

**CITY OF SOUTH FULTON, GEORGIA**  
**VIRTUAL - WORK SESSION**  
**Tuesday, August 10, 2021, 4:00 PM**



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**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. **One Million Trees Initiative – Judy Yi, Trees Atlanta**
  - 2. **Records Management Legislation and Plan – Corey Adams, City Clerk**
- IV. Monthly Reports
  - 3. **Finance Monthly Report - Rachel Bembry, Interim Finance Director**
  - 4. **City Attorney Monthly Report - Vincent Hyman, City Attorney**
  - 5. **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:** One Million Trees Initiative

**DATE OF MEETING:** 8/10/2021

**DEPARTMENT:** City Manager

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**ATTACHMENTS:**

| Description                                              | Type       | Upload Date |
|----------------------------------------------------------|------------|-------------|
| One Million Trees_ South Fulton City Council Aug 10 2021 | Cover Memo | 8/5/2021    |



# One Million Trees Initiative City of South Fulton

For more information, please contact:  
**Judy Yi, Director of Outreach & Marketing**

Trees Atlanta | [judy@treesatlanta.org](mailto:judy@treesatlanta.org) | 404-609-3373

August 10, 2021



**Trees Atlanta  
protects and improves  
Atlanta's urban forest by planting,  
conserving,  
and educating.**



# One Million Trees Initiative

- A collaborative effort to preserve Metro Atlanta's tree canopy
- Partners to date:
  - 10 local nonprofit conservation organizations & 10 cities
- Ten-year goal (2020 – 2030) to plant and protect 1 million trees
- Program Info: **[www.treesatlanta.org/onemilliontrees](http://www.treesatlanta.org/onemilliontrees)**

# Trees Are Rapidly Disappearing

- Three Georgia counties are in the Top 10 in the South for acres of forest lost per year

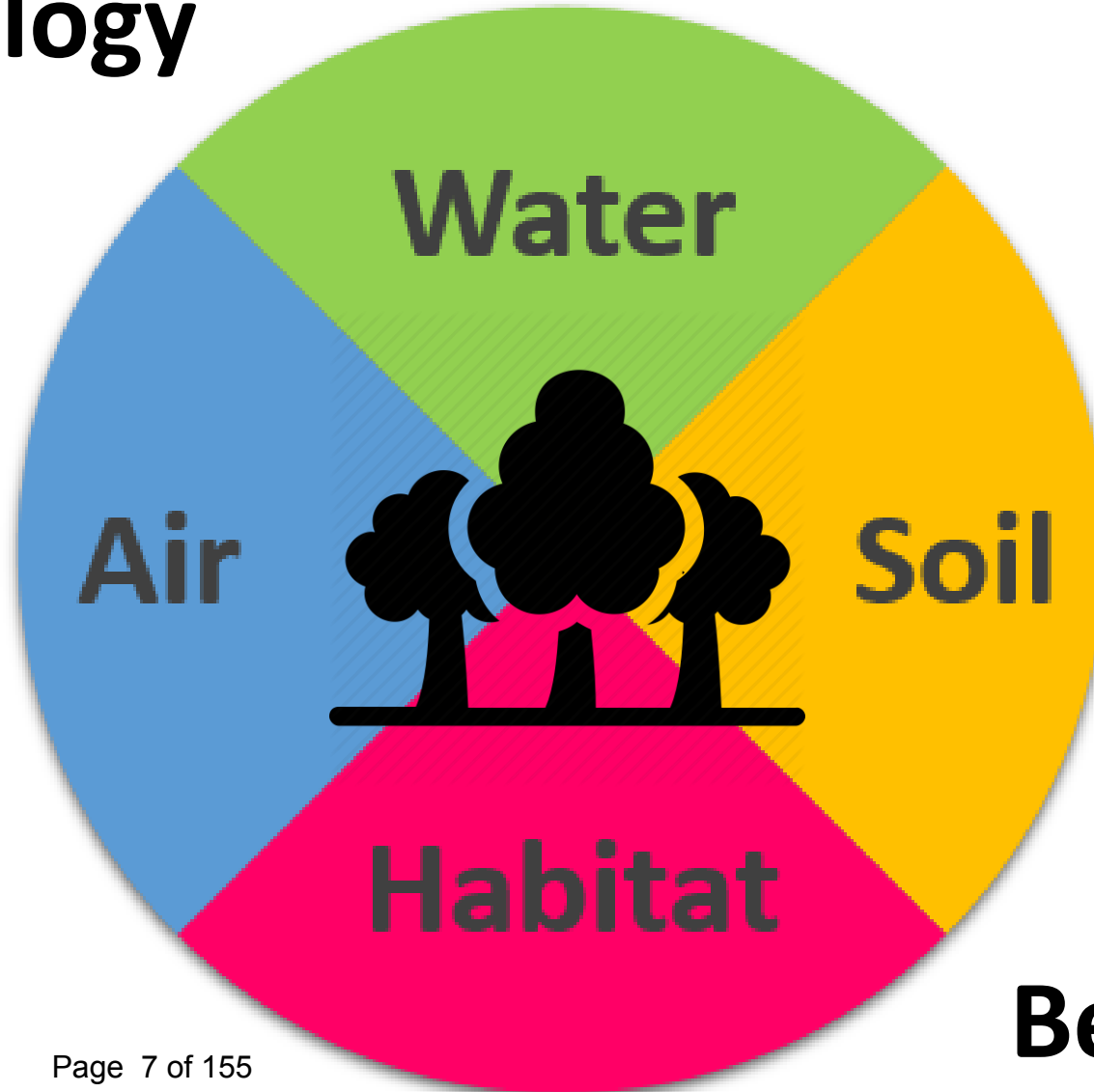
|           |                 |                    |
|-----------|-----------------|--------------------|
| <b>#2</b> | <b>Gwinnett</b> | <b>3,033 acres</b> |
|-----------|-----------------|--------------------|

|           |               |                    |
|-----------|---------------|--------------------|
| <b>#3</b> | <b>Fulton</b> | <b>2,801 acres</b> |
|-----------|---------------|--------------------|

|            |             |                    |
|------------|-------------|--------------------|
| <b>#10</b> | <b>Cobb</b> | <b>1,644 acres</b> |
|------------|-------------|--------------------|

- Georgia is in the Top 5 states in canopy loss percent
- Human health and the urban ecosystem are highly affected by proximity to trees

# Trees are Critical to Atlanta's Urban Ecology



## Benefits of Trees



# Trees Improve the Health & Well-being of the People Who Live Near Them

- Captures particulate matter and improves **air quality**
- Lowers **air temperature** and saves on less **electricity** used
- Reduces soil **erosion** and **flooding** and improves **water quality**
- Increases **biodiversity** and better supports wildlife
- Lowers impact of **chronic illnesses**, including asthma and stress
- Improves **education** outcomes and student behaviors
- Supports to **mental health** - residents of neighborhoods with higher tree canopy take fewer prescription antidepressants
- Raises home **sale prices** and retail sales for businesses on streets with trees

# Our Programs



**CONSERVING**

**PLANTING**

**EDUCATING**



**Trees Atlanta protects and improves Atlanta's urban canopy**

# Planting: Community Forestry



## NeighborWoods

- Volunteer Projects
- October to March: plant
- April to September: maintain

## Urban Trees

- Fee for service contracts
- Large trees for municipal projects



# Conserving: Forest Restoration

- Remove invasive species
- Re-introduce native trees and plants
- Improve over 30 local forests/greenspace



# Educating: Connections and Actions



## Youth

- Connect to nature through outdoor play and education
- Inspire “Budding Environmental Stewards”
- Explore green collar careers

## Adult

- Increase awareness and inform
- Empower with skills
- Act to protect and improve our urban forest



# Advocacy: Speaking for the Trees



## Canopy Conversations

- Invited by the community
- Neighborhood & NPU meetings
- [treesatlanta.org/contact](https://treesatlanta.org/contact)

## One Million Trees Initiative

- 10 nonprofits & 10 cities
- 10 years
- [treesatlanta.org/onemilliontrees](https://treesatlanta.org/onemilliontrees)

## Tree Protection Ordinance

- Community advocates
- [treesatlanta.org/advocacy](https://treesatlanta.org/advocacy)



# One Million Trees Initiative

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- Partners to date:
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- Ten-year goal (2020 – 2030) to plant and protect 1 million trees
- Program Info: **[www.treesatlanta.org/onemilliontrees](http://www.treesatlanta.org/onemilliontrees)**

# Nonprofit Partners



# City Partners





# How to Become a Partner

- Letter of Support from Mayor or City Manager - OR-
- Resolution from City Council or Board of Commissioners
- No fees or financial commitment is required
- Send to Trees Atlanta:
  - Copy of formal approval by the City
  - Current logo image file
  - City's staff person responsible for managing program
- Issue a Press Release (optional)



# Trees Atlanta Will Take the Lead to:

- Define project definitions, protocol, and roles with stakeholder input
- Create and manage partnership agreements
- Create and manage project timelines
- Track, manage, and report on progress toward goals
- Develop multi-channel marketing strategy and provide marketing guidance or assets to all partners
- Communicate program updates throughout initiative among partners and to broad audiences



# What is the Role of Partners?

- **Plant trees** directly or as sponsored/partnered events
- **Conserve forested land** - identify and purchase land for conservation
- **Track and report** trees planted or conserved (once a year)
- **Educate and communicate**
  - Promote One Million Trees Initiative, its goals, and related programs to drive support and participation
  - Discuss the role of trees in integrated city planning and infrastructure policies
  - Consider ordinance revisions, programs, or incentives to improve city canopy
  - Allow the use of logos and organization name as partner in all marketing, promotions, and media content

# Thank You



Visit our website:  
[www.treesatlanta.org](http://www.treesatlanta.org)





**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** Records Management Legislation and Plan

**DATE OF MEETING:** 8/10/2021

**DEPARTMENT:** City Clerk

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**ATTACHMENTS:**

| Description                                                                                   | Type       | Upload Date |
|-----------------------------------------------------------------------------------------------|------------|-------------|
| Records Management 101 (8)                                                                    | Cover Memo | 8/5/2021    |
| City of South Fulton Agenda Item Summary Records Management Resolution (8.2.21) Complete File | Cover Memo | 8/5/2021    |



# Records Management 101

A guide to understanding  
records and government  
retention



# Records Management

## Introduction

# What Is A Record?

## Definition

- A **record** is any document (paper or electronic) created or received by a department or employee that allows them to conduct business. This definition includes but is not limited to correspondence, forms, & reports.

# What Is A Record continued

## Record Uses:

- Document legal rights, actions taken, money received and spent, or decisions made. Record the policies an agency follows, or the events that occur.
- Some records are historic and kept forever; however, most of the records created and stored by governments are useful only for a period of time.
- Over 95% of the records created by the government are considered to be disposable, after a period of time or scheduled retention.

# The Records Management Team

## Key Players:

### City Clerk

- The head of each agency is ultimately responsible for ensuring that the agency has a records management program and is carrying out its records responsibilities.
- **Records Administrator**
  - responsible for ensuring agency compliance with records management requirements. Oversees the records management program within the agency and coordinates personnel and discussions with key stake holders.

### IT Director

- Responsible for computer system and information resources management programs. Typically works with the Department Records Officer and other staff to identify and manage agency information systems and other records stored in electronic form.
- **Key Team Players:**
  - **Department Heads**
  - **Records Coordinators**
  - **Record Liaisons**

# The Records Management Team continued...

- **Department Head** – Ensure that their offices have a Records Custodian/Records Contact and a records program in place. They work with the Records Custodian/Contact to ensure office RM compliance and employee cooperation.
- **Records Coordinator** – Assist the department head and staff in identifying, storing, and maintaining records, and they coordinate with the RLOs to share information with the ARO and the rest of the records management network.
- **Records Liaison** – Coordinate records management for major components within the department. They typically serve as liaisons between the Records Officer and Records Custodians in a division or department.

# The Records Management Network

## Support Team

- Each department's records management network will be slightly different, depending on the structure and needs. Record Management programs are recommended to have an intranet or webpage that includes:
  - Records schedules
  - Department Procedures
  - Additional records-related information.

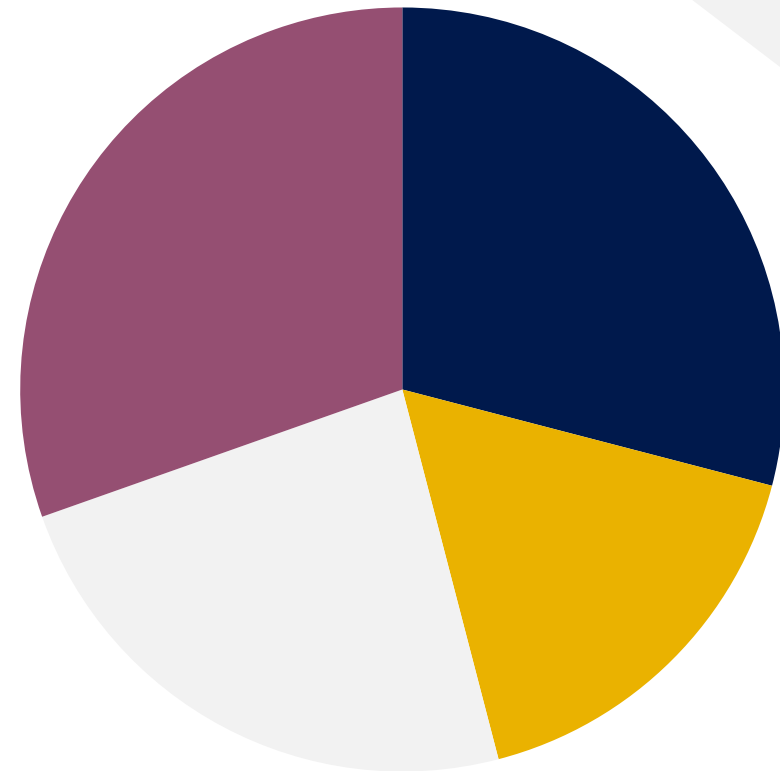
# The Records Management Network continued...

- Record Management teams will have availability for conference calls or other training and networking opportunities to keep everyone informed.
- The Agency Records Official will coordinate corresponding records appraisal and records services teams with the State Archives. As you discover records that need new or updated records schedules and questions about storing records and transferring permanent records offsite or to the State Archives, your Record Official and others in your agency Records Management network can help you find answers and connect to the right resources as needed.

# Record Life Cycle

## Four Stages of a Record

- Creation
- Use
- Maintenance
- Disposition



■ Creation ■ Use ■ Maintenance ■ Disposition

# Retention Schedule

## Local Government Record Retention Schedules

- [Administration](#) (01)  
[Administrative Support](#) (02)  
[Building](#) (03)  
[Cemetery](#) (04)  
[Education](#) (06)  
[Elections](#) (07)  
[Financial](#) (08)  
[Health Services](#) (09)  
[Information Technology](#) (10)  
[Legal](#) (11)  
[Library](#) (12)  
[Medical Examiner](#) (13)
- [Payroll](#) (14)  
[Permits](#) (15)  
[Personnel](#) (16)  
[Planning and Zoning](#) (17)  
[Property](#) (18)  
[Public Safety](#) (19)  
[Public Works](#) (20)  
[Records Management](#) (21)  
[Taxation](#) (22)  
[Tourism and Recreation](#) (23)  
[Transportation](#) (24)

# RECORDS MANAGEMENT 101

## Helpful Resource Links

- <https://www.georgiaarchives.org/records>
- <https://www.archives.gov/records-mgmt/training/online-lessons>
- <https://law.georgia.gov/key-issues/open-government>
- [https://www.usg.edu/records management/resources/](https://www.usg.edu/records-management/resources/)
- [https://www.georgiaarchives.org/records/local government/](https://www.georgiaarchives.org/records/local-government/)





# Thank You.



Renardo Paschal



470.809.7736



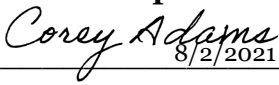
[Renardo.Paschal@CityofSouthFultonga.gov](mailto:Renardo.Paschal@CityofSouthFultonga.gov)



[www.cityofsouthfulton.gov](http://www.cityofsouthfulton.gov)

# City of South Fulton Agenda Item Summary



|                                                                                                                                                                                                     |  |                               |  |                                     |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------|--|-------------------------------------|--|
| <b>City Council Meeting Date</b>                                                                                                                                                                    |  | <b>Requesting Department</b>  |  | <b>Council District(s) Affected</b> |  |
| <b>Requested Action</b>                                                                                                                                                                             |  |                               |  |                                     |  |
| <b>Requirements for Council Action</b> (City specific Council policy, statute or code requirement)                                                                                                  |  |                               |  |                                     |  |
| <b>Summary and Background</b> (Provide department recommendation and an executive summary of the action that gives an overview of the relevant details)                                             |  |                               |  |                                     |  |
| <b>Funding Source</b> (if applicable)                                                                                                                                                               |  |                               |  |                                     |  |
| <b>Financial Impact</b> (if applicable)                                                                                                                                                             |  |                               |  |                                     |  |
| <b>Financial Impact Statement Received</b> Yes <input type="checkbox"/> No <input type="checkbox"/><br><b>Legislative Process Complete</b> Yes <input type="checkbox"/> No <input type="checkbox"/> |  |                               |  |                                     |  |
| <b>Department Director Approval</b><br><br>8/2/2021                                                              |  |                               |  | <b>Finance Director Approval</b>    |  |
| <b>Assistant City Manager Approval</b>                                                                                                                                                              |  | <b>City Attorney Approval</b> |  | <b>City Manager Approval</b>        |  |

1 **STATE OF GEORGIA**  
2 **COUNTY OF FULTON**  
3 **CITY OF SOUTH FULTON**

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4  
5 **A RESOLUTION OF THE CITY OF SOUTH FULTON, GEORGIA, ADOPTING A**  
6 **RECORDS MANAGEMENT PLAN AND FOR OTHER LAWFUL PURPOSES**

7  
8 **(Sponsored by Councilperson Willis)**  
9

10 **WHEREAS**, the City of South Fulton ("City") is a municipal corporation duly  
11 organized and existing under the laws of the State of Georgia;  
12

13 **WHEREAS**, the Mayor and Council ("City Council") is the duly elected governing  
14 authority of the City;  
15

16 **WHEREAS**, O.C.G.A. § 50-18-99 establishes procedures for the adoption of  
17 records management plans and retention schedules for local government records;

18 **WHEREAS**, the City wishes to adopt a records management plan consistent with  
19 records management policy and retention schedules approved by the State of Georgia;  
20 and

21 **WHEREAS**, this records management plan is necessary to comply with state of  
22 Georgia guidelines for preserving and maintaining records for access by the public and  
23 to foster an open government.

24 **THE COUNCIL OF THE CITY OF SOUTH FULTON, GEORGIA, HEREBY**  
25 **RESOLVES** as follows:  
26

27 **Section 1:** The City of South Fulton, Georgia, hereby adopts the Records  
28 Management Plan Policy attached hereto.

29 \*\*\*\*\*  
30

31 **Section 2.** It is hereby declared to be the intention of the City Council that: (a) All  
32 sections, paragraphs, sentences, clauses and phrases of this Resolution are or were,  
33 upon their enactment, believed by the City Council to be fully valid, enforceable and  
34 constitutional.

35 (b) To the greatest extent allowed by law, each and every section, paragraph,  
36 sentence, clause or phrase of this Resolution is severable from every other section,  
37 paragraph, sentence, clause or phrase of this Resolution. No section, paragraph,  
38 sentence, clause or phrase of this Resolution is mutually dependent upon any other  
39 section, paragraph, sentence, clause or phrase of this Resolution.

40 (c) In the event that any phrase, clause, sentence, paragraph or section of this  
41 Resolution shall, for any reason whatsoever, be declared invalid, unconstitutional or  
42 otherwise unenforceable by the valid judgment or decree of any court of competent  
43 jurisdiction, it is the express intent of the City Council that such invalidity,  
44 unconstitutionality or unenforceability shall, to the greatest extent allowed by law, not  
45 render invalid, unconstitutional or otherwise unenforceable any of the remaining  
46 phrases, clauses, sentences, paragraphs or sections of the Resolution.

47 **Section 3.** The City Attorney and the City Clerk are authorized to make non-  
48 substantive editing and renumbering revisions to this Resolution for proofing,  
49 codification and supplementation purposes. The final version of all resolutions shall be  
50 filled with the City Clerk.

51 **Section 4.** The effective date of this Resolution shall be the date of adoption unless  
52 provided otherwise by the City Charter or state and/or federal law.  
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The foregoing RESOLUTION No. 2021-xxx, adopted on \_\_\_\_\_ was offered by Councilmember \_\_\_\_\_, who moved its approval. The motion was seconded by Councilmember \_\_\_\_\_, and being put to a vote, the result was as follows:

|                               | AYE   | NAY   |
|-------------------------------|-------|-------|
| William "Bill" Edwards, Mayor | _____ | _____ |
| Mark Baker, Mayor Pro Tem     | _____ | _____ |
| Catherine Foster Rowell       | _____ | _____ |
| Carmalitha Lizandra Gumbs     | _____ | _____ |
| Helen Zenobia Willis          | _____ | _____ |
| Gertrude Naeema Gilyard       | _____ | _____ |
| Corey Reeves                  | _____ | _____ |
| khalid kamau                  | _____ | _____ |

THIS RESOLUTION adopted this \_\_\_\_\_ day of \_\_\_\_\_ 2021. **CITY OF SOUTH FULTON, GEORGIA.**

\_\_\_\_\_  
WILLIAM "BILL" EDWARDS, MAYOR

ATTEST:

\_\_\_\_\_  
COREY ADAMS, CITY CLERK

APPROVED AS TO FORM:

\_\_\_\_\_  
VINCENT D. HYMAN, CITY ATTORNEY

# GOVERNMENT OF THE CITY OF SOUTH FULTON

WILLIAM “BILL” EDWARDS  
MAYOR



TAMMI SADDLER JONES  
CITY MANAGER

## MEMORANDUM

**TO:** Corey Adams, City Clerk  
**FROM:** Renardo Paschal, Deputy City Clerk  
**DATE:** July 30, 2021  
**SUBJECT: Records Management Memorandum**

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The City Clerk's Office is in the process of developing an innovative records management program to support and ensure city records are following all applicable guidelines provided under the Georgia Records Act.

In preparation of developing a record management program, the Clerk's Office is planning to conduct an audit and inventory of all city records to ensure operational efficiency and proper maintenance of city records. As part of the planning process each department with the assistance of professional services will be asked to provide an inventory of operational records as outlined by the **Georgia Archives** [Local Government Record Retention Schedules](#).

A successful inventory will ensure stakeholders are knowledgeable and can easily locate and access key documents and data. Additionally, staff will be able to identify vital documents and records that can be stored off-site and digitized to maximize operational efficiency and free up office space.

To achieve this objective, an annual inventory shall be conducted by all departments to systematically identify newly created records and update any existing record series within the custodial division(s) purview as outlined by the state retention schedule.

The goal is to leverage professional services to assist with this initiative. The primary project cost proposal is roughly **\$165,000** to include the following services:

- Off-site Storage & applicable retention
- Imaging Services (indexing, digital scanning, data conversion, & document prep)
- Digital Conversion and document management
- Secured document shredding

Should you need further information regarding this correspondence, please contact Renardo Paschal at [Renardo.Paschal@cityofsouthfultonga.gov](mailto:Renardo.Paschal@cityofsouthfultonga.gov)



# **CITY OF SOUTH FULTON**

## **RECORDS MANAGEMENT PLAN**

Adopted XX-XX-2021

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## **SECTION I: PURPOSE**

This plan provides for the systematic review, retention, and destruction of documents received or created in the transaction of City of South Fulton ("City") business. This plan is designed to ensure compliance with federal and state laws, regulations, and City ordinances. The purpose of the plan is to help eliminate accidental or innocent document destruction of records and to facilitate City operations by promoting efficiency and reducing unnecessary storage of documents.

## **SECTION II: RETENTION SCHEDULE**

The City retains and preserves vital records of its business and operations to preserve any historical record of the City, to ensure current and future operations, and to comply with its legal obligations as specified by the Georgia Records Act, O.C.G.A. §50-18-90 et seq., and the Georgia Records Retention and Disposition Schedule which can be accessed at [www.georgiaarchives.org](http://www.georgiaarchives.org). The City hereby adopts the State of Georgia's Records Retention and Disposition Schedule, as it may be amended from time to time, as it is fully set forth herein. The City Records Officer shall coordinate all records management for the City. This plan is in conjunction with the Georgia Open Records Act O.C.G.A. §50-18-70 et seq. and City Open Records plan and procedures.

