

CITY OF DUNWOODY QUARTERLY REPORT

1st Quarter 2016

The following pages provide a brief synopsis of the service provided and highlights for each department for 1st Quarter 2016.

CITY CLERK

Q1 Highlights

- * Hiring is underway by Severn Trent to fill the vacant Assistant to the City Clerk position.

By the Numbers

	Jan	Feb	March	Q1	Q1/15	YTD
Agendas published by 5:00 p.m. Thursday prior to City Council Meeting	4	4	3	11	12	11
Ordinances and resolutions digitized within one week of Council action	0	3	6	9	7	9
Total number of open records requests	86	122	152	360	266	360

MUNICIPAL COURT

Q1 Highlights

- * Court is fully staffed and two new Deputy Court Clerks are scheduled for new court clerk training.
- * Docket closure is current and pleas are being reported within 10 days as required by DDS.
- * Preparing Failure to Appear (FTA) cases for the amnesty program, which will kick off in Q2.

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Total number of citations filed	725	731	884	2340	2150	2340
Total number of cases heard at trial	8	6	6	20	22	20
Number of cases disposed	673	696	755	2124	2315	2124
Number of docket closures	8	16	10	34	30	34
Number of Failure to Appear Notices	94	101	108	303	176	303
Number of Computerized Criminal Histories	93	87	112	292	235	292

COMMUNITY DEVELOPMENT

Q1 Highlights

- * In March, 301 guests were served at the permitting window, setting a new monthly record.
- * EV Charging Station RFP was awarded to Hannah Solar to install dual charging units at Brook Run Park and Dunwoody Nature Center. Installation work will begin in April or May. Charging fees will be set by Council Resolution in May.
- * The Perimeter Center Code project was re-initiated. A new draft has been issued for public review, and a City Council work session will be held on May 4.
- * Inspections and Code Enforcement engaged with local builders and remodelers to draft literature on the importance of getting residential work permitted.

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Total number of plans received for review	104	83	119	306	219	306
Total number of inspections requested	431	480	586	1497	1337	1497
Number of permits issued	87	129	136	352	317	352
Total number of new Code Compliance complaints	20	16	22	58	50	58

ECONOMIC DEVELOPMENT

Q1 Highlights

- * Finalized Dunwoody's updated Economic Development Strategy based on January/February stakeholder meetings.
- * Hosted the DeKalb Economic Development Roundtable in Dunwoody to coordinate activities and leverage resources.
- * Assisted with Dunwoody Perimeter Chamber on Engage Dunwoody event planning and logistics

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Number of Dunwoody businesses met	6	13	15	38	38	38
Number of recruitment meetings held	10	12	12	34	40	34
Number of new jobs announced	0	30	0	30	50	30
Capital investments announced	0	\$1M	0	\$1M	\$2M	\$1M

FINANCE

Q1 Highlights

- * Service provider transition was completed in Q1, with all Severn Trent team members in place, trained, and functioning in their new roles as part of the Dunwoody Finance and Administrative team.
- * Advanced classes were scheduled for employees to become more informed of governmental accounting practices.
- * Additional employees were trained in the business license process in order to assist with a high volume of calls.

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Number of new licenses issued	22	12	23	57	103	57
Number of license renewals issued	172	185	528	885	876	885
Number of solicitations (over \$50K) closed/due during month	1	0	2	3	5	3
Number of solicitations (over \$50K) receiving five or more responses	1	0	1	2	4	2

HUMAN RESOURCES

Q1 Highlights

- * During the first quarter, a total of 34 new applications were received for two titles: Police Officer and Police Service Representative. Five new Police Officers and one Police Service Representative were hired.
- * The annual performance evaluation and merit increase processes were completed. Revisions were made to the annual performance evaluation process and related training was held for supervisory employees.
- * Human Resources staff coordinated with Elarbee Thompson to provide Employment Law training for all City supervisory employees in March.
- * The Wellness Program continued to provide new opportunities for employees, including a Wellness Workshop, Wellness Challenge, and a Wellness Lunch.

