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EXECUTIVE SUMMARY



Our state park system enjoys a long and proud history of providing special places where generations of Ohioans and our guests from around the world can see Ohio's scenic beauty, and experience the simple pleasures of wholesome outdoor recreation.

The eagerly anticipated grand opening of Ohio's newest state park, Wingfoot Lake, illustrated how much Ohioans appreciate their parks, and the significant role they play in people's lives. The growing appeal of our affordable getaway rentals and cottages demonstrated that tourists find great value in outdoor recreation and overnight stays in our parks. The continuing enthusiasm for the hundreds of special events all around the state showed the strength of community involvement, as well as the importance of connecting people with nature, and with each other.

Volunteers, friends groups and community partners continued to assist the parks with providing events, programs, and new recreational facilities for our customers to enjoy. Volunteers in parks logged an impressive 390,000 hours cleaning up litter, landscaping, improving trails, greeting visitors, and making campers feel at home. Friends groups spearheaded a variety of new and improved brick and mortar facilities, from shelter houses and nature centers to disc golf courses and archery ranges.

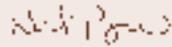


Behind the scenes, our park staff and agency partners worked quietly and effectively to meet arising needs, and to prepare for the future. Parks continued to make repairs to their water and wastewater treatment systems, refine and update their emergency actions plans for dams, and find innovative ways to reduce their energy use in their operations. An interdisciplinary strategic planning team convened to consider all aspects of park and central office operations, and lay the groundwork for the next five-year strategic plan.

An emerging concern with recreational water quality affected by algae blooms has posed a challenge that Ohio State Parks is prepared to meet head-on. We are determined to aggressively pursue treatment options at Grand Lake St. Marys, and work with partners to protect our water resources and ensure the safety of our visitors.

Despite this challenge and the ongoing challenges of reduced budgets, reduced staffing, and aging facilities and infrastructure, our park staff has successfully kept their focus on customer service. More than 92% of our customers who responded to our satisfaction survey rated their visit as “excellent” or “good.”

Thanks to the dedication of our staff and volunteers, and the generosity of our friends and partners, we can look back on another successful year, and look forward to a brighter future.

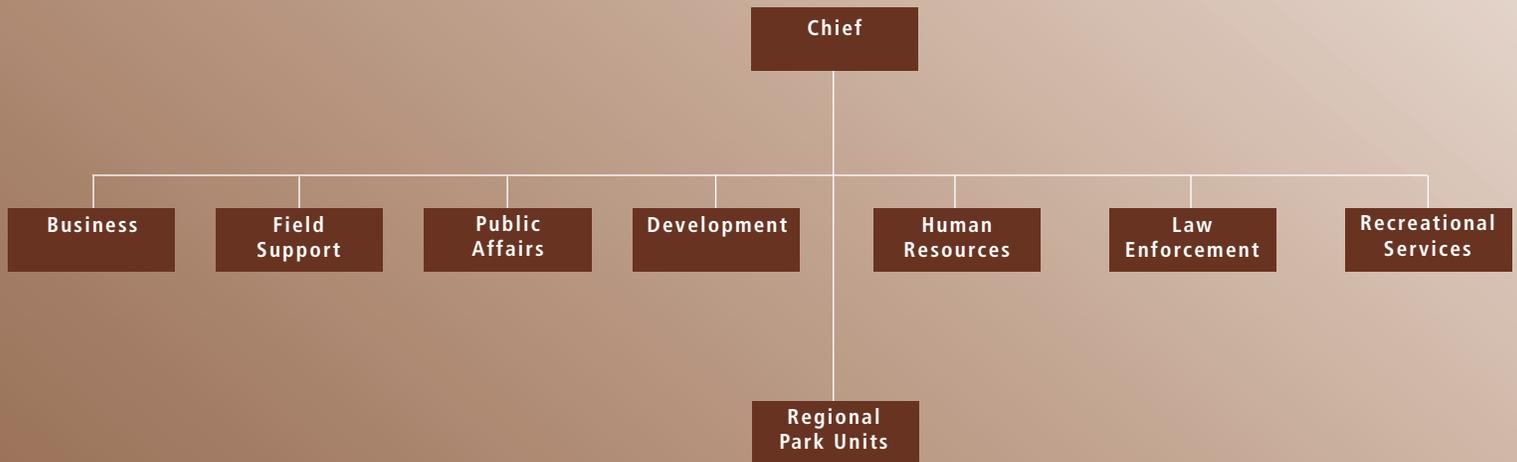


David Payne
CHIEF, OHIO STATE PARKS



Table of Organization

The organization of Ohio's 75 state parks into regional units continued, with the total number of regional units reduced to 23. The regional units consist of two to seven parks in close proximity. Each region works together as a team, sharing financial and human resources as necessary for better economy and efficiency.



Customer Service

Our staff is dedicated to providing memorable experiences for our visitors by providing a warm welcome, enriching and entertaining programs, and clean, safe facilities, despite the increasing challenges of limited resources and reduced staffing.



Naturalist at Deer Creek

Serving our customers remains the primary focus of all of our operations. Several parks expanded their camp office hours for the convenience of customers, and utilized customer feedback to improve their camp store merchandise offerings. Customer friendly improvements to the centralized reservation and point-of-sale systems enhanced the efficiency of reservation and retail transactions.

SPECIAL EVENTS AND TOURISM INITIATIVES

Ohio State Parks hosted a total of 393 special events, from nature workshops and guided hikes to campouts and community festivals. Many of these events were made possible through friends groups and community partners.

Nature tourism events at our parks not only put our most extraordinary natural resources in the spotlight, they also helped fill our lodge and cottage facilities during the non-peak season. Hueston Woods hosted the third annual Queen City Bird Festival, in conjunction with the National Audubon Society and the Avian Research and Education Institute, including guided hikes and canoe trips, bird banding demonstrations, and activities for children. For the fourth year, Shawnee partnered with the Scioto Foundation to offer Flora-Quest, a two-day program of lectures and guided hikes with experts featuring the diverse and rare wildflowers in the state park, state forest, and nearby Edge of Appalachia Preserve. Two of Ohio State Parks' oldest nature tourism events, the Mohican Wildlife Weekend and the "Shoot the Hills" Nature Photography Weekend at Hocking Hills, continued for the ninth year. Lake Hope's handfeeding hummingbirds program also continued for the ninth year. To encourage lodge guests to get outdoors and explore the parks, the lodges operated by Xanterra also offered a Picnic in the Park package featuring a backpack lunch, trail map, and field guide, along with a night of lodging.

Ohio State Parks' premier heritage tourism event, the annual Ohio Heritage Days at Malabar Farm, celebrated its 35th anniversary in September. Cast iron cooking and canning workshops were held at Caesar Creek and Cowan Lake through the summer. The restored grist mill and recently expanded pioneer village at Mohican provided the backdrop for a pioneer days festival and colonial soldiers' reenactment. The interesting life of Pulitzer Prize winning author and noted conservationist Louis Bromfield was the subject of a dinner theater production held at his former home, Malabar Farm. Four of the six performances were sold out, and profits



Horse-drawn wagon rides at the Malabar Farm Maple Syrup Festival

from the production were used for park projects. Hocking Hills shifted its 15th annual Frontier Trail Hike from May to November to attract customers in the shoulder season and introduce a new audience to this popular heritage event.

Ohio State Parks' long tradition of hikes for fun and fitness continued with the Hocking Hills winter hike, which was held for the 45th consecutive year in January, and set a record for attendance with 6,200 hikers. Lake Hope's 31st annual fall hike was held in October. Burr Oak hosted the second annual Bobcat Trail Marathon in November, and Salt Fork hosted the "Bigfoot 50K" trail challenge and relay in early December.

Heavy snows in January ensured the success of the annual sled dog races at Punderson, which are sponsored by the Siberian Husky Club of Greater Cleveland, with 45 sled dog teams participating and 1,200 spectators using the park and lodge facilities. In its sixth year, the polar bear plunge event at Geneva helped fill the lodge with overnight guests.

The disc golf courses at Alum Creek and Delaware hosted the Professional Disc Golf Association's 2010 Amateur World Championship, which attracted more than 500 competitors from around the U.S. as well as Canada, Finland, Germany and Japan. Several other parks with disc golf courses hosted disc golf tournaments, including East Harbor, Forked Run, Great Seal, Pike Lake, Punderson, and Wingfoot Lake.

Mosquito Lake introduced innovative events at its new dog park including Doggy Day in June and a Halloween costume parade. In partnership with the marina, Mosquito Lake also offered a variety of events through the summer including a concert series, pirate festival, and clam bake. Hueston Woods introduced a geocaching day event, and the Northeast Ohio Geocaching Challenge, including 19 state parks in northeast Ohio, was repeated for the fourth summer. West Branch introduced the Grassman Festival, a fun and family friendly celebration of the Bigfoot legend, to help attract campers during the weekend prior to the Memorial Day holiday weekend.

INTERPRETIVE SERVICES

Nearly a quarter million park visitors participated in summer naturalist programs offered in 40 state parks. For the ninth year, the "Wildlife in the Parks" program provided funding support from the Division of Wildlife for interpretive programs and naturalists' efforts to promote fishing, hunting and wildlife observation. The \$50,000 grant for FY 11 supported 7,502 hours of naturalist programming and served an estimated 139,247 visitors at 39 state parks.

Ohio State Parks observed the 40th anniversary of Earth Day with nature programs, guided hikes and family fishing derbies, along with park cleanups held at Alum Creek, Buck Creek, Buckeye Lake, Caesar Creek, Cleveland Lakefront, Dillon, East Fork, Geneva, Grand Lake, Jackson Lake, Lake Alma, Maumee Bay, Nelson Kennedy Ledges, Portage Lakes, Shawnee, Stonelick, Sycamore, and West Branch. Thousands of pounds of trash and recyclables were collected and removed from the parks.

Cleveland Lakefront's new Exploration Station nature center opened to the public in June. Work began in 2006 on developing the nature center in vacant space at the Cleveland Lakefront park office. The Exploration Station features exhibits, displays, and hands on activities about Lake Erie, local wildlife, invasive species, conservation, water safety, navigation, underwater exploration, and the historic Euclid Beach amusement park. Funding for the \$50,000 project was provided primarily by proceeds from the sale of the Ohio State Parks license plate, along with grants and donations. A number of partners helped provide exhibits, including Cleveland Underwater Explorers, Euclid Beach Park Now, Friends of Edgewater, the Northeast Ohio Regional Sewer District, Lake Kleenerz, the Maritime Museum of Sandusky, and the Division of Wildlife.

Hocking Hills' nature center was enhanced with the addition of a butterfly garden and native plant habitat in an enclosed courtyard, which can be enjoyed outdoors or from the air conditioned comfort of the nature center's picture window. A new nature center housing live animal displays, a nature project area for kids, and adjacent outdoor bird garden was developed at Deer Creek. Improvements to the nature center at Hueston Woods include renovations to the front entrance and a new outdoor program area behind the building. Caesar Creek added a nature store to its nature center offerings. Findley's nature center was expanded with an additional room containing fresh new interpretive displays.

Cooperative projects among park regions and with local volunteers helped expand nature programming. Hueston Woods' Raptor Rehabilitation Center loaned an injured owl to the naturalist staff

at Caesar Creek, and provided handling training, along with equipment, to supplement live animal programming at Caesar Creek. Students from nearby Hocking College gained valuable experience and helped enhance Burr Oak's interpretive programming by providing raptor and snake programs every summer Saturday at the campground.

Park naturalists from Buck Creek, Caesar Creek and Hocking Hills continued to support the Ohio Certified Volunteer Naturalist (OCVN) program by serving as instructors for their local university extension offices. At Caesar Creek, OCVN volunteers contributed more than 600 hours to enhance the park's nature programs, and formed a friends group to support the park's nature center. At Buck Creek, OCVN volunteers performed landscaping projects, and at John Bryan, the OCVN volunteers established a wildflower prairie to enhance aesthetics as well as wildlife habitat.

The naturalist staff expanded their outreach through social media outlets with the new Ask a Naturalist video series, and a new nature blog. The videos of state park naturalists offering information and answering frequently asked questions on a variety of topics were posted to YouTube, where they were enthusiastically received. Topics included ice safety, plant identification, water quality, and raptors. "Naturally Speaking from Shawnee State Park," a nature blog hosted by the park naturalist, provides photos, wildlife facts, and personal reflections to educate website viewers and Facebook followers, and entice them to visit the park.

The naturalist staff at Caesar Creek continued to produce their successful "Nature's Corner" monthly cable TV program, including a special program promoting the ODNR Explore the Outdoors program.

