

CITY OF SOUTH FULTON, GEORGIA
VIRTUAL - WORK SESSION
Tuesday, November 9, 2021, 4:00 PM



The Honorable William "Bill" Edwards, Mayor
The Honorable Catherine F. Rowell, District 1 Councilmember
The Honorable Carmalitha Gumbs, District 2 Councilmember
The Honorable Helen Z. Willis, District 3 Councilmember
The Honorable Naeema Gilyard, District 4 Councilmember
The Honorable Corey A. Reeves, District 5 Councilmember
The Honorable khalid kamau, District 6 Councilmember
The Honorable Mark Baker, District 7 Councilmember

COUNCIL WORK SESSION MEETING AGENDA

- I. Call to Order
- II. Roll Call
- III. Presentations
 - 1. The Overground Railroad - Harold Alexander (Mayor Edwards and Councilmember Gumbs)
 - 2. City of South Fulton Parks, Recreation and Cultural Affairs Master Plan Draft Long-Range Vision – Carlos Perez, Perez Planning + Design, LLC
 - 3. Text Amendments to the City of South Fulton's Zoning Ordinance – Community Development and Regulatory Affairs
- IV. Monthly Reports
 - 4. Finance Monthly Report - Rachel Bembry, Interim Finance Director
 - 5. City Attorney Monthly Report - Vincent Hyman, City Attorney
 - 6. City Manager Monthly Report - Tammi Saddler Jones, City Manager
- V. Executive Session (if needed)

When an Executive Session is Required, one will be called for the following issues: 1) Personnel, 2) Litigation or 3) Real Estate
- VI. Adjournment of Meeting



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: The Overground Railroad

DATE OF MEETING: 11/9/2021

DEPARTMENT: City Council

ATTACHMENTS:

Description	Type	Upload Date
City Of South Fulton Presentation (5)	Cover Memo	11/9/2021

The Reason For This Presentation

Introduce the...

Black Business Month/March Month Campaign



The Reason For This Presentation

Explain why and how the City of South Fulton will benefit from...

Black Business Month/March Month Campaign



The Reason For This Presentation

Introduce the...

Overground RR!! Activity Societies Program



The Reason For This Presentation

Explain why and how the City of South Fulton will benefit from...

Black Business Month/March Month Campaign



First let me give a brief introduction to

Overground RR!!



The Solution (Strategy)

**Dr. King's last message
to us laid out the
problem and what we
must do to solve it.**

(A 2 minute excerpt)



The Solution (Strategy)

**The mission of the Overground RR!!
is to fulfill Dr. King's last directions to us.**

**By so doing we will change the economic landscape
of the Black community.**

The Solution (Strategy)

**To accomplish the mission
support for Black owned businesses
must be increased.**

The Solution (Strategy)

The strategy to accomplish the mission is to connect consumers with Black owned businesses primarily through Churches.

The Solution (Strategy)

**But not only through churches,
but community organizations.**

The Solution (Strategy)

**Indeed, the
Overground RR!! Movement
will connect the entire
Black Community**

The Solution (Strategy)

- **The Church (now 106)**
- **The Businesses (now 140) and**
- **The Community Organizations (no 40).**

The Solution (Strategy)

and now with these new programs we are adding

- **The Government.**

The Solution

(Overground RR!! Business Directory)

**This requires establishing a place for
Black owned businesses
to be found.**

The Solution (Overground RR!! Business Directory)

For this reason the
Overground RR!!
Business Directory
was created.



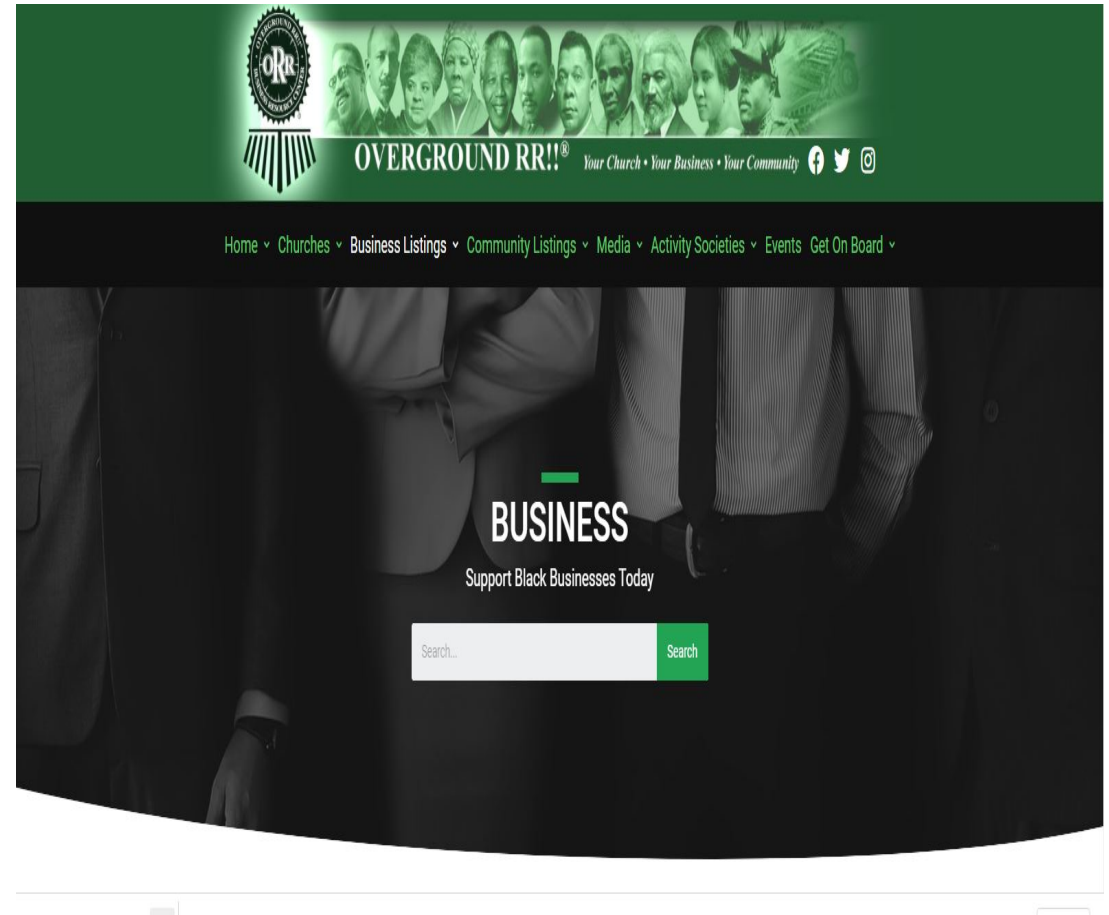
The ORR!! Business Directory

The following businesses are members of the **Overground RR!!®**. The **ORR!!®** Business Directory is your community guide to utilizing members of the Black community who are dedicated to recycling the Black dollar back into our communities. Each business listed has agreed to legally binding arbitration should there be a problem with their product or service. Binding arbitration does not apply to torts or banking members.

ACCOUNTING	BARBER SHOPS	CONSULTANTS	DANCE
McGee CPA Group 2900 Chamblee Tucker Road Bldg 5-100 Atlanta, 30341 404-292-8805 www.mcgeecpagroup.com	Leroy R Johnson P.C. & Assoc. Personal Inj., Criminal and Traffic Violation, Civil Litigation 650 Phipps Blvd NE Apt. 1509 Atlanta, GA 30326 404-550-2951 Layne Law Group, LLC Civil, Corp., Immigration 1640 Powers Ferry Rd., Bldg 29 Ste 250, Governor Ridge Marietta, GA 30067 404-231-1477 Martin Law Group, LLC, The 1935 Cliff Valley Way, Suite 117 Atlanta, GA 30329 404-248-4898 www.themartinlawgroup.com Thomas, Kennedy, Sampson, &	Royal Crown Barbershop 889 Ralph D. Abernathy Blvd. Atlanta GA 30310 404-758-4283 Bryant & Associates, LLC 4060 Peachtree Rd., D413 Atlanta GA 30319 404-869-6312 www.bryantandassociates.com	Ballethnic Dance Company, Inc. 2587 Cheney St East Point GA 30344 404-762-1416 www.ballethnic.org
TAX PLUS 365 CPA POWERED Tax Plus 365, Inc. 3730 Carmia Drive, Suite 160 Atlanta, GA 30331 404.482.0272 www.taxplus365.com	BRIDAL The Wedding Firm of Jeffery Bost and Associate 5400 Lawrenceville Highway (Highway 29), Ste. E1 Lilburn GA 30047 404-786-5333 www.theweddingfirm.blogspot.com	DC&T DORSEY CONSULTING & TRAINING "Filling In The Gap" Dorsey Consulting & Training Inc. 2321 Columbia Woods Court Decatur, GA 30032 678-889-2067 www.dorseyct.com	DENTISTS BE Orthodontics Highland Grove Office Condominiums 3614 Highlands Parkway Smyrna GA 30082 770-432-6070 www.beorthodontics.com Family & Children's Dentistry 2440 Fairburn Road, Ste. 301

The Solution (Overground RR!! Business Directory)

**For this reason the
Overground RR!!
Business Directory
was created.**



The Solution **(Overground RR!! Business Directory)**

**The directory has to be published,
promoted and circulated
to the point that it is
widely known, supported and used by the
Black Community.**

The Solution (Overground RR!! Business Directory)

For this reason the
the Conductor
newspaper
was created.



The Solution (Overground RR!! Business Directory)

For this reason
OvergroundRR.com
was created.



The Solution (Overground RR!! Business Directory)



The ORR!! Business Directory

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OVERGROUND RR!!® Your Church • Your Business • Your Community

Home ▾ Churches ▾ Business Listings ▾ Community Listings ▾ Media ▾ Activity Societies ▾ Events ▾ Get On Board ▾

BUSINESS

Support Black Businesses Today

Search...

The Solution (Overground RR!! Business Directory)

The
Award Winning
Conductor Newspaper
has the 3rd largest
circulation in the
State of Georgia.

ORR BUSINESS DIRECTORY
Pages 13-15

THE CONDUCTOR
The Official Newspaper of The Overground RR!!

VOLUME 8 No. 1 3rd Qtr. 2012

The ORR WORSHIP CENTERS

- Anointed Word Evangelistic Tabernacle
- Anointed Vision of Hope
- Ariel Bowen UMC
- The Ark of Salvation
- Believers' Bible Christian Church
- Ben Hill Christian Church
- Ben Hill UMC
- Bethesda Cathedral of the Apostolic Faith, Inc.
- Beulah Missionary Baptist Church
- Big Bethel AME
- Big Miller Grove Missionary Baptist Church
- Boatrock Baptist Church
- Butler Street Christian Methodist Episcopal
- Calvary United Methodist Church
- Cascade United Methodist Church
- Christian Fellowship Baptist Church
- Clarkston First Baptist Church
- Columbia Drive United Methodist Church
- Community Church of God
- Covenant Ministries
- Day Spring International Ministries, Inc.
- Dodd-Sterling UMC
- Ebenezer Baptist Church
- Elizabeth Baptist Church
- Emmanuel Road Missionary Baptist Church
- Emmanuel Tabernacle
- Enon Church
- Evangelistic New Life Worship Center
- First AME Church
- First Iconium Baptist Church
- First Victory Baptist Church
- Friendship Community Church

The Call and the Response
cb

WE WON!!
CBC MEDIA AWARD

Congratulations to you Black Atlanta!!!

Because of your enthusiastic support, the staff of the OvergroundRR!!® has been informed that The Conductor newspaper has been chosen to receive the Concerned Black Clergy's Media Award. Each of you have played an important part in building the OvergroundRR!!® movement. Of course, The Conductor newspaper has had a key role in the movement, in addition to the world class website OvergroundRR.com. SPARKS (the

ABOVE ALL THINGS MINISTRY
"Beloved, I wish above all things that thou mayest prosper and be in health, even as thy soul prospereth." - III John 1:2

THE NORTH STAR

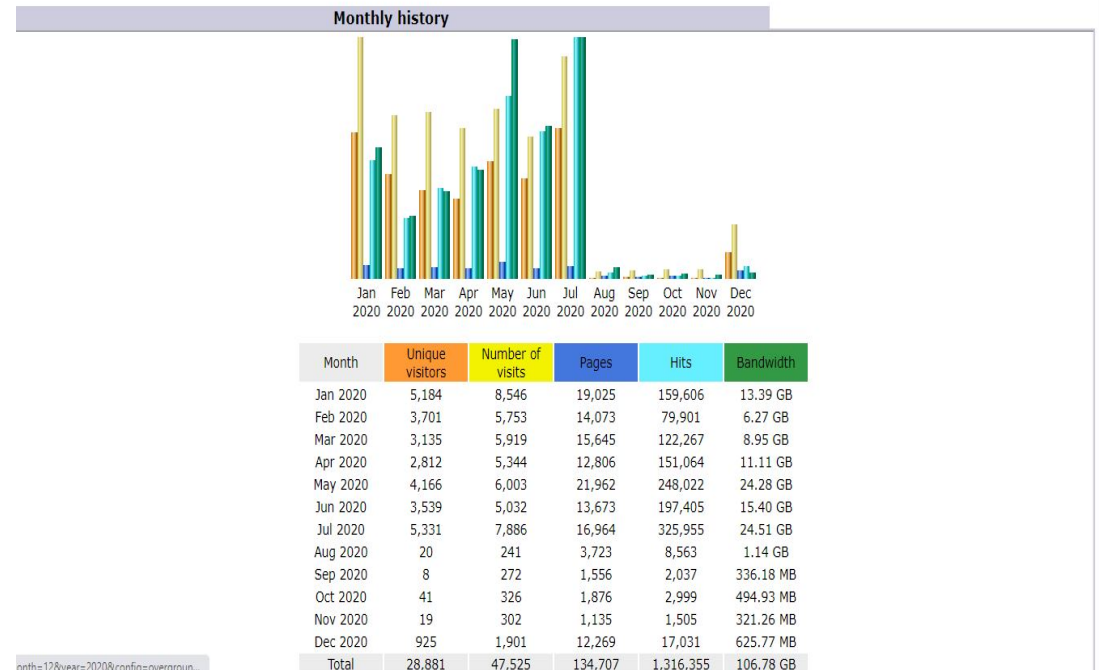
THE CONDUCTOR

The Solution (Overground RR!! Business Directory)

OvergroundRR.com
gets more than ½
million hits per year.

Summary					
Reported period	Month Dec 2020				
First visit	01 Dec 2020 - 00:12				
Last visit	31 Dec 2020 - 23:39				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	925	1,901 (2.05 visits/visitor)	12,269 (6.45 Pages/Visit)	17,031 (8.95 Hits/Visit)	625.77 MB (337.07 KB/Visit)
Not viewed traffic *			18,220	22,303	303.17 MB

* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.



month=12&year=2020&config=overground...

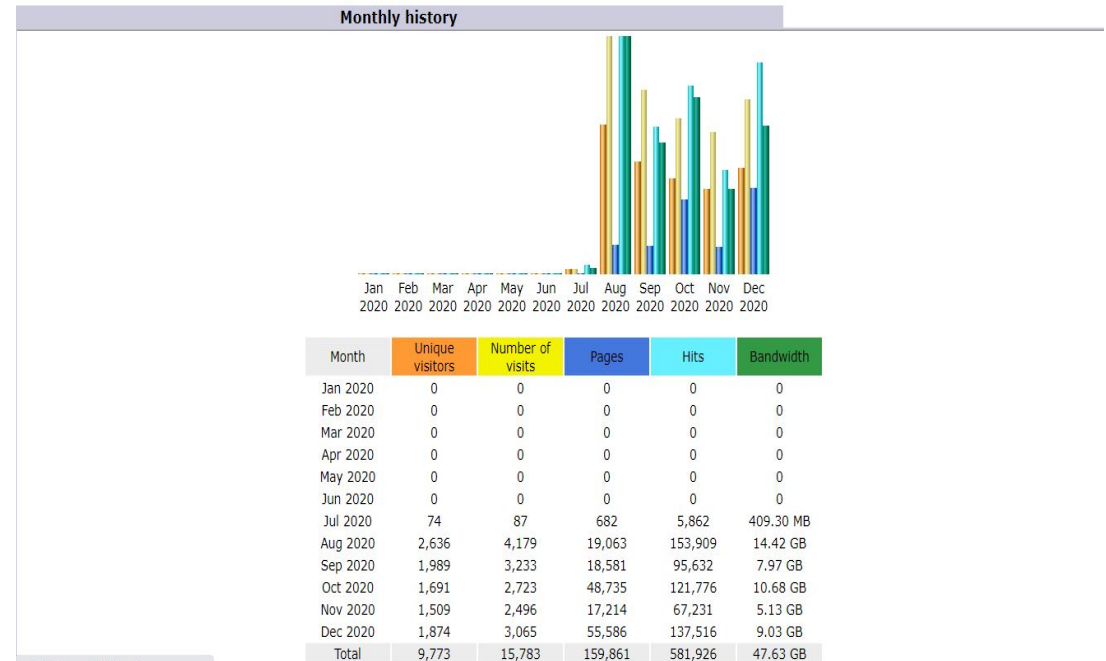
The Solution

(Overground RR!! Business Directory)

OvergroundRR.com
gets more than ½
million hits per year.

Summary					
Reported period	Month Dec 2020				
First visit	01 Dec 2020 - 00:19				
Last visit	31 Dec 2020 - 23:56				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	1,874	3,065 (1.63 visits/visitor)	55,586 (18.13 Pages/Visit)	137,516 (44.86 Hits/Visit)	9.03 GB (3088.4 KB/Visit)
Not viewed traffic *			62,204	82,387	4.90 GB

* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.



month=12&year=2020&config=overgroun...

The Solution

(Overground RR!! Business Directory)

**Through both the
Conductor and OvergroundRR.com
the Overground RR!! Business Directory
is published.**

The Solution (Overground RR!! Business Directory)

**The
Overground RR!! Business Directory
is the key tool
for accomplishing the mission of the
Overground RR!!.**

Black Business Month

Black History Month
played a major role
in making us aware
of who we really are.



Black Business Month

**We learned that we were
always men and women
created in the very image of
GOD!!**



Black Business Month

**This city is one of the
Fruits which were produced
as a result of the impact
Black History Month
had on our community and
the world.**



Black Business Month

**However, we failed to take
the next step which Dr. King
laid out for us.**

**We failed to support our
own businesses.**



Black Business Month

**It is for this reason the
Black Community
lags behind
every other community.**



Black Business Month

**We are behind and falling
further behind
notwithstanding great gains
in the political arena.**



Black Business Month

Unless and until we change the economic landscape of the Black community by supporting Black owned businesses we will continue to be behind.



Black Business Month

Just as

Black History Month

gave a time to highlight and
focus on our history,

Black Business Month

will give a time focus on
where we are today and
where we must go.



Black Business Month

Black Business Month

is not to be the only time
we focus on and celebrate

**Black Black
Owned Businesses.**



Black Business Month/ Marching 2 March

March

will be the climax for the entire year
of focusing on and celebrating

Black Community.



Black Business Month/ Marching 2 March

March

will be the climax for the entire year
of focusing on and celebrating
the

Black Community

and its

Businesses.



Black Business Month/ Marching 2 March

April 1st
begins our March to the next
Black Business Month.



Black Business Month/ Marching 2 March

This will be a continuous never ending cycle which gets us to focus, support and celebrate

**the Black Community
and
Black Owned
Businesses.**



The Solution

(Overground RR!! Activity Societies)

The year long
activities and Black
Business Month will
be filled with events of
the Overground RR
Activity Societies.
Look at to the 30
second video.



The Solution

(Overground RR!! Activity Societies)

**Through the
Overground RR!!
Activity Societies
the Black Community
will be organized
into activity groups.**



The Solution

(Overground RR!! Activity Societies)

**Overground RR!!
Activity Societies will
connect people and
entities locally,
statewide, regionally,
nationally and
internationally.**



The Solution

(Overground RR!! Activity Societies)

**Overground
RR!! Churches will
become centers for the
Activity Societies
connecting the Black
Community to the
world.**



The Solution

(Overground RR!! Activity Societies)

**The United States
Tennis Association
will be a founding
participant in the
Overground RR!!
Tennis Society.**



The Solution

(Overground RR!! Activity Societies)

**The Urban League
will be a founding
participant in the
Overground RR!!
Building and
Construction Society.**



The Solution

(Overground RR!! Activity Societies)

Through the
Overground RR!!
Gardening Society
each Church
will have a garden
or be a part of a
community garden.



The Solution

(Overground RR!! Activity Societies)

**Through the
Overground RR!!
Health Society there
will be unprecedented
coordination to
address all conditions.**



The Solution

(Overground RR!! Activity Societies)

**Presently 11
Overground RR!!
Activity Societies are
being launched.**



The Solution

(Overground RR!! Activity Societies)

Through the
Overground RR!!
Activity Societies
the dynamics of the
Black Community
will be changed.



I. Black Business Month/ Marching2March Campaign

A. .org Campaign

Promotion: JoinTheMarch.org

**Presently forwarded to
Marching2March.org**



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: City of South Fulton Parks, Recreation and Cultural Affairs Master Plan Draft Long-Range Vision

DATE OF MEETING: 11/9/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
CSFPRCMP_Parks Long-Range Vision Summary_102921	Cover Memo	11/5/2021



City of South Fulton

PARKS + RECREATION + CULTURAL MASTER PLAN

ONE CITY • ONE PARK SYSTEM

DRAFT Long-Range Vision

Outline

- Project Overview
- Needs Assessment Findings
- Proposed DRAFT Long-Range Vision
- Next Steps

Parks Master Planning + Design Process



Public Engagement Participation



+ 1,300
Participants

Key Summary Findings

1. Continue Positioning Parks, Recreation, and Cultural Affairs as Essential Services
2. Upgrade Existing Parks, Recreation, and Cultural Facilities
3. Ensure Equitable Access
4. Enhance Marketing + Communications
5. Customize Parks, Recreation, and Cultural Priorities
6. Maximize Resource Generation + Allocation

Mission

Build community through high-quality and equitable parks, trails, recreation, and cultural experiences.

Vision

Create an interconnected system of parks, trails, recreation, and cultural experiences that strengthen the **sustainability** and **resiliency** of the City of South Fulton.

Guiding Principles



Reinforce safe communities
and identity



Foster economic
development



Maximize awareness

Guiding Principles



Enhance equity and inclusivity



Promote excellence in education, health, and wellness



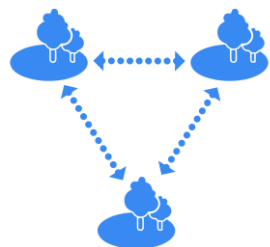
Improve financial, environmental, and social sustainability

Strategies



Refresh.

Programs. Places. People



Connect.

Programs. Places. People



Develop.

