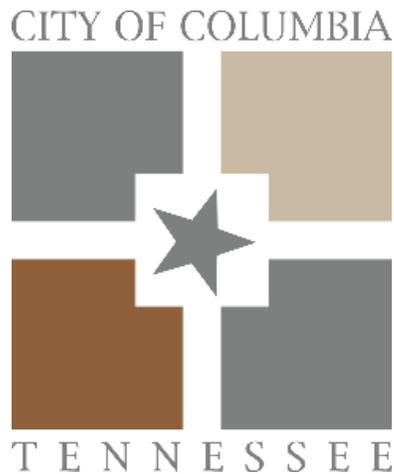


PERFORMANCE REPORT 2014 – 2015

Mayor and City Council



Columbia, Tennessee
August 2015

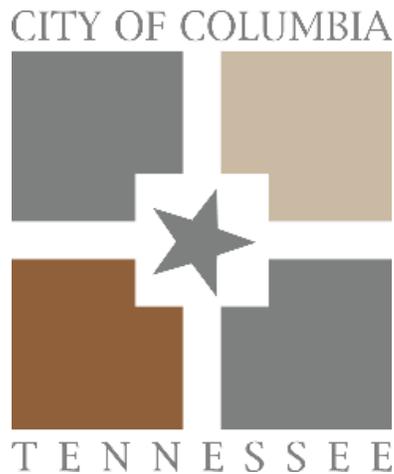


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PERFORMANCE REPORT 2014 – 2015

Mayor and City Council



Columbia, Tennessee
August 2015



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Columbia Vision 2030

**Columbia 2030 is a *HISTORIC COMMUNITY*
with *NATURAL BEAUTY* and the *REGIONAL*
*HUB FOR SOUTH CENTRAL TENNESSEE.***

**Columbia 2030 has an *ACTIVE DOWNTOWN*,
a choice of *LIVABLE NEIGHBORHOODS*, and
a *GROWING ECONOMY.***

**Columbia 2030 has tremendous
COMMUNITY SPIRIT,
and is a **GREAT PLACE TO LIVE!****

Columbia's City Government: Our Mission

THE MISSION OF THE CITY GOVERNMENT IS TO OPERATE A

LOW COST GOVERNMENT

PROVIDING

MUNICIPAL SERVICES

THAT ARE

RESPONSIVE TO THE CUSTOMERS.

City of Columbia Goals 2020

Growing City Economy

**Financially Responsible City Providing
Excellent Services**

More Attractive, Livable City

Fantastic Downtown

Upgraded Streets, Improved Transportation System

City of Columbia Policy Agenda 2014 – 2015 Targets for Action

TOP PRIORITY

- √→City Tourism Development Strategy
- ★Hotel/Motel Tax: Seek Legislative Approval
- City Retail Strategy
- √→Sports Commission: Development
- Employee Pension: Reform and Funding
- Riverwalk Extension/Pioneer Park/Parking
- ★Vacant Building Ordinance: Development

HIGH PRIORITY

- School Strategy: City Actions
- Hotel and Conference Facility
- Parks and Recreation Master Plan
- Ridley Park: Next Phase
- Rose Hill and Rose Mount Cemetery
- ★→City – Maury County Relationship and Strategy
- 25 – 40 Action Plan

★= Completed √ = In Progress → = Significant Progress

City of Columbia Management Agenda 2014 – 2015 Targets for Action

TOP PRIORITY

★814 Main Street Building Renovation

★Bi-Annual Paving Program

→Event Planning Position/Tourism Development

→Anti-Litter Program

→Fire Station on Bear Creek Pike

HIGH PRIORITY

√→City Facilities Property Condition Assessment and Master Plan

★EPA Administration Consent Order

★→City Branding Program

→Transportation Master Plan

→Comprehensive Capital Improvement Plan
and Funding Mechanism

★= Completed √ = In Progress → = Significant Progress

City of Columbia

Management in Progress 2014 – 2015

- ★ 1. **IDB: Annual Performance Report**
- ★ 2. **City Debt Policy: Development**
- ★ 3. **Revenue and Operating Budget Policies: Adoption**
- ★ 4. **Supervisor Training Program: Module 1**
- ★ 5. **City Naming Policy: Streets, Bridges, Parks, Recreation Buildings**
- ★ 6. **Payroll/Time Keeping Services: Contract**
- ★ 7. **Storage Area Network (SAN): Installation**
- ★ 8. **Personnel Handbook: Development, Adoption**
- ★ 9. **Wireless System Replacement**
- ★ 10. **Computer Security Audit Report and Corrective Actions**
- ★ 11. **Emergency Operations Center: Safe Space Opening**
- 12. **Automatic Mutual Aid with Maury County**
- ★ 13. **ISO Audit: Visitation, Report on Score**
- ★ 14. **Health Insurance: Monitoring Annual Review, Modifications**
- 15. **Continuity of Operation Plan: Budget Proposal for Development**
- ★ 16. **Fire Standard Operating Guidelines**
- ★ 17. **Small Solid Waste Truck: Budget Proposal (Rear Loading)**
- 18. **NIMS Training: Assessment, Elected Official Session, Employee Session**
- ★ 19. **Performance Management System: Form, Process, eVersion**
- 20. **Communications/ 9-1-1 Center: Equipment Funding, Policy/Protocol Development and Implementation**
- 21. **Knox Box Program/Private Alarm Ordinance**
- 22. **Basic Emergency Operations Plan: Update**

