



CITY COUNCIL AGENDA ITEM

TO: Mayor & City Council

DATE: October 11, 2011

FROM: John McDonough, City Manager

AGENDA ITEM: Update on General Government Services Contracts

MEETING DATE: For Submission onto the October 18, 2011, City Council Work Session Meeting Agenda

BACKGROUND INFORMATION: (Attach additional pages if necessary)

See attached:

Contract Payments
Contractor Progress Reporting Form

APPROVAL BY CITY MANAGER: JPM APPROVED

_____ NOT APPROVED

PLACED ON AGENDA FOR: 10/18/2011

CITY ATTORNEY APPROVAL REQUIRED: () YES () NO

CITY ATTORNEY APPROVAL: _____

REMARKS:

**Contract Payments by Vendor
FY 2011-2012**

<u>Vendor</u>	<u>Contract</u>	<u>Paid to Date*</u>	<u>Annual Budget</u>	<u>% **</u>
CH2M Hill	Call Center	\$127,542.00	\$763,000.00	16.72%
The Collaborative	Communications	\$73,315.00	\$594,413.00	12.33%
	Community Development	\$373,693.66	\$2,226,774.00	16.78%
Interdev	IT Services	\$173,473.74	\$1,040,853.00	16.67%
Jacobs	Court Services	\$132,373.16	\$794,240.00	16.67%
	Parks & Recreation	\$131,768.00	\$790,608.00	16.67%
ST Services	Finance	\$265,530.16	\$1,593,181.00	16.67%
URS	Public Works	\$514,161.79	\$3,086,205.00	16.66%
	Total	\$1,791,857.51	\$10,889,274.00	16.46%

* Current invoices to date billed through August 31.

** Two months of expenses equate to 16.67%



Contractor Progress Reporting Form

Contractor:	CH2M HILL	Date:	September 30, 2011
Work Package:	Call Center	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Call Center Manager	0.50	Vincent Dinkins
	Team Lead	0.50	Jin Kim
	Customer Service Representative	0.50	Erika Hosley
	Customer Service Representative	1.0	Sonia Grant
	Customer Service Representative	1.0	Mavis Moore
	Customer Service Representative	1.0	Shalonda Brown
	Customer Service Representative	1.0	Michael Tuggle
	Customer Relationship Manager	0.5	Kristin Howlett
	Customer Service Representative	1.0	Aileen Parker

<p>Accomplishments and Progress</p> <p><i>(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)</i></p>	<ul style="list-style-type: none"> Managed record number of calls for the month of July 2011 (13,763), August (10,567) (Monthly average: 11,500). As point of reference, June 2011 at 13,977 was all time record Quality Assurance data provided in monthly reports (from annual reporting) Worked with Municipal Court to identify issues and reduce volume of repeat calls to call center for those seeking citation information. Implemented process changes and reduced call center incoming volume for Courts by over 60% (July to September 2011) Updated Call Center KnowledgeBase to reflect staffing, process and procedural changes implemented by new vendors Reduced need to forward calls to auxiliary call center by over 75% between July and September
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>Issues and Challenges</p> <p><i>(What support do you need from the City?)</i></p>	<ul style="list-style-type: none"> Continue to work with the City's IT vendor to improve the speed and performance of the remote desktop connections for Customer Service Representatives Continue to encourage City departments to forward updates on policy and/or procedural changes to call center contact in a timely manner (so Call Center has current procedural data to provide callers)
---------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Priorities for next reporting period

- Provide improved reporting on First Call Resolution
- Provide more detail in breakdown of Public Safety calls (by type)
- Ongoing continuous improvement initiatives to provide citizens with the highest levels of customer service



Contractor Progress Reporting Form

Contractor:	The Collaborative	Date:	September 30, 2011
Work Package:	Communications	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Communications Director	1.0	Sharon Kraun
	Communications Editor Manager I	1.0	Dan Coffer
	Communications Editor	1.0	Katina Lear
	Communications Editor	1.0	Jason Green
	Public Relationship Specialist	1.0	Doug Trettin

