



PERFORMANCE INDICATORS

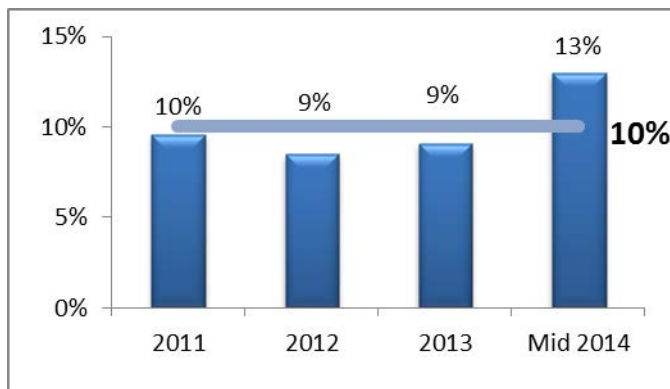
Notes to Performance Indicators

- The data shown presents a snapshot of key performance indicators for city departments.
- Responsibility for performance results may be shared across departments and, as such, may not solely rest with the department reporting the indicator.
- Unless otherwise stated, the mid-year figure is through June.
- The target line represents 2015 projections unless otherwise indicated.

POLICE DIVISION - INVESTIGATIONS
% OF VIOLENT CRIME REPORTS CLEARED BY ARREST

Percentage of violent crime reports cleared per month by the arrest of a suspect or suspects. Violent crimes include murder, rape, robbery and aggravated assault.

% of violent crime reports cleared by arrest



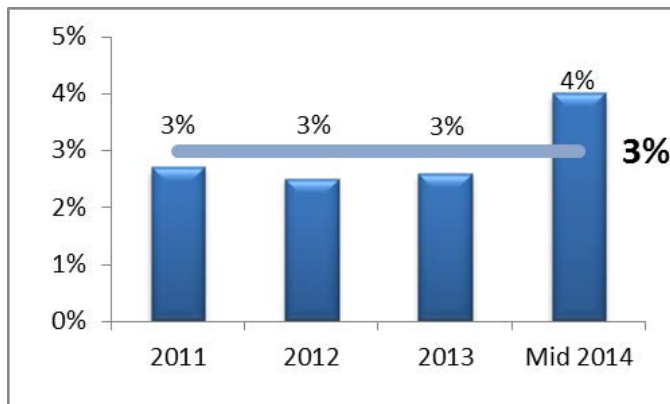
2015 Target: 10%

The percentage of violent crime reports cleared by arrest dipped slightly in 2012 but started trending upward in 2013. By mid-year, the division reported a violent crime arrest clearance rate of 13 percent. The division will maintain the target of 10 percent for this performance indicator in 2015 and will continue to monitor data trends in this area.

POLICE DIVISION - INVESTIGATIONS
% OF PROPERTY CRIME REPORTS CLEARED BY ARREST

Percentage of property crime reports cleared per month by the arrest of a suspect or suspects. Property crimes include burglaries and vehicle thefts.

% of property crime reports cleared by arrest



2015 Target: 3%

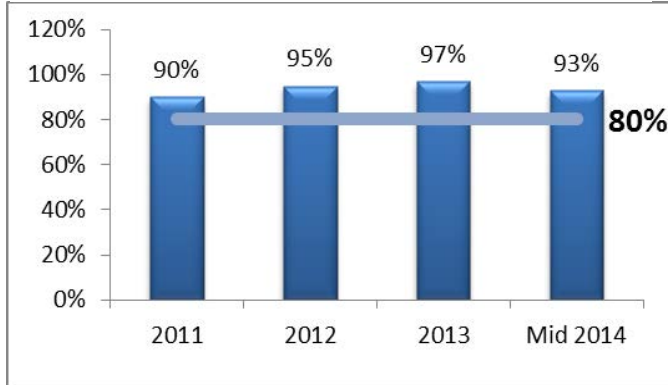
The percentage of property crime reports cleared by arrest remained steady until 2014, when, at mid-year, the division reported an increase of one percent. The division will maintain the current target of 3 percent for this performance indicator in 2015 and will continue to monitor data trends in this area.

