

CITY OF SOUTH FULTON, GEORGIA
VIRTUAL - WORK SESSION
Wednesday, July 14, 2021, 4:00 PM



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

COUNCIL WORK SESSION MEETING AGENDA

- I. Call to Order
- II. Roll Call
- III. Presentations
 - 1. I-285/I-20 West Interchange Project – Georgia Department of Transportation
 - 2. Dotson Development – Michele L. Battle, Battle Law, P.C.
 - 3. 2020 Audit Presentation – Doug Moses, Mauldin & Jenkins, LLC
- IV. Monthly Reports
 - 4. Finance Report
 - 5. City Attorney Report
 - 6. City Manager Report
- 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: I-285/I-20 West Interchange Project

DATE OF MEETING: 7/14/2021

DEPARTMENT: City Manager

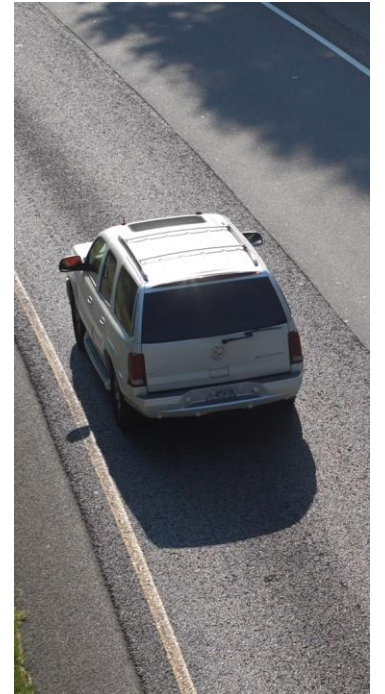
ATTACHMENTS:

Description	Type	Upload Date
0013918 West IC Phase III Outreach V7 PMC	Cover Memo	7/13/2021

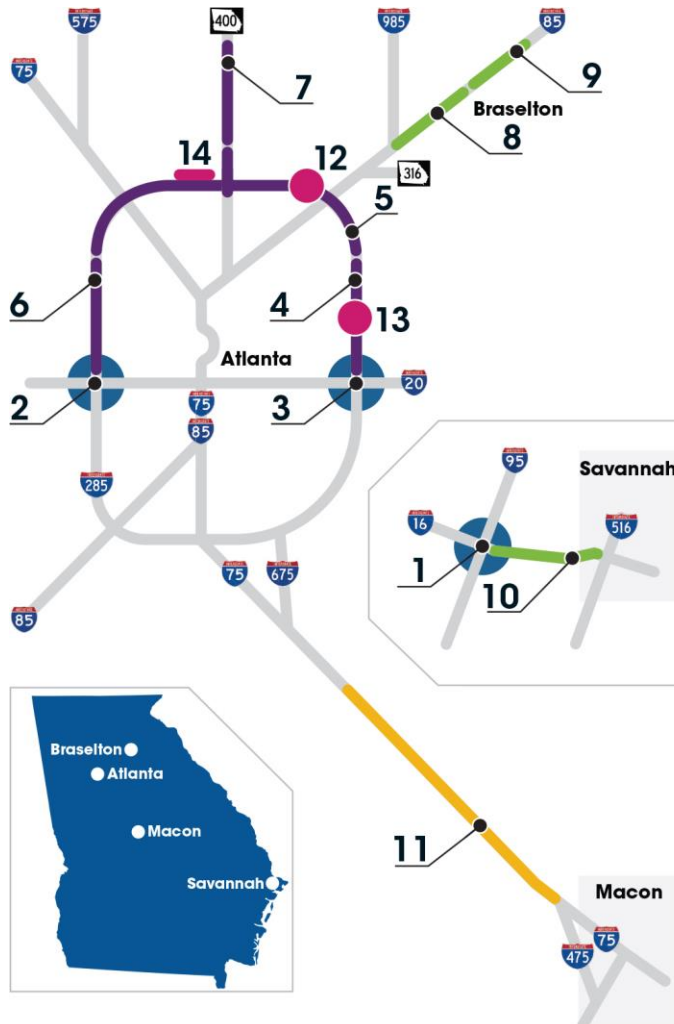
I-285/I-20 West Interchange

Marlo Clowers, PE, Georgia DOT
P3 Project Manager

Betty Mason, Georgia DOT
Program Manager



MMIP Project Locations



Interchange Reconstruction:

1. I-16/I-95
2. I-285/I-20 West
3. I-285/I-20 East

Express Lanes:

4. I-285 Eastside*
5. I-285 Top End*
6. I-285 Westside*
7. SR 400

Interstate Widening:

8. I-85 Phase 1
9. I-85 Phase 2
10. I-16

Commercial Vehicle Lanes:

11. I-75

I-285 Advanced Improvement Projects:

12. I-285/Peachtree Industrial Boulevard Interchange Improvements
13. I-285 Eastside Bridge Replacements
14. I-285 Westbound Auxiliary Lane Extension

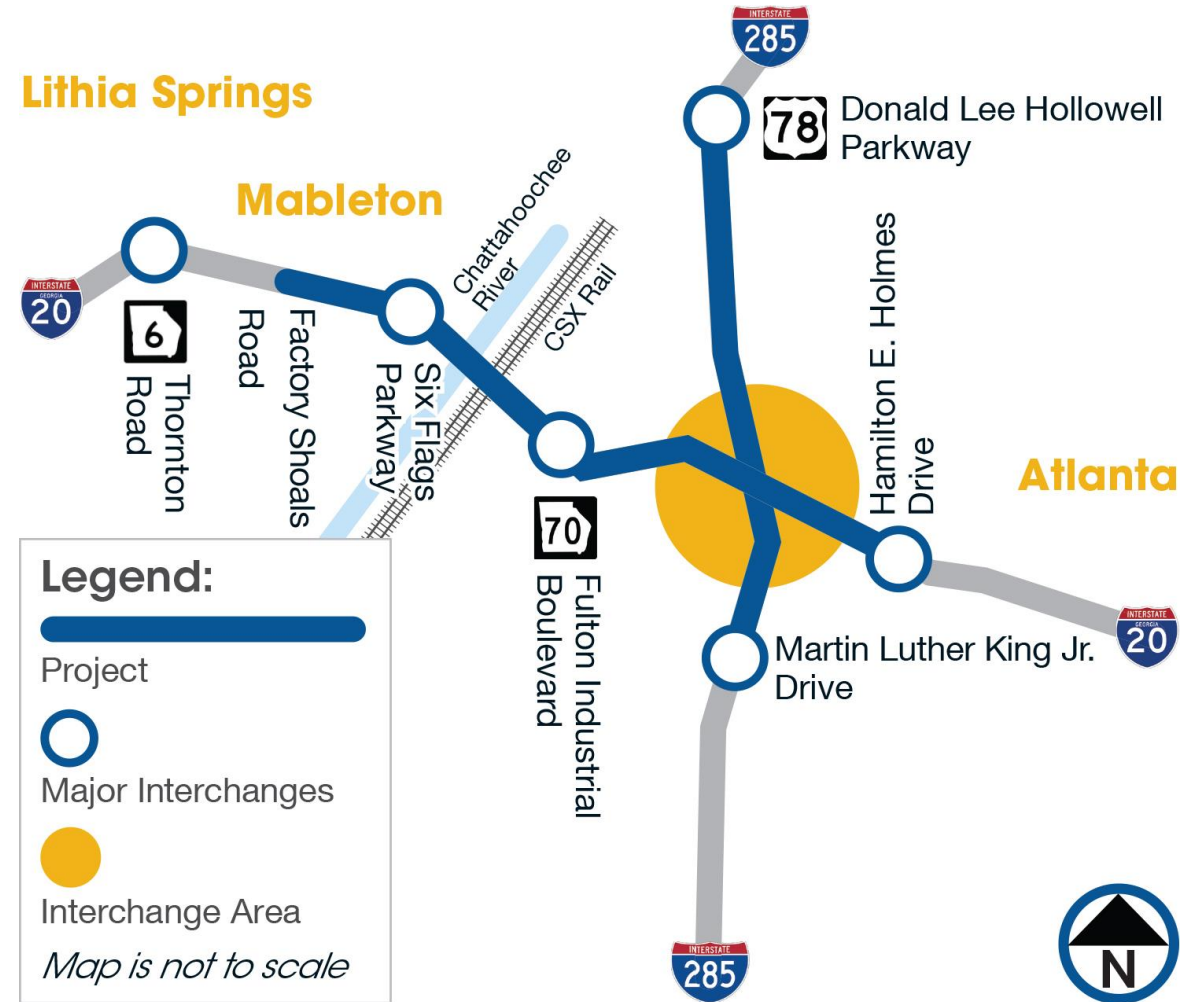
* Construction packages will be determined pending finalization of procurement approach

I-285/I-20 West Interchange



I-285/I-20 West Interchange Project Need and Purpose

- Improve traffic flow within the I-285/I-20 West Interchange and along I-20 within the project limits
- Reduce the number of crashes within the project limits
- Once complete, the project will provide more efficient traffic flow through the interchange



2023

Construction starts

Page 6 of 228

City of South Fulton | July 14, 2021



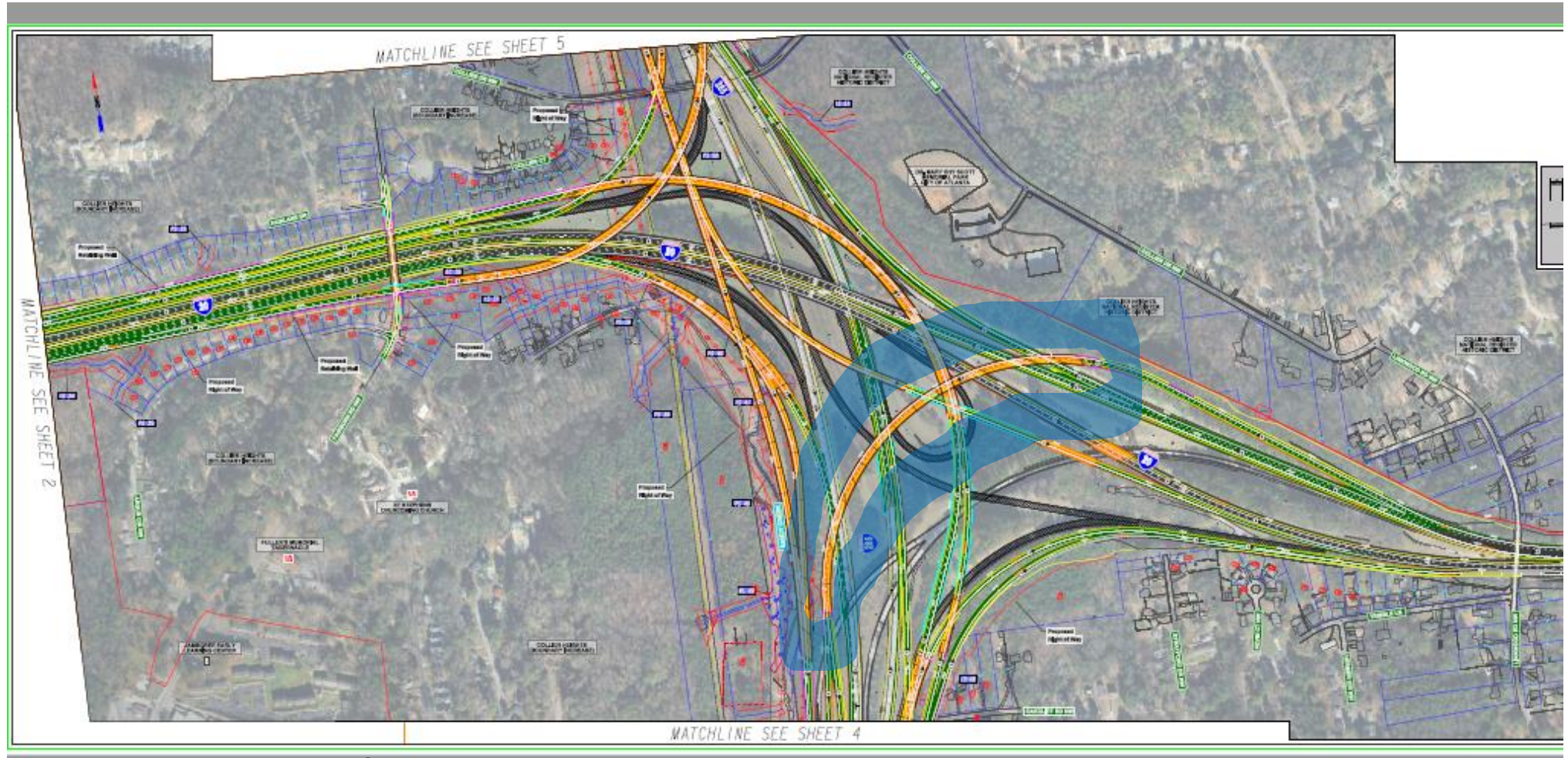
2026/2027

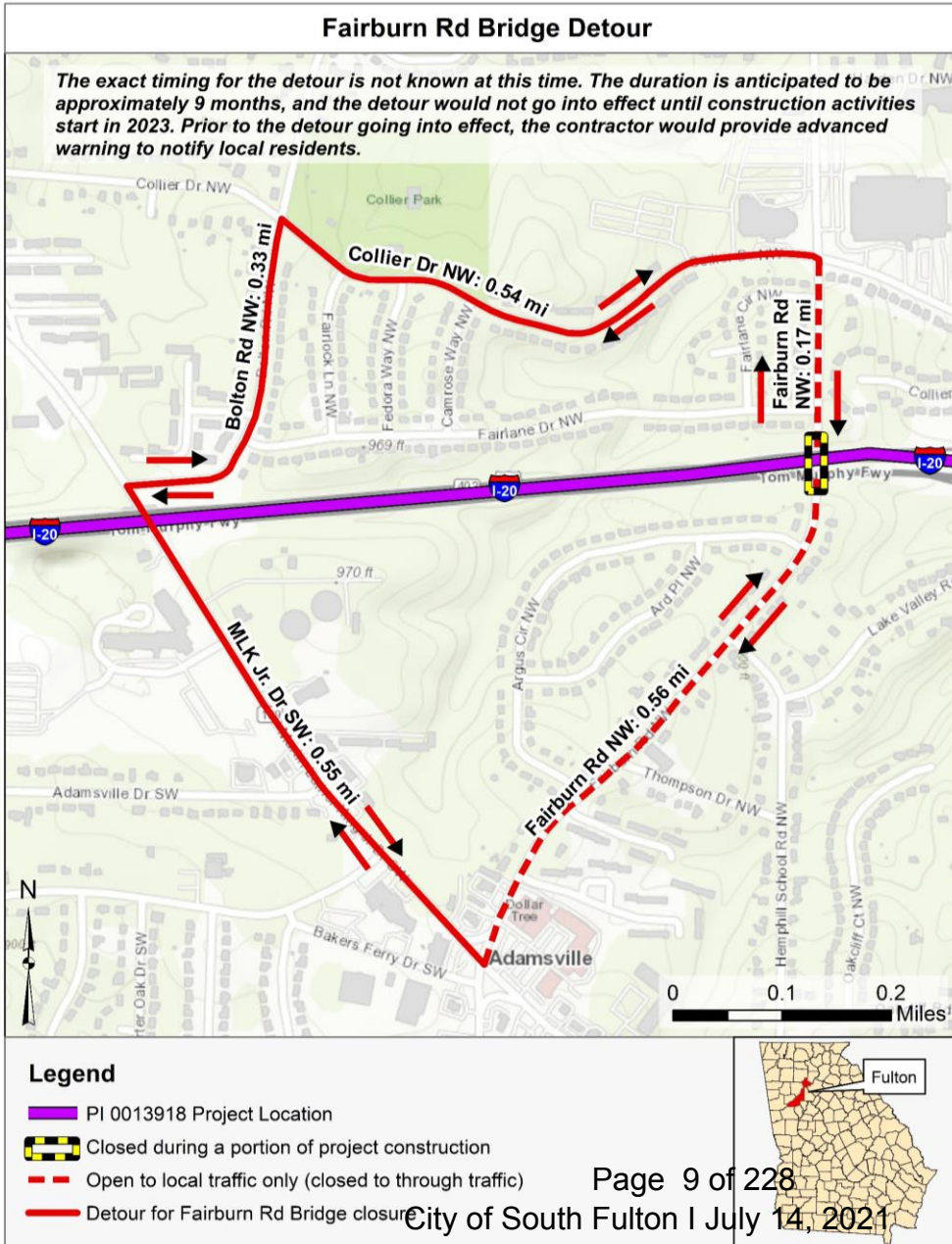
Substantial Completion

I-285/I-20 West Interchange Proposed Concept

- Make improvements to the I-285/I-20 West Interchange and add lanes along I-20 from Factory Shoals Road in Cobb County to Hamilton E. Holmes Drive in Fulton County
- Remove left-hand exits from interchange; construct two-lane ramps within the interchange
- Improve geometric design and vertical grades
- Construct westbound collector-distributor system from I-285/I-20 West Interchange to Fulton Industrial Boulevard
- Add auxiliary lanes along I-20 from Factory Shoals Road east to Hamilton E. Holmes Drive
- Add lanes along I-285 from MLK Jr. Drive north to Donald Lee Hollowell Parkway to accommodate interchange improvements
- Modify/replace interchange bridge structures and ramps along I-20 including those over the Fulton County Railway (CSX RR) and the Chattahoochee River

I-285/I-20 West Interchange Proposed Concept





I-285/I-20 West Interchange Proposed Detours

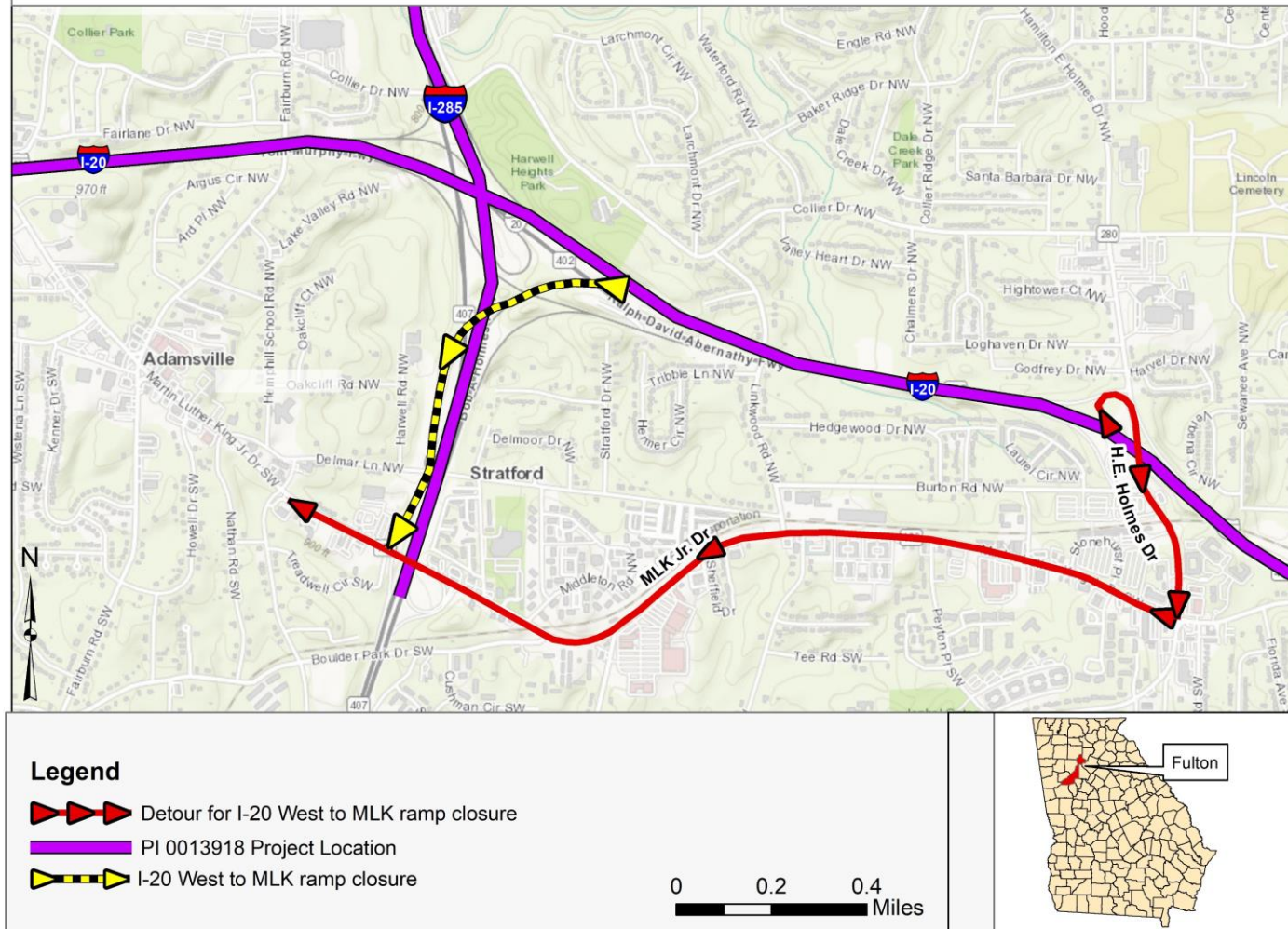
Proposed Detour #1 – Fairburn Road Bridge

- The Fairburn Road bridge over the interstate will also be replaced and updated to include sidewalks
- Detour proposed during reconstruction of the Fairburn Road bridge
- The Developer will inform the community of the time frame and extent of closure through signage or other methods prior to the closure

Proposed detours may change as the project progresses and the Developer is selected

I-285/I-20 West Interchange Proposed Detours

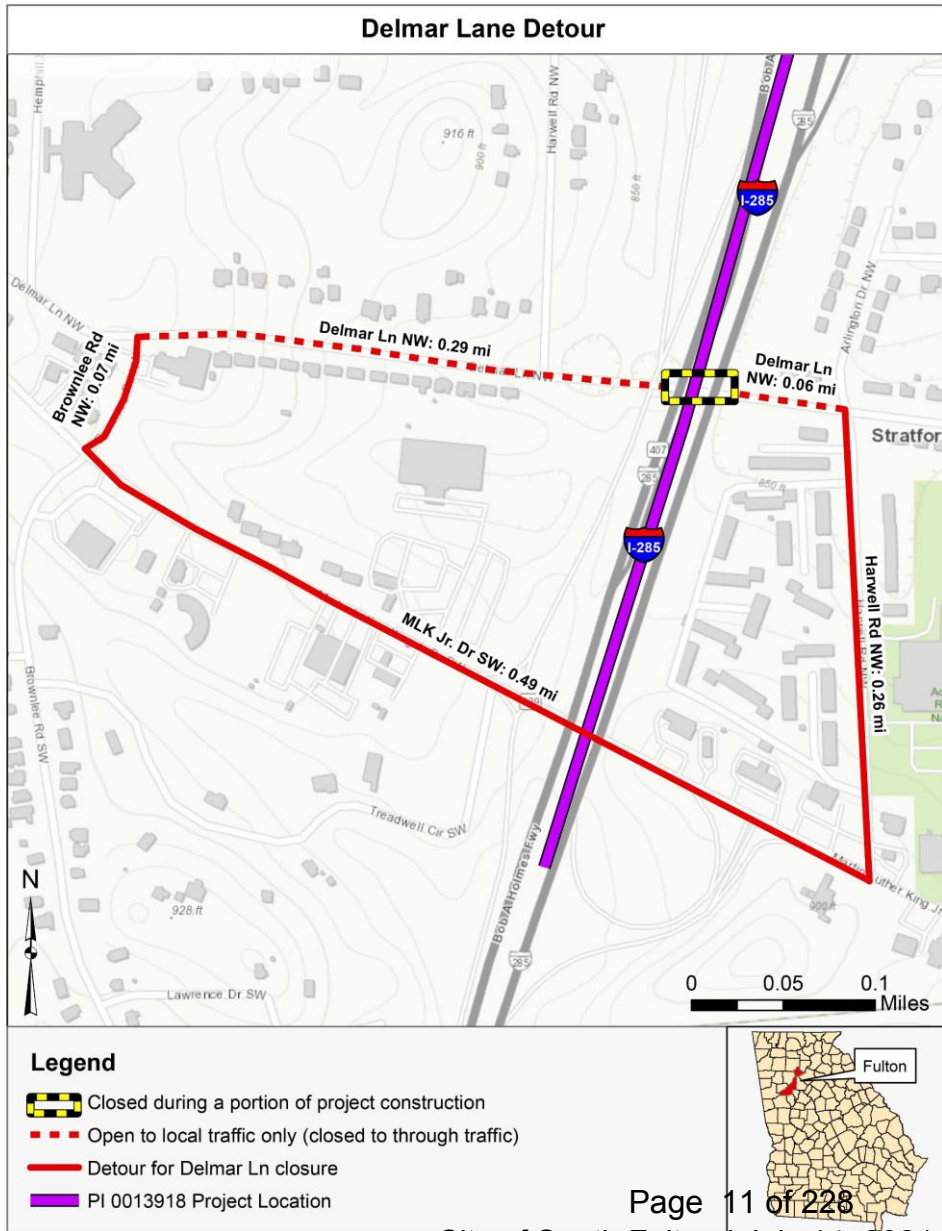
I-20 West to MLK Jr. Drive Detour



Proposed Detour #2 – MLK Jr. Drive

- As the project design has progressed, the need for a flyover bridge has been identified
- May require closure of the existing MLK Jr. Drive exit ramp for approximately 30-60 days
- The Developer will inform the community of the time frame and extent of closure through signage or other methods prior to the closure

Proposed detours may change as the project progresses and the Developer is selected



I-285/I-20 West Interchange Proposed Detours

Proposed Detour #3 – Delmar Lane

- Detour will be used during the temporary closure of Delmar Lane
- Proposed detour will reroute traffic to MLK Jr. Drive via Harwell Road and Brownlee Road
- Detour is needed to construct a new box culvert under Delmar Lane just east of I-285.
- The Developer will inform the community of the time frame and extent of closure through signage or other methods prior to the closure

Proposed detours may change as the project progresses and the Developer is selected

I-285/I-20 West Interchange Timeline

WE ARE HERE



2018:
Environmental
process
begins



2020:
Public
Information
Open Houses
(PIOHs)



2021-:
Right-of-way
(ROW)
acquisition



2021:
Procurement
for construction
developer
begins

Public Hearing
Open Houses
(PHOHs)



2022:
NEPA
document
decision



2023:
Final design
starts

Construction
starts



2026/2027:
Substantial
Completion

I-285/I-20 West Interchange Activities

Completed:

- Environmental Technical Studies and Resource Agency Reviews
- Refinement of noise impacts and mitigation
- Assessing potential impacts on historic and community resources

Current:

- Stakeholder engagement
- FHWA Review of Noise Analysis

Next Steps:

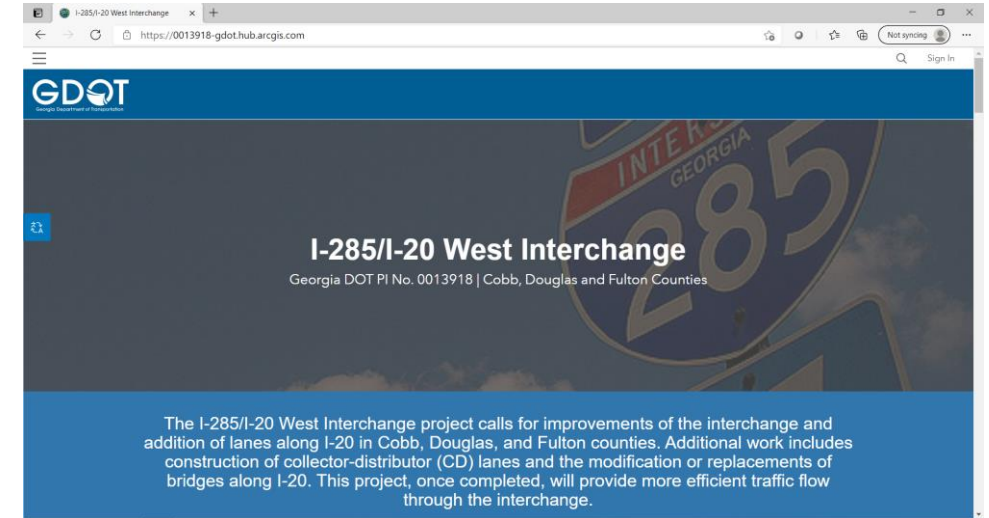
- Submittal of Environmental Assessment (EA) document to FHWA



I-285/I-20 West Interchange Activities

Public Hearing Open House (PHOH)

- Anticipated for Q3 2021
 - Virtual meeting platform
 - In-Person (Location TBD)
- PHOH allows public review and comment on the Environmental Assessment (EA)
- PHOH is held to receive public comment prior to making a commitment to the location and design of the project



I-285/I-20 West Interchange Stakeholder Outreach



Phase I: Briefed key elected officials, updated information for constituents in August 2019 – August 2020

- Met with GDOT Board members; held 6 meetings with elected officials; met with key stakeholders including GMTA, Boulevard CID; sent 13 notification letters sent to NPUs and business stakeholders



Phase II: Follow-up to key stakeholders, focusing on awareness of Public Information Open House (PIOH), August – September 2020

- Presented to GDOT Board; briefed Douglas County Commission; presented to CID & neighborhood organizations, sent 45 update letters to identified stakeholders

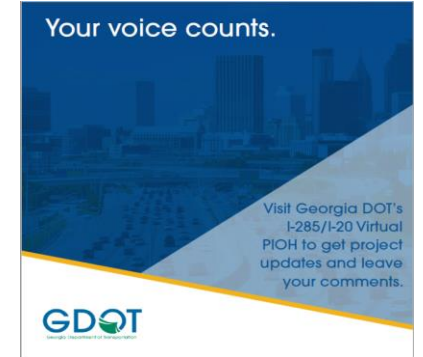


Virtual PIOH: Online portal with all project info; hotline, email and mailed comment card options; 2 live chats, 3-hour session; reminder letters of PIOH; September – November 2020

- Resulted in 101 comments recorded – 60 in support of the project, 9 opposed, 2 uncommitted, and 30 expressed conditional support



Phase III: To continue pushing out information to stakeholders in project corridor and inform of upcoming Public Hearing Open House (PHOH), January 2021 - present



I-285/I-20 West Interchange Contact Information



<https://majormobilityga.com/projects/westsideic>



WestInterchange@dot.ga.gov



770-343-0770 (Project Hotline)

