

CITY OF SOUTH FULTON, GEORGIA

VIRTUAL - WORK SESSION

Tuesday, May 11, 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. Presentation: “Heroes Leaning Forward” Program - Mr. Michael Ross, and Mr. Corey Thomas of Veterans Molding Minds
 - 2. Presentation: Financial Statement Concepts
- IV. Monthly Reports
 - 3. City Attorney Monthly Report
 - 4. City Manager Monthly 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: Presentation: “Heroes Leaning Forward” Program

DATE OF MEETING: 5/11/2021

DEPARTMENT: City Council

ATTACHMENTS:

Description	Type	Upload Date
South Fulton VM2 Presentation Updated	Cover Memo	5/10/2021



Veterans ***MOLDING MINDS***

Your Success Matters

www.veteransmoldingminds.org

Presented by: Corey Thomas and Michael Ross

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City of South Fulton | May 11, 2021

* Introductions



Corey Thomas
Chief Executive Officer

A Retired Army Combat Veteran with over 23 years experience in Personnel Management, Operations Management and Staff Development. He specializes in creating solutions to improve teamwork within companies, organizations and communities all around the world.

Mr. Thomas realized after twenty-three years of serving his country, there were bigger issues in communities around Atlanta. He noticed that Veterans and American Citizens were in need of employment assistance and guidance. It was not long after that, he started his company "StratiPlan" to assist unemployed citizens with "onboard transitional training". While working with our citizens on soft skills development, he realized that we are not Soldiers anymore, we are Veterans Molding Minds. This concept allowed him to be one of the co-founders of an amazing organization.



Michael Ross
Chief Operating Officer

Michael Ross retired from the Army after serving 25 years. During his time in the military, he received his Bachelor's degree in Business Administration from Grantham University. Mr. Ross worked as the Director of Special Operations for the Georgia Army National Guard and later worked as a consultant for the Internal Revenue Service.

Mr. Ross realized that he had been such a great leader while serving his country therefore he decided to use his leadership skills to empower citizens in the community. His company MD Ross Consulting has been the cornerstone of success for citizens needing job assistance throughout metro Atlanta. His service to the city placed him in a position to be the co-founder of Veterans Molding Minds.

* About Us

- * REINTEGRATE-Veterans, Returning Citizens, At Risk Youth and all employable citizens back into the workforce
- * SERVE-our communities as Mentors and Life-Coaches
- * EMPOWER- our students through soft skills development and vocational training programs



* Issues in the Workforce

- * Cultural Differences
- * Communication Barriers
- * Lack of Employability Skills (Soft Skills)
- * No emphasis on New Hire Orientation into the company
- * No transitional training programs



* Pathway to Success

* Implement P.R.E.P.

Personal Readiness Employment Programing

- * P.R.E.P. is training technique used to assist all new hires with their transition into a new company culture
- * P.R.E.P. is also used as a prerequisite for all training programs



* Why P.R.E.P. ?

- * P.R.E.P. helps to recalibrate their way of thinking and assists with the following:
- * Soft Skills development
- * How to develop and present their resume
- * Conflict Resolution
- * Understanding Corporate Culture
- * Anger Management
- * Understanding the decision making process



* P.R.E.P. Outcomes

- * Once our students complete P.R.E.P. they will understand not only how to get employed but how to stay employed
- * Understand career progression
- * Identify their career destination
- * Educated on employment obstacles within the first 90 days

* HOW TO GET OUT OF THEIR OWN WAY!!!!!!!!!!!!





*Questions





CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Presentation: Financial Statement Concepts

DATE OF MEETING: 5/11/2021

DEPARTMENT: Finance

ATTACHMENTS:

Description	Type	Upload Date
Fund Accounting Presentation Draft194582	Cover Memo	5/10/2021



FINANCE DEPARTMENT

NINA ROBINSON,
FINANCE DIRECTOR, INTERIM
MAY 11, 2021



FINANCIAL STATEMENT ELEMENTS – HOW IT ALL FITS TOGETHER

FINANCIAL STATEMENT ELEMENTS

-
- Assets
 - Deferred Outflows of Resources
 - Liabilities
 - Deferred Inflows of Resources
 - Fund Equity
 - Inflows of Resources
 - Revenues & Other Financing Sources
 - Outflows of Resources
 - Expenditures/Expenses & Other Financing Uses

CITY OF SOUTH FULTON, GEORGIA

BALANCE SHEET GOVERNMENTAL FUNDS SEPTEMBER 30, 2020

ASSETS	General Fund	TSPLOST Fund	Debt Funded Capital Projects Fund	Nonmajor Governmental Funds	Total Governmental Funds
Cash and cash equivalents	\$ 32,868,748	\$ 30,311,191	\$ 16,417,453	\$ 3,055,315	\$ 82,652,707
Accounts receivable	130,285	-	-	159,307	289,592
Taxes receivable, net	30,049,983	-	-	-	30,049,983
Due from other governments	2,374,105	1,428,963	-	-	3,803,068
Due from other funds	1,273,717	317,701	-	582,179	2,173,597
Due from component unit	1,660	-	-	-	1,660
Inventory	3,175	-	-	-	3,175
Prepaid items	1,133,837	-	-	-	1,133,837
Total assets	\$ 67,835,490	\$ 32,057,855	\$ 16,417,453	\$ 3,796,801	\$ 120,107,599
LIABILITIES, DEFERRED INFLOWS OF RESOURCES, AND FUND BALANCE					
LIABILITIES					
Accounts payable	\$ 6,406,672	\$ 3,068,128	\$ 61,605	\$ 1,831,359	\$ 11,367,764
Retainage payable	-	392,113	-	-	392,113
Accrued liabilities	3,065,180	-	-	-	3,065,180
Due to other funds	899,880	-	-	1,273,717	2,173,597
Total liabilities	10,371,732	3,460,241	61,605	3,105,076	16,998,654
DEFERRED INFLOWS OF RESOURCES					
Deferred revenues	29,139,166	-	-	-	29,139,166
Unavailable revenues - intergovernmental	-	-	-	150,538	150,538
Unavailable revenues - taxes	510,861	-	-	-	510,861
Total deferred inflows of resources	29,650,027	-	-	150,538	29,800,565
FUND BALANCE					
Fund balance:					
Nonspendable:					
Prepaid items	1,133,837	-	-	-	1,133,837
Inventory	3,175	-	-	-	3,175
Restricted for:					
Hospitality and tourism	-	-	-	24,607	24,607
Capital projects	-	28,597,614	-	500,977	29,098,591
Public safety	-	-	-	154,647	154,647
Assigned for:					
Capital projects	-	-	16,355,848	295	16,356,143
Committed for:					
Tree Replacement	427,489	-	-	-	427,489
Unassigned (deficit)	26,249,230	-	-	(139,339)	26,109,891
Total fund balance	27,813,731	28,597,614	16,355,848	541,187	73,308,380
Total liabilities, deferred inflows of resources, and fund balance	\$ 67,835,490	\$ 32,057,855	\$ 16,417,453	\$ 3,796,801	
Amounts reported for governmental activities in the statement of net position are different because:					
Capital assets used in governmental activities are not current financial resources and, therefore, are not reported in the governmental funds.					274,394,407
Some receivables are not available to pay for current-period expenditures and, therefore, are deferred in the governmental funds.					661,399
Long-term liabilities are not due and payable in the current period and, therefore, are not reported in the governmental funds.					(27,051,424)
Net position of governmental activities					\$ 321,312,762

The accompanying notes are an integral part of these financial statements.

CITY OF SOUTH FULTON, GEORGIA
STATEMENT OF REVENUES, EXPENDITURES, AND
CHANGES IN FUND BALANCES
GOVERNMENTAL FUNDS
FOR THE FISCAL YEAR ENDED SEPTEMBER 30, 2020

	General Fund	TSPLOST Fund	Debt Funded Capital Projects Fund	Nonmajor Governmental Funds	Total Governmental Funds
Revenues:					
Property taxes	\$ 29,383,953	\$ -	\$ -	\$ -	\$ 29,383,953
Title ad valorem taxes	1,658,468	-	-	-	1,658,468
Sales taxes	24,254,078	-	-	-	24,254,078
Business taxes	1,772,707	-	-	-	1,772,707
Franchise taxes	4,113,950	-	-	-	4,113,950
Insurance premium taxes	7,154,213	-	-	-	7,154,213
Transfer taxes	1,300,427	-	-	-	1,300,427
Alcoholic beverage excise taxes	332,706	-	-	-	332,706
Other taxes	188,207	-	-	121,792	309,999
Licenses and permits	3,615,853	-	-	-	3,615,853
Fines and forfeitures	429,389	-	-	69,544	498,933
Charges for services	712,663	-	-	-	712,663
Intergovernmental	4,720,023	16,668,392	-	1,414,936	22,803,351
Interest income	2,315	-	-	-	2,315
Contributions and donations	11,500	-	-	-	11,500
Miscellaneous revenues	297,443	-	-	-	297,443
Total revenues	79,947,895	16,668,392	-	1,606,272	98,222,559
Expenditures:					
Current:					
General government	13,632,498	-	238,786	-	13,871,284
Judicial	765,531	-	-	-	765,531
Public safety	27,119,263	-	4,363,264	548,031	32,030,558
Public works	7,997,993	9,328,639	-	-	17,326,632
Culture and recreation	3,651,254	-	-	63,295	3,714,549
Housing and development	4,845,484	-	45,926	-	4,891,410
Capital outlay	-	-	-	5,705,848	5,705,848
Debt service:					
Principal	162,540	-	438,325	-	600,865
Interest	5,460	-	362,220	-	367,680
Debt issuance costs	-	-	380,601	-	380,601
Total expenditures	58,180,023	9,328,639	5,829,122	6,317,174	79,654,958
Excess (deficiency) of revenues over (under) expenditures	21,767,872	7,339,753	(5,829,122)	(4,710,902)	18,567,601
Other financing sources (uses):					
Proceeds from financed purchases from direct borrowings	-	-	3,534,970	-	3,534,970
Transfers in	47,553	-	1,630,000	2,978,523	4,656,076
Transfers out	(4,608,523)	-	-	(47,553)	(4,656,076)
Proceeds from bond issuance	-	-	17,020,000	-	17,020,000
Total other financing sources (uses)	(4,560,970)	-	22,184,970	2,930,970	20,554,970
Net change in fund balances	17,206,902	7,339,753	16,355,848	(1,779,932)	39,122,571
Fund balances, beginning of fiscal year, restated	10,606,829	21,257,861	-	2,321,119	34,185,809
Fund balances, end of fiscal year	\$ 27,813,731	\$ 28,597,614	\$ 16,355,848	\$ 541,187	\$ 73,308,380

The accompanying notes are an integral part of these financial statements.

CASH & CASH EQUIVALENTS

- **Cash & Cash Equivalents
(Assets)**

Cash and cash equivalents include amounts in demand deposits as well as short-term investments with a maturity date within three months of the date acquired by the City

I.E. Bank Statements and Investment Statements and corroborate these assets

IS CASH AND INVESTMENTS EQUAL TO FUND BALANCE?

NOT EXACTLY...

- Cash and investments **are a part** of fund balance.
- Other parts of fund balance include amounts owed to your government, e.g accounts receivable, cash value of inventory, and other assets like buildings, land, infrastructure, etc.
- Cash reserves serve to provide a “rainy day” solution to address cash flow requirements for unforeseen events – e.g. delayed revenue from taxes bills



LET'S TALK FUND BALANCE

GOVERNMENTAL FUND EQUITY

Net Current Assets or Fund Balance is Calculated as follows:



FUND BALANCE

Fund Balance - Generally, fund balance represents the difference between the assets and liabilities and deferred inflows of resources under the current financial resources measurement focus of accounting.

