

# CITY OF NORTH OLMSTED

## POPULAR ANNUAL FINANCIAL REPORT

### FOR THE YEAR ENDED DECEMBER 31, 2012

5200 Dover Center Road, North Olmsted OH 44070  
www.north-olmsted.com 440-777-8000

Dear Citizens of North Olmsted:

We are pleased to present to you the City of North Olmsted's Popular Annual Financial Report (PAFR) for the fiscal year ended December 31, 2012. The care of your tax dollars is of great concern to our administration and we believe this direct communication will lead to a more informed and engaged community.

This community report is intended to present an accessible overview of the City's financial position and the City's commitment to providing services and programs in a fiscally responsible manner. This PAFR explains where the City's revenues come from and how the City's dollars are spent. Information contained within this report was obtained from the more extensive 2012 Comprehensive Annual Financial Report (CAFR). The 2012 CAFR is comprised of more than 160 pages of detailed financial statements, notes, schedules, and statistical information. Our financial statements were prepared in conformance with Generally Accepted Accounting Principles (GAAP), and received an unqualified (or clean) audit opinion.

The highest standards of accounting principles are used by the City to ensure full financial disclosure and accountability. Recognition of this commitment is evidenced by the City attaining the Government Finance Officers' Association's *Certificate of Achievement for Excellence in Financial Reporting* for its CAFR for thirteen consecutive years.

While the numbers in this PAFR come from an audited source, they are presented in an un-audited format, on a GAAP basis, but do not include the City's discretely presented component unit, North Olmsted Commission on Paratransit (NOCOP). Readers desiring the more detailed financial statements and the full disclosure GAAP basis of accounting information reported in the CAFR may review the CAFR on the City's website at [www.north-olmsted.com](http://www.north-olmsted.com).

Thank you for taking the time to review this year's PAFR. We hope it serves its purpose and provides you with a better understanding of the City's financial health and the steps taken by our administration to ensure that your tax dollars are spent responsibly. We invite you to contact us to share any suggestions, questions, or comments you may have at (440) 777-8000, or [finance@north-olmsted.com](mailto:finance@north-olmsted.com).

Sincerely,

Kevin M. Kennedy  
Mayor

Carrie B. Copfer, CPA  
Director of Finance

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In this section, we present an overview of the monies received and spent for the City of North Olmsted for the years ended December 31, 2012 and 2011. The financial information presented in this section is for the City's Governmental Activities, which includes all revenue and expenses of the City except those of the "business-type" activities (the City's golf course and ballroom and sanitary sewer operations) and the City's component unit, NOCOP. Financial information on the City's Business-Type Activities and NOCOP can be found in the City's CAFR.

## Where the Money Comes From

The City receives the funding it needs to provide basic services to residents through a variety of sources. The table to the right presents a summary of the City's revenues by source for 2012 and 2011.

Overall, total governmental activities revenue increased by \$426,873 in 2012. Municipal income tax revenue, which comprises the City's largest revenue source, increased by \$1,089,408 in 2012, which can be attributed to an improving local economy. These revenues are expected to remain steady in 2013.

Property and other tax revenue, which is the City's second largest revenue stream, decreased slightly in 2012 due to a decline in assessed valuations in real property.

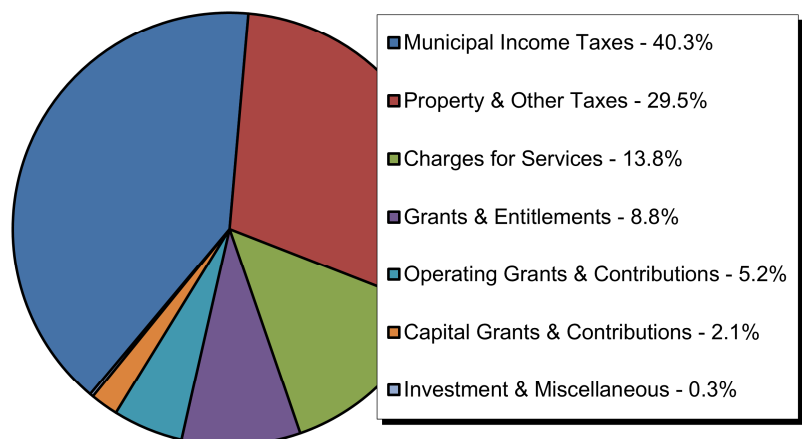
The most dramatic decline in revenues in 2012 was in Grants and Entitlements, which decreased by \$817,394. This decline is a result of permanent reductions in local government funding that have recently been enacted by the State of Ohio. The City anticipated and prepared for the decline in funding from the State by reducing recurring expenses and monitoring employee attrition.

The pie chart at the right provides a visual as to how significant each source of revenue is to the financial health of the City.