GETTING KIDS OUTDOORS

In its third year, the ODNR Explore the Outdoors program was extended through the calendar year to encourage kids and families to experience the recommended activities in the fall, beyond the previous deadline of September 1. Fifty-one parks were featured as recommended locations for the various activities. New activity codes were developed for each recommended activity, and displayed on posters placed in prominent locations throughout the parks. Activity booklets were made available to park visitors at naturalist programs throughout the summer, in addition to the statewide distribution of the booklets to elementary school students in partnership with the Ohio Department of Education.

In addition to the hundreds of kid-friendly naturalist programs at state parks during the summer months, outdoor programs offered especially for children included Easter egg hunts at five parks, 20 fishing derbies at 17 parks, and beach treasure hunts at Caesar Creek and Maumee Bay.

Beaver Creek hosted the community's third annual "Explore the Outdoors" day to provide enriching outdoor experiences for children together with their parents, and to educate families about smart choices for a healthy active lifestyle. In addition to hands-on programs such as creek sampling, nature walks and fishing, displays and demonstrations were offered at the Beaver Creek Wildlife Education Center. Event partners included the Columbiana County Park District and the Columbiana Soil & Water Conservation District, the county's child support enforcement agency and Head Start program, local girl scout and boy scout councils, and the Ohio Department of Health.

In partnership with the State Library Ohio, Ohio State Parks provided certificates for a 50% discount on camping and select getaway rentals for children participating in the library system's summer reading program. The discount was limited to walk-in registrations for weeknight stays. Coupon holders redeemed a total of 541 nights of camping or getaway rental stays at an approximate value of \$7,200. The summer reading program partnership expanded outreach to children and families, which helped generate awareness and goodwill for our parks, as well as provide an incentive for families to visit our overnight facilities and extend their length of stay.

The "Kids Golf Free After Three" program was introduced at each of the six state park golf courses, offering free golf after 3:00 p.m. on weekends for children 17 and under golfing with a paying adult. In addition, the Ohio State Park lodge concessionaires continued special incentives for families with children to visit and stay at state parks. For the third year, lodge concessionaire Xanterra Parks and Resorts offered its "Stays for A's program," featuring a \$10 discount for each "A" on a student's current report card on the regular rates for the state park lodges and cottages operated by Xanterra (including

Hueston Woods Halloween
Campout 2010



Burr Oak, Deer Creek, Hueston Woods, Maumee Bay, Mohican, Punderson, Salt Fork and Shawnee). Also for the third year, the Lodge at Geneva offered a Kids Grape Camp package with special activities for children staying with parents.

RECREATIONAL OFFERINGS

A number of new and improved recreational facilities were offered at various state parks through special projects initiated by park staff, and through cooperative projects with park friends groups, community partners, and sister agencies. Examples include:

8-mile bridle trail loop at Salt Fork

6-mile mountain biking trail at Deer Creek

2.5-mile multi-use trail extension at John Bryan

Accessible adaptive swing at West Branch's campground playground

Accessible fishing pier at Lake Loramie

Amphitheater at Blue Rock

Archery range and trail at Lake Hope, archery range at Tinkers Creek

Bait & tackle shop at Rocky Fork

Basketball and volleyball courts at Lake Loramie

Bird observation blind at Lake Loramie

Disc golf courses at Mt. Gilead (9 holes), Paint Creek, Portage Lakes, the campground at Rocky Fork, and expansion of the disc golf course at Hueston Woods lodge

Docks for anglers and waterfowl hunters at Adams Lake

Dog park and beach at Deer Creek

Dog shower at Mosquito Lake's dog park

20-site equestrian campground at Dillon

Kayak rentals at Tar Hollow

Lock Keepers House Museum in the Grand Lake St. Marys / Lake Loramie region

Nature centers at Cleveland Lakefront and Deer Creek

Overlook Retreat Banquet Center at Rocky Fork

Pirate ship playground at Indian Lake

Rustic campground at Salt Fork

Shelterhouse at Findley's campground

4-person surrey rentals at Geneva

Stargazing programs at John Bryan

Water slide at Tar Hollow

WiFi hot spots at Shawnee's golf course and marina, and at Tar Hollow's general store and resident camp



Deer Creek Nature Center

In addition to these newly developed facilities at various parks, the following facilities were made available with the grand opening of Wingfoot Lake, Ohio's newest state park: badminton, basketball, bocce ball, horse shoes and volleyball courts; boat rentals; disc golf course; mini golf course; playgrounds; shelterhouse rentals.

The number of pet friendly overnight facilities expanded, with 47 of the state-operated cottages designated as pet friendly. All of the concession-operated cottage locations, except Deer Creek, also allowed dogs in select cottages. The lodges at Burr Oak and Mohican offered dog friendly rooms for the first time, and the lodge at Geneva continued its pet friendly policy.

CENTRALIZED RESERVATION SYSTEM

Customers continued the trend of opting for the convenience of on-line transactions, making 67% of advance reservations for camping, getaway rentals and state-operated cottages through the centralized reservation system website versus the call-center. This is an increase of 5% over last year.

Seasonal dock rentals were added to the centralized reservation system in January, giving state-operated dock holders the opportunity to pay the renewal fees on-line for the first time. In the first year, 72 customers chose to pay for the seasonal docks on-line.

In cooperation with the centralized reservation system provider, ActiveNetwork, Ohio State Parks merchandise was offered on-line for the first time through an E-commerce store hosted on the ActiveNetwork website. Ohio State Park Gift Cards were offered for sale through the reservation call center, allowing customers the option of making a reservation and purchasing a gift card in one transaction.

Satellite connections continued to be replaced by 3G air cards provided by ActiveNetwork at point-of-sale locations, allowing park staff to use virtual private networking (VPN) to establish secure connections to the ODNR network for email, OAKS, etc. In most cases, these connections are nearly twice as fast and more reliable than satellite.

MARKETING AND PUBLIC RELATIONS

Print advertising was placed in a number of publications that provide reader response service, generating about 15,400 requests for general information about Ohio State Parks. The number of requests continues to increase each year, demonstrating the ongoing value of print advertising for raising the traveling public's awareness of state park facilities.

Advertisements were placed in the "Great Vacation Getaways" travel brochure insert in the travel sections of the Sunday newspaper in all the major Ohio cities as well as over 30 other Midwest and eastern cities. The division participated in the Ohio Department of Development, Ohio Tourism Division's *Discover Ohio* and *Ohio Golfers Guide*, and partnered with the Ohio Tourism Division for inclusion in special travel sections focused on Ohio destinations in *Midwest Living*, AAA's *Michigan Living*, *Home and Away*, and *Motorist*, *Reader's Digest* magazines, as well as the "Too Much Fun for Just One Day" newspaper insert distributed throughout the Midwest. To capture the online market, the division participated in the special Ohio Interactive Co-op sponsored by the Ohio Tourism Division. Additional exposure included advertisements in *Ohio Camper* and *LaPrensa* Hispanic newspaper. In partnership with Specialty RV in Lancaster and the ABC affiliate WSYX Channel 6 in Columbus, a series of five 30-second TV ads featuring safety tips were aired on ABC 6 and FOX 28.

Ohio State Parks continued its participation in the annual travel shows and golf shows held in Cincinnati, Cleveland and Columbus, as well as many other locally-sponsored shows, including the second annual Paddlepalooza event. In addition, through the Ohio Travel Pavilion, brochures were distributed at travel shows in surrounding states.

Publications

For the third year, Ohio State Parks partnered with Government Solutions Group (GSG) to produce welcome kit brochures free of charge to the division. The welcome kit included the state park directory chart and a locator map, along with recommendations of top parks for various activities; a two-day "staycation" highlighting overnight facilities at Lake Hope and local tourist attractions; tips on wildlife watching and other outdoor activities; a sampling of state park events; and sponsor pages from several of the corporate sponsors who underwrite the welcome kits. Sponsors included Geico, Odwalla Inc., DirectTV, Sports Authority, Airstream, Collective Wellbeing, Outward Bound and Leave No Trace. A total of 200,000 copies of the welcome kits were printed for distribution through the parks, information requests generated through the division's website and print advertising, ODOT Travel Information Centers, Travel & Tourism's 1-800-BUCKEYE fulfillment center, American Automobile Association outlets and various visitor and convention bureaus, travel shows, and the Ohio State Fair.

The number of key promotional pieces printed remained at reduced levels as a cost savings measure. In addition to annual updates of the brochures promoting getaway rentals and listing overnight facilities rates, the camping and golf brochures were updated and reprinted. In its sixteenth year of production, two issues of Ohio State Parks magazine were published and direct mailed to some 60,000



Centralized Reservation System Website



Naturalist program

subscribers. A modification to the magazine format contributed to a reduction in the total printing cost of nearly 15%. In each issue, magazine subscribers were offered the option to opt out of their subscription for the printed piece and view future issues of the magazine on-line, instead.

Website

The Ohio State Parks website continued to increase in popularity as a promotional and informational outlet, with 2.8 million visits generating 9.6 million page views, a 10.3 % increase over 2009. The home page recorded 935,760 views. Internal pages viewed most frequently were “Camping Intro,” “Check Rates,” “Overnight Facilities Intro” “Cottages Intro” and “Reservations for Overnight Facilities”. The top five park pages viewed were Hueston Woods, Hocking Hills, Salt Fork, Maumee Bay, and Mohican.

The Internet was an increasingly important component of the division’s marketing mix, and a primary vehicle for public outreach campaigns, including “Explore the Outdoors.” Internet marketing consisted of tile ads on the Discover Ohio, and Midwest Living websites that linked back to the Ohio State Parks website. Two issues of “E-News from Ohio State Parks” were sent to more than 15,000 subscribers, and over 190,000 other website visitors. The electronic newsletters highlighted special offers and discounts, new programs and recreational offerings, and upcoming events in the parks.

Social Media

Social networking grew significantly, with the number of followers on Ohio State Parks’ Facebook page increasing 27 % to more than 11,000, and more than 4,000 followers on Twitter sending and reading messages. Ohio State Parks was recognized by *Columbus Business First* as the unquestioned leader among Ohio government agencies in social media outreach efforts.

The Facebook page continued to provide event information and news about park improvements, in addition to photos, blog notes and videos. Demographic profiles of the Facebook followers are predominantly female (60 %) in the 25-44 year old age range. More than 4,000 followers on Twitter were kept engaged and informed with regularly updated content on state park offerings and news. Links to Facebook and Twitter were included on the Ohio State Parks website to help expanded their reach.

Twenty videos were created and uploaded on the Ohio State Parks YouTube page, attracting over 13,000 views. The videos covered a wide range of content, including informational pieces about various parks, a safety video about blue-green algae, promotional videos of naturalist programs, a short documentary about the Hueston Woods nature center, and a series of videos about the annual Hocking Hills winter hike. Several of the videos were filmed by park staff, and the remainder were produced in conjunction with the ODNR Office of Communications.

Promotional Programs

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. For the sixth consecutive year, the discount offered at each location was \$20 off the regular nightly rate Sunday through Thursday, and \$10 off on Friday and Saturday nights.

In its first full year, the Ohio State Parks Rewards Card program proved very popular, with more than 45,000 customers enrolled. Participants in the program earned 20 points for every dollar spent on overnight facility fees for camping, getaway rentals and state-operated cottage rentals, along with retail purchases in state-operated facilities, rentals of shelterhouses and other day-use facilities, and rounds of golf as well as pro shop purchases at Hueston Woods and Salt Fork.

The points could then be redeemed for free camping, getaway rentals, or state-operated cottage stays. Point totals required for redemption of one night’s stay were 7,000 points for an electric campsite; 8,400 for a full-service campsite with electric, water and sewer hookups; 21,000 for a getaway rental; and 25,200 for a state-operated cottage.

Some 7,700 customers earned at least enough points to claim one free night of camping, and there were 1,500 redemption transactions during the year, with customers redeeming more than 14 million rewards points they had earned. Although the concession operated facilities were not included in the Rewards Program, Xanterra Parks & Resorts offered Rewards Card holders 25 % off the regular rate for lodge room rentals during the non-peak season.

Other promotional programs that were continued included the Passport America Card, Golden Buckeye Card, and VA Disability/POW program. As in previous years, select state park campgrounds honored the Passport America Card offered for sale by a private vendor. Card holders received a 50 % discount, Sunday through Wednesday at select state park campgrounds, and a 10 % discount at select state-operated cottages on Sunday through Wednesday. The Golden Buckeye discounts (50 % off camping on weekdays; 10 % off camping on weekends; and 10 % off getaway rentals, cottage, and lodge stays daily) and the free camping program for disabled veterans and former POWs remained the same.

Other Publicity

A number of parks received recognition nationwide through various media outlets. Lake Hope's Holiday Trail of Lights was listed among the nation's top 20 holiday light displays by Tribune Media Services. Cleveland Lakefront was ranked 11th most visited park in the U.S. in a report by published by the Trust for Public Lands. Maumee Bay was included among the "Ten Great Campfire Destinations in America" on the smartertravel.com website.

