

Strategic Operating Plan

FY 2012-2013 End of the Year Review

Jeff Richardson, Deputy City Manager



City Council's Strategic Goals



Affordable



Fiscal Responsibility



Green and Sustainable



Job Growth and Community Development



Safe



Multimodal Transportation

Strategic Investments



General Electric Jet Engine Expansion



Tutco Farnam



Automated Meter Reading



Elevator Renovations



Plasticard-Locktech Expansion



13 New Bus Shelters Installed



\$250,000 in State/Federal Stimulus Grants
Awarded to AFD

Strategic Investments



General Electric Jet Engine Expansion



Strategic Investments



Tutco Farnam



Strategic Investments



Automated Water Meter Readers



Organizational Efficiencies



ERC Partnerships



The Asheville App



HVAC Changes

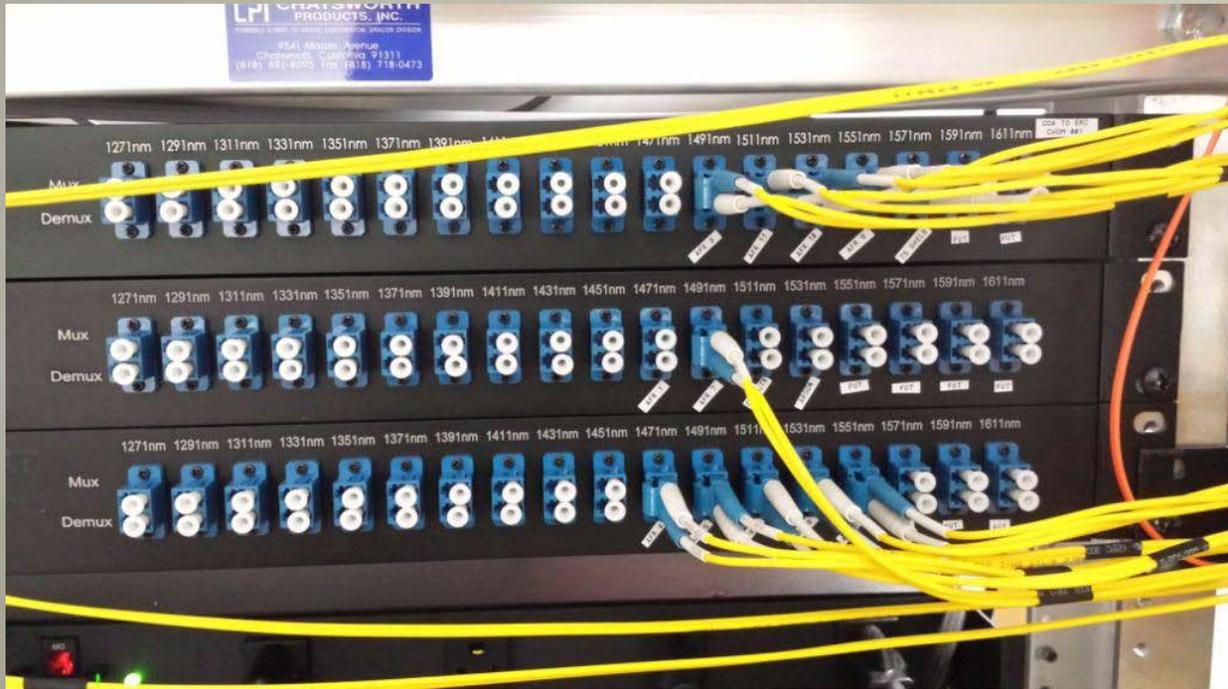


Service Delivery Re-engineering

Organizational Efficiencies



ERC Partnership



Organizational Efficiencies



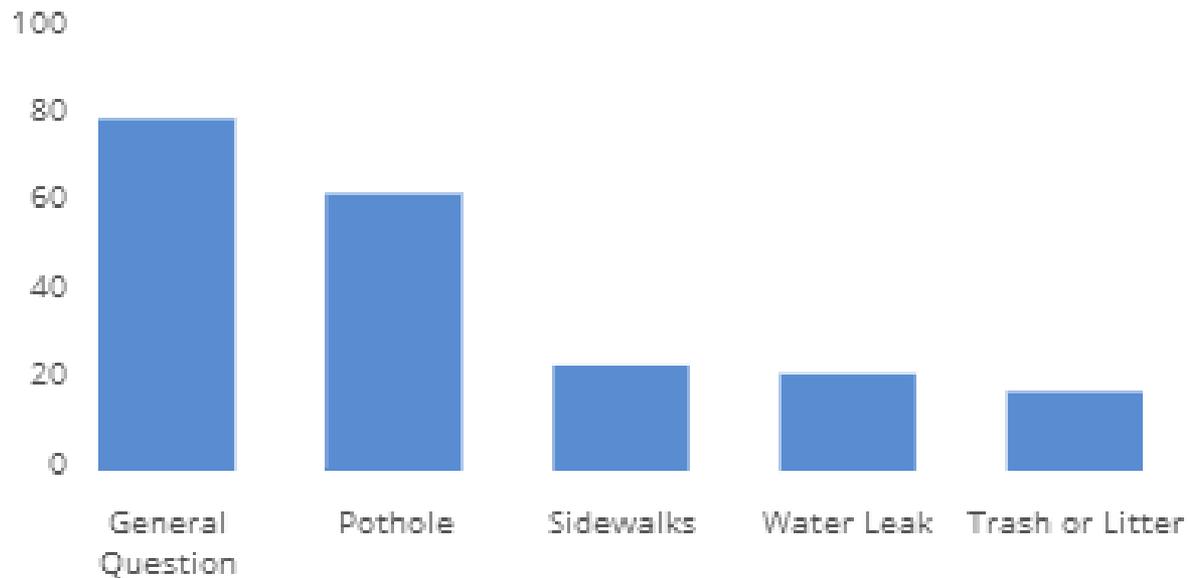
