COO Quarterly Report

FY 2014 -2nd Quarter; October 2013-December 2013

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In October 2013, I segmented the operational departments into four government service clusters and implemented Monday Roll Calls. Every Monday I host a conference call at 3pm to speak with one of the four clusters to check in on progress and assess any pending needs. As a result, I am more knowledgeable of how we are collectively moving the County forward and I am also able to identify any challenges that may impact us. The most important outcome of the weekly call is the ability for Directors to collaborate and share resources as we plan for the journey ahead.

Four Government Service Clusters

Each department is categorized in one of the following four service clusters:

- County Operations & Development
- Public Services & Community Outreach
- Public Safety & Services
- Support Services

Moving Forward One Step at Time

1. In December 2013, the proposal review committee interviewed the finalists for the Transit Planning & Engineering Services Annual Contract. Central Services anticipates presenting an award recommendation for BOC consideration in January 2014.
2. The Clayton County Library System now offers free MP3 music downloads and streaming movies on our website through a partnership with Freegal Music & Movies (Sony Music). There is a limited number of downloads and a parental notice for the public.
3. Briggs Equipment International invested $7M to open an operations center on Aviation Parkway. HH Gregg invested $16M to open a distribution center on Anvil Block Road. Both companies will create job opportunities in the County.
4. Student Jasmine Render (Clayton County) was one of four Georgia 4- H'ers that received a top honor to attend the national 4-H Conference in Washington, DC. Students will receive leadership training and meet with Georgia members of Congress & Senate.

Content Guide:

- Election & Registration Changes
- Online Job Application Status
- Senior Services Programs
- Public Safety Digital Network (PSDN) Project Update
- SPLOST 2015
- New Business Permit/Licensing System
- Countywide Renovations
- County Health & Wellness Program

Next Quarter at a Glance

January 2014

- County Re-Branding Initiative
- CCTV23 Enhancements

February 2014

- SPLOST 2015
- Internal County Policy Updates

March 2014

- Automated Board Approval Process & Public Agenda
- Economic Development Strategic Plan

SHOW ON THE ROAD

Thursday, January 16, 2014

M.D. Roberts Middle School
1905 Walt Stephens Road
Jonesboro, GA

4:00 pm – 7:00 pm

Elections & Registration Changes

In recent months the Elections and Registration office was given the task to prepare for the November 5, 2013 Special Election (Board of Education SPLOST). In addition to the Countywide ESPLOST, the department also assisted five of the seven municipalities with their municipal elections.

Effective January 1, 2014, county election offices will be responsible for ensuring that elected officials and any candidates, who run for office, complete the required forms for Campaign Contribution Disclosure Reports (CCDR) and Financial Disclosure Statements (FDS). The Elections and Registration Department would like to implement the EasyFile software to the county website. Although this software is not a state requirement, it will benefit the elected officials and candidates in filing their reports on time. The reports will be transparent to the public who can access the reports on the county's website or Elections and Registration web page.

In preparation for the 2014 election cycle, the Elections and Registration Department is looking forward to implementing Balator (Ballot on Demand). This equipment will enable the department to print ballots as needed, thereby, saving the County thousands of dollars. Enabling the County to print ballots on demand will eliminate waiting in line behind other counties to receive ballots from a printing company. Also, money will be saved in hiring extra temporary workers to get ballots mailed out in time to meet the initial state deadline for mailing absentee ballots. During the 2012 election cycle, the department conducted six (6) elections. A total of 72,500 absentee/provisional ballots were ordered at a total cost of $27,389. Counties are required to over order paper ballots in the event of an emergency to go from voting on the DRE machines to voting on paper ballots. Out of the 72,500 ballots ordered, only 4,714 were actually used. The Balator will print the ballots as needed, which has historically been nearly 5% of what was printed in bulk, which is more efficient and is a cost savings.

On-Line Job Applications Allow Staff to Work on Other County Projects

Human Resources and Information Technology partnered to develop an on-line application system. Effective October 1, 2013, the on-line application process went live. Below are statistics regarding the total number of applications received:

Month	# Paper Applications	# On-Line Applications	Total Applications Received
September 2013	2,901	0	2,901
October 2013	950	1,901	2,851
November 2013	657	1,249	1,906

A reduction in the number of walk-in applicants has allowed staff to work on special projects and assume additional duties such as:

- Preparing Civil Service Board election ballots
- Contacting applicants for needed information
- Logging in applications returned from the Departments
- Auditing files

Staff has received positive feedback from citizens and applicants regarding the capability of applying on-line.