★ = Completed √ = In Progress → = Significant Progress

- 23. **CDBG: East Columbia Neighborhood Revitalization Plan Grant**
- 24. **Domestic Violence Strategy: Funding for Advocacy**
- 25. **Hydraulic Investigation and Plan Development (for Flood Prone Areas): Budget Proposal**
- 26. **Abatement for Neglected Properties: Budget Proposal**
- 27. **NSP: Single Family Homes (2)**
- 28. **HOME Grant: Rehabilitating Homes (Target: 20)**
- ★ 29. **Arts Council: Annual Report**
- 30. **Sewer Capacity Plan and Assessment Report**
- ★ 31. **Municipal Planning Commission**
- 32. **NPDES Permit on Discharge (Waste Water)**
- 33. **Riverwalk Litigation: Resolution**
- 34. **Street Cut Ordinance and Manual: Update**

★ = Completed √ = In Progress → = Significant Progress

City of Columbia Major Projects 2014 – 2015

- ★ 1. Trotwood Avenue/James Campbell Boulevard Intersection Improvements
- ★ 2. Police Building Renovation and Relocation
- 3. Woodland and 9th Street to 10th Street Storm Sewer Reconstruction
- ★ 4. Duck River and Riverside Upstream Inverted Siphon Structure Improvements
- 5. 301 Crestland Storm Sewer Reconstruction
- 6. Sewer Rehabilitation Projects: Royal Oaks, Stevens Bottom, West 1st
- 7. Waste Water Pump Station Telemetry
- 8. SCADA System
- ★ 9. Fitness Center Renovation (Armory Recreation Center)
- 10. Fairview Park: Fence Replacement
- ★ 11. Restroom Renovations: Woodland Park, Fairview Park
- 12. Parking Lot for Farmers Market
- 13. Gateway Improvements for Highway 31/Neapolis (TDOT Roadscape Grant)
- ★→ 14. West 7th Street Preliminary Design, Funding
- ★ 15. 17th Street/Highland to Main: Sidewalk Repairs
- ★ 16. 6th Street/Garden Traffic Signal: Upgrade
- 17. West 8th Street and Garden to High Street Sidewalk Replacement
- ★ 18. Mayes Place Sidewalk Replacement
- ★ 19. Signal Installation: Spring Meade Boulevard (STP)
- 20. North Point Industrial Park/Highway 31 Project
- 21. Bear Creek Pike and Patterson to Lasea Intersection Alignment Project (TDOT)
- 22. South Main Street and Depot Street to Garden Street Sidewalk Replacement

★ = Completed √ = In Progress → = Significant Progress

GOAL 1	GROWING CITY ECONOMY
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ACHIEVEMENTS 2014 – 2015	MEANS TO RESIDENTS
<p>1. <u>Hotel/Motel Tax Adoption:</u> Support for Tourism, Revenue Source for Projects, Revenue coming in September 2015</p>	<p>+ More tourism and tourist related dollars for projects that benefit the Columbia Community</p>
<p>2. <u>North Point Business Development:</u> New Business, Business Expansion</p> <ul style="list-style-type: none"> A. Distillery B. Charter C. Stamping Company 	<p>+ Major businesses investing now in Columbia</p> <p>+ Improved traffic flow at a critical intersection</p>
<p>3. <u>Trotwood Avenue/James Campbell Boulevard Intersection Improvements:</u> Better Traffic Flow</p>	<p>+ Improve medical services especially for cancer treatment</p>
<p>4. <u>Cancer Center at Columbia Mall:</u> Opening, Reinvestment</p>	<p>+ Quality job opportunities for Columbia residents</p> <p>+ More jobs close to home</p>

OTHER SUCCESSES

1. IDB Annual Performance report

GOAL 2	FINANCIALLY RESPONSIBLE CITY PROVIDING EXCELLENT SERVICES
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ACHIEVEMENTS 2014 – 2015	MEANS TO RESIDENTS
<p>1. <u>Hotel/Motel Tax Adoption</u></p> <p>2. <u>Budget Adoption:</u> Smooth Process, Sales Tax Revenues – Increase, Maintained Excellent Services</p> <p>3. <u>Police Building Renovation Open House:</u> Functional Space, On Time/Within Budget, Welcome in Downtown, Sold \$315,000 – Narcotic</p> <p>4. <u>New City Logo:</u> Professional Image, Unique Design, Active use by Community</p> <p>5. <u>Fire ISO Rating 1:</u> National Recognition, Only City in Tennessee, “Best Practices” – Model for Fire Department</p> <p>6. <u>EPA Administration Order:</u> Agreement with EPA, Actions Taken by City before EPA Visit, Realistic Plan with Projects, Teamwork among City Staff and Consultants Willingness to Work with the EPA and Transparency</p>	<ul style="list-style-type: none"> + Improved City facilities – customer friendly, productive workspace + New City image through a unique logo + Top quality Fire services – nationally recognized as “One of the Best” + Responsible use of tax payer dollars + Efficient cost effective delivery of City services + National recognition for financial systems and fiscal soundness + Reliable delivery of “Excellent City Services”

