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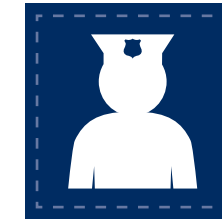
2014

SANDY SPRINGS • YEAR IN REVIEW



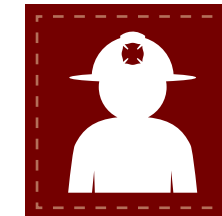
SANDY SPRINGS

YEAR IN REVIEW REPORT - 2014



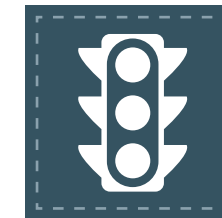
POLICE DEPARTMENT

Public Safety - Pages 4-6



FIRE RESCUE DEPARTMENT

Public Safety - Pages 7-9



PUBLIC WORKS

Transportation - Pages 10-13



STORMWATER AND COMMUNITY DEVELOPMENT

Natural Resource Protection - Pages 14-15



COMMUNITY DEVELOPMENT AND PUBLIC WORKS

Community Appearance- Pages 16-19



DOWNTOWN DEVELOPMENT

Pages 20-21



COMMERCIAL DEVELOPMENT

Economic Development 22-23



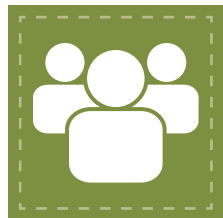
HOSPITALITY AND TOURISM

Economic Development - Pages 24-25



RECREATION AND PARKS

*Recreation and Cultural
Enhancement - Pages 26-27*



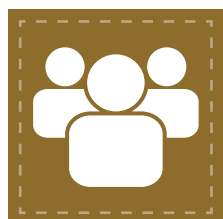
COMMUNICATIONS

Operational Support - Pages 28-30



INFORMATION TECHNOLOGY

Operational Support - Page 31



FACILITY MANAGEMENT

Operational Support - Page 32



OPERATION SNOW-JAM

Collaboration - Page 34



YEAR IN REVIEW

A RETROSPECTIVE LOOK AT THE ACHIEVEMENTS OF THE CITY OF SANDY SPRINGS DURING 2014



The seven areas above are priorities adopted by the Sandy Springs Mayor and City Council in providing the highest quality of customer service for the city.

The year 2014 was marked by memorable beginnings and endings. The year began with the tearing down of the former Target building to make way for development of the City Center. Our City's first mayor, Eva Galambos, retired, and a new mayor and council were sworn into office. While winter storms are not uncommon, January closed notably as snow, ice and traffic merged into a gridlock the region had never previously experienced. The community showed its incredible kindness as churches, retail and residents opened their homes and facilities for those stranded. Prior planning by our staff enabled the City to respond successfully to this significant weather event. Our processes and procedures were tested again and equally effective as two weeks later, a second round of snow blanketed the city.

Public Safety remains our top priority, and ensuring reliable communications for our first responders was a focus this year. Our partnership with Roswell, Alpharetta and Milton saw considerable progress in the creation of a unified radio system for public safety personnel. Also in 2014, the fire department unveiled a new fleet of engines to support its efforts. Our City's first fire chief, Jack McElfish, ended a recognized career of fire service, retiring this fall. The occasion was marked with a Change of Command ceremony in which we welcomed Keith Sanders to lead Sandy Springs Fire Rescue.

We continued an emphasis on the development of our City's downtown area, and significant progress was made in advancing City Center. A highly qualified team was assembled to help guide and implement the development process: Rosser International (Architect), jB+a (Landscape Architect), Carter (Program Manager), and most recently Holder Construction (Construction Manager). During the summer, the City hosted several public meetings and online surveys, providing the community with the opportunity to provide feedback as we established a performing arts center program. Rick Davis, Executive Director of the Hylton Performing Arts Center at George Mason University, provided invaluable assistance in

guiding charrettes with non-profit and arts organizations and the business community to help us shape the many potential uses for the PAC. Significant achievements include the City Council adoption of the City Center project plan and project budget in 2014. We made substantial progress in land acquisition; and in 2014, the landscape of the City Center site changed as empty buildings were demolished, clearing way for construction.

The setting around Powers Ferry is also changing as Fulton County Schools moves its corporate offices to Sandy Springs. The City worked with FCS in locating property to house both corporate offices and relocate Heard's Ferry Elementary School, enabling renovation and expansion opportunities for Riverwood High School. We continue discussions with Cobb County, as construction is underway on the new facilities to house the Braves baseball team.

Another important City Priority is Natural Resource Protection. In 2014, the City hosted a special called Council Meeting focused on ensuring that increased development activity does not negatively impact the City's natural resources. Work continues by our staff to review and update erosion control, tree and stormwater regulations. We've seen an increased desire for urban, mixed-use environments, and in October, the Council held a special called work session, inviting representatives from our neighboring cities and the Perimeter Center Improvement District to discuss development, transit and improved walkability. Our residents now enjoy a new location to experience the outdoors, with the opening this summer of the Abernathy Greenway Park. On any dry weather day, the park always has visitors.

2014 was a year in which we saw many positive improvements throughout our city. In the coming year, we expect continued progress. Sandy Springs is regarded as a desirable location in which to live and grow a business. We hope you are proud to call Sandy Springs home.

John McDonough
City Manager



PUBLIC SAFETY

POLICE DEPARTMENT

The Sandy Springs Police Force is comprised of men and women who value being a part of a team that is both respected within the department and in the community they serve. Sandy Springs Police takes pride in the relationships they have built with residents and business owners, helping the department achieve its goal of enforcing the law and problem solving.

COMMUNITY OUTREACH

- The Citizen's Police Academy held its 20th class in September. The Academy hosted a total of 32 students in the 13-week program this year. 83 residents took the Firearms Safety Course, 93 women participated in the Women's Self-Defense Course, 16 children took the Children's Safety Course, and 84 teens and parents participated in the Teen Safe Driving Program.

CRIMINAL INVESTIGATIONS DIVISION

- Criminal Investigation Division (CID) detectives were assigned 4,700 cases:
 - 287 are active
 - 199 arrests made
 - 3,328 were placed on inactive due to lack of solvability
 - 508 cases were unfounded
 - The clearance rate was 32 percent
- Significant cases in 2014 included the conviction of five men connected with the murder of Melvin Vernell, also known as "Lil Phat", and the conviction of Sandy Springs Doctor Kelly Thrasher, who was sentenced to 25 years to serve for molesting several children. Thrasher still faces charges in DeKalb County.

VOLUNTEERS IN POLICE SERVICES (VIPS)

- The program expanded and now hosts 48 active Citizens on Patrol (COPS) and VIPS volunteers. Volunteer hours given to SSPD this year totaled 6,093 hours comprised of 29,036 miles driven on patrols, 944 residence checks and 561 handicap parking citations issued.
- The new Sandy Springs Response Vehicle (SSRV) began operation in November. Twelve COP members participated in specialized training to man the vehicle, which will be available for secondary road assistance to motorists as well as respond to inclement weather conditions.

INTERNATIONAL EXCHANGE

- Captain Rob Stevens, along with several other officers from Georgia, participated in the Georgia International Law Enforcement Exchange Program in Israel. Stevens spent two weeks with members of the Israeli Police, learning about their law enforcement model of policing.

STREET CRIMES UNIT

- The street crimes unit, formed in 2014, is comprised of detective and specialized investigation personnel focusing on street-level crime including pedestrian robbery and thefts from vehicles. The unit logged 71 felony arrests, 141 misdemeanor and city ordinance arrests, and 75 arrests for persons wanted on various state and local warrants.

TRAFFIC UNIT

The traffic unit issued 19,608 citations including citations for the following:

- 513 seat belt
- 66 child restraint
- 4,827 speeding
- 116 reckless driving
- 348 uninsured motorists
- 333 DUI arrests
- 371 suspended licenses
- 195 narcotics arrests
- 794 arrests of persons wanted by other police agencies on criminal and/or traffic warrants
- 425 felony arrests

The unit handled nine serious-injury accidents including six fatalities, with 329 hours spent on traffic complaints. The unit participated in the Governor's Office of Highway Safety's Operation Zero Tolerance and Click It or Ticket Programs.

The HEAT Unit also participated in enforcement as well as conducting eight road safety checks, 21 media events and 21 educational events during the HEAT program year of July 2013-2014. The HEAT grant was renewed again this year.

INTERNAL AFFAIRS

- The Office of the Chief/Internal Affairs Unit took 11 citizen complaints filed with the unit. Of those, 10 were unfounded and one complaint was withdrawn. No citizen complaints were sustained.

CALLS FOR SERVICE

Of the 81,349 calls for service, only 3 percent were Part I Crimes and less than 0.0016 percent were related to violent crime.



FEDERAL PARTNERSHIPS

- **Joint Terrorism Task Force (JTTF):** This unit consists of a number of small teams of highly-trained, locally based investigators, analysts, linguists, SWAT experts and intelligence personnel working cooperatively with the FBI and other U.S. law enforcement and intelligence agencies.
- **High Intensity Drug Trafficking Areas (HIDTA):** Investigators in this unit target drug trafficking and money laundering organizations through multijurisdictional operations. A percentage of drug investigations, utilizing HIDTA's resources, focus on projects within Sandy Springs.
- **DEA Task Force:** SSPD provides an investigator who serves with the Atlanta DEA Task Force. DEA Task Forces operate in all but four states. The Georgia task force includes Atlanta, Augusta, Macon, and Columbus. The DEA Drug Take Back Day held annually is one project for this unit. An estimated 243 pounds of prescription drugs were collected during the October event.

K-9 UNIT

Sandy Springs Police now have four K-9 dogs in service. Three are Belgian Malinois and one Bloodhound. The Belgian Malinois are used as drug interdiction and enforcement tracking animals, while the Bloodhound is trained for trailing, primarily for lost children or Alzheimer's victims.

The K-9 unit recorded \$305,274 in U.S. currency seizures as well as two vehicles for the purpose of asset forfeiture. Seized materials include 56 pounds of marijuana, five pounds of cocaine, six pounds of methamphetamine, 100 MDMA pills, also known as Ecstasy, and 117 pills classified as narcotics schedule III and IV. Unit members appropriated 16 weapons and just over \$218,000 in currency connected with narcotics arrests.



