

2011 CALENDAR/DAY PLANNER

CITY OF BOWLING GREEN

2010 ANNUAL REPORT





BOARD OF COMMISSIONERS SENIOR MANAGEMENT TEAM

2008-2010 Board of Commissioners



Front Row, Left to Right: Mayor Elaine Walker and Commissioner Catherine Hamilton
Back Row, Left to Right: Commissioner Brian "Slim" Nash, Commissioner Joe Denning and Commissioner Bruce Wilkerson

Senior Management Team



Front Row, Left to Right: Lynn Hartley (Chief Information Officer), Jeff Meisel (Chief Financial Officer), Kim Lancaster (Executive Assistant/Public Information Officer), and Gene Harmon (City Attorney)
Back Row, Left to Right: Katie Schaller (Assistant City Manager/City Clerk), Kevin D. DeFebbo (City Manager), Greg Johnson (BG Fire Chief), Mike Grubbs (Human Resources & Risk Management Director), Doug Hawkins (BG 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.



IMPORTANT CITY TELEPHONE NUMBERS

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

CITY MANAGER'S LETTER

Dear Fellow Resident,

On behalf of the Bowling Green Board of Commissioners and staff, it is my honor to present the **Fifth Annual City Report**.

Keeping with the theme of *Planning For A New Tomorrow, Today*, we have elected to combine the traditional listing of our past City accomplishments within the framework of a monthly planner.

We hope that as you go about planning and scheduling your time over the next months, you will take the opportunity to review what your city government has done to meet your needs.

As always, we remain committed to these goals:

First, to provide for open, honest and representative government;

Second, to deliver the highest quality services at the lowest appropriate cost;

Third, to have our community compete effectively in an ever expanding world wide economy;

And, **finally**, to improve the quality of life for all.

If you have any ideas that will improve our great City, please let us know.

Bowling Green First,

Kevin D. DeFebbo
City Manager
November 2010

JANUARY 2011

SUNDAY	MONDAY	TUESDAY
2	3	
19	10	
16	17 Martin Luther King Day City Offices Closed	
23	24	
30	31	

DECEMBER 2010						
S	M	T	W	T	F	S
			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	

FEBRUARY 2011						
S	M	T	W	T	F	S
			1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				New Year's Day 1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29

NOTES

2010: THE YEAR IN REVIEW AND A LOOK AHEAD

ROADS AND TRANSPORTATION: BETTER WAYS TO GET AROUND TOWN

- Old Morgantown Road rehabilitation project continues and is set to be completed in September 2011.
- A new Neighborhood Traffic Control Policy and Traffic Feature Map amendment process were implemented.
- The Greenwood Lane construction project was completed and opened, allowing for improved traffic flow and economic development.



- An additional 1.5 miles of Greenways trails were developed and overseen by City staff.
- The Westside Sidewalk Initiative at Double Springs Road was completed. This includes flood mitigation improvements.

STRONG NEIGHBORHOODS: IMPROVING INFRASTRUCTURE, EMPOWERING PEOPLE

- Ten years of Neighborhood Builders Awards were commemorated with an annual banquet and video.
- Neighborhood Action collaborated with Hill House, a groundbreaking community engagement project piloted by WKU Alive Center for Community Partnerships.
- "Healthy Neighborhood Indicators" were incorporated into the Select Neighborhood Action Program (SNAP), matching a record high number of new SNAP applicants.
- Neighborhood groups participating in Neighborhood Watch increased by more than 36%.



FEBRUARY 2011

SUNDAY	MONDAY	TUESDAY
6	7	
13	Valentine's Day 14	
20	President's Day 21	Washington's Birthday 22
27	28	

JANUARY 2011						
S	M	T	W	T	F	S
						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					

MARCH 2011						
S	M	T	W	T	F	S
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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		

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 Groundhog Day	3	4	5
8	9	10	11	12 Lincoln's Birthday
15	16	17	18	19
22 Birthday	23	24	25	26

NOTES

- The City completed the renovation of 11 single family low-income homes.
- The 2009 Target Area Inspection was completed from Beech Bend Road to Morgantown Road.

DOWNTOWN REDEVELOPMENT/RIVERFRONT

- The City of Bowling Green conveyed 600 State Street to a private business that will renovate the building under historic guidelines and create three new jobs.
- The electrical outlets at Circus Square Park were upgraded, allowing for more programs and events.
- Drainage and roadway improvements were completed at State and 7th Streets to help alleviate flooding.