*Municipal income tax revenue is the City's largest revenue source, accounting for 40.3% of total revenue in 2012.*

| Revenues                         | 2012                | 2011                |
|----------------------------------|---------------------|---------------------|
| Municipal Income Taxes           | \$13,286,957        | \$12,197,549        |
| Property and Other Taxes         | 9,743,908           | 9,782,378           |
| Charges for Services             | 4,549,612           | 4,388,412           |
| Grants and Entitlements          | 2,919,512           | 3,736,906           |
| Operating Grants & Contributions | 1,723,306           | 1,609,937           |
| Capital Grants & Contributions   | 682,965             | 775,034             |
| Miscellaneous                    | 43,589              | 37,499              |
| Investment Earnings              | 40,217              | 35,478              |
| <b>Total Revenues</b>            | <b>\$32,990,066</b> | <b>\$32,563,193</b> |

2012 Revenue by Source



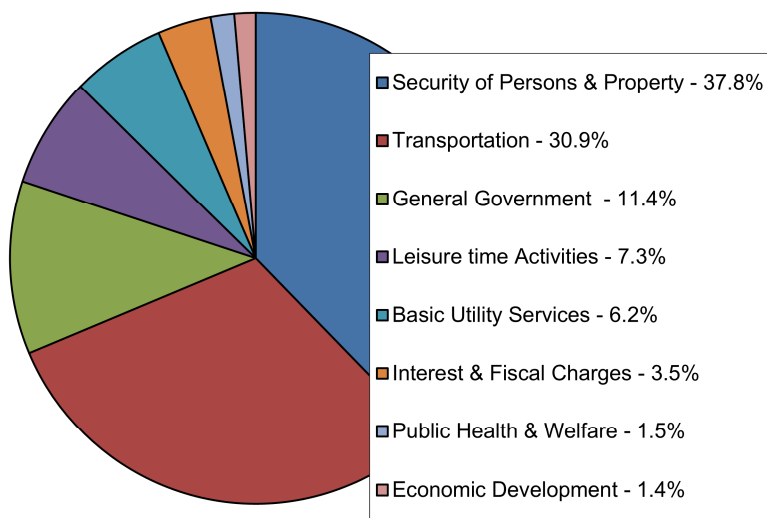
## Revenue Source Definitions

- Income Taxes** – The City levies a 2% income tax on substantially all income earned within the City.
- Property and Other Taxes** – Includes the City's portion of the taxes due on real property and the 3% hotel/motel excise tax.
- Charges for Services** – Significant sources include recreation programs, medical transport fees, building department permits, and court fines.
- Grants & Entitlements** – Significant sources include revenue received from local government funds distributed by the State.
- Operating Grants & Contributions** - Includes revenues received from State levied shared taxes, motor vehicle license and fuel taxes, as well as operating grants secured by the Police and Fire Departments.
- Capital Grants & Contributions** – Includes monies and asset contributions received for capital projects.
- Investments** – Revenue earned by investing all available City funds throughout the year.
- Miscellaneous** – Includes refunds and reimbursements, as well as the sale of recycled materials and donations.

## Where the Money Goes

| Expenses By Function           | 2012                | 2011                |
|--------------------------------|---------------------|---------------------|
| General Government             | \$3,886,834         | \$3,582,339         |
| Security of Persons & Property | 12,847,883          | 11,367,748          |
| Public Health & Welfare        | 527,602             | 489,183             |
| Transportation                 | 10,524,273          | 10,125,472          |
| Basic Utility Services         | 2,100,931           | 2,306,879           |
| Leisure time Activities        | 2,472,946           | 2,414,279           |
| Economic Development           | 476,253             | 432,497             |
| Interest & Fiscal Charges      | 1,197,352           | 1,370,320           |
| <b>Total Expenses</b>          | <b>\$34,034,074</b> | <b>\$32,088,717</b> |

2012 Expenses by Function



The chart to the left presents a two-year comparison of the City's governmental activity expenses. Expenses increased by \$1,945,357, or approximately 6% from 2011 to 2012. A major factor contributing to the overall increase in expenses was an increase in salaries and the cost of benefits. In response to the economic recession, City employees conceded various wage concessions in 2010 and 2011 in the form of furloughs, reduced workdays, or reduced workweeks, depending on the employee's bargaining unit, saving the City an estimated \$1.4 million and \$1.1 million, in 2010 and 2011, respectively. These wage concessions ended in 2012, and pay rates then increased as provided for in the various collective bargaining agreements with City employees.

In response to the anticipated further reduction in state-levied revenues, the City has maintained a conservative approach to budgeting. City administration and Council have been reviewing operations for opportunities to gain efficiency and contain costs, including reducing recurring expenses and monitoring employee attrition. The City has also been proactive in seeking additional revenue opportunities including establishing a Mayor's Court in 2013, and pursuing various grants.

