



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.

The 2013 Third 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 July - September 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.



Our Departments Focused on Results

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

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Third Quarter 2013

Finalized November 8, 2013

City Attorney



Ordinances and Resolutions

100%
Reviewed

5 of 5 reviewed
in 5 business
days or less

100%
Drafted

5 of 5 drafted in
10 business days
or less

Year to Date:
**Ordinances &
Resolutions**

18

**drafted and
7 reviewed**

24 of 24 reviewed
prior to distribution
to the City Council

**Contracts
Reviewed**

100%

Legal Opinions

27

Informal

100% rendered
within 3 business
days or less

2

Formal

100% rendered
within 10 business
days or less

Year to Date:
Legal Opinions

148

**informal
and 6 formal**

City Clerk

165

**Open Records
Requests Filed**

100% answered

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

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

Year to Date:
**Open Records
Requests**

418

**received and
100% answered**

30

**Agendas
Published**

60% distributed to the Council by 7:30 p.m.
three business days prior to the meeting

97% 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

90%
Timely Posted Minutes

27 of 30 sets of summary minutes
posted within 48 hours

29 of 30 sets of action minutes
adopted without substantial changes

**Actions
Documented**

7

Unilateral Actions

71% of ordinances,
resolutions, and proclamations
digitized and filed within one
week of Council action

11

Bilateral Actions

64% of Intergovernmental
Agreements and Contracts
sent to the other party for
execution within one week of
Council action

Community Development

Building & Permitting

2,091

Customers
Served

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

763

Plans
Reviewed

98% of plans reviewed within 14 calendar days or less

464

Permits
Issued

Including both residential and commercial permits

Year to Date:
Plans Reviewed

1,684

Plans Reviewed, 96% reviewed in 14 calendar days or less

Geographic Information Systems

142

Maps
Produced

100% in time frame promised to map requestor

Inspections & Code Compliance

1,293

Inspections

100% of inspections conducted in 1 business day of request

399

Complaint
"Touches"

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

1,109

Code
Violations

Life safety and code violations are identified in our multi-family housing complexes through the Apartment Sweeps Program

Year to Date:
Inspections

4,580

100% of inspections conducted in 1 business day of request

Planning & Zoning

100%

Advertising
Deadlines

5 of 5 of ads, signs, and letters (required by the Zoning Ordinance) were completed on deadline

100%

Agenda
Packets

4 of 4 agenda packets distributed to the Board three business days prior to the meeting

Year to Date:
Cases Heard

27

Variations, rezonings, Special Land Use Permits, ect. heard by the boards



Court

Customer Service

220
Timely
Responses

99% of the 222 e-mails sent to dunwoody.courts@dunwoodyga.gov receive a response within 1 business day

