



## Asset Performance System(APS)

City of Sandy Springs  
Performance Metrics Report  
*(Period: April 01 ~ April 30, 2011)*

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## 1. Department Mission Statements

### **Administrative Services Mission:**

Deliver cost-effective administrative services in a personal, professional, responsive, and innovative manner.

### **Community Development Mission:**

To provide a vision and plan that reflect the values and goals of the Sandy Springs Community and reflect that vision in the administration of all zoning and development matters to ensure the health, safety and general welfare within the community as part of the permitting and enforcement processes.

### **Public Works Mission:**

To deliver cost-effective public works services in a personal, professional, responsive, and innovative manner

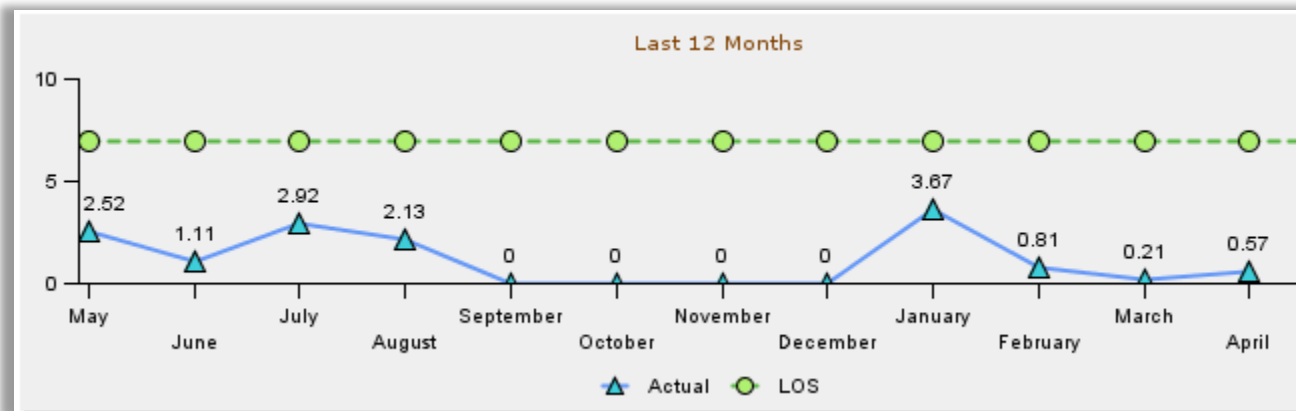
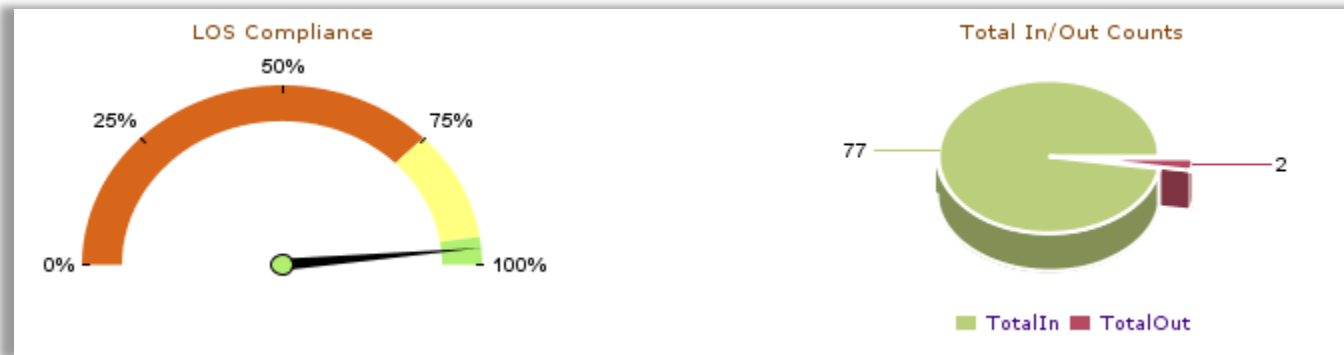
## 2. Performance Metrics Summary

