

## CITY OF DUNWOODY QUARTERLY REPORT

3<sup>rd</sup> Quarter 2016

The following pages provide a brief synopsis of the service provided and highlights for each department for 3<sup>rd</sup> Quarter 2016.

### CITY CLERK

#### Q3 Highlights

- \* Severn Trent is assisting the Clerk’s office to fill the recently vacated Assistant to the City Clerk position.
- \* A review of all City records is underway in accordance with Georgia’s Local Government Record Retention Schedules.

#### By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Agendas published by 5:00 p.m. Thursday prior to City Council Meeting	4	3	4	11	9	32	29
Ordinances and resolutions digitized within one week of Council action	6	14	10	30	10	49	24
Total number of open records requests	158	293	261	712	276	1456	751

### MUNICIPAL COURT

#### Q3 Highlights

- \* In compliance with the Georgia Archives Retention schedule for executed warrants (three years after court appearance), the court prepared 2009, 2010, 2011 & 2012 warrants for destruction.
- \* The court closed 115 past due citations through the amnesty program in August. During the months the program ran, the court collected \$18,204.00 out of court and through probation services is due to collect \$9,626.00 for a total of \$27,830.00 in fines and fees.

#### By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Total number of citations filed	676	844	816	2336	2454	7021	6824
Total number of cases heard at trial	6	5	2	13	25	64	72
Number of cases disposed	636	717	728	2081	2252	6373	6918
Number of docket closures	8	12	10	30	19	96	82
Number of Failure to Appear Notices	52	91	125	268	213	859	688
Number of Computerized Criminal Histories	59	86	90	235	195	755	621

## COMMUNITY DEVELOPMENT

### Q3 Highlights

- \* The Sustainability Committee conducted several initiatives, including distributing pamphlets and giveaways at the Butterfly Festival, as well as holding a Household Hazardous Waste event at the GSU Dunwoody Campus. The HHW event served approximately 325 vehicles, collecting approximately 35,000 pounds of household hazardous waste.
- \* The Sustainability Committee held its annual retreat at Dunwoody Nature Center in September. The Committee reviewed goals and accomplishments for 2016, examined the Sustainability Plan, and discussed Short Term Work Plan items for 2017.
- \* Code Enforcement staff conducted 1,309 apartment sweeps, picked up 178 non-compliant signs, and issued 39 certified letters to code violators.
- \* Training events were held for the Planning Commission, Zoning Board of Appeals, and Construction Board of Adjustments and Appeals.
- \* The Intergovernmental Agreement (IGA) with DeKalb County for Fire Services was updated, along with the IGA for Solid Waste Management Services with DeKalb County Sanitation, and the Service Delivery Strategy.
- \* State Farm Phase I is nearing completion with occupancy to begin in October.

### By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/25
Total number of plans received for review	106	101	79	286	230	985	744
Total number of inspections requested	729	705	522	1956	1029	5090	3949
Number of permits issued	104	138	112	354	342	1107	1037
Total number of new Code Compliance complaints	21	16	15	52	68	194	180

## ECONOMIC DEVELOPMENT

### Q3 Highlights

- \* Coordination is ongoing with DeKalb municipalities on joint economic development priorities through DeKalb Thrives Economic Development Plan.
- \* City representatives attended workshops and presentations with DeKalb Watershed Management to better understand sewer capacity issues in Dunwoody and findings were presented to City Council.

### By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Number of Dunwoody businesses met	7	15	12	34	37	108	110
Number of recruitment meetings held	8	14	11	33	37	98	111
Number of new jobs announced	0	0	0	0	820	110	2650
Capital investments announced	0	0	0	0	\$2.94M	\$17M	\$82.94M

## FINANCE

### Q3 Highlights

- \* Many successful calls were made to vendors that missed the April 15, 2016 business license renewal deadline.
- \* The renewals for 2016 alcohol licenses are being processed.

### By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Number of new licenses issued	0	15	27	42	45	159	250
Number of license renewals issued	0	126	34	160	187	2241	2260
Number of solicitations (over \$50K) closed/due during month	2	0	3	5	7	12	26
Number of solicitations (over \$50K) receiving five or more responses	1	0	2	3	2	8	8

## HUMAN RESOURCES

### Q3 Highlights

- \* The 2016 Employee Handbook was updated and published.
- \* Coordinated training on EEO and No Harassment Policy for Council and staff.
- \* Several wellness activities were conducted, including a Wellness Workshop (Tips for Healthy Eating), Wellness Challenge (30 Day Water Challenge), Wellness Lunch, and a Wellness Event at Treetop Quest. A flu vaccine clinic was also offered for staff.

