



SANDY SPRINGS

GEORGIA

2016 YEAR IN REVIEW

CITY OF SANDY SPRINGS

2016 YEAR IN REVIEW REPORT



OVERVIEW

City Manager's Forward: Pages 1-2



COMMUNITY DEVELOPMENT

Sustainable Growth: Pages 26-27



POLICE DEPARTMENT

Public Safety: Pages 3-6



COMMERCIAL DEVELOPMENT

Economic Development: Pages 28-29



FIRE RESCUE DEPARTMENT

Public Safety: Pages 7-10



HOSPITALITY AND TOURISM

Economic Development: Pages 30-31



PUBLIC WORKS

Transportation: Pages 11-14



RECREATION AND PARKS

Recreation and Cultural Enhancement: Pages 32-34



STORMWATER AND COMMUNITY DEVELOPMENT

Natural Resource Protection: Pages 15-17



COMMUNICATIONS

Operational Support: Pages 35-39



COMMUNITY DEVELOPMENT AND PUBLIC WORKS

Community Appearance: Pages 18-23



INFORMATION SERVICES

Operational Support: Pages 40-41



DOWNTOWN DEVELOPMENT

City Springs: Pages 24-25



FACILITY MANAGEMENT

Operational Support: Pages 42



YEAR IN REVIEW

A RETROSPECTIVE LOOK AT THE ACHIEVEMENTS OF THE CITY OF SANDY SPRINGS DURING 2016



The eight functions on the opposite page are identified as priorities by the Mayor and City Council.

The City completed its first decade in 2016, with growth and development visually evident from the cranes dotting the landscape. Along with economic expansion, transportation was also a key focus for us throughout the year, and will continue to dominate as we move into 2017.

Our efforts to update our Comprehensive Land Use Plan continued with the Next Ten team reaching into the community to continue the dialogue in planning our next decade and refining the draft plan. Through dozens of meetings, we've taken in feedback, and the resulting plan reflects that thoughtful exchange. The Comp Plan establishes the guidelines, a first step in the overall process to frame sustainable growth. In the coming months, we will begin the process to update the City's Zoning Code, the legal regulations that will help ensure we move forward with a common vision for growth. Atlanta Agent Magazine named Sandy Springs 68th among the Best 100 Cities in the U.S. in part, due to the living environment, and we are working hard to retain that balance between growth and quality of life.

Along with development, transportation is a priority which saw much focus over the year. Several efficiency improvements were implemented in 2016. Among them, the new traffic pattern at Glenridge and I-285 WB; the opening of the new intersection at Windsor Parkway and Roswell Road; and the roundabouts at Riverside Drive and I-285. T-SPLOST, a .075 cent transportation-directed special purpose local option sales tax, also successfully passed a county-wide referendum. Sandy Springs is projected to receive \$101.4 million over the five-year life of T-SPLOST, enabling the City to more rapidly implement additional efficiency programs, in addition to added sidewalks and needed Last Mile Connectivity, targeting increased mobility throughout the region. Along with the Transform 285 & 400 improvements now underway through the Georgia Department of Transportation, the next five years will be transformative, with the objective to improve mobility.

We were not without our challenges this year. The two-month closure at Mt. Vernon and Sandy Springs Circle to lower the road grade and improve safety was a challenging one for all who travel in that area. And planning continues with Cobb County and the Braves organization to reduce potential traffic impacts as Sun Trust Park prepares to open.

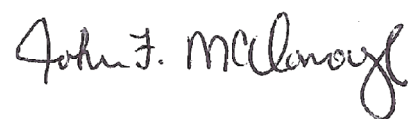
Our own downtown development project, City Springs, continues its momentum. The Guaranteed Maximum Price (GMP) was approved in February on this design/build program, with construction now moving upwards as Performing Arts Center, office tower and residential buildings take shape. This fall, the project was awarded the Community Redevelopment Award from the Metro Atlanta Redevelopment Summit recognizing the positive influence City Springs currently has within the community.

Yelp named Sandy Springs as the Most Customer-Friendly Town in America this year, and we continue to work on providing a strong foundation for economic growth. This summer, the City Council approved a change in the City's zoning code opening the door for microbreweries, micro distilleries and farm wineries to now locate here. In December, the City Council updated law to allow for percentage rent for restaurants, with the goal to attract more independent offerings. The race to install fiber among the major utilities proved to be a little less friendly, especially for our residents. The City increased its communication requirements for providers with the community, and launched an interactive map enabling residents to easily determine what companies were working where, and importantly, who to contact with questions and concerns. The City also launched Sandy Springs Alerts, an opt-in notification system for weekly and emergency traffic alerts, in addition to public safety notifications. In the area of fire safety, the city improved its ISO rating to 2, now placing our Fire Department among the top two percent in the nation.