The pie chart to the left shows the distribution of the City's expenses by function.

Security of Persons and Property, which represents the cost of providing police, dispatch, fire and paramedic services, consistently ranks as the largest outlay, as safety is always a priority. Both the Police and Fire departments require large workforces that are required around the clock to ensure the safety of the community.

Transportation is the City's second largest program function and includes the cost of providing all public works services including street and storm channel maintenance and improvements, public property maintenance, snow removal, and equipment maintenance.

### Expense by Function Definitions

- **General Government** – Includes all general administrative expenses used by the entire City such as Council, Mayor's Office, Finance, Law, etc.
- **Security of Persons & Property** – Includes the cost of providing police, dispatch, fire and paramedic services.
- **Public Health & Welfare** – Includes the cost of administering youth and family programs, the City's food pantry, and senior center operations.
- **Transportation** – Includes the cost of providing all public works services such as street and storm channel maintenance and improvements, public property maintenance, snow removal, and equipment maintenance.
- **Basic Utility Services** – Includes the cost of rubbish collection and recycling.
- **Leisure Time Activities** – Includes the cost associated with operating the Recreation Center and recreation and senior programs.
- **Economic Development** – Includes expenses related to attracting and retaining businesses in the City.
- **Interest and Fiscal Charges** – Includes principal and interest payments on municipal debt.

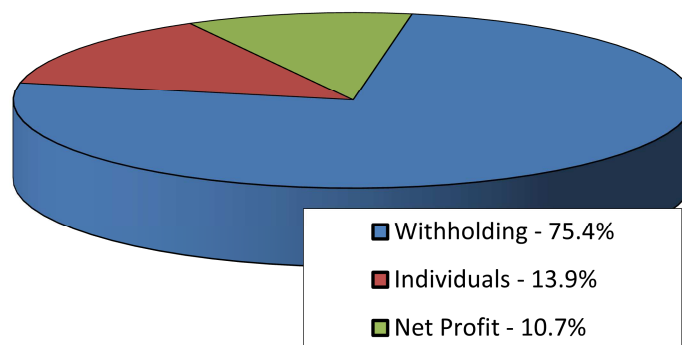
## Income Taxes

Income Tax represents the largest source of revenue for the City. The City of North Olmsted levies a 2% income tax on income earned within the City which is applied to gross salaries, wages, personal services compensation, and net income of for-profit organizations that conduct business in North Olmsted. North Olmsted residents are required to pay this tax on income they earn outside the City, but are given a 100% credit, up to 2%, for income taxes paid to the municipality in which they work.

Income tax collections are comprised of three sources: taxes from employee withholdings, taxes from individuals, and taxes on net profits. As shown in the chart at the right, taxes from withholdings comprise the largest component of the City's income taxes, representing 75.4% of collections. Employee withholding is 2% of the wages earned in the City which are deducted from the employees pay and remitted to the City. Taxes from individuals are levied at 2% and are due on any additional income earned by residents from which withholding was not taken. Taxes on net profits are levied on the net income of all businesses located in the City.

The bar graph below shows the City's income tax collections over the past ten years. Income tax collections began to decline in 2008, and have continued to lag below that level. Slight increases were experienced in 2011 and 2012, but income taxes remain lower than the levels seen in 2006 and 2007, which were the City's highest collection years. Income taxes are anticipated to remain stable in 2013.

2012 Source of Income Taxes



### Division of Income Tax Revenue

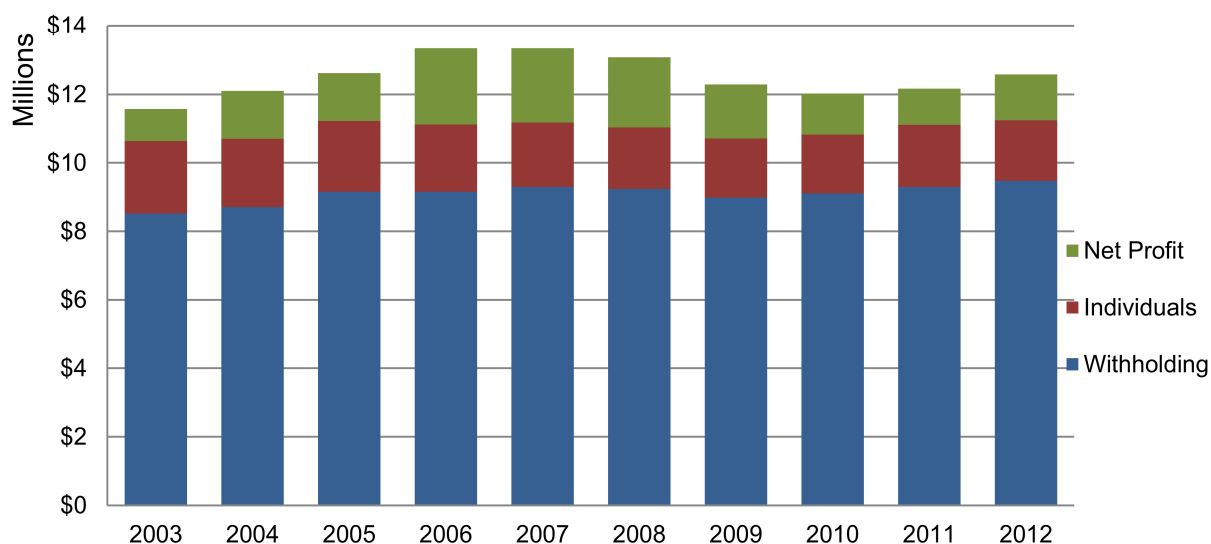
By a vote of the residents, the City's municipal income tax receipts are to be divided as follows:

