

CITY OF SOUTH FULTON, GEORGIA
VIRTUAL - WORK SESSION
Tuesday, September 14, 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. American Rescue Plan Funding – Terrell Jacobs, Georgia Municipal Association (GMA)
 - 2. Urban Redevelopment Agency (URA) Update – Antonio Valenzuela, Director, Department of Public Works
 - 3. City of South Fulton's 2021 Comprehensive Plan Update – Jared Lombard, Atlanta Regional Commission (ARC)
- 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: American Rescue Plan Funding

DATE OF MEETING: 9/14/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
ARPA CSF 091421	Cover Memo	9/10/2021



ARPA: Ideas for Cities

City of South Fulton
September 14, 2021

Where are we?

- \$1.4 billion in ARPA Local Fiscal Recovery Funds
- 23 Metro cities – funding direct from Treasury
- 515 NEU cities – funding direct from Treasury via OPB portal
- ARPA LFRF are now in the bank for most cities



Okay, now what?



What's the next step?





Things to keep in mind

- Treasury's [Interim Final Rules](#) are **NOT** final
- Treasury is continuing to update [FAQs](#)
- This is **NOT** CARES CRF – **no urgency to spend immediately**
- Deadline to incur costs = 12/31/2024
- Deadline to spend funds = 12/31/2026
- Treasury Compliance and Reporting [Guidance](#) is **NOT** final





Do's



Don'ts

Things to keep in mind

- Rush to spend funds without a plan
- Fail to read and understand all Treasury guidance, Award Terms and Conditions, the ARPA statute, the Interim Final Rule, and other requirements
- Make premature commitments
- Take risks that could require the city to pay back funds





Things to keep in mind

- Take your time – wait for final rules
- **Read** the IFR and FAQ
- Remember ARPA includes many “pots” of funding, not just LRF
- Rely on GMA and partner organizations for training, best management practices, sample policies, etc.
- Remember the city is responsible for spending and reporting on ARPA funds, not subrecipients
- Work with your county and community to assess needs
- Plan, plan, plan

Community Planning

- Be visionary, decide what will be meaningful
- Include stakeholders at the table
- Don't make commitments or finalize spending plans until you fully understand ARPA and guidelines are final
- Prepare to document spending
- Send GMA your city's ideas for how to use ARPA funds
- Learn from your peers



How can my city use ARPA SLRLF funds?

1. To respond to the public health emergency with respect to the Coronavirus Disease 2019 (COVID-19) or its negative economic impacts, including assistance to households, small businesses, and nonprofits, or aid to impacted industries such as tourism, travel, and hospitality.
2. Premium Pay for workers performing essential work during the COVID-19 public health emergency or through providing grants to eligible employers with essential workers.
3. For the provision of government services on revenue loss due to COVID-19 in most recent full fiscal year.
4. To make necessary investments in water, sewer, or broadband.



How can my city use ARPA SLRLF funds?

- Treasury Compliance and Reporting Guidance lists over 60 eligible uses: <https://home.treasury.gov/system/files/136/SLFRF-Compliance-and-Reporting-Guidance.pdf>



How can my city use ARPA SLRLF funds?

- Public Health
 - COVID-19 Vaccinations
 - COVID-19 Testing
 - COVID-19 Contact Tracing
 - Prevention in congregate settings (nursing homes, jails, schools)
 - PPE
 - Medical Expenses
 - Capital Investments or Physical Plant Changes to Public Facilities that respond to the COVID-19 Public health emergency
 - Other COVID-19 public health expenses (communications, enforcement, isolation/quarantine)
 - Payroll costs and benefits for public health, safety, and other public sector staff responding to COVID-19
 - Mental Health Services
 - Substance Use Services
 - Other Public Health Services



How can my city use ARPA SLRLF funds?

Negative Economic Impacts

- Household assistance: food programs
- Household assistance: rent, mortgage, and utility aid
- Household assistance: cash transfers
- Household Assistance: internet access programs
- Household Assistance: eviction prevention
- Unemployment benefits or cash assistance to unemployed workers
- Job training assistance
- Small business economic assistance
- Aid to non profit organizations
- Aid to tourism, travel, hospitality, other impacted industries
- Rehiring public sector staff



How can my city use ARPA SLRLF funds?

- Services to Disproportionately Impacted Communities (Services are eligible uses when provided in a Qualified Census Tract)
 - Education Assistance: early learning
 - Education Assistance: aid to high-poverty districts
 - Education Assistance: academic services
 - Education Assistance: social, emotional, and mental health services
 - Healthy childhood environments: childcare
 - Healthy childhood environments: home visiting
 - Healthy childhood environments: services to foster youth or families in child welfare system
 - Housing support (affordable housing, services for unhoused persons)
 - Improvements to neighborhoods
 - Social determinants of health (community health workers, lead remediation, community violence interventions)

How can my city use ARPA SLRLF funds?

- Premium Pay
 - Essential workers are those in critical infrastructure sectors who regularly perform in-person work, interact with others at work, or physically handle items handled by others
 - Additional pay of up to \$13 per hour
 - May be used to pay workers retroactively since the start of pandemic
 - Prioritize premium pay for lower income workers
 - Private sector grants to other employers

Investments in Water, Sewer & Broadband

Infrastructure

- Projects eligible under Clean Water State Revolving Fund ([CWSRF](#)) or Drinking Water State Revolving Fund ([DWSRF](#))
- Clean water (wastewater treatment, collection, conveyance, combined sewer overflows)
- Clean water: Stormwater
- Clean water: energy conservation, water conservation, nonpoint source
- Drinking water: treatment, transmission & distribution, lead remediation, source; storage
- Broadband: “last mile” and other projects
- Recipients may use SLFRF award funds to cover costs incurred for eligible projects planned or started prior to March 3, 2021, provided that the project costs covered by the SLFRF award funds were incurred after March 3, 2021.

How can my city use ARPA SLRLF funds?

- Reduce court backlogs by:
 - Implementing safety measures to facilitate court operations
 - Hiring additional court staff
 - Additional equipment or expenses to expedite cases
- Reduce and respond to increased violence due to pandemic:
 - Restoring public sector staff to pre-pandemic staffing levels
 - Community violence intervention programs
 - Additional enforcement efforts to reduce gun violence
 - Overtime costs directly related to combatting increased violence
 - Investing in technology and equipment to efficiently and affectively respond to gun violence



How can my city use ARPA SLRLF funds?

- ✓ Parks and recreation
- ✓ Public safety equipment
- ✓ Grant administration
- ✓ Assist private residents with home repairs
- ✓ Food banks
- ✓ Technology improvements
- ✓ Cyber security
- ✓ Partnership with non-profit agency to administer programs
- [GMA List of Project Ideas](#)
- NLC Project Ideas [NLC Local Action Tracker - Ideas from Cities Across the US by State](#)

Project Ideas....

- Clean-up of wastewater holding ponds

- Community development (i.e., housing rehabilitation, loan forgiveness, transitional housing, and other programs for underserved areas of the community)

- Mental health training for first responders and creation of a crisis intervention system

- Private/public partnership with internet service provider, county, school system, and healthcare for comprehensive broadband connectivity

- Replacement of asbestos and lead water distribution lines

- Replacement of utility meter system with AMI system for consumption management and cost control

- Replacement of water meters and handheld readers

- Replacement of water pumps at water treatment facility

- Revenue replacement (incl. for projects related to parks, sidewalks, etc.)

- Sewer facility upgrades

- Solid waste disposal related to PPE

- Utility (water and sewer) billing software

Other Sources for Project Ideas

- [NLC Local Action Tracker - Ideas from Cities Across the US by State](#)
- American Institute of Architects: [Reopening America: Strategies for Safer Buildings](#)
- American Society of Heating, Refrigerating and Air-Conditioning Engineers: [Resources to Address COVID-19](#)
- Better Block Foundation: [Covid-19 Guides](#)
- Citizens' Institute on Rural Design: [Community Resources](#)
- FEMA: [Local Government Solutions Guide for COVID-19 and Beyond: Adaptive Design](#)
- Knight Foundation: [Adaptive Public Space: Places for People in the Pandemic and Beyond](#)
- NACTO: [Streets for Pandemic Response & Recovery](#)
- Neighborhood Design Center: [The Design for Distancing Ideas Guidebook](#)
- Strong Towns: [The Local Leader's Toolkit: A Strong Towns Response to the Pandemic](#)

How can use other ARPA funds address my community's needs?

- ✓ IRS Child tax credits: [ChildTaxCredit.gov](https://www.irs.gov/credits-deductions/understanding-child-tax-credits)
- ✓ DCA Rental/ utility assistance: [Georgia RAP](#)
- ✓ DCA Mortgage Assistance
- ✓ [Food Access and Jobs](#) (NLC)
- ✓ Early childhood: [support for vulnerable children and families](#)

How can use other ARPA funds address my community's needs?

FEMA

- **Disaster Relief Fund:** \$50 billion
- **Funeral Assistance:** Use of DRF funds authorized for funeral assistance.
- **Emergency Food and Shelter Program:** \$400 million
- **Humanitarian Relief:** \$110 million
- **Assistance to Firefighter Grants:** \$100 million
- **SAFER Grants:** \$200 million
- **Emergency Management Performance Grants:** \$100 million

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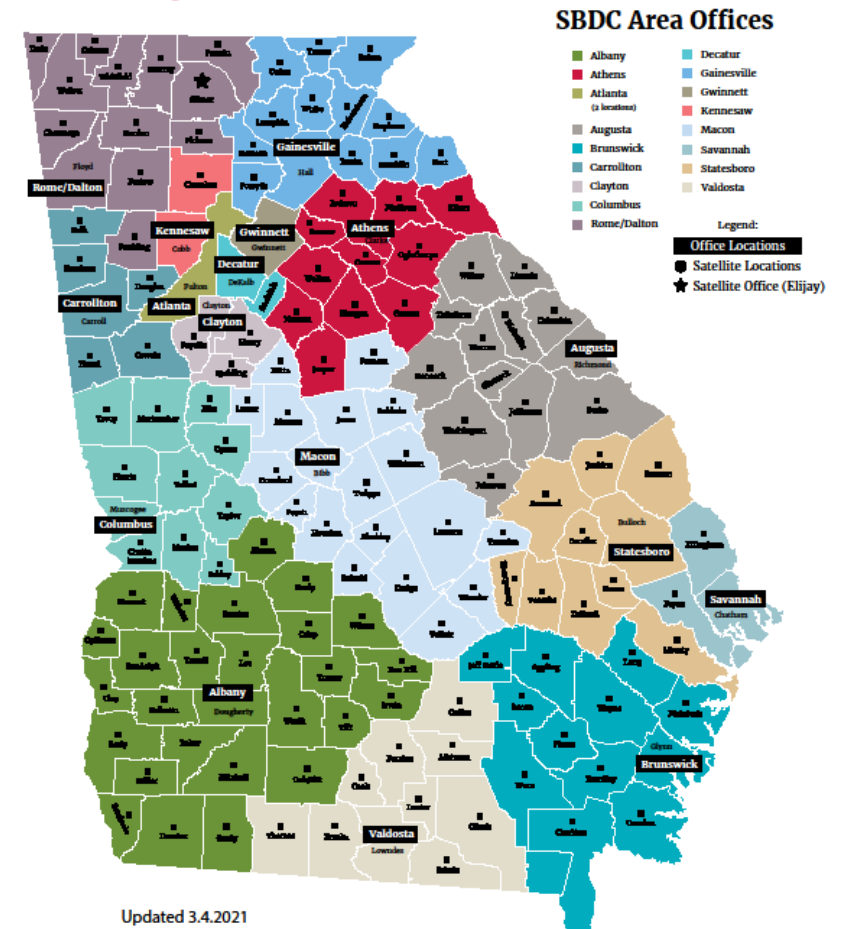
Georgia SBDC: Help for Small Businesses



Small Business Development Center
UNIVERSITY OF GEORGIA

First Stop: UGA Small Business Development Center ([SBDC](#))

- Expert staff in all 18 offices
- Personalized assistance
- No cost to business owners for one-on-one assistance
- Minimal cost for most training programs
- SBDC staff available to meet with city council/ staff/ development authority to discuss local business needs





Georgia SBDC: Help for Small Businesses

- Technical assistance
- Marketing data
- Digital marketing resources
- Training (in-person, webinars)
- Local lenders (bank and non-bank)
- Workforce
- Vendors
- Finding new customers
- Public and private assistance
- Relief programs

Georgia SBDC: Help for Small Businesses

- <https://www.georgiasbdc.org/state-office/>
- 706-542-2762
- Headquarters in Athens
- UGA operated
- All 18 offices have access to experts and services organization-wide
- Staff has access to national and state resources



**Small Business
Development Center**
UNIVERSITY OF GEORGIA

Department of Commerce: EDA

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Speeches/Remarks
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Media

Resource Directory

Disaster Recovery

Annual Reports

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PRESS RELEASE

U.S. SECRETARY OF COMMERCE GINA RAIMONDO ANNOUNCES \$3 BILLION INVESTMENT IN AMERICA'S COMMUNITIES

Historic investment from President Biden's American Rescue Plan represents the largest economic development initiative in decades

Communities across the country will be able to apply for funding immediately

**Contact: EDA Public Affairs Department, (202) 482-4085
July 22, 2021**



WASHINGTON – Today, U.S. Secretary of Commerce Gina M. Raimondo announced that the Department of Commerce's Economic Development Administration (EDA) will implement a series of programs, collectively called Investing in America's Communities, to equitably invest the \$3 billion it received from President Biden's American Rescue Plan Act to help communities across the country build back better. The EDA investment is the largest economic development initiative from the Department of Commerce in decades.

Later today, Secretary Raimondo will address the White House Briefing Room to further lay out the Biden Administration's vision for how this historic investment will help every community not only rebuild their local economy but also reimagine it for the future.

"President Biden's American Rescue Plan delivered direct relief to the American people and was the first step to energizing the American economy following the devastating impacts of the coronavirus pandemic," said Secretary Raimondo. "Now, its medium-term investments will allow communities around the country not only rebuild but reimagine their economy for the future."

"With an emphasis on equity, EDA's investments made possible by the American Rescue Plan will directly benefit communities that have been denied full access to economic prosperity and who have been disproportionately impacted by the coronavirus pandemic," Secretary Raimondo continued. "We will work with local communities across the country on innovative new approaches to ensure that we can increase American competitiveness by strengthening our workforce, businesses, and communities and build back better in regions across the country."

Investing in America's Communities, was launched today with six Notices of Funding Opportunity:

- **Build Back Better Regional Challenge** (\$1 billion)

EDA – ARPA Investing in America's Communities

- Investing in America's Communities includes:
- **Build Back Better Regional Challenge (\$1 billion)** will capitalize on American ingenuity and American workers by providing a transformational investment to regions across the country to revitalize their economies.
- **Good Jobs Challenge (\$500 million)** is designed to help get Americans back in good-paying jobs. The program will develop and strengthen regional workforce training systems and sector-based partnerships with a focus on programs targeted at women, people of color and historically underserved communities.
- **Economic Adjustment Assistance (\$500 million)** grants will help hundreds of communities across the nation plan, build, innovate, and put people back to work through projects tailored to meet local needs.
- **Indigenous Communities (\$100 million)** program will work hand-in-hand with Tribal Governments and Indigenous communities to develop and execute economic development projects they need to recover from the pandemic and build economies for the future.
- **Travel, Tourism and Outdoor Recreation (\$750 million)** program will focus on revitalizing the hard-hit travel, tourism, and outdoor recreation industries and accelerate the recovery of communities that rely on these sectors.
- **Statewide Planning, Research and Networks (\$90 million)** grants include funding for state planning efforts as well as grants to build Communities of Practice to extend technical assistance to support EDA's work with grantees.
- As part of the six programs, EDA is making a **Coal Communities Commitment**, allocating \$300 million to ensure support for these communities as they recover from the pandemic and create new jobs and opportunities, including through the creation or expansion of a new industry sector.
- To learn more about EDA and our American Rescue Plan Funding Opportunities sign up for our webinar, EDA 101 and America Rescue Plan Overview, which will be held on **July 27** and **July 29**.
- For more information, **visit www.eda.gov/ARPA** for the latest news on EDA's implementation plans.

- [Share Feedback](#)

WASHINGTON, June 15, 2021 – United States Department of Agriculture (USDA) Rural Development Rural Business-Cooperative Service Administrator Karama Neal today unveiled a new grant program to help rural communities create good-paying jobs and support new business opportunities in high-growth fields.

“USDA is innovating the way we do business,” Neal said. “The RISE program ensures that critical funding supports long-term and sustainable economic growth in the rural communities and regions that need it most.”

RISE provides grants of up to \$2 million to consortiums of local governments, investors, industry, institutions of higher education, and other public and private entities in rural areas. The funds may be used to form job accelerator partnerships and create high-wage jobs, start or expand businesses, and

Contact: USDA Press
Email: press@usda.gov

USDA – Rural Innovation Stronger Economy (RISE)

How may funds be used?

- Grant amounts are awarded competitively with a minimum of \$500,000 and a maximum grant amount of \$2,000,000.
- RISE grant funds can be used to:
- Build or support a business incubator facility
- Provide worker training to assist in the creation of new jobs
- Train the existing workforce with skills for higher-paying jobs
- Develop a base of skilled workers and improve their opportunities to obtain high-wage jobs in new or existing local industries
- For more information, <https://www.rd.usda.gov/programs-services/business-programs/rural-innovation-stronger-economy-rise-grants>.

Georgia's State Fiscal Recovery Funds

Georgia Jobs and Infrastructure Committees

- Governor Brian Kemp has named members of the [Georgia Jobs and Infrastructure Committees](#), which will be responsible for receiving applications and making recommendations to the Governor regarding federal coronavirus relief funds allocated to Georgia through the American Rescue Plan. State government entities, units of local government, industries, and nonprofits will be eligible to apply.
- Updates regarding the application process and eligibility will be posted on OPB's website at <https://opb.georgia.gov/state-fiscal-recovery-fund>.
- **The application period for the State Fiscal Recovery Funds will be August 1-August 31, 2021.**

Reporting Requirements

- Treasury SLFRF Reporting Guidance addresses priority areas for an equitable economic recovery.
- Treasury will begin to accept recipients' reports through the Treasury Submission Portal and will issue a User Guide and other reference materials before reporting deadlines.
- Metro cities will provide an interim report by August 31, 2021 with expenditures by category.
- Metro cities will provide a project and expenditure report by October 31, 2021 and then 30 days after the end of each quarter thereafter.
- Metro cities over 250,000 will provide an annual performance report.

NEU Reporting Requirements

- Each NEU will also be asked to provide the following information with their first report submitted by October 31, 2021:
- Copy of the signed award terms and conditions agreement (which was signed and submitted to the State as part of the request for funding)
- Copy of the signed assurances of compliance with Title VI of the Civil Rights Act of 1964 (which was signed and submitted to the State as part of the request for funding)
- Copy of actual budget documents validating the top-line budget total provided to the State as part of the request for funding

REPORTING GUIDANCE

Uniform Administrative Requirement

- Generally subject to Uniform Administrative Requirements, Cost Principles, and Audit Requirements (Uniform Guidance)
- Implement robust internal controls and effective monitoring to ensure compliance

Administrative Costs

- Supporting effective management and oversight
- Ensuring compliance with legal, regulatory, and other requirements
- Including cost of consultants

Cash Management

- SLFRF can be placed in interest-bearing accounts
- Interest does not need remitted to Treasury
- Interest is not subject to SLFRF eligible uses

ARPA Reporting Resources and Updates

- Check [Treasury website](#) for links to webinars with details on reporting requirements
- [NLC Webinar June 24](#) on Treasury Reporting Requirements (with slides)
- CVIOG ARPA [Webinars](#)

What's Next? Infrastructure!

- Congress is working on bipartisan infrastructure legislation
- Bipartisan Infrastructure Framework
- \$579 billion in new spending; \$1.2 trillion over 8 years for transportation, clean water, broadband, clean power, infrastructure financing authority
- GMA has worked with Congress and White House to ask for infrastructure funds for Georgia's cities

Bipartisan Infrastructure Framework

Bipartisan Infrastructure Framework

This bipartisan infrastructure framework will usher our nation's infrastructure into the 21st century. It would represent the largest infrastructure investment in American history. The plan includes \$579 billion in new spending to rebuild America's roads and bridges, improve public transit systems, expand passenger rail, upgrade our ports and airports, invest in broadband infrastructure, fix our water systems, modernize our power sector, and improve climate resilience.

The plan would be paid for in part by closing the tax gap, redirecting unspent emergency relief funds, and other offsets.

	Amount (billions)
Total	\$579
Transportation	\$312
Roads, bridges, major projects	\$109
Safety	\$11
Public transit	\$49
Passenger and Freight Rail	\$66
EV infrastructure	\$7.5
Electric buses / transit	\$7.5
Reconnecting communities	\$1
Airports	\$25
Ports & Waterways	\$16
Infrastructure Financing	\$20
Other Infrastructure	\$266
Water infrastructure	\$55
Broadband infrastructure	\$65
Environmental remediation	\$21
Power infrastructure incl. grid authority	\$73
Western Water Storage	\$5
Resilience	\$47

Proposed Financing Sources for New Investment

- Reduce the IRS tax gap
- Unemployment insurance program integrity
- Redirect unused unemployment insurance relief funds
- Repurpose unused relief funds from 2020 emergency relief legislation
- State and local investment in broadband infrastructure
- Allow states to sell or purchase unused toll credits for infrastructure
- Extend expiring customs user fees
- Reinstated Superfund fees for chemicals
- 5G spectrum auction proceeds
- Extend mandatory sequester
- Strategic petroleum reserve sale
- Public private partnerships, private activity bonds, direct pay bonds and asset recycling for infrastructure investment
- Macroeconomic impact of infrastructure investment

*New spending + baseline (over 5 years) = \$973B

*New spending + baseline (over 8 years) = \$1,209B

Questions?