Stay Connected



@GeorgiaDOT



@GADeptofTrans



@gadeptoftrans



www.dot.ga.gov/MMIP



Thank You

For Viewing



CITY OF SOUTH FULTON
COUNCIL AGENDA ITEM
COUNCIL WORK SESSION



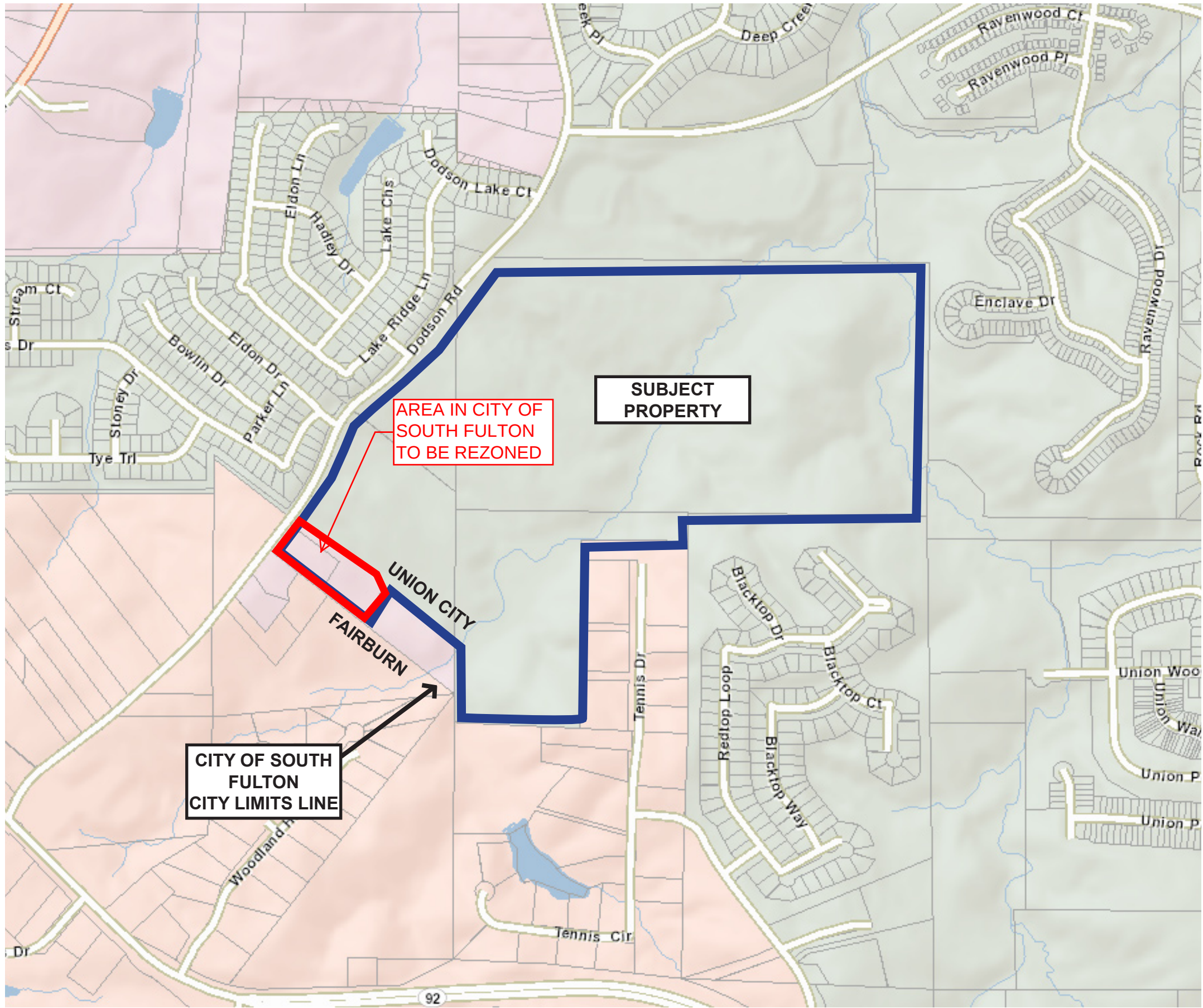
SUBJECT: Dotson Development

DATE OF MEETING: 7/14/2021

DEPARTMENT: Planning

ATTACHMENTS:

Description	Type	Upload Date
July 14 Battle Law presentation materials.	Cover Memo	7/8/2021



CITY OF SOUTH FULTON



CITY OF UNION CITY



CITY OF FAIRBURN

PROJECT NAME	DODSON ROAD TRACT UNION CITY, GA
CLIENT NAME	SUNCOAST PROPERTY MANAGEMENT, LLC

REVISIONS	

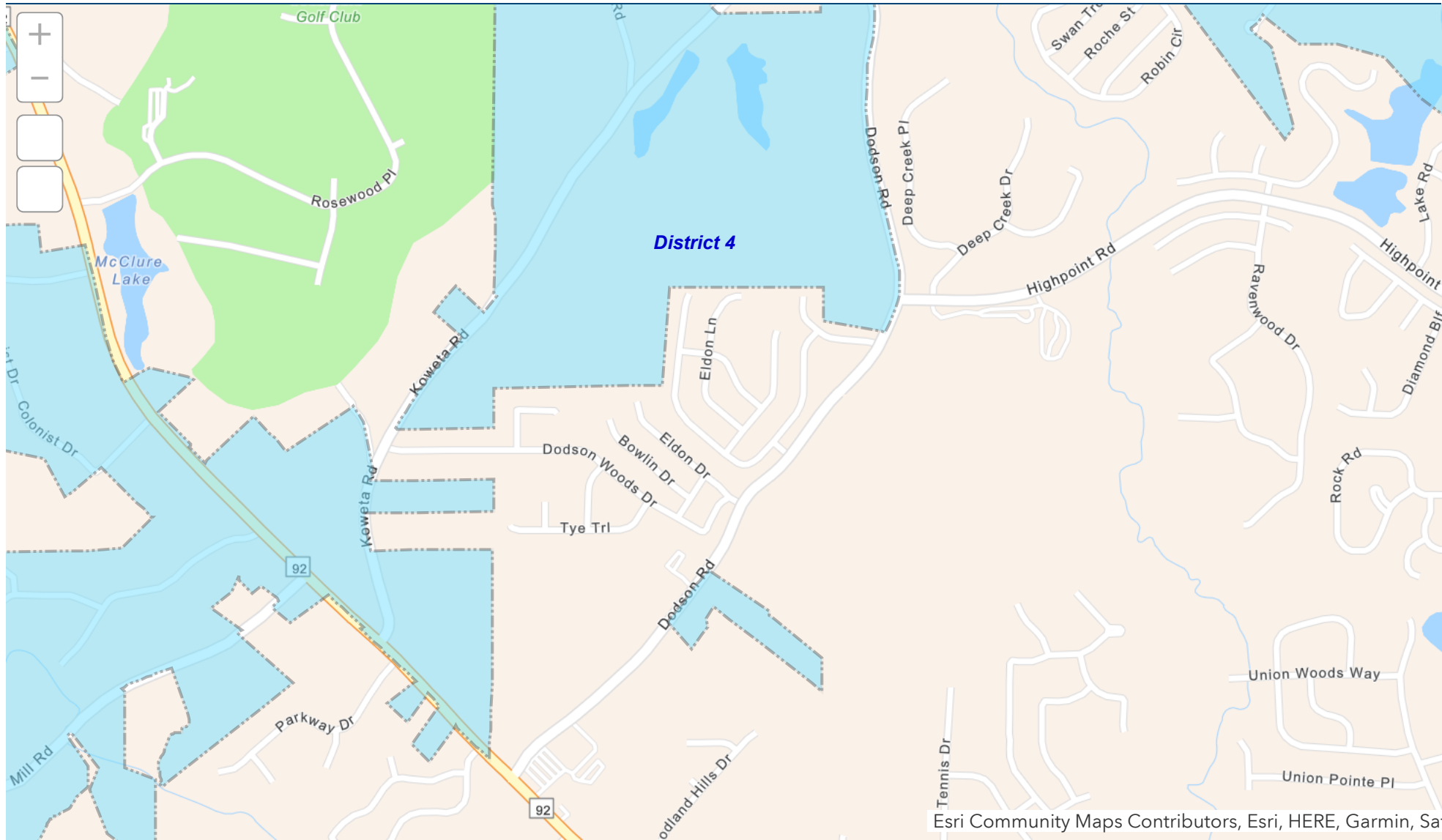


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DATE 12-07-2017	
FILE #	
CONTRACT #	
DRAWN BY	
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1350 KEYS FERRY COURT MC DONOUGH, GA 30253 LSF #1179	

SEAL

SHEET TITLE
CITY OF SOUTH FULTON - CITY LIMITS MAP

SHEET
2.2



0.3mi

C:\Projects\T11.001\Workfiles\Engineering\Preliminary\Plat\T11.001 PP-Base.dwg COVER, awiggins, Jul 29, 2018 - 4:18:09pm

PRELIMINARY PLAT FOR DEERHAVEN LAND LOTS 89, 90, 96, & 97 DISTRICT 9F FULTON COUNTY, GEORGIA CITY OF UNION CITY

DEVELOPMENT DATA

1. SUBDIVIDER: DODSON DEVELOPMENT LLC
A. ADDRESS: 5711 RICHARD STREET SUITE 1 JACKSONVILLE, FL 32215
B. TELEPHONE NUMBER: (904) 354-5573
2. PROPERTY OWNERS:
DODSON DEVELOPMENT LLC (OWNS A PORTION OF PARCEL # 09F210000970020, OWNS PARCEL # 09F200000960121, 09F200100900381, & 09F2105000890363.)
FIVE STAR ENTREPRENEURS LLC (OWNS A PORTION OF PARCEL # 09F210000970020)
A. ADDRESS FOR DODSON DEVELOPMENT LLC: 5711 RICHARD STREET SUITE 1 JACKSONVILLE, FL 32215
B. ADDRESS FOR FIVE STAR ENTREPRENEURS LLC: 211 CHEROKEE FARMS DR NE, NEWNAN GA 30263
- A. SOURCE OF DATA: BOUNDARY SURVEY PERFORMED BY MOORE BASS CONSULTING, INC., DATED 03-1-2018
B. LOCATION: DODSON ROAD, CITY OF UNION CITY
C. ZONING: RMD-1
D. TYPE OF SUBDIVISION: SINGLE-FAMILY RESIDENTIAL
E. TOTAL OWNERSHIP AREA: 156.62 ACRES
SUBJECT PROPERTY AREA: 153.10 ACRES (THIS APPLICATION)
F. PROPOSED NUMBER OF LOTS: 342 LOTS
GROSS DENSITY: 342 LOTS / 153.10 ACRES = 2.2 LOTS / ACRE
G. TOPOGRAPHIC SOURCE: FULTON COUNTY GIS
H. CONTOUR INTERVAL: 2 FOOT
I. TYPE OF STREETS: PUBLIC
J. R/W WIDTH: 50'
K. R/W AREA: 18.31 ACRES
L. PAVEMENT WIDTH: 28' BOC TO BOC
M. STREET MAINTENANCE: FULTON COUNTY AND/ OR UNION CITY
N. MINIMUM LOT SIZE: 0.14 AC (6,000 SF)
O. MINIMUM LOT WIDTH AND FRONTAGE: 60'
P. MINIMUM STREET FRONTAGE: 60' (35' ON CUL-DE-SAC)
Q. MINIMUM FLOOR AREA: 1,200 S.F.
R. BUILDING SETBACKS: FRONT: 20'
REAR: 20'
SIDE: 7.5'
S. RECREATIONAL / OPEN SPACE:
TOTAL REC. AREA REQUIRED (15%): 153.1 x 0.15 = 23.0 AC.
TOTAL REC. AREA PROVIDED: 81.65 AC.
LESS UNSUITABLE AREAS: -35.96 AC.
TOTAL SUITABLE REC. AREA PROVIDED: 45.69 AC. (30%)
4. UTILITIES:
A. WATER: CITY OF UNION CITY
B. SANITARY SEWER: FULTON COUNTY
C. GREYSTONE POWER COMPANY
5. GENERAL NOTES:
A. ADDITIONAL DRAINAGE OR UTILITY EASEMENTS NOT SHOWN HEREON WILL BE PROVIDED WHERE NECESSARY IN FINAL DESIGN.
B. STREETS MAY BE ADJUSTED DURING FINAL DESIGN TO ALLEVIATE CONFLICTS WITH UTILITIES UPON APPROVAL BY UNION CITY.
7. ALL WORK AND MATERIALS SHALL BE IN ACCORDANCE WITH UNION CITY STANDARDS.

FLOOD NOTE

AS SHOWN ON FLOOD INSURANCE RATE MAPS OF FULTON COUNTY, GEORGIA COMMUNITY
PANEL NUMBER:13077C0075D EFFECTIVE DATE 2/6/13 AND 13121C0454F EFFECTIVE DATE 9/18/13, PORTIONS OF THIS
PROPERTY ARE LOCATED IN A FEMA FLOOD HAZARD ZONE.

NOTES

- STATE WATERS AND ON-SITE WETLAND LOCATIONS PROVIDED BY APPLIED ENVIRONMENTAL SCIENCES
 - ALL STRUCTURES ON THE SUBJECT PROPERTY ARE TO BE REMOVED.
 - WATER TO BE PROVIDED BY CITY OF UNION CITY WATER DEPARTMENT.
 - NO CEMETERIES WERE FOUND ON THE PROPERTY.
 - THE DEED FOR TRACT 5 (ACCESS SERVING TRACT 2) WILL BE HELD IN ESCROW AND RELEASED TO THE OWNER OF TRACT 2 IF A PERMANENT, APPROVED CITY STREET IS NOT PROVIDED TO THE BOUNDARY OF TRACT 2 WITHIN FIVE (5) YEARS OF THE DATE OF THE APPROVED PRELIMINARY PLAT.
- DENSITY AND SPACING REQUIREMENTS:
A MAXIMUM OF FOUR (4) SINGLE-FAMILY DETACHED UNITS PER ACRE IS ALLOWED IN THE RMD-1 RESIDENCE DISTRICT. NO STRUCTURE SHALL BE LOCATED WITHIN 40 FEET OF ANOTHER WHEN FRONT-TO-FRONT, FRONT TO REAR OR REAR-TO-REAR; OTHERWISE, NO STRUCTURE SHALL BE LOCATED WITHIN 51 FEET OF ANOTHER STRUCTURE. NO STRUCTURE SHALL BE LOCATED CLOSER THAN 20 FEET TO ALL REAR PROPERTY LINES; NO STRUCTURE SHALL BE LOCATED CLOSER THAN 20 FEET TO A PUBLIC STREET RIGHT-OF-WAY. (AMENDED 3/20/07, ORDINANCE 07-06)
- RECREATION REQUIREMENTS:
WITHIN A SINGLE-FAMILY RMD-1 RESIDENCE DISTRICT, AT LEAST 15% OF THE TOTAL GROSS LAND AREA OF THE DEVELOPMENT SHALL BE DEVOTED TO RECREATION OR OPEN SPACE SUITABLE FOR RECREATION PURPOSES. AREAS UTILIZED AS STREETS, DRIVENWAYS, PARKING AND YARDS MAY NOT BE USED IN THE COMPUTATION OF RECREATION AND OPEN SPACE REQUIREMENTS.
- A 20 FOOT PLANTED BUFFER STRIP ATTAINING A HEIGHT OF 10 FEET SHALL BE PROVIDED ALONG ALL SIDE AND REAR LINES AND MAY BE CONSIDERED AS PART OF THE USABLE OPEN SPACE REQUIREMENTS.
- STREETS:
STREETS IN THE RMD-1 ZONING DISTRICT SHALL BE STANDARD, PUBLIC STREETS.

SHEET INDEX

COVER SHEET	1.0
EXISTING CONDITIONS MAP	2.0
OVERALL MASTER PLAN AND KEY SHEET	3.0
PRELIMINARY PLAT SHEET 1	4.1
PRELIMINARY PLAT SHEET 2	4.2
STORMWATER MANAGEMENT PLAN	5.0

PRELIMINARY PLAT
NOT FOR RECORDATION

OWNER INFORMATION

DODSON DEVELOPMENT LLC
5711 RICHARD STREET SUITE 1
JACKSONVILLE, FL 32215
(904) 354-5573

AND

FIVE STAR ENTREPRENEURS LLC
211 CHEROKEE FARMS DR NE,
NEWNAN, GA 30263

ENGINEER INFORMATION

ANTHONY WIGGINS, P.E.
MOORE BASS CONSULTING, INC.
1350 KEYS FERRY COURT
MCDONOUGH, GA 30253
EMAIL: awiggins@moorebass.com
PHONE: (770) 914-9394

SURVEYOR INFORMATION

ROB DEBIEN, R.L.S.
MOORE BASS CONSULTING, INC.
1350 KEYS FERRY COURT
MCDONOUGH, GA 30253
EMAIL: rdebien@moorebass.com
PHONE: (770) 914-9394

CERTIFICATES

Section 7.5 Plat Certifications

7.5.1 (A) Preliminary Plat Certification:

I hereby submit this Preliminary Plat as authorized agent/owner of all property shown thereon, and certify that all contiguous property under my ownership or control is included within the boundaries of this Preliminary Plat, as required by the Subdivision Regulations. (Ordinance 2000-7, 5/16/00)

Signature of Authorized Agents/Owner _____ Date _____

7.5.1 (B) Preliminary Plat Certification:

This Preliminary Plat has been reviewed and approved for general compliance with the Subdivision Regulations of the City of Union City, Georgia.

Chairman, Planning Commission _____ Date _____

Moore Bass

C O N S U L T I N G
TALLAHASSEE ATLANTA
(770) 914-9394
www.moorebass.com
Fulton County, Georgia 30253

PROJECT NAME

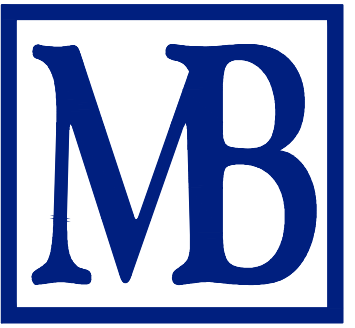
DEERHAVEN
UNION CITY, GEORGIA

CLIENT NAME

DODSON DEVELOPMENT LLC
5711 RICHARD STREET SUITE 1
JACKSONVILLE, FL 32215

REVISIONS

1. REVISED PER CITY COMMENTS: 6-11-19
2. REVISED PER CITY COMMENTS: 7-11-19



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ARCHIVE

DATE 3-11-19

FILE #

CONTRACT # T11.001

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MCDONOUGH, GA 30253
SEP 11/19

SEAL



SHEET TITLE

COVER SHEET

SHEET

1.0



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: 2020 Audit Presentation

DATE OF MEETING: 7/14/2021

DEPARTMENT: Finance

ATTACHMENTS:

Description	Type	Upload Date
City of South Fulton 2020 Audit Powerpoint Presentation_Final	Cover Memo	7/13/2021



CITY OF SOUTH FULTON



Presentation of 2020 Auditor's Discussion and Analysis

**City of South Fulton, Georgia
Mayor/Council Meeting**

Auditor's Discussion and Analysis

- Engagement Team
- Results of the 2020 Audit
- Comments, Recommendations, and Other Issues
- Questions



Engagement Team

MAULDIN & JENKINS – GOVERNMENTAL PRACTICE

□ General Information:

- Founded in 1918, large regional firm serving the Southeastern United States.
- Offices located in Macon, Atlanta, Albany, Savannah, Georgia; Birmingham, Alabama; Chattanooga, Tennessee; Columbia, South Carolina; and Bradenton, Sarasota, Florida with firm governmental leadership positioned in the Atlanta (and Macon) offices.

□ Governmental Sector:

- Largest specific industry niche served by Firm representing 28% of Firm practice.
- Serve 126 municipalities throughout the Southeast.
- Serve more governmental entities in Georgia than any other certified public accounting firm requiring over 100,000 hours of service on an annual basis.
- Serves 131 governments receiving the GFOA Certificate of Achievement for Excellence in Financial Reporting.
- Experience auditing a substantial part of the State of Georgia including: approximately 30% of the State's General Fund and 13 of the State of Georgia's component units.
- Approximately 100 professional staff persons with current governmental experience.
- Current auditor for over 500 total governments in the Southeast, including approximately:
 - ✓ 126 Cities ✓ 75 Counties ✓ 62 School Systems ✓ 48 State entities
 - ✓ 140 Special Purpose Entities (stand-alone business type entities, libraries, and etc.)



Engagement Team (Continued)



Engagement Team Leaders for the City of South Fulton Include:

- Doug Moses, Engagement Partner – 22 years experience, 100% governmental
- Trey Scott, Quality Assurance Review Partner – 13 years experience, 100% governmental
- Ryan Jones, Senior Manager – 12 years experience, 100% governmental

Mauldin & Jenkins – Additional Information

Other Industries & Services by Mauldin & Jenkins:

Each of Mauldin & Jenkins' offices provides a wide variety of services to a broad range of clientele. We have partners and managers who are responsible for specialized practice areas of auditing and accounting, taxes and management advisory services. Their purpose, as leaders in the particular practice area, is to establish policies with respect to technical matters in these specific areas and ensure that the quality of the Firm's practice is maintained.

Industries Served: Over the years our partners have developed expertise in certain industries representative of a cross section of the Georgia economy, including:

- Governmental Entities (state entities, cities, counties, school systems, business type operations, libraries, and other special purpose entities)
- Agri-Businesses
- Professional Services
- Financial Institutions (community banks, savings & loans, thrifts, credit unions, mortgage companies, and finance companies)
- Long-term Healthcare
- Individuals, Estates and Trusts
- SEC Registrants
- Wholesale Distribution
- Manufacturing
- Employee Benefit Plans
- Non-Profit Organizations
- Retail Businesses
- Construction & Development
- Real Estate Management



Results of September 30, 2020 Audit

- Our Responsibility Under Auditing Standards Generally Accepted in the United States of America (GAAS)
 - We considered the internal control structure for the purpose of expressing our opinion on the City's basic financial statements and not providing assurance on the internal control structure.
 - Our audit was performed in accordance with GAAS.
 - Our objective is to provide reasonable—not absolute—assurance that the basic financial statements are free of material misstatement.
 - The basic financial statements are the responsibility of the City's management.
- Report on 2020 Basic Financial Statements
 - Unmodified ("clean") opinion on basic financial statements. Audit report date of **May 24, 2021**.
 - Presented fairly in accordance with accounting principles generally accepted in the United States of America.
 - Our responsibility does not extend beyond financial information contained in our report.
- Report in accordance with *Government Auditing Standards* for 2020
 - One (1) material weakness in internal control over financial reporting. Audit report date of **May 24, 2021**.



Results of September 30, 2020 Audit (Continued)

□ Significant Accounting Policies

- The significant accounting policies used by the City are described in Note 1 to the basic financial statements.
- Implemented in the current fiscal year.
- In considering the policies used by the City are in accordance with generally accepted accounting principles and similar government organizations, with no significant new policies. In considering the qualitative aspects of its policies, the City is not involved in any controversial or emerging issues for which guidance is not available.

□ Management's Judgment/Accounting Estimates

- The City uses various estimates as part of its financial reporting process – including valuation of accounts receivable (recording of allowance for uncollectible accounts) and capital assets.
- Management's estimates used in preparation of financial statements were deemed reasonable in relation to the financial statements taken as a whole. We considered this information and the qualitative aspects of management's calculations in evaluating the City's significant accounting estimates.

□ Financial Statement Disclosures

- The footnote disclosures to the financial statements are also an integral part of the financial statements and the process used by management to accumulate the information included in the disclosures was the same process used in accumulating the statements. The overall neutrality, consistency, and clarity of the disclosures was considered as part our audit.



Results of September 30, 2020 Audit (Continued)

□ Relationship with Management

- We received full cooperation from the City's management, staff, and others.
- There were no disagreements with management on accounting issues or financial reporting matters.

□ Audit Adjustments

- Adjustments were proposed to the records of the City and have been recorded in the City's financial statements. The City's finance director has copies of these audit entries and will have them available with this presentation. There was one (1) passed audit adjustment pertaining to contingent liabilities of \$200,000 not recorded in the prior year that is deemed to be immaterial to the City's financial statements.

□ Representation from Management

- We requested written representations from management relating to the accuracy of information included in the financial statements and the completeness and accuracy of various information requested by us, during the audit. Management provided those written representations without a problem.



Results of September 30, 2020 Audit (Continued)

□ Consultation with Other Accountants

- To the best of our knowledge, management has not consulted with, or obtained opinions from, other independent accountants during the year, nor did we face any issues requiring outside consultation.

□ Significant Issues Discussed with Management

- There were no significant issues discussed with management related to business conditions, plans, or strategies that may have affected the risk of material misstatement of the financial statements.

□ Information in Documents Containing Audited Financial Statements

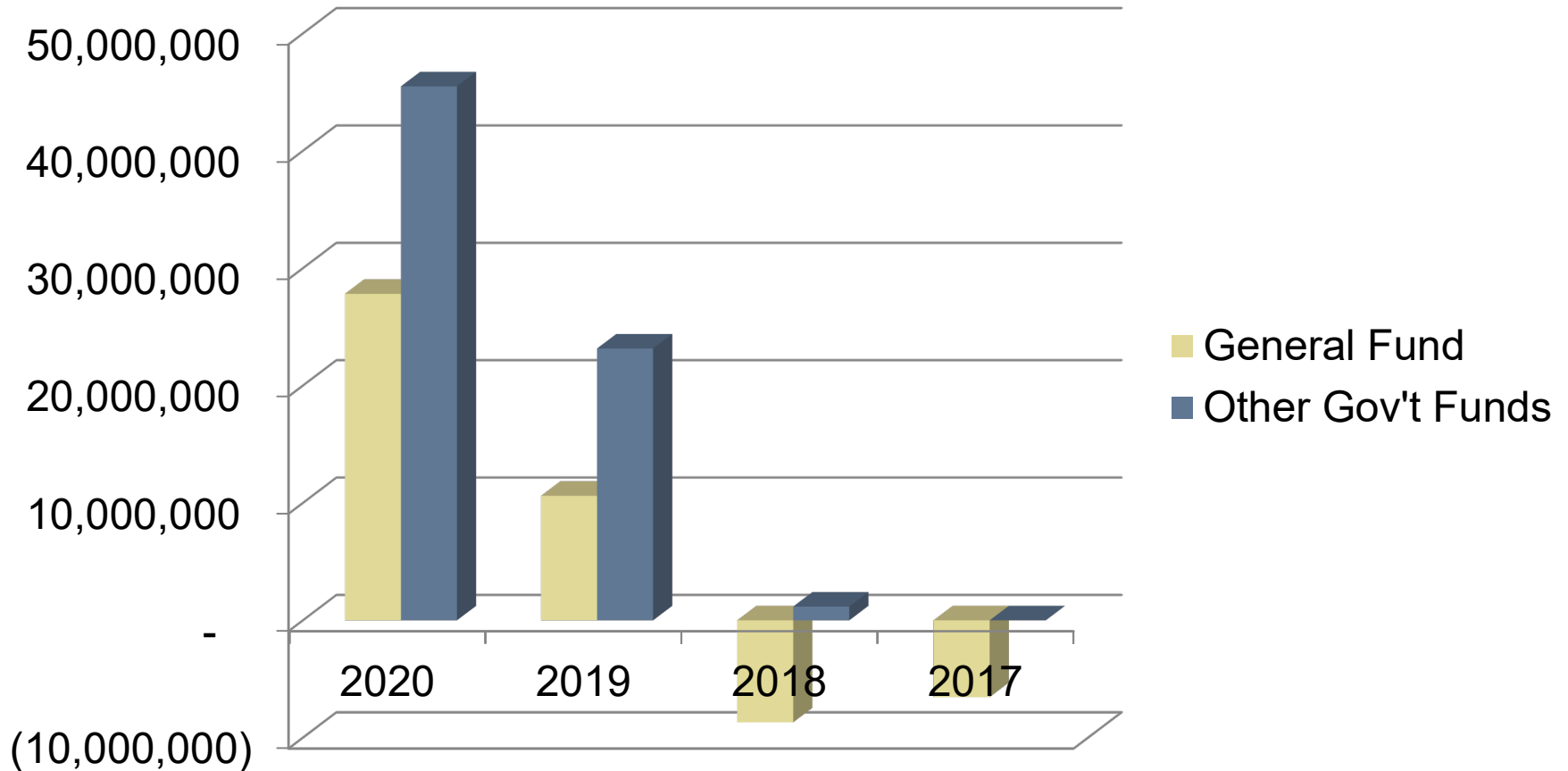
- Our responsibility for other information in documents containing the City's basic financial statements and our report thereon does not extend beyond the information identified in our report. If the City intends to publish or otherwise reproduce the financial statements and make reference to our firm, we must be provided with printers' proof for our review and approval before printing. The City must also provide us with a copy of the final reproduced material for our approval before it is distributed.

□ Auditor Independence

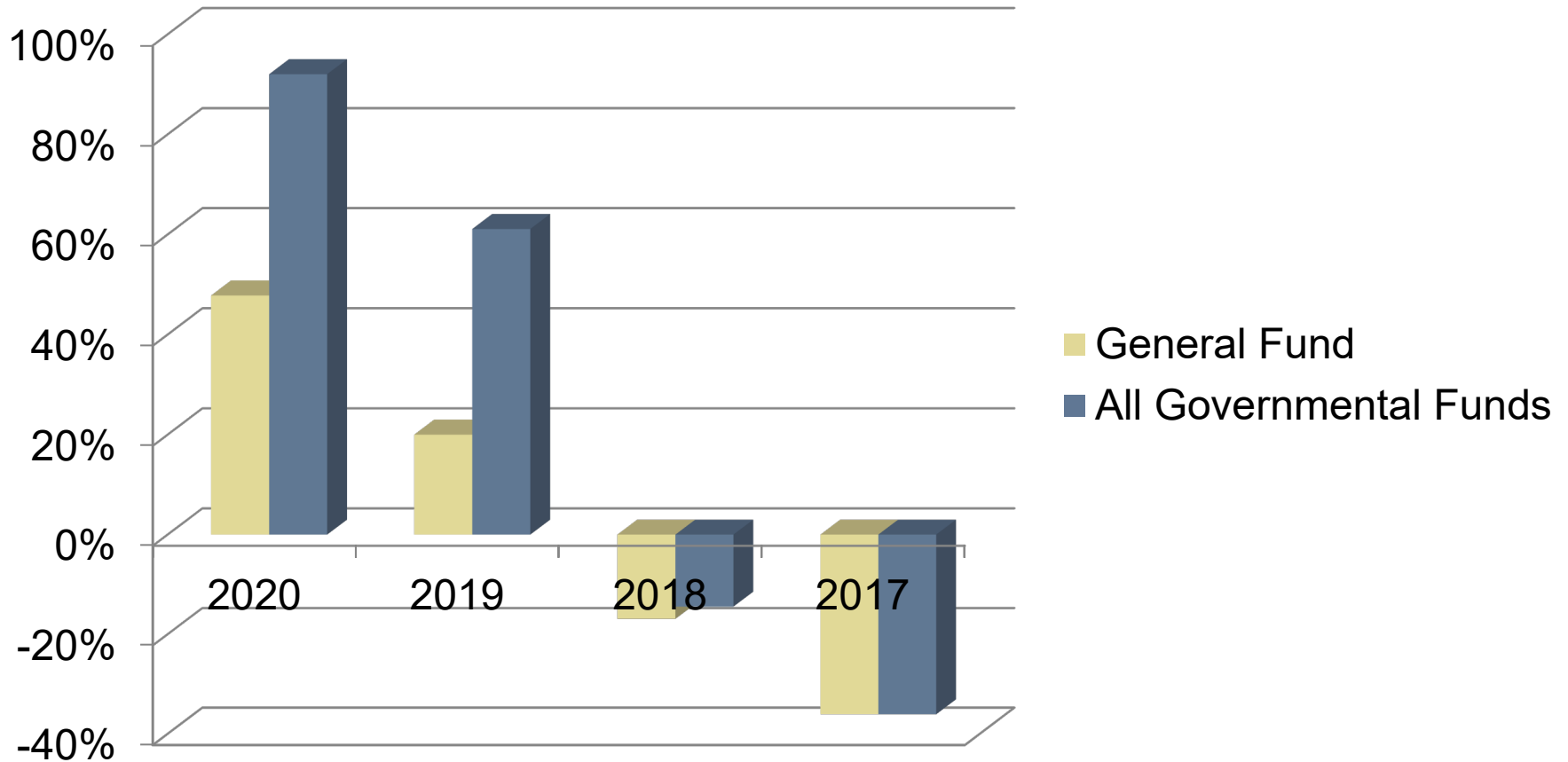
- In accordance with AICPA professional standards, M&J is independent with regard to the City and its financial reporting process.
- There were no fees paid to M&J for management advisory services during fiscal period 2020 that might effect our independence as auditors.