In the annual audited financial statements, governmental funds report fund balance classifications that comprise a hierarchy based primarily on the extent to which the City is bound to honor constraints on the specific purposes for which amounts in those funds can be spent.

WHAT AFFECTS FUND BALANCE?

- **Equity in Governmental funds**
 - Annual Revenues increase fund balance
 - Annual Expenditures decrease fund balance

If Revenue at year end is greater than expenses, fund balance increase and thusly the value and stability of the municipality

HOW THE COSF FUND BALANCE EVOLVED - FY 2017

Net result of the difference between
revenues and expenditures from the
inception of the government

Revenues	\$ 11.5M
Expenditures	<u>\$ - 18.1M</u>
Net Revenue	\$ - 6.539M

HOW THE COSF FUND BALANCE EVOLVED - FY 2018

Revenues	\$ 50.1M
Expenditures	<u>\$ - 52.2M</u>
Net Revenue	\$ <2.1M>

Fund Balance Year 1 = < \$ 6.5M >

Fund Balance Year 2 = < \$ 8.6M >

HOW THE COSF FUND BALANCE EVOLVED - FY 2019

Revenues	\$ 70.9M
Expenditures	<u>\$ 53.9M</u>
Net Revenue	\$ 19.0M

Fund Balance 2018 = <\$ 8.6M >

Fund Balance 2019 = \$ 10.6 (Positive)

HOW THE COSF FUND BALANCE EVOLVED - FY 2020

Revenues	\$ 79.9 M
Expenditures	<u>\$ 62.7 M</u>
Net Revenue	\$ 17.2 M

Fund Balance 2019 = \$ 10.6 (Positive)

Fund Balance 2020 = \$ 27.8 (Positive)

USE OF FUND BALANCE – IF IT EXCEEDS THE MINIMUM LEVEL

The fund balance could be used for:

- **One-time expenditures**
- **Unexpected events**
 - Unforeseen Pandemics
 - Future Economic downturns or Recessions

AVAILABLE FUND BALANCE

The entire Fund Balance may not be available to fund deficiency of revenues and expenditures



FUND BALANCE – 5 CATEGORIES

Nonspendable

- Inventory
- Advances to Permanent fund Principle

Restricted

- Debt Covenant
- Enabling Legislation

Unrestricted

- What's left
- Can be expended for one time unforeseen needs

Committed

- Formal Board action to commit or decommit

Assigned

- Intent
- Not restricted or committed

UNRESTRICTED FUND BALANCE

Unrestricted

- Committed
- Assigned
- Unassigned

COSF is working to Maintain a fund balance that complies with policy and is sufficient to manage risk of revenue fluctuations and unexpected expenditures

WHAT IS THE RIGHT AMOUNT OF UNRESTRICTED FUND BALANCE?

- It is Unique to each government
- Government Finance Officers Recommendation is
 - 2 months of General Fund operating revenues or expenditures

City of South Fulton Policy states we should have ending unrestricted fund balance for general fund of at least 2 1/2 months of its prior fiscal year's actual amounts operating expenditures

City Ord 2017-021 Sec. 1-8005

FY 2020 \$58M * 2.5 months = \$12M

FUND BALANCE VS. CONTINGENCY

- Fund Balance and Contingency are not the same
- The law is silent on how much contingency to budget to balance the annual budget
- No expenditures or transactions amounts are **charged to the contingency line account** — it is a **budgetary balancing entry only**
- By Ordinance and council approval only, a budget amendment is to move contingency allocations to appropriate accounts for expenditure purposes. At that time, funds are properly appropriated.



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: City Attorney Monthly Report

**DATE OF
MEETING:** 5/11/2021

DEPARTMENT: Attorney



CITY OF SOUTH FULTON
COUNCIL AGENDA ITEM
COUNCIL WORK SESSION



SUBJECT: City Manager Monthly Report

DATE OF MEETING: 5/11/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
City Manager Report - March 2021 FINAL	Cover Memo	5/6/2021



CITY MANAGER MONTHLY

March 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 March, it is important to address current activities related to the reopening of City facilities. City Hall is now accepting guests by appointment on a limited basis with notification being given to the front desk. To ensure the safety of employees and guests, protocols have been established with safety as the top priority. Staff and visitors are required to get their temperature taken at the temperature scan kiosks before entry is granted, wear a mask, and practice social distancing. As we gradually return to normal operations, we thank everyone for making this operational transition a smooth one.

Additionally, staff remains committed to completing the Urban Redevelopment Agency (URA) projects presented to Mayor and Council. The Public Works Project team will be involved with over three hundred (300) various projects at twenty-four (24) facilities. Projects will target Parks & Recreation and Fire facilities.

Please accept this report as a summary of the City's successful outcomes from March 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
Cliftondale 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	March 2021	YTD
Art Adventure	0	30
Digital Photography	2	8
Group Guitar	2	17
Jazz Dancing	5	14
Modern Dance	2	11
Skills & Drills Basketball Clinic	0	42
Teen Acting	8	8
Virtual Cooking Classes	25	25
Virtual Fitness Classes	20	20
Virtual Inner Healing Stretch	0	10
Virtual Total Body Fitness	0	35
Youth Baseball	74	74
Youth Track & Field	0	0
Total	138	294

**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)
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.



Project Status

Project	Status	Task Remaining
City-wide Concessions	On Hold	
South Fulton Graduation Weekend	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	Concrete pad installation complete; equipment installation in progress
Sandtown Interior Paint	In Progress	Multipurpose Room complete; Facility painting in progress
Clifondale Park Tree Removal	In progress	Lower baseball field; pavilion area
Park COVID-19 Signage	Complete	Signage installed at all parks
Replace Playground Surface	Complete	



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

Code Enforcement and Code Board

SeeClickFix Violations

	March 2021	YTD
Open	100	199
Closed	231	605
Total	331	804

Violations Reported in Edmunds

	March 2021	YTD
Open	193	593
Closed	63	122
Total	256	715

Code Enforcement Board

	March 2021	YTD
Code Board Cases	80	259
Municipal Court	20	47
Total	100	306

**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 – March 2021		
Fire Rescue Activities	Current Month	YTD
COLUMN #1:		
Emergency Call Volume		
Fire	45	202
Overpressure Rupture, Explosion, Overheat	0	12
EMS/Rescue	686	4,208
Hazardous Condition	23	154
Service Calls	110	749
Good Intent Calls	346	1,781
False Alarms & False Calls	65	398
Severe Weather/Natural Disaster	1	2
Special Incident Types	1	4
Non-Specific	0	0
Total	1,277	7,510
Average Response Time	9:16	8:18
COLUMN #2		
Community Risk Reduction (CRR) Activities		
Company Level Inspections	0	0
CRR Final and Existing Business Inspection Requests	102	361
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	20
COLUMN #5		
Fee Schedule Collection		
Fire Safety Inspections	\$ 3,450.00	\$ 7,125.00
Personal Care Homes/ Day Care Inspections	\$ 425.00	\$ 1,350.00
Fire Alarm Reviews	\$ -	\$ 100.00
Fire Sprinkler Review	\$ -	\$ 1,881.50
Blasting Permits	\$ -	\$ 1,300.00
Open Records Request	\$ 5.00	\$ 60.00
Special Events	\$ -	\$ -
Combustible Permits	\$ -	\$ -
Fireworks Permits	\$ -	\$ -
Business Inspections	\$ -	\$ -
Burn Permits	\$ 500.00	\$ 2,777.35
Tent Permit	\$ -	\$ -
Fire Extinguisher Training	\$ -	\$ -
2021 Year-To Date Total	\$ 4,380.00	\$ 14,593.85

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

Department Updates

- Chad Jones was named Fire Chief for the City of South Fulton Fire Department.
- South Fulton Fire Rescue Department completed 1,695 hours of training during March 2021.
- South Fulton Fire Rescue Department had an average response time of 9:16 for the month of March 2021.



Police Department

Crime By Month	28 DAY COMPSTAT							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Murder	0	1	0	0	0	0	0	1
Rape	0	3	0	0	0	0	0	3
Robbery	1	0	2	1	1	0	2	7
Aggravated Assault	5	5	1	2	5	2	4	24
Burglary	1	1	1	2	0	1	3	9
Larceny / From Auto	3	4	4	3	3	0	2	19
Larceny / Other	14	27	20	14	13	17	15	120
Auto Theft	7	6	4	7	0	1	1	26
TOTALS	31	47	32	29	22	21	27	209

Department Updates

- The South Fulton Police Department currently has four (4) Police Officers in the Field Training Program and six (6) Police Officers have completed the Field Training Program.
- The South Fulton Police Department Field Operations Division responded to 6,655 Calls for Service during the month of March 2021 and had an average response time of 11:56.
- The South Fulton Police Department is currently working on an advertisement campaign for recruitment utilizing a variety of communication channels (billboards, flyers, radio, etc.).



Confiscated Funds

Analysis provided by the Finance Department of Confiscated Funds is reviewed and updated periodically. There has been no update to the information since the November 2019 Report.

Balance Sheet, Revenue, Expenditures and Fund Balances		
Assets		
Account ID	Account Description	2020
210-11-1111	COSF Police Custodial Funds	\$ 135,157
	Total Assets	\$ 135,157
Liabilities & Fund Balance (Current Liabilities)		
Account ID	Account Description	2020
210-12-1100	Accounts Payable	\$ -
210-12-1901	Due to GF	\$ -
	Total Current Liabilities	\$ -
Deferred Inflows of Resources		
Account ID	Account Description	2020
210-12-9900	Appropriated Budget	\$ -
	Total Deferred Inflows of Resources	\$ -
	Total Liabilities	\$ -
Fund Balance (Governmental Fund Types)		
Account ID	Account Description	2020
210-13-5500	Fund Balance Unassigned	\$ 135,157
	Total Fund balance (Governmental Fund Types)	\$ -
Revenue		
	Revenue	\$ -
	Less Expenses	\$ -
	Net	\$ -
	Total Fund Balance	\$ 135,157
	Total Liabilities & Fund Balance	\$ 135,157



Summary of Pending Cases for Equitable Sharing (2017-2019)

FULTON COUNTY POLICE DEPARTMENT FEDERAL RICO 2017-2018 CASES			
DATE	CASE #	ADDRESS	CURRENCY
5/14/2017		Flat Shoals @ Old National	\$ 500.00
5/16/2017		Hackamore Dr. @ Old National	\$ 1,716.00
6/29/2017		4555 Washington Rd.	\$ 2,379.00
6/29/2017		4810 Hwy 92	\$ 23,660.00
8/10/2017		1102 Westchase Lane	\$ 3,270.00
10/6/2017		4334 Fulton Industrial Blvd.	\$ 1,515.00
10/13/2017		85N / Flat Shoals Rd.	\$ 1,294.00
11/5/2017		1925 Waycrest Dr.	\$ 772.00
11/12/2017		5638 S. Monte Vista	\$ 553.00

FULTON COUNTY POLICE DEPARTMENT FEDERAL RICO 2017-2018 CASES			
DATE	CASE #	ADDRESS	CURRENCY
11/16/2018		Hwy 92 @ SR14	\$ 110,999.00
11/29/2018		701 Walden Blvd.	\$ 358,000.00

