

# Columbus City Bulletin



## 2001 ANNUAL REPORT

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COLUMBUS, OHIO

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## CITY COUNCIL 2001 ANNUAL REPORT

The events of September 11, 2001, forever changed this nation and reshaped the work of governmental bodies across the country. Columbus City Council felt the impact of the terrorist attacks and the crippling blow to the nation and city's economy. And while the last quarter of the year was focused on the safety and security of our citizens and finances, 2001 was filled with new initiatives that enriched the lives of Columbus residents and visitors.

Council members re-elected Matt Habash to a third one-year term as president for 2001 and returned Richard W. Sensenbrenner to a second term as president pro-tempore.

Each member of council was appointed to chair at least one of the standing committees responsible for ordinances and resolutions falling within their jurisdiction. In January, standing committee chairs were assigned: Council President Habash - Rules and Reference; Richard W. Sensenbrenner - Finance & Appropriations; Development; Jennette B. Bradley - Utilities; Kevin L. Boyce - Administration; Recreation & Parks; Michael C. Mentel - Safety & Judiciary; Zoning; Maryellen O'Shaughnessy - Public Service & Transportation; Charleta B. Tavares - Health, Housing & Human Services.

City Council formally met in regular session 54 times, in which it approved 2,293 ordinances and 199 resolutions. This was a 17 percent reduction in legislation compared to 2000.

### BALANCED SCORECARD

In May 2000, President Habash began assembling Community Advisory teams to develop new strategies for operating City Council. Many of their recommendations were carried out in 2001. At the suggestion of community members, City Council adopted a Balanced Scorecard tool to determine and measure city services. The Balanced Scorecard analyzed actions of city government according to their ability to: expand economic opportunities, promote public safety, meet the needs of people and neighborhoods and improve the community's social fabric.

In April 2001, City Council relied on the Balanced Scorecard when it passed a \$421 million capital improvements plan. That budget provided more than \$19 million to park improvements; \$22 million to police facilities, including a new police academy; nearly \$48 million for highway and street construction; and \$180 million for water and sewer projects.

### EXPANDING ECONOMIC OPPORTUNITIES

Developing new relationships overseas and working with leaders of the city's growing communities, City Council brought new ideas to stimulate economic growth while adopting smart growth patterns that will pave the way for more jobs, better workforce development and the creation of new high-tech ventures. Working with the administration, Council helped forge incentive programs that developed the Market Exchange District where more than \$20 million was invested in the creation of 100 new jobs. Approved incentives for the Brewery District prompted \$112 million in mixed-use development investment that will lead to 100 new jobs and 310 residential units.

Property was also acquired that will lead to significant new job growth in established city neighborhoods including Morse Road, West Edge (formally Sullivant Gardens), East Long Street and Jeffrey Place. Overall, working with the Department of Development, the council incentives helped relocate or expand businesses in Columbus that produced 7,594 jobs.

Council member Sensenbrenner led the completion of an Urban Commercial Overlay designed to assist with the improvement of storefronts in Franklinton, Harrison West and Italian Village and other neighborhoods. Council approved a special \$1.5 million assessment for the Short North in order to build arches that will add to the attraction of this downtown destination. And to combat sprawl, council produced a Traditional Neighbor Development optional design code with the hopes of producing walkable, close-knit neighborhoods in growing new areas of the city.

Seeking to lure new businesses to the city, Council member Mentel launched the STAR (Strategic Technology Advanced Relationships) program in March. Partners in STAR include Battelle, Columbus Technology Leadership Council and the Ohio State University. In August STAR hosted representatives of the Shannon Development of Ireland to build a link between Irish technology companies and those in Columbus.

In an effort to better position the city's workforce to take advantage of new job opportunities Council President Habash and Council member Tavares appointed members to the new Affordable Housing Trust Corporation Board and it began its work offering grants and loans to provide more housing offerings to working families. By the end of the year the fund had allocated \$3.6 million to six projects.

### PROMOTING PUBLIC SAFETY

The City of Columbus responded immediately and thoroughly to possible terrorist attacks after the Sept. 11 suicide airplane crashes in New York and Washington. The Division of Police and Fire each expended several hours of overtime to quell fears of bomb threats and spreading of infectious diseases.

Roughly 300 city employees are military reserves and many were called into active duty to help keep the public peace and to join the war against terror. Council approved legislation assuring that reservists and their family members continue to receive insurance and medical benefits during their time of service and that military pay would be supplemented to ensure military families didn't suffer financially.

Vowing that city law enforcement will treat all people fairly, Council member Boyce took the lead in the tightening of the city's anti-discrimination laws to specify that racial profiling is a crime. Council followed through on 2000 financial commitments to spend \$2 million in additional training, in-cruiser video/audio cameras, traffic stop record keeping and revisions to the Internal Affairs Bureau.

Council member O'Shaughnessy pressed for safer neighborhood travel through the promotion of traffic calming. The city spent more than \$397,000 on new calming devices, such as traffic circles and speed humps, in 11 city neighborhoods.

### MEETING THE NEEDS OF PEOPLE AND NEIGHBORHOODS

Filling Columbus with safe and healthy neighborhoods, Council took action to improve access to health care, green space and community resources.

Responding to criticism of the surprise opening of new adult entertainment ventures near residential neighborhoods, Council adopted one of the nation's toughest new restrictions against sexually oriented businesses. The new law prohibited new adult stores and show bars from operating within a half mile of each other or within a half mile of any school, house, church or day care center.

In 2001, the city spent approximately \$8.25 million in general fund on social and community services ranging from childcare to job training to after-school programs. Those funds were supplemented by Community Development Block Grant dollars as well as the new Emergency Human Services Capital Fund, created by Council member Tavares using a portion of the hotel and motel bed tax.

The city continued its support of the Columbus Neighborhood Health Centers that provide services to the indigent and those in need of access to health care. The city opened its seventh center when the Northeast Neighborhood Health Center opened its doors.

Council strengthened its relationship with the Columbus Public Schools as its joint standing committee took shape. Council member Boyce and Board of Education member Mark Hatch agreed that the committee would focus its efforts on shared facilities, after school care and anti-truancy programs. Council member Boyce also took additional steps to highlight and utilize the skills of Columbus school students as well as young people throughout the community when he created the Columbus Youth Commission. The commission is lead by teens who help shape the vision for the city's future through a number of activities.

The city's plan to open 165 miles of interconnected trails along its five major waterways by 2010 also progressed. In December, Councilmembers Habash, Boyce and Sensenbrenner joined with Metro Parks leaders to open 2.3 miles of new paved trails along Blacklick Creek Parks.

#### **IMPROVING THE COMMUNITY'S SOCIAL FABRIC**

Columbus continues to increase in its racial and ethnic diversity and improving the community's social fabric is crucial.

Council funded the Somali Women's Center to address the needs of the many Somali women who came to the city after losing spouses in that nation's bitter internal battles. The Center opened in the Cleveland Avenue Shopping Center and provides support, training and cultural programming for the growing Somali community.

Council also addressed to requests to meet more frequently with neighborhood leaders. It began quarterly leaders meetings inviting members of area commissions and neighborhood associations to meet in small groups with members of council.

Cultural outlets in Columbus continued to receive support from Council. Council assured the city maintained its financial support for the King Arts Complex and Franklin Park Conservatory. It also provided a 3 percent increase in hotel and motel bed tax allocations to The Greater Columbus Arts Council. The \$3,382,675 to the Council was granted to numerous arts programs in the region ranging from prestigious professional performers to small workshops for children.

## DEPARTMENT OF CITY TREASURER 2001 ANNUAL REPORT

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 2001 was \$ 682,218,628.62 with investment earning of \$ 39,316,003.36 for a yield of 5.724%. The investment balance at year end was \$ 757,888,581.50. Schedules of all investment activity for the year, and the portfolio composition as of December 31, 2001 are presented later in this report.

The City Treasurer is also responsible for the administration of the Parking Violations Bureau, which was established in March of 1983, pursuant to Ordinance 2410-82, passed on December 6, 1982. The Bureau, which is located at 400 West Whittier Street, is responsible for the issuance and collection of parking tickets, the collection of moneys from parking meters, and the impounding and storage of vehicles.

### Columbus City Treasurer's Office Balance Sheet as of 12/31/01

#### ASSETS:

Cash in Banks	3,835,314.46
Cash-in-Payroll Account	608,478.02
Cash-on-Hand	106,158.17
Receivable Items	7,576.86
Sinking Fund Coupons	4,843,256.11
Returned Checks	43,237.28
Treasury Investments	757,888,581.50
<b>Total Assets</b>	<b>767,332,602.40</b>

#### LIABILITIES:

Auditor's Warrants Payable	32,706,135.09
Sinking Fund Warrants Payable	4,843,116.85
Payroll Checks Issued	608,478.02
Advance Receipts	10,900,036.39
<b>Total Liabilities</b>	<b>79,057,766.35</b>
City Fund Balance	718,173,737.24
Sinking Fund Balance	71,506.29
Police Relief	29,592.52
<b>Total Fund Balances</b>	<b>718,274,836.05</b>
<b>Total Liabilities and Fund Balance</b>	<b>767,332,602.40</b>

### Columbus City Treasurer Investment Earnings Cash Basis: 1981-2001

Year	Investment Earnings
1981	\$38,178,141.30
1982	\$24,487,392.69
1983	\$14,925,329.62
1984	\$16,646,800.91
1985	\$18,070,696.58
1986	\$19,973,398.79
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

<b>City of Columbus 31-Dec-01</b>			
<b>Portfolio By Type</b>	<b>Amount</b>	<b>Average Yield</b>	<b>Percentage Portfolio</b>
FFCB Coupon Notes	98,503,275.78	5.14%	13.00%
FFCB Coupon Notes-Callable	27,006,946.03	3.65%	3.56%
FFCB Discount Notes	4,771,488.89	4.75%	0.63%
<b>Federal Farm Credit Bank</b>	<b>130,281,710.70</b>		<b>17.19%</b>
FHLB Coupon Notes	132,844,289.51	4.44%	17.53%
FHLB Coupon Notes-Callable	53,480,954.62	3.83%	7.06%
FHLB Discount Notes	5,363,551.21	6.30%	0.71%
<b>Federal Home Loan Bank</b>	<b>191,688,795.34</b>		<b>25.29%</b>
FHLMC Coupon Notes	62,647,261.19	4.13%	8.27%
FHLMC Coupon Notes-Callable	37,730,840.90	6.30%	4.98%
FHLMC Discount Notes	6,764,283.75	3.70%	0.89%
<b>Federal Home Loan Mortgage Corp.</b>	<b>107,142,385.84</b>		<b>14.14%</b>
FNMA Coupon Notes	35,564,632.32	4.79%	4.69%
FNMA Coupon Notes-Callable	69,977,290.91	4.34%	9.23%
FNMA Discount Notes	5,815,982.78	3.38%	0.77%
<b>Federal National Mortgage Assoc.</b>	<b>111,357,906.01</b>		<b>14.69%</b>
U.S.Treasury Notes	30,250,199.63	4.33%	3.99%
Certificates of Deposit	30,000,000.00	3.80%	3.96%
Star Ohio	20,575,911.07	2.14%	2.71%
Bank One Bank Account	41,036,562.99	5.27%	5.41%
Fifth Third Account	93,725,109.92	2.56%	12.37%
Street Lighting Proj./Airport Notes	1,830,000.00	5.90%	0.24%
<b>Total Investments</b>	<b>757,888,581.50</b>	<b>4.12%</b>	<b>100.00%</b>
<b>Total Callable</b>	<b>188,196,032.46</b>		<b>24.83%</b>

**PARKING VIOLATIONS BUREAU  
ANNUAL REPORT  
DECEMBER 31, 2001**

The Columbus Parking Violations Bureau (PVB) was established in March, 1983 and is currently located at 400 West Whittier Street in Downtown Columbus. The hours of operation are from 8:00 A.M. to 9:00 P.M. Monday through Saturday, and from 8:00 A.M. to 6:00 P.M. on Sundays, 365 days a year with the exception of Thanksgiving Day, Christmas Day, and New Years Day. The main responsibilities of the PVB include parking enforcement and issuing of parking related citations; parking meter collections; and the related cashing functions of each. The PVB provides a central location for citizens to pay their parking tickets, file a complaint about a parking violation, request a hearing for a parking violation, report a broken parking meter, discuss a parking violation, and/or retrieve impounded vehicles.

The Parking Violations Bureau maintains all parking violation tickets issued by in-house staff, as well as, the Columbus Division of Police and provides on-line inquiry capabilities for fast response to the public's needs and inquires. The PVB contracts with the State of Ohio, Bureau of Motor Vehicles (BMV) for on-line communication to enhance the effectiveness and efficiency the operation.

The Parking Violations Bureau employs a vigorous program of noticing to encourage prompt payments by violators. The bureau has partnered with the BMV in implementing license and registration holds for delinquent violators. In 2001 the PVB collected \$374,070 as a result of this program.

In 2001 the PVB and Division of Police issued 200,709 parking related citations. Revenues in 2001 were as follows: \$4,126,506 from parking citations; \$2,099,354 from impound and storage fees; \$3,107,831 from parking meter revenue; and \$11,550 from parking meter debit card sales for a grand total of \$9,345,241.

Finally, there were 1,090 adjudication hearings held at the PVB in 2001, with 817 violations being upheld and 273 being dismissed.

## CITY ATTORNEY'S OFFICE 2001 ANNUAL REPORT

Columbus City Attorney Janet E. Jackson, elected by the citizens of Columbus, serves as the City's chief legal officer. The City Attorney's Office represents the City of Columbus, its Mayor, City Council, and all departments of city government. As a leader in Ohio municipal law, the office performs significant legal work to serve the needs of both City government and our citizens. Attorneys in the Civil Division practice in a variety of areas, including employment law, litigation, business, environmental issues, and contracts. Lawyers in Franklin County Municipal Court function as the City's prosecutors, and provide services in the areas of conflict resolution and domestic violence.

In 2001, the office continued serving the public by: defending the City in state and federal courts; prosecuting misdemeanor offenders, including those charged with driving under the influence and domestic violence; providing victim services; and collecting money due the City.

The City Attorney's Office is comprised of four divisions: Civil, Prosecutor, Asset Recovery, and Real Estate.

### CIVIL DIVISION

#### **Business and Regulation Section**

The Business and Regulation Section, headed by Daniel W. Drake, the City Attorney's Chief Counsel, serves as primary legal counsel to City officials with respect to issues surrounding City services, legislation, contracts, zoning and other vital issues related to the day-to-day operations of the City government. In addition, this section assists in the legal review and practical implementation of various development projects that foster the growth of our community. The Section also works to keep our environment clean by assisting various City Divisions to comply with state and federal environmental laws, in addition to taking legal action against companies which fail to comply with water pollution laws and other environmental requirements.

In 2002, the Section provided counsel and actively advised the City administration in relation to the City's Sewer Plan update. As a part of this effort, members of the section met with the City administration, the Ohio EPA, the Ohio Governor's office and various central Ohio municipal officials in an effort to develop a cohesive sewer plan update for the 21<sup>st</sup> century. The Section also provided advice and counsel to the administration in relation to environmentally sensitive development standards being proposed for the Hellbranch/Big Darby areas.

The Section successfully represented the City in two Ohio Supreme Court cases in 2001. In *Suburban Lodges v. City of Columbus Graphics Commission*, (2002), the Ohio Supreme Court dismissed a constitutional challenge to the City's graphics code. In *City of Columbus Division of Income Tax v. New Plan Realty Trust*, the Ohio Supreme Court held that dividends distributed to shareholders do not qualify as ordinary and necessary business expenses for municipal income tax purposes. In addition to those cases, the Section is participating in the representation of the City in a case before the United States Supreme Court, *Ours Garage and Wrecker v. City of Columbus*, a case that has generated national attention as courts across the country have struck down local towing ordinances.

The Section also provided guidance and legal counsel for various development projects and initiatives including the renewed focus on downtown development and the continued development of the Arena and Brewery Districts. Attorneys in this section also provided counsel and advice to the Trade and Development Department's Regulation Division. They also worked with the Board of Zoning Adjustment, the Building Commission, and the Development Commission with respect to zoning and development regulations.

The Section provided counsel in various bankruptcy matters that affected the City over the past year. Those included the Jacobson's Chapter 11 reorganization and the Woodland Meadows Chapter 11 reorganization.

Last year, the section participated in various public and community meetings related to the enactment of several new City ordinances, including new zoning regulations related to adult entertainment, a new noise offense ordinance, and code changes to update the utilities assessment process.

The Section also represented City Council in proceedings before the Division of Liquor Control and Liquor Control Commission. In 2000, for a 2001 renewal, 12 liquor permits were objected to by City Council. In 2001, a further 20 liquor permit renewals were objected to by Council for the 2002 calendar year. The objections resulted in the closure of offending facilities or agreements for monitoring of facilities to ensure compliance with City health, safety and zoning ordinances.

Finally in 2001, the Section's attorneys reviewed more than 2000 City contracts and more than 2300 pieces of legislation. The Section continues to help the City's Purchasing Office review and fine tune its purchasing methods, including moving the City toward the use of the Internet and e-commerce to meet its purchasing needs. In addition, the Section fielded over 1800 formal and informal requests for legal opinions over the past year.

#### **Litigation Section**

The Litigation Section, headed by Glenn B. Redick, is composed of ten attorneys who defend the City of Columbus and its employees in all types of civil litigation. Four attorneys are dedicated to a special litigation unit, which works primarily on the lawsuit filed by the United States Department of Justice against the City, although these attorneys also handle other litigation matters assigned to them. The lawsuit is the first of its kind to be filed by the Department of Justice and includes multiple complex issues. While the Department of Justice litigation attracts a great deal of attention, in day-to-day operations the Litigation Section attorneys are in the courtroom defending the city in contract disputes, claims for personal injury or property damage, constitutional violations, wrongful death, tax disputes, and many other claims requesting money damages.

In 2001, there were 246 new lawsuits filed against the City of Columbus and its employees, requesting a total of over \$56 million in damages. The City Attorney's Office was able to close a total of 401 cases, which sought a total of over \$106 million dollars in damages. In the year 2001, the City Attorney paid out \$669,670 by way of settlement or trial to resolve litigation matters. Thirty-three cases were resolved by way of settlement. We went to trial in six cases – winning five and losing one in the amount of \$51,115. Fourteen cases were dismissed by way of a motion for summary judgment, and thirty-three other cases were dismissed in favor of the City by way of motions, affirmation by an appellate court, or some other dispositive manner.

As of December 31, 2001, there were 530 active cases pending. The Litigation Section not only handles these matters at the trial level, but also at all levels of the appellate process, including both state and federal courts. The Section's attorneys are also actively involved in attempting to resolve pre-litigation claims.

Additionally, this Section works with City departments, its officials, and its employees through legal education, training, advice, and counsel to ensure City practices and policies are in place so that lawsuits can be prevented. Furthermore, much of the attorneys' time and effort is devoted to correcting issues that might lead to civil liability.

#### **Labor Section**

The Labor Section, headed by Sherrie J. Passmore, is responsible for handling all labor and employment-related litigation involving the City, and for rendering legal advice to City officials on labor and employment matters.

At the beginning of 2001, the Labor Section attorneys were handling 121 cases in various forums. Over the course of the year, 76 new employment-related lawsuits and/or administrative charges were filed against the City of Columbus and/or its employees. During the course of the year, the Labor Section resolved 92 cases. As of December 31, 2001, there were 98 active cases pending.

The Labor Section successfully defended the City or obtained dismissals as follows:

- One case in the U.S. Supreme Court
- Two cases in the Sixth Circuit on summary judgment
- Five cases in U.S. District Court (including two on summary judgment and one jury verdict)
- One case in the Ohio Supreme Court
- Two cases in the Franklin County Court of Appeals
- Fourteen cases in the Franklin County Common Pleas Court
- Three arbitrations
- Twenty-two cases before the Ohio Civil Rights Commission (including seventeen no probable cause determinations)
- Four cases before the EEOC (all no probable cause determinations)
- Five cases before the Civil Service Commission
- Two cases before the State Employment Relations Board (both no probable cause findings)
- One case before the Department of Justice (no violations found)

Only twenty cases were resolved through settlements and six of those cases involved monetary settlements paid by the City.

In addition to defending the City in litigation matters and providing day-to-day legal advice, the Labor Section worked closely with the City's Human Resources Department to revise the City's ADA procedures. Labor attorneys spoke on employment topics at the Ohio Municipal Attorneys Association seminars and the Ohio Attorney General's Law Enforcement Conference. The section also organized a continuing legal education seminar for over two hundred government attorneys on the topic of sexual harassment in the workplace.

The City engaged in extensive contract negotiations with the FOP throughout 2001. The Chief Labor Attorney served on the management team for those negotiations.

#### **Police Legal Advisor Section**

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

In 2001, requests for legal opinions from the City Attorney's Police Legal Bureau increased 24% compared to the previous year. The total number of opinion requests fielded by the attorneys in this unit was 8,494.

This section also provided hundreds of hours of training on more than a dozen different topics related to the job of the police officers. The topics ranged from executing search warrants and probable cause to crowd control tactics and use of force.

"TRENDS," a publication written or approved by the Legal Advisor's Office, provides informative case law updates printed in the Division's Executive Staff Newsletter for the purpose of keeping sworn personnel educated as to changes and updates in the law.

During 2001, the Police Legal Advisor assisted litigation and labor attorneys with 36 new lawsuits, seven court trials, and three Ohio Civil Rights Commission complaints. The Legal Unit also processed 116 general claims and 978 medical claims filed against the Division of Police.

#### **PROSECUTOR DIVISION**

The Prosecutor Division, headed by Chief Prosecutor Stephen L. McIntosh, represents the State of Ohio and City of Columbus in the prosecution of misdemeanor traffic and criminal cases filed in the Franklin County Municipal Court, and civil actions in the Environmental Division of the Municipal Court. This Division includes Assistant City Prosecutors, an Alternative Dispute Resolution Program, an Intake Unit, a Domestic Violence Unit, and an Appellate Unit.

In 2001, the total number of criminal and traffic misdemeanor charges filed was 139,957. The chart below details the number and type of charges since 1997:

	1997	1998	1999	2000	2001
OMVI	8,003	6,543	6,529	6,423	7,219
Domestic Violence	7,280	5,855	5,042	5,083	5,324
Assault	7,342	6,604	5,268	5,558	5,787
Resisting Arrest	1,527	1,202	985	968	932
Aggravated Menacing	789	686	520	610	636
Menacing	380	385	322	276	310
Petty Theft	3,254	3,287	3,225	3,262	3,471
Environmental (criminal/civil)			7,238	6,688	7,381

\* The data for 1997 includes cases prosecuted by other municipalities as well as the City Attorney's Office.

In addition to the City of Columbus, prosecutors represented the following suburbs in the Franklin County Municipal Court in traffic and criminal cases, as well as Bureau of Motor Vehicle petition hearings pursuant to O.R.C. Sections 4507.40 and 4511.191: Bexley,

Canal Winchester, Dublin, Grandview Heights, Grove City, Harrisburg, Lithopolis, Lockbourne, Marble Cliff, Minerva Park, Obetz, Riverlea, Urbancrest, Valleyview, Westerville, and Worthington.

The City also prosecutes for other police departments, which include Blendon Township, Clinton Township, Madison Township, Franklin County Sheriff's Office, Franklin Township, Mifflin Township, and Perry Township.

Throughout 2001, the Prosecutors Division provided legal advice to the Columbus Division of Police, various City divisions involved in enforcement activities, the Franklin County Sheriff's Office, the Ohio State Highway Patrol, the Ohio Bureau of Motor Vehicles, the Ohio State University Police Department, and many other suburban and township law enforcement agencies within Franklin County that contract with the City Attorney's Office.

#### **Alternative Dispute Resolution Unit**

Dispute resolution programs save the court system and citizen's time and money by using trained mediators to solve problems and conflicts outside of the judicial process. The four individual components of this comprehensive Alternative Dispute Resolution Program are:

##### **Night Prosecutor Mediation Program**

The Night Prosecutor Mediation Program mediates cases in an attempt to resolve issues between citizens without entering the criminal courts. The Program provides an effective and efficient resolution to many disputes, saving the justice system thousands of dollars.

During 2001, the Night Prosecutor Mediation Program received 832 referrals for mediation, 532 of which were scheduled for mediation. Of those cases, 275 were mediated with a 71% success rate. Exit interviews revealed that 92% of those surveyed said they would use mediation again and 93% reported they would recommend mediation to friends and family.

In addition, mediators from the NPMP in June met with the City's Northeast Area Commission to help them resolve a dispute over election results, and in July and August mediated a housing project dispute among the Italian Village Area Commission, the Columbus Metropolitan Housing Administration, and the architect who designed the project.

##### **Project S.M.A.R.T.**

City Attorney Jackson continued to emphasize truancy prevention through her Project S.M.A.R.T. (Student Mediation and Assistance to Reduce Truancy), a unique collaboration of the City Attorney's Office, the Franklin County Juvenile Court, and the Columbus Public Schools. The program provides trained mediators to meet with students, parents, and teachers in several Columbus Public Middle Schools to combat low attendance rates.

With the beginning of the 2001-2002 school year, the program was expanded to serve 15 schools. The ten schools that participated in the program during the 2000-2001 school year had an average increase in attendance of 9% compared to the year before. The middle schools without the program had an average increase in attendance of only 4.8%.

