

CITY OF COLUMBIA'S REPORT TO THE COMMUNITY

FISCAL YEAR
2013-2014
HIGHLIGHTS



We Are Columbia

COLUMBIASC.NET

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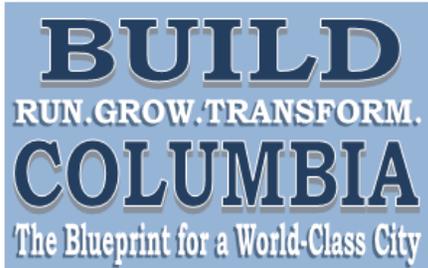


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City Manager Teresa Wilson



Columbia City Hall, 1737 Main Street

A MESSAGE FROM THE CITY MANAGER

Greetings,

The close of Fiscal Year 13-14 marks another year of service delivery and around-the-clock operations for the City of Columbia. It is also significant because of the many accomplishments that have been chronicled by management staff in the city departments between June 30, 2013 - July 1, 2014. It is our pleasure to share these highlights with our citizens in the City of Columbia's Report to the Community. This report is reflective of not only major projects that have had a citywide impact, but also important activities, developments and internal improvements that have benefitted our citizens, our neighborhoods and the business community.

As we work to "Build Columbia", we are dedicated to increasing efficiency, while also maintaining a fiscally stable organization in order to "Run, Grow and Transform" our city. The majority of the City of Columbia's work force, which includes approximately 2300 employees, works daily behind the scenes to ensure that basic public services are delivered and that critical operations continue to function effectively. The provision of services for South Carolina's capital city requires staffing and mechanisms that operate 24 hours a day, 7 days a week and 365 days a year.

The City of Columbia is a metropolitan hub that still embodies the culture and climate of hospitality and pride in our community. As your public servants, we are dedicated to serving the citizens and supporting our local businesses. We are committed to Columbia's growth and development and consider it an honor to serve each of you.

Thank you and best regards,

A handwritten signature in cursive script that reads "Teresa Wilson".

COLUMBIA DEVELOPMENT CORPORATION

MISSION

The Columbia Development Corporation (CDC) is committed to improving the quality of life for Columbia's citizens by providing economic, housing and social opportunities.

DOWNTOWN DEVELOPMENT/INVESTMENTS

SC State Museum	Observatory, Planetarium Theater	State Museum	\$29,000,000	Under Construction	
Moore School of Business	USC International Business	Assembly Street	\$95,000,000	Under Construction	
Greene Street Streetscape	Streetscape and Bridge	Greene Street	Pending	Funded by Penny for Transportation	Under Construction
Assembly Street	Streetscape Phase 1 and 2	Assembly Street	\$8,000,000	Phase 1	
3 River Greenway	Gervais to Blossom Pedestrian	Along River	Pending	Planning Underway	
Williams Street Streetscape	Streetscape	Williams Street	Pending	\$25 million budgeted	
Edwards Development	Student Housing - 700 Bedrooms	Pulaski and Blossom Street	\$40,000,000	Construction - Summer 2014	
Canal Side	Market Apartments - 200 units	Taylor Street	\$20,000,000	Completed - Rent up Underway	
PMC Property Group	Market Apartments - 180 units	Whaley Street	\$20,000,000	Under Construction	
Pulaski Square	Market Residential - 110 units	900 Pulaski at Pendleton	\$12,000,000	To Be Announced	
USC Holder Partnership	Student Residential - 842 bedrooms	Park Street at Coliseum	\$96,000,000	Construction - Summer 2014	
Park 7	Student/Market - 800 bedrooms	Blossom and Huger St	Pending	To Be Announced	Projected \$60 mil
The HUB	Student Residential - 850 bedrooms	Main Street	\$40,000,000	Construction - Fall 2014	
USC Alumni Center	Meeting Center/Offices	Lincoln and Senate	\$26,500,000	Under Construction	
Hyatt Place Hotel	Hotel	Gervais Street	\$18,000,000	Under Construction	
USC Holder Partnership	Office	Blossom and Assembly	\$25,000,000	Construction - Summer 2014	
Agape Senior	Senior Care Facility & Office	Main Street	\$8,000,000	Completed	
Columbia Marriott	Hotel Renovation	Main Street	\$12,000,000	Under Construction	
Keenan Building	Office	Lady Street	\$5,000,000	Under Construction	
Allsouth Federal Credit Union	Credit Union Headquarters	Elmwood Avenue	\$9,700,000	Under Construction	



Fred Delk, Director



NEW BUSINESSES OPENED OR UNDER CONSTRUCTION

Vista	Main Street	
Tin Roof Expansion	Bourbon	
Columbia Cigar & Candy (Trustus Theatre Expansion)	BB&T	
Studio Cellar	Drip	
Entourage Clothing and Gifts	Over the Top Boutique	
Carolina Couture	Warrior Fitness	
Black Bean Co.	Carolina Hair Studio	
Hott Mess Boutique	First Citizens Café	
Le Peep Café	Sheraton Conference Center	
Hickory Tavern Grille	Cantina 76	
Nonnah's	The Olive Grill	
Restaurant - 923 Gervais Street *Name to be announced*	Certus Bank	
Callidora Salon	Yoga by Jan	
Mamas and The Tapas	Regions Insurance	
Critique Salon	First Community Bank	
Old Chicago Taproom	Ameris Bank	
Shops at 929 Gervais Street	AgFirst Bank	
Bliss Spa	*Good Life Café	(*Located Inside Agape Building)
	*Michaels Café	(*Located Inside Agape Building)

Downtown Columbia - Main Street

COLUMBIA FIRE DEPARTMENT

MISSION

The Columbia Fire Department exists to protect lives, property and the environment through the enforcement of fire codes, presentation of comprehensive public fire safety education programs, the investigation of incidents of arson, and rapid, effective responses to and mitigation of fires, rescue incidents, hazardous material leaks, and natural disasters.

COMMUNITY OUTREACH

Public education is one of the key elements in safeguarding a community from fire and environmental hazards. The Fire Department is highly committed to community outreach efforts in which we have an opportunity to share fire safety knowledge and build good rapport with members of the public.

The Prevention Division schedules, plans, and coordinates most of the Department's public education opportunities. In the calendar year 2013 there were 200 public education presentations 145 Station tours/safety education 49 Smoke alarms installed and 23,724 participants.

TRAINING IMPROVEMENTS

The Columbia Fire Department Training Staff has reached the full staffing level and we are moving the department forward at a fast pace in all areas of training. We have instituted the first ever training program for Chief Officer Leadership Training (COLT sessions) and have developed phase 1 of the Multi Unit Drills (MUD sessions) for all suppression personnel. Phases 2 of the MUDs are in progress, which includes using the career suppression trainers to teach the volunteer ranks. This will assist in bring the training level of the volunteers up to the same level as the career firefighter and will bridge the relationship between the two groups.



Aubrey D. Jenkins, Fire Chief

STAFFING PLAN

Our hiring plan, to reach full departmental staffing, has been implemented. We have hired over 80 people this year, as we move toward full staffing. We have reduced the department's overall vacancies from 76 to approximately 30. While this seems to be a small dent in that number, the department is still trying to address the attrition as best we can from within. We are still concerned that personnel are leaving at an alarming rate. We are hopeful that the City's comp and class study will assist us in keeping personnel.

FIRE PREVENTION INSPECTIONS

Fire prevention inspections are the single, most important non-firefighting activity performed by Fire Departments. Fire inspections are conducted of all existing commercial, retail and office establishments, and new construction.

