



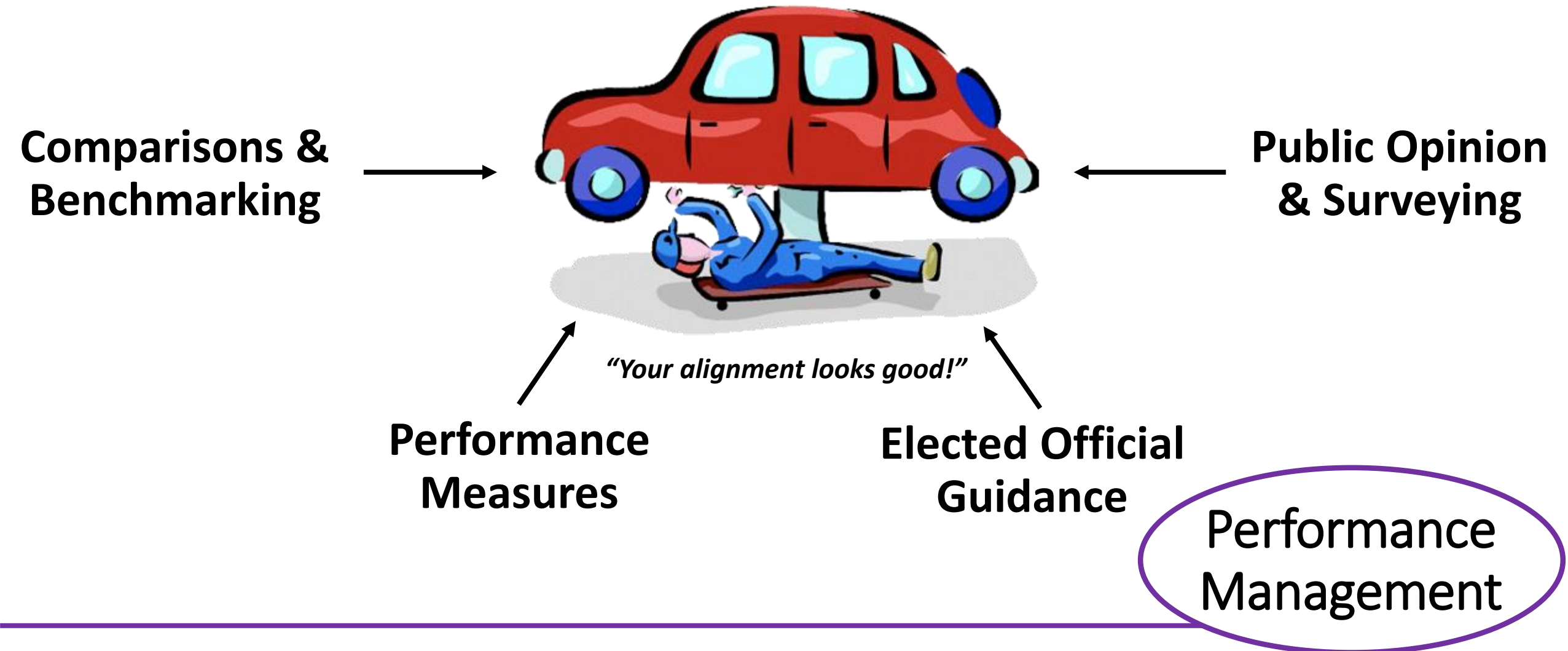
B Y T H E N U M B E R S

A Town of Kingston Springs Performance Report

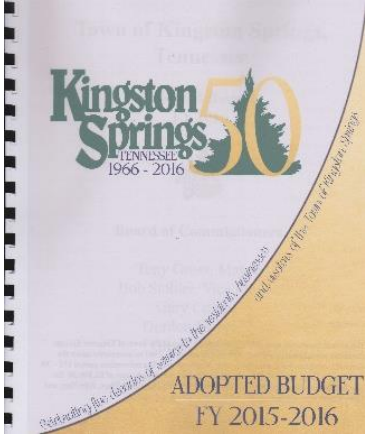
March 2016



Purpose: Checking the Alignment



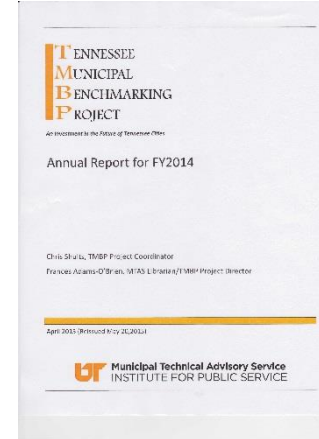
Data Development



**Internal Measures
Continuous Update**



**Elected Official Guidance
Annual Update**



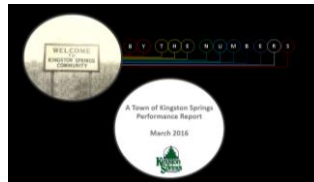
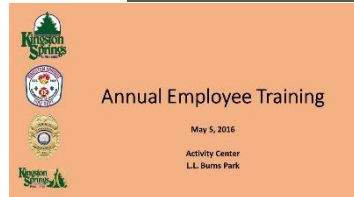
**State & National
Benchmarking
Annual Update**



**Resident Feedback
Bi-annual Update**

**Performance
Management**

