



## Asset Performance System(APS)

City of Sandy Springs

Performance Metrics Report

*(Period: February 01 - February 28, 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

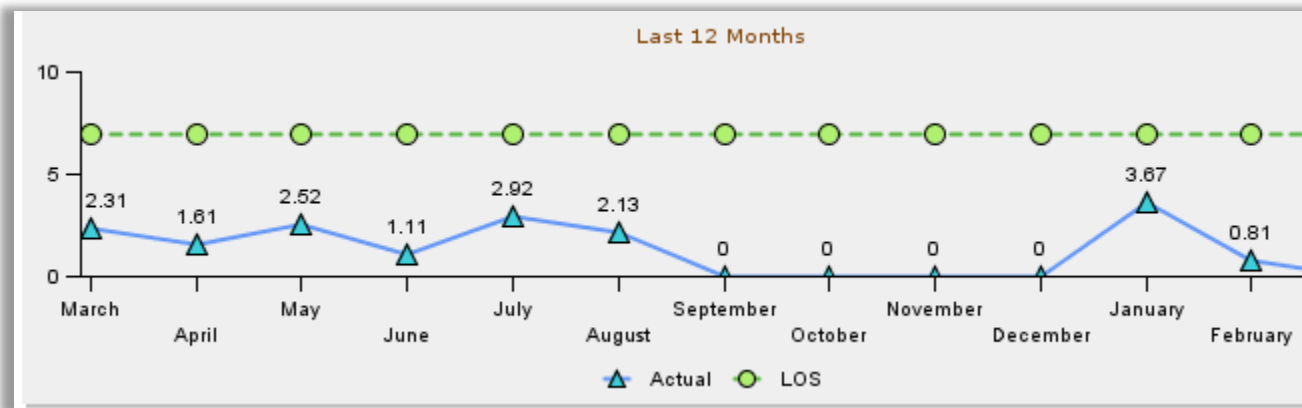
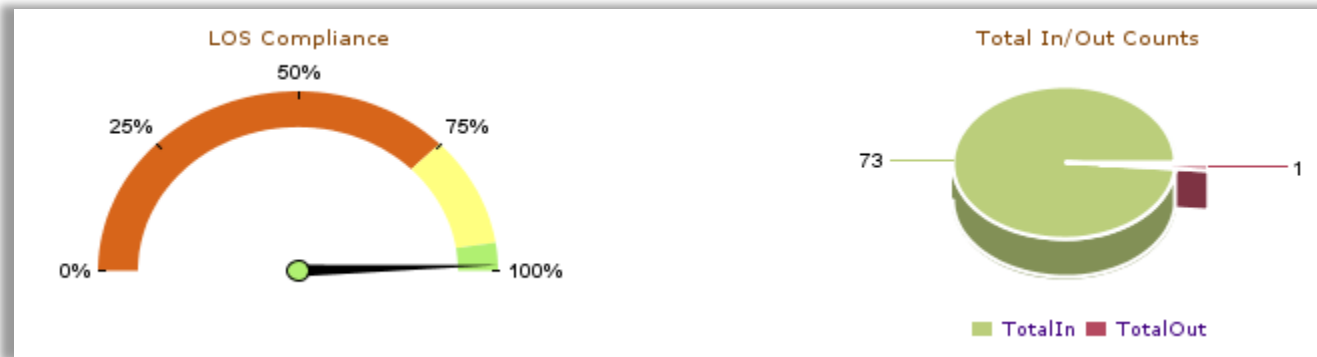
## 2. Performance Metrics Summary

### 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	7.97	BDs	725	99%
	<a href="#">AS_FN_02</a>	Account Payable	Accounts payable invoice check processing (Finance component only) within 10 business days	10	0	BDs	435	100%
	<a href="#">AS_FN_03</a>	Account Payable	Invoice approval processing per department - total; 10 business days	10	0	BDs	291	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	14	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	BDs	6	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	8	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	0.81	BDs	74	99%
	<a href="#">AS_RV_03</a>	Tax Certification	Number of delinquent occupational tax certificates renewed	20	852	Each	852	100%

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

Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
●	AS_RV_02	Tax Certification	Occupational tax certificates issued within seven (7) business days of receipt of completed application	7.00	0.81	BDs	74	99%	02/01/2011	02/28/2011



