

Public Safety				
Performance Metric	FY10 Dec	FY11 Dec	FY12 Dec	Target
● % of 911 calls answered within 10 seconds	76.0%	89.0%	92.0%	90.0%
APD YTD % change in Uniform Crime Reporting figures	-12.0%	-10.0%	-1.0%	N/A
▲ Number of APD Sworn filled positions	1,656	1,774	1,849	1,859
▲ EMS % meeting response standards	77.0%	74.0%	78.0%	82.0%
● Fire % meeting response standards	65.0%	63.0%	68.0%	80.0%
Fiscal Stability				
Performance Metric	FY10 Dec	FY11 Dec	FY12 Dec	Target
● % of GF budget expended (1)	48.0%	46.0%	48.0%	50.0%
▲ Overall revenue collection rate	91.0%	83.0%	83.0%	95.0%
● City of Atlanta reserve balance (2)	\$72.4MM	94.4MM	\$117.9MM	\$100MM
▲ City of Atlanta bond ratings	A	A	A	AA
Youth Development				
Performance Metric	FY10 Dec	FY11 Dec	FY12 Dec	Target
● Number of recreation centers open	11	24	24	33
Number of programs offered	6	6	6	N/A
Number of youth served in recreation centers**	471	130	791	791
City Infrastructure				
Performance Metric	FY10 Dec	FY11 Dec	FY12 Dec	Target
Number of potholes repaired	40	149	259	N/A
Number of sidewalks repaired	8	5	129	N/A
% of City of Atlanta fleet within lifecycle	N/A	N/A	46.0%	N/A
Customer Service & Excellence				
Performance Metric	FY10 Dec	FY11 Dec	FY12 Dec	Target
● % Garbage pickups collected on schedule	95.3%	99.9%	99.9%	99.9%
● % of pothole repairs completed within 72 hours	80.0%	61.0%	96.0%	90.0%
● % of Watershed service leak work orders completed within 15 days	44.0%	86.0%	35.0%	90.0%
■ % of Watershed meter leak work orders completed within 7 days	87.0%	53.0%	72.0%	80.0%
● Watershed estimated bills as a % of bills issued	5.3%	3.9%	0.4%	2.0%
▲ % of Aviation checkpoint wait times <10 minutes	85%	88%	89%	90%
■ Number of preventable safety accidents, injuries, and incidents (FYTD)	N/A	N/A	240	0
■ % of COA supervisors who attended performance management training sessions	N/A	N/A	N/A	N/A
Economic Development				
Performance Metric	FY10 Dec	FY11 Dec	FY12 Dec	Target
Dollar value of federal grants awarded	\$31.9MM	\$21.6MM	\$5.6MM	N/A
Cargo volume (Metric Tons)	57,095	58,272	54,584	N/A
Number of building permits issued (CYTD)	20,341	21,107	21,034	N/A
Number of active contracts to MBE/FBE/SBE	269	292	282	N/A
Invest Atlanta jobs created (CYTD)	N/A	807	1518	N/A
AWDA jobs created (CYTD)	4,320	5,933	5,542	N/A

(1) Performance Actuals and Targets are based on 1st and 2nd Quarters of the Fiscal Year.  
(2) FY10 and FY11 data includes year end financials (CAFR). FY12 is projected for year end as of 12/31/2011.  
\*Numbers denote Culture Club and ARTSCool  
\*\*Numbers denote Afterschool enrollment