**15% - Permanent Improvement Fund:** to pay costs of permanent improvements to the City's street and storm water drainage systems, payment of debt charges on bonds and notes issued for those purposes, and to pay costs of maintaining the City's street and storm water drainage systems, including related equipment.

**15% - Solid Waste Fund:** to pay costs of services and facilities for solid waste management, recycling and disposal.

**70% - General Fund:** the remaining balance; to pay costs of general municipal functions.

Income Tax Collections for the Last 10 Years



Note: The above graph presents income tax revenue on a cash basis and depicts only the amounts actually collected in 2012. This differs from the amounts reported in our financial statements on a GAAP basis because the GAAP figures also include the amounts that were receivable at the end of the year.

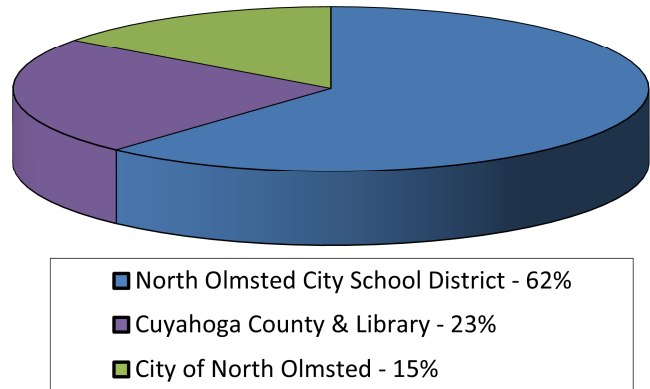
## Property Taxes

Property tax in North Olmsted is administered by the Cuyahoga County Fiscal Officer, and is based on the county-assigned value of all parcels of land within each taxing district. The County Fiscal Officer determines an assessed value which is 35% of the appraised market value for each parcel. This value is updated every three years based on the average price that surrounding or similar properties sold for within the previous three-year period. Every six years, the Fiscal Officer revisits all properties to reappraise the value of each piece of land based on any building additions or major improvements. The most recent comprehensive reappraisal was completed in 2012.

A key difference between the City of North Olmsted and the North Olmsted City School District is the main funding source used by each entity for operating purposes. The North Olmsted City School District, as all school districts in Ohio, is mostly funded by taxes paid on property that falls within the district. Conversely, the City has a diverse revenue stream that funds governmental operations.

*As shown in the chart below, for every \$1.00 of your property taxes paid in 2012, the City received approximately \$0.15. The majority of your tax dollars support the North Olmsted City School District and various Cuyahoga County programs and services.*

**Recipient of Property Taxes**



*For tax collection year 2012, a homeowner in North Olmsted will pay 2.72% of market or appraised value of their home in property taxes. The bar graph below compares the City of North Olmsted's tax rate with the tax rate of other area cities.*

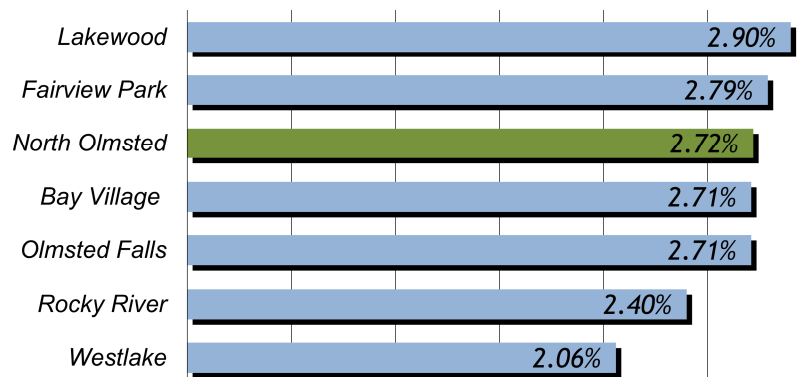
### North Olmsted Property Tax as a Percentage of Market Value

A simple percentage can be used to estimate the total property taxes for a home. Multiply the market value of the home by the percent listed for the North Olmsted taxing district (2.72%).

