in fifteen surplus on-line auctions and total revenue of \$1,164,150.

Under the direction of Purchasing, the Print & Copy Center and City Mailroom continued to serve City agency customers in a timely and efficient manner. Also, Purchasing administered the City's natural gas billing program managing 204 accounts for City facilities.

ASSET MANAGEMENT GROUP

Facilities Management

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

Highlights include:

- Several initiatives were undertaken to reduce electricity consumption. Tenants were asked to turn off lights any time they had an extended time away from their office, including at the end of the day. Tenants were also asked to unplug items such as cell phone chargers and small appliances when not in use. Security staff began nightly checks to turn off unnecessary lighting. City Hall's exterior (can) lighting was reduced from 42 dusk-to-dawn lights to eight, saving approximately \$12,000 annually while maintaining adequate lighting for security operations.
- City Hall's stairwell lighting was replaced as part of a larger lighting renovation project that began in 2008. The old energy inefficient incandescent lights were originally installed in the late 1960s. The new fixtures contain T-8 ballasts and fluorescent lamps and consume much less energy.
- New building rules and regulations were established in order to bring about a baseline of objectives for the tenants and management to govern the facilities, starting with the downtown campus, not including the Central Safety Building.
- A process began of entering City buildings into the Energy Star Portfolio Manager program. This is an interactive energy management tool created by the United States Department of Energy and United States Environmental Protection Agency. By participating, the City of Columbus will be able to track and assess energy and water consumption across its entire portfolio of buildings in comparison to similar facilities nationwide. By tracking energy performance changes from year to year in each building, the City will be able to target its resources to the facilities most in need of energy efficiency improvements. It will also be able to evaluate what energy efficiency projects produce the best results.
- Facilities inventoried and cleaned all storage vaults located in the basement of City Hall. Departments were encouraged to refer to their records retention schedules as part of the process so that records and documents that could be lawfully disposed were removed. Many of the vaults were subsequently cleaned and painted and some vaults required minor maintenance to address water damage to stored documents.
- Over 130,000 additional square feet was added to Facilities' responsibilities for maintenance and custodial services. The new facilities exist within the Divisions of Police and Fire, and the Health Department.
- A second and third custodial shift was added to the Central Safety Building, a 24/7 operation. Adding the additional shifts has reduced overtime by 63 percent for this building alone and at the same time allows the cleaning staff to address other emergencies in the downtown campus. Overall, the Division reduced overtime by \$29,693 from 2008, a reduction of 71.5%.

Fleet Management

The Fleet Management Division maintains most of the City's motorized equipment, assists in the acquisition and disposal of fleet assets, develops vehicle utilization and replacement policies, and operates the City's vehicle/bike pool and shuttle bus service services.

Its mission is to provide fleet management support services to City agencies to ensure efficient, safe, reliable, and green vehicle operation and maintenance. As an internal service fund, Fleet Management must recover its expenditures by charging other City agencies for services rendered.

Highlights include:

- Obtained Automotive Service Excellence (ASE) Blue Seal for the second year in a row, making Columbus the largest city in the nation to receive ASE Blue Seal certification and one of only two municipalities in Ohio to receive this recognition.
- 81% of technicians currently hold ASE certifications - thirty-six employees received sixty-one ASE certifications and twenty-seven employees received re-certifications.
- Increased the number of Master ASE certifications on the floor from twenty-three in 2008 to twenty-four in 2009, including four technicians who became certified as EVT Level 3 Masters - a first for the Fleet Management Division.
- Twenty employees received fifty-five Emergency Vehicle Technician (EVT) certifications in 2009, up from sixteen employees with twenty-two EVT certifications in 2008.
- Ranked Seventeenth Best Fleet in North America for 2009 through the “100 Best Fleets” program - an annual self-assessment program that measures accomplishments against industry standards. This is the first year Columbus has been in the top twenty out of 100 Best Fleets.
- Continued an aggressive “green” program that included implementing the City’s “Green Fleet Action Plan”, expanding the use of bio-diesel to 62% of our overall annual bulk diesel fuel purchases, purchasing 42% of new vehicles as “green”, implementing a CMAQ grant to install hydraulic heaters, emission reduction retrofits for diesel trucks, and working with the Refuse Division to purchase the City’s first CNG Refuse truck.
- As a Top Forty Government Green Fleet Winner for 2009, Columbus ranked 22nd overall for our green fleet efforts. This was the first year the City had applied for this award.
- Received an “Environmental Stewardship” award that was presented to Mayor Coleman at the Green Fleet Conference in Chicago by Bobit Publishing, a leading automotive industry publisher.
- *2009 Public Servant* award from the Ohio Environmental Council for green fleet initiatives.
- Achieved a 29% reduction in recordable injuries and a 40% reduction in lost work days in 2009 compared to 2008. The reduction of incidents is the result of additional focus on safe work procedures, training, and strong managerial oversight.
- Implemented the use of 100% recyclable absorbent spill materials. Now instead of throwing clay absorbent in the trash, the material is better absorbed and recycled appropriately.
- Switched to the use of after-market parts rather than OEM (original equipment manufacturer) parts for light duty vehicles. By purchasing after-market instead of OEM parts, reduced Fleet expenses by \$472,656 or 14% compared to 2008.
- Reduced supplier services by 35% (\$868,194) compared to 2008. This reduction was primarily due to keeping more repairs in-house and limiting the amount of work that was “outsourced” to vendors.
- Began using an on-line auction site to sell surplus vehicles and equipment for the first time. Disposed of 523 vehicles, resulting in \$1,079,767 in proceeds compared to 354 vehicles sold through regular auctions in 2008, with \$353,900 in proceeds - a 205% increase in auction proceeds compared to 2008.
- Collected \$395,362 in settlements for vehicle damages related to accidents where the City was not at fault, a 13% increase compared to subrogated dollars collected in 2008. These collection efforts reduced direct City expenditures by over \$205,000.
- Reduced overtime expenditures by \$192,000 (55%) compared to 2008.

Real Estate Management

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

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

Highlights include:

- Preparation of specifications, solicitation of bids, negotiation and execution of a contract, for insurance brokerage services for the City's property, aviation, and boiler risk program. Reviewed underwriting proposals and selected carriers for City's 2009-10 insurance coverage resulting in improved coverage limits and a cost savings of approximately \$52,000.
- Coordinated insurance claim against City's property insurance coverage for wind damage suffered by approximately forty-five City buildings (September 14, 2008) resulting in the insurance carrier agreeing to reimburse the City approximately \$231,938.00 for damages.
- Closed on the sale of two surplus City properties (Third Avenue and Olentangy River Road, and Vine and Neil) resulting in \$4,000,000 of income for the City.
- Negotiated and completed fourteen lease renewal and nine new lease agreements.
- Identified four small surplus properties in City Inventory and gained legislative approval to market properties for sale for potential income to City of up to \$500,000.
- Completed an energy efficient lighting project at the Jerry Hammond Center by converting all remaining T-12 lighting ballasts and bulbs to T-8 fixtures and bulbs. The project included the replacement of over 3,000 bulbs and over 1,100 ballasts in three buildings. An application was made to AEP for grant funds to reimburse up to 50% of the City's cost of the conversion project resulting in the City receipt of a grant for \$13,630. The conversion project will produce up to a 30% reduction in electrical consumption annually, or approximately \$75,000 annually, based on AEP's calculations.

Construction Management

The Office of Construction Management provides capital asset delivery including new construction and major renovations of buildings, major building equipment replacements, re-roofing, repaving, and other capitalized maintenance projects. Additionally, the Office serves as a project management consultant in public/private projects where there are public monies involved and/or where a public interest is at stake: Capitol South (parking garages), Columbus Neighborhood Health Centers (Columbus West Family Health and Wellness Center), and Nationwide (overhead walkways).

Overall, Construction Management managed and served as Owner's Representative for approximately sixty construction, planning, and management projects ranging in value from \$10,000 to \$26,000,000. Construction Management started \$11,000,000 in construction in 2009 and completed approximately \$33,100,000 of major construction projects, maintaining a capital project delivery cost of 10%. Additionally, Construction Management served as the Owner's Representative for approximately \$28,500,000 in completed construction projects.

Highlights include:

- Design of the renovation of the Old Police Headquarters (120 West Gay).
- Design/Build Construction of parking garages at Fourth and Elm and at Front and Rich for Capitol South.
- Construction of the new Police Impound Lot and Parking Violations Bureau site and facility.
- Construction of the new Fire Training Center which contains a Practical Skills Building, Fire Training Tower, Fire Burn Building, Exterior Shelter Building, Storage Facility, and a "Roof Simulator" (a roof structure on grade for training).
- Construction of the new Police Heliport.
- Construction of the new Westside Health Center.
- Renovation of Nationwide Skywalk including escalator and elevator replacement.
- Final closeout of the Columbus and Ohio State University Police Substation.
- Final closeout of the Far East Neighborhood Policing Center – Substation 14.
- Roof Replacement and design of the Woodrow Police Property Room/Crime Lab.
- Replacement and upgrade of the City Hall Electric Service.
- Continuation of Municipal Courts Building Renovations.
- Beginning process for a Compressed Natural Gas Fueling Station.
- Acceptance of and beginning process for Federal Energy Grant Stimulus Projects.
- Achieved LEED Gold at Fire Station 10.

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

**COLUMBUS HEALTH DEPARTMENT
2009 ANNUAL REPORT**

OUR MISSION

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

This report summarizes the breadth of services provided by Columbus Public Health in 2009. These services – which support the Mayor's goals and our core purpose of Healthier, Safer People – represent an approach that prioritizes community needs and current health threats, assesses opportunities, and plans for strategic use of resources.

2009 HIGHLIGHTS

DISEASE OUTBREAKS

H1N1 Pandemic Influenza - In early 2009, Pandemic H1N1 first emerged as a new influenza virus causing illness in people. In response, CPH led and mobilized a community-wide response with partners, including healthcare, hospitals, schools, universities, volunteer organizations, and businesses to educate and protect the public. H1N1 flu vaccine clinics began in October 2009 and, as of the end of February 2010, Columbus Public Health vaccinated more than 45,000 people.

Shigellosis - CPH mobilized resources and community partnerships to investigate and resolve an outbreak of shigellosis that lasted for 15 months, with 519 cases in 2008 and 182 cases in 2009. A multi-disciplinary taskforce included nursing, epidemiology, environmental health, communications, health education, workforce development, emergency preparedness, community relations, and a medical epidemiology expert. The project strengthened local public health infrastructure capabilities to combat future outbreaks, such as the H1N1 Pandemic Influenza response.

RECOGNITIONS AND AWARDS

- The Food Protection Program received national recognition with the **Samuel J. Crumline Consumer Protection Award**, the most prestigious award that a public health unit can receive. Crumline winners serve as models for other public health and safety programs across the nation.
- Columbus and Franklin County were recognized by the Centers for Disease Control & Prevention (CDC) for having the **highest rates of immunization of any urban area** in the United States for the second consecutive year.
- The Healthy Children, Healthy Weights Program was recognized by CDC as one of the top 11 community programs in the nation for **prevention of childhood overweight and obesity**.
- The Franklin County **Infant Safe Sleep and SIDS Reduction Task Force** received 2 national awards: NACCHO Model Practice and CityMatCH Honorable Mention for Most Innovative Program.
- Columbus was 1 of 6 cities selected nationwide to participate in the **Infant Mortality and Racism Action Learning Collaborative** funded by Kellogg.

HEALTHIER FAMILIES

- Increased access to nutritious foods by providing a monthly average of 37,671 pregnant, breastfeeding and recently postpartum women, infants and children with food vouchers.
- Increased availability of fresh fruits and vegetables to 4,500 WIC participants through the distribution of 22,500 Farmers' Market Nutrition Program vouchers with a redemption rate of 92% -- one of the highest rates in Ohio and above the state average of 82%.
- Provided nutrition, breastfeeding and physical activity education services through more than 140,448 clinic visits at 13 CPH-operated WIC clinics.
- Supported breastfeeding as the optimal source of nutrition for babies by: contacting 1,112 women within 7 days of their babies' births to provide breastfeeding support and assistance and responding to 453 calls to the breastfeeding hotline. CPH also issued 700 breast pumps to women who were returning to work or school, and 78 hospital-grade pumps to women with breastfeeding problems or who had infants in the special care nursery.
- Developed a coordinated community plan to reduce childhood obesity in Franklin County.
- Improved nutrition and increased physical activity for more than 400 children in 23 pre-Kindergarten classrooms in Columbus City Schools.

HEALTHIER FAMILIES, CONTINUED

- Continued oversight of the Franklin County Maternal Depression Task Force to enhance the system of mental health care for pregnant and parenting women, developed a Maternal Depression Resource Guide, developed training for community providers on how to screen for maternal depression, and conducted two trainings on perinatal mood disorders for healthcare providers.
- Participated in the Partnership to Eliminate Disparities in Infant Mortality Action Learning Collaborative to address racism and its impact on infant deaths, assisted with data collection and analysis regarding women's experiences of racism in health care settings, and participated in the design and creation of a toolkit to help health professionals learn more about racism and its impact on health.
- Administered and analyzed prenatal barriers to care surveys for Pregnancy Care Connection providers and Women's Health Center clients.
- Provided leadership for the Kellogg funded Action Learning Collaborative Partnership to Eliminate Disparities in Infant Mortality, produced an instructional DVD on infant mortality and racism, co-hosted the conference *Complex Conceptions*, and collected local data on issues of racism and health care access and utilization.
- Provided comprehensive pregnancy services and well women's health care for low-income women at three clinic sites.
- Provided on-going care to 856 pregnancy clients during 5,344 clinic visits and completed 3,148 home visits to pregnant and parenting mothers.
- Conducted more than 1,200 pregnancy tests for women who lacked access to care, linking them to new care providers.
- Provided comprehensive health exams, family planning, health counseling and referrals for gynecology clients during 1,166 clinic visits.
- Helped new mothers and their babies get the best start in life by visiting 1,494 mothers and infants, 210 teen moms and 911 first time moms, linking 1,207 mothers and infants to primary care, and referring 557 to WIC.
- Obtained five-year funding for *Caring for 2*, a program with a unique model for providing services for African American women in Columbus neighborhoods with the highest rates of infant mortality.
- Enrolled 166 pregnant women in the Community Outreach Assistance Team (COAT) Program and educated women on preconception health and referred them to a Women's Wellness facility.
- Conducted 461 antepartum and post partum depression screenings, referring 67 participants to counseling, support groups, alcohol and other drug (AoD) and mental health services.
- Developed maternal depression consumer and provider directories for healthcare providers, and presented for the CityMatCH national conference, a webinar and for March of Dimes.
- Created and released the *Men's Health: A Local Profile, Franklin County* to share information about current men's health issues and priorities.
- Participated in eight Community Health & Wellness Events, distributing 400 program materials.
- Conducted an interactive oral hygiene station, provided free oral health screenings to adults and their children, and distributed toothbrushes, dental floss and toothpaste at an educational summer event in conjunction with Nationwide Children's Hospital's pediatric dentist.
- Conducted more than 12,055 dental procedures through more than 4,700 patient visits.
- Provided protective dental sealants to 1,629 Columbus City Schools children at their schools.
- Tested 905 AoD clients at high risk for contracting STD's, HIV and Hepatitis C, 9% of whom accepted medical treatment or referral for treatment.
- Provided substance abuse education services, resulting in 80% of high risk AoD clients demonstrating an intention to adopt lower-risk behavior for health and other problems related to AoD use.
- Reduced high risk behavior for 27% of teens and young adults who participated in *Saving Our Selves* education services regarding HIV and high risk AoD use prevention.
- Educated and supported 842 youth in the You're Extra Special (YES) Program, with 79% indicating an increase in resiliency and 66% demonstrating an understanding and use of coping skills.
- Helped 69% of Alcohol and Drug Abuse Treatment Program clients achieve sobriety for at least 60 days.
- Provided drug and alcohol counseling and treatment services to more than 1,200 clients.

SAFER FAMILIES

- Conducted year-round influenza surveillance, collecting, analyzing, and disseminating weekly reports.
- Improved influenza surveillance data reports by including a one-page snapshot of 13+ influenza indicators trends.
- Provided 22,942 immunizations to protect Columbus residents against vaccine preventable diseases.
- Investigated 3,082 reports of communicable disease, representing 42 different diseases.
- Investigated 69 instances of farm or exotic animal issues and issued 3 permits.
- Quarantined or tested 1,453 animals for rabies.

SAFER FAMILIES, CONTINUED

- Inspected 451 child safety seats, correcting misuse of 86% that were improperly installed to protect kids from injuries.
- Provided safer travel for 166 children by conducting 55 car seat classes for 108 parents and caregivers.
- Conducted 311 safety inspections of in-home childcare providers.
- Educated parents and advocated for a new Ohio booster seat law, which was enacted in October 2009.
- Enrolled 100 households in the Healthy Homes program to reduce housing related diseases and hospitalizations through education, light home repair, health and safety supplies, and green cleaning products/pest control.
- Provided 280 home assessments and 1,691 consultations for asthma and other indoor environmental health complaints.
- Screened 15,067 children for lead poisoning, provided medical case management to 59 lead-poisoned children and conducted 78 lead poisoning risk assessment investigations.
- Conducted Ohio Smoke-Free Indoor Air Act enforcement activities, including: 553 complaint reports; 397 complaint inspections; 15 warning letters; 26 fines for non-compliance; and 1 administrative review appeal hearing.
- Advocated for legislation of a bike helmet ordinance to ensure safer bike riding for children ages 1 to 18 years.
- Provided education on biking, pedestrian and home safety to more than 16,392 children and adults.
- Provided intervention to 361 families whose children were at risk for abuse and neglect, including: redirecting discipline strategies, reinforcing parenting skills; providing child development and safety education; assisting with the navigation of court and FCDJFS systems; completing maternal depression and domestic violence screens and making referrals; and, assisting families with transportation to appointments.
- Continued oversight of a hospital-based Infant Safe Sleep and SIDS Risk Reduction Initiative.
- Developed an infant safe sleep and SIDS reduction PowerPoint tool for childcare providers and held 3 trainings for childcare providers, nurses and social workers.
- Conducted an infant safe sleep presentation for Ohio Department of Jobs and Family Services staff from 48 Ohio counties.
- Distributed over 250 maternal depression resource directories to healthcare providers and more than 800 to consumers.

