

CITY OF SOUTH FULTON, GEORGIA

VIRTUAL - WORK SESSION

Tuesday, February 9, 2021, 4:00 PM



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

COUNCIL WORK SESSION MEETING AGENDA

- I. Call to Order
- II. Roll Call
- III. Presentations
 - 1. 2021 Legislative Session Update and Tracking – Andrew Long, A. R. Long Company (City Lobbyist)
 - 2. Public Amenities for Your Community – Public Works and Jerry Presley, Creative Outdoor
 - 3. South Fulton Beautification Project – Communications and External Affairs
- IV. Monthly Reports
 - 4. Monthly Report - Finance Director
 - 5. Monthly Report - City Manager
 - 6. Monthly Report - City Attorney
- V. Executive Session (if needed)

When an Executive Session is Required, one will be called for the following issues: 1) Personnel, 2) Litigation or 3) Real Estate
- VI. Adjournment of Meeting



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: 2021 Legislative Session Update and Tracking

DATE OF MEETING: 2/9/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
ARLC Report January 29, 2021	Cover Memo	2/4/2021



A. R. LONG COMPANY, LLC

EXECUTIVE CONSULTING | GLOBAL RELATIONSHIPS

PO BOX #161303, ATLANTA, GA 30321 | (404) 547-4400

ARLONGCOMPANY.COM | ANDREW@ARLONGCOMPANY.COM

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: January 29, 2021

Re: 2021 Legislative Session Update and Tracking

On Monday January 11, 2021, a socially distanced Georgia General Assembly, spread across several rooms in the Capitol, convened for Day 1 of the legislative session. Being the first year of Georgia's two-year biennial session, the legislative docket is a clean slate and numerous bills were dropped in both chambers. During the first week, 10 new senators and 26 new representatives were sworn in and all committees were assigned their chairmen and members.

Additionally, Governor Brian Kemp delivered his State of the State address and outlined his priorities for the legislature to see through. He made clear that his administration is focusing on pandemic recovery efforts, health care in rural Georgia and providing more support to our teachers and the education system. Most notably, Governor Kemp requested for the restoration of over \$500 million from austerity cuts to education and also to include a one-time \$1000 payment to teachers and certain school staff. Further, there was the proposal of \$1 million to be put toward marketing to promote Georgia's tourism.

During the second week, instead of gaveling in for legislative days, the General Assembly held Joint Appropriations committee meetings to review the Governor's recommendations for the Amended FY2021 and General FY2022 budgets. The budget is the only item the legislature is mandated to pass each session to comply with Georgia's Constitutional requirement that the state maintain a balanced budget. Coming off the heels of a session where Governor Kemp requested sweeping state budget cuts, the legislature is now tasked with addressing the financial hardships from COVID-19 and also fulfilling the Governor's legislative priorities.

Over four days, members from the House and Senate jointly met to hear from Georgia's executive offices to understand their needs for the remainder of the fiscal year and their expectations for the following year.

Dr. Jeffrey Dorfman, Georgia's State Fiscal Economist, kicked off the presentations with an optimistic review on state tax revenues despite the pandemic. He noted that the Marketplace Facilitator legislation was timely passed last session and allowed for the collection of additional tax revenue from online sales and services that increased during initial sheltering-in-place. However, he stated that our steady population growth, one of the main factors contributing to our strong revenue, has recently slowed and thus we should focus on how to attract more working-age individuals.

The Commissioner of the Department of Public Health, Dr. Kathleen Toomey, presented an update on the pandemic response and stated that increasing infection rates have stemmed from "COVID fatigue." She also expressed optimism in the fact that over 450,000 Georgians have received vaccines thus far. (<https://dph.georgia.gov/covid-vaccine>)

This past week, over Legislative Days 5 - 8, although both chambers announced their committee schedules for the remainder of session, not much legislation was heard by committees since the legislative process requires bills to be read twice on the chamber floor before being assigned to a committee. This week, all committees voted on their committee rules for this session.

Our team's relations with the members of the House Intragovernmental Relations Committee, chaired by Representative Jan Tankersley, and the Senate State and Local Governmental Operations Committee, chaired by Senator Lee Anderson positions us well to track local legislation on behalf of the City of South Fulton. *Please see the attached spreadsheet that will be updated regularly with bills that may be of interest to the City.* Additionally, we are prepared to coordinate with the City's state delegation, now chaired by Representative Roger Bruce, to address this year's legislative priorities:

- Fulton Industrial Boulevard
- City of South Fulton Name Change
- Heat-Related Youth Sports Injuries
- Short-Term Rental Regulations
- Repealing Citizens Arrest Law
- TSPLOST
- Strengthen Candidate Residency Requirement
- Advancement of Medical Marijuana in Georgia

A.R. Long Company would like to reiterate our gratitude to the City for choosing our team to represent you at our state's Capitol this legislative session. We hope that you recognize the positive influence that we have made together on the Georgia General Assembly and how we intend on continuing this momentum to foster government relations on your behalf. If you need anything from us in the future, please do not hesitate to reach out.

Bill #	Topic	Status	House Sponsor	Senate Sponsor	House Committee	Senate Committee
HB 15	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	
HB 17	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			
HB 18	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 prefiled 11/16/20	Scott, Sandra			
HB 30	annual review regarding equitable participation of minority business enterprises in claiming income tax credits	House prefiled 11/18/20	Kendrick, Dar'shun			
HB 112	relating to torts to provide certain immunities from liability claims regarding COVID-19, approved August 5, 2020, to extend applicability for one year	House second read 1/28	Kelley, Trey		Special Committee on Access to the Civil Justice System	
HB 130	define the term "fence detection system"; to limit the ability of counties, consolidated governments, and municipalities to regulate or prohibit such systems	House second read 1/28	Gullet, Joseph			
HB 151	Ad valorem tax; public property owned by a political subdivision outside of its territorial limits; terminate exemption	House second read 1/28	Burnough, Rhonda			
SB 23	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
SR 20	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
HB 160	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 first read 1/29	William, Boddie			
HB 180	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 first read 1/29	Lim, Marvin			
HB 186	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 first read 1/29	Lim, Marvin			
HB 187	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 first read 1/29	Lim, Marvin			
HB 15	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	
HB 17	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			

HB 18	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 Article 2 of Chapter 21 of Title 50 of the O.C.G.A., relating to state tort claims; to amend Article 2 of Chapter 4 of Title 17 of the O.C.G.A., relating to arrest by law enforcement officers generally, so as to revise use of force standards;	House prefiled 11/16/20	Scott, Sandra			
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CITY OF SOUTH FULTON
COUNCIL AGENDA ITEM
COUNCIL WORK SESSION



SUBJECT: Public Amenities for Your Community

DATE OF MEETING: 2/9/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
Local Government Presentation-South Fulton GA-2021	Cover Memo	2/4/2021

Public Amenities for Your Community

February 9, 2021

Presentation for:





CREATIVE OUTDOOR



History

- ❑ Founded in 1984 as a street furniture advertising company
- ❑ Largest firm in the industry w/operations in the US & Canada
- ❑ 300+ local municipalities & transit agencies in North America
- ❑ 18,000+ units in place
- ❑ Industry leader in sales & technology application
- ❑ 10,000+ active local business sponsors





CREATIVE OUTDOOR



Our Mission

COA is dedicated to helping local communities secure the street furniture needed to fully support pedestrian networks, thereby enhancing user experiences and improving the quality of life for all citizens.





CREATIVE OUTDOOR



Our Core Philosophy

- ☐ Street furniture should blend in with the local streetscape
- ☐ Street furniture must be well maintained and contribute to the quality of life in the community
- ☐ Advertising should uphold community values in both content & appearance
- ☐ COA engages in constant R&D to ensure that our municipal clients have the finest street furniture available
- ☐ COA gives back to the community through...
 - ✓ Complementary community advertising on available units
 - ✓ Revenue sharing with municipal partners or local non-profits
 - ✓ Job creation





CREATIVE OUTDOOR



Public Amenity Opportunities for Your Community

- ☐ Program Overview
- ☐ Waste management & recycling infrastructure
- ☐ Modern maintenance, data collection & reporting systems





CREATIVE OUTDOOR



Our Public Amenity Program

- ❑ **100% Cost Free Guaranteed**
 - ✓ *Includes equipment*
 - ✓ *Includes installation*
 - ✓ *Includes maintenance/service*
 - ✓ *Includes insurance for legal liabilities*
- ❑ Program is paid for by leasing commercial advertising space to local businesses
- ❑ Net Advertising Sales Revenue Share Program (Avg. 12%)
- ❑ A true “Win-Win-Win” scenario for our municipal partners, taxpayers, non-profits & local businesses





CREATIVE OUTDOOR



Our Revenue Sharing Program

- ❑ Our local partners can earn on average of 12% of the total net advertising sales revenue generated from the local program
 - ❖ May vary depending on:
 - Total number of units installed
 - Responsibility for waste/recycling removal
 - ✓ Share increases if municipal partner performs
 - ✓ Share decreases if COA performs
- ❑ Share revenue with local non-profits, if desired
- ❑ **Again, a true “Win-Win-Win” scenario for all**





CREATIVE OUTDOOR



Other Program Benefits

☐ Local Government Benefits:

- ✓ Public-private partnership creates significant annual savings for local taxpayers
- ✓ Promote local commerce increasing opportunities to generate more tax revenues
- ✓ Provide a venue for public service announcements (PSAs)
- ✓ Support local non-profit activities throughout the community





CREATIVE OUTDOOR



Other Program Benefits Continued

☐ Local Business Benefits:

- ✓ Excellent advertising venue for small and new businesses
- ✓ An affordable option to traditional, more expensive methods of advertising such as newspaper, radio, television or online advertising
- ✓ Capture a local audience that is more likely to visit and purchase local products or services
- ✓ Ability to generate new/additional revenues by capturing local prospective customers
- ✓ Ability to actively support needed public infrastructure and non-profits serving the community





CREATIVE OUTDOOR



Waste Management & Recycling: A Tale of Two Stories

- ❑ While we are all being asked to embrace recycling in our homes and workplaces to support our environment....

From Street...



...To Recycling Center





CREATIVE OUTDOOR



Waste Management & Recycling: A Tale of Two Stories Continued....

- ❑ ...municipalities still place single stream trash cans in public spaces. This is a contradictory message to your citizens & bad for the environment!

From Street...



...To Landfill

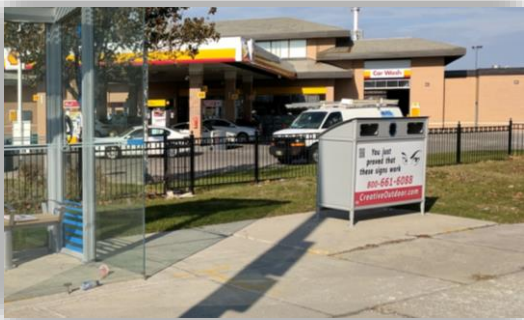




CREATIVE OUTDOOR



Recycling Infrastructure



- ☐ COA will provide modern waste management & recycling units
- ☐ COA will coordinate placements with municipal & transit partners
- ☐ COA will maintain, clean, repair or replace units at no cost to taxpayers
- ☐ All units will comply with ADA accessibility & safety design requirements
- ☐ COA can collect & deliver recycled materials, if you meet criteria

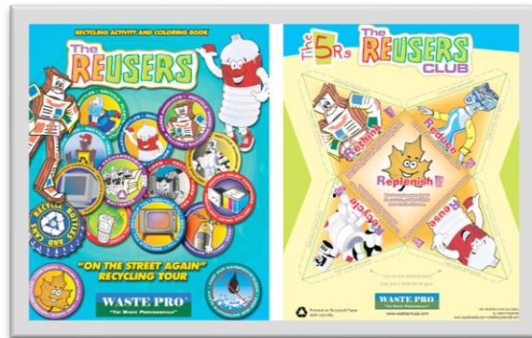


CREATIVE OUTDOOR



Reinforcing the Recycling Message

- ☐ Personalized recycling message of each community
- ☐ Educational material to support schools & community organizations





CREATIVE OUTDOOR



Placement Control

- ☐ Municipal partners retain complete control over placement of all infrastructure
 - ✓ Right to review and object to placements
 - ✓ Right to request removal or relocation of units at any time
- ☐ COA will coordinate with MARTA to identify potential placement locations to serve transit facilities
- ☐ Property owners can also object to placement of units





CREATIVE OUTDOOR



COA Operations Responsibilities

❑ Our local operations team is responsible for:

- ✓ Removing graffiti
- ✓ Repairing vandalism or damage
- ✓ Maintenance of immediate area
- ✓ Regular cleaning of all amenities
- ✓ Emptying recycling stations, if desired
- ✓ Ensuring advertisements are current & in a good state of repair
- ✓ Respond to emergency work orders in a timely fashion



MobileFrame Client		
TaskCode	Code	Action
902	RA	Re-Anchor Unit - During
105	RL	Recycle Lexan
104	RU	Refurbish Units in Yard
911	RR	Remove & Replace Unit
112	RB	Remove Bar Code Tag
922	RN	Remove Non-Ad
980	RP	Remove Pad
965	RS	Remove Shelter
981	LP	Replace Lost Ad Panel (
908	XZ	Report - Conc. Lid Brok
909	XL	Report - LP Required (s
		Exit
		Choose Ops Action

Work Orders are live
to the operator



CREATIVE OUTDOOR



Enhanced Maintenance Program

COA utilizes modern technology to manage daily maintenance & service activities

- ☐ Every unit is barcoded
- ☐ All units are GPS verified at installation & every visit thereafter
- ☐ Municipal access to “real-time” data including work orders & reports
- ☐ Provide “real-time” proof of performance





CREATIVE OUTDOOR



MDaCS – Maintenance Data Collection System

COA utilizes MDaCs to manage daily maintenance activities. The system automatically provides:

- ☐ Onsite laser scanning
- ☐ Real time connection to Operations Team
- ☐ Real time connection to WebPort Live
- ☐ Real time proof of performance
- ☐ Automatic work order prioritizations
- ☐ Automatic work order job completion notices





CREATIVE OUTDOOR



WebPort Live

COA's WebPort Live provides our municipal partners with direct interface to maintenance & service activities. It provides you with:

- ☐ Real time connection to data & reports for each unit via Automatic Data Development System (ADDS)
- ☐ Allows online submission of maintenance work orders
- ☐ Automatic work order job completion notices
- ☐ Guaranteed proof of performance

WebPortLive

Interactive On-Line Monitoring

The screenshot displays the WebPortLive web application. At the top, it says 'Creative Outdoor Advertising 25 Years of Excellence'. Below this is a 'LOCATION INFO' section with fields for Location Code, Stop is On, The Cross Street is, Side, Direction, Bar Code, Area Code, and Landlord Code. To the right of these fields is a 'SITE PHOTO' section with a 'Submitted To The City' field and a 'Maintenance Day' field. Below the location info is a table of work orders with columns for 'Work Order', 'Status', 'Priority', 'Due Date', 'Assigned To', 'Completed', and 'Cost'. At the bottom of the screenshot is a map showing the location of the work orders with red pins.





CREATIVE OUTDOOR



Why Choose COA?

- ☐ 35-years of industry experience
- ☐ Largest provider of service in North America
- ☐ 18,000 + units in more than 300 municipalities
- ☐ Guaranteed proof of performance
- ☐ Actively invests in new technology & modern products
- ☐ Committed to 100% client satisfaction





CREATIVE OUTDOOR



QUESTIONS?

Mr. Jerry R. Presley
President - US Division

8875 Hidden River Parkway
Suite 300
Tampa, FL 33637

Ph. 1-(813)-955-4903
jerrypresley@creativeoutdoor.com





CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: South Fulton Beautification Project

DATE OF MEETING: 2/9/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
South Fulton Beautification Project	Cover Memo	2/4/2021



SOUTH FULTON BEAUTIFICATION PROJECT

A **CLEAN** city is our **HOME**

Why Should We Keep The City Clean?

- A clean South Fulton will promote an improved quality of life for residents.
- A clean South Fulton will attract corporate giants, boost economic impact, and bring jobs.
- A clean South Fulton will enhance tourism, increasing revenue.
- A clean South Fulton will encourage residents and merchants to reduce waste, end littering, and improve overall health.



Let's Talk Littering...



Impacts Quality of Life

According to Keep Georgia Beautiful, it destroys our state's natural beauty, wildlife, diminishes water quality, and decreases property values.



Cleanup costs billions

According to Keep America Beautiful, litter cleanup costs more than \$11.5 billion each year. For example, the presence of litter in a community decreases property values by 7 percent.

Let's Talk About Cleanliness...



Promotes Pride in Property and Community

Community pride is positively contagious. In other words, a clean environment positively impacts behavior and gives people reasons to act on keeping it clean.



Promotes Healthy Families and Well-Being

Graffiti, litter, and illegal dumping destroy the beauty of our communities. . If homes, yards, and public spaces are kept clean and maintained, there is no place for pests to live. This means fewer illnesses for our loved ones.



KEY PARTNERSHIPS

- BUSINESS
- COMMUNITY
- CORPORATE
- CITY

BUSINESS PARTNERSHIPS

Old National Merchant Association

Cascade Business Merchant Association

South Fulton Chamber of Commerce



CORPORATE PARTNERSHIPS

Home Depot

Ace Hardware

MARTA

Atlanta Habitat for Humanity



CITY PARTNERSHIPS

South Fulton Parks, Recreation, and Cultural Affairs
Community Development and Regulatory Affairs
Destination South Fulton
City Council and Legislative Specialists
South Fulton Police Department Community
Policing Division
L.E.A.F. Council
Clean City Crew

COMMUNITY PARTNERSHIPS

South Fulton Homeowner Associations
South Fulton Litter Busters
Local Girl and Boy Scouts
Keep South Fulton Beautiful
Fulton County Schools
Hands on Atlanta
Comcast



KEY INITIATIVES

- Build awareness among city residents and business owners about the importance of keeping communities within the City of South Fulton clean.
- Educate city residents, stakeholders, merchants about the environmental impact of littering and illegal dumping and to encourage individuals to active participation.
- We will also promote cleanup events and future opportunities with a digital focus due to CDC social distancing guidelines regarding COVID-19.



EVENTS



GET FITTER WITHOUT LITTER

Virtual Walk|Run|Jog

January 15 - 18, 2021

#KeepSouthFultonClean



@cosfga17



@cosfga



@cosfga

JANUARY 2021

Event Kickoff: January 15- 18

City will distribute items to residents and stakeholders during kickoff weekend to encourage them to participate in cleaning high-litter areas throughout the city in a socially - distanced manner.

Residents will receive:

Gloves

Contractor Trash Bags

Hand Sanitizer

Masks









@cosfga17



@cosfga



@cosfga





GET FITTER
WITHOUT LITTER

01.15-18.2021
Virtual Walk | Run | Jog



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City of South Fulton | February 9, 2021

AT-A-GLANCE

CLEAN UP

MARCH 2021

Residents will have the opportunity to dispose of trash and bulk items at Merk Miles Transfer Station or Creel Park. Communications team will partner with Public Works to schedule and promote the event.



LOVE YOUR CITY

FEBRUARY 2021

The "Love Your City" social media campaign will educate city residents and business owners about the existing city services in place to help maintain South Fulton's beauty.

We will highlight Public Works' Adopt-a-Road program and share with social media followers how to get involved and participate, tips on how to avoid code enforcement violations, spotlight the work of the Clean City Crew, and more.

KEEP AMERICA BEAUTIFUL MONTH APRIL 1

EARTH DAY APRIL 22



APRIL 2021

Communications will organize an artwork contest, virtual lunch and learn with a park ranger and other events to promote beautification throughout the city.

BUDGET

\$2,000 - MARTA ads

\$500 - Social media ads

\$1,500 - Volunteer t-shirts

\$750 - Graphic design

\$1,500 - Supplies and miscellaneous

\$6,250 - Total





Questions?



CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Monthly Report - Finance Director

DATE OF MEETING: 2/9/2021

DEPARTMENT: Finance

ATTACHMENTS:

Description	Type	Upload Date
Financial Report as of Dec 2020 ALF	Cover Memo	2/4/2021



CITY OF SOUTH FULTON

FINANCIALS FOR THE 2021 FISCAL YEAR AS OF DECEMBER 31, 2020

PRESENTED BY

NINA ROBINSON

INTERIM FINANCE DIRECTOR

CITY OF SOUTH FULTON GENERAL FUND

Statement of Revenues

*FOR THE MONTH
ENDING
DECEMBER 30, 2020*

ACCOUNT DESCRIPTION*	AMMENDED 2021 BUDGET	YTD REVENUE
Property Taxes	29,904,109	22,378,700
Motor Vehicle	705,000	282,953
Franchise	3,150,000	100
Local Option Sales Tax	17,000,000	4,283,189
Business and Occupation	1,600,000	119,865
Hotel Motel, Ins. Prem., Alcohol Taxes	7,440,000	7,096,478
Licenses and Permits	4,067,500	741,818
IGA FID and City of Atlanta	3,999,996	925,000
Charges for Services	570,500	619,757
Other Revenue*	4,405,920	4,125,484
TOTAL REVENUES	72,843,025	40,573,344

*Other Revenue includes Interest Income, Donations from Private

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Sources, and Miscellaneous Revenue

FY2021 YTD Tax Revenue Highlights

as of 12/31/2020

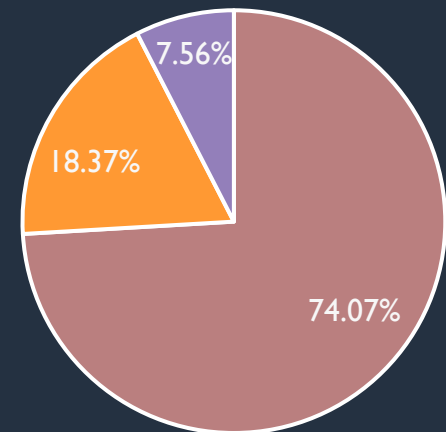
Property Taxes

■ Tax year billing amounts

- 2020 - \$27,569,596.64
- 2019 - \$27,619,262.87
- 2018 - \$28,749,819.06
- 2017 - \$14,415,448.22

■ Tax year collection amounts and rate%

- 2020 - \$26,683,473.74 (90.60%)
- 2019 - \$29,099,718.00 (98.87%)
- 2018 - \$28,568,600.94 (99.37%)
- 2017 - \$14,223,148.17 (98.67%)



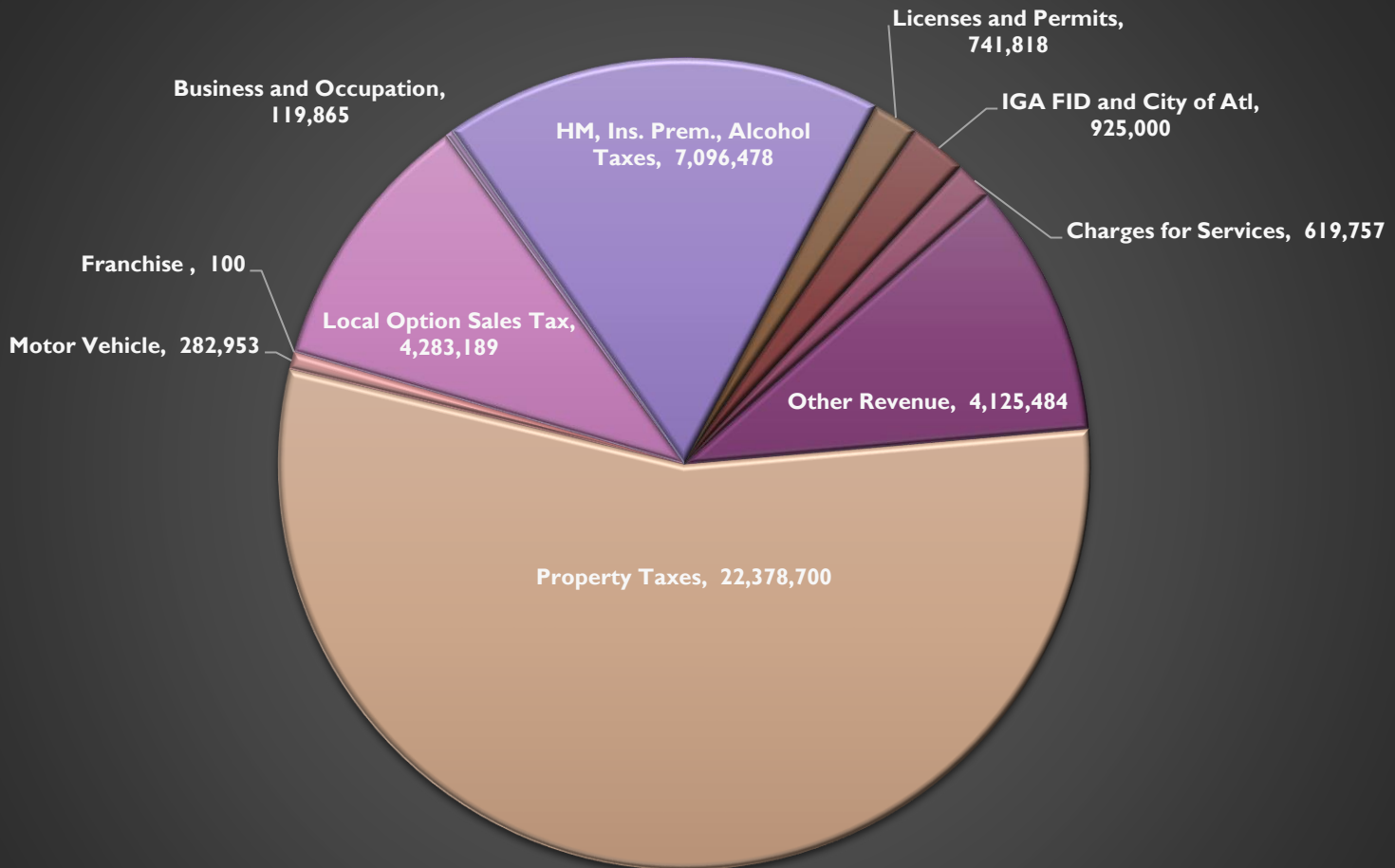
■ Residential

■ Commercial

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

GENERAL FUND YTD REVENUE

In Primary Categories



CITY OF SOUTH FULTON GENERAL FUND

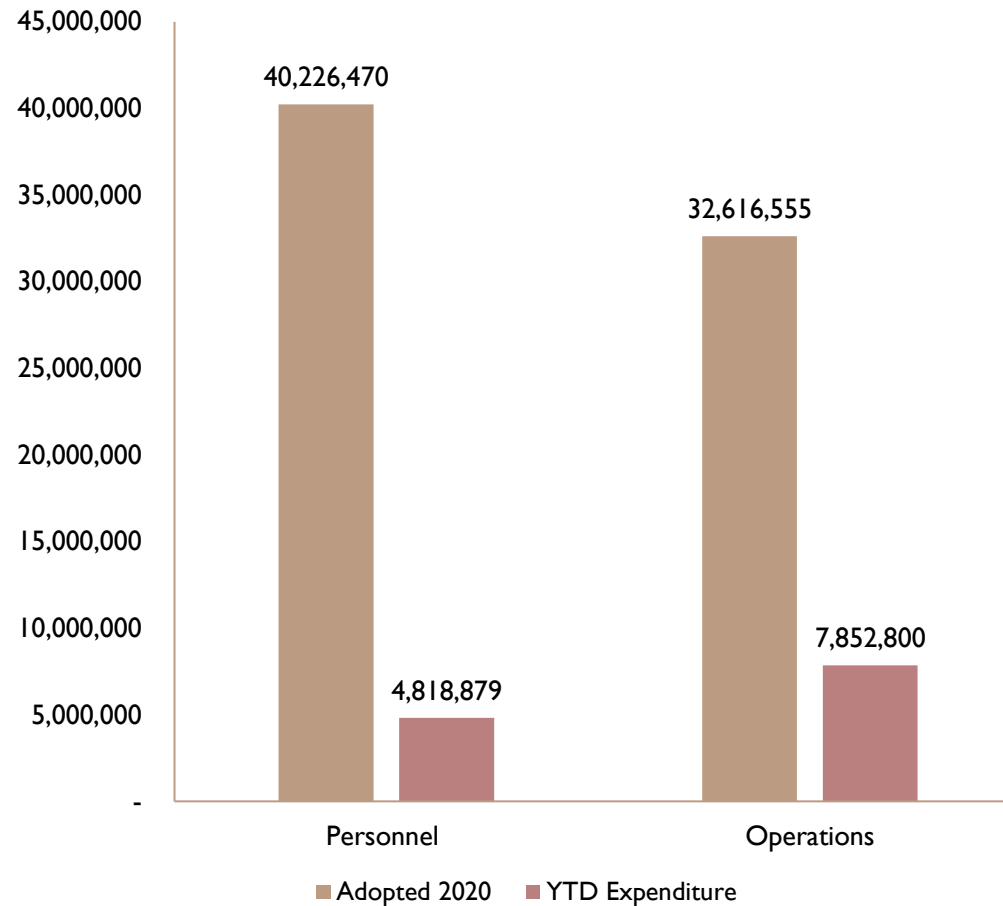
Statement of Expenditures

FOR THE MONTH
ENDING
DECEMBER 30, 2020

ACCOUNT DESCRIPTION	AMMENDED 2021 BUDGET	YTD EXPENSE
District Total	1,329,909	203,875
City Clerk	937,301	105,351
Mayor	254,514	44,985
City Manager	1,088,337	198,193
Finance/Risk Mgmt	6,288,787	352,333
Contracts & Procurement Operations	340,804	48,043
Law / Legal	1,600,000	163,818
Information Technology	2,683,435	860,664
Human Resources	664,620	96,444
Blighted Properties	200,000	0
Communications	615,619	50,561
General Administrative Services	4,251,613	694,015
Municipal Court	813,436	198,328
Police Services	14,171,497	2,385,754
Fire Services	14,411,231	2,215,634
Public Works	9,093,151	1,802,491
Parks And Recreation	4,184,889	683,003
Cultural Affairs	783,115	113,143
Community and Regulatory Affairs	4,350,048	1,720,257
Economic Development	980,719	734,786
Debt Service/ Interfund Transfers	3,800,000	-
GENERAL FUND EXPENDITURES TOTALS	72,843,025	9,590,101
Excess (Deficit) of Revenues over (under) Expenditures		32,510,512

AMENDED BUDGET VS YTD EXPENSES

Personnel & Operating Expenses
YTD DECEMBER 2020





QUESTIONS

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CITY OF SOUTH FULTON

COUNCIL AGENDA ITEM

COUNCIL WORK SESSION



SUBJECT: Monthly Report - City Manager

DATE OF MEETING: 2/9/2021

DEPARTMENT: City Manager

ATTACHMENTS:

Description	Type	Upload Date
City Manager Report - November 2020 FINAL	Cover Memo	2/4/2021
City Manager Report - December 2020 FINAL	Cover Memo	2/4/2021



CITY MANAGER MONTHLY

November 2020

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 of South Fulton, based on population, received CARES Act funding through Fulton County in the amount of \$4,136,829. The City Manager's office convened cross functional teams of internal and external subject matter experts to develop a quick strike platform to implement CARES Act Funding strategies. These strategies have led to the development and implementation of the following programs to provide assistance to our residents and employees:

- Rental and Mortgage Assistance for Displaced Workers
- Small Business Grant Program
- Child Care Program for Essential Personnel
- IT Infrastructure Security
- Sanitizing and Protective Barriers for City facilities
- Gladiator Benefits Payout

At the request of Mayor and Council, staff worked diligently to reallocate additional funding to the Emergency Rental/Mortgage Assistance Program and the Small Business Grant Program.