## **SECTION III: DEFINITIONS**

*"CITY RECORD" - any document, regardless of physical form or characteristics, created or received by the City in connection with the transaction of public conduct business. This definition includes, but is not limited to, correspondences, forms, reports, books, papers, photographs etc.*

*"DEPARTMENT" - any department, division, commission, authority, committee, task force, or similar entity of the City.*

*"DEPARTMENT RECORDS SCHEDULE" - records schedule from each department listing all record types that corresponds with the State of Georgia's Records Retention and Disposition Schedule.*

*"DIRECTOR" - the department head of a department of the City that creates or receives City records; to include the Chief of Police, Fire Chief, City Clerk, City Attorney, and Court Administrator.*

*"ESSENTIAL RECORD" - any City record necessary to resume or continue operations of the City in an emergency or disaster; recreate the legal and financial status of the City; or to protect and fulfill obligations to the citizens of the City.*

*"PERMANENT RECORD"* - any City record for which the retention period on a Records Retention and Disposition Schedule is given as permanent.

*"RECORDS DISPOSITION"* - the removal or destruction of a City record that has passed its minimum legal retention period and no longer has value to the City, or for a permanent City record, transfer of the record for archival accession.

*"RECORDS INVENTORY"* - the process of locating, identifying, and describing in detail the records of a department.

*"RECORDS COORDINATOR"* - a person designated by each Director to implement the Records Management Plan in their department.

*"RECORDS OFFICER"* – a person responsible for establishing and maintaining an economical and effective records management program

*"POLICE RECORDS COORDINATOR"* - a person designated by Chief of Police to implement the Records Management Plan in their department; to include open record requests.

*"MUNICIPAL COURT ADMINISTRATOR"* - or a designated Court staff person will coordinate and implement the Records Management Plan in their department; to include open record requests.

*"RETENTION PERIOD"* - the minimum time that must pass after the creation, recording, or receipt of a City record, or after the fulfillment of certain actions associated with a City record before the record is eligible for disposition.

#### **SECTION IV: RECORDS OFFICER**

The City Clerk shall designate a Records Officer who shall help oversee the City's responsibilities under this article. In addition to other duties assigned by this plan, City ordinances, and State law, the Records Officer shall:

1. Coordinate the City's records management plan and provide advice and assistance to Directors and Records Coordinators in its implementation;
2. Recommend updates to the requirements, policies and procedures for the City's records management plan;
3. In cooperation with the Director and Information Technology Department (IT) staff, identify essential records and establish a records disaster and recovery plan for each department to ensure maximum availability of the records in order to re-establish operations quickly and with minimum disruption and expense;
4. Monitor retention/disposition schedules and administrative rules issued by the Georgia Secretary of State;

5. Disseminate information concerning State laws and administrative rules relating to City records to the Directors;
6. Direct Records Coordinators and other personnel in the conduct of records inventories;
7. **Partner** with the Information Technology Department (IT) to ensure that the creation, maintenance, preservation, scanning, electronic storage, destruction, and other disposition of City records are carried out in accordance with the requirements, policies, and procedures of the Records management plan, City ordinances, and State law;
8. Develop procedures to ensure the permanent preservation of the historically valuable records of the City;
9. Provide uniform standards and efficient controls over the identification, appraisal, maintenance, protection, preservation, transfer, retention, and disposition of City records.
10. **Serve** as the City's liaison to the Georgia Secretary of State for Records management plan requirements; and maintain supplies for the storage of documents.

#### **SECTION V: OWNERSHIP OF CITY RECORDS**

As defined in O.C.G.A. § 50-18-102(a), all records created or received in the performance of duty and paid for by public funds are deemed to be public property and shall constitute a record of public acts. Every City record is the property of the City. No City officer or employee has any personal or property right to a City record even though they may have developed or compiled the record. The unauthorized alteration, destruction, deletion, removal from files, or use of a City record is prohibited. A City record exempted from public disclosure under State or federal law is not made subject to disclosure by its designation as City property under this section.

#### **SECTION VI: PASSWORD PROTECTED ELECTRONIC RECORDS**

**Only** confidential documents may be password protected as long as the creator of the document provides his/her supervisor with the password.

#### **SECTION VII: RECORDS INVOLVED IN PENDING PUBLIC INFORMATION REQUESTS, LITIGATION OR AUDITS:**

The destruction of a City record involved in a pending request under the Open Records Act, pending litigation, or a pending audit is prohibited, even if the destruction of the record is authorized by an approved records detention and disposition schedule. Attorney-client work product shall not be deemed to constitute a record under this plan.

#### **SECTION VIII: POLICE DEPARTMENT AND COURT SERVICE DOCUMENTS:**

The Records Custodian of the City Police Department shall oversee the records in accordance to the Georgia Records Act, O.C.G.A. §50-18-90 et seq. and State Records Retention and Disposition Schedule. The Court Administrator or his/her designee shall oversee the records of the City Municipal Court in accordance Georgia Records Act, O.C.G.A. §50-18-90 et seq. and State Records Retention and Disposition Schedule. Both departments will partner with the Open Records Officer to ensure compliance with federal and state laws, regulations and City ordinances pertaining to records management.

#### **SECTION IX: DEPARTMENT DIRECTOR DUTIES AND RESPONSIBILITIES:**

City Department Directors shall:

1. Cooperate with the Records Officer and Records Coordinator in carrying out the policies, procedures, and requirements of the Records management plan, City ordinances and State law;
2. Cooperate with the Records Officer and Records Coordinator for the period of time the records are to remain in their department before moving to the record center or record rooms;
3. Notify the Records Officer within 24 hours of the discovery of any loss, theft, or damage to a City record;
4. Partner with Information Technology (IT) and Records Officer to ensure the ability to access records regardless of form or medium;
5. Notify the Records Officer and IT of proposed electronic record keeping systems to ensure compliance with electronic record keeping requirements established by the Records Management Plan, this plan, City ordinances and State law;
6. Partner with Information Technology and Records Officer to ensure electronic records in the director's custody are migrated forward as technology changes, for as long as the

records are determined to have value, and to ensure that requests for funding for new systems or systems enhancements address requirements for backup, recopying, disaster recovery, security, public access, audit trails, and other record keeping requirements in accordance with the Records management Plan, this plan, City ordinance and State law;

7. Appoint a department Records Coordinator in accordance with this plan.

#### **SECTION X: RECORDS COORDINATOR DUTIES AND RESPONSIBILITIES:**

The Records Coordinator shall be designated by the department's Director. A person designated as a Records Coordinator shall be thoroughly familiar with departmental policies and activities and have full knowledge of and access to all City records created and maintained by the Division/department and by all officers and employees of the department. In cooperation with the Records Officer and department Director, the designee shall coordinate and implement the requirements, policies, and procedures of the Records management Plan in the department.

#### **SECTION XI: RECORDS RETENTION AND DISPOSITION SCHEDULES:**

The Records Officer in cooperation with Information Technology (IT) staff, Directors and Records Coordinators, shall follow-the State's Record Management guidelines on Records Retention and Disposition Schedules. Each department shall also have its own department records retention schedule that corresponds with the State's Records Retention and Disposition Schedules or any other applicable schedules. Records may not be destroyed prior to the time periods stated, however, they may be retained for longer periods for sufficient reasons. A City record whose retention period has expired should be destroyed unless an Open Records Request is pending on the record; the subject matter of the record is pertinent to pending litigation or a pending audit; the Director requests to the Records Officer in writing that the record be retained for an additional period, which request must clearly state the reason for the continued retention; or the Records Officer sends written notification to a Director that the records must be held pending review for historical appraisal.

#### **SECTION XII: DESTRUCTION OF RECORDS:**

The Records Officer shall approve City records proposed for destruction on a regularly scheduled basis, according to the maximum retention and records disposition guidelines provided in the State of Georgia guidelines. No original record shall be destroyed without the review and concurrence of the Records Officer and the appropriate Director.

The Records Officer is directed to supervise the destruction of records approved for final disposition on a regularly scheduled basis. Any City record, the subject matter of which is in litigation, shall not be destroyed until such litigation is final, including the expiration of any period for appeal or final adjudication.

Original paper records that have been duplicated on microfilm, microfiche, scanning, data processing, or word processing equipment may be destroyed prior to the retention period specified in the records schedule without further approval provided the following three conditions are met:

1. The duplicate copy of the information contained in the original record is maintained for the specified time.
2. The original paper record has not been scheduled for permanent preservation.
3. The Records Management Officer has agreed to the destruction of the original paper record and the destruction is recorded.

### **SECTION XIII: FINAL DISPOSITION - ELECTRONIC DOCUMENT MANAGEMENT SYSTEMS:**

Disposition/destruction reports must be generated and submitted to the Records Officer for all electronic records removed within City-wide document management software systems in compliance with the Records Retention Disposition Schedules.

### **SECTION XIV: FINAL DISPOSITION - DESTRUCTION CERTIFICATE FOR PAPER DOCUMENTS:**

Disposition of records must be approved first by the department/Division Head in accordance to the State Records Retention regulations. A Certificate of Destruction Notice is to be sent to the Records Officer for final approval.

### **SECTION XV: GUIDELINES AND PROCEDURES FOR STORAGE IN RECORD CENTERS (ROOMS):**

The City Hall Records Centers (Rooms) serve as centralized records storage facilities for all departments except the Police Department and Municipal Court for storage of non-current City records and is under the direct control and supervision of the Records Officer. The Records Officer shall establish policies and procedures regulating the operations and use by City departments. The Police Department and Municipal Court record facilities are subject to change in accordance to any new locations of City facilities and buildings, the Police Records Coordinator and Court Administrator or in the absence of an appointed Municipal Court designee may partner with the Records Officer.

#### **SECTION XVI: RECORD CENTERS AND ROOMS SHOULD BE LOCKED AT ALL TIMES**

The following procedures should be followed:

- A. The Department's Record Coordinator, appointed by and under the direction of the Director/Division/Head, will be responsible for the coordination of the department/Division's records storage in conjunction with the guidelines and procedures outlined in the Records management plan. The Records Officer will witness receipt and approve all record storage deposits into the Record Centers (Rooms).
- B. Type of Storage Box- All records must be stored in one cubic foot size boxes. Any larger boxes are hard to handle and dangerous! Large boxes will not be accepted in the Record Centers.
- C. Packing of Box - Records may be categorized by date and item description. Disposition of records will be by year and type record. Please store records in similar categories and dates (years) unless otherwise approved by the Records Officer.
- D. Packing of Box - Leave enough room equivalent to approx. "one hand's width"(about one inch) in each box when packing. Do not over-pack the box.
- E. Paperwork submittal- A entry form must be completed with record descriptions and signed by the department Division Head and Record Coordinator.

F. Receipt of Records to Record Centers (Rooms) - All boxes of records must be inventoried, reviewed for schedule assignments, and logged in through the Record Officer by appointment.

G. The box should be numbered and labeled as follows: Department, Box #, Record Type, Destruction date, Retention # and Records departments Director name.

H. Record Disposition - A Certificate of Disposition documenting records to be destroyed are in compliance to the retention schedules will be sent to the department/Division Head and Records Coordinator prior to any destruction of records for their signature of approval.

I. Disposition of records must be approved by department/Division head and Records Officer and in compliance with State Records Retention Regulations. A witness shall be present during the destruction of the records and will also sign the Certificate of Disposition.

J. The Certificate of Disposition will become the permanent record.

#### **SECTION V: ELECTRONIC MAIL (EMAIL):**

The retention or disposition of E-Mail message are to be maintained in accordance to the State Record's Retention and Disposition Schedule ([www.georgiaarchives.org](http://www.georgiaarchives.org)). Emails are based on the information they contain or the purpose they serve. Because the content of E-Mail or on-line messages may vary considerably, no single retention period applies to all E-Mail messages. Therefore, message content must be evaluated to determine the length of time the E-Mail must be retained. Messages of short-term interest with no documentary or evidential value; for example, City event notices (holidays, parties, charitable campaigns) may be retained until no longer useful. An electronic message no longer required to be retained by the Records Retention and Disposition Schedule may be deleted. An electronic message required to be retained by the Records Retention and Disposition Schedule may be deleted if a record copy has been made by printing the message or by transferring it to another system. The preserved copy of the message must include information on about the transmission of the message, including the sender, the specific recipients (not just names of distribution lists), the date sent, and any attachments.

# Records Management Standard Operating Procedures

## **Purpose**

The records of the City of South Fulton are essential to ensuring the efficient operation of all city departments that provide daily services and programs. These records serve an invaluable role in the efficient operation of municipal government by preserving accurate documentation of the organization, functions, policies, procedures, decisions and essential transactions of the city. These records also provide the vital information necessary to protect the legal and financial rights of the city government and its citizens. The preservation and availability of these records is an important element in fostering government accountability.

This manual provides the procedures for the city's records management function including the creation, maintenance and destruction of records within city departments. Additionally, this manual prescribes the duties, functions, and accountability of city employees for those records in their care, control, or custody.

## **Definitions**

**Records** are all documents, papers, letters, maps, books, microfilm, magnetic tape or other material regardless of physical form or characteristics made or received pursuant to law or ordinance or in performance of functions by any department, bureau, office or agency.

**Records Center** regardless of location (on-site or off-site) storage records center provides for the storage, processing, servicing, and security of public records that must be retained for varying periods of time but need not be retained in a department's office equipment or office space.

**Record Series** are documents or records having similar physical characteristics or relating to a similar function or activity that are filed in a unified arrangement.

**Records Management** is the application of management techniques to the creation, utilization, maintenance, retention, preservation, and disposal of records undertaken to reduce costs and improve efficiency of record keeping. Records Management includes management of filing and scanning/imaging, microfilming equipment and supplies; filing and information retrieval systems; files, correspondence, reports, and forms management; historical documentation; retention programming; and vital records protection.

**Retention schedule** is a set of disposition instructions prescribing how long, where, and in what form a record series shall be kept.

**Vital records** are any records vital to the resumption and continuation of operations, or both; to the re-creation of the legal and financial status of government; or to the protection and fulfillment of obligations to citizens.

## **Duties and Responsibilities**

### **a. Department Directors-**

All Department Directors shall cause to be created and preserved, records containing adequate and proper documentation of the organization, functions, policies, decisions, procedures and essential transactions of their respective departments. Furthermore, all Department Directors shall cooperate fully with the Records Officer in implementing and maintaining records management procedures and regulations, including the requirement that they submit a recommended disposition standard for each record series in the Department Director's care, custody, or control. All Department Directors shall also establish necessary safeguards against removal or loss of records and such further safeguards as may be required by regulation. Such safeguards shall include notification to all officials and personnel that city records are public property and as such shall constitute a record of public acts; such records shall not be placed in the custody of private or semipublic institutions unless authorized by the City Council; and no records in the custody of a Records Officer are to be destroyed or otherwise alienated except as provided by law.

O.C.G.A. § 50-18-94 [1-7]; O.C.G.A. § 50-18-95 [(a), (b)]

### **b. Records Coordinator-**

All Department Directors shall appoint a Records Coordinator for each organizational component of their department (where applicable). All appointments shall be submitted to the Records Officer in writing along with the name, title, departmental unit, telephone number, facsimile number, and email address of the appointee. In the event an appointed Records Coordinator is unable to fulfill their duties for any reason, the Department Director shall appoint a new Records Coordinator within thirty (30) days of the position vacancy.

In order to qualify for appointment as a Records Coordinator, an individual must be a full-time employee with the respective department and have an in-depth knowledge of the departmental/unit operations. It is recommended that Department Directors only appoint employees to serve in the position of Records Coordinator who have worked in the respective department a minimum of one (1) year.

Records Coordinators shall be responsible for creating and updating an annual inventory of the department/unit's records; developing and maintaining a current retention schedule for the department/unit's records; working with the Records Officer to ensure the appropriate and timely transfer of departmental records to off-site records center; and to work with the Records Officer to ensure that departmental records are maintained and ultimately destroyed in accordance with the approved departmental retention schedules.

Records Coordinators shall also be responsible for internally advising and assisting departmental/unit personnel with the development of file plans, records shipments, and forms preparation; as well as creating and maintaining departmental/unit reference files for approved retention schedules, records management forms, records transfer and receipt forms, and certificates of records destruction.

O.C.G.A. § 50-18-93 [1-4]

**c. Records Officer** - The Records Officer shall be responsible for establishing and maintaining an active and continuing program for the economical and effective management of records. The Records Officer shall assist each department in the implementation and maintenance of a program for records management, including working with all department heads to ensure that retention schedules are established for all city records; conducting training in records management to designees of the departments; maintaining an official file of approved retention schedules; maintaining an official file of records transfer and receipt forms; maintaining an official file of certificates of records destruction; preserving records of continuing value; coordinating and arranging for removal of records not in common and current use from departmental office space to other suitable city facilities; removing other records upon the expiration of their day to day utility in the office in accordance with approved disposition standards; eliminating systematically all other records in accordance with approved disposition standards

O.C.G.A. § 50-18-93 [1-4]; O.C.G.A. § 50-18-99 [(a) 1-2; (b)-thru-d); (e) -1-thru-3; (f-g)

## **Records Retention Schedule**

All records, regardless of their value, must be retained under department retention schedule unless their destruction or some other disposition is authorized by an approved records retention/disposition schedule (<https://www.georgiaarchives.org/records/localgov>). No records will be authorized or scheduled for permanent retention in a department environment. Departments shall apply the disposition period of the approved schedule to the identified record series in their department on a continuing basis, up and until new records retention schedule is approved. No records shall be scheduled for retention by a department beyond the applicable retention period provided by law except where a business need by the department is approved by the Records Officer.

# City Hall - Records Center

## Records Center - Services

Departments consolidated in City Hall (Administration, Finance, Community Development, City Clerk, Communications & External Affairs., Human Resources, Information Technology., Fire, Economic Development, Public Works etc.). Record Coordinator's must contact the City Records Officer for all on/ off-site records storage services This action will help the City reduce the cost and coordinate box retrievals, returns, transfers and supply orders. Services include:

Box RetrievalsBox

Returns Box Transfers

Document Scanning Document

Destruction

Supply items such as new boxes and barcode labels

1. **Active-** working files are to be retained at the employee workspace (files that are within the previous 12months or are accessed more than 3 times in a calendar year).
2. **Short Term** - working files are to be stored in the established Records File Center(2-10years)
3. **Long Term to permanent- working** – files (10 years to permanent) are to be stored off-site.
4. Records should be removed from active filing cabinets in a timely manner, placed in approved cardboard storage cartons, and stored at the Records Center in accordance with authorized records retention schedules.

## Records Transfers

Prior to boxing the records for transfer to on-site storage the department Records Coordinator must review the records to ensure:

- Exact duplicate copies and other material (such as notes, drafts, etc.) which are not a part of the record series are removed from the file.
- Records are in proper filing order (numerically, alphabetically, chronologically, etc.).
- Department Records Coordinator will aid with empty new boxes.

Department Records Coordinator will contact the City Records

Officer who will:

- Make arrangements for a transfer of new boxes to Records File CenterKeep a list of new boxes transferred (Transmittal Form)
- Record the box contents (Box#, barcode number, record location) in records depository

## **Records Retrieval**

Department Records Coordinators, or designees, must contact the City Records Officer to retrieve records from designated Off-site Storage Records Center. The City Records Officer will:

- Retrieve the boxes by telephone, e-mail, fax or internet accessContact the off-site storage vendor
- Provide the City account number
- Provide the City box numberProvide the City department
- Provide the delivery service level (next day, RUSH, etc.)

Department Records Coordinator may request the Off-site Storage Records CenterStaff:

- Provide information from the record over the telephone.
- Forward a copy of the record through facsimile, internet ore-mail.
- Retrieve the entire box of records.
- Hold the original record (or photocopy) **until** picked up at the Records Center.

## **Records Returns**

Department Records Coordinator must contact the City Records Officer who will coordinate all box returns to save money (pick-up/delivery charges). The City Records Officer will:

- Notify the off-site storage contractor
- Provide the City account number
- Provide the City box number Provide the City department
- Provide additional information for Off-site Storage Records Center's asneeded.

## **On-site Records Disposal**

All departments have access to recycle/shred bins for non-sensitive information that can be recycled. The City Records Officer or the Facilities Manager in his/her absence will manage all locked shredding bins in their designated locations.

All on-site records destructions must be authorized in advance by the City Records Officer. The designated Records Coordinator will provide the official records series title and records retention schedule. If the records to be destroyed are confidential or contain sensitive information, they should be shredded before disposal whenever possible.

## **Off-site Records Disposal**

City Records Officer will:

Issue two copies of a "Notice of Records Disposal Form" to the department Records Officer at least 30 days prior to the scheduled disposition of department records in off-site records storage custody.

Notify the Department Director that the subject records are eligible for disposal in accordance with the Records Retention Schedule established for them.

The Department Director (or Records Coordinator if authorized) must complete the form.

Upon implementing an authorized records disposal, "Notice of Disposal" form will be completed by City Records Officer. One copy will be sent to the concerned department Records Coordinator and one copy will be retained by the City Records Officer.

## **Disposal Authorization**

If there is no known reason to retain the records beyond the authorized disposal date, sign and date the form, and return both copies to the City Records Officer within thirty (30) days from the date of the "Notice of Disposal" form.

Whenever possible, paper records, electronic data, recordings and microfilm will be destroyed by recycling.

## **Stopping Disposal**

If the records in question are the subject of pending litigation, unresolved audit, or for some other reason should not be disposed of as previously authorized, check the appropriate block, specify the reason for increased retention, sign, and date the form, and return a copy to the City Records Officer within thirty (30) days from the date of the "Notice of Disposal" form. Retain one copy of the form for your department files.

## **Public Access to Records**

Upon receipt or an Open Records Request for access to records:

The individual in control of such record or records shall have a reasonable time to determine whether the record or records exist and are subject to access as open public records.

In no event shall this time exceed three (3) business days.

Individuals may review original records under the supervision of the department Records Officer (or designee) without charge.

Should the individual request regular or certified copies of such records, charges will be levied as prescribed in the procedure relating to charges for Municipal Copies.

# Non - City Hall Employees

Departments not consolidated in City Hall (Public Safety, Parks & Recreation, etc.). Records Officers are the main contact for all on/off-site records storage services. The Records Officer will work in collaboration with the City Records Administrator/Manager and coordinate box retrievals, returns, transfers and supply orders.

## **Records Transfers**

Prior to boxing the records for transfer to on-site storage the department Records Coordinator will:

- Extract duplicate copies and other material (such as notes, drafts, etc..)which are not a part of the record series.
- Ensure records are in proper filing order (numerically, alphabetically, chronologically, etc.).
- Order empty new boxes from off-site storage company.
- Make arrangements for a transfer of new boxes to off-site storage.
- Keep a list of new boxes transferred (Transmittal Form) and forward to the Records Officer.
- Record the box contents (Box#, number or barcode, record location) in records depository

## **Records Retrieval**

Department Records Coordinator, or designee, may retrieve records from the Off-site Storage Records Center. The Department Records Coordinator will:

- Retrieve the boxes by telephone, e-mail, fax or internet access  
Contact the off-site storage contractor
- Provide the City account number
- Provide the City box number
- Provide the City department
- Provide the delivery service level (next day, RUSH, eel.)

Department Records Coordinator may request that the Off-Site Storage Records Center:

- Forward a copy of the records through electronically
- Retrieve the entire box of records
- Hold the original records (or photocopy) until picked up at the Records Center

## **Records Returns**

Department Records Coordinator, or designee, must contact the City Records Officer who will coordinate all box returns to save money (pick-up/delivery charges). The City Records Officer will:

- Notify the off-site contractor
- Provide the City account number
- Provide the City box number
- Provide the City department
- Provide additional information for Off-site Storage Records Center's as needed.

## **On-site Records Disposal**

All departments have access to recycle/shred bins for non-sensitive information that can be recycled. The City Records Officer or Facilities Manager will manage all locked shredding bins in their designated locations.

All on-site records destructions must be authorized in advance by the City Records Officer. The designated Records Coordinator will provide the official records series title and records retention schedule.

If the records to be destroyed are confidential or contain sensitive information, they should be shredded before disposal whenever possible.

