

CITY OF SOUTH FULTON, GEORGIA

VIRTUAL - WORK SESSION

Tuesday, October 12, 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. City of South Fulton Wastewater Capacity Study – David Clark, Fulton County Public Works Director
 - 2. Proposed 2022 Legislative Agenda – Andrew Long, A. R. long Company, LLC
 - 3. Municipal Court Update – LaDawn Blackett Jones, Interim Court Administrator
- 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: City of South Fulton Wastewater Capacity Study

DATE OF MEETING: 10/12/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
City of South Fulton Wastewater Capacity Study Presentation Cover Memo		10/7/2021

South Fulton Wastewater Capacity Study

City of South Fulton Briefing
October 12, 2021

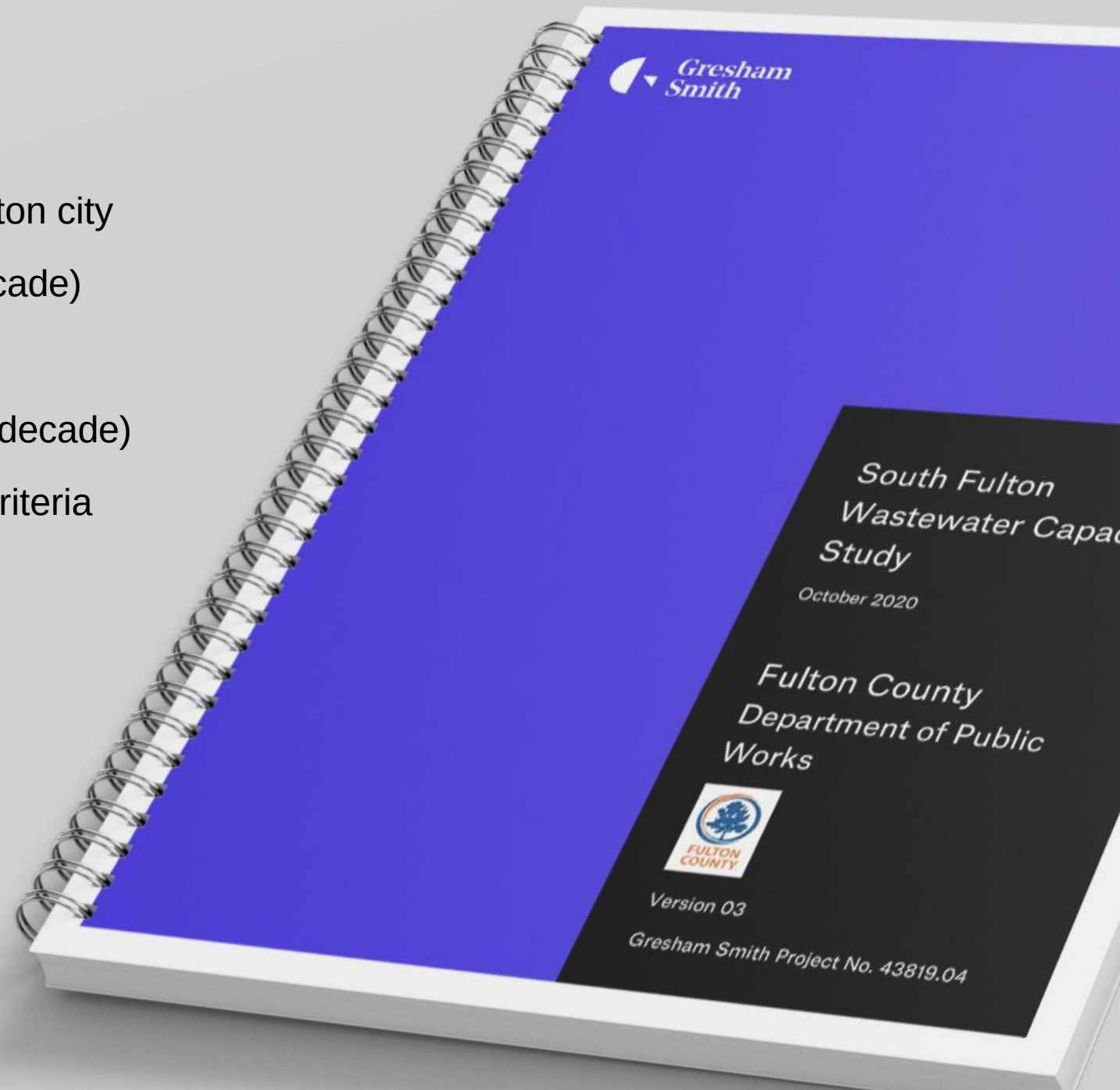


MISSION: Working collaboratively with the cities of south Fulton County to compare current wastewater capacities with planned economic growth and development, to identify needed expansions and upgrades.



Overall Approach

1. Conducted two meetings with each South Fulton city
2. Coordinated on future flow projections (by decade)
3. Updated 2007 model's pipes/pump stations
4. Updated 2007 model flow disaggregation (by decade)
5. Examined system capacity against planning criteria
6. Modeled iterative upgrades to accommodate future flows
7. Assembled planning level cost opinions for upgrades
8. Compiled all findings into a draft Capacity Evaluation Report

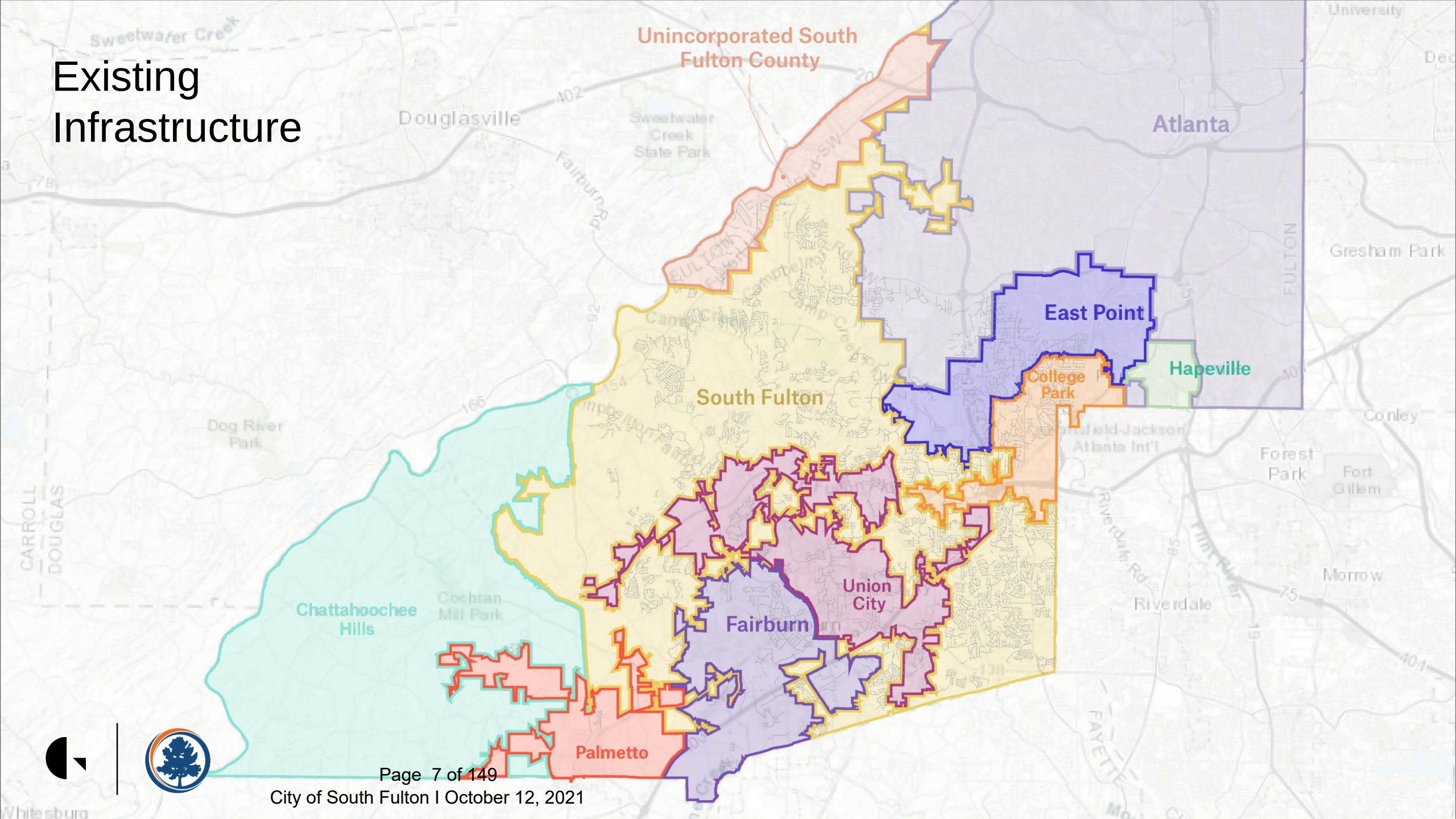


Population and Flow Projections

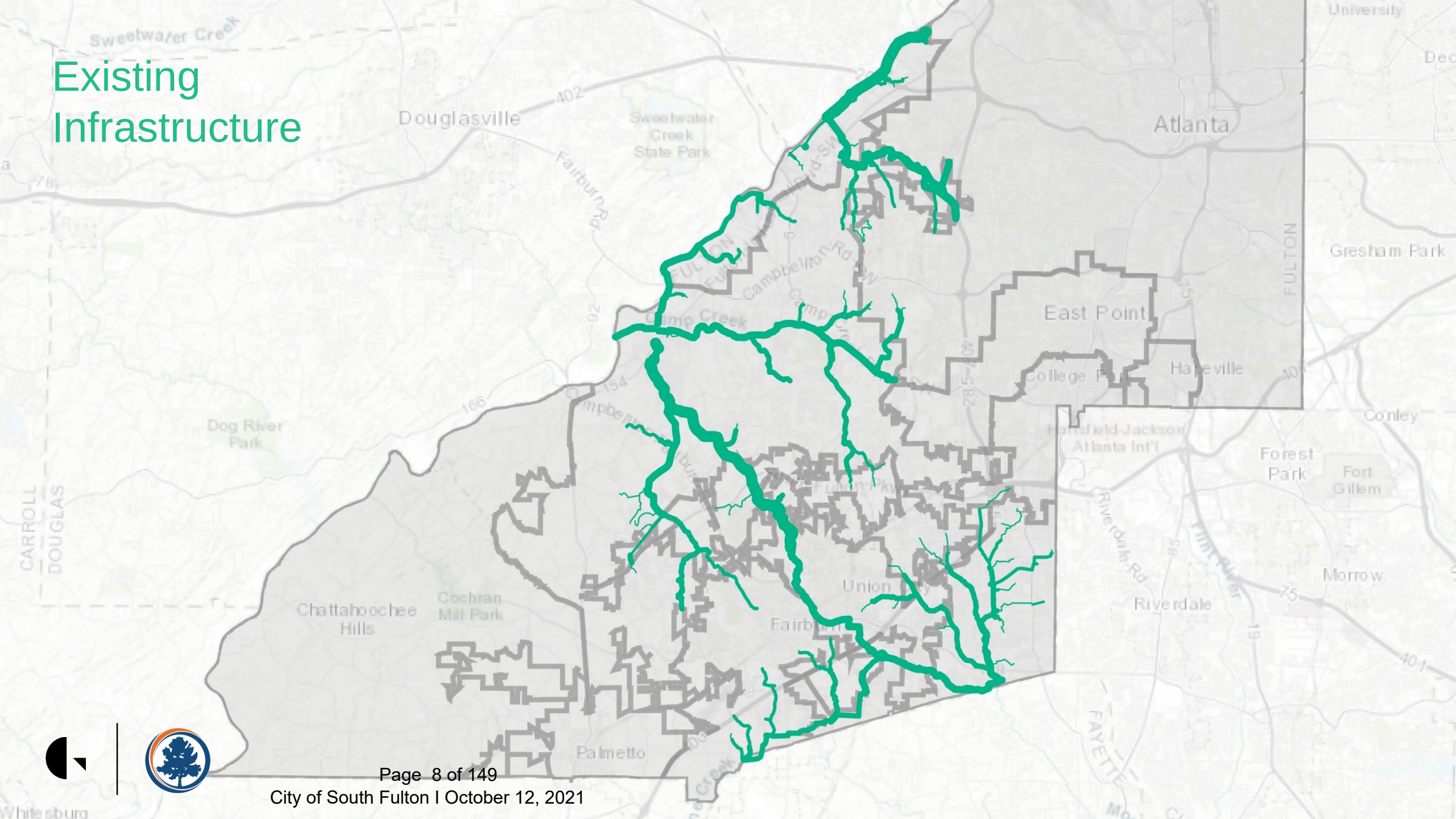
	<i>Development</i>	<i>Value</i>	<i>Residential Sewer Demand (GPD/Unit)</i>	2020-2030	2030-2040	2040-2050	2050-2060
2020-2050 Development							
2020 Population Estimate	101,486	people	87.1	8,839,431			
2030 Population Estimate	121,303	people	87.1		10,565,491		
2040 Population Estimate	146,418	people	87.1			12,753,008	
2050 Population Estimate	178,483	people	87.1				15,545,869
TOTAL Avg. Daily Flow (ADDF), GPD				8,839,431	10,565,491	12,753,008	15,545,869
TOTAL (Peak Flow), GPD				11,049,288	13,206,864	15,941,260	19,432,337



Existing Infrastructure



Existing Infrastructure



Planning Basis

Upsized Pump Stations (*systemwide*)

→ Firm pumping capacity increased to meet 2050 max flow

Force Mains (*systemwide*)

→ Velocities maintained 2-10 fps

Gravity Sewers (*systemwide*)

→ Maintained at less than 75% full

New Service to Chattahoochee Hills

- New regional pump stations (in “villages”)
- New force mains upgradient
- New gravity sewers downgradient