Terrell Jacobs



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CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Urban Redevelopment Agency (URA) Update

DATE OF MEETING: 9/14/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
URA Presentation September Work Session - 9-13-2021	Cover Memo	9/13/2021



CITY OF SOUTH FULTON

Where Your Money Goes

**This project is funded by the city's
Urban Redevelopment Authority
as part of \$17 million in
capital improvements.**

Mayor

William "Bill" Edwards



City Council

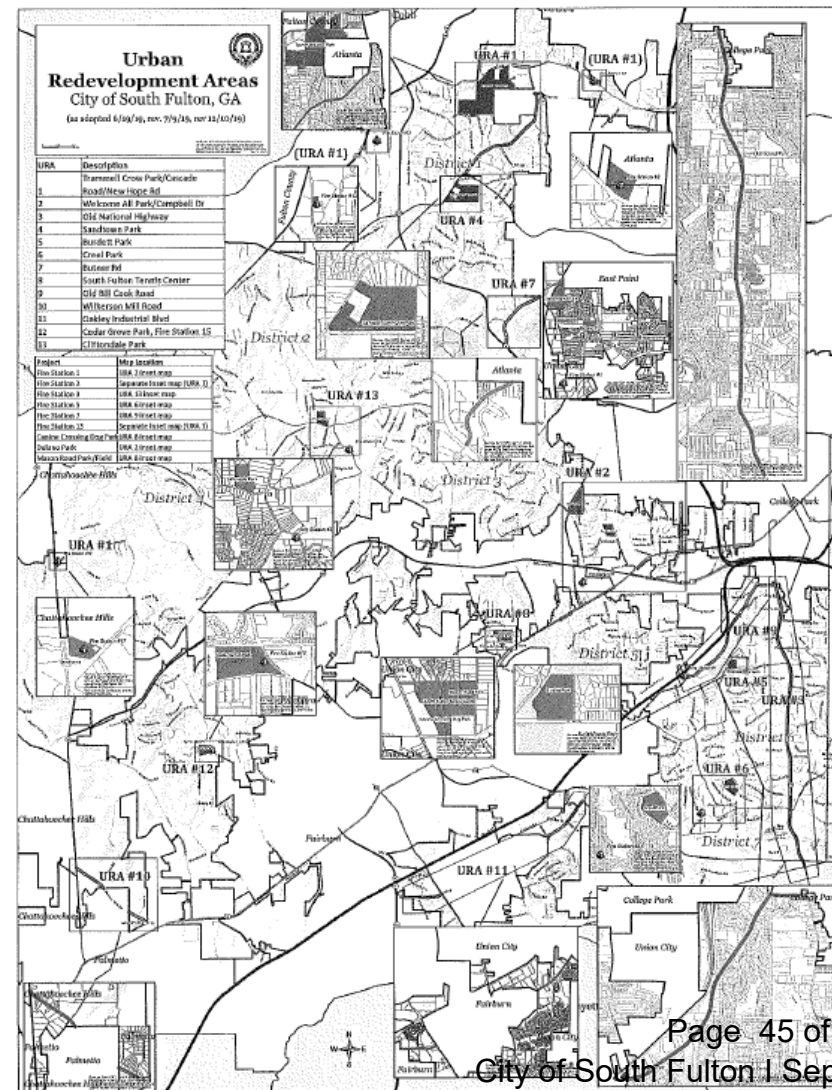
**Catherine F. Rowell
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Corey A. Reeves
khalid kamau
Mark Baker**

**For more information, visit
www.cityofsouthfultonga.gov**

URBAN REDEVELOPMENT AGENCY



Resolution 2019-041 adopted by City Council on June 19, 2019



URA 1	Trammel Crow Park and Fire Stations No. 2, 13, and 17 • Updates, repairs, improvements and equipment upgrades
URA 2	Welcome All Park, Campbell Drive, Delano Park and Fire Station No. 1 • Infrastructure and related repairs, equipment upgrades and improvements including sod replacement for athletic fields, building updates, replacing of dated structures. • Public safety related acquisitions and constructions
URA 3	Old National Highway Park, Infrastructure and Public Safety Facilities • Public Safety Facility/buildout and general public safety upgrades and updates • Old National Park infrastructure and related repairs and improvements including sod replacement for athletic fields, building updates, replacing of dated structures.
URA 4	Sandtown Park • Infrastructure and related repairs and improvements including sod replacement for athletic fields, building updates, replacing of dated structures, trail construction/repaving/restrooms and landscaping
URA 5	Burdett Park • Infrastructure and related repairs and improvements
URA 6	Creel Park and Fire Station No. 5 • Infrastructure and related repairs and improvements including sod replacement for athletic fields, building updates, replacing of dated structures.
URA 7	Butner Rd. Public Safety Facility • Public Safety acquisitions and construction.
URA 8	South Fulton Tennis Center, Canine Dog Crossing Park and Mason Rd. Park/Field • Repairs, updates and general improvements
URA 9	Old Bill Cook Road and Fire Station No. 7 • Includes park and recreational acquisitions. • Updates, equipment upgrades, repairs and improvements.
URA 10	Wilkerson Mill Road • Park and recreational acquisitions, also sod replacement for athletic fields, building updates, replacing of dated structures.
URA 11	Oakley Industrial Boulevard • Includes park and recreational acquisitions and related equipment, construction, and improvements.
URA 12	Cedar Grove Park and Fire Station No. 15 • Infrastructure and related repairs, updates and improvements including sod replacement for athletic fields, building updates, replacing of dated structures.
URA 13	Cliffondale and Fire Station No. 3 • Infrastructure and related repairs, updates and improvements including sod replacement for athletic fields, building updates, replacing of dated structures.



PHASE I URA INVESTMENT

Contract Execution Status

Forecasted Project Timelines

- Currently Finalizing contract execution

Welcome All Park Roof	\$2,254,771
Sandtown Roof	\$330,793
Sandtown Waterproofing	\$59,400
Sandtown HVAC	\$68,720
Burdett Gym HVAC	\$73,693
Fire Station 1 Generator	\$122,186
Fire Station 4 Generator	\$125,381
Fire Station 7 Generator	\$120,625
Fire Station Kitchen upgrades & other improvements - 1,3,4,5,7 and 8	\$417,922
Wilkerson Mill Press Box	\$74,435

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PHASE I URA INVESTMENT CONTINUED



Contract Execution Status

Forecasted Project Timelines

Currently Finalizing contract execution

Creel Park Bldg Improvements	\$91,000
Old National Concession	\$60,879
Cliftondale/S.F. Arts Design	\$98,430
Welcome All Park Interior Renovations	\$419,339
Burdett Park/Tennis Center Interior Renovations	\$69,048
South Fulton Tennis Center ADA Access	\$297,948
Sandtown Doors Replacement	\$22,474
Canine Dog Crossing	\$8,564
Trammel Crow Drainage	\$97,924
Grand Total	\$4,659,835



MAJOR CURRENT CONDITIONS AND DEFICIENCIES



Welcome All Roofing

- Full Replacement
- Replaced twice before
- Previous Roofs installed before 1996
- Issues – Hail Damage, Rusting metal components, Holes and tears causing leaks



Photo 1

Red Outline shows the White Single-Ply Membrane TPO. The black dots represent the dozens of active roof leaks that were found at time of assessment.

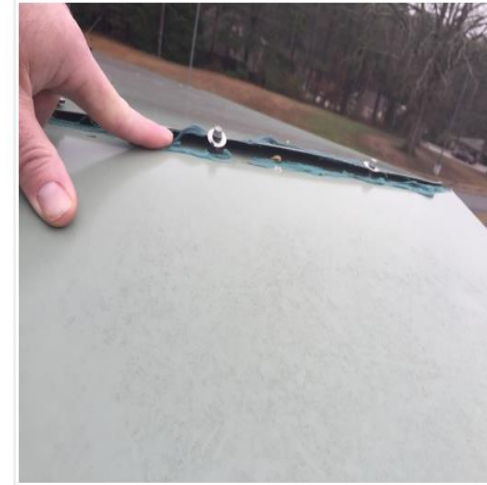


Photo 13

Overlap seam has separated along with fasteners backing out allowing water to enter building



Photo 16

Red Circle shows a large hole in skylight/roof transition where water easily enters building



Photo 5

One of many sections with patches made to roof. These were done to cover holes or tears in the existing roof that caused roof leaks

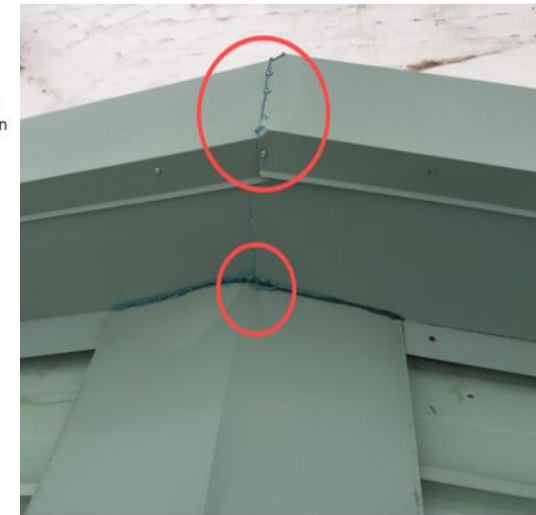


Photo 11

Red Circles show sealants applied to coping and areas which are se

URA MAJOR CURRENT CONDITIONS AND DEFICIENCIES CONTINUED



Sandtown Gym

- Full Replacement
- Roof Repaired previously in 2016
- Roof Issues – Cracks, original systems has deteriorated beyond repair, delamination
- New Below grade Waterproofing on the inside and outside of building
- This contributes to the mold due to water intrusion from failing roofing and waterproofing



URA MAJOR CURRENT CONDITIONS AND DEFICIENCIES CONTINUED



Fire Stations

Generators

- Full replacement – existing units non-operational and beyond repair

Cabinets

- Full replacement with Industrial materials
- Existing cabinets are damaged and failing
- Replacement of appliances (stoves, refrigerators) with industrial grade appliances



Envelope

- Trim and siding delaminating
- Exposed Joints need sealing

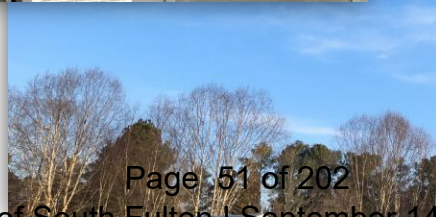
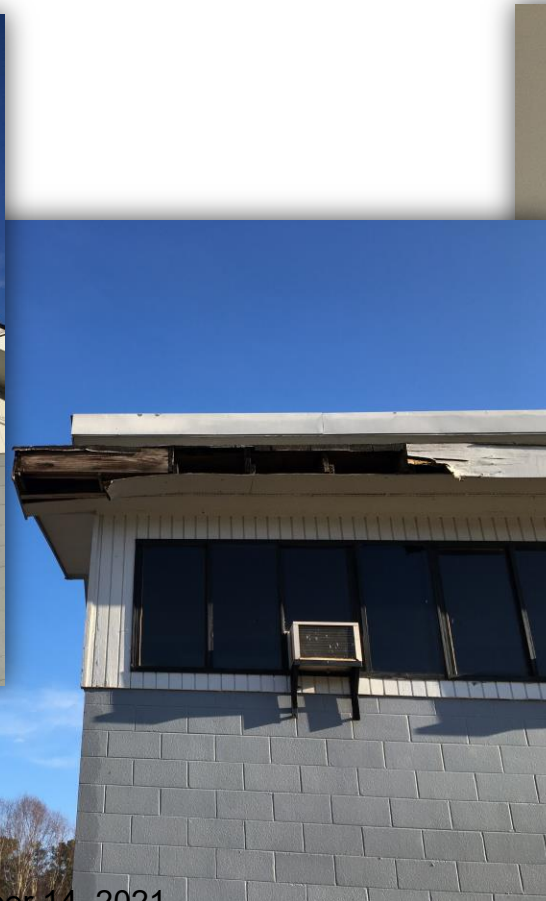


URA MAJOR CURRENT CONDITIONS AND DEFICIENCIES CONTINUED



Wilkerson Mill Park Concession Stand

- Roofing, Envelope trim, windows are damaged and failing
- Water Heater and Press box HVAC damaged beyond repair and non-operational
- Interior Press box ceiling failing.



URA MAJOR CURRENT CONDITIONS AND DEFICIENCIES CONTINUED



Creel Park

- Pavilion Roofing damaged
- Trim at roofing damaged



Old National Park

- Concession Stand Roofing damaged
- Door weathered and damaged
- Serving counters damaged



URA MAJOR CURRENT CONDITIONS AND DEFICIENCIES CONTINUED



Cliftondale/South Fulton Arts Center



Corroded Steel Canopy



Corroded Steel Windows



Water Heater and Panels

- Corroded Steel Canopies and windows
- Asbestos at some interior ceiling tiles and all windows
- Damaged flooring and ceiling tiles
- Damaged and failing roofing systems
- HVAC systems not functioning properly/non-existent in some areas
- Damaged doors and hardware
- Several systems not to current code.
- Outdated and defective electrical and plumbing equipment



Damaged Quarry Tile Flooring



Deteriorated and Lifting Shingle Roof

URA MAJOR COMPLETED PROJECTS



South Fulton Tennis Center Tennis Courts Replacement

Before



After



Fire Station 4 – HVAC Replacement

Before



After



Before



After

URA MAJOR COMPLETED PROJECTS



Trammel Crow – Outdoor Exercise Equipment and Restroom Repainting

Before



After



Before



After



Delano Park – Fence Replacement

Before



After



URA FUNDING BY DEPARTMENT



Department	Committed	Non Committed	Grand Total
Parks	\$ 5,389,565	\$ 3,166,882	\$ 8,556,447
Fire	\$ 1,460,390	\$ -	\$ 1,460,390
Transportation	\$ 753,786	\$ 497,268	\$ 1,251,054
Land Acquisition (General Services)	\$ 2,398,250	\$ -	\$ 2,398,250
Police	\$ 2,674,415	\$ -	\$ 2,674,415
Total Funding	\$ 12,676,406	\$ 3,664,150	\$ 16,340,557

JACOB'S ASSESSMENT COMPARISON



- The Jacob's Assessment found over \$57 Million dollars of comprehensive deficiencies recommended to be resolved within 10 years of the assessment.
- Over \$34 Million dollars of those items being immediate deficiencies recommended to be resolved within 5 years of the assessment.

Location	Jacob's Assessment of Immediate Deficiencies Estimates	Actual Expenses	Expenses vs Cumulative 5 Yr Deficiencies
▢ District 1	\$ 10,658,696.00	\$ 982,826.86	10%
Fire Station 02	\$ 1,037,483.00	\$ 63,018.43	6%
Fire Station 04	\$ 1,713,881.00	\$ 230,166.88	13%
Fire Station 2, 4 and 8	\$ 3,236,311.00		0%
Sandtown Park	\$ 3,707,518.00	\$ 553,674.59	15%
Trammel Crow Park	\$ 963,503.00	\$ 135,966.96	14%
▢ District 2	\$ 6,614,017.00	\$ 3,425,860.68	30%
Clifftondale Park	\$ 3,995,254.00	\$ 1,171,575.94	29%
Fire Station Land Acquisition	\$ -	\$ 650,000.00	0%
South Fulton Arts Center	\$ 2,618,763.00	\$ 1,604,284.74	61%
▢ District 3	\$ 7,424,159.00	\$ 3,632,638.38	31%
Canine Dog Crossing Park	\$ 132,272.00	\$ 4,355.00	3%
Delano Park	\$ 200,519.00	\$ 51,708.27	26%
Fire Station 01	\$ 493,602.00	\$ 191,285.16	39%
South Fulton Tennis Center	\$ 971,617.00	\$ 297,947.79	31%
Welcome All Park	\$ 1,126,149.00	\$ 3,087,342.16	55%

JACOB'S ASSESSMENT COMPARISON

CONTINUED



Location	Jacob's Assessment of Immediate Deficiencies Estimates	Actual Expenses	Expenses vs Cumulative 5 Yr Deficiencies
▢ District 4	\$ 2,582,454.00	\$ 368,453.34	17%
Cedar Grove Park	\$ 394,959.00	\$ 14,773.63	4%
Fire Station 03	\$ 418,289.00	\$ 142,679.75	34%
Fire Station 08	\$ 484,947.00	\$ 106,596.75	22%
Wilkerson Mill Road	\$ 1,284,259.00	\$ 104,403.21	8%
▢ District 5	\$ 5,738,194.00	\$ 625,669.92	7%
Burdett Park	\$ 2,962,724.00	\$ 168,879.91	6%
Burdett Tennis Center	\$ 1,807,886.00	\$ 4,024.10	0%
Fire Station 07	\$ 967,584.00	\$ 220,265.91	23%
Old Bill Cook Rd.(Parks Land Acquisition)	\$ -	\$ 232,500.00	0%
▢ District 6	\$ 1,134,483.00	\$ 154,540.46	14%
Creel Park	\$ 593,554.00	\$ 93,661.70	16%
Old National Park	\$ 540,929.00	\$ 60,878.76	11%
▢ District 7	\$ 681,558.00	\$ 343,333.70	8%
Fire Station 05	\$ 681,558.00	\$ 110,833.70	16%
Oakley Industrial Blvd.(Parks Land Acquisition)	\$ -	\$ 232,500.00	0%
Grand Total	\$ 34,833,561.00	\$ 9,533,323.34	17%

PHASE 2 URA PROJECTS



Phase 2 URA Projects

District	URA Funding	Location	Estimated Costs	Project Summary	Mayor & Council Meeting
District 1	URA 1	Trammel Crow	TBD	Replace Tennis Nets and Resurface	Winter 2021
District 2	URA 13	Clifondale/South Fulton Arts Center	TBD	Renovations to Roofing, Windows, Ceiling, Floors, HVAC, Plumbing, Electrical and Site	Winter 2021
District 2	URA 7	Fire Station Land Acquisition	\$ 650,000	Fire Station Land Acquisition	Winter 2021
District 3	URA 2	Park- Welcome All	TBD	Exterior Wall Restoration	Winter 2021
District 3	URA 2	Park- Welcome All	TBD	Paint/Coat Pool Trusses	Winter 2021
District 4	URA 12	Cedar Grove Park	TBD	Outdoor Restrooms	Winter 2021
District 4	URA 12	Cedar Grove Park	TBD	Site Improvements	Winter 2021
District 5	URA 9	Burdett Complex	TBD	Outdoor Restrooms	Winter 2021
District 5	URA 9	Old Bill Cook Rd.(Parks Land Acquisition)	\$ 232,500	Old Bill Cook Rd.(Parks Land Acquisition)	Winter 2021
District 6	URA 6	Creel Park	TBD	Creel Park Restroom Remodel	Winter 2021
District 7	URA 6	Fire Station 5	TBD	Generator Repair	Winter 2021
District 7	URA 11	Oakley Industrial Blvd.(Parks Land Acquisition)	\$ 232,500	Oakley Industrial Blvd.(Parks Land Acquisition)	Winter 2021



QUESTIONS?

CITY OF SOUTH FULTON

Where Your Money Goes

**This project is funded by the city's
Urban Redevelopment Authority
as part of \$17 million in
capital improvements.**

Mayor

William "Bill" Edwards



City Council

**Catherine F. Rowell
Carmalitha Gumbs
Helen Z. Willis
Naeema Gilyard
Corey A. Reeves
khalid kamau
Mark Baker**

**For more information, visit
www.cityofsouthfultonga.gov**



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: City of South Fulton's 2021 Comprehensive Plan Update

DATE OF MEETING: 9/14/2021

DEPARTMENT: Planning

ATTACHMENTS:

Description	Type	Upload Date
SouthFulton_Council Plan Presentation _9.10	Cover Memo	9/13/2021



Our South Fulton

2021 COMPREHENSIVE PLAN UPDATE

Plan Presentation

Comprehensive Planning Services

Page 62 of 202

City of South Fulton | September 14, 2021



Why Plan?

Prioritize

Work to determine realistic guidelines to implement the goals and incorporate community input into the city plan.

Set Goals for the City

Determine goals about the future of the city and establish actions to work toward them.

Gain Citizen Input

Allow community members to voice concerns and hopes for the future of their city.

Process

I. Listening

- What challenges are facing community members in South Fulton?
- What makes community members proud to live in South Fulton?

II. Goal Setting

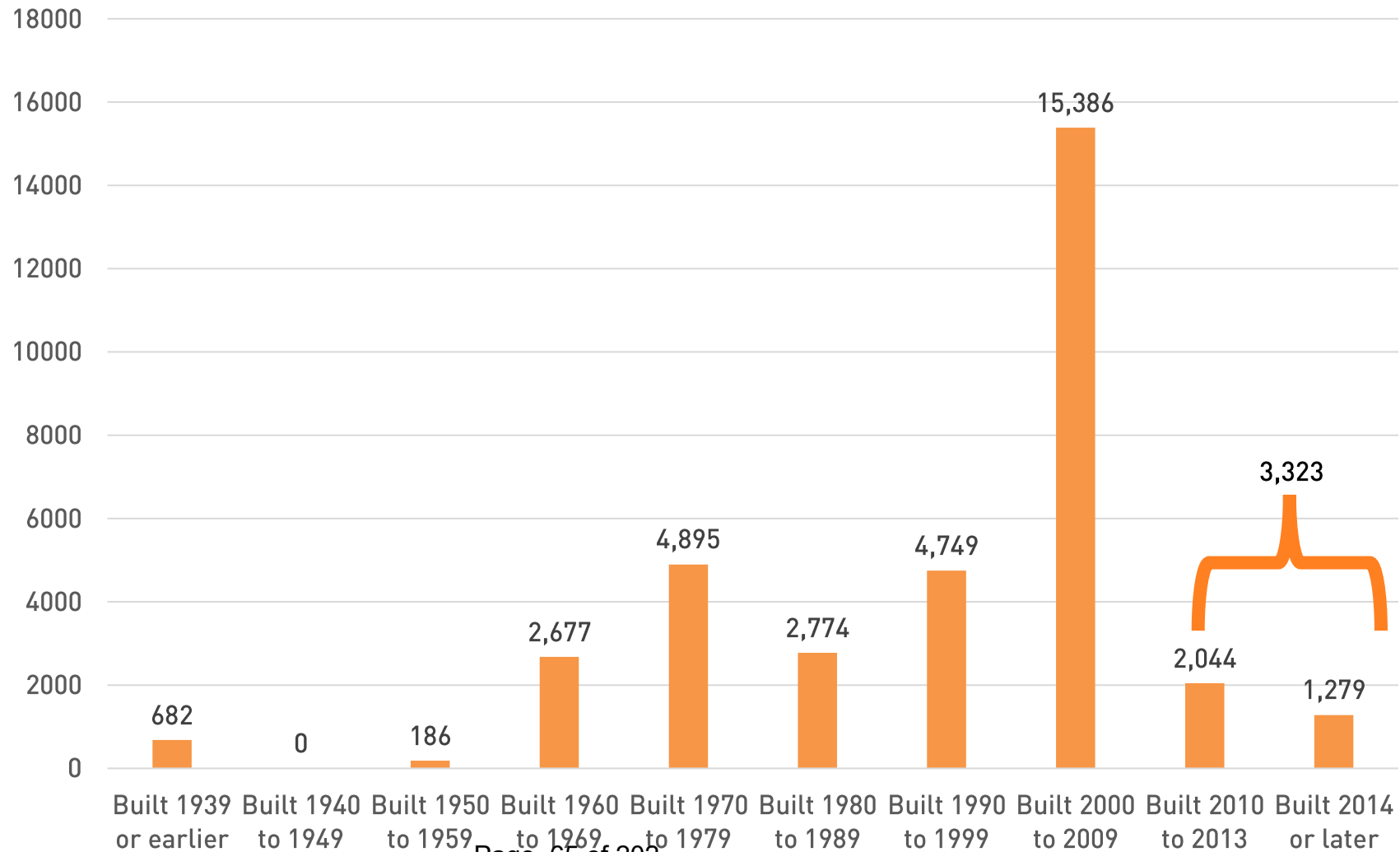
- How to respond to community challenges?
- What are strategies and future activities for South Fulton?

