

Ohio State Parks

2002 ANNUAL REPORT





memories
in the making

Executive Summary3

Table of Organization4

Map of the Ohio State Parks5

Strategic Plan6

Customer Service7

 Special Events

 Interpretive Services

 Environmental Education

 Publications

 Website

 Centralized Reservation System

 Marketing and Advertising

 Promotional Programs

 New Recreational Offerings

 Surveys

 Partnerships

 Visitor Safety and Protective Services

 Visitor Occasions

Resource Management15

 Land Transactions

 Wetland Projects

 Recreational Trail Improvements

 Beaches

 Waterway Improvements

 Wildlife Diversity Initiatives

Professional Development17

 Training

 Employee Recognition Programs

Infrastructure Improvements20

 Geneva Lodge Initiative

 Construction Projects

 Project Design

 Accessibility Improvements

Fiscal Management24

 Budget

 Expenditures

 Revenue

 Concessions

 Merchandising

2003 Goals27

Statistical Abstract of the Ohio State Park System28

Mission Statement

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

Vision Statement

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

We will innovate, educate, collaborate, and lead, providing a high standard of quality with our family-oriented facilities, services, and programs. As ambassadors, we will reach out to build partnerships, involve our communities, and enrich the lives of Ohioans with fond memories of visits to Ohio State Parks. We will honor our rich natural and cultural heritage to ensure a lasting legacy which will feed the hopes and aspirations of all generations.

At the Crossroads

In a world stressed by transition and turmoil, Ohio State Parks remain a peaceful retreat, a backdrop for cherished family traditions, and a place to experience the healing power of nature and outdoor recreation pursuits. While other travel destinations have lost business due to the weak economy and uncertain times, visitation at Ohio State Park has kept pace with more prosperous years. Polling data indicates that more than 83 percent of Ohioans have visited at least one of our 74 state parks. Ohio State Parks also remain vital to Ohio's economy. Overnight visitors staying in our campgrounds, cottages and lodges spent an estimated \$265 million dollars in the local communities and at the parks.

While our statewide economic impact and visitation have remained strong, our operating resources have declined. The division began streamlining its organizational structure more than a decade ago to achieve cost and operational efficiency. Today, the division has 300 fewer permanent positions than in 1990. This past year, the division clearly felt the cumulative impact of early retirements, unfilled vacancies and additional staff reductions. Further structural realignment became necessary and consequently, 29 of the 74 state parks no longer have a manager on-site, but are operated as satellites of larger parks in their region.

The retirement of unprecedented numbers of senior staff has dipped deep into our pool of experience and talent. Fortunately, initiatives are in place to groom the leaders of the future. The first Flickinger Leadership Academy was held this year to give employees currently working in various disciplines the broad range of skills necessary to prepare them for future management assignments. A number of staff currently in management positions participated in the Ohio Certified Manager Program to build their management skills.

Because Ohio State Parks has consistently provided excellent service and facilities, our customers hold high expectations. Customer feedback is more important than ever in these lean times to ensure that we are properly directing our limited resources. We have implemented a new customer survey this year to solicit more specific feedback on problem areas, as well as the things we continue to do well.

Even in the midst of downsizing, our innovative staff, dedicated volunteers and generous partners have made remarkable accomplishments. With the help of friends groups and a wide variety of sponsors and donors, a number of parks have completed many exciting projects. Through the hard work and ingenuity of employees, several parks unveiled new recreational offerings for visitors that cost little or no money.

With another successful year behind us and even greater challenges ahead, we stand at the crossroads. We must remain responsive to our customers, whose needs and expectations are continually increasing. To ensure our base of support, we must maintain the critical mass necessary to serve our local communities, effectively implement statewide programs, and remain a national leader in the parks and recreation business.

We will continue to look to our "Service and Stewardship" strategic plan in the challenging year ahead to guide our programs, order our priorities, and capitalize on our strengths—a smaller but outstanding workforce of bright and dedicated people, a product that is in demand, millions of loyal customers, and the wholehearted support of volunteers, friends and partners.



Chief

Table of Organization

The regional organization of Ohio's 74 state parks was modified by combining management oversight at a number of park areas, and realigning the 24 park clusters into 27 regional park units. The units consist of two to four parks in close proximity. Each region works together as a team, sharing financial and human resources as necessary for better economy and efficiency.

The manager of one of the parks in each unit is designated as the regional manager, and exercises line authority over the other park(s) within the region. The regional manager provides leadership to best utilize resources within the region, and may shift resources to assist the other park(s), thereby ensuring the success of the entire region. In several of the regions, one or more of the smaller regional parks are operated as satellites without a manager on-site.

The central office groups provide support for the field, perform administrative functions and implement statewide programs. The central office group organization was modified to incorporate central office law enforcement personnel in the chief's office.



Strategic Plan

In the second year of implementation of the division's strategic plan, *Service and Stewardship 2001-2005*, a CD Rom was developed to accompany the printed document. In addition to the goals and strategies laid out in the strategic plan, the CD Rom featured a thorough analysis of the state park system's critical needs for infrastructure maintenance and improvements, along with summations of assets and accomplishments. It also included graphs, charts and hundreds of photographs throughout to illustrate and clarify the numerous topics covered. The content and format of the CD Rom were developed by an in-house team, and the production and replication were outsourced.

The goals and strategies of the strategic plan were thoroughly integrated into every level of park and central office operations, including preparation and review of budgets, as well as individual performance evaluations. Significant progress was made in each of the five overarching goals—customer service, resource management, professional development, infrastructure improvement and stable funding—as individual employees, entire park staffs and central office groups took on special projects and incorporated the tactical plans into their daily work.

Some of the key division-wide accomplishments are summarized below:

Key Division-Wide Accomplishments

CUSTOMER SERVICE

- A new customer survey was introduced to garner more specific feedback on areas for improvement.
- Work began on development of a centralized reservation system for camping and cottages.
- A confidential law enforcement website was developed to keep park officers apprised of national homeland security issues as well as local security threats or suspicious activity.
- In partnership with the Division of Wildlife, naturalist hours were extended and the scope of educational and interpretive programming was expanded.

RESOURCE MANAGEMENT

Sixteen miles of trails, including bridle trails, interpretive trails and multiple-use recreational trails, were added to the state park system.

PROFESSIONAL DEVELOPMENT

The Flickinger Leadership Academy was established to provide aspiring managers with a broad education in various aspects of park management.

INFRASTRUCTURE IMPROVEMENTS

Four cottages were modified for full accessibility, and accessible features were incorporated in renovations to several boating and fishing facilities.

FISCAL MANAGEMENT

Ohio State Parks' first exclusive beverage vending contract was implemented statewide.

Customer Service

Special events, educational and interpretive programs enhanced the outdoor recreational experience for more than one million park visitors of all ages. New recreational offerings at several parks gave park visitors more to do, and encouraged them to stay longer and come back often.

SPECIAL EVENTS

A wide variety of special events held at 50 state parks through the year drew nearly one million visitors. A total of 262 events, including 73 theme campouts, helped boost campground occupancy, as well as the economies of the local communities outside the parks.

Hocking Hills' 37th annual winter hike in January attracted a record crowd of 5,800. Governor Taft and First Lady Hope Taft attended the event. An innovative new event at Hocking Hills, the "Shoot the Hills" photography weekend, attracted new customers, filled the park's cottages to capacity, built a stronger relationship with a regional business, and generated revenues for a park improvement project that will provide lasting benefits. Cord Camera and Video partnered with the park to help provide film and processing. Proceeds from the event were earmarked for the construction of wildlife viewing blinds and feeding stations.

Mohican Wildlife Weekend made its debut in April with a busy schedule of outdoor activities offered at the park and at several other nature-oriented attractions in the area. Participants could choose from a number of offerings at the various locations, including guided hikes, bird banding and identification programs, fly fishing demonstrations, live animal programs and habitat improvement workshops.

INTERPRETIVE SERVICES

The "Wildlife in the Parks" program was developed in partnership with the Division of Wildlife to fund wildlife-related interpretive programs in Ohio State Parks. To implement the program, naturalist staff were trained in the Project Wild environmental educa-

tion package, and a comprehensive resource guide was developed and distributed to each naturalist. The Division of Wildlife provided a \$200,000 grant to assist with personnel and materials. Through the grant, many parks were able to maintain or expand their interpretive programming despite budget reductions in this area.