Extended Service in the City of South Fulton

→ New gravity sewers, with manholes @ ~400 feet

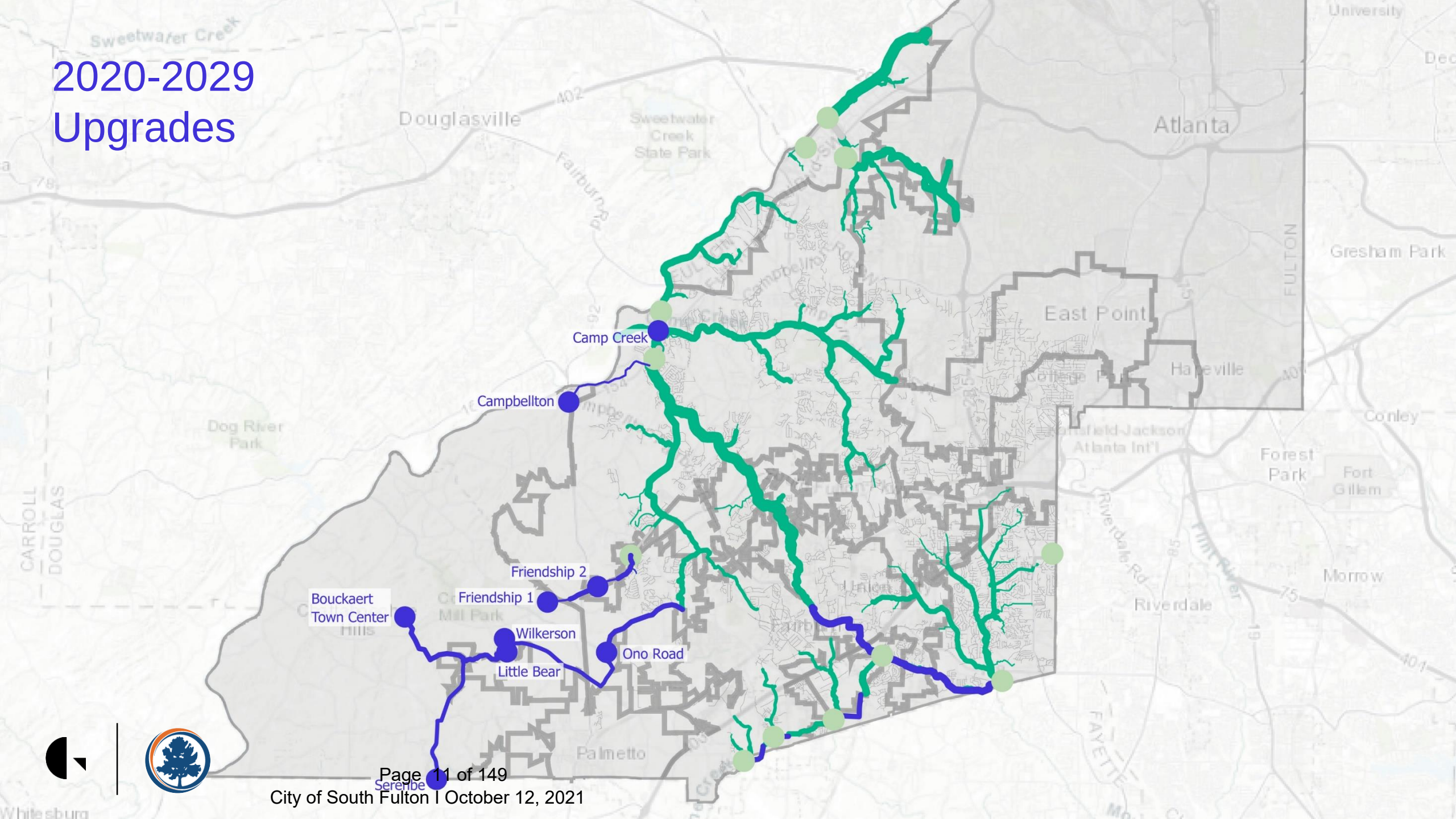


Future Flow Projections

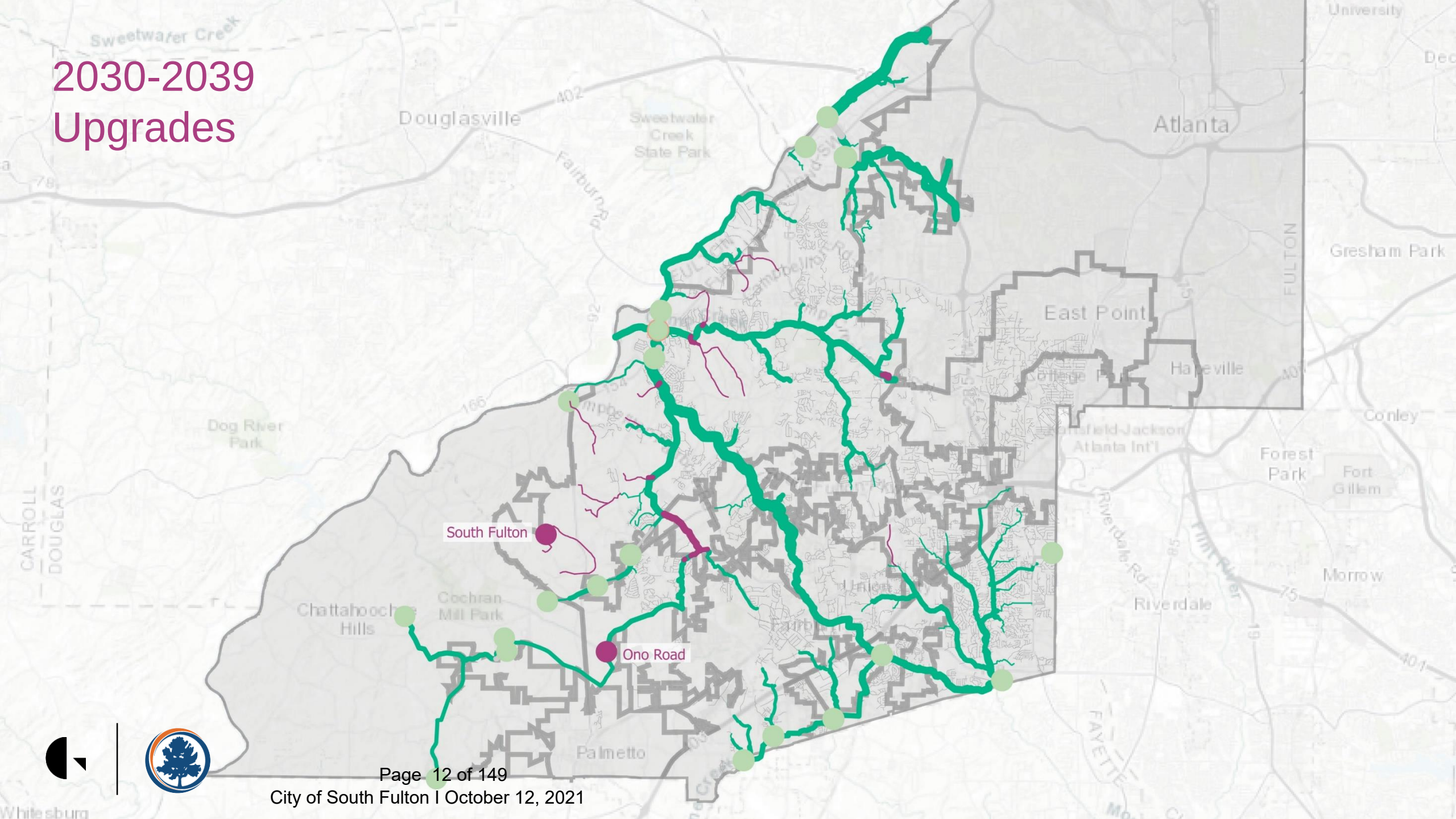
City	2019 Average (GPD)	2020-2029 (GPD)	2030-2039 (GPD)	2040-2049 (GPD)	2050-2059 (GPD)
Chattahoochee Hills	0	1,587,000	2,152,000	6,694,000	11,034,000
College Park	1,310,000	1,349,000	3,068,000	6,865,000	9,510,000
Fairburn	1,090,000	1,123,000	2,031,000	2,683,000	3,349,000
Palmetto	750,000	773,000	1,176,000	3,049,000	3,164,000
Union City	1,970,000	2,306,000	2,839,000	4,726,000	6,830,000
Atlanta	2,420,000	2,493,000	2,910,000	3,355,000	3,800,000
East Point	900,000	1,369,000	1,846,000	2,619,000	3,345,000
Tyrone	150,000	155,000	483,000	817,000	1,150,000
Fulton Direct Customers	7,360,000	12,018,000	14,512,000	17,872,000	22,230,000
Total ADDF	15,950,000	23,173,000	31,017,000	48,680,000	64,412,000



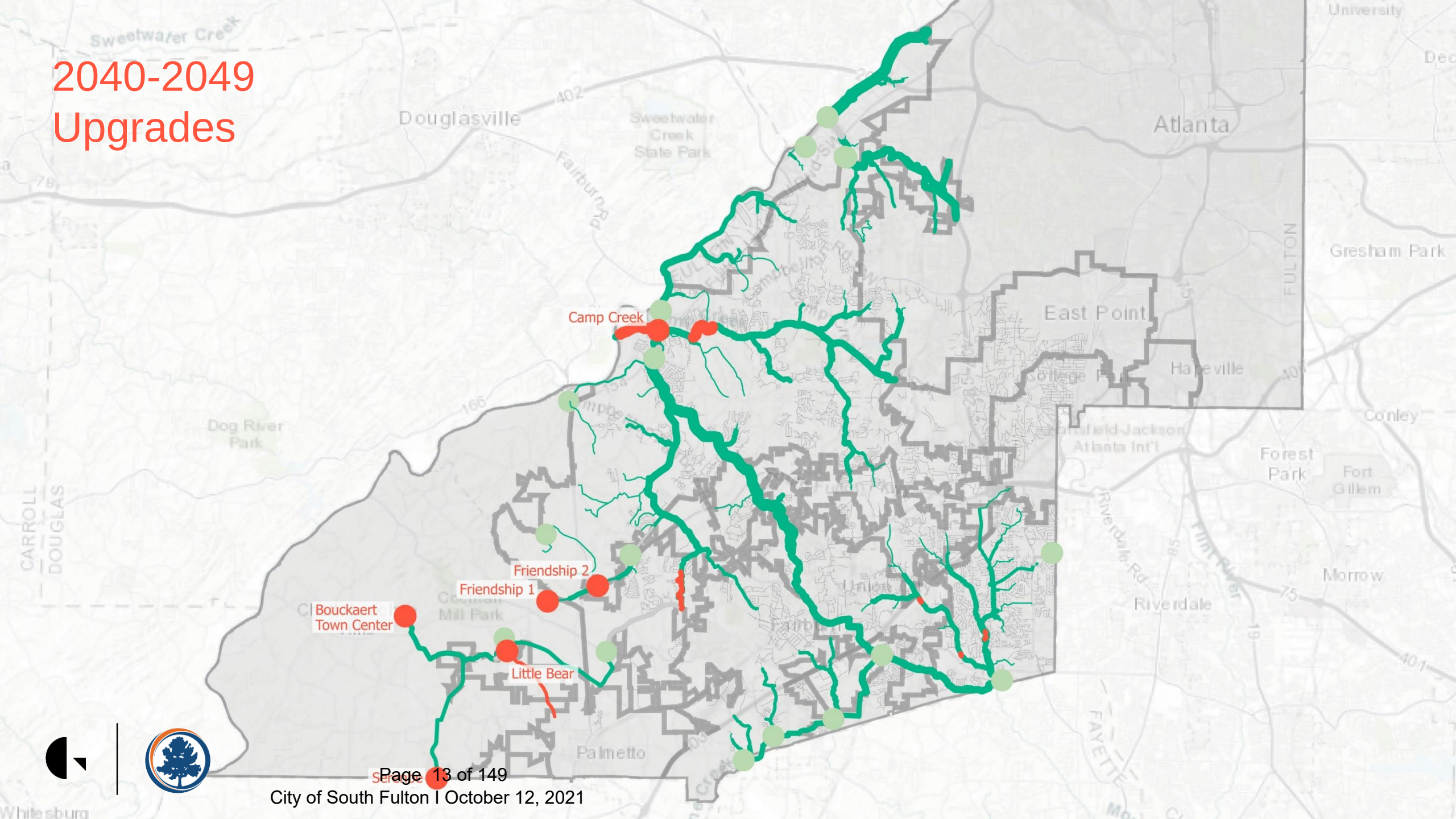
2020-2029 Upgrades



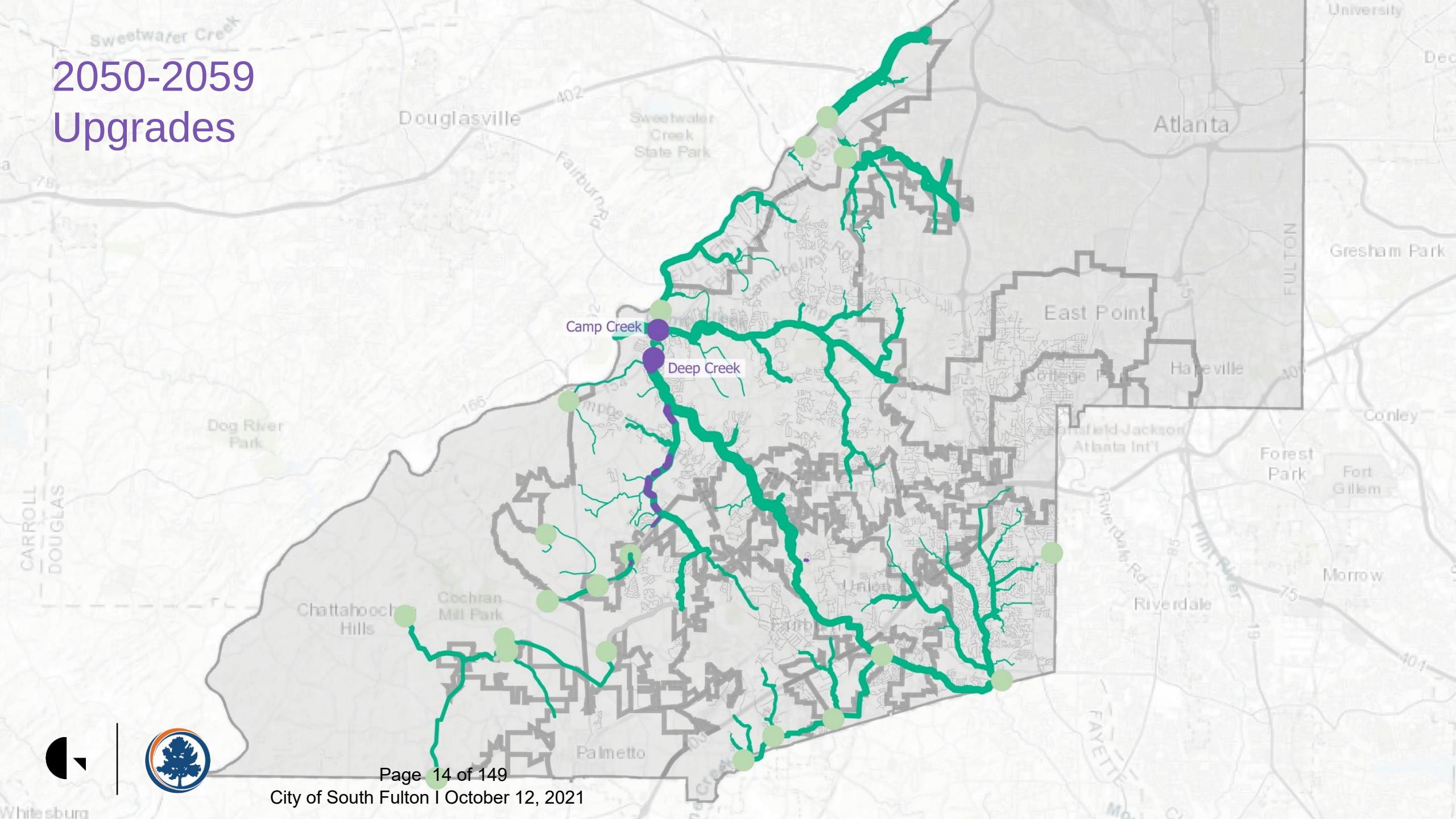
2030-2039 Upgrades



2040-2049 Upgrades



2050-2059 Upgrades



Project Type	Drainage Basin	2020 – 2029	2030 – 2039 ¹	2040 – 2049 ¹	2050 – 2059 ¹
Upsized Gravity Sewer	Camp Creek	\$-	\$3,280,600	\$31,933,900	\$-
	Deep Creek	\$-	\$17,473,000	\$13,434,600	\$35,622,000
	Morning Creek	\$-	\$-	\$4,158,700	\$-
	Pea Creek	\$-	\$-	\$-	\$1,115,400
Subtotal		\$-	\$20,753,500	\$49,527,200	\$36,737,400
New Gravity Sewer	Camp Creek	\$-	\$31,055,100	\$-	\$-
	Deep Creek	\$-	\$29,651,500	\$-	\$-
	Little Bear Creek	\$7,603,500	\$-	\$18,974,100	\$-
	Morning Creek	\$-	\$1,883,500	\$-	\$-
	Pea Creek	\$9,117,100	\$22,225,500	\$-	\$-
	Tuggle Creek	\$-	\$9,835,300	\$-	\$-
	Wilson Creek	\$-	\$14,980,700	\$-	\$-
Subtotal		\$16,720,600	\$109,631,600	\$18,974,100	\$-
New Force Main	Little Bear Creek	\$53,806,900	\$-	\$-	\$-
	Pea Creek	\$5,808,700	\$6,162,200	\$-	\$-
	Tuggle Creek	\$8,502,800	\$-	\$-	\$-
Subtotal		\$68,118,400	\$6,162,200	\$-	\$-
New Pump Station	Little Bear Creek	\$2,795,000	\$-	\$870,000	\$-
	Pea Creek	\$1,480,000	\$862,500	\$480,000	\$-
	Tuggle Creek	\$700,000	\$-	\$-	\$-
Subtotal		\$4,975,000	\$862,500	\$1,350,000	\$-
Upsized Pump Station	Camp Creek	\$250,000	\$187,500	\$-	\$-
	Deep Creek	\$405,000	\$-	\$810,000	\$675,000
	Little Bear Creek	\$-	\$-	\$-	\$337,500
Subtotal		\$655,000	\$187,500	\$810,000	1
Total		\$90,469,000	\$137,597,300	\$70,661,300	\$37,749,900

¹ Costs escalated 5% per year, City of South Fulton October 12, 2021

Next Steps

1 Conduct a wastewater Rate Study

2 Conduct final meeting with City stakeholders

3 Implement new rates

4 Incorporate upgrades into County CIP

5 Perform detailed design of upgrades before implementation

6 Evaluate Camp Creek WRC expansion

Questions?



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Proposed 2022 Legislative Agenda

DATE OF MEETING: 10/12/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
A. R. Long Company - City of South Fulton Proposed 2022 Legislative Agenda	Cover Memo	10/7/2021



CITY OF SOUTH FULTON

2022 Legislative Agenda

September 24, 2021



Legislative Agenda Topics

- I. Heat-Related Youth Sports Injuries**
- II. Trucking Violation Cameras**
- III. Road Renaming for Congressman John Robert Lewis**
- IV. Strengthen Candidate Residency Requirements**

I. Heat-Related Youth Sports Injuries

Representative William Boddie (D - East Point) is expected to introduce a bill to address heat-related youth sports injuries based on the recommendations provided by the Johnny Tolbert III Study Committee.

II. Trucking Violation Cameras

A. R. Long Company will communicate to the City of South Fulton House Legislative Delegation the City's interest in legislation that would permit automated speed-detection cameras for the purpose of preventing trucking violations.

III. Road Renaming for Congressman John Robert Lewis

With the consensus of the Local and Legislative delegations for the City of South Fulton regarding the portion of road to be renamed, A. R. Long Company will ensure passage of any efforts relating to a road renaming in honor of Congressman John Robert Lewis.

IV. Strengthen Candidate Residency Requirements

The City of South Fulton Legislative Delegation has stated that they will introduce a change to the charter regarding this request.



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Municipal Court Update

DATE OF MEETING: 10/12/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
Municipal Court Presentation	Cover Memo	10/7/2021



City of South Fulton Municipal Court

LaDawn Blackett Jones

Interim Court Administrator

October 12, 2021

Agenda



01. Introduction

- 2018 – 2021 Review
- Court in full hybrid operation
- Timeline of a COSF Citation

02. Our Team

03. State of the Court

- Backlog
- Case Counts
- Fines and Finance
- Paperless

04. What's next

- Hybrid Court

05. Closing

- What we need for courts

Introduction

- Courts opened January 2, 2018 in Union City Courthouse
- Traffic Offenses, City Ordinances (including Code Cases), State authorized Misdemeanors
- Code Board cases are not handled by Municipal Court
- Court every week
 - Monday: Code, Trial, & Diversion calendars
 - 20 - 30 cases per calendar
 - Tuesdays & Thursdays: 9am and 1pm
 - Plea & Arraignment
 - 200+ cases per day



Cycle of a Citation

- Up to 28 days for some citations to be entered
- 2 non court dates per week

Citation Issued

- Approved by supervisor: 1 - 3 days
- Entered by Police Department: 3 - 5 days
- Transported to Courts: 5 - 7 days

Plea & Arraignment Hearing

- 45 – 60 days after receiving the citation

Case Prepared for Court

- Cases sorted/organized: 1 - 3 days
- Police Reports Scanned: 7 days
- Reminder Notice: 3 days
- Calendar Published: 7 days

Trial

- 90 – 120 days after Plea & Arraignment Hearing

Court Schedule

Every Monday, Tuesday & Thursday

Trials

- 2nd Monday of each month at 10am

Plea and Arraignment

- Every Tuesday and Thursday 9am - 1pm
- Increased from 70 cases per calendar to 120+ cases per calendar

First Appearance

- Monday, Wednesday, & Friday at 1:00 pm
- Re-established September 2021
- Signature bonds for traffic offenses still in place
- Violent cases are handled in State Court

Diversion Calendar

- 1st Monday of each Month at 10am
- Led by Solicitor

Code Calendar

- 3rd Monday of each month: 10am
- Increased from 10 cases per calendar to cap of 25 cases per calendar

Probation Revocation Calendar

- 4th Wednesday (as needed) 1:00 pm

Backlog Calendar

- FTA Fridays for 2020 cases
- 300+ cases per calendar
- 9am, 11am, 1pm, 3pm



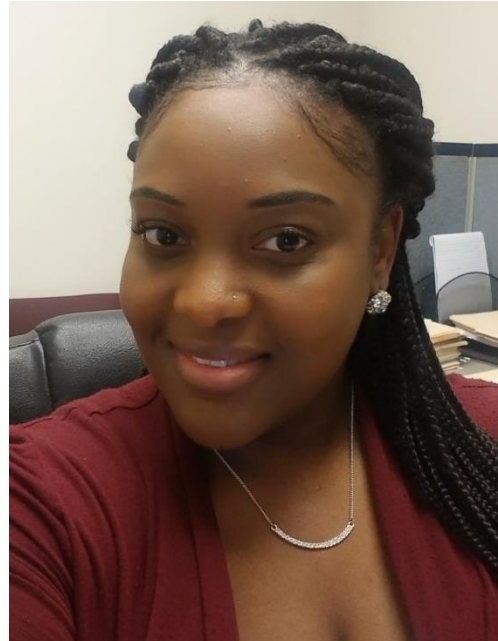
Our Team

Our Team



Michael Sheridan

Chief Judge



Kerry Stephens

Case Manager



Tiffany Kinslow

Clerk of Court
Lead TAC



Shenika Wright

Clerk of Court
Record Retention

Our Team



Alicia Benson

Clerk of Court
Financial Clerk



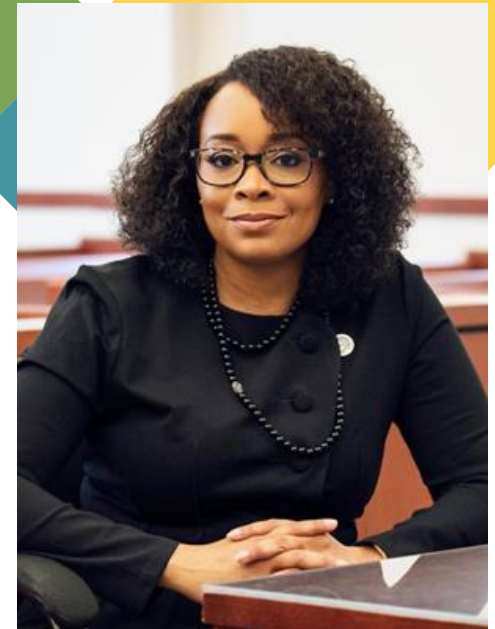
Christina Sears

Solicitor



PPS – Probation

Probation Contractor



LaDawn Blackett Jones

Interim Court Administrator

Office Reorganization

Clerk for every job

1. Case Manager
2. Record Retention
3. Finances
4. Criminal History Compliance
5. Customer Service ** New for 2021 – 22 fiscal year





