

# Key Performance Indicators QUARTERLY REPORT

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

In an effort to sustain our service levels, strive for excellence, and push for continued improvement, in 2012 the City established Key Performance Indicators (KPI's) for each of our main government service contracts.

In 2013 we expanded the initiative to bring in all departments, establishing goals for performance tied to their 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.

Each department works diligently to track information to help the City monitor the level of service provided to our community.

The 2013 Fourth Quarter Report is designed to serve as a management tool and best practices framework, providing an overview of performance and workload.

This data is for October - December 2013 and is based on the most updated information available.

Behind each fact and figure presented is a fuller story and more information so we look forward to your questions.

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# City Attorney

## Ordinances and Resolutions

Reviewed

**100%**

4 of 4 reviewed in 5 business days or less

Drafted

**100%**

2 of 2 reviewed in 10 business days or less

## Legal Review

Open Records

**100%**

17 of 17 legal reviews of compiled records completed within 5 business days or less

Contracts

**100%**

29 of 29 reviewed before distribution to the City Council

## Legal Opinions

Informal

**45**

100% rendered within 3 business days or less

## 4th Quarter

### Highlight!

The Georgia Supreme Court case agreed that the City's Occupation Tax ordinance was a legitimate taxing ordinance and ordered the Plaintiffs to pay the City back taxes plus interest and fees.

# City Clerk

**100%**

Council Actions

Documented

10 of 10 unilateral actions such as ordinances, resolutions, and proclamations were digitized and filed

13 of 13 bilateral actions such as Intergovernmental Agreements and Contracts were sent to the other party for execution

**261**

Open Records Requests

100% answered

259 fulfilled or provided a time line for fulfillment within three days of the request

10 requests requiring search and retrieval outside of the initial 'three day' window

**14**

Agendas  
Published

100% distributed to Council by 7:30 p.m. three business days prior to the meeting

100% published to the website two business days prior to the meeting

100% with no substantial changes from final agenda sent to Council as compared to the version used at the meeting

**100%**

Minutes  
Posted

14 of 14 sets of summary minutes posted to the website within 48 hours of a Council Meeting

## 4th Quarter

### Highlight!

The City Clerk's office organized a Records Retention seminar for staff to learn about best practices in records retention and the appropriate process to purge documents from the State's Records Retention official David Rollo.



# Community Development

## Building & Permitting

**1,833**

Customers  
Served

The “front window”  
in Community  
Development stays  
busy from 8 to 5

**373**

Plans  
Reviewed

93% of plan  
reviews completed  
within 14 calendar  
days or less

**404**

Permits  
Issued

Including both  
residential and  
commercial  
permits

### 4th Quarter Highlight!

In the fourth quarter the  
Code Compliance Team  
worked with the Finance  
Licensing team to investigate  
over 20 businesses without  
occupational tax  
certificates

## Inspections & Code Compliance

**1,375**

Inspections  
Conducted

100% of inspections  
conducted within  
one business day of  
request

**301**

Complaint  
“Touches”

Our inspectors see issues  
to resolution, “touching”  
complaints through  
inspections, meetings, and  
phone calls

**700**

Code  
Violations

Life safety and code violations  
were identified through our on-  
going effort to improve safety  
and livability of our multi-family  
housing complexes

## Planning & Zoning

**100%**

Advertising  
Deadlines

3 of 3 advertisements,  
signs, and letters  
(required by the Zoning  
Ordinance) were  
completed on deadline

**100%**

Agenda  
Packets

5 of 5 agenda packets  
distributed to the Board  
three business days  
prior to the meeting and  
published to the website  
two days prior

**GIS**

**81**

Maps  
Produced

100% in the time  
frame promised to  
the map requestor



# Court

## Customer Service

**100%**

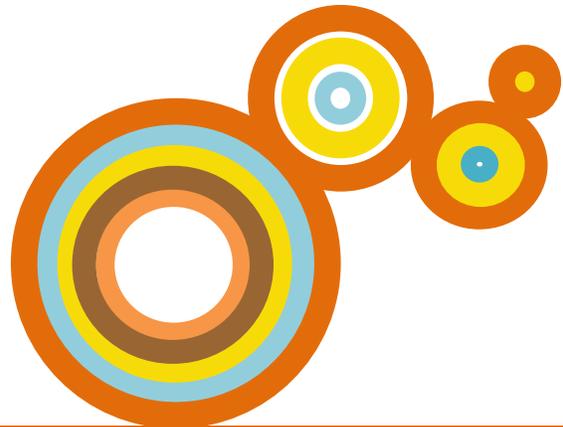
Timely  
Responses

232 of the 232 e-mails sent to the Dunwoody Court received a responses within one business day

