

CITY COUNCIL STUDY SESSION

TO: Mayor and City Council
FROM: Mari E. Macomber, City Manager *MEM*
SESSION DATE: September 19, 2011
TIME: 4:30 pm
PLACE: Second Floor Conference Room

AGENDA:

- **DEVELOP CITY GOALS FOR 2012**
- **IDENTIFY STUDY SESSION TOPICS FOR 2012**
- **REVIEW PERFORMANCE MEASURES OF CITY**
- **UPDATE ON CITIZEN SERVICE REQUEST SYSTEM**
- **REVIEW CURRENT ECONOMIC DEVELOPMENT SUPPORT**
- **REVIEW NEWSLETTER (includes miscellaneous topics)**

DEVELOP GOALS FOR 2012

Included in your packet are the current year Goals and Objectives. Please review them and be prepared to discuss changes you wish to make for the 2012 fiscal year.

IDENTIFY STUDY SESSION TOPICS FOR 2012

It is important that the City operate as efficiently as possible. Many times you will hear that government is slow to respond to something. By identifying topics and issues of interest of the City Council and to the citizens, it helps us to be on the forefront of improvements sooner rather than later.

One way that this is done is through some pre-planning and identification of potential study session topics.

Included with this Study Session cover memo are two lists: list one – 2011 Study Session Topics; and list two – Potential 2012 Study Session Topics.

Recommendation – Be prepared to discuss some potential study session topics are issues that you would like reviewed/explored over the course of the next year.

REVIEW PERFORMANCE MEASURES OF THE CITY

For years, we have had performance measurements in the city budget. However, in the last budget process, we worked develop performance measures and a tracking system that would be more meaningful to the Council, departments and citizens.

Included with this Newsletter is a copy of the 2nd Quarter Performance Report, which you have seen previously. Included with the report or proposed changes that the departments would like to make for the next year's budget.

Performance measures are a way for us to monitor program effectiveness and efficiency. In some cities, they are using the results of these measures to determine their allocation of resources. We are not at this level, while some other cities are waiting to begin performance measurement efforts. The primary focus on performance measurement tracking in public sector is to produce results, results that benefit the public. These results should also give the public confidence that we are performing.

Recommendation – We want to review the performance measures with the City Council and determine whether the Council is agreeable with the proposed changes and if the City Council has any other changes that should be made to this tracking system.

UPDATE ON CITIZEN SERVICE REQUEST SYSTEM (CSR)

The City implemented a new Citizen Service Request System in March. The system is a web-based through Civic Plus. All requests for service can be entered directly online. The system allows for enhanced two-way communication between the City and the citizen.

Prior to this system, we operated a dual tracking system. Three part forms were used by employees to write down citizen service requests. The forms were distributed to the appropriate departments to address. Once complete it then went to an Administrative Assistant who entered all of the data into the computer. Since the system today is web-based, all of the data is entered by the individual citizen and the responding department. The web-based system has also allowed us stay organized.

Since its implementation over 6 months ago, we have had 307 requests with Codes and Public Works receiving the lion share of the requests. On average it has taken us, from the time of receipt to the time of completion and response back to the citizen, 12.72 days per request.

Recommendation – This is an informational report and no recommendations presented at this time.

REVIEW CURRENT ECONOMIC DEVELOPMENT SUPPORT

At present the City provides a variety of support to the various economic development organizations. Three of those organizations; KREDI, KDIC, and Chamber of Commerce, have agreements with the City that have resulted in the funding of either a position (KREDI's Director of Job Creation and KDIC Executive Director) or a specific program (Chamber Tourism). A fourth organization, MREIC, has benefitted initially from office space provided by the City to actual cash contributions.

On Monday, we would like to review key components of our existing agreements including important dates, terms and conditions with the Council. The full-time staff of each of these organizations was invited to attend the Study Session to give the Council an update and answer any questions

Recommendation – It is recommended that the Council ask questions, provide feedback

on the direction of the programs and services, and identify areas of improvement you wish to be addressed.

REVIEW NEWSLETTER – September 3 and September 19

Attachments

2011 Goals

2011 Study Session Topics

Possible 2012 Study Session Topics

Performance Measures

CSR System Staff Report – Sarah Halstead, Community Services Coordinator

City of Kirksville 2011 GOALS

Economic Development

Continue to work with the Kirksville Regional Economic Development Incorporated (K-REDI) to market the community

- Provide staff support
- Provide office space
- Maintain property listings
- Develop flyers, brochures when needed
- Encourage KREDI to enhance and expand existing economic development website
- Gather and update information for website
- Maintain Community Profile
- Provide up to date information on airport services and improvements

Continue to work with K-REDI on recruitment efforts as prospects are identified

- Identify incentives based upon criteria established in City Council Policy #9 Economic Development
- Prepare individualized presentations under direction of Director of Job Creation
- Arrange details of meetings
- Pursue state and federal incentives available for projects as recommended by KREDI and staff
- **Develop ideas to move the DNA Laboratory forward**

Work with Innovation Center Board encouraging entrepreneurial ventures

- Work to develop bylaws and articles of incorporation that will work to promote job creation
- Explore role of city in relation to available building space for use of Innovation Center activities that would serve as an incubator for start-up businesses

Continue to work with the Tourism Office to develop a tourism program expanding the number of visitors to Kirksville

- City Manager and a **Council appointee** will serve on Tourism Board
- Assist in identifying target organizations, events and activities
- Provide City support in planning, organizing and hosting events
- Identify what Kirksville can do to be part of the Silver Rail Developments
- Encourage a comprehensive marketing plan that includes benchmarks for success

Work with the State of Missouri, TIF Commission, downtown partners, KDIC, downtown businesses, property owners, residents and the community on DREAM

- Continue to work with the State of Missouri on DREAM process
- Identify programs and projects that could benefit from DREAM
- Maximize TIF Funds by securing other funds through DREAM
- Identify projects key for collaboration
- Work with KDIC to insure compliance with CDBG funding for Executive Director
- **Meet with the KDIC to discuss DREAM and Downtown Progress including membership/fundraising status**