## **Off-site Records Disposal**

City Records Officer will:

Issue two copies of a "Notice of Records Disposal Form" to the department Records Coordinator at least 30 days prior to the scheduled disposition of department records in off-site records storage custody.

Notify the Department Director that the subject records are eligible for disposal in accordance with the Records Retention Schedule established for them.

The Department Director (or Records Coordinator if authorized) must complete the form.

Upon implementing an authorized records disposal, "Notice of Disposal" form will be completed by City Records Officer.

One copy will be sent to the concerned department Records Coordinator and one copy will be retained by the City Records Officer.

## **Disposal Authorization**

If there is no known reason to retain the records beyond the authorized disposal date, sign and date the form, and return both copies to the City Records Officer within thirty (30) days from the date of the "Notice of Disposal" form.

Whenever possible, paper records, electronic data, recordings and microfilm will be destroyed by recycling.

## **Stopping Disposal**

If the records in question are the subject of pending litigation, unresolved audit, or for some other reason should not be disposed of as previously authorized, check the appropriate block, specify the reason for increased retention, sign and date the form, and return a copy to the City Records Officer within thirty (30) days from the date of the "Notice of Disposal" form. Retain one copy of the form for your department files.

## **Public Access to Records**

Upon receipt or an Open Records Request for access to records:

The individual in control of such record or records shall have a reasonable time to determine whether the record or records exist and are subject to access as open public records.

In no event shall this time exceed three (3) business days.

Individuals may review original records under the supervision of the department Records Coordinator (or designee) without charge.

Should the individual request regular or certified copies of such records, charges will be levied as prescribed in the procedure relating to charges for Municipal Copies.

# Administrative Policy

## 1. Policy Statement

All records management activities in the City of South Fulton will be conducted in accordance with rules and regulations promulgated by South Fulton City Resolution; the Georgia Records Act; the Open Records Act and related legislation as it is or may be constituted. (O.C.G.A. § 50-18-99; O.C.G.A. § 58-90-19 et seq. for public entities)

## 2. Records Retention Schedule

The Georgia Department of Archives and History publishes a Retention Schedule for Local Government Records. City departments shall comply with the retention timelines as outlined within the schedule. A copy of the entire retention schedule is included within this policy for reference purposes.

## 3. Records Management

- a. All records created or received in the performance of a public duty or paid for by public funds are deemed to be public property and shall constitute a record of public acts. (Authority: O.C.G.A. § 50-18-102)
- b. Department Directors shall cause to be made and preserve, records containing adequate and proper documentation of the organized, functions, policies, procedures, and essential transactions of the department and designed to furnish the information necessary to protect the legal and financial rights of the government and the persons directly affected by the departments activities. (Authority: O.C.G.A § 50-18-94)
- c. Department Directors will establish necessary safeguards against unauthorized removal or loss of records (Authority: O.C.G.A § 50-18-94)
- d. No record will be disposed of except as authorized by authorized records retention schedule and those records will not be placed in the custody of private individuals or institutions or semi-private organizations unless authorized by retention schedule. (Authority: O.C.G.A § 50-18-102)
- e. No records will be stored for permanent retention in an office. No records will be scheduled for retention any longer than is absolutely necessary. (Authority: O.C.G.A § 50-18-90 through 102)
- f. Department Directors will designate a department Records Officer who will work with the City Records Administrator & Information Technology Manager in establishing and operating a citywide management program. (Authority: O.C.G.A § 50-18-94)
- g. Department Director will assure that retention schedules are developed and authorized for each record series which is or may be in department's custody. (Authority: O.C.G.A. § 50-18-94)
- h. Records will be released to any court upon presentation of a court order to the Department Director. Where possible, duplicate copies shall be furnished to the court in lieu of original records. (Authority: O.C.G.A. § 50-18-96)
- i. No employee of the City shall furnish copies of the books of record of the City or any information concerning them to others and receive compensation for such services in addition to their usual salaries. (Authority: O.C.G.A. § 50-18-94)

- j. Purchases of filing equipment which include cabinets, storage cartons, and records management technology such as microfilming, scanning and other forms of electronic imaging must be coordinated and authorized by the City Records Administrator and Information Technology Manager prior to purchase. (Authority: O.C.G.A § 50-18-99)
- k. When records functions transfer from one department to another department, the records documenting that function will transfer to the new department along with the responsibility. (Authority: O.C.G.A § 50-18-99)
- l. Whenever records functions are dropped or discontinued and or when offices are discontinued, all the records documenting the discontinued function will be transferred to the Off-Site Records Storage Center for destruction or preservation as authorized by approved records retention schedules. (Authority: O.C.G.A § 50-18-99)
- m. Off-site Records Storage Center shall not destroy any records transferred to it by any department without consulting with the City Records Administrator & Information Technology Manager. (Authority: O.C.G.A § 50-18-94)

#### **4. Electronic Records**

- a. Copies of records as primary evidence - Photostatic copies of records produced from microfilm and print-out copies of computer records shall be received in any court of this state as primary evidence of the recitals contained therein. (Ga.L.1972, p. 1267, 8.) (Authority: O.C.G.A. § 50-18-96)
- b. Records Management programs for local governments - (c) All records created or received in the performance of a public duty or paid for by public funds by a governing body are deemed to be public property and shall constitute a record of public acts. (Authority: O.C.G.A. § 50-18-99)
- c. Records as Public Property - disposing of records other than by approved retention schedule as misdemeanor; person acting under article not liable. (Authority: O.C.G.A. § 50-18-102)
- d. Construction of laws and rules - whenever laws or rules and regulations prescribed where a records series must be kept, the custodian of the records shall be considered in compliance with the law and rules and regulations if he/she transfers the records to a local holding area, a record center, or the Georgia State Archives when he/she does so in accordance with an approved retention schedule. (Ga. L. 1975, p. 675, 12.) (Authority: O.C.G.A. §50-18-103)
- e. All records created, received, maintained, accused and stored on electronic media pursuant to law or ordinance or in performance of functions by any department, bureau, office or agency must be retained permanently unless their destruction or some other disposition is authorized by an approved records retention/disposition schedule. Electronic records, including email, should be viewed as an equivalent to paper. The retention of an electronic record is decided by the content of the record and not the format of the record. Electronic records systems that maintain the official file copy of texted documents on electronic media must provide a method for all authorized users of the system to retrieve desired documents, such as indexing or a text search system; provide security to

ensure integrity of the documents; and provide for the disposition of the document. A document created on an electronic records system must be identified sufficiently to enable authorized personnel to retrieve, protect, and carry out the disposition of the documents in the system. All department shall ensure, in consultation with the Department of Information Technology, departmental policies and procedures are established for maintenance and storage of electronic records and any software, hardware, and/or documentation, including maintenance documentation required to retrieve and reads the electronic records. Electronic retention procedures shall include provisions for scheduling the disposition of all electronic records, as well as related access documentation and indexes; and establishing procedures for regular recopying, reformatting and other necessary maintenance to ensure the retention and usability of electronic records throughout their authorized life cycle. (Authority: O.C.G.A. § 50-18-99)

## **5. Files and Equipment**

- a. Filing cabinets will not be used as primary storage for non-record material. (AUTHORITY: O.C.G.A. § 50-18-99)
- b. Un-used filing cabinets and scanning/micrographics equipment will be reassigned in accordance with established procedures and turned over to the City Records & Information Manager for reassignment to areas where needed through established procedures. (AUTHORITY: O.C.G.A. § 50-18-99)

## **6. Training**

- a. City Records Officer will develop and present training in records management for City employees as needed. (AUTHORITY: O.C.G.A. § 50-18-99)

## **7. Confidentiality and Access**

- a. All records are considered open, public records unless they are classified confidential by law, by court order, or by official department policy. (AUTHORITY: O.C.G.A. § 50-18-70; O.C.G.A. § 50-18-99; Attorney General Opinion No. 81-50)
- b. All records except those which by order of a court of this State or by law, or by department\_ policy, are prohibited from being open to inspection by the general public, shall be open for a personal inspection by any citizen of this State at a reasonable time and place; and those in charge of such records shall not refuse this privilege to any citizen. Public Records means all documents, papers, letters, maps, books, tapes, photographs, computer based, or generated information or similar material prepared and maintained or received in the operation of a public office or agency; also means such items received or maintained by a private person or entity on behalf of a public office or agency. (AUTHORITY: O.C.G.A. § 50-18-70)
- c. Records that are confidential or restricted may be used for research purposes by private researchers providing that (1) the researcher is qualified to perform such research; (2) the research topic is designed to produce a study that would be of potential benefit to the State or City or its citizens; (3) the researcher will

agree in writing to protect the confidentiality of the information contained in the records; (4) the research is authorized by the Department Head.

(AUTHORITY: O.C.G.A. § 500-18-101)

- d. Open public records may be made available for inspection by members of the public who might come in and make a request, but no such information is to be given by telephone. (AUTHORITY: State Attorney General Opinion No. 66-88)
- e. Notes, mortgage foreclosures and garnishments are public records and will be open to inspection by citizens at a reasonable time and place. (AUTHORITY: State Attorney General Opinion No. 67-340)
- f. Police investigative reports prepared for submission to superiors shall not be open for public inspection or copying. (AUTHORITY: State Attorney General Opinion U75-92}
- g. Records that are prepared and maintained in a current and continuing investigation of possible criminal activity shall not be open for public inspection. (AUTHORITY: Judicial Decision in Houston v. Rutledge)

## **8. Microfilming and Scanning**

- a. Microfilming/scanning shall be authorized by Georgia Archives approved records retention schedules. (AUTHORITY: O.C.G.A. § 50-18-99)
- b. Microfilming/scanning will meet the requirements of the Georgia Microforms Act and (where applicable) rules and regulations promulgated by the Administrative Office of the Courts. (AUTHORITY: O.C.G.A. § 50-18-120 through 126; Rule of the Administrative Office of the Courts)
- c. Microfilming/scanning of records which must be kept less than 15 years is not authorized unless authorized in advance by a records retention schedule (AUTHORITY: O.C.G.A. § 50-18-99).
- d. Electronic records created as PDF, TIFF and OCR images will be for permanent storage instead of paper records. (AUTHORITY: O.C.G.A. § 50-18-99)

## **9. Records Storage.**

- a. City Records Officer shall be considered in compliance with said laws, rules and regulations if he/she transfers said records to the Off-site Records Storage Center when he/she does so in accordance with an approved records retention schedule. (AUTHORITY: O.C.G.A. § 50-18-103)
- b. Records deposited with the Off-site Records Storage Center remain the property of the department that deposited them and the City Records Officer will not allow anyone access to the records in their custody except as authorized by custodian of record. (AUTHORITY: O.C.G.A. § 50-18-103)



**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** Finance Monthly Report

**DATE OF MEETING:** 8/10/2021

**DEPARTMENT:** Finance

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**ATTACHMENTS:**

| Description                                  | Type       | Upload Date |
|----------------------------------------------|------------|-------------|
| Monthly Financial Report - As of Jun 30 2021 | Cover Memo | 8/10/2021   |



# FY21 Financial Report Period Ending June 30, 2021

Prepared By:

Finance and Administration Department

## City of South Fulton - General Fund

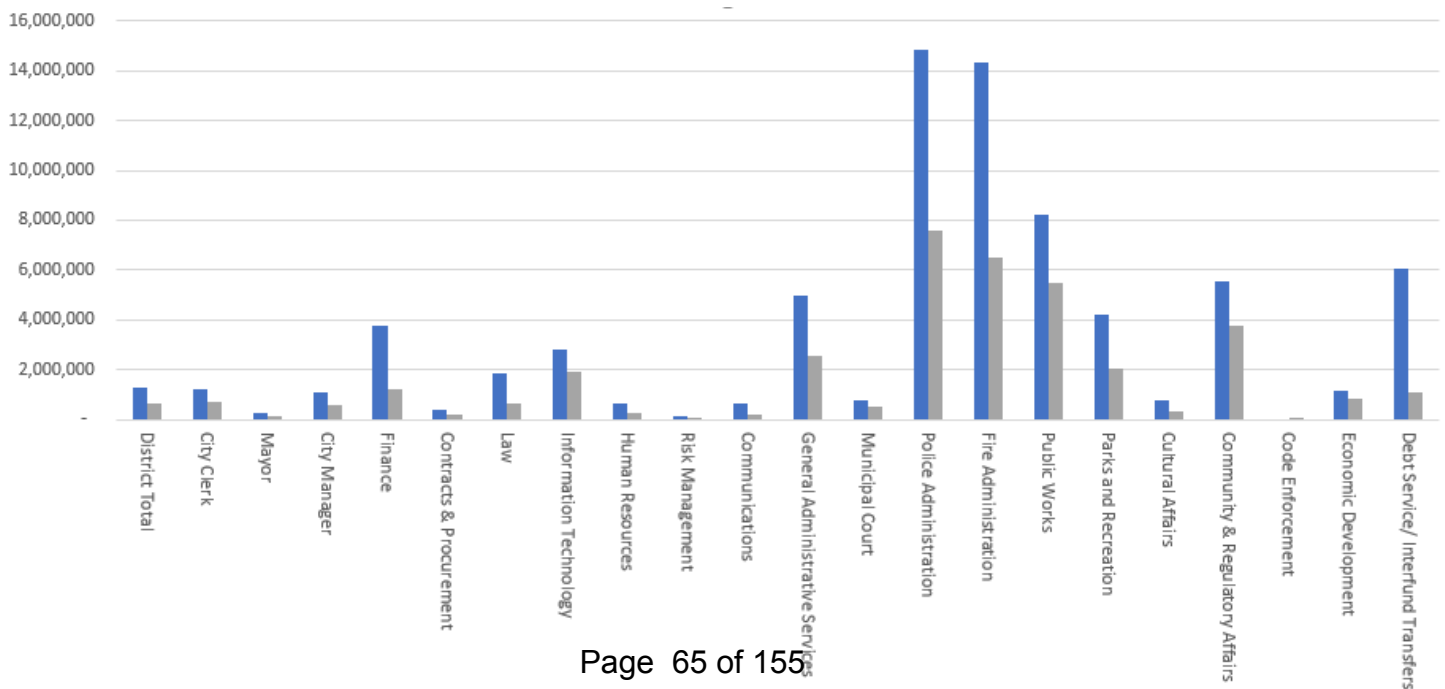
### Summary of Revenues and Expenditures For the Month Ending Jun 30, 2021

| REVENUE                 | Amended 2021<br>Budget | YTD Revenue       | % of YTD<br>Revenue<br>Collected |
|-------------------------|------------------------|-------------------|----------------------------------|
| Property Taxes          | 29,904,109             | 25,710,636        | 86%                              |
| Motor Vehicle           | 705,000                | 1,248,721         | 177%                             |
| Franchise               | 4,817,653              | 5,759,099         | 120%                             |
| Local Option Sales Tax  | 17,000,000             | 17,694,152        | 104%                             |
| Business and Occupation | 1,600,000              | 1,710,164         | 107%                             |
| *Other Taxes            | 7,440,000              | 7,421,820         | 100%                             |
| Licenses and Permits    | 4,067,500              | 2,205,353         | 54%                              |
| IGA FID and City of Atl | 3,999,996              | 2,498,344         | 62%                              |
| Charges for Services    | 1,931,500              | 3,954,569         | 205%                             |
| **Other Revenue         | 4,327,164              | 4,222,308         | 98%                              |
| <b>TOTAL REVENUES</b>   | <b>75,792,922</b>      | <b>72,425,166</b> | <b>96%</b>                       |

| ACCOUNT DESCRIPTION                     | Amended 2021<br>Budget | YTD Expenditure   | % Used     |
|-----------------------------------------|------------------------|-------------------|------------|
| District Total                          | 1,319,909              | 631,870           | 48%        |
| City Clerk                              | 1,216,301              | 727,210           | 60%        |
| Mayor                                   | 254,514                | 130,635           | 51%        |
| City Manager                            | 1,088,337              | 597,481           | 55%        |
| Finance                                 | 3,775,640              | 1,220,563         | 32%        |
| Contracts & Procurement                 | 383,464                | 184,743           | 48%        |
| Law                                     | 1,879,999              | 653,654           | 35%        |
| Information Technology                  | 2,825,903              | 1,903,231         | 67%        |
| Human Resources                         | 664,620                | 268,630           | 40%        |
| Risk Management                         | 119,978                | 16,375            | 14%        |
| Communications                          | 641,987                | 240,373           | 37%        |
| General Administrative Services         | 4,956,479              | 2,531,935         | 51%        |
| Municipal Court                         | 813,436                | 538,054           | 66%        |
| Police Administration                   | 14,841,497             | 7,564,311         | 51%        |
| Fire Administration                     | 14,355,233             | 6,481,430         | 45%        |
| Public Works                            | 8,230,466              | 5,489,738         | 67%        |
| Parks and Recreation                    | 4,194,889              | 2,034,240         | 48%        |
| Cultural Affairs                        | 783,115                | 351,841           | 45%        |
| Community & Regulatory Affairs          | 5,571,063              | 3,786,198         | 68%        |
| Code Enforcement                        | -                      | 432               | #DIV/o!    |
| Economic Development                    | 1,140,719              | 817,248           | 72%        |
| Debt Service/ Interfund Transfers       | 6,085,950              | 1,115,950         | 18%        |
| <b>GENERAL FUND EXPENDITURES TOTALS</b> | <b>75,143,499</b>      | <b>37,286,143</b> | <b>50%</b> |

City of South Fulton - General Fund  
Summary of Expenditures  
For the Month Ending Jun 30, 2021

| ACCOUNT DESCRIPTION                     | Amended 2021<br>Budget | YTD Expenditure   | % Used     |
|-----------------------------------------|------------------------|-------------------|------------|
| District Total                          | 1,319,909              | 631,870           | 48%        |
| City Clerk                              | 1,216,301              | 727,210           | 60%        |
| Mayor                                   | 254,514                | 130,635           | 51%        |
| City Manager                            | 1,088,337              | 597,481           | 55%        |
| Finance                                 | 3,775,640              | 1,220,563         | 32%        |
| Contracts & Procurement                 | 383,464                | 184,743           | 48%        |
| Law                                     | 1,879,999              | 653,654           | 35%        |
| Information Technology                  | 2,825,903              | 1,903,231         | 67%        |
| Human Resources                         | 664,620                | 268,630           | 40%        |
| Risk Management                         | 119,978                | 16,375            | 14%        |
| Communications                          | 641,987                | 240,373           | 37%        |
| General Administrative Services         | 4,956,479              | 2,531,935         | 51%        |
| Municipal Court                         | 813,436                | 538,054           | 66%        |
| Police Administration                   | 14,841,497             | 7,564,311         | 51%        |
| Fire Administration                     | 14,355,233             | 6,481,430         | 45%        |
| Public Works                            | 8,230,466              | 5,489,738         | 67%        |
| Parks and Recreation                    | 4,194,889              | 2,034,240         | 48%        |
| Cultural Affairs                        | 783,115                | 351,841           | 45%        |
| Community & Regulatory Affairs          | 5,571,063              | 3,786,198         | 68%        |
| Code Enforcement                        | -                      | 432               | #DIV/o!    |
| Economic Development                    | 1,140,719              | 817,248           | 72%        |
| Debt Service/ Interfund Transfers       | 6,085,950              | 1,115,950         | 18%        |
| <b>GENERAL FUND EXPENDITURES TOTALS</b> | <b>75,143,499</b>      | <b>37,286,143</b> | <b>50%</b> |



# City of South Fulton

## Cash Balance Report For the Month Ending June 30, 2021

| Bank Account (Last 4) | Account Description | Bank Balance       |
|-----------------------|---------------------|--------------------|
| 1185                  | Comm Dev Escrow     | 4,879,023          |
| 1193                  | Tree Fund           | 2,231,806          |
| 2505                  | Confiscated Funds   | 197,771            |
| 1543                  | Grant Fund          | 619,028            |
| 9539                  | Hotel Motel         | 73,717             |
| 8141                  | TSPLOST             | 41,940,719         |
| 7193                  | URA Bond Proceeds   |                    |
| 7207                  | URA Sinking Fund    |                    |
| 4214                  | Solid Waste         | 183,834            |
| 1444                  | Court               | 465,178            |
| 3435                  | Pooled Cash         | 63,759,534         |
| 3427                  | Payroll             | -                  |
| 4342                  | Savings             | 4,500,965          |
|                       | American Recovery   | 5,676,259          |
| <b>TOTAL</b>          |                     | <b>118,851,576</b> |



**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** City Attorney Monthly Report

**DATE OF  
MEETING:** 8/10/2021

**DEPARTMENT:** Attorney

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**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** City Manager Monthly Report

**DATE OF MEETING:** 8/10/2021

**DEPARTMENT:** City Manager

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**ATTACHMENTS:**

| Description                              | Type       | Upload Date |
|------------------------------------------|------------|-------------|
| City Manager Report - June 2021 FINAL v2 | Cover Memo | 8/10/2021   |



# CITY MANAGER MONTHLY

June 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 June, it is important to address current activities related to the Community Development Block Grant (CDBG) funding. On June 1, 2021, the City was awarded \$330,000 through the Fulton County CDBG COVID-3 Program. The City will utilize this funding opportunity to further advance the services provided to our low-and moderate-income residents and communities through our Emergency Rental and Mortgage Assistance Program. This program is aimed at helping to stabilize families that may be facing a financial hardship as a direct impact of the Coronavirus (COVID-19) pandemic.

Additionally, staff remains committed to providing World Class Municipal Services to the citizens and businesses within the City of South Fulton. Staff is working diligently to finalize the reopening plan for City facilities which will occur on Wednesday, July 7<sup>th</sup>. We are working to ensure that our staff and visitors remain safe as we return to in-person services.

