

**CITY OF SOUTH FULTON, GEORGIA**

**VIRTUAL - WORK SESSION**

**Tuesday, March 9, 2021, 4:00 PM**



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**The Honorable William "Bill" Edwards, Mayor**

**The Honorable Catherine F. Rowell, District 1 Councilmember**

**The Honorable Carmalitha Gumbs, District 2 Councilmember**

**The Honorable Helen Z. Willis, District 3 Councilmember**

**The Honorable Naeema Gilyard, District 4 Councilmember**

**The Honorable Corey A. Reeves, District 5 Councilmember**

**The Honorable khalid kamau, District 6 Councilmember**

**The Honorable Mark Baker, District 7 Councilmember**

**COUNCIL WORK SESSION MEETING AGENDA**

**I. Call to Order**

**II. Roll Call**

**III. Agenda Items**

1. 2021 Legislative Session Update and Tracking – Andrew Long, A. R. Long Company
2. Reopening Plan – Public Access to City Facilities –Parks, Recreation & Cultural Affairs & Assistant City Manager
3. City of South Fulton Parks Master Plan Funding Discussion – Perez Planning & Design, LLC
4. Finance Monthly Report
5. City Attorney Monthly Report
6. City Manager Monthly Report

**IV. 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*

**V. Adjournment of Meeting**



**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** 2021 Legislative Session Update and Tracking

**DATE OF MEETING:** 3/9/2021

**DEPARTMENT:** City Manager

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**ATTACHMENTS:**

| Description                 | Type       | Upload Date |
|-----------------------------|------------|-------------|
| ARLC Report - March 2, 2021 | Cover Memo | 3/4/2021    |



# A. R. LONG COMPANY

EXECUTIVE CONSULTING | GLOBAL RELATIONSHIPS  
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## Memorandum

**To:** Tammi Sadler Jones - City Manager, City of South Fulton  
**From:** Andrew Long - Principal, A. R. Long Company  
**CC:** Corey Adams, Don Toms, Anna Edmondson, Jamila Criss  
**Date:** March 2, 2021  
**Re:** 2021 Legislative Update

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This past week marked the halfway point for the Georgia General Assembly who convened for a full 5-day week and gaveled in for Days 20 - 25 of the legislative session. With Crossover Day quickly approaching, both chambers have been working diligently to vet the bills that have been dropped and also to introduce bills before the Crossover Day cutoff.

On Thursday, Governor Kemp and the Commissioner of the Department of Public Health, Kathleen Toomey, MD, presented an update on their continuing efforts to manage the pandemic in Georgia and an expansion to the eligibility criteria for vaccination. Starting March 8, Phase 1A+ will include pre-K through 12 educators and staff, adults with developmental disabilities and their caregivers, and also parents of children with underlying medical conditions. The Governor stated that this expansion will allow approximately 1 million more Georgians to get vaccinated on top of the 2 million that are already eligible.

In relation to the City of South Fulton, HB 445, addressing Fulton Industrial Boulevard, successfully passed the House on February 26<sup>th</sup> and was committed to the Senate State and Local Governmental Operations Committee on March 1<sup>st</sup>. We will continue to update the City on your remaining legislative priorities as bills continue to swiftly move through legislative process.

In HR 264, the General Assembly voted on the remaining days for the legislative session:

Wednesday, March 3 . . . . . convene for legislative day 26

Thursday, March 4 . . . . . committee work day

Friday, March 5 . . . . . convene for legislative day 27

Monday, March 8 . . . . . convene for legislative day 28 (Crossover Day)

Tuesday, March 9 . . . . . convene for legislative day 29

Wednesday, March 10 . . . . . convene for legislative day 30

Thursday, March 11 . . . . . convene for legislative day 31

Monday, March 15 . . . . . convene for legislative day 32

Tuesday, March 16 . . . . . convene for legislative day 33

Wednesday, March 17. . . . . convene for legislative day 34

Thursday, March 18. . . . . convene for legislative day 35

Monday, March 22. . . . . convene for legislative day 36

Tuesday, March 23. . . . . convene for legislative day 37

Wednesday, March 24. . . . . committee work day

Thursday, March 25 . . . . . convene for legislative day 38

Friday, March 26. . . . . committee work day

Monday, March 29. . . . . convene for legislative day 39

Tuesday, March 30 . . . . . committee work day

Wednesday, March 31 . . . . . convene for legislative day 40 (SINE DIE)

| Bill #                 | Topic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Status                                   | House Sponsor         | Senate Sponsor | House Committee                                         | Senate Committee                 |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------|----------------|---------------------------------------------------------|----------------------------------|
| <a href="#">HB 15</a>  | Preventing Tragedies Between Police and Communities Act - relating to employment and training of peace officers, so as to require training on de-escalation techniques for peace officers;                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | House second read 1/27                   | Scott, Sandra         |                | Public Safety & Homeland Security                       |                                  |
| <a href="#">HB 17</a>  | End Racial Profiling Act - relating to law enforcement officers and agencies and state tort claims, respectively, so as to specifically prohibit racial profiling by law enforcement officers and law enforcement agencies; to provide for a short title; to provide for definitions; to require certain policies and procedures by law enforcement agencies; to provide for data collection; to provide for regulations by the Attorney General; to provide for an annual report; to provide for a right of action for enforcement; to revise the state waiver of sovereign immunity; to provide for waiver of sovereign immunity under certain circumstances; | House prefiled 11/16/20                  | Scott, Sandra         |                |                                                         |                                  |
| <a href="#">HB 18</a>  | Police Accountability Act - relating to law enforcement officers and agencies, so as to require that certain procedures be followed by peace officers upon making contact with individuals for law enforcement purposes; to require all law enforcement agencies provide a body-worn camera to each peace officer of the law enforcement agency; to amend O.C.G.A. 2-21-50, relating to state tort claims; to amend O.C.G.A. 2-4-17, relating to arrest by law enforcement officers generally, so as to revise use of force standards;                                                                                                                          | House second read 2/4                    | Scott, Sandra         |                | Judiciary Non-Civil                                     |                                  |
| <a href="#">HB 30</a>  | annual review regarding equitable participation of minority business enterprises in claiming income tax credits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | House prefiled 11/18/20                  | Kendrick, Dar'shun    |                |                                                         |                                  |
| <a href="#">HB 35</a>  | relating to law enforcement officers and agencies, so as to provide for ethical policing; to amend Article 2 of Chapter 21 of Title 50 of the O.C.G.A., relating to state tort claims, so as to remove certain immunities from the actions of certain law enforcement officers; to provide that a law enforcement officer alleged to have committed misconduct or a violation of law while acting within the scope of his or her official duties or employment shall be subject to lawsuit or liability;                                                                                                                                                        | House second read 2/25                   | Scott, Sandra         |                | Public Safety & Homeland Security                       |                                  |
| <a href="#">HB 45</a>  | relating to arrest by private persons, so as to repeal the article in its entirety; to amend Titles 17, 35, and 43 of the Official Code of Georgia Annotated, relating to criminal procedure, law enforcement officers and agencies, and professions and businesses, respectively, so as to make conforming changes;                                                                                                                                                                                                                                                                                                                                            | House prefiled 12/16/20                  | Gilliard, Carl        |                |                                                         |                                  |
| <a href="#">HB 51</a>  | relating to home rule powers, so as to revise provisions relating to compensation and benefits for employees and members of governing authorities; from 2021 onwards, for municipal councils with six or more members, any action to increase the salary or compensation of the elected municipal council members by more than 20 percent would only be effective if it is approved at the next municipal election by a vote of those residing in the municipality;                                                                                                                                                                                             | House prefiled 12/21/20                  | Bazemore, Debra       |                |                                                         |                                  |
| <a href="#">HB 66</a>  | relating to revenue bonds, so as to provide that local school systems, counties, and municipal governing authorities can become parties to bond validation hearings;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | House second read 1/14                   | Oliver, Mary Margaret |                | Governmental Affairs                                    |                                  |
| <a href="#">HB 79</a>  | relating to regulation of fireworks and general provisions regarding provisions applicable to counties and municipal corporations, respectively, so as to vest regulation of the dates and times for the lawful use or ignition of consumer fireworks exclusively with counties and municipal corporations;                                                                                                                                                                                                                                                                                                                                                     | House second read 1/26                   | Allen, Erick          |                | Regulated Industries                                    |                                  |
| <a href="#">HB 98</a>  | relating to state government, so as to provide conditions for meetings and public hearings to be held by teleconference in emergency conditions; to provide conditions for certain agency members to participate in nonemergency meetings by teleconference;                                                                                                                                                                                                                                                                                                                                                                                                    | Senate read and referred 2/23            | Lumsden, Eddie        |                | Governmental Affairs                                    | Science and Technology           |
| <a href="#">HB 112</a> | relating to torts to provide certain immunities from liability claims regarding COVID-19, approved August 5, 2020, (Ga L. 2020, p. 798), so as to extend applicability for one year;                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Senate Read and referred 2/10            | Kelley, Trey          |                | Special Committee on Access to the Civil Justice System | Judiciary                        |
| <a href="#">HB 130</a> | relating to general provisions applicable to counties and municipal corporations, so as to define the term "fence detection system"; to limit the ability of counties, consolidated governments, and municipalities to regulate or prohibit such systems;                                                                                                                                                                                                                                                                                                                                                                                                       | Senate read and referred 2/18            | Gullett, Joseph       |                | Governmental Affairs                                    | State and Local Gov't Operations |
| <a href="#">HB 134</a> | exclude meetings relating to cybersecurity contracting and planning from open meeting requirements; permits these discussions to be held in executive session                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Senate Committee Favorably Reported 2/26 | Anderson, Victor      |                | Judiciary - Scoggins Subcommittee                       | Science and Technol              |
| <a href="#">HB 139</a> | relating to regulation of maintenance and use of public roads and railroads and the operation of trains at crossings, respectively, so as to require certain signage by railroad companies; to prohibit the operation of a train in a manner that occupies or blocks a street, road, or highway grade crossing longer than a certain amount of time; to provide for exceptions; to provide for immunity from penalty in certain instances; to provide for annual reporting; to provide for a fine for noncompliance;                                                                                                                                            | House second read 1/29                   | Mainor, Mesha         |                | Transportation                                          |                                  |
| <a href="#">HB 151</a> | Ad valorem tax; public property owned by a political subdivision outside of its territorial limits; terminate exemption                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | House second read 1/29                   | Burnough, Rhonda      |                | Ways & Means                                            |                                  |

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                       |                  |  |                                         |                                    |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------|--|-----------------------------------------|------------------------------------|
| <a href="#">HB 160</a> | relating to water and sewer projects and costs tax (MOST), so as to redefine the term "municipality"; to provide for audits of such tax by the state auditor under certain conditions;                                                                                                                                                                                                                                                                                                                                                                                                               | House second read 2/1                                 | William, Boddie  |  | Ways & Means                            |                                    |
| <a href="#">HB 180</a> | require officers and units of state and local government to maintain databases of sources of funding available to members of the public; to provide minimum requirements for the updating and publication of such databases;                                                                                                                                                                                                                                                                                                                                                                         | House second read 2/1                                 | Lim, Marvin      |  | Governmental Affairs                    |                                    |
| <a href="#">HB 186</a> | relating to zoning procedures, so as to require local governments to compile all notice of hearings on actions resulting in zoning decisions; to require the placement of such compilation on the local government's website;                                                                                                                                                                                                                                                                                                                                                                        | House second read 2/1                                 | Lim, Marvin      |  | Governmental Affairs                    |                                    |
| <a href="#">HB 187</a> | relating to general provisions applicable to counties, municipal corporations, and other governmental entities, so as to require county and municipal governing authorities to provide a compilation of all local ordinances, property maintenance codes, codes of technical regulations, and associated fines and penalties;                                                                                                                                                                                                                                                                        | House second read 2/1                                 | Lim, Marvin      |  | Governmental Affairs                    |                                    |
| <a href="#">HB 243</a> | relating to annexation pursuant to application by 100 percent of landowners, so as to revise provisions defining contiguous area;                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | House second read 2/4                                 | Thomas, Brad     |  | Governmental Affairs                    |                                    |
| <a href="#">HB 273</a> | relating to local authorization and regulations for manufacture, distribution, and package sales of distilled spirits, so as to provide an additional method of initiating a referendum election for the authorization of the issuance of licenses for the package sale of distilled spirits; to change certain provisions relating to the procedures for calling and conducting certain referendum elections and the nullifications thereof;                                                                                                                                                        | Senate read and referred 2/24                         | Ballinger, Mandi |  | Regulated Industries                    | Regulated Industries and Utilities |
| <a href="#">HB 302</a> | relating to general provisions regarding specific, business, and occupation taxes, so as to require that the proceeds of local government regulatory fees be used to pay for regulatory activity and not general operations; to revise the list of professions which may be subject to such regulatory fees; to remove provisions authorizing calculation of regulatory fees for new construction, renovation, and other construction projects;                                                                                                                                                      | House Committee Favorably Reported By Substitute 2/26 | Montahan, Martin |  | Ways & Means                            |                                    |
| <a href="#">HB 317</a> | relating to excise tax on rooms, lodgings, and accommodations, so as to revise the definition of "innkeeper" to include marketplace facilitators; to define the term "marketplace innkeeper"; to expand the state levy of a nightly excise tax to include all rooms, lodgings, and accommodations;                                                                                                                                                                                                                                                                                                   | House Committee Favorably Reported by Substitute 2/18 | Stephens, Ron    |  | Ways & Means                            |                                    |
| <a href="#">HB 374</a> | relating to sales and use taxes, so as to exempt from taxation local authorities providing public water or sewer service;                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Senate read and referred 2/24                         | Gaines, Houston  |  | Ways & Means                            | Finance                            |
| <a href="#">HB 392</a> | provide that licenses for retail sale packages of alcoholic beverages for consumption off the premises shall be subject to regulation as to distances from schools as determined by the local governing authority;                                                                                                                                                                                                                                                                                                                                                                                   | House Committee Favorably Reported By Substitute 2/24 | Ridley, Jason    |  | Regulated Industries                    |                                    |
| <a href="#">HB 445</a> | to amend an Act to incorporate the City of South Fulton in Fulton County, Georgia, approved April 26, 2016 (Ga. L. 2016, p. 3726), as amended, so as to change the corporate boundaries of the municipality;                                                                                                                                                                                                                                                                                                                                                                                         | Senate first read 3/1                                 | Bruce, Roger     |  | Intragovernmental Coordination          |                                    |
| <a href="#">HB 459</a> | relating to limitation on annexation of areas furnished services or included in comprehensive zoning plan by certain counties, so as to prohibit annexations of county operated airport property by governing authorities of certain municipal corporations absent approval by the governing authority of the county operating the airport;                                                                                                                                                                                                                                                          | House Committee Favorably Reported 2/25               | Martin, Chuck    |  | Governmental Affairs                    |                                    |
| <a href="#">HB 463</a> | relating to emergency telephone number 9-1-1 system, so as to increase the amount of the 9-1-1 charge that may be imposed by counties and municipalities;                                                                                                                                                                                                                                                                                                                                                                                                                                            | House second read 2/18                                | Gilliard, Carl   |  | Governmental Affairs                    |                                    |
| <a href="#">HB 465</a> | relating to general provisions applicable to counties and municipal corporations, so as to prohibit local governments from imposing civil penalties upon an alarm systems contractor for a false alarm that occurs through no fault of the alarm systems contractor;                                                                                                                                                                                                                                                                                                                                 | House second read 2/18                                | Gullett, Joseph  |  | Governmental Affairs                    |                                    |
| <a href="#">HB 526</a> | relating to arrests by private persons, so as to provide for definitions to revise the law with regard to the arrest of certain offenders by private citizens; to provide when and to what degree force may be used to effectuate such arrest; to provide that unauthorized arrests may be resisted and to provide when and to what degree force may be used to resist an unauthorized arrest by a private citizen; to provide that the defense of justification shall be available to a person who attempts to arrest someone when such person is not authorized under the law to make such arrest; | House second read 2/22                                | Neal, Yasmin     |  | Judiciary Non-Civil                     |                                    |
| <a href="#">HB 531</a> | relating to elections and primaries generally, so as to provide that no election superintendents or boards of registrars shall accept private funding;                                                                                                                                                                                                                                                                                                                                                                                                                                               | House Passed/Adopted By Substitute 3/1                |                  |  | Special Committee on Election Integrity |                                    |
| <a href="#">HB 558</a> | relating to development authorities, so as to provide that members of a county or municipal governing authority appointed as directors of development authorities shall not serve as chairpersons or chief executive officers of such authorities; to provide that county development authorities for certain counties must obtain the consent of certain municipalities and school systems to acquire property or undertake projects within such municipalities;                                                                                                                                    | House second read 2/23                                | Jackson, Derrick |  | Governmental Affairs                    |                                    |

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|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------|------------------|-----------------------------------------|
| <a href="#">HB 632</a> | provide for the enforcement of operating a commercial motor vehicle upon a highway in violation of a local ordinance through the use of recorded images by an automated truck route monitoring device; to provide for procedures, conditions, and limitations upon operation of an automated truck route monitoring device; to provide for issuance of civil monetary penalties; to provide notice of penalty; to prohibit the renewal of registration or sale of a motor vehicle upon failure to pay a civil monetary penalty                                                                                             | House second read 2/26                   | Bazemore, Debra |                  | Public Safety and Homeland Security     |
| <a href="#">SR 20</a>  | Legislative and Congressional Reapportionment; independent nonpartisan commission instead of the General Assembly; provide - CA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Senate Read and Referred 1/27            |                 | Parent, Elena    | Reapportionment and Redistricting       |
| <a href="#">SB 23</a>  | relating to state and other flags, so as to provide that local governments may relocate, remove, conceal, obscure, or alter certain monuments;                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Senate Read and Referred 1/27            |                 | Parent, Elena    | Government Oversight                    |
| <a href="#">SB 77</a>  | relating to controlled substances, so as to provide that possession of certain quantities of marijuana constitutes a misdemeanor; to revise provisions regarding punishment; to amend Title 15, Title 16, Chapter 7 of Title 17, and Code Section 36-32-6 of the Official Code of Georgia Annotated, relating to courts, crimes and offenses, pretrial proceedings, and municipal court jurisdiction in marijuana possession cases, respectively, so as to provide for conforming cross-references;                                                                                                                        | Senate read and referred 2/3             |                 | Jones II, Harold | Judiciary                               |
| <a href="#">SB 95</a>  | relating to state government, so as to provide conditions for meetings and public hearings to be held by teleconference in emergency conditions; to provide conditions for certain agency members to participate in nonemergency meetings by teleconference;                                                                                                                                                                                                                                                                                                                                                               | Senate Committee Favorably Reported 2/26 |                 | Ginn, Frank      | Government Oversight                    |
| <a href="#">SB 104</a> | relating to waste management, so as to prohibit the distribution of certain bags made of plastic film and items made of polystyrene foam by certain retail establishments;                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Senate Read and referred 2/9             |                 | James, Donzella  | Natural Resources and the Environment   |
| <a href="#">SB 145</a> | relating to local authorization and regulations for manufacture, distribution, and package sales of distilled spirits, so as to modify the petition requirements for initiating a referendum election for the authorization of the issuance of licenses for the package sale of distilled spirits; to provide an additional method of initiating such a referendum election; to change certain provisions relating to the procedures for calling and conducting certain referendum elections and the nullifications thereof;                                                                                               | Senate read second time 2/24             |                 | Brass, Matt      | Regulated Industries                    |
| <a href="#">SB 171</a> | relating to crimes and offenses, so as to provide for enhanced penalties for certain offenses committed during an unlawful assembly; to revise the offense of unlawful assembly; to amend Chapter 60 of Title 36 of the O.C.G.A., relating to general provisions regarding provisions applicable to counties and municipal corporations; to amend Chapter 1 of Title 45 of the O.C. G.A., relating to general provisions regarding public officers and employees; to amend Title 50 of the O.C.G.A., relating to state government, so as to prohibit employment and benefits from governments under certain circumstances; | Senate read and referred 2/16            |                 | Robertson, Randy | Judiciary                               |
| <a href="#">SB 182</a> | relating to general provisions applicable to counties and municipal corporations, so as to define the term "fence detection system"; to limit the ability of counties, consolidated governments, and municipalities to regulate or prohibit such systems;                                                                                                                                                                                                                                                                                                                                                                  | Senate second read 2/24                  |                 | Robertson, Randy | State and Local Governmental Operations |
| <a href="#">SB 241</a> | relating to elections and primaries generally, so as to provide for the establishment of a voter intimidation and illegal election activities hotline; to limit the ability of the State Election Board and the Secretary of State to enter into certain consent agreements; to amend Article 1 of Chapter 13 of Title 50 of the O.C. G.A., relating to general provisions regarding administrative procedure, so as to provide for the submission and suspension of emergency rules by the State Election Board;                                                                                                          | Senate read and referred 2/24            |                 | Dugan, Mike      | Ethics                                  |



**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** Reopening Plan – Public Access to City Facilities

**DATE OF MEETING:** 3/9/2021

**DEPARTMENT:** City Manager

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**ATTACHMENTS:**

| Description                        | Type       | Upload Date |
|------------------------------------|------------|-------------|
| Phase II Re-opening Plan_ (3-9-21) | Cover Memo | 3/4/2021    |

# PARKS, RECREATION & CULTURAL AFFAIRS

## PHASE II RE-OPENING PLAN



**SOUTH PR  
FULTON CA**

# REESTABLISHING PROGRAMS AND SERVICES

THE CITY OF SOUTH FULTON DEPARTMENT OF PARKS, RECREATION & CULTURAL AFFAIRS' MISSION IS TO BUILD COMMUNITY THROUGH HIGH-QUALITY AND EQUITABLE PARKS, TRAILS, RECREATION, AND CULTURAL EXPERIENCES.

THE CORONAVIRUS (COVID-19) PANDEMIC HAS DEMONSTRATED THE *ESSENTIAL VALUE OF PARKS AND RECREATION*. BASED ON THE *KNOWLEDGE WE HAVE GAINED* OVER THE LAST YEAR ABOUT BOTH COVID-19 AND BEST PRACTICES FOR PUBLIC HEALTH PRCA HAS DEVELOPED A COMPREHENSIVE PLAN FOR IN-PERSON PROGRAMMING WITH DETAILED COVID-19 GUIDELINES AND MODIFIED PARTICIPATION TO SAFELY RE-ENGAGE RESIDENTS STARTING APRIL 5, 2021.

# REESTABLISHING PROGRAMS AND SERVICES

## Athletics

Youth Baseball

Youth Football

Adult Kickball

Aquatics

Pickleball

Youth Track & Field

Youth & Adult Tennis

## Summer Camp

Youth Recreation  
Camp

Youth & Middle  
School Arts Camp

## Outdoor Events

Fitness in the Park

PRCA Goes Mobile

Sport Clinics

Farm Fresh Fitness

Arts in the Parks

Youth Fishing Kick-Off

## Cultural Affairs

Digital Photography

Modern & Jazz Dance

Art Adventure

Pottery

Guitar Lessons

## Rentals

Small Pavilion Rentals

(residents only/ 10 people or less)

Virtual Recording

# ATHLETICS



PRCA will provide “**low risk**” sport opportunities for residents. “Low Risk” sports are categorized as sports that can be done with social distancing or individually, with either no sharing of equipment or the ability to clean the equipment between each use by participants.

## General Parameters for all athletic programming:

- Reduced overall participation numbers
- All indoor facility operations will remain closed
- All indoor activities, training, practice, and all contests and games are prohibited.
- Coached training and practices for individual water sports, such as swimming and diving, are allowed in indoors in accordance with the CDC Guidelines for Spas and Pools.

# REESTABLISHING SOUTH FULTON ATHLETICS

Youth Baseball  
Youth Football

(low risk option)

Adult Kickball

Aquatics

Pickleball

Youth & Adult Tennis

Youth Track & Field



## SUMMER CAMP



PRCA will host (6-8) one week “Mini Camps”. Mini Camps will offer a safe environment for campers to engage in fun outdoor recreation and arts programs in the Covid-19 climate. CDC guidelines for youth programs and the Governors Executive Orders for operation of day camps were incorporated into the development of the PRCA “Mini Camp” series.

### General Parameters for all summer camp programming:

- 5-8 campers per “pod”
- Conduct a daily health screening for staff and children upon arrival and departure.
- Groups will stay consistent during the entire week
- The same instructor will facilitate activities to the same campers throughout the week
- Prohibit congregating among Campers belonging to different groups
- Sanitize bathrooms, equipment and all frequently touched surfaces regularly throughout the day in addition to after hours.
- All participants, regardless of age, must comply with face covering requirements - masks may be removed when engaging in vigorous outdoor activity.

# SOUTH FULTON SUMMER CAMPS

## Welcome All:

25 participants per week

## Burdett:

25 participants per week

## Cliftondale Community Building:

15 participants per week

## Southwest Arts Center:

32 participants per week



## OUTDOOR EVENTS



Residents will enjoy a series of outdoor socially distanced events strategically placed in each of our (7) districts.

### General Parameters for all outdoor events

- Pre-registration required
- Maximum event participation – 50 ppl
- Activity circles/squares provide social distancing participant
- All indoor facility operations will remain closed.
- All participants, regardless of age, must comply with face covering requirements - masks may be removed when engaging in vigorous outdoor activity.



## OUTDOOR EVENTS

**Fitness in the Parks** - Fall in love with our beautiful parks and great southern sunshine through a new series of health & wellness classes. Join us at various locations throughout the city to get fit and have some fun!

**PRCA Goes Mobile** - Can't make it to a facility, we're bringing recreation and arts programming to you. Look for our beautifully designed Mobile Rec Unit on its road trip throughout the City of South Fulton. Get out & enjoy!