##### **Check Resolution Program**

The Check Resolution Program assists in the collection of money lost to merchants due to the passing of bad checks. Dishonored checks result in higher prices for consumers and a larger docket for the Franklin County Municipal Court. As a first step, the program emphasizes mediation between the check writer and the merchant. In most cases, the check writer is able to pay the merchant the full amount of the previously dishonored check prior to the filing of any criminal charges.

This program successfully recovered \$1,497,628 in dishonored checks in 2001. There were a total of 41,673 check resolution mediations. The number of checks processed through the program totaled 45,781. The Check Resolution Program also charges a fee to process checks through the program, bringing an additional \$85,413 into the City's treasury.

##### **Traffic and Criminal Diversion**

Now in its second year of existence, the Traffic & Criminal Diversion Program continued a successful program of offering education instead of punishment to certain non-violent, first-time offenders by giving them counseling combined with community service, thus allowing them to take responsibility for their behavior and avoid future criminal activity.

In the criminal component, 613 clients (out of 834 applicants) were accepted into the program. Of those accepted, 438 clients successfully completed it. A majority of these cases (326 cases) were for underage alcohol violations, all of which were referred for a total of 2,608 hours of alcohol education classes.

Beginning in March of 2001, the program tracked recidivism rates of defendants from one year after their acceptance date. The average recidivism rate was just 4% over the ten-month period.

In the traffic component, there were 1,660 applicants, of which 1,391 were accepted into the program. Of those accepted into the program, 670 clients successfully completed the program.

In order to obtain a recidivism rate for traffic cases, license checks are performed one year after clients entered into the program. The check determines how many defendants maintained a valid driver license in the State of Ohio. On average, 80% of the clients who successfully completed the traffic diversion program had a valid driver license one year after entering the program.

For the City, the Diversion Program collected \$59,006 in court/diversion costs.

#### **Intake Unit**

The Intake Unit of the office serves citizens of the community who request the filing of criminal misdemeanor complaints. The Intake staff assists, advises, and makes appropriate referrals on behalf of the City.

In 2001, the Intake Unit had 10,833 intake interviews and filed 2,127 charges.

Recognizing that technological advances have caused an increase in the number of people being harassed or victimized through their computers, City Attorney Jackson created, in July of 2001, a "Telecommunications Harassment Investigative Unit," aimed at prosecuting "cyber-stalkers." During this first year, the unit staffed one highly trained computer expert who worked with the Intake Unit to investigate citizen complaints of computer related crimes and helped prosecutors gather evidence and act as an expert witness in the courtroom.

#### **Domestic Violence/Stalking Unit**

The Domestic Violence/Stalking Unit, headed by Lesley Ashworth, prosecutes domestic violence offenders and assists victims of these crimes. The Unit consists of four specialized prosecutors, ten full-time advocates, two part-time advocates, three support staff members, and liaisons from five area agencies, which include: Choices, Legal Aid, Franklin County Children Services, Southeast, Inc., and the Capital University Family Advocacy Clinic.

The Domestic Violence Unit provides a variety of support services for victims of family violence and a unique combination of community resources at one location. In 2001, again more than 8,000 individuals were provided with education, support, counseling, and assistance. The unit provides immediate resources in times of crisis, which include assistance with protection orders and safety planning. The advocates also assist victims of other misdemeanor crimes when protection orders can be requested.

The Domestic Violence Unit continued to provide education and training to Franklin County law enforcement officers. In 2001, the Unit provided comprehensive two-day recruit training for the Columbus Division of Police. Training was also extended to communication technicians in the Division and in-service training for other local municipal police departments.

During the year, there were 5701 domestic violence criminal charges filed, including charges of violating a protection order.

The Stalking Unit assists victims of menacing by stalking. The Unit consists of a full-time stalking victim advocate and a liaison from Southeast, Inc. The Unit provides support to victims of stalking by assisting with the collection of information and evidence for prosecution. The advocates also assist victims in obtaining Stalking Civil Protection Orders and safety planning.

The Stalking Unit investigated 429 stalking complaints during 2001. This is a considerable increase from the 32 complaints referred to the unit in 1995.

#### **Appellate Unit**

The Appellate Unit, headed by Lara Baker, is responsible for the appeal of misdemeanor prosecutions to the Franklin County Court of Appeals, and defending any misdemeanor criminal appeals filed against the City. In 2001, the Appellate Unit filed five Notices of Appeal and was noticed on an additional 39 appeals. Of the total number of cases decided by appeal (33), 18 decisions were ruled in favor of the prosecution. Five were decided in favor of the opposition. Ten matters were dismissed for various reasons.

Of note, the appellate Unit successfully defended the 1999 criminal damaging conviction of Charles Spingola, who tore down and destroyed a "gay pride rainbow" flag at the Ohio Statehouse. Mr. Spingola served five days in jail and paid \$100 in fines for the crime.

#### **ASSET RECOVERY DIVISION**

The Asset Recovery Division, headed by George H. Calloway, handles pre-litigation claims against the City, as well as the collection of funds owed to the City. Non-tax collection efforts are initially handled without the filing of a lawsuit; however, should a matter not be resolved in the pre-litigation stage, then the Asset Recovery Section files suit.

The Division handles all collection matters for the City. In addition, the Division handles all pre-litigation claims against the City that exceed the sum of \$2,500.00.

The Asset Recovery Division is comprised of seven full-time employees, as well as three part-time employees. The Division is staffed by two attorneys, three investigators, two income tax legal interns, and support staff.

In 2001, the Asset Recovery Section recorded a total of \$1,550,628 in income tax collections. Of that total amount, \$800,014 was collected in-house on cases assigned to the division. The addition amounts were collected by outside collection agencies.

Additionally, the Division continued use of a system designed to track non-tax related collections paid to the City. This system has significantly affected the amount of outstanding debt collected by the Division. In 2001, \$121,172 was recovered through this work. And in the area of foreclosure and bankruptcy collections, this Division collected \$195,287.

#### **REAL ESTATE DIVISION**

The Real Estate Division, headed by John C. Klein, is responsible for the acquisition of all real property needed by City departments, the provision of legal assistance with regard to all real estate matters, including the sale and leasing of property, and matters related to real estate taxes.

This Division is staffed by fourteen employees, including three attorney positions, real estate negotiators, and support staff.

In 2001, the Real Estate Division provided legal and negotiating advice for a number of major projects contributing to Columbus' development, including completing the acquisition of property interests for the final phase of the Spring Sandusky Interchange (I-670) and the West Columbus Local Protection Project (Franklinton Floodwall). The floodwall is a joint project involving the City of Columbus and the Army Corps of Engineers and will provide flood protection for a major portion of West Columbus. In addition, acquisition commenced for several major projects such as the widening of Lane Avenue between North High Street and Olentangy River Road and the improvement of the streets and storm sewers on East Fifth Avenue, East Sixth Avenue, and East Seventh Avenue.

In other acquisition activities for City projects, such as new roads, road widening, and storm and sanitary sewers, the Division worked on 48 separate projects, starting 20 new projects and acquiring 321 parcels of land.

#### **OVERALL OFFICE ADMINISTRATION**

The administration of the City Attorney's Office is under the direction of Helen Ninos, Chief of Staff. Recognizing that an effective and efficient public law office requires timely improvements to its administrative and organizational structure, City Attorney Jackson has continued to make significant progress in such areas as technology and communications, human resources, and the office environment.

In 2001, the office once again emphasized training for all employees. Attorneys attended legal education seminars to ensure best legal practices. Staff attended training to enhance customer services. And the office's Community Relations Director updated the City Attorney's website and several informative brochures to assist the public in navigating the City's legal system.

Through these and other efforts, City Attorney Jackson has continued her mission to be a first-class law office, guided by the principles of justice and fair play, providing excellent legal services by efficiently and effectively prosecuting and defending all legal matters involving the City, while providing services that make a positive difference in our citizen's lives, schools, and communities.

**CITY AUDITOR  
2001 ANNUAL REPORT**

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 2001.

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 2001 is now in progress. An annual financial report of the total City for the year ended December 31, 2001 containing the independent auditor's report will be issued on or about May 15, 2002.

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.

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

**Total Expenditures**

	<u><b>2001</b></u>
Personal service	\$ 1,933,156
Materials and supplies	51,404
Services	2,757,157
Other disbursements	-
Capital outlay	-
	\$ <u><b>4,741,717</b></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)			
2001	\$11,140	1996	8,363	
2000	11,426	1995	7,830	
1999	10,840	1994	7,168	
1998	10,275	1993	6,645	
1997	9,570	1992	6,957	

**Miscellaneous Data**

	<u><b>2001</b></u>	<u><b>2000</b></u>	<u><b>1999</b></u>	<u><b>1998</b></u>	<u><b>1997</b></u>
Vouchers paid	95,187	98,037	89,591	96,992	95,147
Receiving warrants written	6460	5,949	5,527	4,891	5,607
Disbursing warrants written	82,343	87,940	83,623	86,406	86,357
<b>Funds and sub-funds accounted for:</b>					
General	4	3	3	3	3
Special Revenue	38	37	38	38	31
Trust & Agency	17	17	19	25	25
Debt Service	9	9	10	8	3
Internal Service	7	7	7	8	7
Capital Projects	39	38	39	42	36
Enterprise	34	31	32	52	43
<b>Total</b>	<b>148</b>	<b>142</b>	<b>148</b>	<b>176</b>	<b>148</b>

**COLUMBUS INCOME TAX DIVISION**

The Columbus Income Tax Division is charged with the collection, audit, and enforcement of the 2.0% municipal income tax pursuant to Chapter 361 of the Columbus City Codes.

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

The following is a report of Columbus income tax collections for 2001:

Gross collections in 2001	\$454,140,025
Transfers to other cities	(1,260,256)
Collections in transit 12/31/2000	+ 3,846,220
Collections in transit 12/31/2001	(3,347,125)
Refunds paid in 2001	(14,432,260)
Income tax revenues	
(budgetary basis per Auditor's annual report)	\$438,946,604

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

The Columbus Income Tax ordinance provides that 25% of the total collection of income tax to be set-aside for the payment of principal and interest on bonds and notes issued by the City. The remainder provides the General Fund with its major source of revenue.[MDJ1]

Withholding accounts made up	83.6% of the total tax revenue for Columbus in 2001.
Business accounts made up	11.8% of the total tax revenue for Columbus in 2001.
Individual accounts made up	4.6% of the total tax revenue for Columbus in 2001.

By contract, this Division administered the collection of the municipal income tax for the following municipalities in 2001: Brice, Canal Winchester, Grove City, Groveport, Harrisburg, Lithopolis, Marble Cliff, Obetz and Worthington. Effective December 31, 1997, taxes for the City Of Grandview Heights were no longer administered by the Columbus Income Tax Division. Small amounts of revenue continue to be received for the City of Grandview Heights by the Division and a collection fee is charged for that service. For the administrative service of collecting the income taxes for these suburbs, Columbus General Fund received collection fees based on the gross income tax collections for each of these communities. Fees collected during 2001 for administering the income tax collections of the administered suburbs amounted to \$572,559.00. This is to be compared to \$593,106.00 in fees collected in 2000.

The total expenditure to operate the Income Tax Division during 2001 was \$5,398,144.00. This includes salaries, fringes, income tax forms, new equipment, computer charges, and miscellaneous supplies including postage. This represents administrative service for income tax collection for Columbus and nine satellite communities. The authorized strength of the Income Tax Division in 2001 was 81 full-time and 1 part-time employees.

City Income Tax receipts processed in 2001 through the Delinquent Section amounted to \$6,413,482.00. This amount included delinquent tax, penalty and interest charges for Columbus and all administered cities.

During 2001, the Income Tax Division referred 1,148 cases to the City Attorney's office for filing civil suits on delinquent assessments totaling \$2,367,110.00.

On December 31, 2001 the Division had 526,249 accounts on its tax files. This total is comprised of 448,345 "Direct" and 77,904 "Withholding" accounts.

	ACTIVE	INACTIVE		
CORPORATE	20,733	37,818		
FIDUCIARY	255	1,472		
INDIVIDUAL	62,465	296,476		
PARTNERSHIP	0	4,892	Required to file as entities.	
ENTITY/PRTSHIP	5,857	7,683		
COURTESY	0	10,694		
TOTAL / DIRECT	89,310	359,035	TOTAL	448,345
/ WITHHOLDING	21,924	55,980	TOTAL	77,904
GRAND TOTAL	111,234	415,015	TOTAL	526,249

The total number of accounts on the tax database increased by 22,836 in 2001.

<p style="text-align: center;"><b>MAYOR'S OFFICE</b> <b>2001 ANNUAL REPORT</b></p>
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Through responsible fiscal management, both in cutting costs and striving to enhance revenues, the hard work of City employees, and efforts to build partnerships with residents, businesses and community leaders, the City of Columbus overcame many challenges in 2001.

Working together with City Council, our Labor organizations, employees and the public, we are changing City government to better serve America's 21st Century City. 2001 saw many efforts to successfully improve basic City services, enhance safety in our neighborhoods, create jobs and improve education for our children through innovative partnerships with our schools.

In the face of slow growing City revenues and steadily rising increases in costs, the administration continued to cut spending and engaged an Economic Advisory Team to make recommendations for realistic revenue enhancements. For the first time in the City's history a budget was put forward that was less than the previous year, yet still funded all basic neighborhood services and increase funding for the Divisions of Police and Fire.

During 2001, the Administration also continued to move forward with the internal Operations Review process, streamlining Departments and making the City more efficient and cost-effective. As a result of the Ops Review the 2002 Budgeting process was also improved, with Departments adding performance standards as a requirement of their budget proposals.

Major initiatives of the Administration continued, including Neighborhood Pride which toured eight areas during 2001, the Cap City Kids after-school program which expanded from five to 22 sites during the year, the Columbus Franklin County Affordable Housing Trust Corporation was funded and began reviewing projects. Together with leaders in the Northland area, the City also moved forward with nearly \$12 million in improvements to the Morse Road Commercial Corridor. The City was also an active partner with the Columbus Urban Growth Corporation to prepare the West Edge Business Center in Franklinton, a \$60 million development on vacant land at the former Sullivant Gardens Housing Project that will become a center for as many as 1,000 jobs in the coming years.

**MAYOR'S OFFICE OF EDUCATION  
2001 ANNUAL REPORT**

**GOAL: EDUCATION: Encourage and Promote Participation in Learning Opportunities.**

	2001 OBJECTIVES / GOALS	RESULTS
1.	Increase computer access for Columbus citizens (youth, adults, and seniors) by 30% by August 2003	Have added 60 PC's for public usage via schools, rec. Centers, non-profit CBO's.
2.	Increase the number of children attending after-school and other out-of-school time programs, K-12 to 4,800 by end of 2003	Currently at 1,060.
3.	Children consistently participating in CCK will show: 8% improved academic achievement 15% reduced absenteeism 20% reduced disciplinary incidences by August 2003, as part of ultimate objective of improving education for all Columbus students	Completed first year evaluation, Center for Learning Excellence, John Glenn Policy Institute, The OSU. Results show improvement in these areas. Data indicate that the CCK program has significant impacts on promoting school attendance among children participants; children participating in CCK do bettering school that children who do not participate
4.	Increase participation in summer academic, recreation and work programs for youth ages 13 – 18 by August 2003	80 partial scholarships to OSU College Bound program through partnership with Ohio Children's Foundation.
5.	Increase volunteer participation in after-school programs and other out-of-school time programs by 30% by August 2003	Have placed 80 volunteers to date and are collaborating with outside organizations such as the Columbus Medical Association and OSU Medical Students to provide volunteer student educational services.

	STRATEGIES	RESULTS / EXPECTATION
1.	Expand Cap City Kids model citywide for K-12	22 CCK Programs: 8 Middle School, 14 Elementary School.
2.	Establish Neighborhood Learning Centers in City recreation centers, churches and other public buildings, including public schools.	4 Recreation Centers; 4 Middle Schools; 3 COM grant funding to provide wireless infrastructure to additional rec. centers and other public facilities; the Cols. Health Department has established computer sites in four churches in the community
3.	Establish a network of public and private partners to provide resources for after-school and other out-of-school time programs and for neighborhood learning centers.	Funders have convened; universal acceptance of standards; preparing matrix to determine duplicate funding; next steps, identify funding riches, commit funds, develop mechanism to deliver funds.
4.	Expand recruitment and training programs for volunteers	80 volunteers currently in CCK programs; continuous recruitment and training
5.	Clearly establish City's role in education at all levels by developing and maintaining partnerships with public and private schools	National League of Cities project; 0 MOS; collaborative effort; issues identified: lack of common agenda, lack of public confidence, poor perception of middle schools, pervasive achievement gap, academic emergency designation, need for improved relation w/ Board, need for school facilities modernization; next, develop action plan.
6.	Develop and implement a marketing plan to increase participation of citizens in a broad range of educational opportunities and issues.	Have web site up and running to promote educational events, program services and volunteer opportunities. summer informational web site most popular sit for City. Collaborating with DOT in national effort for cities to establish youth web sites
7.	Coordinate with other City departments to enhance the safety and infrastructure near and around schools.	Pedestrian Safety Committee; CPS at table to talk about cross-walks, flashing signs, sidewalks, safety programs w/ students & parents, enforcement in school zones; crossing guards.

## CIVIL SERVICE COMMISSION 2001 ANNUAL REPORT

The Civil Service Commission plays an integral role in helping the City of Columbus achieve its peak performance goal for its 8,500+ employees. City employees serve the public in a wide variety of jobs, such as refuse collectors, firefighters, traffic line workers, police officers and water meter readers. Other City employees work in jobs that are less visible but provide important services, like water plant operators. Still other employees provide the support that keeps the front-line workers moving. These jobs include computer operators, automobile mechanics, storekeepers and accountants. For about 97 percent of all City jobs, the Civil Service Commission reviews and assesses the qualifications of applicants to help ensure they are capable of delivering quality services to the public. The more competent the work force, the greater the quantity and quality of services that can be provided to the public with the same tax dollars.

### 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 75 percent of all City jobs, the Commission staff develops and administers exams designed to measure important knowledge, skills and abilities needed for successful job performance. Applicants then compete 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 ensures tax dollars are spent hiring highly, rather than marginally, qualified employees.

Although the Commission is a quasi-regulatory agency, the Commission in recent years adopted a customer service orientation. As it relates to the testing system, the Commission has implemented convenient policies which allow applicants more flexibility. These new testing policies were possible due to the on-site testing center the Commission opened in 1997. During 2001, the Commission opened the Piedmont Testing Center which can accommodate large-scale testing. This new testing site has allowed the Commission to extend its flexible testing policies to police officer and firefighter applicants. In 2001, for example, the Commission conducted police officer testing in one day, when previously applicants had to make repeat visits to a test site.

In years past, the Commission practice was to give a test for a job once every two years. Currently, for most jobs the practice is to conduct a test whenever there is a vacancy. This practice provides better service to applicants who are not wasting 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 and these policies is that the City can more easily hire the highest qualified applicants available to serve the public and meet its peak performance goal.

### RECRUITMENT

The Commission's primary recruitment tool is an automated job interest database. This service can be utilized over the Internet at the Commission's website, by mail or in person at the Commission offices. The website also provides potential applicants comprehensive access to City of Columbus job information, including current vacancies, job descriptions, qualification requirements and salary information. During 2001, the Commission received nearly 5,000 job interest forms which triggered the mailing of approximately 8,000 notices of job vacancies or testing opportunities to potential applicants. A total of nearly 12,000 applications for City jobs were filed with the Commission during the year.

### TESTING RESULTS

During 2001, tests were completed for 104 competitive classes, including 16 promotional exams. For positions filled on a noncompetitive basis, in addition to conducting qualification reviews, the Commission administered 4 qualifying exams. A total of 493 noncompetitive certification lists were issued with 1,522 names being certified for 853 openings.

At the end of 2001, less than one percent of all full-time City employees held provisional status in their current job classification. The number of full-time provisional employees dropped from 2,240 in 1990 down to 73, a 97 percent reduction.

### 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. In 1993 the Commission adopted a five-year review standard for City job classes. This means that if the Commission, during the preceding five years, reviewed all 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 ever-changing technology and the needs of the various City agencies.

During 2001, the Commission took action on 216 job classifications, including 131 revisions, 17 creations, 13 abolishments, 51 reviews and 4 hiring moratoriums. These efforts bring the total number of classes in the City's class plan to 617. Further, 93 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 2001, the staff completed 12 job audits. Five of the audits resulted in no job class change; 3 resulted in upward reallocations and 4 resulted in lateral reallocations.

### 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, leaves of absences and residency. During 2001, the Commission processed an average of 1,300 transactions per month before the payrolls were certified as correct and paychecks issued.

Over the course of the year, the City hired 1,068 new employees, 445 in full-time and 623 in part-time positions. A total of 328 City employees received upgrades or promotions during the year. Employee separations totaled 803, which included 577 resignations and 176 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 2,700 employees in the classified service of the Columbus Board of Education. As of December, there were 174 job classes in the Columbus Public Schools class plan. During the course of the year, the Commission took 12 class plan actions, including 1 creation, 1 merger and 10 revisions. Additionally, the classified personnel department of the School Board conducted 145 test administrations including 99 entrance and 46 promotional exams.

**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 Public Schools. During 2001 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 2001, the full Commission held 14 public meetings, including 10 regular meetings and 4 special meetings. Additionally, one Commissioner and two Civil Service staff members held 8 Trial Board sessions to hear disciplinary appeals. On 3 occasions, a Commission staff member served as a Hearing Officer to investigate violations of the City's residency requirement or other matters.

With respect to the Commission's docket, a total of 21 disciplinary appeals and 30 non-disciplinary appeals were filed during the year. The Commission ruled on 34 disciplinary and 34 non-disciplinary appeals. Additionally during the year applicants removed from eligibility lists as a result of background checks filed 121 new requests for administrative reviews. The Commission ruled on 121 administrative reviews, reinstating 33 applicants and denying 88 requests.

**CIVIL SERVICE COMMISSIONERS:**

Priscilla R. Tyson, President (reappointed 1998, term expires 2004)

Douglas S. Morgan, Member (appointed 1996, term expires 2002)

Grady L. Pettigrew, III, Member (appointed 2000, term expires 2006)

## COMMUNITY RELATIONS COMMISSION 2001 ANNUAL REPORT

### INTRODUCTION

Mayor Michael B. Coleman, City council Members, and the citizens of the City of Columbus, please accept this document as the official Community Relations Commission 2001 Annual Report. The Commission has diligently worked to "Build A Community for All" during 2001 through various events and programming such as the Columbus Way Pledge of Commitment and community activities. Enhancing community relations, eliminating discrimination and facilitating diversity education/training programs have been paramount in helping to establish a community where differences are embraced and valued as a community asset. We truly believe in doing things the Columbus Way.

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

### EDUCATION AND TRAINING COORDINATOR

The goal of CRC diversity education and training is to develop an awareness and appreciation among the residents of the City of Columbus. Appreciation and understanding of diversity will allow the residents to harmoniously co-exist with those who are different from them.

Organizations and agencies that participated in CRC diversity education/training in 2001 include:

- **Training design & Implementation for cultural sensitivity portion of Columbus Police Department recruit training**
- Co-developed and facilitated diversity training module for Columbus Health Dept. Staff. Included focus groups and eight hours of training for each CHD staff person.
- City-wide diversity training for all new hires through the City Human Resources Dept.
- Columbus Recreation & Parks Division of Golf
- Columbus State Ameritech workforce program for students participating in the Welfare to Work program
- Ohio School Boards Association – Workshop on Educational Leadership and Diversity Inclusion
- Netcare Inc.
- Facilitated Red Cross First Aid/Adult & Child CPR/AED trg. through out city depts.
- Columbus Aids Coalition – Diversity Management Workshop

**Successes** – Reaching a variety of departments within City government creating a consistency of approach in managing diversity as an aid to enhance customer service. Significant cost savings to the city in saved outsourcing fees.

### COMMUNITY OUTREACH

- Latino Empowerment Outreach Network (LEON) – Facilitated meetings resulting in formation of organizational structure, name change and leadership training
- Lead facilitator for Spring Sandusky Interchange Task Force. Facilitated monthly meetings as well as consultation among parties
- Consultant for Community Relations Commission with CRIS (Community Refugee Immigration Services)
- Co-facilitated Community Relations New Immigrant Summit
- Curate and maintain the Front Street Gallery and Cultural Display area. Hosted 12 exhibits highlighting local art and culture

**Successes** – Continued to build relationships among immigrant communities and related service agencies.

**Challenges** – Keeping city employees current on rapidly changing/growing immigrant commentates.

### COMMUNITY RELATIONS COORDINATOR

The Community Relations Coordinators provide outreach to the citizens of the Columbus. CRC works with community groups and organizations when there are difficulties within their group or neighborhoods to ensure that their needs and concerns are being addressed. The CRC office also serves as a liaison between citizens and the City providing them with referrals to other government or human service agencies or groups who may be able to assist them. Additionally, the CRC Coordinators provide staff support to Commission level committees, assist with CRC programs and special projects and provide outreach to immigrant and refugee groups. Activities include events to promote these groups.

