

CITY OF DUNWOODY QUARTERLY REPORT

4th Quarter 2017

The following pages provide a brief synopsis of the service provided and highlights for each department for 4th Quarter 2017.

CITY CLERK

Q4 Highlights

- * Coordinated with IT department on transition from SIRE to Hyland OnBase system
- * Worked with DeKalb County Elections on 2017 Municipal Election

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Agendas published by 5:00 p.m. Thursday prior to City Council Meeting	7	7	2	16	11	53	43
Ordinances and resolutions digitized within one week of Council action	8	1	9	18	22	70	68
Total number of open records requests	287	300	219	806	826	3326	2266

MUNICIPAL COURT

Q4 Highlights

- * Citations filed with the court have continued an upward trend, increasing by 10%. Over 10,000 citations were filed with the court in 2017.
- * Failure to appear were down by 2% in Q4. In October the court began implementation of a new DDS policy of notifying defendants they have 30 days to adjudicate their case before their license is submitted for suspension and a \$100.00 FTA fee is added.

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Total number of citations filed	935	796	589	2320	1769	10033	8735
Total number of cases heard at trial	8	0	0	8	10	57	74
Number of cases disposed	788	756	314	1858	1564	8240	7937
Number of docket closures	10	11	5	26	26	121	122
Number of Failure to Appear Notices	64	85	32	181	242	932	1101
Number of Computerized Criminal Histories	205	169	128	502	280	1931	1035

COMMUNITY DEVELOPMENT

Q4 Highlights

- * Flood Hazard Maps in the Chattahoochee River Watershed of DeKalb County are being revised.
- * Dunwoody hosted a public information open house on flood maps on December 7 to give residents access to the project consultants in order to answer questions and provide information on the impacts of map changes.
- * A kickoff meeting for the Peachtree Industrial Boulevard (PIB) Area Study was held on December 5.

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Total number of plans received for review	176	149	101	426	286	1895	985
Total number of inspections requested	359	373	283	1015	1956	3877	5090
Number of permits issued	106	101	75	282	354	1245	1107
Total number of new Code Compliance complaints	41	45	33	119	52	339	194

ECONOMIC DEVELOPMENT

Q4 Highlights

- * Hotel Motel Tax increase was approved by City Council
- * Dunwoody Development Authority approved two inducement resolutions for the Twelve24 Hammond Office and Hotel Project, totaling \$170M of new investment
- * Economic Development staff worked with Dunwoody CVB and Communications staff to publish the Central Perimeter Market Report in the December issue of Atlanta Magazing

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Number of Dunwoody businesses met	7	6	3	16	30	101	138
Number of recruitment meetings held	10	7	4	21	38	128	136
Number of new jobs announced	0	0	0	0	90	225	200
Capital investments announced	0	0	0	0	\$204.25M	\$8.35M	\$221.25M

FINANCE

Q4 Highlights

- * Issued direct insurer renewals for over 580 businesses in Dunwoody
- * Issued occupational tax certificate renewal forms to over 2100 Dunwoody businesses
- * Collected just under \$36,000 in revenue during the amnesty program (October 23-November 22)

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Number of new licenses issued	13	20	0	33	27	261	186
Number of license renewals issued	9	7	12	28	30	2266	2271
Number of solicitations (over \$50K) closed/due during month	2	2	2	6	8	20	20
Number of solicitations (over \$50K) receiving five or more responses	0	1	2	3	5	13	13

HUMAN RESOURCES

Q4 Highlights

- * Coordinated with our benefits broker to establish insurance plans/rates for the 2018 benefits year
- * Coordinated with our Workers' Comp broker for quotes for 2017 Workers' Compensation plan
- * Conducted Open Enrollment for all employees for 2018 benefits plans
- * Managing transition to a new HRIS vendor
- * Managing transition to a new Workers' Comp provider for 2018
- * Coordinated biometric screenings for employees
- * Organized several wellness events, including the Dunwoody/Doraville softball game, wellness lunch, wellness workshop, and the Maintain Don't Gain wellness challenge