PUBLIC SAFETY

FIRE RESCUE DEPARTMENT

Sandy Springs Fire Rescue strives to provide the best emergency services to the citizens of Sandy Springs. Fire personnel respond from four fire stations located throughout the city. In January 2014, six new fire trucks were delivered to serve Sandy Springs. The new fleet consists of two engine-pumpers, three new aerial quints with 105-foot ladders, and one new quint platform with a 100 foot-platform bucket. Two battalion command vehicles, three emergency medical quick response vehicles, one reserve engine pumper, one brush truck, a rescue boat, a mobile fire safety house, and a CERT trailer are housed at the four fire stations. Staffing consists of 91 full-time personnel and approximately 50 part-time personnel.

NEW FIRE CHIEF

- After serving the community of Sandy Springs since its inception, Fire Chief Jack McElfish retired, and the City formally welcomed Keith Sanders as Fire Chief during a Change of Command Ceremony in October 2014. Chief

Sanders joins Sandy Springs with more than 35 years of experience in fire service and public safety. He was previously with the City of Alpharetta where he served as Fire Chief, and most recently, as Deputy Director of Public Safety.

FIRE MARSHAL'S OFFICE

- 4,450 Inspections
- 3,3226 Violations
- 1,049 Plans reviewed for compliance with fire and life safety
- 17 Fires investigated to determine the origin and cause

CHILD SAFETY SEATS

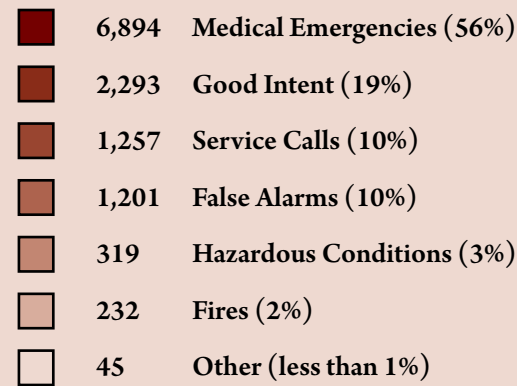
- SSFR trained 194 people in child safety seats and installed 181 car seats this year. As of 2014, nine fire fighters are certified Child Passenger Safety Technicians with one certified as an instructor.



RESCUE AND EMERGENCY MEDICAL SERVICE

SSFR responded to 6,894 rescue and medical emergencies treating 3,422 patients. The most common service calls are related to motor vehicle crashes, falls, sick persons, and those with breathing difficulties. SSFR

responded most frequently to homes (47%), street or highway (22%) and healthcare facilities (12%) as part of these emergency calls.



COMMUNITY SERVICE

- SSFR participated in 389 Community Events reaching more than 69,106 participants. These fire safety events include:
 - Touch-A-Truck
 - Station Tours for schools, churches, Boy and Girl Scout troops as well as other groups
 - Mobile Fire Safety House demos and other educational programs at schools and churches
 - Community events such as Heritage Sandy Springs Festival, Movies by Moonlight, Sandy Springs 24 Hours of Booty Bike Race and Parades
 - School and church festivals, and neighborhood block parties
 - Birthday Parties hosted at the stations
 - Blood Pressure Checks at station
 - Fire Evacuation Drills
 - Fire Warden Training
 - Fire Extinguisher Training Classes
 - Community Hands Only CPR Classes
 - Holiday Toy Drive and MDA Boot Drive, which raised more than \$9,650 in 2014

NATIONAL AED REGISTRY

“An AED does not save lives unless by-standers know where it is located in the time of need”

- As of 2014, the City of Sandy Springs and the National AED Registry (contracted with Atrus) have registered 149 AEDs (Automatic External Defibrillator). The registry serves three purposes: Good Samaritan Protection, Maintenance Reminders, and Location Services for rapid public access. The registry brings together the City’s AEDs and the privately owned AEDs in the community forming a life-saving network. The public will have law-abiding Good Samaritan protection as one of the program’s many benefits. The law requires all AEDs to be registered with the local responders and the 911 dispatch center. The National AED Registry covers both. The goal of the registry is to get an AED to the scene of a cardiac arrest fast. Before the National AED Registry, many times, by-standers did not know where an AED was located. Now when someone calls 911 during a cardiac arrest incident, the 911 operator can locate the nearest “registered” AED.

AWARDS

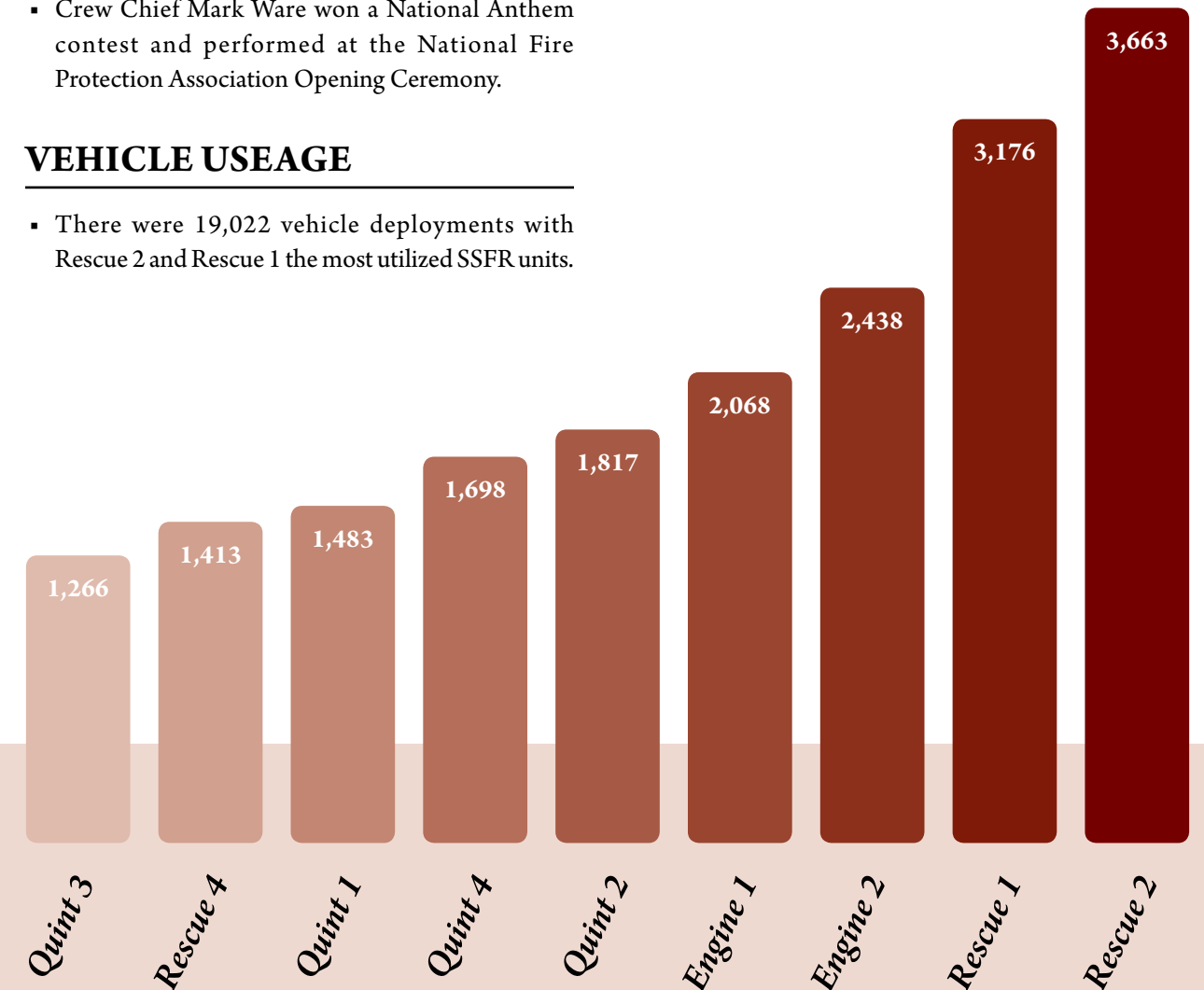
- Deputy Chief Mark Duke received designation as “Fire Officer” (CFO) by the Center for Public Safety Excellence (CPSE).
- Fire Protection Engineer David Adams earned the Executive Fire Officer certification from the National Fire Academy.
- Firefighters Matthew Hildebrand and Gina Ramey received the VFW Post 10822 Firefighter & EMT of the Year Award.
- The Rotary Club of Sandy Springs honored four SSFR employees:
 - Deputy Chief Mark Duke was awarded the 2014 Chief Fire Officer of the Year Award.
 - Chris Edmondson was awarded the 2014 Fire Officer of the Year.
 - Matthew Hildebrand was presented with the 2014 Firefighter of the Year.
 - Gina Ramey was awarded the 2014 Paramedic of the Year.
- Crew Chief Mark Ware won a National Anthem contest and performed at the National Fire Protection Association Opening Ceremony.

TRAINING

- In order to deliver excellence in fire and emergency services, SSFR personnel completed 50,565 hours of fire, EMS, officer development and driver operator training. The department surpassed all State Fire and EMS requirements, along with meeting the Insurance Service Organization (ISO) required training hours.
- Sandy Springs Tactical-Medics received more than 540 hours of in-service training in 2014; the team responded with the North Metro SWAT team to seven incidences during the year.
- Sandy Springs swift water team members attended a National Park Services Boat Operator Class and worked with Sandy Springs GIS in a mapping project for quicker response to rescue calls on the river.
- The swift water team responded to seven rescue calls in 2014.

VEHICLE USAGE

- There were 19,022 vehicle deployments with Rescue 2 and Rescue 1 the most utilized SSFR units.





TRANSPORTATION

PUBLIC WORKS

With a focus on the Council's priority in the area Transportation, the Public Works department oversees signals to sidewalks and vehicular pavement in between. The Public Works Department, staffed by URS, was awarded the prestigious Agency of the Year Award in 2014 by the Georgia Section of the Institute of Transportation Engineers for their work on several traffic programs. Among those cited: completion of the \$3.4 million Roswell Road ATMS project applying adaptive traffic management systems along Roswell Road, from Abernathy to the Forsyth County line; increasing from 8 to 105 signals on-line and controlled by the Traffic Management Center and expansion of the City's fiber optic network, providing the backbone for traffic, police, fire and Call Center communications; and coordination with GDOT on multiple projects including the I-285@GA 400 Interchange, I-285 CD Lanes, I-285@Riverside Drive Interchange, GA400@Northridge Interchange and GA 400 flex lanes.