Example: Taxes for a \$150,000 home in North Olmsted:

$$\text{\$150,000} \times 2.72\% = \text{\$4,080} \text{ annual property tax bill.}$$

**Comparative Property Tax Rates for Collection in 2012  
(Shown as a percentage of market value):**



*To view your property's tax assessment, please visit the Cuyahoga County Fiscal Officer's website:  
<http://fiscalofficer.cuyahogacounty.us>*



*The City of North Olmsted is committed to a long-term goal of rebuilding and maintaining its infrastructure and facilities. The Mayor and his administration have developed a five-year capital plan and are using it to prioritize important improvements within the City. The City actively pursues grant and other funding opportunities in order to make improvements to its capital assets while maintaining fund levels for current operations.*

The City was successful in obtaining grant funding for the following capital improvement projects that were either completed or approved in 2012:

- **Country Club Boulevard Streetscape Improvements:** The City obtained a Community Development Block Grant to partially fund the first phase of this project, which consisted of replacing the concrete mediums with landscaping, upgrading the sidewalks and crosswalks with ADA accessible curb ramps, and installing a new mid-block pedestrian crosswalk. Energy efficient light fixtures and pedestrian signals were also installed. This project has improved accessibility and the overall appearance of the area adjacent to the Great Northern Shopping Center.
- **North Olmsted Park Parking Lot Storm Water Improvements:** This project consisted of redesigning the parking lot to include permeable pavers and a rain garden, which will help reduce storm water runoff in this area. The project was funded through the Ohio EPA.
- **Energy Efficiency Building Upgrades:** Several of the City's buildings underwent improvement projects during 2012. Energy efficient windows, doors, lighting, and HVAC units were installed at various City buildings. These upgrades were funded by a NOPEC grant designed to promote energy efficiency.
- **City-Wide Signalization Upgrade:** In 2012, the City's application for federal assistance for a city-wide signal system upgrade was approved by the Northeast Ohio Area Wide Coordinating Agency (NOACA). This project will be designed in two phases, with construction projected by the Ohio Department of Transportation (ODOT) to begin in 2015. The total cost of this project is estimated at \$8.6 million, of which the grant will cover eighty percent.



*Phase I of the Country Club Boulevard Streetscape Improvement project was completed in 2012. This project was primarily funded by a Community Development Block Grant.*

### Leveraging Development - Tax Increment Financing

The rebounding level of commercial construction activity in the City beginning in 2011 made 2012 a good time to explore how the City could leverage private investment to support public infrastructure.

A number of studies focusing on the Great Northern area recommended improvements such as signal upgrades, potential street and interchange modifications, and streetscape enhancements.

In 2012, Council authorized the designation of certain parcels in the Great Northern area to be part of a Tax Increment Financing (TIF) program, where the businesses making improvements to their property will pay the same taxes they would have otherwise, but the increment of tax related to any improvements they make will be deposited into a special fund at the City. These funds, which will first be available to the City in 2014, have the sole purpose of making infrastructure improvements that will benefit the Great Northern area. This is one way the City has identified to help defray the cost of infrastructure projects in the City.

### City Beautification Initiatives

#### Curb Appeal

In 2012, the City's Building Department initiated a proactive property maintenance program. In addition to amending the Building Code to create more clear and streamlined regulations and procedures, the City began ward by ward sweeps of every property in the City, both residential and commercial. The entire City will be inspected within a four year time period. Signs of improvement are already visible, as the City's building inspectors have been partnering with residents and business owners to tackle deferred maintenance issues.

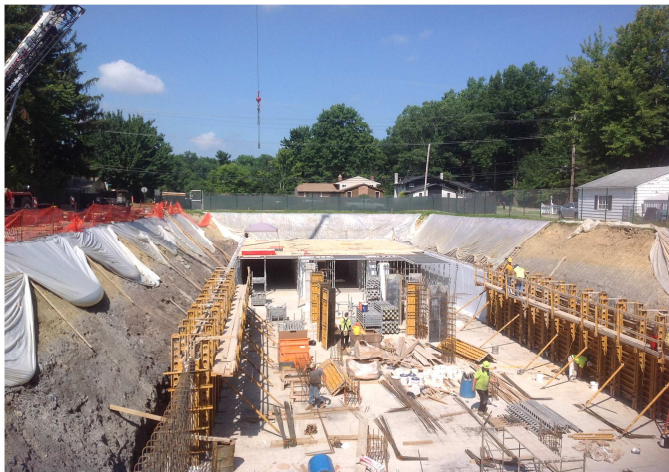
#### Gateway Signage

As private property owners have worked to improve the appearance and condition of their properties, the City has turned greater attention to its own appearance. New gateway signs were installed throughout the City at the end of 2012, along with a new digital sign at City Hall which will improve communication about important news and events. The signs carry the City logo, designed in 2010, which is aimed at establishing a brand identity for North Olmsted that gives residents, businesses, and visitors a greater sense of place. This branding has also been carried through on the City's website, signage, banners, letterhead and other print materials.