**2,249**

Citation  
Filings

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



## Court Proceedings

**1,821**

Arraignments  
Scheduled

87% of arraignments scheduled within 60 days of receipt

**65**

Trials  
Scheduled

100% of trials scheduled within 60 days of arraignment

**2,323**

Cases  
Disposed

85% of open cases filed with the Court disposed at the close of Court

### 4th Quarter Highlight!

In December, the Court's ensured each clerk, judge and solicitor were in compliance with GCIC policies and procedures regarding certifications and security and integrity training. By the close of 2013, all key court officials were up-to-date with certifications and training with one court official scheduled for training.

## Reporting & Processing

**362**

Failure to  
Appears

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

**1,439**

DDS  
Reporting

100% of dispositions and FTAs reported to the Department of Driver Services within 10 days

**342**

CCH  
Reporting

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



# Economic Development

## Business Recruitment & Retention

**46**

### Retention Meetings

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

**31**

### Recruitment Meetings

With property owners, property managers, brokers, and interested parties to explore possibilities for location or expansion in Dunwoody

**100**

### New Jobs Announced

In December, 100 new jobs were announced coming to Dunwoody



## Citywide Occupancy Rates

**92%**

### Retail Occupancy Rate

- 4,070,608 retail square feet occupied
- 4,422,825 retail square feet available

**83%**

### Office Occupancy Rate

- 6,732,505 office square feet occupied
- 8,091,954 office square feet available

### 4th Quarter Highlight!

In November and December the Economic Development team collaborated with the PR and Marketing team to conduct outreach to more than 20 businesses along the Village Parkway to keep them informed and updated on all construction and progress on the city's Main Street Project.

# Finance & Administration

## Accounting & Revenue

<b>686</b> <u>Invoices</u> <u>Paid</u> 98% within 30 calendar days	<b>375</b> <u>Reports</u> <u>Produced</u> Including both standard, recurring, and custom financial reports	<b>7</b> <u>Payrolls</u> <u>Processed</u> 100% processed within 3 days of approval	<b>66</b> <u>Licenses</u> <u>Issued</u> 40 new, 26 renewals
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## Reception

<b>2,727</b> <u>Calls</u> <u>Answered</u> 99% answered before the answering machine	<b>286</b> <u>Visitors</u> <u>Welcomed</u> Greeted and signed in at the Main Lobby reception desk
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## Purchasing

<b>495</b> <u>P-card</u> <u>Purchases</u> 100% managed and monitored through an online system	<b>7</b> <u>Solicitations</u> <u>Managed</u> Over half (4 of 7) received more than five responses to our request for proposals or qualifications
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### 4th Quarter Highlight!

At December's Holiday Luncheon, Human Resources Manager, Nicole Stojka, was bestowed the City's top honor and named Dunwoody's 2013 Employee of Distinction. This annual award is given in recognition of service and job performance that goes beyond the daily work of the individual.

## Human Resources

**98**  
Applications  
Recieved  
For 11 vacant positions  
including 3 new positions  
authorized by Council

<b>2</b> <u>Claims</u> <u>Processed</u> 100% of Workers Compensation Claims processed within one day of notice to HR	<b>6</b> <u>Changes</u> <u>Processed</u> 100% of the 6 changes made to benefit selections were processed within two days of the request
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# Information Technology

## Help Desk Tickets

**412**

Tickets  
Submitted

- 15 “high” priority
- 71 “medium” priority
- 326 “other” issues

**99%**

Resolved  
Successfully

- 13 of 15 “high” priority issues resolved within 1 hour
- 70 of 71 “medium” priority issues resolved within 2 ½ hours
- 324 of 326 “other” issues resolved within 3 hours

**95%**

Resolved  
“On Time”

## 4th Quarter Highlights!

In the fourth quarter the IT team reached a major milestone in the City’s Personal Computer Lifecycle Plan by replacing all the original computers in the Police Department. Keeping our technology current helps the City stay on the cutting edge of security and multiply the effectiveness of our force. The IT team also performed a major upgrade to the City’s virtualization infrastructure increasing the systems performance and management capabilities.