Please accept this report as a summary of the City's successful outcomes from November 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
Clifondale 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	November 2020	YTD
Afterschool	0	374
Club 55	0	207
Daily Fitness	0	763
Daily Fitness 55 & Up	0	398
Line Dancing	0	98
Open Gym	0	511
Open Swim	0	158
Open Swim 55 & Up	0	51
Total Body Fitness	0	0
Walking Track	0	310
Yoga	0	24
Youth Track & Field	0	230
Total	0	3,124



- **Join Our Fun:** PRCA staff launched a Virtual Recreation Program Series with a varied list of programs available daily and weekly. The virtual schedule was developed to provide our citizens, families, and youth with activities they can do at home during this period of social distancing. Our goal is to continue to keep our citizens engaged with PRCA programming and to increase activity during this unrepresented time.

Programs, Events & Activities Forecast

Events/Activities	Description	Event Date(s)
Parks Re-opening	Phase 1 – Passive Use • Trammell Crow Park • Cliftondale Park • Welcome All Park • Wilkerson Mill – Farris Park • Burdett Park • Creel Park • Canine Crossing	On-going Tuesday – Sunday 8am – 1pm 3pm – 8pm
Outdoor Basketball Clinic	Social distancing event using the mobile stage held under CDC COVID-19 guidelines Focus: Ball Handling	November 7 – 21, 2020 5:30pm– 6:30pm South Fulton Arts Center
Outdoor Art Exhibit	Drive-thru outdoor Art Exhibit at South Fulton Arts Center held under CDC COVID-19 guidelines	November 7, 2020 7pm Artist Arturo Lindsay



Virtual Programs	Description	Status
Inner Healing Stretch	Designed to release tension, stress, and muscular tightness	Fridays at 10am Free class offered via Zoom
Group Guitar	Beginner group guitar lessons * Registration fee for Zoom class access	Saturdays at 1pm (Youth) Saturdays at 2:30pm (Adult)
Cooking Class	Free 12-part how to series designed to introduce fresh meal options!	Fridays at 11am Accessed via YouTube
Men's Power Training	Free high-intensity explosive movements to push the body to its endurance and strength limits	Monday & Wednesdays at 9am Accessed via YouTube
Movement and Balance	Free program where students will be shown how to execute even and precise movements, while building strength, flexibility and control	Tuesdays & Thursdays at 9am Accessed via YouTube

**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
KaBoom Grant	In Progress	Grant application completed for Fall 2020 grant cycle; Land issues under review
Parks Master Plan	In Progress	Two (2) Steering Committee meetings and eight (8) Public Focus Group meetings have been completed. Over 600 citizens completed the online Master plan survey. The Visioning Phase of the plan will begin next.
USTA	In Progress	Grant application under final review
Department of Natural Resources	In Progress	Initial pre-application completed; Submission pending
Land Conservation Water Fund	In Progress	Initial pre-application completed; Submission pending
Georgia Recreation & Parks Association	In Progress	Grant application pending



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

Code Enforcement and Code Board

SeeClickFix Violations

	November 2020	YTD
Open	26	526
Closed	31	1,884
Total	57	2,410

Violations Reported in Edmunds

	November 2020	YTD
Open	58	1,169
Closed	19	642
Total	77	1,811

Code Enforcement Board

	November 2020	YTD
Code Board Cases	55	288
Municipal Court	8	53

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



Fire Department

CRR - South Fulton Fire Rescue Monthly Report - November 2020		
Fire Rescue Activities	Current Month	YTD
COLUMN #1:		
Emergency Call Volume		
Fire	38	54
Overpressure Rupture, Explosion, Overheat	1	2
EMS/Rescue	666	1,387
Hazardous Condition	22	71
Service Calls	104	202
Good Intent Calls	319	681
False Alarms & False Calls	94	218
Severe Weather/Natural Disaster	0	0
Special Incident Types	1	2
Non-Specific	0	0
Total	1,245	2,617
Average Response Time	6:19	6:16
COLUMN #2		
Community Risk Reduction (CRR) Activities		
Company Level Inspections	0	0
CRR Final and Existing Business Inspection Requests	46	121
Company Level Inspections - Vacant Buildings	0	0
COLUMN #3		
Fire Safety Education		
Number of Classes	0	0
Number of Students	0	0
Number of Special Events	0	0
Number of Persons Contacted	0	0
Number of Apparatus Requests	0	0



COLUMN #4		
Homes Visited	0	0
Smoke Detectors Installed (via fire station requests)	0	0
COLUMN #5		
Fee Schedule Collection		
Fire Safety Inspections	\$ 1,050.00	\$ 1,875.00
Personal Care Homes/ Day Care Inspections	\$ 200.00	\$ 475.00
Fire Alarm Reviews	\$ 100.00	\$ 100.00
Fire Sprinkler Review	\$ 997.05	\$ 1,074.40
Blasting Permits	\$ 400.00	\$ 1,000.00
Open Records Request	\$ 5.00	\$ 5.00
Special Events	\$ -	\$ -
Combustible Permits	\$ -	\$ -
Fireworks Permits	\$ -	\$ -
Business Inspections	\$ -	\$ -
Burn Permits	\$ 500.00	\$ 500.00
Tent Permit	\$ -	\$ -
Fire Extinguisher Training	\$ -	\$ -
2021 Year-To Date Total	\$ 3,252.05	\$ 5,029.40

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

Department Updates

- South Fulton Fire Rescue Department completed 1,422 hours of training during November 2020.
- South Fulton Fire Rescue Department hired five (5) certified Firefighters in November 2020.
- South Fulton Fire Rescue Department currently has nine (9) Fire personnel in paramedic training and five (5) Fire personnel in aircraft rescue firefighter training.



Police Department

Crime By Month	28 DAY COMPSTAT							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Aggravated Assault - Gun	2	6	11	9	2	1	6	37
Aggravated Assault - Other Weapon	1	0	1	2	0	0	0	4
Aggravated Battery	0	0	0	0	0	0	0	0
Burglary - Force Entry - Residence	1	2	4	0	0	6	1	14
Burglary - Forced Entry - Non-Residence	0	0	0	1	0	0	0	1
Burglary - No Forced Entry - Residence	0	1	1	0	1	0	0	3
Burglary - No Force Entry - Non-Residence	0	0	0	0	1	0	0	1
Arson	1	0	0	1	0	0	0	2
Homicide	0	0	0	0	1	0	0	1
Rape	0	0	0	0	1	0	0	1
Robbery - Business	1	0	0	0	0	0	0	1
Robbery - Street	4	0	1	0	1	1	3	10
Theft - Articles from Vehicle	6	4	6	9	3	2	3	33
Theft - Other Offenses	15	14	20	16	29	18	19	131
Theft by Taking Auto	6	2	5	1	3	5	11	33
TOTALS	37	29	49	39	42	33	43	272

Department Updates

- The City of South Fulton has a total of 67 businesses with alcohol licenses, 44 retail package and 23 consumption on premises locations.
- The South Fulton Police Department currently has nine (9) Police Officers in the Field Training Program and one (1) Police Officer graduated on November 13, 2020 from Basic Mandate Training.
- The South Fulton Police Department Field Operations Division responded to 6,617 Calls for Service during the month of November and had an average response time of 12:40.



Confiscated Funds

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

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



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

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

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

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

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



3. ECONOMIC DEVELOPMENT



AT WORK

Economic Development Project List

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

Project	Description	Status	Action	District
Motherland Project	Proposal for an African Cultural Museum	Lead	Developer is in due diligence phase and currently looking for a location	City
Sandtown Crossing	Possible townhome development around passive park adjacent to Publix	Lead	Developer is in due diligence phase	1
Carter Project	Campbellton Road and Riverside Drive	Lead	Developer is in due diligence phase	1
RiverFront District	200 Acre Mixed-use Development along the Chattahoochee River	Prospect	Developer has purchased property and is currently working on site plan design	2
Town Center	600 Acre Development potential site for City center	Lead	Developer is in due diligence phase	2
Camp Creek Parkway & Enon Road	46 Acre mixed-use Development. Townhomes, multi-family, retail	Prospect	Developer is currently working to develop concept and plans to submit	3
Vista Camp Creek	Workforce housing project	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	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 POND\$ 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	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.

Tax Allocation District (TAD): Plan was approved by Mayor and Council in October 2020. Meetings currently being scheduled with Fulton County Schools and Fulton County Government for concurrence.

Economic Development Strategic Plan: Economic Development Strategic Plan was approved by Mayor and Council in October 2020.



Business License

- **November 2020 Business Licenses Processed**
 - 19 New Business Licenses
 - 11 Renewed Business Licenses
- **Total Business Licenses Processed**
 - 1,189 (YTD)
 - 30 (November 2020)

Permits and Buildings

	November 2020	YTD
Residential	42	1,006
Commercial/Industrial	0	10
Industrial	0	2
Miscellaneous*	93	1,221
Land Disturbance Permits	2	34
Total	137	2,273

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



Online GIS Application Views

- Public Facing
 - Address Points – 59,583
 - City Limit – 1,368
 - City County Districts – 3,065
 - COSF Hard to Count Areas – 3
 - COSF Undeveloped Properties – 0
 - Current Zoning – 30,810
 - My Elected Representative – 486
 - Property Information Viewer – 708
 - Public Works Information Viewer – 17
 - Tax Parcel – 1,252
 - Zoning and Land Use Viewer – 438

Project Status

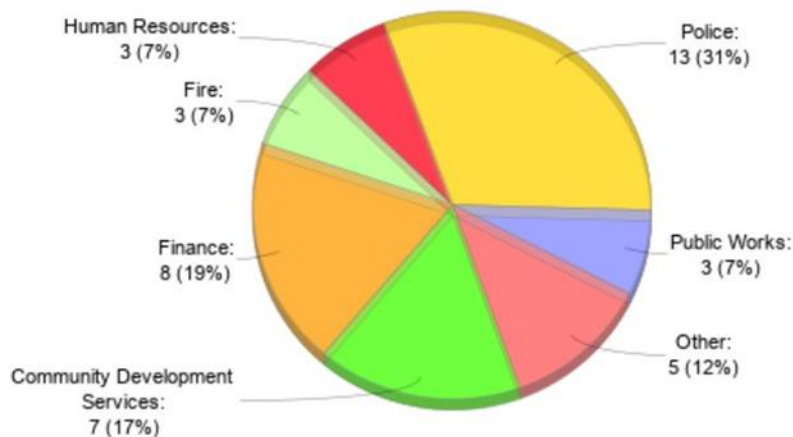
Project	Status
GIS Landing Page	In Progress
Zoning Rewrite GIS layer cleanup	In Progress
RMS Street verification/street centerlines cleanup	In Progress
Fire Department GIS Toolset	In Progress
Public Works Asset Management Project	In Progress
Redevelopment of GIS model to establish an enhanced landscape	In Progress
Renewed efforts in public data security	In Progress
Improving GIS data entry with digital form processing	In Progress



Helpdesk Statistics

Department	Number of Tickets (November 2020)
Community Development & Regulatory Affairs	7
Finance	8
Fire	3
Human Resources	3
Police	13
Public Works	3
Other	5

Tickets by Department



Tickets by Status	Number of Tickets
Closed	15
Resolved	26
Other	3



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.

As of November 30, 2020, there were 4 requests for personal care homes, 1 car wash, 2 wine company, 2 tire store, and 1 auto repair. These are uses that are restricted by the current moratorium.

District	Number of Projects
District 1	3
District 2	24
District 3	32
District 4	32
District 5	17
District 6	13
District 7	8
District Unspecified	42
District Unknown	20

Zoning Applications & Certifications

Staff has processed a total of 99 zoning applications, 149 zoning certifications and 108 open records reports as of November 30, 2020.



Zoning Cases

There were 0 zoning applications received during the filing deadline period for November 2020.

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



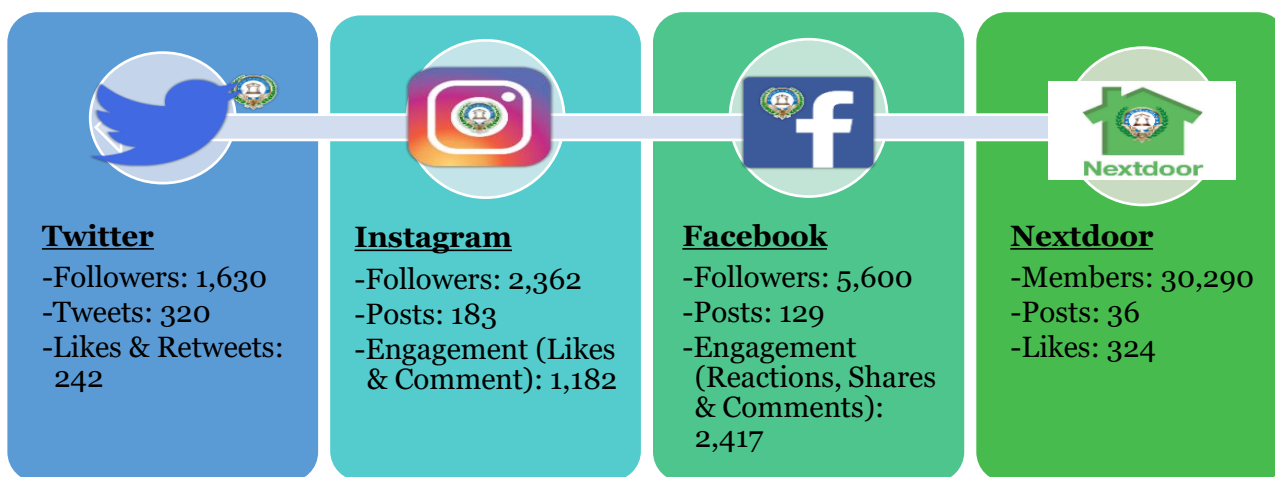
5. CREATE AND IMPLEMENT BRANDING AND MESSAGING

I. City Newsletters:

November 2020 South Fulton Monthly – <https://conta.cc/3agwLVD>

November 2020 Ready, Set, Go! (PRCA) – <https://conta.cc/3aexian>

II. COSF Social Media Analytics



III. Mayor's Community Walk

a. Summary:

- Mayor's Walk (internally referred to as Community Walk Wednesdays) is a monthly activity that is focused on increasing access to City services, improved community relations, and proactively addressing community issues. Each month administrative staff, community stakeholders, and other interested parties will walk key corridors throughout the City to introduce key staff and available services, receive stakeholder feedback, and address problems in real time. Council Members are encouraged and welcomed to join the walks, especially those taking place in your District.

b. Next Date: TBD

c. Location: TBD

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



CALENDAR OF EVENTS



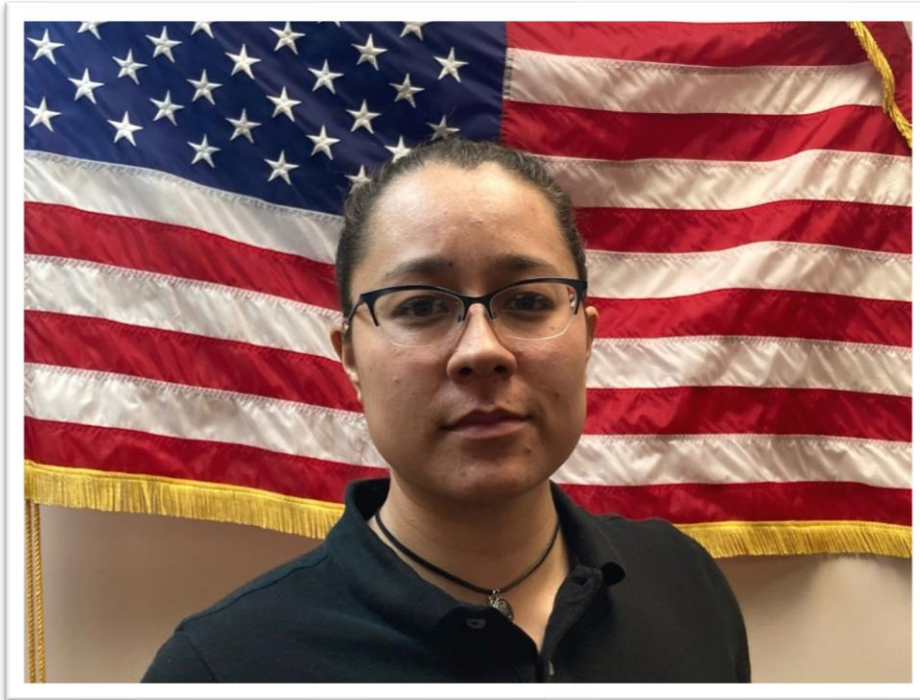
CITY OF SOUTH FULTON NOVEMBER CALENDAR 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9 Campbellton Crossroads Final Virtual Presentation 6p.m.	10 City Council Work Session 10 a.m. City Council Meeting 12p.m. City Council Special Called Meeting 3p.m.	11	12	13	14
15 South Fulton Convention and Visitors Bureau Virtual Meeting 1p.m.	16	17	18 Free COVID-19 Testing and Flu Shot event at 10:00 a.m.	19 Zoning Board of Appeals Virtual Meeting 1-3p.m.	20 Coffee with a Cop 6p.m. – 8p.m.	21 Thanksgiving Feeding Event Welcome All Park 11a.m. – 2p.m. South Fulton PRCA and Kenny Leon's True Colors Theatre Next Gen Community Conversations 7-8:30 p.m.
22	23	24 City Council Work Virtual Special Called Meeting at 10a.m.	25	26 Thanksgiving Break City Hall Closed	27 Thanksgiving Break City Hall Closed	28 Giving Bowl Drive-Thru Blanket Drive & Food Distribution 10 a.m. – 1p.m.
29	30					



COSF NEW HIRES

New Hires November 2020			
Name	Department	Hire Date	Title
Franschara Lumpkin	Police	11/9/2020	GCIC & Records Supv
Akilah Marshall	Police	11/9/2020	Criminal Information System Tech
Garica Walker	Police	11/9/2020	Criminal Information System Tech
Samantha Gaasch	Police	11/23/2020	Crime Scene Technician



Samantha Gaasch



Left: Akilah Marshall
Middle: Franschara Lumpkin
Right: Garica Walker



COUNCIL REQUEST SUMMARY

COUNCIL REQUEST NOVEMBER 2020

	Total Requests	Requests Completed	Completion Percentage
COUNCIL REQUESTS			
City Manager	2	2	100%
City Clerk	3	3	100%
Communications	2	2	100%
Community Development & Regulatory Affairs	19	18	94.7%
Destination South Fulton	1	1	100%
Facilities	--	--	--
Finance	2	1	50%
Fire	--	--	--
Human Resources	1	1	100%
Information Technology	2	2	100%
Legal	1	1	100%
Municipal Courts	--	--	--
Parks, Recreation & Cultural Affairs	--	--	--
Police	6	4	66.7%
Programs & Performance	--	--	--
Public Works	28	25	89.3%
Total	67	60	89.5%
YTD Total	179	163	91%

7 In-Progress/Pending Council Request:

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

34,513



NUMBER OF REQUESTS CLOSED

33,082 / 96%

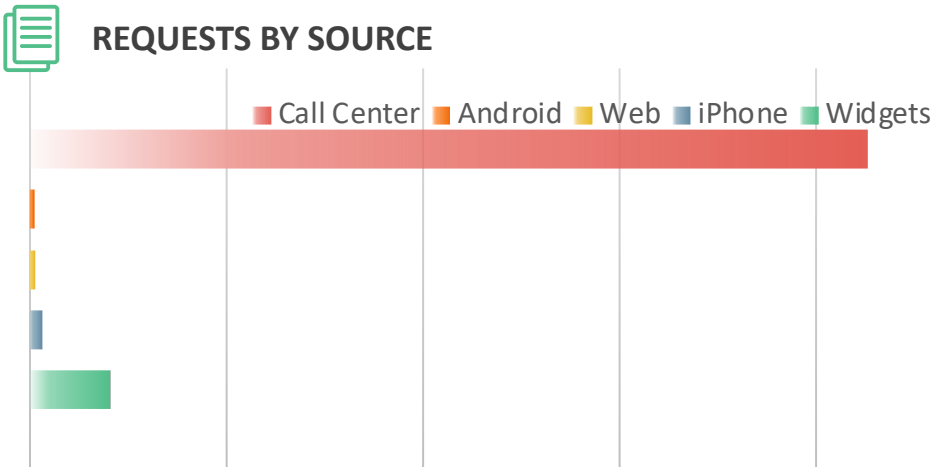
 Goal: 90%



AVERAGE TIME TO CLOSE

12.9 days

 Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

1,431

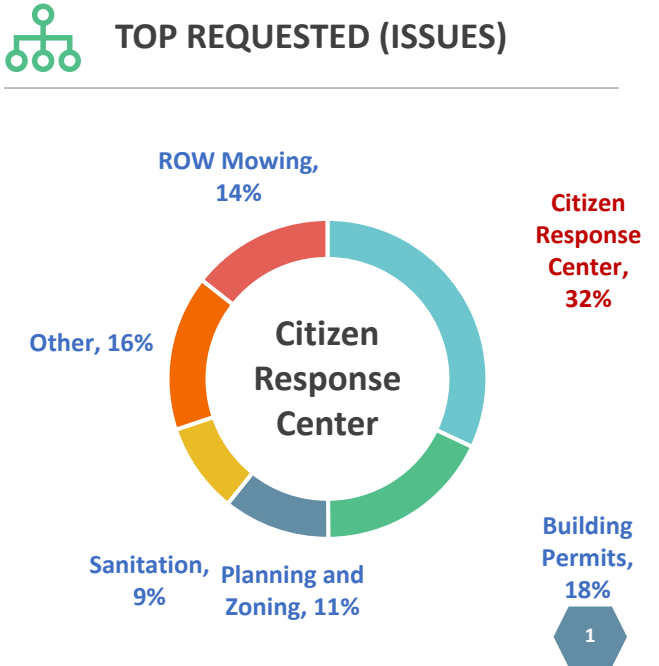
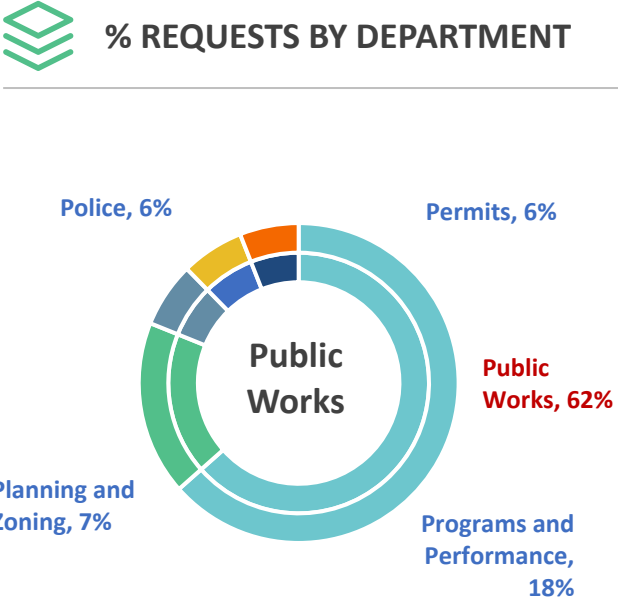
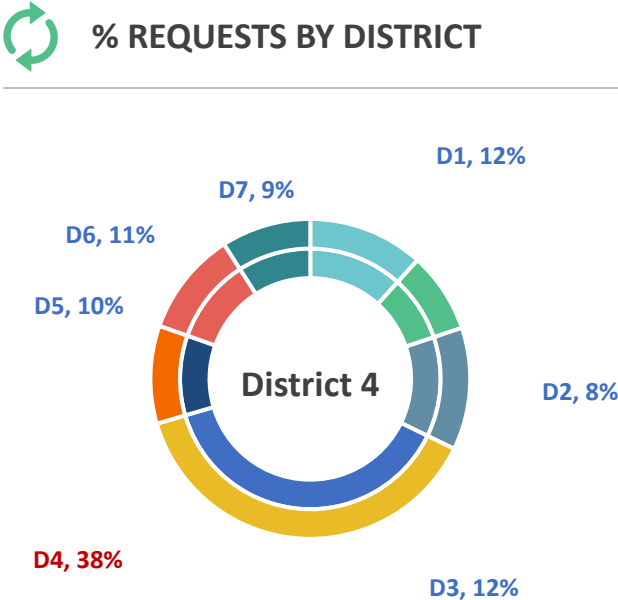
Total Open Status

17,866

Total Acknowledged

 Average time to acknowledge a request is 2.4 days.

