

CITY OF DUNWOODY QUARTERLY REPORT

3rd Quarter 2017

The following pages provide a brief synopsis of the service provided and highlights for each department for 3rd Quarter 2017.

CITY CLERK

Q3 Highlights

- * The Clerk’s office is working with City departments on purging records
- * The City Clerk qualified candidates for the upcoming municipal elections, and has worked closely with DeKalb County to arrange for early voting at the Dunwoody Library

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Agendas published by 5:00 p.m. Thursday prior to City Council Meeting	2	2	4	8	10	18	21
Ordinances and resolutions digitized within one week of Council action	2	2	4	8	7	18	16
Total number of open records requests	265	302	282	849	384	1691	744

MUNICIPAL COURT

Q3 Highlights

- * The Court closed 77 past due citations through its successful amnesty program, now in its fifth year. The program ran for two months, resulting in the collection of \$13,589.00 in fines out of court, with probation services due to collect \$5,698.00 for a total of \$19,287.00 in collected fines and fees.
- * The Court is now using Global Traffic Solutions, LLC to assist with collections on cases that are in failure to appear status. GTS efforts will assist in court collection measures and increase the Court’s clearance rate.

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Total number of citations filed	700	1213	857	2770	2336	7713	7021
Total number of cases heard at trial	6	5	5	16	13	49	64
Number of cases disposed	613	809	575	1997	2081	6382	6373
Number of docket closures	8	12	10	20	30	85	96
Number of Failure to Appear Notices	68	136	60	264	268	751	859
Number of Computerized Criminal Histories	153	235	198	586	235	1429	755

COMMUNITY DEVELOPMENT

Q3 Highlights

- * An update to the Sign Ordinance was prepared and adopted by City Council in July.
- * Tree Ordinance was revised and adopted by the City Council on October 9.
- * Submitted recertification application for the Atlanta Regional Commission's (ARC) Green Communities certification.
- * The Sustainability Committee held its annual retreat and hosted an electronics recycling event.
- * Code Enforcement staff collected 254 illegal signs.
- * 36 special event applications were processed, a notable uptick from 2016.
- * Construction has begun on State Farm Phase II.

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Total number of plans received for review	187	238	132	557	286	1469	985
Total number of inspections requested	309	315	391	1015	1956	2862	5090
Number of permits issued	129	129	110	368	354	963	1107
Total number of new Code Compliance complaints	48	68	9	125	52	220	180

ECONOMIC DEVELOPMENT

Q3 Highlights

- * Held five Stakeholder meetings to gain input on the project list for the Hotel/Motel Tax increase.
- * Partnered with the Dunwoody Perimeter Chamber of Commerce on the Shape Dunwoody Breakfast Series – What is Placemaking?
- * Working with a sub-committee of URA Board Members to negotiate a Letter of Intent for the Dunwoody Green Commercial Site.

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Number of Dunwoody businesses met	7	9	7	23	34	85	110
Number of recruitment meetings held	12	11	14	37	33	107	111
Number of new jobs announced	0	0	0	0	0	225	2650
Capital investments announced	0	0	0	0	0	\$8.35M	\$82.94M

FINANCE

Q3 Highlights

- * Continued City efforts for HOST/SPLOST negotiations for potential 2017 vote
- * Scheduled and completed business license roundup (identification of unlicensed businesses) and started amnesty program planning. 35 businesses were identified that have not applied for a Dunwoody occupational tax certificate through the roundup.

- * Completed major upgrade to City’s accounting system to potentially extend the life of the software beyond the originally anticipated life of ten years
- * Progressed through 2018 budget process and 2017 budget amendment
- * Issued 2018 alcohol license renewal forms to 113 businesses
- * Issued 2018 massage regulatory renewal forms to 16 businesses

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Number of new licenses issued	16	25	13	54	42	228	159
Number of license renewals issued	55	66	7	128	160	2238	2241
Number of solicitations (over \$50K) closed/due during month	1	0	2	3	5	14	12
Number of solicitations (over \$50K) receiving five or more responses	1	0	0	1	3	10	8