### By the Numbers

	Jul	Aug	Sep	Q3	YTD
Applications Received	7	10	9	26	123
Positions Filled	0	1	0	1	10

## INFORMATION TECHNOLOGY

### Q3 Highlights

- \* Upgraded Police RMS Server to latest version.
- \* Established Disaster Recovery Site in Microsoft Azure Cloud Service.
- \* Installed new UPS's in the first and second floor data closet.
- \* Successfully deployed six new ten gigabyte switches in the main server room.
- \* Created development environment for all major applications for users to use for testing.
- \* Maintained 99% system (server, VoIP, network) uptime during Q3.
- \* Exceeded target of resolving 90% of Help Desk tickets within defined priority time windows.

### By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Total number of Help Desk tickets	143	174	156	473	507	1614	1293
Number of Help Desk tickets resolved successfully	143	173	153	469	489	1567	1272

## MARKETING/PUBLIC RELATIONS

### Q3 Highlights

- \* Coordinated and staffed Movie in the Meadow event at Pernoshal Park, movie and food trucks
- \* Managed, staffed and developed communications materials for two Public Information Meetings for the real estate exchange/purchase IGA with DeKalb County Schools
- \* Directed September 20 Town Hall event logistics, preparations and staffing needs
- \* Developed content and design for the 2016 Fall edition of the *Dunwoody Dispatch* newsletter
- \* Coordinated project status alert updates with Public Works and Parks & Recreation departments
- \* Worked with Development Authority members on bylined article (Development Authority Basics) for publishing in local news outlets
- \* Worked with city departments on outreach, advertising and communications for various events and meetings (Volunteer Day, Truck or Treat, Household Hazardous Waste, etc.)
- \* Developed content and messaging for FY 2017 Budget Memo

### By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Number of media inquiries	17	18	22	57	43	165	116
Number of public engagement opportunities/community meetings/events	2	2	4	8	2	20	17
Number of attendees at engagement opportunities/community meetings/events	300	200	580	1080	75	4945	550
Unique visitors to Dunwoody website	11234	12338	11477	35049	41223	103948	114301
Unique page views on Dunwoody website	39493	44408	40684	124585	140509	382507	376194
Number of Facebook posts	19	24	29	72	60	244	275
Number of Tweets	14	24	35	73	47	284	274

## PARKS

### Q3 Highlights

- \* Construction of the restroom facility at Donaldson Bannister House is nearing completion.
- \* Restrooms at the theater in the North DeKalb Cultural Arts Center are also near completion. Demolition of the Art Center restrooms will begin once they are complete.
- \* Repairs to the Donaldson House continue with new window installation and exterior paint.
- \* Theater demolition is progressing with all asbestos and stained glass removed.

By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Number of Parks service requests	2	4	5	11	7	18	17

**POLICE**

Q3 Highlights

- \* Conducted training for new Citizens on Patrol program.
- \* A multi-jurisdictional mass casualty training exercise was held at Perimeter Mall, including Dunwoody PD, Sandy Springs PD, Chamblee PD, Brookhaven PD, DeKalb County PD Bomb Squad, DeKalb Fire and Sandy Springs Fire.
- \* The 2015 Annual Report won the Silver Circle Award from 3CCMA.

By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Total number of calls	4674	4942	4707	14323	14385	43343	42729
Total number of Priority 1 calls	63	61	51	175	144	529	402
Total number of alarm calls	318	312	281	911	955	2626	2839
Officer-initiated incidents	2276	2665	2432	7373	7819	23999	23611
Number of Part 1 Violent Crimes	7	4	9	20	22	70	72
Number of Part 1 Property Crimes	166	156	194	516	485	1549	1520

**PUBLIC WORKS**

Q3 Highlights

- \* Paving of all streets on the initial 2016 paving list is complete.
- \* Pedestrian facilities that have been recently completed include the Village Creek Drive sidewalk and the Redfield pedestrian crossing.
- \* Water main installation and paving on Chamblee Dunwoody Road in Dunwoody Village is complete.
- \* Detention ponds, water main installation and utility relocation for the Tilly Mill and North Peachtree intersection project is complete.

By the Numbers

	Jul	Aug	Sep	Q3	Q3/15	YTD	YTD/15
Number of Public Works service requests	32	76	92	200	240	663	797
Number of Storm Water service requests	9	17	3	29	39	128	103