Attendance at campground interpretive programs and nature centers numbered approximately 250,000 during the summer peak season. Programming was offered during the extended season at Caesar Creek, Cleveland Lakefront, Dillon, Hueston Woods, Hocking Hills, Indian Lake, Lake Hope, Malabar Farm, Maumee Bay, Mt. Gilead and Quail Hollow.

New nature centers were developed at Mt. Gilead and Cowan Lake. At Scioto Trail, the historic Old Log Church was converted into a nature center.

ENVIRONMENTAL EDUCATION

The School Days environmental education program for elementary schoolchildren brought nearly 3,000 students to Forked Run, Hocking Hills, Kiser Lake, Lake Loramie and Lake Milton in the spring. Following the spring events, the program was decentralized. To facilitate the parks' efforts to host local schools, sign kits were developed and portable amplification systems were distributed to select parks. School Days events held in the fall at Cleveland Lakefront, Lake Milton and Beaver Creek served an additional 2,600 students.

The 18th annual Scouting Outing at Burr Oak drew 1,200 boy scouts for a weekend of camping and hands-on educational and outdoor programs.

Consistent with the public's growing interest in bird-watching, bird observation programs were offered at Hocking Hills, Lake Hope, Kelleys Island, Malabar Farm, Mary Jane Thurston, Maumee Bay, Quail Hollow and Van Buren. Bird banding demonstrations were held at Maumee Bay's nature center in observance of International Migratory Bird Day. A bird observation blind was built at Mt. Gilead in conjunction with the construction of an accessible nature trail.

Barkcamp provided two special summer programs for children that were designed to foster knowledge and appreciation of the outdoors. More than 500 children participated in Kids Day, a day-long event in June that featured a fishing derby and casting contest, archery

instruction and other outdoor pursuits. Kids Day was developed in partnership with the National Wild Turkey Federation, the St. Clairesville Wal-Mart store, and the Division of Wildlife. The Kids Camp event in July introduced youngsters to outdoor cooking, primitive camping, backpacking, archery, fishing and outdoor safety. This three-day event was limited to ten children who do not ordinarily have the opportunity to participate in these activities.

Cleveland Lakefront's naturalist assisted with teacher training workshops as part of the Case Western Reserve University's JASON Project, a virtual expedition to natural places around the world, targeted to middle school students.

PUBLICATIONS

In its eighth year of production, two issues of *Ohio State Parks* magazine were published and direct mailed to a subscriber list including more than 35,000 households. The subscriber list was updated to include only those households that returned a subscription card or requested a subscription through the website, travel shows, or direct mailings.

A new four-color brochure promoting camping at Ohio State Parks was introduced. More than one-half million promotional brochures, including the camping brochure, park directory, overnight facilities fees and camping options brochures, as well as the magazine, cottage and golf course brochures, were widely distributed through the parks, travel shows, the 1-800-BUCKEYE operators, the Department of Transportation's Travel Information Centers, American Automobile Association outlets, and direct mailings.

WEBSITE

Traffic on the improved Ohio State Parks website doubled, with more than two million sessions and almost five million page views. Although the peak period for website activity corresponded with the peak season in the parks, April through October, there was a nine percent increase in website use during the non-peak months. Once again, the single most popular activity page was "camping." Expanding the scope of the campground availability page to provide daily updates on an ongoing basis, rather than limiting the service to holiday weekends, was very well received with more than 170,000 page views.

CENTRALIZED RESERVATION SYSTEM

A team consisting of park managers, camp managers, central office staff and department staff was convened to begin work on developing a centralized reservation system with on-line capability for campsite and cottage reservations. The team researched reservation systems already in place in other states and listened to presentations by vendors that provide reservation systems. A subcommittee visited a call center to observe a real-time system in operation.

MARKETING AND ADVERTISING

Print advertising was placed in a number of publications that provide reader response service, generating 15,625 requests for general information about Ohio State Parks. Advertisements were placed in a new newspaper insert, "Great Vacation Getaways," which was included in a number of newspapers throughout the state; in AAA's *Michigan Living* and *Home and Away* magazines; and in the spring and fall travel brochure sections of the *Columbus Dispatch*, *Cincinnati Enquirer*, *Cleveland Plain Dealer*, and *Indianapolis Star*. Additional exposure in travel publications included advertisements in a new publication, *Long Weekends*, as well as *Midwest Living* and *Columbus Monthly's* "Best Driving Vacations," which is also distributed through AAA offices. Ads were also placed in publications targeted to specific outdoor recreational pursuits, including *Woodall's 2002 Campground Directory*, *Ohio Camper* and *Trailer Life*. The back cover of the April issue of *Ohio Magazine* was purchased to help promote use of state park facilities.

Ohio State Parks continued its participation in the annual travel shows held in Columbus and Dayton, as well as many other locally sponsored shows.

PROMOTIONAL PROGRAMS

The Cardinal Camper Club promotional program for camping continued for a third year. A total of 2,185 membership cards, including 148 renewals were sold. Sales of the cards, which are valid for one year from the month of purchase, generated \$47,630 in revenue. The price of the card increased to \$25, and the discount offered to cardholders was increased to 15 percent off campsite rental from April 1 through October 31. The off-season discount, from November 1 through March 31, remained at 20 percent off. The

discount included camping options rentals as well as all camping fees. The program goals include increasing camping occupancy and creating a database for targeted marketing activities.

To provide incentives for cottage stays in the off-season, special rates were offered at all state-operated cottage locations January through March, with some locations extending the discount into the spring. Each location offered four nights for the price of two during the week for the three-month period, and some locations offered three nights for the price of two over the weekends, as well. The Discover Ohio State Parks Special, which provides similar discounts for the 2002-2003 off-season, was initiated in the fall at four of the eight state-operated cottage locations.

In cooperation with the lodge concessionaires, the “Salute the Troops” promotion was continued to honor U.S. military personnel. All active duty members of the armed forces, including National Guard and reserves, were entitled to a 10 percent discount off overnight stays in state park campgrounds, lodges and cottages.

In observance of the governor’s resolution declaring April “Go Camping Ohio” month, every state park campground offered a discount of fifty percent off the cost of a second night’s stay with the purchase of one night of camping at the regular price during the month of April.

NEW RECREATIONAL OFFERINGS

Several parks initiated projects to expand recreational offerings at little or no cost through the staff’s ingenuity, using in-house or volunteer labor and salvaged or donated materials. Some examples include:

- Playground at Alum Creek beach
- Archery range at Barkcamp
- Boat rental at Barkcamp
- Accessible beach walkway at Buck Creek
- Mountain bike trail at Dillon
- Disc golf course at Great Seal
- Accessible trail and multiple-use trail at John Bryan
- Braille trail at Maumee Bay
- Grist mill at Mohican
- Interpretive trail and nature center at Mt. Gilead
- Nature center at Cowan Lake
- Nature center at Scioto Trail
- Swimming beach at Scioto Trail



Great Seal Disc Golf Course



Scioto Trail “Old Log Church” nature center



Alum Creek playground

Surveys

conducted by Ohio State Parks and others provided feedback that was used to guide incremental improvements in the parks, and provide direction for marketing efforts.

CUSTOMER SATISFACTION SURVEY

A new customer satisfaction survey program introduced in the spring consists of three separate surveys focusing on campgrounds, resort operations, and day use facilities. The new survey instruments focus on customer satisfaction with various aspects of those three major facility areas, such as cleanliness of a specific building or area, the condition of that building or area, and helpfulness of employees at those facilities. This data provides more specific feedback on park operations and identifies where improvements are needed.

The survey was conducted during the primary operating season, May through October. Visitors were asked to rate their satisfaction with various facility and service categories on a five point scale ranging from excellent (5) to unacceptable (1). A total of 12,021 surveys were returned, with 91.6% of respondents rating their overall visit as excellent or good.

Because this program is considerably different than the previous customer satisfaction survey program, the survey results are not compared to survey data from previous years. Overall average ratings were calculated for individual facility areas, as shown below:

Campground Operation	4.202
Resort Lodge Operation	4.230
Cottage Operation	4.166
Golf Course	4.364
Beaches	4.102
Lake/Boating Facilities	4.169
Trails	4.327
Picnic Areas	4.167
Visitor/Nature Centers	4.490

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 that responded to the survey, 64 percent were return visitors to a specific state park, 83 percent had visited other state parks, 87 percent would return to a specific state park, and 82 percent would visit other state parks. In addition, 53 percent of respondents were between 35 and 60 years of age, 49 percent had one or more children, and 88 percent were in groups of two or more people. Ninety percent of respondents were from Ohio. Of the respondents from other states, 60 percent were from the states bordering Ohio.