As part of the ongoing partnership with the Division of Travel & Tourism, Ohio State Parks was featured in Travel & Tourism's "10TV Daytrips" travel segment aired on WBNS Channel 10's Friday morning newscast of the Memorial Day holiday weekend. In June, WCMH Channel 4 in Columbus broadcast a segment of its Friday evening newscast from Alum Creek, featuring a news anchor enjoying recreational activities at the park. In July, the meteorologist for Channel 4 attended a creek exploration naturalist program at Deer Creek, which was taped and broadcast as part of the evening news program.

Dedication Ceremonies

A number of new facilities completed through the capital program, or made possible through partnerships with community groups, parks' friends groups, or sister agencies, were dedicated to recognize key partners and raise awareness of the new offerings. They include:

- Cleveland Lakefront, Exploration Station Nature Center, June 18
- Delaware, marina improvements, June 18
- Grand Lake St. Marys, West Bank Boat House, June 19
- Miami-Erie Canal Lock Keepers House, June 19
- Punderson, W.B Cleveland Nature Center, June 26
- Hueston Woods, marina improvements, disc golf course & mountain biking trail, June 30
- Paint Creek, marina improvements, July 1
- Middle Bass Island, marina development, July 9
- Buckeye Lake, North Shore boat ramp, July 22
- Hocking Hills, butterfly garden, August 15
- Wingfoot Lake, new state park and wildlife area, August 26
- Findley shelterhouse, October 2
- Independence Dam, War of 1812 monument and historical marker, October 16.

Independence Dam War of 1812 monument





Customer Service - Surveys

Feedback from our customers continues to guide our operations, help us allocate our resources wisely, and make sound decisions that will shape our future.

Customer satisfaction surveys were conducted for the 19th consecutive year to gauge customers' overall satisfaction with their experiences, as well as collect specific feedback on park operations and identify where improvements are needed. Once again, the survey instrument focused on customer satisfaction with various aspects of overnight and day-use facilities, such as cleanliness of a specific building or area, the condition of that building or area, and helpfulness of the employees at those facilities.

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 poor (2). A total of 8,842 surveys were returned, with 92.63 % of respondents rating their overall visit as excellent or good. (See Table 1, below)

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, 68 % were repeat visitors to a specific state park, 82 % had visited other state parks, 87 % would return to that specific state park, and 84 % would visit other state parks. In addition, 59 % of respondents were between 31 and 60 years of age, 44 % had one or more children, 90 % were in groups of two or more people, 72 % stayed more than one night on their visit, and 43 % visited one to three times per year, while 47 % visited more than four times.

Parks that received outstanding customer ratings for the various park facilities were recognized for their achievement with the Service Excellence Award. The award program honors the park with the highest overall rating in that category. To be eligible for a Service Excellence award, the park must have received a minimum of 100 surveys in that category, and have the highest calculated overall rating for the applicable category. (See Table 2, below)

TABLE 1: OVERALL AVERAGE RATINGS FOR FACILITY AREAS

Facility Area	2010	2009
Campground Operation	4.432	4.465
Resort Lodge Operation	4.481	4.438
Cottage Operation	4.363	4.380
Getaway Rentals	4.476	4.478
Golf Course	4.526	4.780
Beaches	4.093	4.181
Boating Facilities	4.408	4.452
Trails	4.255	4.302
Picnic Areas	4.349	4.388
Visitor/Nature Centers	4.573	4.575

TABLE 2: SERVICE EXCELLENCE AWARD RECIPIENTS

Facility	Park	Average Rating
Lodge & Conference Center	Mohican Lodge	4.514
Day-Use Park	Lake Milton	4.682
Cottage Operation	Pymatuning	4.503
Campground Operation:		
Small Campground (<100 sites)	Jackson Lake	4.727
Medium Campground (100-199 sites)	West Branch	4.745
Large Campground (200 or more sites)	Maumee Bay	4.636

Customer Service - Visitor Safety and Protective Services

Of the 56,882 visitor contacts by commissioned law enforcement personnel, nearly one half (45%) were visitor assists. Of the visitor contacts for law enforcement actions, 95% were friendly warnings.



Honor Guard at the Wingfoot Lake Dedication

LAW ENFORCEMENT GRANTS & FUNDS

A \$32,000 grant from the Division of Watercraft, matched with \$10,667 from the parks, assisted with lake patrols on the waters of Lake Milton, West Branch, and Mosquito Lake.

The Drug/DUI account received \$ 11,940.24 in fines resulting from O.R.C. Title 4511.19, "Operating under the influence" and O.R.C. Title 2925, "Drug abuse."

PARTNERSHIPS & OUTREACH

Ohio State Parks again partnered with Hocking College by providing traffic stop instructors who trained students in basic peace officer classes at the Natural Resources Ranger Academy. In addition, the instructors provided valuable "Force on Force" training.

PROTECTIVE SERVICES

Commissioned law enforcement personnel provided an array of protective services including assisting park visitors, issuing visitor warnings, conducting investigations and making arrests. The following law enforcement statistics were reported by the park regions.

Enforcement Activity	2010	2009	2008
Visitor Assists	25,707	20,296	24,364
Warnings (written or verbal)	29,757	35,223	40,717
Misdemeanor Citations/Arrests	1,280	4,065	4,803
Felony Arrest	138	136	214
Outside Agency Assists	299	365	402
Property Stolen	\$174,785	\$85,453	\$172,040
Vandalism	\$11,998	\$5,839	\$9,259
Investigations	2,312	2,268	2,596

INCIDENTS COUNTS

A new procedure has been introduced to compile statistics on each incidence of law enforcement activity reported by park officers through the mobile communication terminal (MCT) or by radio contact with the ODNR Communications Center. For each report of activity, the incident is tracked through the computerized aided dispatch (CAD) system. In 2010, there were 5,559 incidents from a wide range of law enforcement activities such as traffic stops, theft reports, etc.

RESPONSE TO RESISTANCE

Park officers were required to respond to resistance in 29 instances while performing law enforcement duties. (See table at right.) This was down from 42 in 2009. Thirty-five park officers reported the need to use some level of force and, in some instances, multiple tactics, to respond to these incidents. All reported incidents were reviewed by the ONDR Law Enforcement Administrator, and in every incident, park officers were found to have acted in accordance with department policy and training standards. This number continues to be reflective of the ever increasing dangers that officers face in the course of promoting public safety in Ohio State Parks.

TYPE OF RESPONSE TO RESISTANCE USED

Unholster Weapon	15
Bodily Force	3
Chemical Agent	0
Vehicle Pursuit	4
Injury to Officer	0
Road Block	0
Display Shotgun	0
Suspect Injury	1
Baton	0
Canine	0
CEW	1
Unholster CEW	14
Patrol Rifle	0

Customer Service - Visitor Occasions

Total visitor occasions for day use and overnight stays increased by 1.1% overall, although overnight stays declined by 6.6%. Cool and wet weather in the early summer, followed by severe storms and hot summer temperatures put a damper on camping, although the fall season improved significantly. Use of reservable shelters and activity rooms increased by 43.9%, boosted by their inclusion in the centralized reservation system, and new offerings at Wingfoot Lake.

State Park	2010 Total Visitor Occasions		
Adams Lake	160,451	Lake Hope	671,117
Alum Creek	1,841,162	Lake Logan	228,378
AW Marion	423,610	Lake Loramie	425,199
Barkcamp	318,579	Lake Milton	719,159
Beaver Creek	294,948	Lake White	27,981
Blue Rock	137,194	Little Miami	409,107
Buck Creek	384,702	Madison Lake	155,255
Buckeye Lake	461,330	Malabar Farm	185,359
Burr Oak	326,983	Marblehead Lighthouse	1,200,148
Caesar Creek	3,477,462	Mary Jane Thurston	161,295
Cleveland Lakefront	9,285,452	Maumee Bay	1,054,019
Cowan Lake	1,839,996	Mohican	715,753
Deer Creek	1,046,334	Mosquito Lake	1,104,885
Delaware	550,704	Mt Gilead	73,274
Dillon	542,698	Muskingum River Parkway	311,342
East Fork	804,394	Nelson Kennedy Ledges	37,705
East Harbor	1,559,915	Paint Creek	495,951
Findley	543,362	Pike Lake	121,919
Forked Run	199,215	Portage Lakes	1,076,044
Geneva	729,138	Punderson	631,558
Grand Lake St Marys	476,997	Pymatuning	639,924
Great Seal	14,438	Quail Hollow	269,978
Guilford Lake	163,309	Rocky Fork	618,153
Harrison Lake	358,889	Salt Fork	1,414,989
Headlands Beach	4,367,619	Scioto Trail	32,645
Hocking Hills	2,942,244	Shawnee	290,403
Hueston Woods	2,721,359	Stonelick	181,200
Independence Dam	65,841	Strouds Run	449,914
Indian Lake	1,536,315	Sycamore	274,764
Jackson Lake	39,070	Tar Hollow	93,464
Jefferson Lake	94,204	Tinkers Creek	21,685
John Bryan	197,804	Van Buren	92,692
Kiser Lake	484,926	West Branch	472,930
Lake Alma	82,651	Wingfoot Lake	83,762
Lake Erie Islands	1,055,136	Wolf Run	69,024
		TOTAL	54,339,406

Partnerships and Outreach

Our employees, volunteers, community support groups and business partners joined forces to develop an impressive list of new recreational facilities and hosted a tremendous number of events in our parks.



Girl Scouts pitching in at Lake Alma

FRIENDS GROUPS AND SUPPORT GROUPS

Members of 55 friends' groups were actively involved raising funds, planning and building improvement projects in parks. Fundraising was done in a variety of ways, including grant writing, auctions, car shows, providing food at special events, etc. Projects funded by the friends groups include:

- New archery range at Lake Hope;
- New disc golf courses at Hueston Woods and Mt. Gilead;
- New nature center at Deer Creek;
- New shelterhouse at Findley;
- New shelterhouse at Kiser Lake;
- New shelterhouses at Salt Fork and continuing improvements at the Kennedy Stone House;
- New storage building for bicycles and firewood at the Maumee Bay campground;
- Improvements to the amphitheater at Findley;
- Improvements to the disc golf courses at Alum Creek, Delaware, Dillon, Portage Lakes and Punderson;
- Improvements to the dog park at Alum Creek, including lights and a beach for small dogs;
- Improvements and added amenities at the Mosquito Lake dog park;
- Improvements to the mansion and grounds at Quail Hollow;
- Improvements to the pioneer village at Beaver Creek, and expansion of the pioneer village at Mohican;
- Trail improvements at John Bryan;
- Trail safety improvements at the Little Miami trail that included paving bridges with a non-slip asphalt surface, erosion control, and ongoing clean-up and maintenance projects along the entire trail.

Friends and volunteer groups also assisted parks with special events, and initiated a variety of new events to make the parks inviting to more community groups and families. For example, the new campground friends' group at Jackson Lake sponsored two turkey shoots which attracted enthusiastic participants to the park, and raised several thousand dollars for park improvements.

The Friends for the Preservation of Ohio State Parks, the nonprofit advocacy and umbrella organization for individual park groups, marked its seventh year by hosting two statewide meetings. The Spring Symposium drew a record turnout to Maumee Bay State Park lodge. The agenda included an update on the FPOSP legislative advocacy program, along with breakout sessions on how to plan and fund park improvement projects, recruiting and retaining members, fundraising strategies, etc.

The FPOSP continued to serve in a leadership role with the Ohio Natural Resources Stakeholder Group, a coalition of more than 20 statewide conservation, sportsmen, recreation, environmental, tourism and labor organizations that advocate for stable and sustainable funding for Ohio State Parks, as well as the divisions of Forestry, Natural Areas and Preserves, and Soil and Water Conservation.

VOLUNTEER PROGRAM

The Ohio State Parks Volunteer Program marked its 29th year with record enrollment of more than 7,600 people who provided a wide variety of service to the parks. Duties ranged from trail maintenance and park beautification projects to campground hosting and assisting at special events. The volunteers provided more than 390,000 service hours, also an all-time high.

More than 300 volunteers from across the state attended the annual volunteer campout, held at Caesar Creek. Park staff and volunteers in the Cowan Lake region hosted the event, and the friends group provided food for the weekend. In addition to informational meetings, the volunteers enjoyed tours of local recreational and historic attractions, environmental programs including hikes and lake tours, and entertainment.

The annual Volunteer Park-of-the-Year Award was presented to the Cowan Lake Region for its variety of volunteer and friends' group opportunities and for the large number of volunteers and projects. The region has traditional campground volunteers as well as nature center and sailing group volunteers, and boasts a very active friends' group on the Little Miami trail. Two parks received Honorable Mention awards – Scioto Trail for its active volunteer program that shows the impact that a small park's group can have, and Shawnee for its rapidly growing volunteer program and the park's commitment to recruiting young people into the program.