- Ongoing community outreach in the form of dispute resolution, mediation, relationship building within the city communities/neighborhoods as well as other city departments
- Neighborhood Pride Outreach Team
- Neighborhood Priorities Team
- Department PIO officer
- Grant writing/Fund raising for CRC and related programs
- Neighborhood Orientation
- Neighborhood Resource Gatherings
- Co-facilitate Diversity classes
- Neighborhood/Community Outreach
- Assist with Discrimination Investigations
- Marketing Activities for CRC and related programs
- Lead staff for various CRC programs i.e.
- MLK program and march
- Hooked on Fishing Not on Drugs Diversity Education
- Immigrant Refugee Summit
- Holocaust Education Council

**Successes** – Improved customer relations with community residents and city departments.

**Challenges** – Increasing requests both for financial and staff resources to help support our growing immigrant communities.

**EQUAL OPPORTUNITY OFFICER  
INVESTIGATION 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. The City Code protected classes are race, color, religion, sexual orientation, ancestry and national origin. In addition to serving as the lead staff for discrimination cases filed with the Commission, the CRC EOO helps to educate citizens about the role of the Commission ensuring that they understand their rights under City Code 2331.

Listed below is a summary of the case management of the CRC for 2001. **\*Note: Due to a turn over in staff during the 4<sup>th</sup> quarter of 2001, case numbers are down slightly from 2000.**

▪ Total New Cases	29
▪ Open Cases	18
▪ Closed Cases	11
▪ <u>Case Categories</u>	
▪ Race	18
▪ Sexual Orientation	10
▪ Sex	0
▪ Religion	0
▪ National Origin	0
▪ Retaliation	0
▪ Racial Profiling	1

**Successes** – During 2001 the Commission successfully completed an agreement with the United States Dept. of Justice Office of Special Counsel for Immigration Related Unfair Employment Practices. Under this agreement, the CRC and State Dept. will work together to increase the levels of information and assistance regarding the rights and responsibilities of residents under the anti-discrimination provisions of immigration and other laws.

The Commission also worked with the Department of Public Safety, City Attorney's office, Columbus Division of Police and Columbus Division of Fire and with the concurrence of the Collective Bargaining groups to establish a procedure for complaints of discrimination and racial profiling involving Police, Fire and other safety forces. The procedure was publicized to the community through a number of public presentations and forums.

**Challenges** – During recent staff reductions, the Community Relations Commission lost one full-time EOO position. This vacancy will create challenges for the Commission as we increase outreach and education efforts on the CRC complaint process and take on new discrimination cases.

**CRC YOUTH COMMISSION COORDINATOR**

The Columbus Youth Commission was established by City ordinance 1716-01 on October 15, 2001 as a program of the Community Relations Commission. The Columbus Youth Commission (CYC) provides a formal opportunity for substantive youth input into City of Columbus policies and decisions affecting youth; the Youth Commission serves to advise the Mayor and City Council on youth issues. The CYC Coordinator provides staff support for the Youth Commission and its (adult) Advisory Board. Additionally, the CYC Coordinator provides staff support to the Community Relations Commission and assists with CRC programs and special projects.

- Held the 1<sup>st</sup> Annual Columbus Youth Commission "Teens with Voices" Youth Summit
- Established a CYC website and Youth Calendar on Community Relations Commission website to market the newly formed Youth Commission
- Opened the Youth Commission office at Blackburn Recreation Center
- Held a Community Youth Jam November 24, 2001. 60 youth attend positive, drug- and violence-free event & collect toys for Firefighters for Kids toy drive
- Organized youth testimonies for City budget hearings
- Recruited youth for the City's MLK Celebration program auditions
- Submitted slate of nominees for the CYC Advisory Board for Mayoral appointment

**Successes** - Guided youth in planning & implementing the first annual Youth Summit. Established positive relationships with a wide variety of youth and youth-serving agencies across Columbus. Created public awareness of Columbus Youth Commission

**Challenges** - Establishing the CYC Advisory Board and Youth Commission so that the broader Columbus community is represented on both.

**SPECIAL EVENTS & CRC STAFF**

CRC program highlights for 2001 include:

- Martin Luther King, Jr. March and Celebration
- Teens with Voices Youth Summit
- Racial Healing Institute
- MLK Oratorical Contest
- Fishing for Diversity – Hooked on Fishing Not on Drugs
- Columbus Way Promotional Campaign and programming

**NEW STAFF**

2001 brought two new staff members to CRC.

- Gale Gray joined the Commission as a Community Relations Coordinator. In addition to working on CRC programs she also serves as the staff liaison to the South and West area of the city
- Heidi Yoakum joined the Commission as the Youth Coordinator. The role of the Youth Coordinator and Youth Commission is to better integrate Columbus Youth into the City government structure and provide an avenue for youth input

**SUCCESSES AND CHALLENGES FOR 2001**

**Successes**

- Conducted over 90 diversity training sessions with 1,645 participants receiving training
- In collaboration with a task force of area employers, created an employers guide on religious accommodation in the workplace. In addition the Commission provided culture specific training on Islam and Somali culture to Plaskolite, Sears Logistics Center, Value City Dept. Stores and Charlie's Eatery

- Signed a letter of understanding on a work share agreement with the Dept. of Justice, Division of Immigration Services to conduct training programs for employers who hire immigrants
- Worked with the Dept. of Public Safety, City Attorney and the FOP to develop a complaint process that covered police discrimination and racial profiling allegations against the Police and Fire Divisions. The procedure became effective in April 2001
- Conducted the first city-wide youth summit. Nearly 100 youth attended the session and discussed youth concerns on issues of race and diversity
- Aired 13 live Community Tapestry community affairs programs in 2001. Programming featured a variety of diverse guests and topics. These programs rebroadcast over 260 times during the year
- Sponsored the first annual Dr. Martin Luther King, Jr. oratorical contest
- In collaboration with the Columbus Urban League and other housing advocates, sponsored a forum on Predatory Lending

#### **Challenges**

- Meeting the needs of an increasing new immigrant population where no overall coordination and oversight of services currently exists
- Growing competition within diverse communities for limited resources
- Shifting and unpredictable economic future increases tension between and among groups within the community
- Unsettling race relations
- Reduced staff to meet the increasing challenges

#### **KEY OBJECTIVES FOR 2002**

- Coordinate Commission Objectives into the Columbus Covenant and the Mayor's Strategic Priorities
- Expand use of performance management and other evaluation tools to be used in every operational aspect of the Commission's work
- Expand customized diversity/cultural sensitivity training to other city departments
- Continue to foster relationships and work collaboratively with other community organizations to implement Commission programs and activities
- Expand efforts to coordinate and assist new immigrant groups
- Increase outreach efforts to inform the community on the complaint process of allegations of racial profiling and to assist in fostering improved community police relations

#### **COMMISSIONERS**

Robert Short, **Chair**; Robert McCallum, **Vice Chair**; Dr. Ahmad Al-Akhras; Julia Arbini – Carbonell; Lela Boykin; Lewis Smoot, Sr.; Joon Pyo Choi;  
 Rev. Bill King; B.J. Lundy; Sybil McNabb; Karen Schwarzwalder; Tei Street; Rev. Leon Troy Sr.; William Dodson; Dillip Doshi; Rev. Richard Dunbar; Janice Hoffman; Mary Jo Hudson; Sheila Jewell; Alan Katchen

#### **STAFF**

James Stowe, **Executive Director**; Carla Williams-Scott, **Deputy Director**; Karen Nolan Mitchell; Gale Gray; Nikki Jenkins; Heidi Yoakum; Neal Semel

**EQUAL BUSINESS OPPORTUNITY COMMISSION OFFICE  
2001 ANNUAL REPORT**

**MISSION**

The mission of the Equal Business Opportunity Commission Office is to promote inclusiveness in the City’s procurement process and to facilitate equal access to contract opportunities

The Equal Business Opportunity Commission Office (EBOCO) was established to administer and to enforce compliance with the City of Columbus Code; to establish written policy to enforce the code; to develop and to refine the minority and female business enterprise certification process; to develop, to refine and to coordinate procurement activities pertaining to minority and female outreach, solicitation for small contracts, bid specification review and prompt payment/contract dispute resolution procedures; to develop, to refine and to coordinate minority and female business enterprise assistance programs; and to analyze, review and recommend changes to minority and female business participation.

In addition, EBOCO is mandated by Section 3921.03, City of Columbus Code to compile, to review and to analyze minority and female business enterprise utilization. This utilization is based upon the city contract awards, contract payments and vendor registration data. EBOCO is also responsible for the development and submittal of quarterly utilization reports to the Mayor and City Council. As a result of executive order 96-02, EBOCO is also charged with developing race and gender-neutral initiatives to assist small businesses in obtaining procurement opportunities with the City of Columbus.

In 2001, EBOCO continually strived to live up to the goals of the Columbus Covenant. While our principle goal is the securing of opportunities for small, minority and women owned businesses, the rationale for that commitment is based on the acknowledgment that the economic vitality of that business community will have a significant impact on the neighborhood they are located. As a result, EBOCO has aggressively reached out to our customer base to find new ways to attract minority businesses, understanding that business growth will spur job creation and attract new businesses to our city.

**LEGISLATION & CONTRACT REVIEW**

The review of legislation assists EBOCO determining whether the selected supplier has a valid contract compliance number; whether Minority, Female and/or small business has submitted a bid, and whether the bidding methodology used was in accordance with accordance with City Code (329.06). In 2001, EBOCO reviewed over 1700 pieces of legislation.

The review of contracts allows EBOCO to determine whether the supplier has a valid contract compliance certification number (prime and sub) and to ensure that the Equal Opportunity Clause is attached as is required by Columbus City Code. As a part of EBOCO’s monitoring responsibilities, EBOCO reviewed over 8,500 purchase orders via the procurement processing system.

**2001 UTILIZATION REPORTS**

At the instruction of Mayor Coleman, EBOCO has worked diligently using race and gender-neutral tools to encourage inclusiveness. These tools have included the addition of EBOCO representatives on evaluation teams, a review of the professional service award process, specification review, greater scrutiny to small contract awards and procurement procedures and an aggressive internal and external outreach program. Those efforts have resulted in a substantial increase in M/FBE utilization during this administration.

<b>Overall Utilization</b>	<b>1999</b>	<b>2001</b>	<b>Overall percentage of increase</b>
MBE Utilization	2.03%	6.28	209%
FBE Utilization	.94%	1.41%	50%
<b>Construction</b>	<b>1999</b>	<b>2001</b>	<b>Increase</b>
MBE Utilization	2.44%	12.38%	40%
FBE Utilization	.58%	1.95%	236%
<b>Good &amp; Services</b>	<b>1999</b>	<b>2001</b>	<b>Increase</b>
MBE Utilization	2.58%	4.43%	72%
FBE Utilization	1.66%	1.95%	17.4%
<b>Professional Services</b>	<b>1999</b>	<b>2001</b>	<b>Increase</b>
MBE Utilization	.46%	1.05%	128%
FBE Utilization	.08%	1.33%	1563%

**BID SPECIFICATION REVIEW**

CCC 3933.03 requires that City agencies eliminate any unnecessarily restrictive bid specifications that may adversely affect M/FBE participating. EBOCO attempts to eliminate restrictive language, patented and special features, item grouping, special storage, disallowed substitutions, unnecessary insurance clauses and performance bonds that prevent minority, female, and small businesses from participating in the City procurement process. EBOCO has developed and implemented a bid specification review process to satisfy this requirement. An EBOCO reviewed approximately 200 specifications. That does not include informal suggestions and comments offered to assist in the development of specifications.

**OFFICE OF CONTRACT COMPLIANCE**

Columbus City Code requires that all contractors, including subcontractors, who are party to a contract as defined in C.C.C. 3901.01 hold valid contract compliance certification number. This number is assigned by EBOCO once a Contract Compliance Application is approved. The certification number is valid for two years. The Office of Contract Compliance certified 709 new businesses

and recertified 1,311 businesses. The Office also worked with city departments to ensure that city staff was aware of the certification process.

#### OUTREACH PROGRAMMING

EBOCO is responsible for providing aggressive outreach efforts to solicit and encourage M/FBEs to bid on City contracts. In 2001 EBOCO used a number of tools to outreach to the minority, female and small business community. Our efforts included the following:

**EBOCO Roundtable** – These are quarterly meetings designed to address internal issues regarding EBOCO operations and departmental roles and responsibilities. The participants of the EBOCO Roundtable are representatives from various city departments involved in the procurement and/or fiscal process.

**Director to Business Forums** – These forums gave M/FBE's the opportunity to meet with the EBOCO Executive Director in the company of other business owners their industry. The purpose was to facilitate pertinent discussions regarding city operations and EBOCO initiatives that are industry specific. In 2001, EBOCO hosted four "Director to Business Forums". The targeted industries included construction, professional services, goods and services and technology.

**Procurement College** – Understanding the process involved in preparing and winning city bids is not an easy task. To address this issue, EBOCO developed the City Procurement College. Now in its third year, the college is a series of one day workshops designed to help firms pay their way to procurement success.

**Minority Business Showcase** – EBOCO hosted its 3<sup>rd</sup> Annual MBE/FBE Showcase in 2001. The event provided city certified firms the opportunity to display their goods and services to city representatives charged with making purchasing decisions. Over 200 participants attended the event.

**Collaborative Partners** – EBOCO sponsored events with the Columbus Regional Minority Supplier Development Council, Columbus Chamber of Commerce Small Development Center, Urban Business Professional Association and the Asian American Commerce Group throughout the year. The sponsorships allowed EBOCO to reach a wider array of potential suppliers.

**EBOCO website** – EBOCO uses the website to answer questions and provide forms and supplier directories to the business community. The website includes a M/FBE and contract compliance application that can be downloaded.

**ACCESS** - the EBOCO newsletter is mailed quarterly to over 1200 suppliers and organizations. Our chief marketing tool, ACCESS keeps the business community informed of the city's efforts to attract minority suppliers

**Equal Business Opportunity Awards Reception**- Over 300 small business owners and advocates joined Mayor Coleman and EBOCO for the 3rd Annual Equal Business Opportunity Awards Reception held at the King Arts Complex in March 2001. This reception applauds minority and female owned businesses for their work with the city. City departments, majority firms, and community leaders were also recognized for their dedication and contributions to the development and growth of the city's M/FBE and small business community.

Highlighting the reception was the announcement of Mock Printing and Business Services (dba The Ink Well) as EBOCO's "Business of the Year" and the Department of Technology's recognition as "Department of the Year".

**Educational Seminars & Technical Experience** - EBOCO hosted a number of education workshops throughout the year. The workshops covered human resource issues, networking and strategic planning.

As one of the largest single consumers of goods and services in Central Ohio, the City of Columbus has aggressively challenged the City's Equal Business Opportunity Commission (EBOCO) to ensure that all M/FBE and small businesses which desire to do business with the City of Columbus have a fair opportunity to do so.

## DEPARTMENT OF FINANCE 2001 ANNUAL REPORT

### OVERVIEW

The Department of Finance's main responsibility is to protect and to enhance the fiscal integrity of the city. This is accomplished through four objectives: to promote and effect informed decisions and the allocation of resources through the provision of sound information and advice; to ensure and maximize the availability of grant funds; to maximize resources available to support current and future capital improvement initiatives; and to maximize city resources by acquiring optimal goods and services at low cost, and to maximize sales income by selling surplus at the highest prices.

As part of the citywide operations review conducted by the Public Strategies Group (PSG), Finance underwent its own department-specific operations review in 2001. Using the results of PSG's review and analysis, Finance held a planning session to prioritize strategic opportunities and develop a strategic plan for implementation. The results of this strategic plan are found throughout Finance's two divisions.

### FINANCIAL MANAGEMENT DIVISION

#### Budget

In 2001, a new "target" budget process was implemented, allocating funding based upon an estimate of available revenue. Finance provided each department with a target budget figure, with each department's 2002 share being determined by the 2001 percentage distribution of general fund resources across departments. The budget format was revised to focus on achievement of the city's strategic plan to implement the Columbus Covenant. Performance measures were integrated into the budget process, with all departments reporting performance measures in the 2002 budget document. Routine meetings were held between the budget staff and city fiscal personnel to facilitate the communication of policies, to discuss financial issues, and to train division staff on the 2002 budget process.

The budget section monitored and reported on the financial status of city agencies, updated ten year pro forma operating statements for most operating funds, provided cost analyses for labor negotiations, provided fiscal and management analyses for the Mayor and city agencies and produced various summary reports highlighting financial and statistical information throughout the year.

Work began in 2001 on the creation of a comprehensive set of financial policies for the City of Columbus. A list of potential policies was assembled and discussion begun on codifying or publishing a formal list of financial policies to guide decision-making.

A policy on vehicle purchases was established, which provided for Finance review of all vehicle expenditures, saving more than \$1 million.

Finance served as the lead City agency in the move toward developing a performance management system for the City, as well as integrating performance-based budgeting in the 2002 budget. Finance coordinated the development of performance measures for all City agencies and provided technical assistance to agencies throughout 2001. Finance collected quarterly performance measure data from departments and developed and distributed quarterly performance measure reports as an internal tool for administrators. Other activities involving performance measures included establishing a joint database development team with the Department of Technology to develop a database for the collection and tracking of performance measure data. A model database was in place by the end of 2001. Performance measure data obtained from the database will eventually be used as a tool in the budget decision-making process.

#### DEBT MANAGEMENT

In addition to coordinating the 2001 capital improvements budget and the capital improvements plan, the Debt Management section, in cooperation with the City Auditor, participated in the issuance of \$1,536,363 in special assessment sales. Also, \$85.9 million of new general obligation bonds were issued to finance capital improvements throughout the city and \$99.3 million of notes and bonds were issued for the refunding of previously issued debt. The city's long-term general obligation bond credit ratings of AAA by Standard and Poor's and AAA by Moody's were maintained in 2001.

A database development team was assembled and is in the process of creating a citywide database for performance information and capital projects reporting. A form was developed for the tracking of capital projects in 2002, and the Department of Technology is in the process of creating a database that will reflect the components of the form.

#### GRANTS MANAGEMENT

In 2001, the Grants Management section coordinated financial and regulatory aspects of the Community Development Block Grant (CDBG) Program, the HOME Investment Partnership Fund, the Emergency Shelter Grant and the Housing Opportunities for Persons with AIDS (HOPWA) Grant. The section's program management functions include preparing the annual Consolidated Plan budget, prevailing wage compliance monitoring, performing regulatory and financial audits of federally funded programs, providing technical assistance to City departments and agencies, providing cash management services, and submitting year end performance/financial reports to HUD. The administration of HUD's environmental review requirements is provided for all of the above-described grants as well as both the Empowerment Zone grant and the Columbus Metropolitan Housing Authority's (CMHA) HOPE VI grant funds.

In addition, Grants Management researched potential new grant resources for the city, and administered both the City's fair housing contract and the community development loan-servicing contract.

#### PROCUREMENT DIVISION

With cooperation from all agency purchasers, the Procurement Division created over 4100 agreements to purchase over 94 million dollars worth of materials, supplies, equipment and services. Turnaround time is longer, due to a 10% decrease in staff and increased administrative efforts associated with providing increased opportunity to MBE/FBE suppliers. From the 2000 performance level of 129 days for formal (exceeds \$20,000.00 in value) purchases and 25 days for informal purchases, our turnaround time in 2001 was 164 days for formal purchases and 33 days for informal purchases. These measures represent a lengthening of 27% and 32% respectively, of time to accomplish formal or informal bid procurement. Purchase orders referencing UTCs (existing contracts) were accomplished in an average of just over three days. The total revenue achieved via sales in 2001 was \$625,205.24. All procurement actions (buying and selling) were accomplished without a single lawsuit.

Significant accomplishments were achieved towards improving performance through the implementation of operations review recommendations. Research was performed in collaboration with the National Institute of Governmental Purchasing (NIGP) to develop a generic customer service survey to be administered by a pilot group in 2002. Groundwork was laid for deliverables for agency performance

agreements. A draft curriculum for the purpose of improving purchasers' skills was created. A summer intern provided the design and layout of process flow charts to be included in the revised Purchasing Manual.

Several division personnel participated meaningfully in the City's Quality of Working Life City Committee. The division personnel also participated in host activities for the National Institute of Governmental Purchasing (NIGP) 56<sup>th</sup> Annual Forum and Products Exposition, held in Columbus for the first time. The five-day event was highly successful, including numerous workshops and opportunities to see new products and services. Over 1100 participants from all over the world attended what NIGP hailed as a "Highest Benchmark of Quality" Forum. The event brought an estimated almost one million dollars of additional income to the Central Ohio area, mainly Columbus.

Staff professional development continued in 2001. Employees attended classes leading to various certifications, with one employee becoming a newly certified professional public buyer, while several others achieved re-certification. Several procurement specialists served as instructors for the Equal Business Opportunity Office's (EBOCO) "Procurement College" series. The National Institute of Governmental Purchasing and the local Chapter, The Central Ohio Organization of Public Purchasers, also provided staff training.

Staff provided significant supplier customer service outreach to several hundred businesses at four events: the All Ohio Trade Fair (hosted by the Minority Supplier Development Council); two appearances at the government-marketing seminar coordinated by the Service Corps. of Retired Executives (SCORE); and Procurement College events with the EBOCO.

**2001 ANNUAL REPORT: FINANCE/PURCHASING OFFICE - SALES PERFORMANCE STATISTICS**

<u>REF#</u>	<u>DESCRIPTION</u>	<u>STATISTIC</u>
1	Fleet Misc. Sale	\$122,372.56
2	collection & recycling of mixed office paper	\$2,494.14
3	collection & recycling of newspapers	\$36,684.90
4	miscellaneous sales; turnout gear, a transformer, two horses named Cash and Rubes, and 4 tandem dump trucks	\$387,257.00
5	sale of white goods/appliances	\$19,295.64
6	trade-in; trucks and dump sweepers	\$57,101.00
T	total of all sales revenue generated through the Finance/Purchasing Office	\$625,205.24

**2001 ANNUAL REPORT: FINANCE/PURCHASING OFFICE - PURCHASING PERFORMANCE STATISTICS**

<u>REF#</u>	<u>DESCRIPTION</u>	<u>STATISTIC</u>
1	Total dollar amount certified to purchase orders*	\$94.9 million
2	Total number of purchase orders issued*	4154
3	Average dollar amount on purchase orders (#1/#2)	\$ 22,845
4	Year 2001 budget	\$1.32 million
5	Percent of administrative cost per total dollars purchased (#4/#1)	1.4%
6	Total number of purchase orders from UTC's or informal bids*	3712 purchase orders
7	Average turnaround time for non-UTC informal purchases*	33 days
8	Average turnaround time for UTC informal purchases*	3+ days
9	Total number of formal bid requests**	160 formal bid requests
10	Total number of purchase orders issued pursuant to formal bids	302 purchase orders
11	Average turnaround time to complete the formal bid process**	164 days
12	Total number of formal bid protests filed in writing**	5 formal bid protests
13	Total number of formal bid protests litigated or changed award recommendation**	0 suits
14	Percent of formal bid protests filed per number of formal bids with completed contracts (p.o.'s issued.) (#12/#10)	1.6%

**KEY**

\*= Data source is the Performance Series. \*\*= Data source is the actual hardcopy files.

## COLUMBUS HEALTH DEPARTMENT 2001 ANNUAL REPORT

Our Mission: The Columbus Health Department promotes health and quality of life by preventing and controlling disease, injury and disability. This mission is achieved through policies and programs that assess community health status and assure needed health services.

Our vision: To Make Columbus the Healthiest City in America.

Our 2001 Budget: Total Receipts - \$39,433,148  
Total Expenditures - \$38,346,511

### 2001 HIGHLIGHTS INCLUDED:

- ▶ Moving to a newly renovated /constructed facility at 240 Parsons Ave. The building consists of functional administrative space and state of the art clinical space and consolidates 6 separate locations. Clinical areas reflect the high quality services provided by the department.
- ▶ Expanding access to health care through the opening of the 8<sup>th</sup> neighborhood health center, the Northeast Family Health Center; expanding dental services at the Family Dental Clinic, providing evening hours in the Immunization, Tuberculosis, and Sexual Health Clinics and establishing new neighborhood-based clinics for WIC and Immunization. Translation services for non-English speaking customers have been made available for all clinics.
- ▶ Launching a comprehensive public health response to the threat of bio-terrorism this past fall. Staff worked closely with other city, county and state offices to assure the safety of the public and to provide reassurance. Planning efforts initiated in 1997 proved invaluable in responding to suspected threats of bio-terrorism.

### OUR FIVE PUBLIC HEALTH GOALS:

#### 1. To Improve the Health of Children and Their Families.....

In 2001 this meant:

- Conducting 1,604 free pregnancy tests
- Providing perinatal care to 885 pregnant women for a total of 6,783 visits at 3 locations.
- Conducting 1,231 home visits and 1,027 follow-up phone calls to high risk pregnant and postpartum mothers providing support and mentoring through pregnancy and the first year of life.
- Giving nursing care to mothers, their infants and children on over 7,318 home visits.
- Providing support and education through home visits to 1,730 first-time moms and teenage moms and their babies.
- Educating and screening over 90,000 clients for WIC services.
- Distributing WIC coupons to be redeemed at grocery stores for food products to over 275,000 persons.
- Administering 36,800 doses of vaccine to 18,790 children and adults.
- Screening 6,731 children for lead poisoning and providing medical case management to 95 lead-poisoned children
- Educating and offering support to 695 children affected by parental substance abuse.
- Sealing 8,574 teeth of 2,574 students in 53 Columbus Public Schools.