HEALTHIER NEIGHBORHOODS

- Coordinated three one-day Farmers' Markets attended by more than 9,500 residents.
- Reviewed and made recommendations for 66 city zoning applications so that 81% of applications included "active living features" upon approval.
- Created walking maps for 15 city neighborhoods, giving residents access to safe, convenient walking options.
- Reviewed four neighborhood area plans using the Health Impact Assessment to ensure safe walking and biking opportunities were included in the plans.
- Held BikeColumbus for more than 200 bikers, raising more than \$30,000 for the Institute for Active Living Foundation. Raised an additional \$65,000 plus \$5,000 in-kind support for the Institute for Active Living Foundation.
- Set the foundation for a neighborhood-based local food system where food is grown, harvested, prepared and eaten within a Linden area neighborhood.
- Enrolled 17 new businesses in the Worksite Wellness Network, totaling 112 organizations with 214,930 employees.
- Conducted 24 community presentations to promote activities to address health disparities in Columbus.
- Completed specialized trainings in health literacy; minority health; H1N1 influenza, and language access.
- Language Access Network & Access2 provided interpreting and translation services for more than 1,300 non-English speaking customers.
- Educated 90 men on STDs in partnership with the City Attorney Office's John Education Program.
- Hosted a Syphilis Roundtable for more than 50 medical and social service providers to increase awareness, screening, diagnosis and treatment of infected people and their partners.
- Conducted three TB Partnership meetings with key community stakeholders.
- Hosted National Day of Public Engagement Event, in partnership with The Ohio State University Center for Public Health Practice and The United States Department of Health and Human Services, engaging 100 Franklin County residents to help inform the National Vaccine Plan.
- Screened 2,000 Black Americans for HIV in partnership with the Black AIDS Institute's "Test One Million" Campaign.
- Conducted ten TB awareness and education sessions for 320 high-risk individuals in homeless shelters and immigrant communities from countries where TB is endemic.

HEALTHIER NEIGHBORHOODS, CONTINUED

- Provided 11,809 HIV tests at more than 20 venues to prevent the spread of HIV.
- Examined and treated 9,105 individuals to control sexually transmitted diseases.
- To prevent the spread of TB, conducted 13,000 patient visits for TB treatment, 10,500 outreach/education visits, and treatment/follow-up to 70 active and suspect TB cases and 520 close contacts.
- Resolved 58 complaints about inside animal sanitation.
- Treated hundreds of areas for disease carrying mosquitoes, setting traps at 586 locations to test mosquitoes and eliminating 118 pools of mosquitoes carrying West Nile.
- Opened two new WIC clinics on the West side, serving more than 9,000 women and children.
- Conducted “Growing in the Classroom” in Columbus City Schools preschools for more than 400 children to help them appreciate gardening and eating fresh vegetables.
- Registered 24,366 births and 10,941 deaths in Franklin County, and issued 102,711 certified birth and death certificates.
- Facilitated the use of the Ohio Direction Card for the Farmers’ Markets, allowing more than 320 residents to access fresh produce using the food stamp program.
- Coordinated reviews of 131 child fatalities in Franklin County to assess preventable causes and make recommendations.
- Initiated the food desert mapping pilot project to compare the geographic distribution of fast food locations and grocery stores in relation to population.
- Performed project management, data analysis and report completion for a CDC Quality of Care Study and served as a pilot site to test the feasibility and usefulness of new quality of care indicators.
- Established a North Side Health Advisory Committee.
- Facilitated and provided technical assistance to three Community Health Advisory Committees for Columbus.
- Analyzed community health data for two North side zip codes and shared results at one of the first North Health Advisory Committee meetings.
- Provided data analyses and mapping services for CPH grant proposals, grant reports, and public health interventions, including issues of chronic disease, infant mortality, prenatal care, tuberculosis, Shigella, syphilis, and influenza.
- Coordinated CPH involvement in more than 50 Community Wellness Events.
- Participated in Neighborhood Pride events in four Columbus neighborhoods.
- Planned and worked with community groups for the opening of the new Westside Family Health & Wellness Center.
- Developed new partnerships with grassroots organizations, including civic associations, area commissions and the Columbus Community Coalition.
- Established the Near East Syringe/Needle Project Committee to help properly remove and dispose of used syringes and needles on the Near East Side.
- To link residents to needed health and social services, responded to 2,655 information/referral phone calls and counseled 7,524 people at community clinics and assisted 458 walk-ins at the Neighborhood Pride Centers.
- Distributed educational materials to community residents, including 688 smoking cessation pieces, 6,538 health related pieces and 16,764 community resources guides.
- Completed 13 Effective and Empowered Health Care consumer program trainings, distributing information to 107 community agencies.
- Completed 58 community outreach initiatives for 45,780 residents to increase visibility of health issues.

SAFER NEIGHBORHOODS

- Implemented the Pandemic Flu Plan during two waves of increased H1N1 flu illness in Columbus.
- Conducted two Pandemic Flu Community Engagement meetings with community members and stakeholders.
- Updated the Pandemic Flu Planning Guide and provided online as a community resource.
- Completed interviews with faith-based organizations regarding emergency preparedness and mass mortality topics.
- Worked with community organizations and response partners to ensure a coordinated public health response during an emergency, resulting in Memorandums of Understanding/Agreements on the bulk distribution of Strategic National Stockpile (SNS) supplies and the distribution of those supplies to response partners.
- Participated in 13 H1N1 mass vaccination clinics in the city of Columbus, immunizing more than 18,000 individuals.
- Completed more than 170 H1N1 presentations to community partners and organizations.
- Received Strategic National Stockpile (SNS) medical assets, including pharmaceuticals and personal protective equipment, in response to the H1N1 pandemic.
- Provided pedestrian safety education to 450 elementary school children through Walk to School Day.

SAFER NEIGHBORHOODS, CONTINUED

- Distributed reflective materials and pedestrian safety tips to nearly 1,000 children at three elementary schools.
- Two full-time public health nurses coordinated and integrated services for children through Franklin County Children Services.
- Processed more than 300 Community Right-to-Know requests for chemical inventory information, and provided chemical facility inventory data of Extremely Hazardous Substances to all Franklin County fire departments.
- Provided two public information presentations on Shelter-in Place, responded to five hazardous material incidents, performed 22 on-site chemical facility consultations, conducted two risk reduction workshops for chemical facility operators, and participated in four hazardous material exercises to reduce the public's risk to chemical hazards.
- Conducted a motorcycle safety workshop for 66 safety professionals.
- Formed the Somali Traffic Safety subcommittee to address seat belt use, teen driving, and traffic safety in the Somali community.
- Created the Central Ohio Safe Ride program and utilized 97 taxi vouchers to discourage impaired driving.
- Investigated 24 potential outbreaks of communicable disease.
- Investigated 145 dangerous animal complaints, issued 5 control orders and removed 2 vicious animals from the city.
- Created a community-wide Animal Response Team to assist with dealing with animal during an emergency.
- Completed 12,871 inspections of food facilities.
- Held Food Safety Education classes in English, Spanish and Chinese, reaching 454 people in ServSafe classes and more than 1,500 in the Person In Charge classes.
- Updated and implemented Respiratory Infection Control Practices, including respirator fit testing and training all CPH employees on their use.
- Revised, updated and completed 16 critical emergency plan annexes and appendices, including BioWatch, Hazardous Materials, Pandemic Flu, Community Containment, Continuity of Operations, Response, Recovery and Resource Requests.
- Participated in the production of the Franklin County Risk Assessment and coordinated the integration of the Infectious Disease Hazard Analysis Report, classifying infectious disease as a top five hazard for Franklin County.
- Facilitated the response to a Shigella outbreak, including education, prevention, public information messaging and case investigation.
- Improved the Columbus and Franklin County Cities Readiness Initiative assessment score by 20%, achieving an overall score of 86%.
- Coordinated and participated in multi-disciplinary exercises to prepare for possible natural, accidental or terrorist threats, including 1 seminar, 5 workshops, 4 tabletops, 9 drills, 1 full scale and 5 real-time events.
- Conducted 50 training sessions for 1,508 CPH employees and conducted 52 external community presentations for 1,247 residents.
- Licensed 54 body art establishments and issued 79 temporary body art licenses, resulting in 203 inspections to reduce the risk of blood borne illness.
- Conducted 273 operational and complaint inspections on household sewage treatment systems and 151 inspections on semi-public sewage treatment systems to ensure proper installation.
- Worked with solid waste facilities and tire shredders to ensure compliance with state laws and rules, licensing 8 facilities and 1 new C&DD landfill on the Southwest side, and conducting 36 inspections.
- Issued 5 permits to install or repair systems and 2 permits to seal existing wells, and sampled 10 wells for bacteriological contamination.
- Conducted 144 routine and complaint investigations for basic health and safety inspections of mobile home parks, licensing 31.
- Conducted 279 routine and complaint inspections of 273 schools/institutions to protect the health and safety of children and inspected 9 correctional institutions.
- Ensured safe water facilities by licensing 756 pools and spas, conducting 3,279 routine and complaint inspections, and offering pool safety workshops for 96 attendees.
- Issued 3,112 food service operation, 1,182 retail food establishment, 507 mobile food vendor, 678 vending, 741 pool/spa, 247 sewage, 33 mobile home park, 60 body art, and 2 campground licenses.

**HUMAN RESOURCES DEPARTMENT
2009 ANNUAL REPORT**

**Human Resources Department
2009 Annual Report**

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

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

In 2009, 35 employees (32 FT, 3 PT) fulfilled Human Resources functions related to Administration; Labor Relations; Occupational Health & Safety; Employee Benefits & Risk Management; The Office of Equal Employment Opportunity; Citywide Training and Development, Employee Resources and Compensation Management Programs.

The Labor Relations program area houses Labor Relations, and Drug Free Workplace Programs (DFWP).

In Human Resources Administration, the department’s management team provided guidance and direction to department Appointing Authorities and facilitated the implementation of an employee severance plan, furlough days, staffing reductions and other cost saving measures aimed at reducing a projected \$13 million budget deficit.

Labor Relations

Negotiations with each of these unions has been focused on accomplishing the employee benefits related objectives outlined in the 10 year Reforms and Efficiencies Action Plan.

The Labor Relations Section conducts grievance and disciplinary hearings for all AFSCME Local 1632, CMAGE/CWA Local 4502, FOP/OLC bargaining unit members (representing non-uniformed employees), and Management Compensation Plan employees within the City. Sixty-eight (68) grievances were advanced to Step 2 of the grievance procedure by the unions. There were two hundred six (206) disciplinary hearings conducted or settled and sixty-two (62) fitness for duty hearings conducted.

Negotiations were initiated and concluded with the Columbus Fire Fighters Union Local 67 for a successor collective bargaining agreement, December 13, 2009 – May 31, 2012. Negotiations with CMAGE/CWA Local 4502 began in July 2008 and continued beyond December 31, 2009; and negotiations with FOP Capital City Lodge No. 9 began in October 2008 and concluded through the fact-finding process on December 2, 2009.

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

Drug Free Workplace Program

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

Over 1000 tests were conducted in the above-mentioned categories in 2009. The number of positive test results was lower in 2009 than in 2008. Education efforts continued in the following areas: New Hire Orientation, Frontline Supervision and division specific trainings.

Quality of Working Life Program

The Quality of Working Life (QWL) program continues to support labor\management cooperation in the workplace through the use of the QWL Committees. There are working level, division, and department committees in most departments and divisions in the City. The forum supports an open dialogue among employees and managers. There are facilitators who assist the committees in their meetings. Discussions in these meeting are aimed at consensus resolution to issues and concerns in the workplace.

Due to budgetary constraints, the QWL Coordinator position has not been filled so some of the critical responsibilities have been transitioned to other City employees who have been actively involved with QWL over the years.

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

Citywide Occupational Safety and Health Program (COSHP)

The goal of this program area is to design a comprehensive, integrated Occupational Safety and Health Program that promotes a safe and healthy working environment for all City employees. The City's Safety philosophy, and its success in preventing workplace injuries, is grounded in the fundamental principle that safety is among the highest of our core values. In 2009, the Citywide Occupational Safety and Health Advisory Committee (COSHAC), with the support of managers, supervisors and employees, played a key role in identifying, evaluating, and controlling workplace hazards and otherwise reducing the risk of exposure to injury for City of Columbus employees.

As of February 1, 2009 the Occupational Safety and Health Clinic (OSHC) was shifted from the direction of Columbus Public Health (CPH) to the Citywide Occupational Safety and Health Program (COSHP) within the Human Resources (HR) Department. The name, location, and mission of OSHC has not changed; only the personnel. OSHC is now staffed by Mount Carmel Occupational Health. The partnership between COSHP, Mount Carmel, and City of Columbus Safety Professionals enhances the City's ability to achieve its primary goal of identifying, controlling, and preventing occupational related diseases and disabilities. OSHA mandated medical surveillance is offered in addition to other services that are considered City of Columbus best management practices. The OSHC services are now paid from the COSHP budget and are not directly billed to the employees or the respective Departments or Divisions. In the first year the Clinic preformed 6,816 services which included 2,456 OSHA respirator questionnaire reviews, 435 flu shots, 396 respirator exams, 383 union contract exams and 2,618 various medical services at a cost savings to the City of almost \$100,000.

In spring and fall of 2009 COSHP provided a staff member to CPH to act as the H1N1 Safety Officer. Additionally, Occupational Safety and Health Program data is scheduled to be captured in the first phase of the City of Columbus Human Resources Information System (CHRIS). The system is tentatively scheduled to go-live in 2010.

Employee Benefits/Risk Management

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

In a collaborative effort with the City's Occupational Safety & Hygiene section, Bureau of Workers' Compensation and the City's MCO, workers' compensation claims have been strategically managed to reduce the number of days lost from work. These efforts, coupled with transitional work accommodations, resulted in 10,815 fewer days lost due to injury in 2009 than in 2008. Employee Benefits continues to work with various departments on the Transitional Work Duty program.

Risk Management participated in additional workers' compensation cost saving programs which resulted in refunds from BWC and the Capital Area Safety Council in excess of \$1 million in 2009. These programs include: Participation in the Handicap Reimbursement program; Subrogation of BWC claims; and protests of inaccurate claims rating analysis performed by BWC.

Risk Management continued its participation in the BWC Retrospective Rating Program in 2009. Risk Management has participated in the BWC Retrospective Rating Program since January 1, 2006. This cost savings program has resulted in a potential savings of \$45,463,398. for the previous 3 year period. The Retrospective Rating Program is an alternative rating plan that allows the City to assume a portion of risk (workers' compensation claims cost) in exchange for a possible reduction in premium.

The Employee Benefits section conducted a comprehensive medical and dental claims audit on its employees' claims for the period of February 1, 2008 through September 20, 2009. Claims Technology Inc, an outside auditing firm conducted the audit to evaluate the accuracy of claims payments, compliance with contractual performance standards and the operational processes currently in place with the City of Columbus. Both audits resulted in overall satisfactory results.

The Employee Benefits section continues its initiatives on the "Healthy Columbus" Program. The Citywide wellness and disease management program promotes a healthy lifestyle with all employees and their families and provides education to reduce health risk factors and assist in reducing the City's health care costs. Several programs were conducted in 2009 including: Yoga classes; a Citywide walking program; flu shot clinics, a Diabetes and Pre-Diabetes Management program and the "Lose and Win" weight loss competition.

The Citywide Employee Health Fairs were held in May and November, with increased wellness and health screenings and services being offered. In an effort to increase the availability of flu vaccinations to all city employees and their family members, flu shot clinics were conducted throughout the City. Flu shot vouchers were also available, at no cost, to all city employees and family members (over the age of 4) at participating Kroger pharmacies. An annual benefits fair was conducted during 2009, with employee participation totaling 1206. EBRM was an active participant in the Citywide Human Resources Conference held in October 2009.

Equal Employment Opportunity

In 2008, the City Equal Employment Opportunity Office consistently met its goal of less than 8 EEO complaints per thousand of City employees; and it is particularly noteworthy that there were no EEO complaints filed in the last quarter of 2009. The Office continues its practice of seeking to resolve management/employee EEO issues at the lowest possible level and makes EEO training available to all City employees. The EEO office prepared and submitted the requisite EEO Short Form Plan to the U.S. Department of Justice in November, 2009. The Office also coordinated an exceptional Black History Month Celebration featuring the historic Tuskegee University Choir and the heroic Tuskegee Airmen.

Training and Employee Development

Citywide Training and Development Center of Excellence (CTDCE) is committed to offering quality courses to City employees and enterprise (public) customers that are cost containing while helping to improve employee/learning participant performance and service delivery to the citizens. In 2009, CTDCE offered over 307 classes in 86 different topic areas. The 4,127 attendees to City classes included City of Columbus employees from every City department and more than 79 persons served from the Enterprise customer base which is comprised of local non-profit agencies, external government agencies and the general public. Instructors were able to train 396 employees in Microsoft Office topics and over 334 employees in CPR/AED certification. These two courses alone saved the City over \$63,460.00 in instructional fees.

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

CTDCE continued its partnerships in 2009 with several colleges and universities in the Columbus area for the purpose of mentoring young professionals whom are seeking a career in the Human Resources and Organizational Development fields. Students have been afforded opportunities to intern and/or participate in CTDCE facilitated class activities that avail the learners to "real-life" experiences faced by the Training and Development professional.

2009 was a year of significant firsts for CTDCE, as many inaugural activities and initiatives took place. A few of the notable firsts included:

- **Career Development Training Series** - By participating in a six week training series learners explored and developed many of the necessary skills that it takes to set themselves apart from others in the current job market and better prepare themselves for career advancement opportunities.
- **The REACH Show** - CTDCE offers courses that focus on interpersonal skills, management development and career development. Job specific courses are offered in the classroom, on-line, and now here on television GTC3 with **The REACH Show** - "*where we REACH you to TEACH you so that you can be the BEST you!*"
- **CTDCE Appreciation Luncheon** - An annual event to acknowledge and thank the many supporters of CTDCE for their commitment to helping CTDCE achieve EXCELLENCE in its product offerings and services. It brings together high school/college interns, internal/Per Diem instructors, volunteers, City department liaisons, City dignitaries and cabinet level leadership, various HR team members, and other supporters to reflect on what has been collectively accomplished and what is hoped to be achieved in the future; most importantly to have a moment of celebration with and among those that make it all happen.
- **CTDCE Semi Annual Open House** - The purpose of the Open House is to provide interested/prospective Enterprise Customers with the opportunity to receive detailed information about available CTDCE programs, tour the facilities, and meet adjunct faculty and CTDCE staff members.