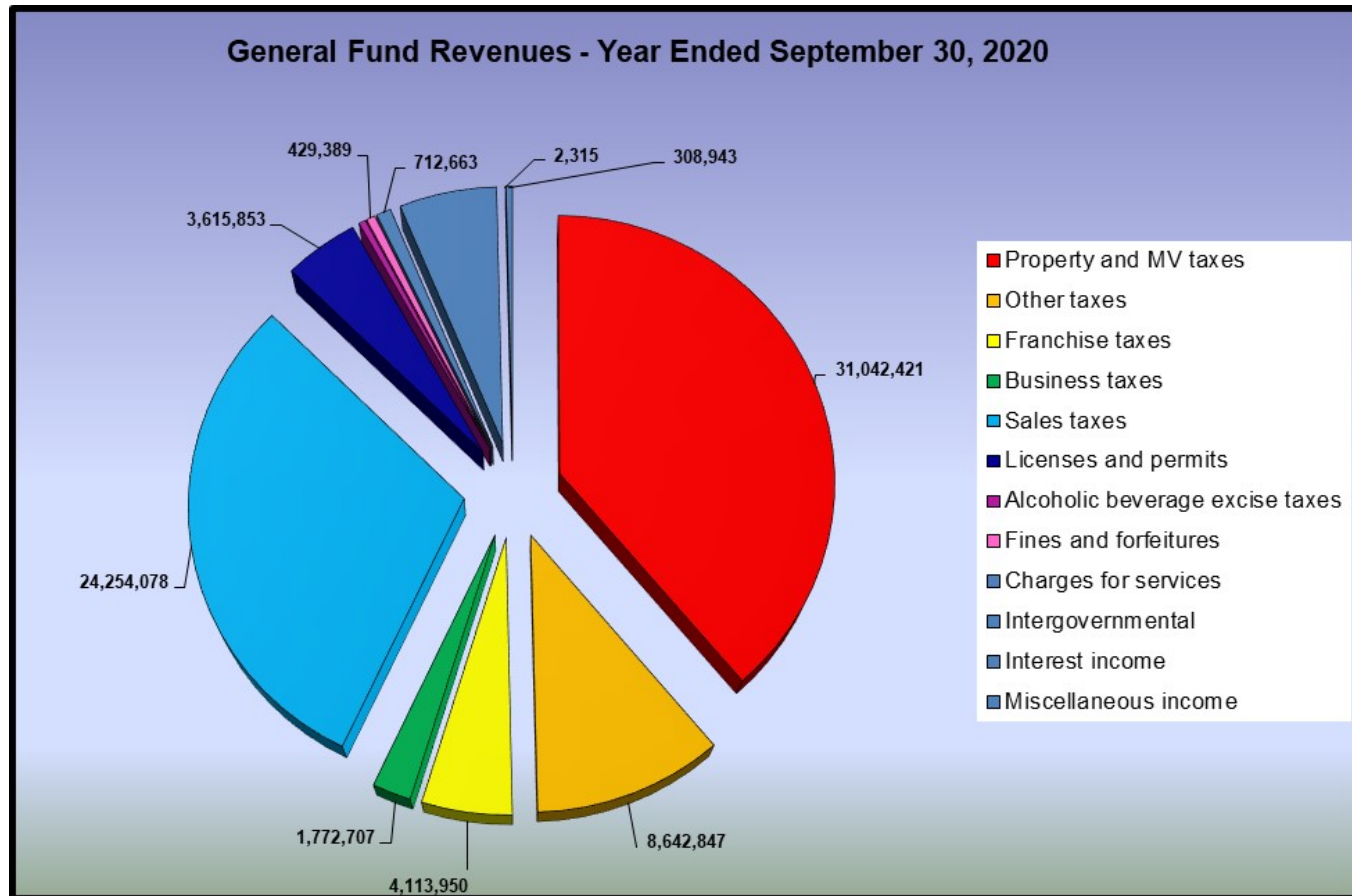
Financial Trends – Fund Balances (4 Year Comparison)



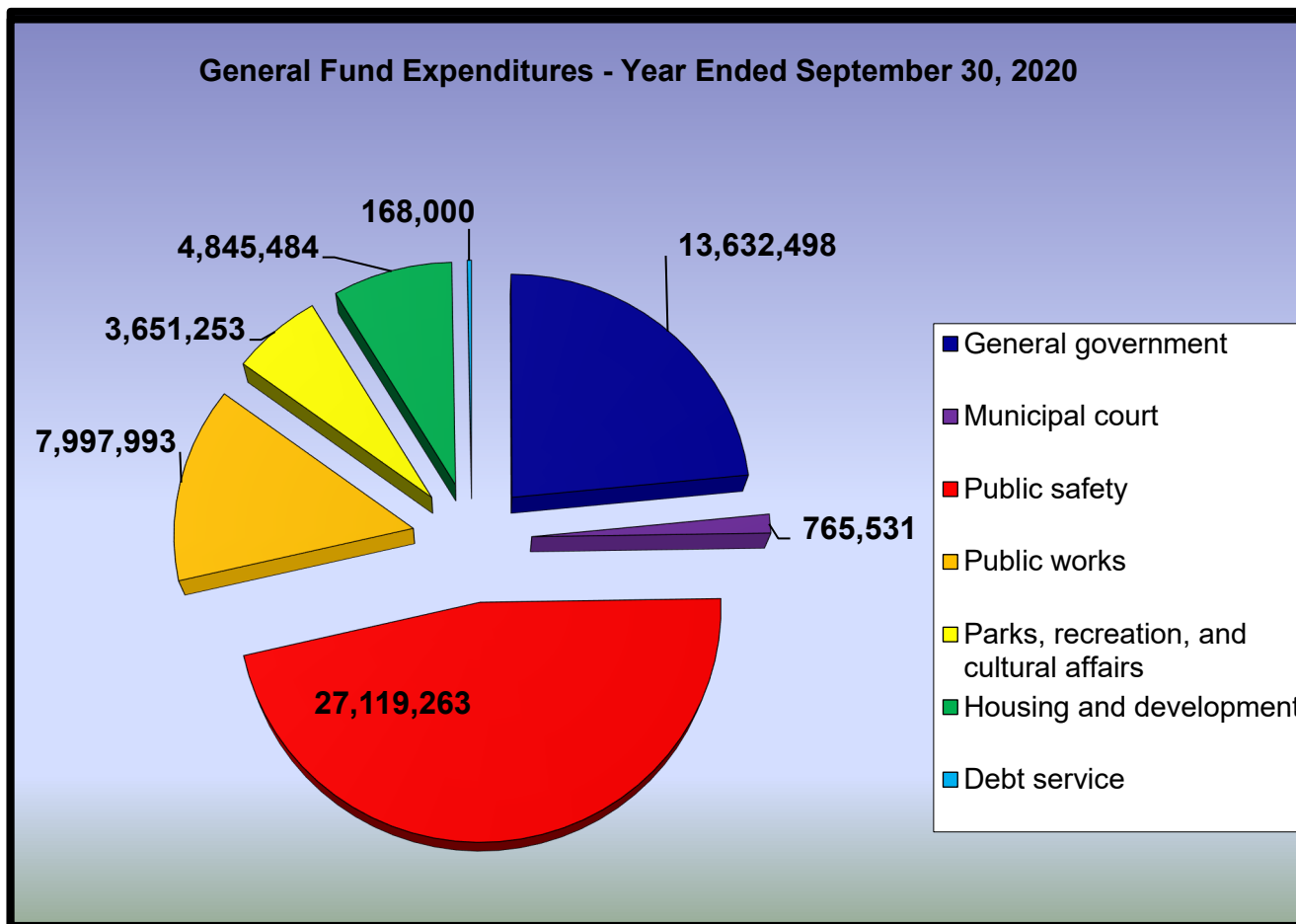
Fund Balance as a Percentage of Total Expenditures – 4 Year Comparison



General Fund Revenues – Fiscal Year Ended September 30, 2020



General Fund Expenditures – Fiscal Year Ended September 30, 2020 (Continued)



Comments, Recommendations, & Other Issues

■ Material Weakness

2020-001 Revenue Recognition and Prior Period Adjustment

Criteria: Internal controls should be in place to ensure that revenues are properly recognized and recorded in the correct reporting entity/fund.

Condition: Internal controls were not sufficient to detect material misstatements in the reporting of the City's intergovernmental revenue in the Multiple Grant Fund.

Context/Cause: During our audit for the fiscal year ended September 30, 2020, an audit adjustment was required to record an inter-fund receivable and intergovernmental revenue in the Multiple Grant Fund. Initially, the City recognized grant revenue in the General Fund that related to amounts that were deferred inflows of resources for unavailable revenue in the prior year in the Multiple Grant Fund. It was determined that the grant funds were actually received during fiscal year 2019 and therefore, should have been recognized as revenue in the Multiple Grant Fund as of September 30, 2019.

Effects/Possible Effects: In the Multiple Grant Fund, an audit entry was required to increase (debit) inter-fund receivables and increase (credit) beginning fund balance in the amount of \$420,767 while in the General Fund, an audit entry was required to decrease (debit) intergovernmental revenue and to increase (credit) inter-fund payables. The restatement of beginning fund balance of the Multiple Grant Fund was required as the revenue should have been recognized in the Multiple Grant Fund in fiscal year 2019 instead of remaining deferred.

Recommendation: We recommend the City carefully review all revenue accounts to ensure its transactions are correctly classified and reported in the correct period and reporting entity/fund in accordance with the requirements under generally accepted accounting principles (GAAP).



Comments, Recommendations, & Other Issues (Continued)

□ Management Recommendations for Improvement

Fiduciary Activities Reporting — GASB Statement No. 84 addresses the reporting of fiduciary activities and is required to be implemented for reporting periods after December 2020. The City did not choose to early implement GASB Statement No. 84 in fiscal year 2020 and will implement in fiscal year 2021. We recommend the City start tracking and accounting for revenue and expenditures in the Municipal Court fund in fiscal year 2021 to ensure the information is available to report in the financial statements in fiscal year 2021.

Confiscated Assets Controls — During review of controls surrounding the confiscated cash held in the evidence room of the police department, we noted there is currently no process in place for the police department to report the cash balance to the Finance Department on a regular basis. We recommend the City implement a process for the police department to report the cash balance on hand in the evidence room to the Finance Department on a monthly basis.



Comments, Recommendations, & Other Issues (Continued)

□ Management Recommendations for Improvement (Continued)

Budget Process — During our review of the original and amended budgets for all funds, we noted differences between what was provided during the audit and what was presented to and approved by the Mayor and Council. For example, the budget was approved by the Mayor and Council for capital project funds as a whole and was deemed a balance budget, however, when the capital project funds budgets were provided during the audit, initially, the budgets were broken out into three (3) capital project funds (Grant, Local, URA) to mirror how those funds were going to be reported in the financial statements which resulted in those budgets not being presented balanced. We also noted some variances between the amended budget provided during the audit and final balance that were ultimately amended by the Mayor and Council approximately eight (8) months subsequent to September 30, 2020. We recommend management of the City present budgets to the Mayor and Council for approval that will mirror how the funds will be reported in the comprehensive annual financial report. We also recommend management develop a better way to track budget amendments through the fiscal year-end to ensure information is readily available upon request.



Comments, Recommendations, & Other Issues (Continued)

□ New GASB Pronouncements

- GASB Statement No. 84, *Fiduciary Activities*, This statement establishes criteria for identifying fiduciary activities with a focus on: 1) whether a government is controlling the assets of the fiduciary activity; and, 2) the beneficiaries with whom a fiduciary relationship exists. Implementation was deferred by the City per GASB Statement No. 95.
- GASB Statement No. 87, *Leases*, will require all lease agreements to be recorded as a liability under full accrual accounting. Many of these leases were previously considered operating leases and payments were expensed as incurred with no liability accrued. Applicable for fiscal year 2022.
- GASB Statement No. 89, *Capitalized Interest*, requires that construction period interest no longer be capitalized for proprietary funds. This statement is only applied prospectively in the year implemented. Applicable for fiscal year 2022.
- GASB Statement No. 90, *Majority Equity Interests*, will change the accounting for a government's investment in another entity in which it acquires a majority equity interest in that entity. Certain investments will be measured using the equity method, some at fair value, and some will result in the acquired entity being reported as a component unit. Applicable for fiscal year, 2021.
- GASB Statement No. 91, *Conduit Debt Obligations*, provides a single method for reporting conduit debt obligations by issuers and eliminates diversity in practice associated with (1) commitments extended by issuers, (2) arrangements associated with conduit debt obligations, and (3) related note disclosures. Applicable for fiscal year 2023.
- GASB Statement No. 92, *Omnibus 2020*, The objectives of this statement are to enhance comparability in accounting and financial reporting and to improve the consistency of authoritative literature by addressing practice issues that have been identified during implementation and application of certain GASB Statements.



Comments, Recommendations, & Other Issues (Continued)

□ New GASB Pronouncements (Continued)

- GASB Statement No. 93, *Replacement of Interbank Offered Rates*, as a result of global reference rate reform, the London Interbank Offered Rate (“LIBOR”) is expected to cease to exist in its current form at the end of 2021, prompting governments to amend or replace financial instruments for the purpose of replacing LIBOR with other reference rates, by either changing the reference rate or adding or changing fallback provisions related to the reference rate. Applicable for fiscal year 2023.
- GASB Statement No. 94, *Public-Private and Public-Public Partnerships and Availability Payment Arrangements*, requires that Public-Private Partnerships and Public-Public Partnerships (“PPPs”) that meet the definition of a lease apply the guidance in Statement No. 87, *Leases* if (a) existing assets of the transferor are the only underlying PPP assets, (b) improvements are not required to be made by the operator to those existing assets as part of the PPP arrangement, and (c) the PPP does not meet the definition of an SCA. Applicable for fiscal year 2023.
- GASB Statement No. 95, *Postponement of Effective Dates of Certain Authoritative Guidance*, was issued as temporary relief to governments in light of the COVID-19 pandemic. Statement No. 95 delays the implementation of certain standards by 12 months (83,84,88,89,90,91,92,93) and GASB Statement No. 87 by 18 months.
- GASB Statement No. 96, *Subscription Based IT Arrangements*, provides guidance on the accounting and financial reporting for subscription-based information technology arrangements (SBITAs) for government end users (governments). Applicable for fiscal year 2023.
- GASB Statement No. 97, *Certain Component Unit Criteria, and Accounting and Financial Reporting for Internal Revenue Code Section 457 Deferred Compensation Plans*, was established to increase consistency and comparability related to the reporting of fiduciary component units, mitigate costs associated with the reporting of certain pension, OPEB and employee benefit plans as fiduciary component units in fiduciary fund financial statements, and enhance the relevance, consistency, and comparability of the accounting and financial reporting for Internal Revenue Code (IRC). Applicable for June 30, 2022.

Comments, Recommendations, & Other Issues (Continued)

□ Other Matters Being Considered by GASB

- *Re-examination of the Financial Reporting Model* - GASB has added this project to its technical agenda to make improvements to the existing financial reporting model (established via GASB Statement No 34). Improvements are meant to enhance the effectiveness of the model in providing information for decision-making and assessing a government's accountability. GASB anticipates a final standard expected in early 2022.
- *Conceptual Framework* - A constant matter being looked at by GASB. Current measurement focus statements (for governmental funds) to change to near-term financial resources measurement. May dictate a period (such as 60 days) for revenue and expenditure recognition. May expense things such as supplies and prepaid assets at acquisition. Will look into which balances (at all statement levels) are measured at acquisition and which need to be re-measured at year-end. Project placed on hold for now.
- *Revenue and Expense Recognition* - Another long-term project where the GASB is working to develop a comprehensive application model for recognition of revenues and expenses from non-exchange, exchange, and exchange-like transactions. The final standard is expected in 2023.
- *Compensated Absences* - A technical topic being examined by the GASB currently due to significant changes in benefits offered by governmental employers. Current GAAP does not address certain items such as paid time off (PTO) and there is a wide divergence in practice. A final standard on this topic is expected towards the end of 2021.
- *Prior-Period Adjustments, Accounting Changes, and Error Corrections* - A technical topic being examined by the GASB due to a wide diversity in practice regarding required presentation on the face of the financial statements, disclosures, etc. A final standard on this topic is expected in early 2022.



Comments, Recommendations, & Other Issues (Continued)

FREE QUARTERLY CONTINUING EDUCATION AND NEWSLETTERS

FOR GOVERNMENTAL CLIENTS

Free Continuing Education. We provide free quarterly continuing education for all of our governmental clients. Each quarter we pick a couple of significant topics tailored to be of interest to governmental entities. In an effort to accommodate our entire governmental client base, we offer the sessions several times per quarter at a variety of client provided locations resulting in greater networking among our governmental clients. Examples of subjects addressed in the past few quarters include:

- Comprehensive Annual Financial Report Preparation - GASB Updates - Grant Accounting Processes and Controls - GASB Statement No. 68 (Pensions)
- Internal controls over revenue and cash receipting and accounts payable, payroll, and cash disbursements
- American Recovery & Reinvestment Act (ARRA) information, issues and updates - Single audits for auditees
- Collateralization of Deposits and Investments - Internal Controls over Accounts Payable, Payroll and Controls
- Policies and Procedures Manuals - Segregation of Duties – GASB Statement No. 75 (OPEB) – GASB Statement No. 87 (Leases)
- Data Security and General Information Technology Controls and Best Practices

Communication. In an effort to better communicate our free continuing education plans and newsletters, please email Paige Vercoe at pvercoe@mjcpa.com (send corresponding copy to dmoses@mjcpa.com), and provide to her individual names, mailing addresses, email addresses and phone numbers of anyone you wish to participate and be included in our database.



Comments & Questions?

We appreciate the opportunity to serve the City of South Fulton and look forward to continuing to work with the City in upcoming years!





CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Finance Report

DATE OF MEETING: 7/14/2021

DEPARTMENT: Finance

ATTACHMENTS:

Description	Type	Upload Date
Financial Report as of May21	Cover Memo	7/8/2021



CITY OF SOUTH FULTON

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

PRESENTED BY

RACHEL BEMBRY, CPA
INTERIM FINANCE DIRECTOR

CITY OF SOUTH FULTON GENERAL FUND

Statement of Revenues

FOR THE MONTH
ENDING
MAY 31, 2021

REVENUE	Amended 2021 Budget	YTD Revenue	% of YTD Revenue Collected
Property Taxes	29,904,109	25,526,238	85%
Motor Vehicle	705,000	1,051,084	149%
Franchise	4,817,653	4,925,446	102%
Local Option Sales Tax	17,000,000	15,343,631	90%
Business and Occupation	1,600,000	1,646,299	103%
*Other Taxes	7,440,000	7,380,636	99%
Licenses and Permits	4,067,500	1,946,955	48%
IGA FID and City of Atl	3,999,996	2,498,344	62%
Charges for Services	1,931,500	3,468,555	180%
**Other Revenue	4,327,164	4,218,182	97%
TOTAL REVENUES	75,792,922	68,005,370	90%

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

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

REVENUE GLOSSARY

REVENUE	NARRATIVE
Property Taxes	An ad valorem tax levied on an assessed valuation of real and/or personal property.
Motor Vehicle	An ad valorem tax levied on property that can be moved with relative ease; in this instance, motor vehicles. A title ad valorem tax collected when a vehicle is purchased and/or titled in Georgia.
Franchise	A tax imposed on the privilege of using public property for private purposes, such as right of ways.
Local Option Sales Tax	A tax imposed on the purchase, sale, rental, storage, use or consumption of tangible personal property and related services and are subject to voter approval.
Business and Occupation	A tax on businesses and practitioners of occupations and professions which maintain a physical location or office within the corporate limits of the city.
Other Taxes	A tax on the distribution of distilled spirits, malt beverages, and wine, including taxes on the sale of distilled spirits by the drink. A tax on the rent or lease of a motor vehicle for 31 or fewer consecutive days. A tax based on the gross direct premiums collected by all insurance companies doing business within the corporate limits of the city. A tax based on the gross receipts of all banks doing business in within the corporate limits of the city.
Licenses and Permits	Fees collected from applicants for building use, zoning and land use, and sign use.
IGA FID and City of Atl	Intergovernmental agreements
Charges for Services	Fees collected for parks and recreation, police, and fire services
Other Revenue	Donations made to different departments. Revenues not included in any other classifications.

FY2021 YTD Tax Revenue Highlights

Fulton County Collections as of 5/31/2021

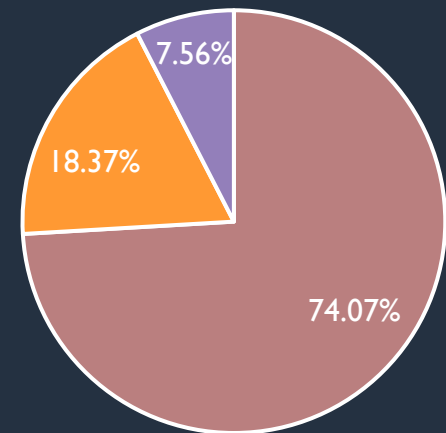
Property Taxes

■ Tax year **billing amounts**

- 2020 - \$29,545,107.39
- 2019 - \$29,467,483.55
- 2018 - \$28,716,187.15
- 2017 - \$14,343,486.56

■ Tax year **collection amounts and rate%**

- 2020 - \$28,976,023.19 (98.07%)
- 2019 - \$29,158,403.66 (98.95%)
- 2018 - \$28,559,071.59 (99.45%)
- 2017 - \$14,175,761.84 (98.83%)



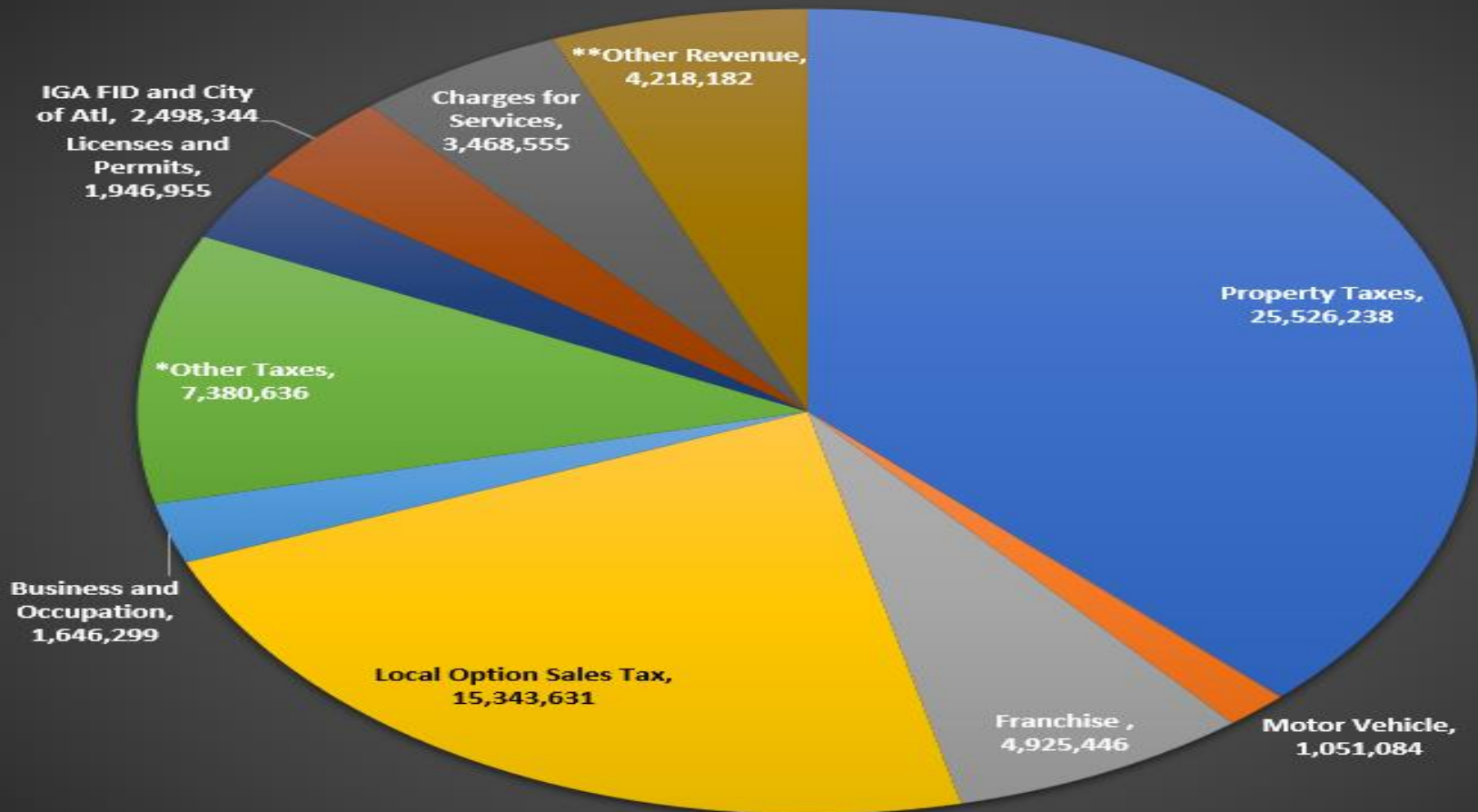
■ Residential

■ Commercial

■ Other (Public Utility, Motor Vehicle, Mobile Home, Heavy Duty Equipment, Industrial, Agricultural and Conservation Use)

GENERAL FUND YTD REVENUE

In Primary Categories



CITY OF SOUTH FULTON GENERAL FUND

Statement of Expenditures

FOR THE MONTH
ENDING
MAY 31, 2021

ACCOUNT DESCRIPTION	Amended 2021 Budget	May-21	YTD Expenditure	% used
District Total	1,319,909	29,173	591,364	45%
City Clerk	1,216,301	2,358	242,815	20%
Mayor	254,514	252	128,227	50%
City Manager	1,088,337	6,921	577,773	53%
Finance	4,911,590	22,056	1,202,487	24%
Contracts & Procurement	383,464	201	182,438	48%
Law	1,879,999	2,021	652,840	35%
Information Technology	2,825,903	60,377	1,471,285	52%
Human Resources	664,620	2,961	263,552	40%
Risk Management	119,978	-	-	0%
Communications	641,987	31,731	235,846	37%
General Administrative Services	4,956,479	154,853	2,200,054	44%
Municipal Court	813,436	34,175	496,727	61%
Police Administration	14,841,497	238,645	7,409,690	50%
Fire Administration	14,355,233	47,735	6,420,430	45%
Public Works	8,230,466	1,149,278	5,438,380	66%
Parks and Recreation	4,174,889	101,704	1,938,955	46%
Cultural Affairs	783,115	13,100	333,817	43%
Community & Regulatory Affairs	5,571,063	4,362	3,374,885	61%
Economic Development	1,140,719	(7,500)	814,787	71%
Debt Service/ Interfund Transfers	4,970,000	-	1,115,950	22%
GENERAL FUND EXPENDITURES TOTALS	75,143,499	1,894,401	35,092,302	47%

AMENDED BUDGET VS YTD EXPENSES

Personnel & Operating Expenses
YTD MAY 2021



STATEMENT OF REVENUES AND EXPENDITURES
ALL FUNDS
YTD MAY 2021

ACCOUNT DESCRIPTION	Amended 2021 Budget	May-21	YTD Revenue
General Fund (includes Court Operations)	75,792,922	3,963,728	68,005,370
Blighted Properties	200,000	-	-
Confiscated Assets	-	-	67,424
E-911 Fund	2,000,000	-	-
Restricted Grants	2,204,889	-	231,637
Hotel Motel	100,000	15,425	82,140
T-SPLOST	41,102,899	1,564,591	13,437,132
Capital Grants	2,775,440	-	1,048,106
Capital	-	-	1,115,950
Solid Waste	520,000	30,764	176,372
TOTAL REVENUES	124,696,150	5,574,507	84,164,131
ACCOUNT DESCRIPTION	Amended 2021 Budget	May-21	YTD Expenditure
General Fund (includes Court Operations)	75,143,499	1,894,401	35,092,302
Blighted Properties	200,000	-	122,972
Confiscated Assets	-	-	-
E-911 Fund	2,000,000	-	1,976,323
Restricted Grants	2,213,973	2,475	604,067
Hotel Motel	100,000	23,272	87,357
T-SPLOST	42,702,952	105,332	968,240
Capital Grant	4,163,865	-	1,054,783
Capital	12,838,671	273,843	875,730
Solid Waste	520,000	25,838	206,317
TOTAL EXPENDITURES	139,882,959	2,325,161	40,988,090



QUESTIONS

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CITY OF SOUTH FULTON
COUNCIL AGENDA ITEM
COUNCIL WORK SESSION



SUBJECT: City Attorney Report

**DATE OF
MEETING:** 7/14/2021

DEPARTMENT: Attorney



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: City Manager Report

DATE OF MEETING: 7/14/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
City Manager Report - May 2021 FINAL	Cover Memo	7/8/2021
City Manager Report - April 2021 FINAL	Cover Memo	7/8/2021



CITY MANAGER MONTHLY

May 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 May, it is important to address current activities related to Public Works. Public Works staff is working closely with the contractor on the Cascade Road Culvert to have the project completed by the end of May. However, the timeline does not include any unforeseen weather conditions. T-SPLOST 2020 and 2021 resurfacing projects are scheduled to begin on Monday, May 17th and staff anticipates completion by the end of October 2021, weather permitting. Upon completion, as part of T-SPLOST I, the City of South Fulton will resurface approximately 170 miles of roads or nearly one-third of the paved roads in the City. The Public Works Department will be hosting three (3) virtual public meetings to present information and solicit comments on the proposed T-SPLOST II list and other projects citizens would like the department to consider for inclusion.

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 as we transition back to normal operations.