MUNICIPAL COURT POLICE COURT DATE SCHEDULE MAY 2021 - DECEMBER 2021 SELECT COURT DATES BY SHIFT

1st Thursday - Grey Day **2nd Thursday** - Grey Night
2nd Tuesday - Gold Day **3rd Tuesday** - Gold Night
3rd Thursday - Details & Special Cases
4th Tuesday - Traffic, Courts, Park Rangers, CORE, GSP & Parking Citations

COURT TIME BY TICKET TYPE

9:00 am Traffic Citations
1:00 pm Copy of Charges
1:00 pm Parking Tickets (4th Tuesday)

COURT MONTH

Issue Date

May
June
July
August
September
October *
November
December

Court Month

July
August
September
October
November
December
January 2022
February 2022

MUNICIPAL COURT POLICE COURT DATE SCHEDULE MAY 2021 - DECEMBER 2021



COURT LOCATION

www.COSFVirtualCourt.com

Systems * Consistency * Service

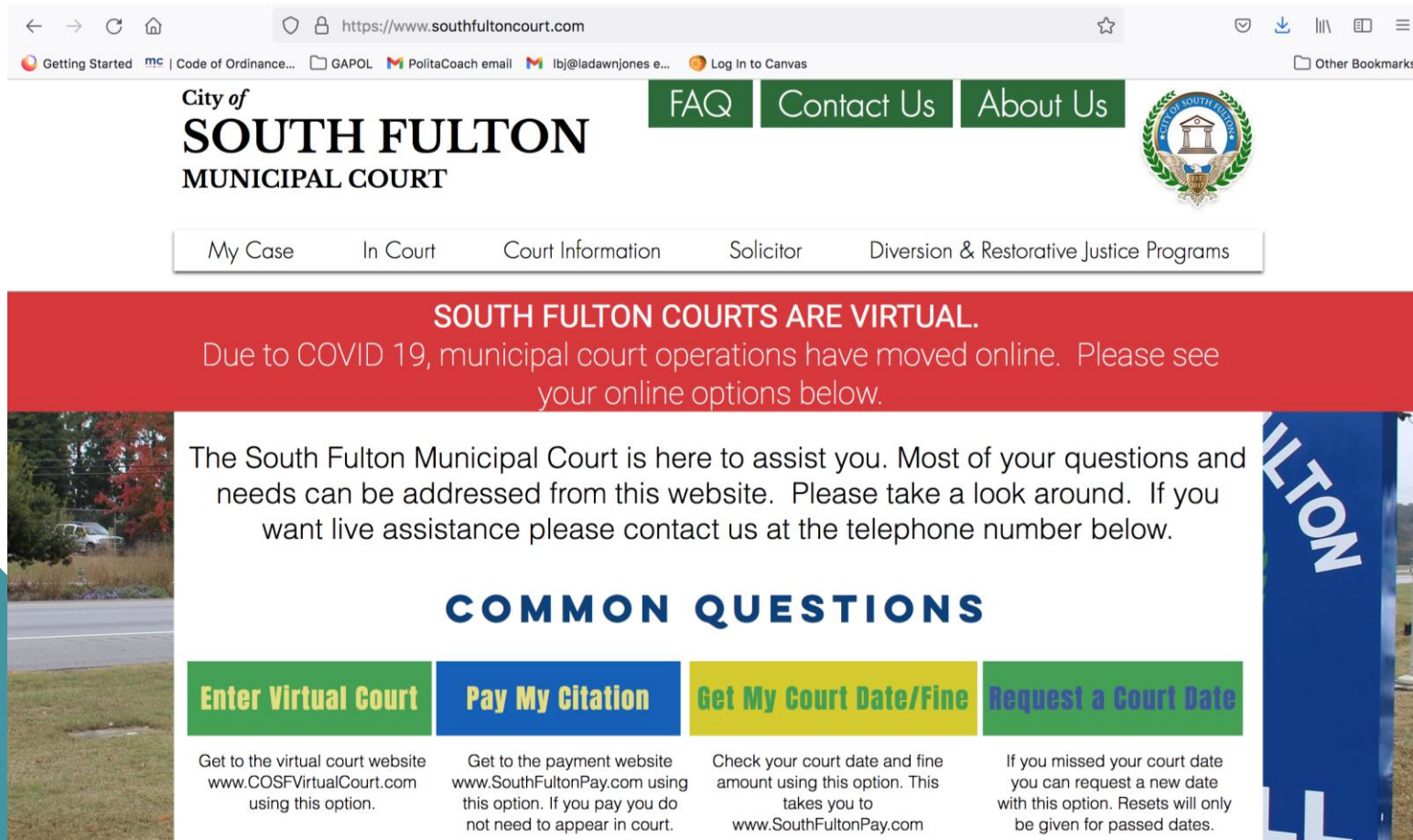
State of the Courts

Citations Overview

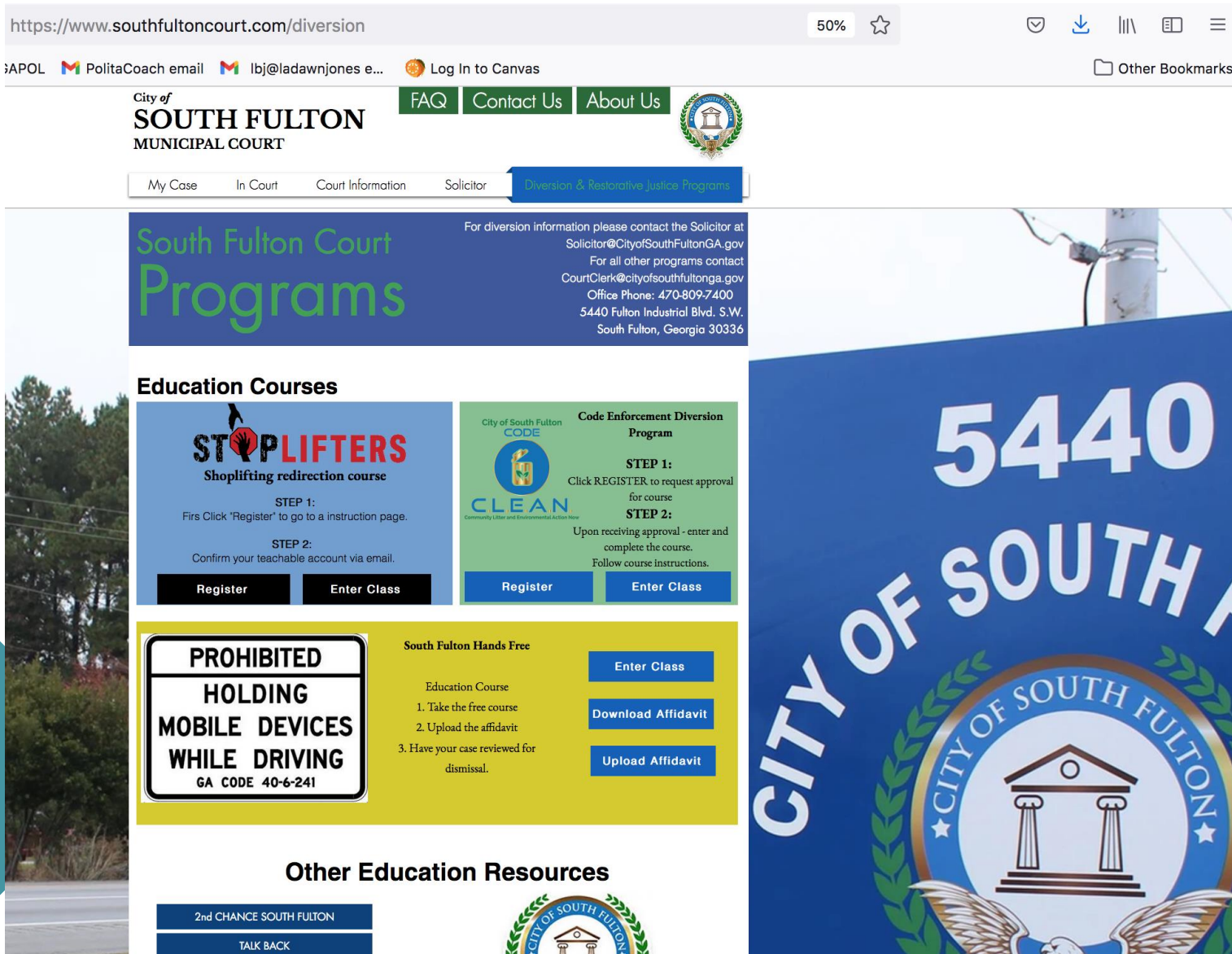
	CITATIONS PROCESSED	CASES PAID	TICKET REVENUE	PROBATION INCOME	OPEN CASES
2017	319	N/A	N/A	N/A	15
2018	4721	3153	\$536,510.78	\$138,548.78	477
2019	5336	3793	\$647,074.07	\$162,122.38	887
2020	5947	3121	\$490,204.74	\$123,649.74	3081
2021	9821	3638	\$749,672.60	\$66,669.60	TBD

- Citations processed may differ from the total number of citations issued by PD
- Open cases include: Failure to Appear, active probation cases, cases awaiting trial, cases pending closure

Improvements



1. Citation Imports
2. Project Management
3. Online, Self Help & Kiosk Services
4. Consistent Customer Service (front desk, 311)
5. File Management
6. Website
7. New Office Location
8. Police Communication
9. Court Date Consistency
10. Data Tracking



Technology

- [SouthFultonCourt.com](https://www.SouthFultonCourt.com)
- Online Diversion Classes
 - Shoplifting
 - Handsfree
 - Code CLEAN
- Court Innovations
- City Hall Kiosk

User Friendly Technology

City of

SOUTH FULTON

MUNICIPAL COURT

FAQ

Contact Us

About Us



My Case

In Court

Court Information

Solicitor

Diversion & Restorative Justice Programs

Solicitor Plea and Arraignment Calendar Announcement

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Court Instruction Video



Copy link

Watch on

YouTube

Getting Ready for Court - Before You Come To Court Video

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Court Preparation Video



Copy link

Watch on

YouTube

Rules are not the only thing that in person and virtual court have in common.

City of

SOUTH FULTON

MUNICIPAL COURT

FAQ

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My Case

In Court

Court Information

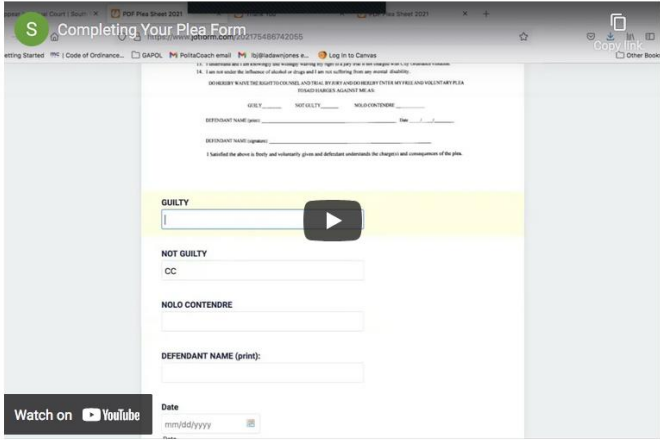
Solicitor

Diversion & Restorative Justice Programs

How to Complete a Plea Form in Court

S

Completing Your Plea Form



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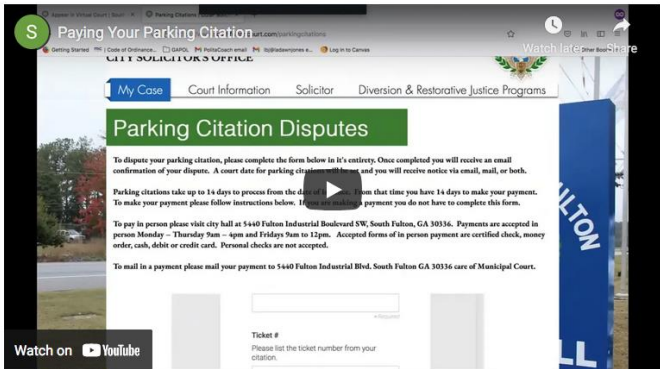
Watch on

YouTube

How to Dispute your Parking Citation

S

Paying Your Parking Citation



Copy link

Watch on

YouTube

14

Annual Review

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City of South Fulton | October 12, 2021

Goals for Q4

Consistency

Access for Customers

- Hybrid court drop in
- Front desk kiosk improvement
- Court Innovations

Backlog

- 3,000 COVID cases scheduled
- Schedule 2,500+ School Zone Cases for 2022
- Parking Citations

New Staff

- Interns begin
- 5th Clerk
- New Public Defender
- New Administrator

Upgraded Filing System

- Reorganize Filing System
- Electronic Record Retention
- Scan and Search System

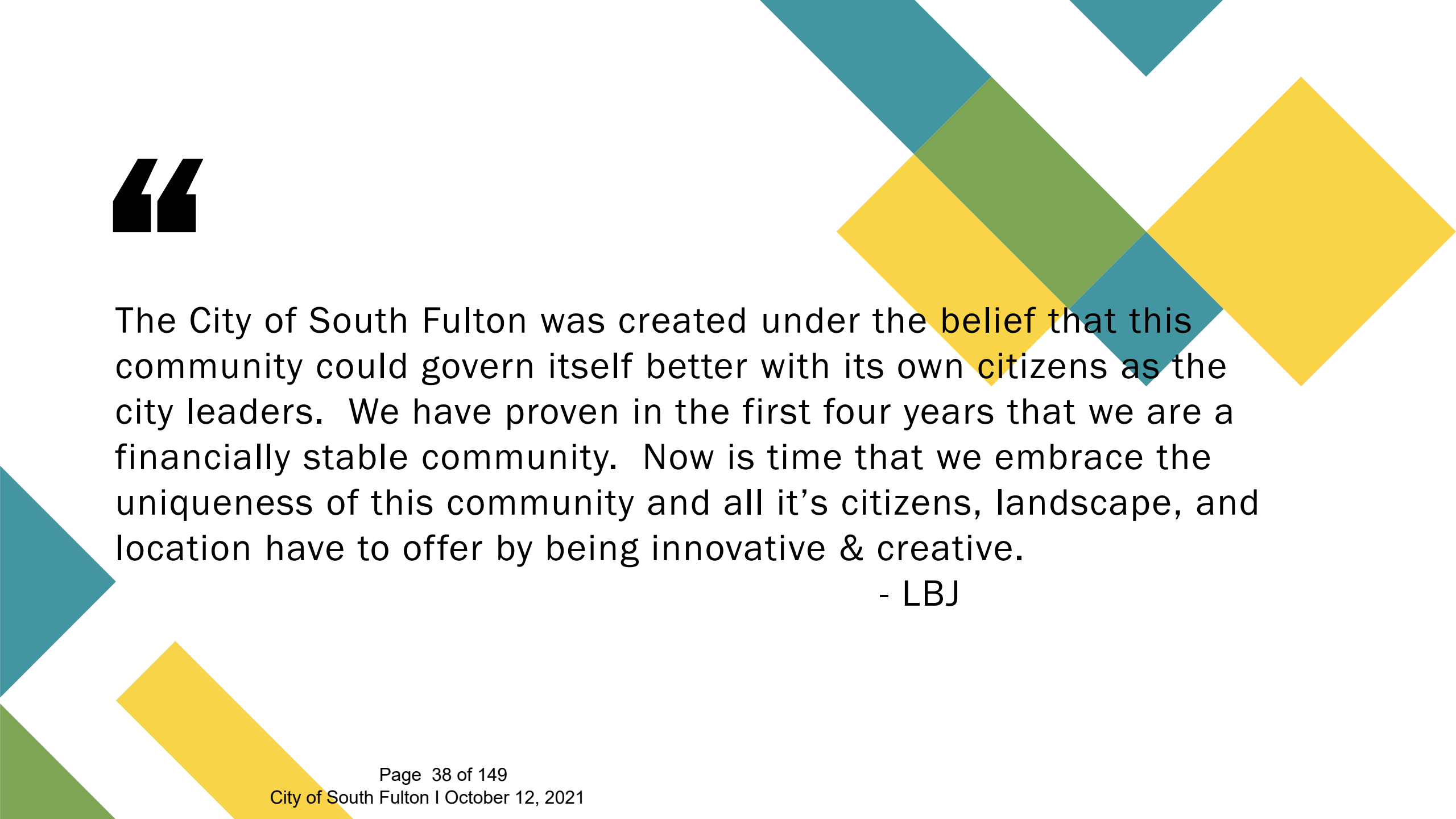
Next Administrator & Administration

Cases

- Notice Options
- Case Management System
- Probation Provider
- Electronic Citations
- School Zone Backlog

Administrative Support

- As police go – so do courts
- Code Court and Code Board – belong together
- Follow Due Process
- Details and New Initiatives

The slide features several large, overlapping geometric shapes in teal, yellow, and green, primarily located in the top right and bottom left corners. A large black quotation mark is positioned at the top left of the text area.

“

The City of South Fulton was created under the belief that this community could govern itself better with its own citizens as the city leaders. We have proven in the first four years that we are a financially stable community. Now is time that we embrace the uniqueness of this community and all it's citizens, landscape, and location have to offer by being innovative & creative.

