

## **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.

### **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. The 2013 target is also indicated.
- Unless otherwise stated, the mid-year figure is through June.
- Population estimates are provided annually by the Mid-Ohio Regional Planning Commission, which uses census data with adjustments, to develop estimates.

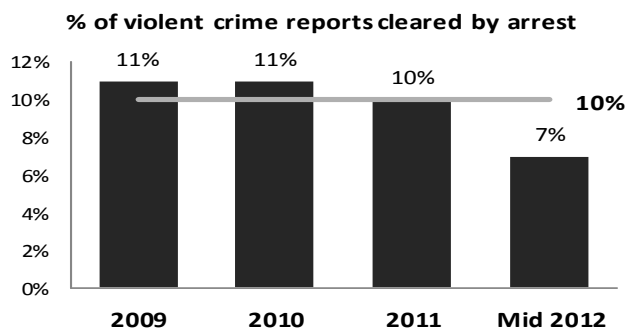
## Performance Indicators

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### **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.

**2013 Target: 10%**



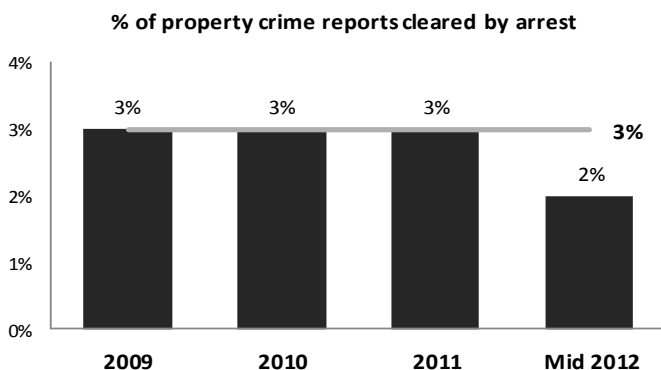
The percentage of violent crime reports cleared by arrest has remained above or at target (ten percent), the last three years. At mid-year 2012, performance was just three percentage points below target at seven percent.

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### **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.

**2013 Target: 3%**



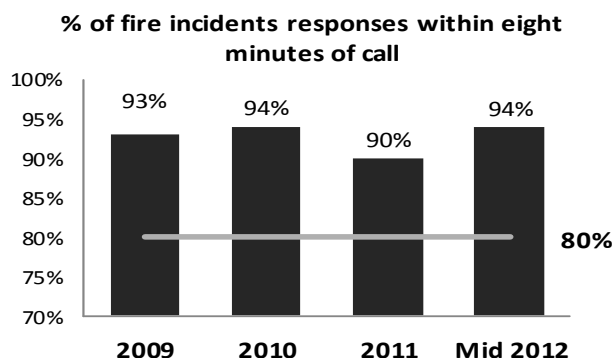
Meeting target, the percentage of property crime reports cleared by arrest has remained a constant three percent from 2009-2011. At mid-year 2012, performance is just slightly below target at two percent.

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### **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.

**2013 Target: 80%**

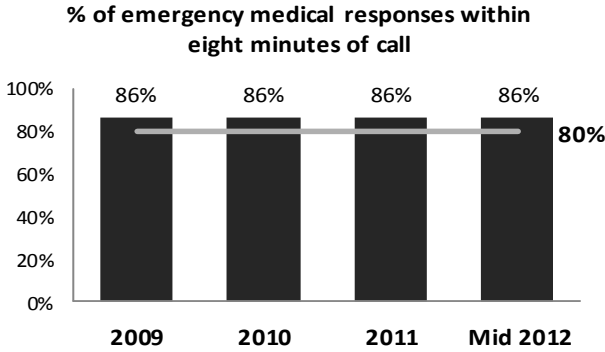


The percentage of fire incidents responded to within eight minutes remained relatively unchanged from 2009 to 2010. In 2011, this performance, while still above target, dropped five percentage points over the previous year to 90 percent. At mid-year 2012, the percentage was at 94 percent, 14 percentage 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.