Goal: 1 day



Summary Dashboard | Citywide CRC (November 1 - November 30, 2020)



NUMBER OF REQUESTS OPEN

1,290



NUMBER OF REQUESTS CLOSED

1,100 / 85%

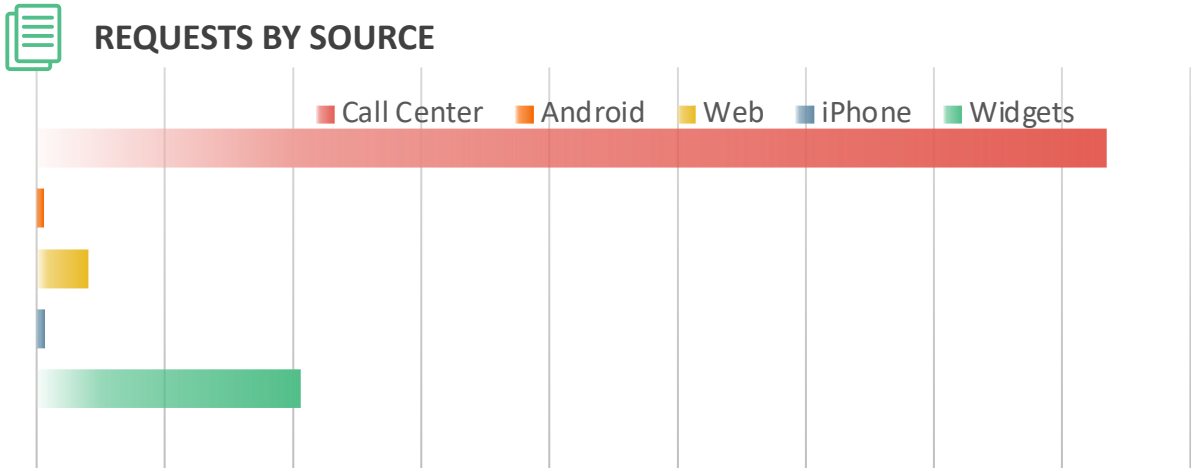
Goal: 90%



AVERAGE TIME TO CLOSE

4.0 days

Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

190

Total Open Status

481

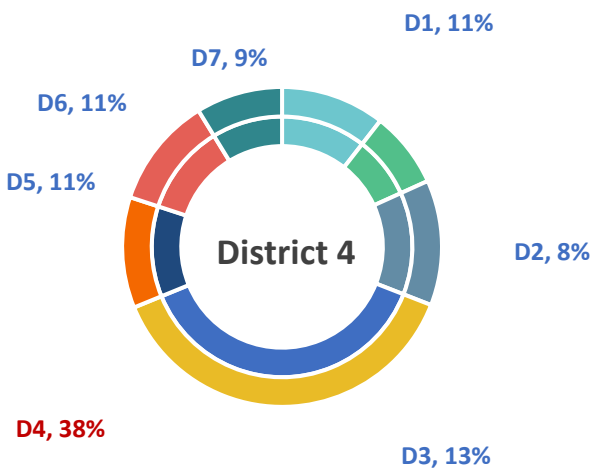
Total Acknowledged



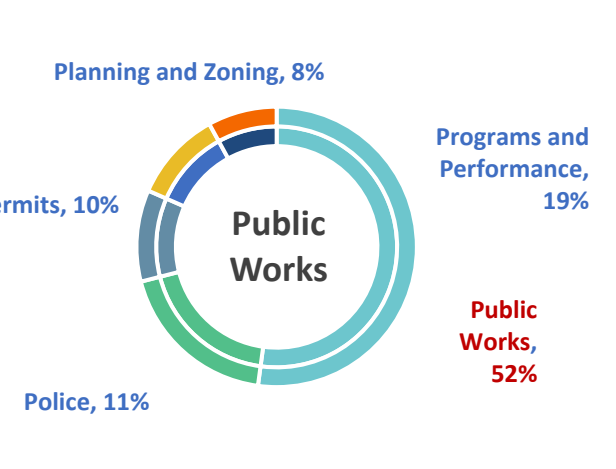
Average time to acknowledge a request is 3.5 day.

Goal: 1 day

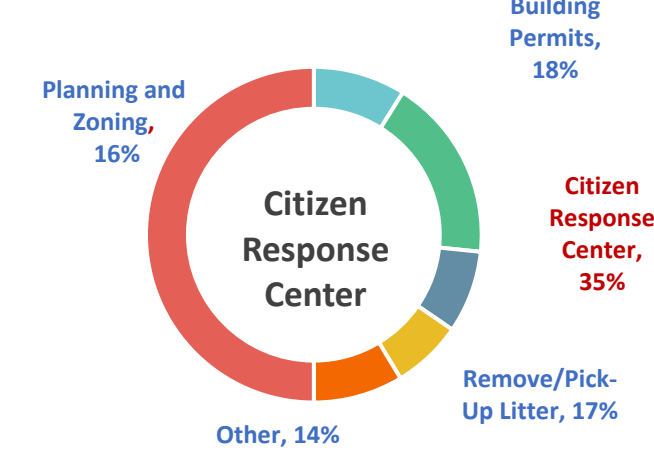
% REQUESTS BY DISTRICT



% REQUESTS BY DEPARTMENT



TOP REQUESTED (ISSUES)



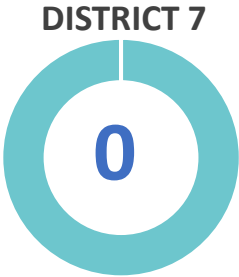
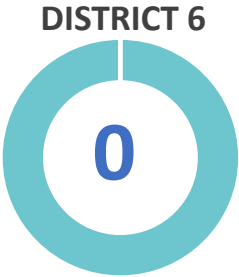
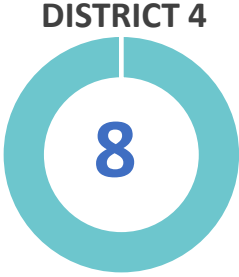
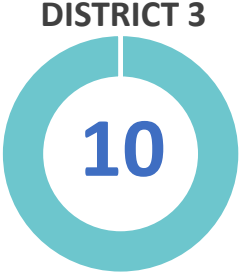
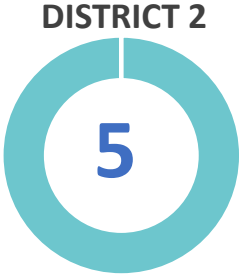
Dashboard | Airport Noise Complaints *(to date)*



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 *(November 1 – November 30, 2020)*



NUMBER OF CALLS

1,525



AVERAGE SPEED OF ANSWER

2m 08ss


Goal: 0:30



AVERAGE TALK TIME

4m 57ss


Goal: 3:00



ABANDONED CALL %

15%


Goal: 5%

	Oct-2019	Nov-2019	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Rolling 12-Month (April 2019 thru November 2020)
Inbound Call Volume	1020	1123	580	1026	1070	1165	1483	1955	1552	2768	1811	1887	2184	1525	19006
Average Calls/Day	32.9	37.4	18.7	33.1	36.9	37.6	49.4	63.1	51.7	92.3	60.4	62.9	70.5	50.8	52.3
Average Speed of Answer (KPI 0:30)	0:44	1:12	0:59	1:04	0:33	0:28	0:45	1:16	1:35	2:20	01:07	01:15	2:38	2:08	1:20
Average Talk Time (KPI 3:00)	0:03:45	0:03:49	0:04:17	0:04:10	0:03:27	0:03:00	0:03:47	0:03:37	0:03:43	0:04:21	00:04:73	00:04:43	00:04:46	00:04:57	00:03:52
Short Abandon Calls	22	17	9	39	42	42	61	59	26	NA	NA	NA	NA	NA	278
Abandon Calls	73	100	67	111	93	84	142	238	188	567	108	151	384	229	2362
Abandon % (KPI 5%)	5%	7%	10%	7%	5%	4%	5%	9%	10%	20%	6%	8%	18%	15%	9.8%
Total Requests in SCF	181	199	106	222	276	273	320	293	319	1662	1247	1250	1176	901	11794
Total Non-Requests	737	713	389	85	764	706	788	924	1362	625	697	236	371	418	3790

COSF CRC Report

District 1

October 1, 2019 - November 30, 2020

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

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
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	456	374	456	0.0	2.3	10.0	100%	2	0	0
Property Maintenance	436	388	434	0.8	5.0	21.0	96%	20	2	2
Other	401	384	381	3.7	28.0	0.0	0	13	20	1
Building Permits	204	9	201	19.4	31.2	2.0	36%	123	3	2
Yard Issue	175	156	175	1.0	4.1	21.0	96%	11	0	0
Reception Call	142	14	139	1.8	4.6	1.0	72%	33	3	3
Remove / Pick-Up Litter (Field Operations)	140	123	140	0.6	2.7	10.0	90%	10	0	0
Planning & Zoning (Community & Regulatory Affairs)	135	10	127	10.6	66.7	0.0	0	3	8	0
Clean Up Day	107	47	107	2.2	10.9	0.0	0	4	0	0
Sanitation (Public Works - Field Operations)	103	49	103	2.4	5.4	0.0	98%	2	0	0
Sign - Other Sign Down/Missing (Traffic Services)	98	70	98	0.0	1.0	10.0	99%	0	0	0
Blighted / Vacant Property	78	61	78	1.5	5.0	21.0	97%	0	0	0
Illegal Dumping in Right-of-Way (Field Operations)	71	63	71	3.1	3.8	3.0	83%	3	0	0
Other	66	9	66	14.3	8.3	0.0	0	2	0	0
Abandoned / Inoperative / Junk Vehicle	63	60	63	0.7	5.4	21.0	94%	2	0	0
Signal - Other (Traffic Services)	62	62	62	0.0	0.7	10.0	98%	0	0	0
Additional Patrol Request	56	11	56	0.4	2.0	1.0	46%	30	0	0
Construction	56	54	42	5.2	78.5	0.0	0	3	14	0
Pothole (Asphalt Paved Maintenance - Field Operations)	56	55	56	0.2	1.7	3.0	70%	9	0	0
Other Regulatory Agencies	55	47	53	2.8	8.0	0.0	0	0	2	0
Signal - In Flash or Dark (Traffic Issues)	51	27	51	0.0	0.0	1.0	100%	1	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	50	49	49	0.4	4.7	10.0	82%	4	1	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	43	37	43	0.0	0.1	1.0	95%	1	0	0
Roadside Maintenance (Field Operations)	37	37	37	1.6	6.5	10.0	92%	1	0	0
Illegal Dumping on Private Property	31	29	31	5.1	14.9	21.0	81%	5	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	31	22	29	17.2	19.4	3.0	59%	9	2	2

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Preventative Maintenance (Traffic Services)	28	28	28	0.0	7.8	90.0	100%	0	0	0
Commercial Vehicles in Residential Zones	26	24	25	1.1	3.2	21.0	100%	0	1	1
Capital Improvement Projects (CIP) - Public Works	24	21	10	4.2	3.4	0.0	57%	2	14	0
Remove Dead Animals in Right-of-Way (Field Operations)	24	22	24	0.3	1.2	3.0	92%	0	0	0
Permit / Licensing Issue	23	11	22	2.8	9.4	21.0	77%	6	1	1
Down Tree Removal from Roadway (Field Operations)	23	16	23	0.1	0.6	3.0	91%	1	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	22	18	22	0.3	2.9	10.0	82%	1	0	0
Down Tree Removal from Right of Way (Field Operations)	21	18	19	0.1	0.8	3.0	100%	0	2	0
Illegal Dumping In Roadway (Field Operations)	21	19	21	5.1	7.2	1.0	71%	3	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	21	13	15	0.5	32.8	15.0	53%	5	6	4
Other	19	8	17	2.3	38.4	3.0	24%	10	2	2
Remove Dead Animals in Roadway - Small (Field Operations)	19	18	19	0.2	1.0	3.0	79%	2	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	19	19	19	0.1	4.6	10.0	63%	4	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	18	15	18	0.1	1.5	3.0	89%	0	0	0
Sign - Long Term Repair (Traffic Services)	18	18	18	0.0	50.9	120.0	100%	0	0	0
Open Records Request	17	15	15	0.5	4.6	3.0	53%	7	2	2
Sink Holes (Drainage Maintenance - Field Operations)	17	17	17	0.2	5.2	10.0	35%	4	0	0
Roadway Maintenance (Field Operations)	16	16	16	0.2	4.1	10.0	94%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	16	16	16	0.7	15.9	30.0	94%	0	0	0
Other	15	6	12	2.1	13.0	0.0	0	0	3	0
Remove Dead Animals in Roadway - Large (Field Operations)	15	14	15	0.1	0.4	1.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	15	12	10	3.2	41.1	120.0	90%	1	5	2
GIS (Geographic Information Systems)	13	0	12	0.0	2.7	2.0	67%	4	1	1
Dead Trees	13	1	13	1.0	79.4	7.0	8%	11	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	12	3	4	71.0	159.9	2.0	0	4	8	8
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	12	11	11	2.2	8.5	30.0	91%	1	1	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	12	12	12	1.5	10.7	30.0	100%	1	0	0
Business Licenses (Economic Development - Destination South Fulton)	11	1	11	0.6	0.9	2.0	82%	2	0	0
Damaged Fire Hydrant	10	8	10	1.5	12.9	30.0	70%	3	0	0
Outdoor Requests (Other)	10	2	1	82.5	295.0	3.0	0	1	9	8
Tree Fallen	10	4	10	34.0	40.5	7.0	20%	6	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	9	9	9	0.1	2.6	10.0	100%	0	0	0
Live Domestic Animals	8	0	7	0.0	0.0	0.0	0	0	1	0
Fire Apparatus Request (for Community Events)	8	6	8	38.5	30.4	2.0	13%	7	0	0
Dead Animal Pickup on Private Property	8	4	8	0.6	5.0	7.0	75%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	8	6	8	0.1	0.8	1.0	50%	1	0	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	8	0	8	0.0	26.0	0.0	0	0	0	0
Excessively Barking Dog – Late Night Nuisance	7	4	7	1.5	18.4	7.0	71%	3	0	0
COVID-19 (Coronavirus) Inquiry	6	1	3	2.0	5.4	0.0	0	1	3	0
Land Development (Community and Regulatory Affairs)	6	1	5	76.0	50.4	3.0	20%	3	1	0
Live Wild Animals	6	0	3	0.0	0.0	1.0	100%	0	3	3
Traffic Operations - Other (Traffic Services)	5	5	3	0.0	15.7	30.0	67%	1	2	2
Restroom, Kitchen, Activity, Cardio, Locker Rooms or Water Fountains - Parks & Rec. Facilities	4	0	0	0.0	0.0	14.0	0	0	4	4
Curb/Gutter Installation (Roadway Construction - Field Operations)	4	3	4	0.0	9.1	30.0	100%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	4	2	4	14.2	7.7	30.0	100%	0	0	0
Street Lights	4	3	4	0.3	0.3	7.0	100%	0	0	0
City Clerk	3	0	3	0.0	14.3	5.0	0	3	0	0
Communications & External Affairs	3	0	2	0.0	20.3	2.0	0	2	1	1
Weight, Gymnasium, Pool or Walking Track - Parks & Rec. Facilities	3	1	3	258.6	175.6	21.0	0	3	0	0
Bridge Maintenance	3	3	3	0.3	55.2	365.0	100%	0	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	3	3	3	0.0	9.2	10.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	3	3	3	3.9	10.5	10.0	33%	0	0	0
Special Projects (Field Operations)	3	2	3	0.0	13.5	30.0	100%	0	0	0
Page 89 of 211 City of South Fulton February 9, 2021										
Totals	3,883	2,410	1,473	12.2	12.2	-	84%	401	129	51

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Municipal Court	2	0	0	0.0	0.0	0.0	0	0	2	0
Unlicensed Business Complaint	2	0	2	0.0	0.8	5.0	100%	0	0	0
Business Inquiry	2	1	2	0.2	0.1	10.0	100%	0	0	0
Outdoor Equipment Requests	2	0	1	0.0	247.7	14.0	0	1	1	1
Lobby - Parks & Rec. Facilities	2	0	1	0.0	249.0	3.0	0	1	1	1
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	2	2	2	0.0	1.0	3.0	50%	1	0	0
Accounts Receivable (Finance & Administrative Services)	1	0	1	0.0	9.2	2.0	0	1	0	0
Sprinkler System Review (Businesses Only)	1	0	1	0.0	3.5	3.0	0	1	0	0
Fire Alarm System Review (Businesses Only)	1	0	1	0.0	0.0	3.0	100%	0	0	0
Trespassing	1	1	1	0.1	1.1	1.0	0	1	0	0
Recreation Programs	1	1	1	0.9	0.9	3.0	100%	0	0	0
Permit / Licensing Issue (Zone 4)	1	0	1	0.0	2.2	21.0	100%	0	0	0
Property Maintenance (Zone 5)	1	1	1	0.9	11.4	21.0	100%	1	0	0
Damaged Guard Rail (Roadway Construction - Field Operations)	1	1	1	0.0	28.0	30.0	100%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	1	1	1	0.0	17.0	10.0	0	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	1	0.0	31.0	120.0	100%	0	0	0
Snow/Ice Removal (Inclement Weather - Field Operations)	1	1	1	0.2	0.2	1.0	100%	0	0	0
Street Signs Gone (Traffic Issues)	1	1	1	0.0	0.4	3.0	100%	0	0	0
Totals	3,883	2,720	3,754	2.0	12.9	-	84%	401	129	51

COSF CRC Report

District 2

October 1, 2019 - November 30, 2020

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

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
Other	238	226	223	3.5	29.1	0.0	0	10	15	5
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	221	197	221	0.0	1.9	10.0	100%	0	0	0
Building Permits	173	9	169	9.2	28.6	2.0	38%	104	4	4
Reception Call	129	9	129	6.7	5.2	1.0	75%	30	0	0
Planning & Zoning (Community & Regulatory Affairs)	123	8	116	4.7	67.3	0.0	0	1	7	0
Remove / Pick-Up Litter (Field Operations)	108	100	108	0.6	2.3	10.0	85%	7	0	0
Illegal Dumping in Right-of-Way (Field Operations)	106	103	106	0.6	2.1	3.0	81%	9	0	0
Property Maintenance (Zone 4)	99	65	99	4.9	14.9	21.0	70%	23	0	0
Sign - Other Sign Down/Missing (Traffic Services)	92	69	92	0.0	1.1	10.0	100%	0	0	0
Sanitation (Public Works - Field Operations)	88	42	88	4.6	6.7	0.0	91%	2	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	67	66	67	0.2	1.7	3.0	76%	6	0	0
Other	59	5	59	1.8	4.9	0.0	0	1	0	0
Clean Up Day	58	22	58	2.8	10.7	0.0	0	0	0	0
Construction	58	53	42	8.4	55.9	0.0	0	1	16	0
Additional Patrol Request	53	16	53	1.3	2.1	1.0	42%	26	0	0
Property Maintenance	51	39	51	1.3	3.9	21.0	98%	2	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 4)	43	30	43	6.2	18.3	21.0	56%	19	0	0
Signal - In Flash or Dark (Traffic Issues)	40	30	40	0.0	0.0	1.0	100%	0	0	0
Open Records Request	35	25	35	0.5	17.7	3.0	40%	17	0	0
Illegal Dumping on Private Property (Zone 4)	34	24	34	5.5	16.7	21.0	59%	13	0	0
Sign - Long Term Repair (Traffic Services)	32	32	29	0.0	40.8	120.0	100%	0	3	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	31	28	31	0.0	0.1	1.0	97%	0	0	0
Signal - Other (Traffic Services)	31	31	31	0.0	1.4	10.0	94%	0	0	0
Yard Issue (Zone 4)	28	17	28	7.0	14.9	21.0	71%	6	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	26	26	26	1.3	10.0	30.0	85%	1	0	0
Totals	2,702	1,766	2,612	2.4	14.4	-	77%	371	90	30

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Right-of-Way (Field Operations)	26	25	26	0.1	1.3	3.0	92%	0	0	0
Roadside Maintenance (Field Operations)	26	25	26	1.6	4.9	10.0	92%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	26	19	21	6.2	8.4	3.0	62%	3	5	5
Other Regulatory Agencies	24	18	23	0.4	6.4	0.0	0	2	1	0
Yard Issue	23	18	23	3.2	6.8	21.0	91%	5	0	0
Blighted / Vacant Property (Zone 4)	23	15	23	4.1	13.2	21.0	70%	6	0	0
Down Tree Removal from Right of Way (Field Operations)	23	18	23	0.2	0.4	3.0	96%	1	0	0
Abandoned / Inoperative / Junk Vehicle	22	16	22	0.6	13.6	21.0	86%	2	0	0
Illegal Dumping In Roadway (Field Operations)	22	20	22	3.5	5.6	1.0	73%	5	0	0
Signal - Preventative Maintenance (Traffic Services)	22	20	22	0.0	8.8	90.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	21	20	21	0.0	0.7	10.0	100%	0	0	0
Commercial Vehicles in Residential Zones (Zone 4)	18	14	18	3.1	47.0	21.0	44%	10	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	18	17	18	0.2	1.0	3.0	78%	1	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	17	16	17	7.8	14.8	10.0	82%	1	0	0
Capital Improvement Projects (CIP) - Public Works	16	13	5	19.6	24.8	0.0	0	2	11	1
Permit / Licensing Issue	16	12	16	3.8	13.3	21.0	75%	5	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	16	5	11	0.6	19.1	15.0	36%	5	5	4
Sink Holes (Drainage Maintenance - Field Operations)	15	15	14	1.2	6.5	10.0	64%	2	1	0
Blighted / Vacant Property	14	10	14	0.7	7.5	21.0	86%	1	0	0
Permit / Licensing Issue (Zone 4)	13	9	13	2.9	12.6	21.0	77%	3	0	0
Down Tree Removal from Roadway (Field Operations)	12	8	12	0.0	0.5	3.0	92%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	12	11	12	0.0	0.3	1.0	92%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	12	11	12	0.1	5.2	10.0	75%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	12	12	12	0.0	16.1	30.0	100%	0	0	0
Business Licenses (Economic Development - Destination South Fulton)	11	0	11	0.0	0.2	2.0	91%	0	0	0
Totals	2,702	1,766	2,612	2.4	14.4	-	77%	371	90	30

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Commercial Vehicles in Residential Zones	11	7	10	2.6	5.4	21.0	90%	1	1	1
Other	10	4	10	39.5	26.9	3.0	40%	3	0	0
Damaged Fire Hydrant	10	8	10	11.5	23.0	30.0	60%	4	0	0
Illegal Dumping on Private Property	9	8	9	0.5	7.6	21.0	89%	1	0	0
Live Domestic Animals	8	1	5	2.1	0.0	0.0	0	0	3	1
Other	8	4	7	9.5	22.9	0.0	0	1	1	0
Damaged Curb (Roadway Maintenance - Field Operations)	8	7	8	0.0	9.6	10.0	88%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	8	8	8	0.2	3.3	30.0	88%	1	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	8	8	8	0.0	2.5	10.0	100%	0	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 4)	7	4	7	2.8	4.7	7.0	71%	1	0	0
Bridge Maintenance	7	7	7	0.0	15.8	365.0	100%	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	6	1	3	14.7	105.9	2.0	0	3	3	3
Dead Trees (Zone 4)	6	2	6	4.2	43.0	7.0	33%	4	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	6	6	6	0.0	3.4	3.0	83%	0	0	0
Land Development (Community and Regulatory Affairs)	5	0	3	0.0	106.2	3.0	33%	2	2	2
Tree Fallen (Zone 4)	5	0	5	0.0	118.8	7.0	0	5	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	5	5	5	1.2	2.1	30.0	80%	1	0	0
Signal - Long Term Repair (Traffic Services)	5	4	5	0.0	46.3	120.0	100%	0	0	0
Street Signs Down in Road (Signage Issues)	5	5	5	0.0	1.2	1.0	80%	0	0	0
Street Signs Gone (Traffic Issues)	5	3	5	0.0	2.9	3.0	60%	0	0	0
Traffic Calming Requests (Traffic Services)	5	4	0	9.1	0.0	120.0	0	0	5	2
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	5	0	5	0.0	26.0	0.0	0	0	0	0
GIS (Geographic Information Systems)	4	0	3	0.0	0.0	2.0	100%	0	1	1
Municipal Court	4	0	1	0.0	0.1	0.0	0	0	3	0
Unlicensed Business Complaint	4	2	4	15.1	15.9	5.0	25%	2	0	0
Dead Trees	4	0	4	0.0	36.4	7.0	25%	3	0	0
Roadway Maintenance (Field Operations)	4	4	4	3.1	9.0	10.0	75%	0	0	0

Totals	2,702	1,766	2,612	2.4	14.4	-	77%	371	90	30
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Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Live Wild Animals	3	0	3	0.0	0.0	1.0	100%	0	0	0
Trespassing	3	0	3	0.0	4.1	1.0	0	3	0	0
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	1.3	7.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	3	3	3	0.2	0.3	10.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	3	2	3	4.6	6.8	1.0	33%	0	0	0
Street Lights	3	2	3	0.2	0.2	7.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	3	2	3	0.0	25.0	30.0	67%	1	0	0
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	0.0	0.0	0	0	1	0
City Manager	2	0	2	0.0	0.2	2.0	100%	0	0	0
Outdoor Requests (Other)	2	1	2	10.1	8.5	3.0	50%	1	0	0
Dead Animal Pickup on Private Property	2	1	2	2.0	3.6	7.0	100%	0	0	0
Dead Animal Pickup on Private Property (Zone 4)	2	2	2	7.3	22.0	7.0	50%	1	0	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	2	2	2	0.1	16.3	30.0	50%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	2	2	2	0.5	2.0	3.0	100%	0	0	0
Special Projects (Field Operations)	2	2	2	0.0	0.0	30.0	100%	0	0	0
Communications & External Affairs	1	1	1	8.6	8.6	2.0	0	0	0	0
Human Resources	1	0	1	0.0	1.9	2.0	100%	0	0	0
Business Inquiry	1	1	1	0.4	1.1	10.0	100%	0	0	0
Fire Apparatus Request (for Community Events)	1	0	1	0.0	0.0	2.0	100%	0	0	0
Sprinkler System Review (Businesses Only)	1	0	1	0.0	5.0	3.0	0	1	0	0
Community Policing Division	1	0	0	0.0	0.0	0.0	0	0	1	0
Weight, Gymnasium, Pool or Walking Track - Parks & Rec. Facilities	1	1	0	85.1	0.0	21.0	0	0	1	1
Yard Issue (Zone 5)	1	1	1	0.7	6.9	21.0	100%	0	0	0
Permit / Licensing Issue (Zone 6)	1	1	1	2.9	4.4	21.0	100%	0	0	0
Curb/Gutter Installation (Roadway Construction - Field Operations)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Totals	2,702	1,766	2,612	2.4	14.4	-	77%	371	90	30