III. Action

- What projects should be undertaken?



Housing Age

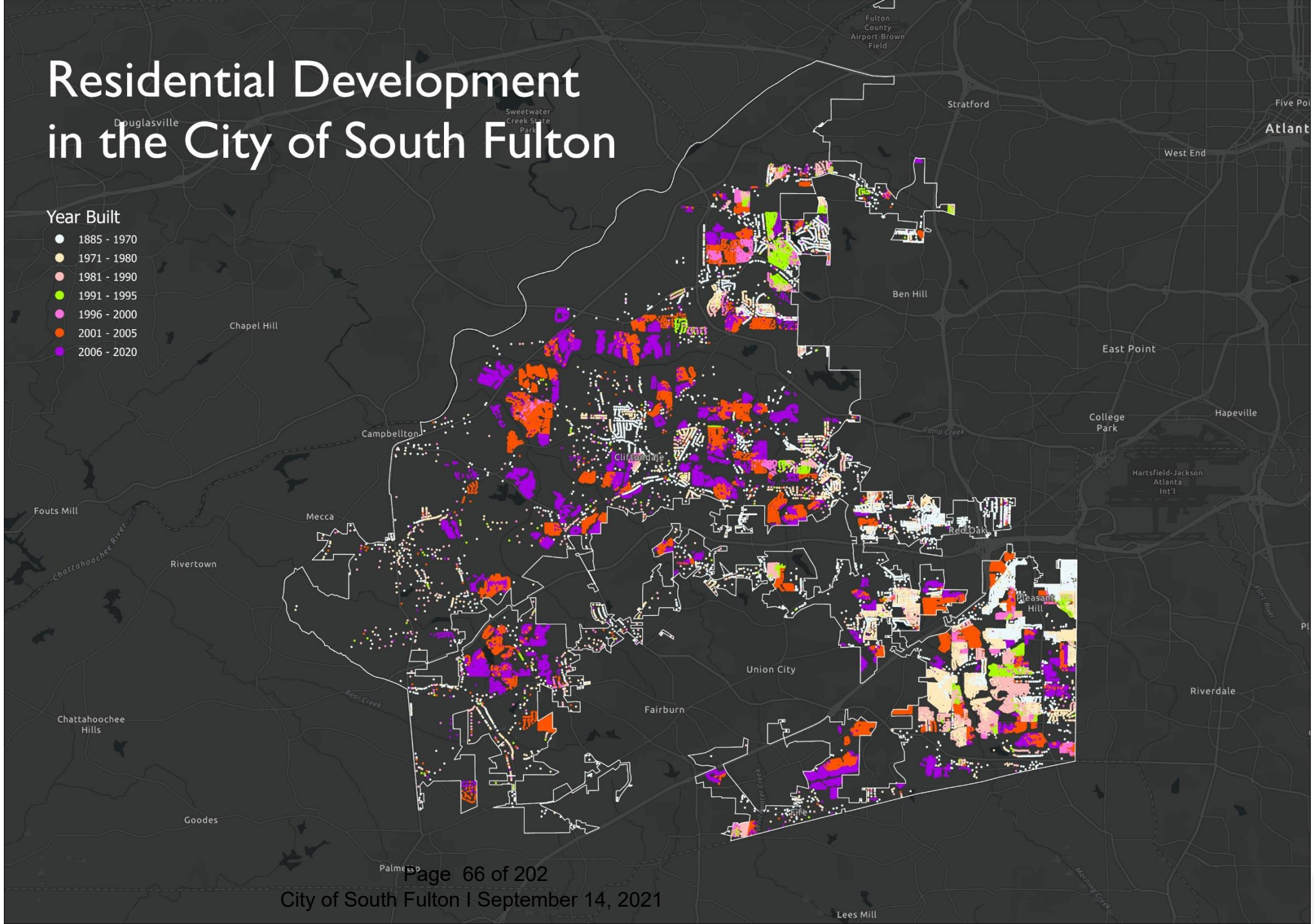


Between 2000-2009 approximately $\frac{1}{2}$ of the housing stock in South Fulton was built.

Residential Development in the City of South Fulton

Year Built

- 1885 - 1970
- 1971 - 1980
- 1981 - 1990
- 1991 - 1995
- 1996 - 2000
- 2001 - 2005
- 2006 - 2020



SWOT Analysis

S

- New City and staff, and more focused funding
- Strong homeownership levels
- Proximity to Regional Employment Centers
- Natural beauty in areas, including the Chattahoochee River

W

- Limited day-to-day resident services available in the City
- Outdated/stressed infrastructure and a need for reinvestment
- Lack of identity and sense of place

SWOT Analysis

O

- New tools for reinvestment
- Potential for reinvestment in Fulton Industrial area
- Opportunity to define a sense of place/identity and become a regional destination
- Areas that can be developed/redeveloped

T

- Neighboring jurisdictions' land use changes and development impacts
- Lack of trust and communication
- Real estate market demand and costs





ENGAGEMENT

Overall Engagement

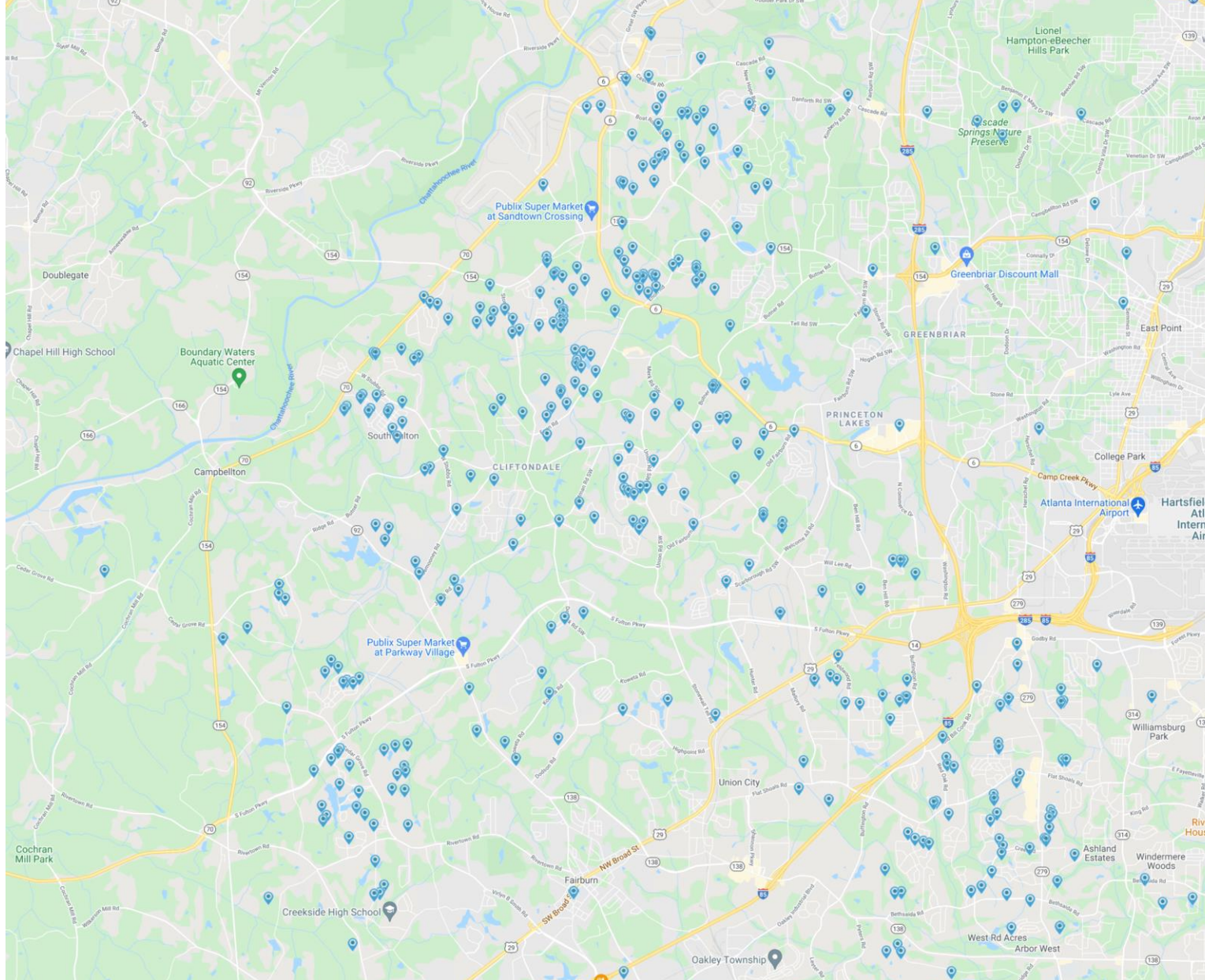
3,790 Page Views

255 Participants

3,745 Responses to Questions

263 Comments

637 Subscribers for More Information



Old National Development Preference



87% for both images

Page 72 of 202
City of South Fulton, Georgia, 2011



Old National Development Preference



25%

51%

Red Oak Development Preference



85%

Page 74 of 202
City of South Fulton | September 14, 2021



83%

Red Oak Development Preference



47%

Page 75 of 202
City of South Fulton | September 14, 2021



54%

Housing Development Preference



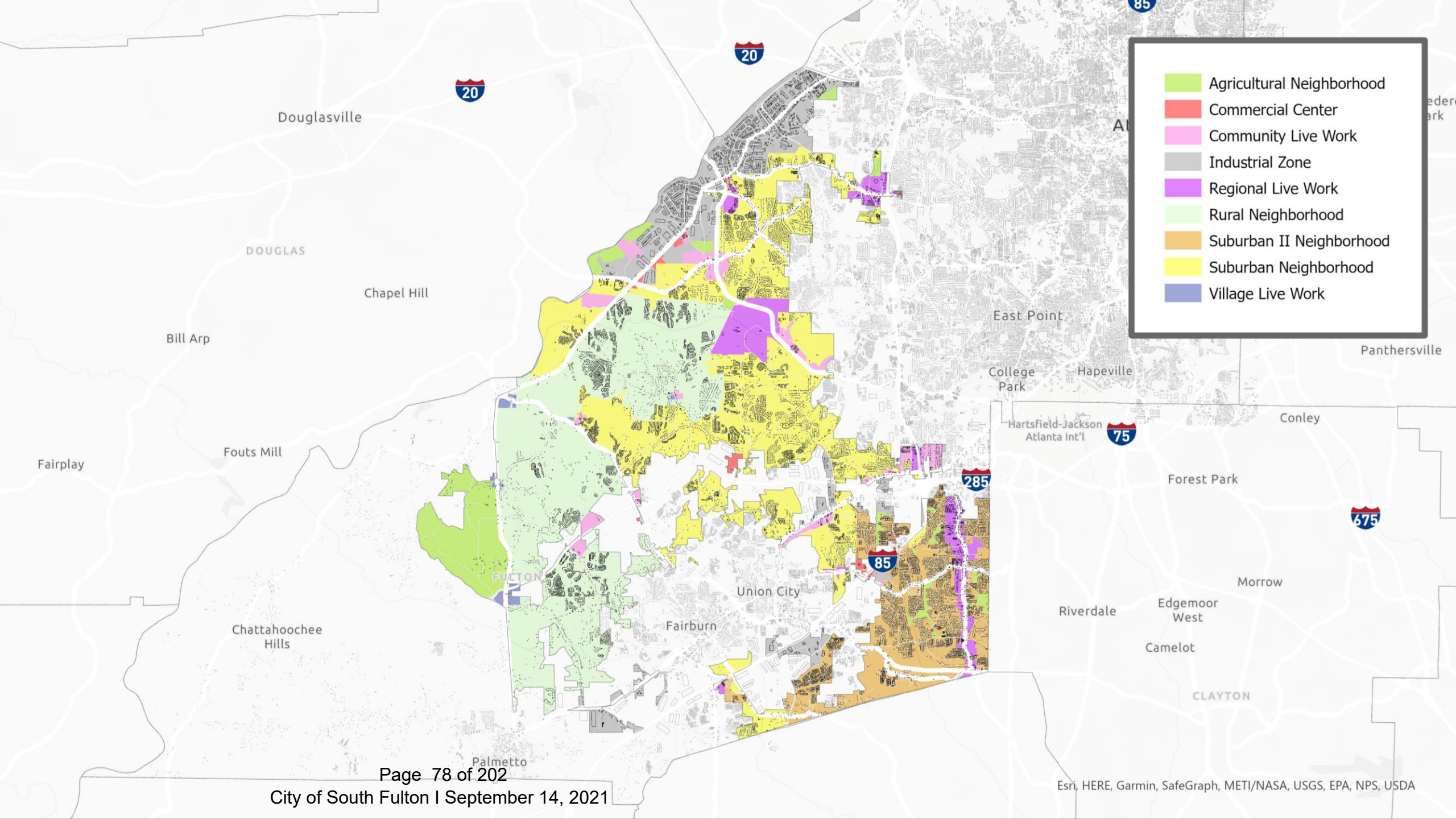
81%



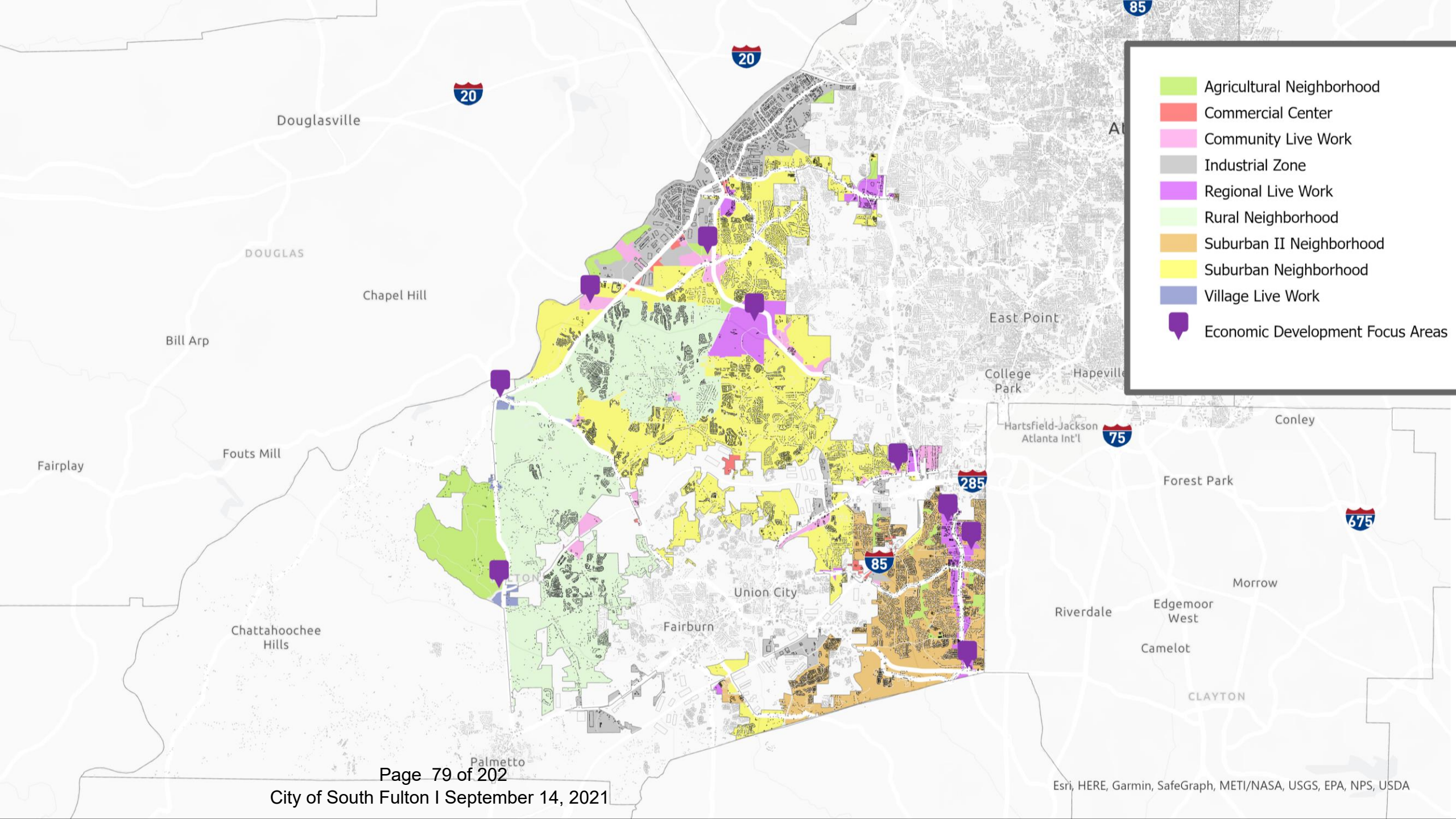
79%

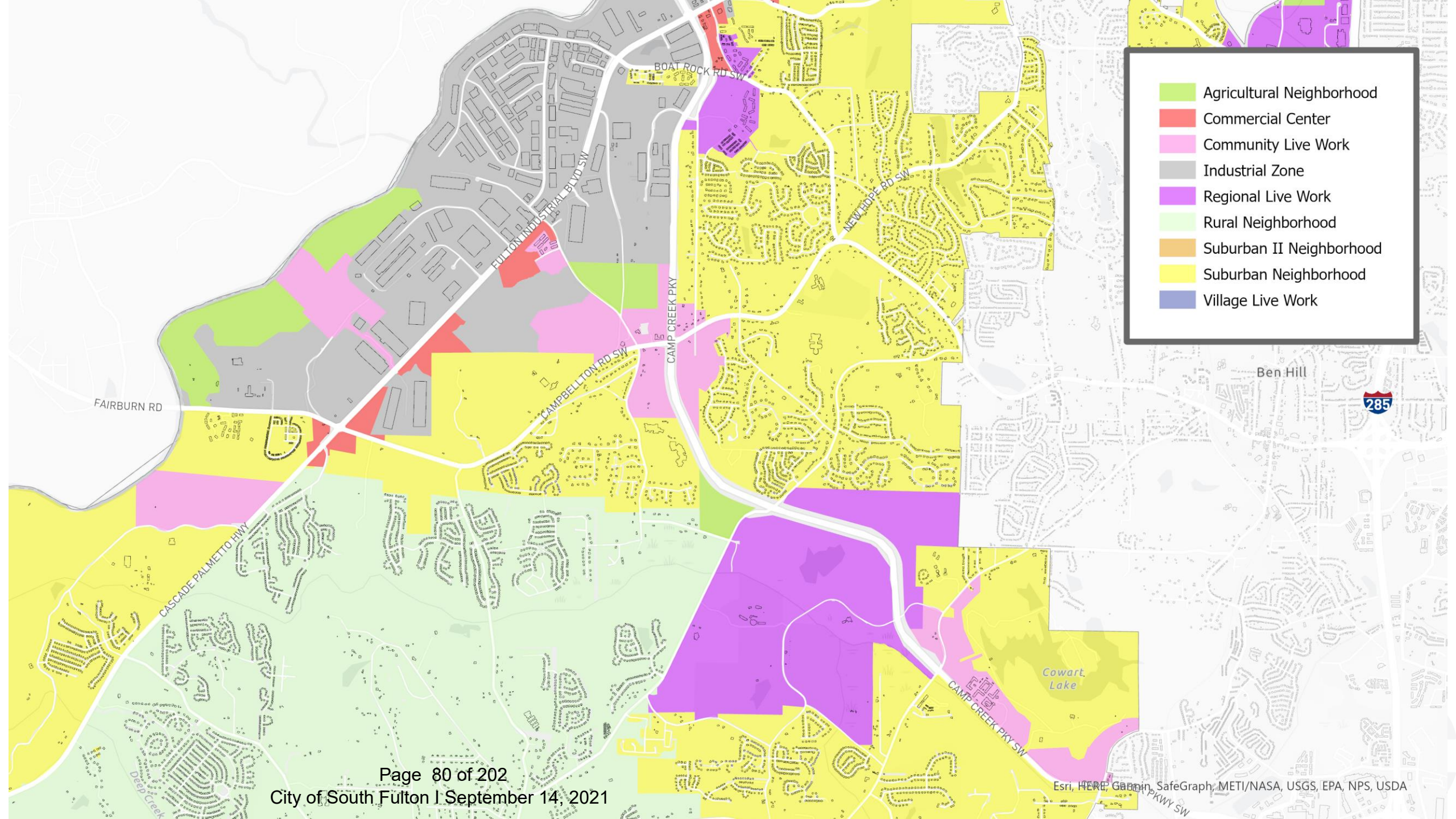


FUTURE DEVELOPMENT

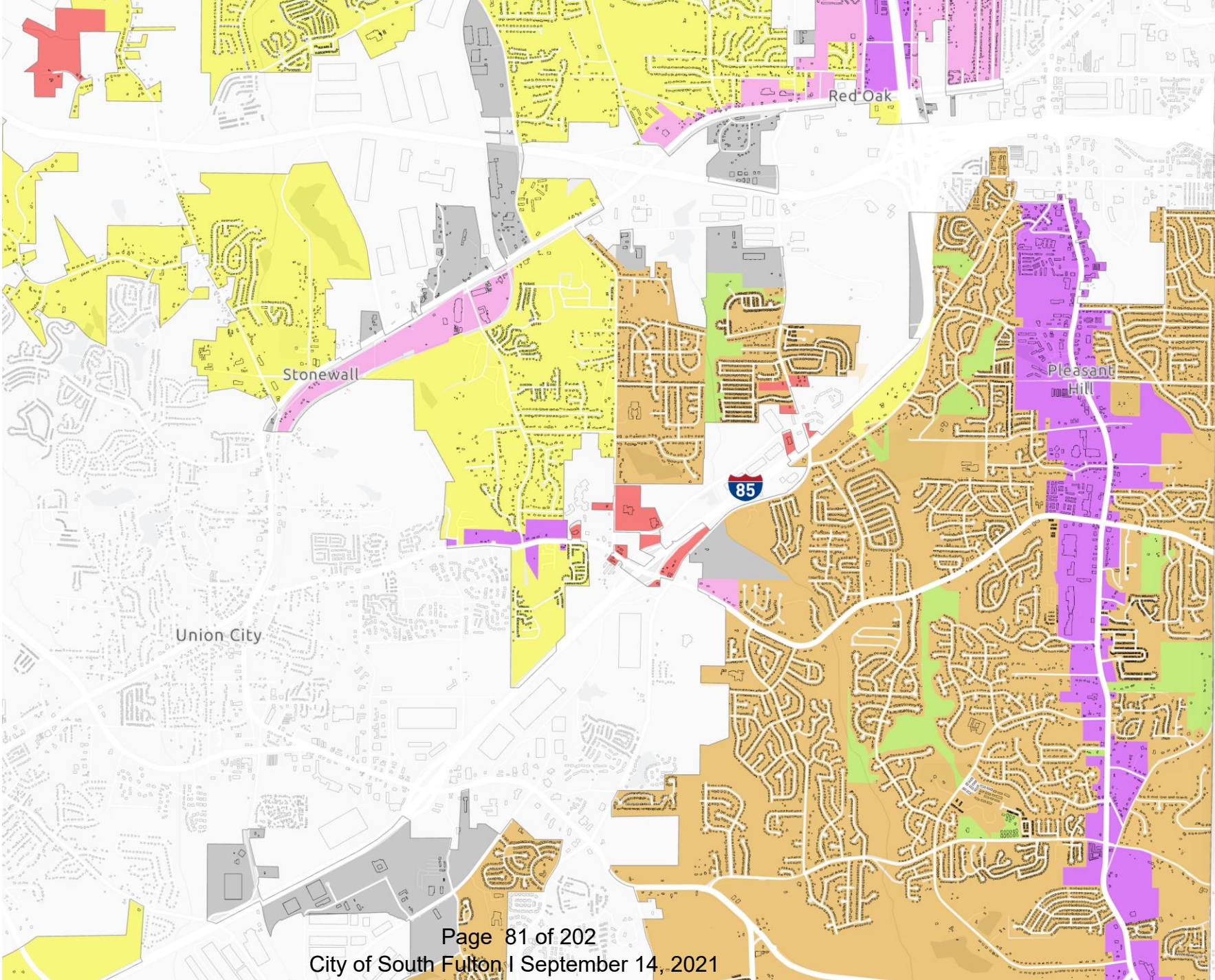


- Agricultural Neighborhood
- Commercial Center
- Community Live Work
- Industrial Zone
- Regional Live Work
- Rural Neighborhood
- Suburban II Neighborhood
- Suburban Neighborhood
- Village Live Work