<p>Accomplishments and Progress</p> <p><i>(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)</i></p>	<p>Management</p> <ul style="list-style-type: none"> • Added Communications Director <p>Processes & Procedures</p> <ul style="list-style-type: none"> • Established a <i>work flow system</i> to help the communications department better monitor the flow of projects and deadlines • Developed a <i>Communications Planning</i> template providing a consistent format for preplanning communications needs for programs including public information meetings, events, status updates on long-term public works programs and more <p>Programs</p> <ul style="list-style-type: none"> • Conducted an <i>internal communications audit</i> to review channels we utilized to disseminate information <ul style="list-style-type: none"> ○ In the area of social media, we are implementing a streamlined approach <ul style="list-style-type: none"> ▪ Reduction of city-implemented Twitter feeds from five to one ▪ Single Twitter feed will focus on breaking news items (traffic tie-ups, road closures, emergency announcements etc). ▪ Facebook will be a community resource area containing happenings, breaking news, and general information. <ul style="list-style-type: none"> • Rec & Parks will continue to have a differentiated Facebook presence to highlight that area's unique offerings • Police will maintain their Facebook/Twitter sites ○ We are currently in the process of creating a communications response policy as it relates to social media (and will be working with senior staff in the development of an overall staff policy regarding social media) ○ The e-newsletter content policy was revamped allowing for more

timely news items to be included

- The **quarterly newsletter** also is undergoing a content review, with additional changes

- **Neighborhood News**

- **Signage**

- New entrance signs are now marking entrances from Roswell Road
- Prepared preliminary sign system accommodate public coming to and from City Hall complex

Collateral

- Developed an ad for the Global Gateway program
- Developed a CPR flyer for the Fire Department
- Developed a web presence for Police Department's Signature Moments book
- Developed collateral for the upcoming Police Department Black Tie event
- Per their request, created a newsletter template for Police Department

Events

- Working with Councilwoman McEnery on the *October History Series*
 - Developed a program brochure
 - Crafted and issued a press release with calendar mentions appearing in local media
- Working with Councilwoman McEnery on the November *Veterans Day* Event
 - Developed a communications plan to include proactive outreach in advance of the event
 - In process: development of street banners and collateral material
- Working with Councilwoman Fries on the *MLK Humanitarian Award*
 - Press release drafted and issued regarding the Call for Nominees with mentions appearing in local media
 - In process: development of a communications plan
- Working with Councilman Collins on a communications program regarding the upcoming *Public Information Meeting* concerning the Abernathy / Johnson Ferry road and parks projects

Media Relations

- Evaluated and restructured our internal media database
- Averaging 3-5 media requests per day (information to interview requests)

	<ul style="list-style-type: none"> ○ Some of the topics: gas main break, water main break at Brandon Mill, queries regarding T-SPLOST and economic development ● Assisted PCID in proactive media outreach for the opening of the Hammond Ramps ● Provided assistance to the Sandy Springs Chamber of Commerce regarding the newly launched Eat, Stay & Shop campaign ● Assisted Public Works with response statements for both media and residents regarding various queries covering floodplains, sidewalks and road projects ● Working with PD on marketing ideas for Signature Moments
<p>Issues and Challenges <i>(What support do you need from the City?)</i></p>	<ul style="list-style-type: none"> ● We are in the process of reviewing staff and assignments, and reviewing how best to re-align to meet requests as well as position the staff to take on a more proactive consulting role. ● While media relations are generally responsive by nature, it is only a part of the overall services we provide to the City. Our challenge is to shift past traditional thinking, and look at communication support services from a proactive stance. ● To accomplish this strategic change, we are recommending the development of an overall communications plan that would incorporate branding, core messaging, a cohesive framework for materials, as well as the development of a proactive editorial calendar.

<p>Priorities for next reporting period</p>	<ul style="list-style-type: none">• Firmly establish a set of procedures and protocols for handling department requests aligned with the best resources• Continue evaluation and development of current collateral materials, especially in the area of content expansion• Finish development and implement our social media response policy• Make substantial progress, if not complete, an overall social media policy• Develop and begin implementation of a media training series for all staff who speak on behalf of the City• Develop an internal communication emergency response program to overlay with the emergency response program being coordinated with Police and Fire• Implement successful communications programs on behalf of the Mayor, Council and staff• Discuss with City steps for producing a communications plan
----------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



Contractor Progress Reporting Form

Contractor:	The Collaborative	Date:	September 30, 2011
Work Package:	Community Development	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Administrative Assistant	1.0	Melissa Cataldo
	Administrative Assistant	1.0	Gloria Goins
	Arborist/Landscape Architect	0.4	Sandra DeWitt
	Building Inspector	1.0	John Wright
	Building Officer	1.0	Robert Wheeler
	Building Plan Reviewer	1.0	Ken Nuttal
	Building Technician I	1.0	Joyce Lynn
	Building Technician II	1.0	Samanthan Jackson
	Building Technician II	1.0	Antoinette McMillian
	Chief Arborist	1.0	Michael Barnett
	Chief Building Plan Inspector	1.0	Alex Shaio
	Code Enforcement Manager	1.0	Al Ferrell
	Code Enforcement Officer I	1.0	Cristina Nelson (.2 FTE) Yvonne Shaw (.8 FTE)
	Code Enforcement Officer II	1.0	Alayne Hightower
	Code Enforcement Officer II	1.0	Walter Osorio
	Community Development Director	1.0	Ed Shoucair/Nancy Leathers
	Executive Assistant	1.0	Rita Talbert
	Land Development Inspector	1.0	James Sanders
	Plan Review Engineer	1.0	Nathan Ippolito
	Plan Review Engineer	1.0	Bennett White
Planner I	1.0	Linda Abaray	
Planner II	.8	Johnny Lawler	
Planner II	.6	Cristina Nelson	
Planning and Zoning Manager	1.0	Patrice Dickerson	