*The City of North Olmsted's sanitary sewer collection system consists of 159 miles of sanitary sewers and five lift stations that transport wastewater to the plant facility. The City's original waste water treatment plant was constructed in 1959, and sits on a 16 acre site on the City's southeastern border, next to the Cleveland Metroparks. The facility was expanded in 1973, and again in 1986. In September 2006, the City began an operational and rate study to develop a long term strategic plan.*

In 2012, construction began on the first of two phases of significant improvements to the City's sanitary sewer collection system and treatment plant facility. Significant improvements were mandated by the EPA in 2007, and were required in our June 1, 2010 NPDES permit. The improvements have been part of a multi-year study and design process. As a result of the significant flooding experienced by the City in 2011, the plans were revised to address the recent sanitary sewer overflows in the collection system.

Phase I of the project, which was substantially completed in 2012, included the construction of an underground equalization basin at Clague Park, improvements to the Lebern Pump Station, and relief sewers on Walter Road. Major components of the new improvements were operational, and made a noticeable difference during Super Storm Sandy in late October 2012.



Phase II of the project includes the construction of an underground equalization basin at the Dover Center Pump station, parallel relief sewers on Chapel Hill Drive, and significant improvements to the City's antiquated waste water treatment plant. Projects included in this phase began at the end of 2012, and are expected to be completed by December 2014.



## Sewer Rates

The source of repayment for these improvements has been incorporated into the City's sewer rate. Rate studies were conducted in October 2007 and revised in September 2010 to determine the appropriate rates to generate sufficient revenues to cover operating costs, maintenance and repair costs, debt service requirements, capital improvements, and adequate reserves. In 2007, the City's rates were increased 44% over a five year period. In September 2011, the City's sewer rates were increased by 11.3% for 2012-2014, 6.1% in 2015, and 3% annually from 2016-2019. Also at this time, the minimum usage charge was eliminated. The City of North Olmsted's sewer rates will remain higher than those of the neighboring Northeast Ohio Regional Sewer District until 2015, but at that point the City's rates will be lower.

*The total cost of the sanitary sewer improvements to the collection system and treatment plant total nearly \$58 million. The improvements are financed through low-interest OWDA loans that will be paid off over twenty years. These loans are described in more detail on the following page.*



*This Section provides information on only the City's most significant long-term obligations. It presents summarized information for both the City's governmental and business-type activities. Detailed information regarding all of the City's long term obligations can be found in the City's 2012 CAFR.*

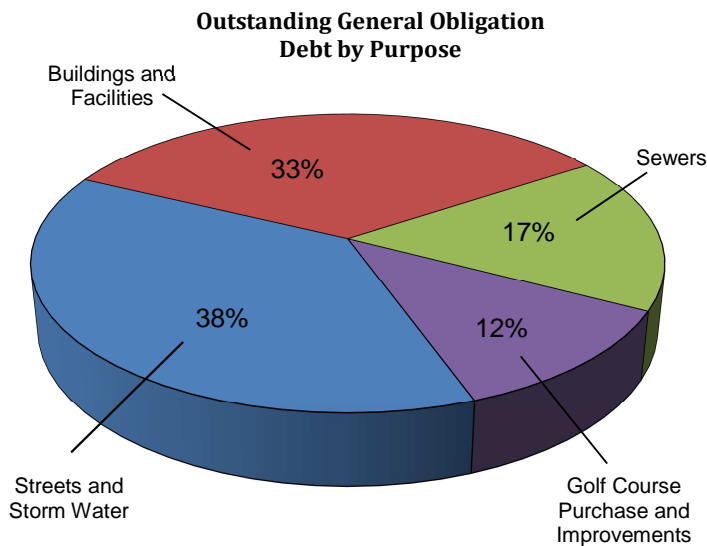
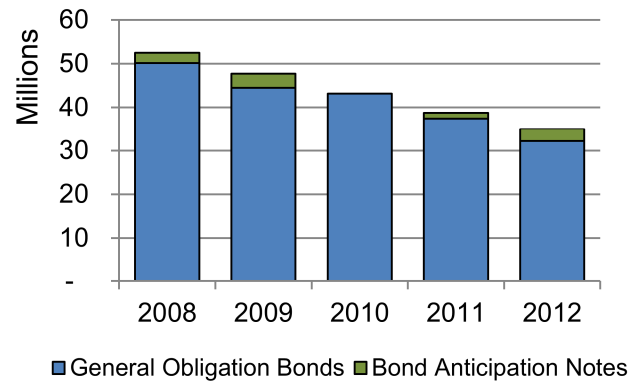
## General Obligation Debt

The City of North Olmsted has been a responsible borrower and has issued debt when needed to address significant and necessary capital improvements within a prioritized plan. As you can see in the chart at the right the City has been diligent in reducing its general obligation debt over the past five years.

