

City Attorney	p 2	Economic Development	p 6
City Clerk	p 2	Finance	p 7
ChatComm	p 3	Information Technology	p 8
Community Development	p 4	Marketing	p 9
Court	p 5	Police	p 10
Public Works	p 11		

# KEY PERFORMANCE INDICATORS

*The City of Dunwoody is committed to providing the highest quality services to the citizens of our community.*

## THIRD QUARTER

# Your Quarterly Guide to Service Levels

In an effort to sustain our service levels, strive for excellence, and push for continued improvement, the city developed Key Performance Indicators (KPI's) for each department and government service contract.

Key Performance Indicators include both goals for performance tied to departmental core competencies and workload measures to monitor activity levels.

Performance measures focus on efficiency and effectiveness such as speed and accuracy in paying invoices or issuing permits. Workload measures track activity level such as number of pot holes filled or sets of plans reviewed.

The 2014 Third Quarter Report is designed to serve as a management tool by providing an overview of performance and workload. The data is from July 1, 2014 - September 30, 2014.

This quarter's report includes both the popular quarterly highlights as well as information on data trends. The performance data is compared against the goal for each issue (look for the × and ✓). Workload information is compared against the second quarter workload for each issue (look for the ↓, ↑, and →).

Please contact Kimberly Greer at [kimberly.greer@dunwoodyga.gov](mailto:kimberly.greer@dunwoodyga.gov) with any questions about the data, highlights, or performance trends.

# City Attorney

## Ordinances & Resolutions

**22** Reviewed/Drafted

100% completed in 5 business days

Performance: ✓ exceeded goal; Workload: ↑ increase

## Formal Legal Opinions

**2**

100% rendered in 10 business days

Performance: ✓ exceeded goal

Workload: ↑ increase

## Legal Review

**43** Contracts

100% reviewed before distribution to Council

Performance: ✓ exceeded goal; Workload: ↑ increase

**7** Open Records

100% of open record responses requiring legal review were completed within 5 business days

Performance: ✓ exceeded goal; Workload: ↑ slight increase

## Informal Legal Opinions

**76**

100% rendered in 3 business days

Performance: ✓ exceeded goal

Workload: ↑ increase

# City Clerk

## Agendas Published

**16**

100% of agendas and materials distributed to Council three business days prior to the meeting

100% of agendas and materials published to the website two business days prior to the meeting

100% with no substantial changes between “final” agenda sent to Council and the meeting version

Performance: ✓ exceeded goal; Workload: ↓ decrease

## Minutes Posted

**100%**

16 of 16 sets of summary minutes posted to the website within 48 hours of the Council Meeting

16 of 16 sets of action minutes adopted without substantial changes

Performance: ✓ exceeded goal; Workload: ↓ decrease

## Action Documented

**100%**

13 of 13 ordinances and resolutions digitized and proclamations filed within one week of Council action

12 of 12 intergovernmental agreements and contracts sent for full execution within one week of Council action

Performance: ✓ exceeded goal

Workload: ↑ increase

## Open Records Requests

**263**

100% of requests answered

263 fulfilled or provided a time line within three days of the request

1 request requiring search and retrieval outside of the “three day window”

Performance: ✓ exceeded goal

Workload: ↑ increase compared to 2013

# ChatComm

In October 2011, the Chattahoochee River 911 Authority (ChatComm) began answering and dispatching Dunwoody's 9-1-1 calls. The City's adopted Intergovernmental Agreement with ChatComm includes two key performance indicators:

1. Answer 90% of calls in 10 seconds or less
2. Process 90% of high priority calls in 60 seconds or less

## Highlight!

In the third quarter, the City renewed its contract with ChatComm and ChatComm also renewed its contracts with the partner cities (Sandy Springs and Johns Creek) and signed a new agreement with Brookhaven. Each of the agreements run through August 31, 2019.

Q3

### Call-Answering

**94.25%**

Of all calls answered in 10 seconds or less  
Performance: ✓ exceeded goal

**56,396**

Total 9-1-1 calls received (including Dunwoody, Sandy Springs, Brookhaven, and Johns Creek)  
Workload: ↑ increase

### Call-Processing

**91.5%**

Of high priority calls processed in 60 seconds or less  
Performance: ✓ exceeded goal

**15,028**

Total Dunwoody incidents, including:  
6,260 dispatched incidents  
8,768 officer-initiated incidents  
Workload: ↑ increase

### Dispatched Incidents

**0:12**

Average processing time for Dunwoody's high priority dispatched incidents.

