



2007 Annual Report

About Montgomery

Contained in a land area of 5.3 square miles, the City of Montgomery is located in northeastern Hamilton County, 12 miles from Cincinnati. The community was settled in 1795-96 by residents from two New York towns, Montgomery and Hopewell.

Since its founding, the community attracted additional residents, leading to its incorporation in 1910. Much of the community's growth has occurred in the last 35 years as development continued its northward advance along the interstate systems of southwest Ohio. Today, Montgomery has approximately 3,800 housing units and is home to 10,163 residents.

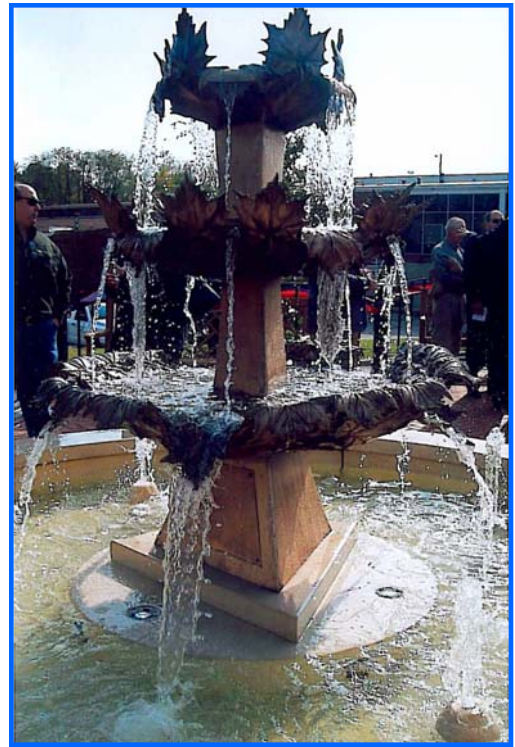
Montgomery derives much of its operating revenue from a one percent (1%) earnings tax to help fund a full range of City services, undertaken by 65 full-time and 40 part-time employees. Services provided by the City of Montgomery include: police and fire protection, development plan review and building inspections, recreational programming, maintenance of seven parks, street maintenance and snow/ice control of 92 lane-miles of roadway, and financial service as well as a host of other City programs.

Montgomery is located in the Sycamore School District, which has drawn national recognition for academic excellence. The district operates four elementary schools, an intermediate school, a junior high school and a high school.

Montgomery is home to a variety of commercial enterprises including: Bethesda North Hospital, Ohio National Financial Services, Century Motors, Montgomery Chevrolet, and Camargo Cadillac. In addition, the historic downtown is a thriving retail and dining area, including the famous Montgomery Inn Restaurant. The addition of

the Triangle/Gateway Center development in 2007 brought several new businesses to the downtown area, including the very popular Stone Creek Dining Company.

The City of Montgomery is also home to institutions serving 13 religious denominations.

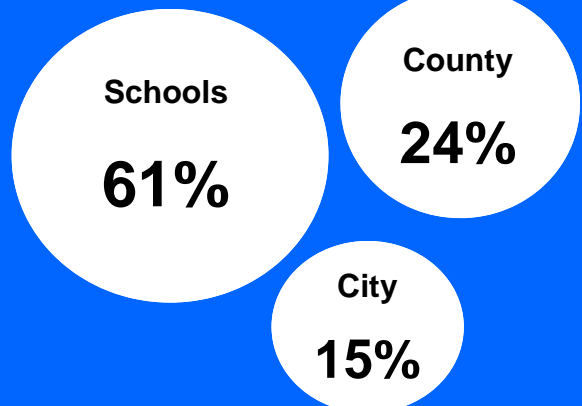


The Triangle Point Plaza was officially dedicated in 2007. This custom-made fountain, depicting sycamore leaves, is a central feature of the plaza.

2007 Top 10 Employers

1. Bethesda North Hospital
2. Sycamore Community School District
3. Ohio National Financial Services
4. Montgomery Inn
5. TriHealth, Inc.
6. Meadowbrook Care Center
7. Twin Towers Retirement Organization dba Twin Lakes
8. Kroger
9. Montgomery Care Center
10. Camargo Cadillac Co.

Property Tax Breakdown



2007 Highlights

2007 was a banner year for Montgomery in terms of awards, special events and positive changes in its communications efforts and customer service delivery.

The City embarked on a project to improve the communication mechanisms and opportunities used to educate and communicate with Montgomery residents. One such effort was a partnership with Mr. Ray Kingsbury, who, in 2007, conducted new resident focus groups and attended neighborhood association meetings in an effort to learn what new residents need and want and what the current resident population regards as important issues. He also helped to coordinate a new "Montgomery Citizen Leadership Academy" designed to provide a community-based experiential learning opportunity to residents. This program, which is designed to turn residents into active and involved citizens, also featured partnership with outside groups such as Bethesda North Hospital, Ohio National Financial Services, and the Sycamore School District. The first Academy will be held starting in January, 2008, and a full roster of interested citizens registered for this session.

Another effort to improve customer service functions and communications with the public was a collaboration with the Impact Group, an outside consultant, to study the City's current communications vehicles, including the website, the City newsletter, new resident packets, et al, to seek ways to make improvements.

The consultant assisted on the following projects:

- bulletin and website articles to educate the public on the strategic goal of citizen outreach in the communication effort;
- issue management, to identify potential issues that could impact the community in their early stages and develop good communication tools to keep the public informed as developments warrant;
- bulletin and website articles to inform residents and businesses of the positive impacts and group efforts of coordinating with Homearama;
- development of a new logo, letterhead, business card template and other communication pieces that update the image and first impression presented in written communications;
- secretly "shopping" staff to assess phone etiquette to develop a list of phone messages, hold messages, personal voicemails and out of office messages, and phone answering language for a professional, courteous and consistent message; and
- evaluating other key communication pieces to ensure that each of these items are in line with the vision and strategic direction of the City.

Many staff members had input, and trainings were held on implementation of the new communication vehicles to make sure that everyone has a good understanding of the reasoning for each of these changes. These efforts were made to ensure alignment with the City's strategic direction.

In addition to the normal slate of City events, Montgomery was honored to host the 2007 Homearama showcase at the Vintage Club development. This marks the second Homearama show in Montgomery, and the first in Hamilton County since 1995. The event was a huge success, with over 100,000 visitors to the City over the course of the show. Homearama brought recognition to the viability of this area and the many amenities that City residents enjoy. It was coordinated thanks to the efforts of a tremendous number of people, including City staff, elected officials, Board and Commission members, a large group of citizen volunteers, the Homebuilders

Association of Greater Cincinnati and Great Traditions Land Development Corporation.

During 2007, the City of Montgomery was recognized for achievements in a wide variety of areas and by a diverse group of organizations, including;

- The City of Montgomery won the award for the Best Website in the Country for cities with populations between 4,500 and 65,000, awarded by the Government Webmasters Association.
- The City's Health Benefits Committee received an "Innovation in Local Government" award from the Ohio City/County Management Association.
- Montgomery won the Frank Ferris Regional Planning Award for the Montgomery Road Corridor Design Guidelines project which was developed with the assistance of a committee that included members of the Planning Commission, Landmarks Commission, McBride Dale Clarion consulting firm and affected property owners (Larry Brushaber of Honda and Randy Cooper of the Myers Y. Cooper Company).
- The City was once again named as a 2006 Tree City USA and Growth award recipient. The City has now received the Tree City USA designation for 12 consecutive years and the Growth Award for 8 years.
- The City's 2006 Comprehensive Annual Financial Report received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.
- Fire Marshal Fred Horsley received the 2007 Syrian Shrine Fire Prevention Award for 2007. Fred and six other candidates were nominated in the area of prevention. Fred was selected for his 43 years of service, teaching, and prevention activities.
- Police Officers Tom Wagner and Paul Payne received an award from the Hamilton County Police Association for their educational program, "Caught in the Web." As a result of these officers' work on this program, more than 5,000 parents in our region have been educated on web activities/web sites that are popular with teens.