FIRE INVESTIGATIONS

Fire investigation is an integral part of fire prevention. All reported fires are investigated by a company officer and/or a member of the fire investigation team in an attempt to determine the origin and cause. Fire investigation team members have received specialized training and are required to complete continuing education requirements. In 2013, fires were investigated. Investigation into the cause of ignition determined 50% accidental, 10% intentional, 12% due to failure of equipment, 8% due to exposure to another fire, 3% were an act of nature, and 17% were undetermined after investigation. Consistent with previous data, the kitchen is the reported area of origin for 23% of fires; unattended cooking accounted for the majority of these fires.

VOLUNTEER RECRUITMENT AND RETENTION

Volunteer Services has made major strides to recruit and train our volunteer staff to not just meet the requirements of the County IGA, but to bring them back as a major factor of the department. We are looking at quality not quantity of the volunteer firefighter. The volunteer training requirements have been instituted and they are being held to the same standard as the career personnel. The department has spent countless hours in the area of recruitment by setting up community sessions in the rural areas of the County, to billboards, movie billboards and information presentation at career fairs. The department has assisted Westwood High School in the development of their Firefighter program and is in the process of assisting the CATE Center with the startup of their program in the school year 2014-2015.

Regular Inspections	1,763
Conformance Inspection	2,036
Complaints	165
Business License	448
Life Safety/Special	169
Fire Protection	411
Permits	220
Certificate of Occupancy	38
Hospitality	143
Courtesy	119
TOTAL	5,512



COLUMBIA POLICE DEPARTMENT



*William "Skip" Holbrook,
Chief of Police*

The Columbia Police Department is a dynamic, full-service police organization with 406 sworn officers and 94 civilian support personnel. The Department is responsible for policing the Capital City which has a culturally and economically diverse population according to the 2013 Census Bureau of 133,358.

In order to meet our mission of preventing and solving crime, the Columbia Police Department depends on an organization consisting of many specialized units including:

- Uniformed Patrol Division
- Regional Divisions
- Criminal Investigations Division
- Traffic Safety Unit
- K9 Unit
- Fugitive Task Force
- Special Operations
- Professional Standards
- Crime Analysis
- Public/Media Relations

From July 1, 2013 to May 31, 2014, the Columbia Police Department responded to 160,562 calls for service, issued more than 34,370 citations and responded to an estimated 7,400 motor vehicle accidents.

The Columbia Police Department remains focused on preventing and solving crime through relationships and collaboration with citizens. In particular, CPD welcomed a new Police Chief in April 2014.



Chief Holbrook and CPD Staff at Swearing In Ceremony in April 2014

Chief Holbrook is working to increase the recruitment of more officers and decrease vacancies in the Columbia Police Department.

In order to meet our mission, the Columbia Police Department is relying on technology to improve efficiencies. The Bureau of Justice Assistance (BJA) and USC are partnering with CPD in a 'Smart Policing' Initiative to reduce and prevent home burglaries.

CPD prides itself on providing good quality customer service to City of Columbia citizens. CPD appreciates community policing partnerships, and working with various local, state and federal law enforcement agencies. It is important that citizens feel safe where they live, and that their confidence lies within the department's ability to protect them. Our consistent, open communication, operational transparency and accountability will provide a level of cooperation and spirit of teamwork.

Although challenges remain, Columbia citizens can continue to expect excellence at the Columbia Police Department where accountability, transparency and integrity go hand in hand with productive daily operations.

CPD'S FISCAL YEAR ACCOMPLISHMENTS INCLUDE:

- Welcoming New Chief William 'Skip' Holbrook
- Implementation of a 90-day action plan
- Internal Promotional Ceremony; Reorganization; Naming Deputy Chief
- Additional Patrols in Five Points
- Predictive Policing to pinpoint crime 'hot spots'
- Additional Patrols in crime 'hot spots'
- More Pro-active Community Enforcement
- Intelligence-led Policing
- Additional Surveillance Cameras throughout City



- Comprehensive Recruiting/Retention Campaign
- More Citizens Reporting Crime/ Calling CRIMESTOPPERS
- Smart Policing Grant to reduce and prevent home burglaries
- National Night Out Award Winners
- * Winner for 6 consecutive years from National Town Watch Association
- Winter Weather Preparation and Response

Citizens interested in more information about the Columbia Police Department can visit their website at www.ColumbiaPD.net.



COLUMBIA-RICHLAND 911 COMMUNICATIONS

The Columbia-Richland Communications (CRC) is the public safety answering point for the City of Columbia and Richland County. We provide 911 access and service, 24 hours a day, seven days a week, to citizens and agencies in Columbia and Richland County.

We provide emergency and non-emergency requests for service. We dispatch police officers, firefighters, Emergency Medical Service responders and support agencies in Columbia-Richland County. Each 911 call comes directly to CRC and is processed accordingly.



Kimberly Gathers, Director

CRC 911 processed over a million calls in 2013. On average, CRC personnel answered more than 3,000 calls per day. Incidents range from complaints about barking dogs and loud music to more serious calls such as house fires, medical emergencies and violent crimes.

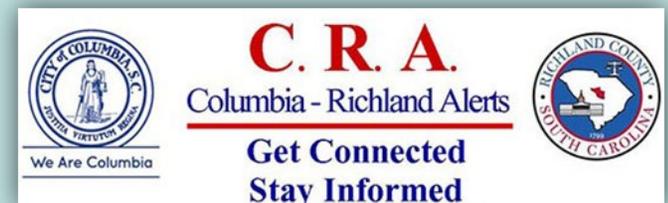
CRC is a Nationally Accredited Agency, and one of the first to be recognized in South Carolina. Some of the benefits include: enhanced public service for citizens; reduced liability; increased accountability within the agency; CALEA based policies, protocols and guidelines; increased staff participation in the future direction of the agency.

CRC is committed to expanding and providing efficient and professional services throughout the community via outreach programs and various events such as:

- Public Safety Job Fairs
- Violence Prevention Fair
- National Night Out
- Access Columbia Event
- Citizens Academy
- City Council Meetings
- Together We Can Read Reading Program
- Career Day at local schools
- Black Expo
- Columbia-Richland Fire Parade
- Community Meetings
- Bark in the Park

C.R.A. COLUMBIA-RICHLAND ALERTS

The City of Columbia and Richland County launched a new alerts program designed to provide time-sensitive information for public safety and community awareness. Alerts can be sent to the following: home phone, email, mobile device or text message. To register, visit www.columbiasc.net or call 803-545-3300.



COMMUNITY DEVELOPMENT

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) AND HOME INVESTMENT PARTNERSHIP FUNDING ACCOMPLISHMENTS

MISSION

The Community Development (CD) Department is committed to making the City of Columbia and its neighborhoods a better place to live, work and play.

Community development is the fuel that supports the local economy by providing resources and opportunities for growth. The CD Department administers federal, state and local funds and ensures compliance; increases homeownership and builds neighborhood capacity through excellent customer service. Partnerships with banks, neighborhoods and organizations allow us to improve the quality of life and continue to make Columbia a World Class City.

The City of Columbia strives to provide safe, decent and affordable housing, a suitable living environment and economic opportunities especially for low to moderate income individuals and communities. Through Entitlement Grant funding awarded annually by the Department of Housing and Urban Development (HUD), the Department has been instrumental in the City of Columbia meeting the national objectives set by HUD to;

- Provide a suitable living environment
- Provide decent housing and
- Expand economic opportunities

In Fiscal Year 2012 – 2013 the City of Columbia received a total of \$ 3,335,931 in Entitlement Grants through the Community Development Block Grant (CDBG), HOME Investment Partnerships Program (HOME) and Housing Opportunities for People with AIDS (HOPWA) programs.

PUBLIC FACILITIES

The City has leveraged over \$9.1 million in private investments with \$868,564 in CDBG funding for various programs and projects.