Employee Resources

The Department of Human Resources, Employee Resources section, is responsible for the Citywide coordination of the Operation Feed and Combined Charitable Campaigns. In 2009, City of Columbus employees donated \$159,000 to the Combined Charities Campaign and a record breaking 160,000 plus meals to Operation Feed.

During the 2009 Employee Recognition Program 1,425 employees were recognized for longevity and hundreds of additional individuals were recognized for safety initiatives, cost saving ideas, Skills Development, and the Mayor's Award of Excellence.

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

Compensation Management

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

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

In addition, Compensation took the lead on the Total Compensation Audit project that was conducted to assess the competitiveness of the City's 10 pay plans, the pension pickup, and the health insurance contributions. This high visibility project was conducted as a due diligence effort to comply with the recommendations of the Mayor's Economic Advisory Committee.

RECREATION AND PARKS DEPARTMENT
2009 ANNUAL REPORT

2009 INTRODUCTION TO COLUMBUS RECREATION AND PARKS

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

ADMINISTRATION DIVISION

Central Ohio Area Agency on Aging

The Central Ohio Area Agency on Aging (COAAA) provided health and social services to older adults and families throughout an eight-county area. Some of those services included assisting 3,100 participants enrolled in the state's *PASSPORT* program of which 1,075 were new enrollees, and serving 25,800 people through Older Americans Act programs such as congregate and home meals, transportation, adult day care, and home repair, as well as homemaker, legal and employment services.

COAAA also provided quality improvement and monitoring to 27 assisted living facilities and 291 service provider organizations including those of levy partners in Franklin, Delaware and Fairfield counties. In addition, the agency received and then awarded \$400,000 in federal stimulus monies toward assistance for 668 older adults, and partnered with LifeCare Alliance to administer the *Senior Farmers Market* coupon program which served 4,114 people in six Central Ohio counties.

Joining with Delaware and Fayette counties and the city of Westerville, COAAA provided funding for *Project Lifesaver* to help local sheriff departments offer wristbands to vulnerable adults so they may be located if they wonder off. The agency also provided case management and housing services support to 120 clients in four Franklin County housing facilities through the HUD's CHSP program, offered information, assistance and outreach to 2,411 Medicare beneficiaries, gave 36 presentations and 720 in-person consultations regarding Medicare Part D, and responded to 975 caregiver calls.

In addition, COAAA established an internship with the Ohio State University's School of Social Work to bridge the gap between the University's Medical Center and caregiver services in the community, provided 33 professional trainings, attended over 240 health education presentations and 76 health fairs, hosted the 34th annual *Ohio Senior Hall of Fame* ceremony, and supplied gifts during the holiday season to more than 500 clients in cooperation with seven corporate partners.

Development

The Development Section had another successful year promoting opportunities through its volunteer organization. In 2009, citizens provided over 14,212 volunteer instances for a total of 119,467 volunteer hours at a value of more than \$2,373,813. The section also coordinated 275 park cleanups totaling 10,968 volunteer hours at a value of \$217,934.

In addition, the section tracked, obtained, and/or assisted in the receipt of \$301,896 in sponsorships, raised \$52,000 for the P.L.A.Y. (Private Leisure Assistance for Youth) endowment fund through the *Champions for PLAY Golf Outing* to provide scholarships to children from low-income families to participate in a variety of the department's fee-based activities, and dispersed \$56,861 in P.L.A.Y. grants to 5,500 participants.

In tandem with the department's Permits and Rental Service Section, Development produced the first *North Bank Lunch Series* in North Bank Park, which consisted of three pilot events where people could purchase a lunch or bring their own while listening to musical performances during the lunch hour. The series was created to market and promote rental opportunities at the North Bank Pavilion and the Cultural Arts Center.

The section also established intern relationships with The Ohio State University's Strategic Communication programs and Columbus State that resulted in the design of the department's new website, as well as providing volunteer assistance and visual branding. In addition, Development participated in the city's Social Networking Committee to determine a social media policy and good working practices, and the section also wrote and edited the department's quarterly employee newsletter.

Fiscal

In 2009, the Fiscal Section worked with the department's budget team to put forth an initial 2010 budget that included a reduction of a little more than \$3 million. However, with the passage of the half percent income

tax by Columbus voters in Aug. 2009, restorations were made and the final 2010 budget submission allowed for the reopening of recreation centers and the rehiring of staff.

As part of its daily function, the Fiscal Section processed 187 requisitions, 152 solicitations, 134 bid entries, 2,006 purchase orders, and 13,159 invoices. The section also continued to provide support and customer service for revenue collections, accounts payables and receivables, purchasing, legislation, special funds, petty cash, mileage, capital improvement projects, quarterly reports, telecommunications, and the three-year financial plan.

Golf

During 2009, the Golf Division received \$4,511,070 in revenues along with \$342,099 paid toward debt service for total of revenues collected equaling \$4,853,169. In addition, there were 245,941 rounds of golf played at the department's seven courses.

The Golf Division also hosted 161 junior golfers who played 861 rounds of golf in 11 events as part of the *Greater Columbus Junior Tournament Series*, 96 men played in the *Greater Columbus Men's Amateur Championship*, 70 women participated in the *Greater Columbus Women's Amateur Championship*, and 45 players took part in the *Greater Columbus Senior Tournament Championship*.

Human Resources

Due to the city's financial challenges, a majority of Human Resources staff member time during the first quarter of the year was spent preparing for and implementing approximately 40 layoffs which began in February and ended in March due to bumping. This included working with Civil Service and the city's Human Resource Department to meet with affected employees and provide them information, answering questions about COBRA and unemployment compensation, and doing the paperwork to process layoffs. In addition, city employees were mandated to take five furlough days, thus tracking these days off according to each of the city's union contracts complicated the processing of payroll, but was managed nonetheless.

The section also worked with the Columbus Health Department to provide H1N1 training and information on vaccine availability to department employees, and the section contracted with the Central Ohio Workforce Investment Corporation (COWIC) toward hiring 72 people to work eight weeks each in the department's Park Maintenance Section in which COWIC paid their salaries through federal funding. Other services provided for the department included hiring, payroll, benefits administration, contract administration, discipline and grievances.

Permits

In charge of rental facilities for the department including shelter houses, athletic complexes, and the marinas at the city's three reservoirs, as well as special park activity permits and street closures, the Permits Section accomplished many tasks in 2009.

Relative to rental facilities, Permits expanded business relationships with catering partners from one in 2005 to 22 this year, resurfaced the wood gym floors at Cleo Dumaree, Bill McDonald Berliner and Willis athletic complexes, stripped and waxed the tile floors at Big Walnut, Westgate, Whetstone, Antrim, Goodale, Wolfe, the Retreat at Turnberry and Big Run shelter houses, and generated more than \$100,000 in revenues from the rental of the North Bank Pavilion and another \$82,929 from area high schools and private groups needing extended rental time at the athletic complexes.

The section also effectively conducted the public boat dock lottery, maintained the tennis court reservations that brought in \$10,600 in new revenues, worked with the city's Division of Power and Water and the Division of Police on waterway issues, and provided rental services at nine enclosed shelter houses, five athletic complexes, and four marinas serving hundreds of thousands customers.

Planning & Design

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

During 2009, the section continued to work with the Columbus Downtown Development Corporation (CDDC) on the development of the Scioto Mile including the reformation of Civic Center Drive, Bicentennial Park and an adjoining cafe, and the trails on the west bank. Playground improvements included Carriage Place, Olde Sawmill, St. Clair Ave. Park, and Pingue Park.

The section also opened a small dog area in Wheeler Park and one in Sycamore Fields in Three Creeks Park, opened Crawford Farms and Lehman Estates Parks, began construction of the Woodward Park Nature Trail, and approved the first phase of the master plan for Livingston Park. Master plans were also developed for Pinecrest, Indian Mound, Devonshire, Heer, Beechcroft, and Forest Creek Parks, while hard surface improvements were made at Westgate, Antrim, Berliner, Big Walnut, Maybury, McDonald, Green Countrie, and Schiller Parks as well as the Indoor Swim Center, COAAA, and Champions Golf Course's maintenance area.

Sports park improvements included the re-orientation of four diamonds at Berliner Park as well as the layout, grading, new fencing, and utilities at the park's two shelters. Work was also done at the city's reservoirs including dock replacement and lighting improvements at Hoover Reservoir's Redbank Marina, installation of the boardwalk at Griggs Reservoir's Hayden Falls, and the restoration of the Quarry Wetland also at Griggs Reservoir. Greenways design development included the Scioto Hilltop connector, the Scioto Trail from Riverside Ave. to Fifth Ave., the Blendon Woods connector, Alum Creek Trail from Ohio Dominican University to Innis Park, and the trail on the Goodale St. Bridge as well as the Henderson Rd. Bridge.

Relative to department facilities, roofs were repaired or replaced at Blackburn, Barack, Tuttle, Westgate, Schiller, Sullivant Gardens, Holton and Barnett Recreation Centers as well as at the Cultural Arts Center, the Westgate and Antrim Shelter houses, and the Columbus Performing Arts Center. Ground was broken for the new Griggs Boathouse in conjunction with The Ohio State University and the Greater Columbus Rowing Association, and security systems were installed at Barack, Indian Mound, Driving Park, Milo Grogan, Carriage Place, Whetstone and Glenwood Recreation Centers and the Columbus Performing Arts Center.

Other accomplishments for Planning and Design included the acquisition of 28.6351 acres at Big Run (2.0), Retreat at Turnberry (1.703), Olentangy Meadows (8.473), and Big Walnut Edgewater (16.459), and receipt of \$5,390,120 in grants toward the Clover Groff Stream, Quarry Wetland, Red Bank Marina, Woodward Park Nature Trail, Carriage Place playground, the Cultural Arts Center, and the Alum Creek Trail in which the \$3 million in funding came from federal stimulus monies.

Planning and Design also reviewed 36 rezoning cases and 39 City Council variances, completed the Earth kind Rose Garden at the Park of Roses, inspected 262 properties, and identified 138 parkland encroachments in which 113 were resolved, and installed a rain garden in Iuka Park.

PARKS DIVISION

Building and Park Maintenance/Forestry and Horticulture

Thankfully, 2009 was a fairly normal year for the maintenance and forestry areas of the department.

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

For the 30th consecutive year, the department received the national *Tree City Award* from the National Arbor Day Foundation. In addition, *Arbor Day* was celebrated by planting 45 trees in Westgate Park that included five Akebono Cherries, two Frontier Elms, two Okame Cherries, two Saucer Magnolias, and a mix of Bur Oak, Chinkapin Oak, Swamp White Oak, London Plane and River Birch. Approximately 1,200 trees were also planted on neighborhood streets and in parks as part of Mayor Coleman's *Green Initiative*, and plantings were also done with volunteers at Northmoor and Glen Echol Parks.

RECREATION DIVISION

Arts

The Cultural Arts Center had a successful season with nine main hall and 12 loft gallery exhibitions, and taught 336 art classes for 3,529 students in the areas of painting, drawing, print making, weaving, beading, surface design, copper enameling, bronze casting, polymer clay, bookmaking, ceramics, sculpture, jewelry making, stone carving, and earthworks. The center also held 45 weekly *Conversations and Coffee* lecture series with 1,600 attending, hosted seven workshops, held two fundraisers in addition to the sales at the Student/Faculty Gift Shop, replaced the roof on the building, worked with Community Connects to provide an art experience for disabled adults, signed a three-year agreement with Phoenix Theatre to lease the Columbus

Performing Arts Center for youth which would have otherwise closed due to department cuts, as well as signed an agreement with the board of the Golden Hobby Shop to also take over the operations of the facility on behalf of the department due to budgetary constraints.

Community Recreation

With the city's financial challenges in 2009, budgetary reductions caused the closure of Barack, Feddersen, Glenwood, Holton, Indian Mound, Krumm, Martin Janis, Milo Grogan, Sawyer, Sullivant Gardens, and Tuttle Community Recreation Centers. However, several non-profit organizations were able to step up to the plate to reopen several of them in an effort to assist the department and the kids of Columbus. Thus, one-year operational lease agreements were entered into with the Muha Foundation to staff Holton, Camp Fire Inc. at Tuttle, and Neighborhood House at Sawyer, while the Columbus Blue Jackets Foundation provided funding to open Krumm on a part-time basis utilizing department staff.

But even with the closures, the Community Recreation Section pressed forward and provided tremendous programming for Columbus citizens. For example, the Thompson Boxing Team received a team trophy and a team sportsmanship trophy at the regional *Golden Gloves Tournament*, and had five boxers move on to the national tournament. In addition, Beatty Recreation Center hosted their annual *Kids in the Kitchen* program to teach kids to make healthy meals, Barnett Recreation Center rallied center participants to donate clothing and shoes to a neighborhood family who lost their home to a fire, Marion Franklin Multi-Generational Center sponsored a *Health Fair*, Westgate Recreation Center had two cheerleading teams that received first and second places in the *Elite Cheer and Dance Championship* at the Columbus Convention Center, Gillie Recreation Center partnered with The Ohio State University's College of Pharmacy for a *Brown Bag Series* for center participants to learn about health care, while Barnett Recreation Center hosted a *College Fair* featuring historically-Black universities.

Other activities included hosting the *Hershey State Track Meet* at The Ohio State University for 400 potential track stars of tomorrow, sending 375 children from around Columbus to several Columbus Clipper games, implementing the *4-Day Art & Play* program at seven parks where kids learned individual and group art projects as well as inventing new games, organizing the local *Punt, Pass and Kick* program in cooperation with the National Football League, coordinating the *Elks Free Throw Contest* at Dodge Recreation Center, directing the annual *Run for Fun* for youth in conjunction with the Columbus Marathon, holding the largest youth soccer league in the city at Whetstone Recreation Center for more than 900 kids, running the *Bill Willis Flag Football* program at Berliner Park, inheriting the operations of the *Capital Kids* program created by Mayor Coleman, and operating three playground sites in which kids participated in sports, music, games and arts and crafts.

Outdoor Education

The Outdoor Education Section provided three summer camps for 1,642 children with the assistance of 268 youth counselors-in-training who volunteered 10,090 hours of their time. The three camps included *Indian Village* with an introduction to nature and outdoor skills such as archery and canoeing, *Camp Terra* with a focus on science and nature through hands-on experiences, and *Camp Terra Preschool* that introduced four and five-year-olds to science and nature as well.

The section also conducted two winter camps for 81 kids and 11 youth counselors-in-training, and served another 212 children through several special events such as *Spring Clean-Up*, *the Family Fishing Festival*, *What's in the Night*, *Creatures of the Night*, and *Haunted Overnight*.

In all, Outdoor Education served a total of 1,670 kids and generated \$227,635 in revenues.

Special Events

The Special Events Section once again successfully coordinated the 30th annual *Jazz & Rib Fest* for the first time in the Arena District with 72 food and merchandise vendors, 264 musicians, and 294 volunteers all for the enjoyment of an estimated crowd of 400,000 people over three days. The section also collaborated with Waterfire and presented a performance downtown in Genoa Park by Ballet Met for an audience of 5,000 people, raised \$500,779 from sponsorships and grants, and received \$164,000 in in-kind goods and services.

The section also provided financial support totaling \$21,600 to 11 qualifying non-profit organizations for special event production thanks to Councilmember Priscilla Tyson, supported the return of the *Columbus International Triathlon and Sports Expo* for 500 amateur competitors, coordinated the city's annual *Holiday Tree Lighting Ceremony*, hosted pre-event citywide planning meetings for 16 of the largest public events, permitted 51 special events that anticipated 500 or more people in attendance, assisted the Short North Foundation with the production of the *Short North Summer Concert Series* which the department was no longer

able to direct due to budgetary reductions, maintained an event information hotline, and developed a Schedule of Events announcing dates and locations for more than 50 community events.

Sports

The Sports Section hosted tournaments for 265 teams in which 124 were from outside the city, welcomed 394 teams for girls fast-pitch, and continued to work with the American Softball Association, the National Softball Association, and the United States Slow-pitch Softball Association for tournaments related to softball, fast-pitch, and baseball.

In addition, the Sports Section used technology to help it become more efficient including the addition of teleNav software on the telephones to allow the section to file wireless reports from the athletic fields for record keeping purposes, and the One Call system to instantly communicate with team managers regarding schedule changes or weather delays.

Regarding other sports offered through the section, spring volleyball had 53 teams participating, spring basketball had 93 teams, and spring football had a total of 23 teams. Summer softball had more than 800 teams registered, while fall volleyball had 129 teams, there were 32 teams in the fall football league, and fall softball had 418 teams playing. Winter basketball leagues had 120 teams challenging one another, the 50+ Basketball at Woodward Park Recreation Center took place, the *Nite Owl Classic* all-nighter softball tournament over Halloween weekend had 51 teams participating, and the *Screwball Tournament* at Berliner Park played host to 23 teams.

**PUBLIC SAFETY DEPARTMENT
2009 ANNUAL REPORT**

DEPARTMENT OF PUBLIC SAFETY 2009 ANNUAL REPORT

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

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

SAFETY DIRECTOR'S OFFICE

New Police Chief Appointed

Walter Distelzweig was appointed to serve as Columbus Police Chief in March 2009. Chief Distelzweig replaced Chief James G. Jackson who served as police chief for nearly 20 years.

Federal Grant Money for Police

In March 2009, the Department of Public Safety was awarded a \$1.2 million JAG-Byrne grant to fund the 114th police recruit class for 2009. We were honored to have President Barack Obama travel to Columbus to address the recruits at the graduation ceremony. In June 2009, the Department of Public Safety was awarded \$12.7 million in COPS grant funds to hire 50 police officers for 2010 thru 2013

H1N1 Preparations

Public Safety in conjunction with the Division of Police, Division of Fire and Columbus Public Health successfully implemented pandemic preparations in response to H1N1 threat. Over 1,000 H1N1 vaccines were provided to EMS personnel. The Division of Police instituted a respiratory protection program, conducted quantitative mask fit testing and issued masks to all sworn and many civilian Division personnel to protect them from H1N1 influenza. The Division of Police assisted health authorities with logistical planning and security at twenty-one H1N1 vaccination clinics that were held in Columbus.