### 2.1. Administrative Services (AS)

Status	KPLID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance
	<a href="#">AS_FN_01</a>	Account Payable	95% of vendors paid within 20 business days	20	7.75	BDs	217	94%
	<a href="#">AS_FN_02</a>	Account Payable	Accounts payable invoice check processing (Finance component only) within 10 business days	10	2.9	BDs	201	100%
	<a href="#">AS_FN_03</a>	Account Payable	Invoice approval processing per department - total; 10 business days	10	2.8	BDs	45	100%
	<a href="#">AS_FN_04</a>	Account Payable	Provide monthly report of financial activity to city within 15 days after each month end	15	13	DOM	1	100%
	<a href="#">AS_PC_01</a>	Purchase Processing	Length of time between time of purchase request to purchase order or procurement card authorization; 7 business days (under \$250,000.00)	7	0.5	BDs	32	100%
	<a href="#">AS_PC_02</a>	Purchase Processing	All procurement card transactions allocated with a report to accounting manager by the 10th of each month	10	10	DOM	1	100%
	<a href="#">AS_RV_01</a>	License	New alcohol beverage licenses issued within 30 business days	30		BDs	0	NA
	<a href="#">AS_RV_02</a>	Tax Certification	Occupational tax certificates issued within seven (7) business days of receipt of completed application	7	0.57	BDs	79	97%
	<a href="#">AS_RV_03</a>	Tax Certification	Number of delinquent occupational tax certificates renewed	20	1012	Each	1012	100%

## 2.2. AS: Key Activity (Tax Certification)

Status	KPLID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
<span style="color: green;">●</span>	AS_RV_02	Tax Certification	Occupational tax certificates issued within seven (7) business days of receipt of completed application	7.00	0.57	BDs	79	97%	04/01/2011	04/30/2011