**2013 Target: 80%**

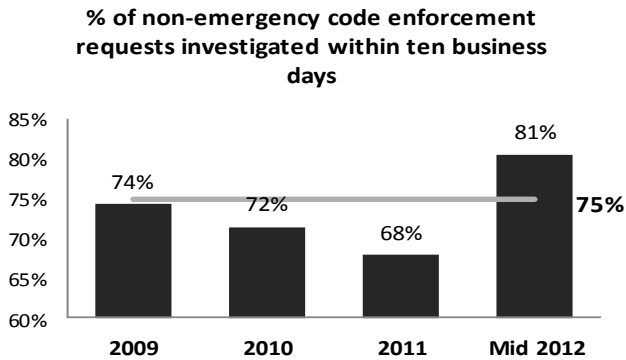


The percentage of emergency medical responses within eight minutes has maintained an 86 percent effectiveness rating for the last three years. At mid-year 2012, the rate was 86 percent, exceeding the target of 80 percent, by six percentage points.

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

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

**2013 Target: 75%**

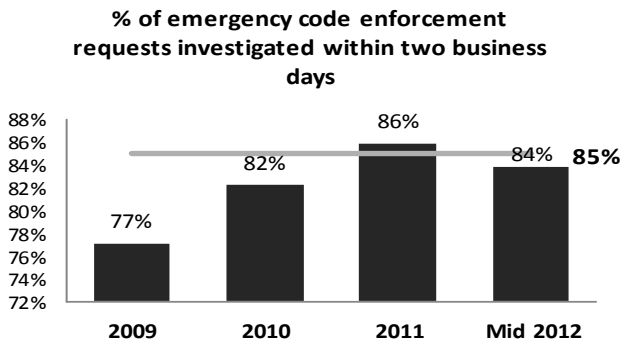


At mid-year, the city received 16,842 non-emergency requests from residents. 80.5 percent, or 13,560, were investigated within the division's accepted timeline. This represents an increase from previous years and exceeds the target of 75 percent.

**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).

**2013 Target: 85%**



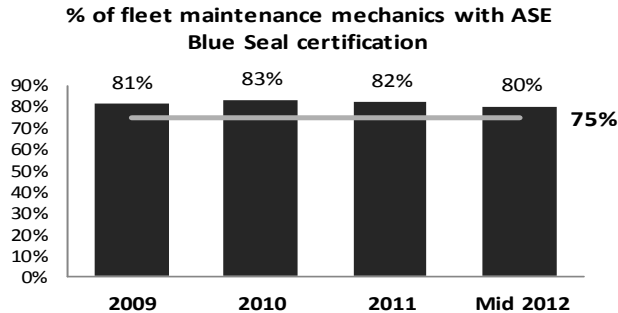
At mid-year, the division logged 795 interior emergency requests, 666 of which, or 83.8 percent, were investigated within two business days. This represents a slight decrease in response times over the past year, but is close to the division target of 85 percent.

## Performance Indicators

### **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.

**2013 Target: 75%**

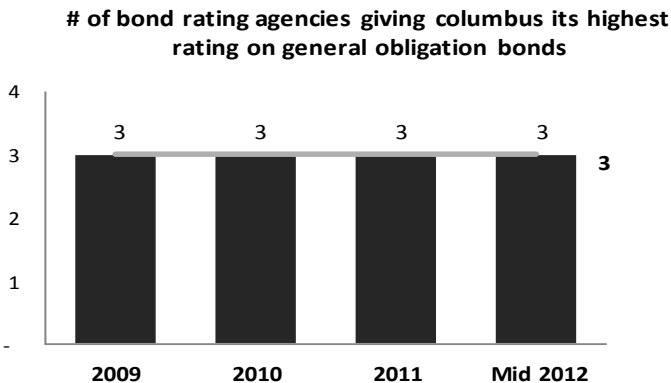


By investing in training the city's technicians in the highest fleet standards, the division can help to reduce diagnostic errors and reduce re-works on repairs, thereby saving time and money. At mid-year 2012, 66 of the 82 maintenance technicians employed by the division had at least one ASE certification.