Montgomery's information tent at the 2007 Homearama was manned by dozens of staff and citizen volunteers throughout the event

2007 Highlights cont.

- Police Officers Tom Wagner and Paul Payne were also selected to receive the Greater Cincinnati ASPA (American Society for Public Administration) award for "Individual Contributor of the Year." These officers were selected for their continuing work with the "Caught in the Web" program.
- The contractor for the Montgomery Gateway Triangle building received the 2007 award from the Ohio Valley Chapter of the Design Build Institute of America for the Gateway Center. While this award was not received by the City, the citizen commissions, City Council and staff all had input on this award-winning development.
- While not actually an award, but certainly a nice recognition, the Cincinnati Business Magazine which "Rated the Burbs," selected Montgomery for its ranking as #3 Best Suburb in the Greater Cincinnati area and to the Sycamore Community Schools for their ranking as the #1 public school system in the area.

The City faced a challenge in 2007 from a group of individuals who circulated an Initiative Petition entitled the "Natural Parkland Initiative". This initiative requested the City to acquire approximately 10 acres of property on Montgomery Road for use as a park. The group was successful in obtaining the necessary signatures on the petition to get the issue placed on the November ballot. In August, City Council voted to pass the land acquisition issue to the Board of Elections to be placed on the ballot and at the same time, Council asked that a companion park levy be added to the ballot to be able to fund the anticipated purchase and development cost. Council put forth the 1.25 mil levy because it did not believe the anticipated cost of the property could be absorbed within the current budget. City Council and City staff provided education through the City newsletter and City website, to educate Montgomery residents about how this issue, if approved by voters, would affect the City from a financial aspect. The initiative was defeated by the voters in the November, 2007 election.

The City continued its work on a comprehensive review of the City's park system in an effort to identify new park trends and identify possible future park enhancements. The City worked with Leisure Management Services to develop a comprehensive review from which the Parks and Recreation Commission and Council can develop goals for the parks over the next several years. The development of this plan involved several public forums at which public comments on the plan were received and considered. A large number of interested residents attended these forums.

The Triangle/Gateway Center development was finalized in 2007 with most of the space being leased soon after being made available. There was also a bronze fountain that was commissioned by the City for the public plaza at the "point" of the Triangle, which was officially dedicated as a park at a ceremony on November 12th, which included a tribute to Veteran's Day.

2007 marked the 25th anniversary of the FBI plane crash at the former Shepard Bookstore in downtown Montgomery. On December 16th, a commemorative ceremony was held at St. Barnabas Church to honor those who lost their lives in this event, which remains today the largest single incident of loss of life in FBI history.

The Safety Center building saw completion of a major remodeling project in 2007 that was done in an effort to make better use of available space, as well as realize operational efficiencies and enhancements in customer service. There is now a better designed lobby, new office spaces and more efficient storage areas in the building.

The City Administration provided human resource services for the entire City organization, including the recruitment and hiring processes for all departments, wage adjustments, and employee evaluations and goal setting. The Administration also worked with the City's new AFSCME labor union in the Service Department in an effort to create the first labor agreement between that union and the City.

New in 2007, the City's web-based evaluation system, which allows employees to access and work on their evaluations anywhere they have internet access, was introduced and special training sessions were provided for all employees on the use and purpose of the system. The system allows for

a much more efficient and streamlined method for supervisors to keep track of due dates for evaluations and where their direct reports are with their tasks associated with the yearly appraisal process.

Montgomery continued to "spread the word" in 2007, making a presentation at the Massachusetts Municipal Management Association in November, 2007 on its HPO philosophy and human resource functions. The City continues to get very positive feedback from these sessions, and they are valuable for staff, who gain experience in public speaking, networking, and seeing how other communities can benefit from our experiences.



The commemorative ceremony for the 25th anniversary of the FBI plane crash that occurred in the City of Montgomery was a well-attended and solemn occasion that was held at St. Barnabas Episcopal Church.

City Council



Montgomery City Council, December, 2007
L-R Mark Combs, Barry Joffe, Vicki Hirsch, Vice-Mayor Ken Suer,
Mayor Gerri Harbison, Lynda Roesch and Todd Steinbrink

2007 Elected Officials

Mayor, Gerri Harbison
Vice-Mayor, Ken Suer

Members of Council

Mark Combs
Vicki Hirsch (after December 5th)
Barry Joffe
Bill Niehaus (until December 5th)
Lynda Roesch
Todd Steinbrink

City Administration

Cheryl A. Hilvert, City Manager
Wayne Davis, Assistant City Manager
Frank Davis, Community Development
Director
Robert Nikula, Public Work Director
Peter Hames, Finance Director
Don Simpson, Police Chief
Paul Wright, Fire Chief
Susan Hamm, Clerk of Council
Terrence M. Donnellon, Law Director

As part of City Council's responsibilities for establishing policies and enacting legislation, City Council oversaw operations and administration of a cash budget of \$31,399,288, and adopted 61 ordinances and resolutions, the highlights of which follow:

Council Action During 2007 Includes:

The City of Montgomery operates under a Council-Manager form of government with seven elected Council Members working with a City Manager appointed by City Council. All City Council members are elected at large by a popular vote of City residents for staggered terms of four years. Once seated, Council Members select the Mayor who serves as mayor for a two-year term.

Montgomery City Council is responsible for establishing policies and enacting legislation necessary for municipal operations. City Council appoints the City Manager and Law Director. By charter, the City Manager serves as the City's chief executive, administrative and law enforcement officer.

City Council operates with six standing committees: Financial Planning; Government Affairs; Law and Safety; Parks and Recreation; Planning, Zoning, and Landmarks; and Public Works.

While City Council members are very busy in their roles as elected officials, their work is largely centered in determination of policy. During 2007, City Council conducted 63 public meetings, including regular meetings, special sessions and 27 committee meetings.

In an effort to improve communications between City Council and the Boards, Commissions and civic organizations, several initiatives were undertaken including:

- Each Board/Commission Chair was invited to attend a discussion meeting to update City Council members on the activities and work of their respective Board/Commission for the previous year.
- City Council, and the Administration conduct an annual new member Board and Commission orientation session. This training/education session gives new Board and Commission members the tools they need to perform their valuable work and at the same time, enhance communications between the Boards and Commissions, City Council and staff.
- A Community Leadership Forum was held and represented an opportunity for volunteers, representatives of neighborhood associations and civic groups, elected officials and administration to discuss major issues, activities and suggested topics of interest by forum participants.

- Granted a storm sewer easement within Weller Park to Vintage Club Associates, Ltd.
- Granted an access easement within the Safety Center lot to Twin Lakes in Ohio, Not for Profit Corporation.
- Adopted goals and policies for a Montgomery Comprehensive Community Plan.
- Established regulations for street furniture/furnishings in the Heritage Overlay District.
- Extended the Montgomery Corridor/Schoolhouse Interim Development Control Overlay District.
- Authorized the City Manager to enter into a contract with the Impact Group for professional services related to the development of a comprehensive communication program.
- Authorized the City Manager to enter into a contract with Leisure Services Management, Inc. for professional services related to the development of a comprehensive park master plan.
- Accepted a bid and authorized the City Manager to enter into a contract with Langenheim and Thomson for the Triangle Point Plaza project.
- Recognized the month of May, 2007 as National Historic Preservation Month in the City of Montgomery.
- Supported the Drug Abuse Resistance Education (D.A.R.E.) program and authorized the filing and execution of a grant request to the Ohio Attorney General's office for the continuing efforts of the D.A.R.E. program.
- Provided for the submission to the electorate of a 1.25 mill property tax levy for parks and recreational purpose.
- Referred the natural parkland initiative to the general election ballot.
- During the November election, voters elected Gerri Harbison, Vicki Hirsch and Todd Steinbrink to Montgomery City Council. Gerri Harbison, Vicki Hirsch and Todd Steinbrink will serve four-year terms through 2011. Each took office as Council Members on December 5, 2007.
- On December 5, 2007, Council Member Bill Niehaus retired from City Council. City Council elected Gerri Harbison as Mayor and Ken Suer as Vice-Mayor of the City of Montgomery for two-year terms.

Development & Planning

The year 2007 was an exciting and satisfying time in Montgomery from a building and community development standpoint. In June, the City hosted the Greater Cincinnati Homebuilders Association's 'Homearama 2007', the annual showcase of luxurious new homes, in the City's newest neighborhood, the Vintage Club at the Reserve. The show, which featured the newest trends from the area's top homebuilders, received great reviews and high attendance. Since Homearama, the Vintage Club has continued to develop, and by year's end, thirteen of the estate lots and twenty courtyard and club homes were finished or under construction. 2008 is set to see the beginning of the mixed use 'village' at the Vintage Club.