**See South Fulton** - The great City of South Fulton is the fifth largest in Georgia and covers 86 square miles of Southwest Fulton County. Show us your imagery and what you SEE in South Fulton through visually pleasing photographic art. Snap & Submit online each week!

**Sports Clinics** - Train with certified performance specialist and experienced coaches. Improve your skill set while competing in a fun, safe and socially motivating environment. The South Fulton gold standard includes nutrition, hydration & skill development!

## OUTDOOR EVENTS

**Farm Fresh Fitness** - Georgia is an agriculture state that produces a range of grains, fruits and vegetables. But did you know, South Fulton has several local farmers. Let's combine mindful fitness with healthy eating!

**Arts in the Park** - We are creative people. Even in a global pandemic- there's always a little room to celebrate, unwind, and be creative while having fun in a safe environment. Be on the lookout your opportunity to enjoy "Art in the Park"!

**Youth Fishing Kick-Off** - Youth participants will have opportunity to enjoy the great outdoors while learning the ageless art of fishing. Participants will have weekend access to the lake located at Trammell Crowe Park

**Juneteenth Celebration "Forward to Freedom"** - City-wide Juneteenth Celebration!

June 14<sup>th</sup> – June 19<sup>th</sup>

## ARTS & CULTURAL PROGRAMS



The PRCA Department will allow residents to enjoy in-person cultural opportunities in a safe, socially distanced setting.

### General Parameters for all Cultural Affairs Programs

- 8 participant maximum registration for each class
- No shared equipment
- Modified class set up
- All participants, regardless of age, must comply with face covering requirements - masks may be removed when engaging in vigorous activity.
- All participants will follow daily check in requirements.

# Spring Registration

Let your creativity bloom with PRCA  
Spring Classes

**REGISTRATION DATES:**  
**MARCH 1 - 31, 2021**

VISIT:

<https://secure.rec1.com/ga/south-fulton-ga/catalog>  
TO CREATE YOUR ACCOUNT AND REGISTER

## \*SPRING CLASSES INCLUDE\*

Inner Healing and Stretch, Movement and Balance & Art Adventure with Ms. Narviar



Teen Acting & Group Guitar with Mr. Julian



Jazz Dance & Modern Dance with Ms. Loni



Digital Photography with Tony J.



At-Home-Handbuilding Pottery



City of South Fulton Parks, Recreation and Cultural Affairs

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## PARKS



## Available Parks: Passive Use Only

Sandtown Park

Cliftondale Park

Canine Crossing Dog Park

Burdett Tennis Center

Welcome All Park

Trammell Crowe Park

Wilkerson Mill Park

Creel Park



**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** City of South Fulton Parks Master Plan Funding Discussion

**DATE OF MEETING:** 3/9/2021

**DEPARTMENT:** City Manager

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**ATTACHMENTS:**

| Description                 | Type       | Upload Date |
|-----------------------------|------------|-------------|
| CSFPRCMP_Funding Discusion_ | Cover Memo | 3/4/2021    |



# City of South Fulton

**PARKS + RECREATION + CULTURAL MASTER PLAN**

**ONE CITY • ONE PARK SYSTEM**

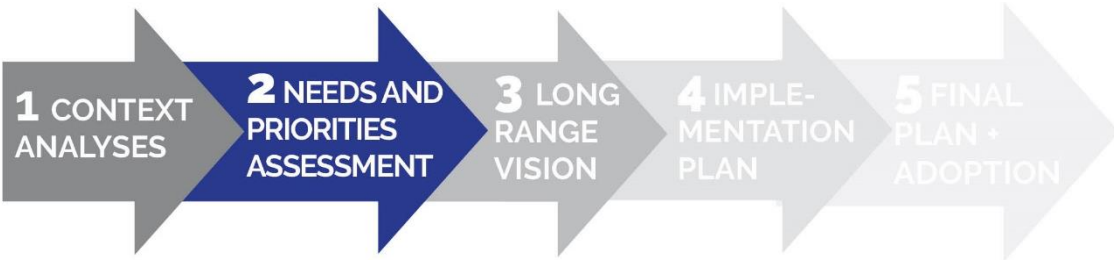
**Funding Discussion**

# Agenda

- Project Overview
- Summary Findings + Long-Range Vision
- Parks Funding Discussion
- Next Steps

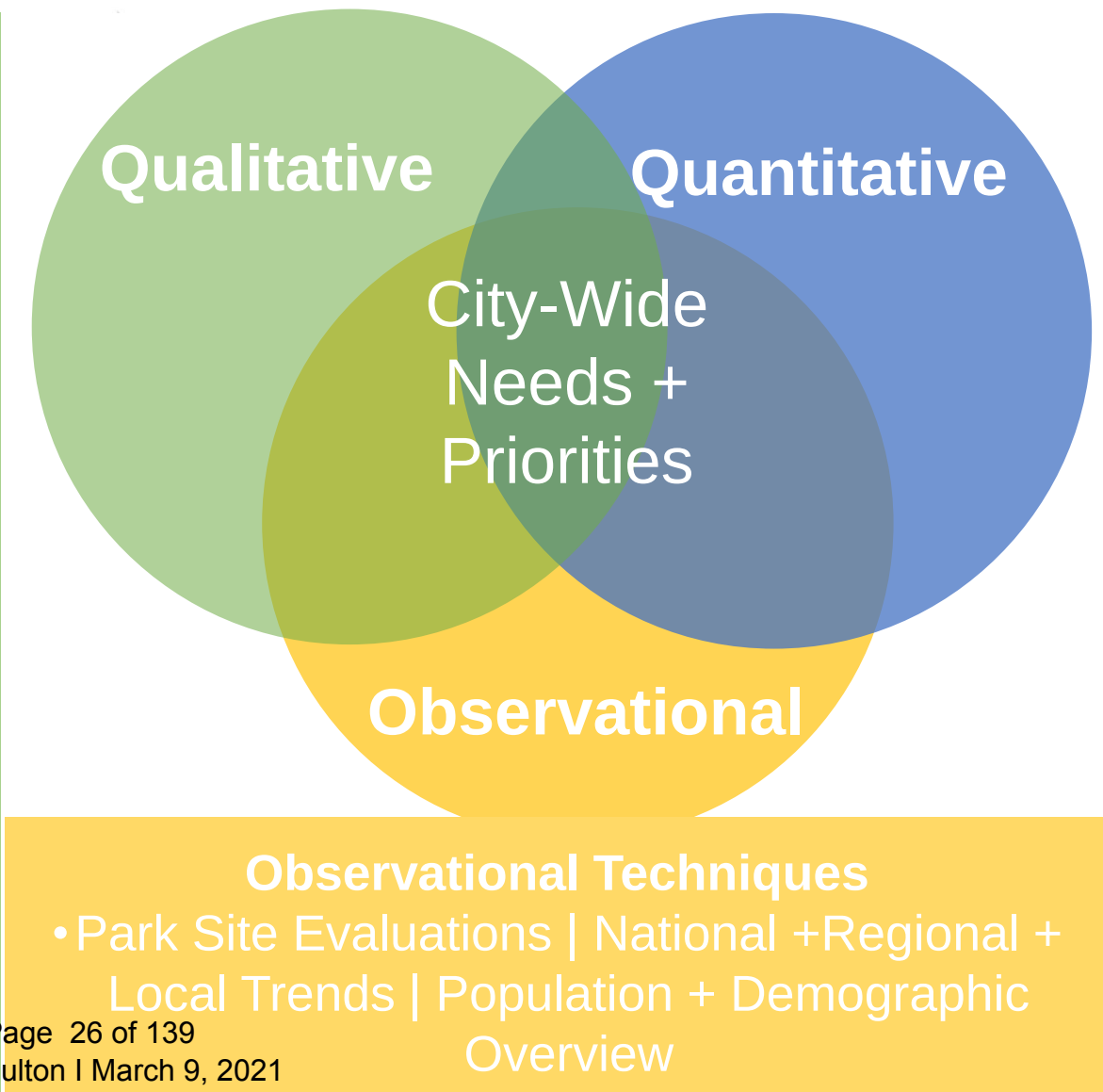
# Parks Master Planning + Design Process





**Qualitative Techniques**

- Project Steering Committee
- Elected Official Interviews
- Staff Interviews
- Virtual Focus Group Interviews
- Special Events Input
- Online Survey
- Virtual Public Meetings



**Quantitative Techniques**

- Statistically-Valid Survey
- Acreage Level-Of Service
- Access Level of Service
- Capacity Level of Services
- Quality Level of Services
- Program Level of Service
- Financial Level of Service
- Benchmarking

# Public Engagement Participation



**+ 1,300  
Participants**

# Key Summary Findings

## 6

1. Continue Positioning Parks, Recreation, and Cultural Affairs as Essential Services
2. Upgrade Existing Parks, Recreation, and Cultural Facilities
3. Ensure Equitable Access
4. Enhance Marketing + Communications
5. Customize Parks, Recreation, and Cultural Priorities
6. Maximize Resource Generation + Allocation

# City-Wide Facility + Amenity High Priorities |

Customize Parks,  
Recreation, and Cultural  
Priorities

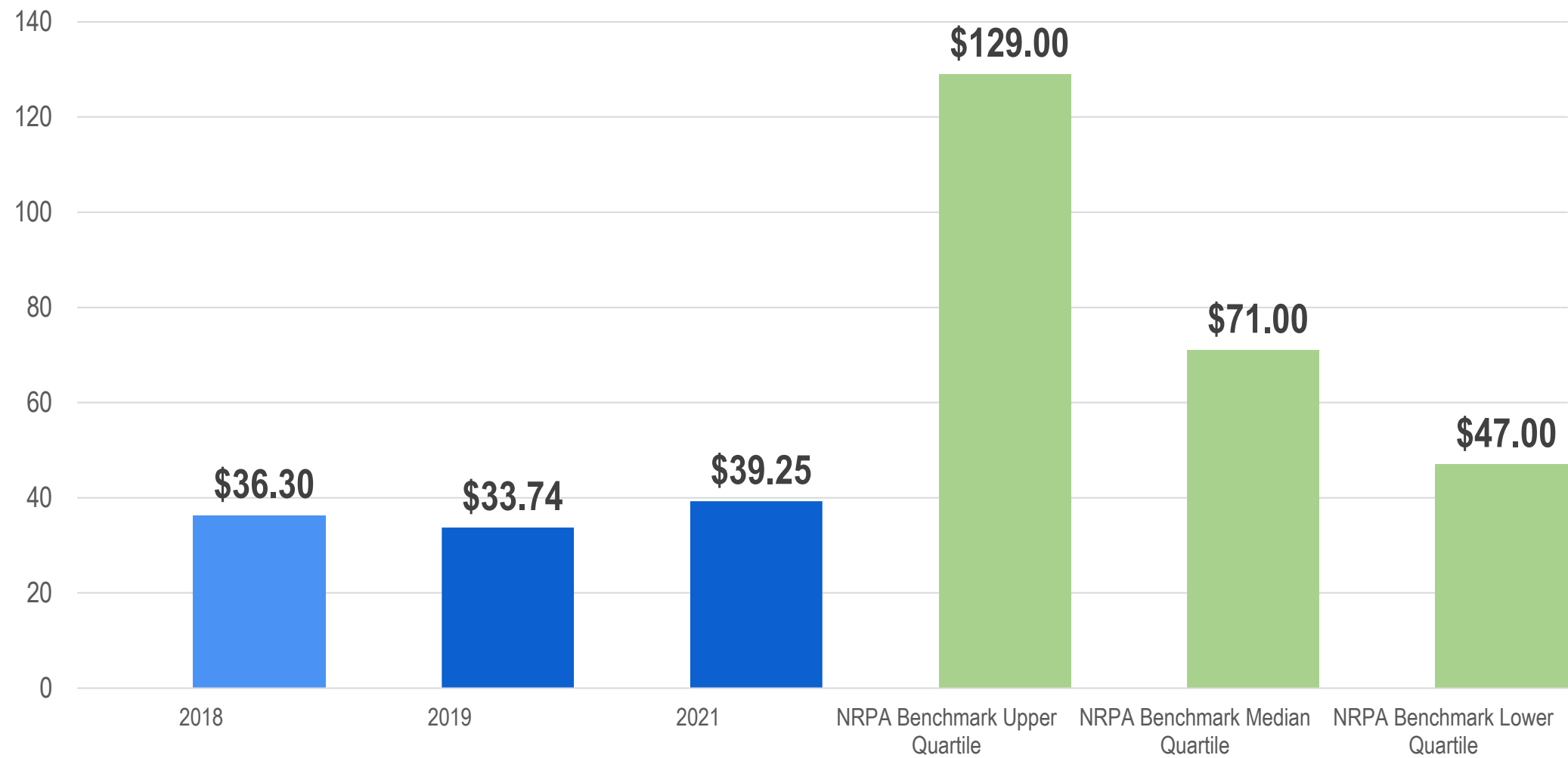
|                            |                            | Analysis Techniques         |                |                            |                         |                      |              |                 |
|----------------------------|----------------------------|-----------------------------|----------------|----------------------------|-------------------------|----------------------|--------------|-----------------|
| Facilities + Amenities     | Statistically Valid Survey | Elected Official Interviews | On-line Survey | Steering Committee Meeting | Virtual Public Meetings | Special Events Input | LOS Analysis | Trends Analysis |
| Paved multi-purpose trails | 200                        | ●                           | ●              | ●                          | ●                       | ●                    |              | ●               |
| Indoor fitness centers     | 187                        |                             | ●              |                            | ●                       | ●                    |              |                 |
| Restrooms at parks         | 141                        |                             | ●              | ●                          |                         | ●                    |              |                 |
| Senior center              | 135                        | ●                           | ●              | ●                          | ●                       | ●                    | ●            |                 |
| Sidewalks                  | 135                        | ●                           | ●              | ●                          |                         | ●                    |              |                 |
| Recreation center          | 116                        | ●                           | ●              |                            | ●                       | ●                    |              |                 |
| Indoor pool                | 109                        | ●                           | ●              | ●                          | ●                       | ●                    | ●            |                 |
| Natural areas/nature parks | 104                        |                             | ●              | ●                          | ●                       |                      |              |                 |

# City-Wide Programs + Activities High Priorities

Customize Parks,  
Recreation, and Cultural  
Priorities

|                              |                               | Analysis Techniques            |                |                                  |                            |                         |                 |
|------------------------------|-------------------------------|--------------------------------|----------------|----------------------------------|----------------------------|-------------------------|-----------------|
| Programs +<br>Activities     | Statistically<br>Valid Survey | Elected Official<br>Interviews | On-line Survey | Steering<br>Committee<br>Meeting | Virtual Public<br>Meetings | Special Events<br>Input | Trends Analysis |
| Fitness/wellness<br>programs | 200                           | ●                              | ●              | ●                                | ●                          | ●                       | ●               |
| Learn to swim                | 115                           | ●                              | ●              | ●                                | ●                          | ●                       |                 |
| Senior leisure<br>programs   | 101                           | ●                              | ●              |                                  |                            |                         |                 |
| Community special<br>events  | 101                           | ●                              | ●              | ●                                | ●                          |                         |                 |

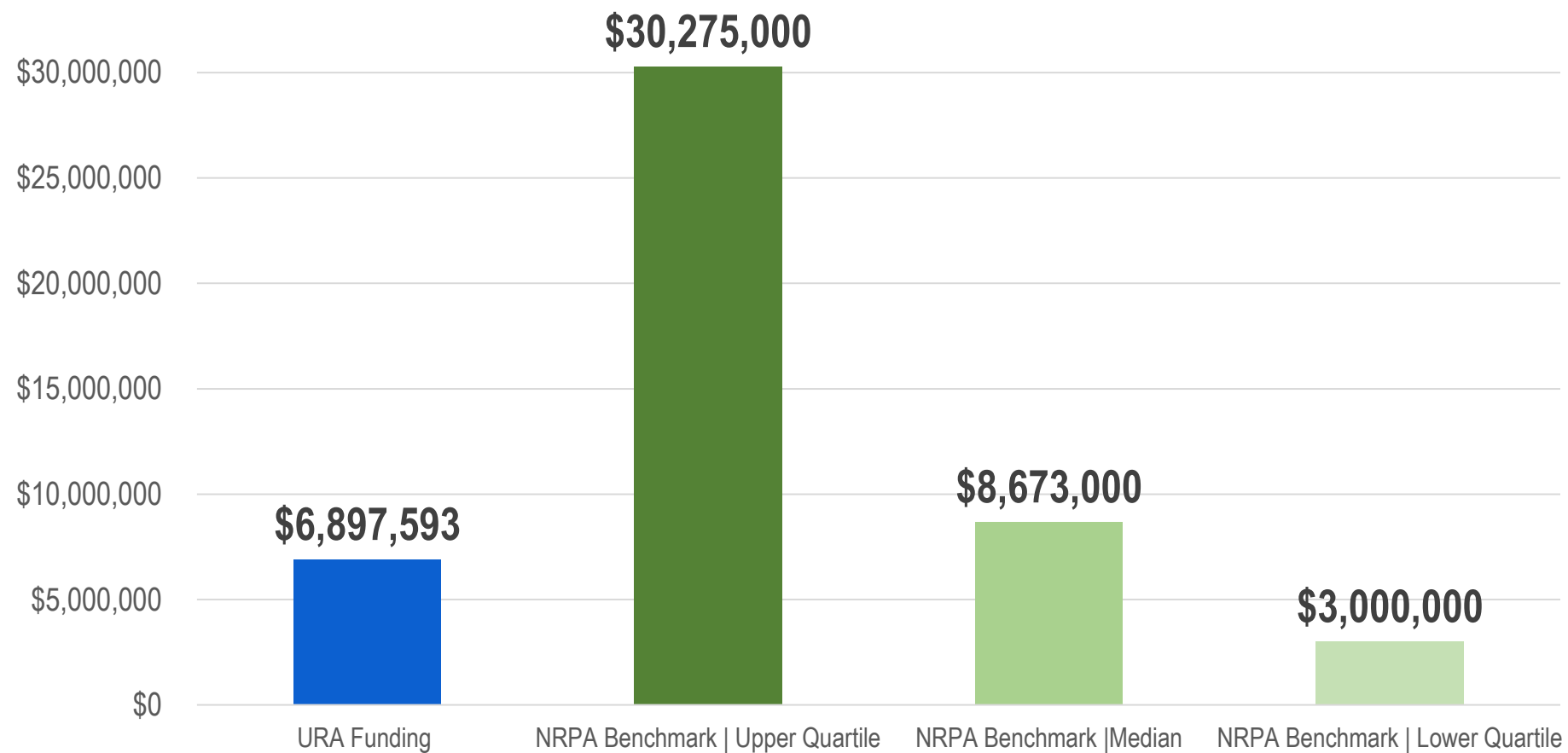
# City O&M Funding LOS | Maximize Resource Generation + Allocation



City of South Fulton

NRPA Benchmark

# City Capital Funding (5-Years) | Maximize Resource Generation + Allocation

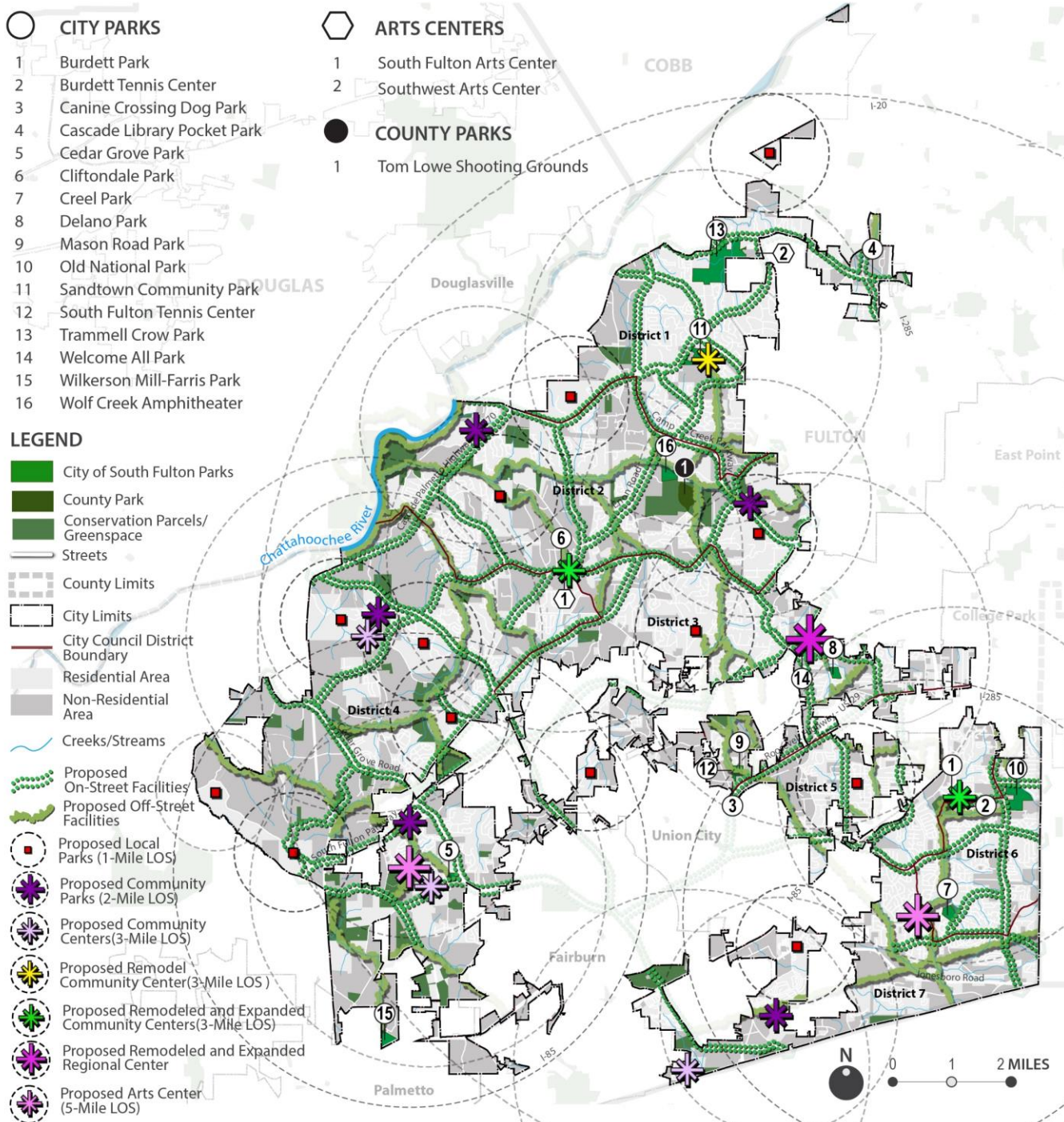


City of South Fulton  
(3 Year)

NRPA Benchmark  
(5 Year)

# Vision

Create an interconnected system of parks, trails, recreation, and cultural experiences that strengthen the **sustainability** and **resiliency** of the City of South Fulton.