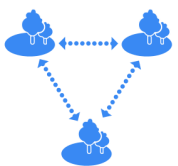
Programs. Places. People



Refresh. Programs. Places. People

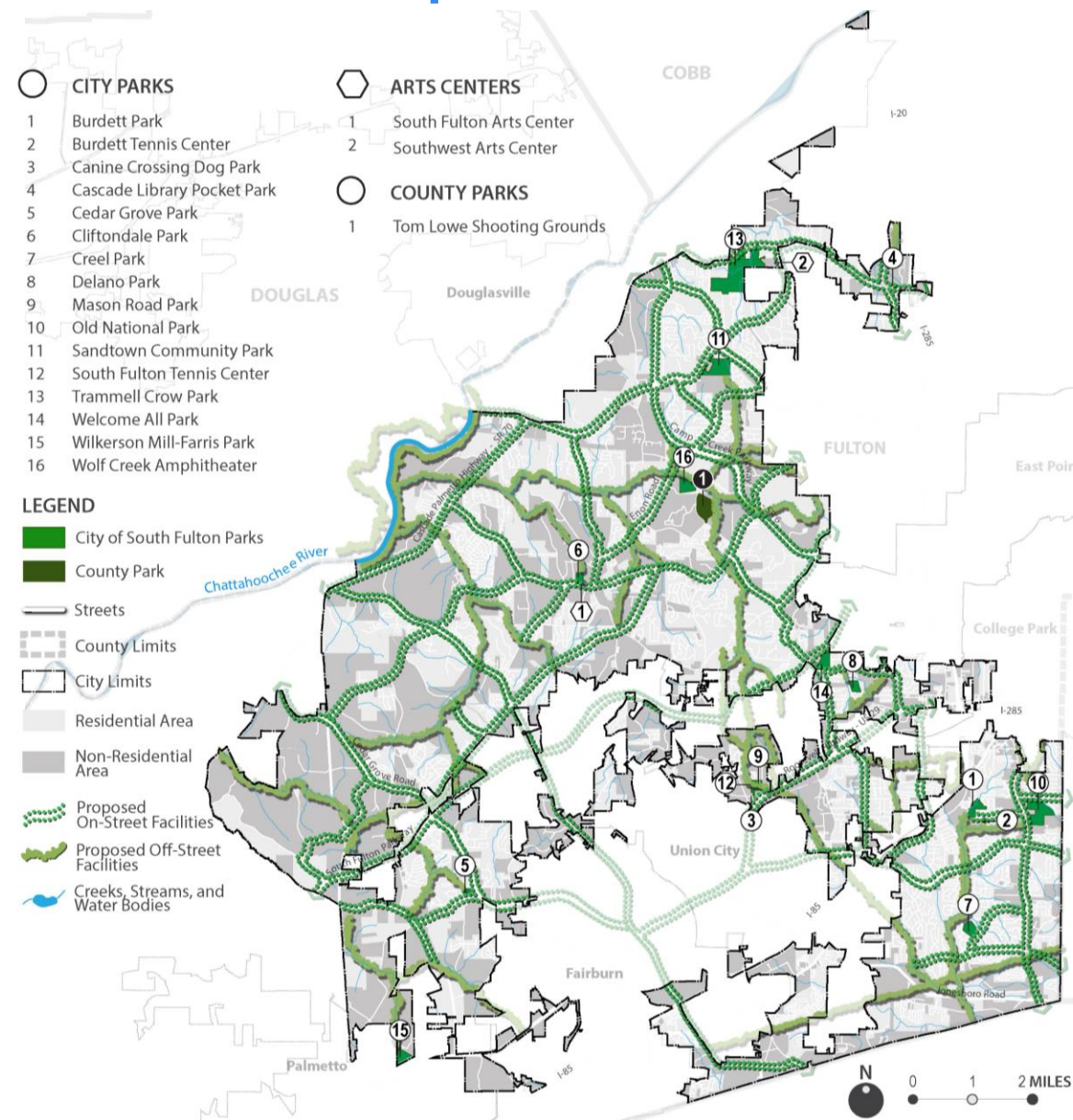
- Ensure programming is relevant to the community
- Improve existing parks, recreation, and cultural facilities
- Develop the “South Fulton Way” and provide a 5-year staffing plan





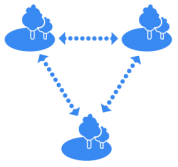
Connect. Programs. Places. People

- Connect programs to people
- Develop interconnected system of high-quality on-Street / off-street facilities









Connect. People.

“Connecting People” refers to focusing on:

- Teamwork: Develop teams to implement the Master Plan and develop solutions.
- Standards: Develop cost of service model that understands the cost of delivery services and consider cost recovery goals with Diversity, Equity, and Inclusion (DEI) in mind.
- Best Practices: Develop Key Performance Indicators (KPI) for each Division and Facility that can be tracked and evaluated.
- Consider leverage available Resources: Georgia Recreation and Park Association (GRPA) / National Recreation and Park Association (NRPA) training and certifications





Develop. Programs.

“Develop Programs” includes developing new Core Program Areas based on needs and trends

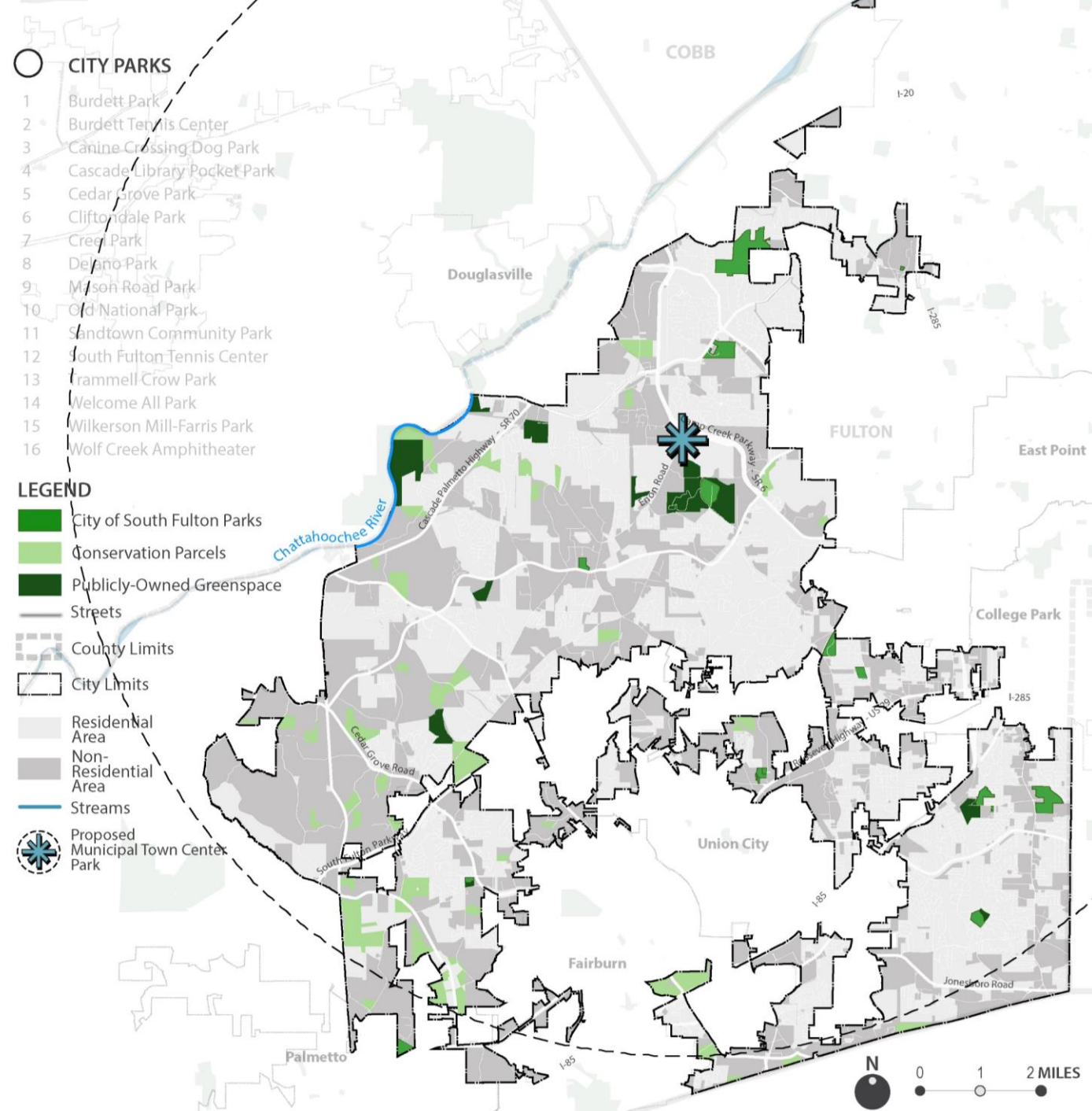
- Adult fitness/wellness
- Senior fitness/wellness
- Learn to swim
- Senior programs
- Special events
- ESports
- Enhance programming through on-going user surveys
- Develop Partnerships for program offerings
 - Health education / Cooking classes etc.

		Analysis Techniques					
Programs + Activities	Statistically Valid Survey	Elected Official Interviews	On-line Survey	Steering Committee Meeting	Virtual Public Meetings	Special Events Input	Trends Analysis
Fitness/wellness programs	200	●	●	●	●	●	●
Learn to swim	115	●	●	●	●	●	
Senior leisure programs	101	●	●				
Community special events	101	●	●	●	●		



Develop. Places.

Municipal Town Center Park | 1-5 acres Citywide Level of Service (LOS)

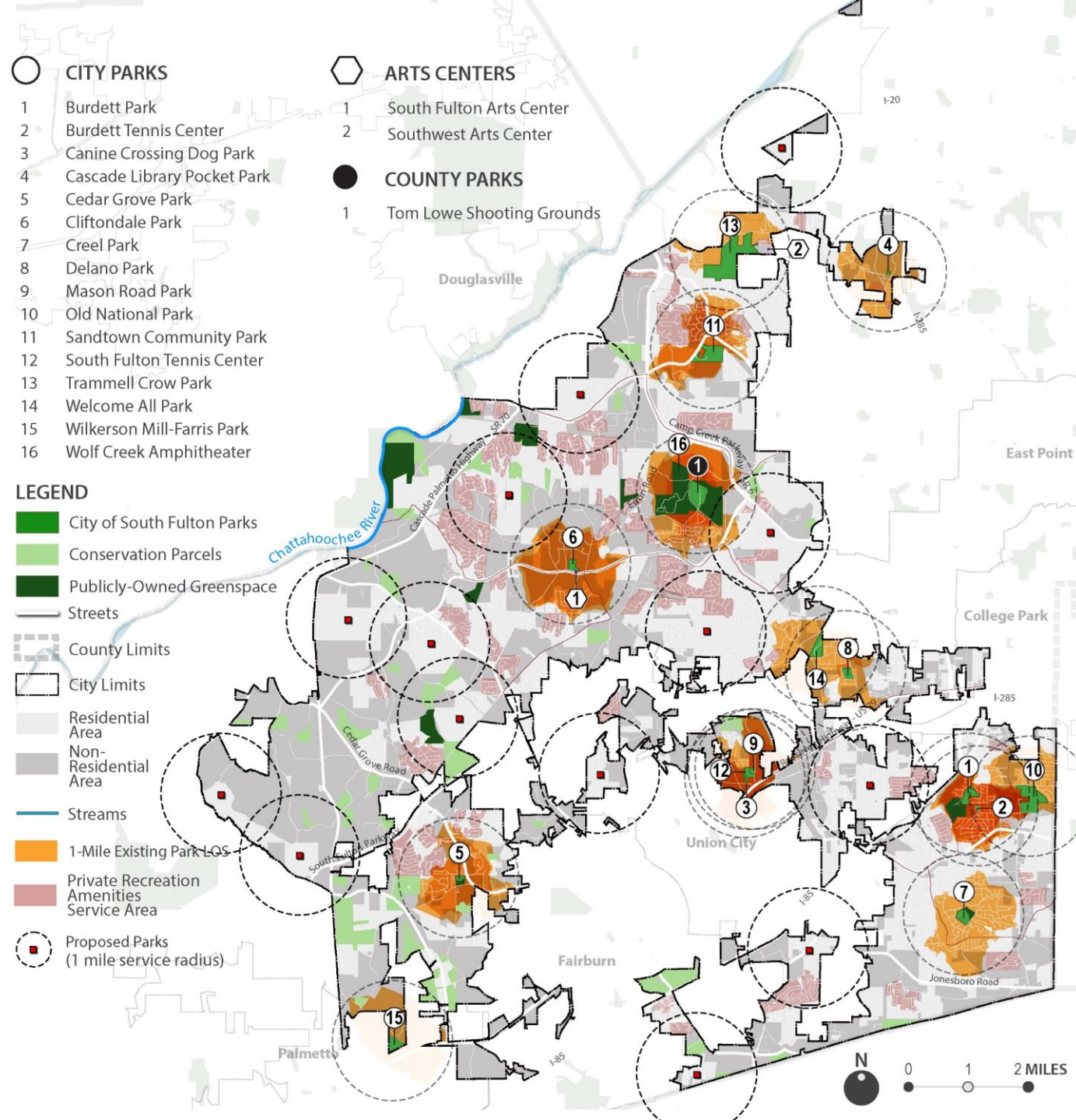




Develop. Places.

Local Parks | 5-10 acres

1 Mile Access Level of Service (LOS)





Develop. Places.

Community Parks | 20+ acres
2 Mile Access LOS

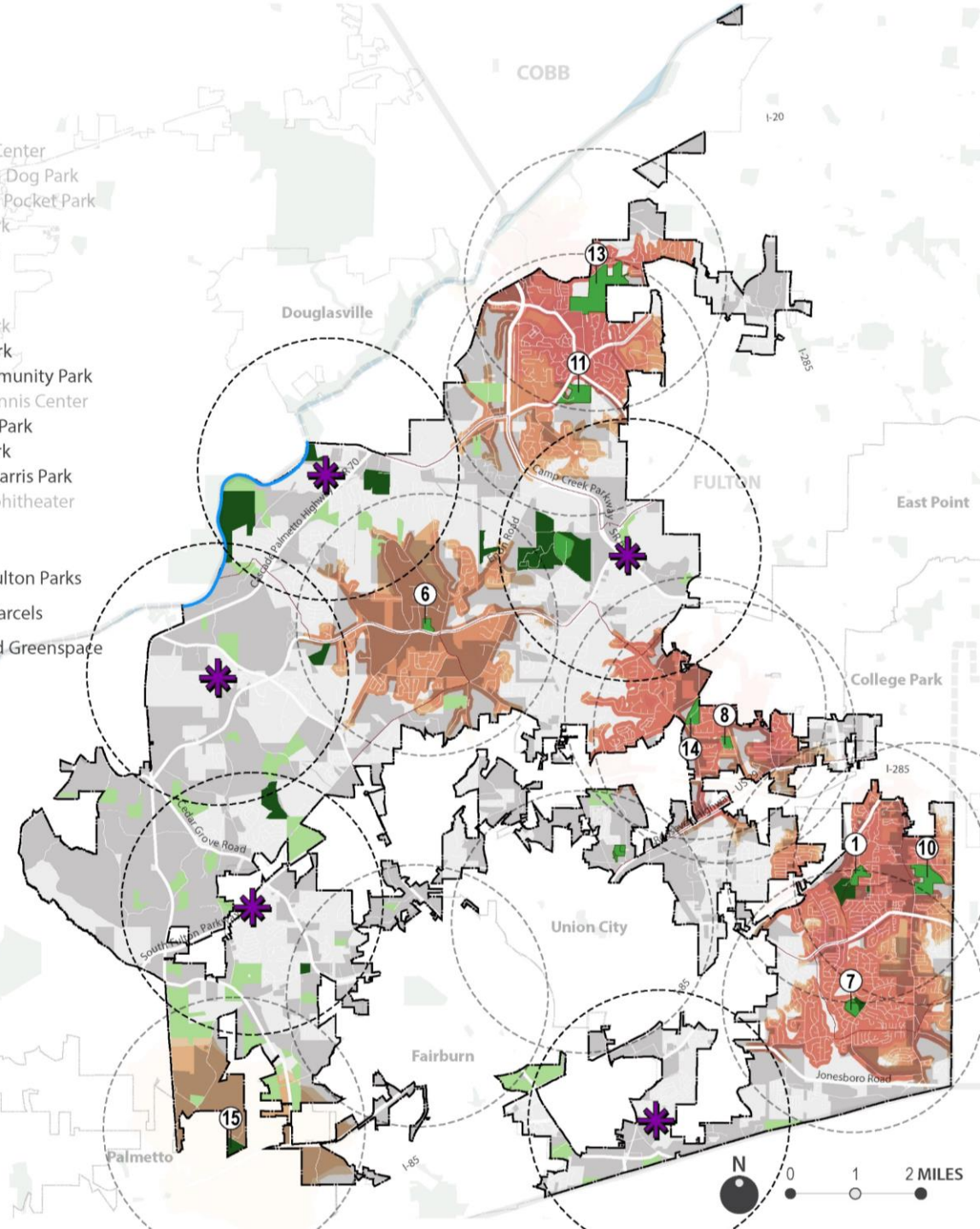


CITY PARKS

- 1 Burdett Park
- 2 Burdett Tennis Center
- 3 Canine Crossing Dog Park
- 4 Cascade Library Pocket Park
- 5 Cedar Grove Park
- 6 Cliftondale Park
- 7 Creel Park
- 8 Delano Park
- 9 Mason Road Park
- 10 Old National Park
- 11 Sandtown Community Park
- 12 South Fulton Tennis Center
- 13 Trammell Crow Park
- 14 Welcome All Park
- 15 Wilkerson Mill-Farris Park
- 16 Wolf Creek Amphitheater

LEGEND

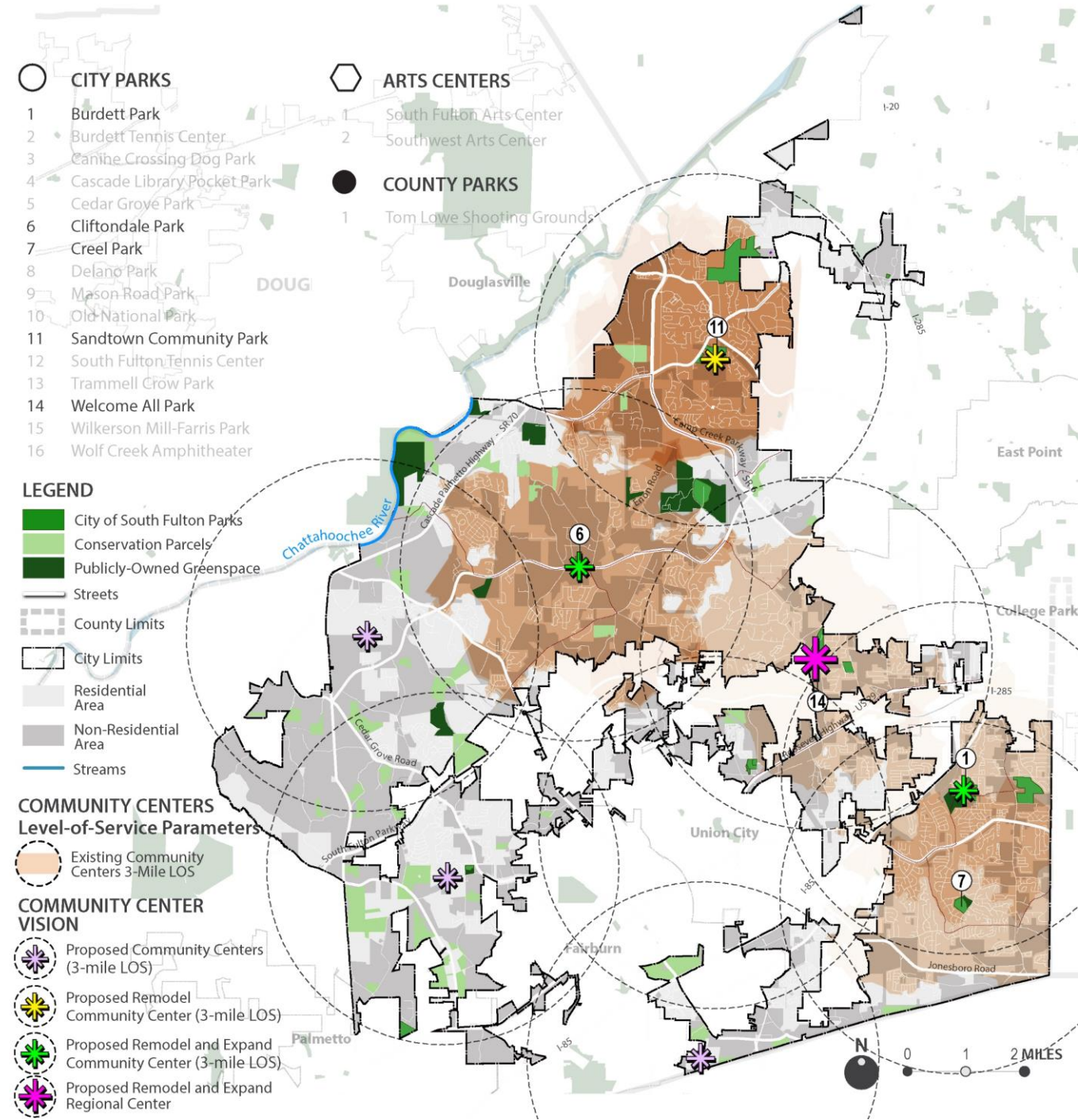
- City of South Fulton Parks
- Conservation Parcels
- Publicly-Owned Greenspace
- Streets
- County Limits
- City Limits
- Residential Area
- Non-Residential Area
- Streams
- 2-Mile Existing Park LOS
- Proposed Community Parks (2 miles service radius)





Develop. Places.

- Community Centers - 3 Mile Access LOS
- Welcome All - Regional Center City-Wide Access LOS





Develop. Places.