CITY OF SOUTH FULTON POLICE DEPARTMENT						
DATE	CASE #	ADDRESS	YEAR	MODEL	Appraisal	STATUS
10/13/2017		85N / Flat Shoals Rd.	216	Challenger	\$ 32,990.00	Pending
4/18/2018		2653 Bluestone Dr.	2015	Sprinter Van	\$ 35,479.00	Pending
6/13/2018		3180 Spring St.	2000	Sienna	\$ 1,050.00	Pending
9/25/2018		5225 Campbellton Rd.	1999	Avalon	\$ 1,982.00	Pending
10/30/2018		5460 Lemonyne Dr.	2018		\$71,187.00	Pending - GBI
10/30/2018		5460 Lemonyne Dr.	2018	Escalade	\$ 59,044.00	Pending - GBI
10/30/2018		5460 Lemonyne Dr.	2018	Suburban	\$ 44,623.00	Pending - GBI
10/30/2018		5460 Lemonyne Dr.	2018	Charger	\$ 19,74.00	Pending - GBI
12/26/2018		2727 Godby Rd.	2011	Cruze	\$ 4,415.00	Pending

**Note: The Summary of Pending Cases for Equitable Sharing is reviewed and updated periodically. There has been no update to the information since the October 2019 Report.*



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

- **March 2021 Business Licenses Processed**
 - 29 New Business Licenses
 - 237 Renewed Business Licenses
- **Total Business Licenses Processed**
 - 240 (YTD – New Businesses)
 - 266 (March 2021)

Permits and Buildings

	March 2021	YTD
Residential	72	186
Commercial/Industrial	0	1
Industrial	0	0
Miscellaneous*	172	361
Land Disturbance Permits	1	6
Total	245	554

**Miscellaneous permits would include, but are not limited to, fence, pool, plumbing, trade, and electrical.*



Online GIS Application Views

- Public Facing
 - Address Points – 108,785
 - City Limit – 4,596
 - City County Districts – 3,065
 - COSF Hard to Count Areas – 8
 - COSF Undeveloped Properties – 2
 - Current Zoning – 64,058
 - My Elected Representative – 109
 - Property Information Viewer – 1,082
 - Public Works Information Viewer – 113
 - Tax Parcel – 13,832
 - Zoning and Land Use Viewer – 833

Project Status

Project	Status
ImageTrend – Fire Department Records Management Solution (May 2021)	In Progress
Cyber Security Assessment (June 2021)	In Progress
Card Access Upgrade (City Hall in preparation for a citywide solution)	In Progress
Fulton County Firewall Upgrade (March 2021)	In Progress
CDRA/BL Sages Networks (March 2021)	In Progress
Infrastructure Upgrade (April 2021)	In Progress
Cry Wolf – Police (Soft Launch March 2021)	In Progress
GIS Strategic Plan (May 2021)	In Progress
Teams Phone Migration	In Progress
Cartegraph – Public Works	In Progress
RMS – Legal	In Progress
QLess – Police (appointment solution upgrade)	In Progress



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

Zoning Applications & Certifications

Staff has processed a total of 106 zoning applications, 183 zoning certifications and 139 open records reports as of March 31, 2021.

Zoning Cases

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

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



5. CREATE AND IMPLEMENT BRANDING AND MESSAGING

I. City Newsletters:

The Communications Department publishes three newsletters: The South Fulton Voice, a bi-weekly newsletter for citizens; Inside South Fulton, an internal newsletter for employees; and Ready, Set, Go! newsletter containing information about Parks, Recreation, and Cultural Affairs events and programs.

Editions Released in March:

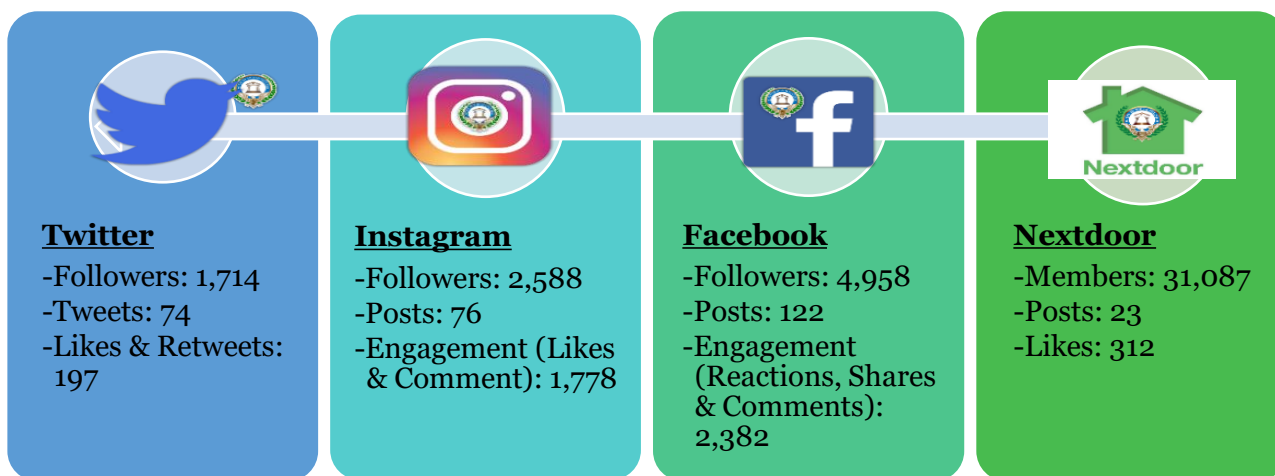
March 3, 2021 – <https://conta.cc/3uC1WUs>

March 18, 2021 – <https://conta.cc/3gfdrer>

Inside South Fulton (March 10, 2021) - <https://conta.cc/3wMobqi>

Ready, Set, Go! (PRCA) (March 22, 2021) – <https://conta.cc/3a4ZKur>

COSF Social Media Analytics



II. City Website

March 2021

- Visits: 47,425
- Page Visits: 75,186

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



CALENDAR OF EVENTS

March 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5 Feeding the City Food Distribution 1-3 p.m. Creel Park	6
7	8 Community Zoning Information Meeting 6p.m.	9 City Council Work Session, Virtual 4p.m.	10 City Council Zoning Public Hearing, 6p.m.	11	12	13 South Fulton Development Authority Director Training, 10 a.m.
14	15 South Fulton Convention and Visitors Bureau Meeting, 1p.m.	16 Historic and Cultural Landmarks Commission Meeting Planning Commission Meeting, 6p.m.	17 District 2 Community Meeting, 6:30p.m.	18	19 Downtown Development Authority Meeting, 11a.m. – 12:30 p.m. Feeding Our City Food Distribution, 1-3 p.m.	20
21	22	23 City Council Meeting, Virtual 4p.m.	24	25 HOA Neighborhood Kickoff Event, 4-7 p.m.	26	27 South Fulton Development Authority Visioning Session, 10a.m. 2p.m. SFDA Regular Meeting
28	29	30	31			



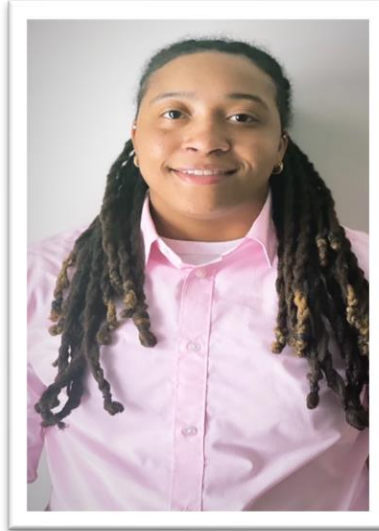
COSF NEW HIRES

Employee Name	Hire Date	Job Title	Department
Chad Jones	3/1/2021	Fire Chief	Fire
Nyiesha Key	3/1/2021	Police Officer	Police
Reddy Asi	3/15/2021	GIS Manager	Information Technology
Darunte Parrom	3/29/2021	Police Officer	Police
Mary Stovall	3/29/2021	Police Officer	Police

**Not Pictured*



Chad Jones



Nyiesha Key



Reddy Asi



Darunte Parrom & Mary Stovall



COUNCIL SUMMARY REQUEST

COUNCIL REQUEST MARCH 2021

	Total Requests	Requests Completed	Completion Percentage
COUNCIL REQUESTS			
City Manager	2	2	100%
City Clerk	2	2	100%
Communications	2	2	100%
Community Development & Regulatory Affairs	21	20	95.2%
Destination South Fulton	1	1	100%
Facilities	--	--	--
Finance	5	5	100%
Fire	1	1	100%
Human Resources	--	--	--
Information Technology	1	1	100%
Legal	4	3	75%
Municipal Courts	1	1	100%
Parks, Recreation & Cultural Affairs	1	1	100%
Police	5	5	100%
Programs & Performance	--	--	--
Public Works	9	9	100%
Total	55	53	96.4%
YTD Total	440	394	89.5%

2 In-Progress/Pending Council Requests:

- **Community Development & Regulatory Affairs – 1**
- **Legal – 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

41,111



NUMBER OF REQUESTS CLOSED

39,003 / 95%



Goal: 90%

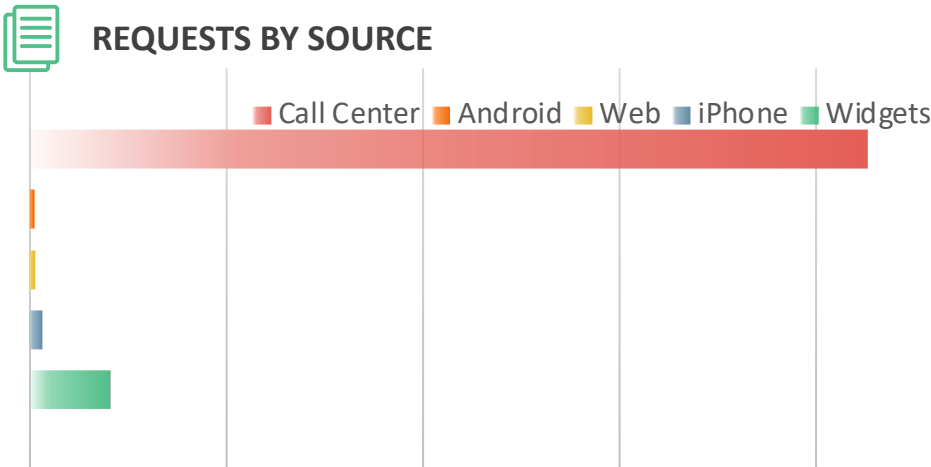


AVERAGE TIME TO CLOSE

12.9 days



Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

2,108

Total Open Status

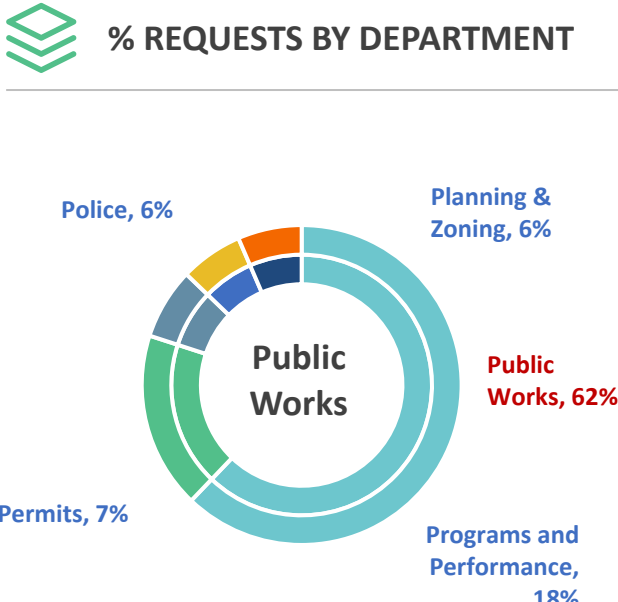
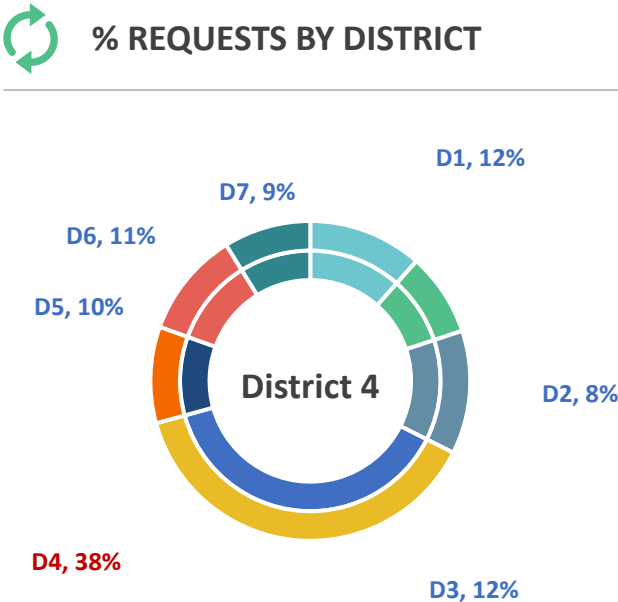
20,761