While General Obligation Bonds make up the largest percentage of the City's debt, the City also uses other financing techniques for capital improvements.

In 2012, the City issued \$2.89 million in bond anticipation notes; \$360,000 of the notes will be paid off within one year and \$2,530,000 will be turned into bonds. This short-term financing mechanism helps pay for the City's annual street paving projects, and in 2012, also paid for a new fire truck, computer hardware, and a storm sewer truck.

**Outstanding Bonded Debt, Last Five Years  
(As of December 31)**



*The primary reason the City has issued debt is to significantly improve the streets, sewer system, and public facilities throughout the City. The pie chart to the left shows the purposes for which the City's outstanding general obligation debt has been issued.*

## Loan Programs

The City also takes advantage of the no-interest or low-interest loan programs offered by the Ohio Public Works Commission (OPWC) and the Ohio Water Development Authority (OWDA) for specific approved street or sanitary projects.

The City has obtained OWDA Water Pollution Control Loan Funds (WPCLF) to finance the design and construction costs associated with the EPA-mandated improvements to the City's sanitary collection system and waste water treatment plant. The loans obtained for Phase I and Phase II of the construction project were approved for \$10,079,074 and \$48,047,355, and have interest rates of 2.8% and 2.44%, respectively. These loans will be paid off over twenty years, and will be supported by the user charges for sanitary sewer service. These improvement projects are described on the previous page.

## Bond Rating

The City of North Olmsted has maintained stable AA- and Aa2 bond ratings issued by Fitch Ratings and Moody's Investors Services, respectively.

According to Moody's in its most recent rating on January 24, 2013,

*"The City's financial operations are expected to remain strong in the near term due to a proactive and conservative management team, healthy and growing reserves and a demonstrated willingness to make mid-course budget corrections."*



*The City of North Olmsted, with a current population of 32,718, incorporated as a city in 1951. The City is a suburban residential community and a commercial center located in Cuyahoga County, approximately 13 miles southwest of the downtown area of the City of Cleveland. The City has a moderately-sized and mature tax base, and serves as a retail center for the surrounding region.*

## Mayor-Council Form of Government

The City operates under and is governed by its Charter, first adopted by the voters in 1959, and amended from time to time. The Charter provides for a mayor-council form of government. The Mayor is the chief executive and administrative officer of the City, and is elected by the voters to a four-year term.

Legislative authority is vested in a seven-member Council, of whom three members are at-large, and four members are from wards, all elected to four-year terms. The presiding officer is the President of Council, elected specifically to that office by the voters to a four-year term. The President of Council has no vote except in the event of a tie.

The other elected City officials are the Director of Finance and the Director of Law, each elected to a four-year term.

## Services Provided

The City provides a full range of community services including:

- Police, Emergency Medical Services, and Fire Protection
- Parks and Recreational Activities and Facilities
- Senior Center and Related Programs
- Youth and Family Services
- Planning and Zoning
- Building Code Enforcement
- Maintenance and Improvement of City Roads and Infrastructure
- 18 Hole Golf Course and Historic Ballroom
- Waste Water Treatment Plant Processing of Sanitary Sewage
- Maintenance and Improvement of Storm and Sanitary Sewer Systems
- Administrative and Legislative functions including Council, Law, Finance, Human Resources, and Information Technology.

## More about our City...

### Springvale Golf Course and Ballroom

Springvale Golf Course and Ballroom opened in 1925. The facilities were owned and operated by the Biddulph family until 1994, when the City purchased it in order preserve green space within the City. Springvale golf course is a beautiful, 6,304 yard, 18 hole golf course featuring one of the most challenging holes (#11) in Northeast Ohio. The course also features a large clubhouse with spectacular views, outing packages, motorized carts, adult and youth golf programs, and weekday/weekend golf specials. To schedule your next tee time, corporate or civic outing or event, call 440-777-0678 for more information.



Springvale Ballroom is the oldest operating ballroom in northeast Ohio. In 2008, the Springvale Ballroom received a historical marker from the State of Ohio noting its historical significance. Today, the renovated facility, which features a banquet hall, dance facilities and meeting rooms, provides full service in-house catering for events including weddings, reunions and corporate functions. For more information and to plan your event, please call 440-777-0161.