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Applications Received	19	16	42	77	26	290	123
Positions Filled	2	0	0	2	1	13	10

INFORMATION TECHNOLOGY

Q4 Highlights

- * Maintained 98% system uptime (server, VoIP, network)
- * Maintained 98% application uptime
- * Worked closely with City Hall design team on IT and A/V systems for new City Hall
- * Coordinating with City Clerk on transition from SIRE to Hyland OnBase system

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Total number of Help Desk tickets	98	70	101	269	414	1323	2028
Number of Help Desk tickets resolved successfully	98	65	90	253	414	1269	1981

MARKETING/PUBLIC RELATIONS

Q4 Highlights

- * Worked with Community Development to plan, coordinate and staff Peachtree Industrial Boulevard Small Area Study public meeting
- * Worked with Public Works to plan, coordinate and staff Floodplain Mapping Update meeting and Valley View Water Main Replacement public meeting
- * Worked with Parks and Recreation on fall and winter 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 (Volunteer Day, Walk with a Doc, Dunwoody Senior Baseball Going Away Party, Recycle Bin Replacement, Dunwoody Rocks!, Truck or Treat, Veterans Day and Legends and Lore, etc.)
- * Worked with Police Department, Public Works Department and emergency operations center crews on updates and alerts coming out of winter weather events
- * Worked with Police Department on communications and planning for Christmas for Kids
- * Assisted with communications, branding, planning, survey and public meeting for launch of Arts & Culture Master Plan
- * Managing Sustainable Hero campaign and began preparations and logistics coordination for 2017 Community Survey and 2018 State of the City event

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Number of media inquiries	24	19	19	62	50	231	215
Number of public engagement opportunities/community meetings/events	5	4	4	13	9	33	29
Number of attendees at engagement opportunities/community meetings/events	550	400	75	1025	2990	8657	7935
Unique visitors to Dunwoody website	14323	11914	9912	36149	29721	155844	133669
Unique page views on Dunwoody website	55911	46217	36433	138561	104382	547317	486889
Number of Facebook posts	36	26	25	87	70	380	314
Number of Tweets	29	23	24	76	82	357	366

PARKS

Q4 Highlights

- * 1500+ participants in park special events, including Walk with a Doc, Truck or Treat, Legends and Lore and Volunteer Day
- * Donaldson Bannister House site improvements completed
- * Began design and preliminary construction of the Dunwoody Nature Center North Woods Pavilion
- * The Perimeter Center Connector Trail is under construction
- * Began design of the Windwood Hollow bathroom facility
- * Began Brook Run Park improvements design process

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Number of Parks service requests	6	1	1	8	6	26	24

POLICE

Q4 Highlights

- * Detective Kreig was promoted to Sergeant
- * Conducted car seat check outreach event- 48 seats checked, 20 new seats given out, 68 child ID kits given out
- * Held CRASE training
- * Participated in Kosher BBQ event
- * Conducted See & Be Seen Halloween event and Truck or Treat
- * Participated in No Shave November and December, raising over \$2000 for charity
- * Investigating homicide at Dunwoody Glen, assisted Atlanta PD with sex trafficking investigation, and arrested carjacking suspect

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Total number of calls	5811	5340	4515	15666	14323	61941	43343
Total number of Priority 1 calls	39	40	42	121	175	434	529
Total number of alarm calls	270	274	273	817	911	3409	2626
Officer-initiated incidents	3839	3438	2501	9778	7373	36831	23999
Number of Part 1 Violent Crimes	6	6	8	20	20	61	70
Number of Part 1 Property Crimes	173	216	200	589	516	2019	1549

PUBLIC WORKS

Q4 Highlights

- * Completed 2017 paving
- * Received tree clearing bids for Mount Vernon at Vermack project
- * Secured additional \$3.5 million in federal funding for Georgetown Gateway project
- * Completed 2017 stormwater infrastructure inspections
- * Responded to December snow storm

By the Numbers

	Oct	Nov	Dec	Q4	Q4/16	YTD	YTD/16
Number of Public Works service requests	10	20	18	48	156	529	819
Number of Storm Water service requests	15	12	2	29	7	111	128