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

Regards,

Tammi Saddler Jones

Tammi Saddler Jones
City Manager



1. IMPROVE PARKS AND RECREATION

Department Highlights/Accomplishments

- LED Lighting:**

Site	Vendor	Status
Cedar Grove Park	GreyStone Power	Completed – 3/20/2019
Clifftondale Recreation Center & Park	GreyStone Power	Completed – 4/11/2019
Burdett Recreation Center & Park	Georgia Power	Completed – 9/30/2019
Burdett Tennis Center	Georgia Power	Completed – 11/5/2019
Canine Crossing	Georgia Power	Completed – 8/13/2019
Cascade Liberty Pocket Park	Georgia Power	Completed – 3/29/2020
Creel Park & Community Building	Georgia Power	Completed – 7/23/2019
Delano Park	Georgia Power	Completed – 7/17/2019
Old National Park	Georgia Power	Completed – 8/27/2019
Sandtown Recreation Center	Georgia Power	Completed – 9/15/2019
Sandtown Recreation Park	Georgia Power	Completed – 1/21/2020
South Fulton Tennis Center	Georgia Power	Completed – 8/21/2020
Trammell Crow Park	Georgia Power	Completed – 7/23/2019
Welcome All Park Recreation Center	Georgia Power	Completed – 12/20/2019
Wilkerson Mill Farris Park	Georgia Power	Under Construction

- Program Participation:**

Program	May 2021	YTD
Art Adventure	0	30
Digital Photography	0	10
Group Guitar	0	19
Jazz Dancing	0	19
Lap Swim	28	28
Modern Dance	0	13
Skills & Drills Basketball Clinic	0	92
Summer Camp (Registration)	0	369
Swim Team	4	4
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
Youth Baseball	72	146
Youth Football Clinic	0	30
Youth Track & Field	50	110
Total	154	976

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



- **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)
Tales and Tents	Family friendly event featuring outdoor recreation and activities with lessons on camping skills, learning to pitch a tent, hiking safety and sustainable fishing practices. All ages welcome.	Saturday, May 1, 2021 10AM – 3PM Trammell Crowe Park
Soccer Skillz & Drills	Free skills soccer clinic in partnership with Soccer in the Streets. PRCA Goes Mobile.	Tuesday, May 4, 2021 5PM – 6:30PM Wilkerson Mill-Farris Park
Mother's Day in the Park	Mother's Day Celebration – outdoor event	Saturday, May 8, 2021 9:30AM – 12PM Welcome All Park
Concert for Unity	An outdoor celebration of Atlanta's Diversity Through Music – Partnership with Kenny Leon's True Colors Theatre Company & The Atlanta Opera	Sunday, May 9, 2021 2:30PM – 5:30PM Southwest Arts Center
Senior Paint & Sip	South Fulton PRCA is bringing Arts to the Park. Enjoy an instructor led painting session while sipping on tea/coffee. Free outdoor event	Tuesday, May 11, 2021 10:30AM – 12PM Creel Park
Movie Night	Join PRCA Goes Mobile for a free outdoor movie	Friday, May 14, 2021 8:30PM -10:30PM Welcome All Park
Virtual Dance Concert	South Fulton PRCA celebrates dance in partnership with Axam Dance Theatre. Concert will be available for viewing via Facebook and IGTV @southfultonprca	Sunday, May 16, 2021 2:30PM Virtual Event
South Fulton Graduation Weekend	South Fulton area high school's commencement ceremonies	Friday – Sunday May 21 – 23, 2021 Wolf Creek Amphitheatre



Project Status

Project	Status	Task Remaining
City-wide Concessions	On Hold	
South Fulton Graduation Weekend	In Progress	Event dates May 21 – 23, 2021
LED Lighting Upgrades	In Progress	Exterior lighting upgrades have been completed at 15 parks with one (1) park currently under construction
Tennis Court Resurfacing	In Progress	Construction is ongoing and previous tennis courts have been demolished. Anticipated completion in July 2021.
Parks Master Plan	In Progress	Visioning Plan process. Next steps: Presentation to Mayor & City Council
Outdoor Fitness Equipment	In Progress	Equipment purchased; installation in progress
South Fulton Graduation Weekend	In Progress	
Juneteenth Celebration	In Progress	Planning in progress; Event dates June 15 – 19, 2021



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

Code Enforcement and Code Board

SeeClickFix Violations

	May 2021	YTD
Open	80	343
Closed	294	979
Total	374	1,226

Violations Reported in Edmunds

	May 2021	YTD
Open	108	889
Closed	35	197
Total	143	1,096

Code Enforcement Board

	May 2021	YTD
Code Board Cases	77	413
Municipal Court	21	89
Total	98	502

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



Fire Department

CRR - South Fulton Fire Rescue Monthly Report – May 2021		
Fire Rescue Activities	Current Month	YTD
COLUMN #1:		
Emergency Call Volume		
Fire	33	281
Overpressure Rupture, Explosion, Overheat	4	17
EMS/Rescue	726	5,710
Hazardous Condition	34	221
Service Calls	152	1,059
Good Intent Calls	332	2,484
False Alarms & False Calls	94	553
Severe Weather/Natural Disaster	5	24
Special Incident Types	2	6
Non-Specific	0	0
Total	1,382	10,355
Average Response Time	9:40	8:46
COLUMN #2		
Community Risk Reduction (CRR) Activities		
Company Level Inspections	0	0
CRR Final and Existing Business Inspection Requests	90	557
Company Level Inspections - Vacant Buildings	0	0
COLUMN #3		
Fire Safety Education		
Number of Classes	0	0
Number of Students	0	0
Number of Special Events	0	0
Number of Persons Contacted	0	0
Number of Apparatus Requests	0	0



COLUMN #4		
Homes Visited	0	0
Smoke Detectors Installed (via fire station requests)	6	24
COLUMN #5		
Fee Schedule Collection		
Fire Safety Inspections	\$ 2,900.00	\$ 12,975.00
Personal Care Homes/ Day Care Inspections	\$ 1,050.00	\$ 2,475.00
Fire Alarm Reviews	\$ 50.00	\$ 200.00
Fire Sprinkler Review	\$ 409.35	\$ 2,390.85
Blasting Permits	\$ -	\$ 1,600.00
Open Records Request	\$ 10.00	\$ 85.00
Special Events	\$ -	\$ -
Combustible Permits	\$ 150.00	\$ -
Fireworks Permits	\$ -	\$ -
Business Inspections	\$ -	\$ -
Burn Permits	\$ -	\$ 2,777.35
Tent Permit	\$ -	\$ -
Fire Extinguisher Training	\$ -	\$ -
2021 Year-To Date Total	\$ 4,569.35	\$ 22,653.20

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

Department Updates

- South Fulton Fire Rescue held a Strategic Planning Retreat at Welcome All Park on May 17th & 18th. During the retreat, the Strategic Goal Committee and other members of the department decided a new mission and motto was needed and changed accordingly.
 - **Mission Statement:** To provide the highest level of customer service enhancing quality of life, fire suppression, emergency medical services, community risk reduction and education.
 - **Motto:** Ready to Serve, Destined to Lead.
- South Fulton Fire Rescue Department completed 838 hours of training during May 2021.
- South Fulton Fire Rescue Department had an average response time of 9:40 for the month of May 2021.



Police Department

Crime By Month	28 DAY COMPSTAT							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Murder	0	0	0	0	0	1	0	1
Rape	0	0	0	0	0	0	2	2
Robbery	0	2	1	0	1	0	1	5
Aggravated Assault	5	0	4	1	1	1	2	14
Burglary	0	0	1	1	2	2	1	7
Larceny / From Auto	1	6	1	1	1	2	1	13
Larceny / Other	8	11	13	12	12	6	10	72
Auto Theft	4	4	5	4	5	1	4	27
TOTALS	18	23	25	19	22	13	21	141

Department Updates

- The South Fulton Police Department currently has eight (8) Police Officers in the Field Training Program and three (3) Police Officers graduated from Fulton County Public Safety Basic Mandate Training.
- The South Fulton Police Department Field Operations Division responded to 7,304 Calls for Service during the month of May 2021 and had an average response time of 12:05.
- On May 7, 2021, the South Fulton Police Department held a promotional and awards ceremony which included the following:
 - Commander of the Year
 - Lieutenant of the Year
 - Sergeant of the Year
 - Detective of the Year
 - Investigator of the Year
 - Officer of the Year
 - Civilian Supervisor of the Year
 - Civilian Employee of the Year
 - Pinning of New Detectives, Sergeants, and Lieutenants



3. ECONOMIC DEVELOPMENT



AT WORK

Economic Development Project List

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

Project	Description	Status	Action	District
Motherland Project	Proposal for an African Cultural Museum	Lead	Project is on hold	City
Sandtown Crossing	Possible townhome development around passive park adjacent to Publix	Lead	Developer is in due diligence phase	1
Spirits	Corporate Headquarters Relocation	Lead	Working to determine site location and incentives	1
RiverFront District	200 Acre Mixed-use development along the Chattahoochee River	Prospect	Developer has purchased property and is currently working on site plan design	2
Town Center	600 Acre Development potential site for City center	Lead	Developer is in due diligence phase	2
Camp Creek Parkway & Enon Road	46 Acre Mixed-use development. 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

- **May 2021 Business Licenses Processed**
 - 27 New Business Licenses
 - 139 Renewed Business Licenses
- **Total Business Licenses Processed**
 - 314 (YTD – New Businesses)
 - 166 (May 2021)

Permits and Buildings

Permit Type	May 2021	YTD
Residential	42	411
Commercial	6	26
Industrial	0	4
Trades (Mechanical, Electrical, Plumbing)	81	378
Land Disturbance Permits	3	7
Signs	6	22
Fence	6	63
Total	144	911



Online GIS Application Views

- Public Facing Viewers
 - Address Points – 128,865
 - City Limit – 2,008
 - City County Districts – 3,065
 - COSF Hard to Count Areas – 2
 - COSF Undeveloped Properties – 1
 - Current Zoning – 66,632
 - My Elected Representative – 11
 - Property Information Viewer – 909
 - Public Works Information Viewer – 67
 - Tax Parcel – 7,536
 - Zoning and Land Use Viewer – 778

Project Status

Project	Status
Cyber Security Assessment (June 2021)	Complete
Certificate of Occupancy – Access to COs prior to incorporation	New - Pending
Broadband Grants	New - Pending
Gateway Signs	New - Pending
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 127 zoning applications, 183 zoning certifications and 161 open records reports as of May 31, 2021.

Zoning Cases

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

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



5. CREATE AND IMPLEMENT BRANDING AND MESSAGING

I. City Newsletters:

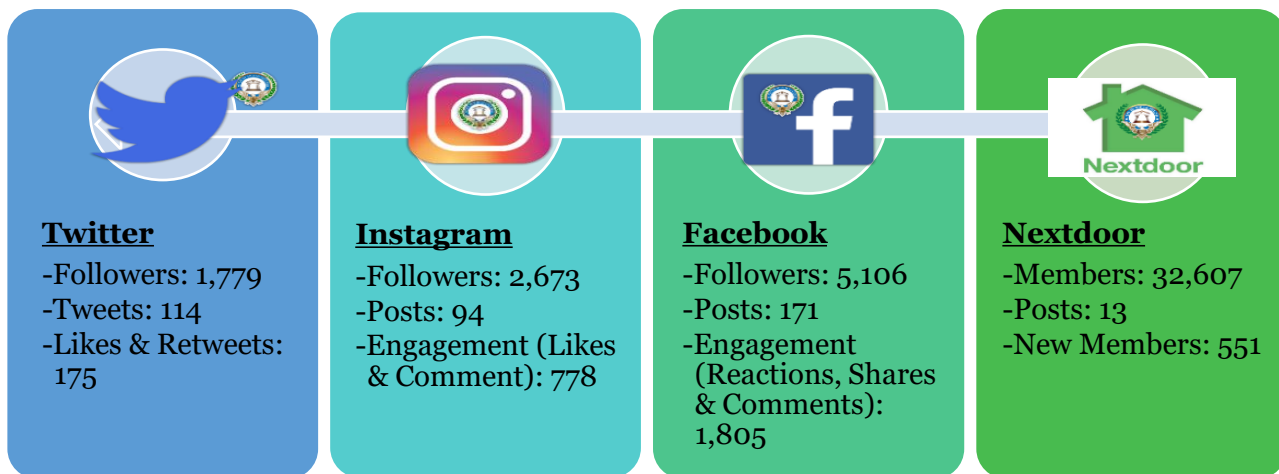
The Communications Department publishes The South Fulton Voice, a bi-weekly newsletter for citizens and a daily internal newsletter for employees called the South Fulton Daily Digest.

Editions Released in May:

May 13, 2021 – <https://conta.cc/3pi8YKb>

May 26, 2021 – <https://conta.cc/3xDjY7P>

COSF Social Media Analytics



II. City Website

May 2021

- Visits: 39,672
- Page Visits: 71,363

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



CALENDAR OF EVENTS

May 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2 National Travel & Tourism Week May 2-8, 2021	3	4	5	6	7 Feeding Our City 11 a.m. – 3 p.m.	8
9	10 TSPLOST Public Meeting 6:30 p.m. – 8:00 p.m. (Virtual)	11 City Council Work Session 4:00 p.m. (Virtual) City Council Zoning Public Hearing 6:00 p.m. (Virtual)	12 Workforce Wednesdays: Mobile Career Center 9 a.m. – 3:30 p.m. TSPLOST Public Meeting 6:30 p.m. – 8:00 p.m. (Virtual)	13 TSPLOST Public Meeting 6:30 p.m. – 8:00 p.m. (Virtual)	14	15
16	17 South Fulton Convention & Visitors Bureau 1:00 p.m. – 2:00 p.m.	18	19	20	21 Downtown Development Authority Meeting (canceled) Feeding Our City 11a.m. – 3p.m. Movie Night at Welcome All Park 7:30 -9:30 p.m.	22

23	24	25	26	27	28	29
		City Council Regular Meeting 4p.m. (Virtual) Fun Day of Play at Old National Park 5p.m. – 6:30 p.m.				
30	31					
	Memorial Day South Fulton Development Authority Meeting (cancelled)					



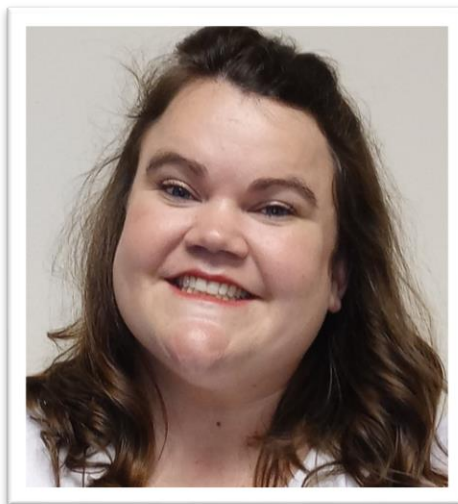
COSF NEW HIRES

Employee Name	Hire Date	Job Title	Department
Katherine Vernet	5/24/2021	Staff Attorney	Legal
Caitlin King	5/24/2021	Main Street Manager	Destination South Fulton
Sha'Quitta Lyons	5/24/2021	Police Officer II	Police
Michael Elliott	5/24/2021	Police Officer Recruit	Police
Christopher Cody	5/24/2021	Police Officer Recruit	Police
Kellin Ireland*	5/24/2021	Police Officer II	Police
John Hardy*	5/24/2021	Police Officer II	Police
Dirk Stewart*	5/24/2021	Cyber Security Analyst	Information Technology

**Rehire*



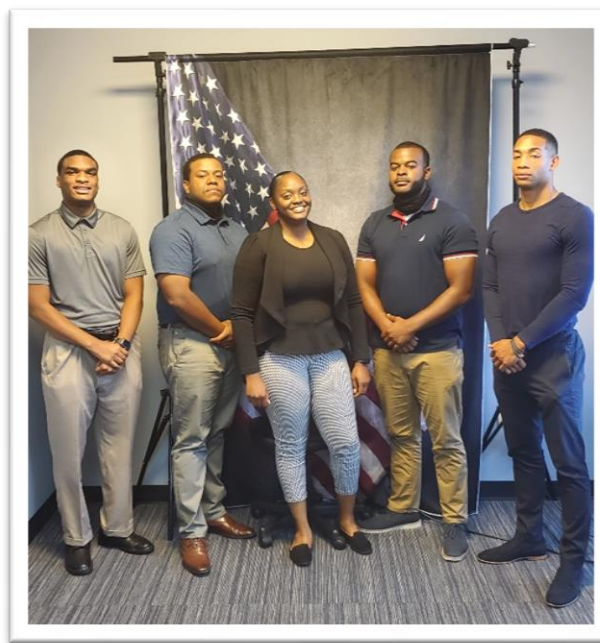
Katherine Vernet



Caitlin King



Dirk Stewart



Pictured left to right: Michael Elliott, Kellin Ireland, Sha'Quitta Lyons, John Hardy and Christopher Cody



COUNCIL SUMMARY REQUEST

COUNCIL REQUESTS MAY 2021

	Total Requests	Requests Completed	Completion Percentage
COUNCIL REQUESTS			
City Manager	4	4	100%
City Clerk	--	--	--
Communications	2	2	100%
Community Development & Regulatory Affairs	13	13	100%
Destination South Fulton	2	2	100%
Facilities	--	--	--
Finance	1	1	100%
Fire	--	--	--
Human Resources	--	--	--
Information Technology	--	--	--
Legal	1	1	100%
Municipal Courts	1	1	100%
Parks, Recreation & Cultural Affairs	--	--	--
Police	4	3	75%
Programs & Performance	--	--	--
Public Works	18	17	94.4%
Total	46	44	95.7%
YTD Total	530	477	90%

2 In-Progress/Pending Council Requests:

- **Police – 1**
- **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

44,207



NUMBER OF REQUESTS CLOSED

42,394 / 96%



Goal: 90%

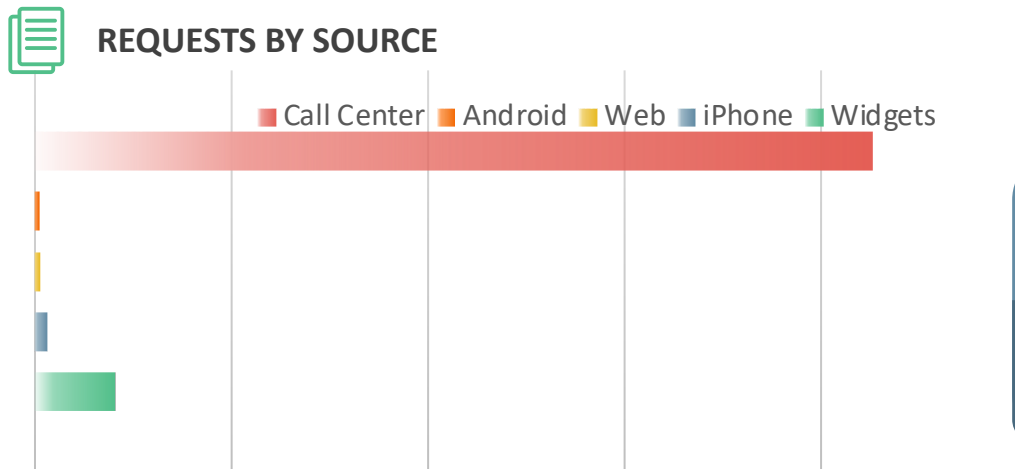


AVERAGE TIME TO CLOSE

13.9 days



Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

1,813

Total Open Status

22,035

Total Acknowledged



Average time to acknowledge a request is 2.4 days.

Goal: 1 day



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



NUMBER OF REQUESTS OPEN

1,881



NUMBER OF REQUESTS CLOSED

1,491 / 91%

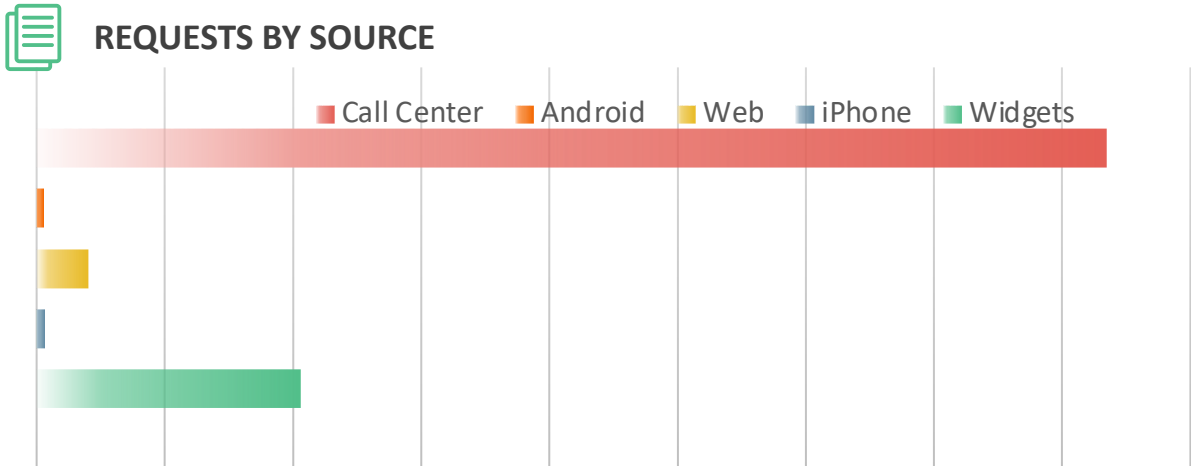
Goal: 90%



AVERAGE TIME TO CLOSE

3.4 days

Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

390

Total Open Status

834

Total Acknowledged

⚠️

Average time to acknowledge a request is 1.6 day.

Goal: 1 day



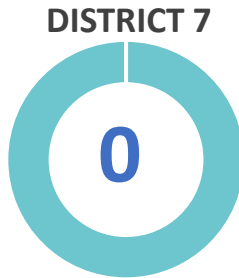
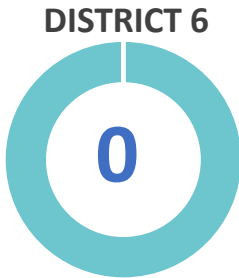
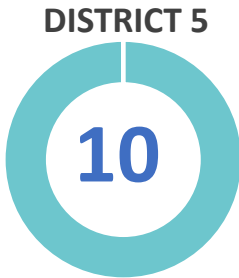
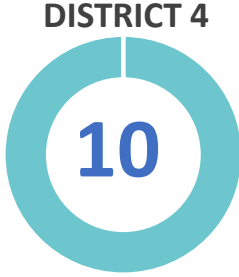
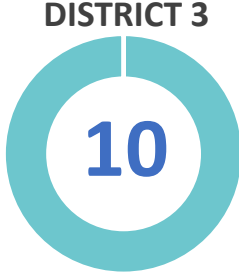
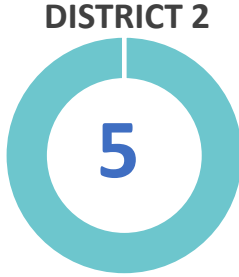
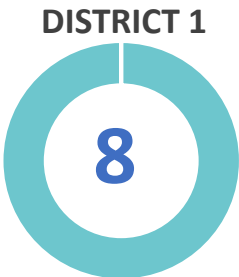
Dashboard | Airport Noise Complaints *(to date)*



TOTAL NUMBER OF
REQUESTS

43

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



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



NUMBER OF
CALLS

1,757



AVERAGE SPEED OF
ANSWER

1m 37ss



Goal: 0:30



AVERAGE TALK
TIME

4m 40ss



Goal: 3:00



ABANDONED
CALL %

10%



Goal: 5%

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21			Rolling 12-Month (April 2021 thru May 2021)
Inbound Call Volume	2184	1525	1404	1396	1274	1,941	2,987	1,757			22,486
Average Calls/Day	70.5	50.8	46.8	46.5	45.5	69.3	106.7	56.7			63.3
Average Speed of Answer (KPI 0:30)	2:38	2:08	1:43	1:25	1:43	1:23	1:43	1:37			1:43
Average Talk Time (KPI 3:00)	00:04:46	00:04:57	00:04:50	00:04:36	00:05:01	00:04:53	00:04:28	00:04:40			00:04:02
Abandon Calls	384	229	164	137	156	166	299	178			2,726
Abandon % (KPI 5%)	18%	15%	12%	10%	12%	9%	10%	10%			11.7%
Total Requests in SCF	1176	901	894	1281	840	1,433	2,017	1,227			14,553
Total Non-Requests	418	259	154	285	181	306	236	125			4,408

COSF CRC Report

District 1

October 1, 2020 - May 31, 2021

Prepared for Councilwoman Rowell by the Office of Programs and Performance

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

Showing Results from 10/1/2020 to 5/31/2021

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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	163	146	151	1.2	11.1	21.0	83%	27	12	7
Building Permits	126	3	90	15.2	9.8	2.0	56%	37	36	36
Remove / Pick-Up Litter (Field Operations)	113	95	113	0.6	2.3	10.0	95%	3	0	0
Other	107	97	82	3.9	17.7	0.0	0	5	25	0
Reception Call	83	5	76	3.7	2.5	1.0	66%	26	7	7
Clean Up Day	82	61	79	0.9	10.3	0.0	0	2	3	0
Sign - Other Sign Down/Missing (Traffic Services)	52	51	52	0.0	1.5	10.0	94%	2	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	50	24	49	0.2	0.5	10.0	98%	0	1	0
Planning & Zoning (Community & Regulatory Affairs)	46	3	42	4.8	2.7	0.0	0	0	4	0
Yard Issue	36	30	35	0.4	6.8	21.0	100%	0	1	1
Construction	31	31	10	2.3	37.2	0.0	0	0	21	0
Roadside Maintenance (Field Operations)	27	27	25	1.2	5.3	10.0	100%	0	2	0

Totals	1,407	886	1,242	1.5	7.2	-	84%	152	165	78
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping in Right-of-Way (Field Operations)	26	25	25	0.2	0.7	3.0	100%	0	1	0
Additional Patrol Request	24	1	24	1.7	2.3	1.0	25%	16	0	0
Abandoned / Inoperative / Junk Vehicle	23	22	21	0.7	12.8	21.0	76%	5	2	1
Blighted / Vacant Property	22	18	22	0.9	8.6	21.0	95%	1	0	0
Other	21	0	21	0.0	1.3	0.0	0	0	0	0
Down Tree Removal from Right of Way (Field Operations)	21	18	21	4.1	2.8	3.0	90%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	18	18	18	0.0	0.0	1.0	100%	0	0	0
Sanitation (Public Works - Field Operations)	17	2	16	2.5	0.4	0.0	0	0	1	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
Signal - Other (Traffic Services)	15	15	15	0.0	0.2	10.0	100%	0	0	0
Other Regulatory Agencies	14	10	14	1.5	8.5	0.0	0	1	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	13	13	13	0.4	1.3	3.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	13	13	12	0.0	24.2	120.0	100%	0	1	0

Totals	1,407	886	1,242	1.5	7.2	-	84%	152	165	78
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Clogged Culvert (Drainage Maintenance - Field Operations)	11	11	11	0.6	3.6	10.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	11	8	11	0.8	1.1	3.0	91%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	11	7	11	8.7	9.8	3.0	55%	3	0	0
Signal - Preventative Maintenance (Traffic Services)	10	10	10	0.0	10.9	90.0	100%	0	0	0
Commercial Vehicles in Residential Zones	9	8	9	0.8	10.4	21.0	89%	1	0	0
Roadway Maintenance (Field Operations)	9	8	9	1.2	3.2	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	9	9	9	0.0	0.2	1.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	8	8	8	1.7	10.3	30.0	100%	0	0	0
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
Tree Fallen	7	0	3	0.0	5.7	7.0	67%	0	4	4
Illegal Dumping In Roadway (Field Operations)	7	7	7	0.1	0.1	1.0	100%	0	0	0

Totals	1,407	886	1,242	1.5	7.2	-	84%	152	165	78
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Calming Requests (Traffic Services)	7	6	1	3.0	151.6	120.0	0	1	6	0
Business Licenses (Finance & Administrative Services)	6	0	3	0.0	0.7	2.0	67%	1	3	3
Permit / Licensing Issue	6	2	6	0.7	7.3	21.0	100%	1	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	6	6	6	2.9	3.5	3.0	83%	1	0	0
Land Development (Community and Regulatory Affairs)	5	0	2	0.0	0.0	3.0	100%	0	3	3
Other	5	2	5	0.1	15.5	3.0	60%	1	0	0
General Inquiry	5	0	0	0.0	0.0	3.0	0	0	5	5
City Clerk	4	0	3	0.0	20.3	5.0	0	3	1	1
GIS (Geographic Information Systems)	4	0	4	0.0	7.7	2.0	75%	1	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	4	4	4	1.7	18.3	30.0	100%	0	0	0
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	2	0.3	16.6	120.0	100%	0	2	0
Traffic Operations - Other (Traffic Services)	4	4	4	0.0	0.2	30.0	100%	0	0	0
Capital Improvement Projects (CIP) - Public Works	3	3	1	17.4	0.0	0.0	0	0	2	0
Totals	1,407	886	1,242	1.5	7.2	-	84%	152	165	78

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Communications & External Affairs	3	1	3	0.9	24.1	2.0	0	3	0	0
Other	3	0	2	0.0	34.5	0.0	0	0	1	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	3	0	0	0.0	0.0	2.0	0	0	3	3
Dead Trees	3	0	0	0.0	0.0	7.0	0	0	3	3
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	1.6	7.0	100%	0	0	0
Dead Animal Pickup on Private Property	3	3	3	1.1	1.4	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
Sign - Preventative Maintenance (Traffic Services)	3	2	2	0.0	0.0	30.0	100%	0	1	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	0	0.0	0.0	15.0	0	0	3	3
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
Live Domestic Animals	2	0	2	0.0	0.0	0.0	0	0	0	0

Totals	1,407	886	1,242	1.5	7.2	-	84%	152	165	78
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Live Wild Animals	2	0	1	0.0	0.0	1.0	100%	0	1	1
Municipal Court	2	0	2	0.0	81.6	0.0	0	0	0	0
Business Inquiry	2	1	2	13.0	12.8	10.0	50%	1	0	0
Damaged Fire Hydrant	2	2	2	0.0	3.4	30.0	100%	0	0	0
Bridge Maintenance	2	0	2	0.0	0.0	365.0	100%	0	0	0
Snow/Ice Removal (Inclement Weather - Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0
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
Fire Alarm System Review (Businesses Only)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Community Policing Division	1	0	0	0.0	0.0	0.0	0	0	1	0
Outdoor Requests (Other)	1	0	1	0.0	36.1	3.0	0	1	0	0
Sidewalk Cracking / Broken (Field Operations)	1	1	1	0.5	1.6	10.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	0.8	3.0	100%	0	0	0
Special Projects (Field Operations)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Totals	1,407	886	1,242	1.5	7.2	-	84%	152	165	78

COSF CRC Report

District 2

October 1, 2020 - May 31, 2021

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

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

Showing Results from 10/1/2020 to 5/31/2021

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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Building Permits	151	0	106	0.0	8.4	2.0	58%	44	45	45
Remove / Pick-Up Litter (Field Operations)	99	77	99	0.9	2.6	10.0	94%	0	0	0
Reception Call	89	5	83	2.7	3.8	1.0	46%	44	6	6
Other	79	75	65	4.6	16.1	0.0	0	7	14	1
Property Maintenance	76	55	75	1.1	6.0	21.0	92%	6	1	0
Sign - Other Sign Down/Missing (Traffic Services)	63	62	63	0.0	0.6	10.0	100%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	56	5	50	8.7	5.0	0.0	0	0	6	0
Clean Up Day	52	38	41	1.3	13.9	0.0	0	0	11	0
Illegal Dumping in Right- of-Way (Field Operations)	40	39	40	0.8	1.6	3.0	90%	0	0	0
Yard Issue	34	18	31	0.8	5.5	21.0	90%	4	3	0
Construction	28	28	10	4.4	40.5	0.0	0	0	18	1
Other	26	1	26	3.0	1.5	0.0	0	1	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	26	13	26	0.0	0.1	10.0	100%	0	0	0
Totals	1,266	686	1,104	1.6	6.4	-	83%	140	162	82