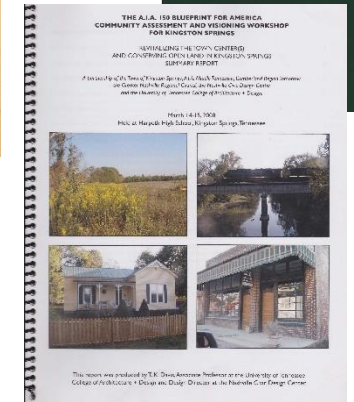
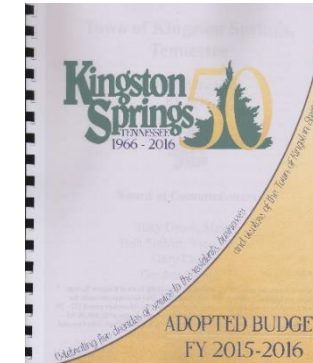
Communicating Data



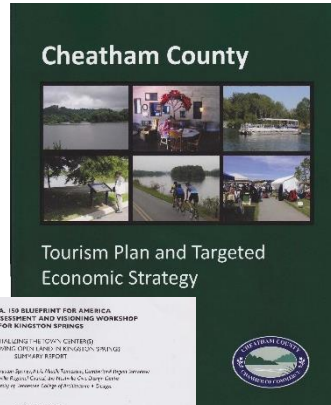
**Presentations to employees
& community groups**



**Town website and social
media resources**



Town plans & publications



**Performance
Management**

8 juvenile cases heard

412 journal entries processed

15 full time employees

5.8% of court proceedings dismissed

18.4 average number of court proceedings per session



95.5%

think that Kingston
Springs is a good
place to live.