- LBJ



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Finance Monthly Report

DATE OF MEETING: 10/12/2021

DEPARTMENT: Finance

ATTACHMENTS:

Description	Type	Upload Date
Monthly Financial Report - As of Aug 31 2021	Cover Memo	10/7/2021



CITY OF SOUTH FULTON

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

PRESENTED BY

RACHEL BEMBRY, CPA

INTERIM FINANCE DIRECTOR

City of South Fulton – General Fund
Summary of Revenues
For the Month Ending August 31, 2021

REVENUE	Amended 2021 Budget	YTD Revenue	% of YTD Revenue Collected
Property Taxes	29,904,109	26,099,294	87%
Motor Vehicle	705,000	1,668,843	237%
Franchise	4,817,653	6,076,097	126%
Local Option Sales Tax	17,000,000	22,740,380	134%
Business and Occupation	1,600,000	1,882,255	118%
Other Taxes	7,440,000	7,537,714	101%
Licenses and Permits	4,067,500	2,609,880	64%
IGA FID and City of Atl	3,999,996	2,838,356	71%
Charges for Services	1,931,500	4,570,450	237%
Other Revenue	4,357,664	4,276,749	98%
TOTAL REVENUES	75,823,422	80,300,017	106%

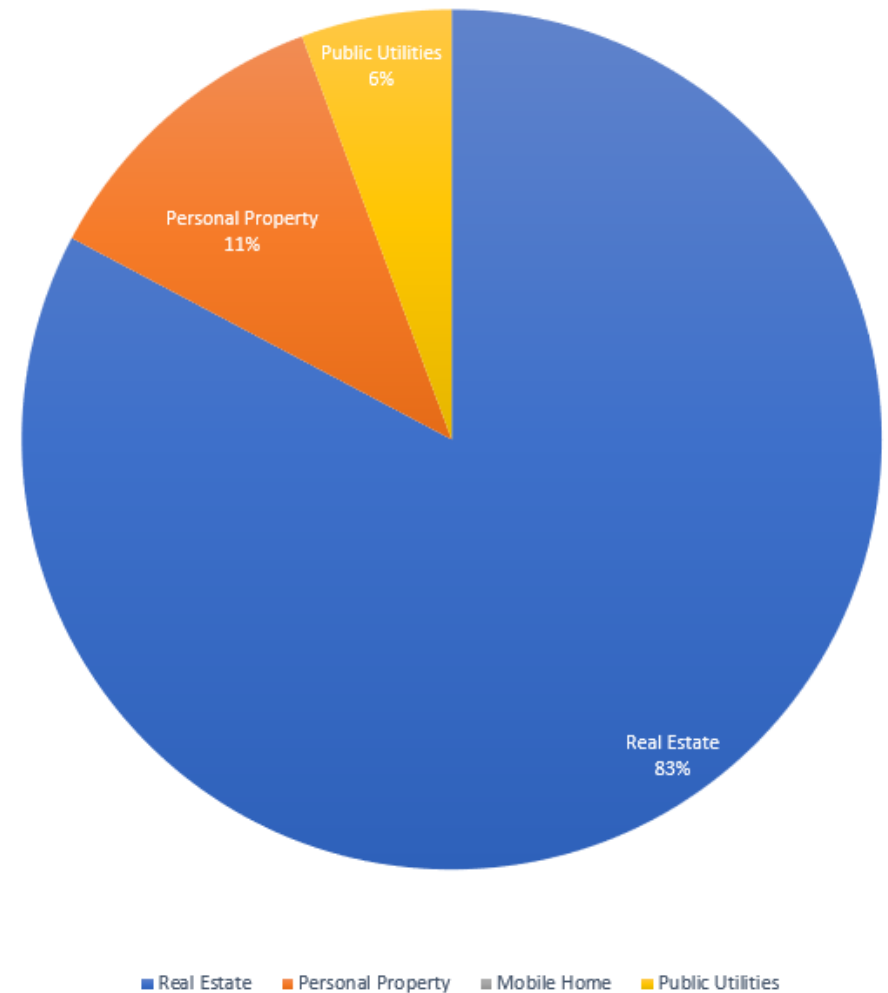
City of South Fulton – General Fund
Summary of Expenditures
For the Month Ending August 31, 2021

ACCOUNT DESCRIPTION	Amended 2021 Budget	YTD Expenditure	% Used
District Total	1,320,409	891,847	68%
City Clerk	1,216,301	824,536	68%
Mayor	254,514	208,292	82%
City Manager	1,088,337	864,266	79%
Finance	3,775,640	1,474,418	39%
Contracts & Procurement	383,464	274,318	72%
Law	1,879,999	968,636	52%
Information Technology	2,825,903	2,322,781	82%
Human Resources	664,620	757,521	114%
Risk Management	119,978	24,782	21%
Communications	641,987	323,066	50%
General Administrative Services	4,956,479	3,128,833	63%
Municipal Court	813,436	735,915	90%
Police Administration	14,841,497	10,748,277	72%
Fire Administration	14,355,233	9,116,744	64%
Public Works	8,230,466	6,931,735	84%
Parks and Recreation	4,224,889	2,686,607	64%
Cultural Affairs	783,115	506,288	65%
Community & Regulatory Affairs	5,571,063	3,903,504	70%
Code Enforcement	-	14,997	0
Economic Development	1,140,719	904,123	79%
Debt Service/ Interfund Transfers	6,085,950	1,115,950	18%
GENERAL FUND EXPENDITURES TOTALS	75,173,999	48,727,434	65%

City of South Fulton – General Fund YTD Tax Revenues For the Month Ending August 31, 2021

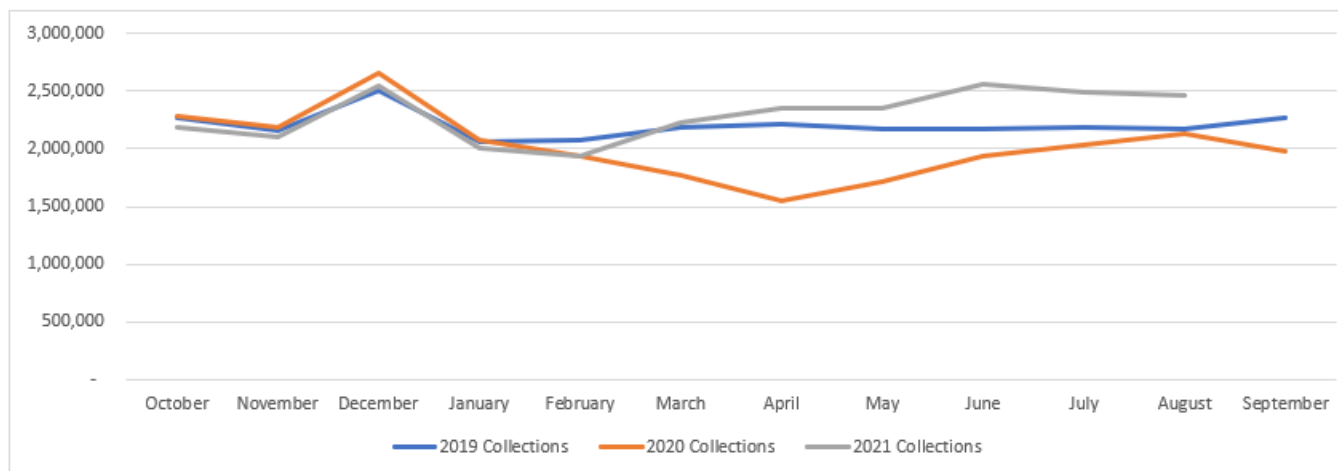
Property Taxes - Tax Year Billing Amounts	
2020	59,538,943
2019	29,363,942
2018	28,693,132
2017	14,328,247

Tax Year Collection Amounts and Collection Rate		
2020	29,075,706	98.43%
2019	29,136,103	99.22%
2018	28,563,085	99.55%
2017	14,178,224	98.95%



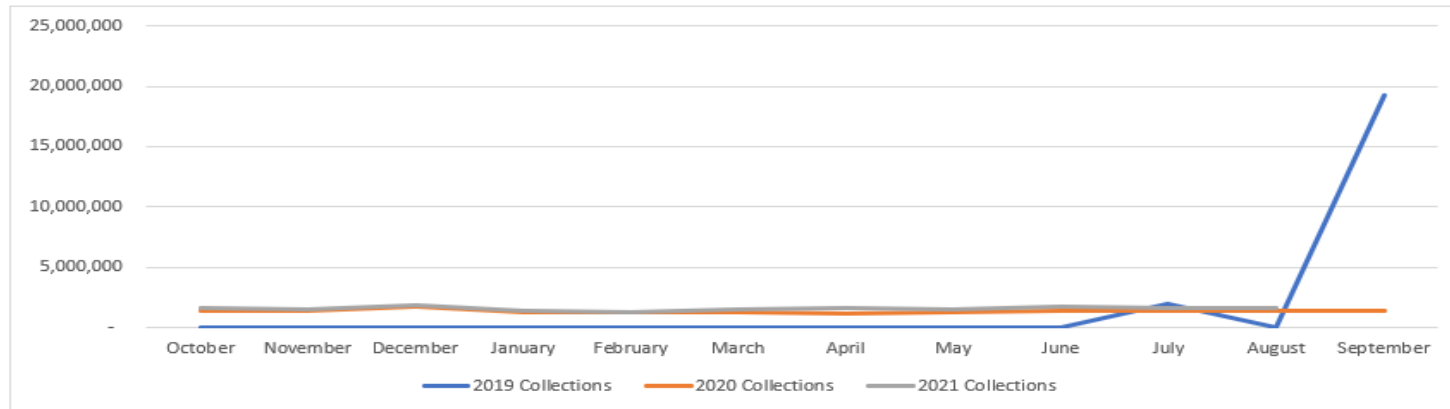
**City of South Fulton – General Fund
YTD LOST Revenues
For the Month Ending August 31, 2021**

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		
TOTAL	26,442,415	24,254,078	25,198,112	3.89%

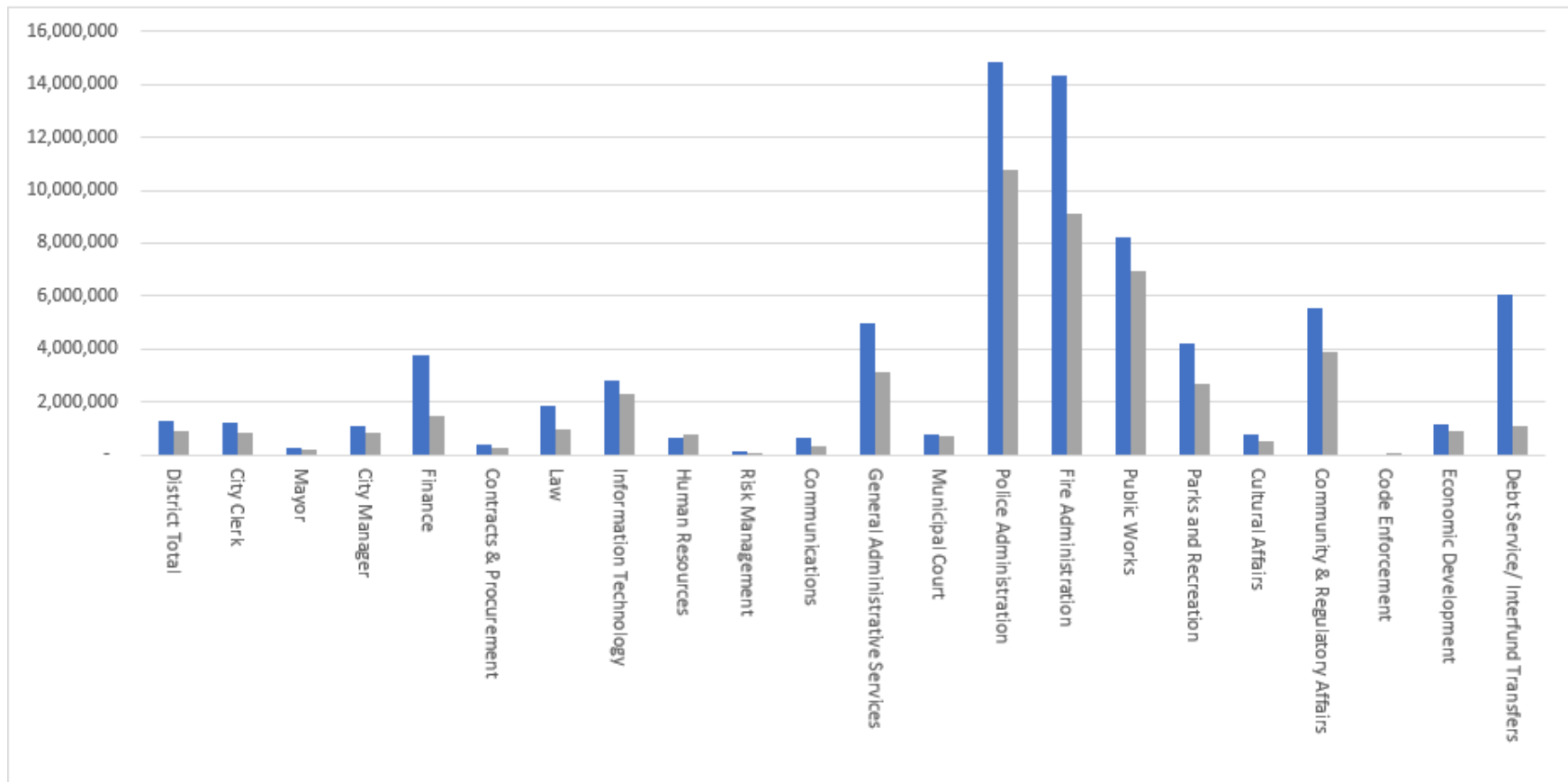


**City of South Fulton - General Fund
YTD TSPLOST Revenues
For the Month Ending August 31, 2021**

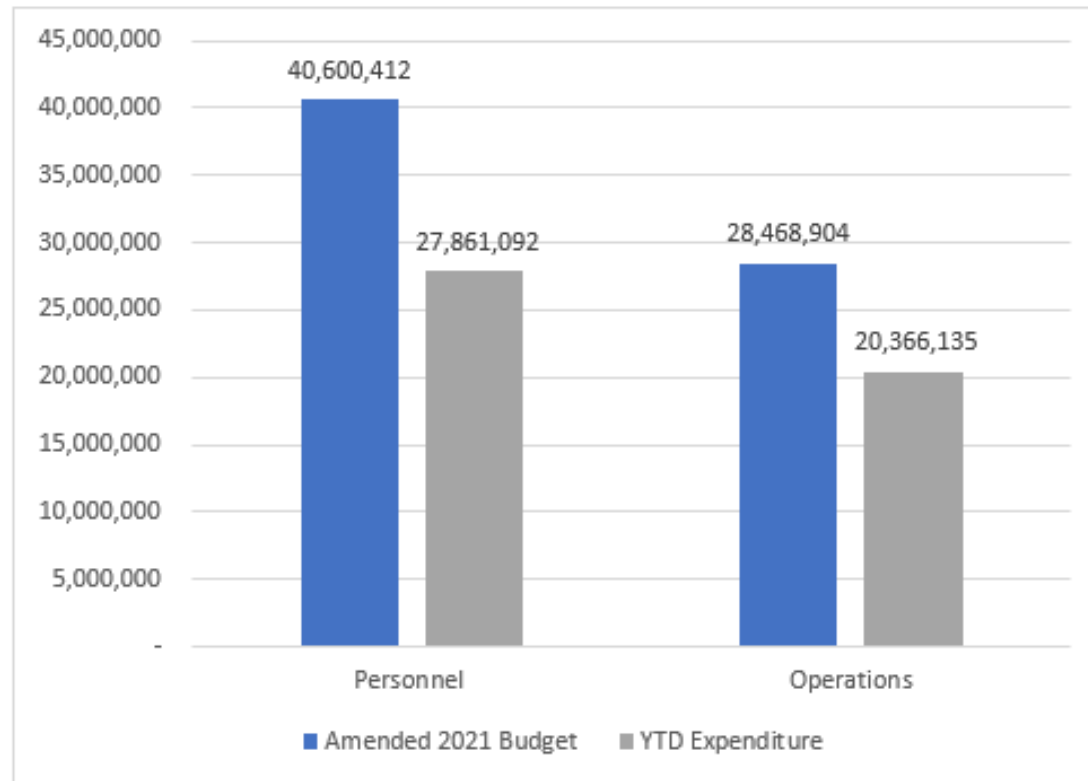
Month	2019 Collections	2020 Collections	2021 Collections	% Change from Prior Year
October	-	1,417,004	1,572,407	10.97%
November	-	1,387,637	1,480,262	6.68%
December	-	1,717,523	1,851,254	7.79%
January	-	1,311,619	1,409,863	7.49%
February	-	1,240,099	1,307,487	5.43%
March	-	1,232,016	1,539,997	25.00%
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		
TOTAL	21,257,861	16,350,732	17,278,265	5.67%



City of South Fulton - General Fund Summary of Expenditures For the Month Ending August 31, 2021



**City of South Fulton – General Fund
Summary of Expenditures by Object Classification
For the Month Ending August 31, 2021**



City of South Fulton - All Funds
Summary of Revenues & Expenditures
For the Month Ending August 31, 2021

REVENUE	Amended 2021 Budget	YTD Revenue
General Fund	75,823,422	81,304,651
Blighted Properties	200,000	-
Confiscated Assets	-	68,431
E-911 Fund	2,000,000	-
Restricted Grants	2,204,907	231,655
American Rescue Plan	5,676,259	5,676,259
Hotel Motel	164,000	179,084
T-SPLOST	41,102,899	16,688,022
Capital Grants	2,775,440	1,398,106
Capital	-	1,115,950
Solid Waste	520,000	277,260
Wolf Creek Ampitheatre	72,000	144,000
ALL FUND TOTAL REVENUES	130,466,926	106,939,417
EXPENDITURES	Amended 2021 Budget	YTD Expenditure
General Fund (includes Court Operations)	75,173,999	48,727,434
Blighted Properties	200,000	194,418
Confiscated Assets	-	-
E-911 Fund	2,000,000	1,976,323
Restricted Grants	2,213,991	788,913
American Rescue Plan	-	-
Hotel Motel	164,000	129,466
T-SPLOST	42,702,952	3,539,450
Capital Grant	4,163,865	1,416,667
Capital	12,838,671	1,753,847
Solid Waste	520,000	282,889
Wolf Creek Ampitheatre	72,000	-
ALL FUND TOTAL EXPENDITURES	139,977,477	58,809,407
Excess (Deficit) of Revenues over (under) Expenditures	(9,510,551)	48,130,010

City of South Fulton
Cash Balance Report
For the Month Ending August 31, 2021

Bank Account (Last 4)	Account Description	Bank Balance
1185	Comm Dev Escrow	5,704,325
1193	Tree Fund	-
2505	Confiscated Funds	246,285
1543	Grant Fund	601,473
9539	Hotel Motel	150,170
8141	TSPLOST	42,201,251
7193	URA Bond Proceeds	
7207	URA Sinking Fund	
4214	Solid Waste	237,070
1444	Court	656,289
3435	Pooled Cash	58,014,009
3427	Payroll	-
4342	Savings	45,000,965
	American Recovery	5,676,259
TOTAL		152,811,838

City of South Fulton
Confiscated Assets Report
For the Month Ending August 31, 2021

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

Inflows:		
Cash Confiscated	Federal	4,595
Cash Confiscated	State	61,319
Cash Confiscated	Local	2,517
TOTAL		68,431

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:** 10/12/2021

DEPARTMENT: Attorney



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: City Manager Monthly Report

DATE OF MEETING: 10/12/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
City Manager Report - August 2021 FINAL	Cover Memo	10/7/2021
SouthFulton_ARP Project Plan 10.12.2021 - FINAL	Cover Memo	10/8/2021



CITY MANAGER MONTHLY

August 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 August, it is important to address current activities related to the FY2022 proposed budget. On August 13, 2021, I transmitted a balanced budget to Mayor and Council focused on "Resilience, Inclusion, Strength, and Experience." This budget provides an in-depth look at our financial and operational future and highlights the commitments made to the citizens of South Fulton. The budget includes critical investments of over \$91 million in key areas such as public safety, transportation, and technology along with the establishment of a five-year Capital Improvements Program (CIP) Plan that focuses the City's investments on our infrastructure, technology, equipment, and public safety fleet.