E 911 Funds

Approximately \$4.3 million in wireless 911 funds was secured from Franklin County for use by Police and Fire for call center and other communications expenses.

Prisoner Medical Contract

A new prisoner medical vendor contract was negotiated with CareWorks to reduce in custody health care cost to the Division of Police.

Neighborhood Safety Cameras

Security Risk Management Consultants was hired to provide consultation and project management services for Mayor Coleman's Neighborhood Camera Pilot Project.

Computer Aided Dispatch (CAD) Contract

A new CAD system contract was signed with Intergraph Corporation for \$7.2 million to replace the outdated dispatching systems in Police and Fire. A public safety network manager was hired to oversee implementation which is expected in 2011.

Citywide Continuity of Operations Plan

Organized and conducted citywide departmental meetings and prepared a Citywide Continuity of Operations Plan to be implemented in case of City emergency.

Nuisance Abatement Group

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

Summer Anti-Gang initiative

In 2009, personnel from Patrol and the Strategic Response Bureau focused on reducing gang and gun violence in Columbus neighborhoods through the summer anti-gang initiative. Personnel worked the initiative over an 8 week period which resulted in 184 felony arrests, 102 misdemeanor arrests, 117 guns recovered and 34 documented gang arrests.

Curfew Program

Building upon last year's successful pilot curfew initiative, the Division of Police focused on keeping Columbus youth safe and off the streets after midnight by focusing on curfew enforcement in Columbus neighborhoods. In 2009, Franklin County Children Services became a partner in this effort because of their resources and expertise in assisting children and families in need of help. Children 17 and other who were picked up for curfew violations were taken to Children Services if an officer was unable to safely return the child to a legal guardian.

City Combats Pawn Shop Theft

In 2009, Public Safety in conjunction with the Division of Police expanded the highly-successful electronic on-line reporting tool used by scrap metal dealers to track metal sales to Columbus pawnshops to track all items sold. This allows police to locate stolen items if they are sold to a participating business.

Tornado Warning Sirens

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

BRICKS AND MORTAR

Fire Training Center

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

New Heliport

Construction was completed for the new \$8 million Police heliport at 2130 W. Broad St. in July 2009. The new heliport was built on land that was purchased from the State of Ohio.

Re-naming of Columbus Police Academy

In March 2009, the Columbus Police Academy was renamed the James G. Jackson Columbus Police Academy in honor of retiring Police Chief James Jackson. Chief Jackson served as a police officer for 51 years with nearly 20 years as Chief of Police.

Police and Fire "Getting Green"

Columbus Police received \$3.7 million in Federal grant funds for "greening" Police HQ and improving the interior lights at Fire Stations.

New Strategic Response Bureau (SRB) Facility

The Division of Police Strategic Response Bureau moved into a newly renovated space at 1120 Morse Road. Public Safety and Real Estate Management worked together to purchase the building in June 2008 to move SRB from previously leased facilities.

Property Room/Crime Lab

Roof, HVAC and plumbing renovations were completed at 724 Woodrow Avenue. Public Safety and Real Estate Management worked together to purchase the building to house the Police Property Room and Crime Lab. In December 2009, Public Safety was awarded \$300,000 in Federal grant funds to help design the new space.

New City of Columbus Impound Lot

In September 2009, construction began on a new City of Columbus Impound Lot.

Fire Station 1

HVAC system replacement was completed in October for Fire Station 1 located at 300n. Fourth Street.

Fire Station 2

Kitchen and window improvements were completed in March 2009 for Fire Station 2 located at 150 E. Fulton Street.

Fire Station 24/Karl Rd Police Substation

Completed renovations and roof replacement for Fire Station 24/ Karl Rd Police Substation located at 1585 Morse Rd.

Police Precinct 1 Substation

Renovation of the old Division of Police SWAT facility at 743 W. 3rd Avenue was completed and precinct 1 officers moved from a rented building on Nationwide Blvd in May 2009.

Police Precinct 2 Substation

Renovations were completed for police precinct substation 2 located at 2077 Parkwood.

Police Precinct 8/16

Final renovation work was completed police precinct 8/16 substation located 333 W. Town Street.

Police HQ repairs

Police HQ ninth floor structural repairs were completed in November 2009.

Fire Facility Usage

The outdated Fire facility located on Greenlawn Avenue was vacated to optimize fire facility space. Fire support personnel and equipment were moved to the Fire Training Facility on Parsons Ave. and Fire air supply was moved to Fire Station 19.

DIVISION OF POLICE

- Communications Bureau personnel answered 1,276,770 calls, dispatched 690,603 calls for service and wrote an additional 231,728 incidents for self-initiated officer activity.
- A police recruit class of 25 graduated in March 2009.
- Legislated the purchase of 62 new police cruisers in December 2009.
- Purchased one (1) new MD 500 E Helicopter for Division of Police Helicopter Unit.
- Purchased three (3) new raid vans.

- The Division of Police Traffic Bureau manages the *Columbus Focus on Safety Program* that uses photo enforcement technology to identify vehicles that run red lights at selected high incident right angle crash intersections. By the end of 2009, twenty cameras were installed and operating at eighteen intersections. There were 21,705 notices of liability issued. This program has reduced right angle crashes by 83.33% at these intersections monitored by the cameras.
- Truancy Enforcement began on Zone 5 on January 31, 2007 and during 2009, the enforcement expanded to the other four zones as well, which was modeled after the successful Zone 5 program.
- The Community Liaison Section put on National Night Out on August 5, 2009 and had over 63 separate events in the Columbus, Ohio Area. This was the largest participation in the history of the National Night Out program for the Columbus Division of Police and ranked 7th in size for our nation.
- The Strategic Response Bureau and the F.O.P. has worked together to develop a program called “Bridging the Gap.” This program is design to interact with the community and the police and show the community how different police responses are handled from beginning to end. This involves a number of skits.
- The Community Liaison Section attended 592 community meetings, attended 317 block watch meetings, 378 presentations and had contact with over 41,000 persons.
- The Division participated in eleven disaster and terrorism exercises in 2009. These were products of planning and collaboration with fire, health, hospitals, airports, schools, communications, emergency management, and many other local, state and federal agencies. Unified planning and response efforts will help ensure the safety of our citizens and forge working relationships with neighboring communities to assist if necessary.
- The Crime Laboratory underwent an external audit of selected accreditation criteria by the American Society of Crime Laboratory Directors/Laboratory Accreditation Board-International (ASCLD/LAB-International) with no negative findings.
- In September the Division of Police had the first ever Sobriety Check Point in Columbus.
- In January 2009, the Auto Theft and Property Recovery Units conceived and implemented a multi jurisdictional operation organized to target the increase in thefts of construction equipment, vehicles, and recreation vehicles across Central Ohio. This endeavor, named “Operation Haul”, focused on both the suspects committing the thefts as well as the suspects fencing and trafficking in the stolen property. Ultimately, Operation Haul resulted in the arrest of 20 individuals being charged with over 100 felony crimes. Additionally, two of the largest fencing operations in the Columbus area were identified and eradicated. In all, over \$600,000 in stolen property was recovered and over \$450,000 of stolen property was returned to their rightful owners.
- The Payroll Unit, in conjunction with the Patrol Administrative Staff, implemented an electronic timesheet to replace the antiquated paper forms.
- The Police Impound Lot received 24,805 impounded vehicles in 2009. Also, the Impound Lot junked 3,318 vehicles off the impound lot and auctioned another 1,071 vehicles. The Police Property Room received more than 65,241 pieces of property and evidence, including 2,881 firearms.

DIVISION OF FIRE

- The Division of Fire responded to 142,981 incidents in 2009.
- The Division of Fire Bomb squad responded to 144 bomb incidents in 2009.
- The Division of Fire received approximately one million dollars in anti-terrorism grants for bomb and haz-mat equipment.
- The Division of Fire implemented TeleStaff on line in 2009, using software to improve the effectiveness of staffing assignments in lieu of paper and pencil system.

- Took delivery of twenty-two (22) pieces of new apparatus and fire vehicles in 2009, including seven (7) engines, seven (7) Ford Explorers for battalion chiefs, five (5) rescue boats, one incident support unit, one Bomb Response vehicle.
- The Division of Fire produced four “EMS Perspectives” television shows on GTC-3 during 2009.
- The arson unit investigated 798 incidents and made 111 arrests. Their surveillance and arrest of arson suspects on the south end of Columbus ended a paralyzing spree of arson fires.
- Citizens of Columbus requested and received 1,147 smoke detectors.
- The Public Education Specialist/Safe House Coordinator attended over 50 different events in 2009 and educated more than 17,000 citizens. There were 1,228 safety presentations made at schools, day care centers, career day events, neighborhood association and educational institutes. Firefighters in this section participated in 8 Health Fairs with more than 3,000 participants.
- The Division of Fire Training Bureau implemented online learning in February of 2009 utilizing CentreLearn as our training content provider. Fire personnel completed over 40,000 hours of continuing education earning 30,000 plus certificates.

DIVISION OF SUPPORT SERVICES

- Conducted “HAZCOM Training” for division personnel.
- Conducted “Aerial Lift Safety Training” with new employees of the Communications Section.
- Mailed 314,000 alarm user inserts in water bills, generating an additional 6,626 licenses @ \$231,910.00.
- Implemented Webcheck (electronic BCI checks) from the License Section to save time and create revenue.
- Programmed over two thousand (2000) 800 MHz radios.
- Generated over 4,000 work orders for emergency communications equipment repairs.
- Completed over 100 police and fire vehicle installs and strips.
- Heliport VOIP installation--Support Services’ first IP installation within Public Safety, approximately 44 IP Telephones.
- Completed the installation of a new Fire PA (Locution) to all Fire Houses.
- Support Services installed approximately 280 telephones and data lines; relocated approximately 110 Meridian telephones to the Division of Police, Strategic Response Bureau’s (SRB) new 1120 Morse Road facility.
- Support Services consolidated all of the Public Safety Voicemail users onto one common network located at the Police Headquarters building (1000 users).
- Crime Lab Telephone System Upgrade--Support Services replaced the existing outdated telephone equipment with a new NEC system.
- Fire Stations 10 and 18 Voice Upgrade--Support Services moved all voice circuits for Stations 10 and 18 to a VOIP service using the existing data network. This saved recurring monthly charges from AT&T, and service is now on the City Fiber Network.
- Inspected and tested 100% of known commercial weighting and measuring devices in the City of Columbus which resulted in an increase of \$8,881.00 in revenue being invoiced over 2008.
- Submitted legislation for changes to the City Code to add some new types of devices to be inspected, as well as to begin charging an inspection fee for UPC scanner inspections. This will also result in additional revenue when implemented.
- All inspection personnel obtained the necessary training credit hours to maintain their State of Ohio certification.
- Implemented a new generator inspection program with fleet that will save communications down time when the main power is lost.

- Graduated two (2) Com Unit Leaders from State training, thereby increasing the interoperability effectiveness of City of Columbus, Communications.
- Installed video security cameras and remote monitoring at all of our radio communications tower sites, which will reduce thefts and damage of equipment.
- Developed a new Fire radio template to be loaded into all Franklin County Fire Departments 800 MHz radios and dispatching consoles to enhance voice interoperability.
- Implemented an 800 MHz radio backup (failsoft) exercise to ensure that all agencies could still talk in case of a major system outage.
- Conducted an audit of ID numbers currently operating on the Public Safety 800 MHz Radio System and eliminate any illegal ID's and rogue users.
- Implemented a radio console patch to Columbus school security personnel in case of a school shooting incident. Columbus Police can immediately speak to school security officers before arriving on scene.
- Administered the 2007 COPS Grant "Data Sharing Initiative". The following goals of the grant have been met:
 - Purchased and implemented a new Mugshot System for the Columbus Division of Police
 - Have issued standardized laptops and mounts to Central Ohio Metropolitan Statistical Area Public Safety Agencies (over 75)
 - Completed distribution of 246 portable radios that were purchased from the grant (14 agencies)

**PUBLIC SERVICE DEPARTMENT
2008 ANNUAL REPORT**

Department of Public Service 2009 Annual Report

The Department of Public Service consists of the Director's Office and four divisions: Design and Construction; Mobility Options; Planning and Operations; and Refuse Collection. The Department has 704 employees that provide a wide range of services that are essential to Columbus residents' quality of life. The Department was reorganized in 2009 to improve services to residents and other external and internal customers, become more efficient and promote creative planning and increased productivity.

Director's Office

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

Created by Mayor Michael B. Coleman in 2006, the 311 Customer Service Center is residents' gateway to non-emergency City services. 311 received 253,527 calls and answered 246,266 in 2009, with 85.2 percent answered in less than 30 seconds, surpassing the goal of 80 percent. 311 reduced the average time in which calls were answered to 21 seconds, compared to 25 seconds in 2008. The rate of callers abandoning the call was 1.37 percent, well below the goal of five percent or less. 311 agents' availability improved to 89 percent in 2009, up from 84% in 2008, allowing more than 2,500 additional minutes of available service representative time and decreased wait times for callers. Further, average talk time per call decreased from 112 seconds in 2008 to 104 seconds in 2009. 311 customers also increased use of the center's online service, totaling 31% for bulk-refuse pickup and 12% for all other service requests versus 29% and 11%, respectively, in 2008. 2009 was a year of progress for 311, as it improved all Service Level Objectives above while employing three fewer service representatives than in 2008.

The Office of Support Services (OSS) in 2009 once again worked with department leadership to keep Public Service's fiscal effort lean and efficient, getting the most of every dollar. On the Fiscal Operations side, OSS managed 12 funds, including five operational, four reimbursable program and private grant funds, special revenue funds for bikeways and sidewalks and two guaranteed deposits funds that generated \$74,114,346.62 in revenue or guaranteed deposits. Fiscal Operations also completed 717 electronic encumbrances that totaled \$26,009,391.82 and 3,700 electronic vouchers that totaled \$25,694,785.12. In addition, Fiscal Operations created 303 solicitations for goods and services, generated 853 invoices that totaled \$3,983,384.08 and collected \$2,917,024.59, made 260 calls on past-due accounts and wrote 216 collection letters.

OSS's Capital Operations section finalized 135 pieces of legislation. It also completed four Ohio Public Works Commission grant applications that resulted in three grants totaling \$9,497,990. OSS Capital Operations also finished 21 Ohio Public Works Commission grant/loan-disbursement requests totaling \$4,575,091, and completed 38 Ohio Department of Transportation grant-disbursement requests totaling \$8,675,403. The section also: closed out five grants; bid 16 construction projects and advertised six requests for proposals; created 38 purchase orders for professional services and construction contracts totaling \$23,090,467; produced 12 paper encumbrances for inspection services totaling \$1,311,471.44; and paid 230 invoices for professional services and construction contracts totaling \$47,701,852. OSS Capital Operations also saved \$11,022.51 through an invoice-auditing process.

As part of the Department of Public Service's reorganization, the Human Resources (HR) section merged all department HR employees into one reporting unit, providing payroll, hiring, benefits administration, labor relations, employee performance and training services. Public Service HR continued to provide employee training and education services, training 544 employees in Cultural Diversity Awareness, holding classes for 78 supervisors and managers on Family & Medical Leave Act Training for Supervisors and conducted three classes on Improving Communication Skills for Refuse Collection managers, supervisors and non-supervisory employees. The HR section also emphasized employee health and safety, offering H1N1 flu epidemic informational meetings, attended by 477 employees and reducing the number of injuries and lost workdays by more than 30% from 2008. This exceeded the Department's safety goal of 10% reductions in both metrics, through a combination of injury-prevention efforts and case-management activities.

The Communications section worked to improve the general public's knowledge of the Department of Public Service's efforts to improve the quality of life in neighborhoods. The section elevated levels of contribution on organizing, producing materials for and attending public meetings for capital improvement projects (CIP) and revamped and expanded the Public Service Web site, especially in fact sheets for CIPs. Communications also participated in several neighborhood and civic-association meetings and acquired a new outreach display and tent, enhancing ability to participate in outdoor events for bicycling, "green" and other functions. This new display was used at four Neighborhood Pride sites and the week-long American Public Works Association Congress held in Columbus. Communications also coordinated logistics, press-kit materials and photography for several press events on road-improvement projects, including one for the *American Recovery and Reinvestment Act of 2009* resurfacing and curb-ramp project with guests US Congress members James Oberstar (Minnesota) and Mary Jo Kilroy (Ohio). On snow removal, Communications took a proactive approach in communicating the Snow & Ice Control Plan to media and produced a 15-minute informational video on the plan, using 100% internal sources and spaces on GTC-3 television and Columbus' Web site. The section also developed fact sheets for citizens and the media on equipment, materials and policies on snow removal, salting, pre-treating pavement, patching potholes, service levels and more. Communicating with the general public via Twitter was among Communications' expanded use of Internet social-networking sites for communicating with the public and media.

Division of Design and Construction

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

The High Street project between Lane and Arcadia Avenues, Henderson Road between North High Street and SR 315 and the River District East in the Huntington Park stadium area were three major projects completed in 2009. Work included complete replacement of the road down to the roadbeds, and new sidewalks, curb ramps, traffic signals, street lighting, storm and sanitary sewer systems, bikeway facilities, overhead utility lines, landscaping and more totaling approximately \$31.17 million in additions and improvements. Design and Construction also completed plans, received bids and started work on the resurfacing project funded by the *American Recovery and Reinvestment Act of 2009*, which calls for resurfacing and curb-ramp construction on nine federal aid routes. Three of the streets - Miller Avenue, Mooberry Street, Tussing Road - were completed by November and the balance will be finished by June 30, 2010. In the Northland area, Phase 2 of the Morse Road Improvements project (\$14 MM in addition to \$31.17 MM above) continues and is expected to wrap in 2010.