## 2.3. Community Development (CD)

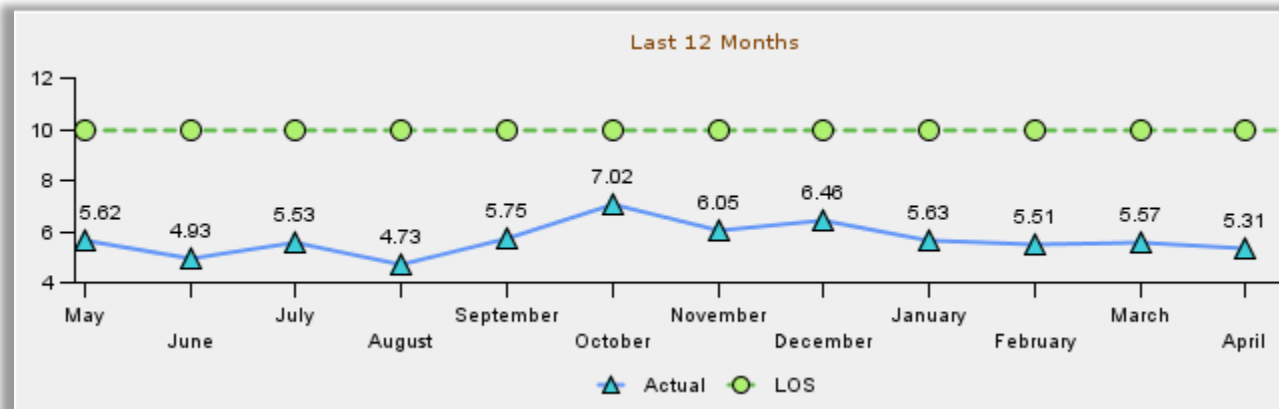
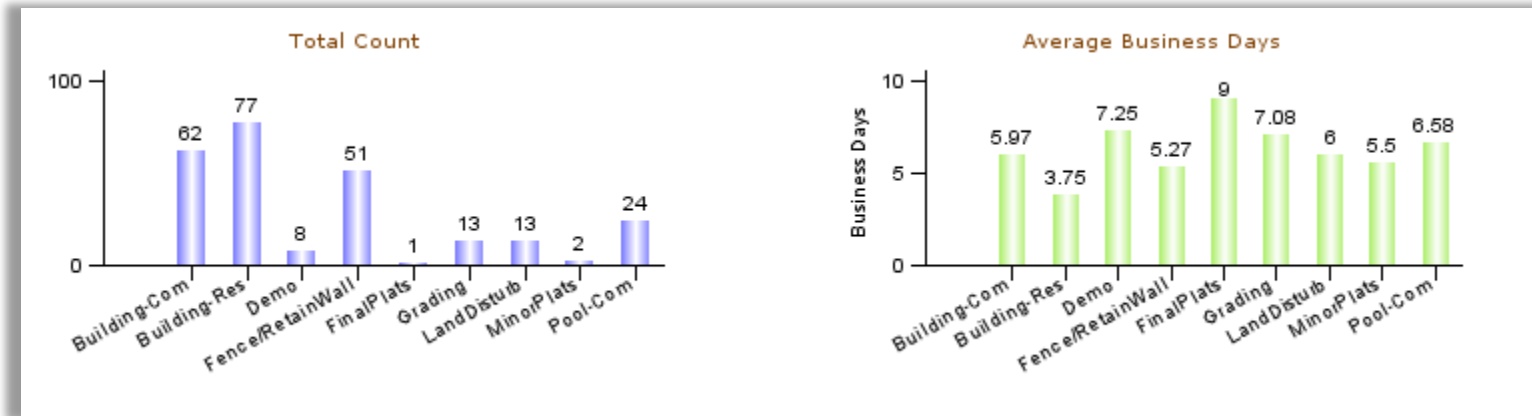
Status	KPLID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance
	<a href="#">CD_BP_01</a>	Building & Land Development	Complete all plan reviews (per submittal) within 10 business days	10	5.31	BDs	251	98%
	<a href="#">CD_BP_04</a>	Building & Land Development	Total permit application by type		251	Apps	251	
	<a href="#">CD_BP_05</a>	Building & Land Development	Total permits issued by type		236	Apps	236	
	<a href="#">CD_BP_06_01</a>	Building & Land Development	Average review time per reviewer - Building Reviews		2.01	BDs	138	
	<a href="#">CD_BP_06_02</a>	Building & Land Development	Average review time per reviewer - Site Reviews		5.72	BDs	145	
	<a href="#">CD_BP_06_03</a>	Building & Land Development	Average review time per reviewer - Planning and Zoning Reviews		2.03	BDs	31	
	<a href="#">CD_BP_07</a>	Building & Land Development	Complete site inspection within allotted time period		1.04	BDs	51	
	<a href="#">CD_BP_08</a>	Building & Land Development	Complete building inspection within allotted time period		0.02	BDs	707	
	<a href="#">CD_BP_09</a>	Building & Land Development	Total permit certificates by certificate type		47	Cert	47	
	<a href="#">CD_CE_01</a>	Code Enforcement	Respond to initial inspection of potential code violations within 2 business days	2	0.49	BDs	202	100%
	<a href="#">CD_CE_02</a>	Code Enforcement	Total number of code violation cases closed by voluntary compliance or referred to court		111	Cases	111	
	<a href="#">CD_CE_03</a>	Code Enforcement	Average response time from initial inspection to voluntary compliance		22.03	BDs	97	
	<a href="#">CD_CE_04</a>	Code Enforcement	Number of cases per code enforcement officer		25.78	BDs	111	
	<a href="#">CD_PZ_01</a>	Planning & Zoning	Complete all zoning plan reviews within 10 business days	10	2.03	BDs	31	100%
	<a href="#">CD_PZ_02</a>	Planning & Zoning	Complete reviews of Administrative Permits within 10 business days	10	6.54	BDs	24	100%
	<a href="#">CD_PZ_03</a>	Planning & Zoning	Complete all temporary sign permit reviews within 5 business days	5	1	BDs	33	100%
	<a href="#">CD_PZ_04</a>	Planning & Zoning	Complete all permanent sign permit reviews within 5 business days	5	1	BDs	8	100%

Inspection requests called in before 12:00pm are scheduled for the next business day; Level of Service allotted time is one (1) business day.

Inspection requests called in after 12:00pm are scheduled for the day after next business day; Level of Service allotted is two (2) business days.

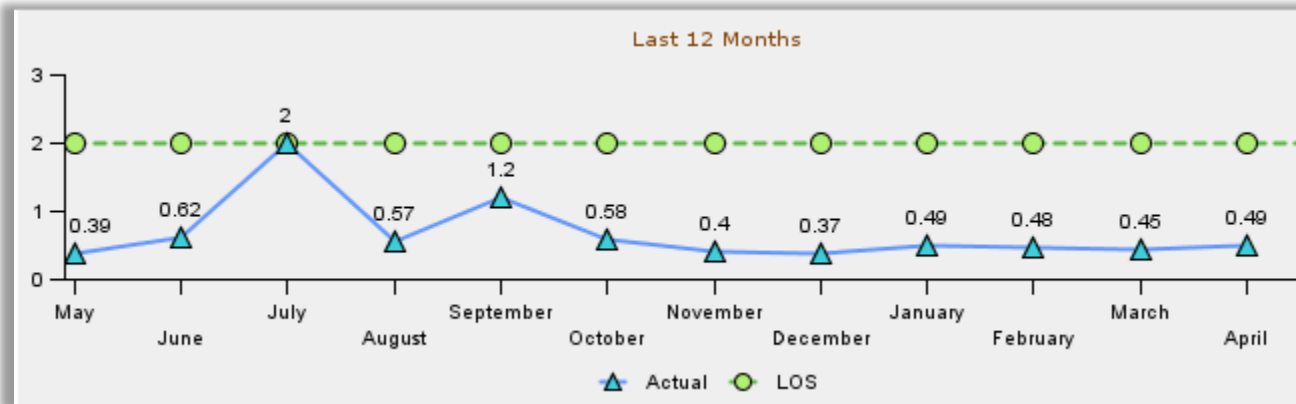
## 2.4. CD: Plan Review Activity (Building & Land Development)

Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
●	CD_BP_01	Building & Land Development	Complete all plan reviews (per submittal) within 10 business days	10.00	5.31	BDs	251	98%	04/01/2011	04/30/2011



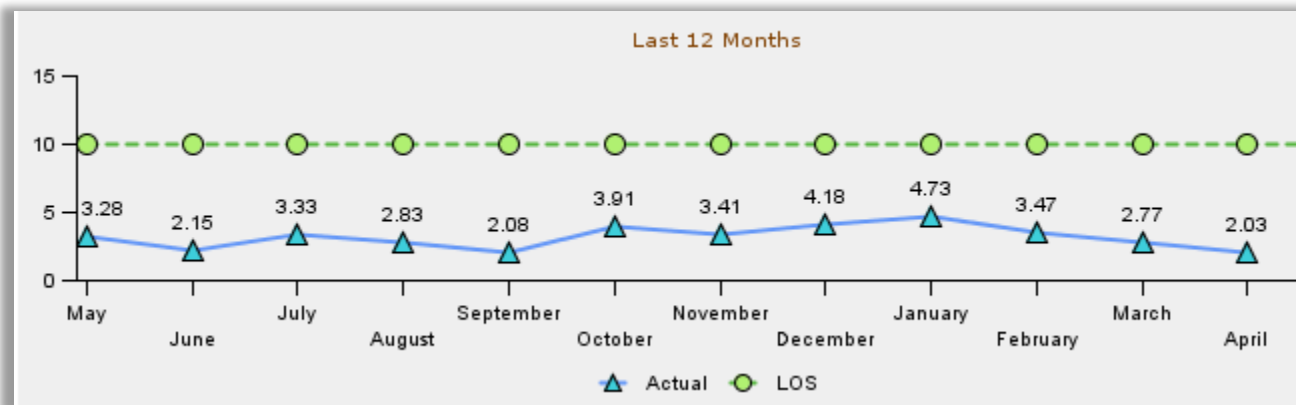
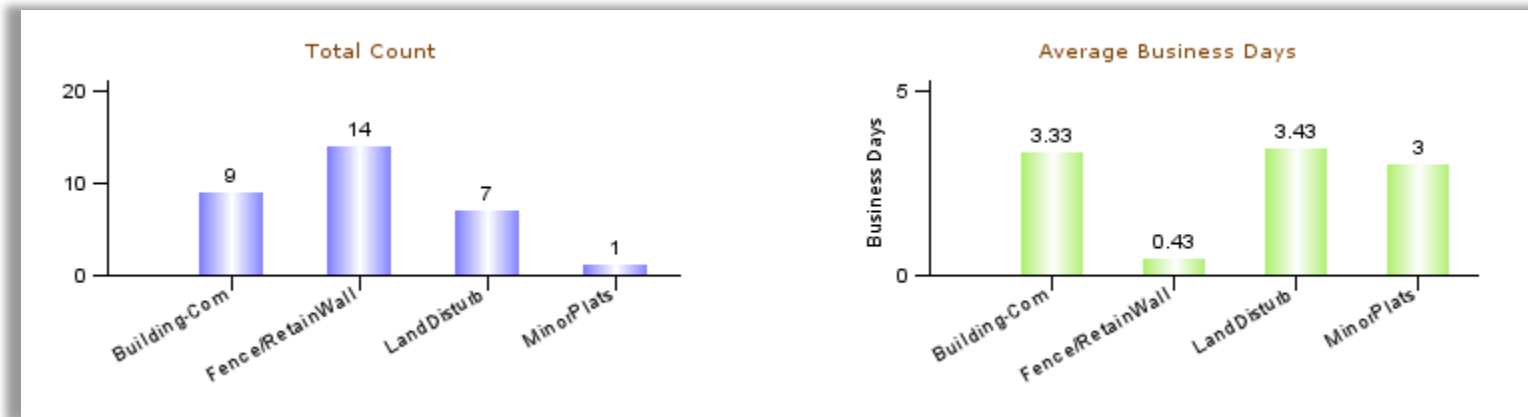
## 2.5. CD: Key Activity (Code Enforcement)