St. Anna's Park Improvements (Phase I)

- CDBG funding was provided for new facilities within the King-Lyon Street Redevelopment area for Phase I improvements at St. Anna's Park.
- \$202,444.00 in CDBG funding has been earmarked for both Phase I and Phase II park improvements.



Deborah Livingston, Director



Maxcy Gregg Park

Maxcy Gregg Park Improvements

CDBG Funding was utilized for infrastructure improvements at Maxcy Gregg Park located at 1704 Blossom Street. Improvements included renovation to the public pool area.

Maxcy Gregg Park facilities are utilized by all segments of the population in the City of Columbia. Since the grand opening in May of 2013 over 2500 citizens have enjoyed the pool.

The total project cost \$1.7 million and was completed with \$600,000.00 in CDBG funding and leveraged over \$1.1 million

Bellfield Center Renovations

The Bellfield Cultural Arts Center Renovations project has utilized \$600,662 in CDBG funding to renovate the community center located within the Booker-Washington Heights neighborhood.

Improvements include renovation to the community center roofing and HVAC system. The center provides public access to various community groups and surrounding neighborhoods.



Bellfield Center



Eau Claire Cooperative Health Center

Eau Claire Cooperative Health Center

\$350,000 in CDBG Funding was used for the construction of a new 2,700 square feet Behavioral Health facility on the campus of the new James E. Clyburn Community Health Center located at 4605 Monticello Road.

First free standing mental health facility in the Eau Claire area that is designed to serve its residents. The total project cost was \$552,000 with \$202,000 leveraged from private investment.



Earlewood Park Community Center

The Earlewood Park Community Building project was a component of the new Parks and Recreation Department Administrative Complex.

The Earlewood Community Center has 3,367 square foot of public access space

\$800,000.00 in CDBG funding leveraged over \$1.0 million in public dollars



INFASTRUCTURE AND CAPITAL IMPROVEMENTS

Dorrah Street Improvements

\$111,320 in CDBG funding was utilized for street infrastructure improvements to repair Dorrah Street (between Main Street and Fiske Street) in the Eau Claire Redevelopment Area.

Baily Street Improvements

\$133,000 in CDBG funding was utilized for the street infrastructure improvements to repair Bailey Street (between W. Beltline and Lester Drive) in the Eau Claire Redevelopment Area.



Dorrah Street - Before

Dorrah Street-After

EAU CLAIRE/NORTH COLUMBIA DEVELOPMENT CORPORATION



Eau Claire Town Hall

Under the umbrella of the City of Columbia, Eau Claire/North Columbia Development Corporation (ECDC) operates as a community-based 501(c)(3) non-profit organization whose mission of conservation and redevelopment spans across all Eau Claire/North Columbia neighborhoods with boundaries within Columbia City Council District One. Since its inception, which derived from the 1998 Eau Claire Task Force Report and the 1993 Eau Claire Redevelopment Plan, ECDC's overarching goal continues to focus on revitalization efforts in the neighborhoods that support and uplift cultural diversity, urban renewal, residential vibrancy, sound economic investments and financial prosperity. Its past, current and future development projects and initiatives are the vehicles that have and will continue to steer both commercial and residential growth and renewal.



Michael Strange, Director

The current North Columbia Master Plan, which was adopted in 2006, highlights several ECDC short-term and long-term commercial and residential goals. Within recent years, ECDC has attained several successes, to include the acquisition and refurbishment of the Lutheran Survey Building, Print Building and Town Hall Complex. The ECDC also spearheaded the construction of the North Main Plaza (Phases I and II), as well as the renovation of the historic Kinderway/Hyatt-Huffman House located at 4300 North Main Street. This historic building serves as an administrative office to Big Brothers Big Sisters of Greater Columbia, a local non-profit organization. ECDC's credits also include the development of Burton Heights, a new single-family residential subdivision, which is situated on Farrow Road at the site of the former Burton Elementary School.

Over the past 12 months, ECDC has facilitated the following:

- Created jobs and opportunities – Through a joint collaboration with TNDC we have created a job training program called 'Work It Up'. The purpose is to assist citizens in the City of Columbia who are unemployed or underemployed gain the experience needed to obtain jobs earning a livable wage and benefits, thereby improving the quality of life for families while strengthening communities. Each qualified applicant can receive up to \$4,000 to cover the cost of tuition, books, some child care, and transportation. The Work it Up Job Training Scholarship Program is a grant funded program designed to help individuals gain training through the Midlands Technical College Quick Jobs Courses. Other partners included Richland One Adult Education.



- Redevelop/create housing – ECDC has obtained over \$600,000 in Federal HOME funding to construct 6 new homes in the Burton Heights Phase II subdivision off of Farrow Road. This was a planned development to create 26 residential homes in 2008 at the former Burton Heights Elementary School site. To date, 20 of the 26 homes have been constructed and sold. The final 6 homes will complete the subdivision. The price of the homes will range from \$120,000 - \$134,000 and will include 3 bedrooms, 2.5 baths, hardwood floors, one car garage and energy efficient appliances. To date, the entire project constitutes over \$2,200,000 investment into the Farrow Road (North Columbia) area in housing.
- Commercial/retail facilitating – Several collaboration efforts are underway with various developers and economic development partners to bring more commercial and retail establishments to the area. Various feasibility studies have been commissioned to determine the practicality of an assortment of retailers to North Columbia. As these projects complete their due diligence phases and working capital is identified, more information will be forthcoming.

ECDC will continue to be creative and open to any positive suggestions from the community. ECDC will continue to work to make North Columbia a vibrant, self-sustaining community where people live, learn, work, play and business prospers.



OFFICE OF ECONOMIC DEVELOPMENT

The Office of Economic Development's mission is to provide an unparalleled level of service to existing businesses, entrepreneurs and companies looking to locate and expand their operations in the City of Columbia. The primary goal is to help local companies be competitive in the global market as efficiently and effectively as possible, and to know that the City of Columbia is a great place to operate a business.



Through partnerships with other City departments and external partner organizations, the Office of Economic Development was able to help generate the following level of development activity and services:

- Worked in partnership with the Central SC Alliance to generate projects during 2013 that totaled \$13 million in investments and 192 new jobs created.
- Continued to make significant advancements in the reduction of regulatory impediments to business development through our work with the Business Friendly Task Force. Through these efforts the City of Columbia will be able to increase the speed and ease of the approval of development projects.
- Provided direct business development assistance to over 160 unique requests for service since July 2013. The nature of services provided typically involved assistance with regulatory approvals, location assistance, or information on starting a business.
- The Office of Economic Development participated in an economic development trade mission to Ghana and West Africa in conjunction with the Columbia World Affairs Council and newly appointed Honorary Ambassador in May 2014. Additionally, the World Affairs Council assisted with the coordination of a February 6th visit of the Consul General of Japan for the opening of the Columbia Museum of Art's 'Japan and The Jazz Age' exhibit.



Ryan T. Coleman, Interim Director

- Through our continued work with the City Center Partnership, there were over 21 projects completed or currently under construction in the downtown area during 2013-2014. These projects notably include Agape Senior corporate headquarters, a \$12 million updating of the Marriott Hotel, BB&T Bank's South Carolina headquarters' relocation to Main Street, Certus Bank, The Hub on Main Street, First Citizens Café, First Community Bank, and the repurposing of the Keenan Building. These efforts no doubt led to Kiplinger's 2014 ranking of Columbia as one of America's "10 Great Places to Live".

