

# Columbus City Bulletin



## 2002 ANNUAL REPORT

Timothy McSweeney, City Clerk  
COLUMBUS, OHIO

# INDEX

## 2002 ANNUAL REPORT

	PAGE
City Council	1
City Treasurer	4
City Attorney's Office	8
City Auditor	13
Mayor's Office	15
Mayor's Office of Education	16
Civil Service Commission	18
Community Relations Commission	20
Equal Business Opportunity	23
Department of Finance	26
Columbus Health Department	28
Human Resources Department	30
Recreation and Parks Department	32
Public Safety Department	35
Public Service Department	38
Department of Technology	40
Department of Development	43
Public Utilities Department	46
The Trustees of the Sinking Fund	48
Franklin County Municipal Court Clerk	51
Franklin County Municipal Court Judges	53

## CITY COUNCIL 2002 ANNUAL REPORT

### INTRODUCTION

With a country still grappling with the tragic events of a terrorist attack and the longest economic recession, Columbus City Council took steps to strengthen city government and improve its efficiency. Faced with making unprecedented reductions in city funding, Council embraced the opportunity to make cost-effective permanent changes in city operations while unveiling creative new initiatives, and celebrating historic achievements.

Council resumed its work under the leadership of Matt Habash, who served his fourth year as president and returned Michael C. Mentel to his second year 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.

By year's end, Council would be seeking out a new member. Jennette Bradley and Charleta Tavares were both selected as their party's lieutenant governor candidate. In November, Gov. Bob Taft was re-elected, and Bradley announced her pending resignation from Council to join the governor and his cabinet. In doing so, Bradley became the first African-American woman in the United States to serve as a lieutenant governor.

In December, Council members selected Patsy A. Thomas, an assistant city attorney, to replace Bradley.

City Council formally met in regular session 53 times, in which it approved 2017 ordinances and 237 resolutions.

### TOILING WITH CITY FINANCES

Council faced the year considering a proposed budget submitted by the administration that called for laying off more than 70 employees. By investing in jobs and city services, strengthening safety forces and protecting the city's long-term financial stability, Council prevented layoffs. The revised budget included \$4 million in non-essential spending cuts such as reductions in furniture, travel, subscriptions, office supplies and cell phones.

It included new cost-saving innovations such as a new joint labor-management effort to examine ways to reduce city operating costs. Additionally, to ensure critical services are not jeopardized by job losses, Council placed \$1 million into a Jobs Fund that can be tapped by the administration to protect against layoffs if the jobs are deemed essential.

Families in Columbus most impacted by the current recession and uncertain economic future deserved the city's support. Health, Housing and Human Services Committee Chairwoman Tavares fought to bring the Community Shelter Board budget up to the 2001 funding level, \$1.6 million, and invested \$3.4 million in family and job creation programs with records of demonstrated success.

Even as the city streamlined its operations, the incoming revenues were not enough to sustain operations. Council and the administration found itself returning to the chopping blocks in September.

Council President Habash introduced emergency legislation to reduce the city's operating budget by \$6.7 million taking it from \$532.8 million to \$526.1 million for 2002. The primary reason for the decrease in city revenues was a decline in income tax collection. When the 2002 city budget was crafted, income tax collection was estimated to generate \$337 million. The revised estimate was \$327.9 million.

### EXPANDING ECONOMIC OPPORTUNITIES

Stimulating job growth in the city was the best way for the city to offset lost revenues. New tools were added to the city's arsenal to attract high-wage jobs and lure businesses to Columbus' downtown.

Council approved modest property tax abatements for 11 firms, which is turn committed to retaining and creating 2,869 jobs in the city. Those firms also vowed to invest more than \$297 million in new facilities and equipment.

Mayor Michael B. Coleman and Council also adopted a new Downtown Office Incentive Program, which provides employers a 50 percent rebate on municipal income tax for each new job created downtown. In the first year alone, the program drew 286 jobs to downtown when three employers took advantage of it.

The Northland Community hit a milestone of achievement as it transformed what had been a closed shopping mall into the future home of an exciting mixed-use community. Shortly after Northland Mall announced its complete closure, Council President Habash was on hand to announce the city acquired the mall site and would lease it to Columbus Urban Growth Corporation to begin planning for its reuse. Urban Growth began an extensive neighborhood outreach program and is now in the midst of developing a multi-use redevelopment of the 55-acre site.

Obtaining the mall site was the one of many actions taken by the city to reinvent the Morse Road Corridor. Early in the year, Council granted a 10-year, 75 percent real property tax abatement to the Nazarene Community Reinvestment Area on Morse Road. Where once stood a weed-invested abandoned church camp, is now Morse Glen, a complex of 248 garden and townhome apartments. The reduction in property taxes from the abatement will reduce the rents on the units and added some of the finest affordable housing options in the area in decades.

Additionally, Councilmember Sensenbrenner spearheaded the move to add new planning tools for the Morse Road Corridor that included the Northland Plan - Volume II, which will guide development and natural resource preservation in this area as it extends further east to the Little Turtle subdivision and Blendon Woods Metro Park.

Meanwhile to improve the region's overall ability to manage air service and attract more businesses, Council approved the merger of the Rickenbacker Port Authority and the Columbus Municipal Airport Authority. The new authority now manages Port Columbus International Airport, Bolton Field Airport and Rickenbacker, providing a clear system to grow both passenger and freight services.

Council also set in motion a plan that expects to reinvigorate North High Street in The Ohio State University campus area. After years of planning, Council approved the first pieces of legislation to demolish deteriorating structures and begin installing the infrastructure to the new OSU Gateway Area.

While improving the economic success of existing businesses in the Columbus area, Council also played a critical role in launching new businesses. Its support for OSU's Sci-Tech Campus and the Business Technology Center's incubator allowed for the creation of new high-tech firms.

Councilmember Mentel increased the city's ability to attract high tech firms when he issued his blueprint for future high-tech industry attraction. Mentel's STAR (Strategic Technology Advanced Relationships) initiative set out a 7-point plan to capture a greater share of the national growth originating in the technology sector. The strategy builds the city's capacity to: attract, develop and grow technology-based businesses; develop and commercialize new technologies; nurture creativity and embrace diversity; and train and hold onto knowledge workers.

Other efforts to stimulate the economy included financial support to the Greater Columbus Chamber of Commerce, the Greater Columbus Convention and Visitors Bureau and the Greater Columbus Arts Council. All three worked to attract new businesses and visitors to Columbus.

#### **PROMOTING PUBLIC SAFETY**

Assuring the safety of every neighborhood continues to be Council's top priority. In order to make neighborhoods safe, Council made sure the families of safety forces remained secured. Council extended for one additional year the military leave with pay for city employees who were or would be called to active military duty in connection with the events of September 11. Those benefits were extended to the workers and families who found themselves fighting for their country in Iraq in 2003.

Meanwhile, Council kept up the pressure against bars and carryouts that continue to be neighborhood nuisances. Because of the excessive police runs to investigate shootings, prostitution, fighting and underage liquor sales may, Council requested the Ohio Department of Liquor Control revoke the licenses of nine carryouts, two drive through stores and seven taverns. State law permits the city to object once a year to the renewal of liquor permits to establishments with high records of criminal activity and repeated neighborhood complaints. Additionally, Council continued to press efforts to fight the nuisances foisted upon neighborhoods by adult entertainment businesses. Council approved a seven-month moratorium on all construction, remodeling and expansion permits for new or existing adult entertainment establishments and adult stores. The move gave the city the opportunity to respond to a recent federal court order preventing Columbus for enforcing its existing law that keep sexually oriented businesses away from schools, churches and residential neighborhoods. A new law was drafted and approved in April 2003.

Improving neighborhood safety reached new heights when Council agreed to a comprehensive plan to tackle pedestrian safety, and made bold moves to reduce speed limits on highly traveled roads. Councilmembers O'Shaughnessy and Mentel won approval of ordinances to: increase the penalty for speeding in a school zone from a minor to a fourth-degree misdemeanor and mandates a court appearance for the violator; contract with Strawser Paving Co. for \$343,910 to install 57 types of Traffic Calming Devices on the nine streets designated as the city's most hazardous to pedestrians; purchased 10 Mobile Speed Trailers; and allowed the city to follow the Federal Manual of Uniform Traffic Control Devices rather than the state standards in order to gain more flexibility in the placement of stop signs. The most recent federal rules allow for the city to stop traffic that conflicts with pedestrian crossings and school walking routes.

The use of new standards allowed for Council to fulfill its goal of reducing the speed on a former rural road on the West Side that is now home to many new housing subdivisions. City leaders have twice called on city engineers to reduce speeds from 50 mph to 35 mph on Walcott Road on the city's west side. Council took a beginning step by dropping the limit from 50 to 45 mph. Building on that momentum, Council also successfully fought to reduce the speed limit on West Third Avenue from the Grandview Heights corporation limit to Northwest Boulevard from 35 mph to 25 mph.

Not only did Council change with law to protect neighborhoods, it invested significantly in improving police and firefighting facilities. Working closely with the Shannon Heights-Kilbannon-Kildaire Civic Association, Council finalized plans to construct Fire Station 34 on the far Northwest Side. Council approved a \$2.68 million contract with Roose Company Inc. to build Fire Station 34 on Wilcox Road near the Tuttle Crossing Mall. Also during the year, Council agreed to contract with Gutknecht Construction Co. for \$2.93 million to renovate and expand the historic Fire Station 19 in Clintonville. The renovation will increase in size and add four apparatus bays.

The city also instituted the billing of insurance companies and federal health care programs for Emergency Medical Service runs. Billing third parties is expected to generate up to \$5 million in new revenue for the city that will be used for the provision of essential city services, including police and fire protection. With the new service came new handheld computer equipment that improved the ability of paramedics to assess and respond to the health needs of a victim. The new service promises to make EMS services even more effective.

#### **MEETING THE NEEDS OF PEOPLE AND NEIGHBORHOODS**

From the heart of the city to its farthest edges, Council worked with neighborhood leaders to improve their communities and attract new homeowners.

Tackling a top neighborhood concern, Council approved a simplified system for addressing noise complaints. Under legislation passed by Councilmembers Tavares and Mentel, city police will have the ability to promptly respond to citizen complaints about unreasonably loud or raucous noise. Columbus Police receive about 17,000 noise complaints a year from residents, and the new law simplifies the process for filing a noise complaint and allowing an officer to cite a violator.

The Far East side also benefited from the establishment of a tax increment financing district (TIF) to facilitate the construction of a new multi-generational, affordable housing complex being constructed by National Church Residences and the National Affordable Housing Trust. The nearly \$1.5 million generated by the development's taxes will be used for new sidewalks, streets, utilities, pedestrian walkways and other infrastructure to build a community of single-family, multi-family and senior citizen housing near Waggoner Road and East Broad Street.

To improve the prospects of new homes being built and neighborhoods strengthened on the South Side, East Main Street area, Linden, the Hilltop and the Near East Side, Council approved the establishment of five Neighborhood Improvement Districts. These districts make portions of core city residential area eligible for property tax abatements when homes are renovated or new residences constructed.

Neighborhood improvements were a council priority when it passed a \$120 million general obligation bond package. Key features of the plan include: \$3.5 million to conclude the OSU Gateway Project; \$1.5 million for the West Edge Business Center that is bringing 1,000 new jobs to Franklinton; \$1.5 million for the Long & Taylor area of the East Side, where hundreds of new housing opportunities will be developed; and \$6.1 million for new sidewalks, traffic calming, pedestrian crossings, and parks in 15 separate neighborhoods.

Several communities invested their own finances in neighborhood improvement. In 2002, the city began the installation of new streetlights and ornamental poles in neighborhoods where homeowners agreed to voluntary assessments to cover the cost. The part of Clintonville generally bound by High Street to Indianola Avenue and Oakland Park Avenue to Northridge Road added lights, as did residents of the Northmoor in the area generally bound by East North Broadway to the south, Whetstone Park to the north, and High Street to the east and the Olentangy River to the west. The Brookshire Park area of the city's West side also added streets lights

in the area generally bound by Eakin Road to the north, Briggs Road to the south, Harris Avenue to the west and St. Cecelia Drive and Hodges Drive to the east.

Residents also stepped up their efforts to improve the look and feel of their streets. Council approved a new Adopt-A-Median program that allowed civic associations and private firms to beautify the roadways. The organizations can install and maintain landscaping within medians of public roads after submitting planting plans, showing proof of liability insurance and signing agreements to maintain the property at no expense to the public.

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

City Council embarked on a cutting edge effort to help thousands of Columbus Senior Citizens afford the skyrocketing price of prescription drugs.

Councilmembers Tavares and Boyce hosted a Senior Citizen Prescription Drug Card Night at the Columbus Health Department. Representatives from the leading pharmaceutical companies were on hand to help eligible seniors enroll in their discount programs. Local and national organizations that offer discount drug plans for many different types of medications will also be there helping people sign up.

While prescription drug companies have hosted their own events to get seniors to join their plans, this was one of the few events in the nation to allow seniors to pick and choose from a variety of providers at a single location. Council has plans to continue the program as the demand for affordable health care increases.

Partnering with leading child advocates, media and several civic organizations, Council launched a public awareness campaign about the Earned Income Tax Credit. The IRS estimates that about 82 percent of Americans eligible for the program filed the paperwork to claim the additional money. If such a pattern exists in the Columbus area, as many as 15,000 more families could use the credit to hike their income. Using public service announcements, posters, billboards and a message in water bills, Council sought to inform area residents of the program so that they could claim refunds of up to \$4,140.

Council also addressed the health care needs of city workers and their families. The mayor and President Habash appointed an eight-member Joint Committee on Household Benefits to study the issue of health care access for household dependents of city employees.

Phil Cass, chief executive officer of the Columbus Medical Association, agreed to chair of the special committee. The committee is in the process of determining if employees can purchase health insurance for members of their households who are not their spouses or children. The group is studying whether a Household Benefit plan would be valuable to city employees; who should be considered as a dependent eligible for coverage; whether the coverage should be as inclusive as that offered to full-time employees; how much would it cost and other issues. A report is expected from the committee in 2003.

Improving the health and safety of every neighborhood also means protecting the natural resources. Council approved some of the nation's toughest standards for development for the sections of the city near the Hellbranch Run, a major tributary to Big Darby Creek. Area environmental organizations envisioned tough standards not only for the existing areas of Columbus, but also the surrounding unincorporated areas around the Big Darby, Central Ohio's only national scenic river. Council approved a two-year moratorium on the extension of new water and sewer lines in the Big Darby Watershed, and the city continued on a multi-jurisdictional effort to protect this national treasure. The State of Ohio assisted with this effort when it provided a \$478,000 grant that will be used for the Blausser Farm Riparian Corridor, Forest and Wetland Protection plan. The effort further protects the Darby from the threat of overdevelopment.

A cleaner environment and access to health care were needs the residents of Columbus expressed to Council. To get a better understanding of what families in Central Ohio believe they need to succeed, Council appointed the Council on Families and Households to conduct the first comprehensive, citywide assessment of the needs of families and households. It will be developing an action plan for city leaders to meet the challenges faced by those calling Columbus home. The Council has separated into committees and is developing recommendations on areas of improvement for the city to consider.

And to ensure the voices of youth are heard in the city government process, Council swore in the first 21 teens named to the Columbus Youth Commission, a group created in 2001 by Council to provide input on youth-related issues, and to plan or co-sponsor youth events, including an annual Youth Summit.

Finally, Council recognized the needs of non-profit community service providers facing financial obstacles as they try to serve essential community needs during tough economic times. Council granted five non-profit organizations a total of \$286,000 in Emergency Human Services Capital Funds to improve or add facilities that provide direct services to youth, seniors and families. Recipient of the funds were: Hilltop Senior Village Community Center, Driving Park Area Commission, Godman Guild, Salesian Boys and Girls Club, the Salvation Army, and Southside Settlement.

Council entered 2003 with a goal to increase its ability to meet community needs and ensure every Columbus neighborhood is safe and healthy.

<b>DEPARTMENT OF CITY TREASURER</b> <b>2002 ANNUAL REPORT</b>
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ANNUAL REPORT  
DEPARTMENT OF CITY TREASURER  
FOR THE YEAR ENDING DECEMBER 31, 2002

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 2002 was \$ 654,216,515.64 with investment earning of \$ 21,688,048.24 for a yield of 3.315%. The investment balance at year end was \$ 756,111,414.30. Schedules of all investment activity for the year, and the portfolio composition as of December 31, 2002 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 12/31/02

**ASSETS:**

Cash in Banks	2,899,971.27
Cash-in-Payroll Account	418,283.68
Cash-on-Hand	129,387.55
Receivable Items	3,786.20
Sinking Fund Coupons	4,878,318.48
Returned Checks	83,221.30
Treasury Investments	735,169,751.04
<b>Total Assets</b>	<b>\$743,582,719.52</b>

**LIABILITIES:**

Auditor's Warrants Payable	18,968,736.15
Sinking Fund Warrants Payable	4,887,107.21
Payroll Checks Issued	418,283.68
Advance Receipts	8,270,656.59
<b>Total Liabilities</b>	<b>32,544,783.63</b>

City Fund Balance	710,941,786.48
Sinking Fund Balance	40,062.06
Police Relief Balance	56,087.35
<b>Total Fund Balances</b>	<b>\$711,037,935.89</b>

<b>Total Liabilities and Fund Balance</b>	<b>\$743,582,719.52</b>
	<b>\$743,582,719.52</b>
	<b>0.00</b>

Sinking Fund Balance	4,927,169.27
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THE CITY OF COLUMBUS, ANNUAL REPORT, 2002

Report 15-605	4,887,107.21
Report 15-04-400	<u>40,062.06</u>
	<b>0.00</b>
Daily Report	
City Balance per daily report	710,981,848.54
Warrants Payable	18,968,736.15
Interest income	<u>0.00</u>
	<b>729,950,584.69</b>
Warrant Payable per report	18,968,736.15
Warrants paid 12/31/02	<u>0.00</u>
Warrants Payable 12/31/02	<b>18,968,736.15</b>

DIRECT

	NCB	Huntington	Bank One	5/3	Firststar	
City	1,819,182.72	\$1,497,891.03	21,445,499.29	1,669,296.89		0.00
Total	554,874,664.37	\$127,164,566.10	925,853,143.23	0.00		\$0.00
City Percentage	0.328%	0.0118	2.3163%	0.0000%		0.0000%
Pledge Value	627,727,199.39	196,286,674.00	972,358,443.39	0.00		0.00
City Percentage	0.328%	1.178%	2.316%	0.0000%		0.0000%
<b>City Pledge</b>	<b>2,058,033.19</b>	<b>2,312,091.00</b>	<b>22,522,699.70</b>	<b>5,919,481.94</b>		<b>0.00</b>
<b>Required Pledge</b>	<b>1,910,141.86</b>	<b>1,572,785.58</b>	<b>22,517,774.25</b>	<b>1,752,761.73</b>		<b>0.00</b>
<b>Excess Pledge</b>	<b>147,891.33</b>	<b>739,305.41</b>	<b>4,925.44</b>	<b>4,166,720.21</b>		<b>0.00</b>

CASH IN BANK DEPOSITORIES AND RELATED PLEDGED COLLATERAL AS OF December 31, 2002

Financial Institutional	Bank Balance 12/31/02	Collateral Requirement @ 105%	Actual Collateral	Excess or (Deficit) Collateral	Institution Holding Collateral	Collateral Type	Collateral % Of Deposits
x NATIONAL CITY							
Demand Deposits	\$1,819,182.72	\$1,910,141.86	\$2,058,033.19	\$147,891.33	Federal Reserve Bank of Cleveland Chase Bank, New York	Pooled	113.13%
x HUNTINGTON NATIONAL BANK							
Demand Deposits	\$1,079,607.35						
Payroll Account	<u>\$418,283.68</u>						
	\$1,497,891.03	\$1,572,785.58	\$2,312,091.00	\$739,305.41	Federal Reserve Bank of Cleveland Bank of New York	Pooled Pooled	154.36%
x BANK ONE OF COLUMBUS							
x Savings Account	\$21,445,499.2	\$22,517,774.25	\$22,522,699.70	\$4,925.44	Federal Reserve Bank of Cleveland Chase Bank, New York	Pooled	105.02%
x FIFTH THIRD BANK OF COLUMBUS							
Demand Deposits	\$40,417.30				Federal Reserve Bank of Cleveland	Specific	354.61%
Savings Account	<u>\$1,628,879.59</u>						

**Columbus City Treasurer**  
**Investment Earnings**  
**Cash Basis**  
**1982-2002**

<u>Year</u>	<u>Investment Earnings</u>
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
2002	\$26,027,402.32

