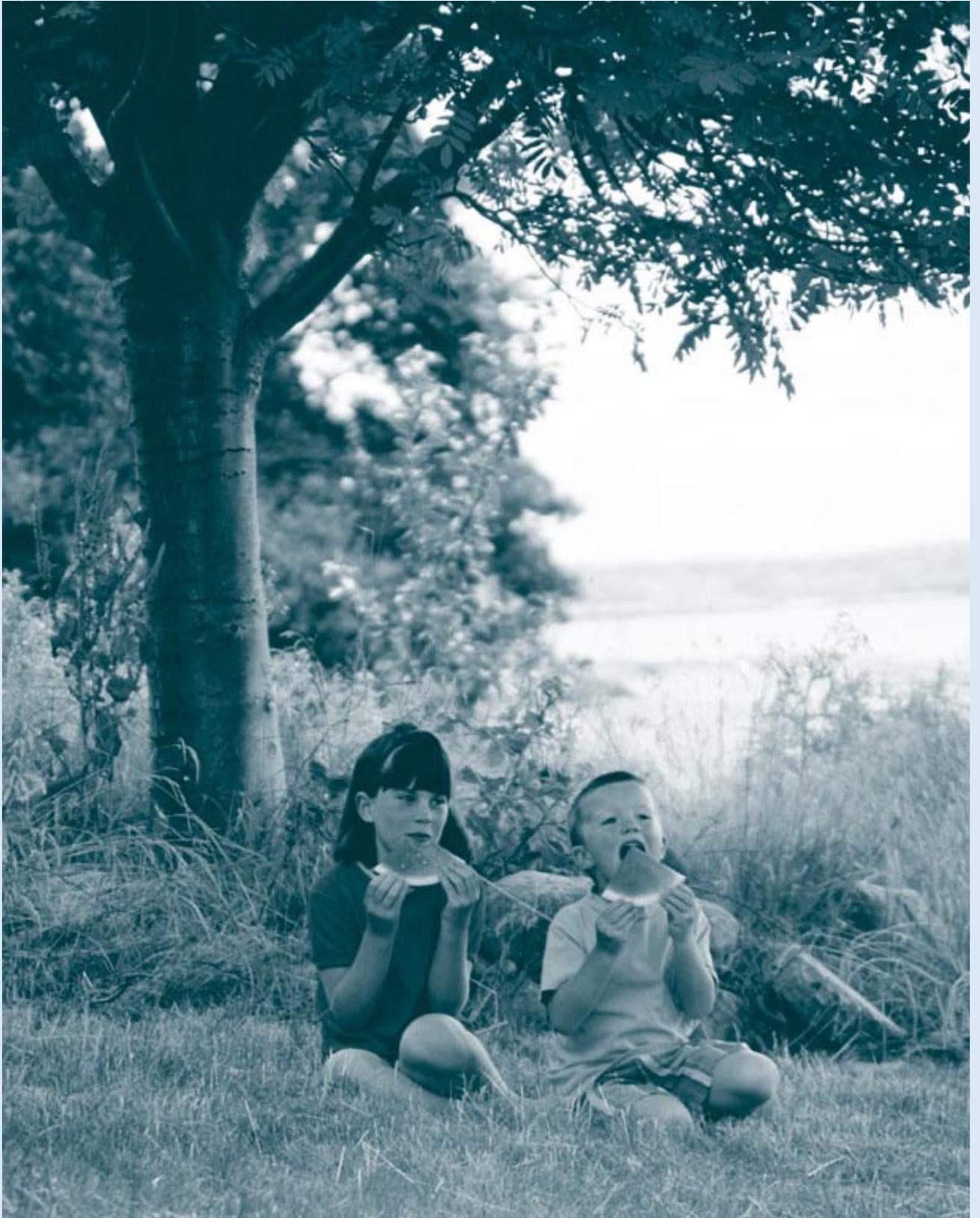


2004 Annual Report

Ohio State Parks

Ohio State Parks



Executive Summary.....	3
Table of Organization	4
Map of the Ohio State Parks.....	5
Centralized Reservation and Point-of Sale-System	6
Customer Service	7
Centralized Reservation System	
Special Events	
Interpretive Services	
Environmental Education	
New Recreational Offerings	
Publications	
Marketing and Advertising	
Website	
Promotional Programs	
Surveys	
Partnerships	
Visitor Safety and Protective Services	
Visitor Occasions	
Resource Management	16
Land Transactions	
Wetland Projects	
Waterway Improvements	
Beaches	
Water Quality Issues	
Recreational Trail Improvements	
Wildlife Diversity Initiatives	
Sustainable Practices	
Management of Nuisance Species	
Flooding and Storm Damage	
Professional Development.....	19
Ohio Award for Excellence	
Training	
Employee Recognition Programs	
Infrastructure Improvements	22
Geneva Lodge Initiative	
Construction Projects	
Project Design	
Accessibility Improvements	
Fleet Management	
In-House Products and Services	
Fiscal Management.....	26
Budget	
Expenditures	
Revenue	
Concessions	
2005 Goals	28
Statistical Abstract of the Ohio State Park System.....	29

Mission

To produce an outdoor recreational experience for Ohio State Park visitors that exceeds their expectations.

Vision

The nationally recognized Ohio State Parks team is committed to service as stewards of the state's most treasured natural resources and tourism destinations.

We will innovate, educate, collaborate, and lead, providing a high standard of quality with our family-oriented facilities, services, and programs.

As ambassadors, we will reach out to build partnerships, involve our communities, and enrich the lives of Ohioans with fond memories of visits to Ohio State Parks.

We will honor our rich natural and cultural heritage to ensure a lasting legacy which will feed the hopes and aspirations of all generations.

Mission Accomplished



Despite budget challenges and the continuing realignment of our sparse resources, Ohio State Parks has continued to exceed expectations and provide high quality outdoor recreational experiences for millions of customers. We have also accomplished major strategic goals in each of the overarching categories of customer service, resource management, professional development, infrastructure improvement and stable funding. In addition to these program-wide milestones, there have been scores of small but significant improvements in the parks.

A fundamental customer service goal was accomplished with the full implementation of the centralized reservation and point-of-sale system (CRS). For the first time, Ohio State Park customers can make camping reservations on-line, rather than having to wait in line to book a campsite. The system was developed, equipped, and brought on-line with no outlay of state money, beyond the staff time to coordinate with the consultant, Spherix Inc. We believe that our reservation system is one of the best in the nation, thanks to the thorough research and careful planning that took place prior to adoption of the system, and ongoing improvements made possible through a solid working relationship with the consultant. Already, we are reaping the benefits of higher visibility and easier access to information, which have contributed to a welcome boost for our getaway rental program and state-operated cottage rentals.

We have enhanced our resource base with the purchase of 465 acres of undeveloped land on North Bass Island, along with 17 additional acres on Middle Bass Island. We were fortunate to not only acquire these unique landscapes, but to take advantage of grant funding for their purchase. With portions of each of the Bass islands in the public trust, we will be able to take a holistic approach to protecting rare Lake Erie ecosystems, and sharing their rich natural and cultural history for generations to come.

Customer service has long been the cornerstone of our operations because we believe service is central to our mission. With the receipt of the Ohio Awards for Excellence Tier 1 (Pledge to Excellence) award, we now have an objective evaluation of the effectiveness of our customer service focus, as well as the effectiveness of our process management, information collection and analysis, and organizational results. The feedback we received from the OAE evaluators confirms that we are on the right track with respect to customer service and human resources management, and provides helpful advice for ways to improve our processes and establish benchmarks to measure our organizational results.

The unprecedented public-public partnership with Ashtabula County for the development of the Lodge and Conference Center at Geneva has been a tremendous success. The lodge has generated lots of excitement and a good deal of business that benefits both Ohio State Parks and the local economy. This partnership will undoubtedly serve as a model in the future for similar ventures in Ohio and around the country.

For decades, devoted volunteers—and more recently, individual park friends groups—have added value for state park customers and helped our parks grow and improve. The establishment of the statewide community support group, the Friends for the Preservation of Ohio State Parks, will multiply the benefits of these local efforts, and serve as a needed advocate to ensure that our state park system remains viable and vibrant in the future.

Once again the analysis of our economic impact proves that what's good for Ohio State Parks is good for Ohio. Direct sales to state park overnight visitors on and off the parks contributed an impressive \$291.8 million to Ohio's economy. The real value of our campgrounds, cottages and lodges is far more than the rental fees they generate. They bring people to the state, and give them a reason to stay—and spend money—in predominantly rural counties.

We are proud of our achievements and our contributions, and humbled by the challenges to come. With the help of our dedicated partners and loyal supporters, we will continue to improve our parks as we provide quality experiences and happy memories for our customers.

A handwritten signature in black ink that reads "Dan West". The signature is written in a cursive, slightly slanted style.

Dan West

Chief, Division of Parks and Recreation

Table of Organization

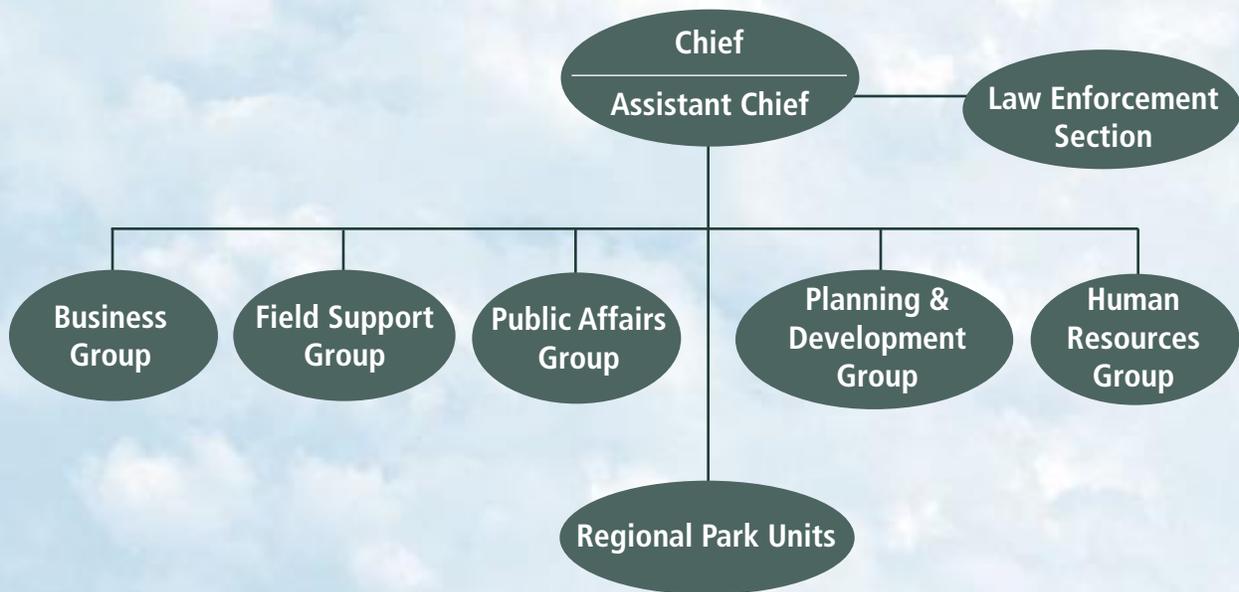
Table of Organization

The organization of Ohio's 74 state parks into regional park units was modified slightly, resulting in a total of 27 regional units. The units consist of two to four parks in close proximity. Each region works together as a team, sharing financial and human resources as necessary for better economy and efficiency.