The Asheville App



Citizen Service Requests



Top Services By Volume



Note: "General Question" functions as a catch-all request type.

Quality of Life



SOCON 3 Year Extension



Recycling Program



5% City-wide crime reduction



Nuisance Court



Community Engagement

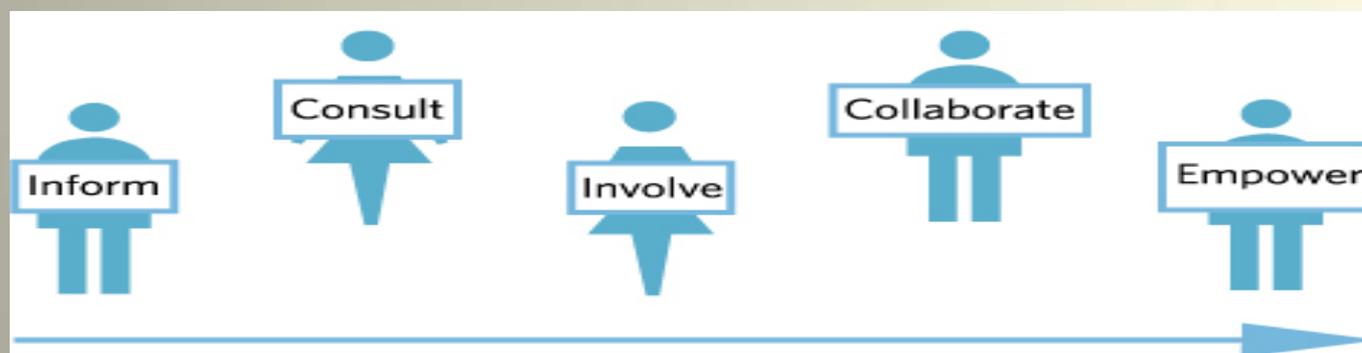


Affordable Housing Incentives

Quality of Life



Communication/Engagement	Average per quarter
Website Visitors	211,635
Blog Visitors	5,591
You Tube Views	1,989
Current Twitter Followers	5,745
Current Facebook Likes	8,989
Neighborhood Mtgs to Share Information	25
Media Contacts	159
Volunteer Hours	16,754



Quality of Life



Zero Waste AVL



Quality of Life



Crime Reduction



City-Wide Overall Crime

↑ 2%



City-Wide Violent Crime

↓ 5%

Overall Public Housing Crime

↓ 12%

Public Housing Violent Crime

↓ 6%

Public Housing Property Crime

↓ 15%

Quality of Life



SOCON And the US Cellular Center



City
of Asheville
North Carolina