Accomplishments and Progress

(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)

- **Management:**
 - Instituted a “Plan Review Engineer of the Day” process to streamline the permit process. Program enables us to issue same day permits for straightforward projects, such as small deck constructions or minor building expansions not in environmentally sensitive zones or setbacks. We are processing on average approximately two such permits per week.
 - Formalized process for empowering Land Development Inspector to review and approve eligible modifications in the field. Typically, these are minor revisions to permitted projects, e.g., allowing wider construction easement of sewer line.
 - Expanded weekly Thursday meetings between staff and proponents of more complex developments to include applicants whose projects receive extensive staff review comments.
 - Improved review process to require permit applicants to identify location of individual comments on revised plans as well as acknowledge that they have responded to each of our staff’s comments.
 - Better utilized staff expertise by modifying work assignments, e.g., assigning open records requests primarily to administrative staff.
 - Organized regular staff meetings to discuss steps aimed at improving the permitting and zoning processes, including identifying best practices for possible consideration by Sandy Springs. Process improvements include identifying possible ordinance modifications, clarifying ordinances, measures for streamlining permit process, and reviewing what other communities are doing to incentivize outcomes desired by the City.
 - Worked with Communications staff providing outreach to community regarding upcoming changes to FEMA flood maps.
 - Designed and implemented anonymous customer response survey at permit counter.
 - **Received approval from Atlanta Regional Commission to combine the LCI study with the CoSS City Center Master Plan, saving the City \$50,000 and eliminating potential public confusion that the City performed two similar studies simultaneously.**
 - Worked with Public Works on a number of joint projects, including ROW activities, tornado siren siting, transportation initiatives, and improving signage of Public Works projects.
 - Shifted responsibility for Apartment Inspection from Building and Development to Code Enforcement.
 - Began staff training to enhance meeting presentation skills.
- **Staff Activities:**
 - **Received 665 building permit applications, issuing 653 permits. Most permits issued were for residential properties (342). The second largest number of permits covered commercial development (181). The remainder include: 35 grading permits, 31 fence permits, 26 administrative permits, 24 pool permits, 10 demolition permits and four land disturbance permits.**
 - **Completed 1459 building inspections.**

	<ul style="list-style-type: none"> • Performed 387 land development site inspections, issuing five notices of violations, seven stop work orders, and two citations. • Processed six rezoning cases, one use permit, and one zoning modification. • Processed 14 major and two minor zoning variance petitions, and 12 noise variance cases. • Processed five Design Review Board petitions. • Conducted five Billboard reviews. • Clarified LED use in Sign Ordinance. • Revised Residential Kennel Permit Ordinance. • Commenced Comprehensive Plan Review with Planning Commission. • Reviewed and presented PCID LCI 10-year update to Planning Commission and Council. • Received CDBG staff training. • Capital Improvement Element (CIE) was approved by DCA and ARC and is scheduled to be presented to the Mayor and City Council on October 18th. • Code Enforcement conducted an Apartment Sweep with a total of 25 violations Property. • Maintenance and Zoning Violations found at The Park Village Apartments. • Code Enforcement conducted a sweep of Northridge Crossing Drive where 111 properties were inspected and 59 properties were issued a Notice of Violation. • A total of 5 vacant properties were demolished. • Code Enforcement created 302 cases and issued 337 violations. • Code Enforcement issued 32 citations. • Property 397 Carriage Drive remains in need of a demolition permit. Community Development is waiting on the vendor for the asbestos letter and pest control letter. • Responded to numerous public requests for information.
<p>Issues and Challenges <i>(What support do you need from the City?)</i></p>	<ul style="list-style-type: none"> • Ability to meet two week turnaround time. • Train and cross-train staff to further improve service delivery, including enhancing quality and customer response times. • Coordinate with Finance Department regarding Impact Fee balances. • Coordinate with IT and City Clerk's Office to further improve records management process.