2007 also saw the completion of the City's signature downtown project, the Montgomery Gateway Center. Under development since the City purchased the property in 2002, this 39,000 square foot, mixed use facility with an underground parking garage was initially completed in late winter and ready to start tenant finishes. Since the spring, Peoples Bank has opened in the building by the southern point, and Stone Creek Dining Company and ten other businesses now call the 'Triangle' home. In November, the City marked the completion of the project with a ceremony recognizing Veterans Day and the opening of the Triangle Point Plaza gateway park at the southern tip of the property. This urban pocket park will serve as both a gateway to the heritage district and a place to relax and enjoy the custom designed fountain.

Bethesda North Hospital celebrated the opening of their new seven story, 130 bed new addition on the north side of their campus, and began investigating re-use of the building at 10494 Montgomery Road that became available when Cincinnati Eye Institute relocated to new facilities. In the fall, the City reviewed and approved plans for updating and enlarging this building for expanded hospital services. Tri Health continues to look at ways to implement their long-range capital improvement plan.

A proposal to develop 2.9 acres of undeveloped land south of the Montgomery Safety Center received a lot of attention throughout the year. Twin Lakes submitted plans to build thirteen empty nester dwelling units on land they were purchasing, however traffic issues and concern over the loss of the woods lead to area residents placing an issue before the voters that would require the City to buy the land and adjoining undeveloped property

for a park. This initiative was defeated in the November, 2007 election and Twin Lakes was free to proceed based on the approvals they had previously received from the Planning Commission.

The aforementioned area and the commercial strip south to the Marketplace was also the focus of a planning study by staff and a consultant. The City placed an interim control district designation on these parcels in 2006 with the intent of reviewing existing zoning and land use trends to make recommendations as to whether the existing land use regulations were adequate. This study continued through the year and will be complete in early 2008.

Also on the planning front, staff and City officials completed an update of the City's comprehensive plan, which now replaces the previous plan that dated to 1986. This document compiles a series of economic and demographic data on the City and establishes a series of goals for the future in areas such as transportation, education, housing, and the environment.

The building department stayed busy with building and zoning permits. Despite the general slowdown throughout the housing market, applications for new single family homes doubled from 21 in 2006 to 43 in 2007. This was due largely to the activity at the Vintage Club. Total estimated value of these projects was \$25.7 million. The number of teardowns declined to ten, significantly lower than the peak of 22 in 2005. There were no permits issued for duplexes, condominiums, or multi-family apartment dwellings. There were 51 permits issued for residential additions and interior remodeling, a slight increase over 2006. The value of these improvements will exceed \$2.7 million. There was a large increase in commercial remodeling permits, due in large part to the Gateway Center project. Thirty three permits totaling \$2.9 million were

processed in 2007, an increase from eleven permits with \$512,000 in value in 2006. One of the significant commercial remodeling jobs was the renovation of the office building at 7775 Cooper Road for the Garretson Law Firm, which relocated their offices from Blue Ash to the Heritage District.

The department also kept busy with other permitting responsibilities. One hundred and thirty miscellaneous residential permits were issued (pools, sheds, heating and air conditioning) and eighty-eight commercial permits for re-roofs, signs, HVAC, and other projects. This was almost 100 over 2006 levels.



View of the Triangle development from the north looking south on Cooper Road.

Fire Department

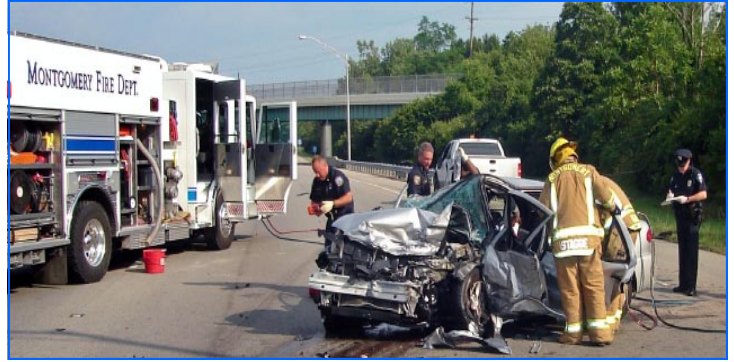
During 2007, the fire department handled 609 fire incidents and 991 emergency medical service incidents for a total of 1,600 incidents. Emergency medical service incidents continue to be one of the priorities of the department and are responsible for 62% of the total incident volume. In 2007, the total value of loss from fire was \$721,850. The department attributes the low number of fire incidents to our fire prevention efforts and the inspections conducted by our staff. In a modern fire service, preventing the outbreak and serious spread of fire is considered as essential to public safety as proficiency in fighting fires. Any good inspection program must consider the benefits of educating the public about hazards that may affect them and how these hazards might endanger lives and property. Fire inspections within the jurisdiction are carried out on a regular, systematic basis by three certified fire safety inspectors. The program requires all occupancies, except residential properties, to be inspected at least once per year. Total fire inspections for the year were 742. The result of the effort can be seen in the low number of incidents, which allows the department to be available for other emergencies and activities.

New equipment that was purchased as part of the Capital Improvement Program in 2007 included replacement of fire hose as well as the replacement of some of the firefighters' protective coats and pants. A major Capital Improvement for the department was the delivery of a new hydraulic rescue system, better known as the "Jaws of Life". This replaced an older system and made a nice improvement to the department's response capabilities.

Public Education programs, once again, were very successful for the department. Everything from tours of the Safety Center to CPR classes to Fire Prevention Week activities kept all busy with these very worthwhile programs. A total of 57 individual programs were offered to 1,461 participants, as the department tries to prevent injuries and accidents from occurring in the community. The CPR program, called "CPR for Family & Friends", continues to be successful. This program is offered quarterly and is intended to provide participants with enough information and practical skills to assist a loved one in an emergency situation until help arrives.

An Open House occurred on April 28th and was a success with a good number of residents stopping by to see the different exhibits. Police and fire vehicles were available for viewing as well as units from the police SWAT team and the University Air Care helicopter. Additionally, child car seat checks were available, as well as the sale of bicycle helmets. Many opportunities for education occurred as people had the ability to talk with police officers and firefighters first hand and learn from their experiences.

The Child Car Seat Safety Program has assisted a number of citizens in learning how to properly use and place their children in a car seat. Technicians have received their certifications through Children's Hospital. Since the beginning of this program



Montgomery firefighters/paramedics attend to an accident victim

in 1999, the department has instructed over 1,637 individuals in the proper installation of child car seats. 166 installations occurred during 2007. The department continues to offer this program as a service to its citizens.

The Address Sign Program has received a number of calls for orders for the green and white reflective signs. Under this program, firefighters manufacture and install the signs at the request of the property owner for a nominal fee. This system assists personnel in finding residences quickly in emergency situations.

In October, the tenth annual Chili Festival was held at Swaim Park. This event allows the fire department to show off their equipment, talk to residents and see who makes the best chili in the community. The weather was perfect, attendance was great and additional funds were collected in our efforts to purchase additional equipment for the department.

Training continued to be a high priority in the department. All personnel are required to document 60 hours of training per year in addition to what is required to maintain their certifications. A total of 2,475.5 training hours were logged by our employees in 2007 to maintain their skills.

EMS billing of non-property owners transported to the hospital collected \$131,624. This is the eleventh year of this revenue-generating program. Any person transported by our ambulance, who is not a property owner in Montgomery, is billed for services to assist in defraying the cost of the transport.

The South West Ohio Fire Department Benchmarking project completed its seventh year of gathering information that compares services with thirteen similar communities in the Greater Cincinnati area. This data assists in determining how the department's services measure up to services at a local, regional and national level. A meeting was scheduled for late January of 2008 to review the information and to see where improvements to the data collection template need to be made to assure equality in assembling the data bank.

