

# Columbus City Bulletin



**2004**

**ANNUAL REPORT**

Andrea Blevins, City Clerk  
COLUMBUS, OHIO

**INDEX**  
**2004 ANNUAL REPORT**

	Page
City Council	3
City Treasurer	10
City Attorney's Office	15
City Auditor	21
Mayor's Office	26
Mayor's Office of Education	29
Civil Service Commission	33
Community Relations Commission	38
Equal Business Opportunity	44
Department of Finance	48
Columbus Health Department	54
Human Resources Department	60
Recreation and Parks Department	66
Public Safety Department	72
Public Service Department	78
Department of Technology	84
Department of Development	89
Public Utilities Department	95
The Trustees of the Sinking Fund	99
Franklin County Municipal Court Clerk	106
Franklin County Municipal Court Judges	111

**CITY COUNCIL  
2004 ANNUAL REPORT**

## 2004 Columbus City Council Annual Report

After four years of a stagnant economy, local economic conditions in the city experienced modest improvement. This allowed Council to ultimately adopt a continuation budget that once again prioritized administration spending based the key categories of: 1) job creation, 2) safety, 3) indirect safety, and 4) health and housing. Council resumed this work under the leadership of [Matt Habash](#), who served his sixth year as president, and [Michael C. Mentel](#) his fourth year as president pro-tempore.

With the resignation of Richard Sensenbrenner, Council unanimously selected community leader and business advisor [Mary Jo Hudson](#). With the appointment came a small change to the structure and leadership of Council's Standing Committees. New in 2004 was the Jobs and Economic Development Committee with Hudson as chair. Leadership of the remaining ten committees were Council President [Matt Habash](#) – Rules and Reference, and Recreation and Parks; [Kevin L. Boyce](#) – Finance and Administration; [Michael C. Mentel](#) - Safety & Judiciary; Zoning; [Maryellen O'Shaughnessy](#) - Public Service & Transportation; Development; [Charleta B. Tavares](#) - Health, Housing & Human Services; and [Patsy A. Thomas](#) – Utilities.

In 2004, Columbus City Council formally met in regular session 53 times, in which it approved 1,943 ordinances and 266 resolutions.

### CITY BUDGET

Council amended the proposed budget in February 2004 by cutting \$3.7 million in administrative costs and finding more cost-effective methods of operation, and shifted those funds to restore direct and indirect safety programs. Council's budget review process continued its long-standing focus on safe and healthy neighborhoods (Ord. 2550-2003). Restored funding included programs that support family and social services, such as health centers used by low-income persons without alternative access to health care, and support for homeless shelters. The budget as passed allocated 72 percent of all general funds towards direct public safety and safety related items. It amounted to 83 percent when indirect safety services were included.

Council began 2004 considering an Administration proposed \$532 million budget that called for the layoff 69 employees. Council worked with the administration and successfully reduced the number of proposed employee layoffs. Actual expenditures for the year were \$6 million less than budgeted.

Looking beyond 2004, Council was a strong supporter for the November bond package that successfully placed \$605 million of neighborhood improvements before Columbus voters.

### CREATING JOBS AND EXPANDING ECONOMIC OPPORTUNITIES

Fostering job growth in the city was the best way for the city to offset lost revenues. By deploying newly created tools and incentives, Council and the administration were able to retain, attract and/or create numerous jobs in Columbus. Following are highlights of Council's continued efforts this past year to stimulate the local economy and protect jobs.

- **JOBS GROWTH** – Efforts to attract employers and jobs to downtown Columbus succeeded. In 2004, legislation passed by Council resulted in the creation of over 925 new jobs in downtown Columbus and elsewhere in the city. (These projects also retained over 588 existing Columbus jobs):

- 20 Buckeye Community Health Plan (ORD. 0151-2004)
- 60 Plant Moran (ORD. 0163-2004)
- 41 The Eye Center (ORD. 0388-2004)
- 15 ComDoc Inc. (ORD. 0389-2004)
- 15 Value Recovery Group, Inc. (ORD. 0457-2004)
- 150 Cabot Properties, Inc. (ORD. 0605-2004)
- 5 JBC Enterprises (ORD. 0755-2004)
- 20 Palmer & Cay Holdings, Inc. (ORD. 0756-2004)
- 414 EMH&T (ORD. 1110-2004)
- 14 Unico Alloys and Metals (ORD. 1356-2004)
- 6 Hopkins Printing (ORD. 1575-2004)
- 21 Greenlawn Realty Co. (ORD. 1578-2004)
- 15 Knowledge Mgt Intereactive (ORD. 1581-2004)
- 20 Personal Resource Mgt. (ORD. 1584-2004)
- 50 General Theming Contractors (ORD. 1599-2004)
- 23 Jumpline.com Inc. (ORD. 2005-2004)
- 64 AmerisourceBergen Drug Corp. (ORD. 2046-2004)
- 10 Rimrock Corp. (ORD. 2115-2004)

- **INVESTING IN DOWNTOWN** – The heart of downtown Columbus is getting a dramatic facelift with the passage of Ordinance 1565-2004, sponsored by Council member [Hudson](#). A planned \$8.8 million private investment at the corner of Broad and High Streets includes 48,000 square feet of retail and office space. The City offered an Enterprise Zone Agreement for a tax abatement of 75% for 10 years on real property and 75% for 10 years on personal property restricted to the permanent video-display system. An adjacent eight-story residential project is also in the works.

Passage of Ordinance 1007-2004, sponsored by Council member [O’Shaughnessy](#), paved the way for a new approach to investing in downtown redevelopment with creation of the New Community Authority for RiverSouth. The legislation also established district boundaries as the six-acre site including the Lazarus-Macy’s store and adjoining Federated Department Store landholdings, and appoints the board of trustees.

- **CONVERTING A BROWNFIELD SITE FOR NEW JOBS** - By accepting a \$3 million Clean Ohio state grant, Council helped set the stage for the conversion of an abandoned brownfield site on the northern edge of downtown for economic development and jobs (Ord. 0378-2004: [O’Shaughnessy](#)). Site remediation at the *Jeffrey Place* development site must precede other project components, including the planned construction of 850 residential units, a neighborhood school and hotel, retail space, and over 300,000 square feet of office space.

## PROTECTING NEIGHBORHOODS AND CITIZENS

Ensuring the safety of every neighborhood continued to be Council's top priority in 2004. Listed below are highlights on action taken by Council in 2004 that directly protect citizens.

- **PROTECTING NEIGHBORHOOD SAFETY** – Council used a \$5.8 million federal grant to construct a new communications tower in the northwest corridor of Columbus to enhance the ability of first responders to respond to incidents of terrorism and disaster situations. Council member [Mentel](#) sponsored Ordinance 1553-2004.

Columbus police officers and officials within a seven-county area found it easier to communicate with each other as first responders during a natural emergency or terrorist event thanks to 339 new portable radios. Ordinance 1061-2004, sponsored by Council

member [Michael Mentel](#), allocated \$735,000 in federal funds for the purchase. A \$245,000 local match completed the purchase.

And Council ensured that equipment for the Fire Division stayed in top shape. Council member [Mentel](#) sponsored Ordinances 1114-04 and 2155-04 to secure ten new fire engines and twelve new LifePaks, state-of-the-art heart defibrillation units. Each of the City's thirty-two front-line medic vehicles carry defibrillators for response to heart attacks.

Council also moved to ensure top quality Firefighter response with Ordinance 1195-2004, sponsored by Council member [Mentel](#). It allocated nearly \$4.3 million in City bond funds to replace Fire Station 18 on Cleveland Avenue. The current station is 78 years old. And to facilitate effective EMS response, Council secured nine replacement medium duty medic units with passage of Ordinance 0190-2004.

- **PROTECTING OUR SOLDIERS** – In order to make neighborhoods safe, Council made sure the families of safety forces remained secured. Council extended for another additional year the military leave with pay for city employees who were or would be called to active military duty in connection with the continued war in Iraq.
- **PROMOTING FIRE SAFETY** – Ordinance 1087-2004, sponsored by Council member [Boyce](#), continued an outreach effort to promote [fire safety](#) and awareness with the Division of Fire, taking his message to the streets of Franklinton and the Ohio State University district in a walking tour with firefighters to hand out free smoke detectors and provide education material. \$3,000 in donations from outreach partners paid for billboards, posters, and related material.
- **PROMOTING GOOD HEALTH** - Heart disease kills 400,000 Americans a year, and sudden cardiac arrest leads to more than half those deaths. Survival from cardiac arrest improves dramatically when quick action is taken. Council member [Patsy Thomas](#) continued [Project HeartSTART](#) to promote new, easy-to-use heart-shocking devices to help prevent cardiac arrest as a complement to treatment by medical personnel. In 2004 Thomas sponsored an AED Day in the City to raise attention in the community on the importance of AED and CPR training. Moreover, the City's internal training program had reached over 400 employees by yearend.

And Council enacted the Clean Indoor Air Act with Ordinance 1095-2004, sponsored by [Charleta Tavares](#), targeted at eliminating the negative health effects of second-hand smoke. It promoted a healthier indoor environment for all citizens by prohibiting indoor smoking in all facilities with the exception of private clubs. Opponents failed to have the measure overturned through an initiative petition process in the November general election.

- **PROTECTING AGAINST TERRORISM** - Homeland security was the focus of Ordinance 1341-2004, sponsored by Council member [Mentel](#). It allocated nearly \$1.5 million in federal grant funds to help local safety forces respond in potential terrorist emergencies. Funds paid for a Hazmat vehicle for the Division of Fire, replaced a portion of the City's 800-megahertz system, and bought a high-tech on-scene identification system for Police.

Federal grants totaling \$1.6 million also will help police fight crime and respond to potential terrorist events. Ordinances 1937-2004 and 1939-2004, sponsored by council member [Mentel](#) will enhance electronic crime-solving capabilities by upgrading the automated fingerprinting system with electronic storage capacity and a new link to a remote latent camera.

And ordinance 1906-2004, sponsored by Council member [Tavares](#), strengthens regional emergency preparedness. The grant provided \$463,000 to the Columbus Metropolitan Medical System to devise an integrated plan for responding to a mass casualty event, including training, communication and incident management, mass sheltering and medical treatment.

## INDIRECT SAFETY / QUALITY OF LIFE

- **PROTECTING THE BIG DARBY WATERSHED** – Council continued its commitment to protect the Big Darby Watershed with two actions. It extended the current moratorium on new Columbus sewer and water lines into the area an additional year, at least until year-end 2005, with Ordinance 1397-2004, sponsored by Council President [Habash](#) and Council member [Thomas](#).

Resolution 173X-2004 expressed the administration and Council's support for a comprehensive, intergovernmental planning accord between all the Franklin County political jurisdictions that border the watershed, pursuant to a joint call by President [Habash](#) and Mayor Coleman. The intergovernmental planning process started July 21.

- **EXPANDING PARKLAND** - Two park projects took big steps forward as Council allocated nearly \$1.3 million to continue work on North Bank Park along Spring and Long Streets, and for renovations of the Smith Farms portion of Three Creeks Park. Council member [Boyce](#) sponsored Ordinances 2122-2004 and 2130-2004. The Smith Farms development continues a partnership with the Franklin County Metro Parks, who is developing shelters, picnic areas, parking, restrooms, playgrounds and over 9 miles of trail within the greater park area.
- **ENHANCING RECREATION OPPORTUNITIES** – Construction of two long-desired recreation capital projects moved forward with Ordinances 1241-2004 and 1242-2004, sponsored by Council member [Boyce](#). Construction of the new northside community recreation center on Lazelle and the replacement center downtown at Dodge Park commenced with expected completion dates in spring 2006 and fall 2005, respectively. \$11 million in City bond funds financed the projects.
- **RESTORING NEIGHBORHOOD HEALTH CENTERS and CRITICAL SOCIAL SERVICES** – Council's 2004 budget amendments increased funding for indirect safety programs to protect families and households. Restorations to social service programs and health centers are prime examples. Ordinances 0513-2004 and 0514-2004, sponsored by [Tavares](#), used nearly \$2.5 million of general fund monies to ensure access to critical life services under a variety of programs: including childcare, senior care and housing referral, material assistance, counseling and mediation, transportation, youth programs, and treatment services. Ordinance 0511-2004 used over \$747,000 of Emergency Human Services funds for the same purposes.

In separate action Council helped low-income families put food on the table with nearly \$80,000 for the United Way to support Operation Feed, the on-going campaign to stock food pantries and soup kitchens for needy residents (Ordinance 0512-2004: [Tavares](#)).

- **BRIGHTENING NEIGHBORHOODS AND INCREASING SAFETY** – Sponsored by Council's Utilities Chair [Patsy Thomas](#), ornamental poles and high-powered sodium streetlights filled three Columbus neighborhoods: the Raspberry Run and the Heatherbrook subdivisions on

the west side, and the Madison Mills subdivision through Ordinances 1844-2004, 1845-2004, 1847-2004.

- **FIGHTING CRACK HOUSES** – Landowners who do not take care of abandoned housing now find it more difficult to leave properties neglected thanks to Ordinances 0946-2004 and 0947-2004, sponsored by Council member [Thomas](#). Changes were made to Title 47 of the City Code, creating greater flexibility for the City to deal with such properties before they become crack houses.
- **MANAGING NORTHSIDE GROWTH** – Ordinance 0662-2004, sponsored by Council member [O'Shaughnessy](#), adopted the Hayden Run Interim Plan to guide land use and development policy direction, based on a “pay as you grow” strategy in recognition that the City of Columbus cannot accommodate growth without the participation and financial assistance of developers, suburbs and new home-owners. Amendments to this Plan may occur pursuant to the City’s on-going look at future growth policy, and as suburban communities engage with Columbus in multi-jurisdictional planning and infrastructure financing in the northwest corridor.

Council implemented the plan strategy with Ordinance 1959-2004. Adoption of the economic development plan meant developers and property owners will contribute \$29 million of the \$40 million public improvement project for the growth area, including roads. The creation of a tax-increment-financing district and adoption of a plan for homeowners to pay extra taxes for police and fire protection and other City services will be addressed in 2005.

- **INVESTING IN CLINTONVILLE** – Clintonville residents and area business owners will soon see a new look on High Street thanks to Ordinance 1092-2004, sponsored by Council member [O'Shaughnessy](#) and Council President [Habash](#). In a public/private partnership the City and High Street property owners invest nearly \$4.4 million for streetscape improvements, including curbs, sidewalks, resurfacing, street trees, lane markings, brick pavers, street lighting, storm sewer work, and more from Acadia Avenue to Torrence Road. The project includes a \$936,000 assessment component to supplement City bond funds.

## HEALTH AND HOUSING

- **IMPROVING HEALTH CARE ACCESS** - At-risk mothers and infants received assistance thanks to a state grant for perinatal services through contracts totaling \$669,000 with The Ohio State University and Children’s Hospital. Council member [Tavares](#) sponsored Ordinances 0906-2004 and 0907-2004.
- **SERVING FAMILIES** - A combination of private gifts as well as county and \$300,000 in City funding from the federal **CDBG grants** helped build a supportive housing facility for children and parents who are homeless. Council member [Tavares](#) sponsored Ordinance 1635-2004 on behalf of the YWCA Family Center, to provide a stable, supportive environment for up to 50 families at a time. Project partners broke ground for the \$6 million facility in October.
- **BUILDING GREAT NEIGHBORHOODS** – Three hundred twenty five single-family condominiums and separate apartment units surrounded by a three-acre riverfront park will soon rise up from the abandoned Humko industrial site in Harrison West. A series of ordinances (0669, 0671, 0689, 0696, 0728, and 0729-2004: [O'Shaughnessy](#)) advance the redevelopment effort, with help from a \$3 million state grant for brownfield cleanup. A \$400,000 City investment of capital bond proceeds helps fund roadwork, and new tax increment financing (TIF) district facilitates the largely privately financed \$40 million project.

- **LOOKING OUT FOR SENIORS** – Council protected Columbus seniors with Ordinance 1075-2004, allocating \$30 million to help seniors access home care services through the PASSPORT, a federal grant program and alternative to nursing home care; and Ordinances 1139-2004 and 1150-2004 allocate over \$800,000 in state grant funds to support programs offered through the Central Ohio Area Agency on Aging. Council member [Boyce](#) sponsored the legislation.
- **PROTECTING HOME VALUE** – Citizens who experienced basement flooding caused by a mainline sewer blockage can now get help through Project Dry Basement, which provides for the installation of devices to eliminate water from backing up into basements. Council member [Thomas](#) initiated the idea of earmarking a portion of sewer utility revenues for this purpose and sponsors Ordinance 0856-2004.
- **FEEDING LOW-INCOME CHILDREN** – Needy youth were assured nutritiously balanced meals during the summer through the Summer Food Service Program. Approximately 150,000 breakfasts and 400,000 lunches were served daily at 175 sites, mainly school cafeterias, churches, and community recreation centers. Council member [Boyce](#) sponsored Ordinance 1223-2004, making use of nearly \$1.8 million in federal grant funds.
- **PROMOTING ORGAN DONATION** – Ordinance 1103-2004, sponsored by Council member [Tavares](#), protected City employees who participate in a living organ donor program from suffering an economic hardship. The federal government, the State of Ohio, and a growing number of other political jurisdictions offer this type of policy.
- **SUPPORTING THE ARTS** - Two measures passed in 2004 drew down hotel-motel tax revenue to fuel local arts. Under the leadership of Council member [Kevin Boyce](#), Ordinance 0428-2004 provided up to \$3,264,000 to arts organizations funded by the Greater Columbus Arts Council.

**CITY TREASURER  
2004 ANNUAL REPORT**

ANNUAL REPORT  
DEPARTMENT OF CITY TREASURER  
FOR THE YEAR ENDING DECEMBER 31, 2004

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 2004 was \$ 695,808,150.39 with investment earning of \$ 12,115,513.60 for a yield of 1.741%. The investment balance at year end was \$ 818,706,799.08. Schedules of all investment activity for the year, and the portfolio composition as of December 31, 2004 are presented later in this report. Please note that the Schedule of Investment Earnings is on a cash basis, while the earnings quoted above are stated on an accrued basis. Either way, 2004 was the worst year in the last 20 years for yield and total earnings, continuing a trend that started in 2003. 2005 hopefully will see earnings restored to at least the levels realized in 2003.

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 the impounding and storage of vehicles.

Columbus City Treasurer's Office  
Balance Sheet as of 12/31/04

ASSETS:

Cash in Banks	1,950,030.75
Cash-in-Payroll Account	327,423.73
Cash-on-Hand	347,384.62
Receivable Items	4,667.64
Sinking Fund Coupons	4,266,774.59
Returned Checks	54,188.59
Treasury Investments	818,706,799.08
	-----
Total Assets	\$825,657,269.00

LIABILITIES:

Auditor's Warrants Payable	5,646,645.34
Sinking Fund Warrants Payable	4,277,226.60
Payroll Checks Issued	327,423.73
Advance Receipts	5,587,207.38
	-----
Total Liabilities	15,838,503.05
City Fund Balance	809,729,973.21
Sinking Fund Balance	9,973.04
Police Relief Balance	78,819.70
	-----
Total Fund Balances	\$809,818,765.95
Total Liabilities and Fund Balance	\$825,657,269.00

City of Columbus  
December 31, 2004  
Portfolio By Type

	Amount	Average Yield	Percentage of Portfolio
FFCB Coupon Notes	1,992,843.14	2.74%	0.24%
FFCB Coupon Notes-Callable	<u>9,998,229.65</u>	1.39%	<u>1.22%</u>
<b>Federal Farm Credit Bank</b>	11,991,072.79		1.46%
FHLB Coupon Notes	126,464,200.73	2.26%	15.45%
FHLB Coupon Notes-Callable	148,205,733.40	1.99%	18.10%
FHLB Discount Notes	<u>4,896,787.50</u>	2.13%	<u>0.60%</u>
<b>Federal Home Loan Bank</b>	279,566,721.63		34.15%
FHLMC Coupon Notes	49,509,899.97	1.90%	6.05%
FHLMC Coupon Notes-Callable	85,725,255.95	2.35%	10.47%
FHLMC Discount Notes	<u>27,794,099.37</u>	2.32%	<u>3.39%</u>
<b>Federal Home Loan Mortgage Corp.</b>	163,029,255.29		19.91%
FNMA Coupon Notes	28,444,820.51	2.53%	3.47%
FNMA Coupon Notes-Callable	69,798,637.37	2.06%	8.53%
FNMA Discount Notes	<u>44,518,766.66</u>	2.31%	<u>5.44%</u>
<b>Federal National Mortgage Assoc.</b>	142,762,224.54		17.44%
<b>U.S.Treasury Notes</b>	39,952,726.56	1.71%	4.88%
<b>Certificates of Deposit</b>	90,000,000.00	2.29%	10.99%
<b>Star Ohio</b>	3,925,892.04	1.75%	0.48%
<b>Bank One Bank Account</b>	10,546,865.58	1.84%	1.29%
<b>Fifth Third Account</b>	1,112,763.13	1.91%	0.14%
<b>Huntington Money Market</b>	66,594,277.52	2.25%	8.13%
<b>Street Lighting/Brewery District</b>	3,885,000.00	2.67%	0.47%
Columbus G.O.Bonds-Series 2004	5,340,000.00	1.68%	0.65%
Total Investments	818,706,799.08	2.13%	100.00%
Total Callable	313,727,856.37		38.32%

Columbus City Treasurer  
Investment Earnings  
Cash Basis  
1984-2004

Year	Investment Earnings
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
2003	\$16,136,402.90
2004	\$10,336,025.03

**CITY ATTORNEY'S OFFICE  
2004 ANNUAL REPORT**

# Columbus City Attorney

## 2004 Annual Report

Ordinance number 2242-2004 authorizes a table of organization for the City Attorney's office that permits up to 48 part-time employees and 148 full-time employees. However, during 2004 the average daily employment was 37 part-time employees and 125 full-time employees, with 56 of that number being attorneys. Total expenditures (general fund, real estate acquisition fund and grant funds) for 2004 were \$10,838,730, as compared to \$11,418,282 for 2003.