By the Numbers

	Jan	Feb	Mar	Q1	YTD
Applications Received	18	9	7	34	34
Positions Filled	1	3	2	6	6

INFORMATION TECHNOLOGY

Q1 Highlights

- * Storage was upgraded for longer backup retention time.
- * The new video recording software was installed in the Police interview room.
- * Server room and data closets in City Hall were re-cabled.
- * iSCSI disks were converted to vmdks for all servers in order to improve file access speed and recovery capabilities.
- * Maintained 99% system (server, VoIP, network) uptime during Q1.
- * Exceeded target of resolving 90% of Help Desk tickets within defined priority time windows.

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Total number of Help Desk tickets	202	209	190	601	388	601
Number of Help Desk tickets resolved successfully	197	202	181	580	387	580

MARKETING/PUBLIC RELATIONS

Q1 Highlights

- * Managed and coordinated logistics, sponsorships, deliverables and run-of-show for the State of the City event on February 25 at Crowne Plaza Ravinia.
- * A “town hall” event was hosted on January 21 at All Saints Church.
- * In coordination with the Parks and Recreation Department and the consultant team, public input meetings were conducted, survey marketing/advertising disseminated, and public information shared for the 2016 Parks and Recreation Master Plan update.
- * Summary reports and press materials for the 2015 Citizen Satisfaction Survey were reviewed, analyzed and prepared in the first quarter.
- * Through a collaborative effort with Public Works and GIS, the DIRECT Map construction and traffic tool was launched.
- * Communications staff worked with Dunwoody Police Department on the 2015 Annual Report and “One Word” video (writing, filming, and production).

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Number of media inquiries	16	18	14	48	34	48
Number of public engagement opportunities/community meetings/events	2	2	0	4	6	4
Number of attendees at engagement opportunities/community meetings/events	350	400	0	750	255	750
Unique visitors to Dunwoody website	11070	10289	12198	33557	32164	33557
Unique page views on Dunwoody website	41757	39422	45041	126220	121520	126220
Number of Facebook posts	25	17	38	80	86	80
Number of Tweets	30	25	46	101	105	101

PARKS

Q1 Highlights

- * Park at Pernoshal Court construction is complete. Grand Opening will be held on Friday, April 29.
- * Donaldson Bannister Farmhouse stabilization has been completed, and barn addition bid documents will be posted in the coming weeks.
- * New fencing and railing has been installed throughout Brook Run Park.
- * The underground line for the Fountain at Brook Run Park has been replaced with a straight pipe to stop future clogs, and globe repairs are underway.
- * Parks staff coordinated with Communications staff, Dunwoody PD and Dunwoody Preservation Trust to make this year’s Lemonade Days at Brook Run Park a success.
- * The historic dam and weir at Dunwoody Nature Center have been repaired.

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Number of Parks service requests	0	1	2	3	5	3

POLICE

Q1 Highlights

- * The first Citizen Response to Active Shooter Event (CRASE) training for the public was held, attracting about 90 attendees. CRASE training was also conducted for City department heads.
- * The Citizen Police Academy class began on March 22 with 25 participants.
- * A successful Commercial Sex Trafficking operation was completed, with two arrests for pimping and nine arrests for prostitution.
- * An arrest for aggravated assault was made, stemming from a road rage incident on I-285 involving gunfire.

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Total number of calls	4615	4569	4949	14133	13811	14133
Total number of Priority 1 calls	54	63	54	171	137	550
Total number of alarm calls	293	286	307	886	925	886
Officer-initiated incidents	2666	2703	2882	8251	8161	8251
Number of Part 1 Violent Crimes	9	9	10	28	24	28
Number of Part 1 Property Crimes	212	156	142	510	544	510

PUBLIC WORKS

Q1 Highlights

- * The Peachford Road Sidewalk Project was completed in the first quarter. Design for the Peeler Road and Womack Road Sidewalk Projects is underway.
- * Water main installation and road improvements on Chamblee Dunwoody Road were initiated.
- * The City received concept design approval from GDOT for the Georgetown Gateway Project and Dunwoody Signal Communications Project.
- * \$400,000 in federal funds were secured for scoping the Chamblee Dunwoody Village Project and Westside Connector Project.
- * The annual report for storm water was prepared and submitted to Georgia EPD.

By the Numbers

	Jan	Feb	Mar	Q1	Q1/15	YTD
Number of Public Works service requests	71	72	65	208	150	208
Number of Storm Water service requests	8	19	18	45	32	45