PUBLIC SAFETY: IMPROVED FACILITIES, BETTER EQUIPMENT

- The renovation of Fire Headquarters and the construction of the new BGFD administration building were completed and under budget.
- The Police Department parking lot was expanded in-house by the Public Works Department.
- All assigned patrol vehicles now have in-car cameras installed.
- Work is underway to better equip BGFD by providing online access to floor plans of structures while they are en-route to a scene.
- The Alternate 911 Center is complete and went on-line in September 2010.
- Design work was completed for the renovation of the Airport Fire Station, and construction will begin in FY2011.



MARCH 2011

SUNDAY	MONDAY	TUESDAY
6	7	
13 Daylight Savings Time Begins	14	
20 Spring Begins	21	
27	28	

FEBRUARY 2011						
S	M	T	W	T	F	S
		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					

APRIL 2011						
S	M	T	W	T	F	S
					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

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5
8	9 Ash Wednesday	10	11	12
15	16	17 St. Patrick's Day	18	19
22	23	24	25	26
29	30	31		

NOTES

PARKS AND RECREATION: NEW AND IMPROVED FACILITIES

- A new picnic shelter was constructed in-house at Covington Woods Park.
- The revenues at Russell Sims Aquatic Center grew 2% to almost \$500,000.
- The chain-link fencing at Pioneer Cemetery was replaced with wrought iron fence, and brick columns were added.
- The tennis courts at Covington Woods Park were renovated through both in-house and contract labor.



- Over 1 million people visited our parks and facilities.
- General parks revenue increased by 8% to over \$400,000.
- The Fitness Facility purchased bicycles and now offers a Spinning Class.
- Improvements including concrete surfacing and the replacement of devices and equipment took place in the "Sprayground" at Russell Sims Aquatic Center.

WAYS WE'RE SAVING MONEY

- A new overtime policy and a compensatory time request procedure were implemented, saving the City an estimated \$200,000 per year in personnel costs.
- Claims for the City's self-funded employee medical and dental benefits plan were 24% under budget for FY2010 and down 3.3% compared to FY2009 paid claims.
- The City is conducting Section 8 housing inspections in-house, allowing for \$21,744 to be reimbursed into the City's General Fund.



APRIL 2011

SUNDAY	MONDAY	TUESDAY
3	4	
10	11	
17 Palm Sunday	18 Passover Begins	
24 Easter	25	

MARCH 2011

S	M	T	W	T	F	S
		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		

MAY 2011

S	M	T	W	T	F	S
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			April Fool's Day 1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	Good Friday Earth Day 22	23
26	27 Administrative Professionals' Day	28	City Offices Closed Arbor Day 29	30

NOTES

- Regular maintenance schedules for City vehicles and equipment have been extended to reduce costs.

- A heavy truck lift was procured at no cost to the City, increasing the Public Works Fleet Division's capacity for maintenance.

- Multiple positions were combined or reorganized to save money and increase efficiency.

- Actual General Fund expenditures were down 4.9% for FY2010 compared to FY2009.

- Operating expenditures have been reduced by over \$4 million since FY2008.

BETTER WAYS OF WORKING

- City employees can now check payroll data, accrual time, personal information and other Human Resources related items for themselves with the development of the eHR online application.

- Three additional service bays were added to the Fleet Management Center, allowing for increased efficiency and ability to handle large vehicle and equipment repairs in-house.

- The Housing and Community Development Department has been re-organized, including the addition of the City Central and Neighborhood Action offices, a new triage system for code violations and a new Code Enforcement Board Clerk.



- The BGFD re-worked inspection districts to improve efficiency of inspections.

- Housing and Community Development inspectors are now equipped with wireless laptops to use in the field, increasing productivity and efficiency.

- BGPD had its safest year on record with an almost 50% drop in preventable vehicle collisions from the previous year.



MAY 2011

SUNDAY	MONDAY	TUESDAY
1	2	3
4	5	6
7	8	9
Mother's Day		
15	16	17
18	19	20
21	22	23
24	25	26
27	28	29
28	30	31
	Memorial Day	
	City Offices Closed	

APRIL 2011

S	M	T	W	T	F	S
					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

JUNE 2011

S	M	T	W	T	F	S
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
3	4	5 Cinco de Mayo	6	7
10	11	12	13	14
17	18	19	20	21 Armed Forces Day
24	25	26	27	28
31				

NOTES

BETTER SECURITY

- Additional security cameras were installed at multiple City facilities.
- Encryption software was added to all Police Department Mobile Data Computers for added security.
- 305 members of City staff participated in an online Identity Theft Protection course.
- A new driver certification program was implemented for all BGFD drivers and relief drivers.
- BGPD developed a Communications Training Officer program designed to enhance field training for new police dispatchers.