The office is organized into four divisions: Civil, Claims, Prosecutor and Real Estate. The Civil and Claims Divisions are located at City Hall, 90 West Broad Street. The Prosecutor Division is located at 375 South High Street, the Franklin County Municipal Court building. The Real Estate Division is located at 109 North Front Street. There is also a Police Legal Advisor's unit that is located at the Division of Police's Central Headquarters, 120 Marconi Boulevard.

**Civil Division** This Division has three sections: Business and Regulation, Labor and Employment and Litigation.

Business and Regulation -- Daniel W. Drake, section chief. Mr. Drake is also the Chief Counsel for the City Attorney's Office.

This section is the legal counsel to City officials with respect to issues surrounding City services, legislation, contracts, zoning, and other issues related to the day-to-day operations of City government. It assisted in the legal review and practical implementation of various development projects that foster economic growth such as the Pay As We Grow infrastructure funding for new neighborhoods, the River South New Community Authority, the redevelopment of Northland Mall and the redevelopment of the Jeffrey Manufacturing and A.C. Humko manufacturing sites.

It supported various City environmental initiatives and assisted the City in complying with state and federal environmental laws, was responsible for legal action against those who failed to comply with water pollution and other environmental requirements, assisted the City's Health Department in the implementation of the Clean Indoor Air Ordinance, provided legal guidance on a wider range of health information privacy related issues in connection with emergency medical transportation and other health services provided to residents by the City, and provided legal assistance in connection with safety and housing services provided to residents affected by the severe winter storm of late 2004.

It assisted in the development of standards for the public use of City Hall grounds and developed training materials and provided training of city officials and members of

various architectural review and other commissions relative to compliance with public records and open meeting laws.

It commenced litigation to recover the cost of repairs and restoration involved in the Short North Arches construction project, assisted with the audits and monitoring for compliance of entities providing cable television and other technology services, advised City representatives relative to contracts for the City's Health Insurance Program, as well as the Red Light Photo Traffic Safety Program.

In 2004 the section reviewed more than 5,000 City contracts and more than 3,750 pieces of legislation. Over 3,000 formal and informal requests for legal opinions were received and responded to.

#### Litigation -- Glenn B. Redick, section chief

On a yearly average the City is a party in over 2000 cases involving litigation. Of this number, approximately 1,200 are complaints filed by the Claims Division seeking payment for income taxes owed the City, while many other cases involve bankruptcies and foreclosures where the City is only an incidental party. The City is also involved in labor arbitrations that are included in the 2000 case count.

The Litigation section principally handles those cases wherein the City is named a defendant and monetary damages are being sought by the plaintiff. Such cases involve wrongful death claims and claims that constitutional rights have been violated. In this category, there were fifty-eight new cases filed in 2004 against the City and its employees wherein plaintiffs demanded judgments in excess of \$98 million. Sixty-four cases were closed in 2004 wherein plaintiffs demanded in excess of \$77 million, and of those the City paid either in judgments or settlements \$1,833,891. Included in that amount was a \$1,000,000 settlement paid to the estate of a decedent in a wrongful death claim. Of the cases closed eighteen were settled, twelve were dismissed through motions for summary judgment, thirty-two were dismissed in favor of the City by some other dispositive manner, three went to trial with the City winning two while losing one. As of December 31, 2004 the litigation section had ninety-six cases pending.

#### Labor and Employment – Sherrie Passmore, section chief.

This section 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.

In 2004 the section's attorneys assisted in labor negotiations with the various unions that represent City employees, participated in grievance mediations with AFSCME and CMAGE, provided training on labor issues to various departments, participated in City FMLA training and spoke at the Citywide Human Resources Conference and the Ohio Municipal Attorneys Association Conference.

At the beginning of 2004 the section's attorneys were handling 88 cases in various forums. Over the course of the year 91 new employment-related lawsuits and/or administrative charges were filed against the City and its employees. Among these new cases were 37 grievances moved to arbitration, nearly double the number of grievances moved to arbitration in 2003. 62 cases were closed during 2004.

**Police Legal Advisor Section** -- Jeff Furbee, chief police legal advisor.

This section provides comprehensive legal advice and training on legal issues to the Division of Police and functions as a liaison between the Division and the other attorneys within the City Attorney's office. The two attorneys who staff this section are available to the Division of Police on an around-the-clock basis.

Requests for legal advice and guidance come to the attorneys in this section by several paths. On any given day officers will appear in the office seeking immediate guidance. Phone calls or emails will come in at the rate of over a hundred a week seeking advice, and over forty documents a week will be presented for review and response.

During 2004 this section published at least once a month "Legal Updates" that went to all personnel in the Division of Police and the City Attorney's office. These updates discussed current issues facing police work and examined the impact that court decisions and legislative enactments had on police work..

This section also coordinated interaction between assistant city prosecutors and officers who work the streets by scheduling ride-alongs, roll-call appearances and meetings to discuss various issues.

**Prosecutor Division** -- Steve McIntosh, division chief.

This Division accounts for over half the resources of the City Attorney's Office, and over half the number of lawyers (twenty-nine of fifty-six). In addition to the trial staff that prosecutes criminal and traffic misdemeanor offenses in the fifteen courtrooms of the Franklin County Municipal Court, the division has an appellate section, a domestic violence/stalking unit, an environmental section that includes a grant-funded program called Neighborhood Legal Advocates, an Intake Unit and an alternative dispute resolution unit which includes three mediation programs. Those three programs are the Night Prosecutor Mediation Program, Project S.M.A.R.T. (a middle school truancy reduction program) and a check resolution program.

In 2004 there were 158,454 criminal and traffic misdemeanor cases filed, with 252,178 different charges. The following indicates the number of cases for selected offenses: OVI – 5,611. Domestic Violence – 4,862. Assault – 5,149. Resisting arrest – 897. Aggravated Menacing – 739. Menacing – 344. Petty Theft – 3,388. Environmental (criminal and civil) – 6,287.

Night Prosecutor Mediation Program -- Richard Ortiz, coordinator.

This program attempts to resolve disputes without formal involvement in the criminal justice system. In 2004 this program, operating six days a week with seven contract mediators, scheduled 465 mediations, with 284 being mediated. Of these the parties in 226 did conclude their mediations with settlement agreements.

Project S.M.A.R.T. -- Tara Stokes, coordinator.

Student Mediation and Assistance to Reduce Truancy is designed to reduce truancy in middle schools in the Columbus City School District. The program utilizes thirteen mediators in thirteen schools: Barrett, Beery, Champion, Clinton, Crestview, Eastmoor, Hilltonia, Indianola, Linmoor, Medina, Starling, Wedgewood and Westmoor. These schools maintained a 2.55% increase in school attendance in 2003-2004 while schools without the program experienced a .45% increase. Mediations are scheduled for students with excessive absences. For those mediations that do occur, contracts between the student and the school are entered into, with the goal of improving the student's attendance. During the 2003-2004 school year 3, 990 warning letters for excessive absences went out, 2,181 mediations were scheduled, of which 1,096 failed to occur because of student and parent no-show. 630 matters were referred to juvenile court.

Check Resolution Program -- Barb Williams, coordinator.

This program seeks to resolve disputes where checks are dishonored without resorting to the filing of criminal charges. In 2004 there were 35,401 mediations scheduled which resulted in 34,710 successful recoveries of \$1,000,870.19 in dishonored checks and the filing of 691 criminal charges for passing bad checks.

Intake Unit -- Bill Hedrick, director.

In 2004 there were 8,033 intake interviews out of which 1,968 criminal charges were filed. The director of the unit responded to 1,500 phone calls from citizens requesting information or assistance. In addition the unit assisted in the clearing of criminal records of 416 citizens whose identities were used by others who did commit criminal offenses.

Environmental Section/ Neighborhood Legal Advocates – Bridget Carty, Paul Khoury

This section dealt with over 6,287 building, housing, zoning, fire and safety codes cases during 2004. It also housed the NLA initiative that targeted street prostitution and abandoned structures on the South Side and West Side of Columbus.

Domestic violence/Stalking unit – Lesley Ashworth, director.

This unit is dedicated to protecting victims of domestic violence and holding their abusers accountable. To do that four assistant prosecutors and fifteen domestic violence

advocates are assigned to the unit, as well as two persons directly involved in developing stalking cases. In 2004 this unit dealt with 4,862 domestic violence cases.

Appellate Unit -- Matt Kanai, director.

There were thirty-three Notices of Appeal filed involving this unit, six of which were filed by the unit. Thirty-one notices were filed in the 10<sup>th</sup> District Court of Appeals, while two were filed in the Ohio Supreme Court. Twenty briefs and fifteen oral arguments were completed. There were thirty decisions rendered or cases terminated as follows: Two in the Ohio Supreme Court, one in favor, one against. Twenty-seven in the 10<sup>th</sup> District Court of Appeals, where there were ten wins, six losses (two error confessed), eleven dismissals. One in the U.S. Court of Appeals for the 6<sup>th</sup> Circuit, which was a win.

**Real Estate Division** – John Klein, division chief.

In 2004 this division provided legal and negotiating advice for a number of major projects contributing to Columbus' development, including completing the acquisition of properties for the widening of Norton Road from Hall to West Broad and Morse Road between I-71 and Karl, a major interceptor sanitary sewer to serve southern Franklin County and the purchase of the Lincoln Theater on East Long Street. In other acquisition activities such as new roads, road widenings and storm and sanitary sewers, the division completed acquisition of 634 parcel of land. 428 of these required appraisal reports and negotiations with the owners, while the remaining 206 were acquired through donations by the owners.

**Claims Division** -- George Calloway, division chief.

This division collected \$1,968,873 in income taxes owed the City. Of that, \$1,395,329 was collected by division staff, while the balance was collected by two outside collection agencies. \$101,968 was recovered in non-tax obligations, while \$114,243 came to the City through foreclosure actions initiated by other plaintiffs. 1,193 new tax suits and 206 non-tax suits were filed in 2004. The City paid 162 claims that totaled \$639,098.

Richard C. Pfeiffer, Jr.  
Columbus City Attorney  
614-645-6904  
[rcpfeiffer@columbus.gov](mailto:rcpfeiffer@columbus.gov)  
[www.columbuscityattorney.org](http://www.columbuscityattorney.org)

**CITY AUDITOR  
2004 ANNUAL REPORT**



**HUGH J. DORRIAN**

*CITY AUDITOR*

614 / 645-7615

**City of Columbus**  
**OHIO**

**90 WEST BROAD STREET**  
**COLUMBUS, OH 43215**

**ROBERT L. MCDANIEL**

*DEPUTY CITY AUDITOR*

FAX: 614 / 645-8444

March 4, 2005

Mr. Matthew D. Habash  
President  
City Council  
Columbus, Ohio 43215

Dear President Habash:

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 2004.

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 2004 is now in progress. An annual financial report of the total City for the year ended December 31, 2004 containing the independent auditor's report will be issued on or about May 16, 2005.

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

Very truly yours,

Hugh J. Dorrian  
City Auditor

HJD/rlm  
Enclosure

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

Total Expenditures

	<u>2004</u>
Personal service	\$ 1,833,911
Materials and supplies	25,806
Services	2,225,444
Other disbursements	317,405
Capital outlay	<u>-</u>
	<u>\$ 4,402,566</u>

**Hotel-Motel Tax Collections**

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

(in thousands)

2004	\$11,731	1999	10,840
2003	11,439	1998	10,275
2002	11,045	1997	9,570
2001	11,140	1996	8,363
2000	11,426	1995	7,830

**Miscellaneous Data**

	<u>2004</u>	<u>2003</u>	<u>2002</u>	<u>2001</u>	<u>2000</u>
Vouchers paid	88,071	106,083	97,500	95,187	98,037
Receiving warrants written	7,249	6,926	6,560	6,460	5,949
Disbursing warrants written	72,356	74,330	79,384	82,343	87,940
Funds and sub-funds accounted for:					
General	5	4	4	4	3
Special Revenue	43	44	40	38	37
Trust & Agency	19	19	19	17	17
Debt Service	15	14	11	9	9
Internal Service	7	7	7	7	7
Capital Projects	33	29	31	39	38
Enterprise	<u>40</u>	<u>40</u>	<u>38</u>	<u>34</u>	<u>31</u>
Total	<u>162</u>	<u>157</u>	<u>150</u>	<u>148</u>	<u>142</u>

## 2004 ANNUAL REPORT COLUMBUS INCOME TAX DIVISION

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

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

The following is a report of Columbus income tax collections for 2004:

Gross collections in 2004 via Income Tax Division	\$466,012,551
Transfers to other cities	(334,269)
Collections in transit 12/31/2003	+ 719,787
Collections in transit 12/31/2004	(653,001)
Refunds paid in 2004	<u>(11,718,877)</u>
Income tax revenues (budgetary basis per Auditor's annual report)	<b><u>\$454,026,191</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>84.6%</b> of the total tax revenue for Columbus in 2004.
Business accounts made up	<b>10.4%</b> of the total tax revenue for Columbus in 2004.
Individual accounts made up	<b>5.0%</b> of the total tax revenue for Columbus in 2004.

By contract, this Division administered the collection of the municipal income tax for the following municipalities in 2004: Brice, Canal Winchester, Grove City, Groveport,

Harrisburg, Lithopolis, Marble Cliff, and Obetz. 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 2004 for administering the income tax collections of the administered suburbs amounted to \$348,489.00. This is to be compared to \$421,313.00 in fees collected in 2003. The collection fees charged to the suburbs are based on a four-part formula that is specifically designed to recover only the cost of administering the tax.

The total expenditure to operate the Income Tax Division during 2004 was \$5,973,474.00. 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 eight satellite communities. The authorized strength of the Income Tax Division in 2004 was 82 full-time and 1 part-time employees.

City Income Tax receipts processed in 2004 through the Delinquent Section amounted to \$5,658,857.00. This amount included delinquent tax, penalty and interest charges for Columbus and all administered cities.

During 2004, the Income Tax Division referred 1,225 cases to the City Attorney's office for filing civil suits on delinquent assessments totaling \$3,608,771.00.

On December 31, 2004 the Division had 600,901 accounts on its tax files. This total is comprised of 514,341 "Direct" and 86,560 "Withholding" accounts.

	ACTIVE	INACTIVE		
CORPORATE	19,243	45,281		
FIDUCIARY	280	1,605		
INDIVIDUAL	52,362	360,702		
PARTNERSHIP	0	4,851	Required to file as entities.	
ENTITY/PRTSHIP	6,305	10,783		
COURTESY	-0-	12,929		
TOTAL – DIRECT	78,190	436,151	TOTAL	514,341
- WITHHOLDING	20,514	66,046	TOTAL	86,560
GRAND TOTAL	98,704	502,197	TOTAL	600,901

The total number of accounts on the tax database increased by 23,268 in 2004.

Submitted by: Melinda J Frank  
Income Tax Division Administrator

MJF/MDJ

**MAYOR'S OFFICE  
2004 ANNUAL REPORT**

## **Mayor's Office 2004 Annual Report**

Through our on-going fiscal responsibility, both in cutting costs, increasing revenues and striving to greatly increase efficiency and customer service, the City of Columbus continued to overcome economic challenges and provide quality neighborhood services in 2004.

By building partnerships with residents, neighborhood associations, local businesses and organizations, Mayor Michael B. Coleman has moved forward an agenda of neighborhood improvement with specific results. The partnerships also have engaged Labor organizations and City Council, not only in improving internal operations, but also in improving the overall quality of life for the families of Columbus.

Economic challenges continue, as the City is now rising from the worst economic recession since the Great Depression. Fiscal restraint has included cuts of nearly \$174 million from continuation levels. Cuts to City Departments have been dramatic, but largely without notable reductions in essential neighborhood services. The City's workforce has been reduced by 460 civilian positions on the General Fund. Every department received significant cuts, except the Department of Public Safety, which will make up nearly 71% of overall General Fund expenditures in 2004. Despite cuts in many areas, the 2005 Budget has the largest growth of any in my administration and ensures the continued delivery of key services, and funds new recruit classes in the Divisions of Police and Fire. The City also continues to move forward on key goals, such as: increasing new housing construction in older neighborhoods, improving 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.

Major initiatives and innovations begun by the Mayor's office continue, including: Neighborhood Pride, which has now helped clean up 36 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 on-going redevelopment of the Mall site, a neighborhood improvement plan for the King Lincoln district, partnerships with Columbus Urban Growth Corp. such as Taylor Homes, West Edge Business Center, and on-going investment in efforts to improve pedestrian safety.

The Office of the Mayor continues to implement innovative new policies to ensure sustainable growth in the future. These policies include the dedication of a stream of revenue through the Hotel Bed Tax to invest into the Affordable Housing Trust Fund. This long-term commitment has been joined by Franklin County, and has added millions of dollars to invest in creating more quality, affordable housing for residents. Enabling more families to buy homes or rent affordable apartments allows for greater neighborhood investment and is helping stabilize the housing stock in many areas which had seen a generation of disinvestment.

The Administration is also implementing a new "Pay as You Grow" policy in Columbus' key growth corridors on the northwest, southeast and northeast corners of the City. These policies were put in place as the City and region prepare for continued population

growth, predicted to be more than 400,000 additional residents by 2025. By establishing growth plans and early investment standards requiring private development to fund critical infrastructure needs, the City will both reduce the burden on the existing capital budget and ensure that new growth areas create added revenue to invest into older neighborhoods. Too many cities have seen growth and development drain resources from core neighborhoods, or waited years before the infrastructure could be built to catch up with residential and commercial growth. The Pay as You Grow policies will allow new neighborhoods to be built at the same time as needed infrastructure of roads, schools, parks and safety services are developed. The policy will also ensure that all parties in the new development pay their fair share for the cost of the infrastructure and City operations.

Such policies allow for Columbus to continue its stable and sustainable growth and will ensure that the City can protect the quality of life that has earned the community a national reputation.

(mbrown)

**MAYOR'S OFFICE OF EDUCATION  
2004 ANNUAL REPORT**

Education Goal: Encourage and promote participation in learning opportunities

2004 Strategic Priorities	Results
<p>Develop sustainable out of school time initiatives that expand the educational opportunities available to children within the City of Columbus</p>	<ul style="list-style-type: none"> <li>• 17 after school programs serving 1300 children K-8 funded through General Fund.</li> <li>• 48% of funding for after school programs comes from community and corporate partners.</li> <li>• Became a provider of Title I Supplemental Educational Services funded by No Child Left Behind serving Columbus Public School students</li> <li>• Began negotiation process to access Franklin County Department of Job and Family Services' TANF funds to be serve five after school programs.</li> <li>• Convened monthly forum of 40 after school providers</li> <li>• Collaborated with the Columbus Foundation, Education Council and the United Way of Central Ohio for the provision of year round professional development programs serving over 1400, front line staff volunteers and managers..</li> <li>• Developed and implemented a health, nutrition and physical fitness program for middle school after school programs.</li> <li>• Implemented fourth year of the OSU research/evaluation of 4 after school programs.                         <ul style="list-style-type: none"> <li>• Participation in the programs enhance social competence</li> <li>• Involvement in programs contributes to youth's success in school</li> <li>• Middle school age participants have better attendance at school</li> <li>• Academic success greater in middle school participants</li> </ul> </li> </ul>
<p>Coordinate with other City Departments the improvement of infrastructure and safety near and around local schools</p>	<ul style="list-style-type: none"> <li>• Participated in a committee that found more available funding and determined prioritization method for sidewalks, traffic calming, stop signs, and safety devices around schools.</li> <li>• Walk a Child To School Day expansion.</li> </ul>

2004 Strategic Priorities	Results
	<ul style="list-style-type: none"> <li>• Coordinated with Public Service and Columbus Public Schools to update and redistribute Walk Smart Maps for every elementary school.</li> <li>• Coordinated through city pedestrian safety committee to develop new prioritization and planning methods for pedestrian infrastructure improvements.</li> <li>• Through Public Service—118 of 243 schools have new warning lights and safety signs.</li> <li>• Through The Capital Kids, partnered with Firefighters Against Drugs program, Columbus Police and Fire Department for safety related programming. Designed to reach school age children.</li> <li>• Through The Capital Kids, partnered with the Columbus Health Department's Y.E.S.(You're Extra Special) program for prevention related programming serving elementary school children.</li> <li>• TCK keeps kids off streets during peak juvenile crime hours and provides a healthy alternative to peer pressure.</li> <li>• Developed and established the Neighborhood Safety Academies as part of Mayor's four part safety plan.</li> </ul>
<p>Increase the availability of computers in selected neighborhoods for residents who do not have access to current technology systems                      Upgrade computers in our After School Pilot sites.</p>	<ul style="list-style-type: none"> <li>• Applied for a Technology grant from Lowe's Home Improvement Corporation for \$60,000, which will provide hardware, software and technology components and educational tools for our 4 pilot sites.</li> <li>• Purchased Princeton Review's Homeroom Application program and workbooks for use in 4 sites to improve math and reading skills online.</li> </ul>
<p>Support a successful transition of students and adults to higher education, additional training and the world of work, family and community.</p>	<ul style="list-style-type: none"> <li>• Provided leadership in the restructuring of the Workforce Development organization in collaboration with Franklin County Commissioners; Implementation of the Workforce Investment Board and Central Ohio Workforce Investment Corporation to provide employment services, training and job development and placement for youth, displaced workers, unemployed workers in Franklin County.</li> <li>• Participated in Columbus Public Schools focus groups to give input regarding education reform in career and technical education programs.</li> </ul>

2004 Strategic Priorities	Results
Maintain and strengthen working partnership with school districts within the City of Columbus.	<ul style="list-style-type: none"> <li>• Partnered with Columbus Public Schools to structure facilities bond package with greater accountability and inclusion of broad community/shared uses of school buildings.</li> <li>• Founding partner in collaborative that involves all 16 school districts in Franklin County to close achievement gaps.</li> <li>• Established yearly education Summits to involve community and education leaders in educational issues and priority development</li> <li>• Regular communication with Superintendents of 16 school districts</li> </ul>

**CIVIL SERVICE COMMISSION  
2004 ANNUAL REPORT**

## **2004 Report to Columbus City Council**

The Columbus Covenant identifies peak performance as one of its seven goals. The Civil Service Commission plays an integral role in helping the City achieve the peak performance goal for its nearly 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, its mission 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 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 2004, eighty-two 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. Beginning in 2004, all job and test applications could be filed on the website. During 2004, the Commission received over 8,300 job interest forms that triggered the mailing of over 6,600 notices of either job vacancies or testing opportunities to potential applicants. More than 8,900 applications for vacant City jobs were filed with the Commission during the year; over 6,000 of these were filed through the website.