ECONOMIC IMPACT

Ohio State Parks again participated in an economic impact study of overnight travelers in Ohio sponsored by the Department of Development's Division of Travel and Tourism. The study shows that in 2001, overnight visitors spent \$265 million during visits to Ohio State Parks. Over 90 percent of that revenue was attributed to spending in the local communities, while less than 10 percent was actual revenue to the state park system. Including direct and indirect effects, state and local taxes generated by these travelers were \$21.9 million and \$20.8 million, respectively. Sales to state park visitors, both on and off the parks, helped to support 9,900 jobs in Ohio.

OHIO POLL

Ohio State Parks participated in the Ohio Poll conducted in October by the University of Cincinnati's Institute for Policy Research. According to that study, 83 percent of Ohio adult residents say they have visited an Ohio State Park for the day to use park facilities such as a beach, picnic area, hiking trail or boat ramp, or to attend a special event.

MAGAZINE READER SURVEY

The Fall/Winter issue of *Ohio State Parks* magazine included a reader survey. Of the 300 readers who responded, 90 percent have visited an Ohio State Park in the past two years, 46 percent are campers and 43 percent have stayed overnight in the resort facilities. The most popular activities among this group are hiking and wildlife watching, followed by camping, picnicking, fishing and birdwatching. The demographic profile of the readers who responded indicates that the majority are over age 35 without children at home, who spend 30 minutes or more reading the magazine.

Partnerships

In addition to providing new facilities and better services for park visitors, partnerships have helped forge closer ties between the parks and their local communities, recruit new volunteers, and garner support from businesses as well as park user groups.

FRIENDS GROUPS & SUPPORT GROUP

Park-specific friends groups are now in place or forming at 24 state parks. The friends groups, sponsored by each park, are set up as tax-exempt non-profit organizations for the purpose of fundraising to make improvements at individual parks. Other support groups, including lake advisory councils, civic clubs and Coast Guard auxiliaries, also provided an array of services at several parks such as hosting tours, assisting with special events and lake management initiatives. Many of these support groups also have non-profit status.

The finishing touches were completed at Beaver Creek's new nature center, which was developed in a former park residence with support from businesses, schools, community groups and individual volunteers. Jim Kerr, the leader of the new friends group at Beaver Creek, received the Chief's Award for spearheading the project.

The Friends of the Old Grist Mill at Mohican continued with renovations to the historic mill, replacing

windows, adding shutters and collecting artifacts for displays. In addition to the work on the mill itself, the friends group worked closely with the park staff to build a bridge for improved public access to the mill. Mark Smith, president of the friends group, received the Chief's Award for his efforts.

The Alum Creek Kids Playgroup, comprised of the Friends of Alum Creek, local residents and volunteers, raised funds and donated labor to build a new playground at Alum Creek's beach. At Salt Fork, the Friends of the Kennedy Stone House continued to make improvements to the historic structure, and provided for the construction of an access road. The Quail Hollow Volunteer Association donated funds for a new parking lot adjacent to the manor house at Quail Hollow. Friends groups provided funding and labor to construct shelterhouses at Harrison Lake and Stonelick.

VOLUNTEERS-IN-PARKS

In its 20th year, the Volunteer-In-Parks program set an all-time record for the number of participants enrolled. There were 6,079 volunteers at work in the parks, an increase of 164 over last year. The volunteers worked 316,915 hours assisting park staff at nature centers, building and maintaining trails, greeting campers, and planting and caring for flowers. A growing segment of the volunteer program is mountain bike groups, for the most part made up of active, dedicated young people, who built and maintained trails at a number of parks.

Lake Milton and Quail Hollow tied in the competition for Volunteer Park of the Year. A statewide campout celebrating the program's 20th anniversary was hosted by the Delaware region parks at Alum Creek, and was attended by more than 400 volunteers.

CORPORATE PARTNERSHIPS

Ohio State Parks launched its first statewide marketing program as part of the new five-year vending contract with Pepsi-Cola. The soft drink company provided advertising and promotional support using radio and TV commercials, graphics on 72 million cans, point-of-purchase promotions in retail outlets, and signs on the backs of 600 delivery trucks in Ohio. The program promoted campground usage and the SwimSafe! beach safety program in the spring and summer months, and promoted cottage rentals in the fall and winter.



Mohican - Friends of the Old Grist Mill

Ohio State Parks continued its marketing partnership with the Kroger Co. Working with the lodge concessionaires, Xanterra Parks and Resorts and Delaware North Company, the “Discover Ohio State Parks” promotion was offered to Kroger Plus Card holders. It entitled card holders to a 10 percent discount on camping from May to September and a 25 percent discount on lodge and cottages rentals Sunday through Thursday nights, October 2002 through February 2003. In turn, Kroger promoted Ohio State Parks in more than 400,000 direct mail brochures, three million weekly advertising circulars, and in-store displays and announcements at Columbus and Cincinnati district stores located in Ohio, Indiana and Kentucky.

OTHER COMMUNITY PARTNERSHIPS

Mohican and Malabar Farm state parks partnered with other outdoor-oriented attractions in the area, including Fowler Woods State Nature Preserve, Mohican School in the Outdoors, Johnny Appleseed Center, Ohio Bird Sanctuary, Gorman Nature Center, Byers Woods and Kingwood Center, to offer the first Mohican Wildlife Weekend in April. Each of these attractions offered special activities and programs for visitors, and a variety of local businesses helped promote this nature tourism venture which attracted thousands of day-use and overnight guests to the area in the off-season.

Great Seal partnered with the McDonald’s franchisee in Chillicothe to develop a disc golf course at the park. McDonald’s provided funding for the specialized wire baskets at nine holes, and has committed to an additional nine holes, which will make the course suitable for professional tournament play. Disc golf is a rapidly growing sport among young people, with tournaments attracting participants from a multi-state region.

In its fifth year, the Ohio Trails Partnership provided funds, technical expertise and labor for a number of bridle, mountain bike and hiking trail improvement projects in state parks and state forests. The partnership raised \$48,631 and volunteers contributed 21,016 hours of trail work. The partners include the Ohio Horseman’s Council, the Ohio Mountain Bike Association, the Buckeye Trail Association, the Division of Forestry and Ohio State Parks. For its contributions, the partnership group received the Cardinal Award from the Department of Natural Resources.

Ohio Trail Partnership funds were used to renovate the restrooms at Salt Fork’s horseman’s camp, improve the bridle trail parking lot at West Branch, rent a portable toilet for the Alum Creek mountain bike trail, and make smaller routine improvements to trails at Sycamore, Deer Creek and Malabar Farm. Volunteer trail organizations provided half of the cost-share funding for materials needed for these trail improvement projects. The Ohio Trail Partnership also provided supplemental funding for a bridge relocation project on Burr Oak’s backpack trail.

INTER-AGENCY PARTNERSHIPS

For the second year, Ohio State Parks partnered with the Department of Health as a participant in the Ohio Kids Card program for families with children under age six. State park campgrounds offered a 10 percent discount on camping and camping options fees on Monday through Thursday nights for Ohio Kids Card holders.

Ohio State Parks and the Department of Health continued to promote the Hike for Health partnership program. The program’s mascot, Tuffy Turtle, helped attract media coverage at several special events. In addition, Hike for Health guided hikes were incorporated in the summer naturalist programs scheduled at a number of state parks.

The division continued to partner with the Department of Development Division of Travel and Tourism to provide information for travelers through Travel and Tourism’s website, ohiotourism.com, the 1-800-BUCKEYE information line operators, and the statewide calendar of events. Ohio State Parks was represented on the Travel Industry Advisory Council, and participated in other Travel and Tourism initiatives including the Great Ohio Adventures in Learning (GOAL) program, economic impact of overnight travel study, and Discover Ohio specials.

In cooperation with the Ohio Bicentennial Commission, the division coordinated the Natural Ohio team, which included representatives from the Ohio Historical Society, the Buckeye Trail Association, and several ODNR divisions. In addition to selecting sites and preparing text for historical markers memorializing the best examples of Ohio’s natural features, the team applied for and received a Bicentennial Commission grant to produce a brochure highlighting 30 outstanding natural destinations, including state parks, forests, natural areas and wildlife areas as well as national and metropolitan parks.