BETTER PRICE TAG

- Revenues continue to increase through the Entrepreneurial Service Initiative with Public Works Fleet Division, offering maintenance services to other agencies.
- The workers' compensation experience modification factor fell from .78 to .74, resulting in a \$23,000 insurance premium reduction.
- Multiple departments collaborated to more efficiently collect parking ticket fines and track repeat offenders.

DISTINCTIVE

- The City was recertified as a "Drug-Free Workplace" through the KY Department of Workers' Claims; the City received a 5% workers' compensation premium savings of approximately \$19,000.
- Lost-time injury rates for City employees (injuries requiring at least one day off of work) fell to the lowest level since FY1996.



JUNE 2011

SUNDAY	MONDAY	TUESDAY
5	6	
12	13	Flag Day
Father's Day 19	20	Summer Begins
26	27	

MAY 2011

S	M	T	W	T	F	S
1	2	3	4	5	6	7
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22	23	24	25	26	27	28
29	30	31				

JULY 2011

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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30		

NOTES

- The use of Process Action Teams encourages employees to work together on City problems and initiatives.

- Preventable collisions involving City vehicles were reduced for the fourth consecutive year.

OUTSTANDING

- Ten training sessions were coordinated and facilitated for 207 employees and 80 supervisors on ADA and FMLA law changes and how to prevent harassment in the workplace.

- City Central coordinated the annual Veterans Day Parade in the downtown area and the Historic Downtown Lights Up event at Fountain Square Park.



- BGPD achieved a 100% on the Kentucky League of Cities scorecard for law enforcement agencies. Less than 1% of police agencies have achieved this recognition.

- Energy efficiency improvements continue to be implemented in City-owned buildings and a partnership was formed with BRADD to make funds available to 23 homeowners for energy efficiency improvements.

- The C.O.V.E.R. (Code Offense Volunteer Eligible Repair) program was developed and will assist property code violators who do not have the means to bring their property into compliance.

HIGH PERFORMING

- The Section 8 Program received a rating of "High Performing Agency" from HUD. We have received this rating 8 out of 9 years.

- 38 safety-related courses provided 493 employees with over 1,050 hours of instruction.

- Finance received the GFOA Certificate of Excellence in Financial Reporting for the FY2009 Consolidated Annual Financial Report.



JULY 2011

SUNDAY	MONDAY	TUESDAY
3	4 Independence Day City Offices Closed	
10	11	
17	18	
24	25	
31		

JUNE 2011

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19	20	21	22	23	24	25
26	27	28	29	30		

AUGUST 2011

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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

NOTES

- The second annual Internal Control and Fraud Awareness training was conducted for all City funded agencies and City staff.

FISCAL YEAR 2011 KEY BUDGET RECOMMENDATIONS

- The entire City budget only increased by 1.6% this year compared to last year's adopted budget. The General Fund expenditure budget decreased by 2.4% from the previous year.

- A General Fund reserve balance of 15% of revenues was maintained in accordance with adopted policy.

- There were no new General Fund financed projects in FY2011. The total adopted Capital Improvement Program, including debt, is \$16.9 million.

- \$911,000 in state funds will be used to maintain streets and sidewalks as part of the City's annual overlay and reconstruction program.

- Approximately \$650,000 will be devoted to improve stormwater drainage issues by improving old structures or creating new ones through the new Stormwater Mitigation Program.

- \$400,000 will be used from the Technology Fund to replace computer equipment and operating systems.



- Fire equipment will be replaced and upgraded at a cost of \$219,500.

- Improvements to the Police Department's firing range are expected in FY2011 at an estimated cost of \$150,000.

- Approximately \$500,000 will be invested in capital improvement projects at the Sloan Convention Center.



AUGUST 2011

SUNDAY	MONDAY	TUESDAY
	1	
7	8	
14	15	
21	22	
28	29	

JULY 2011						
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31						

SEPTEMBER 2011						
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
30	31			

NOTES

DID YOU KNOW?

- 42 Board of Commissioners Meetings, Work Sessions and Special Call Meetings Held
- 71 Neighborhood Groups Participating in Neighborhood Watch
- 178 Positions Filled (Including Temp/ Seasonal)
- 466 Potholes Repaired
- 494 Building Plan Reviews Completed
- 4,517 Fire Incident Responses
- 21,372 Property Tax Bills Sent Out (CY 2009)
- 515 Municipal Computer Users Supported (Including Planning Commission and other external agencies)
- 61,761 Rounds of Golf Played at City Golf Courses



- 54,754 Service Calls to 911
- 36 Ordinances Considered
- 8 Anti-Litter Presentations/Events
- 1,137 Applicants for City Jobs
- 3.09 Miles of New Sidewalk Installed
- 9,483 Code Inspections
- 129 Fire Education/Prevention Classes/Events