#### 2. To Reduce Illness and Death From Acute and Chronic Diseases

In 2001 this meant,

- Monitoring, investigating and providing follow-up on 1,479 communicable disease reports.
- Managing a large Shigella outbreak impacting childcare centers.
- Managing a vaccine shortage for tetanus, assuring vaccine availability to high-risk individuals.
- Providing case management to 130 pregnant women with Hepatitis B ensuring appropriate vaccination and testing to the infant and family.
- Screening, and controlling tuberculosis through 24,086 clinic visits and 5,588 outreach visits; conducting 9,969 skin tests and 4,736 chest x-rays; and distributing 3,981 doses of medication.
- Treating and following up on 75 reported cases of tuberculosis.
- Providing nursing care including teaching, treatments, and pain management to patients of all ages for a total of 18,660 home visits.
- Providing rehabilitation services on 4,355 visits, social work assistance on over 3,000 visits, and housekeeping assistance by home health aides on 25,359 visits to homebound and other adult patients.
- Giving hospice care to 135 terminally ill patients and their families through 3,228 visits. Hospice volunteers contributed 905 hours of service to patients and their families.
- Providing 1,450 uninsured or underinsured women with breast and cervical cancer screening services. Since the 1994 inception of the Breast and Cervical Cancer Early Detection Program, 93 women have been diagnosed with breast cancer, 8 women have been diagnosed with cervical cancer and all have received treatment.
- Examining and treating 12,354 persons for Sexually Transmitted Diseases and completing 130,000 tests in our sexual health laboratory.
- Performing 9,976 HIV tests and 18,364 HIV counseling sessions.
- Developing and conducting a community-wide all day workshop titled: Alphabet Soup: Hepatitis A, B, & C, TB, HPV, CMV, Herpes and their HIV Connection.
- Demonstrating leadership for HIV/AIDS prevention, services, housing and coordination throughout central Ohio.
- Expanding sexual health services to two additional sites at Lincoln Park West and the COTA Four Corners location.
- Serving as one of 28 national sites working in partnership on the National Syphilis Elimination Plan funded by the Centers for Disease Control and Prevention.
- Working with 10 community based organizations and area hospitals to provide syphilis education and testing to over 14,000 individuals.

Providing outpatient alcohol and drug abuse treatment for 1,069 adults, early intervention services to 329 women, and services to 191 pregnant women and 41 homeless men.  
 Conducting a ten-week substance abuse education course for 373 freshmen at Capital University in an effort to reduce substance abuse on college campuses.  
 Providing dental care during 4,026 patient visits to the Family Dental Clinic.

**3. To Improve the Environment.....**

In 2001 this meant,

Issuing over 5,000 food service licenses for the food industry including restaurants, delis, grocery stores, vending machines, and mobile food carts.  
 Conducting over 10,000 inspections of restaurants and other food establishments.  
 Issuing 968 licenses for temporary food service operations at downtown festivals, Ohio State football games and other special events.  
 Larviciding 960 potential breeding sites for mosquitoes, reducing tire accumulation sites; responding to 227 mosquito fogging requests, trapping 4,558 mosquitoes of which only 12 were of the disease carrying breeds; and other vector control activities resulting in no reported cases of Rocky Mountain Spotted Fever or St. Louis encephalitis.  
 Providing public education and dead bird surveillance for West Nile virus that was positively identified in birds locally in late summer.  
 Licensing 666 public pools and spas and performing 5,888 public/private swimming pool and spa inspections.  
 Investigating 980 dog and 167 cat bites and conducting 28 dangerous animal investigations with 5 declared dangerous.  
 Enforcing regulations through the filing of civil cases with the Franklin County Environmental Court resulting in permanent civil injunctions being issued for 24 nuisance properties; filing 90 criminal cases relating to nuisance properties and 120 cases relating to dog bites. 1 public spa, 1 restaurant and 1 nuisance property were brought before the Board of Health for formal action.  
 Responding to 11 hazardous material incidents and 4 suspected bioterrorism incidents and providing over 500 consults on bioterrorism.  
 Inspecting and licensing 23 permanent and 32 temporary Tattoo and Piercing establishments for sanitary procedures and conditions.  
 Monitoring the health and safety of the City's workforce by conducting examinations, providing immunizations and screenings for over 1,000 city employees.  
 Collaborating with the Department of Trade and Development on a joint lead-hazard control effort with 39 lead safe homes created during the year through the use of lead hazard abatement funds

**4. To Reduce Injuries and Violence.....**

In 2001, this meant:

Holding 111 events to check for proper installation of child safety seats. Of the 2,678 seats checked, 90% were improperly installed or used.  
 Conducting home safety inspections at 322 homes registered as home childcare providers.  
 Distributing 731 bike helmets and 400 smoke detectors to families in particular areas.  
 Launching a Pedestrian Safety Awareness Campaign in cooperation with Mayor Coleman and the Departments of Public Service and Safety. 500 "Keep Kids Alive, Drive 25" yard signs were distributed through Neighborhood Pride and the Mayor's Action Line.

**5. To Promote the Health of the Public.....**

In 2001, this meant:

Registering 22,132 births and 10,343 deaths and issuing a total of 137,026 certified copies of birth and death certificates.  
 Investigating 165 suspected food borne illness outbreaks of which 11 were considered large outbreaks.  
 Coordinating and administering the Franklin County Child Death Review Team consisting of community health, education and social services providers that review the deaths of children less than 18 years old in order to identify ways to prevent future deaths.  
 Participating in the Perinatal Periods of Risk Collaborative, a national collaborative among 14 urban cities studying and implementing a newer way of approaching the fetal and infant death issue.  
 Releasing the 1999 Columbus Oral Health Survey of Columbus Public School children and the 1999-2000 Public Health Injury hospital admission and mortality analysis as part of the 2000 Central Ohio Trauma System community report.  
 Promoting proper nutrition within 6 Columbus Public Elementary Schools among 500 students by providing classroom education and teacher training for the Team Nutrition program.  
 Convening the Cardiovascular Health Coalition of Franklin County that completed community health assessments in the Near East, South Linden, and Whitehall areas, initiated an awareness campaign on COTA buses, produced the *Healthy Heart, Healthy You Service Guide* for residents, and developed a heart health plan for the Near East, South Linden and Whitehall areas and began developing task forces within these areas.  
 Providing leadership and participation in efforts to promote health and quality of life such as the Healthy Columbus Advisory Council, Commit To Be Fit, and the State of Ohio's Small Steps/Big Strides Campaign.  
 Distributing promotional materials about the Smoke Free Restaurant Campaign to local restaurateurs encouraging management to adopt smoke free policies.  
 Providing leadership in the completion of a Southside Health Services assessment to determine the impact of the closing of Columbus Community Hospital.  
 Counseling 304 clients during 2,151 sessions by the Employee Assistance Program  
 Providing 995 consultations, and 135 trainings for 3,342 city employees on the topics of anger management, stress

management, and other topics.

Serving as the administrative home for several important community health initiatives such as: Project L.O.V.E., the Franklin County Child Death Review, Scioto Valley Health Systems Agency, and the Metropolitan Medical Response System of the Weapons Of Mass Destruction Initiative.

## HUMAN RESOURCES DEPARTMENT 2001 ANNUAL REPORT

The success of any organization is dependent upon its people. The City strives to provide a work environment that will promote workforce development, recognize excellence within its personnel, and ensure 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 2001, 34 full-time employees fulfilled Human Resources functions related to Administration; Labor and Employment Relations; Occupational Health & Safety; Employee Benefits & Risk Management; The Office of Equal Employment Opportunity; Training and Employee Development, and Compensation Management Programs.

### LABOR AND EMPLOYMENT RELATIONS

The Labor and Employment Relations section of the department houses the following sections: Labor Relations, Drug Free Workplace Programs (DFWP), Quality of Working Life (QWL) Program and an Occupational Safety and Health Program.

#### **Labor Relations**

The Labor Relations section negotiates and administers six (6) collective bargaining contracts for the City. They work closely with the departments and the divisions to ensure consistent application of and compliance with the contracts.

The Labor Relations section conducts grievance and disciplinary hearings for all AFSCME, CMAGE, OLC and MCP employees within the City. The number of grievances filed by the unions decreased slightly in 2001 (153 in 2001, compared to 184 in 2000). The number of disciplinary hearings declined from 315 in 2000 to 283 in 2001. Fitness for duty hearings increased from 37 in 2000 to 45 in 2001.

During fiscal year 2001 the City completed its negotiations with the Fraternal Order of Police, Capital City Lodge #9; FOP\Ohio Labor Council; and the International Association of Fire Fighters, Local #67.

The Labor Relations section staffs and co-chairs the joint labor/management committees agreed to by the City and the respective bargaining units. One committee is composed of representatives from all of the employee organizations and is intended to review health care and other insurance issues.

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 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). The section oversees drug and alcohol tests of City employees in four categories: reasonable suspicion of use, random testing (including random testing of employees who possess commercial drivers licenses), post-accident and pre-employment. The section is also responsible for the development of the City’s policies and procedures for a drug free workplace, and for designing and coordinating the training of all employees regarding DFWP. The DAC is responsible for authorization of all tests conducted for reasonable suspicion of use except those in the Division of Police. The DAC also coordinates the random and pre-employment testing. A private sector vendor conducts and evaluates all of the drug and alcohol tests for the City.

Year 2001 accomplishments include: Continuation of random alcohol and drug testing for employees of the Division of Police, the Division of Fire and Commercial Driver License holders. The training of City employees (including supervisors) regarding the Drug Free Workplace policies and procedures and the implementation of pre-employment drug testing for all non-uniformed applicants. Besides realizing significant discounts on the premiums paid to BWC, the City of Columbus, engages in an extensive DFWP that invests in the health and safety of its employees. DFWP in conjunction with the BWC ten-step business plan yields further premium discounts and is described in another section of this report

#### **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. These committees are found in most departments and divisions in the City. The forum supports an open dialogue among employees and managers. There are currently twenty-three facilitators who assist the committees in their meetings. Discussions in these meetings are aimed at consensus resolution to issues and concerns in the workplace. Training is provided for committee chairpersons and vice chairpersons four times a year.

The City committee and the facilitators have an annual retreat to review the accomplishments of the current year and to plan goals for the next year. The QWL Program has continued to grow and expand from its inception as a single committee in 1977 to forty-four committees currently.

#### **Occupational Safety and Health Program**

This program began operation in 2001 with the hiring of a Citywide Occupational Health and Safety Manager. It is the goal of the Department to promote a safe and healthy working environment for all City employees by designing and administering a comprehensive, integrated Occupational Safety and Health Program Citywide. This program is also a key component of the BWC ten-step business plan.

The Human Resource Department, in 2001 developed an Occupational Safety and Health Programs Division (OSHDPD). The Division will endeavor to meet the safety and health needs of City employees through: Compliance with Federal, State and local regulations; coordination of technical industrial hygiene services; and coordination of employment related medical services.

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

**Employee Benefits/Risk Management**

Employee Benefits/Risk Management continues to administer injury leave, Workers' Compensation, unemployment compensation, COBRA and employee insurance programs in accordance with applicable laws and/or negotiated union contracts. Boiler and inspection services have been fully incorporated into this section. Property insurance and engineering services for specified City locations were re-bid in 2001, resulting in a contract with Coregis Insurance.

All lines of employee health care, including medical, dental, vision, drug, life, short-term disability, and COBRA were bid and contracts were awarded for an effective date of February 1, 2002. In accordance with H.B. #107, the occupational injury managed care programs continued. In a collaborative effort with the Bureau of Workers' Compensation and the City's MCO, internal occupational injury claims processing and reporting refinements have been ongoing. The Bureau of Workers' Compensation Premium Discount Program 10 Step Business Plan was continued as a portion of the Drug Free Workplace Program during 2001, with an application submitted for participation in the Premium Discount Program Plus in 2002. The Employee Benefits section continues to participate in union negotiations with respect to benefit plan changes. Plan design recommendations were prepared and submitted to the Economic Advisory Committee.

In addition to the annual reserve valuations and rate calculations, a third party audit was conducted of the City's medical plan. A survey of employee voluntary products has been in the developmental stages during 2001, with plans to disseminate early in 2002. Disease management programs and benefit fairs were conducted each quarter during 2001, with increased employee participation.

**Equal Employment Opportunity**

In 2001, the City of Columbus' Equal Employment Opportunity Office responded to numerous inquiries and forty-two formal complaints from employees. The EEO Office also provided eighteen three-hour sexual harassment training sessions during the year. Two new training courses: Sexual Harassment Refresher and EEO Training for Frontline Supervisors were also developed in 2001.

Complaint processing time was significantly diminished in 2001 and effectual consultations with the Labor Relations section of Human Resources and the City Attorney's Office significantly increased. Additional proposed standards for EEO are currently under departmental review. The EEO Office also coordinated the City's Black History Month Celebration.

**Training and Employee Development**

The Training and Employee Development section is in its third year of operation at the Training Center on Piedmont Rd. The Training Center has grown to five designated training rooms and an in-house computer lab. In 2001, the Training section offered 887 classes in over 150 courses and trained almost 9,000 employees. City instructors trained over 2,000 employees in Microsoft Office products at a savings of over \$200,000 in instructional fees while increasing employee computer skills. The diverse programming offered through the Training section includes classes in Communication Skills, Employment Rights, Safety and Health, Personnel Management and Workforce Development.

In 2001, the Training section added classes on Somalian culture and language to the already scheduled Spanish classes, to help employees become more adept at communicating and interacting with our Somali community. The Training section continues to work with City departments and the Public Strategies Group to better align the training curriculum with the City's strategic priorities and ensure all City training resources are used efficiently and effectively, so that our workforce will continue to provide excellent service delivery to our customers.

**Employee Resources**

In 2001, a commitment was made to permanently coordinate the citywide efforts of the Operation Feed and Combined Charities Campaign through the Department of Human Resources. The success was overwhelming. City of Columbus employees donated 62,349 meals to the Mid-Ohio Food Bank and over \$260,000 to the Combined Charities Campaign. The Employee Resources section continues to coordinate the City's Employee Recognition Program. Several other programs were presented to benefit and assist employees, such as Debt Consolidation; Investment Programs; Daughters/Children At Work Day; Riverside Mobile Mammography; Benefits Fair; Book Fairs; City Employee Recognition, and Red Cross Blood Drive, to name a few.

By way of paycheck stuffers, Citywide voicemail and e-mail and other methods of communication, employees are kept abreast of the latest activities that are available to them. Such activities or events include Universoul Circus, and City of Columbus Employee Nights at the Blue Jackets, Clippers, CREW, Kings Island, Nationwide Arena and the list goes on.

**Compensation Management**

The Compensation Management section began operation in 2001. The role of this section is to ensure that all facets of compensation, including base pay, merit pay, and performance management are aligned to support the Columbus Covenant and the City's strategic plan. The section's initial focus was to improve the market competitiveness of the City's pay plans.

Accomplishments for 2001 include: Providing technical expertise to the City Health Department's AFSCME Pay Review Committee; Initiating the Columbus Compensation Management Plan (CCMP) project to assess the market competitiveness of CMAGE and MCP classifications; Working with the Civil Service Commission to streamline the classification/pay grade assignment process to improve service to the departments; Participating in numerous salary surveys that will help to build our salary survey library—a tool for managing market competitiveness; and conducting significant policy research on best practices in compensation and performance management in other cities.

## RECREATION AND PARKS DEPARTMENT 2001 ANNUAL REPORT

### INTRODUCTION

The Columbus Recreation and Parks Department works to create and maintain an enjoyable, safe, and healthful environment for residents and visitors. 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, tourist attractions and special events. All of this is accomplished through the Department's vision of providing leisure opportunities for all...something for everyone...naturally.

### ADMINISTRATIVE DIVISION

#### Safety Section

As an integral part of the Department, the Safety Section governs regulatory compliance for worker safety and environmental regulations through a process supported by nine safety employee involvement teams. The section follows provides safety training for managers, supervisors and employees. It also publishes a quarterly newsletter and does safety inspections. During 2001, the Safety Section completed team training to further manage safety related issues. Design features were added to accident investigation procedures, the safety awareness campaign, and an employee recognition system. The section also conducted a department-wide review of the safety manual to ensure a consistent way of addressing safety regulations, policies, and procedures.

#### Human Resources Section

The Human Resources Section concentrated on utilizing employees as the Department's greatest resource by reviewing assignments of staff and redistributing work to meet the needs of the various sections. HR also reviewed policies and procedures within the Department including the hiring and compensation of seasonal employees; administrative procedures for grievances and discipline; and training on issues such as contract compliance, payroll responsibilities, injury leave responsibilities and ethics for employees.

#### Development Section

The Development Section had a successful year in promoting opportunities through its volunteer organization. In 2001, citizens contributed over 181,699 volunteer hours to the Department at a value \$2.5 million.

Columbus Recreation and Parks received a total of \$436,471.86 in cash services, and donations, and was the recipient of sponsorships totaling \$515,000 and grants equaling \$1.9 million.

Forging ahead in its theme of community inclusiveness, the Development Section raised \$61,237.94 for the Private Leisure Assistance for Youth (P.L.A.Y.). P.L.A.Y. provides scholarships to children from low-income families and allows them to participate in a variety of Recreation and Parks' fee-based activities including summer camps, theater productions, flag football and horseback riding. Development also provided \$30,000 to neighborhood groups as part of the "Partnership Through Sponsorship" program.

The Development Section is also responsible for the dissemination of information about Recreation and Parks' activities to the media, area businesses, and the general public. The staff provides guidance in media relations, graphic design, marketing, and promotional efforts. In 2001, employee, sponsorship and volunteer newsletters were produced, on-time and on budget.

#### Central Ohio Area Agency On Aging

The Central Ohio Area Agency on Aging (COAAA) conducted 27 training sessions for aging professionals, made 415 presentations to community groups, had 91 displays at various statewide events, and held multiple caregiver training seminars designed specifically for the growing Asian community.

Accomplishments for the year 2001 included working with the Columbus Medical Association Foundation as one of seven partners for the "Prescription for Care" program which provides prescription medication to low-income seniors who have acute medical conditions. COAAA received a \$50,000 grant from the Columbus Medical Association Foundation for the Short Term Medical Guardianship Program to work with area hospitals to speed medical decisions for people without family or legal guardian support. They also received a \$20,000 grant to provide gap prescription funding for uninsured and underinsured seniors.

A regional family caregivers network was established with eight, county partner organizations. Among services provided are specialized caregiver information and referral; caregiver education seminars which will be available in all eight counties; expanded respite and day care services, and the creation of a flexible customized caregiver services.

New coordinator services were provided at Mt. Vernon Plaza and Eastland Manor. Senior housing issues were also addressed through the advocating and maintenance of service coordination through the Ohio Housing Trust Fund. The Department also obtained a Housing Trust Fund home repair grant for Delaware, Madison and Union counties.

#### Columbus Municipal Golf Courses

Working with the city's Finance Department and City Auditor, the Department restructured the way the Golf Division pays off debt for improvements. In addition to maintaining competitive golf rates, the division also completed a reorganization plan that included a new contract with golf professionals.

During 2001, the Mentel Memorial Golf Clubhouse, which includes the Jack Ki dwell banquet room, was built and dedicated.

In a continuing effort to provide the best service to the citizens of Columbus, full time and year round seasonal staff attended a customer service/diversity training session. To attract and keep quality seasonal employees, the department reviewed salary structure, training opportunities, playing privileges, uniform requirements and performance evaluation procedures. Other accomplishments included irrigation upgrades at Champions and Raymond as well as beginning construction of an open shelter house at Champions.

### PARKS DIVISION

#### Park/Facility Maintenance Section

Professional grounds and facilities maintenance services were regularly provided to the city's parks and public properties. Maintenance was provided to all city parks with a 14-15 day mowing cycle, in addition to trash removal and litter control, as well as playground and trail maintenance. This Section also increased its volunteer base as 1,116 volunteers contributed a total of 2,716 hours to cleaning and sprucing up city parks at a value of \$48,000. In addition, they maintained the city's recreation centers, golf courses, multi-use trails, swimming pools and basketball courts. The efforts resulted in a "Caretakers of Legacy" award by the German Village Society.

**Forestry/Horticulture Section**

The Forestry/Horticulture Section is responsible for the health and safety of the city's trees, which includes maintenance of trees in city parks and on city rights of way. In addition, Forestry services the topiary figures, trees and flowerbeds in Topiary Garden in Deaf School Park. In 2001, more than 4,000 trees were planted, 6,078 trees were trimmed/pruned, and 1,753 trees were removed from city streets and properties. The Park of Roses team worked on daffodil, herb and perennial gardens as well as 11,000 rose bushes. The staff, which also coordinated the "Arbor Day Celebration", was rewarded with a "Tree City USA Award" for the 22nd year.

**Natural Resources Section**

Clearing of the invasive honeysuckle bushes at Hayden Fall Park began in order to protect the endangered Spreading Rock Cress and the rare Purple Cliffbreak Fern. This cooperative effort involved staff from the Outdoor Education Section Natural Resources Section, and the city's Water Division.

Restoration work on the Hoover Prairie began with the clearing of shrubs and trees to give more sunlight to the species, Prairie False Indigo.

The Section was awarded a \$4,700 wildlife diversity grant from ODNR to help pay for the first, annual "BioBlitz: Biodiversity is in Your Backyard", which was a newly created event at Antrim Park to educate and increase the awareness of biodiversity within city parks.

Natural Resources also identified six of Ohio's rare and/or endangered plant species that we did not know existed in our parks including a Bottom Line Aster (plant) and a Satin Brome (grass).

**Planning And Design Section**

The Planning and Design Section works to provide efficient capital budget planning for open space, park and recreational needs of the community, department and city neighborhoods. In 2001, the Section completed the design development work for Smith Farms at The Creeks. Construction also began on the several trail projects including Wilson Rd. to Worthington Hills (Olentangy); Livingston Ave. to Main St. (Alum Creek); Westerville to Rt. 161 (Alum Creek); and Rt. 161 to Easton (Alum Creek). In addition, the trail from Grandview Ave. to Trabue Rd. (Scioto) was completed.

Planning and Design continued to work with Metro Parks and MORPC on the Greenways Plan, and acquired the Cunard Lang property on the Whittier Peninsula. State capital grant funds were administered for the Whittier Peninsula, Scioto Peninsula, and the Spring/Long Park projects. In addition, the public was granted access to the new Sullivant Trace Trail, which links Holton Recreation Center and Rhodes Park on the city's west side. Through its partnership with Metro Parks to open the Blacklick Creek Trail at The Creeks, Planning and Design completed nearly 50 of the anticipated 165 miles over the next 10 years. The Section also participated in the downtown redevelopment plan through its input on the planning efforts for the Town & Main Streets bridge projects.

**RECREATION DIVISION****Community Recreation Section**

To increase efficiency and customer service, the department implemented procedures as over three million people utilized the activities, events, programs and rentals that were offered by Recreation and Parks throughout the year. A staff-sharing program was created to provide adequate staffing and programming at all of the recreation centers. Security mirrors were installed to improve staff's ability to monitor hallways and corridors. To expedite the processing of paperwork, the registration process was successfully computerized at Carriage Place, Whetstone and Bamett recreation centers. In 2001, the leisure card photo ID system was implemented at recreation centers to identify participants, ensure safety and assist with tracking demographics. In addition, the cards contain emergency contact and medical information.

The Community Recreation Section continued to expand its focus on the physical and mental well being of the city's youth. As the Section offered new summer programs, which focused on nature and sports specialty camps, over 2,000 kids were served in our summer camps. Community Recreation also provided support for Inner City Games' track and field event, coordinated 159 sites for the federal government's summer breakfast and lunch program, and entered into a partnership with the YMCA and Columbus Public Schools to house truancy programs at Beatty and Brittany Hills Recreation Centers.

The Section also provided leadership for other specialized recreational opportunities. Examples included renovation of the Indoor Adventure Center in Franklin Park that has one of the few state-of-the-art indoor high ropes courses nationwide, expanded programming at the Indian Village Day Camp for outdoor education, and a fishing derby at Franklin Park for African, Asian, and Latin American children as an introduction to the Columbus community. Relative to therapeutic recreation, the new Delong Family Playground was also dedicated in 2001 as the first recreation facility in Ohio to provide playground equipment to youth with all types of abilities and disabilities including wheelchair access to all levels of the equipment. This section also hosted the "Ohio Wheelchair Games, for athletes across the United States competing in billiards, slalom, air guns, swimming, archery, tennis, track, weightlifting, and cycling.

**Sports Section**

The Sports Section partnered with national softball associations to provide more support for customers and assist with the assignment/recruitment of umpires. Online registration and payment was implemented for sports leagues in which customers can check team standings and schedules, rescheduled games, and sharing of concerns regarding service. The Sports Section also worked to provide rental opportunities of our athletic fields to diverse populations including the Columbus Cricket organization, which used Rhodes Park to install a cricket pitch for their league games, and soccer leagues for Latino and Mexican groups as well at Rhodes Park.

**Special Events Section**

In 2001, the Special Events team successfully presented programs such as the first "Family Fun Fest" in Genoa Park, which attracted more than 20,000 people who enjoyed a variety of diverse family activities. It also offered the 13<sup>th</sup> annual "Children's Fun Run" in conjunction with the "Columbus Marathon" and produced the "Fall Harvest Jamboree" at Smith Farms, which attracted more than 2,000 people.