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

Regards,

Tammi Saddler Jones  
City Manager



## **1. IMPROVE PARKS AND RECREATION**

### **Department Programming**

- Program Participation:**

| <b>Program</b>                    | <b>June 2021</b> | <b>YTD</b>   |
|-----------------------------------|------------------|--------------|
| Art Adventure                     | 0                | 30           |
| Daily Fitness 55 & Up             | 259              | 259          |
| Digital Photography               | 0                | 10           |
| Group Guitar                      | 0                | 19           |
| Jazz Dancing                      | 0                | 19           |
| Lap Swim                          | 81               | 81           |
| Modern Dance                      | 0                | 13           |
| Skills & Drills Basketball Clinic | 0                | 92           |
| Summer Camp (Registration)        | 347              | 347          |
| Swim Team                         | 245              | 249          |
| Teen Acting                       | 0                | 16           |
| Virtual Cooking Classes           | 0                | 25           |
| Virtual Fitness Classes           | 0                | 20           |
| Virtual Inner Healing Stretch     | 0                | 10           |
| Virtual Total Body Fitness        | 0                | 35           |
| Walking Track                     | 451              | 451          |
| Youth Baseball                    | 0                | 146          |
| Youth Football Clinic             | 0                | 30           |
| Youth Track & Field               | 0                | 110          |
| <b>Total</b>                      | <b>1,383</b>     | <b>1,962</b> |

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

### **Project Status**

| <b>Project</b>            | <b>Status</b> | <b>Task Remaining</b>                                                     |
|---------------------------|---------------|---------------------------------------------------------------------------|
| City-wide Concessions     | On Hold       |                                                                           |
| Juneteenth Celebration    | Complete      | Event dates June 15 – 19, 2021                                            |
| Tennis Court Resurfacing  | Complete      |                                                                           |
| Parks Master Plan         | In Progress   | Visioning Plan process. Next steps - Presentation to Mayor & City Council |
| Outdoor Fitness Equipment | In Progress   | Equipment purchased; installation at Trammell Crow complete               |
| LED Lighting Upgrades     | In Progress   | Lighting upgrades pending at Wilkerson Mill Park                          |



- **Join Our Fun:** PRCA 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)                                                  |
|------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------|
| Freedom Film Festival              | Citywide Juneteenth Celebration in partnership with True Colors and BronzeLens | Tuesday, June 15, 2021<br>6pm – 9pm<br>Southwest Arts Center   |
| United Tot Olympics                | Citywide Juneteenth Celebration                                                | Wednesday, June 16, 2021<br>10am – 1pm<br>Old National Park    |
| Freedom Quilt Festival             | Citywide Juneteenth Celebration                                                | Thursday, June 17, 2021<br>6pm – 10pm<br>Southwest Arts Center |
| Feeding Out City Food Distribution | Citywide Juneteenth Celebration                                                | Friday, June 18, 2021<br>11am – 3pm<br>Welcome All Park        |
| Community Giveback                 | Citywide Juneteenth Celebration                                                | Saturday, June 19, 2021<br>10am – 12pm<br>Various Locations    |
| Freedom Finale Concert             | Citywide Juneteenth Celebration in partnership with St. James Live             | Saturday, June 19, 2021<br>7pm – 12pm<br>Wilkerson Mill Park   |
| Senior Card Game                   | Enjoy an afternoon of playing your favorite card game                          | Saturday, June 19, 2021<br>Welcome All Park                    |



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

### **Code Enforcement and Code Board**

#### **SeeClickFix Violations**

|              | <b>June 2021</b> | <b>YTD</b>   |
|--------------|------------------|--------------|
| Open         | 80               | 423          |
| Closed       | 335              | 1,314        |
| <b>Total</b> | <b>415</b>       | <b>1,641</b> |

#### **Violations Reported in Edmunds**

|              | <b>June 2021</b> | <b>YTD</b>   |
|--------------|------------------|--------------|
| Open         | 194              | 1,083        |
| Closed       | 33               | 230          |
| <b>Total</b> | <b>227</b>       | <b>1,323</b> |

#### **Code Enforcement Board**

|                  | <b>June 2021</b> | <b>YTD</b> |
|------------------|------------------|------------|
| Code Board Cases | 86               | 499        |
| Municipal Court  | 16               | 105        |
| <b>Total</b>     | <b>102</b>       | <b>604</b> |

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



## **Fire Department**

| <b>CRR - South Fulton Fire Rescue Monthly Report – June 2021</b> |                      |               |
|------------------------------------------------------------------|----------------------|---------------|
| <b>Fire Rescue Activities</b>                                    | <b>Current Month</b> | <b>YTD</b>    |
| <b>COLUMN #1:</b>                                                |                      |               |
| <b>Emergency Call Volume</b>                                     |                      |               |
| Fire                                                             | 34                   | 315           |
| Overpressure Rupture, Explosion, Overheat                        | 0                    | 17            |
| EMS/Rescue                                                       | 718                  | 6,428         |
| Hazardous Condition                                              | 25                   | 246           |
| Service Calls                                                    | 141                  | 1,200         |
| Good Intent Calls                                                | 329                  | 2,813         |
| False Alarms & False Calls                                       | 84                   | 637           |
| Severe Weather/Natural Disaster                                  | 1                    | 25            |
| Special Incident Types                                           | 2                    | 8             |
| Non-Specific                                                     | 0                    | 0             |
| <b>Total</b>                                                     | <b>1,334</b>         | <b>11,689</b> |
| <b>Average Response Time</b>                                     | <b>9:58</b>          | <b>8:56</b>   |
| <b>COLUMN #2</b>                                                 |                      |               |
| <b>Community Risk Reduction (CRR) Activities</b>                 |                      |               |
| Company Level Inspections                                        | 0                    | 0             |
| CRR Final and Existing Business Inspection Requests              | 157                  | 714           |
| Company Level Inspections - Vacant Buildings                     | 0                    | 0             |
| <b>COLUMN #3</b>                                                 |                      |               |
| <b>Fire Safety Education</b>                                     |                      |               |
| 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             |



|                                                       |                    |                     |
|-------------------------------------------------------|--------------------|---------------------|
| <b>COLUMN #4</b>                                      |                    |                     |
| Homes Visited                                         | 0                  | 0                   |
| Smoke Detectors Installed (via fire station requests) | 8                  | 32                  |
| <b>COLUMN #5</b>                                      |                    |                     |
| <b>Fee Schedule Collection</b>                        |                    |                     |
| Fire Safety Inspections                               | \$ 2,651.95        | \$ 15,626.95        |
| Personal Care Homes/ Day Care Inspections             | \$ 1,300.00        | \$ 3,775.00         |
| Fire Alarm Reviews                                    | \$ 50.50           | \$ 250.50           |
| Fire Sprinkler Review                                 | \$ 150.00          | \$ 2,540.85         |
| Blasting Permits                                      | \$ -               | \$ 1,600.00         |
| Open Records Request                                  | \$ 5.00            | \$ 90.00            |
| Special Events                                        | \$ -               | \$ -                |
| Combustible Permits                                   | \$ -               | \$ 150.00           |
| Fireworks Permits                                     | \$ 500.00          | \$ 500.00           |
| Business Inspections                                  | \$ -               | \$ -                |
| Burn Permits                                          | \$ -               | \$ 2,777.35         |
| Tent Permit                                           | \$ -               | \$ -                |
| Fire Extinguisher Training                            | \$ -               | \$ -                |
| <b>2021 Year-To Date Total</b>                        | <b>\$ 4,657.45</b> | <b>\$ 27,310.65</b> |

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

### **Department Updates**

- Fire Chief Chad Jones was sworn in on Monday, June 14, 2021 as the new Fire Chief for the City of South Fulton.
- 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 1,333 hours of training during June 2021.
- South Fulton Fire Rescue Department had an average response time of 9:58 for the month of June 2021.



## Police Department

| Crime By Month      | 28 DAY COMPSTAT |           |           |           |           |           |           |            |
|---------------------|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
|                     | Sunday          | Monday    | Tuesday   | Wednesday | Thursday  | Friday    | Saturday  | Total      |
| Murder              | 3               | 0         | 0         | 0         | 1         | 0         | 0         | 4          |
| Rape                | 0               | 0         | 0         | 0         | 0         | 0         | 0         | 0          |
| Robbery             | 1               | 2         | 0         | 0         | 0         | 0         | 0         | 3          |
| Aggravated Assault  | 0               | 20        | 8         | 4         | 5         | 2         | 4         | 43         |
| Burglary            | 2               | 4         | 2         | 1         | 5         | 0         | 0         | 14         |
| Larceny / From Auto | 1               | 2         | 5         | 4         | 6         | 3         | 2         | 23         |
| Larceny / Other     | 15              | 8         | 15        | 13        | 14        | 14        | 11        | 90         |
| Auto Theft          | 4               | 6         | 5         | 4         | 3         | 2         | 4         | 28         |
| <b>TOTALS</b>       | <b>26</b>       | <b>42</b> | <b>35</b> | <b>26</b> | <b>34</b> | <b>21</b> | <b>21</b> | <b>205</b> |

## Department Updates

- The South Fulton Police Department currently has eight (8) Police Officers in the Field Training Program and two (2) Police Officers graduated from North Central on June 25, 2021.
- The South Fulton Police Department Field Operations Division responded to 7,883 Calls for Service during the month of June 2021 and had an average response time of 18:41.
- On June 9, 2021, South Fulton Police Department Detectives attended the Fulton County District Attorney New Case Intake Training.



### **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.

| <b>Project</b>                 | <b>Description</b>                                                   | <b>Status</b> | <b>Action</b>                                                                 | <b>District</b> |
|--------------------------------|----------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------|-----------------|
| 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**

- **June 2021 Business Licenses Processed**
  - 35 New Business Licenses
  - 82 Renewed Business Licenses
- **Total Business Licenses Processed**
  - 349 (YTD – New Businesses)
  - 117 (June 2021)

## **Permits and Buildings**

| <b>Permit Type</b>                        | <b>June 2021</b> | <b>YTD</b>   |
|-------------------------------------------|------------------|--------------|
| Residential                               | 160              | 571          |
| Commercial                                | 8                | 34           |
| Industrial                                | 2                | 6            |
| Trades (Mechanical, Electrical, Plumbing) | 127              | 505          |
| Land Disturbance Permits                  | 1                | 8            |
| Signs                                     | 2                | 24           |
| Fence                                     | 12               | 75           |
| <b>Total</b>                              | <b>312</b>       | <b>1,223</b> |



## **Online GIS Application Views**

- Public Facing Viewers
  - Address Points – 133,467
  - City Limit – 1,537
  - City County Districts – 3,065
  - COSF Hard to Count Areas – 14
  - 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**

| <b>Project</b>                                                       | <b>Status</b> |
|----------------------------------------------------------------------|---------------|
| Gateway Signs                                                        | New - Pending |
| Certificate of Occupancy – Access to COs prior to incorporation      | In Progress   |
| Broadband Grants                                                     | In Progress   |
| ERP                                                                  | In Progress   |
| ImageTrend – Fire Department Records Management Solution (July 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                                               | Pending       |
| Fulton County Firewall Upgrade                                       | Pending       |
| Teams Phone Migration                                                | Pending       |



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

### **Zoning Applications & Certifications**

Staff has processed a total of 128 zoning applications, 204 zoning certifications and 173 open records reports as of June 30, 2021.

### **Zoning Cases**

There was 1 zoning application received during the filing deadline period for June 2021.

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



## **5. CREATE AND IMPLEMENT BRANDING AND MESSAGING**

### **I. City Newsletters:**

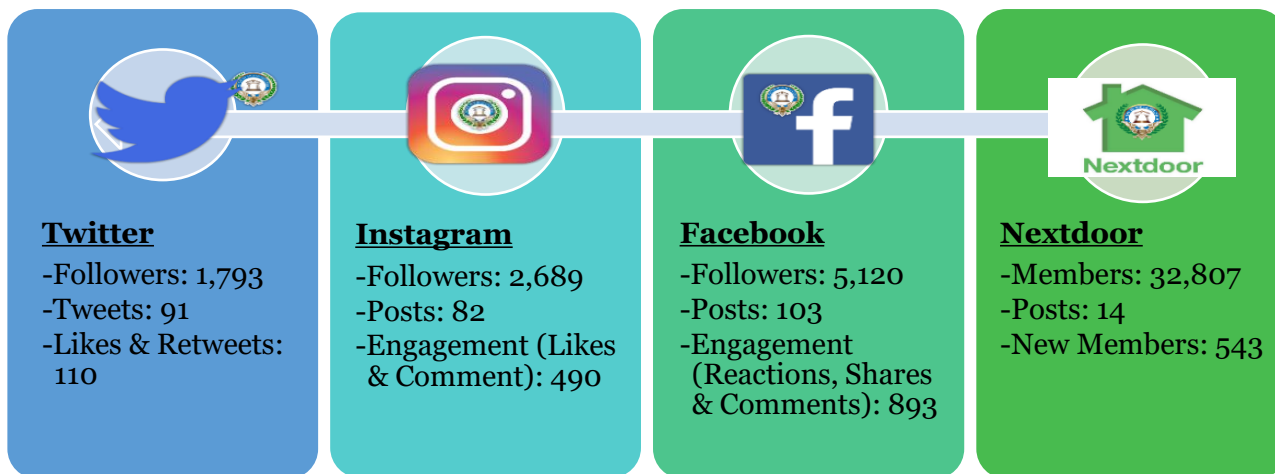
The Communications Department publishes The South Fulton Voice, a bi-weekly newsletter for citizens, and a daily internal newsletter for employees called The Daily Digest.

Editions Released in June:

June 9, 2021 – <https://conta.cc/3hWLRvI>

June 23, 2021 – <https://conta.cc/3dLnWDR>

### **COSF Social Media Analytics**



### **II. City Website**

June 2021

- Visits: 42,146
- Page Visits: 77,193

Should you need further information regarding this correspondence, please contact Tammi Saddler Jones at [tammi.jones@cityofsouthfultonga.gov](mailto:tammi.jones@cityofsouthfultonga.gov).



# CALENDAR OF EVENTS

# June 2021



| Sunday | Monday                                                | Tuesday                                                                                     | Wednesday                                                                               | Thursday                                                                                                                     | Friday                                                                       | Saturday         |
|--------|-------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|------------------|
|        |                                                       | 1                                                                                           | 2                                                                                       | 3<br>Flat Shoals ATMS Project Meeting (Virtual) 6:30 – 8:00 p.m.                                                             | 4                                                                            | 5                |
| 6      | 7<br>Community Zoning Information Meeting 6p.m.       | 8<br>City Council Special Called Meeting (Virtual) 4p.m.                                    | 9<br>Workforce Wednesday: Mobile Career Center 9a.m. – 3:30 p.m. Goodwill Career Center | 10                                                                                                                           | 11                                                                           | 12               |
| 13     | 14                                                    | 15<br>CDRA Planning Commission (Virtual) 6p.m.<br>Juneteenth Freedom Film Festival 6-8 p.m. | 16<br>Comprehensive Plan Meeting #2 (Virtual) 6-8 p.m.                                  | 17<br>Zoning Board of Appeals (Virtual) 1p.m.<br>Quilt Festival and South Fulton Business Highlight 6-10 p.m. SW Arts Center | 18<br>Downtown Development Authority Meeting (cancelled) 11a.m. – 12:30 p.m. | 19<br>Juneteenth |
| 20     | 21<br>SF Convention & Visitors Bureau Meeting 1-2p.m. | 22<br>District 2 Town Hall Summer Chat Series (Virtual) 6:30 -7:45 p.m.                     | 23                                                                                      | 24<br>District 2 Town Hall Summer Chat Series (Virtual) 6:30 -7:45 p.m.                                                      | 25                                                                           | 26               |

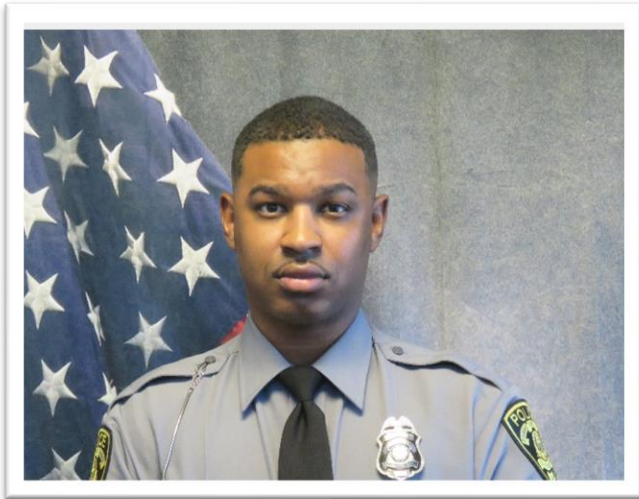
|    |                                                                                                          |    |                                                                                                                        |  |  |  |
|----|----------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------|--|--|--|
| 27 | 28                                                                                                       | 29 | 30                                                                                                                     |  |  |  |
|    | District 3 Parking Lot<br>Town Hall, 6p.m.<br><br>SF Development<br>Authority Meeting<br>(Virtual) 6p.m. |    | Coffee with a Cop<br>9a.m. – 11 a.m.<br><br>District 2 Town Hall<br>Summer Chat Series<br>(Virtual)<br>6:30 -7:45 p.m. |  |  |  |
|    |                                                                                                          |    |                                                                                                                        |  |  |  |



# COSF NEW HIRES



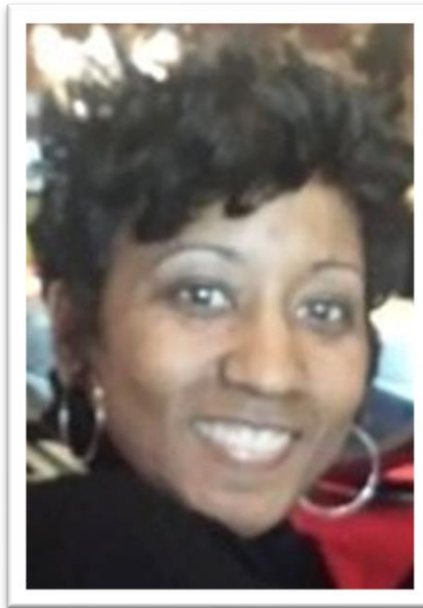
|                   | Hire Date | Job Title                     | Department                                 |
|-------------------|-----------|-------------------------------|--------------------------------------------|
| Tara Gibson       | 6/7/2021  | Administrative Coordinator II | Community Development & Regulatory Affairs |
| Cory Williams     | 6/21/2021 | Police Officer II             | Police                                     |
| Marcel Hutcherson | 6/21/2021 | Police Officer II             | Police                                     |



**Marcel Hutcherson**



**Cory Williams**



**Tara Gibson**



# **COUNCIL SUMMARY REQUEST**

# COUNCIL REQUESTS JUNE 2021

|                                               | <b>Total<br/>Requests</b> | <b>Requests<br/>Completed</b> | <b>Completion<br/>Percentage</b> |
|-----------------------------------------------|---------------------------|-------------------------------|----------------------------------|
| <b>COUNCIL REQUESTS</b>                       |                           |                               |                                  |
| City Manager                                  | 1                         | 1                             | 100%                             |
| City Clerk                                    | --                        | --                            | --                               |
| Communications                                | 1                         | 1                             | 100%                             |
| Community Development &<br>Regulatory Affairs | 15                        | 15                            | 100%                             |
| Destination South Fulton                      | --                        | --                            | --                               |
| Facilities                                    | --                        | --                            | --                               |
| Finance                                       | 1                         | 1                             | 100%                             |
| Fire                                          | 1                         | 1                             | 100%                             |
| Human Resources                               | --                        | --                            | --                               |
| Information Technology                        | 2                         | 2                             | 100%                             |
| Legal                                         | --                        | --                            | --                               |
| Municipal Courts                              | --                        | --                            | --                               |
| Parks, Recreation & Cultural<br>Affairs       | --                        | --                            | --                               |
| Police                                        | 3                         | 3                             | 100%                             |
| Programs & Performance                        | --                        | --                            | --                               |
| Public Works                                  | 7                         | 6                             | 85.7%                            |
| <b>Total</b>                                  | <b>31</b>                 | <b>30</b>                     | <b>96.8%</b>                     |
| <b>YTD Total</b>                              | <b>561</b>                | <b>507</b>                    | <b>90.4%</b>                     |

## **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

46,048 / 95%



Goal: 90%

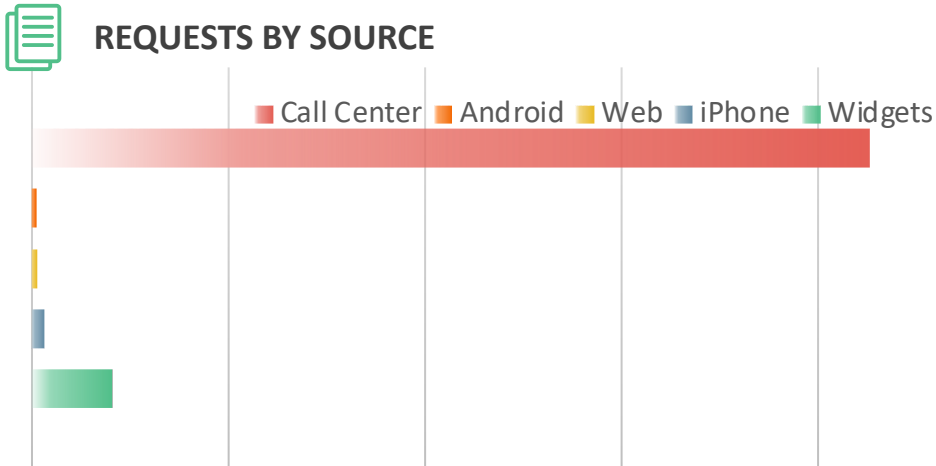


AVERAGE TIME TO CLOSE

13.6 days



Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

2,469

Total Open Status

23,707

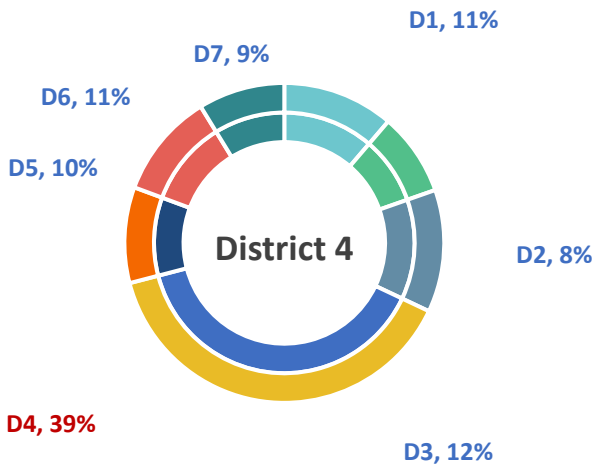
Total Acknowledged



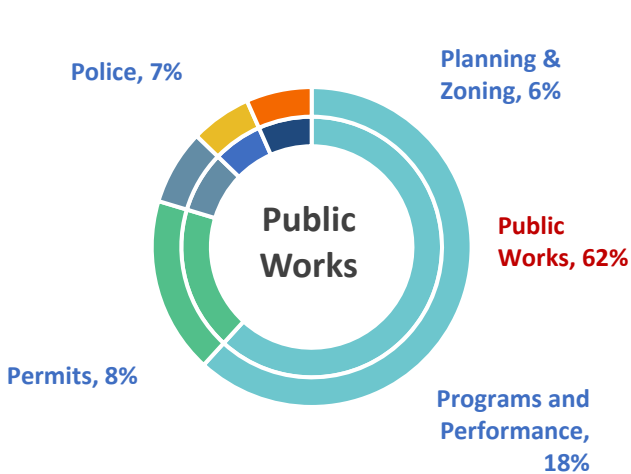
Average time to acknowledge a request is 2.3 days.

Goal: 1 day

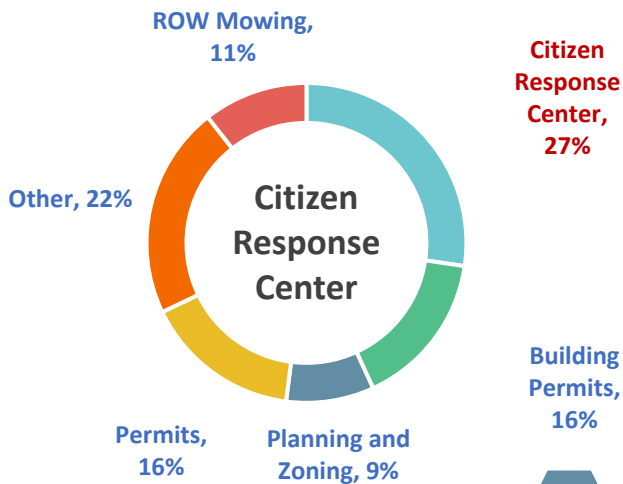
% REQUESTS BY DISTRICT



% REQUESTS BY DEPARTMENT



TOP REQUESTED (ISSUES)



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



NUMBER OF REQUESTS OPEN

1,973



NUMBER OF REQUESTS CLOSED

1,673 / 85%

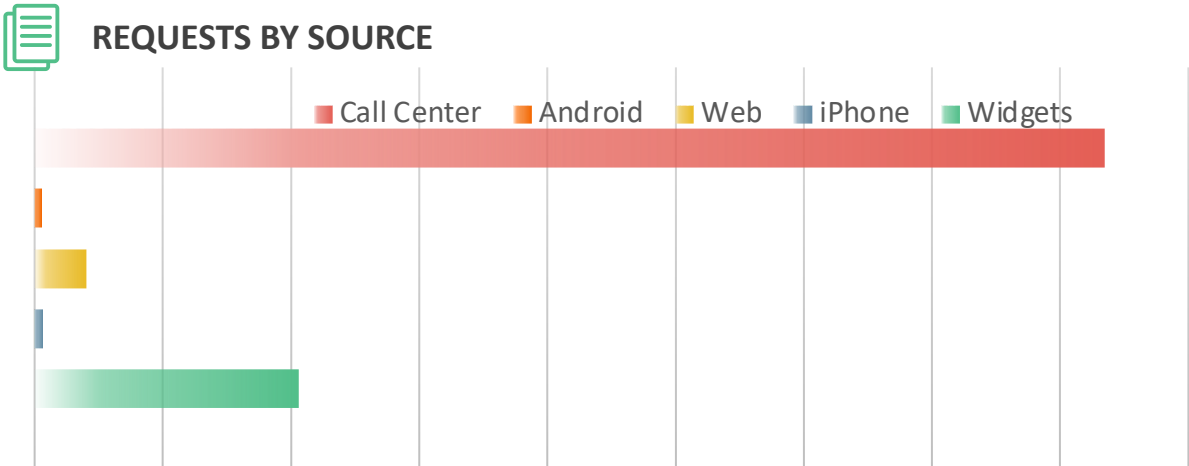
Goal: 90%



AVERAGE TIME TO CLOSE

3.5 days

Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

300

Total Open Status

797

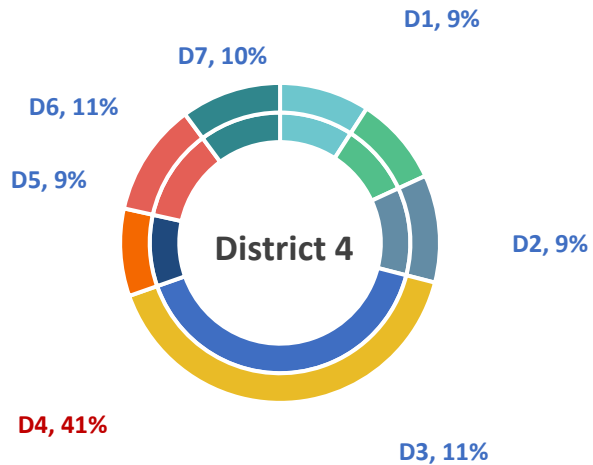
Total Acknowledged

!