Expand economic development efforts to include other areas of focus specific to the City's efforts, excluding industrial recruitment and tourism

- **Meet with Major Employers annually**
- Work with local realtors, building owners to market available commercial buildings
- Inventory existing businesses to determine gaps in services and work to attract franchising businesses to the community
- Attend the monthly Chamber of Commerce Economic Development Committee meeting

- Develop a low interest loan program that would provide funds to downtown building owners to improve the store fronts/facades of downtown businesses
- Include in the City's airport layout plan locations for business development projects
- Identify businesses ideal for location at the municipal airport and work to recruit these businesses
- Explore concept of an incubator with Truman State University to provide on-campus services to students
- Work with educational institutions to find out how to retain workforce to adapt to new work environment

City should focus on retail and service sector attraction and retention

- Identify potential retail companies that are needed to meet community needs soliciting interest through mail, email and telephone contacts
- Identify potential service providers that are needed to meet community needs soliciting interest through mail, email and telephone contacts
- Assemble list of available properties through local real estate offices that would be placed on City website and marketed to targeted retail and service companies
- Develop low interest loan program including application requirements to include financial information, focus of the loans, and process for review and approval
- Help businesses develop a web presence
- Develop a shop local campaign – include success stories
- Conduct surveys to find out why people shop in Kirksville, why businesses chose to locate to Kirksville
- Identify retail, service and entertainment ideas for Kirksville that would enhance Silver Rails project

Quality of Life

Continue to identify infrastructure needs within existing areas of the City of Kirksville

- Periodically evaluate the quality of existing streets, water, sewer, storm drainage, and lighting
- Identify future needs for each community park through the creation of park plans
- Work to eliminate sub-standard housing conditions as identified using low interest loan funds
- Explore the possibility of implementing a wireless network for the community
- Provide support to the Adair County Humane Society to guarantee the sustainability of these animal care services
- Evaluate the need for a community center
- Evaluate the existing hike/bike trail plans and develop a plan to implement

Continue to implement and enforce beautification efforts to promote community pride

- Work with Kirksville Image Campaign to encourage a focus on “Community Pride”
- Implement a plan to maintain the downtown public spaces
- Identify rights of ways that are the City's responsibility to maintain
- Enforce City property maintenance codes
- Encourage community groups and citizens to adopt city streets and parks for cleanup.
- Use loan repayment funds to provide low interest loans to qualifying home owners for housing renovations including roofs, windows, siding, etc.
- Create a Community Day to reinvest back into the community

Sponsor community-wide events

- Red, White and Blue Festival

- Friday Nights on the Square
- Art in the Park program
- NEMO Triathlon
- Provide staff and equipment support to Truman, ATSU and public school for special events

Establish Open Communications

- Promote events
- Create a robust online presence through website
- Respond to citizen comments through use of electronic medium
- Develop surveys that provide feedback to the City

Fiscal Responsibility and Efficiency in Government

Long Range Planning

- Analyze costs compared to benefits for new projects or programs, as part of the research process
- Develop long range plans of 5 years and 10 years plus for all city owned buildings and facilities
- Develop revenue projections for each of the following funds: General, Capital Improvements, Transportation Sales Tax, Airport, Aquatic Center
- Develop an action plan to address upcoming state regulations for the wastewater treatment plant to insure compliance with 2011 regulations

Staff Retention

- Provide orientation to all new employees including review of personnel benefits and job responsibilities
- Complete performance assessments timely
- Explore incentives for those individuals who perform beyond expectations
- Continue recognition of work by City Manager providing small incentives
- Minimize recruitment and training costs and lost productivity by increasing retention levels of employees through improved wages
- Improve communications at all levels of the organization through newsletters, payroll stuffers, employee meetings, email correspondence, department meetings
- Work to provide necessary training needed to maintain required certifications and to work with employees interested in advancement

Build Partnerships

- Continue the implementation of joint purchasing for office supplies and building maintenance supplies. Work to identify other possible internal purchases
- Explore with other governmental groups – i.e. school district, county, etc. on potential joint purchasing projects
- Explore technology enhancements that would allow citizens more access to City services online such as bill payments, permit purchasing, license renewals
- Continue partnership meetings with Adair County Commission, Kirksville R-III, Truman State University and ATSU
- Develop partnerships with other organizations – Arts Association, KDIC, Chamber of Commerce, etc.
- Identify other partnerships, hosting meetings to identify shared goals and agendas
- Continue to foster strong relations with existing community partners – Chamber of Commerce, Kirksville Arts Association, KDIC, KBSA, service clubs and other organizations
- Continue to work with State and Federal partners on shared goals and agendas – DNR, MDC, MoDOT, FAA, and state and local representatives
- Build partnerships with citizens on shared issues of concern
- Continue to work within Region B of the state of Missouri

Protect City Owned Assets

Asset Inventory

- Determine what are the City's assets – people, property, equipment, services, etc.
- Analyze the overall value of experience and training that is currently in place for city positions
- Determine the effectiveness of establishing a city-wide Inventory system to track all city-owned property
- Secure engineering firms to complete a Wastewater Facility Plan Update –
- Secure an engineering firm to work with the City on future Airport projects

Asset Protection

- Complete a survey of peer cities including list of services provided to determine how we compare
- Continue to implement and update long-range plans for capital assets – water, sewer, streets, buildings, parks and airport
- Prepare a comprehensive document that includes the five-year plans for water, sewer and streets, incorporate the long range plans of the City's Comprehensive Plan into this document
- Develop long-range plans for public buildings, parks and airports
- Determine costs of long-range plans, calculate costs and outline funding plans to support efforts
- Work with other partners of the E911 Joint Services Board to develop a long-term sustainability plan for the E911 Center