The FY2022 proposed budget aligns key services and strongly reflects the priorities of our City Council. The budget delivers on our unified commitment of world-class service delivery for every South Fulton resident. Highlighted below are a few investments included in the budget:

- Additional public safety personnel and new vehicles to expand the public safety fleet;
- Installation of an electric charging station to promote clean transportation;
- Pilot program for our public safety employees that will offer a monthly housing allowance for those desiring to live within our city limits;
- Implementation of the City's Municipal Separate Storm Sewer System (MS4) Program;
- Ensuring all eligible South Fulton employees receive a 3% pay increase (mid-year); and
- Facility upgrades and renovations that are in alignment with our strategic goals.

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

Regards,

Tammi Saddler Jones

Tammi Saddler Jones
City Manager



1. IMPROVE PARKS AND RECREATION

Department Programming

- Program Participation:**

Program	August 2021	YTD
After School	91	91
Daily Fitness (Weight Room & Cardio Room)	212	802
Dance Camp	25	89
Lap Swim	80	249
Music Camp	25	89
Open Gym	212	212
Swim Team	144	472
Theatre Camp	40	104
Visual Art Camp	25	89
Walking Track	293	1,277
Total	1,147	3,474

**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	Equipment is currently being installed
Ball Field Equipment & Scoreboards for Sandtown	Pending	Funds will be amended into the FY22 budget



Programs, Events & Activities Forecast

Events/Activities	Description	Event Date(s)
Atlanta Quilt Festival Opening Reception & Award Ceremony	Annual Quilt Festival	August 1, 2021 12pm Southwest Arts Center
Atlanta Quilt Exhibition	Quilts displayed for patrons to view	August 2 - 27, 2021 10am - 4:30pm Southwest Arts Center
Summer Youth Arts Camp	Performances & Exhibitions from Dance, Music, Visual Art & Theatre Camps	August 6, 2021 4pm Southwest Arts Center
State of Education Address	South Fulton Parents for Education	August 7, 2021 8am - 1pm Southwest Arts Center
Atlanta Quilt Festival Workshops	Four master classes in quilting and doll making	August 13 - 14, 2021 10am - 3:30pm Southwest Arts Center
Karate Tournament	Tony Young All Star karate tournament	August 14, 2021 7am - 5pm Welcome All Park
Atlanta Quilt Festival Workshops	Four master classes in quilting and doll making	August 20 - 21, 2021 10am - 3:30pm Southwest Arts Center
Back to School Giveaway	Councilwoman Willis hosted a book bag and school supply giveaway	August 21, 2021 11am - 2pm Welcome All Park
The Sheldon Williams Foundation	Councilwoman Rowell hosted Family fun day for children & families in COSF along with the Sheldon Williams Foundation	August 21, 2021 12pm - 4pm Sandtown Park
Black Girl Paint & Sip	Paint & Sip focusing on Black Girl empowerment	August 28, 2021 1pm - 2pm Southwest Arts Center



2. IMPROVE PUBLIC SAFETY - **CODE ENFORCEMENT, POLICE AND FIRE**

Code Enforcement and Code Board

SeeClickFix Violations

	August 2021	YTD
Open	91	625
Closed	265	1,803
Total	356	2,428

Violations Reported in Edmunds

	August 2021	YTD
Open	169	1,461
Closed	38	290
Total	207	1,751

Code Enforcement Board

	August 2021	YTD
Code Board Cases	74	658
Municipal Court	21	149
Total	95	807

**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 – August 2021		
Fire Rescue Activities	Current Month	YTD
COLUMN #1:		
Emergency Call Volume		
Fire	20	370
Overpressure Rupture, Explosion, Overheat	4	22
EMS/Rescue	1,086	8,334
Hazardous Condition	23	300
Service Calls	196	1,546
Good Intent Calls	462	3,659
False Alarms & False Calls	96	821
Severe Weather/Natural Disaster	0	25
Special Incident Types	2	12
Non-Specific	0	0
Total	1,889	15,089
Average Response Time	10:10	9:10
COLUMN #2		
Community Risk Reduction (CRR) Activities		
Company Level Inspections	0	0
CRR Final and Existing Business Inspection Requests	113	862
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)	2	34
COLUMN #5		
Fee Schedule Collection		
Fire Safety Inspections	\$ 2,475.00	\$ 18,626.95
Personal Care Homes/ Day Care Inspections	\$ 275.00	\$ 5,725.00
Fire Alarm Reviews	\$ 150.00	\$ 400.50
Fire Sprinkler Review	\$ -	\$ 2,640.85
Blasting Permits	\$ 300.00	\$ 1,900.00
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	\$ 125.00
2021 Year-To Date Total	\$ 3,325.00	\$ 32,965.65

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

Department Updates

- On August 16, 2021, the South Fulton Fire Rescue Department welcomed Deputy Fire Chief Hilda Moses and Deputy Fire Chief Deron Wilson to the department.
- South Fulton Fire Rescue Department completed 1,553 hours of training during August 2021.
- South Fulton Fire Rescue Department had an average response time of 10:10 for the month of August 2021.



Police Department

Crime By Month	28 DAY COMPSTAT							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Murder	0	1	0	0	0	0	0	1
Rape	0	0	0	0	0	0	0	0
Robbery	0	1	0	1	0	0	2	4
Aggravated Assault	9	0	6	5	2	1	3	26
Burglary	0	3	1	1	1	1	4	11
Larceny / From Auto	0	6	7	5	1	2	3	24
Larceny / Other	9	20	22	13	9	10	14	97
Auto Theft	4	2	10	6	5	4	3	34
TOTALS	22	33	46	31	18	18	29	197

Department Updates

- The South Fulton Police Department had eight (8) Police Officers complete the Field Training Program and three (3) Non-Certified Officers start with the department on August 30, 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 7,284 Calls for Service during the month of August 2021 and had an average response time of 12:31.



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
Carter Development	Multi-family/Mixed-Use Development	Lead	Developer is in due diligence phase	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	2
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
Kourtney at Yates Road	Mixed-Use Development	Prospect	Rezoning approved. Project scheduled to start Spring 2022	3
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

CollabSouth: Work continues to finalize terms of the Old National lease agreement. Due to delays, construction of center scheduled to be completed in Fall 2021.

Special Projects & Programs

Red Oak Main Street	Old National Main Street	Tourism/General
Art Festival	Outdoor Career Expo October 27 th	HBCU Championship Tournament
Community Policing Complex	ShopSmall Campaign #ShopOND	Economic Development Facts & Snacks Series
Economic Development Booklet	Storefront Decorating Contest	Economic Development Bus Tour
Red Oak Presentation Polishing	Old National Business Directory	
Red Oak Historic Booklet		
Collab South Programming		



Business License

- **August 2021 Business Licenses Processed**
 - 144 New Business Licenses
 - 46 Renewed Business Licenses
- **Total Business Licenses Processed**
 - 510 (YTD – New Businesses)
 - 190 (August 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 – 130,818
 - City Limit – 1,496
 - City County Districts – 3,065
 - COSF Hard to Count Areas – 3
 - COSF Undeveloped Properties – 2
 - Current Zoning – 2,655
 - My Elected Representative – 9
 - Property Information Viewer – 795
 - Public Works Information Viewer – 70
 - Tax Parcel – 3,506
 - Zoning and Land Use Viewer – 746

Project Status

Project	Status
Fulton County Firewall Upgrade (August 2021)	Complete
Cemetery GIS Story Line for COSF Cemeteries	Complete
Certificate of Occupancy – Access to COs prior to incorporation	In Progress
Broadband Grants	In Progress
ERP (Procurement process pending)	In Progress
ImageTrend – Fire Department Records Management Solution	In Progress
Card Access Upgrade	In Progress
Cartegraph – Public Works	In Progress
RMS – Legal	In Progress
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:

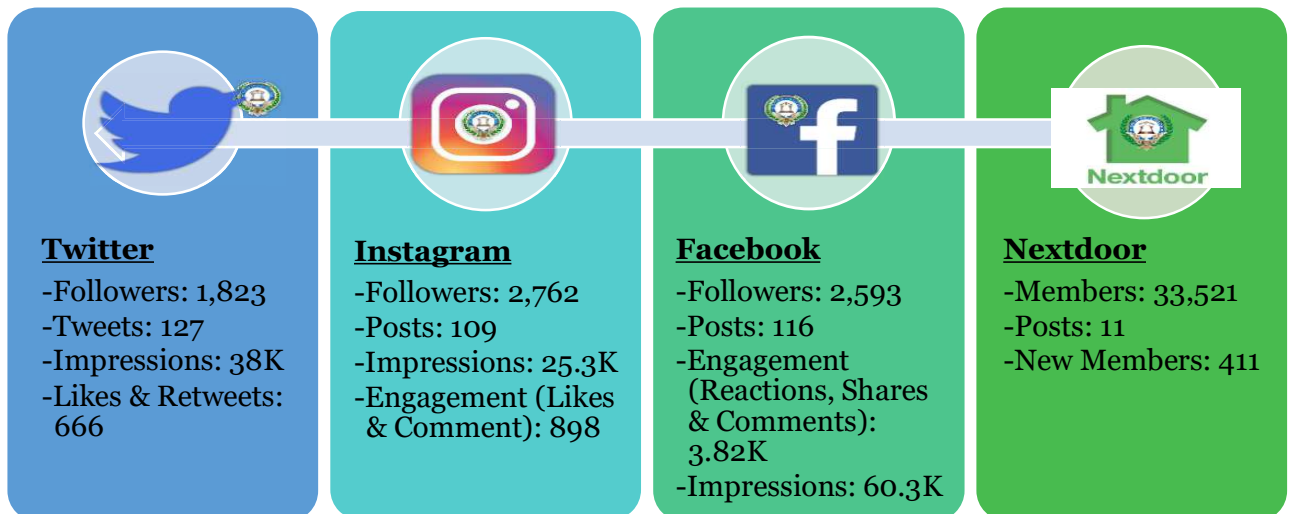
The Communications Department publishes The South Fulton Voice, a bi-weekly newsletter for citizens, and a daily internal newsletter for employees called The Daily Digest.

Editions Released in August:

August 4, 2021 – <https://conta.cc/30mlGZS>

August 19, 2021 – <https://conta.cc/3ogfMts>

COSF Social Media Analytics



II. City Website

August 2021

- Visits: 39,135
- Page Visits: 66,162

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



CALENDAR OF EVENTS

August 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5 Feeding the City Food Distribution 11 a.m. - 2 p.m. Renaissance Church of Christ	6 Friday Night Lights District 5 Summer Series 5:30 PM - 9 p.m. Burdett Gym	7
8	9 Community Zoning Information Meeting (CZIM) – Virtual. 6 p.m.	10 City Council Work Special Called Meeting Work Session Zoning Hearing	11 Millage Rate Hearings. 10 a.m. and 6 p.m. Workforce Wednesdays: Mobile Career Center 9 a.m. – 3:30 p.m. Goodwill Career Center	12 Public Arts Commission 1 p.m.	13	14
15	16 South Fulton Convention and Visitors Bureau 1-2 p.m.	17 Department FY2022 Budget Presentations 10 a.m. Planning Commission 6 p.m.	18	19 Department FY2022 Budget Presentations 10 a.m. Zoning Board of Appeals 1 p.m.	20 Downtown Development Authority (Cancelled)	21 Back to School Pull Up Welcome all Park 11 a.m. – 1 p.m.
22	23	24 City Council Regular Meeting 4 p.m. Millage Rate Hearing 4 p.m.	25 District 2 Town Hall Chat Series 6:30-8:30 p.m.	26	27 District 7 Common Unity Series 3-6 p.m.	28 District 1 Community Cleanup 8-11 a.m.
29	30 South Fulton Development Authority 6 p.m.	31				



COSF NEW HIRES



	Hire Date	Job Title	Department
Teresa Parham	8/2/2021	Main Street Manager	Destination South Fulton
Travis Landrum	8/9/2021	Director of Parks & Recreation	Parks, Recreation & Cultural Affairs
Clevon Johnson	8/16/2021	Fire Prevention Officer	Fire
Joel Pressley	8/16/2021	Fire Prevention Officer	Fire
Tarin Love	8/16/2021	Communications Specialist	Communications & External Affairs
Gregory Warren	8/16/2021	Code Enforcement Officer	Code Enforcement
LaQuita Alexander	8/16/2021	Code Enforcement Officer	Code Enforcement
Hilda Moses	8/16/2021	Deputy Fire Chief	Fire
Deron Wilson	8/16/2021	Deputy Fire Chief	Fire
Raphael Rivera	8/16/2021	Network Administrator	Information Technology
Siayana Langley	8/30/2021	Police Officer Recruit	Police
Robert Lee, Jr.	8/30/2021	Police Officer Recruit	Police
Devon Mitchell	8/30/2021	Police Officer Recruit	Police
Kristen Wright-Matthew	8/30/2021	Communication and Outreach Specialist	Council District 7

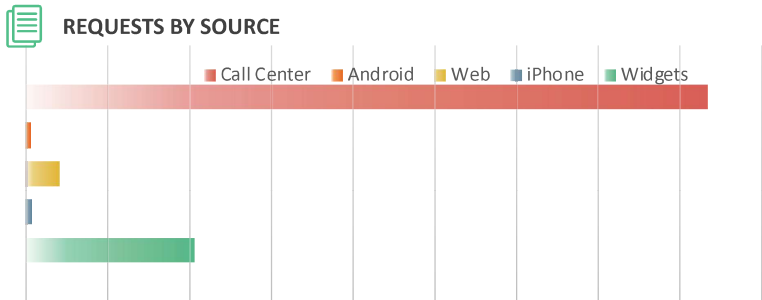
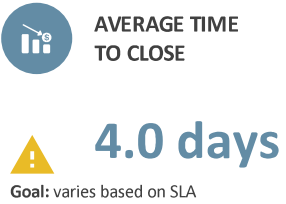
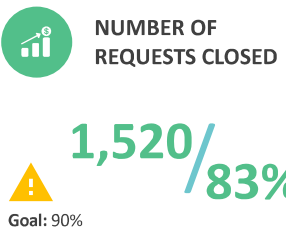
Note: New Hire photographs are unavailable at this time due to the implementation of a new ID badge system.



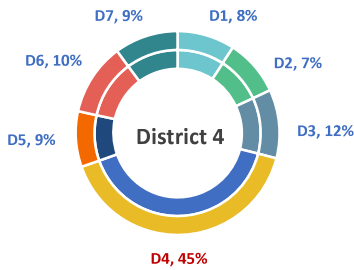
COSF

311 DASHBOARD

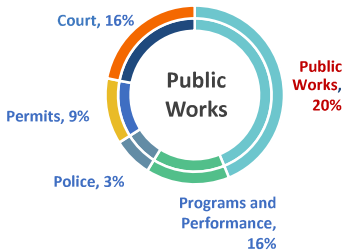
Summary Dashboard | Citywide CRC (August 1 - August 31, 2021)



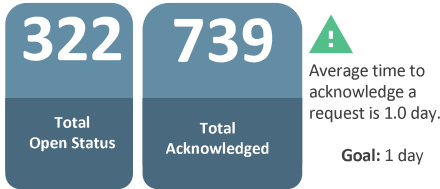
% REQUESTS BY DISTRICT



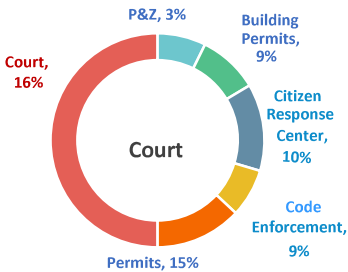
% REQUESTS BY DEPARTMENT



OVERALL STATUS OF REQUESTS



TOP REQUESTED (ISSUES)



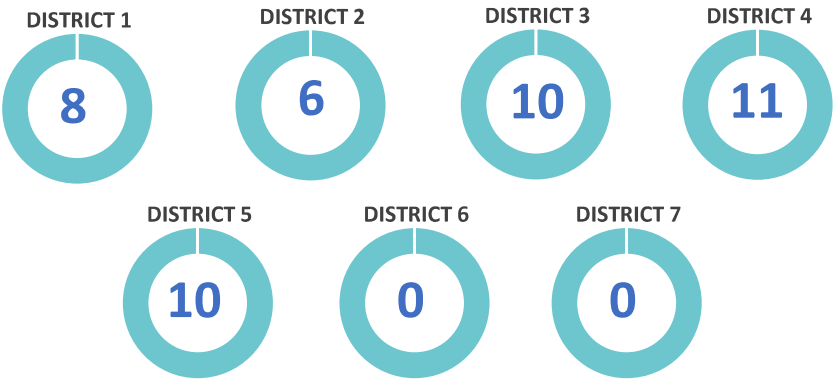
Dashboard | Airport Noise Complaints *(to date)*



TOTAL NUMBER OF REQUESTS

45

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



Dashboard | Citizen Response Center (August 1 – August 31, 2021)



NUMBER OF
CALLS

1,897



AVERAGE SPEED OF
ANSWER

0m 50ss



Goal: 0:30



AVERAGE TALK
TIME

4m 28ss



Goal: 3:00



ABANDONED
CALL %

5%



Goal: 5%

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Rolling 12-Month
Inbound Call Volume	2,184	1,525	1,404	1,396	1,274	1,941	2,987	1,757	1,925	1,833	1,897	20,123
Avg Calls/Day	70.5	50.8	46.8	46.5	45.5	69.3	106.7	56.7	62.1	59.1	61.2	61.4
Avg Speed of Answer (KPI 0:30)	2:38	2:08	1:43	1:25	1:43	1:23	1:43	1:37	2:52	1:24	0:50	1:46
Avg Talk Time (KPI 3:00)	0:04:46	0:04:57	0:04:50	0:04:36	0:05:01	0:04:53	0:04:28	0:04:40	0:04:50	0:04:32	0:04:28	0:04:44
Abandon Calls	384	229	164	137	156	166	299	178	316	139	89	2,257
Abandon % (KPI 5%)	18%	15%	12%	10%	12%	9%	10%	10%	16%	8%	5%	11.4%
Total Requests in SeeClickFix	1,176	901	894	1,281	840	1,433	2,017	1,227	1,292	1,221	N/A	12,282
Total Non-Requests	418	259	154	199	181	248	236	125	220	203	189	2,432

COSF CRC Report

District 1

October 1, 2020 - August 31, 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 8/31/2021

