

Performance Indicators

Office of Performance Management

The Office of Performance Management (OPM) provides program performance analysis and reporting services to Columbus city leaders and department staff so they can make more informed decisions to improve the quality and efficiency of city services. OPM supports the Columbus*Stat process by administering performance data collection and facilitating weekly meetings between city executive leadership, department directors and their staffs. Columbus*Stat is a forum for departments to regularly report progress on major initiatives and discuss operational performance utilizing program and department-wide metrics.

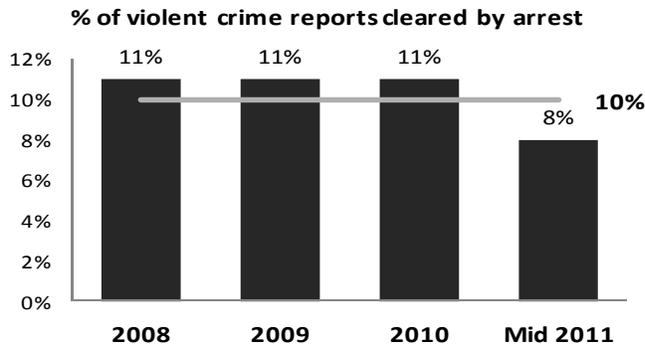
Notes to Performance Indicators

- The data shown presents a snapshot of key performance indicators for city departments.
- Performance results may be shared with a department other than the one “owning” the indicator.
- Target lines displayed on the graphs represent 2012 goals and may not reflect targets set for prior years.
- Population estimates are provided annually by the Mid-Ohio Regional Planning Commission, which uses census data with adjustments, to develop estimates.

Investigations: % of violent crime reports cleared by arrest

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

2012 Target: 10%

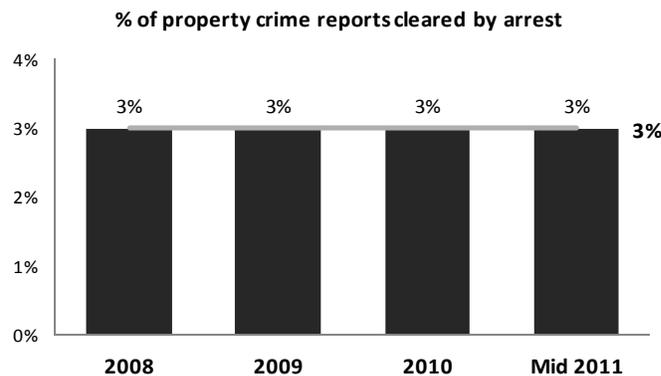


The percentage of violent crime reports cleared by arrest has remained steady at 11 percent over the last three years. This is one percentage point above the target of ten percent. At mid-year 2011, that number was just two percentage points below target at eight percent.

Investigations: % of property crime reports cleared by arrest

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

2012 Target: 3%

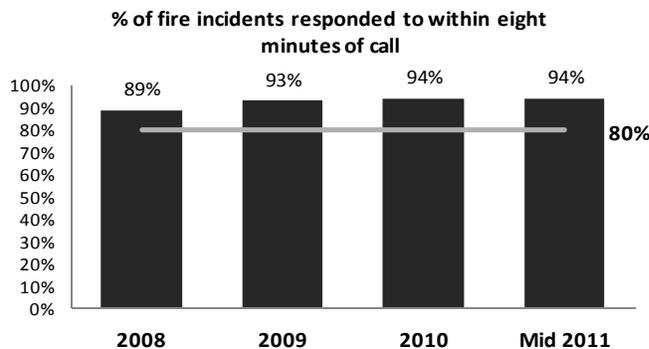


Meeting target, the percentage of property crime reports cleared by arrest has remained a constant three percent from 2008-2010. At mid-year 2011, performance is also at target (three percent).

Fire Response Time: % of fire incident responses within eight minutes of call

By City Council resolution, the Division of Fire maintains an overall maximum response time of eight minutes or less in at least 80 percent of fire incident responses. Note: mid-year data is through May.

2012 Target: 80%

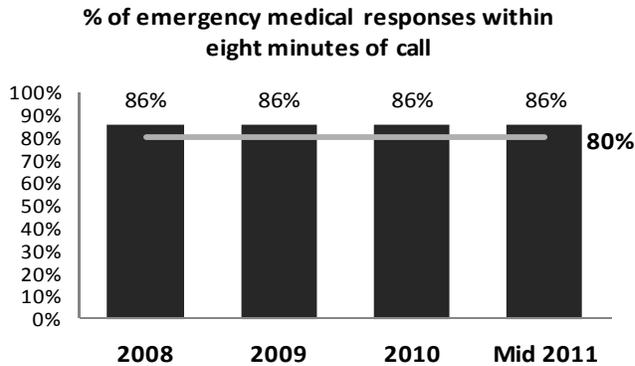


The percentage of fire incidents responded to within eight minutes increased in 2009 by four percentage points to 93 percent. In 2010, this performance increased by one percentage point over the previous year to 94 percent. At mid-year 2011, the percentage mirrored the 2010 performance at 94 percent, 14 percentage points above the goal of 80 percent.