Community Pride

- Develop a consistent format for each Department Manager responsible for developing long range plans to include projects, costs, funding sources and timelines
- Communicate capital plans to the citizens through the Kirksville Connection, hosted public venues, website and cable channel 3
- Communicate this information to the general public through City Council meetings, Commission Meetings
- Work with citizen groups to establish ways to address issues that arise through collaborations identifying responsibilities of all concerned and determining appropriate course of action for each
- Support the efforts of the Kirksville Image Committee who are focusing on a community pride campaign

2011 LIST OF CITY COUNCIL STUDY SESSION TOPICS

January 3rd

DISCUSS DANGEROUS ANIMAL ORDINANCE WITH ACHS
TOUR TCRC AND DISCUSS BUILDING IDEAS

January 17th

No Council Meeting - holiday

February 7th

DISCUSS ATSU STUDENT SERVICE PROJECT – DISASTER PREPAREDNESS DAY
DISCUSS BUSINESS LICENSE ORDINANCE
SNOW EVENT DEBRIEFING
REVIEW NEWSLETTERS – January 10, 17 and 29

February 21st

No Council Meeting – holiday

March 7th

REVIEW FIRE TRUCK SPECIFICATIONS
UPDATE ON NARROW BAND COMPLIANCE
REVIEW STUDY SESSION TOPICS
DANGEROUS ANIMAL ORDINANCE

March 21st

WATER TREATMENT PLANT UPDATE
TMDL – for Bear Creek, Chariton River, Hazel Creek and Forest Lake
SNOW STORM POLICIES
POLICE DEPARTMENT ACCREDITATION

April 4th

PERFORMANCE CONTRACTING ASSESSMENT
FRAUD POLICY
DESIGN STANDARDS FOR STREETS
REPORT ON TCRC
BATTLE OF KIRKVILLE REPORT (re-enactment event)

April 18th

2011 STREET PROGRAM
LWCF GRANT UPDATE
MFH GRANT UPDATE
LEAN SIGMA REPORT

May 2nd

FIRE TRUCK RECOMMENDATIONS
COMPLETE STREETS POLICY
WATER ORDINANCE REVISIONS

May 16th

SUMMER PROGRAMS
NIMS TRAINING (required)

June 6th

BUSINESS LICENSE COMPLIANCE
LIQUOR LICENSE REPORT
KDIC AND DOWNTOWN CID UPDATE

June 20th

GIS PROGRAM
SIREN TEST
ECONOMIC DEVELOPMENT SUPPORT

July 4th

No Meeting

July 18th

COMPREHENSIVE ANNUAL FINANCIAL REPORT
COMMUNICATIONS PLAN – Facebook, Twitter, Google Apps, HootSuite, etc.
SIGN CODE REVIEW
SIGN MANAGEMENT AND 2009 MUTCD
BATTLE OF KIRKSVILLE REPORT (city event)

August 1st

AIR SHOW
AIRPORT PROJECTS

August 15

MS4 PERMIT
SURFACE WATER TREATMENT RULES
STORM WATER MANAGEMENT ORDINANCE
BEAR CREEK 9 CDBG UPDATE

September 5

No Meeting

September 19

DEVELOP CITY GOALS FOR 2012
IDENTIFY STUDY SESSION TOPICS FOR 2012
REVIEW PERFORMANCE MEASURES
UPDATE ON CITIZEN SERVICE REQUEST SYSTEM
REVIEW CURRENT ECONOMIC DEVELOPMENT SUPPORT

October 3

COMPETENCY TESTING FOR NEW CONTRACTORS
LANDSCAPING ORDINANCE FOR COMMERCIAL BUSINESS
HOUSEHOLD HAZARDOUS WASTE PROGRAM

October 17

INSURANCE PROGRAM
WELLNESS UPDATE
UTILITY RATE REVIEW

November 7

CAPE AIR UPDATE
SPECIAL EVENT POLICY REVIEW

November 21

ISO UPDATE
WATERSHED MANAGEMENT COMMISSION UPDATE

December 5

DEVELOPING A "GREEN" INFRASTRUCTURE POLICY

December 19

SPECIAL MEETINGS

Tour Water Treatment Plant and Wastewater Treatment Plant
Meet with Major Employers
Meet with Partners (School Board, County, ASTU and Truman)

Potential 2012 Study Session Topics

- ***Community Center Needs Assessment Result***
- ***Community Strategic Plan – Council Review***
- ***KDIC Policies***
- ***KREDI and City Partnership – evaluation of KREDI Direction***
- ***Storm Drainage Progress***
- ***Wastewater Treatment Plant***
- ***Tour City***
- ***Recycling / Environmental Issues***
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COUNCIL 1001

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|-----------------|----------------|
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Type of Measure: Effectiveness | | | | | |
| % of expenditures of General Fund | | | | | 9% |
| Website visits-average monthly visitors | 5,671 | 6,459 | | | * |
| Type of Measure: Efficiency | | | | | |
| Cost of general services per Kirksville resident | - | - | - | | \$454 |
| Type of Measure: Workload | | | | | |
| Partnership meetings | 2 | 2 | | | 8 |
| Council Goal: Quality of life | | | | | |
| Type of Measure: Workload | | | | | |
| Participation in City-wide celebrations and events | 2 | 2 | | | 10 |
| Citizen communications | 6 | 3 | | | 10 |
| Council Goal: Municipal government relations | | | | | |
| Type of Measure: Workload | | | | | |
| City Council representation at MML meetings | 0 | 1 | | | 2 |
| Participation in City Council and study session meetings | 8 | 10 | | | 48 |

ADMINISTRATION 1002

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|-----------------|----------------|
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Type of Measure: Efficiency | | | | | |
| % of minutes approved w/o amendment | 100% | 100% | | | 100% |
| Council Goal: Quality of Life | | | | | |
| Type of Measure: Workload | | | | | |
| Media contacts/press releases | 33 | 36 | | | 75 |
| Information requests for documents | 3 | 3 | | | * |
| Council Goal: Protection of City-Owned Assets | | | | | |
| Type of Measure: Workload | | | | | |
| Asset/infrastructure plans developed | 0 | 0 | | | 8 |
| Status reports distributed to Council (quarterly basis) | 1 | 1 | | | 4 |
| Newsletters distributed to City Council | 8 | 7 | | | 26 |

