



Site Plan of the Teleperformance contact center, located on Executive Parkway in Blendon Township



Commissioner Marilyn Brown at the ribbon cutting ceremony on October 30, 2013

**200**  
**JOBS**  
**Retained**

**240**  
**JOBS**  
**To be created**

### TELEPERFORMANCE DEDICATES NEW CUSTOMER CONTACT CENTER IN BLENDON TOWNSHIP

Teleperformance, a leader in outsourced multichannel customer experience management, dedicated its new Blendon Township contact center on October 30 after outgrowing a smaller facility in Columbus. The relocation of operations to Blendon Township will retain 200 jobs in Central Ohio, and the company plans to create an additional 240 jobs by 2018 with an expected payroll of \$13.35 million.

“We are all very excited about the new Teleperformance office in Blendon Township. The opportunity to move to a great facility in a wonderful community with such a strong workforce was one we simply could not pass up,” said Miranda Collard, Teleperformance president of U.S. operational delivery.

Teleperformance’s relocation to Blendon Township exemplifies the value of the voter-approved joint economic development zone between Blendon Township and the City of Westerville. In November 2012, Blendon Township residents voted to establish the Blendon-Westerville Joint Economic Development Zone (JEDZ), the latest in a long series of collaborative initiatives between the City of Westerville and neighboring Blendon Township.

Franklin County facilitated the zoning process required to expand the parking lot adjacent to the new facility. The expanded parking lot feature was instrumental in attracting Teleperformance to the Township, as it was necessary to accommodate the expected 240 additional jobs that will be created over the next five years. The site design process ensured that environmental concerns, urban design standards, and adjacent residential buffering needs were all addressed, while still meeting the needs of Teleperformance.

During the zoning amendment process, several issues had to be addressed. Most of them centered on the fact that the area proposed for the parking lot was, at the time, heavily wooded. These woods protected nearby residents from the noise and light from the adjacent interchange of Interstate 270 and State Route 161. Such sites also provide summer roosting habitat for Indiana bats, an endangered species. Franklin County ensured that the trees were cleared outside of the bats’ roosting season, a sizable portion of existing trees were permanently preserved, and additional screening trees were added to compensate for those that would be cleared.

“Economic development, job creation and job training efforts are the foundation of the Board of County Commissioners policy objectives. We’ve made working with entrepreneurs -- both our small, locally owned shops and our national and international businesses -- like Teleperformance -- a priority so that Franklin County residents can access good paying jobs and to keep our local economy thriving,” said County Commissioner and Board President John O’Grady.

Franklin County Board of Commissioners



Commissioner John O'Grady  
*President*



Commissioner Paula Brooks



Commissioner Marilyn Brown

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