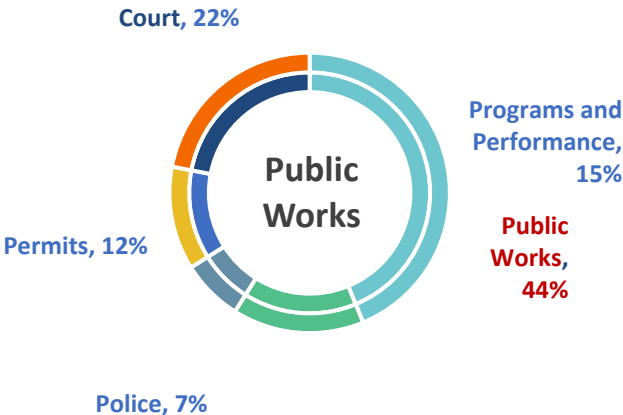
Average time to acknowledge a request is 0.9 day.

Goal: 1 day

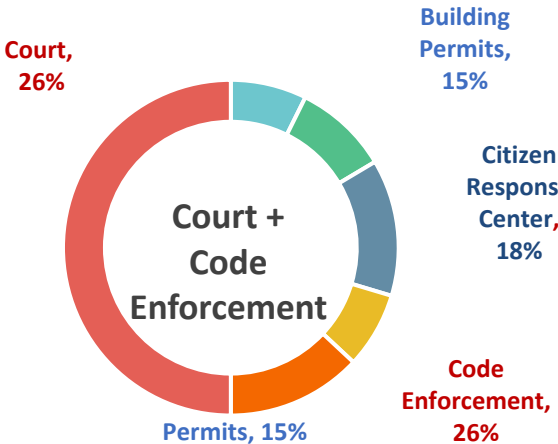
% REQUESTS BY DISTRICT



% REQUESTS BY DEPARTMENT



TOP REQUESTED (ISSUES)



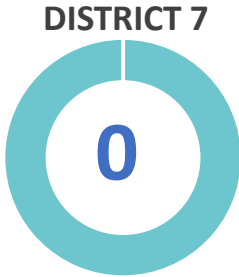
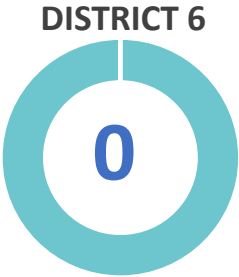
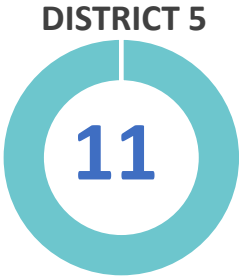
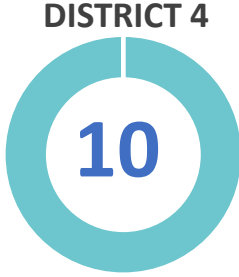
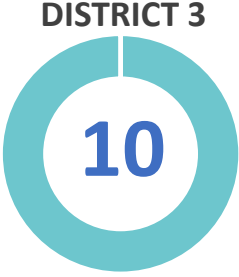
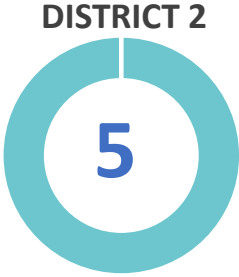
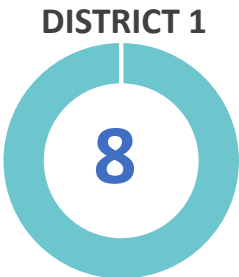
# Dashboard | Airport Noise Complaints *(to date)*



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 *(June 1 – June 30, 2021)*



NUMBER OF  
CALLS

1,925



AVERAGE SPEED OF  
ANSWER

2m 52ss



Goal: 0:30



AVERAGE TALK  
TIME

4m 50ss



Goal: 3:00



ABANDONED  
CALL %

16%



Goal: 5%

|                                       | Oct-20   | Nov-20   | Dec-20   | Jan-21   | Feb-21   | Mar-21   | Apr-21   | May-21   | Jun-21   | Rolling 12-<br>Month<br>(April 2021 thru<br>May 2021) |
|---------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------------------------------------------|
| Inbound Call Volume                   | 2184     | 1525     | 1404     | 1396     | 1274     | 1,941    | 2,987    | 1,757    | 1,925    | 22,486                                                |
| Average Calls/Day                     | 70.5     | 50.8     | 46.8     | 46.5     | 45.5     | 69.3     | 106.7    | 56.7     | 62.1     | 63.3                                                  |
| Average Speed of Answer<br>(KPI 0:30) | 2:38     | 2:08     | 1:43     | 1:25     | 1:43     | 1:23     | 1:43     | 1:37     | 2:52     | 1:43                                                  |
| Average Talk Time (KPI<br>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 | 00:04:02                                              |
| Abandon Calls                         | 384      | 229      | 164      | 137      | 156      | 166      | 299      | 178      | 316      | 2,727                                                 |
| Abandon % (KPI 5%)                    | 18%      | 15%      | 12%      | 10%      | 12%      | 9%       | 10%      | 10%      | 16%      | 11.7%                                                 |
| Total Requests in SCF                 | 1176     | 901      | 894      | 1281     | 840      | 1,433    | 2,017    | 1,227    | 1,292    | 14,553                                                |
| Total Non-Requests                    | 418      | 259      | 154      | 285      | 181      | 306      | 236      | 125      | 220      | 3,443                                                 |

# **COSF CRC Report**

## **District 1**

*October 1, 2020 - June 30, 2021*

*Prepared for Councilwoman Rowell by the Office of Programs and Performance*

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

## Showing Results from 10/1/2020 to 6/30/2021

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

| Category                                                           | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Property Maintenance                                               | 185     | 159 | 177    | 1.7  | 11.3 | 21.0     | 82%      | 32      | 8    | 8   |
| Building Permits                                                   | 153     | 3   | 106    | 15.2 | 8.3  | 2.0      | 62%      | 37      | 47   | 47  |
| Other                                                              | 128     | 115 | 105    | 3.4  | 18.6 | 0.0      | 0        | 5       | 23   | 1   |
| Remove / Pick-Up Litter<br>(Field Operations)                      | 114     | 96  | 114    | 0.6  | 2.3  | 10.0     | 95%      | 3       | 0    | 0   |
| Reception Call                                                     | 95      | 6   | 90     | 3.1  | 5.6  | 1.0      | 66%      | 31      | 5    | 5   |
| Clean Up Day                                                       | 82      | 61  | 82     | 0.9  | 12.2 | 0.0      | 0        | 2       | 0    | 0   |
| Right-of-Way Mowing<br>(Roadway Maintenance -<br>Field Operations) | 61      | 35  | 61     | 0.1  | 0.4  | 10.0     | 98%      | 0       | 0    | 0   |
| Sign - Other Sign<br>Down/Missing (Traffic<br>Services)            | 59      | 58  | 59     | 0.0  | 1.3  | 10.0     | 95%      | 2       | 0    | 0   |
| Planning & Zoning<br>(Community & Regulatory<br>Affairs)           | 50      | 3   | 46     | 4.8  | 6.3  | 0.0      | 0        | 0       | 4    | 0   |
| Yard Issue                                                         | 43      | 36  | 42     | 0.4  | 7.6  | 21.0     | 98%      | 1       | 1    | 1   |
| Construction                                                       | 32      | 32  | 19     | 2.0  | 45.4 | 0.0      | 0        | 0       | 13   | 0   |
| Abandoned / Inoperative /<br>Junk Vehicle                          | 29      | 26  | 28     | 0.7  | 12.4 | 21.0     | 79%      | 6       | 1    | 1   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,594</b> | <b>993</b> | <b>1,445</b> | <b>1.5</b> | <b>8.3</b> | <b>-</b> | <b>84%</b> | <b>172</b> | <b>149</b> | <b>89</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                               | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|--------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Roadside Maintenance (Field Operations)                | 27           | 27         | 27           | 1.2        | 5.6        | 10.0     | 100%       | 0          | 0          | 0         |
| Additional Patrol Request                              | 26           | 1          | 26           | 1.7        | 2.2        | 1.0      | 27%        | 17         | 0          | 0         |
| Illegal Dumping in Right-of-Way (Field Operations)     | 26           | 25         | 25           | 0.2        | 0.7        | 3.0      | 100%       | 0          | 1          | 0         |
| Signal - Other (Traffic Services)                      | 25           | 25         | 25           | 0.0        | 0.1        | 10.0     | 100%       | 0          | 0          | 0         |
| Blighted / Vacant Property                             | 24           | 19         | 24           | 0.9        | 8.7        | 21.0     | 96%        | 1          | 0          | 0         |
| Other                                                  | 23           | 0          | 23           | 0.0        | 1.2        | 0.0      | 0          | 0          | 0          | 0         |
| Sanitation (Public Works - Field Operations)           | 22           | 5          | 22           | 1.1        | 1.7        | 0.0      | 0          | 0          | 0          | 0         |
| Down Tree Removal from Right of Way (Field Operations) | 22           | 19         | 22           | 3.9        | 2.8        | 3.0      | 91%        | 0          | 0          | 0         |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services) | 20           | 20         | 20           | 0.0        | 0.0        | 1.0      | 100%       | 0          | 0          | 0         |
| Other Regulatory Agencies                              | 18           | 14         | 18           | 1.7        | 13.1       | 0.0      | 0          | 1          | 0          | 0         |
| Illegal Dumping on Private Property                    | 16           | 15         | 16           | 0.6        | 10.2       | 21.0     | 88%        | 2          | 0          | 0         |
| Event   Food Giveaway                                  | 15           | 0          | 7            | 0.0        | 6.3        | 0.0      | 0          | 6          | 8          | 0         |
| Pothole (Asphalt Paved Maintenance - Field Operations) | 15           | 15         | 15           | 0.3        | 1.3        | 3.0      | 100%       | 0          | 0          | 0         |
| Sign - Long Term Repair (Traffic Services)             | 14           | 14         | 12           | 0.0        | 24.2       | 120.0    | 100%       | 0          | 2          | 0         |
| Signal - In Flash or Dark (Traffic Issues)             | 14           | 14         | 14           | 0.0        | 0.1        | 1.0      | 100%       | 0          | 0          | 0         |
| <b>Totals</b>                                          | <b>1,594</b> | <b>993</b> | <b>1,445</b> | <b>1.5</b> | <b>8.3</b> | <b>-</b> | <b>84%</b> | <b>172</b> | <b>149</b> | <b>89</b> |

| Category                                                              | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Commercial Vehicles in Residential Zones                              | 12      | 11  | 12     | 1.2 | 9.3  | 21.0     | 92%      | 1       | 0    | 0   |
| Clogged Culvert (Drainage Maintenance - Field Operations)             | 12      | 12  | 11     | 1.5 | 3.6  | 10.0     | 100%     | 0       | 1    | 1   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations)         | 12      | 8   | 12     | 7.6 | 8.9  | 3.0      | 58%      | 3       | 0    | 0   |
| Remove Dead Animals in Right-of-Way (Field Operations)                | 11      | 8   | 11     | 0.8 | 1.1  | 3.0      | 91%      | 0       | 0    | 0   |
| Roadway Maintenance (Field Operations)                                | 10      | 9   | 10     | 1.1 | 3.3  | 10.0     | 100%     | 0       | 0    | 0   |
| Signal - Preventative Maintenance (Traffic Services)                  | 10      | 10  | 10     | 0.0 | 10.9 | 90.0     | 100%     | 0       | 0    | 0   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 9       | 9   | 9      | 1.6 | 9.4  | 30.0     | 100%     | 0       | 0    | 0   |
| Business Licenses (Finance & Administrative Services)                 | 8       | 0   | 6      | 0.0 | 5.2  | 2.0      | 50%      | 3       | 2    | 2   |
| Permit / Licensing Issue                                              | 8       | 4   | 8      | 0.4 | 6.0  | 21.0     | 100%     | 1       | 0    | 0   |
| Tree Fallen                                                           | 8       | 0   | 4      | 0.0 | 4.2  | 7.0      | 75%      | 0       | 4    | 4   |
| Down Tree Removal from Roadway (Field Operations)                     | 8       | 5   | 8      | 0.3 | 0.9  | 3.0      | 88%      | 0       | 0    | 0   |
| High Grass/Weeds in Right-of-Way (Field Operations)                   | 8       | 7   | 8      | 6.7 | 7.0  | 10.0     | 88%      | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,594</b> | <b>993</b> | <b>1,445</b> | <b>1.5</b> | <b>8.3</b> | <b>-</b> | <b>84%</b> | <b>172</b> | <b>149</b> | <b>89</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                          | Created | Ack | Closed | DTA | DTC   | SLA Days | % in SLA | Overdue | Open | O&O |
|-------------------------------------------------------------------|---------|-----|--------|-----|-------|----------|----------|---------|------|-----|
| 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   | 1      | 3.0 | 151.6 | 120.0    | 0        | 1       | 6    | 2   |
| Land Development (Community and Regulatory Affairs)               | 6       | 0   | 2      | 0.0 | 0.0   | 3.0      | 100%     | 0       | 4    | 4   |
| Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations) | 6       | 6   | 6      | 1.1 | 11.8  | 30.0     | 100%     | 0       | 0    | 0   |
| Remove Dead Animals in Roadway - Small (Field Operations)         | 6       | 6   | 6      | 2.9 | 3.5   | 3.0      | 83%      | 1       | 0    | 0   |
| GIS (Geographic Information Systems)                              | 5       | 0   | 5      | 0.0 | 6.1   | 2.0      | 80%      | 1       | 0    | 0   |
| General Inquiry                                                   | 5       | 0   | 1      | 0.0 | 62.2  | 3.0      | 0        | 1       | 4    | 4   |
| Other                                                             | 5       | 2   | 5      | 0.1 | 15.5  | 3.0      | 60%      | 1       | 0    | 0   |
| Sign - Preventative Maintenance (Traffic Services)                | 5       | 5   | 4      | 4.8 | 5.9   | 30.0     | 100%     | 0       | 1    | 0   |
| 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   |
| Municipal Court                                                   | 4       | 0   | 4      | 0.0 | 42.7  | 0.0      | 0        | 0       | 0    | 0   |
| Outdoor Requests (Other)                                          | 4       | 0   | 4      | 0.0 | 9.5   | 3.0      | 75%      | 1       | 0    | 0   |
| Dead Animal Pickup on Private Property                            | 4       | 3   | 4      | 1.1 | 1.1   | 7.0      | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,594</b> | <b>993</b> | <b>1,445</b> | <b>1.5</b> | <b>8.3</b> | <b>-</b> | <b>84%</b> | <b>172</b> | <b>149</b> | <b>89</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                      | Created | Ack | Closed | DTA  | DTC   | SLA Days | % in SLA | Overdue | Open | O&O |
|---------------------------------------------------------------|---------|-----|--------|------|-------|----------|----------|---------|------|-----|
| Remove Dead Animals in Roadway - Large (Field Operations)     | 4       | 3   | 4      | 0.3  | 0.3   | 1.0      | 100%     | 0       | 0    | 0   |
| Signal - Long Term Repair (Traffic Services)                  | 4       | 4   | 3      | 0.3  | 21.7  | 120.0    | 100%     | 0       | 1    | 1   |
| 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 Domestic Animals                                         | 3       | 0   | 3      | 0.0  | 0.0   | 0.0      | 0        | 0       | 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   |
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities | 3       | 0   | 0      | 0.0  | 0.0   | 2.0      | 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   |
| Sink Holes (Drainage Maintenance - Field Operations)          | 3       | 2   | 3      | 0.0  | 2.8   | 10.0     | 100%     | 0       | 0    | 0   |
| Streetlights (Outages, New Requests, Repairs, Maintenance)    | 3       | 0   | 3      | 0.0  | 173.2 | 15.0     | 0        | 3       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,594</b> | <b>993</b> | <b>1,445</b> | <b>1.5</b> | <b>8.3</b> | <b>-</b> | <b>84%</b> | <b>172</b> | <b>149</b> | <b>89</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| 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   |
| 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   |
| Dead Trees                                                               | 2       | 0   | 0      | 0.0  | 0.0  | 7.0      | 0        | 0       | 2    | 2   |
| 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   |
| Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services) | 1       | 1   | 1      | 0.9  | 1.9  | 3.0      | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,594</b> | <b>993</b> | <b>1,445</b> | <b>1.5</b> | <b>8.3</b> | <b>-</b> | <b>84%</b> | <b>172</b> | <b>149</b> | <b>89</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                      | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|---------------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| 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         |
| <b>Totals</b>                                                 | <b>1,594</b> | <b>993</b> | <b>1,445</b> | <b>1.5</b> | <b>8.3</b> | <b>-</b> | <b>84%</b> | <b>172</b> | <b>149</b> | <b>89</b> |

# **COSF CRC Report**

## **District 2**

*October 1, 2020 - June 30, 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 6/30/2021

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

| Category                                                     | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Building Permits                                             | 168     | 0   | 112    | 0.0 | 8.2  | 2.0      | 59%      | 45      | 56   | 56  |
| Property Maintenance                                         | 108     | 70  | 107    | 1.3 | 7.4  | 21.0     | 90%      | 8       | 1    | 1   |
| Remove / Pick-Up Litter (Field Operations)                   | 104     | 82  | 104    | 0.9 | 2.7  | 10.0     | 93%      | 0       | 0    | 0   |
| Reception Call                                               | 95      | 5   | 89     | 2.7 | 3.7  | 1.0      | 48%      | 45      | 6    | 6   |
| Other                                                        | 95      | 87  | 84     | 5.0 | 17.9 | 0.0      | 0        | 7       | 11   | 1   |
| Sign - Other Sign Down/Missing (Traffic Services)            | 64      | 63  | 64     | 0.0 | 0.8  | 10.0     | 98%      | 1       | 0    | 0   |
| Planning & Zoning (Community & Regulatory Affairs)           | 61      | 5   | 55     | 8.7 | 5.6  | 0.0      | 0        | 0       | 6    | 0   |
| Clean Up Day                                                 | 52      | 38  | 52     | 1.3 | 23.9 | 0.0      | 0        | 0       | 0    | 0   |
| Illegal Dumping in Right-of-Way (Field Operations)           | 47      | 45  | 47     | 0.7 | 1.4  | 3.0      | 91%      | 0       | 0    | 0   |
| Yard Issue                                                   | 39      | 20  | 39     | 0.7 | 8.1  | 21.0     | 79%      | 9       | 0    | 0   |
| Abandoned / Inoperative / Junk Vehicle                       | 37      | 14  | 37     | 0.7 | 3.0  | 21.0     | 100%     | 0       | 0    | 0   |
| Right-of-Way Mowing (Roadway Maintenance - Field Operations) | 36      | 20  | 36     | 0.0 | 0.5  | 10.0     | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,434</b> | <b>767</b> | <b>1,290</b> | <b>1.7</b> | <b>8.0</b> | <b>-</b> | <b>83%</b> | <b>156</b> | <b>144</b> | <b>97</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                               | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|--------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Other                                                  | 35           | 1          | 35           | 3.0        | 2.0        | 0.0      | 0          | 1          | 0          | 0         |
| Construction                                           | 33           | 33         | 19           | 4.0        | 56.7       | 0.0      | 0          | 0          | 14         | 1         |
| Sanitation (Public Works - Field Operations)           | 25           | 5          | 25           | 0.4        | 7.3        | 0.0      | 0          | 0          | 0          | 0         |
| Signal - Other (Traffic Services)                      | 24           | 24         | 24           | 0.0        | 0.4        | 10.0     | 100%       | 0          | 0          | 0         |
| Sign - Long Term Repair (Traffic Services)             | 23           | 23         | 23           | 0.0        | 35.3       | 120.0    | 100%       | 0          | 0          | 0         |
| Illegal Dumping on Private Property                    | 18           | 9          | 18           | 0.8        | 4.8        | 21.0     | 100%       | 0          | 0          | 0         |
| Pothole (Asphalt Paved Maintenance - Field Operations) | 18           | 16         | 18           | 0.3        | 0.7        | 3.0      | 100%       | 1          | 0          | 0         |
| Roadside Maintenance (Field Operations)                | 18           | 18         | 18           | 2.1        | 5.1        | 10.0     | 100%       | 0          | 0          | 0         |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services) | 18           | 18         | 18           | 0.0        | 0.1        | 1.0      | 100%       | 0          | 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         |
| Other Regulatory Agencies                              | 15           | 9          | 15           | 0.6        | 10.4       | 0.0      | 0          | 0          | 0          | 0         |
| Remove Dead Animals in Right-of-Way (Field Operations) | 15           | 15         | 15           | 0.3        | 0.4        | 3.0      | 93%        | 0          | 0          | 0         |
| Business Licenses (Finance & Administrative Services)  | 14           | 0          | 12           | 0.0        | 1.4        | 2.0      | 75%        | 2          | 2          | 2         |
| Permit / Licensing Issue                               | 13           | 10         | 13           | 3.5        | 10.5       | 21.0     | 77%        | 3          | 0          | 0         |
| <b>Totals</b>                                          | <b>1,434</b> | <b>767</b> | <b>1,290</b> | <b>1.7</b> | <b>8.0</b> | <b>-</b> | <b>83%</b> | <b>156</b> | <b>144</b> | <b>97</b> |