Total Acknowledged

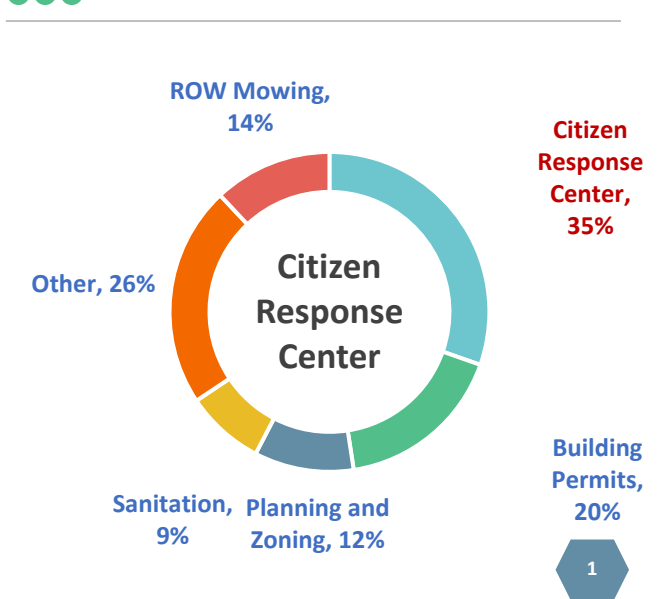


Average time to acknowledge a request is 2.5 days.

Goal: 1 day



TOP REQUESTED (ISSUES)



Issue	Percentage
Citizen Response Center	35%
ROW Mowing	14%
Other	26%
Sanitation	9%
Planning and Zoning	12%
Building Permits	20%

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



NUMBER OF REQUESTS OPEN

2,201



NUMBER OF REQUESTS CLOSED

1,692 / 77%



Goal: 90%

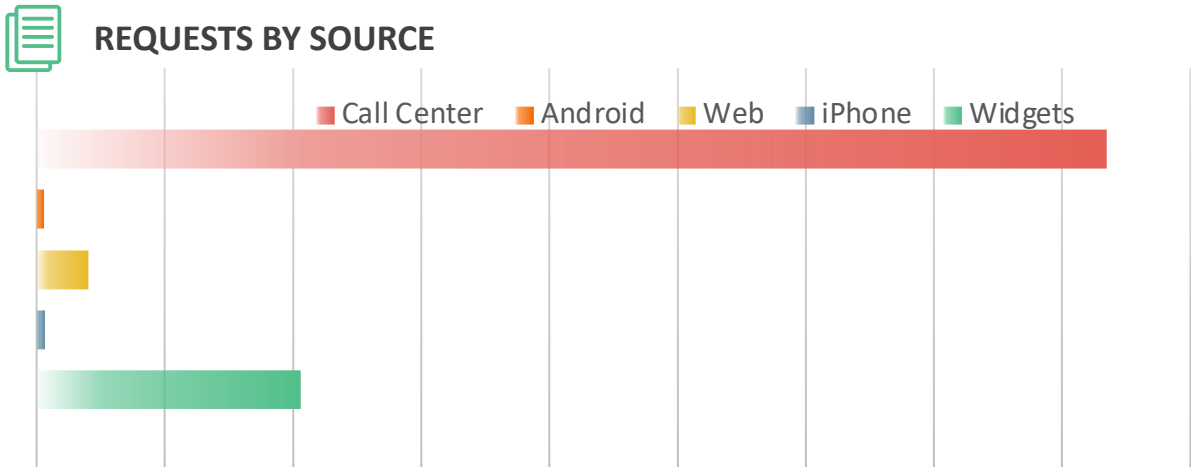


AVERAGE TIME TO CLOSE

2.8 days



Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

509

Total Open Status

942

Total Acknowledged



Average time to acknowledge a request is 0.9 day.

Goal: 1 day



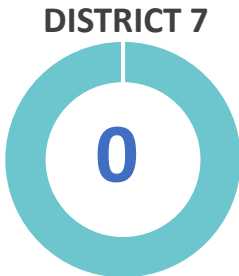
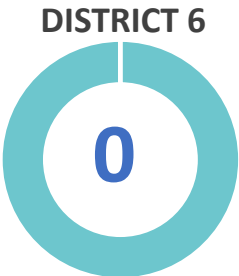
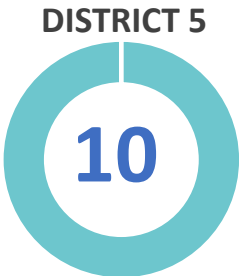
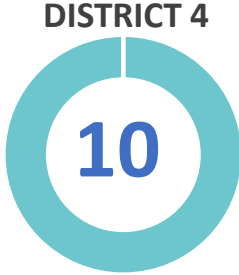
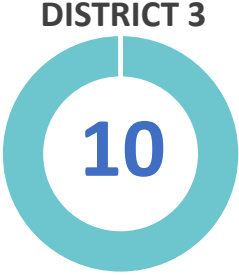
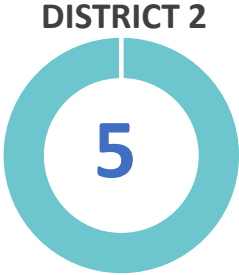
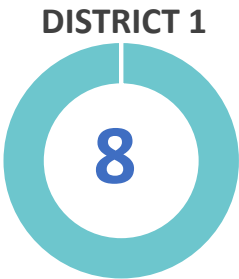
Dashboard | Airport Noise Complaints *(to date)*



TOTAL NUMBER OF
REQUESTS

43

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



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



NUMBER OF CALLS

1,941



AVERAGE SPEED OF ANSWER

1m 23ss



Goal: 0:30



AVERAGE TALK TIME

4m 53ss



Goal: 3:00



ABANDONED CALL %

9%



Goal: 5%

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21								Rolling 12-Month (April 2021 thru March 2021)
Inbound Call Volume	2184	1525	1404	1396	1274	1,941								21,180
Average Calls/Day	70.5	50.8	46.8	46.5	45.5	69.3								58.2
Average Speed of Answer (KPI 0:30)	2:38	2:08	1:43	1:25	1:43	1:23								1:37
Average Talk Time (KPI 3:00)	00:04:46	00:04:57	00:04:50	00:04:36	00:05:01	00:04:53								00:03:52
Short Abandon Calls	NA	NA	NA	NA	NA	NA								188
Abandon Calls	384	229	164	137	156	166								2,630
Abandon % (KPI 5%)	18%	15%	12%	10%	12%	9%								11.2
Total Requests in SCF	1176	901	894	1281	840	1,433								13,595
Total Non-Requests	418	259	154	285	181	306								4,660

COSF CRC Report

District 1

October 1, 2020 - March 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 3/31/2021

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	117	106	107	0.8	10.8	21.0	82%	20	10	5
Remove / Pick-Up Litter (Field Operations)	102	88	102	0.7	2.2	10.0	96%	3	0	0
Building Permits	90	3	75	15.2	10.7	2.0	51%	34	15	15
Other	76	67	64	5.3	16.8	0.0	0	2	12	1
Reception Call	57	3	52	5.4	2.7	1.0	67%	17	5	5
Planning & Zoning (Community & Regulatory Affairs)	39	3	35	4.8	2.7	0.0	0	0	4	0
Clean Up Day	32	16	22	2.6	9.0	0.0	0	2	10	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	32	14	32	0.0	0.4	10.0	100%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	29	28	29	0.0	1.0	10.0	97%	0	0	0
Roadside Maintenance (Field Operations)	21	21	21	1.3	5.4	10.0	100%	0	0	0
Yard Issue	19	15	18	0.5	6.1	21.0	100%	0	1	0
Down Tree Removal from Right of Way (Field Operations)	19	16	19	4.6	3.1	3.0	89%	0	0	0
Totals	1,012	625	904	1.7	6.7	-	83%	115	108	43

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	18	0	18	0.0	1.4	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	18	17	17	0.8	15.0	21.0	71%	5	1	1
Additional Patrol Request	17	1	17	1.7	2.5	1.0	35%	9	0	0
Blighted / Vacant Property	17	13	17	0.6	7.4	21.0	94%	1	0	0
Illegal Dumping in Right-of-Way (Field Operations)	17	16	17	0.3	0.7	3.0	100%	0	0	0
Construction	16	16	8	3.1	35.6	0.0	0	0	8	0
Sanitation (Public Works - Field Operations)	14	1	14	4.9	0.5	0.0	0	0	0	0
Illegal Dumping on Private Property	12	12	12	0.7	8.8	21.0	92%	1	0	0
Other Regulatory Agencies	12	8	12	1.8	8.5	0.0	0	1	0	0
Sign - Long Term Repair (Traffic Services)	12	12	8	0.0	13.2	120.0	100%	0	4	0
Event Food Giveaway	11	0	3	0.0	7.8	0.0	0	3	8	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	11	7	11	8.7	9.8	3.0	55%	3	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	10	10	10	0.7	3.0	10.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	10	7	10	0.7	1.1	3.0	90%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	10	10	10	0.0	0.0	1.0	100%	0	0	0
Totals	1,012	625	904	1.7	6.7	-	83%	115	108	43

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Other (Traffic Services)	10	10	10	0.1	0.3	10.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	10	10	10	0.0	10.9	90.0	100%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	9	9	9	0.5	1.6	3.0	100%	0	0	0
Commercial Vehicles in Residential Zones	8	8	8	0.8	11.3	21.0	88%	1	0	0
Roadway Maintenance (Field Operations)	8	7	8	1.3	3.2	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	8	8	8	0.0	0.2	1.0	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
Illegal Dumping In Roadway (Field Operations)	6	6	6	0.1	0.1	1.0	100%	0	0	0
Other	5	2	5	0.1	15.5	3.0	60%	1	0	0
Permit / Licensing Issue	5	2	5	0.7	8.8	21.0	100%	1	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	5	4	5	9.4	9.7	10.0	80%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	5	5	5	3.5	4.2	3.0	80%	1	0	0

Totals	1,012	625	904	1.7	6.7	-	83%	115	108	43
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Calming Requests (Traffic Services)	5	4	0	4.2	0.0	120.0	0	0	5	1
Business Licenses (Finance & Administrative Services)	4	0	2	0.0	1.1	2.0	50%	1	2	2
GIS (Geographic Information Systems)	4	0	4	0.0	7.7	2.0	75%	1	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
City Clerk	3	0	3	0.0	20.3	5.0	0	3	0	0
Communications & External Affairs	3	1	2	0.9	23.4	2.0	0	2	1	1
Land Development (Community and Regulatory Affairs)	3	0	0	0.0	0.0	3.0	0	0	3	3
Other	3	0	1	0.0	0.2	0.0	0	0	2	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	3	0	0	0.0	0.0	2.0	0	0	3	3
Clogged Inlet (Storm Water Issues - Field Operations)	3	2	3	0.4	1.2	3.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	3	3	1	2.0	29.0	30.0	100%	0	2	0
Sink Holes (Drainage Maintenance - Field Operations)	3	2	3	0.0	2.8	10.0	100%	0	0	0

