

# KEY PERFORMANCE INDICATORS

*As part of the government service contracts, which took effect on January 1, 2012, key performance indicators were identified for each contract tied to each particular department's core competencies.*

*Each department monitors and tracks a number of performance measures and workload measures. For example, staff largely does not influence how many individuals apply for permits (workload measure) but can affect how quickly permits are issued (performance measure).*



## 2012 - KPI'S

- *Community Development*
- *Finance and Administration*
- *Marketing and Public Relations*
- *Information Technology*
- *Parks and Recreation*
- *Public Works*

# COMMUNITY DEVELOPMENT



## PLANNING & ZONING

*47 public meetings - 411 agenda packets*

*We keep the process moving!*

- 12 Zoning Board of Appeals Meetings*
- 6 Planning Commission Meetings*
- 5 Community Council Meetings*
- 16 Sustainability Commission Meetings*
- 16 Other Meetings - including Design Review Advisory Commission and the Zoning Rewrite process*

*68  
advertising  
deadlines*

*We inform the community!  
100% of Zoning-Code required  
advertising and noticing deadlines met*

*49 cases heard - including  
variances, rezonings and  
Special Land Use Permits*

*49 cases  
heard*



## BUILDING & INSPECTIONS

*1,088 sets  
of plans*

*We turn plans around quickly!  
94% of plans reviewed within 14 calendar  
days or less!*

*We keep your projects moving!  
98% of inspections completed within  
1 business day of request*

*6,829  
inspections*

*677 permits  
while you  
wait*

*We are homeowner-friendly!  
99% of permits for non-plan review items (like  
water heaters and roofs) issued "while you  
wait," in most cases in less than 15 minutes*

## CODE COMPLIANCE

*We quickly respond to citizen concerns!  
97% of reported code violations inspected  
within 1 business day of report*

*118 code  
issues*

*8,601  
violations*

*We address life safety and code violations in  
our multi-family residential complexes!  
8,601 violations documented*

*12 complexes inspected in 2012 for  
a total of 28 complexes inspected  
since the program's inception - 19  
complexes now in full compliance*

*12  
complexes*

# FINANCE & ADMINISTRATION



## HUMAN RESOURCES

9  
new  
employees

We process new team members efficiently!  
100% of new employees processed before cutoff for the next payroll

19  
benefit changes

We are responsive to changes!  
100% of benefit changes requested outside of Open Enrollment were processed within 2 days of request

We file claims quickly!  
100% of Workers Compensation claims processed within 24 hours of notice to Human Resources

9 claims

## PURCHASING

12  
solicitations

We keep solicitations (RFPs/RQs/ITBs) moving!

- 9 posted within 3 days of receipt of technical specifications from departments
- 11 received 5 or more responses
- 10 issued notice to proceed within 1 business day of receiving a fully executed contract



## RECEPTION

13,374 calls

You call, we answer!  
98% of calls answered before the answering machine picks up,  
Monday-Friday, 8 a.m. - 5 p.m..

## ACCOUNTING

3,040 invoices

We pay our bills on time!  
98% of invoices paid within 30 days or less

We pay our employees on time!  
100% of payrolls processed within three business days

27 payrolls

12 monthly  
Financial Reports

We keep the books current!  
100% of monthly financial reports completed by the last day of the following month

## REVENUE

We process new and renewal applications!  
2,358 renewals of licenses  
349 new licenses  
66 more than 2011's 2,641 licenses

2,707  
licenses



# MARKETING AND PUBLIC RELATIONS



## 89 website updates

*We keep the website current!*

- 65 minor website updates such as adding news/calendar/event information
- 24 rich content updates such as adding project buttons or reworking pages

*People visit our website!*

- 140,121 unique visitors to our website
- 492,441 unique page views

**140,121**  
website  
visitors

## 622 social media messages

*We keep the conversation moving with social media!*

- 304 posts on Facebook
- 318 tweets on Twitter
- 898 Facebook Friends
- 1,575 Twitter Followers
- 5,824 Gov.Delivery subscribers



## 168 media inquiries

*We are always available for comment!  
100% of media inquiries answered within the same business day*

*The press agrees, we are newsworthy!*

*100% "hit rate" for releases - each release had at least one print, broadcast, or online mention*