CAPITAL IMPROVEMENT PROGRAM (CIP)

PROJECTS WITH FEDERAL GRANT SUPPORT

- Roswell Road Streetscape Improvements, from Johnson Ferry to Abernathy, began construction in September 2014 with completion forecasted for May 2015. The project adds new sidewalk, Americans with Disabilities Act (ADA) compliant features, pedestrian-scale lighting and landscaping along this vital stretch of State Route 9.
- Improvements on Roswell Road, from Cliftwood Drive to Hammond Drive, is design complete and shovel-ready pending availability of federal and state funding.
- The City was fortunate to complete programming agreements for federal funding for streetscape improvements on Sandy Springs Circle from Hammond Drive to Mt. Vernon

Highway. Design is advancing in close coordination with the nearby City Center Redevelopment effort.

- Construction began on the Community Development Block Grant (CDBG) funded Sidewalk/Streetscape Phase 2 project for Roswell Road from Northridge to Roberts Drive. When completed in early 2015, the project will add ADA-compliant sidewalks, pedestrian lighting and landscaping on all of the CDBG eligible parcels, nearly 75 percent of Roswell Road frontage along this corridor.

SIDEWALKS AND MARTA-REIMBURSABLE PROJECTS

- Through an agreement with the Metropolitan Atlanta Regional Transportation Authority (MARTA), the City installed sidewalks, illuminated signage, and an innovative pedestrian safety focused signalized mid-block crossing on Roswell Road. The total value for this multi-year improvements program, including new, unique bus shelters for the City Center area, is \$1,737,500.
- Four sidewalk projects adding 1.2 miles of sidewalk were completed in 2014 for a total of \$610,000.

IN ASSOCIATION WITH THE GEORGIA DEPARTMENT OF TRANSPORTATION

- Efforts continue to upgrade the Abernathy/Johnson Ferry widening project completed by GDOT. The City installed additional guardrail on Johnson Ferry and is in the process of installing mast arms, signals and turn lane improvements at the intersection of Roswell Road and Abernathy.
- Staff developed agreements with GDOT to reconstruct the I-285 at Riverside Drive interchange. City enhancements programmed with the GDOT include lighting and landscaping upgrades.
- Coordination continues with GDOT on two major regional transportation projects: State Route 400 Collector/Distributor to enhance safety and operations on Georgia 400 near I-285, and the I-285 at Georgia 400 Intersection Project to ease congestion and improve traffic operations at this vital intersection.
- The City received its first Georgia Transportation Infrastructure Bank combined loan and grant supporting the delivery of intersection improvements

TRAFFIC OPERATIONS IMPROVEMENTS

Another significant federal grant project now fully programmed is the Traffic Operations Improvements Project at the intersections of Roswell Road, Johnson Ferry Road and Mt. Vernon Road. This innovative "dual roundabout" solution addresses the need to improve downtown street system interconnectivity including improved access to the City Center Redevelopment site.

The City received a preliminary construction funding commitment from the Georgia Department of Transportation for Improvements to the Intersection of Roswell Road and Glenridge Drive. The City acquired design support services in the effort to advance this transportation safety improvement.

at Windsor Parkway at Roswell Road. Administered through the State Road and Tollway Authority, the financial package aids the realignment of Windsor Parkway at Roswell Road, improving both safety and operations at the City's southern "gateway."

CITY CENTER SUPPORT

- CIP Management Unit staff continues to develop and coordinate multiple projects directly associated with City Center development. Six major capital projects advanced in preparation for redevelopment. As a part of the effort, a forward-looking Utilities Management and Database Project is near completion, providing a solid foundation for future City Center design and construction decisions.

MAJOR LOCAL PROJECTS

- Design was completed for a sidewalk on Morgan Falls Road to connect pedestrians with the Overlook Park. Construction is forecasted for 2015.
- A construction award and right-of-way acquisition were completed in 2014 to realign and signalize the Intersection of Mount Vernon Road and

Spalding Drive in an effort to improve traffic safety. Construction of this project is scheduled for the first half of 2015.

- Glenridge Drive was widened to a consistent four-lane section from Royervista to Highpoint improving traffic operations and safety. Sidewalk improvements were added, providing much-needed pedestrian safety improvements.
- Design and permitting to realign the hairpin turn on Riverside Drive near Johnson Ferry Road was completed. The project will improve traffic safety and provide a stable location for buried utilities. Construction is planned for the first half of 2015.

TRAFFIC AND TRANSPORTATION

Residents submitted and Public Works staff handled 1,482 requests.

LOCAL PROJECTS

- Nine intersection improvements were completed: Johnson Ferry Road @ Wright Road, Northridge Road @ Colquitt Road, Powers Ferry Road @ Northside Drive, Powers Ferry Road @ New Northside Drive, Powers Ferry Road @ Mt. Paran Road, Heard's Ferry Road @ Raider Drive, Powers Ferry Road @ Raider Drive, Powers Ferry Road @ Dupree Drive, and Interstate North Pkwy @ Riveredge Pkwy.
- Construction was completed for the City's first High-intensity Activated Crosswalk Beacon (HAWK) Pedestrian Crosswalk on Roswell Road near Long Island Drive.
- Construction was completed adding a wooden guardrail on Johnson Ferry Road east of Riverside Drive.
- Internally Illuminated Street Name Signs were installed at 23 intersections throughout the City.
- Twenty-one signal mast arms and poles were recoated and repurposed saving the City more than \$125,000.

TRAFFIC

- Ten major intersections along Roswell Road, Abernathy, Glenridge and Hammond Drive received upgraded vehicle detection devices to

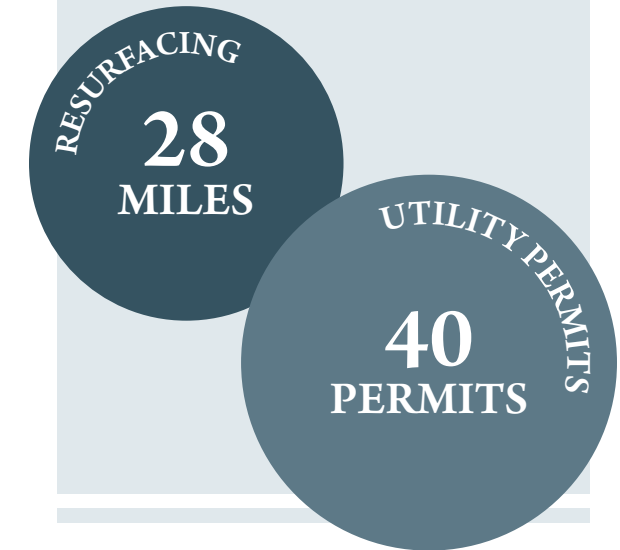
enhance signal operations and support future expansion of the Advanced Traffic Management System (ATMS).

- Public Works completed the installation of SCOOT Advanced Traffic Management Systems at eight intersections along Johnson Ferry Road and Riverside Drive.
- The department maintains 32 miles of fiber optic network, providing the backbone for traffic, police, fire and ChatComm communications.
- Preventative maintenance was conducted on 124 signals, 31 school zone warning beacons, 19 intersection flashing beacons, 24 vehicle approaching beacons, 43 CCTV cameras and 47 radar speed feedback signs.
- Increased the number of CCTV cameras for Traffic monitoring from 41 to 43.
- The number of Radar Speed Feedback Signs increased from 37 to 47.
- A fully-actuated traffic signal was installed at the intersection of Johnson Ferry Road and Wright Road, replacing a four-way stop sign, improving traffic flow in that area.
- Upgraded the Vehicle Approaching Flashers to include a pilot light to address safety concerns.
- Extended the City's fiber optic network to Fire Stations 2 and 4.
- Approximately 20 miles of City streets were restriped in 2014.
- Completed implementation of the Nexus Fiber Optics software integration.
- Prepared Grant applications for the 2016 Call for STP, TAP Projects.
- Participated in the MARTA SR400 Alternative Analysis Study representing the City's interests.
- Prepared submissions to GDOT relating to the Functional Classification of the City's Roadways.
- Reviewed, and evaluated the I-285 and SR400 GDOT improvement projects.
- Drafted a new Traffic Calming Policy, approved by Mayor and Council, resulting in the installation of speed cushions on Mitchell Road and Stewart Road.

- Completed the first Traffic Calming Project in partnership with Huntcliff community utilizing the Neighborhood Self-improvement Program to add striping on River Run.
- Completed the Green Communities Certification.

STATE PROJECTS

- Completed construction of the \$3.4 million Roswell Road Advanced Traffic Management System (ATMS) Project. The \$1.5 Million Roswell Road ATMS Project (Abernathy Road to the City of Atlanta Limits) is under design with construction slated for third quarter of 2015.
- The City was awarded a \$1.3 million grant through the Atlanta Regional Commission (ARC) for ATMS Expansion for the Hammond, Glenridge & Peachtree Dunwoody Area. Design will begin in early 2015.
- The City continues its support of the Regional Transportation Operation Program (RTOP) with GDOT along Roswell Road. The program is valued at \$1.6 million annually, and in the PCID area, valued at \$1 million annually.
- Staff completed the Bicycle, Pedestrian and Trail Study to identify, quantify and prioritize needs within the City to be used as the basis for FY 2016 project programming.



- Staff completed two sign and striping projects along Spalding Road, utilizing grant funds from GDOT under the "Off-system Safety Program" at a cost saving to the city of about \$150,000.
- Public Works acquired \$170,000 through the GDOT Off-system Safety Program for the construction of a signal at the intersection of Northridge Road and Colquitt Drive.
- Public Works installed Audible Pedestrian equipment at eight crosswalks along Roswell Road and Johnson Ferry Road.