Senior Services Programs: Meals on Wheels & Kinship Care Resource Center

In an attempt to continually improve the quality of food delivered to the county's Meals on Wheels Program and Congregate meal program, Clayton County Senior Services Aging Division entered into a new partnership with home delivery meal experts Project Open Hands. Open Hands has been delivering meals to those who cannot afford or are unable to prepare a proper nutritional meal for 25 years throughout the Atlanta Region. Over the years, Open Hands has delivered 20,000,000 nutritional meals. Project Open Hands provides delivered meals and congregate meals to the Clayton Senior Adult Center participants. Participants now receive chilled meals which hold more of its nutritional value by being kept chilled until clients are ready to eat the meals. Project Open Hands also provided each client with a microwave.

Beginning in January 2014, Kinship Care Resource Center will provide Afterschool, Tutoring and Behavior Management to participants. The programs are being funded by Promoting Safe and Stable Families, HUD, Atlanta Regional Commission and the County. The afterschool program will serve 30 Kinship participants between the ages of 2-15 daily from 2:30 p.m. until 6:00 p.m. Tutoring is available to all Kinship participants by appointment only. Behavior Management counseling will be offered in conjunction with the Kinship Care Summer Camp Program.

Public Safety Digital Network Design & Construction Project (PSDN)

The Countywide Public Safety Digital Network Design and Construction Project is well underway. Five of the six towers are complete, and the sixth tower, located on Wilkerson Road, is scheduled for completion in February of 2014. The main and backup 911 dispatch consoles are currently being installed and are scheduled to be completed by February 2014, as well.

Clayton County Information Technology team has worked with internal public safety departments, as well as local municipalities to ensure the best radio configurations for all users of the new state of the art system. Outreach to surrounding metropolitan area agencies has begun in an effort to ensure regional interoperability. Commercial power and fiber optic connectivity to each tower site is on track to be completed during the next quarter. Site development, foundation, and tower erection work for all six sites is scheduled for completion by the end of February of 2014. Additionally, cleanup and beautification for five sites will be completed in February.

SPLOST 2015

This quarter was dedicated to laying the foundation to prepare for SPLOST 2015. There was an internal team that provided technical and planning support for the SPLOST Citizens Committee and Commissioners that hosted public forums. We are in the final stages for ballot preparation and revising the potential project list for the County. More details will be available in the next *COO Quarterly Report (FY2014; 3rd Quarter).*

* Starting in January 2014, the public meeting agenda that is available on our website will also include finance and human resources documents that are discussed during Tuesdays' BOC Business Meetings. *

OneSolution: New Business Permit & Licensing System

The Business License/Alcohol renewal process and timeline will remain the same; however, the renewals will be processed in Community Development's new permitting/licensing system: OneSolution. 90% of renewal application requests are received in the month of January, and the new system will go-live the first week of February 2014. Business owners have until March 31, 2014, to renew.

Completion of the new permitting/licensing system (OneSolution) implementation will improveservice delivery to our customers:

- Capability of online application processing
- Customers to track the status of their applications/requests online
- Real-time field inspections
- Consistent responses to inquiries
- Easily Identify revenue collection opportunities

The Community Development team has been working diligently to ensure that the County is more efficient as we work with businesses throughout the community.

Countywide Building Remodels, Renovations & General Repairs

Below is a list of successfully completed projects funded through departmental budgets or the General Fund:

- **853 Battle Creek Road**—Complete renovation of entire building--$98,908
- **County Prison**—Replaced two boilers--$53,779
- **Fire Station 5, 6 & 7**—Mold Remediation--$6,327
- **Commercial Court** - Finish Area for IT Radio Conversion **$**4,290
- **Commercial Court** - Finish Area for IT Computer Conversion $6,400
- **Justice Center 3rd floor New Offices**- State Court Probation Office $33,440
- **Radio Project**—Electrical Upgrade for all 14 Fire Stations--$4,300
- **Police Department Evidence**—Decontaminate Evidence Area $3,000
- **Annex 2**—Modify and paint three rooms for DA $400
- **Demo old Parks & Recreation Maintenance Building** on Government Circle for new construction of Police Department Animal Control and Service Station $2,500
- **UGA/Extension Office**—Installed Video System $7,000
- **DFACS**—Remodel Computer Lab for Public $7,000
- **Sheriff Department**—Replaced two gates and openers at Intake Area $24,000
- **Installation of Christmas Lights** – County wide

Parks & Recreation Health & Wellness Program

The Parks & Recreation staff has partnered with University of Georgia representatives on a Health & Wellness project for County staff. The program is scheduled to launch with the Parks & Recreation staff in January 2014.