



2012 Calendar City of Bowling Green 2011 Annual Report



City Manager's Letter

Dear Fellow Resident,

On behalf of the Bowling Green Board of Commissioners and employees, it is our pleasure to present the **Sixth Annual City Report and Calendar**.

The theme of this year's report is *The City of Bowling Green: It's all in the details*. As we know, it is only by examining the details of something that its full subtlety and nuance can be discovered.

It is much the same with our City government.

Although we remain committed to the larger principles of open government, quality service delivery, and continuous improvement, it is important that these efforts be closely examined by the public to ensure we are meeting your needs.

This requires focus on not only *what the City is doing, but how the City is doing it*.

Hopefully, we have met your expectations on both perspectives over the past year.

If you have any ideas that can help us better serve you, please let us know.

Bowling Green First,

Kevin D. DeFebbo
City Manager
November, 2011



Fountain Square Park



Board of Commissioners Senior Management Team

Board of Commissioners



Front Row, Left to Right: Commissioner Brian "Slim" Nash, Mayor Joe Denning, and Commissioner Melinda Hill

Back Row, Left to Right: Commissioner Bill Waltrip and Commissioner Bruce Wilkerson

Senior Management Team



Front Row, Left to Right: Lynn Hartley (Chief Information Officer), Gene Harmon (City Attorney), Kim Lancaster (Executive Assistant/Public Information Officer), and Jeff Meisel (Chief Financial Officer)

Back Row, Left to Right: Katie Schaller (Assistant City Manager/City Clerk), Kevin D. Defebbo (City Manager), Greg Johnson (Fire Chief), Brent Childers (Neighborhood & Community Services Director), Mike Grubbs (Human Resources & Risk Management Director), Jeff Lashlee (Public Works Director), Doug Hawkins (Police Chief), Ernie Gouvas (Parks & Recreation Director), and Deborah Jenkins (Internal Auditor)

Vision

The City of Bowling Green is a dynamic urban center, which is a hometown for families and home of the nationally recognized Western Kentucky University.

It has a vibrant downtown and riverfront and a strong, growing economy.

Our diverse Bowling Green residents have access to top quality education, can enjoy an active lifestyle with cultural, recreational and leisure opportunities and live in safe, livable neighborhoods.

We take pride in our great community.



Mission

The City of Bowling Green is committed to strengthening our vibrant community by focusing on quality of life, service delivery, fiscal responsibility, public safety, neighborhood revitalization, visionary leadership, and economic development.



City Hall

2011: The Year in Review and a Look Ahead

ROADS AND TRANSPORTATION: BETTER WAYS TO GET AROUND TOWN

- In October, construction and improvements of Old Morgantown Road were completed.
- The planning study is complete for the Smallhouse Road/Cave Mill Road Realignment Project.
- Snow and ice removal was performed for 10 snow events this year, keeping roads clear. We received 21 inches of snowfall, more than doubling the annual average of 9 inches.
- The Bluegrass Farms Realignment Project was completed, allowing for improved traffic flow.
- Design for multiple road, sidewalk, storm water, and traffic signal projects was completed, with work to begin in FY2012.



January 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 New Year's Day	2 City Offices Closed	3	4	5	6	7
8	9	10	11	12	13	14
15	16 Martin Luther King, Jr. Day City Offices Closed	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

STRONG NEIGHBORHOODS: IMPROVING INFRASTRUCTURE, EMPOWERING PEOPLE

- The former Housing and Community Development Department has been streamlined and re-named Neighborhood and Community Services to better serve our residents.



- Neighborhood and Community Services has added an international liaison position.
- Property was purchased on Covington Street in order to relieve long standing stormwater issues in the neighborhood.
- 30 homeowners received financial assistance with energy efficiency improvements.
- A drainage basin and intake structure was reconstructed on Smallhouse Road to assist with stormwater runoff.



Standard Oil Building



DOWNTOWN REDEVELOPMENT/RIVERFRONT

- Community Development Block Grant (CDBG) funds were used to complete necessary stormwater improvements in the downtown area.
- Sidewalks were replaced on two blocks of Main Avenue between Clay Street and Gordon Avenue.



- New storm sewer pipes were installed, and sidewalk, curb and gutters were replaced on State Street.

PUBLIC SAFETY: MORE STAFF, BETTER EQUIPMENT

- The BGPD Firing Range facility was renovated to provide a better and more comprehensive training environment for law enforcement.