The division continued design and construction efforts on downtown infrastructure changes and improvements in preparation for the City's bicentennial in 2012. Construction and inspection were completed on Town Street Rehabilitation, Scioto Mile Phase 1 and RiverSouth Phase 1, and Front Street and Civic Center Drive were converted to two-way traffic between Broad and Rich Streets. Design was completed for RiverSouth Phase 2, which will use Federal Stimulus and Ohio Public Works Commission funding to rebuild and convert portions of Rich and Main Streets and two additional blocks of Front Street to two-way operation. Design and Construction also continued coordination with Franklin County on improvements at High & Main Streets around the new courthouse, pavilion and connecting underground tunnel. The Division also partnered with the Department of Public Utilities to initiate the Inflow Redirect project in RiverSouth, separating sanitary and storm sewers in preparation for the Rich Street Bridge and RiverSouth projects. Also downtown, former Town Street bridge demolition was finished, design of the Rich Street Bridge, scheduled to start construction in March 2010, was completed and Main Street Bridge construction continued.

In 2009, the division advertised for construction on Henderson Road, Lockbourne Road and Williams Road projects and continued planning and design on other capital projects, including: Alum Creek Drive from Route 104 to Williams; Fairwood Avenue from Watkins to Koebel; Hamilton Road from I-70 to Big Walnut Creek; High from Flint Road to Delaware County line; Hilliard-Rome Road from Roberts to Westchester Woods; Joyce Avenue Phase I, Parsons & Livingston; Worthington-Galena and Lazelle; Emerald Parkway from Tuttle Crossing to Rings Road; and Karl Road from State Route 161 to Schrock Road. The division also completed CIP plan reviews on 234 sets of plans for Design & Construction, Water, Sewers and Drains, Electricity, Facilities Management, Ohio Department of Transportation (ODOT), Franklin County Engineer and other joint venture projects. In addition, plans and reviews were completed and signatures were obtained on 23 Drawer E plans; projects included the Columbus Traffic Signal System (CTSS) – Phase A, Alkire & Holt Intersection Improvements, Universal Road and the Parsons & Livingston Improvements.

The division completed several steps and engaged in activities in support of the overall Columbus Traffic Signal System program, including completing design plans for CTSS-A and the request-for-proposal for CTSS-B. Signal design staff attended a scanning tour in Kansas City along with representatives from the Federal Highway Administration (FHWA), Mid-Ohio Regional Planning Commission, ODOT and Cities of Dublin and Gahanna, to gather information and other perspectives for an implemented CTSS. The division also obtained approval from FHWA and ODOT for the City's first *Finding in Public Interest* document and the state's first major Intelligent Transportation System project System Engineering Analysis document for the CTSS-A project, in order to obtain federal authorization.

A total of 143 Signal Plan reviews were completed: 79 Division of Design & Construction projects; six Department of Public Utilities CC plans; 51 Private Development plans for the One Stop Shop; and seven ODOT plans. Also finished were 161 CIP Maintenance of Traffic and Traffic Control plan reviews: 86 Design and Construction projects; 41 Department of Public Utilities Water projects; 31 Department of Public Utilities CC plans; and three Department of Public Utilities electricity projects. Reviewed 153 permits from Division of Planning & Operations. Completed SS-1630 installation of Ground-Mounted Signs and Sign Supports.

The division finished work orders for new traffic signals installed for Abbie Trails at Gender Road and Chapel Stone at Waggoner Road and completed specifications for purchasing a wireless detection system that will be used for northbound and southbound traffic at the same intersection.

Working with One Stop Shop, Design and Construction initiated 42 and reviewed 157 construction plans, with 100% compliance to timeframes. A total of \$4,144,585 in agreements between the City and private developers were confirmed, \$708,044.31 in inspection fees were collected and projects totaling \$22,890,860 were completed.

In 2009, 49 sets of right-of-way plans were reviewed for Design and Construction CIP projects. Also, 25 pieces of legislation were prepared, comprised of eight funding ordinances (Hire & Acquire or Increase) and 17 other ordinances, including granting of easements associated with CIP projects, dedication of additional rights-of-way and more.

In another move to make the most of in-house staff resources, Design and Construction saved approximately \$350,000 by using City staff instead of consultants to inspect concrete and asphalt plants during daily batching operations.

Division of Mobility Options

The Division of Mobility Options (DoMO) was born in 2009 to better align assets from the old Transportation Division with Mayor Michael B. Coleman's goal to make Columbus a more pedestrian, bicycle and multi-modal transportation friendly city.

To increase pedestrian safety, DoMO constructed 13 miles of new sidewalks as part of the Operation SAFEWALKS program to serve COTA bus riders, schoolchildren and general public. A geographic-information-system tool is under development and expected to be completed by autumn 2010. The division also built 535 curb ramps, bringing the total constructed since 1997 to 26,043.

DoMO also received approval from ODOT for a School Travel Plan on the Hilltop for use in the *Safe Routes to School* funding program and submitted Safe Routes to School applications to ODOT for sidewalks on the Hilltop and traffic-calming features in Franklinton. In addition, the division received a Safe Routes to School \$235,000 grant for Rich Street sidewalks in Franklinton. Also to improve pedestrian safety near schools, DoMO serviced 20 mph flasher units in school zones, removing 12, reinstalling 10 and installing two new flasher units and set up extended 20 mph zones, speed-awareness display units and upgraded overhead crosswalk signage in school neighborhoods. Further, DoMO investigated 100% of all school-crosswalk markings for possible replacement, resulting in the installation or replacement of 135 school crosswalks and 24 "SCHOOL" pavement legends at 29 schools. Additional crosswalk improvement work included the identification of, and approval for, an in-pavement, warning-light crosswalk system for Long Street in King-Lincoln Theatre area. Elsewhere, DoMO installed solar-powered, flashing crosswalk signals on Sunbury Road at Ohio Dominican University, installed traffic-control devices for pedestrian crossings on Cleveland Avenue at Grove Street, Phale D. Hale Drive at OSU Hospital East and Sancus Boulevard at Brockwell Drive and installed a traffic-calming island at intersection of

Milton Avenue and Graceland Shopping Center, using in-house staff for design and construction. DoMO also received a Federal Transit Administration New Freedom Grant of \$159,000 to build sidewalks on Obetz Road from South High Street to Beth Ann Drive. On 311 service requests from citizens, the division also closed 64 crosswalk requests and worked 134 traffic-calming requests. Regional traffic calming work with residents included continued implementation of Linden Area Traffic Management Plan, with traffic-calming features at six locations and sidewalk along Briarwood Avenue, and continued development of Weinland Park and Hilltop Community Mobility Plans.

To discourage speeding, DoMO deployed speed-awareness trailers to 310 locations.

Despite a tight budget, DoMO also made progress in making Columbus more bicycle friendly, including the launching of the *Share The Road* initiative during Bike To Work Week activities in May. In a collaborative effort with ODOT using ODOT Highway Safety Funds, 54 *Share The Road* signs were installed on High Street between Nationwide Boulevard and the design of 189 sharrow pavement markings were completed; the sharrows will be added to the pavement in 2010. Also installed were 46 bike racks citywide and an innovative bike box on the Milton Avenue Bicycle Boulevard at the intersection with West North Broadway; DoMO will continue to evaluate the bike box's effectiveness for approval by the Federal Highway Administration. Design of the Lockbourne Road and Kimberly Parkway bikeway projects was completed while design of the of Neil Avenue, Francisco Road and Long Road bikeway projects was started. DoMO accomplishments in 2009 also included the publishing of the Sidewalk and Bikeway Facility Requirements Rules and Regulations and finalization and distribution of nearly 30,000 copies of the Columbus Metro Bike Users Map.

DoMO staff also made two presentations at conferences: presented Columbus Bikeways Program at the 2009 Ohio Transportation Engineering Conference; and presented Columbus *Complete Streets* and *How to Conduct a Walk Audit* at international American Public Works Association Congress held at Columbus Convention Center.

DoMO includes the Parking Violations Bureau (PVB). PVB employed a vigorous program of mailing reminder notices for unpaid parking tickets, resulting in a 92% collection rate for the PVB, and partnered with the Ohio Bureau of Motor Vehicles DETER program in applying license and registration holds on delinquent parking violators, resulting in higher payment rates. PVB efforts to pursue chronic repeat parking violators with large outstanding debts owed to the City included Parking Enforcement Officers (PEO) using their hand-held ticket writing computers. In the course of their regular work writing tickets for illegally parked vehicles, PEOs identified and impounded of 482 scofflaw vehicles.

Overall in 2009, PVB and Division of Police issued 171,466 parking citations, with PVB employees accounting for 87.9% of issuance, sending \$13,532,906 to the City's General Fund. PVB collected a record \$3,245,727 from pay-by-Web and pay-by-phone systems from over 63,600 transactions, representing 48.5% of all ticket payment. The bureau also held 2,016 adjudication hearings, with 1,265 violations upheld and 751 dismissed.

Division of Planning and Operations

Like the Division of Mobility Options, the Division of Planning and Operations (DoPO) was created from a portion of the former Transportation Division during Public Service's reorganization. Planning and Operations continued its vital work repairing Columbus streets and alleys, repairing and replacing 21,655 linear feet of curbs, patching 114,468 potholes, crack-sealing 7.5 miles of arterial streets in a pilot program and surface treating 15 lane miles of alleys. The work to keep Columbus clean also continued with the sweeping of 17,157 curb miles, mowing 2,612 swath miles and collecting 268 tons of litter and 4,860 tons of sweeping debris. DoPO also collected 61 tons of litter (in addition to 268 above) during annual spring cleanup and cleaned city-owned parking lots weekly in Short North.

The division also improved its Snow & Ice Control Plan, including the addition of a swing shift that added eight to ten snow plow trucks from existing resources to fight snow between 3:30 p.m. and 3:30 a.m., including the evening rush hour. Central Ohio Management Based Applied Technology (COMBAT) was installed in 107 Department of Public Service trucks to allow the City to track locations of trucks, tell whether the trucks' plows are up or down, whether they are salting or not and help the City be more efficient and effective in plowing and treating streets. COMBAT is a joint project with the Franklin County Engineer's Office.

DoPO also continued its work to make Columbus streets safer, installing audible pedestrian signal units at 13 intersections; refurbishing, installing or rebuilding traffic signals at 22 intersections and performing 13,834 traffic-sign operations (installed, replaced, repaired, removed). DoPO also converted 759 traffic-signal heads and pedestrian signals from incandescent to light-emitting diode bulbs (LED), work that is consistent with Mayor Michael B. Coleman's Get Green initiative, saving \$57,525 in electricity with the LED lights. DoPO also made streets safer by installing pavement markings and signs: 554,712 pounds of thermoplastic pavement markings; 92,433 pounds of reflective glass beads; 7,133 feet of preformed tape; 83 preformed arrows; 44 preformed "ONLY" signs; 18 chevrons for speed humps; four preformed "R"s for railroad crossings; 64 preformed bikeway items; 334 flexible traffic posts; 111 pieces of Qwik Kurb items; four preformed handicap symbols; and three preformed merge symbols.

The Traffic Management Center (TMC) staff reprogrammed signal operations installed or modified on several construction projects: Morse Road – Phase 2; High Street (Lane to Arcadia); Henderson Road; International Gateway at Stelzer (for ODOT); and RiverSouth – Phase 1 and Scioto Mile. TMC also opened, processed and closed 323 service requests from Columbus Service Center by Signal Operations and Freeway Management groups and processed 42 accident inquiries. DoPO's Coaxial cable system maintenance staff supported the inspection of construction projects, which included items for future operations and maintenance. Major projects included: Morse Road – Phase 2 (Karl to Cleveland); High Street (Lane to Arcadia); Henderson Road; International Gateway at Stelzer (for ODOT), RiverSouth – Phase 1, Scioto Mile and Franklin County Courthouse, including tunnel work

DoPO staff issued 7,874 development permits, generating \$800,606, reviewed 281 utility plans, assigned 3,246 address numbers, certified 47,795 addresses in city's database and verified 494 addresses at the request of the Ohio Department of Commerce, Division of Liquor Control. The division also compiled city-growth figures: 6,351 lane miles, 2,054 linear miles of streets, 227 square miles within the corporate limits. DoPO helped maintain the City's parking meters, changing batteries, cleaning card readers and lubricating locks on all meters twice. Division staff also covered meters for numerous special events and occupancy permits, removed 35 single-space meters on Gay Street used during test project and installed new vault locks on all meters.

The Training facility at 1881 E. 25th Avenue hosted 553 events: 351 for Department of Public Service; 81 for other City Divisions/Departments; 93 for outside entities and 28 for labor relations negotiations.

DoPO also contributed to a greener Columbus, recycling 22,980 pounds of aluminum.

Division of Refuse Collection

The Division of Refuse Collection again led the way in keeping Columbus clean and healthy, disposing of 310,668 tons of solid waste, a 5.37% decrease from 2008. In light of the City's budget crisis, Refuse Collection collaborated with Solid Waste Authority of Central Ohio to conduct free yard waste drop off events for six consecutive Saturdays during the fall, the peak of yard waste season for the year. Residents responded, dropping off a total of 397.27 tons of yard waste at six locations owned by Public Service, Public Utilities and Recreation and Parks. Refuse also collaborated with The Ohio State University to provide 11 free bulk trash drop-off locations in the OSU area during the annual September student move-out/move-in period.

In 2009, Refuse Collection collected and buried 2,777 dead animals.

The division also supervised 20 community-service-worker cleanups (134 workers, 17 tons collected), organized 464 litter cleanups and four graffiti paintovers (9,879 volunteers, 200.7 tons collected) and received a First Place National Award from Keep America Beautiful for litter prevention for a government agency. Refuse Collection also continued its partnership with Neighborhood Pride to recruit and coordinate 175 volunteers who worked 495.2 hours at eight litter cleanups, graffiti paintovers and beautification projects within Neighborhood Pride areas and collected 3.4 tons of debris.

DEPARTMENT OF TECHNOLOGY
2009 ANNUAL REPORT

Department of Technology 2009 Annual Report to Columbus City Council

MISSION STATEMENT

The Department of Technology will leverage technology to make Columbus the best-performing municipality in the Mid-West.

The Department of Technology (DoT) supports the local government information infrastructure to promote the delivery of exceptional customer service, increased efficiency and the achievement of peak performance by:

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

DoT achieves this through the:

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

2010 Planned Activities – Mayoral Initiatives

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

Customer Service

E-Government

DoT will continue to offer inter- and intranet services, thus providing local citizenry with increased access to local government services and information. In 2010, DoT plans to work with city departments whose websites are still managed using FrontPage to help them to redesign their web presence and to assist them in the migration of their content into Ektron. DoT will therefore continue to support city departments in their efforts to reach out to their customers via the internet. We will also continue to upgrade the city's internet services to provide local citizenry with increased access to local government services and information. In 2010, the department plans to implement policies and procedures for the use of social media/networking applications to extend city services and to engage citizens in community dialogue. Additionally, the department will continue to support and assist city departments in their efforts to reach out to their customers via the internet by implementing enhanced tools for measuring web effectiveness.

CUBS (formerly known as WASIMS) Upgrade Banner Implementation- Round 2

Working with the Department of Public Utilities to continue the next round of the implementation of the latest version of their "Banner" software package which provides billing and customer service functions to DPU.

Neighborhoods

Accela Upgrade

Complete the Accela "one-stop-shop" permitting center system upgrade that will integrate and build upon the city's geographical information system (GIS), the city's 311 system, and a common citywide

telephone service system. Accela Citizen Access, an on-line permit tracking system, will be implemented enabling customers to track inspection requests and pay for certain types of permits on-line.

Home Again (Vacant Housing) Application

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

Safety

CADD Implementation Support

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

Upgrade Police Applications

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

Distance Learning Implementation

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

Economic Development

Citywide Network Connectivity Plan

Continue in 2010 to develop, expand, and implement portions of a citywide connectivity plan that will outline the most efficient means by which to connect to city facilities for data exchange and telephone voice traffic. Continue researching and implementing wireless/fiber optic/broadband network technology and integrating it with the overall city network when practical. The department will use the information from this plan to determine the extent to which connectivity can be used as an incentive for economic development.

Peak Performance

Implementation of Lawson Payroll and Human Resources System (CHRIS)

The Department of Technology is partnering with the Auditor's Office and several other City Agencies on the implementation of a new state-of-the-art payroll and human resource system (CHRIS). Complete phase one (which entails go-live) and begin phase two implementation of the new state-of-the-art Columbus human resource information system (CHRIS). DoT will continue to partner with these stakeholders to implement the system according to schedules that were established.

Automated Capital Improvement Budget Implementation

Continue to partner with the Finance and Asset Management Department to complete the development of the standard citywide system for gathering, analyzing, monitoring, and publishing the City's Capital Improvement Budget and (CIB) and Capital Improvement Projects. This system will eventually be

capable of publishing information on the Internet for all residents to view.

Information Technology Disaster Recovery Planning

In 2010, DoT will continue to build the infrastructure of the information technology disaster recovery center in order to provide the most effective environment to reconstitute mission-critical systems and applications in the event the citywide data center is compromised. This effort also contributes to the city's overall pandemic and business continuity planning. We will also implement the second phase of major renovations to the data center facility at Arlingate. Major systems to be replaced or upgraded in 2010 include the fire suppression system, the computer operations center and the office cooling system.

VOIP Implementation

The department Centrex replacement project will continue the migration efforts of the city's central telephone switching system (Centrex), provided by AT&T, to a converged voice and data solution, voice over internet protocol (VOIP). This will take advantage of the city's current data network infrastructure investment, providing the latest technological advancements that will allow the city to dramatically reduce telephone line costs while providing enhanced telephony service. Continue with the roll out of transferring most city telephone services to a voice over internet protocol (VoIP), utilizing the city's current data network infrastructure investment to provide the latest technological advancements that will allow the city to dramatically reduce telephone line costs while providing enhanced telephony service. Telephone calls will travel over the city's data network rather than a phone company's network. Locations scheduled for VoIP conversion in 2010 will be Piedmont and Carolyn Ave, followed by E. 25th and E. 17th Ave. (Transportation), Alum Creek (Refuse), Department of Public Utility (DPU – 910 Dublin Rd., Indianola Ave. and Fairwood Ave.), and the Beacon Building.

Graphical Information System (GIS) Initiative

Continue to expand geographic information system (GIS) capabilities with a greater focus on assisting city agencies in integrating graphical information from the GIS central repository. This repository contains the underlying geographic location information (e.g. street center lines, building and parcel locations) which is or will be utilized by many mission-critical applications such as the computer aided dispatch, 311 call center, the Accela "one-stop-shop" and CUBS (formerly WASIMS.)