OTHER SUCCESSES

1. City Debt Policy: Development
2. Supervisory Training Program
3. City Naming Policy: Streets, Bridges, Parks, Recreation Buildings
4. Payroll Services: Contract to Paylocity
5. Storage Area Network (SAN): Installation
6. Personnel Handbook: Adoption
7. Wireless System Replacement
8. Emergency Operations Center Safe Space Opening
9. Small Solid Waste Truck (Rear Loading): Funding
10. Performance Management System: Form, Process, eVersion
11. Duck River and Riverside Upstream Inverted Siphon Structure Improvements
12. Social Media Policy and Program
13. Surplus Properties Sale
14. Columbia Power and Water Broadband Revenue and Tax Refunding Bonds (\$9 million at 1.19% = Savings)
15. Banking Services Contract
16. CFOA CAFR Award (15th year)
17. Fire Wi-Fi Update on all Apparatus
18. Fire Station Upgrade
 - a. Station 1 – Rear Parking Lot
 - b. Station 2 – All Weather Access
19. Fire: Pads for Firehouse Software
20. Mobile Command Post: Operational
21. Proactive Community Risk Reduction: “Don’t Text and Drive”, Water Safety, Child Safety Seat Certification

OTHER SUCCESSES

22. MIS Replacement Schedule
23. Planning for Windows 10
24. HRIS System: Implementation
25. Crime Reduction: 3.4% (7th year in a Row)
26. Police Vehicles Purchase (12)
27. SCADA System: Upgrade
28. Remote Telemetry System for Wastewater Pump Station
29. Sewer Rehabilitation: Royal Oak and Stevens Bottom Sub-basins, and West 1st Street Area
30. Recycling Program: Expansion to 2,460
31. Snow Removal
32. Latta Drive and Riverside Drive Storm Sewer Upgrade
33. Hatcher Lane and Scribner Storm Sewer Improvements
34. Woodland and 10th Sewer Upgrade
35. 1102 Tennessee Drive Storm Sewer Improvements
36. 1408 to 1412 Riverstone Storm Sewer
37. 102 Cayce Valley Drive Culvert Replacement
38. 6th Street and North Main Fountain Repairs
39. 1730 and 1732 University Place Drainage
40. 687 New and Hood Road Drainage Improvements
41. 1216 Carmack Storm Sewer Repair
42. Circle Drive and Ritter Drive Drainage Repair
43. Debit and Credit Card System: Installation

OTHER SUCCESSES

44. New Tax Bill: More Information for Taxpayers

45. New Tennessee Business Tax Rules and Regulations: Implementation

46. Crime Mapping and Strategic Deployment

GOAL 3	MORE ATTRACTIVE, LIVABLE CITY
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ACHIEVEMENTS 2014 – 2015	MEANS TO RESIDENTS
<p>1. <u>Fitness Center Renovation (Armory Recreation Center):</u> More Programs, New Membership</p>	<ul style="list-style-type: none"> + More reasons to live in Columbia + More choices for your leisure time
<p>2. <u>Restrooms Renovations:</u></p> <ul style="list-style-type: none"> a. Woodland Park b. Fairview Park 	<ul style="list-style-type: none"> + Better quality parks and sports facilities + Protection/enhancement of property values
<p>3. <u>Arts Commission:</u> Establishment, Dream Forest Grant for Public Art, Significant Community Involvement</p>	<ul style="list-style-type: none"> + Upgrade homes and quality new homes – opportunities to “move up” in Columbia
<p>4. <u>Park Improvements:</u> Ballfields, Lots by Riverwalk, Splash Pad, Fairview Park Clean Up</p>	<ul style="list-style-type: none"> + More pride in the Columbia community + More attractive Columbia community – better “curb appeal”
<p>5. <u>Splash Pad Development:</u> Active use, Police Officers Playing with Children</p>	

OTHER SUCCESSES

1. Home Grant: Rehabilitating Homes
2. Subdivision Regulation: Update
3. Planning Commission: Municipal Function
4. Ridley Park as a Tournament Destination
5. Holiday Lights in Woodland Park
6. Special Events Promotion on Social Media
7. Riverside and Carter Streets Farmers Market Improvements
8. Riverwalk Park Grading and Land Clearing