# Perception of the Value of Parks, Trails, Recreation and Cultural Affairs During COVID-19

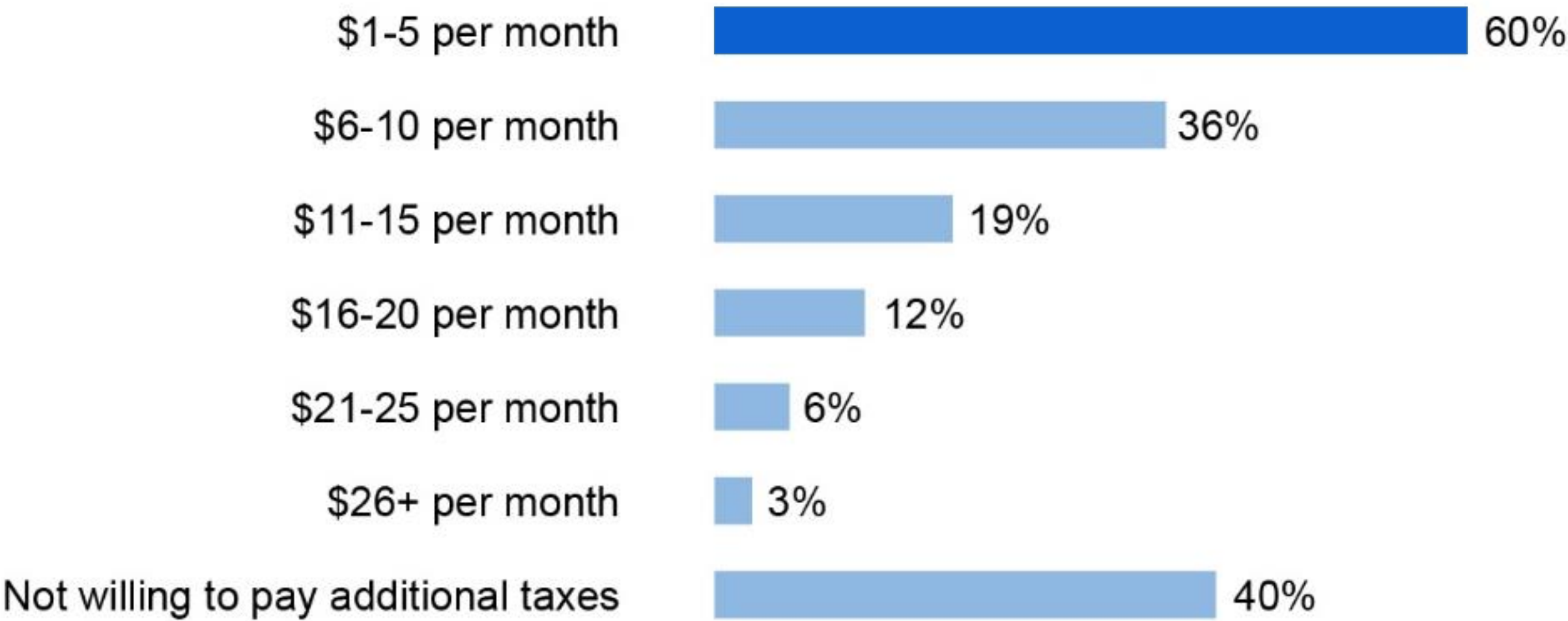
Value has Increased or  
Somewhat Increased

**75%**  
**RESPONDENTS**

**Increase Funding \$**

**92%**  
**RESPONDENTS**

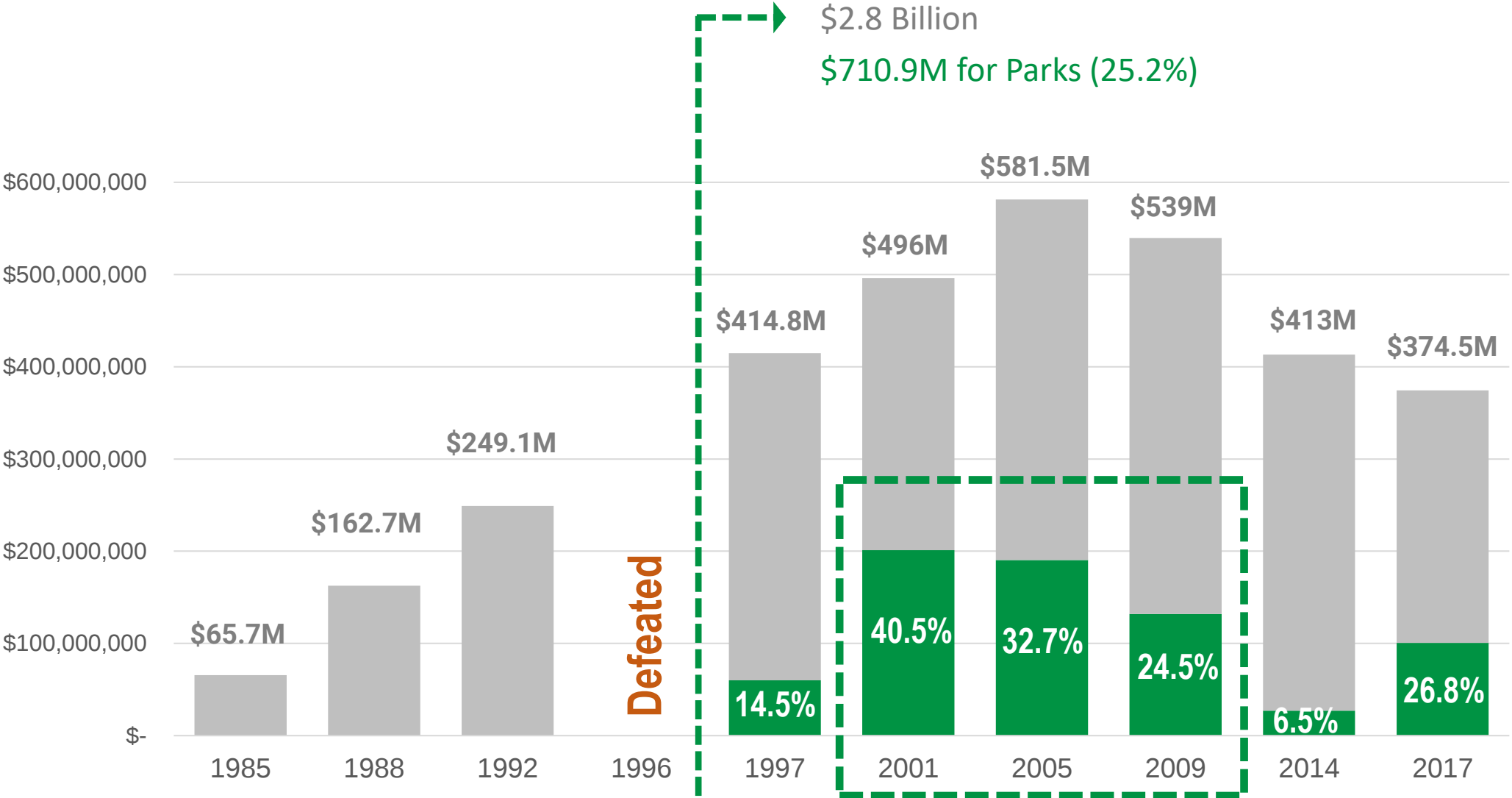
# Willingness to Pay Increased Taxes Per Month



# Council Member Funding Preferences

- **SPLOST** – TSPLOST ending in 2021 could transition to parks
- Park Impact Fees
- Grants
- **Bonds** (mixed interest in raising taxes)
- Public Private Partnerships

# Gwinnett SPLOST



# Recommendation

- Consider SPLOST as a funding source for implementing the Parks and Recreation Master Plan
- Develop a Finance Feasibility Study in preparation for a potential 2021 or future Referendum (At no Cost to the City) by the Trust for Public Land



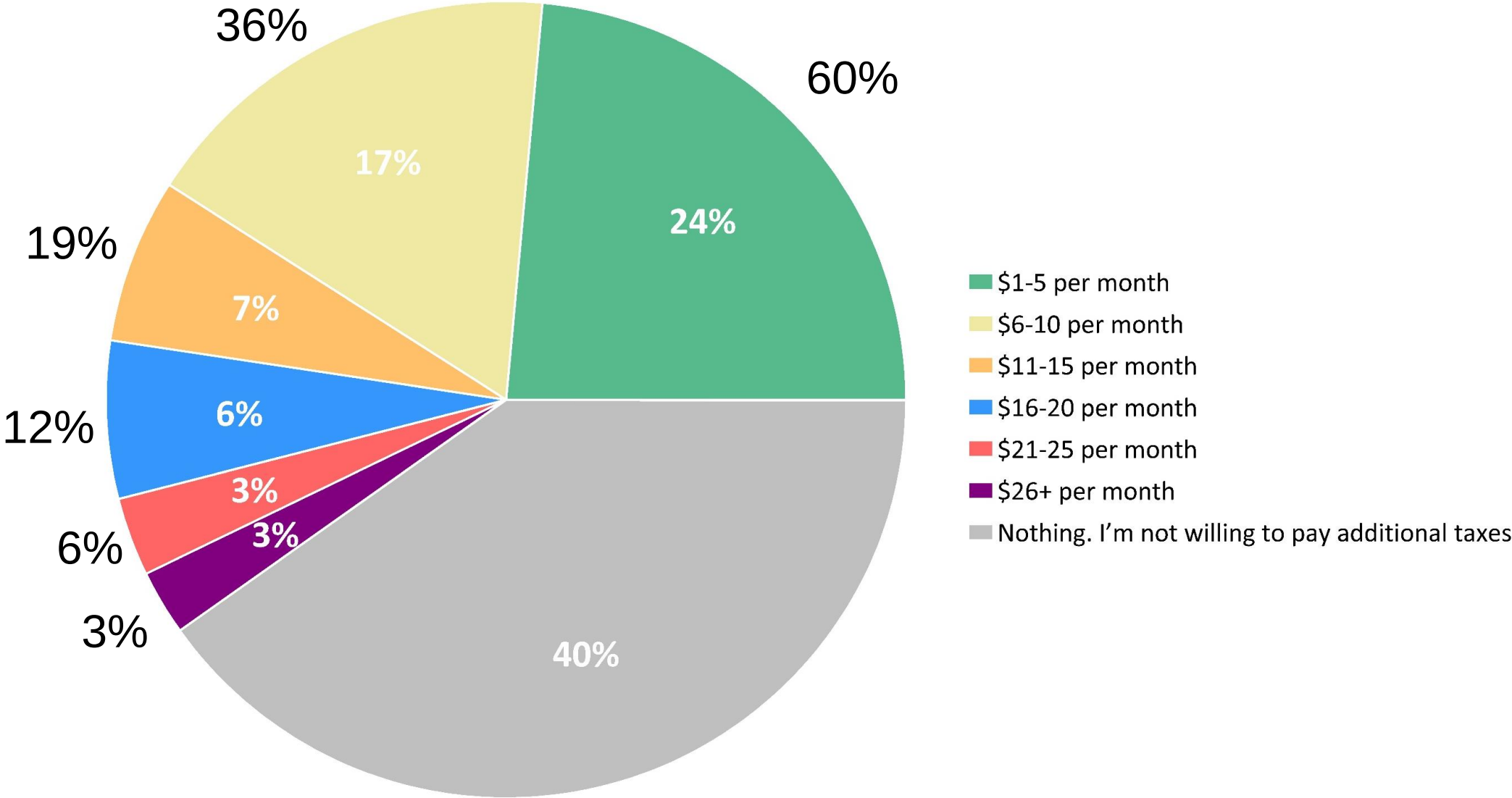
# City of South Fulton

**PARKS + RECREATION + CULTURAL MASTER PLAN**

**ONE CITY • ONE PARK SYSTEM**

**Funding Discussion**

# Willingness to Pay Increased Taxes





**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** Finance Monthly Report

**DATE OF MEETING:** 3/9/2021

**DEPARTMENT:** Finance

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**ATTACHMENTS:**

| Description                       | Type       | Upload Date |
|-----------------------------------|------------|-------------|
| Financial Report as of Jan 21 ALF | Cover Memo | 3/4/2021    |



# CITY OF SOUTH FULTON

## FINANCIALS FOR THE 2021 FISCAL YEAR AS OF JANUARY 31, 2021

PRESENTED BY

**NINA ROBINSON**  
INTERIM FINANCE DIRECTOR

# CITY OF SOUTH FULTON GENERAL FUND

## Statement of Revenues

*FOR THE MONTH  
ENDING  
JANUARY 31, 2021*

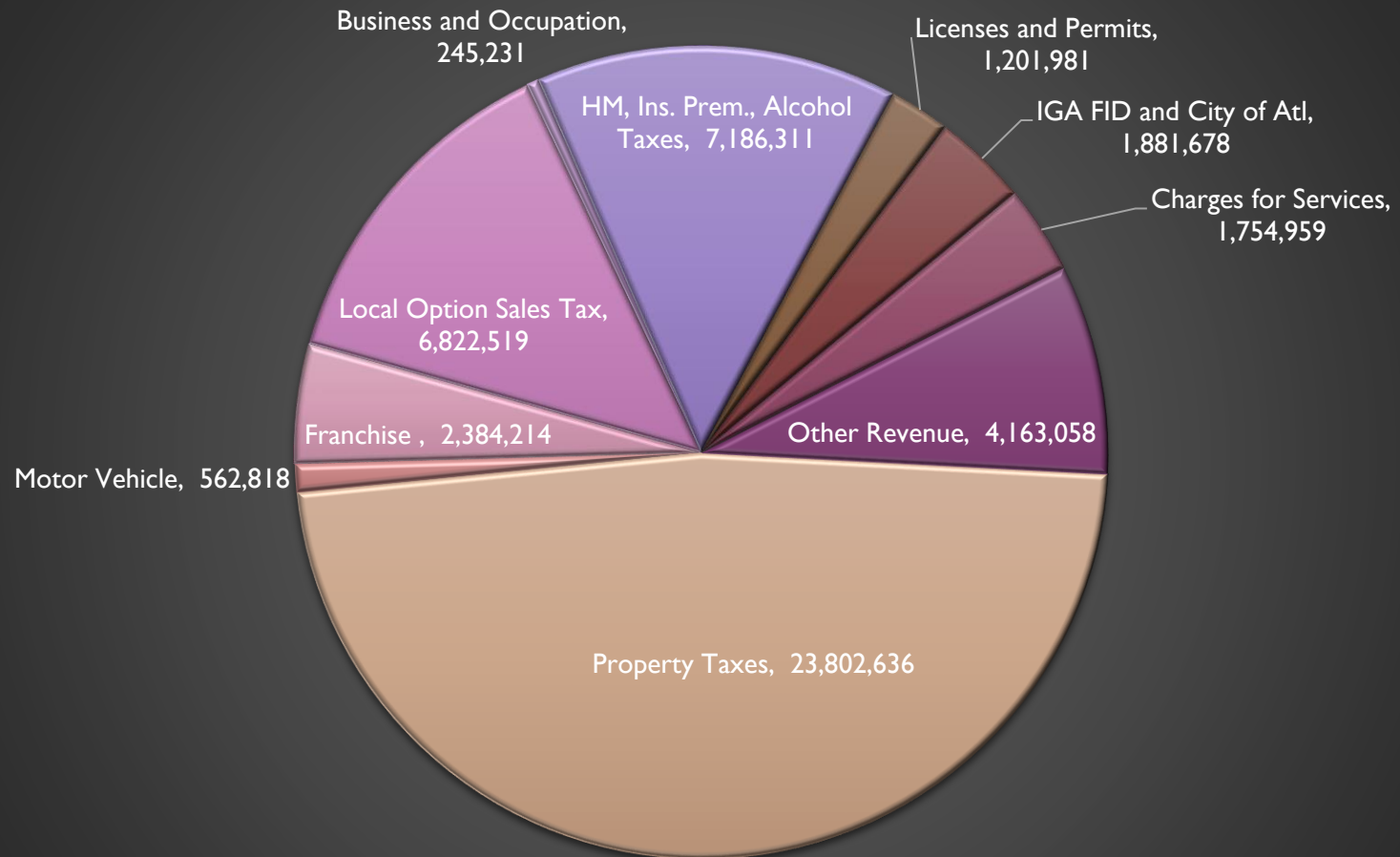
| ACCOUNT DESCRIPTION*                   | AMENDED<br>2021 BUDGET | YTD REVENUE       |
|----------------------------------------|------------------------|-------------------|
| Property Taxes                         | 29,904,109             | 23,802,636        |
| Motor Vehicle                          | 705,000                | 562,818           |
| Franchise                              | 3,150,000              | 2,384,214         |
| Local Option Sales Tax                 | 17,000,000             | 6,822,519         |
| Business and Occupation                | 1,600,000              | 245,231           |
| Hotel Motel, Ins. Prem., Alcohol Taxes | 7,440,000              | 7,186,311         |
| Licenses and Permits                   | 4,067,500              | 1,201,981         |
| IGA FID and City of Atlanta            | 3,999,996              | 1,881,678         |
| Charges for Services                   | 570,500                | 1,754,959         |
| Other Revenue*                         | 4,372,420              | 4,163,058         |
| <b>TOTAL REVENUES</b>                  | <b>72,809,525</b>      | <b>50,005,404</b> |

\*Other Revenue includes Interest Income, Donations from Private

Page 43 of 139 Sources, and Miscellaneous Revenue

# GENERAL FUND YTD REVENUE

*In Primary Categories*



# FY2021 YTD Tax Revenue Highlights

## as of 1/31/2021

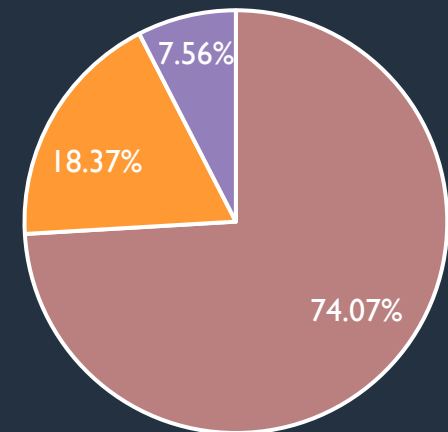
### Property Taxes

#### ■ Tax year **billing amounts**

- 2020 - \$27,604,543.53
- 2019 - \$27,632,831.95
- 2018 - \$28,724,886.82
- 2017 - \$14,415,447.00

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

- 2020 - \$27,703,265.02 (93.95%)
- 2019 - \$29,100,603.62 (98.82%)
- 2018 - \$28,545,385.40 (99.38%)
- 2017 - \$14,224,082.89 (98.67%)



■ Residential

■ Commercial

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

# CITY OF SOUTH FULTON GENERAL FUND

## Statement of Expenditures

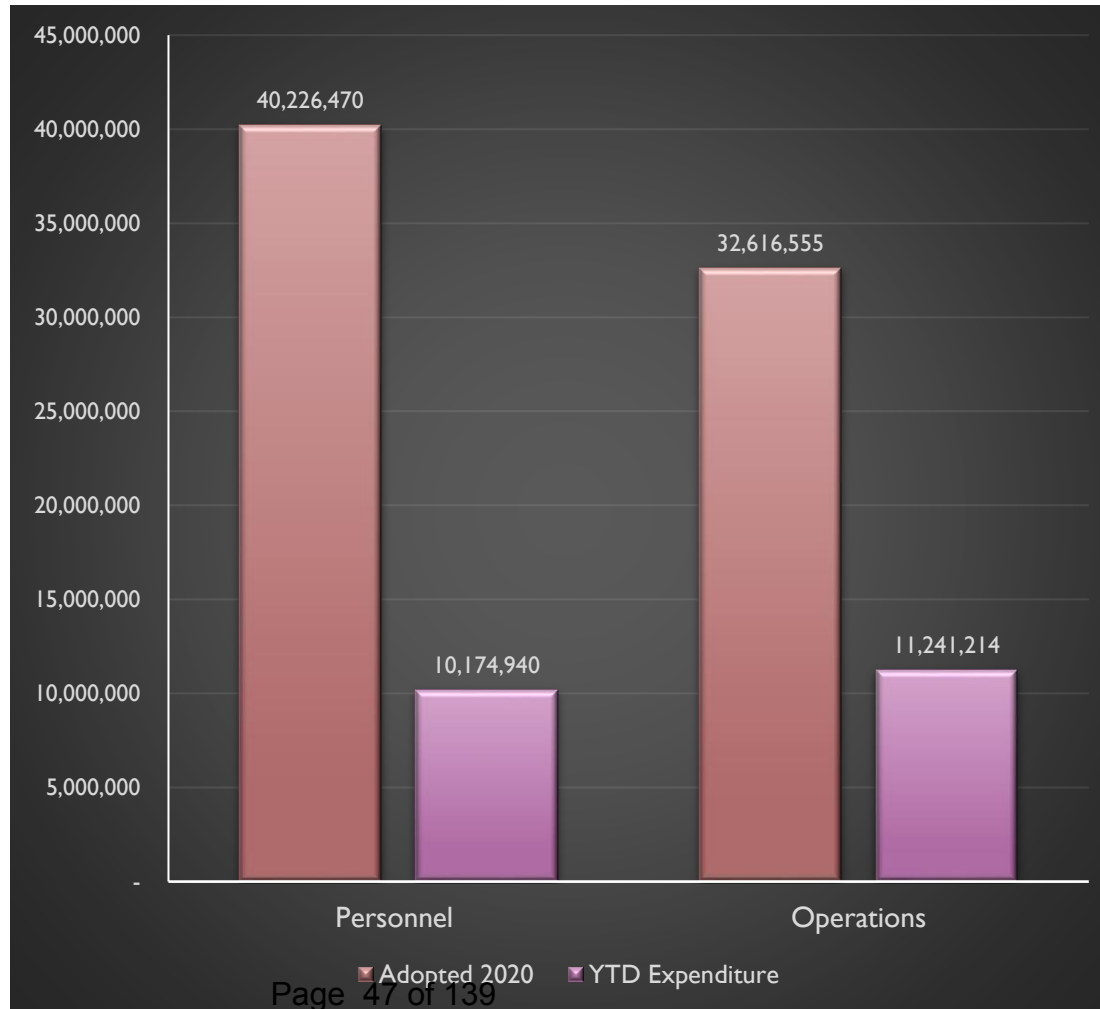
FOR THE MONTH  
ENDING  
JANUARY 31, 2021

| ACCOUNT DESCRIPTION                                               | AMENDED<br>2021 BUDGET | YTD EXPENSE       |
|-------------------------------------------------------------------|------------------------|-------------------|
| District Total                                                    | 1,326,409              | 299,543           |
| City Clerk                                                        | 937,301                | 151,208           |
| Mayor                                                             | 254,514                | 67,368            |
| City Manager                                                      | 1,088,337              | 310,510           |
| Finance/Risk Management                                           | 6,288,787              | 551,000           |
| Contracts & Procurement Operations                                | 340,804                | 125,046           |
| Law / Legal                                                       | 1,600,000              | 441,758           |
| Information Technology                                            | 2,683,435              | 1,142,173         |
| Human Resources                                                   | 664,620                | 164,668           |
| Communications                                                    | 615,619                | 115,347           |
| General Administrative Services                                   | 4,251,613              | 1,438,899         |
| Municipal Court                                                   | 813,436                | 286,517           |
| Police Services                                                   | 14,171,497             | 4,028,768         |
| Fire Services                                                     | 14,411,231             | 3,404,030         |
| Public Works                                                      | 9,093,151              | 3,549,072         |
| Parks And Recreation                                              | 4,154,889              | 1,091,668         |
| Cultural Affairs                                                  | 783,115                | 177,339           |
| Community and Regulatory Affairs                                  | 4,350,048              | 2,194,482         |
| Economic Development                                              | 980,719                | 760,808           |
| Debt Service/ Interfund Transfers                                 | 4,000,000              | 1,115,950         |
| <b>GENERAL FUND EXPENDITURES TOTALS</b>                           | <b>72,809,525</b>      | <b>21,416,154</b> |
| <b>Excess (Deficit) of Revenues over (under)<br/>Expenditures</b> |                        | <b>28,589,250</b> |

Page 46 of 139

# AMENDED BUDGET VS YTD EXPENSES

*Personnel & Operating Expenses*  
*YTD JANUARY 2021*



# STATEMENT OF REVENUES AND EXPENDITURES

## ALL FUNDS

### YTD JANUARY 2021

| REVENUES                                                      | Amended 2021<br>Budget | YTD Revenue       |
|---------------------------------------------------------------|------------------------|-------------------|
| General Fund (includes Court Operations)                      | 72,809,525             | 50,005,404        |
| Blighted Properties                                           | -                      | -                 |
| Confiscated Assets                                            | -                      | 75,709            |
| E-911 Fund                                                    | -                      | -                 |
| Restricted Grants                                             | 66,710                 | 27,831            |
| Hotel Motel                                                   | 100,000                | 26,909            |
| T-SPLOST                                                      | 41,102,899             | 7,615,193         |
| Capital Grants                                                | 893,124                | 1,048,106         |
| Capital                                                       | -                      | -                 |
| Solid Waste                                                   | 520,000                | 63,079            |
| <b>ALL FUND TOTAL REVENUES</b>                                | <b>115,492,258</b>     | <b>58,862,231</b> |
|                                                               |                        |                   |
| EXPENDITURES                                                  | Amended 2021<br>Budget | YTD Expenditure   |
| General Fund (includes Court Operations)                      | 68,109,525             | 21,416,154        |
| Blighted Properties                                           | 200,000                | 5,700             |
| Confiscated Assets                                            | -                      | -                 |
| E-911 Fund                                                    | 2,000,000              | 1,976,323         |
| Restricted Grants                                             | 1,533,500              | 362,422           |
| Hotel Motel                                                   | 100,000                | 40,769            |
| T-SPLOST                                                      | 41,102,899             | 411,525           |
| Capital Grant                                                 | 1,926,334              | 117,744           |
| Capital                                                       | -                      | 1,255,597         |
| Solid Waste                                                   | 520,000                | 129,487           |
| <b>ALL FUND TOTAL EXPENDITURES</b>                            | <b>115,492,258</b>     | <b>25,715,720</b> |
| <b>Excess (Deficit) of Revenues over (under) Expenditures</b> | <b>0</b>               | <b>33,146,511</b> |



# QUESTIONS

# ?



**CITY OF SOUTH FULTON**  
**COUNCIL AGENDA ITEM**  
**COUNCIL WORK SESSION**



**SUBJECT:** City Attorney Monthly Report

**DATE OF  
MEETING:** 3/9/2021

**DEPARTMENT:** Attorney

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**CITY OF SOUTH FULTON**

**COUNCIL AGENDA ITEM**

**COUNCIL WORK SESSION**



**SUBJECT:** City Manager Monthly Report

**DATE OF MEETING:** 3/9/2021

**DEPARTMENT:** City Manager

---

**ATTACHMENTS:**

| Description                              | Type       | Upload Date |
|------------------------------------------|------------|-------------|
| City Manager Report - January 2021 FINAL | Cover Memo | 3/4/2021    |



# CITY MANAGER MONTHLY

January 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.

The City continues to make tangible steps to improve the facilities and services offered to City of South Fulton residents. January not only marks the beginning of a new year; it marks the beginning of the implementation for the Urban Redevelopment Agency (URA) projects. In addition to hiring a project manager, staff is working to develop signage to be placed at each identified URA location. Signage will inform citizens that work is starting and where money is being spent. The City's website and social media platforms are being updated to keep citizens informed on the progress of projects.