OHIO STATE PARKS LEGACY FOUNDATION

In its fifth year, the Ohio State Parks Legacy Foundation distributed its largest amount of funds in grants. The foundation awarded grants to Findley for a butterfly watching facility; to Little Miami for a storage building; to Paint Creek for development of a disc golf course; and to Lake Alma for a playground project.

COMMUNITY PARTNERSHIPS

An Eagle Scout project to replace the footbridge on Mohican's Lyon's Falls Trail was completed with assistance from the Mohican park and forest staff, along with local volunteers. Materials for the bridge replacement were provided by the Mohican Trails Club through a \$1,500 grant from the National Trails Fund, which is the first such grant awarded to a trail project in Ohio.

Other Eagle Scout projects include replacement of a footbridge on a lakeside trail at A.W. Marion; relocation of Beaver Creek's existing archery range to accommodate the planned expansion of the park's Wildlife Center; brush removal and parking lot improvements at Buck Creek; construction of a new amphitheater at Dillon, and bridge repairs on Dillon's hiking and mountain biking trails; construction of four benches as well as landscaping along a Lake Loramie hiking trail, and construction of a bird observation blind on Lake Loramie's Blackberry Island; installation of a bulletin board at Mosquito Lake's dog park; construction of a fire pit at Quail Hollow's group camp area, removal of old wooden steps in Quail Hollow's historic rock garden, and installation of wood duck and warbler nest boxes in Quail Hollow's wetland area; construction of 10 benches along hiking trails at Salt Fork; re-decking a footbridge on a Tar Hollow hiking trail, and refurbishing an existing camping shelter at Tar Hollow; construction of fishing piers at Tinker's Creek; and installation of 6 new park benches at West Branch.

A partnership between John Bryan and the Miami Valley Astronomical Society benefited park visitors, as well as the astronomical society and the local community. The astronomical society provided stargaz-



Astronomy program at John Bryan

ing programs specifically for campers at John Bryan, in addition to public programs at the John Bryan Observatory, which is located at the park. The park reciprocated with improvements to the observatory building, grounds and parking area.

In partnership with the physical education department at Troy High School, more than 300 students attended a 3-day physical education event at Hueston Woods including outdoor activities and service projects including clearing the area around the park's new disc golf course, mulching trees, painting buildings and picking up litter.

Through a partnership with Miami University, a high-tech lake and weather monitoring buoy was placed in Hueston Woods' Acton Lake. The buoy provides data on turbidity, dissolved oxygen, pH and water temperature at various depths, as well as the wind speed and direction, air temperature, relative humidity and barometric pressure. The information may be used by anglers and boaters, as well as Miami University students who are studying lake ecology. A display in the park's nature center explains the monitoring program and provides readouts.

The Maumee Bay region partnered with the Defiance County Chapter of the Ohio Genealogical Society on a project to recognize soldiers of the War of 1812 interred at Independence Dam. The Genealogical Society and a local veterans group raised \$6,000 for a monument and historical marker listing the names of some 300 soldiers from nearby "Fort Starvation" whose bones were exhumed during the construction of the Miami and Erie Canal in the mid 1800s, and reburied at Independence Dam. To facilitate the project, the park re-striped the parking lot near the marker site, and relocated the handicapped parking section closer to the marker.

Grand Lake St. Marys and Lake Loramie collaborated with the Miami and Erie Canal Corridor Association (MECCA), the village of New Bremen, and the local chamber of commerce and historical society to enhance the region's tourism potential with the opening of the Lock Keeper's House Museum, which features canal history exhibits and artifacts. The parks also cooperated with local groups sponsoring hiking and fitness events along the canal corridor, including St. Marys Hospital's "Road to Fitness Challenge" series and the city of St. Marys' "Walk with Nature" along the canal towpath trail.

Improvements to bridle trails and equestrian camps and facilities were made at a number of parks in collaboration with local chapters of the Ohio Horseman's Council (OHC). At Great Seal, OHC volunteers helped clear brush, install picket lines, and dress and lengthen camping pads with fresh gravel. At Salt Fork, OHC volunteers converted a partially completed mountain biking trail into a useable 8-mile bridle trail. Trail maintenance was performed during volunteer work days at a number of other parks with bridle trails including Buck Creek, Caesar Creek, Deer Creek and East Fork.

Parks continued their partnership with the Ohio Mountain Bike Championship (OMBC) Series, now in its sixth year. Twelve parks participated by hosting mountain bike races over weekends that included a Get Fit Naturally component for young people. More than 2,000 mountain bikers participated in the series, including children who received safety training as well as the chance to ride in races by age group and improve their physical fitness as part of the division's Get Fit Naturally program.

OUTREACH

Buck Creek hosted a campfire and campout program for the Haugland Autism Group to provide an enriching camping experience and educational nature programs for seven autistic children and their families.

East Fork hosted an overnight camping and nature program for the Findlay Street Neighborhood House, as part of the summer day camp program for disadvantaged inner-city youth of Cincinnati.

For the second year, Lake Milton provided a day camp for at-risk youth in 4th, 5th and 6th grades, in partnership with township trustees, a local elementary school, and the Mahoning County Juvenile Court. Forty children registered for the camp, which featured nature programs and naturalist-led outdoor recreational activities, along with lunch provided by the lake homeowner's association.

In cooperation with the Greater Cincinnati Rowing Foundation, East Fork served as a training venue for the Iraqi National Rowing Team during their eight-week visit to the U.S. to train for the Asian Games in November, and ultimately the 2012 Olympic Games. The park joined the greater Cincinnati community in welcoming the athletes and providing logistical support for their training efforts.



Buck Creek campout program

Polar bear plunges held at Geneva, Grand Lake St. Marys, Indian Lake, Mosquito Lake and Portage Lakes attracted hundreds of plungers along with thousands of spectators, and raised hundreds of thousands of dollars for causes including Special Olympics and the American Cancer Society.

INTER-AGENCY PARTNERSHIPS

The ongoing partnership between Malabar Farm and the Mansfield Correctional Institute (MANCI) continued with benefits for parks and the public. For the second year, the MANCI inmates tilled, planted and harvested a vegetable crop at Malabar Farm to provide food for the Second Harvest Food Bank. MANCI provided the seed and fertilizer, as well as most of the labor for the project, which yielded 49,500 pounds of butternut squash, a 500% increase over last year's harvest.

The MANCI crew also assisted with livestock breeding, replaced several hundred feet of fence on Mt. Jeez, developed an historic display in the Pugh Cabin, and rebuilt farm machinery including a culti-packer, baler, scraper and landscape trailer. In addition to the projects at Malabar Farm, MANCI also assisted Alum Creek by rebuilding three pontoon boats.

The Cowan Lake region received a \$13,396 Boating Safety Education Grant from the Division of Watercraft to provide canoes for the park's lake canoe program.

In cooperation with the Division of Wildlife, Deer Creek offered special hunting opportunities for the Disabled American Veterans, along with a special youth hunt.

East Fork staff collaborated with the Clermont County Soil & Water Conservation district on a grant-funded study of the Middle East Fork Watershed and development of a management plan. Staff from the Deer Creek region met with two watershed management groups in the Buckeye Lake region concerned about water flow from tributaries, and lake water quality.

Recovery Conservation Corps

In its second year, the Recovery Conservation Corps (RCC) continued to provide employment opportunities with public benefit for young Ohioans. Although funding from the American Recovery and Reinvestment Act (ARRA) was no longer available, several parks continued to partner with the Ohio Department of Jobs and Family Services (ODJFS) as well as with local and regional non-profit service agencies that focus on teens and young adults. By utilizing alternative funding such as Temporary Assistance for Needy Families (TANF) funds, 123 RCC workers were employed in 14 state parks, 9 state nature preserves and the DNR area at the Ohio State Fairgrounds.

Projects undertaken by the RCC crews include trail maintenance, painting of interpretive signs, pulling invasive species and clearing flood debris at Adams Lake; custodial work, plumbing, carpentry and masonry projects at Buck Creek; painting, trimming, trail maintenance and boat dock repairs at Burr Oak and Forked Run; cleaning fire rings at Caesar Creek and Cowan Lake; cleaning fire rings and removing ash trees at Harrison Lake; continued cottage improvements and developing an archery range at Lake Hope; painting buildings, removing fallen trees, trimming brush, and cleaning up graffiti at Punderson, Nelson Kennedy Ledges and Tinkers Creek; and repairing golf course bunkers and storm clean-up at Salt Fork.

CORPORATE PARTNERSHIPS

Through an agreement with the centralized reservation system provider, ActiveNetwork, state park customers are offered complimentary subscriptions to an e-newsletter, and customers who complete an on-line reservation are eligible for a free one-year subscription to an outdoor magazine. As part of this partnership, Active Network also provides product sampling opportunities for customers. As a result, 20,000 samples of Clif Bars were distributed in several state parks and in the Ohio State Parks area of the Ohio State Fair.

In addition to producing 100,000 copies of the Ohio State Parks Welcome Kit (valued at \$15,000) free of charge to the division, the partnership with Government Solutions Group (GSG) yielded cash donations, as well. Ohio State Parks received a donation of \$4,108 for purchasing and planting trees, courtesy of one of the Welcome Kit corporate sponsors, Odwalla Inc.

Deer Creek's golf course personnel exchanged information regarding best practices with the New Albany Country Club staff, and a partnership was initiated to share specialty tools and equipment.



Livestock at Malabar Farm

Resource Management

Recreational water quality has become a primary focus of Ohio State Parks' resource management efforts. Energy conservation, recreational trail development, and initiatives to enhance biological diversity remain important components of Ohio State Parks' resource stewardship.



Mountain biking trail enthusiasts

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. The requests of eleven adjacent land owners were satisfied through the sale of 4.0965 acres of surplus property at four state parks. These parcels were sold for a total of \$22,806. At Portage Lakes, a 5.65-acre parcel with a structure, referred to as the Tudor House, was transferred to the City of New Franklin. A 39.94-acre parcel at Beaver Creek was transferred to the Columbiana County Park District. At West Branch, a 1.26 permanent easement was sold for \$2,100. A landowner donated a 0.21-acre parcel adjacent to Burr Oak. Boundary line agreements at Lake Loramie and Burr Oak resulted in a net gain of 1.18 acres. As a result of these transactions, Ohio State Parks reduced its holdings by a net total of 49.56 acres, with a total income of \$24,906.

More than 50 leases, licenses, right of entries, and memoranda of understanding were issued at 26 parks to allow organizations and individuals to access state land for various purposes.



Wetland habitat

CANAL LANDS

For the second year, Ohio State Parks was responsible for the operational management of the canal lands, including real estate sales and leases. The day-to-day operations of the watered sections of the historic Miami and Erie Canal were managed through Grand Lake St. Marys, while the Ohio and Erie Canal sections were managed through Portage Lakes. The Division of Soil & Water Resources continued to manage water sales and water leases, while the Division of Engineering provided oversight of hydraulic operations. Land and water lease revenues, along with approved canal land sales continued to supplement GRF funding for the Canal Lands Program. Receipts from 305 active leases, royalty payments and approved sales totaled \$376,540, a 13% increase in revenue over last year.

WETLAND PROJECTS

Wetland determinations were conducted at Buckeye Lake, Grand Lake St. Marys, Indian Lake, and Lake Loramie in preparation for various park improvement projects.

Vegetation management, including spraying of invasive species, was conducted at Middle Bass Island, and in Fox Marsh, a high quality natural wetland at North Bass Island. The spraying was accomplished in cooperation with the Division of Wildlife to enhance the habitat value of the marsh, and to fulfill mitigation requirements resulting from the development of the Middle Bass Island marina.

A wetland was developed at Stonelick in partnership with a local landowner to provide valuable wildlife habitat for the area. The wetland spans 8.5 acres, which includes 1.25 acres on state property. Several agencies provided assistance with this project, including the Clermont County Soil and Water Conservation District, the Ohio Department of Agriculture Extension, the Natural Resources Conservation Service, and the Division of Wildlife.

WATERWAY IMPROVEMENTS

The focus of dredging and other waterway improvement projects is the enhancement of harbors, channels, and waterways to foster vessel safety. Approximately 550,000 cubic yards of sediment were dredged from Ohio State Park waterways, including Buckeye Lake, Delaware Lake marina, Grand Lake St. Marys, Indian Lake, Lake Loramie, Portage Lakes, Rocky Fork Lake, Shawnee's Turkey Creek Lake and Roosevelt Lake, and the Muskingum River Parkway, the nuisance aquatic vegetation harvesting program provided safe access for boaters into waterways otherwise choked with vegetation and not navigable. Approximately four million pounds of nuisance weeds were removed from 14 state park waterways.