Priorities for next reporting period

- Continue focus on enhancing service delivery, quality, and customer response times.
- Support City in implementation of City Center Master Plan.
- Begin outlining process for updating Green Print Plan and developing a City-wide bicycle.
- Continue Comprehensive Plan review with Planning Commission.
- Staff to recommend steps for improving case presentations at Board of Appeals with goal of improving clarity and quality of discussion.
- Amend 'truck delivery hours' ordinance in residential areas.
- Recommend sign ordinance improvements, such as commercial real estate signs.
- Process LDP extension application for Grand Bohemian hotel project.
- Expecting four major and two minor zoning variance petitions per month for the rest of the year.
- Project at least four rezoning cases in next quarter.
- Expecting two Design Review Board cases per month for the remainder of the year.
- Maximize time of Code Enforcement Officers in the field by increasing the amount of field-generated cases which will decrease the number of complaints.
- Improve resident interaction to minimize code violations and citations.
- Concentrate efforts in high volume areas to include Roswell Road and Hammond Drive.
- Continue action in support of all ongoing activities identified under Accomplishments and Progress.



Contractor Progress Reporting Form

Contractor:	Jacobs	Date:	September 30, 2011
Work Package:	Municipal Court Services	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Chief Court Clerk	1.0	Tyra Little
	Court Clerk	1.0	Darlene Berry
	Court Clerk	1.0	Kim Moody
	Court Clerk	1.0	Tiffany Outler
	Court Clerk	1.0	Syreeta Whitfield
	Court Clerk	1.0	April Lincoln
	Project Admin Assistant	1.0	Mary Taylor
	Court Clerk	1.0	Alicia Nash (starts 10/10/11)
Accomplishments and Progress <i>(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)</i>	<ol style="list-style-type: none"> 1. Audited the entire court system 2. Identified noncompliance issues 3. Through GCIC identified criminal dispositions that were not in compliance and brought all current dispositions up to date and are working off the past balance of issues 4. All employees are now certified on GCIC for their job level 5. Remodeled the court area to better serve customers 6. Established weekly training for all clerks 7. All technology tools that were need are available to all employees 8. Employees are now cross trained on 2 jobs 		
Issues and Challenges <i>(What support do you need from the City?)</i>	<ul style="list-style-type: none"> • Working with Communications and Information Services Departments to revamp website for better public information. • Improve security procedures in Court. • Finalize probation services contract and improve operational procedures. • Improve technology to streamline court calendars and jail arraignment procedures. 		

Priorities for next reporting period	<ul style="list-style-type: none">• Continue to reduce the backlog of criminal dispositions• Continue to cross train all employees• Continue to expand the automation of the court process• Continue to refine the probation process• Continue to review the process for licenses suspension and parking ticket collections• Work on the court sessions to make them more efficient• All employees will be trained on GCIC to the inquiry-only level to run criminal and drivers records• Audit all open warrants and set up a new warrant procedure and filing process
---------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



Contractor Progress Reporting Form

Contractor:	Severn Trent Services	Date:	September 30, 2011
Work Package:	Financial Services	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Accountant II	1.0	Lorena Giovanni
	Accountant II	1.0	Bridget Maxwell
	Accountant II	1.0	Vacant as of 9/30/2011 – interviewing
	Accountant II	1.0	Vacant as of 9/23/2011 – interviewing
	Accountant II	1.0	Vacant as of 9/23/2011 – interviewing
	Accountant III	1.0	Michael Hietter
	Accounting Manager	1.0	Vacant as of 9/28/2011 – interviewing
	Buyer I	0.5	Cherie Murray (starts 10/10/11)
	Buyer II	1.0	Lynn Taylor
	Operations Manager	1.0	Brandon Branham
	Operations Specialist I	1.0	Jennifer Davis
	Operations Specialist I	1.0	Rocio Monterrosa
	Operations Specialist I	1.0	Shaun Suggs
	Operations Specialist II	1.0	Furnika Dirton
	Administrative Assistant	1.0	Pat Wheeler
	Administrative Assistant	1.0	Raquel McClendon (starts 10/10/11)
	Purchasing Manager	1.0	Ruby Patton
	Receptionist	1.0	Kim Johnson
Senior Records Clerk	1.0	Kelly Bogner	

Accomplishments and Progress

(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)

- Progress on the preparation for the annual audit and audit follow up from last year
- Reconciled annual budget in the MUNIS system
- Simplified work flow in the MUNIS system
- Reorganized positions and work flow to better meet the needs of the City and its operation
- Completed review and testing of records in Optiview software
- Began establishment of financial processes and protocols manual

Issues and Challenges

(What support do you need from the City?)