Status	KPL_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
<span style="color: green;">●</span>	CD_CE_01	Code Enforcement	Respond to initial inspection of potential code violations within 2 business days	2.00	0.49	BDs	202	100%	04/01/2011	04/30/2011



## 2.6. CD: Key Activity (Planning & Zoning)

Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
<span style="color: green;">●</span>	CD_PZ_01	Planning & Zoning	Complete all zoning plan reviews within 10 business days	10.00	2.03	BDs	31	100%	04/01/2011	04/30/2011

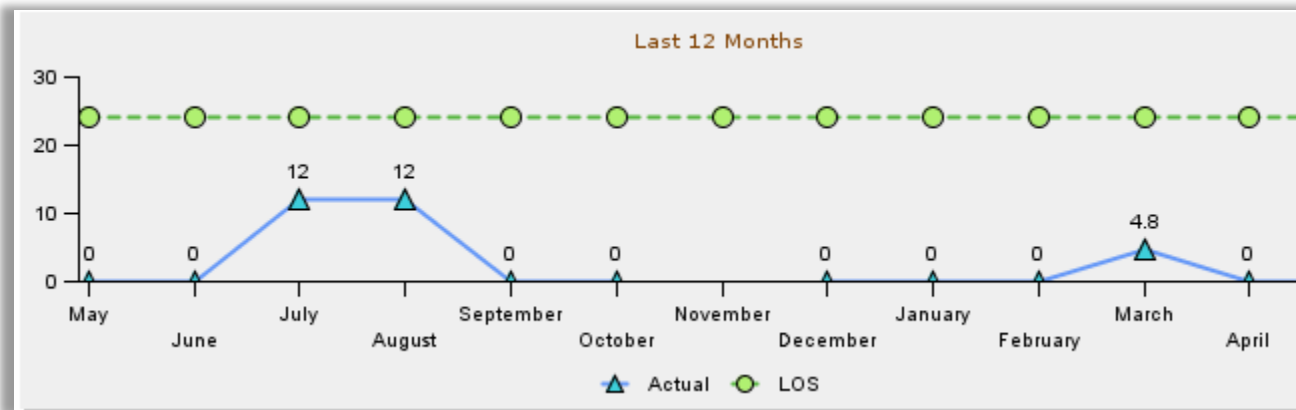
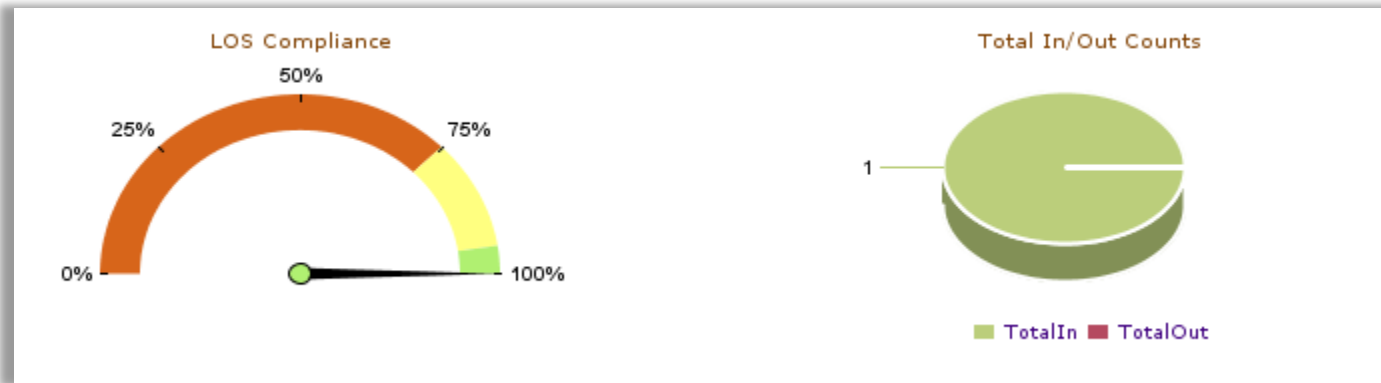


