

REPORT TO THE PEOPLE 2003



ANDERSON
THE ELECTRIC CITY

Dear Citizen,

Every year, at about this time, your City Council members and staff review the year's activities and make a report to you. For 20 consecutive years, the Report to the People has rendered news of your city's annual progress. This is our report card to you and one of the ways in which we share information about services, accomplishments, improvements, and fiscal responsibility.

The last fiscal year, July 1, 2002 through June 30, 2003, was another year of consistent, solid performance. And while we performed well with our routine services, we continued to learn, assess, and improve our newest service, Electric City Utilities.

We've experienced growing pains in a number of areas from annexation and zoning to utility services to office relocations to downtown construction. At the same time, we're able to boast about a decrease in crime and a decrease in traffic accidents, just to name a few accolades.

Your City government is a full service municipal government. You depend upon us to provide traditional services including public safety, public works, building and planning, general administration, finance, community development and recreation. That full service component also includes owning and operating a transit system, our own water system and our own wastewater treatment system.

In an increasingly technological age, we have provided for a number of new ways for our citizens to access information, transmit payments, and send and receive communications. Our website, www.cityofandersonsc.com, contains current, user-friendly information. I encourage you to visit the site often. You can utilize bank draft for utilities payments, make payments with credit cards, inquire about utility issues via e-mail, and find out about recreation schedules from the internet or a telephone hotline. More choices and opportunities are yet to come in 2004.

So, the more things change, the more they stay the same. That is to say that the City remains committed to provide you with the highest, consistently dependable level of service in all areas at a reasonable price. Thank you for your patience, perseverance, and support as we continue our pledge of professionalism, dedication and commitment to personal service of the type you expect and deserve from your city government.

Sincerely,



Richard A. Shirley
Mayor

- Steven C. Kirven Seat 1
Mayor Pro Tem
- Philip M. Cheney Seat 2
- A.B. 'Buck' Roberts Seat 3
- Tony Stewart Seat 4
- Beatrice R. Thompson Seat 5
- Dennis H. McKee Seat 6
- Blake W. Williamson at-large Seat 7
- Tom W. Dunaway, III at-large Seat 8

Money matters

- GFOA Award

The total FY 2002-2003 budget was \$34,677,767. For the ninth consecutive year, the Finance Department has been awarded the Certificate of Achievement for Excellence in Financial Reporting. This award is bestowed by the Government Finance Officers Association of the US and Canada. It also included the Comprehensive Annual Financial Report for the fiscal year ending June 30, 2002. This prestigious national award recognizes conformance with the highest standards for preparation of state and local government financial reports. In order to gain this recognition, a governmental entity must publish an easily readable and efficiently organized comprehensive annual financial report. Your City's budget document and annual financial report can be easily understood by laymen and that translates to fiscal accountability.

- GASB-34

In accordance with industry standards across the country, the City of Anderson implemented GASB 34 for the year ending June 30, 2003. This is the most significant change in financial reporting in over 20 years, essentially requiring the City to present its financial statements in a manner similar to how private businesses report earnings. The end product will help citizens understand the City's financial statements.

Convenience counts

- In an effort to meet the ever-changing needs of our citizens, the City implemented the use of Visa and MasterCard as acceptable forms of payment for City taxes. Credit card payments for building permits, business licenses, and court fees were added the previous year.
- "One-stop shopping" became the catch phrase for those conducting business inside the City as the various offices were consolidated in one new location at 908 North Main Street. The Municipal Business Center houses the Tax and Business License office as well as the Building Department and Electric City Utilities.

Safety tally

- The City places a high value on workplace safety for the benefit of our citizens and our employees. Thanks to prescribed and followed safe work methods, we achieved a 17% reduction in the number of employee injuries compared to last year.
- The conduct of random drug testing and breath alcohol testing for all safety sensitive employees continued to be a priority during 2003. More than 30 random and 60 pre-employment drug screens and breath alcohol tests were conducted.