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

Regards,

Tammi Saddler Jones  
City Manager



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

### **Department Highlights/Accomplishments**

- LED Lighting:**

| Site                                 | Vendor          | Status                 |
|--------------------------------------|-----------------|------------------------|
| Cedar Grove Park                     | GreyStone Power | Completed – 3/20/2019  |
| 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                           | January 2021 | YTD        |
|-----------------------------------|--------------|------------|
| Afterschool                       | 0            | 0          |
| Art Adventure                     | 10           | 20         |
| Daily Fitness                     | 0            | 0          |
| Daily Fitness 55 & Up             | 0            | 0          |
| Digital Photography               | 2            | 4          |
| Group Guitar                      | 5            | 10         |
| Jazz Dancing                      | 3            | 6          |
| Open Gym                          | 0            | 0          |
| Open Swim                         | 0            | 0          |
| Open Swim 55 & Up                 | 0            | 0          |
| Skills & Drills Basketball Clinic | 0            | 42         |
| Virtual Inner Healing Stretch     | 0            | 10         |
| Virtual Total Body Fitness        | 0            | 35         |
| Youth Track & Field               | 0            | 0          |
| <b>Total</b>                      | <b>20</b>    | <b>127</b> |

*\*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**

| <b>Events/Activities</b> | <b>Description</b>                                                                                                                                                                                                                                                    | <b>Event Date(s)</b>                                   |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| Parks Re-opening         | Phase 1 – Passive Use <ul style="list-style-type: none"> <li>• Trammell Crow Park</li> <li>• Cliftondale Park</li> <li>• Welcome All Park</li> <li>• Wilkerson Mill – Farris Park</li> <li>• Burdett Park</li> <li>• Creel Park</li> <li>• Canine Crossing</li> </ul> | On-going<br>Tuesday – Sunday<br>8am – 1pm<br>3pm – 8pm |
| Swing into Spring        | Phase 2 – Socially distant in-person <ul style="list-style-type: none"> <li>• Fitness in the Parks</li> <li>• PRCA Goes Mobile</li> <li>• See South Fulton</li> <li>• Sports Clinics</li> <li>• Farm Fresh Fitness</li> <li>• Arts in the Park</li> </ul>             | Activities through May 2021                            |
| Adaptive Fitness         | Adaptive fitness is personal training for those with disabilities.                                                                                                                                                                                                    | Virtual classes are open until February 27, 2021       |
| Inner Healing Stretch    | Class designed to release tension, stress, and muscular tightness through a guided stretching session.                                                                                                                                                                | Virtual classes are open until February 27, 2021       |
| Art Adventure            | This multi-media art sampler allows young artists to explore two-dimensional and three-dimensional art.                                                                                                                                                               | Virtual classes are open until February 27, 2021       |
| Digital Photography      | This class will teach participants how to use the iPhone and Android camera and apps to create unique images.                                                                                                                                                         | Virtual classes are open until February 27, 2021       |
| Men's Power Training     | Free high-intensity explosive movements to push the body to its endurance and strength limits.                                                                                                                                                                        | Virtual classes are open until February 27, 2021       |



| Virtual Programs     | Description                                                                                                                            | Status                                           |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| Movement and Balance | Free program where students will be shown how to execute even and precise movements, while building strength, flexibility and control. | Virtual classes are open until February 27, 2021 |
| Group Guitar         | Beginner group guitar lessons<br>* Registration fee for Zoom class access                                                              | Virtual classes are open until February 27, 2021 |
| Jazz Dance           | This class explores Jazz Dance, focusing on the Gus Giordano technique.                                                                | Virtual classes are open until February 27, 2021 |
| Modern Dance         | This course explores three (3) different techniques of Modern Dance; Horton, Graham and Mojah.                                         | Virtual classes are open until February 27, 2021 |
| Teen Acting          | This class allows teens to discover the essence of great acting while enhancing concentration and sensory awareness.                   | Virtual classes are open until February 27, 2021 |
| Senior Tech          | Senior Tech is designed to give seniors basic computer and technology skills to better assist them in everyday life.                   | Virtual classes are open until February 27, 2021 |
| eSports              | A virtual organized series of multiplayer video game competitions.                                                                     | Virtual classes are open until February 27, 2021 |

*\*All Virtual Programs are available on both Instagram & Facebook under @southfultonprca*

### **Project Status**

| Project                   | Status      | Task Remaining                                                                                                                                                                                                   |
|---------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| City-wide Concessions     | In Progress | RFP is currently posted and open for bids                                                                                                                                                                        |
| 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 date is June 2021.                                                                                               |
| Parks Master Plan         | In Progress | Two (2) Steering Committee meetings and eight (8) Public Focus Group meetings have been completed. Over 1,300 citizens completed the online Master plan survey. The Visioning Phase of the plan will begin next. |
| Outdoor Fitness Equipment | In Progress | Installation of concrete pads in progress.                                                                                                                                                                       |
| Sandtown Park Playground  | Complete    | Installation complete.                                                                                                                                                                                           |



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

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

#### **SeeClickFix Violations**

|              | <b>January 2021</b> | <b>YTD</b> |
|--------------|---------------------|------------|
| Open         | 50                  | 50         |
| Closed       | 119                 | 119        |
| <b>Total</b> | <b>169</b>          | <b>169</b> |

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

|              | <b>January 2021</b> | <b>YTD</b> |
|--------------|---------------------|------------|
| Open         | 172                 | 172        |
| Closed       | 23                  | 23         |
| <b>Total</b> | <b>195</b>          | <b>195</b> |

### **Code Enforcement Board**

|                  | <b>January 2021</b> | <b>YTD</b> |
|------------------|---------------------|------------|
| Code Board Cases | 18                  | 18         |
| Municipal Court  | 103                 | 103        |
| <b>Total</b>     | <b>121</b>          | <b>121</b> |

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



## **Fire Department**

| <b>CRR - South Fulton Fire Rescue Monthly Report – January 2021</b> |                      |              |
|---------------------------------------------------------------------|----------------------|--------------|
| <b>Fire Rescue Activities</b>                                       | <b>Current Month</b> | <b>YTD</b>   |
| <b>COLUMN #1:</b>                                                   |                      |              |
| <b>Emergency Call Volume</b>                                        |                      |              |
| Fire                                                                | 30                   | 128          |
| Overpressure Rupture, Explosion, Overheat                           | 6                    | 11           |
| EMS/Rescue                                                          | 790                  | 2,877        |
| Hazardous Condition                                                 | 16                   | 113          |
| Service Calls                                                       | 122                  | 523          |
| Good Intent Calls                                                   | 365                  | 1,121        |
| False Alarms & False Calls                                          | 58                   | 276          |
| Severe Weather/Natural Disaster                                     | 0                    | 1            |
| Special Incident Types                                              | 0                    | 3            |
| Non-Specific                                                        | 0                    | 0            |
| <b>Total</b>                                                        | <b>1,387</b>         | <b>5,053</b> |
| <b>Average Response Time</b>                                        | <b>9:12</b>          |              |
| <b>COLUMN #2</b>                                                    |                      |              |
| <b>Community Risk Reduction (CRR) Activities</b>                    |                      |              |
| Company Level Inspections                                           | 0                    | 0            |
| CRR Final and Existing Business Inspection Requests                 | 27                   | 136          |
| Company Level Inspections - Vacant Buildings                        | 0                    | 0            |
| <b>COLUMN #3</b>                                                    |                      |              |
| <b>Fire Safety Education</b>                                        |                      |              |
| Number of Classes                                                   | 0                    | 0            |
| Number of Students                                                  | 0                    | 0            |
| Number of Special Events                                            | 0                    | 0            |
| Number of Persons Contacted                                         | 0                    | 0            |
| Number of Apparatus Requests                                        | 0                    | 0            |



|                                                       |                  |                    |
|-------------------------------------------------------|------------------|--------------------|
| <b>COLUMN #4</b>                                      |                  |                    |
| Homes Visited                                         | 0                | 0                  |
| Smoke Detectors Installed (via fire station requests) | 8                | 8                  |
| <b>COLUMN #5</b>                                      |                  |                    |
| <b>Fee Schedule Collection</b>                        |                  |                    |
| Fire Safety Inspections                               | \$ 375.00        | \$ 2,700.00        |
| Personal Care Homes/ Day Care Inspections             | \$ 75.00         | \$ 550.00          |
| Fire Alarm Reviews                                    | \$ -             | \$ 100.00          |
| Fire Sprinkler Review                                 | \$ -             | \$ 1,881.10        |
| Blasting Permits                                      | \$ -             | \$ 1,300.00        |
| Open Records Request                                  | \$ 5.00          | \$ 20.00           |
| Special Events                                        | \$ -             | \$ -               |
| Combustible Permits                                   | \$ -             | \$ -               |
| Fireworks Permits                                     | \$ -             | \$ -               |
| Business Inspections                                  | \$ -             | \$ -               |
| Burn Permits                                          | \$ -             | \$ 500.00          |
| Tent Permit                                           | \$ -             | \$ -               |
| Fire Extinguisher Training                            | \$ -             | \$ -               |
| <b>2021 Year-To Date Total</b>                        | <b>\$ 455.00</b> | <b>\$ 7,051.10</b> |

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

### **Department Updates**

- South Fulton Fire Rescue Department completed 1,759 hours of training during January 2021.
- South Fulton Fire Rescue Department had an average response time of 9:12 for the month of January 2021.
- The second round of the COVID-19 vaccine was administered to all South Fulton Fire Rescue personnel that wanted to get vaccinated.



## **Police Department**

| Crime By Month      | 28 DAY COMPSTAT |           |           |           |           |           |           |            |
|---------------------|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
|                     | Sunday          | Monday    | Tuesday   | Wednesday | Thursday  | Friday    | Saturday  | Total      |
| Murder              |                 |           |           |           |           | 1         |           | <b>1</b>   |
| Rape                | 1               |           |           | 1         |           |           |           | <b>2</b>   |
| Robbery             |                 | 1         |           |           | 1         |           |           | <b>2</b>   |
| Aggravated Assault  | 3               | 3         | 2         | 5         | 6         | 2         | 5         | <b>26</b>  |
| Burglary            | 1               | 3         | 2         | 1         | 2         | 1         | 3         | <b>13</b>  |
| Larceny / From Auto | 3               | 1         | 1         | 6         | 1         | 5         | 3         | <b>20</b>  |
| Larceny / Other     | 13              | 7         | 10        | 9         | 14        | 17        | 6         | <b>76</b>  |
| Auto Theft          | 5               | 2         | 3         | 10        | 3         | 6         | 10        | <b>39</b>  |
| <b>TOTALS</b>       | <b>26</b>       | <b>17</b> | <b>18</b> | <b>32</b> | <b>27</b> | <b>32</b> | <b>27</b> | <b>179</b> |

## **Department Updates**

- As of January 2021, the South Fulton Police Department has issued a total of 68 alcohol licenses to businesses and 49 work permits.
- The South Fulton Police Department currently has eight (8) Police Officers in the Field Training Program.
- The South Fulton Police Department Field Operations Division responded to 6,555 Calls for Service during the month of January 2021 and had an average response time of 12:16.



## **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.*

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



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

| <b>FULTON COUNTY POLICE DEPARTMENT<br/>FEDERAL RICO 2017-2018 CASES</b> |               |                              |                 |
|-------------------------------------------------------------------------|---------------|------------------------------|-----------------|
| <b>DATE</b>                                                             | <b>CASE #</b> | <b>ADDRESS</b>               | <b>CURRENCY</b> |
| 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       |

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

| <b>CITY OF SOUTH FULTON POLICE DEPARTMENT</b> |               |                       |             |              |                  |               |
|-----------------------------------------------|---------------|-----------------------|-------------|--------------|------------------|---------------|
| <b>DATE</b>                                   | <b>CASE #</b> | <b>ADDRESS</b>        | <b>YEAR</b> | <b>MODEL</b> | <b>Appraisal</b> | <b>STATUS</b> |
| 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.

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

- **January 2021 Business Licenses Processed**
  - 24 New Business Licenses
  - 72 Renewed Business Licenses
- **Total Business Licenses Processed**
  - 96 (YTD)
  - 96 (January 2021)

## **Permits and Buildings**

|                          | <b>January 2021</b> | <b>YTD</b> |
|--------------------------|---------------------|------------|
| Residential              | 83                  | 83         |
| Commercial/Industrial    | 0                   | 0          |
| Industrial               | 0                   | 0          |
| Miscellaneous*           | 104                 | 104        |
| Land Disturbance Permits | 2                   | 2          |
| <b>Total</b>             | <b>189</b>          | <b>189</b> |

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



## **Online GIS Application Views**

- Public Facing
  - Address Points – 85,829
  - City Limit – 4,596
  - City County Districts – 3,065
  - COSF Hard to Count Areas – 3
  - COSF Undeveloped Properties – 2
  - Current Zoning – 50,133
  - My Elected Representative – 118
  - Property Information Viewer – 849
  - Public Works Information Viewer – 61
  - Tax Parcel – 3,516
  - Zoning and Land Use Viewer – 542

## **Project Status**

| <b>Project</b>                                                         | <b>Status</b> |
|------------------------------------------------------------------------|---------------|
| 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 (June 2021)                                          | In Progress   |
| GIS Strategic Plan (May 2021)                                          | In Progress   |
| Teams Phone Migration                                                  | In Progress   |
| Cartegraph – Public Works                                              | In Progress   |
| RMS – Police                                                           | In Progress   |



## **4. PLANNING – REVIEW AND UPDATE**

### **COMPREHENSIVE AND LAND USE PLAN**

#### **Moratorium**

On June 23, 2020 the existing moratorium was extended until 11:59 pm on September 30, 2020. On July 23, 2019 a moratorium was implemented city wide to impose that no new applications for land use permits or occupation tax certificates/business licenses for alcohol package stores and any expansions of the same, tobacco retail sales, automobile gas stations/service stations, convenience stores, check cashing establishments, personal care services, automotive repair shops, group homes and residences, pawn shops, tobacco retail sales, cannabis dispensary, extended stay hotels, gun range, open air market, and tiny homes to be accepted in the City until 5:00 p.m. on June 30, 2020. On June 12, 2018, a 90-day moratorium was implemented for Districts 2, 3, 4, 5 and 6. This moratorium was extended on September 18, 2018 and December 27, 2018. On December 27, 2018, a second extension occurred leading to an expected release date on March 27, 2019. On March 26, a Resolution was adopted to impose a moratorium on the acceptance of applications and/or petitions for rezoning and variances for Districts 3, 5 and 6 for forty-five days.

On December 8, 2020 the moratorium expired. Projects prior to December 8, 2020 include:

| <b>District</b>      | <b>Number of Projects</b> |
|----------------------|---------------------------|
| District 1           | 3                         |
| District 2           | 24                        |
| District 3           | 32                        |
| District 4           | 34                        |
| District 5           | 18                        |
| District 6           | 13                        |
| District 7           | 8                         |
| District Unspecified | 42                        |
| District Unknown     | 20                        |

#### **Zoning Applications & Certifications**

Staff has processed a total of 103 zoning applications, 162 zoning certifications and 114 open records reports as of January 31, 2021.



## **Zoning Cases**

There were 12 zoning applications received during the filing deadline period for January 2021.

- 1 Rezoning
- 3 Use Permits
- 2 Modifications
- 1 Variance
- 0 Concurrent Variance
- 5 Administrative Permits



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

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

South Fulton Monthly is now a bi-weekly newsletter, The South Fulton Voice.

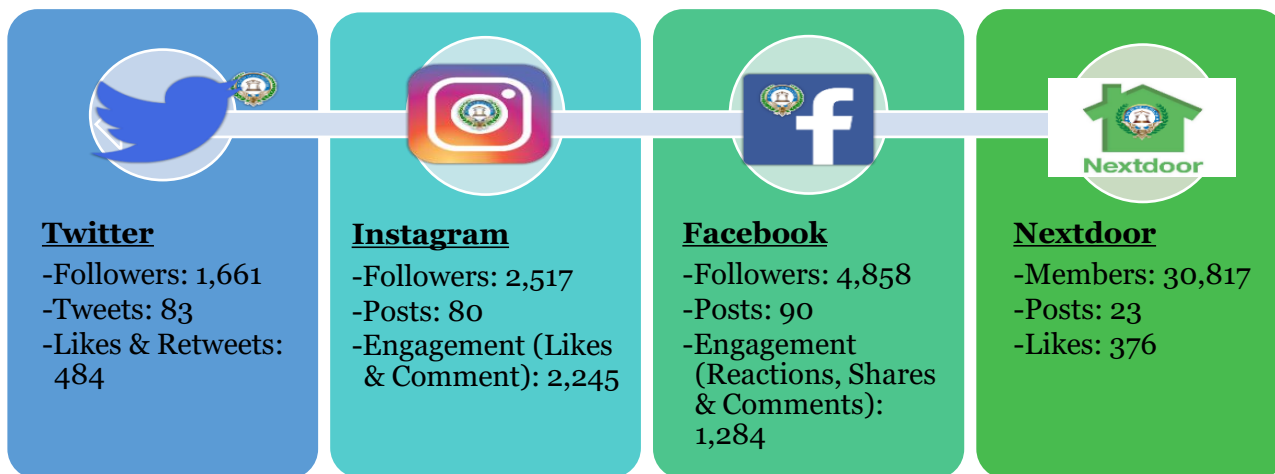
Editions Released in January:

January 8, 2021 – <https://conta.cc/35h82go>

January 20, 2021 – <https://conta.cc/35XLr9b>

Ready, Set, Go! (PRCA) – <https://conta.cc/35wHVSN>

### **COSF Social Media Analytics**



### **II. City Website**

January 2021

- Visits: 40,484
- Page Visits: 62,644

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



# CALENDAR OF EVENTS



# JANUARY 2021

| Sunday | Monday                                                               | Tuesday                                     | Wednesday                                          | Thursday                                       | Friday                                         | Saturday                                    |
|--------|----------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------|------------------------------------------------|------------------------------------------------|---------------------------------------------|
|        |                                                                      |                                             |                                                    |                                                | 1                                              | 2                                           |
| 3      | 4                                                                    | 5<br>Parks Advisory Board Meeting 1-3 p.m.  | 6<br>Mayor & Clean City Crew Cleanup 2-4 p.m.      | 7<br>Public Arts Commission 1-3 p.m.           | 8                                              | 9<br>Free Christmas Tree Recycling 8-5 p.m. |
| 10     | 11<br>SFCVB Meeting 1p.m<br>Community Zoning Mtg 6-8 p.m.            | 12<br>City Council Meeting 10 a.m.          | 13                                                 | 14                                             | 15<br>Get Fitter Without Litter Launch 10 a.m. | 16                                          |
| 17     | 18<br>MLK Jr. Day of Service                                         | 19<br>Mobile Career Center 9a.m. – 3:30p.m. | 20<br>Historic Cultural Landmarks Meeting 1-3 p.m. | 21<br>Zoning Board of Appeals Meeting 1-3 p.m. | 22                                             | 23                                          |
| 24     | 25<br>SF Development Authority 6 p.m.<br>D2 Townhall Gumbs 6:30 p.m. | 26                                          | 27                                                 | 28                                             | 29                                             | 30                                          |
| 31     |                                                                      |                                             |                                                    |                                                |                                                |                                             |

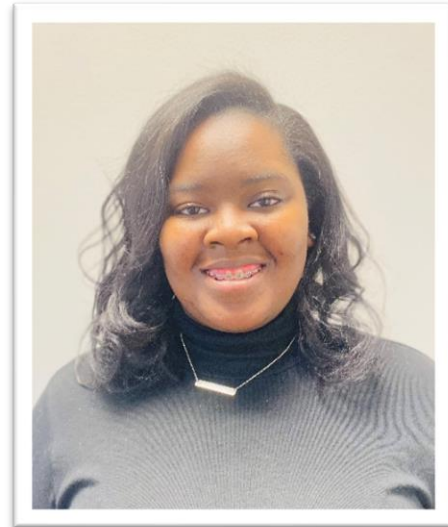


# COSF NEW HIRES

| Employee Name   | Hire Date | Job Title                   | Department                                      |
|-----------------|-----------|-----------------------------|-------------------------------------------------|
| Alvin Staley    | 1/19/2021 | Legislative Specialist      | District 5                                      |
| Zukera Mitchell | 1/19/2021 | Permit Specialist           | Community Development and<br>Regulatory Affairs |
| Rachel Holiness | 1/19/2021 | Code Enforcement<br>Officer | Community Development and<br>Regulatory Affairs |



**Alvin Staley**



**Zukera Mitchell**



**Rachel Holiness**



# COUNCIL SUMMARY REQUEST

# COUNCIL REQUESTS JANUARY 2021

|                                            | <b>Total<br/>Requests</b> | <b>Requests<br/>Completed</b> | <b>Completion<br/>Percentage</b> |
|--------------------------------------------|---------------------------|-------------------------------|----------------------------------|
| <b>COUNCIL REQUESTS</b>                    |                           |                               |                                  |
| City Manager                               | 7                         | 7                             | 100%                             |
| City Clerk                                 | 2                         | 2                             | 100%                             |
| Communications                             | 2                         | 2                             | 100%                             |
| Community Development & Regulatory Affairs | 18                        | 13                            | 83.3%                            |
| Destination South Fulton                   | --                        | --                            | --                               |
| Facilities                                 | --                        | --                            | --                               |
| Finance                                    | 5                         | 5                             | 100%                             |
| Fire                                       | 3                         | 2                             | 66.7%                            |
| Human Resources                            | 1                         | 1                             | 100%                             |
| Information Technology                     | 1                         | 1                             | 100%                             |
| Legal                                      | 2                         | 2                             | 100%                             |
| Municipal Courts                           | 3                         | 3                             | 100%                             |
| Parks, Recreation & Cultural Affairs       | 2                         | 2                             | 100%                             |
| Police                                     | 6                         | 4                             | 66.7%                            |
| Programs & Performance                     | --                        | --                            | --                               |
| Public Works                               | 17                        | 14                            | 77.2%                            |
| <b>Total</b>                               | <b>69</b>                 | <b>58</b>                     | <b>84%</b>                       |
| <b>YTD Total</b>                           | <b>317</b>                | <b>280</b>                    | <b>88.3%</b>                     |

## 11 In-Progress/Pending Council Requests:

- **Community Development & Regulatory Affairs – 5**
- **Fire – 1**
- **Police – 2**
- **Public Works – 3**

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



# **COSF**

# **311 DASHBOARD**

# Summary Dashboard | Citywide CRC (to date)



NUMBER OF REQUESTS OPEN

36,005



NUMBER OF REQUESTS CLOSED

34,942 / 97%



Goal: 90%

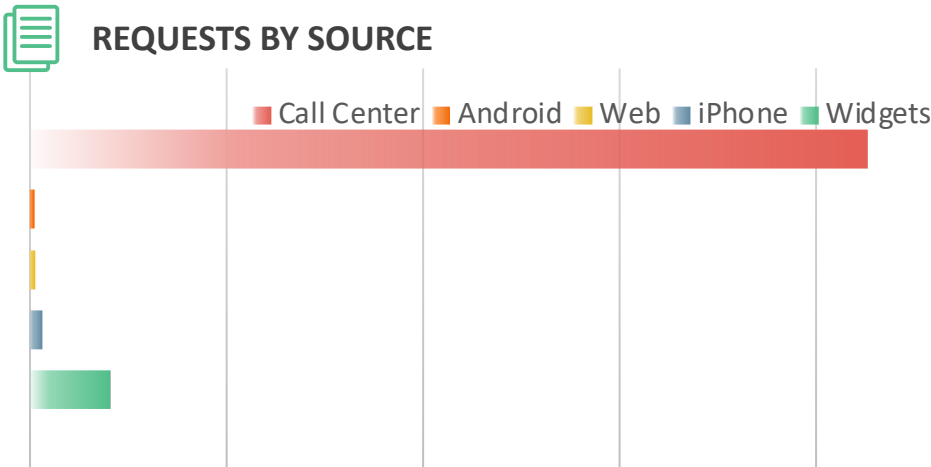


AVERAGE TIME TO CLOSE

13.4 days



Goal: varies based on SLA





OVERALL STATUS OF REQUESTS

1.063

Total Open Status

18,609

Total Acknowledged

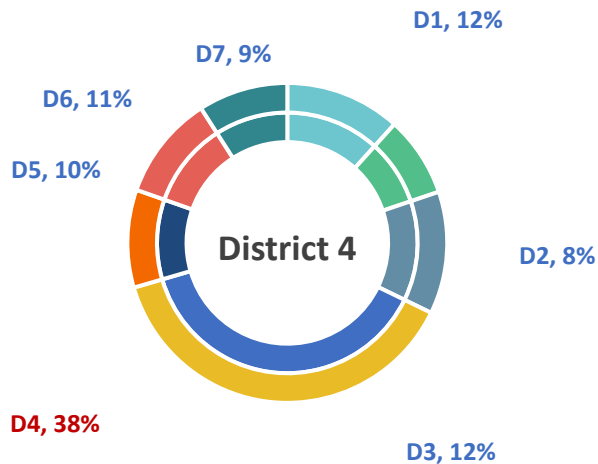


Average time to acknowledge a request is 1.4 days.