- We continue to support IT-oLog and POSSCON, an open source software development conference that helped attract more than 450 technologists, IT decision makers and educators from 16 states and 7 countries to Columbia. Recognizing that an educated, high-tech workforce is the backbone to growing our city, the Office of Economic Development also proudly supports IT-oLog in their Course Power initiative (CoursePower.org) which helps provide students graduating from USC, Columbia College, Benedict, and Midlands Tech a minor in Applied Computing, regardless of their major. This will give Columbia an incredible advantage over other areas in the development of local, IT talent.

- In partnership with EngenuitySC, the City of Columbia continues to focus on the development of local business clusters such as insurance technology and services, nuclear, and fuel cell development. The Fuel Cell Collaborative awarded \$75,000 to three USC student teams through the Fuel Cell Challenge V competition and NuHub hosted the 3rd annual international Small Modular Reactor conference in Columbia with over 650 combined attendees in partnership with England-based Nuclear Energy Insider. EngenuitySC also hosts Ignite annually, a gathering of community stakeholders designed to generate activity and innovation in growing all aspects of our community.
- The USC/Columbia Technology Incubator reported 150 full and part time jobs currently in the facility representing 50 active companies. Four companies graduated in June with seven additional companies scheduled for graduation in 2014, and the Office of Economic Development continues to work with the Incubator on developing measures that will increase both the speed and success rate of entrepreneurs attempting to start their own businesses.



**Contact the Office of Economic Development at (803) 734-2700
or Development@columbiasc.net.**

GOVERNMENT UPDATE: END OF SESSION STATE LEGISLATIVE REPORT TO COLUMBIA CITY COUNCIL

The following is an overview of actions and outcomes on priority City Council issues from this year's state legislative session.

- Local Government Fund – After multiple threats to reduce LGF funding this year, working with the Municipal Association, we were successful in maintaining funding at the FY 2014 level of \$212.6 million. We were also able to move \$5 million of the \$30 million non-recurring LGF funding to recurring accounts, making the base for next year stronger.
- Passed Emma's Law – City Council endorsed passage of this law to require interlock ignition devices on the autos of people guilty of certain DUI offenses. We worked with Senator Lourie and the Columbia delegation and removed obstacles to the bill's passage and advocated for it until final passage in both chambers.
- Fire Marshal Certified Law Enforcement Officers – We introduced legislation to allow CFD fire marshals to also be certified law enforcement officers. We also worked with the Attorney General's office on an alternative solution. In the end, we were able to restore certification to all CFD fire marshals that had lost certification in 2013.
- Violent Crime Bond Revocation – This new law we helped pass requires expanded review of whether to release a person charged with a violent crime if the person is already out on bond for a violent crime. It also gives judges additional powers to keep threats to the community off the streets. Finally, the bill sets up a study committee to study bonding laws in the state.
- Ethics – We worked with the Municipal Association to strike from the pending ethics bill a requirement that people appearing before local governments register as lobbyists with the State Ethics Commission.



City Council Chambers

- Dilapidated Buildings Act – This bill would give Cities an additional tool to deal with building owners who refuse to address health and safety code violations. It did not pass into law this year, but did pass the Senate. We will work again with the Municipal Association to pass this bill into law next year.
- Business License Tax – We worked vigorously at the beginning of the session to ensure that bills posing a threat to municipalities’ ability to collect business license taxes did not advance. Later in the session, we monitored the bills and were successful in stopping these threats.
- Dogs and Domestic Pets – We worked with a coalition of groups to ensure that a set of bills that would have adversely impacted how the Columbia Animal Shelter operates did not advance.



South Carolina State House

OFFICE OF BUSINESS OPPORTUNITIES

Small businesses drive the U.S. economy by providing jobs for over half of the nation's private workforce. Yet small businesses also face many obstacles that stall or prevent their growth and development, including access to capital, effective marketing strategies, adequate accounting systems, and comprehensive business plans.

An opportunity is a chance for advancement and progress. The Office of Business "Opportunities" uses several economic development tools to provide creative business opportunities to address many of the obstacles that face small businesses.



Tina Herbert, Director

LOANS AWARDED BY THE CITY OF COLUMBIA IN 2013
[DOWNLOAD PDF](#)

NORTH MAIN CORRIDOR FAÇADE IMPROVEMENT PROGRAM AND SOCIAL MEDIA SUPPORT



Kleen Kare before Façade Improvement Program

The City of Columbia's Façade Improvement Program aims to improve the appearance of commercial corridors throughout the city that are deteriorated. Through this program, business owners are able to make improvements to the exterior portion of the commercial buildings that can be seen from the public right-of-way. OBO also worked with our partner, ECI-Find New Markets, to create or enhance the online presence of businesses on the North Main Corridor (Denoted by * in table on page 22).



Kleen Kare after Façade Improvement Program

Committee Members: Larry Kogut-GMK Associates, Charles Griffin-Bank of America, John Fellows-COC Planning Division and Sabrina Odom- NCBA (non-voting).

**North Main Corridor Façade Improvement Program and Social Media Support Current Target Area:
Main and North Main Street, between Elmwood Avenue and I-20**

Project Address	Business Name	Type of Business	
2608 Main	*	Appliance Sales & Svc.	Small Appliance Sales & Repair
3612 N Main	*	E. Marion Enterprises	Financial Consulting
5704 N Main	*	Kiranj, LLC (Northview Plaza)	Retail Center
2965 N Main	In the House Realty, Inc.	Real Estate & Property Management	
5203 N Main	*	Colonial Realty, Inc.	Real Estate & Property Management
5311 N Main	*	Kimberly's Beauty & Barber Salon	Hair Salon
4011 N Main	Kleen Kare	Dry Cleaner	
4402 N Main	*	N'Elegance Beauty Salon	Hair & Nail Salon
4503 N Main	Gallman/Simpson Realty	Real Estate & Property Management	
4505 N Main	Community Expressions	Hair Salon	
5218 N Main	Thomas & Associates Realty	Real Estate & Property Management	
3031 N Main	*	Classical Glass	Custom Stained Glass
6400 N Main	*	Blue Ribbon Cab Co.	Taxi Service
3501 N Main	Solomon Law Group, LLC	Attorney	
5233 N Main	Sonya's Total Hair Care	Hair Salon	
2601 Main	*	Arnold's Dry Cleaning	Dry Cleaner
3701-3711 N Main	Hiott Bldg.	Property Owners	
4201 N Main	Lenoir-Rhyne Univ/Seminary	Private Liberal Arts University	
6102 N Main	Toliver's Mane Event	Barber Shop	
2501 Main	DER Kitchen	Commercial Kitchen Lease Space	
4300 N Main	BigBrothers/BigSisters	Children's Mentoring Network	
4408 N Main	Ron King	Property Owner	
4408-B	Virginia Spigner Hair Designs	Hair Salon	



1225 Lady Street, 1st Floor
Columbia, SC 29201
P: 803-545-3950
OBO@ColumbiaSC.net

Public Investment: \$197,869 Private Investment: \$63,660 Total Investment: \$261,529



N'Elegance Beauty Salon before Façade Improvement Program



N'Elegance Beauty Salon after Façade Improvement Program

NxLEVEL GRADUATES MICRO-ENTREPRENEUR TRAINING

The NxLevel Micro Entrepreneur Course is a training that prepares entrepreneurs to compete, win, and survive. It is designed for businesses with less than 5 employees. Participants learn how to choose a business idea, develop a business plan, develop a marketing plan, understand market analyses, explore financing options, assess risk management, develop a customer service philosophy, as well as other relevant entrepreneurial skills. The City of Columbia partners with the Benedict College Business Development Center to ensure that experienced entrepreneurs, with actual experience, provide practical training to participants.