COSF CRC Report

District 3

October 1, 2019 - November 30, 2020

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

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
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	536	486	536	0.1	2.4	10.0	99%	3	0	0
Other	383	369	364	5.3	24.8	0.0	0	13	19	0
Building Permits	230	17	226	6.5	34.0	2.0	37%	133	4	4
Illegal Dumping in Right-of-Way (Field Operations)	192	188	192	0.2	1.3	3.0	92%	5	0	0
Reception Call	184	21	183	3.1	3.3	1.0	78%	35	1	1
Remove / Pick-Up Litter (Field Operations)	173	156	173	0.7	3.0	10.0	89%	11	0	0
Planning & Zoning (Community & Regulatory Affairs)	170	4	165	11.8	73.0	0.0	0	0	5	0
Sanitation (Public Works - Field Operations)	117	59	117	0.4	3.5	0.0	100%	1	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	113	107	113	0.3	1.9	3.0	66%	18	0	0
Sign - Other Sign Down/Missing (Traffic Services)	111	79	111	0.0	0.9	10.0	100%	0	0	0
Property Maintenance (Zone 6)	101	93	101	0.7	8.8	21.0	88%	10	0	0
Construction	78	77	54	4.6	53.9	0.0	0	0	24	0
Property Maintenance	75	56	74	1.4	8.0	21.0	88%	10	1	1
Property Maintenance (Zone 4)	75	48	75	3.5	14.7	21.0	71%	20	0	0
Clean Up Day	72	46	72	2.9	8.6	0.0	0	1	0	0
Additional Patrol Request	63	21	63	0.5	2.7	1.0	37%	36	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	54	48	54	0.0	0.0	1.0	98%	1	0	0
Other	53	8	52	1.7	6.4	0.0	0	3	1	0
High Grass/Weeds in Right-of-Way (Field Operations)	47	43	47	3.0	4.0	10.0	96%	0	0	0
Signal - Other (Traffic Services)	42	42	42	0.1	0.6	10.0	100%	0	0	0
Other Regulatory Agencies	41	38	39	8.8	13.9	0.0	0	0	2	0
Remove Dead Animals in Right-of-Way (Field Operations)	41	41	41	0.4	1.6	3.0	95%	0	0	0
Yard Issue (Zone 6)	40	40	40	1.0	11.1	21.0	83%	7	0	0
Yard Issue (Zone 4)	39	26	39	4.3	13.3	21.0	72%	10	0	0
Illegal Dumping on Private Property (Zone 6)	38	33	38	0.4	9.6	21.0	89%	2	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	35	32	35	0.0	2.5	10.0	97%	0	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Illegal Dumping on Private Property (Zone 4)	34	22	34	3.4	9.8	21.0	85%	4	0	0
Property Maintenance (Zone 5)	34	20	34	3.8	7.0	21.0	88%	4	0	0
Roadside Maintenance (Field Operations)	34	33	34	1.5	4.2	10.0	97%	0	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 6)	33	29	33	2.4	18.9	21.0	70%	9	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 4)	31	21	31	5.2	9.0	21.0	81%	6	0	0
Signal - In Flash or Dark (Traffic Issues)	31	24	31	0.0	0.0	1.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	30	25	29	4.2	9.1	3.0	62%	5	1	1
Capital Improvement Projects (CIP) - Public Works	28	25	10	15.1	92.4	0.0	50%	2	18	1
Illegal Dumping In Roadway (Field Operations)	28	27	28	3.0	6.8	1.0	61%	5	0	0
Yard Issue	26	17	26	1.5	14.3	21.0	92%	3	0	0
Blighted / Vacant Property (Zone 6)	26	20	26	1.1	10.3	21.0	85%	2	0	0
Down Tree Removal from Roadway (Field Operations)	25	16	25	0.4	0.4	3.0	92%	0	0	0
Sign - Long Term Repair (Traffic Services)	24	24	20	0.5	39.5	120.0	100%	0	4	0
Open Records Request	23	16	23	0.9	4.8	3.0	57%	8	0	0
Down Tree Removal from Right of Way (Field Operations)	23	20	23	0.1	0.6	3.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	22	17	22	0.3	1.7	3.0	73%	1	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	18	17	18	4.7	14.0	30.0	83%	1	0	0
Business Licenses (Economic Development - Destination South Fulton)	17	4	17	0.2	0.9	2.0	82%	3	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	17	13	17	0.3	1.3	3.0	71%	2	0	0
Other	16	5	16	12.0	11.9	3.0	50%	7	0	0
Sign - Preventative Maintenance (Traffic Services)	16	16	16	0.0	15.3	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	15	14	15	0.0	0.3	1.0	93%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	15	13	15	0.9	5.5	10.0	67%	1	0	0
Blighted / Vacant Property (Zone 4)	14	9	14	2.8	8.9	21.0	93%	1	0	0
Signal - Preventative Maintenance (Traffic Services)	14	14	14	0.0	18.4	90.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	14	14	14	15.9	19.5	10.0	79%	2	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Live Domestic Animals	13	0	9	0.0	15.9	0.0	0	0	4	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	13	10	13	2.6	4.2	30.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	13	9	7	5.1	59.6	120.0	86%	1	6	1
Other	12	7	12	0.3	26.4	0.0	0	1	0	0
Commercial Vehicles in Residential Zones (Zone 4)	12	4	12	1.8	13.5	21.0	67%	4	0	0
Land Development (Community and Regulatory Affairs)	10	1	5	0.4	46.2	3.0	40%	3	5	5
Municipal Court	10	1	4	135.4	100.0	0.0	0	0	6	0
Outdoor Requests (Other)	10	3	7	14.6	96.6	3.0	0	7	3	3
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	10	2	2	124.8	239.3	2.0	0	2	8	8
Abandoned / Inoperative / Junk Vehicle	10	9	10	2.9	27.4	21.0	30%	7	0	0
Permit / Licensing Issue	10	7	10	2.0	6.8	21.0	90%	6	0	0
Dead Animal Pickup on Private Property (Zone 4)	10	7	10	3.7	5.3	7.0	70%	3	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	10	8	10	2.2	3.1	10.0	90%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	10	10	10	0.2	5.4	10.0	70%	1	0	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	10	0	10	0.0	10.3	0.0	0	0	0	0
Illegal Dumping on Private Property	9	6	8	0.5	9.9	21.0	88%	2	1	1
Street Flooding (Drainage Maintenance - Field Operations)	9	6	9	0.1	0.7	1.0	56%	1	0	0
Blighted / Vacant Property	8	3	8	1.9	6.8	21.0	88%	1	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	8	5	6	0.2	1.7	15.0	83%	1	2	2
Damaged Fire Hydrant	7	7	7	5.4	7.3	30.0	86%	1	0	0
Yard Issue (Zone 5)	7	6	7	0.7	1.2	21.0	100%	0	0	0
Commercial Vehicles in Residential Zones (Zone 6)	7	7	7	0.5	10.0	21.0	71%	2	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	7	6	7	0.1	4.3	10.0	86%	1	0	0
GIS (Geographic Information Systems)	6	0	6	0.0	1.7	2.0	67%	2	0	0
Live Wild Animals	6	0	5	0.0	0.0	1.0	100%	0	1	1
Commercial Vehicles in Residential Zones (Zone 5)	6	3	6	0.4	42.3	21.0	50%	3	0	0
Permit / Licensing Issue (Zone 6)	6	3	6	1.0	17.4	21.0	83%	1	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Unlicensed Business Complaint	5	3	5	0.4	18.3	5.0	60%	1	0	0
Commercial Vehicles in Residential Zones	5	3	4	4.6	3.8	21.0	100%	0	1	0
Abandoned / Inoperative / Junk Vehicle (Zone 5)	5	4	5	2.2	4.6	21.0	100%	0	0	0
Illegal Dumping on Private Property (Zone 5)	5	4	5	0.8	2.2	21.0	100%	0	0	0
Tree Fallen (Zone 6)	5	1	5	2.0	60.8	7.0	0	5	0	0
Signal - Long Term Repair (Traffic Services)	5	4	5	0.0	28.1	120.0	100%	0	0	0
Dead Animal Pickup on Private Property	4	3	4	3.2	4.4	7.0	75%	2	0	0
Permit / Licensing Issue (Zone 4)	4	3	4	1.5	11.4	21.0	75%	1	0	0
Tree Fallen (Zone 4)	4	2	4	0.0	54.1	7.0	25%	3	0	0
Blighted / Vacant Property (Zone 5)	4	3	4	1.7	4.6	21.0	100%	0	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 5)	4	1	4	0.1	32.0	7.0	50%	2	0	0
Dead Trees (Zone 6)	4	2	4	0.8	18.3	7.0	25%	3	0	0
Property Maintenance (Zone 12)	4	3	4	23.6	21.7	21.0	75%	1	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	4	3	4	9.9	0.0	30.0	75%	0	0	0
Street Signs Gone (Traffic Issues)	4	1	4	0.0	0.1	3.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	4	4	4	0.0	23.2	30.0	75%	1	0	0
Tree Fallen	3	0	2	0.0	22.8	7.0	50%	1	1	1
Dead Animal Pickup on Private Property (Zone 5)	3	2	3	2.0	13.6	7.0	67%	1	0	0
Damaged Guard Rail (Roadway Construction - Field Operations)	3	3	3	0.3	5.6	30.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	3	3	3	0.0	0.5	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	3	2	3	0.5	3.0	10.0	100%	0	0	0
Snow/Ice Removal (Inclement Weather - Field Operations)	3	1	3	0.0	0.0	1.0	100%	0	0	0
Street Signs Down in Road (Signage Issues)	3	2	3	0.0	0.3	1.0	67%	1	0	0
Trespassing	2	0	2	0.0	26.3	1.0	0	2	0	0
Outdoor Equipment Requests	2	1	0	109.2	0.0	14.0	0	0	2	2
Recreation Programs	2	2	2	11.6	13.1	3.0	0	2	0	0
Excessively Barking Dog – Late Night Nuisance	2	0	2	0.0	1.4	7.0	100%	0	0	0
Dead Trees (Zone 4)	2	0	2	0.0	35.4	7.0	0	2	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Excessively Barking Dog – Late Night Nuisance (Zone 4)	2	2	2	0.6	7.4	7.0	50%	1	0	0
Tree Fallen (Zone 5)	2	1	2	12.1	114.6	7.0	0	2	0	0
Property Maintenance (Zone 5C)	2	0	2	0.0	8.8	21.0	100%	1	0	0
Dead Animal Pickup on Private Property (Zone 6)	2	2	2	1.4	29.1	7.0	0	2	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 12)	2	1	2	3.0	24.2	21.0	0	2	0	0
Yard Issue (Zone 12)	2	2	2	12.5	23.8	21.0	50%	1	0	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	2	2	2	0.1	25.0	30.0	50%	1	0	0
Curb/Gutter Installation (Roadway Construction - Field Operations)	2	2	2	14.9	19.9	30.0	50%	1	0	0
Remove Graffiti in Right-of-Way (Field Operations)	2	2	2	3.1	18.5	10.0	50%	0	0	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	5.8	2.0	0	1	0	0
Communications & External Affairs	1	0	1	0.0	110.8	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
Fire Apparatus Request (for Community Events)	1	0	1	0.0	6.0	2.0	0	1	0	0
Restroom, Kitchen, Activity, Cardio, Locker Rooms or Water Fountains - Parks & Rec. Facilities	1	1	1	15.0	18.1	14.0	0	1	0	0
Weight, Gymnasium, Pool or Walking Track - Parks & Rec. Facilities	1	0	0	0.0	0.0	21.0	0	0	1	1
Dead Trees	1	1	1	0.3	154.7	7.0	0	1	0	0
Dead Trees (Zone 5)	1	0	1	0.0	137.2	7.0	0	1	0	0
Illegal Dumping on Private Property (Zone 5C)	1	0	1	0.0	3.6	21.0	100%	0	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 6)	1	1	1	0.0	3.0	7.0	100%	0	0	0
Blighted / Vacant Property (Zone 12)	1	1	1	0.0	6.4	21.0	100%	0	0	0
Illegal Dumping on Private Property (Zone 12)	1	1	1	0.9	11.5	21.0	100%	0	0	0
Permit / Licensing Issue (Zone 12)	1	1	1	2.9	3.7	21.0	100%	0	0	0
Bridge Maintenance	1	1	1	0.0	0.8	365.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Totals	4,095	2,865	3,973	2.2	13.5	-	82%	480	122	33

COSF CRC Report

District 4

October 1, 2019 - November 30, 2020

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

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	3,593	67	3,568	3.1	0.9	1.0	90%	302	25	25
Building Permits	1,384	46	1,362	4.3	25.7	2.0	47%	707	22	22
Other	980	14	977	0.6	2.0	0.0	0	14	3	0
Planning & Zoning (Community & Regulatory Affairs)	750	21	719	3.8	79.0	0.0	0	6	31	2
Open Records Request	638	566	635	0.6	5.6	3.0	54%	233	3	3
Sanitation (Public Works - Field Operations)	597	149	597	3.1	2.1	0.0	97%	3	0	0
Other	422	383	398	3.4	23.0	0.0	0	12	24	1
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	349	310	349	0.1	2.6	10.0	99%	0	0	0
Municipal Court	320	3	142	279.7	17.8	0.0	0	1	178	3
Additional Patrol Request	230	29	230	1.3	1.5	1.0	58%	84	0	0
Business Licenses (Economic Development - Destination South Fulton)	222	37	219	2.0	1.3	2.0	86%	23	3	1
Clean Up Day	189	42	189	2.5	4.5	0.0	0	1	0	0
Live Domestic Animals	187	0	162	0.0	0.9	0.0	0	0	25	1
Pothole (Asphalt Paved Maintenance - Field Operations)	161	145	161	0.4	2.2	3.0	67%	24	0	0
Property Maintenance (Zone 5)	144	103	143	3.3	9.1	21.0	85%	21	1	1
Illegal Dumping in Right-of-Way (Field Operations)	138	131	138	0.7	2.0	3.0	86%	9	0	0
Remove / Pick-Up Litter (Field Operations)	120	105	120	0.4	2.3	10.0	90%	5	0	0
Construction	116	114	94	4.3	56.7	0.0	0	2	22	2
Other	110	12	107	2.3	8.0	3.0	78%	22	3	3
Sign - Other Sign Down/Missing (Traffic Services)	108	81	108	0.1	1.1	10.0	95%	2	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 5)	83	62	83	1.9	14.6	21.0	80%	15	0	0
Yard Issue (Zone 5)	70	46	70	1.4	7.2	21.0	94%	4	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	67	64	67	0.4	2.4	10.0	93%	2	0	0
Other Regulatory Agencies	66	59	60	3.4	12.0	0.0	0	2	6	1
GIS (Geographic Information Systems)	61	5	56	16.4	5.3	2.0	61%	22	5	5
Remove Dead Animals in Right-of-Way (Field Operations)	61	57	61	0.4	1.1	3.0	85%	3	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - In Flash or Dark (Traffic Issues)	60	36	60	0.0	0.0	1.0	100%	3	0	0
COVID-19 (Coronavirus) Inquiry	59	1	52	2.7	2.9	0.0	0	0	7	0
Human Resources	59	0	59	0.0	0.5	2.0	90%	6	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	59	50	59	0.0	0.1	1.0	100%	1	0	0
Live Wild Animals	56	0	52	0.0	0.0	1.0	100%	0	4	4
Illegal Dumping on Private Property (Zone 5)	53	44	53	2.4	12.7	21.0	85%	6	0	0
Signal - Other (Traffic Services)	51	46	51	0.0	0.9	10.0	98%	0	0	0
City Clerk	43	2	41	0.4	14.0	5.0	46%	22	2	2
Property Maintenance	42	17	42	0.8	3.2	21.0	100%	4	0	0
Land Development (Community and Regulatory Affairs)	39	4	34	1.1	29.3	3.0	23%	23	5	5
Illegal Dumping In Roadway (Field Operations)	38	37	35	0.2	1.6	1.0	63%	7	3	2
Remove Dead Animals in Roadway - Small (Field Operations)	38	34	38	2.4	3.5	3.0	68%	6	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	38	22	27	0.6	9.4	15.0	63%	6	11	9
High Grass/Weeds in Right-of-Way (Field Operations)	35	30	34	0.6	4.6	10.0	79%	1	1	1
Sign - Long Term Repair (Traffic Services)	35	35	32	0.8	35.5	120.0	100%	0	3	0
Capital Improvement Projects (CIP) - Public Works	34	21	14	9.3	94.5	0.0	75%	2	20	1
Roadside Maintenance (Field Operations)	34	34	34	2.0	5.4	10.0	94%	2	0	0
Blighted / Vacant Property (Zone 5)	33	22	32	1.3	4.4	21.0	100%	0	1	1
Other	31	10	27	1.2	18.8	0.0	0	1	4	0
Sign - Preventative Maintenance (Traffic Services)	31	30	31	0.0	17.5	30.0	97%	1	0	0
Sink Holes (Drainage Maintenance - Field Operations)	30	25	30	0.5	2.8	10.0	70%	5	0	0
Commercial Vehicles in Residential Zones (Zone 5)	29	17	29	7.4	34.0	21.0	72%	8	0	0
Down Tree Removal from Roadway (Field Operations)	26	20	26	0.0	0.2	3.0	92%	3	0	0
Lobby - Parks & Rec. Facilities	25	8	11	62.5	1.6	3.0	91%	1	14	14
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	24	23	24	0.2	2.6	10.0	96%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	23	18	23	0.2	1.3	3.0	91%	2	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	22	21	22	5.0	17.6	30.0	95%	1	0	0
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Totals	12,745	3,317	11,428	2.0	11.2	-	78%	1,775	460	130

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Tree Danger/Removal (Roadside Maintenance - Field Operations)	21	19	20	8.1	16.4	3.0	55%	4	1	1
Yard Issue	20	11	20	3.1	5.1	21.0	95%	5	0	0
Accounts Receivable (Finance & Administrative Services)	19	1	19	73.0	24.6	2.0	11%	16	0	0
Dead Animal Pickup on Private Property (Zone 5)	19	7	19	2.7	4.7	7.0	79%	4	0	0
Communications & External Affairs	18	2	15	25.6	84.7	2.0	13%	12	3	3
Abandoned / Inoperative / Junk Vehicle	18	13	18	1.0	14.0	21.0	61%	8	0	0
Accounts Payable (Finance & Administrative Services)	17	1	17	90.6	37.2	2.0	35%	11	0	0
Sidewalk Cracking / Broken (Field Operations)	17	16	17	0.3	7.6	10.0	94%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	15	12	15	0.3	0.7	3.0	87%	1	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	15	15	15	0.0	5.4	1.0	93%	0	0	0
Damaged Fire Hydrant	14	11	14	9.1	10.1	30.0	79%	4	0	0
Permit / Licensing Issue (Zone 5)	14	7	13	1.1	70.6	21.0	62%	5	1	1
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	13	13	13	0.6	5.1	30.0	77%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	12	12	12	0.9	3.4	10.0	83%	0	0	0
Roadway Maintenance (Field Operations)	11	7	11	3.0	14.5	10.0	82%	1	0	0
Traffic Calming Requests (Traffic Services)	11	4	2	0.1	120.3	120.0	50%	0	9	1
Contract and Purchasing Oversight (Finance & Administrative Services)	10	3	10	28.3	35.5	2.0	10%	9	0	0
Illegal Dumping on Private Property	10	5	10	0.8	3.5	21.0	100%	3	0	0
City Manager	9	0	9	0.0	1.1	2.0	78%	2	0	0
Fire Alarm System Review (Businesses Only)	9	3	9	0.6	3.2	3.0	33%	6	0	0
Permit / Licensing Issue	9	5	9	20.8	26.8	21.0	78%	4	0	0
Commercial Vehicles in Residential Zones	9	4	9	0.7	14.0	21.0	56%	5	0	0
Dead Trees (Zone 5)	9	3	9	0.1	32.6	7.0	22%	7	0	0
Business Inquiry	8	1	8	0.1	0.8	10.0	100%	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	8	3	5	13.7	133.0	2.0	0	5	3	3
Illegal Dumping on Private Property (Zone 4)	8	6	8	5.0	10.1	21.0	88%	1	0	0
Tree Fallen (Zone 5)	8	2	8	3.6	51.4	7.0	25%	6	0	0
Bridge Maintenance	8	8	7	0.1	1.8	365.0	100%	0	1	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Preventative Maintenance (Traffic Services)	8	8	8	0.0	20.9	90.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	8	4	8	0.0	0.0	1.0	100%	0	0	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	8	0	7	0.0	8.5	0.0	0	0	1	0
Outdoor Requests (Other)	7	2	2	1.7	29.4	3.0	50%	1	5	5
Property Maintenance (Zone 4)	7	7	7	4.7	16.8	21.0	71%	2	0	0
Yard Issue (Zone 4)	7	3	6	9.8	16.8	21.0	83%	1	1	1
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	7	7	7	0.0	6.8	30.0	71%	0	0	0
Remove Graffiti in Right-of-Way (Field Operations)	7	7	7	1.0	4.2	10.0	86%	0	0	0
Street Signs Down in Road (Signage Issues)	7	5	7	0.1	1.8	1.0	71%	1	0	0
Street Signs Gone (Traffic Issues)	7	4	7	0.6	1.3	3.0	86%	1	0	0
Dead Animal Pickup on Private Property	6	3	4	0.2	0.2	7.0	100%	0	2	2
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	6	4	5	1.3	5.5	30.0	100%	0	1	0
Traffic Operations - Other (Traffic Services)	6	6	6	0.5	5.7	30.0	83%	1	0	0
Budget Development and Oversight, Financial Auditing Support and Compliance (Finance & Administrative Services)	5	1	5	7.4	44.4	2.0	0	5	0	0
Trespassing	5	2	5	0.1	19.6	1.0	0	4	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 5)	5	3	5	0.2	2.8	7.0	80%	1	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	5	3	4	0.3	1.6	3.0	75%	0	1	1
Occupational Tax Certificate	4	1	4	0.6	0.1	10.0	100%	0	0	0
Recreation Programs	4	2	3	0.2	0.9	3.0	67%	1	1	1
Excessively Barking Dog – Late Night Nuisance	4	0	4	0.0	2.3	7.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	4	4	4	0.0	1.0	3.0	75%	0	0	0
Signal - Long Term Repair (Traffic Services)	4	4	2	0.0	24.5	120.0	100%	0	2	0
Special Projects (Field Operations)	4	3	4	3.2	7.2	30.0	100%	0	0	0
Weight, Gymnasium, Pool or Walking Track - Parks & Rec. Facilities	3	1	2	258.6	129.3	21.0	50%	1	1	1
Install Side Drain (Unpaved Road Maintenance - Field Operations)	3	3	3	0.0	5.7	10.0	100%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	3	2	3	0.2	43.8	10.0	67%	1	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Information Technology	2	1	1	9.0	2.2	2.0	0	1	1	1
Fire Apparatus Request (for Community Events)	2	1	2	114.5	61.0	2.0	0	2	0	0
Blighted / Vacant Property	2	0	2	0.0	1.7	21.0	100%	0	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 4)	2	2	2	0.7	0.9	21.0	100%	0	0	0
Dead Animal Pickup on Private Property (Zone 4)	2	2	2	1.5	3.8	7.0	100%	0	0	0
Curb/Gutter Installation (Roadway Construction - Field Operations)	2	2	2	1.0	5.8	30.0	100%	0	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	2	2	2	0.0	8.9	10.0	100%	0	0	0
Support/Respond to Natural Disasters (Inclement Weather - Field Operations)	2	1	2	0.0	0.0	1.0	100%	0	0	0
General Ledger Administration (Finance & Administrative Services)	1	0	1	0.0	3.1	2.0	0	1	0	0
Unlicensed Business Complaint	1	0	1	0.0	5.8	5.0	0	0	0	0
Sprinkler System Review (Businesses Only)	1	0	1	0.0	5.3	3.0	0	1	0	0
Community Policing Division	1	0	1	0.0	0.3	0.0	0	0	0	0
CivicRec Inquiries	1	0	1	0.0	0.0	3.0	100%	0	0	0
Tree Fallen	1	0	1	0.0	0.0	7.0	100%	0	0	0
Blighted / Vacant Property (Zone 4)	1	1	1	24.3	99.3	21.0	0	1	0	0
Tree Fallen (Zone 4)	1	0	1	0.0	0.7	7.0	100%	0	0	0
Property Maintenance (Zone 6)	1	1	1	0.2	2.7	21.0	100%	0	0	0
Yard Issue (Zone 7)	1	1	1	14.1	36.7	21.0	0	0	0	0
Property Maintenance (Zone 8)	1	0	1	0.0	3.0	21.0	100%	0	0	0
Property Maintenance (Zone 12)	1	1	1	7.2	54.0	21.0	0	0	0	0
Damaged Guard Rail (Roadway Construction - Field Operations)	1	1	1	0.0	2.4	30.0	100%	0	0	0
Totals	12,745	3,557	12,285	2.2	11.8	-	78%	1,775	460	130

COSF CRC Report

District 5

October 1, 2019 - November 30, 2020

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

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
Other	284	265	267	3.4	25.0	0.0	0	10	17	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	222	199	222	0.0	2.2	10.0	97%	0	0	0
Building Permits	174	7	167	2.1	22.4	2.0	49%	81	7	7
Reception Call	173	18	173	3.4	3.2	1.0	75%	35	0	0
Property Maintenance (Zone 8)	165	102	165	2.3	8.1	21.0	85%	25	0	0
Planning & Zoning (Community & Regulatory Affairs)	135	4	131	2.6	63.9	0.0	0	2	4	0
Sanitation (Public Works - Field Operations)	109	42	109	1.1	4.0	0.0	100%	0	0	0
Property Maintenance (Zone 6)	106	101	106	1.2	10.7	21.0	88%	5	0	0
Remove / Pick-Up Litter (Field Operations)	100	92	100	1.0	3.0	10.0	81%	7	0	0
Yard Issue (Zone 6)	93	83	93	0.3	10.6	21.0	83%	14	0	0
Property Maintenance (Zone 12)	87	74	87	10.6	22.1	21.0	64%	33	0	0
Clean Up Day	86	26	86	0.8	12.9	0.0	0	1	0	0
Illegal Dumping in Right-of-Way (Field Operations)	81	76	81	0.3	1.6	3.0	83%	3	0	0
Property Maintenance	80	37	80	1.3	6.3	21.0	93%	8	0	0
Additional Patrol Request	76	23	76	0.9	1.8	1.0	47%	35	0	0
Yard Issue (Zone 8)	67	47	67	2.2	7.5	21.0	87%	7	0	0
Signal - Other (Traffic Services)	63	62	63	0.0	0.6	10.0	100%	0	0	0
Yard Issue	61	26	58	1.9	5.3	21.0	97%	2	3	3
Other	57	5	57	0.4	5.5	0.0	0	3	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	55	49	55	0.6	3.0	3.0	69%	7	0	0
Sign - Other Sign Down/Missing (Traffic Services)	54	47	54	0.0	1.0	10.0	100%	0	0	0
Construction	52	52	33	5.2	67.4	0.0	0	0	19	0
Abandoned / Inoperative / Junk Vehicle (Zone 6)	49	40	49	1.0	18.0	21.0	73%	10	0	0
Signal - In Flash or Dark (Traffic Issues)	43	26	43	0.0	0.1	1.0	95%	0	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 8)	38	23	37	3.3	12.1	21.0	70%	9	1	1
Roadside Maintenance (Field Operations)	35	35	35	1.8	6.7	10.0	94%	0	0	0
Other Regulatory Agencies	30	27	27	3.1	21.7	0.0	0	0	3	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Blighted / Vacant Property (Zone 8)	29	21	29	3.0	18.4	21.0	72%	9	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	29	23	29	0.3	1.9	3.0	76%	2	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	25	22	25	2.2	5.7	10.0	88%	1	0	0
Abandoned / Inoperative / Junk Vehicle	23	7	23	1.8	9.7	21.0	78%	5	0	0
Blighted / Vacant Property (Zone 6)	23	20	23	0.3	11.7	21.0	83%	1	0	0
Illegal Dumping on Private Property (Zone 8)	22	18	22	1.9	7.9	21.0	91%	2	0	0
Illegal Dumping on Private Property (Zone 6)	19	19	19	0.6	11.3	21.0	84%	2	0	0
Sink Holes (Drainage Maintenance - Field Operations)	19	19	19	0.2	2.7	10.0	68%	2	0	0
Other	18	8	17	0.9	21.2	3.0	33%	10	1	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	18	15	17	1.6	11.2	30.0	82%	1	1	0
Clogged Culvert (Drainage Maintenance - Field Operations)	17	12	17	1.1	4.8	10.0	82%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	17	15	17	0.7	1.5	3.0	82%	2	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	17	15	17	0.0	0.1	1.0	94%	1	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	17	5	15	0.1	10.9	15.0	93%	1	2	2
Tree Danger/Removal (Roadside Maintenance - Field Operations)	17	13	16	10.9	11.4	3.0	75%	2	1	1
Illegal Dumping on Private Property	16	7	16	1.7	6.6	21.0	88%	2	0	0
Other	15	8	14	1.7	5.5	0.0	0	0	1	0
Signal - Preventative Maintenance (Traffic Services)	15	15	15	0.0	28.8	90.0	100%	0	0	0
Capital Improvement Projects (CIP) - Public Works	14	11	8	42.9	99.2	0.0	0	1	6	0
Open Records Request	14	11	14	0.3	4.0	3.0	57%	4	0	0
Business Licenses (Economic Development - Destination South Fulton)	13	2	13	0.4	1.3	2.0	67%	3	0	0
Illegal Dumping In Roadway (Field Operations)	13	12	13	7.2	12.3	1.0	62%	3	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	13	12	13	0.3	2.1	10.0	100%	0	0	0
Blighted / Vacant Property	12	8	12	2.4	16.7	21.0	83%	2	0	0
Permit / Licensing Issue (Zone 6)	12	10	11	0.9	10.9	21.0	73%	3	1	1
Live Domestic Animals	11	1	10	2.0	12.2	0.0	0	1	1	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Excessively Barking Dog – Late Night Nuisance (Zone 6)	11	3	11	0.0	61.4	7.0	55%	5	0	0
Commercial Vehicles in Residential Zones (Zone 6)	11	9	11	0.1	5.9	21.0	91%	1	0	0
Down Tree Removal from Roadway (Field Operations)	11	7	11	0.1	0.6	3.0	82%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	11	9	11	0.2	0.3	1.0	91%	0	0	0
Sign - Long Term Repair (Traffic Services)	11	11	9	0.0	35.0	120.0	100%	0	2	0
Commercial Vehicles in Residential Zones	10	2	10	0.1	8.0	21.0	80%	2	0	0
Commercial Vehicles in Residential Zones (Zone 8)	10	2	10	4.8	6.2	21.0	80%	2	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	9	8	9	1.2	1.4	3.0	89%	0	0	0
Noise Complaint (Hartsfield-Jackson Atlanta International Airport)	9	0	5	0.0	19.7	0.0	0	0	4	0
Permit / Licensing Issue	8	4	8	2.3	4.2	21.0	100%	3	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	8	8	7	5.1	10.1	30.0	100%	0	1	0
Sign - Preventative Maintenance (Traffic Services)	8	8	8	0.5	7.2	30.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	7	1	4	0.9	33.7	3.0	25%	3	3	1
Damaged Fire Hydrant	7	7	7	9.1	10.0	30.0	71%	2	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	7	5	3	108.1	8.4	2.0	33%	2	4	4
Traffic Calming Requests (Traffic Services)	7	5	2	8.1	0.1	120.0	100%	0	5	1
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	7	7	7	0.0	1.9	10.0	86%	0	0	0
Tree Fallen (Zone 8)	6	0	6	0.0	39.3	7.0	0	6	0	0
Down Tree Removal from Right of Way (Field Operations)	6	6	6	0.2	0.3	3.0	100%	0	0	0
Trespassing	5	2	5	0.1	9.2	1.0	40%	2	0	0
Permit / Licensing Issue (Zone 8)	5	5	5	1.8	17.7	21.0	60%	2	0	0
Sidewalk Cracking / Broken (Field Operations)	5	5	5	0.2	7.6	10.0	80%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	5	5	5	2.4	2.9	1.0	60%	1	0	0
Traffic Operations - Other (Traffic Services)	5	5	3	14.6	2.6	30.0	100%	0	2	1
Dead Trees (Zone 8)	4	2	4	0.1	66.6	7.0	0	4	0	0
Illegal Dumping on Private Property (Zone 12)	4	4	4	3.4	12.8	21.0	75%	1	0	0
Roadway Maintenance (Field Operations)	4	4	4	0.0	2.4	10.0	100%	0	0	0
Page 111 of 211										
Totals	3,314	2,090	1,721	13.2	13.2	-	80%	423	96	25