Information Security Initiatives

Continue to establish the enterprise security risk management program, ensuring regulatory requirements, and best security practices are integrated across service offerings, support projects, and other initiatives.

IT Strategic Planning and Chargeback System Replacement and Technology Best Practices

Implement in 2010 a new charge-back rate/billing model (using Excel spreadsheet) and Service Catalog following Information Technology Information Library 3.0 (ITIL3) "best practices". Procuring software that manages the maintenance of the rate model and service catalog much more seamlessly than Excel will be completed in 2010. Also, we intend on a full rollout of the City's Technology strategic plan by mid-year. We will also continue the improvement of internal operations through the adoption and refinement of IT process best practices by taking a service oriented approach to providing customer value through a service catalog, service portfolio management and service level agreements with all departments utilizing DoT's services.

Mobility

Implement mobile technology for the Department of Public Utilities through the use of mobile dispatching/GPS which disseminates and provides field employees immediate access to crucial information.

2009 Accomplishments

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

Customer Service

E-Government (government through electronic media)

DoT was engaged in migrating departmental websites from an old content management software (IUpload and FrontPage) into a more modern and feature-rich content management environment, Ektron. The following departmental web sites have been successfully moved to the new content management environment: Development, Health, and Recreation and Parks. Several other web assets (sites) have been introduced such as GreenSpot.

CUBS (formerly known as WASIMS) Upgrade Banner Implementation- Round 1

Worked with the Department of Public Utilities - Division of Power and Water to successfully convert their obsolete electricity billing system to CUBS 1.0 which centralizes billing in the Water and Sewer Information Management System (WASIMS) thus reducing risk and increasing cost savings to the City.

Mail Inserter Acquisition

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

Cable Television & Media Services Accomplishments

Media Services continued its successful track record by providing many hours of original programming in 2009. Some of the new programs introduced include the Community Relations Commission hour with Director Bell. Other programs include:

- Aired live coverage of the “State of the City” address, and the “Martin Luther King Celebration” as well as all City Council meeting
- Partnered with City agencies in producing and airing various other public service announcements.
- Administered the scheduling and playback of both the government channel and the educational access channel.

Safety

Speed Trailer Application

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

Neighborhoods

Accela Upgrade

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

Home Again (Vacant Housing) Application

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

Peak Performance

Implementation of Lawson Payroll and Human Resources System (CHRIS)

The Department of Technology is partnering with the Auditor’s Office and several other City Agencies on the implementation of a new state-of-the-art payroll and human resource system (CHRIS). We completed substantial work phase one of the new state-of-the-art Columbus human resource information system (CHRIS). DoT will continue to partner with these stakeholders to implement the system according to schedules and timelines agreeable to all parties involved.

Information Technology Disaster Recovery Planning

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

VOIP Implementation

The department Centrex replacement project implemented the migration efforts of the city’s central telephone switching system (Centrex), provided by AT&T, to a converged voice and data solution, voice over internet protocol (VOIP). This takes advantage of the city’s current data network infrastructure investment, providing the latest technological advancements that will allow the city to dramatically reduce telephone line costs while providing enhanced telephony service. VOIP was successfully implemented at City Hall in 2009.

Graphical Information System (GIS) Initiative

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

IT Strategic Planning and Chargeback System Replacement

DoT continued the on-going updating and maintenance of the information technology strategic plan which provides a framework and direction for the City’s information technology function for the next several years. This plan included the continual improvement of the information technology chargeback billing application that facilitates the efficient chargeback of information technology costs to the appropriate City Department as well as the IT Services Catalog.

Citywide Network Connectivity Plan

Continued to refine the development of, and implement incremental portions of the Citywide Connectivity Plan DoT also submitted an application for funding through Round 1 of the Federal Stimulus Plan to supplement our CIP connectivity budget.

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DEPARTMENT OF DEVELOPMENT
2009 ANNUAL REPORT

Department of Development 2009 Annual Report

The Department of Development is pleased to submit the 2009 Annual Report. The report highlights the accomplishments of the Department as we work to promote the goals of the Columbus Covenant set forth by Mayor Michael B. Coleman. It is our goal to continue to strengthen our neighborhoods as we work to make Columbus America's 21st Century City.

Economic Development

In 2009 the Economic Development Division leveraged City resources to secure 16 new projects. Over the next 5-10 years, these projects will create 4,127 new jobs, retain 17,062 and generate \$5.9 million of new income tax and \$1 billion of new private investment.

The Economic Development Division conducts the monitoring and compliance for the City's property tax incentives and coordinates the Columbus Tax Incentive Review Council (TIRC). One-hundred and forty-four (144) projects were reviewed in 2009 by the TIRC, including 77 Enterprise Zone and CRA agreements, 50 TIF districts, 9 pre-1994 and 8 residential CRA districts. Together, this portfolio of projects represents \$5 billion in real and personal property investment and 61,957 jobs created and/or retained.

The Special Projects component of the Economic Development Division oversees the administration and coordination of the City's Brownfield Redevelopment program. In 2009, Special Projects obtained and coordinated payment of over \$20 million in grant funds. Projects included TechSouth, Jaeger Manufacturing, B&T Metals, 3M, Wheatland, Columbus Coated Fabrics, Kimball-Midwest and the former Schottenstein site. Additionally in 2009, Grange Mutual Insurance headquarters had its grand opening representing over \$100 million of new investment was undertaken to prompt the creation of 800 new jobs.

In 2009, more than \$7,865,000 million was spent for infrastructure improvements to support economic development projects. The city's loan programs administered by CCDC and ECDI closed 28 loans leveraging over \$10 million in private investment and created over 50 new jobs. In addition, the Economic Development Division closed 24 grants totaling \$69,160 leveraging over \$100,000 in private investment and creating 24 jobs.

Planning Division

Two major structural changes occurred in the Planning Division in 2009: transfer of the Historic Preservation Office and staffing of the Downtown Commission was assigned to the division.

The Planning Division completed and City Council adopted the following four plans in 2009: Clintonville Neighborhood Plan, Fifth by Northwest Neighborhood Plan, Livingston East Area Plan and Southwest Area Plan, which was a joint project with Franklin County. In 2009, the following five plans were initiated and all were scheduled to be completed in 2010: East Broad/Blacklick Area Plan, Greater Hilltop Plan Update, Near Southside Plan Update, North and South Linden Plan Amendments, and Trabue/Roberts Area Plan.

Planning staff conducted reviews of 1,403 zoning and variance applications, right-of-way vacations, billboard requests, Certificates of Appropriateness and casework for the Art Commission, Big Darby Accord, Rocky Fork Accord, University Area Review Board, Downtown Commission, and all five architectural review commissions.

About 19 acres were added to the city in 2009, taking the city to about 227 square miles.

The division, working jointly with the zoning staff, Department of Public Service, and city attorney's office completed major revisions to the Parking Code, which were submitted to City Council in November. The revisions "right size" parking requirements based on in-field research,

establishes maximums, expands landscaping requirements, and requires off-street bicycle parking consistent with the Bicentennial Bikeways Plan. Commercial overlays were adopted in four neighborhoods: Eastmoor (Broad and Main streets), Lockbourne Road, Milo-Grogan (Fifth and Cleveland avenues), and Northwest (SR161, Sawmill and Bethel). New overlays were initiated in three neighborhoods in 2009: Clintonville (Indianola and N. High), Far South (S. High), and Fifth by Northwest (Fifth, King, Northwest and Olentangy River Road).

A residential downzoning project was initiated in Franklinton consistent with their area plan.

Relative to the 2010 Census, Planning staff prepared an updated Boundary Adjustment Survey, verifying new residential construction to add addresses, and conducted a final evaluation of the LUCA addressing system.

The division established the Historic Preservation Working Group in 2009, which assessed the current historic preservation/architectural review process and presented a final report with recommendations to enhance the system. The first major project to be implemented occurred in late 2009 with initiation of the Short North Design Guidelines effort.

The Darby Town Center master planning project was initiated by Franklin County in 2009; the division represented the city on the client group and participated in several work sessions with the consultant team.

The division worked with Economic Development and the Mayor's Office to support the CDDC's Downtown Plan project.

An economic development strategy was initiated for the Olde Towne Quarter neighborhood business district on Parsons Avenue on the Near East Side, working with the Economic Development Division. This project was started at the request of the Ohio Department of Transportation.

The division also participated on a joint task force with Public Service regarding the design of the 70/71 inner belt reconstruction project.

Historic Preservation Office initiated a project to update/revise the historic district boundary of the Old Beechwold neighborhood.

Projects in which staff participated in 2009 included the Airport Environs Overlay map update, Blacklick Watershed Management Plan, Don Scott Part 150 Noise Study, Pay As We Grow program (establishing an invoicing methodology), analysis of the Brice Road business district, Downtown public realm enhancement study, 3-c rail downtown station project, BUILT in Ohio study, parking study for the Hilltop business district, Franklin County's subdivision regulations project, South Parsons Gateway project, Olentangy Watershed Balanced Growth Plan, Parking Meter Working Group, Physical Activity Roundtable, Green Team/Green Memo, and the University District Organization's Managing Change planning project.

The *Port Columbus Joint Economic Development Strategy* was recognized by the Central Ohio Section of the Ohio Planning Conference with a planning award in 2009. The division was represented in an article on the demolition of City Center in the American Planning Association's *Planning* magazine and a cover article on the Development Commission in APA's *Planning* Commissioner's magazine.

The city was recognized by the State of Ohio for four historic preservation projects at its annual awards event: Lincoln Theatre, Buckeye Building, Seneca Hotel, and Broad Street UMC Church.

Neighborhood Services

Code Enforcement

Last year Code received 19,265 requests for service through 311 and issued 14,046 violation notices; 7,632 of the notices issued were for weeds and solid waste. The weed abatement program mowed and cleaned up 1848 parcels. There were 26 demolitions of vacant and unsafe structures. The Solid Waste Inspectors responded to 2541 service requests from 311, and the EBA Unit secured 1230 vacant structures.

Code officers completed an inventory of vacant structures in the City of Columbus and identified approximately 5,754 vacant structures. This was about an 8.5% increase from 2008. Code participated in four Neighborhood Prides.

Neighborhood Pride

- The Neighborhood Pride program marked its 10th year in 2009 touring four neighborhoods, which included Tussing Blockwatch Area Civic Association, Arlington Park Civic Association, Deshler Park Civic Association and Clinton Estates Civic Association.
- The program included the Pride Talent Show and the Bike Safety Festival.

Housing Division

As a part of the American Recovery and Reinvestment Act of 2008, the city of Columbus received an award of more than \$22 million in the first round of Neighborhood Stabilization Program grant funds. The city is in the process of purchasing foreclosed and vacant properties that will be rehabilitated in several Columbus neighborhoods.

The Housing Division continues to provide assistance for homeownership and rental opportunities to the citizens of Columbus. In 2009, the Division provided:

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

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

- 26 Home Safe and Sound projects completed rehabilitating homes owned by low-income families;
- 466 emergency repairs were undertaken to correct unsafe and hazardous conditions and enable low-income families to remain in their homes;
- 56 Deaf Modification projects were completed to enable hearing-impaired individuals to live independently;
- 312 Chores projects were completed that include minor home repair/maintenance activities to assist low-income elderly households to remain in their homes;

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

The Lead Hazard Demonstration Grant for \$4 million continued implementation thanks to funding from the U.S. Department of Housing and Urban Development (HUD) enabled the Division to accomplish the following activities in 2009:

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

Homeless programming and the Rebuilding Lives initiative touched the following lives in 2009:

- Continuum of Care – 1,114 units of housing for families and individuals
- Emergency Shelter Grant – 3,594 persons (single adults)
- Homeless Prevention and Transition – 217 persons
- Safety Net – 6,892 persons (single adults and individuals in families)
- Tenant Based Rental Assistance – 96 persons

Building Services

In 2009, Building Services Division reviewed 12,798 plans for 1, 2 and 3 family dwelling units and 714 commercial plan reviews, ranging from changes of use, to new construction, issuing maximum capacity cards and certificate of occupancy on existing structures. The Division performed a combined 72,769 inspections and performed 57,968 customer transactions at the counter, processed and issued 1,502 licenses or registrations and in total issued 36,460 trade, building and or demolition permits.

In 2009 the Building Investigation Team generated \$817,670, conducted 3,355 inspections, created over 2,160 orders, referred more than 300 cases to court for non-compliance.

Zoning clearance staff completed 6,323 application reviews. Zoning clearance residential reviews consisted of 1,607 (25.4%) of the total, commercial projects 4,542 (71.8%) and commercial new building projects 174 (2.8%). Public Hearings zoning staff processed 169 new cases broken down into 42 rezoning, 35 Council variances, 72 Board of Zoning Adjustment, 20 Graphics Commission.

The Division has continued to fine tune and augment the current web based Accela system with upgrades and additional avenues for the industry to access information through the Web site. This has not only increased the Division's efficiency, but has allowed customers, through an updated web portal, to track the review status, to see the results of their inspections and check on the remaining inspections trips available. Also, we are setting up the accessibility for an applicant to purchase, pay and print a permit on line. We intend to start with a simple permit and eventually open the access for more on line permitting. This will reduce the traffic at the front counter and expedite the issuance of this type of permit for the industry.

The Building Services Division completed several key code changes, including the rewrite of the Off-Street Parking and Loading Chapter of the Columbus Zoning Code and the removal of local contractor testing from the Columbus Building Code. Several smaller code change ordinances were also completed and become code during 2009. These included minor corrections and adjustments in the zoning, building, housing and nuisance abatement as part of the citywide code review project undertaken by the City Clerk's office as well as changes to the planning overlay chapter to accommodate new overlay areas and adjustments to how recently annexed land is zoned in the area of the Rickenbacker Airport.

In 2009 the Division, in collaboration with the Mayor's Office, pursued the implementation of the new Building & Zoning Services Department for development related services/permitting.

In 2009 the Building Services Division generated \$14,438,154 in operating revenues.

Land Redevelopment

The acquisition strategy for 2009 was to implement portions of the NSP Action Plan (\$6.5 million) that pertained to the acquisition of foreclosed and abandoned properties not only for land banking but to acquire all of the properties needed by the city's non-profit housing developers to meet their NSP development strategies. We were also responsible for the demolition of blighted structures and the related contract services for asbestos testing and abatement. The goal for acquisitions was estimated at 150 for the NSP 1 program period which ends September 2010. This goal was reached by December, 2009. We believe that this was due to low values of these assets being held by lenders. Market conditions also contributed to a reduction of bidders at sheriffs' sales thus our inventory from tax foreclosures increased substantially in 2009.

The maintenance/Property Management strategy for 2009 was to manage the properties at a minimum due to the rate they were coming our possession. Once the NSP maintenance contracts could be established along with the land management fund contracts we would be able to meet the above average maintenance plan for all of the properties in the inventory. By the end of 2009 we had about 650 properties in the inventory compared to 450 at the end of 2008. Staff spent considerable time in developing bid packets for asbestos testing and remediation; demolition contracts, bid packets for board to code and clean up, general maintenance and mowing. To make things more difficult separate contracts were needed for each activity because of the federal funding source for NSP. Staff was also called upon to open and close properties for housing developers and their staff and contractors who were preparing the rehab specifications on a very tight time table.

In addition to acquiring managing and a few sales, staff worked with the Housing staff to write and finalize the application for NSP 2. This was an enormous feat considering we were implementing NSP 1.

The highlight of our efforts in 2009 was that we acquired 150 properties between June and December from over 27 different REO lenders more than any other city or agency around the country.

In addition to acquiring managing and selling property, staff spent considerable time preparing bid packets and contracts.

**PUBLIC UTILITIES DEPARTMENT
2009 ANNUAL REPORT**

Department of Public Utilities 2009 Annual Report

Director's Office

Public Utilities made progress on several fronts in 2009. Following a cost of service rate study and approvals from the Sewer and Water Advisory Board and Columbus City Council in 2008, a new rate structure went into effect in January 2009. The Low Income Discount Program, which initially offered a 15 percent discount to qualifying ratepayers since its implementation in 2006, was increased to a 20 percent discount at the beginning of 2009 and continued to show growth resulting in a total of 4,307 participants by year's end. Raising public awareness about this program to target eligible customers involved outreach to a broader list of community agencies and organizations as well as bill inserts and direct contact with multi-unit residential complexes.

Based on results of a 2007 environmental audit of department facilities, The Regulatory Compliance Section launched a three-year project to implement an environmental management system (EMS). The EMS consists of steps that will enable the department to achieve and sustain compliance with applicable environmental requirements, as well as reduce environmental impacts associated with our day-to-day activities. The steps include establishing clear written guidance for activities subject to regulation or resulting in environmental impacts, identifying staff roles and responsibilities, and training staff to achieve the goals of the EMS. Communities across the country have successfully implemented similar programs and in some cases improved compliance has actually led to reduced operating costs.

The department's Leadership Team continued to implement the principles of Asset Management. Developments in 2009 included establishing a Level of Service team to represent our commitment to deliver specific levels of service to our customers, meaning we will measure our performance from their point of view. Also, several pilot Business Case Evaluations were initiated to objectively compare alternative projects and solutions in terms of both costs and benefits to our customers. Such evaluations across the department will help assure we are implementing projects that are optimized over the long term while considering capital and operating costs, benefits, risks, and environmental and social impacts. The department is modeling its plan after successful programs elsewhere in the United States and around the world to enhance capital project planning and the efficient maintenance of water and sewer lines, streetlights, vehicles and other department assets.

The Communications Office continued to coordinate media correspondence and distribute news releases, informational brochures and customer bill inserts regarding water quality, water conservation, prevention of non-point source water pollution and other notifications required by the Ohio EPA. The department's Web site underwent significant changes and improvements which included the development of numerous new pages and content. Designed with customer usability in mind, the site is updated on a regular basis to highlight pages most commonly used by customers. In total, over 34 new pages of content were created with more than 84 new links to additional content. Highlights include: a reorganized bill payment and information page; the ability to process power customer payments online; a new seasonal page feature; a fully revamped Com-Til section; a new Water Quality section; a Spanish application for the Low Income Discount Program was made available online; and a Google search feature was added. In addition, Columbus Public Utilities is now on Facebook, cross promoting the GreenSpot program and other partners and organizations. GreenSpot, announced by Mayor Coleman during his 2008 State of the City address, enrolled a total of 1565 homes and businesses by the end of 2009, each committing to a series of behaviors promoting responsible stewardship of the environment.