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	237	209	229	1.6	10.9	21.0	83%	40	8	8
Building Permits	186	3	125	15.2	7.0	2.0	67%	38	61	61
Other	152	138	129	3.0	21.6	0.0	0	5	23	2
Remove / Pick-Up Litter (Field Operations)	121	102	121	0.6	2.4	10.0	93%	3	0	0
Reception Call	108	6	108	3.1	11.2	1.0	63%	40	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	88	52	88	0.1	1.0	10.0	98%	0	0	0
Clean Up Day	82	61	82	0.9	12.2	0.0	0	2	0	0
Sign - Other Sign Down/Missing (Traffic Services)	63	62	63	0.0	1.2	10.0	95%	2	0	0
Yard Issue	62	54	62	4.9	13.8	21.0	89%	9	0	0
Planning & Zoning (Community & Regulatory Affairs)	59	3	53	4.8	5.9	0.0	0	0	6	0
Sanitation (Public Works - Field Operations)	45	16	37	0.9	1.3	0.0	0	0	8	0
Abandoned / Inoperative / Junk Vehicle	39	36	38	0.6	10.9	21.0	82%	7	1	1
Construction	37	37	25	3.3	57.2	0.0	0	0	12	1
Signal - Other (Traffic Services)	37	36	36	0.1	0.8	10.0	92%	3	1	1
Additional Patrol Request	32	1	32	1.7	4.2	1.0	22%	23	0	0
Illegal Dumping in Right-of-Way (Field Operations)	30	28	30	0.2	3.2	3.0	97%	0	0	0
Roadside Maintenance (Field Operations)	28	28	28	1.2	5.5	10.0	100%	0	0	0
Other Regulatory Agencies	27	21	22	1.3	12.0	0.0	0	1	5	4
Totals	1,941	1,215	1,767	1.6	9.9	-	83%	229	174	103

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	26	0	26	0.0	1.5	0.0	0	0	0	0
Blighted / Vacant Property	26	21	26	0.9	9.2	21.0	92%	2	0	0
Down Tree Removal from Right of Way (Field Operations)	24	21	24	3.5	2.5	3.0	92%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	23	23	23	0.0	0.0	1.0	100%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	22	20	22	0.2	1.0	3.0	95%	0	0	0
Illegal Dumping on Private Property	20	18	20	0.6	9.5	21.0	90%	2	0	0
Commercial Vehicles in Residential Zones	17	15	17	1.6	9.2	21.0	94%	1	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	17	13	17	0.4	0.8	3.0	94%	0	0	0
Sign - Long Term Repair (Traffic Services)	17	16	13	0.0	33.3	120.0	92%	0	4	0
Signal - In Flash or Dark (Traffic Issues)	17	17	17	0.0	0.1	1.0	100%	0	0	0
Event Food Giveaway	15	0	7	0.0	6.3	0.0	0	6	8	0
Sign - Preventative Maintenance (Traffic Services)	15	15	9	1.6	6.0	30.0	100%	0	6	6
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)	12	12	11	1.5	3.6	10.0	100%	0	1	1
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	11	11	11	1.3	12.1	30.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	11	10	11	4.7	5.8	10.0	91%	0	0	0
Roadway Maintenance (Field Operations)	10	9	10	1.1	3.3	10.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	10	10	10	0.0	10.9	90.0	100%	0	0	0

Totals	1,941	1,215	1,767	1.6	9.9	-	83%	229	174	103
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Business Licenses (Finance & Administrative Services)	9	0	8	0.0	20.7	2.0	38%	5	1	1
Down Tree Removal from Roadway (Field Operations)	9	6	9	0.3	0.8	3.0	89%	0	0	0
Tree Fallen	8	0	8	0.0	38.3	7.0	38%	4	0	0
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
Illegal Dumping In Roadway (Field Operations)	7	7	7	0.1	0.1	1.0	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	3
City Clerk	6	0	5	0.0	12.2	5.0	40%	3	1	1
General Inquiry	6	0	1	0.0	62.2	3.0	0	1	5	5
Outdoor Requests (Other)	6	0	6	0.0	14.9	3.0	50%	3	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	6	6	6	1.1	11.8	30.0	100%	0	0	0
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	0	0.0	0.0	2.0	0	0	5	5
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	1,941	1,215	1,767	1.6	9.9	-	83%	229	174	103
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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
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
Dead Trees	2	0	2	0.0	76.2	7.0	0	2	0	0
Bridge Maintenance	2	0	2	0.0	0.0	365.0	100%	0	0	0
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

Totals	1,941	1,215	1,767	1.6	9.9	-	83%	229	174	103
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
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
Sidewalk Cracking / Broken (Field Operations)	1	1	1	0.5	1.6	10.0	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	1,941	1,215	1,767	1.6	9.9	83%	83%	229	174	103

COSF CRC Report

District 2

October 1, 2020 - August 31, 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 8/31/2021

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	203	0	130	0.0	7.0	2.0	65%	45	73	73
Property Maintenance	133	84	133	1.6	7.2	21.0	91%	9	0	0
Other	122	113	107	5.7	23.0	0.0	0	9	15	1
Remove / Pick-Up Litter (Field Operations)	113	90	112	0.9	3.0	10.0	94%	0	1	1
Reception Call	103	5	102	2.7	10.9	1.0	45%	55	1	1
Sign - Other Sign Down/Missing (Traffic Services)	72	69	70	0.0	0.9	10.0	97%	2	2	2
Planning & Zoning (Community & Regulatory Affairs)	67	5	62	8.7	8.4	0.0	0	0	5	0
Yard Issue	55	32	55	12.2	14.6	21.0	78%	13	0	0
Illegal Dumping in Right-of-Way (Field Operations)	55	53	55	0.6	1.3	3.0	91%	0	0	0
Clean Up Day	52	38	52	1.3	23.9	0.0	0	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	52	33	52	0.1	0.9	10.0	98%	0	0	0
Other	44	1	42	3.0	3.8	0.0	0	1	2	0
Abandoned / Inoperative / Junk Vehicle	44	18	43	0.8	3.9	21.0	98%	1	1	1
Construction	38	38	24	3.6	62.3	0.0	0	1	14	3
Sanitation (Public Works - Field Operations)	29	7	28	0.3	6.5	0.0	0	0	1	0
Signal - Other (Traffic Services)	28	28	28	0.0	0.4	10.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	24	24	23	0.0	35.3	120.0	100%	0	1	0
Other Regulatory Agencies	22	15	18	1.7	10.4	0.0	0	0	4	3

Totals	1,709	915	1,538	2.1	9.7	-	83%	190	171	112
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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
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
Commercial Vehicles in Residential Zones	19	10	19	1.2	5.1	21.0	100%	0	0	0
Additional Patrol Request	18	0	17	0.0	2.3	1.0	35%	11	1	1
Pothole (Asphalt Paved Maintenance - Field Operations)	18	16	18	0.3	0.7	3.0	100%	1	0	0
Roadside Maintenance (Field Operations)	18	18	18	2.1	5.1	10.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	17	16	17	0.3	0.5	3.0	94%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	16	16	15	4.2	15.1	30.0	100%	0	1	1
Business Licenses (Finance & Administrative Services)	15	0	12	0.0	1.4	2.0	75%	2	3	3
Permit / Licensing Issue	15	11	15	3.7	10.1	21.0	80%	4	0	0
Down Tree Removal from Roadway (Field Operations)	13	10	13	0.0	0.2	3.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	13	13	13	0.3	4.4	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	11	11	11	0.0	0.2	1.0	91%	1	0	0
Traffic Calming Requests (Traffic Services)	11	5	7	1.0	55.7	120.0	71%	2	4	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
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	8	6	7	0.1	9.2	30.0	100%	0	1	0

Totals	1,709	915	1,538	2.1	9.7	-	83%	190	171	112
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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
Live Domestic Animals	7	0	7	0.0	40.9	0.0	0	0	0	0
Other	7	1	5	0.0	18.7	3.0	40%	3	2	2
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 Fire Hydrant	6	4	6	8.3	9.5	30.0	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 Danger/Removal (Roadside Maintenance - Field Operations)	6	6	6	4.4	2.8	3.0	50%	1	0	0
Capital Improvement Projects (CIP) - Public Works	5	5	0	0.6	0.0	0.0	0	0	5	1
GIS (Geographic Information Systems)	5	0	4	0.0	23.6	2.0	50%	2	1	1
Other	5	0	2	0.0	3.8	0.0	0	0	3	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
Clogged Culvert (Drainage Maintenance - Field Operations)	5	5	5	1.6	0.6	10.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	5	1	5	0.7	0.0	3.0	100%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	5	5	5	0.4	6.3	30.0	100%	0	0	0
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

Totals	1,709	915	1,538	2.1	9.7	-	83%	190	171	112
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Municipal Court	4	0	4	0.0	40.0	0.0	0	0	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
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	3	3	3	0.1	3.9	10.0	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
General Inquiry	1	0	0	0.0	0.0	3.0	0	0	1	1
Unlicensed Business Complaint	1	0	0	0.0	0.0	5.0	0	0	1	1
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

Totals	1,709	915	1,538	2.1	9.7	-	83%	190	171	112
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Signs	1	0	0	0.0	0.0	0.0	0	0	1	0
Bridge Maintenance	1	1	1	0.0	0.0	365.0	100%	0	0	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	1,709	915	1,538	2.1	9.7	-	83%	190	171	112

COSF CRC Report

District 3

October 1, 2020 - August 31, 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 8/31/2021

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	215	163	212	1.4	6.0	21.0	94%	15	3	3
Remove / Pick-Up Litter (Field Operations)	192	132	192	0.7	1.8	10.0	96%	2	0	0
Building Permits	172	0	123	0.0	6.7	2.0	69%	38	49	49
Other	164	146	144	3.8	24.0	0.0	0	5	20	1
Reception Call	130	12	125	2.8	4.6	1.0	66%	43	5	5
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	124	62	124	0.1	0.8	10.0	98%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	97	4	90	13.6	6.4	0.0	0	0	7	1
Illegal Dumping in Right-of-Way (Field Operations)	92	89	92	0.4	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	63	52	62	1.7	7.1	21.0	95%	4	1	1
Sign - Other Sign Down/Missing (Traffic Services)	61	57	61	0.0	0.4	10.0	100%	0	0	0
Construction	50	48	38	2.8	36.6	0.0	0	1	12	0
High Grass/Weeds in Right-of-Way (Field Operations)	40	34	40	0.1	2.3	10.0	93%	0	0	0
Roadside Maintenance (Field Operations)	38	38	38	0.9	4.2	10.0	97%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	37	28	37	0.5	1.2	3.0	95%	0	0	0
Abandoned / Inoperative / Junk Vehicle	36	24	33	1.0	7.2	21.0	85%	5	3	3
Illegal Dumping on Private Property	36	28	35	0.8	6.3	21.0	89%	3	1	1
Other	35	2	34	0.3	4.7	0.0	0	0	1	0

Totals	2,307	1,362	2,100	1.7	9.5	-	87%	204	207	112
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Event Food Giveaway	31	0	14	0.0	5.5	0.0	0	12	17	0
Sign - Long Term Repair (Traffic Services)	31	31	29	1.0	57.9	120.0	90%	2	2	0
Blighted / Vacant Property	30	20	28	1.4	3.4	21.0	93%	2	2	2
Other Regulatory Agencies	29	27	21	1.3	4.9	0.0	0	0	8	6
Sanitation (Public Works - Field Operations)	25	10	22	0.2	6.4	0.0	0	0	3	0
Permit / Licensing Issue	25	20	20	7.6	15.6	21.0	90%	4	5	5
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	22	20	22	4.7	13.0	30.0	95%	0	0	0
Illegal Dumping In Roadway (Field Operations)	22	19	22	0.0	0.2	1.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	21	15	5	1.6	94.4	120.0	60%	2	16	6
Business Licenses (Finance & Administrative Services)	20	1	18	0.3	2.0	2.0	78%	4	2	2
Additional Patrol Request	19	0	19	0.0	4.9	1.0	32%	11	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	19	18	19	0.5	1.1	3.0	100%	0	0	0
Signal - Other (Traffic Services)	19	17	19	0.2	1.6	10.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	18	15	18	0.4	1.5	3.0	89%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	18	18	18	0.0	0.0	1.0	100%	0	0	0
Commercial Vehicles in Residential Zones	17	11	17	2.0	5.3	21.0	94%	1	0	0
Sign - Preventative Maintenance (Traffic Services)	17	17	17	0.0	0.0	30.0	100%	0	0	0
Roadway Maintenance (Field Operations)	15	15	15	0.9	4.4	10.0	100%	0	0	0
Capital Improvement Projects (CIP) - Public Works	14	13	2	3.1	82.8	0.0	0	0	12	1

Totals	2,307	1,362	2,100	1.7	9.5	-	87%	204	207	112
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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	14	2	11	9.6	12.5	2.0	36%	7	3	3
Dead Animal Pickup on Private Property	14	6	14	2.0	8.1	7.0	86%	3	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	14	11	14	9.9	9.0	3.0	43%	5	0	0
Down Tree Removal from Right of Way (Field Operations)	13	13	13	0.0	3.6	3.0	92%	0	0	0
Land Development (Community and Regulatory Affairs)	12	1	12	3.9	80.9	3.0	33%	8	0	0
Outdoor Requests (Other)	11	1	8	37.7	5.9	3.0	38%	5	3	3
Streetlights (Outages, New Requests, Repairs, Maintenance)	11	3	5	42.0	69.9	15.0	20%	3	6	4
General Inquiry	10	0	1	0.0	0.0	3.0	100%	0	9	9
Other	9	3	8	3.8	15.4	3.0	38%	5	1	1
Tree Fallen	9	2	9	2.5	80.3	7.0	33%	6	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	9	7	9	0.0	0.8	3.0	100%	0	0	0
Live Domestic Animals	8	0	8	0.0	50.2	0.0	0	0	0	0
Dead Trees	8	0	8	0.0	76.1	7.0	13%	6	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
Clogged Culvert (Drainage Maintenance - Field Operations)	7	5	7	8.6	9.1	10.0	86%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	7	5	7	0.2	1.9	10.0	100%	0	0	0
Municipal Court	6	1	6	0.5	36.1	0.0	0	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	14.2	90.0	100%	0	0	0
Excessively Barking Dog – Late Night Nuisance	5	0	5	0.0	1.8	7.0	100%	0	0	0

Totals	2,307	1,362	2,100	1.7	9.5	-	87%	204	207	112
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - In Flash or Dark (Traffic Issues)	5	5	5	0.0	0.2	1.0	100%	0	0	0
Community Policing Division	4	0	0	0.0	0.0	0.0	0	0	4	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	4	4	4	2.8	5.9	30.0	100%	0	0	0
GIS (Geographic Information Systems)	3	0	3	0.0	0.0	2.0	100%	0	0	0
Illegal Signs	3	0	0	0.0	0.0	0.0	0	0	3	0
Sidewalk Cracking / Broken (Field Operations)	3	2	2	1.2	0.6	10.0	100%	0	1	0
Signal - Long Term Repair (Traffic Services)	3	3	3	0.0	22.1	120.0	100%	0	0	0
Special Projects (Field Operations)	3	3	3	0.0	2.3	30.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	3	2	3	0.0	0.2	10.0	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
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	2	2	2	15.4	26.1	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	2	2	2	0.0	0.0	3.0	100%	0	0	0
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	0	49.0	0.0	5.0	0	0	1	1
Other	1	0	0	0.0	0.0	0.0	0	0	1	0
Damaged Fire Hydrant	1	0	1	0.0	0.0	30.0	100%	0	0	0
Outdoor Equipment Requests	1	1	0	60.1	0.0	14.0	0	0	1	1
Totals	2,307	1,362	2,100	1.7	9.5	-	87%	204	207	112

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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	2,307	1,362	2,100	1.7	9.5	1	87%	204	207	112

COSF CRC Report

District 4

October 1, 2020 - August 31, 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 8/31/2021

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	2,124	5	2,124	6.2	12.9	0.0	0		0	0
Reception Call	1,673	33	1,645	6.1	2.8	1.0	79%	329	28	28
Building Permits	739	2	490	18.3	5.7	2.0	76%	113	249	248
Other	626	0	626	0.0	1.2	0.0	0	8	0	0
Planning & Zoning (Community & Regulatory Affairs)	340	6	307	21.4	4.6	0.0	0	0	33	0
Other	207	179	173	4.1	24.6	0.0	0	6	34	4
Business Licenses (Finance & Administrative Services)	167	4	146	1.6	1.8	2.0	82%	25	21	21
Sanitation (Public Works – Field Operations)	165	26	160	1.0	2.1	0.0	0	0	5	0
Clean Up Day	149	41	149	3.6	4.5	0.0	0		0	0
Live Domestic Animals	148	0	148	0.0	23.6	0.0	0	0	0	0
Property Maintenance	129	48	129	1.1	3.0	21.0	98%	8	0	0
Remove / Pick-Up Litter (Field Operations)	112	80	112	0.5	2.0	10.0	95%	0	0	0
Event Food Giveaway	80	0	52	0.0	5.6	0.0	0	28	28	
Illegal Dumping in Right-of-Way (Field Operations)	70	70	70	0.3	1.0	3.0	97%		0	0
Right-of-Way Mowing (Roadway Maintenance – Field Operations)	68	50	68	0.1	1.7	10.0	99%	0	0	0
Construction	65	65	39	1.3	45.8	0.0	0	0	26	
Sign – Other Sign Down/Missing (Traffic Services)	64	61	64	0.0	0.6	10.0	98%	2	0	0
Abandoned / Inoperative / Junk Vehicle	58	39	58	1.4	7.4	21.0	88%	9	0	0
Totals	8,156	1,223	7,599	2.0	7.8		82%	686	557	380

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Yard Issue	58	18	58	4.4	3.9	21.0	95%	5	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	57	47	56	0.4	1.2	3.0	96%	0	1	0
Additional Patrol Request	55	1	55	3.4	1.5	1.0	67%	17	0	0
City Clerk	54	0	43	0.0	3.3	5.0	81%	8	11	11
Other	53	0	48	0.0	7.0	3.0	71%	14	5	5
Human Resources	37	0	24	0.0	0.0	2.0	100%	0	13	13
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	37	33	37	0.0	0.0	1.0	100%	0	0	0
Commercial Vehicles in Residential Zones	34	14	34	1.5	7.0	21.0	91%	3	0	0
Roadside Maintenance (Field Operations)	34	34	34	1.1	4.7	10.0	97%	0	0	0
Land Development (Community and Regulatory Affairs)	33	1	33	1.2	41.3	3.0	39%	18	0	0
Sign - Long Term Repair (Traffic Services)	32	32	29	1.2	36.5	120.0	93%	2	3	0
GIS (Geographic Information Systems)	31	3	28	22.3	11.1	2.0	79%	6	3	2
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
Live Wild Animals	29	0	29	0.0	21.2	1.0	79%	6	0	0
Dead Animal Pickup on Private Property	29	9	29	0.3	5.5	7.0	86%	4	0	0
Other Regulatory Agencies	29	20	23	2.1	10.6	0.0	0	4	6	5
Illegal Dumping on Private Property	25	8	25	3.2	3.6	21.0	100%	0	0	0
Permit / Licensing Issue	25	16	20	2.4	6.8	21.0	90%	4	5	5
High Grass/Weeds in Right-of-Way (Field Operations)	22	16	22	0.0	0.9	10.0	95%	0	0	0