HUMAN RESOURCES

Q3 Highlights

- * Conducted a salary survey for the City Manager and City Clerk positions
- * Coordinated with the Mayor on the performance evaluation process for the City Manager and City Clerk
- * Coordinated training on EEO and No Harassment policy for all City staff
- * Working with benefits broker and workers’ comp broker to market employee group insurance plans and workers’ comp coverage
- * Hosted wellness events, including a wellness workshop, wellness lunch, and flu vaccine clinic for staff
- * Hired a new Human Resources Generalist and filled one Police vacancy

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Applications Received	9	35	25	69	26	213	123
Positions Filled	1	0	1	2	1	11	10

INFORMATION TECHNOLOGY

Q3 Highlights

- * Maintained 99% system uptime (server, VoIP, network)
- * Maintained 99% application uptime
- * Working closely with City Hall design team on IT and A/V systems for new City Hall

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Total number of Help Desk tickets	91	112	95	298	473	1054	1614
Number of Help Desk tickets resolved successfully	91	106	89	286	469	1034	1567

MARKETING/PUBLIC RELATIONS

Q3 Highlights

- * Worked with Mayor Shortal to organize, prepare and staff two meetings with representatives from Homeowner Associations and Swim and Tennis Clubs for dialogue and update on City initiatives
- * Worked with Parks and Recreation on fall event guidebook details, logistics, advertising and outreach
- * Prepared materials, coordinated events, set up city tent/table and staffed city events to promote civic engagement and project/program information sharing opportunities (Walk with a Doc, Groundbreaking for Fields at Brook Run Park, Wine Stroll, Electronics Recycling, as well as future events such as Volunteer Day, Dunwoody Rocks!, Truck or Treat, Veterans Day and Legends and Lore, etc.)
- * Worked with Police Departments, Public Works Department and emergency operations center, crews on updates and alerts related to Tropical Storm Irma
- * Assisted Public Works department with citizen input portal for Comprehensive Transportation Plan Update

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Number of media inquiries	17	15	14	46	57	169	165
Number of public engagement opportunities/community meetings/events	3	1	4	8	8	19	20
Number of attendees at engagement opportunities/community meetings/events	2540	15	412	2967	1080	7632	4945
Unique visitors to Dunwoody website	11935	13741	12888	38564	35049	119695	103948
Unique page views on Dunwoody website	39665	50465	45450	135580	124585	408756	382507
Number of Facebook posts	48	25	51	124	72	293	244
Number of Tweets	57	16	40	113	73	281	274

PARKS

Q3 Highlights

- * 800+ participants in Parks events, including Groovin' on the Green, Pics in the Park and the Dunwoody Wine Stroll
- * Parks Master Plan was completed and adopted by the City Council
- * Construction is underway at the new baseball fields at Brook Run Park

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Number of Parks service requests	2	4	7	13	11	18	18

POLICE

Q3 Highlights

- * Department participated in Hurricane Harvey and Hurricane Irma relief efforts
- * EOC opened during Hurricane Irma
- * Partnered with the Police Foundation with LEO Near Miss initiative, similar to near miss reporting for the airlines
- * Several suspects arrested for a number of pick-pocketing incidents in the Perimeter area
- * Department conducted a skate park outreach event

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Total number of calls	4680	5740	5501	15921	14323	46275	43343
Total number of Priority 1 calls	28	34	41	103	175	313	529
Total number of alarm calls	322	277	287	886	911	2592	2626
Officer-initiated incidents	2467	3652	3464	9583	7373	27053	23999
Number of Part 1 Violent Crimes	7	6	2	15	20	41	70
Number of Part 1 Property Crimes	166	200	193	559	516	1430	1549

PUBLIC WORKS

Q3 Highlights

- * Completed paving on all streets on the initial 2016 paving list
- * Completed Village Creek Drive sidewalk
- * Completed Redfield pedestrian crossing
- * Completed the water main installation and paving on Chamblee Dunwoody Road in the Dunwoody Village
- * Completed detention ponds, water main installation and utility relocation for the Tilly Mill and North Peachtree intersection project

By the Numbers

	Jul	Aug	Sep	Q3	Q3/16	YTD	YTD/16
Number of Public Works service requests	69	62	53	184	200	481	663
Number of Storm Water service requests	14	8	6	28	29	82	128