Division of Power and Water: Water Section

The Water Section staff ensures an ample supply of safe drinking water to what continues to be one of the fastest growing metropolitan areas in the United States. The well-being of our citizens and quality of life in our community depends upon the consistent quality and adequate supply of water for domestic, commercial and industrial use. Included within the rate adjustments approved for January 2009 was an 8.5 percent increase for water.

In 2009, the Water Section delivered 51.47 billion gallons of potable water, in compliance with all applicable quality standards, to citizens living in the Columbus metropolitan area. With an estimated service area population of 1,115,200, the average per-capita consumption was 126 gallons per day. The total average daily water pumpage was 141 million gallons (with no restrictions).

Plans to expand the water supply system to address regional growth continue to progress on several fronts. Construction continued and operation began at the Dublin Road Water Plant Treatment

Capacity Increase Pilot Plant, a \$12 million project which includes one year of operation to evaluate the feasibility and changes required to increase current design capacity of the Dublin Road Water Plant from 65 million gallons per day (MGD) to 90 MGD, while maintaining water quality and compliance with existing and future regulatory requirements. The results of this study will be used to recommend the most suitable process for a full-scale plant upgrade and expansion.

Also at the Dublin Road Water Plant, construction continued on the \$13 million Clearwell Rehabilitation project which includes concrete rehabilitation and cleaning of finished water clearwells constructed in 1908, 1922, 1955, and 1975; rehabilitation of butterfly valves and sedimentation and softening basin concrete, installation of a plant-wide intercom fire alarm system, and the addition of a second floor stairwell. The roof of the stairwell utilizes “green roof” technology as a test project.

Construction continued on the first of four planned well sites at the South Wellfield Expansion; following the recommendations of the Water Beyond 2000 study, this project is progressing toward developing additional supplies of high quality water to the Parsons Avenue Water Plant.

Renovation work continued on the half-century-old Hap Cremean Water plant sludge pump station. The pumps, motors and valves require continuous maintenance; replacement of this equipment will significantly reduce unnecessary downtime and expenses while increasing efficiency. The plant electrical system will also be upgraded.

Other improvements completed in 2009 included Sludge Disposal Line Replacement for the Hap Cremean Water Plant, and the Bellpoint Maintenance Facility Improvements.

The Pitometer Water Waste Survey located 73 breaks in the distribution system while investigating 507 miles of pipeline. The repair of these breaks has reduced our underground leakage by 3.3 million gallons per day. The Main Line Repair Crews repaired a total of 791 main-line breaks, 549 service leaks and repaired or replaced 1,778 damaged hydrants.

Continued implementation of the Cross-Connection Control and Backflow Prevention Programs has increased water use surveys on existing properties to assure proper protections are in place, with 31,166 backflow prevention devices now listed in our database. Task-specific software has streamlined this program with the goal of protecting our water supply from backflow contamination. Backflow requirements for temporary water uses and water hydrant permit connections are reviewed periodically for proper system protection and best business practices.

The Water Enterprise Fund collected \$142,771,761 in revenue and expended \$147,219,717.

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

Excellent customer service remained a top priority in 2009. Customer Service Representatives answered 453,730 calls in the Department’s Customer Service Call Center regarding various water, sewer, stormwater and electricity questions.

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

- Water 272,227
- Sewer 268,240
- Stormwater 195,192
- Power 12,597

Meter reading, inspections and repair also continued to provide excellent customer service. Meter reading employees read both water and electric meters with the same software and hardware, and were managed by the same supervisor. The Water Meter Repair Shop found 136 meters running slow that were back-billed for \$1,340,241.

Division of Power and Water: Power Section

The Power Section oversees a network of substations and transmission lines, distributing power to 12,597 customers. The O’Shaughnessy hydroelectric unit is also maintained by this section.

Safer neighborhoods through modern, efficient street and alley lighting remained a primary mission. In all, 330 new street lights were added in 2009, bringing the total street light count to 51,289 citywide. Streetlight projects completed in 2009 included replacement and installation of new lights for projects such as River South Phase 1, the River East District, the Scioto Mile, High Street north of the OSU campus, the Willow Creek subdivision, Gay Street, Roberts Road, Hilliard Rome Road, and Tuttle Crossing. In addition, green technologies are being studied through pilot projects launched in 2009 using LED and induction lights in the Dresden-Radnor Loop along with evaluating the performance of non-cycling high pressure sodium (HPS) lights on Polaris Parkway, lights which have a longer burn life and contain less mercury compared to standard HPS lights. The Power Section also maintains 4,081 lights along interstate highways under contract with the Ohio Department of Transportation.

Capital projects completed in 2009 included the relocation of several distribution lines, among them were those serving the West Side Family Heath Center, the Franklin County Courthouse, North High

Street from Lane to Arcadia, Henderson Road reconstruction, Williams Road reconstruction, re-conductor and future voltage upgrade along North High Street between Glencoe and Morse Road, and relocating DOPW facilities for the new East Village condominium project on Eleventh Avenue.

Customer Development staff consulted with many prospective customers and city departments to re-work and connect new load to the city's electrical distribution system. These projects included service design for the new Franklin County Courthouse, the OSU Eye and Ear Institute at Gowdy Field, two new city parking garages located at Fourth/Elm and Front/Rich, along with electrical upgrades which included new transformers and electrical renovations to City Hall.

In all, revenues for the Power Section – from the sale of electricity to residential, commercial and industrial customers and from the expressway lighting contract with the State of Ohio – in 2009 totaled \$78,672,755 while expenditures totaled \$89,517,542.

Division of Sewerage and Drainage

The Division of Sewerage and Drainage is responsible for various vital services including the treatment of wastewater generated in the City of Columbus and 25 contracting communities, maintaining the sewer collection system in Columbus, stormwater management and surface water quality protection. Implementation of the Wet Weather Management Plan (WWMP), submitted in 2005 and approved by the Ohio EPA in 2008, remained a top priority. The 40-year plan is designed to address the wet weather issues in the sanitary and combined sewer systems and comply with two consent orders with the State of Ohio to stop sewer overflows into local waterways. The plan contains an estimated \$2.5 billion in improvements to the Columbus sanitary and combined sewer systems along with upgrades to the Jackson Pike and Southerly wastewater treatment plants. Construction of WWMP-related projects at both plants is in full swing; the division is currently overseeing \$320 million in construction projects at both facilities. Several treatment systems are already being utilized and overall the projects remain on schedule and within budget. In 2009, a new effluent pumping station at Southerly Wastewater Treatment Plant was finished. Of the remaining six major contracts still being constructed at the treatment plants five will be substantially complete by June 2010 while the sixth project is scheduled to be completed in 2011. Also of note, The division received the American Society of Engineering Companies/Ohio 2009 Engineering Excellence Award for the Southerly Wastewater Treatment Plant Headworks project, evidencing our commitment to deliver high quality/best value projects.

To generate the revenue needed to fund current and upcoming improvements, sanitary sewer rates were increased by six percent in 2009, while stormwater fees were raised nine percent to continue meeting the demand for stormwater improvements and reduce neighborhood flooding.

The Project Dry Basement sewer backup prevention program continued to progress during its fifth full year with 72 new backflow valves installed. As of January 2010, a total of 629 valves have been installed since the program's inception in 2004. Project Dry Basement, along with the division's preventative maintenance program, has demonstrated success in reducing the occurrences of basement backups.

As of January 2010, Columbus' sewer line inventory totaled 7,051 miles* of pipe, including that which is maintained by Columbus as well as pipe maintained by other governmental or private entities. This figure includes 3,879 miles of sanitary sewers, 3,007 miles of storm sewers and 165 miles of combined sewers. Our Geographic Information System (GIS) section is in the midst of a multi-year project aimed at establishing not only exact pipe inventory but specific maintenance responsibilities as well.

Flows treated at the two wastewater treatment plants resulted in a combined average of 153.3 million gallons per day.

The Sanitary Enterprise Fund collected \$223,161,637 in revenue and expended \$210,904,535. The Stormwater Enterprise Fund collected \$33,457,555 in revenue and expended \$32,669,879.

** Based on calculations from GIS data*

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

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

The City Council of Columbus
Columbus, Ohio

Submitted herewith is the Report of the Trustees of the Sinking Fund of the City of Columbus, Ohio, for the year ended December 31, 2009. All debt transactions under our jurisdiction undertaken by the City of Columbus during the year ended December 31, 2009, and all book entry only (BEO) entries contained within this report have been found to be correct by the City Auditor.

Sincerely,

Kathleen A. Chapin
President

OFFICERS AND STAFF

President	Kathleen A. Chapin
Vice President	Mark J. Howard
Trustee	Stanley A. Uchida
Trustee	Jackie R. Winchester
Executive Secretary	David J. Irwin
Deputy Administrator	Tamara R. Athey

Debt service on General Obligation indebtedness issued prior to June 30, 2009, is payable at the Office of the City Treasurer of the City of Columbus, Ohio. The Office of the Trustees of the Sinking Fund is the transfer agent for all General Obligation indebtedness issued after June 30, 2009, in book entry only form. All book entry only (BEO) issues are serviced by the Office of the Trustees of the Sinking Fund, the paying and transfer agent. All Revenue issues, and all refunded issues are serviced through the Office of the City Auditor.

The addresses are shown below.

City Treasurer
Room 111 City Hall
Columbus, Ohio 43215

City Auditor
Room 109 City Hall
Columbus, Ohio 43215

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

BONDS, NOTES & LOANS ISSUED AND RETIRED DURING 2009

	<u>General Obligation</u>	<u>Assessment</u>	<u>Revenue (Ent & Non-Ent)</u>	<u>Total</u>
ISSUED				
Bonds	\$ 251,880,000	\$ 80,924	\$	\$ 251,960,924
Notes	37,650,000	286,000		37,936,000
Loans	13,296,947			13,296,947
	<u>\$ 302,826,947</u>	<u>\$ 366,924</u>	<u>\$ 0</u>	<u>\$ 303,193,871</u>
RETIRED				
Bonds	\$ 170,934,998	\$ 494,915	\$ 16,575,000	\$ 188,004,913
Notes	24,225,000	108,000		24,333,000
Mortgage Rev Notes	5,932			5,932
Loans	449,334			449,334
	<u>\$ 195,615,264</u>	<u>\$ 602,915</u>	<u>\$ 16,575,000</u>	<u>\$ 212,793,179</u>
Increase/ (Decrease) in debt	<u>\$ 107,211,683</u>	<u>\$ (235,991)</u>	<u>\$ (16,575,000)</u>	<u>\$ 90,400,692</u>
Total Debt December 31, 2008			\$	2,113,960,611
Issued 2009				303,193,871
Retired 2009				212,793,179
Total Debt December 31, 2009			\$	<u>2,204,361,303</u>

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

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

STATEMENT OF CHANGES IN FUND BALANCES
Year Ended December 31, 2009

	<u>General City</u>	<u>Assessment</u>	<u>Trust Funds</u>	<u>Total</u>
Balance Jan 01	\$ 2,085,521.37	\$ 45,811.87	\$ 512,587.28	\$ 2,643,920.52
Receipts	<u>266,612,351.65</u>	<u>113,130.00</u>	<u>5,319.55</u>	<u>266,730,801.20</u>
	\$ 268,697,873.02	\$ 158,941.87	\$ 517,906.83	\$ 269,374,721.72
Disbursements	<u>266,760,688.58</u>	<u>113,130.00</u>	<u>0.00</u>	<u>266,873,818.58</u>
Balance Dec 31	<u>\$ 1,937,184.44</u>	<u>\$ 45,811.87</u>	<u>\$ 517,906.83</u>	<u>\$ 2,500,903.14</u>
Encumbered	\$ 1,607,947.29	\$ 128.12	\$ 517,906.83	\$ 2,125,982.24
Unencumbered	<u>329,237.15</u>	<u>45,683.75</u>	<u>0.00</u>	<u>374,920.90</u>

December 31, 2009

GENERAL OBLIGATION DEBT

GENERAL CITY BONDS AND NOTES

<u>Rate %</u>	<u>Amount</u>
Bonds	
2.000 to 5.920	\$ 1,642,630,002
Notes	
2.000	37,650,000
Total	\$ <u>1,680,280,002</u>

ASSESSMENT BONDS AND NOTES

<u>Rate %</u>	<u>Amount</u>
Bonds	
4.000 to 6.250	\$ 3,061,293
Notes	
2.910	286,000
Total	\$ <u>3,347,293</u>

TOTAL GENERAL OBLIGATION DEBT

General	\$ 1,680,280,002
Assessment	3,347,293
Total	\$ <u>1,683,627,295</u>

Net Sinking Fund

Assets	<u>407,735</u>
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NET GENERAL

OBLIGATION DEBT	\$ 1,683,219,560
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OTHER DEBT (Not Sinking Fund Jurisdiction)

REVENUE DEBT (Administrator-City Auditor)

	<u>Amount</u>
Water	\$ 7,840,000
Sewer-fixed	390,000,000
Sewer-variable	51,855,000
Total	\$ <u>449,695,000</u>

NON-ENTERPRISE REVENUE DEBT

(Administrator-City Auditor)	<u>Amount</u>
Easton-TIF	\$ 33,950,000
Polaris-2004	18,505,000
Total	\$ <u>52,455,000</u>

OPWC & SIB LOANS (Administrator-City Auditor)
(Included in G.O. Debt) \$ 18,584,008

STATEMENT OF RECEIPTS AND DISBURSEMENTS
Year Ended December 31, 2009

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Total</u>
RECEIPTS				
Assessment				
Taxes Collected	\$	0.00		\$ 0.00
Note Principal		108,000.00		108,000.00
Note Interest		5,130.00		5,130.00
Mortgage Revenue Note				
Debt Service				
Note Principal	5,932.18			5,932.18
Note Interest	96.15			96.15
General Obligation				
Note Debt Service				
Note Principal	24,225,000.00			24,225,000.00
Note Interest	605,625.00			605,625.00
General Obligation				
Bond Debt Service				
Fixed Rate	149,424,835.53			149,424,835.53
Variable Rate	2,669,638.62			2,669,638.62
Division of Electricity				
Bond Debt Service				
Fixed Rate	6,386,096.85			6,386,096.85
Variable Rate	912,439.92			912,439.92
Division of Water				
Bond Debt Service				
Fixed Rate	42,484,594.26			42,484,594.26
Variable Rate	3,202,733.60			3,202,733.60
Division of Sewers				
Bond Debt Service				
Fixed Rate	32,514,161.74			32,514,161.74
Variable Rate	4,160,151.40			4,160,151.40
Investment Interest	21,046.40		5,319.55	26,365.95
Total Receipts	\$ 266,612,351.65	\$ 113,130.00	\$ 5,319.55	\$ 266,730,801.20

STATEMENT OF RECEIPTS AND DISBURSEMENTS
Year Ended December 31, 2009 (Continued)

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Total</u>
DISBURSEMENTS				
General Obligation				
Bonds Redeemed				
Limited Tax	\$ 39,910,800.00		\$	\$ 39,910,800.00
Unlimited Tax	65,658,495.00			65,658,495.00
Limited Tax-Income Tax	495,000.00			495,000.00
Division of Electricity				
Bonds Redeemed				
Limited Tax	295,000.00			295,000.00
Unlimited Tax	5,170,000.00			5,170,000.00
Assessment	369,215.00			369,215.00
Division of Water				
Bonds Redeemed				
Limited Tax	6,944,500.00			6,944,500.00
Unlimited Tax	25,130,345.00			25,130,345.00
Division of Sewers				
Bonds Redeemed				
Limited Tax	5,085,000.00			5,085,000.00
Unlimited Tax	22,236,160.00			22,236,160.00
Assessment	125,700.00			125,700.00
G.O. Bond Interest				
Fixed Rate	70,033,797.26			70,033,797.26
Variable Rate	269,963.54			269,963.54
Assessments				
Notes Redeemed		108,000.00		108,000.00
Note Interest		5,130.00		5,130.00
Mortgage Revenue Note				
Principal Paid	5,932.18			5,932.18
Note Interest	96.15			96.15
General Obligation Notes				
Principal Paid	24,225,000.00			24,225,000.00
Note Interest	605,625.00			605,625.00
Administrative Expenses				
Personal Services	198,082.18			198,082.18
Materials & Supplies	153.46			153.46
Contractual Services	1,823.81			1,823.81
Total Disbursements	\$ 266,760,688.58	\$ 113,130.00	\$ 0.00	\$ 266,873,818.58
Total Receipts Over/ (Under) Disbursements	\$ <u>(148,336.93)</u>	\$ <u>0.00</u>	\$ <u>5,319.55</u>	\$ <u>(143,017.38)</u>

**FRANKLIN COUNTY MUNICIPAL COURT CLERK
2009 ANNUAL REPORT**

Letter from Clerk Lori M. Tyack

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

During 2009 our main focus was to create and implement new efficiencies within the Clerk's Office, while providing excellent customer service. A new website design was released in August 2009 called the Court Access and Search Engine (CASE) Network. CASE Network, created in-house by the Clerk's Office Technology Team, is the result of months of analysis, design and programming. Comments provided by Attorneys, the Columbus Division of Police and the Clerk's Office staff assisted in enhancing the site's usability and navigation. The new format of our website is more user-friendly for the public while providing more in depth information to attorneys and law enforcement.

In late 2009, the Clerk's Office contracted with a company (outside of CourtView) to design an electronic payment system that may be used both online and through two conveniently located Kiosks in the courthouse. This project will save tens of thousands of taxpayer dollars by providing convenient online payment option with a printable receipt. The Kiosks will also provide access for the public to the Bureau of Motor Vehicles' website. One-third of all traffic court cases are BMV reinstatement/license suspension cases. By offering access to the BMV, the public can pay any reinstatement fees, pay their traffic ticket and receive approval by the Court for license privileges on the same day.

The Ohio Revised Code and the Franklin County Municipal Court Rules require notice sent by Certified Mail in many Civil and Criminal cases. The Clerk's Office has researched and concluded that by implementing a new system for the process and delivery of Certified Mail a significant cost savings could be realized. Implementation of this new system commenced in 2009 and will be completed in early 2010.

The Electronic Ticket (E-ticket) project, implemented in 2007, has continued to be successful. The Columbus Division of Police is currently using this electronic ticket process in nineteen (19) cruisers. Over Ten Thousand (10,000) electronic tickets have been created.