**City of Columbus**  
**December 31,2002**  
**Portfolio By Type**

<b>Portfolio By Type</b>	<b>Amount</b>	<b>Average Yield</b>	<b>Percentage of Portfolio</b>
FFCB Coupon Notes	23,002,813.98	3.49%	3.13%
FFCB Coupon Notes-Callable	<u>15,740,000.00</u>	2.79%	2.14%
<b>Federal Farm Credit Bank</b>	38,742,813.98		5.27%
FHLB Coupon Notes	121,667,724.65	2.61%	16.55%
FHLB Coupon Notes-Callable	92,000,000.00	2.47%	12.51%
FHLB Discount Notes	<u>4,051,298.63</u>	2.21%	0.55%
<b>Federal Home Loan Bank</b>	217,719,023.28		29.61%
FHLMC Coupon Notes	60,372,920.29	2.86%	8.21%
FHLMC Coupon Notes-Callable	94,546,240.14	2.21%	12.86%
FHLMC Discount Notes	<u>4,927,628.33</u>	2.13%	0.67%
<b>Federal Home Loan Mortgage Corp.</b>	159,846,788.76		21.74%
FNMA Coupon Notes	74,322,237.20	2.33%	10.11%
FNMA Coupon Notes-Callable	108,882,776.18	2.93%	14.81%
FNMA Discount Notes	<u>12,786,162.22</u>	1.85%	1.74%
<b>Federal National Mortgage Association</b>	195,991,175.60		26.66%

City of Columbus  
December 31, 2002  
Portfolio By Type

	Amount	Average Yield	Percentage of Portfolio
U. S. Treasury Notes	25,120,188.24	2.48%	3.42%
Star Ohio	74,139,940.79	1.38%	10.08%
Bank One Bank Account	21,427,085.56	1.43%	2.91%
Fifth Third Account	1,627,734.83	1.28%	0.22%
Street Lighting Projects/Brewery District	555,000.00	5.90%	0.08%
<b>Total Investments</b>	<b>735,169,751.04</b>	<b>2.47%</b>	<b>100.00%</b>
<b>Total Callable</b>	<b>311,169,016.32</b>		<b>42.33%</b>

**REVENUE ANALYSIS AND COMPARISON  
PARKING VIOLATIONS BUREAU**

	2002	2001	DIFFERENCE	%
TICKETS ISSUED	197,973	200,709	-2,736	-1.4%
TICKETS PAID	166,016	171,404	-5,388	-3.1%
PARKING TICKET REVENUE	\$4,826,002	\$4,126,506	\$699,496	17.0%
PARKING METER REVENUE	\$3,127,867	\$3,107,831	\$ 20,036	0.6%
	\$7,953,869	\$7,234,337	719,532	9.9%
IMPOUNDING FEES	\$2,586,471	\$2,099,354	\$487,117	23.2%
SERVICE AND STORAGE	\$10,540,340	\$9,333,691	1,206,649	12.9%

**P.V.B. COLLECTIONS FOR 2002**

WINDSHIELD PAYMENTS	2,707,125	MAIL	3,087,165
CURRENT STATEMENTS	1,653,154	COUNTER	1,735,483
FINAL HOLDS	366,019	ADJUSTMENTS	<u>3,354</u>
SWEEPS	96,350		
ADJUSTMENTS	<u>3,354</u>		
	4,826,002		4,826,002

**HEARINGS 2002**

VIOLATIONS UPHELD	999
DISMISSALS	535
REDUCED FINES	<u>0</u>
<b>TOTAL</b>	<b>1,534</b>

**CASES APPEALED TO MUNICIPAL COURT**

VIOLATIONS UPHELD	0
DISMISSALS	0
REDUCED FINES	0
REFUNDS	0
CONTESTED	<u>0</u>
<b>TOTAL</b>	<b>0</b>

## CITY ATTORNEY'S OFFICE 2002 ANNUAL REPORT

The City Attorney is elected by the citizens of Columbus to serve as the City's chief legal officer, representing 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 the Franklin County Municipal Court function as the City's prosecutors, and provide services in the areas of conflict resolution and domestic violence.

In 2002, 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 represented the City in an action brought by the State of Ohio alleging violations of the Federal Clean Water Act related to illegal sewer overflows. Efforts resulted in an expeditious settlement to insure future compliance and provide almost half a billion dollars in infrastructure upgrades.

The Section advised the City's Public Service Department in successfully completing requirements for the construction of curb ramps pursuant to a federal consent order.

The Section also represented the City in the Ohio Supreme Court in an eminent domain case brought by suburban neighbor, the City of Worthington, to acquire part of a Columbus city park for the expansion of a cemetery in Worthington. The case is scheduled to be heard by the Court in 2003.

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. Although the Federal Court held the City's adult entertainment ordinance "unconstitutional as applied," the Section quickly assisted the City Council in amending the ordinance to bring it in line with new federal guidelines.

The Section also represented City Council in proceedings before the Division of Liquor Control and Liquor Control Commission. In 2002, a further 18 liquor permit renewals were objected to by Council for the 2003 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 2002, the Section's attorneys reviewed more than 2500 City contracts and more than 3000 pieces of legislation, a 15% increase over 2001. The Section continued to assist the City's use of the Internet and e-commerce initiatives with the introduction of the "Legistar" electronic legislation review system. The Section assisted in the preparation of procurement and contract documents for the administration and implementation of the City's third-party billing system for EMS services, the enactment and implementation of Responsible Contractor legislation for the procurement of construction services. 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 five attorneys who defend the City of Columbus and its employees in all types of civil litigation. While some litigation attracts a great deal of attention, much of the day-to-day operation of the Litigation Section finds attorneys 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.

By order dated September 4<sup>th</sup>, 2002, U.S. District Court Judge John D. Holschuh dismissed a federal lawsuit brought against the City of Columbus by the U.S. Department of Justice. The dismissal, asked for by the Dept. of Justice after agreement with the City and the Fraternal Order of Police, ends any prolonged litigation involving the City's Division of Police.

In 2002, there were 291 new lawsuits filed against the City of Columbus and its employees, requesting a total of over \$831 million in damages. The City Attorney's Office was able to close a total of 282 cases, which sought a total of over \$93 million dollars in damages. In the year 2002, the City Attorney paid out \$1,285,529 by way of settlement or trial to resolve litigation matters. Thirty-three cases were resolved by way of settlement. We went to trial in five cases – winning all. Eleven cases were dismissed by way of a motion for summary judgment, and thirty-six other cases were dismissed in favor of the City by way of motions, affirmation by an appellate court, or some other manner.

As of December 31, 2002, there were 651 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 2002, Labor Section attorneys were handling 98 cases in various forums. Over the course of the year, 111 new employment-related lawsuits and/or administrative charges were filed against the City and/or its employees. The Labor Section resolved 78 cases. Only eleven of those cases were resolved through settlements and only one of those settlements involved monetary payment by the City. As of December 31, 2002, there were 131 active cases pending.

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

- four cases in U.S. District Court
- one case in the Ohio Supreme Court
- one case in the Franklin County Court of Appeals
- five cases in Franklin County Common Pleas Court
- four arbitrations
- eight cases before the EEOC
- two case before the U.S. Department of Justice
- ten cases before the Ohio Civil Rights Commissions
- nine cases before the State Employment Relations Board
- three cases before the Unemployment Compensation Board of Review
- four cases before the Columbus Community Relations Commission
- two cases before the Civil Service Commission

In addition to defending the City in litigation matters and providing day-to-day legal advice, the Labor Section worked closely with Human Resources to revise the City's ADA procedures. Labor attorneys spoke on employment topics at the Ohio Municipal Attorney's Association seminar and the Ohio Attorney General's Law Enforcement Conference. Labor attorneys also participated in City FMLA training. The section also organized a continuing legal education seminar for 228 government attorneys, 2 legal interns, 1 paralegal, and 3 non-legal employees on Litigation in CyberSpace.

The City engaged in extensive contract negotiations with the FOP in 2002 and 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 2002, the total number of opinion requests fielded by the attorneys in this unit was 7,930.

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 32 new lawsuits, down from the previous year. The Legal Unit also processed 130 general claims and 535 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 2002, the total number of criminal and traffic misdemeanor cases was 138,441. The chart below details the number and types of cases since 1998:

	1998	1999	2000	2001	2002
OMVI	6,543	6,529	6,423	7,219	4,309
Domestic Violence	5,855	5,042	5,083	5,324	6,261
Assault	6,604	5,268	5,558	5,787	5,114
Resisting Arrest	1,202	985	968	932	458
Aggravated Menacing	686	520	610	636	719
Menacing	385	322	276	310	308
Petty Theft	3,287	3,225	3,262	3,471	3,340
Environmental (criminal/civil)		7,238	6,688	7,381	6,254

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 courts and citizens' 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 is a pre-filing mediation program housed in the Prosecutor Division of the Columbus City Attorney's Office. The program has been in existence for over thirty years and aims to provide the community with a way of resolving conflicts and disputes, without having to get involved in the criminal justice system.

The mediation process is voluntary and confidential. Each party is given the opportunity to state his or her issues and concerns surrounding the conflict. The mediator's role is to guide the parties in crafting their own solution to the disagreement. The parties, not the mediator, make all decisions. Therefore, the process is also self-determined. Mediation is quite different from traditional court process where a judge or jury listens to evidence and then makes a decision. Should the parties fail to reach an agreement at the mediation session, or should one party fail to appear for the session, the party who originally filed the complaint still has the option of having the complaint evaluated for a possible charge.

The Intake referral rate was low for the entire year of 2002. Despite the low referral rate, the Program Coordinator and Unit Director took advantage of opportunities to provide mediation services outside the office. In May the coordinator was asked to mediate a dispute involving the Italian Village Area Commission and a local developer.

Project S.M.A.R.T.

Project SMART (Student Mediation and Assistance to Reduce Truancy) allows families, students, schools, juvenile court and social service agencies to work collaboratively to address the root causes of attendance problems; both tardiness and truancy. Truancy presents a particular problem for schools and courts, since the schools can react only by requesting court assistance, and the court can impose penalties but not necessarily change the mindset of those involved. The goal of Project SMART is to allow parents/guardians, students and teachers to have a voice in the way they address and resolve issues related to attendance; to provide a process whereby parents or guardians can work together with the school to build a positive relationship that will allow the student to obtain the maximum possible educational benefit.

During the 2001-2002 school year, 14 Columbus Public middle schools participated in the program: Barrett, Beery, Champion, Clinton, Crestview, Eastmoor, Hilltonia, Indianola, Linmoor, Medina, Southmoor, Starling, Wedgewood and Westmoor. All of the schools participating in the program had an increase in attendance of 4.45% compared to the 1999-2000 school year. The middle schools without Project SMART had an increase in attendance of just 1.86%.

Check Resolution Program

The Check Resolution Program provides area merchants and check writers an opportunity to settle bad check disputes in mediation, avoiding criminal prosecution. This process continues to be a great mechanism for the recovery of funds.

2002 saw an increase in volume compared to the previous year. There were a total of 43,510 check resolution mediations (compared to 41,673 last year). The number of checks processed through the program totaled 47,614 (compared to 45,781). This program successfully recovered \$1,300,178 in dishonored checks in 2002. And it successfully diverted 47,614 criminal complaints from being filed.

The Check Resolution Program also charges a fee to process checks through the program, bringing an additional \$79,803 into the City's general fund.

Traffic and Criminal Diversion

The Diversion Program serves anyone charged with an eligible offense in Franklin County by diverting some non-violent, non-drug related cases for first time offenders. This allows the Franklin County Municipal Court judges and prosecutors the time and resources to focus on more serious criminal and traffic offenses.

The Diversion Program provides clients with case plans outlining corrective action, as well as providing them with educational programs, and information to discourage the likelihood of additional criminal activity. The charges accepted in the Criminal Diversion Program are:

- Theft
- Prohibition Under 21
- Unauthorized Use of Property
- Disorderly Conduct
- Criminal Trespass
- Criminal Mischief
- Criminal Damaging
- Unauthorized Use of a Motor Vehicle

The Traffic Diversion Program accepts defendants with License Law Violations relating to driving under suspension, or driving without a valid driver's license.

In the criminal component, 498 clients were accepted into the program. Of those accepted, 461 clients successfully completed it. A majority of these cases were for theft or underage alcohol violations, all of which were referred for a total of 2,641 hours of educational classes.

The average one-year recidivism rate for Criminal Diversion was 5%.

In the traffic component, 1,288 clients were accepted into the program. Of those, 725 clients successfully completed the program. During this time, the program uncovered and resolved 48 outstanding warrants, including an extradition to Virginia.

On average, 82% of the clients who successfully completed the traffic diversion program had a valid driver license one year after entering the program.

The Diversion Program diverted approximately 2% of cases off the Municipal Court Docket. The program also generated \$96,713 in fees.

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 2002, the Intake Unit had 9,857 intake interviews and filed 2,479 charges. In addition the unit provided direct service by telephone to 424 complaints involving Telecommunications Harassment. The unit took 275 complaints involving animals over the telephone. The Director of the unit responded to 2,952 phone calls from citizens requesting information and assistance. A total of

10,748 citizens came to the office for service of some type. Of the 9857 intakes over 90% of the complaints were assisted by a staff member within one hour of arrival to the office.

Recognizing that technological advances have caused an increase in the number of people being harassed or victimized through their computers, the office created in July of 2001 a "Telecommunications Harassment Investigative Unit" aimed at prosecuting "cyber-stalkers." The unit in 2002 investigated 248 computer related crimes and helped prosecutors gather evidence and acted as an expert witness in the courtroom.

The Intake unit is also assuming the role of assisting citizens who have been victims of Identity Theft. This is a labor-intensive effort to help clear the criminal records of innocent citizens, who through no fault of their own have false criminal entries on their records. This project began in April 2002 on a trial basis. In 2002, 153 citizens with 296 cases were assisted.

#### Domestic Violence/Stalking Unit

The Domestic Violence/Stalking Unit 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 2002, 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 2002, the Unit began a comprehensive one-day in-service training for law enforcement officers in Franklin County. This training was provided to approximately 350 officers from 23 police departments. Training was also extended to communication technicians in the Columbus Division of Police.

During the year, there were 6,261 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 450 stalking complaints during 2002.

#### Appellate Unit

The Appellate Unit 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 2002, the Appellate Unit filed 12 Notices of Appeal and was noticed on an additional 27 appeals. Of the total number of cases decided by appeal (37), 18 decisions were ruled in favor of the prosecution.

#### **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.

In 2002, the Asset Recovery Section recorded a total of \$1,800,116 in income tax collections. Of that total amount, \$882,879 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 2002, \$141,685 was recovered through this work. And in the area of foreclosure and bankruptcy collections, this Division collected \$133,967.

#### **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.

In 2002, 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 Phase B of the Hard Road widening, the widening of Lane Avenue between North High and Olentangy River Road and the improvement of neighborhood streets such as 5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup> and Rarig. In addition the purchase of properties totally \$6.1 million west of COSI as part of the Scioto Vision Plan was completed.

In other acquisition activities for City projects, such as new roads, road widening, and storm and sanitary sewers, the Division worked on 47 separate projects, acquiring 469 parcels of land.

#### **OVERALL OFFICE ADMINISTRATION**

The administration of the City Attorney's Office is under the direction of Helen Ninos, Chief of Staff. During the 2002 budget year, the City Finance Department reduced the City Attorney's budget by \$400,000. With increasing reductions, another \$430,000 was cut. In addition to enacting significant reductions to operate within budget, the City Attorney sought and received outside funding and generated revenues to fund citizen-based programs and to continue mandated operations.

The cost-saving measures included: utilization of fees collected from the Diversion Program and Bad Check Program (saving \$194,410); application of a 3% vacancy credit (saving \$259,080); reduction of hours of operation for Intake Unit (saving \$3,671); postponement of MCP raises (saving \$69,623); reduction in budgets for office supplies and technology costs (saving \$69,623); and reduction of overtime and funds for continuing legal education.

Through these and other efforts, the City Attorney's Office has continued its 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.

On December 24<sup>th</sup>, 2002, City Attorney Janet E. Jackson officially submitted her resignation from the office to become the President and CEO of the United Way of Central Ohio. Her replacement, Franklin County Environment Court Judge and former Ohio State Senator Richard C. Pfeiffer, Jr., was appointed to the position January 13<sup>th</sup>, 2003.

**CITY AUDITOR  
2002 ANNUAL REPORT**

**ACCOUNTING AND REPORTING DIVISION 22-01**

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 2002.

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 2002 is now in progress. An annual financial report of the total City for the year ended December 31, 2002 containing the independent auditor's report will be issued on or about May 15, 2003.

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

**Total Expenditures**

	<u>2002</u>
Personal service	\$ 1,964,398.83
Materials and supplies	48,327.07
Services	782,747.56
Other disbursements	-
Capital outlay	4,900.00
	\$ 2,800,373.46
	\$ 2,800,373.46

**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)			
2002	\$11,045	1997	9,570	
2001	11,140	1996	8,363	
2000	11,426	1995	7,830	
1999	10,840	1994	7,168	
1998	10,275	1993	6,645	

**Miscellaneous Data**

	<u>2002</u>	<u>2001</u>	<u>2000</u>	<u>1999</u>	<u>1998</u>
Vouchers paid	97,500	95,187	98,037	89,591	96,992
Receiving warrants written	6560	6460	5,949	5,527	4,891
Disbursing warrants written	79,384	82,343	87,940	83,623	86,406
Funds and sub-funds accounted for:					
General	4	4	3	3	3
Special Revenue	40	38	37	38	38
Trust & Agency	19	17	17	19	25
Debt Service	11	9	9	10	8
Internal Service	7	7	7	7	8
Capital Projects	31	39	38	39	42
Enterprise	38	34	31	32	52
Total	150	148	142	148	176

**DIVISION OF INCOME TAX 22-02**

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 2002:

<b>Gross collections in 2002 via Income Tax Division</b>	<b>\$453,833,220</b>
Gross collections in 2002 via State of Ohio	+ 1,228,078
Transfers to other cities	1,687,868)
<b>Collections in transit 12/31/2001</b>	<b>+ 3,347,125</b>
Collections in transit 12/31/2002	(2,917,755)
Refunds paid in 2002	<u>(16,137,465)</u>
Income tax revenues (budgetary basis per Auditor's annual report)	<b><u>\$437,665,335</u></b>

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

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

Withholding accounts made up	<b>84.8%</b> of the total tax revenue for Columbus in 2002.
Business accounts made up	<b>10.4%</b> of the total tax revenue for Columbus in 2002.
Individual accounts made up	<b>4.8%</b> of the total tax revenue for Columbus in 2002.

By contract, this Division administered the collection of the municipal income tax for the following municipalities in 2002: Brice, Canal Winchester, Grove City, Groveport, Harrisburg, Lithopolis, Marble Cliff, Obetz and Worthington. 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 2002 for administering the income tax collections of the administered suburbs amounted to \$579,542.00. This is to be compared to \$572,559.00 in fees collected in 2001. The collection fees charged to the suburbs are based on a four-part formula that is specifically designed to recover only the cost of administering the tax. Effective June 30, 2002, taxes for the city of Worthington were no longer administered by the Columbus Income Tax Division. Small amounts of revenue continue to be received for the city of Worthington by the Division.

The total expenditure to operate the Income Tax Division during 2002 was \$4,716,938.00. This includes salaries, fringes, income tax forms, new equipment, 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 2002 was 82 full-time and 1 part-time employees.

City Income Tax receipts processed in 2002 through the Delinquent Section amounted to \$7,675,211.00. This amount included delinquent tax, penalty and interest charges for Columbus and all administered cities.

During 2002, the Income Tax Division referred 1,315 cases to the City Attorney's office for filing civil suits on delinquent assessments totaling \$3,476,574.00.

**On December 31, 2002 the Division had 552,078 accounts on its tax files. This total is comprised of 471,279 "Direct" and 80,799 "Withholding" accounts.**

	ACTIVE	INACTIVE		
<b>CORPORATE</b>	<b>20,439</b>	<b>40,118</b>		
FIDUCIARY	257	1,512		
INDIVIDUAL	65,730	312,073		
PARTNERSHIP	0	4,893	Required to file as entities.	
ENTITY/PRTSHIP	<b>5,862</b>	<b>8,788</b>		
COURTESY	-0-	<b>11,607</b>		
<b>TOTAL - DIRECT</b>	<b>92,288</b>	<b>378,991</b>	<b>TOTAL</b>	<b>471,279</b>
- WITHHOLDING	21,366	59,433	TOTAL	80,799
<b>GRAND TOTAL</b>	<b>113,654</b>	<b>438,424</b>	<b>TOTAL</b>	<b>552,078</b>

The total number of accounts on the tax database increased by 25,829 in 2002.

## MAYOR'S OFFICE 2002 ANNUAL REPORT

Through responsible fiscal management, both in cutting costs, increasing revenues and striving to greatly increase efficiency and customer service, the hard work of City employees, and our on-going efforts to build partnerships with residents, businesses and community leaders, the City of Columbus continued to overcome challenges and thrive in 2002.

Working together with our Labor organizations and City Council, we are changing City government to better serve the families of Columbus. For example, and for the first time in the history of the City, in 2002 the City actually spent less than in the previous year from the General Fund. This was done while increasing spending for the Divisions of Police and Fire. In addition, the City moved forward on key goals, such as: increasing new housing construction in older neighborhoods, improving accountability in the Division of Police, expanding after-school care for children through Cap City Kids, attracting new jobs to Columbus and downtown, and working together with regional partners to improve hometown security through cooperation, communication and coordination of resources.