82.1%

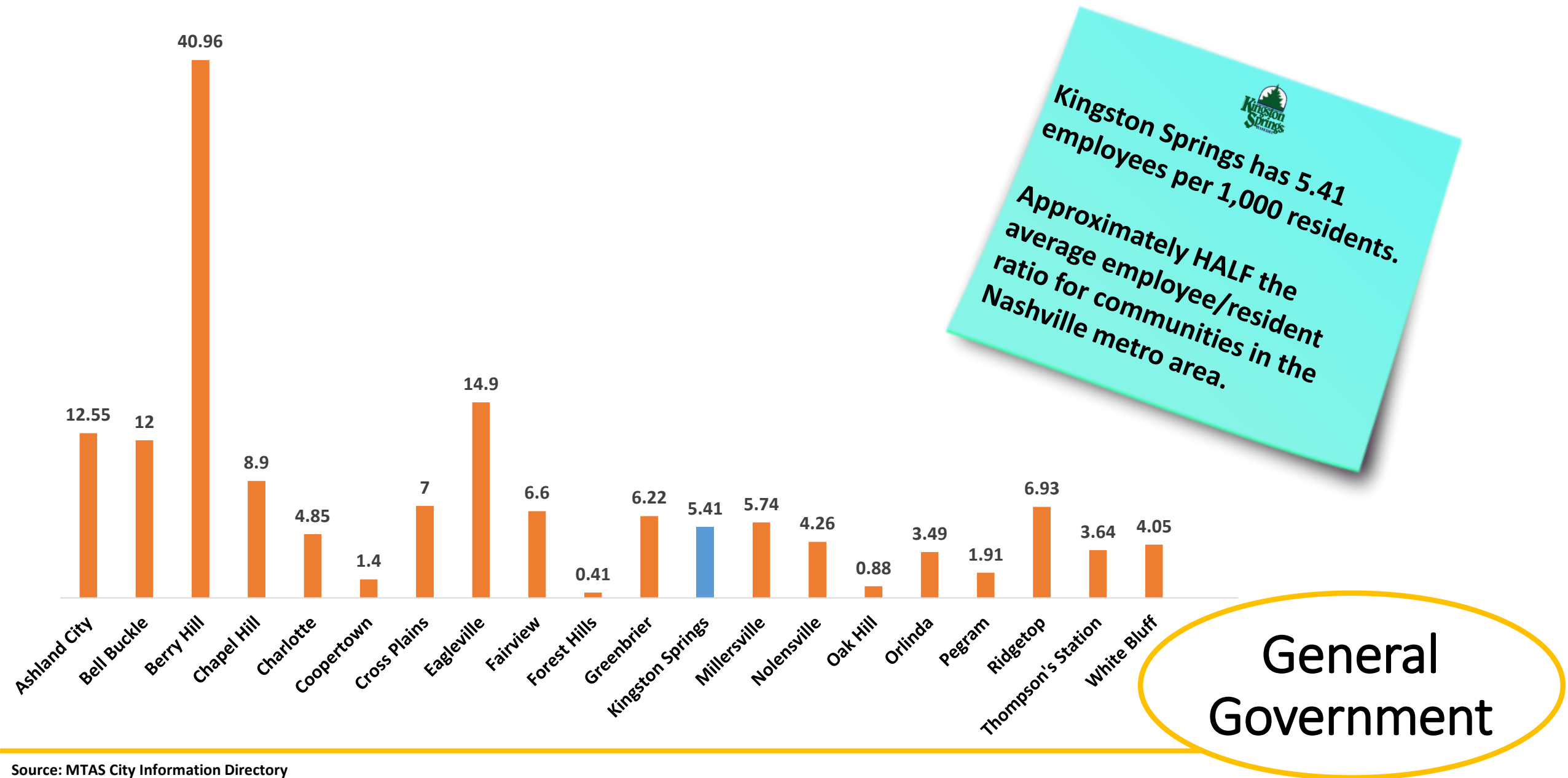
think that Kingston
Springs is a clean
community.

611 purchase order requests processed

\$21,250 in grant projects

General
Government

Nashville MSA Cities with Population Under 10,000
Employees per 1,000 Residents





70%
of Kingston Springs residents rate the
quality of services as excellent or good.

**General
Government**



68%

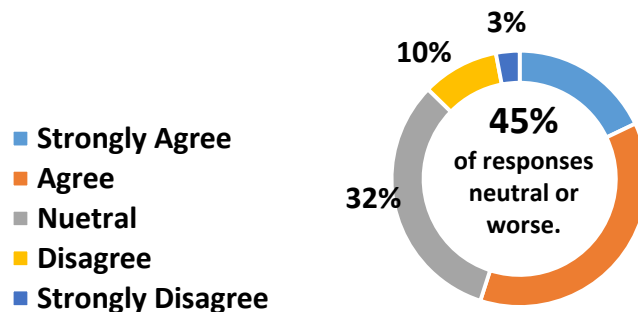
of Kingston Springs residents have an excellent or good impression of town employees.

#8

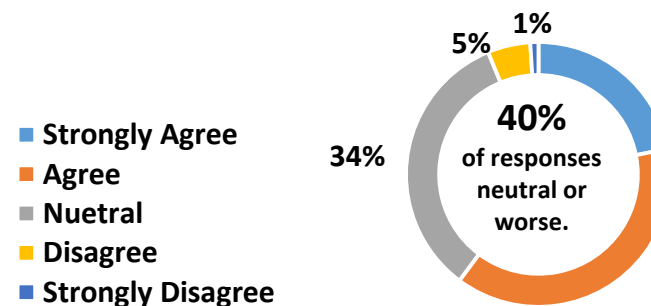
in the U.S. according to the 2014 National Citizen Survey. Much above the national average.