FIRE DIVISION – FIRE RESPONSE TIME

% OF FIRE INCIDENT RESPONSES WITHIN EIGHT MINUTES OF CALL

By City Council resolution, the Division of Fire must maintain an overall maximum response time of eight minutes or less in at least 80 percent of fire incident responses.

% of fire incident responses within eight minutes of call



2015 Target: 80%

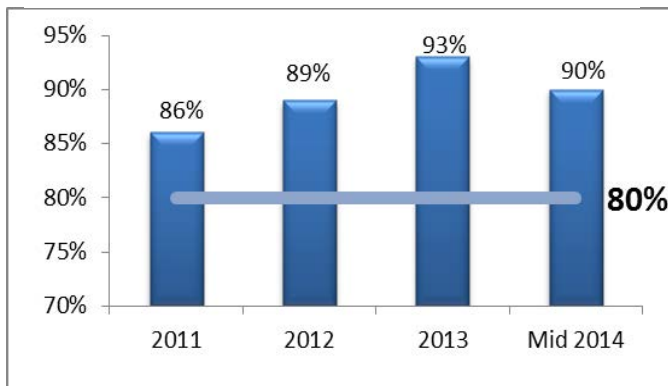
The percentage of fire responses within eight minutes of call has fluctuated during the reporting period; however, it has consistently exceeded the minimum target of 80 percent by several percentage points in each year.

FIRE DIVISION – EMS RESPONSE TIME

% OF EMERGENCY MEDICAL RESPONSES WITHIN EIGHT MINUTES OF CALL

By City Council resolution, the Division of Fire must maintain an overall maximum response time of eight minutes or less in at least 80 percent of EMS incident responses.

% of emergency medical responses within eight minutes of call



2015 Target: 80%

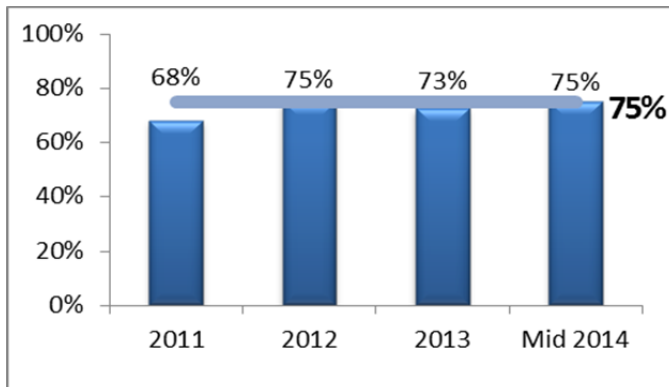
The percentage of emergency medical responses within eight minutes of call has fluctuated during the reporting period; however, it has consistently exceeded the minimum target of 80 percent by several percentage points in each year.

CODE ENFORCEMENT DIVISION – NON-EMERGENCY CODE ENFORCEMENT

% OF NON-EMERGENCY CODE ENFORCEMENT REQUESTS INVESTIGATED WITHIN TEN BUSINESS DAYS

Factors that impact response times include: number of requests received, staffing availability, nature of the complaint, and weather conditions.

% of non-emergency code enforcement requests investigated within ten business days



2015 Target: 75%

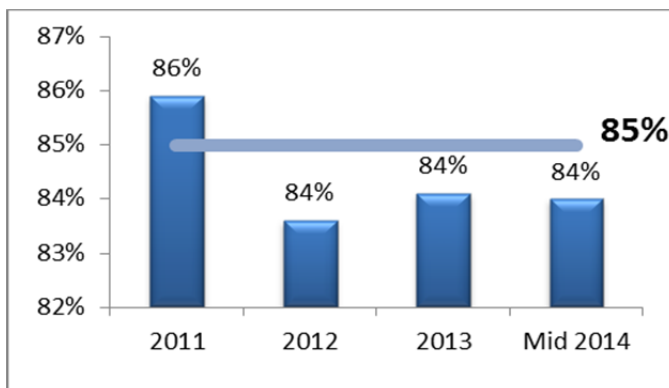
At mid-year, the city received 21,701 non-emergency requests from residents. Seventy-five percent, or 16,275 requests, were investigated within the division's accepted timeline. This represents an increase from previous years and equals the target of 75 percent.

