

# DunwoodyNow.com

City of Dunwoody Survey Results

July 2009

## EXECUTIVE SUMMARY

An online survey was conducted July 3 to July 10, 2009.

Respondents were invited to participate via (1) the DunwoodyNow.com weekly email newsletter, and (2) the DunwoodyNow.com Facebook fan page.

A total of 100 respondents completed the survey.

Overall satisfaction with the City of Dunwoody was high, with a net of 82 percent either "Very satisfied" (48%) or "Somewhat satisfied" (34%).

Total satisfaction was highest for the Police Department (82%), followed by City Council (67%), Mayor (66%) and Department of Public Works (54%).

A net of 88 percent said the city has met (38%) or exceeded (50%) their expectations.

A total of 67 open-ended comments and suggestions were offered for Dunwoody's elected officials and others. Many pertained to:

- Road conditions/improvements
- Enforcement of traffic laws
- Priorities/agendas of elected officials

## DETAILED FINDINGS

1. Did you support the creation of the City of Dunwoody?

Yes 89%  
 No 11%

2. Overall, how satisfied are you with the City of Dunwoody?

Very satisfied 48%  
 Somewhat satisfied 34%  
 Neither satisfied nor dissatisfied 14%  
 Somewhat dissatisfied 2%  
 Very dissatisfied 2%

3. How satisfied are you with each of the following aspects of the City of Dunwoody?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	No opinion
Mayor	50%	16%	17%	2%	0%	15%
City Council	39%	28%	17%	3%	1%	12%
Police Department	60%	22%	8%	5%	3%	2%
Department of Public Works	29%	25%	20%	7%	0%	19%

### Summary

	Total satisfied	Total dissatisfied	Total neutral/ no opinion
Police Department	82%	8%	10%
City Council	67%	4%	29%
Mayor	66%	2%	33%
Department of Public Works	54%	7%	39%

4. How well has the city of Dunwoody met your expectations?

Much better than I expected 25%  
 A little better than I expected 25%  
 Just what I expected 38%  
 A little worse than I expected 5%  
 Much worse than I expected 1%  
 No opinion 6%

5. Do you have any suggestions for Dunwoody's elected officials?

Don't get mired down in political issues. Remember, the City of Dunwoody is all about Dunwoody residents and Dunwoody businesses, not tourism, commerce, politics, etc.

Police are looking for revenues. I am sure jay walkers should beware.

I would love if the Georgetown Shopping Center area and the Dunwoody Village would both get facelifts just like the Roswell Road corridor did in Sandy Springs. Two areas of Dunwoody that need HELP!

Please continue as much transparency and openness in city operations and decisions as you've thus far shown, and when possible, make it more so.

Be careful with your budget - we (as a nation and state) have too much deficit spending already. Values and tax revenues will shrink (even in Dunwoody). Keep up the basic services and don't gold plate city hall.

Don't patch Ashford Parkway - repave it. That goes for Valley View Road also.

Stop the clear cutting of trees and curtail building expansion. Dunwoody green spaces continue to decrease. Also, continue to resolve the acquisition of Brook Run...a park with great possibilities.

The whole idea of forming a city was to bring control back to the local level, thereby resulting in "less government." Since the City has been created, all I see is government. The police department is way too aggressive handing out unnecessary traffic tickets, local officials are squabbling over silly issues like whether a Farmer's Market should be permitted, etc. It seems to me that the creation of the City of Dunwoody has resulted in giving way too much power to people who never had power before. A bad combination. I wish the City of Dunwoody would take a more hands off approach and let the City flourish on its own.

Pothole Posse ... would go a long way in improving perceptions that "things are different now."

John Henegan does a great job informing residents about City Council meetings via his blog and Twitter.

Would like to see meeting minutes and more posted on website.

Very disappointed with the selection of site for City Hall/Police. Even if it cost a bit more, I feel Dunwoody Village area or the site on Shallowford Rd. would have been superior sites. The Perimeter Mall-area location is a traffic nightmare, and I think it does little towards building a sense of community for our town.

Work with Post Office. We need the post office in Dunwoody Village so our merchants have additional foot traffic. We can't afford to have any businesses fail because of this

proposed relocation.

Keep up the great work!!!!

Yes, I would like the city council to introduce legislation making it illegal for companies or individuals to advertise their products and services by affixing anything to a mailbox, placing in a plastic bag with a rock and throwing it in a driveway or any other kind of advertising that is distributed onto one's property. If I need any trees cut down or my house cleaned, advertise in the Crier and perhaps I will call. I have contacted the postal service and they said it is not their jurisdiction.

Place an emphasis on creating more green space. Stay focused on controlling eyesore retail signage, etc. Let's make Dunwoody as walkable as possible.