### **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.

**2013 Target: 3**

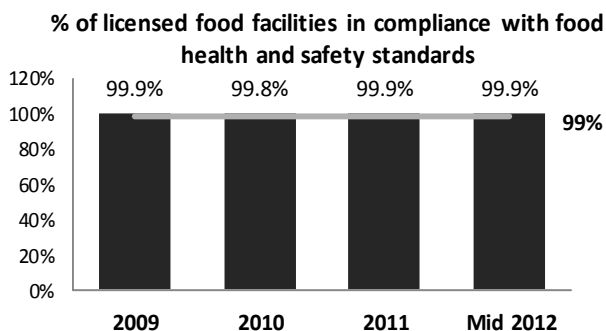


Through principles of fiscal conservatism and responsible spending models, the city has been able to maintain the highest rating from all three major rating agencies for the past several years. The better the rating, the lower the interest on bonds the city will receive, thus saving the city a significant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

### **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.

**2013 Target: 99%**

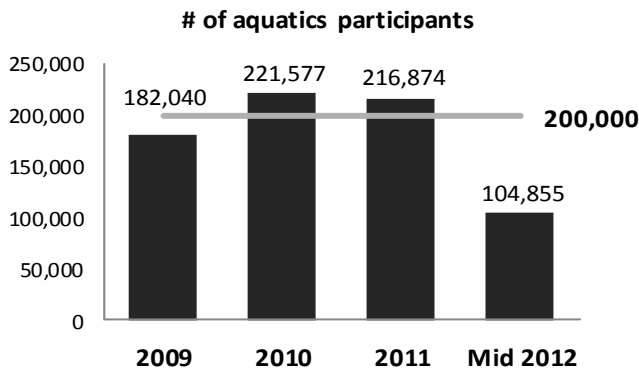


At mid-year, 99.9 percent (or 5,089) of the city's 5,093 licensed facilities were in compliance with food health and safety standards. Compliance is enhanced through regular inspections by city environmental health inspectors of restaurants and other food operations. Owners and food handlers also receive training 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.

**2013 Target: 200,000**

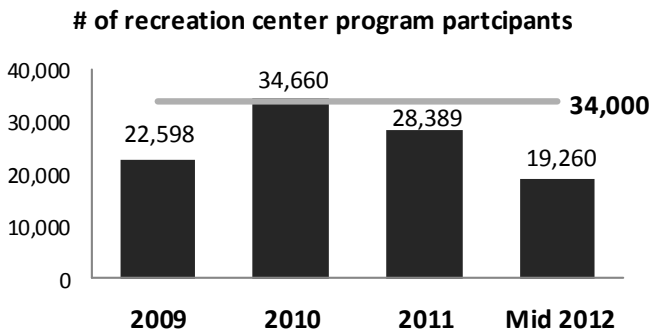


2009 represented the lowest years' attendance, over the last three years. It was in this year that the city experienced the closure of several recreation centers and pools due to budget constraints. By contrast, a 22 percent increase in participants was experienced in 2010 over 2009, coinciding with the re-opening of recreation centers and pools. At mid-year 2012, attendance (104,855) was slightly more 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.

**2013 Target: 34,000**

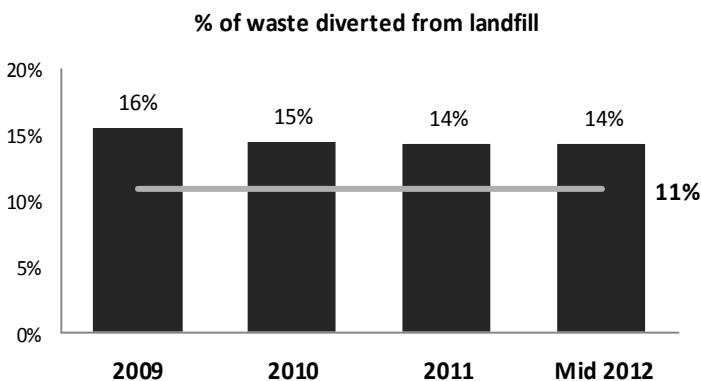


2009 represented the lowest years' participation. It was in this year that the city experienced the closure of several recreation centers and pools due to budget constraints. However, in 2010, the number of program participants rebounded with a 53 percent (12,062) increase in attendance compared to 2009. This coincides with the re-opening of the recreation centers and pools. At mid-year 2012, program participation (19,260) represented 57 percent of the annual goal of 34,000.