CODE ENFORCEMENT DIVISION – EMERGENCY CODE ENFORCEMENT

% OF INTERIOR EMERGENCY CODE ENFORCEMENT REQUESTS INVESTIGATED WITHIN TWO BUSINESS DAYS

Emergency requests are a higher priority than non-emergency requests and include issues that are of immediate concern to the health and safety of residents (such as water shut-offs).

% of interior emergency code enforcement requests investigated within two business days



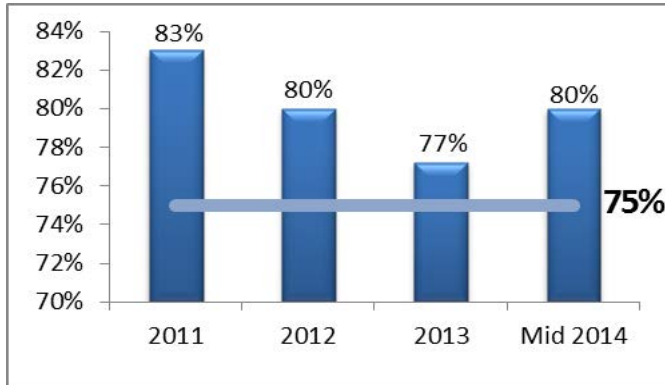
2015 Target: 85%

At mid-year, the division logged 807 interior emergency requests, 677 of which, or 84 percent, were investigated within two business days. This represents a level response time over the past year and is slightly below the division target of 85 percent.

FLEET MANAGEMENT DIVISION – FLEET MANAGEMENT
% OF FLEET MAINTENANCE MECHANICS WITH ASE BLUE SEAL CERTIFICATION

The percentage of mechanics who have obtained at least one ASE (Automotive Service Excellence) certification. In order to receive Blue Seal certification, 75 percent of a shop's technicians must have at least one certification.

% of fleet maintenance mechanics with ASE Blue Seal certification



2015 Target: 75%

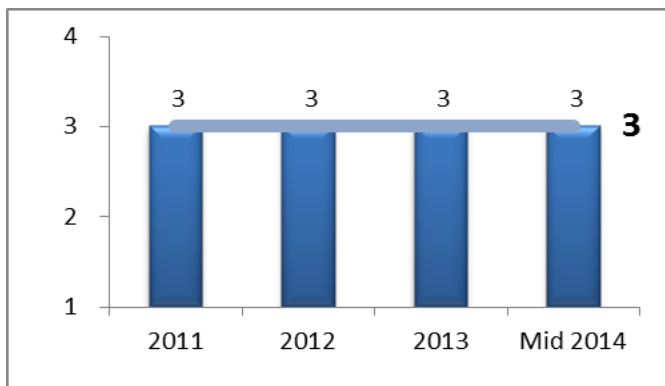
By investing in training the city's technicians in the highest fleet standards, the division can help to reduce diagnostic errors and reduce re-works on repairs, thereby saving time and money. At mid-year, 65 of the 81 maintenance technicians employed by the division had at least one ASE certification.

FINANCIAL MANAGEMENT DIVISION – FINANCIAL MANAGEMENT

% OF BOND RATING AGENCIES GIVING COLUMBUS ITS HIGHEST RATING ON GENERAL OBLIGATION BONDS

The city's bond rating is an important measure of the city's fiscal health.

of bond rating agencies giving Columbus its highest rating on general obligation bonds



2015 Target: 3

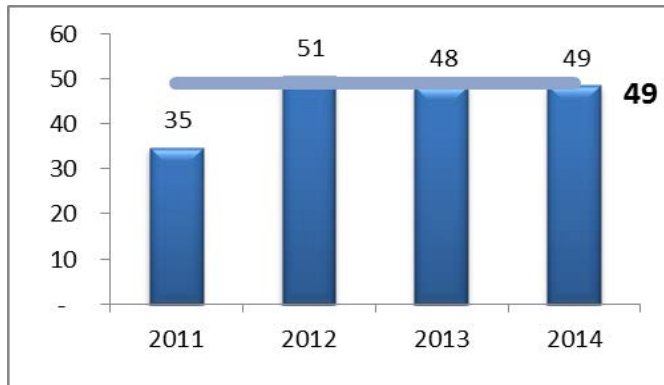
Through principles of fiscal conservatism and responsible spending models, the city has been able to maintain the highest rating from all three major rating agencies for the past several years. The better the rating, the lower the interest on bonds the city will receive, thus saving the city a significant amount of money.