EMS Response Time: % of emergency medical responses within eight minutes of call

By City Council resolution, the Division of Fire maintains an overall maximum response time of eight minutes or less in at least 80 percent of EMS incident responses. Note: mid-year data is through May.

2012 Target: 80%

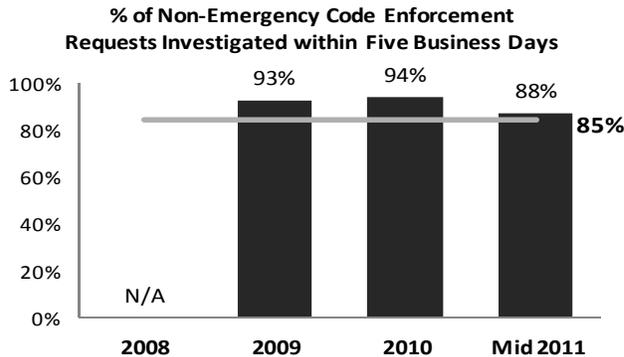


The percentage of emergency medical responses within eight minutes has maintained an 86 percent effectiveness rating for the last three years. At the midpoint of 2011, the rate was also at 86 percent, exceeding the target of 80 percent, by six percentage points.

Code Enforcement: % of non-emergency code enforcement requests investigated within five business days

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

2012 Target: 85%

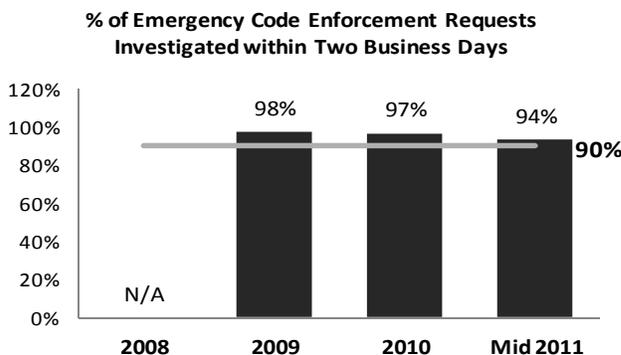


As of June 2011, the city received 16,062 non-emergency requests from residents; 88 percent, or 14,051, were investigated within the division's accepted timeline. This represents a slight decrease from the performance achieved in the prior two years, but still exceeds the 85 percent target set by the division.

Code Enforcement: % of 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).

2012 Target: 90%

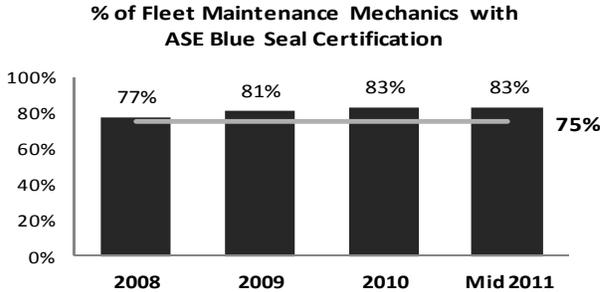


As of June 2011, the division logged 1,978 emergency requests, 1,860 of which, or 94 percent, had been investigated within two business days. This represents a slight decrease in response times over the past two years, but still exceeds the 90 percent target set by the division.

Fleet Management: % of fleet maintenance mechanics with ASE Blue Seal certification

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

2012 Target: 75%

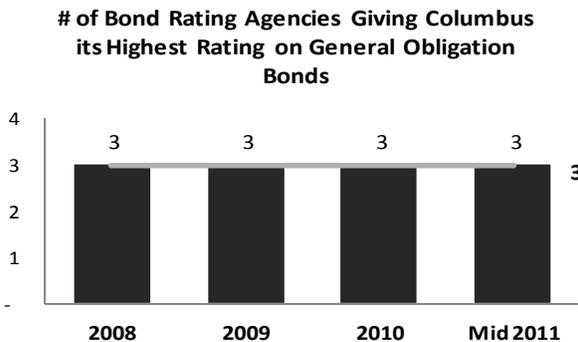


By investing in training the city's technicians in the highest fleet standards, the division can help to reduce diagnostic errors and reduce re-works on repairs, thereby saving time and money. As of June 2011, 70 of the 84 maintenance technicians employed by the division had at least one ASE certification.

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.