Areas for Improvement:

Kingston Springs Keeps Me Well Informed



Kingston Springs Responsive to Citizen's Needs



General Government



26 square miles of fire service area

85 – percentage of parcels protected by hydrants

‘4’ ISO Rating

3 fire stations

24% - percentage of ‘Category 1’ firefighters

4.0 – average number of firefighters per engine company

10.8 - # of structure, vehicle, or grass fires
per 1,000 residents annually

4 cross-trained public safety officers

38 – percentage of responses
times under 7 minutes

Fire
Department

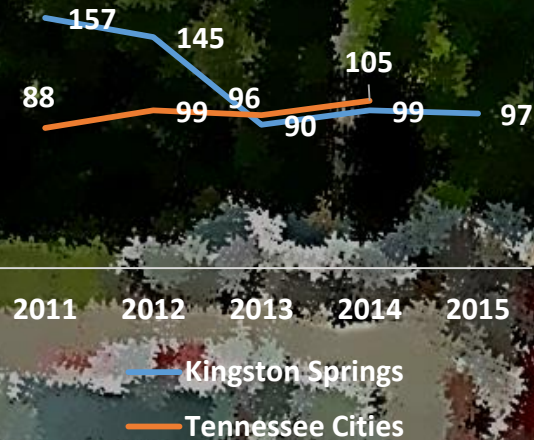
3,446 completed annual hours of training

3 engine companies



Work Load

Calls for Service per
1,000 Population



Note: KSVFD switched its reporting software mid-year 2013 and some data was lost or altered.

Resource

Total Fire Services
Cost per Capita



Note: 2015 'Fire Service per Capita' costs account for increased repair and maintenance expenses and the first of three years of SCBA replacement expenses.

Efficiency

Cost per Call for
Service



Fire
Department



Survey Results

50.9%

of Kingston Springs residents would pay higher taxes if fire protection services could be improved.

54.9%

of Kingston Springs residents have safer neighborhoods as their most desired outcome.

Outcome



In their 2016 retreat, City Commissioners named the purchase of a new rescue pumper as the most important project in the town's 5-year C.I.P.



**Fire
Department**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
		Easter Egg Hunt	Soccer Disc Golf Tourney	Soccer Memorial Day Farmer's Market	Soccer Fishing Rodeo Farmer's Market	Farmer's Market	Farmer's Market	Soccer Farmer's Market	Soccer Art in the Park	Soccer	

141 soccer league participants

15
% of all day
Activity Center
rentals

90
% City Park visitors
from canoeing

20 Burns Park pavilion rentals

4 citizen advisory board meetings

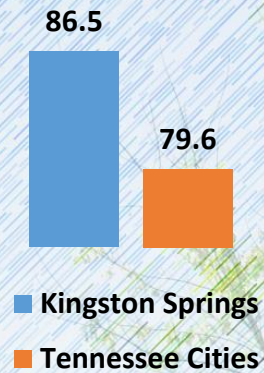
34,085 annual visitors

40.0%
of Kingston
Springs residents
rated the quality
of parks
programming as
good or excellent.

Parks &
Recreation

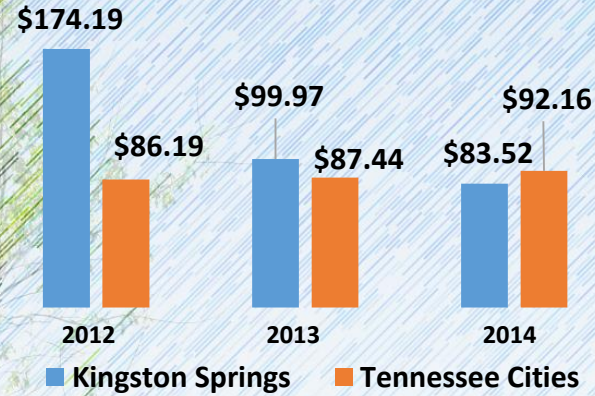


Work Load



Acres Maintained Per Parks Employee

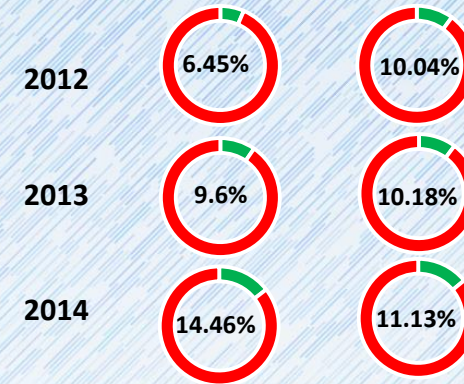
Resources



Parks & Rec Cost Per Capita

Note: The 2012 Parks budget included a one-time capital expenditure for the construction of the L.L. Burns Park Activity Center.