In the face of a continued economic recession and flat City revenue growth, the City also made significant budget cuts to ensure a balanced budget that focused on funding for safety forces and essential neighborhood services. Efforts to maintain or increase revenues were begun or enacted during the year, including third-party EMS reimbursement plan, higher parking ticket fines and increases in a variety of other fees.

During 2002, the Administration also continued to move forward the internal Operations Review process, streamlining Departments and Divisions, adding clearer performance standards, and continuing to reduce the City workforce.

Major initiatives and innovations begun by the Mayor's office continue, including: Neighborhood Pride, which has now helped cleanup 24 areas, the Columbus Franklin County Affordable Housing Trust, which has helped drive construction for hundreds of new units, improvements to the Morse Road Corridor's infrastructure and purchase of the Mall site, partnerships with Columbus Urban Growth Corp. such as Taylor Homes, and on-going investment in efforts to improve pedestrian safety. The City also worked together with the Division of Police and Fraternal Order of Police to enact new training, data collection, technology and accountability policies that helped lead to the complete dismissal of the Department of Justice Suit against Columbus.

## MAYOR'S OFFICE OF EDUCATION 2002 ANNUAL REPORT

**GOAL:** Encourage and promote participation in learning opportunities

**Objective I.**

Increase computer access to Columbus citizens:

- Establish Neighborhood Learning Centers in city recreation centers, churches, other public buildings

**2002 Outcomes:**

1. Have increased access for community use of computers through community facilities: Marion Franklin Rec. Center, South Side Pride Office: 6 additional computers in city facilities.
2. Received \$10,000 grant to purchase laptop computers that will be used to implement mobile wireless capability in city facilities.
3. Working w/DOD to implement wireless capability in all of our existing and future PRIDE Centers. Will provide access to computers/technology for community folks.

**Objective II.**

Increase the # of children attending after school and other out-of- school time programs K-12 to 4,800 by end of 2003:

- Expand CCK model citywide for K-12.
- Establish a network of public and private partners to provide resources for sustainability of after-school programs.

**2002 Outcomes:**

1. Have 35 sites that fall under the CCK umbrella. Serving approximately 3000 children during school year and summer.
2. New spaces added in 2002 = 380; 4 new sites added to the system.
3. Economic Environment limited our private fund-raising efforts to \$414, 585.
4. Increased collaboration on the continued development and implementation of quality after school programs. Program partners include United Way of Central Ohio, Communities In Schools, Columbus Public Schools, Education Council of Franklin County, Federation of Settlement Houses, Cardinal Health, Columbus Health Department, Inner City Games Columbus, The Columbus Foundation, The Ohio State University, John Glenn Institute Center for Excellence, GCAC, Columbus Recreation & Parks Department, The Limited.

**Objective III.**

Provide quality after school programming that supports children's learning in school.

**2002 Outcomes:**

1. The data provided by 2002 evaluation conducted by OSU School of Social Work and the John Glenn Institute indicates that
  - a) Cap City Kids programs are reaching out to vulnerable youth and their families
  - b) Many quality youth development strategies are in place within the programs
  - c) Program participation promotes overall social competence development
  - d) Participating in programs contribute to youth's increased and consistent attendance at school
  - e) Participants who are consistent in attendance at programs do better in academics than non-participants.
2. Through a collaboration of funders a staff development curriculum for after-school staff has been developed. Pilot trainings for after school staff will begin in the spring. This after school staff development training is one of the first to comprehensively, and systematically provide opportunity to staff to improve skills and offer potential career enhancement in the nation.

**Objective IV.**

Increase participation in summer academic, recreation and work programs for youth ages 13-18.

**2002 Outcomes:**

1. In the summer of 2002 the Mayor's Office of Education co-sponsored w/Columbus Public Schools and Private Industry Council a summer academic/summer work program for 600 CPS students. There were 600 students enrolled in the academic component and 200 were involved in summer work/internship experiences.

**Objective V.**

Increase volunteer participation in after-school programs and other out-of-school time programs by 30% by August 2003.

- Expand recruitment and training programs for volunteers

**2002 Outcomes:**

1. Placed 200 volunteers in CCK programs. To help us recruit and retain volunteers and volunteer management training has been implemented w/Cap City Kids program staff.

**Objective VI.**

Clearly establish City role in education at all levels by developing and maintaining partnership with public and private schools

**2002 Outcomes:**

1. Participation on the Columbus Public Schools' facilities accountability committee: Neighborhood School Development Partnership
2. Achievement Gap Initiative
  - The National League of Cities project has enabled us to move forward in creating a community based collaborative to address the pervasive achievement gaps through out Franklin County school districts. Through this collaborative that includes all 16 school districts we held a summit last year to engage the over 200 participants that included community leaders from every sector. We have developed working groups with countywide representation to develop a common agenda and make progress in closing achievement gaps. A working group has been developed to develop a plan to address the lack of public confidence in their schools.

- Worked with CPS to help pass the school facilities levy to modernize buildings and build new where needed. We are participating along side school board and community members to help implement the facilities plan.
- Held Community “Closing Our Achievement Gaps” Summit I in May 2002. The purpose of the summit was five-fold: 1) To document that there are significant achievement gaps in every Franklin County school district; 2) To provide participants with a better understanding of why these achievement gaps persist – using national, state and local data; 3) To confirm that schools and school districts have a responsibility to close their achievement gaps, while recognizing that educators cannot do it alone. Closing our achievement gaps requires the involvement and support of parents, employers and communities; 4) To examine districts’ existing efforts to close their achievement gaps, and to identify what additional initiatives will be required to get the job done; 5) To explore how efforts to close our achievement gaps are going to be affected by changing environmental conditions, including ESEA, state policy initiatives and demographic shifts at the school and district levels.
- Mayor’s Office of Education was invited to participate in three national conferences to share our progress of our city’s involvement in education: Cap City Kids Program model and standards; the Closing the Achievement Gaps Initiative.
- Mayor’s Office of Education now sits on a national advisory board to develop and implement a national network of mayor’s education advisors.

*Objective VII.*

Customer and Constituent Services

**2002 Outcomes:**

1. Office of Education responded to 620 customer service requests in 2002.

*Objective VIII.*

Coordinate with other city departments to enhance the safety and infrastructure near and around schools.

**2002 Outcomes:**

1. As member of the Pedestrian Safety Committee have worked to expand Walk a Child to School Day and raised private funds to purchase Keep Kids Alive Signs; Have developed relationship with school PTO’s to disseminate pedestrian safety information to parents; Worked with CPS to update walk smart maps and have them distributed at schools and they are at the table to talk about cross-walks, flashing signs, sidewalks, safety programs w/students & parents, enforcement in school zones; crossing guards; Have worked with Mayor’s Office, multiple departments and CPS to assist in developing a new process for determining sidewalk construction priorities.
2. School liaison for Neighborhood PRIDE activities; identified schools located in the PRIDE areas, recruited teachers and students to participate in PRIDE activities in their neighborhoods.

## CIVIL SERVICE COMMISSION 2002 ANNUAL REPORT

The Columbus Covenant identifies peak performance as one of its seven goals. The Civil Service Commission plays an integral role in helping the City achieve the peak performance goal for its 8,000+ employees. City employees serve the public in a wide variety of jobs, such as sewer maintenance workers, police officers, recreation leaders, tree trimmers and water meter readers. Other City employees work in jobs that are less visible but provide important services, like customer service representatives and 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 workforce, 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 mission of the Commission is to provide a quality workforce while being responsive to the needs of the operating agencies. To do this successfully requires a customer service orientation. As it relates to the testing system, the Commission has implemented convenient policies that allow both the operating agencies and applicants more flexibility. These testing policies are possible due to the Commission's two testing centers, the downtown center located at the Commission offices and the large-scale testing center located in the City's Piedmont facility.

In years past, the common practice was to give a test for a job once every two years. Once on an eligibility list, applicants might then wait up to two years before being interviewed for a vacancy. The current practice for most jobs 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 City'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. A potential applicant can indicate an interest in a particular job and when the City is taking applications for that job, the applicant receives a notification to apply. During 2002, 46 percent of those using this service filed their information using the Internet. The Commission website also provides potential applicants comprehensive access to City of Columbus job information, including current vacancies, job descriptions, qualification requirements and salary information. During 2002, the Commission received about 4,600 job interest forms that triggered the mailing of over 8,000 notices of job vacancies or testing opportunities to potential applicants. A total of over 10,000 applications for City jobs were filed with the Commission during the year.

### **Testing Results**

During 2002, tests were completed for 91 competitive classes, including 12 promotional exams. For positions filled on a noncompetitive basis, in addition to conducting qualification reviews, the Commission administered 2 qualifying exams. A total of 398 noncompetitive certification lists were issued with 729 names being certified for 653 openings.

At the end of 2002, less than 1 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 37 in 2002, a 98 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 the City job classifications, the class plan would be considered up-to-date. Regular class plan reviews and revisions are necessary to make the classifications consistent with ever-changing technology and the needs of the City agencies.

During 2002, the Commission took action on 202 job classifications, including 139 revisions, 15 creations, 11 abolishments, 1 merger, 24 reviews and 13 hiring moratoriums. These efforts bring the total number of classes in the City's class plan to 620. Further, 99 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 2002, the staff completed 26 job audits. Twelve of the audits resulted in no job class change; 4 resulted in downward reallocations, 6 resulted in lateral reallocations and 4 resulted in upward reallocations or had work of a lower class reassigned.

### **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 2002, the Commission processed an average of 1,260 transactions per month before the payrolls were certified as correct and paychecks issued.

Over the course of the year, the City hired 817 new employees, 337 in full-time and 480 in part-time positions. A total of 366 City employees received upgrades or promotions during the year. Employee separations totaled 577, which included 390 resignations and 148 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 2,800 employees in the classified service of the Columbus Board of Education. As of December, there were 176 job classes in the Columbus Public Schools class plan. During the course of the year, the Commission took 15 class plan actions, including 3 creations

and 12 revisions. Additionally, the classified personnel department of the School Board conducted 173 test administrations including 121 entrance and 52 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 2002 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 2002, the full Commission held 15 public meetings, including 12 regular meetings and 3 special meetings. Additionally, 1 Commissioner and 2 Civil Service staff members held 5 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 25 disciplinary appeals and 18 non-disciplinary appeals were filed during the year. The Commission ruled on 15 disciplinary and 17 non-disciplinary appeals. Additionally during the year applicants removed from eligibility lists as a result of background checks filed 185 new requests for administrative reviews. The Commission ruled on 186 administrative reviews, reinstating 53 applicants and denying 133 requests.

Civil Service Commissioners:

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

Elliot Fishman, Member (Appointed March 11, 2002 for term to expire 2008; resigned May 31, 2002.)

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

## COMMUNITY RELATIONS COMMISSION 2002 ANNUAL REPORT

### *BUILDING A COMMUNITY FOR ALL*

#### **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 2002 Annual Report. During 2002, the Commission diligently worked to "Build A Community for All." Key program & activity highlights to help accomplish this included, the MLK program and March, Columbus Culture Fest, Youth Summit and the September 11<sup>th</sup> Remembrance program. We believe that enhancing community relations and working to eliminate discrimination and prejudice through diversity education/training programs are the foundation for "Building a Community for All."

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

#### **EDUCATION AND TRAINING**

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 enhance community relations and help people to gain a better understanding of different cultures, faiths and lifestyles.

Organizations and agencies that participated in CRC diversity education/training in 2002 include:

- **Columbus Police Department recruit training**
- Columbus Health Department staff
- Citywide diversity training for all new hires through the City Human Resources Department
- Columbus Civil Service Commission
- Netcare Inc.
- Red Cross First Aid/Adult & Child CPR/AED training throughout city departments
- City of Columbus Income Tax Division
- Franklin County Courts Probation Section\*
- Licking Heights School District\*
- Sears Logistics
- John Glenn Institute Young Scholars
- Leadership Columbus
- Various other school and community groups

**Successes** – Reaching a variety of departments within City government and creating a consistency of approach in managing diversity as a customer service enhancement. Significant cost savings to the city in saved outsourcing fees. Developing fee-for-service training to provide additional revenue to CRC budget.

#### **COMMUNITY OUTREACH**

- Merion Village Education Summit
- Godman Guild - Management Consultation/ Hiring Practices
- Otterbein Community Involvement Program (CAPHE)
- Plaskolite/ Community mediation
- Spring Sandusky Facilitator
- Holocaust Education Council board member
- Leadership Columbus
- Curate and maintain the Front Street Gallery and Cultural Display area. Hosted 12 exhibits highlighting local art and culture

**Successes** – Set the groundwork to generate revenue for some diversity trainings conducted by CRC.

**Challenges** – Providing new and updated training information and techniques without budgeted dollars for staff development and training.

#### **COMMUNITY RELATIONS**

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
- Grant writing/Fund raising for CRC and related programs
- Neighborhood Orientation
- Neighborhood Resource Gatherings
- Co-facilitate Diversity classes
- Neighborhood/Community Outreach
- Lead staff for various CRC programs, e.g.
- MLK program and march
- Culture Fest

**Successes** – The 2002 Culture Fest which brought together vendors and performers from over 29 different countries and was attended by over 3,000 people.

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

#### **DISCRIMINATION 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. Protected classes under the City Code 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 EEO helps to educate citizens about the role of the Commission ensuring that they understand their rights under City Code 2331.

Below is a summary of the case management of the CRC for 2002 from approximately 146 inquiries.

▪ Total Cases	35
▪ Opened Cases	15
▪ Closed Cases	32*
Case Categories	
▪ Race	22
▪ Sexual Orientation	8
▪ Sex	1
▪ Religion	1
▪ National Origin	1
▪ Retaliation	1
▪ Racial Profiling	1

**Successes** – Successfully coordinating the case-processing department while continuing the responsibilities associated with the community relations specialist position.

**Challenges** – Increasing citizen awareness of the complaint process without financial resources to market the Commission's programs and services.

#### **CRC YOUTH COMMISSION**

The Columbus Youth Commission was established by City ordinance 1716-01 in October 2001 as a program of the Community Relations Commission. The Youth Commission (YC) 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 YC Coordinator guides the Youth Commission and provides staff support to the adult Youth Commission Advisory Board. Additionally, the YC Coordinator provides staff support to the Community Relations Commission and assists with CRC programs and special projects.

- The Mayor and City Council approved the Youth Commission Advisory Board
- YC applications were disseminated across greater Columbus
- 25 youth participated in the 2<sup>nd</sup> annual Columbus Regional MLK Oratorical Contest
- The Mayor and City Council jointly approved 21 Youth Commissioners, selected from a pool of 150 applicants.
- Youth Commissioners participated in an overnight orientation/organizational retreat
- Nearly 200 youth participated in the 2<sup>nd</sup> annual Youth Summit
- The Youth Commission serves as a dissemination point for youth opportunities to youth and youth serving agencies throughout greater Columbus

**Successes** – Selected a diverse group of youth as Columbus Youth Commissioners. Guided Youth Commissioners in establishing their organizational structure. 70% of YC programming funds were raised from corporate sponsors and individual donors.

**Challenges** - Designing efficient methods for Columbus youth to communicate their concerns to their Youth Commissioners and for Youth Commissioners to respond to those concerns.  
Identifying sufficient funding for Youth Commission programming.

#### **CRC PROGRAMS**

CRC program highlights for 2002 include:

- Martin Luther King, Jr. March and Celebration
- Youth Summit
- Racial Healing Institute
- Columbus Regional MLK Youth Oratorical Contest
- September 11<sup>th</sup> Remembrance program

#### **SUCSESSES AND CHALLENGES FOR 2002**

##### **Successes**

- Conducted over 57 diversity training sessions with over 1,250 participants. In addition we have established a fee for service program to support our training efforts.
- In collaboration with Columbus College of Art & Design co-sponsored 3 symposiums using art as a diversity education tool.
- In collaboration with the Ohio Civil Rights Commission and the Columbus Urban League co-sponsored 2 community forums on Public Accommodations and Predatory Lending.
- Conducted the second annual citywide youth summit. Nearly 200 youth attended the summit and discussed issues of education, violence, drugs, the environment and arts & culture.
- Sponsored the second annual MLK Oratorical contest, more than doubling the number of participants from 2001.
- Assisted 15 organizations with grant applications.
- Assisted in the organization of the West Indian Association and the re-organization of the Latino Empowerment Outreach Network.

**Challenges**

- Meeting the needs of an increasing new immigrant population in the absence of overall coordination and oversight of services and funding.
  - Growing competition within diverse communities for limited resources.
  - Decreasing economic resources resulting in increased tension between and among groups within the community.
  - Reduced staff to meet the increasing challenges.
- KEY OBJECTIVES FOR 2003**
- Cultivate additional partnerships both public and private and combine resources to provide services to the citizens of Columbus.
  - Assist citizens to become empowered and knowledgeable about City process and contacts.
  - Reduce conflicts and foster relationships between and within neighborhoods by identifying and resolving community tensions.
  - Increase opportunities for communication and community involvement with recent immigrant communities (Somali and Latino).
  - Promote non-discrimination practices through cultural sensitivity and civil rights compliance training.
  -

**CRC COMMISSIONERS AND STAFF**

**COMMISSIONERS**

Robert Short, **Chair**  
 Robert McCallum, **Vice Chair**  
 Dr. Ahmad Al-Akhras  
 Julia Arbini – Carbonell  
 Lela Boykin  
 Joon Pyo Choi  
 Chris Corso  
 William Dodson  
 Dilip Doshi  
 Rev. Richard Dunbar  
 Alan Katchan  
 Omar Hassan  
 Rev. Bill King  
 B.J. Lundy  
 Sybil McNabb  
 Brian Shinn  
 Karen Schwarzwald  
 Tei Street  
 Lewis Smoot, Sr.  
 Rev. Leon Troy Sr.

**STAFF**

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

**EQUAL BUSINESS OPPORTUNITY COMMISSION OFFICE  
2002 ANNUAL REPORT**

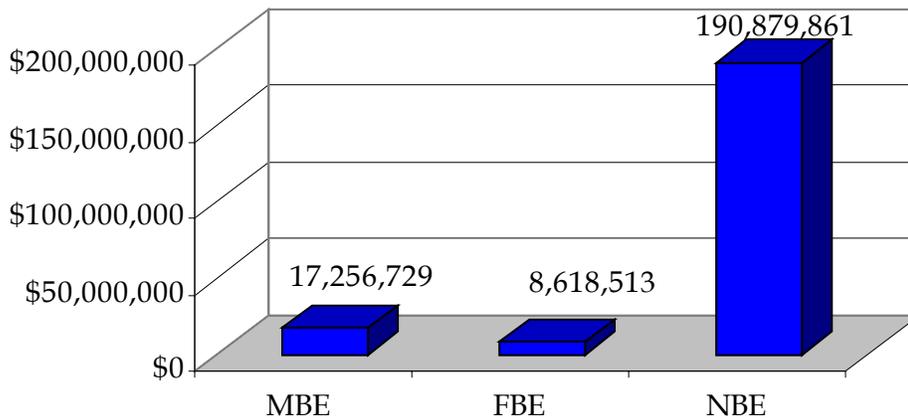
**The mission of the Equal Business Opportunity Commission Office is to promote inclusiveness in the City’s procurement process and to facilitate equal access to contract opportunities.**

The Equal Business Opportunity Commission Office (EBOCO) was established to administer and to enforce compliance with the Title 39 the City Of Columbus’ affirmative action code. Section 3921.03, City Of Columbus Code to compile, to review and to analyze minority and female business enterprise (M / FBE) utilization also mandates EBOCO. 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. In addition, 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 2002, 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 acknowledgement 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.

**2002 Utilization Report**

The following chart highlights the 2002 Fiscal Year, from January 1, 2002 through December 31, 2002 utilization for minority-owned, female-owned (M/FBE) and non-certified business enterprises (NBE). The MBE utilization totaled \$17M and FBE utilization totaled \$8.6M representing 8% and 4%, of dollars expended during 2002. These figures include subcontractors, non-certified minority business enterprises, non-certified female business enterprises and registered minority businesses.



**HISTORICAL UTILIZATION ANALYSIS**

UTILIZATION SUMMARY	1999	2000	2001	2002
<b>MBE</b>				
<b>MBE Total</b>	5,031,640	10,671,990	22,310,965	17,256,729
<b>FBE</b>				
<b>FBE Total</b>	2,320,642	2,129,615	8,237,478	8,618,513
<b>Total M/FBE Dollars</b>	\$7,352,282	12,801,605	\$30,548,443	\$25,875,242
<b>Total Dollars Spent</b>	\$247,000,000	\$249,000,000	\$254,000,000	\$216,755,103
<b>Percentage</b>	2.977%	6.491%	12.027%	11.937%

**IMPROVING UTILIZATION**

- Mayor Coleman continued to challenge his cabinet members to work with the Equal Business Opportunity Commission Office to ensure that fairness and inclusiveness is the standard. Key strategies have been implemented in the past 3 years.
- Mandating Equal Business Opportunity Commission Office (EBOCO) review of bid specifications to eliminate unnecessarily restrictive language.
  - Including EBO Specialist on evaluation teams.
  - Restoring EBOCO management of M/FBE certification process instead of outsourcing allowing for better oversight.
  - Creation of EBOCO liaisons for City Departments and minority and female business enterprises to ensure timely notice of contract opportunities.
  - Complete revamping of the professional service award in both the over \$50,000 awards and the awards in the \$20,000 to \$50,000 range.
  - Continue to discourage the bundling of contracts universal term contracts to allow for smaller awards to more businesses.
  - EBOCO's administration of aggressive citywide outreach initiatives that educate internal and external customers about the importance of procurement practices that promote inclusiveness.
  - Quarterly presentations by the EBOCO Director to the Mayor and Cabinet members regarding Departmental utilization rates.