June 2013 Graduates

Kia L Muse, Cousin's Gourmet Cuisine **Renada McElveen**, Mrz. Mac Marketing
Cynthia Hardy, On-Point with Cynthia Hardy **Xiques D. Snell**, XF Express
Kimberly Roderick, Smoothie Bar **Eric Eaddy**, Sun Tour LLC
Richard Minor, Minor Technologies **Deloris Brown**
Ira Span, Grids Security Services, LLC **Sharon Cornelius**, SC Realty of Columbia
Kimberly Richardson, Widows of Opportunity **Nora Gause**, Natural Nora
Bruce Jordan Susan Bostics, BOSTICS Business Support & Consulting
Gwendolyn Murray & Tonza Thomas, Food Truck **Phyllis Coleman**, Stitchcraft/Twice As Nice Consignment
Reshieka Bell, Fashion Forward Mobile Boutique, LLC **Rosie Hampton-Quiller**, Roses of Elegance Event Planning
Frances Richardson, Make Me Beautiful Accessories and More
Karim Johnson, Integrity Comprehensive Transportation Services, Inc.



PARKING SERVICES DEPARTMENT

The City of Columbia Parking Services Department provides citizens, businesses and visitors with parking programs for on-street, garage and lot parking; enforcement of parking regulations; assistance with neighborhood parking problems; and works with the City's economic development offices to assist in providing parking for businesses.

The department has a Customer Service Office located at 820 Washington Street, directly across from Police Headquarters and Municipal Court. Our office hours are from 7:30 a.m. until 4:30 p.m. Monday through Friday.

For questions about parking, please call us at 545-4015. If you prefer, send an e-mail to ParkingServices@ColumbiaSC.net and we will respond as soon as possible.



PARKING SERVICES DEPARTMENT REPORTED THE FOLLOWING DURING THE 2013/2014 FISCAL YEAR:

- Revenues: \$6,209,622.84
- Parking Operating Expenses: \$3,304,966.52
- Parking Citations Written: 165,274
- Parking Services was the recipient of Historic Columbia Foundation's award for new construction in an historic context for the new Cannon Garage at 1227 Taylor Street.
- Worked with the University Hill Neighborhood to implement 24/7 enforcement of the residential parking permit district.
- Began working with the Granby and Whaley Street neighborhoods to implement residential parking permits districts. Both districts were approved by City Council in the 2014 FY.
- Developed a plan for the upgrade of parking control equipment for the Lady and Sumter garages. This work has been bid and will be completed during the summer of 2014.
- Developed a plan to provide improved cleaning in the garages.
- Worked with six neighborhood groups to implement "No Parking" areas to improve safety in the neighborhoods.
- Developed a parking contract for the Hyatt Place Hotel in the Vista for parking in the Lincoln Street Garage.



John Spade, Director

PARKS AND RECREATION DEPARTMENT

Whether you live in the City, are neighbors to us in the great State of South Carolina or are just visiting, we invite you to take advantage of the great services we provide, the beautiful parks we maintain and all the wonderful indoor and outdoor activities we offer, from golf and tennis to swimming and recreation league play.

We continue to look for new ways to engage you and strive to give you the best that we have to offer. Our mission is to enhance the quality of life for all those we serve through good stewardship of the city's natural and physical resources, through the presentment of safe and accessible facilities and through the operation of exemplary leisure services.



Jeff Caton, Director

SPECIAL PROGRAMS AND EVENTS:

Community Education Garden Program

- City of Columbia has been awarded the Palmetto Pride Community Grant for four years
- The grant provides funding for youth throughout the City to learn about gardening as they grow fruits and vegetables in their local park
- Community education gardens are an important component of the Let's Move! initiative as it focuses on the importance of nutrition to keep youth healthy

2014 National Youth Violence Prevention Week

- Parks and Recreation in collaboration with the Police Department presented a week of activities designed to curb youth violence
- Events included: A Candlelight Vigil, Violence Prevention Fair, Man in the Mirror -Youth Panel featuring DJJ's Insiders Program, Community Nonviolence Night, Youth Violence Prevention Walk
- Over two hundred youth participated in the National Youth Violence Prevention Week

Mayor's Back to School Drills and Skills Clinic

- Five hundred youth participated in basketball, tennis and golf instructional activities for five days



**Parks and Recreation
Administration Office
1111 Parkside Drive
P: 803-545-3100**

- The week culminated with a drills competition, sports physicals and school supply give-a-way for participants.

Capital City Beach Party

- July 4th celebration during the Summer Concert Series.
- Parks and Recreation brought the beach to Finlay Park - complete with lifeguards, water slides, beach bands and fun!

Main Street Ice Rink

- Opened on Thanksgiving Day
- Outdoor ice skating for toddlers to adults
- Convenient fun for downtown residents and out-of-town guests

New Year's Eve Carnival

- Moved to Main Street in conjunction with the city's Famously Hot New Year's Eve Party
- Perfect family event to begin the celebration for the New Year.
- Convenient for downtown residents and visitors.

Creative Journey outreach program

- Fort Jackson's Wounded Warrior Transition Unit.
- Program has 80 participants and recruited 49 volunteers

PARTNERSHIPS

Community partnerships are key to the success of Parks and Recreation programs. Below is a list of agencies, organizations and local businesses that have worked with us to provide educational opportunities, resources and activities.

Benedict College	NPRA
Benefit Bank of South Carolina	Palmetto Health
Blue Star Mothers	RCSD
City Art	Richland Library
Clay King	Richland School District One
Clemson Extension	Ronald McDonald House
Columbia Chamber of Commerce	School of Hope
Columbia Classical Ballet	SCPRA
Columbia Parks & Recreation Foundation	SCPRT
Columbia Sports Council	Select Health
Columbia Urban League	SIAC Tennis
Eat To Win Football Camp	Suzy Shealy
Fine Art	TD Bank
Five Points Association	The Vista Guild
Fort Jackson	University of South Carolina
Healthy Living	
Mad Platter	
Midlands Clay Art Society	

FACILITY RESERVATIONS

Facility Reservations accounted for a grand total of 130 supported paid events and a grand total of 25 non paid events.

There was a grand total of 52 City sponsored departmental events that were supported (non-paid).

- 68 paid events were supported at Martin Luther King Park
- 25 paid events were supported at Hyatt Park
- 5 non paid events were supported at Hyatt Park
- 22 paid events were supported at Riverfront Park
- 40 paid events were supported at Finlay Park
- 20 non paid events were supported at Finlay Park

PLANNING

- Successfully completed five year departmental master plan.
- Firm selected to design Finlay Park restoration
- Firm selected to design Phase II of Vista Greenway
- Finalizing design of Greenview Master Plan and aquatic facility
- Participated in coordination of Richland County storm water design effort at Owens Field Park
- Developing plans for Miracle League Facility at Owens Field

Memorial Park, 700 Hampton Street

CAPITAL IMPROVEMENT PROJECTS MAJOR PROJECTS

Parks and Recreation's grant writing efforts have yielded over \$120,000 in grant awards this year.

Katheryn M. Bellfield Community Center

- Completion of Phase I and re-opening occurred in October 2013
- Phase I improvements included: renovation of the cafeteria and multipurpose room, new drinking fountains, installation of new HVAC system, carpet throughout the facility, renovation of classroom space
- Since the re-opening of the facility, the following programs, events and resources have been made available to the community:
 - 25 people enrolled in the GED Classes
 - Thanksgiving Luncheon for Senior Citizens
 - Teen Winter Retreat
 - Teen Spring Retreat
 - Pre-school and after-school programs
 - Health Screenings
 - **Benefit Bank Tax Preparation**
 - Job Fair
 - May Festival
 -

St. Anna's Park Phase II

- Completion of Phase II for this project includes: an outdoor walking trail, swing benches, gazebo, new lighting, new fencing, landscaping, new water fountain, new entry sign and new brick columns
- The completion of St. Anna's Park renovations (Phase I and Phase II) has enhanced the aesthetic quality of the park. St. Anna's Park has become one of the more attractive parks in our system

GRANTS

Parks and Recreation's grant writing efforts have yielded over \$120,000 in grant awards this year.