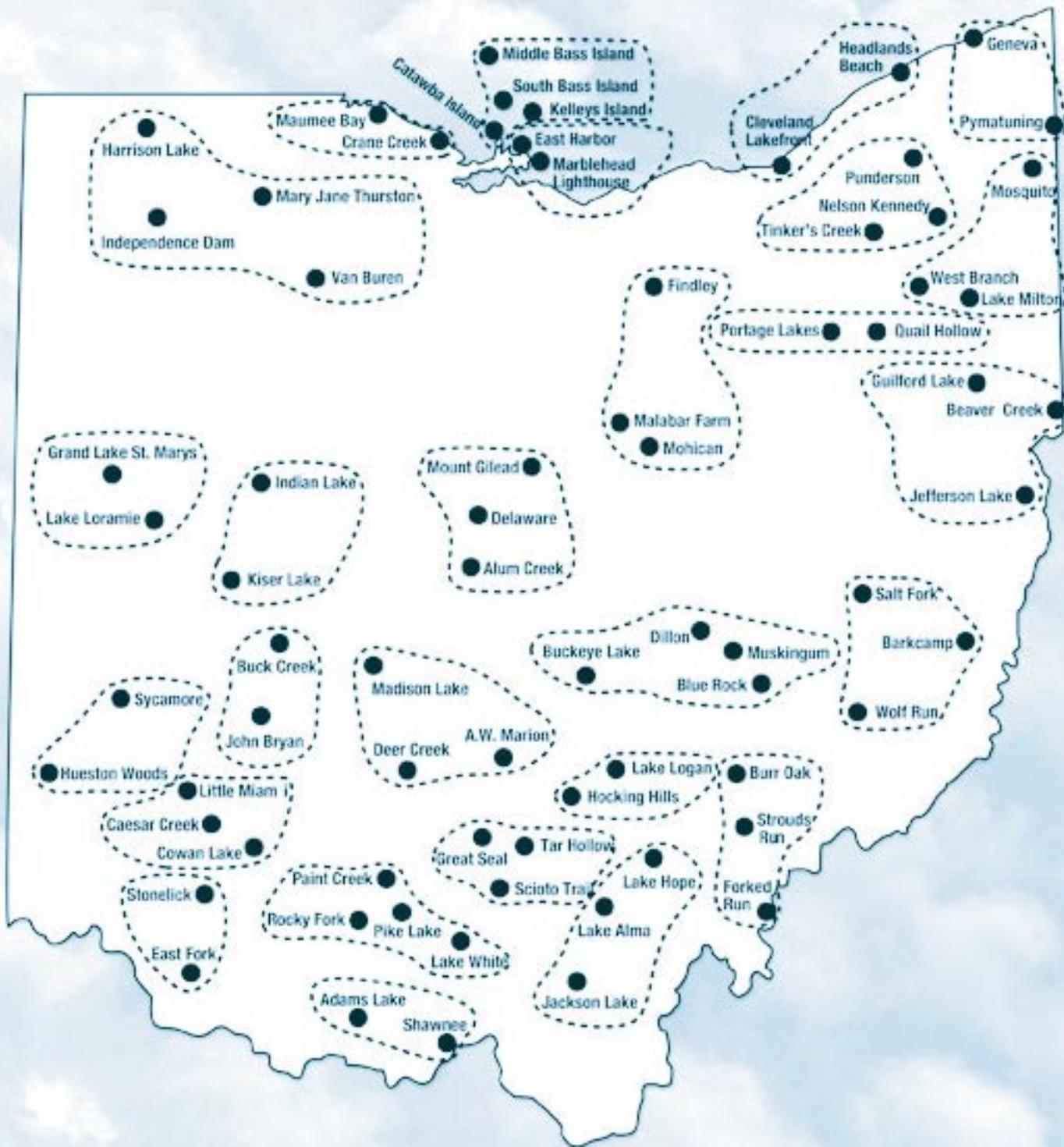
The manager of one of the parks in each unit is designated as the regional manager, and exercises line authority over the other park(s) within the region. The regional manager provides leader-

ship to best utilize resources within the region, and may shift resources to assist the other park(s), thereby ensuring the success of the entire region. In several of the regions, one or more of the smaller regional parks are operated as satellites without a manager on-site.

The central office groups provide support for the field, perform administrative functions and implement statewide programs.



Regional Park Units



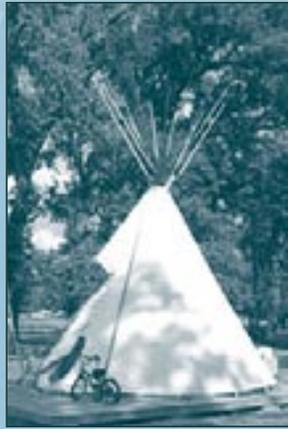
Centralized Reservation and Point-of-Sale System

Centralized Reservation and Point-of-Sale System

Ohio State Parks' new Centralized Reservation System (CRS) has revolutionized the way state park campgrounds do business, which has changed very little since the park system was first established in 1949. The point-of-sale system that accompanies the CRS has brought a new level of accounting and accountability to the varied and widespread assortment of retail outlets in the parks.

The CRS has brought Ohio State Parks squarely into the 21st century. The CRS caters to the needs of contemporary travelers and tourists who expect to be able to make reservations for all types of lodgings and do one-stop shopping for information and reservations over the Internet. Having the capability to meet these expectations helps make Ohio State Parks more visible as a tourism destination, and more competitive among outdoor recreation providers and other park systems.

With the ability to plan in advance and the assurance of an available campsite, customers can view Ohio State Parks as vacation destinations as well as weekend getaways. They can try out parks they have never visited before, or plan camping trips with friends and relatives. They can arrive when they are ready to camp, rather than dropping by days in advance to claim a spot with unmanned equipment, or coming at dawn to camp out in a waiting line. For those customers who prefer the first-come-first-served experience, the system provides for a limited number of non-



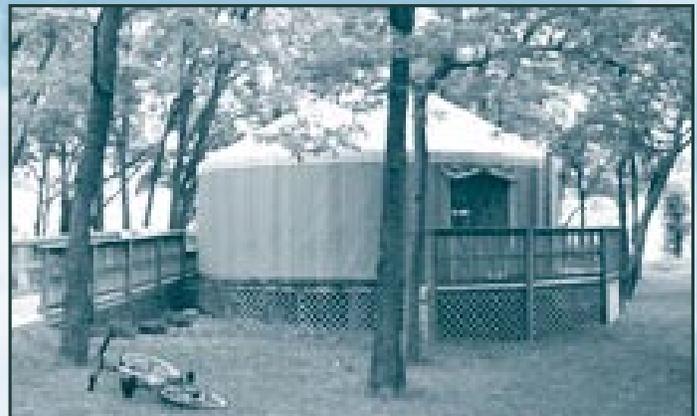
servable sites, as well as walk-in registrations for any reservable site not already booked.

State park staff have undergone an adjustment period as the CRS has been implemented. For the field staff who had been charged with managing the chaos of busy campgrounds on Saturday mornings before reservations were available, the new computerized system has challenged them to rethink the way they provide customer service. Staff can focus their attention on meeting the needs of campers, rather than mastering the chess game of assigning campsites through a complex matrix of arrival and departure dates.



Both in the field and in central office, the division has worked closely with Spherix, Inc. to integrate the reservation database and call center with state park operations so that the process appears seamless to customers.

Marketing efforts throughout the year, which typically touch many different topics and audiences to promote various facilities, were instead focused on raising awareness of the reservation system and providing the details to known and potential customers.



Customer Service

Ohio State Parks' long tradition of community outreach through special events, educational programs and public information continued, despite budget challenges. Parks continued to innovate to provide new facilities and expand their recreational offerings.

Centralized Reservation System

For the first time in the history of the Ohio State Parks, the new centralized reservation and point of sale system brought every state operated retail facility under one accounting and inventory management system. Implementation of the program entailed the installation of more than 300 computers/cash registers with satellite link-ups at nearly 100 individual park retail locations. Reservations for camping and getaway rentals began in December 2003 for the 2004 camping season, and cottage reservations for self-operated cottages began in February 2004. Most park facilities went live with the reservation and point of sale system in early May.

A total of 118,022 reservations were made during the year. Fifty-seven percent (67,668) were made through the call center, while 43 percent (50,354) were made over the Internet. A total of 135,798 walk-in registrations were made in the parks.



Special Events

Nearly one million visitors attended special events held at state parks throughout the year. With the help of volunteers and friends groups, 52 parks hosted a wide variety of events, from campouts and heritage festivals to nature hikes and park clean-ups. These parks, plus an additional 17 parks, served as the venues for community events, as well, for a total of 683 events, including fishing tournaments, triathlons, boat races, fireworks and community picnics.

Governor Taft and his cabinet participated in the 39th annual Hocking Hills Winter Hike in January, along with 4,500 park visitors. A brief ceremony held during the hike helped promote the governor's Healthy Ohioan's initiative, showcase the newly constructed welcome center at the park, and promote the "Go Camping Ohio" partnership with the Ohio Campground Owners Association.

Maumee Bay hosted the Toledo Lighthouse 100-Year Festival in July. The two-day celebration of the 100th anniversary of the Toledo Harbor Lighthouse featured nautical and historical exhibits, storytelling, crafts, boat rides and entertainment, and attracted an estimated 6,000 visitors.

In October, Malabar Farm hosted a popular dinner theater production of the historical drama "Ceely" for the second year. The play was produced by The Mansfield Playhouse and staged in the park's historic main barn, with package options including a guided wagon tour of park sites and a barbecue dinner provided by a local caterer.

For the fifth year, Alum Creek held the "Fantasy of Lights" holiday light display in partnership with the Alum Creek Marina and Recreation Unlimited, which provides outdoor recreation programs for disabled children and adults.

Interpretive Services

Nearly 200,000 visitors attended summer naturalist programs offered in 47 state parks. Attendance at "Hooked on Fishing, Not on Drugs" programs conducted by park naturalists topped 8,000 participants statewide.

In its third year, the "Wildlife in the Parks" partnership program with the Division of Wildlife provided over \$100,000 of funding assistance to the division to cover the costs of presenting interpretive programs to the public on various wildlife-related topics. Public demand for naturalist programs in our parks has remained strong as evidenced by visitor surveys, program attendance and informal feedback from campers, with the corollary benefit of encouraging overnight occupancy.

The log cabin display at the Ohio State Fair featured a new exhibit on natural dyes, which replaced the long-running tradition of making and serving samples of sassafras tea. Volunteer musicians as well as volunteer weavers from the Malabar Farm State Park Spinning and Weaving Guild and the Dogwood Festival Quilters helped provide demonstrations of pioneer skills and period music. Fairgoers were invited to take turns washing laundry the old fashioned way, with a tub and washboard. A large Rent-A-Tepee exhibit, staffed by state park volunteers, was prominently displayed at the north entrance to the Natural Resources Park of the Ohio State Fair.

Environmental Education

More than 7,000 local school students attended outdoor education programs held at 14 state parks including Buck Creek, Caesar Creek, Cleveland Lakefront, Cowan Lake, Forked Run, Great Seal, Harrison Lake, Kiser Lake, Lake Alma, Lake Hope,

Customer Service

Lake Milton, Malabar Farm, Marblehead Lighthouse, and Scioto Trail. Educational programs held at Maumee Bay's nature center through the year attracted more than 8,000 students.



Environmental education at Van Buren

The 20th annual Scouting Outing at Burr Oak drew 900 boy scouts for a fun and educational weekend of camping, outdoor skills building and hands-on environmental awareness activities.

Van Buren was selected as the headquarters for the APPLE Bus, a mobile field laboratory for outdoor education programs developed in partnership with the Findlay Rotary Club, Findlay Foundation, and Vernier Corporation. The bus is outfitted with water sampling equipment to give students hands-on experience with environmental assessment. In addition to programs at the park, the bus is available to schools and home-school students in northwest Ohio, as well as youth organizations, service clubs, community groups and senior citizens' organizations. Teacher workshops were held by the park naturalist aboard the bus at Van Buren in August.

The Internet was utilized to enhance the division's environmental education outreach. A new monthly website feature entitled "Nature Things for Kids" was launched in June. In addition to interesting natural history information and a glossary of scientific terms, the "Nature Thing" package includes a puzzle, a map indicating where the "thing" can be found among the state parks, and schedules of the naturalist programs being offered in the parks. Placing greater emphasis on resources available for children and teachers on the website also prompted a sixfold increase in requests for the Park Pals activity book through the division's website. A total of 1,824 requests for Park Pals were received throughout the year.

New Recreational Offerings

A number of parks offered new and expanded recreational facilities and attractions. Most of these projects were accomplished at little or no cost to the park, with donations raised by friends groups as well as volunteer labor and donated or salvaged materials. Some examples include:

Amphitheater at Cowan Lake and amphitheater improvements at Stonelick

Archery range at Hueston Woods

Basketball court at Mt. Gilead

Disc golf courses at Hueston Woods and Pike Lake

Equestrian arena at Hueston Woods

Fresnel lens display at Marblehead Lighthouse

Game room at Stonelick

Gazebo at Lake Milton

Historic grist mill museum improvements at Mohican

Mini golf course at Barkcamp and mini putting green at Caesar Creek

Mountain biking trails at Findley, Mohican and Salt Fork

Nature center enhancements at Beaver Creek

Playgrounds at Lake Loramie and the Lake Milton Craig Beach Area

Shelterhouses at Portage Lakes and Rocky Fork

Shuffleboard court at Lake Alma

Volleyball court at West Branch

The getaway rentals program was expanded with the introduction of Rent-A-RV at Burr Oak and Indian Lake. Scioto Trail and Wolf Run offered getaway rentals for the first time with the addition of deluxe camper cabins, and camper cabins units were added at Burr Oak, Stonelick and Wolf Run.