- Fill open positions
- Continue to develop financial protocols and procedures
- **Work with the City to correct Records Management database. Audit uncovered that data entry was not consistent and searches are problematic. A uniform data field needs to be created so all users of the system can enter new data and search existing data the same way, so that data retrieval is easy and efficient.**
- **Current data was entered inconsistently: formats differed by number of digits, use of alphanumeric characters, dashes, etc.**
- **Data scanned was incomplete or of poor visibility upon retrieval.**
- Complete conversion of all processes into the MUNIS system

Priorities for next reporting period

- Complete conversion of all financial operations into the Munis system
- Continue to develop financial protocols and systems to insure the most effective financial system possible
- Complete filling of all positions
- Continue training of all personnel on the Munis system
- Continue to work with all vendors on the financial requirements and procedures to insure the quick and adequate processing of purchase requests and other financial activities
- Establish a review process with all vendors so they will be able to identify revenues and expenditures to date in each service area budgets.



Contractor Progress Reporting Form

Contractor:	FlexHR	Date:	September 30, 2011
Work Package:	Human Resources	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Human Resources Director	0.5	Philip Davis
	Employee Relations Manager	1.0	Tony Cephus
	Administrative Manager	0.5	Ashely Culver

<p>Accomplishments and Progress</p> <p><i>(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)</i></p>	<ul style="list-style-type: none"> • No new EEO charges or legal challenges for 18 consecutive months <ul style="list-style-type: none"> ○ Policies and procedures have been upgraded and are consistently implemented in coordination with City Leadership • Successful 2011 second half benefits short plan year open enrollment for all City employees <ul style="list-style-type: none"> ○ Facilitated plan year and calendar year alignment starting in 2012 increasing clarity regarding Health Savings Account and other benefits administration ○ Introduced Non-Tobacco User discount of \$50 per pay period ○ Introduced Dream Vacation voluntary benefit • Led City participation in the “Walk to Cure Breast Cancer” • Coordinated 2011 Flu shots for City employees (110 participated) • Completed/submitted bi-annual EEO-4 report

<p>Issues and Challenges <i>(What support do you need from the City?)</i></p>	<ul style="list-style-type: none"> • Scheduling of City-wide events such as benefits open enrollments, training, flu shots, etc. to coordinate with City’s 24/7/365 schedule (particularly for Fire and Police)
<p>Priorities for next reporting period</p>	<ul style="list-style-type: none"> • Develop and submit E-Verify report regarding new hires • Achieve and maintain “HR Policy Equivalence” between Contractors and City <ul style="list-style-type: none"> ○ City Employee Handbook ○ HR best practices on Diversity, Harassment and Safety ○ Emergency evacuation procedures • Coordinate November 2012 open enrollment for 2012 benefits year <ul style="list-style-type: none"> ○ Evaluate new wellness initiative ○ Evaluate new voluntary discount program for Car and Home insurance • Coordinate and implement second half bonuses for Fire employees • Support “Will for Hero’s” initiative for Fire



Contractor Progress Reporting Form

Contractor:	InterDev	Date:	September 30, 2011
Work Package:	Information Services	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Database Administrator	0.25	Renelle Francis
	GIS Analyst II	1.0	Joshua Lontz
	GIS Analyst II	1.0	Stephanie Zell
	Help Desk Support Technician	1.0	Robert Sanchez
	Help Desk Support Technician	1.0	Geremy Bell
	Information Technology Manager	1.0	Daniel Schultheiss
	Network Administrator I	1.0	Justin McCutcheon
	Network Administrator II	1.0	Jeff Mathis
	Network Administrator III	1.0	Jonathan Crowe
	Project Engineer	1.0	Johnny Johnson
	Web Designer	0.5	Renelle Francis

<p>Accomplishments and Progress</p> <p><i>(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)</i></p>	<ul style="list-style-type: none"> • Set up and configured new state of the art hardware for the City's technology infrastructure and disaster recovery site with Cisco Blade servers and NetApp storage. • Migrated all City data from an off-site datacenter to the new infrastructure at City Hall. • Deployed 39 new Dell Latitude 6420 laptops, and 15 Optiplex 790 desktops. • Purchased or transferred all licenses needed to run all applications that previously existed within the City, and did so in the City's name. • Set up and configured new servers to run City applications such as GBA, OptiView, Firehouse, Kentico, Courtware, and OnPoint just to name few. • Replaced older HP copy machines and printers with new leased Ricoh equipment. • Assisted in planning and moving the Police Department from the old location on Barfield Rd to buildings 300 and 400 in the City Hall complex. • Coordinated the connectivity between buildings 300, 400 and 500 utilizing existing fiber between the buildings to reduce costs. • Migrated the phone system from a hosted solution to the latest Cisco Call Manager, located at City Hall and owned by the City. • Worked with Critigen to migrate all mail from a hosted server in Colorado to a server in City Hall, while upgrading two versions at the same time. • Reconfigured all BlackBerry's and smart phones to communicate with the new mail server. • Assisted in the migration from HTE to Munis by getting the Finance department migrated to the new Munis system for the start of the new fiscal year. All other departments are slated for later in the year.