Goal: 1 day

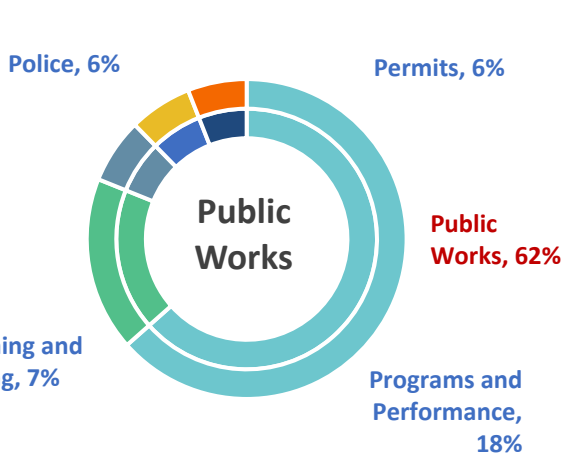


% REQUESTS BY DISTRICT



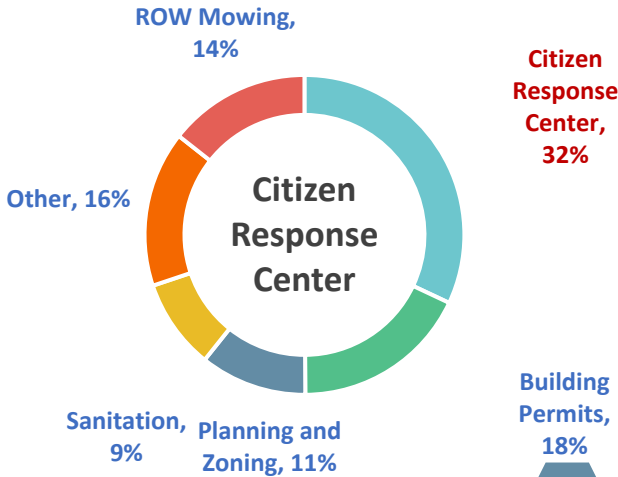


% REQUESTS BY DEPARTMENT

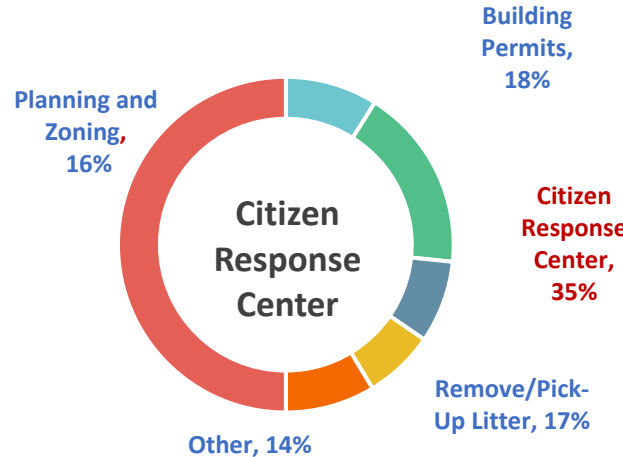
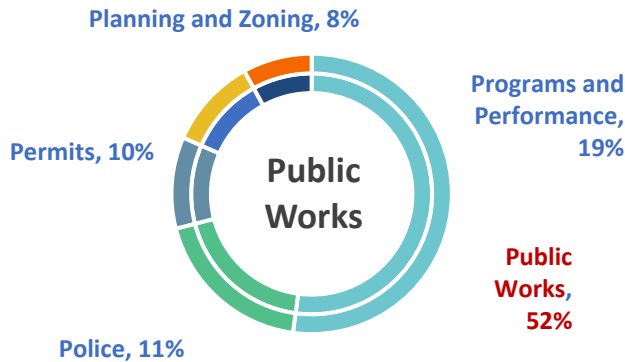
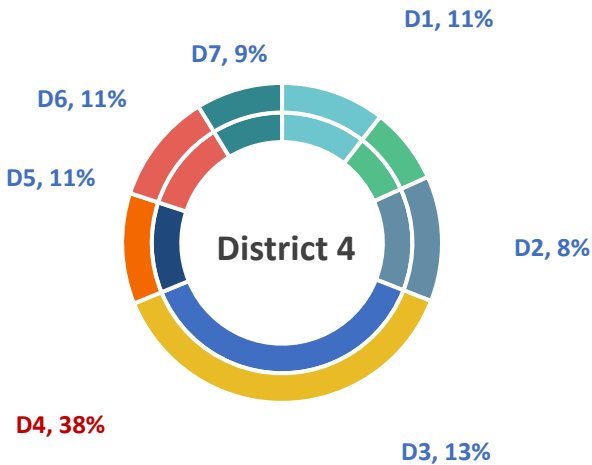
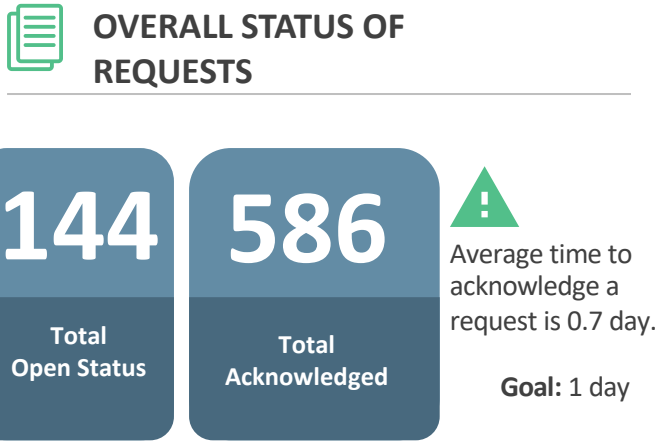
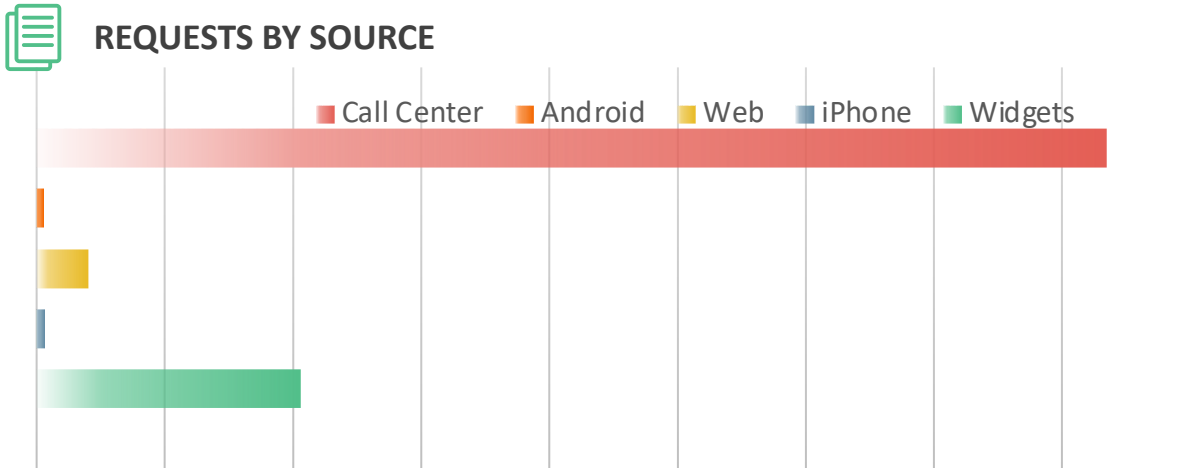
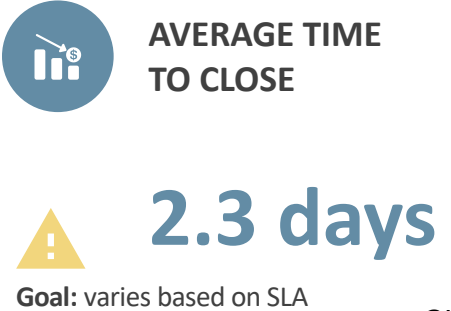
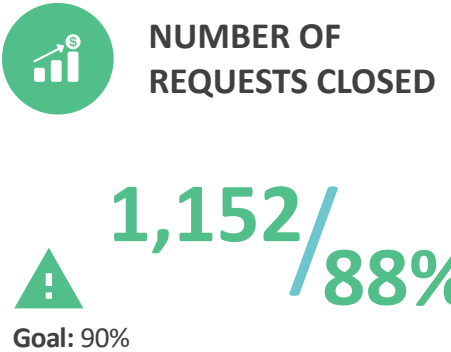




TOP REQUESTED (ISSUES)



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



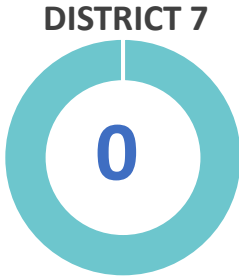
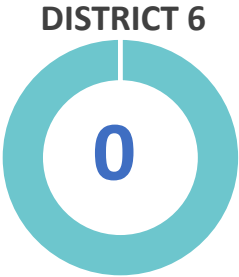
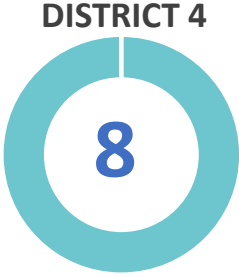
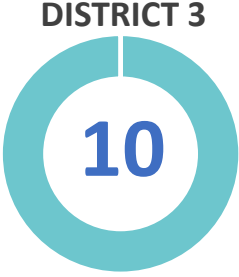
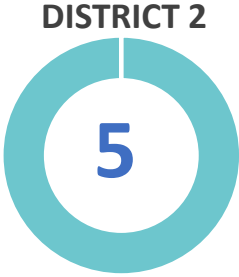
# Dashboard | Airport Noise Complaints *(to date)*



TOTAL NUMBER OF REQUESTS

41

| District | # of Requests |
|----------|---------------|
| 1        | 8             |
| 2        | 5             |
| 3        | 10            |
| 4        | 8             |
| 5        | 9             |
| 6        | 0             |
| 7        | 0             |



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



NUMBER OF CALLS

1,396



AVERAGE SPEED OF ANSWER

1m 25ss



Goal: 0:30



AVERAGE TALK TIME

4m 36ss



Goal: 3:00



ABANDONED CALL %

10%



Goal: 5%

|                                       | Oct-20   | Nov-20   | Dec-20   | Jan-21   |  |  |  |  |  |  |  |  |  | Rolling 12-Month<br>(January 2020 thru January 2021) |
|---------------------------------------|----------|----------|----------|----------|--|--|--|--|--|--|--|--|--|------------------------------------------------------|
| Inbound Call Volume                   | 2184     | 1525     | 1404     | 1396     |  |  |  |  |  |  |  |  |  | 21226                                                |
| Average Calls/Day                     | 70.5     | 50.8     | 46.8     | 46.5     |  |  |  |  |  |  |  |  |  | 55.3                                                 |
| Average Speed of Answer<br>(KPI 0:30) | 2:38     | 2:08     | 1:43     | 1:25     |  |  |  |  |  |  |  |  |  | 1:22                                                 |
| Average Talk Time<br>(KPI 3:00)       | 00:04:46 | 00:04:57 | 00:04:50 | 00:04:36 |  |  |  |  |  |  |  |  |  | 00:03:49                                             |
| Short Abandon Calls                   | NA       | NA       | NA       | NA       |  |  |  |  |  |  |  |  |  | 269                                                  |
| Abandon Calls                         | 384      | 229      | 164      | 137      |  |  |  |  |  |  |  |  |  | 2459                                                 |
| Abandon % (KPI 5%)                    | 18%      | 15%      | 12%      | 10%      |  |  |  |  |  |  |  |  |  | 9.9%                                                 |
| Total Requests in SCF                 | 1176     | 901      | 894      | 1281     |  |  |  |  |  |  |  |  |  | 13580                                                |
| Total Non-Requests                    | 418      | 259      | 273      | 156      |  |  |  |  |  |  |  |  |  | 3838                                                 |

# **COSF CRC Report**

## **District 1**

*October 1, 2020 - January 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 1/31/2021

**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                                               | 74         | 67         | 71         | 1.1        | 8.7        | 21.0     | 93%        | 6         | 3         | 2         |
| Remove / Pick-Up Litter<br>(Field Operations)                      | 72         | 60         | 72         | 0.6        | 2.0        | 10.0     | 96%        | 3         | 0         | 0         |
| Building Permits                                                   | 55         | 3          | 54         | 15.2       | 12.7       | 2.0      | 39%        | 30        | 1         | 1         |
| Other                                                              | 51         | 44         | 41         | 7.0        | 16.0       | 0.0      | 0          | 0         | 10        | 1         |
| Reception Call                                                     | 31         | 3          | 28         | 5.4        | 3.0        | 1.0      | 64%        | 10        | 3         | 3         |
| Planning & Zoning<br>(Community & Regulatory<br>Affairs)           | 25         | 0          | 23         | 0.0        | 2.4        | 0.0      | 0          | 0         | 2         | 0         |
| Clean Up Day                                                       | 19         | 3          | 19         | 9.2        | 8.6        | 0.0      | 0          | 0         | 0         | 0         |
| Right-of-Way Mowing<br>(Roadway Maintenance -<br>Field Operations) | 18         | 5          | 18         | 0.0        | 0.0        | 10.0     | 100%       | 0         | 0         | 0         |
| Down Tree Removal from<br>Right of Way (Field<br>Operations)       | 16         | 13         | 16         | 5.5        | 3.4        | 3.0      | 88%        | 0         | 0         | 0         |
| Other                                                              | 15         | 0          | 15         | 0.0        | 1.4        | 0.0      | 0          | 0         | 0         | 0         |
| Roadside Maintenance<br>(Field Operations)                         | 13         | 13         | 13         | 1.6        | 4.8        | 10.0     | 100%       | 0         | 0         | 0         |
| Sign - Other Sign<br>Down/Missing (Traffic<br>Services)            | 13         | 12         | 13         | 0.0        | 0.8        | 10.0     | 100%       | 0         | 0         | 0         |
| <b>Totals</b>                                                      | <b>624</b> | <b>378</b> | <b>583</b> | <b>2.3</b> | <b>6.5</b> | <b>-</b> | <b>83%</b> | <b>70</b> | <b>41</b> | <b>14</b> |

| Category                                                              | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Additional Patrol Request                                             | 12      | 2   | 11     | 1.0  | 2.9  | 1.0      | 36%      | 5       | 1    | 0   |
| Illegal Dumping in Right-of-Way (Field Operations)                    | 10      | 9   | 10     | 0.4  | 0.7  | 3.0      | 100%     | 0       | 0    | 0   |
| Other Regulatory Agencies                                             | 10      | 6   | 10     | 2.3  | 9.4  | 0.0      | 0        | 1       | 0    | 0   |
| Signal - Preventative Maintenance (Traffic Services)                  | 10      | 10  | 10     | 0.0  | 10.9 | 90.0     | 100%     | 0       | 0    | 0   |
| Blighted / Vacant Property                                            | 9       | 9   | 8      | 0.8  | 8.2  | 21.0     | 88%      | 1       | 1    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations)         | 9       | 5   | 9      | 12.0 | 12.1 | 3.0      | 44%      | 3       | 0    | 0   |
| Sanitation (Public Works - Field Operations)                          | 8       | 0   | 8      | 0.0  | 0.2  | 0.0      | 0        | 0       | 0    | 0   |
| Illegal Dumping on Private Property                                   | 8       | 8   | 8      | 0.8  | 9.2  | 21.0     | 88%      | 1       | 0    | 0   |
| Yard Issue                                                            | 8       | 8   | 8      | 0.4  | 6.6  | 21.0     | 100%     | 0       | 0    | 0   |
| Commercial Vehicles in Residential Zones                              | 8       | 8   | 8      | 0.8  | 11.3 | 21.0     | 88%      | 1       | 0    | 0   |
| Construction                                                          | 7       | 7   | 4      | 4.3  | 12.9 | 0.0      | 0        | 0       | 3    | 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   |
| Remove Dead Animals in Right-of-Way (Field Operations)                | 7       | 5   | 7      | 1.0  | 1.5  | 3.0      | 86%      | 0       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>624</b> | <b>378</b> | <b>583</b> | <b>2.3</b> | <b>6.5</b> | <b>-</b> | <b>83%</b> | <b>70</b> | <b>41</b> | <b>14</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                  | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Sign - Long Term Repair (Traffic Services)                | 7       | 7   | 5      | 0.0 | 9.3  | 120.0    | 100%     | 0       | 2    | 0   |
| Signal - Other (Traffic Services)                         | 7       | 7   | 7      | 0.0 | 0.1  | 10.0     | 100%     | 0       | 0    | 0   |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)    | 5       | 5   | 5      | 0.0 | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Signal - In Flash or Dark (Traffic Issues)                | 5       | 5   | 5      | 0.0 | 0.1  | 1.0      | 100%     | 0       | 0    | 0   |
| GIS (Geographic Information Systems)                      | 4       | 0   | 4      | 0.0 | 7.7  | 2.0      | 75%      | 1       | 0    | 0   |
| Other                                                     | 4       | 2   | 4      | 0.1 | 19.4 | 3.0      | 50%      | 1       | 0    | 0   |
| Abandoned / Inoperative / Junk Vehicle                    | 4       | 3   | 2      | 0.8 | 2.5  | 21.0     | 100%     | 0       | 2    | 1   |
| Permit / Licensing Issue                                  | 4       | 2   | 4      | 0.7 | 8.9  | 21.0     | 100%     | 1       | 0    | 0   |
| Illegal Dumping In Roadway (Field Operations)             | 4       | 4   | 4      | 0.1 | 0.1  | 1.0      | 100%     | 0       | 0    | 0   |
| Remove Dead Animals in Roadway - Small (Field Operations) | 4       | 4   | 4      | 4.1 | 4.7  | 3.0      | 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   |
| Clogged Culvert (Drainage Maintenance - Field Operations) | 3       | 3   | 3      | 1.6 | 5.0  | 10.0     | 100%     | 0       | 0    | 0   |
| Pothole (Asphalt Paved Maintenance - Field Operations)    | 3       | 3   | 3      | 0.8 | 2.0  | 3.0      | 100%     | 0       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>624</b> | <b>378</b> | <b>583</b> | <b>2.3</b> | <b>6.5</b> | <b>-</b> | <b>83%</b> | <b>70</b> | <b>41</b> | <b>14</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| 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   |
| Business Licenses (Finance & Administrative Services)      | 2       | 0   | 1      | 0.0  | 0.0  | 2.0      | 100%     | 0       | 1    | 1   |
| Capital Improvement Projects (CIP) - Public Works          | 2       | 2   | 1      | 26.1 | 0.0  | 0.0      | 0        | 0       | 1    | 0   |
| City Clerk                                                 | 2       | 0   | 2      | 0.0  | 9.8  | 5.0      | 0        | 2       | 0    | 0   |
| Communications & External Affairs                          | 2       | 1   | 2      | 0.9  | 23.4 | 2.0      | 0        | 2       | 0    | 0   |
| Land Development (Community and Regulatory Affairs)        | 2       | 0   | 0      | 0.0  | 0.0  | 3.0      | 0        | 0       | 2    | 2   |
| Live Domestic Animals                                      | 2       | 0   | 2      | 0.0  | 0.0  | 0.0      | 0        | 0       | 0    | 0   |
| Other                                                      | 2       | 0   | 1      | 0.0  | 0.2  | 0.0      | 0        | 0       | 1    | 0   |
| Dead Animal Pickup on Private Property                     | 2       | 2   | 2      | 0.7  | 0.7  | 7.0      | 100%     | 0       | 0    | 0   |
| Clogged Inlet (Storm Water Issues - Field Operations)      | 2       | 2   | 2      | 0.4  | 1.2  | 3.0      | 100%     | 0       | 0    | 0   |
| High Grass/Weeds in Right-of-Way (Field Operations)        | 2       | 1   | 2      | 37.8 | 38.8 | 10.0     | 50%      | 0       | 0    | 0   |
| Roadway Maintenance (Field Operations)                     | 2       | 1   | 2      | 0.0  | 0.6  | 10.0     | 100%     | 0       | 0    | 0   |
| Sign - Preventative Maintenance (Traffic Services)         | 2       | 2   | 2      | 0.0  | 0.0  | 30.0     | 100%     | 0       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>624</b> | <b>378</b> | <b>583</b> | <b>2.3</b> | <b>6.5</b> | <b>-</b> | <b>83%</b> | <b>70</b> | <b>41</b> | <b>14</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                                | Created    | Ack        | Closed     | DTA        | DTC        | SLA Days | % in SLA   | Overdue   | Open      | O&O       |
|-------------------------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Signal - Long Term Repair (Traffic Services)                            | 2          | 2          | 1          | 0.0        | 14.0       | 120.0    | 100%       | 0         | 1         | 0         |
| Traffic Calming Requests (Traffic Services)                             | 2          | 1          | 0          | 0.0        | 0.0        | 120.0    | 0          | 0         | 2         | 0         |
| Tree Hindering Sight Distance (Roadside Maintenance - Field Operations) | 2          | 2          | 2          | 0.0        | 0.0        | 10.0     | 100%       | 0         | 0         | 0         |
| COVID-19 (Coronavirus) Inquiry                                          | 1          | 0          | 0          | 0.0        | 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         |
| Business Inquiry                                                        | 1          | 0          | 1          | 0.0        | 1.5        | 10.0     | 100%       | 0         | 0         | 0         |
| Outdoor Requests (Other)                                                | 1          | 0          | 1          | 0.0        | 36.1       | 3.0      | 0          | 1         | 0         | 0         |
| Tree Fallen                                                             | 1          | 0          | 1          | 0.0        | 3.4        | 7.0      | 100%       | 0         | 0         | 0         |
| Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)       | 1          | 1          | 1          | 6.0        | 29.0       | 30.0     | 100%       | 0         | 0         | 0         |
| Snow/Ice Removal (Inclement Weather - Field Operations)                 | 1          | 0          | 1          | 0.0        | 0.0        | 1.0      | 100%       | 0         | 0         | 0         |
| 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         |
| <b>Totals</b>                                                           | <b>624</b> | <b>378</b> | <b>583</b> | <b>2.3</b> | <b>6.5</b> | <b>-</b> | <b>83%</b> | <b>70</b> | <b>41</b> | <b>14</b> |

# **COSF CRC Report**

## **District 2**

*October 1, 2020 - January 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 1/31/2021

**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                                         | 58         | 0          | 58         | 0.0        | 12.6       | 2.0      | 47%        | 30        | 0         | 0         |
| Remove / Pick-Up Litter<br>(Field Operations)            | 56         | 43         | 56         | 1.0        | 1.6        | 10.0     | 98%        | 0         | 0         | 0         |
| Reception Call                                           | 35         | 4          | 32         | 1.2        | 3.6        | 1.0      | 44%        | 18        | 3         | 3         |
| Property Maintenance                                     | 33         | 25         | 33         | 1.0        | 4.8        | 21.0     | 94%        | 2         | 0         | 0         |
| Other                                                    | 32         | 31         | 26         | 8.2        | 17.0       | 0.0      | 0          | 5         | 6         | 1         |
| Planning & Zoning<br>(Community & Regulatory<br>Affairs) | 29         | 4          | 26         | 8.4        | 4.5        | 0.0      | 0          | 0         | 3         | 0         |
| Illegal Dumping in Right-<br>of-Way (Field Operations)   | 23         | 23         | 23         | 1.2        | 1.9        | 3.0      | 91%        | 0         | 0         | 0         |
| Sign - Other Sign<br>Down/Missing (Traffic<br>Services)  | 22         | 21         | 22         | 0.0        | 0.8        | 10.0     | 100%       | 0         | 0         | 0         |
| Sign - Long Term Repair<br>(Traffic Services)            | 16         | 16         | 14         | 0.0        | 21.2       | 120.0    | 100%       | 0         | 2         | 0         |
| Clean Up Day                                             | 14         | 2          | 14         | 6.3        | 11.7       | 0.0      | 0          | 0         | 0         | 0         |
| Other Regulatory Agencies                                | 12         | 8          | 9          | 1.0        | 4.2        | 0.0      | 0          | 0         | 3         | 0         |
| Other                                                    | 11         | 1          | 11         | 3.0        | 1.1        | 0.0      | 0          | 0         | 0         | 0         |
| Abandoned / Inoperative /<br>Junk Vehicle                | 11         | 3          | 11         | 1.8        | 1.6        | 21.0     | 100%       | 0         | 0         | 0         |
| <b>Totals</b>                                            | <b>540</b> | <b>297</b> | <b>503</b> | <b>2.1</b> | <b>5.6</b> | <b>-</b> | <b>81%</b> | <b>75</b> | <b>37</b> | <b>11</b> |

| Category                                                                       | Created    | Ack        | Closed     | DTA        | DTC        | SLA Days | % in SLA   | Overdue   | Open      | O&O       |
|--------------------------------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Additional Patrol Request                                                      | 10         | 0          | 10         | 0.0        | 3.1        | 1.0      | 30%        | 7         | 0         | 0         |
| Right-of-Way Mowing<br>(Roadway Maintenance -<br>Field Operations)             | 10         | 4          | 10         | 0.0        | 0.0        | 10.0     | 100%       | 0         | 0         | 0         |
| Roadside Maintenance<br>(Field Operations)                                     | 10         | 10         | 10         | 1.9        | 4.7        | 10.0     | 100%       | 0         | 0         | 0         |
| Permit / Licensing Issue                                                       | 9          | 8          | 9          | 2.0        | 4.8        | 21.0     | 89%        | 1         | 0         | 0         |
| Blighted / Vacant Property                                                     | 8          | 5          | 8          | 0.8        | 3.6        | 21.0     | 100%       | 0         | 0         | 0         |
| Construction                                                                   | 8          | 8          | 4          | 5.7        | 20.7       | 0.0      | 0          | 0         | 4         | 1         |
| Remove Dead Animals in<br>Right-of-Way (Field<br>Operations)                   | 8          | 8          | 8          | 0.4        | 0.5        | 3.0      | 88%        | 0         | 0         | 0         |
| Sanitation (Public Works -<br>Field Operations)                                | 7          | 0          | 7          | 0.0        | 1.2        | 0.0      | 0          | 0         | 0         | 0         |
| Yard Issue                                                                     | 7          | 5          | 7          | 0.4        | 3.8        | 21.0     | 100%       | 1         | 0         | 0         |
| Deep Patch/Base Repair<br>(Asphalt Paved<br>Maintenance - Field<br>Operations) | 7          | 7          | 7          | 3.0        | 8.8        | 30.0     | 100%       | 0         | 0         | 0         |
| Sign - Stop/Yield Sign<br>Down/Missing (Traffic<br>Services)                   | 7          | 7          | 7          | 0.0        | 0.1        | 1.0      | 100%       | 0         | 0         | 0         |
| Business Licenses<br>(Finance & Administrative<br>Services)                    | 6          | 0          | 6          | 0.0        | 0.3        | 2.0      | 83%        | 0         | 0         | 0         |
| Illegal Dumping on Private<br>Property                                         | 6          | 2          | 6          | 0.0        | 1.4        | 21.0     | 100%       | 0         | 0         | 0         |
| Signal - Preventative<br>Maintenance (Traffic<br>Services)                     | 6          | 6          | 6          | 0.0        | 9.4        | 90.0     | 100%       | 0         | 0         | 0         |
| <b>Totals</b>                                                                  | <b>540</b> | <b>297</b> | <b>503</b> | <b>2.1</b> | <b>5.6</b> | <b>-</b> | <b>81%</b> | <b>75</b> | <b>37</b> | <b>11</b> |