Visitor Safety and Protective Services

Of the 135,573 visitor contacts by commissioned law enforcement personnel, 29 percent were visitor assists. Of the visitor contacts for law enforcement actions, 93 percent were friendly warnings.

Consistent with the national emphasis on homeland security initiatives, park officers were asked to become more vigilant during their patrols of park and dam areas. Law enforcement agencies across the country including the FBI, ATF and U.S. Army, are providing confidential information on suspicious activity and potential threats occurring throughout the United States and abroad. To keep officers informed on homeland security issues, a confidential law enforcement website accessible only to Ohio State Parks' commissioned officers was established. This website was updated immediately as new information on suspicious activity or threats became available. The website was also used to provide officers with information on park crime intelligence, officer safety issues, and training.

Lightweight, state-of-the-art body armor was purchased for 52 park officers through a \$42,000 grant from the Byrne Memorial Grant, which is administered through the Office of Criminal Justice Services. A \$66,661 grant from the Department of Public Safety, Governor's Highway Safety Office provided funding for three moving traffic radar units, as well as overtime pay for increased traffic enforcement at 14 state parks. Lake patrols on the waters of Lake Milton, West Branch, and Mosquito Lake reservoirs were increased through a \$10,435 marine patrol grant from the Division of Watercraft.

Court-awarded drug and DUI fine monies were used to develop evidence property rooms statewide, as well as build the canine program. The division's formal, statewide canine program began active patrols with the purchase of "Yogi." This new dog was assigned to Caesar Creek, and he replaces "Guese," the privately-owned canine retired after seven years of service.

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

Enforcement Activity	2002	2001	2000
Visitor Assists	39,242	33,987	41,561
Warnings (written or verbal)	89,399	74,647	81,169
Misdemeanor Citations/Arrests	6,807	7,059	6,340
Felony Arrests	125	122	102
Outside Agency Assists	718	656	674
Property Stolen	\$471,034	\$388,616	\$304,617
Vandalism	\$76,231	\$123,275	\$185,319
Investigations	6,280	5,563	5,935

Because of the inherent dangers that exist in law enforcement, park officers occasionally used tactics to establish control of a situation. Statewide, park officers reported using force 87 times during 67 incidents. This statistic is reflective of the ever-increasing dangers that officers face in the course of promoting public safety for tens of millions of state park visitors, and is consistent with the trend among law enforcement agencies nationwide. The following is a comparison of use of force incidents reported in 2002, 2001, and 2000:

Type of Force Used	2002	2001	2000
Unholster Weapon	45	36	15
Bodily Force	16	14	16
Chemical Agent	4	11	6
Vehicle Pursuit	11	13	3
Injury to Officer	1	2	1
Road Block	0	1	0
Display Shotgun	4	5	2
Suspect Injury	4	0	1
Baton	1	2	1
Canine	1	0	0

Resource Management

As stewards of many of Ohio's finest natural landscapes, Ohio State Park staff have undertaken special projects and performed routine operations in a manner that will protect and improve the resource base. In addition to taking care of beaches and waterways, park staff have joined forces with volunteers to add and improve trails, develop and enhance wetlands, and promote wildlife diversity.

LAND TRANSACTIONS

Land acquisitions, sales, easements, and exchange agreements fulfill the needs of neighboring landowners while protecting the resource base and public trust concerns of Ohio State Parks. At three of the canal feeder lakes, Grand Lake St. Marys, Indian Lake, and Portage Lakes, a total of 1.7 acres of shoreline property was sold to 16 adjacent landowners. Land acquisitions include the purchase of 10.4 acres at Marblehead Lighthouse, purchase of 2.7 acres from two different landowners at Sycamore, purchase of 8.7 acres at Hocking Hills, a donation of 2.7 acres at Portage Lakes, acquisition of 12.7 acres through tax foreclosure at Jackson Lake, and an easement on 0.2 acres at Mary Jane Thurston to facilitate connection to the Village of Grand Rapids' wastewater system. Land transactions resulted in a net gain of 36 acres at a total cost of \$3,259,832.

WETLAND PROJECTS

Several improvements, including enlarging the wetland cells, stabilizing dikes and implementing phragmites controls, were made to the renovated wetland at East Harbor that has been the subject of a research program since 1991. The East Harbor State Park wetland research project is a collaborative effort of the park, the Division of Natural Areas and Preserves, and The Ohio State University School of Natural Resources

with financial assistance provided by the Lake Erie Protection Fund and the Ohio Seagrant Program.

Work was undertaken to assess quality and delineate the boundaries of a six-acre wetland complex on Middle Bass Island featuring a diverse vegetative community behind a barrier beach with unrestricted hydrology. Other, smaller wetlands that dot the newly acquired state park were evaluated, as well.

A 4.4-acre wetland/pond complex was created at Wolf Run as a result of the need to repair a roadway berm slip along I-77. The Department of Transportation provided the engineering work and site development in exchange for access to the slip and earthen material for the slip repair. Future plans include a trail link from the wetland area to the Buckeye Trail.

The dredge material relocation area at Jefferson Lake was reclaimed to create a 2-acre wetland/pond complex near the upper end of the lake, adjacent to the park's hillside and lakeside hiking trails.

RECREATIONAL TRAIL IMPROVEMENTS

Trail improvements funded through the Transportation Equity Act for the 21st Century (TEA-21) Recreational Trails Grant Program continued at Grand Lake St. Marys, Lake Loramie, Lake Milton and Nelson Kennedy Ledges, and trail work at Mosquito Lake was completed.

The grant allocations for these projects total \$299,368. Application was made for a \$46,000 grant to fund the second phase of improvements to Lake Loramie's Lakeview Trail.

Through the assistance of local volunteers, two new mountain bike trails were designed and completed at Dillon; one for beginning and intermediate riders and a more difficult, technical trail for experience riders. The trail features a professional trail marking system to keep mountain bikers on the new trails and off the adjacent hiking and horseback riding trails that occasionally intersect them.

A two-mile multiple purpose trail for hikers and horseback riders was developed at Mt. Gilead in a newly acquired area of the park. The trail was developed with assistance from local 4-H clubs and the Morrow County Chapter of the Ohio Horseman's Council. At Salt Fork, a new 12-mile loop was added to the park's existing bridle trails, and improvements were made to the horseman's camp, including the installation of picket tie-up lines and the renovation of two vault

latrines. The Ohio Horseman's Council and other local volunteers assisted with these projects.

A large span bridge was constructed on the backpacking trail at Burr Oak to relocate the trail away from a critical area of the park. The bridge was built with reclaimed building materials salvaged from the storm-damaged bridges at the Old Man's Cave trail at Hocking Hills. The bridge was constructed through a partnership with the Buckeye Trail Association and the Division of Civilian Conservation. A similar bridge was constructed at Van Buren with the assistance of the Hancock County Chapter of the Ohio Horseman's Council.

BEACHES

All state park swimming beaches were tested regularly during the summer recreation season for bacterial contamination, as required by the Department of Health. Samples are measured for either e.coli or fecal coliform concentrations and compared to EPA water quality standards. At the 13 Lake Erie beaches and sampling sites, the Department of Health issued 12 water quality advisories covering 169 days. All of these advisories were at Cleveland Lakefront beach areas. At Ohio State Parks' 63 inland beach sampling sites, 21 advisories at 15 different beaches were issued for a total of 143 days.

The beach cleaning program provided mechanical cleaning of almost nine million square feet of Ohio State Park beaches during the year at a cost of about \$9,363. Beach litter cleanups by volunteers were conducted at Maumee Bay and Cleveland Lakefront as part of the Coastweeks event.

WATERWAY IMPROVEMENTS

More than 816,527 cubic yards of sediment were dredged from Ohio State Park waterways. Dredging projects were conducted on the Muskingum River Parkway; on the canal feeder reservoirs at Buckeye Lake, Grand Lake St. Marys, Indian Lake and Lake Loramie; and at Cowan Lake, Dillon, Mosquito Lake and Shawnee. Other waterway improvement and related projects included launch ramp repairs, shoreline stabilization, silt trap construction and clean out, stump and debris removal, construction and restoration of dredge material relocation areas and dredge rehabilitation.

A number of projects were undertaken to reduce sedimentation of state park lakes. Sediment traps were

created or maintained at several areas including Portage Lakes, Scioto Trail, Hueston Woods, Lake White and Shawnee. Stone jetties were constructed at Grand Lake St. Marys to reduce sediment accumulation in popular boating areas, as well as reduce shoreline erosion. Approximately 350 linear feet of riprap was placed along the shoreline at the Lucy's Pond area at Indian Lake to reduce erosion and protect wetland habitat, and an additional shoreline stabilization project is on-going at Hermit Island.