Processing time is calculated from the time the incident is created in the CAD until the incident is sent to the dispatch queue.

**1:02**

Average time for dispatch of Dunwoody's high-priority dispatched incidents.

Dispatch time is calculated from the time the incident is sent to the dispatch queue until the first unit is dispatched to the incident.

**2:53**

Average response time for Dunwoody's high-priority dispatched incidents.

Response time is calculated from the time the first unit is dispatched to the call until the first unit arrives on scene.

# Community Development

## Permitting & Inspections

**684**

Customers Served

**339**

Permits Issued

Workload: ↓ decrease

**406**

Plans Reviewed

96% plans reviewed in 14 days or less

Performance:

✓ exceeded goal

Workload: ↓ decrease

**1,102**

Inspections

Conducted

100% of inspections conducted within one day of request

Performance:

✓ exceeded goal

Workload: ↓ decrease

### Highlight!

This has been a busy year for our building inspectors. In the first nine months of the year, the inspectors completed 3,556 inspections. For the third quarter, 100% of inspections were completed within one business day of the request and for the year 99% have been completed within one day of request.

**Q3**

## Code Compliance

**61**

Open Code

Compliance Cases

At the close of the third quarter, the Code Compliance team is working on 61 open code compliance cases

Workload: ↑ increase

**82%**

Complaints

Investigated

46 of 56 new complaints received in the third quarter were investigated within 1 business day of report

Performance: × short of 95% goal

Workload: ↓ decrease

## Multi-Family Code Compliance

**9**

Complexes Inspected

Performance: ✓ exceeded goal

Workload: ↑ increase

**659**

Safety Code Violations

Identified through our on-going effort to improve safety and livability of our multi-family housing complexes

Workload: → steady

**GIS**

**15**

Maps Produced

100% maps produced in the requestor's time frame

Performance: ✓ exceeded goal

Workload: ↓ decrease

## Planning & Zoning

**100%**

Pre-Application Meetings

42 of 42 meetings with developers to discuss procedures, standards, and regulations completed within 14 days of plan submittal

Performance: ✓ exceeded goal

Workload: ↑ increase

**100%**

Zoning Letters

10 of 10 requested Zoning Certification Letters prepared within 14 days of the request

Performance: ✓ exceeded goal

Workload: ↓ slight decrease

**100%**

Agenda Packets

10 out of 10 agenda packets distributed to the Boards three business days prior to the meeting

**100%**

Advertising Deadlines

4 of 4 advertisements, signs, and letters (required by the Zoning Ordinance) were completed on deadline

Performance: ✓ exceeded goal

Workload: ↓ decrease

# Court

## Customer Service

**100%**

### Timely Responses

284 of the 284 e-mails sent to the Dunwoody Court received a response within one business day

Performance: ✓ exceeded goal  
Workload: ↓ slight decrease

**401**

### Hours Volunteered

6 volunteer bailiffs continued their community outreach by volunteering a combined 401 hours to improve the efficiency and ability to serve customers in the Dunwoody Municipal Court

**Q3**

## Highlight!

In the first nine months of 2014, the Municipal Court held 102 sessions including the 500<sup>th</sup> session since incorporation.

## Court Proceedings

**2,742**

### Citation Filings

100% of citations were electronically filed within 24 hours of issuance

Performance: ✓ exceeded goal  
Workload: ↑ increase

**1,630**

### Cases Disposed

Open cases filed with the Court were disposed by the close of Court

Performance: ✗ fell short of goal  
Workload: ↑ increase

**58**

### Trials Scheduled

100% of trials scheduled within 60 days of arraignment

Performance: ✓ exceeded goal  
Workload: ↓ decrease

**3,032**

### Arraignments Scheduled

At the close of the second quarter, the Court was averaging 56 days from citation issuance until a scheduled arraignment

Workload: ↓ slight decrease

**50**

### Dockets Closed

Following each court sessions, the clerks work to close the dockets in a timely fashion

Performance: ✓ exceeded goal  
Workload: ↑ increase

**16**

### Trials Held

16 of the 223 cases which were scheduled for trial required the completion of a trial