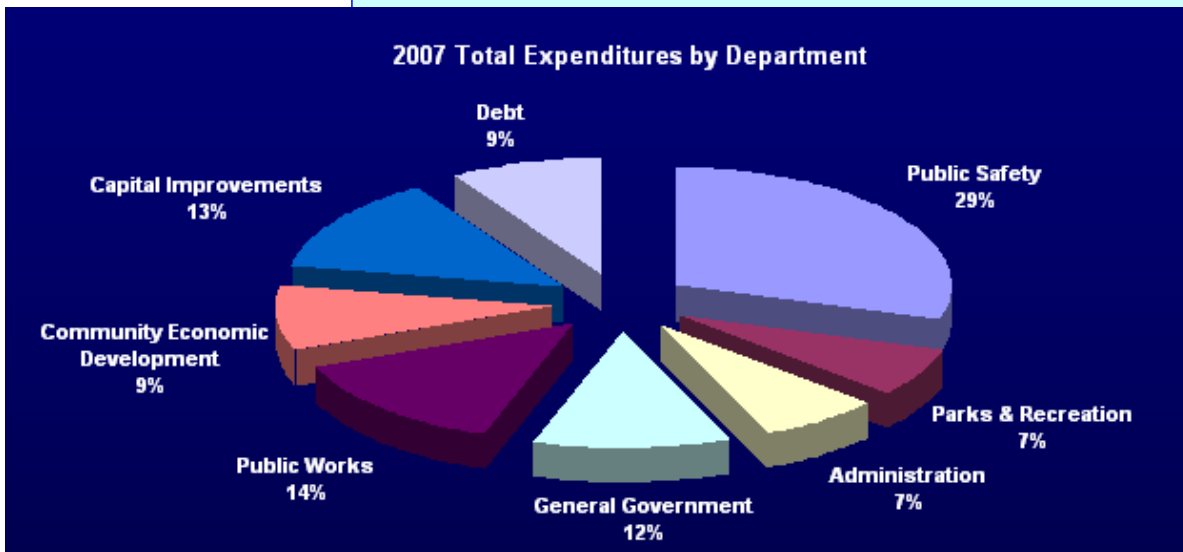
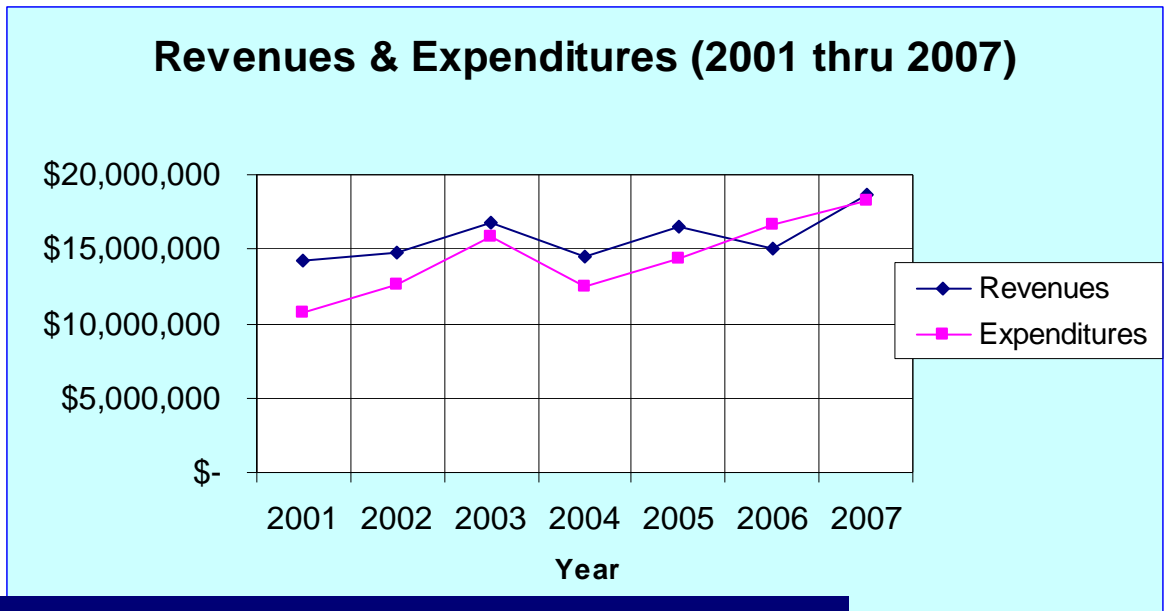
The year 2007 has been a full year with many new challenges and changes. The fire department continues to mature into a first-rate public safety organization. Based on the department's plan for 2008, the future looks equally exciting as well as challenging.

Finance Department

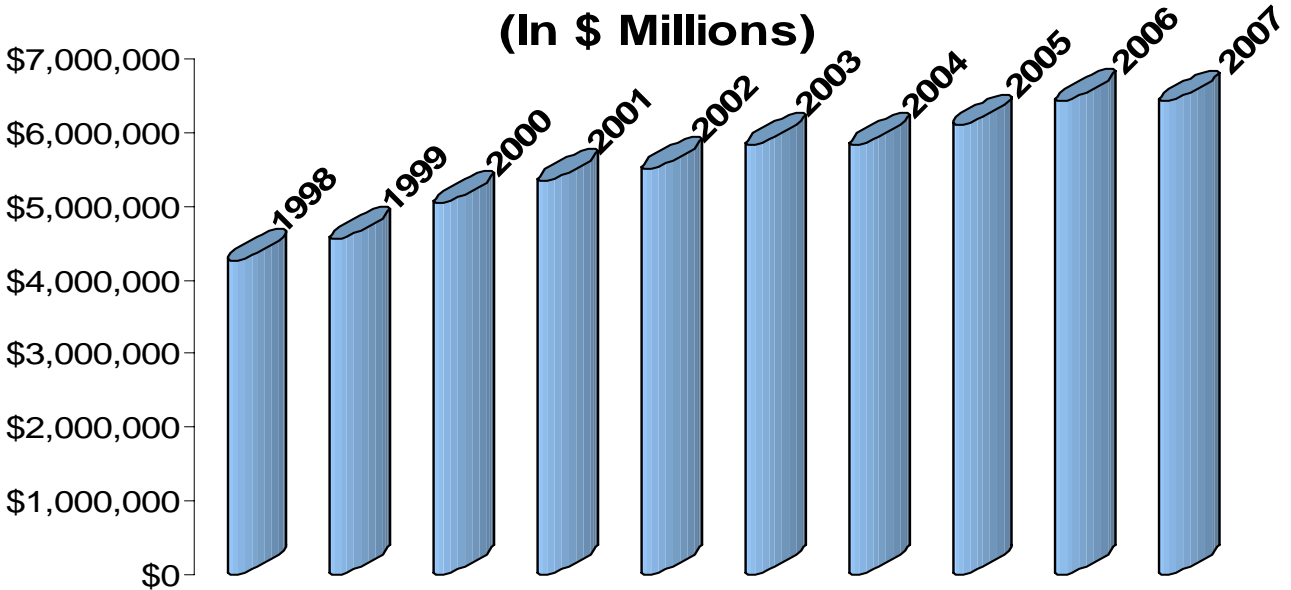
The finance department is responsible for preparing and maintaining the operating and capital budgets, cash management and investments, purchasing, payroll and earnings tax collections. The finance department consists of two offices: earnings tax and finance. The earnings tax office is staffed by a full-time tax commissioner and a full-time clerk. The finance office is staffed by a full-time senior account clerk and a part-time payroll clerk, who also assists in the earnings tax office. The department is managed by the Finance Director, who reports to the City Manager.

In 2007, the finance department continued its participation in the City's performance measurement process. This effort involves tracking and collecting of performance measurement data, which will ultimately be used by the department and the City to benchmark its performance against finance departments in other municipalities. The department also added a new web-based budget system, an on-line requisition/purchase order system and redesigned the City's tax forms, making them easier to complete.

The finance office prepares quarterly and annual reports including the Comprehensive Annual Financial Report (CAFR), the annual tax budget and the annual operating and capital budgets with a four-year forecast. In 2007, for the twelfth consecutive year, the City was awarded the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for the City's 2006 CAFR. The 2006 CAFR is the third successful year of reporting on the Government Accounting Standards Board's (GASB's) Statement 34, which is a mandated requirement for all local governments. GASB 34 requires municipalities to incorporate the value of all City infrastructure assets (e.g., streets, sidewalks and storm-water sewers) into the annual financial report.



Earnings Tax Revenue 1998-2007



Earnings Tax

The tax office again offered a program of extended hours during the 2007 tax filing season, with the office open several evenings until 6:00 p.m. and one additional Saturday morning in April. The newsletter, website, flyers at Kroger's and the Sycamore branch of the public library, and the City's after-hours phone message were all used to detail the availability of the tax office. In 2007, in conjunction with council members and various staff personnel, an open house was held at City Hall for residents to have a chance to meet and dialogue with council members, and update their information on projects going on in the City, such as the Triangle Project and Homearama. Representatives from different departments, such as Community Development and Recreation, were also available to answer questions and provide information. Joyce Yock, the City's Volunteer Coordinator, was on hand to showcase the City's volunteer opportunities and add to the growing list of City volunteers.