<b>Legislation and Contract Review</b>
--

The review of legislation assists EBOCO monitor and M/FBE participation and review the bidding methodology used in determining awards. In 2002, EBOCO reviewed over 1500 pieces of legislation.

The review of contracts allows EBOCO to determine whether the supplier has a valid contract compliance number (prime and subcontractors), adheres to state and federal Disadvantaged Business Enterprise (DBE) requirements as well as ensure that the Equal Opportunity Clause is inserted as is required by the Columbus City Code. As a part of EBOCO's monitoring responsibilities, EBOCO reviewed over 7500 purchase orders via the procurement processing system.

<b>Office of Contract Compliance</b>
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Columbus City code requires that all contractors, including subcontracts, who are party to a contract defined in C.C.C. 3901.01, hold a valid contract compliance number. This number is valid for two years. The Office of Contract Compliance issued over 700 contract compliance numbers in 2002. In addition, Contract Compliance investigators attend pre-bid conferences and conduct post award monitoring to ensure compliance with city regulation.

<b>Outreach Programming</b>
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EBOCO is responsible for providing aggressive outreach efforts to solicit and encourage M/FBEs to bid on City contracts. In 2002 EBOCO used a number of tools to outreach to the minority, female and small business community. Our efforts included the following:

- Minority Business Registration
- Internal EBO Roundtables
- Small Business Resource Services – Economic Development
- Director to Business Forums
- E-Newsletter
- Website Links
- Advertising/Marketing

**Minority Business Registration** – EBOCO developed a Minority Business Registration Process to identify businesses that are ready, willing and able to perform on behalf of the City of Columbus and are not currently eligible for the existing M/FBE certification program. These groups include but are not limited to Black, Latino, Asian Pacific Islander, American Indian, Alaska Natives and Women.

**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 2002, EBOCO hosted three "Director to Business Forums". The targeted industries included construction, professional services, goods and services.

**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 as well as

**ACCESS**, the EBOCO newsletter. 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 200 small business owners and advocates joined Mayor Coleman and EBOCO for the 4th 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.

**Small Business Conference** – The Department of Public Utilities in partnership with EBO and the Purchasing Office hosted a small business conference. The conference was designed to assist small business identify opportunities in the department. Over 300 small business representative, city employees and other stakeholders attended the event.

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

### 2002 OUTREACH SUMMARY

• 2002 Capital Improvement Projects Update	1/16/2002
• Neighborhood Pride - Somerset	4/25/2002
• Prepared and mailed out 250 notifications to all MBE/FBE regarding the on-line City Bulletin <a href="http://www.columbuscitycouncil.org">www.columbuscitycouncil.org</a>	4/26/2002
• Rep. Joyce Beatty - Women & Small Business conference.	4/27/2002
• AACC Sponsorship/Kickoff Reception-Proclamation	5/01/2002
• Columbus Post Press -City Bulletin on line & Stephens at EBOCO	5/02/2002
• COPTA Program/S.S.	5/07/2002
• EBOCO Awards Banquet/Staff	5/15/2002
• Neighborhood Pride	5/16/2002
• Call & Post - Story on EBOCO Outreach Efforts	5/23/2002
• Ad in Columbus Post EOD Addition	5/23/2002
• Columbus Post – Story on EBOCO Awards Banquet	5/23/2002
• Ad in Asian Festival Program participation	5/28/2002
• Article Columbus Business First	6/07/2002
• Ad in the Call & Post	6/12/2002
• Columbus Black Professional Network.	7/10/2002
• Director Forum with Women Business Owners	7/25/2002
• East Main Street Business Association.	7/25/2002
• Daily Report “Fairness and Inclusiveness” Article	8/09/2002
• The Columbus Post “Fairness and Inclusiveness” Article	8/09/2002
• The Call & Post “Fairness and Inclusiveness” Article	8/15/2002
• Director Forum – Professional Services	8/15/2002
• The Columbus Post Advertising “Are you Interested”	8/15/2002
• The Call & Post Advertising “Are you Interested”	8/22/2002
• Director to Business Forum – Construction	8/22/2002
• African American Women’s Business Consortium	9/24/2002
• Ohio Women Business Council.	9/25/2002
• CCDC Networking Meeting/Seminar	9/26/2002
• Small Business Seminar	10/29/2002
• National Association Human Rights Workers	10/29/2002
• E-Commerce Banner Link to Shopebiz.com/300+ businesses	11/07/2002
• (MBR) Minority Business Registration Rollout	11/22/2002
• The Call & Post Advertising “Are you Interested”	
• The Columbus Post Advertising “Are you Interested”	
• The Tom Pope Show “EBOCO links to ShopEbiz.com”	
• Columbus Business First On-Line “One Stop” Press	
• The Columbus Post “One Stop Certification” Press	
• The Call & Post “Mayor Pushes for One-Stop” Press	
• The Daily Reporter “ One Stop Process Ease Burden” Press	

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 2002 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 the following four objectives:

1. To promote and effect informed decisions and the allocation of resources through the provision of sound information and advice;
2. To ensure and maximize the availability of grant funds;
3. To maximize resources available to support current and future capital improvement initiatives; and
4. 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.

The Department of Finance continues to implement and monitor plans generated by the operations review conducted in 2001. These include building customer understanding through better financial reporting, establishing purchasing performance agreements with customer departments, and better coordinating the financial function throughout city government. The details are outlined in the forthcoming pages as they relate to the department's programs.

With the city facing its most challenging financial situation in 40 years, 2002 called for intensified cooperation between the Department of Finance, the Mayor's Office, the other city agencies, and members of City Council.

### FINANCIAL MANAGEMENT DIVISION

#### BUDGET

The 2003 budget process was again conducted using a target budget methodology, with funding allocated to city agencies based upon an estimate of available revenue. Finance provided each department with a target budget figure, with each department's 2003 share being determined by the 2002 percentage distribution of general fund projected expenditures across all departments. The budget format focused on achievement of the city's strategic plan to implement the Columbus Covenant.

The Budget section monitored and reported on the financial status of city agencies. In addition to its existing quarterly review process, this section implemented a monthly review of the city's financial situation, to monitor revenue and expenditure trends on an ongoing basis in light of the challenging financial circumstances in 2002. The department continued hiring control measures and implemented measures to control spending on goods and services.

Routine meetings were held between the budget staff and city fiscal personnel to discuss financial issues and to facilitate the communication of policies and processes to division fiscal staff.

The department updated ten-year pro forma operating statements for the general fund and for most operating funds, and created a process for a three-year financial plan for the general fund. The first three-year plan will be produced in 2003.

The department developed and published in the 2003 budget document a comprehensive set of financial policies for the City of Columbus. The department also 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.

The department continued to assist city agencies in the development and refinement of performance objectives and measures, and incorporate them into the budget process. Departments reported performance data to Finance on a quarterly basis through the performance measures database. Quarterly performance reports were published as part of the quarterly financial reviews. The performance database was refined, in anticipation of capturing performance data for all city programs over the long term.

### DEBT MANAGEMENT

In addition to coordinating the 2002 capital improvements budget (CIB) and the 6-year capital improvements plan (CIP), the Debt Management section, in cooperation with the City Auditor, participated in the issuance of \$749,920 in special assessment sales. Also, \$174.8 million of new general obligation bonds were issued in November 2002 to finance capital improvements throughout the city. Of this amount, \$120.0 million is supported by the special income tax (SIT) fund. In addition, the city issued \$3.5 million in Tax Increment Financing Bonds for the Brewery District area.

The city's long-term general obligation bond credit ratings of AAA by Standard and Poor's Corporation and Aaa by Moody's Investors Service were maintained in 2002. Since 1995, both national rating agencies continue to give Columbus their highest long-term credit rating.

### GRANTS MANAGEMENT

In 2002, 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 Consolidated Plan funded programs, providing technical assistance to city departments and agencies, providing cash management services, and submitting year end performance and financial reports to U.S. Department of Housing and Urban Development (HUD). Grants Management provided for the administration of HUD's environmental review requirements for all of the above-described grants as well as other HUD grants received by the public housing authority and non-profit agencies.

In addition, Grants Management researched potential new grant resources for the city and non-profit agencies and assisted in submitting grant applications. Staff also administered both the city's fair housing contract and the community development loan-servicing contract.

### PROCUREMENT DIVISION/PURCHASING OFFICE

With cooperation from all agency purchasers, the Procurement Division created 4,588 agreements to purchase nearly \$93 million of materials, supplies, equipment and services. Due to increased staff teamwork, a little over one week was shaved from the average turnaround time for formally bid purchases (those exceeding \$20,000 in value). The turnaround time in 2002 was 156.6 days for formally bid purchases (compared to 164 days in 2001) and 33 days for informally bid purchases the same as in 2001. Purchase orders referencing UTCs (existing contracts) were accomplished on average in just over three days, which is the same performance

level reported in 2001. The total 2002 revenue achieved via sales was just over \$1 million. 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. The 2002 National Institute of Governmental Purchasing (NIGP) standardized customer service survey was administered to internal customers. The Finance/Purchasing Office achieved a rating of 3.78 out of 5 for its customer service. In addition, much anecdotal information was received. The survey results now form the basis of our customer service performance measure. The results will be used to improve performance. Further groundwork was laid for deliverables for agency performance agreements. A curriculum for the purpose of improving purchasers' skills created in 2001 was implemented in 2002 in cooperation with the City of Columbus Human Resources Department and the Central Ohio Organization of Public Purchasers (COOPP). Revisions to the text of the Purchasing Manual continued.

Staff is more familiar with protocol for cost recovery in disaster situations through a seminar by the COOPP. Staff learned about other issues through the following COOPP seminars: *Partnering with Small Business, Revisiting Affirmative Action, What Happens When Government Acts Like a Monopoly, and Electronic Documents as Public Records.*

Staff professional development continued in 2002. Employees attended classes leading to various certifications, with five more employees becoming newly certified professional public buyers, while several others achieved re-certification.

Staff provided significant supplier customer service outreach to several hundred businesses at numerous events: the Public Utilities Small Business Conference; two appearances at government-marketing seminars coordinated by the Service Corps. of Retired Executives (SCORE); and events with the Equal Business Opportunity Commission Office (EBOCO)

**2002 ANNUAL REPORT: FINANCE/PURCHASING OFFICE –  
SALES PERFORMANCE STATISTICS**

REF#	DESCRIPTION	REVENUE RECEIVED
1	Sale of Misc. Surplus Fleet	\$206,471.91
2	Collection & recycling of mixed office paper and newspapers	\$11,180.86
3	Sale of MD500 Aircraft	\$425,000.00
4	Sale of City-owned property – Livingston Avenue Apartments	\$276,000.00
5	Misc. Sales	\$58,371.34
6	Misc. Trade-ins	\$38,350.00
7	<b>Total of all sales revenue generated through the Finance/Purchasing Office</b>	<b>\$1,015,374.11</b>

**2002 ANNUAL REPORT: FINANCE/PURCHASING OFFICE –  
PURCHASING PERFORMANCE STATISTICS**

REF#	DESCRIPTION	STATISTIC
1	Total dollar amount certified to purchase orders*	\$92.88 million
2	Total number of purchase orders issued*	4,588
3	Average dollar amount on purchase orders (#1/#2)	\$19,512
4	Year 2002 budget	\$1.237 million
5	Percent of administrative cost per total dollars purchased (#4/#1)	1.3%
6	Total number of purchase orders from UTCs or informal bids*	4,208 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**	172 formal bid requests
10	Total number of purchase orders issued pursuant to formal bids	380 purchase orders
11	Average turnaround time to complete the formal bid process**	156.57 days
12	Total number of formal bid protests filed in writing**	1 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 (purchase orders issued) (#12/#10)	Less than 1%

**KEY**

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

## COLUMBUS HEALTH DEPARTMENT 2002 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 2002 Budget:** Total Receipts - \$37,946,139  
Total Expenditures - \$38,567,667

**The Columbus Board of Health:**

Jacqueline Williams – President Pro Tempore

John Boxill – Vice President Pro Tempore

Carole Anderson, R.N., Ph.D.

Wilburn Weddington, M.D.

In June of 2002, Dr. Teresa Long, was appointed Columbus Health Commissioner by Mayor Michael Coleman and the Columbus Board of Health. Dr. Long served as Medical Director and Assistant Health Commissioner for the department since 1986.

The Columbus Health Department is committed to Healthier-Safer-People. To that end, the department provides services that assure the health and safety of Columbus residents. These services make up the foundation of public health in our community and address key priorities:

Access to Care: To best expand health care services to vulnerable populations within Columbus, the department provides critical public health clinical services to residents regardless of their ability to pay. Additionally, department leadership provides direction and support to community partners to deliver services in medically underserved areas.

In 2002, this meant:

- Providing prenatal care to 1,259 pregnant women during 7425 visits and providing 1700 free pregnancy tests on a walk in basis.
- Assuring the health of children by providing education, risk assessments and community linkage to 7,249 mothers and their newborns and other children during 10,475 home visits.
- Providing 17,926 skilled home care visits from nurses, therapists, home health aides, homemakers and social workers to 854 clients.
- Providing 22,508 nursing and supportive care home visits to 847 medically fragile adults and older adults.
- Screening, and controlling tuberculosis through 26,341 clinic visits and 7,217 outreach visits; conducting 10,003 skin tests and 3,599 chest x-rays;
- Treating and following up on 59 reported cases of tuberculosis.
- Protecting the community from vaccine preventable diseases by administering 30,500 doses of vaccine to 13,470 children and adults.
- Controlling sexually transmitted diseases by examining and treating 12,224 persons in the Sexual Health Clinic and completing 120,000 tests in our public health laboratory.
- Performing 9,594 HIV tests and 11,764 HIV counseling sessions.
- Demonstrating leadership for HIV/AIDS prevention, services, housing and coordination throughout central Ohio.
- Preventing dental decay among children by sealing 7,847 teeth of 2,392 students in 62 Columbus Public Schools. Students identified as needing dental care were served by Pediatric Dentists through a special program at the department's family dental clinic. 464 patient visits were provided.
- Providing dental care to families during 4,531 patient visits.
- Screening 8,806 children for lead poisoning and providing medical case management to 41 lead-poisoned children.
- Coordinating breast and cervical cancer screening and diagnostic services and linkage to treatment for 1,147 women.
- Reducing alcohol and drug abuse by providing treatment services to 1,249 men and women.
- Assuring positive birth outcomes for 96.8% of the pregnant women served by the Alcohol and Drug Abuse treatment program. 90 drug-free babies were born during 2002.
- Providing language interpretation and translation services for all health department services.
- Providing leadership to Access Health Columbus and development and implementation of project evaluation.
- Enabling more than 17,000 Columbus residents to receive primary health care through the Columbus Neighborhood Health Centers by providing \$6.1 million in city support.

Access To Health: The Department strives to ensure that all Columbus residents have equal opportunity to engage in healthy behaviors and live in healthy environments.

In 2002 this meant:

- Promoting food safety by issuing over 5,000 food service licenses for the food industry including restaurants, delis, grocery stores, vending machines, and mobile food carts and conducting over 11,000 inspections.
- Conducting food safety education classes for 1,634 food service managers and employees.
- Investigating 143 cases of food borne outbreaks.
- Inspecting and licensing 24 permanent tattoo and body piercing establishments.
- Reducing environmental triggers to asthma and other home hazards by consulting with 1,108 residents regarding healthy home related concerns.
- Reducing the threat of mosquito related diseases including West Nile Virus by larviciding 968 potential breeding sites for mosquitoes, trapping 5,019 mosquitoes at 246 locations, fogging throughout Columbus, conducting dead bird surveillance and retrieval and launching an extensive community-wide education campaign.
- Assuring the safety of area swimming pools by licensing 683 public pools and spas and performing 5,927 public/private swimming pool and spa inspections.

- Investigating 962 animal complaints including 806 animal bites.
  - Increasing access to nutritious foods by providing a total of 320,705 Women, Infants and Children (WIC) with vouchers for specific food items designed to meet the nutritional needs of program participants. These can be redeemed at approximately 150 contracted grocery stores and pharmacies throughout Franklin County.
  - Promoting consumption of fruits and vegetables among 1,810 WIC participants by providing coupons for the Farmer's Market program.
  - Promoting breastfeeding among women by providing 434 breast pumps to women enrolled in WIC who are returning to work or school.
  - Increasing access to health information among Columbus Residents by establishing seven community computer centers in area churches.
  - Addressing heart health in cooperation with residents in North Central Columbus through the North Central Advisory Board and in the Near East and South Linden neighborhoods through leadership on the Cardiovascular Health Coalition of Franklin County
  - Providing leadership and participation in efforts to promote health and quality of life such as the Healthy Columbus Advisory Council
  - Reducing infant mortality through the establishment of an infant death review and promoting smoking cessation and environmental tobacco smoke prevention among pregnant women enrolled in the Perinatal program.
  - Promoting pedestrian safety by distributing 550 "Keep Kids Alive-Drive 25" signs; promoting child passenger safety by checking 890 car seats for correct installation, conducting 110 car seat education classes; distributing 482 seats to nearly 400 Columbus residents.
  - Developing data and resources to guide and inform community health improvement through the completion and release of the 2000 Community Health Risk Assessment
  - Addressing disparity in health status of African Americans by developing health awareness and education messages for airing on WSMZ 103 radio.
  - Providing education and support to 703 children impacted by parental alcohol and drug abuse at 35 community-based sites.
  - Providing accurate birth and death information to the public by issuing 134,932 certified birth and death certificates; and registering 22,669 births and 10,434 deaths.
  - Promoting peak performance of the City's workforce through counseling of 380 clients during 2,385 counseling sessions conducting 108 training sessions for 3,470 participants and providing more than 400 management and labor consultations by the City's Employee Assistance Program.
  - Promoting the health and safety of City employees by providing a full range of Occupational Health and Safety services.
- Emergency Preparedness: The department actively participates in planning, training, resource development and community leadership to prepare for a range of disasters or emergencies including bioterrorism with an emphasis on providing the highest level of public health protection possible for all Columbus residents.

In 2002, this meant:

- Providing leadership and participation in community-wide emergency preparedness planning, to include regional emergency response planning with the Franklin County Board of Health and Health Commissioners from 15 contiguous counties.
- Fully establishing the Office of Emergency Preparedness within the department to provide to provide community and regional emergency preparedness leadership.
- Strengthening the department's ability to address public health threats and emergencies at the county and regional level by obtaining federal funding in conjunction with the Franklin County Board of Health.
- Training Columbus Health Department staff on emergency preparedness and smallpox in order to develop competencies related to emergency preparedness.
- Providing leadership and participation in local and regional efforts to prepare for phase one smallpox immunization clinics.

Other 2002 Milestones included:

Hospice of Columbus ended over twenty years of service in November of 2002. The program was the pioneer in hospice care and brought forth the Hospice movement in Columbus. In its final year, Hospice provided 1,872 visits to 58 hospice clients and 216 bereavement clients.

Social Work and Nursing personnel teamed up to provide public health services in collaboration with other city neighborhood services at the Neighborhood Pride Centers on the city's South Side and Franklinton. During the first five months of service, staff responded to more than 130 requests for service providing linkages to primary care, Medicaid coverage, senior resources, housing and legal aid.

The Sexual Health Program has been working in partnership with the Ohio Department of Health and the Centers for Disease Control and Prevention (CDC) to address the growing problem of syphilis in Columbus. CDC has ranked Franklin County as having the 13<sup>th</sup> highest rate of syphilis in the Country. Through funding from the CDC, the department is working with community-based organizations to address this issue.

A key partnership was established between the department's Environmental Health Team and Lowe's Home Improvement warehouse to reduce the threat of West Nile Virus in Columbus. Lowe's provided free screening materials and insect repellent to citizens to reduce exposure to mosquitoes. The partnership was successful in reaching thousands of people in Central Ohio.

The department established a Domestic Violence Death Review Team to identify trends in domestic violence deaths and determine opportunities for prevention. The team consists of representatives from a wide range of agencies that come into contact with domestic violence victims or perpetrators.

In cooperation with the Prevention Council of Central Ohio, a health resource center has been established on-site at the Columbus Health Department. The center is designed to increase public access to current and accurate health information.

## HUMAN RESOURCES DEPARTMENT 2002 ANNUAL REPORT

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

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

In 2002, 33 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) and Quality of Working Life (QWL).

#### **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 in 2002 (78 in 2002, compared to 153 in 2001). The number of disciplinary hearings declined from 283 in 2001 to 227 in 2002. Fitness for duty hearings increased from 45 in 2001 to 71 in 2002.