In the area of Recreation and Cultural Enhancement, the City opened its newest park at Lost Corner in February. In addition to housing community gardens, the park also is home to several colonies of bees, tended to by our own resident beekeeper, Mayor Paul. In December we officially opened the Marsh Creek Rain Garden, an innovative bio-retention facility providing stormwater detention for City Springs as well as creating a passive park for the community to enjoy.

Our community also welcomed a new council member in District 3 in 2016 following a special election, our first implemented solely through the City. At our ten-year mark, we updated our marketing and developed a new look for the City's logo which will roll out in the coming year.

There have been many positive changes and improvements throughout the city during this past year. With your help and continued support, we look forward to using that momentum to continue progressive growth with positive change.



John McDonough
City Manager



PUBLIC SAFETY

POLICE DEPARTMENT

The Sandy Springs Police Department (SSPD) is a full-service agency with uniform patrol, criminal investigations, special investigations, traffic enforcement, community affairs, criminal intelligence, street crimes and K-9 units, training, court security and prisoner transport among the department's responsibilities. There are 125 full-time officers, 14 part-time officers, eight reserve and 19 civilians within the department.

TRAINING

ACTIVE SHOOTER TRAINING

- In response to recent mass shooting events throughout the country, officials from schools, businesses, and community members have turned to SSPD for direction and training on what they should do if confronted with an active shooter event. The Civilian Response to Active Shooter Events (CRASE) course, designed and built on the Avoid, Deny, and Defend strategy, provides strategies, guidance and a proven plan for surviving an active shooter event. This year,

SSPD conducted more than 50 CRASE programs to various groups, including City staff.

- This past year was also a difficult and tragic year for law enforcement officers nationally, with regards to police officers killed in the line of duty. Our SSPD Honor Guard traveled to Dallas, Texas to represent the SSPD in support of our Dallas counterparts, honoring five fallen Dallas police officers. In support of SSPD, one resident created and posted a yard sign proclaiming support of the agency. It was not long following, that similar signs began appearing in yards throughout the city, a sign of the strong connection between SSPD and the community it serves.

FIREARMS TRAINING BUILDING

- Construction was completed for the SSPD simulated munitions training facility. The facility includes a classroom, an observation room, and a catwalk for instructional use. In-service training in the new facility began in September.

CITIZENS ON PATROL

► This year, Citizens on Patrol (COPS) worked 9,350 patrol hours covering 1,456 patrol shifts. They conducted 909 residence checks, handled 244 private property accidents, and issued 932 Handicapped Parking Violations throughout the City. In addition, COPS worked 879 hours as part of the Traffic Response Vehicle (TRV) program, enabling road assistance that most cities the size of Sandy Springs are not typically able to provide. Our volunteers are an active and integral component in SSPD's efforts to maintain a safe community.



CITIZEN VOLUNTEERS

13,171 hours donated by COPS and other volunteers.

TOOLS

CSI EVIDENCE COLLECTION VEHICLE

► Purchased with seized funds, the new CSI Evidence Collection Vehicle is equipped with everything needed for the team to conduct investigations including: a professional sketch kit, rechargeable evidence vacuum, hand held metal detector, anti-putrefaction mask kit, cyano and cyanoacrylate fuming kit, mastershake-n-cast impression, standard photo documentation kit and a number of other gear used by the crime scene investigators on a regular basis.

APARTMENT SAFETY CHECKER

► In November, SSPD's Criminal Intelligence Unit and the City's Communications Department designed and launched a web-based Apartment Safety Checker in response to ongoing inquiries received at SSPD and through the City's Call Center. The objective is to help citizens retrieve crime and fire safety data related to the more than 70 apartment complexes located in Sandy Springs.

ASSISTING MOTORISTS

SSPD added a second Traffic Response Vehicle (TRV) in 2016 to provide additional assistance for stranded motorists, roadway obstructions, vehicle accidents, and other traffic related issues. The vehicles are manned by full-time police officers and Citizens on Patrol volunteers.



INCIDENT ASSISTS

3,500 motorists assisted.



FLAT TIRES

270 flat tires changed.