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Abandoned / Inoperative / Junk Vehicle	25	9	25	0.6	1.8	21.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	23	23	22	0.0	32.1	120.0	100%	0	1	0
Signal - Other (Traffic Services)	23	23	23	0.0	0.4	10.0	100%	0	0	0
Sanitation (Public Works - Field Operations)	22	4	20	0.4	1.1	0.0	0	0	2	0
Roadside Maintenance (Field Operations)	18	18	18	2.1	5.1	10.0	100%	0	0	0
Illegal Dumping on Private Property	17	9	16	0.8	4.4	21.0	100%	0	1	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	17	17	17	0.0	0.1	1.0	100%	0	0	0
Additional Patrol Request	16	0	16	0.0	2.4	1.0	31%	11	0	0
Other Regulatory Agencies	14	8	13	0.7	8.5	0.0	0	1	1	0
Pothole (Asphalt Paved Maintenance - Field Operations)	14	14	14	0.3	0.7	3.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	14	14	14	0.3	0.5	3.0	93%	0	0	0
Business Licenses (Finance & Administrative Services)	13	0	11	0.0	0.7	2.0	82%	1	2	2
Blighted / Vacant Property	13	7	12	0.7	5.2	21.0	92%	1	1	0
Permit / Licensing Issue	12	10	12	3.5	10.6	21.0	75%	3	0	0

Totals	1,266	686	1,104	1.6	6.4	-	83%	140	162	82
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	12	12	11	5.5	10.6	30.0	100%	0	1	1
Tree Fallen	11	1	2	0.0	0.5	7.0	100%	0	9	9
Traffic Calming Requests (Traffic Services)	10	4	5	1.3	53.3	120.0	80%	1	5	2
Commercial Vehicles in Residential Zones	9	6	9	1.5	5.2	21.0	100%	0	0	0
Event Food Giveaway	8	0	5	0.0	7.4	0.0	0	3	3	0
Signal - In Flash or Dark (Traffic Issues)	8	8	8	0.0	0.3	1.0	88%	1	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	7	7	5	0.4	3.8	10.0	100%	0	2	0
Down Tree Removal from Right of Way (Field Operations)	6	5	6	0.9	1.8	3.0	67%	1	0	0
Down Tree Removal from Roadway (Field Operations)	6	4	6	0.0	0.2	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	6	6	6	2.3	6.9	10.0	83%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	9.4	90.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	6	6	6	4.4	2.8	3.0	50%	1	0	0
Other	5	1	3	0.0	3.7	3.0	33%	2	2	2

Totals	1,266	686	1,104	1.6	6.4	-	83%	140	162	82
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Clogged Culvert (Drainage Maintenance - Field Operations)	5	5	5	1.6	0.6	10.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	5	1	5	0.7	0.0	3.0	100%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	5	5	4	2.2	7.8	30.0	100%	0	1	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	5	3	5	0.1	13.7	30.0	100%	0	0	0
GIS (Geographic Information Systems)	4	0	3	0.0	3.7	2.0	67%	1	1	1
Live Domestic Animals	4	0	2	0.0	0.0	0.0	0	0	2	0
Dead Animal Pickup on Private Property	4	3	4	1.8	2.4	7.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	4	3	4	0.2	1.2	1.0	75%	1	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	4	0	0	0.0	0.0	15.0	0	0	4	3
COVID-19 (Coronavirus) Inquiry	3	0	2	0.0	0.0	0.0	0	0	1	0
Capital Improvement Projects (CIP) - Public Works	3	3	0	0.8	0.0	0.0	0	0	3	0

Totals	1,266	686	1,104	1.6	6.4	-	83%	140	162	82
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Dead Trees	3	0	1	0.0	2.0	7.0	100%	0	2	2
Illegal Dumping In Roadway (Field Operations)	3	3	3	0.5	0.7	1.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	3	3	2	0.2	0.0	10.0	100%	0	1	0
Live Wild Animals	2	0	1	0.0	0.0	1.0	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
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	2	2	2	0.0	0.1	3.0	50%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	2	2	2	0.0	0.0	30.0	100%	0	0	0

Totals	1,266	686	1,104	1.6	6.4	-	83%	140	162	82
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Sink Holes (Drainage Maintenance - Field Operations)	2	2	1	2.3	7.6	10.0	100%	0	1	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
Outdoor Requests (Other)	1	0	0	0.0	0.0	3.0	0	0	1	1
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
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

Totals	1,266	686	1,104	1.6	6.4	-	83%	140	162	82
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Long Term Repair (Traffic Services)	1	1	1	0.0	24.4	120.0	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
Totals	1,266	686	1,104	1.6	6.4	-	83%	140	162	82

COSF CRC Report

District 3

October 1, 2020 - May 31, 2021

Prepared for Councilwoman Willis by the Office of Programs and Performance

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

Showing Results from 10/1/2020 to 5/31/2021

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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove / Pick-Up Litter (Field Operations)	180	123	178	0.7	1.5	10.0	96%	2	2	0
Property Maintenance	131	97	129	1.4	5.7	21.0	95%	8	2	0
Building Permits	130	0	97	0.0	8.4	2.0	62%	37	33	33
Other	118	110	86	4.8	17.8	0.0	0	2	32	1
Reception Call	102	12	96	2.8	3.4	1.0	64%	35	6	6
Planning & Zoning (Community & Regulatory Affairs)	77	3	73	16.6	4.7	0.0	0	0	4	0
Illegal Dumping in Right-of-Way (Field Operations)	75	73	75	0.4	1.0	3.0	96%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	73	26	72	0.2	0.4	10.0	99%	0	1	0
Clean Up Day	70	54	55	0.9	15.5	0.0	0	0	15	0
Sign - Other Sign Down/Missing (Traffic Services)	52	49	51	0.0	0.5	10.0	100%	0	1	1
Construction	38	37	24	3.6	38.0	0.0	0	1	14	0
Yard Issue	37	31	36	2.1	6.6	21.0	100%	1	1	1

Totals	1,724	1,016	1,505	1.8	6.6	-	88%	134	219	90
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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)	30	26	29	0.0	0.7	10.0	97%	0	1	0
Event Food Giveaway	29	0	12	0.0	6.1	0.0	0	11	17	0
Pothole (Asphalt Paved Maintenance - Field Operations)	28	22	28	0.5	1.4	3.0	93%	0	0	0
Sign - Long Term Repair (Traffic Services)	27	27	21	0.6	39.2	120.0	100%	0	6	1
Illegal Dumping on Private Property	25	19	24	0.7	5.0	21.0	96%	1	1	0
Other	24	1	24	0.0	2.4	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	24	16	24	0.9	7.2	21.0	83%	4	0	0
Permit / Licensing Issue	18	13	16	1.0	8.6	21.0	94%	2	2	2
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	18	18	16	5.2	14.5	30.0	94%	0	2	0
Sanitation (Public Works - Field Operations)	15	4	13	0.3	0.8	0.0	0	0	2	0
Other Regulatory Agencies	15	13	14	2.3	5.4	0.0	0	0	1	0
Remove Dead Animals in Right-of-Way (Field Operations)	15	14	15	0.6	1.2	3.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	15	15	15	0.0	0.0	30.0	100%	0	0	0
Totals	1,724	1,016	1,505	1.8	6.6	-	88%	134	219	90

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Blighted / Vacant Property	14	10	14	1.3	3.3	21.0	93%	1	0	0
Down Tree Removal from Roadway (Field Operations)	14	11	14	0.6	1.7	3.0	86%	0	0	0
Illegal Dumping In Roadway (Field Operations)	14	11	14	0.1	0.2	1.0	100%	0	0	0
Signal - Other (Traffic Services)	14	12	14	0.1	1.7	10.0	100%	0	0	0
Business Licenses (Finance & Administrative Services)	13	1	11	0.3	0.5	2.0	91%	1	2	2
Down Tree Removal from Right of Way (Field Operations)	13	13	12	0.0	0.7	3.0	100%	0	1	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	13	10	13	10.8	9.0	3.0	46%	4	0	0
Additional Patrol Request	12	0	12	0.0	4.1	1.0	17%	9	0	0
Roadway Maintenance (Field Operations)	12	12	12	1.1	4.1	10.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	12	12	12	0.0	0.0	1.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	11	1	3	3.9	0.4	3.0	100%	0	8	8
Commercial Vehicles in Residential Zones	11	7	11	3.0	6.8	21.0	91%	1	0	0
Traffic Calming Requests (Traffic Services)	11	7	3	2.3	162.6	120.0	67%	1	8	1

Totals	1,724	1,016	1,505	1.8	6.6	-	88%	134	219	90
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Streetlights (Outages, New Requests, Repairs, Maintenance)	10	1	2	0.2	29.4	15.0	0	1	8	6
Capital Improvement Projects (CIP) - Public Works	9	9	0	4.4	0.0	0.0	0	0	9	1
Other	8	3	6	3.8	6.2	3.0	33%	4	2	2
General Inquiry	8	0	1	0.0	0.0	3.0	100%	0	7	7
Dead Animal Pickup on Private Property	8	4	8	2.7	13.9	7.0	75%	3	0	0
Tree Fallen	8	1	2	5.0	2.5	7.0	100%	0	6	6
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
Municipal Court	6	1	6	0.5	36.1	0.0	0	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	6	2	3	9.6	37.2	2.0	0	3	3	3
Dead Trees	6	1	1	0.0	0.0	7.0	100%	0	5	4
Clogged Culvert (Drainage Maintenance - Field Operations)	6	4	6	10.8	10.3	10.0	83%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	14.2	90.0	100%	0	0	0
Totals	1,724	1,016	1,505	1.8	6.6	-	88%	134	219	90

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
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
City Clerk	3	0	3	0.0	7.0	5.0	67%	1	0	0
Outdoor Requests (Other)	3	1	0	37.7	0.0	3.0	0	0	3	3
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
GIS (Geographic Information Systems)	2	0	2	0.0	0.0	2.0	100%	0	0	0
Live Wild Animals	2	0	2	0.0	0.0	1.0	100%	0	0	0
Community Policing Division	2	0	0	0.0	0.0	0.0	0	0	2	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	2	2	1	16.5	26.1	30.0	100%	0	1	0
Remove Dead Animals in Roadway - Large (Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0

Totals	1,724	1,016	1,505	1.8	6.6	-	88%	134	219	90
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
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
Outdoor Equipment Requests	1	1	0	60.1	0.0	14.0	0	0	1	1
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	1	1	1	0.6	16.3	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
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
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
Totals	1,724	1,016	1,505	1.8	6.6	-	88%	134	219	90

COSF CRC Report

District 4

October 1, 2020 - May 31, 2021

Prepared for Councilwoman Gilyard by the Office of Programs and Performance

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

Showing Results from 10/1/2020 to 5/31/2021

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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Reception Call	1,259	27	1,241	6.9	1.7	1.0	81%	222	18	18
Municipal Court	1,249	4	1,249	7.5	21.1	0.0	0	1	0	0
Building Permits	501	2	376	18.3	7.2	2.0	70%	111	125	124
Other	456	0	456	0.0	0.9	0.0	0	8	0	0
Planning & Zoning (Community & Regulatory Affairs)	249	6	236	21.4	3.0	0.0	0	0	13	0
Clean Up Day	149	41	145	3.6	3.0	0.0	0	1	4	0
Other	132	114	102	4.8	18.2	0.0	0	2	30	3
Business Licenses (Finance & Administrative Services)	128	4	111	1.6	0.7	2.0	84%	18	17	17
Sanitation (Public Works - Field Operations)	123	17	119	1.1	0.8	0.0	0	0	4	0
Remove / Pick-Up Litter (Field Operations)	106	74	106	0.5	1.8	10.0	96%	0	0	0
Live Domestic Animals	101	0	80	0.0	0.0	0.0	0	0	21	0
Event Food Giveaway	75	0	47	0.0	5.9	0.0	0	26	28	1
Property Maintenance	73	32	73	1.3	3.5	21.0	99%	5	0	0

Totals	5,666	906	5,263	2.2	7.7	-	83%	492	403	224
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Sign - Other Sign Down/Missing (Traffic Services)	59	56	59	0.0	0.6	10.0	98%	2	0	0
Illegal Dumping in Right-of-Way (Field Operations)	52	52	52	0.4	1.2	3.0	96%	1	0	0
Other	46	1	42	0.8	5.9	3.0	74%	11	4	3
Pothole (Asphalt Paved Maintenance - Field Operations)	43	38	42	0.4	1.4	3.0	95%	0	1	0
Additional Patrol Request	42	1	42	3.4	1.0	1.0	71%	12	0	0
Construction	41	41	15	1.9	36.2	0.0	0	0	26	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	39	26	38	0.2	1.1	10.0	100%	0	1	0
Abandoned / Inoperative / Junk Vehicle	38	25	38	1.9	7.4	21.0	84%	8	0	0
City Clerk	30	0	28	0.0	5.0	5.0	71%	8	2	2
Remove Dead Animals in Right-of-Way (Field Operations)	29	26	29	0.6	0.9	3.0	93%	1	0	0
Roadside Maintenance (Field Operations)	29	29	29	1.3	4.7	10.0	97%	0	0	0
GIS (Geographic Information Systems)	28	3	24	22.3	7.0	2.0	79%	5	4	3
Sign - Long Term Repair (Traffic Services)	28	28	26	1.3	29.7	120.0	96%	1	2	0
Sign - Preventative Maintenance (Traffic Services)	26	26	26	0.0	0.0	30.0	100%	0	0	0

Totals	5,666	906	5,263	2.2	7.7	-	83%	492	403	224
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Yard Issue	25	12	24	1.8	3.0	21.0	100%	2	1	0
Human Resources	24	0	22	0.0	0.0	2.0	100%	0	2	2
Commercial Vehicles in Residential Zones	24	10	24	2.0	6.3	21.0	92%	3	0	0
Live Wild Animals	23	0	18	0.0	0.0	1.0	100%	0	5	5
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	23	21	23	0.0	0.1	1.0	100%	0	0	0
Illegal Dumping on Private Property	20	7	19	3.9	4.3	21.0	100%	0	1	0
Land Development (Community and Regulatory Affairs)	19	1	9	1.2	5.4	3.0	56%	2	10	10
Permit / Licensing Issue	19	12	15	2.5	4.8	21.0	100%	3	4	3
COVID-19 (Coronavirus) Inquiry	18	0	9	0.0	14.7	0.0	0	0	9	0
Dead Animal Pickup on Private Property	18	7	18	0.2	8.5	7.0	78%	4	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	16	12	15	0.2	2.8	10.0	100%	1	1	0
Other Regulatory Agencies	15	10	15	3.9	9.3	0.0	0	1	0	0
Community Policing Division	14	0	2	0.0	0.1	0.0	0	0	12	0
Illegal Dumping In Roadway (Field Operations)	13	10	13	0.2	0.5	1.0	85%	0	0	0

Totals	5,666	906	5,263	2.2	7.7	-	83%	492	403	224
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Capital Improvement Projects (CIP) - Public Works	12	9	4	3.3	0.5	0.0	0	0	8	1
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	12	12	10	6.2	15.7	30.0	100%	0	2	0
Remove Dead Animals in Roadway - Large (Field Operations)	12	9	12	0.2	0.4	1.0	83%	0	0	0
Traffic Calming Requests (Traffic Services)	12	7	4	0.9	51.3	120.0	75%	1	8	3
Down Tree Removal from Right of Way (Field Operations)	11	10	11	0.4	1.3	3.0	82%	1	0	0
Signal - Other (Traffic Services)	11	9	11	0.0	3.0	10.0	100%	0	0	0
Recreation Programs	10	2	10	4.8	27.4	3.0	0	9	0	0
Excessively Barking Dog – Late Night Nuisance	10	0	10	0.0	1.4	7.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	10	7	9	0.1	0.0	10.0	100%	0	1	0
Communications & External Affairs	8	0	5	0.0	41.6	2.0	0	5	3	3
Down Tree Removal from Roadway (Field Operations)	8	3	8	0.0	0.5	3.0	100%	0	0	0
Lobby - Parks & Rec. Facilities	7	0	5	0.0	0.0	3.0	100%	0	2	2

Totals	5,666	906	5,263	2.2	7.7	-	83%	492	403	224
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	7	2	1	13.7	7.5	2.0	0	1	6	6
Blighted / Vacant Property	7	2	7	0.6	2.6	21.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	7	0	1	0.0	59.3	15.0	0	1	6	5
Tree Danger/Removal (Roadside Maintenance - Field Operations)	7	7	7	11.6	12.5	3.0	43%	2	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	6	5	6	0.5	1.0	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	6	6	6	1.0	4.1	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	6	5	6	0.2	0.2	1.0	100%	0	0	0
General Inquiry	5	0	0	0.0	0.0	3.0	0	0	5	5
Other	5	2	4	0.1	36.8	0.0	0	0	1	0
Signal - Preventative Maintenance (Traffic Services)	5	5	5	0.0	0.7	90.0	100%	0	0	0
Dead Trees	4	0	1	0.0	0.0	7.0	100%	0	3	3
Clogged Culvert (Drainage Maintenance - Field Operations)	4	2	4	0.7	0.8	10.0	100%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	4	3	3	3.0	8.7	10.0	100%	0	1	1

Totals	5,666	906	5,263	2.2	7.7	-	83%	492	403	224
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Trespassing	3	0	3	0.0	1.2	1.0	67%	1	0	0
Outdoor Requests (Other)	3	1	3	23.0	38.9	3.0	0	2	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	3	1	3	3.5	2.0	3.0	67%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	3	3	3	0.4	4.0	30.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	3	3	3	0.6	0.0	10.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	3	3	2	0.0	54.8	120.0	100%	0	1	0
Street Flooding (Drainage Maintenance - Field Operations)	3	1	3	0.0	0.0	1.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	3	3	3	0.9	5.0	10.0	100%	0	0	0
Accounts Payable (Finance & Administrative Services)	2	0	2	0.0	0.0	2.0	100%	0	0	0
City Manager	2	0	2	0.0	0.7	2.0	100%	0	0	0

Totals	5,666	906	5,263	2.2	7.7	-	83%	492	403	224
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Contract and Purchasing Oversight (Finance & Administrative Services)	2	0	2	0.0	2.0	2.0	50%	1	0	0
Information Technology	2	1	2	1.8	2.9	2.0	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
Weight, Gymnasium, Pool or Walking Track - Parks & Rec. Facilities	2	0	0	0.0	0.0	21.0	0	0	2	0
Illegal Signs	2	0	0	0.0	0.0	0.0	0	0	2	0
Tree Fallen	2	0	0	0.0	0.0	7.0	0	0	2	2
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	0	0.0	0.0	0.0	0	0	2	0
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

Totals	5,666	906	5,263	2.2	7.7	-	83%	492	403	224
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Fire Alarm System Review (Businesses Only)	1	1	1	6.5	6.5	3.0	0	1	0	0
CivicRec Inquiries	1	0	0	0.0	0.0	3.0	0	0	1	1
Outdoor Equipment Requests	1	0	1	0.0	42.6	14.0	0	1	0	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	1	1	0	5.2	0.0	30.0	0	0	1	0
Damaged Curb (Roadway Maintenance - Field Operations)	1	0	1	0.0	0.0	10.0	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
Totals	5,666	906	5,263	2.2	7.7	-	83%	492	403	224

COSF CRC Report

District 5

October 1, 2020 - May 31, 2021

Prepared for Councilman Reeves by the Office of Programs and Performance

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

Showing Results from 10/1/2020 to 5/31/2021

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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	166	105	156	2.7	5.9	21.0	98%	3	10	1
Building Permits	112	1	75	2.0	10.0	2.0	53%	33	37	37
Reception Call	85	9	81	5.5	2.3	1.0	62%	30	4	4
Other	77	74	64	2.8	15.1	0.0	0	3	13	1
Yard Issue	66	44	55	2.8	7.4	21.0	95%	3	11	2
Planning & Zoning (Community & Regulatory Affairs)	64	2	62	8.0	4.0	0.0	0	0	2	0
Remove / Pick-Up Litter (Field Operations)	64	52	64	1.0	2.5	10.0	97%	0	0	0
Clean Up Day	50	33	41	1.1	11.3	0.0	0	0	9	0
Sign - Other Sign Down/Missing (Traffic Services)	41	41	41	0.0	0.8	10.0	98%	0	0	0
Abandoned / Inoperative / Junk Vehicle	33	19	31	2.4	8.8	21.0	90%	3	2	1
Illegal Dumping in Right- of-Way (Field Operations)	32	32	32	0.4	0.9	3.0	97%	0	0	0
Construction	25	25	12	3.8	37.5	0.0	0	0	13	1
Sanitation (Public Works - Field Operations)	24	4	24	0.2	1.5	0.0	0	0	0	0
Totals	1,275	673	1,098	1.9	6.6	-	86%	118	177	83

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	24	0	23	0.0	3.2	0.0	0	1	1	0
Signal - Other (Traffic Services)	22	22	22	0.0	0.1	10.0	100%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	21	11	21	0.1	0.5	10.0	100%	0	0	0
Blighted / Vacant Property	20	13	20	1.8	5.2	21.0	95%	1	0	0
Event Food Giveaway	19	0	8	0.0	5.0	0.0	0	8	11	0
Roadside Maintenance (Field Operations)	18	18	17	2.6	6.2	10.0	94%	0	1	0
Illegal Dumping on Private Property	16	10	15	4.0	7.2	21.0	93%	1	1	1
Additional Patrol Request	15	0	15	0.0	1.8	1.0	20%	11	0	0
Business Licenses (Finance & Administrative Services)	14	1	14	2.0	1.3	2.0	64%	5	0	0
Sign - Long Term Repair (Traffic Services)	12	12	7	0.3	35.4	120.0	100%	0	5	0
Sign - Preventative Maintenance (Traffic Services)	12	12	12	0.0	0.6	30.0	100%	0	0	0
Commercial Vehicles in Residential Zones	11	6	11	0.4	10.7	21.0	82%	2	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	11	9	11	0.1	0.2	1.0	91%	0	0	0
Tree Fallen	10	2	3	4.8	6.2	7.0	67%	1	7	7

Totals	1,275	673	1,098	1.9	6.6	-	86%	118	177	83
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Clogged Culvert (Drainage Maintenance - Field Operations)	9	6	9	0.7	3.2	10.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	9	9	8	0.1	0.0	10.0	100%	0	1	0
Pothole (Asphalt Paved Maintenance - Field Operations)	9	9	9	0.6	1.9	3.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	9	9	9	0.0	12.0	90.0	100%	0	0	0
Municipal Court	8	0	8	0.0	53.8	0.0	0	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	8	8	8	0.0	0.0	1.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	8	5	1	2.5	4.8	120.0	100%	0	7	1
Other	7	2	4	1.7	5.9	3.0	50%	0	3	3
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	7	7	7	4.2	6.2	30.0	100%	0	0	0
Other Regulatory Agencies	7	6	7	4.2	34.0	0.0	0	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	7	5	4	6.6	15.4	3.0	50%	2	3	2
Land Development (Community and Regulatory Affairs)	6	0	2	0.0	10.9	3.0	50%	1	4	4
General Inquiry	6	0	0	0.0	0.0	3.0	0	0	6	6

Totals	1,275	673	1,098	1.9	6.6	-	86%	118	177	83
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Dead Trees	6	1	1	0.0	30.2	7.0	0	1	5	5
Permit / Licensing Issue	6	2	6	4.2	5.8	21.0	100%	1	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	6	6	6	1.2	12.5	30.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	6	6	4	1.0	0.9	3.0	100%	0	2	0
Remove Dead Animals in Right-of-Way (Field Operations)	6	5	6	0.9	1.3	3.0	83%	1	0	0
Illegal Signs	5	0	0	0.0	0.0	0.0	0	0	5	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	0	0.0	0.0	15.0	0	0	5	3
Capital Improvement Projects (CIP) - Public Works	4	3	1	13.2	0.0	0.0	0	0	3	0
City Clerk	4	0	4	0.0	0.0	5.0	100%	0	0	0
Live Domestic Animals	4	0	4	0.0	0.0	0.0	0	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	4	3	4	0.9	0.7	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	4	4	4	2.2	5.0	10.0	100%	0	0	0

Totals	1,275	673	1,098	1.9	6.6	-	86%	118	177	83
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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
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	3.4	7.0	67%	1	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	3	2	3	2.0	4.7	10.0	100%	0	0	0
GIS (Geographic Information Systems)	2	1	2	3.8	1.9	2.0	50%	1	0	0
Unlicensed Business Complaint	2	0	0	0.0	0.0	5.0	0	0	2	2
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	2	0	1	0.0	21.4	2.0	0	1	1	1
Dead Animal Pickup on Private Property	2	0	2	0.0	1.0	7.0	100%	0	0	0
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
Illegal Dumping In Roadway (Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0

Totals	1,275	673	1,098	1.9	6.6	-	86%	118	177	83
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	2	0	2	0.0	25.4	0.0	0	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
Down Tree Removal from Roadway (Field Operations)	1	0	1	0.0	0.0	3.0	100%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	1	0	1	0.0	0.8	3.0	100%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
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
Totals	1,275	673	1,098	1.9	6.6	-	86%	118	177	83

COSF CRC Report

District 6

October 1, 2020 - May 31, 2021

Prepared for Councilman khalid by the Office of Programs and Performance

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

Showing Results from 10/1/2020 to 5/31/2021

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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	158	138	154	1.3	3.2	21.0	98%	2	4	1
Yard Issue	111	97	107	1.5	3.3	21.0	99%	1	4	1
Reception Call	106	12	102	6.4	4.2	1.0	53%	41	4	4
Other	98	91	74	4.2	15.1	0.0	0	1	24	0
Building Permits	92	1	66	18.0	9.1	2.0	53%	31	26	26
Clean Up Day	85	58	75	0.5	11.1	0.0	0	0	10	0
Remove / Pick-Up Litter (Field Operations)	53	41	53	0.7	2.5	10.0	91%	1	0	0
Planning & Zoning (Community & Regulatory Affairs)	51	3	47	3.8	4.2	0.0	0	0	4	1
Abandoned / Inoperative / Junk Vehicle	45	42	43	1.5	4.9	21.0	88%	6	2	1
Illegal Dumping in Right- of-Way (Field Operations)	44	44	44	1.3	2.5	3.0	93%	1	0	0
Other	42	2	40	2.8	2.5	0.0	0	1	2	0
Sanitation (Public Works - Field Operations)	38	11	37	2.0	1.2	0.0	0	0	1	0
Blighted / Vacant Property	37	31	34	2.1	3.3	21.0	100%	0	3	0

Totals	1,436	877	1,246	1.9	6.2	-	86%	116	190	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Event Food Giveaway	34	0	9	0.0	5.4	0.0	0	7	25	0
Sign - Other Sign Down/Missing (Traffic Services)	27	27	27	0.1	0.7	10.0	100%	0	0	0
Construction	24	24	12	1.9	50.0	0.0	0	0	12	0
Commercial Vehicles in Residential Zones	22	19	22	1.2	2.5	21.0	100%	1	0	0
Illegal Dumping on Private Property	20	16	20	0.8	1.5	21.0	100%	0	0	0
Roadside Maintenance (Field Operations)	20	20	20	1.7	5.6	10.0	95%	0	0	0
Signal - Other (Traffic Services)	18	17	18	0.1	1.2	10.0	94%	0	0	0
Business Licenses (Finance & Administrative Services)	16	0	16	0.0	0.6	2.0	88%	2	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	16	12	16	3.1	4.7	3.0	88%	1	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	15	10	15	0.0	0.0	10.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	14	9	3	1.9	6.5	120.0	100%	0	11	0
Permit / Licensing Issue	12	10	12	0.7	2.4	21.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	12	0	1	0.0	29.0	15.0	0	1	11	10
Additional Patrol Request	11	0	11	0.0	2.6	1.0	27%	7	0	0

Totals	1,436	877	1,246	1.9	6.2	-	86%	116	190	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Signs	11	0	0	0.0	0.0	0.0	0	0	11	0
Signal - Preventative Maintenance (Traffic Services)	11	11	11	0.1	12.5	90.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	10	10	10	1.3	1.7	30.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	9	9	9	3.7	12.0	10.0	78%	1	0	0
Sign - Long Term Repair (Traffic Services)	9	9	6	0.4	41.1	120.0	100%	0	3	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	9	9	9	0.0	0.1	1.0	100%	0	0	0
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
Capital Improvement Projects (CIP) - Public Works	7	7	1	12.5	25.3	0.0	0	0	6	1
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
Illegal Dumping In Roadway (Field Operations)	7	7	7	0.9	1.3	1.0	71%	0	0	0
Other Regulatory Agencies	7	5	5	3.9	16.9	0.0	0	0	2	0

Totals	1,436	877	1,246	1.9	6.2	-	86%	116	190	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Pothole (Asphalt Paved Maintenance - Field Operations)	7	6	7	0.2	1.5	3.0	57%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	7	3	7	0.2	6.0	10.0	86%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	6	6	4	1.7	10.4	30.0	100%	0	2	0
Land Development (Community and Regulatory Affairs)	5	0	2	0.0	4.0	3.0	0	1	3	3
Down Tree Removal from Roadway (Field Operations)	5	4	5	1.1	0.8	3.0	80%	0	0	0
Roadway Maintenance (Field Operations)	5	5	5	0.7	6.1	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	5	5	5	0.1	0.1	1.0	100%	0	0	0
Other	4	1	4	5.0	10.0	0.0	0	0	0	0
Community Policing Division	4	0	0	0.0	0.0	0.0	0	0	4	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	4	1	2	39.9	23.8	2.0	0	2	2	2
Dead Animal Pickup on Private Property	4	3	4	1.7	1.3	7.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	4	4	4	1.6	12.8	30.0	100%	0	0	0

Totals	1,436	877	1,246	1.9	6.2	-	86%	116	190	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Roadway - Large (Field Operations)	4	4	4	0.4	0.8	1.0	50%	0	0	0
Live Domestic Animals	3	0	3	0.0	0.0	0.0	0	0	0	0
General Inquiry	3	0	0	0.0	0.0	3.0	0	0	3	3
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
Clogged Inlet (Storm Water Issues - Field Operations)	3	2	3	0.0	1.3	3.0	100%	0	0	0
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
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	2	1	2	0.1	14.0	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	2	2	2	0.3	1.8	3.0	100%	0	0	0
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

Totals	1,436	877	1,246	1.9	6.2	-	86%	116	190	62
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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
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
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.4	0.4	1.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	1	0	1	0.0	29.0	30.0	100%	1	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Totals	1,436	877	1,246	1.9	6.2	-	86%	116	190	62