Community education gardens, special needs programs, playground equipment, gazebos, walking trails and more have been provided through grant funding.

- Palmetto Pride
- Community Development Block Grant -St. Anna's Park (Phase II)
- The Scott's Miracle-Gro Company-GRO 1000 Grassroots Grant
- National Gardening Association Youth Gardening Grant
- SC Arts Commission Grant

AWARDS

2013—Creative Journey Program won the "Excellence in Programming" award at the South Carolina Recreation and Parks Association Conference

2014 NUSA (Neighborhood USA)—Creative Journey won 1stPlace for the Best Neighborhood Program at the 39thannual NUSA Conference in Eugene, Oregon.

2014 Playful City Designee—The City of Columbia was named a Playful City for the first time among thousands of cities for its collaborative efforts with the community, local government, civic organizations and parks and recreation for providing children with more opportunities and access to play at parks and plays spaces.

PLANNING AND DEVELOPMENT SERVICES

The vision of the Planning and Development Services Department is to facilitate a safe, attractive, healthy and vibrant community for present and future generations. Our mission is to guide the development of the City in a manner that enhances quality of life, promotes distinctive neighborhoods, supports businesses and protects the environment through professional, positive, solution-oriented planning, permitting, zoning, and enforcement services.

The Department handles a variety of land development and property issues from the issuance of building permits to inspecting buildings for a business license. Here is an overview of the services offered:



Krista Hampton, Director



BUILDING INSPECTIONS

Building inspectors review and monitor construction work to ensure it conforms to established building codes and regulations. Staff also provides inspections for businesses when they move or open in a new location to make sure the space is safe and meets building codes.



CODE ENFORCEMENT

The Housing and Property Maintenance staff monitors existing one and two-family residential structures and premises for violations of the International Property Maintenance Code. This code sets minimum standards for the upkeep houses and yards.



DEVELOPMENT CENTER

The Development Center provides a one point of entry for construction review and permitting. The staff shepherds projects from plan submittal to permitting ensuring that reviews are completed concurrently where possible. Coordinators can provide a wealth of information on the requirements and steps in the process.

The sixty-one dedicated staff continues to perform the needed day-to-day duties while pursuing additional projects to promote efficiency, improve the community, and enhance services.



PLANNING

The Planning Division facilitates and implements long and short-range plans for the City, its business districts, corridors, and neighborhoods. This division also provides staff support to the Planning Commission and the Design/Development Review Commission, which includes historic preservation and urban design.



ZONING

The Zoning Division administers the zoning and land development regulations for the City. These cover such issues as where uses can be established, the subdivision of land, the size and placement of buildings, and parking requirements among others. Staff also provides support to the Board of Zoning Appeals.

BY THE NUMBERS

3,606	Total Number of Building Permits Issued As of April 2013/14
146	Number of New Single-Family Residential Permits as of April 2013/14
1440	Zoning Code Enforcement Cases Started
3500	Illegal “bandit” signs removed from right-of-way
\$239,838,142	Building Construction Value FY 13/14 as of April
\$1,255,410	Total Permit Fees Collected for FY 13/14 as of April
539	Plans Reviewed for FY 13/14
656	Commercial Projects Facilitated by Development Coordinators as of April 2013/14
<10,000	Property Maintenance Cases Started
<38,000	Property Maintenance Inspections conducted
18	Dilapidated houses demolished by the City with dozens more facilitated by process
3	Newly Designated Individual Landmarks
7,984	Total Number of Residential/Commercial Building Inspections
559	Certificates of Design Approval Issued
203	Cases managed for Planning Commission, Board of Zoning Appeals and Design/Development Review Commission
158.75	Number Of Acres In Annexations Facilitated which will Result In \$31,532,144.00 In Taxable Value, Representing An Estimated \$116,934.36 In City Tax Revenues.



EFFICIENCIES

- Initiated process to accelerate review times for commercial plan review by recruiting building inspector to review resubmittals.
- Improved staff response times for site plan review to allow applicants time to resubmit revised plans for easier (and faster) Planning Commission and DDRC consideration.
- Streamlined encroachment process to reduce time to approval.
- Simplified and reduced applications to Boards and Commissions.
- Completed mapping of business processes to facilitate new software implementation and set the stage for more process improvements in 2014/2015.
- Restructured Property Maintenance staff to operate more efficiently.

ACHIEVEMENTS AND ACCOLADES

- Completed and issued the Certificate of Occupancy for the new five-story, 76-bed hospital (85 Million Dollars).
- Facilitated and coordinated the application that resulted in Bike Friendly Bronze Award from League of American Bicyclists.
- Completed the Devine Street/Ft. Jackson Commercial Node Plan.
- Initiated the West Gervais Commercial Plan.
- Launched two citywide planning initiatives that will shape the community for decades to come: Plan Together and Walk/Bike Columbia!
- Developed and implemented a Historic Landmark Plaque Program for City Landmark properties.
- Revised Board of Zoning Appeals criteria for Special Exceptions to improve compatibility of uses in our commercial districts and neighborhoods.
- Applied for and received a grant to conduct the Granby Mill Village Stabilization Program.

PUBLIC RELATIONS, MARKETING AND MEDIA DEPARTMENT

The City of Columbia Public Relations, Marketing and Media Department is the "voice" that informs the city of everything that happens, everything that's about to happen, and how to access virtually every service, system and opportunity available in our community.

From information, invitations and explanations to guidance, advice, announcements and important "heads up" alerts about what's new and what's "news" - it's the PR Department's employees who gather the facts and do whatever it takes to get the word out to the city.

They are the city's communicators - in print and video, at press conferences and in media releases, via e-blasts and web content, and through any other channels that suit the subject, the audience and the deadline at hand.

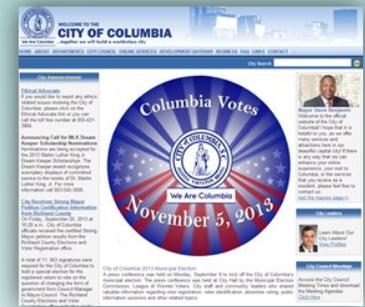
In short, this group is the invaluable knowledge connection that keeps everyone in touch with the fact that We Are Columbia!



Leshia Utsey, Director



Website after 2013 redesign



Website prior to redesign

LAUNCH OF CITY'S NEW WEBSITE

A new and enhanced website was launched on October 1, 2013. The new format for the website focuses on making the site more user-friendly. The website is a major marketing tool for showcasing the City, so the new design is more visually and aesthetically pleasing, while also providing pertinent information. The development of the site was a collaborative effort and input was received from all City departments during the development process. Staff in each department/office will have direct access and the autonomy to make immediate updates to their information in order to keep the site current. Some of the new elements include a rotating header, infographics, live Twitter feed, City publications, one-click social media access, videos, City Council Profiles and more. Visit www.ColumbiASC.net today!

NEW PRESS RELEASE, MEDIA ADVISORY AND PUBLIC NOTICE FORMAT

The Public Relations Department was pleased to announce the new format for press releases, media advisories and public notices in 2013. In past years, the information sent to the media only included the City’s seal. The new and improved format now includes the new logo and contact information for the Public Relations Department.