## 2.3. Community Development (CD)

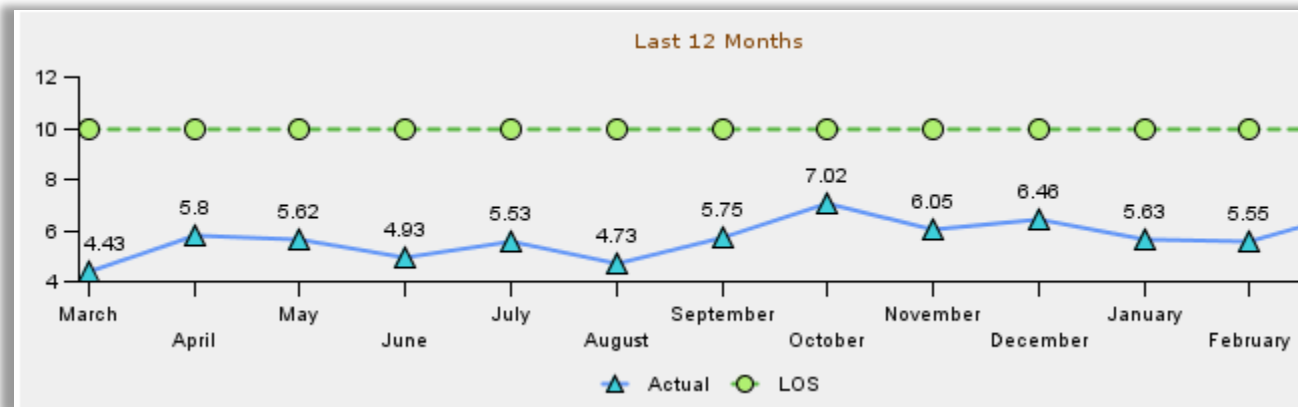
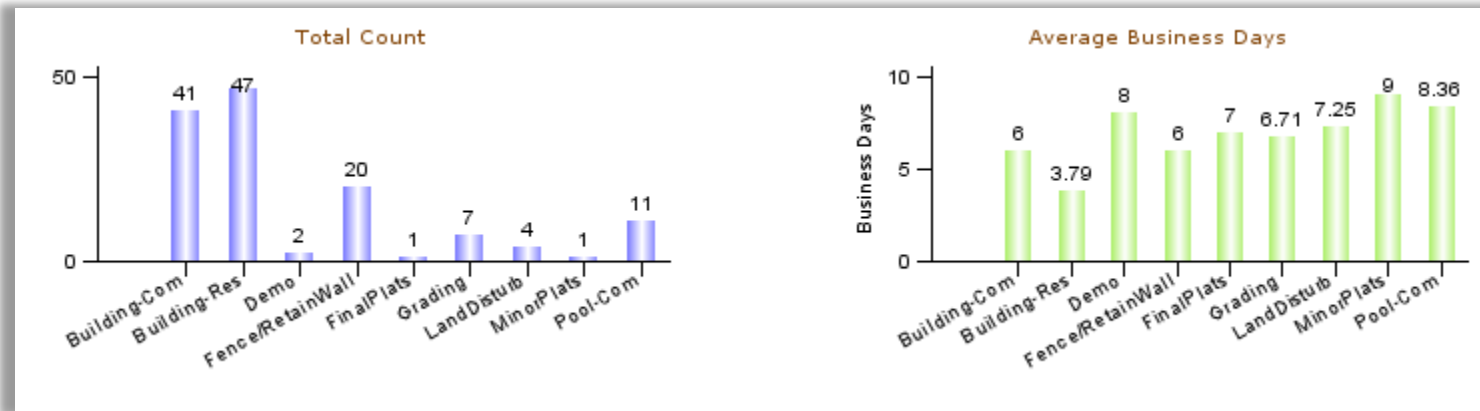
Status	KPLID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance
	<a href="#">CD_BP_01</a>	Building & Land Development	Complete all plan reviews (per submittal) within 10 business days	10	5.51	BDs	135	100%
	<a href="#">CD_BP_04</a>	Building & Land Development	Total permit application by type		135	Apps	135	
	<a href="#">CD_BP_05</a>	Building & Land Development	Total permits issued by type		133	Apps	133	
	<a href="#">CD_BP_06_01</a>	Building & Land Development	Average review time per reviewer - Building Reviews		1.54	BDs	72	
	<a href="#">CD_BP_06_02</a>	Building & Land Development	Average review time per reviewer - Site Reviews		6.22	BDs	72	
	<a href="#">CD_BP_06_03</a>	Building & Land Development	Average review time per reviewer - Planning and Zoning Reviews		3.47	BDs	19	
	<a href="#">CD_BP_07</a>	Building & Land Development	Complete site inspection within allotted time period		1.02	BDs	40	
	<a href="#">CD_BP_08</a>	Building & Land Development	Complete building inspection within allotted time period		0.09	BDs	656	
	<a href="#">CD_BP_09</a>	Building & Land Development	Total permit certificates by certificate type		33	Cert	33	
	<a href="#">CD_CE_01</a>	Code Enforcement	Respond to initial inspection of potential code violations within 2 business days	2	0.48	BDs	116	99%
	<a href="#">CD_CE_02</a>	Code Enforcement	Total number of code violation cases closed by voluntary compliance or referred to court		43	Cases	43	
	<a href="#">CD_CE_03</a>	Code Enforcement	Average response time from initial inspection to voluntary compliance		29.93	BDs	41	
	<a href="#">CD_CE_04</a>	Code Enforcement	Number of cases per code enforcement officer		30.51	BDs	43	
	<a href="#">CD_PZ_01</a>	Planning & Zoning	Complete all zoning plan reviews within 10 business days	10	3.47	BDs	19	100%
	<a href="#">CD_PZ_02</a>	Planning & Zoning	Complete reviews of Administrative Permits within 10 business days	10	8.17	BDs	12	100%
	<a href="#">CD_PZ_03</a>	Planning & Zoning	Complete all temporary sign permit reviews within 5 business days	5	1	BDs	13	100%
	<a href="#">CD_PZ_04</a>	Planning & Zoning	Complete all permanent sign permit reviews within 5 business days	5	1	BDs	11	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.