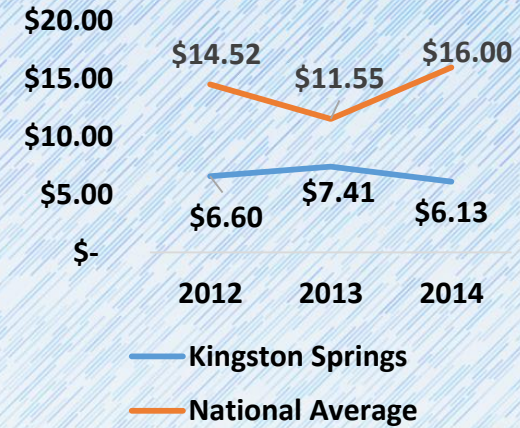
Kingston Springs Tennessee Cities



% of Costs Supported by User Fees

Note: FY14 budget reduced Parks & Recreation expenditures by \$92,822, or 28.6% from the previous years. Program revenues did not decrease.

Efficiency



Operating Expenditures Per Visitor

Parks & Recreation



Kingston Springs residents rated their parks higher than any other TN jurisdiction according to the 2014 National Citizen Survey.

55.2%
of Kingston Springs residents rated the quality of parks facilities as good or excellent.


Kingston Springs has 173 total acres of parks & open spaces, and 62.43 acres of parkland per 1,000 residents.
The national median for cities with a population under 25,000 is 18.66 acres per 1,000 residents.

Parks & Recreation

\$43, 404 - Revenue from fines and forfeitures

424 - # of public safety training hours

40 hours of community engagement activities

472
traffic citations

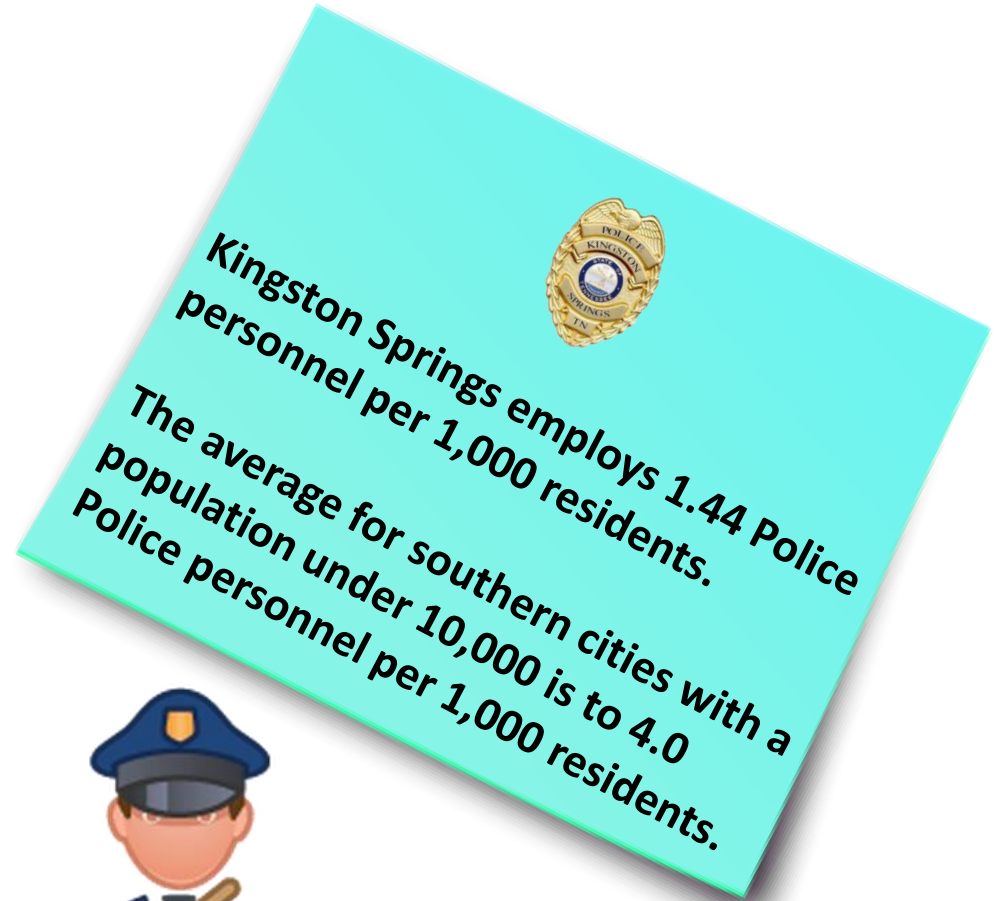
16.23
reported thefts/larceny
cases per 1,000 residents