## Testing Results

During 2004, tests were completed for 62 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 373 noncompetitive certification lists were issued with 942 names being certified for 545 openings.

At the end of 2004, less than 1 percent of all full-time City employees held provisional status in their job classification. The number of full-time provisional employees dropped from 2,240 in 1990 down to 10 in 2004.

## 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 2004 the Commission took action on 94 job classifications, including 63 revisions, 9 creations, 4 abolishments, and 18 reviewed with no change. These efforts bring the total number of classes in the City's class plan to 628. 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 2004, the staff completed 21 job audits. Fourteen of the audits resulted in no job class change and 7 resulted in upward reallocations or had work of a lower class reassigned. Additionally, the staff completed a major review of the City's clerical classifications involving over 400 job audits. Implementations of these results were on hold at year end, pending labor negotiations related to the newly created classes.

### 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 compliance. During 2004, the Commission processed an average of 1,204 transactions per month before the payroll was certified as correct and paychecks issued.

Over the course of the year, the City hired 794 new employees, 326 in full-time and 468 in part-time positions. A total of 223 City employees received upgrades or promotions during the year. Employee separations totaled 594, which included 401 resignations and 134 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 2,400 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 approved recommendations for revisions to 3 classification specifications and to create 2 new classifications. Additionally, the classified personnel department of the School Board conducted 29 test administrations including 28 entrance exams and 1 promotional exam.

### 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 2004, 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 2004, the full Commission held 12 public meetings, including 9 regular meetings and 3 special meetings. Additionally, 1 Commissioner and 2 Civil Service staff members held 8 trial board sessions to hear disciplinary appeals. On 4 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 15 disciplinary appeals and 36 non-disciplinary appeals were filed during the year. The Commission ruled on 14 disciplinary and 36 non-disciplinary appeals. Additionally during the year applicants removed from eligibility lists as a result of background checks filed 120 new requests for administrative reviews. The Commission ruled on 128 administrative reviews, reinstating 41 applicants and denying 87 requests.

Civil Service Commissioners:

Priscilla R. Tyson, President

(Reappointed 2004, term expires 2010.)

Grady L. Pettigrew, III, Member

(Appointed 2000, term expires 2006.)

Mary Jo Hudson, Member

(Appointed February 4, 2003, resigned September 12, 2004.)

**COMMUNITY RELATIONS COMMISSION  
2004 ANNUAL REPORT**

# 2004 Annual Report

City of Columbus  
Community Relations Commission  
90 West Broad Street, Rm. 101  
Columbus, Ohio 43215

(614) 645 – 1993

James L. Stowe, Executive Director

Robert E. Short, Chair

***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's 2004 Annual Report. During 2004, the Commission diligently worked to "Build A Community for All." Key program and activity highlights to help accomplish this included, the MLK program and March, Columbus Culture Fest, Youth Summit and the Holocaust 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.

## TABLE OF CONTENTS

Education and Training/Community Outreach	2
Community Relations	3
Discrimination Investigations and Case Processing	3
Columbus Youth Commission	4
Mayor's New Americans Initiatives	4
Commission Programs	5
Successes and Challenges for 2004	5
Key Objectives for 2005	5
Commissioners and Staff	5

## 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 2004 include:

- Columbus Fire Department
- Columbus Health Department
- Columbus Police Department Recruit Training
- Citywide training for all new hires through the City Human Resources Department
- Ohio Department of Health
- Netcare Inc.
- Otterbein University
- Columbus Public Schools
- Hilliard City Schools (fee for service)
- Ohio State University
- Country Ridge
- Stephen's House

**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.

## COMMUNITY OUTREACH EDUCATION EFFORTS

The CRC provided outreach to the following:

- Italian Village/Victorian TIF agreement
- Otterbein University

- Columbus Jewish Federation
- Holocaust Education Council
- Curate and maintain Front Street Gallery and Cultural Display area including induction of

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

**Challenges** – Providing new and updated training information and techniques without budgeted dollars for staff development as well as keeping pace with culture training requests due to the growing diversity in our community.

### COMMUNITY RELATIONS

The Community Relations Coordinators provide outreach to the citizens in the four quadrants of 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.

- Society of Government Management Professionals, community outreach project Columbus Culture Fest/Martin Luther King Day march and program
- Address complaints through MAC and calls made to CRC
- Grant writing/Fund raising for CRC related programs and non-profits in the City of Columbus and particularly the Ethiopian Association
- Martin Luther King Day march and program
- Mediated Milo Grogan Area Commission
- Triedstone good neighbor agreement, canvassed neighborhood
- Operation Save America
- Homeless outreach/ assisted homeless family with housing

**Successes** – Promoting CRC to the community at large. The Columbus Culture Fest is growing each year with more participants and attendees. Major sponsors are stepping up. Surveys from both the CCF and MLK events indicate that attendees were educated through their experiences.

**Challenges** –Initially this position was shared between two employees. There would be greater cohesiveness if the outreach areas were smaller. It is difficult to be everywhere all of the time.

### 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. Below is a summary of the case management of the CRC for 2004 from approximately 146 inquiries.

- Total Cases 22
- Opened Cases 18
- Closed Cases 14
- Case Categories
  - Race 14
  - Sexual Orientation 4
  - Sex 12
  - Religion 0
  - National Origin 0
  - Retaliation 2
  - Racial Profiling 0

**Successes** – Moved forward process to change legislation to include disability and familial status. Seeking substantial equivalency to seek reimbursement for processing HUD fair housing cases.

**Challenges** – Inability for the current Commission process to assist individuals who have been discriminated against due to a disability.

### **CRC YOUTH COMMISSION**

The Columbus Youth Commission (YC) provides a formal opportunity for substantive youth input into City of Columbus policies and decisions affecting youth; it is the official voice of youth in City government. The YC is youth-driven and adult-guided.

- 37 youth were accepted to present in the 4<sup>th</sup> Annual MLK Youth Oratorical Contest now regional competition
- Over 600 people attended the YC's "No More Drama" Youth Step Show competition
- The YC offered over 250 youth interviewing skills training and a job/internship fair
- 100 people attended the El Dia del Los Ninos (Children's Day) Youth Summit, organized by the YC
- The YC planned and implemented its 4<sup>th</sup> annual citywide Youth and Young Adult Summit, which focused on young people reclaiming their lives and their city. 250 youth and young adults participated in the daylong summit, on a day off school
- 177 youth, young adults and adult volunteers participated in a Youth Challenging Racism overnight conference; the YC co-planned and implemented with YWCA Columbus and ODU's Village to Child
- The YC planned and implemented a Gun Violence Youth Panel Discussion (30 people) and a Police and Youth Relations Panel Discussion (40 people)
- The YC compiled and disseminated twice a month a Youth Opportunities Calendar to youth, parents and youth serving organizations throughout greater Columbus. Both publications served 10,000 people in 2004
- The YC enhanced its website(<http://columbusyc.homestead.com>), which provides applications or registration forms for and updated information about YC activities and provides opportunity for youth and young adults to provide feedback on their concerns and ideas

**Successes** – Enhanced cultural diversity on Youth Commission. Trained Youth Commissioners in City government structure and City Council structure and process and in parliamentary procedure. Increased public awareness of YC; received several requests to partner with other youth-serving organizations on youth initiatives. Recruited & trained over 150 volunteers and interns for various YC events.

**Challenges** – Funding for YC initiatives. Enhancing methods for Columbus youth to communicate their concerns to their Youth Commissioners and for Youth Commissioners to respond to those concerns.

### **MAYOR'S NEW AMERICAN INITIATIVE**

Mayor Michael B. Coleman created the New Americans Coordinator position in August of 2004. The goal of this position is to act as a liaison between the Mayor's office, City Council and the new immigrant and refugee community is developing new and innovative outreach efforts.

#### **Highlights from the past 8 months**

- Working with Neighborhood Safety Academy to offer programs in Spanish and Somali
- Relationship building with State and County Refugee service organizations
- Lincoln Park West Fire-organized City services to assist in this tragedy-including interpretation services, trucks for delivery of goods, and Recreation buildings open for the community
- Assisted Crime Stoppers to have a local number for bi-lingual citizens to call in to. Previously the City had to use an out of state number
- Columbus Capacity Building Initiative-2 year grant for 501C3 organizations that are created and serve the immigrant and refugee community

- Woodland Meadows-translation and interpretation services for the 200 Somali and Latino families living in the complex to ensure their safety during the emergency in Dec.2004

**Objective for 2005**

To ensure that the City of Columbus is in compliance with Title VI-ensuring all of our residents who are LEP(Limited English Proficient) receive meaningful access to all programs, which are receiving federal financial assistance.

**CRC PROGRAMS**

CRC program highlights for 2004 include:

- Martin Luther King, Jr. March and Celebration
- Youth Summit
- Columbus Regional MLK Youth Oratorical Contest
- Holocaust Remembrance program
- Columbus Culture Fest
- Community Tapestry Program
- Youth Summit

**SUCCESSSES AND CHALLENGES FOR 2004**

**Successes**

- The Commission clearly established itself as a viable resource for handling disputes and providing mediation services throughout the community
- The appointment of new Immigrant and Refugee coordinator for Mayor's New American Initiative
- The Youth Commission served well over 1500 youth in a variety of activities, training and outreach efforts

**Challenges**

- Meeting the needs of an increasing new immigrant population in the absence of overall coordination and oversight of services and funding
- Decreasing economic resources resulting in increased tension between and among groups within the community
- Keeping pace with the needs of our very diverse community with declining financial resources.

**KEY OBJECTIVES FOR 2005**

- The CRC will increase efforts to support new immigrants and refugee communities.
- Develop new complaint status program
- Review and recommend revisions to the Civil Rights ordinance for City of Columbus

**CRC COMMISSIONERS AND STAFF**

Robert E. Short, **Chair**  
 Robert McCallum, **Vice Chair**  
 Dr, Ahmad Al,-Akhras  
 Julia Arnbini-Carbonell  
 Rabbi Harold Berman  
 Master Joon P. Choi  
 Chris Corso  
 Chris Cozad  
 William Dodson  
 Dilip Doshi  
 Dr. J. S. Jindal  
 Mary Howard  
 Rebecca Nelson  
 Frankie Nowlin  
 Hassan Omar  
 Tei Street  
 Nancy Todd  
 Paula Walters  
 Kenneth Woodard

**CRC STAFF**

James L.Stowe, Exec Director  
 Karen Nolan Mitchell  
 Gale Gray  
 Neal Semel  
 Lillian Williams  
 Heidi Yoakum

**EQUAL BUSINESS OPPORTUNITY  
2004 ANNUAL REPORT**

## ***Equal Business Opportunity Commission Office 2004 ANNUAL REPORT***

Dear Business Community,

In 2004, EBOCO continually strived to live up to the goals of Mayor Michael Coleman's Columbus Covenant. While our EBOCO'S principal goal is the securing of opportunities for small, minority and women owned businesses, the rationale for the commitment is based on the "Covenant" principle that "the economic vitality of the business community will have a significant impact on the neighborhood where they are located."

As a result, EBOCO aggressively reaches out to our customer base to find new ways to attract minority, female and small businesses, understanding that business growth will spur job creation and attract new businesses to our great city. It is our hope that this report will update you on EBOCO's efforts to provide support and encourage inclusiveness in the public procurement arena. We are quite proud of our accomplishments

### ***Office of Contract Compliance***

The Columbus City Code requires that all contractors, including subcontractors, who are party to a contract, hold a valid contract compliance certification number. This number is assigned by EBOCO once a Contract Compliance Application is approved. The certification number is valid for three years. The Office of Contract Compliance certified 621 new businesses and re-certified 787 businesses. Additionally, 104 pre-construction meetings and 7 on-sites visits were attended.

### ***Bid Specification Review***

The Columbus City Code requires that City agencies eliminate any unnecessarily restrictive bid specifications that may adversely affect participation. The EBOCO's Business Development Specialist reviews City bids to ensure fairness and to eliminate restrictive language and other features that could prevent minority, female and small business from competing for City contracts. EBOCO reviewed approximately 28 of the targeted specifications. That number does not include informal suggestions and comments offered to assist in the development of specifications.

### ***Bid Counseling***

EBOCO Specialists helped certified businesses understand bidding requirements and provided training in the correct response to an Invitation to Bid. Also special marketing meetings were held to ensure that certified companies know how to effectively market to the City of Columbus.

## ***Legislation and Contract Review***

EBOCO Specialists also review City legislation and contracts to verify that contractors are selected in accordance with City Code. The EBOCO Specialist also determines whether the selected supplier has a valid contract compliance number, whether minority, female and small businesses has submitted a bid, and whether the bidding methodology used was according to code. In 2004 EBOCO Specialists reviewed 691 pieces of legislation and 246 contracts.

## ***Outreach Efforts***

EBOCO Outreach continued to reach out to the business community in order to foster an atmosphere of cooperation and access to city procurement opportunities. A variety of cost effective methods were utilized including trade fairs, targeted advertising, radio programming, business publications, small business counseling sessions, electronic newsletter, website, director's forums, marketing meetings, collaborative partnerships and the creation of a neighborhood outreach office. Through these efforts, thousands were reached and over 1100 individuals were directly impacted.

## ***Utilization Reporting***

The overall utilization accounted for 11.81% of the City dollars expended. Minority and female dollars are considered dollars paid to certified or registered firms who have been verified as being minority or female owned and controlled. During the reporting period \$25,884,452 was expended with minority owned and controlled firms, 65 African American firms received \$13,482,893, 15 Asian firms received \$5,197,250, 8 Hispanic firms received \$272,573 and 45 Female firms received \$6,932,736.

## ***2004 UTILIZATION REPORT***

### ***January 1 - December 31, 2004***

Total Payments	\$219,200,280
Prime Minority/Female Dollars	\$ 17,794,219
Sub Minority/Female Dollars	\$ 8,091,233

### **Overall Utilization 11.81%**

Construction	13.24%
Goods & Services	8.79%
Professional Service	13.89%

### **Ethnicity Firms Minority/Female \$ Paid**

African American	\$ 13,482,893
Asian	\$ 5,197,250
Hispanic/Latino	\$ 272,573
Female	\$ 6,932,736

**\*For complete 2004 utilization report please contract the EBOCO or visit our website.**

**In 2005 The Equal Business Opportunity Commission Office has four areas of focus.**

***Increasing prime contract awards to minority and owned businesses***

The EBOCO will work with other city stakeholders to review city- wide procurement policies that impact access to prime contracts, particularly in the architectural and engineering fields.

***Developing a reporting mechanism for small/informal contract awards***

In 2004, The EBOCO revamped our utilization report. The new report is more comprehensive and user friendly. In 2005, we will expand the reporting areas to include awards based on contract amounts and numbers of solicitations.

***Contract compliance/Vendor Registration***

The EBOCO is exploring the introduction of a “one-stop” concept to our business community. The contract compliance application and the vendor registration application would be processes simultaneously, ensuring that all required documentation necessary to conduct business with the city was completed as quickly as possible.

***Collaboration with area agencies***

We will continue to build alliances with governmental industry peers to positively impact change and seek partners to develop programming that is relevant. The city will actively engage our private sector organizations, The South Central Ohio Minority Business Council and the Women’s Business Enterprise National Council.

**DEPARTMENT OF FINANCE  
2004 ANNUAL REPORT**

# DEPARTMENT OF FINANCE 2004 ANNUAL REPORT

## OVERVIEW

The Department of Finance's primary mission is to protect and to enhance the fiscal integrity of the city while promoting the Mayor's citywide program initiatives.

While the city continues to face its toughest financial situation in 40 years, it saw overall general fund revenue growth for the first time since 2001. In 2004, general fund revenues grew by 3.1% primarily as a result of growth in the city's largest revenue source, income tax receipts. The difficult economic times impacted all operations of the Finance Department – budget, grants and debt management as well as purchasing.

## FINANCIAL MANAGEMENT

### BUDGET

The 2005 budget process was conducted using a target budget methodology, with funding allocated to city departments based upon an estimate of available revenue. The budget section of Finance provided each department with a target budget figure, with each department's 2005 share being determined by the 2004 percentage distribution of general fund projected expenditures across all departments. The 2005 Mayor's proposed budget document was produced with the format focused upon 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. Three quarterly financial reviews were conducted, wherein the status of each of the city's major operating funds was reviewed and financial projections made. In addition, less intensive reviews were also conducted at the end of each month, to provide ongoing monitoring of revenue and expenditure trends in light of the continuing financial challenges. A year-end report was also published, which compared overall 2004 revenues and expenditures to 2003 levels as well as to the projections made in the third quarter financial review.

The budget section updated the ten-year pro forma operating statements for the general fund and for most operating funds. The City's three-year financial plan for 2004-2005-2006 for the general fund was updated. This was the first update to the plan, which was developed for the first time ever during the prior year. Incorporation of a multi-year financial plan was a recommendation of the final report issued by the city's Economic Advisory Committee in October 2001 to better assist the city in financial planning.

The department 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. Finance provided technical assistance to divisions on establishing performance goals, objectives and measures at the program level and began implementation of *pbviews*, the city's performance management software system. The system allows for the storing, tracking and reporting of the city's performance measures data and provides the necessary tools for the city to manage its overall performance in relation to its strategic objectives. Software training was provided to all licensed users of *pbviews*, including budget and fiscal staff, directors, deputy directors, Mayor's staff, division administrators and performance measure coordinators.

The department, worked closely with the Department of Technology (DoT), monitoring the new information technology charge-back model implemented for the first time in 2004. The model is designed to provide divisions with a fair, accurate and understandable recovery of the costs of services delivered by the DoT.

The budget section continued procedures intended to monitor and control hiring. Spending on goods and services was also monitored, through ongoing budget staff review of division requests for expenditures.

## **DEBT MANAGEMENT**

In addition to coordinating the 2004 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 \$2,105,000 in special assessment note sales. Also, \$302.9 million of general obligation bonds were issued in July 2004 to refund previously issued bonds and to provide monies for new capital projects.

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 2004. Since 1995, both national rating agencies continue to give Columbus their highest long-term credit rating.

In the November 2004 general election, Columbus voters authorized eight separate bond issues totaling \$604,995,000. The authority for this voted bond package will last approximately four years and will allow the City to issue debt for various capital projects at lower interest rates.

## **GRANTS MANAGEMENT**

In 2004, 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, federal prevailing wage compliance, monitoring, performing regulatory and financial audits of Consolidated Plan funded programs, providing technical assistance to city departments, providing cash management and financial services, and submitting year end performance and financial reports to the 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, staff administered the city's fair housing contract with our sub-recipient, the Columbus Urban League.

In 2004, the Department of Finance hired a new loan-servicing contractor who provides community development loan portfolio management expertise, especially in the areas of delinquency and default management as well as advanced information technology capabilities.

## **PURCHASING OFFICE**

With input from all city government agency purchasers, the Purchasing Office created 4,433 agreements to purchase nearly \$101 million of materials, supplies, equipment and services in 2004. The average turnaround time for formally bid purchases (those exceeding \$20,000 in value) in 2004 was 155.22 days for formally bid purchases (compared to 166.49 days in 2003.) Turnaround time in 2004 was 26 days for informally bid purchases (the same in 2003.) Purchase orders referencing existing universal term contracts (UTCs) were accomplished on average in just over one day in 2004, the same as reported in 2003. The total 2004 revenue generated via sales was just over \$650,000. All procurement actions (buying and selling) were accomplished without a single lawsuit.

Staff provided significant customer service outreach to several hundred prospective supplier businesses at numerous events including the Public Utilities Small Business Conference, the Federal Small Business Administration telephone matchmaking event, and the South Central Regional Minority Supplier Development Council's (SCRMSDC) outreach event hosted by the Ohio Bureau of Worker's Compensation. These outreach efforts included providing informational "how to" packets, one to one meetings on site, and offering agency leads to interested prospective bidders.

The Purchasing Office provided Performance Purchasing System customer service “in-reach” to city government agencies by delivering customized training about processing their purchase needs through the software system. Agency participants included account managers, fiscal staff, and project managers in the departments of Technology, Public Utilities and Public Service. The Office provided additional sessions via the Performance Special Interest Group meetings for all city agencies. During 2004, four internal cooperative purchasing group meetings with all city agency purchasers were conducted. Subject matter included instructions on the status of universal term contracts, auditing local telephone bills, choosing between a printer and a copier, buying or renting uniforms, and training about new responsible service contractor provisions.