2,648
Citation
Filings

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

Year to Date:
Citations Filed

7,324
citations filed electronically,
99% within 24 hours of
issuance

Court Proceedings

2,221
Arraignments
Scheduled

80% of arraignments scheduled within 60 days of receipt

71
Trials
Scheduled

100% of trials scheduled within 60 days of arraignment

2,604
Cases
Disposed

69% of open cases filed with the Court disposed at the close of Court

Year to Date:
Cases Disposed

6,620
cases filed with the Court
have been disposed

Reporting & Processing

410
Failure to
Appears

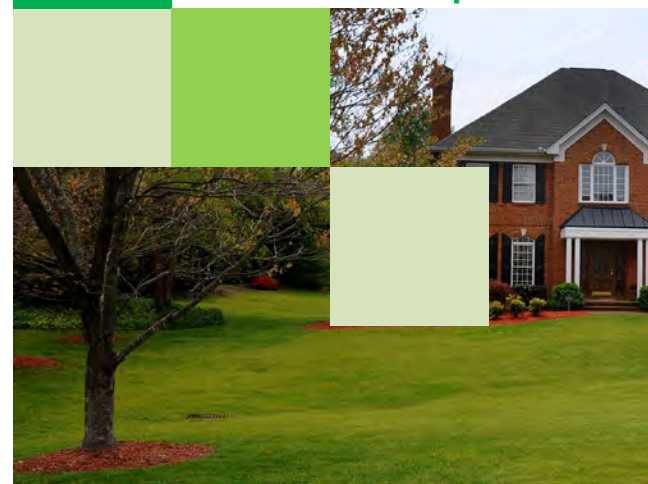
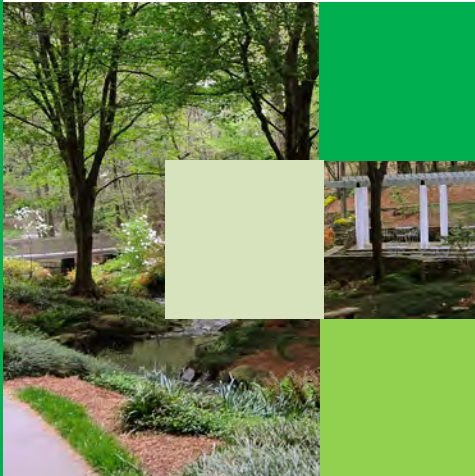
100% of Failure to Appear processed within 48 hours of a missed Court appearance

1,657
DDS
Reporting

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

251
CCH
Reporting

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



Economic Development

Corporate Announcements

220

New Dunwoody jobs
announced

\$6.45M

Capital investments
announced

Business Recruitment & Retention

35

Retention Meetings

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

40

Recruitment Meetings

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

Year to Date:

Strategic Meetings

80

Retention
Meetings

119

Recruitment
Meetings



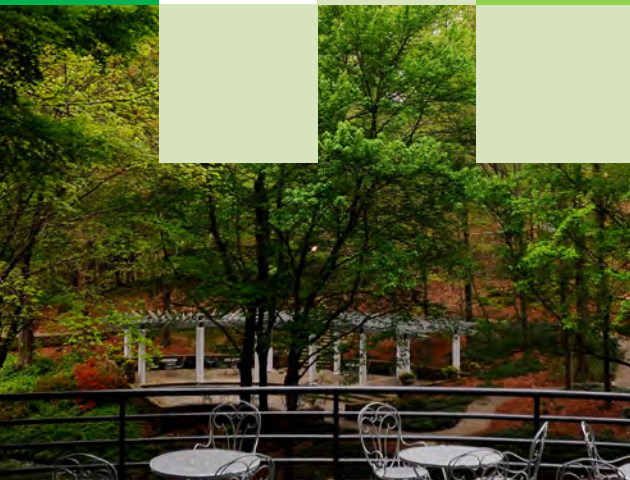
Citywide Occupancy Rates

92%

- Citywide Retail Occupancy Rate
- 4,070,608 retail square feet occupied
 - 4,422,825 retail square feet available

82%

- Citywide Office Occupancy Rate
- 6,609,241 office-retail square feet occupied
 - 8,096,052 office-retail square feet available



Finance & Administration

Reception

3,488

Calls Received

99% answered before the answering machine

233

Visitors Welcomed

Greeted and signed in at the Main Lobby reception desk

Year to Date:

10,802

calls received

Human Resources

17

Applications Received

One position open during the third quarter

6

Benefit Changes

100% processed within two days of request

2

Workers Comp Claims

100% processed within one day of notice to HR

Year to Date:

111

applications received

Accounting & Revenue

659

Invoices Paid

98% within 30 calendar days

458

Reports Produced

Including both recurring, standard and custom financial reports

7

Payrolls Processed

100% processed within 3 days of approval

185

Licenses Issued

68 new, 117 renewals

Year to Date:

2,532

licenses - 2,281 renewals, 251 new

Purchasing

506

P-card Purchases

100% managed and monitored through online system

2

Solicitations Managed

100% Notice to Proceed issued within 1 day of receiving fully executed contract



Information Technology

Help Desk Tickets

384
Tickets
Submitted

- 7 "High Priority" issues
- 64 "Medium Priority" issues
- 311 "Other" issues

Year to Date:
Help Desk Tickets

1,128

Help Desk Tickets Received,
99% resolved successfully,
96% within established time frames

95%

Resolved
Successfully

95%

Resolved within
Time Windows

- 5 of 5 "High Priority" issues resolved within 1 hours
- 38 of 41 "Medium Priority" issues resolved within 2 ½ hrs
- 293 of 293 "Other" issues resolved within 3 hours

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

1,749

92% completed
successfully

Patches & Updates

92%

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 second quarter, 113 of our 125 work stations had installed the latest patches and updates

Marketing & Public Relations

Media Inquiries

61
Timely Responses

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

Website Content

29

Website Updates

17 minor changes (posting of news or event updates) and 12 rich content updates (like the Dunwoody Village Parkway project button refresh and info)

48,168

Unique Website Visitors

Social Media

29
Media Messages

- 101 Facebook posts
- 1,093 Facebook friends
- 100 Twitter tweets
- 2,205 Twitter followers

Year to Date:
622

Messages -
306 posts, 316 tweets

10,456
Gov-Delivery Subscribers

Representing an increase of 1,095 since the second quarter and an increase of 4,632 since the beginning of the year

Written Content

100%
"Hit" Rate for Releases

Each of the 10 press releases were "picked up" by the media with at least one mention in print, broadcast, or online

18
Pieces Written

94% of written content pieces were substantially error free when published

14
NewsBlasts Published

Weekly newsblast were delivered every Friday in the third quarter



Responding to 911 Calls

6,074

Calls for Service

Of the calls for service, 103 were "priority one" calls and 1,142 were false alarm calls

7,490

Officer Initiated

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

6:18

Response Time

On average, for all calls, our response time was 6 minutes and 18 seconds

76%

Availability to Respond

For 4,596 calls, an officer was available; however, 1,478 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.

1.4

Violent Crimes Rate

16 violent crimes were reported for a violent crime rate of 1.4, similar cities average a crime rate of 2.48.

Property Crimes Rate

36.8

426 property crimes were reported for a property crime rate of 36.8, similar cities average a crime rate of 25.5.

Investigations

45%

Violent Crimes Clearance Rate

For reference, similar cities clear 50%

20%

Property Crimes Clearance Rate

For reference, similar cities clear 20%

Media Inquiries

46

Timely Responses

100% of media inquires and requests were responded to within the same business day



Public Works

Paving & Sidewalks

43

Streets Paved

Including 27 entire streets and 16 segments
39 of those streets were resurfaced and 4 were full depth reclamation

13

Sidewalk Projects

Sidewalk work in the third quarter included completion of sidewalks on Vermack Road and Meadowlake Drive and work on several more

Work Orders

301

Issues Resolved

- 5 sidewalks repaired
- 20 potholes filed
- 26 pavement patches
- 98 signs repaired
- 55 signal repairs
- 4 trees removed from the road
- 46 right of way maintenance issues
- 47 other issues

20

Emergency Issues

100% of the 20 priority 1 (hazardous issues) were addressed within 24 hours of report

Stormwater

35

Active Projects

- 15 active replacement projects
- 4 active lining project
- 8 active detention pond repair/cleaning project
- 2 active jet cleaning / video
- 3 engineering and 3 special projects
- Plus 20 storm drains repaired and 16 storm drains cleaned

Parks & Recreation

20

Pavilions Rented

100% of requests issued or denied within 10 days

104

Partner Coordination

All eight Recreation Partners coordinated with on a weekly basis throughout the third quarter

18

Parks Work Orders

- 6 regular work orders
- 4 emergency / after hours work orders
- 8 requests from Recreation Partners