HUMAN RESOURCES 1003

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|-----------------|----------------|
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Type of Measure: Effectiveness | | | | | |
| % of retention | 96% | 95.1% | | | 92% |
| Average salaries compared to market | n/a | n/a | | | * |
| % of City performance evaluations completed within 30 days of due date | 31% | 34% | | | 75% |
| Type of Measure: Workload | | | | | |
| Orientation sessions provided by HR Director-full-time/temporary | 4/2 | 5/29 | | | 12/42 |
| Orientation sessions provided by supervisor-full-time/temporary | 2FT | 3FT | | | 12/42 |
| Supervisor and employee training/newsletters | 0/0 | 1/12 | | | 12/12 |
| Grievances at the City Manager level | 0 | 0 | | | 0 |
| Labor management meetings (excluding negotiations)/employee meetings | 1/1 | 1/0 | | | 4/2 |

ECONOMIC DEVELOPMENT 1004

KEY PERFORMANCE MEASURES/SERVICE INDICATORS

| 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
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Council Goal: Economic Development

Type of Measure: Effectiveness

| | | | | |
|--|---------|-----|---|-------|
| % growth in Downtown TIF assessed real property valuation | - | - | - | 1% |
| % growth in sales tax revenues Jan. Only | -31.64% | - | - | .4% |
| # of Business Resources Guides requested due to marketing efforts provided | 40 | 10 | - | 30 |
| # of Community Profiles requested due to marketing efforts provided | 5 | 10 | - | 15 |
| # of referrals made for technical assistance | 0 | 0 | - | 25 |
| # of retail businesses contacted for purpose of attraction | 1 | 0 | - | 15 |
| # of retail businesses receiving assistance for relocation | 2 | 2 | - | 3 |
| # of jobs created from businesses who received assistance | 47 | 0 | - | 6 |
| # of new jobs created by major manufacturers (annually) | 0 | 0 | - | 35 |
| Grants identified | 6 | 4 | - | 15 |
| Grants submitted | 5 | 2 | - | 8 |
| Average staff hours expended per grant | - | - | - | 45 |
| Grants awarded | 1 | 0 | - | 5 |
| Grants administered | 10 | 10 | - | 12 |
| # of project beneficiaries | 365 | 365 | - | 8,517 |

Council Goal: Quality of Life

Type of Measure: Effectiveness

| | | | | |
|---|---|---|---|-------|
| City-wide assessed real property (millions) | - | - | - | \$115 |
|---|---|---|---|-------|

FINANCE 1005

KEY PERFORMANCE MEASURES/SERVICE INDICATORS

| 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
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Council Goal: Fiscal Responsibility and Efficiency in Government

Type of Measure: Effectiveness

| | | | | |
|---|-----|------|---|------|
| GFOA award recognition for financial reporting and budgeting | - | Yes | - | Yes |
| % of financial transactions posted by 15 th of the following month | - | 100% | - | 100% |
| MIRMA audit score | 95% | - | - | 99% |
| Actual General Fund revenues as % of estimated General Fund revenue | - | - | - | 99% |
| Budget performance: expended vs. budget | - | - | - | 100% |
| PY management letter recommendations implemented | - | - | - | 100% |
| % of businesses in compliance within 30 days of renewal deadline | 83% | - | - | 85% |
| % of performance evaluations completed within 30 days of due date | - | 100% | - | 100% |

INFORMATION SYSTEMS 1006

KEY PERFORMANCE MEASURES/SERVICE INDICATORS

| 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
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Council Goal: Fiscal Responsibility and Efficiency in Government

Type of Measure: Effectiveness

| | | | | |
|--|------|------|---|------|
| Internal customer satisfaction rating on general IT services | Good | Good | - | Good |
|--|------|------|---|------|

Type of Measure: Efficiency

| | | | | |
|---|------|------|---|------|
| # of days to resolve service request (target<5) | 3.64 | 1.65 | - | 4.74 |
|---|------|------|---|------|

Type of Measure: Workload

| | | | | |
|-----------------------|----|----|---|-----|
| # of service requests | 58 | 96 | - | 320 |
|-----------------------|----|----|---|-----|

| | | | | |
|----------------------------------|---|---|---|---|
| Messages received/e-mail account | - | - | - | * |
|----------------------------------|---|---|---|---|

| | | | | |
|---------------------------------|---|---|---|---|
| Activity per day/e-mail account | - | - | - | * |
|---------------------------------|---|---|---|---|

IVT sessions offered

MUNICIPAL COURT 1007

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Type of Measure: Effectiveness | | | | | |
| Total cases filed-traffic/ordinance violations | 415 | 552 | | | 1,450 |
| Total cases disposed-traffic/ordinance violations | 451 | 545 | | | 1,425 |
| Record of conviction compliance rate | 97.5% | 94% | | | 100% |
| Type of Measure: Workload | | | | | |
| Disposition categories-traffic/ordinance | | | | | |
| In-court dispositions/trial dispositions | 6 | 9 | | | |
| In-court dispositions/pleas or findings of guilt | 226 | 301 | | | |
| Out-of-court dispositions/court cases disposed w/o court appearances | 7 | 9 | | | |
| Out-of-court dispositions/violations bureau | 120 | 96 | | | |
| In/out-of-court dispositions/dismissed and nolle processed | 89 | 125 | | | |
| In/out-of-court dispositions/certified to Circuit Court - jury trial | 3 | 5 | | | |