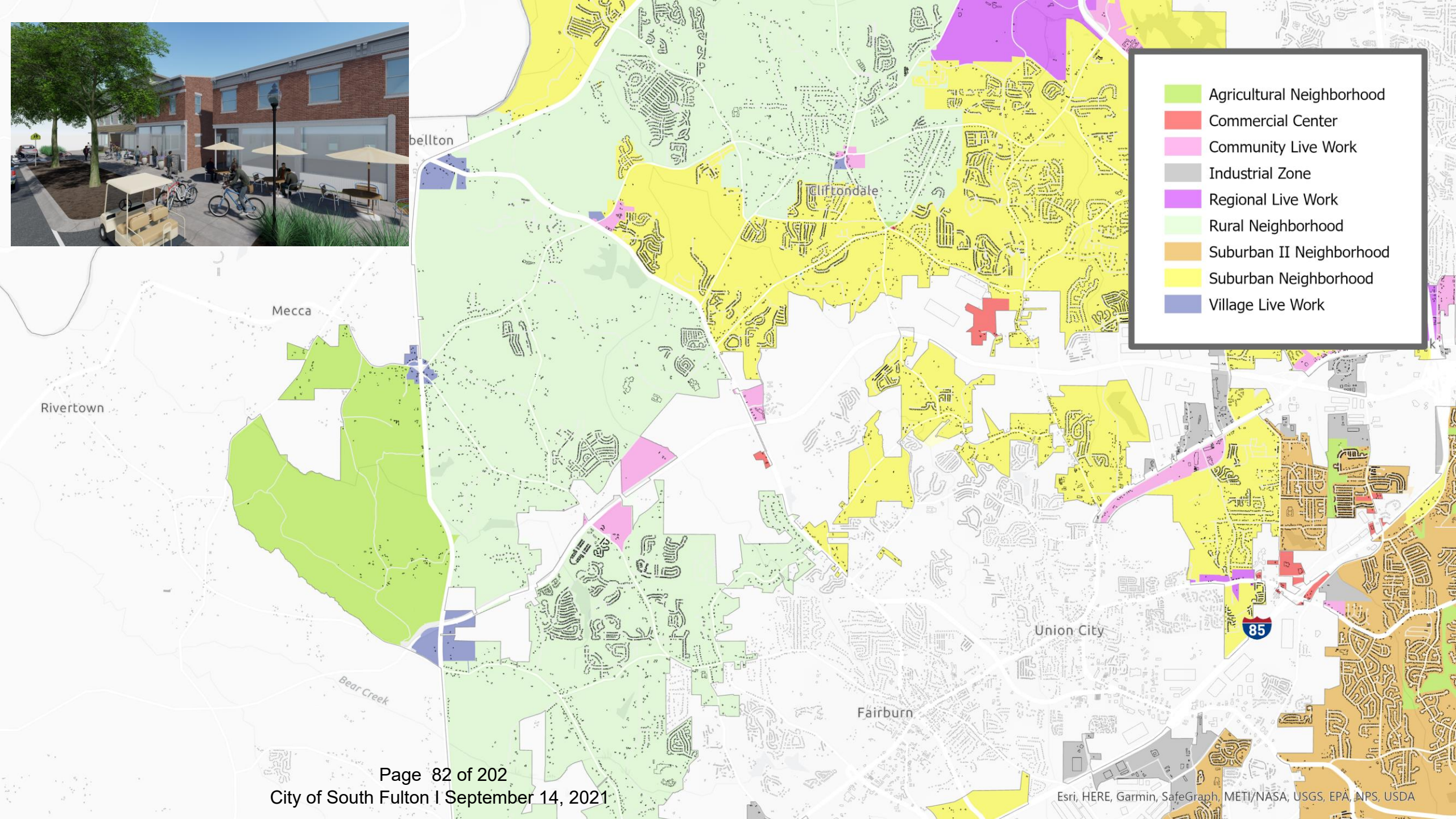


- Agricultural Neighborhood
- Commercial Center
- Community Live Work
- Industrial Zone
- Regional Live Work
- Rural Neighborhood
- Suburban II Neighborhood
- Suburban Neighborhood
- Village Live Work



-  Agricultural Neighborhood
-  Commercial Center
-  Community Live Work
-  Industrial Zone
-  Regional Live Work
-  Rural Neighborhood
-  Suburban II Neighborhood
-  Suburban Neighborhood
-  Village Live Work





- Agricultural Neighborhood
- Commercial Center
- Community Live Work
- Industrial Zone
- Regional Live Work
- Rural Neighborhood
- Suburban II Neighborhood
- Suburban Neighborhood
- Village Live Work

GOALS & IMPLEMENTATION

South Fulton
Tennis Center
Fulton County Parks and Recreation



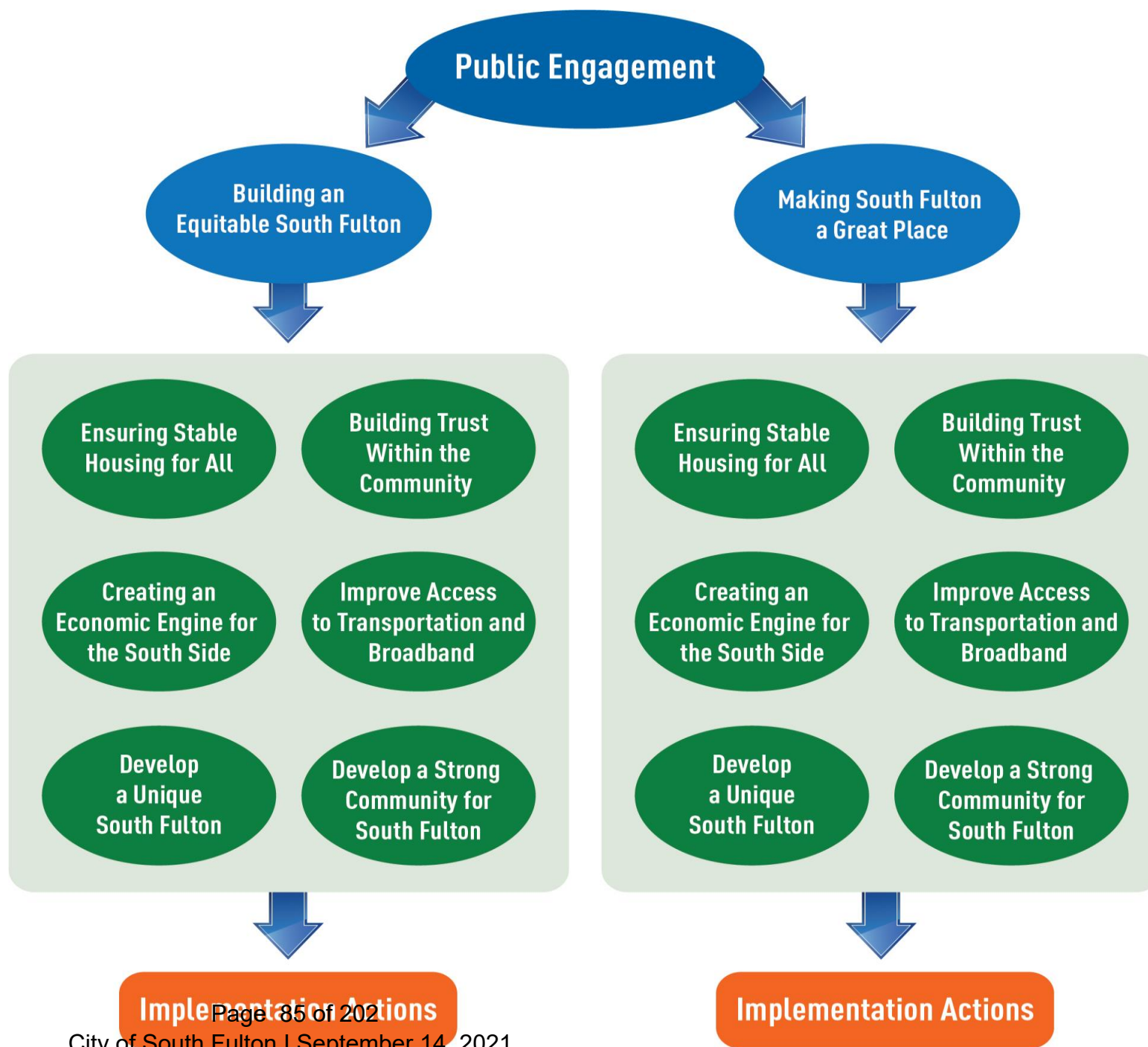
Implementation

- Strategies
 - Actions that the city will undertake to address assets and challenges
- Programs
 - Activities aimed at achieving broader objectives by coordinating a group of projects.
- Projects
 - A project is defined as a temporary activity aimed at achieving specific/narrow objectives.



Goals

Strategies



Implementation Actions to Build an Equitable South Fulton

- ✓ Promote homeownership opportunities with city resources
- ✓ Explore exemptions for property tax for certain residents.
- ✓ Participate in the Georgia Initiative in Community Housing
- ✓ Develop business incubator space
- ✓ Implement and coordinate the Parks and Recreation Master Plan with the Comprehensive Plan
- ✓ Incorporate public art into projects and the new Town Center
- ✓ Partner with organizations to promote arts and placemaking
- ✓ Create a brownfield/greyfield program
- ✓ Develop Farmers Markets in Red Oak and Old National Areas or Community Parks
- ✓ Create a housing inventory
- ✓ Develop a Pedestrian Safety Plan and Street Standards including Complete Streets Standards
- ✓ Develop a creative bus shelter program for major transit routes
- ✓ Continue South Fulton University and examine ways to incorporate the Comprehensive Plan into the curriculum
- ✓ Develop a Community Engagement Playbook that standardizes Community Engagement for Plans and Projects
- ✓ Develop an online development projects map



Implementation Actions to Make South Fulton a Great Place

- ✓ Develop a logo for City Street signs or sign toppers
- ✓ Examine Zoning Code for new housing types and styles
- ✓ Host 2-3 business networking events each year with at least one focuses on under 35 workers
- ✓ Develop a commercial property inventory
- ✓ Participate and complete the Georgia Main Street Start-Up Program
- ✓ Partner with organizations to promote South Fulton
- ✓ Develop an Impact Fee Program
- ✓ Implement the model mile trail plan and identify trails opportunities in future development
- ✓ Develop training on planning issues for boards and committees
- ✓ Develop a marketing site to promote economic development sites.
- ✓ Create overlays for key areas within the city including major corridors.
- ✓ Update zoning code to allow for conservation subdivisions,
- ✓ Complete small area plans at activity nodes, including the Fulton Industrial area
- ✓ Limit new industrial zones to existing areas
- ✓ Develop a specific Distribution Center zoning category
- ✓ Develop Industrial Development Design Guidelines
- ✓ Continue to monitor neighboring jurisdictions land use plans and seek ways to work together
- ✓ Develop a Grown in South Fulton Label
- ✓ Develop a Façade Improvement Program

Impact Fees

- Impact Fees are a tool for to help respond to the impacts of new development within the City of South Fulton
 - Can only be used for capital projects
- Eligible Projects
 - Public Safety
 - Roads, Streets and Bridges
 - Parks and Recreation
 - Stormwater
 - *Water*
 - *Wastewater*
 - *Libraries*



Impact Fee Program Study Requirements

- Identify Existing Levels of Service
 - Determine Service Areas
 - Determine Future Levels of Service
 - Identify Future Needs
 - Develop Fee Schedule and a Five-Year List of Improvements
-
- Annual Updates to ARC and DCA which identifies projects, and fees collected/spent



Next Steps

- ☐ Submit the Plan for State Review
- ☐ Review Public Comments
- ☐ Adopt
- ☐ Implement!





CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Finance Monthly Report

DATE OF MEETING: 9/14/2021

DEPARTMENT: Finance

ATTACHMENTS:

Description	Type	Upload Date
Monthly Financial Report - As of Jul 31 2021	Cover Memo	9/14/2021



CITY OF SOUTH FULTON

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

PRESENTED BY

RACHEL BEMBRY, CPA
INTERIM FINANCE DIRECTOR

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

REVENUE	Amended 2021 Budget	YTD Revenue	% of YTD Revenue Collected
Property Taxes	29,904,109	25,879,855	87%
Motor Vehicle	705,000	1,470,791	209%
Franchise	4,817,653	6,076,097	126%
Local Option Sales Tax	17,000,000	20,254,356	119%
Business and Occupation	1,750,000	1,852,525	106%
Other Taxes	7,290,000	7,484,548	103%
Licenses and Permits	4,067,500	2,420,621	60%
IGA FID and City of Atl	3,999,996	2,838,356	71%
Charges for Services	1,930,700	4,273,647	221%
Other Revenue	4,220,729	4,236,816	100%
TOTAL REVENUES	75,685,687	76,787,611	101%

*Other Taxes include Alcohol, Rental Motor Vehicle Excise, Ins, Premiums and Financial Institutions Taxes

**Other Revenue include Interest Income, Donations from Private Sources, and Miscellaneous Revenue

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

ACCOUNT DESCRIPTION	Amended 2021 Budget	YTD Expenditure	% Used
District Total	1,323,909	760,557	57%
City Clerk	1,216,301	778,158	64%
Mayor	254,514	186,534	73%
City Manager	1,088,337	746,232	69%
Finance	3,775,640	1,378,323	37%
Contracts & Procurement	340,804	227,631	67%
Law	1,879,999	926,394	49%
Information Technology	2,820,903	2,000,458	71%
Human Resources	664,620	378,628	57%
Risk Management	119,978	16,375	14%
Communications	640,619	296,984	46%
General Administrative Services	4,774,443	2,706,442	57%
Municipal Court	813,436	639,184	79%
Police Administration	14,841,497	9,552,700	64%
Fire Administration	14,355,233	8,226,820	57%
Public Works	8,201,151	6,293,879	77%
Parks and Recreation	4,224,889	2,451,501	58%
Cultural Affairs	783,115	438,015	56%
Community & Regulatory Affairs	5,571,048	3,718,768	67%
Code Enforcement	-	11,852	0
Economic Development	1,140,719	867,053	76%
Debt Service/ Interfund Transfers	6,085,950	1,115,950	18%
GENERAL FUND EXPENDITURES TOTALS	74,917,105	43,718,438	58%

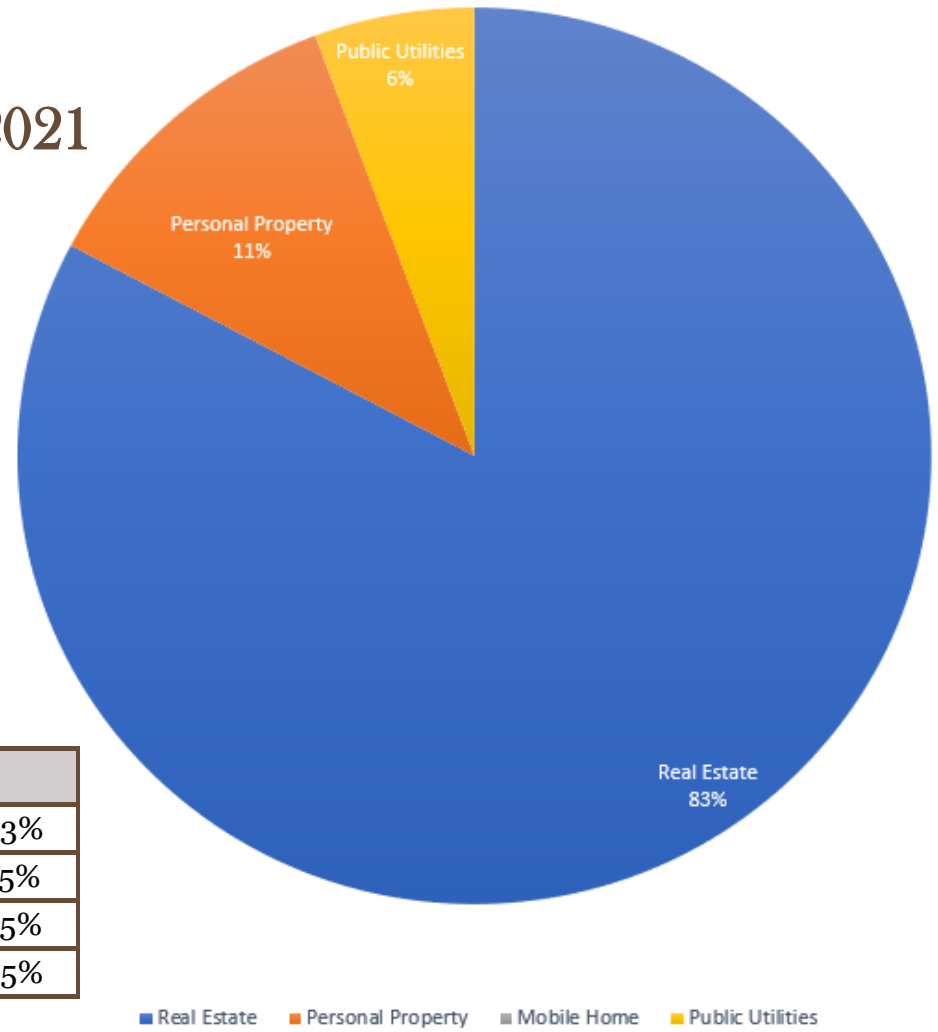
City of South Fulton – General Fund

YTD Tax Revenues

For the Month Ending Jul 31, 2021

Property Taxes - Tax Year Billing Amounts	
2020	29,533,670
2019	29,366,422
2018	28,693,132
2017	14,328,247

Tax Year Collection Amounts and Collection Rate		
2020	29,010,948	98.23%
2019	29,117,466	99.15%
2018	28,563,476	99.55%
2017	14,177,246	98.95%

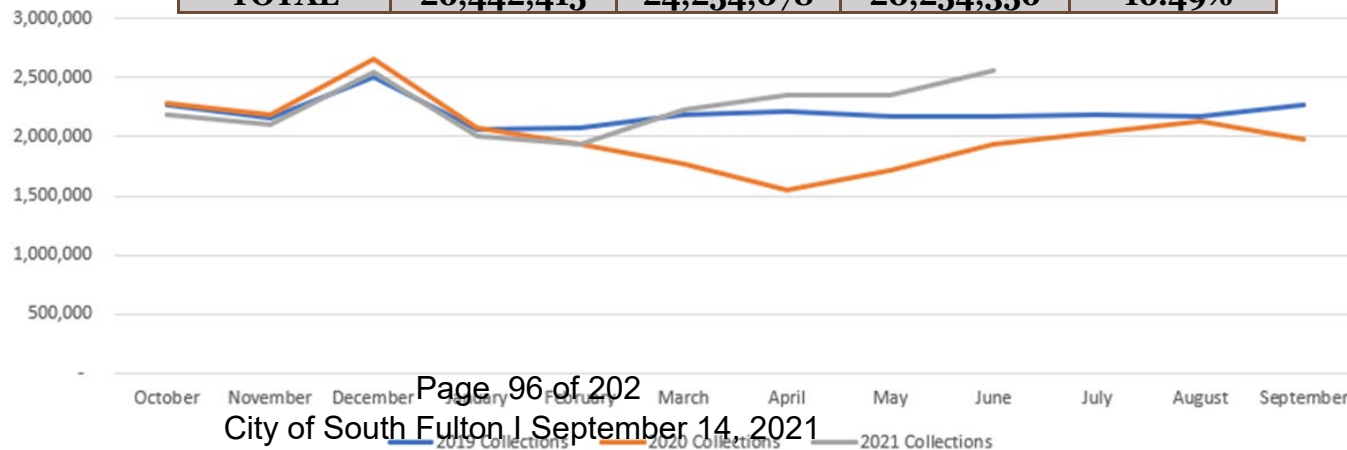


City of South Fulton – General Fund

YTD LOST Revenues

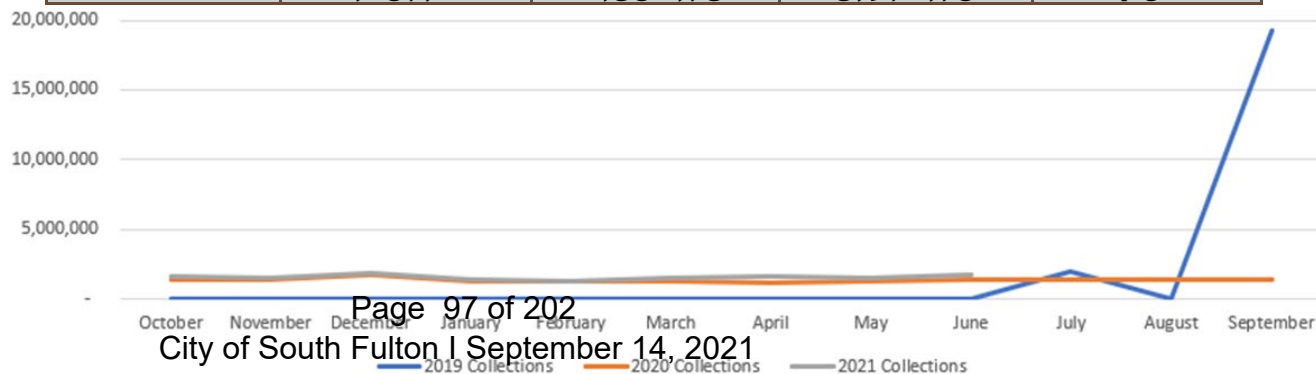
For the Month Ending Jul 31, 2021

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		
August	2,178,288	2,134,752		
September	2,274,196	1,975,997		
TOTAL	26,442,415	24,254,078	20,254,356	-16.49%