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
GIS (Geographic Information Systems)	3	0	3	0.0	0.0	2.0	100%	0	0	0
Municipal Court	3	0	1	0.0	0.0	0.0	0	0	2	0
Outdoor Requests (Other)	3	1	1	0.9	25.3	3.0	0	1	2	2
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	4.0	7.0	67%	1	0	0
Tree Fallen	3	0	3	0.0	6.6	7.0	67%	1	0	0
Dead Trees (Zone 6)	3	0	3	0.0	57.1	7.0	0	3	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 8)	3	2	3	1.6	4.6	7.0	67%	1	0	0
Blighted / Vacant Property (Zone 12)	3	3	3	26.1	35.7	21.0	33%	2	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	3	3	3	0.4	1.9	30.0	67%	0	0	0
Street Signs Down in Road (Signage Issues)	3	3	3	0.2	0.3	1.0	100%	0	0	0
Communications & External Affairs	2	0	2	0.0	79.9	2.0	0	2	0	0
Occupational Tax Certificate	2	1	2	0.9	25.0	10.0	50%	1	0	0
Unlicensed Business Complaint	2	1	2	0.1	12.1	5.0	50%	1	0	0
Tree Fallen (Zone 6)	2	0	2	0.0	92.3	7.0	0	2	0	0
Dead Animal Pickup on Private Property (Zone 8)	2	0	2	0.0	0.5	7.0	100%	0	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 12)	2	2	2	11.4	16.8	21.0	50%	0	0	0
Permit / Licensing Issue (Zone 12)	2	2	2	0.4	12.6	21.0	50%	1	0	0
Tree Fallen (Zone 12)	2	0	2	0.0	71.0	7.0	0	2	0	0
Yard Issue (Zone 12)	2	1	2	0.0	15.7	21.0	50%	1	0	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	2	2	2	1.1	1.7	30.0	100%	0	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	2	2	2	0.6	12.6	10.0	0	2	0	0
Install Side Drain (Unpaved Road Maintenance - Field Operations)	2	2	2	0.2	5.2	10.0	50%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	2	2	2	0.5	1.7	3.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	2	1	2	0.0	0.1	3.0	100%	0	0	0
Special Projects (Field Operations)	2	1	2	0.0	0.0	30.0	100%	0	0	0
Accounts Receivable (Finance & Administrative Services)	1	0	1	0.0	11.4	2.0	0	1	0	0
Budget Development and Oversight, Financial Auditing Support and Compliance (Finance & Administrative Services)	1	1	1	11.3	28.2	2.0	0	1	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
COVID-19 (Coronavirus) Inquiry	1	0	0	0.0	0.0	0.0	0	0	1	0
City Clerk	1	0	1	0.0	0.0	5.0	100%	0	0	0
City Manager	1	0	1	0.0	2.5	2.0	0	1	0	0
Business Inquiry	1	0	1	0.0	0.2	10.0	100%	0	0	0
Fire Alarm System Review (Businesses Only)	1	1	1	0.0	3.1	3.0	0	1	0	0
Dead Trees	1	0	1	0.0	30.2	7.0	0	1	0	0
Dead Animal Pickup on Private Property	1	0	1	0.0	2.4	7.0	100%	1	0	0
Permit / Licensing Issue (Zone 4)	1	1	1	2.2	14.0	21.0	100%	1	0	0
Commercial Vehicles in Residential Zones (Zone 4)	1	1	1	10.2	10.2	21.0	100%	0	0	0
Property Maintenance (Zone 5)	1	1	1	7.6	7.7	21.0	100%	1	0	0
Dead Animal Pickup on Private Property (Zone 6)	1	1	0	0.2	0.0	7.0	0	0	1	1
Dead Trees (Zone 12)	1	1	1	0.4	3.3	7.0	100%	0	0	0
Dead Animal Pickup on Private Property (Zone 12)	1	1	1	20.1	20.1	7.0	0	1	0	0
Bridge Maintenance	1	0	0	0.0	0.0	365.0	0	0	1	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	0	1	0.0	0.0	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	1	0.0	23.7	120.0	100%	0	0	0
Street Lights	1	1	1	0.0	0.0	7.0	100%	0	0	0
Street Signs Gone (Traffic Issues)	1	0	1	0.0	0.0	3.0	100%	0	0	0
Totals	3,314	2,090	3,218	2.5	13.1	-	80%	423	96	25

COSF CRC Report

District 6

October 1, 2019 - November 30, 2020

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

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
Other	307	292	293	5.1	24.9	0.0	0	7	14	4
Building Permits	221	10	213	6.4	26.5	2.0	44%	117	8	8
Reception Call	205	19	203	2.8	6.6	1.0	76%	42	2	2
Sanitation (Public Works - Field Operations)	186	88	186	2.2	5.7	0.0	98%	1	0	0
Clean Up Day	139	45	139	0.9	12.1	0.0	0	3	0	0
Property Maintenance (Zone 9)	134	122	134	3.2	16.3	21.0	67%	35	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	128	114	128	0.1	2.2	10.0	98%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	119	10	114	15.8	81.5	0.0	0	2	5	0
Property Maintenance (Zone 7)	114	93	114	4.4	17.7	21.0	64%	39	0	0
Remove / Pick-Up Litter (Field Operations)	100	88	100	1.7	5.8	10.0	80%	9	0	0
Illegal Dumping in Right-of-Way (Field Operations)	95	91	92	2.5	3.3	3.0	79%	6	3	1
Property Maintenance	90	71	89	1.9	3.6	21.0	96%	4	1	1
Yard Issue (Zone 9)	90	83	90	3.8	15.2	21.0	67%	22	0	0
Yard Issue (Zone 7)	85	57	85	5.0	17.0	21.0	62%	31	0	0
Construction	73	72	46	4.9	68.2	0.0	0	1	27	0
Other	69	9	68	0.9	7.5	0.0	0	1	1	0
Other	64	49	58	3.4	25.7	0.0	0	3	6	0
Additional Patrol Request	54	16	54	0.6	4.3	1.0	48%	23	0	0
Yard Issue	46	38	46	3.2	10.7	21.0	93%	5	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 7)	43	31	43	4.7	17.1	21.0	56%	14	0	0
Blighted / Vacant Property (Zone 9)	43	38	43	2.0	14.1	21.0	72%	11	0	0
Signal - In Flash or Dark (Traffic Issues)	43	30	43	0.0	0.0	1.0	98%	1	0	0
Illegal Dumping on Private Property (Zone 9)	42	38	42	4.7	17.6	21.0	67%	11	0	0
Property Maintenance (Zone 8)	39	30	39	1.2	6.6	21.0	90%	4	0	0
Signal - Other (Traffic Services)	39	38	39	0.0	0.9	10.0	97%	0	0	0
Other Regulatory Agencies	38	37	37	3.7	10.3	0.0	0	1	1	0
Abandoned / Inoperative / Junk Vehicle (Zone 9)	34	30	34	3.4	35.9	21.0	41%	18	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Pothole (Asphalt Paved Maintenance - Field Operations)	32	31	32	0.2	1.8	3.0	66%	6	0	0
Sign - Other Sign Down/Missing (Traffic Services)	32	27	32	0.0	0.8	10.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	29	26	29	1.6	2.7	3.0	86%	1	0	0
Blighted / Vacant Property (Zone 7)	28	24	28	4.3	17.2	21.0	64%	9	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	27	24	27	1.3	4.2	10.0	74%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	27	22	27	0.5	2.5	3.0	74%	1	0	0
Illegal Dumping In Roadway (Field Operations)	27	27	26	3.0	2.6	1.0	62%	5	1	1
Business Licenses (Economic Development - Destination South Fulton)	26	4	26	1.4	0.4	2.0	92%	1	0	0
Abandoned / Inoperative / Junk Vehicle	25	23	25	1.5	4.6	21.0	92%	2	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	25	24	25	2.0	4.7	10.0	76%	1	0	0
Roadside Maintenance (Field Operations)	25	24	25	1.7	7.5	10.0	92%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	25	25	25	0.3	18.3	90.0	100%	0	0	0
Illegal Dumping on Private Property (Zone 8)	24	11	24	6.5	14.2	21.0	79%	6	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	24	14	19	0.9	7.4	15.0	63%	2	5	4
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	20	18	20	0.0	0.1	1.0	100%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	20	14	20	0.0	3.9	10.0	80%	2	0	0
Illegal Dumping on Private Property	19	16	18	1.3	9.8	21.0	78%	4	1	1
Illegal Dumping on Private Property (Zone 7)	19	12	19	16.2	17.1	21.0	84%	1	0	0
Blighted / Vacant Property	18	16	18	1.8	11.1	21.0	83%	3	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	17	14	15	9.6	7.9	3.0	60%	3	2	1
Remove Dead Animals in Roadway - Small (Field Operations)	16	16	16	0.2	1.7	3.0	81%	0	0	0
Blighted / Vacant Property (Zone 8)	15	12	15	0.8	8.5	21.0	87%	1	0	0
Open Records Request	14	8	14	0.3	7.5	3.0	50%	6	0	0
Yard Issue (Zone 8)	14	11	14	8.6	14.9	21.0	79%	2	0	0
Commercial Vehicles in Residential Zones (Zone 9)	14	14	14	0.5	7.0	21.0	79%	2	0	0
Commercial Vehicles in Residential Zones	13	11	13	1.4	3.3	21.0	100%	1	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Other	12	7	11	7.3	22.7	3.0	11%	6	1	1
Traffic Calming Requests (Traffic Services)	12	6	4	0.0	42.9	120.0	100%	0	8	2
Illegal Dumping on Private Property (Zone 12)	11	7	11	4.4	6.9	21.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	11	11	10	0.0	20.5	120.0	100%	0	1	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	11	9	11	0.0	2.4	10.0	73%	3	0	0
Capital Improvement Projects (CIP) - Public Works	10	10	1	28.0	179.4	0.0	0	0	9	1
Rough Road (Unpaved Road Maintenance - Field Operations)	10	10	10	0.4	1.2	10.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	10	10	10	1.3	7.0	30.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	9	3	8	19.0	29.1	3.0	0	4	1	1
Abandoned / Inoperative / Junk Vehicle (Zone 8)	9	7	8	2.4	8.4	21.0	88%	1	1	1
Down Tree Removal from Right of Way (Field Operations)	9	8	9	0.0	0.8	3.0	89%	0	0	0
Municipal Court	8	0	2	0.0	0.0	0.0	0	0	6	0
Permit / Licensing Issue	8	8	8	11.8	13.8	21.0	88%	3	0	0
Property Maintenance (Zone 12)	8	8	8	0.3	4.4	21.0	100%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	8	7	7	2.1	6.5	30.0	86%	1	1	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	8	7	8	0.1	16.3	30.0	75%	1	0	0
Street Lights	8	6	8	0.0	1.8	7.0	88%	1	0	0
COVID-19 (Coronavirus) Inquiry	7	0	6	0.0	4.6	0.0	0	0	1	0
Live Domestic Animals	7	0	6	0.0	0.0	0.0	0	0	1	0
Roadway Maintenance (Field Operations)	7	5	6	2.0	6.2	10.0	100%	0	1	0
Street Flooding (Drainage Maintenance - Field Operations)	7	7	7	0.1	0.6	1.0	86%	1	0	0
Damaged Fire Hydrant	6	5	6	13.0	22.1	30.0	50%	3	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	6	4	3	41.3	90.3	2.0	0	2	3	3
Property Maintenance (Zone 5)	5	5	5	3.5	14.5	21.0	80%	1	0	0
Commercial Vehicles in Residential Zones (Zone 7)	5	3	5	1.1	8.6	21.0	80%	1	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	5	5	5	4.0	12.5	30.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	5	5	5	1.1	0.9	3.0	80%	0	0	0
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Totals	3,547	2,316	3,441	15.2	15.2	-	74%	534	118	36

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Roadway - Large (Field Operations)	5	5	5	0.1	0.1	1.0	100%	0	0	0
City Manager	4	2	4	6.3	19.0	2.0	25%	3	0	0
GIS (Geographic Information Systems)	4	0	4	0.0	1.0	2.0	75%	1	0	0
Outdoor Requests (Other)	4	0	2	0.0	156.1	3.0	0	2	2	2
Dead Animal Pickup on Private Property (Zone 9)	4	2	4	1.3	6.6	7.0	75%	1	0	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	4	4	4	0.1	2.1	30.0	75%	0	0	0
Manhole Covers (Roadside Maintenance - Field Operations)	4	4	4	0.9	1.0	3.0	100%	0	0	0
Roads / Bridges Weight Restrictions Signs Down / Gone (Traffic Services)	4	4	4	0.2	0.7	3.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	4	4	1	0.0	3.2	120.0	100%	0	3	0
Business Inquiry	3	0	3	0.0	0.0	10.0	100%	0	0	0
Fire Alarm System Review (Businesses Only)	3	2	3	1.9	2.5	3.0	33%	2	0	0
Tree Fallen	3	0	3	0.0	2.8	7.0	100%	0	0	0
Property Maintenance (Zone 4)	3	2	3	16.6	12.2	21.0	67%	2	0	0
Dead Animal Pickup on Private Property (Zone 7)	3	2	3	4.9	4.2	7.0	67%	1	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 8)	3	1	3	0.2	110.2	7.0	0	3	0	0
Permit / Licensing Issue (Zone 8)	3	3	2	1.7	5.0	21.0	100%	0	1	1
Dead Trees (Zone 9)	3	1	3	0.0	53.0	7.0	0	3	0	0
Special Projects (Field Operations)	3	3	3	4.0	44.8	30.0	33%	0	0	0
Street Signs Down in Road (Signage Issues)	3	1	3	2.3	2.7	1.0	33%	1	0	0
Unlicensed Business Complaint	2	2	2	0.3	19.6	5.0	50%	1	0	0
Trespassing	2	1	2	1.5	0.9	1.0	50%	1	0	0
Excessively Barking Dog – Late Night Nuisance	2	0	2	0.0	6.0	7.0	50%	1	0	0
Dead Animal Pickup on Private Property (Zone 8)	2	2	2	1.2	1.2	7.0	100%	0	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 12)	2	2	2	2.4	21.5	21.0	0	2	0	0
Permit / Licensing Issue (Zone 12)	2	2	2	0.0	9.5	21.0	100%	0	0	0
Yard Issue (Zone 12)	2	2	2	0.5	2.5	21.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	2	2	2	0.0	0.1	10.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	2	1	1	10.0	29.0	30.0	100%	1	1	1

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Cash and Debt Service, Financial Records, and General Financial Management (Finance & Administrative Services)	1	0	1	0.0	8.9	2.0	0	1	0	0
City Clerk	1	0	1	0.0	13.3	5.0	0	1	0	0
Live Wild Animals	1	0	1	0.0	0.0	1.0	100%	0	0	0
Sprinkler System Review (Businesses Only)	1	1	1	2.8	3.3	3.0	0	1	0	0
Lobby - Parks & Rec. Facilities	1	0	1	0.0	0.0	3.0	100%	0	0	0
Dead Trees	1	0	1	0.0	47.5	7.0	0	1	0	0
Dead Animal Pickup on Private Property	1	0	1	0.0	10.1	7.0	0	0	0	0
Illegal Dumping on Private Property (Zone 5)	1	1	1	0.0	10.7	21.0	100%	0	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 7)	1	1	1	2.0	52.0	7.0	0	1	0	0
Permit / Licensing Issue (Zone 7)	1	0	1	0.0	3.2	21.0	100%	0	0	0
Tree Fallen (Zone 7)	1	0	1	0.0	8.1	7.0	0	1	0	0
Dead Trees (Zone 8)	1	1	1	41.6	42.5	7.0	0	1	0	0
Tree Fallen (Zone 8)	1	0	1	0.0	79.0	7.0	0	1	0	0
Commercial Vehicles in Residential Zones (Zone 8)	1	0	1	0.0	0.9	21.0	100%	0	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 9)	1	1	1	0.5	7.7	7.0	0	0	0	0
Permit / Licensing Issue (Zone 9)	1	0	1	0.0	27.8	21.0	0	1	0	0
Tree Fallen (Zone 9)	1	0	1	0.0	83.2	7.0	0	1	0	0
Property Maintenance (Zone 11)	1	1	1	0.0	2.4	21.0	100%	0	0	0
Blighted / Vacant Property (Zone 12)	1	1	1	0.5	2.8	21.0	100%	0	0	0
Dead Trees (Zone 12)	1	0	1	0.0	17.3	7.0	0	1	0	0
Curb/Gutter Installation (Roadway Construction - Field Operations)	1	1	1	0.1	28.8	30.0	100%	0	0	0
Damaged Curb (Roadway Maintenance - Field Operations)	1	1	1	0.0	0.3	10.0	100%	0	0	0
Remove Graffiti in Right-of-Way (Field Operations)	1	1	1	0.0	4.5	10.0	100%	0	0	0
Snow/Ice Removal (Inclement Weather - Field Operations)	1	1	1	0.0	0.7	1.0	100%	0	0	0
Street Signs Gone (Traffic Issues)	1	1	1	0.1	0.1	3.0	100%	0	0	0
Totals	3,547	2,336	3,429	3.1	15.3	-	74%	534	118	36

COSF CRC Report

District 7

October 1, 2019 - November 30, 2020

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

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
Other	286	275	271	5.4	31.4	0.0	0	9	15	3
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	228	211	228	0.1	2.4	10.0	97%	1	0	0
Reception Call	159	17	156	1.5	3.6	1.0	74%	30	3	3
Clean Up Day	150	41	150	1.0	12.3	0.0	0	2	0	0
Building Permits	148	5	147	17.9	26.6	2.0	47%	77	1	1
Sanitation (Public Works - Field Operations)	131	62	131	2.0	4.9	0.0	94%	3	0	0
Illegal Dumping in Right-of-Way (Field Operations)	110	103	110	1.0	3.3	3.0	85%	7	0	0
Planning & Zoning (Community & Regulatory Affairs)	95	6	94	2.3	66.0	0.0	0	2	1	0
Additional Patrol Request	85	25	85	0.8	2.3	1.0	36%	50	0	0
Other	83	6	83	1.1	4.8	0.0	0	1	0	0
Construction	79	78	59	7.3	62.0	0.0	0	0	20	1
Property Maintenance (Zone 9)	77	69	76	2.0	13.4	21.0	74%	18	1	1
Property Maintenance (Zone 11)	71	68	71	1.5	8.3	21.0	87%	4	0	0
Property Maintenance	67	55	65	0.8	5.1	21.0	94%	3	2	2
Remove / Pick-Up Litter (Field Operations)	65	52	65	0.5	2.0	10.0	89%	3	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	62	60	62	0.3	1.6	3.0	69%	8	0	0
Other	52	41	50	2.1	29.2	0.0	0	0	2	0
Sign - Other Sign Down/Missing (Traffic Services)	51	49	51	0.1	1.1	10.0	96%	2	0	0
Yard Issue (Zone 9)	47	38	47	3.8	14.2	21.0	62%	15	0	0
Yard Issue (Zone 11)	43	41	43	1.3	6.1	21.0	91%	4	0	0
Roadside Maintenance (Field Operations)	32	32	32	1.3	5.7	10.0	88%	0	0	0
Yard Issue	31	30	30	11.2	18.7	21.0	77%	6	1	0
Sign - Long Term Repair (Traffic Services)	30	30	28	0.6	32.2	120.0	100%	0	2	0
Abandoned / Inoperative / Junk Vehicle (Zone 9)	28	23	28	4.1	33.3	21.0	57%	8	0	0
Illegal Dumping on Private Property (Zone 11)	28	23	28	1.0	11.5	21.0	71%	7	0	0
Blighted / Vacant Property (Zone 9)	27	25	27	8.4	16.6	21.0	59%	6	0	0
Signal - Other (Traffic Services)	26	26	26	0.0	1.3	10.0	92%	0	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Yard Issue (Zone 7)	25	15	25	10.8	24.6	21.0	56%	10	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 11)	25	21	25	1.6	21.2	21.0	80%	5	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	24	23	24	0.0	0.3	1.0	96%	2	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	23	17	23	3.4	4.8	10.0	96%	0	0	0
Other Regulatory Agencies	22	17	22	8.7	26.7	0.0	0	1	0	0
Abandoned / Inoperative / Junk Vehicle	20	19	18	2.9	20.9	21.0	50%	6	2	2
Illegal Dumping In Roadway (Field Operations)	20	20	20	2.7	6.9	1.0	60%	0	0	0
Sink Holes (Drainage Maintenance - Field Operations)	20	19	20	0.6	7.1	10.0	65%	0	0	0
Open Records Request	19	16	19	0.3	4.7	3.0	68%	7	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	19	17	19	0.2	2.3	3.0	79%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	19	18	19	0.0	1.8	10.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	18	12	18	0.5	4.8	10.0	89%	1	0	0
Illegal Dumping on Private Property	17	15	17	4.8	10.3	21.0	82%	3	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	17	16	17	0.5	1.3	3.0	94%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	17	15	17	0.0	0.0	1.0	100%	0	0	0
Other	15	8	15	4.6	20.8	3.0	36%	5	0	0
Property Maintenance (Zone 7)	15	9	15	3.2	19.3	21.0	67%	4	0	0
Commercial Vehicles in Residential Zones (Zone 9)	15	15	15	1.8	13.2	21.0	73%	3	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	15	4	6	0.5	0.6	15.0	67%	0	9	6
Capital Improvement Projects (CIP) - Public Works	14	14	3	8.6	161.1	0.0	0	0	11	0
Sign - Preventative Maintenance (Traffic Services)	14	14	14	0.0	10.0	30.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	14	10	4	1.3	4.4	120.0	100%	0	10	5
Business Licenses (Economic Development - Destination South Fulton)	13	1	12	0.2	0.7	2.0	92%	1	1	1
Illegal Dumping on Private Property (Zone 9)	13	10	13	11.4	15.4	21.0	62%	2	0	0
Blighted / Vacant Property (Zone 11)	13	13	13	1.3	4.7	21.0	92%	1	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	13	13	13	0.5	0.9	3.0	92%	1	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Preventative Maintenance (Traffic Services)	13	13	13	3.5	25.1	90.0	100%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	11	10	11	3.2	6.7	30.0	82%	2	0	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	11	10	10	4.0	18.5	30.0	80%	2	1	0
Down Tree Removal from Right of Way (Field Operations)	11	11	11	0.2	1.4	3.0	91%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	11	9	10	18.6	22.8	3.0	50%	2	1	1
Blighted / Vacant Property	10	10	9	0.4	3.1	21.0	100%	0	1	1
Blighted / Vacant Property (Zone 7)	10	8	10	5.1	21.1	21.0	50%	5	0	0
Commercial Vehicles in Residential Zones (Zone 11)	10	8	10	2.6	4.4	21.0	100%	0	0	0
Tree Hindering Sight Distance (Roadside Maintenance - Field Operations)	9	8	9	1.3	4.8	10.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	8	1	6	5.0	28.6	3.0	17%	5	2	2
Illegal Dumping on Private Property (Zone 7)	8	6	8	13.6	24.3	21.0	50%	4	0	0
Property Maintenance (Zone 12)	8	6	8	0.3	13.3	21.0	75%	2	0	0
Street Flooding (Drainage Maintenance - Field Operations)	8	7	8	0.4	5.7	1.0	50%	0	0	0
GIS (Geographic Information Systems)	7	1	6	2.4	1.5	2.0	67%	2	1	1
Permit / Licensing Issue	7	4	6	2.0	5.2	21.0	100%	2	1	1
Abandoned / Inoperative / Junk Vehicle (Zone 7)	7	5	7	0.9	11.7	21.0	71%	2	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	7	6	7	0.0	0.2	1.0	86%	0	0	0
Trespassing	6	0	6	0.0	15.8	1.0	17%	5	0	0
Commercial Vehicles in Residential Zones	6	6	6	1.8	11.0	21.0	83%	1	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	6	4	6	2.2	11.9	30.0	83%	0	0	0
Roadway Maintenance (Field Operations)	6	6	6	2.3	7.2	10.0	100%	0	0	0
Damaged Fire Hydrant	5	4	5	15.1	12.4	30.0	60%	2	0	0
Dead Trees (Zone 11)	5	3	5	5.2	37.2	7.0	20%	4	0	0
Illegal Dumping on Private Property (Zone 12)	5	5	5	15.5	21.5	21.0	80%	1	0	0
Live Domestic Animals	4	0	3	0.0	114.8	0.0	0	0	1	0
Dead Trees (Zone 9)	4	1	4	6.7	21.7	7.0	25%	2	0	0
Dead Animal Pickup on Private Property (Zone 9)	4	4	4	3.4	15.3	7.0	50%	2	0	0

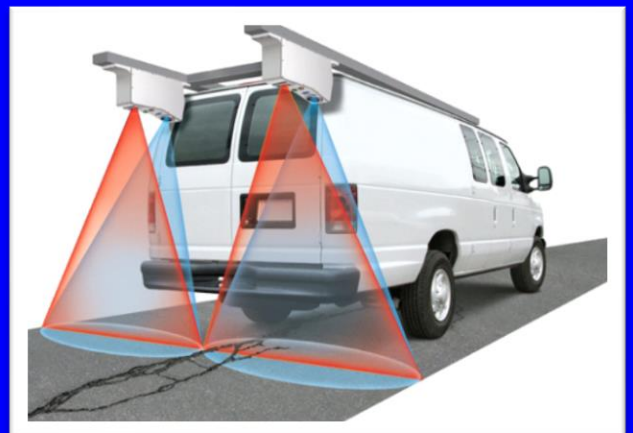
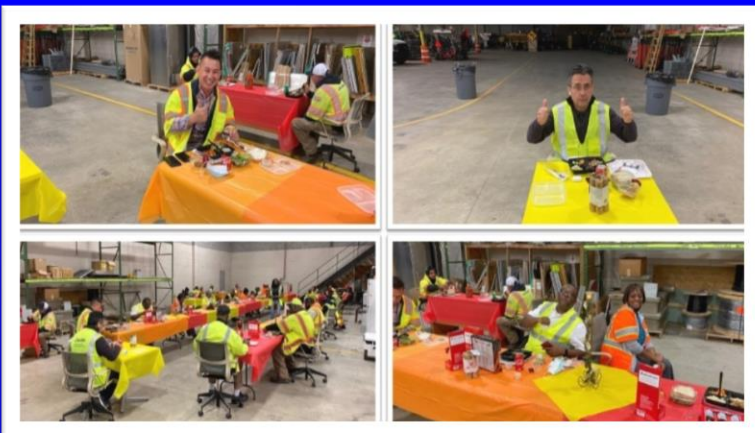
Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Communications & External Affairs	3	1	3	57.2	43.3	2.0	0	3	0	0
Excessively Barking Dog – Late Night Nuisance	3	0	3	0.0	4.0	7.0	100%	0	0	0
Dead Animal Pickup on Private Property	3	2	2	2.3	3.8	7.0	50%	1	1	1
Excessively Barking Dog – Late Night Nuisance (Zone 9)	3	3	3	1.7	6.1	7.0	67%	0	0	0
Excessively Barking Dog – Late Night Nuisance (Zone 11)	3	2	3	2.4	4.9	7.0	67%	1	0	0
Tree Fallen (Zone 11)	3	1	3	0.0	83.0	7.0	33%	2	0	0
Yard Issue (Zone 12)	3	3	3	5.9	8.6	21.0	67%	0	0	0
Cross Drain Maintenance (Unpaved Road Maintenance - Field Operations)	3	3	3	0.2	1.7	30.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	3	3	3	0.9	1.2	3.0	100%	0	0	0
Sidewalk Cracking / Broken (Field Operations)	3	2	3	0.0	9.7	10.0	67%	0	0	0
Street Signs Down in Road (Signage Issues)	3	3	3	0.1	0.6	1.0	67%	1	0	0
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	0.0	0.0	0	0	1	0
Business Inquiry	2	1	2	0.1	0.3	10.0	100%	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	2	1	0	92.5	0.0	2.0	0	0	2	2
Illegal Dumping on Private Property (Zone 5)	2	2	2	1.0	3.9	21.0	100%	0	0	0
Property Maintenance (Zone 5)	2	2	2	0.0	7.2	21.0	100%	0	0	0
Tree Fallen (Zone 9)	2	2	2	1.4	3.0	7.0	100%	0	0	0
Permit / Licensing Issue (Zone 11)	2	2	2	0.2	3.7	21.0	100%	0	0	0
Remove Graffiti in Right-of-Way (Field Operations)	2	1	2	3.0	23.7	10.0	0	1	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	2	2	2	0.0	4.8	10.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	2	2	1	0.0	0.0	120.0	100%	0	1	0
Budget Development and Oversight, Financial Auditing Support and Compliance (Finance & Administrative Services)	1	0	1	0.0	0.0	2.0	100%	0	0	0
City Clerk	1	0	1	0.0	32.7	5.0	0	1	0	0
City Manager	1	0	1	0.0	3.0	2.0	0	1	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
Occupational Tax Certificate	1	0	1	0.0	0.0	10.0	100%	0	0	0
Sprinkler System Review (Businesses Only)	1	1	1	0.0	3.7	3.0	0	1	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Community Policing Division	1	0	0	0.0	0.0	0.0	0	0	1	0
CivicRec Inquiries	1	1	1	3.4	3.4	3.0	0	1	0	0
Dead Trees	1	0	1	0.0	39.1	7.0	0	1	0	0
Tree Fallen	1	0	0	0.0	0.0	7.0	0	0	1	1
Illegal Dumping on Private Property (Zone 6)	1	1	1	4.3	9.9	21.0	100%	0	0	0
Dead Trees (Zone 7)	1	0	1	0.0	135.1	7.0	0	1	0	0
Illegal Dumping on Private Property (Zone 8)	1	1	1	0.6	0.6	21.0	100%	0	0	0
Permit / Licensing Issue (Zone 8)	1	1	1	0.6	12.8	21.0	100%	0	0	0
Property Maintenance (Zone 8)	1	0	1	0.0	1.0	21.0	100%	0	0	0
Dead Animal Pickup on Private Property (Zone 11)	1	1	1	0.4	6.3	7.0	100%	0	0	0
Blighted / Vacant Property (Zone 12)	1	0	1	0.0	65.8	21.0	0	1	0	0
Abandoned / Inoperative / Junk Vehicle (Zone 12)	1	1	1	7.8	7.8	21.0	100%	0	0	0
Bridge Maintenance	1	1	0	0.7	0.0	365.0	0	0	1	0
Curb/Gutter Installation (Roadway Construction - Field Operations)	1	1	1	3.6	3.6	30.0	100%	0	0	0
Sign - Do Not Enter/Wrong Way Down Missing (Traffic Services)	1	1	1	0.0	6.6	3.0	0	1	0	0
Street Lights	1	1	1	0.0	0.1	7.0	100%	0	0	0
Street Signs Gone (Traffic Issues)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Support/Respond to Natural Disasters (Inclement Weather - Field Operations)	1	1	1	0.0	1.4	1.0	0	0	0	0
Traffic Operations - Other (Traffic Services)	1	1	1	0.1	0.8	30.0	100%	0	0	0
Totals	3,036	2,070	2,938	2.8	14.8	-	77%	380	98	35



PUBLIC WORKS REPORT

City of South Fulton Public Works Department





Month in Review: November 2020

City of South Fulton Public Works

Jacobs
Challenging today.
Reinventing tomorrow.

pictured from left to right

- City of South Fulton Public Works employees celebrates COVID conscience Thanksgiving.
- Stantec Road Tester 3000 (RT3000) technology van hired by Jacobs to assist in continued improvements for the City of South Fulton.