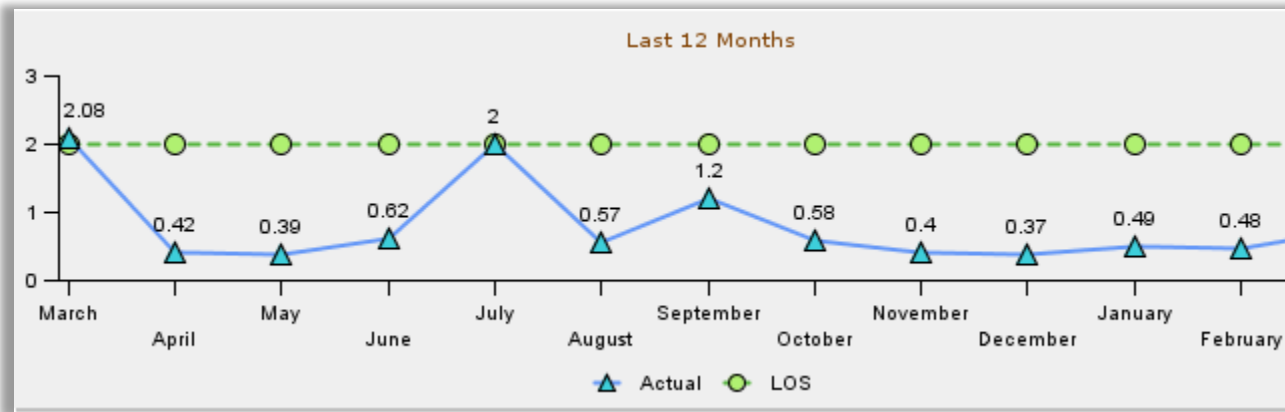
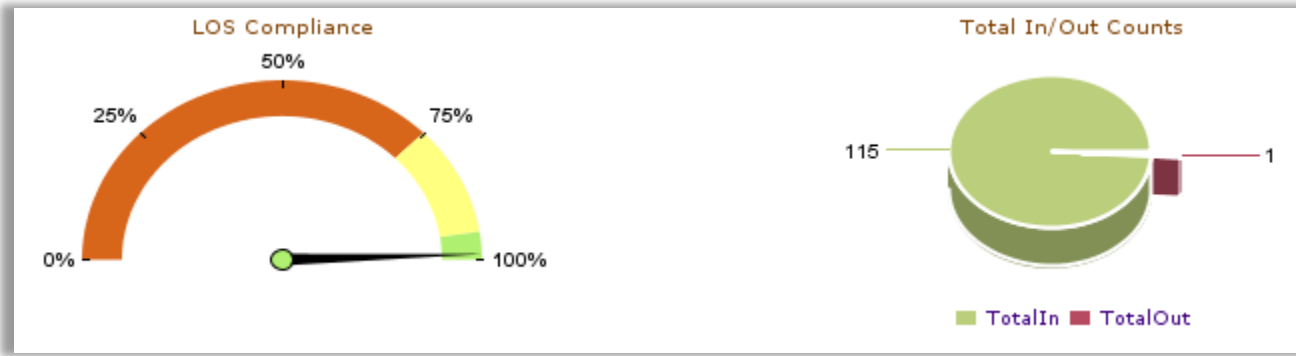
## 2.4. CD: Plan Review Activity (Building & Land Development)