- A new rescue fire engine and a new aerial tower truck were purchased and put into service.
- The Alternate 911 Center was tested and is now operational in the event that the main Communications Center is unavailable.

February 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2 Groundhog Day	3	4
5	6	7	8	9	10	11
12 Lincoln's Birthday	13	14 Valentine's Day	15	16	17	18
19	20 Presidents' Day Washington's Birthday	21	22 Ash Wednesday	23	24	25
26	27	28	29			

- The BGF D hired 7 new recruits.
- The BGF D hired 17 new recruits.
- Public safety vehicles are now outfitted with additional equipment for better connectivity.



- After receiving training from the U.S. Secret Service, BGF D now has its own in-house digital forensics technicians.
- The BGF D received an Assistance to Firefighters Grant to upgrade portable mobile radios.
- Images of floor plans were added to the Fire Department wireless applications in order to assist firefighters en-route to a scene.
- Building renovations at the Airport Fire Station were completed.



Main Avenue

- Aerial pictometry photography was completed to facilitate improvements in the 911 Center's GIS mapping capabilities.
- BCPD standardized an internal investigation format to provide consistency and to assist all personnel involved in internal investigations.

PARKS AND RECREATION: NEW AND IMPROVED FACILITIES

- Lighting at the Hobson Grove baseball fields was replaced.



- Electrical upgrades were completed in-house at both Circus Square Park and the historic Riverview at Hobson Grove.
- An old basketball court was completely replaced at Covington Woods Park.
- A newly built picnic shelter at Covington Woods Park received an Operation P.R.I.D.E. Award.



- Parks and Recreation Department/Special Olympics received more than \$40,000 in material and cash donations.

March 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11 Daylight Savings Time Begins	12	13	14	15	16	17 St. Patrick's Day
18	19	20 Spring Begins	21	22	23	24
25	26	27	28	29	30	31

- Participation at parks facilities was up 1% to 1,146,106 visits.
- Revenue at parks facilities was up 0.8% to \$2,476,590.
- The Kereiakes Park East Little League picnic shelter was built with contributions from the league.

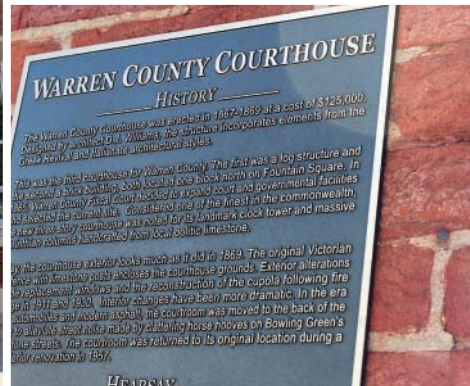


WAYS WE'RE SAVING MONEY

- The City is currently transitioning toward 100% electronic payments with all utilities, which will save time and money.
- Procedures for wage tax filers were revised, alleviating almost \$5,000 in costs for forms, mailing, postage, and internal printing.
- Workers' compensation and vehicle insurance policies were reviewed, which resulted in a savings of over \$25,000.
- New deductibles chosen with regard to risk management are projected to save the City \$70,000 per year.
- The vacant house at Kereiakes Park is being rented out to a local company.



Warren County Courthouse



- Almost \$1 million was saved through various in-house study, design, survey and project management efforts of the Public Works Department.
- The Fire Department and Human Resources Department cooperated on a grant to fund firefighter medical stress tests, saving over \$5,000 in local tax dollars.

BETTER WAYS OF WORKING

- The City launched its Facebook page in December 2010 and currently reaches out to over 700 friends.



- The City website was redesigned, including the design of web based applications, to better serve the public.

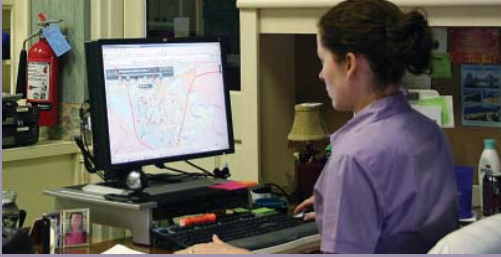


- The Board of Commissioners now has laptops that allow them to receive information such as agenda packets and email, saving time and money.

April 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 Palm Sunday April Fool's Day	2	3	4	5	6 Good Friday Passover Begins	7
8 Easter	9	10	11	12	13 City Offices Closed	14
15	16	17	18	19	20	21
22 Earth Day	23	24	25 Administrative Professional's Day	26	27 Arbor Day	28
29	30					

- An agreement was developed with BGMU allowing them to access our wireless network for a fee.
- Employees received new desktop computers which included an upgrade to Windows 7 and Office 2010.