## 2.7. Public Works (PW)

Status	KPL_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance
	<a href="#">PW_FS_01</a>	Priority 1 WO	Complete within 24 hours	24	0	Hrs	1	100%
	<a href="#">PW_FS_02</a>	Priority 2 WO	Complete within 3 business days	3		BDs	0	NA
	<a href="#">PW_FS_03</a>	Priority 3 WO	Complete within 10 business days	10	1.01	BDs	242	100%
	<a href="#">PW_FS_04</a>	Priority 4 WO	Total number of scheduled maintenance (Preventative Maintenance)		0	Each	0	
	<a href="#">PW_FS_05</a>	Right-of-Way Permits	Approve or deny permit within 10 business days of receipt by Public Works for initial review	10	2.57	BDs	7	100%
	<a href="#">PW_TP_01</a>	Development Plan Review	Complete review within 10 business days	10	3.56	BDs	9	100%
	<a href="#">PW_TP_02</a>	Zoning Plan	Complete review according to Zoning schedule within 10 business days	10		BDs	0	NA
	<a href="#">PW_TS_01</a>	Priority 1 WO	Complete within 24 hours	24	0	Hrs	13	100%
	<a href="#">PW_TS_02</a>	Priority 2 WO	Complete within 3 business days	3	2.83	BDs	6	83%
	<a href="#">PW_TS_03</a>	Priority 3 WO	Complete within 10 business days	10	1.83	BDs	36	97%
	<a href="#">PW_TS_04</a>	Priority 4 WO	Total scheduled maintenance (Preventative Maintenance)		8	Each	8	

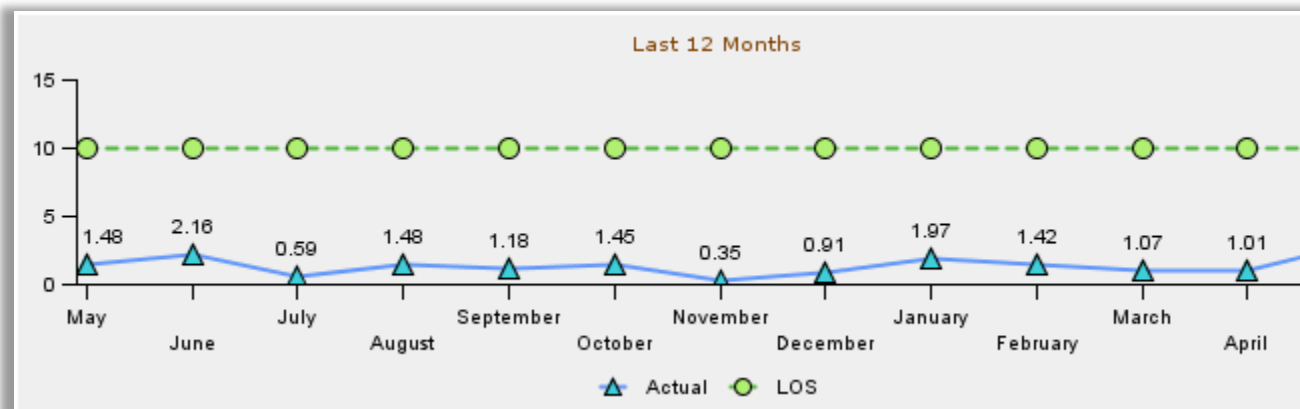
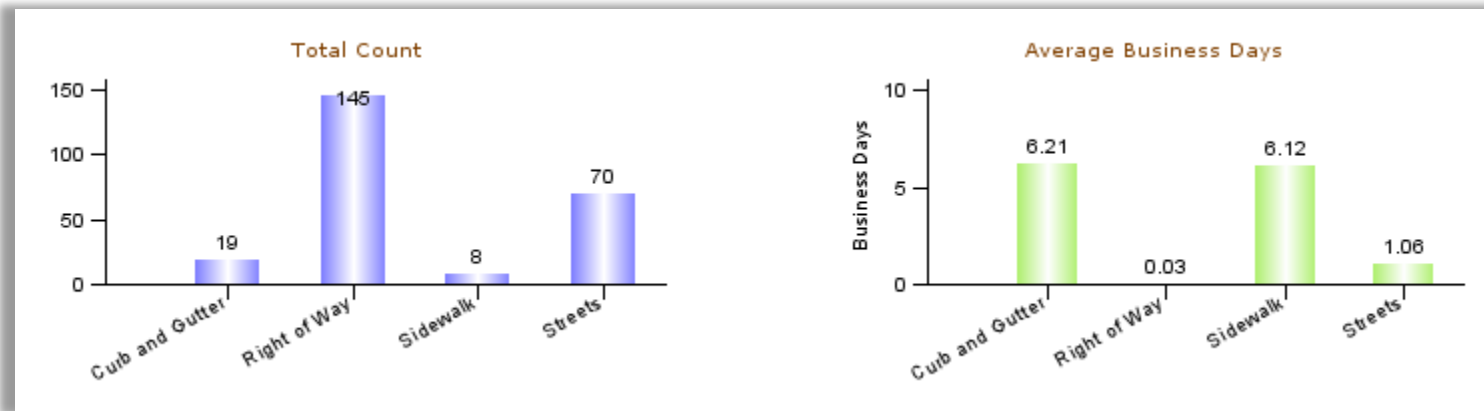
## 2.8. PW: Key Work Order Activity (Field Services, P1)

Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
<span style="color: green;">●</span>	PW_FS_01	Priority 1 WO	Complete within 24 hours	24.00	0.00	Hrs	1	100%	04/01/2011	04/30/2011




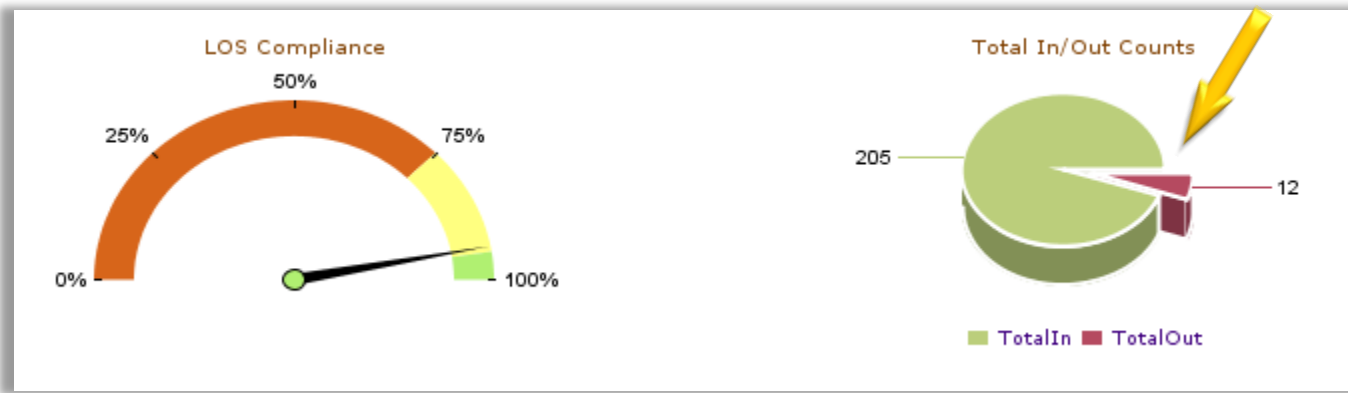
## 2.9. PW: Key Work Order Activity (Field Services, P3)

Status	KPL_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
<span style="color: green;">●</span>	PW_FS_03	Priority 3 WO	Complete within 10 business days	10.00	1.01	BDs	242	100%	04/01/2011	04/30/2011




### 3. Key Area to Improve: **Administrative Services**

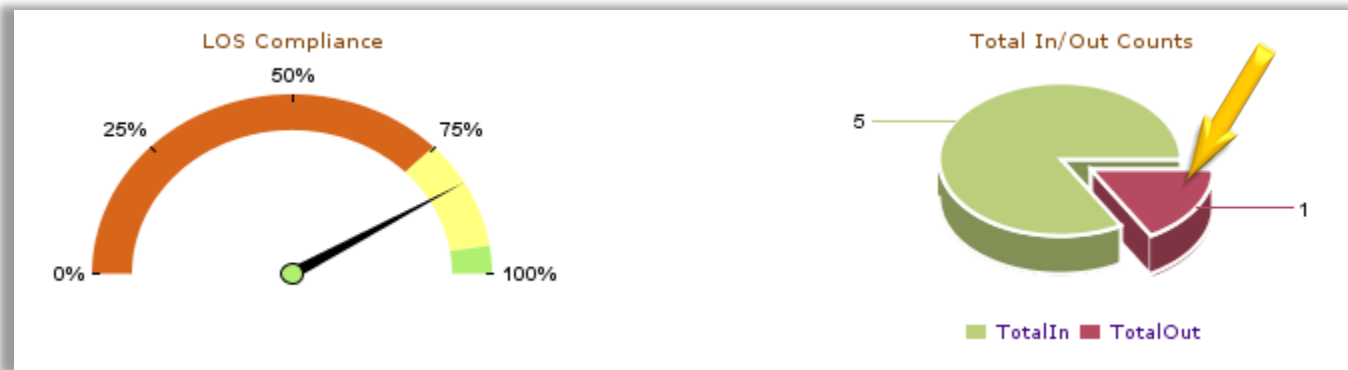
Status	KPL_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
	AS_FN_01	Account Payable	95% of vendors paid within 20 business days	20.00	7.75	BDs	217	94%	04/01/2011	04/30/2011