Outdoor Recreation Facilities

Facilities	Facilities LOS Target (1 Facility / X Residents)	Need by 2029 (x) Deficit/ x Surplus	Proposed Access LOS
Playgrounds	3,500	(16)	1 Mile
Soccer Fields	9,800	(7)	2 Miles
Football Fields	9,800	(9)	2 Miles
Multi-Purpose Fields	7,500	(5)	2 Miles
Artificial/Synthetic Fields	36,200	(3)	7 Miles
Baseball Fields (Youth)	8,500	0	3 Miles
Baseball Fields (Adult)	21,800	(3)	4 Miles
Softball Fields (Youth)	21,800	(3)	4 Miles
Softball Fields (Adult)	21,800	(1)	6 Miles
Tennis Courts	5,260	27	3 Miles
Basketball Courts	9,000	(6)	3 Miles
Multiuse Courts	7,200	(15)	2 Miles
Running/Walking Track	16,000	(3)	7 Miles
Swimming Pools	54,000	(2)	6 Miles
Splash Pad/Play Areas	36,200	(3)	5 Miles
Skate Parks	100,000	(1)	City-wide
Performance Amphitheater	100,000	0	City-wide
Community Gardens	32,800	(2)	6 Miles
Dog Parks	27,200	(3)	4 Miles
Community Centers	14,000	(3)	3 Miles
Rec Centers	14,000	(3)	3 Miles
Senior Centers	45,000	(2)	8 Miles
Pool/Aquatic Center	108,000	0	City-wide
Indoor Track	108,000	0	City-wide
Gyms	14,000	(5)	3 miles

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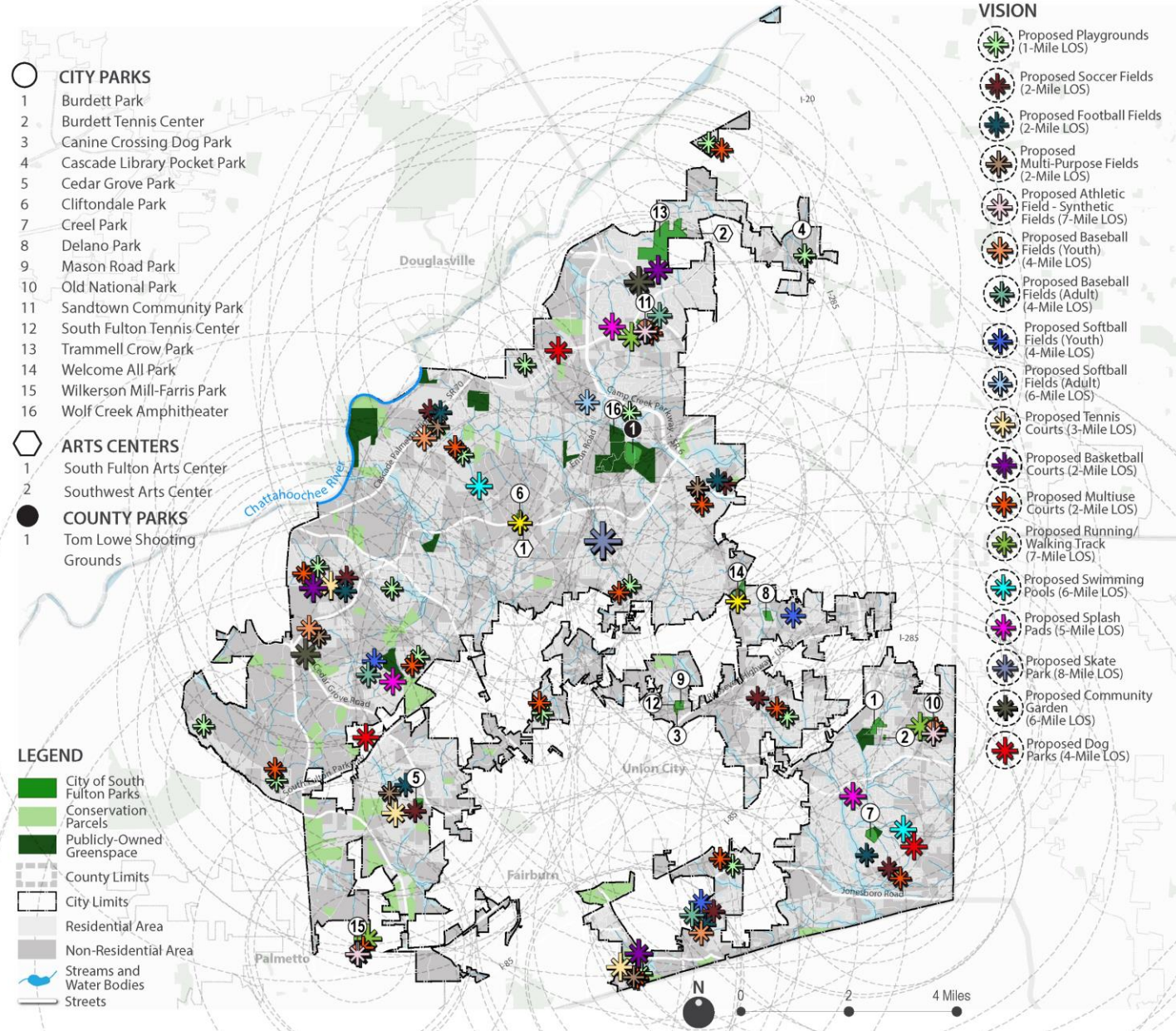
- CITY PARKS**
- Burdett Park
 - Burdett Tennis Center
 - Canine Crossing Dog Park
 - Cascade Library Pocket Park
 - Cedar Grove Park
 - Cliftondale Park
 - Creel Park
 - Delano Park
 - Mason Road Park
 - Old National Park
 - Sandtown Community Park
 - South Fulton Tennis Center
 - Trammell Crow Park
 - Welcome All Park
 - Wilkerson Mill-Farris Park
 - Wolf Creek Amphitheater

- ARTS CENTERS**
- South Fulton Arts Center
 - Southwest Arts Center

- COUNTY PARKS**
- Tom Lowe Shooting Grounds

LEGEND

- City of South Fulton Parks
- Conservation Parcels
- Publicly-Owned Greenspace
- County Limits
- City Limits
- Residential Area
- Non-Residential Area
- Streams and Water Bodies
- Streets



VISION

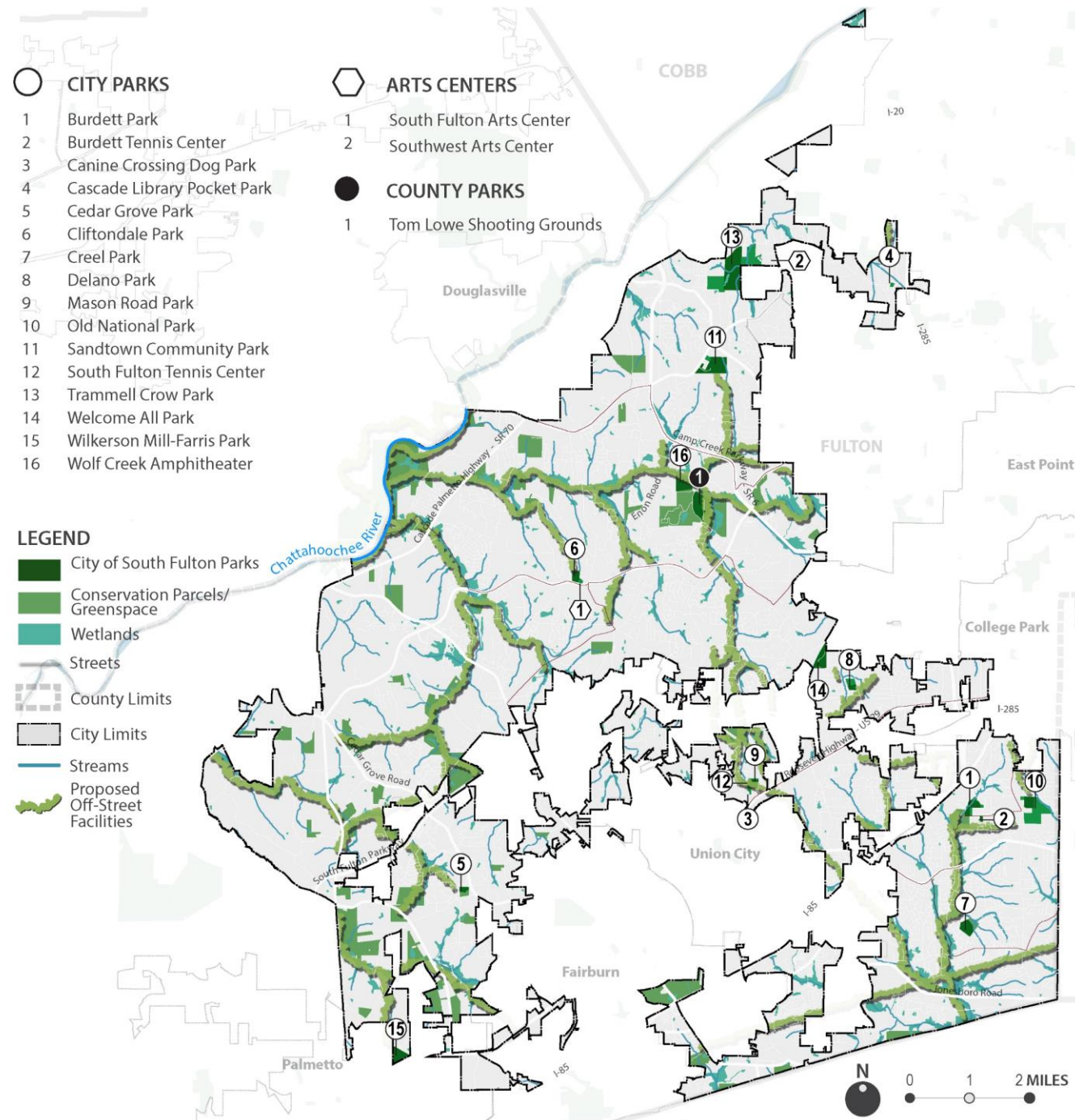
- Proposed Playgrounds (1-Mile LOS)
- Proposed Soccer Fields (2-Mile LOS)
- Proposed Football Fields (2-Mile LOS)
- Proposed Multi-Purpose Fields (2-Mile LOS)
- Proposed Athletic Field - Synthetic Fields (7-Mile LOS)
- Proposed Baseball Fields (Youth) (4-Mile LOS)
- Proposed Baseball Fields (Adult) (4-Mile LOS)
- Proposed Softball Fields (Youth) (4-Mile LOS)
- Proposed Softball Fields (Adult) (6-Mile LOS)
- Proposed Tennis Courts (3-Mile LOS)
- Proposed Basketball Courts (2-Mile LOS)
- Proposed Multiuse Courts (2-Mile LOS)
- Proposed Running/Walking Track (7-Mile LOS)
- Proposed Swimming Pools (6-Mile LOS)
- Proposed Splash Pads (5-Mile LOS)
- Proposed Skate Park (8-Mile LOS)
- Proposed Community Garden (6-Mile LOS)
- Proposed Dog Parks (4-Mile LOS)



Develop. Places.

Natural Areas

- Identify and protect areas of high-quality ecological biodiversity and natural sensitivity
- Sensitively provided access and educate residents about the ecological services provide by natural systems
- Develop an interconnected green infrastructure system that achieves multiple environmental, social, and economic benefits





Existing



Proposed



Develop. Places.

Integration of Arts

Art is also proposed to be integrated throughout the system in coordination with the Public Arts Commission.

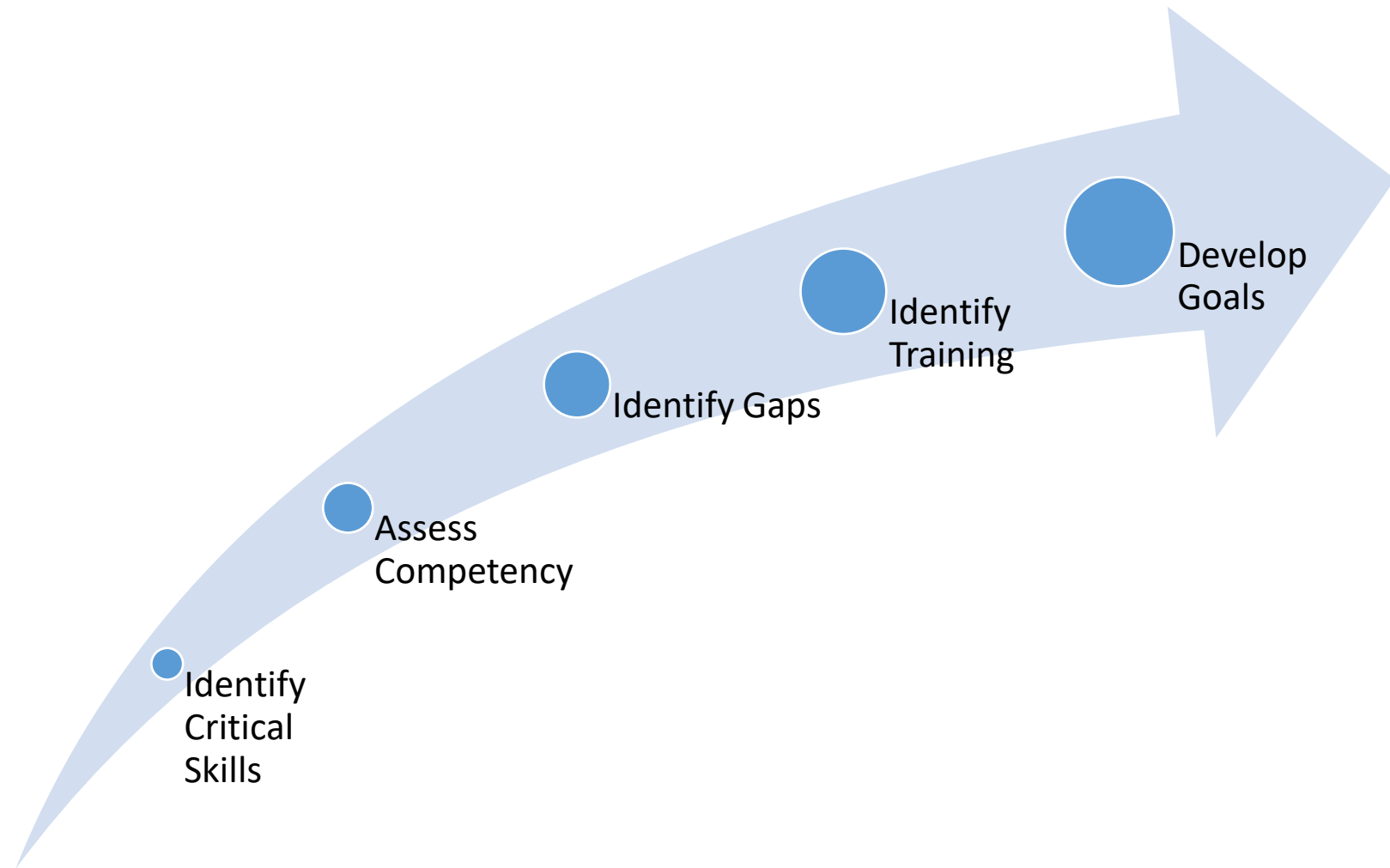




Develop. People.

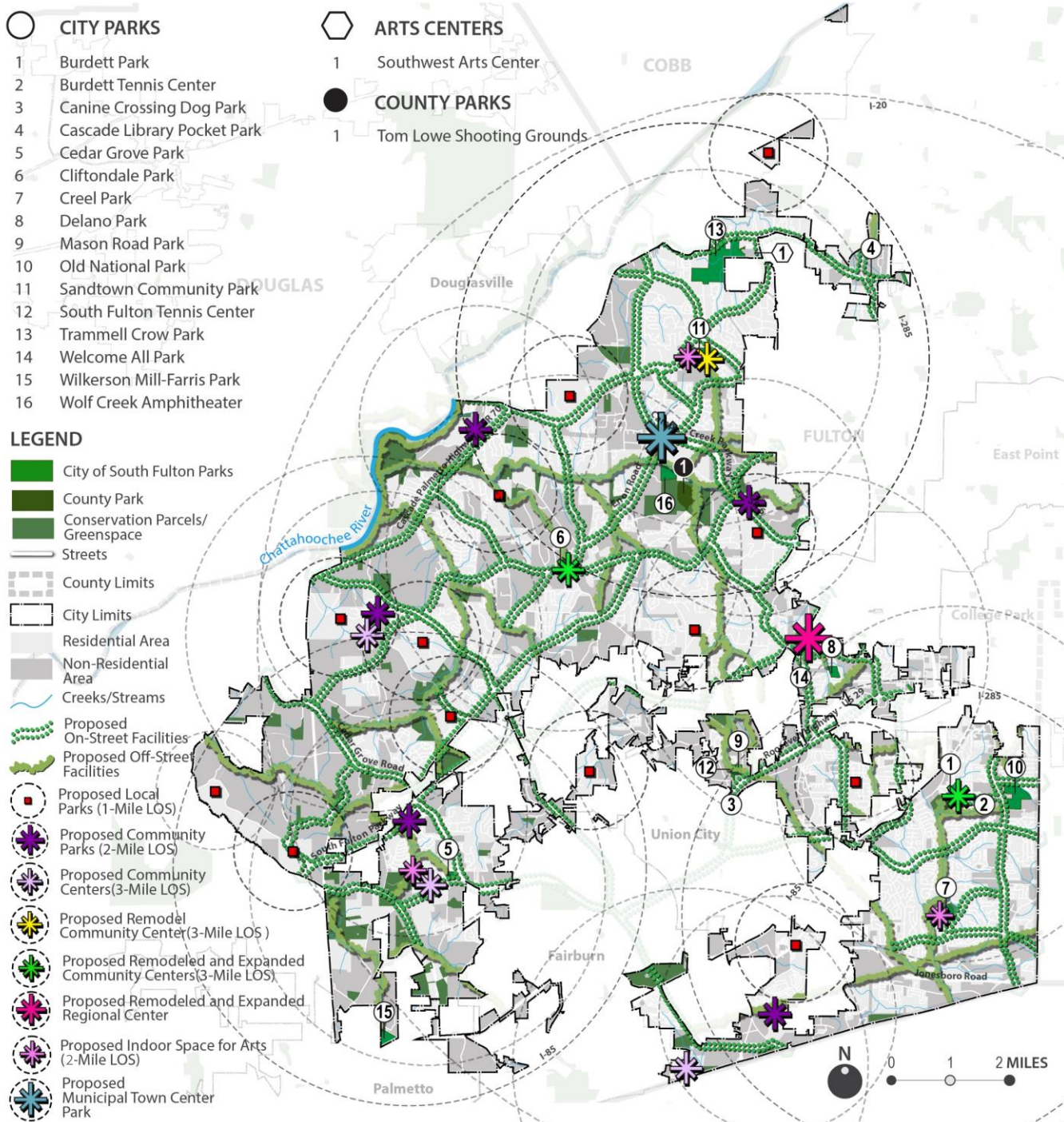
“Develop People” includes:

- Focusing on a Succession Plan and continuous learning and development for staff
- Capturing institutional knowledge from experienced staff over time



Vision

Create an interconnected system of parks, trails, recreation, and cultural experiences that strengthen the **sustainability** and **resiliency** of the City of South Fulton.



Next Steps

- Update Draft Long-Range Vision based on comments received by City Leadership, Mayor, and Council. (November 2021).
- Move to the next phase of the Vision Phase of the project, which will develop Conceptual Park Site Master Plans for each of the City's parks based on the Long-Range Vision. (December 2021-February 2022)
- Develop costs estimates and a phased implementation strategy that considers capital, operations, and maintenance funding sources. (February/March 2022)
- Develop Final Report and present to City Leadership, Mayor, and Council for Adoption. (March/April 2022)



Thank You!

Questions



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Text Amendments to the City of South Fulton's Zoning Ordinance

DATE OF MEETING: 11/9/2021

DEPARTMENT: Planning

ATTACHMENTS:

Description	Type	Upload Date
November 9th WS Presentation_REVISED 11.9.21_LW	Cover Memo	11/9/2021



Zoning Ordinance Text Amendments

COMMUNITY DEVELOPMENT &
REGULATORY AFFAIRS DEPARTMENT
AND WOOD AGENCY

Proposed Text Amendments

- Gas Stations Use Allowance in the M-2 District – **Councilwoman Rowell**
- Modifications to the Cedar Grove Overlay District and Cedar Grove Agricultural Overlay District to reference the existing standards of the Cedar Grove Agricultural Subdivision Ordinance (Article VII of Appendix D of the City of South Fulton Code of Ordinances) – **Councilwoman Gilyard**
- Creation of the Red Oak Community Overlay – **Councilwoman Willis and the 2021 Comprehensive Plan**
- Expanded Standards for review of proposed Special Uses in the City – **City Council**
- Modifications to R-5A District Standards/Creation of Tiny Home Development District (details on next slide) – **Councilman Reeves**

Proposed Text Amendments

- Recent Change from initial proposed R-5A amendment permits Tiny Homes (per Georgia DCA definition) as shown ➡
- Option to do stand-alone Tiny Home District
- Additionally, COSF would need to adopt *International Residential Code Appendix Q – Tiny Houses*

<https://codes.iccsafe.org/content/IRC2018P4/appendix-q-tiny-houses>

~~COTTAGE TINY HOMES~~/R-5A RESIDENTIAL DISTRICT

TEXT AMENDMENT TO MODIFY THE STANDARDS FOR THE R-5A RESIDENTIAL DISTRICT IN THE CITY OF SOUTH FULTON ZONING ORDINANCE.

A text amendment to the City of South Fulton Zoning Ordinance, Article 4 (Lot and Building Standards), Section 403 (Table 4-1) and Section 404.01 shall add the following as revised and additional standards applicable to residential development in R-5A:

Table 4-1 shall be revised as follows with respect to requirements for R-5A:

Zoning District	Lot Area	Setbacks				Lot Width	Lot Frontage	Development Frontage	Height	Heated Floor Area	Density	Lot Coverage
		Front		Side	Rear							
		To lot line	Staggered									
R-5A	4,000 sq.ft.	20' 10'	Yes, see Sec 403.03(c)	0'-7' 5'	20' 10'	N/A unless specified in conditions of zoning	35'	N/A	40' 30'	850 sf 650 sf Minimum 450 sf on ground floor	N/A	N/A

↓
400 sq ft
Minimum

Proposed Text Amendments

- Minimum Home Size addition in AG-1 – **City Staff**
- “Recreational Courts” added to Section 302.09 and Definitions – **City Staff**
- Zoning Denial Timing Change from 6 months to 1 year – **City Staff**
- Expansion of Fulton Industrial Business District Overlay area to include recent annexation – **City Staff**
- Landscaping Edits to Fulton Industrial Business District Overlay – enhancement of landscaping requirements for industrial zoned properties on Fulton Industrial by changing Section 510.0 (a) to match Section 506.05 – **City Staff**
- Modification to the Permit Process for Special Events with fewer than 250 attendees – **City Staff**
- Definition Additions – **City Staff**

Timeline of Legislative Actions

City of South Fulton Community Development and
Regulatory Affairs Department Presents



Zoning Ordinance Update Meetings

NOVEMBER 8

Community Information meeting (CZIM)
6 PM

NOVEMBER 9

Mayor and Council Work Session
4 PM

NOVEMBER 16

Planning Commission Public Hearing
6 PM

DECEMBER 14

Mayor and Council's Public Hearing and 1st
Reading of Zoning Ordinance Text Amendment
4 PM

DECEMBER 21

2nd Reading of Zoning Ordinance Text
Amendment and eligibility to be voted upon
4 PM

 **Live**

via YouTube
@cityofsouthfulton

What is a zoning ordinance?

The zoning ordinance is the formal categorization of land-use policies applicable to land within a municipality that sets the legal framework. The zoning ordinance establishes permitted land uses and distinguishes between different land use types.

How does the zoning ordinance affect you?

The zoning ordinance ensures that incompatible land uses are not located adjacent to one another. It can assist property owners in identifying what can or cannot be built on their property and how those properties can be used. The general purpose of most zoning ordinances is to protect the health, safety, and welfare of the public and the expectations of owners and prospective owners.