PUBLIC BUILDINGS 1008

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Protect City-Owned Assets | | | | | |
| Type of Measure: Effectiveness | | | | | |
| Measurable heating fuel usage in ccf (goal=1% reduction/3-year average) | 8,593 | 1,004 | | | 18,100 |
| Measurable electric usage in kWh (goal=1% reduction/3-year average) | 130,944 | 150,010 | | | 600,000 |
| Type of Measure: Efficiency | | | | | |
| Safety-number of on-the-job or recordable injuries (goal=0) | 0 | 0 | | | 0 |
| Final costs of all major projects as % of budget (goal=<100%) | 0% | 0% | | | 100% |
| % of inspection items in compliance on monthly checklist (goal=>95%) | 100% | 99% | | | 95% |
| Type of Measure: Workload | | | | | |
| # of building items needing repairs in past 12 months (goal=<20%) | 30% | 30% | | | 20% |

POLICE DEPARTMENT 1020, 1022, 1023,1024

KEY PERFORMANCE MEASURES/SERVICE INDICATORS

| 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
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COUNCIL GOAL: QUALITY OF LIFE

Type of Measure: Effectiveness

| | | | | |
|--|-----|-----|--|-------|
| Arrests/protective custody detainees | 307 | 447 | | 1,300 |
| Offenses per 1,000 population | 32 | 56 | | 150 |
| % of thefts and vandalisms cleared | 29% | 29% | | 29% |
| % of Part 1 crimes cleared** | 44% | 36% | | 35% |
| % of property crimes cleared | 29% | 25% | | 30% |
| Foot patrols | 99 | 155 | | 405 |
| Community information releases | 62 | 55 | | 104 |
| Guest editorials | 2 | 3 | | 12 |
| % of fraternities adopted | 0 | 0 | | 40% |
| Public presentations | 18 | 7 | | 25 |
| Officer-initiated activities as % of all police activities | 62% | 51% | | 48% |
| Traffic stops/enforcement efforts | 919 | 873 | | 3,000 |
| Summons (tickets) issued | 391 | 308 | | 1,150 |
| DWI arrests | 11 | 13 | | 70 |
| Citizen commendations | 105 | 118 | | * |
| Formal citizen complaints | 0 | 0 | | * |
| % of citizens satisfied (at acceptable/average or better) | N/A | N/A | | * |

Type of measure: Workload

| | | | | |
|------------------|-----|-----|--|-----|
| Accidents | 154 | 153 | | 669 |
| Injury accidents | 5 | 10 | | 64 |

FISCAL RESPONSIBILITY AND EFFICIENCY IN GOVERNMENT

Type of Measure: Effectiveness

| | | | | |
|--|-----|-----|--|-------|
| % of performance evaluations completed within 30 days of due date | | | | 95% |
| P.O.S.T. Training hours | 107 | 327 | | 400 |
| In-service training hours | 458 | 560 | | 1,093 |
| Other training hours | | | | 250 |
| Policies review and tested | 0 | 0 | | 27 |
| % of files completed for State of Missouri accreditation standards | 41% | 3% | | 95% |
| Staff hours in development of and/or working in the DNA lab | 15 | 20 | | 160 |

*Part I crimes are murder, rape, robbery, aggravated assault, theft, Theft of motor vehicle and arson.

FIRE DEPARTMENT 1032, 1034, 1036

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Quality of Life | | | | | |
| Key Measure: Effectiveness | | | | | |
| % of emergency operation/mitigation plan updates | 20% | 40% | | | 100% |
| Emergency operation drills | 1 | 3 | | | 4 |
| % of outdoor warnings sirens tested without failure | 89% | 91% | | | 100% |
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Effectiveness | | | | | |
| Days to complete code violations (goal<=30 days) | 24 | 24 | | | 30 |
| Days to complete after turning over to Codes (goal<=10 days) | 6 | 7 | | | 10 |
| Classes offered to other organizations | 2 | 9 | | | 12 |
| Fire prevention programs offered by age group: | | | | | |
| — Senior citizens | 0 | | | | 12 |
| — Families | 1 | 3 | | | 12 |
| Adults | | | | | |
| College students | 1 | 2 | | | 6 |
| High school | 0 | | | | 6 |
| Middle school | 3 | 3 | | | 6 |
| Primary school | 0 | | | | 12 |
| Pre-school | 4 | 2 | | | 16 |
| Fire inspections completed annually | 348 | 325 | | | 1,349 |
| Business code inspections | 20 | 8 | | | 27 |
| Key Measure: Efficiency | | | | | |
| Minutes of average response time to all incidents (Missouri average 7:17) | 4:27 | 4:27 | | | 4:21 |
| Key Measure: Workload | | | | | |
| Incident responses | 243 | 307 | | | 1,075 |
| % false alarms | 6.8 | 8.8% | | | 11% |
| Common business code violation | | | | | * |
| Fire extinguisher | 8 | 18 | | | |
| False alarms response incidents | 18 | 25 | | | 75 |
| Cause of fire incidents | | | | | * |
| Misuse of materials | 2 | 2 | | | |
| Lint in dryer vents | | | | | |

PUBLIC WORKS DEPARTMENT 1050, 1052

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Quality of Life | | | | | |
| Key Measure: Effectiveness | | | | | |
| % of CSRs closed within 20 working days | 100 | 87 | | | 95% |
| Average time from notification to repair potholes/damaged pavement | 1.5 | 1.5 | | | * |
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Effectiveness | | | | | |
| % of performance evaluations completed within 30 days of due date | 50% | 50 | | | 100% |
| Key Measure: Workload | | | | | |
| Days lost to accidents/injury | 0 | 0 | | | 0 |
| Miles of snow plowed | 9,426 | 0 | | | 16,728 |
| Council Goal: Protect City-Owned Assets | | | | | |
| Key Measure: Effectiveness | | | | | |
| Square feet of concrete replaced | - | 8451 | | | 11,840 |
| Square feet of asphalt replaced | - | - | | | * |
| Linear feet of cracks sealed by City forces | - | 38,294 | | | 20,000 |