GOAL 4	FANTASTIC DOWNTOWN
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ACHIEVEMENTS 2014 – 2015	MEANS TO RESIDENTS
1. <u>Business Development</u>	+ More reasons to go Downtown – to eat, to shop, to enjoy
2. <u>More Downtown Events</u>	+ More community events in Downtown
3. <u>West 7th Street Preliminary Design, State Funding</u>	+ More attractive and beautiful Downtown
4. <u>Roundabout 6th: Working, Visual Focal Point</u>	+ Easy access to and parking in Downtown
	+ Downtown becoming a major community focal point

OTHER SUCCESSES

1. 814 South Main Street Building Restoration

GOAL 5	UPGRADED STREETS, IMPROVED TRANSPORTATION SYSTEM
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ACHIEVEMENTS 2014 – 2015	MEANS TO RESIDENTS
1. <u>Bi Annual Street Paving Programs:</u> Smooth Ride	+ Protection of home and property values
2. <u>James Campbell Corridor Paving</u>	+ Better quality streets
3. <u>Columbia Works Projects:</u>	+ Improved traffic flow
a. Drainage Tunnel	+ Less damage to your personal vehicle
b. Parking Lot at Farmers Market	
c. Woodland: Phase 1	+ City access to federal dollars for road improvements
4. <u>Joining MPD and Agreement</u>	

OTHER SUCCESSES

1. 17th Street/Highland to Main Sidewalk Repairs
2. 6th Street/Garden Traffic Signal Upgrade
3. Mayes Place Sidewalk Replacement
4. Spring Meade Boulevard Signal Installation
5. Projects Submittal to MPO for 2040 Transportation Plan and Funding

City of Columbia Other City Successes 2014 – 2015

- 1. Mayor – City Council Teamwork**
- 2. Increased Interaction with Maury County**
- 3. Increased Interaction with Maury County Schools**

Departmental Successes
City of Columbia
2014 – 2015

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: City Manager’s Office

Please list your department’s most important achievements that were completed during FY 2015 under “Success.” Under “Impacts”, please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: New Police Station Downtown

Impacts: Got Police out of a poor building, brought them back to their historical home. Helped downtown.

Success: ISO Number 1 Ranking

Impacts: Helped property owners by reducing insurance. Improved fire protection.

Success: Hotel/Motel Tax Approval

Impacts: Will provide revenue stream to promote and market Columbia.

Success: 814 South Main Street Building Restoration

Impacts: Helped Downtown. Addressed blighted condition downtown.

Success: New City Logo

Impacts: New logo to give the City of Columbia a fresh new look to promote the community.

Success: Trotwood/James Campbell Blvd. intersection improvements

Impacts: Improved safety and traffic flow.

Success: Negotiated EPA Administrative Order

Impacts: Successfully negotiated sanitary sewer order with U.S. EPA

Success: TDOT Transportation Enhancement Grant Award

Impacts: Will allow the City to conduct a \$1,156,000 West 7th Streetscape Project.

Success: Sale of Surplus properties

Impacts: Provide revenue to renovate the Jack & Jill Building.

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: Development Services

Please list your department's most important achievements that were completed during FY 2015 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Trotwood Ave/James Campbell Blvd Intersection completion
--

Impacts: Transportation

Success: New Signal Installation at Spring Meade Boulevard completion
--

Impacts: Transportation

Success: 814 Main Street Renovation completed
--

Impacts: Downtown blight removal and reuse

Success: Removal of the Planning Region, returning the Planning Commission to a municipal commission

Impacts: Elimination of staff time reviewing plans for the county and ending the confusion for development approvals from the city for county projects.
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Success: West 7 th Multi-Modal Streetscape Preliminary Master Plan with grant proposals

Impacts: Quality of life for residents, redevelopment spark with an extension of downtown
--

Success: Columbia Subdivision Regulations update complete
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Impacts: Modifying design guidelines to promote a better quality of development and further stream line the review process.
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Success: Submission of transportation projects to the MPO for the 2040 transportation improvement plan (TIP).

Impacts: Eligibility of funding for future projects from a larger pool of monies with merit based projects.

Success: Process improvement and cleanup of Letters of Credit

Impacts: Reduction in unfinished roads within subdivisions and clear timeframes of completion

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: Emergency Management

Please list your department’s most important achievements that were completed during FY 2015 under “Success.” Under “Impacts”, please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Construction of the Emergency Operations Safe Space Facility has been completed.

Impacts: Previously, Columbia/Maury County did not have an adequate emergency operations center. That deficiency severely hampered the ability to coordinate rescue and recovery efforts during and following any major emergency or disaster. Also, Columbia/Maury County did not have any recognized short-term shelters for citizens to seek refuge in during times of severe weather or other forms of crisis. Public and responder safety were compromised because of these deficiencies. Completion of this project addresses these shortcomings with no direct impact to the City of Columbia Budget.

Success: All state and federally mandated emergency management/homeland security reports have been completed and submitted.

Impacts: Timely and accurate submittal of reports and participation in mandated programs is required to continue to receive grant funding.