11.9
personal injury crimes
per 1,000 residents

488 - calls for service per 1,000 residents

90 - % of calls responded to within 2 minutes

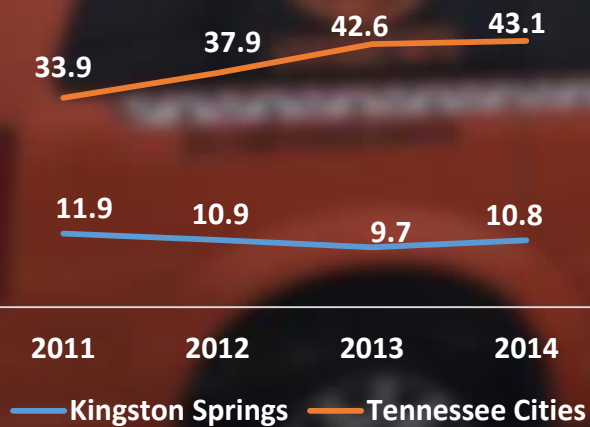
TBI Rankings: 9th Safest Incorporated Area



Police
Department

Work Load

Public Property Accidents per 1,000 Population



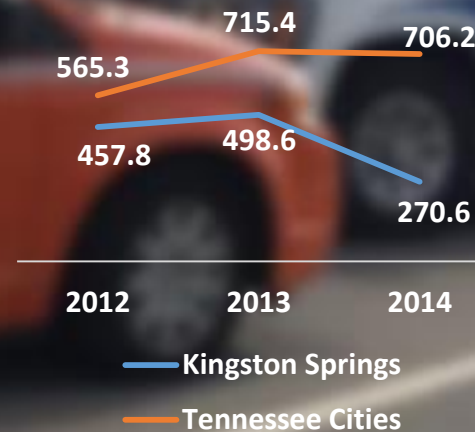
Resource

Total Police Services Cost per Capita



Efficiency

Calls per Sworn Officer



Note: KSPD hired an additional officer during the FY14 budget year.

Effectiveness

Traffic Accidents w/Injury as a Percentage of Total Accidents



Note: KSPD responds to calls along an 8 mile stretch of Interstate 40 and State Route 70. Both thoroughfares account for the overwhelming majority of motor vehicle crashes with injuries.



Police
Department

In [Best Places To Live](#)

10 Best Nashville Suburbs To Live In

These awesome Nashville suburbs might just convince you to live a little outside of Music City.

3. Kingston Springs



Source: Town of Kingston Springs via Facebook

Key Stats:

- **Total crimes per 100k:** 803
- **Median home price:** \$208,000

Kingston Springs comes in third on our list of the best suburbs of Nashville with a variety of housing options for potential buyers. Cozy cottages and sprawling farmhouse style homes are common in this suburb. Hit the links at the Golf Club of Tennessee, enjoy 23 acres of well-maintained city parks, or get to know your neighbors and see local talent at The Annual Art in the Park event. Kingston Springs is a close-knit community with a population of just under 3,000 residents.



What Living in Nashville is Really Like



Enter your mobile number and we'll text you the app.

- -

[Text Me The Free App](#)

US mobile numbers only. Message and data rates may apply.