CODE ENFORCEMENT 1073

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Quality of Life | | | | | |
| Key Measure: Effectiveness | | | | | |
| Days to address a citizen complaint (goal=<10 days) | 14 | 13.85 | | | 10 |
| Nuisance code inspections | 758 | 1,173 | | | * |
| Utility/building code inspections | 546 | 690 | | | * |
| Cases filed through Municipal Court | 16 | 41 | | | * |
| New structure permits | 8 | 7 | | | * |
| All other permits | 92 | 191 | | | * |
| Participants trained in the OSHA Construction Safety Seminar | 62 | 0 | | | 40 |
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Efficiency | | | | | |
| Days for review and approval of business license (goal=<7 days) | 4.22 | 1.6 | | | 7 |
| Key Measure: Workload | | | | | |
| Business licenses approved | 92 | 80 | | | * |

ENGINEERING 1074

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Effectiveness | | | | | |
| Average contract price as % of engineer estimate | 105.25 | 101.8% | | | 100% |
| Projects designed in-house | 2 | 2 | | | 14 |
| Estimated construction cost of design in-house | \$100.4K | \$720K | | | \$2,300K |
| Projects designed by consultants | - | 1 | | | 10 |
| Estimated construction cost of design by consultants | - | \$1,207K | | | \$2,100K |
| Final construction cost as % of initial contract price | - | | | | 100% |
| Council Goal: Protect City-Owned Assets | | | | | |
| Key Measure: Effectiveness | | | | | |
| % street system inventoried | 25 | 25 | | | 60% |
| % GIS database completed for City infrastructure | 95 | 95 | | | 90% |

RECREATION ADMINISTRATION 1080

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Quality of Life | | | | | |
| Key Measure: Effectiveness | | | | | |
| Programs offered/held: | 11/4 | 16/14 | | | * |
| Participants per program | 3 | 59 | | | * |
| Cost per participant | \$16.46 | \$31.24 | | | * |
| Tennis | | | | | |
| # of participants | | | | | |
| Cost per participant | | | | | |
| Theatre camp | | | | | |
| # of participants | | | | | |
| Cost per participant | | | | | |
| Science camp | | | | | |
| # of participants | | | | | |
| Cost per participant | | | | | |
| Adult softball | | | | | |
| # of participants | | | | | |
| Cost per participant | | | | | |
| KBSA | | | | | |
| # of participants | | | | | |
| Cost per participant | | | | | |
| Partnerships | 5 | 5 | | | * |

| | | | |
|---|--------|--------|------|
| Impressions/ informational displays | 900 | 1710 | * |
| Cost per impression | \$0.28 | \$0.11 | * |
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | |
| Key Measure: Effectiveness | | | |
| % of performance evaluations completed within 30 days of due date | 100% | 100% | 100% |
| Council Goal: Protect City-Owned Assets | | | |
| Key Measure: Effectiveness | | | |
| Park master plans reviewed and updated | 0 | 0 | * |

WALKING AND CYCLING TRAIL 16

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Quality of Life | | | | | |
| Key Measure: Effectiveness | | | | | |
| Lane-miles of bicycle lanes | 1.96 | 1.96 | | | 6.5 |
| Lane-miles of bicycle routes | 0 | 0 | | | Base |
| % increase in patrons using multipurpose trails | 0 | 0 | | | 10% |
| Linear feet of compliant sidewalks constructed | 0 | 0 | | | 5,920 |

AIRPORT FUND 87

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Quality of Life | | | | | |
| Key Measure: Effectiveness | | | | | |
| % of increase in attendance at Kirksville Regional Air Festival | N/A | N/A | | | 30% |
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Effectiveness | | | | | |
| Hangar occupancy | 75% | 75% | | | 85% |
| Gallons sold-Jet A fuel | 6915 | 8230 | | | 42,500 |
| Gallons sold-Av Gas fuel | 25829 | 27867 | | | 127,188 |
| Commuter passengers served | 2060 | 2364 | | | 4,380 |
| Subsidy per commute passenger | \$169.90 | \$148.05 | | | \$200 |
| % of performance evaluations completed within 30 days of due date | 50% | 50% | | | 100% |
| FAA inspection discrepancies (goal=<3) | N/A | N/A | | | 3 |

AQUATIC CENTER FUND 88

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------|
| Council Goal: Quality of Life | | | | | |
| Key Measure: Effectiveness | | | | | |
| Partnerships | 2 | 3 | | | * |
| Programs offered/held: | | | | | |
| Swimming lessons | | | | | |
| # of participants | | | | | |
| Cost per participant | | | | | |
| Lifeguard training | | | | | |
| # of participants | | | | | |
| Cost per participant | | | | | |
| Red Cross classes | | | | | |
| # of classes held | | | | | |
| # participants | | | | | |
| Cost per participant | | | | | |
| Red Cross audit rating (goal=Excellent) | - | Excellent | | | Excellent |
| % of available hours programmed | 44% | 64.8% | | | * |
| % of days available for outside pool usage | - | 88.2% | | | * |
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Effectiveness | | | | | |
| % increase in # of patrons over prior year | (58.8%) | (19%) | | | * |
| % increase in revenue over prior year | (55.7%) | (19%) | | | (8%) |
| % increase in cost of operations | (5.79%) | 10% | | | (8%) |
| Cost per participant visit | \$19.43 | \$16.23 | | | * |

NORTH PARK FUND 89

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | Budget 2011 | | |
|--|-------------|--------|------|
| Council Goal: Quality of Life | | | |
| Key Measure: Effectiveness | | | |
| Partnerships | 2 | 2 | * |
| Programs offered/held: | | | |
| Adult softball | | | |
| # of participants | | | |
| Cost per participant | | | |
| % of days available for usage | 7 | 80.2 | * |
| Council Goal: Fiscal Responsibility and Efficiency in Governn | | | |
| Key Measure: Effectiveness | | | |
| % increase in revenue | (13.9%) | 11.25% | 31% |
| % increase in cost of operations | (0.27%) | 32% | (6%) |
| Cost per participant | - | | * |