The finance department continues to seek improvements of its services, including its presence on the City's website (www.montgomeryohio.org). In 2007, a few of these enhancements included frequently asked tax questions (FAQs), Montgomery's street listing, links to state and federal websites and easily downloadable tax forms.

Financial Performance

Earnings Tax

As depicted in the graph titled "**Earnings Tax Revenue 1998-2007**", earnings tax collections remained flat in 2007 from 2006, as a result of the relocation of the Cincinnati Eye Institute to another jurisdiction. The Cincinnati Eye Institute has been one of the City's major employers. For purposes of balancing operations with capital investment and related debt service, Council passed Ordinance Number 21, 2006 which distributes the earnings tax revenues into three funds according to the following allocation: 67% to the General Fund; 25% to the Capital Projects Fund; and 8% to the General Bond Retirement Fund.

Total Expenditures by Department or Function

The chart titled "**2007 Total Expenditures by Department**" provides a snapshot of how resources are programmed for expenditures. As with most municipalities, public safety, property protection and emergency services are the largest single governmental function, and these services required a major commitment of the City's resources. Public Works expenditures include such activities as street repair, snow removal, solid waste collection, park grounds and facility maintenance. The third largest component of the City's budget programming is expenditures for capital improvements; which reflect the Council's commitment to invest in the infrastructure of the City.

Total Revenues and Expenditures

The chart titled "**Revenues and Expenditures (2001 thru 2007)**" provides a historical perspective of the City's ability to program and budget services, capital improvements and related debt service within the resources provided through the annual budget process.

The Montgomery City Charter requires that the City Manager annually submit a report on the expenditure and ending balance information for each of the City's funds. It shows the unaudited City's comprehensive annual financial report (CAFR) and the annual

Fund Type

Governmental Funds

	Beginning Balance	2007 Actuals (\$)	
		Revenues	Expenses

Total General Fund

\$ 12,492,329	\$ 9,146,957	\$ 9,936,000
---------------	--------------	--------------

Special Revenue Funds

Memorial	\$ 23,779	\$ 5,425	\$ 6,000
Parks and Recreation Fundraising	-	-	-
Law Enforcement	4,635	305	-
Drug/Law Enforcement	4,177	425	-
DUI Enforcement Education	4,251	1,797	-
Mayor's Court Technology	56,337	12,266	11,000
COPS Grant Fund	25,013	102,464	97,000
Fire-Emergency Medical Services	3,260,657	2,330,951	1,888,000
Environmental Impact Tax	102,914	57,269	28,000
Street Maintenance and Repairs	1,365,894	1,022,817	1,078,000
State Highway	42,330	38,901	30,000
Municipal Pool	-	305,068	207,000
Arts and Amenities	554,385	56,663	11,000
Total Special Revenue	5,444,372	3,934,351	3,360,000

Debt Service Funds

Special Assessment Bond Retirement	91,974	80,631	61,000
General Bond Retirement	1,118,507	633,203	729,000
Reserve of Montgomery Bond Retirement	61,404	188,154	178,000
Ohio National Financial Services Tax Increment	2,399,475	704,602	459,000
Vintage Club Capital Construction	-	-	-
Total Debt Service	3,671,360	1,606,590	1,429,000

Capital Projects Funds

Capital Improvements	1,556,794	3,501,885	1,926,000
Special Assessment Capital Projects	98,777	-	-
Community Development Block Grant	12,390	-	-
Urban Redevelopment	196,954	93,708	191,000
Triangle Tax Increment Equivalent	932,853	175,587	1,044,000
Vintage Club Capital Construction	-	-	-
Total Capital Projects	2,797,768	3,771,180	3,161,000

Enterprise Funds

Municipal Pool	83,839	351	84,000
Total Enterprise	83,839	351	84,000

Fiduciary Funds

Trust Reimbursements	234,698	208,145	161,000
State Fees	5,259	2,586	3,000
Historical Trust	84,528	18,002	28,000
Cemetery Expendable Trust	185,087	31,202	71,000
Unclaimed Moneys	4,066	-	-
Total Fiduciary	513,638	259,935	264,000

Total All Funds

25,003,306	18,719,364	18,236,000
------------	------------	------------

the City's finances. This table, organized according to fund type, presents beginning balance, revenue, extended actuals for 2007 and those budgeted, or planned, for 2008. More detailed information is available in the budget, both of which are available on the City's website (www.montgomeryohio.org).

Expenditures	Ending Balance	2008 Planned (\$)			
		Beginning Balance	Revenues	Expenditures	Ending Balance
215	\$ 11,703,071	\$ 11,703,071	\$ 8,512,439	\$ 10,209,039	\$ 10,006,471
433	\$ 22,771	\$ 22,771	\$ 5,000	\$ 6,185	\$ 21,586
-	-	-	500	500	-
-	4,940	4,940	1,200	1,100	5,040
-	4,602	4,602	300	300	4,602
-	6,048	6,048	1,000	660	6,388
661	56,942	56,942	15,000	20,943	50,999
894	29,583	29,583	111,465	107,483	33,565
668	3,702,940	3,702,940	2,197,879	2,681,169	3,219,650
635	131,548	131,548	402,491	400,000	134,039
352	1,310,359	1,310,359	1,307,353	1,171,074	1,446,638
037	51,194	51,194	29,301	41,184	39,311
326	97,742	97,742	227,700	234,750	90,692
127	599,921	599,921	41,200	34,820	606,301
133	6,018,590	6,018,590	4,340,389	4,700,168	5,658,811
833	110,772	110,772	72,568	60,658	122,682
008	1,022,702	1,022,702	642,004	587,679	1,077,027
992	70,566	70,566	182,456	177,263	75,759
721	2,644,356	2,644,356	635,216	465,715	2,813,857
-	-	-	7,782,000	7,782,000	-
554	3,848,396	3,848,396	9,314,244	9,073,315	4,089,325
032	3,132,647	3,132,647	2,573,256	3,493,708	2,212,195
-	98,777	98,777	20,836	-	119,613
-	12,390	12,390	-	-	12,390
249	99,413	99,413	98,748	118,045	80,116
469	63,971	63,971	252,947	225,459	91,459
-	-	-	7,625,000	7,625,000	-
750	3,407,198	3,407,198	10,570,787	11,462,212	2,515,773
190	-	-	-	-	-
190	-	-	-	-	-
667	281,176	281,176	35,000	81,358	234,818
252	4,593	4,593	5,000	5,274	4,319
016	74,514	74,514	26,060	38,199	62,375
329	144,960	144,960	35,000	45,145	134,815
588	3,478	3,478	2,500	2,564	3,414
852	508,721	508,721	103,560	172,540	439,741
694	25,485,976	25,485,976	32,841,419	35,617,274	22,710,121

Volunteers / Commissions

Members of the ten boards and commissions continue to be the backbone of Montgomery's Volunteer Program. Sharing their valuable time and diversified talents to serve in a leadership capacity, these volunteer groups include the Arts Commission, Beautification and Tree Commission, Board of Tax Review, Board of Zoning Appeals, Civil Service Commission, Environmental Advisory Commission, Landmarks Commission, Parks and Recreation Commission, Planning Commission and the Sister Cities Commission. In total, **sixty-two** community members have made the commitment to serve a three or four year term in one of these leadership roles.

Many of these dedicated commission volunteers were also responsible for numerous City events and programs this past year. Their organization skills and "hands on" abilities resulted in the following successful happenings: Arts Commission- Fine Arts Sampler/Ansel Adams Exhibit, 20th annual Photography Competition, the Antiques Appraisal and three "Artists in the Park" events; Beautification & Tree Commission-Arbor Day Tree Seedling Project, Children's Marigold Project, Hanging Basket Project, Beautification Day Planting, spring and fall Plant Swaps, Median Plant Selection Project, the Beautification Awards and an Emerald Ash Borer Workshop; Sister Cities Commission-Bastille Day Celebration and the International Reception; and the Environmental Advisory Commission-Great American Clean-Up, Cardboard Drop-Off Program, Computer Recycling Project, Recycled Sculpture Contest and, new this year, the "Energy Challenge."