Workload: → steady

## Reporting & Processing

**274**

### Failure to Appear

100% of FTAs processed within 48 hours of a missed Court appearance

Performance: ✓ exceeded goal  
Workload: ↓ slight decrease

**1,243**

### DDS Reporting

98% of dispositions and FTAs reported to the Department of Driver Services within 10 days

Performance: ✗ just below goal  
Workload: ↓ slight decrease

**308**

### CCH Reporting

100% of Computerized Criminal Histories completed within 30 days of disposition

Performance: ✓ exceeded goal  
Workload: ↓ decrease

# Economic Development

## Business Recruitment

**33**

### Recruitment Meetings

Meetings with property owners, managers, brokers, and interested parties to explore location or expansion in Dunwoody

Performance: ✗ just short of the goal

Workload: ↓ slight decrease

**4**

### Stories Pitched

We actively pushed the Dunwoody message by pitching stories to local media including 1 story published in the Atlanta Business Chronicle

Performance: ✓ exceeded goal

**16**

### Active Projects

Promoted Dunwoody as the best location for expansion and relocation working on 16 active leads at the close of the third quarter

Workload: → steady

## Citywide Occupancy Rates

**94.5%**

### Retail Occupancy Rate

- 4,418,557 retail square feet
- 255,726 retail square feet available

**86.6%**

### Office Occupancy Rate

- 8,078,897 office square feet
- 1,252,556 office square feet available

## Business Retention

**35**

### Retention Meetings

Meetings with existing Dunwoody businesses to maintain open communication channels and promote further partnerships

Performance: ✗ just short of the goal

Workload: ↑ slight increase

**212**

### Twitter Followers

The Economic Development team expanded into the Twitter arena - follow us at @DunwoodyEcoDev We tweeted 24 times in the third quarter.

**Q3**

### **Highlight!**

In the third quarter, the economic development team worked diligently with owners and prospects of the former Hickory House location in Dunwoody Village comparing plans and development scenarios to the adopted Master Plan and the city's ordinances.

### Corporate Announcements

**\$5.5 M**

Investments announced

**105**

New jobs announced

# Finance

## Accounting and Revenue

**655**

### Invoices Paid

97% within 30 calendar days  
Performance: ✓ exceeded goal  
Workload: ↓ decrease

**642**

### Reports Produced

Including both standard and custom reports  
Workload: ↑ increase

**7**

### Payrolls Processed

100% processed within 3 days of approval  
Performance: ✓ exceeded goal  
Workload: → consistent

**161**

### Licenses Issued

60 new, 101 renewals  
Workload: ↓ decrease

## Human Resources

**55**

### Applications Received

1 position opened in the third quarter and the vacancy was posted within 3 days of opening  
Performance: ✓ exceeded goal  
Workload: ↑ increase

**3**

### Changes Processed

100% requested changes to benefit selections completed within two days of request  
Performance: ✓ exceeded goal  
Workload: ↓ slight decrease

**100%**

### Claims Processed

4 of 4 of Workers Compensation Claims processed within one day of notice to HR  
Performance: ✓ exceeded goal  
Workload: ↑ slight increase

## Purchasing

**514**

### P-card Purchases

100% managed and monitored through an online system with multiple levels of sign-off and review  
Workload: ↓ decrease

**5**

### Posting Solicitations

100% of the solicitations with a budget over \$50,000 were posted within 3 days of receipt of technical specifications  
Performance: ✓ exceeded goal  
Workload: → steady

**60%**

### Response to Solicitations

3 of 5 solicitations with a budget over \$50,000 that closed in the third quarter received more than 5 responses  
Performance: ✗ did not meet goal  
Workload: → steady

**Q3**

## Highlight!

In the third quarter, the Finance team was focused on budget preparations. The month of July was busy with revenue projections and assisting department heads in advance of August's department meetings with the staff budget committee.

In September the Mayor officially shared his budget with the Council and the Budget Committee met with staff to review and make final recommendations before the Council's formal consideration in October.