Approximately 1,650 tons of nuisance weeds were removed from 10 state park waterways, providing safe access for boaters into waterways that had been choked with vegetation.

Through the U.S. Fish and Wildlife Service's grant program under the federal Clean Vessel Act, Delaware, Geneva, Grand Lake St. Marys, Hueston Woods, and Rocky Fork received grants totaling \$32,000 to construct new or rehabilitated boat pump out stations, portable pump out units, or dump stations for portable toilets.

WILDLIFE DIVERSITY INITIATIVES

The monarch butterfly tagging and tracking project at Maumee Bay dramatically increased its effectiveness with the recruitment of 16 new volunteers to help with the collecting of butterfly eggs and larvae and food for the rearing of young monarch butterflies. With the help of volunteers, 457 monarch butterflies were raised and released, of which 151 were tagged for tracking so their movements and survival rates can be researched.

For the fourth year, staff and volunteers at Maumee Bay collected data on bird populations through the M.A.P.S. (Monitoring Avian Productivity and Survivorship) project in conjunction with the Black Swamp Bird Observatory and the Ohio Lake Erie Protection Fund. The objectives of the project are to measure the steady decline in species diversity and impacts on breeding songbirds as a result of the spread of *Phragmites australis*, an exotic invasive species, into the wetland.

Maternal bat colony boxes were placed along the Maumee Bay boardwalk trail, and a new bluebird trail was established with the installation of ten nesting boxes in a restored wetland area. These projects were planned and implemented by local Eagle Scouts with assistance from the park naturalist staff.

Professional Development

During the peak season, Ohio State Parks employed a workforce of 544 permanent and 1,126 less-than full-time employees. Within the workforce, there were 355 new hirings of permanent or seasonal employees, 84 reclassifications or promotions, 359 resignations and 88 retirements.

Numbers of permanent employees by general job categories are:

Administration	8
Professional and Technical	138
Clerical/Office Support	48
Skilled Craft	133
Protective Services	110
Operational Support	<u>107</u>
Total Permanent Employees	544

Of the 88 employees who retired, 54 chose to take advantage of the department's early retirement incentive program, which offered a two-year buyout. The retirees included eight managers, five supervisors, five administrative, 25 maintenance, three custodial, one camp attendant and seven clerical staff.

An Ohio State Parks Alumni Association was established to provide continuing service to retirees, and allow the division to continue to benefit from their expertise.

The division's organizational structure was modified with the workforce downsizing by combining management oversight at a number of park areas, and realigning 24 park clusters into 27 regional park units.

TRAINING

The Flickinger Leadership Academy was established to train current employees for upward mobility within the state park system. The first academy class

consisted of 22 employees in clerical, maintenance, law enforcement and management positions. The first week-long session held in March focused primarily on operations and processes specific to Ohio State Parks. The second week was held in November and focused on skills that are essential in being an effective leader/manager. During the final week of the academy, all students prepared a project presentation on some area for improvement within Ohio State Parks.

Fifteen employees attended professional schools offering training in management skills, campground management, maintenance skills and overall park operations sponsored by North Carolina State University at Oglebay Park in Wheeling, West Virginia. Two employees attended the Great Lakes Institute's management training program.

Nine employees graduated from the Ohio Certified Public Manager Program (OCPM) bringing the division's total to 16 graduates. In addition, 16 employees were enrolled in OCPM classes.

Approximately 140 managers and supervisors received training in preventing and handling sexual harassment complaints.

Training for commissioned officers included the annual in-service session held at the Ohio Peace Officer Training Academy, along with firearms training and handgun and shotgun qualification. The primary focus of firearms training was to teach officers how to properly use cover and how to shoot from cover. The division's STOPS (Strategies and Tactics of Patrol Stops) instructors were re-certified in preparation for STOPS training and re-certification of all commissioned officers in 2003. Park officers also received training and certification in cardio pulmonary resuscitation (CPR) and in the use of the Automatic External Defibrillator (AED).

Utilizing Workforce Development funds, more than 30 water and wastewater treatment plant operators attended a variety of workshops throughout the year to meet the OEPA continuing education requirements. Fourteen licensed pesticide operators attended re-certification conferences conducted by the Department of Agriculture and The Ohio State University. Following the recent classification of public water systems at seven parks, several employees have been grand-fathered as limited Class 'A' water system operators by the OEPA. Two employees attended training and received certification from the National

Playground Safety Institute as certified playground safety inspectors.

Waterway and construction staff attended a day-long training conference focusing on hazardous communications, worker's compensation and disability, prevention of hearing loss and other related topics.

The annual pre-season naturalist training featured Project Wild training for staff, program kits containing a *Wildlife in the Parks* resource guide, numerous publications, supplies and materials for conducting wildlife programs.

Employee Recognition Programs

EMPLOYEE OF THE QUARTER

In its tenth year, the Employee of the Quarter Award program recognized four employees each quarter for outstanding performance and service to the division. To date, 146 employees have been nominated by their peers, selected by a committee and recognized for exceptional characteristics. The Employee of the Quarter Award recipients were:

WINTER QUARTER

Nancy Banbury, Mohican — Administrative Support
Steven Young, Tar Hollow — Maintenance
John Patrick, Caesar Creek — Law Enforcement
Curtis Nielsen, Indian Lake — Management

SPRING QUARTER

Mary Hursong, East Fork — Administrative Support
Steven Chaney, Scioto Trail — Maintenance
Douglas Lindsley, Dillon — Law Enforcement
Joel Udstuen, Hueston Woods — Management

SUMMER QUARTER

Deborah Carter, Deer Creek — Administrative Support
Douglas Hinderer, Buck Creek — Maintenance
Marshall Bronne, Kiser Lake — Law Enforcement
Michael Jarvis, Muskingum River — Management

FALL QUARTER

Peggy Joseph, Dillon — Administrative Support
Steven Schaeffer, Great Seal — Maintenance
Keith Peterson, Caesar Creek — Law Enforcement
Lynn Boydelatour, Central Office — Management

TEAM AWARD PROGRAM

The Team Award Program was designed to acknowledge teams of division employees or volunteers who work together to complete a specific project or accomplishment. One hundred ten team award certificates were issued during the program's fifth year. The following teams were recognized:

Buck Creek 2002 Flower Team
Pymatuning Maintenance Team
Ranger Academy Pictorial Display Team
Stonelick New Shelter House Team
Buck Creek Cottage Enhanced Amenities Team
Buck Creek Fence Construction Team
Buckeye Lake Assistance Team
Cleveland Lakefront Dive Rescue Team
Geneva Cedar Cabin Development Team
Mosquito End of Summer Blast Team
Pike Lake Cottage Cleaning Team
Pymatuning Cottage Restoration Team
Lake Milton Evidence Room Team

BILL PRICE AWARD

Marilyn Weiler, park naturalist at Mt. Gilead, received the Bill Price Award for her dedication, innovation, and community-oriented programs and events.



Park Officers Ronald Haines and Dolores Hines received special recognition in addition to the division's Lifesaving Commendation Award for rescuing boaters at Punderson.

LIFESAVING AWARDS

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

- Douglas Lyons, Park Officer, Maumee Bay
- Steven Stibaner, Assistant Park Manager, Maumee Bay
- Kelly Clark, Park Officer, Maumee Bay
- Franklin Keeler, Groundskeeper, Hueston Woods
- Ronald Haines, Park Officer, Punderson
- Dolores Hines, Park Officer, Punderson
- Russell Knepper, Park Officer, Caesar Creek
- Keith Peterson, Park Officer, Caesar Creek



Innovation Ohio Award winners include Andra Roesti, Barbara Allinson, Billie Baughman, John Gammell, Johnny Matthews and Douglas Hinderer.

INNOVATION OHIO

Ohio State Parks continued to be a major participant in the Innovation Ohio Program with 10 different suggestions from approximately 22 employees.

SPRING 2002 FLICKINGER LEADERSHIP ACADEMY CLASS

Left to Right: 1st Row seated – Jayne Dudgeon, Michael Stewart, Sybil Bell, Brian Hubbard, Brian Kearton, Dr. Neil Andrew. 2nd Row – Jodie Shafer, Robert Sears, Sonya Lindsey, Jessica August, Melody Olaker, Tim Moore, John Kocher, Jennifer Heller, Dave Sapienza, Barbara Lesco, Martin Webb, Sandy Brickey. 3rd Row – Hal Harper, Alan Ferguson, John Lewis, John Gillespie, Jeff Boester, Tim Sypherd, Earl Campfield, Robert Pitakos, Mary Thomas.