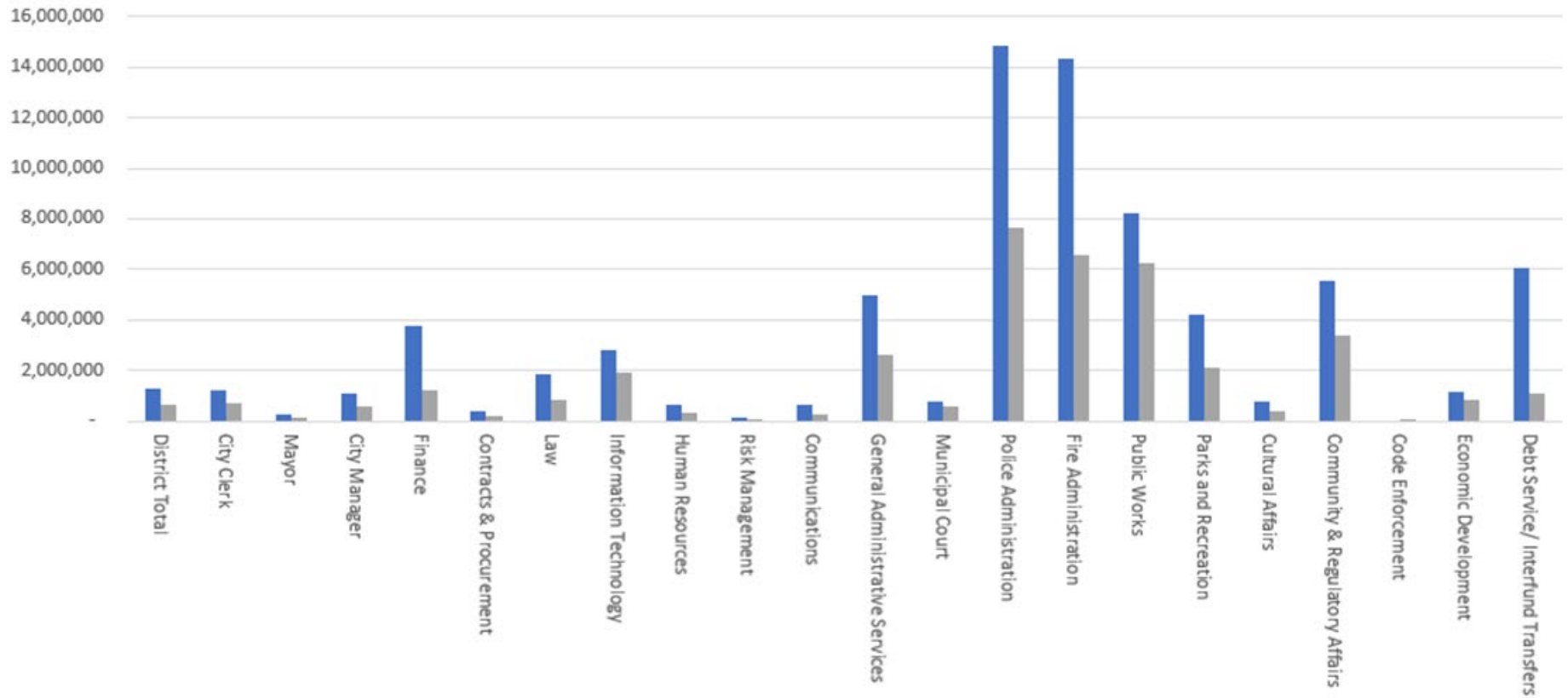


City of South Fulton – General Fund
YTD TSPLOST Revenues
For the Month Ending Jul 31, 2021

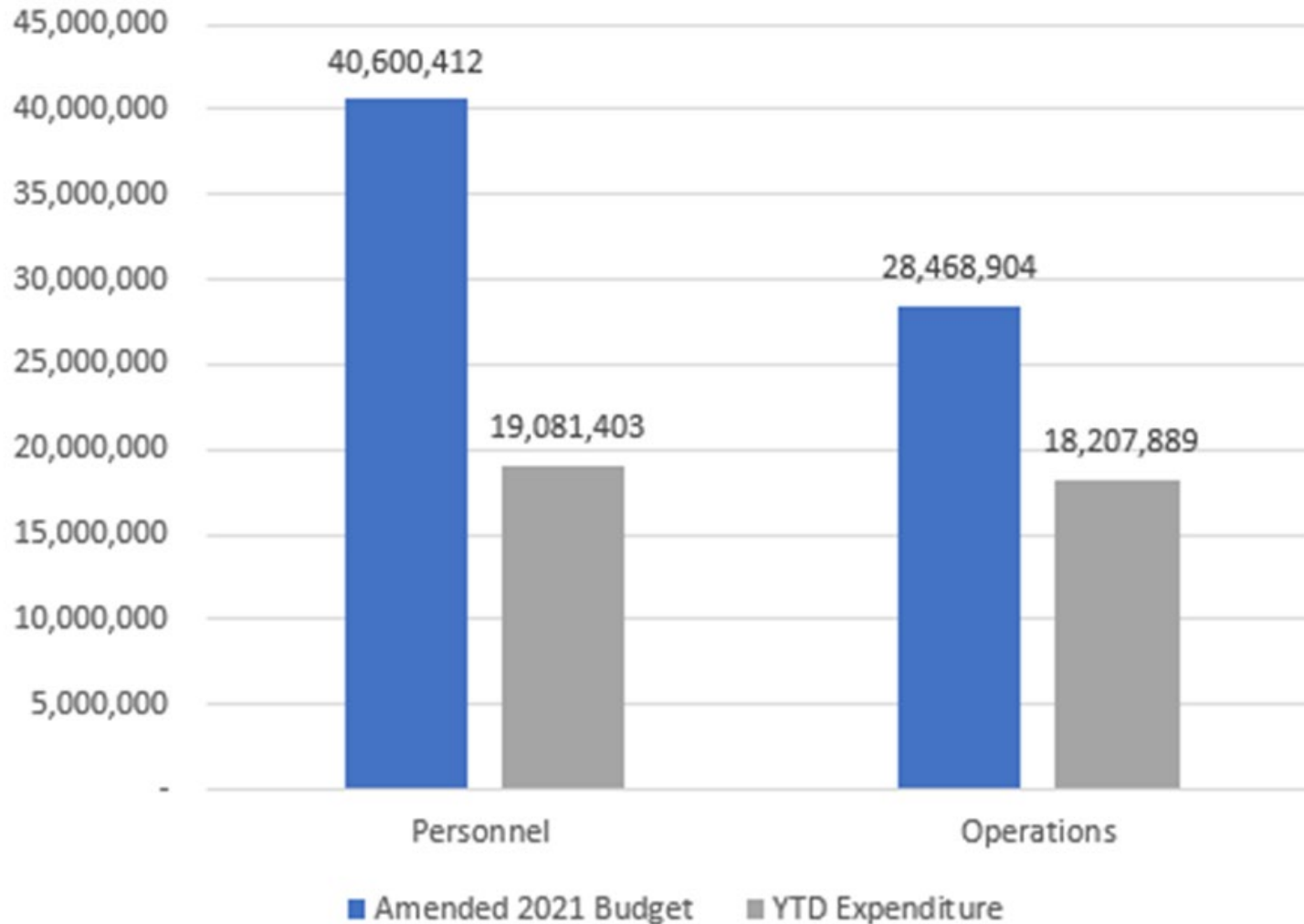
Month	2019 Collections	2020 Collections	2021 Collections	% Change from Prior Year
October	-	1,417,004	1,572,407	10.97%
November	-	1,387,637	1,480,262	6.68%
December	-	1,717,523	1,851,254	7.79%
January	-	1,311,619	1,409,863	7.49%
February	-	1,240,099	1,307,487	5.43%
March	-	1,232,016	1,539,997	25.00%
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		
August	-	1,402,803		
September	19,257,861	1,428,963		
TOTAL	21,257,861	16,350,732	13,976,751	-14.52%



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



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



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

REVENUE	Amended 2021 Budget	YTD Revenue
General Fund	75,685,687	77,657,781
Blighted Properties	200,000	-
Confiscated Assets	-	-
E-911 Fund	2,000,000	1,976,323
Restricted Grants	2,174,907	231,655
American Rescue Plan	5,676,259	-
Hotel Motel	100,000	-
T-SPLOST	41,102,899	14,983,102
Capital Grants	2,775,440	1,048,106
Capital	-	2,288,741
Solid Waste	520,000	192,973
Wolf Creek Ampitheatre	72,000	-
ALL FUNDTOTAL REVENUES	130,235,192	98,378,681

EXPENDITURES	Amended 2021 Budget	YTD Expenditure
General Fund (includes Court Operations)	74,913,604	43,718,438
Blighted Properties	200,000	151,534
Confiscated Assets	-	-
E-911 Fund	2,000,000	1,976,323
Restricted Grants	2,213,991	727,390
American Rescue Plan	-	-
Hotel Motel	100,000	121,046
T-SPLOST	42,702,952	1,910,143
Capital Grant	3,089,872	1,230,343
Capital	10,573,198	1,173,093
Solid Waste	520,000	255,984
Wolf Creek Ampitheatre	72,000	-
ALL FUNDTOTAL EXPENDITURES	136,313,617	51,264,294
Excess (Deficit) of Revenues over (under) Expenditures	(6,078,425)	47,114,387

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

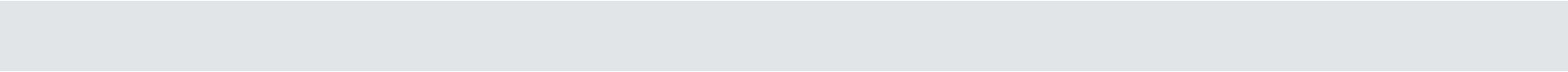
Bank Account (Last 4)	Account Description	Bank Balance
1185	Comm Dev Escrow	4,882,523
1193	Tree Fund	-
2505	Confiscated Funds	197,771
1543	Grant Fund	616,178
9539	Hotel Motel	61,334
8141	TSPLOST	43,384,523
7193	URA Bond Proceeds	
7207	URA Sinking Fund	
4214	Solid Waste	261,726
1444	Court	573,837
3435	Pooled Cash	63,194,138
3427	Payroll	-
4342	Savings	45,000,965
	American Recovery	5,676,259
TOTAL		158,172,996

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

Bank Balance	Confiscated Funds	197,771
--------------	-------------------	---------

Inflows:		
Cash Confiscated	Federal	3,588
Cash Confiscated	State	81,291
Cash Confiscated	Local	2,517
TOTAL		87,396

Outflows:	
Vehicle Maintenance and Repairs	-
Small Tools and Equipment	6,975
TOTAL	6,975



QUESTIONS?



CITY OF SOUTH FULTON
COUNCIL AGENDA ITEM
COUNCIL WORK SESSION



SUBJECT: City Attorney Monthly Report

**DATE OF
MEETING:** 9/14/2021

DEPARTMENT: Attorney



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: City Manager Monthly Report

DATE OF MEETING: 9/14/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
City Manager Report - July 2021 FINAL	Cover Memo	9/10/2021



CITY MANAGER MONTHLY

July 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 July, it is important to address current activities related to the reopening of City Hall. City Hall officially reopened to the public on Wednesday, July 7, 2021 for in-person services. It is important to note that the City never ceased operations. We created several innovative online initiatives to include new application processes for building permits and business licenses and the ability for residents to make payments for invoices or fines.

Our hours of operation are Monday – Thursday 8:30am – 12pm for walk-ins and/or appointments and 1pm – 5pm for appointments only; Friday 8:30am – 5pm for appointments only. Please call 470-552-4311 to schedule an appointment. To ensure the safety of our visitors and employees, temperature checks are conducted and masks are required. We welcome you back to City Hall and look forward to continuing to serve you.

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

Regards,

Tammi Saddler Jones
City Manager



1. IMPROVE PARKS AND RECREATION

Department Programming

- Program Participation:**

Program	July 2021	YTD
Daily Fitness (Weight Room & Cardio Room)	331	590
Dance Camp	32	64
Lap Swim	88	169
Music Camp	32	64
Summer Camp	286	635
Swim Team	92	184
Theatre Camp	32	64
Visual Art Camp	32	64
Walking Track	533	984
Total	1,458	2,818

**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	In Progress	Equipment is currently being installed
Ball Field Equipment & Scoreboards for Sandtown	In Progress	Pending



- **Join Our Fun:** Parks, Recreation & Cultural Affairs staff launched a Virtual Recreation Program Series to provide our citizens, families, and youth with activities they can do while properly social distancing.

Programs, Events & Activities Forecast

Events/Activities	Description	Event Date(s)
Summer Youth Arts Camp	Performance & Exhibitions from Dance. Music, Virtual Art & Theatre Camps	Every Friday in July 4pm Southwest Arts Center
Franklin Pond	Chamber Music	Tuesday, July 27, 2021 11am Southwest Arts Center
True Colors Theatre "Joy and Pain"	Stage Play	Saturday, July 31, 2021 7pm Southwest Arts Center



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

Code Enforcement and Code Board

SeeClickFix Violations

	July 2021	YTD
Open	111	534
Closed	224	1,538
Total	335	2,072

Violations Reported in Edmunds

	July 2021	YTD
Open	209	1,292
Closed	22	252
Total	231	1,544

Code Enforcement Board

	July 2021	YTD
Code Board Cases	85	584
Municipal Court	23	128
Total	108	712

**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 –July 2021		
Fire Rescue Activities	Current Month	YTD
COLUMN #1:		
Emergency Call Volume		
Fire	35	350
Overpressure Rupture, Explosion, Overheat	1	18
EMS/Rescue	820	7,248
Hazardous Condition	31	277
Service Calls	150	1,350
Good Intent Calls	384	3,197
False Alarms & False Calls	88	725
Severe Weather/Natural Disaster	0	25
Special Incident Types	2	10
Non-Specific	0	0
Total	1,511	13,200
Average Response Time	9:44	9:02
COLUMN #2		
Community Risk Reduction (CRR) Activities		
Company Level Inspections	0	0
CRR Final and Existing Business Inspection Requests	93	749
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)	8	32
COLUMN #5		
Fee Schedule Collection		
Fire Safety Inspections	\$ 1,425.00	\$ 16,151.95
Personal Care Homes/ Day Care Inspections	\$ 1,675.00	\$ 5,450.00
Fire Alarm Reviews	\$ -	\$ 250.50
Fire Sprinkler Review	\$ 100.00	\$ 2,640.85
Blasting Permits	\$ -	\$ 1,600.00
Open Records Request	\$ 30.00	\$ 120.00
Special Events	\$ -	\$ -
Combustible Permits	\$ -	\$ 150.00
Fireworks Permits	\$ -	\$ 500.00
Business Inspections	\$ -	\$ -
Burn Permits	\$ -	\$ 2,777.35
Tent Permit	\$ -	\$ -
Fire Extinguisher Training	\$ -	\$ -
2021 Year-To Date Total	\$ 3,230.00	\$ 29,640.65

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

Department Updates

- South Fulton Fire Rescue Department has an Emergency Manager to develop the City of South Fulton Emergency Preparedness Plan and assist with hazard mitigation.
- South Fulton Fire Rescue Department focused on restructuring and reorganizing the department as they plan for promotions and onboarding of new employees. Six (6) certified firefighters will begin in July 2021 and 15 additional applicants are going through the hiring process.
- South Fulton Fire Rescue Department completed 1,496 hours of training during July 2021.
- South Fulton Fire Rescue Department had an average response time of 9:44 for the month of July 2021.



Police Department

Crime By Month	28 DAY COMPSTAT							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Murder	0	0	0	0	0	1	0	1
Rape	0	0	0	0	0	0	1	1
Robbery	2	1	3	1	1	0	1	9
Aggravated Assault	9	0	3	3	3	4	3	25
Burglary	1	2	3	2	1	0	1	10
Larceny / From Auto	2	8	6	3	0	1	8	28
Larceny / Other	20	19	30	16	13	9	9	116
Auto Theft	4	7	5	5	6	3	2	32
TOTALS	38	37	50	30	24	18	25	222

Department Updates

- 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 7,752 Calls for Service during the month of July 2021 and had an average response time of 11:30.
- The South Fulton Police Department successfully completed departmental Supervision training in July 2021.



3. ECONOMIC DEVELOPMENT



AT WORK

Economic Development Project List

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

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



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.



Business License

- **July 2021 Business Licenses Processed**
 - 17 New Business Licenses
 - 43 Renewed Business Licenses
- **Total Business Licenses Processed**
 - 366 (YTD – New Businesses)
 - 60 (July 2021)

Permits and Buildings

Permit Type	July 2021	YTD
New Residential	93	387
New Commercial	0	1
Industrial	0	0
Miscellaneous	229	1,170
Land Disturbance Permits	3	13
Total	325	1,571

**A detailed review of permits has resulted in an update to the information provided.*



Online GIS Application Views

- Public Facing Viewers
 - Address Points – 129,347
 - City Limit – 1,595
 - City County Districts – 3,065
 - COSF Hard to Count Areas – 2
 - COSF Undeveloped Properties – 8
 - Current Zoning – 12,929
 - My Elected Representative – 18
 - Property Information Viewer – 721
 - Public Works Information Viewer – 37
 - Tax Parcel – 2,727
 - Zoning and Land Use Viewer – 731

Project Status

Project	Status
Gateway Signs	In Progress
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 (August 2021)	In Progress
Card Access Upgrade (July 2021)	In Progress
Cartegraph – Public Works	In Progress
RMS – Legal (August 2021)	In Progress
Infrastructure Upgrade	In Progress
CDRA/BL Sages Networks (Testing to address configuration challenges)	Pending
Fulton County Firewall Upgrade (August 2021)	Pending
Teams Phone Migration (FY22 Budget Project)	Pending



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

Zoning Applications & Certifications

Staff has processed a total of 128 zoning applications, 210 zoning certifications and 195 open records reports as of July 31, 2021.

Zoning Cases

There were 0 zoning applications received during the filing deadline period for July 2021.

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



5. CREATE AND IMPLEMENT BRANDING AND MESSAGING

I. City Newsletters:

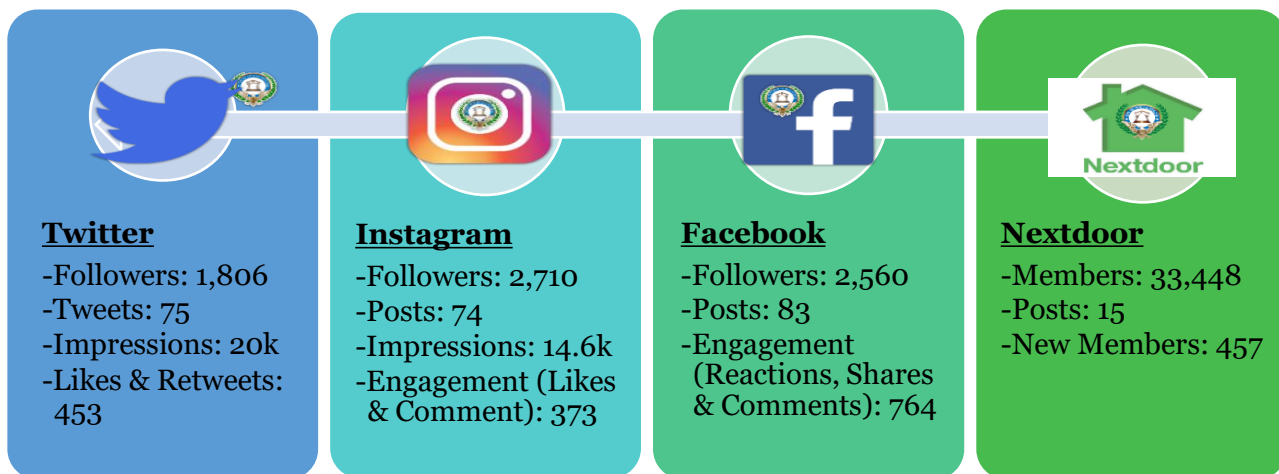
The Communications Department publishes The South Fulton Voice, a bi-weekly newsletter for citizens, and a daily internal newsletter for employees called The Daily Digest.

Editions Released in July:

July 7, 2021 – <https://conta.cc/3gn7wmA>

July 21, 2021 – <https://conta.cc/2Vdk48y>

COSF Social Media Analytics



Note: The decrease in Facebook followers is directly attributable to the deletion of a duplicate account.

