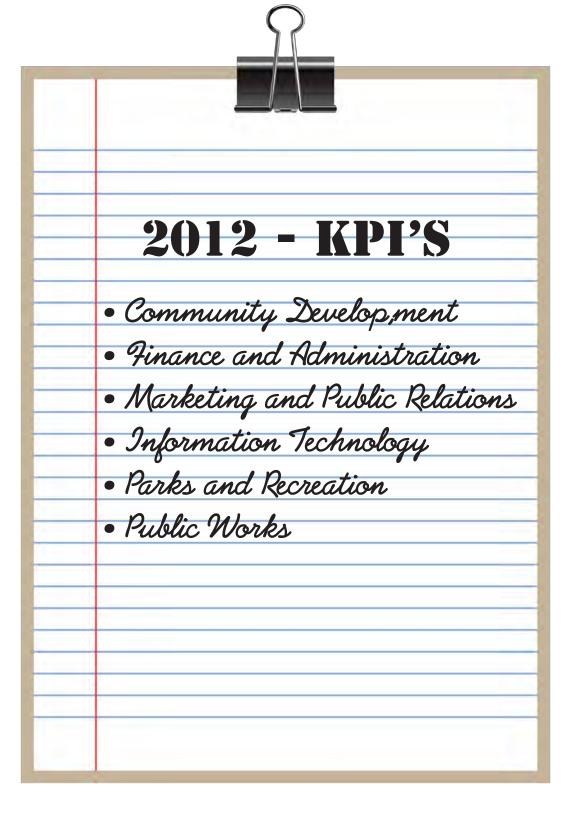
KEY PERFORMANCE INDICATORS

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 mesure).



COMMUNITY DEVELOPMENT



47 public meetings - 411 agenda packets

We keep the process moving!

- 12 3 oning 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 3oning Rewrite process

68 advertising deadlines

We inform the community!
100% of 3oning-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



employees

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

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

We keep solicitations (RFPs/RF2s/ITBs) moving!

- solicitations ·
- 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-Iriday, 8 a.m. - 5 p.m..

ACCOUNTING

We pay our bills on time! 3,040 invoices 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

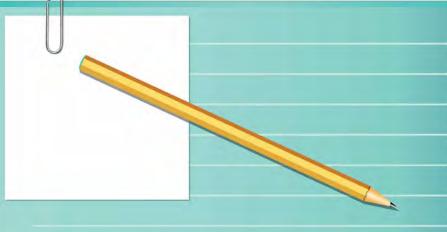
We keep the books current! 100% of monthly financial reports completed by the last day of the following month

IR DAY DINA DI D

We process new and renewal applications! 2,707 2,358 renewals of licenses licenses 349 new licenses 66 more than 2011's 2,641 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

We keep the conversation moving with social media!

- social
- 304 posts on Facebook 318 tweets on Twitter
- media
- 898 Facebook Friends
- messages
- 1,575 Twitter Pollowers
- 5,824 Gov Delivery subscribers

168 media inquiries

We are always available for comment! 100% of media inquires 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 CATR

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

We quickly address issues in our parks! 100% of work orders addressed within time frames

171 work 48

- 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 Parnters, 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



PAVING

We are resurfacing our streets!

Analysis we continue to resurface!

Based on the 2009 Pavement Conditions

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

SIDEWALKS

We are repairing and maintaining our streets!

3 new sidewalks complete

14.1 lane

miles

141 pot holes filled

27 curbs replaced

135 pavement patches

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

303

street

repairs

74 sidewalk repairs

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

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

535 other work orders

88 right of way maintenance issues

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!





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.