CAPITAL IMPROVEMENT SALES TAX 31

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------|
| Council Goal: Economic Development | | | | | |
| Key Measure: Effectiveness | | | | | |
| Low-interest business loan recipients | 0 | 0 | | | 2 |
| % of business improvement loan funding allocation | 0 | 0 | | | 100% |
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Effectiveness | | | | | |
| % of sales tax proceeds coverage of expenditures and transfers | - | - | | | 81% |
| % increase in sales tax revenue over prior year | 1.35% | .3% | | | .4% |
| % increase in capital needs | - | - | | | (14%) |

TRANSPORTATION SALES TAX FUND 32

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------|
| Council Goal: Quality of Life | | | | | |
| Key Measure: Effectiveness | | | | | |
| Linear feet of curb and gutter constructed or replaced | - | - | | | 3,600 |
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Effectiveness | | | | | |
| % of sales tax proceeds coverage of expenditures and transfers | - | - | | | 139% |
| % increase in sales tax revenue over prior year | 1.35% | .3% | | | .4% |
| % increase in capital needs over prior year | - | - | | | (41%) |
| Council Goal: Protect City-Owned Assets | | | | | |
| Key Measure: Effectiveness | | | | | |
| Average Pavement Condition Index (PCI) rating | 80.92 | 80.92 | | | 75 |
| Square yards of concrete pavement repaired | - | - | | | 3,500 |
| Centerline lane miles of asphalt pavement overlaid or sealed | - | - | | | 2.4 |
| Miles of major street reconstruction or construction | - | - | | | 0 |
| Miles of new street added to the inventory | 0 | 0 | | | 0 |

CENTRAL GARAGE FUND 40

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st Quarter | 2 nd Quarter | 3 rd Quarter | 4 th Quarter | Budget 2011 |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------|
| Council Goal: Fiscal Responsibility and Efficiency in Government | | | | | |
| Key Measure: Effectiveness | | | | | |
| Average cost per breakdown repair | 104.88 | 68.77 | | | \$83.78 |
| Average downtime hours per vehicle | 3.9 | 1.76 | | | 2.68 |
| Average maintenance cost per mile | 1.51 | 1.39 | | | \$1.15 |
| % of outside labor vs. total vehicle expense | 5.96 | 4.01 | | | 6.48% |
| Average availability (%) | | | | | |

| | | | |
|--|-------|-------|--------|
| Police patrol cars | 98.47 | 99.86 | 97.10% |
| Fire trucks | 99.78 | 99.86 | 98.51% |
| Heavy trucks | 96.58 | 99.76 | 98.37% |
| Medium trucks | 99.30 | 99.80 | 99.75% |
| Light trucks/cars | 99.40 | 99.63 | 99.81% |
| Backhoes | 100 | 98.06 | 99.27% |
| Construction equipment | 98.98 | 94.26 | 99.53% |
| Maintenance equipment | 99.50 | 99.69 | 99.45% |
| Total fleet | 99.00 | 98.87 | 98.97% |
| % of replacement schedule | - | | * |
| % of gallons of E-85 used | 33.00 | 12 | * |
| Savings realized through usage of OPIS | - | | * |

INSURANCE FUND 60

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st | 2 nd | 3 rd | 4 th | Budget |
|---|-----------------|-----------------|-----------------|-----------------|--------|
| | Quarter | Quarter | Quarter | Quarter | 2011 |

Council Goal: Fiscal Responsibility and Efficiency in Government

Key Measure: Effectiveness

| | | | | | |
|--|---------|--|--|--|---------|
| Annual medical/dental/pharmaceutical cost per employee | \$2,226 | | | | \$8,349 |
| % of participation in biometric screening | 93% | | | | 69% |
| % employee participation in wellness activities | 31% | | | | * |
| Average employee sick leave usage (hours) | 6.93 | | | | 46 |
| Flex plan participants (medical reimbursement program) | 32 | | | | 45 |
| % of revenue coverage of health claims/related expenditures | ? | | | | 99% |
| % increase of health claims/related expenditures over prior year | ? | | | | 10% |

UTILITY FUND 80

| KEY PERFORMANCE MEASURES/SERVICE INDICATORS | 1 st | 2 nd | 3 rd | 4 th | Budget |
|---|-----------------|-----------------|-----------------|-----------------|--------|
| | Quarter | Quarter | Quarter | Quarter | 2011 |

Council Goal: Fiscal Responsibility and Efficiency in Government

Key Measure: Effectiveness

| | | | | | |
|--|-------------|------------|--|--|----------|
| % of billed to pumped water loss (goal=>90%) | - | - | | | 85% |
| % of reserve maintained | - | - | | | 100% |
| Debt service coverage (goal =>1.1) | - | - | | | 1.5 |
| % of customers paying accounts on-line | 12% | 12% | | | 12% |
| % of estimated meter reads | .8% | .7% | | | 1% |
| % of capital projects completed within budget | - | | | | 100% |
| % of compliance projects completed within budget | - | | | | 100% |
| % of compliance with limits for disinfection byproducts (Trihalomethanes/haloacetic acids) | 100 | 100 | | | 100% |
| Water quality complaints | 1 | 0 | | | 25 |
| Average time to resolve quality complaints for customer (hours) | 0.5 | | | | 2 |
| Feet of new or replacement water mains installed | 380 | 4013 | | | 6,500 |
| Water main breaks | 9 | 10 | | | 49 |
| Average cost of water mains installed in-house (per foot) | 30.81 | 19.47 | | | \$55.52 |
| Average cost of water mains installed by contract (per foot) | - | | | | \$64.00 |
| Feet of sewer lines cleaned | 62,911 | 162,584 | | | 580,888 |
| Odor and sewer back-up work orders | 17 | 24 | | | 137 |
| Reported by-pass events | 1 | 9 | | | 6 |
| Million gallons of inflow/inches of rainfall | 242.89/4.1" | 299.8/19.9 | | | 3.2/60" |
| Average BOD (parts per million daily) | 264/ 11.43 | 190/11.63 | | | 240 |
| Suspended solids (parts per million daily) | 231/9.63 | 186/9.9 | | | 250 |
| Average daily outflow (per million gallons per day) | 2.7 | 3.26 | | | 3.2 |
| Cost of treatment (per million gallons per day) | 731.28 | \$633.18 | | | \$678.45 |