## Reception

**311**

### Visitors

#### Welcomed

Greeted and signed in at the Main Lobby reception desk

Workload: ↓ slight decrease

**3,387**

### Calls

#### Answered

97% answered before the answering machine

Performance: ✓ exceeded goal  
Workload: ↑ increase

# Information Technology

## Help Desk Tickets

**300**

### Tickets Submitted

13 “high” priority  
21 “medium” priority  
266 “other” issues

Workload: ↓ decrease

**90%**

### Resolved “On-Time”

11 of 13 “high” priority issues resolved within 1 hour  
18 of 21 “medium” priority issues resolved within 2 ½ hours  
264 of 266 “other” issues resolved within 3 hours

Performance: × below goal

**99%**

### Resolved Successfully

## System Maintenance

**99%**

### System Uptime

Outside of planned maintenance periods, the city’s systems including servers, VoIP, and devices were “up” 99% of the time  
Performance: ✓ met goal

**100%**

### Change Requests

1 of 1 system changes completed within time frame requested  
Performance: ✓ exceeded goal  
Workload: ↓ decrease

**584**

### Data Backups

93% completed successfully  
Performance: × below goal  
Workload: ↓ decrease

**76%**

### Patches & Updates

At the close of the quarter, 154 of our 203 work stations had installed the latest patches and updates  
Performance: × just below goal  
Workload: ↑ increase

## System Enhancements

2014 includes six significant enhancements to our overall information technology systems. Three projects were completed in the first half of the year. The Website Redesign project took significant steps forward in the third quarter with launch anticipated in early December. The following figures reflect the percentage of the project completed at the close of the third quarter.

**95%**

### Security Audit

On target to complete in early fourth quarter  
Project Budget: \$15,000

**75%**

### Website Redesign

On target to launch in early December  
Project Budget: \$65,000

**50%**

### Off-Site Replication

On target to complete in the fourth quarter  
Project Budget: \$63,000

# Marketing and Public Relations

## Community Engagement

**75%**

### Public Meetings

Created or updated a “take home” piece for three of the four public engagement opportunities / meetings in the third quarter

Performance: *× below goal*

**208**

### Online

#### Participation

A new question was posted to ConnectDunwoody.com and by the close of the third quarter 208 folks had viewed the question on the site

**215**

### Social Media

#### Messages

99 Facebook posts  
1,289 Facebook friends  
116 Twitter tweets  
3,147 Twitter followers  
Performance: *✓ exceeded goal*  
Workload: *↓ slight decrease*

**1**

### Videos

The one new video added to the City’s UTube channel recorded 2,863 new views of that and other posted videos

Performance: *× below goal*  
Workload: *↓ decrease*

## Written Content

**100%**

### NewsBlasts Published

Each week the city published a e-NewsBlast with upcoming events and news to our 11,270 GovDelivery subscribers

Performance: *✓ exceeded goal*  
Workload: *→ consistent*

**100%**

### By-lined Stories Printed

In addition to news releases, the Marketing Team pitched by-lined stories to the print media. The seven stories we pitched were all printed

Performance: *✓ exceeded goal*  
Workload: *↑ increase*

**100%**

### “Hit” Rate for News Releases

Each of the 10 press releases were picked up by at least one media outlet for print and / or electronic distribution

Performance: *✓ exceeded goal*  
Workload: *↑ increase*

**100%**

### Written Pieces

28 of 28 written content pieces were substantially error free when published

Performance: *✓ exceeded goal*  
Workload: *↑ increase*

## Website

**46,546**

### Visitors

Website traffic remains strong with an average of 15,515 unique visitors every month during the third quarter

## Media Inquiries

**42**

### Timely Responses

100% of media inquiries and requests for information were responded to on the same day as they were received

Performance: *✓ exceeded goal*  
Workload: *↓ slight decrease*

**Q3**

## **Highlight!**

In the third quarter, the Marketing and Communications team orchestrated several great community events including a Citizen Connection Meeting for District 1, the grand opening for the second phase of the Brook Run Park Trailway, and helped facilitate a meeting for the Perimeter Center Place project.