2012 Target: 3

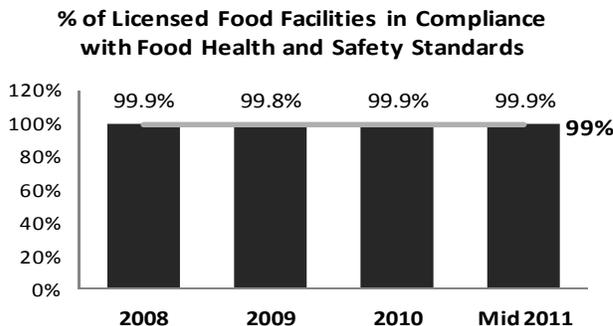


Through principles of fiscal conservatism and responsible spending models, the city has been able to maintain the highest rating from all three major rating agencies for the past several years. The better the rating, the lower the interest on bonds the city will receive, thus saving the city significant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

Food Safety: % of licensed food facilities in compliance with food health and safety standards

Percentage of facilities not entering into the enforcement process, and thereby clear of unresolved violations.

2012 Target: 99%

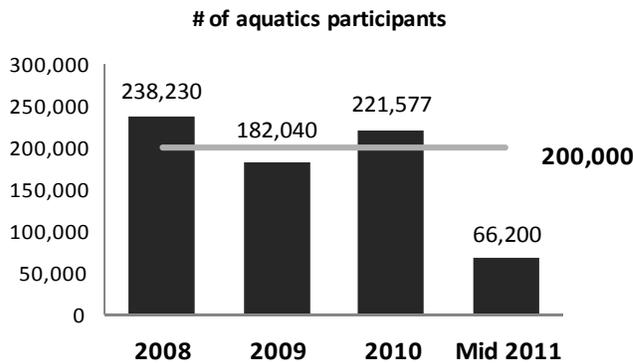


As of June 2011, 99.9 percent (or 4,957) of the city's 4,963 licensed facilities were in compliance with food health and safety standards. Compliance is enhanced through regular inspections by city environmental health inspectors of restaurants and other food operations. Owners and food handlers also receive training and on proper safety techniques. This ensures a healthy and safe dining experience for residents and visitors and helps to reduce the incidence of food-borne illness.

Aquatics: # of aquatics participants

Number of individuals and groups (duplicated count) utilizing the city's public pools.

2012 Target: 200,000

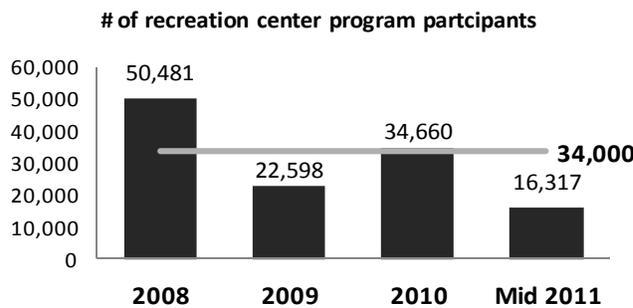


The 2009 year represented the lowest years' attendance, declining 23 percent from 2008. It was in this year that the city experienced the closure of several recreation centers and pools due to budget constraints. By contrast, a 22 percent increase in participants was experienced in 2010 over 2009, coinciding with the re-opening of recreation centers and pools. At mid-year 2011, attendance (66,200) was less than half of the annual goal of 200,000.

Recreation Centers: # of recreation center program participants

Number of participants registered for classes and programs. Note: mid-year data is through May.

2012 Target: 34,000

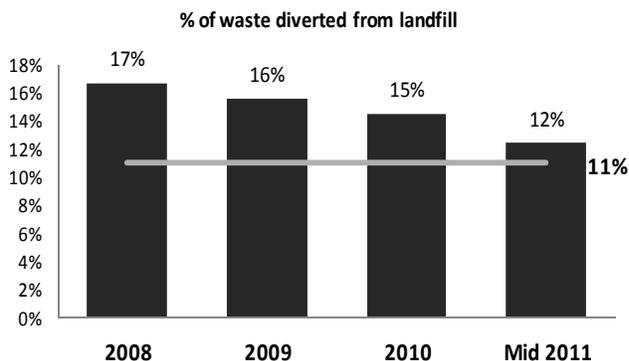


The 2009 year represented the lowest years' participation with a 55 percent decrease over the previous year. It was in this year that the city experienced the closure of several recreation centers and pools due to budget constraints. However, in 2010, the number of program participants rebounded with a 53 percent increase in attendance (12,062) compared to 2009. This coincides with the re-opening of the recreation centers and pools. At mid-year 2011, program participation (16,317) was at 48 percent of the annual goal.

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.