The Purchasing Office was a key coordinator in several cost saving and revenue generating efforts. Nearly \$100,000 in savings will be generated annually related to changes in telephones, cell phones and pagers. The Purchasing Office sold two helicopters using an on-line auction service with revenues from the sale exceeding anticipations.

The Purchasing Office, with the Mayor’s Office and other departments, continued to implement policy and inform key stakeholders regarding the City’s Quality Construction Contracting (QCC) efforts. The Purchasing Office collaborated with other city agencies to develop standard specifications used to implement the quality factor considerations of the QCC effort. The Public Utilities Department received a legal challenge regarding a bid award, where the bid request contained those materials developed for the QCC implementation. The City’s specifications were considered by the Court to fully express the quality factor requirements. As such, the City’s decision in the bid award was upheld.

The Purchasing Office was challenged with further staff reductions in 2004 (two layoffs in March, one employee on extended leave for over half the year and a retirement in September with the position left vacant). Effective full time purchasing staff strength has gone from 22 in 2000 to 16 in 2004 (about 30%). Sales activities were severely cut back in 2004, as only one major mail sale, with the support of Fleet Management personnel, was conducted. The Finance Department Quality of Working Life Committee did not meet during 2004 due to workload considerations, thus no activities are reported.

The Finance Department/Columbus Print and Copy Shop performed a rate and cost study to update rates charged for services. The rate changes enable the Shop to be adjusted for current expenses and closer to actual market rates.

**2004 ANNUAL REPORT: FINANCE/PURCHASING OFFICE –  
PURCHASING PERFORMANCE STATISTICS**

<b>REF#</b>	<b>DESCRIPTION</b>	<b>STATISTIC</b>
1	Total dollar amount certified to purchase orders*	\$100.15 million
2	Total number of purchase orders issued*	4,433
3	Average dollar amount on purchase orders (#1/#2)	\$22, 592
4	Year 2004 budget	\$972,296
5	Percent of administrative cost per total dollars purchased (#4/#1)	.97%
6	Total number of purchase orders from UTCs or informal bids*	4226 purchase orders
7	Average turnaround time for non-UTC informal purchases*	25.68 days
8	Average turnaround time for UTC informal purchases*	1+ days
9	Total number of formal bid requests**	170 formal bid requests
10	Total number of purchase orders issued pursuant to formal bids	207 purchase orders
11	Average turnaround time to complete the formal bid process**	155.22 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%
15	Number of bids re-bid during this year	11
16	Percentage re-bid rate (#15/#9)	6.47%

**KEY**

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

**COLUMBUS HEALTH DEPARTMENT  
2004 ANNUAL REPORT**



## THE COLUMBUS HEALTH DEPARTMENT 2004 Annual Report



### **Our Vision**

*All people who live and work in Columbus are protected from disease and other public health threats and empowered to utilize health services, health information, and other resources to achieve their optimum health.*

*The Columbus Health Department is valued as the leader for identifying public health priorities and mobilizing resources and community partnerships to address them. We have resources to be effective and to support flexible, committed, and high-performing employees in accomplishing our work.*

### **Our Mission**

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

### **Our Goals**

- Provide visible **leadership** to effectively identify and respond to public health threats and priorities.
- Develop **sustainable community systems** for addressing public health threats and priorities.
- Establish greater **visibility and support** for the Columbus Health Department among community leaders, other organizations, and the general public.
- **Provide tools & education** designed to empower people and neighborhoods to gain greater control of the factors that influence their health.
- Develop organizational **capacity and resources** to support department-wide efficiency and effectiveness.

During 2004, the Columbus Board of Health directed Health Commissioner Dr. Teresa Long and staff to engage in a strategic planning process in order to assure the most effective alignment of public health priorities for the community with available resources. With assistance from Community Research Partners, the department implemented a comprehensive planning process that included: interviews with key community stakeholders, a review of noteworthy local health departments across the United States, consideration of key public health priorities and health indicators. The result is a streamlined vision, mission and set of goals and objectives that will provide Columbus residents with a high level of public health protection. Simply put, the strategic plan provides the department with a framework to work towards its ultimate purpose of

***Healthier, Safer People.***

## **Healthier**

The Columbus Health Department provides a wide range of clinical services and programs that empower people to live healthier. All services are provided at low or no cost and include translation services for those who may not be proficient in English. Each day more than 500 individuals are provided care at our main facility on Parsons Avenue. This site is also home to the Physicians' Free Clinic (of the Columbus Medical Association) each Monday evening and serves as a diabetes screening site for the Central Ohio Diabetes Association. Health Promotion activities are conducted throughout the community including schools and community centers. Staff also work throughout Columbus neighborhoods assessing health risks, developing strategies to address them, partnering with other health care providers and community groups to improve health outcomes and linking individuals to critical health and social services.

During 2004, we worked towards

### **Healthier women and their babies:**

- Providing ongoing Prenatal Care to 1,043 pregnant women.
- Making more than 5,000 home visits to women and their infants
- Assuring positive birth outcomes for 77% of the pregnant women served by the Alcohol and Drug Abuse treatment program. 10 drug-free babies were born during 2004.
- Coordinating Help Me Grow Services for 266 families
- Increasing access to nutritious foods by providing an average of 30,503 women, infants and children per month with health education and vouchers for specific food items designed to meet their nutritional needs
- Promoting consumption of fruits and vegetables among 2550 WIC participants by providing coupons for the Farmer's Market nutrition program
- Supporting breastfeeding women by providing 762 breast pumps to women enrolled in WIC who are having breastfeeding problems or who are returning to work or school
- Providing gynecological services to 610 women
- Providing tobacco cessation services and education on preventing exposure to second-hand smoke to 380 women in various health department programs including screening 1,617 pregnant women for smoking or second-hand smoke
- Initiating breast and cervical cancer screenings, diagnostic services and case management services including linkage to treatment for 1414 age and income eligible women

### **Healthier families:**

- Testing and controlling tuberculosis during nearly 30,000 patient visits to the clinic and 8,500 outreach visits and treating and following up on 55 reported cases of active tuberculosis.
- Protecting children and adults from vaccine preventable disease by giving 27,000 shots
- Effectively managing the flu vaccine shortage by providing 1,550 doses of vaccine to the highest risk individuals in Columbus and working with community health care partners to assure that they did the same. We also arranged for the redistribution of vaccine through the sale or donation of more than 7,000 doses to health care providers from other providers and local businesses that had a surplus after vaccinating their high-risk patients
- Reducing the number of children excluded from Columbus Public Schools for not being up-to-date in their vaccinations. In 2004, 438 students were excluded, down from 756 in 2003 and more than 1800 in 2002. The reduction occurred as a result of an outreach and

awareness campaign launched by Columbus Public Schools, Columbus Health Department and Project LOVE.

- Preventing dental decay among children by sealing the teeth of 2,382 students in 65 Columbus Public Schools. 3,399 students were screened by a dentist.
- Reducing alcohol and drug abuse by providing treatment services to 1,314 men and women. Of 111 clients who completed follow up surveys 90 days after treatment discharge, 83% reported no use of alcohol or other drugs.
- Providing support and education to 839 children impacted by parental substance abuse through the YES program delivered on-site at 35 elementary and middle schools, 9 community agencies and 4 Columbus recreation centers.
- Providing dental care to families during more than 4,000 patient visits to the Family Dental Clinic operated jointly with Columbus Neighborhood Health Centers, Inc.
- Initiating a community based nursing program to include coordinating 520 health screening events at 35 locations and conducting more than 6,000 blood pressure and blood sugar checks. Over 700 referrals and linkages were made for continued care and services with other facilities and programs.
- Launching the Healthy Children, Healthy Weights project and completing the first year of providing training to more than 275 clinicians, childcare providers, parents and the faith-based community regarding practical, evidence-based strategies to prevent childhood overweight.
- Controlling sexually transmitted diseases by examining and treating 13,934 persons in the Sexual Health Clinic.
- Reducing the cases of primary and secondary syphilis in Franklin County by 14.5% compared to 2003
- Performing 10,533 HIV tests and 12,000 HIV counseling sessions.
- Demonstrating leadership for HIV/AIDS prevention, housing and coordination throughout central Ohio.
- Linking families to screening and services by developing and distributing resource lists for free & low cost health, vision and dental services, coordinating depression and alcohol screening and providing support to the Physicians Free Clinic
- Assuring access to primary health care for 17,000 Columbus residents by providing more than \$5 million in city support to Columbus Neighborhood Health Centers, Inc and expanding access to care by providing leadership to Access Health Columbus.
- Promoting health and peak performance among the city's workforce by the Employee Assistance Program that served 748 clients through: 2606 counseling sessions; 82 training sessions involving 3000 participants; providing over 600 management/labor consultations and coaching sessions.

### **Healthier Neighborhoods:**

- Integrating nurses and social workers into four Neighborhood Pride teams, providing direct linkage between neighborhoods and the Columbus Health Department.
- Responding to the winter storm emergency by providing health support and access to care 24 hours per day for 11 days.
- Providing health assessment, screening and support to participants of a newly established walking program in Driving Park.

- Conducting a symposium for faith-based organizations to support establishment of health ministries to improve the health and well being of their congregations and neighborhoods and work towards the elimination of racial and ethnic disparities in health and health care
- Hosting a 60-minute monthly health awareness and education call-in radio show on WVKO 1580 with a focus on health issues impacting African Americans.
- Conducting community conversations to elicit information from members of racial and ethnic minority communities about health and health care, including perceptions about access, health needs, and racial and ethnic health disparities. 86 individuals participated.
- Developing and publishing health status reports for the community including: two years of reportable communicable disease data, a report on 25 community health indicators, and the 2004 Injury Report in collaboration with the Central Ohio Trauma System
- Establishing four new community vegetable gardens, impacting more than 45 youth and their families by providing increased access to nutritious food and a safe environment for physical activity. Garden participants are taught how to grow and harvest their own food, make healthier food choices and how to sell their produce at local farmers' markets.
- Developing and distributing *Health and Nutrition Flash*, a monthly health promotion e-newsletter to over 750 educators, school nurses, healthcare providers and youth leaders
- Assuring the availability of health information through the operation of the Health Resource Center in partnership with the Prevention Council of Central Ohio. During 2004, we received 700 requests for information with 343 individuals borrowing over 2,700 videos and books

## **SAFER**

The Columbus Health Department protects Columbus residents from a wide range of environmental hazards, monitors and coordinates community-wide efforts to reduce the impact of natural disasters and other emergencies such as bioterrorism, reduces the risk of injuries to pedestrians and promotes the safety and well-being of babies in automobiles and other settings.

### **Safer Children:**

- Protecting children from injury by inspecting 653 car seats and correcting misuse in the 91% that were improperly installed; distributing 532 smoke detectors, presenting a fire prevention program to over 750 children in cooperation with the Columbus Division of Fire and Safe Kids Central Ohio, and conducting 213 home child care inspections.
- Protecting school children by conducting 247 school facility inspections
- Distributing close to 200 "Keep Kids Alive, Drive 25" yard signs to neighborhoods.
- Screening 7913 children for lead poisoning and providing medical case management to 66 lead-poisoned children.

### **Safer Neighborhoods:**

- Promoting food safety by issuing 6,300 food service licenses to restaurants, grocery stores, vending locations, mobile food carts, & temporary food operations at fairs and festivals and conducting over 12,000 inspections
- Conducting food safety education classes in 3 languages for more than 900 food service managers and employees, and distributing over 250 food safety toolboxes to food service operations and establishments

- Investigating 56 food borne illness outbreaks
- Licensing 29 tattoo and body piercing establishments and conducting 99 inspections
- Stopping the spread of Methicillin-resistant Staphylococcus Aureus infections related to unlicensed tattoo artists through an extensive investigation and community outreach
- Reducing the threat of mosquito related diseases including West Nile Virus by larviciding 1169 potential breeding sites for mosquitoes, trapping 13,615 mosquitoes at 276 locations, and fogging in the most critical areas of Columbus
- Assuring the safety of area swimming pools by licensing 740 public pools and spas and performing over 5,800 public/private swimming pool and spa inspections
- Licensing 31 manufactured home parks and conducting 129 inspections
- Promoting animal safety by investigating 1253 animal complaints including 1124 animal bites, conducting 5 rabies clinics on-site at the department and vaccinating 559 dogs and cats
- Responding to 9 hazardous material incidents
- Collaborating with the Franklin County Board of Health, health departments and hospitals from 15 counties in the region and other Central Ohio response agencies on emergency preparedness
- Developing & distributing 15,000 reference cards to help residents be better prepared for emergency situations involving 'Shelter-in -Place', decontamination and evacuation procedures
- Developing plans to receive and distribute Strategic National Stockpile medicine and medical supplies within Columbus and the Central Homeland Security Region. The Strategic National Stockpile is designed to rapidly supply large quantities of free supplies to protect the public in an emergency
- Establishing linkages with environmental monitoring systems designed to protect Columbus area residents and visitors. These systems assess the risk for exposure to environmental biological and airborne contaminants
- Improving security procedures to decrease the possibility of identification theft in the issuance of birth and death certificates. A total of 122,193 were issued during 2004. In addition, 22,406 births and 10,621 deaths were registered for Franklin County
- Responding to over 300 calls through the After Hours Emergency On-Call System, established to respond to public health emergencies and the public health needs of residents 24 hours a day.

For further information on how the Columbus Health Department works towards Healthier, Safer People, check out our recently redesigned website:

[www.publichealth.columbus.gov](http://www.publichealth.columbus.gov)



**HUMAN RESOURCES DEPARTMENT  
2004 ANNUAL REPORT**

<p style="text-align: center;"><b>Human Resources Department 2004 Annual Report</b></p>
---

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

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

In 2004, 30 full-time employees fulfilled Human Resources functions related to Administration; Labor Relations; Occupational Health & Safety; Employee Benefits & Risk Management; The Office of Equal Employment Opportunity; The Citywide Office of Training and Development, Employee Resources and Compensation Management Programs.

The Labor Relations program area houses the following functions: 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/CWA, OLC and MCP employees within the City. The number of grievances advanced to Step 2 of the grievance procedure by the unions was one hundred thirty-one (131) by AFSCME, Local 1632; twenty-two (22) by CMAGE/CWA; and one (1) from FOP/OLC. There were two hundred seventy-eight (278) disciplinary hearings conducted and ninety-one (91) fitness for duty hearings.

During fiscal year 2004 the City finalized negotiations with the Fraternal Order of Police, Capital City Lodge #9; and FOP, Ohio Labor Council, Inc. The Labor Relations Section, in cooperation with others within the Department, finalized negotiations with CMAGE/CWA, Local 4502, settling the 2003 and 2004 wage reopeners and implementing a new pay plan.

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

➤ **Drug Free Workplace Program**

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

Year 2004 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 tests than 2003; and the training of City employees (including supervisors) through front-line supervisor training and new hire orientation 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-seven (27) 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 (4) times a year. A Fall Forum for the Chairpersons and Vice Chairpersons was held in September.

The City committee and the facilitators normally have an annual retreat to review the accomplishments of the current year and to plan goals for the next year, but it was decided that the next retreat would be held in 2006. The QWL Program has continued to grow and expand from its inception as a single committee in 1977 to 44 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.

In 2004, the Citywide Occupational Safety and Health Advisory Committee (COSHAC) and the Technical Advisory Safety Committee (TASC) were pivotal in creating, implementing and reviewing safety policies, procedures and processes, with assistance from and in collaboration with department and division heads.

Both committees' played a key role in heightening managers', supervisors' and employees recognition and awareness of workplace hazards and practices that increased the risk of exposure to injuries. This heightened awareness coupled with additional training resulted in reduced injuries Citywide.

With the assistance, support and dedication of the safety professionals and designees in the departments and divisions and their safety committees, the City has begun to experience reductions in total workers' compensation claims, lost time claims and injury leave hours. The support of the Administration, Council and the continuing efforts of the Joint Union Management Health and Safety Committee has contributed significantly to our success in this area.

➤ **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 and liability insurance coverage's were renewed in 2004. Services for this contract remain with Travelers Insurance.

In a collaborative effort with the Bureau of Workers' Compensation and the City's MCO, workers' compensation claims have been strategically managed to reduce the number of days lost from work. These efforts, coupled with transitional work accommodations, resulted in 2829 fewer days lost due to injury in 2004 than in 2003. Employee Benefits continues to work with various departments on the Transitional Work Duty program. The TWP policy has been created and implementation is scheduled for mid-year 2005.

The Employee Benefits section continues to participate in union negotiations with respect to benefit plan changes. The health insurance contracts bid process was conducted for dental, vision, COBRA, short term disability and life insurance vendors. New vendors were selected for the dental, COBRA, STD and life insurance coverage which will become effective February 1, 2005.

EBRM is currently working with a computer systems design company on the development of an imaging system for its paper files. Online document management will allow the benefits to be administered using a paperless system. This will result in a more efficient and expedient process for claims management.

Health Check 2004 was held in November, with increased disease management services being offered and participation levels exceeding previous years. An annual benefits fair was conducted during 2004, with increased employee participation. EBRM was an active participant in the 2004 Citywide Human Resources Conference held in October 2004.

#### ➤ **Equal Employment Opportunity**

In 2004, the City Equal Employment Opportunity Office continued to respond to EEO-related inquiries and complaints. The EEO Office conducted numerous training sessions on EEO-related topics to both supervisors and employees including training class for supervisors regarding the Americans with Disabilities Act (ADA). As a result of these proactive measures, there continued to be considerable reduction in the number of complaints received over the past year. The Office continues to maintain productive communications with the Labor Relations section, the City Attorney's office and all City departments.

#### ➤ **Training and Employee Development**

The Citywide Office of Training and Employee Development (COTD) is located at the Training Center on Piedmont Rd. In 2004, room improvements were made to five designated training areas and the in-house computer lab was upgraded. COTD offered over 800 classes in 150 different courses. The 8,500 attendees to City classes included City of Columbus employees and 150 persons from local municipalities and local non-profit agencies. COTD continued its commitment to the Heart Association HeartStart project by training more City employees as instructors. These instructors then trained more than 400 City employees in CPR/AED or First Aid. City instructors trained over 700 employees in Microsoft Office products at a savings of \$70,000 in instructional fees.

In 2004, COTD offered a newly revised Frontline Supervisor training. The eight frontline modules cover all areas of frontline supervision from fundamentals to Contract Administration and Customer Service focused workgroups. COTD will continue to offer this training each quarter to new supervisors. Other areas of concentration in 2004 included training in Customer Service, Marketing, and

increased Safety training. COTD maintains a partnership with Columbus Public Schools, Columbus State, Columbus Housing Partnership and Columbus Area Labor Management Association to provide various supplemental trainings to employees such as GED, management classes, and information to help first time homebuyers purchase a home.

➤ **Employee Resources**

The Department of Human Resources, Employee Resources section, is responsible for the Citywide coordination of the Operation Feed and Combined Charitable Campaigns. City of Columbus employees donated 114,356 meals to the Mid-Ohio Food Bank and over \$161,000 to the Combined Charities Campaign. \$100,000 additional dollars were donated by the City of Columbus to the Tsunami relief. The Employee Resources section continues to coordinate the City's Employee Recognition Program, which recognized 973 employees for longevity in 2004. Other programs such as, the annual Citywide Employee Benefits Fair; Bring Your Daughters and Sons to Work Day; Mobile Mammography and Red Cross Blood Drives, were all coordinated to benefit and assist employees. Employees are kept abreast of the latest discounts, activities and events by way of paycheck stuffers, memos, posters, Citywide voicemail, e-mail, newsletter articles and mailings. Such activities include employee nights at the Blue Jackets, Clippers, CREW, Kings Island, Nationwide Arena, and Universoul Circus to name a few.

➤ **Compensation Management**

The Compensation Management Section of the Department of Human Resources is responsible for the development, implementation and administration of compensation policies, procedures and strategies that promote the development of a fair equitable and market driven compensation management systems.

Accomplishments included: Implementation of a market-based, open range pay plan for CMAGE/CWA as well as participation in negotiations of 2003 & 2004 wage reopeners.

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  
2004 ANNUAL REPORT**

## **2004 INTRODUCTION TO COLUMBUS RECREATION AND PARKS**

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, and special events. All of this is accomplished through the department's vision of providing leisure opportunities for all ...something for everyone...naturally.

### **ADMINISTRATION DIVISION**

#### **Central Ohio Area Agency on Aging**

The Central Ohio Area Agency on Aging (COAAA) provided over \$42 million in services to older adults and families in partnership with 121 local provider organizations. This included increasing enrollment in PASSPORT from 2170 clients in 2003 to 2430 clients in 2004, providing Senior Farmers Market funding and assistance for LifeCare Alliance to offer vouchers for fresh produce to 2350 older adults with incomes less than 185 percent of the poverty level, and providing recruitment and training to 90 MediCARES program volunteers to assist with education and fraud prevention.

COAAA also was awarded as the Agency of the Year by the OSU School of Social Work for dedicated service relative to field education, completed Ohio's pilot phase of the consumer directed care option for PASSPORT's Options program, participated in over 100 events and presentations as well as 15 minority specific events to provide information on COAAA services, hosted a 10-year anniversary celebration for the Volunteer Guardian Program, and provided 28 training seminars to aging professionals and 370 health-oriented presentations to community groups and organizations.

#### **Development**

The Development Section had another successful year in promoting opportunities through its volunteer organization. In 2004, citizens provided over 23,84 volunteer instances for a total of 190,826 volunteer hours at a value of more than \$2.7 million, which is equivalent to the cost of an extra 92 full-time employees.