RECREATION AND PARKS DEPARTMENT – RECREATION PROGRAMMING

REGISTERED FOR CLASSES AND PROGRAMS

Number of participants registered for classes and programs.

of participants registered for classes and programs (in thousands)



2015 Target: 49,000

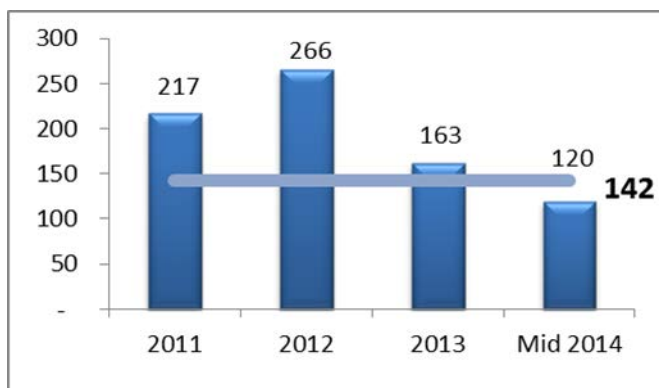
The number of participants registered for the classes and programs through the Recreation and Parks Department has remained steady throughout the measurement period. The department’s offerings include indoor, outdoor, and therapeutic recreation as well as aquatics, art, and “outdoor education.” Programming geared for those aged 50 and older is also offered. Data for 2014 runs through mid-October.

RECREATION AND PARKS DEPARTMENT – AQUATICS

OF AQUATICS PARTICIPANTS

Number of individuals and groups (duplicated counts) utilizing the city’s public pools.

of individuals and groups (duplicated counts) utilizing the city’s public pools (in thousands)

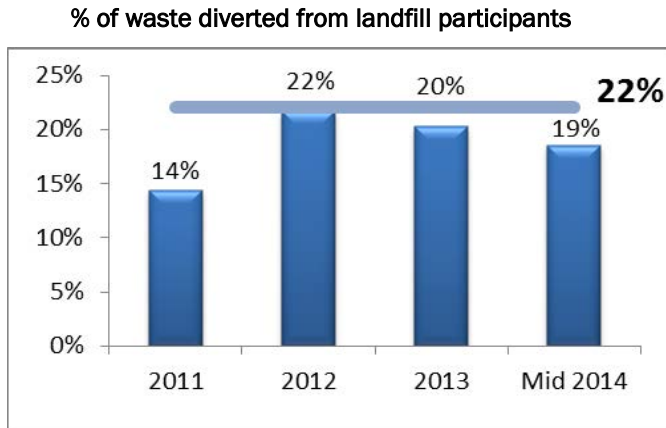


2015 Target: 142,000

Data representing use of the city’s public pools fluctuates significantly between 2012 and 2013. This reflects the institution of a nominal fee in 2013. There was no fee for pool re-entry prior to 2013. It is likely, therefore, that the higher attendance figures for 2011 and 2012 reflect multiple visits in a single day by the same individual. Data for 2014 runs through October.

REFUSE COLLECTION DIVISION – WASTE STREAM DIVERSION
% OF WASTE DIVERTED FROM LANDFILL

Percentage of waste diverted through recycling and yard waste programs, which extends the life of the landfill.

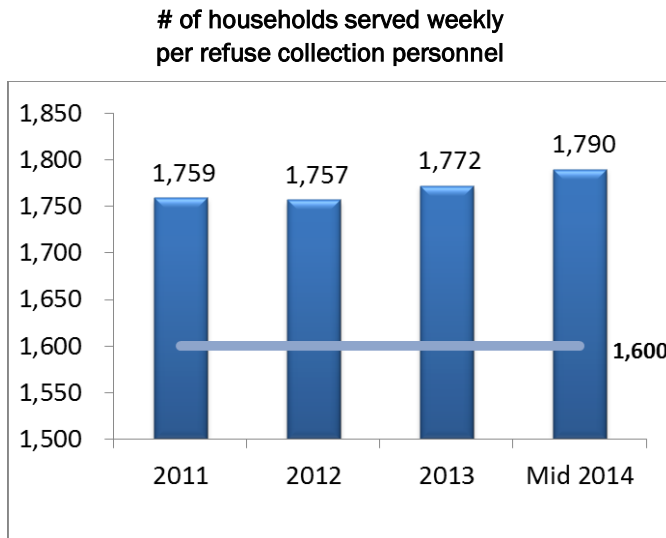


2015 Target: 22%

The percentage of waste diverted from the land fill has remained relatively constant since 2012. In that year, the city initiated its curbside residential recycling program, leading to the jump in waste diversion between 2011 and 2012. The division fully implemented the program in 2013, which today provides recycling service to approximately 203,000 households.