Shuffleboard court at Lake Alma

Publications

In its tenth year of production, two issues of *Ohio State Parks* magazine were published and direct mailed to a subscriber list of more than 40,000 households. Color brochures promoting camping and golf courses were revised with new formats, and a new four-color brochure promoting winter recreation was produced.

To help promote the new campground reservation system, a literature-rack card and business card featuring the toll-free

reservation numbers and website address were produced. Nearly 1.5 million promotional pieces, including the camping, golf course and winter recreation brochures, the reservation rack cards and business cards, overnight facilities fees and magazines were printed. Hundreds of thousands of these brochures, along with the park directory and getaway rentals brochure, were distributed through the parks, travel shows, 1-800-BUCKEYE operators, Department of Transportation's Travel Information Centers, American Automobile Association outlets, various convention and visitor bureaus, direct mailings, and requests generated from the division's website.

Marketing and Advertising

The year's marketing efforts were focused on building public awareness of the new centralized reservation system. The campaign consisted of direct mail, print and television advertising, promotional giveaway items, news releases, and Internet and e-mail marketing. The division's marketing campaign was selected as a finalist for Ohio Travel Association's annual RUBY award in the marketing campaign category.

A direct mail campaign promoting state park campgrounds and the new reservation system was sent in June to more than 105,000 Ohio residents. The list consisted of owners of recreational vehicles registered with the Ohio Bureau of Motor Vehicles.

Print advertising was placed in a number of publications that provide reader response service, generating over 8,800 requests for general information about Ohio State Parks. Advertisements were placed in "Great Vacation Getaways", which is a travel brochure insert in the travel sections of the Sunday newspaper in all the major Ohio cities as well as over 30 other eastern cities. In partnership with the Division of Travel and Tourism, the division participated in *Discover Ohio*, and special travel sections focused on Ohio destinations in *Family Fun*, *Midwest Living*, *Arthur Frommer's Budget Travel*, and AAA's *Michigan Living* and *Home and Away* magazines distributed throughout the Midwest. Additional exposure in travel publications included advertisements in Ohio Travel Association's *Long Weekends* magazine and *Ohio Magazine*. Ads were also placed in publications targeted to specific outdoor recreational pursuits, including *Woodall's Campground Directory*, *Ohio Camper*, and *Trailer Life* magazine.

Two television ads promoting the state park system and the new reservation system were aired on the Ohio News Network (ONN). A sixty-second spot that was produced in partnership with the Ohio Travel Association focused on cottage and getaway rentals available in many state parks. A thirty-second spot produced by ONN focused on camping. Both ads were aired primarily during April and May.

Ohio State Parks continued to participate in the annual travel shows held in Columbus and Dayton, as well as many other locally-sponsored shows. In addition, through the Ohio Travel Pavilion, brochures were distributed at travel shows in surrounding states.

Website

The Internet continues to be an important component of the division's marketing mix, as well as a vehicle for environmental education outreach. Visits to the Ohio State Parks website increased for the third year in a row. User sessions totaled 2.4 million, which is a 5.6% increase over 2003. Sessions for the Ohio State Parks website increased to 34.8% of total sessions for the ODNR website, compared to 29.5% in 2003. Users averaged 5.5 minutes and 3.3 page views per session, compared to 3.8 minutes and 2.9 page views last year. Individual park pages account for 41.2% of all page views.

A new seasonal website feature, the "Wildflower Report," was introduced in April. The report included weekly updates of spring wildflowers in bloom along trails in select parks, along with photos of common wildflowers and the schedule of guided wildflower hikes. The new monthly educational feature "Nature Things for Kids," which was developed as a Flickinger Leadership Academy project, was introduced in June and continued through the year.

Internet marketing consisted of tile ads on the ONN, Woodall, and Family Fun web sites that linked back to the division's website. Two issues of "E-News from Ohio State Parks" were sent to 5,400 subscribers and 4,500 other recipients who have provided their e-mail address. The electronic newsletter highlights special offers and discounts, new programs and recreational offerings, and upcoming events in the parks.

Promotional Programs

The Cardinal Camper Club promotional program for camping continued for a fifth year. More than 1,900 memberships, including some 800 renewals, were sold. Sales of the cards, which are valid for one year from month of purchase, generated over \$48,000 in revenue. The price of the card remained at \$25. Cardholders received a discount off camping fees and getaway rentals of 15 percent from April 1 through October 31, and 20 percent from November 1 through March 31. The program goals include increasing camping occupancy and creating a database for targeted marketing activities. The database contains over 6,000 unique visitor addresses.

To increase cottage usage during the off-season, special rates were offered at all state-operated cottage locations January through March, with some locations offering extended time periods. Each location offered \$20 off the regular nightly rate Sunday through Thursday, and \$10 off on Friday and Saturday nights. Buck Creek, Dillon and Pike Lake offered a special value rate of \$45 per night through the months of November and December.

Other promotional programs included a 10% discount, Sunday through Thursday, on camping fees to holders of the Ohio Department of Health's "Ohio Kids Card" and a 50% discount Sunday through Wednesday at select parks, to members of the Passport America program.

Surveys

The annual customer satisfaction survey provided valuable feedback from customers on facilities and services currently offered in our state parks. Additional surveys of customers and stakeholders quantified the economic benefits state park contribute to Ohio's economy, and provided information on customers' needs, desires and priorities that will help set the future direction for Ohio State Parks.

Customer Satisfaction Survey

Customer satisfaction surveys have been conducted each season since 1992. For the third year, the revised program consisted of three surveys geared toward three major facility areas: campgrounds, resort lodge and cottage operations, and day use facilities. The survey instruments focus on customer satisfaction with various aspects of those three areas, such as cleanliness of a specific building or area, the condition of that building or area, and helpfulness of the employees at those facilities. This data provides specific feedback on park operations and identifies where improvements are needed.

The survey was conducted during the primary operating season, May through October. Visitors were asked to rate their satisfaction with various facility and service categories on a five point scale ranging from excellent (5) to unacceptable (1). A total of 11,279 surveys were returned, with 90.3 percent of respondents rating their overall visit as excellent or good.

Overall average ratings were calculated for individual facility areas, as shown below:

FACILITY AREA	2004	2003
Campground Operation	4.067	4.159
Resort Lodge Operation	4.057	4.210
Cottage Operation	4.306	4.231
Golf Course	4.457	4.473
Beaches	4.132	4.164
Lake/Boating Facilities	4.218	4.249
Trails	4.330	4.343
Picnic Areas	4.210	4.176
Visitor/Nature Centers	4.474	4.489

Visitors were also asked to provide comments on facilities and services. This valuable feedback allows park managers to make continuous improvements throughout the season, and provides insight on customer needs and wants for future planning. Demographic information was also collected to help determine visitor characteristics. This information can be used for targeted marketing efforts and planning for future amenities and services.

Of those visitors who responded to the survey, 63 percent were return visitors to a specific state park, 82 percent had visited other state parks, 84 percent would return to that specific state park, and 79 percent would visit other state parks. In addition, 52 percent of respondents were between 35 and 60 years of age, 50 percent had one or more children, and 87 percent were in groups of two or more people. Eighty-nine percent of respondents were from Ohio. Of the respondents from other states, 68 percent were from the states bordering Ohio.

Parks that received the highest ratings for each type of facility listed in the surveys were recognized with the new Service Excellence Award. To be eligible for the award, at least 100 surveys had to be completed by park visitors. The ratings for each facility type were averaged, and the parks with the highest average rating from 100 or more surveys received the awards. The award recipients were as follows:

Facility	Park	Average Rating
Picnic Areas	Malabar Farm	4.598
Beach	Lake Milton	4.542
Boating Facilities	Lake Milton	4.481
Trails	Lake Milton	4.723
Nature Center	Malabar Farm	4.784
Getaway Rentals	Maumee Bay	4.673
Cottages	Mohican	4.452
Golf Course	Deer Creek	4.495
Campground	West Branch	4.651
Resort Lodge	Mohican	4.149

Focus Groups

A series of five focus groups were conducted at park locations around the state to gather customer input for the division's upcoming five-year strategic plan. The diverse group of participants, who were selected to represent a wide range of outdoor recreational interests, professions, and personal demographics, provided their input on several questions regarding future needs and trends in state parks.

Key findings of the focus groups affirmed a generally positive image of state parks and state park employees; expressed concern over the noticeable deterioration of facilities and lack of maintenance due to budget challenges; encouraged prioritization of improvements to existing facilities over construction of new facilities; supported efforts to raise awareness of facilities and offerings; advocated free public access to state parks; and asserted that any new park fees remain in the park system and the generating park.

Camper Survey

A survey was included in the promotional mailing to 105,000 registered recreational vehicle owners in Ohio in June. Like the focus groups, the camper survey included questions regarding future needs and trends in state parks. Additional survey questions were designed to collect information on park use trends by campers, along with personal demographic information. More than 8,000 completed surveys were returned.

Internet Survey

A survey was posted on the division's website over a seven-week period in the fall. The survey was similar to the focus group questions and camping survey, with questions regarding future needs and trends in state parks, as well as park use trends, recreational preferences and personal demographic information. The survey was featured on the ODNR website and in the division's E-News, promoted in the *Ohio State Parks* magazine, and publicized through news releases. A total of 1,820 surveys were completed by website visitors.

Economic Impact

The division again partnered with the Ohio Division of Travel and Tourism in a statewide study of the economic impact of travel. The division's portion of the study measured the direct and indirect expenditures of overnight visitors to Ohio State Park campgrounds, cottages and lodges during calendar year 2003. According to the study, direct sales to Ohio State Park overnight visitors contributed \$291.8 million to the state's economy.

Including direct and indirect effects, state and local taxes supported by these visitors were \$26.3 million and \$17.4 million, respectively. In addition, sales to state park visitors supported 8,900 direct and indirect jobs in Ohio.

The direct economic impact of \$291.8 million is a 10.1 percent increase from the last economic impact study results, which were \$265.0 million spent by overnight visitors to Ohio State Parks in 2001. The study was again conducted by Rovelstad & Associates of Racine, Wisconsin and Longwoods International of Toronto, Ontario.

Partnerships

With the formation of the new statewide friends group, Ohio State Parks is entering a new phase in community involvement. At the same time, partnerships at the local level remain critically important to the parks' ability to deliver customer service and add value to visitors' experiences.

Friends Groups and Support Groups

Park-specific friends and support groups are now in place or forming at 45 state parks. The friends groups, sponsored by individual parks, are set up as tax-exempt non-profit organizations for the purpose of fundraising to make improvements at their home park. Other support groups, including lake advisory councils, civic clubs and Coast Guard auxiliaries, provided an array of services at parks such as hosting tours, assisting with special events and leading fundraising drives for park projects.

The Friends for the Preservation of Ohio State Parks was chartered this year to serve as an umbrella linking these friends and support groups. This statewide friends group has trustees representing each section of the state, who in turn are responsible for networking with each park-specific group in their area. The statewide group was chartered as a non-profit advocacy group for the park system. It has hosted two statewide meetings to inform local groups of its purpose.

The Friends of the Kennedy Stone House at Salt Fork was recognized with the Chief's Award for outstanding success in forging partnerships with the local community for the renovation of this 1840s era home from a roofless shell into an education center that features a number of historical exhibits. The house attracts school groups, park and community visitors. The friends group recruits volunteers to serve as docents as well as seeking donations of materials and labor for improvements.

The tangible improvements that friends groups are making at



Friends of the Kennedy Stone House

parks were evidenced at a number of parks as new facilities were dedicated. A pavilion that can be used year-round was dedicated at Lake Loramie while additional improvements including a playground are being built from the funds raised from the community. Shelterhouses were also dedicated at Hueston Woods and Rocky Fork, and shuffleboard courts were installed at Lake Alma.

Volunteer Program

In its 22nd year, the Ohio State Parks Volunteer Program set an all-time record with 7,036 volunteers who provided 345,967 hours of service, an increase of more than 21,000 hours from 2003. All categories of the program – individual, camp host and group volunteers – saw increases and the number of younger volunteers grew as groups such as mountain bikers and disk golfers became more involved with their parks.

Malabar Farm was honored as the Volunteer Park of the Year. The park's volunteer group, one of the first in the state to form, provides a wide array of services such as assisting at Ohio Heritage Days; providing animal care; landscaping; building and maintaining blue bird boxes; and conducting research at the park's agriculture library. Malabar Farm volunteers have a tradition of building bridges to the community and demonstrating the depth and scope of a healthy volunteer program. Honorable mention awards were presented to Beaver Creek volunteers for maintaining their momentum after winning the top award last year, and to three-time winner Quail Hollow for its consistently strong program.



