Thank you for partnering with your government, as we focus on making Indianapolis a more livable city for all citizens.
Being a more livable city starts with creating a climate conducive to creating jobs and economic opportunity for all:

- Our relative economic stability comes in part from the fundamentals:
  - Lower rate of crime
  - Now predictable tax climate
  - Government that works with companies and entrepreneurs to foster job creation and economic development with **11,135 jobs created/retained in 2009 and 4,484 in 2010 YTD**
The Mayor’s Action Center (MAC) has transformed from a call-center to a customer service center

- Fielded **22,600 more inbound calls in 2009** than previous year
  - Calls answered faster
  - Speed to answer down to **6 seconds** from as much as 4 minutes

- Created **outbound call program**
  - Offers citizens closure on their service requests and surveys their satisfaction with the service they received
  - Asks if they need additional assistance
  - More than **39,560 outbound calls** made since November 2008
  - MAC is now **calling back 90% of service requests** that have been closed out

- **Pothole Portal** created to ensure request for service is processed efficiently
• Mayor’s Action Center – Citizen Portal
  – First of its kind
  – Online submission of top service requests
  – Integrated GIS features
  – **Track the status** of your request online
The Department of Public Works has conducted 2 pothole blitz events this season

3-tier improvement strategy for Potholes:

1. Chuckhole Kaizen - improved pothole repair to better address:
   - Planning
   - Scheduling
   - Routing

2. Preventive maintenance: more crack-sealing

3. Resurfaced Streets

Photos courtesy of WTHR.com
• **Sustainability:**
  – Reviewed over 70 city-owned buildings; work will commence this year to retrofit these facilities with energy saving green technologies; CCB is already in progress
  – Recycling Request for Information (RFI)
  – Connectivity:

Current

10+ Years

(Bikeways)

(Greenways)
**WHEN**: June 5, 2010 registration @ 9:00am.

**WHERE**: Allisonville Elementary School, 4900 E. 79th St.

**START**: 10:00am

[www.mcdh.com/bikeride](http://www.mcdh.com/bikeride)
Southwest District  Commander Peter Mungovan  3821 Industrial Boulevard  327-6600

North District  Commander Robert Holt  3120 E. 30th St.  327-6100
### Preliminary Crime Trend

**Jan-March 2009 v. Jan-March 2010**

<table>
<thead>
<tr>
<th>Crime Category</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rape</td>
<td>-11.11%</td>
</tr>
<tr>
<td>Robbery</td>
<td>-7.14%</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>-6.67%</td>
</tr>
<tr>
<td>Burglary</td>
<td>-11.94%</td>
</tr>
<tr>
<td>Larceny</td>
<td>-7.47%</td>
</tr>
<tr>
<td>Larceny - Vehicle Related</td>
<td>19.84%</td>
</tr>
<tr>
<td>Vehicle Theft</td>
<td>-27.13%</td>
</tr>
</tbody>
</table>

Prepared by IMPD Planning and Research Office based on **preliminary** incident reports prior to UCR reclassification.
We are targeting crime with our **community-based** approach:

- Partnering with the community, ministers, schools, public health and other officials to **address the underlying causes of crime and violence**

- Community crime prevention **grants**

- Regular probation, truancy and parole **sweeps**

- Weekly **crime reduction meetings** beginning in May

- **Targeted** patrols and sweeps in **crime hot spots**
Our drive to improve Parks is transforming neighborhoods throughout Indianapolis:

- **Riverwood:**
  - Playground, Shelter and Fence installed in 2009
  - Basketball Court (being installed now)
  - Spray ground – playground with water features (funded by United Water)
  - Permanent restroom facilities (funded by Lilly Endowment)
  - Grading of site for soccer fields in 2010

- **Monon Trail:**
  - Temp. gravel access near Broad Ripple Art Center to be removed (by DPW) and replanted by Art Center
  - Section of trail between 86th & 91 St. closed for a week to fix uneven pavement
We continue to focus on the quality of life issues affecting citizens in their everyday lives.

- **Westfield Blvd. Over White River Bridge Project will address:**
  - Deck repair and overlay
  - Guardrail and bridge railing replacement
  - Funded through federal ARRA stimulus funding
  - Completion date: Summer 2010

- **The 62nd Street resurfacing project** *(to address resurfacing and curb & sidewalk repair)*:
  - Allisonville Rd. to Keystone Ave.
  - Funded through federal stimulus funds
  - Completion date: Summer 2010
• Erosion correction project at Allisonville Road and 75th Street:
  – Near completion; additional curb will be replaced soon
  – Completion date: Summer 2010

• Castleton Relief Sewer Improvements:
  – **Problem:** Raw sewage overflows
  – **Solution:**
    – Build 14,000-foot parallel relief sewer
    – **Double** the current capacity of sewage being transported for treatment from 13 to 26 million gallons per day
    – Construction beginning in the Fall of 2010 ending Fall of 2012
Grandview Area Septic Tank Elimination Program (STEP) Projects:

- **5** separate project areas
- **560** homes off of septic tanks starting in 2010
- **3** drainage projects being completed at same time
- Projects being bid now, construction through 2011
Better Utilities and a Better City:

- Memorandum of understanding (MOU) to transfer the City of Indianapolis’ water and wastewater utilities to Citizens Energy Group
- City will receive more than **$425 million** in connection with the transfer
- Agreement will *minimize future utility rate increases*
- Provide *much-needed funding* for deteriorating *infrastructure*
- **Depoliticize** - Provide protection from the uncertainties of changing political forces
- Learn More: [www.indy.gov/utilities](http://www.indy.gov/utilities)
The Department of Code Enforcement has been re-designed to create efficiencies and improve the level of service we provide to citizens.