REFUSE COLLECTION DIVISION – REFUSE COLLECTION
OF HOUSEHOLDS SERVED WEEKLY PER REFUSE COLLECTION PERSONNEL

Number of households served weekly per refuse collection personnel



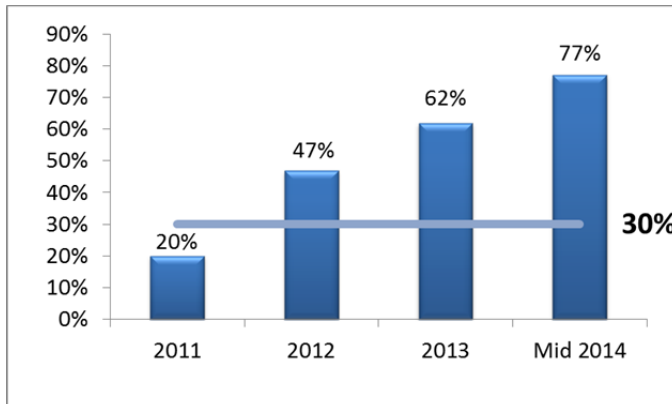
2015 Target: 1,600

The number of households served weekly per refuse collection personnel has remained relatively constant over the last four years. At mid-year 2014, weekly per person collection was 1,790, up from the weekly 2013 figure of 1,772. Both are significantly higher than the 2015 target of 1,600.

SEWERS AND DRAINS DIVISION – WASTEWATER TREATMENT
% OF WASTEWATER BIOSOLIDS PRODUCED THAT ARE PUT TO BENEFICIAL REUSE

Percentage of the Southerly Wastewater Treatment Plant’s biosolids production reused beneficially through composting, land application and high-solids anaerobic digestion

% of wastewater biosolids produced that are put to beneficial reuse



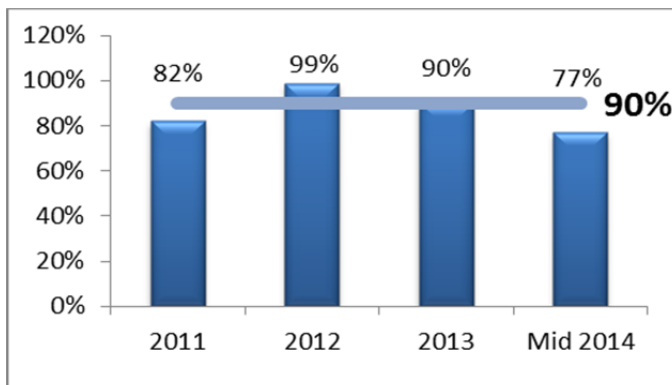
2015 Target: 30%

The percentage of beneficial biosolids reuse from the Southerly Wastewater Treatment Plant has increased over the last four years, consistently exceeding the target of 30 percent since 2012. This reflects the addition of two beneficial reuse outlets, Quasar and Ohio Mulch, added in 2011 and 2013, respectively. Data for 2014 is through September.

TRAFFIC MANAGEMENT DIVISION – STREET MAINTENANCE
% OF POTHOLE REPAIR SERVICES REQUESTS CLOSED WITHIN THREE DAYS

Frequency at which the Public Service Department is able to respond to citizen pothole reports in a timely manner.

% of pothole repair services requests closed within three days



2015 Target: 90%

The percentage of pothole repair service requests closed within three days has fluctuated over the last four years. While in all cases, the division aims to address 90 percent of pothole repair service requests within three days, weather can and does play a factor in their success. Following a particularly harsh winter, for example, response times may be slower due to the sheer volume of requests.