Permit Reviews by Type	1st Review	Re-Review	Total
Land Disturbance Permit	42	95	137
Plat	32	35	67
Concept plan	1	1	2
Utility	322	19	341
Admin. Modification Request	19	0	19
Other permit	20	14	34
Grand Total	436	164	600



RESOURCE PROTECTION

STORMWATER SERVICES UNIT

The Stormwater Services Unit of Public Works continues to work with the City's elected officials, staff and residents to improve stormwater management in order to meet strong community goals. The program includes:

- Drainage system maintenance and capital improvement projects
- Compliance with State and Federal stormwater regulations

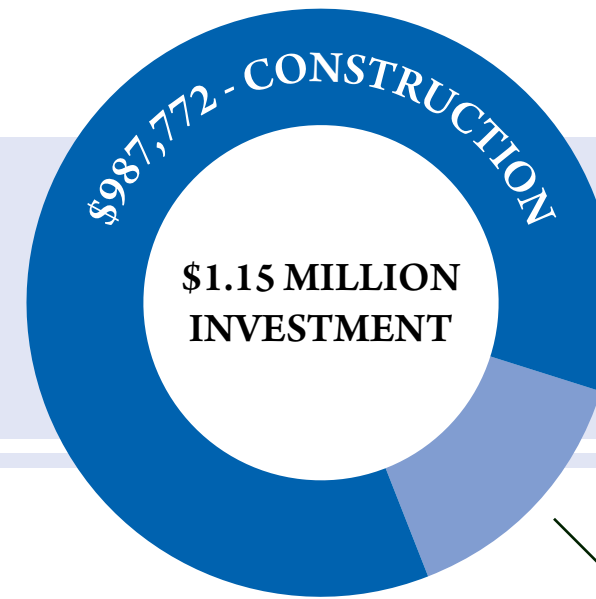
HIGHLIGHTS

- A total of 361 inquiries were received and processed during 2014.
- Inspected more than 3,000 stormwater pipes, structures and outfalls.
- Utilized the remote inspection camera to evaluate more than a mile of storm sewer pipe.
- Inspected the stormwater infrastructure for approximately two and a half miles of roadways in preparation for the road-resurfacing program.

- Continued to provide stormwater public education and outreach. Staff conducted sampling activities with a local school and a Girl Scout Troop as part of World Water Monitoring Day.
- As part of the National Pollutant Discharge Elimination System (NPDES) Municipal Separate Storm Sewer System (MS4) permit, the Annual Report was submitted and approved by the Georgia Environmental Protection Division.
- Completed and submitted the Metropolitan North Georgia Water Planning District annual survey as well as attended meetings as a Technical Coordinating Committee member and meetings as a Basic Advisory Council member.
- Became facilitator to schedule and host meetings for the North Fulton Stormwater Alliance for the participating municipalities: Roswell, Milton, Fulton, Alpharetta and Johns Creek.
- Coordinated design work for the Marsh Creek Headwaters project.

- Coordinated and hosted illicit discharge training for City departments per MS4 permit requirements.

- Updated Article VII of Chapter 38, LITTER CONTROL, Section 38-186 to include language for construction site operators to control waste, such as discarded building materials, concrete truck washout, chemicals, litter and sanitary waste.



STORMWATER INVESTMENT

Engineering design was conducted and completed on nine projects with a total cost of \$161,750.75. Construction was completed on 43 stormwater projects with an overall cost of \$987,772.07.

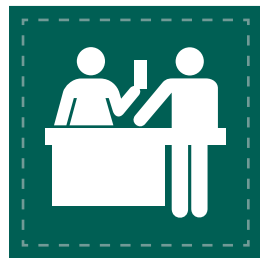
\$161,750 - ENGINEERING DESIGN

COMMUNITY DEVELOPMENT

The City's Community Development Department participates in a number of activities to facilitate Natural Resource Protection. Its Arborists, Building Plan Reviewers and City Planners consider Natural Resource Protection a top priority in their day-to-day activities.

- In response to increased growth and development, the City Council held a special called work session in August that focused on protection of natural resources throughout the city. A report was provided to the City Council on staff efforts in the areas of erosion control, tree canopy protection and mitigating the impact of stormwater on downstream property owners.
- The City completed the application process to obtain the Green Communities Designation from the Atlanta Regional Commission. This project called for documentation of all of the City's sustainability efforts - from energy efficiency to natural resource protection. Presentation of the bronze award designation is anticipated in early 2015.

- Council directed amendments to the Erosion Control Ordinance that were approved in August. Tree Conservation Ordinance amendments will be presented to Council first quarter 2015, and the improved Stormwater Regulations will be presented late summer 2015.
- The Erosion Control Amendments approved by City Council enhances the requirements for single family construction ensuring that water bodies, downstream properties and the City streets are protected from erosion.
- Sandy Springs was recertified as a Tree City USA in 2014 for the continued achievement of the high standards set forth by the Arbor Day Foundation.
- Upon receipt of the National Agriculture Inventory Program one meter infrared data, Community Development, in conjunction with the Information Technology team, conducted a Tree Canopy Study that showed the City had a 62 percent tree canopy cover in 2013. This compares with City's 59 percent canopy cover in 2010.



COMMUNITY APPEARANCE

COMMUNITY DEVELOPMENT

The Community Development Department is directly involved in the execution of several of the City's priorities: Community Appearance, Natural Resource Protection, Economic Development and Downtown Development. At the core of the Department's efforts is providing timely and responsive Customer Service. Community Development is staffed by The Collaborative.

COMMUNITY APPEARANCE

The Code Enforcement Division focuses on Community Appearance and ensuring Sandy Springs properties are properly maintained. Additionally, the Division is charged with enforcement of the City's laws related to noise, business licenses and the operation of taxi cabs. Code Officers work closely with property owners to address compliance, issuing citations to appear in court only as a last resort. In 2014 the Division handled a total of 2,035 code violation cases.

- In concert with the Fire Department, the Code Team implements the City's Annual Apartment Inspection Program. This Program focuses on unit interior inspections and fire hydrant inspections; any deficiencies identified must be promptly corrected. In 2014, Certificates of Compliance were issued to each of the City's apartment communities.

- A safe and well maintained housing stock is priority of the City. In conjunction with the Fire Department and Public Works, Code Enforcement conducted 10 apartment sweeps and 10 apartment re-inspections in 2014.
- In mid-2014 the Code Enforcement Division initiated a project, which calls for the inspection of every commercial property along the Roswell Road corridor. This project, which will continue into 2015, resulted in the inspection of 93 properties and the identification of a number of code violations. The project scope also includes photographing and documenting all signage along the corridor.
- The Division conducted an audit of licensed taxicab companies operating in the City of Sandy Springs, comparing the records of all drivers to the list of drivers registered with the Police Department and the Revenue Office. Ultimately, several companies were issued citations that resulted in the levy of approximately \$20,000 in fines.
- Focusing on ensuring that the City's residents are not impacted by construction noise, the Code Enforcement Division investigated 99 noise related cases this year. These inspections resulted in the issuance of 35 citations to builders and/or contractors for working outside of the allowable construction hours.

- Assisting the City's Revenue Office, Code Enforcement officers conducted 496 inspections resulting in the issuance of 100 citations to businesses that failed to maintain a current Sandy Springs business license.
- Along the Roswell Road corridor, Code Enforcement has been aggressively pursuing individuals who post signage and leave used cars for sale in shopping center parking lots. These efforts have resulted in the issuance of several citations and subsequent Municipal Court convictions.
- Statistics: Citations were issued to 286 defendants for 558 violations that were adjudicated in the City of Sandy Springs Municipal Court. Fines assessed totaled \$258,217.

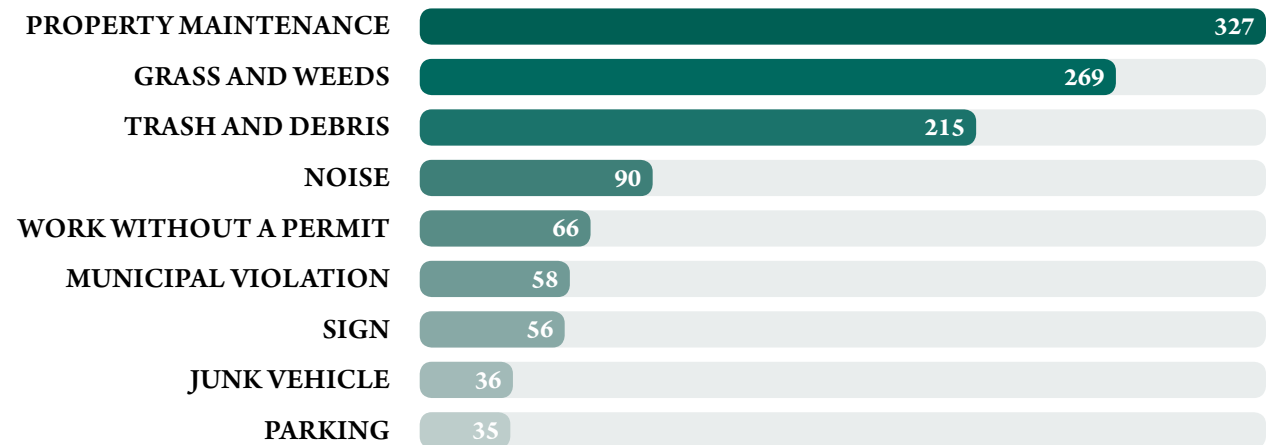
BEAUTIFICATION

The Department's Arborists and Landscape Architects continue to assist Public Works and Recreation and Parks with design and construction management on key projects. Representative projects, which focus on beautifying the City's parks and the right of way along City streets, include:

- Abernathy Greenway/Abernathy Park – Provided construction management for the landscape, irrigation, and playable art installation in this recently completed addition to the City's Park infrastructure. On the south side of Abernathy Road, removal of brush and invasive plants of this undeveloped linear park was completed.

- Daffodil Mile at Abernathy Greenway – Completed the design and managed the installation of 15,000 daffodils that will provide a significant burst of spring color in early 2015.
- Abernathy Arts Center - Designed and managed the installation of streetscape planting along River Valley Road and Abernathy Road, further enhancing the beauty of the Abernathy corridor.
- Roswell Road at I-285 City Center Gateway - Following design completion in 2013, managed the grading and landscape installation for the first phase of this beautification project.
- Lost Corner Trail – Spearheaded the approval from the Atlanta Regional Commission for the trail and parking lot improvements, and subsequently managed the installation of the woodland trail for this park.
- Mt. Vernon Highway at Glenridge Drive – Designed and managed the installation of trees, shrubs and groundcover within the island of this intersection.
- Roswell Road Planters – Managed the installation of new plant material in the planters along Roswell Road.
- Park Safety – After successfully passing the exam and obtaining National Certified Playground Safety Inspector certification, the park safety assessment function was brought in house. In 2014 all of the City's Parks were inspected pursuant to the rigorous standards of the National Recreation and Park Association. Additionally, hazardous trees were removed on Park properties.

TOP CODE ENFORCEMENT CASE TYPES



PLANNING AND ZONING

The Planning and Zoning Division supports two City Council-appointed Boards: the Planning Commission and the Board of Appeals. In 2014 the Division analyzed, developed and presented recommendations for 30 zoning applications, nine zoning modifications and 52 variance applications.