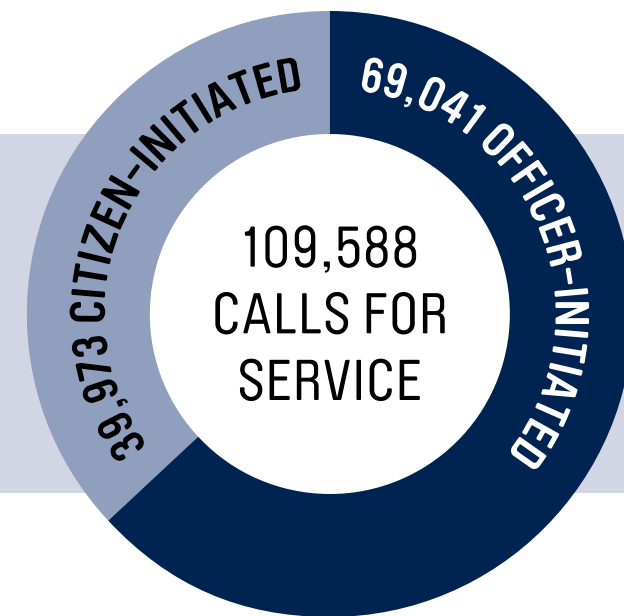
EMERGENCY GASOLINE

230 plus gallons of gasoline dispensed.



ACCIDENT INVESTIGATIONS

300 motor vehicle accidents investigated.