Infrastructure Improvements

Improved access and facilities for boaters, renovations to historic structures, golf course improvements, and necessary water and sewer system upgrades were the focus of NatureWorks and capital improvement projects totaling more than \$24 million.

GENEVA LODGE INITIATIVE

The Ashtabula County Commissioners proposed an innovative public-public initiative to finance, build and operate a resort lodge and conference facility on Geneva State Park land. The new facility will stimulate tourism in the area and provide meeting and lodging space for business clientele, as well as create jobs in the community. The lease agreement between the state and the county, which expires January 31, 2040, provides that the county will assume all financial responsibility for the design, construction and operation of the facility.

NATUREWORKS—OHIO'S NATURAL INVESTMENT

Year eight of rehabilitation projects funded wholly or in part by NatureWorks has been completed. Major dam and spillway rehabilitation work was completed at Scioto Trail's Caldwell Lake. While the lake was drained for construction, park staff rehabilitated the existing boat launch ramp and created a swimming beach. In partnership with the Division of Wildlife, fish structure was installed and the lake was restocked.

A major wastewater plant and collection system project completed at Pymatuning entailed closure of the cottage area sewer plant, redirection of cottage flows to the campground plant for efficiency and cost effectiveness, and creation of 18 full-service campsites with water, sewer and 50 amp electrical hookups. The

water/wastewater systems in the campgrounds at Grand Lake St. Marys and Indian Lake were rehabilitated, the wastewater system at Tar Hollow's service center was upgraded, and the wastewater system at Mary Jane Thurston was connected to the Village of Grand Rapids.

Damage to the Muskingum River Parkway lock and dam system caused by high water was corrected through emergency projects. These included repairs to the lock gate at Lock #2 Devola, repairs to the dam at Lock #6 Stockport, and repairs to the downstream apron at Lock #8 Rokeby. An emergency project was also undertaken at Rocky Fork to repair major damage to the dock structure and anchor system caused by high water and ice movement. The third phase of a statewide initiative to properly abandon water wells was completed.

Significant interior and exterior preservation and restoration efforts were completed on the Marblehead Lighthouse and Keeper's House. The project also included rehabilitation of the entrance roadway and parking lot. A modern climate control system was installed in the "Big House" at Malabar Farm (the former home of Louis Bromfield which has been converted into a museum) to preserve the furnishings and artifacts. The project included the installation of a geothermal heating and cooling system, which has proven to be cost effective and energy efficient.

A new visitor center was constructed at East Fork to house the divisions of Watercraft and Parks under one roof. At Buckeye Lake, the Liebs Island area underwent complete rehabilitation with the installation of a pair of two-lane concrete launch ramps, along with courtesy docks and shoreline fishing access platforms. In addition, the parking lot was expanded to offer overflow parking. The divisions of Wildlife and Watercraft assisted with this project.

Major improvements were made to the drainage and irrigation systems on Punderson's golf course. New irrigation pumps were installed at the main park lake, two- and three-row irrigation systems were installed on each hole, and a state-of-the-art computerized control system was included to accurately control each irrigation head. Several course ponds were rehabilitated and an extensive underground drain system was installed on numerous holes historically plagued by wet turf conditions. The cart path system was renovated, a new restroom was built on the course, and lightning shelters were improved for golfer safety.

Work was completed on a survey and mapping project at Grand Lake St. Marys to identify boundary encroachments, mark historic boundaries, and help resolve boundary conflicts related to aggressive residential development along the south side of the lake.

CAPITAL IMPROVEMENT PROJECTS

A variety of renovation and improvement projects were completed using capital funding sources other than NatureWorks. Twelve deteriorated cabins at Geneva were replaced with modular units referred to as deluxe cedar cabins. Two of the units were equipped to provide access for guests in wheelchairs, and each unit offers a large private exterior deck with a propane gas grill, screened porch, one bedroom, bathroom, sleeping loft, living room with an electric

fireplace, and fully equipped kitchen. In addition, a screened pavilion featuring a food preparation area, restroom, and roll-down window shutters was constructed adjacent to the cedar cabins for use by cabin guests.

Incremental improvements were made at Middle Bass Island, including the installation of electric on many of the transient docks and repair of a portion of the steel wall on the south side of the marina. New equipment storage buildings were completed at Geneva, Deer Creek and Delaware. A portion of the Deer Creek Lodge roof was replaced. A statewide initiative to replace underground storage tanks was completed. A new water plant lab was constructed at Salt Fork to bring the surface water treatment plant into compliance with EPA guidelines.

NatureWorks/Capital Improvement Project Summary

PARK	PROJECT	*COST
Geneva	Equipment storage building	\$ 144,200
Geneva	Deluxe cedar cabins	\$ 1,563,970
Deer Creek	Equipment storage building	\$ 292,595
Deer Creek	Lodge roof replacement	\$ 318,430
Delaware	Equipment storage building	\$ 135,225
Grand Lake	Consultant survey & mapping	\$ 123,910
Grand Lake	Campground sewer rehabilitation	\$ 215,100
Tar Hollow	Service center sewer rehabilitation	\$ 108,909
Portage Lakes	Iron Channel wall replacement	\$ 5,161,062
Muskingum	Rokeby Lock #8 dam repair	\$ 339,000
Muskingum	Stockport Lock #6 dam repair	\$ 233,000
Muskingum	Devola Lock #2 gate repair	\$ 64,200
MJ Thurston	Sewer connection to Grand Rapids	\$ 236,329
Middle Bass	Phase 1 dock electric	\$ 62,963
Middle Bass	South wall repair	\$ 12,375
Lake Hope	Cottage renovation claim settlement	\$ 720,000
Rocky Fork	Dock repair	\$ 301,350
Salt Fork	Water plant laboratory construction	\$ 545,230
East Fork	Joint Watercraft/Park office	\$ 1,928,400
Buckeye Lake	Liebs Island launch ramp	\$ 1,855,024
Indian Lake	Campground sewer rehabilitation	\$ 259,803
Malabar	Big House HVAC rehabilitation	\$ 436,465
Marblehead	Lighthouse/Keepers House renovation	\$ 654,247
Punderson	Golf course drainage & irrigation	\$ 2,092,250
Pymatuning	Wastewater system improvements	\$ 2,613,465
Scioto Trail	Caldwell Lake dam/spillway repair	\$ 1,917,039
Statewide	Underground storage tank replacement	\$ 800,980
Statewide	Phase 3 water well abandonment	\$ 149,480
TOTAL		\$ 23,285,001

* Includes Design & Construction Costs

The capital improvement fund was tapped in the settlement of a major claim arising from last year's construction work on the Lake Hope cottage improvements.

ROADWAY MAINTENANCE AND STRIPING

A total of four park roadway projects were undertaken jointly through the Department of Transportation's Cooperative Roadway Maintenance Program. Road repairs, along with resurfacing of roads and parking lots at Hueston Woods, West Branch, Lake Alma and Pymatuning cost a total of \$749,332. The division also partnered with the Walnut Township Trustees to make roadway repairs on a township road at the Leib's Island area at Buckeye Lake.

IN-HOUSE CONSTRUCTION INITIATIVES

Statewide, 162 construction projects including 25 emergency projects were completed with in-house labor and equipment. The types of projects accomplished included utility upgrades, trail improvements, campground upgrades, dock and launch ramp

improvements, wetland enhancement projects, beach and golf course enhancements and continued support for special events such as the Ohio State Fair, Lake Loramie's Fall Festival and the Ohio Heritage Days at Malabar Farm.

A variety of additional improvements and repair projects, including tree removal, roof repairs, construction of road berms, golf course trenching, road paving, parking lot repairs and outlet gate repairs, were accomplished by park staff at nine parks with financial assistance totaling \$18,000.