# Police

## Responding to 911 Calls

**6,260**

### Calls for Service

Of the calls for services, 130 were “priority one” calls and 880 were alarms

Workload: → steady

**8,768**

### Officer Initiated

From business checks to traffic stops, our officers worked to pro-actively address crime

Workload: ↑ increase

**6:38**

### Response Time

average for all calls; 4:18 for priority one calls

Performance: ✓ for priority one calls, ✗ for all calls

Workload: → steady for both

**80%**

### Availability to Respond

For 4,995 calls, an officer was available; however, 1,265 calls were held and the supervisor was notified

## Addressing Crime

Dunwoody tracks crimes and investigations based on the two categories established by the FBI’s Uniform Crime Reports - “violent” and “property” crimes

### Uniform Crime Report

**1:40**

#### Violent Crime Rate

19 violent crimes were reported for a violent crime rate of 1.40. This is an increase from the second quarter’s rate of 1.17, but our rate remains lower than similar cities (which average a rate of 2.48).

**48.30**

#### Property Crime Rate

In the third quarter, 558 property crimes were reported for a property crime rate of 48.30. This is basically steady as compared to the second quarter’s 48.36. Similar cities average a lower property crime rate of 25.5.

### Investigations

**42%**

#### Clearance Rate - Violent Crime

In the third quarter, 8 violent crimes were resolved for a violent crime clearance rate of 40%. Similar cities average a violent crime clearance rate of 50%.

**30%**

#### Clearance Rate - Property Crime

In the third quarter, 165 property crimes were resolved for a property crime clearance rate of 30%. Similar cities average a property crime clearance rate of 20%.

## Communications

**67**

### Media Inquiries

100% of media inquiries and requests for information were responded to on the same day as they were received

Performance: ✓ exceeded goal

Workload: ↓ decrease

### Social Media

7,455 Facebook friends / likes

6,583 Twitter followers

129 YouTube followers

1,949 Interactive Defense Users

16,394 CodeRed Users

**Q3**

## Highlight!

In the third quarter, Police Department began utilizing Nextdoor as a social network tool to reach the community. Prior to launch slightly more than 1,000 members of the community were involved and in the first month, more than 790 additional participants have signed up.

# Public Works

## Responding to Service Requests

**137**

### Public Works

Workload: ↓ decrease

**9**

### Parks

Workload: ↑ increase

**17**

### Stormwater

Workload: ↓ decrease

The 163 service requests led to the generation of 513 work orders

## Work Orders

**100%**

### Emergency Issues

100% of the 22 priority one (hazardous issues) work orders were addressed within 24 hours of report.

Performance: ✓ exceeded goal

Workload: ↓ decrease

**513**

### Issues Resolved

highlights include:  
36 right of way issues  
33 sign repairs  
14 potholes filled  
46 signals repaired  
2 trees removed from road  
Workload: ↑ significant increase

## Paving

**1.45**

### Total Centerline Miles Resurfaced

Wrapping up the paving, in the third quarter we resurfaced Cherring Lane and Cherring Drive and completed extensive patching on 17 roads

## Stormwater

**15**

### Completed Projects

During the third quarter, we completed:

- 7 replacement projects
- 1 lining project
- 2 jet clean and video inspections
- 5 other projects, including engineering

**7**

### Active Projects

At the end of the third quarter, we continued to work on:

- 1 lining project
- 2 replacement projects
- 4 other special projects

## **Stormwater Highlight!**

The third quarter's lining project was a first of its kind for Dunwoody. The 96" pipe along Perimeter Center Parkway was lined with shotcrete rather than the traditional slip lining. This innovative approach made sense in consideration of the overall lower cost (compared to excavation and replacement), flow capacity (possible in the larger pipe), and expected repair life expectancy (50-75 years).

## **Parks Highlight!**

In the third quarter, at Dunwoody Park, the Parks division completed the replacement of the lower baseball field dome with screening and completed the improvements to the lower field spectator seating area.

**Q3**

## **Public Works Highlight!**

In the third quarter, the Public Works team made a concerted effort to improve our existing sidewalk network by making 276 sidewalk repairs including replacing cracked or broken sections and grinding down uneven sections to reduce trip hazards.

## Parks & Recreation

### Maintenance

#### Focus

In the third quarter, the maintenance team cleared understory and prepared for events such as the Food Truck Thursdays and frequent 1K and 5K races at Brook Run Park

**54**

### Parks Work

#### Orders

8 regular work orders  
25 requests from Recreational Partners  
2 emergency work orders  
Workload: ↓ decrease overall

**27**

### Pavilions Rented

100% of requests for pavilion rentals issued or denied within 10 days or less  
Performance: ✓ exceeded goal  
Workload: ↓ decrease