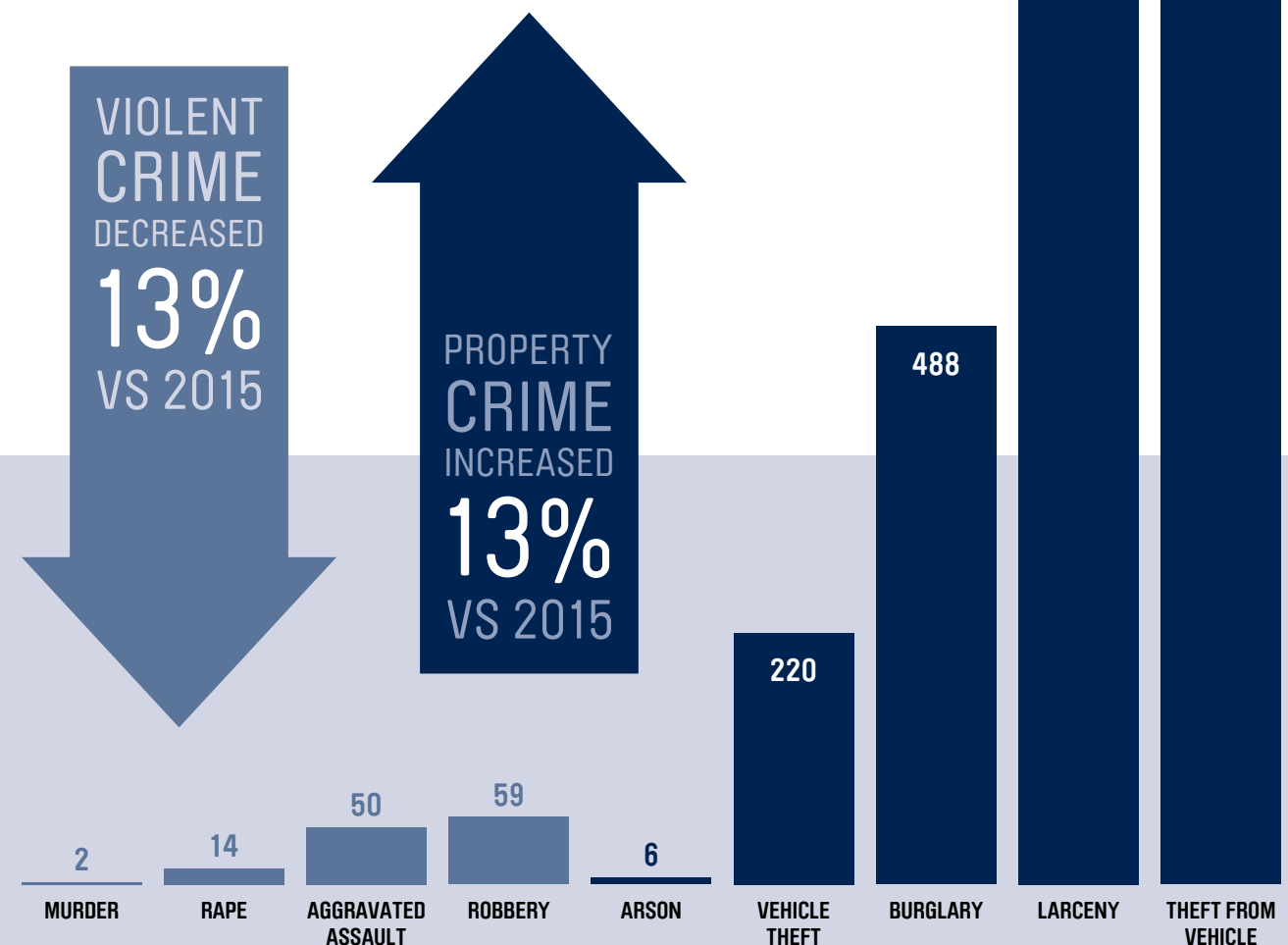


CALLS FOR SERVICE

SSPD received 109,014 calls for service; however, only 2.5 percent of those calls resulted in an officer reporting a serious or "Part One" crime, and only 0.1 percent resulted in an officer reporting a violent crime.

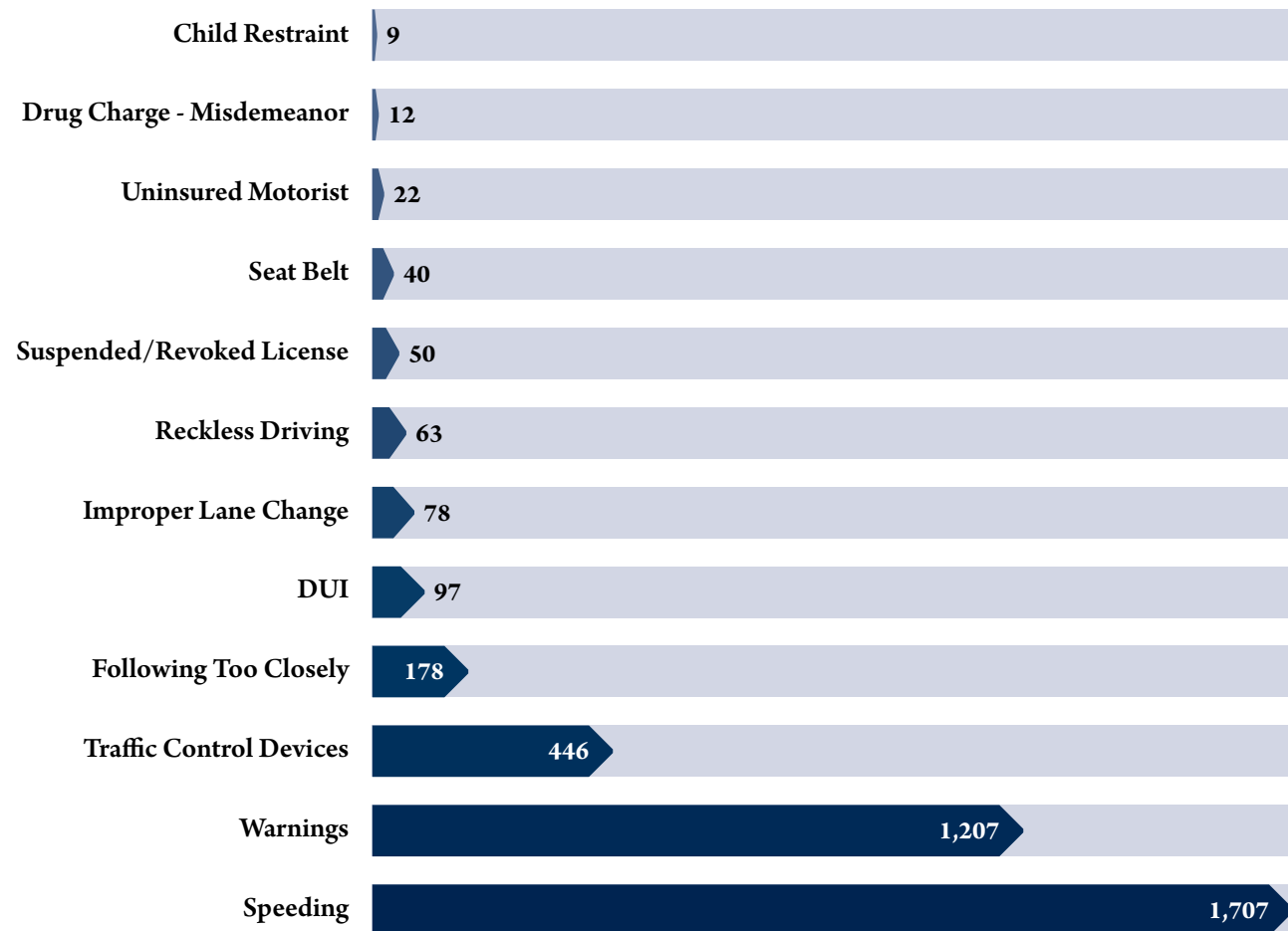
INCIDENT REPORTS FILED FOR PART ONE CRIMES