MISCELLANEOUS PARK IMPROVEMENT PROJECTS

A number of repair, replacement and improvement projects were completed at revenue generating park facilities such as lodges, cottages, marinas and concession buildings. Funding sources for these projects include lodge maintenance, repair and replacement funds, and the depreciation reserve fund. A sampling of these projects follows:

Miscellaneous Park Improvement Summary

PARK	PROJECT	COST	SOURCE
Deer Creek	Cottage kitchen cabinets	\$ 23,023	MRR*
Deer Creek	Lodge siding	\$ 103,000	MRR
East Harbor	Plumbing repair	\$ 4,895	DR**
Geneva	Gravel for marina lot	\$ 17,360	MRR
Hueston Woods	Patio doors	\$ 25,000	DR
Lake Logan	Boat rental repairs	\$ 5,000	DR
Maumee Bay	Various HVAC repairs	\$ 146,538	MRR
Maumee Bay	Cottage porches	\$ 81,026	MRR
Maumee Bay	Bathroom renovations	\$ 25,650	MRR
Mohican	Various guest room carpets, bathroom floors & vanity countertops	\$ 88,554	MRR
Mohican	Exterior bench replacement	\$ 18,750	MRR
Mohican	Playground equipment	\$ 10,500	MRR
Punderson	Cottage renovations	\$ 284,018	MRR
Salt Fork	Mechanical room renovation	\$ 8,500	MRR
Salt Fork	Heating/cooling units	\$ 174,000	MRR
Salt Fork	Fire alarm system	\$ 79,622	MRR
Shawnee	Patio doors	\$ 22,663	MRR
TOTAL		\$ 1,118,099	

*Maintenance Repair and Replacement Fund

** Depreciation Reserve Fund

PROJECT DESIGN

Design work was completed or near completion on the following NatureWorks rehabilitation projects anticipated for construction or implementation in 2003.

- **Burr Oak:** rehabilitation of the wastewater system, and separation of the water system from the Burr Oak Water District.
- **Cleveland Lakefront:** bluff stabilization at the Upper Edgewater area.
- **Cowan Lake:** construction of a new visitor center.
- **Dillon:** watershed and lake environmental restoration study.
- **Forked Run:** campground electrification with 50-amp service.
- **Hocking Hills:** construction of a camp office/commissary and accessibility improvements to the visitor center plaza.
- **Lake White:** dam and spillway improvements.
- **Malabar Farm:** rehabilitation of the “Working Barn” foundation and beams, and replacement of the metal roof on the “Big House.”
- **Muskingum River:** rehabilitation of Devola Lock #2.
- **Paint Creek:** wastewater improvements at the Deer Park Marina.
- **Portage Lakes:** consultant survey and mapping work at the Nimisila area, as well as rehabilitation of the Old Park day-use area and boat launch ramp facilities.
- **Rocky Fork:** rehabilitation of the wastewater system.
- **Salt Fork:** improvements to the wastewater system park-wide, along with re-electrification of the campground with 50-amp service.
- **Strouds Run:** campground electrification with 50-amp service.
- **Wolf Run:** rehabilitation of the lake drain.

In addition, more than 24 other NatureWorks projects are in design for campground, lodge, cottage, marina, dam and water/wastewater system rehabilitation.

ACCESSIBILITY IMPROVEMENTS

Accessibility design standards are incorporated into all new and rehabilitated park structures in compliance with Americans with Disabilities Act guidelines. Two of the 12 deluxe cedar cabins installed at Geneva are fully accessible, with special features and modifications throughout the kitchen, bathroom, bedroom and living areas. Accessible features were incorporated in the new park office/visitor center at East Fork, and in the design plans for Cowan Lake’s new office facility. Modifications for accessibility were made to an existing cottage at Dillon and to a cottage at Buck Creek.

Construction was completed on an accessible boat launch and parking area at the Lieb’s Island facility at Buckeye Lake. Construction work commenced on an accessible walkway and fishing pier as part of the dam renovation project at Stonelick. The launch ramp, parking lot and restroom upgrades at Lake Milton’s Pointview area feature an accessible walkway linking the public docking system and restroom facilities at the marina.

Work began on an assessment of the Burr Oak lodge for accessibility modifications, including vertical circulation, public restrooms, guest rooms and the swimming pool. In addition, the campground at Burr Oak was evaluated for renovations to washhouses and campsites. Design plans were completed for campground electrification projects at Delaware, Strouds Run, Forked Run and Paint Creek that incorporate accessibility improvements for select campsites and facilities. An accessible cottage is being planned for Deer Creek to replace a cottage destroyed by fire.

In addition to major capital projects, park staff continued to improve facility access by widening doorways, toilet compartments and shower stalls, constructing access ramps, modifying campsites, and adding handicapped parking spaces. The staff at Buck Creek constructed a ramp to provide wheelchair access to the beach and at John Bryan, a popular loop trail was modified for accessibility. A braille trail was incorporated into the accessible loop of the boardwalk trail at Maumee Bay to accommodate visitors with vision impairments. At Mt. Gilead, an accessible interpretive trail was built near the park’s campground for use by school groups as well as independent park visitors.

Fiscal Management

Ohio State Parks expended

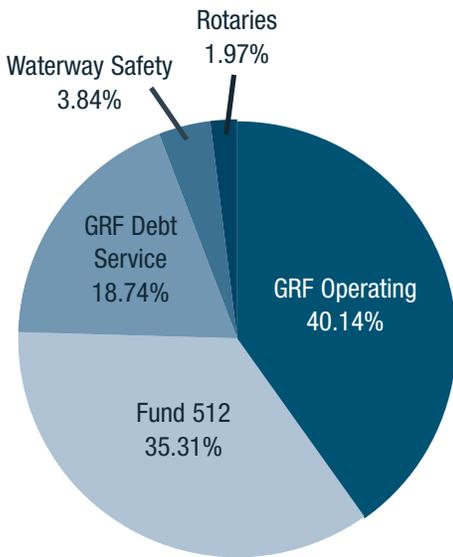
**\$82.2 million in fiscal year 2002,
including \$29 million in revenues
generated from fees and charges.**

BUDGET

The primary source of the division's operating funding is the state's General Revenue Fund (GRF). In FY 03, 55.6 percent of the division's money came from the GRF; in FY 02, the GRF provided 58.9 percent of funding. The second largest source is fees and charges generated by the state parks and deposited into Fund 512. This fund accounted for approximately 36.4 percent of the total budget in FY 03; in FY 02, Fund 512 provided 35.3 percent of the budget. Approximately 4.1 percent of the budget is provided by the Waterway Safety Fund, which is designated for specific purposes. The balance of the funds received is obtained from miscellaneous rotary accounts.

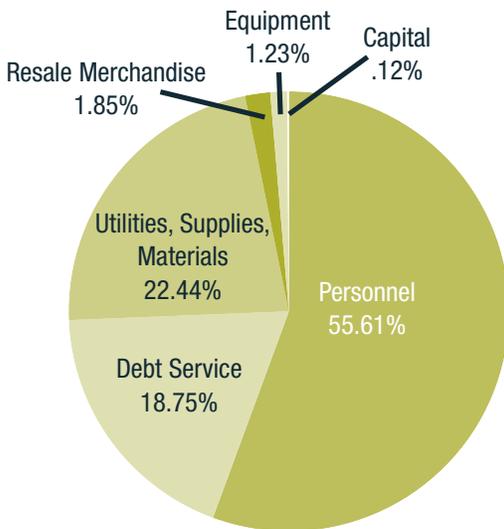
The division's ability to fund existing levels of park operations (i.e. continuation level) has been significantly reduced as a result of increased expenses and cuts in GRF funding. Increases in mandated charges, employee pay raises, utility costs, health care and inflation have all contributed to higher budget needs. In addition to the increased costs, the division's GRF operating monies were cut at the end of FY 02 and again for FY 03.

Actual expenditures for FY 02 and the total appropriation for FY 03 are indicated in the following charts.



Funding

Funding Sources	FY '02 Expended	FY '03 Budgeted
GRF Operating	\$ 33,005,733 (40.14 %)	\$32,773,377 (38.73 %)
Fund 512 (Fees & Charges)	\$ 29,030,162 (35.31 %)	\$30,827,486 (36.44 %)
GRF Debt Service	\$ 15,409,855 (18.74 %)	\$14,279,000 (16.88 %)
Waterway Safety	\$ 3,157,174 (3.84 %)	\$ 3,472,497 (4.10 %)
Rotaries	\$ 1,620,382 (1.97 %)	\$ 3,257,672 (3.85 %)
Total	\$ 82,223,306	\$ 84,610,032



Expenditures

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

Expenses	FY '02 Expended	FY '03 Budgeted
Personnel	\$ 45,724,234 (55.61 %)	\$ 44,309,560 (52.37 %)
Debt Service	\$ 15,409,855 (18.75 %)	\$ 14,279,000 (16.88 %)
Utilities/Supplies/Material	\$ 18,450,425 (22.44 %)	\$ 23,125,296 (27.33 %)
Resale Merchandise	\$ 1,523,419 (1.85 %)	\$ 1,750,932 (2.07 %)
Equipment	\$ 1,014,198 (1.23 %)	\$ 1,013,131 (1.20 %)
Capital	\$ 101,175 (0.12 %)	\$ 132,113 (0.15 %)
Total	\$ 82,223,306	\$ 84,610,032

Revenue

Ohio State Parks generated \$27,089,866 in revenue, a 3.1% percent increase over 2001 revenue. Some facilities are operated under contract by private vendors. The difference between gross receipts and revenue received by the division is the money retained by private concessionaires per the terms of their concession agreements. All revenue generated by state parks is deposited into Fund 512.