COSF CRC Report

District 7

October 1, 2020 - May 31, 2021

Prepared for Councilman Baker by the Office of Programs and Performance

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

Showing Results from 10/1/2020 to 5/31/2021

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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Property Maintenance	120	110	113	2.3	7.1	21.0	89%	11	7	4
Clean Up Day	88	33	86	0.6	13.0	0.0	0	0	2	0
Reception Call	84	2	78	2.9	3.1	1.0	63%	24	6	6
Other	81	77	58	3.9	18.3	0.0	0	1	23	0
Building Permits	64	0	48	0.0	7.9	2.0	56%	21	16	16
Yard Issue	53	51	51	2.2	7.7	21.0	94%	4	2	0
Illegal Dumping in Right-of-Way (Field Operations)	50	49	47	0.3	0.8	3.0	94%	0	3	0
Remove / Pick-Up Litter (Field Operations)	47	34	46	1.0	1.4	10.0	98%	0	1	1
Abandoned / Inoperative / Junk Vehicle	44	37	44	1.9	8.5	21.0	82%	8	0	0
Planning & Zoning (Community & Regulatory Affairs)	35	0	31	0.0	2.8	0.0	0	0	4	0
Sign - Other Sign Down/Missing (Traffic Services)	33	33	33	0.1	1.5	10.0	100%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	31	24	31	0.9	1.7	10.0	97%	0	0	0

Totals	1,145	697	1,011	1.9	7.4	-	84%	108	134	46
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	25	0	25	0.0	2.0	0.0	0	0	0	0
Construction	24	24	14	4.4	41.2	0.0	0	0	10	0
Roadside Maintenance (Field Operations)	23	22	23	1.5	6.5	10.0	91%	1	0	0
Sanitation (Public Works - Field Operations)	19	3	18	1.1	0.9	0.0	0	0	1	0
Event Food Giveaway	17	0	8	0.0	8.8	0.0	0	6	9	0
Additional Patrol Request	17	0	17	0.0	2.7	1.0	29%	12	0	0
Illegal Dumping on Private Property	17	17	16	3.7	9.7	21.0	88%	2	1	1
Capital Improvement Projects (CIP) - Public Works	16	16	0	2.5	0.0	0.0	0	0	16	1
Blighted / Vacant Property	15	15	15	1.6	8.2	21.0	80%	3	0	0
Other Regulatory Agencies	14	9	12	5.7	11.0	0.0	0	0	2	0
Business Licenses (Finance & Administrative Services)	13	0	12	0.0	4.0	2.0	83%	2	1	1
Pothole (Asphalt Paved Maintenance - Field Operations)	12	10	12	0.5	1.6	3.0	100%	0	0	0
Commercial Vehicles in Residential Zones	11	11	10	3.6	12.5	21.0	90%	1	1	0
Roadway Maintenance (Field Operations)	9	8	9	1.0	6.1	10.0	100%	0	0	0

Totals	1,145	697	1,011	1.9	7.4	-	84%	108	134	46
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	8	8	6	0.8	11.1	30.0	100%	0	2	0
Illegal Dumping In Roadway (Field Operations)	8	7	8	3.1	4.5	1.0	88%	0	0	0
Sign - Long Term Repair (Traffic Services)	8	8	7	0.1	37.4	120.0	100%	0	1	0
Municipal Court	7	0	7	0.0	35.1	0.0	0	0	0	0
Damaged Fire Hydrant	7	6	7	1.8	6.9	30.0	86%	1	0	0
Excessively Barking Dog – Late Night Nuisance	7	0	7	0.0	2.7	7.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	7	6	7	1.5	5.9	10.0	86%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	7	7	7	0.9	1.0	3.0	86%	0	0	0
Signal - Other (Traffic Services)	7	7	7	0.0	0.1	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	7	1	1	1.3	50.0	15.0	0	1	6	6
Permit / Licensing Issue	6	4	6	2.6	6.5	21.0	100%	1	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	6	4	6	0.3	4.2	10.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	6	6	6	0.1	0.1	1.0	100%	0	0	0

Totals	1,145	697	1,011	1.9	7.4	-	84%	108	134	46
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Community Policing Division	5	0	1	0.0	42.0	0.0	0	0	4	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
Dead Animal Pickup on Private Property	4	2	4	2.3	17.4	7.0	50%	2	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	4	4	4	1.2	2.0	3.0	75%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	4	2	3	0.3	0.0	30.0	100%	0	1	0
Down Tree Removal from Right of Way (Field Operations)	4	4	4	0.0	0.0	3.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	4	2	3	0.5	0.0	10.0	100%	0	1	0
Land Development (Community and Regulatory Affairs)	3	0	0	0.0	0.0	3.0	0	0	3	3
Other	3	0	2	0.0	5.1	3.0	50%	1	1	1
Other	3	0	2	0.0	18.7	0.0	0	0	1	0
Trespassing	3	0	3	0.0	1.3	1.0	0	3	0	0

Totals	1,145	697	1,011	1.9	7.4	-	84%	108	134	46
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Sign - Preventative Maintenance (Traffic Services)	3	3	3	1.8	2.2	30.0	100%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	3	2	3	1.1	5.6	10.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	3	2	2	0.6	1.0	120.0	100%	0	1	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	0	0.0	0.0	7.0	0	0	2	2
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	2	1	2	10.1	8.4	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
Remove Dead Animals in Roadway - Small (Field Operations)	2	2	2	1.0	2.4	3.0	50%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	2	1	2	0.0	18.9	3.0	50%	1	0	0
GIS (Geographic Information Systems)	1	0	1	0.0	0.0	2.0	100%	0	0	0

Totals	1,145	697	1,011	1.9	7.4	-	84%	108	134	46
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
General Inquiry	1	0	0	0.0	0.0	3.0	0	0	1	1
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
Down Tree Removal from Roadway (Field Operations)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	1	1	1	9.0	0.0	10.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	0	0.0	0.0	120.0	0	0	1	0
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.6	1.1	1.0	0	0	0	0
Traffic Operations - Other (Traffic Services)	1	1	1	0.0	0.1	30.0	100%	0	0	0
Totals	1,145	697	1,011	1.9	7.4	-	84%	108	134	46



PUBLIC WORKS REPORT

City of South Fulton Public Works Department



**Before and After
LED Light Replacement
Flat Shoals Rd & Red Oak Rd**

For the Month of May 2021

Jacobs

Challenging today.
Reinventing tomorrow.



Month in Review: May 2021

City of South Fulton Public Works

Jacobs
Challenging today.
Reinventing tomorrow.

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

Call Center and SeeClickFix

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

Highlights of Call Center & See Click Fix: May 2021	
Metric Description	Number or Percent
Total Work Orders	1,859
Total SeeClickFix Requests for Public Works	563
Total Work Orders Completed that met Service Level Agreement	212
Total Work Orders Completed that met Service Level Agreement as Percentage	96%
Total Work Order/Requests Open or In-Progress	177
Total Work Requests did not meet Service Level Agreement	5
Total Work Requests without Service Level Agreement or not due in current month	172
Total SeeClickFix Request Closed/Archived	217

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.

Scheduled and Unscheduled (Severe Storm Recovery) Activity

On the morning of May 5, 2021, a tornado passed through multiple states, including Georgia, and specifically the City OF South Fulton. This storm, and the accompanying wind and rain, negatively impacted private residences, commercial establishments, roadways. Public Works immediately and successfully deployed throughout the City to repair, clean, and reopen roadways, that had been made impassable as more than 200 trees were felled by the tornado and blocked roadways.

In addition to the tree removals resulting from the storm, four (4) trees were removed due to either hinderance of sight distance, or because the tree was dead.



Public Works Crews Removing trees from Short Road.

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 cleans and maintains 30 locations within the City of South Fulton. This month the 30 locations were each serviced four times totaling 120 service events.

Traffic Systems and Studies

The integration of local roadways, intrastate and interstate highways, can be confusing and dangerous without proper, adequate, and non-intrusive information. The City of South Fulton provides this information through a combination of informational right of way signs, roadway markings (large fluorescent markings and verbiage applied directly to the roadway), as well as suspended and post mounted traffic signals. This non-intrusive approach provides easy, non-distracting, information for drivers and pedestrians, which makes roadways less confusing and imminently safer for drivers and pedestrians.



Increases in population, visitors, and travel, drives the continual review of the traffic information for adequacy. The results of this review, damage to signage, and signal failures, in turn drive work orders for the department. This month Public Works completed 159 related work orders, as well as two intersections assessments to determine if traffic signals are warranted, one intersection assessment to determine if all-way stop signage is appropriate to mitigate limited sight distance, and crash data review for one intersection.

Traffic assessments were completed at the intersections of Kimberly and Cascade and Enon and Cascade. A limited sight assessment was completed at the intersection of Boat Rock and Bruce Place to determine if the intersection would benefit from designation as an all-way stop intersection. Also, a crash data study was performed for the intersection of Wilson Mill and Cascade to determine a traffic signal is required for the intersection.

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. In response to customer requests, Public Works inspected fourteen (14) storm water systems, most of which required no immediate action. Five (5) requests were for review of systems (or ditches) for which Public Works lacks authorization to address because they were either outside of the service territory or on private property. Five (5) were assessed and no problems were found (this typically because citizens mistakenly attribute all standing water to stormwater system failure). Three (3) repairs were made (unclogging of catch basins or drains. One (1) was scheduled for repair during the month of June.

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. There were (0) inquiries were addressed related to residential collections.

Field Services

Each month the Public Works Department monitors, and maintains for cleanliness, 204 miles of public roadway as scheduled preventative maintenance.

Illegal Dumping

Illegal Dumping is defined by the City of South Fulton as, "illegally dumping of waste instead of using an authorized use of collection." During the month of May, twenty-one (21) illegal dumping sites cleaned. This service is often done in collaboration with other departments.



**Illegal Dumping
Mougins Way
May, 2021**

Litter Removal & Mowing

Additional cleanups are done as they are identified or requested in addition to the scheduled work. During May the department responded to 149 additional customer requests for litter removal.

Dead Animal Removal

As a service, dead animals are removed from the right of away and roadway each month. During the month of May, Public Works removed thirteen (13) dead animals in the roadway or on the right-of-way.

Gravel/Dirt Road Maintenance

The Public Works Department maintains roughly thirty (30) miles of unpaved roadway within the City of South Fulton, comprised of fifty-three (53) dirt and gravel roads.

Gravel Road Maintenance Schedule May 2021			
District	Location	Miles	Last Treatment
3	Valley Lake Rd	.48	5-3-21
3	Bon Echo Drive	.23	5-6-21
4	South Wexford	.63	5-3-21

Pothole 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. There were potholes completed at 37 different locations in May.

Sidewalk Repairs

Public Works performs concrete maintenance on City sidewalks, curbs and gutters ensuring they are properly maintained.

This month there were three (3) repairs required for as part of the maintenance process and citizen safety. The location of the three repairs are 7362 Gossamer Street, 4622 Irish Red Court and 6642 Beaver Creek Trail.

Street Sweeping

Thirty miles of street sweeping services were completed during the month of May.

Sinkhole Repairs

Sinkholes in this region of the State of Georgia will always be as a reaction to an overt act (e.g. underground waterpipe leak, or a void created by the removal of groundwater, which causes a shift of the layers (sinking to fill the void) of lime rock, clay, and or shale. This month two sinkholes were assessed and repaired.

Brush Cutting

During the month of May, brush cutting was completed on Thaxton, Bethesda and Jerome Roads.



**Repairs to Sinkhole
at Flyaway Road
May, 2021**



CITY MANAGER MONTHLY

April 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 April, it is important to highlight current activities related to Grants, T-SPLOST II and the City's Zoning Ordinance. The City of South Fulton was awarded a Livable Center's Initiative (LCI) Grant in the amount of \$120,000 for the Old National Highway LCI Study Update that will explore new transportation options and develop an economic development strategy for the corridor that includes creative placemaking.

The Public Works Department is scheduling Virtual Public Meetings (VPM) for each Council District starting in May to share with the community a list of needed transportation projects related to the upcoming T-SPLOST II. The goal of the project assessment phase is to ensure that staff captures any transportation related projects specific to the needs of each Council District.

Additionally, staff remains committed to working with City Council and residents to update the City's Zoning Ordinance. This document is important to the vision of our city and we want to ensure that all constituents are given an opportunity to provide input. As such, staff is putting together a timeline to include public meetings and public hearings.

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

Regards,

Tammi Saddler Jones
City Manager



1. IMPROVE PARKS AND RECREATION

Department Highlights/Accomplishments

- LED Lighting:**

Site	Vendor	Status
Cedar Grove Park	GreyStone Power	Completed – 3/20/2019
Clifftondale Recreation Center & Park	GreyStone Power	Completed – 4/11/2019
Burdett Recreation Center & Park	Georgia Power	Completed – 9/30/2019
Burdett Tennis Center	Georgia Power	Completed – 11/5/2019
Canine Crossing	Georgia Power	Completed – 8/13/2019
Cascade Liberty Pocket Park	Georgia Power	Completed – 3/29/2020
Creel Park & Community Building	Georgia Power	Completed – 7/23/2019
Delano Park	Georgia Power	Completed – 7/17/2019
Old National Park	Georgia Power	Completed – 8/27/2019
Sandtown Recreation Center	Georgia Power	Completed – 9/15/2019
Sandtown Recreation Park	Georgia Power	Completed – 1/21/2020
South Fulton Tennis Center	Georgia Power	Completed – 8/21/2020
Trammell Crow Park	Georgia Power	Completed – 7/23/2019
Welcome All Park Recreation Center	Georgia Power	Completed – 12/20/2019
Wilkerson Mill Farris Park	Georgia Power	Under Construction (ROW Access)

- Program Participation:**

Program	April 2021	YTD
Art Adventure	0	30
Digital Photography	2	10
Group Guitar	2	19
Jazz Dancing	5	19
Modern Dance	2	13
Skills & Drills Basketball Clinic	50	92
Summer Camp (Registration)	369	369
Teen Acting	8	16
Virtual Cooking Classes	0	25
Virtual Fitness Classes	0	20
Virtual Inner Healing Stretch	0	10
Virtual Total Body Fitness	0	35
Youth Baseball	74	74
Youth Football Clinic	30	30
Youth Track & Field	60	60
Total	602	822

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



- **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

Events/Activities	Description	Event Date(s)
Easter Egg Hunt	Social distanced event for ages 3 – 10	Saturday, April 3, 2021 10AM – 2PM Wilkerson Mill-Farris Park
COSF Track & Field Championships	City championships for youth track and field	Tuesday, April 13, 2021 5PM -8:30PM Banneker High School
PRCA Goes Mobile	Movie Night – Youth Movie Social distanced	Friday, April 16, 2021 7:30PM–9:30PM Sandtown Park
Art Exhibit -Return of the Ghetto Child	Witness the profound narrative of overcoming adversity in an unwelcoming environment. This exhibition features the work of Artist/Curator/Educator Brian Hebert.	Friday, April 16, 2021 Southwest Arts Center
Yoga in the Park	Get Fit w/ PRCA – Free Yoga Class 50 ppl – social distanced	Saturday, April 17, 2021 10AM – 11:30AM Creel Park
Doggie Day Out	Enjoy a day with our PRCA staff and the Atlanta Humane Society providing resources for our dog owners	Tuesday, April 20, 2021 6PM – 7:30PM Welcome All Park
Garden in the Park	Free gardening class for all ages	Wednesday, April 21, 2021 6PM -7:30PM Cliftondale Park
Fitness at the Park	Get Fit w/ PRCA – Free Zumba Class 50 ppl – social distanced	Saturday, April 24, 2021 10AM -11:30AM Southwest Arts Center
16 th Annual Kevin Cole High School Art Competition & Exhibit	A juried art competition and exhibition featuring student artists from South Fulton High Schools	Sunday, April 25, 2021 Lived Streamed
American Me: A Virtual Exhibition	American Me, the exhibition by Philadelphia native, Ghost, is his response to life in America.	Friday, April 30, 2021 Lived Streamed In-person viewing by appointment only.

**Programs, Events & Activities listed will cover events during the reporting month.*



Project Status

Project	Status	Task Remaining
City-wide Concessions	On Hold	
USTA	On Hold	Funding delayed until 2022
Juneteenth Celebration	In Progress	Planning in Progress: Event dates June 15 – 19, 2021
South Fulton Graduation Weekend	In Progress	Planning in Progress: Event dates April 21 – 23, 2021
LED Lighting Upgrades	In Progress	Exterior lighting upgrades have been completed at 15 parks with one (1) park currently under construction
Tennis Court Resurfacing	In Progress	Construction is ongoing and previous tennis courts have been demolished. Anticipated completion in June 2021.
Parks Master Plan	In Progress	Visioning Plan process. Next steps: Meeting with executive leadership
Outdoor Fitness Equipment	In Progress	Equipment installation in progress
Replace Playground Surface	Complete	



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

Code Enforcement and Code Board

SeeClickFix Violations

	April 2021	YTD
Open	64	263
Closed	80	685
Total	148	852

Violations Reported in Edmunds

	April 2021	YTD
Open	188	781
Closed	40	162
Total	228	953

Code Enforcement Board

	April 2021	YTD
Code Board Cases	77	336
Municipal Court	21	68
Total	98	404

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



Fire Department

CRR - South Fulton Fire Rescue Monthly Report – April 2021		
Fire Rescue Activities	Current Month	YTD
COLUMN #1:		
Emergency Call Volume		
Fire	46	248
Overpressure Rupture, Explosion, Overheat	1	13
EMS/Rescue	776	4,984
Hazardous Condition	33	187
Service Calls	158	907
Good Intent Calls	371	2,152
False Alarms & False Calls	61	459
Severe Weather/Natural Disaster	17	19
Special Incident Types	0	4
Non-Specific	0	0
Total	1,463	8,973
Average Response Time	9:45	8:36
COLUMN #2		
Community Risk Reduction (CRR) Activities		
Company Level Inspections	0	0
CRR Final and Existing Business Inspection Requests	106	467
Company Level Inspections - Vacant Buildings	0	0
COLUMN #3		
Fire Safety Education		
Number of Classes	0	0
Number of Students	0	0
Number of Special Events	0	0
Number of Persons Contacted	0	0
Number of Apparatus Requests	0	0



COLUMN #4		
Homes Visited	0	0
Smoke Detectors Installed (via fire station requests)	4	18
COLUMN #5		
Fee Schedule Collection		
Fire Safety Inspections	\$ 2,950.00	\$ 10,075.00
Personal Care Homes/ Day Care Inspections	\$ 75.00	\$ 1,425.00
Fire Alarm Reviews	\$ 50.00	\$ 150.00
Fire Sprinkler Review	\$ 100.00	\$ 1,981.50
Blasting Permits	\$ 300.00	\$ 1,600.00
Open Records Request	\$ 15.00	\$ 75.00
Special Events	\$ -	\$ -
Combustible Permits	\$ -	\$ -
Fireworks Permits	\$ -	\$ -
Business Inspections	\$ -	\$ -
Burn Permits	\$ -	\$ 2,777.35
Tent Permit	\$ -	\$ -
Fire Extinguisher Training	\$ -	\$ -
2021 Year-To Date Total	\$ 3,490.00	\$ 18,083.85

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

Department Updates

- South Fulton Fire Rescue completed promotions for the Fire Sergeant positions which directly impact the safety, operation, and performances of the department.
- South Fulton Fire Rescue Department completed 1,034 hours of training during April 2021.
- South Fulton Fire Rescue Department had an average response time of 9:45 for the month of April 2021.



Police Department

Crime By Month	28 DAY COMPSTAT							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Murder	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0
Robbery	1	0	0	0	0	1	0	2
Aggravated Assault	4	4	6	3	2	4	4	27
Burglary	0	0	0	1	4	0	1	6
Larceny / From Auto	0	4	3	4	2	3	2	18
Larceny / Other	14	16	14	14	10	8	12	88
Auto Theft	2	4	5	4	3	5	0	23
TOTALS	21	28	28	26	21	21	19	164

Department Updates

- The South Fulton Police Department currently has five (5) Police Officers in the Field Training Program and three (3) Police Officers that have completed the Field Training Program.
- The South Fulton Police Department Field Operations Division responded to 7,029 Calls for Service during the month of April 2021 and had an average response time of 11:40.
- The South Fulton Police Department's advertisement campaign for recruitment began utilizing a variety of communication channels (billboards, flyers, radio, etc.).
- The South Fulton Police Department's Community Policing Unit participated in a Food Giveaway at Heritage Park, welcomed Senator Donzella James home, and partnered with Area In Me Missionary House, Inc. to donate toys and cookies for their upcoming event.



3. ECONOMIC DEVELOPMENT



AT WORK

Economic Development Project List

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

Project	Description	Status	Action	District
Motherland Project	Proposal for an African Cultural Museum	Lead	Developer is in due diligence phase and currently looking for a location	City
Sandtown Crossing	Possible townhome development around passive park adjacent to Publix	Lead	Developer is in due diligence phase	1
Mixed Use Development	Campbellton Road and Riverside Drive	Prospect	Currently working on zoning	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. Townhomes, multi-family, retail	Prospect	Developer is currently working to develop concept and plans to submit	3
Red Oak Historic District	Owner of shopping plaza working to move forward with redevelopment of plaza	Prospect	Property owner is in due diligence phase	3
Vista Camp Creek	Workforce housing project	Prospect	Renovation has started and residents have begun to move in	3



Halperns Steak & Seafood	Expansion project	Prospect	Secured bond funding but no construction date set. * Project placed on hold due to COVID-19	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	COSF and Chattahoochee Hills working the PONDS on a development plan for historic town center	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	Developer is in due diligence phase. Currently looking for a location	7

CollabSouth: Work continues to finalize terms of the Old National lease agreement. Due to delays, construction of center scheduled to be completed in Q1 2021.



Business License

- **April 2021 Business Licenses Processed**
 - 47 New Business Licenses
 - 258 Renewed Business Licenses
- **Total Business Licenses Processed**
 - 287 (YTD – New Businesses)
 - 305 (April 2021)

Permits and Buildings

Permit Type	April 2021	YTD
Residential	116	369
Commercial	9	20
Industrial	4	4
Trades (Mechanical, Electrical, Plumbing)	97	297
Land Disturbance Permits	0	4
Signs	6	16
Fence	9	57
Total	241	767



Online GIS Application Views

- Public Facing
 - Address Points – 107,012
 - City Limit – 4,596
 - City County Districts – 3,065
 - COSF Hard to Count Areas – 4
 - COSF Undeveloped Properties – 4
 - Current Zoning – 72,683
 - My Elected Representative – 21
 - Property Information Viewer – 1,060
 - Public Works Information Viewer – 84
 - Tax Parcel – 6,798
 - Zoning and Land Use Viewer – 651

Project Status

Project	Status
Cry Wolf – Police	Completed
QLess – Police (appointment solution upgrade)	Complete
ImageTrend – Fire Department Records Management Solution (June 2021)	In Progress
Cyber Security Assessment (June 2021)	In Progress
Card Access Upgrade (City Hall in preparation for a citywide solution)	In Progress
CDRA/BL Sages Networks (April 2021)	In Progress
GIS Strategic Plan (May 2021)	In Progress
Cartegraph – Public Works	In Progress
RMS – Legal	In Progress
Fulton County Firewall Upgrade	Pending
Infrastructure 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 124 zoning applications, 194 zoning certifications and 148 open records reports as of April 30, 2021.

Zoning Cases

There were 17 zoning applications received during the filing deadline period for April 2021.

- 8 Rezoning
- 1 Use Permit
- 2 Modifications
- 1 Variance
- 4 Concurrent Variances
- 2 Administrative Permits



5. CREATE AND IMPLEMENT BRANDING AND MESSAGING

I. City Newsletters:

The Communications Department publishes two newsletters: The South Fulton Voice, a bi-weekly newsletter for citizens and a monthly internal newsletter for employees called Inside South Fulton.

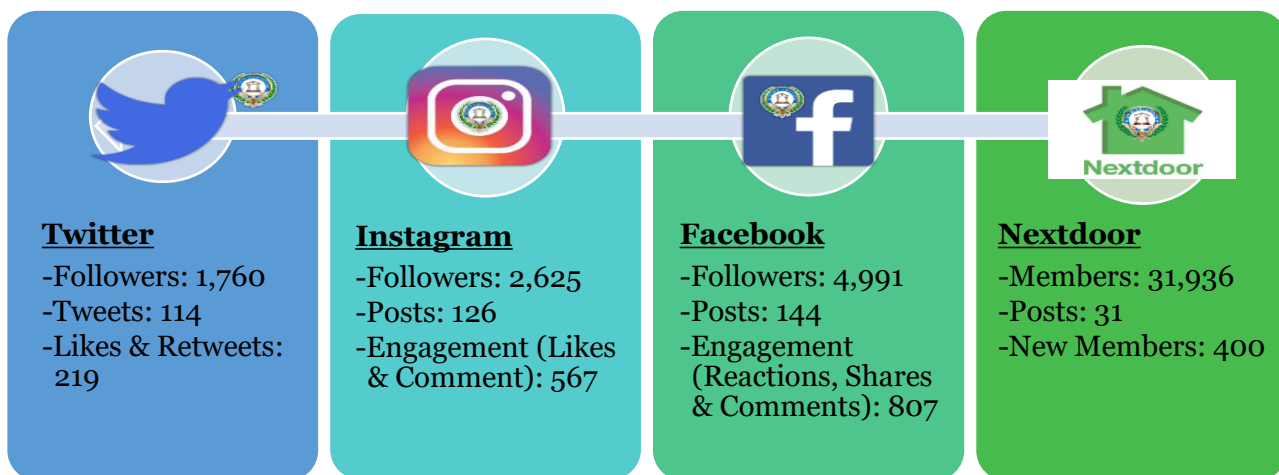
Editions Released in April:

April 16, 2021 – <https://conta.cc/2QoyYqe>

April 29, 2021 – <https://conta.cc/3voVgNW>

Inside South Fulton (April 7, 2021) - <https://conta.cc/2S2EgZb>

COSF Social Media Analytics



II. City Website

April 2021

- Visits: 39,120
- Page Visits: 72,074

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



CALENDAR OF EVENTS

April 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 South Fulton Development Authority Special Called Meeting, 3:30p.m.	2 South Fulton Beautification Lunch & Learn Series, Virtual 12:30 p.m.	3
4	5	6 Parks Advisory Board Virtual Meeting, 1-3 p.m.	7	8 Public Arts Commission Virtual Meeting, 1-3 p.m.	9 South Fulton Beautification Lunch & Learn Series, Virtual 12:30 p.m.	10 Spring Cleanup w/ Public Works 8a.m. – 2p.m.
11 Community Zoning Information Meeting (cancelled) 6-8 p.m.	12	13	14 COVID-19 Vaccinations 10-4p.m. City Council Special Called Meeting, Virtual at 3p.m. City Council Work Session, Virtual at 4p.m. Zoning Public Hearing, 6p.m.	15	16 South Fulton Beautification Lunch & Learn Series, Virtual 12:30 p.m.	17
18 South Fulton Convention & Visitors Bureau Meeting 1-2p.m.	19 Historic and Cultural Landmarks Commission Meeting, 1p.m. Planning Commission Meeting, 6p.m.	20	21	22	23 Drive-up and Drop-Off Earth Day Service Event, 10a.m. – 1p.m. South Fulton Beautification Earth Day Cleanup -Derrick and Butner Roads 10-12p.m.	24
25	26	27	28	29	30	

	South Fulton Development Authority Meeting, Virtual at 6p.m. Operational and Safety Improvement (OSI)Info Meeting 6:30p.m. to 8p.m.	City Council Regular Meeting, Virtual at 4p.m. Operational and Safety Improvement (OSI)Info Meeting 6:30p.m. to 8p.m.		Operational and Safety Improvement (OSI)Info Meeting 6:30p.m. to 8p.m.		