BEACH SAMPLING AND RECREATIONAL WATER QUALITY

Throughout the swimming season, Ohio State Park beaches were monitored for bacterial contamination by *E. coli* in accordance with guidelines established by the Ohio Department of Health. Advisories were posted at beaches where the total amount of *E. coli* was found to exceed 235 colony forming units per 100ml of sample. Sixty-five advisories were issued at 29 of 67 inland state park beaches and 95 advisories were issued at 10 of the 12 Lake Erie beach sampling locations in state parks. Many of these advisories were single-day postings, although longer postings did occur.

Lake water quality became a concern statewide, as blue-green algae blooms were detected at 19 parks. Although cyanobacteria, commonly known as blue green algae, are naturally found in Ohio lakes and are not harmful by themselves, they have the potential to produce toxins that can harm human and pet health. Hot weather through the summer encouraged algae growth at many lakes, resulting in noticeable algae blooms. In the absence of state standards for a safe threshold of expo-

sure, the public was advised whenever a blue-green algae bloom was detected on any state park lake or Lake Erie beach, through a bloom advisory, toxin advisory, or no contact advisory.

For the second year, Grand Lake St. Marys continued to experience the most severe problems with sizable blooms throughout the summer capable of producing liver toxins, as well as a different species of cyanobacteria that may produce neurotoxins. A multi-agency action plan announced in July provided strategies to reduce phosphorus, the primary nutrient responsible for the proliferation of algae. Recommended actions include limiting phosphorus discharges from wastewater treatment plants, improving manure hauling practices, and strengthening regulation of manure application on farm fields and management of runoff from livestock feedlots. As part of the action plan, a pilot project was undertaken in September to treat a section of the lake with aluminum sulfate to inactivate phosphorus.

As a result of the lake water quality issue, camping and dock rentals at several parks declined significantly, and several special events were cancelled. In August, a 50% discount on camping, getaway rentals and shelterhouse rentals was offered at Grand Lake St. Marys to attract tourists to the area to enjoy recreational activities that are not water-based.

RECREATIONAL TRAILS

The Recreational Trails Program provided grant funding for several trail improvements and new trails. Maumee Bay completed phase I of a project to reconstruct and resurface 4.6 miles of paved jogging and bicycling trail through a \$150,000 grant. Deer Creek received an \$8,000 grant for construction of an additional 6 miles of mountain biking trails connecting the lodge, group camp area and campground to the existing 2-mile trail. Hueston Woods was awarded two grants totaling \$18,024 for restoration of more than 20 miles of equestrian trails and improvements to 15 miles of mountain biking trails, along with trail signage and maintenance equipment. Sycamore received \$3,976 for restoration of 20 miles of equestrian trails, including re-routing of three problem areas. West Branch was awarded two grants totaling \$20,000 for the purchase of a Romtec to be installed at the trailhead for the convenience of mountain bike trail users as well as boaters.

The State Recreation Vehicle Fund Advisory Board was established to gather input from the motorized trail community for the expansion of motorized trail opportunities across the state. The board includes representatives of the Ohio Motorized Trail Association, the Ohio State Snowmobile Association, the Ohio Automotive Dealers Association, and the American Motorcycle Association, along with members representing individual trail riders, 4x4 riders, and elected officials.

Continuing work on the statewide non-motorized trails plan included updates to the trails database, and information gathering from the Rails to Trails Conservancy and ODOT.

The Friends of the Little Miami paved the decks of 4 wooden bridges on the Little Miami Trail, completing a project initiated last year to provide a safer surface on all 15 bridges along the trail. The park replaced the large culvert at Loveland to improve drainage and reduce erosion.

At John Bryan, the Miami Valley Mountain Biking Association built a 2.5 mile multi-use extension to the park's mountain biking trails, bringing the total mountain biking trail system at the park to 12 miles. At Cowan Lake, a local volunteer trails group repaired 5 bridges on the park's campground trail system. In its second year, the Hocking Hills Trail Trolls group increased its membership to 64 volunteers who donated hundreds of hours of trail maintenance and repairs at Hocking Hills, and developed a new nature trail at Lake Logan.



Trail Volunteer at John Bryan

BIOLOGICAL DIVERSITY AND WILDLIFE MANAGEMENT

East Fork continued to collaborate with the Wild Turkey Federation, Quail Forever, and the Division of Wildlife on a prairie planting project to enhance the overall habitat and create corridors for turkey and quail.

Purple martin houses were installed by a volunteer at Indian Lake's campground at the West Bank area to encourage the insect eating birds to nest there. The Buckeye Martifest at Portage Lakes, held in conjunction with the Division of Wildlife and Summit County MetroParks, gave more than 80 birders the opportunity to feed and band young martins.

At Buck Creek, a cooperative project with the U.S. Army Corps of Engineers, Division of Wildlife, and Friends of C.J. Brown Reservoir to place fish attracting structures in the lake was completed, and a map providing the GPS coordinates of the structures was developed for use by the public. At Indian Lake, the Ohio Bass Nation donated \$57,000 to fund rip rap stone placement in the lake to improve fish habitat, and also partnered with the Division of Wildlife and local high school students to install 100 "bass condos" in the Lucy's Pond area. At Shawnee, Christmas trees donated by area residents were recycled as fish habitat structures in Turkey Creek Lake.

SUSTAINABLE PRACTICES AND GREEN INITIATIVES

The "Carry In Carry Out" program continued in day-use areas at 31 parks, and was introduced in day-use areas at Mosquito Lake, bringing the total number of participating parks to 32. After some initial complaints by the public as the program is introduced at new parks, the program has been generally well received by park visitors, and effective at eliminating the accumulation of trash in remote park areas. The annual cost savings from reduced trash collection at Mosquito Lake is estimated at \$5,500.

The waterway and construction crews worked with fuel vendors statewide to initiate a pilot program to utilize bio-diesel during the summer months for the hydraulic suction dredges. More than 7,000 gallons of bio-diesel were used with satisfactory results.

A 10KW wind turbine was installed at the Maumee Bay lodge to help generate power for the facility. Staff at Cleveland Lakefront cooperated with an independent contractor to provide locations for monitoring equipment to study the impact of wind turbines on migratory birds and bats in the Lake Erie region.

Shawnee implemented a recycling program with a large commingle recycling bin for use by park guests. More than 30,000 pounds of steel were recycled as part of the demolition and construction work for the preparation of Wingfoot Lake's grand opening.

Rain gardens were constructed at Cleveland Lakefront's Wildwood Park, and at West Branch. At West Branch, the rain garden was built as an Earth Day project by Kent State University students to capture and filter parking lot runoff before it reaches the reservoir.

Solar lighting has been installed at boat launch ramps at East Fork and Shawnee. Solar tubes were installed in restrooms at Rocky Fork, and skylights were installed in restrooms at Shawnee to reduce the need for electric lights. Solar panels were placed on new Romtec restrooms at North Bass Island.

"No Heat/No Cool" policies to conserve energy at park office and maintenance buildings were observed during mild spring weather at Burr Oak, in September at Deer Creek and Tar Hollow, and for the third consecutive year during the month of May at Lake Hope.

Wind turbine



The Buckeye Lake Dredge Crew and the Statewide Waterway Section shared office space over the winter months for energy conservation and operational efficiency. The Rocky Fork region has realized significant energy and utility savings by consolidating staff and eliminating the Paint Creek park office and Rocky Fork maintenance shop. Other energy saving measures adopted by various parks included placing timers on thermostats and light fixtures, replacing incandescent bulbs with compact fluorescents, installing interior roof blankets and solar attic fans, using readily available firewood to heat maintenance shops, and replacing wood doors with insulated steel doors.

MANAGEMENT OF NUISANCE SPECIES

Fourteen counties were added to the emerald ash borer (EAB) quarantine area by the Ohio Department of Agriculture in January, bringing the total number of parks in the quarantine zone to 49, including Adams Lake, Cowan Lake, Geneva, Headlands Beach, Madison Lake, Mosquito Lake, Paint Creek, Punderson, Pymatuning, Rocky Fork, Scioto Trail and Tar Hollow. With the EAB detected in more than 60 counties, and active infestations observed in broad bands of contiguous counties in northern and western Ohio, along with the Wayne National Forest, the ODA declared the entire state a quarantine zone in September. Campers are still discouraged from moving firewood within the state, however, to help curb the spread of new infestations.

More than 300 ash trees were removed in northwest Ohio parks, including Catawba Island, East Harbor, Harrison Lake, Marblehead Lighthouse, and Mary Jane Thurston.

Ohio State Parks continued to cooperate with the Ohio Department of Agriculture's ongoing efforts to control the gypsy moth, which defoliates some 300 species of trees and shrubs. Several park areas were included in ODA's gypsy moth control program, including spot treatment of infested areas with either a chemical insecticide (Dimilin), and bacterial agent (*Bacillus thuringiensis*), or a pheromone which disrupts the mating process (SPLAT, Gypchek).

Efforts to control non-native invasive plant species include an ongoing program at Mohican to eliminate garlic mustard and Japanese knotweed, and garlic mustard pulls at several parks including Little Miami and Strouds Run. Deer Creek partnered with the Division of Wildlife, Natural Areas and Preserves staff, and the Soil Conservation Service to control the spread of autumn olive and honeysuckle in the campground.

Nuisance beaver trapping permits were issued at Geneva, Jackson Lake, Lake Alma and West Branch to alleviate flooding, and a raccoon hunting lottery was held at Burr Oak to help curb encounters with campers. Successful efforts to control Canada goose populations include the annual goose round-up at Pymatuning, coyote decoys at Salt Fork, nest and egg disruption at Mosquito Lake. Salt Fork held special permit-only deer hunts in designated areas of the park that are over-populated with white tailed deer.

NATURAL RESOURCE MANAGEMENT PLANS

No new natural resource management plans (NRMPs) were completed, although 42 NRMPs had previously been approved and have been employed by parks in their management, planning and development activities.

SPECIAL DESIGNATIONS

The Caldwell Lake Dam at Scioto Trail was recognized as the best maintained dam by the Water Management Association's Ohio Dam Safety Organization.



Volunteer park clean-up



Portage Lakes region staff

Professional Development

Ohio State Parks' workforce continued to be reduced, with 6% fewer employees in permanent positions, primarily in management and skilled crafts. Despite this downsizing, however, employees continued to provide excellent service for customers. Employee recognition programs continued to recognize outstanding effort, and boost morale.

Personnel

Numbers of permanent employees by general job categories are:

Administration	8
Professional and Technical	115
Clerical/Office Support	32
Skilled Craft	121
Protective Services	78
Operational Support	61
Total Permanent Employees	415

PERSONNEL

During the peak season, Ohio State Parks employed a workforce of 415 permanent and 887 less-than full-time employees.

The number of park regions was reduced to 23 as regions were reconfigured to better utilize staff resources. The Buck Creek region was expanded to include Kiser Lake, which had previously been part of the Indian Lake region. Likewise, the Indian Lake region was expanded to include both Grand Lake St. Marys and Lake Loramie, which were previously a two-park regional unit.

The addition of Wingfoot Lake to the state park system resulted in the temporary redirection of labor and resources as regional parks statewide assisted in the large task of preparing the park for its grand opening in August. Due to the availability of office and maintenance space at the park, the regional headquarters for the Portage Lakes region was transferred to Wingfoot Lake.

The statewide cost savings days program continued for the second year. Full-time employees participated with a mandatory reduction of 80 hours and commensurate pay, while part-time employees were impacted by forfeiting 4 hours of holiday pay in each of the 10 state holidays.

Employee Development Programs

TRAINING

The Ohio Certified Public Manager Program (OCPM) continued for the second year after its reintroduction to Ohio government employees. The revised program continues to address the core competencies of management, with additional emphasis placed on developing budget priorities and spending plans, and monitoring and controlling expenditures to ensure that resources are expended in ways that support the organization's mission. Since its inception in 1998, 63 division employees have graduated from, or are currently enrolled in the OCPM program.

Marketing Manager Patti Barnett, a graduate of the first OCPM cohort, received the 2010 Ohio Certified Public Manager of the Year award for fostering leadership and professionalism in public service.

Monthly regional managers' meetings continued, and all managers meetings were held at Hocking Hills in April, and at Wingfoot Lake in September.

Administrative support meetings continued to be held in conjunction with regional manager meetings to reduce overall travel time and expense. Topics covered include worker's compensation and disability issues, seasonal interruptions, health insurance, cost savings days and coding of payroll, and updates on the centralized reservation and point-of-sale systems.

In addition to in-house refresher courses in open records and ethics, business staff received advanced training in Excel spreadsheets, OAKS business intelligence reporting software, and navigation through Cognos software for business applications.