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Finance Monthly Report

DATE OF MEETING: 11/9/2021

DEPARTMENT: Finance

ATTACHMENTS:

Description	Type	Upload Date
Monthly Financial Report - As of Sep 30, 2021 WIP	Cover Memo	11/5/2021



CITY OF SOUTH FULTON

FINANCIALS FOR THE 2021 FISCAL YEAR AS OF AUGUST 31, 2021

PRESENTED BY

RACHEL BEMBRY, CPA
INTERIM FINANCE DIRECTOR

General Fund Summary of Revenues
For the Month Ending September 30, 2021

REVENUE	Amended 2021 Budget	YTD Revenue	% of YTD Revenue Collected
Property Taxes	\$ 29,904,109	\$ 26,619,830	89%
Motor Vehicle	705,000	1,866,527	265%
Franchise	4,817,653	6,076,097	126%
Local Option Sales Tax	17,000,000	25,198,112	148%
Business and Occupation	1,600,000	1,971,342	123%
Other Taxes	7,440,000	7,625,774	102%
Licenses and Permits	4,067,500	2,955,114	73%
IGA FID and City of Atl	3,999,996	2,838,356	71%
Charges for Services	1,931,500	4,804,455	249%
Other Revenue	4,357,664	4,339,311	100%
TOTAL REVENUES	\$ 75,823,422	\$ 84,294,917	111%

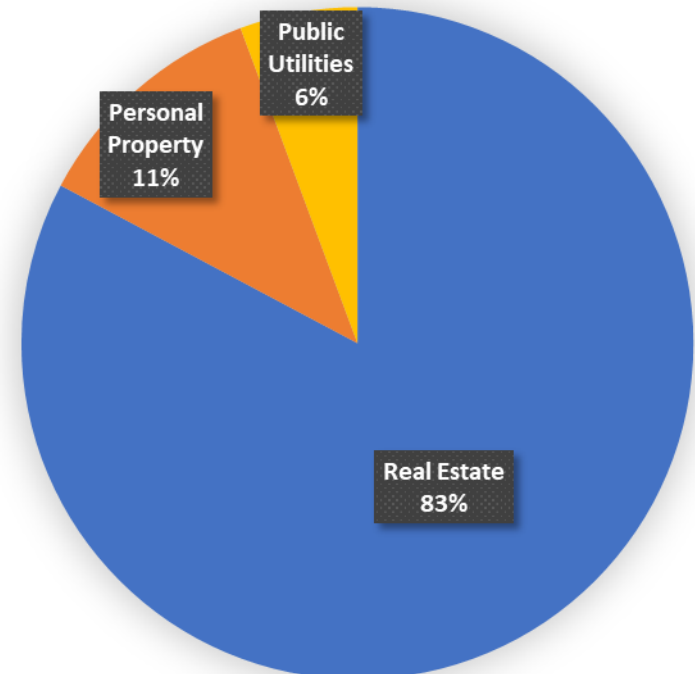
General Fund Summary of Expenditures For the Month Ending September 30, 2021

ACCOUNT DESCRIPTION	Amended 2021 Budget	YTD Expenditure	% of Budget Used YTD
District Total	\$ 1,320,409	\$ 1,051,107	80%
City Clerk	1,216,301	871,725	72%
Mayor	254,514	227,156	89%
City Manager	1,088,337	953,332	88%
Finance	3,775,640	1,632,565	43%
Contracts & Procurement	383,464	302,211	79%
Law	1,879,999	1,287,800	69%
Information Technology	2,825,903	2,399,233	85%
Human Resources	664,620	581,212	87%
Risk Management	119,978	24,916	21%
Communications	641,987	378,522	59%
General Administrative Services	4,766,479	3,039,310	64%
Municipal Court	813,436	761,191	94%
Police Administration	14,841,497	12,510,028	84%
Fire Administration	14,355,233	10,639,007	74%
Public Works	8,420,466	7,943,415	94%
Parks and Recreation	4,224,889	3,047,335	72%
Cultural Affairs	783,115	581,353	74%
Community & Regulatory Affairs	5,571,063	4,366,732	78%
Code Enforcement	-	34,236	
Economic Development	1,140,719	957,327	84%
Debt Service/ Interfund Transfers	6,085,950	1,180,023	19%
GENERAL FUND EXPENDITURES TOTALS	\$ 75,173,999	\$ 54,769,735	73%

**City of South Fulton – General Fund
YTD Tax Revenues
For the Month Ending September 30, 2021**

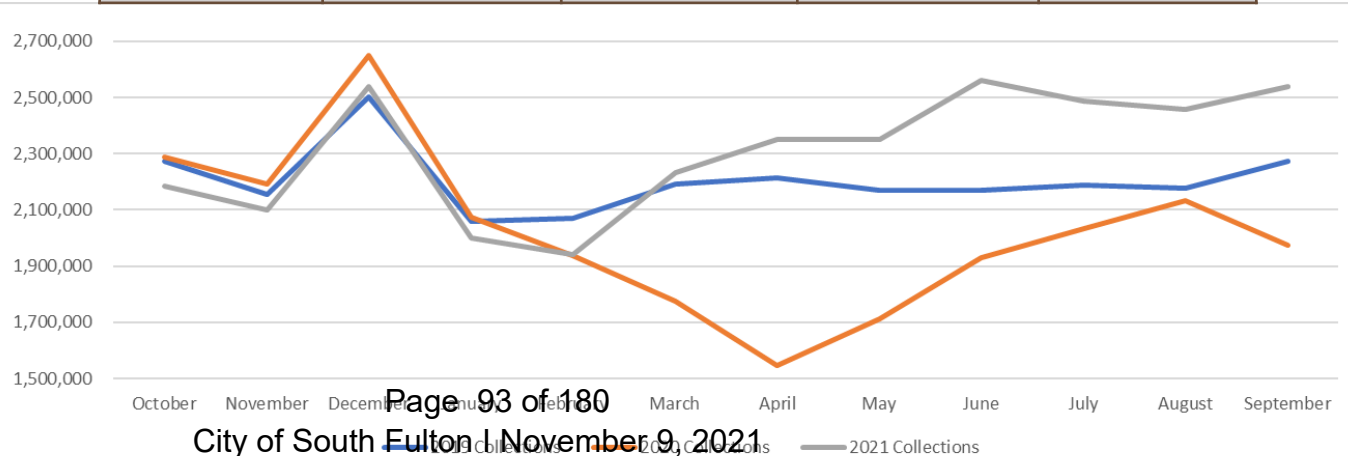
Property Taxes - Tax Year Billing Amounts	
2020	\$ 29,549,190
2019	29,549,032
2018	28,693,253
2017	\$ 14,328,175

Tax Year Collection Amounts and Collection Rate		
2020	\$ 29,099,204	98.48%
2019	29,141,377	98.62%
2018	28,563,820	99.55%
2017	\$ 14,179,723	98.96%



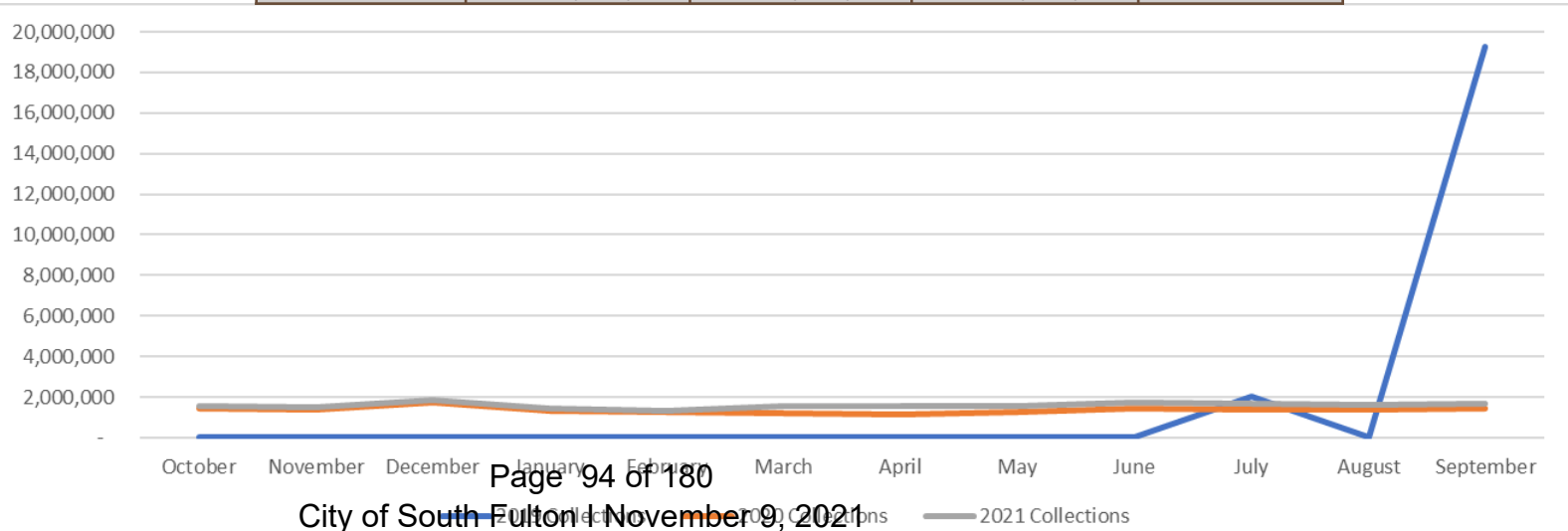
General Fund YTD LOST Revenues For the Month Ending September 30, 2021

Month	2019 Collections	2020 Collections	2021 Collections	% Change from Prior Year
October	\$ 2,271,486	\$ 2,286,786	\$ 2,185,149	-4.44%
November	2,154,622	2,192,474	2,098,040	-4.31%
December	2,501,619	2,650,082	2,539,331	-4.18%
January	2,058,819	2,074,490	1,999,859	-3.60%
February	2,070,407	1,939,328	1,939,710	0.02%
March	2,191,884	1,775,044	2,231,220	25.70%
April	2,213,704	1,547,744	2,350,323	51.85%
May	2,169,813	1,713,590	2,350,521	37.17%
June	2,169,534	1,931,084	2,560,204	32.58%
July	2,188,044	2,032,706	2,486,024	22.30%
August	2,178,288	2,134,752	2,457,732	15.13%
September	2,274,196	1,975,997	2,540,501	28.57%
TOTAL	\$ 26,442,415	\$ 24,254,078	\$ 27,738,612	14.37%

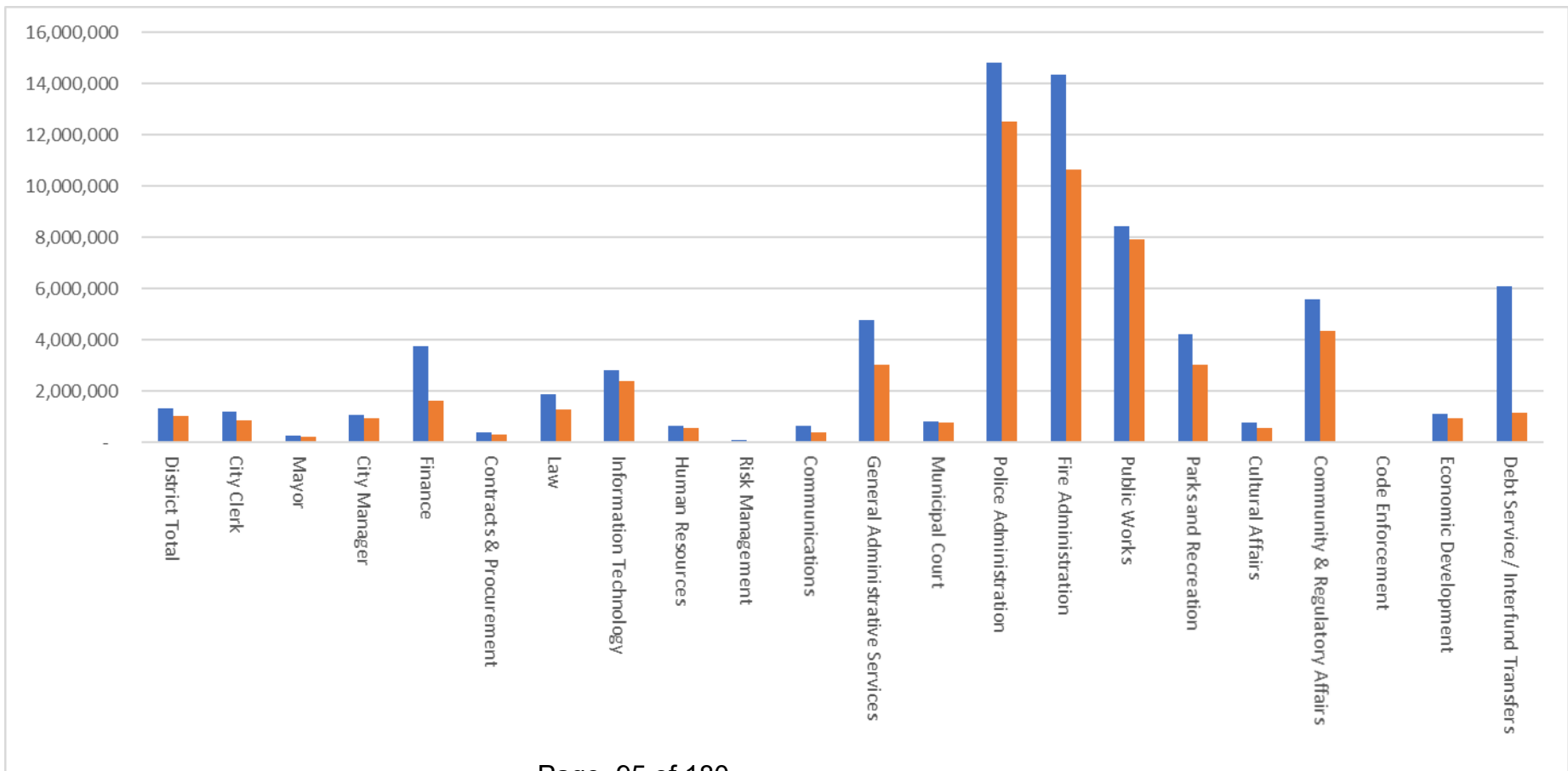


General Fund YTD TSPLOST Revenues For the Month Ending September 30, 2021

Month	2019 Collections	2020 Collections	2021 Collections	% Change from Prior Year
October	\$ -	\$ 1,417,004	\$ 1,572,407	10.97%
November	-	1,387,637	1,480,262	6.68%
December	-	1,717,523	1,851,254	7.79%
January	-	1,311,619	1,409,863	7.49%
February	-	1,240,099	1,307,487	5.43%
March	-	1,232,016	1,539,997	25.00%
April	-	1,138,223	1,564,591	37.46%
May	-	1,251,964	1,545,970	23.48%
June	-	1,414,248	1,704,920	20.55%
July	2,000,000	1,408,633	1,662,616	18.03%
August	-	1,402,803	1,638,898	16.83%
September	19,257,861	1,428,963	1,652,359	15.63%
TOTAL	\$ 21,257,861	\$ 16,350,732	\$ 18,930,624	15.78%



General Fund Summary of Expenditures For the Month Ending September 30, 2021



All Funds Summary of Revenues & Expenditures

For the Month Ending September 30, 2021

REVENUE	Amended 2021 Budget	YTD Revenue
General Fund	\$ 75,823,422	\$ 84,294,917
Blighted Properties	200,000	-
Confiscated Assets	-	106,533
E-911 Fund	2,000,000	-
American Rescue Plan	-	5,676,259
Restricted Grants	2,211,502	231,655
Hotel Motel	164,000	254,443
T-SPLOST	41,102,899	19,989,536
Capital Grant (LMIG)	2,775,440	1,398,106
Capital Local	-	-
Capital URA	-	1,115,950
Solid Waste	520,000	285,724
Wolf Creek Ampitheatre	72,000	144,000
ALL FUND TOTAL REVENUES	\$ 124,797,263	\$ 113,353,122
EXPENDITURES	Amended 2021 Budget	YTD Expenditure
General Fund (includes Court Operations)	\$ 75,173,999	\$ 54,769,735
Blighted Properties	200,000	200,653
Confiscated Assets	-	-
E-911 Fund	2,000,000	1,976,323
American Rescue Plan	-	-
Restricted Grants	2,221,186	873,125
Hotel Motel	164,000	255,266
T-SPLOST	42,702,952	8,044,759
Capital Grant (LMIG)	4,163,865	1,692,667
Capital Local	662,866	291,422
Capital URA	-	602
Solid Waste	520,000	346,853
Wolf Creek Ampitheatre	72,000	-
ALL FUND TOTAL EXPENDITURES	\$ 127,808,867	\$ 68,451,404
Excess (Deficit) of Revenues over (under) Expenditures	\$ (3,011,605)	\$ 44,901,718

City of South Fulton
Cash Balance Report
For the Month Ending September 30, 2021

Bank Account (Last 4)	Account Description	Bank Balance
1185	Comm Dev Escrow	\$ 5,704,325
1193	Tree Fund Escrow	2,768,675
2505	Confiscated Funds	246,285
1543	Grant Fund	601,473
9539	Hotel Motel	137,072
8141	TSPLOST	42,201,251
7193	URA Bond Proceeds	16,354,792
7207	URA Sinking Fund	1,115,950
4214	Solid Waste	237,070
1444	Court	660,210
3435	Pooled Cash	31,593,633
3427	Payroll	-
4342	Savings	45,000,965
TOTAL		\$ 146,621,703

City of South Fulton

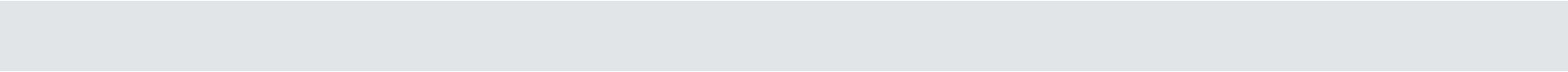
Confiscated Assets Report

For the Month Ending September 30, 2021

Bank Balance	Confiscated Funds	246,285
---------------------	--------------------------	----------------

Inflows:		
Cash Confiscated	Federal	4,595
Cash Confiscated	State	99,421
Cash Confiscated	Local	2,517
TOTAL		106,533

Outflows:		
Vehicle Maintenance and Repairs		-
Small Tools and Equipment		-
TOTAL		-



QUESTIONS?



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: City Attorney Monthly Report

**DATE OF
MEETING:** 11/9/2021

DEPARTMENT: Attorney



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: City Manager Monthly Report

DATE OF MEETING: 11/9/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
City Manager Report - September 2021 FINAL	Cover Memo	11/5/2021



CITY MANAGER MONTHLY

September 2021

Report



Greetings Honorable Mayor and City Council Members,

I am honored to present a summary of the City's monthly administrative activities. South Fulton is one of Georgia's largest cities, with a population of more than 100,000 residents, home to more than 1,800 businesses, covering a diverse geographic area of more than 85 square miles. Leveraging Council's five key priorities (1. Improve Parks and Recreation 2. Improve Public Safety 3. Economic Development 4. Updating Comprehensive & Land Use Plans 5. Create Branding & Messaging) for the City, our staff is committed to ensuring our residents receive world class customer service, and access to resources that support a safe, inclusive, innovative, and economically vibrant city.

While this report provides a look back on September, it is important to address current activities related to the American Rescue Plan Funding. On March 11, 2021, the American Rescue Plan Act was signed into law by President Joe Biden aimed at mitigating the continuing effects of the pandemic and build upon previously enacted aid measures in 2020. The City of South Fulton was allocated \$11,352,517 and received the first half on May 21, 2021 in the amount of \$5,676,258.50. The second half will arrive in May 2022. The deadline to have the funding obligated is December 31, 2024. The deadline to spend the funds is December 31, 2026.

The City Manager's Office convened meetings with the Grants Administrator, Department Directors, and other pertinent staff to bring forward projects that were needed in response to COVID-19. The proposed projects focus on the following:

- **Community Recovery:** Provide relief to households and small businesses impacted by COVID-19 - \$2,750,000
- **Infrastructure Improvements:** Provide necessary improvements to expand stormwater and broadband capabilities - \$4,050,00
- **Government Operations/Services:** Provide operational activities to maintain city services, ensure the safety of city personnel and compensate workers at risk of exposure - \$4,552,517

Please accept this report as a summary of the City's successful outcomes from September of FY2021.

Regards,

Tammi Saddler Jones

Tammi Saddler Jones
City Manager



1. IMPROVE PARKS AND RECREATION

Department Programming

- Program Participation:**

Program	September 2021	YTD
After School	149	240
Daily Fitness (Weight Room & Cardio Room)	354	1,156
Dance Fall Session	146	146
Lap Swim	132	381
Music Fall Session	24	24
Open Gym	132	344
Swim Team	432	904
Theatre Fall Session	25	25
Visual Arts Fall Session	58	58
Walking Track	396	1,673
Total	1,848	4,951

**The report has been revised to reflect program participation for each month.*

Project Status

Project	Status	Task Remaining
Parks Master Plan	In Progress	Making provisions based on new Director's requests; Presentation to Mayor and Council pending
Outdoor Fitness Equipment – Wilkerson Mill Park	In Progress	Installation
Ball Field Equipment & Scoreboards for Sandtown	Pending	Funds will be amended into the FY22 budget; Awaiting budget amendment



Programs, Events & Activities Forecast

Events/Activities	Description	Event Date(s)
A Fashion Exhibition Opening	Exhibition reception and Artist talk	September 3, 2021 7pm Southwest Arts Center
A Fashion Exhibition	Artwork display for viewing	September 3, 2021 10am - 4:30pm Southwest Arts Center
Black Nativity Auditions	Dominion Entertainment auditions for Black Nativity	September 11, 2021 10am - 4pm Southwest Arts Center
Seniors Card Night	Senior Citizens come out and enjoy an evening of Bid Whist, Spades & Pinochle	September 11, 2021 1pm - 7pm Welcome All Park
Marie & Rosetta Auditions	True Colors Theatre Company auditions for Marie & Rosetta	September 25 - 26, 2021 10am - 4pm & 2pm - 8pm Southwest Arts Center
Seniors Card Night	Senior Citizens come out and enjoy an evening of Bid Whist, Spades & Pinochle	September 25, 2021 1pm - 7pm Welcome All Park
Southwest Arts Center honors Kendall Rae Johnson	SWAC honors the youngest certified farmer in Georgia who resides in the City of South Fulton	September 28, 2021 1pm Southwest Arts Center
Raisin Auditions	True Colors Theatre Company auditions for Raisin	September 29 - 30, 2021 11am - 7pm Southwest Arts Center



2. IMPROVE PUBLIC SAFETY -

CODE ENFORCEMENT, POLICE AND FIRE

Code Enforcement and Code Board

SeeClickFix Violations

	September 2021	YTD
Open	45	670
Closed	187	1,990
Total	232	2,660

Violations Reported in Edmunds

	September 2021	YTD
Open	138	1,599
Closed	31	321
Total	169	1,920

Code Enforcement Board

	September 2021	YTD
Code Board Cases	75	733
Municipal Court	25	174
Total	100	907

**Average cases include maintenance of property (trash, debris, and high weeds), junk vehicles, and property maintenance violations.*



Fire Department

CRR - South Fulton Fire Rescue Monthly Report – September 2021		
Fire Rescue Activities	Current Month	YTD
COLUMN #1:		
Emergency Call Volume		
Fire	27	397
Overpressure Rupture, Explosion, Overheat	1	23
EMS/Rescue	880	9,214
Hazardous Condition	26	326
Service Calls	121	1,667
Good Intent Calls	339	3,998
False Alarms & False Calls	97	918
Severe Weather/Natural Disaster	2	27
Special Incident Types	2	14
Non-Specific	0	0
Total	1,495	16,584
Average Response Time	10:17	9:16
COLUMN #2		
Community Risk Reduction (CRR) Activities		
Company Level Inspections	0	0
CRR Final and Existing Business Inspection Requests	125	987
Company Level Inspections - Vacant Buildings	0	0
COLUMN #3		
Fire Safety Education		
Number of Classes	0	0
Number of Students	0	0
Number of Special Events	0	0
Number of Persons Contacted	0	0
Number of Apparatus Requests	0	0



COLUMN #4		
Homes Visited	0	0
Smoke Detectors Installed (via fire station requests)	0	34
COLUMN #5		
Fee Schedule Collection		
Fire Safety Inspections	\$ 1,350.00	\$ 19,976.95
Personal Care Homes/ Day Care Inspections	\$ 150.00	\$ 5,875.00
Fire Alarm Reviews	\$ 171.00	\$ 571.50
Fire Sprinkler Review	\$ 150.00	\$ 2,790.85
Blasting Permits	\$ 300.00	\$ 2,200.00
Open Records Request	\$ -	\$ 120.00
Special Events	\$ -	\$ -
Combustible Permits	\$ -	\$ 150.00
Fireworks Permits	\$ -	\$ 500.00
Business Inspections	\$ -	\$ -
Burn Permits	\$ -	\$ 2,777.35
Tent Permit	\$ -	\$ -
Fire Extinguisher Training	\$ -	\$ 125.00
2021 Year-To Date Total	\$ 2,121.00	\$ 35,086.65

**The YTD numbers reported above are for fiscal year 2021 (FY21).*

Department Updates

- Fire Chief Chad Jones, Deputy Chief Deron Wilson, Deputy Chief Hilda Moses and Fire Marshal Donna Dingler attended the 9/11 event sponsored by the Police Dept at the Southwest Arts Center.
- The South Fulton Fire Rescue Department completed 1,297 hours of training during September 2021.
- The South Fulton Fire Rescue Department had an average year-to-date response time of 8:40.