- Staff held 24 advertised zoning community meetings and approximately 720 meetings with community groups, developers and designers regarding zoning and development.
- Zoning Certifications continue to track upward: in 2014, staff completed 89 zoning certification reports compiling information regarding property entitlements.
- Nine amendments to the Zoning Ordinance were approved by City Council serve to ensure that the City's Code is up to date and promote high quality development.
- The standards for apartment development were enhanced, ensuring a high quality multifamily product in all new developments. Additionally, the removal of apartments as an allowable use in the Commercial Zoning Districts requires any new apartment proposal on commercially zoned property obtain rezoning approval from the City Council.
- The Council's desire to increase the amount of owner-occupied housing was underscored with the approval of several provisions related to townhouse

development. Townhouses are now allowed in apartment zoning districts and are a viable redevelopment option for properties currently zoned and developed with apartments.

- The City Center Master Plan noted the negative impact of the number of asphalt parking lots along the Roswell Road corridor. In approving amendments to the parking provisions of the Zoning Ordinance, the Council reduced minimum parking requirements and encouraged shared parking. This action will reduce the heat island effect of parking lots, positively impact the City's stormwater infrastructure and improve the visual character of the City.
- Highlighting the importance of public involvement in the rezoning process, the City Council increased the number of properties that will receive mailed notice regarding rezoning requests, required rezoning signs be installed earlier and approved an amendment that allows the Planning Commission to defer a rezoning case, allowing more time for dialogue between an applicant and the impacted community prior to City Council action.
- The City's Annual Capital Improvement Element update, in accordance with state regulations regarding the collection of impact fees, was approved by Atlanta Regional Commission (ARC) and the Georgia Department of Community Affairs in October of 2014. With this approval Sandy Springs maintains Qualified Local Government (QLG) status thus ensuring the City's continued participation in various federal and state grant funding programs.

CDBG

The City of Sandy Springs has received federal funding through the Community Development Block Grant (CDBG) program since 2008. This funding has provided for the completion of sidewalks, landscaping and pedestrian-scale lighting along Roswell Road from Northridge Road to the Chattahoochee River. Phase I of the project is complete and construction of Phase II is underway.

- The U.S. Department of Housing and Urban Development (HUD) support of the Sandy Springs CDBG program was underscored by the 2014 announcement of a \$545,644 grant award to the City. Since qualifying for CDBG funding, Sandy

Springs has consistently exceeded all HUD program requirements.

- In November, the Consolidated Annual Performance and Evaluation Report was approved by HUD. This comprehensive report provides an assessment of progress in the execution of priorities identified in the CDBG Strategic Action Plan.
- Another required HUD report, the Analysis of Impediments to Fair Housing was presented to Council in December. This document, which must be updated every five years, will be submitted to HUD for approval in early 2015.

PUBLIC WORKS

The City's Public Works Department is tasked with a number of activities to improve the appearance of our community. Major Capital Improvement Projects such as the construction of sidewalks and tree planting has

a huge impact on the look of Sandy Springs, however, it is the day-to-day activities that keep our city looking fantastic. It has been another busy year for Public Works staff, and the numbers can attest to that fact!

PUBLIC WORKS OPERATIONS AND MAINTENANCE

- 4,055 Work Orders were completed by the City's subcontractors (Blount Construction, OPTECH Monette, Yellow Ribbon, Odd Jobs, Richmond Trees, Casey Trees)
- After Hours/Emergency Calls Received: Traffic Services received 87 After Hours/Emergency Requests, and Field Services handled 103 After Hours requests.
- Crews removed a total of 22,165 bags of trash from the City's rights-of-way and parks:
 - Interstate and Expressways: 2,760 bags
 - City rights-of-way: 8,678 bags
 - Parks: 10,727 bags
- 2,653 Illegal Signs were removed from the rights-of-way

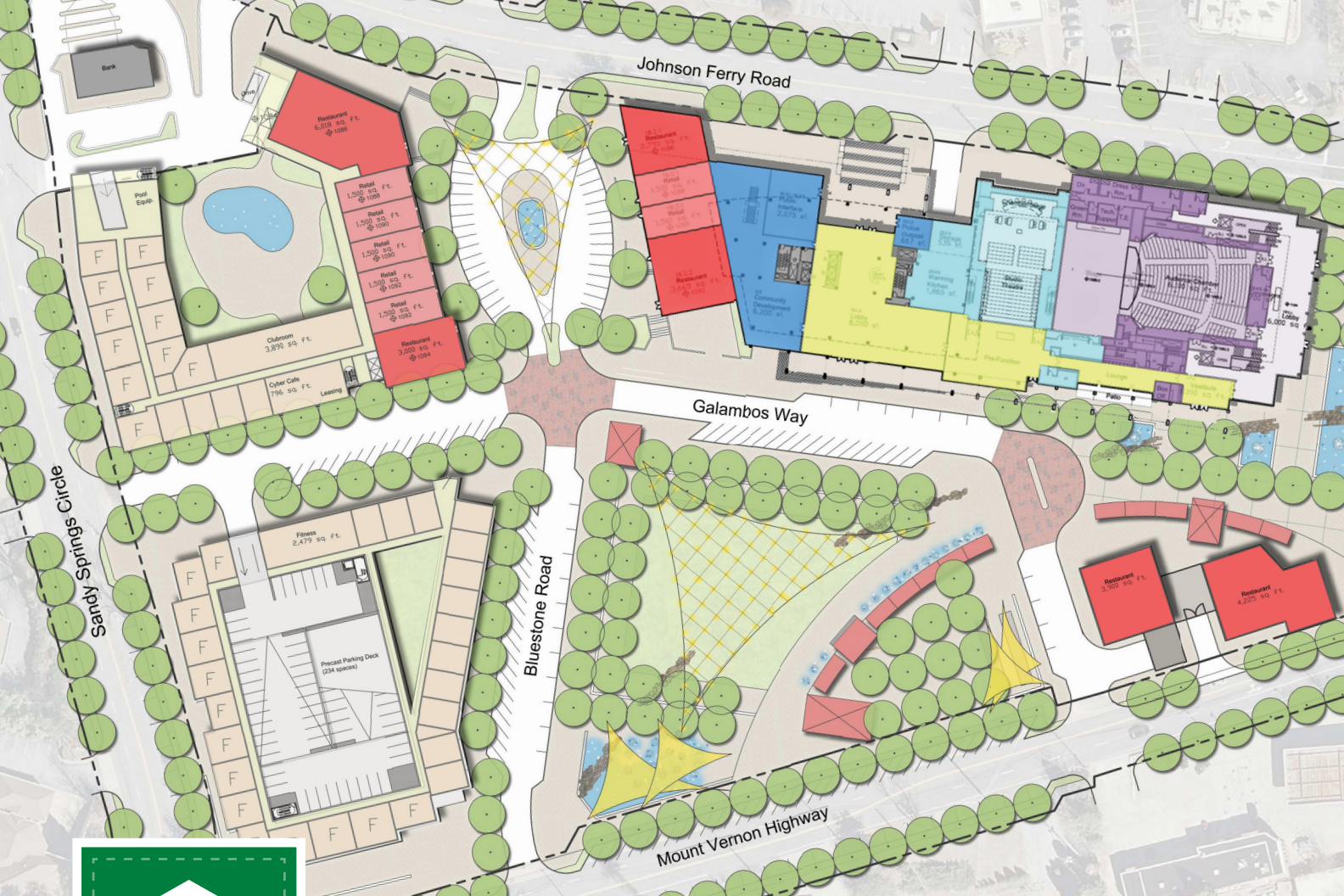
MAINTENANCE COMPLETED

RIGHT-OF-WAY STRUCTURE	
Curb Repairs	30
Sidewalk Repairs	34
Utility Cut Patching	17
Road Patching	15
Fill Potholes	95
Miscellaneous	21
Total	212

SIGN WORK ORDERS	
Replace Sign	33
Repost Sign	115
Install New Sign	63
Remove Sign or Post	22
Scheduled Maintenance	29
Sign Visibility	78
Total	340

SIGNAL WORK ORDERS	
Bulb Out	48
Scheduled Maintenance	103
Signal in Flash	171
Traffic Delay	87
Power Outage	35
Maintenance on Cabinet and Poles	82
Overhead Illuminated Signs	19
Total	545





DOWNTOWN DEVELOPMENT

DEVELOPING THE CITY CENTER

With the City's Master Plan approved in December 2012 and the City Center Phase 1 implementation plan approved in January 2013, the City has continued moving forward fulfilling the established goals in 2014. Major accomplishments occurred with the selection of the following professional services through qualification-based procurement methods: an architect for the public components such as landscape and public facilities; a master developer for the site development including the private development of the Phase 1 area; a performing arts center concept was vetted through public input and Council adoption; a program manager for the City, overseeing the master development site and the selection of a civil site consulting firm was obtained. Acquisition of key parcels needed to establish the framework of the City Center area is ongoing. During the year, the various selected professional

services worked towards a concept site development layout which includes a sustainable mix of retail, office and living spaces, performing arts facility in addition to the City green and community facility with government office space.

PHASE I IMPLEMENTATION

- Since the adoption of the Phase I plan, the City has actively pursued implementation including:
 - Land acquisition: In total, the City has acquired 8 parcels for the City Center Master Block
 - Demolition of structures on the master development site
 - More than 75 percent of design completed for the Marsh Creek Drainage and Reserve area.

- The Master Development Project Team:
 - Carter-Selig - Master Developer for the development site
 - Carter was awarded as the City's Program Manager for site development
 - Rosser International, Inc. - Architect for the public facility components
 - jB+a, Inc. - Landscape architect for the City Green areas
 - Long Engineering - was Civil Site Engineering Firm for the master development site and surrounding roadway infrastructure improvements
 - Coxe Curry and Associates - Counsel/guidance for fund raising for the performing arts center.

- Through various studies, public engagement and Council direction, a Master Development Concept was selected (Option 4 of presented options). This concept includes: community center with a performing arts center having a seating capacity of approximately 1,200, a family/mixed use theater, government office space, meeting space, a mix of retail and living space, restaurants, and City green space.
- Council adopted utilizing a construction procurement method known as Construction Management at Risk (CM at Risk) and began the procurement process to make a selection. Request for Proposals were submitted at the end of 2014, with the selection of Holder Construction announced in January 2015 as Construction Manager.