In addition, the section received a total of \$317,209 in cash, in-kind services and in-kind donations from the department's non-profit groups; tracked, coordinated and assisted in the solicitation and receipt of \$656,351 in sponsorships; monitored \$2,032,057 in grants received for the department; coordinated 141 park cleanups for a contribution of over 5,345 volunteer hours at a value of \$76,437; and increased the number of high school students who participated in the department's Columbus Kids Care Program by 28 percent who worked on special events, in the recreation centers, at department golf courses, with the Therapeutic Recreation Section, and at the Davis Youth Performing Arts Center.

The Development Section also raised \$57,000 for the P.L.A.Y. (Private Leisure Assistance for Youth) endowment fund to provide scholarships to children from low-income families to participate in a variety of our fee-based activities, and dispersed \$100,600 in P.L.A.Y. grants to 3,106 participants; produced quarterly newsletters regarding volunteer recognition, contributions, safety, and senior programming as well as the department's employee newsletter; and created videos and public service announcements regarding Festival Latino, Family Fun Fest, Raymond Memorial Golf Course's 50<sup>th</sup> anniversary celebration, the Davis Theatre summer camp, and Music in the Air's concert series.

#### **Fiscal**

Always looking for new and alternative options on saving money or efficiently enhancing operations, the Fiscal Section held the third, annual budget summit focusing on budgeting, accounting, cash handling, and purchasing. The section also expanded the budget team from 58 members to 60 to

include representatives from all three bargaining units, the Mayor's Office, the city's Finance Department, City Council and all levels of employees from the department. In addition, Fiscal also took over telecommunication services and related bill paying after those responsibilities were transferred from the Department of Technology.

## **Golf**

During 2004, Airport Golf Course finished constructing the ladies tees on 2, 4, and 17, replaced sand in 13 bunkers, removed 100 dead trees and planted 36 new ones, replaced the old irrigation system, saved over 650 part-time hours, increased revenues by three percent, and increased league play for the second year; Champions Golf Course increased rounds by 4,000 and revenues by 10 percent, planted 14 new trees, installed drainage bunkers on four fairways, and replaced sand in eight bunkers; and Mentel Memorial Golf Course hosted 40 golf outings, continued to use "play tracker" for improved pace of play, collected and distributed free clubs for Columbus Public School students, added continuous path for the seventh hole, hosted the *Southern Ohio PGA Westfield Junior Championship*, and added 12 tons of asphalt in paths throughout the course and in the parking lot.

Raymond Memorial Golf Course increased rounds of league play, coordinated the course's 50<sup>th</sup> anniversary celebration, held successful golf camps for 1,500 children, repaired the number 14 hole bridge, and planted 10 new trees; Turnberry Golf Course financially survived the Blacklick interceptor sewer line construction project, increased rounds by 20 percent from July through November, developed the Pickerington Youth Athletic Association golf program, increased junior golf rounds from 796 in 2003 to 4,404 in 2004, hosted the fifth annual *Larry Simpson Memorial Tournament* and the *John Brown Memorial Tournament*, installed new target greens for the driving range, and continued the golf course beautification program; Walnut Hill hosted Morty's Kids for 130 children, installed a new irrigation system, purchased new mowers for the green banks, and creates a summer junior golf league; and Wilson Road Golf Course hosted the Robert Sandidge Memorial Tournament and the Battle of the Seniors, provided assistance for junior and senior golf series, planted trees on three tees, and replaced the bridge on the fourth hole.

## **Human Resources**

The Human Resources Section maintained all services regarding hiring, promotions, reclassifications and reallocations, labor contract administration, grievance resolution, disciplinary action, payroll, administration of benefits, EEO, and compliance with all applicable local, state and federal employment laws. The section also implemented and administered the federal TANF-funded summer work program by placing over 200 teens in various city departments in conjunction with the Franklin County Department of Job and Family Services.

## **Planning & Design**

The Planning and Design Section completed construction on the Spindler Road Soccer Facility, the \$2.2 million renovation to Beatty Recreation Center, and 6.5 miles of multi-use trails. The section also began initial construction of North Bank Park along the downtown riverfront, two new recreation centers – Dodge on the near west side and Lazelle Woods on the far north side – both to be completed by the end of 2005, renovation of the Columbus Youth Performing Arts Center, and began work on \$19 million in capital improvement projects.

Planning and Design continued work with Metro Parks and Ohio Audubon for the development of the Whittier Peninsula, entered into an agreement with the Downtown Development Corporation for the design work on the downtown riverfront Scioto Mile, acquired and demolished the Columbus Paper Box Company and the Homeless Shelter on the Scioto Peninsula, and added 150 acres to the city park system.

## **PARKS DIVISION**

### **Building & Park Maintenance, and Forestry & Horticulture**

The Forestry and Horticulture Section received the national *Tree City Award* for the 25<sup>th</sup> consecutive year, celebrated *Arbor Day* at the Columbus Africentric School by planting seven trees, ground a year's supply of wood chips into mulch for use at the Parks of Roses and for landscaping at department facilities, and worked with the Ohio Dept. of Agriculture on the removal of trees on Champions Golf Course that was within a half-mile zone where the Emerald Ash Borer was discovered.

Building Maintenance completed renovation work and repainting at the department's 420 W. Whittier office complex, developed bid specifications for new chemical monitoring and feed units for the swimming pools and subsequently installed them, completed annual air conditioning and heating unit inspections, replaced several HVAC systems in various facilities, provided support on design review for roof renovations, remodeling projects, and water line replacements, and focused attention to cleaning and removal of graffiti problems.

The Park Maintenance staff assisted the city's Public Service Department with snow clearing and ice control, revised mowing and maintenance schedules at 60 parks due to decreased staffing levels, merged three zones for efficiency, and attended several trainings and certifications throughout the year.

### **Natural Resources and Outdoor Education**

Natural Resources coordinated 17 volunteer work days to clean-up trash, plant 220 trees and shrubs, remove over two acres of invasive species, add nest boxes, and plant four acres of prairie. In addition, the section also worked with 21 different organizations including Metro Parks, OSU, Ohio Audubon, The Wild Ones, and ODOT on projects to protect and enhance the natural resources within our park system.

Outdoor Education had 5,202 school children participate in nature-related programs, as well as 1,513 children who attended outdoor education summer camps. Staff also created two new adventure recreation programs including Teen Adventure Camp and the Learn to Ride, Ski & Wakeboarding program in cooperation with the Dublin Crew.

### **Safety**

During 2004, the Safety Section completed safety audits for all department facilities, finished air quality surveys at Dodge Recreation Center and the administrative offices at 420 W. Whittier, set criteria for establishing safety goals for the Safety Management Liaison Team, updated asbestos safety manuals, assisted in the final phases of removal and replacement of underground/above ground storage tanks, produced quarterly newsletter, and reviewed department-wide safety manual.

## **RECREATION DIVISION**

### **Arts**

The Columbus Youth Performing Arts Center had a successful season with the production of *Annie* bringing in \$3,422 in revenues, *The Lion, the Witch, and the Wardrobe* with \$2,705, and *The Wizard of Oz* with \$5,366. In addition, the blockbuster season also featured The Children's Drama Company's production of *The Hobbit*, and The Park Playhouse productions of *The Tempest* and *The Taming of the Shrew*.

Music in the Air coordinated another triumphant *Festival Latino* with an attendance of 300,000, in-kind good and services equaling \$325,999, and grants and sponsorships totaling \$358,485 which is an increase of more than 200 percent over the last four years. Staff also produced annual outdoor

summer concerts including *Rhythm on the River* downtown in Genoa Park, the *Short North Jazz Series* in Goodale Park, the *Topiary Garden Concert Series*, and *Magical Musical Mornings* for children in Whetstone and Franklin Parks.

The Cultural Arts Center offered 40 exhibits, coordinated seven art trips serving 278 travelers, conducted 57 visual arts studio classes for 2,927 participants, and offered 46 *Conversations and Coffee* programs with an average attendance of 28 people.

### **Permits**

The Permits Section successfully refinished the gym floors at two athletic complexes, provided cleaning once a week at the reservoir marinas, conducted phone surveys to enhance customer service, coordinated organized program with various sections of the department including sports and recreation, received \$740,970 for shelter house, dock and gym rentals, and issued 512 permits.

### **Special Events**

This section hosted a crowd of more than 30,000 for the fourth annual *Grange Insurance Family Fun Fest* with \$60,500 in sponsorships and \$174,243 in in-kind services and products. In addition, the section also produced and distributed 250 event planning guides for guidance to event producers and planners, coordinated the annual *Fall Harvest Jamboree* at Smith Farm and the holiday lighting ceremony at City Hall, as well as helped support one new regional event – *Columbus International Triathlon and Sports Expo* – and five new neighborhood events and seven new downtown events.

### **Sports**

The Sports Section received designation as a regional director with the National Softball Association (NSA) allowing the department to schedule and receive the revenues for NSA tournaments for youth baseball, girls' fast pitch, and senior men's softball. The section also improved security by installing alarm systems in the concession stands at Berliner Park, redesigned the majority of the city's softball diamonds to improve league and tournament play, implemented a new field maintenance plan, purchased and install new batting cage equipment, increased revenue for softball and basketball leagues, and hosted the *Christopher Columbus Softball Tournament*, the *NSA Girls' Fast Pitch World Series*, and the *Black American Softball Tournament*.

### **Recreation**

During 2004, the Community Recreation Section was combined with the Aquatics, Senior Recreation, and the Therapeutic Recreation to become the Recreation Section. Major accomplishments include raising \$340,000 in revenues from the summer camp program, increased the sites for the summer food program to 170, created a new *Columbus Boxing Hall of Fame* at the newly renovated Beatty Recreation Center, raised \$17,000 in funds to allow 1,400 area youth to participate in the summer *Learn to Skate* program, received a \$5,000 grant from the Ohio Valley Tennis Association to help with the development of the tennis program at Champions Golf Course, installed a new outdoor roller hockey rink in Tuttle Park, raised \$9,400 for the Empty Bowls project to benefit the Mid Ohio Food Bank, hosted the *Senior Olympics* and the *Creative Arts Event*, staffed and managed 11 swimming pools without any major safety issues or accidents, coordinated swim teams at all city pools, and secured \$1,500 in sponsorships for the *Holiday Strings* program with the Columbus Symphony at our senior centers.

Relative to Therapeutic Recreation, networking partnerships continued with The Adaptive Adventure Sports Association (TAASC), the Ohio Wheelchair Sports Association, Bishop Watterson High School, Columbus State University, Capital University, The Ohio State University, Children's Hospital, Summit Vision, Columbus Public Schools, and Ohio University. New summer camp

programs for those with special needs included kayaking, sailing, horseback riding, and exploring at Alum Creek. Staff also hosted the regional *Wheelchair Softball Tournament* and the annual *Buckeye Governor's Cup Wheelchair Basketball Tournament*, as well as coordinated trips for snow skiing and high ropes adventure, and coordinated a wheelchair football program with 30 participants.

**PUBLIC SAFETY DEPARTMENT  
2004 ANNUAL REPORT**

## DEPARTMENT OF PUBLIC SAFETY

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

Under the leadership of Mayor Michael B. Coleman and Safety Director Mitchell J. Brown, the Columbus Department of Public Safety achieved significant results in 2004 that enhanced neighborhood safety, contributing to making Columbus the best place to live, work and raise a family.

Fulfilling a commitment when Mayor Coleman came into office in 2000, the brand new Columbus Police Training Academy was opened in December 2004, on budget and ahead of schedule. The Academy will not only provide state-of-the-art training to every Columbus police officer and recruit, but it will serve as a regional training center for the Midwest. Law enforcement officials from around the region will be trained by some of the best police officers in America on topics ranging from Homeland Security to Identity Theft.

In 2004, Columbus Division of Fire broke ground for a brand new Fire Station #18 in Linden. The new fire station will offer enhanced fire and Emergency Medical Services (EMS). The new EMS Third Party Reimbursement program brought in more than \$7 million in revenues, providing more funding for the Safety Department.

### DIVISION OF SUPPORT SERVICES – 2004 HIGHLIGHTS

In March of 2004 the Division of Communications, License Section, and Weights & Measures were combined to form the new "Division of Support Services." The Division of Support Services has 50 full-time positions.

#### Communications Section

The main priorities for the Communications Section continues to be providing various support 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 & Firehouses, E911 System, Emergency Operation Center (EOC), Homeland Security, and Police & Fire Dispatching Facilities.

The September 11, 2001 tragedy continues to bring additional homeland security issues to be dealt with within the Division. The City of Columbus has received over 10 million dollars in various homeland security grants to improve and promote radio communications and "interoperability" for those first responders within the City, County and Central Ohio Region.

- Received \$6,570,000 in "Urban Area Security Initiative" (UASI) grants to construct a new north communications tower and to upgrade the existing 800 MHz radio communications infrastructure for first responders.
- A more reliable 800 MHz system, thanks to an \$800,000 grant from the "Ohio Emergency Management" & "Federal Emergency Management Agency" (OEMA/FEMA). Will purchase and replace a 14-year non-reliable "Microwave System" that connects all 800 MHz infrastructure and radio tower sites together.
- Received a \$3,342,550 "Department of Homeland Security" funding grant through the "Office of Community Oriented Policing Services" (COPS) program. Will explore uses of new communications equipment to increase communications and "interoperability" among the first responders in the City of Columbus, Franklin County, and Central Ohio Region.
- Replaced the E-911 PBX/ACD telephone equipment located at the Police & Fire Dispatch Facility. This new updated equipment is compatible to receive "Wireless" E-911 telephone calls in the Franklin County area.
- Completed the installation of "Fire Connectivity Project" which connects voice and data networks from the City's Fire Training Academy to all City of Columbus firehouses.

## License Section

The License Section's function is to provide, administer, and enforce all laws, rules, and regulations relating to licensing requirements for various types of businesses and users of burglar and fire alarm systems. A total of \$1,952,353 in revenue was generated in 2004.

- **The Alarm Unit:** Issued and tracked 33,492 alarm user permits, 316 alarm dealer and agent permits. The Alarm Unit generated \$1,286,250 in total revenue for the year 2004.
- **The Vehicle for Hire and General Regulatory Unit:** Conducted 1,188 pushcart, taxi, livery and horse carriage inspections. Licensed 751 vehicles for hire, 765 drivers, 62 pushcarts, 1,009 peddlers and peddler promoters, 9 itinerant vendors, 108 massage technicians, 2 closing-out sales, 132 establishments, and transferred 236 licenses.

## Weights & Measures

The Weights & Measures Section operates and enforces various types of inspections which are performed to provide a level field of competition for merchants to conduct their business.

- Weights & Measures Section inspected and tested 11,797 measuring devices (scales, gas pumps, taximeters, laundry dryers, parking clocks, and car washes). Three hundred forty-one (341) devices were rejected and taken out of commercial use until repaired.

## DIVISION OF POLICE – 2004 HIGHLIGHTS

### Training

A December 13th ribbon cutting ceremony officially opened the first phase of the Columbus Police Regional Training Center. Aside from the traditional classrooms and lecture halls, the new 166,288 square foot main facility houses scenario rooms for experiential based training; a forensics classroom for evidence collection, preservation and processing; physical conditioning center; gymnasium; aquatic center; defensive tactics training rooms; and an auditorium that seats over 500 people. Work on future phases of the training complex continues. The design phase for "Tac Town" and the driving components of the overall project has been completed and awaits funding for construction. The new training complex is truly a state-of-the-art facility.

The Recruit Training Unit graduated one recruit class. The 107<sup>th</sup> Recruit Class graduated on June 4, adding 48 new officers to the Division's roster. The 108<sup>th</sup> Recruit Class began training on December 20 and will graduate in July 2005.

### Intelligence

The Intelligence/Investigative Unit undertook 439 investigative projects in these areas. Anti-terrorism activities were a significant portion of the unit's duties in 2004. It had (and maintains) an officer on a continuing full-time assignment to the FBI's Joint Terrorism Task Force. Operation Save America and presidential campaign security details were the two largest projects in terms of resources expended.

### Crime Lab

The Crime Laboratory assisted with the investigations of many types of criminal offenses by performing the forensic analysis of physical evidence in 11,753 cases in 2004. This number reflects an 8% increase from 2003. Approximately 50% of these cases involved drug identification and 25% were firearms cases. Of note were the analyses of biological samples from the Linden Rape investigations and the ballistic evidence from the I-270 shootings.

The Crime Laboratory was also awarded a DNA Capacity Enhancement Grant totaling \$150,542. This award will allow the crime laboratory to purchase additional instrumentation that should double its DNA analysis capacity.

Crime Laboratory analysts continued to utilize the National Integrated Ballistic Identification Network (NIBIN) to assist in the investigation of firearms related crimes. 1,869 entries were made which yielded 83 matches that linked firearms to crimes as well as identified serial crimes involving the same weapon.

## **Detective Bureau**

The Auto Theft Unit investigates motor vehicle thefts, title frauds, thefts of license plates and other related offenses. In 2004, detectives assigned to the Unit successfully combated the auto theft problem by using new approaches.

One approach used to combat areas experiencing high numbers of auto thefts involved a cooperative effort between Auto Theft detectives and Patrol officers assigned to the area. The combined "directed patrol" using covert and overt units, recovered dozens of stolen vehicles, made over a hundred arrests and developed information regarding other crimes such as narcotics and burglary.

The bait car, introduced last year, was also deployed on several occasions with great success and still boasts a 100% conviction rate.

The Sexual Abuse Units investigate criminal child enticements, kidnappings and all sex offenses ranging from public indecency to rape. The task of working "Amber Alerts" also falls to the Sexual Abuse Squad. DNA technology brought closure to the "Linden Serial Rapist" investigation that involved dozens of rapes dating back as far as 1992. In June, a DNA hit through the CODIS system identified the suspect and an arrest was made within hours. The suspect offered a complete confession.

## **Patrol**

Patrol personnel work closely with SRB developing strategies to address neighborhood crime problems. Successful strategies include; community education, directed patrols, warrant sweeps, gang identification, truancy and curfew enforcement and surveillance.

Continued joint policing efforts occurred throughout 2004 in partnership with The Ohio State University, University District Organization, Community Crime Patrol, and Campus Partners. Increased foot and bicycle patrols during the fall months were conducted in collaboration with The Ohio State University and its Departments of Public Safety and Student Affairs. Planning for a new joint policing substation that will house the many public safety entities serving the University Area is in its initial stages. Efforts to control alcohol-related disturbances during both the fall and spring quarters resulted in another disturbance-free year in the off-campus neighborhoods. The Lane Avenue Alcohol Enforcement Initiative, conducted during football season in conjunction with OSU in the areas of Lane Avenue and the Ohio Stadium, continued during 2004. Once again, this initiative yielded positive results and a family-oriented atmosphere during game days.

## **Special Services**

The S.W.A.T. Platoon celebrated its 30<sup>th</sup> year of service in 2004. They received 390 requests for service. In reaction to those requests, S.W.A.T. responded to and peaceably settled 18 hostage/barricade situations.

## **SRB**

Enforcement West worked with Federal agencies, specifically the Bureau of Alcohol, Tobacco, and Firearms (ATF) on the Federal Initiative (VCIT) to reduce violent crimes. Enforcement West worked both independently from and cooperatively with ATF to conduct an investigation into the criminal enterprises of violent offenders on Patrol Zone 3. Over 100 suspects were identified and charged with a variety of felonies.

Enforcement East conducted a street-level narcotics investigation on 9 Precinct. During the course of the investigation, Enforcement East team members worked with 9 Precinct patrol officers to identify and target suspected street-level narcotics dealers.

The Criminal Information Unit focuses on the interdiction of criminal street gangs. CIU submitted a strategy for dealing with street gangs, which resulted in the creation of a Gang Initiative. The Gang Initiative is an ongoing effort to attack street gangs on several levels to reduce their effectiveness in creating an atmosphere of fear and intimidation in the communities where they exist.

## **DIVISION OF FIRE**

### **Bureau of Administration**

- All fire stations were finally given full computer interoperability. The Division can move forward with plans to computerize forms, bulletins, logs and training via the intranet.

- With the interoperability of stations, the initiation of the Emergency Management-Based Records System (EMBRs). The EMBRS application brings the Division into compliance with federal and state mandates requiring all incident reports to be submitted electronically using version 5.0 of the National Fire Incident Reporting System.
- EMS billing took in over \$7,500,000. This was over the estimated amount of \$5,000,000.
- Due to the use of proper management techniques, the division's overtime was cut by 25%. This savings reduced the division's overall overtime to 1999 levels.
- The Division's recruitment division has added students to the mentoring program. The program, which initially took students from East High School, has expanded to add several new schools to the program.

### **Training Bureau**

- Facilitated the training of 38 new Hazardous Materials Technicians and refreshed 136 existing technicians.
- Facilitated the "Saving Our Own" training for all members of the department.
- Graduated 33 new recruit firefighters in July of 2004.

### **Emergency Medical Training**

- Began the ASPIRE nationwide research trial that is investigating the efficacy of utilizing the AUTOPULSE CPR device in cardiac arrest.
- Began using the Mucosal Atomizer Device that allowed our EMS providers to give certain medications intranasal without having an IV line.
- Participated with Councilwoman Patsy Thomas in researching and establishing a Public Access Defibrillation program for Columbus.
- Developed a TASER protocol in cooperation with the Columbus Police Department.
- Successfully completed a flu vaccination program for our EMS personnel and were able to deliver any remaining vaccine to the Columbus Health Department for vaccination of at-risk individuals.
- Hired two civilian instructors to enhance our effectiveness on instructing our EMS personnel.

