

KEY PERFORMANCE INDICATORS

2013 - First Quarterly Report

Each department has identified “key performance indicators” tied to their core competencies. The departments each work with the City Manager’s office to monitor and track their performance against established targets.

- *City Attorney*
- *City Clerk*
- *Community Development*
- *Court*
- *Economic Development*
- *Finance and Administration*
- *Information Technology*
- *Marketing and Public Relations*
- *Public Works*
- *Police*

New in 2013!

We’ve implemented measures for :

- *Office of the City Attorney*
- *Office of the City Clerk*
- *Municipal Court*
- *Police Department*



CITY ATTORNEY

Ordinances and Resolutions

18 Ordinances and Resolutions reviewed
100% in 5 business days or less

3 Ordinances drafted
100% in 10 business days or less

Legal Opinions

35 Informal Opinions
*100% rendered within
3 business days or less*

1 Formal, Written Opinions
*100% rendered within 10
business days or less*

Contract Review

6 Contract Reviewed
*33% prior to distribution
with the City Council
Agenda Packet*

CITY CLERK

Open Records Requests

109 Open Records Requests Received
*106 of 109 fulfilled or provided a timeline
for fulfillment within three days of request*

3 Additional Search and Retrieval
*3 requests requiring search and retrieval
outside of the initial "three day" window*

Agendas

13 Agendas Published

- 100% with no substantial changes from final agenda sent to Council as compared to version used at the meeting
- 100% of summary minutes posted within 48 hours

Action Documents

17 Ordinances, Resolutions, and Proclamations
*100% digitized and
filed within one week of
Council action*



COMMUNITY DEVELOPMENT

Building and Inspections

414

Sets of Plans Reviewed

93% of plans reviewed within 14 calendar days or less

1,468

Inspections

100% of inspections conducted within 1 business day of request

1,365

Customers Served

1,365 customers were served at the front window and 278 permits were issued

Planning and Zoning

5

Advertising Deadlines

100% of ads, signs, letters, as required by the Zoning Ordinance, completed before deadline.

8

Agendas Published

100% distributed to the Board three business days prior to the meeting

100% published by 5:00 p.m. two business days prior

Geographic Information Systems

104

Maps Produced

100% created within the schedule promised to the map requestor

Code Compliance

648

Code Compliance "Touches"

Including inspections, meetings, phone calls - addressing complaints

1,243

Multi-Family Code Violations

Life safety/code violations identified and documented; action plans created

COURT

Customer Service

152

Dunwoody Courts E-mail

100% of e-mails to dunwoody.courts@dunwoodyga.gov receive a response within one business day of receipt

Court Proceedings

2,072

Citation Filings

97% of citations electronically filed within 24 hours of issuance

2,077

Arraignments Scheduled

70% of arraignments scheduled within 60 days of receipt

48

Trials Scheduled

100% of trials scheduled within 60 days of arraignment

Dispositions and Failure to Appears

2,058

Cases Disposed

86% of open cases filed with the Court disposed at the close of the docket

306

Failure to Appears

100% processed within 48 hours of missed Court appearance

Reporting

1,211

Reporting to Department of Driver Services
100% of dispositions and FTAs reported to DDS within 10 days and with no errors

202

Computerized Criminal Histories

100% completed within 30 days of disposition



ECONOMIC DEVELOPMENT



Business Retention & Recruitment

42

Business Recruitment Meetings

Meetings with property owners, property managers, brokers, and interested parties to explore possibilities

19

Business Retention Meetings

Meetings with existing Dunwoody businesses to maintain open communication channels

Occupancy Rates

91%

Citywide Retail Occupancy Rate

- 4,048,982 retail square feet occupied
- 4,410,082 retail square feet available

77%

Citywide Office Occupancy Rate

- 6,257,390 office - retail square feet occupied
- 8,093,422 office - retail square feet available

Jobs to Housing Ratio

1:1

Jobs to Housing Ratio

- 23,633 jobs in Dunwoody
- 21,671 homes in Dunwoody

We strive to maintain our ideal (1:1) jobs to housing ratio matching working residents (labor force) with employment in the City