When an officer responds to a Call for Service and assesses that a crime has occurred, he issues an incident report. Incident report tracking shows a 13 percent reduction in violent crime, whereas property crime increased 13 percent.



TRAFFIC UNIT

Traffic is a regional issue as well as a top priority of city leadership. The Sandy Springs Police Traffic Unit spent 1,005 hours handling more than 622 traffic complaints this year. The following Citations were issued:



TEN YEAR ANNIVERSARY

On July 1, 2016 Sandy Springs Police celebrated its ten-year anniversary. The following staffmembers have been with the department since inception, indicating the strength of the department and quality of dedicated men and women.



OFFICERS

18 Police Officers.



SERGEANTS

16 Sergeants.



CAPTAINS

8 Captains.



LEADERSHIP

5 members of leadership.



FIRE RESCUE DEPARTMENT

Sandy Springs Fire Rescue strives to provide the best emergency services to the citizens of Sandy Springs. Fire personnel respond from five fire stations, and 110 full-time personnel and six part-time personnel proudly wear the SSFR badge. The fleet consists of two engine-pumpers, one mini pumper, three aerial trucks with 105-foot ladders, and one tower platform with a 100 foot-platform bucket. One battalion command vehicle, three emergency medical quick response vehicles, one reserve engine pumper, one brush truck, one hose wagon, a rescue boat, a mobile fire safety house, a CERT trailer, and a Fire Corps rehab unit are housed at the five fire stations.

ISO RATING UPGRADED

► In 2016, Sandy Springs Fire Rescue obtained a Class 2 rating from the Insurance Service Office, Inc. for the City's fire suppression delivery system. The new ranking places SSFR among the top two percent of the fire departments graded by ISO. Sandy Springs is one of 1,060 fire departments in the U.S. and one of 36 in Georgia to receive an ISO rating of 2.

C.E.R.T.

► The Sandy Springs Community Emergency Response Team (C.E.R.T.) is designed to act as a liaison with the fire department during emergencies. The 277 members are assigned to specific geographical territories within the city. C.E.R.T. members are able to support with activities such as scene safety and control, first responder reports and emergency shelter management. C.E.R.T. members receive 20 hours of specialized training and participate in tabletop drills to prepare for emergency scenarios such as tornados, missing persons, and high-rise fires.

CHILD SAFETY SEATS

► SSFR trained 193 people in the correct installation and usage of child safety seats and inspected 60 car seats. Eight fire fighters are certified Child Passenger Safety Technicians with one certified as an instructor.

TRAINING

In order to deliver excellence in fire and emergency services, Sandy Springs Fire Rescue personnel continuously participate in training to maintain skills and stay abreast with fire service best practices.

FIRE TRAINING

- ▶ SSFR personnel completed 13,868 personnel hours of fire training. Training types included: company, drills, driver, HAZMAT, officer, and new recruit training. The department surpassed all state fire and EMS requirements, along with meeting the Insurance Service Organization required training hours.
- ▶ Two employees were sent to Basic Firefighter I training, including live burn training. Nine employees were hired with previous fire experience and completed 16 hours of an SSFR fast-track program.

CERTIFICATIONS

- ▶ Four employees were certified as Fire Inspectors.
- ▶ Two employees were certified as Arson Investigators.
- ▶ Three employees were certified as Fire Instructors.
- ▶ One employee was certified as a GA Emergency Manager.
- ▶ One employee completed the IAFC Chief Officer Development Program.

EMS TRAINING

- ▶ EMTs and Paramedics completed 5,404 personnel hours of EMS training.
- ▶ Eight employees graduated from Advanced EMT school, and one employee graduated from Paramedic school.
- ▶ Six Paramedics and four EMTs were credentialed to practice in Sandy Springs.
- ▶ Sandy Springs Tactical-Medics received more than 720 hours of in-service training. Five new members were added to the team in 2016.