During fiscal year 2002 the City completed its negotiations with AFSCME, Locals 1632 and 2191 and CMAGE/CWA, Local 4502. Negotiations began for a successor contract with the Fraternal Order of Police, Capital City Lodge #9.

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, random testing, post-accident and pre-employment. The section is also responsible for the development and implementation of the City’s policies and procedures for a drug free workplace. The DAC designs and coordinates the training of all employees regarding DFWP.

Year 2002 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 which resulted in fewer positive test results than 2001; and the training of City employees (including supervisors) regarding the Drug Free Workplace policies and procedures.

#### ➤ **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-eight (28) 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. A number of QWL facilitators also assisted the Education Department in facilitating breakout sessions during the Citywide Education forum.

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.

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

#### ➤ **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.

In 2002 the Division developed and implemented occupational health and safety policies and guidelines through an Executive Order signed by Mayor Coleman in February 2002. The Division endeavors 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. With the assistance, support and dedication of safety professionals in the departments and divisions, the City has begun to experience reductions in total workers’ compensation claims, lost time claims and injury leave hours.

#### ➤ **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 2002, resulting in a contract with Travelers Insurance.

All lines of employee health care, including medical, dental, vision, drug, life, short-term disability, and COBRA were bid and contracts were awarded effective February 1, 2002. 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. Additionally, Employee

Benefits has increased the level of participation in departmental transitional work programs and has expanded participation in Drug Free Workplace programs and premium discount programs sponsored by BWC. The Employee Benefits section continues to participate in union negotiations with respect to benefit plan changes. Plan design recommendations from the Mayor's Economic Advisory Committee were implemented. Disease management programs were conducted each quarter and an annual benefits fair was conducted during 2002, with increased employee participation.

➤ **Equal Employment Opportunity**

In 2002, the City Equal Employment Opportunity Office responded to thirty-two (32) EEO-related inquiries and investigated six (6) formal complaints filed by City employees. EEO Office staff offered seventy-five (75) training sessions on EEO-related topics to both supervisors and employees. This is the largest number of trainings provided by the Office on an annual basis and the significant diminution of the number of complaints has been noted.

Eight standards for the EEO Office directed toward the delivery of quality and timely services consistent with the City's EEO policies and the best professional practices were implemented. The Office maintains productive communications with the Labor Relations and City Attorney's offices.

➤ **Training and Employee Development**

The Training and Employee Development section is located at the Training Center on Piedmont Road. The Training Center has five designated training rooms and an in-house computer lab. In 2002, the Training section offered 897 classes in over 150 courses and trained over 14,000 attendees. City instructors trained over 1,600 employees in Microsoft Office products at a savings of over \$160,000 in instructional fees while increasing employee computer skills. Citywide Training continues to offer classes that cover a wide-range of educational needs including two GED classes, a Math Skills Lab, and a variety of courses in Communication Skills, Employment Rights, Safety and Health, Personnel Management and Workforce Development.

In 2002, the Training section with the assistance of City departments and the Public Strategies Group completed an internal review resulting in the Training section developing strategies to become a training enterprise and establishing an internal curriculum committee to ensure training is aligned with the City's strategic priorities. In December, Mayor Coleman signed an Executive Order recognizing the newly named "Office of Citywide Training and Development" as the lead agency for all Citywide training. Our goal is to provide quality training opportunities to City employees aligned with the Columbus Covenant and to ensure all City training resources are used efficiently and effectively.

➤ **Employee Resources**

The Department of Human Resources, through its Employee Resources section, was responsible for the Citywide coordination of the Operation Feed and Combined Charitable Campaigns. Both were overwhelmingly successful. City of Columbus employees donated 67,981 meals to the Mid-Ohio Food Bank and almost \$205,000 to the Combined Charities Campaign. The Employee Resources section continues to coordinate the City's Employee Recognition Program. Other programs such as, Debt Consolidation; Investment Programs; Daughters/Children At Work Day; Riverside Mobile Mammography; Book Fairs and the Red Cross Blood Drive, were presented to benefit and assist employees. By way of paycheck stuffers, Citywide voicemail, 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 of the Department of Human Resources is responsible for the development, implementation and administration of compensation policies, procedures and strategies that promote the development of a fair equitable and market driven compensation management system.

Accomplishments included:

- 1) Initiated the Columbus Compensation Management Plan (CCMP) project to develop a compensation philosophy, labor market strategy and conduct a market analysis of select CMAGE classifications.
- 2) Developed the MCP policy for consistent administration of the Management Compensation Plan.
- 3) Assumed responsibility for PRI approvals.
- 4) Provided technical expertise to Health Department Pay Review Committees.
- 5) Participated in numerous salary surveys.

Finally, Human Resources in collaboration with Labor Leadership, the Administration and City Council began a Continuous Improvement Training initiative (Kaizen) in an effort to identify ways to reduce City operating cost and deliver services more efficiently.

## RECREATION AND PARKS DEPARTMENT 2002 ANNUAL REPORT

### 2002 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. In other words, we work so others can play. All of this is accomplished through the Department's vision of providing leisure opportunities for all ...something for everyone...naturally.

### ADMINISTRATIVE DIVISION HUMAN RESOURCES

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 & MARKETING

The Development Section had a successful year in promoting opportunities through its volunteer organization. In 2002, citizens contributed over 174,590 volunteer hours to the department at a value of \$2.496 million, which included 93 park clean-ups worth \$64,514.

In addition, the department received a total of \$110,752 in cash, services, and donations from our non-profit groups, and was the recipient of sponsorships totaling \$678,679 and grants equaling \$2.789 million.

The Development Section also raised \$65,850 for P.L.A.Y. (Private Leisure Assistance for Youth. P.L.A.Y. provides scholarships to children from low-income families and allows them to participate in a variety of our fee-based activities. In 2002, \$55,603 was allocated by P.L.A.Y. for 1,711 youth.

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 2002, employee, sponsorship and volunteer newsletters were produced on time and on budget, as well as the production of videos for the department's speaker's bureau and public service announcements for departmental special events.

### CENTRAL OHIO AREA AGENCY ON AGING

The Central Ohio Area Agency on Aging (COAAA) provided over \$31 million in services to the region in partnership with 111 local service organizations.

Accomplishments for the year 2002 included beginning enrollment into the PASSPORT Choices pilot program, which enables participants to hire caregivers and direct their own care, creating the National Family Caregivers Program by increasing funding to all eight county partner agencies, expanding the "Caregiver in the Home" education series to all counties, increasing the number of caregiver resource centers, and establishing a regional caregiver newsletter.

In addition, COAAA established the MediCARES program, which helps older adults become better health care consumers through training on Medicare billing issues and fraud, and received a grant in partnership with LifeCare Alliance to begin a "Senior Farmers' Market" program to provide vouchers to low-income seniors to purchase fresh produce at farmers' markets.

The division also sponsored by the 11<sup>th</sup> annual "Paraprofessional Conference", and promoted the awareness of COAAA programs through a three-month regional television and radio campaign, distribution of the "2002 COAAA Resources Guide" to 12,500 people, sponsorship of the "WMNI Listener Parties" targeted toward seniors, 50 display events including a series with Big Bear Stores, sponsorship of "Senior Day" at the Columbus Zoo, and organization of the 27<sup>th</sup> annual "Central Ohio Senior Hall of Fame."

### COLUMBUS MUNICIPAL GOLF COURSES

During 2002, the Golf Division worked with the city's Finance Department to implement a new accounting system.

In addition, Airport Golf Course built and opened several new forward tees, Champions Golf Course successfully increased the "Greater Columbus Junior Amateur Championship" by 60 percent and increased league play by 13.7 percent, and Mental Memorial Golf Course hosted a successful drive and putt chip competition for cable TV's "Golf Channel" as well as built a new putting green by the clubhouse. Raymond Memorial Golf Course hosted over 600 junior golfers from all over Ohio to participate in a 10-week traveling junior tournament series, Turnberry Golf Course created a new set of forward tees primarily for use by seniors, Walnut Hill Golf Course added 150 yard markers and improved the surrounding flower beds, and Wilson Road Golf Course built a new scoreboard and increased their riding car rentals by 23 percent.

### PLANNING AND DESIGN

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 2002, the Section completed construction of new roofs on the four athletic complexes; installed new lights in Franklin Park and Schiller Park; completed Schiller House and Harrison House renovations; construction of the Beatty Pavilion at Mayme Moore Park, the cart barn at Champions Golf Course and a new shelter; Rhodes Park well and irrigation field improvements; and renovations or improvements to the Wolf Park tennis courts, Duranceaux Park, Frank Fetch Park, and the Swim Center. In addition, 170 acres of parkland were acquired throughout the year including 40 acres on Hard Rd.

Trail projects also remained a priority with the completion of a ¼ mile trail from Main to Livingston along Alum Creek, one mile on Blacklick Creek through Portman Park, a 1.2 mile extension of the Scioto Trail from Grandview Ave. north, renovation of the trails in Tuttle Park along the Lower Scioto Trail, and installation of mile markers along the entire Olentangy/Scioto Trail. The department also received a \$400,000 grant from the Ohio Dept. of Natural Resources for continuation of the Alum Creek Trail from Morse Rd. to St. Rt. 161.

Relative to downtown, Planning and Design worked toward an agreement with Metro Parks and the Ohio Audubon to develop park space and a nature center on the Whittier Peninsula, completed the acquisition of all properties as part of the \$12 million

Scioto Peninsula State Capital Grant, and worked toward the completion of the design development drawings for the North Bank Park in which AEP donated property for the project.

## **FISCAL**

Looking for new and alternative options on saving money or efficiently enhancing operations, the Finance Section expanded the department's internal budget team from 12 members to 58 to include all levels of employees as well as representatives from the Mayor's Office, City Council, and the city's Finance Department. Additionally, the section held the first, annual Budget Summit in which suggestions were solicited from all department employees on how to make the department more effective and efficient in meeting the public's recreational needs within our allocated budget.

## **PARKS DIVISION**

### **PARK/FACILITY MAINTENANCE**

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, maintenance support for citywide and independently produced special events, as well as playground and trail maintenance. These two sections also completed roof repairs at Douglas, Carriage Place and Northeast Recreation Centers, replaced gutters and downspouts at Glenwood Recreation Center, and supported the Mayor's "Neighborhood Pride" effort at six sites. Restoration work was completed at Dodge Skate Park to eliminate unsafe concrete and unsightly graffiti, as well as concrete and sidewalk replacement work with major repairs at Brevort and Whetstone Parks. In addition, the Park Section created an 18-hole disc golf facility in the former camp area at Griggs Reservoir to replace the course at Big Run Park.

### **FORESTRY/HORTICULTURE**

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 2002, the section logged 7,768 service calls, received \$19,500 from the Ohio Dept. of Natural Resources for street tree planting efforts, worked with the Columbus Rose Society and the Columbus Rose Club to promote and celebrate 2002 as "The Year of the Rose" in which the Rose Club also donated and installed a new bed of roses on Memorial Day to honor U.S. veterans. The staff, which also coordinated the "Arbor Day Celebration" at Franks Park sponsored in part by Giant Eagle, was rewarded with a "Tree City USA Award" for the 23<sup>rd</sup> consecutive year.

### **NATURAL RESOURCES & OUTDOOR EDUCATION**

This section restored over nine acres of the historic 100-year-old prairie at Hoover Reservoir, which includes one of the only known populations of the state-endangered Gattinger's Foxglove in Ohio as well as the state-threatened Wild False Indigo. Also planted a 100-acre prairie at Smith Farms, installed over seven acres of wildflowers in park areas that were previously mowed to cut back on labor and expenses, conducted the first "Creatures of the Night" Halloween event for families at Woodward Park, eliminated an acre of honeysuckle at Duranceaux Park to help restore and protect the state-threatened Snow Trillium, increased programming to teenagers by 30 percent, and inventoried, surveyed, mapped and developed natural resources management plans for 11 parks.

### **SAFETY**

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 2002, the Safety Section completed OSHA safety inspections for all department facilities, finished the fourth safety perception survey as part of our safety management process, and updated the employee safety manual.

## **RECREATION DIVISION**

### **COMMUNITY RECREATION**

The Community Recreation Section continued to expand its focus on the physical and mental well being of the city's youth. This included athletic, art, life skills, and educational programming at all 28 recreation centers, coordination of the "Inner City Summer Games", a partnership with the YMCA and Columbus Public Schools for a truancy program, 55 summer playgrounds, summer specialty camps that raised \$266,000, a teen job training program, hosting Cap City Kids sites, and administering 160 locations for the U.S. government's summer breakfast and lunch program for kids from low-income families.

2002 highlights for the section include the Youth Hockey Program in which three teams of 54 players were fully outfitted, 120 youth participated in the "Learn to Skate" program, and 1,600 played in the summer skating program sponsored by the Columbus Blue Jackets. More than 1,000 youth took part in citywide track meets, 183 participated in the citywide gymnastics competition, and implemented a new Therapeutic Recreation program called, "Quest" to provide gymnastics, basketball and art experiences for disabled youth. In addition, two federal grants were received from the UPARR program for the \$2 million renovation of Beatty Recreation Center.

### **SPORTS**

Lots of enhancements occurred in the Sports Section in 2002 including registering 77 youth soccer teams for 1,200 participants, organizing the "Hershey Track and Field Meet" at OSU for 530 youth, partnering with OSU to provide the first joint venture of offering summer sand volleyball leagues on the OSU campus, adopting the National Recreation and Parks Department Junior NBA/WNBA program for youth basketball teams, receiving a grant from the Ohio Ophthalmologic Society for their "Play Hard, Don't Blink" program in which 400 helmets with protective eye shields were distributed to our Girls Fast Pitch and Little League baseball programs, implementing two adult basketball league seasons and an elite softball league, and developing online registration for sports leagues with the City Auditor.

### **SPECIAL EVENTS**

In 2002, the Special Events team successfully presented programs such as the "Family Fun Fest" in Genoa Park, which attracted more than 20,000 people who enjoyed a variety of diverse family activities, the "Fall Harvest Jamboree" at Smith Farms, which attracted more than 2,500 people, and the holiday lighting program at City Hall. In addition, the section collected evaluations from the public and volunteers who attended these events to address areas of improvement and future planning needs.

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

The section also completed revisions to the "2002 Event Planning Guide", which is a reference document for event planners utilizing the downtown area, any of our parks, and on city streets, and they implemented a new expense tracking system to record and analyze finances for each special event.

**MULTI-GENERATIONAL ADULT PROGRAM**

Formerly known as Senior Recreation, the Multi-Generational Adult Program (MAP) produced and mailed its 12 monthly newsletters to 8,500 members of the seven MAP centers. MAP also coordinated the annual "Creative Arts Event" with 387 participants, 663 exhibited items, and an audience of 1,710. The section also hosted the regional qualifier for the "National Association of Senior Circuit Softball" with 44 teams from six states and Canada, partnered with Lowe's for "Home Safety Programs", coordinated the annual "Senior Fest" with 475 participants, the "Limited Mobility Luncheon at Bolton Air Field for 160 guests, breakfast/luncheon programs including "Blues Monday", "Jazz, Juice & Jam", and "Bluegrass, Bacon & Biscuits". In addition, MAP held two golf clinics for 120 senior golfers, held the "American Girl Doll Style Show and Tea" for over 400 girls and their parents at the Golden Hobby Shop, and hosted the "Ohio Senior Olympics" with 1,200 athletes in 19 sports over 14 days, which included a 100 year-old man and the first ladies 3-on-3 basketball team in Ohio history.

**ARTS**

The Arts Section created and produced cutting edge programs and exhibits including the Davis Dance Ensemble's reprise of Aminah Robinson's "A Street Called Home", teen workshops focusing on William Shakespeare and working with nationally renowned artist Robert Post, the Children's Drama Company's productions of "Pinocchio", "The World of Hans Christian Anderson", and "Really Rosie", as well as "Arsenic and Old Lace", "Twelfth Night", and "Once Upon a Mattress" by Park Playhouse. The Columbus Youth Jazz Orchestra competed in the "Essentially Ellington" competition in New York in placed fifth overall, and more than 175,000 people attended the annual "Festival Latino" event produced by Music in the Air.

More than 15,702 students attended classes at the Davis Center, over 2,500 took 60 visual art classes at the Cultural Arts Center, and the P.A.I.N.T. project was continued for the fifth year, which is an outdoor mural project with work done by youth at risk. Music in the Air also produced its annual performance series of "Rhythm on the River", Short North Jazz Series, "Topiary Garden Concert Series, and "Magical Musical Mornings."

Revenues for the Arts Section included \$226,969 at the Cultural Arts Center, \$55,000 in grants and revenues at the Davis Center, and Music in the Air's \$250,324 in cash sponsorships, grants, event revenue and rentals along with \$298,716 in in-kind services and goods.

**PERMITS**

The Permits Section continued its effort to ensure high standards of customer service in 2002 including special efforts to repair, paint and re-set the boat stakes at Hoover Reservoir, refinishing and restoring the floor at the Cleo Dumaree Athletic Complex, buying a new floor cleaning machine for each of the athletic complexes, implementing a new power washing service for the public marinas, purchasing a new 30' portable bleacher system, renovating the Goodale Park shelter house, and renovating the exterior of the Whetstone shelter house.

**AQUATICS**

Maintaining an impeccable safety record, the Aquatics Section served 159,768 patrons in 2002, and instructed another 43,698. The Section also saved \$5,000 with in-service training to maintain water safety and life guarding certifications for employment at our pools, coordinated programming with several sections of the department including Community Recreation, MAP, Outdoor Education, and Therapeutic Recreation. The section also coordinated the annual "City Swimming and Diving Championships" and worked with Elite Diving to enhance our diving programs and to provide diving scholarships to Columbus students.

## PUBLIC SAFETY DEPARTMENT 2002 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 services to the citizens of Columbus.

### **2002 HIGHLIGHTS**

Enhancing safety services are a key component of Mayor Coleman's vision to make Columbus the best place to live, work and raise a family. In 2002, the Department of Public Safety accomplished numerous neighborhood safety initiatives.

The historic, outright dismissal of the Department of Justice lawsuit against the Columbus Division of Police validated the City's efforts that have enhanced the accountability and excellence of the Police Division. From reorganizing and expanding the Internal Affairs Bureau and equipping police cruisers with video cameras, to training all personnel in specialized, biased-based profiling, these measures have taken the Columbus Division of Police to the next level of excellence. The dismissal would not have been possible without the collaboration and cooperation between Mayor Coleman, Safety Director Mitchell J. Brown, the Columbus Division of Police, the Fraternal Order of Police, and the City Attorney's Office.

The appointment of new Fire Chief, Ned Pettus, Jr. in March 2002 marked a very special day for Columbus and for the Department of Public Safety. Mayor Coleman and Safety Director Brown chose Chief Pettus for his vision, character and leadership abilities. He is the 20<sup>th</sup> fire chief in nearly 200 years of history in the Columbus Division of Fire.

The Department of Public Safety made significant progress in the area of Emergency Preparedness. Since September 11, 2001, the department has worked diligently to enhance our Hometown Security. For example, the Communications Division ensures that the Department of Public Safety has effective interoperability so all of our safety personnel can communicate effectively with each other and with surrounding safety agencies.

### **COLUMBUS DIVISION OF FIRE**

The Division of Fire ended 2002 with 1534 uniform members and 35 civilians staffing the administrative offices, 31 fire stations with 33 paramedic engine companies, 15 ladder companies, 5 heavy rescues, and 31 medic units. The Fire/EMS companies are broken down into 7 districts, each commanded by a battalion chief. An EMS coordinator is also assigned to each district. In addition, we provide Hazardous Materials services as well as bomb disposal.

The Division's Fire Alarm Office dispatched 136,509 runs, of which 74 % were for emergency medical service. The average response time for non-EMS runs was 4.4 minutes and 5.3 minutes for EMS runs.

A tragic accident occurred in the Division on July 15th. One of the ladder trucks had a mechanical failure of the brakes and tipped over while trying to navigate a turn. As a result of this accident, the Division revamped its vehicle maintenance program.

In July, the Division broke ground for a new fire station located in the northwest quadrant of the city. Station 34 will be located at 5201 Wilcox Road. The Division also broke ground for a major remodeling and expansion of the Clintonville fire station. Old station 19's historic style will be preserved. Station 19 at 3601 North High Street is being updated to better serve the public. Groundbreaking for this station was in September.

The Division of Fire significantly increased the distribution of smoke detectors to the neighborhoods, providing 1,300 free pieces of equipment to residents in need.

The long awaited opening of the Fire Museum in the downtown area has finally arrived. This has fulfilled a longtime dream of many Division members and should be a great asset in fire prevention efforts. The Division is proud of all the sacrifices made by so many people to make this happen.

As the Nation, State, and City face future challenges, Chief Ned Pettus, Jr. reports that the men and women of the Columbus Division of Fire are prepared and will continue to protect the safety and well being of our residents.

### **DIVISION OF COMMUNICATIONS**

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 responsibilities include Police Substations and Firehouses, E911 System, Emergency Operation Center (EOC), and Police and Fire Dispatching Facilities.