Totals	8,156	1,223	7,599	2.0	7.8	-	82%	686	557	380
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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
Traffic Calming Requests (Traffic Services)	18	7	8	0.9	82.6	120.0	50%	4	10	3
Community Policing Division	17	0	5	0.0	50.0	0.0	0	0	12	0
Capital Improvement Projects (CIP) - Public Works	16	13	4	2.3	0.5	0.0	0	0	12	1
Recreation Programs	16	5	16	4.9	18.5	3.0	25%	10	0	0
Illegal Dumping In Roadway (Field Operations)	16	13	16	0.2	0.4	1.0	88%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	14	13	14	0.3	1.1	3.0	86%	1	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
Excessively Barking Dog – Late Night Nuisance	13	0	13	0.0	4.4	7.0	77%	3	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	13	12	12	6.5	15.5	30.0	100%	0	1	0
Communications & External Affairs	11	0	11	0.0	41.3	2.0	0	11	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	11	8	11	0.3	0.7	3.0	100%	0	0	0
Signal - Other (Traffic Services)	11	9	11	0.0	3.0	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	11	0	4	0.0	132.8	15.0	0	3	7	4
Lobby - Parks & Rec. Facilities	10	0	7	0.0	0.0	3.0	100%	0	3	3
Down Tree Removal from Roadway (Field Operations)	10	5	10	0.0	0.4	3.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	10	9	9	18.5	11.2	3.0	44%	3	1	1

Totals	8,156	1,223	7,599	2.0	7.8	-	82%	686	557	380
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Roadway Maintenance (Field Operations)	8	8	7	0.9	4.2	10.0	100%	0	1	0
General Inquiry	7	0	1	0.0	0.0	3.0	100%	0	6	6
Tree Hindering Sight Distance (Roadside Maintenance – Field Operations)	7	7	7	0.4	2.6	10.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	6	6	6	0.3	7.6	10.0	83%	0	0	0
Accounts Payable (Finance & Administrative Services)	5	0	4	0.0	0.0	2.0	100%	0	1	1
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
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
City Manager	4	0	4	0.0	0.7	2.0	100%	0	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
Clogged Inlet (Storm Water Issues – Field Operations)	4	2	4	1.8	2.2	3.0	75%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	4	3	4	0.2	3.2	10.0	75%	0	0	0

Totals	8,156	1,223	7,599	2.0	7.8	-	82%	686	557	380
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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
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
Sprinkler System Review (Businesses Only)	2	1	2	0.1	0.0	3.0	100%	0	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
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	2	0	2	0.0	65.3	0.0	0	0	0	0
Appointment Request	1	0	0	0.0	0.0	2.0	0	0	1	1
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

Totals	8,156	1,223	7,599	2.0	7.8	-	82%	686	557	380
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Unlicensed Business Complaint	1	0	1	0.0	7.7	5.0	0	1	0	0
Damaged Fire Hydrant	1	0	1	0.0	0.0	30.0	100%	0	0	0
CivicRec Inquiries	1	0	1	0.0	44.7	3.0	0	1	0	0
Weight, Gymnasium, Pool or Walking Track - Parks & Rec. Facilities	1	0	0	0.0	0.0	21.0	0	0	1	1
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	1	1	0	0.0	0.0	30.0	0	0	1	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	8,156	1,223	7,599	2.0	7.8	-	82%	686	557	380

COSF CRC Report

District 5

October 1, 2020 - August 31, 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 8/31/2021

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	267	204	264	2.3	10.5	21.0	84%	38	3	3
Building Permits	146	1	91	2.0	8.2	2.0	62%	33	55	55
Yard Issue	123	91	123	3.6	18.3	21.0	76%	28	0	0
Other	117	111	103	3.7	19.5	0.0	0	7	14	1
Reception Call	114	10	113	5.0	7.5	1.0	59%	45	1	1
Planning & Zoning (Community & Regulatory Affairs)	91	8	88	6.2	5.4	0.0	0	0	3	0
Remove / Pick-Up Litter (Field Operations)	68	56	68	1.0	3.5	10.0	94%	0	0	0
Clean Up Day	50	33	50	1.1	21.7	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	49	28	47	2.4	10.6	21.0	85%	8	2	2
Sign - Other Sign Down/Missing (Traffic Services)	47	47	47	0.0	0.9	10.0	98%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	43	28	43	0.1	0.8	10.0	95%	0	0	0
Blighted / Vacant Property	39	30	39	1.6	9.8	21.0	77%	9	0	0
Illegal Dumping in Right-of-Way (Field Operations)	39	39	39	0.3	1.1	3.0	95%	0	0	0
Construction	37	37	24	2.6	37.9	0.0	0	0	13	1
Signal - Other (Traffic Services)	29	29	28	0.1	0.1	10.0	100%	0	1	1
Sanitation (Public Works - Field Operations)	28	5	27	1.2	1.3	0.0	0	0	1	0
Other	28	0	25	0.0	4.3	0.0	0	1	3	0
Roadside Maintenance (Field Operations)	25	25	24	1.9	5.9	10.0	92%	0	1	0

Totals	1,798	1,028	1,634	2.0	11.1	-	79%	253	164	90
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Commercial Vehicles in Residential Zones	24	16	23	1.6	12.8	21.0	74%	6	1	1
Additional Patrol Request	22	0	22	0.0	3.9	1.0	14%	18	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)	18	1	17	2.0	1.1	2.0	71%	5	1	1
Sign - Long Term Repair (Traffic Services)	17	17	11	0.3	64.2	120.0	82%	2	6	1
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
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	13	12	13	0.0	0.0	1.0	100%	0	0	0
Tree Fallen	12	6	12	10.0	49.0	7.0	33%	7	0	0
Other Regulatory Agencies	11	9	10	3.2	24.9	0.0	0	0	1	1
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
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	10	10	9	0.7	16.4	30.0	100%	0	1	0
Remove Dead Animals in Right-of-Way (Field Operations)	10	8	10	0.6	6.6	3.0	80%	2	0	0
Excessively Barking Dog – Late Night Nuisance	9	0	9	0.0	7.9	7.0	67%	2	0	0
Permit / Licensing Issue	9	5	8	4.2	7.2	21.0	88%	2	1	0
Clogged Culvert (Drainage Maintenance - Field Operations)	9	6	8	0.4	2.3	10.0	100%	0	1	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	9	9	9	3.3	8.0	30.0	100%	0	0	0
Totals	1,798	1,028	1,634	2.0	11.1	-	79%	253	164	90

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal – Preventative Maintenance (Traffic Services)	9	9	9	0.0	12.0	90.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	9	6	4	2.1	77.5	120.0	50%	2	5	1
General Inquiry	8	0	0	0.0	0.0	3.0	0	0	8	8
Other	8	2	5	1.7	5.3	3.0	40%	1	3	3
City Clerk	7	0	5	0.0	0.0	5.0	100%	0	2	2
Land Development (Community and Regulatory Affairs)	7	0	7	0.0	61.9	3.0	14%	6	0	0
Down Tree Removal from Right of Way (Field Operations)	7	7	7	0.9	11.1	3.0	71%	0	0	0
Roadway Maintenance (Field Operations)	7	6	7	1.4	6.4	10.0	100%	0	0	0
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	2	0.0	114.7	15.0	0	2	4	2
Live Domestic Animals	5	0	5	0.0	9.0	0.0	0	0	0	0
Signal – In Flash or Dark (Traffic Issues)	5	5	5	0.0	0.0	1.0	100%	0	0	0
Signal – Long Term Repair (Traffic Services)	5	5	4	0.9	20.1	120.0	100%	0	1	0
Live Wild Animals	4	0	4	0.0	0.0	1.0	100%	0	0	0
Dead Trees	4	0	4	0.0	70.0	7.0	0	4	0	0
Dead Animal Pickup on Private Property	4	1	4	2.0	1.0	7.0	100%	0	0	0
Totals	1,798	1,028	1,634	2.0	11.1	-	79%	253	164	90

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Community Policing Division	3	0	0	0.0	0.0	0.0	0	0	3	0
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
Down Tree Removal from Roadway (Field Operations)	3	2	3	0.2	0.0	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
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
Damaged Fire Hydrant	1	1	1	0.8	1.2	30.0	100%	0	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	1,798	1,028	1,634	2.0	11.1	-	79%	253	164	90

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	1,798	1,028	1,634	2.0	11.1	-	79%	253	164	90

COSF CRC Report

District 6

October 1, 2020 - August 31, 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 8/31/2021

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	279	249	278	1.4	4.5	21.0	94%	17	1	1
Yard Issue	164	146	163	2.4	6.3	21.0	93%	12	1	1
Reception Call	142	15	141	5.7	8.3	1.0	52%	59	1	1
Other	142	130	122	4.0	21.5	0.0	0	2	20	3
Building Permits	133	1	93	18.0	10.6	2.0	61%	36	40	40
Clean Up Day	85	58	85	0.5	16.6	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	65	59	63	1.6	6.6	21.0	86%	10	2	2
Illegal Dumping in Right-of-Way (Field Operations)	63	63	63	0.9	2.8	3.0	94%	1	0	0
Planning & Zoning (Community & Regulatory Affairs)	61	4	56	6.0	5.5	0.0	0	0	5	1
Remove / Pick-Up Litter (Field Operations)	55	42	55	0.7	2.5	10.0	91%	1	0	0
Other	54	2	51	2.8	6.1	0.0	0	1	3	0
Blighted / Vacant Property	54	46	54	2.3	6.3	21.0	87%	7	0	0
Sanitation (Public Works - Field Operations)	47	16	45	1.6	2.4	0.0	0	0	2	0
Other Regulatory Agencies	43	40	26	7.8	15.5	0.0	0	1	17	14
Event Food Giveaway	34	0	9	0.0	5.4	0.0	0	7	25	0
Construction	34	34	24	1.4	45.8	0.0	0	0	10	1
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	32	17	32	0.0	0.3	10.0	100%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	31	31	31	0.1	1.7	10.0	94%	2	0	0

Totals	2,063	1,302	1,851	2.0	9.5	-	83%	212	212	96
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Commercial Vehicles in Residential Zones	30	26	30	1.2	3.0	21.0	100%	1	0	0
Signal - Other (Traffic Services)	28	27	28	0.0	0.8	10.0	96%	0	0	0
Roadside Maintenance (Field Operations)	27	27	27	1.4	7.2	10.0	93%	0	0	0
Illegal Dumping on Private Property	26	22	26	0.8	2.5	21.0	96%	1	0	0
Permit / Licensing Issue	22	18	22	1.4	3.5	21.0	95%	2	0	0
Capital Improvement Projects (CIP) - Public Works	21	21	3	4.3	61.3	0.0	0	0	18	3
Business Licenses (Finance & Administrative Services)	20	0	20	0.0	1.3	2.0	85%	3	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	20	2	8	1.5	117.1	15.0	13%	7	12	12
Traffic Calming Requests (Traffic Services)	20	13	6	1.3	36.4	120.0	83%	1	14	7
Remove Dead Animals in Right-of-Way (Field Operations)	19	14	19	2.8	4.4	3.0	84%	1	0	0
Additional Patrol Request	17	1	16	1.0	5.5	1.0	19%	11	1	1
Clogged Culvert (Drainage Maintenance - Field Operations)	15	13	15	2.6	8.4	10.0	80%	1	0	0
Illegal Signs	14	0	0	0.0	0.0	0.0	0	0	14	0
Pothole (Asphalt Paved Maintenance - Field Operations)	12	9	12	0.2	5.5	3.0	67%	1	0	0
Signal - Long Term Repair (Traffic Services)	12	12	11	0.0	29.8	120.0	100%	0	1	0
Municipal Court	11	0	11	0.0	35.2	0.0	0	0	0	0
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
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	11	11	11	0.0	0.1	1.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	11	11	11	0.1	12.5	90.0	100%	0	0	0
Totals	2,063	1,302	1,851	2.0	9.5	-	83%	212	212	96

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	10	2	9	3.8	8.2	0.0	0	0	1	0
Illegal Dumping In Roadway (Field Operations)	10	10	10	1.8	9.3	1.0	50%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	10	10	10	0.0	0.0	1.0	100%	0	0	0
Community Policing Division	9	0	0	0.0	0.0	0.0	0	0	9	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	9	9	7	10.1	41.7	3.0	43%	4	2	1
Land Development (Community and Regulatory Affairs)	8	0	8	0.0	59.7	3.0	25%	5	0	0
Down Tree Removal from Roadway (Field Operations)	8	7	8	0.7	0.8	3.0	88%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	8	3	8	0.2	6.0	10.0	88%	0	0	0
Other	7	1	7	0.6	18.7	3.0	57%	3	0	0
Roadway Maintenance (Field Operations)	7	7	7	0.5	5.9	10.0	100%	0	0	0
Live Domestic Animals	6	0	6	0.0	6.9	0.0	0	0	0	0
Outdoor Requests (Other)	6	0	6	0.0	2.7	3.0	67%	2	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	6	1	3	39.9	15.9	2.0	33%	2	3	3
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	6	5	5	0.0	10.7	30.0	100%	0	1	0
High Grass/Weeds in Right-of-Way (Field Operations)	6	6	6	2.2	6.2	10.0	67%	0	0	0
Dead Trees	5	1	5	1.0	56.8	7.0	20%	2	0	0
Dead Animal Pickup on Private Property	5	3	5	1.7	1.1	7.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	5	4	4	0.0	19.4	3.0	75%	0	1	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	5	5	5	0.8	7.9	30.0	100%	0	0	0
Totals	2,063	1,302	1,851	2.0	9.5	-	83%	212	212	96

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
General Inquiry	4	0	0	0.0	0.0	3.0	0	0	4	4
Tree Fallen	4	0	4	0.0	52.6	7.0	25%	3	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	4	4	4	0.4	0.8	1.0	50%	0	0	0
Damaged Fire Hydrant	3	3	3	0.0	10.4	30.0	67%	1	0	0
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	11.7	7.0	33%	2	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
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
Remove Dead Animals in Roadway - Small (Field Operations)	2	2	2	0.3	1.8	3.0	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
City Manager	1	0	1	0.0	0.3	2.0	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
Lobby - Parks & Rec. Facilities	1	0	0	0.0	0.0	3.0	0	0	1	1

Totals	2,063	1,302	1,851	2.0	9.5	-	83%	212	212	96
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Totals	2,063	1,302	1,851	2.0	9.5	2	83%	212	212	96

COSF CRC Report

District 7

October 1, 2020 - August 31, 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 8/31/2021

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	189	173	184	2.1	7.6	21.0	90%	15	5	3
Other	117	108	102	3.2	24.3	0.0	0	1	15	2
Reception Call	111	2	111	2.9	9.9	1.0	60%	39	0	0
Building Permits	107	0	65	0.0	5.8	2.0	68%	21	42	42
Yard Issue	94	87	92	3.4	8.8	21.0	91%	9	2	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)	66	64	66	0.3	3.3	3.0	89%	0	0	0
Abandoned / Inoperative / Junk Vehicle	58	47	58	2.0	9.3	21.0	83%	10	0	0
Remove / Pick-Up Litter (Field Operations)	54	41	54	0.8	3.2	10.0	96%	1	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	53	39	53	0.6	1.7	10.0	98%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	45	1	42	4.4	4.4	0.0	0	0	3	0
Other	40	0	39	0.0	4.6	0.0	0	0	1	0
Sign - Other Sign Down/Missing (Traffic Services)	40	39	39	0.1	1.3	10.0	100%	0	1	1
Construction	39	39	26	2.6	44.1	0.0	0	0	13	0
Roadside Maintenance (Field Operations)	32	31	32	1.1	5.8	10.0	91%	1	0	0
Capital Improvement Projects (CIP) - Public Works	29	29	16	2.1	91.3	0.0	0	0	13	3
Sanitation (Public Works - Field Operations)	26	8	23	0.4	4.0	0.0	0	0	3	0
Other Regulatory Agencies	25	20	16	3.8	20.1	0.0	0	0	9	8

Totals	1,636	1,007	1,470	1.8	10.9	-	84%	155	166	79
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping on Private Property	24	23	21	2.9	8.6	21.0	90%	2	3	3
Additional Patrol Request	23	0	23	0.0	3.1	1.0	22%	17	0	0
Blighted / Vacant Property	23	23	23	2.2	8.4	21.0	83%	4	0	0
Event Food Giveaway	17	0	8	0.0	8.8	0.0	0	6	9	0
Business Licenses (Finance & Administrative Services)	16	0	13	0.0	3.7	2.0	85%	2	3	3
Community Policing Division	16	0	1	0.0	42.0	0.0	0	0	15	0
Pothole (Asphalt Paved Maintenance - Field Operations)	16	13	16	0.5	1.6	3.0	100%	0	0	0
Commercial Vehicles in Residential Zones	15	13	15	3.1	16.6	21.0	87%	1	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	15	13	14	1.0	4.4	10.0	86%	0	1	0
Other	14	6	11	5.0	12.4	0.0	0	0	3	0
Traffic Calming Requests (Traffic Services)	14	6	6	0.2	5.1	120.0	100%	0	8	1
Roadway Maintenance (Field Operations)	12	11	12	1.1	6.6	10.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	12	12	10	0.1	38.2	120.0	100%	1	2	0
Signal - Other (Traffic Services)	11	11	11	0.0	0.0	10.0	100%	0	0	0
Excessively Barking Dog – Late Night Nuisance	10	0	10	0.0	5.1	7.0	80%	2	0	0
Illegal Dumping In Roadway (Field Operations)	10	9	10	2.4	4.0	1.0	90%	0	0	0
Damaged Fire Hydrant	9	7	9	1.6	5.4	30.0	89%	1	0	0
Municipal Court	8	0	8	0.0	30.7	0.0	0	0	0	0
Permit / Licensing Issue	8	6	7	1.8	5.8	21.0	100%	1	1	1
Clogged Culvert (Drainage Maintenance - Field Operations)	8	6	8	0.2	3.4	10.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	8	8	8	0.8	1.2	3.0	88%	0	0	0
Totals	1,636	1,007	1,470	1.8	10.9	-	84%	155	166	79

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Streetlights (Outages, New Requests, Repairs, Maintenance)	8	1	4	1.3	144.8	15.0	0	4	4	4
Dead Animal Pickup on Private Property	7	3	7	2.9	10.9	7.0	71%	2	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	7	7	7	0.7	1.5	3.0	86%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	7	7	7	0.9	13.8	30.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	7	7	7	0.1	0.1	1.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.1	10.0	90.0	100%	0	0	0
Other	5	0	4	0.0	11.3	3.0	25%	1	1	1
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	5	3	4	0.0	5.6	30.0	100%	0	1	0
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
Signal - In Flash or Dark (Traffic Issues)	5	5	5	0.0	0.0	1.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	4	0	4	0.0	99.4	3.0	0	4	0	0
Trespassing	4	0	4	0.0	2.7	1.0	0	4	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	4	4	4	0.6	1.8	3.0	75%	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
Live Domestic Animals	3	0	3	0.0	0.0	0.0	0	0	0	0

Totals	1,636	1,007	1,470	1.8	10.9	-	84%	155	166	79
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
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
Dead Trees	2	0	2	0.0	66.4	7.0	0	2	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
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
General Inquiry	1	0	0	0.0	0.0	3.0	0	0	1	1
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
Tree Fallen	1	0	1	0.0	202.6	7.0	0	1	0	0
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

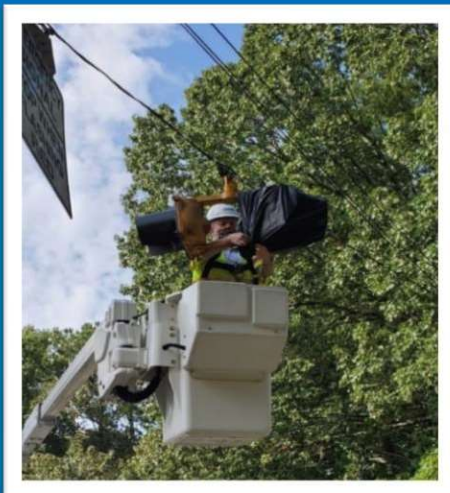
Totals	1,636	1,007	1,470	1.8	10.9	-	84%	155	166	79
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Long Term Repair (Traffic Services)	1	1	0	0.0	0.0	120.0	0	0	1	0
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.6	1.1	1.0	0	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Totals	1,636	1,007	1,470	1.8	10.9	-	84%	155	166	79



PUBLIC WORKS REPORT

City of South Fulton Public Works Department



For the Month of August 2020

Jacobs
Challenging today.
Reinventing tomorrow.