RESCUE BOAT TRAINING

- ▶ Two employees were trained to the level of Swift Water Rescue Technician II in 2016. With the addition of these two new members, SSFR currently has 32 personnel trained at the SRT II level.
- ▶ Rescue Boat team members attended the annual Six Flags over Georgia "Thunder River" training.

FIRE CORPS PROGRAM

Two Citizen Fire Academies were held this year, with Fire Corps members completing 16 hours of training. The 15-member volunteer unit is designed to integrate within the department, providing assistance in a variety of tasks:

- CPR/First Aid
- Emergency Communications
- Firefighter Rehab
- Lock-out calls
- Non-hazardous scene control
- Fire safety programs
- Station Tours and Birthday Parties

Fire Corps members assisted SSFR at the Sandy Springs Festival, the Stars & Stripes Fireworks Celebration and other local events.

COMMUNITY SERVICE

- ▶ Sandy Springs Fire Rescue participated in 289 Community Events reaching more than 34,720 participants. These events included:
 - The Sandy Springs Stars & Stripes Fireworks Celebration
 - Touch-A-Truck events
 - Fire 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
 - Heritage Sandy Springs Festival, Movies by Moonlight, and parades
 - School and church festivals, and neighborhood block parties
 - Birthday Parties held at fire stations
 - Blood Pressure checks at fire stations
 - Fire Evacuation Drills
 - Fire Warden Training
 - Fire Extinguisher Training Classes
 - Community Hands-On CPR Classes
 - Holiday Toy Drive

FIRE MARSHAL'S OFFICE

The Fire Marshal's Office (FMO) is comprised of a Fire Marshal, two Deputy Fire Marshal's and four Fire Inspectors. Three members serve as Fire Investigators with 24/7/365 availability. Two team members serve as Plan Reviewers. The FMO played a key role in modifications and upgrades to the City's Fireworks Ordinance, a Fire Safety Ordinance for Multi-family Residences, and the City's False Alarm Ordinance. Among the construction-related activities:



INSPECTIONS

6,298 inspections conducted.



VIOLATIONS

13,428 violations noted and corrected.



CITATIONS

25 non-compliance Citations issued.



PLAN REVIEW

1,047 building plans reviewed.



OPEN RECORDS

231 open record requests processed.



EVENT PERMITS

176 permit requests received and issued.



ENTRY SYSTEMS

230 rapid entry systems installed.



INVESTIGATIONS

35 fires investigated for origin and cause.



Boat 52 responded to two rescue calls on the Chattahoochee River in 2016.

AWARDS

Four of our personnel were honored:

- ▶ Doug Brown was re-designated as Chief Fire Officer by the Center for Public Safety Excellence, Inc. He is now one of fifty, 12-year CFO designees.
- ▶ Philip Adams was selected as Training Officer of the Year at the 2016 Georgia Fire Service Conference.
- ▶ Craig Miceli was recognized as a National Fire Protection Association (NFPA) National STAR and received a scholarship to attend NFPA Public Education and the NFPA Conference.
- ▶ Christopher Janflone was named Officer of the Year by the Veterans of Foreign Wars Post 10822 and The Rotary Club of Sandy Springs.

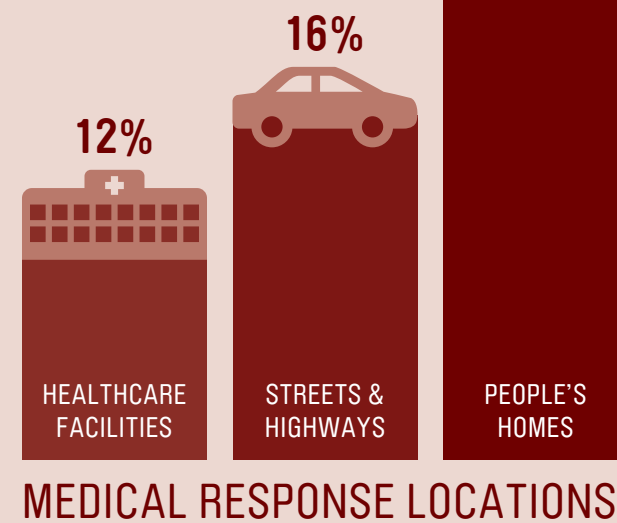
51%



TRANSPORTATION

EMERGENCY MEDICAL SERVICE

The majority of 911 calls routed to Sandy Springs Fire Rescue are requests for medical assistance. SSFR responded to 3,974 rescue and medical emergencies treating patients (excluding 1,640 pre-alerts). The top reasons for calls were related to falls, breathing difficulties, and traffic accidents. The locations most frequently responded to included homes, streets or highways, and healthcare facilities.