Lending a hand and an arm

The City's nearly 450 employees continue to show their caring hearts every year by investing in the Anderson community with their time, their talents, and their dollars. In 2003, these caring City employees contributed \$3,088 to the March of Dimes and \$15,000 to Easter Seals. The 2003 United Way campaign realized a 9% gain for a total of \$18,486 contributed by more than one-third of the workforce. A blood donation campaign was added at the behest of the Employees' Wellness Committee. Although it began at the end of the year, more than 65 units of blood were donated with a commitment to conduct at least two drives per year.

Electric City Utilities Facts

- 4 billing cycles @ 4,250 customers each
- 6,500 customers use lock box system for mail-in payments
- An average of 125 walk-in payment customers per day
- 1,300 customers pay by bank draft, an increase of 67% over last year
- 17,000 meters are read each month by in-house personnel versus contract labor
- 150 phone calls received each day
- Completed 13,975 work orders for water service needs, installed 151 irrigation taps, 219 domestic water taps, repaired 67 broken water mains, flow tested 385 fire hydrants, installed 17 new hydrants, repaired/replaced 35 hydrants
- Utility payments accepted at the drive-through window weekdays 8:30-4:30

- Customers may opt for the convenience of making after hours payments via the drop box located near the front door of the Municipal Business Center, 908 North Main Street
- Customer service representatives may be contacted via the City's web site, providing for same day response
- Customer service representatives also may be contacted by telephone at 260-6347

2003 Fast Facts

Growth and development

- Permitted more than \$32 million (\$34 million in 2002) in residential and commercial building activity with a total of 2,230 permits
- Conducted 3,931 building-related inspections and 352 miscellaneous inspections, and investigated 547 property-related complaints
- Rehabilitated 8 houses at an average cost of \$37,000 per home and provided financial assistance to 4 first time homebuyers
- Demolished 13 substandard houses and cleared the lots
- Annexed 125 acres of land: 61 acres as general commercial, 17.3 acres as neighborhood commercial, 8.2 acres as limited office, 18.5 acres as low density multi-family, and 20 acres as high density multi-family



Public facilities and services

- Completed Phase III of the City Hall renovations providing for full handicapped accessibility as well as offices for personnel, planning and transportation, downtown development, information systems, and security
- Replaced/repaired 122 street markers and 272 stop signs, and replaced 266 traffic signal bulbs
- Installed 1,545 linear feet of drainage pipe and 1,164 linear feet of curb and gutter
- Cleaned 1,800 linear feet of concrete flume and applied 4,000 tons of asphalt in street patching and driveway aprons
- Added more than 13,000 linear feet of sanitary sewer lines to serve mostly new residential and commercial developments
- Issued 245 sewer tap permits, cleaned 350,000 linear feet of sewer line r-o-w
- Answered 228 sewer related complaints with only 20% being City's maintenance responsibility
- Maintained nearly 350,000 linear feet of sewer line r-o-w
- Televised 26,300 linear feet of sewer lines to locate taps and investigate problems, smoke tested 176 sewer lines to identify problem areas
- Continued working on a Stormwater Management Plan as mandated by DHEC to reduce pollution from stormwater runoff
- Added one new bus to the Electric City Transit fleet at a cost to the city of \$34,000 with the balance being provided through FTA funding; with this fourth new transit vehicle in two years, ridership has increased as has the comfort and convenience of those using the system.

Downtown parking deck is feasible

The parking deck feasibility study analyzed four downtown locations with respect to number of spaces provided, efficiency, additional demand, number of parking levels, construction costs, etc. While the number of parking spaces in downtown was deemed adequate to meet current needs, the area can benefit from parking management and enforcement. The study also concluded that in



order to meet the parking demands of new development, additional parking such as deck parking will be needed. A deck containing 150-200 spaces will have an estimated construction cost of \$1.6 - \$2 million. Continued private investment adds to the tax increment financing (TIF) district downtown and can provide the revenue source to fund such a deck.