Totals	1,012	625	904	1.7	6.7	-	83%	115	108	43
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
Business Inquiry	2	1	2	13.0	12.8	10.0	50%	1	0	0
Dead Trees	2	0	0	0.0	0.0	7.0	0	0	2	2
Dead Animal Pickup on Private Property	2	2	2	0.7	0.7	7.0	100%	0	0	0
Tree Fallen	2	0	1	0.0	3.4	7.0	100%	0	1	1
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
Signal - Long Term Repair (Traffic Services)	2	2	1	0.0	14.0	120.0	100%	0	1	0
Snow/Ice Removal (Inclement Weather - Field Operations)	2	1	2	0.0	0.0	1.0	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
Live Wild Animals	1	0	1	0.0	0.0	1.0	100%	0	0	0
Municipal Court	1	0	0	0.0	0.0	0.0	0	0	1	0

Totals	1,012	625	904	1.7	6.7	-	83%	115	108	43
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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
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
Traffic Operations - Other (Traffic Services)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Totals	1,012	625	904	1.7	6.7	-	83%	115	108	43

COSF CRC Report

District 2

October 1, 2020 - March 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 3/31/2021

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	97	0	76	0.0	11.1	2.0	49%	38	21	20
Remove / Pick-Up Litter (Field Operations)	91	70	91	1.0	2.3	10.0	98%	0	0	0
Reception Call	65	5	62	2.7	4.0	1.0	44%	34	3	3
Property Maintenance	55	43	53	1.2	5.4	21.0	94%	3	2	0
Other	49	46	44	6.4	15.9	0.0	0	6	5	1
Planning & Zoning (Community & Regulatory Affairs)	45	4	42	8.4	4.9	0.0	0	0	3	0
Sign - Other Sign Down/Missing (Traffic Services)	40	39	40	0.0	0.8	10.0	100%	0	0	0
Illegal Dumping in Right-of-Way (Field Operations)	34	34	34	0.9	1.7	3.0	88%	0	0	0
Clean Up Day	33	21	16	2.0	11.1	0.0	0	0	17	0
Sign - Long Term Repair (Traffic Services)	23	23	17	0.0	20.9	120.0	100%	0	6	0
Abandoned / Inoperative / Junk Vehicle	21	7	21	0.8	1.9	21.0	100%	0	0	0
Sanitation (Public Works - Field Operations)	20	4	18	0.4	1.3	0.0	0	0	2	0

Totals	913	506	814	1.7	5.5	-	82%	108	99	40
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Construction	20	20	8	4.7	35.9	0.0	0	0	12	1
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	20	11	20	0.0	0.0	10.0	100%	0	0	0
Other	18	1	18	3.0	1.3	0.0	0	0	0	0
Roadside Maintenance (Field Operations)	16	16	16	1.8	4.7	10.0	100%	0	0	0
Additional Patrol Request	14	0	14	0.0	2.7	1.0	29%	10	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	14	14	14	0.3	0.5	3.0	93%	0	0	0
Signal - Other (Traffic Services)	14	14	14	0.0	0.7	10.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	13	13	13	0.0	0.1	1.0	100%	0	0	0
Other Regulatory Agencies	12	7	12	0.8	7.2	0.0	0	0	0	0
Illegal Dumping on Private Property	11	5	11	0.9	2.1	21.0	100%	0	0	0
Yard Issue	11	8	11	0.4	4.6	21.0	91%	2	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	11	11	10	2.9	8.6	30.0	100%	0	1	0
Business Licenses (Finance & Administrative Services)	10	0	9	0.0	0.9	2.0	78%	1	1	1
Permit / Licensing Issue	10	8	9	2.0	4.8	21.0	89%	1	1	1

Totals	913	506	814	1.7	5.5	-	82%	108	99	40
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Blighted / Vacant Property	9	6	9	0.8	5.7	21.0	89%	1	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	9	9	9	0.3	0.6	3.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	8	2	4	0.8	30.7	120.0	100%	0	4	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
Event Food Giveaway	5	0	2	0.0	5.7	0.0	0	1	3	0
Tree Fallen	5	0	1	0.0	0.0	7.0	100%	0	4	4
Commercial Vehicles in Residential Zones	5	4	5	1.8	4.0	21.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	5	1	5	0.7	0.0	3.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	5	4	5	0.9	0.8	3.0	80%	1	0	0
Roadway Maintenance (Field Operations)	5	5	5	2.7	8.3	10.0	80%	0	0	0
Other	4	1	3	0.0	3.7	3.0	33%	2	1	1
Clogged Culvert (Drainage Maintenance - Field Operations)	4	4	4	2.0	0.5	10.0	100%	0	0	0
Totals	913	506	814	1.7	5.5	-	82%	108	99	40

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Down Tree Removal from Roadway (Field Operations)	4	2	4	0.1	0.0	3.0	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
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
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	1.8	7.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	3	1	3	0.5	3.7	30.0	100%	0	0	0
GIS (Geographic Information Systems)	2	0	2	0.0	5.4	2.0	50%	1	0	0
Live Domestic Animals	2	0	1	0.0	0.0	0.0	0	0	1	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	2	1	0	14.7	0.0	2.0	0	0	2	2
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	2	2	2	0.0	0.0	30.0	100%	0	0	0

Totals	913	506	814	1.7	5.5	-	82%	108	99	40
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
High Grass/Weeds in Right-of-Way (Field Operations)	2	2	2	0.7	4.8	10.0	100%	0	0	0
Illegal Dumping In Roadway (Field Operations)	2	2	2	0.7	0.8	1.0	100%	0	0	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
Rough Road (Unpaved Road Maintenance - Field Operations)	2	2	2	0.0	0.0	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	2	0	0	0.0	0.0	15.0	0	0	2	2
Capital Improvement Projects (CIP) - Public Works	1	1	0	2.4	0.0	0.0	0	0	1	0
Live Wild Animals	1	0	1	0.0	0.0	1.0	100%	0	0	0
Municipal Court	1	0	0	0.0	0.0	0.0	0	0	1	0
Other	1	0	1	0.0	7.2	0.0	0	0	0	0
Fire Apparatus Request (for Community Events)	1	0	1	0.0	0.0	2.0	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	0	0.0	0.0	3.0	0	0	1	1

Totals	913	506	814	1.7	5.5	-	82%	108	99	40
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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	913	506	814	1.7	5.5	-	82%	108	99	40

COSF CRC Report

District 3

October 1, 2020 - March 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 3/31/2021

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)	174	117	174	0.7	1.4	10.0	97%	2	0	0
Building Permits	98	0	90	0.0	9.0	2.0	59%	37	8	8
Property Maintenance	93	67	91	1.4	5.6	21.0	95%	5	2	0
Other	75	69	64	6.2	19.4	0.0	0	2	11	0
Reception Call	71	10	67	2.5	3.5	1.0	64%	24	4	4
Planning & Zoning (Community & Regulatory Affairs)	69	3	67	16.6	4.7	0.0	0	0	2	0
Illegal Dumping in Right-of-Way (Field Operations)	59	58	59	0.4	0.8	3.0	97%	0	0	0
Clean Up Day	41	29	15	1.6	12.0	0.0	0	0	26	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	40	20	40	0.0	0.2	10.0	100%	0	0	0
Roadside Maintenance (Field Operations)	31	31	31	1.0	4.3	10.0	97%	0	0	0
Yard Issue	29	25	29	2.1	6.3	21.0	100%	1	0	0
Sign - Other Sign Down/Missing (Traffic Services)	27	26	27	0.0	0.5	10.0	100%	0	0	0

Totals	1,252	726	1,112	2.1	5.9	-	88%	110	140	43
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Sign - Long Term Repair (Traffic Services)	25	25	14	0.6	21.5	120.0	100%	0	11	0
Event Food Giveaway	23	0	6	0.0	8.2	0.0	0	6	17	0
Construction	23	22	19	5.7	37.0	0.0	0	1	4	0
Other	20	1	20	0.0	2.5	0.0	0	0	0	0
Illegal Dumping on Private Property	19	15	19	0.6	5.8	21.0	95%	1	0	0
Abandoned / Inoperative / Junk Vehicle	16	12	16	0.8	8.7	21.0	75%	4	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	16	14	16	0.5	1.4	3.0	94%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	14	14	14	6.6	14.3	30.0	93%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	14	13	14	0.6	1.1	3.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	14	14	14	0.0	0.0	30.0	100%	0	0	0
Other Regulatory Agencies	12	10	11	2.9	6.7	0.0	0	0	1	0
Signal - Other (Traffic Services)	12	10	12	0.0	0.4	10.0	100%	0	0	0
Permit / Licensing Issue	11	7	11	0.9	9.0	21.0	91%	2	0	0
Illegal Dumping In Roadway (Field Operations)	11	9	11	0.1	0.2	1.0	100%	0	0	0

Totals	1,252	726	1,112	2.1	5.9	-	88%	110	140	43
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Roadway Maintenance (Field Operations)	11	11	11	1.1	4.2	10.0	100%	0	0	0
Sanitation (Public Works - Field Operations)	10	0	10	0.0	0.9	0.0	0	0	0	0
Blighted / Vacant Property	10	6	10	1.9	4.3	21.0	90%	1	0	0
Business Licenses (Finance & Administrative Services)	9	0	8	0.0	0.5	2.0	88%	1	1	1
Additional Patrol Request	9	0	9	0.0	4.7	1.0	22%	7	0	0
Commercial Vehicles in Residential Zones	9	7	9	3.0	8.1	21.0	89%	1	0	0
Land Development (Community and Regulatory Affairs)	8	1	3	3.9	0.4	3.0	100%	0	5	4
Dead Animal Pickup on Private Property	8	4	7	2.7	2.6	7.0	86%	2	1	1
Down Tree Removal from Roadway (Field Operations)	8	5	8	1.2	1.0	3.0	88%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	8	8	8	0.0	0.0	1.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	8	1	2	0.2	29.4	15.0	0	1	6	5
Traffic Calming Requests (Traffic Services)	8	4	1	3.6	0.0	120.0	100%	0	7	1
Tree Danger/Removal (Roadside Maintenance - Field Operations)	8	7	8	15.3	14.7	3.0	13%	4	0	0

Totals	1,252	726	1,112	2.1	5.9	-	88%	110	140	43
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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)	7	6	7	0.0	0.9	3.0	100%	0	0	0
Live Domestic Animals	6	0	3	0.0	0.0	0.0	0	0	3	0
Other	6	3	6	3.8	6.2	3.0	33%	4	0	0
Down Tree Removal from Right of Way (Field Operations)	6	6	6	0.0	0.3	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
General Inquiry	5	0	1	0.0	0.0	3.0	100%	0	4	4
Tree Fallen	5	0	1	0.0	0.0	7.0	100%	0	4	4
Signal - Preventative Maintenance (Traffic Services)	5	5	5	0.0	16.9	90.0	100%	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	4	2	3	9.6	37.2	2.0	0	3	1	1
Dead Trees	4	0	0	0.0	0.0	7.0	0	0	4	3
Capital Improvement Projects (CIP) - Public Works	3	3	0	6.4	0.0	0.0	0	0	3	1
Municipal Court	3	1	1	0.5	0.5	0.0	0	0	2	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