In addition to these volunteer leaders, more than 500 episodic volunteers enhanced our community in 2007 assisting with a myriad of projects. Homemakers, retirees and senior citizens provided valuable staff support by labeling mail, serving in a receptionist role, photographing events and programs, cultivating the Pioneer Park Butterfly Gardens, repainting display pegboards, serving as beautification award judges and performing pool registration data entry work.



The Shriners are a crowd pleaser each year at the July 4th parade.

EPISODIC VOLUNTEERS FOR 2007
SERVICE DEPARTMENT
Hanging Basket Project - 29 Adults 250 Flower-filled baskets
Beautification Day - 18 Organizations Adults & Teens Median and Park Flower Planting
Holiday Decorating Project - 117 Adults Preparation Workshop, Decorating Day and Take Down *2 Adult Project Coordinators
Service Dept. Project Assistants - *1 Adult *1Teen Restoration Projects and Park Maintenance
Litter Remover - 1 Adult 34 Bags Collected
CITY EVENTS
Homearama - 54 Community Members, 30 Council Members and City Staff City Information Booth Managers
July 4 th Parade - 26 Adults Announcer, Parking Lot, Organizers, Entry Judges, Convertible Drivers, Bell Ringers, Refreshment Distributors
July 4 th Festival - 2 Adults, 13 Teens Event Coordinators, Game Booth Managers
Pet Show - 3 Adults Event Coordinator, Two Judges Bastille Day Celebration 66 Adults, 45 Teens Tickets, Wine & Beer Booth, Managers, Restaurant Recruiter, Teen Game Booth Managers
RECREATION DEPARTMENT
Harvest Moon, Pumpkin Walk - 23 Teens Event Assistance, Craft and Games
Haunted Tales, Holiday in the Village and Breakfast with Santa - 2 Adults Booth Managers
POLICE DEPARTMENT
Safety Village Program - 26 Teens Teacher Assistants
Eagle Scout Project - 16 Teens Paint and Design Safety Village Structures
*Individuals that contributed 100 volunteer hours or more.

Celebration, sponsored by the City and the Sister Cities Commission, continues to be the epitome of Montgomery's volunteer spirit. Members from eight City Commissions participated in this unique, annual event that celebrates our City's friendship with our Sister City, Neuilly-Plaisance, France. The Bastille Day Committee met for six months prior to the event and in addition to a City Council Representative and City employees, included six volunteer members of the Sister Cities Commission and one additional community member. These volunteers served in the following leadership roles: Event Co-Chairs, Restaurant Recruiter, Publicity Chair, Wine Booth Manager, Diaper Derby Coordinator and Marketing Manager. The committee members shared an inordinate amount of time and energy planning and organizing this infamous, street party. In addition to this core team of volunteers, approximately 65 additional adult volunteers worked in the ticket, beer and wine booths. And, the "Kids Cabaret" feature would not be possible without the enthusiastic assistance provided by forty-three teen volunteers who managed the children's game booths. Representatives from civic, church, school and business organizations also participated in the event. The efforts of all these volunteers contributed to an enjoyable and successful 17th annual celebration.

In total, approximately 535 episodic, community volunteers contributed approximately 3,050 hours of service for our City in 2007. This total is exclusive of the extensive time shared by citizens serving on the City's ten boards and commissions, members

of City Council and City employees who shared their time to work at the Homearama event and Beautification Day Planting.

Using a value of \$18.77 per hour, Montgomery's episodic volunteers provided an estimated \$57,250 in services to enhance the quality of life in our City.

Our City is extremely grateful to these active, community participants who have made civic involvement a priority. These volunteers continue to enhance the quality of life for our residents with their immeasurable contributions of time and talent and to help stretch the taxpayer's dollar. Their profound sense of community ownership and pride, however, is priceless.



Community members attending the 2007 Volunteer Fair met current volunteer leaders, City Council Members and City staff; viewed the board and commission table exhibits and obtained hand outs featuring Montgomery's volunteer program.



The 2007 Volunteer Dinner, "Montgomery Volunteers Wear Muchos Sombreros," was an opportunity for City Council and City employees to acknowledge the volunteer contributions made by our board and commission members and those episodic volunteers serving in a leadership capacity.

The following civic, business, school and church organizations participated in Montgomery's 2007 Volunteer Program: BAMSO, Blue Ash/Montgomery Rotary, Camp Bow Wow, Church of the Saviour, City Council, City Employees, Design Mill, Girl Scout Troop; Happy Tails; Indian Hill H. S. Key Club; Indianwoods Neighborhood Association; Lazy Daisy Garden Club, Montgomery Care Center; Montgomery Community Church; Montgomery Historic Preservation Association, Montgomery Moms, Montgomery Presbyterian Church, Montgomery Woman's Club, Mormon Youth Group; Pedigree Interiors; Phillip's Law Firm; St. Barnabas Church, Sycamore High School- Key Club, National Honor Society and Student Council.

Montgomery continued to "spread the word" on its HPO operating philosophy in 2007, making a presentation to the Massachusetts Municipal Management Association in November, 2007 on its HPO philosophy and human resource functions. Staff will continue to take advantage of these excellent training opportunities which benefit Montgomery by the development of its staff members and through the positive impact and impression that these presentations have on the audiences that attend them.

In 2007, the City conducted a series of in-house trainings for its staff members to enhance leadership and management skills of all of its employees. Additionally, the City continued to do leadership work with the Managers' Forum in 2007 to provide training and mentoring assistance to its senior and mid-level managers.

One of the great successes brought about during the development of the City's HPO program was the development of Task Teams, which are teams of employees charged with a

specific task with a targeted completion date, or a team assigned to a broader type of goal with work that is ongoing, year after year. Examples of teams with specific and finite goals include the Job Shadow and 360° Evaluation Teams, which were charged with developing specific programs, and disbanded once the programs were developed. Examples of ongoing teams are the Big Thinkers, who brainstorm improvements across the board, the Wellness Team, which manages employee Wellness Programs, the EAST Committee, which looks for ways to improve employee and vehicle safety, and the T3 Training Team, which sets up the various training opportunities for employees throughout the year. These are just a few examples of the teams that are hard at work to find better ways to do things here in the City and are a true testimonial to our HPO philosophy at work.

Staff will continue to further the work of the City's HPO ideals through continual training, and through our communications within the organization and throughout the community.

HPO

Higher Performing Organization

Police Department

The Montgomery police department engages in Problem Oriented Policing, where problem solving, and addressing the underlying issues that cause problems, is a primary focus. Police officers and citizens working together in creative ways can help solve community problems related to crime, fear of crime and other quality of life issues.

In addition to working with the community, the police department works across departmental lines with other City employees to address problems facing the City of Montgomery. The City's HPO Program allows City employees to work in cross-departmental teams, or in specific task teams, to improve the delivery of City services.

The Montgomery police department has 21 full-time officers, two clerks, one Mayor's Court clerk and one office manager. Of the 21 officers there is one chief, one lieutenant, four sergeants, two detectives, one D.A.R.E. officer, one school resource officer, one traffic safety officer, and ten patrol officers.

In 2007, officers on the department responded to 215 "Part 1" crimes, 12,385 calls for service, and made 384 arrests (283 adult and 101 juvenile). Part 1 crimes are defined as such by the U.S. Justice Department and include the following types of crimes: homicide, rape, robbery, assault, burglary, theft and auto theft. This data, however, does not provide an accurate picture of the department's activities. These are statistics. They don't measure time, or accompanying effort, numbers of employees involved, court time, communications, transportation, supplies, equipment used, or the resources applied.

A comparison of crime statistics for the last twenty years shows our 2007 total at a twenty-year low. What a remarkable statistic! Obviously the question is "why?" Researchers would suggest a host of reasons. The aging population, affluence, social and economic conditions, increased incarceration rates and advances in technology. We have a differing view. We believe it's a reflection of a lot of hard work, not just by members of the police department, but from our co-workers in other City departments, political representatives and most importantly, our citizens.

In April, the police and fire departments held their annual open house. The event attracts a large number of visitors coming to see a variety of public safety displays. Units on hand for the 2007 event were: the Hamilton County Police Association SWAT Mobile Command Center, University Hospital's Air Care helicopter, and many other police and fire vehicles and equipment. This event is always free of charge.