II. City Website

July 2021

- Visits: 38,377
- Page Visits: 66,706

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



CALENDAR OF EVENTS

July 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2 Feeding the City Food Distribution 1-3 p.m. Creel Park	3
4	5 Feeding Our City 11 a.m. – 2 p.m. Renaissance Church of Christ	6 Parks Advisory Board 5-7 p.m. Virtual	7	8 Public Arts Commission D2 Virtual Town Hall	9 D5 Friday Nights Lights	10
11	12 City Council Special Called Meeting Community Zoning Information Meeting	13	14 City Council Work Session/Zoning Hearings Workforce Wednesday Mobile Career Center	15	16 Downtown Development Authority	17
18	19 South Fulton Convention and Visitors Bureau	20 Historical and Cultural Landmarks Commission Planning Commission	21	22	23 D5 Friday Night Lights	24
25	26 South Fulton Development Authority	27 City Council Regular Meeting	28	29 Coffee with a Cop	30	31



COSF NEW HIRES



	Hire Date	Job Title	Department
Emmanuel Griffin	7/6/2021	Recreation Specialist	Parks, Recreation & Cultural Affairs
Lukenzie Absolu	7/19/2021	Fire Recruit	Fire
Reginald Davis	7/19/2021	Fire Recruit	Fire
Michele Gilyard	7/19/2021	Fire Recruit	Fire
Seth Holland	7/19/2021	Fire Recruit	Fire
Michael Hopson	7/19/2021	Fire Recruit	Fire
Nicholas Waters	7/19/2021	Fire Recruit	Fire
Reginald McClendon	7/19/2021	Assistant City Attorney	Legal
Erick Garcia	7/19/2021	Facility Maintenance Manager	Public Works
DeMarco Powell	7/19/2021	Systems Analyst	Information Technology
Alicia Benson	7/19/2021	Municipal Court Clerk	Municipal Court
Gwendolyn Law	7/19/2021	Human Resources Specialist	Human Resources
Amber Ross	7/26/2021	Accounting Associate	Finance

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



COUNCIL SUMMARY REQUEST

COUNCIL REQUESTS JULY 2021

	Total Requests	Requests Completed	Completion Percentage
COUNCIL REQUESTS			
City Manager	--	--	--
City Clerk	--	--	--
Communications	--	--	--
Community Development & Regulatory Affairs	5	5	100%
Destination South Fulton	1	1	100%
Facilities	--	--	--
Finance	1	1	100%
Fire	1	1	100%
Human Resources	--	--	--
Information Technology	2	2	100%
Legal	--	--	--
Municipal Courts	--	--	--
Parks, Recreation & Cultural Affairs	--	--	--
Police	--	--	--
Programs & Performance	--	--	--
Public Works	7	6	85.7%
Total	17	16	94.1%
YTD Total	578	523	90.5%

1 In-Progress/Pending Council Request:

- **Public Works – 1**

Please note: *Outstanding Requests are in progress and/or await response from requestor(s)/department staff for follow up and completion of deliverables.*



COSF

311 DASHBOARD

Summary Dashboard | Citywide CRC (to date)



NUMBER OF REQUESTS OPEN

48,517



NUMBER OF REQUESTS CLOSED

46,135 / 95%



Goal: 90%

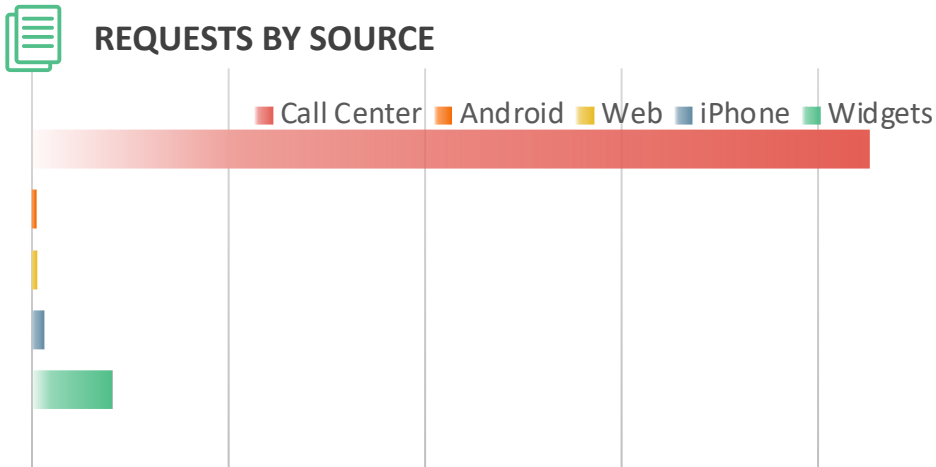


AVERAGE TIME TO CLOSE

14.3 days



Goal: varies based on SLA





OVERALL STATUS OF REQUESTS

1,944

Total Open Status

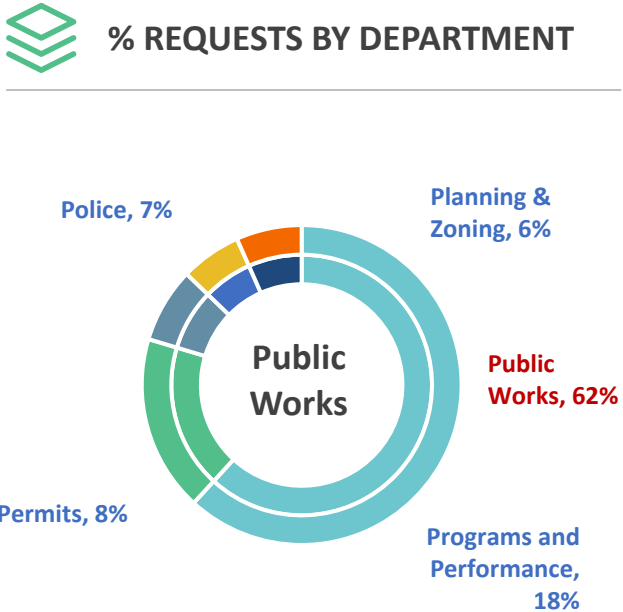
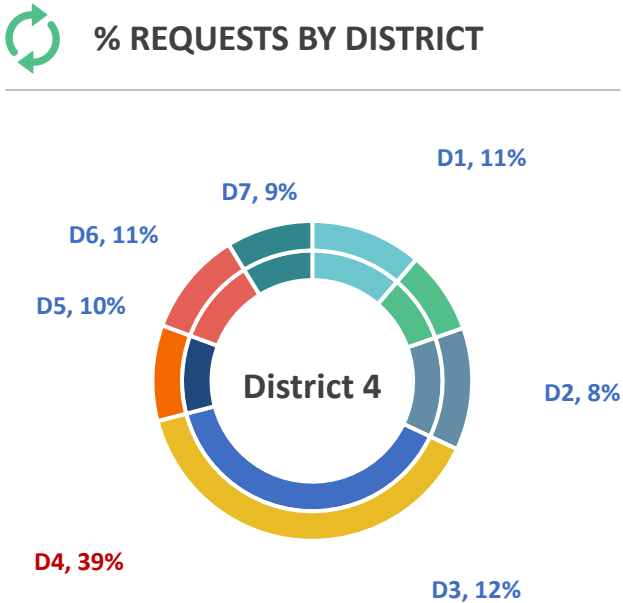
23,707

Total Acknowledged



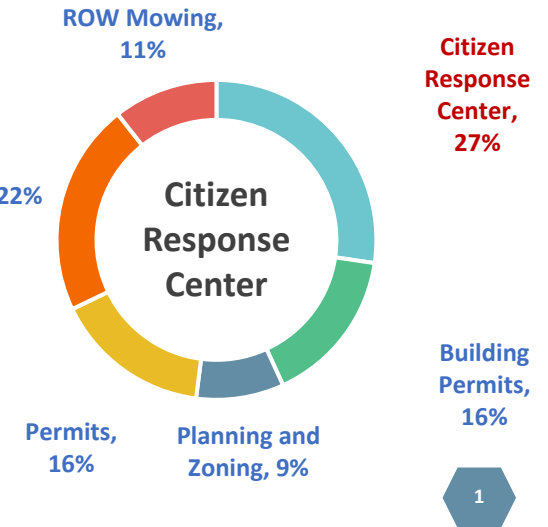
Average time to acknowledge a request is 2.3 days.

Goal: 1 day





TOP REQUESTED (ISSUES)



Issue	Percentage
Citizen Response Center	27%
ROW Mowing	11%
Other	22%
Permits	16%
Planning and Zoning	9%
Building Permits	16%

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



NUMBER OF REQUESTS OPEN

1,899



NUMBER OF REQUESTS CLOSED

1,537 / 81%

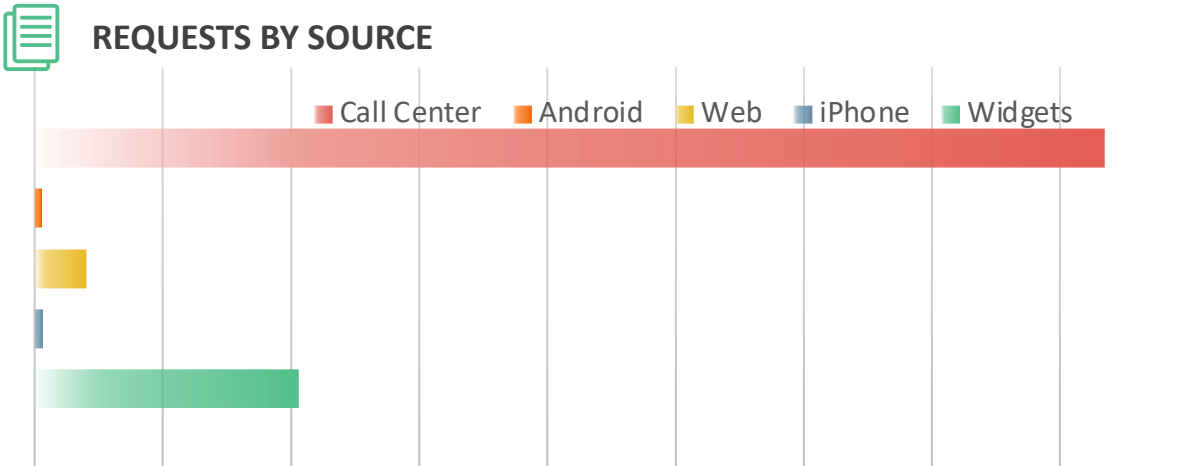
Goal: 90%



AVERAGE TIME TO CLOSE

3.6 days

Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

362

Total Open Status

759

Total Acknowledged



Average time to acknowledge a request is 0.9 day.

Goal: 1 day



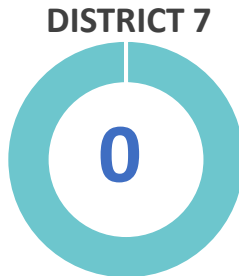
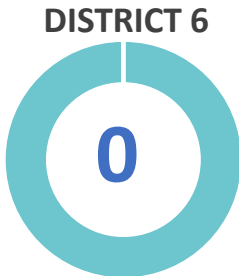
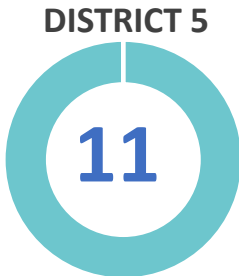
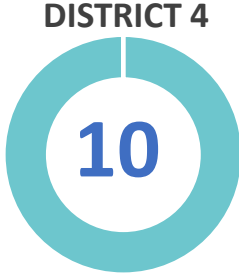
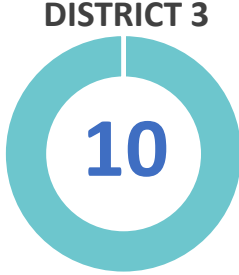
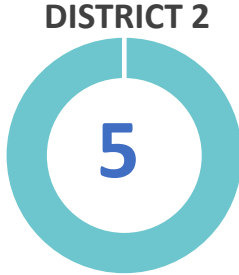
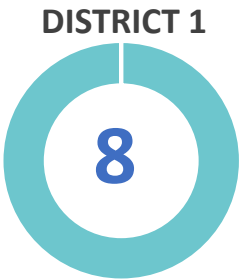
Dashboard | Airport Noise Complaints *(to date)*



TOTAL NUMBER OF
REQUESTS

44

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



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



NUMBER OF
CALLS

1,833



AVERAGE SPEED OF
ANSWER

1m 24ss



Goal: 0:30



AVERAGE TALK
TIME

4m 32ss



Goal: 3:00



ABANDONED
CALL %

8%



Goal: 5%

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	July -21	Rolling 12-Month (April 2021 thru July 2021)
Inbound Call Volume	2184	1525	1404	1396	1274	1,941	2,987	1,757	1,925	1,833	24,319
Average Calls/Day	70.5	50.8	46.8	46.5	45.5	69.3	106.7	56.7	62.1	59.1	61.4
Average 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	1:44
Average Talk Time (KPI 3:00)	00:04:46	00:04:57	00:04:50	00:04:36	00:05:01	00:04:53	00:04:28	00:04:40	00:04:50	00:04:32	00:04:02
Abandon Calls	384	229	164	137	156	166	299	178	316	139	2,866
Abandon % (KPI 5%)	18%	15%	12%	10%	12%	9%	10%	10%	16%	8%	11.7%
Total Requests in SCF	1176	901	894	1281	840	1,433	2,017	1,227	1,292	1,221	16,000
Total Non-Requests	418	259	154	285	181	306	236	125	220	203	3,646

COSF CRC Report

District 1

October 1, 2020 - July 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 7/31/2021

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	223	196	214	1.6	10.9	21.0	83%	37	9	9
Building Permits	172	3	117	15.2	7.5	2.0	66%	37	55	55
Other	139	125	116	3.2	19.3	0.0	0	5	23	1
Remove / Pick-Up Litter (Field Operations)	118	100	118	0.6	2.4	10.0	93%	3	0	0
Reception Call	99	6	95	3.1	7.4	1.0	64%	34	4	4
Clean Up Day	82	61	82	0.9	12.2	0.0	0	2	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	77	44	77	0.1	0.8	10.0	97%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	61	60	61	0.0	1.3	10.0	95%	2	0	0
Yard Issue	53	45	51	0.4	8.2	21.0	94%	3	2	2
Planning & Zoning (Community & Regulatory Affairs)	52	3	48	4.8	6.3	0.0	0	0	4	0
Sanitation (Public Works - Field Operations)	36	14	29	0.9	1.4	0.0	0	0	7	0
Abandoned / Inoperative / Junk Vehicle	35	32	34	0.6	11.1	21.0	82%	6	1	1

Totals	1,797	1,135	1,619	1.4	8.8	-	84%	194	178	102
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Other (Traffic Services)	35	35	34	0.1	0.9	10.0	91%	3	1	1
Construction	33	33	21	1.9	49.8	0.0	0	0	12	0
Illegal Dumping in Right-of-Way (Field Operations)	28	26	28	0.2	3.4	3.0	96%	0	0	0
Roadside Maintenance (Field Operations)	28	28	28	1.2	5.5	10.0	100%	0	0	0
Additional Patrol Request	26	1	26	1.7	2.2	1.0	27%	17	0	0
Blighted / Vacant Property	26	21	26	0.9	9.2	21.0	92%	2	0	0
Other	24	0	24	0.0	1.5	0.0	0	0	0	0
Down Tree Removal from Right of Way (Field Operations)	23	20	23	3.7	2.6	3.0	91%	0	0	0
Other Regulatory Agencies	22	16	21	1.5	12.1	0.0	0	1	1	0
Illegal Dumping on Private Property	20	18	20	0.6	9.5	21.0	90%	2	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	20	20	20	0.0	0.0	1.0	100%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	19	18	19	0.3	1.0	3.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	16	12	16	0.5	0.9	3.0	94%	0	0	0
Sign - Long Term Repair (Traffic Services)	16	15	12	0.0	24.2	120.0	100%	0	4	0

Totals	1,797	1,135	1,619	1.4	8.8	-	84%	194	178	102
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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)	16	16	16	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
Commercial Vehicles in Residential Zones	14	13	14	1.7	9.3	21.0	93%	1	0	0
Sign - Preventative Maintenance (Traffic Services)	14	14	8	1.7	6.8	30.0	100%	0	6	0
Permit / Licensing Issue	13	9	13	0.4	8.1	21.0	85%	3	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	13	9	13	6.8	8.1	3.0	62%	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	10	1.3	10.3	30.0	100%	0	1	0
High Grass/Weeds in Right-of-Way (Field Operations)	10	9	10	5.2	7.5	10.0	80%	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
Business Licenses (Finance & Administrative Services)	9	0	6	0.0	5.2	2.0	50%	3	3	3

Totals	1,797	1,135	1,619	1.4	8.8	-	84%	194	178	102
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Down Tree Removal from Roadway (Field Operations)	9	6	9	0.3	0.8	3.0	89%	0	0	0
Tree Fallen	8	0	4	0.0	4.2	7.0	75%	0	4	4
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	7	7	6	1.0	11.8	30.0	100%	0	1	0
Illegal Dumping In Roadway (Field Operations)	7	7	7	0.1	0.1	1.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	7	6	2	3.0	142.7	120.0	0	2	5	3
General Inquiry	6	0	1	0.0	62.2	3.0	0	1	5	5
Land Development (Community and Regulatory Affairs)	6	0	6	0.0	77.8	3.0	33%	4	0	0
Outdoor Requests (Other)	6	0	5	0.0	11.8	3.0	60%	2	1	1
Remove Dead Animals in Roadway - Small (Field Operations)	6	6	6	2.9	3.5	3.0	83%	1	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	6	4	6	0.3	0.3	1.0	100%	0	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
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
Totals	1,797	1,135	1,619	1.4	8.8	-	84%	194	178	102

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Operations - Other (Traffic Services)	5	4	5	0.0	0.2	30.0	100%	0	0	0
City Clerk	4	0	3	0.0	20.3	5.0	0	3	1	1
Live Domestic Animals	4	0	3	0.0	0.0	0.0	0	0	1	0
Municipal Court	4	0	4	0.0	42.7	0.0	0	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	4	0	0	0.0	0.0	2.0	0	0	4	4
Sink Holes (Drainage Maintenance - Field Operations)	4	2	4	0.0	2.8	10.0	100%	0	0	0
Capital Improvement Projects (CIP) - Public Works	3	3	1	17.4	0.0	0.0	0	0	2	0
Communications & External Affairs	3	1	3	0.9	24.1	2.0	0	3	0	0
Live Wild Animals	3	0	1	0.0	0.0	1.0	100%	0	2	2
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
Dead Trees	3	0	0	0.0	0.0	7.0	0	0	3	3
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	1.6	7.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	3	2	3	0.4	1.2	3.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	3	0	3	0.0	173.2	15.0	0	3	0	0
Totals	1,797	1,135	1,619	1.4	8.8	-	84%	194	178	102

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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	1	0.0	1.2	2.0	100%	0	1	1
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	0.0	0.0	0	0	1	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
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
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
Community Policing Division	1	0	0	0.0	0.0	0.0	0	0	1	0
Outdoor Equipment Requests	1	0	1	0.0	0.8	14.0	100%	0	0	0
Lobby - Parks & Rec. Facilities	1	0	0	0.0	0.0	3.0	0	0	1	1

Totals	1,797	1,135	1,619	1.4	8.8	-	84%	194	178	102
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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	1,797	1,135	1,619	1.4	8.8	-	84%	194	178	102

COSF CRC Report

District 2

October 1, 2020 - July 31, 2021

Prepared for Mayor Pro Tem 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 7/31/2021

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	192	0	126	0.0	7.2	2.0	63%	45	66	66
Property Maintenance	121	76	120	1.4	7.5	21.0	91%	8	1	1
Other	108	100	92	4.3	18.3	0.0	0	8	16	1
Remove / Pick-Up Litter (Field Operations)	106	84	105	0.9	2.8	10.0	93%	0	1	1
Reception Call	101	5	95	2.7	5.1	1.0	48%	48	6	6
Sign - Other Sign Down/Missing (Traffic Services)	68	65	68	0.0	0.8	10.0	99%	1	0	0
Planning & Zoning (Community & Regulatory Affairs)	65	5	58	8.7	5.3	0.0	0	0	7	0
Illegal Dumping in Right-of-Way (Field Operations)	54	52	54	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)	47	28	47	0.1	0.8	10.0	100%	0	0	0
Yard Issue	45	24	45	0.7	7.2	21.0	82%	9	0	0
Abandoned / Inoperative / Junk Vehicle	41	15	40	0.9	3.2	21.0	100%	0	1	0

Totals	1,582	839	1,410	1.6	8.1	-	84%	166	172	107
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	40	1	39	3.0	2.5	0.0	0	1	1	0
Construction	35	35	20	3.8	63.2	0.0	0	1	15	0
Sanitation (Public Works - Field Operations)	27	6	27	0.3	6.8	0.0	0	0	0	0
Signal - Other (Traffic Services)	25	25	25	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
Illegal Dumping on Private Property	20	11	20	0.6	6.2	21.0	100%	0	0	0
Other Regulatory Agencies	20	13	18	0.6	10.4	0.0	0	0	2	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	20	19	20	0.0	0.1	1.0	100%	0	0	0
Roadside Maintenance (Field Operations)	19	19	18	2.2	5.1	10.0	100%	0	1	0
Pothole (Asphalt Paved Maintenance - Field Operations)	18	16	18	0.3	0.7	3.0	100%	1	0	0
Blighted / Vacant Property	17	10	17	0.6	7.8	21.0	82%	3	0	0
Additional Patrol Request	16	0	16	0.0	2.4	1.0	31%	11	0	0
Business Licenses (Finance & Administrative Services)	15	0	12	0.0	1.4	2.0	75%	2	3	3
Commercial Vehicles in Residential Zones	15	10	15	1.2	5.5	21.0	100%	0	0	0

Totals	1,582	839	1,410	1.6	8.1	-	84%	166	172	107
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Right-of-Way (Field Operations)	15	15	15	0.3	0.4	3.0	93%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	14	14	12	4.8	12.1	30.0	100%	0	2	1
Permit / Licensing Issue	13	10	13	3.5	10.5	21.0	77%	3	0	0
Down Tree Removal from Roadway (Field Operations)	11	8	11	0.0	0.1	3.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	10	10	10	0.0	0.2	1.0	90%	1	0	0
Traffic Calming Requests (Traffic Services)	10	4	5	1.3	53.3	120.0	80%	1	5	3
Down Tree Removal from Right of Way (Field Operations)	9	7	9	0.6	1.3	3.0	78%	1	0	0
Event Food Giveaway	8	0	5	0.0	7.4	0.0	0	3	3	0
Tree Fallen	8	2	3	14.8	21.0	7.0	67%	1	5	5
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	8	6	7	0.2	9.2	30.0	100%	0	1	0
High Grass/Weeds in Right-of-Way (Field Operations)	8	8	8	0.5	4.7	10.0	100%	0	0	0
Live Domestic Animals	7	0	4	0.0	0.0	0.0	0	0	3	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	7	7	6	7.9	2.8	3.0	50%	1	1	1