Police Department

Crime By Month	28 DAY COMPSTAT							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Murder	1	2	0	0	0	0	0	3
Rape	1	0	0	0	0	0	0	1
Robbery	1	1	0	0	0	1	2	5
Aggravated Assault	3	10	0	3	0	3	2	21
Burglary	1	0	0	1	0	3	1	6
Larceny / From Auto	4	9	9	3	3	5	1	34
Larceny / Other	19	21	9	18	17	16	22	122
Auto Theft	7	13	9	7	6	7	6	55
TOTALS	37	56	27	32	26	35	34	247

Department Updates

- The South Fulton Police Department had three (3) Police Officers graduate from North Central on September 10, 2021.
- The South Fulton Police Department currently has ten (10) Police Officers in the Field Training Program.
- The South Fulton Police Department Field Operations Division responded to 7,194 Calls for Service during the month of September 2021 and had an average response time of 12:22.



3. ECONOMIC DEVELOPMENT



AT WORK

Economic Development Project List

- **Lead** - A lead is a potential project that has not been qualified but might eventually become a prospect. A Lead is generally a project that is going through a due diligence phase and working to secure funding.
- **Prospect** - Projects that have been qualified. A Prospect is generally a project that has gone through a due diligence phase and has secured the resources necessary to bring the project to fruition.

Project	Description	Status	Action	District
Motherland Project	Proposal for an African Cultural Museum	Lead	Project is on hold	City
Sandtown Crossing	Possible townhome development around passive park adjacent to Publix	Lead	Developer is in due diligence phase	1
Spirits	Corporate Headquarters Relocation	Lead	Working to determine site location and incentives	1
RiverFront District	200 Acre Mixed-use development along the Chattahoochee River	Prospect	Developer has purchased property and is currently working on site plan design	2
Town Center	600 Acre development potential site for City center	Lead	Developer is in due diligence phase	2
Camp Creek Parkway & Enon Road	46 Acre Mixed-use development with Townhomes, multi-family, retail	Prospect	Developer is currently working to develop concept and plans to submit	3
Vista Camp Creek	Workforce housing project	Complete	Renovation is complete and residents have moved in	3
Halperns Steak & Seafood	Expansion project	Hold	Project placed on hold due to COVID-19	3
Red Oak Plaza	Mixed-use development	Lead	Working with property owner to implement plan completed by Georgia Power	3



CollabSouth: Work continues to finalize terms of the Old National lease agreement. Due to

Cedar Grove & South Fulton Parkway	42 Acre Residential development with small commercial	Prospect	Developer has purchased property and is currently working on site plan design	4
Campbellton Old Town Master Plan	Mixed-use Redevelopment plan for historic Campbellton	Prospect	Master Plan is complete and approved by Mayor and Council	4
Old National Park Development	Mixed-use development	Lead	Developer is in due diligence phase	6
Renaissance at South Fulton	16 Acre Mixed Tenancy, Family and HFOP development	Lead	Developer is in due diligence phase	6
Old National & Jonesboro Road	13 Acre Mixed-use development	Lead	Project is on hold due to the death of one of the principals in the project	7

delays, construction of center scheduled to be completed in Fall 2021.



Business License

- **September 2021 Business Licenses Processed**
 - 51 New Business Licenses
 - 43 Renewed Business Licenses
- **Total Business Licenses Processed**
 - 561 (YTD – New Businesses)
 - 94 (September 2021)

Permits and Buildings

Permit Type	August 2021	YTD
New Residential	85	472
New Commercial	0	1
New Industrial	0	0
Trades (MEP/Residential – Alteration or Addition)	145	1,206
Land Disturbance Permits (LDP)	5	18
Signs	6	33
Fences	6	88
Total	247	1,818



Online GIS Application Views

- **Public Facing Viewers**
 - Address Points – 115,529
 - City Limit – 1,308
 - City County Districts – 3,065
 - COSF Hard to Count Areas – 4
 - COSF Undeveloped Properties – 4
 - Current Zoning – 279
 - My Elected Representative – 13
 - Property Information Viewer – 670
 - Public Works Information Viewer – 40
 - Tax Parcel – 2,403
 - Zoning and Land Use Viewer – 779

Project Status

Project	Status
Card Access Upgrade	Complete
COSF to FirstNet for Public Safety	In Progress
Gateway Signs	In Progress
Broadband Grants	In Progress
ERP (Procurement process pending)	In Progress
ImageTrend – Fire Department Records Management Solution	In Progress
RMS – Legal	In Progress
Cartegraph – Public Works	In Progress
Certificate of Occupancy – Access to COs prior to incorporation	Pending
Infrastructure Upgrade	Pending



4. PLANNING – REVIEW AND UPDATE COMPREHENSIVE AND LAND USE PLAN

Zoning Applications & Certifications

Staff has processed a total of 130 zoning applications, 229 zoning certifications and 210 open records reports as of August 31, 2021.

Zoning Cases

There were 2 zoning applications received during the filing deadline period for August 2021.

- 1 Rezoning
- 0 Use Permits
- 0 Modification
- 1 Variance
- 0 Concurrent Variance
- 0 Administrative Permits



5. CREATE AND IMPLEMENT BRANDING AND MESSAGING

I. City Newsletters:

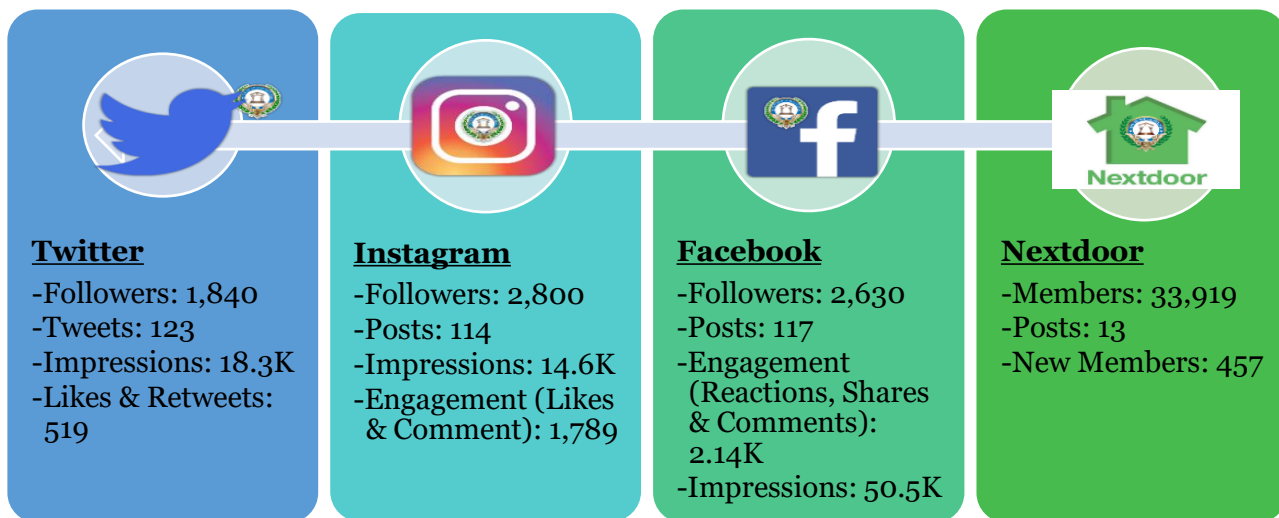
The Communications Department publishes The South Fulton Voice, a bi-weekly newsletter for citizens, and a daily internal newsletter for employees called The Daily Digest.

Editions Released in September:

September 7, 2021 – <https://conta.cc/3zVGCJo>

September 21, 2021 – <https://conta.cc/3umFQUE>

COSF Social Media Analytics



II. City Website

September 2021

- Visits: 39,201
- Page Visits: 63,064

Should you need further information regarding this correspondence, please contact Tammi Saddler Jones at tammi.jones@cityofsouthfultonga.gov.



CALENDAR OF EVENTS

September 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2 Streetlight Master Plan Public Meeting - 6 p.m.	3	4
5	6 Labor Day	7	8 First Public Budget Hearing - 10 a.m.	9 Public Arts Commission 1 p.m.	10 9/11 Ceremony – First Responders Program - 11 a.m. Southwest Arts Center	11
12	13	14 City Council Work Session – 4 p.m. Zoning Public Hearing 6 p.m.	15 Second Public Hearing and Budget Adoption 6 p.m. District 1 Town Hall 6 p.m.	16	17 Downtown Development Authority (Cancelled)	18 Yeek Fest – 12 p.m.
19	20 South Fulton Convention and Visitors Bureau Board Meeting 1 p.m.	21 Historical and Cultural Landmarks Commission 1 p.m.	22	23	24	25 Community Yard Sale District 1 Cleanup District 3 Block is Hot
26	27 South Fulton Development Authority 1 p.m.	28 City Council Regular Meeting – 4 p.m.	29	30		

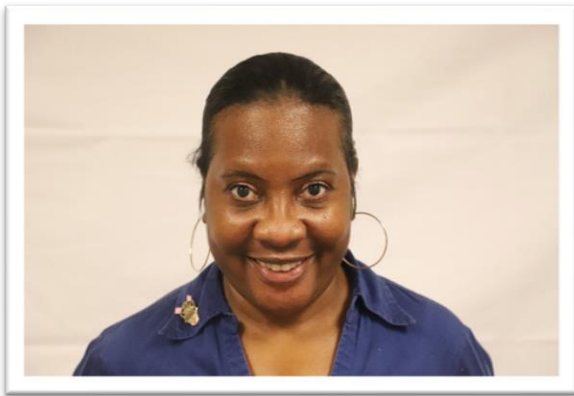


COSF NEW HIRES

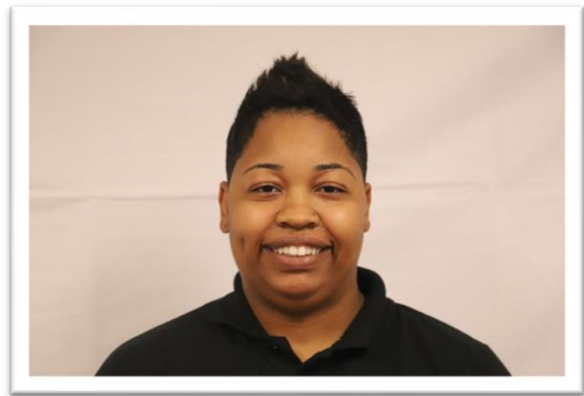


	Hire Date	Job Title	Department
Kristen Wright-Matthews*	9/12/2021	Legislative Specialist (Part time)	District 5
Jacquelyn Bell	9/27/2021	Administrative Assistant	Police
Shantesia Soto	9/27/2021	Police Officer II	Police

**Not Pictured*



Jacquelyn Bell



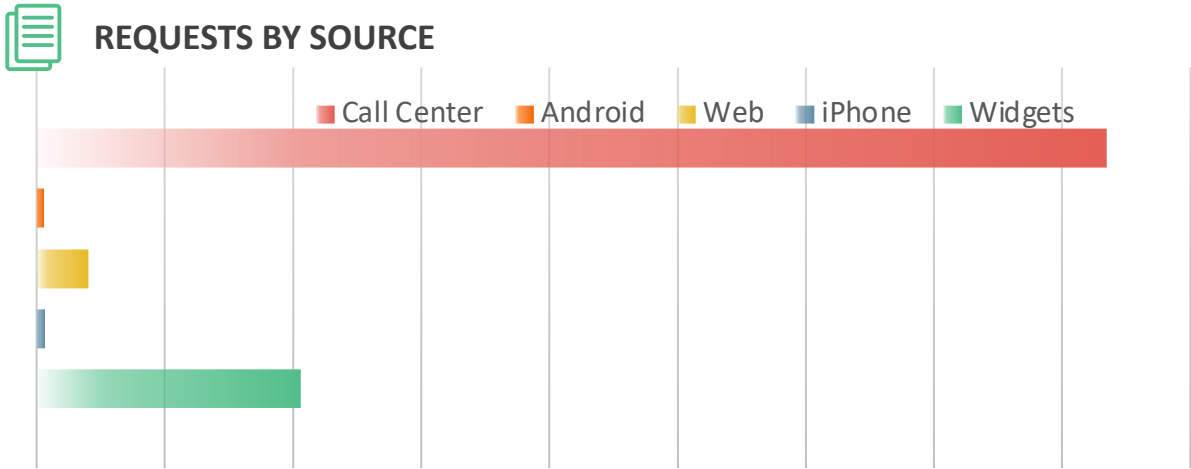
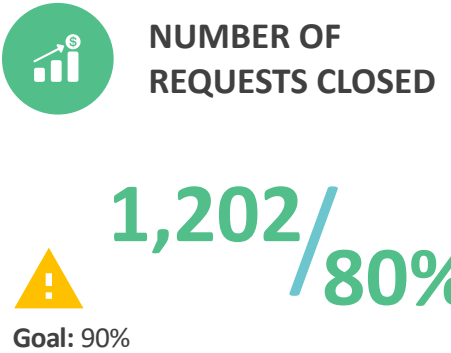
Shantesia Soto



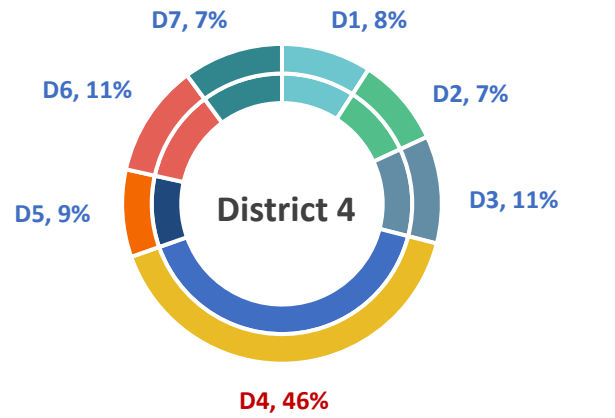
COSF

311 DASHBOARD

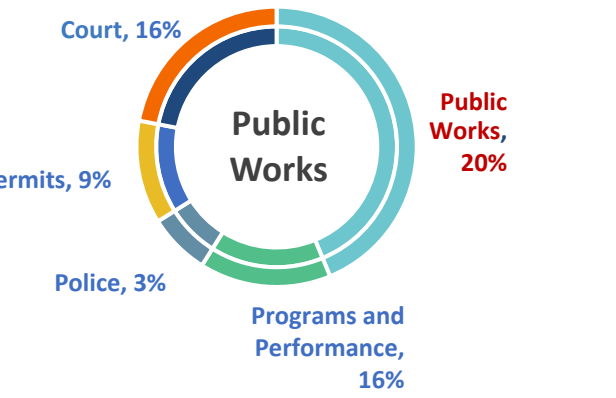
Summary Dashboard | Citywide CRC *(September 1 - September 30, 2021)*



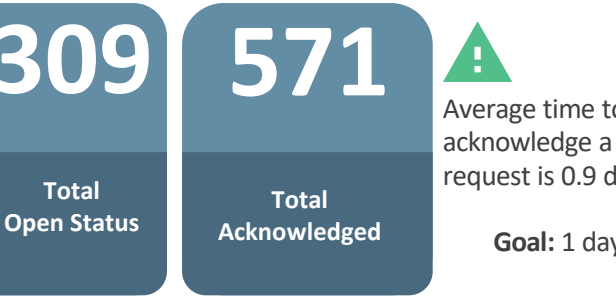
 **% REQUESTS BY DISTRICT**



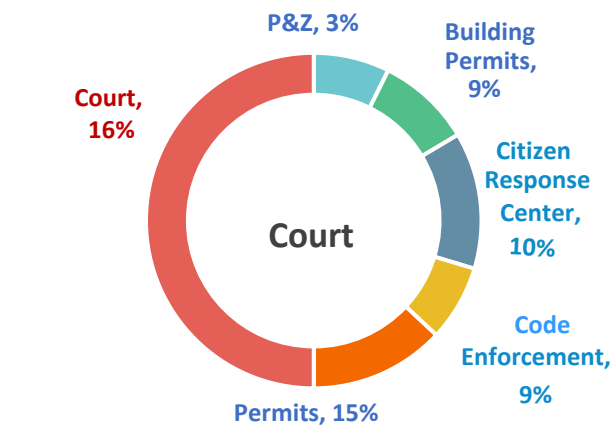
 **% REQUESTS BY DEPARTMENT**



 **OVERALL STATUS OF REQUESTS**



 **TOP REQUESTED (ISSUES)**



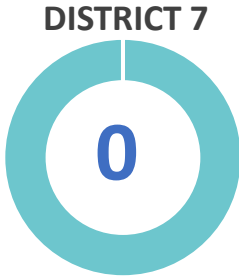
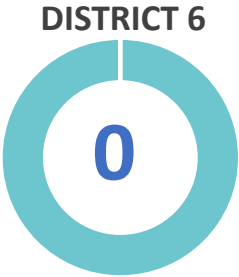
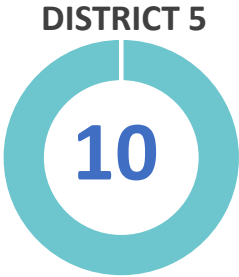
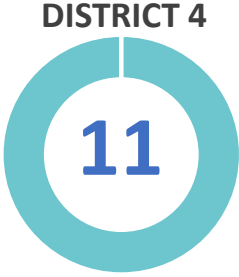
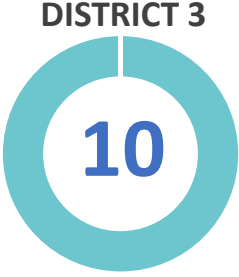
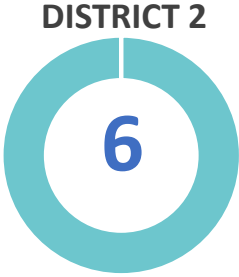
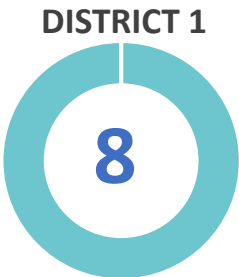
Dashboard | Airport Noise Complaints *(to date)*



TOTAL NUMBER OF
REQUESTS

45

District	# of Requests
1	8
2	6
3	10
4	11
5	10
6	0
7	0



COSF CRC Report

District 1

October 1, 2020 - September 30, 2021

Prepared for Councilwoman Rowell by the Office of Programs and Performance

Requests filtered by that have been created and and filtered to **all categories** within

Showing Results from 10/1/2020 to 9/30/2021

DTA: Days to Acknowledge **DTC:** Days to Close **O&O:** Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	246	218	238	1.6	10.8	21.0	83%	41	8	8
Building Permits	196	3	131	15.2	6.7	2.0	69%	38	65	65
Other	162	148	140	2.9	22.3	0.0	0	5	22	2
Remove / Pick-Up Litter (Field Operations)	121	102	121	0.6	2.4	10.0	93%	3	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	116	63	116	0.1	0.8	10.0	98%	0	0	0
Reception Call	114	6	112	3.1	10.8	1.0	63%	40	2	2
Clean Up Day	82	61	82	0.9	12.2	0.0	0	2	0	0
Sign - Other Sign Down/Missing (Traffic Services)	67	65	66	0.0	1.2	10.0	95%	2	1	1
Yard Issue	64	56	64	4.8	13.6	21.0	89%	9	0	0
Planning & Zoning (Community & Regulatory Affairs)	61	3	54	4.8	5.8	0.0	0	0	7	0
Sanitation (Public Works - Field Operations)	47	18	37	0.8	1.3	0.0	0	0	10	0
Abandoned / Inoperative / Junk Vehicle	39	36	38	0.6	10.9	21.0	82%	7	1	1
Construction	38	38	27	3.3	55.4	0.0	0	0	11	1
Signal - Other (Traffic Services)	38	37	37	0.1	0.8	10.0	92%	3	1	1
Additional Patrol Request	37	1	37	1.7	4.6	1.0	19%	28	0	0
Illegal Dumping in Right-of-Way (Field Operations)	34	32	34	0.2	2.9	3.0	97%	0	0	0
Other	29	0	29	0.0	1.5	0.0	0	0	0	0
Blighted / Vacant Property	29	23	29	0.9	8.9	21.0	93%	2	0	0

Totals	2,067	1,286	1,875	1.5	9.8	-	83%	237	192	116
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other Regulatory Agencies	29	23	22	1.2	12.0	0.0	0	1	7	6
Roadside Maintenance (Field Operations)	29	29	29	1.2	5.5	10.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	24	21	24	3.5	2.5	3.0	92%	0	0	0
Illegal Dumping on Private Property	23	20	23	0.6	8.9	21.0	91%	2	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	23	21	23	0.2	1.0	3.0	96%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	23	23	23	0.0	0.0	1.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	19	18	13	0.0	33.3	120.0	92%	0	6	0
Signal - In Flash or Dark (Traffic Issues)	19	19	19	0.0	0.1	1.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	18	14	18	0.4	0.8	3.0	94%	0	0	0
Commercial Vehicles in Residential Zones	17	15	17	1.6	9.2	21.0	94%	1	0	0
Sign - Preventative Maintenance (Traffic Services)	17	17	11	1.5	5.1	30.0	100%	0	6	6
Event Food Giveaway	15	0	7	0.0	6.3	0.0	0	6	8	0
High Grass/Weeds in Right-of-Way (Field Operations)	15	14	15	3.3	4.4	10.0	93%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	14	10	14	6.1	7.4	3.0	64%	3	0	0
Permit / Licensing Issue	13	9	13	0.4	8.1	21.0	85%	3	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	13	13	11	1.3	3.6	10.0	100%	0	2	1
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	12	12	12	1.2	11.4	30.0	100%	0	0	0
Roadway Maintenance (Field Operations)	12	11	12	0.9	3.4	10.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	11	7	11	0.2	1.2	3.0	82%	0	0	0
Totals	2,067	1,286	1,875	1.5	9.8	-	83%	237	192	116

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Business Licenses (Finance & Administrative Services)	10	0	9	0.0	18.4	2.0	44%	5	1	1
Signal - Preventative Maintenance (Traffic Services)	10	10	10	0.0	10.9	90.0	100%	0	0	0
Outdoor Requests (Other)	8	0	6	0.0	14.9	3.0	50%	3	2	2
Tree Fallen	8	0	8	0.0	38.3	7.0	38%	4	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	8	8	7	0.9	11.1	30.0	100%	0	1	0
Illegal Dumping In Roadway (Field Operations)	8	8	8	0.0	0.7	1.0	88%	0	0	0
General Inquiry	7	0	1	0.0	62.2	3.0	0	1	6	6
Land Development (Community and Regulatory Affairs)	7	0	6	0.0	77.8	3.0	33%	4	1	1
Clogged Inlet (Storm Water Issues - Field Operations)	7	2	7	0.4	0.2	3.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	7	5	7	0.2	0.2	1.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	7	6	3	3.0	138.1	120.0	0	3	4	4
City Clerk	6	0	5	0.0	12.2	5.0	40%	3	1	1
Remove Dead Animals in Roadway - Small (Field Operations)	6	6	6	2.9	3.5	3.0	83%	1	0	0
GIS (Geographic Information Systems)	5	0	5	0.0	6.1	2.0	80%	1	0	0
Other	5	2	5	0.1	15.5	3.0	60%	1	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	5	0	1	0.0	134.6	2.0	0	1	4	4
Dead Animal Pickup on Private Property	5	3	5	1.1	0.9	7.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	5	5	3	0.2	21.7	120.0	100%	0	2	0
Traffic Operations - Other (Traffic Services)	5	4	5	0.0	0.2	30.0	100%	0	0	0