Waterway and Construction Section staff attended monthly safety meetings covering topics of current industry concern and seasonal relevance. During the annual training meeting, equipment operators received hands-on instruction in the operation of large excavators using a state-of-the-art training simulator. The simulator was developed by, and is used for, heavy equipment manufacturers and leading technical schools.

The customary annual in-service training for law enforcement personnel was not held due to budget constraints; however, commissioned personnel received recertification for first aid and CPR, as well as conducted energy weapons. In addition, all park officers qualified on the issued handgun and shotgun, and received four hours of advanced firearms training. Online training opportunities available through the Ohio Attorney General's Office were utilized to provide all commissioned personnel with a course on awareness of human trafficking.

A total of 57 commissioned officers participated in the annual physical fitness assessments and testing. Thirty of the participants were hired after January 1, 2004 and are required to pass an annual fitness test, while the remainder took the test voluntarily.

IN MEMORIAM

We are deeply saddened by the loss of friends and coworkers Madeline Anderson, NRW at East Fork; Patricia Beebe, Account Clerk 3 at Punderson; Jane Burt, NRW at Salt Fork; and Roselyn Laurent, NRS at Deer Creek.



Team of the Year,
Mosquito Lake Dog Park

Employee Recognition Programs

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. A total of 11 teams comprised of 99 individuals were recognized during the program's twelfth year. They are:

- Blackhawk Shelter Renovation Team
- Buck Creek Elderly Outreach Team
- Buck Creek Thor Ronemus Memorial Team
- Deer Creek Nature Center Team
- Geneva Archery Range Team
- Indian Lake Marine Patrol Team
- Indian Lake Playground Structure Team
- John Bryan Trail Day Team
- Salt Fork Treatment Plant Team
- Statewide 2010 Dredge Barge Renovation Team
- Wingfoot Lake Projects 2009-2010 Team

The Team of the Year Award was presented to the Mosquito Lake Dog Park Team. Park employees and volunteers worked together to build a five acre off-leash dog park at Mosquito Lake. The team completed construction in six weeks and transformed an unused, overgrown picnic area near the beach. The dog park has a separate area for large and small dogs and includes a swim area just for canines.

DIVISION LIFESAVING AWARDS

Twelve individuals were recognized for their participation in lifesaving actions of a distinguished nature. Four recipients were Ohio State Parks employees, while other award recipients included township fire personnel and park visitors.

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:

- Russ Knepper**, Assistant Park Manager, Caesar Creek
- Caleb Harrah**, Lifeguard, Geneva

The Lifesaving Team Award was presented to the following employees whose team actions saved or attempted to save the life of another:

- Richard Polk**, Park Officer, Mosquito Lake
- Albert Campana**, Park Officer, Mosquito Lake

Professional Recognition

The traditional professional recognition award program was modified with new awards to honor the division's most outstanding professional employee, as well as exceptional individuals working in the disciplines of park management and law enforcement management. A new award category to honor volunteer groups who assist with Ohio State Parks' extensive trail system was also introduced.

Professional of the Year Award

Scott Fletcher, manager at the Central Office, received the Professional of the Year Award, created to recognize an individual's contribution to the organization and to the citizens of Ohio. With an un-matched can-do attitude, Scott's many accomplishments include co-organization of the Flickinger Leadership Academy, development of the division's customer service training program, coordination of the Recovery Conservation Corps program, and management of the division's naturalist program.

Manager of the Year Award



Chris Grupenhof, Regional Manager of Shawnee and Adams Lake, received the division's Manager of the Year Award. Over his career, Chris has taken on many assignments,

from naturalist aide, to park officer, to assistant park manager, park manager, and regional manager. Chris has made an exceptionally positive impact thorough his ability to empower and motivate staff, face a challenge, and engage outside groups to work productively with the parks.

Law Enforcement Supervisor of the Year Award

Russ Knepper, Assistant Park Manager and Law Enforcement Supervisor for the Cowan Lake region, received the Law Enforcement Supervisor of the Year Award for his leadership, commitment, and support of the law enforcement staff as well as the division's law enforcement program. Under Russ' leadership, the Cowan Lake region has had impressive success with law enforcement actions. A strong advocate of training, Russ has organized several specialized classes for the region's park officers, and throughout his career, he has served the division as a firearms instructor, an ASP instructor, and a STOPS instructor.



Trail Partnership of the Year Award

The Cleveland Area Mountain Bike Association was recognized with the Trail Partnership of the Year Award for the group's diligent research, design, and establishment of a 7-mile sustainable mountain bike trail system at West Branch. Over the past 8 years, the CAMBA contributed 5,941 hours to build and maintain this trail, which is now highly-regarded in Northeast Ohio for its length, diversity, and terrain, and will benefit thousands of biking enthusiasts.

EMPLOYEE OF THE QUARTER

In its eighteenth year, the Employee of the Quarter Award program recognized four employees each quarter for outstanding performance and service to the division. To date, 270 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

Patricia Burgett, Geneva - Admin. Support
Russell Cain, Caesar Creek - Maintenance
Caleb Brecheisen, Mohican - Law Enforcement
Kim Caris, Central Office, Development - Mgmt.

Spring Quarter

Nicole Lovett, Paint Creek - Admin. Support
Jerry Pollock, Dillon - Maintenance
Lyndell Elias, West Branch - Law Enforcement
Victor Ricks, Alum Creek - Mgmt.

Summer Quarter

Karla LaChance, Findley - Admin. Support
Brian Copas, Shawnee - Maintenance
Brent Davis, Salt Fork - Law Enforcement
Lonnie Snow, Hueston Woods - Mgmt.

Fall Quarter

Program temporarily suspended

Infrastructure Improvements

Preparing Ohio's newest state park for visitors, making campers more comfortable with upgraded electrical service, providing better facilities for boaters, and working behind-the-scenes to protect water quality and improve dams were the focus of projects undertaken through various facility improvement funds at an estimated total cost of \$13.1 million.

Finishing touches at Wingfoot Lake



NATUREWORKS - OHIO'S NATURAL INVESTMENT

In its 16th year, the NatureWorks program for state park improvements provided partial funding for a number of facility rehabilitation projects.

In preparation for the grand opening of Wingfoot Lake, Ohio's newest state park, roads and walking paths were repaved and striped throughout the park. In addition, the park buildings received a fresh coat of paint or stain, the existing electrical service was upgraded in several buildings, several roofs were repaired or replaced, and new floors were installed. Restrooms throughout the park were rehabilitated, the existing water system was replaced parkwide, and wastewater system improvements were made where necessary.

At Middle Bass Island, foundations were constructed, and manufactured housing units assembled off-site were placed on the foundations. Remaining work, to be completed in spring of 2011, includes installation of supporting water, wastewater and electrical utility infrastructure, along with site restoration. Construction work was completed on a restroom/shower pavilion adjacent to the marina basin to serve park visitors.

The third and final phase of campground electrical upgrades at Indian Lake was completed. The project entailed replacement of 30 amp power supply pedestals with new 50 amp pedestals at 236 campsites; installation of new electrical distribution equipment; and upgraded electrical service to restrooms, shower buildings, the camp commissary and other structures within the campground.

Work was initiated on upgrades to the campground electric at East Fork, including replacement of existing 30 amp recreational vehicle power supply pedestals with new 50 amp pedestals at a total of 335 sites within the campground. New electric distribution equipment will also be installed to serve the new pedestals, along with upgrades to electrical service at the existing campground wash houses. All work on this project is scheduled for completion in the spring of 2011.

A guard wall at Lock #9 (Philo) on the Muskingum River Parkway was removed, and an underwater assessment of the adjacent structures was performed to ensure the safety of boaters and area residents. In February, the concrete guard wall located adjacent to the downstream river wall at Lock #9 suffered a foundation failure and collapsed into the channel, making the lock impassible to river traffic. Following the removal of the guard wall debris, the adjacent lock wall and a nearby vehicle bridge pier were examined and determined to be sound.

Progress continued on investigative work, alternatives analysis, and design of water and wastewater system improvements at Hueston Woods.

CAPITAL IMPROVEMENT PROJECTS

Several renovation and improvement projects were undertaken using capital funding sources other than, or in addition to, NatureWorks.

Construction work was completed on a new dump station, as well as installation of a new pre-fabricated flush restroom at Punderson. Construction was also completed on a pre-fabricated non-flush restroom, a pre-fabricated storage building and flag pole at Nelson Kennedy Ledges.

At Lake Hope, construction began on a wastewater treatment system rehabilitation project to improve the efficiency of the system and expand its capacity. The project will replace three existing plants with a single new facility that can manage 30,000 gallons per day. Six existing sanitary lift stations are being replaced with three new units, and the collection system is being improved with the installation of 4,700 feet of gravity sewer lines and 5,000 feet of sanitary force main. All work on the project is scheduled for completion in the spring of 2011.

Three concrete abutments and associated fixed docks at Cleveland Lakefront's Gordon Park boat launch ramp were replaced with 1,700 square feet of new floating courtesy docks to enhance the safety and efficiency of launching and retrieving watercraft at this site. Construction work was completed on major marina renovations at Hueston Woods including a new picnic shelter and accessible restroom in addition to dock and gangway replacement, and sewage pump-out and boat fueling system upgrades. At Guilford Lake, a project was undertaken to provide better lighting and security with the installation of two new light poles and associated electrical service. Work was initiated on the installation of courtesy docks to serve Lake Milton's new lakeside Nature & Arts Amphitheater. The project entails construction of 16 individual courtesy dock slips and a 30-foot accessible gangway, along with sidewalks, site lighting and a small retaining wall.

Work was undertaken at Tar Hollow to enhance the waterfront area and provide a swimming beach for the park's Resident Camp. The project included construction of a swimming pier and boat dock; support for an in-lake water slide; installation of a pre-cast concrete restroom facility; associated waterline, electrical and concrete work; and rock channel protection for an incoming stream.

As part of a shoreline protection project at Indian Lake, a total of 3,890 tons of dumped rock were placed along the shoreline in five different locations to reduce sedimentation problems and protect aquatic habitats.

Canal land projects at Portage Lakes included removal of trees and brush on the East Reservoir dam and Tuscarawas diversion dam, replacement of the lake drain gate operators at East Reservoir and Lock Number 1, and installation of a toe drain collection system on the downstream toe of the Tuscarawas dam.

PROJECT DESIGN

Design projects were initiated for boat launch ramp improvements, including replacement or renovation of existing ramps and expansion of the parking areas, at Harrison Lake, Alum Creek's Hollenbeck ramp, Grand Lake St. Marys' East Bank ramp, and Paint Creek's Deer Park ramp. The project work will also include installation of accessible boarding docks at Harrison Lake and Paint Creek, and replacement of floating boarding docks at Alum Creek's Howard Road launch ramp.

Project design continued for parkwide wastewater system improvements at Burr Oak. The outdated 40-year-old system will be replaced with four new wastewater treatment plants to serve the lodge, cottages, campground, and marina. The recreational vehicle sewage dump station serving the campground will also be replaced, and an on-site septic system will be built to replace the small wastewater treatment plant at the park's service center.



New restroom at Punderson

At Geneva, work was initiated on a sand by-pass investigation project at the marina. The study area includes the navigation channel and entrance jetties.

Project design was initiated on the replacement of flush restrooms in Grand Lake St. Marys' campground. At Maumee Bay, design work began on the second phase of improving the park's paved bicycle trail. Design work was undertaken on a new beach house to replace the existing structure at East Harbor. Design work was also initiated for a new administrative office on park property at Catawba to house Division of Watercraft staff, with additional space provided for state park staff and storage. Design work was completed on the new dining lodge at Lake Hope, which will replace the 1950-era stone and timber structure that was completely destroyed by fire in 2006.

At Grand Lake St Marys, a pilot project was undertaken to treat three areas of the lake (totaling about 45 acres) with aluminum sulfate, also known as alum, to inactivate phosphorus, a primary nutrient which is overabundant in the waters of this lake. The treatment is part of the multi-agency action plan to address cyanobacteria. The outcome of the pilot project will help determine the effectiveness of alum treatment at mitigating internal phosphorus loading, and indicate whether a proposal to conduct whole lake alum treatment should be recommended for future action.

EXAMPLES OF NATUREWORKS/CAPITAL IMPROVEMENT PROJECTS

The following summary is a sampling of projects under construction or design in 2010 with funding released for design and/or construction.