It appears that we need at least one additional judge. My neighbors and I have been attempting to resolve an issue where there is an immediate neighbor running a dumpster business out of our neighborhood. Tom LaPenna has been working on this with us since immediately after the City was formed. We had started with DeKalb County Code Enforcement. We have been attempting to get this resolved for almost 2 years. Now Mr. LaPenna tells us that due to the large number of traffic citations, the earliest there can be a hearing is September. It appears to us that our long standing problem is more important than a minor traffic violation.

pothole fix took 7 weeks to come out on N Peachtree Rd.

Do not waiver from the city's zoning laws. The mayor and city council need to be on the same page. Always remember what made Dunwoody great.

Don't react too quickly to public opinion this early in the game - it takes time to accomplish these goals.

Too much police force! They should protect and serve, but instead they scutinize citizens looking for reasons to give tickets. My family has not had any personal contact with the Dunwoody police, but I have heard too many horror stories. I would not vote for cityhood again.

Get the acquisition of brook run done and redo the master plan to get what the people of Dunwoody want not Dekalb county.

Sidewalk on north side of Mount Vernon from Fulton County line to Ashford Dunwoody. Better timing of stop lights. Turn lanes and "no left turns" on Mount Vernon and Chamblee Dunwoody Roads.

suggestion: Ban landscape companies who care for subdivision entrances along busy roads from blowing debris (pine straw, leaves, dirt, grass, etc) into middle of street to ultimately be re-deposited in the gutters along opposite side of road. (Think Bellewood) Pick up and haul away, instead. The roads are getting narrower and narrower and the purpose of the gutters (directing rainfall) is compromised.

We need to start to repair our roads and add a turn lane on Mountveron and Vermack -- Going left to the High school.

I think the police presence, especially in terms of traffic enforcement, is a little over the top. That is, I think a patrol car on every corner and frequent ticket writing is just a little much. I'd rather see officers on bikes or on foot, getting out to meet the residents and business owners of Dunwoody. The officers I have met and spoken with have been friendly, I will say.

Public works seems slow to fix pot holes and other road hazards. I thought this would improve upon incorporation.

They need to have exposure out in the community so we know who they are. May they be honest, faithful to the city, fair in all their decisions.

Develop a good Comprehensive Plan to take us out to the next 20+ years. Add greenspace. Publicize when the Master Transportation planning cycle with public input will begin.

Create a transportation system for senior citizens in the city of Dunwoody that will provide rides to/from doctor's appointments in the local area.

Police force needs to focus effort on fighting crime. Traffic management/revenue generation of the citizens is appalling. I have heard too many cases of heavy handed decisions made by police officials. I even heard a police officer from a neighboring jurisdiction comment that they are jerks (he used a different word). If 93% of the drivers are traveling above the speed limit that might be an indication that the speed limit is set too low on some street. I think it is perfectly safe to travel 45-50 mph on stretches on Mt. Vernon, Dunwoody Club Drive and Chamblee Dunwoody Rds among others. As the sergeant in stripes said "lighten up Francis".

Be involved in community events.

Invite yourselves to local Swim & Tennis Communities for a meet and greet of the neighborhood.

Other than different color police cars, what has changed?

Fix N. Peachtree Rd.

Keep the taxes down and the "Official's availability" up. So many times they seem so removed from the average homeowner in Dunwoody. The "town" is said to be run by the DHA and the few members there-in. There should be some way to get more people's opinions as to restrictions etc. Perhaps on-line forums since not everyone can attend meetings. At work we have had many problems and concerns regarding the signage regulations including a city official coming and taking down our banner without talking to a soul--no warning, no nothing. This was in the first month of cityhood. Not a warm and fuzzy feeling for us--some being founding members of Dunwoody. (from 70 years ago.)

Get the word out on what is going on and what the goals are. I don't hear enough about what is going on!

Please start repairing our roads!

Although I may not have always agreed with everything DeKalb did, they did keep their rezonings consistant - something I have not seen so far in Dunwoody. I also keep reading that the same core of people are on all of the different committees, boards, etc. Where is the new blood? or the diversity? Also, I thought one of the goals for Dunwoody was to keep high density and traffic out of Dunwoody. Now I keep hearing about "urban design", "live, work, play areas and having commerical areas near neighborhoods - this is not what I had in mind or want.

Represent your constituents , not run your own agenda. You do not have to all agree on each issue.

The Police Departmet is the BEST!

I would like to see more initiatives to support heathier commuting options (extended side walks, bike lanes, walk to school days, etc)

Keep up the good work

Continue to work as a team. Don't ever forget that you represent all of the citizens in your district.

Don't become biased for your own personal goals.

Spend as much time on basics, like filling innumerable potholes as you do on speed control.

If you're going to raise revenues by greater enforcement of speeding; at least also give us roads that don't have huge holese in them, e.g. on Chamblee Tucker Road between Mt Vernon and Peeler.

Road repairs!