Some 357 volunteers from 31 parks attended the annual statewide volunteer camp-out at Dillon, which was hosted by the Dillon Lake region parks including Blue Rock, Muskingum River and Buckeye Lake.

Corporate Partnerships

Visitors to state parks were greeted by almost 500 colorful banners that welcomed them to the park, encouraged them to "Get Fit Naturally", "Swim Safe" and "Hike Safe". Pepsi-Cola, in its third year as official beverage supplier to Ohio State Parks, underwrote about half the cost of the banners.

A number of parks established successful partnerships with community businesses. Rocky Boots agreed to underwrite the expense of producing 60,000 trail guides for Hocking Hills. The guides are being sold for \$1 at the park and in the Rocky Boots outlet store in nearby Nelsonville, with the funds earmarked for trail improvements and educational programs at the park. Lake Loramie received a generous donation of \$10,000 from the Dayton Power and Light Foundation for the park's new Earl's Island Pavilion playground.

Community Partnerships



Ohio Trails Partnership work weekend

Five parks continued their partnership with the Ohio Mountain Bike Association to present the Ohio Mountain Bike Championship Series. These race events attracted mountain bikers of all ages, and were combined with other special events at some parks to help promote both the park events and the OMBC races. An example is Dillon's Family Fun Fest, which expanded to two days for the first time this year. Series sponsors are hoping to expand the OMBC series to three additional parks.

In its seventh year, the Ohio Trails Partnership continued to provide valuable coordination and support between the various volunteer trail users groups that construct and maintain many of the hiking, bridle and mountain bike trails in state parks. In-kind contributions including 20,547 volunteer work hours, and donations totaling \$45,059 contributed toward maintaining and building trails and bridges. OTP members are drawn from the Buckeye Trail Association, the Ohio Horsemen's Council and the Ohio Mountain Bike Association. The annual OTP March Work Weekend was held at Salt Fork. Despite pouring rain, about 100 volunteers worked in teams to reroute a bridle trail and develop a mountain bike trail.

Lake Hope hosted the 63rd annual Outdoor Writers of Ohio Convention (OWO) in cooperation with the OWO, the ODNR Division of Wildlife, and the Hocking County Tourism Association. The conference theme was "Ohio's Awesome Appalachia: Its Natural Wonders and Rich Heritage."

Buck Creek hosted an adventure training weekend for a local high school Junior ROTC program in August. Ten student cadets sharpened their outdoor skills and picked up litter around the lake-

shore as a community service. The cooperative program was well received by the students and instructors, and will become an annual event.

Dillon partnered with the Muskingum Family YMCA to offer a new Eco Club program for youth to provide an alternative to the sports-oriented programming typically offered by the Y. The park hosted five afternoon sessions for the club in April and May, which featured hands-on outdoor activities, live animal programs, and environmental awareness activities.

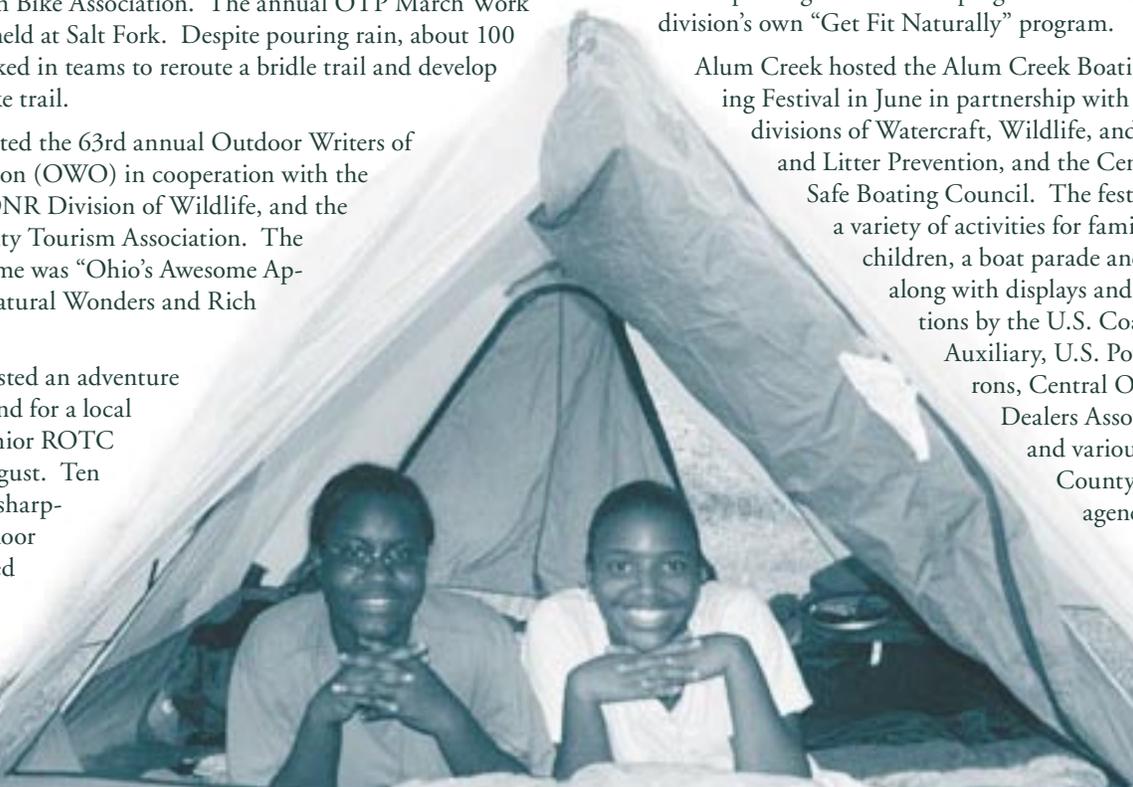
Inter-Agency Partnerships

A new partnership with the State Library of Ohio was initiated to link parks into a summer reading program, "Discover New Trails at Your Local Library." Nineteen libraries around the state, including several regional library systems, participated in the program which provided suggested reading themes relating to trails and state parks, as well as historic canals, the Underground Railroad, Native Americans and Ohio natural history. Participating libraries received a variety of trail guides and park brochures as well as the Parks Pal activity guide to provide young people with incentives. Color posters were also developed to promote the summer reading program partnership.

Shawnee collaborated with the Portsmouth Public Library to bring the library Bookmobile to the park's campground during June and July. The park naturalist offered a variety of outdoor activities to complement the library's summer reading program.

The ongoing partnership with the Ohio Department of Health's "Healthy Ohioans" program continued, with state park special events and activities publicized as opportunities to blend enjoying nature with improving fitness. This program was also tied into the division's own "Get Fit Naturally" program.

Alum Creek hosted the Alum Creek Boating and Fishing Festival in June in partnership with the ODNR divisions of Watercraft, Wildlife, and Recycling and Litter Prevention, and the Central Ohio Safe Boating Council. The festival featured a variety of activities for families and children, a boat parade and fireworks, along with displays and demonstrations by the U.S. Coast Guard Auxiliary, U.S. Power Squadrons, Central Ohio Marine Dealers Association, and various Delaware County public safety agencies.



Visitor Safety and Protective Services

Of the 104,139 visitor contacts by commissioned law enforcement personnel, 34 percent were visitor assists. Of the visitor contacts for law enforcement actions, 90 percent were friendly warnings.

Physical fitness standards for park officers were introduced. These standards were voluntary for commissioned officers hired prior to January 1, 2004, and mandatory for officers hired after January 1, 2004. These fitness standards are based on age and gender norms from the Cooper Institute in Dallas, Texas, and are used as the standard in all Ohio Peace Officer Training Council basic peace officer academies. Test participants are evaluated on the total number of sit-ups performed in one minute, the total number of push-ups performed in one minute, and the ability to complete a 1.5-mile run in an allotted time. A total of 84 fitness tests were administered, including mandatory pre-employment tests and voluntary tests of existing employees. Of the 47 pre-employment tests, 25 candidates passed. Of the 37 commissioned officers who participated in the voluntary tests, 30 passed. Physical fitness assessments of commissioned officers on staff will help those who are already physically fit to maintain their current level of fitness, as well as provide an opportunity to assist those officers who are not physically fit but are interested in improving their level of fitness and overall wellness.

In an effort to recognize the exceptional work provided by commissioned law enforcement personnel, a new awards program was instituted to complement the existing division-wide Lifesaving and Employee of the Quarter awards. The new award categories include the Meritorious Service award, Exceptional Law Enforcement Activity award, Law Enforcement Instructor award, Safe Driver award, Physical Fitness award, and the Specialized Enforcement Unit award. These awards reinforce the mission and goals of the law enforcement program and recognize those officers making an extra effort to serve the division and the visitors to Ohio State Parks.

A \$56,877 grant from the Department of Public Safety, Governor's Highway Safety Office provided funding for 14 state parks to participate in increased traffic enforcement. Lake patrols on the waters of Lake Milton, West Branch, and Mosquito Lake reservoirs were expanded through a \$44,165 marine patrol grant from the Division of Watercraft.

The Drug/DUI account received \$21,060 in fines resulting from violations of O.R.C. Title 4511.19, Operating under the influence and O.R.C. Title 2925, Drug abuse. These fines, in combination with remaining funds, provided \$24,482 toward the purchase of law enforcement equipment. Items purchased included computer accessories, digital cameras, portable breathalyzers, a weapon safe, drug investigation equipment, evidence-property room materials, and radar units.



Physical fitness testing

Commissioned law enforcement personnel provided an array of protective services including assisting park visitors, issuing visitor warnings, conducting investigations and making arrests. The following are the law enforcement statistics that were reported through the computerized Law Enforcement Tracking System (LETS) Program:

Enforcement Activity	2004	2003	2002
Visitor Assists	35,852	35,095	39,242
Warnings (written or verbal)	61,721	59,658	89,399
Misdemeanor Citations/Arrests	6,462	5,849	6,807
Felony Arrest	104	126	125
Outside Agency Assists	772	667	718
Property Stolen	\$349,499	\$275,730	\$471,034
Vandalism	\$188,439	\$126,900	\$76,231
Investigations	4,943	4,690	6,280

The new Tazer X-26 was approved for limited field testing as an additional intermediate weapon for park officers. The Tazer X-26, which is significantly improved over earlier models, is designed to allow an officer to affect control over a subject from a distance, with minimal injury to the officer or subject. If approved for permanent use, the Tazer could be used to gain compliance in situations that may require the use of bodily force. A total of 22 incidents of bodily force were reported, an increase of eight incidents from the previous year:

Type of Force Used	2004	2003	2002
Unholster Weapon	28	25	45
Bodily Force	22	14	16
Chemical Agent	2	5	4
Vehicle Pursuit	8	7	11
Injury to Officer	2	0	1
Road Block	0	0	0
Display Shotgun	4	3	4
Suspect Injury	1	2	4
Baton	0	2	1
Canine	1	0	1

Visitation

Usage of overnight facilities declined an estimated 12 percent from 2003. This can be attributed in part to fewer overnight stays because of wet weather and flooding during the summer months (see page 18 for details), and in part to more precise data collection after the implementation of the new centralized reservation system.

2004 Visitor Occasions

State Park	2004 Total Visitor Occasions	State Park	2004 Total Visitor Occasions
ADAMS LAKE	283,060	LAKE HOPE	687,564
ALUM CREEK	3,736,689	LAKE LOGAN	121,672
AW MARION	460,318	LAKE LORAMIE	317,478
BARKCAMP	94,665	LAKE MILTON	527,332
BEAVER CREEK	276,341	LAKE WHITE	44,669
BLUE ROCK	176,182	LITTLE MIAMI	502,562
BUCK CREEK	284,794	MADISON LAKE	195,210
BUCKEYE LAKE	325,900	MALABAR FARM	237,653
BURR OAK	502,194	MARBLEHEAD LIGHTHOUSE	1,352,337
CAESAR CREEK	1,032,545	MARY JANE THURSTON	159,385
CLEVELAND LAKEFRONT	8,001,985	MAUMEE BAY	1,095,276
COWAN LAKE	1,667,437	MOHICAN	532,515
CRANE CREEK	330,650	MOSQUITO LAKE	2,153,250
DEER CREEK	820,486	MT GILEAD	209,163
DELAWARE	400,695	MUSKINGUM RIVER PARKWAY	312,086
DILLON	842,058	NELSON LEDGES	13,075
EAST FORK	926,842	PAINT CREEK	478,265
EAST HARBOR	1,319,210	PIKE LAKE	130,708
FINDLEY	469,590	PORTAGE LAKES	855,530
FORKED RUN	131,932	PUNDERSON	681,652
GENEVA	2,412,110	PYMATUNING	215,394
GRAND LAKE ST MARYS	705,902	QUAIL HOLLOW	241,665
GREAT SEAL	160,417	ROCKY FORK	780,095
GUILFORD LAKE	123,717	SALT FORK	1,842,604
HARRISON LAKE	240,813	SCIOTO TRAIL	230,699
HEADLANDS BEACH	1,897,794	SHAWNEE	242,909
HOCKING HILLS	2,124,477	STONELICK	482,452
HUESTON WOODS	2,805,407	STROUDS RUN	724,220
INDEPENDENCE DAM	70,575	SYCAMORE	210,413
INDIAN LAKE	1,431,861	TAR HOLLOW	104,436
JACKSON LAKE	37,331	TINKERS CREEK	29,554
JEFFERSON LAKE	80,819	VAN BUREN	100,035
JOHN BRYAN	259,387	WEST BRANCH	367,487
KISER LAKE	408,931	WOLF RUN	64,525
LAKE ALMA	97,909		
LAKE ERIE ISLANDS	860,232		
		TOTAL	52,045,125

Resource Management

Ohio State Parks staff embraced their role as stewards of Ohio's finest land and water resources as they pursued innovative projects to create and improve wetlands, enhance woodland and meadow habitats, promote wildlife diversity, control nuisance species, and adopt sustainable practices. They worked proactively to offer new and improved recreational opportunities, and responded promptly to correct damage to landscapes and facilities impacted by storms and flooding.