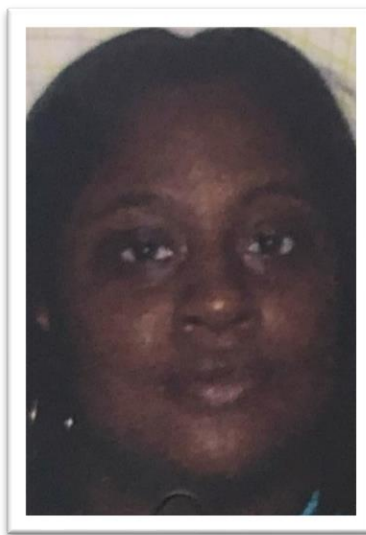
COSF NEW HIRES

Employee Name	Hire Date	Job Title	Department
Aurelia Gray	4/12/2021	Administrative Specialist	Police
Aushia Brewer	4/12/2021	Administrative Specialist	Police
Jerrold Wilkerson	4/12/2021	Police Office II	Police
Andrea Lopez-Guerrero	4/12/2021	Police Recruit	Police
Demandez Rainey	4/12/2021	Grounds Maintenance Worker	Parks and Rec
Darius Hammock	4/12/2021	Grounds Maintenance Worker	Parks and Rec
Tanesha Graham	4/12/2021	Director of Human Resources	Human Resources
Samuel James	4/14/2021	Paralegal	Legal
James Gordon	4/26/2021	Civil Engineer	Community Development & Regulatory Affairs

**Not Pictured*



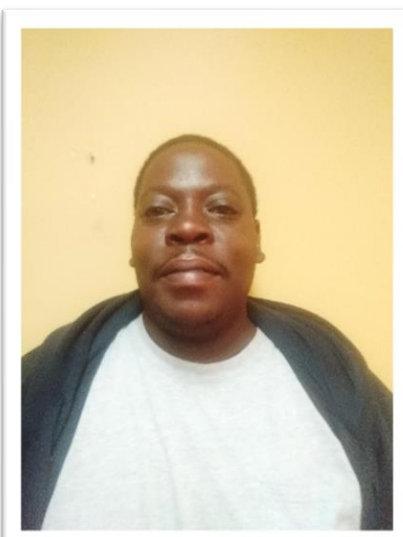
Aurelia Gray



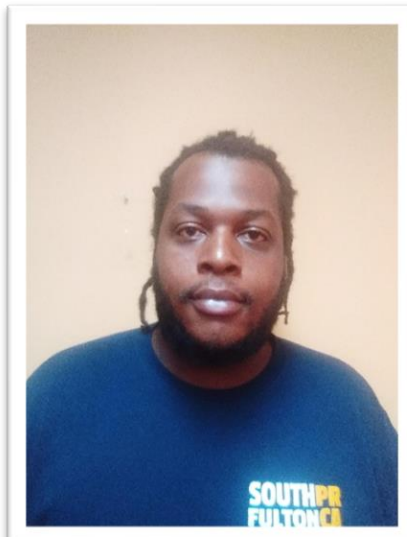
Aushia Brewer



Jerrold Wilkerson & Andrea Lopez-Guerrero



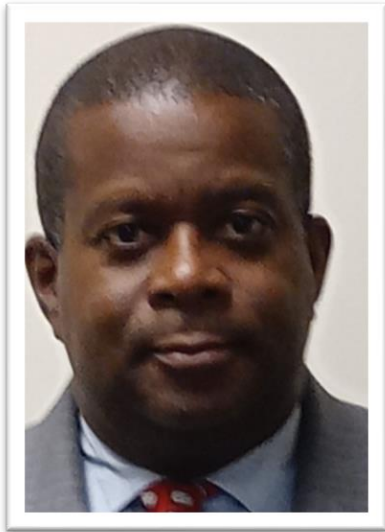
Demandez Rainey



Darius Hammock



Tanesha "Niki" Graham



Samuel James



James Gordon



COUNCIL SUMMARY REQUEST

COUNCIL REQUEST APRIL 2021

	Total Requests	Requests Completed	Completion Percentage
COUNCIL REQUESTS			
City Manager	2	2	100%
City Clerk	1	1	100%
Communications	1	1	100%
Community Development & Regulatory Affairs	13	11	84.6%
Destination South Fulton	2	2	100%
Facilities	--	--	--
Finance	2	2	100%
Fire	--	--	--
Human Resources	--	--	--
Information Technology	--	--	--
Legal	2	2	100%
Municipal Courts	--	--	--
Parks, Recreation & Cultural Affairs	1	1	100%
Police	4	4	100%
Programs & Performance	--	--	--
Public Works	16	13	81.3%
Total	44	39	88.6%
YTD Total	484	433	89.5%

5 In-Progress/Pending Council Requests:

- **Community Development & Regulatory Affairs – 2**
- **Public Works – 3**

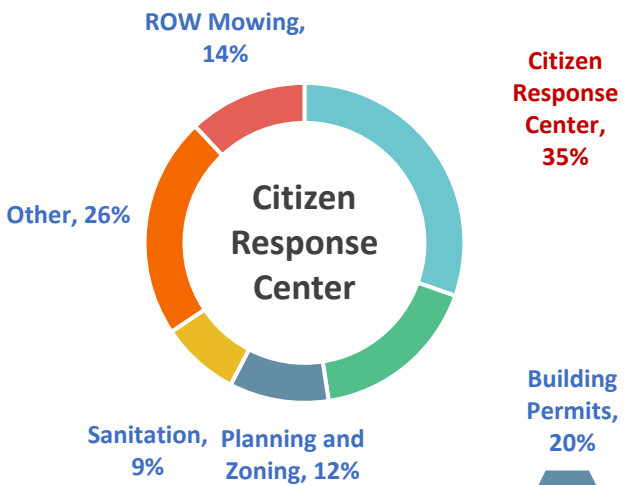
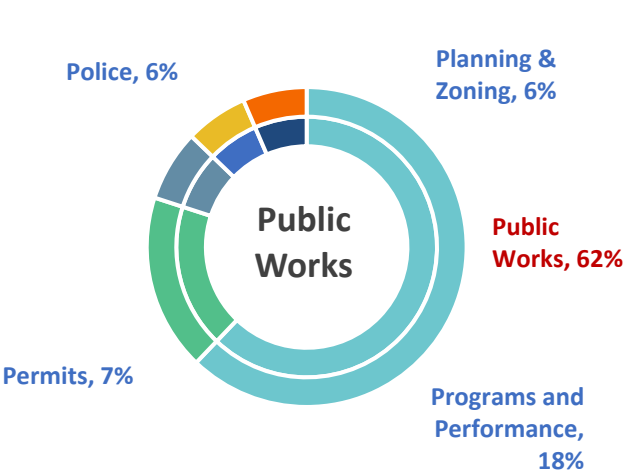
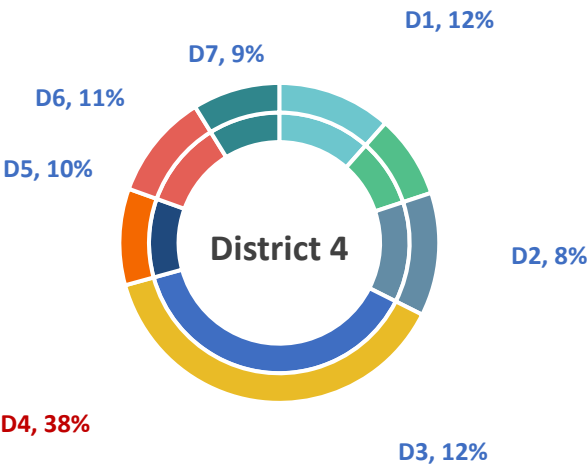
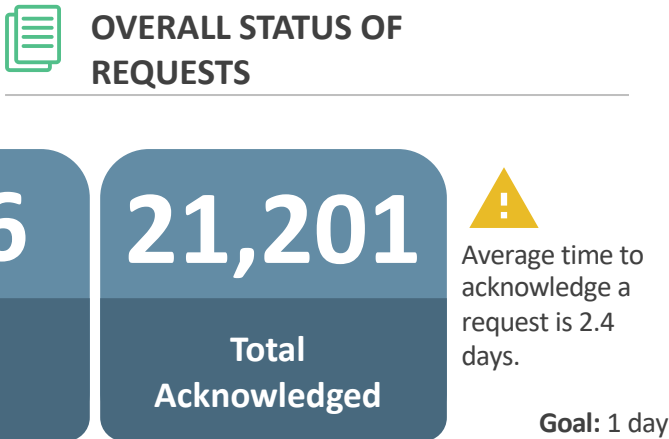
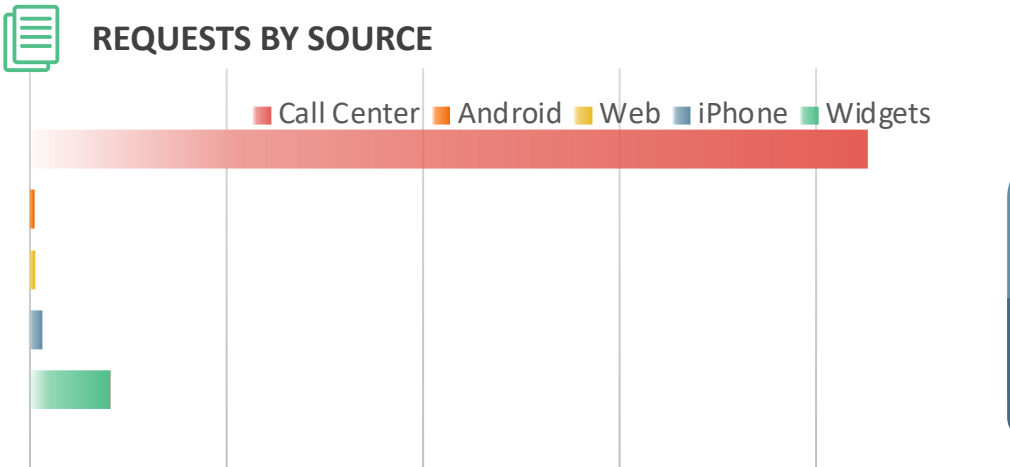
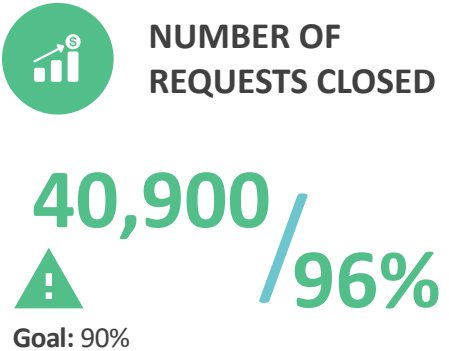
Please note: *Outstanding Requests are in progress and/or await response from requestor(s)/department staff for follow up and completion of deliverables.*



COSF

311 DASHBOARD

Summary Dashboard | Citywide CRC (to date)



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



NUMBER OF REQUESTS OPEN

2,715



NUMBER OF REQUESTS CLOSED

2,376 / 88%

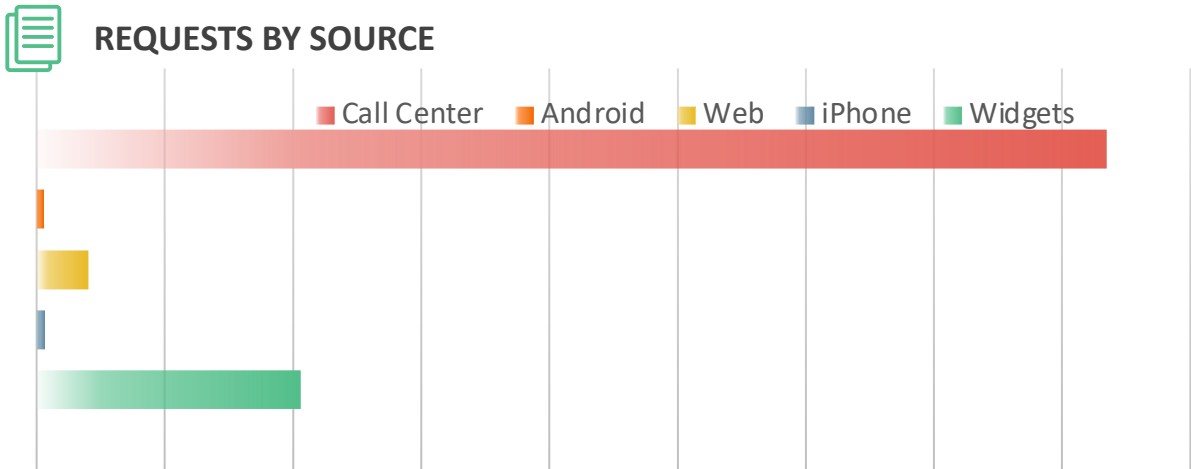
Goal: 90%



AVERAGE TIME TO CLOSE

6.9 days

Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

339

Total Open Status

1,008

Total Acknowledged

⚠️

Average time to acknowledge a request is 0.6 day.

Goal: 1 day



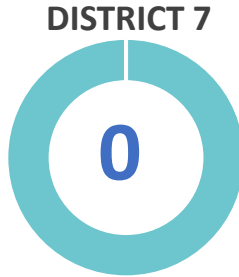
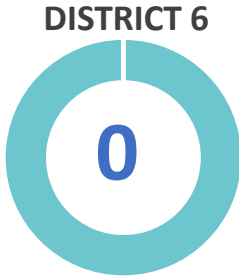
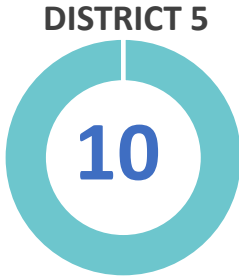
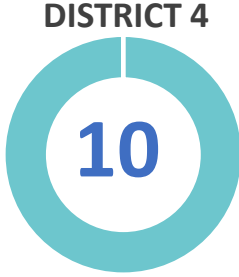
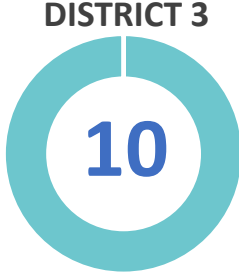
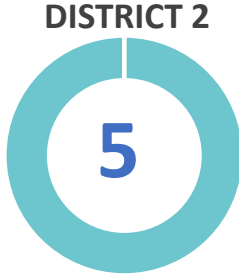
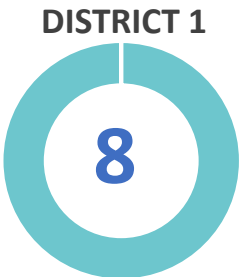
Dashboard | Airport Noise Complaints *(to date)*



TOTAL NUMBER OF
REQUESTS

43

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



Dashboard | Citizen Response Center *(April 1 – April 30, 2021)*



NUMBER OF
CALLS

2,987



AVERAGE SPEED OF
ANSWER

1m 41ss



Goal: 0:30



AVERAGE TALK
TIME

4m 28ss



Goal: 3:00



ABANDONED
CALL %

10%



Goal: 5%

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21					Rolling 12-Month (April 2021 thru March 2021)
Inbound Call Volume	2184	1525	1404	1396	1274	1,941	2,987					22,684
Average Calls/Day	70.5	50.8	46.8	46.5	45.5	69.3	106.7					63.9
Average Speed of Answer (KPI 0:30)	2:38	2:08	1:43	1:25	1:43	1:23	1:43					1:41
Average Talk Time (KPI 3:00)	00:04:46	00:04:57	00:04:50	00:04:36	00:05:01	00:04:53	00:04:28					00:03:54
Abandon Calls	384	229	164	137	156	166	299					2,787
Abandon % (KPI 5%)	18%	15%	12%	10%	12%	9%	10%					11.6%
Total Requests in SCF	1176	901	894	1281	840	1,433	2,017					14,688
Total Non-Requests	418	259	154	285	181	306	236					4,576

COSF CRC Report

District 1

October 1, 2020 - April 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 4/30/2021

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	143	129	136	1.2	11.4	21.0	81%	27	7	7
Remove / Pick-Up Litter (Field Operations)	113	95	113	0.6	2.3	10.0	95%	3	0	0
Building Permits	105	3	82	15.2	10.6	2.0	52%	36	23	23
Other	93	83	79	4.3	18.0	0.0	0	5	14	0
Clean Up Day	82	61	79	0.9	10.3	0.0	0	2	3	0
Reception Call	70	4	64	4.1	2.9	1.0	63%	24	6	6
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	44	22	44	0.0	0.3	10.0	100%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	42	3	38	4.8	2.8	0.0	0	0	4	0
Sign - Other Sign Down/Missing (Traffic Services)	33	32	33	0.0	0.9	10.0	97%	0	0	0
Yard Issue	29	23	28	0.5	7.6	21.0	100%	0	1	1
Illegal Dumping in Right-of-Way (Field Operations)	24	23	23	0.3	0.8	3.0	100%	0	1	0
Construction	23	23	10	2.3	37.2	0.0	0	0	13	0
Additional Patrol Request	22	1	22	1.7	2.3	1.0	27%	14	0	0
Totals	1,236	780	1,123	1.5	7.6	-	83%	143	113	58

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Roadside Maintenance (Field Operations)	21	21	21	1.3	5.4	10.0	100%	0	0	0
Blighted / Vacant Property	20	16	20	1.0	8.2	21.0	95%	1	0	0
Abandoned / Inoperative / Junk Vehicle	20	19	19	0.7	13.8	21.0	74%	5	1	1
Down Tree Removal from Right of Way (Field Operations)	19	16	19	4.6	3.1	3.0	89%	0	0	0
Other	18	0	18	0.0	1.4	0.0	0	0	0	0
Illegal Dumping on Private Property	16	15	16	0.6	10.2	21.0	88%	2	0	0
Sanitation (Public Works - Field Operations)	15	1	15	4.9	0.4	0.0	0	0	0	0
Event Food Giveaway	13	0	5	0.0	5.7	0.0	0	4	8	0
Other Regulatory Agencies	13	9	13	1.6	8.2	0.0	0	1	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	13	13	13	0.0	0.0	1.0	100%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	12	12	12	0.4	1.4	3.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	12	12	11	0.0	26.4	120.0	100%	0	1	0
Signal - Other (Traffic Services)	12	12	12	0.0	0.2	10.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	11	11	11	0.6	3.6	10.0	100%	0	0	0

Totals	1,236	780	1,123	1.5	7.6	-	83%	143	113	58
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Right-of-Way (Field Operations)	11	8	11	0.8	1.1	3.0	91%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	11	7	11	8.7	9.8	3.0	55%	3	0	0
Signal - Preventative Maintenance (Traffic Services)	10	10	10	0.0	10.9	90.0	100%	0	0	0
Commercial Vehicles in Residential Zones	9	8	9	0.8	10.4	21.0	89%	1	0	0
Signal - In Flash or Dark (Traffic Issues)	9	9	9	0.0	0.2	1.0	100%	0	0	0
Roadway Maintenance (Field Operations)	8	7	8	1.3	3.2	10.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	7	7	7	1.8	9.2	30.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	7	4	7	0.3	1.0	3.0	86%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	7	6	7	6.5	6.6	10.0	86%	0	0	0
Illegal Dumping In Roadway (Field Operations)	7	7	7	0.1	0.1	1.0	100%	0	0	0
Permit / Licensing Issue	6	2	6	0.7	7.3	21.0	100%	1	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	6	6	6	2.9	3.5	3.0	83%	1	0	0

Totals	1,236	780	1,123	1.5	7.6	-	83%	143	113	58
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Calming Requests (Traffic Services)	6	5	1	3.6	151.6	120.0	0	1	5	0
Other	5	2	5	0.1	15.5	3.0	60%	1	0	0
Business Licenses (Finance & Administrative Services)	4	0	2	0.0	1.1	2.0	50%	1	2	2
City Clerk	4	0	3	0.0	20.3	5.0	0	3	1	1
GIS (Geographic Information Systems)	4	0	4	0.0	7.7	2.0	75%	1	0	0
Land Development (Community and Regulatory Affairs)	4	0	1	0.0	0.0	3.0	100%	0	3	3
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	4	4	4	1.7	18.3	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	4	3	4	0.3	0.3	1.0	100%	0	0	0
Capital Improvement Projects (CIP) - Public Works	3	3	1	17.4	0.0	0.0	0	0	2	0
Communications & External Affairs	3	1	3	0.9	24.1	2.0	0	3	0	0
Other	3	0	2	0.0	34.5	0.0	0	0	1	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	3	0	0	0.0	0.0	2.0	0	0	3	3
Dead Trees	3	0	0	0.0	0.0	7.0	0	0	3	3
Tree Fallen	3	0	1	0.0	3.4	7.0	100%	0	2	2

Totals	1,236	780	1,123	1.5	7.6	-	83%	143	113	58
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Clogged Inlet (Storm Water Issues - Field Operations)	3	2	3	0.4	1.2	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	3	3	2	0.4	16.6	120.0	100%	0	1	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	0	0.0	0.0	15.0	0	0	3	3
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
Live Wild Animals	2	0	1	0.0	0.0	1.0	100%	0	1	1
Municipal Court	2	0	2	0.0	81.6	0.0	0	0	0	0
General Inquiry	2	0	0	0.0	0.0	3.0	0	0	2	2
Business Inquiry	2	1	2	13.0	12.8	10.0	50%	1	0	0
Dead Animal Pickup on Private Property	2	2	2	0.7	0.7	7.0	100%	0	0	0
Bridge Maintenance	2	0	2	0.0	0.0	365.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	2	2	2	0.0	0.0	30.0	100%	0	0	0
Snow/Ice Removal (Inclement Weather - Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0

Totals	1,236	780	1,123	1.5	7.6	-	83%	143	113	58
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Operations - Other (Traffic Services)	2	2	2	0.1	0.3	30.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	2	2	2	0.0	0.0	10.0	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
Damaged Fire Hydrant	1	1	1	0.0	0.3	30.0	100%	0	0	0
Fire Alarm System Review (Businesses Only)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Community Policing Division	1	0	0	0.0	0.0	0.0	0	0	1	0
Outdoor Requests (Other)	1	0	1	0.0	36.1	3.0	0	1	0	0
Excessively Barking Dog – Late Night Nuisance	1	0	1	0.0	1.7	7.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	1	1	1	0.5	1.6	10.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	0.8	3.0	100%	0	0	0
Special Projects (Field Operations)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Totals	1,236	780	1,123	1.5	7.6	-	83%	143	113	58

COSF CRC Report

District 2

October 1, 2020 - April 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 4/30/2021

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	125	0	90	0.0	9.7	2.0	56%	39	35	35
Remove / Pick-Up Litter (Field Operations)	99	77	99	0.9	2.6	10.0	94%	0	0	0
Reception Call	75	5	72	2.7	3.8	1.0	44%	39	3	3
Property Maintenance	67	50	67	1.1	6.0	21.0	93%	5	0	0
Other	64	61	55	4.9	17.3	0.0	0	7	9	1
Clean Up Day	52	38	41	1.3	13.9	0.0	0	0	11	0
Planning & Zoning (Community & Regulatory Affairs)	48	4	45	8.4	5.0	0.0	0	0	3	0
Sign - Other Sign Down/Missing (Traffic Services)	44	43	44	0.0	0.7	10.0	100%	0	0	0
Illegal Dumping in Right- of-Way (Field Operations)	38	37	38	0.8	1.6	3.0	89%	0	0	0
Other	25	1	25	3.0	1.5	0.0	0	1	0	0
Construction	24	24	10	4.0	40.5	0.0	0	0	14	1
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	24	13	24	0.0	0.1	10.0	100%	0	0	0

Totals	1,097	602	983	1.6	6.7	-	83%	125	114	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Abandoned / Inoperative / Junk Vehicle	23	8	23	0.7	1.8	21.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	23	23	22	0.0	32.1	120.0	100%	0	1	0
Sanitation (Public Works - Field Operations)	22	4	20	0.4	1.1	0.0	0	0	2	0
Yard Issue	22	12	22	0.7	6.2	21.0	86%	4	0	0
Roadside Maintenance (Field Operations)	17	17	17	1.7	4.8	10.0	100%	0	0	0
Signal - Other (Traffic Services)	17	17	17	0.0	0.5	10.0	100%	0	0	0
Additional Patrol Request	16	0	16	0.0	2.4	1.0	31%	11	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	16	16	16	0.0	0.1	1.0	100%	0	0	0
Illegal Dumping on Private Property	15	7	15	0.7	4.2	21.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	14	14	14	0.3	0.5	3.0	93%	0	0	0
Other Regulatory Agencies	13	8	12	0.7	7.2	0.0	0	0	1	0
Permit / Licensing Issue	12	10	12	3.5	10.6	21.0	75%	3	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	12	12	11	5.5	10.6	30.0	100%	0	1	1
Blighted / Vacant Property	11	7	11	0.7	5.2	21.0	91%	1	0	0

Totals	1,097	602	983	1.6	6.7	-	83%	125	114	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Business Licenses (Finance & Administrative Services)	10	0	9	0.0	0.9	2.0	78%	1	1	1
Pothole (Asphalt Paved Maintenance - Field Operations)	10	10	10	0.3	0.8	3.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	8	2	5	0.8	53.3	120.0	80%	1	3	1
Tree Fallen	7	0	1	0.0	0.0	7.0	100%	0	6	6
Commercial Vehicles in Residential Zones	7	6	7	1.5	6.4	21.0	100%	0	0	0
Event Food Giveaway	6	0	3	0.0	4.1	0.0	0	1	3	0
Roadway Maintenance (Field Operations)	6	6	6	2.3	6.9	10.0	83%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	6	6	6	0.0	0.0	1.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	9.4	90.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	6	6	6	4.4	2.8	3.0	50%	1	0	0
Excessively Barking Dog – Late Night Nuisance	5	0	5	0.0	1.3	7.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	5	5	5	1.6	0.6	10.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	5	1	5	0.7	0.0	3.0	100%	0	0	0

Totals	1,097	602	983	1.6	6.7	-	83%	125	114	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	5	3	5	0.1	13.7	30.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	5	4	5	0.9	0.8	3.0	80%	1	0	0
Down Tree Removal from Roadway (Field Operations)	5	3	5	0.1	0.1	3.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	5	5	5	0.3	3.8	10.0	100%	0	0	0
Other	4	1	3	0.0	3.7	3.0	33%	2	1	1
Other	4	0	2	0.0	3.8	0.0	0	0	2	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	4	4	4	0.5	7.8	30.0	100%	0	0	0
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
Capital Improvement Projects (CIP) - Public Works	3	3	0	0.8	0.0	0.0	0	0	3	0
GIS (Geographic Information Systems)	3	0	2	0.0	5.4	2.0	50%	1	1	1
Land Development (Community and Regulatory Affairs)	3	0	2	0.0	3.0	3.0	50%	1	1	1
Live Domestic Animals	3	0	1	0.0	0.0	0.0	0	0	2	0

Totals	1,097	602	983	1.6	6.7	-	83%	125	114	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Dead Trees	3	0	1	0.0	2.0	7.0	100%	0	2	2
Illegal Dumping In Roadway (Field Operations)	3	3	3	0.5	0.7	1.0	100%	0	0	0
Live Wild Animals	2	0	1	0.0	0.0	1.0	100%	0	1	1
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	2	1	0	14.7	0.0	2.0	0	0	2	2
Manhole Covers (Roadside Maintenance - Field Operations)	2	1	2	1.6	2.0	3.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	2	2	2	0.0	0.1	3.0	50%	0	0	0
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
Streetlights (Outages, New Requests, Repairs, Maintenance)	2	0	0	0.0	0.0	15.0	0	0	2	2
Municipal Court	1	0	1	0.0	147.1	0.0	0	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

Totals	1,097	602	983	1.6	6.7	-	83%	125	114	62
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Fire Apparatus Request (for Community Events)	1	0	1	0.0	0.0	2.0	100%	0	0	0
Community Policing Division	1	0	1	0.0	102.3	0.0	0	0	0	0
Outdoor Requests (Other)	1	0	0	0.0	0.0	3.0	0	0	1	1
Recreation Programs	1	0	1	0.0	30.6	3.0	0	1	0	0
Dead Animal Pickup on Private Property	1	1	1	2.0	2.1	7.0	100%	0	0	0
Curb/Gutter Installation (Roadway Construction - Field Operations)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Damaged Guard Rail (Roadway Construction - Field Operations)	1	1	1	5.0	28.3	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	1	1	1	0.0	16.2	10.0	0	1	0	0
Sidewalk Cracking / Broken (Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	1	0.0	24.4	120.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Totals	1,097	602	983	1.6	6.7	-	83%	125	114	62

COSF CRC Report

District 3

October 1, 2020 - April 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 4/30/2021

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)	177	120	177	0.7	1.5	10.0	96%	2	0	0
Building Permits	119	0	95	0.0	8.6	2.0	61%	37	24	24
Property Maintenance	107	78	107	1.4	5.9	21.0	93%	8	0	0
Other	98	91	77	5.4	19.1	0.0	0	2	21	1
Reception Call	87	10	83	2.5	3.6	1.0	63%	31	4	4
Planning & Zoning (Community & Regulatory Affairs)	72	3	70	16.6	4.8	0.0	0	0	2	0
Illegal Dumping in Right-of-Way (Field Operations)	71	70	71	0.4	1.1	3.0	96%	0	0	0
Clean Up Day	70	54	55	0.9	15.5	0.0	0	0	15	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	49	22	49	0.1	0.2	10.0	100%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	38	36	38	0.1	0.6	10.0	100%	0	0	0
Roadside Maintenance (Field Operations)	32	32	31	1.0	4.3	10.0	97%	0	1	0
Yard Issue	31	26	31	2.2	6.1	21.0	100%	1	0	0

Totals	1,520	905	1,354	1.8	6.9	-	88%	129	166	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Construction	30	29	23	4.1	40.9	0.0	0	1	7	0
Event Food Giveaway	28	0	11	0.0	6.2	0.0	0	10	17	0
High Grass/Weeds in Right-of-Way (Field Operations)	27	23	27	0.0	0.7	10.0	96%	0	0	0
Sign - Long Term Repair (Traffic Services)	27	27	21	0.6	39.2	120.0	100%	0	6	1
Pothole (Asphalt Paved Maintenance - Field Operations)	25	21	25	0.5	1.5	3.0	92%	0	0	0
Illegal Dumping on Private Property	23	18	23	0.6	5.3	21.0	96%	1	0	0
Other	22	1	22	0.0	2.5	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	19	14	19	1.0	8.2	21.0	79%	4	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	17	17	16	5.6	14.5	30.0	94%	0	1	0
Other Regulatory Agencies	15	13	14	2.3	5.4	0.0	0	0	1	0
Remove Dead Animals in Right-of-Way (Field Operations)	15	14	15	0.6	1.2	3.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	15	15	15	0.0	0.0	30.0	100%	0	0	0
Sanitation (Public Works - Field Operations)	14	4	12	0.3	0.9	0.0	0	0	2	0
Permit / Licensing Issue	14	10	13	0.7	9.3	21.0	92%	2	1	1

Totals	1,520	905	1,354	1.8	6.9	-	88%	129	166	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Down Tree Removal from Roadway (Field Operations)	13	10	13	0.6	1.3	3.0	92%	0	0	0
Signal - Other (Traffic Services)	13	11	13	0.0	1.0	10.0	100%	0	0	0
Additional Patrol Request	12	0	12	0.0	4.1	1.0	17%	9	0	0
Blighted / Vacant Property	12	8	12	1.6	3.8	21.0	92%	1	0	0
Illegal Dumping In Roadway (Field Operations)	12	10	12	0.1	0.2	1.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	12	12	12	0.0	0.0	1.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	11	1	3	3.9	0.4	3.0	100%	0	8	8
Down Tree Removal from Right of Way (Field Operations)	11	11	11	0.0	0.8	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	11	11	11	1.1	4.2	10.0	100%	0	0	0
Business Licenses (Finance & Administrative Services)	10	0	8	0.0	0.5	2.0	88%	1	2	2
Traffic Calming Requests (Traffic Services)	10	6	2	2.6	162.6	120.0	50%	1	8	1
Tree Danger/Removal (Roadside Maintenance - Field Operations)	10	9	10	12.0	11.7	3.0	30%	4	0	0
Commercial Vehicles in Residential Zones	9	7	9	3.0	8.1	21.0	89%	1	0	0

Totals	1,520	905	1,354	1.8	6.9	-	88%	129	166	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Streetlights (Outages, New Requests, Repairs, Maintenance)	9	1	2	0.2	29.4	15.0	0	1	7	6
Capital Improvement Projects (CIP) - Public Works	8	8	0	4.2	0.0	0.0	0	0	8	1
Dead Animal Pickup on Private Property	8	4	8	2.7	13.9	7.0	75%	3	0	0
Live Domestic Animals	7	0	4	0.0	0.0	0.0	0	0	3	0
Other	7	3	6	3.8	6.2	3.0	33%	4	1	1
Tree Fallen	7	0	1	0.0	0.0	7.0	100%	0	6	6
Clogged Inlet (Storm Water Issues - Field Operations)	7	6	7	0.0	0.9	3.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	6	6	6	0.0	0.7	10.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	14.2	90.0	100%	0	0	0
Municipal Court	5	1	5	0.5	41.9	0.0	0	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	5	2	3	9.6	37.2	2.0	0	3	2	2
Dead Trees	5	0	1	0.0	0.0	7.0	100%	0	4	3
Signal - In Flash or Dark (Traffic Issues)	5	5	5	0.0	0.2	1.0	100%	0	0	0
General Inquiry	4	0	1	0.0	0.0	3.0	100%	0	3	3

Totals	1,520	905	1,354	1.8	6.9	-	88%	129	166	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Clogged Culvert (Drainage Maintenance - Field Operations)	4	2	4	19.8	14.1	10.0	75%	0	0	0
Outdoor Requests (Other)	3	1	0	37.7	0.0	3.0	0	0	3	3
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	1.8	7.0	100%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	3	3	1	11.2	26.1	30.0	100%	0	2	0
COVID-19 (Coronavirus) Inquiry	2	0	0	0.0	0.0	0.0	0	0	2	0
City Clerk	2	0	2	0.0	10.5	5.0	50%	1	0	0
Live Wild Animals	2	0	2	0.0	0.0	1.0	100%	0	0	0
Community Policing Division	2	0	0	0.0	0.0	0.0	0	0	2	0
Remove Dead Animals in Roadway - Large (Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0
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
Sink Holes (Drainage Maintenance - Field Operations)	2	2	2	0.3	3.2	10.0	100%	0	0	0
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