Totals	1,252	726	1,112	2.1	5.9	-	88%	110	140	43
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Clogged Culvert (Drainage Maintenance - Field Operations)	3	1	3	1.1	0.6	10.0	100%	0	0	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
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	2	2	0	0.1	0.0	30.0	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
Signal - In Flash or Dark (Traffic Issues)	2	2	2	0.0	0.6	1.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	2	2	2	0.0	31.5	120.0	100%	0	0	0
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
Communications & External Affairs	1	0	0	0.0	0.0	2.0	0	0	1	1
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

Totals	1,252	726	1,112	2.1	5.9	-	88%	110	140	43
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Outdoor Equipment Requests	1	1	0	60.1	0.0	14.0	0	0	1	1
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
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	1	1	1	26.1	26.1	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	1	1	1	0.0	0.6	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
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
Totals	1,252	726	1,112	2.1	5.9	-	88%	110	140	43

COSF CRC Report

District 4

October 1, 2020 - March 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 3/31/2021

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	936	23	917	7.7	1.5	1.0	81%	168	19	19
Building Permits	361	2	310	18.3	8.7	2.0	65%	105	51	51
Other	344	0	344	0.0	1.0	0.0	0	8	0	0
Municipal Court	271	0	102	0.0	0.0	0.0	0	0	169	1
Planning & Zoning (Community & Regulatory Affairs)	223	6	213	21.4	3.0	0.0	0	0	10	0
Business Licenses (Finance & Administrative Services)	101	4	91	1.6	0.6	2.0	85%	14	10	10
Remove / Pick-Up Litter (Field Operations)	100	71	100	0.5	1.6	10.0	97%	0	0	0
Sanitation (Public Works - Field Operations)	90	8	89	1.6	0.9	0.0	0	0	1	0
Other	89	75	76	6.7	17.8	0.0	0	1	13	3
Live Domestic Animals	72	0	60	0.0	0.0	0.0	0	0	12	0
Event Food Giveaway	61	0	34	0.0	4.7	0.0	0	17	27	0
Property Maintenance	53	20	53	1.4	3.8	21.0	98%	4	0	0
Clean Up Day	49	8	44	17.6	5.9	0.0	0	1	5	0

Totals	3,492	603	3,087	2.9	3.5	-	82%	388	405	117
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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)	47	47	47	0.4	0.9	3.0	98%	1	0	0
Other	40	0	37	0.0	6.3	3.0	73%	10	3	3
Sign - Other Sign Down/Missing (Traffic Services)	37	35	37	0.1	0.9	10.0	97%	1	0	0
Additional Patrol Request	34	1	34	3.4	1.3	1.0	65%	12	0	0
Abandoned / Inoperative / Junk Vehicle	31	19	31	2.3	7.8	21.0	81%	6	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	30	25	30	0.6	1.3	3.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	27	27	21	1.1	22.5	120.0	100%	0	6	0
GIS (Geographic Information Systems)	24	3	22	22.3	7.6	2.0	77%	5	2	2
Remove Dead Animals in Right-of-Way (Field Operations)	24	21	24	0.7	1.0	3.0	92%	1	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	24	16	24	0.0	0.5	10.0	100%	0	0	0
Roadside Maintenance (Field Operations)	24	24	24	1.6	5.2	10.0	96%	0	0	0
Human Resources	21	0	20	0.0	0.0	2.0	100%	0	1	1
City Clerk	19	0	19	0.0	6.4	5.0	68%	6	0	0
Commercial Vehicles in Residential Zones	19	7	18	2.8	6.8	21.0	89%	3	1	0

Totals	3,492	603	3,087	2.9	3.5	-	82%	388	405	117
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
COVID-19 (Coronavirus) Inquiry	17	0	7	0.0	0.0	0.0	0	0	10	0
Construction	17	17	9	3.6	41.5	0.0	0	0	8	0
Land Development (Community and Regulatory Affairs)	15	1	8	1.2	6.1	3.0	50%	2	7	7
Live Wild Animals	15	0	14	0.0	0.0	1.0	100%	0	1	1
Illegal Dumping on Private Property	15	6	15	4.3	4.9	21.0	100%	0	0	0
Permit / Licensing Issue	14	8	12	2.5	3.7	21.0	100%	2	2	2
Other Regulatory Agencies	13	8	13	4.7	8.2	0.0	0	1	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	13	9	13	0.2	1.7	10.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	13	11	13	0.0	0.1	1.0	100%	0	0	0
Community Policing Division	12	0	2	0.0	0.1	0.0	0	0	10	0
Yard Issue	12	5	12	3.4	2.3	21.0	100%	2	0	0
Illegal Dumping In Roadway (Field Operations)	11	8	11	0.2	0.5	1.0	82%	0	0	0
Dead Animal Pickup on Private Property	10	4	10	0.3	13.5	7.0	80%	2	0	0
Signal - Other (Traffic Services)	9	7	9	0.0	2.5	10.0	100%	0	0	0

Totals	3,492	603	3,087	2.9	3.5	-	82%	388	405	117
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Calming Requests (Traffic Services)	9	4	2	1.0	1.5	120.0	100%	0	7	1
Remove Dead Animals in Roadway - Large (Field Operations)	8	7	8	0.2	0.5	1.0	88%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	7	6	7	0.6	1.6	3.0	71%	1	0	0
Capital Improvement Projects (CIP) - Public Works	6	5	2	5.4	1.5	0.0	0	0	4	1
Excessively Barking Dog – Late Night Nuisance	6	0	6	0.0	2.1	7.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	6	6	6	11.9	16.9	30.0	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
Streetlights (Outages, New Requests, Repairs, Maintenance)	6	0	1	0.0	59.3	15.0	0	1	5	3
Other	5	2	4	0.1	36.8	0.0	0	0	1	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	5	5	2	0.5	3.2	30.0	100%	0	3	0
Down Tree Removal from Roadway (Field Operations)	5	0	5	0.0	0.0	3.0	100%	0	0	0

Totals	3,492	603	3,087	2.9	3.5	-	82%	388	405	117
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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)	5	5	5	16.0	17.2	3.0	20%	2	0	0
Recreation Programs	4	2	2	4.8	4.8	3.0	0	1	2	2
Lobby - Parks & Rec. Facilities	4	0	4	0.0	0.0	3.0	100%	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	4	2	1	13.7	7.5	2.0	0	1	3	3
Sink Holes (Drainage Maintenance - Field Operations)	4	3	3	3.0	8.7	10.0	100%	0	1	1
Communications & External Affairs	3	0	2	0.0	68.2	2.0	0	2	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	2	23.0	26.4	3.0	0	1	1	1
Blighted / Vacant Property	3	1	3	0.2	1.4	21.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	3	2	3	0.5	0.5	1.0	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
Accounts Receivable (Finance & Administrative Services)	2	1	2	4.3	4.8	2.0	0	2	0	0

Totals	3,492	603	3,087	2.9	3.5	-	82%	388	405	117
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
City Manager	2	0	2	0.0	0.7	2.0	100%	0	0	0
Contract and Purchasing Oversight (Finance & Administrative Services)	2	0	2	0.0	2.0	2.0	50%	1	0	0
General Inquiry	2	0	0	0.0	0.0	3.0	0	0	2	2
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
Sign - Preventative Maintenance (Traffic Services)	2	2	2	0.4	0.9	30.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	2	2	2	0.9	5.0	10.0	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
Information Technology	1	1	1	1.8	1.8	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
Totals	3,492	603	3,087	2.9	3.5	-	82%	388	405	117

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
Trespassing	1	0	1	0.0	0.7	1.0	100%	0	0	0
Outdoor Equipment Requests	1	0	0	0.0	0.0	14.0	0	0	1	1
Dead Trees	1	0	0	0.0	0.0	7.0	0	0	1	1
Clogged Inlet (Storm Water Issues - Field Operations)	1	0	1	0.0	0.2	3.0	100%	0	0	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
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.2	0.6	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	3,492	603	3,087	2.9	3.5	-	82%	388	405	117

COSF CRC Report

District 5

October 1, 2020 - March 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 3/31/2021

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	112	71	111	2.3	5.4	21.0	99%	1	1	1
Building Permits	76	0	61	0.0	12.1	2.0	46%	32	15	15
Remove / Pick-Up Litter (Field Operations)	60	48	60	0.9	2.0	10.0	98%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	56	0	55	0.0	3.6	0.0	0	0	1	0
Reception Call	56	9	54	5.5	2.9	1.0	54%	24	2	2
Other	51	48	48	3.4	15.9	0.0	0	2	3	0
Yard Issue	34	15	32	2.0	6.4	21.0	94%	3	2	2
Clean Up Day	32	16	18	1.9	8.1	0.0	0	0	14	0
Illegal Dumping in Right-of-Way (Field Operations)	27	27	27	0.4	1.0	3.0	96%	0	0	0
Other	21	0	21	0.0	3.4	0.0	0	1	0	0
Abandoned / Inoperative / Junk Vehicle	20	10	20	2.3	9.7	21.0	85%	3	0	0
Sanitation (Public Works - Field Operations)	19	3	19	0.3	1.9	0.0	0	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	19	19	19	0.0	1.0	10.0	95%	0	0	0
Totals	877	438	788	2.0	6.5	-	83%	100	89	33

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Construction	16	16	11	5.1	40.3	0.0	0	0	5	0
Roadside Maintenance (Field Operations)	16	16	16	2.7	6.2	10.0	94%	0	0	0
Signal - Other (Traffic Services)	16	16	15	0.3	0.1	10.0	100%	0	1	1
Illegal Dumping on Private Property	15	10	13	2.9	8.0	21.0	92%	1	2	0
Event Food Giveaway	14	0	3	0.0	8.5	0.0	0	3	11	0
Business Licenses (Finance & Administrative Services)	12	1	12	2.0	1.5	2.0	58%	5	0	0
Blighted / Vacant Property	11	7	11	2.3	6.7	21.0	91%	1	0	0
Additional Patrol Request	10	0	10	0.0	2.1	1.0	10%	9	0	0
Commercial Vehicles in Residential Zones	10	5	10	0.4	10.9	21.0	80%	2	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	9	9	9	0.6	1.9	3.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	9	7	9	0.1	0.2	1.0	89%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	9	6	9	0.1	1.0	10.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	9	9	4	0.4	20.4	120.0	100%	0	5	0
Signal - Preventative Maintenance (Traffic Services)	9	9	9	0.0	12.0	90.0	100%	0	0	0

Totals	877	438	788	2.0	6.5	-	83%	100	89	33
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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)	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
Permit / Licensing Issue	5	2	5	4.2	5.9	21.0	100%	1	0	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
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	5	5	5	0.0	0.0	1.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	5	3	4	10.6	15.4	3.0	50%	2	1	1
City Clerk	4	0	4	0.0	0.0	5.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	4	0	2	0.0	10.9	3.0	50%	1	2	2
Municipal Court	4	0	1	0.0	0.0	0.0	0	0	3	0
Illegal Signs	4	0	0	0.0	0.0	0.0	0	0	4	0
Tree Fallen	4	0	1	0.0	13.7	7.0	0	1	3	3
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
Totals	877	438	788	2.0	6.5	-	83%	100	89	33