### **2002 HIGHLIGHTS**

- The Division added specialized booster equipment to improve the 800 MHz radio coverage within Port Columbus Airport. This addition has dramatically improved radio communications for responding security and emergency personnel. In addition, the Division completed wiring and installation of telephones, public address, and alarm equipment into the new Police Helicopter Facility, Fire Station 21, and new warehouse facility for the Division of Fire.
- The Division upgraded and added three additional Police and Fire "data" radio tower sites to allow for better coverage throughout the Columbus area. These sites, which total seven (7), are the infrastructure for transmitting and receiving of data for the "Mobile Data Computers" (MDC) within the police cruisers and fire apparatus. The Division replaced twenty voice repeaters on the Public Safety 800 MHz Radio System. In addition, the division completed programming of 120 "Mobile Data Computers" (MDC) and 2,053 portable and mobile radios.
- The September 11, 2001 tragedy brought additional security issues to be dealt with within the Division. Intrusion alarms, CCTV monitoring, and access card readers were installed. Dial-up modems were added to secure unauthorized access to critical Public Safety Communications Systems. The Division completed the task of designing and constructing a workable "Backup Police and Fire Communication Dispatch Facility" for receiving E911 calls and dispatching emergency services. In addition, a backup Emergency Operations Center (EOC) to be used for mustering personnel and coordinating emergency and disaster situations was designed and implemented.
- The division designed, purchased, and put into operation a 100 foot portable/retractable transmitting tower with five 800 MHz radio channels to be used as a backup for Public Safety communications in emergency and disaster situations. In addition, a portable Communications Van was designed and constructed for emergency and disaster situations. This Communications Van

supports a portable phone system, 100 portable radios, batteries and chargers, and 14 portable desktop radio control stations, which are all compatible with the portable/retractable-transmitting tower.

- 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 "Drop Lights" and "Safety Harness" equipment in the garage area.
- There were an additional 87 data drops installed at various Police and Fire Facilities bringing the total number to 1,592. An additional 200 telephones were installed bringing the total amount to 2,905. In addition, the Division received a total of 14,942 service requests during the year consisting of 62 percent radio and 38 percent telephone related. The service garage section installed/stripped communications equipment from 280 Police, 119 Fire, and 21 other City of Columbus divisions' vehicle/apparatus during the year.
- The City of Columbus Public Safety 800 MHz Radio System currently has 114 agencies from Columbus, surrounding Cities, Townships and Counties with 6,961 active radios. There were a total of 39 agencies billed for communications services on the 800 MHz Radio System in 2002 with revenue totaling \$286,994. The overall Division revenue billings totaled \$437,745.

### **COLUMBUS DIVISION OF POLICE**

Employing a number of specialized bureaus and units has allowed the Columbus Division of Police to capitalize on the vast experience within its ranks. Specialized bureaus and units utilize expert investigative skills pertinent to that area of crime. Below are just a few examples of the results accomplished as a product of this specialized expertise.

#### **STRATEGIC RESPONSE BUREAU**

The Strategic Response Bureau's Enforcement Section utilizes citizen complaints and crime analysis statistics to target areas and address street level crimes. The Enforcement Team targeted a street-level narcotics and stolen property issue on 13 Precinct on the south side. Beginning with six suspects, members of the team developed 155 suspects and expanded their scope to include areas outside Franklin County. During a two-day roundup, 87 of the 155 suspects were arrested. A Grand Jury returned a 330-count indictment on the 155 suspects, with 40 of the 330 indictments involving R.I.C.O. charges. A majority of these trials are expected to take place in 2003.

Numerous complaints of narcotics and gang activity in the Weinland Park area initiated another street level investigation by the Enforcement Team. Undercover officers and confidential informants purchased narcotics from dealers and gang members in the area. The investigation concluded on May 28, 2002 with the simultaneous execution of three search warrants by S.W.A.T., Narcotics In-Tac Unit and SRB Enforcement Officers. Felony warrants were filed on 35 suspects, 18 of which were arrested during the roundup. The Grand Jury met in June and returned a 100-count indictment on the 35 suspects.

Another Enforcement Team investigation utilized the roundup method of arrest on 6 Precinct on the near east side that resulted in 137 charges being filed on 63 felony suspects, 34 of whom were arrested during a two-day roundup. A narcotics investigation in the area of Cleveland Avenue on 5 Precinct resulted in the filing of 118 charges on 71 individuals.

#### **DOMESTIC VIOLENCE SQUAD**

One sergeant and eight detectives staff the Domestic Violence Squad funded in part through a federal Violence Against Women Act grant. The mission of the squad is to stop the cycle of family violence. Over 800 packets were processed in 2002, a 16% increase over the previous year.

#### **CRIME LAB**

The Crime Lab was awarded a federal grant to perform analysis on DNA casework where no subject is identified. Beginning in July, the Division began receiving funds to enable nationwide searches for possible suspects in unsolved crimes using the Combined DNA Index System (CODIS). Using this system, Crime Laboratory analysts made 41 matches linking suspects to crimes as well as linking serial crimes. A new ballistics imaging system (IBIS) was installed at the crime laboratory by the ATF at no cost to the division. This system allows the Division to search for ballistic matches nationwide using the National Integrated Ballistic Identification Network (NIBIN).

#### **PROFESSIONAL STANDARDS**

While the Professional Standards Bureau is comprised of many units that address a number of standards and personnel matters, one specific unit brought the Division of Police a great deal of accolades across the country. Under this Bureau's guidance, the Columbus Division of Police achieved full C.A.L.E.A. reaccreditation on July 31, 2002 and will seek reaccreditation in July 2005.

#### **TRAINING BUREAU**

The Recruit Training Unit graduated one recruit class. The 104th Recruit Class graduated on January 25, adding 61 new officers to the Division's roster. The 105th Recruit Class began training in July and will graduate 41 members in January 2003. The 106th Recruit Class began training on December 9 and will graduate in June 2003.

The Entrepreneurial Training Program (ETP) is administered by the Administrative Unit has more than doubled the initial investment and is continuing to build its account. This program and its fund supplement the existing training budget.

The Training Bureau also held three Citizen's Police Academy sessions in 2002. This program graduated over 60 students who now have a better understanding of the Division of Police and its many activities and responsibilities. Additionally, a pilot project for the first Youth Police Academy was undertaken during the summer with great success. This program, aimed at teenage youth, familiarizes teens with Division personnel in a positive manner while educating them in the workings of the Division of Police.

#### **SUPPORT SERVICES BUREAU**

The S.W.A.T. Platoon celebrated its 28<sup>th</sup> year of service in 2002. They received 515 requests for service. In reaction to those requests, S.W.A.T. responded to and peaceably settled 33 hostage/barricade situations. As a result of S.W.A.T. officers' efforts, 169 felons and 10 misdemeanor offenders were arrested. Additionally, many weeks of surveillance were also dedicated to the OSU Campus area after several sexual assaults.

#### **MID-OHIO STRANGER ABDUCTION ALERT**

When a child is abducted by a stranger or is reported missing under dangerous circumstances, parents are faced with the possibility of never seeing their child alive again.

Citizens in Columbus now benefit from the support of a network of participating law enforcement agencies and news media outlets called the "Mid Ohio Stranger Abduction Alert" or "MOSAA". This network creates a partnership between law enforcement agencies and the media that work together to broadcast on radio and television shortly after an incident has been reported, child stranger abductions or children missing under circumstances suggesting foul play. MOSAA was patterned after the nationally

known program, the Amber Alert that has been used in the Dallas-Fort Worth, Texas area since 1996 after 9-year old Amber Hagerman was abducted and murdered by a stranger.

#### **LICENSE SECTION**

The License Section's function is to provide, administer, and enforce all laws, and rules and regulations relating to licensing requirements for various types of businesses and users of burglar and fire alarm systems.

- **Alarm Unit activity:**  
Issued and tracked 35,596 alarm user permits, 534 alarm dealer and agent permits. Tracked 35,705 false alarm reports. Collected \$455,025.00 in penalties from negligent alarm users. Processed 1,551 written appeals. Conducted 210 revocation hearings. Revoked 101 alarm user permits. The Alarm Unit held 2 Alarm Advisory Board meetings and generated \$944,075.00 in total revenue for the year 2002.
- **Vehicle for Hire and General Regulatory Units' activity:**  
Conducted 2,221 pushcart, taxi, livery and horse carriage inspections. Licensed 597 vehicles for hire, 955 drivers, 89 pushcarts, 1,125 peddlers and peddler promoters, 35 itinerant vendors, 79 massage technicians, 23 closing out sales, 122 establishments, and transferred 240 licenses.
- The **Vehicle for Hire Unit** investigated 47 citizen complaints. Transacted business at 9 Vehicle for Hire Board meetings, which revoked 13 licenses and suspended 1. Transacted business at 1 License Appeals Board hearing.
- **General Regulatory Unit** investigated 25 citizen complaints, Transacted business at 8 Charitable Solicitations Board meetings, issued 289 charitable solicitation permits and 27 professional fundraiser permits. Issued 1112 weapon transaction permits, 72 parade permits, and 15 permits for carnivals, circuses and shows.
- Processed 153 indigent burial requests totaling \$103,914.46 in payment to local funeral homes.
- The Section issued 163 citations/summons and turned 221 licensees over to the City Attorney for collection.
- The License Section generated \$1,159,237.87 in total revenue and handled a total of 41,012 transactions in the year 2002.

#### **WEIGHTS & MEASURES SECTION**

The Weights and Measures Section operates under and enforces Title Twenty-Nine of the Columbus City Codes. Our mission is to ensure "Equity in the Marketplace". Various types of inspections are performed to provide a level field of competition for merchants to conduct their business. The objective of the Weights and Measures section is to guarantee that no monetary injury is made to either the buyer or seller in a commercial transaction.

#### **2002 HIGHLIGHTS:**

- In the year 2002, 9852 devices were inspected and tested. (Scales, gas pumps, taximeters, and vehicle tank meters). 274 of these devices were rejected, and taken out of commercial use until repaired. The total fees generated for the year were \$236,103.00.
- With our package-checking program, a total of 133 lots were inspected. (97 Random-Weight, 34 Standard-Weight, and 2 Standard-Volume). Contained in these lots were a total of 1736 packages of which 416 packages were ordered off-sale for being short weight or measure.
- Price verification (scanner) tests were performed in 87 establishments. We checked 3700 items, of which 3544 were found to be correct, with 72 over charges and 84 under charges.
- There were a total of 48 consumer complaints received, with 47 being resolved, and a total of 44 violations were issued.

## PUBLIC SERVICE DEPARTMENT 2002 ANNUAL REPORT

The Public Service Department consists of a Director's Office and four 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 1,115 people in 2002 and had an annual budget of \$97,637,335.

### **Facilities Management**

The Division of Facilities Management provides safety, security and general maintenance and custodial services for most general-fund facilities, including City Hall, Beacon Building, 99/109 N. Front Street, Municipal Court Building, Central Safety Building and Refuse facilities. The Division also oversees contractual and professional services at the above facilities, as well as at the Health Department, the I-71 North Complex, the former Lazarus Warehouse, and Bryden House. In 2002, the division:

- Began construction of Fire Station 34 at 5201 Wilcox Road in the northwest quadrant of Columbus.
- Completed the \$3.4 million construction of the new Eastside Health Center that replaced the deteriorated ECCO facility on East Main Street.
- Began the selection process utilizing the QBS (Quality Based Selection) for Fire Station #18 located in the South Linden area.
- Completed design of the south dorm on Parsons Avenue, which will house 25 members of the Division of Police Internal Affairs Unit, as well as the Accident Investigation Bureau.
- Completed construction of the new storage hanger for the Division of Police Helicopter Unit.
- Began work in October 2002 to renovate and enlarge Fire Station 19 on North High Street. The Clintonville Area Commission requested the former station be incorporated into the new design and addition. The project is valued at \$2.7 million.
- Completed all design phases for the new \$34 million Police Training Academy. Bidding for construction of phase II and I will begin in early 2003. Construction will commence in July 2003, with completion expected by March 2005.
- Began a total restructuring of all Division operational aspects.
- Continued the Self-Help Gas Procurement Program, which has provided a citywide cost avoidance of 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 2002, the division:

- Assisted Public Service in preparing and implementing a Take-Home Vehicle Policy.
- Worked on hiring a consultant to assist in the development of a rental rate structure, along with uniform fleet policies and service level agreements.
- Implemented a procedure with Finance and Public Service to review equipment purchases of the various operating divisions.
- Worked with the Division of Fire to establish an equipment lay-in procedure and define both Fire and Fleet's roles in equipment maintenance.
- Implemented the Voyager Fleet System retail-fueling program on a citywide basis, and expanded Voyager services to include a local Klean-a-Kar.
- Implemented a citywide upgrade to the FleetAnywhere system.
- Implemented a new policy and procedure regarding the management of Fleet's overhead expenditures, which will increase the accountability and collection of expense data by processing the expenditures through the FleetAnywhere system.
- Deployed the Windows 2000 operating system to management and administrative staff.
- Updated the Fleet Management Windows Server, which significantly increased the storage capacity and system response time.
- Checked in and brass tagged 386 pieces of new equipment for Police, Fire, and various other City divisions.
- Implemented a second shift at the Greenlawn/Fire location.
- Made initial contacts to provide EVT and ASE certification.
- Provided numerous classes on vehicle and equipment maintenance, including an in-house CDL training program.

### **Refuse Collection Division**

The Refuse Collection Division provides weekly residential solid-waste collection services to approximately 310,000 households and administers programs for waste reduction, recycling, litter prevention and volunteer cleanup, and graffiti removal.

- In 2002 the City of Columbus disposed of 335,943 tons of municipal solid waste that represents a 3% decrease from 2001. The City's recycling program "Recycle, Columbus!" diverted 15,464 tons of recyclables from the landfill in 2002. The yard-waste program diverted 33,613 tons of yard waste from the landfill in 2002, and 13% of the city's residential waste stream (385,216 tons) was diverted from the landfill. The City's goal for diversion is 15% by the year 2006.
- On a scale of 0-10 the Refuse Collection Division was rated 8.1 on the City of Columbus Semi-annual Customer Satisfaction Survey.
- The Division's Customer Service Center completed four (4) surveys using the random-method technique to ask questions about customer perception of division services. Alley cleanliness received the favorable rating of 79%, timeliness of trash collection 96%, bulk items collection 88%, and the quality of their experience with the Customer Service Center 92%.
- Developed a seven-year truck replacement program with scheduled capital expenditures over the next five years.

- In March, the drop-off-recycling program was turned over to the Solid Waste Authority of Central Ohio (SWACO). The move saves the city \$695,000 annually.
- Began a partnership program with Ohio Bureau of Worker's Compensation as a pilot program to improve worker safety, reduce injuries, and lessen amount of loss work time.
- Arranged and conducted Household Hazardous Waste Collection events at five collection points, with two held at city transfer stations. Diverted more than 225,712 pounds of hazardous material from the Franklin County Landfill.
- Installed a message display unit in the Division's Customer Service Center. The wallboard is programmed to display vital call statistics to both customer service representatives and management.
- Installed an upgrade of the Safety Management software, which is used for tracking and reporting accident and injury statistics as required by OSHA.
- The Keep Columbus Beautiful program received two 1<sup>st</sup> place National awards for Community Improvement and Beautification and one 2<sup>nd</sup> place for Litter Prevention, as well as a State award for best Education program, and two local awards for the Litter Prevention and Graffiti Removal programs.
- Organized 293 litter cleanups. Collected 376,950 pounds of litter. Utilized 10,122 volunteers who donated 34,109 hours.
- Blasted 2,456.05 square yards of graffiti from 130 sites. Hand cleaned 717.72 square yards from 1,492 sites and chemically removed 19.80 square yards from 5 sites.
- Provided containers to 3,347 new households. Replaced 9,175 and repaired 1,737 containers.
- The Solid Waste Inspection unit was transferred to Code Enforcement in October enabling these inspectors to have greater code enforcement authority and expanding the base of employees available to handle refuse and other issues.
- The "Star Employee" recognition program continued acknowledging those employees who exemplify good work ethics, customer service skills, and exceptional attendance.
- The division operated within its 2002 budget ending the year with a surplus.

#### **Transportation Division**

The Transportation Division plans, designs, and inspects road and highway improvements. It also maintains the City's streets, highways, alleys, bridges and traffic-control systems. It assures that construction within the right of way is in accordance with the City's plans and specifications. Highlights in 2002:

- Merged the former Traffic Engineering and Parking, Engineering and Construction, and the Construction Inspection divisions into the Transportation Division in January 2002.
- Completed American with Disabilities Act (ADA) consent decree work by deadline. This included construction of 10,717 ramps over a 2 1/2 year period.
- Accepted 108 Private Development Agreement projects into the public right of way, totaling 136,728 linear feet of paved streets; 1149 streetlights; 111,739 linear feet of water line; 344 fire hydrants and 277,915 linear feet of storm sewer with 2,949 storm drainage structures.
- Oversaw inspection of 1,175 construction improvements. The estimated value for construction performed on all inspection projects managed by the Transportation Division was \$95.5 million.
- Removed and replaced 14,800 linear feet of damaged guardrail and 1,100 linear feet of fence at locations throughout the city at a cost of \$240,000.
- Closed the Main Street Bridge to traffic due to its deteriorating condition. Traffic was detoured onto Town Street making it a 2-way operation from Washington Boulevard to Front Street.
- Received final federal approval for COMBAT
- Surface treated 28 lane miles of alleys
- Collected 93.3 tons of litter during annual spring cleanup
- Constructed 56 traffic-calming devices in 6 neighborhoods for \$310,000 through the Traffic Calming 2002 program.
- Inspected and tested 12 projects using Roller Compacted Concrete (RCC) as residential base as part of a trial program.
- Began design of the Inclined Arch, which will replace the Main Street Bridge. The Town Street Bridge design was selected to be a sister bridge to the Broad Street Bridge.
- Reopened 5<sup>th</sup> Ave. just ahead of schedule. Although not complete, the project is currently running under budget.
- Received a \$600,000 MORPC/ODOT Grant for the I-71/Morse Road Interchange Enhancement Project
- Completed preliminary engineering work and began final design on the Morse Road Project, from I-71 to Cleveland Avenue.
- Completed and distributed the new 2002 Construction and Materials Specifications Book
- Constructed 3 miles of sidewalks, which included 175 curb ramps.
- Upgraded school 20 MPH flashers, school signing, and pavement markings at 23 schools citywide
- Answered 23,538 customer service calls.

## DEPARTMENT OF TECHNOLOGY 2002 ANNUAL REPORT

### MISSION STATEMENT

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

The Department of Technology (DoT) supports the local government information infrastructure 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 including cell phones and pagers
- Citywide mail services support
- Design and maintenance of the City's website (www.columbus.gov)
- Desktop computer support
- Operation of public, educational, and government access television channels
- Mayor Coleman's Action Center

### EVOLUTION UPDATE

The City of Columbus continues to reap the benefits of the 2001 technology consolidation. In 2002, the department sustained momentum by focusing on finding ways to save the City money, expanding 24/7 service accessibility and delivery to our citizens while affirming our dedication to improved customer service, and extending our internal and external partnerships.

DoT attained successes in these major program and Covenant Goals areas:

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

Operations

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

Budget Successes- Nearly \$4,000,000 in savings

The chart below details some cost savings/avoidances that the department has realized over the past three years. The cost savings/avoidances, which total more than \$3.7 million, result from consolidation of citywide IT resources and reductions in operations and maintenance costs.

<b>Year to date cost savings/avoidances</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
N/A- not applicable during this period			
Personnel Savings due to vacancy credit	N/A	262,500	883,400
Data Circuit Contract Change	N/A	16,500	47,900
MCI Long Distance Contract Change	N/A	50,000	240,000
Cisco Smart Net Maintenance	25,000	25,000	N/A
Metronet Engineer vs. Consultant	N/A	71,750	43,450
HP Contract	111,000.00	110,000	136,500
Cell Phone Bundled Minutes	N/A	N/A	117,000
Voice Circuit Cancellation	N/A	5,800	N/A
CDR vs. Microfiche	N/A	32,000	67,540
Internet Service – Health Dept	N/A	5,142	N/A
WASIMS – Public Utilities	N/A	562,350	1,273,203
Unisys V Series	N/A	N/A	747,500
SCT	N/A	101,660	112,000
Compuware	N/A	N/A	16,250
Public Safety Mailing	N/A	N/A	101,750
<b>TOTAL</b>	<b>\$136,000.00</b>	<b>1,141,892</b>	<b>3,786,493</b>

### **4 new Service Level Agreements signed**

In an effort to establish and maintain high levels of customer satisfaction, DoT employs 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. In 2002, DoT

signed SLAs with Public Service, the Mayor's Office, the Community Relations Commission and the Department of Human Resources, boosting the number of signed agencies to 8. Only 3 City departments remain unsigned.

**ClearPath Migration Project- Mission Accomplished, Saves \$747,500**

During 2002, the department completed 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 resided on an old Unisys V-530 mainframe, which was acquired in 1992. The reliability and cost of maintaining this equipment became a significant issue. The application was migrated from the older V-530 programming architecture to the state-of-the-art ClearPath architecture. An added benefit of ClearPath is that it provides a platform for open systems computing that accommodates additional computing capacity for future growth.