2012 Target: 11%

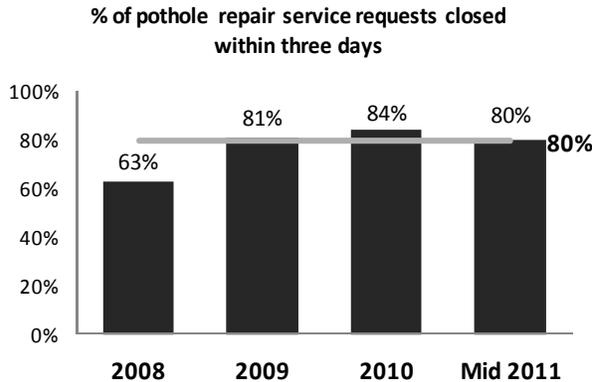


The percentage of waste diverted from the land fill was at its highest point in 2008 at 17 percent. Since this time, while still above a target of 11 percent, there has been a slight decline in waste diverted from the landfill. At mid-year 2011, landfill diversion remained above target at 12 percent.

Street Maintenance: % of pothole repair service requests closed within three days

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

2012 Target: 80%

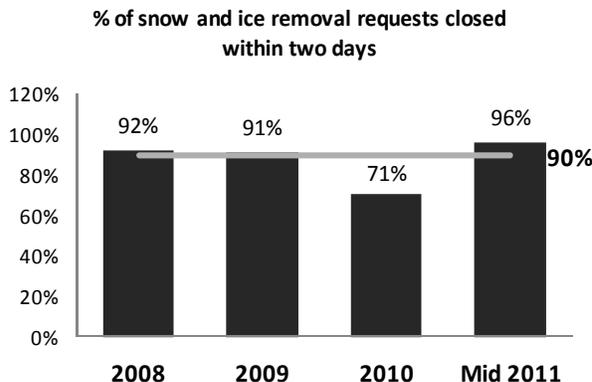


The percentage of pothole repair service requests closed within three days has steadily improved over the past few years. 2009 experienced the most significant improvement in performance by 18 percent over 2008. At mid-year 2011, performance met the established target at 80 percent.

Street Maintenance: % of snow and ice removal requests closed within two days

Frequency at which the Public Service Department is able to respond to citizen requests for snow and ice removal in a timely manner. Note: mid-year data is through February.

2012 Target: 90%

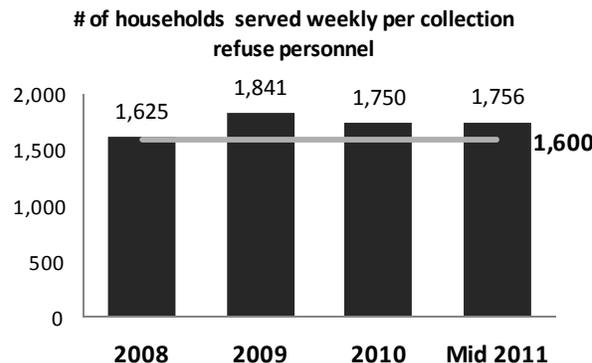


The Public Service Department's response to citizens' requests for snow and ice removal in a timely manner remained relatively constant at a high level of performance in 2008 and 2009. With a decline in performance in 2010 by 20 percent, February 2010 marked a record amount of snow and an increase in the amount of residential treatments over prior years. Performance at mid-year 2011 was well above target at 96 percent.

Refuse Collection: # of households served weekly per collection refuse personnel

Amount of households receiving refuse collection service each week from personnel of the Refuse Collection Division.

2012 Target: 1,600

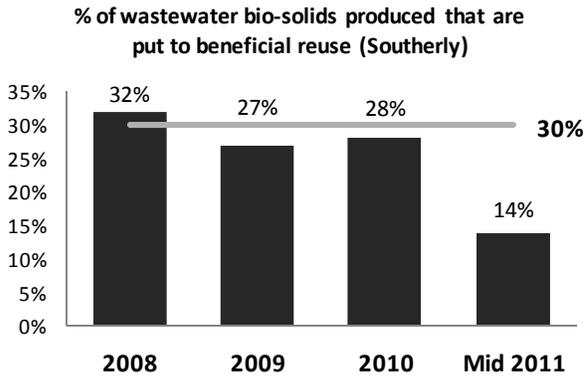


The number of households served weekly per collection personnel increased by 13 percent in 2009 compared to 2008. The year 2010 experienced a five percent decrease over 2009. At mid-year 2011, collections were similar to that of the 2010 year end performance.

Wastewater Treatment: % of wastewater bio-solids produced that are put to beneficial reuse (Southerly)

2012 Target: 30%

Percentage of Southerly's waste production disposed of either by composting or land application.



The percentage of production from the Southerly plant that was disposed of by composting or land application experienced its greatest level of performance in 2008 at 32 percent. Performance in 2009 is five percentage points below 2008 performance at 27 percent, but increased by one percentage point in 2010 to 28 percent. At mid-year 2011, the percentage of wastewater bio-solids put to beneficial reuse was nearly half of the goal of 30 percent.

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