SEPTEMBER 2011

SUNDAY	MONDAY	TUESDAY
4	5 Labor Day	
	City Offices Closed	
11 Patriot Day	12	
18	19	
25	26	

AUGUST 2011						
S	M	T	W	T	F	S
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7	8	9	10	11	12	13
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21	22	23	24	25	26	27
28	29	30	31			

OCTOBER 2011						
S	M	T	W	T	F	S
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2	3	4	5	6	7	8
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23 Autumn Begins	24
27	28	29	30	

NOTES

1,914,862 Page Views for City Website

970 Acres of Parks Maintained

3,202 Animal Control Calls/Responses

251 Municipal Orders/Resolutions
Considered

72 Neighborhood Meetings

717 Feet of Sidewalks Replaced

6,148 Building/Electrical Inspections

258 Total Fire Runs

819 Business Registrations

61,116 Landscape Plants Added



4,330 Computer Help Desk Requests

144 Junior Police Academy Alumni

100 News Releases Distributed

8 Celebrate Safe Communities Events

5.49 Miles of Streets and Alleys Repaved

1,571 Building Permits Issued

2,385 EMS Responses (First Responders)

519 Transient Business Registrations

14.1 Inches of Snow Plowed

45,174 Volunteers Contributed 23,842 Hours
of Service



OCTOBER 2011

SUNDAY	MONDAY	TU
2	3	
9	Columbus Day 10	
16	National Bosses Day 17	
23	United Nations Day 24	
30	Halloween 31	

SEPTEMBER 2011						
S	M	T	W	T	F	S
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NOVEMBER 2011						
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29

NOTES

3,125 Traffic Collisions Worked

7 Neighborhood SNAP Grant Recipients

14 Stormwater Presentations/Events

\$139,181,217 Value of Building Permits Issued

61 Extrication Responses (Auto and Industrial)

12,184 Accounts Payable Checks Issued

1,037 Contact Forms Filled Out Online

878,035 Participants in Athletics and Fitness Programs

15,777 Traffic Stops

7 Summer Strolls



3,879 Complaints/Service Requests Processed

773 DUI Arrests

1,538.5 Tons of Leaves Picked Up and Recycled (Oct. 09 to Jan. 10)

765 Households Receiving Rental Assistance

3,373 Fire Code Inspections Conducted

6,797 Active Vendors

10,551 eNews Subscribers

15,251 Police Citations (20,969 Charges)



NOVEMBER 2011

SUNDAY	MONDAY	TUESDAY
Daylight Savings Time Begins 6	7	Election Day
13	14	
20	21	
27	28	

OCTOBER 2011						
S	M	T	W	T	F	S
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2	3	4	5	6	7	8
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23	24	25	26	27	28	29
30	31					

DECEMBER 2011						
S	M	T	W	T	F	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5
8	9	10	11 Veterans Day	12
15	16	17	18	19
22	23	24 Thanksgiving City Offices Closed	25 City Offices Closed	26
29	30			

NOTES

9 *Spotlight on Bowling Green and Your City at Work* Programs Produced

3,190 Miles of Streets Maintained/Cleaned

9,792 Criminal Charges (Including Drug Charges)

614 New Vendors

2,024 Citations Issued for Speeding

214,184 Visits to Bowling Green Community Centers

296 Bikes Registered Online



63 Special Event/Parade Permit Application Requests

1,246 Citations Issued for Running Stop Signs

38 Noise Variance Application Requests

700 Citations Issued for Running Red Lights

16,135 Direct Deposit Payroll Checks Issued

60 Arsons Investigated



136 New Jobs Created through Job Development Incentive Program

4 New Neighborhood Organizations Created

2,037 Computers, Printers, and Other Hardware Supported by Information Technology

33,053 Special Populations Participants

DECEMBER 2011

SUNDAY	MONDAY	TUESDAY
4	5	
11	12	
18	19	
Christmas Day 25	26 City Offices Closed	

NOVEMBER 2011						
S	M	T	W	T	F	S
		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			

JANUARY 2012						
S	M	T	W	T	F	S
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				

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21 Hanukkah Begins	22 Winter Begins	23 City Offices Closed	24 Christmas Eve
27	28	29	30	31 New Year's Eve

NOTES

Live Monthly Meetings Schedule on
Bowling Green Government Access Channel 4

City Board of Commissioners Meeting: 1st & 3rd Tuesday

City/County Planning Commission Meeting: 1st & 3rd Thursday

BGMU Meeting: 2nd Monday

City Code Enforcement Meeting: 4th Tuesday

Board of Adjustments Meeting: 4th Thursday



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