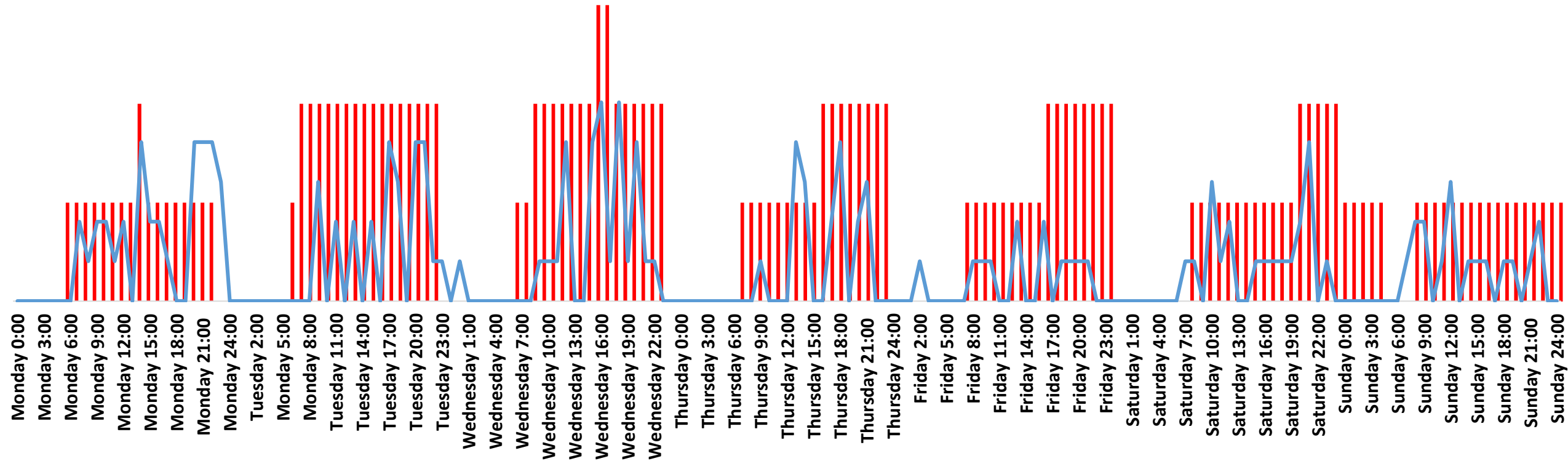


89.8%
of residents strongly
agree or agree with
the statement
"Kingston Springs is
a safe community."

47.7%
of Kingston
Springs residents
rated the quality
of public safety
services as good
or excellent.

**Police
Department**

Data Driven Scheduling



Note: KSPD uses call data to make periodic adjustments in officer scheduling. Call data from October 2015 (blue lines) was used to schedule officers for shifts during a realignment in November 2015 (red bars.) Overnight protection is provided in conjunction with the Cheatham County Sheriff's Department.



**Police
Department**

2 community engagement activities

440 hours of ROW maintenance

66.2 million gallons of effluent treated

\$2,533 in damaged or missing street sign expenses

17 street lights repaired

\$9,500 in road maintenance projects

7 public buildings maintained

4 resident requests for
drainage services

1 sewer line break

75
Percentage of sewer
plant capacity

3 plans reviewed for sewer capacity



Public Works
Department

0 TDEC sewer overflow violations

Budget Year	Completed Project	Project Cost	Project Length
FY10	Petro Ln.	\$19,340	0.27 miles
FY11	Mt. Pleasant Rd. Moore's Cir. Luyben Hills Rd. Hillcrest Rd. Merrylog Rd.	\$215,660	0.94 miles 0.19 miles 0.37 miles 0.68 miles 0.31 miles
FY12	Mt. Pleasant Rd.	\$235,832	2.15 miles
FY13			
FY14	CC Rd.	\$181,707	2.17 miles
FY15	Woodlands Dr.	\$202,000	0.72 miles
FY16	Timber Ridge Ct. Matthew Ct. Maple St. Love St. Lakeside Ct. Ashley Ln. Alison Ct. Magnolia Ct. Evergreen Cir.	\$235,207	0.32 miles 0.54 miles 0.22 miles 0.14 miles 0.32 miles 0.12 miles 0.12 miles 0.11 miles 0.05 miles



Kingston Springs appropriates roughly 5% of its budget to paving projects and paves roughly 1.1 miles of local roads annually. 45% of residents rated the condition of local roads as 'Excellent or Good.'

38.6% of residents rated maintenance of right-of-ways as 'Excellent' or 'Good.'

Public Works
Department



Town of Kingston Springs
Published by Laurie Cooper [?] · January 5 ·

Keep Kingston Beautiful!

The Public Works Dept. collected several bags of roadside trash today. The bags pictured came from Merrylog Ln., Mt. Pleasant Rd., & Patterson Dr. Let's keep our community clean and don't litter!

Tag Photo · Add Location · Edit

Like · Comment · Share

48 · Chronological

12 shares · 8 comments

View 2 more comments

Katie Davis Conley Thanks!!
Like · Reply · Message · January 5 at 9:37pm

Tammy Crowe Traynum Thank you KS PWD!!!
Like · Reply · Message · January 6 at 12:52am

Lauran Adair Mason Thank you! I did the same thing this weekend got a bag full out of my ditch.
Like · Reply · Message · January 6 at 6:35am

Pat Sivert McGavock There is a lot of trash along I-40 from Kingston Springs to Bellevue (and probably toward Dickson. What is wrong with people? Caroline Mikell Reynolds is right just where do you think that fast food trash that you toss out your back window into the truck bed is going to end up? (It's out of YOUR life and into

Write a comment...