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Traffic Calming Requests (Traffic Services)	4	2	0	0.0	0.0	120.0	0	0	4	0
Capital Improvement Projects (CIP) - Public Works	3	2	1	19.7	0.0	0.0	0	0	2	0
City Manager	3	0	3	0.0	1.5	2.0	33%	2	0	0
Live Wild Animals	3	0	3	0.0	0.0	1.0	100%	0	0	0
Dead Trees	3	0	1	0.0	30.2	7.0	0	1	2	2
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	3.4	7.0	67%	1	0	0
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
Signal - Long Term Repair (Traffic Services)	3	3	3	1.5	16.1	120.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	3	1	0	0.0	0.0	15.0	0	0	3	2
Live Domestic Animals	2	0	2	0.0	0.0	0.0	0	0	0	0
Other	2	1	2	0.0	4.2	3.0	50%	0	0	0
Other	2	0	2	0.0	30.6	0.0	0	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	2	0	1	0.0	21.4	2.0	0	1	1	1

Totals	877	438	788	2.0	6.5	-	83%	100	89	33
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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)	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 Inlet/Catch Basin (Storm Water Issues - Field Operations)	2	2	1	2.5	7.6	30.0	100%	0	1	0
Sign - Preventative Maintenance (Traffic Services)	2	2	2	0.0	1.9	30.0	100%	0	0	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	2	0	2	0.0	25.4	0.0	0	0	0	0
GIS (Geographic Information Systems)	1	0	1	0.0	0.0	2.0	100%	0	0	0
General Inquiry	1	0	0	0.0	0.0	3.0	0	0	1	1
Trespassing	1	0	1	0.0	1.8	1.0	0	1	0	0
Dead Animal Pickup on Private Property	1	0	1	0.0	0.0	7.0	100%	0	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	1	1	1	0.4	0.4	3.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	1	0	1	0.0	0.0	3.0	100%	0	0	0

Totals	877	438	788	2.0	6.5	-	83%	100	89	33
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping In Roadway (Field Operations)	1	1	1	0.0	0.0	1.0	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	877	438	788	2.0	6.5	-	83%	100	89	33

COSF CRC Report

District 6

October 1, 2020 - March 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 3/31/2021

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	102	86	102	1.1	3.3	21.0	97%	2	0	0
Reception Call	81	10	77	7.6	4.3	1.0	61%	27	4	4
Other	79	74	65	4.7	16.3	0.0	0	1	14	0
Building Permits	64	1	54	18.0	11.0	2.0	44%	30	10	10
Yard Issue	60	50	59	0.9	3.1	21.0	100%	0	1	1
Remove / Pick-Up Litter (Field Operations)	46	34	46	0.7	1.8	10.0	93%	1	0	0
Clean Up Day	44	19	27	0.8	9.3	0.0	0	0	17	0
Planning & Zoning (Community & Regulatory Affairs)	44	3	41	3.8	4.1	0.0	0	0	3	1
Other	35	2	34	2.8	2.8	0.0	0	1	1	0
Abandoned / Inoperative / Junk Vehicle	33	30	31	1.0	4.3	21.0	90%	4	2	1
Event Food Giveaway	31	0	6	0.0	5.8	0.0	0	4	25	0
Illegal Dumping in Right-of-Way (Field Operations)	31	31	31	1.7	3.1	3.0	90%	1	0	0
Sanitation (Public Works - Field Operations)	27	4	27	1.3	1.3	0.0	0	0	0	0

Totals	995	560	867	2.2	5.9	-	84%	92	128	31
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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
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
Business Licenses (Finance & Administrative Services)	16	0	16	0.0	0.6	2.0	88%	2	0	0
Commercial Vehicles in Residential Zones	16	15	16	0.9	2.3	21.0	100%	1	0	0
Illegal Dumping on Private Property	15	11	15	0.7	1.7	21.0	100%	0	0	0
Construction	15	15	8	2.8	37.4	0.0	0	0	7	0
Remove Dead Animals in Right-of-Way (Field Operations)	12	8	12	4.3	5.9	3.0	83%	1	0	0
Sign - Other Sign Down/Missing (Traffic Services)	12	12	12	0.1	0.3	10.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	10	10	10	0.1	13.8	90.0	100%	0	0	0
Additional Patrol Request	9	0	9	0.0	2.4	1.0	33%	5	0	0
Permit / Licensing Issue	8	6	8	1.1	3.4	21.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	7	7	7	4.6	13.1	10.0	71%	1	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	7	7	7	0.0	0.2	1.0	100%	0	0	0
Totals	995	560	867	2.2	5.9	-	84%	92	128	31

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Long Term Repair (Traffic Services)	7	7	6	0.0	33.6	120.0	100%	0	1	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	7	0	1	0.0	29.0	15.0	0	1	6	6
Tree Danger/Removal (Roadside Maintenance - Field Operations)	7	7	5	13.0	22.2	3.0	40%	3	2	2
Capital Improvement Projects (CIP) - Public Works	6	6	1	14.5	25.3	0.0	0	0	5	1
Illegal Signs	6	0	0	0.0	0.0	0.0	0	0	6	0
Sign - Long Term Repair (Traffic Services)	6	6	4	0.6	28.8	120.0	100%	0	2	0
Traffic Calming Requests (Traffic Services)	6	2	0	1.0	0.0	120.0	0	0	6	0
Other	5	1	5	0.6	11.0	3.0	60%	2	0	0
Illegal Dumping In Roadway (Field Operations)	5	5	5	1.1	1.2	1.0	80%	0	0	0
Land Development (Community and Regulatory Affairs)	4	0	2	0.0	4.0	3.0	0	1	2	2
Municipal Court	4	0	0	0.0	0.0	0.0	0	0	4	0
Community Policing Division	4	0	0	0.0	0.0	0.0	0	0	4	0
Other Regulatory Agencies	4	2	4	9.7	18.2	0.0	0	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	4	3	4	0.2	1.1	3.0	75%	0	0	0

Totals	995	560	867	2.2	5.9	-	84%	92	128	31
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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)	4	4	4	0.0	0.0	10.0	100%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	4	0	4	0.0	4.9	10.0	100%	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	3	1	2	39.9	23.8	2.0	0	2	1	1
Dead Animal Pickup on Private Property	3	2	3	0.0	0.1	7.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	3	3	3	2.1	7.2	30.0	100%	0	0	0
Roadway Maintenance (Field Operations)	3	3	3	1.1	5.8	10.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	3	3	3	4.3	5.8	30.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	3	3	3	0.2	0.2	1.0	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
Dead Trees	2	0	0	0.0	0.0	7.0	0	0	2	2
Excessively Barking Dog - Late Night Nuisance	2	0	2	0.0	8.4	7.0	50%	1	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	2	1	2	0.0	2.4	3.0	100%	0	0	0

Totals	995	560	867	2.2	5.9	-	84%	92	128	31
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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)	2	2	1	1.5	0.2	30.0	100%	0	1	0
Remove Dead Animals in Roadway - Small (Field Operations)	2	2	2	0.3	1.8	3.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	2	2	2	0.1	0.4	1.0	100%	0	0	0
City Manager	1	0	1	0.0	0.3	2.0	100%	0	0	0
Unlicensed Business Complaint	1	0	1	0.0	0.3	5.0	100%	0	0	0
Business Inquiry	1	0	1	0.0	0.1	10.0	100%	0	0	0
Other	1	0	0	0.0	0.0	0.0	0	0	1	0
Tree Fallen	1	0	1	0.0	0.0	7.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	1	0	1	0.0	0.0	30.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	1	1	1	4.7	0.0	3.0	0	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	1	1	1	9.7	10.1	10.0	0	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	1	1	1	2.3	0.0	3.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0

Totals	995	560	867	2.2	5.9	-	84%	92	128	31
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Street Flooding (Drainage Maintenance - Field Operations)	1	1	1	0.4	0.4	1.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	1	0	1	0.0	29.0	30.0	100%	1	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	1	1	1	0.0	0.0	10.0	100%	0	0	0
Totals	995	560	867	2.2	5.9	-	84%	92	128	31

COSF CRC Report

District 7

October 1, 2020 - March 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 3/31/2021

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	69	60	62	2.0	6.5	21.0	92%	4	7	6
Clean Up Day	65	11	57	1.2	12.0	0.0	0	0	8	0
Reception Call	59	1	55	5.5	3.8	1.0	55%	20	4	4
Other	53	50	45	5.2	19.5	0.0	0	1	8	0
Building Permits	48	0	37	0.0	9.6	2.0	49%	19	11	11
Remove / Pick-Up Litter (Field Operations)	41	29	41	1.0	1.2	10.0	98%	0	0	0
Abandoned / Inoperative / Junk Vehicle	37	30	35	2.0	7.2	21.0	83%	6	2	1
Illegal Dumping in Right-of-Way (Field Operations)	36	36	36	0.2	0.6	3.0	94%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	30	0	29	0.0	2.7	0.0	0	0	1	0
Sign - Other Sign Down/Missing (Traffic Services)	22	22	22	0.2	1.9	10.0	100%	0	0	0
Other	18	0	18	0.0	1.3	0.0	0	0	0	0
Yard Issue	17	16	17	1.4	10.0	21.0	82%	4	0	0
Roadside Maintenance (Field Operations)	17	17	17	1.9	5.9	10.0	94%	0	0	0
Totals	792	439	700	2.1	6.9	-	82%	84	92	36

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	16	14	16	1.5	2.5	10.0	94%	0	0	0
Event Food Giveaway	14	0	5	0.0	11.9	0.0	0	4	9	0
Sanitation (Public Works - Field Operations)	14	0	14	0.0	1.1	0.0	0	0	0	0
Additional Patrol Request	14	0	14	0.0	2.7	1.0	29%	10	0	0
Construction	13	13	9	7.2	28.8	0.0	0	0	4	0
Business Licenses (Finance & Administrative Services)	12	0	11	0.0	0.9	2.0	91%	1	1	1
Other Regulatory Agencies	12	7	11	7.2	11.0	0.0	0	0	1	0
Blighted / Vacant Property	11	11	10	1.2	7.7	21.0	80%	2	1	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
Illegal Dumping on Private Property	9	8	8	1.6	11.8	21.0	75%	2	1	1
Sign - Long Term Repair (Traffic Services)	8	8	5	0.1	20.6	120.0	100%	0	3	0
Excessively Barking Dog – Late Night Nuisance	7	0	7	0.0	2.7	7.0	100%	0	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	7	7	6	0.9	11.1	30.0	100%	0	1	0

Totals	792	439	700	2.1	6.9	-	82%	84	92	36
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Streetlights (Outages, New Requests, Repairs, Maintenance)	7	1	1	1.3	50.0	15.0	0	1	6	6
Damaged Fire Hydrant	6	5	5	2.2	3.2	30.0	100%	0	1	0
Illegal Dumping In Roadway (Field Operations)	6	5	6	4.4	6.2	1.0	83%	0	0	0
Signal - Other (Traffic Services)	6	6	6	0.0	0.1	10.0	100%	0	0	0
Capital Improvement Projects (CIP) - Public Works	5	5	0	6.4	0.0	0.0	0	0	5	0
Remove Dead Animals in Right-of-Way (Field Operations)	5	5	5	1.1	1.2	3.0	80%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	5	5	5	0.0	0.1	1.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	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
Municipal Court	4	0	1	0.0	0.1	0.0	0	0	3	0
Permit / Licensing Issue	4	3	4	2.8	5.2	21.0	100%	1	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	4	2	3	0.6	0.0	30.0	100%	0	1	0

Totals	792	439	700	2.1	6.9	-	82%	84	92	36
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Roadway Maintenance (Field Operations)	4	4	4	1.6	7.2	10.0	100%	0	0	0
Community Policing Division	3	0	1	0.0	42.0	0.0	0	0	2	0
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
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	3	2	2	6.6	8.4	30.0	100%	0	1	0
Down Tree Removal from Right of Way (Field Operations)	3	3	3	0.0	0.0	3.0	100%	0	0	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
Other	2	0	2	0.0	5.1	3.0	50%	1	0	0
Occupational Tax Certificate	2	0	2	0.0	0.2	10.0	100%	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

Totals	792	439	700	2.1	6.9	-	82%	84	92	36
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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	1	2	2.0	5.3	10.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	2	1	1	0.2	1.0	120.0	100%	0	1	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
Other	1	0	0	0.0	0.0	0.0	0	0	1	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	1	0	1	0.0	48.6	2.0	0	1	0	0
Tree Fallen	1	0	0	0.0	0.0	7.0	0	0	1	1
Curb/Gutter Installation (Roadway Construction - Field Operations)	1	1	0	2.5	0.0	30.0	0	0	1	0
Down Tree Removal from Roadway (Field Operations)	1	1	1	0.0	0.0	3.0	100%	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	1	1	1	6.0	6.0	10.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	1	1	1	1.8	1.8	3.0	100%	0	0	0

Totals	792	439	700	2.1	6.9	-	82%	84	92	36
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Rough Road (Unpaved Road Maintenance - Field Operations)	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
Sign - Preventative Maintenance (Traffic Services)	1	1	1	5.6	6.8	30.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	0	0.0	0.0	120.0	0	0	1	0
Traffic Operations - Other (Traffic Services)	1	1	1	0.0	0.1	30.0	100%	0	0	0
Totals	792	439	700	2.1	6.9	-	82%	84	92	36



PUBLIC WORKS REPORT

City of South Fulton Public Works Department



Sidewalk Repair at Waterlace Drive
March 2021

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Month in Review: March 2021

City of South Fulton Public Works

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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 March 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.