Month in Review: November 2020

City of South Fulton Public Works

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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 November Activities

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

Highlights of Call Center & See Click Fix: November 2020	
Metric Description	Number or Percent
Total Call Center Requests	1525
Total Work Orders	1284
Total SeeClickFix Requests for Public Works	464
Total Work Orders Completed that met Service Level Agreement	389
Total Work Orders Completed that met Service Level Agreement as Percentage	93%
Total Work Order/Requests Open or In-Progress	75
Total Work Requests did not meet Service Level Agreement	2
Total Work Requests without Service Level Agreement or not due in current month	59
Total SeeClickFix Request Closed/Archived	325

Each day, citizens and businesses connect to the City of South Fulton to address issues ranging from fallen trees to information about upcoming events. Operators are knowledgeable and available to take calls from the public 24 hours a day 7 days per week. Citizens may also download an app from the from Google Play Store or Apple's App Store to enter requests at any time directly into the system.

Monthly Focus: Moving Into 2021 – Improvements for City of South Fulton

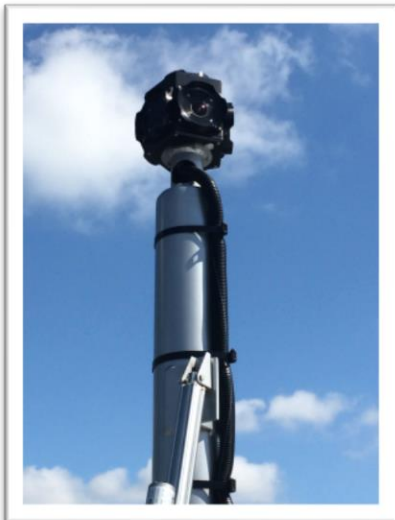
Automated Pavement Data Collection

As a city grows, so does the wear and tear on its infrastructure, creating the need for repairs. When roads are not properly maintained, cities run the risk of constrained mobility, increased operating cost of a vehicle for both residents and businesses, increased accident rates and their associated human and property costs, and even the potential to lose out on attracting new businesses.



**Stantec Road Tester 3000
Navigating Roadway**

Public Works recently undertook the task of conducting a survey of road conditions for the City of South Fulton. The data is being collected through the latest mobile laser, GPS, and crack recognition technology. Imagery is captured through a 360 degree, six 5MP camera system that can be used for individual or panoramic images.



**5MP Camera used to
capture roads and right
of way imagery**

Laser Crack Data is collected by the Stantec Road Tester 3000 vehicle while driving roads throughout the City.

The collection of pavement condition data will cover approximately **500 center line miles (550 survey miles)** for the City's road network system. The assessment will provide the following information:

- Establish the current street network conditions;
- Identify appropriate pavement preservation and rehabilitation treatments;
- Identify and prioritize potential issues

Once the pavement imagery and laser-profile data is collected is sent through a desktop Pavement Analysis Workstation located inside the van. The workstation process is designed to perform pavement surfaces analysis and

synchronizes both the pavement imagery and profile data, with data collected of right-of-way images. The system detects and quantifies rigid and flexible pavement distresses, including cracks, ruts, macro-texture, patches, raveling, and potholes as per industry standards.

Data collected will provide the current conditions of the City's current road network. The findings will allow the city to identify Capital Improvement Projects, prioritize and perform maintenance or needed rehabilitation.

A Moment of Thanksgiving

2020 has been a tough year for many. On Friday, November 19, Public Works staff gathered while practicing social distancing to give thanks to its employees for all their hard work and dedication through pandemic challenges the world has been experiencing since late March of this year.

We have many reasons to be grateful. To date, Public Works frontline staff remains COVID free. This goal has been achieved as a direct result of adhering to following physical distance protocols:

- Daily monitoring of temperatures for **all employees and visitors entering the office;**
- Employees maintaining a distance of six feet apart;
- Limited time in common areas;
- Using disinfectants on any surfaces contacted



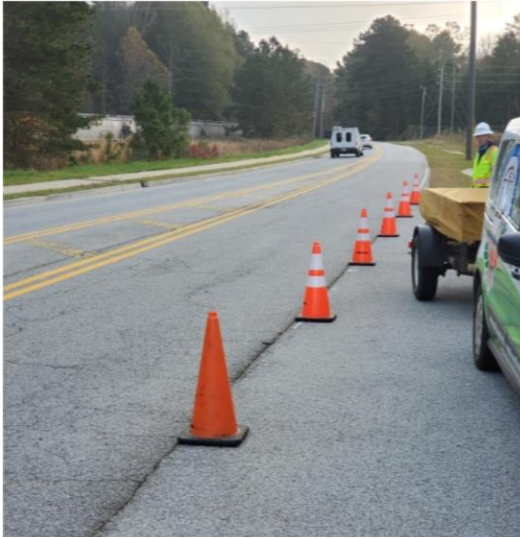
City of South Fulton staff join Jacobs employees for Thanksgiving November 2020

The same above protocols were implemented for our moment of **Thanksgiving**. As we wind down this year, we want to send wishes of thanks and good health to our employees, our client, and the City of South Fulton community.

Clean Community 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 Community 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.



Clean Community Crew performs clean up along Bethesda Rd November 2020

The Clean Communities Initiative was launched to reduce/eliminate the amount of litter and dumping found in throughout the City of South Fulton. The Clean Community Crew, along with additional treatments, strategies and partnerships will be employed to reach this goal. **Treatments** include trash receptacles and signage. **Strategies** include enforcement methods and education. **Partnerships** must include community groups, Community Improvement Districts (CIDs), businesses and the leadership of elected officials and the citizens of South Fulton.

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 November

During this reporting period seventy-six (76) traffic work orders were completed. These requests include traffic calming, sign replacements, sign repairs, preventive maintenance and signal repairs.



Work being performed at Danforth November 2020



**Sink Hole at Bluebonnet Court
November 2020**

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 November sixteen (16) 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. Twenty-one (21) inquiries were 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

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 seventeen (17) illegal dumping sites cleaned during the month of November. Crews along with Code Enforcement performed a cleanup and investigated illegal dumping along Bethesda Road. The dumping was reported by concerned resident.



Illegal dumping along Bethesda Road November 2020

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 November, Public Works also completed ninety-eight (98) 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 November, Public Works removed thirty-three (33) 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.



Month in Review: November 2020

City of South Fulton Public Works

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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 November, just over four (4.5) miles of dirt roads received maintenance. Please see table below:

 City of South Fulton Public Works Gravel Road Maintenance Schedule Jacobs				
Name	District	Start	End	Miles
Hall Road	4	Ridge Road	Jones Road	0.8
Teal Road	4	Cedar Grove Road	Cascade Palmetto Hwy	0.57
Rataree Road	4	Cascade Palmetto Hwy	Hwy 92	0.56
Old Ridge Road	4	Cedar Grove Road	Dead End	0.16
Veal Road	4	Cedar Grove Road	Dead End	0.31
Jones Road	4	Hwy 92	Cedar Grove Road	2.1
End of Schedule		Mileage		4.5



Month in Review: November 2020

City of South Fulton Public Works

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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.

Major Project Highlights: November 2020	
Project Description	Facility
Repairs and Replacement of Appliance Fixtures	City Wide
Routine Preventative Maintenance on Winterizing Facility Equipment	City Wide
Power Washing all Fuel Tanks - Prepped for Painting	Fire Stations
General Housekeeping Work consist of Ceiling tile replacement, light bulbs, lock repairs, gutter cleaning, etc.	City Wide
Preventative COVID-19 Cleaning and Sanitizing Facilities	City Wide
Distribution of Personal Protective Equipment	City Wide

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: November 2020	
Project Description	Facility
(55) Emergency Vehicles Repaired Work consist of: Alignments, Brakes, Engine Tuning, Replaced Tires, Radiators, replaced windshields, etc.	Police
(38) Preventative Maintenance Emergency Vehicles	Police
(70) City Vehicles Repaired Work consist of Brake jobs, oil changes, tune-ups, tire replacements, etc.	City Wide
Installation of GPS Tracking Devices and Mobile Data Terminals (in progress)	Fire Department



Month in Review: November 2020

City of South Fulton Public Works

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DESIGN SERVICES

Public Works Issued a Notice to proceed to American Engineers, Inc and Jacobs to provide design services for the T-SPLOST projects tabulated below.

American Engineers, Inc	Jacobs
Butner Rd at Pittman Rd	Demooney Rd at West Stubbs Rd
Feldwood Rd at Morning Creek	Enon Rd at Stonewall Tell Rd
Stonewall Tell Road at Jones Road/Pittman Road	

STREETLIGHTS

- A. Streetlights Masterplan
Council awarded the contract to develop a masterplan for the city to the lowest bidder, TSW.
- B. Requests
 - a. Roundabout at Cascade-Palmetto Highway and Cedar Grove Road/Ridge Grove-
Removal and installation of 17 poles
Secured a lighting agreement from GDOT to allow Greystone to obtain a permit to do the proposed work. Agreement is on the Dec 8 Council meeting agenda for approval
 - b. Campbellton Road Lighting: Installation of 10 streetlights, from Sandtown Park to the intersection with Camp Creek Parkway
Provided the required documentation to initiate the permit process with GDOT. Awaiting response from GDOT on next steps.
 - c. Traffic Signal at Polaris Way
The Department of Public Works recommends approval of an agreement with GDOT for the use of a traffic signal at Campbellton Rd and Polaris Way. Agreement is on the Dec 8 Council meeting agenda for approval
 - d. Streetlight at Enon Road and Camp Creek Parkway
LED Streetlight installed at the Northeast quadrant of the intersection



CITY MANAGER MONTHLY

December 2020

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 of South Fulton, based on population, received CARES Act funding through Fulton County in the amount of \$4,136,829. The City Manager's office convened cross functional teams of internal and external subject matter experts to develop a quick strike platform to implement CARES Act Funding strategies. These strategies have led to the development and implementation of the following programs to provide assistance to our residents and employees:

- Rental and Mortgage Assistance for Displaced Workers
- Small Business Grant Program
- Child Care Program for Essential Personnel
- IT Infrastructure Security
- Sanitizing and Protective Barriers for City facilities
- Gladiator Benefits Payout

At the request of Mayor and Council, staff worked diligently to reallocate additional funding to the Emergency Rental/Mortgage Assistance Program and the Small Business Grant Program. The City competitively procured services for the administration of these programs and effectuated a change order to add additional funds to the program.

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

Regards,

Tammi Saddler Jones

Tammi Saddler Jones
City Manager



1. IMPROVE PARKS AND RECREATION

Department Highlights/Accomplishments

- LED Lighting:**

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

- Program Participation:**

Program	December 2020	YTD
Afterschool	0	374
Club 55	0	207
Daily Fitness	0	763
Daily Fitness 55 & Up	0	398
Line Dancing	0	98
Open Gym	0	511
Open Swim	0	158
Open Swim 55 & Up	0	51
Total Body Fitness	0	0
Walking Track	0	310
Yoga	0	24
Youth Track & Field	0	230
Total	0	3,124



- **Join Our Fun:** PRCA staff launched a Virtual Recreation Program Series with a varied list of programs available daily and weekly. The virtual schedule was developed to provide our citizens, families, and youth with activities they can do at home during this period of social distancing. Our goal is to continue to keep our citizens engaged with PRCA programming and to increase activity during this unrepresented time.

Programs, Events & Activities Forecast

Events/Activities	Description	Event Date(s)
Parks Re-opening	Phase 1 – Passive Use • Trammell Crow Park • Cliftondale Park • Welcome All Park • Wilkerson Mill – Farris Park • Burdett Park • Creel Park • Canine Crossing	On-going Tuesday – Sunday 8am – 1pm 3pm – 8pm
Adaptive Fitness	Adaptive fitness is personal training for those with disabilities.	Virtual classes are available for registration until January 15 th
Inner Healing Stretch	Class designed to release tension, stress, and muscular tightness through a guided stretching session.	Virtual classes are available for registration until January 15 th
Art Adventure	This multi-media art sampler allows young artists to explore two-dimensional and three-dimensional art.	Virtual classes are available for registration until January 15 th
Digital Photography	This class will teach participants how to use the iPhone and Android camera and apps to create unique images.	Virtual classes are available for registration until January 15 th
Men's Power Training	Free high-intensity explosive movements to push the body to its endurance and strength limits.	Virtual classes are available for registration until January 15 th



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 available for registration until January 15 th
Group Guitar	Beginner group guitar lessons * Registration fee for Zoom class access	Virtual classes are available for registration until January 15 th
Jazz Dance	This class explores Jazz Dance, focusing on the Gus Giordano technique.	Virtual classes are available for registration until January 15 th
Modern Dance	This course explores three (3) different techniques of Modern Dance; Horton, Graham and Mojah.	Virtual classes are available for registration until January 15 th
Teen Acting	This class allows teens to discover the essence of great acting while enhancing concentration and sensory awareness.	Virtual classes are available for registration until January 15 th
Senior Tech	Senior Tech is designed to give seniors basic computer and technology skills to better assist them in everyday life.	Virtual classes are available for registration until January 15 th
eSports	A virtual organized series of multiplayer video game competitions.	Virtual classes are available for registration until January 15 th

**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
KaBoom Grant	In Progress	Grant application completed for Fall 2020 grant cycle; Land issues under review
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.
Sandown Playground	In Progress	Equipment ordered. Project start date January 2021.
Outdoor Fitness Equipment	In Progress	Equipment received and awaiting installation of concrete pads.



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

Code Enforcement and Code Board

SeeClickFix Violations

	December 2020	YTD
Open	50	576
Closed	137	1,990
Total	187	2,576

Violations Reported in Edmunds

	December 2020	YTD
Open	80	1,249
Closed	27	669
Total	107	1,918

Code Enforcement Board

	December 2020	YTD
Code Board Cases	48	336
Municipal Court	13	66

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



Fire Department

CRR - South Fulton Fire Rescue Monthly Report – December 2020		
Fire Rescue Activities	Current Month	YTD
COLUMN #1:		
Emergency Call Volume		
Fire	44	98
Overpressure Rupture, Explosion, Overheat	3	5
EMS/Rescue	700	2,087
Hazardous Condition	26	97
Service Calls	135	337
Good Intent Calls	338	1,019
False Alarms & False Calls	77	295
Severe Weather/Natural Disaster	0	0
Special Incident Types	0	2
Non-Specific	0	0
Total	1,324	3,941
Average Response Time	9:48	8:02
COLUMN #2		
Community Risk Reduction (CRR) Activities		
Company Level Inspections	0	0
CRR Final and Existing Business Inspection Requests	15	136
Company Level Inspections - Vacant Buildings	0	0
COLUMN #3		
Fire Safety Education		
Number of Classes	0	0
Number of Students	0	0
Number of Special Events	0	0
Number of Persons Contacted	0	0
Number of Apparatus Requests	0	0



COLUMN #4		
Homes Visited	0	0
Smoke Detectors Installed (via fire station requests)	0	0
COLUMN #5		
Fee Schedule Collection		
Fire Safety Inspections	\$ 825.00	\$ 2,700.00
Personal Care Homes/ Day Care Inspections	\$ 75.00	\$ 550.00
Fire Alarm Reviews	\$ -	\$ 100.00
Fire Sprinkler Review	\$ 807.10	\$ 1,881.10
Blasting Permits	\$ 300.00	\$ 1,300.00
Open Records Request	\$ 15.00	\$ 20.00
Special Events	\$ -	\$ -
Combustible Permits	\$ -	\$ -
Fireworks Permits	\$ -	\$ -
Business Inspections	\$ -	\$ -
Burn Permits	\$ -	\$ 500.00
Tent Permit	\$ -	\$ -
Fire Extinguisher Training	\$ -	\$ -
2021 Year-To Date Total	\$ 2,022.10	\$ 7,051.10

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

Department Updates

- South Fulton Fire Rescue Department completed 1,397 hours of training during December 2020.
- South Fulton Fire Rescue Department had an average response time of 9:48 for the month of December 2020.
- The first 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
Aggravated Assault - Gun			5					5
Aggravated Assault - Other Weapon						1		1
Aggravated Battery								0
Burglary - Force Entry - Residence				2		1	1	4
Burglary - Forced Entry - Non-Residence							1	1
Burglary - No Forced Entry - Residence			1				1	2
Burglary - No Force Entry - Non-Residence								0
Arson								0
Homicide								0
Rape						1		1
Robbery - Business								0
Robbery - Street	2		1					3
Theft - Articles from Vehicle	2	3	2	1		1		9
Theft - Other Offenses	1	4	4	7	2	6	2	26
Theft by Taking Auto			1		1	1		3
TOTALS	5	7	14	10	3	11	5	55

Department Updates

- As of December 2020, 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 eleven (11) Police Officers in the Field Training Program.
- The South Fulton Police Department Field Operations Division responded to 6,694 Calls for Service during the month of December and had an average response time of 12:33.



Confiscated Funds

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

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



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

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

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

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

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



3. ECONOMIC DEVELOPMENT



AT WORK

Economic Development Project List

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

Project	Description	Status	Action	District
Motherland Project	Proposal for an African Cultural Museum	Lead	Developer is in due diligence phase and currently looking for a location	City
Sandtown Crossing	Possible townhome development around passive park adjacent to Publix	Lead	Developer is in due diligence phase	1
Carter Project	Campbellton Road and Riverside Drive	Lead	Developer is in due diligence phase	1
RiverFront District	200 Acre Mixed-use Development along the Chattahoochee River	Prospect	Developer has purchased property and is currently working on site plan design	2
Town Center	600 Acre Development potential site for City center	Lead	Developer is in due diligence phase	2
Camp Creek Parkway & Enon Road	46 Acre mixed-use Development. Townhomes, multi-family, retail	Prospect	Developer is currently working to develop concept and plans to submit	3
Vista Camp Creek	Workforce housing project	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	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 POND\$ 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	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.

Tax Allocation District (TAD): Plan was approved by Mayor and Council in October 2020. Meetings currently being scheduled with Fulton County Schools and Fulton County Government for concurrence.

Economic Development Strategic Plan: Economic Development Strategic Plan was approved by Mayor and Council in October 2020.



Business License

- **December 2020 Business Licenses Processed**
 - 17 New Business Licenses
 - 43 Renewed Business Licenses
- **Total Business Licenses Processed**
 - 1,232 (YTD)
 - 60 (December 2020)

Permits and Buildings

	December 2020	YTD
Residential	50	1,056
Commercial/Industrial	0	10
Industrial	0	2
Miscellaneous*	132	1,353
Land Disturbance Permits	4	38
Total	186	2,459

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



Online GIS Application Views

- Public Facing
 - Address Points – 60,172
 - City Limit – 4,596
 - City County Districts – 3,065
 - COSF Hard to Count Areas – 6
 - COSF Undeveloped Properties – 3
 - Current Zoning – 27,815
 - My Elected Representative – 65
 - Property Information Viewer – 691
 - Public Works Information Viewer – 33
 - Tax Parcel – 2,184
 - Zoning and Land Use Viewer – 431

Project Status

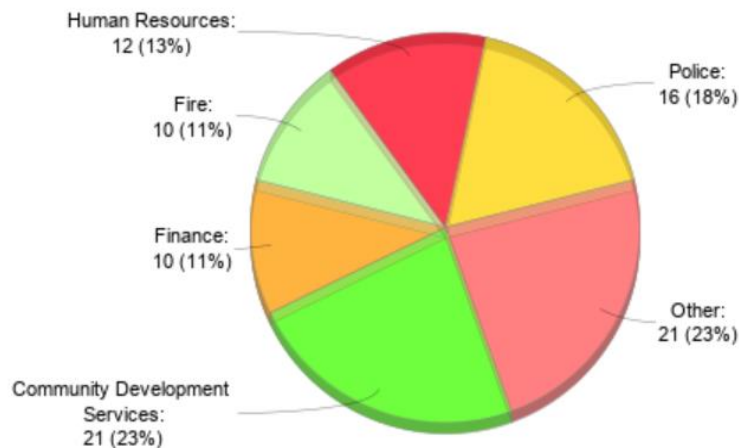
Project	Status
GIS Landing Page	In Progress
Zoning Rewrite GIS layer cleanup	In Progress
RMS Street verification/street centerlines cleanup	In Progress
Fire Department GIS Toolset	In Progress
Public Works Asset Management Project	In Progress
Redevelopment of GIS model to establish an enhanced landscape	In Progress
Renewed efforts in public data security	In Progress
Improving GIS data entry with digital form processing	In Progress



Helpdesk Statistics

Department	Number of Tickets (December 2020)
Community Development & Regulatory Affairs	21
Finance	10
Fire	10
Human Resources	12
Police	16
Public Works	0
Other	21

Tickets by Department



Tickets by Status	Number of Tickets
Closed	56
Resolved	23
Other	5



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.

As of December 31, 2020, there were 2 requests for personal care homes and 1 tire store. These are uses that were restricted by the past moratorium from December 1 - 8, 2020. On December 8, 2020 the moratorium expired.

District	Number of Projects
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 102 zoning applications, 155 zoning certifications and 112 open records reports as of December 31, 2020.



Zoning Cases

There were 3 zoning applications received during the filing deadline period for December 2020.

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



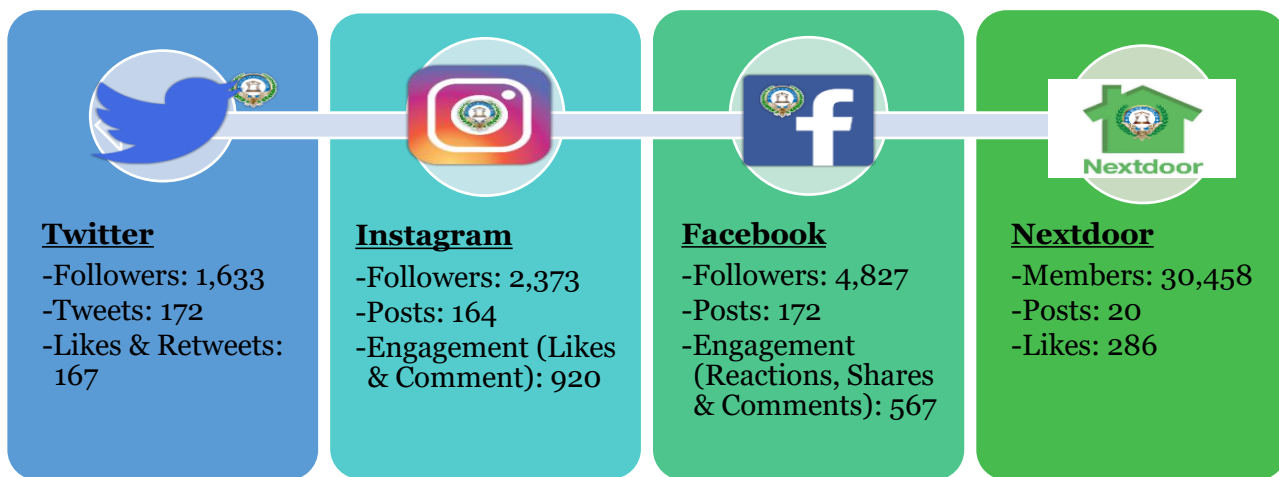
5. CREATE AND IMPLEMENT BRANDING AND MESSAGING

I. City Newsletters:

December 2020 South Fulton Monthly – <https://conta.cc/2KbnROH>

December 2020 Ready, Set, Go! (PRCA) – <https://conta.cc/37ipbbo>

II. COSF Social Media Analytics



III. City Website

December 2020

- Visits: 28,875
- Page Visits: 54,882

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



CALENDAR OF EVENTS

December 2020

November '20							January '21						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7						1	2
8	9	10	11	12	13	14	3	4	5	6	7	8	9
15	16	17	18	19	20	21	10	11	12	13	14	15	16
22	23	24	25	26	27	28	17	18	19	20	21	22	23
29	30						24	25	26	27	28	29	30
							31						

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2 Special Called Mtg. 2p.m.	3	4	5
6	7	8 Council Work Session 10a.m. Council Meeting 12p.m.	9	10 Dev. Authority Mtg. 10a.m. Hanukkah Begins	11	12
13	14	15	16	17	18 Holiday Toy Giveaway 3p.m. Hanukkah Ends	19 Toy Pull-up Giveaway 10a.m. Bring Out The Dolls 1-4p.m. Holiday Extravaganza 3p.m.
20	21	22	23	24	25 Christmas	26 Kwanza Begins
27	28	29	30	31	1	2
3	4	Notes				



COSF NEW HIRES

Employee Name	Hire-Promotion Date	Job Title	Department
Bailey Plumey	12/7/2020	Crime Scene Technician	Police
Diegra Davidson	12/7/2020	Criminal Information System Tech	Police
Shomond Harris	12/7/2020	Fire Fighter	Fire
Evan Flores	12/7/2020	Fire Recruit	Fire
Dean Hargis	12/7/2020	Fire Recruit	Fire
Rickie Robinson	12/7/2020	Fire Recruit	Fire
Thomas Tuck	12/7/2020	Fire Fighter	Fire
Calvin Jones	12/7/2020	Grounds Maintenance Supervisor	PRCA
Franklin Rainey	12/7/2020	Crew Leader	PRCA
Quinn Buggs	12/7/2020	Code Enforcement Officer	CDRA
Promotions			
Kenneth Jordan	12/7/2020	Crew Leader	PRCA
Rhonda Augustine	12/7/2020	Environmental Court Coordinator	CDRA