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	5.55	BDs	134	100%	02/01/2011	02/28/2011



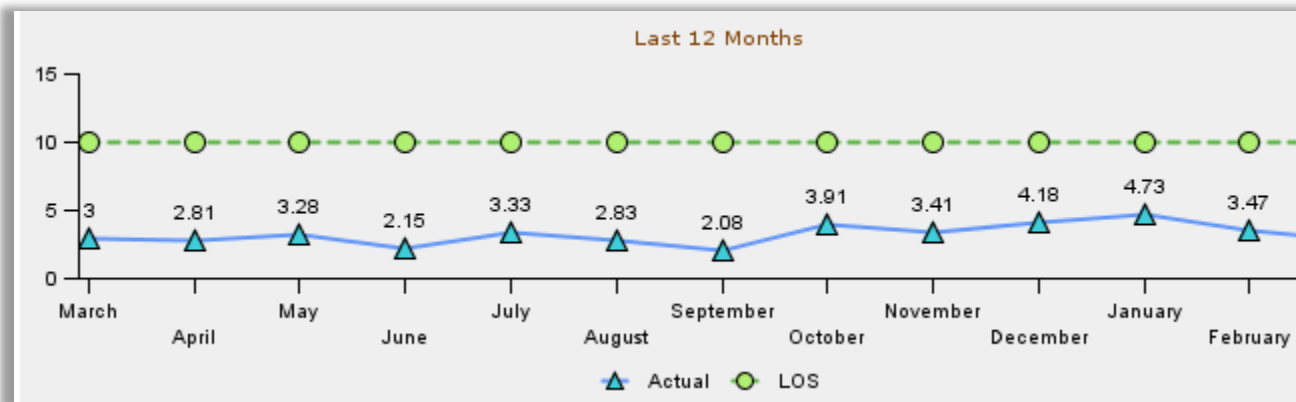
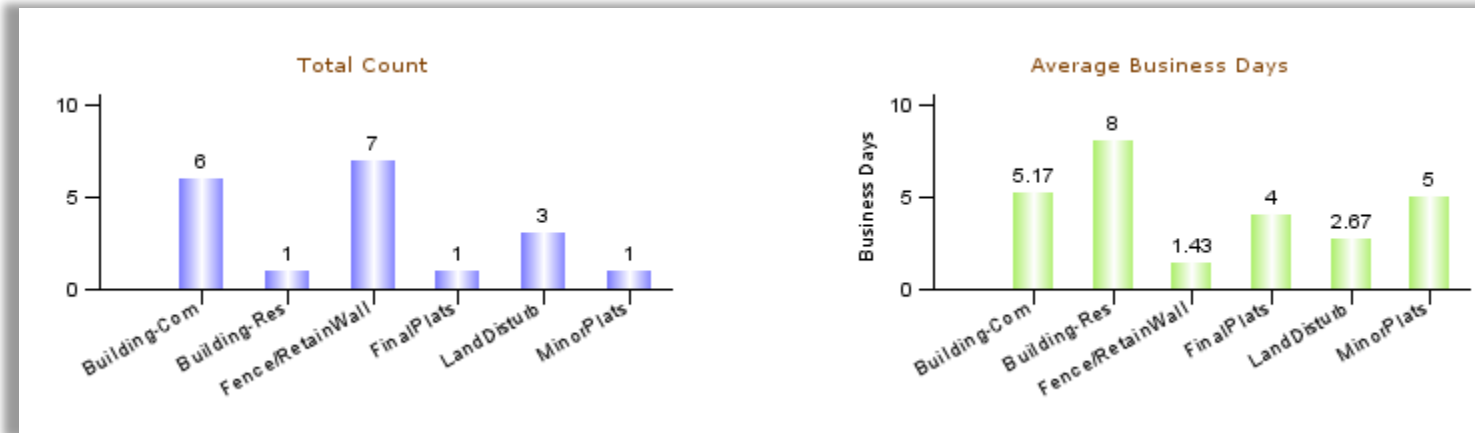
## 2.5. CD: Key Activity (Code Enforcement)