Community Engagement:

- 2 public events
- 38 social media posts
- 698 'Likes' or 'Favorites'
- 37,278 people reached



STORM SUMMARY

The Public Works Dept. did an excellent job at clearing roads last week. Below are costs that can be directly attributed the recent winter storms.

Salt (80 tons)	\$5,920.00
Fuel	\$ 159.66
Vehicle maintenance	\$ 83.94
<u>Personnel costs (25 hours)</u>	<u>\$1,644.14</u>
Total	\$7,807.73



Dick Chaney Excellent work!
Like · Reply · Message · January 27 at 3:47pm

Barry Moore Thanks for a great job
Like · Reply · Message · January 27 at 4:01pm

Harold Coggins Good job!
Like · Reply · Message · January 27 at 4:01pm

Lisa Wallace Thanks so much for doing such a great job!!
Like · Reply · Message · January 27 at 4:17pm

Jenny Humphreys Opdenbrouw Thank you for amazing work! Just another reason to love living here!
Like · Reply · Message · January 27 at 5:46pm

Cynthia Andrews How much is that per inch?
Like · Reply · Message · January 27 at 6:00pm

Cindy Sullivan Worth every single penny.
Like · Reply · Message · January 27 at 6:50pm

Tiffany Egan They did a great job! I appreciate all of their hard work!
Like · Reply · Message · January 27 at 7:20pm

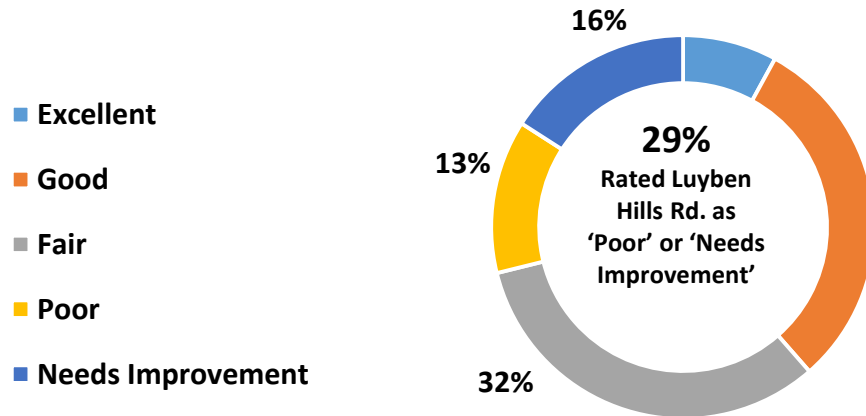
Cindy Sullivan We would be remiss if not to thank our OC public works team as well. I live "in the county" and I was quite impressed-job well done all around!
Like · Reply · Message · January 27 at 7:26pm

Cindy Foree Kudos to the great job you folks did clearing our roads!!! You really did a fantastic job. You should be commended! Whenever made the

Write a comment...

Public Works Department

Satisfaction with the Maintenance & Appearance of Luyben Hills Rd.



Luyben Hills Road is an important commercial corridor and the town's gateway to I-40. It is travelled daily by 30.8% of Kingston Springs residents commuting to work.

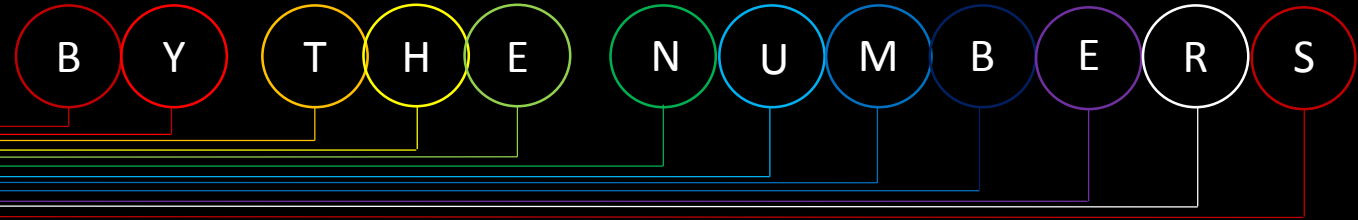


Issues:

- Cleanup of litter
- Commercial property maintenance
- Access management
- Pedestrian facilities
- Truck traffic & guard rail replacement



Areas for Improvement



For more information...

Kingston Springs City Hall
P.O. Box 274
Kingston Springs, TN 37082

Citymanager@kingstonsprings-tn.gov
(615) 952-2110 Ext. 15

