



HEATH - NEWARK - LICKING COUNTY
PORT AUTHORITY

FOCUSED ON SAFETY

A Bubble-Wrapped Base?

Though the Base won't ever be like that *Snapple* commercial where the whole city is wrapped in bubble wrap, the Port Authority has made strides to improve safety for on-site personnel.

The Port Authority has focused its resources on safety-related projects. We've spent more than \$600,000 on 15 capital projects in the last five years where the main aim was safety-related improvements, particularly focused on improving snow/ice maintenance.

The Port Authority has been proactive on safety issues. Everything from a speed trailer deployed to share vehicle speed data to the new SAFETY NETwork for safety professionals at the COATC, the Port Authority has demonstrated it acts before problems develop on safety matters.



The Port Authority is a recognized leader for its deployment of technology to help its customers' personnel be more informed. Since 2003, we had an on-site, web-based Weather Station designed to help our response to snow conditions while also providing real-time information for personnel before they leave home and before they leave work. Our onthebase.com website is intended to keep personnel safety-informed as well. Can you name anyplace else that does this?

The Port Authority's efforts have been noticed. We are proud to have earned a 100% customer satisfaction level in our latest customer survey. This is an increase from five years ago. The change is, in part, due to the fact that 97% of personnel agree that snow removal efforts have improved, compared to just 69% in 2003.

. . .but the Port Authority isn't resting on its laurels. Our \$21 million, 10-year capital improvements plan includes future safety-related projects as well. Look for a continued focus on technology deployment and a proactive approach to improving safety in our maintenance operations with the safety of all of our customers in mind.