- Coordinated efforts from multiple companies to convert data to the correct format to be imported into Munis.
- **Upgraded all computers, with the exception of Police Department, which is in progress, to Windows 7 while also joining them to the new Sandy Springs domain.**
- Worked with the Police Department and Iron Sky to implement a new video surveillance system.
- Worked with the Police Department and L3 communications to implement a new in car camera system that will automatically upload video footage to a central server when in range of the wireless access points behind buildings 300 and 400.
- Implemented a content filter to protect the City from inappropriate browsing and increase productivity.
- Worked with the police department and Trustwave to develop a plan to increase security and user awareness around the City.
- Implemented a “Weekly Security Tip” campaign to promote and reinforce best security practices for users.
- Met with every department identify critical data, and audit the access rights on the departments folders.
- Worked with Courts to help improve their recording process to facilitate with open records requests.
- Wrote security and acceptable use policies for the City that are currently under review.
- **Improved security by auditing active users within the domain and within applications.**
- Created several maps displaying the location of fire hydrants and maintenance information to aide in the ISO audit for the Fire Department.
- Worked over 1500 support tickets while going through this transition up to present.

<p>Issues and Challenges <i>(What support do you need from the City?)</i></p>	<ul style="list-style-type: none"> • Getting AT&T to properly switch the billing of all City data circuits from CH2M Hill to the City. • Resolving the scanning backlog issue and validating information that was previously scanned. • Securing sensitive data by locating and encrypting the data in the least obtrusive way to the people that use that data.
<p>Priorities for next reporting period</p>	<ul style="list-style-type: none"> • Upgrade GBA from 6.75 to 7.2 • Upgrade OnPoint to version 10. • Explore how the City may be able to take advantage of ArcGIS online to better serve employees by enabling them to create simple maps. • Research the feasibility of using the City’s existing fiber to connect City facilities to improve data connection speeds between facilities while reducing monthly costs to the City. • Migrate Business Revenue from HTE to Munis. • Train all departments on entering requisitions into Munis directly. • Finish implementing new technology for the Emergency Operations Center (EOC). • Work with Motorola to get the ALPR system operational. • Finish migrating the Police Department to Windows 7. • Finish developing a web application for the fire department that will be used to track employee bonuses. • Integrate all City Cameras into the Iron Sky system. • Obtain pin codes from all users to authenticate the user when requesting password resets. • Continue working on our security plan to improve the all-around security of the systems at the City.



Contractor Progress Reporting Form

Contractor:	URS	Date:	September 30, 2011
Work Package:	Public Works	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Administrative Assistant	1.0	Karen Lugassy
	Civil Engineer II	1.0	Allen Shariett
	Civil Engineer III	1.1	Brittany Thropp
	Civil Engineer IV	1.0	Garrin Coleman
	Civil Engineer V	1.0	Celia Klardie
	Civil Engineering Supervisor	1.0	Chet Welch
	Customer Service Representative	1.0	Molly Boyenga
	Customer Service Representative	1.0	Melissa Rixey
	Customer Service Representative	1.0	Christine Buttram
	Deputy Public Works Director	1.0	Walt Rekuc
	Facilities Supervisor	1.0	Terry Robinson
	Field Services Manager	1.0	Charlie Roberts
	Field Services Superintendent	1.0	Rudy Samaniego
	Field Services Superintendent	1.0	Brenda Sangster
	Field Services Superintendent	1.0	AnJen "John" Liu
	Office Services Manager	1.0	Vacant – converting to Field Services Superintendent
	Project Engineer IV	1.0	Adam Lyon
	Project Engineer IV	1.0	William "Marty" Martin
	Project Engineer Manager	1.0	Andrew "Ky" Thompson
	Public Works Director	1.0	Kevin Walter
	Right of Way Agent	1.0	Kerry Missel
Transportation/Traffic Director	1.0	Phillip Allen	
Transportation/Traffic Engineer II	1.0	Rasem Awwad	
Transportation/Traffic Engineer III	1.0	Kristen Westcott, Cedric Clark	
Transportation/Traffic Engineer IV	1.0	Bill Andrews	

**Accomplishments
and Progress**

(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)