**33 press releases**

## 83 written content pieces

*We communicate with the community!  
96% of pieces substantially error-free*

*We support other departments!*

*100% internal publications completed "on schedule" such as the GAQR*

**28 internal publications**

## 43 city initiatives photographed

*We visually document our achievements!*

*43 city initiatives photographed and added to our photo library*



# INFORMATION TECHNOLOGY

**1,296**  
help desk  
tickets

- We resolve issues quickly and successfully!*  
98% of IT Help Desk tickets resolved successfully  
97% resolved within priority-based time windows
- high priority issues within 1 hour or less
  - medium priority issues within 2 1/2 hours
  - all issues resolved within 3 hours or less

*We back-up our data frequently!*  
99% of data back-ups completed successfully

**3,453** data  
backups

**104**  
workstations

*We protect our workstations!*  
94% of our workstations have current patches and updates deployed

*We keep the City up and running!*  
99% system uptime maintained including servers, VoIP, and network issues outside of scheduled maintenance times

**99%**  
system  
uptime



# PARKS AND RECREATION

**171** work  
orders

- We quickly address issues in our parks!*  
100% of work orders addressed within time frames
- 99 regular work orders, all addressed within 48 hours of report
  - 22 emergency work orders, all addressed within 24 hours of report
  - 50 work orders from Recreation Partners, all addressed within 48 hours of report

*We communicate with our Recreation Partners!*  
100% of weeks we communicate with all Recreation Partner organizations operating in our Parks

**8**  
Recreation  
Partners

**51**  
pavillion  
rentals

*Rentals are processed quickly!*  
100% of requests for park pavillion rentals are processed within 10 days

# PUBLIC WORKS



## STORM WATER

### 61 stormwater projects

We work diligently to repair and maintain our stormwater system!

- 18 pipe replacements
- 7 lining projects
- 6 detention pond cleanings/repairs
- 22 pipe cleaning/video inspections
- 7 engineering projects
- 1 new pond project

We actively participate in the National Pollutant Discharge Elimination System (NPDES) to maintain our Municipal Separate Storm Sewer System (MS4)!

- 40 detention pond inspections
- 55 outfall screenings
- 1,400 feet of stream clean-up
- 127 stormwater markers placed
- 24 citizen concerns addressed

248  
MS4  
projects

## WORK ORDERS

### 293 storm drain issues

We keep the stormwater flowing!

- 162 storm drains cleaned
- 131 storm drains repaired

We respond to each reported issue!

- 29 trees removed from the road
- 257 signals repaired
- 171 signs repaired or replaced
- 88 right of way maintenance issues

535 other  
work orders



## PAVING

### 14.1 lane miles

We are resurfacing our streets!  
Based on the 2009 Pavement Conditions Analysis we continue to resurface!

We are repairing and maintaining our streets!

- 141 pot holes filled
- 135 pavement patches
- 27 curbs replaced

303  
street  
repairs

## SIDEWALKS

### 3 new sidewalks complete

We are adding more sidewalks!  
New sidewalks completed on Happy Hollow Road, Valley View Road, and Mount Vernon east of Ashford Dunwoody Road

10 new sidewalks underway

### 74 sidewalk repairs

We're also taking care of existing sidewalks and repairing as we go!

## BIKE LANES

### 2 new bike lanes complete

We're adding more bike lanes!  
New bike lanes completed on Perimeter Center East and Mount Vernon east of Ashford Dunwoody Road



*2012 was a great success,  
but we're not done yet!*

## **2013 - KPI'S**

*As of January 1, 2013, we have expanded the Key Performance Indicator Project to include the City departments as well.*

*As with our vendors, we worked collaboratively with the department heads to identify key performance measures tied to the core competencies of their department. For each measure, we have set specific targets intended to establish a desired level of performance.*

*Stay tuned  
for the first quarterly update!*



### To Do

#### *City Attorney*

*Measures including timeliness of review for Ordinances, Resolutions, and Contracts and timeliness of legal opinions.*

#### *City Clerk*

*Measures including response to Open Records Requests, timeliness of Agenda publication, and recordation and filing of documents.*

#### *Municipal Court*

*Measures including timely filing of citations, timely scheduling of arraignments and trials, and accurate reporting to the Department of Driver Services*

#### *Police Department*

*Measures including response to calls for services, availability of officers to respond, and clearance rate for violent and property crimes.*