Alum Creek	Howard Road boarding docks	\$91,550
Burr Oak	Wastewater system improvements	\$1,140,000*
Burr Oak	(construction administration)	\$368,830
Cleveland Lakefront	Gordon Park boat ramp	\$108,000
East Fork	Campground electric upgrade	\$979,000
East Harbor-Catawba	Watercraft office & beach restroom design	\$74,968
Geneva	Sand by-pass investigation	\$25,000
Grand Lake St. Marys	Flowage easement settlement	\$203,872
Grand Lake St. Marys	Alum application	\$150,000
Grand Lake St. Marys	Campground restroom replacements	\$141,400
Guilford Lake	Marina ramp lighting	\$17,500
Hueston Woods	Water & wastewater design supplement	\$270,877*
Hueston Woods	Boat ramp restroom replacement	\$75,500
Hueston Woods	Water service agreement	\$275,339
Indian Lake	Shoreline protection - Phase III	\$197,200
Lake Hope	Wastewater treatment system rehabilitation	\$2,401,000
Lake Hope	(construction administration)	\$173,000
Lake Milton	Amphitheater courtesy docks	\$287,123
Maumee Bay	Bike trail resurfacing project	\$123,100
Middle Bass Island	Staff housing & marina restroom	\$1,557,000*
Middle Bass Island	(construction administration)	\$17,459
Middle Bass Island	Buildings & site development	\$306,365
Muskingum River	Lock #9 guard wall removal	\$74,500
Muskingum River	Locks Safety Improvements	\$351,100
Portage Lakes	East & Tuscarawas dams tree removal	\$155,000*
Various Parks	Elevated water storage tank rehabilitation	\$51,000
Various Parks	Dam safety design services	\$136,000
Various Parks	Watercraft access facilities Phase III	\$218,416*
Wingfoot Lake	Roof replacement	\$327,035
Wingfoot Lake	Pavement resurfacing	\$515,000
Wingfoot Lake	Painting facility structures	\$87,900
TOTAL		\$10,900,034

*Additional project costs reported in the 2009 Annual Report

A number of water and wastewater system improvements were made at 19 park areas, in addition to the large scale capital projects, with assistance from the Division of Engineering. Many parks continue to struggle with increasing demand for clean water, coupled with the limitations of outdated equipment in a contemporary regulatory environment. The projects varied in cost and complexity from replacement of valves, to lift station repairs, to connections to municipal water supplies. The total cost of the various water/wastewater projects was \$534,000.

A total of 81 work requests were submitted to the Division of Engineering for assistance with a variety of projects at 24 parks and natural areas, including remodeling work, asbestos removal, electrical service installation, lake drain repairs, and archery platform installation, as well as repairs and upgrades at all types of park facilities including campgrounds, marinas, nature centers, concession buildings, and public restrooms. The total estimated value of this assistance is more than \$942,000.

MISCELLANEOUS PARK CONSTRUCTION AND IMPROVEMENT PROJECTS

A number of repair, replacement and improvement projects at revenue generating park facilities such as lodges, cottages, and marinas were completed using park operating funds and the lodge maintenance, repair and replacement funds. A sampling of major projects is listed below.

PARK	PROJECT	COST
Cleveland Lakefront	Edgewater marina dock repairs	\$ 89,100
Deer Creek	Lodge shake roof repair/reseal	\$ 28,080
	Landscaping	\$ 15,125
Geneva	Marina channel dredging	\$ 48,784
Hueston Woods	Lodge guest room furniture	\$ 24,435
	Guest room bathroom remodeling materials	\$ 35,888
Maumee Bay	Lodge wind turbine	\$ 55,839
	Guest room TVs	\$ 81,225
Mohican	Lodge guest room sliding doors	\$ 149,535
	Outdoor pool repairs	\$ 8,980
Punderson	Lodge dining room tables & chairs	\$ 35,558
	HVAC units for cottages (9)	\$ 18,675
Salt Fork	Lodge ballroom A/V equipment	\$ 23,390
	Boardroom renovations	\$ 25,350
	Meeting space renovations	\$ 34,000
	Carpeting, fourth floor	\$ 23,657
	High efficiency furnaces for cottages	\$ 15,660
TOTAL		\$ 713,281

DAM SAFETY

Emergency Action Plans, including inundation mapping, were prepared for the Class I dams at A.W. Marion’s Hargus Lake, and at Mt. Gilead.

Design work has been undertaken by the Department’s dam engineer for safety improvements to 15 dams on state park lakes. The cost of constructing the various projects is expected to top 23 million dollars over the next few years.

At Portage Lakes, incremental improvements were made to the East Reservoir dam and the Tuscarawas diversion dam, including tree and brush removal on the earthen embankments to facilitate visual inspection and monitoring of the embankments; replacement of the lake drain gate operators to provide functional lake drain gates at East Reservoir and Lock Number 1; and installation of a toe drain collection system at the Tuscarawas dam to remove subsurface water from the downstream toe of the dam. These measures will help ensure continued safe operation of these historic structures, while design work continues on a comprehensive rehabilitation project for this area.

At Tar Hollow’s Pine Lake, the lake drains were repaired, and trees and brush were removed from the toe of the dam and the discharge channel. At Buckeye Lake, design work continued for rehabilitation of the dam structure.

Indian Lake playground



Along the Muskingum River, a number of improvements were made to enhance employee and visitor safety at Lock #3 (Lowell) and Lock #4 (Beverly) in Washington County, Lock #6 (Stockport) and Lock #8 (Rokeby) in Morgan County, and Lock #9 (Philo) in Muskingum Washington County. The project entailed installation of a total of 1,170 linear feet of ornamental safety railing along the perimeter of the lock walls, installing walkways across the top of the locks' miter gates at 16 locations, installing operator platforms on the lock walls at 9 locations, replacing the top miter gate timbers at Lock #3, and replacing the wood sheathing on miter gates at Lock #4. Much of the work corrects potential safety hazards identified during a public employment risk reduction consultation performed by the Ohio Bureau of Workers Compensation at the Parkway.

IN-HOUSE CONSTRUCTION INITIATIVES

Statewide, 140 individual projects at over 50 state park locations and nature preserves were completed economically and efficiently with in-house labor and equipment. The combined value of the projects is estimated at 1.25 million dollars, using the industry standard RS MEANS construction estimating guidelines. Highlights include a substantial contribution to the Division wide effort to prepare Wingfoot Lake for its grand opening; installation of more than 5,000 feet of sanitary force main at Salt Fork; annual winter removal and spring installation of marina docks at 15 state park marinas; emergency projects at 13 state parks; and improvements at various parks including reclamation of beach sand, construction of parking areas, roadway improvements, and installation of water, electric and sewer lines.

Other services provided include equipment transportation, removal of abandoned or obsolete facilities, shoreline improvements, special event support, brush chipping and stump grinding, mechanical beach cleaning, and incremental improvements at campgrounds and cottages. The statewide crews also assisted with the clean up efforts in northwest Ohio after severe spring storms and tornadoes caused considerable damage.

IN-HOUSE PRODUCTS AND SERVICES

The in-house dock shops in the Portage Lakes region and the South Construction Crew continued to provide refurbished dock structures at considerable cost savings.

The Portage Lakes dock shop completed the second phase of dock repairs at Mosquito Lake with 15 rebuilt dock fingers and 8 mains.

The South Construction Crew's dock shop constructed new launch ramp courtesy docks for Cowan Lake, Lake Hope, Lake Alma and Wingfoot Lake. The in-house team also constructed and installed new docks for the boat concession operation at Wingfoot Lake.

Statewide crews completely rebuilt a crane barge for use on the Muskingum River Parkway. The crews dismantled the existing 24 foot by 48 foot structure, sandblasted the steel bottom and sides, reconfigured the spud wells, and installed new steel around the frame. The project was accomplished with in-house labor along with new and salvaged materials for \$50,000, about one-fourth of the cost of a new replacement barge.

The Trades Unit, comprised of in-house skilled trades employees from around the state who pool their talent and resources, undertook a variety of projects at several parks. Examples include office renovations, boat house construction, dock construction, minor electrical and plumbing repairs and renovations, roof and siding replacement, restroom and showerhouse renovations, and shelterhouse construction.

ROADWAY MAINTENANCE AND STRIPING PROGRAM

Major projects completed with funding assistance from ODOT's Cooperative Roadway Maintenance Program included rehabilitation of Mohican's covered bridge and campground bridge, resurfacing of Maumee Bay's beach parking lots, and repairs at Mt. Gilead's maintenance area. Expenditures on these projects totaled \$541,450. More than 2,200 regulatory and directional signs were produced by ODOT for the parks, along with the divisions of Forestry and Watercraft. The total value of the signage was \$19,759.

ACCESSIBILITY IMPROVEMENTS

Completed construction projects that improve the boating facilities at several parks incorporated accessible features in compliance with Americans with Disabilities Act (ADA) guidelines. The marina improvement project completed at Delaware included 6 wheelchair accessible docks and a new accessible restroom. The Paint Creek marina renovation included accessible gangways and 3 accessible dock slips. A new accessible restroom was included in the marina improvements at Hueston Woods. The second phase of improvements at Buckeye Lake's North Shore launch ramp included an accessible parking lot and a new ADA-compliant courtesy dock that features slips for personal watercraft.

The project initiated at Lake Milton to provide courtesy docks at the new Nature & Arts amphitheater also includes a 30-foot accessible gangway. Launch ramp improvement projects under design at Alum Creek, Harrison Lake and Paint Creek incorporate accessible boarding docks in the project plans.

In addition to these 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 Ohio State Parks fleet consists of 611 licensed vehicles, including 90 law enforcement cruisers, 121 passenger sedans and station wagons used for administrative and resale operations, 294 pickup trucks, 80 medium and heavy trucks, and 26 other vehicles, including 4 golf carts registered as motor vehicles on the Lake Erie Islands, and a restored 1949 Willy's Jeep on display at Malabar Farm State Park. The vehicles were driven a total of approximately 2.9 million miles during the year, an average of about 4,700 miles per vehicle.

The condition of the fleet continued to be a concern with the average vehicle age increasing from 10.7 years to 11.3 years, and the average mileage increasing from 107,106 miles to 107,842 miles. Some vehicles were able to be replaced, however, with the purchase of 12 new vehicles at a cost of \$254,504, and 9 State Salvage vehicles along with 2 used dump trucks at a cost of \$60,550. The fleet was also supplemented at no cost with 21 vehicles salvaged from other ODNR divisions. At the time of acquisition, the average mileage of the used vehicles was over 125,000.

Modest improvements were made to the division's rolling non-vehicle equipment fleet, which includes tractors, mowers, utility vehicles, golf carts and golf course maintenance equipment, along with trailers, bulldozers and excavators, dredges, patrol boats and rental boats. Ten pieces of mowing equipment, including greens and fairway mowers for golf courses, were purchased for \$216,000. Rental golf carts were purchased for \$36,000 for the Salt Fork golf course. A total of \$85,000 was spent to equip Wingfoot Lake, and snow plow attachments and other snow removal equipment totaling \$20,000 was purchased for various parks.



Rocky Fork camp store facility



Fiscal Management

Ohio State Parks expended \$69.3 million in fiscal year 2010, including \$27.8 million from revenues generated from fees and charges.

Budget

The division's budget is comprised of several funding sources. The primary source is the state's General Revenue Fund (GRF) which accounts for 46.2 % of the total funding in FY 10 and 44.3 % based on the FY 11 budget.

The second largest source of operating funds come from fees and charges generated by the state parks and deposited into Fund 5120. This fund accounts for approximately 41.0 % of the total budget in FY 10 and 42.9 % in FY 11.

Approximately 6.2 % of the budget for FY 10, and 5.7 % for FY 11, is provided by the Waterway Safety Fund, which is designated for a specific purpose. The balance of the budget comes from several smaller dedicated funding sources.

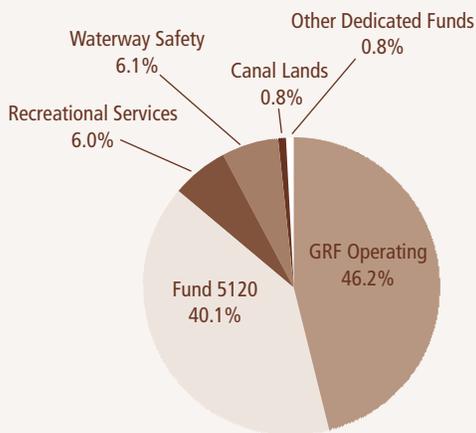
Two new programs, Canal Lands and Recreational Services, were incorporated in the division in FY 10. These two programs accounted for 6.8 % of the FY 11 budget.

In FY 10 the division received a GRF reduction of \$4,313,053. For FY11, there is no planned GRF reduction.

Actual expenditures for FY 10 and the budgeted amount by fund for FY 11 are indicated in the following charts.