Success: The Office of Emergency Management continues to remain in the Federal Emergency Management Agency / Tennessee Emergency Management Agency Emergency Management Performance Grant Program.

Impacts: The Program provides funding to a limited number of emergency management agencies across the nation that are able to meet and maintain stringent performance standards. The funding is used to enhance current objectives and programs with no impact to the City of Columbia Budget.

Success: The City of Columbia and Maury County, Mt. Pleasant, and Spring Hill continue to remain as designated StormReady Communities by the National Weather Service.

Impacts: Earning StormReady recognition indicates that communities have done everything possible to improve emergency first responder and citizen preparedness in the event of a natural disaster. These improvements continue to be coordinated by Emergency Management and involve all four entities working together and supporting the project. StormReady communities are better prepared to save lives from the onslaught of severe weather through advanced planning, education, and awareness. No community is storm proof, but preparing for them can definitely save lives. This continues to be accomplished with no impact to the City of Columbia Budget.

Success: Continued utilization of an early warning/notification system.

Impacts: Disasters and major emergencies cause avoidable and unnecessary death and property damage that can be significantly reduced with effective early warnings. This system enhances public safety with no impact to the City of Columbia Budget

Success: Receipt of grant funds totaling \$71,047.00

Impacts: These funds will be utilized primarily to expand and enhance existing hazardous operations teams' response capabilities both locally and district-wide through:

- Chemical, biological, radiological, and nuclear, (CBRN) response equipment and supplies
- Improvised explosive device (IED) response equipment and supplies

Hazardous operations teams provide specialized rescue and response services to the citizens and visitors of our local communities and also our Homeland Security District, thereby vastly increasing public safety. The safety of city personnel is also vastly increased because of the specialized equipment and training that these teams possess and utilize with no direct impact to the City of Columbia Budget.

Success: Application of grant funds totaling over \$62,047.00

Impacts: Enhance the services and capabilities of the Maury County/City of Columbia Office of Emergency Management.

Success: Recovery of costs for responses to hazardous operations incidents. Over \$65,000.00 was recovered during calendar year 2014.

Impacts: These funds are used to reimburse all Hazardous Operations Team (Haz-Ops Team) partner agencies for their labor and material costs. These partner agencies include Columbia Fire and Police Departments. The funds are also utilized to sustain and enhance the Haz-Ops Team. No line item currently exists within the City of Columbia Budget for direct support of the Haz-Ops Team. Recovering these costs allows the Haz-Ops Team to continue to provide specialized services to our local communities with no direct impact to the City of Columbia Budget.

Success: Hosted and conducted numerous exercises including monthly communications exercises, 3 tabletop exercises, and 4 multi-agency full-scale exercises.

Impacts: Since disasters and major emergencies cannot be prevented, planning is one of the most important ways to limit their effects. Plans must be exercised to ensure their applicability and adequacy. Exercising plans improves the safety of our citizens and the safety of responders. These exercises were conducted with no impact to the budget.

Success: Increased disaster awareness and preparedness training and education.

Impacts: Since disasters cannot be prevented, awareness and preparedness training and education are required to reduce their effects and save lives. Emergency Management has implemented numerous programs to disseminate preparedness information. These include

- Dissemination of written preparedness information to local households and businesses
- Routine visits and presentations to schools, businesses, and civic groups
- Routine media releases
- Development and maintenance of a web-site
- Development of written handout materials for local, district, and state-wide dissemination

This is accomplished with no direct impact to the City of Columbia Budget.

Success: Continued implementation of Mass Gatherings Permitting Process

Impacts: Special events and mass gatherings have the potential to vastly overwhelm local resources and place our citizens, visitors, and staff at great risk. The City of Columbia and Maury County have both adopted extensive legislation regarding mass gatherings and special events. This legislation requires event organizers to coordinate with local agencies and also requires that adequate safety plans be developed before large events can occur. This has the potential to reduce injuries, save lives, and reduce the impact to our communities caused by special events. During calendar year 2014, forty-four mass gatherings permits were processed. Thirty-four of those occurred in the City of Columbia. Fourteen occurred in the unincorporated areas of Maury County.

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: Finance Department

Please list your department’s most important achievements that were completed during FY 2015 under “Success.” Under “Impacts”, please explain what the benefits to the city and to a resident were as a result of each achievement.

Comments: Many of the functions performed by the Finance Department serve to provide assistance to other departments (accounts payable, payroll, purchasing, etc.). As such, many of the “Successes” are routine events that happen weekly, monthly or annually and may not be perceived to provide “benefits” to the average citizen.

Success: Successfully transitioned payroll providers from ADP to Paylocity.

Impacts: Transitioning to a different payroll provider who will also provide a HR module for the City will result in lower costs than remaining with ADP. Additionally, there will eventually be a self-service module where employees can print check stubs, W-2’s and change addresses, etc.

Success: Provided support/assistance to Columbia Power & Water during the refinancing of their Broadband Revenue & Tax Refunding Bonds (2014 and 2015 issues). Assisted with preparation of agenda items, forms, etc. and with meeting State requirements for routing of documents.