- **Developed a 3-Tier emergency on-call system for Public Works staff that has successfully managed 2 major water main breaks and road closures, and numerous traffic and safety incidents**
- Established excellent working relationships with the Fire Department and Police Department for coordination of emergencies and routine operations
- Assumed control over FY 2012 Capital Improvement Projects (CIP) Program and brought several projects to substantial completion
- Completed FY 2011 Capital Road Repaving/Reconstruction field work
- Reallocated duties of Office Manager position to other administrative staff. Position will be converted to Field Services Superintendent to assist with Construction Management.
- **Bid and contracted for FY 2012 Capital Road Repaving/Reconstruction – bids received were 20% under budget.**
- Established control over the City’s maintenance and construction subcontracts including Emergency Street & Road Services, Traffic Signal/Sign Maintenance, Tree Services, and Sidewalk/ROW/Drainage Repair Services.
- **Managed emergency repairs to Spalding Drive Bridge, under budget and under schedule with minimal complaints**
- Instituted a review of City’s Street Light Policy and developed a lighting pilot study for evaluation of innovative technologies
- Reevaluated City’s ROW acquisition policy for sidewalk and transportation projects
- **Intensively studied the Traffic Management Center and significantly enhanced the function of signal operation and monitoring**
- Studied several problem intersections and developed concept remedies
- Improved relations with the Georgia Department of Transportation District 7 Office
- Assisted in the City’s input to the Transportation Investment Act (TIA) project list
- Revamped the invoice approval for our subcontractors and CIP contractors and instituted a 7 day or less multi-step approval process, caught up with old invoices left over from pre-transition (some over 4 months old)
- Discovered slight overbilling by contractor through evaluation of AIA submittal
- Established invoice tracking system to provide budget monitoring that should reconcile with MUNIS transition completion

**Issues and
Challenges**

*(What support do you
need from the City?)*

- **Public Works needs to better communicate with City Council members to understand their complete list of priorities. Suggest one-on-one meetings with City Council members.**
- **Public Works is asking for assistance in adherence to the adopted work order/complaint protocol. Requests are currently managed by numerous people within Public Works, often resulting in a duplication of efforts and delays in response. Need to use the call center to effectively manage and track issues.**
- Phillip Allen, our Transportation Director, has resigned effective mid-October. We are aggressively working to fill this position.
- Complete acquisition of all necessary Public Works Equipment by the City. Increased priority by the City in installing vehicle flashers, and other safety related equipment is needed.
- Finalizing an emergency action plan for Public Works.
- Obtain MUNIS training to facilitate budget management.
- Develop a pre-approved contractor system for future projects.

<p>Priorities for next reporting period</p>	<p>Program Management</p> <ul style="list-style-type: none"> • Implement a project audit process to utilize URS corporate resources to assess staff performance and adherence to contract requirements on a quarterly basis. • Conduct customer service training for all public works staff in the 4th quarter of 2011. • Develop a list of performance measures for Public Works and implement a methodology for collecting data and reporting on performance at regular intervals. • Measure self-progress using a custom list of grouped metrics • Provide increased input to Communications on updating and restructuring the Public Works portion of the City's Web Page and all other communications channels (i.e. social media, media outreach, etc.) <p>CIP/Stormwater</p> <ul style="list-style-type: none"> • Finalize plans for expenditure of FY 2012 Stormwater Capital Improvements, Bridge Repair/Replacement, Sidewalk program. Goal is to utilize majority of FY2012 Budgeted amounts but leaving 10% +/- for contingency projects late in the fiscal year • Implement a file and document management system to better organize planning, engineering, and construction documents for the CIP. A better organized system will result in improved project management and reduced long-term risk for the City. • Develop a FY13 CIP project list and draft budget request • Finalize plans for FY 2013 Road Repaving/Reconstruction • Keep the public up to date on CIP progress via web site/twitter/communications press releases information in order to reduce time spent in answering numerous citizen inquiries. <p>Field Services</p> <ul style="list-style-type: none"> • Update all speed limit signs to be sure they conform to MUTCD and the approved City Speed Limit Requirements. • Evaluate and update as necessary the warning signs at all curves on roads at or above minor collector • Utilize metrics monthly to measure output of field services subcontractors to make sure the City is getting proper value for its contract expenditure and more importantly, to make sure efficiency is increasing • Develop a priority list of bridge maintenance and repair activities for FY 2012 and for future years so this year's expenditures fit into a multi-year program
---------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- **In the Utilities Area reduce the City's annual expenditure for street lighting by investigating, testing, and implementing new technologies which reduce energy consumption/reduce maintenance/reduce lighting lease costs to GA Power and assist in revising the City's regulations and ordinances as appropriate.**

Transportation Planning

- Complete Updating the TIA List and have Hammond Drive project included
- Work on updating the City's Sidewalk Plan for the last half of FY 2012
- Update the Safe Route To School List of potential projects
- Continue involvement for Location of Pedestrian Bridge over the Chattahoochee River at SR 9
- Update the CIP Maps, Sidewalk Maps, Stormwater Maps, Traffic Signals, ATS Master Fiber Map, Sidewalk Map, Street Lighting/ Pedestrian Lighting Map, Paving Map.