| Category                                                         | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Traffic Calming Requests (Traffic Services)                      | 6       | 2   | 2      | 0.8 | 1.9  | 120.0    | 100%     | 0       | 4    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations)    | 6       | 6   | 6      | 4.4 | 2.8  | 3.0      | 50%      | 1       | 0    | 0   |
| Signal - Other (Traffic Services)                                | 5       | 5   | 5      | 0.0 | 0.0  | 10.0     | 100%     | 0       | 0    | 0   |
| Down Tree Removal from Right of Way (Field Operations)           | 4       | 4   | 4      | 0.9 | 0.9  | 3.0      | 75%      | 1       | 0    | 0   |
| Signal - In Flash or Dark (Traffic Issues)                       | 4       | 4   | 4      | 0.0 | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Other                                                            | 3       | 1   | 3      | 0.0 | 3.7  | 3.0      | 33%      | 2       | 0    | 0   |
| 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   |
| Curb/Gutter Maintenance (Roadway Maintenance - Field Operations) | 3       | 3   | 2      | 0.5 | 0.0  | 30.0     | 100%     | 0       | 1    | 0   |
| Down Tree Removal from Roadway (Field Operations)                | 3       | 1   | 3      | 0.2 | 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   |
| GIS (Geographic Information Systems)                             | 2       | 0   | 2      | 0.0 | 5.4  | 2.0      | 50%      | 1       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>540</b> | <b>297</b> | <b>503</b> | <b>2.1</b> | <b>5.6</b> | <b>-</b> | <b>81%</b> | <b>75</b> | <b>37</b> | <b>11</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                          | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Land Development (Community and Regulatory Affairs)               | 2       | 0   | 1      | 0.0  | 6.0  | 3.0      | 0        | 1       | 1    | 1   |
| Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations) | 2       | 2   | 1      | 0.6  | 7.5  | 30.0     | 100%     | 0       | 1    | 0   |
| Pothole (Asphalt Paved Maintenance - Field Operations)            | 2       | 2   | 2      | 0.3  | 0.9  | 3.0      | 100%     | 0       | 0    | 0   |
| Remove Dead Animals in Roadway - Large (Field Operations)         | 2       | 1   | 2      | 0.1  | 1.5  | 1.0      | 50%      | 1       | 0    | 0   |
| Roadway Maintenance (Field Operations)                            | 2       | 2   | 2      | 5.0  | 15.1 | 10.0     | 50%      | 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 Domestic Animals                                             | 1       | 0   | 1      | 0.0  | 0.0  | 0.0      | 0        | 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   |
| 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   |
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities     | 1       | 1   | 0      | 14.7 | 0.0  | 2.0      | 0        | 0       | 1    | 1   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>540</b> | <b>297</b> | <b>503</b> | <b>2.1</b> | <b>5.6</b> | <b>-</b> | <b>81%</b> | <b>75</b> | <b>37</b> | <b>11</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| 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         |
| Commercial Vehicles in Residential Zones                           | 1          | 1          | 1          | 0.0        | 1.3        | 21.0     | 100%       | 0         | 0         | 0         |
| Clogged Culvert (Drainage Maintenance - Field Operations)          | 1          | 1          | 1          | 0.0        | 0.0        | 10.0     | 100%       | 0         | 0         | 0         |
| Clogged Inlet (Storm Water Issues - Field Operations)              | 1          | 1          | 1          | 0.7        | 0.0        | 3.0      | 100%       | 0         | 0         | 0         |
| Curb/Gutter Installation (Roadway Construction - Field Operations) | 1          | 1          | 1          | 0.0        | 0.0        | 30.0     | 100%       | 0         | 0         | 0         |
| 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         |
| <b>Totals</b>                                                      | <b>540</b> | <b>297</b> | <b>503</b> | <b>2.1</b> | <b>5.6</b> | <b>-</b> | <b>81%</b> | <b>75</b> | <b>37</b> | <b>11</b> |

# **COSF CRC Report**

## **District 3**

*October 1, 2020 - January 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 1/31/2021

**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<br>(Field Operations)                      | 98         | 70         | 98         | 1.1        | 1.4        | 10.0     | 97%        | 1         | 0         | 0         |
| Building Permits                                                   | 64         | 0          | 63         | 0.0        | 9.3        | 2.0      | 54%        | 29        | 1         | 1         |
| Property Maintenance                                               | 55         | 38         | 55         | 1.3        | 6.5        | 21.0     | 93%        | 5         | 0         | 0         |
| Other                                                              | 53         | 48         | 41         | 6.8        | 18.1       | 0.0      | 0          | 1         | 12        | 0         |
| Planning & Zoning<br>(Community & Regulatory<br>Affairs)           | 50         | 3          | 48         | 16.6       | 4.4        | 0.0      | 0          | 0         | 2         | 0         |
| Reception Call                                                     | 39         | 9          | 38         | 2.6        | 4.4        | 1.0      | 66%        | 13        | 1         | 1         |
| Illegal Dumping in Right-<br>of-Way (Field Operations)             | 29         | 28         | 29         | 0.5        | 0.9        | 3.0      | 97%        | 0         | 0         | 0         |
| Roadside Maintenance<br>(Field Operations)                         | 24         | 24         | 24         | 1.2        | 4.5        | 10.0     | 96%        | 0         | 0         | 0         |
| Right-of-Way Mowing<br>(Roadway Maintenance -<br>Field Operations) | 22         | 13         | 22         | 0.0        | 0.0        | 10.0     | 100%       | 0         | 0         | 0         |
| Yard Issue                                                         | 18         | 16         | 18         | 1.7        | 7.0        | 21.0     | 100%       | 1         | 0         | 0         |
| Construction                                                       | 18         | 17         | 11         | 6.6        | 27.0       | 0.0      | 0          | 1         | 7         | 0         |
| Other                                                              | 13         | 1          | 13         | 0.0        | 3.2        | 0.0      | 0          | 0         | 0         | 0         |
| Sign - Long Term Repair<br>(Traffic Services)                      | 13         | 13         | 10         | 1.1        | 21.6       | 120.0    | 100%       | 0         | 3         | 0         |
| <b>Totals</b>                                                      | <b>722</b> | <b>424</b> | <b>662</b> | <b>2.9</b> | <b>6.2</b> | <b>-</b> | <b>84%</b> | <b>78</b> | <b>60</b> | <b>18</b> |

| Category                                                              | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Sign - Other Sign Down/Missing (Traffic Services)                     | 13      | 12  | 13     | 0.0  | 0.6  | 10.0     | 100%     | 0       | 0    | 0   |
| Clean Up Day                                                          | 12      | 1   | 12     | 9.1  | 12.6 | 0.0      | 0        | 0       | 0    | 0   |
| Remove Dead Animals in Right-of-Way (Field Operations)                | 12      | 11  | 12     | 0.8  | 1.3  | 3.0      | 100%     | 0       | 0    | 0   |
| Illegal Dumping on Private Property                                   | 11      | 9   | 9      | 0.6  | 3.2  | 21.0     | 100%     | 0       | 2    | 1   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 10      | 10  | 10     | 9.1  | 15.3 | 30.0     | 90%      | 0       | 0    | 0   |
| Other Regulatory Agencies                                             | 9       | 7   | 8      | 3.5  | 8.9  | 0.0      | 0        | 0       | 1    | 0   |
| Signal - Other (Traffic Services)                                     | 9       | 8   | 9      | 0.0  | 0.4  | 10.0     | 100%     | 0       | 0    | 0   |
| Additional Patrol Request                                             | 8       | 0   | 8      | 0.0  | 5.1  | 1.0      | 13%      | 7       | 0    | 0   |
| Abandoned / Inoperative / Junk Vehicle                                | 8       | 6   | 8      | 0.7  | 14.0 | 21.0     | 50%      | 4       | 0    | 0   |
| Permit / Licensing Issue                                              | 8       | 5   | 7      | 0.7  | 4.8  | 21.0     | 100%     | 1       | 1    | 1   |
| Pothole (Asphalt Paved Maintenance - Field Operations)                | 8       | 7   | 8      | 0.7  | 1.5  | 3.0      | 100%     | 0       | 0    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations)         | 8       | 7   | 8      | 15.3 | 14.7 | 3.0      | 13%      | 4       | 0    | 0   |
| Down Tree Removal from Roadway (Field Operations)                     | 7       | 4   | 7      | 1.6  | 1.1  | 3.0      | 86%      | 0       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>722</b> | <b>424</b> | <b>662</b> | <b>2.9</b> | <b>6.2</b> | <b>-</b> | <b>84%</b> | <b>78</b> | <b>60</b> | <b>18</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                      | Created    | Ack        | Closed     | DTA        | DTC        | SLA Days | % in SLA   | Overdue   | Open      | O&O       |
|---------------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Land Development (Community and Regulatory Affairs)           | 6          | 0          | 2          | 0.0        | 0.7        | 3.0      | 100%       | 0         | 4         | 4         |
| Sanitation (Public Works - Field Operations)                  | 6          | 0          | 6          | 0.0        | 1.0        | 0.0      | 0          | 0         | 0         | 0         |
| Commercial Vehicles in Residential Zones                      | 6          | 5          | 6          | 3.3        | 10.8       | 21.0     | 83%        | 1         | 0         | 0         |
| Clogged Inlet (Storm Water Issues - Field Operations)         | 6          | 5          | 6          | 0.0        | 1.0        | 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         |
| Streetlights (Outages, New Requests, Repairs, Maintenance)    | 6          | 1          | 0          | 0.2        | 0.0        | 15.0     | 0          | 0         | 6         | 2         |
| Business Licenses (Finance & Administrative Services)         | 5          | 0          | 5          | 0.0        | 0.0        | 2.0      | 100%       | 0         | 0         | 0         |
| Other                                                         | 5          | 2          | 5          | 5.1        | 7.1        | 3.0      | 20%        | 4         | 0         | 0         |
| Dead Animal Pickup on Private Property                        | 5          | 3          | 4          | 3.2        | 4.4        | 7.0      | 75%        | 2         | 1         | 1         |
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities | 4          | 2          | 3          | 9.6        | 37.2       | 2.0      | 0          | 3         | 1         | 1         |
| Blighted / Vacant Property                                    | 4          | 3          | 4          | 1.9        | 8.2        | 21.0     | 75%        | 1         | 0         | 0         |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)        | 4          | 4          | 4          | 0.0        | 0.0        | 1.0      | 100%       | 0         | 0         | 0         |
| Capital Improvement Projects (CIP) - Public Works             | 3          | 3          | 0          | 6.4        | 0.0        | 0.0      | 0          | 0         | 3         | 1         |
| <b>Totals</b>                                                 | <b>722</b> | <b>424</b> | <b>662</b> | <b>2.9</b> | <b>6.2</b> | <b>-</b> | <b>84%</b> | <b>78</b> | <b>60</b> | <b>18</b> |

| Category                                               | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|--------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Down Tree Removal from Right of Way (Field Operations) | 3       | 3   | 3      | 0.0  | 0.0  | 3.0      | 100%     | 0       | 0    | 0   |
| Illegal Dumping In Roadway (Field Operations)          | 3       | 3   | 3      | 0.0  | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Traffic Calming Requests (Traffic Services)            | 3       | 1   | 0      | 9.7  | 0.0  | 120.0    | 0        | 0       | 3    | 0   |
| COVID-19 (Coronavirus) Inquiry                         | 2       | 0   | 0      | 0.0  | 0.0  | 0.0      | 0        | 0       | 2    | 0   |
| Live Wild Animals                                      | 2       | 0   | 2      | 0.0  | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Municipal Court                                        | 2       | 1   | 1      | 0.5  | 0.5  | 0.0      | 0        | 0       | 1    | 0   |
| Outdoor Requests (Other)                               | 2       | 1   | 0      | 37.7 | 0.0  | 3.0      | 0        | 0       | 2    | 2   |
| Tree Fallen                                            | 2       | 0   | 0      | 0.0  | 0.0  | 7.0      | 0        | 0       | 2    | 2   |
| Roadway Maintenance (Field Operations)                 | 2       | 2   | 2      | 0.0  | 2.0  | 10.0     | 100%     | 0       | 0    | 0   |
| Signal - Long Term Repair (Traffic Services)           | 2       | 2   | 1      | 0.0  | 26.1 | 120.0    | 100%     | 0       | 1    | 0   |
| Signal - Preventative Maintenance (Traffic Services)   | 2       | 2   | 1      | 0.0  | 3.0  | 90.0     | 100%     | 0       | 1    | 0   |
| GIS (Geographic Information Systems)                   | 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 Equipment Requests                             | 1       | 1   | 0      | 60.1 | 0.0  | 14.0     | 0        | 0       | 1    | 1   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>722</b> | <b>424</b> | <b>662</b> | <b>2.9</b> | <b>6.2</b> | <b>-</b> | <b>84%</b> | <b>78</b> | <b>60</b> | <b>18</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                                | Created    | Ack        | Closed     | DTA        | DTC        | SLA Days | % in SLA   | Overdue   | Open      | O&O       |
|-------------------------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Excessively Barking Dog – Late Night Nuisance                           | 1          | 0          | 1          | 0.0        | 0.0        | 7.0      | 100%       | 0         | 0         | 0         |
| Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)        | 1          | 1          | 1          | 26.1       | 26.1       | 30.0     | 100%       | 0         | 0         | 0         |
| Damaged Guard Rail (Roadway Construction - Field Operations)            | 1          | 1          | 0          | 12.0       | 0.0        | 30.0     | 0          | 0         | 1         | 0         |
| Remove Dead Animals in Roadway - Large (Field Operations)               | 1          | 1          | 1          | 0.0        | 0.0        | 1.0      | 100%       | 0         | 0         | 0         |
| Sidewalk Cracking / Broken (Field Operations)                           | 1          | 1          | 1          | 0.0        | 0.6        | 10.0     | 100%       | 0         | 0         | 0         |
| Sign - Preventative Maintenance (Traffic Services)                      | 1          | 1          | 1          | 0.0        | 0.2        | 30.0     | 100%       | 0         | 0         | 0         |
| Sink Holes (Drainage Maintenance - Field Operations)                    | 1          | 1          | 1          | 0.2        | 3.2        | 10.0     | 100%       | 0         | 0         | 0         |
| Special Projects (Field Operations)                                     | 1          | 1          | 1          | 0.0        | 7.0        | 30.0     | 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         |
| <b>Totals</b>                                                           | <b>722</b> | <b>424</b> | <b>662</b> | <b>2.9</b> | <b>6.2</b> | <b>-</b> | <b>84%</b> | <b>78</b> | <b>60</b> | <b>18</b> |

# **COSF CRC Report**

## **District 4**

*October 1, 2020 - January 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 1/31/2021

**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                                           | 617     | 19  | 607    | 8.5  | 1.4  | 1.0      | 80%      | 111     | 10   | 10  |
| Building Permits                                         | 246     | 2   | 245    | 18.3 | 9.9  | 2.0      | 60%      | 95      | 1    | 1   |
| Other                                                    | 202     | 0   | 202    | 0.0  | 1.2  | 0.0      | 0        | 6       | 0    | 0   |
| Municipal Court                                          | 164     | 0   | 63     | 0.0  | 0.0  | 0.0      | 0        | 0       | 101  | 1   |
| Planning & Zoning<br>(Community & Regulatory Affairs)    | 163     | 5   | 154    | 12.2 | 2.8  | 0.0      | 0        | 0       | 9    | 0   |
| Other                                                    | 69      | 58  | 56     | 7.3  | 16.2 | 0.0      | 0        | 1       | 13   | 3   |
| Sanitation (Public Works - Field Operations)             | 64      | 3   | 64     | 2.2  | 1.0  | 0.0      | 0        | 0       | 0    | 0   |
| Remove / Pick-Up Litter<br>(Field Operations)            | 62      | 42  | 62     | 0.7  | 1.8  | 10.0     | 97%      | 0       | 0    | 0   |
| Business Licenses<br>(Finance & Administrative Services) | 52      | 4   | 51     | 1.6  | 0.8  | 2.0      | 82%      | 9       | 1    | 1   |
| Live Domestic Animals                                    | 46      | 0   | 37     | 0.0  | 0.0  | 0.0      | 0        | 0       | 9    | 0   |
| Property Maintenance                                     | 39      | 14  | 39     | 1.8  | 4.7  | 21.0     | 97%      | 4       | 0    | 0   |
| Clean Up Day                                             | 34      | 1   | 34     | 9.6  | 4.0  | 0.0      | 0        | 0       | 0    | 0   |
| Illegal Dumping in Right-of-Way (Field Operations)       | 30      | 30  | 30     | 0.5  | 1.2  | 3.0      | 97%      | 1       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>2,232</b> | <b>400</b> | <b>2,036</b> | <b>3.4</b> | <b>3.7</b> | <b>-</b> | <b>80%</b> | <b>273</b> | <b>196</b> | <b>33</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                     | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|--------------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Other                                                        | 26           | 0          | 25           | 0.0        | 3.2        | 3.0      | 80%        | 5          | 1          | 1         |
| GIS (Geographic Information Systems)                         | 22           | 2          | 20           | 24.4       | 7.4        | 2.0      | 80%        | 4          | 2          | 2         |
| Right-of-Way Mowing (Roadway Maintenance - Field Operations) | 20           | 15         | 20           | 0.0        | 0.5        | 10.0     | 100%       | 0          | 0          | 0         |
| Additional Patrol Request                                    | 19           | 1          | 19           | 3.4        | 1.5        | 1.0      | 58%        | 8          | 0          | 0         |
| Remove Dead Animals in Right-of-Way (Field Operations)       | 19           | 17         | 19           | 0.7        | 1.1        | 3.0      | 89%        | 1          | 0          | 0         |
| Abandoned / Inoperative / Junk Vehicle                       | 18           | 13         | 18           | 3.2        | 12.3       | 21.0     | 67%        | 6          | 0          | 0         |
| Sign - Long Term Repair (Traffic Services)                   | 18           | 18         | 14           | 1.5        | 19.1       | 120.0    | 100%       | 0          | 4          | 0         |
| Human Resources                                              | 16           | 0          | 16           | 0.0        | 0.0        | 2.0      | 100%       | 0          | 0          | 0         |
| Roadside Maintenance (Field Operations)                      | 16           | 16         | 16           | 2.0        | 5.5        | 10.0     | 94%        | 0          | 0          | 0         |
| Sign - Other Sign Down/Missing (Traffic Services)            | 16           | 15         | 16           | 0.1        | 0.8        | 10.0     | 100%       | 0          | 0          | 0         |
| COVID-19 (Coronavirus) Inquiry                               | 14           | 0          | 6            | 0.0        | 0.0        | 0.0      | 0          | 0          | 8          | 0         |
| Construction                                                 | 13           | 13         | 5            | 6.2        | 25.6       | 0.0      | 0          | 0          | 8          | 0         |
| Pothole (Asphalt Paved Maintenance - Field Operations)       | 12           | 8          | 12           | 0.8        | 0.8        | 3.0      | 100%       | 0          | 0          | 0         |
| Permit / Licensing Issue                                     | 11           | 7          | 10           | 2.9        | 4.2        | 21.0     | 100%       | 2          | 1          | 1         |
| Other Regulatory Agencies                                    | 11           | 7          | 11           | 5.1        | 9.5        | 0.0      | 0          | 1          | 0          | 0         |
| <b>Totals</b>                                                | <b>2,232</b> | <b>400</b> | <b>2,036</b> | <b>3.4</b> | <b>3.7</b> | <b>-</b> | <b>80%</b> | <b>273</b> | <b>196</b> | <b>33</b> |

| Category                                                 | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|----------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Rough Road (Unpaved Road Maintenance - Field Operations) | 11      | 7   | 11     | 0.3 | 2.0  | 10.0     | 100%     | 0       | 0    | 0   |
| Live Wild Animals                                        | 10      | 0   | 10     | 0.0 | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Illegal Dumping on Private Property                      | 10      | 6   | 10     | 4.3 | 6.1  | 21.0     | 100%     | 0       | 0    | 0   |
| Illegal Dumping In Roadway (Field Operations)            | 10      | 8   | 10     | 0.2 | 0.6  | 1.0      | 80%      | 0       | 0    | 0   |
| City Clerk                                               | 9       | 0   | 9      | 0.0 | 0.1  | 5.0      | 100%     | 0       | 0    | 0   |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)   | 9       | 7   | 9      | 0.0 | 0.1  | 1.0      | 100%     | 0       | 0    | 0   |
| Land Development (Community and Regulatory Affairs)      | 8       | 1   | 6      | 1.2 | 8.1  | 3.0      | 33%      | 2       | 2    | 2   |
| Dead Animal Pickup on Private Property                   | 8       | 4   | 6      | 0.3 | 1.2  | 7.0      | 100%     | 0       | 2    | 2   |
| Yard Issue                                               | 8       | 4   | 8      | 4.2 | 3.1  | 21.0     | 100%     | 2       | 0    | 0   |
| Commercial Vehicles in Residential Zones                 | 8       | 2   | 8      | 3.2 | 13.1 | 21.0     | 75%      | 3       | 0    | 0   |
| Signal - Other (Traffic Services)                        | 8       | 6   | 8      | 0.0 | 2.6  | 10.0     | 100%     | 0       | 0    | 0   |
| Down Tree Removal from Right of Way (Field Operations)   | 6       | 6   | 6      | 0.6 | 1.9  | 3.0      | 67%      | 1       | 0    | 0   |
| Traffic Calming Requests (Traffic Services)              | 6       | 3   | 0      | 0.4 | 0.0  | 120.0    | 0        | 0       | 6    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>2,232</b> | <b>400</b> | <b>2,036</b> | <b>3.4</b> | <b>3.7</b> | <b>-</b> | <b>80%</b> | <b>273</b> | <b>196</b> | <b>33</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                              | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Down Tree Removal from Roadway (Field Operations)                     | 5       | 0   | 5      | 0.0  | 0.0  | 3.0      | 100%     | 0       | 0    | 0   |
| Remove Dead Animals in Roadway - Large (Field Operations)             | 5       | 4   | 5      | 0.2  | 0.2  | 1.0      | 100%     | 0       | 0    | 0   |
| Streetlights (Outages, New Requests, Repairs, Maintenance)            | 5       | 0   | 1      | 0.0  | 59.3 | 15.0     | 0        | 1       | 4    | 3   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations)         | 5       | 5   | 5      | 16.0 | 17.2 | 3.0      | 20%      | 2       | 0    | 0   |
| Capital Improvement Projects (CIP) - Public Works                     | 4       | 3   | 0      | 8.2  | 0.0  | 0.0      | 0        | 0       | 4    | 1   |
| Other                                                                 | 4       | 2   | 3      | 0.1  | 7.9  | 0.0      | 0        | 0       | 1    | 0   |
| Community Policing Division                                           | 4       | 0   | 1      | 0.0  | 0.3  | 0.0      | 0        | 0       | 3    | 0   |
| 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       | 3   | 1      | 13.7 | 7.5  | 2.0      | 0        | 1       | 3    | 3   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 4       | 4   | 4      | 15.1 | 17.3 | 30.0     | 100%     | 0       | 0    | 0   |
| Remove Dead Animals in Roadway - Small (Field Operations)             | 4       | 3   | 4      | 0.9  | 1.1  | 3.0      | 100%     | 0       | 0    | 0   |
| Business Inquiry                                                      | 3       | 0   | 3      | 0.0  | 0.0  | 10.0     | 100%     | 0       | 0    | 0   |

|               |              |            |              |            |            |          |            |            |            |           |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| <b>Totals</b> | <b>2,232</b> | <b>400</b> | <b>2,036</b> | <b>3.4</b> | <b>3.7</b> | <b>-</b> | <b>80%</b> | <b>273</b> | <b>196</b> | <b>33</b> |
|---------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|

| Category                                                              | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|-----------------------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Sink Holes (Drainage Maintenance - Field Operations)                  | 3            | 2          | 2            | 4.3        | 8.7        | 10.0     | 100%       | 0          | 1          | 1         |
| City Manager                                                          | 2            | 0          | 2            | 0.0        | 0.7        | 2.0      | 100%       | 0          | 0          | 0         |
| Communications & External Affairs                                     | 2            | 0          | 2            | 0.0        | 68.2       | 2.0      | 0          | 2          | 0          | 0         |
| General Ledger Administration (Finance & Administrative Services)     | 2            | 0          | 2            | 0.0        | 4.6        | 2.0      | 0          | 2          | 0          | 0         |
| Outdoor Requests (Other)                                              | 2            | 0          | 1            | 0.0        | 28.8       | 3.0      | 0          | 1          | 1          | 1         |
| Signal - In Flash or Dark (Traffic Issues)                            | 2            | 1          | 2            | 0.7        | 0.4        | 1.0      | 100%       | 0          | 0          | 0         |
| Signal - Long Term Repair (Traffic Services)                          | 2            | 2          | 2            | 0.0        | 54.8       | 120.0    | 100%       | 0          | 0          | 0         |
| Street Flooding (Drainage Maintenance - Field Operations)             | 2            | 0          | 2            | 0.0        | 0.0        | 1.0      | 100%       | 0          | 0          | 0         |
| Accounts Payable (Finance & Administrative Services)                  | 1            | 0          | 1            | 0.0        | 0.0        | 2.0      | 100%       | 0          | 0          | 0         |
| Accounts Receivable (Finance & Administrative Services)               | 1            | 0          | 1            | 0.0        | 3.5        | 2.0      | 0          | 1          | 0          | 0         |
| Contract and Purchasing Oversight (Finance & Administrative Services) | 1            | 0          | 1            | 0.0        | 0.0        | 2.0      | 100%       | 0          | 0          | 0         |
| Occupational Tax Certificate                                          | 1            | 0          | 1            | 0.0        | 0.0        | 10.0     | 100%       | 0          | 0          | 0         |
| Fire Alarm System Review (Businesses Only)                            | 1            | 1          | 1            | 6.5        | 6.5        | 3.0      | 0          | 1          | 0          | 0         |
| Recreation Programs                                                   | 1            | 1          | 1            | 4.1        | 4.1        | 3.0      | 0          | 0          | 0          | 0         |
| <b>Totals</b>                                                         | <b>2,232</b> | <b>400</b> | <b>2,036</b> | <b>3.4</b> | <b>3.7</b> | <b>-</b> | <b>80%</b> | <b>273</b> | <b>196</b> | <b>33</b> |

| Category                                                                | Created      | Ack        | Closed       | DTA        | DTC        | SLA Days | % in SLA   | Overdue    | Open       | O&O       |
|-------------------------------------------------------------------------|--------------|------------|--------------|------------|------------|----------|------------|------------|------------|-----------|
| Blighted / Vacant Property                                              | 1            | 0          | 1            | 0.0        | 1.9        | 21.0     | 100%       | 0          | 0          | 0         |
| Excessively Barking Dog – Late Night Nuisance                           | 1            | 0          | 1            | 0.0        | 5.4        | 7.0      | 100%       | 0          | 0          | 0         |
| Clogged Culvert (Drainage Maintenance - Field Operations)               | 1            | 1          | 1            | 0.9        | 1.6        | 10.0     | 100%       | 0          | 0          | 0         |
| Roadway Maintenance (Field Operations)                                  | 1            | 1          | 1            | 2.1        | 3.8        | 10.0     | 100%       | 0          | 0          | 0         |
| Sidewalk Cracking / Broken (Field Operations)                           | 1            | 1          | 0            | 0.0        | 0.0        | 10.0     | 0          | 0          | 1          | 0         |
| Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)           | 1            | 1          | 1            | 0.2        | 0.6        | 3.0      | 100%       | 0          | 0          | 0         |
| Special Projects (Field Operations)                                     | 1            | 0          | 1            | 0.0        | 0.0        | 30.0     | 100%       | 0          | 0          | 0         |
| Tree Hindering Sight Distance (Roadside Maintenance - Field Operations) | 1            | 1          | 1            | 0.0        | 1.0        | 10.0     | 100%       | 0          | 0          | 0         |
| <b>Totals</b>                                                           | <b>2,232</b> | <b>400</b> | <b>2,036</b> | <b>3.4</b> | <b>3.7</b> | <b>-</b> | <b>80%</b> | <b>273</b> | <b>196</b> | <b>33</b> |