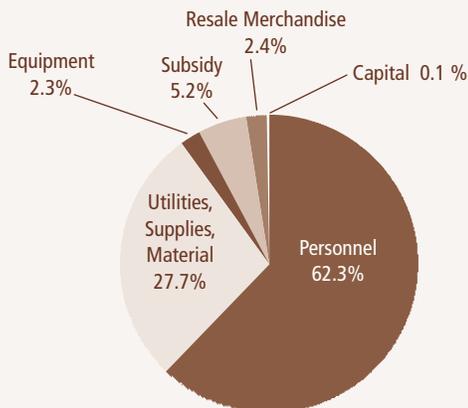
FUNDING

FUNDING SOURCE	FY '10 EXPENDED	FY '11 BUDGETED
GRF Operating	\$ 32,029,760 46.2%	\$ 32,937,324 44.3%
Fund 5120 (Fees & Charges)	\$ 27,845,491 40.1%	\$ 31,885,528 42.9%
Recreational Services	\$ 4,127,372 6.0%	\$ 4,303,490 5.8%
Waterway Safety	\$ 4,184,597 6.1%	\$ 4,265,575 5.7%
Canal Lands	\$ 569,241 0.8%	\$ 722,424 1.0%
Other Dedicated Funds	\$ 599,969 0.8%	\$ 212,325 0.3%
TOTAL	\$ 69,356,431	\$ 74,326,666



EXPENDITURES

EXPENSES	FY '10 EXPENDED
Personnel	\$ 43,197,054 62.3%
Utilities/Supplies/Material	\$ 19,241,740 27.7%
Equipment	\$ 1,598,902 2.3%
Subsidy (Grants)	\$ 3,604,981 5.2%
Resale Merchandise	\$ 1,683,926 2.4%
Capital	\$ 29,829 0.1%
TOTAL	\$ 69,356,431



REVENUE

Ohio State Parks generated \$27,181,846 in revenue in CY 2010, a 1.6 % decrease from 2009. Although revenue was down for the year, a bright spot was cottage rentals, which increased by \$279,109, or 9.1 %, over 2009.

Camping continues to be the revenue driver for Ohio State Parks and generated 41.1 % percent of the total revenue to the division. After camping, self-operated retail, cottage rentals and dock permits account for 37.1 % of the total revenue to the division.

The division continues to realize considerable reductions in contracted concession revenue. The majority of this revenue is derived from lodge, cottage, marina, and boat rental concessions, which decreased 21.7 % from 2009.

The revenues received in calendar years 2010 and 2009 were as follows:

REVENUE CATEGORY	CY 2010	CY 2009	PERCENT CHANGE
Camping	\$ 11,182,669	\$ 11,926,387	-6.2%
Self-Operated Retail	\$ 3,701,390	\$ 3,674,864	0.7 %
Cottage Rentals	\$ 3,345,202	\$ 3,066,093	9.1 %
Dock Permits	\$ 3,056,401	\$ 2,979,360	2.6 %
Concession Agreements	\$ 1,320,995	\$ 1,687,902	-21.7 %
Miscellaneous	\$ 2,107,028	\$ 1,515,246	39.1 %
Golf Greens Fees	\$ 1,261,103	\$ 1,390,915	-9.3 %
Getaway Rentals	\$ 722,624	\$ 550,777	31.2 %
Royalties & Easements	\$ 32,920	\$ 234,838	-86.0 %
Group Lodge Rentals	\$ 208,553	\$ 167,143	24.8 %
Grants	\$ 9,946	\$ 157,281	-93.7 %
State Agency Transfers	\$ 19,250	\$ 110,645	-82.6 %
Laundromats	\$ 93,106	\$ 51,632	80.3 %
Donations	\$ 50,641	\$ 42,855	18.2 %
Pools & Lockers	\$ 35,276	\$ 27,564	28.0 %
Duck Blinds	\$ 15,390	\$ 15,785	-2.5 %
Fines & Penalties	\$ 2,354	\$ 3,064	-23.2 %
Sales Assets	\$ 7,000	\$ 0	0.0%
TOTAL	\$ 27,171,848	\$ 27,602,351	-1.6%

GIFT CARDS

A total of 1,106 cards were sold with a combined value of \$112,258, a 49.6% increase over 2008. The significant increase in sales is attributed to the convenience of on-line purchasing, as well as an agreement with Xanterra Parks & Resorts allowing gift card holders to redeem them at most Ohio State Park lodge facilities.

STATE PARKS LICENSE PLATE

In the program's sixth year, sales of the Ohio State Parks license plate decreased slightly to 1,107 plates sold, a 3.7 % decline compared to FY 09. Revenue from the license plates provided \$16,605 for state park interpretive educational programs and displays.



CANAL LANDS

The Canal Lands Program is funded through the GRF, land and water lease revenues, and approved canal land sales. Annual lease payments including receipts from 305 active leases, royalty payments and approved sales totaled \$376,540, a 13% increase in revenue over 2009.

GRANT PROGRAMS

In its 17th year of funding, the NatureWorks Grant Program provided \$1.6 million in funding for all types of general recreation facilities. The Nature Works grants are allocated to public agencies in each county, based primarily on population. The program is funded through state bond sales, and allocated through the state’s biennium capital budget.

The Clean Ohio Trails Fund (COTF) program provided \$8.3 million in grants for all types of entities, except for state agencies, for trail development. The fund is intended to provide for acquisition and development of regional trails toward the ultimate goal of a statewide trail system. The COTF is a component of the Clean Ohio Fund program, which includes green space acquisition, brownfield revitalization and farmland preservation as well as the trails component. The Clean Ohio Fund was originally passed by Ohio voters in 2000, and reauthorized in 2008. It is also funded through state bond sales.

A total of \$1.1 million in grants was allocated through the Land and Water Conservation Fund (LWCF) program. Allocations from the LWCF have traditionally been split evenly between ODNR and local agencies. An allocation of \$589,417 of grant dollars was provided to the cottage renovation project at Pymatuning and Mohican state parks.

The LWCF is funded through the National Park Service as part of its annual budget process, with funds generated from certain federal mineral leasing receipts and offshore oil and gas drilling royalty revenues. Ohio’s share of funding through this program has varied from \$700,000 to \$1 million per year.

The Recreational Trail Program (RTP), which is funded through the Federal Highway Administration as part of its transportation bill, provided \$1.8 million in grants for trail development. The funding in this program is split to provide funding for non-motorized use (30%), motorized use (30%), and diverse use (40%). RTP funding is provided by the Highway Trust Fund, which is comprised of a portion of the motor fuel excise tax from non-highway recreational vehicles including snowmobiles, ATVs, off-highway motorcycles, and off-highway light trucks.

COMPETITIVE GRANT AWARDS

A total of 238 grant applications were received for project requests totaling \$30.9 million. Of these, 143 grants were awarded for project requests totaling \$12.8 million, as follows:

FUNDING SOURCE	APPLICATIONS RECEIVED		GRANTS AWARDED	
	Number	Value	Number	Value
NatureWorks	98	\$2.3 million	77	\$1.6 million
Land & Water Conservation Fund	32	\$1.5 million	12	\$1.1 million
Clean Ohio Trails Fund	45	\$10.6 million	30	\$8.3 million
Recreational Trails Fund	63	\$16.5 million	24	\$1.8 million

In addition to these grants, the Capital Improvement Grant Program, which is made up of the local recreation legislative earmarks placed in the state’s biennium capital budget, provided for more than 100 projects with a combined value of over \$25 million. Division staff provided assistance to many of the grant recipients in the development of their project scopes.





2011 Goals

- Prioritize visitor and employee safety, and continue to update and refine the division's safety manual and safety training program.
- Keep the division's successful focus on customer service in all facets of our operations, and continue to provide hospitality and skill development training to staff.
- Promote connecting children and nature, getting fit naturally and nature tourism themes through added programs and community partnerships.
- Grow relations with stakeholders and encourage our partners to serve as advocates for Ohio State Parks.
- Aggressively pursue lake treatment options at Grand Lake St. Marys in collaboration with agency and community partners.
- Develop safety protocol and applicable training to deal with microcystin toxins for state park lakes posted with the water quality advisory.
- Continue to evaluate and work with our workforce in order to develop a succession plan for the future.
- Renew the emphasis on providing leadership development for future managers, and collaborate with other agencies to provide training opportunities.
- Prioritize investment in facilities, infrastructure and equipment based on health and safety, return on investment and visitor needs.
- Utilize partnerships, in-house industries and other cost-effective strategies to make incremental improvements to our facilities and infrastructure.
- Continue to examine and implement ways to reduce operating costs and increase revenues while protecting and enhancing our core revenue sources.
- Continue to work with the concession operators to enhance marketing and sales strategies.

Statistical Abstract

Ohio State Park System 2010

GENERAL PARK

# State Parks	75
Total Acreage	174,1321
Acreage -- Land	107,727
Acreage -- Water	66,405
Miles of Shoreline	1,030
% of Land that is Developed	21.2%
% of Shoreline that is Developed	27.1%
Visitor Occasions	54,339,406
# Buildings	2,605
# Water Systems	140
# Sewer Systems	139
# Restroom Buildings -- Water Borne	532
# Restroom Buildings -- Pit Privies	475
Miles of Roads Patrolled	1,858
# Felonies	138
# Citations	1,280
# Visitor Assists	25,707
# Park Residences	58
# Dining Lodges/Restaurants	2

CAMPGROUNDS

# Family Campgrounds	56
# Family Campsites	9,182
# Full Service Sites	212
# Electric Sites	6,593
# Non-electric Sites	2,024
# General Group Areas	68
# No-fee, Non-group Primitive Sites	75
# Horse Camps	15
# Horse Camp Sites	353
# Showerhouses	115
# Amphitheaters	52
# Camp Store/Commissaries	47
# Campsites Rented	530,892
Campground Occupancy (244 nights)	24.2% ²

GETAWAY RENTALS

# Rent-A-Camp Sites	19
% Rent-A-Camp Occupancy (184 nights)	30.4%
# Rent-A-RV Sites	2
% Rent-A-RV Occupancy (184 nights)	59.0%
# Rent-A-Tepee Sites	4
% Rent-A-Tepee Occupancy (184 nights)	27.7%
# Rent-A-Yurt Sites	14
% Rent-A-Yurt Occupancy (184 nights)	56.7%
# Cabents	4
% Cabent Occupancy (184 nights)	42.4%
# Camper Cabins	42
% Camper Cabins Occupancy (184 nights)	55.2%
# Cedar Cabins	27
% Cedar Cabins Occupancy (184 nights)	63.2%
# Conestoga Cabins	22
% Conestoga Cabins Occupancy (184 nights)	62.9%

LODGES & CONCESSION COTTAGES

# Resort Lodges	9
# Resort Lodge Rooms	818
# Lodge Room Nights Rented	122,111
% Lodge Occupancy	40.9%
# Restaurants in Resort Lodges	9
# Concession Cottages	221

# Cottage Nights Rented	32,560
% Cottage Occupancy	40.4%

STATE OPERATED COTTAGES

# State Operated Cottages	297
# Cottage Nights Rented	39,220
% Cottage Occupancy	36.2%

GOLF COURSES

# Golf Courses	6
# Golf Rounds	108,879

BOAT RAMPS/MARINAS/DOCKS

# Boat Ramps	179
# Boater Occasions	6,726,480
# Marina / Boat Rental Operations	44
# Docks - Concession Operated	1,533
# Docks - State Operated	5,522
# Private Docks Licensed	16,218

BEACHES

# Swimming Beaches	78
# Swimming Occasions	5,182,760
# Beach Concessions	11

GROUP FACILITIES

# Overnight Group Facilities	6
# Overnight Group Facility Users	17,614
# Beds in Group Facilities	309
# Day-use Group Lodges	16
# Day-use Group Lodge Users	33,760

VISITOR/NATURE CENTERS

# Visitor/Nature Centers	38
# Visitor/Nature Center Visitor Occasions	1,380,236

PICNIC AREAS

# Picnic Areas	456
# Picnic Area Visitor Occasions	9,091,083
# Picnic Shelters -- Total	183
# Reservable Picnic Shelters	127

OTHER RECREATIONAL FACILITIES

# Swimming Pools	20
# Tennis Courts	17
# Basketball Courts	83
# Volleyball Courts	100
# Miniature Golf Courses	16
# Disc Golf Courses	18
# Archery Ranges	14
# Dog Exercise Areas	11
# Playgrounds	193
# Parks with Bike Rental Operations	17
# Trails - Total	443
Total Miles of Trails	1,343.0
# Multi-Use Trails	149
# Hiking Only Trails	229
# Mountain Bike Only Trails	38
# Bridle Only Trails	27
# Parks with Snow Mobile Trails	6
# Parks with Cross Country Ski Trails	44
# Parks with Sledding Hills	38
# Shooting Ranges	5

¹ Based on REALM's 2009 Land Inventory report.

² Includes Horse Camp Sites, and excludes 191 volunteer Camper Host sites.

Map of Regional Park Units

