

Georgetown Park - Central Square Construction



Brook Run Trail - Phase I



*Georgetown Park -
Signature Playground
Construction*



YEAR IN REVIEW

2013

In 2013 the City of Dunwoody continued to address the organization-wide goals and priorities established by the Mayor and City Council:

- ✓ *Expand, maintain and gradually improve our parks system*
- ✓ *Improve and maintain our infrastructure*
- ✓ *Enhance and improve community safety*
- ✓ *Continue attracting and retaining businesses and jobs*
- ✓ *Further implement our community plans*
- ✓ *Remain focused on financial stewardship of resources*

2013

#1

In 2013 from ground breaking to ribbon cutting, the Mayor and City Council focused on strategic investments in new capital projects that further the community-centric master plan initiatives which will provide lasting benefit to our community. The Council also worked with the City Manager to keep the City focused on excellence in all areas.

DEPARTMENTS FOCUSED ON RESULTS



Georgetown Park - Ground Breaking



Georgetown Park - Signature Play

City Attorney

- ✓ Drafted and reviewed 51 ordinances and resolutions
- ✓ Rendered 193 informal and 6 formal legal opinions
- ✓ Reviewed 90 contracts for Council consideration
- ✓ Completed 100% of ORR legal reviews within 5 days

City Clerk

- ✓ Transitioned to paperless Council Meetings with an annual savings of over \$5,000 (in agenda production)
- ✓ Received 686 Open Records Requests and answered 12 of the requests
- ✓ Compiled and published 84 agenda packets for City Council and meetings of other boards
- ✓ Qualified 8 candidates for the Municipal Election

Community Development

- ✓ Completed Zoning Code and Land Development Code rewrite project, ordinances adopted in October
- ✓ Reviewed 2,057 building permit plans, issued 1,585 building permits, and conducted 5,955 inspections
- ✓ Documented 3,562 life safety / code violations through the Multi-Family Code Compliance Program
- ✓ Implemented the web-based GIS browser
- ✓ Compiled and published 28 agenda packets for planning, zoning, and sustainability related boards

Economic Development

- ✓ Focused on retaining existing businesses through one-on-one meetings - with 276 individual meetings
- ✓ Welcomed expansions and relocations for 3,186 jobs and over \$39.1 million capital investment through company expansions and relocations
- ✓ Reported 80,700 square-feet of space leased through company expansions and relocations

Finance and Administration

- ✓ Fourth straight year achieved a "clean" outside audit
- ✓ Awarded GFOA's Popular Annual Financial Reporting Award for the publication of the City's Citizens' Report
- ✓ Issued 2,598 licenses, including 291 new businesses
- ✓ Completed a comprehensive review of all dependents enrolled in the city's City's medical plans
- ✓ Recognized by the *Atlanta Business Chronicle* as one of "Atlanta's Healthiest Employers" for our Wellness Program
- ✓ Recovered nearly \$3,000 from previously unlicensed businesses through a partnership with code enforcement
- ✓ Answered 13,529 calls to the main switchboard during business hours and greeted more than 1,154 guests
- ✓ Processed 2,694 approved invoices, 97% within 30 days
- ✓ Received 209 applications for 15 open positions

Information Technology

- ✓ Resolved 1,540 Help Desk tickets to address user needs
- ✓ Completed 5,176 data backups at a 95% success rate
- ✓ Replaced 54 workstations following the PC Lifecycle Plan
- ✓ Created and implemented a Disaster Recovery Plan
- ✓ Conducted the City's first PCI/GAP analysis for security
- ✓ Implemented a Change and Problem Management process for the Dunwoody IT Help Desk system

Marketing and Public Relations

- ✓ Responded to 212 inquiries and requests from the media
- ✓ Welcomed 174,260 visitors to the Dunwoody website
- ✓ Engaged the public with 798 social media posts & tweets
- ✓ Published 87 written pieces and 124 website updates
- ✓ Shared 55 weekly newsblasts and other City publications
- ✓ Completed a Citizens Pulse Survey Initiative with results to be shared with Council and published in January

Municipal Court

- ✓ Continued the successful Volunteer Bailiffs Program
- ✓ Maintained a high level of customer service, responding to 100% of e-mails sent to dunwoody.courts@dunwoodyga.gov within 24 hours
- ✓ Electronically filed 99% of 9,573 citations issued within 24 hours of issuance
- ✓ Reported 100% of dispositions and Failures to Appear to the Department of Driver Services
- ✓ Closed 209 citations through the Amnesty Program
- ✓ Partnered with nCourt, a pay-by-phone service, to increase online payments and reduce foot traffic by 18%