PUBLIC WORKS PROJECTS

The Public Works Department, staffed by AECOM, focuses on the City Council's priorities surrounding Transportation, Community Appearance and Natural Resource Protection. The department maintains the city's streets, sidewalks, and signals, in addition to general area maintenance.

a bio-retention rain garden, retaining wall, signage, and landscaping along the project corridor. Construction is complete for the locally funded portion of the project, which included retaining walls, storm water improvements, and installation of approximately half-mile of sidewalk.

CAPITAL IMPROVEMENT PROGRAM

PROJECTS WITH FEDERAL GRANT FUNDING

- ▶ Streetscape improvement on Roswell Road from Carpenter Drive to Hammond Drive is complete. This project added sidewalks, Americans with Disabilities Act compliant features, pedestrian scale lighting, and landscaping along this vital and busy quarter mile stretch of Roswell Road.
- ▶ Road improvements and paving were completed this year along Morgan Falls Road. The Morgan Falls Transportation Enhancement project begins construction in early 2017 and will complete a multi-phase and multi-year project to improve the pathway to Overlook Park. The project includes

PROJECTS IN ASSOCIATION WITH GDOT

- ▶ Beautification agreements with the Georgia Department of Transportation (GDOT) and the City were created allocating funding to improve the aesthetics of the roundabout at the Riverside Drive interchange with I-285. City enhancements include decorative street lighting and landscaping upgrades.
- ▶ Construction is underway 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 interchange. Construction is estimated for completion in 2020.

- ▶ The City installed 70 pedestrian-scale street lights along both sides of a two-lane section of Johnson Ferry Road, for 800 feet, and both sides of Abernathy Road, for 3,300 feet, adjacent to the Abernathy Greenway Park.

CITY SPRINGS SUPPORT

- ▶ The Capital Improvement Program Unit staff continues providing assistance in the development and coordination of multiple projects directly associated with the City Springs redevelopment, including construction oversight activities.
- ▶ A major streetscape improvement project is in design on Sandy Springs Circle from Mt. Vernon Highway to Hammond Drive. When completed, the project will extend improvements to enhance both pedestrian access and safety. Construction is forecasted for December 2017.
- ▶ Another significant project is the Traffic Operations Improvements Project at the intersections of Roswell Road, Johnson Ferry Road and Mt. Vernon Road. This project, in design, addresses the need to improve downtown street interconnectivity providing improved access to City Springs. The project eliminates the one-way routing of traffic along the sections of Johnson Ferry and Mt. Vernon east of Roswell Road. The project will be funded for construction through T-SPLOST.
- ▶ Additional projects are in development to serve as companion streetscape and trail additions for City Springs. The Johnson Ferry Road project (from Sandy Springs Circle to Roswell Road) will include a new multipurpose sidewalk, pedestrian scale lighting, and trees on the north side of the road. The Mount Vernon Highway project will include a new multipurpose sidewalk and landscaping from Mount Vernon Highway to Hilderbrand Road. Construction is planned to start late 2017.

ALTERNATIVE STATE-FUNDED PROJECTS

- ▶ Construction is complete for the City's first project financed in part by the Georgia Transportation Infrastructure Bank, using both a loan (\$2.5M) and grant (\$750K). The Windsor Parkway at Roswell Road Intersection Relocation project realigned the existing intersection improving both traffic safety and operations at the City's southern "gateway."

T-SPLOST FUNDING

\$101.4 Million

The issue of traffic congestion received a regional focus with Fulton County and its municipalities (outside of the city of Atlanta, which had its own SPLOST) working together to forward a .075 cent transportation-directed Special Purpose Local Option Sales Tax (T-SPLOST). The City hosted several public meetings to gain community input and compiled its project list during the spring and summer. Passed in November, an estimated \$101.4 million is expected for Sandy Springs during the five-year term towards improved mobility.

MAJOR LOCAL PROJECTS

- ▶ As the year ended, construction began to create the Windsor Parkway Pedestrian Bridge. This project includes adding a pervious concrete sidewalk, curb and gutter, and an 83-foot-long prefabricated pedestrian truss bridge. Anticipated completion of the project is mid-2017.
- ▶ Construction is nearing completion to realign Carpenter Drive at Roswell Road with the intersection of Cliftwood Drive. When completed, the new intersection will provide a more efficient traffic flow and improved safety. Construction is expected to be completed in early 2017.
- ▶ Two intersection reconstruction projects were completed in conjunction with the opening of the new Hears Ferry Elementary School. The intersection was realigned and widened at Powers Ferry Drive and Hears Road to enhance traffic safety and improve traffic operations. A signalized intersection was installed and new turn lanes added at Hears Ferry Road and Raider Drive to accommodate the new traffic patterns associated with the elementary school relocation.