## Patches & Updates

**83%**

Work Stations  
Current

To protect the health and longevity of our work stations, IT regularly pushes out patches and updates. At the close of the fourth quarter, 100 of our 121 work stations had installed the latest patches and updates

## System Uptime

**99%** All Systems “Go”

Outside of planned maintenance periods, the City’s system including servers, VoIP, and network devices were “up” 99% of the time

## Data Backups

**1,469**

98% completed  
successfully

# Marketing & Public Relations

## Website

**27**

### Content Updates

- 19 basic website content updates
- 8 rich content updates such as adding buttons and pages

**36,186**

### Unique Visitors

Website traffic remained steady in the fourth quarter

## Media Inquiries

**48**

### Timely Responses

100% of media inquiries and requests were responded to within the same business day as received

## 4th Quarter Highlights!

In November, the PR & Marketing team connected with residents via a public meeting for the proposed 5-acre park on the 19 acre property. They also worked with the Public Works team to host a celebration of the city's 5th mile of sidewalk installed since incorporation.

## Written Content

**13**

### NewsBlasts Published

100% of weeks in the fourth quarter the City published a NewsBlast

**100%**

### "Hit" Rate for Releases

Each of the 7 press releases was picked up by at least one media outlet

**19**

### Written Pieces

17 of written content pieces were substantially error free when published

## Social Media

**177**

### Media Messages

79 Facebook posts  
1,120 Facebook friends  
98 Twitter tweets  
2,387 Twitter followers

**10,271**

### GovDelivery Subscribers

The City's e-mail communication is now reaching roughly a quarter of the City's residents



# Police Responding to 911 Calls

**6,192**

Calls for  
Service

Of the calls for service, 125 were “priority one” calls and 1,069 were false alarm calls

**5,974**

Officer  
Initiated

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

**6:17**

Response  
Time

On average, for all calls, our response time was 6 minutes and 17 seconds

**75%**

Availability  
to Respond

For 4,630 calls, an officer was available; however, 1,564 calls were held and the supervisor was notified

## Uniform Crime Report

We continue to track crimes based on the categories established by the FBI’s Uniform Crime Reports - “violent” and “property” crimes

### Violent Crime Rates

**0.70**

In the fourth quarter, 8 violent crimes were reported for a violent crime rate of 0.70, similar cities average a violent crime rate of 2.48. The overall annual crime rate, including the fourth quarter is 1.20.

### Property Crime Rates

**45.6**

In the fourth quarter, 527 property crimes were reported for a property crime rate of 45.6, similar cities average a property crime rate of 25.5.

### 4th Quarter

#### Highlight!

In November, Officer Tedesco saved a man’s life through his response to a medical call at a fitness facility. When Officer Tedesco arrived on scene, the man was unconscious, not breathing, and CPR was in progress. Officer Tedesco deployed his AED which restarted the victim’s heart and breathing returned. After transport to a local hospital the man was able to fully recover.

## Investigations

**75%**

Violent Crimes  
Clearance Rate

For reference, similar cities clear 50% of violent crime

**25%**

Property Crimes  
Clearance Rate

For reference, similar cities clear 20% of property crime

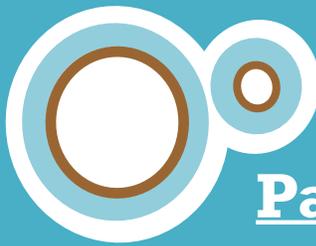
## Media Inquiries

**37**

Timely  
Responses

100% of media inquiries and requests were responded to within the same business day as received

# Public Works



## Work Orders

**230**

### Issues Resolved

8 sidewalks repaired  
5 potholes filled  
25 pavement patches  
44 signs repaired  
26 signals repaired  
67 other ROW issues

**100%**

### Emergencies Addressed

16 of the 16 priority  
1 (hazardous issues)  
were addressed  
within 24 hours of  
report

## Paving & Sidewalks

**8**

### Additional Streets Paved

Paving in the fourth  
quarter included  
completion of roads  
including Fontainebleu  
Way, Grenoble Court,  
and Chalet Court

**13**

### Sidewalk Projects

Sidewalk work in the  
fourth quarter included  
installation of sidewalk  
on Womack Road and  
Valley View Road

## Stormwater

**19**

### Active Projects

3 pipe replacements  
6 cast-in-place repairs  
5 detention pond renovations  
2 jet cleaning / video inspections  
2 engineering studies



## 4th Quarter Highlight!

In September the Council voted to allocate additional funds for paving and in the early part of the fourth quarter the Public Works team delivered with 8 additional streets resurfaced in 2013. In November, we also celebrated the fifth mile of sidewalk installed since incorporation.

## Parks & Recreation

**14**

### Pavilions Rented

100% of requests  
issued or denied  
within 10 days

**15**

### Parks Work Orders

- 17 regular work orders
- 6 requests from Recreational Partners

### **100%** Emergencies Addressed

6 of 6 emergency or  
after hour work orders  
addressed within 24 hours  
of report