SOCIAL MEDIA TREND: THROWBACK THURSDAY

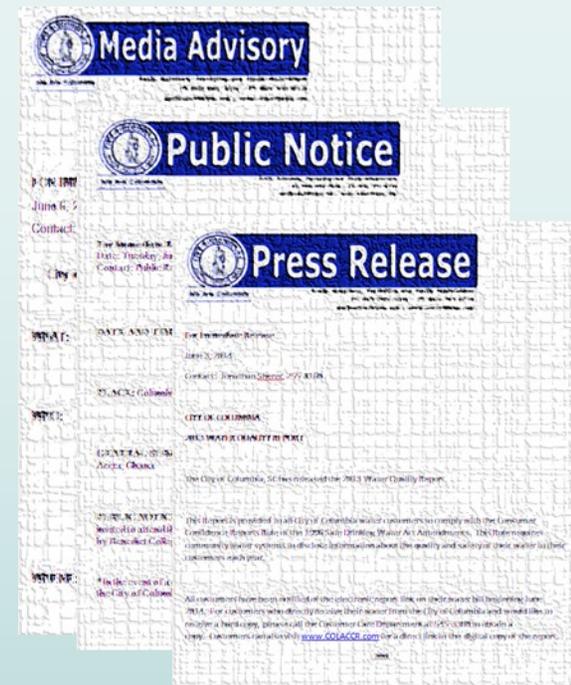
The City of Columbia joined the growing trend known as “Throwback Thursdays” in March 2014. Throwback Thursdays, better known as TBT, is a weekly reminiscent photo movement that is globally posted on social media accounts.

Citizens that are interested in this trend can follow the City of Columbia on the social media sites listed below:



LAUNCH OF CITY’S NEW LOGO AND GUIDELINES

Beginning in 2012, the Public Relations Department set out to design a revised logo that reflected the City’s vision; “Together we will build a world-class city.” The addition of the City’s tag-line, “We Are Columbia” made the new logo visually-striking and easily recognizable. The City of Columbia embraces its history with the changing times and the logo is a useful tool for City Staff and City Partners in setting a standard for use on a consistent day-to-day basis. Guidelines were created to imply that the emblems, seals and other marks used to identify the City of Columbia and any programs or initiatives are the property of the City and may not be reproduced in any form without written expressed permission. Changing the manner, font or color of the logo is restricted as well as stretching or distorting the logo in any form.



Previous City of Columbia logo



New City of Columbia logo

CITY PUBLICATIONS

The Public Relations Department creates weekly and monthly newsletters that are available online and sent to our City Email Network. Join the email network to get all the latest and greatest Columbia news delivered straight to your inbox. They are the best source for up-to-date news, events and meetings in the City. View publications online and join the City Email Network at ColumbiaSC.net.

The following publications are available via email and online weekly:

Connecting Columbia is a weekly e-newsletter sent on Mondays that includes the week's meetings and events. The most current press releases and City Talk, our weekly radio show, broadcasting on Mondays. There were a total of 47 Connecting Columbia publications created and distributed during the 2013 - 2014 fiscal year.

Destination Hometown is a weekend e-newsletter sent on Thursdays with a focus on family-friendly events taking place in the City. This publication was distributed to the City Email Network for 52 weeks. "Make Our Hometown Your Destination This Weekend!"

The following publications are available via email and online monthly:



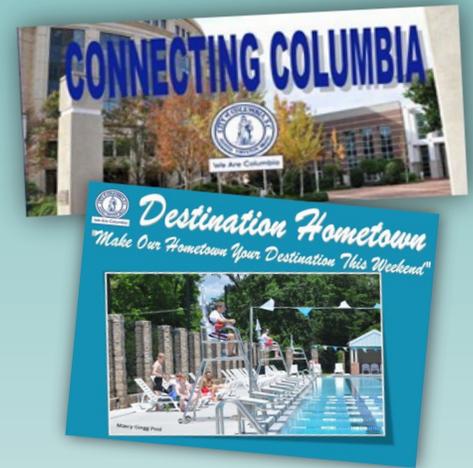
City eNews is monthly e-newsletter sent at the beginning of the month that includes photos from recent events, news from the previous and upcoming months, what's going on in City Parks, Council meeting dates and At-Large meeting announcements. City eNews was distributed every month during the 2013 - 2014 fiscal year.



Community Corner is a new neighborhood newsletter that is focused on providing information that relates to the quality of life in Columbia at the neighborhood level, including basic neighborhood information as well as public safety, health and family well-being. This publication was created 2013 and has been distributed since November.



Let's Move! Columbia is a monthly newsletter dedicated to empowering the citizens of Columbia with information and knowledge to maintain a healthy lifestyle. This publication began production in July 2013 and there have been 10 editions distributed.



CITY ENGAGEMENT AND TECHNOLOGY INITIATIVE: #LOVECOLUMBIA

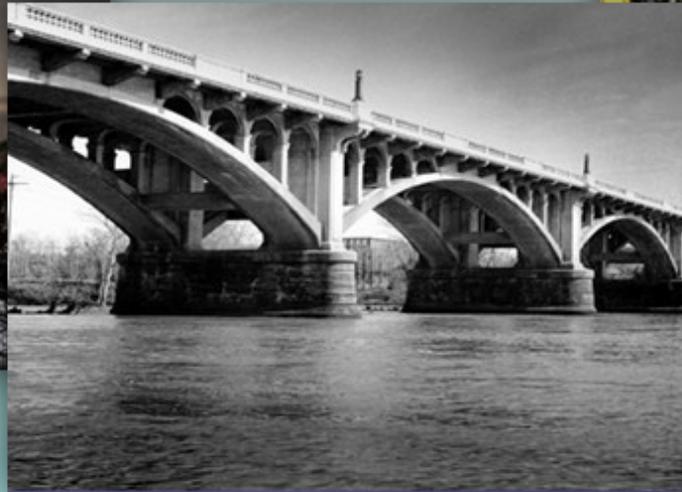
During 2013, the Public Relations Department launched the #LoveColumbia challenge. This photo contest invited the citizens of Columbia to submit photos of what they love about the City. We found that the community reacted in a positive fashion and submitted 300 photos.

The point of this service project was to increase community engagement, expand public knowledge of the City's social media sites, and to increase the use of technology to interact with citizens. There is a lot of history and natural wonders within the City that we wanted to encourage citizens to enjoy, and they did! The photos were submitted using the social media platforms Facebook, Instagram, and Twitter with the hash tag, "#LoveColumbia". The winning photo from each social media network was featured at First Thursdays in the Gallery at City Hall.

The #LoveColumbia photo challenge gave the community a wonderful opportunity to go out and explore our picturesque city. It is all free spirited work that was posted on the City's social media outlets. Whether it was a captured memory or a marvelous wonder, all of the photos were submitted by natives or visitors of the city. It gave the community a chance to be creative and contribute to the cause of loving the City of Columbia.