Totals	1,582	839	1,410	1.6	8.1	-	84%	166	172	107
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	6	1	4	0.0	2.8	3.0	50%	2	2	2
Dead Animal Pickup on Private Property	6	3	6	1.8	1.8	7.0	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
Streetlights (Outages, New Requests, Repairs, Maintenance)	6	0	1	0.0	160.9	15.0	0	1	5	4
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
Land Development (Community and Regulatory Affairs)	5	0	5	0.0	47.5	3.0	40%	3	0	0
Other	5	0	2	0.0	3.8	0.0	0	0	3	0
Damaged Fire Hydrant	5	3	5	8.3	7.9	30.0	100%	0	0	0
Excessively Barking Dog – Late Night Nuisance	5	0	5	0.0	1.3	7.0	100%	0	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

Totals	1,582	839	1,410	1.6	8.1	-	84%	166	172	107
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Live Wild Animals	4	0	2	0.0	0.0	1.0	100%	0	2	2
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
Dead Trees	4	1	2	0.5	2.0	7.0	50%	1	2	2
Illegal Dumping In Roadway (Field Operations)	4	4	4	0.3	0.7	1.0	100%	0	0	0
COVID-19 (Coronavirus) Inquiry	3	0	2	0.0	0.0	0.0	0	0	1	0
Rough Road (Unpaved Road Maintenance - Field Operations)	3	3	3	0.0	0.3	10.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	3	2	3	0.0	0.0	30.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	3	3	2	0.0	12.2	120.0	100%	0	1	0
Sink Holes (Drainage Maintenance - Field Operations)	3	3	2	11.3	7.6	10.0	100%	0	1	1
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	2	1	0	14.7	0.0	2.0	0	0	2	2
Totals	1,582	839	1,410	1.6	8.1	-	84%	166	172	107

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Damaged Curb (Roadway Maintenance - Field Operations)	2	2	1	0.1	0.9	10.0	100%	0	1	0
Manhole Covers (Roadside Maintenance - Field Operations)	2	1	2	1.6	2.0	3.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	2	2	2	0.0	1.1	3.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	2	2	2	0.0	0.1	3.0	50%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	2	2	2	0.2	5.9	10.0	100%	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
Community Policing Division	1	0	1	0.0	102.3	0.0	0	0	0	0
Recreation Programs	1	0	1	0.0	30.6	3.0	0	1	0	0
Illegal Signs	1	0	0	0.0	0.0	0.0	0	0	1	0
Curb/Gutter Installation (Roadway Construction - Field Operations)	1	1	1	0.0	0.0	30.0	100%	0	0	0

Totals	1,582	839	1,410	1.6	8.1	-	84%	166	172	107
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Totals	1,582	839	1,410	1.6	8.1	-	84%	166	172	107

COSF CRC Report

District 3

October 1, 2020 - July 31, 2021

Prepared for Councilwoman 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 7/31/2021

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
Remove / Pick-Up Litter (Field Operations)	186	126	186	0.7	1.5	10.0	96%	2	0	0
Property Maintenance	177	134	176	1.4	6.0	21.0	94%	13	1	0
Building Permits	155	0	112	0.0	7.3	2.0	66%	38	43	43
Other	152	137	125	3.9	21.0	0.0	0	3	27	1
Reception Call	121	12	116	2.8	3.3	1.0	66%	39	5	5
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	109	52	109	0.1	0.7	10.0	99%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	90	4	88	13.6	6.5	0.0	0	0	2	0
Illegal Dumping in Right-of-Way (Field Operations)	83	81	83	0.4	1.1	3.0	95%	0	0	0
Clean Up Day	70	54	70	0.9	24.9	0.0	0	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	58	54	58	0.0	0.4	10.0	100%	0	0	0
Yard Issue	50	42	50	1.8	6.2	21.0	98%	2	0	0
Construction	46	44	35	3.0	35.3	0.0	0	1	11	0

Totals	2,092	1,230	1,882	1.7	8.3	-	88%	174	210	99
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Roadside Maintenance (Field Operations)	37	37	37	0.9	4.3	10.0	97%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	35	26	35	0.5	1.2	3.0	94%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	34	30	34	0.1	2.4	10.0	91%	0	0	0
Abandoned / Inoperative / Junk Vehicle	33	22	32	1.0	7.4	21.0	84%	5	1	1
Event Food Giveaway	31	0	14	0.0	5.5	0.0	0	12	17	0
Illegal Dumping on Private Property	31	25	31	0.7	6.3	21.0	90%	2	0	0
Other	30	2	30	0.3	3.3	0.0	0	0	0	0
Sign - Long Term Repair (Traffic Services)	30	30	22	1.1	43.0	120.0	100%	0	8	2
Other Regulatory Agencies	24	22	18	1.5	5.5	0.0	0	0	6	0
Sanitation (Public Works - Field Operations)	23	9	21	0.2	6.4	0.0	0	0	2	0
Permit / Licensing Issue	22	17	18	1.1	9.8	21.0	94%	2	4	4
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	22	20	21	4.7	13.7	30.0	95%	0	1	0
Blighted / Vacant Property	20	14	18	1.5	2.9	21.0	94%	1	2	1
Traffic Calming Requests (Traffic Services)	19	13	5	1.9	94.4	120.0	60%	2	14	1

Totals	2,092	1,230	1,882	1.7	8.3	-	88%	174	210	99
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Business Licenses (Finance & Administrative Services)	18	1	16	0.3	1.7	2.0	81%	3	2	2
Illegal Dumping In Roadway (Field Operations)	18	15	18	0.0	0.2	1.0	100%	0	0	0
Signal - Other (Traffic Services)	18	16	18	0.2	1.7	10.0	100%	0	0	0
Additional Patrol Request	16	0	16	0.0	3.5	1.0	31%	10	0	0
Down Tree Removal from Roadway (Field Operations)	16	13	16	0.5	1.5	3.0	88%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	16	15	16	0.6	1.2	3.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	16	16	16	0.0	0.0	30.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	16	16	16	0.0	0.0	1.0	100%	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	14	2	11	9.6	12.5	2.0	36%	7	3	3
Roadway Maintenance (Field Operations)	14	14	14	1.0	4.0	10.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	13	13	13	0.0	3.6	3.0	92%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	13	10	13	10.8	9.0	3.0	46%	4	0	0

Totals	2,092	1,230	1,882	1.7	8.3	-	88%	174	210	99
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Land Development (Community and Regulatory Affairs)	12	1	12	3.9	80.9	3.0	33%	8	0	0
Dead Animal Pickup on Private Property	12	6	12	2.0	9.4	7.0	83%	3	0	0
Commercial Vehicles in Residential Zones	12	7	12	3.0	6.2	21.0	92%	1	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
Capital Improvement Projects (CIP) - Public Works	10	10	1	4.0	165.7	0.0	0	0	9	1
General Inquiry	10	0	1	0.0	0.0	3.0	100%	0	9	9
Dead Trees	9	3	1	3.0	0.0	7.0	100%	0	8	7
Tree Fallen	9	2	5	2.5	34.9	7.0	60%	2	4	4
Live Domestic Animals	8	0	5	0.0	0.0	0.0	0	0	3	0
Other	8	3	6	3.8	6.2	3.0	33%	4	2	2
Rough Road (Unpaved Road Maintenance - Field Operations)	8	7	8	0.0	0.7	10.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	7	5	7	8.6	9.1	10.0	86%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	7	6	7	0.0	0.9	3.0	100%	0	0	0

Totals	2,092	1,230	1,882	1.7	8.3	-	88%	174	210	99
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Sink Holes (Drainage Maintenance - Field Operations)	7	5	7	0.2	1.9	10.0	100%	0	0	0
City Clerk	6	0	3	0.0	7.0	5.0	67%	1	3	3
Municipal Court	6	1	6	0.5	36.1	0.0	0	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	6	6	4	1.9	5.9	30.0	100%	0	2	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
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
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
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

Totals	2,092	1,230	1,882	1.7	8.3	-	88%	174	210	99
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Unlicensed Business Complaint	2	0	0	0.0	0.0	5.0	0	0	2	2
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
Signal - Long Term Repair (Traffic Services)	2	2	2	0.0	31.5	120.0	100%	0	0	0
Special Projects (Field Operations)	2	2	2	0.0	3.5	30.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	2	1	2	0.1	0.2	10.0	100%	0	0	0
City Manager	1	0	1	0.0	0.0	2.0	100%	0	0	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
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

Totals	2,092	1,230	1,882	1.7	8.3	-	88%	174	210	99
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Roadway - Small (Field Operations)	1	1	1	0.0	0.0	3.0	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	2,092	1,230	1,882	1.7	8.3	-	88%	174	210	99

COSF CRC Report

District 4

October 1, 2020 - July 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 7/31/2021

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	1,837	5	1,837	6.2	14.8	0.0	0	1	0	0
Reception Call	1,534	31	1,504	6.3	2.1	1.0	80%	284	30	30
Building Permits	656	2	443	18.3	6.2	2.0	74%	112	213	212
Other	554	0	554	0.0	1.0	0.0	0	8	0	0
Planning & Zoning (Community & Regulatory Affairs)	305	6	284	21.4	4.6	0.0	0	0	21	0
Other	187	161	147	3.5	22.6	0.0	0	4	40	4
Business Licenses (Finance & Administrative Services)	156	4	135	1.6	0.7	2.0	84%	20	21	21
Sanitation (Public Works - Field Operations)	151	22	149	1.0	2.3	0.0	0	0	2	0
Clean Up Day	149	41	149	3.6	4.5	0.0	0	1	0	0
Live Domestic Animals	134	0	106	0.0	0.0	0.0	0	0	28	0
Property Maintenance	119	43	118	1.1	2.9	21.0	98%	6	1	0
Remove / Pick-Up Litter (Field Operations)	112	80	112	0.5	2.0	10.0	95%	0	0	0
Event Food Giveaway	79	0	51	0.0	5.7	0.0	0	27	28	1

Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping in Right-of-Way (Field Operations)	67	67	67	0.3	1.1	3.0	97%	1	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	62	45	62	0.1	1.5	10.0	98%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	62	59	62	0.0	0.6	10.0	98%	2	0	0
Construction	55	55	33	1.5	49.0	0.0	0	0	22	0
Abandoned / Inoperative / Junk Vehicle	53	34	53	1.6	7.0	21.0	89%	8	0	0
Other	52	0	44	0.0	5.8	3.0	73%	12	8	8
Additional Patrol Request	52	1	52	3.4	1.3	1.0	69%	15	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	51	44	51	0.4	1.4	3.0	96%	0	0	0
Yard Issue	49	16	48	1.8	2.7	21.0	98%	3	1	0
City Clerk	43	0	35	0.0	4.0	5.0	77%	8	8	8
Roadside Maintenance (Field Operations)	33	33	33	1.2	4.7	10.0	97%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	33	29	33	0.0	0.0	1.0	100%	0	0	0
Human Resources	31	0	24	0.0	0.0	2.0	100%	0	7	7
Commercial Vehicles in Residential Zones	31	12	31	1.7	6.3	21.0	94%	3	0	0

Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Right-of-Way (Field Operations)	31	28	31	0.5	1.0	3.0	94%	1	0	0
Sign - Long Term Repair (Traffic Services)	31	31	27	1.2	32.3	120.0	96%	1	4	0
GIS (Geographic Information Systems)	29	3	26	22.3	11.9	2.0	77%	6	3	2
Land Development (Community and Regulatory Affairs)	28	1	28	1.2	48.2	3.0	32%	17	0	0
Live Wild Animals	27	0	21	0.0	0.0	1.0	100%	0	6	6
Sign - Preventative Maintenance (Traffic Services)	27	27	27	0.0	0.1	30.0	100%	0	0	0
Dead Animal Pickup on Private Property	26	8	26	0.2	6.1	7.0	85%	4	0	0
Illegal Dumping on Private Property	25	8	25	3.2	3.6	21.0	100%	0	0	0
Permit / Licensing Issue	24	16	19	2.4	5.9	21.0	95%	3	5	5
Other Regulatory Agencies	22	15	19	2.7	12.8	0.0	0	3	3	0
Rough Road (Unpaved Road Maintenance - Field Operations)	20	14	19	0.2	2.5	10.0	100%	1	1	0
COVID-19 (Coronavirus) Inquiry	19	0	10	0.0	13.2	0.0	0	0	9	0
High Grass/Weeds in Right-of-Way (Field Operations)	18	15	17	0.0	0.5	10.0	100%	0	1	0

Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Capital Improvement Projects (CIP) - Public Works	15	12	4	2.5	0.5	0.0	0	0	11	1
Community Policing Division	15	0	4	0.0	62.5	0.0	0	0	11	0
Illegal Dumping In Roadway (Field Operations)	15	12	15	0.2	0.4	1.0	87%	0	0	0
Traffic Calming Requests (Traffic Services)	15	7	6	0.9	55.6	120.0	67%	2	9	4
Recreation Programs	14	4	14	6.1	21.1	3.0	14%	10	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	14	11	14	0.3	0.5	1.0	79%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	13	12	13	0.3	1.2	3.0	85%	1	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	12	11	11	7.0	14.3	30.0	100%	0	1	0
Signal - Other (Traffic Services)	11	9	11	0.0	3.0	10.0	100%	0	0	0
Communications & External Affairs	10	0	10	0.0	43.4	2.0	0	10	0	0
Outdoor Requests (Other)	10	1	9	23.0	14.5	3.0	44%	4	1	1
Dead Trees	10	2	1	34.9	0.0	7.0	100%	0	9	9
Excessively Barking Dog – Late Night Nuisance	10	0	10	0.0	1.4	7.0	100%	0	0	0

Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Down Tree Removal from Roadway (Field Operations)	10	5	10	0.0	0.4	3.0	100%	0	0	0
Blighted / Vacant Property	9	2	9	0.6	3.4	21.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	9	6	9	0.4	0.8	3.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	9	8	9	0.1	0.2	1.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	9	0	4	0.0	132.8	15.0	0	3	5	4
Tree Danger/Removal (Roadside Maintenance - Field Operations)	9	8	9	10.1	11.2	3.0	44%	3	0	0
Lobby - Parks & Rec. Facilities	8	0	5	0.0	0.0	3.0	100%	0	3	3
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)	7	7	6	0.9	4.1	10.0	100%	0	1	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	6	6	6	0.5	3.0	10.0	100%	0	0	0
General Inquiry	5	0	0	0.0	0.0	3.0	0	0	5	5
Other	5	2	4	0.1	36.8	0.0	0	0	1	0
Tree Fallen	5	2	2	0.1	3.6	7.0	100%	0	3	3

Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Sidewalk Cracking / Broken (Field Operations)	5	5	5	0.4	7.6	10.0	80%	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
Accounts Payable (Finance & Administrative Services)	4	0	4	0.0	0.0	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
Accounts Receivable (Finance & Administrative Services)	3	1	3	4.3	4.2	2.0	0	3	0	0
City Manager	3	0	3	0.0	0.5	2.0	100%	0	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
Clogged Inlet (Storm Water Issues - Field Operations)	3	1	3	3.5	2.0	3.0	67%	0	0	0

Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Damaged Curb (Roadway Maintenance - Field Operations)	3	1	3	0.0	0.8	10.0	100%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	3	2	3	0.3	3.9	10.0	67%	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
Street Flooding (Drainage Maintenance - Field Operations)	3	1	3	0.0	0.0	1.0	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
Fire Alarm System Review (Businesses Only)	2	1	2	6.5	3.2	3.0	50%	1	0	0
Outdoor Equipment Requests	2	0	2	0.0	21.3	14.0	50%	1	0	0
Restroom, Kitchen, Activity, Cardio, Locker Rooms or Water Fountains - Parks & Rec. Facilities	2	0	1	0.0	0.0	14.0	100%	0	1	1
Illegal Signs	2	0	0	0.0	0.0	0.0	0	0	2	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	2	2	2	0.2	2.0	30.0	100%	0	0	0

Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	2	0	2	0.0	65.3	0.0	0	0	0	0
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
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
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
Special Projects (Field Operations)	1	0	1	0.0	0.0	30.0	100%	0	0	0

Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Operations - Other (Traffic Services)	1	1	1	0.0	13.9	30.0	100%	0	0	0
Totals	7,332	1,125	6,795	1.9	7.4	-	83%	599	537	347

COSF CRC Report

District 5

October 1, 2020 - July 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 7/31/2021

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	231	169	219	2.4	9.0	21.0	88%	24	12	8
Building Permits	138	1	87	2.0	8.6	2.0	60%	33	51	51
Reception Call	110	10	102	5.0	2.7	1.0	63%	37	8	8
Yard Issue	103	76	100	2.2	13.1	21.0	80%	18	3	2
Other	97	91	84	2.3	16.5	0.0	0	5	13	2
Planning & Zoning (Community & Regulatory Affairs)	83	7	81	6.8	5.8	0.0	0	0	2	0
Remove / Pick-Up Litter (Field Operations)	67	55	66	1.0	2.7	10.0	95%	0	1	0
Clean Up Day	50	33	50	1.1	21.7	0.0	0	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	45	45	45	0.0	1.0	10.0	98%	0	0	0
Abandoned / Inoperative / Junk Vehicle	39	22	38	2.2	9.4	21.0	89%	4	1	1
Illegal Dumping in Right- of-Way (Field Operations)	37	37	37	0.3	1.2	3.0	95%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	37	25	37	0.0	0.6	10.0	97%	0	0	0

Totals	1,624	907	1,436	1.7	8.9	-	82%	190	188	109
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Construction	33	33	17	2.9	34.0	0.0	0	0	16	1
Blighted / Vacant Property	29	22	29	1.6	7.8	21.0	83%	5	0	0
Sanitation (Public Works - Field Operations)	28	5	27	1.2	1.3	0.0	0	0	1	0
Signal - Other (Traffic Services)	25	25	25	0.0	0.1	10.0	100%	0	0	0
Other	24	0	23	0.0	3.2	0.0	0	1	1	0
Roadside Maintenance (Field Operations)	23	23	22	2.0	6.1	10.0	91%	0	1	0
Event Food Giveaway	20	0	9	0.0	4.4	0.0	0	8	11	0
Illegal Dumping on Private Property	20	13	19	3.4	7.4	21.0	89%	1	1	1
High Grass/Weeds in Right-of-Way (Field Operations)	20	18	20	0.1	2.0	10.0	100%	0	0	0
Additional Patrol Request	19	0	19	0.0	3.0	1.0	16%	15	0	0
Commercial Vehicles in Residential Zones	19	12	19	1.3	12.4	21.0	79%	4	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)	15	15	9	0.3	49.0	120.0	89%	2	6	1
Tree Fallen	13	6	8	10.0	12.4	7.0	50%	3	5	5
Remove Dead Animals in Roadway - Large (Field Operations)	13	11	13	0.6	1.9	1.0	85%	1	0	0
Totals	1,624	907	1,436	1.7	8.9	-	82%	190	188	109

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	12	12	9	0.6	16.4	30.0	100%	0	3	0
Sign - Preventative Maintenance (Traffic Services)	12	12	12	0.0	0.6	30.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	12	11	12	0.0	0.0	1.0	100%	0	0	0
Other Regulatory Agencies	11	9	10	3.2	24.9	0.0	0	0	1	0
Pothole (Asphalt Paved Maintenance - Field Operations)	11	10	11	0.6	1.9	3.0	100%	0	0	0
Other	9	3	5	2.3	5.3	3.0	40%	1	4	4
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	9	9	8	3.3	6.0	30.0	100%	0	1	0
Remove Dead Animals in Right-of-Way (Field Operations)	9	7	8	0.7	1.4	3.0	88%	1	1	1
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	0
Municipal Court	8	0	8	0.0	53.8	0.0	0	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	8	5	8	0.5	2.3	10.0	100%	0	0	0
General Inquiry	7	0	0	0.0	0.0	3.0	0	0	7	7

Totals	1,624	907	1,436	1.7	8.9	-	82%	190	188	109
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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	61.9	3.0	14%	6	0	0
Dead Trees	7	1	1	0.0	30.2	7.0	0	1	6	6
Permit / Licensing Issue	7	3	6	3.1	5.8	21.0	100%	1	1	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	5	6.6	23.1	3.0	40%	2	2	2
Other	6	0	6	0.0	21.0	0.0	0	0	0	0
Excessively Barking Dog – Late Night Nuisance	6	0	6	0.0	9.1	7.0	67%	1	0	0
Capital Improvement Projects (CIP) - Public Works	5	4	1	9.9	0.0	0.0	0	0	4	0
Live Domestic Animals	5	0	4	0.0	0.0	0.0	0	0	1	0
Illegal Signs	5	0	0	0.0	0.0	0.0	0	0	5	0
Remove Dead Animals in Roadway - Small (Field Operations)	5	4	5	0.6	0.6	3.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	5	5	5	0.0	0.0	1.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	5	5	4	0.9	20.1	120.0	100%	0	1	0

Totals	1,624	907	1,436	1.7	8.9	-	82%	190	188	109
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Streetlights (Outages, New Requests, Repairs, Maintenance)	5	1	1	0.0	165.8	15.0	0	1	4	3
City Clerk	4	0	4	0.0	0.0	5.0	100%	0	0	0
City Manager	3	0	3	0.0	1.5	2.0	33%	2	0	0
Live Wild Animals	3	0	3	0.0	0.0	1.0	100%	0	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
Dead Animal Pickup on Private Property	3	1	3	2.0	1.3	7.0	100%	0	0	0
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
Illegal Dumping In Roadway (Field Operations)	3	2	3	0.0	0.0	1.0	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

Totals	1,624	907	1,436	1.7	8.9	-	82%	190	188	109
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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	2	0	1	0.0	21.4	2.0	0	1	1	1
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
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	2	0	2	0.0	25.4	0.0	0	0	0	0
Appointment Request	1	0	0	0.0	0.0	2.0	0	0	1	1
Damaged Fire Hydrant	1	1	1	0.8	1.2	30.0	100%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	1	0	1	0.0	0.8	3.0	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
Snow/Ice Removal (Inclement Weather - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	1	0	1	0.0	32.7	30.0	0	1	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	10.4	10.0	0	0	0	0
Totals	1,624	907	1,436	1.7	8.9	-	82%	190	188	109

COSF CRC Report

District 6

October 1, 2020 - July 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 7/31/2021