**Reduce:  
Total Out/Non-Compliance**

## 4. Key Area to Improve: Public Works

Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
	PW_TS_02	Priority 2 WO	Complete within 3 business days	3.00	2.83	BDs	6	83%	04/01/2011	04/30/2011



**Reduce:  
Total Out/Non-Compliance**

# 5. GLOSSARY

Acronyms	Definition	Priority Categories
AS	Administrative Services	<u>Field Services:</u>
BD	Building and Development	<u>Curb and Gutter</u>
BDs	Business Days excludes weekends City holidays & first day (case initiation day)	• Repair Curb
BHs	Business Hours (Considers 8am to 5PM EST.) excludes weekends City holidays & first day (case initiation day)	• Replace Curb
BI	Building Inspection Permits	• Raise Curb
BP	Building Permits	Right of Way
BSC	Balanced Scorecard: Methodology to ensure balanced delivery of service	• Debris Removal (Large)
CB	Call Back Services (Work Request)	• Trimming
CD	Community Development	• Graffiti Removal
CDs	Calendar Days - Count all day including weekends and City holidays	• Litter Removal
CE	Code Enforcement	• Vegetation Removal for Sight Distance
DOM	Date of Month	• High Limb Trimming
FS	Field Services	<u>Sidewalk</u>
HRs	Hours	• Repair Sidewalk
KPI	Key Performance Indicator	• Replace Sidewalk
LOS	Level-of-service (LOS) is a measure the quality of services performed compared against the contract deliverables.	<u>Streets</u>
Measure	A standard used to evaluate and communicate performance against expected results	• Debris Removal
MTD	Month to date	• Winter Sand/Salt
P1 (Priority 1)	Work orders must be completed within 0-24hrs. (FS & TS)	• Pothole Repair
P2 (Priority 2)	Work orders must be completed within 24-72 hours.(FS TS Rec & Parks divisions)	• Asphalt Patching
P3 (Priority 3)	Work orders must be completed within 7 to 10 business days. (FS TS Rec & Parks divisions)	• Sink-ins
P4 (Priority 4)	Work requests are preventive maintenance. (FS TS Rec & Parks divisions)	• Sinkholes
RP	Recreation and Parks	• Tree Roots
PW	Public Works	• Utility Cuts
PZ	Planning & Zoning	• Edge of Pavement Repairs
ROW	Right of Way	• Dead Animal Removal
SSG ID	City of Sandy Springs Identifiers	• Winter Sand/Salt
SW	Stormwater Services	<u>Catch Basin</u>
TP	Transportation Planning Services	• Repair Top
TS	Traffic Services	• Reset Lid
UOM	Unit of Measure	• Cleaning
WO	Work Orders	<u>Utility Liaison</u>
WR	Work Requests	• Water
	Met LOS [ $\geq$ 95%]	• Sewer
	LOS [ $\geq$ 75%]	• Gas
	LOS [ $<$ 75%]	• Cable TV
	No Data	
	Measure	
		<u>Traffic Services:</u>
		<u>Sign</u>
		• Install/replace/repair/remove sign & post
		• Wash Sign
		• Trim Vegetation
		<u>Signal</u>
		• Install/replace/repair/remove signal
		• Adjust / Align Signal Head
		• Check Signal Controller
		• Check Signal Timing
		• Inspect and Test Communications
		• Inspect/repair Detection System
		• Install ADA ramp
		• Repair or Replace ATMS PTZ
		<u>Camera</u>
		• Cabinet Maintenance
		<u>Traffic Study</u>
		<u>Striping</u>
		• Restriping
		<u>Street Lights</u>
		• Light out
		• Request for new light
		• Damaged poles
		<u>Utility Liaison</u>
		• Electricity

A priority is determined based on urgency and severity of the category