KIRKSVILLE CITY COUNCIL STUDY SESSION ATTACHMENT

SUBJECT: CRT Update

STUDY SESSION MEETING DATE: September 19, 2011

CITY DEPARTMENT: Community Services

PREPARED BY: Sarah Halstead, Community Services Coordinator

The previous system used triplicate Citizen Service Request (CSR) forms that would be filled out, then dispersed to the appropriate department. One copy of the form would go to a designated employee to track the progress and ensure all of the requests were taken care of. This person kept a log of all CSR's for the City in an Access database, and contacted individual departments on a monthly/quarterly basis to ensure the requests were being completed. The forms were easily misplaced in the shuffle, as well as very time consuming for all involved. It was not easy to communicate with the citizens with this method, and it was difficult to determine who should be contacting the citizen if they requested a follow-up. Another issue was that it was difficult to search/sort/lookup past CSR's, and determining if there was a recurring problem at a specified location.

In March 2011, the City implemented a new web-based Citizen Request Tracker (CRT) System through CivicPlus. The intent of this system was to streamline the process, allow for better communication/interaction with the citizens, and increase effectiveness.

Since March 4, 2011, there have been 307 requests entered into the new system, and 254 have been completed with 54 currently in process. The average time to complete a request for all departments is approximately 13 days. Under the old system there would be requests that were incomplete after several months. The new system sends reminders at specified times to the departments/department heads with CSR's that need attention. On average, there are 1.566 new requests received per day and 1.296 requests closed per day.

With the old system the citizens had no way of knowing when their request was completed. Under the new system the citizen can enter an email address, phone number, etc., and list their preferred method of contact. When the staff enter progress into the system or close a request, it will automatically email the citizen with an update. Various staff members have received direct communication from the citizens on several occasions, and the citizens have indicated that they are pleased with the quick responses, and like the interaction and updates along the way. The new system allows for general reports, and sorting of the requests, as well as grouping similar requests in a list and on a map so that ongoing issues may be detected more easily.

[Login](#) to check on existing requests.

Welcome to the City of Kirksville's Citizen Service Request Tracker! Request Tracker forms may be submitted regarding city streets, trash complaints, unsafe buildings, etc. The submitted information will be directed to the appropriate department. If you choose to receive updates regarding your request, please fill out ALL information below. If you have an issue that is an emergency or requires an immediate response, please call Dispatch at (660) 785-5621.

- | | | |
|--|---|----------|
| Codes Enforcement | | 9 Forms |
| Display of Appliances/Indoor Furniture | Trash/Debris Accumulation | |
| Grass & Weeds | Trash/Recycling Totes Left By Curb | |
| Other - Codes | Unlicensed/Inoperable Vehicle on Private Property | |
| Residential/Commercial Building Concern | Unsanitary/Living Conditions | |
| Sidewalk Snow Removal | | |
| Other/General | | 2 Forms |
| Miscellaneous Concerns/Issues | Public Records Request | |
| Police Department | | 4 Forms |
| Abandoned Vehicle in Public Right of Way | Other - Police | |
| Animal Control - Non Animal Cruelty | Traffic Evaluation (Speed Limit, Signage & Parking) | |
| Public Works | | 14 Forms |
| Ditches & Culverts - Not Draining Properly | Sewers - Backing Up/Odors | |
| Manhole/Stopbox Issues | Street Light Out | |
| Other - Public Works | Streets - Potholes/Curbs/Etc. | |
| Park Facility Repairs - Equipment | Streets/Alleys - Bladed/Rocked | |
| Park Facility Repairs - Graffiti/Vandalism | Traffic Signals/Signs - Repairs/Replacement | |
| Park Facility Repairs - Restrooms | Trees/Hedges - Need Trimming | |
| Right of Way Repairs After Construction | Water - Taste/Odor | |

You are here: [Home](#) > Forms

Streets - Potholes/Curbs/Etc.

| Problem Location | |
|----------------------------|--|
| Street Number and Name:* | <input type="text"/> |
| Address Line 2: | <input type="text"/> |
| City:* | Kirksville |
| State:* | MO |
| Zip Code:* | 63501 |
| Photograph: | <input type="button" value="Browse..."/> |
| Your Information | |
| Name: | <input type="text"/> |
| Street Number and Name: | 201 <input type="text"/> S. Franklin Street |
| Address Line 2: | <input type="text"/> |
| City: | Kirksville |
| State: | MO |
| Zip Code: | 63501 |
| Phone Number:* | <input type="text"/> |
| Fax Number: | <input type="text"/> |
| Email Address:* | <input type="text"/> |
| Preferred Contact Method:* | <input type="button" value="Email"/> <input type="button" value="Do NOT contact me"/> <input type="button" value="Email"/> <input type="button" value="Postal Mail"/> <input type="button" value="Phone"/> |
| Brief Description | |
| <input type="text"/> | |

* indicates required fields.

Developed By **CivicPLUS**

Statistics

Start Date: [mm/dd/yyyy]

End Date: [mm/dd/yyyy]

Summary

| Category Name | 3/4/2011 - 9/15/2011 | | | | | As of 9/15/2011 | |
|-----------------------------------|----------------------|------------|--------------------------|--------------|--------------------------------------|-----------------|------------|
| | Total Requests | | Average Requests Per Day | | Avg. Time to Close a Request (hours) | Summary | |
| | New | Closed | New | Closed | | Open | Closed |
| Codes Enforcement | 123 | 107 | 0.628 | 0.546 | 391.561 | 16 | 107 |
| iPhone | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other/General | 4 | 4 | 0.02 | 0.02 | 154.75 | 0 | 4 |
| Police Department | 5 | 2 | 0.026 | 0.01 | 171 | 3 | 2 |
| Public Works | 175 | 141 | 0.893 | 0.719 | 245.752 | 34 | 141 |
| Total: | 307 | 254 | 1.566 | 1.296 | 305.154 | 53 | 254 |