ECONOMIC DEVELOPMENT

COMMERCIAL DEVELOPMENT

Sandy Springs continues to show signs of growing economic activity. During 2014, the City's vacancy rate for office space continued to tighten, moving from 16 percent in 2013 to 15.1 percent in 2014. There are very few existing contiguous blocks of Class A office space available in Sandy Springs that are more than 50,000 square feet, resulting in increased interest from office developers looking at the financial feasibility of building new office buildings on previously entitled sites.

The retail market has also improved, with the vacancy rate decreasing from 7.8 percent to 6 percent in 2014, compared to a vacancy rate of 8.5 percent for the Atlanta metro area.

RECRUITMENT

- Implemented marketing strategy to attract and recruit businesses in identified industry target areas, including corporate and regional headquarters, financial processing, information security and medical biotech.
- Participated in the organization and marketing of the City's first Restaurant Week.
- Worked to incorporate economic development best practices into City's website overhaul.

- The City had at least 33 companies announce moves to Sandy Springs in 2014, resulting in more than 1,200 jobs. Highlights include:
 - Veritiv Corp. will put its new headquarters in Sandy Springs, bringing up to 200 jobs to the region.
 - Drax Biomass located its U.S. headquarters in Sandy Springs. The company will invest more than \$1 million and add more than 50 jobs.

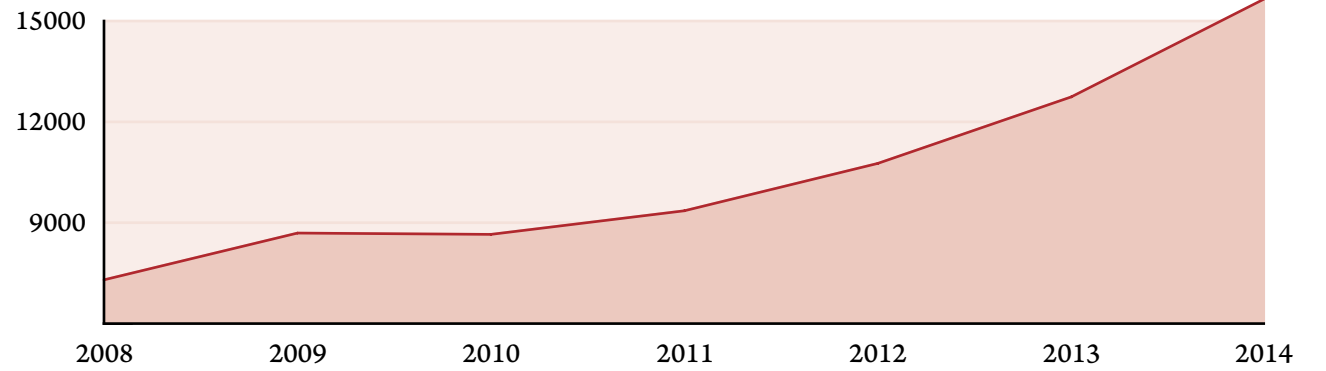
RETENTION

- As part of the Business Retention program, staff met with property and tenant brokers representing more than 25 percent of the City's 24 million square feet of office space, to provide information on Sandy Springs and incentives for expanding businesses in Sandy Springs.

REDEVELOPMENT

- Staff continues to market opportunities for redevelopment throughout the City, including aging multi-family complexes. Since 2013, the City Council has approved three redevelopments of aging Class C-multifamily properties, which equates to more than 10 percent of the City's Class C housing stock.

16,781 BUILDING INSPECTIONS CONDUCTED



CONSTRUCTION

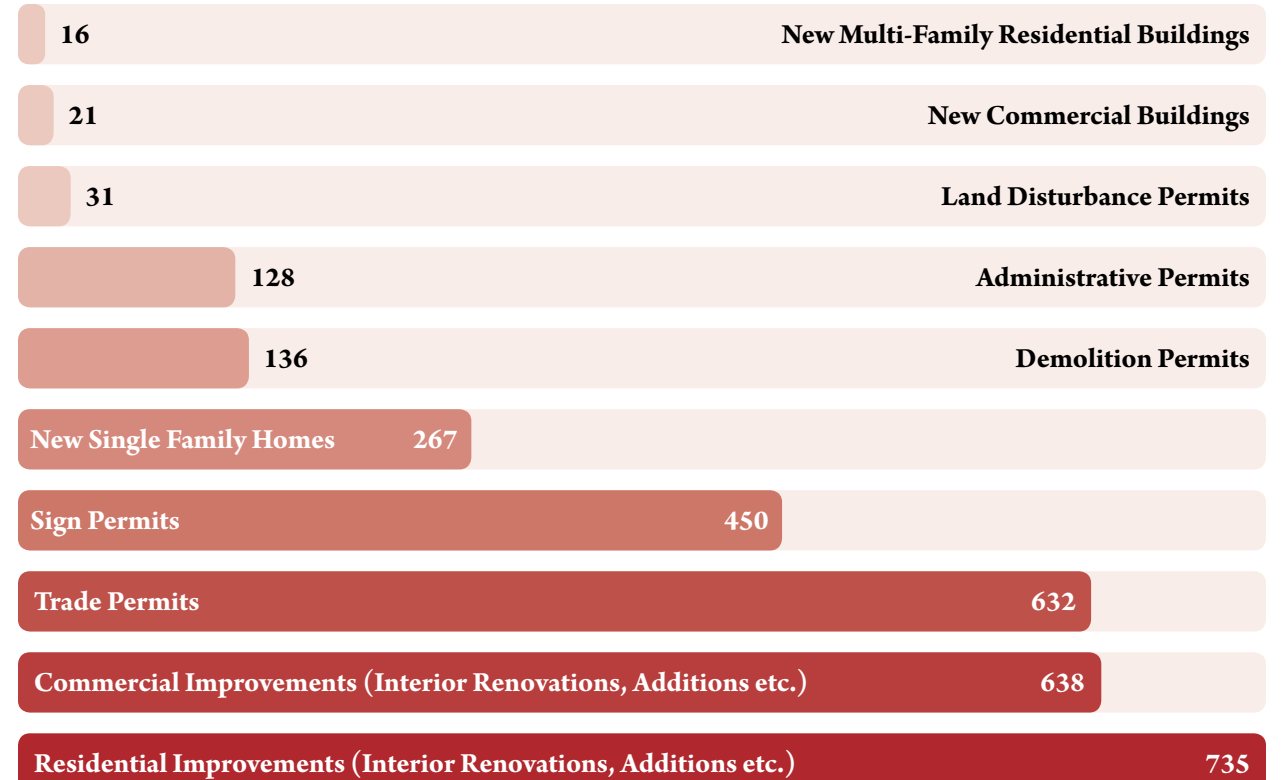
The Community Development Department continued to track robust development activity, particularly in single family and townhome construction. Strength in the commercial and office markets is represented by a steady increase in number of permits issued for building renovations.

- A total of 871 building permits have been issued for new single family and townhome construction since

2011. 2014 permit activity shows 267 new single family and townhouse permits and 735 residential improvement permits were issued.

- Of the 2,091 commercial improvement permits issued since 2011, 638 were issued in 2014.
- Of 4,019 plans reviewed for permits in 2014, 43 percent were reviewed in three or fewer days, and 22 percent were reviewed while the customer waited.

3,157 PERMITS ISSUED





ECONOMIC DEVELOPMENT

HOSPITALITY AND TOURISM

Hospitality and Tourism saw a leadership change in 2014, welcoming Jennifer Cruce as its new Executive Director. Jennifer brings more than ten years experience in hospitality and tourism, most recently with Turner Broadcasting/Inside CNN Studio Tours, where she directed branding and marketing strategies. The City also saw the formation of its first restaurant association, which launched the inaugural Savor Sandy Springs Restaurant Week this fall.

HOTEL OCCUPANCY

- The average occupancy rate rose in 2014, coming in at 74.1 percent, up from 70.6 percent in 2013 (figures based on Smith Travel data)

WELCOME CENTER

- The Welcome Center introduced 898 visitors to Sandy Springs, a five percent rise in visitors at the Center since 2013.

RECOGNITIONS AND AWARDS

- Benchmark of Excellence Award
- Convention South Magazine's "Readers Choice" Award. More than 800 destinations were nominated, and for a third year, Sandy Springs was chosen for this top prize, recognizing Sandy Springs as a prime meeting location in the South.

WEBSITE

- More than 4,700 unique users visited the Hospitality and Tourism website, which is a 45 percent increase over 2013 figures.

PARTNERSHIPS

- Hospitality and Tourism partnered with the GA. Dept. of Economic Development at the American Society of Association Executives (ASAE) meeting in Nashville, TN. More than 5,000 meeting professionals from associations and nonprofits attend this conference.
- In conjunction with the Sandy Springs/Perimeter Chamber of Commerce, Hospitality and Tourism supported efforts by the restaurant community in the formation of Savor Sandy Springs, the City's first association for restaurants. The organization has a Facebook presence – [facebook.com/Savor-Sandy-Springs](https://www.facebook.com/Savor-Sandy-Springs). In October, Savor Sandy Springs hosted its first Restaurant Week, with advertising support through Hospitality and Tourism.

COMMUNITY EVENTS

- Hospitality and Tourism provided assistance for a number of events throughout Sandy Springs. Among the organizations and events it supported:
 - Act3 Productions
 - Anne Frank in the World Exhibit
 - Atlanta Jewish Film Festival
 - Chattahoochee Road Runners Club 5K/10K
 - Star Cup International Tournament
 - Sandy Springs Society's Tossed Out Treasures and Elegant Elf
 - Heritage Sandy Springs Farmers Market
 - Chattahoochee Riverkeeper Back to the River Race and Festival
 - Chattahoochee River National Recreation Area Summer Splash
 - Leadership Sandy Springs Movies by Moonlight
 - The Ventulett Gallery
 - Sandy Springs Festival





RECREATION

RECREATION AND PARKS

The Recreation and Parks Department manages the City's parks and myriad of leisure, athletic and special events enjoyed by many in the community. Program staff, supported through Jacobs Engineering, set several goals for 2014: increase leisure program enrollment, add new contract program providers, and develop a special needs youth program in partnership with schools and community families that would have a positive impact. Several Capital Improvement Park Projects were also completed during the year through the Recreation and Parks Department.

INCREASED LEISURE PROGRAM ENROLLMENT

Leisure program enrollment was increased through the addition of new programs and expansion of existing ones.