Status	KPL_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
●	CD_CE_01	Code Enforcement	Respond to initial inspection of potential code violations within 2 business days	2.00	0.48	BDs	116	99%	02/01/2011	02/28/2011



## 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	3.47	BDs	19	100%	02/01/2011	02/28/2011

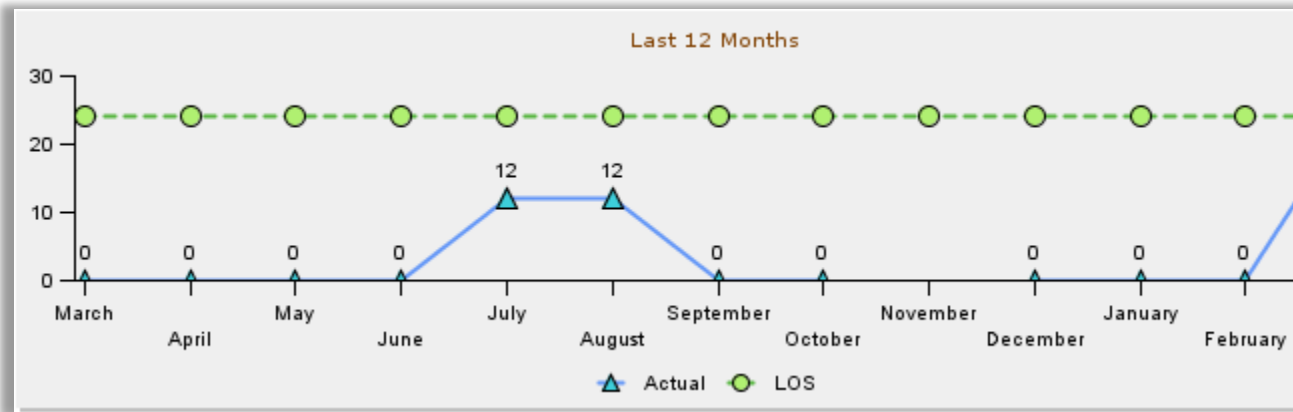
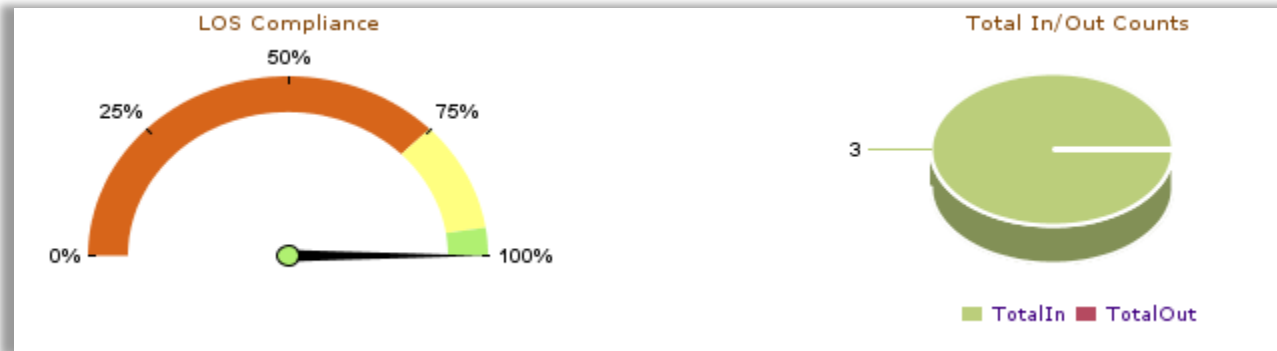