Land Transactions

Land purchases, sales, easements and trade agreements help satisfy the needs of Ohio's individual citizens as well as the state's private and public organizations, while protecting the resource base and public trust concerns. ODNR took advantage of a unique opportunity to purchase nearly 600 acres on North Bass Island, featuring one of the finest remaining coastal wetlands on the Great Lakes, with financial assistance through grants from the National Oceanic and Atmospheric Administration and the U.S. Department of Interior's Land and Water Conservation Fund. Federal assistance for the North Bass Island purchase totaled \$5,857,806. Ohio State Parks acquired 465.5 acres of the North Bass Island property, and the remainder was placed under the jurisdiction of the Division of Wildlife. An additional 17.4 acres were added to Middle Bass Island State Park adjacent to the marina area. Acquisition of this property was critical to allow for development of a full service marina with transient and seasonal docks along with a public boat launch ramp area.

The London Shrine Club donated 1.4 acres adjacent to Madison Lake. Sales of surplus park property to 13 adjacent land owners at four parks resulted in net sales of nearly one acre at Buckeye Lake, about one-half acre at Grand Lake St. Marys, nearly one acre at Indian Lake, and 2.7 acres at Sycamore. At Caesar Creek State Park and State Wildlife areas, jurisdiction over two large parcels was traded, resulting in a net transfer of 200 acres to the Division of Wildlife. Land sales, purchases, transfers and donations resulted in a net gain of 279 acres at a net cost of \$15,226,612.

Wetland Projects

Maumee Bay has initiated a project to protect and improve Lake Erie resources through the creation of a filter wetland on Wolf Creek. The park staff has sought assistance with water quality monitoring, collection of stream data, identification of sediment

sources in the watershed, and wetland design from a variety of partners including the U.S. Geological Survey, U.S. Department of Agriculture, ODNR divisions of Water and Soil and Water, the Lucas County Soil Conservation District, the Lucas County Department of Health, and the University of Toledo. The park has worked with the Toledo Area Metropolitan Council of Governments to secure grant funding for construction of the wetland. In addition, landowners in the watershed have been encouraged to participate in the Conservation Reserve Program, and to employ best management practices such as terracing and placement of rip-rap to help control sediment sources.

A wetland boardwalk was developed amongst the Bald Cypress trees in a 1.5 acre bog at Dillon. The boardwalk and observation areas facilitate viewing of wetland wildlife and provide opportunities for educational programs. Park staff have partnered with a number of individuals and entities including local boy scouts with Eagle Scout projects and Dawes Arboretum.

Quail Hollow park staff have worked with volunteers and scouts to eliminate non-native species from two park wetland areas. Volunteers cut and removed Japanese barberry and buckthorn from the wetland areas and treated the stumps with an herbicide. These actions improved the Woodland Swamp trail and the Peat Bog boardwalk area.

East Harbor has continued to partner with The Ohio State University, School of Natural Resources and the Division of Wildlife in the restoration of a 20-acre wetland site. The focus of the project is the control of Phragmites grass, which is an invasive species that has tended to dominate this area and choke out the native and valuable wetland species.

Planning was initiated to restore wetland habitat within the 360-acre middle harbor area of East Harbor. Dredge material from the east harbor area will be used beneficially to restore wetland conditions and wildlife habitat within the middle harbor. Planning for this significant wetland restoration project has involved staff from the divisions of REALM, Watercraft, Wildlife, Engineering and Natural Areas and Preserves as well as the Office of Coastal Management, The Ohio State University and the Ohio EPA.

Waterway Improvements

The focus of dredging and other waterway improvement projects is the enhancement of harbors, channels, and waterways to foster vessel safety. More than 630,775 cubic yards of sediment were dredged from Ohio state park waterways, including the Muskingum River Parkway, Buckeye Lake, Grand Lake St. Marys, Indian Lake, Lake Loramie, Burr Oak Lake, Harrison Lake and Acton Lake at Hueston Woods. Ongoing dredging projects were completed at the Buckeye Lake west bay; several areas at Grand Lake St. Marys including Prairie Creek, Montezuma Creek, St. Marys campground lagoon, St. Marys service area and the Prairie Creek breakwater; at Indian Lake's Lakeridge area; at Lake Loramie's Earl's Island area and Vonderheides area; and at Harrison Lake.

Other waterway improvement and related projects included launch ramp repairs, shoreline stabilization, silt trap construction and clean out, stump and debris removal, construction and restoration of dredge material relocation areas and dredge rehabilitation.

The nuisance aquatic vegetation harvesting program provided safe access for boaters into waterways that had been choked with vegetation. Approximately 1,870 tons of nuisance weeds were removed from state park waterways. This is approximately double the 2003 production.

Beaches



Alum Creek beach

Throughout the swimming season, Ohio's state park beaches were monitored for bacterial contamination in accordance with guidelines established by the Ohio Department of Health, and advisories were posted whenever the bacteria content exceeded the levels established by the Ohio Environmental Protection Agency. During the swimming season, state parks experienced more frequent and severe thunderstorm activity than normal, resulting in a modest increase in the number of advisories being posted. Twenty-six advisories were issued at 11 of Ohio State Parks' 65 inland beaches and sampling sites, and 22 advisories were issued at six of the 13 thirteen Lake Erie beaches in state parks. The duration of advisories ranged from single-day postings at several beaches, to a 94-day posting at Buckeye Lake's Brooks Beach.

The beach cleaning program provided mechanical cleaning of 1.5 million square feet of state park beaches during the year at a cost of less than .01 cent per square foot.

Water Quality Issues

An outbreak of gastrointestinal illness among hundreds of visitors to South Bass Island throughout the summer prompted careful monitoring of the water wells at South Bass Island State Park. Although the well at the park's campground consistently tested negative for fecal coliform bacteria, which was one of the suspected causes of the illnesses, the park voluntarily discontinued use of the well after a positive test for total coliform in September. At that time, bottled water was provided to campers for drinking

and hand washing, and guests with future reservations were offered full refunds if they chose to cancel.

Recreational Trail Improvements

At Van Buren, the park's friends group made permanent improvements to multiple-use trails in the park that will help preserve the trail and make future maintenance easier.

In partnership with the Army Corps of Engineers, the City of Springfield and the Department of Natural Resources, two projects have been combined to continue a spur off of the Little Miami River Scenic Trail to Buck Creek. Work has nearly been completed on the span between the City of Springfield and Buck Creek's main beach parking lot.

The Recreational Trail Grant Program administered by the Division of Real Estate and Land Management has been instrumental in the funding of very popular, high quality, additions to state park trails, bikeways and vistas.

- At Grand Lake St. Marys, a 1.2-mile, 10-foot wide, paved multi-use trail was initiated along the western shoreline.
- At Nelson Kennedy Ledges, work continued on extensions to the White and Red trails. Erosion issues have been addressed on many current trails with steps, a bridge, and additional railings in some areas.
- At Lake Loramie, construction was completed on a 120-foot bridge that links the Miami-Erie Trail and the park's campground with the park's loop trails. The bridge is ADA accessible, and features decorative abutments.

Wildlife Diversity Initiatives

The park naturalist and young park visitors at Cleveland Lakefront assisted with the annual Ohio Odonata Dragonfly survey. Population surveying and monitoring activities were incorporated into the

Junior Naturalist Program activities along Euclid Creek in the Wildwood Park area. Park officers and park maintenance crews at Cleveland Lakefront were recruited to assist with the Ohio Sea Grant's Beach Watch survey.



Tree planting at Sycamore

Park staff kept records of dead animals encountered while on their rounds to help identify significant die-offs of indicator species, and diagnose their causes.

Park naturalist staff and volunteers at Maumee Bay worked daily through the summer on a butterfly rearing project at the park's

Resource Management

nature center. In September, the park sponsored a Monarch Festival to celebrate the release of the last group of adult butterflies and their imminent migration to Mexico. A monarch tagging demonstration was featured during the event.

A wildlife habitat enhancement project at Barkcamp entailed sowing nutritious grass mixtures in a meadow area to create four wildlife food plots. Two of the plots were designed to attract deer, and two were designed to attract wild turkey. A local feed mill donated the seed.

As part of an ongoing bluebird trail project at Mosquito Lake, the park has installed 37 bluebird boxes. An estimated 58 bluebirds fledged from the boxes.

At Lake Milton, fish structures were installed in the lake to provide fish habitat, and work commenced on a wetland land lab for local students.

A total of 2,500 tree seedlings, including Austrian pine, white pine, red pine and sweetgum, were planted in the Deer Creek region to enhance wildlife habitat as well as fall color. New and existing pine plots were managed by pruning and cutting undergrowth. Meadow areas were enhanced with the installation of bluebird boxes.

Sustainable Practices

A prescribed burn was conducted at Shawnee in April to maintain forest habitat, as well as reduce the potential for forest fire by removing accumulated fuel on the forest floor.



Prescribed burn at Shawnee

Malabar Farm has adopted environmentally-friendly soy biodiesel as the primary fuel for its tractor fleet. Biodiesel is a cleaner burning fuel than traditional petroleum diesel, which will enable the park to meet the lower diesel exhaust levels required by 2007 by the EPA. In partnership with the Ohio Soybean council, Malabar Farm also offers soybean products for park visitors, including snacks of roasted soybean nuts, and soybean oil-based soap in restroom soap dispensers.

At Maumee Bay, the resort lodge concessionaire, Xanterra Parks and Resorts, added organic produce, grass-fed beef and Ohio-

raised chicken to the dining room menu as part of the company's national sustainable cuisine program.

Special events at several parks, including Muskingum River, Buck Creek, Malabar Farm and Cleveland Lakefront, provided venues for the Division of Recycling and Litter Prevention's soft drink container recycling campaign. The Division of Recycling, in partnership with the National Soft Drink Association, provided educational displays, literature and giveaway items during the events to raise awareness of beverage can and bottle recycling.

Management of Nuisance Species

To help curb the spread of the emerald ash borer, informational posters about the destructive insect were displayed in state park campgrounds, and a vehicle inspection checkpoint was set up at Harrison Lake to intercept travelers from Michigan who may have come into contact with the pest.

The division consulted with the U.S. Department of Agriculture to ensure that the firewood handling procedures at Barkcamp (which provides firewood for state park campgrounds around the state) comply with the federal gypsy moth quarantine restrictions. Field staff were trained to recognize the life stages of the gypsy moth.

Flooding and Storm Damage

Extensive flooding in January, May, July and September impacted a number of state parks. January floods in central Ohio submerged the marina facilities at Deer Creek and Dillon, and damaged locks structures and restrooms along the Muskingum River Parkway. At Salt Fork, the sewage lift station in the cottage area was inundated and non-operational, resulting in the temporary closure of the cottages.

Precipitation during the month of May was more than three inches above normal, resulting in the second wettest May in the past 122 years statewide, and the wettest May on record in north central Ohio. Strong storms and flooding the week before Memorial Day resulted in steep declines in park visitation and campground occupancy over the holiday, and a number of beaches, marinas and launch ramps had to be closed. Twenty-three Ohio counties were declared federal disaster areas after the flooding in late May. Flooding in the middle of June closed Independence Dam and the campground at Mary Jane Thurston, as well as boating facilities at Deer Creek and Delaware.