Among the other successful programs produced or assisted by Special Events were the BioBlitz, Arbor Day Celebration, Rose Festival, Festival Latino, National Playground Safety Day, Gus Mocker, Greater Columbus Amateur Golf Championship, Senior Malibu Challenge, Central Ohio Senior Olympics, and the Christopher Columbus Softball Tournament

**Senior Recreation Section**

Renovations were completed on the Gillie Senior Center on Morse Rd. The new center, which replaced the Second & Summit Senior Center, served 600 new members its first week in a previously under-served area of the city for the senior population. Overall, the senior recreation centers had 9,081 in memberships.

A strategic plan was being implemented for Senior Recreation, which included three committees comprised of full-time senior recreation staff to focus on senior-related issues and operations.

Ensuring that citizens of all ages are able to keep up with technology, the Section also implemented its first, comprehensive computerized learning lab for seniors at the Martin Janis Center.

**Arts Section**

Reaching new and under-served audiences with its programming, the Arts Section served over 166,000 people in 2001. Included in the cultural offerings of music, dance and theater were "Festival Latino", which celebrated Latin music, dance and cuisine; "Short North Jazz Series", which featured the best of local jazz; and the "Topiary Garden Concert Series" that highlighted classical music.

Throughout its renovation, the Cultural Arts Center provided visual arts studio class sessions to more than 2,500 students. Among the highlights were the P.A.I.N.T. program, a "Community and Metaphors" seminar, and 58 exhibits. There were also over 100 outdoor concerts, over 75 performances of children's musical programming and "Partners in Play", which was presented to more than 26,000 elementary students.

Realizing the presence of cultural activities helps to make a great city, the Arts Section raised \$69,715 for special arts programs and events, \$334,157 for Music in the Air programs/events, and \$72,000 for the Davis Youth Performing Arts Center's programs/events.

**Permits Section**

The Permits Section continued its effort to ensure high standards of customer service in 2001. The special event permit application was redesigned to encourage more detailed information from event organizers. The office implemented an automated reservation system for the city's marinas. A customer survey was developed for gym and shelter house rentals. A professional marine engineering study was conducted to determine how to make outdated boat stakes into an economical entity and environmentally friendly. New cleaning guidelines were also developed for staff to follow in gym and shelter houses.

The Permits Section also developed a strategy to increase revenues on a long-term basis for marinas, shelter houses, and athletic complexes.

**Aquatics Section**

Maintaining an impeccable safety record the Aquatics Section served 192,851 patrons in 2001. The Section also saved \$5,000 with in-service training to maintain water safety and life guarding certifications for employment at our pools. Further safety measures included new shade structures at the pools to provide a area for avoiding over exposure to the sun, and interactive water structures that were installed for play at Glenwood pool.

**OHIO PARKS AND RECREATION ASSOCIATION AWARDS**

In 2001, we received the following: Outstanding Category - BioBlitz, Natural Resources Award; Footsteps For Elders, Program Award; Playground for all Abilities at Rhodes Park, Park Area Development Award; Award of Excellence Category - Gillie Recreation Center, Facility Award; Mentel Memorial Clubhouse, Facility Award; Meritorious Category - Indian Village Adventure/or Homeless Kids, Program Award; National Wheelchair Softball, Program Award; Honorable Mention Category-Columbus Kids Care Volunteer Corps, Program Award; Fishing for Diversity, Program Award; Orchid Program, Program Award; Festival Latino video, Marketing Award; Sullivant Trace Trail, Park Area Development Award.

## PUBLIC SAFETY DEPARTMENT 2001 ANNUAL REPORT

The Department of Public Safety manages the operations for the divisions of Fire, Police, Communications, License, and Weights and Measures sections for the City of Columbus. Its mission is to provide quality, dependable public safety service to the citizens of Columbus.

### 2001 HIGHLIGHTS

Enhancing safety services are a key part of Mayor Coleman's vision to make Columbus the best place to live, work and raise a family. In 2001, the Safety Department made significant progress on neighborhood safety initiatives.

The September 11<sup>th</sup> tragedy changed our country forever, and it gave a whole new meaning to the importance of our safety forces. It reminded us that Columbus police officers and fire fighters are in the business of heroes, putting service before personal safety. The Columbus Fire and Police divisions rose to the occasion and their commitment to protect and serve never wavered. Five Columbus fire fighters traveled to ground zero in New York to assist in specialized urban search and rescue tactics, representing our City with honor and respect.

The Department made progress to strengthen the accountability and excellence of the Police Division when we reorganized and expanded the Internal Affairs Bureau. Every citizen complaint is investigated by a specially trained sergeant, available 24-hours a day. We also purchased and equipped 100 audio/video cameras for police cruisers, and trained every police supervisor, officer and recruit on a biased-based profiling curriculum.

The Division of Fire enhanced its reputation as one of the best fire divisions in country, providing first-ever high-rise training, distributing more than 400 smoke detectors in neighborhoods, and officially opening Fire Station #14 on Parsons Avenue.

### COMMUNICATIONS DIVISION

The main priorities for the Division of Communications continue to be services to the Department of Public Safety, Police and Fire Communication Systems. The Division is responsible for the engineering, purchasing, installation, and maintenance of the Police and Fire Division's 800 MHz Radio, Microwave, Data, Telephone, Recording, and Security Systems throughout the City of Columbus. Additional systems include the E911 System, Emergency Operation Center (EOC), and Police and Fire Dispatching Facilities.

There were 34 personnel assigned to the Division, with six in the Administrative section and the remaining 28 in the Technical Support section.

#### **2001 Highlights**

- All City of Columbus Police Substations and Firehouses were upgraded with new telephone systems. In Addition, the Division installed new PBX Telephone Systems at the Southerly and Jackson Pike Waste Water Plants.
- All City of Columbus Firehouses received modification upgrades to the 900MHz radio controlled city wide "Public Address System", which allows dispatching to all City of Columbus Firehouses, Madison, Clinton, and Franklin Townships. In addition, the Division installed new 900 MHz radio controlled Public Address Systems into Grandview Firehouse 51, Minerva Park Firehouse 19, and Lithopolis Firehouse 551. This new 900 MHz radio controlled PA system eliminates the use of obsolete unreliable equipment, costly telephone lines, and deteriorating city owned cable lines to the firehouses.
- The Division designed and installed specialized booster equipment to improve the 800 MHz radio coverage within Nationwide Arena. This will allow emergency services to have radio communications when responding to calls within the facility. In addition, the Division completed wiring and installing all communications equipment for Firehouse 14, Police Substations 1/16, 5 & 12, and the new Police Division's Internal Affairs facility.
- Coordinated the purchasing and implemented the upgrading of the City of Columbus E911 System to comply with the mandated FCC Phase I and II "Wireless Telephone Users" requirements. Supervised the cutover of Centrex to 5 digit dialing for the Public Safety Department. In addition, we completed adding outside antennas to City of Columbus Firehouses to improve radio reception. Also, the Division upgraded, replaced, and added surge, UPS, and battery backup protection to critical E911, Microwave, and Radio Communications equipment located at Firehouses, Police Substations, Radio Tower Sites, and Police and Fire Communications Dispatch Facility. The Division also purchased and installed a new Weather Broadcast Transmitter (NOAA) for the City of Columbus and surrounding counties.
- The September 11, 2001 tragedy brought new security issues to be dealt with by the Division. We installed intrusion alarms, CCTV monitoring, and implemented several operational changes. The Division was given the task of designing and implementing a working backup Police and Fire Communication Dispatch Facility for receiving E911 calls and dispatching emergency services. Additional Division tasks included designing and implementing a backup Emergency Operations Center (EOC) to be used for mustering personnel and coordinating emergency and disaster situations. This is complemented by the design, purchase, and implementing of a portable five channel transmitting tower to be used in similar emergency and disaster situations. Also underway, scheduled for completion in 2002, is the planning and implementation of a portable communications van which will contain 100 portable radios, chargers, batteries, 10 portable radio control stations compatible with the five channel portable transmitting tower. The Division has purchased a portable 350KW backup generator that can be presently used to power any City of Columbus facility during any type of emergency situation.
- The Division's Public Safety Web Site pages were updated and the Division's labor and management QWL committee implemented several programs to better the work place, such as installing new "trouble lights" in the garage area, installing an audible chime on the front door to assist with security, creating a dedicated computer terminal for entering service requests, purchasing upgraded safety vests for employees, and installing locks on the thermostatic control units.
- There were an additional 65 data drops installed at various Police and Fire Facilities bringing the total number to 1,505. An additional 350 telephones were installed bringing the total amount to 2,705. High capacity Digital DS-1 lines were added to some Fire Stations upgrading the service quality while lowering overall cost for leased lines. In addition, the Division received a total of 7,271 service requests consisting of 68 percent radio and 32 percent telephone related. The garage section installed/stripped communications equipment from 442 police, 103 fire, and 30 other City of Columbus divisions' vehicle/apparatus during the year.

- The City of Columbus Public Safety 800 MHz Radio System currently has 112 agencies from Columbus, surrounding Cities, Townships and Counties with 6,851 active radios. There were a total of 44 agencies billed for communications services on the 800 MHz Radio System in 2001 with revenue totaling \$260,891. The overall Division revenue billings totaled \$410,750.

#### **DIVISION OF FIRE**

“Business as usual” for the Division of Fire stopped on September 11<sup>th</sup>. As a result of the terrorist attacks on the United States, we went on a heightened state of alert. From 9-11 until the end of the year we responded to nearly 700 hazardous materials incidents. The Fire Alarm Office, the Hazmat Team and the Bomb Squad did a commendable job during these trying times.

Overall, 2001 can be summed up as a year of partnerships. Some highlights include:

- Highrise training at Taylor Terrace – This live burn training activity involved coordination with CMHA, EPA and Training Academy staff and volunteers.
- CPR training- We trained over 250 students in the Columbus Public Schools and conducted CPR training at COSI on April 28<sup>th</sup> along with the American Heart Association.
- Trauma- Life in the ER- We worked with New York Times Television and Grant Hospital to produce an episode of the show (aired on the Learning Channel). It showcased our EMS.
- Recall Round-Up- We participated with the U.S. Consumer Products Safety Commission in a recall of hazardous products.
- Construction Planning for Station 19- We participated in planning meetings with members of the Clintonville Area Commission in determining the design of the new fire station.
- Smoke Detector Program- We distributed 1,700 smoke detectors as part of the Mayor’s Neighborhood Pride Program and thanks to grants from Grange Insurance and Sam’s Club.
- Urban Search and Rescue team- Our Task Force 1 members assisted New York City in relief and recovery efforts after 9-11.
- Dominion Homes Fire Training House – Dominion Homes and their suppliers and contractors donated a new training facility located behind our Parsons Ave. complex.

#### **DIVISION OF POLICE**

##### **Internal Affairs Expansion**

In a major move toward improved customer service and higher accountability, the Division of Police answered concerns that had been raised for several years by reorganizing the Internal Affairs Bureau and the Citizen Complaint System. The concerns voiced by the public, the media and even Division personnel were that complaints were not being investigated fully, fairly and objectively, were being conducted too slowly, inconsistently or were too closely tied to the employee’s chain of command.

The result of the Committee’s hard work is the newly reorganized and expanded Internal Affairs Bureau. Under the reorganization, the entire citizen complaint process is the Internal Affairs Bureau’s responsibility. The complaint line is answered by Internal Affairs Sergeants and all citizen complaints are assigned to the Internal Affairs Bureau for investigation. All complaints are classified as a “Complaint,” with the classification of “Inquiry” being eliminated. The assigned investigator makes a follow up call soon after the initial complaint to establish open lines of communication and customer service. Investigations are conducted thoroughly and objectively and in a more timely fashion. Initial findings are made by the investigator who is a sergeant, completely independent of the employee’s chain of command.

The assignment of investigations only to IAB allows first-line supervisors to have more time to be actively involved in the day-to-day operations of their units. Division personnel are assured of an investigation by investigators with no supervisory connection to them, thus ensuring fair and impartial treatment. The new system provides an investigator that citizens can contact to track their complaint or answer any questions.

Citizens may file a complaint against a Division of Police member by telephone at 645-4880, 24-hours a day, seven days a week; in writing by mail to IAB; by email at [www.columbuspolice.org](http://www.columbuspolice.org); or by fax at 645-4079. Citizens wishing to file a complaint in person can do so by going to the Information Desk located in the lobby of Police Headquarters where they can ask for someone from IAB.

##### **Pawn Shop Unit**

In August 2001, Detectives in the Pawnshop Squad, Burglary Squads, Special Investigations Unit, Intelligence Bureau and Patrol officers raided a pawnshop in the downtown area. Two suspects were arrested on multiple felony charges of Receiving Stolen Property and Engaging in a Pattern of Corrupt Activity (RICO). An estimated \$500,000 worth of stolen merchandise was recovered.

Forty-eight individuals were criminally indicted on a collective 402 counts as a result of the hard work of the detective unit.

##### **Accident Investigations Unit**

A 21<sup>st</sup> century police division needs to be on the cutting edge of technology. The Accident Investigation Section has successfully used technology to increase their arsenal of tools to piece together accident scenes.

The newest tool, the Crash Data Retrieval System (CDR), otherwise known as “Black Box” technology, is an automated diagnostic tool developed by the Vetronix Corporation that downloads vehicle-specific accident data from General Motors vehicles. In an airbag deployment or near airbag deployment, collision sensors inside the vehicle store several bits of information. Vehicle speed, engine RPM, throttle and brake data are some of the more commonly accessed data. Additionally, for some airbag modules, this system will show the change in velocity, or delta-v immediately after impact. Other features can include seatbelt usage, the status of the malfunction indicator light and whether or not the passenger’s airbag was disabled.

The CDR system records the last five seconds of a vehicle’s operation before the impact or near impact. Keeping in mind that a crash occurs in less than a blink of an eye, five seconds can be a long time. In those five seconds an operator will progress through the entire cycle of a crash. Using the CDR, accident investigation officers can now go along for the ride. In those five seconds, the operator moves from being completely unaware of a pending crash, to perception and reaction to finally the crash and beyond. This information is invaluable to crash investigators.

This retrieval system was donated to the Columbus Division of Police by State Farm Insurance Company who donated an IMB Think Pad Laptop as well as the actual Crash Retrieval System.

The CDR system, along with the Total Station Mapping System already in use within the Division, places the Accident Investigation Unit among the leaders in the law enforcement community.

##### **Strategic Response Bureau**

In response to resident complaints regarding crime in the area of Livingston Avenue, Alum Creek Drive, Frebis Avenue and Parsons Avenue, police officers working in the Division’s Strategic Response Bureau led one of the largest operations in recent Columbus

history. Police arrested 40 of 70 suspects in a gang and drug sweep that included suspects thought to be affiliated with the Deuce Gang, an offshoot of the Los Angeles Bloods.

Working with area residents, undercover officers were able to develop a list of 70 suspects by investigation end. With suspects developed and warrants filed, officers combed the city's East Side area and arrested as many of the suspects as could be found.

Such a large reduction in the number of criminals on the street has a profound impact on the neighborhood. The quality of life was increased dramatically just by taking these suspects off the streets. Both Columbus police officers as well as area residents deserve the credit for this great undertaking whose impact will be felt for a long time.

#### **Highlight Story-Courtview 2000**

As an officer keeps a suspect in the rear of their cruiser, minutes count. As officers wait for confirmation on critical information, safety is at stake, both for the officer and the public. To lessen the time this process takes, members of the Division of Police and Municipal Court Clerk Paul Herbert teamed up to put critical information at an officer's fingertips.

As the Division added new touch screen mobile terminals to all police cruisers in Columbus, the team worked with software engineers to package the court's computer for that specific format. With compatible software in place, "Courtview 2000" was implemented in August of 2001 giving officers access to the court's computer instantly to verify if the person in custody is wanted by the court.

Prior to this new system, officers used radios to call technical support who then called the clerk's office. This process led to several layers of lengthy back-up that cut down on the information officers could receive. With this new system, officers have more information at their fingertips and have cut the time it takes to verify a warrant in half.

Using "Courtview 2000," an officer verifies the court has a warrant for the individual in custody by sending a message directly to the clerk's office computer. To date, thousands of inquiries have been made using this new system.

#### **LICENSE SECTION**

- The License Section provides, administers, and enforces all laws, rules and regulations relating to licensing requirements for various types of businesses and users of burglar and fire alarm systems.
- The Alarm Unit Activity:
  - Issued and tracked 34,581 alarm user permits.
  - Issued and tracked 535 alarm dealer and agent permits.
  - Tracked 42,099 False Alarm Reports.
  - Collected \$314,120 in penalties from negligent alarm users.
  - Processed 2,180 written appeals.
  - Conducted 270 revocation hearings.
  - Revoked 151 licenses
  - The Alarm Unit generated \$758,680 in total revenue for the year 2001
- The Vehicle for Hire and General Regulatory Units' Activity:
  - Conducted 1,289 pushcart, taxi, livery, and horse carriage inspections.
- Conducted 7 inventory inspections for going-out-of-business sales.
- Processed 120 indigent burial requests totaling \$55,000.00 in payments to local funeral homes.
- Licensed 627 vehicles for hire, 943 drivers, 82 pushcarts, 749 peddlers and peddler promoters, 17 itinerant vendors, and 181 establishment licenses.
- Vehicle for hire unit investigated 99 complaints.
- Transacted business at ten (10) Vehicle for hire Board meetings.
- Transacted business at two (2) License Appeals Board Hearings.
- Transacted business at eleven (11) Charitable Solicitations Board Meetings.
- Issued 1120 Weapon Transaction permits, 235 Charitable Solicitation permits, 27 Professional Solicitor permits and 65 Parade permits.
- The Section issued 29 Citations/Summons and 116 were turned over to the City Attorney for collections.
- The License Section generated \$944,478.12 in total revenue and handled a total of 29,948 transactions for the year 2001.

#### **WEIGHTS AND MEASURES SECTION**

The Weights & Measures Section operates under and enforces Title Twenty-nine of the Columbus City Codes. Our mission is to assure "equity in the Marketplace". Various types of inspections are performed to provide a level field of competition for merchants to conduct their business. Our attempt is to guarantee no money injury to either buyer or seller in commercial transactions.

#### **2001 Highlights**

- In the year 2001; 10,170 measuring devices were inspected and tested (scales, gas pumps, taximeters, truck scales, and vehicle tank meters). Four Hundred twenty-three devices were rejected and taken out of commercial use until repaired. The total fees generated were \$227,675.00.
- With our package-checking program, we tested 1,512 packages, which includes random and standard pack. Two hundred thirty-seven packages were ordered off sale for short weight.
- Price verification test was performed in 119 establishments. We checked 5,425 items, 5,023 were correct, 208 were over charges, and 194 were under charges.

## PUBLIC SERVICE DEPARTMENT 2001 ANNUAL REPORT

The Public Service Department consists of a Director's Office and six line divisions that maintain and improve transportation infrastructure, collect residential refuse, administer recycling programs and litter and graffiti cleanups, and provide facility and fleet support services to other City agencies. The Department employed 1,009 people in 2001 and had an annual budget of \$102,109,814.

### CONSTRUCTION INSPECTION DIVISION

The Construction Inspection Division coordinates, directs, inspects, and supervises the construction of streets, highways, bridges, storm and sanitary sewers, street lighting, water tanks, and other related matters that arise in connection with such construction. Inspection, survey, and materials testing services are provided for city Capital Improvements, private developers, and local State of Ohio projects. Prevailing wage certification is provided for all construction projects involving City funds. The division is self-sustaining and generates 11 operating funds by performing construction inspection services.

At the end of 2001, the division had hired 54 individuals for various full-time regular, full-time limited, and part-time limited positions. The total operating budget was \$7.5 million, a 15% decrease from 2000. Extensive training, with emphasis on ADA-compliant curb ramps, was provided to division employees through numerous public agencies and the division's annual Winter School.

The Capital Improvements Project Section worked on inspections of capital improvements within the City and surrounding areas. The major work in this area included overseeing various street-lighting projects and three major water-line improvement projects. Other significant CIP projects were the Nationwide Arena Park, Sancus Boulevard improvements, replacement of the Stelzer Road bridge, and reconstruction of Greenlawn Avenue. Eleven major resurfacing contracts were under construction, as well as three curb ramp contracts. Inspection services were provided to the U.S. Army Corps of Engineers for the Franklinton Flood Wall.

The number of new construction projects remained high and steady with the Private Improvements Section, which oversaw a total of 1,472 projects. Of those projects, 614 were approved. The total value of private improvement work in Columbus was \$127.5 million.

The Testing Section continued to improve efficiencies and the quality of customer service. This included inspection of 436,624 linear feet of rigid and flexible sewer pipe and 21,487 structures, and performance of 4,518 compaction control tests on roadway and backfill operations.

### ENGINEERING AND CONSTRUCTION DIVISION

The Engineering and Construction Division maintains the City's streets, highways, alleys, and bridges. It coordinates the design and construction of highway improvements. Programs include paving and surface treatments, snow and ice removal, street cleaning, catch-basin cleaning and repair, guardrail repair, mowing rights-of-way, and vegetation control planting and spraying. In 2001, the division:

- Accepted 81 private agreement projects for 102,911 linear feet of paved streets; 87 additional projects were submitted for review
- Awarded 20 CIP projects, with contracts totaling \$24,738,153
- Completed annual inspections of 265 bridges
- Completed reconstruction of the Stelzer Road bridge
- Received a \$7,418,600 grant through Franklin County's joint application with the City and a 20-year interest-free loan of \$3,179,400 for the Lane Avenue Road and Bridge Project (Columbus will receive 40% of the award)
- Received final federal approval for COMBAT
- Processed 1,800 invoices, 1,223 capital invoices, and 60 contracts
- Completed the 2000 license tax audit to secure \$780,000 in misdirected funds
- Participated in the formation of the Development Services Fund to relieve the SCMR fund of \$1.7 million of net expenditures for 2002
- Surface treated 28 lane miles of alleys and swept 29,331 curb miles of streets
- Recorded 385 damage claims
- Purchased 1 pothole-patching truck, 1 tow-behind spray patcher, 2 three-wheel street sweepers, 1 (3/4 tone) pickup truck, 1 safety van, 2 trailers, 4 salt spreaders, 1 paver box, 12 saddle tanks, 1 solar message board, 1 four-wheeled sweeper, 5 crew-cab pickups
- Conducted 3,021 hours of personnel training on various types of equipment
- Collected 93.3 tons of litter during annual spring cleanup
- Scheduled 629 events at the training facility at 1881 25<sup>th</sup> Avenue, representing more than 13,000 participants. Engineering and Construction held 354 events, and 275 were scheduled by other divisions/departments/groups for training sessions or meetings
- Renewed the contract (\$50,000) to provide additional dynaflect testing, pavement-condition updates, and GIS centerline revisions of new streets added to the City
- Designed and developed integrated GIS/Pavement Management database to track and schedule contract paving projects
- Awarded two resurfacing contracts totaling \$2,349,680.12 and covering 22.6 centerline miles and 61.1 lane miles
- Awarded two contracts totaling \$2,349,680.12 for wheelchair ramps
- Removed and replaced 20,000 linear feet of damaged guardrail and 1,500 linear feet of fence
- Cleaned 379 catch basins and inlets on I-70, I-71, and I-670
- Sprayed 1,466 gallons of herbicide solution on weeds around guardrails, light poles, and various concrete structures along streets and highways

### FACILITIES MANAGEMENT DIVISION

The Division of Facilities Management oversees contractual and professional services and provides operational safety services for most general-fund facilities. Included are the Department of Public Safety, downtown City facilities (City Hall, Beacon Building, 99/109 N.