- Two afterschool enrichment programs were added at Heard's Ferry Elementary School, providing 80 children with an opportunity to participate in gymnastics and soccer.

- Two pickle ball courts were added at Hammond Park delivering to the community an opportunity to learn and play this low impact mini-tennis game. The name may be a bit silly, but it's a serious sport. On average, 15 players participate each week.
- The summer camp program showed a 29 percent increase in enrollment and provided many fun opportunities for boys and girls ages 3-14. Just under 2,000 kids participated in the weekly camp sessions offered from May to August. There were camps for everyone - artistic, athletic and academic - giving every child an opportunity to choose something they enjoyed!

PROGRAM PROVIDER PARTNERSHIPS

The Sandy Springs Recreation and Parks Department continued to partner with organizations to provide additional leisure programs for the community's enjoyment and education.

- Three adult sports leagues - coed soccer, kickball and ultimate frisbee - were added through Georgia Sports Leagues.
- High Country, Inc. provided stand-up paddleboard demos and yoga classes in the spring, summer and early fall. Close to 300 participants received instruction from skilled professionals and learned the basics about the fastest growing water sport in the country.

PARK PROJECTS

In 2014, Recreation and Parks, through its capital program:

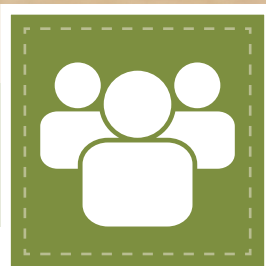
- Completed and opened the north side Abernathy Greenway and the Northside Hospital Playable Art Park.
- Completed the cottage upgrades and the GA Department of Natural Resources hiking trail, part of which is ADA accessible, at Lost Corner Preserve.
- Completed the design for field lighting at the Dunwoody Springs Elementary turf field.

ADAPTIVE RECREATION PROGRAM

An adaptive recreation Parents Focus Group was formed in January 2014, comprised of parents, educators and recreation staff. The purpose of the group is to develop a better understanding of the needs of the exceptional youth and adults in the Sandy Springs community, to exchange information, and to plan and schedule adaptive recreation programs.

- Since the Focus Group's inception, a summer camp program was developed for ages 6-11. Sixteen youth participated in the 3-week camp program.
- A social-recreational Exceptional Adventures Activity Club was established. The monthly program is designed to bring special needs kids and their families together for a fun and engaging time hanging out with friends and participating in a variety of activities such as gymnastics, bowling, pumpkin patch visit, holiday elf shopping and arts and crafts.





OPERATIONAL SUPPORT

COMMUNICATIONS

Keeping the community informed is a significant role of the Communications Department. Communications, staffed through The Collaborative, supports these efforts, working with each department, as well as with the City Manager's office, in developing programs and associated elements to provide the community and neighborhoods with timely and relevant information. In addition, Communications serves as the City's marketing agency, providing assistance with event management, collateral development and publicity.

EVENTS

- Communications oversaw the development and execution of the City's MLK Day, Arbor Day, Stars and Stripes Celebration and Veterans Day events. The team also provides promotional assistance with community events such as the Sandy Springs Festival, National Night Out, Recreation and Parks Daddy-Daughter Dance, Leadership Sandy Springs City Day, Movies by Moonlight and Kids to Parks Day. Communications also provided assistance

for community and neighborhood groups requesting help securing a City official as a guest/speaker, with more than 65 requests handled in 2014. During the transition between Hospitality and Tourism Directors, Communications provided design and marketing support, in particular, in launching the Restaurant Week Promotion.

- In conjunction with City Center, Communications assisted the City Manager's office in the creation and execution of several public events:
 - January: Tear Down of the Target building
 - July-August: Three Special Called Council Meetings and one Public Open House regarding the Performing Arts Center.
 - September: Charrette on Programming the Performing Arts Center
 - October: Special Called Council Retreat on Design and Governance for the Performing Arts Center

Communications continues to maintain a website exclusively devoted to the development of the City's downtown

area. Using survey tools, Communications provided the planning team with information regarding the community's viewpoints on the Performing Arts Center and associated programming, as well as what type of retail they would like to see within City Center.

PUBLIC MEETINGS

- Public Information Meetings were arranged for the following topics:
 - Two Bicycle, Pedestrian and Trail Plan meetings (Jan and March)
 - GDOT Open House on I-285/Riverside Drive (March)
 - Marsh Creek Headwaters Project (June)
 - Special Called Council Meeting to address Natural Resource Protection (July)
 - Hearths Ferry Transportation Improvements (September)
 - Abernathy Greenway South (November)

RIBBON CUTTINGS

- In support of new business within Sandy Springs, Communications works with Economic Development and the Sandy Springs Perimeter Chamber of Commerce in scheduling and implementing "Ribbon Cutting" events. More than 35 ribbons met the fate of City scissors in 2014, including a snap to mark the opening of a pedestrian bridge on Dunwoody Club Drive.
- The largest turnout for a grand opening came in July, as the Abernathy Greenway Linear Park officially opened to the public.

ELECTRONIC MEDIA

- In time for the City's ninth birthday, Communications unveiled a new look and new platform for the sandyspringsga.gov website. The new site follows more than a year of planning, which included a total audit of the original website, input from focus groups, department meetings, a re-scripting of navigation and content, and capturing signature photography to highlight the city and its people on the website's Home page. Among the many feature changes, the new platform includes integrated promotional areas to help inform and direct users to relevant information.

TRANSITIONS

2014 was highlighted as a year of transition. As 2013 shifted into 2014, Communications planned and implemented community events to celebrate the retirement and service of Mayor Galambos. Communications also planned and implemented the Swearing In ceremonies for Mayor Paul and Council.

Fire Rescue also experienced a noteworthy transition with the retirement of Chief McElfish. Communications worked with the Fire Department in creating a community celebration to honor the Chief, as well as a Change of Command Ceremony to induct the new Chief, Keith Sanders. Communications provided event support in January, assisting Fire Rescue as they unveiled a new engine fleet to the community.

- Electronic communication, via website and social media are critical aspects of connection between the City and community. The sandyspringscitycenter website, focused on downtown development, was accessed by approximately 10,000 unique visitors in 2014, with a sharp increase in traffic between July and October alongside community discussion about the Performing Arts Center. The sandyspringsga.gov website was accessed by approximately 350,000 unique users, with more than 1.4 million page views. The website saw three unique spikes in traffic. In January and February, sharp increases coincided with the snow and ice events. The third peak came in July, corresponding with the City's fireworks event. The use of mobile devices to access the website is also on the rise, with more than 30 percent of users utilizing a mobile phone or tablet to view the City's website.
- Social media outlets provide a forum for ongoing conversation with the community. In 2014, the City's Facebook page saw a 43% increase in followers ending the year with 4,820. The City's Twitter account saw a 46% increase in followers this year, ending with 4,082.

CALL CENTER MANAGEMENT

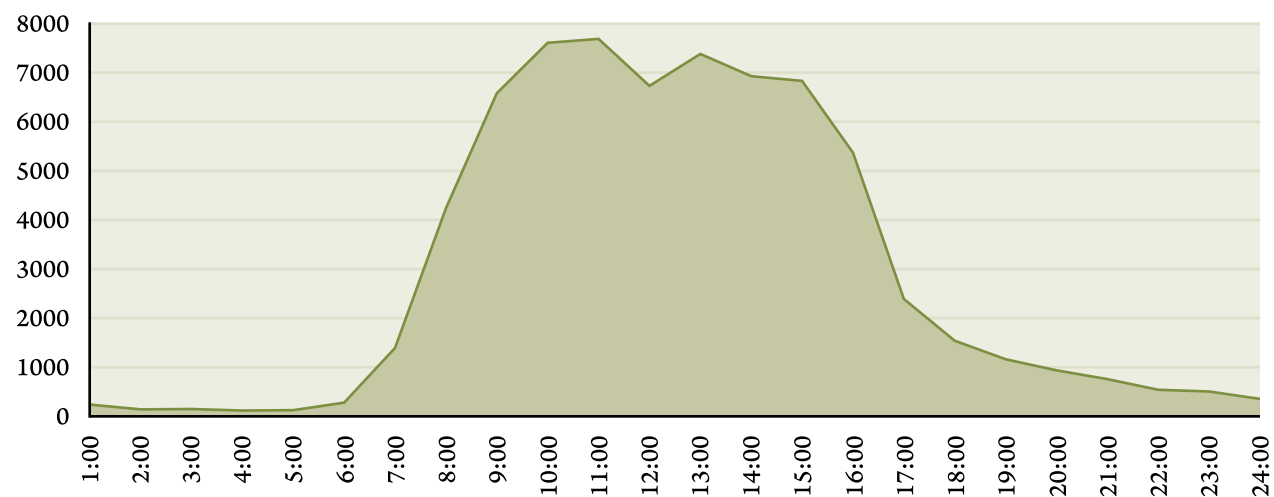
With a new provider beginning at midnight, Jan 1, 2014, Communications was tasked with developing and implementing training for Call Center personnel, with less than 30 days to implement. Communications developed a web-based Knowledgebase, Q&A Center, which provided a real-time link between the Call Center representatives and Communications team—for under \$200. The Call Center team was ready and operating—on time.

It was “Trial by Snowstorm” as the Call Center experienced emergency winter storm operations twice within the first 60 days of operation. During those two storms, the Customer Service Representatives volunteered for additional shifts to service call volume.

Communications and Call Center staff now meet weekly to discuss caller questions, upcoming events, and ways to continually enhance the service provided to the community.

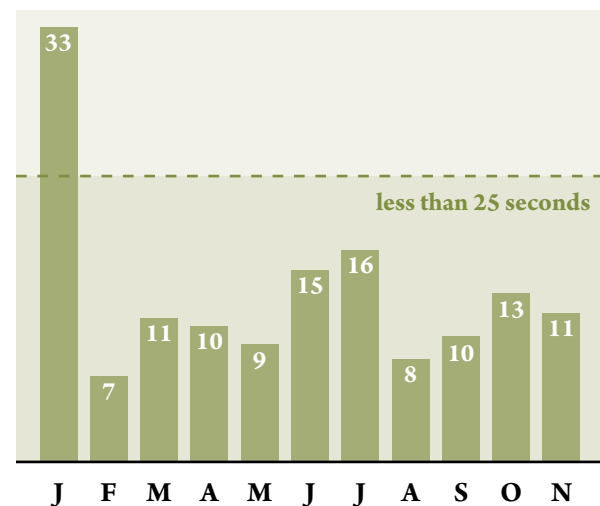
CALL VOLUME AND CALL ARRIVALS

The Call Center handled 68,090 calls in 2014. Daily call arrival patterns are tracked to ensure proper staffing levels.