Traffic

- **Continue Working on RTOP program with the City of Roswell and City of Alpharetta on SR 9 as well as with Perimeter CID, City of Dunwoody and DeKalb County including approximately 90 traffic signals.**
- Extend fiber optic cable at 4 locations (2 areas in the Perimeter CID Area, Sandy Springs Circle, Hammond Dr/ GA 400), this will pick up 6 camera locations and 33 traffic signals.
- Finish migration of TMC network to the City Computer System
- Make video of intersections available to ChattComm, Police, and Customer Service Representatives
- Look at Use of Texas Diamond at Roswell Road and I-285

Building Issues

- Get air conditioning to operate when power fails off the generator.
- Get the generators exhaust to be elevated above air intake for certain units in the building.
- Work on Preventative Maintenance Program on major systems within City Hall.
- Finalize pre-qualified list of Contractors to work on City Hall repairs.



Contractor Progress Reporting Form

Contractor:	Ronnie R. Young, LLC and Jacobs	Date:	September 30, 2011
Work Package:	Recreation and Parks	Period Ending:	September 30, 2011
Personnel:	Contract Labor Category	FTE	Incumbent Staff
	Administrative Assistant	1.0	Erika Sherman
	Assistant Director/Coordinator	1.0	Deborah Strycula
	Athletics Director	1.0	Trevor Ramos
	Facilities Supervisor	1.0	Christopher Hooper
	Part Time Parks Worker	1.0	Kenneth Ladson
	Part Time Parks Worker	1.0	Michael Smith
	Parks Worker	1.0	Alan Marks
	Recreation Specialist	1.0	Emily Cheshire
	Recreation Specialist	1.0	Johanna Godleski

<p>Accomplishments and Progress</p> <p><i>(Summarize notable achievements during the reporting period. Add additional pages as needed, text will scroll to the next page.)</i></p>	<p>Ronnie R. Young Sr. LLC: Provided general department and staff direction. Working Projects:</p> <ol style="list-style-type: none"> 1. Gymnastics 2. Bluestone 3. Facility Renovation 4. Greenway Park Project 5. Hammond Park Parking addition 6. Asto Turf Field addition at Dunwoody Springs Elementary 7. Shade Sail Project at Overlook Park playground 8. Big Trees Bathroom Project 9. Fulton Co. Old Riverside Property Project 10. Lost Corner Development Project <p>Jacobs Engineering Group:</p> <ol style="list-style-type: none"> 1. The success of our Recreation and Parks staff will largely be judged by the creation of additional programs and user numbers. <ul style="list-style-type: none"> • Program staff managed: <ol style="list-style-type: none"> i. Two new Super Summer Sports camps, 4 weeks (Ages 6 yrs – 11 yrs) added –157 participants ii. Day camp, 8 weeks (6yrs – 11yrs) 475 participants. iii. Summer Hangout, 4 weeks (6th – 8th graders) 60 participants. iv. Youth Golf clinics received Sticks for Kids Excellence Award – 55 participants
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> • New programs added: <ol style="list-style-type: none"> i. SporTots camps and classes (Ages 3-5) – 77 participants ii. New Soccer league at Dunwoody Springs Elementary (PreK – 5th) – 55 participants iii. Creative Theatre camps and classes (Ages 6yrs – 12yrs) – 27 participants iv. Act Up! Theatre Camp (Ages 5 – 12yrs) – 78 participants v. Art Camp, 4 weeks (Ages 6 – 16yrs) – 50 participants vi. Stargazing at Overlook (all ages) – 30 participants vii. Double Dutch Jump rope class (Ages 6 – adult) – 7 participants viii. Dance class residency (Ages 15 – 18yrs) 35 participants 2. Reorganization of the departments’ gymnastics program and employees. 3. The program staff successfully scheduled the Hitson Memorial Activities Center by adding eight programs/events the first six months involving 990 participants and 225 program hours. 4. The Park Supervisors have maintained a strong, friendly presence in our parks. They have led our part-time staff in assisting thousands of park users at city parks. Their positions allow the Recreation & Parks Department immediate contact with park users to assist with damages and other issues. 5. Response time. <ul style="list-style-type: none"> • The department’s pledge to our residents is 24-hour response. One of the Park Supervisors is on call 24/7.
<p>Issues and Challenges <i>(What support do you need from the City?)</i></p>	<p>The operations of the Recreation and Parks Department are currently on track. We continually look for partners to contract with (both for and not-for-profit) to provide additional recreation services, both leisure and athletic.</p>

<p>Priorities for next reporting period</p>	<p>Increase numbers of:</p> <ul style="list-style-type: none">• Programs both in leisure and athletic programming• Special events• Participants in programs <p>Continue to serve in leadership capacity for capital improvement projects impacting recreational facilities.</p> <p>Continue to provide quality recreation programs. Continue to manage the parks in a safe and effective manner.</p>
----------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------