Totals	2,067	1,286	1,875	1.5	9.8	-	83%	237	192	116
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Capital Improvement Projects (CIP) - Public Works	4	4	1	13.0	0.0	0.0	0	0	3	0
Live Domestic Animals	4	0	4	0.0	9.6	0.0	0	0	0	0
Municipal Court	4	0	4	0.0	42.7	0.0	0	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	4	2	4	0.0	2.8	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	4	0	3	0.0	173.2	15.0	0	3	1	0
Communications & External Affairs	3	1	3	0.9	24.1	2.0	0	3	0	0
Other	3	0	2	0.0	34.5	0.0	0	0	1	0
Damaged Fire Hydrant	3	3	3	10.0	12.2	30.0	67%	1	0	0
Community Policing Division	3	0	0	0.0	0.0	0.0	0	0	3	0
Dead Trees	3	0	3	0.0	54.9	7.0	0	3	0	0
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	1.6	7.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	3	3	3	1.6	3.1	10.0	100%	0	0	0
Appointment Request	2	0	2	0.0	14.8	2.0	50%	1	0	0
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	0.0	0.0	0	0	1	0
Live Wild Animals	2	0	2	0.0	58.3	1.0	50%	1	0	0
Business Inquiry	2	1	2	13.0	12.8	10.0	50%	1	0	0
Fire Alarm System Review (Businesses Only)	2	1	2	0.0	0.0	3.0	100%	0	0	0
Lobby - Parks & Rec. Facilities	2	0	0	0.0	0.0	3.0	0	0	2	2
Illegal Signs	2	0	1	0.0	21.6	0.0	0	0	1	0
Bridge Maintenance	2	0	2	0.0	0.0	365.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	2	2	2	0.4	5.5	10.0	100%	0	0	0
Totals	2,067	1,286	1,875	1.5	9.8	-	83%	237	192	116

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Snow/Ice Removal (Inclement Weather - Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0
Special Projects (Field Operations)	2	1	2	0.0	0.0	30.0	100%	0	0	0
Accounts Receivable (Finance & Administrative Services)	1	0	1	0.0	0.0	2.0	100%	0	0	0
City Manager	1	0	1	0.0	0.5	2.0	100%	0	0	0
Unlicensed Business Complaint	1	0	1	0.0	6.0	5.0	0	1	0	0
Outdoor Equipment Requests	1	0	1	0.0	0.8	14.0	100%	0	0	0
Restroom, Kitchen, Activity, Cardio, Locker Rooms or Water Fountains - Parks & Rec. Facilities	1	0	0	0.0	0.0	14.0	0	0	1	1
Right-of-Way Permits/Utility Permits (Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	1	1	1	0.9	1.9	3.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	0.8	3.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Totals	2,067	1,286	1,875	1.5	9.8	-	83%	237	192	116

COSF CRC Report

District 2

October 1, 2020 - September 30, 2021

Prepared for Councilwoman Gumbs by the Office of Programs and Performance

Requests filtered by that have been created and and filtered to **all categories** within

Showing Results from 10/1/2020 to 9/30/2021

DTA: Days to Acknowledge **DTC:** Days to Close **O&O:** Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Building Permits	217	0	138	0.0	6.6	2.0	67%	45	79	79
Property Maintenance	140	89	140	1.6	7.6	21.0	91%	11	0	0
Other	130	120	116	5.4	23.9	0.0	0	9	14	1
Remove / Pick-Up Litter (Field Operations)	113	90	112	0.9	3.0	10.0	94%	0	1	1
Reception Call	107	5	104	2.7	10.7	1.0	46%	55	3	3
Sign - Other Sign Down/Missing (Traffic Services)	77	74	75	0.0	0.9	10.0	97%	3	2	2
Planning & Zoning (Community & Regulatory Affairs)	69	5	64	8.7	8.2	0.0	0	0	5	0
Yard Issue	66	39	66	10.6	12.9	21.0	82%	13	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	62	37	62	0.1	0.8	10.0	98%	0	0	0
Illegal Dumping in Right-of-Way (Field Operations)	59	57	59	0.5	1.4	3.0	88%	1	0	0
Clean Up Day	52	38	52	1.3	23.9	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	49	20	49	1.0	5.3	21.0	96%	2	0	0
Other	46	1	46	3.0	5.4	0.0	0	1	0	0
Construction	44	44	27	3.1	59.3	0.0	0	1	17	3
Sanitation (Public Works - Field Operations)	30	8	30	0.2	7.7	0.0	0	0	0	0
Signal - Other (Traffic Services)	28	28	28	0.0	0.4	10.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	25	25	23	0.1	35.3	120.0	100%	0	2	0
Other Regulatory Agencies	24	17	20	1.5	11.7	0.0	0	0	4	4

Totals	1,813	972	1,634	2.0	9.9	-	84%	198	179	120
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping on Private Property	21	12	21	0.6	6.2	21.0	100%	0	0	0
Commercial Vehicles in Residential Zones	21	11	20	1.1	4.9	21.0	100%	0	1	1
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	20	19	20	0.0	0.1	1.0	100%	0	0	0
Blighted / Vacant Property	19	11	19	0.5	7.6	21.0	84%	3	0	0
Additional Patrol Request	18	0	18	0.0	4.1	1.0	33%	12	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	18	16	18	0.3	0.7	3.0	100%	1	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	18	17	18	0.2	0.5	3.0	94%	0	0	0
Roadside Maintenance (Field Operations)	18	18	18	2.1	5.1	10.0	100%	0	0	0
Permit / Licensing Issue	17	12	17	3.4	9.4	21.0	82%	4	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	16	16	15	4.2	15.1	30.0	100%	0	1	1
Down Tree Removal from Roadway (Field Operations)	16	13	16	0.0	0.6	3.0	94%	0	0	0
Business Licenses (Finance & Administrative Services)	15	0	12	0.0	1.4	2.0	75%	2	3	3
High Grass/Weeds in Right-of-Way (Field Operations)	14	14	14	0.3	4.1	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	13	13	13	0.0	0.2	1.0	92%	1	0	0
Traffic Calming Requests (Traffic Services)	12	5	7	1.0	55.7	120.0	71%	2	5	3
Down Tree Removal from Right of Way (Field Operations)	10	8	10	0.6	1.2	3.0	80%	1	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	9	0	1	0.0	160.9	15.0	0	1	8	6
Event Food Giveaway	8	0	5	0.0	7.4	0.0	0	3	3	0
Live Domestic Animals	8	0	7	0.0	40.9	0.0	0	0	1	0

Totals	1,813	972	1,634	2.0	9.9	-	84%	198	179	120
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Land Development (Community and Regulatory Affairs)	7	0	7	0.0	35.2	3.0	29%	5	0	0
Other	7	1	6	0.0	23.6	3.0	33%	4	1	1
Community Policing Division	7	0	1	0.0	102.3	0.0	0	0	6	0
Dead Animal Pickup on Private Property	7	3	7	1.8	1.6	7.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	7	5	7	0.1	9.2	30.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	7	6	7	4.4	2.3	3.0	57%	1	0	0
Other	6	0	2	0.0	3.8	0.0	0	0	4	0
Damaged Fire Hydrant	6	4	6	8.3	9.5	30.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	6	6	6	1.3	2.4	10.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	6	2	6	0.4	0.3	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	6	6	6	2.3	6.9	10.0	83%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	9.4	90.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	6	6	6	0.3	6.8	10.0	83%	1	0	0
Capital Improvement Projects (CIP) - Public Works	5	5	1	0.6	130.7	0.0	0	0	4	1
GIS (Geographic Information Systems)	5	0	4	0.0	23.6	2.0	50%	2	1	1
Municipal Court	5	0	5	0.0	32.5	0.0	0	0	0	0
Excessively Barking Dog – Late Night Nuisance	5	0	5	0.0	1.3	7.0	100%	0	0	0
Tree Fallen	5	1	5	0.0	36.5	7.0	60%	2	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	5	5	5	0.4	6.3	30.0	100%	0	0	0

Totals	1,813	972	1,634	2.0	9.9	-	84%	198	179	120
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Roadway - Large (Field Operations)	5	3	5	0.2	0.9	1.0	80%	1	0	0
Sign - Preventative Maintenance (Traffic Services)	5	4	5	0.0	0.0	30.0	100%	0	0	0
Live Wild Animals	4	0	4	0.0	42.5	1.0	50%	2	0	0
Trespassing	4	0	4	0.0	3.8	1.0	0	4	0	0
Outdoor Requests (Other)	4	0	2	0.0	5.2	3.0	50%	1	2	2
Illegal Dumping In Roadway (Field Operations)	4	4	4	0.3	0.7	1.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	4	4	4	0.2	2.8	10.0	75%	0	0	0
COVID-19 (Coronavirus) Inquiry	3	0	2	0.0	0.0	0.0	0	0	1	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	3	1	0	14.7	0.0	2.0	0	0	3	3
Dead Trees	3	0	3	0.0	8.4	7.0	33%	2	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	3	2	3	0.9	1.8	3.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	3	2	3	0.0	1.1	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	3	3	2	0.0	12.2	120.0	100%	0	1	1
Sink Holes (Drainage Maintenance - Field Operations)	3	3	2	11.3	7.6	10.0	100%	0	1	1
General Inquiry	2	0	0	0.0	0.0	3.0	0	0	2	2
Bridge Maintenance	2	1	2	0.0	0.0	365.0	100%	0	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	2	2	1	0.1	0.9	10.0	100%	0	1	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	2	2	2	0.0	0.1	3.0	50%	0	0	0
City Clerk	1	0	1	0.0	0.0	5.0	100%	0	0	0
Unlicensed Business Complaint	1	0	0	0.0	0.0	5.0	0	0	1	1

Totals	1,813	972	1,634	2.0	9.9	-	84%	198	179	120
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Fire Apparatus Request (for Community Events)	1	0	1	0.0	0.0	2.0	100%	0	0	0
Recreation Programs	1	0	1	0.0	30.6	3.0	0	1	0	0
Illegal Signs	1	0	0	0.0	0.0	0.0	0	0	1	0
Curb/Gutter Installation (Roadway Construction - Field Operations)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Damaged Guard Rail (Roadway Construction - Field Operations)	1	1	1	5.0	28.3	30.0	100%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	1	1	1	0.0	16.2	10.0	0	1	0	0
Sidewalk Cracking / Broken (Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	1	0	0	0.0	0.0	0.0	0	0	1	0
Totals	1,813	972	1,634	2.0	9.9	-	84%	198	179	120

COSF CRC Report

District 3

October 1, 2020 - September 30, 2021

Prepared for Mayor Pro Tem Willis by the Office of Programs and Performance

Requests filtered by that have been created and and filtered to **all categories** within

Showing Results from 10/1/2020 to 9/30/2021

DTA: Days to Acknowledge **DTC:** Days to Close **O&O:** Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	235	180	230	1.5	6.4	21.0	93%	18	5	5
Remove / Pick-Up Litter (Field Operations)	194	133	194	0.7	1.8	10.0	96%	2	0	0
Building Permits	179	0	125	0.0	6.6	2.0	70%	38	54	54
Other	178	159	155	3.9	25.1	0.0	0	5	23	1
Reception Call	144	17	136	2.5	4.5	1.0	65%	44	8	8
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	136	66	136	0.1	0.8	10.0	99%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	102	4	92	13.6	6.3	0.0	0	0	10	1
Illegal Dumping in Right-of-Way (Field Operations)	96	93	96	0.3	1.1	3.0	96%	0	0	0
Clean Up Day	70	54	70	0.9	24.9	0.0	0	0	0	0
Yard Issue	70	58	69	1.9	6.9	21.0	94%	5	1	1
Sign - Other Sign Down/Missing (Traffic Services)	66	62	66	0.0	0.4	10.0	100%	0	0	0
Construction	53	51	39	2.6	37.3	0.0	0	1	14	0
Other	41	2	41	0.3	7.3	0.0	0	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	41	35	41	0.0	2.2	10.0	93%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	40	31	40	0.4	1.3	3.0	93%	0	0	0
Roadside Maintenance (Field Operations)	39	39	39	0.9	4.3	10.0	97%	0	0	0
Blighted / Vacant Property	38	27	36	1.6	3.8	21.0	92%	3	2	2
Abandoned / Inoperative / Junk Vehicle	38	26	37	0.9	8.9	21.0	81%	7	1	1

Totals	2,475	1,467	2,240	1.7	9.8	-	87%	219	235	124
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping on Private Property	36	28	35	0.8	6.3	21.0	89%	3	1	1
Sign - Long Term Repair (Traffic Services)	35	35	30	0.9	55.9	120.0	90%	2	5	1
Other Regulatory Agencies	32	30	23	1.2	4.9	0.0	0	0	9	6
Event Food Giveaway	31	0	14	0.0	5.5	0.0	0	12	17	0
Sanitation (Public Works - Field Operations)	28	12	25	0.2	7.6	0.0	0	0	3	0
Permit / Licensing Issue	26	21	21	7.2	15.1	21.0	90%	4	5	5
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	26	24	23	4.0	12.9	30.0	96%	0	3	0
Illegal Dumping In Roadway (Field Operations)	23	20	23	0.0	0.2	1.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	22	16	8	1.5	115.4	120.0	38%	5	14	4
Business Licenses (Finance & Administrative Services)	21	1	18	0.3	2.0	2.0	78%	4	3	3
Down Tree Removal from Roadway (Field Operations)	21	18	21	0.4	1.9	3.0	86%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	21	20	21	0.4	1.2	3.0	100%	0	0	0
Additional Patrol Request	20	0	20	0.0	4.7	1.0	35%	11	0	0
Commercial Vehicles in Residential Zones	19	12	19	1.8	6.4	21.0	89%	2	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	19	19	19	0.0	0.0	1.0	100%	0	0	0
Signal - Other (Traffic Services)	19	17	19	0.2	1.6	10.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	18	18	18	0.0	0.0	30.0	100%	0	0	0
Dead Animal Pickup on Private Property	16	7	16	1.7	7.2	7.0	88%	3	0	0
Capital Improvement Projects (CIP) - Public Works	15	14	2	2.9	82.8	0.0	0	0	13	1

Totals	2,475	1,467	2,240	1.7	9.8	-	87%	219	235	124
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	15	2	11	9.6	12.5	2.0	36%	7	4	4
Roadway Maintenance (Field Operations)	15	15	15	0.9	4.4	10.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	14	11	14	9.9	9.0	3.0	43%	5	0	0
Land Development (Community and Regulatory Affairs)	13	1	12	3.9	80.9	3.0	33%	8	1	1
Down Tree Removal from Right of Way (Field Operations)	13	13	13	0.0	3.6	3.0	92%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	12	3	5	42.0	69.9	15.0	20%	3	7	5
General Inquiry	11	0	1	0.0	0.0	3.0	100%	0	10	10
Outdoor Requests (Other)	11	1	8	37.7	5.9	3.0	38%	5	3	3
Other	10	3	9	3.8	15.1	3.0	33%	6	1	1
Tree Fallen	10	3	10	1.6	71.5	7.0	40%	6	0	0
Live Domestic Animals	9	0	9	0.0	44.6	0.0	0	0	0	0
Dead Trees	9	0	9	0.0	68.6	7.0	11%	7	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	9	7	9	0.0	0.8	3.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	8	7	8	0.0	0.7	10.0	100%	0	0	0
City Clerk	7	0	4	0.0	5.2	5.0	75%	1	3	3
Municipal Court	7	1	7	0.5	31.0	0.0	0	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	7	5	7	8.6	9.1	10.0	86%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	7	7	6	1.6	11.8	30.0	100%	0	1	0
Sink Holes (Drainage Maintenance - Field Operations)	7	5	7	0.2	1.9	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	6	5	6	0.0	0.2	1.0	100%	0	0	0

Totals	2,475	1,467	2,240	1.7	9.8	-	87%	219	235	124
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	14.2	90.0	100%	0	0	0
GIS (Geographic Information Systems)	5	0	5	0.0	0.0	2.0	100%	0	0	0
Community Policing Division	5	0	1	0.0	187.1	0.0	0	0	4	0
Excessively Barking Dog – Late Night Nuisance	5	0	5	0.0	1.8	7.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	4	4	4	0.0	19.8	120.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	4	3	4	0.0	0.1	10.0	100%	0	0	0
Illegal Signs	3	0	0	0.0	0.0	0.0	0	0	3	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	3	3	2	10.3	26.1	30.0	100%	0	1	0
Remove Dead Animals in Roadway - Small (Field Operations)	3	2	3	0.0	0.0	3.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	3	2	3	1.2	31.0	10.0	67%	0	0	0
Special Projects (Field Operations)	3	3	3	0.0	2.3	30.0	100%	0	0	0
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	173.2	0.0	0	0	1	0
Communications & External Affairs	2	0	2	0.0	26.7	2.0	50%	1	0	0
Live Wild Animals	2	0	2	0.0	0.0	1.0	100%	0	0	0
Other	2	0	0	0.0	0.0	0.0	0	0	2	0
Remove Dead Animals in Roadway - Large (Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0
Appointment Request	1	0	0	0.0	0.0	2.0	0	0	1	1
City Manager	1	0	1	0.0	0.0	2.0	100%	0	0	0
Contract and Purchasing Oversight (Finance & Administrative Services)	1	0	0	0.0	0.0	2.0	0	0	1	1
Unlicensed Business Complaint	1	1	1	49.0	69.5	5.0	0	1	0	0
Damaged Fire Hydrant	1	0	1	0.0	0.0	30.0	100%	0	0	0
Totals	2,475	1,467	2,240	1.7	9.8	-	87%	219	235	124

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Outdoor Equipment Requests	1	1	0	60.1	0.0	14.0	0	0	1	1
Recreation Programs	1	0	1	0.0	0.0	3.0	100%	0	0	0
Restroom, Kitchen, Activity, Cardio, Locker Rooms or Water Fountains - Parks & Rec. Facilities	1	0	1	0.0	3.2	14.0	100%	0	0	0
Weight, Gymnasium, Pool or Walking Track - Parks & Rec. Facilities	1	0	1	0.0	11.4	21.0	100%	0	0	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	1	1	1	0.6	16.3	30.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Snow/Ice Removal (Inclement Weather - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.0	0.0	1.0	0	0	0	0
Totals	2,475	1,467	2,240	1.7	9.8	-	87%	219	235	124

COSF CRC Report

District 4

October 1, 2020 - September 30, 2021

Prepared for Councilwoman Gilyard by the Office of Programs and Performance

Requests filtered by that have been created and and filtered to **all categories** within

Showing Results from 10/1/2020 to 9/30/2021

DTA: Days to Acknowledge **DTC:** Days to Close **O&O:** Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Municipal Court	2,328	5	2,328	6.2	11.8	0.0	0	1	0	0
Reception Call	1,811	33	1,753	6.1	2.7	1.0	80%	340	58	58
Building Permits	810	2	527	18.3	5.3	2.0	78%	113	283	282
Other	722	0	722	0.0	1.3	0.0	0	8	0	0
Planning & Zoning (Community & Regulatory Affairs)	367	6	315	21.4	4.5	0.0	0	0	52	0
Other	217	187	183	4.0	24.9	0.0	0	6	34	4
Sanitation (Public Works - Field Operations)	186	36	178	0.8	2.7	0.0	0	1	8	0
Business Licenses (Finance & Administrative Services)	169	4	148	1.6	1.8	2.0	82%	25	21	21
Live Domestic Animals	160	0	159	0.0	22.0	0.0	0	0	1	0
Clean Up Day	151	42	150	3.6	4.5	0.0	0	1	1	0
Property Maintenance	142	53	141	1.0	2.9	21.0	98%	8	1	0
Remove / Pick-Up Litter (Field Operations)	116	84	116	0.5	2.3	10.0	94%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	82	61	82	0.1	1.6	10.0	99%	0	0	0
Event Food Giveaway	80	0	52	0.0	5.6	0.0	0	28	28	1
Illegal Dumping in Right-of-Way (Field Operations)	74	74	74	0.3	1.0	3.0	97%	1	0	0
Construction	73	73	44	1.2	47.6	0.0	0	0	29	3
Sign - Other Sign Down/Missing (Traffic Services)	67	64	67	0.0	0.7	10.0	99%	2	0	0
Yard Issue	63	19	63	4.2	3.7	21.0	95%	5	0	0

Totals	8,858	1,311	8,194	1.9	7.4	-	83%	707	664	459
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Abandoned / Inoperative / Junk Vehicle	62	43	62	1.3	7.3	21.0	87%	10	0	0
Additional Patrol Request	60	2	60	1.8	2.0	1.0	63%	19	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	60	49	59	0.3	1.2	3.0	97%	0	1	0
City Clerk	58	0	46	0.0	3.1	5.0	83%	8	12	12
Other	56	0	51	0.0	6.9	3.0	67%	17	5	5
Human Resources	41	0	25	0.0	0.0	2.0	100%	0	16	16
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	39	35	39	0.0	0.0	1.0	100%	0	0	0
Commercial Vehicles in Residential Zones	35	15	35	1.4	6.8	21.0	91%	3	0	0
Sign - Long Term Repair (Traffic Services)	35	35	29	1.1	36.5	120.0	93%	2	6	0
Land Development (Community and Regulatory Affairs)	34	1	34	1.2	40.1	3.0	41%	18	0	0
Roadside Maintenance (Field Operations)	34	34	34	1.1	4.7	10.0	97%	0	0	0
GIS (Geographic Information Systems)	32	3	28	22.3	11.1	2.0	79%	6	4	3
Dead Animal Pickup on Private Property	32	9	32	0.3	5.0	7.0	88%	4	0	0
Live Wild Animals	31	0	31	0.0	19.8	1.0	81%	6	0	0
Other Regulatory Agencies	31	22	23	2.1	10.3	0.0	0	4	8	7
Remove Dead Animals in Right-of-Way (Field Operations)	31	28	31	0.5	1.0	3.0	94%	1	0	0
Sign - Preventative Maintenance (Traffic Services)	30	30	30	0.0	0.1	30.0	100%	0	0	0
Permit / Licensing Issue	29	19	23	2.5	6.4	21.0	91%	5	6	6
Illegal Dumping on Private Property	28	10	27	2.6	3.4	21.0	100%	0	1	1
High Grass/Weeds in Right-of-Way (Field Operations)	24	18	24	0.1	1.6	10.0	92%	0	0	0

Totals	8,858	1,311	8,194	1.9	7.4	-	83%	707	664	459
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Rough Road (Unpaved Road Maintenance - Field Operations)	22	16	21	0.2	2.4	10.0	100%	1	1	0
COVID-19 (Coronavirus) Inquiry	19	0	10	0.0	13.2	0.0	0	0	9	0
Capital Improvement Projects (CIP) - Public Works	19	16	5	1.9	57.1	0.0	0	0	14	1
Traffic Calming Requests (Traffic Services)	19	8	9	0.8	86.8	120.0	44%	5	10	4
Community Policing Division	17	0	5	0.0	50.0	0.0	0	0	12	0
Recreation Programs	16	5	16	4.9	18.5	3.0	25%	10	0	0
Down Tree Removal from Right of Way (Field Operations)	16	15	16	0.3	2.3	3.0	81%	2	0	0
Illegal Dumping In Roadway (Field Operations)	16	13	16	0.2	0.4	1.0	88%	0	0	0
Excessively Barking Dog – Late Night Nuisance	14	0	14	0.0	4.5	7.0	79%	3	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	14	11	14	0.3	0.5	1.0	79%	0	0	0
Outdoor Requests (Other)	13	1	9	23.0	14.5	3.0	44%	4	4	4
Blighted / Vacant Property	13	3	13	0.9	2.6	21.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	12	11	12	7.0	15.5	30.0	100%	0	0	0
Signal - Other (Traffic Services)	12	10	12	0.0	2.7	10.0	100%	0	0	0
Communications & External Affairs	11	0	11	0.0	41.3	2.0	0	11	0	0
Down Tree Removal from Roadway (Field Operations)	11	6	11	0.0	0.6	3.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	11	8	11	0.3	0.7	3.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	11	0	4	0.0	132.8	15.0	0	3	7	4
Tree Danger/Removal (Roadside Maintenance - Field Operations)	11	10	10	16.9	10.4	3.0	40%	3	1	1
Lobby - Parks & Rec. Facilities	10	0	7	0.0	0.0	3.0	100%	0	3	3