### Oxcart Food Pantry

The Oxcart Pantry provides food goods and household items to ease the burden of economic difficulties or catastrophic events which may be affecting individuals and families in North Olmsted.

Tucked in the historic district of Butternut Ridge, the Oxcart Pantry opened its newly renovated location in June 2011. The renovations were made possible through a CDBG grant. The spacious facility is comfortable and is easily accessible to our residents. The pantry is stocked with non-perishable foods, frozen and refrigerated goods and household products which are donated through the generosity of individuals, schools, community organizations, businesses, and churches. If you would like to volunteer, or are in need of assistance, please contact the pantry at 440-716-4165.

### Fair Housing Program

The City believes that a diverse community is a stable community. In support of that belief, the City enacted a fair housing ordinance which seeks to ensure that all persons receive equal treatment when searching for or residing in housing without regard to their race, color, national origin, religion, gender, disability, familial status, age, sexual orientation or ancestry. The City's Fair Housing Ordinances (found in Chapter 1901 of the Codified Ordinances) apply to persons who are seeking to rent an apartment, buying a home, looking for a mortgage loan or homeowner's insurance or currently residing in a home or apartment in North Olmsted. Some examples of fair housing violations include refusing to permit a tenant to have a service or guide dog, refusing to rent to a family with children or falsely stating that housing is unavailable because of someone's race or religion.

The City coordinates with the U.S. Department of Housing and Urban Development to investigate violations of federal fair housing laws as well as City ordinances. If, after investigation, it is determined that it is probable that discrimination has occurred, the complaint may be heard by the City's Fair Housing Review Board which is comprised of City residents.

If you would like more information about our Fair Housing Program please contact our Fair Housing Administrator, Carole Heyward at 440-716-4261.

*For more information, please visit the City's website at [www.north-olmsted.com](http://www.north-olmsted.com)*



City of North Olmsted  
5200 Dover Center Road  
North Olmsted, Ohio 44070  
Phone: 440-777-8000  
www.north-olmsted.com



### Your Elected Officials

Kevin M. Kennedy, Mayor  
Carrie B. Copfer, CPA, Director of Finance  
Michael R. Gareau, Jr., Director of Law  
Nicole Dailey Jones, President of Council  
Louis J. Brossard, Ward 1  
Paul R. Barker, Ward 2  
Paul Schumann, Ward 3  
Lawrence R. Orłowski, Ward 4  
Kevin G. Kearney, Council At-Large  
Tim Smith, Council At-Large  
Angela Williamson, Council At-Large

### Appointed Directors

Scott Thomas, Director of Safety and Service  
Cheryl Farver, Director of Human Resources  
Kimberly Wenger, Director of Planning and Development

ECRWSS  
Postal Customer  
North Olmsted, Ohio 44070

## IMPORTANT PHONE NUMBERS

### City of North Olmsted Offices

Administrative Offices ..... 440-777-8000  
Fire Division (non-emergency) ..... 440-777-1214  
Mayor's Court ..... 440-716-4156  
Oxcart Pantry..... 440-716-4165  
Police Division (non-emergency)..... 440-777-3535  
Public Service Department..... 440-716-4151  
Recreation Center..... 440-734-8200  
Senior Center ..... 440-777-8100  
Springvale Ballroom..... 440-777-0161  
Springvale Golf Course ..... 440-777-0678  
Waste Water Treatment Plant..... 440-777-1881

### Government

Post Office..... 440-777-4225  
County Fiscal Officer (Real Estate Taxes)..... 216-443-7010  
Regional Income Tax Agency (RITA) ..... 440-526-0900  
Rocky River Municipal Court..... 440-333-0066

### Hospitals/Health

Fairview Hospital ..... 216-476-7000  
Poison Control ..... 216-231-4455  
St. John Medical Center..... 440-835-8000

### City Text Messages

The City offers a text messaging service for residents to receive the latest city information, community updates and safety alerts. Subscribe to the City's VIP Text List by texting T724 (message) to 36000. Standard rates and messaging services will apply.

### Schools & Transportation

Board of Education..... 440-779-3576  
Regional Transit Authority (RTA)..... 216-621-9500  
Schools Transportation ..... 440-779-3581  
Senior Transportation..... 216-265-1489

### Utilities

AT&T (U-verse)..... 800-288-2020  
C.E.I. / First Energy..... 800-589-3101  
City of Cleveland, Division of Water ..... 216-664-3060  
Dominion East Ohio Gas..... 800-362-7557  
Ohio Utilities Protection (Dial before you dig!) ..... 800-362-2764  
Republic Waste Services ..... 800-433-1309  
Time Warner Cable ..... 855-821-7018  
Wide Open West Cable..... 866-496-9669



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