Impacts: CPWS’s refinancing of over \$9 million in bonds to an interest rate of 1.79% from an approximate rate of 5% will result in significant savings over the remaining term of the loan.

Success: Presented revenue and operating budget policies for Council adoption and amended the City’s Debt Policy.

Impacts: Adoption of these policies demonstrates Council’s agreement with fundamental principles of balance budget and provides stability to avoid service disruption caused by revenue shortfalls.

Success: Assisted with preparation of the annual budget (spreadsheets, schedules & budget document itself). Provided salary & benefit numbers for incorporation within the budget.

Impacts: The budget document itself, together with clear communication between the Management Team and City Council during the budget process assists the Council in prioritizing available funds and addressing revenue needs.

Success: Processed accounts payable checks throughout the year in a timely manner.

Impacts: Maintaining current balances with vendors ensures that departments will be able to get “what they need when they need it” in order to function.

Success: Provided assistance to departments with Purchasing function (requests for proposals or bids, specification review, bid openings, proposal/bid reviews, agenda items for most purchases, issuance of purchase orders)

Impacts: Maximizing limited available resources and responsible commitment/expenditure of taxpayer dollars. Compliance with purchasing regulations ensures consistent treatment throughout the City.

Success: Provided payroll for city employees throughout the year.

Impacts: Paying employees timely and accurately is something that employees expect for performing their respective job functions for the City.

Success: Assistant Finance Director coordinated sale of several parcels of unused City property as well as surplus machinery, equipment and other items, which were listed on GovDeals. Obtained bids for unused building at Pillow Drive.

Impacts: Will eliminate the need to pay for the recurring maintenance of unused real estate and will collect funds for surplus/obsolete items and remove them from City inventory. Funds from Pillow Drive may be used to renovate other City-owned property in the future.

Success: Prepared grant billings for most grants received by the City.

Impacts: Maintained compliance with grant requirements, recouped money for allowable expenditures.

Success: Updated Request for Proposals for banking services and awarded proposal to First Farmers & Merchants Bank.

Impacts: Going through the proposal process allows the City to compare potential interest earnings and expenses in order to maximize interest earnings and minimize expenses to the City. Continued consolidation of accounts at one financial institution simplifies administration of funds.

Success: Received Certificate of Achievement for Excellence in Financial Reporting from Government Finance Officers Association for 15th consecutive year.

Impacts: Demonstrates that the City maintains a high level of professionalism in financial reporting...lends credibility with citizens/City Council.

Success: Advertised for the sale of seized weapons on Gov Deals and worked with local vendor to meet requirements for the sale.

Impacts: Reduced the number of seized weapons held by the Police Department and generated additional revenue for the City.

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: Columbia Fire Department

Please list your department's most important achievements that were completed during FY 2015 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Received ISO rating as a Class 1 department. CFD is the only department within the State of Tennessee to receive a Class 1 rating. Currently CFD is 1 out of 102 in the United States with this rating.

Impacts: Possibility of lower insurance premiums for residential and commercial business owners within the City of Columbia.

Success: Updated Wi-Fi in all CFD apparatus.

Impacts: Improves communication and response times.

Success: Completed a portion of the TVA energy audit with the installation of a new HVAC unit at Station 1.

Impacts: Lower energy costs and more energy efficient.

Success: Completed all weather access at Station 2

Impacts: Allows CFD and Public Works departments all weather access to storage area at the rear of Station 2.

Success: Completed repair and upgrade to rear parking lot at Station 1.

Impacts: Removed spoil and substrate of the affected area. Installed new substrate and concrete. Diminishes pooling water in front of the bay area.

Success: Implemented a nozzle maintenance program to ensure fire nozzles meet correct flow pressure and volume.

Impacts: Allows the capability to safely flow the correct amount of water to ensure the safety of firefighters.

Success: Continuation of the smoke alarm installation in homes located within the City of Columbia, with the help of the State of Tennessee.

Impacts: Knowing that in 6 out of every 10 house fires where a person dies, there is no working smoke alarm found within the residence, this program helps reduce the chance of having someone die in Columbia. The fire alarm notifies them of a potential threat of danger from fire.

Success: The Columbia Fire Department partnered with the Office of Emergency Management in its Hazardous Materials training during our annual in-service

Impacts: By partnering with multiple agencies, we are building a stronger regional team that can be deployed in a moment's notice to all of Maury County and all contiguous counties.

Success: Purchased 4 iPads in preparation for Firehouse software upgrades.

Impacts: To improve pre-planning and codes enforcement.

Success: Hired Part-Time Administrative Assistant.

Impacts: Allows Administrative Division to have a person in the office at all times during business hours, relieves Administrative Assistant during her absence, supports Suppression and Investigation Division by providing flow of information and increases proficiency of data entry for Prevention and Codes Enforcement.

Success: Honor Guard uniform purchase was completed.