- At the Sloan Convention Center, all carpeting, 1,800 chairs and 42 tables were replaced, along with overhead door drapes and motorized tracks, air walls in the ballroom and meeting rooms, and a 75-ton HVAC chiller.
- The BCPD evidence vault was audited and reorganized to provide a more manageable and efficient filing and retrieval system.
- Energy efficiency improvements were completed at 22 City-owned buildings, and 2,165 LED light bulbs were purchased and installed.



- The City License Division collected over \$355,000 in additional occupational license fee revenues through field inspections and audits of new and transient businesses.



Circus Square

BETTER SECURITY

- A new anti-virus software and policy enforcement tool has been implemented as a part of the City-wide desktop replacement.
- Information Technology installed numerous additional cameras at various City facilities in order to enhance security.



- Additional encryption was added to our Police Department Mobile Data Computers for added security.
- A study was completed by an employee Process Action Team and recommendations have been made for added security and access control for City facilities. Several improvements are scheduled to be completed in FY2012.

BETTER PRICE TAG

- Based on current usage, a major software license agreement was re-worked to save the City money.
- A contract was developed with a new outsourced mailing service for occupational tax returns, resulting in reduced mailing costs.



May 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5 Cinco de Mayo
6	7	8	9	10	11	12
13 Mother's Day	14	15	16	17	18	19 Armed Forces Day
20	21	22	23	24	25	26
27	28 Memorial Day City Offices Closed	29	30	31		

- An agreement renewal was negotiated for on-line training, increasing our number of users while decreasing our costs for up to five years.



- The City worked with FEMA to recoup \$104,000 in flood damages from the May 2010 floods.
- \$79,000 in City property losses were recovered through personal payments or court-ordered restitution.

DISTINCTIVE

- For the fourth year in a row, the Certificate of Achievement for Excellence in Financial Reporting has been awarded to the City by the Government Finance Officers Association.
- The City hosted the fourth Student Solutions Program, allowing high school students to become involved and engaged in City government.
- The City was re-certified as a "Drug Free Workplace" through the Department of Workers' Compensation Claims, which resulted in a 5% workers' compensation premium savings.



Soccer Complex

June 2012

- The Neighborhood and Community Services Department donated over \$10,000 worth of salvage materials to Habitat for Humanity.
- Bowling Green received an Insurance Services Office (ISO) rating of 3 for both residential and commercial properties, which places us in the top 3% in the nation.
- The BGPD assembled and launched its own band called the *Crime Rockers*, allowing police officers to use their rock and roll talent to communicate safety and anti-crime messages to local school children.



OUTSTANDING

- Bowling Green received \$5,000 in the Drive to a Million Campaign, placing 2nd in the "Innovation and Creativity" category for originality in public education and awareness.
- The American Planning Association (APA) named Fountain Square Park as *One of 10 Great Public Spaces for 2010* under the organization's Great Places in America Program.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14 Flag Day	15	16
17 Father's Day	18	19	20 Summer Begins	21	22	23
24	25	26	27	28	29	30

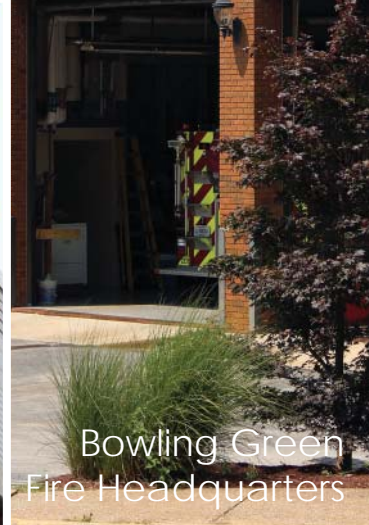
- The BGFD submitted its annual compliance report for accreditation with the Center for Public Safety Excellence. This is the third year of being accredited.



- For the first time since 1996, there were no preventable employee lost-time injuries in FY2011.
- BGPD assisted the Federal Bureau of Investigations in the case involving two suspected foreign national terrorists arrested in May of 2011.
- The BGFD Investigations Unit solved 48% of their cases, more than twice the national average of 18%.

HIGH PERFORMING

- The Public Works Department successfully completed its re-accreditation through the American Public Works Association. The department is the first and only accredited public works agency in Kentucky.
- The Public Information Division now produces, films and edits all *Spotlight on Bowling Green* programs in-house.