**Information Technology Capital Investment Strategy- Investment panel delivers new model**

The Information Technology Capital Investment Panel (known as I-CAP) was created so that all departments have a voice in the IT capital investment process. In 2002, the panel authored their charter document, Information Technology Capital Investment Program, a model for evaluating and selecting City departments' information technology (IT) requests and determining which IT projects receive resources. Utilizing reported department requirements and the newly created model, the panel successfully completed a full cycle of implementation including the ranking and rating of several technology projects proposed by City departments.

**Enterprise Data Center incorporates UPS**

Analysis was completed with the electric power provider, which resulted in the replacement of faulty switchgear equipment at Arlingate. This has eliminated random power disturbances the center was experiencing. An engineering study has been completed and presented. Approved technical specifications for an upgrade to the current uninterruptible power system (UPS) at Arlingate have been incorporated in the forthcoming RFP.

**Customer Service/eGovernment**

Introducing Columbus.gov

In accordance with the Columbus Covenant, DoT's goal is to provide quality and efficient service delivery to our customers. In 2002, DoT matured its eGov architecture and web-based technology that links citizens, government and businesses. The site, renamed Columbus.gov to make it more convenient for citizens to find, now boasts over 190 on-line services and downloadable forms and receives more than 500,000 hits per month (up from 8,400 monthly hits prior to 2001). Most importantly, citizens can do business with city 24 hours, 7 days a week, improving customer service and service delivery simultaneously. New features included on-line water bill payment history, on-line acceptance of Fire Fighter applications and on-line registration for the City's softball leagues that gained the Recreation and Parks Department \$30,000 in just one day! Now that department registers all adult sports leagues through on-line registration in which approximately 75% of the teams utilize. Columbus.gov is recognized as the 11<sup>th</sup> best in the country among 70 cities by Brown University.

**Mayor Coleman's Action Center excels in customer service**

The City's flagship customer service contact center, Mayor Coleman's Action Center (the MAC) recorded 9,092 service requests and concerns from Columbus' citizens. Code enforcement, high grass and weeds, and street maintenance are the top three issues on the minds of citizens who contacted the MAC.

In 2002, the MAC and its partner departments closed over 98% of the recorded requests.

**ACCESS 311 engages hundreds from around the state, nation**

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 2002, the City of Columbus with DoT as the lead agency facilitated a statewide Ohio ACCESS 311 Summit. Convened as an educational opportunity for government executives, public technologists, and other public sector leaders, the Summit featured presenters from around the nation and live product demonstrations. Over 250 people attended this widely acclaimed event.

In the last quarter of 2002, DoT conducted the vendor selection process for the customer relationship management (CRM) technology that is a critical component of the ACCESS 311 system. The CRM software, and other related services, will provide the foundation for improved customer service and increased government accountability.

**One Stop Shop now on-line**

The One Stop Shop Project was initiated to guarantee that the City of Columbus would provide area developers and other customers the best service possible as it relates to the processing of plats, plans and permits. In 2002 the Department of Technology accomplished tasks that have enhanced the One Stop Shop effort including the change of the existing plat, plan and permitting system to a version that would allow viewing of the status of plats, plans and permits over the Internet. DoT also supervised the creation of a real-time tracking system that puts all city processes in one system so that all plat, plan and permitting processes can be tracked real-time from one source.

**Legistar advances**

In the spirit of collaboration, DoT partnered with Columbus City Council to ensure timely progress toward the implementation of the City's new electronic legislation software application. This turnkey solution administered by the City Clerk's Office, will provide all City departments and agencies with a more efficient way to draft, process, track and transmit legislation. DoT contributed to the effort in 2002 by purchasing the required hardware and server operating system for \$38,500. In addition, DoT coordinated necessary computer upgrades and performed research to assure the safety and security of the application.

**Partnerships**

**Digital Equity up in our neighborhoods**

**Partnerships PPPppppPdnjfljkfk**

DoT continued emphasis on collaboration with the Columbus Health Department and the Department of Recreation and Parks accelerated the development of technology public-access points to close the digital divide. The addition of 34 sites increased the digital equity in our communities in 2002, providing citizens with on-line access from more churches and recreation centers. Through our strategic partnership with Time Warner Cable, these sites are extending broadband service into communities to deliver real-time educational and health information to neighborhoods that may be under-served and under-utilizing the power of technology.

**Progress on new community access television**

In 2002, DoT re-focused on creating partnerships to advance community access to cable television. In an effort to implement recommendations proposed by the City's Public Access Advisory Committee in 2001, the City partnered with the Columbus Area Cable Television Advisory Commission to coordinate the process of finding a long-term, full service provider to assume responsibility for the public access channel by issuing an informal Request for Information in early 2003.

**Peak Performance System availability remains reliable**

Throughout 2002, DoT maintained mission critical application systems whose online availability is tracked according to documented service level agreements recorded availability of 98% or better. These systems include e-mail, Performance Series, Payroll, Police/LEADS, Birth/Death Certificates, Digital Zoning Map, Tree Manager, Fleet Anywhere and others.

**ADDITIONAL 2002 ACCOMPLISHMENTS****Neighborhood Pride****DoT serves neighbors with pride**

DoT took Columbus.gov to the residents when we joined Neighborhood Pride for Community night in the Oakland Park area. This effort augmented the participation by the MAC, which has been a part of Neighborhood Pride since its inception. On Community Night, the MAC takes service requests and concerns from residents, giving them a convenient opportunity to make their voices heard at City Hall. In addition, DoT worked with the Neighborhood Pride effort to determine computer needs for the Southside Pride Center, Franklinton Pride Center and Neighborhood Pride Community Center East. Franklinton has been upgraded and Southside is up and running. Computers have been acquired for the Neighborhood Pride Community Center East.

**The Downtown Development Resource Center****Technology connects DDRC**

DoT staff worked with Economic Development and Capitol South in the design, equipment acquisition and wiring of the Downtown Development Resource Center (DDRC). The movement of city Downtown Development staff and Capitol South staff to the new DDRC was completed in February of 2002. Capitol South staff, as well as associated DDRC organizations, now has full access to City e-mail, calendaring resources, file storage and GIS resources as necessary.

**Enhanced Fire Safety****DoT puts hydrants on the map**

The City of Columbus Department of Technology used computer-mapping technology to produce custom maps for each City of Columbus Fire Station. Based on data stored in the City of Columbus computerized Geographic Information System (GIS), DoT partnered with the Division of Fire staff to develop this computerized database of fire hydrants and inspection areas. This technology has allowed the Division of Fire to produce up-to-date custom maps every six weeks so that the City can verify that every hydrant has been inspected. This project has increased the public safety while reducing costs associated with the maintenance of hydrants.

**Intra-department Achievements****Core Values establish foundation for healthy, productive work environment**

In 2002, a group of DoT employees met to establish the principals that will serve as the foundation for departmental success. In addition to the Columbus Covenant, DoT strategic planning, development of department-wide objectives, goals and tactics will rest on these philosophical tenets:

- 1) ACCOUNTABILITY. Employees will take responsibility for the accuracy, completeness, timeliness and outcomes of their work.
- 2) COMMUNICATION. Employees will talk respectfully to each and customers when sharing information. Employees will seek to understand the other person's perspective and identify expectations.
- 3) HONESTY. Employees will express themselves truthfully in all their interactions.
- 4) PROFESSIONALISM. Employees will strive to be trained, skillful and proficient while conducting themselves in a business like manner.
- 5) PURSUIT OF EXCELLENCE. Employees will commit to do their best work always and assist peers in reaching excellence.

**First ever Annual Meeting held to "Share the Vision"**

DoT held its first ever Annual Meeting in December 2002. With almost 70% of the DoT staff in attendance, Director Jones elaborated on the "Share the Vision" theme and encouraged staff with a motivational keynote focused on the future. 85 staffers received department awards for their superior level of achievement in various projects and programs.

## DEPARTMENT OF DEVELOPMENT 2002 ANNUAL REPORT

### NEIGHBORHOOD SERVICES DIVISION

#### Neighborhood Pride

Six neighborhoods participated in Neighborhood Pride 2002. The neighborhoods were: Somerset, Harrison West, Berwyn East, Southern Orchards, Oakland Park Block Watch and Hilltop III. Highlights of Pride 2002 included:

- Expanded Pride outreach via Pride Partners 39 total in 2002
- Approximate in-kind donations received from Pride Partners benefiting the respective communities is estimated at \$1500.

#### **Code Enforcement**

The Code Enforcement Office worked hard to ensure the health and safety of Columbus' neighborhoods. The 2002 activities include:

- Actively participated in six Pride Areas conducting pre-Pride tours and issuing courtesy notices prior to Pride week.
- Successfully completed transfer of old computer system to ODS
- Encouraged staff to test for BOCA certification. Provide training for interested Code Officers. Now have 42 out of 57 code staff BOCA certified.
- Transferred 3 Solid Waste Inspector from Refuse to Neighborhood Services.
- Staffing Southside Pride Center
- Continuing to support the BET program. Respond on request from Safety to complete code inspections on houses involved in drug raids.
- Several Code officers continue to function as community liaisons
- Received 16,863 code complaints and 9,334 Weed and Solid Waste complaints. Issued 13,097 zoning, housing and environmental code orders in 2002.
- Completed city wide vacant housing survey
- Abated 1066 high weed and grass properties: EBA razed 18 condemned unsafe and unsound structures.

The city's two Neighborhood Pride Centers continue to work to serve our neighborhoods.

#### **Franklinton**

- Continued team approach to problem solving
- Received 602 complaint calls resulting in 235 service requests
- Coordinated removal of weeds and solid waste /overgrowth from all railroad property bordering residential areas in Franklinton
- Coordinated monthly clean-ups: Annual Keep Cols Beautiful Clean-up
- Added two Health Department staff: Social Worker and Public Health Nurse
- Provided computer access to community
- Completed vacant structure survey for Franklinton

#### Southside

- Received 82 service requests between July and November: Responded within 24 hours
- Received 41 walk in complaints
- Hosted two community resource gatherings
- Coordinated one clean-up
- Provided smoke detectors to neighborhood residents
- Actively engaged in the Southern Orchards Pride Week

#### Neighborhood Liaisons

- Served 12 active area commissions, 17 Neighborhood Business Associations and over 256 civic associations
- Agency services staff function as community liaisons and provide technical services to six community reinvestment projects and 70 contracts and programs
- Managed the OSU Intern Program, 12 students assigned to neighborhoods, city staff

#### **Historic Preservation**

- Office completed Section 106 reviews: reassigned staff and hired a consultant
- Staffed five Historic Architectural Review Commissions and the Board of Commission Appeals. Housing opportunities in Historic Districts included: 703 units underway 554 units approved by historic commissions and 343 units proposed

### **HOUSING DIVISION**

A Residential Tax Incentive Program was established in five Neighborhood Investment Districts to stimulate the construction of new single family homes in older neighborhoods and encourage substantial renovation of homes and apartment buildings.

Our homeowner programs helped 521 homeowners with repairs or emergencies. Twenty-six disabled persons were helped with adaptations to their apartments or homes and 32 apartments or homes were made safe from the hazards of lead-based paint.

Gap financing for affordable rental housing helped create 149 new housing units. Columbus Housing Partnership (CHP) built 39 four-bedroom homes in southeast Columbus and all are leased to families with an option to purchase. Our commitment to Rebuilding Lives resulted in Community Housing Network's rehabilitation of 68 apartments for formerly homeless men. The completion of the historic renovation of the Hotel St. Clair created 32 apartments for frail and elderly persons in the King-Lincoln area. Additionally, acquisition funds were provided to Miracit Development Corporation to acquire a site to construct 42 units of senior citizen apartments and to buy a 12-unit apartment building for renovation for low income families.

The Division helped finance 557 opportunities for homeownership with a variety of programs: the last two homes in the Somerset subdivision were purchased; 61 first time low and moderate income homebuyers obtained down payment assistance and 15 new or rehabilitated houses were developed and sold by community nonprofits. Lastly, developers participating the Housing Initiative Capital Improvements Program built and sold 429 new homes in the Columbus School District.

All of our homeowner programs have been consolidated into one administrative section and are now all located at 757 Carolyn Avenue. An office was provided for the Predatory Lending Hotline operated by Homeownership Network Services.

Relocation is a very important part of City services. Relocation plans for four major multifamily rehabilitation projects were reviewed totaling 773 apartments. The Relocation Office began reviewing projects for the Columbus Compact. There was a dramatic increase in the number of tenants assisted to find new housing after they had to vacate their homes or apartments because of code enforcement orders. A total of 126 families and individuals were helped.

#### **DOWNTOWN DEVELOPMENT**

The Downtown Commission reviewed and approved 26 buildings projects including 323,000 square feet of new construction and 347,050 square feet of renovations. Included in the 2002 inventory of projects was the approval of 362 housing units and the conceptual approval of another 305 housing units. In addition, staff administratively approved 84 small, new construction and renovation projects totaling 140,400 square feet.

In 2002 City Council approved the Columbus Downtown Office Incentive (CDOI), the Columbus Downtown Residential Community Reinvestment Area for residential tax abatements and the full credit for existing water and sewer tap fees. As a result of the tax abatement and full credit for water and sewer tap fees, 10 new residential projects totaling 1,498 units are underway. There is an additional 1,095 proposed for the Downtown market. The Office Incentive Program has generated 360 new jobs Downtown. Proposals have been made to 11 other companies with the potential of 1,022 additional jobs. Additionally, Streetscape Improvement Grant Funds were used as another development incentive for six Downtown projects, playing a role in making the projects feasible and improving the pedestrian environment.

The Downtown Development Office, working closely with Capitol South, collaborates in the implementation of two additional economic development programs: 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 the Downtown Housing Incentive Fund (DHIF) which gives residential developers a low interest rate loan to reduce the cost of building housing Downtown.

#### **PLANNING DIVISION**

In 2002 the Planning Division completed a number of noteworthy planning and overlay projects and plan/code revisions.

- The South Side Plan, second in a series of significant public planning initiatives to establish policies for Columbus' south side, was completed and adopted.
- Staff developed the North Central Plan, and Northland Plan: Volume II and secured City Council adoption.
- Comprehensive revisions to the Traditional Neighborhood Development Code were developed and adopted by City Council
- Amendments were prepared and adopted to the Rocky Fork – Blacklick Accord and a process was initiated for a major revision to the Westland Plan.
- Mapping, website and community information support was provided in the development and adoption of the Hellbranch Watershed Protection Overlay.
- 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.
- The King-Lincoln District Plan was developed and adopted and has become the focus of numerous implementation activities by the city and its partners.
- Community and stakeholder support was secured and led to City Council's adoption of the Morse Road Overlay and Morse Road Special Graphics Control Area. These code revisions improved development standards for properties located along Morse Road including signage, landscaping, building and parking setbacks, and site access.
- An innovative code revision, High Street – North of Morse Overlay, was developed and adopted to establish a cohesive, pedestrian-oriented environment.
- Comprehensive revisions were developed to the Urban Commercial Overlay Code and adopted by City Council. The overlay was applied to two additional areas in 2002: South High Street and South Front Street
- Two studies were completed in 2002: Eastland Corridor Study and Northland Mall Redevelopment Discussion Paper.
- In conjunction with Campus Partners, the Planning Division completed three initiatives addressing High Street in the University Area: Completion and City Council adoption of the A Plan for High Street: Creating a 21<sup>st</sup> Century Main Street; University/High Street Development and Design Guidelines; University Area Review Board jurisdiction expanded to include 470 commercial including all properties fronting High Street from Fifth Avenue to Arcadia Avenue.
- 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.
- The Planning Division developed a Percent for Art Program for the set-aside of capital improvement funding for the arts. The initial implementation of this program will be limited to the downtown.

#### **ECONOMIC DEVELOPMENT DIVISION**

The Office of Business Assistance (OBA) used tax incentive tools to attract business relocations or expansions that will result in a projected \$343 million in new business investment and 1,890 jobs being created and/or retained. First Source employment agreements were implemented to link businesses with qualified entry-level workers. School districts benefited by receiving a share of the City income tax revenue generated by tax incentive projects.

The Office of Financial Assistance (OFA) approved and disbursed 54 loans and grants totaling more than \$4.5 million for expansion projects by local businesses. These projects will create 90 new jobs. Forty percent of the loans and grants were invested in Neighborhood Commercial Revitalization (NCR) areas, totaling \$1.8 million.

OFA staff provided assistance and encouragement to technology companies, including tax incentives for two small technology businesses and information to others on how to access local and state economic incentives.

Staff continued to direct administrative functions and oversight of the Columbus Brownfield Redevelopment Program. The Program secured a \$3 million grant from the Clean Ohio fund to assist in the Jeffrey Place mixed-use redevelopment project. Staff also administered a \$150,000 US EPA Brownfield Pilot grant to assist in the clean-up of various sites around Columbus.

The Office coordinated funding assistance from the Urban Site Acquisition Loan Fund for the King-Lincoln Development and the Taylor Development projects and coordinated public right-of-way improvements in the latter.

Staff continued to facilitate the establishment and administer the operation of Special Improvement Districts (SID's) supporting local commercial districts in their revitalization initiatives. Assessments and revenue collection are underway in the Capital Crossroads SID and the Short North SID. The latter achieved one of its goals in 2002, the installation of 17 ornamental arches that span High Street and give definition to the Short North commercial district.

Staff continued to coordinate capital improvement projects in central city areas. Accomplishments included coordinating with 18 different central city neighborhoods in selecting \$8 million worth of new capital improvement projects. Staff also completed

the selection of engineering firms to perform the design work on \$13 million worth of improvement projects as well as preparing \$10 million worth of projects for the start of construction.

#### **PARTNERSHIP FOR AMERICA'S 21<sup>ST</sup> CENTURY CITY**

Five banks committed \$2.65 billion over five years to the Partnership in 2002: Huntington \$275 million, Fifth Third \$300 million, National City \$700 million, Bank One \$750 million, and Keybank \$340 million.

The Partnership is making a difference in revitalizing our central City neighborhoods. Partner banks are now focused on loans and services to homeowners and businesses in low-moderate census tracts, especially our five Neighborhood Investment Districts (NIDs). Other activities include:

- The bank partners have added community lenders to their staffs. These lenders are focused just on loans to homeowners and small businesses in NIDs and low-mod income tracts. The partners have added new products and services for rehab loans and residential mortgage loans to meet the needs of homeowners in low-mod census tracts.
- In December, the Huntington added a branch in the Short North area, which is an LMI census tract.
- Bank Partners have made investments in West Edge Business Park (National City, Fifth Third)
- Bank Partners Huntington, Fifth Third, Bank One and National City are all involved in the Greater Linden 4 Corners area. They have made loan commitments to the Point of Pride building, the 4<sup>th</sup> corner.
- Bank Partners are investing in Northland/Morse Road (National City Bank, Huntington, Fifth )
- -Bank Partners are investing in Long/Taylor (National City, Huntington, Bank One)
- Bank partners toured the King-Lincoln district and will be investing in this area. National City has already done several investments (St. Clair Hotel) (Stenson-Powell rehabs).

#### **OFFICE OF LAND MANAGEMENT**

The staff in the Office of Land Management worked diligently in 2002 to increase the number of acquisitions, sales of property for redevelopment, and to offer vital services to other city employees and neighborhood agencies/groups. Activities include:

- There was a 73 percent increase in the number of properties received into the Land Bank from 2001. One factor is the increase in County foreclosures on tax delinquent properties.
- 2002 brought a 150 percent increase in sales from 2001. We have sold and/or committed many lots this year to nonprofits for scattered-site infill housing projects or rehabilitation: Columbus Housing Partnership, Buckeye Community Hope Foundation and Miracit Development Corp. Rehabilitation is underway on many of the structures originally received from the South of Main Development Corp. in the Near East Area.
- Application processes were analyzed and reconstructed for the purpose of streamlining the application process. Staff have created a step-by-step process that will provide complete development guides for infill housing. A customer survey was also developed to track customer satisfaction. The city has earned \$60,346 in 2002 from the sale of property, an increase of 310 percent over 2001.

#### **BUILDING SERVICES DIVISION**

In 2002, 26,800 permits were issued for residential and commercial buildings, graphics, and mechanical permits, certificates of appropriateness and certificates of registration. 1,014 new contractor licenses and registrations were issued, including but not limited to Electrical, HVAC, Plumbing and Refrigeration.

The Building Inspection Section completed 167,292 structural, electrical, HVAC and plumbing inspections while the Structural Emergency Response Team (SERT) made 5,849 inspections. Same-day inspections were at 96.2%. Total construction valuation for 2002 was \$1,253,557,210.30.

- The Plans Examination Section reviewed 1,836 commercial and 5,543 single family projects, up 2% from the previous year.
- Zoning Clearance was issued for 10,694,402 square feet of commercial construction and 15,820,740 square feet of residential construction.
- Plans examination for the residential component was up 2% from last year, however, on the commercial side plans examination was down 23%.