Facebook Winner - Ashley Concannon



Instagram Winner - Joshua Rue



Twitter Winner - Frederick Austin

PUBLIC WORKS

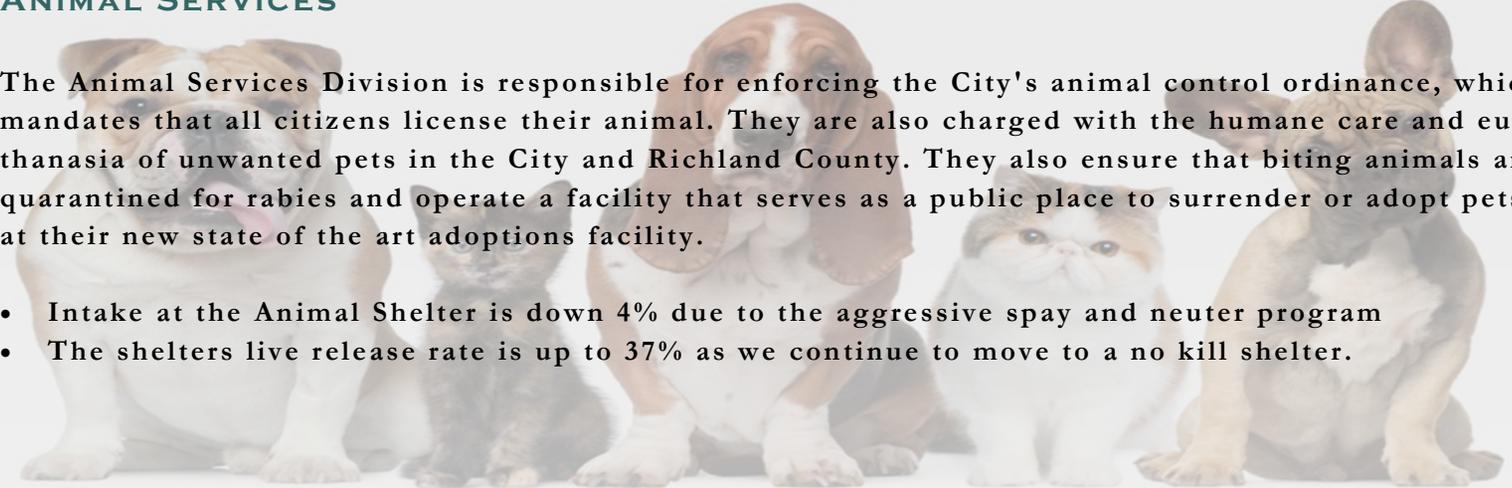
The Public Works Department is comprised of the following six divisions.



Robert Anderson, Director

Public Works
Administration
2910 Colonial Drive
Columbia, SC 29203
P: 803-545-3780

ANIMAL SERVICES



The Animal Services Division is responsible for enforcing the City's animal control ordinance, which mandates that all citizens license their animal. They are also charged with the humane care and euthanasia of unwanted pets in the City and Richland County. They also ensure that biting animals are quarantined for rabies and operate a facility that serves as a public place to surrender or adopt pets at their new state of the art adoptions facility.

- Intake at the Animal Shelter is down 4% due to the aggressive spay and neuter program
- The shelters live release rate is up to 37% as we continue to move to a no kill shelter.

SOLID WASTE



The Solid Waste and Recycling Division provides collection and disposal within the corporate city limits along with special events such as St. Patrick's Day Celebration in Five Points, the Veteran's Day Parade and special neighborhood clean-ups.

Garbage, recyclables and yard waste are collected throughout the year with the exception of Christmas Day, Thanksgiving Day and July 4th. Services are provided to our downtown and Five Points business locations six nights per week.

- Received a grant to add recycling programs to four City Parks
- Added a drop off program for clothing and books to our recycling program.



FORESTRY & BEAUTIFICATION

- Public/Private partnership with the installation of rubber mulch tree cut outs in Five Points. The rubber mulch is a sustainable approach to maintain a safe pedestrian surface, while not allowing mulch to wash into the storm drain system during heavy rains.
- Planted 508 trees during last year bringing the 10,000 tree goal to 55%

STREET DIVISION

- Secured 3.5 million dollars, \$700,000 per year for five years from CTC to use for resurfacing maintenance on City Streets. Completed 19.2 lane miles of resurfacing maintenance this year.
- Completed a \$2.4 million dollar major road rebuild in the Glenridge subdivision.
- Received a grant from Community Development allowing for the re-paving of Bailey Street.

SUSTAINABILITY

- The Green is Good for business Conference secured a major \$10,000 sponsor allowing us to reach out to 400 conference participants.
- The City participated in the 2013 Earth Hour which inspires millions of people around the world to switch off lights for an hour.
- The City partnered with Richland and Lexington County to hold four boot camps which focused on business sustainability.



TRAFFIC ENGINEERING

- Completed a lighting upgrade project to Memorial Park
- Installed the State's first Hawk Signal on Taylor Street providing pedestrians safe access from Lincoln Street greenway to Finlay Park.

UTILITIES AND ENGINEERING

The Department of Utilities & Engineering maintains the City's drinking water supply, collects and treats the City's wastewater, designs and oversees construction of many City construction projects, manages the Customer Care Center, and performs other related duties.



Joey Jaco, Director

DEPARTMENT HIGHLIGHTS

Expanded City-staffed Customer Service hours: City Customer Service Representatives now take calls during peak morning and evening calling hours. City staff answers the Customer Care line from 7:30 AM to 11:00 PM, M-F. This reduces the number of calls that are sent to the third-party after-hours call center.

New Operator Training Program: The Water Plants, Metro Wastewater Plant and Wastewater Collections initiated an apprentice program to provide a systematic mentoring process for all operators. Operators are now able to earn US Department of Labor certificates that show operators keep up with increasingly stringent regulatory requirements.



- **Drinking Water:** First utility in the state to offer a “student apprenticeship” opportunity to a local high school student. This gives the student real world experience and allows him/her to achieve a certification at least one year more quickly than ever before.
- **Wastewater:** 7 WWTP operators and 54 wastewater collections systems operators earned US Department of Labor certificates or increased their level of certification.

AWARDS



- **American Council of Engineering Companies Award** for the new Raw Water and High Service Pump Station.
- **SCDHEC Area Wide Optimization (AWOP) Award:** This means that the Lake Murray and Canal water treatment plants consistently produced drinking water at a level 60% more stringent than required.
- **2nd Place in South Carolina Environmental Convention Best Tasting Water Contest:** The City has placed in this contest for the last 5 years.

DRINKING WATER

Use of new Raw and High Service Pump Stations at Canal Water Treatment Plants: While 2012/2013 saw the majority of work in upgrading the Canal Water Treatment Plants, the work in 2013/2014 was focused on staff becoming familiar with the new equipment. This \$27 million dollar project will provide reliable raw water pumping capacity of up to 84 million gallons per day and replaced 50 million gallons per day pumping capacity with new high efficiency pumps.



Raw Water Pump Stations Before and After



High Service Pump Stations Before and After

WASTEWATER

- **2013 Damage Prevention and Safety Award:** The City won this Midlands Chapter of the Utilities Coordinating Committee award for demonstrating the best improvement in a safety record during 2013.
- **Converted treatment train two to a complete nitrification treatment process:** The converted treatment train at the Metro WWTP will help prevent ammonia and fecal coliform permit violations.
- **Successfully piloted Cityworks maintenance software:** Metro WWTP staff tested the Cityworks program for managing its schedule maintenance efforts. The program has been adjusted to meet the needs of the WWTP. Staff anticipates full-scale implementation in the next fiscal year.
- **Reduced overtime cost:** The Wastewater Maintenance Division reduced overtime costs by approximately 75% on average per pay period.
- **Developed a 5 year Sanitary Sewer System Rehabilitation Plan:** Wastewater Maintenance Division employees assisted in developing this comprehensive plan. Next fiscal year, they will begin implementing the plan, including rehabilitating a projected 35 miles of gravity sewer lines and 700 man-holes.

COLUMBIA CITY COUNCIL



L-R: Councilman Cameron Runyan, Councilwoman Leona Plough, Councilman Sam Davis, Mayor Steve Benjamin, Councilwoman Tameika Isaac Devine, Councilman Brian DeQuincey Newman and Councilman Moe Baddourah

WE ARE COLUMBIA

OUR MISSION

To provide bold leadership and exemplary services to advance the quality of life for everyone.

OUR VISION

Together we will build a world-class city.



We Are Columbia

BUILD
RUN.GROW.TRANSFORM.
COLUMBIA
The Blueprint for a World-Class City