Bowling Green
Fire Headquarters

July 2012

- The third annual Internal Control and Fraud Awareness training was conducted for all City funded agencies and various City staff.
- The Housing Division of Neighborhood and Community Services received the High Performer Status from Housing and Urban Development (HUD) for the 7th consecutive year.



- The BGFD Fire Investigations Unit continues to work jointly with the Bureau of Arson Task Force.
- Following an alert by Homeland Security regarding a suspicious aircraft expected to refuel at Bowling Green Warren County Regional Airport, BGPD located 32 kilos of cocaine and arrested the pilot and passenger, both Mexican nationals. Nearly \$1 million in cocaine (estimated street value) was seized.

FISCAL YEAR 2012 KEY BUDGET RECOMMENDATIONS

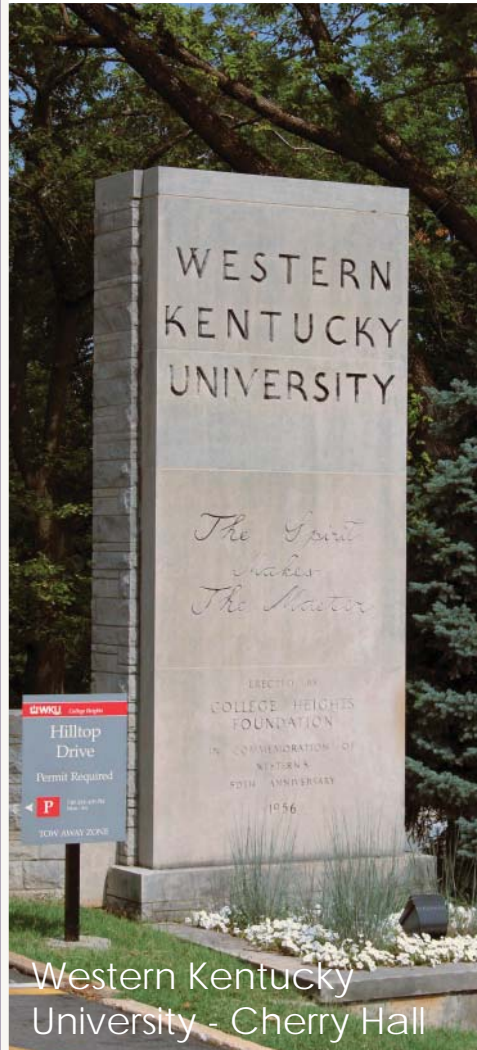
- The overall City operating budget increased by less than 1% for FY2012, compared to last year's adopted budget. The General Fund expenditure budget increased by just over \$4.6 million compared to the previous year. From the high mark of FY2008, the General Fund budget has been reduced by over \$4.7 million, or 8.3%.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4 Independence Day City Offices Closed	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- No local tax increases were recommended or adopted in the budget.
- The General Fund minimum reserve balance (savings) has been increased from 15% to 20% of revenues, to better underwrite the City's financial obligations.
- The City's largest capital road improvement project, Old Morgantown Road, completed in October, and a new capital road project, Smallhouse/ Cave Mill Road realignment, is identified as the next long-range transportation improvement goal.



- No new General Fund financed projects are proposed in FY2012. The total adopted Capital Improvement Program, including debt, is approximately \$18.3 million.
- \$950,000 in State funds will be used to maintain streets and sidewalks as part of the City's annual overlay and reconstruction program.



Western Kentucky University - Cherry Hall

- \$1 million in local tax revenues will be used to continue the Stormwater Mitigation Program and to reactivate the Sidewalk Improvement Program for the enrichment of our community livability.
- \$174,000 will be spent on public safety capital improvement projects to replace equipment for the BGFD and enhance evidence control and criminal investigations in the BYPD, including the development of a stand-alone digital forensic lab.
- Over \$1.4 million will be invested in the City's parks and recreation program for equipment replacement and facilities enhancements, including \$225,900 of federal funds for improvements to Parker-Bennett Community Center and Pedigo Park ball field.
- Approximately \$275,000 will be invested in capital improvement projects at the Sloan Convention Center.



August 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Did You Know?