Month in Review: August 2020

City of South Fulton Public Works

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Purpose

Each month hundreds of requested and scheduled activities are completed by the City of South Fulton's Public Works Department. This document highlights key activities to maintain, promote safety and improve the look and feel of neighborhoods and commercial districts throughout the City of South Fulton Georgia. Public Works operations are provided through agreement with Jacobs.

Call Center and SeeClickFix August Activities

The Call Center, also known as SeeClickFix or 311 is the main connection between the City and its citizens. Although this service is operated through the Public Works Department, citizens can access any City department through this program.



Pictured is new our camera (& staffer Roman Carey). It takes pictures up to 25 feet below ground to address storm water issues in a cost-effective way.

Highlights of Call Center & See Click Fix: August 2020

Metric Description	Number or Percent
Total Call Center Requests	1,247
Total SeeClickFix Requests for Public Works	665
Total Work Orders	1,907
Total Work Orders Completed that met Service Level Agreement	663
Total Work Orders Completed that met Service Level Agreement as Percentage	96%
Total Work Order/Requests Open or In-Progress	156
Total Work Requests did not meet Service Level Agreement	2
Total Work Requests without Service Level Agreement or not due in current month	69
Total SeeClickFix Request Closed/Archived	509

Each day, citizens and businesses connect to the City of South Fulton to address issues ranging from fallen trees to information about upcoming events. Operators are knowledgeable and 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.

Monthly Focus: New Services in Public Works

Pole Camera to Enhance Storm Water Infrastructure

Have you seen a lawn care company blow yard clippings and other items into a storm drain? Or have you ever seen an area that had a few pieces of litter but after a rain, the litter seemed to magically go away? Well, really there is no magic.

Litter and any type of debris that can be found in or on the side of the road move through storm water into storm drains and storm pipes that are designed just for storm water. Over time, these materials build up and constrict the flow of water into these pipes. Normally these problems aren't found until standing water is on the road, sink holes form in and around your neighborhood or fields and other areas start holding water for days after a storm.

Litter in the stormwater system also contaminates the water by releasing chemicals into our waterways. Contaminated water can kill wildlife and makes it more difficult to make water drinkable for those downstream.

To address these problems Public Works purchased the Envirosight Quickview AirHD Zoom Camera (pictured on page of this document). This camera will help us to better identify issues just beyond what we can normally see and will allow us to determine the most cost-effective way to address any issues that we find. Pictures from this camera will also be used to educate the citizens we serve on the importance of taking care of our environment by not littering.



In August, stormwater staff began using a camera to get a better look at how water is draining inside stormwater structures. Pictured here is yard debris and a car rear-view mirror holding back storm water from draining in this pipe to a nearby detention



Month in Review: August 2020

City of South Fulton Public Works

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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 Activities in August

During this reporting period seventy-six (76) traffic work orders were completed. These requests include traffic calming, sign replacements, sign repairs, preventive maintenance and signal repairs

Storm Water Management

Storm Water Management consists of the inspection and maintenance of piping, inlets and catch basins in city right of way that form the system to direct storm water to natural water ways. During August nine (9) assessments were made in the City of South Fulton.

A successful stormwater system keeps people away from the water and the water away from the people. The system is free of pollution and enables aesthetic pleasures as well as recreational activities. Our stormwater department is dedicated to keeping our system healthy as well as the residents safe.

When a stormwater system fails to operate properly it can damage other systems, negatively impact water quality and cause unsafe driving conditions especially during periods of rain.

In August, a phone-based app was developed to better track conditions of storm water structures over time. Through this app, inlets, catch basins and other infrastructure will be inventoried and tracked over time. The intent is to, through monitoring over time, to establish more efficient maintenance practices through design, preventive maintenance and monitoring materials found inside of the structures over time. This program was established in preparation for managing a storm water permits from the Environmental Protection Division (EPD).

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. Twenty-three inquiries were addressed related to residential collections.

Field Services

Field Services includes the following activities:

- Litter Removal
- Mowing
- Brush Cutting
- Graffiti Removal
- Pothole Repair
- Bridge Maintenance (cosmetic only)
- Street Sweeping
- Tree Removal
- Dead Animal Removal
- Illegal Dumping

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." There were twenty-one (21) illegal dumping sites cleaned during the month of August.

Woodward Road Litter and Mowing Aug 28



Before



After



Month in Review: August 2020

City of South Fulton Public Works

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Litter Removal

Every four weeks Public Works collects litter on 204 miles of road as part of the mowing process. During this time roads needing additional treatment are cleaned as well. In the month of August, Public Works also completed twelve (12) requests from the public to remove litter. Requests for litter removal in SeeClickFix are required to be completed within ten (10) business days.

Gravel/Dirt Road Maintenance

There are fifty-three (53) dirt roads encompassing approximately thirty miles within the City of South Fulton. During the month of August, just over two miles of dirt roads received maintenance. Please see table below:

 City of South Fulton Public Works Gravel Road Maintenance Schedule June 13 - October 1, 2020 Jacobs					
Name	District	Start	End	Miles	Last Treatment
Newton Drive	2	Butner Road	Dead End	0.54	31-Aug-20
Thames Road	3	Butner Road	Dead End	0.3	31-Aug-20
Bobby John Road	3	Butner Road	Dead End	0.72	31-Aug-20
S. Wexford Road	4	Koweta Road	Dead End	0.63	31-Aug-20
				2.19	

Dead Animal Removal

As a service, dead animals are removed from the right of way and roadway each month. During the month of August, Public Works removed thirteen (13) dead animals in the roadway or on the right-of-way. Large animals must be removed from the roadway within one day. Removal for any animal on the right of way is 3 business days.



CITY OF SOUTH FULTON

American Rescue Plan PROPOSED PROJECT PLAN

Presented by:
Tammi Saddler Jones
City Manager

October 12, 2021

Background



- On March 11, 2021, the American Rescue Plan Act of 2021 was signed into law by President Biden to mitigate the continuing efforts of the pandemic.
 - The City of South Fulton was allocated **\$11,352,517** of the American Recure Plan Funding.
 - First Allocation: \$5,676,258.50 received May 21, 2021
 - Second Allocation: \$5,676,258.50 12 months from first allocation (May 2022)
 - 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 projects proposed are a product of consolidating internal and external considerations based on whether the project was:
 1. *To respond to the public health emergency or its negative economic impacts.*
 2. *To respond to workers performing essential work during the COVID-19 pandemic.*
 3. *For the provision of government services to the extent of the reduction in revenue due to the COVID-19 pandemic.*
 4. *To make necessary investments in water, sewer, or broadband infrastructure.*

Recommendations



1

Community Recovery

Provide relief to households and small businesses impacted by COVID-19

\$2,750,000

2

Infrastructure Improvements

Provide necessary improvements to expand stormwater and broadband capabilities

\$4,050,000

3

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

Total Allocation: \$11,352,517

American Rescue Plan

PROPOSED PROJECT PLAN

PROPOSED PROJECTS





Community Recovery: City-wide Food Insecurity Efforts

Primary City Recipient Department	Citywide
City Department Point of Contact	City Manager's Office/City Council
Program Purpose	Launch a Food Insecurity Program to provide aid to households by providing food options. This is an initiative being offered by the city with hopes of reaching as many households impacted by the COVID-19 public health emergency as possible. The city will also re-launch the Grow Box" program that proved to be well-received and greatly needed in the community.
COVID-19 Relationship	To provide food assistance to households or populations facing negative economic impacts due to the COVID-19 pandemic.
Cost	\$210,000.00



Community Recovery: Small Business Advancement Program

Primary City Recipient Department	Destination South Fulton (Economic Development)
City Department Point of Contact	Christopher Pike
Program Purpose	Provide additional relief to small businesses in the form of grants to aid in needed access to professional development, funding assistance and resources to build a more resilient business. Additionally, develop the Commercial Recovery Plan in designated areas as outlined in the Economic Development Strategic Plan to accelerate business recovery and expansion within the city.
COVID-19 Relationship	Help small businesses regain resources lost due to a reduction of revenue as a result of the COVID-19 pandemic.
Cost	\$500,000.00



Community Recovery: Economic Recovery Commercial Node Sight Plan Development

Primary City Recipient Department	Destination South Fulton (Economic Development)
City Department Point of Contact	Christopher Pike
Program Purpose	Develop commercial recovery plan in designated areas as outlined in the Economic Development Strategic Plan. This site plan work will help to accelerate business recovery and expansion within the City of South Fulton.
COVID-19 Relationship	Help accelerate recovery and expansion of businesses negatively impacted by the slow down of the economy as a result of the COVID-19 pandemic.
Cost	\$250,000.00



Community Recovery: Rent, Mortgage, or Utility Assistance

Primary City Recipient Department	Community Development & Regulatory Affairs
City Department Point of Contact	Shayla Reed
Program Purpose	Augment the current Rent & Mortgage Assistance Program by providing additional funding to reach additional households in need. This funding will supplement the funding received by CARES Act and the Fulton County CDBG-CV COVID-19 grant funding but will be managed separately. The city will also partner with Fulton County, who also has a rent and mortgage assistance program, to gain access to a county-wide system that will vet applications across jurisdictions eliminating areas of duplication. Additionally, the city plans to reopen the current program executing needed changes to ensure the program is more robust in offering aid to residents.
COVID-19 Relationship	This program helps communities improve their quality of life and economic vitality through the development of locally based housing strategies in direct response to the COVID-19 pandemic.
Cost	\$1,400,000.00



Community Recovery: Vaccine Incentive Program

Primary City Recipient Department	Fire
City Department Point of Contact	Sterling Jones
Program Purpose	Launch a Vaccine Incentive Program by providing gift cards, or similar tools, to residents and city employees that receive the full vaccine. The city will partner with a third-party vendor to administer the program to underserved populations within the city.
COVID-19 Relationship	To conduct activities to enhance, expand, and improve nationwide COVID-19 vaccine distribution and administration.
Cost	\$260,000.00



Community Recovery: Community Outreach

Primary City Recipient Department	City Council
City Department Point of Contact	City Council Districts
Program Purpose	Disburse funding for outreach efforts to residents that have been negatively impacted by the COVID-19 pandemic.
COVID-19 Relationship	To provide relief to residents and small businesses impacted by the COVID-19 pandemic.
Cost	\$70,000.00



Community Recovery: Development Authority Economic Development Efforts

Primary City Recipient Department	Envision South Fulton (South Fulton Development Authority)
City Department Point of Contact	Councilman Mark Baker
Program Purpose	The South Fulton Development Authority (“SFDA”) intends to use this funding to help lay groundwork for a strong and equitable recovery from COVID through supporting economic stabilization and recovery for COSF residents, households, businesses and workers hardest-hit by the crisis. SFDA programming will be guided by strategic planning and public input, with focus on PPE purchases, public communication investments in COVID-19 prevention and mitigation tactics, job counseling and related programing/training to help small businesses and workers, community violence intervention programming and aid to households facing food, housing, or other financial insecurity resulting from the pandemic.
COVID-19 Relationship	Help to support the economic recovery of COSF residents, households, and businesses hardest-hit by the COVID-19 pandemic.
Cost	\$60,000.00



Infrastructure Improvements: Stormwater Master Plan

Primary City Recipient Department	Public Works
City Department Point of Contact	Antonio Valenzuela
Program Purpose	As part of the City becoming MS4 (Municipal Separate Storm Sewer System) compliant, the city needs a Stormwater Master Plan which would provide a complete planning solution to meet the needs of the City along with the requirements from MS4. The Master Stormwater Plan has several key objectives: Comprehensive development of a detailed stormwater inventory, data collection and GIS development, stormwater condition assessment, evaluation of stormwater maintenance cost, and development of a framework that will help the city prioritize and complete stormwater related projects.
COVID-19 Relationship	Provide resources to manage water quality measures and treatment facilities related to the city's stormwater system. Educate and involve the public with proper disposal and sanitary techniques to limit the spread of health risks including COVID-19.
Cost	\$1,050,000.00



Infrastructure Improvements: Stormwater Capital Improvement Program

Primary City Recipient Department	Public Works
City Department Point of Contact	Antonio Valenzuela
Program Purpose	The Stormwater Capital Improvement Plan would provide a complete planning solution to meet the needs of the City along with the requirements from MS4. Currently, the Stormwater Management Program is satisfying the minimum regulatory requirements and performing repairs and ongoing maintenance on stormwater infrastructure, is more reactive than proactive and lack focus on water quality improvement, unfortunately. The Program currently is lacking dedicated stormwater funding.
COVID-19 Relationship	These capital projects will address structural and physical deficiencies with the city's stormwater features throughout the city. These improvements will address concerns related to health and safety of the citizens of South Fulton.
Cost	\$1,700,000.00



Infrastructure Improvements: Broadband and Wi-Fi Capabilities

Primary City Recipient Department	Information Technology
City Department Point of Contact	Namarr Strickland
Program Purpose	Assessment of current broadband capabilities of the city through the hiring of a consulting firm to develop a capabilities assessment that will identify disparities throughout the city, particularly in unserved and underserved populations. The city will use the report to strategically approach rectifying the identified issues. The city is also planning to apply for funding from the NTIA (National Telecommunications and Information Administration) grant through the State of Georgia to support these efforts. Additionally, the city intends to install Wi-Fi capabilities in recreation centers to provide access to internet connectivity to residents.
COVID-19 Relationship	Providing a space for access supporting the broadband disparity.
Cost	\$1,300,000.00

**Government Operations/Services: Premium Pay**

Primary City Recipient Department	Human Resources
City Department Point of Contact	Niki Graham
Program Purpose	Provide compensation to essential workers who are at risk of exposure to COVID-19.
COVID-19 Relationship	Incentive premium payment to essential personnel working during the COVID-19 pandemic.
Cost	\$500,000.00



Government Operations/Services: Public Safety Employees Responding to Health Emergency

Primary City Recipient Department	Human Resources
City Department Point of Contact	Niki Graham
Program Purpose	Reimbursement to the city for regular and overtime payroll expenses for eligible public safety personnel.
COVID-19 Relationship	Payment to Essential Employees that continuously work under hazardous conditions in response to the COVID-19 pandemic.
Cost	\$800,000.00



Government Operations/Services: Public Facilities Touchless Automated Systems and Physical Security Access Control

Primary City Recipient Department	Information Technology
City Department Point of Contact	Namarr Strickland
Program Purpose	The primary purpose of this enhancement is to comply with best practices and our observation of the Cyber Security Framework, NIST 800-53 Access Control. This includes the ability to manage employee access into our facilities and data services, as well as visitor management into our facilities. Additional enhancements will include expanding our secure print (findme print) to all users and provide additional service opportunities as technology continues to change.
COVID-19 Relationship	Allows remote lockdown capabilities and limited exposure to staff when a facility is affected by the COVID-19 pandemic.
Cost	\$600,000.00



Government Operations/Services: Technology Infrastructure Updates

Primary City Recipient Department	Information Technology
City Department Point of Contact	Namarr Strickland
Program Purpose	Supports capabilities for sewer mapping with GIS and capabilities to support a secure mobilized workforce.
COVID-19 Relationship	Supports the ongoing operation and connection for the city's resources including extending access to external partners.
Cost	\$260,000.00



Government Operations/Services: Public Facility Improvements

Primary City Recipient Department	Public Works
City Department Point of Contact	Anou Sothsavath
Program Purpose	HVAC improvements for air filtration, airflow ventilation, and UV lighting to prevent the spread of the COVID-19 virus. Addition of HVAC to facilities with no central air/heat to allow better ventilation and air filtration.
COVID-19 Relationship	Allow proper filtration and ventilation of HVAC systems to reduce the spread of the COVID-19 virus.
Cost	\$1,000,000.00



Government Operations/Services: Protective Preventative Measures

Primary City Recipient Department	Public Works
City Department Point of Contact	Anou Sothsavath
Program Purpose	Facility upgrades to enhance protective measures to employees and visitors. Items will include: PPE's, sanitizing stations, barriers, temperature scan/checks, disinfecting sprays/wipes, signs, bi-monthly special sanitizing cleaning, facility deep cleaning equipment and products, etc.
COVID-19 Relationship	Protective Measures for social distancing.
Cost	\$150,000.00

**Government Operations/Services: Revenue Loss Replacement**

Primary City Recipient Department	Finance
City Department Point of Contact	Finance Director
Program Purpose	At this time, the revenue loss formula provided by the Treasurer's Office calculates approximately \$500,000 as the allocation the city can apply towards revenue loss. There are many factors that influence this calculation based on historical data and the finance team is continuously working with liaisons from the GFOA (Georgia Finance Officers Association) in finalizing the dollar amount. In essence, this amount can increase or decrease once the final numbers are calculated. This funding provides for the greatest flexibility of use of funds to be used toward general government services, as determined by the city.
COVID-19 Relationship	Recoup a percentage of revenue lost due to the COVID-19 pandemic.
Cost	\$500,000.00



Government Operations/Services: ARP Administrative Costs

Primary City Recipient Department	Citywide
City Department Point of Contact	Finance Department
Program Purpose	Allows the city to charge administrative cost to cover the administration of the American Rescue Plan funding. These costs include salary and benefits for relative personnel, equipment, audit fees, consulting services, etc.
COVID-19 Relationship	Recipients may use funds for administering the SLFRF program pursuant to 2 CFR 200.404 and 2 CFR 200.405. If recipient does not have a Negotiated Indirect Cost Rate Agreement, use the De Minimis rate of 10 percent.
Cost	\$742,517.00

American Rescue Plan Timeline





CITY OF SOUTH FULTON