Northeast Ohio was hit hard by severe storms in late August, resulting in the temporary closure of Beaver Creek State Park as Little Beaver Creek recorded the greatest flow in 90 years. High precipitation continued through September, which was the wettest on record in both southeast and south central Ohio, and the second wettest in northeast Ohio. September flooding resulted in the temporary closure of the lodge and cottages at Salt Fork, Shawnee's golf course, Stroud Run's park office and campground, as well as numerous marinas and boating launch ramps. Many parks were inaccessible because of flooded roadways.

Professional Development

During the peak season, Ohio State Parks employed a workforce of 502 permanent and 1,142 less-than full-time employees. Within the workforce, there were 397 new hirings of permanent or seasonal employees, 106 reclassifications or promotions, 384 resignations and 28 retirements.

Numbers of permanent employees by general job categories are:

Administration	7
Professional and Technical	131
Clerical/Office Support	48
Skilled Craft	136
Protective Services	102
Operational Support	78
Total Permanent Employees	502

The division continued to streamline its organizational structure for operational efficiency. Regionalization continued, with the establishment of 27 regional park units among the 74 state parks. Regional park managers were given line authority over park management within the region to encourage parks to work together as a team to provide better customer service.

The department offered all employees an opportunity to participate in a two-year early retirement program (ERI) effective April 15, 2004 to April 12, 2005. At the onset of the ERI program, the division had 120 employees eligible to retire. Approximately 24 employees retired under the program, or declared their intent to retire.

Ohio Award for Excellence

The division received the Pledge to Excellence (Tier 1) award from the Ohio Awards for Excellence (OAE). Prior to granting the award, a team of OAE examiners conducted a rigorous examination of the division's quality processes regarding leadership, strategic planning, customer focus, information and analysis, staff focus, process management and organization performance results. The OAE examiners provided detailed feedback which identified organizational strengths, including the following: customer focus and adherence to core values; innovative approaches to overcome budgetary challenges; development of employees; dedication to training future leaders; and the customer satisfaction survey system. Opportunities for improvement identified by the examiners include developing systematic approaches to manage daily operations, adoption of performance measures, formalization of successional planning, institutionalization of strategic planning, and segmentation of customer feedback data.

Training

Sexual harassment awareness continued to be emphasized, with the majority of bargaining unit employees, seasonal employees, and supervisors attending a sexual harassment awareness training program. The in-house training depicted real life examples, questions and answers, and provided the participants with the department policy, division direction and the governor's executive order. In addition, each employee was given a list of contacts to report alleged incidents of sexual harassment.

Employees attended training on a variety of topics such as computer skills, listening techniques, organizational behavior, grammar, workers compensation, and employment law; while others are pursuing their bachelors or masters degrees. A majority of the training was paid for from Workforce Development Funds; FOP Tuition Reimbursement, Seminar and Conference Fund; or the Exempt Professional Development Funds rather than using the division training fund.

Eleven exempt supervisors enrolled in the Ohio Certified Public Managers (OCPM) Program. The OCPM curriculum is 300 hours of professional management and leadership training in four learning areas of general administration skills; technical, quantitative and qualitative skills; analytical and conceptual skills; and human relations skills. This program has become the management training program of choice for our exempt supervisors.

Twenty-nine employees graduated from the second Flickinger Leadership Academy. The two-week program was offered to employees in a variety of jobs who have potential and interest in serving as future leader/managers. The curriculum was designed to enhance leadership development and operational and technical skills, as well as involve the park staff in the student's development. The first week of the academy, held in March, offered training in situational leadership, leadership practices, team building, union/management relations, and project selection. Students were then required to complete their proposed projects, which were based on the goals, strategies and action steps outlined in the strategic plan. During the second week of training, held in November, training topics included emphasized customer service and situational leadership, the students presented their projects to their peers, and a graduation ceremony was held to recognize their accomplishments. Dr. Neil Andrew from the Ohio State University and Ohio Extension Service served as an advisor and mentor for the program, and volunteered hundreds of hours meeting with students and providing assistance throughout the process.

Managers and supervisors were given an opportunity to attend Basic Situational Leadership and Situational Leadership II as refresher courses during the Flickinger Leadership Academy.

Consultants from OSU-Newark and the Business and Industry Institute presented a customer service pilot training program for consideration as a major component of the division's hospitality management initiative. Select managers and staff attended the pilot training and provided their feedback.

Professional Development

The annual Park Managers Conference was held at the Deer Creek lodge in April. Approximately 200 park managers, assistant park managers, golf course superintendents, group and section managers, and other key administrative staff as well as special guests including the officers from the Friends for the Preservation of Ohio State Parks, several lodge concessionaires, and union representatives attended the conference. The agenda included division and department updates; presentations by Claudia Vecchio, State Tourism Director, and Monty Lobb, Assistant Secretary of State; and a variety of workshops in the afternoon.

In an effort to reduce travel time and costs and foster networking among naturalists in their local regions, the annual pre-season naturalist training day was replaced by four separate training workshops conducted in the four quadrants of the state. Full-time naturalist staff in the field organized and conducted the training sessions. The naturalists' evaluations of the regionalized training format confirmed that this new approach successfully accomplished the objectives.

Training for commissioned officers included the annual In-Service Training and Fall Firearms Training and Shotgun Qualification. In-service training featured a traffic law update regarding extensive changes in the traffic laws effective in January. In addition, officers were instructed in ground fighting techniques, and received training on wellness and fitness by Sam Faulkner, an instructor at the Ohio Peace Officer Training Academy. At Fall Firearms Training and Shotgun Qualification, officers were introduced to a new handgun and shotgun qualification course mandated by the Ohio Peace Officer Training Council. The new standards for handgun qualification are 60 rounds, instead of 50, with all hits in the preferred area of the target. In addition, officers must demonstrate the ability to move and shoot forward, backward, and sideways, and fire with a flashlight in hand. For shotgun qualification, all hits must be in the preferred area of the target and officers are required to move and shoot forward, backward, and sideways.

Waterway and Construction Section employees received training in hazardous communications, construction site National Pollution and Discharge Elimination System permitting, stream protection, regulatory issues and the Ohio Utilities Protection Service. Staffs of the North and South Construction Units were recognized with customer service awards for receiving average customer service ratings of 4.936 and 4.947 respectively, of a possible five, from park managers.

Employee Recognition Programs

Employee of the Quarter

In its twelfth year, the Employee of the Quarter Award program recognized four employees each quarter for outstanding performance and service to the division. To date, 178 employees have been nominated by their peers, selected by committee, and recognized for exceptional characteristics. The Employee of the Quarter Award recipients were:

Winter Quarter

Sybil Burskey, Malabar Farm – Administrative Support

Mary McVey, Cowan Lake – Maintenance

Doug Johnson, Indian Lake – Law Enforcement

Dave Stites, Central Office – Management

Spring Quarter

Barbara (Lesco) Abbott, Quail Hollow – Administrative Support

Brian Kearton, Dillon – Maintenance

Mark Reinemann, Caesar Creek – Law Enforcement

Robert Bowman, Mary Jane Thurston – Management

Summer Quarter

Kim Hillman, Tar Hollow – Administrative Support

Christopher Ashley, Maumee Bay – Maintenance

Charles Carlson, East Fork – Law Enforcement

Della Honicutt, East Fork – Management

Fall Quarter

Cynthia Todd, Dillon – Administrative Support

Michael Emmons, Deer Creek – Maintenance

Jerry Cunningham, Mohican – Law Enforcement

Thomas Chaplin, Deer Creek – Management

Management Awards

For the second year, the Parks Leadership Award and Service and Stewardship Award were given in recognition of park managers who excel in providing leadership and accomplishing the division's strategic goals. The Parks Leadership Award is a peer-driven award that honors managers who demonstrate leadership traits and excel in establishing a culture of customer service, developing good community relations, encouraging employee development, and fostering a positive "can-do" attitude. The Service and Stewardship Award winner is selected by senior management for outstanding efforts to achieve the division's goals in all aspects of park operation, including customer service, resource management, professional development, infrastructure improvement and stable funding. The award recipients were:



Jim O'Brien
Mohican Regional Manager
Parks Leadership Award



Barb Neill
Lake Milton State Park Manager
Service & Stewardship Award

Gazelle Award



Lake Erie Islands staff

A new award was initiated to recognize an outstanding park staff that exemplifies the qualities of a swift and agile gazelle. Like a gazelle that quickly outmaneuvers predators during a chase, the “gazelle” staff survives and thrives through its ability to adapt quickly to change. For their exceptional team effort to perform non-traditional duties while the Lake Erie Islands were in the state and national spotlight, and to welcome local, state, and federal dignitaries while keeping the daily Lake Erie park operations on track, the **Lake Erie Islands State Park Staff** was honored with the first Gazelle Award.

Special Recognition Award

The **Barkcamp Firewood Production Team** was honored with a Special Recognition Award for their extraordinary efforts to double their typical monthly firewood production in March to meet the park system’s demand for firewood supplies while complying with the gypsy moth quarantine guidelines.

Cardinal Camper Sales Award

East Harbor State Park received the Cardinal Camper Sales Achievement Award for top sales of the camping discount cards for the second consecutive year.

Bill Price Award

Debra Barger, naturalist at Kiser Lake, received the annual Bill Price Award in recognition of the exceptionally high program attendance recorded at her summer naturalist programs. Though Kiser Lake is relatively small, her program attendance was the seventh highest in the state. Attention to detail and prompt submission of attendance reports also reflect her pursuit of excellence in performing all aspects of the job.

Team Award Program

The Team Award Program was designed to acknowledge teams of division employees or volunteers who work together to complete a specific project or accomplishment. One hundred forty-seven team award certificates were issued in 2004 during the program’s seventh year. The following teams were recognized:

Lake Milton Walking Path Development Team
Muskingum River-Blue Rock Flood Control Team
Cowan Lake-South Construction Unit Dock Repair Team
Pike Lake Disc Golf Course Team
Indian Lake Showerhouse Improvement Team
2004 Statewide Volunteer Campout Team
Mosquito Lake Boat Ramp Replacement Team
Kiser Lake Revitalization Team
Buck Creek Administration “A” Team
West Branch Campground Renovation Team



Team of the Year - Statewide Volunteer Campout Team

Lifesaving Awards

Thirteen employees were recognized for their participation in lifesaving actions of a distinguished nature. The Lifesaving Commendation Award was presented to the following employees whose actions saved or attempted to save the life of another:

Wayne Dennis, Park Officer, Cleveland
Raymond Makkos, Park Officer, Cleveland
Gary Aleshire, Park Officer, Indian Lake
Amy Jenkins, Lifeguard, Maumee Bay
Alicia St. Johns, Lifeguard, Maumee Bay

The Lifesaving Recognition Award was presented to the following employees whose actions saved or attempted to save the life of another putting their own lives at risk:

Phillip Stone, Conservation Worker, Kiser Lake
Hiedie Gibson, Commissary Manager, Kiser Lake
Richelle Danko, Lifeguard, Maumee Bay
Kevin Erskine, Park Officer, Cleveland Lakefront
Brett Giddings, Lifeguard, Cleveland Lakefront
Stephanie Jarbeck, Lifeguard, Cleveland Lakefront
Dimitri Martynyuk, Lifeguard, Cleveland Lakefront
Georgi Popov, Lifeguard, Cleveland Lakefront

In Memoriam

We are saddened by the loss of our friend and coworker, who passed away during the year.

Homer L. Stonestreet, Mosquito Lake, Natural Resource Worker, July 18, 2004

Infrastructure Improvements

Infrastructure Improvements

Providing modern campground amenities, upgrading water and wastewater systems, stabilizing shorelines, repairing roadways, providing facilities for boaters and anglers, and updating lodge offerings were among the park facility improvements accomplished at a total cost of \$22 million.

Geneva Lodge Initiative

Construction work was completed on the resort lodge and conference center at Geneva, and the lodge opened to the public on May 27. The lodge was built through a unique public-public partnership with Ashtabula County. In October, the lodge's offerings were enhanced with the opening of a high-tech job training center affiliated with Kent State University, which will broaden the lodge's appeal to business clients, and provide a resource for the community.

The lodge was nominated for the prestigious Build Ohio 2004 Award from the Associated General Contractors of Ohio, and received an honorable mention in the "Construction Over \$10 Million" category.

Construction Projects:

Natureworks—Ohio's Natural Investment

Year ten of rehabilitation projects funded wholly or in part by NatureWorks has been completed. A highlight was the completion of a formal visitor plaza at the Old Mans Cave area of Hocking Hills. Under this project, the developed area adjacent to the nature center was expanded with the construction of new rock perimeter walls featuring built-in seating areas, new directional signage, the installation of a bronze cast representing the "sphinx head" rock formation, trail improvements between the nature center and the stair access above Old Mans Cave, and the development of a small plaza at the top of the stairs.