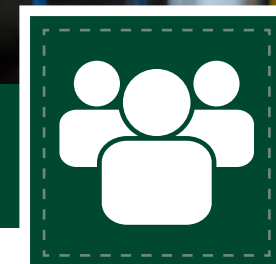
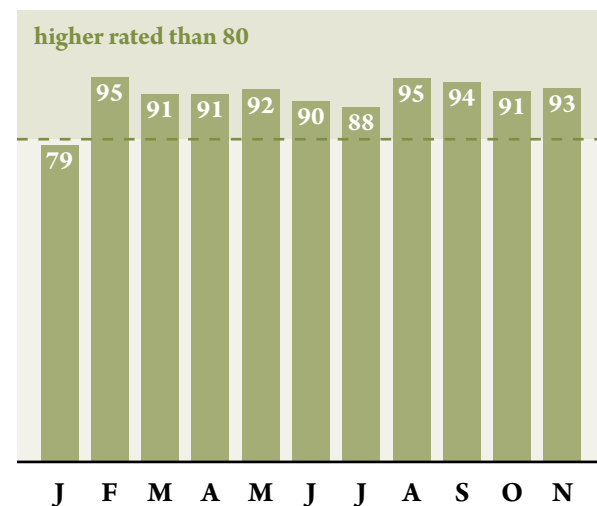
HOLD TIMES

The Call Center strives to keep no caller waiting on hold no more than 25 seconds. The average queue time in 2014 was 12.9 seconds.



SERVICE LEVELS

Customer Service Levels are tracked via customer surveys. The Call Center’s goal is to have service feedback ratings of 80 or more.



OPERATIONAL SUPPORT

INFORMATION TECHNOLOGY

Information Services consists of both Information Technology and Geographic Information Systems divisions, supported by InterDev. The IT Department provides not only support and maintenance, but also works with varying departments to assist in increased performance and customer service. GIS provides daily assistance with multiple departments across City Hall.

IT improved the network connectivity to various City facilities. IT also assisted with the implementation of a better records management system for the Community Development Department.

ENHANCED SYSTEM IMPROVEMENTS

- This year the IT department assisted with the replacement of the access control and video systems. These projects improved security for facilities as well as created an integrated solution with facilities and video control systems. Working with the Traffic Management Group,

SECURITY

- IT continued moving forward with improved security with the implementation of a next generation security system. Leveraging our existing environment with new tools, IT tightened the networks at all city facilities. IT also partnered with the Multi-State Information Sharing and Analysis Center; a government-only cyber awareness group developed to better predict and protect local and state governments.



OPERATIONAL SUPPORT

FACILITY MANAGEMENT

The facilities department, staffed through URS, manages the daily operations of the 67,000 square foot City Hall and the 15,000 square foot city warehouse. Facilities also manages building security, fire suppression and detection, 128 HVAC units and pest control services throughout 13 facilities, and electrical, plumbing and more than 79,000 pieces of inbound and outbound parcels through the mail room.

CITY HALL

- Completed an LED lighting retrofit of 639, T12 lighting fixtures in City Hall (\$79K Project) with a 1.5 year ROI and an immediate \$18K rebate from Georgia Power.
- Added a Board Room and 3 offices in Public Works (\$36K Project).
- Oversaw the drafting of the RFP to consolidate Pest Control services for all City-owned facilities.

PROJECT MANAGEMENT

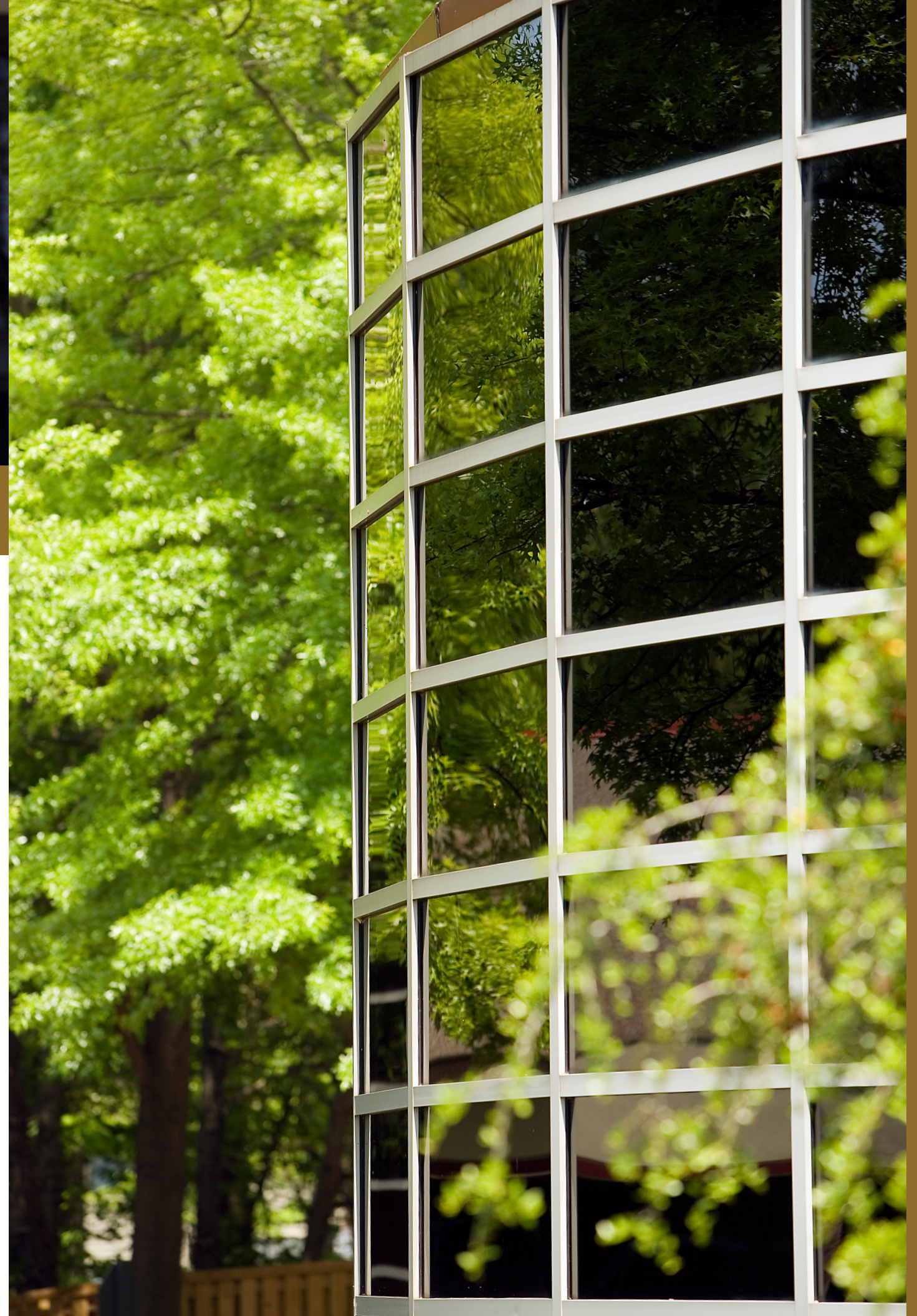
- Managed the installation of the three-acre green space at City Center (\$40K project).

- Coordinated all logistics of department equipment transfer from the Target warehouse to the City's new warehouse at Trowbridge (\$13K project).
- Managed the City Center Phase One and Two Demolition Projects: Demolition of the Target Building, Waffle House, Makara Restaurant, Mellow Mushroom, Mattress Store, Psycho Tattoo Parlor and Master Kleen dry cleaners.
- Managed the renovation of the Police Tactical Training Center (\$270K project).

PROPERTY MANAGEMENT

Facility Department manages the following properties:

- City Hall Building
- Trowbridge warehouse
- Anne Frank & Hospitality Center (HVAC, Plumbing and Electrical)
- Recs & Parks (HVAC & Pest Control)
- Police Department (HVAC, Pest Control and Janitorial Services)
- Acquired properties for the City Center project





COLLABORATION

OPERATION SNOW-JAM

Rare winter storms swept across the metropolitan area in late January and early February.

In January, ice turned roads into sheets of ice, with several inches of snow creating a winter white uniform across the area. More challenging was the traffic jam, with gridlock paralyzing the entire area.

- City Hall, specifically the Traffic Management Center, was utilized as the Emergency Operations Center, which provided staff with situational awareness through the TMC's camera system.
- Shelters were opened around the city including Holy Innocents Church, The Davis Academy, The Weber School and Stars and Strikes, in addition to the City's fire stations and Hammond Park. Police, Fire and CERT volunteers provided a presence at each shelter.
- Public Works partnered with Police and Fire to make certain Fulton County School students stranded at their respective schools overnight, were able to safely get on busses home the next morning. They also worked to help relocate and free immobilized cars abandoned on roadways.
- More than 300 tons of salt and sand were spread along Sandy Springs roadways.
- Traffic was cleared and moving throughout the city by 6 a.m. the following morning.

- Sandy Springs Police assisted in the delivery of a baby alongside I-285. The infant's debut made national news.
- ChatComm received a week's worth of phone calls within the first 18 hours of the storm. The non-emergency Call Center handled more than 2,000 calls. Utilizing social media, Communications kept the community and news media informed publicly corresponding with 1,170 Facebook comments as well as numerous private messages. The City's Facebook posts were viewed 64,157 times and were shared 1,313 times. City tweets were retweeted hundreds of times by individuals, government agencies and media outlets.
- No significant injuries were reported.

Two weeks later, storm two rolled across the area.

Emergency Operations were stationed at ChatComm. Coming on the heels of the January storm, the community heeded winter warnings, staying home, keeping streets clear of cars. Public Works treated Priority One roads, an estimated nine miles, as sleet and snow began to fall on Feb 11. Throughout the following day, crews worked to clear roads of snow and ice, and address weather issues such as down trees and power lines. By Thursday, Feb 13, a majority of roadways were open for those cars venturing out. The last of homes without power were restored by late afternoon. No major injuries were reported.





CITY OF SANDY SPRINGS

7840 Roswell Road, Building 500
Sandy Springs, GA 30350

Citizen Response Center: 770-730-5600

www.sandyspringsga.gov