Corporate Announcements

1,010

Number of New Jobs Announced
Jobs announced

\$14M

Capital Investment Announced
\$14,000,000 announced

FINANCE AND ADMINISTRATION

Reception

3,517 Calls Received
*99% answered before the
answering machine picks up*

369 Main Lobby Visitors

Human Resources

54 Applications Received
*2 positions opened; 100% posted
within 3 days of opening.*

10 Benefit Changes Requested
*100% completed within 2 business
days of the request*

4 Workers Compensation Claims
*100% filed within 1 business day of
notice to HR of the injury*

Revenue

1,323 Licenses Issued

- 102 new licenses
- 1,221 renewal licenses
- \$1,086,322.22 collected
in license fees

Accounting

527 Invoices
96% paid within 30 calendar days

144 Financial Reports
*Including standard, reoccurring and
custom reports as requested*

7 Payrolls
100% processed within 3 days

Purchasing

4 Solicitations
(RFP/RFQ/ITB)

- 100% posted within
3 days of receipt from
departments
- 100% received 5 or
more responses

530 Purchasing
Card
Transactions



INFORMATION TECHNOLOGY



System Uptime

98%

Outside of planned maintenance periods, the City's system, including servers, VoIP, and network devices were "up" 98% of the time

Help Desk Tickets

402

Help Desk Tickets

99% resolved successfully
96% resolved within priority-based time windows:

- high priority issues within 1 hour or less
- medium priority issues within 2 ½ hours
- all issues resolved within 3 hours or less

Data Backups

488

Data Backups

95% of data backups completed successfully

Patches and Updates

87

Active Work Stations

97% with current deployed patches installed

Help Desk - Ticket Breakdown

12 - High Priority Help Tickets - 11 resolved within 1 hour
66 - Medium Priority Tickets - 64 resolved within 2 ½ hours
323 - Low Priority Tickets - 322 resolved within 3 hours

MARKETING AND PUBLIC RELATIONS

Media Inquiries

42 Media Inquiries and Requests
100% responded to within the same business day

Written Content

24 Overall Written Content Pieces
92% substantially error free when published

12 Press Releases
100% "hit rate" - each of the 12 releases had at least one print, broadcast, or online mention

12 Internal Publications
100% of internal publications - such as the newsblast and CAFR - published on schedule

Social Media

219 Social Media Messages

- 108 Facebook posts; 954 Facebook friends
- 111 Twitter tweets; 1,709 Twitter followers

5,058 GovDelivery Subscribers

Website Content

40 Website Updates

- 29 minor changes such as news updates
- 11 rich content updates

42,043 Unique Website Visitors



POLICE



Response to Calls for Service

5:42

Average Response Time

- 3,070 Priority 1 calls

5:52

All Calls - Average Response Time

- 5,958 total number of all calls
- 1,073 alarm calls

72%

Officers Available to Respond

- 4,287 calls for which officer available
- 1,669 calls which supervisor notified, call held

Media Inquiries

55

Media Inquiries and Requests

98% responded to within the same business day

Investigations

40%

Clearance Rate for UCR Part 1
Violent Crimes

For reference, similar cities clear 50%

21%

Clearance Rate for UCR Part 1
Property Crimes

For reference, similar cities clear 20%

Uniform Crime Report

1.3

UCR - Part 1 Violent Crimes - per 1,000 pop.
15 violent crimes (homicide, rape, robbery,
aggravated assault)

For reference, similar cities average 2.48

40.1

UCR - Part 1 Property Crimes - per 1,000 pop.
464 property crimes (burglary, larceny, motor
vehicle theft)

For reference, similar cities average 25.5

PUBLIC WORKS

Paving and Sidewalks

20 Lane-miles Planned for 2013 Paving
• Streets identified, Bid issued in March

13 Active Sidewalk Projects
• 10 under construction from 2012; 3 new

Parks and Recreation

6 Pavilion Rentals
100% of requests issued or denied within 10 days

8 Recreation Partner Coordination
100% of Recreation Partners coordinated with on a weekly basis

73 Work Orders in the Parks
• 46 regular work orders; 10 emergency work orders
• 17 work order requests from Recreation Partners

Stormwater

56 Total Stormwater Projects
84 projects planned for the entire year, 56 started
• 15 active replacement projects
• 5 active lining projects
• 35 active jet cleaning/ video inspection projects
• 1 active engineering projects

Work Orders

24 Priority 1 Work Orders
100% priority 1 (hazardous issues) work orders addressed within 24 hours of report

206 Total Work Orders
• 4 sidewalks repaired; 15 curbs replaced
• 27 potholes filled; 13 pavement patches
• 17 signs repaired; 57 signal repairs