### **Emergency Services Bureau**

- ES modified the AS400 to better track the daily use of overtime.
- In 2004, countless hours of specialized training was scheduled and completed. As an important 2004 accomplishment, the 'Save Your Own' training that was completed on all three units was one of the best.
- Implementation of Hydrant Inspection Process and establishment of the Hydrant Liaison Office, a central quality control point coordinating the checks & balances of documentation and information.

### **EMS Billing**

- The total revenue generated was \$7,519,726.00.
- An Insurance Patient Payment collection/tracking process was designed and implemented. (HB 255 passed, was signed on 12/30/04 and will be effective 3/31/05, and requires insurance companies to send payments to healthcare providers rather than to the patients).
- Implementation of the Hammerhead computers was completed.
- Electronic State EMS reporting was established.
- The updated EMS protocol was installed on the Hammerheads.
- PDA distribution to the engine and rescue companies, CAD interface, and electronic quality assurance are works in progress.

### **Support Services Bureau**

- New Roofs installed at Stations 1, 4, 5, 15, 26, 28 and the Training Complex.
- \$2M radio room upgrade providing new touch screen radios and consoles is complete.
- With the exception of the Mobile Client and the GIS System, CAD Phase II of the upgrade is complete.
- New phone system installation for the radio room is complete
- Received \$750,000 Federal grant for new Self-Contained breathing Apparatus (SCBA). The city matched those funds with \$842,000.
- 11 Medium Duty Medics were delivered. As of December 2004, three were in service. Medics should last significantly longer than the previous type of Medic vehicles purchased.

- New Heavy Rescue 17 stationed on the Hilltop area, new Engine 34 in the Tuttle area, and the Fire Safety Trailer were put into service.
- Two new “Off the shelf” purchases were made of Fire Engines (pumpers). They were received in December and will go into service early in 2005 at Station 7 (South campus) and Station 14 (Southside – Jenkins and Parsons.).
- The City created 3 Civilian Storekeeper positions to deliver and stock EMS and office supplies at the Division’s 5 Bureau Offices and 32 fire stations. This will free sworn personnel from these duties.
- Assisted with the set up of a new Drug purchasing CO-OP with Cardinal Health. This resulted in significant savings in the costs of purchased pharmaceuticals.
- Repaired 444 pieces of turnout gear.

**Fire Prevention Bureau  
Inspections Section**

**Plans Review Office:**

- Specialized/ Life Safety inspections: 1572
- Average time spent on Life Safety’s: 3 hours
- Total normal business hours spent on Life Safety’s: 2856 hours
- Total weekly meetings at Building Department: 52

**Tank Inspections/Installations:**

- Assigned inspections: 326
- Completed inspections: 326
- Had 6 inspectors re-certified as tank inspectors

**Building Inspections:**

- Building Inspections: 20,908
- Permit Inspections: 3,400
- High-rise inspections: 151
- Assisted other City agencies with nuisance inspections of nightclubs

**License Inspections/Daycare/Foster care:**

- Inspections: 1578
- Total inspection hours: 2367

**School Inspections:**

- 246 Schools
- Public Education:           299 Events  
  9487 Participants

**Community Relations:**

**Safe House:** 87 events

- 25,470 participants
- 260 Firefighters

**Children Fire Programs:**

- 38 programs: 1051 children
- 12 Mentoring programs: 387 children
- 2 Health Fairs: 800 adults

**Safety First Band:** played at 22 events attended by 10,000 people

**Latino Outreach:** 58 events involving 2,500 people

**Juvenile Firesetter Program:** 146 cases with 143 participants

**Firefighters Against Drugs Program:** held 25 events with 22,000 participants

**Elementary School education Programs:** 299 programs with 9,487 participants

**Fire Station Tours:** 89 with 2,324 participants

**Smoke Detector Program:** over 2,500 detectors distributed

**Overall Public Education Programs:** 428 programs with 123,383 participants

**PUBLIC SERVICE DEPARTMENT  
2004 ANNUAL REPORT**

## Public Service Department

### Fleet Management Division 2004 Annual Report

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. Highlights of 2004:

- Coordinated a working group of Division staff and stakeholder representatives to review Fleet Management practices, policies, billing methodologies, service-level agreements and the recommendations of the fleet consultant from 2003.
- Maintained billing rates at the same level as previous years; \$54/hour for labor, 22 percent markup on parts and fuel and 5 percent on services.
- Looked at underutilized vehicles with less than 8,600 miles per year with the goal of eliminating equipment not being used and to reduce inventory
- Continued to review the concept of vehicle pools and charge-back procedures for underutilized vehicles.
- Continued to monitor and review the number of city take-home vehicles.
- Reduced overall parts inventory by 9.7% from 2003
- In conjunction with the Finance Department, trained staff and Implemented PBViews performance management software to evaluate and track Division performance measures.
- Continued to review the goals of the Fire/Fleet Task Force for Fire Apparatus maintenance.
- Sold 245 vehicles at auction and 96 vehicles and equipment through the mail sale. The mail sale generated \$343,151.00.
- Issued four formal competitive bids for parts, supplies, accessories and services resulting in four contracts. A total of 50 contracts are currently in effect for Fleet purchases.
- Brass Tagged 162 on-road units and 213 off-road units for city divisions.
- Updated the Maximus FleetAnywhere (FA) database, which permits enhanced efficiency and accuracy testing capabilities of the FA system.
- Maintained fuel purchases, even though fuel prices increase an average of nearly twenty percent in 2004 versus 2003.
- Continued Quarterly Safety Award and Employee of the Quarter programs
- Worked with BWC to reduce lost work time hours due to accidents by forty-five percent (5,274 in 2003 to 2,906 in 2004)
- Four of 12 maintenance shops were injury free in 2004.
- Provided numerous training classes on vehicle and equipment maintenance and safety.
- Reduced over-time expenditures by 34 percent when compared to 2003.
- Reduced total personnel costs by 3 percent when compared to 2003.
- Established auto body repair Universal Term Contracts (UTC's) for the first time.

## Refuse Collection Division 2004 Annual Report

The Refuse Collection Division provides weekly residential solid-waste collection services to approximately 321,110 households and administers programs for waste reduction, recycling, litter prevention and volunteer cleanup, and graffiti removal.

- The City of Columbus disposed of 356,461 tons of municipal solid waste, which represents a 1% increase from 2003. The City's recycling program "Recycle Columbus!" diverted 13,696 tons of recyclables from the landfill in 2004. The yard-waste program diverted 31,169 tons of yard waste from the landfill in 2004. A combined total of 11% of the city's residential waste stream (44,865 tons) was diverted from the landfill in 2004. The City's goal for diversion is 15% by the year 2006.
- As larger capacity trucks continue to come into the fleet, the division has increased the number of households per route. The division purchased \$4 million worth of Refuse vehicles in 2004.
- The division's Customer Service Center completed 3 random-method surveys. The average favorable response percentage in 2004 were cleanliness of alleys, 74%; trash collection, 92%; timeliness of service, 94%; bulk service, 88%; and responsive customer service, 95%.
- Arranged and conducted three (3) Household Hazardous Waste Collection events at City transfer stations. Columbus residents diverted more than 416,860 pounds of hazardous material from the Franklin County Landfill. The Solid Waste Authority of Central Ohio (SWACO) sponsored these HHW events.
- Keep Columbus Beautiful (KCB) received four (4) National Awards presented by Keep America Beautiful – 1<sup>st</sup> Place for Litter Prevention Efforts, 3<sup>rd</sup> Place for Waste Reduction Efforts, 3<sup>rd</sup> Place for Radio Media, and the National Sponsor Recognition Award.
- In 2004, KCB:
  - Organized 407 litter cleanups using 10,775 volunteers, who contributed 29,603 volunteer hours who collected 551,910 pounds/275.95 tons (18,397 bags) of litter
  - Organized 2 volunteer graffiti paint-overs on private property
  - Supervised 16 community service worker cleanups where 89 workers collected 31,830 pounds/15.9 tons of litter (1,061 bags) and 41 tires
  - Removed 4,704 square yards of graffiti from 1,350 sites
  - Continued its partnership with Neighborhood Pride

## **Division of Facilities Management 2004 Annual Report**

The Division of Facilities Management provides oversight for professional services related to facilities and construction. In addition, the Division provides safety, security, general maintenance and custodial services for facilities occupied by general-fund agencies, including all downtown administration buildings, Police and Fire facilities, Refuse facilities, Health Department facilities, the Lincoln Theatre, and the I-71 North Complex. In 2004, the Division:

- Completed construction in December 2004 of the new \$20 Million Police Training Academy at 1000 N. Hague Avenue, located in the northwest quadrant of Columbus.
- Began construction for the new Fire Station # 18, located in the Linden area at 1628 Cleveland Avenue. The new structure will replace the existing facility that was built in 1934. Construction is scheduled to be completed in late 2005.
- Entered into more than 40 contracts for professional services and construction/renovation of numerous City-owned facilities.
- Continued tracking all work orders against identified performance measures, implementing these measures in cooperation with the Public Service Department and Finance Department.
- Renovated approximately half of City Hall plumbing. This was a complete renovation of one-half of the building's plumbing. The remainder will be completed in 2005.
- Continued self-help gas program, leading to a cost savings of 22% or approximately \$700,000.
- Instituted a second-shift maintenance crew, reducing over-time costs and addressing preventive issues that are difficult to accomplish during normal business hours.
- Completed 5,200 maintenance work orders in various trades, including plumbing, electrical, HVAC, and general maintenance.
- Maintained 2.7 million square feet of space at a cost of \$4.29 per square foot. (personnel-\$1.84/sq. foot; materials and supplies-\$0.13/sq. foot; services-\$0.77/sq. foot; utilities-\$4.29/sq. foot).

## **Transportation Division 2004 Annual Report**

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 construction within the right of way is in accordance with the City's plans and specifications.

- Private Development Planning reviewed 161 rezonings, 158 Board of Zoning Adjustment cases, 62 council variances, 102 preliminary and final plats, 27 access studies, 13 traffic impact studies and 363 site plans for access and traffic related impacts during 2004.
- Finalized the Hayden Run Corridor Memorandum of Understanding with developers, resulting in \$40 million in planned regional roadway improvements.
- Completed the 2003 Top 20 High Accident Locations report and developed a tracking process to assure recommendations for improvement are followed up on.
- Forty-seven (47) intersections studied for a traffic signal.
- Seven (7) locations studied for speed-limit modifications.
- Participated in the development of a downtown street network of two-way streets and pedestrian enhancements as part of the Downtown Columbus Circulation Study.
- Initiated a study of truck-traffic impacts to a residential neighborhood along Watkins Road.
- CIP Plan Review received a total of 78 public plans containing 8,534 sheets in 2004. CIP Plan Review completed review of 79 plans (including some from 2003) totaling 7,647 sheets.
- The Customer Service Unit answered 24,381 telephone calls in 2004. From these calls, 6,915 service requests were initiated within the Division.
- The Division received 493 damage claim requests in 2004. One hundred and sixty (160) of these claims were processed for further investigation. Seventeen (17) claims were approved for payment totaling \$114,656.20.
- A total of 14,921 permits were issued in 2004. The distribution breakdown of these permits is as follows:
  - 2,486 Street Excavation/Occupancy Permits
  - 567 Sidewalk Excavation/Occupancy Permits
  - 4,667 ROW Excavation/Occupancy Permits
  - 2,705 Driveway/Sidewalk/Curb Permits
  - 594 Oversize Load Permits
  - 3,902 Residential Parking Permits
  - \$1,190,296.46 received from Permits
- A total of 9,965 inspections were performed in 2004 relating to these permits.
- This office completed the review and processing of a total of 41 preliminary subdivision plats and 63 final plats. All reviews were in compliance with the City's One Stop Shop review deadlines.
- A total of 32 right-of-way sales requests were completed in 2004. Of this total 14 existing, but unnecessary easements, were released generating an income of \$7,000; and 18 excess rights-of-way were sold generating an income for the City of \$162,958.87.
- Total number of house numbers issued by plat for 2004 (including individual house numbers issued: 3153
- Seventy-three (73) Capital Improvement projects under construction for a proposed contract amount of \$84,557,137.35.
- Twenty (20) Capital Improvement projects completed for a proposed contract amount of \$24,564,453.76.

- The Private Development Construction Inspection Section oversaw 827 projects and 355 projects were approved with an estimated value of \$57.7 million.
- The Private Development Construction Inspection Section accepted 72 private agreements into the public ROW totaling 98,208 LF of paved streets, 526 ADA ramps, 505 street lights, 95,945 LF of water lines, 240 fire hydrants, and 77,337 LF of storm sewers with 876 storm drainage structures; and 4 of the accepted Private Agreement projects involved installation of traffic signals.
- Performed 2,923 compaction tests to verify specification to compliance for roadways and utility backfills.
- Cast and tested 1,389 concrete cylinders for verification of concrete strength used on roadways and bridges.
- Cored 77 projects for pavement thickness and density verification.
- Inspected and tested 6 Roller Compacted Concrete (RCC) projects.
- Thirteen (13) surrounding municipalities utilized the inspection and testing services provided by the Testing Section during the product production at Precast plants.
- Prepared plans for 192.8 lane miles of resurfacing.
- Placed 82,534 square yards of slurry seal, 175,678 square yards of micro-surfacing, and 1,032,943 square yards of crack seal.
- Applied more than 351 tons of thermoplastic, 52 tons of reflective glass beads, 5,000 feet of preformed plastic, 321 arrows and "ONLY"s, 886 chevrons for speed humps, and installed 459 traffic posts.
- Designed and inspected 7 new traffic signals in-house and 10 existing traffic signals for reconstruction.
- Completed the design of Morse Road Phase I and Norton Road.
- Completed the yearly inspection and report preparation of 253 bridges.
- Installed more than 2.5 miles of sidewalk: 1.1 miles of new sidewalk; 1.4 miles of replacement sidewalk in the UIRF.
- Between new installations and removals due to construction projects and loading zones, the parking meter inventory is 4670 meters in service at the end of 2004. The parking meter revenue in 2004 was \$2,953,018.72.
- Installed 6 new loading zones, which increased the total to 142 loading zones, bringing in \$78,495.65 in revenue.
- Investigators set speed trailers at approximately 550 locations.
- Installed 4 new taxi zones in the downtown.
- Surface Treated 26 lane miles of alleys and swept 27, 873 curb miles
- Patched 48,314 potholes
- Completed 5 Neighborhood Pride locations, various homeless encampments, and 5 special events
- Renovated and opened Central Outpost located at 650 Nationwide Blvd.
- The pavement marking section installed 702,205 pounds of thermoplastic.
- The signal crews completed 13,000 signal maintenance calls.
- Installed the Hamilton Road radio interconnect system.
- Installed new school flashers at eight schools.
- The Parking Meter Section changed batteries, lubricated case locks, and checked card readers on all city parking meters twice during the year.
- Reinstalled 240 parking meters plus installed 40 meters on and around the High Street Cap.

**DEPARTMENT OF TECHNOLOGY  
2004 ANNUAL REPORT**

## **Department of Technology 2004 Annual Report to Columbus City Council**

### **MISSION STATEMENT**

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

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

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

DoT achieves this through the:

- maintenance of the city's information management systems;
- development and management of the city's network;
- provision of citywide telephone support services (including cell phones and pagers);
- provision of citywide mail services;
- design and maintenance of the city's website (www.columbus.gov);
- desktop computer support;
- operation of public, educational, and government access television channels; and
- Mayor Coleman's Action Center

### **SERVICE UPDATES**

In 2004, the Department of Technology sought to expand services to its customers and increase its numbers of internal and external partnerships, all while enhancing the efficiency of its operations. These goals were achieved within the framework of the following major program areas and/or Covenant Goals:

- Operations
- Customer Service
- Peak Performance
- Digital Equity (The provision of equal access to technology [digital equity] throughout the city is achieved through the other three program areas/goals. As such, there is no separate section in this report for this goal. It is noted here only to illustrate its importance to the department.)

### **Operations**

#### **Enterprise Data Center incorporates UPS**

In the summer of 2004, an uninterruptible power supply system was upgraded at the Arlingate data center. This successful upgrade, which occurred with no significant disruption to the mission critical applications processed at the data center, replaced equipment that was past its lifecycle and virtually eliminated several possible single points of failure. An uninterruptible

power supply system (UPS) is a vital part of any data center power system. The purpose of a UPS system is to convert incoming power from electric lines from raw power, subject to voltage fluctuations, to a continuous stream of conditioned power for use by all the various information technology and networking infrastructure equipment at the data center. It also provides “ride through power” for any power disturbances and in doing so, ensures that important applications will be available at most times when needed.

#### Citywide Data Backup Solution Replacement

In 2004, the department replaced the backup solution that is used to back up the city’s data stored in the application databases and files. The new solution is easier to administer and backs up data much faster than the system it replaced.

### **Customer Service**

#### Neighborhood Pride

DoT provided technical support for the acquisition of equipment, wiring, and connection to the city network for the 2004 opening of the East Side Neighborhood Pride Center.

#### ColumbusStat 311 System

In July, 2004, the ColumbusStat 311 project team was reconstituted. Shortly thereafter, Project Management Office staff collected and compiled user requirements, designed the business flow and wrote the citywide customer relationship management (CRM) program. By the end of 2004, the system was functional, with Visual Basic user screens, populated by an Oracle 9i database. It also included a web browser tool, providing city employees with updates on their service work request assignments.

#### eGovernment (government through electronic media)

In 2004, the eGov team implemented the “Content Management” system within the City’s web infrastructure. This system documents and automates the maintenance of text on a site’s web pages. During the first quarter of 2005 several sites were transferred to this system, including the city’s main site, as well as that of the Mayor’s Office, the Office of Education, and Technology, Recreation and Parks and Health Departments. Current plans are for the city’s remaining web sites to be transferred to the content management system in 2005.

#### Division of Water Billing System Upgrade

The Water and Sewer Information System (WASIMS) was successfully upgraded early in 2004. This system provides both billing and customer service functions to all City of Columbus water and sewer customers. This project included database, server software and client (i.e. desktop) upgrades. There was also an upgrade to the supporting Inactive Voice Response (IVR) system. The WASIMS database was again upgraded later in 2004 to Oracle 9i; an effort with which Technology’s Project Management Office provided professional oversight.

#### Installation and implementation of a fully automated video distribution playback head-end at Columbus City Hall

In 2004, old and obsolete broadcasting equipment was replaced with the installation and implementation of a fully automated video distribution playback head-end at the Columbus City Hall. The new equipment is state-of-the-art and is less human resource intensive, freeing staff to perform other duties. Additionally, the quality of the signal and audio are improved. This playback facility accommodates the city’s three access channels--- educational 25, public 21, and

government 3. The distribution facility is also capable of distributing video to a fourth internal channel as well as providing video for webcasting.

#### Educational access programming agreement

In 2004, the Department, on behalf of the city, signed an agreement with Columbus State Community College and Columbus Public Schools, partnering for the programming of the educational access channel. This partnership promotes and enables a greater range of educational material to be presented on this channel.

#### Cable Broadcast Station Programming

In 2004, the Government Television Channel produced 345 original programs for air on the government channel. Special productions included the Martin Luther King, Jr. Celebration, Black History Month, State of the City Address, Youth Commission Mini-Youth Summit, Music in the Air Magical Musical Mornings, Kids in Government Ceremony, Holocaust Memorial, City Council Hearings on the Dog Leash Legislation and on the City's Smoking Ban.

### **Peak Performance**

#### System availability remains reliable

During 2004 DoT generally met or exceeded its service commitments documented in its Service Level Agreements. The network uptime service level requirement was maintained or exceeded 100% of the time. The application service level requirement was attained or exceeded more than 99% of the time, with only one of 112 applications falling below a service level commitment for one quarter of the year and 82% of all applications achieving 100% uptime. DoT customers were provided with reports and the post processing of documents to meet their business needs.

#### Safety-Fire Station Connectivity

Working with Division of Fire, DoT implemented a project to connect all 34 fire stations with data connectivity. Utilizing a solution that employed both City-owned fiber and third party leased data-lines, all fire stations now have access to the MetroNet and all the services that it employs, including email, internet and other city applications. Annual maintenance savings over the prior solution that connected only 19 stations is in excess of \$75,000.

#### Citywide Communications Core Network Upgrade

The network group upgraded the network infrastructure to the core city locations including the the Fairwood Avenue facility, Front St facilities, the Safety Building, the Arlingate Data Center, City Hall, the Utilities Complex, the Courts Complex, and the Beacon Building. Older electronic switching equipment for these locations was replaced with more reliable equipment with greater capacity at lower annual maintenance cost.

#### Citywide Long Distance Contract

DoT signed a new long distance contract for voice services during 2004. This contract reduced the city's long distance per minute rate from \$.29/minute to \$.029/minute during the contract period. As a result, the city will achieve greater savings in costs for long distance services.

Initial Year for Information Services Fund Billing/Chargeback Enhancement

Fiscal year 2004 was the first full year for use of the new information service billing model. This basic cost allocation model fairly and accurately charged user agencies for their 2004 technology expenses. This was especially important in 2004 as DoT's budgetary designation became that of an internal service fund.

Seven New Classifications Established; Five additional in process

As part of a continuing multi-year project, DoT continues to work with Civil Service and Human Resources to establish "best practices" job families in all the disciplines practiced in the department. The goal is to establish classification families in logical career sequences that contain Civil Service approved classifications established by Council and Mayoral action. These classifications will also have pay ranges that are competitive in the market place. In establishing these families the city will be more able to compete for the information technology skills that it requires to maintain complex information/technology infrastructures. In 2004, seven new classifications were established and added to their appropriate families. Five additional classifications were initiated and are currently in progress.