The Mission of the Clerk's Office is to accurately maintain, safeguard and store all Court documents as well as collect and disburse all monies as directed by legal mandates. As Clerk, my commitment is to create and implement new efficiencies, continue to find new ways to improve our operations, and to cultivate cooperation with other Government agencies and the community. I believe by educating and building cooperation with other agencies, we may better serve all who depend on this office for accurate recordkeeping.

Lori M. Tyack,
Franklin County Municipal Court

CLERK ADMINISTRATION

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

In 2009, the Administrative Division accomplished and completed the following office-wide incentives:

- The project E-Ticket enables Law Enforcement to electronically create traffic tickets and then send by electronic transmission to the Clerk's Office; and a total of 8, 014 cases were processed in CourtView in 2009.
- Monitoring and implementing legislative changes as necessary.
- Improving customer service with attention to detail through public comment cards.
- Cultivated partnership with City-Wide Training and EAP to build a knowledgeable staff.

QUALITY CONTROL DIVISION

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

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

THE OFFICE OF INFORMATION SERVICES (OIS)

The Office of Information Services (OIS) provides technical support and services to the Franklin County Municipal Court and Clerk's Office. OIS is responsible for the operations of information systems including database and related technology infrastructure. Accomplishments for OIS in 2009 are as follows:

- Designed a new public access search for court case information
- Replaced ten-year old communication switches
- Upgraded Oracle database
- Launched new internal web site
- Improved IT Help Desk application
- Upgraded media charts for courtrooms with projectors

COLLECTION DIVISION

The Collection Division oversees and coordinates the collection of debts owed to the Court, with the primary objective of seeking monies due to the City of Columbus taxpayers. The Collection Division operates in conjunction with three (3) outside agencies. Additionally, the Collection Division is responsible for securing surety bond agent registration, monitoring compliance of State and Local Statutes and processing monthly billing statements. In 2009, the Collection Division:

- Collected over 2.2 million dollars
- Generated past due notices internally for payable tickets prior to being sent to a collection agency
- Continued collecting monies due on Bond Forfeiture Judgments.

- Bond money forfeited by the Court for 2009B \$99,628.50
- Bond Forfeiture Judgments paid for 2009B \$42,206.95
- Managed billings and compliance of twenty one (21) Bond Companies and one hundred seventeen (117) surety agents.

	TOTAL AMOUNT SENT IN 2009	TOTAL COLLECTED 2009	COMMISSION PAID 2009
LINEBARGER	\$2,296,219.00	\$ 886,056.00	\$205,250.00
CAPITAL RECOVERY (BOND FORFEITURES)	\$ 271,640.75	\$ 42,206.95	\$ 6,306.04
CAPITAL RECOVERY (ENFORCEMENT CASES)	\$1,352,062.00	\$ 300,761.00	\$ 68,721.00
DANA & PARISER	<u>\$2,240,410.00</u>	<u>\$ 917,200.00</u>	<u>\$212,920.00</u>
TOTALS	\$6,160,331.75	\$2,146,223.95	\$493,197.04

CIVIL DIVISION

The Civil Division is responsible for accepting, filing, issuing service, docketing, processing and maintaining records for civil cases. Civil cases include: contract disputes; personal injury; property damage; evictions; small claims; certificate of judgment transfers; foreclosures; declaratory judgments; housing and safety code issues. In 2009, the Civil Division accomplished the following:

- Expanded imaging to include all judgment entries
- Working in cooperation with the Court, extended eviction timeline schedule through the holidays
- Due to recent changes in the law, an increase in Civil Environmental Case filings was observed which improved the city's ability to foreclose on blighted properties.

CRIMINAL/TRAFFIC DIVISION

The Criminal Traffic Division processes and maintains criminal, traffic, and environmental cases. The Criminal/Traffic Division provides a multitude of services to the general public, law enforcement and the Court. This Division plays an integral role in the promotion of public safety by providing support twenty-four (24) hours per day to law enforcement agencies throughout the county. Twenty-four (24) hour support is necessary for the filing and processing of criminal complaints as well as the verification of active warrants. The Criminal/Traffic Division is also responsible for collection and disbursement of bail/bond monies for defendants who are in custody. This process includes providing documentation to the Franklin County Sheriff's Office so that defendants may be released from custody. The Criminal/Traffic Division is responsible for electronically reporting several types of violations to the Ohio Bureau of Motor Vehicles (BMV). Daily, the Criminal/Traffic Division provides numerous services to assist the public, law enforcement, court personnel, and the legal community. Some of these services include collecting payment for court fines or for posting bond. The Division also processes applications for the Expungement of records and maintains and secures records ordered expunged. Other examples of service include administering oaths, accepting criminal and traffic charges, filing motions, filing search warrants, providing information about court cases, dispositions, future court dates, as well as assisting in the courtroom. In 2009, the Criminal/Traffic Division accomplished the following:

- Developed a procedure to improve the cancellation process of TPO's with Common Pleas Court
- Contingency plans were executed during numerous power, water, and computer outages throughout the year.
- Worked with CPD to improve processing of search warrants
- Adjusted Criminal/Traffic phone hours of operation from (8:00 a.m. - 8:00 p.m.) to (8:00 a.m. - 12:00 a.m.)
- Met with the Public Defender's Office, Probation Department, and the Assignment Office regularly to address issues.
- Created an imaging process for all cases scheduled daily for Courtroom 4D
- Presented to law enforcement the process followed by the Clerk's Office for BMV cases
- Completed scanning of all 2005 traffic case covers
- Provided new Q & A information to the Clerk's website
- Worked in cooperation with the City Prosecutor's Office to improve case dispositions for solicitations
- Cooperated with CPD vice unit prior to a prostitution sting
- Provided special services to FCSO vice unit on underage drinking and prostitution cases
- Offered on site support to Law enforcement at all OSU home football games in conjunction with the STOP program
- Adjusted cut off time for the 4D docket to 11:00 p.m.
- Updated all outstanding ticklers from 2000-2007
- Implemented personal identifier changes as a result of HB1

TRAFFIC VIOLATIONS BUREAU

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

- Initiating payable and mandatory offenses; this includes traffic, criminal, and environmental cases
- Sending out notices and summonses for new court dates on traffic, criminal and environmental cases
- Housing payable traffic cases with future court dates and cases 30 days after the original court date
- Preparing cases to be processed for the Court's signature
- Opening, logging and processing mail for all divisions
- Processing payments to ensure accuracy prior to being receipted
- Referring cases to Magistrates and Judges for payment determinations
- Send correspondence to defendants for invalid car insurance and payments for traffic, criminal and environmental cases
- Processing cases, which may include bond money, transferred from Mayor's Courts
- Assisting the public, employers, City, County and State Agencies by providing case disposition information
- Preparing traffic court docket sheets
- Entering Identification Tracking Numbers (ITN) into CourtView

In 2009, the Traffic Violations Bureau accomplished the following:

- Advised defendants by mail of an increase in court fees due to legislative changes
- Cross-trained staff to ensure three deep policy
- Staff attended City Wide Training Classes and Supreme Court of Ohio Judicial College Classes
- Assisted the Criminal/Traffic Department with the end of the year file control
- Mentored high school students during internships

COURT SERVICES GROUP

The Courtroom Service Group ("CSG") is a select group of highly skilled Deputy Clerks in the Criminal/Traffic Division responsible for the daily processing and updating of all cases on the Criminal/Traffic dockets. A CSG Deputy Clerk is assigned to each of the fifteen Judges as well as the arraignment courtrooms (4C, 4D, 1A, 1B). On a daily basis, CSG Deputy Clerks docket subpoenas and motions, process unpaid fines and costs, enter sentencing information, issue warrants, process continuances, enter limited driving privileges, added Temporary Protections Orders, update bond information, and update all entries on Courtview. Additionally, CSG Deputy Clerks are responsible for routing files to the Assignment Office, Probation Department, Accounting/Finance Department, Expungment Department, Prosecutor's Office, and to the Vehicle Immobilization Coordinator. The Group also timestamps, dockets, pulls and routes Statement of Violations filed by the Probation Department. CSG also staffs LPD Court held on Mondays at 1:30 pm. In addition, CSG Deputy Clerks run and process case management reports. Each CSG member acts as a liaison between the Court and the Clerk's Office. CSG Deputy Clerks are the neutral party in the courtroom therefore, to assist and provide information to everyone. After court, CSG assist with the public and attorney counters, answering telephones, working in the file room, and/or helping the Traffic Violations Bureau. In 2009, Court Services Group accomplished the following:

- Reorganized staff to better fit the needs of the office
- Restructured schedule to ensure better coverage for 4D Arraignment Court on Saturdays
- Created the Kristi Wright Award to encourage and reward positive attitudes
- Established and trained for the three deep policy in all areas

ACCOUNTING/FINANCE DIVISION

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

- **Time Payment Program**
This program under authorization by the sentencing Judge allows a defendant to make monthly payments on court fines and costs; up to twelve months or until balance is paid in full.
- **Rent Escrow Program**
This program allows tenants with complaints regarding their residential housing conditions to deposit rent due into an escrow account until the matter has been resolved.
Cases filed in 2009: **373**
- **Trusteeship Program**
This program allows a debtor to deposit a portion of the personal earnings with the Clerk of Courts to avoid legal proceedings by creditors. The funds collected are disbursed to creditors equally until all debt is paid in full. Cases filed in 2009: **105**

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

MUNICIPAL COURT CLERK'S OFFICE 2009 GENERAL FUND

Personnel Services	\$8,978,092
Materials and Supplies	135,500
Services for Operations and Maintenance	<u>1,049,795</u>
Total	\$10,163,387

MUNICIPAL COURT CLERK'S OFFICE 2009 SPECIAL REVENUE FUND

Personnel Services	\$ 667,830
Materials and Supplies	30,455
Services for Operations and Maintenance	538,676
Other Expenditures	--
Capital Outlay	97,036
Transfer Out-Operating	<u>357,550</u>
Total	\$1,691,548

**FRANKLIN COUNTY MUNICIPAL COURT JUDGES
2009 ANNUAL REPORT**



FRANKLIN COUNTY MUNICIPAL COURT

375 South High Street,
Columbus, Ohio 43215-4520

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

April 7, 2010

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

In accordance with section 1901.14 of the Ohio Revised Code, it is my pleasure to provide you with the 2009 Annual Report for the Franklin County Municipal Court.

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

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

Yours truly,

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

Enclosure

THE FRANKLIN COUNTY MUNICIPAL COURT

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



2009 ANNUAL REPORT

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

The judges who served the Franklin County Municipal Court during the year 2009 were Judge Carrie E. Glaeden, Administrative and Presiding Judge, and Judges Janet A. Grubb, Anne Taylor, W. Dwayne Maynard, James E. Green, Scott D. VanDerKarr, H. William Pollitt, Jr., Michael T. Brandt, Harland H. Hale, Ted Barrows, Paul M. Herbert, Julia L. Dorrian, Amy Salerno, Andrea C. Peeples, and David B. Tyack.

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

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

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

MAGISTRATES

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

BAILIFFS

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

has a bailiff, and there is a Duty Room Bailiff.

COURT ADMINISTRATION

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

The Court Administrator, Keith Bartlett, is the chief non-judicial officer. The Court's General Fund Operating budget for 2009 was \$14,113,990 with an additional \$1.69 million Secure Facilities Fund budget and \$598,893 Computer Fund budget.

Court Investigation

Court Investigation is a two-person unit that helps defendants resolve matters such as an extension of time to pay a fine and court costs; delaying the start of court-ordered incarceration; issuance of or change in limited driving privileges; withdrawal of warrant or order-in that has been issued; assistance with impounded vehicle; assistance with Bureau of Motor Vehicle problems; and continuance of a court date. In 2009, Court Investigation assisted approximately 19,132 individuals – 12,205 in-office interviews; 3,639 telephone interviews; and 2,288 other requests for information and assistance.

Court Security Program

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

Interpreter Services

During 2009, the Court employed two full-time Spanish interpreters and one part-time Spanish interpreter who completed an estimated 8,800 requests for service. There were 777 requests for 27 other languages, including 412 for Somali. The Court also filled 193 requests for American Sign Language interpreters.

Vehicle Immobilization Program

State law mandates the immobilization or forfeiture of vehicles operated by defendants who are convicted of the following offenses: repeat OVI offenses (operating a vehicle while under the influence of alcohol or drugs); driving under certain court or BMV-issued suspensions; Financial Responsibility/Accountability (FRA) suspensions; and wrongful use of a vehicle. A steering wheel locking device is used to immobilize vehicles. In 2009, the Court processed 8,811 driving under suspension cases (an increase of 0.85% from 2008) and 6,825 OVI cases (an increase of 5.2%). The program's two employees provide the communication from and to the courts, law enforcement and defendants to ensure compliance with the court's orders involving the defendant's vehicle.

Volunteer Services Program

The Volunteer Services Program was developed to augment services to the Court and the community. The Volunteer Coordinator recruits, screens, and places volunteers in appropriate positions by matching their interests, skills, and scheduling requirements. Volunteers serve in a variety of positions, such as in the Department of Probation Services and Assignment Office. In 2009, ten volunteers provided 2,665 hours of service at an estimated cost savings to the Court of \$45,807.05.

ASSIGNMENT OFFICE

The Assignment Office is responsible for randomly assigning cases to the judges. Criminal and traffic cases are assigned when a not guilty plea has been entered. Civil cases are assigned after an answer or motion is filed. The Court employs a single assignment system. This means that when a person is charged with a criminal or traffic offense and already has a pending criminal or traffic case, or the person is on probation to this Court, the new charges will be assigned to the judge who presided in the previous case. Once a case is assigned to a judge, the Assignment Office is responsible for the management of the case as it proceeds through the system. In 2009, the eight Assignment Coordinators scheduled 107,292 hearings. In addition, the Assignment Office is responsible for completing the monthly judges' reports for the Ohio Supreme Court.

COURT REPORTERS

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

JURY COMMISSIONER'S OFFICE

It is the duty of the Jury Commissioner's Office to summon, orient and assign prospective trial jurors to courtrooms when needed. The Jury Commission tracks *voir dire* results and trial verdicts, and collects demographic data to ensure the jury venire is a true sampling of Franklin County's qualified population. Jury service is limited to two weeks, except in those cases in which additional days are required to reach a verdict. In certain instances, jurors will serve for one week only. Several different reporting times are offered to accommodate parking issues and work schedules. Jurors are paid \$20 per day for each day they are in attendance, which by law is set by the county commissioners. The number of jurors summoned in 2009 was 4,054.

LEGAL RESEARCH

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

DEPARTMENT OF PROBATION SERVICES

The probation officers assigned to general probation supervision are responsible for supervising all types of cases that are referred by the judges of the Court, and for enforcing the court-ordered conditions imposed upon those probationers. Conditions of probation may include: serving time in the county jail; home incarceration in lieu of jail; payment of fines and court costs; completion of a three-day residential Driver Intervention Program for OVI offenders; attendance at a drunk driving impact panel presentation; testing for alcohol or drug use; completion of an alcohol, drug, or mental health assessment, and, if warranted, a recovery or care program; domestic violence or anger management counseling; attendance at a Defensive Driving Course or Underage Drinking Program; community service work; and restitution to victims. In 2009, the Department handled 14,492 active cases.

Domestic Violence Unit

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

Specialized Probation Supervision Programs

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

Investigation Services

The Investigation Unit prepares presentence and post-sentence reports and conducts sealing of records (expungement) investigations. These reports provide critical information for the judge to consider in making an appropriate disposition based on the particular defendant and facts. In 2009, there were 2,281 investigations ordered.

Supervised Community Service

This sentencing alternative allows for placement of convicted offenders in unpaid positions with nonprofit or governmental agencies where they perform a specified number of court-ordered community service hours in lieu of costly incarceration. In 2009, offenders completed approximately 34,700 hours of community service.

Restitution Program

The Restitution Program illustrates the Court's commitment towards victims of crime and the community at large. When a judge orders a defendant to make restitution to a victim, the restitution officer determines the amount to be paid, then collects and disburses the monies to the victim. In 2009, more than \$290,000 was collected for distribution to victims.

The Provided-No-Convictions Program (PNC)

PNC is a special conditional sentence where all or part of a sentence may be suspended provided there are no other convictions for a specific period of time, not to exceed five years. During 2009, the Program supervised 8,500 cases.

Support Services

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

SERVICE BAILIFFS

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

The Service Bailiffs' Department processed or served approximately 50,785 legal documents in 2009 and supervised 1,638 set-outs. The Department currently employs 17 full-time individuals: a Chief Service Bailiff, two Deputy Chief Service Bailiffs, 13 Service Bailiffs, and a Secretary/Receptionist.

SMALL CLAIMS DIVISION AND DISPUTE RESOLUTION DEPARTMENT

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

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

The Division has five full-time employees. They provide support for the five magistrates who hear small claims cases. The staff initiates, assigns, and schedules each case for trial. The Division processed more than 8,300 new small claims cases in 2009. The Small Claims Division also supports the Court's Dispute Resolution Department.

The **Dispute Resolution Department** provides mediation and other dispute resolution services for the citizens of Franklin County. In 2009, the Department's free Evening Mediation Service scheduled 1,033 mediations. Parties resolved their disputes before mediation in 188 cases. In 163 disputes, the parties came to an agreement about all issues at mediation. Although reports of complete agreement are in only 33% of the total mediations scheduled (1,033), unresolved mediations did not appear as new case filings in the Small Claims Division. Mediators in the Evening Mediation Program are all volunteers who mediate as a community service. The Department's Check and Account Resolution Service (CARS) helped more than 400 individuals resolve disputes with businesses.

In 2009, judges and magistrates referred 566 cases to mediation after cases were filed. Four hundred fifty-three (82%) of cases were resolved. Of the cases referred to mediation only 28 (4%) required a trial after mediation.

In November 2008, the Court agreed to provide mediation services for foreclosure cases in Franklin County. The Franklin County Foreclosure Mediation Project (FCFMP) provides mediation services for borrowers and lenders in mortgage disputes before a case is filed, after filing, and even after judgment. In 2009, FCFMP accepted referrals for mediation in over 1,500 cases. In approximately 30% of the cases, mediations resulted in agreements that allowed borrowers to remain in their homes.