| Category                                                              | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 12      | 12  | 11     | 5.5  | 10.6 | 30.0     | 100%     | 0       | 1    | 1   |
| Commercial Vehicles in Residential Zones                              | 11      | 6   | 11     | 1.5  | 4.9  | 21.0     | 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   |
| High Grass/Weeds in Right-of-Way (Field Operations)                   | 9       | 9   | 9      | 0.6  | 7.4  | 10.0     | 89%      | 0       | 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   |
| Down Tree Removal from Right of Way (Field Operations)                | 8       | 6   | 8      | 0.7  | 1.5  | 3.0      | 75%      | 1       | 0    | 0   |
| Down Tree Removal from Roadway (Field Operations)                     | 8       | 6   | 8      | 0.0  | 0.2  | 3.0      | 100%     | 0       | 0    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations)         | 7       | 7   | 6      | 7.9  | 2.8  | 3.0      | 50%      | 1       | 1    | 1   |
| Other                                                                 | 6       | 1   | 4      | 0.0  | 2.8  | 3.0      | 50%      | 2       | 2    | 2   |
| Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)     | 6       | 4   | 6      | 0.1  | 11.0 | 30.0     | 100%     | 0       | 0    | 0   |
| Roadway Maintenance (Field Operations)                                | 6       | 6   | 6      | 2.3  | 6.9  | 10.0     | 83%      | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,434</b> | <b>767</b> | <b>1,290</b> | <b>1.7</b> | <b>8.0</b> | <b>-</b> | <b>83%</b> | <b>156</b> | <b>144</b> | <b>97</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                         | Created | Ack | Closed | DTA | DTC   | SLA Days | % in SLA | Overdue | Open | O&O |
|------------------------------------------------------------------|---------|-----|--------|-----|-------|----------|----------|---------|------|-----|
| Signal - Preventative Maintenance (Traffic Services)             | 6       | 6   | 6      | 0.0 | 9.4   | 90.0     | 100%     | 0       | 0    | 0   |
| GIS (Geographic Information Systems)                             | 5       | 0   | 3      | 0.0 | 3.7   | 2.0      | 67%      | 1       | 2    | 2   |
| Other                                                            | 5       | 0   | 2      | 0.0 | 3.8   | 0.0      | 0        | 0       | 3    | 0   |
| Excessively Barking Dog – Late Night Nuisance                    | 5       | 0   | 5      | 0.0 | 1.3   | 7.0      | 100%     | 0       | 0    | 0   |
| Dead Animal Pickup on Private Property                           | 5       | 3   | 5      | 1.8 | 1.9   | 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   |
| Streetlights (Outages, New Requests, Repairs, Maintenance)       | 5       | 0   | 1      | 0.0 | 160.9 | 15.0     | 0        | 1       | 4    | 3   |
| Capital Improvement Projects (CIP) - Public Works                | 4       | 4   | 0      | 0.7 | 0.0   | 0.0      | 0        | 0       | 4    | 1   |
| Live Domestic Animals                                            | 4       | 0   | 2      | 0.0 | 0.0   | 0.0      | 0        | 0       | 2    | 0   |
| Live Wild Animals                                                | 4       | 0   | 2      | 0.0 | 0.0   | 1.0      | 100%     | 0       | 2    | 2   |
| Dead Trees                                                       | 4       | 1   | 2      | 0.5 | 2.0   | 7.0      | 50%      | 1       | 2    | 2   |
| Curb/Gutter Maintenance (Roadway Maintenance - Field Operations) | 4       | 4   | 4      | 0.5 | 7.8   | 30.0     | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,434</b> | <b>767</b> | <b>1,290</b> | <b>1.7</b> | <b>8.0</b> | <b>-</b> | <b>83%</b> | <b>156</b> | <b>144</b> | <b>97</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                      | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|---------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Remove Dead Animals in Roadway - Large (Field Operations)     | 4       | 3   | 4      | 0.2  | 1.2  | 1.0      | 75%      | 1       | 0    | 0   |
| COVID-19 (Coronavirus) Inquiry                                | 3       | 0   | 2      | 0.0  | 0.0  | 0.0      | 0        | 0       | 1    | 0   |
| Land Development (Community and Regulatory Affairs)           | 3       | 0   | 2      | 0.0  | 3.0  | 3.0      | 50%      | 1       | 1    | 1   |
| Damaged Fire Hydrant                                          | 3       | 3   | 3      | 8.3  | 13.1 | 30.0     | 100%     | 0       | 0    | 0   |
| Trespassing                                                   | 3       | 0   | 3      | 0.0  | 4.1  | 1.0      | 0        | 3       | 0    | 0   |
| Outdoor Requests (Other)                                      | 3       | 0   | 1      | 0.0  | 2.1  | 3.0      | 100%     | 0       | 2    | 2   |
| Illegal Dumping In Roadway (Field Operations)                 | 3       | 3   | 3      | 0.5  | 0.7  | 1.0      | 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   |
| Municipal Court                                               | 2       | 0   | 2      | 0.0  | 78.8 | 0.0      | 0        | 0       | 0    | 0   |
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities | 2       | 1   | 0      | 14.7 | 0.0  | 2.0      | 0        | 0       | 2    | 2   |
| 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   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,434</b> | <b>767</b> | <b>1,290</b> | <b>1.7</b> | <b>8.0</b> | <b>-</b> | <b>83%</b> | <b>156</b> | <b>144</b> | <b>97</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                                 | Created | Ack | Closed | DTA | DTC   | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------------------------|---------|-----|--------|-----|-------|----------|----------|---------|------|-----|
| Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services) | 2       | 2   | 2      | 0.0 | 0.1   | 3.0      | 50%      | 0       | 0    | 0   |
| Rough Road (Unpaved Road Maintenance - Field Operations)                 | 2       | 2   | 2      | 0.0 | 0.0   | 10.0     | 100%     | 0       | 0    | 0   |
| Sign - Preventative Maintenance (Traffic Services)                       | 2       | 2   | 2      | 0.0 | 0.0   | 30.0     | 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   |
| Damaged Guard Rail (Roadway Construction - Field Operations)             | 1       | 1   | 1      | 5.0 | 28.3  | 30.0     | 100%     | 0       | 0    | 0   |
| Remove Dead Animals in Roadway - Small (Field Operations)                | 1       | 1   | 1      | 0.0 | 0.0   | 3.0      | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,434</b> | <b>767</b> | <b>1,290</b> | <b>1.7</b> | <b>8.0</b> | <b>-</b> | <b>83%</b> | <b>156</b> | <b>144</b> | <b>97</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                                | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|-------------------------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| 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         |
| Tree Hindering Sight Distance (Roadside Maintenance - Field Operations) | 1            | 1          | 1            | 0.3        | 9.7        | 10.0     | 100%       | 0          | 0          | 0         |
| <b>Totals</b>                                                           | <b>1,434</b> | <b>767</b> | <b>1,290</b> | <b>1.7</b> | <b>8.0</b> | <b>-</b> | <b>83%</b> | <b>156</b> | <b>144</b> | <b>97</b> |

# **COSF CRC Report**

## **District 3**

*October 1, 2020 - June 30, 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 6/30/2021

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

| Category                                                     | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Remove / Pick-Up Litter (Field Operations)                   | 183     | 125 | 183    | 0.7  | 1.5  | 10.0     | 96%      | 2       | 0    | 0   |
| Property Maintenance                                         | 151     | 113 | 151    | 1.3  | 6.0  | 21.0     | 94%      | 11      | 0    | 0   |
| Building Permits                                             | 149     | 0   | 109    | 0.0  | 7.5  | 2.0      | 65%      | 38      | 40   | 40  |
| Other                                                        | 137     | 125 | 117    | 4.3  | 22.2 | 0.0      | 0        | 3       | 20   | 0   |
| Reception Call                                               | 113     | 12  | 108    | 2.8  | 3.5  | 1.0      | 65%      | 38      | 5    | 5   |
| Right-of-Way Mowing (Roadway Maintenance - Field Operations) | 88      | 39  | 88     | 0.1  | 0.4  | 10.0     | 99%      | 0       | 0    | 0   |
| Planning & Zoning (Community & Regulatory Affairs)           | 85      | 3   | 82     | 16.6 | 5.4  | 0.0      | 0        | 0       | 3    | 0   |
| Illegal Dumping in Right-of-Way (Field Operations)           | 76      | 75  | 76     | 0.4  | 1.1  | 3.0      | 96%      | 0       | 0    | 0   |
| Clean Up Day                                                 | 70      | 54  | 70     | 0.9  | 24.9 | 0.0      | 0        | 0       | 0    | 0   |
| Sign - Other Sign Down/Missing (Traffic Services)            | 54      | 51  | 54     | 0.0  | 0.5  | 10.0     | 100%     | 0       | 0    | 0   |
| Yard Issue                                                   | 46      | 39  | 46     | 1.8  | 6.2  | 21.0     | 98%      | 2       | 0    | 0   |
| Construction                                                 | 43      | 42  | 34     | 3.2  | 36.4 | 0.0      | 0        | 1       | 9    | 0   |

|               |              |              |              |            |            |          |            |            |            |           |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,919</b> | <b>1,129</b> | <b>1,726</b> | <b>1.8</b> | <b>7.9</b> | <b>-</b> | <b>88%</b> | <b>155</b> | <b>193</b> | <b>99</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                              | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Roadside Maintenance (Field Operations)                               | 36      | 36  | 35     | 0.9 | 4.4  | 10.0     | 97%      | 0       | 1    | 0   |
| High Grass/Weeds in Right-of-Way (Field Operations)                   | 34      | 30  | 34     | 0.1 | 2.4  | 10.0     | 91%      | 0       | 0    | 0   |
| Pothole (Asphalt Paved Maintenance - Field Operations)                | 32      | 25  | 32     | 0.5 | 1.3  | 3.0      | 94%      | 0       | 0    | 0   |
| Event   Food Giveaway                                                 | 31      | 0   | 14     | 0.0 | 5.5  | 0.0      | 0        | 12      | 17   | 0   |
| Illegal Dumping on Private Property                                   | 29      | 23  | 29     | 0.8 | 6.4  | 21.0     | 90%      | 2       | 0    | 0   |
| Sign - Long Term Repair (Traffic Services)                            | 29      | 29  | 22     | 0.5 | 43.0 | 120.0    | 100%     | 0       | 7    | 2   |
| Abandoned / Inoperative / Junk Vehicle                                | 28      | 18  | 28     | 0.9 | 6.5  | 21.0     | 86%      | 4       | 0    | 0   |
| Other                                                                 | 26      | 2   | 26     | 0.3 | 2.3  | 0.0      | 0        | 0       | 0    | 0   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 21      | 20  | 19     | 4.7 | 13.6 | 30.0     | 95%      | 0       | 2    | 0   |
| Permit / Licensing Issue                                              | 20      | 15  | 17     | 0.9 | 9.2  | 21.0     | 94%      | 2       | 3    | 3   |
| Sanitation (Public Works - Field Operations)                          | 18      | 6   | 18     | 0.2 | 7.5  | 0.0      | 0        | 0       | 0    | 0   |
| Traffic Calming Requests (Traffic Services)                           | 18      | 13  | 5      | 1.9 | 94.4 | 120.0    | 60%      | 2       | 13   | 1   |
| Blighted / Vacant Property                                            | 17      | 13  | 16     | 1.4 | 3.0  | 21.0     | 94%      | 1       | 1    | 1   |
| Illegal Dumping In Roadway (Field Operations)                         | 16      | 13  | 16     | 0.1 | 0.1  | 1.0      | 100%     | 0       | 0    | 0   |

|               |              |              |              |            |            |          |            |            |            |           |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,919</b> | <b>1,129</b> | <b>1,726</b> | <b>1.8</b> | <b>7.9</b> | <b>-</b> | <b>88%</b> | <b>155</b> | <b>193</b> | <b>99</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                      | Created      | Ack          | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|---------------------------------------------------------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Other Regulatory Agencies                                     | 16           | 14           | 15           | 2.1        | 5.2        | 0.0      | 0          | 0          | 1          | 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         |
| Signal - Other (Traffic Services)                             | 16           | 14           | 16           | 0.3        | 1.9        | 10.0     | 100%       | 0          | 0          | 0         |
| Additional Patrol Request                                     | 15           | 0            | 15           | 0.0        | 3.8        | 1.0      | 27%        | 10         | 0          | 0         |
| Business Licenses (Finance & Administrative Services)         | 14           | 1            | 12           | 0.3        | 1.8        | 2.0      | 83%        | 2          | 2          | 2         |
| Down Tree Removal from Roadway (Field Operations)             | 14           | 11           | 14           | 0.6        | 1.7        | 3.0      | 86%        | 0          | 0          | 0         |
| Roadway Maintenance (Field Operations)                        | 14           | 14           | 14           | 1.0        | 4.0        | 10.0     | 100%       | 0          | 0          | 0         |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)        | 14           | 14           | 14           | 0.0        | 0.0        | 1.0      | 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         |
| Dead Animal Pickup on Private Property                        | 12           | 6            | 12           | 2.0        | 9.4        | 7.0      | 83%        | 3          | 0          | 0         |
| Land Development (Community and Regulatory Affairs)           | 11           | 1            | 3            | 3.9        | 0.4        | 3.0      | 100%       | 0          | 8          | 8         |
| <b>Totals</b>                                                 | <b>1,919</b> | <b>1,129</b> | <b>1,726</b> | <b>1.8</b> | <b>7.9</b> | <b>-</b> | <b>88%</b> | <b>155</b> | <b>193</b> | <b>99</b> |

| Category                                                      | Created      | Ack          | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|---------------------------------------------------------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities | 11           | 2            | 8            | 9.6        | 15.0       | 2.0      | 38%        | 5          | 3          | 3         |
| Commercial Vehicles in Residential Zones                      | 11           | 7            | 11           | 3.0        | 6.8        | 21.0     | 91%        | 1          | 0          | 0         |
| 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           | 0            | 4.0        | 0.0        | 0.0      | 0          | 0          | 10         | 1         |
| General Inquiry                                               | 9            | 0            | 1            | 0.0        | 0.0        | 3.0      | 100%       | 0          | 8          | 8         |
| 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         |
| 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         |
| Live Domestic Animals                                         | 7            | 0            | 4            | 0.0        | 0.0        | 0.0      | 0          | 0          | 3          | 0         |
| Clogged Inlet (Storm Water Issues - Field Operations)         | 7            | 6            | 7            | 0.0        | 0.9        | 3.0      | 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         |
| Outdoor Requests (Other)                                      | 6            | 1            | 3            | 37.7       | 5.2        | 3.0      | 67%        | 1          | 3          | 3         |
| Clogged Culvert (Drainage Maintenance - Field Operations)     | 6            | 4            | 6            | 10.8       | 10.3       | 10.0     | 83%        | 0          | 0          | 0         |
| <b>Totals</b>                                                 | <b>1,919</b> | <b>1,129</b> | <b>1,726</b> | <b>1.8</b> | <b>7.9</b> | <b>-</b> | <b>88%</b> | <b>155</b> | <b>193</b> | <b>99</b> |

| Category                                                          | Created      | Ack          | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|-------------------------------------------------------------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Signal - Preventative Maintenance (Traffic Services)              | 6            | 6            | 6            | 0.0        | 14.2       | 90.0     | 100%       | 0          | 0          | 0         |
| 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         |
| Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations) | 4            | 4            | 4            | 2.8        | 5.9        | 30.0     | 100%       | 0          | 0          | 0         |
| Sink Holes (Drainage Maintenance - Field Operations)              | 4            | 3            | 4            | 0.3        | 3.7        | 10.0     | 100%       | 0          | 0          | 0         |
| GIS (Geographic Information Systems)                              | 3            | 0            | 3            | 0.0        | 0.0        | 2.0      | 100%       | 0          | 0          | 0         |
| Illegal Signs                                                     | 3            | 0            | 0            | 0.0        | 0.0        | 0.0      | 0          | 0          | 3          | 0         |
| COVID-19 (Coronavirus) Inquiry                                    | 2            | 0            | 0            | 0.0        | 0.0        | 0.0      | 0          | 0          | 2          | 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         |
| Remove Dead Animals in Roadway - Large (Field Operations)         | 2            | 1            | 2            | 0.0        | 0.0        | 1.0      | 100%       | 0          | 0          | 0         |
| Sidewalk Cracking / Broken (Field Operations)                     | 2            | 1            | 2            | 0.0        | 0.6        | 10.0     | 100%       | 0          | 0          | 0         |
| Signal - Long Term Repair (Traffic Services)                      | 2            | 2            | 2            | 0.0        | 31.5       | 120.0    | 100%       | 0          | 0          | 0         |
| <b>Totals</b>                                                     | <b>1,919</b> | <b>1,129</b> | <b>1,726</b> | <b>1.8</b> | <b>7.9</b> | <b>-</b> | <b>88%</b> | <b>155</b> | <b>193</b> | <b>99</b> |

| Category                                                                                       | Created      | Ack          | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|------------------------------------------------------------------------------------------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Special Projects (Field Operations)                                                            | 2            | 2            | 2            | 0.0        | 3.5        | 30.0     | 100%       | 0          | 0          | 0         |
| City Manager                                                                                   | 1            | 0            | 1            | 0.0        | 0.0        | 2.0      | 100%       | 0          | 0          | 0         |
| Unlicensed Business Complaint                                                                  | 1            | 0            | 0            | 0.0        | 0.0        | 5.0      | 0          | 0          | 1          | 1         |
| 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         |
| Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)                               | 1            | 1            | 1            | 26.1       | 26.1       | 30.0     | 100%       | 0          | 0          | 0         |
| 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         |
| <b>Totals</b>                                                                                  | <b>1,919</b> | <b>1,129</b> | <b>1,726</b> | <b>1.8</b> | <b>7.9</b> | <b>-</b> | <b>88%</b> | <b>155</b> | <b>193</b> | <b>99</b> |

| Category                                                                | Created      | Ack          | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|-------------------------------------------------------------------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Street Flooding (Drainage Maintenance - Field Operations)               | 1            | 1            | 1            | 0.0        | 0.0        | 1.0      | 0          | 0          | 0          | 0         |
| Tree Hindering Sight Distance (Roadside Maintenance - Field Operations) | 1            | 0            | 1            | 0.0        | 0.0        | 10.0     | 100%       | 0          | 0          | 0         |
| <b>Totals</b>                                                           | <b>1,919</b> | <b>1,129</b> | <b>1,726</b> | <b>1.8</b> | <b>7.9</b> | <b>-</b> | <b>88%</b> | <b>155</b> | <b>193</b> | <b>99</b> |

# **COSF CRC Report**

## **District 4**

*October 1, 2020 - June 30, 2021*

*Prepared for Councilwoman Gilyard by the Office of Programs and Performance*

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

## Showing Results from 10/1/2020 to 6/30/2021

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

| Category                                                 | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|----------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Municipal Court                                          | 1,493   | 4   | 1,493  | 7.5  | 17.9 | 0.0      | 0        | 1       | 0    | 0   |
| Reception Call                                           | 1,395   | 30  | 1,371  | 6.3  | 2.0  | 1.0      | 81%      | 249     | 24   | 24  |
| Building Permits                                         | 594     | 2   | 422    | 18.3 | 6.5  | 2.0      | 73%      | 112     | 172  | 171 |
| Other                                                    | 509     | 0   | 509    | 0.0  | 0.9  | 0.0      | 0        | 8       | 0    | 0   |
| Planning & Zoning<br>(Community & Regulatory Affairs)    | 272     | 6   | 260    | 21.4 | 3.4  | 0.0      | 0        | 0       | 12   | 0   |
| Other                                                    | 158     | 135 | 136    | 4.2  | 23.3 | 0.0      | 0        | 4       | 22   | 2   |
| Clean Up Day                                             | 149     | 41  | 149    | 3.6  | 4.5  | 0.0      | 0        | 1       | 0    | 0   |
| Sanitation (Public Works - Field Operations)             | 141     | 19  | 141    | 1.1  | 2.4  | 0.0      | 0        | 0       | 0    | 0   |
| Business Licenses<br>(Finance & Administrative Services) | 140     | 4   | 123    | 1.6  | 0.7  | 2.0      | 84%      | 19      | 17   | 17  |
| Live Domestic Animals                                    | 122     | 0   | 97     | 0.0  | 0.0  | 0.0      | 0        | 0       | 25   | 0   |
| Remove / Pick-Up Litter<br>(Field Operations)            | 107     | 75  | 107    | 0.5  | 1.8  | 10.0     | 96%      | 0       | 0    | 0   |
| Property Maintenance                                     | 106     | 36  | 106    | 1.1  | 2.9  | 21.0     | 98%      | 6       | 0    | 0   |
| Event   Food Giveaway                                    | 77      | 0   | 49     | 0.0  | 5.9  | 0.0      | 0        | 27      | 28   | 1   |

|               |              |              |              |            |            |          |            |            |            |            |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|
| <b>Totals</b> | <b>6,480</b> | <b>1,007</b> | <b>6,043</b> | <b>2.1</b> | <b>7.7</b> | <b>-</b> | <b>83%</b> | <b>540</b> | <b>437</b> | <b>291</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|

| Category                                                     | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Illegal Dumping in Right-of-Way (Field Operations)           | 61      | 61  | 61     | 0.4 | 1.1  | 3.0      | 97%      | 1       | 0    | 0   |
| Sign - Other Sign Down/Missing (Traffic Services)            | 61      | 58  | 61     | 0.0 | 0.6  | 10.0     | 98%      | 2       | 0    | 0   |
| Right-of-Way Mowing (Roadway Maintenance - Field Operations) | 51      | 35  | 51     | 0.1 | 1.1  | 10.0     | 100%     | 0       | 0    | 0   |
| Abandoned / Inoperative / Junk Vehicle                       | 49      | 33  | 49     | 1.7 | 7.0  | 21.0     | 88%      | 8       | 0    | 0   |
| Other                                                        | 48      | 0   | 43     | 0.0 | 5.7  | 3.0      | 74%      | 11      | 5    | 5   |
| Pothole (Asphalt Paved Maintenance - Field Operations)       | 47      | 41  | 47     | 0.4 | 1.4  | 3.0      | 96%      | 0       | 0    | 0   |
| Additional Patrol Request                                    | 46      | 1   | 46     | 3.4 | 1.0  | 1.0      | 72%      | 13      | 0    | 0   |
| Construction                                                 | 45      | 45  | 29     | 1.7 | 48.1 | 0.0      | 0        | 0       | 16   | 0   |
| City Clerk                                                   | 41      | 0   | 34     | 0.0 | 4.2  | 5.0      | 76%      | 8       | 7    | 7   |
| Yard Issue                                                   | 33      | 12  | 33     | 1.8 | 3.3  | 21.0     | 97%      | 3       | 0    | 0   |
| Remove Dead Animals in Right-of-Way (Field Operations)       | 31      | 28  | 31     | 0.5 | 1.0  | 3.0      | 94%      | 1       | 0    | 0   |
| Roadside Maintenance (Field Operations)                      | 31      | 31  | 31     | 1.2 | 4.6  | 10.0     | 97%      | 0       | 0    | 0   |
| Sign - Long Term Repair (Traffic Services)                   | 31      | 31  | 27     | 1.2 | 32.3 | 120.0    | 96%      | 1       | 4    | 0   |
| Commercial Vehicles in Residential Zones                     | 30      | 11  | 30     | 1.9 | 5.9  | 21.0     | 93%      | 3       | 0    | 0   |

|               |              |              |              |            |            |          |            |            |            |            |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|
| <b>Totals</b> | <b>6,480</b> | <b>1,007</b> | <b>6,043</b> | <b>2.1</b> | <b>7.7</b> | <b>-</b> | <b>83%</b> | <b>540</b> | <b>437</b> | <b>291</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|

| Category                                                 | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|----------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| GIS (Geographic Information Systems)                     | 28      | 3   | 24     | 22.3 | 7.0  | 2.0      | 79%      | 5       | 4    | 3   |
| Human Resources                                          | 27      | 0   | 23     | 0.0  | 0.0  | 2.0      | 100%     | 0       | 4    | 4   |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)   | 27      | 25  | 27     | 0.0  | 0.1  | 1.0      | 100%     | 0       | 0    | 0   |
| Land Development (Community and Regulatory Affairs)      | 26      | 1   | 13     | 1.2  | 10.7 | 3.0      | 62%      | 3       | 13   | 13  |
| Live Wild Animals                                        | 26      | 0   | 20     | 0.0  | 0.0  | 1.0      | 100%     | 0       | 6    | 6   |
| Sign - Preventative Maintenance (Traffic Services)       | 26      | 26  | 26     | 0.0  | 0.0  | 30.0     | 100%     | 0       | 0    | 0   |
| Dead Animal Pickup on Private Property                   | 22      | 8   | 22     | 0.2  | 7.3  | 7.0      | 82%      | 4       | 0    | 0   |
| Permit / Licensing Issue                                 | 22      | 14  | 18     | 2.2  | 5.7  | 21.0     | 94%      | 3       | 4    | 4   |
| Illegal Dumping on Private Property                      | 21      | 6   | 21     | 4.3  | 4.1  | 21.0     | 100%     | 0       | 0    | 0   |
| Rough Road (Unpaved Road Maintenance - Field Operations) | 19      | 14  | 18     | 0.2  | 2.6  | 10.0     | 100%     | 1       | 1    | 0   |
| COVID-19 (Coronavirus) Inquiry                           | 18      | 0   | 9      | 0.0  | 14.7 | 0.0      | 0        | 0       | 9    | 0   |
| Other Regulatory Agencies                                | 16      | 11  | 16     | 3.5  | 8.8  | 0.0      | 0        | 1       | 0    | 0   |
| Community Policing Division                              | 15      | 0   | 4      | 0.0  | 62.5 | 0.0      | 0        | 0       | 11   | 0   |
| Traffic Calming Requests (Traffic Services)              | 15      | 7   | 6      | 0.9  | 55.6 | 120.0    | 67%      | 2       | 9    | 3   |

|               |              |              |              |            |            |          |            |            |            |            |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|
| <b>Totals</b> | <b>6,480</b> | <b>1,007</b> | <b>6,043</b> | <b>2.1</b> | <b>7.7</b> | <b>-</b> | <b>83%</b> | <b>540</b> | <b>437</b> | <b>291</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|