Front Street, Municipal Court Building, Central Safety Building). Other facilities include the Health Department, the I-71 North Complex, the former Lazarus Warehouse, and Bryden House. (City facilities not under the purview of Facilities include Recreation and Parks, Refuse Collection, Fleet Management, Traffic Engineering and Parking, and Engineering and Construction facilities outside the downtown area, and all self-enterprise fund-support facilities.) In 2001, the division:

- Completed the \$22.5 million renovation/redevelopment of the former State of Ohio School for the Blind for the Columbus Health Department
- Completed construction on two neighborhood policing centers – East Main Street and Cleveland Avenue
- Began the \$3.4 million construction of the new Eastside Health Center that replaced the deteriorated ECCO facility on East Main Street
- Completed construction of Fire Station 14 on Parsons Avenue and completed design work for Fire Station 34 on Wilcox Road
- Initiated design of the south dorm on Parsons Avenue for the Division of Police Internal Affairs Unit and the Accident Investigation Bureau
- Began construction of the new storage hanger for the Division of Police Helicopter Unit
- Initiated design for renovation of Fire Station 19 on North High Street, incorporating the former station into the new design as recommended by the Clintonville Area Commission
- Completed roof renovation of Beacon Building
- Completed design work for the new Police Training Academy
- Continued self-help gas procurement to provide a citywide cost avoidance of \$363,000 for the 2000-2001 winter, and more than \$3.7 million since its inception in 1986

#### **FLEET MANAGEMENT DIVISION**

The Fleet Management Division maintains the City's motorized equipment, operates repair facilities at multiple locations, and develops vehicle utilization and replacement policies. An internal service division, Fleet Management bills other City agencies for services rendered. In 2001, the division:

- Conducted FleetAnywhere training classes for Fleet's customers, and updated training manuals and placed them on the City Metronet
- Implemented the use of FleetAnywhere and the Gasboy automated fueling system for the Division of Electricity at their Indianola Avenue location
- Replaced 18 desktop computers and 25 printers at Fleet satellite and repair locations, eliminating obsolete and costly equipment computers
- Donated six outdated desktop computers and printers and 11 monitors to the New York City Relief Fund
- Initiated steps to allow the City to bid on a Universal Fuel Credit Card program, which would provide greater flexibility in purchasing credit-card fuel
- Acquired Traffic Engineering's fleet-maintenance operation
- Upgraded all Fleet maintenance locations with a computer dedicated to diagnostic software accessible to each technician
- Designed, purchased, and placed in service a graffiti removal truck and associated equipment for the Refuse Collection Division
- Checked in and brass tagged 483 pieces of new equipment for Police, Fire, and various other City divisions
- Provided employees with safety training and classes on vehicle and equipment maintenance

#### **REFUSE COLLECTION DIVISION**

The Refuse Collection Division provides weekly residential solid-waste collection services to approximately 300,000 households and administers programs for waste reduction, recycling, litter prevention and volunteer cleanup, and graffiti removal. In 2001, the division:

- Disposed of 346,228 tons of municipal solid waste, representing a 2.6% increase from 2000, and diverted 7.85% more recyclables from the landfill than it did in 2000 through "Recycle, Columbus!"
- Placed 3,980 90-gallon trash containers for new residential service; replaced 6,066 90-gallon containers and repaired 1,705; replaced 1,975 300-gallon containers and 552 60-gallon containers
- Initiated the "Zone" program to provide the full range of refuse collection services on the same day to all customers with 30-gallon containers
- Collected 471 tons of recyclables during a dual-collection pilot program in five Westside neighborhoods; the recycling capture rate was 37%
- Initiated a 60-gallon recycling pilot in three Westside neighborhoods; the recycling capture rate was 32%
- Participated in six Neighborhood Pride weeks, collecting 364.82 tons of trash and 113.7 tons of bulk trash
- Diverted more than 140,000 pounds of hazardous waste during special household hazardous-waste events and collected 3,214 tires on Tire Amnesty Day
- Keep Columbus Beautiful facilitated 209 community cleanups, with 12,380 volunteers who picked up a total of 219.5 tons of litter; collected 475,091 pounds of paper at 100 city paper recycling locations; removed graffiti from 285 public sites, including parking meters, poles, control boxes, overpasses, park benches, bridges, and retaining and sound walls
- Investigated 2,141 cases of illegal dumping
- Installed in the Customer Service Center, a Call Center Announcer who informs callers how long they will be on hold
- Acquired 9 automated side-loader refuse collection trucks, 3 rear-loader collection trucks, 1 manual side-loader, 2 lightning loader collection trucks, 1 automated litter collection truck with a 16-foot trailer, 13,759 90-gallon trash containers, and 8,000 300-gallon containers
- Conducted training classes on hazardous communication, job injury, heat/cold stress, and blood borne pathogens; conducted trials of new equipment; and required drivers to attend Safe Drivers Training
- Implemented an automated discipline tracking system, a PowerPoint orientation program for new employees, and an automated personnel evaluation tracking system

#### **TRAFFIC ENGINEERING AND PARKING DIVISION**

The mission of the Traffic Engineering and Parking Division is to provide for the safe and efficient movement of people and goods. In 2001, the division:

- Installed 40 new parking meters, bringing the total to 4,340; revenue for 2001 was \$3,107,831.48, an increase of \$182,988.43 over 2000
- Collected approximately \$85,000 for 143 loading zones and \$3,300 in valet parking zones for the general fund
- Repaved and restriped two City surface parking lots were repaved and restriped (Russell and Buttles lots)
- Adopted an Overall Traffic Management Plan for the Near Northside Historic District
- Surveyed and approved 1,001 handicap ramp locations
- Furnished and installed 47 signs for 20 new Block Watch areas
- Issued 4,424 residential parking permits, generating \$92, 20 for the General Fund
- Constructed 31 traffic-calming devices do seven streets at \$250,000 for the year 2000 program and 57 devices on nine streets at \$350,000 for the 2002 program miscellaneous projects.
- Modified three intersections to improve traffic flow, and five more were identified for design; completed 32 traffic studies to identify future roadway enhancements; reviewed 32 fatal crash sites to determine if primary cause was the roadway
- Conducted operation reviews for 236 rezoning and zoning adjustment cases
- Launched Freeway Management System with ODOT
- Upgraded 20 MPH school flashers, school signing, and pavement markings at 16 schools citywide
- Coordinated design of six projects for the School-Sidewalk Installation Program 2000/2001 (\$2,000,000) for construction in 2002

## DEPARTMENT OF TECHNOLOGY 2001 ANNUAL REPORT

Recognized as the City's "engine of change," the Department of Technology supports the local government information infrastructure that promotes 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
- Ensuring digital equity to eliminate the digital divide that exists in city government and in our communities

DoT provides these key service offerings:

- Maintenance of the City's information management systems
- Development and management of MetroNet, the City's telecommunication network
- Citywide telephone services support
- Citywide mail services support
- Design and maintenance of the City's website (www.cityofcolumbus.org)
- Desktop computer support
- Operation of public, educational, and government access television channels
- Mayor's Action Center

### MISSION STATEMENT:

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

A Mayoral Directive issued November 2000 transferred all existing City of Columbus Information Technology resources to DoT in January 2001, creating a single department for information systems management, integration and operation. Known as the Information Technology (IT) Evolution, the realignment includes all computing infrastructures (voice, video, applications and telecommunications devices) technical contracts, and non-uniform technical staff. As a result, DoT staff increased by 50% to 156 and the department's budget rose to \$30 million.

Coinciding with the beginning of the IT Evolution, DoT received its operations review from Public Strategies Group (PSG) in January 2001. Not surprisingly, the PSG review found the department in a state of transition, with staff and other internal and external stakeholders experiencing a certain amount of insecurity. As a result, PSG forwarded a set of "strategic opportunities" to the department aimed at fulfilling the objectives of the IT Evolution, specifically obtaining lower citywide technology cost and improving technology infrastructure and service capacity as well as raising stakeholder confidence in the new DoT.

Subsequently, DoT staff and management committed to meeting the expectations of citizens, customers, and all stakeholders by attaining following successes in these major program and Covenant Goals areas:

- Operations
- Customer Service/eGovernment
- Digital Divide/Digital Equity
- Peak Performance

### OPERATIONS

Shown below are the accomplishments that were realized in 2001 within the Operations area of DoT.

#### Budget Successes

The chart below details some cost savings/avoidances that the department has realized over the past two years. The cost savings/avoidances, which total about \$1.3 million, were a result of the consolidation of citywide IT resources through the IT Evolution and inter-departmental projects.

Year to date cost savings/avoidances	2000	2001
Personnel Savings due to vacancy credit	N/A	\$ 262,500.00
Data Circuit Contract Change	N/A	16,500.00
MCI Long Distance Contract Change	N/A	50,000.00
Cisco Smart Net Maint.	25,000.00	25,000.00
Dial Up service	N/A	-
Metronet Engineer vs Consultant	N/A	71,750.00
HP Contract	111,000.00	110,000.00
Pager Cancellation	N/A	850.00
Cell Phone Bundled Minutes	N/A	-
Voice Circuit Cancellation	N/A	5,800.00
CDR Vs. Microfiche	N/A	32,000.00
Internet Service – Health Dept	N/A	5,142.00
WASIMS – Public Utilities	N/A	562,350.00
<b>TOTAL</b>	<b>\$136,000.00</b>	<b>\$1,141,892.00</b>

**Service Level Agreements**

In an effort to establish high levels of customer satisfaction, DoT has adopted the use of Service Level Agreements to facilitate consistent communication and the use of measurable performance indicators. The service level management process provides a methodology for introducing and implementing reasonable expectations for DoT customers and the department. During 2001, DoT entered into service level agreements with Recreation and Parks, Civil Service, Development, Health, and the Mayor's office.

**ClearPath Migration Project**

During 2001, the department began the implementation of the critically important migration of Police/LEADS and Payroll applications. The Payroll application is an enterprise-wide application that provides payroll services to over 8,000 City of Columbus employees. The Police/LEADS application supports that department's crime prevention activities.

These applications reside on an old Unisys V-530 mainframe, which was acquired in 1992. The reliability and cost of maintaining this equipment is becoming a significant issue. The project was approved and initiated in July 2001 and is on schedule to be completed in April 2002. The applications are being migrated from the older V-530 programming architecture to the state-of-the-art ClearPath architecture. This will also provide a platform for open systems computing.

**Information Technology Capital Investment Strategy**

To ensure that all departments have a voice in the IT capital investment process, DoT convened a high level inter-departmental panel to design a model for evaluating and selecting City departments' information technology (IT) requests and determining which IT projects receive resources. The panel is composed of individuals who represent not only the technology aspect of this issue but the fiscal and business process aspects as well. Utilizing reported department requirements and reviewing the "best practices" of other government organizations, the panel will make capital investment recommendations to the Mayor's Cabinet.

**Enterprise Data Center**

Re-location of the Health and Civil Service Department's application servers to ArlingGate is providing improved customer service, increased efficiencies, enhanced security and reduction in server management expenses. A successful RFP for engineering services for an upgrade to the current uninterruptible power system (UPS) at ArlingGate was completed and a contract awarded.

**Health Department Move**

The Department of Technology successfully supported the Health Department's move from Washington Avenue to the 240 Parsons location in 2001. Responsibilities included the installation management of the cabling infrastructure to support the voice, data and coaxial within the newly renovated facility.

**Customer Service:**

In accordance with the Columbus Covenant, DoT's goal is to provide quality and efficient service delivery to our customers. In 2001, DoT continued to develop an eGov architecture and web-based technology that links citizens, government and businesses. The website, [www.cityofcolumbus.org](http://www.cityofcolumbus.org), was redesigned to be more intuitive and customer-centric. 156 on-line services were added by the end of 2001. The City is now available to citizens on demand 24 hours a day, 7 days a week. These new services include live video streaming of City Council meetings each Monday night, on-line water bill payment and live traffic cameras. In addition, citizens can go online to download forms for their convenience. Police traffic accident report forms, pothole report forms and graffiti report forms were among the most popular forms downloaded in 2001. Notably, the Mayor's State of the City address was webcast to the citizens of Columbus and around the world for first time in 2001.

For citizens who enjoy doing business with the City by phone, DoT worked to improve that experience by implementing interactive voice response (IVR) solutions within the departments of Utilities and Public Service. These new telephone systems help reduce on-hold time and abandonment rates while improving service delivery time.

311 is a single telephone number citizens will use to streamline their access to city services and non-emergency safety services, reducing redundant calls and call transfers. In 2001, DoT laid the strategic groundwork for the 311 implementation by forming an interdepartmental design team that base-lined the current customer service standards for the City's call centers (e.g. the Mayor's Action Center) and department points of entry. The data delivered by the design team will be the foundation for implementation to the 311 system, which will be completed in 2003.

**Digital Divide/Digital Equity:**

In 2001 DoT emphasized partnering with departments like the Columbus Health Department and the Mayor's Office of Education to create 7 technology public-access points to increase digital equity in our communities. These partnerships are extending broadband service into communities to deliver real-time educational and health information to neighborhoods that may be under-utilizing the power of technology.

DoT's partnership with the Office of Education yielded 4 Cap City Kids locations: (Fedderson, Marion-Franklin, Sawyer & Sullivant Gardens Recreation Centers) while our partnership with the Health Department, which focuses on accessing health information, resulted in 3 Community Computing Centers (Church of Christ Apostolic Faith, Metropolitan Area Church Council, and Lincoln Park Community Baptist Church).

Television continues to play an important role in electronic government communications. During 2001, DoT convened the Public Access Advisory Committee (PAAC), a community group, to study "best practices" for providing public access services. Under the leadership of the City's Community Relations Commission, the Committee held two public hearings and reviewed information on models for managing public access from most of the nation's largest cities. As a part of their final report they recommended that the City of Columbus should initiate and support a process of forming an independent non-profit organization to assume responsibility for public access broadcasting and that this organization should adopt a business plan that includes funding through private and public partnerships as well as internally generated revenue. DoT will begin implementation of the recommendations in 2002.

**Peak Performance**

Critical City application systems whose online availability is tracked according to certain service level standards recorded availability of 98% or better during 2001.

## DEPARTMENT OF DEVELOPMENT 2001 ANNUAL REPORT

Through the citywide Operations Review process, the Department of Development underwent a significant reorganization in 2001, the purpose of which was to make the department more citizen-friendly, focus accountability on key areas of activity, and promote coordination of resources.

The primary component of that reorganization involved restructuring the Divisions of the Department to reflect key priorities.

- Housing Division: Housing Finance Section, Housing Services, Homeowner Assistance Program and Relocation Services;
- Building Services Division: All zoning, building and inspection functions;
- Land Management Office (Part of the Director's office)
- Neighborhood Services Division: Neighborhood Liaisons, Code Enforcement, Agency Services, and Historic Preservation
- Downtown Development: (Part of the Director's office)
- Planning
- Economic Development: All loan and grant programs, business development, tax incentives

### HOUSING DIVISION

**Customer Service: Provide quality and efficient service delivery to customers using "best practices"**

The Homeowner Assistance Program helped 344 homeowners with repairs or emergencies.

Gap financing for affordable rental housing helped create 309 new housing units. These were Columbus Housing Partnership's (CHP) Tussing Road Apartments. In the Milo-Grogan and South Linden area, CHP built 40 new single-family homes. CHP also completed and rented 33 new four-bedroom single-family homes and National Church Residences completed Hilltop Senior Village. This 100-unit development is the first of two phases.

The Division helped finance 135 opportunities for homeownership with a variety of programs: 18 homes in the Somerset subdivision were purchased; 81 first-time homebuyers obtained down payment assistance; six first-time homebuyers purchased homes that had been purchased from the U.S. Dept. of Housing and Urban Development and rehabilitated by the City. Lastly, the Affordable Housing Assistance Corporation built and sold 52 new homes in two subdivisions: Chatterton and Kingston Crossing.

A major new entity began operations in 2001. The Columbus/Franklin County Affordable Housing Trust Corporation opened in August and by December had allocated \$3.6 million to six housing developments.

Relocation is a very important part of City services. Over 180 were assisted in finding new housing after they had to vacate their homes or apartments because of code enforcement orders.

### BUILDING SERVICES DIVISION

**Customer Service: Provide quality and efficient service delivery to customers using best practices**

City employees partnered with local private sector and building industry representatives to identify changes and information technology enhancements that would improve customer service. The participants developed a memorandum of understanding (MOU) for the city's One-Stop Shop, that cuts permitting and applications processing time by 50 percent.

The Building Inspection Section completed 175,762 structural, electrical, HVAC and plumbing inspections, while the Structural Emergency Response Team (SERT) made 6,380 inspections. Same-day inspections were at 95.33 percent. This is the fourth consecutive year averaging \$2,000,000,000 valuation of construction per year.

In 2001, 29,710 permits were issued for new residential and single-family permits, certificates of registration for roofs, siding, windows and decks, mechanical permits, commercial building permits and certificates of occupancy. One hundred fifty-five new contractor registrations for the trades of Electrical, HVAC, Hydronics, Plumbing and Refrigeration were issued. The Commercial Plans Examination Section reviewed 2,369 projects, up seven percent from the previous year.

The Zoning Office processed applications for commercial zoning clearance totaling 11,961,412 square feet of commercial construction of all types involving 483 separate projects and for 3,547 one- and two-family dwellings.

### OFFICE OF LAND MANAGEMENT

**Neighborhoods: Engage and promote strong, distinct and vibrant neighborhoods**

Land Bank Activity: Eleven abandoned boarded-up properties were rehabilitated and offered for sale and rent in 2001. This year the city acquired 23 vacant residential and commercial lots, 9 abandoned boarded-up structures, a 6.5 ac farm site and 2.79 ac residential tract for redevelopment. The first site consisting of four parcels, two businesses and a board-up was purchased for the future Rickenbacker-Woods Museum and Historical Park. Encumbered funds to clear the title on 100 vacant land parcels held in the land bank in order to sell them for redevelopment. Provided property management services for six residential rental units and two commercial properties.

Maintained an average of 200 parcels. Developed an acquisition plan for property assemblage opportunities. Evaluated several city-owned properties for redevelopment and issued asset management reports. Provided technical assistance and development of RFP's to Facilities and Council in rental of city-owned buildings by a service provider. Assisted non-profits in securing six options on land banked lots for potential tax credit housing projects. Entered into an MOU with Columbus Compact to bank properties they acquire for redevelopment.

Redevelopment Sites: Converted an old community swimming pool facility into a developable 1.5 ac site for residential housing. Negotiated and purchased a site for the Merion Village Pocket Park that will serve the neighborhood. Worked with Environmental Court to acquire several abandoned boarded-up residential structures. One of the properties acquired is considered the worst eyesore on Mound Street. Sold the last of four lots for the planned four infill housing project by Buckeye Youth.

**Customer Service: Provide quality and efficient service delivery to customers using best practices**

Developed a resource guide for our applicants updated an office brochure. Fielded calls and sent letters to over 250 people who had inquired about the HUD Good Neighbor Program (\$1 houses). Assisted 1100 walk-in customers inquiring about Land Bank properties and responded to an estimated 1600 calls.

Developed guiding principles and updated policies and procedures for acquiring and selling properties. Distributed over 1042 application packages for 15 structures offered for sale. Held 28 open houses for houses offered for rehab, assisting over 550 customers.

### NEIGHBORHOOD SERVICES DIVISION

**Neighborhoods: Engage and promote strong, distinct and vibrant neighborhoods**

In 2001, the Neighborhood Services Division was established and an Administrator was appointed and a flurry of activities and personnel transfers were completed.

Nineteen Community Liaisons were identified to provide direct customer service and technical assistance to all the civic associations, area commissions and block watch groups and neighborhood groups who fall within the 12 neighborhood service areas. The code enforcement section was redesigned to more closely match the 12 Neighborhood Service areas served by the Neighborhood Liaisons. Health Department personnel were transferred to Development to become Property Maintenance Inspectors.

Eight neighborhoods were toured in the 2001 Neighborhood Pride program. Pride and the Neighborhood Priorities Program were transferred to the Neighborhood Services Division.

The Building Enforcement Team (BET) was re-established with vice officers from safety and code enforcement officers from Neighborhood Services teaming up to close down crack houses.

More than 14,000 zoning, Housing, Building, graphics, code violations were issued in 2001.

**Customer Service: Provide quality and efficient service delivery to customers using “best practices”**

The Franklinton Pride Center coordinated the removal of weeds, solid waste and overgrowth on all residential railroad property bordering residential areas in Franklinton.

The Division received 474 requests for services through the main line at the Franklinton Pride Center in 2001. Requests included issues related to health, housing, code enforcement, police, fire, utilities, public service, social services and recreation and parks.

Franklinton Pride Center received 124 walk-in complaints from area residents, business and property owners in 2001.

#### **DOWNTOWN DEVELOPMENT OFFICE**

**Downtown Development: Develop a vibrant and thriving downtown that is recognized as an asset for the region**

2001 was another great year for downtown development. The Downtown Commission reviewed and approved 19 building projects including 495,000 square feet of new construction and 357,000 square feet of renovations. In addition, the Commission approved the construction of 3,140 new structured parking spaces, an eight-screen Arena District Cinema, and new signage for 14 buildings, including a giant video display screen overlooking Nationwide Boulevard. Staff approved another 25 small downtown new construction and renovation projects totaling 304,000 square feet.

The use of targeted economic development incentives resulted in several projects in 2001. Specifically, vitalizing the Community Reinvestment Area (CRA) program, tax incentives were offered to the developer of the Market Exchange District. The resulting \$20 million project will create over 100 new jobs and renovate seven existing buildings. In the Brewery District, Tax Increment Financing (TIF), the use of Enterprise Zone (EZ) and CRA will help support a \$112 million mixed-use redevelopment of vacant land in the district that will result in approximately 100 new jobs and 310 new residential units will be constructed.

Two TIF districts were established in the River District (formerly PenWest) to enable approximately \$14 million in future infrastructure improvements in this area of Downtown. These improvements in turn will support substantial commercial development including approximately 1000 new housing units. In the Downtown South District a 100%/15 year real estate tax abatement was provided to support construction of 100 new affordable housing units with supportive resident services.

**Customer Service: Provide quality and efficient service delivery to customers using best practices**

The Pre-Development Advisory Team was formed and is chaired by the Downtown Development Office. The team consists of senior staff from 14 City of Columbus divisions that are involved in the permitting of commercial and residential construction projects in Downtown. The team has been charged by the Mayor to facilitate the approval and permitting of Downtown projects and to create a customer-driven development process.

The Downtown Development Office, working closely with Capitol South, has helped establish a special improvement district comprised of private property owners who will assess themselves for specialized services within the district. Additionally, the partnership between Capitol South and the City has resulted in three new economic development programs: The Upstairs/Downtown Program which provides financial assistance for detailed code analysis work to developers considering upper floor housing opportunities in downtown buildings; the Façade Grant program which provides a grant up to \$22,500 to property owners who want to rehabilitate the exterior of their property; and finally, the Downtown Housing Initiatives Fund which gives residential developers in the Main Street corridor an “up front” subsidy on a per unit basis to make housing more affordable.

#### **ECONOMIC DEVELOPMENT DIVISION**

##### **Economic Development and Technology**

The Office of Business Assistance stimulated \$237.4 million in new business investment and impacted 7,594 jobs through negotiating tax incentives for business relocation or expansion in Columbus. The office developed and implemented First Source employment agreements to provide workers for client businesses.

OBA staff continued administrative functions and oversaw completion of the second phase of the Columbus Brownfield Redevelopment Program while securing a \$150,000 continuation Grant with the United States Environmental Protection Agency.

Staff authored legislation to provide income tax revenue sharing with school districts impacted by tax incentive projects and assisted in central city work force development through employment training and setting-up access to computer and Internet tools for employment and training information.

Staff developed legislation and coordinated loan agreements to establish the Urban Site Acquisition Loan Fund for City of Columbus acquisition of properties at Morse Road, Westedge, East Long Street, and Jeffrey Place.

The Office was responsible for coordinating a \$250,000 Columbus Coatings Southside Community grant to fund educational opportunities for local school children.

#### **OFFICE OF BUSINESS ASSISTANCE**

The Office of Business Assistance approved 60 loans and grants of more than \$4 million for expansion projects by local businesses. Nineteen percent of the loans and grants were invested in Neighborhood Commercial Revitalization (NCR) areas creating 80 new jobs and leveraging \$8.6 million in private investment.

#### **PLANNING DIVISION**

The Planning Division made significant contributions to each of the Columbus Covenant goals and many of the Strategic Opportunities initiatives in 2001.

**Customer Service: Provide Quality and Efficient Service Delivery Using “Best Practices”**

The Planning Division responded to 117 data requests from neighborhood organizations, city staff and non-profit organizations in 2001. The Columbus Infobase was expanded and improved and provided 17,959 unique visitors with direct access to meeting notices, capital improvement maps, Census 2000 data and adopted plans.

**Neighborhoods: Engage and Promote Strong, Distinct and Vibrant Neighborhoods**

In 2001 the Planning Division undertook a number of activities that contribute to the preservation and development of strong and vibrant neighborhoods. Significant planning activities included the completion of the Greater Hilltop Area Plan and the Northland Area Plan: Volume I, the initiation of planning activities in the North Central, Franklinton, Southside, Indianola Avenue and Grandview Avenue areas, the rezoning of Harrison West to enhance homeownership opportunities, and the placement of Urban Commercial Overlays on commercial corridors in the Italian Village, Harrison West and Franklinton neighborhoods.

In addition, the Planning Division completed a significant initiative in 2001 that will shape the future development of vibrant neighborhoods. After extensive stakeholder participation, the Planning Division completed the city's first Traditional Neighborhood Development code. Within the first few months of its adoption by City Council, four TND rezonings were filed with the Building Services Division, illustrating the acceptance of this new zoning tool.

The Planning Division also made significant contributions to the efforts of the department and our partner organizations in the community with respect to the Strategic Opportunities with the completion of blight studies of the Jeffrey and Nazarene sites, and the launching of the King-Lincoln Vision Plan.

**Safety: Enhance the Delivery of Safety Services**

The Planning Division supported the efforts of the Corps of Engineers and the Department of Public Utilities by providing design services for the West Scioto Floodwall.

**Economic Development and Technology: Provide an Atmosphere that Promotes Job Creation and Economic Growth in Existing and Emerging Industries**

The Planning Division played a coordinating role with the Morse Road strategic initiative. Staff drafted a zoning overlay, participated in the selection of an engineering firm and monitored design work, assisted with establishment of a tax increment financing district and provided financial assistance to the Northland Alliance.

In 2001 the Planning Division also completed the McKinley Avenue Corridor Plan and the Holtzman-Main Plan for these neighborhood employment districts.

**Education: Encourage and Promote Participation in Learning Opportunities**

The Planning Division supported and participated on the Steering and Advisory Committees for the Columbus Public Schools Facility Master Plan and provided data and mapping assistance to their consultant.

**Downtown Development – Develop a Vibrant and Thriving Downtown that is recognized as an asset for the region**

The Planning Division provided on-going staff support to the consultant team working on the Downtown Business Plan, took the lead with the development of a Modular Newsrack Program, and coordinated the Spring-Long Park planning with the Department of Recreation and Parks and the downtown consultants.