Impacts: The Honor Guard program is one of the most important programs the Columbia Fire Department embraces. Respecting those who have passed on gives Honor where Honor is due. It also instills pride into those participating as an Honor Guard member and to those that witness Honor being given. This program cherishes the sanctity of life.

Success: Continued to be pro-active in Community Risk Reduction in partnership with CPWS utilizing “Don’t Text and Drive” video, “Public Water Safety” video and Child Safety Seat Certification.

Impacts: Emphasizes the dangers of texting and driving, how to be safe around water and how to properly install a child safety seat. The Don’t Text and Drive exercise is used in public schools and involves area students, driving home the importance of focusing on driving. The Child Safety Seat program is used to teach parents/grandparents how to properly install a child seat to provide maximum safety.

Success: The Columbia Fire Department operates under the direction of Maury Regional Medical Center to provide emergency medical response for the City of Columbia. Each year the State of Tennessee audits this program to ensure the program meets quality standards set by the State of Tennessee.

Impacts: The citizens of Columbia will continue to receive prompt quality treatment for medical emergencies through a timely response.

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: MIS Department

Please list your department's most important achievements that were completed during FY 2015 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Major Software Updates:
ArcGIS, Firehouse, Internet Explorer (version 8 for PCs running Windows XP, version 11 for all other Windows operating systems), IpTTY (Allows the hearing impaired to communicate via computer instead of phone), Kenexa (testing software), Pictometry (GIS), Rogers Learning System, and VitalChek (credit/debit card processing).

Impacts: Personnel have the most up-to-date software with the latest features, plus security updates and patches.

Success: Software Updates (Routine):
Adobe Flash Player (ActiveX and Plugins), Adobe Reader, Adobe Shockwave Player, AVL (Automatic Vehicle Location), BackupExec, CAD, eAgent, EdgeWave, Google Chrome (Internet browser), Java, MDIS, McAfee VirusScan & ePolicy Orchestrator, Microsoft Office (various versions), Mozilla Firefox (Internet browser), NextGen (general ledger), OpenOffice, Southern Software RMS (formerly known as PolicePak), TightVNC (remote management), TITAN (police), and VLC Media Player

Impacts: Personnel have the most up-to-date software with the latest features, plus security updates and patches.

Success: MIS Replacement Schedule – Equipment replacement and installation of new PCs, laptops, servers, and Spam filter.

Impacts: Replaces aging hardware, which is out-of-date and no longer under warranty. This provides the latest technology for city personnel.

Success: Acquisition of a replacement Wi-Fi system, with redundancy, and a guest network.

Impacts: The old wireless system was at end-of-life, and had a single point of failure, which was problematic given our increasing dependence on secure wireless access into the network. The new system has redundant controllers and provides for significantly increased access speeds, in addition to expansion of our existing system. Also, a guest network was created that allows authorized individuals to access the Internet, but are isolated from the city's internal systems.

Success: Expansion of voice and data services at the Armory Fitness Center.

Impacts: Voice and data services are now available in the remodeled Armory Fitness Center, and Wi-Fi has been added.

Success: Acquisition of SAN (Storage Area Network) system to expand available disk capacity on the network.

Impacts: The SAN brings two significant improvements: Additional capacity for our ever-growing storage needs; Redundancy and high availability in the event the primary SAN device experiences a failure – the secondary unit takes over until the primary SAN is returned to service.

Success: AVL Project – Assistance with installation and configuration of Automatic Vehicle Location software and equipment

Impacts: Expanded services to Police, Fire, and E911, resulting in increased efficiency and decreased response time.

Success: New Police Headquarters

Impacts: Provided planning and implementation of new VoIP phone services, data, and Wi-Fi access at the renovated building.

Success: Major Relocation of Equipment at CPWS

Impacts: Provided continuity of services and expanded capabilities and access for future expansion.

Success: Windows 10 Planning and Implementation

Impacts: Began evaluation of Windows 10 preview versions in anticipation of future upgrade of all our workstations to the new operating system.

Success: Micro PCs installed in Conference Rooms and Council Chambers

Impacts: The new micro PCs are permanently assigned to multimedia stations to facilitate use of audio-visual displays.

Success: Migration of Phone Circuits to CPWS

Impacts: One of three PRI circuits for VoIP was implemented at the new Police Station, at a lower cost and with higher reliability than that provided by AT&T. Plans are proceeding to migrate the remaining circuits.

Success: Selection of Web Redesign Vendor

Impacts: A vendor was vetted and selected to completely redesign our public web pages into a user-friendly site incorporating new features such as content management, responsive adaptation for smaller viewing screens (smartphones, etc.) and the ability for departments to update their own content.

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: Columbia Parks & Recreation Department

Please list your department’s most important achievements that were completed during FY 2015 under “Success.” Under “Impacts”, please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Ridley Park as a Tournament Destination

Impacts: Ridley Park is booked for 27 weekends this year for baseball and softball tournaments. These tournaments that are played at Ridley Park over the course of a weekend will generally bring in anywhere from 500-1000 people to our community. These people in turn will be staying in our hotels, eating in our restaurants and shopping in our stores.

