

CITY OF DUNWOODY QUARTERLY REPORT

3RD Quarter 2015

The following pages provide a brief synopsis of the service provided and highlights for each department for 3rd Quarter 2015.

CITY CLERK

Q3 Highlights

- * The City Clerk qualified candidates for the November 3rd General Election, as well as the November 3rd Special Election.
- * Hiring is underway by Severn Trent to fill the vacant Assistant to the City Clerk position.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Agendas published by 5:00 p.m. Thursday prior to City Council Meeting	2	4	3	9	29
Ordinances and resolutions digitized within one week of Council action	1	5	4	10	24
Total number of open records requests	60	90	126	276	751

MUNICIPAL COURT

Q3 Highlights

- * One vacant Deputy Court Clerk position has been filled.
- * A temporary employee has been utilized to complete various records management projects.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Total number of citations filed	753	965	736	2454	6824
Total number of cases heard at trial	6	8	11	25	72
Number of cases disposed	723	748	781	2252	6918
Number of docket closures	7	6	6	19	82
Number of Failure to Appear Notices	90	54	69	213	688
Number of Computerized Criminal Histories	60	77	58	195	621

COMMUNITY DEVELOPMENT

Q3 Highlights

- * The Comprehensive Plan update was forwarded to the Atlanta Regional Commission (ARC) for regional review, and was determined to be compliant with state requirements by ARC and the Department of Community Affairs. On October 12, the Plan was adopted by the City Council.
- * Ronnie Kurtz joined the Community Development staff as a Planning Technician. Ronnie will assist with several initiatives of the department, and will be the primary contact for special event, media production and film permits in the City.
- * As a part of the City's sustainability efforts, electronics recycling and household hazardous waste collection events were hosted.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Total number of plans received for review	97	80	53	230	744
Total number of inspections requested	415	325	289	1029	3949
Number of permits issued	114	126	102	342	1037
Total number of new Code Compliance complaints	24	25	19	68	180

ECONOMIC DEVELOPMENT

Q3 Highlights

- * Mercedes Benz USA has moved into temporary headquarters at Sterling Pointe.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Number of Dunwoody businesses met	8	16	13	37	110
Number of recruitment meetings held	10	14	13	37	111
Number of new jobs announced	800	0	20	820	2650
Capital investments announced	\$2.8M	0	\$140K	\$2.94M	\$82.94M

FINANCE AND ADMINISTRATION

Q3 Highlights

- * During the third quarter, 86 employment applications were received, and the following positions were filled: one Human Resources Generalist, two Police Officers, and one Deputy Municipal Court Clerk.
- * The FY 2016 Budget has been prepared and reviewed by the Budget Committee. Budget hearings are being held in October.
- * The transition of finance and administrative services from JAT to Severn Trent is underway. Severn Trent will become the new provider for finance and administrative services in January 2016.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Number of new licenses issued	8	24	13	45	250
Number of license renewals issued	95	56	36	187	2260
Number of solicitations (over \$50K) closed/due during month	3	2	2	7	15
Number of solicitations (over \$50K) receiving five or more responses	1	1	0	2	8

INFORMATION TECHNOLOGY

Q3 Highlights

- * Maintained 99% system (server, VoIP, network) uptime during Q3.
- * Exceeded target of resolving 90% of Help Desk tickets within defined priority time windows.
- * A new automation and remote monitoring solution was deployed to better manage system updates, inventory, and remote user support.
- * Eight physical servers were decommissioned, and the City's server environment is approximately 80% virtualized.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Total number of Help Desk tickets	161	156	190	507	1293
Number of Help Desk tickets resolved successfully	156	153	180	489	1272

MARKETING/PUBLIC RELATIONS

Q3 Highlights

- * Marketing/Public Relations staff demonstrated a commitment to responsiveness, responding to 100% of media inquiries within 24 hours.
- * The City’s Facebook following grew significantly from 1,983 followers in January 2015 to 2,925 at the end of September. In total, posts on the City’s Facebook page received a reach of 194,766 shares, comments, and “likes”.
- * As of the end of September, the City has amassed over 4,100 Twitter followers, and City tweets were viewed over 163,000 times so far during 2015.
- * The Communications Department assisted the Public Works team and helped coordinate a Georgetown area sounding board meeting to review the infrastructure update plans for the area.
- * In July and August, citizen input was collected through the 2015 Citizen Satisfaction Survey. Final data/results will be delivered in early 2016.
- * A Park Naming contest ran in August and September in which more than 260 residents voted on their favorite park name for the five-acre park on Pernoshal Court.
- * The Mayor visited with several major news media outlets to outline the Westside Connector project, resulting in positive media coverage throughout September.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Number of media inquiries	15	14	14	43	116
Number of public engagement opportunities/community meetings/events	1	1	0	2	17
Number of attendees at engagement opportunities/community meetings/events	15	60	0	75	550
Unique visitors to Dunwoody website	15297	14075	11851	41223	114301
Unique page views on Dunwoody website	49491	48314	42704	140509	376194
Number of Facebook posts	33	12	15	60	275
Number of Tweets	14	13	20	47	274

PARKS

Q3 Highlights

- * Installation of shade sails was completed at Georgetown Park, providing shade over the playground.
- * Phase 3 of the Dunwoody Trailway is well underway. The bridge has been set and the boardwalk is under construction.
- * Upgrades to the Stage Door Players lobby and theater were completed.
- * Stabilization of the Donaldson-Bannister House is in progress.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Number of Parks service requests	2	1	4	7	17

POLICE

Q3 Highlights

- * During the 3rd Quarter, the Dunwoody Police Department made several promotions as a result of new positions authorized by the Council in the 2015 budget. Oliver Fladrich and David Barnes were promoted to Major. Rusty Furman, Fidel Espinoza and Mike Carlson were promoted to Lieutenant, and Lee Hasseltine, Tim Fecht and Sean Lenahan were promoted to Sergeant.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Total number of calls	4626	4956	4803	14385	42729
Total number of Priority 1 calls	45	49	50	144	402
Total number of alarm calls	326	333	296	955	2839
Officer-initiated incidents	2413	2737	2669	7819	23611
Number of Part 1 Violent Crimes	5	8	9	22	72
Number of Part 1 Property Crimes	151	168	166	485	1520

PUBLIC WORKS

Q3 Highlights

- * A number of pedestrian facility projects have been in progress throughout the year, including the completion of the Hensley Drive and Mount Vernon Way sidewalk. Sidewalk on Mount Vernon Road is currently under construction, and the Peachford Road sidewalk is expected to go to construction later this year. Crosswalks in the PCID area are currently being replaced, and additional crosswalk improvements are planned for construction this year at Dunwoody Elementary, Mount Vernon at Forest Springs, and Tilly Mill at Stonington.
- * The annual paving project was completed, totaling 19 lane miles of roadways resurfaced on 47 streets.
- * Crosswalk safety improvements were made at Dunwoody Elementary School. Crosswalks were also replaced at six intersections within the Perimeter CID.
- * The Hammond Drive Corridor study is underway.
- * An application has been submitted for funding from the Georgia Transportation Infrastructure Bank for the Westside Connector project.
- * A stream restoration project on Nancy Creek tributary adjacent to city property has been completed. Also completed were several stormwater pipe repair projects, including lining 200 feet of pipe in the Branches neighborhood.

By the Numbers

	Jul	Aug	Sep	Q3	YTD
Number of Public Works service requests	113	46	81	240	797
Number of Stormwater service requests	9	14	16	39	103