In June, the popular Safety Village program was conducted at Swaim Park for five and six year old children. The program teaches children about animal safety, school bus safety and other safety related topics. Children attend a morning or afternoon session for a period of one week. The program is offered for a two week period in the month of June.

In addition to Safety Village, officers Paul Payne and Tom Wagner continued their award-winning "Caught In the Web" internet safety program. This program continues to be in high demand throughout the region.

The police department continues to work closely with the Sycamore School District. The Drug Abuse Resistance Education (D.A.R.E.) program was presented to over 900 students in grades kindergarten, second, fourth, sixth and seventh. The D.A.R.E. program teaches students the skills needed for making good decisions, handling peer pressure and resisting drugs. In 2007, the police department received a \$10,000 grant to assist with funding the D.A.R.E. program. This is the sixth year in a row that the police department has received this grant.

The School Resource Officer (SRO), based at Sycamore High School, continued to work with staff and students to provide a safe learning environment. In addition to being available during the school day, the SRO attends many extracurricular functions, such as dances, athletic events and meetings.

The Sycamore School District Safety Committee, comprised of school district administrators and staff and local law enforcement, continued to meet to discuss relevant safety issues involving the district's schools and transportation system. The committee is proactive in seeking ways to improve safety district-wide.



Color Guard at Triangle Point Plaza Dedication Ceremony on November 12, 2007 in conjunction with Veterans' Day. Montgomery police officer Dan Long bears the flag.

Mayor's/Juvenile Court

The Montgomery Mayor's Court, with Magistrate Terry Gaines presiding, is held two times each month. The Court hears most of the City's misdemeanor and traffic cases, including first offenses of driving under the influence of alcohol and driving under suspension. In 2007, the Court disposed of 1,695 cases, resulting in \$168,783 in fines, court costs and computer fund charges. After assessing the required state fees, the City's portion of the revenue was \$136,481.

The Montgomery Juvenile Court, with Referee Terry Donnellon presiding, heard 51 criminal cases. The disposition of these cases often resulted in community service being performed by the offender. Serious criminal cases, second offenders, and all juvenile traffic cases are sent directly to the Hamilton County Juvenile Court system and are heard by a Juvenile Court Judge. In 2007, there were 44 of these cases.

Public Works

The City of Montgomery continued work on projects defined in the Hamilton County Stormwater District that were federally mandated by the National Pollution Discharge Elimination System (NPDES) Phase II requirements. Work completed during 2007 focused on public education, public outreach and enforcing regulations established for construction site storm water management controls. City staff prepared two articles for the Montgomery Bulletin with suggestions for homeowners to minimize or eliminate pollutants that may be discharged into local creeks and streams. The outreach efforts focused on storm drain labeling and delivery of a door hanger explaining how every property owner can do their part to protect local waterways from the introduction of harmful pollutants or pathogens that can adversely impact water quality in local streams, creeks and rivers. The storm drain labeling/door hanger delivery project that began in 2006 has now reached approximately 80% of the community through the efforts of one resident group, two service groups, and one church group with all volunteer efforts supported, organized and supplemented by City staff.

The annual street resurfacing project was completed by Barrett Paving Materials, Inc. and included work on Montgomery Road, Cooper Road and a short segment of Zig Zag Road. The project included curb replacements as required and all work associated with the installation of a new asphalt surface and pavement markings. Other noteworthy work included installation of traffic signal improvements at two intersections including retrofitting all fixtures with energy saving LED lenses, four-way traffic signal pre-emption equipment and battery back-up systems that allow the intersections to continue to operate on battery back-up during power outages for six to eight hours. Crosswalk improvements included the installation of 15 brick paver crosswalks in the Heritage District and the installation of two "SMART" crosswalks that provide a passive detection and illuminated warning system of flashing LED in-pavement lights as well as installation of warning lighting on pedestrian crosswalk warning signs. These "SMART" crosswalks were recognized as being very effective in improving safety and warnings to motorists by residents, visitors and business owners that were asked for feedback on their operation. These "SMART" crosswalks were featured on all local television stations as well as the Cincinnati Enquirer in December 2007. The project was funded through the City's Capital Improvement Program.

The Remington Road Improvement project was completed by the Cisle Construction Company and included work on Remington Road east of Montgomery Road to the Indian Hill village limits. The project included curb replacement and all work associated with the installation of a new asphalt surface and pavement markings. Other noteworthy work included installation of traffic signal improvements at the Remington Road/Main Street intersection including retrofitting all fixtures with energy saving LED lenses, four-way traffic signal pre-emption equipment and battery back-up systems that allow this intersection to continue to operate on battery back-up during power outages for six to eight hours. Crosswalk improvements included the installation of two brick paver crosswalks at the Remington Road/Main Street intersection. The project was funded through the City's Capital Improvement Program and a grant of \$85,750 that was applied for in 2006 and approved for funding dur-

ing 2007 through the Hamilton County Engineer's Municipal Road Fund.

The installation of a thin layer surface treatment known as micro surfacing was completed on a portion of Weller Road between the intersection of Bridgewater Lane and Indian Woods Drive. This product has generally been found to be a cost effective maintenance tool with a square yard annual average life-cycle cost less than traditional hot mix asphalt pavement resurfacing. Micro surfacing is particularly effective on roadways with higher traffic volumes as there is a quicker installation process and a corresponding reduction in inconvenience and delays generally associated with resurfacing projects. The surface texture of the material is designed to provide additional friction and skid resistance and has a greater resistance to oxidation or color "fading" compared with traditional hot mix asphalt overlays. The project was funded through the City's Capital Improvement Program.

Projects to improve localized drainage and erosion problems were completed on Deersshadow Lane, Remington Road, Zig Zag Road and within two public drainage easements in the Indian Woods subdivision. These projects were funded through the City's Capital Improvement Program.

A new five foot wide concrete sidewalk was constructed along Jolain Drive from Tollgate Lane to a point approximately 450 feet west of Knollbrook Terrace. The project was approximately 1,900 feet in length. This sidewalk construction project was funded through the City's Capital Improvement Program and is part of a multi-year sidewalk installation program established by legislation adopted by Montgomery City Council in 2000.

Work was finalized on the Main Street/Cooper Road traffic signal project adjacent to the Montgomery Gateway Partners project at the Triangle property. The project required relocation of one signal pole and mast arm along with retrofitting



The service department equipment is always a kid-pleaser at the annual Touch-A-Truck event. The department brings out a dump truck, a backhoe, and a Gator utility vehicle and staff are on hand to answer questions and to make sure that everyone has a wonderful, and safe, time.

Public Works cont.

all fixtures with energy saving LED lenses, four-way traffic signal pre-emption equipment and battery back-up systems that allow the intersection to continue to operate on battery back-up during power outages for six-eight hours. The project was financed through the Triangle Tax Increment Financing (TIF) Equivalent Fund.



The medians along Montgomery Road are planted with colorful annuals each year by Service Department employees and volunteers. There are several areas in the city that are planted with flowers each year to beautify Montgomery for its citizens and visitors.

Work was completed on the Montgomery Gateway Streetscape and Access Drive Improvements adjacent to the Triangle project. The project included the installation of paver sidewalks along portions of Montgomery and Cooper Roads and Main Street. The project also included the installation of the semi-circular access drive off of Main Street, street trees and fourteen historic Montgomery streetlights. This project was funded through the TIF Equivalent Fund.

A project to resurface roadway frontages immediately adjacent to the Triangle project along Main Street, Cooper Road and Montgomery Road was completed in mid June, 2007. This project was funded through the TIF Equivalent Fund.

The project to develop the City of Montgomery property at the southern end of the Triangle site was completed in late October and was publicly dedicated during a ceremony on November 12th. The completed project serves as both an entry feature and a public gathering area and includes a custom three tier bronze fountain adorned with life size sycamore leaves and branches recognizing the City's connection and association with the Sycamore School District. This project was funded through the TIF Equivalent Fund.

Inspection and repair of all public sidewalks north of Pfeiffer Road and west of Montgomery Road was completed in 2007. This was the seventh year of the City of Montgomery inspection and repair program, which covers one quadrant of the City each year. The 2007 City funded repair program included concrete sidewalk removal and replacement, paver sidewalk repairs and realignment and installation of Americans with Disabilities Acts (ADA) side-

walk ramp improvements within the project area. The repair and replacement was 100% funded through the City's Capital Improvement Program in accordance with legislation adopted by Montgomery City Council in 2000.