Success: Holiday Lights in Woodland Park

Impacts: The department built and installed various Peanuts Characters, Frosty the Snowman, Santa’s sled and reindeer other various characters in Holiday lights and settings around the park. During the three (3) weeks the lights were on, there were 1,379 cars that came through the park and looked at the lights.

Success: Breakfast Rotary Club Splash Pad at Riverwalk Park

Impacts: The City partnered with the Breakfast Rotary Club to install a splash pad at Riverwalk Park. The splash pad was built with volunteer labor provided by the Breakfast Rotary Club. The Splash Pad was opened and dedicated on May 22, 2015. During the 1st summer the splash pad has been very well used by the members of our community.

Success: Promoting Programs and Special Events through Social Media

Impacts: Since the spring of 2014, our department has been advertising our programs and special events on Facebook. This has been a great way for our department to reach members of our community.

Success: Renovation of the Fitness Center at the Armory Recreation Center

Impacts: The Parks & Recreation maintenance staff will be doing some renovating of the Fitness area at the Armory Recreation Center. Staff will be working on removing some of the interior walls and creating a member check in station. These changes will allow staff that work in the fitness center to do their job more effectively.

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: Personnel

Please list your department's most important achievements that were completed during FY 2015 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Policies and Procedures updated and approved.

Impacts: Outdated polices have been revised to reflect current legislation, and changes were made to streamline procedures, and be more employee friendly. Revision requires all employees take part in the wellness screenings so we can get a better picture or the overall health of our employees.

Success: Obtained HRIS system and implemented

Impacts: More efficient tracking

Success: Applicant Tracking

Impacts: No more paper apps! Can track applicant through entire process.

Success: Employee evaluation form created, training has begun and Wastewater has started evaluations.

Impacts: Accountability, feedback to employees, documentation for performance.

Success: Reduced claims for medical insurance

Impacts:

Success: Reduction in the number of recordable injuries from 2013 (43) through 2014 (36) and 2015 YTD (13)

Impacts: Should impact WC rate.

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: Police

Please list your department's most important achievements that were completed during FY 2015 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Completed the renovation of the new Police building at 707 N. Main St. and moved operations in January.

Impacts: Created a better working environment for staff. All operations under one roof – improved communication. Centrally located downtown, better access for citizens.

Success: Crime Reduction of 3.4%

Impacts: Seven consecutive years of crime reduction. Citizens feel safe, quality of life improved. Increased confidence in police department. Encourages economic growth.

Success: Renovated mobile command post

Impacts: Military surplus 40-foot box truck was converted into a Mobile Command Truck for use by the Police and Fire Departments. Enhances public safety response to major incidents and the joint venture improved relations between the two departments.

Success: Purchase 12 new police vehicles

Impacts: Reduced vehicle maintenance cost, better equipment for officers.

DEPARTMENTAL SUCCESSES FY 2015

Columbia, Tennessee

August 2015

DEPARTMENT: Wastewater

Please list your department's most important achievements that were completed during FY 2015 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Construction has been completed on the project to rehabilitate and improve the Duck River Inverted Siphon and the Riverside Upstream Inverted Siphon structures.

Impacts: This project restored the integrity of the structures, and provides for more dependable and safe operation in the future.

Success: Bid has been awarded for the sewer rehabilitation project necessary to eliminate sanitary sewer overflows in the Royal Oaks and Stevens Bottom sub-basins, and to the West 1st Street area sewer.

Impacts: The completed project will provide for the recovery of hydraulic capacity within the area by reducing inflow and infiltration (I & I) of groundwater. In addition, the antiquated Stevens Bottom pump station is being replaced.

Success: The project to upgrade the wastewater pump station remote telemetry system is currently in progress.

Impacts: This project migrates the mode of data transmission utilized in the telemetry system from an obsolete AT&T analog circuit to a VHF radio-based system. Operating costs will be substantially reduced given the fact that no third-party provider will be needed for data transmission service in the future.

Success: The project to upgrade the wastewater treatment plant Supervisory Control and Data Acquisition (SCADA) system is nearing completion.

Impacts: This project will upgrade SCADA system hardware and software, which dates back to the treatment plant expansion in 2002. Restoration of the system's reliability will allow for more effective and accurate operation and recordkeeping.

Success: The collection system Capacity Assessment Plan (CAP), Sewer System Evaluation Survey (SSES Work Plan), Early Corrective Action Plan (ECAP), Sewer Overflow Response Plan (SORP), and Fats Oils & Grease Control Program (FOG) related to the EPA Administrative Order on Consent have been submitted and approved.

Impacts: These written plans detail how the City will focus efforts in assessment, evaluation and improvement of the wastewater collection system moving forward.

Success: Implementation of a GIS based mobile work/asset management system. (*HiperWeb*)

Impacts: This is a mobile system that utilizes iPads to manage the flow of information between field personnel and the GIS to more effectively track and document wastewater collection system activities.