# **COSF CRC Report**

## **District 5**

*October 1, 2020 - January 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 1/31/2021

**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                                  | 55      | 30  | 54     | 1.7  | 6.3  | 21.0     | 100%     | 1       | 1    | 0   |
| Building Permits                                      | 47      | 0   | 47     | 0.0  | 11.8 | 2.0      | 47%      | 24      | 0    | 0   |
| Planning & Zoning<br>(Community & Regulatory Affairs) | 41      | 0   | 40     | 0.0  | 4.1  | 0.0      | 0        | 0       | 1    | 0   |
| Reception Call                                        | 40      | 8   | 38     | 3.9  | 1.8  | 1.0      | 55%      | 16      | 2    | 2   |
| Other                                                 | 39      | 37  | 30     | 4.3  | 14.4 | 0.0      | 0        | 1       | 9    | 2   |
| Remove / Pick-Up Litter<br>(Field Operations)         | 37      | 29  | 36     | 1.1  | 1.3  | 10.0     | 100%     | 0       | 1    | 0   |
| Yard Issue                                            | 28      | 12  | 26     | 2.3  | 7.5  | 21.0     | 92%      | 3       | 2    | 2   |
| Clean Up Day                                          | 17      | 1   | 17     | 10.5 | 9.8  | 0.0      | 0        | 0       | 0    | 0   |
| Other                                                 | 15      | 0   | 15     | 0.0  | 4.0  | 0.0      | 0        | 1       | 0    | 0   |
| Abandoned / Inoperative /<br>Junk Vehicle             | 15      | 7   | 15     | 2.2  | 11.7 | 21.0     | 80%      | 3       | 0    | 0   |
| Roadside Maintenance<br>(Field Operations)            | 15      | 15  | 15     | 2.8  | 6.4  | 10.0     | 93%      | 0       | 0    | 0   |
| Construction                                          | 14      | 14  | 6      | 5.6  | 22.3 | 0.0      | 0        | 0       | 8    | 0   |
| Sanitation (Public Works -<br>Field Operations)       | 13      | 1   | 12     | 0.0  | 0.4  | 0.0      | 0        | 0       | 1    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>550</b> | <b>266</b> | <b>510</b> | <b>2.5</b> | <b>6.8</b> | <b>-</b> | <b>81%</b> | <b>73</b> | <b>40</b> | <b>10</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                              | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Illegal Dumping in Right-of-Way (Field Operations)                    | 12      | 12  | 12     | 0.5 | 0.9  | 3.0      | 100%     | 0       | 0    | 0   |
| Illegal Dumping on Private Property                                   | 10      | 7   | 10     | 3.4 | 9.9  | 21.0     | 90%      | 1       | 0    | 0   |
| Sign - Other Sign Down/Missing (Traffic Services)                     | 9       | 9   | 9      | 0.0 | 0.6  | 10.0     | 100%     | 0       | 0    | 0   |
| Signal - Preventative Maintenance (Traffic Services)                  | 9       | 9   | 9      | 0.0 | 12.0 | 90.0     | 100%     | 0       | 0    | 0   |
| Business Licenses (Finance & Administrative Services)                 | 8       | 1   | 8      | 2.0 | 1.5  | 2.0      | 50%      | 4       | 0    | 0   |
| Remove Dead Animals in Roadway - Large (Field Operations)             | 8       | 6   | 8      | 0.2 | 0.3  | 1.0      | 88%      | 0       | 0    | 0   |
| Right-of-Way Mowing (Roadway Maintenance - Field Operations)          | 8       | 5   | 8      | 0.0 | 0.0  | 10.0     | 100%     | 0       | 0    | 0   |
| Signal - Other (Traffic Services)                                     | 8       | 8   | 8      | 0.2 | 0.3  | 10.0     | 100%     | 0       | 0    | 0   |
| Additional Patrol Request                                             | 7       | 0   | 7      | 0.0 | 2.5  | 1.0      | 14%      | 6       | 0    | 0   |
| Blighted / Vacant Property                                            | 6       | 5   | 6      | 2.3 | 10.6 | 21.0     | 83%      | 1       | 0    | 0   |
| Other Regulatory Agencies                                             | 6       | 5   | 4      | 5.1 | 35.2 | 0.0      | 0        | 0       | 2    | 0   |
| Commercial Vehicles in Residential Zones                              | 5       | 2   | 5      | 1.0 | 17.0 | 21.0     | 60%      | 2       | 0    | 0   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 5       | 5   | 5      | 5.9 | 8.5  | 30.0     | 100%     | 0       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>550</b> | <b>266</b> | <b>510</b> | <b>2.5</b> | <b>6.8</b> | <b>-</b> | <b>81%</b> | <b>73</b> | <b>40</b> | <b>10</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                      | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|---------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Municipal Court                                               | 4       | 0   | 1      | 0.0  | 0.0  | 0.0      | 0        | 0       | 3    | 0   |
| Clogged Culvert (Drainage Maintenance - Field Operations)     | 4       | 2   | 4      | 0.3  | 0.6  | 10.0     | 100%     | 0       | 0    | 0   |
| Sign - Long Term Repair (Traffic Services)                    | 4       | 4   | 3      | 0.1  | 22.2 | 120.0    | 100%     | 0       | 1    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations) | 4       | 2   | 4      | 15.3 | 15.4 | 3.0      | 50%      | 2       | 0    | 0   |
| Capital Improvement Projects (CIP) - Public Works             | 3       | 2   | 1      | 19.7 | 0.0  | 0.0      | 0        | 0       | 2    | 0   |
| Permit / Licensing Issue                                      | 3       | 2   | 3      | 4.2  | 4.1  | 21.0     | 100%     | 0       | 0    | 0   |
| Rough Road (Unpaved Road Maintenance - Field Operations)      | 3       | 2   | 3      | 2.0  | 4.7  | 10.0     | 100%     | 0       | 0    | 0   |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)        | 3       | 3   | 3      | 0.0  | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Signal - In Flash or Dark (Traffic Issues)                    | 3       | 3   | 3      | 0.0  | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Streetlights (Outages, New Requests, Repairs, Maintenance)    | 3       | 1   | 0      | 0.0  | 0.0  | 15.0     | 0        | 0       | 3    | 2   |
| Other                                                         | 2       | 1   | 2      | 0.0  | 4.2  | 3.0      | 50%      | 0       | 0    | 0   |
| Dead Trees                                                    | 2       | 0   | 1      | 0.0  | 30.2 | 7.0      | 0        | 1       | 1    | 1   |
| Excessively Barking Dog – Late Night Nuisance                 | 2       | 0   | 2      | 0.0  | 5.1  | 7.0      | 50%      | 1       | 0    | 0   |
| Tree Fallen                                                   | 2       | 0   | 1      | 0.0  | 13.7 | 7.0      | 0        | 1       | 1    | 1   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>550</b> | <b>266</b> | <b>510</b> | <b>2.5</b> | <b>6.8</b> | <b>-</b> | <b>81%</b> | <b>73</b> | <b>40</b> | <b>10</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| 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   |
| Pothole (Asphalt Paved Maintenance - Field Operations)             | 2       | 2   | 2      | 1.2 | 1.0  | 3.0      | 100%     | 0       | 0    | 0   |
| Remove Dead Animals in Right-of-Way (Field Operations)             | 2       | 1   | 2      | 3.9 | 1.9  | 3.0      | 50%      | 1       | 0    | 0   |
| Remove Dead Animals in Roadway - Small (Field Operations)          | 2       | 1   | 2      | 2.7 | 1.4  | 3.0      | 100%     | 0       | 0    | 0   |
| Roadway Maintenance (Field Operations)                             | 2       | 2   | 2      | 3.4 | 6.5  | 10.0     | 100%     | 0       | 0    | 0   |
| Sign - Preventative Maintenance (Traffic Services)                 | 2       | 2   | 2      | 0.0 | 1.9  | 30.0     | 100%     | 0       | 0    | 0   |
| Signal - Long Term Repair (Traffic Services)                       | 2       | 2   | 2      | 2.2 | 23.7 | 120.0    | 100%     | 0       | 0    | 0   |
| Noise Complaint (Hartsfield-Jackson Atlanta International Airport) | 2       | 0   | 2      | 0.0 | 25.4 | 0.0      | 0        | 0       | 0    | 0   |
| City Manager                                                       | 1       | 0   | 1      | 0.0 | 2.5  | 2.0      | 0        | 1       | 0    | 0   |
| GIS (Geographic Information Systems)                               | 1       | 0   | 1      | 0.0 | 0.0  | 2.0      | 100%     | 0       | 0    | 0   |
| Land Development (Community and Regulatory Affairs)                | 1       | 0   | 1      | 0.0 | 19.5 | 3.0      | 0        | 1       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>550</b> | <b>266</b> | <b>510</b> | <b>2.5</b> | <b>6.8</b> | <b>-</b> | <b>81%</b> | <b>73</b> | <b>40</b> | <b>10</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                          | Created    | Ack        | Closed     | DTA        | DTC        | SLA Days | % in SLA   | Overdue   | Open      | O&O       |
|-------------------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Live Domestic Animals                                             | 1          | 0          | 1          | 0.0        | 0.0        | 0.0      | 0          | 0         | 0         | 0         |
| Other                                                             | 1          | 0          | 1          | 0.0        | 61.2       | 0.0      | 0          | 0         | 0         | 0         |
| Trespassing                                                       | 1          | 0          | 1          | 0.0        | 1.8        | 1.0      | 0          | 1         | 0         | 0         |
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities     | 1          | 0          | 1          | 0.0        | 21.4       | 2.0      | 0          | 1         | 0         | 0         |
| Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations) | 1          | 1          | 1          | 5.1        | 7.6        | 30.0     | 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         |
| Sink Holes (Drainage Maintenance - Field Operations)              | 1          | 1          | 1          | 0.0        | 0.0        | 10.0     | 100%       | 0         | 0         | 0         |
| Traffic Calming Requests (Traffic Services)                       | 1          | 1          | 0          | 0.0        | 0.0        | 120.0    | 0          | 0         | 1         | 0         |
| Traffic Operations - Other (Traffic Services)                     | 1          | 0          | 0          | 0.0        | 0.0        | 30.0     | 0          | 0         | 1         | 0         |
| <b>Totals</b>                                                     | <b>550</b> | <b>266</b> | <b>510</b> | <b>2.5</b> | <b>6.8</b> | <b>-</b> | <b>81%</b> | <b>73</b> | <b>40</b> | <b>10</b> |

# **COSF CRC Report**

## **District 6**

*October 1, 2020 - January 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 1/31/2021

**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                                     | 50      | 42  | 50     | 1.4  | 3.7  | 21.0     | 96%      | 1       | 0    | 0   |
| Reception Call                                           | 49      | 8   | 45     | 7.6  | 4.8  | 1.0      | 67%      | 12      | 4    | 4   |
| Building Permits                                         | 45      | 1   | 43     | 18.0 | 12.1 | 2.0      | 42%      | 25      | 2    | 2   |
| Other                                                    | 44      | 42  | 31     | 6.3  | 16.3 | 0.0      | 0        | 0       | 13   | 0   |
| Remove / Pick-Up Litter<br>(Field Operations)            | 31      | 20  | 31     | 0.7  | 1.6  | 10.0     | 97%      | 0       | 0    | 0   |
| Planning & Zoning<br>(Community & Regulatory<br>Affairs) | 29      | 1   | 27     | 3.7  | 4.1  | 0.0      | 0        | 0       | 2    | 0   |
| Clean Up Day                                             | 26      | 1   | 26     | 0.0  | 9.9  | 0.0      | 0        | 0       | 0    | 0   |
| Yard Issue                                               | 24      | 20  | 24     | 1.1  | 4.3  | 21.0     | 100%     | 0       | 0    | 0   |
| Other                                                    | 19      | 1   | 19     | 5.0  | 3.6  | 0.0      | 0        | 1       | 0    | 0   |
| Sanitation (Public Works -<br>Field Operations)          | 18      | 2   | 18     | 1.2  | 1.8  | 0.0      | 0        | 0       | 0    | 0   |
| Blighted / Vacant Property                               | 17      | 13  | 17     | 1.8  | 3.9  | 21.0     | 100%     | 0       | 0    | 0   |
| Commercial Vehicles in<br>Residential Zones              | 15      | 14  | 15     | 0.9  | 1.6  | 21.0     | 100%     | 1       | 0    | 0   |
| Abandoned / Inoperative /<br>Junk Vehicle                | 13      | 13  | 13     | 1.5  | 4.1  | 21.0     | 92%      | 1       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>558</b> | <b>292</b> | <b>502</b> | <b>3.2</b> | <b>6.2</b> | <b>-</b> | <b>81%</b> | <b>59</b> | <b>56</b> | <b>18</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                   | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Roadside Maintenance (Field Operations)                    | 13      | 13  | 13     | 1.9  | 5.5  | 10.0     | 92%      | 0       | 0    | 0   |
| Business Licenses (Finance & Administrative Services)      | 12      | 0   | 12     | 0.0  | 0.9  | 2.0      | 83%      | 2       | 0    | 0   |
| Remove Dead Animals in Right-of-Way (Field Operations)     | 12      | 8   | 12     | 4.3  | 5.9  | 3.0      | 83%      | 1       | 0    | 0   |
| Illegal Dumping in Right-of-Way (Field Operations)         | 11      | 11  | 11     | 4.0  | 7.4  | 3.0      | 73%      | 1       | 0    | 0   |
| Construction                                               | 10      | 10  | 4      | 3.4  | 19.4 | 0.0      | 0        | 0       | 6    | 0   |
| Signal - Other (Traffic Services)                          | 8       | 7   | 8      | 0.0  | 0.7  | 10.0     | 100%     | 0       | 0    | 0   |
| Streetlights (Outages, New Requests, Repairs, Maintenance) | 7       | 0   | 0      | 0.0  | 0.0  | 15.0     | 0        | 0       | 7    | 7   |
| Additional Patrol Request                                  | 6       | 0   | 6      | 0.0  | 3.2  | 1.0      | 17%      | 4       | 0    | 0   |
| Permit / Licensing Issue                                   | 5       | 3   | 5      | 1.8  | 1.4  | 21.0     | 100%     | 0       | 0    | 0   |
| Clogged Culvert (Drainage Maintenance - Field Operations)  | 5       | 5   | 4      | 5.5  | 8.5  | 10.0     | 75%      | 1       | 1    | 1   |
| Sign - Other Sign Down/Missing (Traffic Services)          | 5       | 5   | 5      | 0.2  | 0.4  | 10.0     | 100%     | 0       | 0    | 0   |
| Signal - Long Term Repair (Traffic Services)               | 5       | 5   | 5      | 0.0  | 31.6 | 120.0    | 100%     | 0       | 0    | 0   |
| Capital Improvement Projects (CIP) - Public Works          | 4       | 4   | 0      | 17.6 | 5.9  | 0.0      | 0        | 0       | 4    | 1   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>558</b> | <b>292</b> | <b>502</b> | <b>3.2</b> | <b>6.2</b> | <b>-</b> | <b>81%</b> | <b>59</b> | <b>56</b> | <b>18</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                      | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|---------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Land Development (Community and Regulatory Affairs)           | 4       | 0   | 2      | 0.0  | 4.0  | 3.0      | 0        | 1       | 2    | 2   |
| Illegal Dumping on Private Property                           | 4       | 3   | 4      | 0.2  | 0.5  | 21.0     | 100%     | 0       | 0    | 0   |
| Right-of-Way Mowing (Roadway Maintenance - Field Operations)  | 4       | 4   | 4      | 0.0  | 0.0  | 10.0     | 100%     | 0       | 0    | 0   |
| Sign - Long Term Repair (Traffic Services)                    | 4       | 4   | 3      | 0.9  | 15.4 | 120.0    | 100%     | 0       | 1    | 0   |
| Sink Holes (Drainage Maintenance - Field Operations)          | 4       | 0   | 4      | 0.0  | 4.9  | 10.0     | 100%     | 0       | 0    | 0   |
| Traffic Calming Requests (Traffic Services)                   | 4       | 0   | 0      | 0.0  | 0.0  | 120.0    | 0        | 0       | 4    | 0   |
| Other Regulatory Agencies                                     | 3       | 1   | 3      | 19.5 | 14.3 | 0.0      | 0        | 0       | 0    | 0   |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)        | 3       | 3   | 3      | 0.0  | 0.1  | 1.0      | 100%     | 0       | 0    | 0   |
| Signal - In Flash or Dark (Traffic Issues)                    | 3       | 3   | 3      | 0.2  | 0.2  | 1.0      | 100%     | 0       | 0    | 0   |
| Signal - Preventative Maintenance (Traffic Services)          | 3       | 3   | 0      | 0.6  | 0.0  | 90.0     | 0        | 0       | 3    | 0   |
| Tree Danger/Removal (Roadside Maintenance - Field Operations) | 3       | 3   | 3      | 29.0 | 29.3 | 3.0      | 0        | 3       | 0    | 0   |
| Municipal Court                                               | 2       | 0   | 0      | 0.0  | 0.0  | 0.0      | 0        | 0       | 2    | 0   |
| Community Policing Division                                   | 2       | 0   | 0      | 0.0  | 0.0  | 0.0      | 0        | 0       | 2    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>558</b> | <b>292</b> | <b>502</b> | <b>3.2</b> | <b>6.2</b> | <b>-</b> | <b>81%</b> | <b>59</b> | <b>56</b> | <b>18</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                              | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-----------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Trash & Litter or Cleaning Requests - Parks & Rec. Facilities         | 2       | 1   | 2      | 39.9 | 23.8 | 2.0      | 0        | 2       | 0    | 0   |
| Excessively Barking Dog – Late Night Nuisance                         | 2       | 0   | 2      | 0.0  | 8.4  | 7.0      | 50%      | 1       | 0    | 0   |
| Dead Animal Pickup on Private Property                                | 2       | 1   | 2      | 0.0  | 0.1  | 7.0      | 100%     | 0       | 0    | 0   |
| Clogged Inlet (Storm Water Issues - Field Operations)                 | 2       | 1   | 2      | 0.0  | 2.4  | 3.0      | 100%     | 0       | 0    | 0   |
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 2       | 2   | 2      | 2.3  | 5.1  | 30.0     | 100%     | 0       | 0    | 0   |
| Illegal Dumping In Roadway (Field Operations)                         | 2       | 2   | 2      | 2.8  | 2.8  | 1.0      | 50%      | 0       | 0    | 0   |
| Pothole (Asphalt Paved Maintenance - Field Operations)                | 2       | 2   | 2      | 0.3  | 1.8  | 3.0      | 50%      | 0       | 0    | 0   |
| Remove Dead Animals in Roadway - Large (Field Operations)             | 2       | 2   | 2      | 0.1  | 0.4  | 1.0      | 100%     | 0       | 0    | 0   |
| Roadway Maintenance (Field Operations)                                | 2       | 2   | 1      | 1.4  | 9.9  | 10.0     | 100%     | 0       | 1    | 0   |
| COVID-19 (Coronavirus) Inquiry                                        | 1       | 0   | 0      | 0.0  | 0.0  | 0.0      | 0        | 0       | 1    | 0   |
| City Manager                                                          | 1       | 0   | 1      | 0.0  | 0.3  | 2.0      | 100%     | 0       | 0    | 0   |
| Other                                                                 | 1       | 0   | 1      | 0.0  | 47.1 | 3.0      | 0        | 1       | 0    | 0   |
| Business Inquiry                                                      | 1       | 0   | 1      | 0.0  | 0.1  | 10.0     | 100%     | 0       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>558</b> | <b>292</b> | <b>502</b> | <b>3.2</b> | <b>6.2</b> | <b>-</b> | <b>81%</b> | <b>59</b> | <b>56</b> | <b>18</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                                | Created    | Ack        | Closed     | DTA        | DTC        | SLA Days | % in SLA   | Overdue   | Open      | O&O       |
|-------------------------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Dead Trees                                                              | 1          | 0          | 0          | 0.0        | 0.0        | 7.0      | 0          | 0         | 1         | 1         |
| Tree Fallen                                                             | 1          | 0          | 1          | 0.0        | 0.0        | 7.0      | 100%       | 0         | 0         | 0         |
| Damaged Inlet/Catch Basin<br>(Storm Water Issues -<br>Field Operations) | 1          | 0          | 1          | 0.0        | 0.0        | 30.0     | 100%       | 0         | 0         | 0         |
| Down Tree Removal from<br>Roadway (Field<br>Operations)                 | 1          | 1          | 1          | 4.7        | 0.0        | 3.0      | 0          | 0         | 0         | 0         |
| High Grass/Weeds in<br>Right-of-Way (Field<br>Operations)               | 1          | 1          | 1          | 9.7        | 10.1       | 10.0     | 0          | 0         | 0         | 0         |
| Manhole Covers (Roadside<br>Maintenance - Field<br>Operations)          | 1          | 1          | 1          | 2.3        | 0.0        | 3.0      | 100%       | 0         | 0         | 0         |
| Remove Dead Animals in<br>Roadway - Small (Field<br>Operations)         | 1          | 1          | 1          | 0.6        | 0.9        | 3.0      | 100%       | 0         | 0         | 0         |
| Rough Road (Unpaved<br>Road Maintenance - Field<br>Operations)          | 1          | 1          | 1          | 0.0        | 0.0        | 10.0     | 100%       | 0         | 0         | 0         |
| Sign - Preventative<br>Maintenance (Traffic<br>Services)                | 1          | 1          | 1          | 9.0        | 10.7       | 30.0     | 100%       | 0         | 0         | 0         |
| Traffic Operations - Other<br>(Traffic Services)                        | 1          | 0          | 1          | 0.0        | 29.0       | 30.0     | 100%       | 1         | 0         | 0         |
| <b>Totals</b>                                                           | <b>558</b> | <b>292</b> | <b>502</b> | <b>3.2</b> | <b>6.2</b> | <b>-</b> | <b>81%</b> | <b>59</b> | <b>56</b> | <b>18</b> |

# **COSF CRC Report**

## **District 7**

*October 1, 2020 - January 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 1/31/2021