Clinical Application

The Clinical Application project will provide the Columbus Health Department (CHD) with software that will track, control and coordinate the activities of all the clinics within CHD. The application has been implemented within the Tuberculosis Clinic. Implementation also commenced within the Perinatal Clinic in 2004. Implementation will continue in 2005 with the Immunizations and Sexual Health Clinics. The application will standardize data acquisition within clinics and facilitate additional data sharing, saving staff time and resources.

# # # # #

**DEPARTMENT OF DEVELOPMENT  
2004 ANNUAL REPORT**

**The Department of Development is pleased to submit the 2004 Annual Report. The report highlights the accomplishments of the Department as we work to promote the goals of the Columbus Covenant set forth by Mayor Michael B. Coleman. It is our goal to continue to strengthen our neighborhoods as we work to make Columbus America's 21<sup>st</sup> Century City.**

### **Planning Division**

The Planning Division staff prepared several plans and amendments that were adopted by City Council. An amendment was made to the South Central Accord, in partnership with Hamilton Township and Franklin County.

- Staff prepared and secured City Council adoption of the Interim Hayden Run Corridor Plan and the South Alum Creek Plan. Economic development plans were prepared and were adopted in support of Tax Increment Financing Districts in the Hayden Run, East Broad Street, and Harrison West areas.
- Staff provided direct staff support and analysis to all four subcommittees of the 21st Century Growth Policy Team. Each subcommittee approved key policy initiatives, such as affordable housing principles for the region, pay-as-we-grow financing plans for several growth areas, a regional code of conduct for economic development issues, and facility priorities for growth areas. The Planning Division completed a variety of zoning initiatives in 2004. The East Franklin Overlay was adopted and an informational brochure was produced to provide appropriate redevelopment guidance for development that would follow the completion of the Franklinton Floodwall.
- Area rezonings were completed for residential portions of Merion Village and Hungarian Village. The Olentangy River Road Regional Commercial Overlay and Special Graphics Control District were adopted. Text revisions were made to the Urban Commercial Overlay, Regional Commercial Overlay, and the Special Graphics Control District on Olentangy River Road.
- Staff provided support to the University Area Review Board that heard 91 cases in 2004, eight concerning the Campus Gateway Project and provided support to the Rocky Fork Blacklick Accord Implementation Panel that heard 18 cases in 2004 involving 529 acres. Support of the Whittier Peninsula redevelopment project continued through 2004.
- The Planning Division completed blight studies for the AC Humko site and surrounding neighborhood area in support of a Tax Increment Financing District for the area. Planning Division staff also continued support of the Rickenbacker-Woods Technology Center through membership on the board of trustees and through staff support. A draft of the East Broad Street Design Guidelines was completed for inclusion in the revised Near East Area Plan.

### **Neighborhood Services Division**

The Neighborhood Services Division takes great pride in all the accomplishments of 2004. Our most challenging and engaging task was hosting the 2004 Regional Neighborhood Network Conference held in Columbus, in September. More than 500 participants from neighboring cities and adjacent states visited Columbus for the two day conference. After 18 months of planning with active community involvement and participation, we culminated with two days of intense speakers, workshops, and

entertainment for the participants. NSD staff pitched in to help make this event a great success.

The Division completed major projects some of which include drafting the civic association registration policy, re-establishing the once defunct Southwest Area Commission, drafting the title 47 legislation that establishes the landlord registration, completing the draft on the proposed Conservation Districts for the city of Columbus, participating in the closing of the Motel One, assisting the employees after the closing of Techniglas, assisting with the closing of the Open Shelter. We continue to work with the Division of Safety with the BET program.

#### Neighborhood Pride

Since the creation of Neighborhood Pride in 2000, Pride has served residents in 36 neighborhoods. We average six neighborhoods each year, which seems to be manageable for the staff. The program has grown and is manageable for the current staff. We continue to host the Neighborhood Safety Academy, the Bicycle Safety Festival and the Pride Partners and the communities continue to award local residents with the beautiful home recognition.

#### Pride Centers

NSD currently operates four Pride Centers and plan to open two additional centers as the budget allows. Pride Centers accomplish several goals contained within the Columbus Covenant. The key and probably most comprehensive goal is the customer service. The Franklinton Center received over 2000 calls last year and 1210 resulted in formal service requests investigated by Pride staff which compares with Near East Pride Center which received more than 600 calls in its first year of operation. Southside Pride Center had 3,742 service requests in 2004, alone.

#### Neighborhood Liaison Program

Community liaison staff continues to respond to the high volume of phone calls and emails received and attend a high volume of area commission, civic association, civic coalition and block watch and neighborhood meetings. Staff continues to monitor and become involved in major issues and projects in the neighborhoods.

#### Agency Services

Staff completed the process with the agencies to review the city's process for allocating dollars to the local social service agencies. Funding priorities were recommended by the working committee. We then established the RFP reflective of the established priorities, for distribution. Staff continues to operate the program as we have in the past.

Monitoring occurs assessing the spending of our dollars and ensuring the fiscal responsibility of the funded agency. We allocated \$3.5 million in CDBG, HHS and Emergency Human Services funds to 60 local social service agencies.

#### Code Enforcement

The major accomplishment this year has been to provide adequate coverage of the areas. Demand on Code Enforcement continues in spite of the recent decreases in staff. This year, Code Enforcement was asked to be a part of the Dry Basement program, title 47 Vacant Structure Initiatives, the county's foreclosure process, the resurfacing project operated by Public Service and complete inspections for housing projects. In addition, we continue to actively participate in the Pride Program as well as respond to complaints receive in our office.

#### Historic Preservation

In spite of staff changes in the office, the HPO produced a high volume of work. They continued to process section 106 certificates and Certificates of Appropriateness within 5 days or less. HPO continued to staff the five historic architectural review commissions in addition to completing other projects such as the Conservation District legislation, and

the revision to the guidelines for architectural review standards. The HPO co-sponsored an open house showcasing the finished renovation of 682 Pearl Ave in the short north neighborhood. HPO continues to sponsor the quarterly historic leader's breakfasts to provide an opportunity for discussion of many city-wide topics related to central city communities.

### **Building Services**

In 2004 we served 19,912 customers at the counter and responded to 27,062 phone calls. We processed 5,566 contractor license and registration packets and issued 3,805 contractor licenses or registrations. During 2004, we finalized 7,584 permit applications and issued 4,729 final certificate of occupancy. The values reflected in the MOU are also shared in the Mayor's Covenant

In 2004, we reviewed 4,827 residential plans and 2,326 commercial applications, ranging from change of uses to entire new construction. We performed 152,100 inspections with an average of 99% same day inspection rate. The Structural Inspection section responded to 885 service requests regarding building violations and generated over 650 building orders. The compliance rate for these orders stands at 89%.

Last year, the Division completed the required update to the Floodplain Development Code as part of the final certification of the Franklinton Floodwall. The Code Development Section also continued to update the Zoning and Building Codes and began programming to train the many boards and commission about their rules and responsibilities under the law. Also initiated during 2004 was a program to recover unpaid fees relating to expired temporary certificate of occupancy, and this initiative has recovered in excess of \$100,000 in otherwise lost revenue.

As part of the becoming a 21<sup>st</sup> century city, the Division also partnered with other city divisions to help assure that we continue to meet the public's expectations of us. The Division has worked in conjunction with the Department of Public Utilities and the Division of Sewerage and Drainage's Project Dry Basement and assisted in educating the residents of Franklinton in how to go about canceling their flood insurance for those that no longer required it upon completion and certification of the Franklinton Floodwall.

### **Downtown Development**

In 2004 the number of companies that either relocated to Downtown or expanded their existing staff Downtown increased to 24 as a result of the Office Incentive Program. These 24 companies represent nearly 1500 new jobs in Downtown with an estimated payroll of \$77.4 million. In concert with this relocation and expansion initiative, the Downtown office vacancy rate declined during the year from 24.1% to 21.7% (a 2.4% decrease over a 12 month period).

The number of new housing units completed in the Downtown market grew to 978 units, with an additional 2,653 units under development. These 978 new units represent an estimated 1,467 new Downtown residents.

Renovation of the former Lazarus building at High and Town Streets commenced in 2004. Once completed this historic complex will house the offices of the Ohio EPA, the

Ohio Department of Jobs and Family Services, a 400-space parking garage and space for the arts and sciences.

## **Land Management**

In 2004, the Office of Land Management filled four of the seven positions to begin implementing the Asset Management Program. The office completed several other initiatives to promote the Columbus Covenant. Land Bank properties sold in 2004 generated an increase in property value of \$2.67 million with an annual increase in real estate taxes of \$44,831. There was a 200 percent increase in Land Bank properties sold over 2003.

The initiatives are as follows:

- Standardized leases
- Began searching for sites for departments seeking site for future facilities.
- Initiated space allocation beginning in the 109 N. Front Street Building as a preparation for space planning for all city buildings. Generated a \$32,608 savings due to the reduction of value attributed to city owned properties that are insured by an analysis of the list of insured city owned properties. This included an increase in insured contents but a decrease in the number of insured buildings.
- Eliminated an external Department of Development lease for a cost-savings of \$11,000. Instrumental in securing a capital Asset Management software program for the Facilities Department.
- Implemented a commercial acquisition plan for the King-Lincoln District. Developed an operating pro forma for the Lincoln Theater. Instrumental in the acquisition of the Whitney Young site for future homeownership development.
- Secured legislative changes to prevent delinquent owners from redeeming their properties.
- Developed key relationships between Facilities and the Mayor's Office for management and rental of the Lincoln Theater. King Lincoln acquisitions /dispositions: Securing major sites in the King Lincoln District-- Whitney Young Apartments, The Edna Building, and 1 other commercial site. Sold 6 residential properties to support the NoBo development. Supported the King Lincoln Redevelopment Corporation and developed and RFQ for residential sites.

## **Economic Development**

The Economic Development Office in 2004 created 678 new jobs with 278 directly being retained resulting in \$36 million of new payroll and \$720,000 of new income tax; and \$47 million of new real property investment.

The Division obtained three Clean Ohio Redevelopment Grants for site demolition and clean up for three former brownfield sites in the city. The grants totaled \$3.75 million.

- The city helped obtain a \$3 million grant for clean up to help leverage construction of a \$42 million, 300 unit residential complex at the former AC Humko manufacturing site in the Harrison West Neighborhood of Columbus.
- Commenced site clean up of Jeffrey Place in Italian Village resulting from a \$3 million Clean Ohio Redevelopment Grant obtained in 2003. The grant will help leverage over \$200 million in new investment resulting in the construction of

1,700 residential units and 300,000 square feet of office and retail space with the capacity to employ 500.

- Obtained an \$82,000 Clean Ohio Assistance Fund Grant for General Theming contractors to clean up the former Hoffman Container Building on the Near Eastside of Columbus. When complete the project will result in an employment increase from 50 to 100 employees.

The Division facilitated infrastructure success with \$14 million in 2004 for infrastructure improvements in neighborhoods; \$2.3 million was spent on construction projects, generated by neighborhoods; \$3 million spent on construction/design on projects in six of the 15 NCR neighborhoods; \$8.3 million was spent on economic development projects and it is estimated that these projects leveraged the equivalent of 109 full time jobs.

The city's loan program was transferred to CCDC with servicing to AmeriNational.

The Division also championed the concept of "green development," eventually leading to the issuance of the Mayor's Green Policy memo.

### **Housing Division**

Below is a summary of the 2004 housing production accomplishments:

130 Down Payment Assistance grants.

40 Homeownership Development homes sold

In December, 2 homes were sold by Habitat for Humanity. Ninety-two (92) houses are in construction.

10 Neighborhood Investment District Tax Abatements were certified:

Note: Certifications are done in June and December.

952 Affordable rental-housing units completed

Note: 571 units in 7 projects are under construction. Applications in process total 458 units of affordable rental housing.

At the end of 2004, the Division was directly responsible for:

78 home repairs

553 emergency repairs

12 accessibility modifications

172 Chores

The Mobile Tool Truck continues to be a success in the neighborhoods. Last year, 2513 tools were loaned to residents, with the Mobile Tool Library membership at 4545.

In December, 1 major home repair was completed for Neighborhood Pride/NID homeowners. Also 22 emergency repairs and were completed. Two Water Connection projects have been completed year to date. Deaf Modification has been added to the Home Modification program and the contract has been executed. Sixty-three clients in the Deaf Modification are slated to be served. Mobile Tool Library made 186 tool loans and 297 households were served.

By the end of 2004, 214 federally funded projects have been reviewed. In December, the Visual assessments were done for 13 DAP applications and 0 YTD risk assessments were completed for the HUD Lead Safe Columbus program.

###

**PUBLIC UTILITIES DEPARTMENT  
2004 ANNUAL REPORT**

## **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 2004, the Division delivered 51.8 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 1,061,000 the average per-capita consumption was 134 gallons per day. And the average daily water pumpage was 142 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 performance for its customers, as well as its competitiveness within the drinking water industry. During 2004 the Division continued to implement competitiveness initiatives set forth by the Strategic Operation And Reorganization plan (SOAR), designed to facilitate efficiencies throughout the organization. When the Division started this program in 1999 its authorized strength was 611, budgeted strength was 592 and the actual full-time employment was 566. Currently the Division's authorized strength is 546, budgeted strength is 538 and actual full-time employment at the end of the year stands at 514. The Division has significantly streamlined its organization and achieved its goal of becoming more competitive within the drinking water industry.

In addition to the primary SOAR Plan initiatives; Kaizen and Hot-Wire programs were completed, and the Managing-to-Measures Program is currently underway to instill an ongoing culture of review and innovation. Performance Standards for the Executive Staff have been re-written to include measures, and this tool for accountability is being incorporated in the remaining staff Performance Standards as well. This "scorecard" process of evaluation is being used throughout the Division and it is proving to be a tremendous success.

The Pitometer Water Waste Survey located 39 breaks in the distribution system while investigating 752 miles of pipeline. The repair of these breaks has reduced our underground leakage by 1.975 million gallons per day. The Main Line Repair Crews repaired a total of 560 main-line breaks, 800 service leaks and repaired 1,127 damaged hydrants. The Cross-Connection Control and Backflow Prevention Program completed four surveys on new construction to assure proper protection was in place. A total of 8,475 inspections for new construction, existing structures, service inspections and backflow prevention surveys were completed by this activity. We now have 20,245 backflow prevention devices listed in our database where we record the installation records and monitor the required maintenance schedule.

There were 3,706 new service connection permits issued; 2,253 in Columbus and 1,453 issued in the suburban service areas. Forty miles of waterline were added to the distribution system in 2004, bringing the total to 3,350 miles.

In 2004, the Division had 264,341 accounts. Customer Service Representatives answered 338,000 calls. Customer Service Representatives in the Public Office assisted over 35,000 customers. The Revenue Reception Office, Authorized Payment Agents and

the City's Lock Box collected and processed \$240,271,844; of this \$141,456,684 came in through the Lock Box.

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, various computer courses, and safety and health education. In 2004, we had 534 employees participate in various forms of training. A total of 3,695 classes were taken totaling 13,489 hours of instruction. Therefore, each employee who participated averaged approximately 4 days worth of training during 2004.

The Division of Water continues to be financially sound. In 2004, the Division began the year with a cash balance of \$34,173,709. During the year the Division had receipts totaling \$103,544,014, yielding total available resources of \$137,717,723. Disbursements and Transfers totaled \$109,029,909, leaving ending cash balance of \$28,687,814. An additional \$9,540,585 was encumbered, leaving the Division with an unencumbered cash balance of \$19,147,229.

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.

## **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, maintaining the sewer collection system in Columbus, stormwater management, and water quality protection.

In 2004, DOSD continued its commitment to improving water quality and solving wet-weather challenges in the Columbus sewer system through the Project Clean Rivers initiative. A series of public advisory group workshops were conducted, providing input from various stakeholders. The first meeting was held in August, 2004. The process will ultimately identify alternatives for both sanitary sewer overflows and combined sewer overflows. The division will submit its two major plans—the System Evaluation and Capacity Assurance Plan and Combined Sewer Overflow Long Term Control Plan—to the Ohio Environmental Protection Agency in July, 2005.

Sanitary sewer rates were increased by 9.5 percent in 2004 to meet the capital requirements needed to address the city's wet-weather issues and to rehabilitate an aging sewer system. Additionally, dollars are needed to upgrade the division's two wastewater treatment plants, Jackson Pike and Southerly. Stormwater rates were increased by 5 percent in 2004 to continue the section's efforts to reduce surface flooding in Columbus neighborhoods.

Mayor Coleman was on hand to officially dedicate the completion of the Franklinton Floodwall in 2004. The new floodwall removes almost 2,800 acres on the city's west side from floodplain restrictions, allowing many property owners to drop their

flood insurance. The project was a joint effort by the City and the U.S. Army Corps of Engineers.

Heavy rains contributed to making 2004 a very wet year. Flows at the two treatment plants were above average, treating 187 million gallons per day on average. A total of 68,397,790,000 gallons of wastewater were treated and released into the Scioto River in 2004.

Columbus' sewer line inventories continued to grow with the addition of 87 miles, for a total of 5,486 miles of sewer line existing in the city.

To ensure compliance with clean water regulations on the discharging of effluent from the wastewater treatment plants, the division's Surveillance Laboratory tested 48,997 compliance parameters from 5,086 samples.

The Sewer Maintenance Operations Center performed a total of 16,469 work orders, which include requests for utility locates, repairs on the system and televised inspections.

The continuous improvement program continued without reduction in service. Total cumulative savings since the program's inception in 2000 is approximately \$15.7 million.

During 2004, the Sanitary Enterprise Fund collected \$137,774,685 in revenue and expended \$139,081,962. The Stormwater Management Enterprise Fund collected \$23,819,364 in revenue and expended \$20,213,297.

In conclusion, DOSD spent significant time and effort to provide the highest possible service, while working diligently to implement best practices for improved water quality. DOSD officials expect even more success in 2005.

**THE TRUSTEES OF THE SINKING FUND  
2004 ANNUAL REPORT**

# OFFICE OF THE TRUSTEES OF THE SINKING FUND

## CITY OF COLUMBUS, OHIO

The City Council of Columbus  
Columbus, Ohio

Submitted herewith is the Report of the Trustees of the Sinking Fund of the City of Columbus, Ohio, for the year ended December 31, 2004. This report includes a debt transactions under our jurisdiction undertaken by the City during 2004. The entries contained within this report have been found to be in balance with the account of the City Auditor.

Sincerely,

Stanley A. Uchida  
President

### OFFICERS AND STAFF

President	Stanley A. Uchida
Vice President	Jonathan H. Young
Trustee	Kathleen A. Chapin
Trustee	Mark J. Howard
Executive Secretary	David J. Irwin
Deputy Administrator	Tamara R. Athey
Administrative Assistant	Cecelia J. DiPasquale

### TERM EXPIRES

January 31, 2008
January 31, 2007
January 31, 2006
January 31, 2005

Debt service on General Obligation indebtedness issued prior to July 1, 1983 payable at the Office of the City Treasurer of the City of Columbus, Ohio, exclusive The Office of the Trustees of the Sinking Fund is the transfer agent for these issue 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 and Non-Enterprise Revenue issues, with the exception of the Adjustable Rate Tax Increment Financing Bonds - TIF's (issued in 2002 and 2004), and all refunded issues are serviced through the office of the City Auditor.

The addresses are shown below.