Totals	8,858	1,311	8,194	1.9	7.4	-	83%	707	664	459
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Roadway Maintenance (Field Operations)	10	10	9	0.7	4.0	10.0	100%	0	1	0
Signal - In Flash or Dark (Traffic Issues)	9	8	9	0.1	0.2	1.0	100%	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	8	2	1	13.7	7.5	2.0	0	1	7	7
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	8	8	8	0.4	2.2	10.0	100%	0	0	0
General Inquiry	7	0	1	0.0	0.0	3.0	100%	0	6	6
Sidewalk Cracking / Broken (Field Operations)	7	7	7	0.3	8.1	10.0	86%	0	0	0
Accounts Payable (Finance & Administrative Services)	5	0	4	0.0	0.0	2.0	100%	0	1	1
City Manager	5	0	5	0.0	0.5	2.0	100%	0	0	0
Other	5	2	4	0.1	36.8	0.0	0	0	1	0
Dead Trees	5	2	5	34.9	47.5	7.0	20%	4	0	0
Tree Fallen	5	2	5	0.1	37.9	7.0	40%	3	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	5	3	5	0.5	1.7	10.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	5	2	5	1.8	1.7	3.0	80%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	5	5	5	0.4	9.8	30.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	5	5	5	0.0	0.7	90.0	100%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	5	3	5	3.0	48.9	10.0	80%	1	0	0
Contract and Purchasing Oversight (Finance & Administrative Services)	4	0	2	0.0	2.0	2.0	50%	1	2	2
Trespassing	4	0	4	0.0	1.6	1.0	50%	2	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	4	3	4	0.2	3.2	10.0	75%	0	0	0

Totals	8,858	1,311	8,194	1.9	7.4	-	83%	707	664	459
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Street Flooding (Drainage Maintenance - Field Operations)	4	2	4	0.0	6.9	1.0	75%	1	0	0
Accounts Receivable (Finance & Administrative Services)	3	1	3	4.3	4.2	2.0	0	3	0	0
Appointment Request	3	0	1	0.0	0.0	2.0	100%	0	2	2
General Ledger Administration (Finance & Administrative Services)	3	0	3	0.0	3.1	2.0	33%	2	0	0
Business Inquiry	3	0	3	0.0	0.0	10.0	100%	0	0	0
Fire Alarm System Review (Businesses Only)	3	2	3	3.4	2.3	3.0	67%	1	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	3	1	3	0.0	0.8	10.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	3	3	3	0.1	0.6	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	3	3	3	0.0	66.5	120.0	100%	0	0	0
Information Technology	2	1	2	1.8	2.9	2.0	50%	1	0	0
Unlicensed Business Complaint	2	0	1	0.0	7.7	5.0	0	1	1	1
Damaged Fire Hydrant	2	0	2	0.0	0.0	30.0	100%	0	0	0
Sprinkler System Review (Businesses Only)	2	1	2	0.1	0.0	3.0	100%	0	0	0
CivicRec Inquiries	2	0	2	0.0	22.3	3.0	50%	1	0	0
Outdoor Equipment Requests	2	0	2	0.0	21.3	14.0	50%	1	0	0
Restroom, Kitchen, Activity, Cardio, Locker Rooms or Water Fountains - Parks & Rec. Facilities	2	0	1	0.0	0.0	14.0	100%	0	1	1
Illegal Signs	2	0	0	0.0	0.0	0.0	0	0	2	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	2	2	2	0.2	2.0	30.0	100%	0	0	0
Special Projects (Field Operations)	2	1	2	0.0	1.5	30.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	2	2	1	0.0	13.9	30.0	100%	0	1	0

Totals	8,858	1,311	8,194	1.9	7.4	-	83%	707	664	459
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	2	0	2	0.0	65.3	0.0	0	0	0	0
Budget Development and Oversight, Financial Auditing Support and Compliance (Finance & Administrative Services)	1	0	1	0.0	0.0	2.0	100%	0	0	0
Cash and Debt Service, Financial Records, and General Financial Management (Finance & Administrative Services)	1	0	0	0.0	0.0	2.0	0	0	1	1
Occupational Tax Certificate	1	0	1	0.0	0.0	10.0	100%	0	0	0
Weight, Gymnasium, Pool or Walking Track - Parks & Rec. Facilities	1	0	0	0.0	0.0	21.0	0	0	1	1
Property Maintenance (Zone 4)	1	0	0	0.0	0.0	21.0	0	0	1	1
Bridge Maintenance	1	0	1	0.0	0.0	365.0	100%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	1	0	1	0.0	0.3	3.0	100%	0	0	0
Snow/Ice Removal (Inclement Weather - Field Operations)	1	1	1	0.0	0.0	1.0	100%	0	0	0
Totals	8,858	1,311	8,194	1.9	7.4	-	83%	707	664	459

COSF CRC Report

District 5

October 1, 2020 - September 30, 2021

Prepared for Councilman Reeves by the Office of Programs and Performance

Requests filtered by that have been created and and filtered to **all categories** within

Showing Results from 10/1/2020 to 9/30/2021

DTA: Days to Acknowledge **DTC:** Days to Close **O&O:** Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	292	228	289	2.2	10.9	21.0	83%	45	3	2
Building Permits	151	1	93	2.0	8.1	2.0	62%	33	58	58
Yard Issue	140	105	140	3.2	17.0	21.0	78%	30	0	0
Reception Call	123	11	116	6.4	7.3	1.0	60%	45	7	7
Other	123	117	113	3.6	22.9	0.0	0	7	10	1
Planning & Zoning (Community & Regulatory Affairs)	97	9	90	6.1	5.4	0.0	0	0	7	0
Remove / Pick-Up Litter (Field Operations)	70	58	69	0.9	3.6	10.0	93%	0	1	0
Abandoned / Inoperative / Junk Vehicle	52	31	52	2.3	11.8	21.0	81%	10	0	0
Sign - Other Sign Down/Missing (Traffic Services)	52	52	52	0.0	1.3	10.0	96%	1	0	0
Clean Up Day	50	33	50	1.1	21.7	0.0	0	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	50	30	50	0.1	0.7	10.0	96%	0	0	0
Construction	43	43	27	2.2	42.7	0.0	0	0	16	1
Blighted / Vacant Property	42	32	42	1.7	9.3	21.0	79%	9	0	0
Illegal Dumping in Right-of-Way (Field Operations)	39	39	39	0.3	1.1	3.0	95%	0	0	0
Other	32	0	30	0.0	7.1	0.0	0	1	2	0
Sanitation (Public Works - Field Operations)	31	7	28	1.0	1.2	0.0	0	0	3	0
Signal - Other (Traffic Services)	31	31	30	0.1	0.1	10.0	100%	0	1	1
Roadside Maintenance (Field Operations)	26	26	25	1.8	5.8	10.0	92%	0	1	0

Totals	1,933	1,113	1,757	1.9	11.6	-	79%	273	176	100
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Additional Patrol Request	25	0	25	0.0	4.4	1.0	16%	20	0	0
Commercial Vehicles in Residential Zones	25	16	25	1.6	13.3	21.0	72%	7	0	0
Illegal Dumping on Private Property	22	15	22	2.2	8.8	21.0	86%	2	0	0
Event Food Giveaway	20	0	9	0.0	4.4	0.0	0	8	11	0
High Grass/Weeds in Right-of-Way (Field Operations)	20	18	20	0.1	2.0	10.0	100%	0	0	0
Business Licenses (Finance & Administrative Services)	19	1	18	2.0	1.1	2.0	72%	5	1	1
Sign - Long Term Repair (Traffic Services)	18	18	12	0.2	66.1	120.0	83%	2	6	3
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	15	14	15	0.0	0.0	1.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	14	12	14	0.5	1.8	1.0	86%	1	0	0
Sign - Preventative Maintenance (Traffic Services)	14	14	14	0.0	0.5	30.0	100%	0	0	0
Other Regulatory Agencies	13	11	11	2.6	22.6	0.0	0	0	2	1
Tree Fallen	12	6	12	10.0	49.0	7.0	33%	7	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	12	9	11	0.3	6.2	10.0	82%	0	1	0
Remove Dead Animals in Right-of-Way (Field Operations)	12	9	12	0.5	6.1	3.0	83%	2	0	0
Excessively Barking Dog – Late Night Nuisance	11	0	11	0.0	8.3	7.0	64%	3	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	11	10	11	0.6	1.9	3.0	100%	0	0	0
Municipal Court	10	0	10	0.0	43.3	0.0	0	0	0	0
Permit / Licensing Issue	10	5	9	4.2	7.9	21.0	89%	2	1	0
Traffic Calming Requests (Traffic Services)	10	7	6	1.8	96.9	120.0	33%	3	4	3
General Inquiry	9	1	1	3.2	21.2	3.0	0	1	8	8

Totals	1,933	1,113	1,757	1.9	11.6	-	79%	273	176	100
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Land Development (Community and Regulatory Affairs)	9	0	9	0.0	50.9	3.0	22%	7	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	9	9	9	0.8	16.4	30.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	9	9	9	3.3	8.0	30.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	9	9	9	0.9	9.4	3.0	56%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	9	9	9	0.0	12.0	90.0	100%	0	0	0
Other	8	2	5	1.7	5.3	3.0	40%	1	3	3
Roadway Maintenance (Field Operations)	8	7	8	1.2	6.6	10.0	100%	0	0	0
City Clerk	7	0	5	0.0	0.0	5.0	100%	0	2	2
Tree Danger/Removal (Roadside Maintenance - Field Operations)	7	5	7	6.6	52.8	3.0	29%	4	0	0
Capital Improvement Projects (CIP) - Public Works	6	5	1	8.1	0.0	0.0	0	0	5	0
Other	6	0	6	0.0	21.0	0.0	0	0	0	0
Illegal Signs	6	0	0	0.0	0.0	0.0	0	0	6	0
Remove Dead Animals in Roadway - Small (Field Operations)	6	5	6	1.2	12.2	3.0	83%	1	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	6	1	3	0.0	90.7	15.0	0	2	3	2
Live Domestic Animals	5	0	5	0.0	9.0	0.0	0	0	0	0
Community Policing Division	5	0	0	0.0	0.0	0.0	0	0	5	0
Dead Trees	5	0	5	0.0	57.6	7.0	0	5	0	0
Dead Animal Pickup on Private Property	5	1	5	2.0	1.0	7.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	5	3	5	0.1	1.4	3.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	5	5	5	0.0	0.0	1.0	100%	0	0	0
Totals	1,933	1,113	1,757	1.9	11.6	-	79%	273	176	100

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Long Term Repair (Traffic Services)	5	5	4	0.9	20.1	120.0	100%	0	1	1
Live Wild Animals	4	0	4	0.0	0.0	1.0	100%	0	0	0
Illegal Dumping In Roadway (Field Operations)	4	3	4	0.0	0.0	1.0	100%	0	0	0
City Manager	3	0	3	0.0	1.5	2.0	33%	2	0	0
Unlicensed Business Complaint	3	0	1	0.0	41.4	5.0	0	1	2	2
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	3	0	1	0.0	21.4	2.0	0	1	2	2
Clogged Inlet (Storm Water Issues - Field Operations)	3	1	3	0.7	0.5	3.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	3	2	3	2.0	4.7	10.0	100%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	3	3	3	0.0	0.0	10.0	100%	0	0	0
GIS (Geographic Information Systems)	2	1	2	3.8	1.9	2.0	50%	1	0	0
Damaged Fire Hydrant	2	1	1	0.8	1.2	30.0	100%	0	1	0
Trespassing	2	0	2	0.0	10.5	1.0	0	2	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	2	2	2	0.0	0.0	30.0	100%	0	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	2	2	1	0.1	0.0	10.0	100%	0	1	1
Manhole Covers (Roadside Maintenance - Field Operations)	2	1	2	2.8	1.8	3.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	2	1	1	0.0	32.7	30.0	0	1	1	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	2	0	2	0.0	25.4	0.0	0	0	0	0
Appointment Request	1	0	1	0.0	34.1	2.0	0	1	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	1	1	0	0.0	0.0	10.0	0	0	1	1
Totals	1,933	1,113	1,757	1.9	11.6	-	79%	273	176	100

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Snow/Ice Removal (Inclement Weather - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	10.4	10.0	0	0	0	0
Totals	1,933	1,113	1,757	1.9	11.6	-	79%	273	176	100

COSF CRC Report

District 6

October 1, 2020 - September 30, 2021

Prepared for Councilman khalid by the Office of Programs and Performance

Requests filtered by that have been created and and filtered to **all categories** within

Showing Results from 10/1/2020 to 9/30/2021

DTA: Days to Acknowledge **DTC:** Days to Close **O&O:** Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	300	268	299	1.4	4.4	21.0	94%	18	1	1
Yard Issue	177	159	176	2.5	6.4	21.0	93%	13	1	1
Reception Call	161	16	153	5.3	7.7	1.0	55%	61	8	8
Other	149	135	132	4.0	21.9	0.0	0	2	17	4
Building Permits	145	1	97	18.0	10.1	2.0	63%	36	48	48
Clean Up Day	86	59	85	0.5	16.6	0.0	0	0	1	0
Abandoned / Inoperative / Junk Vehicle	71	63	71	1.6	7.9	21.0	85%	12	0	0
Illegal Dumping in Right-of-Way (Field Operations)	68	68	68	0.9	2.7	3.0	91%	2	0	0
Planning & Zoning (Community & Regulatory Affairs)	63	4	56	6.0	5.5	0.0	0	0	7	1
Remove / Pick-Up Litter (Field Operations)	60	44	60	0.7	2.6	10.0	92%	1	0	0
Other	59	2	58	2.8	7.2	0.0	0	1	1	0
Blighted / Vacant Property	55	47	55	2.3	6.2	21.0	87%	7	0	0
Sanitation (Public Works - Field Operations)	52	18	51	1.4	3.6	0.0	0	0	1	0
Other Regulatory Agencies	50	47	29	6.8	13.8	0.0	0	1	21	16
Construction	37	37	26	1.3	43.8	0.0	0	0	11	1
Event Food Giveaway	34	0	9	0.0	5.4	0.0	0	7	25	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	34	19	34	0.0	0.3	10.0	100%	0	0	0
Commercial Vehicles in Residential Zones	33	29	33	1.1	2.8	21.0	100%	1	0	0

Totals	2,229	1,393	1,988	2.0	9.6	-	83%	225	241	118
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Sign - Other Sign Down/Missing (Traffic Services)	32	32	32	0.1	1.7	10.0	94%	2	0	0
Illegal Dumping on Private Property	29	25	29	0.8	2.5	21.0	97%	1	0	0
Roadside Maintenance (Field Operations)	29	28	29	1.3	7.4	10.0	90%	0	0	0
Signal - Other (Traffic Services)	28	27	28	0.0	0.8	10.0	96%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	24	4	8	0.7	117.1	15.0	13%	7	16	15
Capital Improvement Projects (CIP) - Public Works	22	22	3	7.2	62.8	0.0	0	0	19	3
Permit / Licensing Issue	22	18	22	1.4	3.5	21.0	95%	2	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	21	15	21	2.6	4.1	3.0	86%	1	0	0
Traffic Calming Requests (Traffic Services)	21	14	8	1.2	68.7	120.0	63%	3	13	9
Business Licenses (Finance & Administrative Services)	20	0	20	0.0	1.3	2.0	85%	3	0	0
Additional Patrol Request	18	1	18	1.0	8.2	1.0	17%	13	0	0
Community Policing Division	18	0	0	0.0	0.0	0.0	0	0	18	0
Clogged Culvert (Drainage Maintenance - Field Operations)	16	14	16	2.4	8.5	10.0	81%	1	0	0
Illegal Signs	14	0	0	0.0	0.0	0.0	0	0	14	0
Municipal Court	13	0	13	0.0	30.3	0.0	0	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	13	9	13	0.2	5.0	3.0	69%	1	0	0
Other	12	2	10	3.8	11.5	0.0	0	0	2	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	12	12	12	0.0	0.1	1.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	12	12	12	0.0	0.0	1.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	12	12	11	0.0	29.8	120.0	100%	0	1	0
Totals	2,229	1,393	1,988	2.0	9.6	-	83%	225	241	118

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Sign - Long Term Repair (Traffic Services)	11	11	10	0.7	44.5	120.0	100%	0	1	0
Sign - Preventative Maintenance (Traffic Services)	11	11	11	1.2	2.8	30.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	11	11	11	0.1	12.5	90.0	100%	0	0	0
Illegal Dumping In Roadway (Field Operations)	10	10	10	1.8	9.3	1.0	50%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	10	10	8	9.1	35.3	3.0	38%	5	2	1
Land Development (Community and Regulatory Affairs)	9	0	8	0.0	59.7	3.0	25%	5	1	1
Sink Holes (Drainage Maintenance - Field Operations)	9	4	9	0.2	6.2	10.0	89%	0	0	0
Down Tree Removal from Roadway (Field Operations)	8	7	8	0.7	0.8	3.0	88%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	8	8	8	1.7	5.8	10.0	75%	0	0	0
Roadway Maintenance (Field Operations)	8	8	8	0.4	5.8	10.0	100%	0	0	0
Live Domestic Animals	7	0	7	0.0	6.6	0.0	0	0	0	0
Other	7	1	7	0.6	18.7	3.0	57%	3	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	7	1	3	39.9	15.9	2.0	33%	2	4	4
Outdoor Requests (Other)	6	0	6	0.0	2.7	3.0	67%	2	0	0
Dead Trees	6	2	6	5.4	49.1	7.0	17%	3	0	0
Dead Animal Pickup on Private Property	6	3	6	1.7	0.9	7.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	6	5	6	0.0	27.1	3.0	50%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	6	5	5	0.1	10.7	30.0	100%	0	1	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	5	5	5	0.8	7.9	30.0	100%	0	0	0

Totals	2,229	1,393	1,988	2.0	9.6	-	83%	225	241	118
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	5	5	5	1.3	12.3	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	5	4	5	0.4	0.8	1.0	60%	0	0	0
General Inquiry	4	0	0	0.0	0.0	3.0	0	0	4	4
Excessively Barking Dog – Late Night Nuisance	4	0	4	0.0	9.1	7.0	50%	2	0	0
Tree Fallen	4	0	4	0.0	52.6	7.0	25%	3	0	0
Damaged Fire Hydrant	3	3	3	0.0	10.4	30.0	67%	1	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	3	3	3	0.2	1.3	3.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	3	3	2	0.4	9.6	10.0	100%	0	1	0
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	0.0	0.0	0	0	1	0
City Manager	2	0	2	0.0	0.9	2.0	100%	0	0	0
GIS (Geographic Information Systems)	2	0	2	0.0	0.0	2.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	2	2	2	0.0	1.0	3.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	2	2	2	0.0	2.7	10.0	100%	0	0	0
Accounts Receivable (Finance & Administrative Services)	1	0	1	0.0	0.0	2.0	100%	0	0	0
City Clerk	1	0	1	0.0	0.0	5.0	100%	0	0	0
Live Wild Animals	1	0	1	0.0	100.5	1.0	0	1	0	0
Unlicensed Business Complaint	1	0	1	0.0	0.3	5.0	100%	0	0	0
Business Inquiry	1	0	1	0.0	0.1	10.0	100%	0	0	0
Fire Alarm System Review (Businesses Only)	1	1	1	8.1	8.1	3.0	0	1	0	0
Outdoor Equipment Requests	1	0	1	0.0	0.0	14.0	100%	0	0	0

Totals	2,229	1,393	1,988	2.0	9.6	-	83%	225	241	118
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Lobby - Parks & Rec. Facilities	1	0	0	0.0	0.0	3.0	0	0	1	1
Restroom, Kitchen, Activity, Cardio, Locker Rooms or Water Fountains - Parks & Rec. Facilities	1	0	1	0.0	0.0	14.0	100%	0	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	1	1	1	0.0	0.3	10.0	100%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	1	1	1	2.3	0.0	3.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Special Projects (Field Operations)	1	1	1	0.0	1.6	30.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.4	0.4	1.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	1	0	1	0.0	29.0	30.0	100%	1	0	0
Totals	2,229	1,393	1,988	2.0	9.6	-	83%	225	241	118

COSF CRC Report

District 7

October 1, 2020 - September 30, 2021

Prepared for Councilman Baker by the Office of Programs and Performance

Requests filtered by that have been created and and filtered to **all categories** within

Showing Results from 10/1/2020 to 9/30/2021

DTA: Days to Acknowledge **DTC:** Days to Close **O&O:** Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	204	187	199	2.2	7.6	21.0	90%	15	5	3
Other	120	111	108	3.1	24.5	0.0	0	1	12	2
Reception Call	117	2	116	2.9	9.4	1.0	62%	39	1	1
Building Permits	115	0	71	0.0	5.3	2.0	70%	21	44	44
Yard Issue	99	92	98	3.2	9.4	21.0	90%	9	1	1
Clean Up Day	88	33	88	0.6	14.0	0.0	0	0	0	0
Illegal Dumping in Right-of-Way (Field Operations)	68	66	68	0.3	3.2	3.0	90%	0	0	0
Abandoned / Inoperative / Junk Vehicle	61	50	61	1.9	8.9	21.0	84%	10	0	0
Remove / Pick-Up Litter (Field Operations)	55	42	55	0.8	3.4	10.0	96%	1	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	54	40	54	0.6	1.6	10.0	98%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	50	1	43	4.4	4.3	0.0	0	0	7	0
Construction	46	46	28	2.2	48.9	0.0	0	0	18	0
Other	41	0	41	0.0	5.3	0.0	0	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	41	40	40	0.1	1.2	10.0	100%	0	1	1
Roadside Maintenance (Field Operations)	34	33	34	1.0	5.8	10.0	91%	1	0	0
Capital Improvement Projects (CIP) - Public Works	30	30	16	2.0	91.3	0.0	0	0	14	3
Sanitation (Public Works - Field Operations)	26	8	24	0.4	5.4	0.0	0	0	2	0
Additional Patrol Request	26	0	26	0.0	4.7	1.0	19%	20	0	0

Totals	1,736	1,072	1,555	1.8	10.9	-	84%	159	181	85
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping on Private Property	26	25	23	2.9	8.9	21.0	87%	2	3	3
Other Regulatory Agencies	26	20	17	3.8	19.0	0.0	0	0	9	9
Blighted / Vacant Property	23	23	23	2.2	8.4	21.0	83%	4	0	0
Other	18	8	14	3.9	9.9	0.0	0	0	4	0
Business Licenses (Finance & Administrative Services)	17	0	14	0.0	3.4	2.0	86%	2	3	3
Event Food Giveaway	17	0	8	0.0	8.8	0.0	0	6	9	0
Pothole (Asphalt Paved Maintenance - Field Operations)	17	14	17	0.4	1.5	3.0	100%	0	0	0
Community Policing Division	16	0	1	0.0	135.0	0.0	0	0	15	0
Commercial Vehicles in Residential Zones	16	14	16	2.9	15.6	21.0	88%	1	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	16	14	15	0.9	4.7	10.0	87%	0	1	0
Traffic Calming Requests (Traffic Services)	16	7	6	0.2	5.1	120.0	100%	0	10	1
Roadway Maintenance (Field Operations)	14	13	14	0.9	6.1	10.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	13	13	10	0.1	38.2	120.0	100%	1	3	0
Signal - Other (Traffic Services)	13	13	12	0.0	0.0	10.0	100%	0	1	1
Excessively Barking Dog – Late Night Nuisance	10	0	10	0.0	5.1	7.0	80%	2	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	10	9	10	0.5	1.1	3.0	90%	0	0	0
Illegal Dumping In Roadway (Field Operations)	10	9	10	2.4	4.0	1.0	90%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	10	10	10	0.1	0.1	1.0	100%	0	0	0
Damaged Fire Hydrant	9	7	9	1.6	5.4	30.0	89%	1	0	0
Dead Animal Pickup on Private Property	9	5	9	2.1	9.3	7.0	78%	2	0	0

Totals	1,736	1,072	1,555	1.8	10.9	-	84%	159	181	85
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Permit / Licensing Issue	9	7	8	1.5	5.1	21.0	100%	1	1	1
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	9	9	7	0.7	13.8	30.0	100%	0	2	0
Remove Dead Animals in Right-of-Way (Field Operations)	9	9	9	0.7	1.1	3.0	89%	0	0	0
Municipal Court	8	0	8	0.0	30.7	0.0	0	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	8	6	8	0.2	3.4	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	8	1	4	1.3	144.8	15.0	0	4	4	4
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.1	10.0	90.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	5	0	5	0.0	79.5	3.0	20%	4	0	0
Other	5	0	4	0.0	11.3	3.0	25%	1	1	1
Down Tree Removal from Right of Way (Field Operations)	5	5	5	0.0	0.1	3.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	5	5	5	0.0	0.1	1.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	5	5	5	0.4	1.6	3.0	80%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	5	5	5	0.0	0.0	1.0	100%	0	0	0
Trespassing	4	0	4	0.0	2.7	1.0	0	4	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	4	2	4	0.0	5.6	30.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	4	2	4	0.5	47.1	10.0	75%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	4	3	4	0.7	5.6	10.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	4	2	4	0.0	10.2	3.0	75%	1	0	0
City Clerk	3	0	1	0.0	0.0	5.0	100%	0	2	2

Totals	1,736	1,072	1,555	1.8	10.9	-	84%	159	181	85
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Live Domestic Animals	3	0	3	0.0	0.0	0.0	0	0	0	0
Dead Trees	3	0	3	0.0	47.0	7.0	0	3	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	3	2	3	5.6	8.4	30.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	3	3	3	1.8	2.2	30.0	100%	0	0	0
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	0.0	0.0	0	0	1	0
General Inquiry	2	0	0	0.0	0.0	3.0	0	0	2	2
Live Wild Animals	2	0	2	0.0	0.0	1.0	100%	0	0	0
Occupational Tax Certificate	2	0	2	0.0	0.2	10.0	100%	0	0	0
Unlicensed Business Complaint	2	0	0	0.0	0.0	5.0	0	0	2	2
Tree Fallen	2	0	2	0.0	102.8	7.0	50%	1	0	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	2	2	2	0.0	6.1	30.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	2	2	2	0.0	0.6	3.0	100%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	2	2	2	0.1	0.2	3.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	2	1	2	9.0	0.0	10.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	2	2	2	0.3	2.1	1.0	0	0	0	0
Traffic Operations - Other (Traffic Services)	2	2	1	6.5	0.1	30.0	100%	0	1	1
GIS (Geographic Information Systems)	1	0	1	0.0	0.0	2.0	100%	0	0	0
Human Resources	1	0	1	0.0	0.0	2.0	100%	0	0	0
Information Technology	1	0	1	0.0	10.7	2.0	0	1	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	1	0	1	0.0	48.6	2.0	0	1	0	0

Totals	1,736	1,072	1,555	1.8	10.9	-	84%	159	181	85
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Damaged Curb (Roadway Maintenance - Field Operations)	1	1	1	2.3	0.0	10.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	0	0.0	0.0	120.0	0	0	1	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	1	0	0	0.0	0.0	0.0	0	0	1	0
Totals	1,736	1,072	1,555	1.8	10.9	-	84%	159	181	85



PUBLIC WORKS REPORT

City of South Fulton Public Works Department



Jacobs

Challenging today.
Reinventing tomorrow.