Parks and Recreation

- ✓ Completed construction and grand opening of Phase I of the Multi-Use Trail at the Brook Run Park Trail
- ✓ Completed design of the Phase II Multi-Use Trail at Brook Run Park and fully funded construction
- ✓ Hosted successful events including Movies in the Park, a Memorial Day event, co-sponsorship of Food Truck Thursdays, and a Veterans Day Ceremony
- ✓ Advanced the construction for Georgetown Park, with a grand opening planned for spring 2014
- ✓ Partnered with DPT to begin planning for the rehabilitation of the Donaldson-Bannister Farm
- ✓ Completed design for the new dog park facility at Brook Run Park and began discussing with Council
- ✓ Received bids for the roof replacement on the North DeKalb Cultural Arts Center, to begin in December
- ✓ Began \$250,000 of improvements in our park facilities through the Council's Facility Improvement Partnership Program - completed Dunwoody Park outfield leveling and some NDCAC improvements

Public Safety / Police Department

- ✓ Responded to 49,177 calls for service with an average response time of 6 minutes and 3 seconds
- ✓ Implemented a Crime Response Team which has been instrumental in reducing Part 1 crime by 4.1 percent
- ✓ Expanded the Domestic Assault Response Team program by assigning an officer to each domestic violence assault case
- ✓ Disposed of 200 pounds of unused or unneeded drugs through a partnership with Operation Pill Drop
- ✓ Targeted criminal offenders by making 2,300 physical arrests, writing 9,153 citations, and completing 2,896 accident reports and 6,359 incident reports
- ✓ Promoted community policing by hosting a Citizens Police Academy and participating in 19 Homeowners Association and Neighborhood Watch meetings

Public Works

- ✓ Re-paved over 23 centerline miles of city City streets
- ✓ Installed 1.7 miles of sidewalk along City streets
- ✓ Addressed 955 work orders including 76 pothole repairs and taking 58 storm-damaged trees from the road
- ✓ Improved the stormwater system through 26 pipe replacement projects, 12 cast-in-place repairs, 8 detention pond repairs, 35 jet cleaning / video inspections, and 11 engineering projects
- ✓ Processed 82 park pavilion rentals
- ✓ Began construction for Dunwoody Village Parkway "Main Street" project
- ✓ Initiated design for Mount Vernon Road at Vermack Road project
- ✓ Initiated concept design for Chamblee Dunwoody Road at Spalding Drive intersection

SIGNATURE INITIATIVES



Crime Response Team

In 2013 the Police Department continued to work aggressively to maintain and improve our community's safety. In particular, the Crime Response Team has been a signature addition to our efforts in 2013. Hitting the streets in May, the Crime Response Team has enabled the Police Department to assign targeted responses to reported crime and preemptive responses to predicted crime trends. The Crime Response Team immediately began making a positive impact through citing offenders and arresting multiple suspects. With just a few months on the job, the Crime Response Team has been instrumental in reducing Part 1 crime in Dunwoody by 4.1% through the end of the year.

Brook Run Trail - Phase I - Grand Opening

This summer the City celebrated the grand opening of the 0.7 mile Phase I Brook Run multi-use trail. This 12-foot wide, ADA accessible, multi-use concrete trail increases the usability of the vast expanses of Brook Run Park - creating connectivity between existing and future amenities within the park and providing a safe and accessible opportunity for walking, jogging, and biking for users of all abilities. The City is in the midst of permitting for construction on Phase II which will complete the 2 mile loop within Brook Run Park (construction is planned for 2014). In 2013 the City also successfully negotiated an easement with a neighboring property to extend the trail down Nancy Creek and eventually connect to the new park areas in Georgetown such as the Georgetown Park signature playground and central square area. The trail in these areas is already under construction.



Zoning Code Rewrite

In January 2012, to help implement and ensure consistency with the City's adopted Comprehensive Land Use Plan, Comprehensive Transportation Plan, and area Master Plans, the City initiated a comprehensive rewrite of its Zoning Ordinance and Land Development Ordinance. After an 18 month process with over 50 community meetings, the City Council held two special called meetings to focus on reviewing the topics and issues identified by our community and the members of the Community Council and Planning Commission. The new ordinances were adopted at the October 14th Council Meeting. The new ordinances have been noted for their clarity, consistency, and improved readability with charts, tables, and illustrative graphics.



STRONG LEADERSHIP AND COMMITMENT CREATES RESULTS.