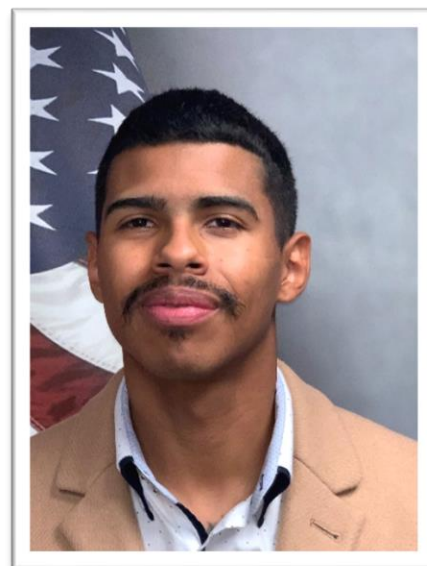
Bailey Plumey



Diegra Davidson



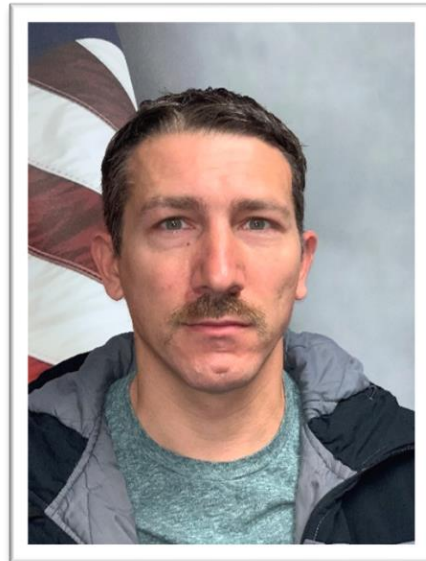
Shomond Harris



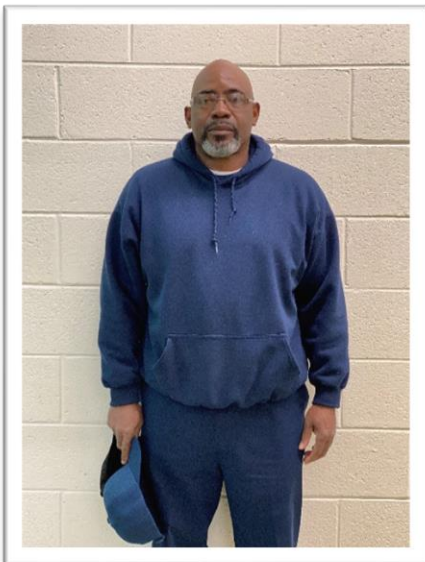
Evan Flores



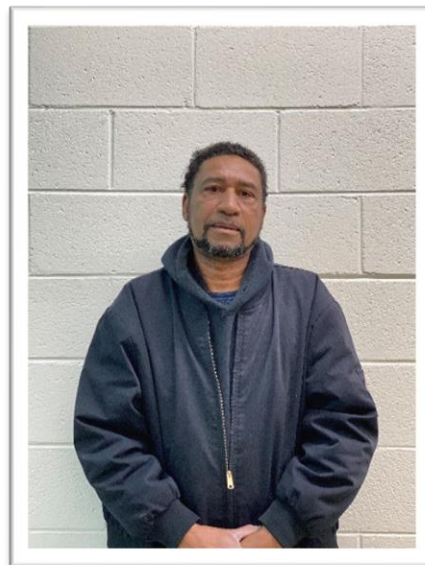
Rickie Robinson



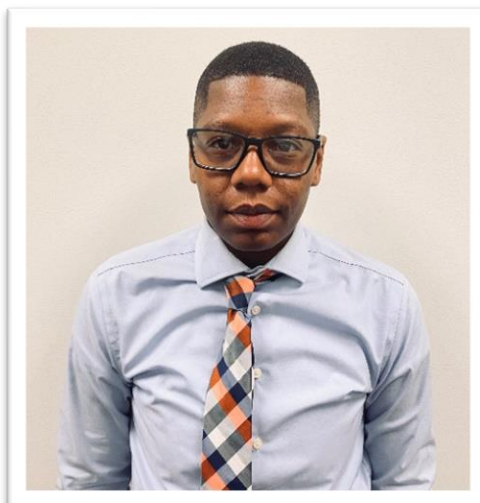
Thomas Tuck



Calvin Jones



Franklin Rainey



Quinn Buggs



COUNCIL REQUEST SUMMARY

COUNCIL REQUESTS DECEMBER 2020

	Total Requests	Requests Completed	Completion Percentage
COUNCIL REQUESTS			
City Manager	3	3	100%
City Clerk	2	2	100%
Communications	4	4	100%
Community Development & Regulatory Affairs	24	20	83.3%
Destination South Fulton	--	--	--
Facilities	--	--	--
Finance	3	2	66.7%
Fire	2	2	100%
Human Resources	--	--	--
Information Technology	2	2	100%
Legal	2	2	100%
Municipal Courts	1	1	100%
Parks, Recreation & Cultural Affairs	--	--	--
Police	2	2	100%
Programs & Performance	2	2	100%
Public Works	22	17	77.2%
Total	69	59	85.5%
YTD Total	248	222	89.5%

10 In-Progress/Pending Council Requests:

- **Community Development & Regulatory Affairs – 4**
- **Finance – 1**
- **Public Works – 5**

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

34,709



NUMBER OF REQUESTS CLOSED

33,783 / 97%



Goal: 90%

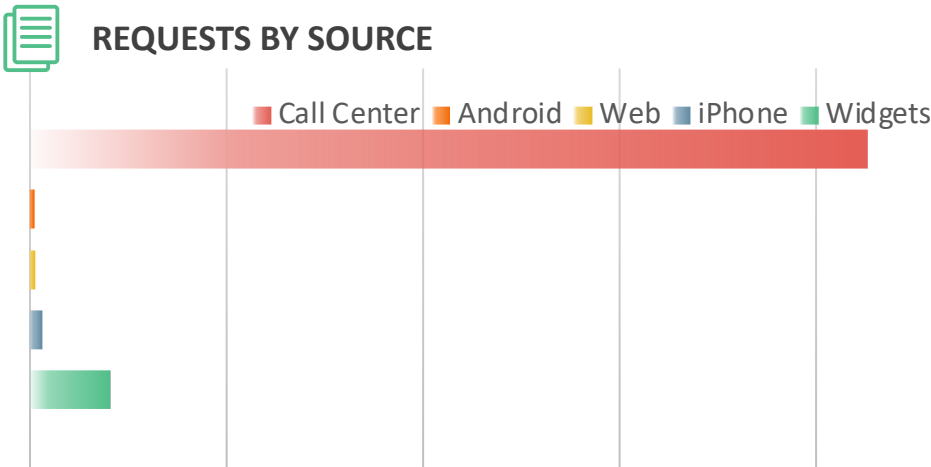


AVERAGE TIME TO CLOSE

13.8 days



Goal: varies based on SLA



OVERALL STATUS OF REQUESTS

926

Total Open Status

18,041

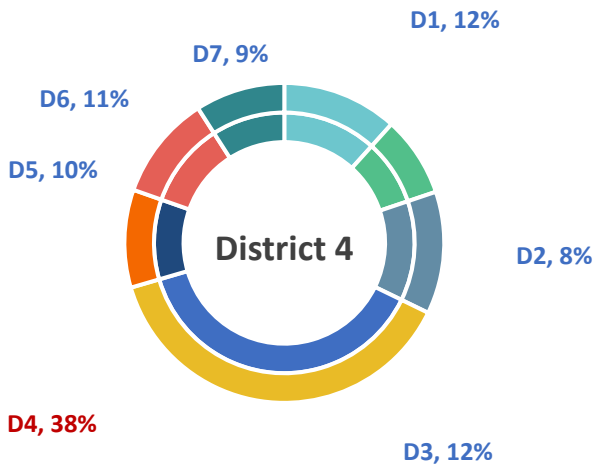
Total Acknowledged



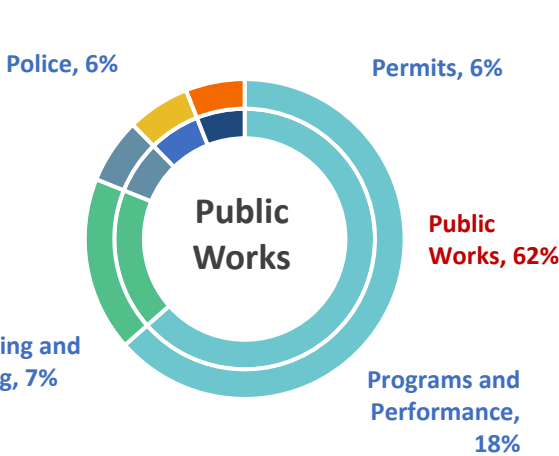
Average time to acknowledge a request is 2.6 days.

Goal: 1 day

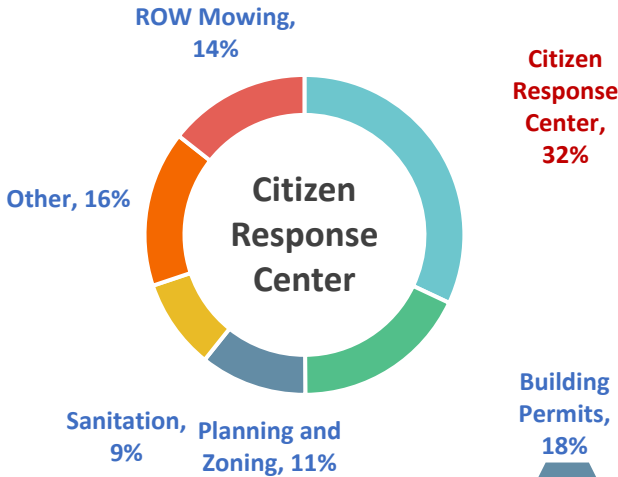
% REQUESTS BY DISTRICT



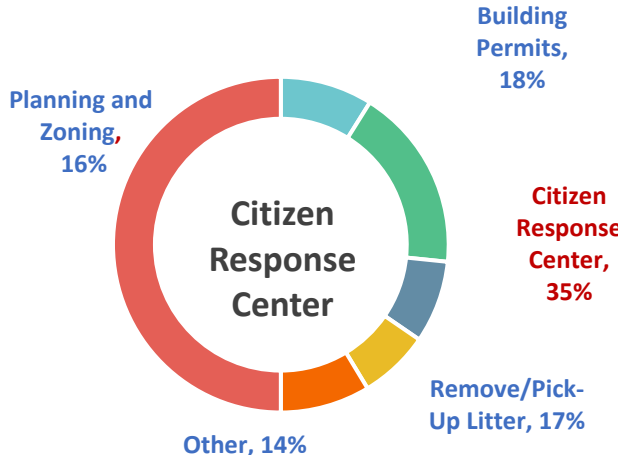
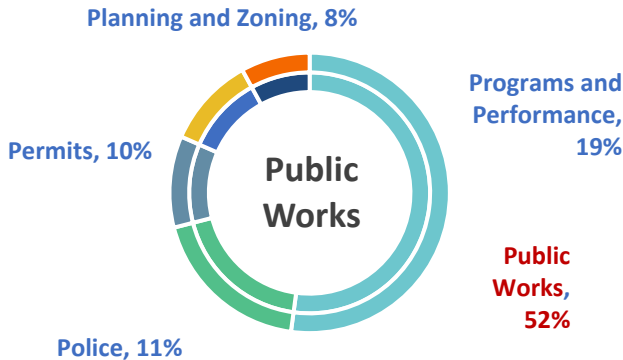
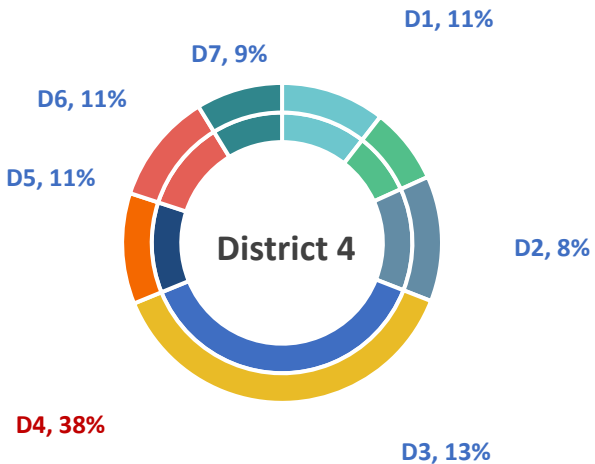
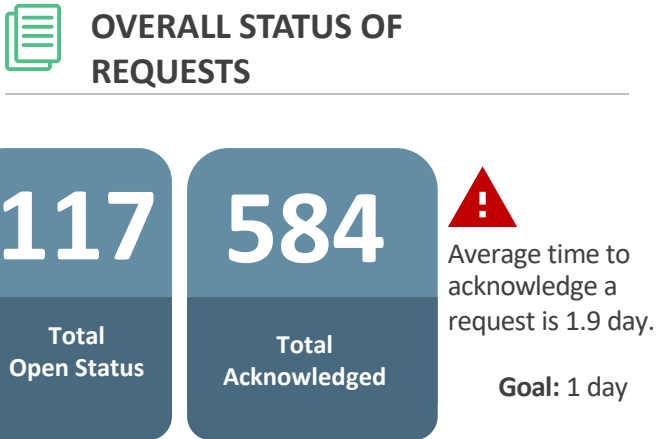
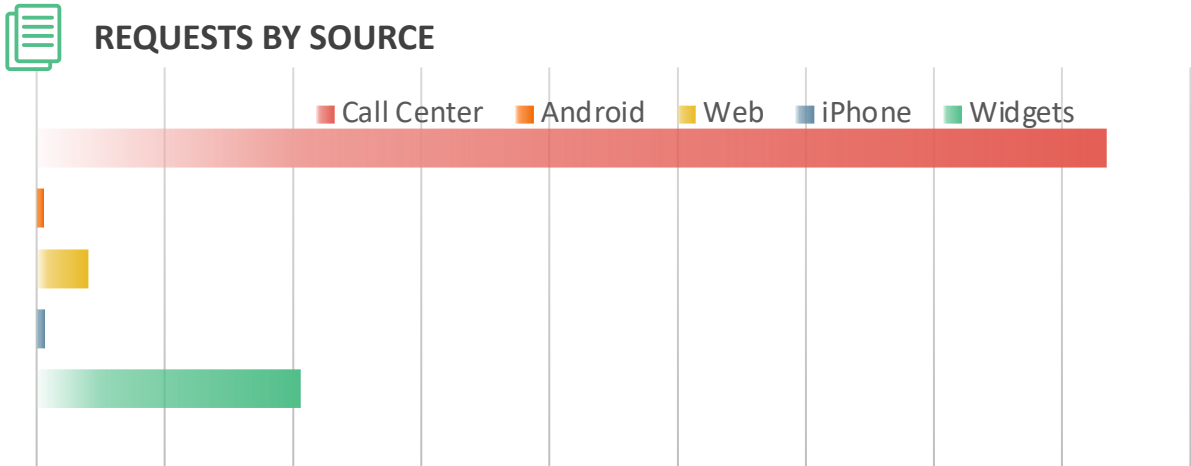
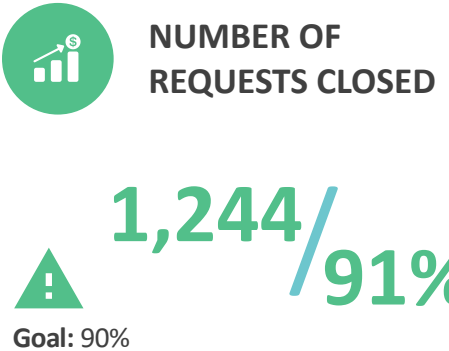
% REQUESTS BY DEPARTMENT



TOP REQUESTED (ISSUES)



Summary Dashboard | Citywide CRC (December 1 - December 31, 2020)



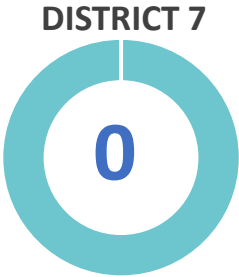
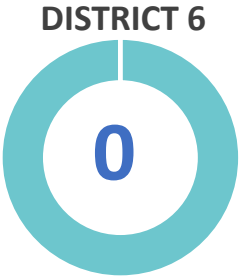
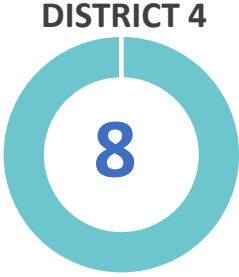
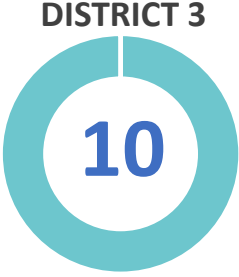
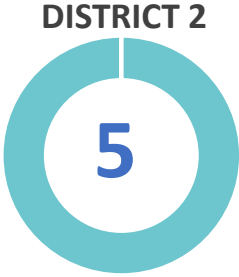
Dashboard | Airport Noise Complaints *(to date)*



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 *(December 1 – December 31, 2020)*



NUMBER OF CALLS

1,404



AVERAGE SPEED OF ANSWER

1m 43ss


Goal: 0:30



AVERAGE TALK TIME

4m 50ss


Goal: 3:00



ABANDONED CALL %

12%


Goal: 5%

	Oct-20	Nov-20	Dec-20												Rolling 12-Month (January 2020 thru December 2020)
Inbound Call Volume	2184	1525	1404												19830
Average Calls/Day	70.5	50.8	46.8												55.3
Average Speed of Answer (KPI 0:30)	2:38	2:08	1:43												1:22
Average Talk Time (KPI 3:00)	00:04:46	00:04:57	00:04:50												00:03:49
Short Abandon Calls	NA	NA	NA												269
Abandon Calls	384	229	164												2459
Abandon % (KPI 5%)	18%	15%	12%												9.9%
Total Requests in SCF	1176	901	894												12299
Total Non-Requests	418	259	273												3457

COSF CRC Report

District 1

October 1, 2020 - December 31, 2020

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 12/31/2020

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	57	51	55	1.3	9.2	21.0	91%	6	2	2
Remove / Pick-Up Litter (Field Operations)	44	35	44	0.5	1.9	10.0	93%	3	0	0
Other	42	37	36	8.0	17.8	0.0	0	0	6	1
Building Permits	40	2	40	21.8	15.5	2.0	38%	24	0	0
Reception Call	21	2	18	3.3	3.4	1.0	61%	7	3	3
Planning & Zoning (Community & Regulatory Affairs)	20	0	18	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 (Roadway Maintenance - Field Operations)	18	5	18	0.0	0.0	10.0	100%	0	0	0
Other	13	0	13	0.0	1.7	0.0	0	0	0	0
Roadside Maintenance (Field Operations)	12	12	12	1.7	5.0	10.0	100%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	11	11	11	0.0	0.9	10.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	10	10	10	0.0	10.9	90.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	9	8	9	8.9	5.8	3.0	78%	0	0	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
Yard Issue	8	8	8	0.4	6.6	21.0	100%	0	0	0
Additional Patrol Request	7	1	7	1.7	2.8	1.0	43%	3	0	0
Down Tree Removal from Roadway (Field Operations)	7	4	7	0.3	1.0	3.0	86%	0	0	0
Other Regulatory Agencies	7	3	7	3.1	10.5	0.0	0	1	0	0
Sign - Long Term Repair (Traffic Services)	7	7	5	0.0	9.3	120.0	100%	0	2	0
Construction	6	6	4	4.9	12.9	0.0	0	0	2	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	6	6	6	1.7	9.1	30.0	100%	0	0	0
Illegal Dumping in Right-of-Way (Field Operations)	6	5	6	0.7	0.7	3.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	6	4	6	1.1	1.5	3.0	83%	0	0	0
Signal - Other (Traffic Services)	6	6	6	0.0	0.1	10.0	100%	0	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Blighted / Vacant Property	5	5	5	0.9	10.9	21.0	80%	1	0	0
Illegal Dumping on Private Property	5	5	5	0.9	8.5	21.0	80%	1	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
Commercial Vehicles in Residential Zones	4	4	4	0.6	16.9	21.0	75%	1	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
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	4	4	4	0.0	0.0	1.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	4	4	4	0.0	0.0	1.0	100%	0	0	0
Abandoned / Inoperative / Junk Vehicle	3	2	2	1.1	2.5	21.0	100%	0	1	1
Permit / Licensing Issue	3	2	3	0.7	7.6	21.0	100%	1	0	0
Illegal Dumping In Roadway (Field Operations)	3	3	3	0.1	0.1	1.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	3	0	0	0.0	0.0	15.0	0	0	3	3
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
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
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
COVID-19 (Coronavirus) Inquiry	1	0	0	0.0	0.0	0.0	0	0	1	0
Land Development (Community and Regulatory Affairs)	1	0	0	0.0	0.0	3.0	0	0	1	1
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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Tree Fallen	1	0	1	0.0	3.4	7.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	1	1	1	4.7	6.2	10.0	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
Pothole (Asphalt Paved Maintenance - Field Operations)	1	1	1	2.0	2.3	3.0	100%	0	0	0
Special Projects (Field Operations)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Totals	480	285	451	2.8	7.5	-	81%	59	29	11

COSF CRC Report

District 2

October 1, 2020 - December 31, 2020

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 12/31/2020

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	43	0	43	0.0	15.1	2.0	42%	24	0	0
Remove / Pick-Up Litter (Field Operations)	39	33	39	1.3	1.9	10.0	97%	0	0	0
Reception Call	30	2	28	0.9	3.7	1.0	46%	15	2	2
Property Maintenance	28	20	28	1.1	4.6	21.0	93%	2	0	0
Other	21	20	19	12.3	20.2	0.0	0	4	2	1
Sign - Other Sign Down/Missing (Traffic Services)	20	19	20	0.0	0.9	10.0	100%	0	0	0
Planning & Zoning (Community & Regulatory Affairs)	18	3	17	7.5	5.1	0.0	0	0	1	0
Clean Up Day	14	2	14	6.3	11.7	0.0	0	0	0	0
Sign - Long Term Repair (Traffic Services)	13	13	13	0.0	22.5	120.0	100%	0	0	0
Illegal Dumping in Right-of-Way (Field Operations)	11	11	11	2.3	2.6	3.0	91%	0	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	10	4	10	0.0	0.0	10.0	100%	0	0	0
Roadside Maintenance (Field Operations)	10	10	10	1.9	4.7	10.0	100%	0	0	0
Other	8	0	8	0.0	0.7	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	7	2	7	1.6	2.1	21.0	100%	0	0	0
Construction	7	7	4	6.6	20.7	0.0	0	0	3	1
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	7	7	7	3.0	8.8	30.0	100%	0	0	0
Other Regulatory Agencies	7	4	6	1.7	5.4	0.0	0	0	1	0
Sanitation (Public Works - Field Operations)	6	0	6	0.0	1.4	0.0	0	0	0	0
Permit / Licensing Issue	6	5	6	0.9	2.2	21.0	100%	0	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	6	6	6	0.0	0.0	1.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	9.4	90.0	100%	0	0	0
Additional Patrol Request	5	0	5	0.0	4.3	1.0	0	5	0	0
Blighted / Vacant Property	5	2	5	1.4	3.5	21.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	5	5	5	0.6	0.8	3.0	80%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	5	5	5	5.1	2.9	3.0	40%	1	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Business Licenses (Finance & Administrative Services)	4	0	4	0.0	0.5	2.0	75%	0	0	0
Yard Issue	4	3	4	0.0	4.0	21.0	100%	1	0	0
Down Tree Removal from Right of Way (Field Operations)	4	4	4	0.9	0.9	3.0	75%	1	0	0
Traffic Calming Requests (Traffic Services)	4	1	0	0.1	0.0	120.0	0	0	4	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
Down Tree Removal from Roadway (Field Operations)	3	1	3	0.2	0.0	3.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	3	3	3	0.0	0.0	1.0	100%	0	0	0
COVID-19 (Coronavirus) Inquiry	2	0	1	0.0	0.0	0.0	0	0	1	0
Land Development (Community and Regulatory Affairs)	2	0	1	0.0	6.0	3.0	0	1	1	1
Other	2	1	2	0.0	2.3	3.0	50%	1	0	0
Dead Trees	2	0	1	0.0	2.0	7.0	100%	0	1	1
Excessively Barking Dog – Late Night Nuisance	2	0	2	0.0	1.7	7.0	100%	0	0	0
Illegal Dumping on Private Property	2	1	2	0.0	3.1	21.0	100%	0	0	0
Curb/Gutter Maintenance (Roadway Maintenance - Field Operations)	2	2	2	0.0	0.0	30.0	100%	0	0	0
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
Signal - Other (Traffic Services)	2	2	2	0.0	0.1	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	2	0	0	0.0	0.0	15.0	0	0	2	2
Capital Improvement Projects (CIP) - Public Works	1	1	0	2.4	0.0	0.0	0	0	1	0
GIS (Geographic Information Systems)	1	0	1	0.0	10.8	2.0	0	1	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
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
Totals	403	319	361	17.5	6.2	-	79%	61	22	9

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Curb/Gutter Installation (Roadway Construction - Field Operations)	1	1	1	0.0	0.0	30.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	1	1	1	0.5	7.5	30.0	100%	0	0	0
Remove Dead Animals in Roadway - Small (Field Operations)	1	1	1	0.0	0.0	3.0	100%	0	0	0
Right-of-Way Permits/Utility Permits (Field Operations)	1	1	1	0.0	16.2	10.0	0	1	0	0
Sidewalk Cracking / Broken (Field Operations)	1	0	1	0.0	0.0	10.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	1	0.0	24.4	120.0	100%	0	0	0
Street Flooding (Drainage Maintenance - Field Operations)	1	0	1	0.0	0.0	1.0	100%	0	0	0
Totals	403	219	381	2.6	6.6	-	79%	61	22	9

COSF CRC Report

District 3

October 1, 2020 - December 31, 2020

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 12/31/2020

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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove / Pick-Up Litter (Field Operations)	58	42	58	1.6	1.5	10.0	97%	1	0	0
Building Permits	50	0	49	0.0	10.4	2.0	57%	21	1	1
Property Maintenance	40	28	40	1.4	6.7	21.0	90%	5	0	0
Other	37	34	32	9.5	20.6	0.0	0	1	5	0
Planning & Zoning (Community & Regulatory Affairs)	36	2	34	24.7	3.0	0.0	0	0	2	0
Reception Call	32	9	32	2.6	5.1	1.0	63%	12	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	22	13	22	0.0	0.0	10.0	100%	0	0	0
Illegal Dumping in Right-of-Way (Field Operations)	21	20	21	0.7	0.9	3.0	100%	0	0	0
Yard Issue	18	16	18	1.7	7.0	21.0	100%	1	0	0
Construction	17	16	11	7.1	27.0	0.0	0	1	6	0
Roadside Maintenance (Field Operations)	15	15	15	1.5	4.2	10.0	100%	0	0	0
Clean Up Day	12	1	12	9.1	12.6	0.0	0	0	0	0
Other	12	1	12	0.0	3.5	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
Sign - Long Term Repair (Traffic Services)	12	12	10	1.2	21.6	120.0	100%	0	2	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	10	10	10	9.1	15.3	30.0	90%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	10	10	10	0.0	0.7	10.0	100%	0	0	0
Abandoned / Inoperative / Junk Vehicle	8	6	8	0.7	14.0	21.0	50%	4	0	0
Illegal Dumping on Private Property	8	6	7	0.3	3.5	21.0	100%	0	1	1
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
Signal - Other (Traffic Services)	7	6	7	0.0	0.3	10.0	100%	0	0	0
Additional Patrol Request	6	0	6	0.0	5.2	1.0	17%	5	0	0
Other Regulatory Agencies	6	4	6	5.9	9.9	0.0	0	0	0	0
Permit / Licensing Issue	5	4	5	0.8	4.2	21.0	100%	1	0	0
Commercial Vehicles in Residential Zones	5	5	5	3.3	12.3	21.0	80%	1	0	0
Totals	548	343	541	10.0	7.2	-	84%	66	37	11

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Pothole (Asphalt Paved Maintenance - Field Operations)	5	4	5	0.7	1.7	3.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	5	5	5	0.0	0.0	10.0	100%	0	0	0
Business Licenses (Finance & Administrative Services)	4	0	4	0.0	0.0	2.0	100%	0	0	0
Other	4	1	4	5.0	7.5	3.0	25%	3	0	0
Sanitation (Public Works - Field Operations)	4	0	4	0.0	1.5	0.0	0	0	0	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	4	2	3	9.6	37.2	2.0	0	3	1	1
Dead Animal Pickup on Private Property	4	3	4	3.2	4.4	7.0	75%	2	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
Land Development (Community and Regulatory Affairs)	3	0	2	0.0	0.7	3.0	100%	0	1	1
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
Outdoor Requests (Other)	2	1	0	37.7	0.0	3.0	0	0	2	2
Blighted / Vacant Property	2	2	2	2.9	14.1	21.0	50%	1	0	0
Tree Fallen	2	0	0	0.0	0.0	7.0	0	0	2	2
Streetlights (Outages, New Requests, Repairs, Maintenance)	2	0	0	0.0	0.0	15.0	0	0	2	1
GIS (Geographic Information Systems)	1	0	1	0.0	0.0	2.0	100%	0	0	0
Municipal Court	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
Excessively Barking Dog – Late Night Nuisance	1	0	1	0.0	0.0	7.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	1	0	1	0.0	2.3	3.0	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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Roadway - Large (Field Operations)	1	1	1	0.0	0.0	1.0	100%	0	0	0
Roadway Maintenance (Field Operations)	1	1	1	0.0	0.5	10.0	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
Signal - Long Term Repair (Traffic Services)	1	1	1	0.0	26.1	120.0	100%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	1	1	0	0.0	0.0	90.0	0	0	1	0
Totals	548	323	511	3.6	7.0	-	84%	66	37	11