| Category                                                              | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Illegal Dumping In Roadway (Field Operations)                         | 14      | 11  | 14     | 0.2  | 0.4  | 1.0      | 86%      | 0       | 0    | 0   |
| Capital Improvement Projects (CIP) - Public Works                     | 13      | 10  | 4      | 3.0  | 0.5  | 0.0      | 0        | 0       | 9    | 1   |
| Recreation Programs                                                   | 13      | 3   | 13     | 7.9  | 22.6 | 3.0      | 8%       | 10      | 0    | 0   |
| Down Tree Removal from Right of Way (Field Operations)                | 13      | 12  | 13     | 0.3  | 1.2  | 3.0      | 85%      | 1       | 0    | 0   |
| Remove Dead Animals in Roadway - Large (Field Operations)             | 13      | 10  | 13     | 0.3  | 0.5  | 1.0      | 77%      | 0       | 0    | 0   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 11      | 10  | 11     | 7.3  | 14.3 | 30.0     | 100%     | 0       | 0    | 0   |
| High Grass/Weeds in Right-of-Way (Field Operations)                   | 11      | 8   | 10     | 0.0  | 0.9  | 10.0     | 100%     | 0       | 1    | 0   |
| Signal - Other (Traffic Services)                                     | 11      | 9   | 11     | 0.0  | 3.0  | 10.0     | 100%     | 0       | 0    | 0   |
| Excessively Barking Dog – Late Night Nuisance                         | 10      | 0   | 10     | 0.0  | 1.4  | 7.0      | 100%     | 0       | 0    | 0   |
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities         | 9       | 2   | 1      | 13.7 | 7.5  | 2.0      | 0        | 1       | 8    | 8   |
| Blighted / Vacant Property                                            | 9       | 2   | 9      | 0.6  | 3.4  | 21.0     | 100%     | 0       | 0    | 0   |
| Down Tree Removal from Roadway (Field Operations)                     | 9       | 4   | 9      | 0.0  | 0.5  | 3.0      | 100%     | 0       | 0    | 0   |

|               |              |              |              |            |            |          |            |            |            |            |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|
| <b>Totals</b> | <b>6,480</b> | <b>1,007</b> | <b>6,043</b> | <b>2.1</b> | <b>7.7</b> | <b>-</b> | <b>83%</b> | <b>540</b> | <b>437</b> | <b>291</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|

| Category                                                      | Created | Ack | Closed | DTA  | DTC   | SLA Days | % in SLA | Overdue | Open | O&O |
|---------------------------------------------------------------|---------|-----|--------|------|-------|----------|----------|---------|------|-----|
| Communications & External Affairs                             | 8       | 0   | 8      | 0.0  | 52.8  | 2.0      | 0        | 8       | 0    | 0   |
| Lobby - Parks & Rec. Facilities                               | 8       | 0   | 5      | 0.0  | 0.0   | 3.0      | 100%     | 0       | 3    | 3   |
| Signal - In Flash or Dark (Traffic Issues)                    | 8       | 7   | 8      | 0.1  | 0.2   | 1.0      | 100%     | 0       | 0    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations) | 8       | 7   | 8      | 11.6 | 12.3  | 3.0      | 38%      | 3       | 0    | 0   |
| Outdoor Requests (Other)                                      | 7       | 1   | 7      | 23.0 | 17.5  | 3.0      | 43%      | 3       | 0    | 0   |
| Remove Dead Animals in Roadway - Small (Field Operations)     | 7       | 6   | 7      | 0.4  | 0.8   | 3.0      | 100%     | 0       | 0    | 0   |
| Roadway Maintenance (Field Operations)                        | 7       | 7   | 6      | 0.9  | 4.1   | 10.0     | 100%     | 0       | 1    | 0   |
| Streetlights (Outages, New Requests, Repairs, Maintenance)    | 7       | 0   | 4      | 0.0  | 132.8 | 15.0     | 0        | 3       | 3    | 3   |
| 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   |
| Dead Trees                                                    | 5       | 1   | 1      | 69.8 | 0.0   | 7.0      | 100%     | 0       | 4    | 4   |
| Clogged Culvert (Drainage Maintenance - Field Operations)     | 5       | 3   | 5      | 0.5  | 1.7   | 10.0     | 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   |

|               |              |              |              |            |            |          |            |            |            |            |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|
| <b>Totals</b> | <b>6,480</b> | <b>1,007</b> | <b>6,043</b> | <b>2.1</b> | <b>7.7</b> | <b>-</b> | <b>83%</b> | <b>540</b> | <b>437</b> | <b>291</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|

| Category                                                                | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-------------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Sink Holes (Drainage Maintenance - Field Operations)                    | 5       | 3   | 5      | 3.0 | 48.9 | 10.0     | 80%      | 1       | 0    | 0   |
| Tree Hindering Sight Distance (Roadside Maintenance - Field Operations) | 5       | 5   | 5      | 0.6 | 3.7  | 10.0     | 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   |
| Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)       | 4       | 4   | 4      | 0.3 | 3.3  | 30.0     | 100%     | 0       | 0    | 0   |
| Accounts Receivable (Finance & Administrative Services)                 | 3       | 1   | 3      | 4.3 | 4.2  | 2.0      | 0        | 3       | 0    | 0   |
| General Ledger Administration (Finance & Administrative Services)       | 3       | 0   | 3      | 0.0 | 3.1  | 2.0      | 33%      | 2       | 0    | 0   |
| Business Inquiry                                                        | 3       | 0   | 3      | 0.0 | 0.0  | 10.0     | 100%     | 0       | 0    | 0   |
| Tree Fallen                                                             | 3       | 1   | 1      | 0.3 | 1.0  | 7.0      | 100%     | 0       | 2    | 2   |
| Clogged Inlet (Storm Water Issues - Field Operations)                   | 3       | 1   | 3      | 3.5 | 2.0  | 3.0      | 67%      | 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   |
| Accounts Payable (Finance & Administrative Services)                    | 2       | 0   | 2      | 0.0 | 0.0  | 2.0      | 100%     | 0       | 0    | 0   |

|               |              |              |              |            |            |          |            |            |            |            |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|
| <b>Totals</b> | <b>6,480</b> | <b>1,007</b> | <b>6,043</b> | <b>2.1</b> | <b>7.7</b> | <b>-</b> | <b>83%</b> | <b>540</b> | <b>437</b> | <b>291</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|

| Category                                                                                                        | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| City Manager                                                                                                    | 2       | 0   | 2      | 0.0 | 0.7  | 2.0      | 100%     | 0       | 0    | 0   |
| Information Technology                                                                                          | 2       | 1   | 2      | 1.8 | 2.9  | 2.0      | 50%      | 1       | 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   |
| Damaged Curb (Roadway Maintenance - Field Operations)                                                           | 2       | 1   | 2      | 0.0 | 1.3  | 10.0     | 100%     | 0       | 0    | 0   |
| Right-of-Way Permits/Utility Permits (Field Operations)                                                         | 2       | 1   | 2      | 0.2 | 5.2  | 10.0     | 50%      | 0       | 0    | 0   |
| Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)                                                   | 2       | 2   | 2      | 0.2 | 0.4  | 3.0      | 100%     | 0       | 0    | 0   |
| Noise Complaint (Hartsfield-Jackson Atlanta International Airport)                                              | 2       | 0   | 2      | 0.0 | 65.3 | 0.0      | 0        | 0       | 0    | 0   |
| Budget Development and Oversight, Financial Auditing Support and Compliance (Finance & Administrative Services) | 1       | 0   | 1      | 0.0 | 0.0  | 2.0      | 100%     | 0       | 0    | 0   |
| Cash and Debt Service, Financial Records, and General Financial Management (Finance & Administrative Services)  | 1       | 0   | 0      | 0.0 | 0.0  | 2.0      | 0        | 0       | 1    | 1   |

|               |              |              |              |            |            |          |            |            |            |            |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|
| <b>Totals</b> | <b>6,480</b> | <b>1,007</b> | <b>6,043</b> | <b>2.1</b> | <b>7.7</b> | <b>-</b> | <b>83%</b> | <b>540</b> | <b>437</b> | <b>291</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|

| Category                                                           | Created      | Ack          | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O        |
|--------------------------------------------------------------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|------------|
| 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          |
| Sprinkler System Review (Businesses Only)                          | 1            | 0            | 1            | 0.0        | 0.0        | 3.0      | 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          |
| Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)   | 1            | 1            | 1            | 0.0        | 3.6        | 30.0     | 100%       | 0          | 0          | 0          |
| Manhole Covers (Roadside Maintenance - Field Operations)           | 1            | 0            | 1            | 0.0        | 0.3        | 3.0      | 100%       | 0          | 0          | 0          |
| Snow/Ice Removal (Inclement Weather - Field Operations)            | 1            | 1            | 1            | 0.0        | 0.0        | 1.0      | 100%       | 0          | 0          | 0          |
| Special Projects (Field Operations)                                | 1            | 0            | 1            | 0.0        | 0.0        | 30.0     | 100%       | 0          | 0          | 0          |
| Traffic Operations - Other (Traffic Services)                      | 1            | 1            | 1            | 0.0        | 13.9       | 30.0     | 100%       | 0          | 0          | 0          |
| <b>Totals</b>                                                      | <b>6,480</b> | <b>1,007</b> | <b>6,043</b> | <b>2.1</b> | <b>7.7</b> | <b>-</b> | <b>83%</b> | <b>540</b> | <b>437</b> | <b>291</b> |

# **COSF CRC Report**

## **District 5**

*October 1, 2020 - June 30, 2021*

*Prepared for Councilman Reeves by the Office of Programs and Performance*

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

## Showing Results from 10/1/2020 to 6/30/2021

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

| Category                                               | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|--------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Property Maintenance                                   | 191          | 129        | 190          | 2.5        | 8.0        | 21.0     | 92%        | 15         | 1          | 1         |
| Building Permits                                       | 127          | 1          | 83           | 2.0        | 9.0        | 2.0      | 58%        | 33         | 44         | 44        |
| Reception Call                                         | 99           | 10         | 94           | 5.0        | 2.6        | 1.0      | 63%        | 34         | 5          | 5         |
| Yard Issue                                             | 91           | 66         | 89           | 2.1        | 10.8       | 21.0     | 83%        | 15         | 2          | 2         |
| Other                                                  | 89           | 84         | 80           | 2.4        | 16.6       | 0.0      | 0          | 5          | 9          | 1         |
| Planning & Zoning<br>(Community & Regulatory Affairs)  | 77           | 7          | 75           | 6.8        | 5.5        | 0.0      | 0          | 0          | 2          | 0         |
| Remove / Pick-Up Litter<br>(Field Operations)          | 66           | 54         | 66           | 1.0        | 2.7        | 10.0     | 95%        | 0          | 0          | 0         |
| Clean Up Day                                           | 50           | 33         | 50           | 1.1        | 21.7       | 0.0      | 0          | 0          | 0          | 0         |
| Sign - Other Sign<br>Down/Missing (Traffic Services)   | 43           | 43         | 43           | 0.0        | 1.0        | 10.0     | 98%        | 0          | 0          | 0         |
| Abandoned / Inoperative /<br>Junk Vehicle              | 37           | 21         | 37           | 2.3        | 9.2        | 21.0     | 89%        | 4          | 0          | 0         |
| Illegal Dumping in Right-<br>of-Way (Field Operations) | 33           | 33         | 33           | 0.4        | 0.8        | 3.0      | 97%        | 0          | 0          | 0         |
| Sanitation (Public Works -<br>Field Operations)        | 28           | 5          | 27           | 1.2        | 1.3        | 0.0      | 0          | 0          | 1          | 0         |
| Construction                                           | 26           | 26         | 16           | 3.7        | 34.9       | 0.0      | 0          | 0          | 10         | 1         |
| <b>Totals</b>                                          | <b>1,449</b> | <b>782</b> | <b>1,297</b> | <b>1.8</b> | <b>8.2</b> | <b>-</b> | <b>84%</b> | <b>158</b> | <b>152</b> | <b>95</b> |

| Category                                                           | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Right-of-Way Mowing<br>(Roadway Maintenance -<br>Field Operations) | 26      | 16  | 26     | 0.0 | 0.8  | 10.0     | 96%      | 0       | 0    | 0   |
| Signal - Other (Traffic<br>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   |
| Blighted / Vacant Property                                         | 24      | 17  | 23     | 1.7 | 5.7  | 21.0     | 91%      | 2       | 1    | 1   |
| Event   Food Giveaway                                              | 20      | 0   | 9      | 0.0 | 4.4  | 0.0      | 0        | 8       | 11   | 0   |
| Roadside Maintenance<br>(Field Operations)                         | 20      | 20  | 19     | 2.3 | 5.8  | 10.0     | 95%      | 0       | 1    | 0   |
| Business Licenses<br>(Finance & Administrative<br>Services)        | 17      | 1   | 16     | 2.0 | 1.1  | 2.0      | 69%      | 5       | 1    | 1   |
| Additional Patrol Request                                          | 17      | 0   | 17     | 0.0 | 2.2  | 1.0      | 18%      | 13      | 0    | 0   |
| Illegal Dumping on Private<br>Property                             | 17      | 10  | 16     | 4.0 | 6.7  | 21.0     | 94%      | 1       | 1    | 1   |
| Sign - Long Term Repair<br>(Traffic Services)                      | 13      | 13  | 8      | 0.3 | 52.6 | 120.0    | 88%      | 1       | 5    | 1   |
| Commercial Vehicles in<br>Residential Zones                        | 12      | 7   | 12     | 0.4 | 11.1 | 21.0     | 83%      | 2       | 0    | 0   |
| High Grass/Weeds in<br>Right-of-Way (Field<br>Operations)          | 12      | 10  | 12     | 0.1 | 1.8  | 10.0     | 100%     | 0       | 0    | 0   |
| Remove Dead Animals in<br>Roadway - Large (Field<br>Operations)    | 12      | 10  | 12     | 0.1 | 0.2  | 1.0      | 92%      | 0       | 0    | 0   |
| Sign - Preventative<br>Maintenance (Traffic<br>Services)           | 12      | 12  | 12     | 0.0 | 0.6  | 30.0     | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,449</b> | <b>782</b> | <b>1,297</b> | <b>1.8</b> | <b>8.2</b> | <b>-</b> | <b>84%</b> | <b>158</b> | <b>152</b> | <b>95</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                              | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|-----------------------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Pothole (Asphalt Paved Maintenance - Field Operations)                | 11           | 10         | 11           | 0.6        | 1.9        | 3.0      | 100%       | 0          | 0          | 0         |
| Tree Fallen                                                           | 10           | 3          | 5            | 17.9       | 15.7       | 7.0      | 40%        | 3          | 5          | 5         |
| Other                                                                 | 9            | 3          | 5            | 2.3        | 5.3        | 3.0      | 40%        | 1          | 4          | 4         |
| Clogged Culvert (Drainage Maintenance - Field Operations)             | 9            | 6          | 9            | 0.7        | 3.2        | 10.0     | 100%       | 0          | 0          | 0         |
| Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)     | 9            | 9          | 9            | 0.8        | 16.4       | 30.0     | 100%       | 0          | 0          | 0         |
| Other Regulatory Agencies                                             | 9            | 7          | 9            | 3.7        | 26.6       | 0.0      | 0          | 0          | 0          | 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          | 2            | 2.1        | 3.5        | 120.0    | 100%       | 0          | 7          | 2         |
| Municipal Court                                                       | 8            | 0          | 8            | 0.0        | 53.8       | 0.0      | 0          | 0          | 0          | 0         |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 8            | 8          | 8            | 3.7        | 6.0        | 30.0     | 100%       | 0          | 0          | 0         |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)                | 8            | 8          | 8            | 0.0        | 0.0        | 1.0      | 100%       | 0          | 0          | 0         |
| General Inquiry                                                       | 7            | 0          | 0            | 0.0        | 0.0        | 3.0      | 0          | 0          | 7          | 7         |
| Dead Trees                                                            | 7            | 1          | 1            | 0.0        | 30.2       | 7.0      | 0          | 1          | 6          | 6         |
| <b>Totals</b>                                                         | <b>1,449</b> | <b>782</b> | <b>1,297</b> | <b>1.8</b> | <b>8.2</b> | <b>-</b> | <b>84%</b> | <b>158</b> | <b>152</b> | <b>95</b> |

| Category                                                      | Created | Ack | Closed | DTA | DTC   | SLA Days | % in SLA | Overdue | Open | O&O |
|---------------------------------------------------------------|---------|-----|--------|-----|-------|----------|----------|---------|------|-----|
| Permit / Licensing Issue                                      | 7       | 3   | 6      | 3.1 | 5.8   | 21.0     | 100%     | 1       | 1    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations) | 7       | 5   | 5      | 6.6 | 23.1  | 3.0      | 40%      | 2       | 2    | 2   |
| Land Development (Community and Regulatory Affairs)           | 6       | 0   | 2      | 0.0 | 10.9  | 3.0      | 50%      | 1       | 4    | 4   |
| Down Tree Removal from Right of Way (Field Operations)        | 6       | 6   | 6      | 1.0 | 13.0  | 3.0      | 67%      | 0       | 0    | 0   |
| Roadway Maintenance (Field Operations)                        | 6       | 6   | 6      | 1.4 | 6.4   | 10.0     | 100%     | 0       | 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   |
| Excessively Barking Dog – Late Night Nuisance                 | 5       | 0   | 5      | 0.0 | 2.9   | 7.0      | 80%      | 1       | 0    | 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   |
| 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   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,449</b> | <b>782</b> | <b>1,297</b> | <b>1.8</b> | <b>8.2</b> | <b>-</b> | <b>84%</b> | <b>158</b> | <b>152</b> | <b>95</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                           | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| 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   |
| Other                                                              | 3       | 0   | 3      | 0.0 | 23.8 | 0.0      | 0        | 0       | 0    | 0   |
| Dead Animal Pickup on Private Property                             | 3       | 1   | 3      | 2.0 | 1.3  | 7.0      | 100%     | 0       | 0    | 0   |
| Down Tree Removal from Roadway (Field Operations)                  | 3       | 2   | 3      | 0.2 | 0.0  | 3.0      | 100%     | 0       | 0    | 0   |
| Rough Road (Unpaved Road Maintenance - Field Operations)           | 3       | 2   | 3      | 2.0 | 4.7  | 10.0     | 100%     | 0       | 0    | 0   |
| Noise Complaint (Hartsfield-Jackson Atlanta International Airport) | 3       | 0   | 2      | 0.0 | 25.4 | 0.0      | 0        | 0       | 1    | 0   |
| GIS (Geographic Information Systems)                               | 2       | 1   | 2      | 3.8 | 1.9  | 2.0      | 50%      | 1       | 0    | 0   |
| Unlicensed Business Complaint                                      | 2       | 0   | 1      | 0.0 | 41.4 | 5.0      | 0        | 1       | 1    | 1   |
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities      | 2       | 0   | 1      | 0.0 | 21.4 | 2.0      | 0        | 1       | 1    | 1   |
| Clogged Inlet (Storm Water Issues - Field Operations)              | 2       | 0   | 2      | 0.0 | 0.5  | 3.0      | 100%     | 0       | 0    | 0   |
| Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)   | 2       | 2   | 2      | 0.0 | 0.0  | 30.0     | 100%     | 0       | 0    | 0   |
| Damaged Curb (Roadway Maintenance - Field Operations)              | 2       | 2   | 1      | 0.1 | 0.0  | 10.0     | 100%     | 0       | 1    | 1   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,449</b> | <b>782</b> | <b>1,297</b> | <b>1.8</b> | <b>8.2</b> | <b>-</b> | <b>84%</b> | <b>158</b> | <b>152</b> | <b>95</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                 | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|----------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Illegal Dumping In Roadway (Field Operations)            | 2            | 1          | 2            | 0.0        | 0.0        | 1.0      | 100%       | 0          | 0          | 0         |
| Damaged Fire Hydrant                                     | 1            | 1          | 1            | 0.8        | 1.2        | 30.0     | 100%       | 0          | 0          | 0         |
| Trespassing                                              | 1            | 0          | 1            | 0.0        | 1.8        | 1.0      | 0          | 1          | 0          | 0         |
| Community Policing Division                              | 1            | 0          | 0            | 0.0        | 0.0        | 0.0      | 0          | 0          | 1          | 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         |
| Sink Holes (Drainage Maintenance - Field Operations)     | 1            | 1          | 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         |
| <b>Totals</b>                                            | <b>1,449</b> | <b>782</b> | <b>1,297</b> | <b>1.8</b> | <b>8.2</b> | <b>-</b> | <b>84%</b> | <b>158</b> | <b>152</b> | <b>95</b> |

# **COSF CRC Report**

## **District 6**

*October 1, 2020 - June 30, 2021*

*Prepared for Councilman khalid by the Office of Programs and Performance*

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

## Showing Results from 10/1/2020 to 6/30/2021

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

| Category                                                 | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|----------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Property Maintenance                                     | 209     | 184 | 206    | 1.3  | 3.9  | 21.0     | 96%      | 7       | 3    | 3   |
| Yard Issue                                               | 129     | 114 | 128    | 1.4  | 4.5  | 21.0     | 97%      | 4       | 1    | 1   |
| Reception Call                                           | 119     | 12  | 115    | 6.4  | 4.0  | 1.0      | 55%      | 45      | 4    | 4   |
| Other                                                    | 115     | 107 | 94     | 4.5  | 18.1 | 0.0      | 0        | 1       | 21   | 2   |
| Building Permits                                         | 111     | 1   | 78     | 18.0 | 10.0 | 2.0      | 55%      | 35      | 33   | 33  |
| Clean Up Day                                             | 85      | 58  | 85     | 0.5  | 16.6 | 0.0      | 0        | 0       | 0    | 0   |
| Planning & Zoning<br>(Community & Regulatory<br>Affairs) | 56      | 4   | 53     | 6.0  | 5.3  | 0.0      | 0        | 0       | 3    | 1   |
| Abandoned / Inoperative /<br>Junk Vehicle                | 54      | 50  | 52     | 1.7  | 6.1  | 21.0     | 87%      | 8       | 2    | 2   |
| Remove / Pick-Up Litter<br>(Field Operations)            | 54      | 42  | 54     | 0.7  | 2.4  | 10.0     | 91%      | 1       | 0    | 0   |
| Illegal Dumping in Right-<br>of-Way (Field Operations)   | 50      | 50  | 49     | 1.2  | 2.3  | 3.0      | 94%      | 1       | 1    | 0   |
| Blighted / Vacant Property                               | 49      | 41  | 47     | 2.3  | 4.6  | 21.0     | 94%      | 3       | 2    | 2   |
| Other                                                    | 47      | 2   | 45     | 2.8  | 2.7  | 0.0      | 0        | 1       | 2    | 0   |
| Sanitation (Public Works -<br>Field Operations)          | 39      | 12  | 39     | 2.0  | 2.7  | 0.0      | 0        | 0       | 0    | 0   |

|               |              |              |              |            |            |          |            |            |            |           |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,679</b> | <b>1,050</b> | <b>1,491</b> | <b>1.8</b> | <b>7.7</b> | <b>-</b> | <b>85%</b> | <b>146</b> | <b>188</b> | <b>83</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| 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   |
| Sign - Other Sign Down/Missing (Traffic Services)            | 29      | 29  | 29     | 0.1 | 1.4   | 10.0     | 97%      | 1       | 0    | 0   |
| Commercial Vehicles in Residential Zones                     | 27      | 23  | 27     | 1.3 | 3.3   | 21.0     | 100%     | 1       | 0    | 0   |
| Construction                                                 | 27      | 27  | 18     | 1.7 | 46.7  | 0.0      | 0        | 0       | 9    | 0   |
| Signal - Other (Traffic Services)                            | 24      | 23  | 24     | 0.1 | 0.9   | 10.0     | 96%      | 0       | 0    | 0   |
| Illegal Dumping on Private Property                          | 23      | 19  | 23     | 0.7 | 1.5   | 21.0     | 100%     | 0       | 0    | 0   |
| Roadside Maintenance (Field Operations)                      | 23      | 23  | 22     | 1.6 | 5.5   | 10.0     | 95%      | 0       | 1    | 0   |
| Other Regulatory Agencies                                    | 22      | 20  | 18     | 2.9 | 11.6  | 0.0      | 0        | 0       | 4    | 0   |
| Business Licenses (Finance & Administrative Services)        | 18      | 0   | 18     | 0.0 | 0.6   | 2.0      | 89%      | 2       | 0    | 0   |
| Remove Dead Animals in Right-of-Way (Field Operations)       | 18      | 13  | 18     | 2.9 | 4.6   | 3.0      | 83%      | 1       | 0    | 0   |
| Right-of-Way Mowing (Roadway Maintenance - Field Operations) | 18      | 13  | 18     | 0.0 | 0.0   | 10.0     | 100%     | 0       | 0    | 0   |
| Permit / Licensing Issue                                     | 16      | 12  | 16     | 0.6 | 2.4   | 21.0     | 100%     | 0       | 0    | 0   |
| Streetlights (Outages, New Requests, Repairs, Maintenance)   | 16      | 2   | 8      | 1.5 | 117.1 | 15.0     | 13%      | 7       | 8    | 8   |
| Traffic Calming Requests (Traffic Services)                  | 15      | 9   | 3      | 1.9 | 6.5   | 120.0    | 100%     | 0       | 12   | 5   |