The gross receipts and revenue received in calendar year 2002 were as follows:

SOURCE OF REVENUE	GROSS RECEIPTS	REVENUE TO THE DIVISION
Camping	\$ 10,084,496	\$ 10,084,496 (37.22 %)
Concession Agreements	\$ 41,340,054	\$ 3,893,288 (14.37 %)
Self-Operated Concessions	\$ 3,666,629	\$ 3,666,629 (13.54 %)
Cottage Rentals	\$ 2,870,752	\$ 2,870,752 (10.60 %)
Dock Permits	\$ 2,307,851	\$ 2,307,851 (8.52 %)
Golf Greens Fees	\$ 2,073,411	\$ 1,841,798 (6.80 %)
Miscellaneous	\$ 1,790,171	\$ 1,790,171 (6.61 %)
Camping Options	\$ 331,091	\$ 331,091 (1.22 %)
Group Lodge Rentals	\$ 86,256	\$ 86,256 (0.32 %)
Land Rentals	\$ 109,286	\$ 109,286 (0.40 %)
Malabar Tours	\$ 54,905	\$ 54,905 (0.20 %)
Pools & Lockers	\$ 34,324	\$ 34,324 (0.13 %)
Duck Blinds	\$ 19,019	\$ 19,019 (0.07 %)
TOTAL	\$ 64,768,245	\$ 27,089,866

CONCESSIONS

Sixty-one concession facilities were operated under 51 separate leases, contracts or short-term agreements. The contracts or agreements on three of these concession facilities expired and were rebid during the year.

MERCHANDISING

Gift certificates for use in the state parks continue to be a popular item, with 774 gift certificates purchased through central office totaling \$56,785. The gift certificates are promoted on the Ohio State Parks website, and are also available through each state park office.

State parks souvenir merchandise was featured on the Ohio State Parks website, and mail order sales were also promoted through a web gift shop posted on the ODNR website over the holidays, and through both issues of Ohio State Parks magazine. These mail order, telephone and office merchandise sales totaled \$52,465 in FY 02. State parks merchandise was also offered for sale at numerous facilities within the parks. The Cardinal Gift Shop at the Ohio State Fair earned \$31,888 in gross receipts.

2003 Goals

- Continue to adjust operations to meet the greatest public need by reducing operating budgets and increasing revenue.
- Analyze and adjust fees to help offset increasing operating costs as well as reductions in general revenue funding.
- Continue our division's long-standing customer service focus in all that we do.
- Use the Service & Stewardship strategic plan for decision making and setting priorities for all facets of our operation.
- Continue to partner with other agencies and organizations as well as seek grants and corporate sponsors to help sustain and improve programs and services.
- Expand the friends group program to ensure that there is at least one organized friends group in every region.
- Continue to make incremental facility improvements with limited capital and renovation funds.
- Implement at least one new resource management project in each region utilizing partnerships with other agencies or constituency support groups.
- Consolidate law enforcement operations in four more regions through the sharing of manpower and resources.
- Conduct focus groups to gather initial constituency input for the next five-year strategic planning document.
- Acquire and analyze more demographic information to use for targeted marketing of the Ohio State Parks.
- Conduct a statewide meeting with representatives from the various state park friends and constituency support groups.
- Formulate the most cost/beneficial and customer service oriented specifications for a centralized reservation system.
- Facilitate efforts to pass legislation creating an Ohio State Parks specialty license plate.
- Conduct a second Flickinger Leadership Academy with at least 24 select employees with management potential.

General Park

# State Parks	74
Total Acreage	*163,918
Acreage – Land	101,757
Acreage – Water	62,161
Miles of Shoreline	1,011
Land that is Developed	21.6%
Shoreline that is Developed	26.9%
Visitor Occasions	58,879,760
# Buildings	2,627
# Water Systems	147
# Sewer Systems	148
# Restroom Buildings – Water Borne	447
# Restroom Buildings – Pit Privies	512
Miles of Road Patrolled	1,842
# Felony Arrests	125
# Citations	6,807
# Visitor Assists	39,242
# Park Residences	84
# Dining Lodges/Restaurants	3

Campgrounds

# Campgrounds	92
# Campsites	9,207
# Full-Service Sites	83
# Electric Sites	6,216
# Non-Electric Sites	2,908
# General Group Areas	57
# No-fee, Non-Group Primitive Sites	74
# Horseman’s Camps	12
# Horseman’s Campsites	297
# Showerhouses	112
# Amphitheaters	50
# Camp Stores/Commissaries	40
# Campsites Rented	667,436
Campground Occupancy (244 nights)	29.7%

Camping Options

# Rent-A-Camp Sites	46
Rent-A-Camp Occupancy (184 nights)	25.2%
# Rent-A-RV Sites	13
Rent-A-RV Occupancy (184 nights)	44.0%
# Rent-A-Tepee Sites	9
Rent-A-Tepee Occupancy (184 nights)	25.7%
# Rent-A-Yurt Sites	11
Rent-A-Yurt Occupancy (184 nights)	47.9%
# Cabents	5
Cabent Occupancy (153 nights)	43.6%
# Camper Cabins	38
Camper Cabin Occupancy (184 nights)	41.0%
# Cedar Cabins	18
Cedar Cabin Occupancy (184 nights)	42.0%

Resort Lodges & Concession Cottages

# Resort Lodges	8
# Resort Lodge Rooms	709
# Lodge Room Nights Rented	135,637
% Lodge Occupancy	52.4%
# Restaurants in Resort Lodges	8
# Concession Cottages	221

# Cottage Nights Rented	38,198
Cottage Occupancy	47.4%

State Operated Cottages

# State Operated Cottages	297
# Cottage Nights Rented	40,884
Cottage Occupancy	39.9%

Golf Courses

# Golf Courses	6
# Golf Rounds	129,799

Boat Ramps/Marinas/Docks

# Boat Ramps	189
# Boater Occasions	7,937,431
# Marina/Boat Rental Operations	46
# Docks – Concession Operated	1,346
# Docks – State Operated	6,617
# Private Docks Licensed	10,611

Beaches

# Swimming Beaches	78
# Swimming Occasions	6,118,588
# Beach Concessions	25

Group Facilities

# Overnight Group Facilities	7
# Overnight Group Facility Users	18,493
# Beds in Group Facilities	311
# Day-Use Group Lodges	13
# Day-Use Group Lodge Users	42,824

Visitor/Nature Centers

# Visitor/Nature Centers	36
# Visitor/Nature Center Users	1,417,740

Picnic Areas

# Picnic Areas	458
# Picnic Area Users	10,120,963
Picnic Shelters – Total	170
# Reservable Picnic Shelters	103

Other Recreational Facilities

# Swimming Pools	18
# Tennis Courts	16
# Basketball Courts	79
# Volleyball Courts	91
# Miniature Golf Courses	12
# Playgrounds	183
# Parks with Bike Rental Operations	19
# Trails – Total	391
Total Miles of Trails	1,085
# Multi-Use Trails	125
# Hiking Only Trails	223
# Mountain Bike Only Trails	17
# Bridle Only Trails	22
# Parks with Snowmobile Trails	11
# Parks with Cross-Country Ski Trails	40
# Parks with Sledding Hills	39
# Shooting Ranges	5

*Note-Acreage is reconciled to the ODNR 2002 Land Inventory to reflect lands managed by the division rather than total lands available for recreation.



memories
in the making



Ohio Department of Natural Resources
Division of Parks and Recreation
1952 Belcher Drive, C-3
Columbus OH 43224

ohiostateparks.org

Bob Taft, Governor
Sam Speck Director