## 2.7. Public Works (PW)

Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance
	<a href="#">PW_FS_01</a>	Priority 1 WO	Complete within 24 hours	24	0	Hrs	3	100%
	<a href="#">PW_FS_02</a>	Priority 2 WO	Complete within 3 business days	3	0	BDs	4	100%
	<a href="#">PW_FS_03</a>	Priority 3 WO	Complete within 10 business days	10	1.42	BDs	155	96%
	<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	4.5	BDs	6	100%
	<a href="#">PW_TP_01</a>	Development Plan Review	Complete review within 10 business days	10	7.17	BDs	6	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	8	100%
	<a href="#">PW_TS_02</a>	Priority 2 WO	Complete within 3 business days	3	0	BDs	1	100%
	<a href="#">PW_TS_03</a>	Priority 3 WO	Complete within 10 business days	10	1.3	BDs	126	97%
	<a href="#">PW_TS_04</a>	Priority 4 WO	Total scheduled maintenance (Preventative Maintenance)		5	Each	5	

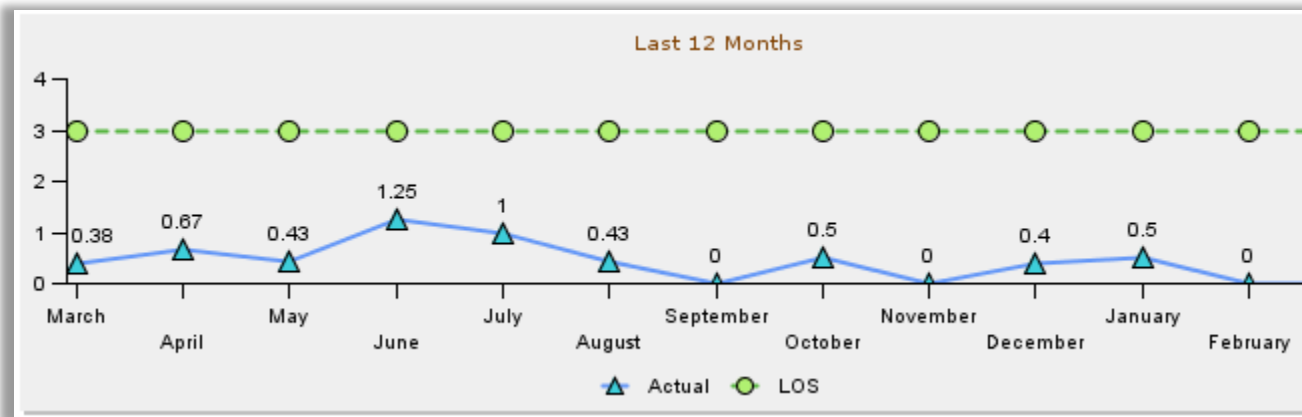
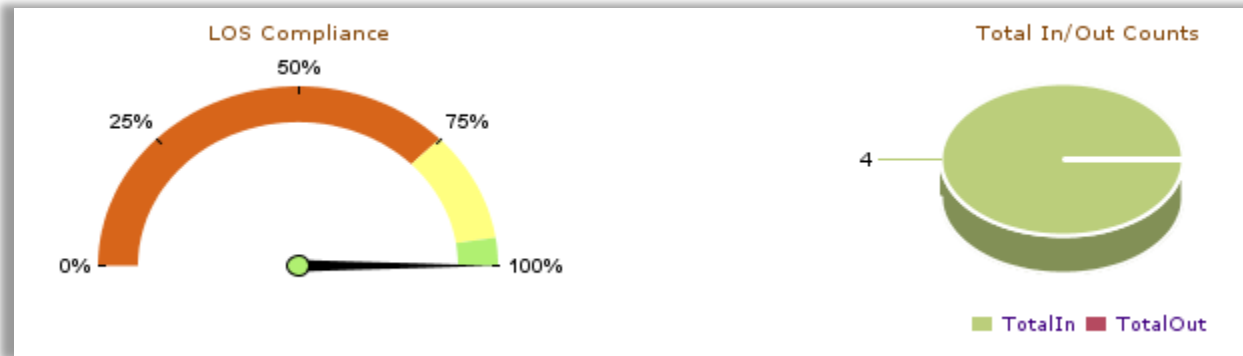
## 2.8. PW: Key Work Order Activity (Field Services, P1)