Downtown progress continues

- Acquired the former gas station property at 302 South McDuffie Street for incorporation into the redeveloped parking lots bounded by South Main, East Market, East Church, and South McDuffie Streets
- Completed South Main Street streetscape improvements from Market to John Streets
- Completed the John Street parking lot which added more than 20 new parking spaces for City Hall visitors, downtown employees and patrons
- Provided Façade Grant Program assistance for nine properties, continuing to leverage private dollars with city dollars, and benefiting at least 75 individual buildings over the 7-year life of the program
- Welcomed eleven new businesses into the downtown in 2003
- Decorated Main Street downtown with 64 wreaths, nearly 2,000 feet of garland, and a 500 bulb Christmas tree for a total of approximately 6,000 holiday lights
- Installed seasonal and special event banners at least once every 3 months at 64 pole locations
- Initiated the process of drafting Downtown Design Guidelines, utilizing the expertise of Winter & Company, the same firm that com-

pleted the Historic District Guidelines last year. The downtown project should be completed during the Spring 2004

- Conducted downtown happenings such as the Art & Antique Walk, Soiree, the Heritage Cycling Series, the Fathers' Day Main Street Car Show, the Chili Cook-Off, and the Christmas Tree Lighting & Holiday Walk

Coleman Recreation Center prepares for change

Neal Prince & Partners along with Seamon, Whiteside & Associates began the process with City staff and the public to design a new recreation facility on the North Murray Avenue site. The process began by visiting facilities in Aiken, North Augusta, Clemson/Central, and Simpsonville. Next, the public identified components important for consideration in a new facility. Those included meeting rooms, multi-purpose areas both inside and outside, kitchen facilities, fitness areas, outdoor trails, outdoor water play/features, physical accessibility, green space, baseball and softball fields, soccer fields and volleyball courts, playground, gymnasiums, and technology features. The last preliminary step was master planning the existing site to include as many of these features as possible. Stay tuned. This exciting plan is expected to be unveiled in early 2004.

City continues environmental stewardship

- Three gasoline underground storage tanks (USTs) and three fuel oil USTs were removed from 302 South McDuffie Street under the USTfields grant
- A Tier 1 assessment was completed 515 South Main Street including the installation of monitoring wells
- UST removal assistance was offered for the property at 409 North Main Street
- Phase II and Phase III assessments were conducted for Pickens Railroad and Norfolk Southern Railroad sites, respectively, on North Fant Street

All of these projects provide for environmental improvements and pave the way for future prop-

erty enhancements thanks to state and federal grant funds (DHEC, EPA) and progressive city leadership. Individual property owners can reap financial benefits as well.

On the road again

Our mobile community got a boost last year as the City took measures to improve traffic safety at two troublesome intersections. Four signalized left turn arrows and turn lanes were installed at the Concord Road/Whitehall Road and Main Street intersection. Whitehall Road and Concord Road received dedicated right turn lanes. The East North Avenue and Whitehall Road intersection was improved with three new signalized left turn arrows. Funding for this project was provided by the City, state and federal transportation agencies, and the Anderson County Transportation Committee. These improvements completed another portion of the City's overall signal system project.

History preserved

The City has three residential historic districts whose historical and architectural significance is protected by the use of historic district guidelines. These guidelines, in place since 1986, were updated based upon public input and the professional guidance of the Colorado consulting firm of Winter & Company. The purpose of the guidelines is to continue to focus on preserving the historic character of these areas while encouraging development and re-development that complements the existing neighborhood. This type of community re-investment has resulted in a number of properties being returned to the former days of grandeur. Continuing the recognition of our place in history, City Council has begun drafting guidelines for the Downtown Historic District as well.

Neighborhood improvements roll on

A "junk car" program was implemented to help rid the City of this type of blight and to help owners haul the "junk" away. First, the City identifies the vehicle as abandoned, and then works with an owner to participate in the program by showing proof of ownership and allowing the City to haul away the car. The owner receives \$25 for this

painless effort. The city then sells the vehicle to a "junk car" vendor receiving about \$70 to offset administrative and wrecker costs. This successful program has removed 300 unsightly vehicles from neighborhoods so far. Without this program, an owner can face enforcement of the property maintenance code meaning the possibility of a \$1,000 fine and/or 30 days in jail. This program is proving to be a winning solution for owners, neighborhoods, and the city.