COSF CRC Report

District 4

October 1, 2020 - December 31, 2020

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 12/31/2020

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	484	15	476	10.3	1.7	1.0	79%	94	8	8
Building Permits	206	2	205	18.3	11.2	2.0	59%	84	1	1
Other	163	0	163	0.0	1.3	0.0	0	6	0	0
Planning & Zoning (Community & Regulatory Affairs)	125	4	117	12.7	3.1	0.0	0	0	8	0
Municipal Court	119	0	46	0.0	0.0	0.0	0	0	73	0
Other	57	48	50	8.7	18.0	0.0	0	1	7	3
Sanitation (Public Works - Field Operations)	46	2	46	3.3	1.3	0.0	0	0	0	0
Business Licenses (Finance & Administrative Services)	40	1	39	6.0	0.9	2.0	79%	8	1	1
Remove / Pick-Up Litter (Field Operations)	38	25	38	1.0	1.6	10.0	97%	0	0	0
Live Domestic Animals	36	0	28	0.0	0.0	0.0	0	0	8	0
Clean Up Day	34	1	34	9.6	4.0	0.0	0	0	0	0
Property Maintenance	26	6	26	1.2	4.4	21.0	96%	3	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	20	15	20	0.0	0.5	10.0	100%	0	0	0
Other	19	0	18	0.0	4.0	3.0	78%	4	1	1
Sign - Long Term Repair (Traffic Services)	16	16	12	1.7	16.1	120.0	100%	0	4	0
Remove Dead Animals in Right-of-Way (Field Operations)	15	14	15	0.8	1.1	3.0	87%	1	0	0
GIS (Geographic Information Systems)	14	1	13	39.0	10.7	2.0	77%	3	1	1
Human Resources	14	0	14	0.0	0.1	2.0	100%	0	0	0
Additional Patrol Request	14	0	14	0.0	1.8	1.0	50%	7	0	0
Abandoned / Inoperative / Junk Vehicle	14	11	14	3.6	15.3	21.0	57%	6	0	0
Illegal Dumping in Right-of-Way (Field Operations)	13	13	13	0.8	1.7	3.0	92%	1	0	0
Roadside Maintenance (Field Operations)	13	13	13	2.4	5.3	10.0	100%	0	0	0
Other Regulatory Agencies	12	8	11	5.7	9.5	0.0	0	1	1	0
Sign - Other Sign Down/Missing (Traffic Services)	12	11	12	0.1	1.0	10.0	100%	0	0	0
COVID-19 (Coronavirus) Inquiry	11	0	3	0.0	0.0	0.0	0	0	8	0
Permit / Licensing Issue	10	6	9	3.0	4.2	21.0	100%	2	1	1

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Construction	10	10	5	6.9	25.6	0.0	0	0	5	0
Illegal Dumping on Private Property	9	5	9	4.1	6.0	21.0	100%	0	0	0
City Clerk	8	0	8	0.0	0.1	5.0	100%	0	0	0
Live Wild Animals	8	0	8	0.0	0.0	1.0	100%	0	0	0
Yard Issue	8	4	8	4.2	3.1	21.0	100%	2	0	0
Commercial Vehicles in Residential Zones	7	1	7	0.0	13.8	21.0	71%	3	0	0
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	7	5	7	0.0	0.1	1.0	100%	0	0	0
Signal - Other (Traffic Services)	7	5	7	0.0	2.8	10.0	100%	0	0	0
Land Development (Community and Regulatory Affairs)	6	1	5	1.2	9.8	3.0	20%	2	1	1
Dead Animal Pickup on Private Property	6	3	4	0.0	0.0	7.0	100%	0	2	2
Illegal Dumping In Roadway (Field Operations)	6	4	6	0.2	0.6	1.0	67%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	6	4	6	1.3	1.4	3.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	5	0	5	0.0	0.0	3.0	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
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
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
Down Tree Removal from Right of Way (Field Operations)	4	4	4	0.9	2.9	3.0	50%	1	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	4	3	4	0.2	0.2	1.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	4	1	0	0.0	0.0	120.0	0	0	4	0
Capital Improvement Projects (CIP) - Public Works	3	2	0	11.9	0.0	0.0	0	0	3	1
Lobby - Parks & Rec. Facilities	3	0	3	0.0	0.0	3.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	3	3	3	0.0	0.0	10.0	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
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Totals	1,737	940	1,541	10.0	4.2	-	78%	239	149	26

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
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	1	0.0	43.7	120.0	100%	0	1	0
Sink Holes (Drainage Maintenance - Field Operations)	2	1	2	7.7	8.7	10.0	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
City Manager	1	0	1	0.0	1.5	2.0	100%	0	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
Business Inquiry	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
Outdoor Requests (Other)	1	0	1	0.0	28.8	3.0	0	1	0	0
Recreation Programs	1	1	1	4.1	4.1	3.0	0	0	0	0
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
Remove Dead Animals in Roadway - Small (Field Operations)	1	1	1	2.5	2.5	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	1	1	1	2.1	3.8	10.0	100%	0	0	0
Special Projects (Field Operations)	1	0	1	0.0	0.0	30.0	100%	0	0	0
Totals	1,737	290	1,588	4.4	4.3	-	78%	239	149	26

COSF CRC Report

District 5

October 1, 2020 - December 31, 2020

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 12/31/2020

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	41	25	41	1.6	7.2	21.0	100%	1	0	0
Building Permits	35	0	35	0.0	14.6	2.0	43%	19	0	0
Reception Call	29	6	28	5.0	1.9	1.0	54%	12	1	1
Other	29	27	24	5.6	15.8	0.0	0	1	5	1
Planning & Zoning (Community & Regulatory Affairs)	28	0	27	0.0	4.9	0.0	0	0	1	0
Remove / Pick-Up Litter (Field Operations)	25	18	25	1.6	1.3	10.0	100%	0	0	0
Yard Issue	22	9	20	1.6	8.1	21.0	90%	3	2	2
Clean Up Day	17	1	17	10.5	9.8	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	15	7	15	2.2	11.7	21.0	80%	3	0	0
Roadside Maintenance (Field Operations)	13	13	13	3.1	6.7	10.0	92%	0	0	0
Construction	12	12	5	6.5	22.3	0.0	0	0	7	0
Other	11	0	11	0.0	5.3	0.0	0	1	0	0
Sanitation (Public Works - Field Operations)	9	0	9	0.0	0.6	0.0	0	0	0	0
Business Licenses (Finance & Administrative Services)	8	1	8	2.0	1.5	2.0	50%	4	0	0
Illegal Dumping on Private Property	8	5	8	2.7	8.7	21.0	88%	1	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	8	5	8	0.0	0.0	10.0	100%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	8	8	8	0.0	0.7	10.0	100%	0	0	0
Additional Patrol Request	7	0	7	0.0	2.5	1.0	14%	6	0	0
Illegal Dumping in Right-of-Way (Field Operations)	7	7	7	0.5	0.9	3.0	100%	0	0	0
Remove Dead Animals in Roadway - Large (Field Operations)	7	5	7	0.2	0.2	1.0	86%	0	0	0
Signal - Preventative Maintenance (Traffic Services)	6	6	6	0.0	16.1	90.0	100%	0	0	0
Blighted / Vacant Property	5	4	5	2.8	9.9	21.0	80%	1	0	0
Commercial Vehicles in Residential Zones	5	2	5	1.0	17.0	21.0	60%	2	0	0
Other Regulatory Agencies	5	4	4	6.1	35.2	0.0	0	0	1	0
Deep Patch/Base Repair (Asphalt Paved Maintenance - Field Operations)	4	4	4	7.3	9.3	30.0	100%	0	0	0
Sign - Long Term Repair (Traffic Services)	4	4	3	0.1	22.2	120.0	100%	0	1	0
Totals	429	142	411	4.1	7.2	-	79%	64	27	7

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Signal - Other (Traffic Services)	4	4	4	0.5	0.6	10.0	100%	0	0	0
Capital Improvement Projects (CIP) - Public Works	3	2	1	19.7	0.0	0.0	0	0	2	0
Municipal Court	3	0	1	0.0	0.0	0.0	0	0	2	0
Permit / Licensing Issue	3	2	3	4.2	4.1	21.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	3	1	3	0.6	0.6	10.0	100%	0	0	0
Rough Road (Unpaved Road Maintenance - Field Operations)	3	2	3	2.0	4.7	10.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	3	1	3	30.7	30.9	3.0	33%	2	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
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 - Stop/Yield Sign Down/Missing (Traffic Services)	2	2	2	0.0	0.0	1.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	2	2	2	0.0	0.0	1.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	2	0	0	0.0	0.0	15.0	0	0	2	2
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
Other	1	0	1	0.0	0.0	3.0	100%	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

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Tree Fallen	1	0	1	0.0	13.7	7.0	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 Roadway (Field Operations)	1	0	1	0.0	0.0	3.0	100%	0	0	0
Sign - Preventative Maintenance (Traffic Services)	1	1	1	0.0	3.9	30.0	100%	0	0	0
Signal - Long Term Repair (Traffic Services)	1	1	1	0.0	43.0	120.0	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
Totals	429	202	402	3.0	7.9	-	79%	64	27	7

COSF CRC Report

District 6

October 1, 2020 - December 31, 2020

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 12/31/2020

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	40	34	40	1.6	4.1	21.0	95%	1	0	0
Building Permits	37	1	35	18.0	14.4	2.0	37%	22	2	2
Reception Call	37	8	36	7.6	5.9	1.0	61%	11	1	1
Other	35	33	28	7.8	15.3	0.0	0	0	7	0
Clean Up Day	26	1	26	0.0	9.9	0.0	0	0	0	0
Remove / Pick-Up Litter (Field Operations)	23	13	23	1.2	2.2	10.0	96%	0	0	0
Yard Issue	22	18	22	1.1	4.6	21.0	100%	0	0	0
Other	17	1	17	5.0	4.0	0.0	0	1	0	0
Planning & Zoning (Community & Regulatory Affairs)	14	1	12	3.7	4.3	0.0	0	0	2	0
Sanitation (Public Works - Field Operations)	11	2	11	1.2	2.9	0.0	0	0	0	0
Commercial Vehicles in Residential Zones	11	10	11	1.3	2.1	21.0	100%	1	0	0
Roadside Maintenance (Field Operations)	11	11	11	2.0	6.0	10.0	91%	0	0	0
Abandoned / Inoperative / Junk Vehicle	10	10	10	1.6	4.4	21.0	90%	1	0	0
Business Licenses (Finance & Administrative Services)	9	0	9	0.0	1.2	2.0	78%	2	0	0
Construction	8	8	4	3.0	22.7	0.0	0	0	4	0
Blighted / Vacant Property	7	5	7	3.9	4.9	21.0	100%	0	0	0
Remove Dead Animals in Right-of-Way (Field Operations)	7	3	7	11.4	9.6	3.0	71%	1	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	7	0	0	0.0	0.0	15.0	0	0	7	7
Illegal Dumping in Right-of-Way (Field Operations)	6	6	6	7.0	12.7	3.0	50%	1	0	0
Signal - Other (Traffic Services)	6	5	6	0.0	0.9	10.0	100%	0	0	0
Additional Patrol Request	5	0	5	0.0	2.4	1.0	20%	3	0	0
Signal - Long Term Repair (Traffic Services)	5	5	4	0.0	27.4	120.0	100%	0	1	0
Capital Improvement Projects (CIP) - Public Works	4	4	0	17.6	5.9	0.0	0	0	4	1
Land Development (Community and Regulatory Affairs)	4	0	2	0.0	4.0	3.0	0	1	2	2
Clogged Culvert (Drainage Maintenance - Field Operations)	4	4	3	6.7	8.5	10.0	67%	1	1	1

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	4	4	4	0.0	0.0	10.0	100%	0	0	0
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
Illegal Dumping on Private Property	3	2	3	0.0	0.3	21.0	100%	0	0	0
Sign - Other Sign Down/Missing (Traffic Services)	3	3	3	0.0	0.1	10.0	100%	0	0	0
Signal - In Flash or Dark (Traffic Issues)	3	3	3	0.2	0.2	1.0	100%	0	0	0
Tree Danger/Removal (Roadside Maintenance - Field Operations)	3	3	3	29.0	29.3	3.0	0	3	0	0
Community Policing Division	2	0	0	0.0	0.0	0.0	0	0	2	0
Trash & Litter or Cleaning Requests - Parks & Rec. Facilities	2	1	2	39.9	23.8	2.0	0	2	0	0
Dead Animal Pickup on Private Property	2	1	2	0.0	0.1	7.0	100%	0	0	0
Permit / Licensing Issue	2	2	2	0.1	0.3	21.0	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
Other Regulatory Agencies	2	1	2	19.5	21.5	0.0	0	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
Sign - Stop/Yield Sign Down/Missing (Traffic Services)	2	2	2	0.0	0.2	1.0	100%	0	0	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
Dead Trees	1	0	0	0.0	0.0	7.0	0	0	1	1
Excessively Barking Dog – Late Night Nuisance	1	0	1	0.0	11.2	7.0	0	1	0	0
Tree Fallen	1	0	1	0.0	0.0	7.0	100%	0	0	0
Clogged Inlet (Storm Water Issues - Field Operations)	1	0	1	0.0	0.0	3.0	100%	0	0	0
Down Tree Removal from Roadway (Field Operations)	1	1	1	4.7	0.0	3.0	0	0	0	0
High Grass/Weeds in Right-of-Way (Field Operations)	1	1	1	9.7	10.1	10.0	0	0	0	0
Illegal Dumping In Roadway (Field Operations)	1	1	1	5.3	5.3	1.0	0	0	0	0
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Totals	427	312	361	10.0	7.2	-	77%	54	40	15

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Manhole Covers (Roadside Maintenance - Field Operations)	1	1	1	2.3	0.0	3.0	100%	0	0	0
Roadway Maintenance (Field Operations)	1	1	1	2.7	9.9	10.0	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 - Preventative Maintenance (Traffic Services)	1	1	1	9.0	10.7	30.0	100%	0	0	0
Traffic Operations - Other (Traffic Services)	1	0	1	0.0	29.0	30.0	100%	1	0	0
Totals	427	222	387	4.0	7.3	-	77%	54	40	15

COSF CRC Report

District 7

October 1, 2020 - December 31, 2020

Prepared for Councilman Baker by the Office of Programs and Performance

Showing Results from 10/1/2020 to 12/31/2020

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
Reception Call	30	0	29	0.0	5.1	1.0	52%	11	1	1
Remove / Pick-Up Litter (Field Operations)	30	20	30	1.0	0.8	10.0	97%	0	0	0
Property Maintenance	27	23	27	1.0	7.9	21.0	89%	2	0	0
Other	27	25	24	8.0	19.0	0.0	0	0	3	1
Building Permits	18	0	18	0.0	14.3	2.0	39%	11	0	0
Planning & Zoning (Community & Regulatory Affairs)	18	0	18	0.0	2.2	0.0	0	0	0	0
Abandoned / Inoperative / Junk Vehicle	18	16	18	1.7	9.2	21.0	78%	4	0	0
Right-of-Way Mowing (Roadway Maintenance - Field Operations)	15	13	15	1.6	2.0	10.0	100%	0	0	0
Other	13	0	13	0.0	1.5	0.0	0	0	0	0
Illegal Dumping in Right-of-Way (Field Operations)	13	13	13	0.1	0.4	3.0	92%	0	0	0
Roadside Maintenance (Field Operations)	13	13	13	2.2	6.0	10.0	92%	0	0	0
Yard Issue	12	11	12	1.4	10.6	21.0	75%	4	0	0
Construction	10	10	8	8.9	25.3	0.0	0	0	2	0
Sanitation (Public Works - Field Operations)	9	0	9	0.0	1.7	0.0	0	0	0	0
Additional Patrol Request	8	0	8	0.0	3.9	1.0	13%	7	0	0
Sign - Other Sign Down/Missing (Traffic Services)	8	8	8	0.1	1.1	10.0	100%	0	0	0
Commercial Vehicles in Residential Zones	7	7	7	2.5	16.0	21.0	86%	1	0	0
Business Licenses (Finance & Administrative Services)	6	0	6	0.0	1.5	2.0	83%	1	0	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
Other Regulatory Agencies	5	2	5	20.5	22.4	0.0	0	0	0	0
Sign - Long Term Repair (Traffic Services)	5	5	5	0.2	20.6	120.0	100%	0	0	0
Blighted / Vacant Property	4	4	4	0.7	7.1	21.0	75%	1	0	0
Signal - In Flash or Dark (Traffic Issues)	4	4	4	0.0	0.0	1.0	100%	0	0	0
Signal - Other (Traffic Services)	4	4	4	0.0	0.1	10.0	100%	0	0	0

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Dead Animal Pickup on Private Property	3	2	2	2.3	3.8	7.0	50%	1	1	1
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
Remove Dead Animals in Roadway - Large (Field Operations)	3	3	3	0.0	0.0	1.0	100%	0	0	0
Roadway Maintenance (Field Operations)	3	3	3	2.0	8.4	10.0	100%	0	0	0
Streetlights (Outages, New Requests, Repairs, Maintenance)	3	0	0	0.0	0.0	15.0	0	0	3	3
Capital Improvement Projects (CIP) - Public Works	2	2	0	14.2	0.0	0.0	0	0	2	0
Other	2	0	2	0.0	5.1	3.0	50%	1	0	0
Trespassing	2	0	2	0.0	1.4	1.0	0	2	0	0
Permit / Licensing Issue	2	1	2	5.3	2.9	21.0	100%	0	0	0
Clogged Culvert (Drainage Maintenance - Field Operations)	2	0	2	0.0	6.4	10.0	100%	0	0	0
Damaged Inlet/Catch Basin (Storm Water Issues - Field Operations)	2	1	2	10.1	8.4	30.0	100%	0	0	0
Down Tree Removal from Right of Way (Field Operations)	2	2	2	0.0	0.0	3.0	100%	0	0	0
Pothole (Asphalt Paved Maintenance - Field Operations)	2	1	2	0.7	1.0	3.0	100%	0	0	0
Traffic Calming Requests (Traffic Services)	2	1	1	0.2	1.0	120.0	100%	0	1	0
COVID-19 (Coronavirus) Inquiry	1	0	1	0.0	0.0	0.0	0	0	0	0
Information Technology	1	0	1	0.0	10.7	2.0	0	1	0	0
Municipal Court	1	0	0	0.0	0.0	0.0	0	0	1	0
Occupational Tax Certificate	1	0	1	0.0	0.5	10.0	100%	0	0	0
Damaged Fire Hydrant	1	1	1	0.0	1.3	30.0	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	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
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 Right-of-Way (Field Operations)	1	1	1	3.6	3.6	3.0	0	0	0	0
Page 195 of 211										
Totals	423	313	411	4.0	7.2	-	79%	50	17	7

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA	Overdue	Open	O&O
Remove Dead Animals in Roadway - Small (Field Operations)	1	1	1	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
Totals	423	213	406	2.8	7.8	-	79%	50	17	7



PUBLIC WORKS REPORT

Month in Review: December 2020 Report

City of South Fulton



Public Works



Wastewater Versus Stormwater Systems

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Month in Review: December 2020

City of South Fulton Public Works

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- **Picture featured on cover illustrates different ways pollutants enter the waterways.**



Month in Review: December 2020

City of South Fulton Public Works

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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. Public Works operations are provided through agreement with Jacobs.

Call Center and SeeClickFix December Activities

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

Highlights of Call Center & See Click Fix: December 2020	
Metric Description	Number or Percent
Total Work Orders	1329
Total SeeClickFix Requests for Public Works	453
Total Work Orders Completed that met Service Level Agreement	348
Total Work Orders Completed that met Service Level Agreement as Percentage	97%
Total Work Order/Requests Open or In-Progress	98
Total Work Requests did not meet Service Level Agreement	1
Total Work Requests without Service Level Agreement or not due in current month	38
Total SeeClickFix Request Closed/Archived	349

Each day, citizens and businesses connect to the City of South Fulton to address issues ranging from fallen trees to information about upcoming events. Operators are knowledgeable and available to take calls from the public 24 hours a day 7 days per week. Citizens may also download an app from the from Google Play Store or Apple's App Store to enter requests at any time directly into the system.

Monthly Focus: **Municipal Separate Storm Sewer System (MS4)** – Improvements for City of South Fulton

Understanding MS4 Permitting

In effort to preserve our drinking water, the **Environmental Protection Agency (EPA)** enacted the **Clean Waters Act (CWA)** in 1972. The purpose of the act is to prevent, reduce, and eliminate water pollution. The CWA introduced what is known as the **National Pollutant Discharge Elimination System (NPDES)** permit program designed to monitor pollution to bodies of water through regulating point sources that release pollutants into waters. NPDES permits are determined by **Storm Water Management Plans (SWMP)**, which outlines how storm water will be managed with MS4 permit requirements which minimizes the discharge of pollutants into the waterways.



What is MS4?

M stands for **Municipal** and is a system owned or operated by a public agency, such as a city, town, county, state, or federal agency; the first S stands for **Separate** and *does not* connect to the sanitary sewer system and *does not* lead to a wastewater treatment plant. The last three S's represent **Storm Sewer System**, which does not connect to the sanitary sewer system and *does not* lead to a wastewater treatment plant.

When rain events occur, water is typically absorbed into the ground and then transported to a body of rock and/or sediment that holds the groundwater. Under normal conditions, pollutants are filtered as the water passes through grass and soil. As development and construction increased, so did the need to move water at a faster pace. This was done through creating water ditches, gutters, and/or storm sewers. As water is transported through MS4 avenues; often these systems collect and carries pollutants such as oils and other automotive fluids, garbage, pet waste, fertilizers, yard chemicals and many other contaminants - ultimately polluting our drinking water.

There are two phases for MS4 permits. **Phase I** regulation issued in 1990, requires medium and large cities or certain counties with populations of 100,000 or more to obtain NPDES permit coverage for their stormwater discharges. **Phase II** issued in 1999, requires regulated small MS4s in urbanized areas, as well as small MS4s outside the urbanized areas that are designated by the permitting authority, to obtain NPDES permit coverage for their stormwater discharges. The population of the City of South Fulton is approximately 99,155. In February 2019, the EPA designated the City of South Fulton as a Phase II MS4 permittee, requiring the City to obtain a permit. **Table 1** below outlines the application process and status for the City's MS4 application process.

Table 1- City of South Fulton MS4 Application Process

 City of South Fulton MS4 Permit Application Status 	
Month/Year	Activity
February 2019	EPD Designated the City as Phase I MS4 Permittee
June 2019	New Ordinance(s) Requested
August 2019	Application Initiated
December 2019	First Comments Received from EPD
February 2020	Jacobs Responds to EPD Comments
June 2020	Second Comments Received from EPD
July 2020	Jacobs Responds to EPD Comments
September 2020	Third Comments Received from EPD
October 2020	City Signs Ordinance

The Importance of MS4 Permit

Why is obtaining a MS4 permit important? Stormwater runoff ultimately affects our drinking water supply. Therefore, preventing pollution is vital. MS4 impacts derive from more than just the storm systems operated and controlled by the municipality, but it is affected by other entities such as transportation departments, colleges, prisons and jails, hospitals, townships, counties, military installations, and just about any place where there is growth and construction.

Protecting City Water Sources

Protecting the City's water system will come in many forms and require multiple avenues be taken for the program to be successful. This can be done by implementing some, if not all the following:

• Through Public Education & Outreach	• Monitoring of Construction Sites
• Public Engagement & Buy-In	• Managing Post Construction Runoff
• Detection & Prevention of Illegal Discharge	• Implement Pollution Prevention Programs

Moving Towards MS4 Implementation & Compliance

The next steps to moving forward with implementation include the following:

- Monitoring permits designated by MS4 permits with regularly scheduled inspections throughout the city;
- Educating citizens with hands on experience and learning materials;
- Keeping local water clean through scheduled inspections and plan review;
- Assisting with reducing city pollution, littering, stream and road cleanings, and improving infrastructure.

Clean Community 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 Community 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.



Illegal dumping located at big bridge on Bethsaida Rd - December 2020

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

Partnerships must include community groups, Community Improvement Districts (CIDs), businesses and the leadership of elected officials and the citizens of South Fulton.

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.



Damaged sign repair along Roosevelt Highway December 2020

Traffic Activities in December

During this reporting period, fifty-one (51) 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 December, six (6) assessments were made in the City of South Fulton.



**Pothole repair along New Hope Rd
December 2020**



**Blocked drainage pipe outlet
located off Old Bill Cook
December 2020**

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. Thirty-three (33) inquiries were 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

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 fifty-two (52) illegal dumping sites cleaned during the month of December. 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 December, 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



**Litter removed along Union Road
December 2020**

days.



Month in Review: December 2020

City of South Fulton Public Works

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Dead Animal Removal

As a service, dead animals are removed from the right of way and roadway each month. During the month of December, Public Works removed twenty-seven (27) 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.

Gravel/Dirt Road Maintenance Halted for Wintry Event Preparation

There are fifty-three (53) dirt roads encompassing approximately thirty miles within the City of South Fulton. During the month of December, no dirt roads received maintenance as we transitioned for winter storm preparation should the city encounter snow and ice. Maintenance on gravel and dirt roads will resume in the month of January.



Month in Review: December 2020

City of South Fulton Public Works

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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.

Major Project Highlights: December 2020	
Project Description	Facility
URA Projects – Concrete Pads & Fitness Equipment	Parks and Recreation
CARES Funding – Touchless Paper Towel Dispensers (ongoing installation)	City Wide
CARES Funding – Product Delivery of Partition Barriers	Fire Department
CARES Funding – Johnsons Control Contract for Touchless Fixtures at High Impact Areas	Parks and Recreation
General Housekeeping Work consist of Ceiling tile replacement, light bulbs, lock repairs, gutter cleaning, hot water heaters (2) etc.	City Wide
COVID-19 Cleaning and Sanitizing Facilities	City Wide
Distribution of Personal Protective Equipment	City Wide

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: December 2020	
Project Description	Facility
(36) Emergency Vehicles Repaired Work consist of: Alignments, Brakes, Engine Tuning, Replaced Tires, Radiators, replaced windshields, etc.	Police
(24) Preventative Maintenance Emergency Vehicles	Police
(10) City Vehicles Repaired Work consist of Brake jobs, oil changes, tune-ups, tire replacements, etc.	City Wide
Installation of GPS Tracking Devices and Mobile Data Terminals (in progress)	Fire Department



Month in Review: December 2020

City of South Fulton Public Works

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Capital Projects/T-SPLOST Projects

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

I. CAPITAL IMPROVEMENT PROGRAM (CIP)

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

II. T-SPLOST

Project	Phase
Butner Road over Camp Creek	Design
Bethsaida Road over Morning Creek	
Butner Road @ Camp Creek Parkway	
Butner Road @ Union Road	
Butner Road at Pittman Road	
Campbellton Road at Stonewall Tell Road	
Campbellton-Fairburn Road @ Jones Road	
Demooney Road at West Stubbs Road	
Enon Road at Stonewall Tell Road	
Feldwood Road at Morning Creek	
Feldwood Road @ Bench Mark Drive	
Old Fairburn Road @ Union Road	
Rivertown Road @ Cedar Grove Road	
Stonewall Tell Road @ Union Road	
Stonewall Tell Road at Jones Road/Pittman Road	
Washington Road at Roosevelt Highway	
Flat Shoals ATMS	



Month in Review: December 2020

City of South Fulton Public Works

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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

STREETLIGHTS

A. Streetlights Masterplan

Council awarded the contract to develop a masterplan for the city to the lowest bidder, TSW. Kickoff meeting scheduled for January 11, 2021

B. Requests

- a. Roundabout at Cascade-Palmetto Highway and Cedar Grove Road/Ridge Grove-
Removal and installation of 17 poles. Public Works sent a Partially executed
contract to GDOT for full execution. Upon completion, GDOT will issue permit to
Greystone to commence work
- b. Campbellton Road Lighting: Installation of 10 streetlights, from Sandtown Park to
the intersection with Camp Creek Parkway. Agreement is on the January 12,
2021 Council agenda for approval.



CITY OF SOUTH FULTON
COUNCIL AGENDA ITEM
COUNCIL WORK SESSION



SUBJECT: Monthly Report - City Attorney

**DATE OF
MEETING:** 2/9/2021

DEPARTMENT: Attorney