48 Board of Commissioners Meetings, Work Sessions and Special Call Meetings Held

71 Neighborhood Groups Participating in Neighborhood Watch



216 Positions Filled (Including Temp/ Seasonal)

478 Potholes Repaired

681 Building Plan Reviews Completed

4,836 Fire Incident Responses

7 *Spotlight on Bowling Green* programs produced (2 in-house)

599 Citations Issued for Disregarding Stop Signs

181 Auto, Property, General Liability and Injury Claims Reviewed or Investigated

622 New Jobs Created through Job Development Incentive Program

20 New Installation Street Lighting Requests



Warren County
Public Library

21,405 Property Tax Bills Sent Out in 2010

532 Municipal Computer Users Supported (Including Planning Commission and Other External Agencies)

56,572 Rounds of Golf Played at City Golf Courses



65,440 Police Service Calls to 911

\$64,000 in Delinquent Property Taxes Collected

7 Anti-Litter Presentations/Events

54 Ordinances Considered

71 Fires Investigated

2 New Neighborhood Organizations Created

349 Bikes Registered Online

404.76 Tons of Waste Removed from Streets by Sweeper

1,304 Hours of Safety Related Instruction Presented

590 Transient Business Registrations

September 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3 Labor Day City Offices Closed	4	5	6	7	8
9	10	11 Patriot Day	12	13	14	15
16	17 Constitution Day	18	19	20	21	22 Autumn Begins
23	24	25	26	27	28	29
30						

1,346 Applicants for City Jobs

2,394 Feet of Sidewalk Replaced



4,290 Code Inspections

11,585 People in Fire Education/
Prevention Classes/Events

835 Business Registrations

4,308 Computer Help Desk Requests

970 Acres of Parks Maintained

3,176 Animal Control Calls/Responses

3,613 Complaints/Service Requests
Processed

2,459 Linear Miles of Street Maintained/
Cleaned

1,180 Twitter Followers

1,873 Fire Code Inspections and Pre-Plans
Conducted

10,627 e-News Subscribers

687 Citations Issued for Running Red
Lights



L&N Depot

- 542 New Vendors
- 284 Municipal Orders/Resolutions Considered
- 71 Neighborhood Meetings
- 271,722 Visits to Bowling Green Community Centers
- 725 Facebook Friends
- 4,514 Building/Electrical Inspections
- 285 Total Fire Runs
- 11,309 Accounts Payable Checks Issued
- 13,462 Police Citations (18,968 Charges)
- 8,074 Criminal Charges (Includes Drug Charges)
- 40 Noise Variance Application Requests
- 46 Recruitment Announcements Issued
- 102,254 Square Feet of Buildings Maintained
- 726 Full and Part-Time Public Service Employees



October

2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8 Columbus Day	9	10	11	12	13
14	15	16 National Bosses Day	17	18	19	20
21	22	23	24 United Nations Day	25	26	27
28	29	30	31 Halloween			

2,120 Computers, Printers, and Other Hardware Supported by Information Technology

63,241 Landscape Plants Added

32 Junior Police Academy Alumni

15 Celebrate Safe Communities Events

4.68 Miles of Streets and Alleys Repaved



1,516 Building Permits Issued

3,049 EMS Responses

791 DUI Arrests

1,758,441 Page Views for City Website

51 Special Event/Parade Permit Application Requests

\$95,730 Delinquent Property Taxes Collected

350 City-Owned Vehicles/Equipment Maintained

1,628 Service Requests Completed by Operations Division



Riverview at Hobson Grove

- 4,836 Active Vendors
- 2,721 Volunteers Contributed 71,780 Hours of Service to Parks & Recreation
- 6 *Your City at Work and BG Minute Programs Produced*



- 10 Neighborhood SNAP Grant Recipients
- 20 Stormwater Presentations/Events
- \$118,350,816 Value of Building Permits Issued
- 44 Fire Extrication Responses (Auto and Industrial)
- 149 Certificates Issued for the Purchase of Fairview Cemetery Burial Sites
- 15,650 Traffic Stops
- 69 Requests for Public Records Processed by the City Clerk's Office
- 6 City Hall Tours
- 1,115 Contact Forms Filled Out On-Line

November 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4 Daylight Savings Time Ends	5	6 Election Day	7	8	9	10
11 Veterans Day	12	13	14	15	16	17
18	19	20	21	22 Thanksgiving	23	24
25	26	27	28	29 City Offices Closed	30 City Offices Closed	

765,462 Participants in Athletics and Fitness Programs

3,893 Traffic Collisions Worked by the Police Department

7 Summer Strolls

14 Public Service Announcements and Commercials Produced

1,368 Tons of Leaves Picked Up and Recycled (Oct. 10 to Jan. 11)