Technology in action

The City's website has become a valuable means of communication for local citizens and for those in other cities, states, and countries seeking to learn more about Anderson. With the addition to the staff of a full-time webmaster, the site is regularly maintained and has garnered a new, fresh look with easier navigation. Interest in the site continues to grow with the number of visitors having tripled over 2002. Features of regular interest include the monthly calendar, regular meeting schedules, job postings, public records and documents, contact info, and helpful hints. More improvements are planned for 2004. If you haven't visited lately, check it out.

By using the existing data network, the City is now able to use IP Telephony to provide telephone service to offices outside of City Hall. This new technology converts voice to digital data packets and transmits them across the data network until it reaches the telephone system at City Hall. Then, the technology converts the digital packets to voice and transmits them via telephone lines. This system provides the benefit of monthly cost savings and the convenience of useful, modern features such as voice mail, call forwarding, etc.

Fire Department forges ahead

Preparation, prevention, and professionalism in the City Fire Department have led to impressive performance for 2003. Among the achievements:

- a 13% reduction in fires over 2002
- 640 fire safety and preplan inspections
- 2,129 fire hydrant inspections in conjunction with Electric City Utilities crews
- 96 fire safety seminars and hundreds of smoke detectors and fire extinguishers in homes via a

grant secured by the Anderson County Safe Kids Coalition

- Technical Rescue Team activation for 5 water-related incidents, 5 lost persons calls, 1 plane crash, 1 helicopter reconnaissance, 1 rope rescue, 1 elevator rescue; numerous other technical rescue calls were performed by on-duty personnel not requiring full team assistance.

Police Department continues toward "safest city" recognition

In 2000, the goal was established to make the City one of the top ten safest cities in South Carolina within 5 years. To achieve that goal, one proactive focus area is the reduction of traffic accidents. Nearly all accidents are the result of one or more motorists committing some sort of traffic violation. Also, driving behavior tends to improve after a motorist receives a citation. Although 31 more traffic crashes occurred in 2003 than in 2002, traffic citations also increased to 6,442 in 2003 from 4,509 in 2002. To facilitate traffic management and efficiently allocate resources, the Police Department analyzes data to assess when traffic accidents most often occur. For example, as you might expect, Friday afternoons tend to account for the most accident activity. Be careful and drive safely every day of the week!

2003 law enforcement statistics

- Received 34,189 police calls for service, an increase of 4.3% over last year
- Provided 89 sworn officers for patrolling nearly 14 square miles
- Realized a reduction in violent crime for the 8th consecutive year
- Initiated 7,089 traffic stops
- Placed/continued 7 officers in grant funded positions: 2 criminal domestic violence investigators, 1 child/elder abuse investigator, 1 school resource officer for the Alternative School, 1 truancy officer, and 2 alcohol countermeasures officers
- Utilized Police Reserve officers and state

constables for more than 9,000 hours of service, roughly equivalent to 4 additional officers

- Utilized inmate labor (misdemeanor convictions) for a variety of functions accounting for 200 days of service

Lady Justice at work

The Judicial Division is responsible for all municipal traffic and criminal court functions such as court hearings, issuing warrants, and setting bail. For FY 2003, the court disposed of over 8,000 traffic and criminal cases.

Private sector partners

Public and private partnerships add value to City services and functions.



Thanks to V&V Equipment of Williamston and the U. S. Smokeless Tobacco National Donation Program, the City Fire Department won this Gator all-terrain vehicle to assist primarily with rescue operations.



This signalized intersection at Greenville Street and Cornelia Road was improved earlier than planned thanks to the financial assistance from Publix. In addition to the visible improvements, the signal equipment will communicate with the coordinated systems already in place and with the new system planned for the Greenville Street signal system upgrade.

Mission Statement

THE CITY OF ANDERSON EXISTS TO provide for the safety and general well-being of its citizens and visitors. It strives to create, enhance, and maintain a positive quality of life and a healthy environment in which to live, work, and play. The City seeks to create an environment, which fosters economic development and economic opportunity.

The City assumes a leadership role in determining the future of the community and serves as a forum for identifying and addressing the needs of the community. The City actively forms partnerships with other governments, the private sector, community groups and organizations in order to address these needs. Further, the City seeks to be a growing community and also works to enrich the existing community. The City continually strives to provide, through its employees, the highest quality of services in an efficient and effective manner.

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