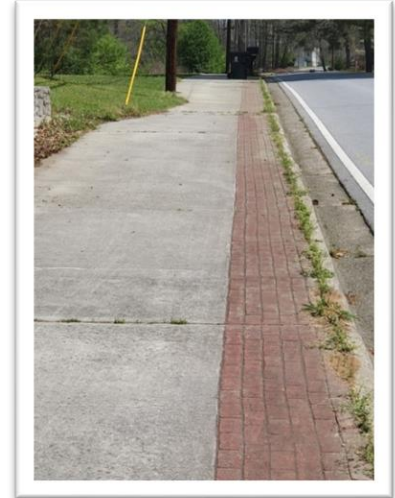
Highlights of Call Center & See Click Fix: March 2021	
Metric Description	Number or Percent
Total Work Orders	2121
Total SeeClickFix Requests for Public Works	797
Total Work Orders Completed that met Service Level Agreement	577
Total Work Orders Completed that met Service Level Agreement as Percentage	99%
Total Work Order/Requests Open or In-Progress	0
Total Work Requests did not meet Service Level Agreement	1
Total Work Requests without Service Level Agreement or not due in current month	2
Total SeeClickFix Request Closed/Archived	583

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 from 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

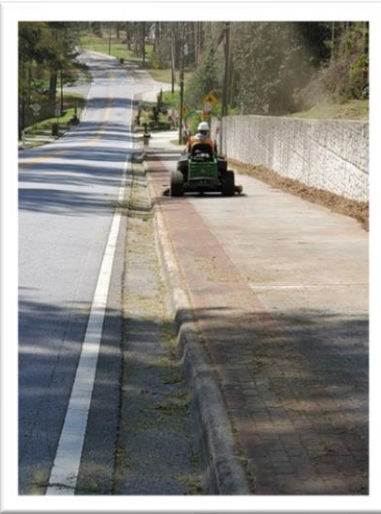
The Clean Communities Initiative was launched to reduce/eliminate the amount of litter and dumping found in throughout the City of South Fulton. The Clean Community Crew, along with additional treatments, strategies and partnerships will be employed to reach this goal. **Treatments** include trash receptacles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



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 at Cascade Rd and Enon Rd at Campbellton RD were assessed for traffic signals. These results were turned over to the state for review. Crash data at Wilson Mill and Cascade following a signal request. Lastly, we reviewed Boatrock At Bruce Place for all-way stop due to sight distance.



Traffic Activities in March

During this reporting period seventy-seven (77) 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 March, Public Works inspected twenty-six (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. Eight (8) inquiries were addressed related to residential collections.

Field Services: 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 March, eleven (11) illegal dumping sites cleaned. This service is often done with other departments.



Illegal Dumping at
Sheriff Rd – March 2021



Sheriff Rd After Clean Up
March 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 March, Public Works also completed one hundred and one (101) requests from the public to remove litter.

Dead Animal Removal

As a service, dead animals are removed from the right of away and roadway each month. During the month of March, Public Works removed seven (7) 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.

Gravel Road Maintenance Schedule March 2021				
Name	District	Location	Miles	Last Treatment
Cochran Rd	2	Cascade Palmetto Hwy to Hwy 92	2.65	3-29-21

Potholes Repairs

When road surfaces begin to fail, they typically fail in multiple locations. This is because the roads are typically paved and have similar conditions elsewhere that allow potholes to form.

For this reason, our process is both reactive and proactive. When a pothole is reported our process is to drive the entire road to identify any additional potholes needing to be addressed on that same road. In March, this process was applied to sixteen (16) different streets.



Sinkhole located at
Sundridge Dr
March 2021

Sidewalk Repairs

Public Works performs concrete maintenance on City sidewalks, curbs and gutters ensuring they are properly maintained. Fifteen (15) service repairs were conducted this month.

Sinkhole Repairs

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

Our technique is to address the safety hazard and leak by filling the hole with concrete and materials that will allow drainage without additional damage. If this technique works, we consider the issue closed. If the sinkhole returns, the location is scheduled for a more invasive fix. Seven (7) sinkholes repairs were made during the month of March.

Brush Cutting

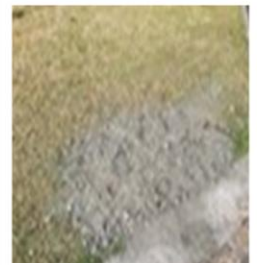
During the month of March, Public Works serviced four (4) roads (Hall, Derrick, Bishop and Bell Tell) removing trees hindering sight distance.

Tree Removal

Eleven (11) 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 thirty-five areas throughout the city.



Repairs to sinkhole
at Sundridge Dr
March 2021



Month in Review: March 2021

City of South Fulton Public Works

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General Services

The Public Works internal team provides leadership in managing facilities, equipment, supplies, maintenance, and other support services to the elected officials and City departments and residents in a safe, reliable, and efficient manner.

Major Project Highlights: March 2021	
Project Description	Facility
URA Projects – Facility Power Washing, Painting, Trim Repair	Parks and Recreation
Comcast Machine Q Gateway installation	City Wide
CARES Funding – Johnsons Control Project – Fixture Installation	Parks and Recreation
General Housekeeping Work consist of Ceiling tile replacement, light bulbs, lock repairs, gutter cleaning, etc.	City Wide
COVID-19 Cleaning and Sanitizing Facilities	City Wide
Distribution of Personal Protective Equipment	City Wide
Cartegraph – Public Works Assets Management Software Implementation	Public Works

Fleet Service

Fleet Operations provides leadership in managing the vehicle fleet maintenance, along with various equipment. Our team strives to provide each department with safe, reliable and economical vehicles and equipment while maintaining vehicle values and equipment investments.

Major Project Highlights: March 2021	
Project Description	Facility
(56) Emergency Vehicles Repaired Work consist of: Front End Alignments, Brakes, Engine Tuning, Replaced Tires, Radiators, replaced windshields, etc.	Police
(42) Preventative Maintenance Emergency Vehicles	Police
(32) City Vehicles Repaired Work consist of Brake jobs, oil changes, tune-ups, tire replacements, etc.	City Wide
Installation of GPS Tracking Devices and Mobile Data Terminals (in progress)	Fire Department

Urban Redevelopment Authority Projects

The Public Works team under the direction of the URA Plan, Resolution 2019-055, is executing and delivering on the projects set forth under this Resolution. Below are major projects completed during the monthly report.

URA Major Project Highlights: March 2021	
Project Description	Facility
Sidewalk Repairs and replacement	Trammel Crow Park
Mold Assessment Performed, HVAC Proposals, Awaiting Roof Warranty Proposal for final repairs	Sandtown Park
Moisture Scan of the Roof Leak over Theater Building, awaiting final assessment report	Southwest Arts Center
HVAC repairs complete at Fire Station#4	Fire Department
Working with Vendor on Scope to resolve multiple areas of need from roofing, HVAC, windows, etc.	Cliftondale/S.F. Arts Center
Completed a Geographical Survey for new Fire Station in District 2	Fire Department
Structural Analysis for Roof, awaiting results for upcoming Roof repairs.	Welcome All Park
Working with Gallagher Bassett on Roof insurance repairs along with upcoming roof project	Welcome All Park
Reviewing and Evaluating submittals for Kitchen cabinets, pricing ongoing	Fire Department
HVAC Proposal for Gym, awaiting and finalizing proposals	Burdett Park
24 Tennis Court Reconstruction courts removed and awaiting new topping surface	S.F. Tennis Center



Month in Review: March 2021

City of South Fulton Public Works

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Capital Projects/T-SPLOST Projects

The Transportation Division is responsible for the planning and oversight of the design and construction of the Capital Improvement Program (CIP) and T-SPLOST projects. Both programs include millions of dollars in bridge, sidewalks, roadway, safety, and operational projects. A list of active projects, including, their current status by program is tabulated below:

I. CAPITAL IMPROVEMENT PROGRAM (CIP)

Project	Phase
Campbellton Road @ Boat Rock Road/New Hope Road	Design
Old National Highway, Flat Shoals to Jonesboro Road Sidewalks	
New Hope Road Sidewalks	
Demooney Rd over Deep Creek Bridge Replacement	
Fairburn Road Upgrade, Phase II	
Buffington Road, Rock Quarry Road to Roosevelt Highway	
Buffington Road, Royal South Parkway to Rock Quarry Road	
Cochran Rd over Deep Creek Bridge Replacement	
Cochran Rd over Camp Creek Bridge Replacement	
Guardrails Improvements	
Oakley Road over Broadanax Creek	
Butner Road @ Stonewall Tell Road	Construction
Cascade Road over Branch of Utoy Creek Culvert Replacement	

II. T-SPLOST

Project	Phase
Butner Road over Camp Creek	Design
Bethsaida Road over Morning Creek	
Butner Road @ Camp Creek Parkway	
Butner Road @ Union Road	
Butner Road at Pittman Road	
Campbellton Road at Stonewall Tell Road	
Campbellton-Fairburn Road @ Jones Road	
Demooney Road at West Stubbs Road	
Enon Road at Stonewall Tell Road	
Feldwood Road at Morning Creek	
Feldwood Road @ Bench Mark Drive	
Old Fairburn Road @ Union Road	
Rivertown Road @ Cedar Grove Road	
Stonewall Tell Road @ Union Road	
Stonewall Tell Road at Jones Road/Pittman Road	
Washington Road at Roosevelt Highway	
Flat Shoals ATMS	
Danforth Road Sidewalks (Rehoboth Circle to Cascade Road)	
Enon Road Sidewalks (Lynarbor Lane to Sanford J. Jones Blvd)	



Month in Review: March 2021

City of South Fulton Public Works

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Enon Road over Camp Creek Tributary	
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STREETLIGHTS

A. Requests

- a. Removal of old poles and installation of 17 new poles around the Cascade-Palmetto Highway and Cedar Grove Road/Ridge Grove-roundabout completed.
- b. Campbellton Road Lighting: Installation of 10 streetlights on existing poles, from Sandtown Park to the intersection with Camp Creek Parkway Completed.