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	239	211	235	1.4	4.5	21.0	94%	14	4	3
Yard Issue	146	129	144	1.5	4.3	21.0	97%	5	2	1
Reception Call	135	14	132	6.0	5.9	1.0	54%	54	3	3
Other	128	117	106	4.3	17.9	0.0	0	2	22	4
Building Permits	123	1	86	18.0	9.1	2.0	59%	35	37	37
Clean Up Day	85	58	85	0.5	16.6	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	63	58	62	1.6	6.7	21.0	85%	10	1	0
Planning & Zoning (Community & Regulatory Affairs)	60	4	56	6.0	5.5	0.0	0	0	4	1
Remove / Pick-Up Litter (Field Operations)	53	41	53	0.7	2.5	10.0	91%	1	0	0
Blighted / Vacant Property	52	44	52	2.3	6.0	21.0	88%	6	0	0
Illegal Dumping in Right- of-Way (Field Operations)	52	52	51	1.1	2.3	3.0	94%	1	1	0
Other	51	2	48	2.8	3.0	0.0	0	1	3	0
Sanitation (Public Works - Field Operations)	43	13	43	2.0	2.5	0.0	0	0	0	0

Totals	1,879	1,166	1,664	1.8	7.9	-	84%	178	215	86
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Event Food Giveaway	34	0	9	0.0	5.4	0.0	0	7	25	0
Construction	32	32	19	1.5	44.5	0.0	0	0	13	0
Sign - Other Sign Down/Missing (Traffic Services)	31	31	31	0.1	1.7	10.0	94%	2	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	30	15	30	0.0	0.0	10.0	100%	0	0	0
Other Regulatory Agencies	29	26	22	2.4	9.8	0.0	0	0	7	2
Commercial Vehicles in Residential Zones	28	24	28	1.3	3.2	21.0	100%	1	0	0
Roadside Maintenance (Field Operations)	27	27	26	1.4	5.1	10.0	96%	0	1	0
Illegal Dumping on Private Property	25	21	25	0.9	2.5	21.0	96%	1	0	0
Signal - Other (Traffic Services)	25	24	25	0.0	0.9	10.0	96%	0	0	0
Business Licenses (Finance & Administrative Services)	19	0	19	0.0	0.5	2.0	89%	2	0	0
Capital Improvement Projects (CIP) - Public Works	18	18	1	5.1	25.3	0.0	0	0	17	3
Remove Dead Animals in Right-of-Way (Field Operations)	18	13	18	2.9	4.6	3.0	83%	1	0	0
Permit / Licensing Issue	17	13	17	1.1	3.9	21.0	94%	1	0	0
Traffic Calming Requests (Traffic Services)	17	10	3	1.7	6.5	120.0	100%	0	14	5

Totals	1,879	1,166	1,664	1.8	7.9	-	84%	178	215	86
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Streetlights (Outages, New Requests, Repairs, Maintenance)	16	2	8	1.5	117.1	15.0	13%	7	8	8
Additional Patrol Request	14	0	14	0.0	3.3	1.0	21%	10	0	0
Illegal Signs	13	0	0	0.0	0.0	0.0	0	0	13	0
Clogged Culvert (Drainage Maintenance - Field Operations)	13	12	13	2.8	9.0	10.0	85%	1	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	13	10	12	0.2	1.3	3.0	75%	0	1	1
Sign - Long Term Repair (Traffic Services)	11	11	8	0.7	36.6	120.0	100%	0	3	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 - Long Term Repair (Traffic Services)	11	11	10	0.0	32.7	120.0	100%	0	1	0
Signal - Preventative Maintenance (Traffic Services)	11	11	11	0.1	12.5	90.0	100%	0	0	0
Other	10	2	9	3.8	8.2	0.0	0	0	1	0
Illegal Dumping In Roadway (Field Operations)	9	9	7	0.8	1.3	1.0	71%	0	2	0
Signal - In Flash or Dark (Traffic Issues)	9	9	9	0.0	0.0	1.0	100%	0	0	0

Totals	1,879	1,166	1,664	1.8	7.9	-	84%	178	215	86
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Tree Danger/Removal (Roadside Maintenance - Field Operations)	9	9	6	10.1	22.2	3.0	50%	3	3	2
Municipal Court	8	0	8	0.0	47.7	0.0	0	0	0	0
Other	7	1	6	0.6	9.2	3.0	67%	2	1	1
Community Policing Division	7	0	0	0.0	0.0	0.0	0	0	7	0
Down Tree Removal from Roadway (Field Operations)	7	6	7	0.9	0.9	3.0	86%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	7	3	7	0.2	6.0	10.0	86%	0	0	0
Live Domestic Animals	6	0	5	0.0	0.0	0.0	0	0	1	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
Land Development (Community and Regulatory Affairs)	5	0	5	0.0	93.9	3.0	0	4	0	0
Dead Trees	5	1	1	1.0	1.0	7.0	100%	0	4	4
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	3	0.0	1.3	3.0	100%	0	2	0
High Grass/Weeds in Right-of-Way (Field Operations)	5	5	5	2.7	5.4	10.0	80%	0	0	0
Totals	1,879	1,166	1,664	1.8	7.9	-	84%	178	215	86

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Roadway Maintenance (Field Operations)	5	5	5	0.7	6.1	10.0	100%	0	0	0
General Inquiry	4	0	0	0.0	0.0	3.0	0	0	4	4
Tree Fallen	4	0	1	0.0	0.0	7.0	100%	0	3	3
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	4	4	4	1.1	10.4	30.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	4	3	4	0.0	13.4	30.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	4	4	4	1.6	12.8	30.0	100%	0	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	2	0.0	0.0	30.0	100%	0	1	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
Excessively Barking Dog – Late Night Nuisance	2	0	2	0.0	8.4	7.0	50%	1	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

Totals	1,879	1,166	1,664	1.8	7.9	-	84%	178	215	86
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
GIS (Geographic Information Systems)	1	0	1	0.0	0.0	2.0	100%	0	0	0
Live Wild Animals	1	0	0	0.0	0.0	1.0	0	0	1	1
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
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
Down Tree Removal from Right of Way (Field Operations)	1	1	1	0.0	0.0	3.0	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
Totals	1,879	1,166	1,664	1.8	7.9	-	84%	178	215	86

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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	1,879	1,166	1,664	1.8	7.9	-	84%	178	215	86

COSF CRC Report

District 7

October 1, 2020 - July 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 7/31/2021

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	171	156	166	2.1	7.0	21.0	90%	13	5	5
Reception Call	104	2	99	2.9	5.8	1.0	63%	32	5	5
Other	103	95	87	3.4	23.1	0.0	0	1	16	2
Building Permits	93	0	57	0.0	6.6	2.0	63%	21	36	36
Clean Up Day	88	33	88	0.6	14.0	0.0	0	0	0	0
Yard Issue	79	74	79	1.9	7.9	21.0	91%	8	0	0
Illegal Dumping in Right-of-Way (Field Operations)	60	58	60	0.3	3.6	3.0	88%	0	0	0
Abandoned / Inoperative / Junk Vehicle	52	41	52	2.0	8.8	21.0	85%	8	0	0
Remove / Pick-Up Litter (Field Operations)	52	39	52	0.9	3.2	10.0	96%	1	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	49	35	49	0.7	1.6	10.0	98%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	43	1	41	4.4	3.3	0.0	0	0	2	0
Sign - Other Sign Down/Missing (Traffic Services)	36	35	36	0.1	1.3	10.0	100%	0	0	0

Totals	1,471	895	1,315	1.7	9.1	-	84%	137	156	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	35	0	35	0.0	3.2	0.0	0	0	0	0
Construction	32	32	22	3.2	43.3	0.0	0	0	10	0
Roadside Maintenance (Field Operations)	31	30	30	1.4	6.1	10.0	90%	1	1	0
Capital Improvement Projects (CIP) - Public Works	26	26	0	2.3	0.0	0.0	0	0	26	2
Sanitation (Public Works - Field Operations)	23	6	21	0.5	4.3	0.0	0	0	2	0
Additional Patrol Request	22	0	22	0.0	3.1	1.0	23%	16	0	0
Illegal Dumping on Private Property	20	20	18	3.3	9.1	21.0	89%	2	2	2
Other Regulatory Agencies	20	15	14	4.5	13.0	0.0	0	0	6	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
Blighted / Vacant Property	16	16	16	1.5	9.0	21.0	81%	3	0	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	14	13	14	3.1	17.2	21.0	86%	1	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	13	11	13	1.1	4.4	10.0	85%	0	0	0
Roadway Maintenance (Field Operations)	12	11	12	1.1	6.6	10.0	100%	0	0	0
Totals	1,471	895	1,315	1.7	9.1	-	84%	137	156	69

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Calming Requests (Traffic Services)	12	5	4	0.2	8.5	120.0	100%	0	8	1
Signal - Other (Traffic Services)	11	11	11	0.0	0.0	10.0	100%	0	0	0
Illegal Dumping In Roadway (Field Operations)	9	8	9	2.7	4.5	1.0	89%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	9	9	9	0.7	1.1	3.0	89%	0	0	0
Municipal Court	8	0	8	0.0	30.7	0.0	0	0	0	0
Other	8	2	7	8.1	17.3	0.0	0	0	1	0
Damaged Fire Hydrant	8	7	8	1.6	6.0	30.0	88%	1	0	0
Excessively Barking Dog – Late Night Nuisance	8	0	8	0.0	3.1	7.0	100%	0	0	0
Permit / Licensing Issue	8	6	7	1.8	5.8	21.0	100%	1	1	1
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	8	8	6	0.8	11.1	30.0	100%	0	2	0
Sign - Long Term Repair (Traffic Services)	8	8	8	0.1	47.1	120.0	100%	1	0	0
Community Policing Division	7	0	1	0.0	42.0	0.0	0	0	6	0
Dead Animal Pickup on Private Property	7	3	7	2.9	10.9	7.0	71%	2	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	7	5	7	0.3	4.0	10.0	100%	0	0	0

Totals	1,471	895	1,315	1.7	9.1	-	84%	137	156	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Streetlights (Outages, New Requests, Repairs, Maintenance)	7	1	4	1.3	144.8	15.0	0	4	3	3
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	6	6	6	0.1	0.1	1.0	100%	0	0	0
Other	5	0	4	0.0	11.3	3.0	25%	1	1	1
Clogged Inlet (Storm Water Issues - Field Operations)	5	5	5	0.9	2.0	3.0	80%	0	0	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
Signal - Preventative Maintenance (Traffic Services)	5	5	5	0.1	12.0	90.0	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
Rough Road (Unpaved Road Maintenance - Field Operations)	4	2	3	0.5	0.0	10.0	100%	0	1	0
Sink Holes (Drainage Maintenance - Field Operations)	4	3	4	0.7	5.6	10.0	100%	0	0	0
Live Domestic Animals	3	0	3	0.0	0.0	0.0	0	0	0	0
Totals	1,471	895	1,315	1.7	9.1	-	84%	137	156	69

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Dead Trees	3	0	1	0.0	98.9	7.0	0	1	2	2
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	3	1	3	0.0	0.0	30.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	3	2	3	5.6	8.4	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	3	3	3	0.8	2.0	3.0	67%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	3	3	3	1.8	2.2	30.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	3	1	3	0.0	12.7	3.0	67%	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	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
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

Totals	1,471	895	1,315	1.7	9.1	-	84%	137	156	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
City Clerk	1	0	0	0.0	0.0	5.0	0	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	0	0.0	0.0	7.0	0	0	1	1
Damaged Curb (Roadway Maintenance - Field Operations)	1	1	1	2.3	0.0	10.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	0	0.0	0.0	120.0	0	0	1	0
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.6	1.1	1.0	0	0	0	0

Totals	1,471	895	1,315	1.7	9.1	-	84%	137	156	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Totals	1,471	895	1,315	1.7	9.1	-	84%	137	156	69



PUBLIC WORKS REPORT

**City of South Fulton
Public Works Department**



Jacobs

Challenging today.
Reinventing tomorrow.

Accomplishments in July 2021	
Metric Description	Number or Percent
Total Work Orders	1,890
Total SeeClickFix Requests for Public Works	546
Total Work Orders Completed that met Service Level Agreement	179
Total Work Orders Completed that met Service Level Agreement as Percentage	95%
Total Work Order/Requests Open or In-Progress	28
Total Work Requests did not meet Service Level Agreement	4
Total Work Requests without Service Level Agreement	34



**Public Works
July 2021 Monthly Report**

Jacobs

or not due in current month	
Total SeeClickFix Request Closed/Archived	366
Total Inbound Calls	1,890
Average Calls per Day	59.1



Reports by Activity

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

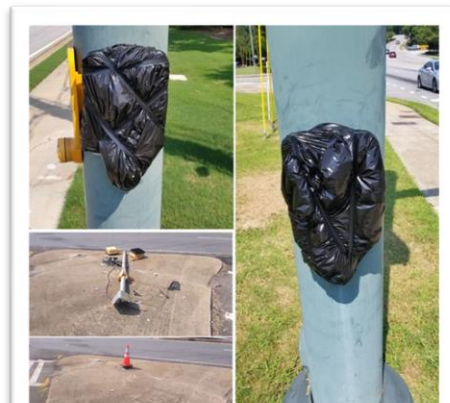
Clean City Crew

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

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

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.



Removal of down signal on Cascade Rd SW & Fairburn Rd SW

Traffic Activities in July

During this reporting period, Public Works completed fifty-eight (58) traffic work orders. 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 the city rights of way that form the system to direct storm water to natural water ways. During the month of July, Public Works inspected 63 storm water systems; five (5) structures cleaned.

Utoy Springs/Cascade Road	5 Structures	
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Solid Waste Management



Illegal Dumping on Stonewall Tell

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

Dead Animal Removal

As a service, dead animals are removed from the right of way and roadway each month. During the month of July, Public Works removed eleven (11) dead animals in the roadway or on the right-of-way.

Field Services

Illegal Dumping is defined by the City of South Fulton as, "illegally dumping of waste instead of using an authorized use of collection." During the

month of July, fifty-five (55) illegal dumping sites were cleaned. This service is often done with other departments.

Litter Removal & Mowing

Every four weeks, Public Works collects litter on 204 miles of road as part of the process. During that period, roads needing additional treatment are cleaned as well. In addition to mowing the 204 miles, Public Works completed one hundred seven (107) requests from the public to remove litter.

Unpaved Road Maintenance

The Public Works Department maintains fifty-three (53) dirt and gravel. In July, the Department maintained four (4) roads: Ono Road and West Teal were treated on (07/06/21), Petersburg Rd (07/16/21), and Ono Road (07/17/21).

Potholes Repairs

When road surfaces begin to fail, they typically fail in multiple locations. This is because the roads are typically paved and have similar conditions elsewhere that allow potholes to form. For this reason, our process is both reactive and proactive. When a pothole is reported our



Clean Up After Illegal Dumping



process is to drive the entire road to identify any additional potholes needing to be addressed on that same road. In July, this process was applied to 20 potholes on 13 different streets. The table listed below references only 13 streets, please clarify.

7653 – 7661 Fayetteville Road	Pothole	7/1/21
6613 – 6799 Riverside Drive	Pothole	7/1/21
Cedar Grove Road & Rivertown Road	Pothole	7/1/21
Soring Valley Road	Pothole	7/6/21
4620 Union Road	Pothole	7/6/21
Jones Road	Pothole	7/16/21
3586 Old Fairburn Road	Pothole	7/16/21
1725 Reynolds Road	Pothole	7/21/21
2367 – 2401 Creel Road	Pothole	7-21-21
5400 -5600 Milam Road	Pothole	7/21/21
5989 – 5999 Koweta Road	Pothole	7/23/21
Promenade Way	Pothole	7/27/21
5020 Promenade Drive	Pothole	7/27/21

Concrete Maintenance

Public Works performs concrete maintenance on City sidewalks, curbs and gutters ensuring they are properly maintained. Seven (7) service repairs were conducted this month.

Red Wolf Run	Sidewalk Cracking/Broken	07/07/21
375 Yasmine Cove	Curb/Gutter Maintenance	07/13/21
2601-2617 Brookstage Court	Curb/Gutter Maintenance	07/13/21
Old Dove Lane	Curb/Gutter Maintenance	07/15/21
Boat Rock Road	Curb/Gutter Maintenance	07/15/21
7335 Cedar Grove Road	Curb/Gutter Maintenance	07/15/21
6508 Snowden Drive	Sidewalk Maintenance	07/27/21

Sinkhole Repairs

A **sinkhole** is normally created from a leaky underground structure or compaction issue. Unchecked, these issues can become safety hazards from the erosion soil and damage to other infrastructure.

Our technique is to address the safety hazard and leak by filling the hole with concrete and materials that will allow drainage without additional damage. If this technique works, we consider the issue closed. If the sinkhole returns, the location is scheduled for a more invasive fix. Two (2) sinkholes repairs were made during the month of July.

6389 Beaver Creek trail	Sinkhole	7/08/21
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Public Works July 2021 Monthly Report

Jacobs

600 Enterkin Court	Sinkhole	7/08/21
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Brush Cutting

During the month of July, Public Works serviced nineteen (19) roads removing trees hindering sight distance or travel along the roadways.

4185 Sunrise Trail	Brush	7/01/21
2050 Enon Road	Brush	7/01/21
7033 Talkeetna Court	Brush	7/06/21
6200 – 6998 Red Mill Road	Brush	7/8/21
Wallace Road & Hwy 166	Brush	7/9/21
6630 E. Stubbs Road	Brush	7/13/21
4085 W. Stubbs Road	Brush	7/13/21
7033 Talkeetna Court	Brush	7/06/21
Hall Road	Brush	7/23/21
Jones Road	Brush	7/23/21
Stonewall Tell Road	Brush	7/23/21
560 Ventura Lane	Brush	7/23/21
2165 Enon Road	Brush	7/23/21
Cascade Rd & Cascade Overlook	Brush	7/24/21
1620 Versailles Drive	Brush	7/27/21

Tree Removal

Twenty-five (25) trees were removed due to either hinderance of sight distance, the tree had falling onto the ROW because of a storm event or due to the tree was dead.

Cascade-Palmetto Highway	Tree Removal	07/03/21
4600 Scarborough Road	Tree Removal	07/06/21
3190 Flat Shoals Road	Tree Removal	7/8/21
Stonewall Tell Road & Tell Place	Tree Removal	7/8/21
5700 Spence Circle	Tree Removal	7/8/21
3430 Jaillette Road	Tree Removal	7/8/21
Fairburn Road	Tree Removal	7/8/21
7611 – 7629 Cochran Rd	Tree Removal	7/12/21
6940 Dodd Road	Tree Removal	7/12/21
828 Walden Blvd.	Tree Removal	7/13/21
968 Brookmere Court	Tree Removal	07/21/21
Bethsaida Road	Tree Removal	07/21/21
Stonewall Tell Road & E Stubbs Road	Tree Removal	07/21/21



Rivertown Road & White Mill Road	Tree Removal	07/21/21
E. Stubbs Road & Stonewall Tell	Tree Removal	07/21/21
4105 Morning Trail	Tree Removal	07/21/21
3775 High Point Lane	Tree Removal	07/21/21
1665 Reynolds Road	Tree Removal	07/22/21
5950 Mallory Road	Tree Removal	07/27/21
4794 N.Wexford Road	Tree Removal	07/27/21
3465 Spring Valley Road	Tree Removal	07/27/21
Cascade Palmetto & Rataree Road	Tree Removal	07/28/21
1230 Elva Drive	Tree Removal	07/28/21

Right of Way Permits

Public Works staff serviced twenty-four (24) permits throughout the city. Additionally, the request for permits in the FIB district have begun coming in and in July eight request were redirected.

Annual Capital Improvement Plan

The Public Works Operations team continues to update and provide the list to the Public Works Director as projects that exceed \$2,500 arise.

Call Center

Public Works staff serviced one hundred fifteen (115) areas throughout the city.

Bridge Maintenance

No activity this month

Inclement Weather

No activity this month



CITY OF SOUTH FULTON DEVELOPMENT AUTHORITY



City of South Fulton Development Authority

dba

ENVISION SOUTH FULTON



City of South Fulton Development Authority

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ENVISION SOUTH FULTON



Directors:

The Honorable Mark Baker, Chairman

The Honorable Jamal Grooms, Vice-Chairman

The Honorable Arnold Jiggetts, Secretary-Treasurer

The Honorable Thant Coleman, Director

The Honorable Alicia Ivey, Director

The Honorable Mercedes Miller, Director

The Honorable Andrew Pierson, Director

The Honorable Derek Pollard, Director

The Honorable Ric Ross, Director

City of South Fulton Development Authority

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ENVISION SOUTH FULTON

Mission:

Envision South Fulton will champion diversified industries, strong alliances, goodwill collaboration, business growth, employment opportunities and innovation to help build a vibrant economy and thriving community for all City residents and businesses.

Vision:

Envision South Fulton will champion diversified industries, strong alliances, goodwill collaboration, business growth, employment opportunities and innovation to help build a vibrant economy and thriving community for all City residents and businesses.

City of South Fulton Development Authority
dba
ENVISION SOUTH FULTON

Core Values:

- ✓ **Leadership:** Setting a standard of excellence
- ✓ **Collaboration:** Open to working with others
- ✓ **Agile:** Flexible, leveraging our strengths and being dynamic, nimble
- ✓ **Vibrant:** Exuberant, exciting
- ✓ **Awareness:** Who we are and where we are situated, cognizant of all entities



City of South Fulton Development Authority
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ENVISION SOUTH FULTON

Operating Budget

Income			
From City of South Fulton			\$200,000
Other Financing Sources			\$0
Total Projected Income			\$200,000
Expense	Account		Amount
Training and Dues	Training	15,000.00	
	Dues & Fees	2000	17,000.00
Travel	Travel		5,000.00
Project/Program Costs			40,000.00
Legal	Legal Fees		35,000.00
Contract	Contracted Services		20,000.00
Printing	Printing		10,000.00
Office/Meetings	Food/Supplies		10,000.00
	Rent		22,000.00
Information Tech	IT/Website Design/Emails		9,000.00
Uniform	Uniform		5,000.00
Advertisement	Ads		9,000.00
Phone	Mobile Phone		5,000.00
Hospitality	Hospitality		5,000.00
Total projected expenses			192,000.00
Surplus/Deficit			8,000.00

Comprehensive Health Medical Center

We're Breaking Ground!



City of South Fulton Development Authority

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ENVISION SOUTH FULTON



Recent Successes and Activities at Glance

- + Regular Meetings at 6pm the last Monday of Every Month;
- + Continuing Education, including Comprehensive Multi-Unit Training covering Development Authorities Law Updates and Bond Inducement Transactions (March 13, 2021);
- + Strategic Planning Session with focus on Mission, Vision and Core Values (March 22, 2021);
- + Execution of a Mixed-Use Retail Development Deal along Old National Highway to include a Hotel, Affordable Housing, Office and Convention Space (on-going); and
- + Successful Bond Inducement Validation before the Fulton Superior Court for a 27,000 sq. ft. Comprehensive Health Medical Center located at Big Foot Trail and Old National Highway (June 2021).