- **Business Licensing:**
  - DCE coordinated its first multi-agency licensing sweep targeting 13 massage parlors identified as high-risk businesses – 2 located in north outer region
  - **Results:**
    - 6 prostitution arrests were made days prior to sweep
    - 9 were not properly licensed
    - 5 had illegal living quarters for employees
    - 73 violations were issued for various licensing, zoning, health, and fire code issues.
• **Neighborhood Partnerships:**
  – Actively working with Crooked Creek and Meridian Kessler areas to engage residents and address land use/zoning issues and nuisance properties

• **Nuisance Abatement:**
  – Opened over 1,664 enforcement cases related to high weeds and grass, zoning violations, and unsafe building orders since 2009
  – DCE’s high weeds and grass program is gearing up for the season
  – **In 2009 Code Enforcement:**
    – Conducted 14,112 investigations
    – Mowed 9,101 properties and re-mowed 2,742
    – Decreased avg. call-to-cut time from 42 to 16 days

• **New Technology Providing Access to Permit & Enforcement Cases:**
  [www.indy.gov/dce/research](http://www.indy.gov/dce/research)
Property Tax and Revenue Supported Debt Overview

IndyStat
Accountability in Action for the City of Indianapolis
Property Tax and Revenue Supported Debt in Marion Co.

- 12/31/2008: Property Tax Supported $2,403, Revenue Supported $3,554
- 12/31/2009: Property Tax Supported $2,375, Revenue Supported $3,602
- 12/31/2010: Property Tax Supported $2,294, Revenue Supported $4,177
- 12/31/2011: Property Tax Supported $2,186, Revenue Supported $4,111
- 12/31/2012: Property Tax Supported $2,089, Revenue Supported $3,995
Property Tax Supported Debt in Marion Co.

<table>
<thead>
<tr>
<th>Date</th>
<th>TOTAL</th>
<th>CITY</th>
<th>OTHERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/31/2008</td>
<td>$2,403</td>
<td></td>
<td>$353</td>
</tr>
<tr>
<td>12/31/2009</td>
<td>$2,375</td>
<td></td>
<td>$268</td>
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<tr>
<td>12/31/2010 Proj.</td>
<td>$2,294</td>
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<td>$257</td>
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<tr>
<td>12/31/2011 Proj.</td>
<td>$2,186</td>
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<td>$233</td>
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<tr>
<td>12/31/2012 Proj.</td>
<td>$2,089</td>
<td></td>
<td>$218</td>
</tr>
</tbody>
</table>

Others – Excluded Cities/Town, Townships, Library Districts, and Municipal Corporations
Outstanding Property Tax Supported Debt (TIF included) (Principal Only; $ in Millions)

- 12/31/2008: $1,016
- 12/31/2009: $965
- 12/31/2010: $925
- 12/31/2011: $870
- 12/31/2012: $810
Increase due primarily to 2005 $100M bond issuance for public safety pension (20 years) with payout of $9M per year. Also includes a one-time welfare payment.
Overall Projected Fund Balances based on Adopted City/County Budget 2007 – 2010 ($ in millions)
Your city government continues to reach out to neighborhoods, community groups and businesses across Indianapolis through the Mayor's Neighborhood Liaisons

- Catherine Moore, Mayor Ballard’s Neighborhood Liaison for the North Outer Region was engaged in excess of **170 meetings** and opportunities to assist community members and businesses in 2009

- Her commitment to engage citizens allowed her to help many with the services they need and deserve

- Contact Catherine:
  - 327-5380 or cmoore2@indy.gov
Community Support:

• IndyGo is **donating four 31-Day Passes ($240 value)** to the **IMPD North District Day** at Broad Ripple Park on June 24

• **Stop Enhancement:**
  – IndyGo continues to enhance bus stops in this region with shelters and solar lights, as Federal funds become available.
  – To date, IndyGo **added 25+ shelters** and about ten solar lights at IndyGo transit stops in this region

• **Adopt-A-Stop:**
  – IndyGo has more than **4,000 bus stops** in Marion County. Federal funds are used for stop amenities like shelters, concrete pads, lighting and signage, but **no funding is provided for maintenance**
  – Visit [www.indygo.net](http://www.indygo.net) to learn about the Adopt-A-Stop program
2010 is the year for **discussion** of mass transit in Central Indiana:

- Visit [www.IndyConnect.org](http://www.IndyConnect.org) to learn about upcoming meetings and submit your comments online

**Upcoming Meeting:**
April 28th, 2010
7:00 PM
Eastwood Middle School
4401 E. 62nd St., Indianapolis

- Take a look at the initial draft plan for a regional transportation system on the Indy Connect Web site and submit questions and comments online, by phone (317-327-8601) or at a public meeting
Questions and Answers With Mayor Ballard

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