**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.

**2013 Target: 29%**



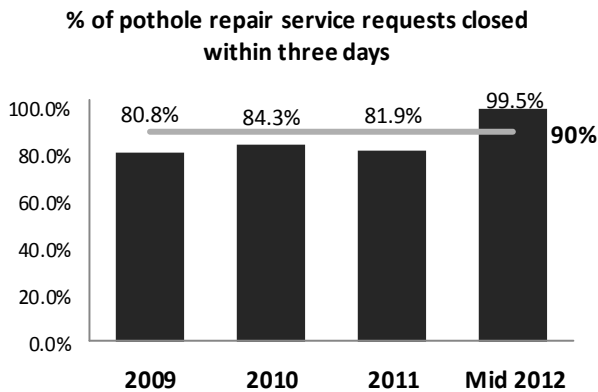
The percentage of waste diverted from the land fill was at its highest point in 2009 at 16 percent. Since this time, there has been a slight decline in waste diverted from the landfill. While performance has remained above a target of 11% for the years 2009 through mid-year 2012, the 2013 target has been set 29%. In April 2012, the city began offering a residential recycling collection service with collections beginning in June of this year. When fully implemented in February 2013, approximately 227,000 households will be serviced.

## Performance Indicators

### **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.

**2013 Target: 90%**

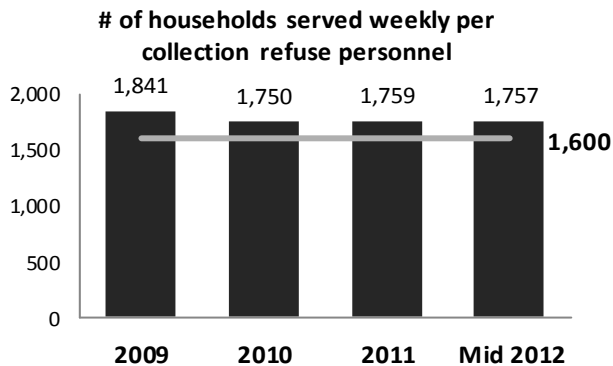


The percentage of pothole repair service requests closed within three days has steadily remained below target over the past few years. At mid-year 2012, performance exceeded the established target of 90 percent by approximately 10 percentage points.

### **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.

**2013 Target: 1,600**

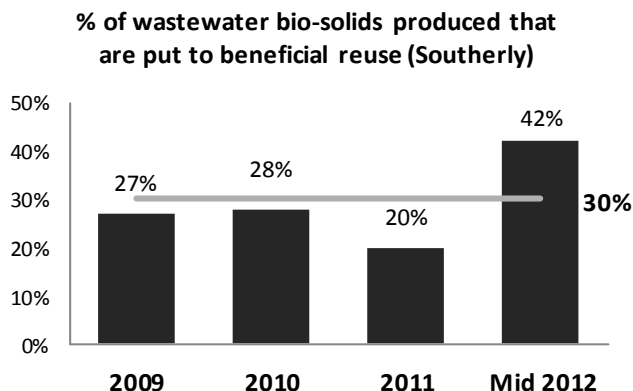


The number of households served weekly per collection personnel decreased by five percent in 2010 compared to 2009. At mid-year 2012, collections (1,757) were similar to that of the 2010 and 2011 year-end performance.

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

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

**2013 Target: 30%**



The percentage of production from the Southerly plant that was disposed of by composting or land application, experienced comparable performance in 2009 and 2010 and decreased in 2011 by eight percentage points over the previous year. At mid-year 2012, the percentage of wastewater bio-solids put to beneficial reuse has exceeded the target by 12 percentage points.