|               |              |              |              |            |            |          |            |            |            |           |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,679</b> | <b>1,050</b> | <b>1,491</b> | <b>1.8</b> | <b>7.7</b> | <b>-</b> | <b>85%</b> | <b>146</b> | <b>188</b> | <b>83</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                      | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|---------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Illegal Signs                                                 | 13      | 0   | 0      | 0.0  | 0.0  | 0.0      | 0        | 0       | 13   | 0   |
| Capital Improvement Projects (CIP) - Public Works             | 12      | 12  | 1      | 7.5  | 25.3 | 0.0      | 0        | 0       | 11   | 3   |
| Additional Patrol Request                                     | 12      | 0   | 12     | 0.0  | 3.1  | 1.0      | 25%      | 8       | 0    | 0   |
| 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   |
| Signal - Preventative Maintenance (Traffic Services)          | 11      | 11  | 11     | 0.1  | 12.5 | 90.0     | 100%     | 0       | 0    | 0   |
| Clogged Culvert (Drainage Maintenance - Field Operations)     | 10      | 10  | 10     | 3.3  | 12.0 | 10.0     | 80%      | 1       | 0    | 0   |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)        | 10      | 10  | 10     | 0.0  | 0.1  | 1.0      | 100%     | 0       | 0    | 0   |
| Pothole (Asphalt Paved Maintenance - Field Operations)        | 9       | 8   | 8      | 0.3  | 1.7  | 3.0      | 63%      | 0       | 1    | 1   |
| Signal - Long Term Repair (Traffic Services)                  | 9       | 9   | 9      | 0.0  | 36.3 | 120.0    | 100%     | 0       | 0    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations) | 8       | 8   | 5      | 11.4 | 22.2 | 3.0      | 40%      | 3       | 3    | 2   |
| Municipal Court                                               | 7       | 0   | 7      | 0.0  | 54.5 | 0.0      | 0        | 0       | 0    | 0   |
| Other                                                         | 7       | 1   | 6      | 0.6  | 9.2  | 3.0      | 67%      | 2       | 1    | 1   |

|               |              |              |              |            |            |          |            |            |            |           |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,679</b> | <b>1,050</b> | <b>1,491</b> | <b>1.8</b> | <b>7.7</b> | <b>-</b> | <b>85%</b> | <b>146</b> | <b>188</b> | <b>83</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                              | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Down Tree Removal from Roadway (Field Operations)                     | 7       | 6   | 7      | 0.9  | 0.9  | 3.0      | 86%      | 0       | 0    | 0   |
| Illegal Dumping In Roadway (Field Operations)                         | 7       | 7   | 7      | 0.9  | 1.3  | 1.0      | 71%      | 0       | 0    | 0   |
| Signal - In Flash or Dark (Traffic Issues)                            | 7       | 7   | 7      | 0.0  | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Sink Holes (Drainage Maintenance - Field Operations)                  | 7       | 3   | 7      | 0.2  | 6.0  | 10.0     | 86%      | 0       | 0    | 0   |
| Other                                                                 | 6       | 2   | 5      | 3.8  | 8.6  | 0.0      | 0        | 0       | 1    | 0   |
| Land Development (Community and Regulatory Affairs)                   | 5       | 0   | 2      | 0.0  | 4.0  | 3.0      | 0        | 1       | 3    | 3   |
| Community Policing Division                                           | 5       | 0   | 0      | 0.0  | 0.0  | 0.0      | 0        | 0       | 5    | 0   |
| Clogged Inlet (Storm Water Issues - Field Operations)                 | 5       | 4   | 3      | 0.0  | 1.3  | 3.0      | 100%     | 0       | 2    | 0   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 5       | 5   | 4      | 1.3  | 12.8 | 30.0     | 100%     | 0       | 1    | 0   |
| 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   |
| Live Domestic Animals                                                 | 4       | 0   | 4      | 0.0  | 0.0  | 0.0      | 0        | 0       | 0    | 0   |
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities         | 4       | 1   | 2      | 39.9 | 23.8 | 2.0      | 0        | 2       | 2    | 2   |

|               |              |              |              |            |            |          |            |            |            |           |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,679</b> | <b>1,050</b> | <b>1,491</b> | <b>1.8</b> | <b>7.7</b> | <b>-</b> | <b>85%</b> | <b>146</b> | <b>188</b> | <b>83</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                          | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Dead Animal Pickup on Private Property                            | 4       | 3   | 4      | 1.7 | 1.3  | 7.0      | 100%     | 0       | 0    | 0   |
| 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   |
| Remove Dead Animals in Roadway - Large (Field Operations)         | 4       | 4   | 4      | 0.4 | 0.8  | 1.0      | 50%      | 0       | 0    | 0   |
| Outdoor Requests (Other)                                          | 3       | 0   | 3      | 0.0 | 1.8  | 3.0      | 67%      | 1       | 0    | 0   |
| Dead Trees                                                        | 3       | 0   | 0      | 0.0 | 0.0  | 7.0      | 0        | 0       | 3    | 3   |
| Tree Fallen                                                       | 3       | 0   | 1      | 0.0 | 0.0  | 7.0      | 100%     | 0       | 2    | 2   |
| High Grass/Weeds in Right-of-Way (Field Operations)               | 3       | 3   | 3      | 4.5 | 9.1  | 10.0     | 67%      | 0       | 0    | 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   |
| Sidewalk Cracking / Broken (Field Operations)                     | 2       | 2   | 2      | 0.6 | 9.6  | 10.0     | 100%     | 0       | 0    | 0   |
| Accounts Receivable (Finance & Administrative Services)           | 1       | 0   | 1      | 0.0 | 0.0  | 2.0      | 100%     | 0       | 0    | 0   |
| City Clerk                                                        | 1       | 0   | 1      | 0.0 | 0.0  | 5.0      | 100%     | 0       | 0    | 0   |

|               |              |              |              |            |            |          |            |            |            |           |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,679</b> | <b>1,050</b> | <b>1,491</b> | <b>1.8</b> | <b>7.7</b> | <b>-</b> | <b>85%</b> | <b>146</b> | <b>188</b> | <b>83</b> |
|---------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                                | Created      | Ack          | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|-------------------------------------------------------------------------|--------------|--------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| City Manager                                                            | 1            | 0            | 1            | 0.0        | 0.3        | 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         |
| 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         |
| 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         |
| <b>Totals</b>                                                           | <b>1,679</b> | <b>1,050</b> | <b>1,491</b> | <b>1.8</b> | <b>7.7</b> | <b>-</b> | <b>85%</b> | <b>146</b> | <b>188</b> | <b>83</b> |

# **COSF CRC Report**

## **District 7**

*October 1, 2020 - June 30, 2021*

*Prepared for Councilman Baker by the Office of Programs and Performance*

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

## Showing Results from 10/1/2020 to 6/30/2021

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

| Category                                                     | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Property Maintenance                                         | 149     | 134 | 144    | 2.3 | 7.2  | 21.0     | 90%      | 12      | 5    | 5   |
| Reception Call                                               | 98      | 2   | 92     | 2.9 | 4.4  | 1.0      | 63%      | 29      | 6    | 6   |
| Other                                                        | 96      | 89  | 84     | 3.5 | 21.4 | 0.0      | 0        | 1       | 12   | 1   |
| Clean Up Day                                                 | 88      | 33  | 88     | 0.6 | 14.0 | 0.0      | 0        | 0       | 0    | 0   |
| Building Permits                                             | 77      | 0   | 53     | 0.0 | 7.1  | 2.0      | 60%      | 21      | 24   | 24  |
| Yard Issue                                                   | 69      | 64  | 69     | 2.0 | 8.2  | 21.0     | 91%      | 7       | 0    | 0   |
| Illegal Dumping in Right-of-Way (Field Operations)           | 55      | 53  | 54     | 0.3 | 2.4  | 3.0      | 89%      | 0       | 1    | 0   |
| Remove / Pick-Up Litter (Field Operations)                   | 51      | 38  | 51     | 0.9 | 3.2  | 10.0     | 96%      | 1       | 0    | 0   |
| Abandoned / Inoperative / Junk Vehicle                       | 47      | 39  | 47     | 1.8 | 8.5  | 21.0     | 83%      | 8       | 0    | 0   |
| Right-of-Way Mowing (Roadway Maintenance - Field Operations) | 44      | 32  | 44     | 0.7 | 1.3  | 10.0     | 98%      | 0       | 0    | 0   |
| Planning & Zoning (Community & Regulatory Affairs)           | 40      | 1   | 38     | 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   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,333</b> | <b>816</b> | <b>1,209</b> | <b>1.8</b> | <b>8.8</b> | <b>-</b> | <b>84%</b> | <b>128</b> | <b>124</b> | <b>57</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                               | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Other                                                  | 30      | 0   | 30     | 0.0 | 2.8  | 0.0      | 0        | 0       | 0    | 0   |
| Construction                                           | 29      | 29  | 21     | 3.5 | 41.8 | 0.0      | 0        | 0       | 8    | 0   |
| Roadside Maintenance (Field Operations)                | 26      | 25  | 26     | 1.3 | 6.0  | 10.0     | 92%      | 1       | 0    | 0   |
| Capital Improvement Projects (CIP) - Public Works      | 24      | 24  | 0      | 2.4 | 0.0  | 0.0      | 0        | 0       | 24   | 2   |
| Additional Patrol Request                              | 22      | 0   | 22     | 0.0 | 3.1  | 1.0      | 23%      | 16      | 0    | 0   |
| Sanitation (Public Works - Field Operations)           | 21      | 5   | 20     | 0.6 | 4.5  | 0.0      | 0        | 0       | 1    | 0   |
| Illegal Dumping on Private Property                    | 19      | 19  | 17     | 3.4 | 9.4  | 21.0     | 88%      | 2       | 2    | 2   |
| Event   Food Giveaway                                  | 17      | 0   | 8      | 0.0 | 8.8  | 0.0      | 0        | 6       | 9    | 0   |
| Blighted / Vacant Property                             | 16      | 16  | 16     | 1.5 | 9.0  | 21.0     | 81%      | 3       | 0    | 0   |
| Other Regulatory Agencies                              | 15      | 10  | 14     | 5.2 | 12.9 | 0.0      | 0        | 0       | 1    | 0   |
| Pothole (Asphalt Paved Maintenance - Field Operations) | 14      | 12  | 14     | 0.5 | 1.7  | 3.0      | 100%     | 0       | 0    | 0   |
| Business Licenses (Finance & Administrative Services)  | 13      | 0   | 12     | 0.0 | 4.0  | 2.0      | 83%      | 2       | 1    | 1   |
| Commercial Vehicles in Residential Zones               | 12      | 12  | 12     | 3.4 | 18.4 | 21.0     | 83%      | 1       | 0    | 0   |
| Roadway Maintenance (Field Operations)                 | 12      | 11  | 12     | 1.1 | 6.6  | 10.0     | 100%     | 0       | 0    | 0   |
| Signal - Other (Traffic Services)                      | 11      | 11  | 11     | 0.0 | 0.0  | 10.0     | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,333</b> | <b>816</b> | <b>1,209</b> | <b>1.8</b> | <b>8.8</b> | <b>-</b> | <b>84%</b> | <b>128</b> | <b>124</b> | <b>57</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                              | Created | Ack | Closed | DTA | DTC   | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|-----|-------|----------|----------|---------|------|-----|
| High Grass/Weeds in Right-of-Way (Field Operations)                   | 10      | 9   | 10     | 1.3 | 5.9   | 10.0     | 80%      | 0       | 0    | 0   |
| Illegal Dumping In Roadway (Field Operations)                         | 9       | 8   | 9      | 2.7 | 4.5   | 1.0      | 89%      | 0       | 0    | 0   |
| Municipal Court                                                       | 8       | 0   | 8      | 0.0 | 30.7  | 0.0      | 0        | 0       | 0    | 0   |
| Damaged Fire Hydrant                                                  | 8       | 7   | 8      | 1.6 | 6.0   | 30.0     | 88%      | 1       | 0    | 0   |
| Remove Dead Animals in Right-of-Way (Field Operations)                | 8       | 8   | 8      | 0.7 | 1.0   | 3.0      | 88%      | 0       | 0    | 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   |
| Excessively Barking Dog – Late Night Nuisance                         | 7       | 0   | 7      | 0.0 | 2.7   | 7.0      | 100%     | 0       | 0    | 0   |
| Permit / Licensing Issue                                              | 7       | 5   | 6      | 2.1 | 6.5   | 21.0     | 100%     | 1       | 1    | 1   |
| Clogged Culvert (Drainage Maintenance - Field Operations)             | 7       | 5   | 7      | 0.3 | 4.0   | 10.0     | 100%     | 0       | 0    | 0   |
| Streetlights (Outages, New Requests, Repairs, Maintenance)            | 7       | 1   | 4      | 1.3 | 144.8 | 15.0     | 0        | 4       | 3    | 3   |
| Dead Animal Pickup on Private Property                                | 6       | 2   | 6      | 2.3 | 11.8  | 7.0      | 67%      | 2       | 0    | 0   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 6       | 6   | 6      | 1.0 | 11.1  | 30.0     | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,333</b> | <b>816</b> | <b>1,209</b> | <b>1.8</b> | <b>8.8</b> | <b>-</b> | <b>84%</b> | <b>128</b> | <b>124</b> | <b>57</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                  | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)    | 6       | 6   | 6      | 0.1 | 0.1  | 1.0      | 100%     | 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   |
| Traffic Calming Requests (Traffic Services)               | 5       | 3   | 2      | 0.4 | 1.0  | 120.0    | 100%     | 0       | 3    | 1   |
| Land Development (Community and Regulatory Affairs)       | 4       | 0   | 0      | 0.0 | 0.0  | 3.0      | 0        | 0       | 4    | 4   |
| Other                                                     | 4       | 2   | 3      | 8.1 | 20.5 | 0.0      | 0        | 0       | 1    | 0   |
| Trespassing                                               | 4       | 0   | 4      | 0.0 | 2.7  | 1.0      | 0        | 4       | 0    | 0   |
| Clogged Inlet (Storm Water Issues - Field Operations)     | 4       | 4   | 4      | 1.2 | 2.0  | 3.0      | 75%      | 0       | 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   |
| Other                                                     | 3       | 0   | 2      | 0.0 | 5.1  | 3.0      | 50%      | 1       | 1    | 1   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,333</b> | <b>816</b> | <b>1,209</b> | <b>1.8</b> | <b>8.8</b> | <b>-</b> | <b>84%</b> | <b>128</b> | <b>124</b> | <b>57</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                              | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| 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 Domestic Animals                                                 | 2       | 0   | 2      | 0.0 | 0.0  | 0.0      | 0        | 0       | 0    | 0   |
| Occupational Tax Certificate                                          | 2       | 0   | 2      | 0.0 | 0.2  | 10.0     | 100%     | 0       | 0    | 0   |
| Unlicensed Business Complaint                                         | 2       | 0   | 0      | 0.0 | 0.0  | 5.0      | 0        | 0       | 2    | 2   |
| Dead Trees                                                            | 2       | 0   | 1      | 0.0 | 98.9 | 7.0      | 0        | 1       | 1    | 1   |
| Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations) | 2       | 2   | 2      | 0.0 | 6.1  | 30.0     | 100%     | 0       | 0    | 0   |
| Manhole Covers (Roadside Maintenance - Field Operations)              | 2       | 2   | 2      | 0.1 | 0.2  | 3.0      | 100%     | 0       | 0    | 0   |
| Sidewalk Cracking / Broken (Field Operations)                         | 2       | 1   | 2      | 9.0 | 0.0  | 10.0     | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>1,333</b> | <b>816</b> | <b>1,209</b> | <b>1.8</b> | <b>8.8</b> | <b>-</b> | <b>84%</b> | <b>128</b> | <b>124</b> | <b>57</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

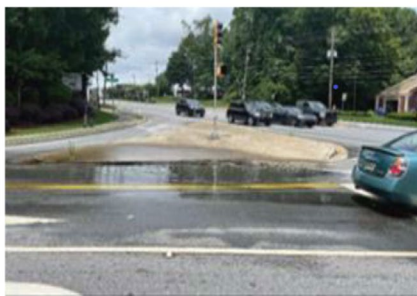
| Category                                                                | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|-------------------------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Traffic Operations - Other (Traffic Services)                           | 2            | 2          | 1            | 6.5        | 0.1        | 30.0     | 100%       | 0          | 1          | 1         |
| GIS (Geographic Information Systems)                                    | 1            | 0          | 1            | 0.0        | 0.0        | 2.0      | 100%       | 0          | 0          | 0         |
| General Inquiry                                                         | 1            | 0          | 0            | 0.0        | 0.0        | 3.0      | 0          | 0          | 1          | 1         |
| Human Resources                                                         | 1            | 0          | 1            | 0.0        | 0.0        | 2.0      | 100%       | 0          | 0          | 0         |
| Information Technology                                                  | 1            | 0          | 1            | 0.0        | 10.7       | 2.0      | 0          | 1          | 0          | 0         |
| Live Wild Animals                                                       | 1            | 0          | 1            | 0.0        | 0.0        | 1.0      | 100%       | 0          | 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         |
| Down Tree Removal from Roadway (Field Operations)                       | 1            | 1          | 1            | 0.0        | 0.0        | 3.0      | 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         |
| Tree Hindering Sight Distance (Roadside Maintenance - Field Operations) | 1            | 1          | 1            | 0.0        | 0.0        | 10.0     | 100%       | 0          | 0          | 0         |
| <b>Totals</b>                                                           | <b>1,333</b> | <b>816</b> | <b>1,209</b> | <b>1.8</b> | <b>8.8</b> | <b>-</b> | <b>84%</b> | <b>128</b> | <b>124</b> | <b>57</b> |



# **PUBLIC WORKS REPORT**



# City of South Fulton Public Works Department



Flooding at Cascade and Utoy Springs



Signs Removed from Storm System at  
Cascade and Utoy

Barriers to Beauty - Rolling in June 2021

Freshly Painted School Crossing Roadway  
Markings





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

## Activities

The City of South Fulton, Georgia recognizes the importance of individualized voices in community improvement. To this end, the City established a multi-channeled conduit, to recognize, review, and respond, to the voice of the citizen. This established conduit offers a self-service option, SeeClickFix (also known as 311), and a live agent assisted option via a fully staffed call center. Both options are available to the citizens of South Fulton twenty-four hours per day, seven days per week. Citizens can access any City department through this program.

| Accomplishments in June 2021                                                    |                   |
|---------------------------------------------------------------------------------|-------------------|
| Metric Description                                                              | Number or Percent |
| Total Work Orders                                                               | 1960              |
| Total SeeClickFix Requests for Public Works                                     | 552               |
| Total Work Orders Completed that met Service Level Agreement                    | 407               |
| Total Work Orders Completed that met Service Level Agreement as Percentage      | 97%               |
| Total Work Order/Requests Open or In-Progress                                   | 28                |
| Total Work Requests did not meet Service Level Agreement                        | 5                 |
| Total Work Requests without Service Level Agreement or not due in current month | 19                |
| Total SeeClickFix Request Closed/Archived                                       | 407               |

Jacobs  
Challenging today.  
Reinventing tomorrow.



## June Highlight: Barriers to Beauty Partnership

During the month of June 2021, the Public Works Department partnered with the Girl Scouts, Atlanta Paint, Keep South Fulton Beautiful and Code Enforcement to decorate concrete barriers. These barriers are placed in areas to prevent illegal dumping. This program is part of the education and outreach portion of the MS4 program which protects water quality.



## Reports by Activity

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

### Clean City Crew

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

**Treatments** include trash receptacles and signage. **Strategies** include enforcement methods and education. **Partnerships** must include community groups, Community Improvement Districts (CIDs), businesses and the leadership of elected officials and the citizens of South Fulton. The clean city crew cleaned more than 30 locations in the month of June.

### 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.



Stop sign was being blocked by overgrown trees. Butner and Thaxton June 2021.



### **Traffic Activities in June**

During this reporting period one hundred sixty-one (161) traffic work orders were completed. These requests include traffic calming, sign replacements, sign repairs, preventive maintenance, and signal repairs.

### **Storm Water Management**

Storm Water Management consists of the inspection and maintenance of piping, inlets and catch basins in the city rights of way that form the system to direct storm water to natural water ways. During the month of June, Public Works inspected (63) storm water systems; four (4) structures cleaned.

### **Solid Waste Management**

Solid Waste Management includes overseeing compliance of the Solid Waste Ordinance, management of Merk Miles Transfer Station, Beautification Plan, and coordination of residential and commercial collection providers. Thirty-Six (36) inquiries were addressed related to residential collections.

### **Dead Animal Removal**

As a service, dead animals are removed from the right of away and roadway each month. During the month of June, Public Works removed fourteen (14) dead animals in the roadway or on the right-of-way.



**Seeing is believing. Before and after pictures of the Grappler Trck in action at 342 Parducci Trail June 2021.**

### **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 June, fifty-two (52) 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 this time roads needing additional treatment are cleaned as well. In the month of June, Public Works also completed sixty-three (63) requests from the public to remove litter. Also during the month of June the team completed the mowing of 204.64 miles.

### **Gravel/Dirt Road Maintenance**

The Public Works Department is responsible for the maintenance of fifty-three (53) dirt and gravel roads. During June, two (2) roads were maintained Porter Terry Road (06/16/21) and Northcutt Road (06/17/21).

### **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 process is to drive the entire road to identify any additional potholes needing to be addressed on that same road. In June, this process was applied to twenty-four (24) different streets.

| Roadway Pothole Repairs<br>June 2021   |                  |            |
|----------------------------------------|------------------|------------|
| The Lakes Drive                        | Pothole          | 06/01/2021 |
| Creel Road                             | Pothole          | 06/07/2021 |
| 3100 Enon Road                         | Pothole          | 06/07/2021 |
| 6150 Old Campbellton Rd                | Pothole          | 06/08/2021 |
| Reynolds Road (2 Repairs)              | Potholes         | 06/08/2021 |
| Flat Shoals Road                       | Pothole          | 06/09/2021 |
| Lorrimont Lane                         | Pothole          | 06/09/2021 |
| St Lo Lane                             | Pothole          | 06/09/2021 |
| Boat Rock Road                         | Pothole          | 06/09/2021 |
| Pittman Road                           | Pothole          | 06/14/2021 |
| Koweta Trail                           | Pothole          | 06/15/2021 |
| Martinique Court SW & Versailles Drive | Pothole          | 06/14/2021 |
| Bobby John Road                        | Deep Base Repair | 06/15/2021 |
| Jones Road and Bobby John              | Pothole          | 06/15/2021 |
| Rivertown Road                         | Pothole          | 06/15/2021 |
| Danforth Road                          | Pothole          | 06/15/2021 |
| Gullatt Road                           | Pothole          | 06/16/2021 |
| Bethsaida Road                         | Pothole          | 06/16/2021 |
| Peters Road                            | Pothole          | 06/16/2021 |
| Union Road                             | Pothole          | 06/16/2021 |
| Stacks Road                            | Deep Base Repair | 06/22/2021 |
| Thames and Union Roads                 | Deep Base Repair | 06/22/2021 |
| Cedar Grove Road                       | Pothole          | 06/24/2021 |
| Hania Road                             | Pothole          | 06/28/2021 |
| Oakley Road (8 repairs)                | Pothole          | 06/29/2021 |



### **Sidewalk Repairs**

Public Works performs concrete maintenance on City sidewalks, curbs and gutters ensuring they are properly maintained. Ten (10) service repairs were conducted this month.

### **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 June.

### **Brush Cutting**

During the month of June, Public Works serviced eight (8) roads (S. Wexford Rd, Cascade Rd, Research Center @ Atlanta Drive, Hall Road, Derrick Rd, and Bishop Rd) removing trees hindering sight distance.

### **Tree Removal**

Forty (40) 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.

### **Right of Way Maintenance**

Public Works staff serviced sixty-two (62) areas throughout the city.