The City of Montgomery received Tree City USA status for the twelfth consecutive year as well as receiving the Tree City USA Growth award for the eighth out of the past nine years. The prestigious Growth award is earned by communities that make significant efforts in improving its urban forest and make a committed effort to make incremental increases of funding or "in-kind" labor dedicated to the planting and care of publicly maintained trees. Another determining factor in receiving the growth award is a community that fosters and engages citizen participation in managing and caring for its urban forest. The collaborative efforts by citizens during 2007 included Montgomery City Council, the Montgomery Beautification and Tree Commission, citizen and service group volunteers supported by the work of City staff and once again allowed the City to be recognized as a community that has grown its tree care program to be among the best in Ohio.

Staff completed a grant application for a safety improvement project to align the left turn lanes on Montgomery Road at the main entrance to Bethesda Hospital as well as the installation of a free standing sign that will provide additional advance warning of the lane "drop" on southbound Montgomery Road south of this intersection. In late 2007, staff was notified that the grant application was approved by the Ohio Department of Transportation for construction during 2008. The grant authorization includes up to \$65,000 or 50% of the estimated project cost of \$130,000 that will be made available to the City in 2008. The estimated time line for this 2008 project is for the project to be under construction as early as May with completion in the October-November timeframe.



Each December, the service department, with the help of a large number of citizen volunteers, decorate the downtown Heritage District for the holiday season. Wreaths and swags are hung throughout the district and holiday lights are strung in the street trees for a festive atmosphere. The service department also erects and decorates the large Christmas tree on Neully Plaisance plaza each year.

Customer Service



The Montgomery building department is located in the main lobby of City Hall and is responsible for intake and processing of permits of many types, including signage, demolitions and fire suppression systems in addition to building permits

The customer service department is located in City Hall and is the place for residents and businesses to receive assistance on many matters related to living and working in Montgomery. Visitors can reserve a lodge or park shelter and sign up for the varied events and classes offered by the City. Businesses and builders can apply for building and sign permits and get assistance on zoning questions. The customer service department also manages the technology infrastructure of the City which includes the web site, www.montgomeryohio.org, and all of the e-government services and provides support to all City staff. The customer service department is staffed by two full-time customer service representatives and is managed by the customer service director.

The end of 2007 marked the first full year of the customer service department. The year started with the hiring of our new customer service representative, Chelsey Bridgewater. Chelsey previously worked at the Montgomery service department during the summers of 2003 – 2006. She is a graduate of Sycamore High School and Ohio University with a Fine Arts Degree.

In an effort to offer more value to lodge rentals, an audio system was installed at Terwilliger Lodge. The audio system will allow renters to use microphones and show presentations without having to rent a portable system. In addition, the customer service department created lodge user surveys and key performance indicators to measure service levels and identify areas of improvement related to the City lodges. Over 1,100 lodge and shelter reservations were made during 2007. Based on survey feedback, Montgomery lodges have been rated as an “Excellent” value by nearly 90% of

renters.

The City web site continues to be an important resource of information for residents and local businesses. A recent enhancement includes the addition of a subscription service to receive electronic versions of the Montgomery Bulletin several days before the printed version is available. Additionally, residents may subscribe to receive City Council and special meeting reminders and City Council meeting agendas. In September, 2007, the City of Montgomery web site was rated as the top web site among small cities by the National Association of Government Webmasters, a national organization of local and regional government web professionals.

In an effort to save on operational costs, a team consisting of a member of the customer service department, along with other City departments, performed a comprehensive review of the use and purchasing of office supplies. The review indicated that cost savings could be realized with bulk purchasing leading to the renewed participation with the U.S. Communities Government Purchasing Alliance.

In partnership with the Alliance for Innovation, the customer service department hosted two regional training sessions on developing customer service standards, assessing customer service and dealing with difficult customers. Several employees from regional municipalities were in attendance. The training was highly rated among participants and will serve as a model for regional training by the Alliance for Innovation.

**Montgomery
Lodges have been
rated as an
“excellent value” by
nearly 90% of
renters**



The front desk in the lobby at City Hall is busy year-round with lodge rentals and recreational programming sign-ups. During the spring and summer seasons, picnic shelter reservations and pool and swim team memberships are also handled by the customer service department

Recreation

The Montgomery recreation department offered a variety of programs throughout 2007 for toddlers, youth, teens, adults and seniors. More than 14,000 people of all ages participated in these programs and special events as participants, volunteers or spectators, not including the almost 10,000 people that attend our Sister City celebration, Bastille Day. The attendance at the pool averaged around 300 people per day during this atypically, very hot summer (29,000 visits) with numbers staying high late through August and ending with 75 dogs and guests at the Doggie Swim! The variety of activities provided for the community included adventure trips, sports lessons, art or drawing classes, fitness classes, school's out trips, specialty camps, cultural arts, festivals, concerts and many others.

In 2007, the recreation department's web-based services listed all City programming and event information online for ease of customer use and convenient registration on the City website. This service continues to be well used for its convenience and up to date information as well as increased communications with participants. Over 13,000 people per month go to the City website for information and services and the recreation department was excited to extend these services to include full scale registration opportunities for almost all fee-based activities and programs.

All program participants receive an online survey to ask for feedback on the quality, value and convenience of the service which allows the City to continually adjust to meet the needs of our customers.

The Montgomery Parks Study completed in 2007 was a

participation-based study, and when finalized, it will serve as an additional planning tool for enhancing related services based on the feedback received from local citizens and park users.


Recreation revenue for 2007 is broken down below:

Recreational programming	\$ 41,953.94
Pool operations	\$190,877.78
Special events	<u>\$ 26,103.20</u>
Totaling:	\$258,934.92


Recreation expenditures for 2007 are broken down below:

Recreational programming	\$ 53,417.44
Pool operations	\$196,549.03
Special events	<u>\$ 73,465.58</u>
Totaling	\$323,432.05


The City lodges hosted several local non-profit group activities and meetings as well as City events and functions. Also, the majority of weekend dates were rented for private weddings, receptions, retirements and other celebrations with revenue totaling \$56,518.61. Expenditures for the lodges totaled \$13,002.43. Terwilliger Lodge now is WIFI ready, has a wireless microphone and sound system convenient for trainings and meeting use. Online information about the facilities and availability with reservation capability has opened the door to more potential users and revenue sources.

 **Concerts: 3,200 in attendance**

- Eat to the Beat concert series - Swaim Park
- Valentine's Concert - BAMSO at St. Barnabas Church
- July 3rd Concert - BAMSO in Montgomery Park
- Jazz Series - Sensory Sundays at Terwilliger Lodge

 **Pool Activities: Hot summer with 370 average visits per day**

- Memberships: 526
- Swim Lessons: 265
- Swim team: 122
- Splashtacular - July 4th event: 840 in attendance
- Movie (2 Dive-In Movies): 900
- Dog Days of Summer - Labor day dog swim finale - 84 canines ☺

 **Kids Camps and Activities: 1,172**

- School's Out Trips
- Spring Break Out Trips
- Kids on Parade
- Touch A Truck
- Holiday Coloring Contest
- Kids Garage Sale and Bike Maintenance
- Young Rembrandts

 **Fitness and Sports: 449**

- Adult group fitness classes at the Annex Building
- Skyhawks youth sport camps at Weller Park
- Adult Golf and Tennis program at Dulle and Weller Park
- Karate

 **Special Events: 9,850**

- July 4th Parade and Festival at Montgomery Park
- Harvest Moon Festival at Swaim Park
- Car Show at Weller Park
- Pumpkin Walk and Haunted Tales at Pioneer Park
- Tree Lighting and Holiday in the Village - downtown Montgomery
- Breakfast with Santa Claus at Terwilliger Lodge
- Vintage Movies at Weller Park

 **Bastille Day Celebration: approximately 10,000 in attendance**

See graph depiction of attendance at corresponding categories of recreation events and activities.



Pool Activities



Concerts



Bastille Day Celebration



Special Events



Fitness and Sports



Kids Camps and Activities



Graph of attendance distribution in Recreation Programs and Activities

See corresponding list for details in makeup of each category and number breakout



 CITY • OF
MONTGOMERY

The City of Montgomery
10101 Montgomery Road
Montgomery, Ohio 45242-5344

www.montgomeryohio.org