Campground electrification projects brought modern 50-amp electrical service to 87 campsites at Forked Run, and 41 campsites at Tar Hollow. Other campground rehabilitation work improved East Harbor's wastewater system with the installation of an additional dual sanitary dump station.

A number of critical water and wastewater projects were completed across the state to ensure regulatory compliance and public health. These included replacement of the lift stations and portions of the collection lines servicing the East Bank area of Grand Lake St. Marys, water and wastewater system improvements at Quail Hollow, and connection of the main park area at Beaver Creek to the regional water system. Under an initiative to separate park facilities from facilities managed by the newly created Burr Oak Water District, a new elevated water storage tank was constructed and new water distribution lines were installed at Burr Oak.

A major hillside erosion rehabilitation project was completed along the Lake Erie shoreline in the Edgewater area of Cleveland Lakefront. Accessible fishing pier improvements were completed at East Fork, and a second phase of boat launch ramp rehabilitation was completed at Alum Creek in cooperation with the divisions of Watercraft and Wildlife.

Capital Improvement Projects

Several renovation and improvement projects were completed using capital funding sources other than NatureWorks. One highlight was the completion of the second phase of campground rehabilitation at West Branch. This project included the construction of a new check-in station and 98 new campsites with 50-amp electrical service. Twenty-nine of these sites were developed into full-service sites with water, sewer and electric hookups, and five were developed for full handicapped access. Two new showerhouses were built, featuring wheelchair accessible family restrooms. New drinking fountains were installed throughout the camp, and a new dual sanitary dump station was constructed for trailers. New campground roads and campsite pads were constructed, and the existing campground roads and campsite pads were repaved.

Additional campground work included the re-electrification of all sites and the development of four handicapped accessible sites at Paint Creek and Delaware. The wastewater system at Mohican's campground was connected to the Village of Loudonville wastewater facilities.

Wastewater improvements were made to the treatment plants at Hueston Woods and Cowan Lake, and a modern flush restroom was constructed at the Brooks Park area of Buckeye Lake to replace a deteriorated vault latrine.

Major rehabilitation work on the guest room balconies was completed at Mohican Lodge, along with the modification of several rooms to provide full handicapped accessibility. The project necessitated closure of the Mohican lodge during the month of March.

The Phase 1 environmental cleanup and historic structure stabilization was completed at Middle Bass Island, and additional



West Branch campground showerhouse

Natureworks/Capital Improvement Project Summary

PARK	PROJECT	COST
Hocking Hills	Old Mans Cave Plaza Improvements	\$ 441,573
Forked Run	Campground Electrification (87 Sites)	\$ 399,129
Tar Hollow	Campground Electrification P-2 (41 Sites)	\$ 239,253
East Harbor	Campground/Beach Sewer Improvements	\$ 524,650
Grand Lake	East Bank Sewer Rehabilitation	\$ 215,100
Quail Hollow	Water System Improvements	\$ 118,700
Beaver Creek	County Water System Connection	\$ 200,000
Burr Oak	Elevated Water Tank Construction	\$ 791,368
Burr Oak	Separation Waterline Installation	\$ 666,065
Cleveland Lakefront	Edgewater Hillside Stabilization	\$ 1,889,100
East Fork	ADA Fishing Pier Replacement	\$ 43,000
Alum Creek	Boat Launch Rehabilitation (3 Locations)	\$ 349,056
West Branch	Campground Development Phase 2	\$ 3,674,000
Paint Creek	Campground Reelectrification	\$ 944,515
Delaware	Campground Reelectrification	\$ 777,534
Mohican	Campground Municipal Sewer Connection	\$ 444,300
Hueston Woods	Sanitary Filter Replacement	\$ 370,000
Cowan Lake	Sanitary Filter Replacement	\$ 370,000
Buckeye Lake	Brooks Park Flush Restroom	\$ 234,560
Mohican	Lodge Balconies/ADA Improve. Phase 1	\$ 919,796
Middle Bass Island	Incremental Improvements Phase 1	\$ 431,500
Middle Bass Island	Marina South Wall Emergency Repair	\$ 20,000
Indian Lake	Hermit Island Shoreline Protection	\$ 117,400
Indian Lake	Chippewa Marina Dock Rehabilitation	\$ 1,117,170
Buck Creek	Springfield Bikeway Connector	\$ 309,282
TOTAL		\$15,607,051

Project costs include design and construction dollars

funds were released for preliminary park design and completion of emergency repairs to the harbor sheet pile wall.

Shoreline stabilization work was performed in the Hermit Island area of Indian Lake. In cooperation with the Division of Watercraft, deteriorated docks were replaced in the Chippewa area of Indian Lake.

Capital funds were used to construct a bikeway linkage between Buck Creek and the City of Springfield trail system.

Roadway Maintenance and Striping Program

Major projects completed through the Cooperative Roadway Maintenance Program with ODOT include phase 1 widening and rebuilding the campground entrance road at West Branch; guardrail replacement at Lake Hope and Hocking Hills; chipping and sealing the lodge road at Punderson; resurfacing of the West Branch campground road; roadway resurfacing at Portage Lakes, Pymatuning, Paint Creek, Scioto Trail and Rocky Fork; and bridge

repair at Mohican. Expenditures on these projects totaled \$4,560,558. A total of 1,236 regulatory and directional signs were produced by ODOT through this program for use in the parks. The total cost for signage was \$30,000.

In-House Construction Initiatives

Statewide, 170 construction projects, along with 16 emergency projects, were completed with in-house labor and equipment. The types of projects accomplished included utility upgrades, trail improvements, campground upgrades, dock and launch ramp improvements, wetland enhancement projects, beach and golf course enhancements and continued support for special events such as the Ohio Heritage Days at Malabar Farm.

Miscellaneous Park Construction & Improvement Projects

A number of repair, replacement, and improvement projects were completed at revenue generating park facilities such as lodges, cottages, marinas and concession buildings. Wireless Internet connections were installed at four lodges, and the audio-visual system at a fifth lodge was improved to attract and retain business customers and conference clientele. Funding sources for these projects include operating funds,

the lodge maintenance, repair and replacement funds, and the depreciation reserve fund.

Fresnel Lens Display

The division acquired the historic Fresnel lens that had served as the Marblehead Lighthouse beacon from the early 1900s until the crystal lens was replaced with a modern plastic lens in 1969. Since the 1970s, the Fresnel lens had been stored at the U. S. Coast Guard's Marblehead Station. In partnership with the Coast Guard, the lens was brought to the Keeper's House adjacent to Marblehead Lighthouse in



Infrastructure Improvements

Miscellaneous Park Improvement Summary

PARK	PROJECT	COST	Source
Burr Oak	Wireless Internet installation	\$ 16,079	MRR*
	Electrical upgrades, vinyl replacement	\$ 34,489	MRR/DR
	Sidewalk repairs, ballroom ceiling	\$ 55,000	DR**
Geneva Marina	Dredging & new docks	\$ 92,053	MRR
Hueston Woods	Wash & paint cottage exteriors	\$ 50,877	MRR
Maumee Bay	Wireless Internet installation	\$ 43,742	MRR
	Exterior lodge painting	\$ 110,000	
	Replace boiler, artwork, carpet	\$ 69,413	MRR
Mohican	New carpet, balcony furniture	\$ 220,949	MRR
	Replace pool liner	\$ 27,183	MRR
	Meeting rms. audio/visual	\$ 46,124	MRR
	Electronic signage system	\$ 49,757	MRR
Punderson	Wireless Internet installation	\$ 25,069	MRR
	Replace ironer	\$ 11,216	MRR
	Pool mechanical room	\$ 43,000	DR
Salt Fork	Wireless Internet installation	\$ 16,237	MRR
	Room renovations & cooler repair	\$ 875,219	MRR
Shawnee	Bedspreads and drapes	\$ 38,160	MRR
TOTAL		\$1,824,567	

*Maintenance Repair and Replacement Fund

** Depreciation Reserve Fund

May for public display. The 300-pound, five-foot tall crystal lens was carefully disassembled, transported, and reassembled under the direction of a certified lampist. The East Harbor park staff worked with the Division of Engineering to prepare the display space, which entailed reinforcing the Keeper's House floor.

Project Design

A number of projects were in the active design phase, with construction work slated for 2005. Descriptions of these projects follow:

Deer Creek: replacement of cottage #21 (destroyed by fire in 2002) with a fully accessible cottage

West Branch: campground boat launch development

Lake White: dam rehabilitation

Lake Loramie: expansion of the West Bank Boat Ramp parking area

Middle Bass Island: phase 2 incremental improvements, including development of a 21-site primitive campground

Burr Oak: removal of an abandoned waterline; parkwide wastewater rehabilitation; and construction of an accessible restroom in the lodge

Harrison Lake: replacement of the campground check-in station

Malabar Farm: development of the Louis Bromfield Education Center in partnership with the Malabar Farm Foundation

Buck Creek: launch ramp rehabilitation

Deer Creek: rehabilitation of the Harding Cabin boat launch ramp

Work was completed on a feasibility study for the possible construction of a lodge at Grand Lake St. Marys. The study generated a computer based model to evaluate the potential for building a self-sustaining resort lodge complex at any state park. Criteria include land availability, size of water resources, market area, access, and the potential for financial partnerships. When the model was applied to Grand Lake St. Marys, the criteria rankings, coupled with a market assessment and fiscal comparisons to existing state park lodges, indicated that a resort lodge complex at Grand Lake St. Marys would not sustain itself at present. However, the study provided valuable recommendations and direction to local and private sector leaders on how to improve the market potential for future reconsideration.

The Master Plan for low-impact recreational facilities on Middle Bass Island was completed.

Design work funded through NatureWorks continued for two projects at Buckeye Lake, including the third phase of dam rehabilitation, along with drainage improvements for the South Fork of the Licking River, which serves as the drainage route for Buckeye Lake. Work continued on the feasibility study and environmental assessment portions of an ecosystem restoration project for the Dillon Reservoir. This NatureWorks project is being undertaken in cooperation with the U.S. Army Corps of Engineers.

Accessibility Improvements

Accessibility design standards are incorporated into all new and rehabilitated park structures in compliance with Americans with Disabilities Act guidelines. Accessible features were incorporated in several campground projects. Five of the new electric campsites at West Branch are wheelchair accessible and offer specially modified picnic tables, fire rings and barbecue grills. The two new showerhouses at West Branch feature wheelchair accessible family restrooms. The Paint Creek campground improvements included two ADA campsites and modifications to a shower house for accessibility. Four campsites at Delaware's campground were modified for accessibility, along with sidewalks in the campground.

Upgrades completed at Indian Lake's Chippewa Marina incorporated accessible parking places, as well as ADA accommodations at the docks and launch ramp. Courtesy docks replaced at Alum Creek also featured accessible design elements. Construction work was completed on the new accessible flush restroom at the Brooks Park area of Buckeye Lake.

A wheelchair accessible fishing pier was constructed at East Fork, and design work was completed on an accessible fishing area at Muskingum River Parkway's Devola Lock #2.

Construction work was completed on modifications to five guest rooms in the Mohican lodge for accessibility, and additional incremental improvements throughout the lodge began pursuant to the phase 2 recommendations of the Mohican Lodge study of accessibility needs within the facility. In addition to the fully accessible cottage under design at Deer Creek to replace cottage #21, two existing cottages will be completely gutted and renovated to ADA standards.

In addition to major capital projects, park staff continued to improve facility access by widening doorways, toilet compartments and shower stalls, constructing access ramps, modifying campsites, and adding handicapped parking spaces. Accessibility also continued to be enhanced through numerous small projects such as removing thresholds, changing door handles, and updating plumbing fixtures and drinking fountains.

Fleet Management

The division's fleet declined through the year from a total of 615 vehicles to 585. Of these vehicles, approximately 100 are equipped for use as either primary or backup law enforcement vehicles.

As part of the division's strategy to offset recent budgetary impacts, vehicle replacements continued to be deferred. Normal attrition of vehicles required to sustain an average ten year vehicle life is between 50 and 60 units per year; in 2004, the division purchased only ten new replacement vehicles. Some offset of normal vehicle aging has been accomplished through the acquisition of used but serviceable vehicles from other ODNR divisions, and through the purchase of used vehicles from the Department of Administrative Services vehicle salvage lot. Despite these efforts, however, the fleet-wide vehicle average age and mileage continued to increase, with the average vehicle being 9.1 years old with 92,400 miles.

In-House Products and Services

Dillon established a vinyl graphics sign shop to provide economical standardized signage for state parks. The sign shop manufactures durable vinyl letters and a wide range of graphics including national recreational symbols. The vinyl letters can be affixed to aluminum blanks or be applied to smooth surfaces, such as doors, windows or walls. The sign shop provides completed custom signs, or custom packages of pre-cut letters and symbols.