## PUBLIC UTILITIES DEPARTMENT 2001 ANNUAL REPORT

### DIVISION OF ELECTRICITY

The Division of Electricity was created in 1899 because city fathers decided it was less expensive for them to provide electricity for street lighting than it was to have a private company provide this service. This concept remains a sound one today as the division provides the majority of the funding for a neighborhood street lighting system of 44,153 lights. The division also maintains 4,105 freeway lights

Under the direction of Mayor Michael B. Coleman, the division made major strides toward reducing its exposure to a volatile purchase power market by entering into a contract with CMS marketing which features a fixed price for purchase power through 2005 with an option for another three years. The contract took effect January 1, 2001. The new contract allowed the division to maintain competitive electric rates for its 13,277 customers.

The division required a transfer from the special income tax fund to maintain competitive rates, but by the end of the year the transfer of approximately \$2 million was one-fourth of the projected transfer City Council approved at the beginning of the year. Revenue increases, coupled with significant cutbacks in expenses, helped reduce the division's reliance on the general fund. Improved billing practices, customer charges for line extensions and staff attrition helped also help reduce the anticipated S.I.T. transfer.

The division's system peak increased from 137.3 megawatts to 148.8 megawatts. System load increased from 826,651 megawatt hours to 845,891 megawatt hours, an increase of 2.33%. Key reasons for this increase were new customers added to our distribution system, increased use of electricity by existing customers and weather.

Electric operating receipts from the sale of electricity in 2001 were up significantly, by 7.65%. They increased from \$46,750,618 to \$50,327,924. Revenues from the sale of electricity came from sales to 9,520 residential, 2,821 commercial, 571 industrial and 374 customers in other categories such as security lights, etc.

Neighborhood security is the goal of the city's long-range lighting program, Project 2020. A typical example is Berwin East at James Road and Livingston Avenue where the neighborhood block watch organization lobbied for improved lighting. The Division of Electricity installed 152 new lights and upgraded another 106 lights. The project expense of \$231,000 is small compared with the increased safety and security for residents.

The 1,050 lights installed citywide in 2001 keeps Project 2020 on track toward the goal of lighting every neighborhood by the year 2020. The neighborhood assessment program continues to gain popularity as residents petition to have decorative lighting with underground wiring installed. Two such projects were completed; Eastmoor and Maize Manor/Norris Road. Between the two projects, 317 lights were added to the neighborhood lighting system.

Installations in new developments, both commercial and residential, added significantly to the street lighting program. Developers installed 420 lights in 43 different commercial and residential developments.

An important program designed to help inner-core areas with greater security added 56 lights. Urban Infrastructure Recovery Funds, a special fund established by City Council, added lights on Central Avenue, Fifth Avenue, King Avenue and the Four Corners area.

Major capital projects were completed in 2001, including construction of a new electrical substation at the Hap Cremean Water Plant off Morse Road. By the end of the year the division had energized the \$5.5 million facility and insured greater reliability for a major share of the city's water consumers. This new substation will also help the division add new customers and provide improved reliability for existing customers. Other major capital projects included modifications to the Jackson Pike substation, design of two dedicated circuits for the wastewater treatment plant at Jackson Pike and installation of a new primary service off S. High Street.

The common thread in this report on the reinvention of the Division of Electricity is improving customer service. All that we do to become more efficient, to improve system reliability and to maintain competitive pricing is meant to achieve superior customer service.

### DIVISION OF SEWERAGE AND DRAINAGE

The Division of Sewerage and Drainage, often referred to as the "Guardians of the Environment," is responsible for several key services including the treatment of wastewater from the City of Columbus and 22 contracted suburban communities in addition to the reduction of flooding throughout the City.

In 2001, the division continued to enhance engineering, maintenance and operational performance, while also focusing on customer service improvements.

Sanitary sewer customer rates were not raised for the fifth consecutive year. Committed to ensuring that Columbus customers receive the greatest value and service, the Kaizen best-in-class and continuous improvement training program continued with the assistance of DOSD's consultant, Oriel, Inc. A train-the-trainer class was completed and all training will move in-house in 2002.

The division's capital budget exceeded \$100,000,000, reflecting the division's commitment to the environment and improvement needs to infrastructure and Columbus neighborhoods.

The division typically invests in two areas: the collection system and treatment plant improvements. The largest investment in the sanitary sewer collection system over the next five-year planning period is the Big Walnut Augmentation/Rickenbacker Interceptor, estimated at \$200 million. This project will eventually provide service to unsewered areas of southeastern Franklin County and alleviate an overburdened sewer system in that area during wet weather. Several "trenchless" sewer rehabilitation projects and plans continued for older sewer systems such as in the Clintonville, downtown and German Village areas.

Other Capital Improvement Projects included construction of the \$18 million dollar multi-department Krumm Park area improvements, design plans began to alleviate long-standing neighborhood flooding issues in the Maize-Morse area, and the majority of the Clintonville Inflow and Infiltration Study was completed and presented to that community. The long-awaited Franklinton Floodwall, designed to protect the near west-side from flooding, was 70% percent complete and is scheduled for completion in 2003.

The division's efforts to improve wastewater treatment plant efficiency is ongoing, with continued installation of automated control technology while also improving treatment capabilities.

Columbus' sewer line inventories continued to grow, adding another 110 miles in 2001, for a system total of 4123 miles of sanitary, storm and combined sewers. Construction of new separate sanitary sewer lines to replace older combined systems continues to reduce the amount of combined sewer overflow points.

As the City of Columbus continues to grow, so does the demand for wastewater treatment. The daily average flow during 2001 at the Jackson Pike and Southerly Wastewater Treatment Plants combined was 160 million gallons per day. Ongoing plant upgrades and operational improvements help maintain Columbus' excellent record in regulatory compliance. The Jackson Pike WWTP received a Platinum Performance Award from the Association of Metropolitan Sewerage Agencies for five consecutive years of zero violations to the division's National Pollutant Discharge Elimination System (NPDES) wastewater treatment permit with the Ohio EPA. Southerly again received a Gold AMSA award and is expected to achieve the Platinum status in 2002.

To protect the wastewater treatment facilities and ultimately the water quality of the Scioto River, the Industrial Pretreatment Program tested 14,997 compliance parameters from 5667 samples. These samples were taken from 123 permitted industries, to ensure federal and state compliance.

The division's Stormwater Management Section continues to monitor water quality under the stormwater NPDES permit issued by the Ohio EPA. New inspection programs to monitor non-point runoff pollution and to protect water quality began under this permit. Plans were initiated to update the section's Stormwater Drainage Manual and a public meeting with various stakeholders was held. This project is part of the city's ongoing stormwater master planning activities.

A comprehensive non-point source water pollution public education program, "We All Live Downstream," was launched in 2001 to inform the public about their role in protecting water supplies. The program included literature distribution, television public service announcements, a new web page, phone hotline and a storm drain marking project using volunteers that included various youth and environmental groups.

The Sewer Maintenance Operations Center performed 17,172 customer work orders. Several customer service improvements were made including a new Sewer Maintenance Operations Center customer reply card, a new consolidated division phone menu system, and frequently requested forms were streamlined and made available on the division's web site. Sewer bills became payable on the Division of Water's new on-line payment system and the division began regularly contributing information to the Utility Update customer newsletter.

The division collected \$129,643,000 in revenues and expended \$131,574,000 in 2001.

#### **DIVISION OF WATER**

The Columbus Division of Water provides an ample supply of safe drinking water to 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. The Division delivered 52 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 1,060,000 the average per-capita consumption is 134 gallons per day. This consumption is below the national and regional averages for water utilities and reflects well on the conservation efforts of the community and the Division of Water.

Following Mayor Coleman's lead, the Division of Water continues to proactively enhance its performance for its customers, as well as its competitiveness within the drinking water industry. One example of the many initiatives of this nature being undertaken is the current Customer Service Center which is the result of merging of the Division of Water's Call Center, Public Office and Accounts Receivable sections into one operating unit. This enhancement to Customer Service and cost savings initiative originated with a voluntary cross training program which started in the Call Center and Accounts Receivable sections about 10 years ago. The Division's employee driven competitiveness effort modified and enhanced the cross training program and empowered the staff allowing for the merge of all three areas into one. Cooperation between employees, the Unions and management has been outstanding and the City of Columbus will see many benefits. Although the merge has only been complete less than one year, the efforts that have been put forth over the last three years have already produced good results. In 1999, the combined staffing for the three work areas was 75. Today, the staffing level is authorized at 67. This is an annual savings of about \$400,000.00. As the Division continues to train the Customer Service Representatives to review and produce bills, along with taking telephone calls and meeting with the public, it will see additional cost saving opportunities. The 2002 staffing level is 63. This will result in additional savings of \$200,000.00 annually.

In 2001, the average daily water pumpage was 142.60 million gallons (with no restrictions).

The Pitometer Water Waste Survey located 65 breaks in the distribution system while investigating 731 miles of pipeline. The repair of these breaks has reduced our underground leakage by 2.020 million gallons per day. The Main Line Repair Crews repaired a total of 592 breaks and repaired 1,612 damaged hydrants. The Cross-Connection Control and Backflow Prevention Program completed 48 surveys on new construction to assure the proper protection was in place. A total of 3,458 inspections for new construction, existing structures and backflow prevention surveys were completed by this activity. We now have 16,575 backflow prevention devices listed in our database where we record the installation records and monitor the required schedule.

There were 3,955 new service connection permits issued; 2,878 in Columbus and 1,077 issued in the suburban service areas. Sixty miles of waterline were added to the distribution system in 2001, bringing the total to 3,282 miles.

In 2001, the Division had 250,175 accounts. Customer Service Representatives answered 270,096 calls. Customer service representative in the Public Office assisted a total of 20,387 customers. The Public Office, Authorized Payment Agents and the City's Lock Box collected and processed \$176,741,045.00, of this \$1,486,881.00 was received at our Authorized Payment Agent locations.

The Division's Speakers Bureau responded to 36 requests from schools and local civic organizations. 1,193 students and adults toured the Dublin Road Water Plant and its educational exhibit.

The Public Information Office coordinated media correspondence and distributed news releases regarding leak detection, inside meter reading schedules, water conservation, water quality, and EPA notifications.

The Staff Support Services Group provided vital training to Division personnel. Programs and courses offered included personal and professional development, extraordinary customer relations, team building, enhanced writing skills, first aid and CPR, defensive driving, values and ethics, time management, and safety and health. In 2001, we had approximately 2,260 participants in 335 classes for an average of 4 classes per employee.

The Network Services Section maintained the connections of all of the Division's workstations through a Windows NT network. These systems provide integrated communications between the Division's nine locations and to every other City division.

The Division of Water continues to be financially sound. In 2001, the Division began the year with a cash balance of \$33,117,167. During the year the Division had receipts totaling \$99,864,809, yielding total available resources of \$132,981,976. Disbursements totaled \$100,614,345, leaving an ending cash balance of \$32,367,631. An additional \$19,930,298 was encumbered, leaving the Division with an unencumbered cash balance of \$12,437,333. In addition the \$757,870 of Capital Projects were certified against the Reserves bring the total unencumbered cash balance to \$11,679,463 as of December 31, 2001.

The Division of Water will continue to provide an adequate supply of safe drinking water, a life sustaining resource for the well-being and economic vitality of the community, and will continue to be a recognized leader in providing quality service.

**BOARD OF WELLFIELD PROTECTION APPEALS**

**Purpose:** To report the actions of the Board of Wellfield Protection Appeals for the preceding calendar year. This report must be made in explicate pursuant to Section 121.03 of the Columbus City Codes and submitted to City Council no later than the thirty-first day of March.

**Actions:** I. A meeting was called on March 21, 2001 to review and approve the 2000 annual report for the Board of Wellfield Protection Appeals. A vote was taken and the report was accepted, as written. The City Clerk's office received and time stamped this report on March 27, 2001.

A. Mr. Robert Adams succeeded Frank Schwartz as Chairperson of the Board. Mr. Keith Williams was nominated and approved as Vice-Chairperson.

B. Several sample appeals documents were presented to the Board as hypothetical examples of an appeals process.

II. A meeting was called on September 26, 2001 in order to conduct required meeting activities. No actions or rulings performed at this time.

**THE TRUSTEES OF THE SINKING FUND  
2001 ANNUAL REPORT**

Submitted herewith is the Report of the Trustees of the Sinking Fund of the City of Columbus, Ohio, for the year ended December 31, 2001. This report includes all debt transactions under our jurisdiction undertaken by the City during 2001. The entries contained within this report have been found to be in balance with the accounts of the City Auditor.

OFFICERS AND STAFF		TERM EXPIRES
President	John J. Rothrock	January 31, 2003
Vice President	Kathleen A. Chapin	January 31, 2002
Trustee	Valarie J. McDaniel	January 31, 2004
Trustee	Mark J. Howard	January 31, 2005
Executive Secretary	David J. Irwin	
Deputy Administrator	Tamara R. Athey	
Administrative Assistant	Cecelia J. DiPasquale	

Debt service on General Obligation indebtedness issued prior to July 1, 1983 is payable at the Office of the City Treasurer of the City of Columbus, Ohio, exclusively. The Office of the Trustees of the Sinking Fund is the transfer agent for these issues. General Obligation indebtedness issued after June 30, 1983, is in book entry 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, with the exception of Tax Increment Financing Bond, Series 1999 and Adjustable Rate Tax Increment Financing Bond (issued in 2001), 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.

**GENERAL OBLIGATION DEBT**

General City Bonds and Notes	
Rate %	Amount
Bonds - 3.500 to 12.375	1,323,145,000
Mortgage Revenue Notes - 6.630	88,080
<b>TOTAL</b>	<b>1,323,233,080</b>

Assessment Bonds and Notes	
Rate %	Amount
Bonds - 4.500 to 6.250	1,927,239
Notes - 4.46 to 5.900	1,830,000
<b>TOTAL</b>	<b>3,757,239</b>

Non-Enterprise Revenue Debt	
Rate %	Amount
Bonds - 4.150 to 5.300	30,050,000
Bonds (TIF) - Adj. Rate	4,000,000
<b>TOTAL</b>	<b>34,050,000</b>

<b>TOTAL GENERAL OBLIGATION DEBT</b>	
General	1,323,233,080
Assessment	3,757,239
Non-Enterprise	34,050,000
OPWC Loans	3,916,975
<b>TOTAL</b>	<b>1,364,957,294</b>
Net Sinking Fund Assets	1,341,914
<b>NET GENERAL OBLIGATION DEBT</b>	<b>1,363,615,380</b>

**OTHER DEBT (Not Sinking Fund Jurisdiction)**

<b>REVENUE DEBT (Administrator-City Auditor)</b>	<b>AMOUNT</b>
Electricity	0
Water	53,185,000
Sewer	134,920,000
<b>TOTAL</b>	<b>188,105,000</b>

<b>OPWC LOANS (Administrator-City Auditor)</b>	
Included in G.O. Debt	3,916,975

<b>REFUNDED DEBT (Administrator-City Auditor)</b>	
<b>Issue</b>	<b>Trustee</b>
Various Purpose 03-89 and 06-91	Chase Manhattan Bank
Sewer No. 26	Chase Manhattan Bank and Huntington National Bank
Various Purpose 07-89, 11-91, 03-92, 07-92, 11-92 and 05-94	Huntington National Bank

<b>PUBLIC LIBRARY REVENUE BONDS</b>	<b>(Administrator-Columbus Metropolitan Library)</b>
Worthington Branch	1,540,000

**BONDS, NOTES & LOANS ISSUED AND RETIRED DURING 2001**

	<b>General Obligation</b>	<b>Assessment</b>	<b>Revenue (Ent &amp; Non-Ent)</b>	<b>TOTAL</b>
<b>ISSUED</b>				
Bonds	182,205,000	412,763	4,000,000	186,617,763
Notes	3,060,000	1,123,600		4,183,600
Loans	31,565			31,565
<b>Total</b>	<b>185,296,565</b>	<b>1,536,363</b>	<b>4,000,000</b>	<b>190,832,928</b>
<b>RETIRED</b>				
Bonds	127,217,000	294,333	58,000,000	185,511,333
Notes	3,060,000	834,900		3,894,900
Mortgage Rev. Notes	28,915			28,915
Loans	248,521			248,521
<b>Total</b>	<b>130,554,436</b>	<b>1,129,233</b>	<b>58,000,000</b>	<b>189,683,669</b>
Increase/(Decrease) in debt	54,742,129	407,130	-54,000,000	1,149,258

Total Debt in December 31, 2000	1,551,913,035
Issued 2001	190,832,928
Retired 2001	189,683,669
Total Debt December 31, 2001	1,553,062,293

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, 2001

	<b>General City</b>	<b>Assessment</b>	<b>Trust Funds</b>	<b>Total</b>
Balance Jan 01	2,700,074.90	55,615.85	474,435.28	3,230,126.03
Receipts	195,701,492.84	968,849.91	21,092.43	196,691,435.18
<b>SUBTOTAL</b>	<b>198,401,567.74</b>	<b>1,024,465.76</b>	<b>495,527.71</b>	<b>199,921,561.21</b>
Disbursements	195,614,119.34	982,730.61	0.00	196,596,849.95
<b>Balance Dec 31</b>	<b>2,787,448.40</b>	<b>41,735.15</b>	<b>495,527.71</b>	<b>3,324,711.26</b>
Encumbered	1,413,648.88	128.12	495,527.71	1,909,304.71
Unencumbered	1,373,799.52	41,607.03	0.00	1,415,406.55
<b>TOTAL</b>	<b>2,787,448.40</b>	<b>41,735.15</b>	<b>495,527.71</b>	<b>3,324,711.26</b>

**STATEMENT OF RECEIPTS AND DISBURSEMENTS**  
**Year Ended December 31, 2001**

	General City	Assessment Fund	Trust Funds	Total
<b>RECEIPTS</b>				
<b>Assessment</b>				
Taxes Collected		99,514.05		99,514.05
Note Principal		834,900.00		834,900.00
Note Interest		34,435.86		34,435.86
<b>Mortgage Revenue Note</b>				
Debt Service				
Note Principal	28,915.47			28,915.47
Note Interest	6,859.23			6,859.23
<b>Non-Enterprise Rev (TIF)</b>				
Bond Debt Service				
Bond Principal	0.00			0.00
Bond Interest	1,530,463.97			1,530,463.97
<b>Division of Income Tax</b>				
Bond Debt Service				
Requirements				
Fixed Rate	100,569,070.35			100,569,070.35
Variable Rate	4,294,905.03			4,294,905.03
<b>Division of Electricity</b>				
Bond Debt Service				
Requirements				
Fixed Rate	9,263,668.33			9,263,668.33
Variable Rate	1,138,175.49			1,138,175.49
Paying Agency Fees	2,444.36			2,444.36
<b>Division of Water</b>				
Bond Debt Service				
Requirements				
Fixed Rate	24,864,338.99			24,864,338.99
Variable Rate	4,495,897.32			4,495,897.32
<b>Division of Airports</b>				
Bond Debt Service				
Requirements	17,789,773.44			17,789,773.44
<b>Division of Sewers</b>				
Bond Debt Service				
Requirements	31,568,799.53			31,568,799.53
Investment Interest	148,181.33		21,092.43	169,273.76
<b>TOTAL RECEIPTS</b>	<b>195,701,492.84</b>	<b>968,849.91</b>	<b>21,092.43</b>	<b>196,691,435.18</b>
<b>DISBURSEMENTS</b>				
<b>Division of Income Tax</b>				
Bonds Redeemed				
Limited Tax	22,841,900.00			22,841,900.00
Unlimited Tax	40,119,035.00			40,119,035.00
Limited Tax-Income Tax	1,025,000.00			1,025,000.00
<b>Division of Electricity</b>				
Bonds Redeemed				
Limited Tax	4,320,000.00			4,320,000.00
Unlimited Tax	3,465,000.00			3,465,000.00
Assessment	147,036.00			147,036.00
Paying Agency Fees	2,444.36			2,444.36
Trust Refunds			0.00	0.00
<b>Division of Water</b>				
Bonds Redeemed				
Limited Tax	6,280,100.00			6,280,100.00
Unlimited Tax	12,504,165.00			12,504,165.00
<b>Division of Airports</b>				
Bonds Redeemed				
Limited Tax	6,820,000.00			6,820,000.00
Unlimited Tax	9,370,000.00			9,370,000.00
<b>Division of Sewers</b>				
Bonds Redeemed				

Limited Tax	4,496,000.00			4,496,000.00
Unlimited Tax	15,881,800.00			15,881,800.00
Assessments	53,797.00			53,797.00
<b>G.O. Bond Interest</b>				
Fixed Rate	63,974,726.45			63,974,726.45
Variable Rate	2,588,977.84			2,588,977.84
<b>Assessments</b>				
Bonds Redeemed		93,500.00		93,500.00
Bond Interest		19,894.75		19,894.75
Notes Redeemed		834,900.00		834,900.00
Note Interest		34,435.86		34,435.86
<b>Mortgage Revenue Note</b>				
Principal Paid	28,915.47			28,915.47
Note Interest	6,859.23			6,859.23
<b>Non-Enterprise Rev (TIF) Bond</b>				
Principal Paid	0.00			0.00
Bond Interest	1,530,463.97			1,530,463.97
<b>Administrative Expenses</b>				
Personal Services	152,879.54			152,879.54
Materials & Supplies	252.28			252.28
Contractual Services	4,067.20			4,067.20
Capital Outlay	700.00			700.00
<b>TOTAL DISBURSEMENTS</b>	<b>195,614,119.34</b>	<b>982,730.61</b>	<b>0.00</b>	<b>195,596,849.94</b>
<b>TOTAL RECEIPTS OVER / (UNDER) DISBURSEMENTS</b>	<b>87,373.50</b>	<b>-13,880.70</b>	<b>21,092.43</b>	<b>94,585.23</b>

## FRANKLIN COUNTY MUNICIPAL COURT CLERK 2001 ANNUAL REPORT

### **Paul M. Herbert, Municipal Court Clerk**

645-7657

The Franklin County Municipal Court operates under state law and has county-wide jurisdiction. The Municipal Court Clerk is responsible for the processing and safekeeping of court records and court funds. These responsibilities are a constant challenge, especially since the Franklin County Municipal Court is the busiest of its kind in the State of Ohio. The Clerk's Office serves the court's fifteen (15) judges, six (6) magistrates, and numerous internal and external stakeholders throughout the County and the State, to help deliver an efficient and accurate judicial system to the community.

The Clerk maintains the records of all civil, criminal, environmental and traffic cases. Some of the daily tasks performed include: processing journals, records, bonds, and legal filings belonging to the court; maintaining records for public inspection; issuing, and signing of writs; processing summons, subpoenas, and various papers of the court; accepting and processing cash, surety, appearance, and recognizance bonds; accepting affidavits, motions, and other legal documents for filing.

The Clerk is responsible for collecting all fines, court costs, fees, bails, and other monies, as well as for issuing receipts and distributing the collected funds. In 2001, the Clerk processed in excess of 32 million dollars. These dollars were distributed to the State, County, and various cities and municipalities throughout the County, as well as to the Victims of Crime Fund, the Public Defender and Legal Aid Funds, Law Enforcement and Education (D.U.I.) Funds, Law Library Fund, Child Restraint Law Fund, and the Seat Belt Safety Fund, to name a few.

### **ADMINISTRATION**

The Administration Department ensures a smooth operation of the seven (7) other departments of the Municipal Court Clerk's office by preparing, submitting, and tracking the Clerk's annual budgets; interviewing, evaluating, and hiring all deputy clerks; providing training and job enrichment opportunities to all levels of personnel; purchasing, and maintaining repair of all equipment; managing personnel matters; maintaining payroll records; and directing the Office of Information Systems.

The Administration Department is also responsible for overseeing legal compliance with applicable statutes, rules and case law; preparing statistical reports required by law; planning, developing and implementing programs and policies to improve the efficiency of the office; reviewing and referring cases to the appropriate authorities for collection proceedings; and evaluating, investigating and responding to inquires by the public.

### **ACCOUNTING/FINANCE DEPARTMENT**

General Information 645-6121

The Accounting/Finance Department is responsible for the collection and accounting of all fines, court costs, fees, and bail for criminal, environmental, and traffic charges filed in the Franklin County Municipal Court. This department is also responsible for accepting and disbursing all Civil Department funds paid to the Court for costs and fees, as well as judgment and garnishment amounts. The distribution of collected funds involves not only the payment to the appropriate parties, but also release to individuals in satisfaction of judgments, attachments, garnishments and executions. Additionally, the Accounting/Finance Department administers the following subdivisions: Time Payment Program, wherein a defendant may be permitted to pay fines and court costs in monthly installments instead of the entire amount at one time; Drive-Thru Window, where payment of violations may be made when a court appearance is not required; Trusteeship, which gives aid to individuals heavily in debt by collecting a percentage of the debtor's wages, then disbursing these funds to consenting creditors; and Rent Escrow, where a tenant with complaints regarding housing conditions may deposit rent due into an escrow account until the matter is resolved.

The Accounting/Finance Department also prepares receipts for all monies collected; distributes all funds to the proper political subdivisions, and parties; and makes a general accounting of all monies received and disbursed in the Clerk's Office.

In 2001, this division received \$32,377,350.73 and made disbursements of \$31,800,059.49. A total of \$11,788,584.52 was paid into the City of Columbus General Fund.