Status	KPL_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	3	100%	02/01/2011	02/28/2011



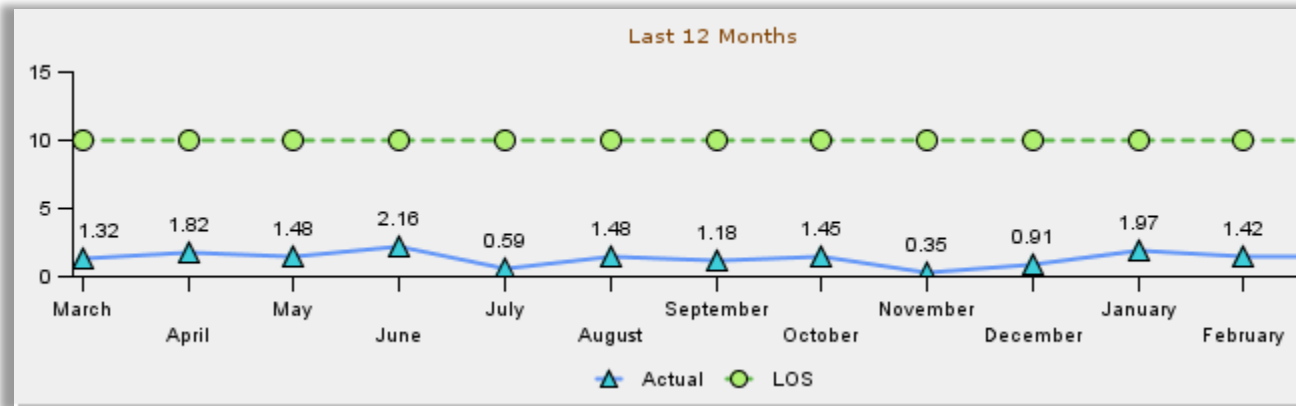
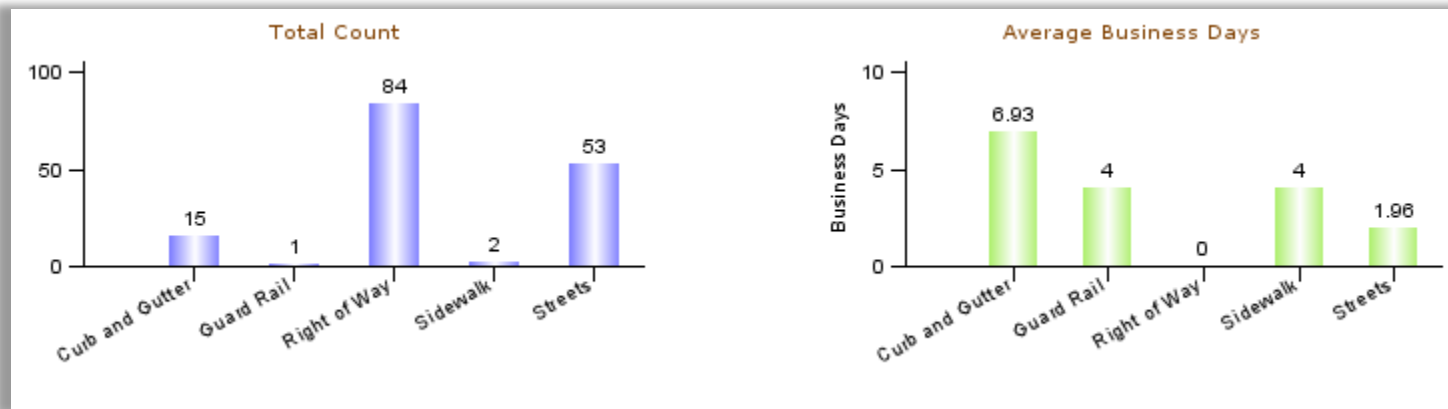
## 2.9. PW: Key Work Order Activity (Field Services, P2)

Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
<span style="color: green;">●</span>	PW_FS_02	Priority 2 WO	Complete within 3 business days	3.00	0.00	BDs	4	100%	02/01/2011	02/28/2011




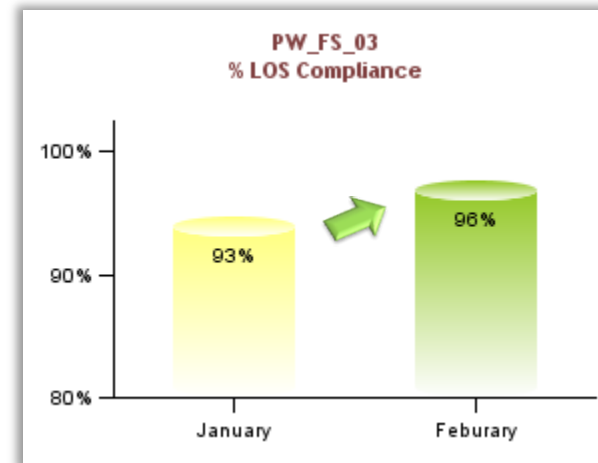
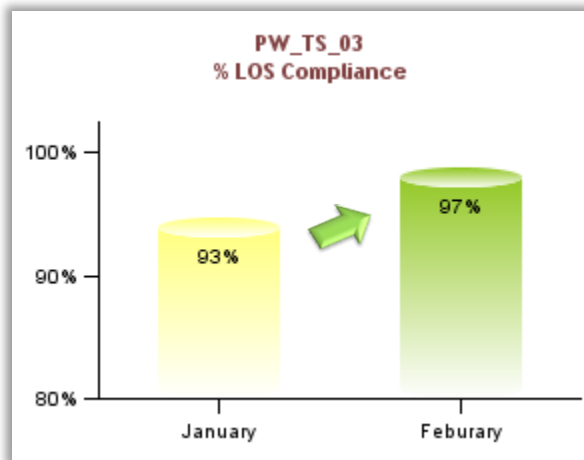
## 2.10. PW: Key Work Order Activity (Field Services, P3)

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	1.42	BDs	155	96%	02/01/2011	02/28/2011



### 3. Key Improved Area: Public Works

Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
	PW_TS_03	Priority 3 WO	Complete within 10 business days	10.00	1.30	BDs	126	97%	02/01/2011	02/28/2011



Status	KPI_ID	Category	KPI	Target	Actual	UOM	Total	LOSCompliance	StartDate	EndDate
	PW_FS_03	Priority 3 WO	Complete within 10 business days	10.00	1.42	BDs	155	96%	02/01/2011	02/28/2011

# 4. GLOSSARY

Acronyms	Definition	Priority Categories
AS	Administrative Services	<b>Field Services:</b>
BD	Building and Development	<b>Curb and Gutter</b>
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	<b>Sidewalk</b>
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.	<b>Streets</b>
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	<b>Catch Basin</b>
TP	Transportation Planning Services	• Repair Top
TS	Traffic Services	• Reset Lid
UOM	Unit of Measure	• Cleaning
WO	Work Orders	<b>Utility Liaison</b>
WR	Work Requests	• Water
	Met LOS [ $\geq$ 95%]	• Sewer
	LOS [ $\geq$ 75%]	• Gas
	LOS [ $<$ 75%]	• Cable TV
	No Data	
	Measure	
		<b>Traffic Services:</b>
		<b>Sign</b>
		• Install/replace/repair/remove sign & post
		• Wash Sign
		• Trim Vegetation
		<b>Signal</b>
		• 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
		<b>Camera</b>
		• Cabinet Maintenance
		<b>Traffic Study</b>
		<b>Striping</b>
		• Restriping
		<b>Street Lights</b>
		• Light out
		• Request for new light
		• Damaged poles
		<b>Utility Liaison</b>
		• Electricity

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