**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       |
|--------------------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Clean Up Day                                                       | 55         | 1          | 55         | 2.4        | 11.8       | 0.0      | 0          | 0         | 0         | 0         |
| Property Maintenance                                               | 37         | 32         | 37         | 1.0        | 7.4        | 21.0     | 92%        | 2         | 0         | 0         |
| Reception Call                                                     | 34         | 0          | 32         | 0.0        | 5.0        | 1.0      | 50%        | 13        | 2         | 2         |
| Other                                                              | 34         | 31         | 28         | 6.4        | 17.9       | 0.0      | 0          | 0         | 6         | 1         |
| Remove / Pick-Up Litter<br>(Field Operations)                      | 32         | 21         | 32         | 0.9        | 0.8        | 10.0     | 97%        | 0         | 0         | 0         |
| Building Permits                                                   | 31         | 0          | 31         | 0.0        | 10.0       | 2.0      | 42%        | 18        | 0         | 0         |
| Planning & Zoning<br>(Community & Regulatory<br>Affairs)           | 25         | 0          | 25         | 0.0        | 2.4        | 0.0      | 0          | 0         | 0         | 0         |
| Abandoned / Inoperative /<br>Junk Vehicle                          | 22         | 20         | 22         | 1.7        | 8.3        | 21.0     | 82%        | 4         | 0         | 0         |
| Illegal Dumping in Right-<br>of-Way (Field Operations)             | 20         | 20         | 20         | 0.2        | 0.6        | 3.0      | 95%        | 0         | 0         | 0         |
| Right-of-Way Mowing<br>(Roadway Maintenance -<br>Field Operations) | 15         | 13         | 15         | 1.6        | 2.0        | 10.0     | 100%       | 0         | 0         | 0         |
| Other                                                              | 14         | 0          | 14         | 0.0        | 1.4        | 0.0      | 0          | 0         | 0         | 0         |
| Roadside Maintenance<br>(Field Operations)                         | 14         | 14         | 14         | 2.1        | 6.2        | 10.0     | 93%        | 0         | 0         | 0         |
| Yard Issue                                                         | 13         | 12         | 12         | 1.3        | 10.6       | 21.0     | 75%        | 4         | 1         | 0         |
| <b>Totals</b>                                                      | <b>513</b> | <b>264</b> | <b>484</b> | <b>2.4</b> | <b>7.1</b> | <b>-</b> | <b>80%</b> | <b>60</b> | <b>29</b> | <b>10</b> |

| Category                                                  | Created    | Ack        | Closed     | DTA        | DTC        | SLA Days | % in SLA   | Overdue   | Open      | O&O       |
|-----------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Sanitation (Public Works - Field Operations)              | 11         | 0          | 11         | 0.0        | 1.4        | 0.0      | 0          | 0         | 0         | 0         |
| Construction                                              | 10         | 10         | 8          | 8.9        | 25.3       | 0.0      | 0          | 0         | 2         | 0         |
| Sign - Other Sign Down/Missing (Traffic Services)         | 10         | 10         | 10         | 0.1        | 0.9        | 10.0     | 100%       | 0         | 0         | 0         |
| Additional Patrol Request                                 | 9          | 0          | 9          | 0.0        | 3.6        | 1.0      | 22%        | 7         | 0         | 0         |
| Business Licenses (Finance & Administrative Services)     | 8          | 0          | 8          | 0.0        | 1.2        | 2.0      | 88%        | 1         | 0         | 0         |
| Other Regulatory Agencies                                 | 8          | 3          | 8          | 13.6       | 14.4       | 0.0      | 0          | 0         | 0         | 0         |
| Commercial Vehicles in Residential Zones                  | 7          | 7          | 7          | 2.5        | 16.0       | 21.0     | 86%        | 1         | 0         | 0         |
| Sign - Long Term Repair (Traffic Services)                | 6          | 6          | 5          | 0.1        | 20.6       | 120.0    | 100%       | 0         | 1         | 0         |
| Excessively Barking Dog – Late Night Nuisance             | 5          | 0          | 5          | 0.0        | 3.5        | 7.0      | 100%       | 0         | 0         | 0         |
| Illegal Dumping on Private Property                       | 5          | 5          | 5          | 1.9        | 11.8       | 21.0     | 80%        | 1         | 0         | 0         |
| Pothole (Asphalt Paved Maintenance - Field Operations)    | 5          | 4          | 5          | 0.4        | 1.4        | 3.0      | 100%       | 0         | 0         | 0         |
| Remove Dead Animals in Right-of-Way (Field Operations)    | 5          | 5          | 5          | 1.1        | 1.2        | 3.0      | 80%        | 0         | 0         | 0         |
| Blighted / Vacant Property                                | 4          | 4          | 4          | 0.7        | 7.1        | 21.0     | 75%        | 1         | 0         | 0         |
| Remove Dead Animals in Roadway - Large (Field Operations) | 4          | 4          | 4          | 0.1        | 0.1        | 1.0      | 100%       | 0         | 0         | 0         |
| <b>Totals</b>                                             | <b>513</b> | <b>264</b> | <b>484</b> | <b>2.4</b> | <b>7.1</b> | <b>-</b> | <b>80%</b> | <b>60</b> | <b>29</b> | <b>10</b> |

| Category                                                         | Created | Ack | Closed | DTA | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|------------------------------------------------------------------|---------|-----|--------|-----|------|----------|----------|---------|------|-----|
| Signal - In Flash or Dark (Traffic Issues)                       | 4       | 4   | 4      | 0.0 | 0.0  | 1.0      | 100%     | 0       | 0    | 0   |
| Signal - Other (Traffic Services)                                | 4       | 4   | 4      | 0.0 | 0.1  | 10.0     | 100%     | 0       | 0    | 0   |
| Streetlights (Outages, New Requests, Repairs, Maintenance)       | 4       | 1   | 0      | 1.3 | 0.0  | 15.0     | 0        | 0       | 4    | 4   |
| Capital Improvement Projects (CIP) - Public Works                | 3       | 3   | 0      | 9.5 | 0.0  | 0.0      | 0        | 0       | 3    | 0   |
| Dead Animal Pickup on Private Property                           | 3       | 2   | 2      | 2.3 | 3.8  | 7.0      | 50%      | 1       | 1    | 1   |
| Permit / Licensing Issue                                         | 3       | 2   | 3      | 3.2 | 5.9  | 21.0     | 100%     | 1       | 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   |
| Curb/Gutter Maintenance (Roadway Maintenance - Field Operations) | 3       | 1   | 3      | 0.0 | 0.0  | 30.0     | 100%     | 0       | 0    | 0   |
| Illegal Dumping In Roadway (Field Operations)                    | 3       | 3   | 3      | 7.3 | 10.0 | 1.0      | 67%      | 0       | 0    | 0   |
| Roadway Maintenance (Field Operations)                           | 3       | 3   | 3      | 2.0 | 8.4  | 10.0     | 100%     | 0       | 0    | 0   |
| COVID-19 (Coronavirus) Inquiry                                   | 2       | 0   | 1      | 0.0 | 0.0  | 0.0      | 0        | 0       | 1    | 0   |
| Other                                                            | 2       | 0   | 2      | 0.0 | 5.1  | 3.0      | 50%      | 1       | 0    | 0   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>513</b> | <b>264</b> | <b>484</b> | <b>2.4</b> | <b>7.1</b> | <b>-</b> | <b>80%</b> | <b>60</b> | <b>29</b> | <b>10</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                                | Created | Ack | Closed | DTA  | DTC  | SLA Days | % in SLA | Overdue | Open | O&O |
|-------------------------------------------------------------------------|---------|-----|--------|------|------|----------|----------|---------|------|-----|
| Occupational Tax Certificate                                            | 2       | 0   | 2      | 0.0  | 0.2  | 10.0     | 100%     | 0       | 0    | 0   |
| Damaged Fire Hydrant                                                    | 2       | 2   | 2      | 4.7  | 5.3  | 30.0     | 100%     | 0       | 0    | 0   |
| Trespassing                                                             | 2       | 0   | 2      | 0.0  | 1.4  | 1.0      | 0        | 2       | 0    | 0   |
| Damaged Inlet/Catch Basin<br>(Storm Water Issues -<br>Field Operations) | 2       | 1   | 2      | 10.1 | 8.4  | 30.0     | 100%     | 0       | 0    | 0   |
| Down Tree Removal from<br>Right of Way (Field<br>Operations)            | 2       | 2   | 2      | 0.0  | 0.0  | 3.0      | 100%     | 0       | 0    | 0   |
| Signal - Preventative<br>Maintenance (Traffic<br>Services)              | 2       | 2   | 0      | 0.4  | 0.0  | 90.0     | 0        | 0       | 2    | 0   |
| Traffic Calming Requests<br>(Traffic Services)                          | 2       | 1   | 1      | 0.2  | 1.0  | 120.0    | 100%     | 0       | 1    | 0   |
| GIS (Geographic<br>Information Systems)                                 | 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   |
| Land Development<br>(Community and<br>Regulatory Affairs)               | 1       | 0   | 0      | 0.0  | 0.0  | 3.0      | 0        | 0       | 1    | 1   |
| Municipal Court                                                         | 1       | 0   | 0      | 0.0  | 0.0  | 0.0      | 0        | 0       | 1    | 0   |
| Community Policing<br>Division                                          | 1       | 0   | 0      | 0.0  | 0.0  | 0.0      | 0        | 0       | 1    | 0   |
| Trash & Litter or Cleaning<br>Requests - Parks & Rec.<br>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   |

|               |            |            |            |            |            |          |            |           |           |           |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| <b>Totals</b> | <b>513</b> | <b>264</b> | <b>484</b> | <b>2.4</b> | <b>7.1</b> | <b>-</b> | <b>80%</b> | <b>60</b> | <b>29</b> | <b>10</b> |
|---------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|

| Category                                                              | Created    | Ack        | Closed     | DTA        | DTC        | SLA Days | % in SLA   | Overdue   | Open      | O&O       |
|-----------------------------------------------------------------------|------------|------------|------------|------------|------------|----------|------------|-----------|-----------|-----------|
| Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations) | 1          | 1          | 1          | 2.1        | 12.2       | 30.0     | 100%       | 0         | 0         | 0         |
| Down Tree Removal from Roadway (Field Operations)                     | 1          | 1          | 1          | 0.0        | 0.0        | 3.0      | 100%       | 0         | 0         | 0         |
| 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         |
| Rough Road (Unpaved Road Maintenance - Field Operations)              | 1          | 1          | 1          | 0.0        | 0.0        | 10.0     | 100%       | 0         | 0         | 0         |
| Sign - Stop/Yield Sign Down/Missing (Traffic Services)                | 1          | 1          | 1          | 0.0        | 0.0        | 1.0      | 100%       | 0         | 0         | 0         |
| Signal - Long Term Repair (Traffic Services)                          | 1          | 1          | 0          | 0.0        | 0.0        | 120.0    | 0          | 0         | 1         | 0         |
| Sink Holes (Drainage Maintenance - Field Operations)                  | 1          | 0          | 1          | 0.0        | 4.1        | 10.0     | 100%       | 0         | 0         | 0         |
| Tree Danger/Removal (Roadside Maintenance - Field Operations)         | 1          | 0          | 1          | 0.0        | 35.6       | 3.0      | 0          | 1         | 0         | 0         |
| <b>Totals</b>                                                         | <b>513</b> | <b>264</b> | <b>484</b> | <b>2.4</b> | <b>7.1</b> | <b>-</b> | <b>80%</b> | <b>60</b> | <b>29</b> | <b>10</b> |



# PUBLIC WORKS REPORT

# City of South Fulton

## Public Works

### January 2021: Month In Review



**Volunteers gathered for MLK Day Cleanup – January 2021**



# 2020 Year in Review & January 2021 Report

## City of South Fulton Public Works

**Jacobs**  
Challenging today.  
Reinventing tomorrow.

| Highlights of Call Center & See Click Fix:<br>January 2021                      |     |
|---------------------------------------------------------------------------------|-----|
|                                                                                 |     |
| Total SeeClickFix Requests for Public Works                                     | 491 |
| Total Work Orders Completed that met Service Level Agreement                    | 382 |
| Total Work Orders Completed that met Service Level Agreement as Percentage      | 99% |
| Total Work Order/Requests Open or In-Progress                                   | 109 |
| Total Work Requests did not meet Service Level Agreement                        | 1   |
| Total Work Requests without Service Level Agreement or not due in current month | 109 |
| Total SeeClickFix Request Closed/Archived                                       | 382 |

### Purpose

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

### Call Center and SeeClickFix January 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. Citizens may also download the app from the Google Play Store or Apple's App Store to enter requests at any time. Their request is submitted directly into the system.

## 2020 Year in Review: Highlighting the Works of Public Works

### 2020 In Review

#### Navigating the Unexpected

What an unprecedented year 2020 has been for not only the City of South Fulton, but the entire world. Who would've imagined that life would come to a screeching halt due to the rapid spread of the Coronavirus also known as COVID-19?

While many businesses were forced to close for what most people believed would be a short period of time, Public Works has continued to provide safe services throughout the communities for what has turned out to be almost a year since businesses shutdown.

In 2020, Public Works closed approximately 7,347 requests that were received through SeeClickFix or calls into the Call Center.

These services ranged from traffic lights and sign repairs, clearing clogged inlets, investigated and repaired sinkholes, removed litter and illegal dumping throughout the City, removed dead animals, collected down trees and debris from storms.

**Table 1- 2020 SeeClickFix Request**

|  <b>Jacobs</b><br>2020 Highlights |              |
|--------------------------------------------------------------------------------------------------------------------|--------------|
| Traffic Work Orders                                                                                                | 940          |
| Storm Water Management                                                                                             | 342          |
| Litter                                                                                                             | 835          |
| Illegal Dumping                                                                                                    | 853          |
| Solid Waste                                                                                                        | 1,043        |
| Dead Animals                                                                                                       | 254          |
| Road Maintenance                                                                                                   | 798          |
| Trees                                                                                                              | 442          |
| Other                                                                                                              | 1,840        |
| <b>TOTAL:</b>                                                                                                      | <b>7,347</b> |

## 2020 Highlights

### Tropical Storms

One of Public Works greatest challenges last year was the aftermath left behind from tropical storms. Tropical Storm Sally hit Georgia on September 17. Damages from the storm left seven (7) roads closed.

However, the most severe storm was yet to come. On October 29, Tropical Storm Zeta made its way into our region. Remnants from Zeta left the city with fifty-nine (59) road closures due to down trees and in some cases, powerlines caught in trees.

For both storm events, Public Works crews worked diligently and along with other agencies when necessary, to remove tree debris from the right of way and or roads ensuring safe passages for residents and those doing business with the City of South Fulton.

No one can predict the damage a storm will bring or the remnants that will be left behind. However, being prepared allows for quick responses. Our team prepares by being on the lookout for storms approaching the area and ensuring that we have the equipment and staff in place should an event arise.

During Tropical Storm Zeta, our team not only addressed downed trees, but we also serviced and restored seventeen (17) down traffic signals.



**Public Works removed trees to reopen  
7 road locations after from Tropical  
Storm Sally September 2020**

### Summer & Fall Cleanup Days Made Possible in Part with Grant from the Environmental Protection Division

The Public Works department partnered with volunteers from Jacobs, GFL and Waste Pro to host Spring and Fall Cleanup Days, which afforded residents the opportunity to purge their homes of unwanted items. Residents were able to dispose of old furniture, appliances, paint, electronics, and items for shredding.

The City of South Fulton was selected to receive a grant from the Environmental Protection Division to process old tires. At these events, old tires are a popular item. Tires present a challenge as they are quite large and require special processing which averages about \$4 per tire. This competitive grant will also be used for the Spring 2021 Clean Up Day.

Each event averaged approximately 33 volunteers, serviced more than 1,700 residents, shredded 13 tons of paper, collected a little over 25 tons of bulky waste, disposing of almost 100 tons of solid waste; collected over 600 tires and 1200 gallons of paint.

**Table 2**  
**2020 Summer & Fall Clean Up Days**

| <div>  <div> City of South Fulton<br/>2020 Clean Up Days<br/>Summary </div>  </div> |                 |               |        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------|--------|
| Activity                                                                                                                                                                                                                                                | Summer Clean Up | Fall Clean Up | Total  |
| Volunteers                                                                                                                                                                                                                                              | 31              | 35            | 66     |
| Households Served                                                                                                                                                                                                                                       | 1053            | 746           | 1,799  |
| Paper Shredded (Tons)                                                                                                                                                                                                                                   | 7               | 6             | 13     |
| Bulky Waste Collected (Tons)                                                                                                                                                                                                                            | 19.4            | 5.97          | 25.37  |
| Municipal Solid Waste Collected (Tons)                                                                                                                                                                                                                  | 55.94           | 43.7          | 99.64  |
| Tires Collected                                                                                                                                                                                                                                         | 150             | 110           | 260    |
| Paint Collected (Gallons)                                                                                                                                                                                                                               | 621             | 616           | 1,237  |
| Total Tons of Material Collected (in Tons)                                                                                                                                                                                                              | 87.8            | 84.1          | 171.95 |

**Source: Jacobs**

### Unveiling of Clean Community Crew & Vehicle

In September of 2020, Jacobs Public Works Department launched a new concept for helping to keep the city clean and beautiful. The Clean Community Crew and vehicle is solely dedicated for collecting litter and performing quick clean ups or areas identified as "hotspots" throughout the city. This two to three-person crew also services the twenty-seven (27) trash receptacles located throughout the city.

## Welcome 2021!

As we entered 2021, we began the year with the same challenges from 2020. Despite the challenges, Public Works focus for the City is to help maintain, sustain, and improve systems that are currently in place. This process involves SeeClickFix, maintenance of dirt roads, pavement management, moving forward with the MS4 process, traffic management, and utilizing the Clean City Crew to address some matters immediately. We believe extending the use of the City's current infrastructure will help make strategic investment possible. Be on the lookout for stories and updates in upcoming monthly reports on these undertakings.

## New Beginnings & Current Efforts – Partnering to Make A Difference

On January 6, Public Works employees met with Mayor Bill Edwards to participate in a cleanup effort along Short and Derrick Roads. During this event, a resident stopped to inquire what was taking place. She shared some of her concerns regarding illegal dumping in the area. The illegal dumping was collected that day and taken away for disposal.

Other efforts include partnering with City Council to help ensure the needs of their constituents are being met. This is considered a top priority of the Public Works department.

On January 15<sup>th</sup> and 18<sup>th</sup>, Public Works employees supported events hosted by Councilwomen Rowell and Gumbs in celebration of Martin Luther King Day. Public Works provided plastic bags, litter sticks, bottled water, and grapple truck services to collect and large illegal dumping while the Clean City Crew had boots on the ground and utilized the van to assist collecting bags of rubbish corralled by volunteers. Over the course of these two days, volunteers removed nearly two tons of material from the streets and streams of the City of South Fulton.



**Mayor Edwards working side by side with Public Works employees along Derrick Rd January 2021**

### Clean City Crew

The City of South Fulton Public Works department currently provides scheduled street maintenance each month providing services that range from illegal dumping, clogged culvers and inlets, cross drain maintenance, potholes, and downed signs to traffic services to name a few. The Clean City Crew is used to collect trash from the twenty-eight receptacles located throughout the city. This is in addition to cleaning high litter areas and monitoring known illegal dumping sites on a weekly basis.

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** include community groups, Community Improvement Districts (CIDs), businesses and the leadership of elected officials.



Illegal Dumping  
Upper Elm – Before Cleanup  
January 2021



Upper Elm  
After Cleanup – January 2021

### Traffic Systems and Studies

Signs, signals, and pavement markings help us understand where we are and get to our destination safely and efficiently. Because this equipment is required to be in the right of way, it can often be damaged from passing vehicles, accidents, and weather.

### Traffic Activities in January

During this reporting period sixty-one (61) traffic work orders were completed. These requests include traffic calming, sign replacements, sign repairs, preventive maintenance, and signal repairs.

### Storm Water Management

Storm Water Management consists of the inspection and maintenance of piping, inlets and catch basins in city right of way that form the system to direct storm water to natural water ways. During January twelve (12) assessments were made in the City of South Fulton.

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

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



### 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 one (1) inquiry was addressed related to residential collections.

### Field Services

Field Services includes the following activities:

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



**Welcome All Rd  
January 2021**

### Bridge Maintenance

Bridge Maintenance consists of performing minor repairs which includes minor guardrail repairs and minor bridge deck repairs. Minor is defined as routine, non-structural, cosmetic repairs, the trimming of vegetation, repairing potholes in asphalt approaches, painting of railings, and the removal of graffiti.

### Illegal Dumping

Illegal Dumping is defined by the City of South Fulton as, "illegally dumping of waste instead of using an authorized use of collection." There were sixty-nine (69) illegal dumping sites cleaned during the month of January. Crews along with Code Enforcement performed a cleanup and investigated illegal dumping along Bethsaida Road. The dumping was reported by concerned resident

### Litter Removal & Mowing

Every four weeks Public Works collects litter on 204 miles of road as part of the mowing process. During this time roads needing additional treatment are cleaned as well. In the month of January, Public Works also completed one hundred thirty-five (135) requests from the public to remove litter. Requests for litter removal in SeeClickFix are required to be completed within ten (10) business days.

### Dead Animal Removal

As a service, dead animals are removed from the right of way and roadway each month. During the month of January, Public Works removed twenty-four (24) dead animals in the roadway or on the right-of-way. Large animals must be removed from the roadway within one day. Removal for any animal on the right of way is 3 business days.

### Spotlight: More Than Just A Job

#### Jones Road Bridge Closure

On Thursday, January 28, Public Works crews were performing routine road scraping along Jones Road when they discovered a washout at the approach of the bridge. Crew members took a picture and alerted their superintendent of their finding. Further investigations revealed severe erosion had occurred and a 28 ft long, 5ft-wide sinkhole had formed.

Barriers were brought in for closing the affected side of the bridge until crews could arrive to perform repairs. To repair the area, a 4-ft excavation

was made down to the rip rap layer where a geotextile fabric was added for reinforcement, along with new boards under the bridge. Repairs on top of the bridge called for the use of a Wacker Packer, used to compact every 12 inches. There was a total of 4 layers compacted with one layer being compacted with a skid loader and excavator. Repairs were completed by 8:00 pm on Saturday, January 30 and the road was reopened for safe travels.



**Repairs to sinkhole on bridge  
January 2021**

### Gravel/Dirt Road Maintenance

There are fifty-three (53) dirt roads encompassing approximately thirty miles within the City of South Fulton. During the month of January, just under 3.5 miles of dirt roads received maintenance.



### January 2021 Gravel Road Maintenance Work

| <div>  <div> City of South Fulton Public Works<br/>Gravel Road Maintenance Completed<br/>January 2021 </div> <div> <b>Jacobs</b> </div> </div> |          |                      |              |       |                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------|--------------|-------|----------------|
| Name                                                                                                                                                                                                                              | District | Start                | End          | Miles | Last Treatment |
| Bonecho Rd                                                                                                                                                                                                                        | 3        | Jaillette Rd         | Dead End     | 0.23  | 29-Jan-21      |
| Hall Rd                                                                                                                                                                                                                           | 4        | Ridge Rd             | New Pavement | 0.78  | 29-Jan-21      |
| Hudgens Rd                                                                                                                                                                                                                        | 4        | Stonewall Tell       | Dead End     | 0.48  | 29-Jan-21      |
| Jones Rd                                                                                                                                                                                                                          | 4        | Campbellton-Fairburn | Dead End     | 1.98  | 24-Sep-20      |
| Total                                                                                                                                                                                                                             |          |                      |              | 3.47  |                |



# 2020 Year in Review & January 2021 Report

## City of South Fulton Public Works

**Jacobs**  
Challenging today.  
Reinventing tomorrow.

### General Services

Our 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.

| <b>Major Project Highlights:<br/>January 2021</b>                                                                 |                             |
|-------------------------------------------------------------------------------------------------------------------|-----------------------------|
| <b>Project Description</b>                                                                                        | <b>Facility</b>             |
| <b>URA Projects – Concrete Pads completed, Finalizing the site cleanup and final grading of site for grassing</b> | <b>Parks and Recreation</b> |
| <b>Comcast Machine Q Gateway installation &amp; Sensor installs</b>                                               | <b>City Wide</b>            |
| <b>CARES Funding – Partition Barriers fully installed and completed</b>                                           | <b>Fire Department</b>      |
| <b>CARES Funding – Johnsons Control Project - All fixtures are ordered and awaiting delivery</b>                  | <b>Parks and Recreation</b> |
| <b>General Housekeeping<br/>Ceiling tile replacement, light bulbs, lock repairs, gutter cleaning, etc.</b>        | <b>City Wide</b>            |
| <b>COVID-19 Cleaning and Sanitizing Facilities</b>                                                                | <b>City Wide</b>            |
| <b>Distribution of Personal Protective Equipment</b>                                                              | <b>City Wide</b>            |



# 2020 Year in Review & January 2021 Report

## City of South Fulton Public Works

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### Fleet Service

Our internal team 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:<br>January 2021                                                                                                            |                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Project Description                                                                                                                                  | Facility        |
| <b>(42) Emergency Vehicles Repaired</b><br>Work consist of: Alignments, Brakes, Engine Tuning, Replaced Tires, Radiators, replaced windshields, etc. | Police          |
| <b>(23) Preventative Maintenance Emergency Vehicles</b>                                                                                              | Police          |
| <b>(15) City Vehicles Repaired Work consist of Brake jobs, oil changes, tune-ups, tire replacements, etc.</b>                                        | City Wide       |
| <b>Engine 5 and Engine 7 Out of service</b>                                                                                                          | Fire            |
| <b>Installation of GPS Tracking Devices and Mobile Data Terminals (in progress)</b>                                                                  | Fire Department |

### 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 status by program are tabulated on the next page:



# 2020 Year in Review & January 2021 Report

## City of South Fulton Public Works

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### 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 @ BenchMark 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) |        |
| Enon Road over Camp Creek Tributary                          | ITB    |



# 2020 Year in Review & January 2021 Report

## City of South Fulton Public Works

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### STREETLIGHTS

#### A. Streetlights Masterplan

Inventory of streetlights and Needs assessment are underway.

#### B. Requests

The installation of the streetlights at the two locations listed was delayed for a couple of weeks. Greystone sent crews out of state to assist with power outages in neighboring states.

- b. Roundabout at Cascade-Palmetto Highway and Cedar Grove Road/Ridge Grove-  
Removal and installation of 17 poles.
- c. Campbellton Road Lighting: Installation of 10 streetlights, from Sandtown Park to the intersection with Camp Creek Parkway.