## PUBLIC UTILITIES DEPARTMENT 2002 ANNUAL REPORT

### Division of Electricity

The Division of Electricity's mission statement reads, "*We will enhance the quality of life in Columbus by providing excellent service to our customers and the community through the reliable delivery of competitively priced energy, modern street lighting and related services.*"

Under the direction of Mayor Michael B. Coleman, Project 2020, the city's long-range street lighting program to improve security in all neighborhoods, made significant progress in 2002. An additional 1,361 lights were added to the system, bringing the total number of neighborhood lights to more than 45,514 lights. Streetlights installed by commercial and residential developers added 651 lights to the division's system. The division also maintains more than 4,105 freeway lights under contract with the state.

Major street lighting projects included 169 cut-off cobra head lights in Holly Hills, on the city's west side, and the replacement of 171 post top lights in Clintonville. The Clintonville project replaced the last of the obsolete street lighting systems in Columbus.

The division, through an aggressive marketing program, added 85 new customers to the distribution system and began realizing the associated revenues. As of the end of the year the division provided reliable, competitively priced electricity to 13,269 retail customers. The division now has 9,501 residential, 2,813 commercial, 583 industrial and 372 customers in other categories such as security lights.

Significant customers added to the system included the Hap Creman Water Plant on Morse Road. The construction of a new electrical substation, and the addition of two major circuits for the city's largest water plant mean greater reliability for this vital public service. The new substation also afforded the division the opportunity to construct a new circuit south on Steltzer Road to serve new customers along this roadway and in the important I-670 corridor. The Steltzer Road line will pay dividends in 2003 with the addition of the Airport Radisson Hotel on Airport Drive as a new customer.

The division, recognized in the business community for its service reliability, began work on a major industrial/commercial development in Franklinton on W. Mound Street called WestEdge. Negotiations were concluded with a major developer for a condominium project at 3<sup>rd</sup> and Mound streets downtown. Downtown housing is a major focus of Mayor Coleman and the division has been called upon to offer electric service to a number of new projects. The Short North was also an active area for the division with several new customers added in this unique downtown community.

The Division of Electricity's system sales showed an increase of 6.35%, well above a modest growth of 2.25% in 2001. Existing customer megawatt hour electricity sales rose from 761,320 MWH to 809,672 MWH. Projections through 2005 show continued customer demand to more than 922,000 MWH. Total system load in 2002 was 879,491 MWH compared with 825,621 MWH, an increase of 6.52%. The division's system peak increased from 148.8 megawatts to 150.8 megawatts.

The division's marketing program helped improve electricity sales and, in turn, helped reduce the special income tax transfer to the division. Electric operating receipts in 2002 were \$52,379,268, an increase of 4.08%. The 2002 special income tax transfer was \$150,000, significantly less than the \$2 million that was transferred in 2001.

New customer charges for line extension and hardware helped boost the new customer development fund by \$538,865. Another major focus in 2002 was a more consistent, and effective, collection policy. Miscellaneous accounts receivable decreased by \$339,809 in 2002. Efforts were increased to collect on construction invoices.

In conclusion, the division continues to reinvent itself while continuing to focus on customer service and streetlights. Under the leadership of Mayor Coleman, the division expects to add to its successes in 2003.

### Division of Sewerage and Drainage

The Division of Sewerage and Drainage (DOSD) is responsible for various vital services including the treatment of wastewater generated in the City of Columbus and 22 contracting suburban communities, stormwater management, and water quality protection.

Following Mayor Coleman's directive to do more with less, DOSD continued its focus on the Kaizen Express in 2002. The initiative is focused on continuous improvement, training and efficiency, while maintaining and improving the level of service. By the end of the year, 516 employees had completed the core-training program. Dollars saved for the year stood at \$554,635 while total cumulative savings thus far are \$8.4 million.

Improving water quality became an increasingly major focus during 2002, a year in which an agreement was reached with the Ohio Environmental Protection Agency on how to solve the long standing issue of engineered sewer overflow relief points that remain in the older sewer system. The timing of this commitment to future water quality was fitting - 2002 became known as the "Year of Clean Water" as it was the 30<sup>th</sup> anniversary of the federal Clean Water Act. Various efforts toward water quality improvements across the division fall under the division's umbrella title of "Project Clean Rivers," which will include ongoing capital improvement projects and sewer studies on inflow and infiltration into the system along with new efforts on what has become known as "CMOM" in the wastewater industry. CMOM stands for Capacity, Management, Operation and Maintenance, aimed largely at solving wet weather issues in a sewer system, the largest challenge facing most large sewer districts today.

Sanitary sewer customer rates were held down for the fifth consecutive year without an increase, while the stormwater utility rate was raised 9% to meet the continued demand for drainage improvements citywide.

The division's capital budget again exceeded \$100,000,000, reflecting the division's commitment to not only the environment but also to infrastructure needs and Columbus neighborhoods. DOSD capital expenses typically fall under two areas: the collection system and the two treatment plants. The largest investment in the sanitary sewer collection system in the next few years will be the Big Walnut Augmentation/Rickenbacker Interceptor, with total construction estimated at over \$200 million. Part I engineering design is completed and the project is making its way through the easement process, to be followed by construction. This project will greatly reduce wet weather overflows from the Southerly Wastewater Treatment Plant by providing in-pipe storage, provide service to unsewered areas of southeastern Franklin County and will lay the foundation for future improvements along east Columbus to reduce wet weather overflows and basement backups.

Trenchless, or sewer relining through cured-in-place-pipe, continued to be used where possible to rehabilitate older sewers. Sanitary sewer improvements were completed in the Brewery District and German Village areas, Driving Park, and work began on the Broad St. Combined Sewer and Clintonville area projects. Stormwater improvement projects continued citywide, including the

Krumm Park and Bliss Run east side areas. The Franklinton Floodwall was nearly 90% complete by the end of 2002, with completion scheduled in 2003.

Treatment plant expansion and efficiency improvements have become a perpetual condition, with a continued emphasis on installation of automated control technology.

Columbus' sewer line inventories continued to grow, adding another 136 miles in 2002, for a total of 4259 miles of sanitary, storm and combined sewers.

As the City of Columbus continues to grow, so does the demand for wastewater treatment. The 2002 average flow for both Jackson Pike and Southerly plants combined was 161.7 million gallons per day. Ongoing plant upgrades and operational improvements contribute greatly to maintaining Columbus' excellent regulatory compliance record. Southerly received the Platinum Peak Performance Award from the Association of Metropolitan Sewerage Agencies in 2002 for five consecutive years of zero OEPA permit violations. Jackson Pike was recognized by the USEPA Region 5 when it received a first place award in the large advanced category for operation and maintenance.

To protect the wastewater treatment facilities and ultimately the water quality of the Scioto River, the division's Surveillance Laboratory tested 54,029 compliance parameters from 5,190 samples. Over half of the samples were from industrial customers, as monitored by the division's Industrial Waste Pre-Treatment program.

Building upon the success of the division's non-point-source water pollution education program known as "We All Live Downstream," the public information office coordinated the first regional watershed clean-up effort called Central Ohio River Pride during the National River Cleanup Week. A total of 10 cleanups were held during the second week in May.

The Sewer Maintenance Operations Center performed 17,485 customer work orders.

Customer service enhancements included customer surveys and the division's participation in the citywide one-stop-shop effort, resulting in more information being made available on the division's web site.

During 2002, the Sewerage System Enterprise Fund collected \$133,133,697 in revenue and expended \$133,826,300. The Stormwater Management Enterprise Fund collected \$20,478,238 in revenue and expended \$17,629,205.

#### **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. In 2002, the Division delivered 53 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 1,040,000 the average per-capita consumption was 146 gallons per day. And the average daily water pumpage was 146.02 million gallons (with no restrictions).

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 Water Services Group which is the result of merging of the Division of Water's Meter Reading, Meter Repair, and Consumer Services sections into one operating unit. 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 one year, the efforts that have been put forth have already produced good results. The Division was able to begin a meter change-out program without hiring additional personnel. The area has also stepped up its efforts on enforcing hydrant use rules.

The Pitometer Water Waste Survey located 16 breaks in the distribution system while investigating 902 miles of pipeline. The repair of these breaks has reduced our underground leakage by 1.085 million gallons per day. The Main Line Repair Crews repaired a total of 631 main-line breaks and repaired 1,651 damaged hydrants. The Cross-Connection Control and Backflow Prevention Program completed 6 surveys on new construction to assure the proper protection was in place. A total of 4,656 inspections for new construction, existing structures and backflow prevention surveys were completed by this activity. We now have 17,764 backflow prevention devices listed in our database where we record the installation records and monitor the required schedule.

There were 3,652 new service connection permits issued; 2,473 in Columbus and 1,179 issued in the suburban service areas. Forty miles of waterline were added to the distribution system in 2002, bringing the total to 3,322 miles.

In 2002, the Division had 250,175 accounts. Customer Service Representatives answered 296,448 calls. Customer service representative in the Public Office assisted a total of 32,128 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 were received at our Authorized Payment Agent locations.

The Division's Speakers Bureau responded to 26 requests from schools and local civic organizations. 664 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, continuous improvement, enhanced writing skills, first aid and CPR, defensive driving, time management, and safety and health. In 2002, we had approximately 544 participants in 3,889 classes. We had 537 employees each participate in training that which represents nearly every full time and part time employee acquiring training during 2002.

The Division of Water continues to be financially sound. In 2002, 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 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, 2002.

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.

**THE TRUSTEES OF THE SINKING FUND  
2002 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, 2002. This report includes all debt transactions under our jurisdiction undertaken by the City during 2002. 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	Kathleen A. Chapin January 31, 2006
Vice President	Mark J. Howard January 31, 2005
Trustee	Stanley A. Uchida January 31, 2004
Trustee	Vacant
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 Bonds - TIF's (issued in 2001 and 2002), 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  
 Bank One Trust Company N.A., 100 East Broad Street, Columbus, Ohio 43215  
 Trustees of the Sinking Fund, Room 113 City Hall, Columbus, Ohio 43215  
 City Auditor, Room 109 City Hall, Columbus, Ohio 43215

**STATEMENT OF TOTAL DEBT  
December 31, 2002**

GENERAL OBLIGATION DEBT		OTHER DEBT (Not Sinking Fund Jurisdiction)	
GENERAL CITY BONDS AND NOTES		REVENUE DEBT (Administrator-City Auditor)	
Rate %	Amount		Amount
		Electricity	\$ 0
Bonds		Water	48,790,000
3.500 to 12.375	\$1,322,370,000	Sewer	123,240,000
Mortgage		Total	\$ 172,030,000
Revenue Notes			
6.630	66,501	OPWC LOANS (Administrator-City Auditor)	
Total	\$1,322,436,501	(Included in G.O. Debt)	\$ 3,668,454
ASSESSMENT BONDS AND NOTES		REFUNDED DEBT (Administrator-City Auditor)	
Rate %	Amount	Issue	Trustee
Bonds		Various Purpose 03-89	Chase Manhattan
4.500 to 6.250	\$ 2,344,385	and 06-91	Bank
Notes		Sewer No. 26	Chase Manhattan
0.00	0		Bank and Huntington
Total	\$ 2,344,385	Various Purpose 07-89,	National Bank
		11-91, 03-92, 07-92,	Huntington
		11-92 and 05-94	National Bank
NON-ENTERPRISE REVENUE DEBT		PUBLIC LIBRARY REVENUE BONDS	
Rate %	Amount	(Administrator-Columbus Metropolitan Library)	
Bonds		Worthington Branch	\$ 1,430,000
4.150 to 5.300	\$ 30,050,000		
Bonds - (TIF)			
Adj. Rate	6,855,000		
	\$ 36,905,000		
<b>TOTAL GENERAL OBLIGATION DEBT</b>			
General	\$ 1,322,436,501		
Assessment	2,344,385		
Non-Enterprise	36,905,000		
Revenue Bond			
OPWC Loans	3,668,454		
Total	\$ 1,365,354,340		
Net Sinking Fund			
Assets	1,215,697		
<b>NET GENERAL OBLIGATION DEBT</b>	<b>\$ 1,364,138,643</b>		
	<b>\$ 1,537,384,340</b>		

<b>BONDS, NOTES &amp; LOANS ISSUED AND RETIRED DURING 2002</b>				
	<u>General Obligation</u>	<u>Assessment</u>	<u>Revenue (Ent &amp; Non-Ent)</u>	<u>Total</u>
<b>ISSUED</b>				
Bonds	\$ 174,845,000	\$ 749,920	\$ 3,455,000	\$ 179,049,920
Notes				0
Loans				0
	<u>\$ 174,845,000</u>	<u>\$ 749,920</u>	<u>\$ 3,455,000</u>	<u>\$ 179,049,920</u>
<b>RETIRED</b>				
Bonds	\$ 175,859,274	\$ 93,500	\$ 16,675,000	\$ 192,627,774
Notes		1,830,000		1,830,000
Mortgage Rev Notes	21,579			21,579
Loans	248,521			248,521
	<u>\$ 176,129,374</u>	<u>\$ 1,923,500</u>	<u>\$ 16,675,000</u>	<u>\$ 194,727,874</u>
Increase/ (Decrease) in debt	<u>\$ (1,284,374)</u>	<u>\$ (1,173,580)</u>	<u>\$ (13,220,000)</u>	<u>\$ (15,677,954)</u>

Total Debt December 31, 2001	\$ 1,553,062,294
Issued 2002	179,049,920
Retired 2002	<u>194,727,874</u>
Total Debt December 31, 2002	\$ 1,537,384,340

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, 2002**

	<u>General City</u>	<u>Assessment</u>	<u>Trust Funds</u>	<u>Total</u>
Balance Jan 01	\$ 2,787,448.40	\$ 41,735.15	\$ 495,527.71	\$ 3,324,711.26
Receipts	<u>240,918,501.42</u>	<u>99,106.14</u>	<u>11,160.20</u>	<u>241,028,767.76</u>
	\$ 243,705,949.82	\$ 140,841.29	\$ 506,687.91	\$ 244,353,479.02
Disbursements	<u>240,774,051.44</u>	<u>108,944.50</u>	<u>80,000.00</u>	<u>240,962,995.94</u>
Balance Dec 31	<u>\$ 2,931,898.38</u>	<u>\$ 31,896.79</u>	<u>\$ 426,687.91</u>	<u>\$ 3,390,483.08</u>
Encumbered	\$ 1,580,119.41	\$ 128.12	\$ 426,687.91	\$ 2,006,935.44
Unencumbered	<u>1,351,778.97</u>	<u>31,768.67</u>	<u>0.00</u>	<u>1,383,547.64</u>
	\$ 2,931,898.38	\$ 31,896.79	\$ 426,687.91	\$ 3,390,483.08

**STATEMENT OF RECEIPTS AND DISBURSEMENTS  
 Year Ended December 31, 2002**

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Total</u>
<b>RECEIPTS</b>				
Assessment				
Taxes Collected	\$	99,106.14		\$ 99,106.14
Mortgage Revenue Note				
Debt Service				
Note Principal		21,579.34		21,579.34
Note Interest		5,154.61		5,154.61
Non-Enterprise Rev (TIF)				
Bond Debt Service				
Bond Principal		600,000.00		600,000.00
Bond Interest		1,569,394.02		1,569,394.02
Division of Income Tax				
Bond Debt Service				
Requirements				
Fixed Rate	156,135,742.36			156,135,742.36
Variable Rate	3,715,237.36			3,715,237.36
Division of Electricity				
Bond Debt Service				
Requirements				
Fixed Rate	10,349,594.09			10,349,594.09
Variable Rate	1,008,805.97			1,008,805.97
Division of Water				

Bond Debt Service Requirements				
Fixed Rate	24,645,307.18			24,645,307.18
Variable Rate	3,737,492.99			3,737,492.99
Division of Airports Bond Debt Service Requirements	6,171,572.81			6,171,572.81
Division of Sewers Bond Debt Service Requirements	32,878,198.38			32,878,198.38
Investment Interest	73,119.19		11,160.20	84,279.39
Misc Income - Unclaimed funds - State of Ohio	7,303.12			7,303.12
<b>Total Receipts</b>	<b>\$ 240,918,501.42</b>	<b>\$ 99,106.14</b>	<b>\$ 11,160.20</b>	<b>\$ 241,028,767.76</b>

	<u>General City</u>	<u>Assessment Fund</u>	<u>Trust Funds</u>	<u>Total</u>
<b>DISBURSEMENTS</b>				
Division of Income Tax Bonds Redeemed				
Limited Tax	\$ 21,318,200.00		\$	\$ 21,318,200.00
Unlimited Tax	100,469,535.00			100,469,535.00
Limited Tax-Income Tax	1,165,000.00			1,165,000.00
Division of Electricity Bonds Redeemed				
Limited Tax	4,655,000.00			4,655,000.00
Unlimited Tax	3,770,000.00			3,770,000.00
Assessment	156,112.00			156,112.00
Trust Refunds			80,000.00	80,000.00
Division of Water Bonds Redeemed				
Limited Tax	6,163,800.00			6,163,800.00
Unlimited Tax	12,419,545.00			12,419,545.00
Division of Airports Bonds Redeemed				
Limited Tax	4,055,000.00			4,055,000.00
Unlimited Tax	935,000.00			935,000.00
Division of Sewers Bonds Redeemed				
Limited Tax	4,408,000.00			4,408,000.00
Unlimited Tax	17,268,520.00			17,268,520.00
Assessment	83,161.59			83,161.59
G.O. Bond Interest				
Fixed Rate	60,418,614.34			60,418,614.34
Variable Rate	1,126,536.32			1,126,536.32
Assessments				
Bonds Redeemed		93,500.00		93,500.00
Bond Interest		15,444.50		15,444.50
Mortgage Revenue Note				
Principal Paid	21,579.34			21,579.34
Note Interest	5,154.61			5,154.61
Non-Enterprise Rev (TIF) Bond				
Principal Paid	600,000.00			600,000.00
Bond Interest	1,569,394.02			1,569,394.02
Administrative Expenses				
Personal Services	158,661.02			158,661.02
Materials & Supplies	182.12			182.12
Contractual Services	4,027.08			4,027.08
Capital Outlay	3,029.00			3,029.00
<b>Total Disbursements</b>	<b>\$ 240,774,051.44</b>	<b>\$ 108,944.50</b>	<b>\$ 80,000.00</b>	<b>\$ 240,962,995.94</b>
<b>Total Receipts Over/ (Under) Disbursements</b>	<b>\$ 144,449.98</b>	<b>\$ (9,838.36)</b>	<b>\$(68,839.80)</b>	<b>\$ 65,771.82</b>

## FRANKLIN COUNTY MUNICIPAL COURT CLERK 2002 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 2002, the Clerk processed in excess of 34 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 2002, this division received \$34,600,707.83 and made disbursements of \$34,673,744.70. A total of \$14,148,931.47 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 2002, the department processed all attendant paperwork in 49,773 new cases and 341,357 ancillary proceedings.

#### **COMMUNICATIONS CENTER**

General Information 645-3855

[www.fcmcclerk.com](http://www.fcmcclerk.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 2002, the department processed 260,583 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 2002, 6,630 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 2002, a total of 163,845 traffic citations were processed by the Traffic Violations Bureau. In addition, a total of 77,890 telephone inquires were answered.

## FRANKLIN COUNTY MUNICIPAL COURT JUDGES 2002 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, hold 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. The fee is \$25.00.

The Environmental Division consists of one judge who 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 environmental 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 default judgments, 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 the authority of magistrates to allow them to handle criminal cases and civil jury trials being referred by the Court.

### LEGAL RESEARCH

The legal research department has the following responsibilities: researching and drafting memoranda on any legal issues 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. Specifically, Court Administration is charged with 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 \$11,626,747.00.

### COURT SECURITY PROGRAM

The Court Security Program was established to comply with the Ohio Supreme Court's Security Standards whose purpose is 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 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, emergency medical service calls, illness and/or injury 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. 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 5,446 in 2002.

**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 provided assistance to 15,458 people.

**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, bailiffs assistants, case aides in the Probation Department or in various clerical positions. In addition, high school and college internships are coordinated through this program. Twelve (12) volunteers served in various positions. The volunteer staff provided a total of 1,770.25 hours of service at a cost savings of \$26,323.62.

**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, 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 2002, there were 9,430 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 or immobilize the vehicle. There were 5,564 OMVI cases processed by the court. Approximately one half of these cases were first 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 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 an arraignment court room, and for civil cases when an answer or a motion has been filed. When a defendant has a pending criminal or traffic case, or has a case that is currently being supervised by the probation department, any new criminal or traffic cases will be assigned in accordance with the single assignment criteria. Once a case is assigned to a judge, the assignment office is responsible for its progress through the system. This office is further responsible for preparing individual judge's board sheets and court sheets; 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 the judges; and processing all motions and pleadings to the judges' for review. This office prepares the monthly individual Judges' Supreme Court Reports. The court requires all attorneys to include their attorney registration number issued by the Ohio Supreme Court as the exclusive number identifier on all documents filed with the court. Attorneys' are also responsible to report any change of mailing address and status to the Assignment Office.

**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 \$20.00 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 seventy-seven(1,577) 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 49,419 documents and handled 1,425 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 11,000 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 Judgement", to successful judgement creditors. There were 11,067 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 5,285 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 active cases supervised were 11,343.

##### **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 596.

□ 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 2,466.

##### **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 859. Total hours completed were 30,166.50.

- 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 \$332,529.84.

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 11,116.