Totals	1,520	905	1,354	1.8	6.9	-	88%	129	166	69
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Communications & External Affairs	1	0	1	0.0	53.4	2.0	0	1	0	0
GIS (Geographic Information Systems)	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
Outdoor Equipment Requests	1	1	0	60.1	0.0	14.0	0	0	1	1
Illegal Signs	1	0	0	0.0	0.0	0.0	0	0	1	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	1	1	1	0.6	16.3	30.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	1	1	1	0.0	0.0	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
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
Totals	1,520	905	1,354	1.8	6.9	-	88%	129	166	69

COSF CRC Report

District 4

October 1, 2020 - April 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 4/30/2021

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
Reception Call	1,128	25	1,112	7.1	1.8	1.0	81%	203	16	16
Municipal Court	968	4	968	7.5	25.9	0.0	0	1	0	0
Building Permits	438	2	346	18.3	7.8	2.0	68%	107	92	92
Other	403	0	403	0.0	0.9	0.0	0	8	0	0
Planning & Zoning (Community & Regulatory Affairs)	232	6	222	21.4	3.2	0.0	0	0	10	0
Clean Up Day	149	41	145	3.6	3.0	0.0	0	1	4	0
Business Licenses (Finance & Administrative Services)	117	4	103	1.6	0.7	2.0	83%	18	14	14
Other	113	96	92	5.3	19.1	0.0	0	1	21	3
Sanitation (Public Works - Field Operations)	111	13	108	1.2	0.8	0.0	0	0	3	0
Remove / Pick-Up Litter (Field Operations)	106	74	106	0.5	1.8	10.0	96%	0	0	0
Live Domestic Animals	87	0	70	0.0	0.0	0.0	0	0	17	0
Event Food Giveaway	63	0	36	0.0	4.5	0.0	0	17	27	0
Property Maintenance	57	24	57	1.6	3.7	21.0	98%	4	0	0
Totals	4,904	793	4,594	2.3	8.4	-	82%	449	310	174

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping in Right-of-Way (Field Operations)	49	49	49	0.4	0.9	3.0	98%	1	0	0
Sign - Other Sign Down/Missing (Traffic Services)	49	47	49	0.0	0.7	10.0	98%	2	0	0
Other	44	1	40	0.8	6.1	3.0	73%	11	4	3
Additional Patrol Request	39	1	39	3.4	1.1	1.0	69%	12	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	39	34	38	0.5	1.6	3.0	95%	0	1	0
Abandoned / Inoperative / Junk Vehicle	36	23	36	2.0	7.1	21.0	83%	6	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	36	25	36	0.1	1.1	10.0	100%	0	0	0
Construction	30	30	14	2.2	37.8	0.0	0	0	16	0
Sign - Long Term Repair (Traffic Services)	28	28	26	1.3	29.7	120.0	96%	1	2	0
City Clerk	27	0	25	0.0	5.7	5.0	68%	8	2	2
GIS (Geographic Information Systems)	26	3	23	22.3	7.3	2.0	78%	5	3	2
Remove Dead Animals in Right-of-Way (Field Operations)	26	23	26	0.6	1.1	3.0	92%	1	0	0
Roadside Maintenance (Field Operations)	26	26	26	1.5	4.9	10.0	96%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	26	26	26	0.0	0.0	30.0	100%	0	0	0

Totals	4,904	793	4,594	2.3	8.4	-	82%	449	310	174
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Human Resources	22	0	20	0.0	0.0	2.0	100%	0	2	2
Live Wild Animals	22	0	18	0.0	0.0	1.0	100%	0	4	4
Commercial Vehicles in Residential Zones	21	9	21	2.2	6.9	21.0	90%	3	0	0
COVID-19 (Coronavirus) Inquiry	18	0	9	0.0	14.7	0.0	0	0	9	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	18	16	18	0.0	0.1	1.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	17	1	9	1.2	5.4	3.0	56%	2	8	8
Illegal Dumping on Private Property	17	6	17	4.3	4.4	21.0	100%	0	0	0
Permit / Licensing Issue	15	9	13	2.3	4.6	21.0	100%	2	2	2
Other Regulatory Agencies	15	10	15	3.9	9.3	0.0	0	1	0	0
Yard Issue	14	6	14	3.0	3.1	21.0	100%	2	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	14	10	14	0.2	2.3	10.0	100%	0	0	0
Community Policing Division	12	0	2	0.0	0.1	0.0	0	0	10	0
Dead Animal Pickup on Private Property	12	4	12	0.3	11.3	7.0	83%	2	0	0
Capital Improvement Projects (CIP) - Public Works	11	8	4	3.4	0.5	0.0	0	0	7	1

Totals	4,904	793	4,594	2.3	8.4	-	82%	449	310	174
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping In Roadway (Field Operations)	11	8	11	0.2	0.5	1.0	82%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	10	9	10	0.5	1.5	3.0	80%	1	0	0
Traffic Calming Requests (Traffic Services)	10	5	4	0.8	51.3	120.0	75%	1	6	3
Recreation Programs	9	2	9	4.8	29.0	3.0	0	8	0	0
Excessively Barking Dog – Late Night Nuisance	9	0	9	0.0	1.5	7.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	9	9	8	8.1	17.6	30.0	100%	0	1	0
Remove Dead Animals in Roadway - Large (Field Operations)	9	7	9	0.2	0.4	1.0	89%	0	0	0
Signal - Other (Traffic Services)	9	7	9	0.0	2.5	10.0	100%	0	0	0
Communications & External Affairs	8	0	5	0.0	41.6	2.0	0	5	3	3
Down Tree Removal from Roadway (Field Operations)	8	3	8	0.0	0.5	3.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	7	4	7	0.0	0.0	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	7	0	1	0.0	59.3	15.0	0	1	6	5

Totals	4,904	793	4,594	2.3	8.4	-	82%	449	310	174
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Tree Danger/Removal (Roadside Maintenance - Field Operations)	7	7	7	11.6	12.5	3.0	43%	2	0	0
Blighted / Vacant Property	6	2	6	0.6	2.9	21.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	6	5	6	0.5	1.0	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	6	6	6	1.0	4.1	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	6	5	6	0.2	0.2	1.0	100%	0	0	0
Other	5	2	4	0.1	36.8	0.0	0	0	1	0
Lobby - Parks & Rec. Facilities	5	0	4	0.0	0.0	3.0	100%	0	1	1
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	5	2	1	13.7	7.5	2.0	0	1	4	4
General Inquiry	4	0	0	0.0	0.0	3.0	0	0	4	4
Sink Holes (Drainage Maintenance - Field Operations)	4	3	3	3.0	8.7	10.0	100%	0	1	1
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
Outdoor Requests (Other)	3	1	3	23.0	38.9	3.0	0	2	0	0
Signal - Long Term Repair (Traffic Services)	3	3	2	0.0	54.8	120.0	100%	0	1	0

Totals	4,904	793	4,594	2.3	8.4	-	82%	449	310	174
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Preventative Maintenance (Traffic Services)	3	3	3	0.0	1.2	90.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	3	1	3	0.0	0.0	1.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	3	3	3	0.9	5.0	10.0	100%	0	0	0
Accounts Receivable (Finance & Administrative Services)	2	1	2	4.3	4.8	2.0	0	2	0	0
City Manager	2	0	2	0.0	0.7	2.0	100%	0	0	0
Contract and Purchasing Oversight (Finance & Administrative Services)	2	0	2	0.0	2.0	2.0	50%	1	0	0
Information Technology	2	1	2	1.8	2.9	2.0	50%	1	0	0
Trespassing	2	0	2	0.0	0.6	1.0	100%	0	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
Dead Trees	2	0	1	0.0	0.0	7.0	100%	0	1	1
Illegal Signs	2	0	0	0.0	0.0	0.0	0	0	2	0
Clogged Culvert (Drainage Maintenance - Field Operations)	2	1	2	0.9	0.8	10.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	2	0	2	0.0	0.1	3.0	100%	0	0	0

Totals	4,904	793	4,594	2.3	8.4	-	82%	449	310	174
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	2	2	2	0.3	3.2	30.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	2	2	2	0.0	0.0	10.0	100%	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	0	0.0	0.0	0.0	0	0	2	0
Accounts Payable (Finance & Administrative Services)	1	0	1	0.0	0.0	2.0	100%	0	0	0
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
Fire Alarm System Review (Businesses Only)	1	1	1	6.5	6.5	3.0	0	1	0	0
CivicRec Inquiries	1	0	0	0.0	0.0	3.0	0	0	1	1
Outdoor Equipment Requests	1	0	1	0.0	42.6	14.0	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	0	1	0.0	0.0	10.0	100%	0	0	0
Totals	4,904	793	4,594	2.3	8.4	-	82%	449	310	174

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Totals	4,904	793	4,594	2.3	8.4	-	82%	449	310	174

COSF CRC Report

District 5

October 1, 2020 - April 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 4/30/2021

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	141	81	141	2.2	5.5	21.0	98%	3	0	0
Building Permits	100	1	68	2.0	10.9	2.0	50%	32	32	32
Reception Call	78	9	74	5.5	2.5	1.0	59%	29	4	4
Other	68	65	57	2.9	15.3	0.0	0	2	11	1
Remove / Pick-Up Litter (Field Operations)	62	50	62	0.9	2.2	10.0	97%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	60	0	58	0.0	3.6	0.0	0	0	2	0
Clean Up Day	50	33	41	1.1	11.3	0.0	0	0	9	0
Yard Issue	43	22	41	1.5	5.9	21.0	95%	3	2	2
Illegal Dumping in Right-of-Way (Field Operations)	31	31	31	0.4	0.9	3.0	97%	0	0	0
Abandoned / Inoperative / Junk Vehicle	26	12	26	2.0	8.5	21.0	88%	3	0	0
Sign - Other Sign Down/Missing (Traffic Services)	24	24	24	0.0	1.1	10.0	96%	0	0	0
Other	23	0	22	0.0	3.4	0.0	0	1	1	0
Sanitation (Public Works - Field Operations)	21	3	21	0.3	1.7	0.0	0	0	0	0
Totals	1,109	549	980	1.7	6.8	-	85%	112	129	67

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	20	10	20	0.1	0.6	10.0	100%	0	0	0
Signal - Other (Traffic Services)	20	20	20	0.1	0.1	10.0	100%	0	0	0
Blighted / Vacant Property	19	12	19	1.6	5.1	21.0	95%	1	0	0
Construction	18	18	12	4.5	37.5	0.0	0	0	6	1
Event Food Giveaway	17	0	6	0.0	5.7	0.0	0	6	11	0
Roadside Maintenance (Field Operations)	17	17	16	2.6	6.2	10.0	94%	0	1	0
Illegal Dumping on Private Property	14	8	14	3.1	7.6	21.0	93%	1	0	0
Business Licenses (Finance & Administrative Services)	13	1	13	2.0	1.4	2.0	62%	5	0	0
Additional Patrol Request	13	0	13	0.0	1.8	1.0	23%	10	0	0
Sign - Long Term Repair (Traffic Services)	12	12	7	0.3	35.4	120.0	100%	0	5	0
Sign - Preventative Maintenance (Traffic Services)	12	12	12	0.0	0.6	30.0	100%	0	0	0
Commercial Vehicles in Residential Zones	11	6	11	0.4	10.7	21.0	82%	2	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	10	8	10	0.1	0.2	1.0	90%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	9	9	9	0.6	1.9	3.0	100%	0	0	0

Totals	1,109	549	980	1.7	6.8	-	85%	112	129	67
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Preventative Maintenance (Traffic Services)	9	9	9	0.0	12.0	90.0	100%	0	0	0
Municipal Court	7	0	7	0.0	61.5	0.0	0	0	0	0
Tree Fallen	7	0	1	0.0	13.7	7.0	0	1	6	6
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	7	7	7	4.2	6.2	30.0	100%	0	0	0
Other Regulatory Agencies	7	6	7	4.2	34.0	0.0	0	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	7	7	7	0.0	0.0	1.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	7	4	1	1.6	4.8	120.0	100%	0	6	1
General Inquiry	6	0	0	0.0	0.0	3.0	0	0	6	6
Permit / Licensing Issue	6	2	6	4.2	5.8	21.0	100%	1	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	6	6	6	1.2	12.5	30.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	6	4	4	8.2	15.4	3.0	50%	2	2	1
Land Development (Community and Regulatory Affairs)	5	0	2	0.0	10.9	3.0	50%	1	3	3
Other	5	2	3	1.7	8.8	3.0	33%	0	2	2
Dead Trees	5	0	1	0.0	30.2	7.0	0	1	4	4

Totals	1,109	549	980	1.7	6.8	-	85%	112	129	67
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Signs	5	0	0	0.0	0.0	0.0	0	0	5	0
Clogged Culvert (Drainage Maintenance - Field Operations)	5	3	5	0.4	0.6	10.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	5	4	5	1.0	1.3	3.0	80%	1	0	0
Signal - Long Term Repair (Traffic Services)	5	5	4	0.9	20.1	120.0	100%	0	1	0
Capital Improvement Projects (CIP) - Public Works	4	3	1	13.2	0.0	0.0	0	0	3	0
City Clerk	4	0	4	0.0	0.0	5.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	4	3	4	0.9	0.7	3.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	4	4	4	0.0	0.0	1.0	100%	0	0	0
City Manager	3	0	3	0.0	1.5	2.0	33%	2	0	0
Live Domestic Animals	3	0	3	0.0	0.0	0.0	0	0	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
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	3.4	7.0	67%	1	0	0
Down Tree Removal from Right of Way (Field Operations)	3	3	2	0.5	0.6	3.0	100%	0	1	0

Totals	1,109	549	980	1.7	6.8	-	85%	112	129	67
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Roadway Maintenance (Field Operations)	3	3	3	2.6	5.7	10.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	3	2	3	2.0	4.7	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	3	1	0	0.0	0.0	15.0	0	0	3	2
GIS (Geographic Information Systems)	2	1	2	3.8	1.9	2.0	50%	1	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	2	0	1	0.0	21.4	2.0	0	1	1	1
Dead Animal Pickup on Private Property	2	0	2	0.0	1.0	7.0	100%	0	0	0
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
Illegal Dumping In Roadway (Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	2	0	2	0.0	25.4	0.0	0	0	0	0
Trespassing	1	0	1	0.0	1.8	1.0	0	1	0	0

Totals	1,109	549	980	1.7	6.8	-	85%	112	129	67
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Community Policing Division	1	0	0	0.0	0.0	0.0	0	0	1	0
Down Tree Removal from Roadway (Field Operations)	1	0	1	0.0	0.0	3.0	100%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	1	0	1	0.0	0.8	3.0	100%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
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
Totals	1,109	549	980	1.7	6.8	-	85%	112	129	67

COSF CRC Report

District 6

October 1, 2020 - April 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 4/30/2021

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	120	102	120	1.0	3.2	21.0	98%	2	0	0
Reception Call	98	12	94	6.4	4.1	1.0	55%	35	4	4
Other	89	83	71	4.3	15.5	0.0	0	1	18	0
Clean Up Day	85	58	75	0.5	11.1	0.0	0	0	10	0
Yard Issue	75	62	75	0.9	3.4	21.0	99%	1	0	0
Building Permits	74	1	58	18.0	10.2	2.0	48%	30	16	16
Remove / Pick-Up Litter (Field Operations)	52	40	52	0.7	2.4	10.0	90%	1	0	0
Planning & Zoning (Community & Regulatory Affairs)	46	3	43	3.8	4.3	0.0	0	0	3	1
Other	41	2	39	2.8	2.6	0.0	0	1	2	0
Illegal Dumping in Right-of-Way (Field Operations)	41	41	41	1.4	2.6	3.0	93%	1	0	0
Abandoned / Inoperative / Junk Vehicle	38	35	38	0.9	5.2	21.0	87%	6	0	0
Event Food Giveaway	34	0	9	0.0	5.4	0.0	0	7	25	0
Sanitation (Public Works - Field Operations)	32	8	32	1.7	1.3	0.0	0	0	0	0

Totals	1,222	716	1,081	1.8	6.7	-	84%	106	141	44
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Blighted / Vacant Property	25	19	25	1.5	3.1	21.0	100%	0	0	0
Illegal Dumping on Private Property	19	15	19	0.6	1.4	21.0	100%	0	0	0
Construction	19	19	10	2.3	55.0	0.0	0	0	9	0
Roadside Maintenance (Field Operations)	18	18	18	1.7	5.7	10.0	94%	0	0	0
Signal - Other (Traffic Services)	18	17	18	0.1	1.2	10.0	94%	0	0	0
Commercial Vehicles in Residential Zones	17	15	17	0.9	2.1	21.0	100%	1	0	0
Business Licenses (Finance & Administrative Services)	16	0	16	0.0	0.6	2.0	88%	2	0	0
Sign - Other Sign Down/Missing (Traffic Services)	16	16	16	0.0	0.6	10.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	13	9	13	3.9	5.4	3.0	85%	1	0	0
Illegal Signs	11	0	0	0.0	0.0	0.0	0	0	11	0
Signal - Preventative Maintenance (Traffic Services)	11	11	11	0.1	12.5	90.0	100%	0	0	0
Permit / Licensing Issue	10	8	10	0.8	2.9	21.0	100%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	10	5	10	0.0	0.0	10.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	10	10	10	1.3	1.7	30.0	100%	0	0	0
Totals	1,222	716	1,081	1.8	6.7	-	84%	106	141	44

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Calming Requests (Traffic Services)	10	6	1	0.8	2.3	120.0	100%	0	9	0
Additional Patrol Request	9	0	9	0.0	2.4	1.0	33%	5	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	9	9	9	3.7	12.0	10.0	78%	1	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	9	9	9	0.0	0.1	1.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	9	9	9	0.0	36.3	120.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	9	0	1	0.0	29.0	15.0	0	1	8	8
Capital Improvement Projects (CIP) - Public Works	7	7	1	12.5	25.3	0.0	0	0	6	1
Municipal Court	7	0	7	0.0	54.5	0.0	0	0	0	0
Illegal Dumping In Roadway (Field Operations)	7	7	7	0.9	1.3	1.0	71%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	7	6	7	0.2	1.5	3.0	57%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	7	7	5	13.0	22.2	3.0	40%	3	2	2
Other Regulatory Agencies	6	4	5	4.9	16.9	0.0	0	0	1	0
Sign - Long Term Repair (Traffic Services)	6	6	6	0.6	41.1	120.0	100%	0	0	0

Totals	1,222	716	1,081	1.8	6.7	-	84%	106	141	44
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Land Development (Community and Regulatory Affairs)	5	0	2	0.0	4.0	3.0	0	1	3	3
Other	5	1	5	0.6	11.0	3.0	60%	2	0	0
Sink Holes (Drainage Maintenance - Field Operations)	5	1	5	0.0	6.1	10.0	80%	0	0	0
Community Policing Division	4	0	0	0.0	0.0	0.0	0	0	4	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	4	1	2	39.9	23.8	2.0	0	2	2	2
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	4	4	4	1.6	12.8	30.0	100%	0	0	0
Roadway Maintenance (Field Operations)	4	4	4	0.9	5.3	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	4	4	4	0.1	0.1	1.0	100%	0	0	0
Live Domestic Animals	3	0	3	0.0	0.0	0.0	0	0	0	0
Other	3	0	3	0.0	11.7	0.0	0	0	0	0
Dead Trees	3	0	0	0.0	0.0	7.0	0	0	3	3
Dead Animal Pickup on Private Property	3	2	3	0.0	0.1	7.0	100%	0	0	0
Tree Fallen	3	0	1	0.0	0.0	7.0	100%	0	2	2
Clogged Inlet (Storm Water Issues - Field Operations)	3	2	3	0.0	1.3	3.0	100%	0	0	0

Totals	1,222	716	1,081	1.8	6.7	-	84%	106	141	44
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	3	3	3	1.3	14.6	30.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	3	3	3	1.5	0.4	3.0	67%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	3	3	3	0.1	0.6	1.0	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
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	2	1	2	0.1	14.0	30.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	2	2	2	4.8	9.1	10.0	50%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	2	2	2	0.3	1.8	3.0	100%	0	0	0
City Manager	1	0	1	0.0	0.3	2.0	100%	0	0	0
Live Wild Animals	1	0	0	0.0	0.0	1.0	0	0	1	1
General Inquiry	1	0	0	0.0	0.0	3.0	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

Totals	1,222	716	1,081	1.8	6.7	-	84%	106	141	44
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.4	0.4	1.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	1	0	1	0.0	29.0	30.0	100%	1	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Totals	1,222	716	1,081	1.8	6.7	-	84%	106	141	44

COSF CRC Report

District 7

October 1, 2020 - April 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 4/30/2021

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	89	81	86	2.3	8.0	21.0	86%	11	3	3
Clean Up Day	88	33	86	0.6	13.0	0.0	0	0	2	0
Reception Call	74	1	69	5.5	3.3	1.0	61%	22	5	5
Other	64	61	51	4.4	19.8	0.0	0	1	13	0
Building Permits	56	0	42	0.0	8.5	2.0	55%	19	14	14
Illegal Dumping in Right-of-Way (Field Operations)	48	48	45	0.3	0.7	3.0	93%	0	3	0
Remove / Pick-Up Litter (Field Operations)	45	32	44	1.0	1.2	10.0	98%	0	1	1
Abandoned / Inoperative / Junk Vehicle	40	33	40	2.1	8.9	21.0	80%	8	0	0
Planning & Zoning (Community & Regulatory Affairs)	31	0	30	0.0	2.9	0.0	0	0	1	0
Yard Issue	28	27	28	2.0	9.3	21.0	89%	4	0	0
Sign - Other Sign Down/Missing (Traffic Services)	26	26	26	0.2	1.9	10.0	100%	0	0	0
Other	21	0	21	0.0	1.4	0.0	0	0	0	0

Totals	955	563	865	2.0	8.0	-	83%	101	90	38
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	21	18	21	1.2	2.5	10.0	95%	0	0	0
Roadside Maintenance (Field Operations)	20	20	20	1.6	6.5	10.0	90%	1	0	0
Sanitation (Public Works - Field Operations)	18	2	17	1.3	0.9	0.0	0	0	1	0
Event Food Giveaway	16	0	7	0.0	9.8	0.0	0	6	9	0
Construction	16	16	13	6.1	43.4	0.0	0	0	3	0
Additional Patrol Request	15	0	15	0.0	2.6	1.0	33%	10	0	0
Illegal Dumping on Private Property	13	13	12	3.4	11.3	21.0	83%	2	1	1
Business Licenses (Finance & Administrative Services)	12	0	12	0.0	4.0	2.0	83%	2	0	0
Other Regulatory Agencies	12	7	11	7.2	11.0	0.0	0	0	1	0
Blighted / Vacant Property	11	11	11	1.2	9.6	21.0	73%	3	0	0
Capital Improvement Projects (CIP) - Public Works	10	10	0	3.5	0.0	0.0	0	0	10	1
Commercial Vehicles in Residential Zones	10	10	9	3.9	13.3	21.0	89%	1	1	0
Pothole (Asphalt Paved Maintenance - Field Operations)	10	9	10	0.6	1.6	3.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	8	8	7	0.1	37.4	120.0	100%	0	1	0
Damaged Fire Hydrant	7	6	7	1.8	6.9	30.0	86%	1	0	0
Totals	955	563	865	2.0	8.0	-	83%	101	90	38

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Excessively Barking Dog – Late Night Nuisance	7	0	7	0.0	2.7	7.0	100%	0	0	0
Illegal Dumping In Roadway (Field Operations)	7	6	7	3.7	5.3	1.0	86%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	7	7	7	0.9	1.0	3.0	86%	0	0	0
Signal - Other (Traffic Services)	7	7	7	0.0	0.1	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	7	1	1	1.3	50.0	15.0	0	1	6	6
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	6	6	6	1.0	11.1	30.0	100%	0	0	0
Roadway Maintenance (Field Operations)	6	6	6	1.3	6.5	10.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	6	6	6	0.1	0.1	1.0	100%	0	0	0
Municipal Court	5	0	5	0.0	48.9	0.0	0	0	0	0
Community Policing Division	5	0	1	0.0	42.0	0.0	0	0	4	0
Permit / Licensing Issue	5	4	5	2.6	7.5	21.0	100%	1	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

Totals	955	563	865	2.0	8.0	-	83%	101	90	38
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Preventative Maintenance (Traffic Services)	5	5	5	0.1	12.0	90.0	100%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	4	2	3	0.3	0.0	30.0	100%	0	1	0
Other	3	0	2	0.0	5.1	3.0	50%	1	1	1
Dead Animal Pickup on Private Property	3	2	3	2.3	22.9	7.0	33%	2	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	3	1	3	0.0	4.5	10.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	3	3	3	0.3	0.9	3.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	3	3	3	0.0	0.0	3.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	3	3	3	2.0	2.0	10.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	3	3	3	1.8	2.2	30.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	3	2	2	0.6	1.0	120.0	100%	0	1	0
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	0.0	0.0	0	0	1	0
Land Development (Community and Regulatory Affairs)	2	0	0	0.0	0.0	3.0	0	0	2	2

Totals	955	563	865	2.0	8.0	-	83%	101	90	38
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Occupational Tax Certificate	2	0	2	0.0	0.2	10.0	100%	0	0	0
Other	2	0	2	0.0	18.7	0.0	0	0	0	0
Trespassing	2	0	2	0.0	1.4	1.0	0	2	0	0
Dead Trees	2	0	0	0.0	0.0	7.0	0	0	2	2
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	2	1	2	10.1	8.4	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
Remove Dead Animals in Roadway - Small (Field Operations)	2	2	2	1.0	2.4	3.0	50%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	2	1	2	2.0	5.3	10.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	2	1	2	0.0	18.9	3.0	50%	1	0	0
GIS (Geographic Information Systems)	1	0	1	0.0	0.0	2.0	100%	0	0	0
Human Resources	1	0	1	0.0	0.0	2.0	100%	0	0	0
Information Technology	1	0	1	0.0	10.7	2.0	0	1	0	0
Unlicensed Business Complaint	1	0	0	0.0	0.0	5.0	0	0	1	1
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	1	0	1	0.0	48.6	2.0	0	1	0	0

Totals	955	563	865	2.0	8.0	-	83%	101	90	38
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Tree Fallen	1	0	0	0.0	0.0	7.0	0	0	1	1
Down Tree Removal from Roadway (Field Operations)	1	1	1	0.0	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
Sidewalk Cracking / Broken (Field Operations)	1	1	1	9.0	0.0	10.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	0	0.0	0.0	120.0	0	0	1	0
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.6	1.1	1.0	0	0	0	0
Traffic Operations - Other (Traffic Services)	1	1	1	0.0	0.1	30.0	100%	0	0	0
Totals	955	563	865	2.0	8.0	-	83%	101	90	38



PUBLIC WORKS REPORT

City of South Fulton Public Works Department



For the Month of April 2021



Jacobs
Challenging today.
Reinventing tomorrow.



Introduction

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

Call Center and SeeClickFix April Activities

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

Highlights of Call Center & See Click Fix: April 2021	
Metric Description	Number or Percent
Total Work Orders	2693
Total SeeClickFix Requests for Public Works	964
Total Work Orders Completed that met Service Level Agreement	764
Total Work Orders Completed that met Service Level Agreement as Percentage	94%
Total Work Order/Requests Open or In-Progress	174
Total Work Requests did not meet Service Level Agreement	2
Total Work Requests without Service Level Agreement or not due in current month	27
Total SeeClickFix Request Closed/Archived	807

Source: SeeClickFix April Monthly Report

2021 Spring Clean Up

The 2021 Spring Cleanup Day was by far our most productive event. Over 1,300 households were served where we collected nearly 176 tons of material. A special thank you to our



Public Works April 2021 Monthly Report

Jacobs

sponsor Jacobs, GFL, Reliable Sanitation, Fulton Sanitation and T&R Sanitation who provided volunteers and equipment to make this event possible.



Pictured here is a Jacobs employee assisting a resident recycle paint at the Merk Road location.

Physical locations were Creek Park and Merk Road. Senior Curbside Service was also provided. This event is to collect bulky materials, paints and provides shredding service to the citizens of South Fulton. Paints, metals, and other items are collected were recycled. In addition, to celebrate the City's Ban on single use plastics, volunteers handed out over 400 reusable bags to participants of this event.

2021 Spring Cleanup Day Event Results

Location	Location 1: Creel Park	Location 2: Merk Miles	Senior Curbside Service	Summary	
				Units	Tons
Volunteers Assigned to Location	9	35	0	44	
Units Serviced	412	677	280	1369	
Paper Shredded (Tons)	*	9.1	*		9.1
Metal Recycling	*	8.27	*		8.27
Municipal Solid Waste (MSW) Collected (in Tons)	26.39	59.02	47.79		133.2
Tires Collected	108	161	*	269	2.69
Gallons of Paint Collected:	939.1	1409	*	2348	14.09
Tons of Materials Collected	11,296.7	3,312.8	47.8		167.34

* Service not offered at this location.

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 over 30 locations and serviced the 30 trash receptacles four times.



Sign Fixed at Cascade Palmetto Highway
Round About
April 2021

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. In the interest to improve safety of pedestrians and vehicles, the intersections of Kimberly Road at Cascade Road and Enon Road and Campbellton Road/SR were assessed for traffic signals. Kimberly Road at Cascade Appears to meet signal warrants but will require an Intersection Control Evaluation prior to moving forward. The intersection has been added to the future needs list. Enon Road and Campbellton Road/SR 166 does not appear to meet warrants for a traffic signal but needs further evaluation. These results were turned over to the Georgia DOT for review. Reviewed crash data at Wilson Mill and Cascade following a signal request. The complaints relate to speeding on Cascade. Radar signs were installed and we are collecting data to provide to PD for enforcement. Lastly, we reviewed Boat Rock at Bruce Place for all-way stop due to sight distance. The all-way stop was installed.

Traffic Activities in April

During this reporting period one hundred thirty-seven (137) 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 April, Public Works inspected (26) storm water systems.



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-three (33) inquiries were addressed related to residential collections.

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 April, fifty-one (51) illegal dumping sites cleaned. This service is often done with other departments.



Illegal Dumping
Orchard Drive
April 2021

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 April, Public Works also completed seventy-one (71) requests from the public to remove litter.

Dead Animal Removal

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

Gravel/Dirt Road Maintenance

There are fifty-three (53) dirt and gravel roads totaling approximately thirty miles within the City of South Fulton the Public Works department maintains.



Orchard Drive
After Clean Up
April 2021

Gravel Road Maintenance Schedule April 2021

Name	District	Location	Miles	Last Treatment
Cochran Road	4	Entire Dirt Road Portion	2	Completed

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.



Down Tree After Storm
Short Road
April 2021

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 April, this process was applied to twenty-four (24) different streets.

Sidewalk Repairs

Public Works performs concrete maintenance on City sidewalks, curbs and gutters ensuring they are properly maintained. Three (3) service repairs were conducted in house this month on Wolf Creek Drive, Redsage

Ridge and Basildon Ct.

Street Sweeping

Thirty miles (30) of street sweeping was completed in April.

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. Four (4) sinkholes repairs were made during the month of April which were 3745 Benchmark Drive and 3805 Village Drive . 115 Redsage Ridge, 5641 Boreal Way.

Brush Cutting

During the month of April, Public Works serviced six (6) roads (S. Wexford Rd, Cascade Rd, Research Center @ Atlanta Drive, Hall Road, Derrick Rd, and Bishop Rd) removing trees hindering sight distance.

Tree Removal

Twenty-Four (24) 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.