### **CIVIL DEPARTMENT**

General Information 645-7220

The Civil Department of the Municipal Court Clerk is responsible for accepting, docketing, and maintaining all records for every pleading and motion filed in each civil case over which the Franklin County Municipal Court has jurisdiction. The court has monetary jurisdiction in civil disputes where the amount in controversy does not exceed \$15,000.00. The subject matter of this civil jurisdiction includes actions in contract, accounts, notes, personal injury, property damage, forcible entry and detainer, replevin, attachment and civil environmental requests for injunctive relief. This court also has jurisdiction over small claims cases, and appeals from determinations by the Ohio Bureau of Motor Vehicles for twelve point accumulation suspensions, the Columbus Parking Violations Bureau and appeals of administrative decisions.

In 2001, the department processed all attendant paperwork in 49,185 new cases and 340,398 ancillary proceedings.

### **COMMUNICATIONS CENTER**

General Information 645-3855

[www.fmcclerk.com](http://www.fmcclerk.com)

The Communications Center was created in 1999 to further promote ongoing communications and delivery of excellent public service to the general public, law enforcement agencies, attorneys, court personnel, other courts, and governmental entities. In that effort, the Communications Center was appropriated the following responsibilities: opening, logging, and processing of all mail for the Clerk's Office, which includes the Civil Department, the Criminal/Traffic Department and Traffic Violations Bureau, accepting and processing all traffic and criminal fax correspondence including case payments, filings and public record requests, accepting and processing payments transmitted through the Clerk's Office website on the Internet, preparing traffic and criminal cases for the Accounting/Finance Department to accept payment, returning traffic and criminal payments which are inaccurate, processing applications for the expungement of records

and maintaining and securing records ordered expunged, and responding to public record requests pertaining to the status and disposition of cases.

#### **CRIMINAL/TRAFFIC DEPARTMENT**

General Information 645-8186

The court has jurisdiction over criminal misdemeanors and traffic violations of state law and city ordinances committed within Franklin County and the corporation limits of the City of Columbus. This includes minor misdemeanors and traffic citations where a court appearance is not required. The court also holds preliminary hearings on all felony arrests in the County. Arrests in Franklin County by Columbus Police, Ohio State Highway Patrol, Franklin County Sheriff, and other law enforcement agencies are processed through the Criminal/Traffic Department.

The Criminal/Traffic Department is also responsible for processing and accurately reporting all applicable records to the Ohio Bureau of Motor Vehicles.

The Criminal/Traffic Department is open to the public twenty-four (24) hours a day, including weekends and holidays. In 2001, the department processed 261,374 criminal, traffic, and environmental charges.

#### **ENVIRONMENTAL DIVISION**

General Information 645-6417

The Environmental Division of the court began operations in January of 1992. This division has exclusive jurisdiction over criminal and civil actions to enforce building, housing, health, or safety codes applicable to premises intended for use as a place of human habitation. As in the court's general division, the Clerk's Office serves this division by performing tasks associated with case and financial management. A deputy clerk is assigned to the arraignment sessions and maintains the arraignment dockets for this unique and vital division.

In 2001, 7,381 new environmental-type cases were filed.

#### **OFFICE OF INFORMATION SERVICES**

Help Desk 645-7421

The Office of Information Services (OIS) is responsible for the management, security, maintenance and enhancement of all computer systems for the Clerk and Court. The municipal court operates in a stand-alone client server environment. This includes a LAN, multiple servers and nearly 500 users. Additionally, OIS must support the court's software application, as well as a robust Internet facility. The Office of Information Services continues to develop the use of new technology to transform old methods and outdated technology into new and efficient ways of conducting business.

#### **TRAFFIC VIOLATIONS BUREAU**

General Information 645-8166

The Traffic Violations Bureau keeps records of, and processes all, traffic citations issued by the Columbus Division of Police, the Ohio State Highway Patrol, Franklin County Sheriff, the Ohio State University Police, Port Columbus Police, eight (8) Franklin County Townships, and other municipal law enforcement agencies when a court appearance by the defendant is not required by law.

In 2001, a total of 170,877 traffic citations were processed by the Traffic Violations Bureau. In addition, a total of 81,847 telephone inquires were answered.

## FRANKLIN COUNTY MUNICIPAL COURT JUDGES 2001 ANNUAL REPORT

### JUDGES

The Franklin County Municipal Court has fourteen judges in the General Division and one judge in the Environmental Division. Judges are elected on a nonpartisan ballot to serve a six year term of office. Judges must be attorneys and are required to have practiced law for a minimum of six years prior to becoming judges. The judges elect annually one of their peers to the position of Administrative and Presiding Judge. Judges bring a variety of experiences and philosophies to the Bench. All have been sworn to do justice in individual cases and to ensure that the proceedings before them are conducted in a fair and impartial manner and in accordance with law. A Visiting Judge is necessary in certain emergency situations.

The judges process both criminal and traffic cases, and when necessary, conduct both jury and non-jury trials. In jury trials, judges interpret the law and the jury determines factual matters. In non-jury trials, by far the more common, judges have the dual role of interpreting the law and determining the facts. The judges conduct criminal arraignments, preliminary hearings on felony cases, set bond on all criminal charges and issue search warrants. When a defendant is found guilty, the judge has the serious responsibility of imposing an appropriate sentence. The judges also hear civil cases where the amount in dispute does not exceed \$15,000.00, exclusive of interest and costs, and small claims cases, that are transferred from the Small Claims Division to the regular docket of the Court, where the amount in dispute does not exceed \$3,000.00, exclusive of interest and costs. Civil marriage ceremonies are performed by appointment only.

There is a one-judge Environmental Division. It does some of the same work as that of the judges of the General Division. However, only the Environmental Division Judge hears housing and building code cases as well as health, sanitation, fire, safety, air pollution and zoning matters. The Environmental Division Judge has additional injunctive powers to assist in resolving environment problems, which affect the community.

The geographic jurisdiction of the Court is all of Franklin County, which has a population of over one million, and those portions of the City of Columbus that extend beyond the boundaries of Franklin County.

### MAGISTRATES

Magistrates are attorneys appointed by the Court who are empowered to hear a variety of cases such as evictions; damage hearings on defaults, prejudgment and post-judgment attachment proceedings; trusteeships; judgment debtor hearings; small claims cases, certain appeals from the Bureau of Motor Vehicles; traffic arraignments; parking violation appeals and applications for release of rent. Effective July 1, 2000, the Ohio Rules of Criminal Procedure were amended to expand substantially the authority of magistrates to handle criminal cases referred by the Court. There are also civil jury trials being referred.

### LEGAL RESEARCH

The legal research department has the following responsibilities: researching and drafting memoranda on any legal problems submitted to the court; maintaining the law library; reviewing all new case law from the Tenth District Court of Appeals and the Ohio and United States Supreme Courts to insure compliance with the decisions; reviewing pending legislation which affects the court; advising the judges and department heads regarding new legal developments and applications of current law to court procedures; maintaining and updating local court rules; supervising law clerks; and providing the court with computerized legal research.

### COURT ADMINISTRATION

Court Administration is under the general direction of the Bench, and through the Administrative Judge, it is the vehicle by which the nonjudicial policies of the Court are carried out on a daily basis, thereby relieving the judges from day-to-day administrative responsibilities so that they can concentrate on their judicial responsibilities. The judges determine policy and Court Administration implements their policy and recommends ways to improve and promote the effective functioning of the Court system. Court Administration is responsible for the administration, management and supervision of all support services of the Court. Court Administration encompasses the following primary responsibilities: personnel management; fiscal management; purchasing; liaison with other courts, governmental entities and private agencies; public information and report management; records management; secretariat services; office space and equipment management; Settlement Week Program; appointment of both language and deaf interpreters; appointment of counsel for indigent defendants; security planning, implementation and management; and special investigations and projects. Secondary responsibilities involve jury management and calendar management. Units within Court Administration include Court Investigation, the Volunteer Services Program, the Vehicle Immobilization Program, the Court Security Program and Spanish Interpretation. The cost of maintaining the Judiciary and its departments was \$11,693,801.00.

### COURT SECURITY PROGRAM

The Court Security Program was established to comply with the Ohio Supreme Court's Security Standards. The purpose was to establish a safe environment in the Courthouse for elected officials, court employees, case participants and the visiting public. Most of the Court's Security Staff have been trained by the (OPOTA) Ohio Peace Officer Training Academy and certified by the (OPOTC) Ohio Peace Officer Training Council or qualified through Military Police Academies and other state or federal law enforcement agencies.

Court Security Officers, who man the screening ports at all the ingress points, are required to screen all persons requesting entry into the Courthouse. Unlike other Courthouses, the Franklin County Municipal Courthouse is unique in that all ingress points are equipped with magnetometers and cabinet radiography units. There are twenty-five closed circuit television cameras located in strategic areas to provide effective surveillance and deterrence to crime. Additionally, there are one hundred thirty-eight duress alarms located throughout the Courthouse for emergencies. During an average week, over twenty thousand persons are screened and over three hundred and fifty prohibited items are retained.

There is a requirement to report all incidents to the Supreme Court of Ohio on an annual basis. This requires the Court to prepare official incident reports on a myriad of problems encountered in the Courthouse on a daily basis. During an average week, there are reportable incidents ranging from attempts to introduce illegal weapons and contraband, personal illness and injuries, to incidents involving individual altercations. The Court Security Program continually reviews the twelve Supreme Court of Ohio Security Standards and assesses their vulnerability and other critical factors in order to design and implement appropriate countermeasures for a safe and secure Courthouse.

### **SPANISH INTERPRETATION**

Two part-time Spanish interpreters are utilized to meet the growing needs of Spanish speaking people in this community. This position provides a significant savings to the city and further provides improved services to the Court, its clients and the community. The interpreters translate between the Spanish and English languages providing both oral and written translations. This service is available upon request for courtroom proceedings, related court events, for communication between the probation department and its clients and, on occasion, for mandated programs ordered by the Court. The caseload has increased from 2,100 in 1999, to 4,100 in 2000 and to 6,471 in 2001.

### **COURT INVESTIGATION**

Court Investigation, a component of Court Administration, is an arm of the court that assists defendants in their attempt to obtain relief in the following areas: extension to pay a fine and court costs; extension of time for enforcement of days in the Franklin County Correction Center; 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; continuance of a court date; placement into the Time Payment Program; release of impounded vehicle; and request by a family member for early release of defendant from incarceration due to a family emergency or an employment crisis. These defendants must be served and processed or it could result in their violation of a court order, scheduling of additional court hearings, confinement in jail, which is costly to everyone concerned, and additional clerical work by many other departments in the criminal justice system. This unit processed 16,212 inquires.

### **VOLUNTEER SERVICES PROGRAM**

The Volunteer Services Program was developed to augment and enhance service to the court, its clients and the community. Volunteers offer a diverse background of education, experience and age. The court performs ongoing assessments to determine potential volunteer utilization. Depending upon need, skill levels and availability, volunteers may be utilized as mediators in Small Claims Court, bailiff assistants, case aides in the Probation Department or in various clerical positions. In addition, high school and college internships are coordinated through this program. Seventeen (17) volunteers served in various positions. The volunteer staff provided a total of 2,557.25 hours of service at a cost savings of \$38,026.30.

### **VEHICLE IMMOBILIZATION PROGRAM**

State law mandates the immobilization or criminal forfeiture of a vehicle operated by a defendant who is convicted of the following offenses: repeat OMVI offenses (which must be tried in a municipal court), driving under court ordered suspension, driving under FRA suspension and wrongful use of a vehicle. Vehicles are immobilized by a steering wheel locking device. The coordinator of this program is responsible for implementing the Judges' orders involving the release or immobilization of the vehicle involved in the above offenses, for creating and maintaining necessary files and forms to track compliance, and for accumulating statistical data. This program, with the cooperation and assistance of all law enforcement agencies in the county, will facilitate enforcement of vehicle immobilization orders and verify compliance.

The activities of the program involve considerable interface with the judges, bailiffs, probation department, the clerk's office, bureau of motor vehicles, attorneys, defendants and vehicle owners.

In 2001, there were 7,821 driving under suspension cases processed by the court. In a high percentage of these cases, the court was required to either issue an order to release the vehicle or order the immobilization of the vehicle. There were 5,228 OMVI cases processed by the court. Approximately one half of these cases were 1<sup>st</sup> offense cases which did not require action by the program. The remaining cases involved action by the court to either release the vehicle or to order the immobilization of the vehicle.

### **COURTROOM BAILIFFS**

Section 1901.32(B) of the O.R.C. entitles each judge to a courtroom bailiff. Without a bailiff, case activity could not be processed as required by law. Courtroom bailiffs coordinate activities in the courtrooms of the judges and magistrates. Their many responsibilities are widely distributed between court administration, the assignment office, the clerk's office, the court reporters office, the jury commissioner's office, the jail, special courtroom sessions, the department of probation services, the vehicle immobilization program, the bureau of motor vehicles, Netcare and the Twin Valley Psychiatric System. In addition to courtroom control, bailiffs schedule cases, provide docket management, and provide information to the public regarding the status of pending cases. Bailiffs utilize computer technology in the courtroom to reduce the duplication of paper throughout the court system and act as liaison between their assigned judge, attorneys, court personnel and the general public.

### **ASSIGNMENT OFFICE**

The Assignment Office controls the case-flow management of a case immediately upon its input into the computer. The office is responsible for making individual case assignments to the judges in a random order for criminal and traffic cases when a not guilty plea has been entered in arraignment, and for civil cases when an answer or motion has been filed. When a defendant already has a criminal or traffic case assigned to a particular judge, any new criminal or traffic cases of the defendant will be assigned in accordance with the single assignment criteria. The office is further responsible for preparing individual judges' courtsheets and boardsheets; notifying plaintiffs, defendants, prosecutors, attorneys and suburban solicitors of all court hearings; scheduling and maintaining an up-to-date computer status of all active cases assigned to judges; and processing all motions and pleadings to the judges for review.

### **COURT REPORTERS**

The services provided by the court reporters include making a verbatim record of all court proceedings, reading back any portion or all of any court proceedings at the request of counsel or the court, preparing a verbatim transcript from a record of court proceedings at the request of counsel, parties or the court and maintaining records on court exhibits. Section 1901.33 O.R.C. entitles the court to official court reporters.

### **JURY COMMISSIONER'S OFFICE**

The duties of the jury commissioner are to implement and maintain compliance with the Jury Use and Management Plan adopted on June 15, 1994 by the Ohio Supreme Court and the Franklin County Municipal Court. This office makes projections based on past years in determining summons issuance, projected attendance percentages, undeliverables, and failure to appear percentages. These projections, as well as all other courtroom required paperwork, are accomplished on JURY +, a jury management software program. The Jury Commissioner also maintains and updates all data on jurors in service, and maintains all records on jurors in completed status.

Other duties include summoning citizens to server as jurors, excusing jurors from duty in those cases not referred to the Administrative Judge, postponing and rescheduling jury service for those whose appearance on the summons date would cause undue hardship, maintaining the proper number of jurors required, selecting at random the jurors to be assigned to a case when a jury panel is requested, providing appropriate information about prospective jurors to the court and counsel, and preparing the jury payroll. Jury service

is limited to two weeks, and jurors are paid \$12.00 per day. This office assumes total responsibility for the welfare, comfort and morale of jurors during their tour of duty. One thousand five hundred and thirty-nine (1,539) jurors were in attendance for service.

#### **SERVICE BAILIFFS**

This department assists litigants and attorneys by the efficient handling and delivery of court documents and the timely enforcement of judgment remedies. Service bailiffs serve summonses for civil, forcible entry and detainer, criminal, traffic and judgment debtor cases. They also serve complaints, subpoenas, and enforce replevins, executions, orders of attachment and garnishments, plus maintain records on all of the aforementioned service. This department is further responsible for serving writs of restitution and handling evictions or set-outs. Without proper process of service, cases cannot proceed to trial.

Service bailiffs recover property from defendants and collect monetary awards as a result of judgments won by plaintiffs. Personal property recovered is sold at bailiff's sale, subject to prior liens. Order of attachment property is seized and held by bailiff or plaintiff pending further order of the court. Bailiffs further enforce judgments by serving garnishment of wages and attachment of bank accounts.

In replevin actions, property is seized and returned to the rightful owner. Service bailiffs must make themselves available seven days per week, up to 18 hours each day. This department served 56,628 documents and handled 1,625 set-outs.

#### **THE SMALL CLAIMS DIVISION**

Section 1925.10 of the O.R.C. mandates the establishment of a Small Claims Division within each of Ohio's municipal and county courts. The Small Claims Division provides a more informal forum in which individuals may pursue claims for money in an amount not to exceed \$3,000.00. Each case is scheduled for trial within 40 days of filing. Forms are provided, as well as assistance, to individuals who wish to file claims, motions, and writs of execution. This office further provides support to the magistrates' who hear small claims cases. Such support includes computerized initiation, individual assignment, and scheduling and rescheduling of cases as needed, termination, preparation of the magistrates' daily dockets, processing miscellaneous motions, and management of other relevant documents.

Approximately 10,000 cases are filed annually. A filing fee of \$50.00 is required. Since few litigants retain attorneys, the office endeavors to provide guidance to those who need it. Toward this effort, the court has established a 24-hour "Information Line" through which callers may access information on a variety of procedures. In addition, the court publishes and distributes at no charge a 28-page illustrated manual entitled "Collecting Your Judgment", to successful judgment creditors. There were 10,234 cases filed.

#### **THE DISPUTE RESOLUTION PROGRAM**

This program provides mediation services as an alternative means to resolve disputes between citizens that might otherwise require litigation. Mediation is a process in which a neutral third party, a mediator, intercedes to facilitate communication between the disputants. Unlike litigation, mediation does not require the production of probative evidence, nor is any judgment imposed upon any party. Disputes resolved in mediation not only result in great savings to the court, but also to the parties as well. Mediators who serve in this program are chiefly law students and community volunteers who have received specialized training. This program is extremely cost effective. Expenses are confined to mailing costs. Mediations are conducted on Thursday evenings as well as during regular court hours. There were 5,274 mediations scheduled.

#### **DEPARTMENT OF PROBATION SERVICES**

##### **SUPERVISION UNIT**

Probation is an effective, cost-efficient sentencing alternative for judges. Supervised probationers are required to pay fines and court costs, make restitution to victims and complete counseling. They must also abide by the law, report as directed, and attempt to maintain employment. Approximately 90% of all probationers serve probation without being revoked, thereby avoiding jail sentences at taxpayers expense. Total cases supervised were 12,187.

##### **INVESTIGATION UNIT**

In order to promote effective sentencing, this Unit performs in-depth investigations of defendants for the purpose of providing accurate information to the court by means of presentence investigations, postsentence investigations, record checks, expungements and sealing of record reports.

A presentence investigation is a written report into a defendant's background following a finding of guilt, but prior to sentencing. This extensive report includes an investigation of the defendant's prior record of arrests and convictions, information concerning the defendant's social and family history, physical and mental well being, and education and employment history. It further includes a version of the incident by both the defendant and the prosecuting witness. The investigating probation officer may make a recommendation for sentence to the judge. Total investigations completed were 476.

A postsentence investigation includes the same detailed information as a presentence investigation but is conducted after sentencing when other circumstances have surfaced in the case. The information in the postsentence report assists the judge in determining whether a modification should be made to the original sentence.

A record check is a brief investigation into the defendant's prior arrests and contacts with criminal justice agencies.

A "first offender" defendant who has been convicted of a criminal misdemeanor offense must wait one year from the completion of the sentence before making application to have a criminal conviction officially removed from his/her record. A filing fee of \$50.00 must be paid before the application can be processed. The defendant is interviewed by an investigative officer and a background report is prepared and submitted to the judge. The judge makes a determination as to whether or not the applicant is qualified and eligible to have the conviction expunged or sealed from his/her record. Total investigations were 2,114.

##### **CHEMICAL ABUSE (CAP) PROGRAM**

In this program, probation officers have been assigned specialized intensive supervision caseloads of chemically dependent probationers. Intensive supervision includes close interaction with treatment providers, counselors and doctors, as well as increased field work, frequent reporting and unannounced urinalysis testing. To enhance public safety, intensive supervision is designed to assist probationers in achieving recovery from addiction by the fullest possible use of all available treatment resources. However, probationers who seriously violate probation are returned to court for revocation hearings.

##### **DOMESTIC VIOLENCE (DV) PROGRAM**

In this program, probation officers have been assigned specialized intensive supervision caseloads of offenders convicted of domestic violence or related amended charges. This Program provides very close monitoring of these dangerous offenders. Probationers must submit to random drug testing and appropriate treatment.**SEX OFFENDER PROBATION OFFICER**

The Sex Offender Probation Officer provides intensive probation supervision to those offenders convicted of public indecency, voyeurism, certain criminal trespass charges, corruption of a minor, sexual imposition, and importuning. A small specialized caseload with 100 cases or less allows the officer to have frequent contact with the defendant, including in the office as well as in the field (at the

defendant's home, treatment agencies, places of employment, etc.) Some offenders can be seen as often as weekly, biweekly, every three weeks, or monthly, depending upon their status and progress with their treatment plan. There is also frequent contact and close relationships with the treatment providers where the offender is attending counseling. This officer provides immediate response to violations with the priority of public safety in mind.

#### **MENTAL HEALTH PROBATION OFFICER**

The primary duty/responsibility of the Mental Health Probation Officer Specialist is to supervise those offenders who are diagnosed as mentally ill due to past history or current Netcare evaluation.

The Court has recognized that, due to the many varying aspects of mental illness, these offenders present a more complex pattern of thought and behavior which often lead to failure in regular supervision. The Officer Specialist maintains a reduced caseload of no more than 100 offenders at any time. This limited caseload allows the additional time necessary to work more effectively one-on-one with the offender. It also allows the extra time necessary to interact, both in person and by telephone, with community treatment teams, agencies, and case managers, as well as family members involved in the offender's treatment. By maintaining this close personal contact with the agencies and treatment professionals, the Officer Specialist helps to secure the success/treatment of the offender, as well as enhance safety within the community.

#### **COMMUNITY SANCTIONS UNIT**

The Community Sanctions Unit is composed of the Supervised Community Service Program, Restitution Program, and the Provided No Convictions Program.

— The Community Service Program places convicted offenders in unpaid positions with nonprofit or governmental agencies to perform a specific number of work hours, not to exceed 200, as a sentencing option. Under court order, this service allows an offender to repay a "debt" to society in a meaningful way by working in the community at court approved agencies in lieu of incarceration. Incarceration is very expensive. It diminishes individual self-esteem, denies the citizens of their productivity and denies the victims of the restitution that is deserved.

— This Program is responsible for making appropriate placement, verifying offender's progress or completion of required hours of service, issuing reminders or warnings and submitting reports to the court. This Program has effectively placed offenders in the community to work, proving that community service work is a legitimate alternative to incarceration. Total cases ordered were 873. Total hours completed were 29,977.

— The principal goal of the Restitution Program is to provide centralized restitution services. It is believed that a centralized procedure will best serve the court by way of uniform determination, collection and disbursement of restitution funds. At the same time, the program will better define the court's philosophy of serving the needs of the probation system, departmental personnel, the victim, the offender and the community at large. This Program functions cooperatively with the probation officer by providing the officer case information in order to effectively serve each client. Total restitution collected was \$321,735.00.

— The Provided No Convictions Program (PNC) is a special conditional sentence imposed by the judge where all or part of an imposed jail sentence may be suspended provided there are no convictions for a specific period of time, not to exceed five years. This program monitors, by computer, all new arrests and convictions found on PNC cases and determines those cases needing to be referred back to the sentencing judge for a hearing. Total cases monitored were 10,552.

#### **COMMUNITY SANCTIONS UNIT**

The Community Sanctions Unit is composed of the Supervised Community Service Program, Restitution Program and The Provided No Convictions Program.

#### **SUPERVISED COMMUNITY SERVICE PROGRAM**

The Community Service Program places convicted offenders in unpaid positions with nonprofit or governmental agencies to perform a specific number of work hours, not to exceed 200, as a sentencing option. Under court order, this service allows an offender to repay a "debt" to society in a meaningful way by working in the community at court approved agencies in lieu of incarceration. Incarceration is very expensive. It diminishes individual self-esteem, denies the citizens of their productivity and denies the victims of the restitution that is deserved.

This Program is responsible for making appropriate placement, verifying offenders' progress or completion of required hours of service, issuing reminders or warnings and submitting reports to the court. This Program has effectively placed offenders in the community to work, proving that community service work is a legitimate alternative to incarceration. Total cases ordered were 908. Total hours completed were 34,057.

#### **RESTITUTION PROGRAM**

The principal goal of the Restitution Program is to provide centralized restitution services. It is believed that a centralized procedure will best serve the court by way of uniform determination, collection and disbursement of restitution funds. At the same time, the program will better define the court's philosophy of serving the needs of the probation system, departmental personnel, the victim, the offender and the community at large. This Program functions cooperatively with the probation officer by providing the officer case information in order to effectively serve each client. Total restitution collected was \$390,863.25.

#### **THE PROVIDED NO CONVICTIONS (PNC) PROGRAM**

PNC is a special conditional sentence imposed by the judge where all or part of an imposed jail sentence may be suspended provided there are no convictions for a specific period of time, not to exceed five years. This program monitors, by computer, all new arrests and convictions found on PNC cases and determines those cases needing to be referred back to the sentencing judge for a hearing. Total cases supervised were 11,205.

#### **ASSESSMENT/REFERRAL SERVICES PROGRAM (ARSP)**

Under a special agreement with Netcare, the court has chemical dependency assessment clinicians who can assess a probationer's degree of involvement in substance abuse, make appropriate recommendations for treatment and assist probation officers in placing correctional clients into appropriate treatment programs.

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[MDJ1] Figure comes from Chief Accountant