723 Households Receiving Rental Assistance

2,845 Fire Code Inspections Conducted

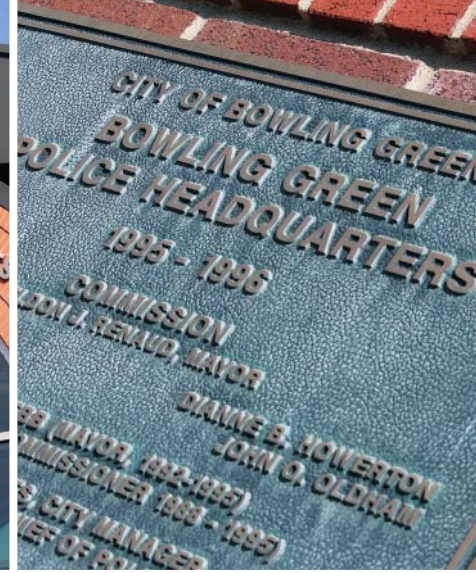
18,566 Direct Deposit Payroll Checks Issued

27,698 Special Populations Participants

1,262 Citations Issued for Speeding

6,134 e-News Subscribers for Job Vacancy Announcements

110 News Releases Distributed



Bowling Green Police Headquarters



IMPORTANT CITY TELEPHONE NUMBERS

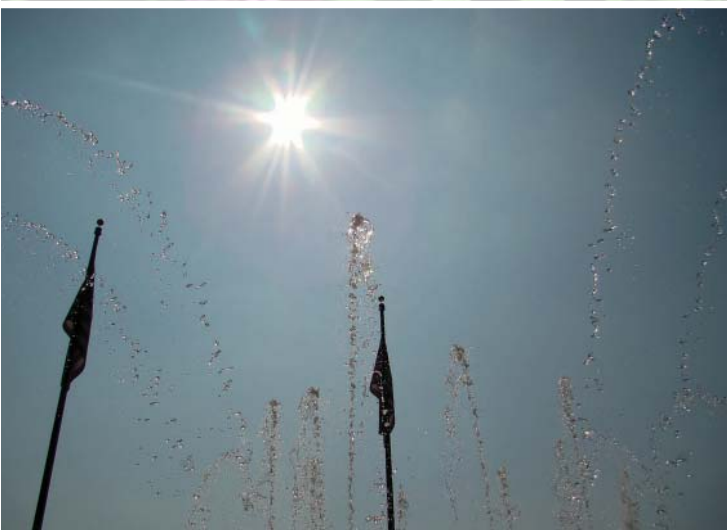
- POLICE/FIRE/EMS EMERGENCY ONLY: 911
- Police - Information
(Weekdays 7:30 a.m. - 4:30 p.m.): 393-4244
- Police - to Report Non-Emergency Police
Incident: 393-4000
- Police - Information: 393-BGPD
- Fire Non-Emergency Dispatch: 393-4831
- City Main Number/Switchboard
(Weekdays 7:30 a.m. - 4:30 p.m.): 393-3000
- Hearing Impaired - Toll Free: 1-800-648-6056
- City Central (Complaints/Information about
City Services): 393-3444
- Public Works Information Hotline: 393-3333
- Power Outage/Problem:
BGMU 782-4302 WRECC 843-9710
- Building Permits: 393-3615
- Electrical Permits: 393-3676
- Business Licenses: 393-3000
- Contractors Licensing: 781-3530
- Employment Opportunities (City): 393-3689
- Garbage Pickup (Scott Waste): 783-4016
- Neighborhood Services: 393-3674
- Parks & Recreation Main Office: 393-3249
- Planning & Zoning (City-County): 842-1953



December

2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7 Pearl Harbor Remembrance Day	8 Hanukkah Begins
9	10	11	12	13	14	15
16	17	18	19	20	21	22 Winter Begins
23	24 Christmas Eve	25 Christmas Day	26	27	28	29
	City Offices Closed	City Offices Closed				
30	31 New Year's Eve					



Live Monthly Meetings Schedule on
Bowling Green Government Access Channel 4

- City Board of Commissioners Meeting: 1st & 3rd Tuesday at 7:00 p.m.
City/County Planning Commission Meeting: 1st & 3rd Thursday at 7:00 p.m.
BGMU Meeting: 2nd Monday at 7:00 p.m.
City Code Enforcement Meeting: 4th Tuesday at 5:00 p.m.
Board of Adjustments Meeting: 4th Thursday at 5:00 p.m.

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City of Bowling Green
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