Accomplishments in September 2021	
Metric Description	Number or Percent
Total Work Orders	1,491
Total SeeClickFix Requests for Public Works	424
Total Work Orders Completed that met Service Level Agreement	295
Total Work Orders Completed that met Service Level Agreement as Percentage	93%
Total Work Order/Requests Open or In-Progress	129
Total Work Requests did not meet Service Level Agreement	2
Total Work Requests without Service Level Agreement or not due in current month	88
Total SeeClickFix Request Closed/Archived	301



Reports by Activity

Each day citizens and businesses connect to the City of South Fulton to address issues ranging from fallen trees to information about upcoming events. The city's Call Center Operators are available to take calls from the public 24 hours a day 7 days per week. Citizens may also download an app from the Google Play Store or Apple's App Store to enter requests at any time directly into the system. Data collected for this section of the report is derived from Weekly Reports submitted to the City.

Clean City Crew

The Clean Communities Initiative was launched to reduce/eliminate the amount of litter and dumping found in throughout the City of South Fulton. The Clean Community Crew, along with additional treatments, strategies and partnerships will be employed to reach this goal.

Treatments include trash receptacles and signage. **Strategies** include enforcement methods and education. **Partnerships** must include community groups, Community Improvement Districts (CIDs), businesses and the leadership of elected officials and the citizens of South Fulton. The clean city crew cleaned continued servicing the twenty-five (25) city trash receptacles located throughout the city in the month of September.

Traffic Systems and Studies

Signs, signals, and pavement markings help us understand where we are and get to our destination safely and efficiently. Because this equipment is required to be in the right of way, it can often be damaged from passing vehicles, accidents, and weather.

Traffic Services

During this reporting period thirty-six (36) traffic work orders were completed. These requests include traffic calming, sign replacements, sign repairs, preventive maintenance, and signal repairs. See table below.



Down Stop Sign and Repairs at
Valley Bend Rd & Kimberly Mill Rd.
September 2021



Traffic Activities September 2021	
Oakley Industrial and Fayetteville Road	Signal – In Flash or Dark
Camp Creek and Campbellton Road	Signal - In Flash or Dark
Brittany Trail & Louis XIV	Sign – Long Term Repair
Bruce Place & Boat Rock Road	Sign – Preventative Maintenance
Old Fairburn Road	Sign – Other Sign Down/Missing
Flat Shoals Road & 285 NBR	Signal - In Flash or Dark
Old National Highway and Garnett Road	Sign – Stop/Yield Sign Down/Missing
Demooney Road	Sign – Other Sign Down/Missing
Research Center Drive	Sign – Other Sign Down/Missing
Pittman Road & Sherbrooke Way	Sign – Other Sign Down/Missing
Union Road & Pittman Road	Sign - Other Sign Down/Missing
Old Bill Cook Road & Northfield Road	Sign - Other Sign Down/Missing
Roosevelt Road & South Cooks Road	Sign - Stop/Yield Sign Down/Missing
Sand Bay Drive	Sign - Other Sign Down/Missing
Camp Creek Parkway & Campbellton Road	Signal - In Flash or Dark
Old National Highway & Creel Road	Signal - In Flash or Dark
Old Bill Cook & Westford Circle	Sign - Stop/Yield Sign Down/Missing
Bluegrass Drive & Sawgrass Drive	Sign - Stop/Yield Sign Down/Missing
Campbellton Road & Boat Rock Road	Sign - Preventative Maintenance
Bethsaida Road & Nunn Woods Way	Sign - Other Sign Down/Missing
Old Bill Cook Road & Red Oak Road	Sign - Other Sign Down/Missing
Cascade Palmetto Highway & Rateree Road	Sign - Stop/Yield Sign Down/Missing
New Hope Road & Loch Lomond Trail	Sign - Other Sign Down/Missing
John Rivers Road	Sign – Other Sign Down/Missing
Cascade Road & Utoy Springs Road	Signal - In Flash or Dark
Cascade & I-285	Signal - In Flash or Dark
Old Bill Cook Road & Westford Circle	Sign - Stop/Yield Sign Down/Missing
Augustus Street & Bluegrass Drive	Sign - Stop/Yield Sign Down/Missing
Burrell Way & Reynolds Road	Sign - Stop/Yield Sign Down/Missing
Kimberly Mill Road	Sign - Stop/Yield Sign Down/Missing
Shamrock Road: Retreat at Jones Mill	Sign - Preventative Maintenance
Flat Shoals & I-285	Sign - Preventative Maintenance
Woodwell Drive	Sign - Preventative Maintenance
Merk Road & Aldredge Road	Sign - Preventative Maintenance
5210 Erin Road	Sign - Other Sign Down/Missing



Storm Water Management

Storm Water Management consists of the inspection and maintenance of piping, inlets and catch basins in the city rights of way that form the system to direct storm water to natural water ways. During the month of September, Public Works inspected 20 storm water systems; thirteen (13) structures cleaned.

Storm Water Management Repairs September 2021		
7205 Buck Creek Drive	Storm Drain	09/09/21
2396 Barrington Trace Circle	Storm Drain	09/09/21
5645 Valley Loop Drive	Storm Drain	09/13/21
3515 Emily Way	Clogged Culvert	09/16/21
4293 Caveat Court	Street Flooding	09/16/21
6205 Cedar Wood Drive	Clogged Culvert	09/16/21
6280 Jones Road	Clogged Culvert	09/16/21
600 Enterkin Court	Clogged Culvert	09/16/21
2106 Enon Road	Clogged Culvert	09/16/21
2768 Feldspar Way	Street Flooding	09/20/21
2845 E Hampton Court	Clogged Culvert	09/20/21
7167 Walton Hill	Clogged Culvert	09/20/21
Bethsaida Road	Cleared Curb	09/23/21



Illegal Dumping
September 2021

Solid Waste Management

Solid Waste Management includes overseeing compliance of the Solid Waste Ordinance, management of Merk Miles Transfer Station, Beautification Plan, and coordination of residential and commercial collection providers. Forty (40) inquiries were addressed related to residential collections.

Dead Animal Removal

As a service, dead animals are removed from the right of way and roadway each month. During the month of September, Public Works removed seven (7) dead animals in the roadway or on the right-of-way.



Dead Animal Removal September 2021	
7239-7247 Oakley Industrial Blvd	09/02/21
4779 Stonewall Tell Road	09/07/21
Butner Road	09/08/21
2205 Sandgate Circle	09/10/21
5710 Vandiver Circle	09/13/21
4401 Old Fairburn Road	09/16/21
7316 Bluejay Way	09/28/21

Field Services

Right of Way Maintenance, Litter Removal, & Mowing

Public Works staff serviced one hundred fifteen (115) areas throughout the city. Every four weeks Public Works collects litter on approximately 200 miles of road as part of the process. During this time roads needing additional treatment are cleaned as well. In the month of September, Public Works also completed one hundred thirty-one (131) requests from the public to remove litter. Mowing is completed during litter collection as it prevents plastic bags and other objects being cut up during the process and prevents creating more litter. Because these tasks are done simultaneously the actual work orders completed is doubled, totaling one-hundred and fifty-four (154) work orders being completed. During grass cutting season the team completes the mowing of approximately 200 miles each time this task is performed.

Litter Removal & Mowing September 2021	
Bruce Place	09/01/21
New Hope Road	09/01/21
Reynolds Road	09/01/21
Wallace Road	09/01/21
Fairburn Road	09/02/21
Heather Wood Drive	09/02/21
Enon Road	09/02/21
Aldridge Road	09/02/21
Kimberly Road	09/02/21
Lake Lane	09/02/21
Old Cascade Road	09/02/21
Cascade Road	09/03/21
Utoy Springs Road	09/03/21
Demoooney Road	09/03/21
Danforth Road	09/03/21



Litter Removal & Mowing September 2021	
Datona Drive	09/07/21
Dove Road	09/07/21
Dublin Drive	09/07/21
Easton Drive	09/07/21
Elva Drive	09/07/21
Erin Road	09/07/21
Merk Road	09/08/21
Miles Road	09/08/21
Old Fairburn Road	09/08/21
Union Road	09/08/21
Union Road	09/09/21
Vandiver Road	09/08/21
Stonewall Tell Road	09/08/21
Stonewall Tell Road	09/10/21
Old Campbellton Road	09/09/21
West Stubbs Road	09/09/21
Campbell Drive	09/09/21
Diann Drive	09/09/21
Ethan Allen Drive	09/09/21
Robin Lane	09/09/21
Sherbrook Drive	09/09/21
Thaxton Drive	09/09/21
Tortosa Drive	09/09/21
Green Mountain Trail	09/09/21
Green Tree Court	09/09/21
Green Tree Trail	09/09/21
Halcyon Drive	09/09/21
Jaillette Road	09/09/21
Janice Drive	09/09/21
Kent Road	09/09/21
Lee Place	09/09/21
Miller Street	09/09/21
Orchard Drive	09/09/21
Ben Hill Road	09/10/21
Bobby John Road	09/10/21
Church Street	09/10/21
Delano Road	09/10/21



Litter Removal & Mowing September 2021	
Hathcock Road	09/10/21
Hunter Road	09/10/21
Spring Street	09/10/21
Bethlehem Road	09/13/21
Cedar Grove Road	09/13/21
Herndon Road	09/13/21
Hobgood Road	09/13/21
Ono Road	09/13/21
Short Road	09/13/21
McClure Road	09/13/21
Washington Road	09/13/21
Chatteron Road	09/14/21
East Stubbs Road	09/14/21
Hall Road	09/14/21
Cliftondale Road	09/14/21
Rivertown Road	09/14/21
Buffington Road	09/14/21
White Mill Road	09/14/21
Welcome All Road	09/14/21
Gullatt Road	09/15/21
Blue Bonnet Circle	09/15/21
Jones Road	09/15/21
Welcome All Road	09/15/21
Clark Road	09/17/21
Derrick Road	09/17/21
Dodson Road	09/17/21
Koweta Road	09/17/21
Ridge Road	09/17/21
Deerfield Trail	09/18/21
El Caudillo Court	09/18/21
Flat Shoals Road	09/21/21
Bethsaida Road	09/21/21
West Road	09/21/21
Oglesby Road	09/22/21
Goodson Road	09/22/21
Mallory Road	09/22/21
Creekview Circle	09/22/21
Old Carriage Drive	09/22/21



Litter Removal & Mowing September 2021	
Hania Drive	09/22/21
Pebble Beach Drive	09/22/21
Royal South Parkway	09/22/21
Spurgeon Road	09/22/21
West Brook Road	09/22/21
Carobet Terrace	09/22/21
Kimberly Mill Road	09/22/21
Elgin Street	09/22/21
Fayetteville Road	09/22/21
Jerome Road	09/23/21
Scofield Road	09/23/21
Woodward Road	09/23/21
Scarborough Road	09/23/21
Yates Road	09/23/21
Creel Road	09/23/21
Dodd Road	09/23/21
Sheriff Road	09/23/21
Hillside Road	09/23/21
Stacks Road	09/24/21
Morris Road	09/24/21
Connell Road	09/24/21
Old Jonesboro Road	09/24/21
Feldwood Road	09/24/21
Burdett Road	09/24/21
Old Bill Cook Road	09/24/21
Cochran Road	09/25/21
Bishop Road	09/25/21
McLarin Road	09/25/21
Cochran Mill Road	09/25/21
Enon Road	09/27/21
Ann Arbor Drive	09/27/21
Tell Road	09/27/21
Bakers Ferry Road	09/27/21
Butner Road	09/27/21
Boat Rock Road	09/27/21
Cascade Road	09/27/21
Old Cascade Road	09/27/21
Plummer Road	09/28/21
Research Center Drive	09/28/21
Riverside Drive	09/28/21
Fairburn Road	09/28/21



Butner Road	09/28/21
Cavender Drive	09/28/21
Reynolds Road	09/28/21

Illegal Dumping

Illegal Dumping is defined by the City of South Fulton as, "illegally dumping of waste instead of using an authorized use of collection." During the month of September, twenty-six (26) illegal dumping sites were cleaned.

Illegal Dumping September 2021	
Oakley Road & Oakley Industrial Blvd.	09/01/21
Greentree Trail & Old Fairburn Road	09/01/21
1362 Elva Drive	09/02/21
Hall Road	09/02/21
Chattahoochie Drive	09/03/21
2632 Haligen Point	09/07/21
4750 Buckeye Place	09/10/21
3705 Old Fairburn Road	09/10/21
5035 Cascade Road	09/10/21
5887 Landers Loop	09/10/21
Graham Road	09/10/21
6800 White Mill Road	09/10/21
4730 to 4800 Campbell Drive	09/14/21
Sheriff Road & Old National	09/14/21
7777 Rudder Circle	09/15/21
2391 Chattahoochee Drive	09/15/21
335 Lawrence Place	09/20/21
Rosehall Place	09/21/21
215 Blue Fox Circle	09/21/21
Virlyn B Smith Road & Riverton Road	09/21/21
3533-3541 Cascade Road	09/21/21
4250 Kensington Cove	09/21/21
475 Piney Way	09/21/21
7214 Cavender Drive	09/21/21
Old Cascade Road	09/21/21
7301 Spoleto Loop	09/27/21



Gravel Roads

The Public Works Department maintains fifty-three (53) dirt and gravel roads. During September, one (1) road was maintained. Once the rainy season ends a more aggressive schedule will roll out to ensure all dirt roads and environmentally friendly dust abatement treatment is applied.

Gravel Dirt Road Maintenance September 2021	
7510 – 7998 Hall Road	09/21/21

Potholes Repairs

When road surfaces begin to fail, they typically fail in multiple locations. This is because the roads are typically paved and have similar conditions elsewhere that allow potholes to form. For this reason, our process is both reactive and proactive. When a pothole is reported our process is to drive the entire road to identify any additional potholes needing to be addressed on that same road. In September, this process was applied to fifty-five (55) different streets.

Roadway Pothole Repairs September 2021		
White Mill Road & Rivertown Road	Pothole (4)	09-13-21
Beaver Pond Trail	Pothole	09-13-21
1735 Reynolds Road	Pothole	09-13-21
4065 Lawrence Ave	Pothole (10)	09-13-21
6110 Oak Bend Court	Pothole (7)	09-13-21
7604 Rudder Circle	Capital Improvement Paving	09/15/21
7827 Rudder Circle	Capital Improvement Paving	09/15/21
7857 Rudder Circle	Capital Improvement Paving	09/15/21
8007 Rudder Circle	Capital Improvement Paving	09/15/21
7767 Rudder Circle	Capital Improvement Paving	09/15/21
7604 Rudder Circle	Capital Improvement Paving	09/15/21
7627 Rudder Circle	Capital Improvement Paving	09/15/21
7917 Rudder Circle	Capital Improvement Paving	09/15/21
7864 Rudder Circle	Capital Improvement Paving	09/15/21
Bowline Way & Ebb Circle	Capital Improvement Paving	09/15/21
Ebb Circle	Capital Improvement Paving	09/15/21
7867 Rudder Circle	Capital Improvement Paving	09/15/21
8235 Gullatt Road	Pothole (7)	09/24/21
4380 Derrick Road	Pothole (1)	09/24/21
1815 New Hope Road	Pothole (1)	09/24/21
4840 Hannah Road	Pothole (10)	09/27/21
6685 Hidden Brook Trail	Pothole (1)	09/27/21



Concrete Maintenance

Public Works performs concrete maintenance on City sidewalks, curbs and gutters ensuring they are properly maintained. Six (6) service repairs were conducted this month.

Concrete Maintenance September 2021		
6649 Beaver Creek Trail	Sidewalk Maintenance	09/01/21
6418 Beaver Creek Trail	Sidewalk Maintenance	09/01/21
2523-2579 Bethsaida Road	Sidewalk Maintenance	09/01/21
239 Old Fig Lane	Sidewalk Maintenance	09/02/21
239 Old Fig Lane	Sidewalk Maintenance	09/17/21
3565 Lee Place	Catch Basin Top	09/27/21

Sinkhole Repairs

A sinkhole is normally created from a leaky underground structure or compaction issue. Unchecked, these issues can become safety hazards from the erosion soil and damage to other infrastructure. Our technique is to address the safety hazard and leak by filling the hole with concrete and materials that will allow drainage without additional damage. If this technique works, we consider the issue closed. If the sinkhole returns, the location is scheduled for a more invasive fix. One (1) sinkhole repair was made during the month of September.

Sinkhole Repairs September 2021	
3480-3526 Spring Valley Blvd	09/14/21
6173 Rockaway Road	09/22/21
6855 Cainwood Drive	09/22/21
3615 Pickeral Street	09/22/21
2555 Picardy Cir N	09/22/21

Brush Cutting

During the month of September, Public Works serviced twenty-two (22) roads removing trees hindering sight distance or travel along the roadways.

Brush Cutting September 2021	
Welcome All	09/01/21
Welcome All	09/02/21
Butner Road & Enon Road	09/03/21
Butner Road & Camp Creek Pkwy	09/07/21
3555 Butner Road	09/07/21
Teal/West Teal	09/08/21



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Bishop Road	09/09/21
4185 Sunrise Trail	09/13/21
4605 Yates Road	09/13/21
Jones Road	09/14/21
Three Lakes Drive	09/15/21
4293 Caveat Court	09/16/21
Welcome All Road & Kensington Cove	09/16/21
Union Road & Butner Road	09/16/21
6625 Peppermill Lane	09/16/21
Will Lee Road & Ben Hill Road	09/17/21
Enon Road & Vandiver Road	09/20/21
5865 Old Bill Cook Road	09/27/21
Suwanee Circle	09/28/21
Oconee Place	09/28/21
Brazos Trail	09/28/21
6758 Potomac Place	09/28/21

Tree Removal

Nine (9) trees were removed due to either hinderance of sight distance, the tree had fallen onto the ROW, because of a storm event or due to the tree(s) being dead.

Tree Removal September 2021		
Thaxton Road	1	09/01/21
465 Glade Point	1	09/03/21
1220 Elva Drive	1	09/07/21
Butner Road	1	09/08/21
4075 Morning Trail	1	09/15/21
5660 Montilly Circle	1	09/15/21
6001-6035 Old Campbellton Road	1	09/16/21
7924 Village Pass	1	09/16/21
6819 Rivertown Road	1	09/28/21

Right of Way Permits

Public Works permit staff processed twenty-four (24) permits throughout the city.

Utility Permit Approvals September 2021		
Comcast	4696 Creekside Cove	09/01/21
AT&T	Connell Road Subdivision Area	09/01/21
Comcast	4550 Commerce Circle	09/07/21
Comcast	4550 Boat Rock Blvd at LaGrange Blvd	09/08/21



Utility Permit Approvals Continued September 2021		
Comcast	5955-5901 Bakers Ferry Road	09/08/21
Greystone	Enon Road & Merk Road	09/17/21
Comcast	Plummer Road	09/17/21
Comcast	Utoy Springs Road & Research Center Drive	09/17/21
AT&T	Reynolds Road & Wynecreek Circle	09/17/21
Atlanta Water	Upper Elm Street	09/17/21
Atlanta Water	4833-4894 Sultana Way	09/17/21
Comcast	4140 Butternut Place	09/17/21
MCIMetro	Stonewall Tell Road, Enon Road, Miles Road	09/24/21
MCIMetro	Stonewall Tell Road, Union Road, Old Fairburn Road	09/24/21
Southern Company	2310 Britley Terrace	09/24/21
Greystone	2400 Union Road	09/24/21
Comcast	5616-5617 Valley Loop	09/24/21
Comcast	4739 Albany Way	09/24/21
Atlanta Water	900 Westlake Parkway	09/24/21
Atlanta Water	903 Lififield Lane	09/24/21
Atlanta Water	4024 Trimrose Court	09/24/21
Greystone	7510 Hall Road	09/24/21
Southern Company	271 Allegrini Drive	09/24/21
Comcast	6000 Plummer Road	09/24/21
Comcast	3175 Bethsaida Road & Buck Creek Drive	09/24/21

Annual Capital Improvement Plan

No activity this month

Call Center

Public Works staff serviced one hundred fifty-four (154) areas throughout the city.

Bridge Maintenance

Beginning in October, all of the bridges will be placed on a quarterly schedule. Maintenance was performed at two (2) locations.

Bridge Maintenance September 2021		
Hall Road	Cleared Deck & Weep Holes	09/07/21
Camp Creek Parkway & Butner Road	Cleared Deck & Weep Holes	09/07/21

Inclement Weather

No activity this month