Barkcamp offered a new product for purchase by other state parks, in addition to the pre-cut firewood, picnic tables and fire-rings that the park has manufactured for several years for use in the parks. Barkcamp produced a large charcoal grill for installation in state park picnic areas or near shelterhouses. The 1,152-square inch grill features a wire mesh cooking surface that lifts up for easy cleaning. The cost to produce the grill is about 60 percent less than the average cost of comparable grills provided by other manufactures.

Fiscal Management

Fiscal Management

Ohio State Parks expended \$81.7 million in fiscal year 2004, including \$28.6 million in revenues generated from fees and charges.

Budget

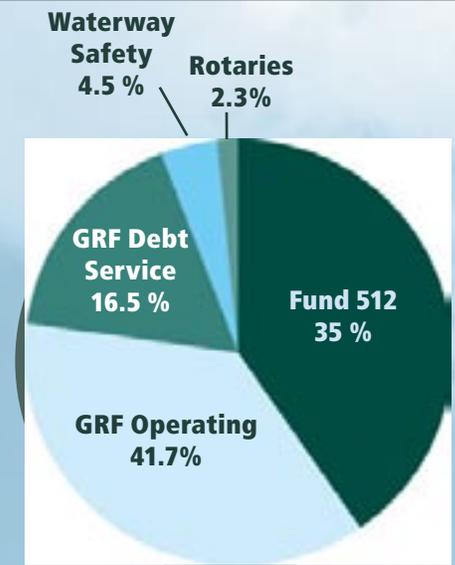
The primary source of the division's operating funding is the state's General Revenue Fund (GRF). In FY 05, the GRF is providing 59.5 percent of funding; in FY 04, 58.2 percent of the division's money came from the GRF. A significant part of the increase can be attributed to debt service.

The second largest source of operating funding is fees and charges generated by the state parks and deposited into Fund 512. This fund accounted for approximately 33.3 percent of the total budget in FY 05 (or 42 percent of the operating budget, less debt service); in FY 04, Fund 512 provided 35.0 percent of the budget (or 43 percent of the operating budget, less debt service). Approximately 4.2 to 4.5 percent of the budget is provided by the Waterway Safety Fund, which is designated for specific purposes. The balance of the funds received is obtained from miscellaneous rotary accounts.

Actual expenditures for FY 04 and the total appropriation for FY 05 are indicated in the charts below:

Funding

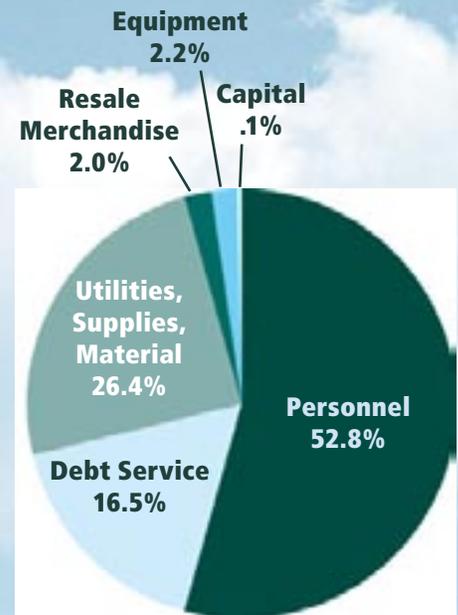
Funding Source	FY '04 Expended	FY '05 Budgeted
GRF Operating	\$34,044,043 (41.7 %)	\$35,850,223 (39.8 %)
Fund 512 (Fees & Charges)	\$28,621,889 (35.0 %)	\$29,915,146 (33.3 %)
GRF Debt Service	\$13,510,930 (16.5 %)	\$17,709,500 (19.7 %)
Waterway Safety	\$ 3,655,955 (4.5 %)	\$ 3,792,343 (4.2 %)
Rotaries	\$ 1,880,604 (2.3 %)	\$ 2,730,884 (3.0 %)
Total	\$81,713,421	\$89,998,096



Expenditures

An itemization of major expenditures to pay salaries, debt service, utility and maintenance costs, resale items and equipment purchases is as follows:

Expenses	FY'04 Expended	FY'05 Budgeted
Personnel	\$ 43,099,379 (52.8 %)	\$ 46,576,965 (51.8 %)
Debt Service	\$ 13,510,930 (16.5 %)	\$ 17,709,500 (19.7 %)
Utilities/Supplies/Material	\$ 21,578,606 (26.4 %)	\$ 22,619,587 (25.1 %)
Resale Merchandise	\$ 1,636,405 (2.0 %)	\$ 1,807,000 (2.0 %)
Equipment	\$ 1,820,237 (2.2 %)	\$ 1,272,544 (1.4 %)
Subsidy	\$ 0 (0.0 %)	\$ 12,500 (0.0 %)
Capital	\$ 67,864 (0.1 %)	\$ 0 (0.0 %)
Total	\$ 81,713,421	\$ 89,998,096



Revenue

Ohio State Parks generated \$26,582,420 in revenue, a three percent decrease over 2003 revenue. All revenue generated by state parks is deposited into Fund 512.

In 2004, the new centralized reservation system, along with the new point of sale system, was fully implemented. As a result, certain revenue categories were changed, which accounts in part for some of the significant variances among the figures in the chart below.

The revenues received in calendar year 2004 were as follows:

REVENUE CATEGORY	CY 2004	CY 2003	PERCENT CHANGE
Camping	\$10,007,662	\$10,159,763	(- 1 %)
Self-Operated Retail	\$ 3,481,513	\$ 3,477,638	(0 %)
Concession Agreements	\$ 3,217,750	\$ 4,156,586	(-23 %)
Cottage Rentals	\$ 2,849,258	\$ 1,765,131	(61 %)
Dock Permits	\$ 2,574,843	\$ 2,371,667	(9 %)
Golf Greens Fees	\$ 1,618,796	\$ 1,756,115	(- 8 %)
Miscellaneous	\$ 1,488,705	\$ 2,521,242	(-41 %)
Getaway Rentals	\$ 495,187	\$ 207,252	(139 %)
State Agency Transfers	\$ 274,741	\$ 399,388	(-31 %)
Grants	\$ 216,974	\$ 326,168	(-33 %)
Royalties & Easements	\$ 94,699	\$ 81,957	(16 %)
Donations	\$ 56,728	\$ 70,404	(-19 %)
Land & Building Rentals	\$ 46,376	\$ 27,350	(70 %)
Laundromats	\$ 41,204	\$ 49,016	(-16 %)
Sales Assets (Land & Buildings)	\$ 32,725	\$ 26,610	(23 %)
Group Lodge Rentals	\$ 26,855	\$ 72,924	(-63 %)
Fines & Penalties	\$ 24,711	\$ 21,935	(13 %)
Pools & Lockers	\$ 17,953	\$ 23,780	(-25 %)
Duck Blinds	\$ 15,740	\$ 14,650	(7 %)
TOTAL	\$26,582,420	\$27,529,576	(- 3 %)

Concessions

Sixty-one concession facilities were operated under 49 separate leases, contracts or short-term agreements. The contracts or agreements on six of these concession facilities expired and were rebid during the year.

Two new state park concession facilities, both of which were built without the use of state funds, opened during the year. The Alum Creek Sailboat Marina, which was funded by the Alum Creek Sailing Association, opened to the public in June, and provides additional seasonal docking on the lake for 135 sailboats. The Lodge and Conference Center at Geneva, which was built

through a unique public-public agreement between the department and Ashtabula County, is being operated for the county by DNC Parks & Resorts, Inc. The lease agreement between the state and the county, which expires January 31, 2040, provides that the county will assume all financial responsibility for the design, construction and operation of the facility on state park land. The lodge, which opened in May, offers 109 guest rooms, banquet and conference facilities, a dining room, lounge, indoor pool, fitness facilities and a game room, along with a training facility.

2005 Goals

- Implement and promote the Parks Pride Pass program for state park visitors.
- Develop and conduct a hospitality management program with special emphasis on front-line customer service training for seasonal staff.
- Develop the division's second five-year strategic plan.
- Continue to promote the centralized reservation system to increase camping reservations.
- Continue the regionalization of field locations, with the integration of three more park regions.
- Continue making improvements and adding recreational facilities as funding becomes available at Middle Bass Island and North Bass Island.
- Develop a pilot quality control program to ensure that state park campgrounds and cottages meet the standards of the hospitality industry.
- Conduct more special law enforcement operations to enhance visitor safety in parks.
- Support the growth and development of the statewide community support organization, Friends for the Preservation of Ohio State Parks.
- Enhance the overall success of state-operated retail facilities at three locations as measured by revenue increases of at least 10 percent.

Statistical Abstract Of The Ohio State Park System 2004

General Park

# State Parks	74
Total Acreage	164,548
Acreage -- Land	101,542
Acreage -- Water	63,006
Miles of Shoreline	1,025
% of Land that is Developed	21.8%
% of Shoreline that is Developed	26.9%
Visitor Occasions	52,045,125
# Buildings	2,638
# Water Systems	144
# Sewer Systems	142
# Restroom Buildings -- Water Borne	462
# Restroom Buildings -- Pit Privies	500
Miles of Roads Patrolled	1,844
# Felonies	104
# Citations	6,462
# Visitor Assists	35,852
# Park Residences	82
# Dining Lodges/Restaurants	3

Campgrounds

# Campgrounds	88
# Campsites	9,053
# Full Service Sites	162
# Electric Sites	6,445
# Non-electric Sites	2,446
# General Group Areas	61
# No-fee, Non-group Primitive Sites	79
# Horse Camps	14
# Horse Camp Sites	330
# Showerhouses	114
# Amphitheaters	51
# Camp Store/Commissaries	44
# Campsites Rented	542,241
Campground Occupancy (244 nights)	24.9%*

Camping Options

# Rent-A-Camp Sites	32
% Rent-A-Camp Occupancy (184 nights)	25.9%
# Rent-A-RV Sites	9
% Rent-A-RV Occupancy (184 nights)	45.9%
# Rent-A-Tepee Sites	8
% Rent-A-Tepee Occupancy (184 nights)	31.1%
# Rent-A-Yurt Sites	12
% Rent-A-Yurt Occupancy (184 nights)	41.5%
# Cabents	4
% Cabent Occupancy (153 nights)	32.2%
# Camper Cabins	57
% Camper Cabins Occupancy (184 nights)	41.5%
# Cedar Cabins	21
% Cedar Cabins Occupancy (184 nights)	63.3%

Resort Lodges & Concession Cottages

# Resort Lodges	9
# Resort Lodge Rooms	818
# Lodge Room Nights Rented	135,382
% Lodge Occupancy	46.9%
# Restaurants in Resort Lodges	9
# Concession Cottages	221

# Cottage Nights Rented	34,856
% Cottage Occupancy	43.2%

State Operated Cottages

# State Operated Cottages	297
# Cottage Nights Rented	38,905
% Cottage Occupancy	38.6%

Golf Courses

# Golf Courses	6
# Golf Rounds	130,960

Boat Ramps/Marinas/Docks

# Boat Ramps	188
# Boater Occasions	7,684,980
# Marina / Boat Rental Operations	46
# Docks - Concession Operated	1,514
# Docks - State Operated	6,046
# Private Docks Licensed	11,136

Beaches

# Swimming Beaches	80
# Swimming Occasions	3,763,307
# Beach Concessions	22

Group Facilities

# Overnight Group Facilities	6
# Overnight Group Facility Users	10,204
# Beds in Group Facilities	309
# Day-use Group Lodges	13
# Day-use Group Lodge Users	36,537

Visitor/Nature Centers

# Visitor/Nature Centers	37
# Visitor/Nature Center Users	911,032

Picnic Areas

# Picnic Areas	462
# Picnic Area Users	7,846,154
# Picnic Shelters -- Total	174
# Reservable Picnic Shelters	110

Other Recreational Facilities

# Swimming Pools	19
# Tennis Courts	16
# Basketball Courts	78
# Volleyball Courts	96
# Miniature Golf Courses	14
# Disc Golf Courses	4
# Playgrounds	179
# Parks with Bike Rental Operations	21
# Trails - Total	393
Total Miles of Trails	1,155
# Multi-Use Trails	123
# Hiking Only Trails	223
# Mountain Bike Only Trails	25
# Bridle Only Trails	22
# Parks with Snow Mobile Trails	11
# Parks with Cross Country Ski Trails	44
# Parks with Sledding Hills	39
# Shooting Ranges	5

* Excludes 200 volunteer Camper Host sites



Ohio State Parks



Ohio State Parks
OHIOSTATEPARKS.ORG

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Sam Speck, Director