City Treasurer  
 Room 111 City Hall  
 Columbus, Ohio 43215 City Auditor Room 109 City Hall Columbus, Ohio 43215  
 Trustees of the Sinking Fund  
 Room 113 City Hall  
 Columbus, Ohio 43215  
 STATEMENT OF TOTAL  
 DEBT December 31,  
 2004

GENERAL OBLIGATION DEBT OTHER DEBT (Not Sinking Fund Jurisdiction)

GENERAL CITY BONDS AND NOTES REVENUE DEBT (Administrator-City Auditor)

Rate %	Amount	Amount	Bonds	Electricity	\$ 3.000 to 12.375	\$
1,354,555,000	Water	39,160,000	Mortgage	Sewer	101,000,000	Revenue
Notes	Total	\$ 140,160,000	6.630	27,191		
			Total \$ 1,354,582,191 NON-			

ENTERPRIS  
 REVENUE  
 DEBT  
 (Administrato  
 r-City  
 Auditor)  
 Amount  
 ASSESSME  
 NT BONDS  
 AND NOTES  
 Easton-TIF \$  
 36,430,000

Rate %	Amount	Polaris-TIF	20,000,000	Bonds	Total	\$ 56,430,000
4.000 to 6.250	\$ 1,785,138	Notes	OPWC	LOANS	(Administrator-City Auditor)	1.800 to 2.290
	3,330,000	(Included in G.O. Debt)	\$ 4,510,000			
	Total	\$ 5,115,138				

NON-ENTERPRISE REVENUE DEBT

Rate %	Amount
Bonds	
6.200	\$ 555,000
Bonds - (TIF)	
Adj. Rate	4,600,000
	\$ 5,155,000

TOTAL GENERAL OBLIGATION DEBT General \$ 1,354,582,191 Assessment

5,115,138 Non-Enterprise Revenue Bond 5,155,000 OPWC Loans  
 4,510,000  
 Total \$ 1,369,362,329 Net Sinking Fund Assets 964,234  
 NET GENERAL OBLIGATION DEBT \$ 1,368,398,096

1,364,180,138

4 BONDS, NOTES & LOANS ISSUED AND RETIRED DURING 2004

General Revenue Obligation Assessment (Ent & Non-Ent) Total

ISSUED Bonds \$ 312,710,000 \$ 252,287 \$ 58,130,000 \$ 371,092,287 Notes  
 2,105,000 2,105,000 Loans 1,295,350 1,295,350  
 \$ 314,005,350 \$ 2,357,287 \$ 58,130,000 \$ 374,492,637  
 RETIRED Bonds \$ 146,245,000 \$ 405,762 \$ 48,250,000 \$ 194,900,762 Notes  
 468,000 468,000 Mortgage Rev Notes 14,398 14,398 Loans 286,000 286,000  
 \$ 146,545,398 \$ 873,762 \$ 48,250,000 \$ 195,669,160  
 Increase/ (Decrease) in debt \$ 167,459,952 \$ 1,483,525 \$ 9,880,000 \$  
 178,823,477

Total Debt December 31, 2003 \$ 1,387,128,852 Issued 2004 374,492,637  
 Retired 2004 195,669,160 Total Debt December 31, 2004 \$ 1,565,952,329

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,  
 2004

	General City	Assessment	Trust Funds	Total
Balance Jan 01	\$ 2,814,385.95	\$ 24,257.67	\$ 434,321.35	\$ 3,272,964.97
Receipts	207,294,818.56	568,364.34	8,094.08	207,871,276.98

Disbursements	\$ 210,109,204.51	\$ 592,622.01	\$ 442,415.43	\$ 211,144,241.95
	207,444,092.66	577,108.00	0.00	208,021,200.66
Balance Dec 31	\$ 2,665,111.85	\$ 15,514.01	\$ 442,415.43	\$ 3,123,041.29
Encumbered	\$ 1,708,842.29	\$ 128.12	\$ 442,415.43	\$ 2,151,385.84
Unencumbered	956,269.56	15,385.89	0.00	971,655.45
	\$ 2,665,111.85	\$ 15,514.01	\$ 442,415.43	\$ 3,123,041.29

6

STATEMENT OF RECEIPTS AND DISBURSEMENTS Year Ended December 31,  
2004

	Assessment			
	General City	Fund	Trust Funds	Total
<b>RECEIPTS</b>				
Assessment				
Taxes Collected	\$	89,200.34		\$ 89,200.34
Note Principal		468,000.00		468,000.00
Note Interest		11,164.00		11,164.00
Mortgage Revenue Note				
Debt Service				
Note Principal	14,396.35			14,396.35
Note Interest	2,378.19			2,378.19
Non-Enterprise Rev (TIF)				
Bond Debt Service				
Bond Principal	2,480,000.00			2,480,000.00
Bond Interest	856,666.20			856,666.20
Division of Income Tax				
Bond Debt Service				
Requirements				
Fixed Rate	124,762,982.49			124,762,982.49
Variable Rate	2,949,352.51			2,949,352.51
Division of Electricity				
Bond Debt Service				
Requirements				
Fixed Rate	6,943,615.38			6,943,615.38
Variable Rate	970,558.58			970,558.58
Division of Water				
Bond Debt Service				
Requirements				
Fixed Rate	26,612,533.54			26,612,533.54

Variable Rate	3,583,324.51		3,583,324.51
Division of Airports Bond Debt Service Requirements	5,524,219.06		5,524,219.06
Division of Sewers Bond Debt Service Requirements	32,544,776.10		32,544,776.10
Investment Interest	50,015.65	8,094.08	58,109.73
Miscellaneous Income			0.00
<b>Total Receipts</b>	<b>\$ 207,294,818.56</b>	<b>\$ 568,364.34</b>	<b>\$ 8,094.08</b>
			<b>\$ 207,871,276.98</b>

7

STATEMENT OF RECEIPTS AND DISBURSEMENTS  
Year Ended December 31, 2004 (Continued)

	Assessment			
	General City	Fund	Trust Funds	Total
<b>DISBURSEMENTS</b>				
Division of Income Tax Bonds Redeemed				
Limited Tax	\$ 27,296,600.00		\$	\$ 27,296,600.00
Unlimited Tax	63,598,445.00			63,598,445.00
Limited Tax-Income Tax	1,305,000.00			1,305,000.00
Division of Electricity Bonds Redeemed				
Limited Tax	2,420,100.00			2,420,100.00
Unlimited Tax	4,218,200.00			4,218,200.00
Assessment	231,101.00			231,101.00
Trust Refunds			0.00	0.00
Division of Water Bonds Redeemed				
Limited Tax	4,240,800.00			4,240,800.00
Unlimited Tax	16,171,100.00			16,171,100.00
Division of Airports Bonds Redeemed				
Limited Tax	3,945,000.00			3,945,000.00
Unlimited Tax	920,000.00			920,000.00
Division of Sewers Bonds Redeemed				
Limited Tax	3,575,000.00			3,575,000.00
Unlimited Tax	18,775,255.00			18,775,255.00
Assessment	83,161.00			83,161.00
G.O. Bond Interest				
Fixed Rate	56,322,142.72			56,322,142.72
Variable Rate	813,235.60			813,235.60
Assessments				
Bonds Redeemed		91,500.00		91,500.00

Bond Interest		6,444.00		6,444.00
Notes Redeemed		468,000.00		468,000.00
Note Interest		11,164.00		11,164.00
Mortgage Revenue Note				
Principal Paid	14,396.35			14,396.35
Note Interest	2,378.19			2,378.19
Non-Enterprise Rev (TIF) Bond				
Principal Paid	2,480,000.00			2,480,000.00
Bond Interest	856,666.20			856,666.20
Administrative Expenses				
Personal Services	170,605.85			170,605.85
Materials & Supplies	169.04			169.04
Contractual Services	4,736.71			4,736.71
Capital Outlay	0.00			0.00
Total Disbursements	\$ 207,444,092.66	\$ 577,108.00	\$ 0.00	\$ 208,021,200.66
Total Receipts Over/ (Under) Disbursements	\$ (149,274.10)	\$ (8,743.66)	\$ 8,094.08	\$ (149,923.68)

8

FRANKLIN COUNTY MUNICIPAL COURT  
CLERK  
2004 ANNUAL REPORT

Michael A. Pirik, 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 2004, the Clerk processed in excess of \$ 38,720,774. 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: Epay, is our office's abbreviation for electronic payment of criminal and traffic cases made online via our website through a third party credit card processor. This payment alternative was made available to the general public on May 23, 2004. Epay also serves as an electronic admission of guilt and waiver of trial in lieu of appearing in court. Cases that have already been adjudicated may also be completed by using this procedure instead of mailing the money to the court or remitting the balance due in person; 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; 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 2004, this division received \$ 38,720,773.79 and made disbursements of \$38,544,439.31. A total of \$ 12,028,743.67 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 2004, the department processed all attendant paperwork in 52,853 new cases and 375,094 ancillary proceedings.

## COLLECTION DEPARTMENT

General Information 645-3856

The Collection Department began as a pilot project in 1999 by coordinating and electronically exchanging data and services with an outside agency who specialized in the collection of debts owed to Courts. Due to the success of the collection effort an additional Agency was added in 2002, and the department continues to operate utilizing two outside agencies. The Collection Department offers several services to the public. It's primarily objective is to seek payment of monies due to the City of Columbus taxpayers, however it also acts as a reminder to defendants who have missed a court date or forgotten to pay a citation and unknowingly have a Drivers License Suspension, or an active Arrest Warrant. During the year of 2004, the Collection Department collected in over 1.5 million dollars due to the City of Columbus taxpayers. Since it's existence in 1999 the department has collected in excess of 4.5 million dollars, and prompted numerous court appearances.

## 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 2004, the department processed 252,178 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 2004, 6,287 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 2004, a total of 152,469 traffic citations were processed by the Traffic Violations Bureau. In addition, a total of 83,534 telephone inquiries were answered.

FRANKLIN COUNTY MUNICIPAL COURT  
JUDGES  
2004 ANNUAL REPORT

# **THE FRANKLIN COUNTY MUNICIPAL COURT**

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

## **2004 ANNUAL REPORT**

### **JUDICIARY**

The Franklin County Municipal Court traces its origin to the creation of the Columbus Municipal Court in 1916. The geographic jurisdiction of the Court is all of Franklin County and those portions of the City of Columbus that extend beyond the boundaries of Franklin County.

The Court has fourteen judges in the General Division and one judge in the Environmental Division. Judges serve six-year terms, unless appointed or elected to fill a vacancy. Annually, they elect one of their peers to serve as the Administrative and Presiding Judge.

The judges who served the Franklin County Municipal Court during the year 2004 were: Judge Charles A. Schneider, Administrative/Presiding Judge (resigned March 31, 2004); Judge Michael T. Brandt, Administrative/Presiding Judge (effective April 1, 2004); Judge Marvin S. Romanoff (retired January 3, 2004); Judge Steven B. Hayes; Judge Teresa L. Liston; Judge Janet A. Grubb; Judge Anne Taylor; Judge W. Dwayne Maynard; Judge James E. Green; Judge Scott D. VanDerKarr; Judge H. William Pollitt, Jr.; Judge Mark S. Froehlich; Judge Harland H. Hale; Judge Julie M. Lynch (term ended January 6, 2004); Judge Carrie E. Glaeden (term ended January 1, 2004; reappointed April 1, 2004, succeeding Schneider); Judge Ted Barrows (term beginning January 2, 2004, succeeding Glaeden); Judge Paul M. Herbert (term beginning January 4, 2004, succeeding Romanoff); and Judge Julia L. Dorrian (term beginning January 7, 2004, succeeding Lynch).

Judges preside over civil, criminal, and traffic cases and 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 also conduct criminal arraignments and preliminary hearings on felony cases; set bond on criminal charges; issue search warrants; and impose sentence when a defendant is found guilty of a traffic or criminal charge. The judges hear civil cases where the amount in controversy is \$15,000 or less, and cases that are transferred from the Small Claims Division to the regular docket of the Court.

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

#### **COURT ADMINISTRATION**

Court Administration oversees the administrative and operational functions of the Court and is the vehicle by which the non-judicial policies of the Court are carried out on a daily basis. In addition to providing overall support and direction to the Court's 180+ employees, some of the specific functions of Court Administration are: personnel management; budgeting and fiscal management; purchasing; liaison with other courts, governmental entities and private agencies; public information; appointment of interpreters; appointment of counsel for indigent defendants; statistics; security; and special projects.

The Court Administration Office immediate staff includes the Court Administrator, Assistant Court Administrator, and Court Administration Secretary. Units within Court Administration include Court Investigation, Court Security, Interpreter Services, the Vehicle Immobilization Program, the Volunteer

Services Program, and the Court-Appointed Counsel Program. The Court's operating budget for 2004 was \$11,719,710.

### **Court Investigation**

Court Investigation is a two-person unit that helps defendants obtain relief with such matters as an extension of time to pay a fine or court costs; delaying the start of court-ordered incarceration; issuance of or change in limited driving privileges; withdrawal of warrant or order-in that has been issued; assistance with impounded vehicle; assistance with Bureau of Motor Vehicle problems; continuance of a court date; placement into the Time Payment Program; and a request by a family member for early release of a defendant from incarceration due to a family emergency or an employment crisis. In 2004, the Office provided assistance to 15,777 people.

### **Court Security Program**

The Court Security Program was established in 1994 to maintain a safe environment in the courthouse for elected officials, Court employees, and all others having business in the courthouse. The staff consists of a Security Director, control room operator and 13 security officers on the 1<sup>st</sup> shift, plus a control room operator on the second and third shifts. In addition, the Court contracts with a security company that provides evening, weekend, and holiday coverage. During an average week, over 24,000 persons are screened.

### **Interpreter Services**

In 2004, the Court employed one full-time and one part-time Spanish language interpreters, and continued its contract with an interpreting service. The service fulfilled 580 requests for interpreters in 39 languages during 2004, and 248 requests for American Sign Language interpreters. Interpreters are used during courtroom proceedings and related court events, and for communication between the clients and various court departments.

### **Vehicle Immobilization Program**

State law mandates the immobilization or forfeiture of vehicles operated by defendants who are convicted of the following offenses: repeat OMVI offenses (operating a motor vehicle while under the influence of alcohol or drugs); driving under court-ordered suspension; Financial Responsibility/Accountability (FRA) suspensions; and wrongful use of a vehicle. A steering wheel locking device is used to immobilize vehicles. The program has two employees, who act as the liaison between the Court and law enforcement agencies in the county, to ensure enforcement and compliance of court orders to immobilize or release vehicles driven by defendants.

### **Volunteer Services Program**

The Volunteer Services Coordinator recruits, screens, and places volunteers in appropriate positions by matching their interests, skills, and scheduling requirements. The greatest impact has been in the Department of Probation Services, where they serve as case aides and provide records management, office coverage, and other clerical tasks as needed. In 2004, five volunteers served in various positions throughout the Court, providing a total of 1,222 hours of service at an estimated cost savings to the Court of \$21,004.

### **ASSIGNMENT OFFICE**

The assignment office is responsible for assigning cases to the judges in a random order. Criminal and traffic cases are assigned when a not guilty plea has been entered in an arraignment courtroom, and civil cases are assigned when an answer or a motion has been filed. The Court employs a single assignment system, which means that when a person is charged with a criminal or traffic offense and already has a pending criminal or traffic case, or the person is on probation to this Court, the new charges will be assigned to the judge who presided in the previous case. Once a case is assigned to a judge, the assignment office is responsible for the management of the case through the system, which includes: (a) preparing daily schedules of the cases to be heard by each judge; (b) notifying parties, prosecutors, and attorneys of court hearings; (c)

maintaining an up-to-date computer status of all active cases assigned to the judges; and (d) processing all motions and pleadings to the judges for review.

### **COURTROOM BAILIFFS**

Each of the 15 judges has a courtroom bailiff. Bailiffs coordinate activities in the courtrooms, schedule cases, provide docket management, provide information to the public regarding the status of cases, and act as liaison between their assigned judge or magistrate and attorneys, court personnel, and the general public. There is also an unassigned or floater bailiff who rotates among the judges when an assigned bailiff is absent, four bailiffs to serve the five magistrates, and a Duty Room bailiff.

### **COURT REPORTERS**

Court reporters make a verbatim record of court proceedings, prepare a transcript from the record of court proceedings upon request, and maintain records of exhibits introduced at court proceedings. The Court has an obligation to provide a transcript of all proceedings upon request of a party, and there must be a court record of all pleas and waivers. There are 14 full-time and 2 part-time court reporters.

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

It is the duty of the jury commissioner's office to implement and maintain compliance with the Trial Court Jury Use and Management Standards adopted by the Ohio Supreme Court in 1993 and the Jury Use and Management Plan adopted by the Franklin County Municipal Court in 1994. The office assigns prospective trial jurors to courtrooms when needed and tracks voir dire results and trial verdicts.

Jury service is limited to two weeks, except in those cases in which additional days are required to reach a verdict. Jurors are paid \$20 per day, which by law is set by the county commissioners, for each day they are in attendance. The number of jurors in attendance in 2004 was 1,455.

### **LEGAL RESEARCH**

The Court employs a Legal Research Director and several part-time law clerks. They research and prepare memoranda on issues pending before the Court; maintain the law library; review new case law to ensure the Court's compliance with the decisions; review pending legislation that may affect the Court; advise the judges and employees regarding new legal developments and applications of current law to Court procedures; and update local Court rules.

### **MAGISTRATES**

A magistrate is an attorney employed by the court to whom a judge may refer a case to take testimony, make legal rulings, and render a decision, subject to final approval of the decision by a judge. Local Court Rule 7.01 specifies particular duties of the magistrates, which includes traffic arraignments; landlord-tenant actions; damage hearings on default judgments; motions for orders of recovery of specific personal property either before or after judgment, and motions for orders of attachment of personal earnings after judgment; trusteeships; judgment debtor hearings; small claims cases; and parking violation appeals. The Court employs six magistrates.

## **DEPARTMENT OF PROBATION SERVICES**

### **Probation Administration**

The Chief Probation Officer is responsible for managing and administering the various units within the Department of Probation Services. Administrative functions include assuring consistent and quality recruitment, employment screening and training, and providing a safe and productive work environment that encourages staff retention.

### **Supervision Unit**

#### **Regular Supervision**

The probation officers assigned to regular probation supervision are responsible for supervising all types of cases that are referred by the judges of the Court, and for enforcing the Court-ordered conditions imposed upon the probationers. Conditions of probation may include: serving time in the county jail,

Intensive Supervision Residential Program, or Home Incarceration Program; payment of fines and court costs; completion of a three-day residential Driver Intervention Program for OMVI offenders; completion of an alcohol, drug, or mental health assessment, and, if warranted, a recovery or care program; testing for alcohol or drug use; domestic violence or anger management counseling; adherence to a stay away orders regarding individuals, schools, businesses, and others; attending a Defensive Driving Course, Anti-Theft Course, or Underage Drinking Program; community service work; restitution to victims; attending The Art of Positive Parenting Classes; and following directions of Franklin County Children Services. As of December 31, 2004, there were 5,270 active supervision cases.

### **Domestic Violence Unit**

This unique program offers judges a viable sentencing option in those cases involving domestic violence, where specialized probation supervision can be used instead of incarceration. It also offers the defendant a unique opportunity to secure treatment for his or her behavior and to be held accountable for their actions in a community setting rather than a jail setting.

Staff utilize a variety of community resource agencies that have programs specifically designed to assist this type of offender in changing their behavior, belief system, and, ultimately, their actions. Two victim assistance officers assist victims of domestic violence cases by helping them complete victim statements; providing crime victim compensation applications; making plans to ensure the safety of the victim; making referrals to support groups, counseling, shelters, and the Prosecutor's Office; offering support at Court hearings; and keeping victims informed of Court proceedings.

### **Specialized Probation Supervision Programs**

Specialized Probation Supervision Programs – Chemical Abuse Program (CAP), Multiple O.M.V.I. Offender Program (MOP), Sex Offender Program, and Mental Health Officer. These specialized probation supervision programs offer judges viable sentencing options in cases involving drug usage or chemical dependency, sexually deviant behavior, or mental health issues, whereby specialized probation supervision can be utilized instead of incarceration. To enhance public safety, specialized/intensive probation supervision is designed to assist clients in achieving recovery through the fullest possible use of all available treatment resources.

### **Investigation Services**

The Investigation Unit prepares presentence reports and postsentence reports, and conducts sealing of records (expungement) investigations. These reports provide critical information for the Court to consider in making an appropriate disposition of the matter based on the particular defendant and facts. Presentence reports provide information for treatment and rehabilitation of the offender, and options for the supervision of the offender, should he/she be placed on probation. In 2004, 2,758 investigations were ordered.

### **Supervised Community Service**

This sentencing alternative allows for placement of convicted offenders in unpaid positions with nonprofit or governmental agencies, where they perform community service hours in lieu of costly incarceration. Community service allows the offender to repay a debt to society in a meaningful way by providing free labor to agencies. In 2004, probationers performed 43,447 hours of community service.

### **Restitution Program**

The restitution program illustrates the Court's philosophy of serving the needs of victims and the community at large. When a judge orders a defendant to make restitution to a victim, the restitution officer determines the amount to be paid, then collects and disburses the monies to the victim. In 2004, the unit collected \$435,987.29 in restitution that was paid to victims.

### **The Provided-No-Convictions Program**

PNC is a special conditional sentence where all or part of a sentence may be suspended, provided there are no other convictions for a specific period of time, not to exceed five years.

### **Support Services**

The Support Services Unit includes receptionists; intake assignment coordinators, who conduct intake interviews and assign cases to probation officers; transcriptionists, who transcribe probation reports, presentence and post-sentence investigations, statements of violation, and correspondence; support relief officers; and a support/liaison officer who provides assistance to the sex offender probation officer specialist and the mental health probation officer specialist.

#### **Assessment Referral Services Program (ARSP)**

Clinicians paid by Netcare, a local mental health agency, staff this program. They assess probationers for chemical dependency abuse, basic mental health issues, and dual diagnosis (substance abuse and mental health issues). They also assist in the referral process when probation officers have difficulty with a particular agency or need assistance concerning where to refer a probationer.

#### **SERVICE BAILIFFS**

Service bailiffs assist litigants, attorneys, and the Court by delivering legal documents to parties and enforcing judgment remedies. Service bailiffs serve complaints, summonses, subpoenas, and garnishments; enforce orders of attachment and seizure of personal property; attach bank accounts; enforce writs of execution and restitution; and supervise the set-out of tenants' property during an eviction.

Service bailiffs process or serve more than 51,000 legal documents annually. There are 20 full-time employees in the department: a chief service bailiff, 13 general service bailiffs, 5 set-out crew service bailiffs, and a secretary/receptionist.

#### **SMALL CLAIMS DIVISION**

The Small Claims Division was created in 1967 through the enactment of Chapter 1925 of the Ohio Revised Code, which mandates the establishment of a Small Claims Division in each of Ohio's municipal and county courts. Its purpose is to enable individuals to pursue claims for money in amounts up to \$3,000 in a more informal and expeditious forum without the expense of using an attorney. A judgment obtained in Small Claims Court may be enforced and appealed in the same manner as any other civil judgment rendered by the Court. The office has five full-time employees and handles more than 11,000 cases a year.

#### **The Dispute Resolution Program**

The Dispute Resolution Program was established within the Small Claims Division to provide mediation services for the Court. Mediation is a process where a neutral third party, a mediator, meets with disputing parties in an effort to achieve a voluntary settlement of their controversy. It is very different from adjudication or arbitration in that the mediator does not have the responsibility or authority to impose a resolution upon the parties. Most disputes are mediated prior to the filing of formal legal action; others may be mediated at any stage of their progress through the system. There are approximately 24 evening sessions scheduled per year. In 2004, more than 1,900 disputes were resolved through mediation.

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

The Franklin County Municipal Court Judiciary and the Clerk of Court operate a shared computer system that is funded by fees collected by each entity. The Court's budget for 2004 was \$486,381.