Not yet. I need to follow what is going on more closely to form real opinions but it seems that the activity I read about in the Crier is all positive. The police are very visible and I am glad about that.

Please remember that you represent the citizens of Dunwoody...not the politicians or powerbrokers! The citizens supported incorporation to bring honesty to local government, not so we would simply know the political crooks on a first name basis.

Make sure you represent all of Dunwoody, not just the interests of those who live north of Mount Vernon.

6. Please use this space for any other comments.

Support local businesses!

I remain very pleased and hope fervently that the more vigorous enforcement of moving violations by drivers tames Dunwoody's roads, making them safer for drivers and those of us who have forsaken cars.

Good to see speed monitoring equipment to raise awareness. I have been passed (across the double yellow line) on Chamblee Dunwoody Road twice in the last 2 months by speeders not happy with me going the speed limit. In both cases the license plates indicated they were from other counties, likely commuters hurrying to get home. These are the ones that police should be targeting. Thanks.

worried about the increased tax bill and the high fines from police dept.

The official newspaper needs to work on standardizing the various required announcements. Right now, it's a mishmash, with type-sizes varying from one announcement to the next. There is no uniformity. I work in corporate communications; this would NEVER be acceptable as a way of conveying information.

Other than a lot of police driving around (which I don't think we needed...I always received excellent support from the DeKalb County Police) I can't tell any difference. My street is still not repaved....my trash is still picked up as usual....my taxes are the same. What difference has the "city" made?

would like them to have some one in charge of properties abandoned or in bad shape so they can notify owners/banks to keep up landscape.

The public works should notify businesses when they are going to alter traffic flow in and out of the centeres directly effected.

It is a little early to give an informed opinion on the function of the city. The Police presence alone is worth becoming a city. It has made me slow down on the roads. Keep enforcing the law and everyone will fall in line.

I support the police enforcing traffic laws.

Use our police force to lower crime, stop drugs and control gang activity. Too many "minor" traffic tickets being written.

Keep our taxes down

Keep up the good work.

I myself am president of the Woodlands Homeowners Association an have the responibility of leading 99 homeowners in doing what is right and fair to make our

community a community which is appealing and a place people would want to live in. May our future in Dunwoody be a pleasant one because of police protection and a mayor and council people who will look out for their people. God bless Rev. Jack D. Hudson

Police force needs to focus effort on fighting crime. Traffic management/revenue generation of the citizens is appalling. I have heard too many cases of heavy handed decisions made by police officials. I even heard a police officer from a neighboring jurisdiction comment that they are jerks (he used a different word). If 93% of the drivers are traveling above the speed limit that might be an indication that the speed limit is set too low on some street. I think it is perfectly safe to travel 45-50 mph on stretches on Mt. Vernon, Dunwoody Club Drive and Chamblee Dunwoody Rds among others. As the sergeant in stripes said "lighten up Francis".

Crime is becoming more and more of an issue! I don't know the answer, but Dunwoody is a target and we need to get that bullseye off of us.

I do like the fact that I see more Police. I run along Mt. Vernon quite often and I have not seen near as many speeders as I used to. I also feel better about my kids walking the dog and playing outside with the visible police presence.

Also, my wife was in an accident and the response was quick!

I also believe that I was led to believe that we would have control of our parks - I doubt that will ever happen. And although I have seen police ticketing a lot of traffic violations (which is good) they have not been visible at all in my neighborhood.

I suspect that the employees of the City of Dunwoody would like for our city to become an urban, hip area - I do not agree that this should be the future of Dunwoody.

You are an elected official. How are each of the council men and woman contacting their constituents? I have not heard from mine.

Eventually, I'd love to see the city of Dunwoody take control of the local schools, rather than have them operate as DeKalb Co. schools.

I don't think the restructuring of the intersection of Ashford Dunwoody and Mt. Vernon was needed nor do I believe the end result is any kind of improvement. I was also terribly annoyed with the backup of traffic on Mt. Vernon northbound in the afternoons while the construction was ongoing. I emailed both Ken Wright and the Department of Public works about re-setting the traffic light to ease the back up and got no response or relief until the project was completed. I think the police presence and response has been excellent and is by far the best part of the new city.

Don't listen to the idiots who complain of the traffic laws.

I can't say that I have seen anything in the way of concrete improvements in zoning or zoning control.

Remember that despite having a Socially Conservative right winger like Tom Price for a Congressman, Dunwoody isn't primarily conservative; your constituents are Moderates --

Fiscal conservatives and Social Moderates.

Be conservative in spending.

One of the driving forces behind the move for cityhood was to have a better local police presence. Unfortunately it seems that Chief Grogan has swung the pendulum the other way. Now we have a bunch of storm troopers patrolling the city citing anyone and everyone for any and every infraction. We need less of a Barney Fife "nip it in the bud" mentality and more of an Andy Taylor common sense approach to policing the city.

For additional information about this survey, contact

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