SIDEWALK PROJECTS

The City has constructed 33.3 miles of sidewalk since 2005. Four new sidewalk projects were completed in 2016 including a half mile stretch along Dupree Drive to improve walking access to the recently opened Hears Ferry Elementary School.



SIDEWALK CONSTRUCTION

4,224 feet of sidewalk was constructed.

The sidewalk scoring process was refined this year to include the addition of right-of-way donation opportunities for property owners along project locations to improve a potential project's overall score. Staff identified small gaps in the sidewalk network throughout the city for evaluation for funding allocated specifically to construct gap closures. Stretches of Windsor Parkway and Spalding Drive are two identified gap-fill projects for fiscal year 2017 funded under this refined process.

TRAFFIC AND TRANSPORTATION

TRAFFIC OPERATIONS IMPROVEMENTS

- ▶ A signalized intersection at Northridge Road at Colquitt Road was constructed as part of a State Off Systems Safety Program Grant. The project added dedicated turn lanes and included restriping and installation of mast arm signal poles.
- ▶ The FY 2016 Long Line Striping program was completed rejuvenating roadway edge and center lines with thermoplastic striping around the city.
- ▶ A ramp meter and dual lane installation was added at Glenridge Drive at the I-285 Ramp Widening.
- ▶ Installation of school flasher and Radar Speed Feedback Signs for Hears Ferry Elementary School was completed.
- ▶ Painting of mast arm signal poles were completed as part of a beautification project at Dunwoody Place and Roswell Road, and at Northridge Road and Roswell Road.
- ▶ Staff designed and installed custom vehicle approaching flashers at the intersection of Sandy Springs Circle and Sandy Springs Place and at the intersection of Dalrymple Road and the driveway for North Springs Charter High School.



INTERSECTION IMPROVEMENT PROGRAM

- ▶ A mast arm signal and turn lanes were added, and the road widened to add dedicated bike lanes at the intersection of Interstate North and Riveredge Parkways.

TRAFFIC PLANNING

- ▶ Transportation staff represented the City through participation in the MARTA SR 400 Alternative Analysis Study.
- ▶ Staff contributed as part of the Atlanta Regional Commission (ARC) Transportation Coordinating Committee. Participation included activities related to the five-year, multijurisdictional update of the North Fulton Comprehensive Transportation Plan with Alpharetta, Johns Creek, Milton, and Roswell. The study will be completed over the next 14 months and will serve as a guide to shaping transportation for North Fulton for the next five to ten years.
- ▶ Coordination with the Perimeter Community Improvement District (PCID) began in developing the Last Mile Connectivity Study to explore connectivity solutions (high capacity transit, bike share, etc.). Project implementation to include pathways linking major employers with mass transit will initially be funded through T-SPLOST.

STATE PROJECTS

- ▶ Design was completed for the \$1.3M PCID Area Traffic Management System Project along Peachtree Dunwoody Road, Hammond Drive, and the Glenridge Road/Connector. Construction begins in 2017, which will enable the City to operate traffic adaptive technology for 30 signals within these corridors maximizing the use of the existing travel lanes.

FIBER OPTIC NETWORK

The Public Works Department continues to maintain the city's 32-mile fiber optic network providing the backbone for City communications, intersection cameras and traffic signals controlled from the Sandy Springs Traffic Management Center. During the course of the year, maintenance was performed on 128 signals, 31 school zone warning beacons, 19 intersection flashing beacons, 26 vehicle approaching beacons, 55 CCTV cameras, and 52 radar speed feedback signs.

UTILITY PERMITS:

- ▶ The number of requested utility permits increased greatly in 2016, with 1,027 permit requests reviewed and issued. To better facilitate communication between the utility companies and the community, the City implemented enhanced communication requirements as part of the permitting process. Working with Communications and the GIS team, a centralized webpage and utilities map was created, showing active permits geographically located, including links to information about the utility provider, permit information as well as contact information which can be used by the resident when questions or issues arise.



NATURAL RESOURCE PROTECTION

STORMWATER SERVICES UNIT

The Stormwater Services Unit of Public Works works with elected officials, City staff, and residents on efforts to improve stormwater management to meet community goals related to water quality and Natural Resource Protection. In December, the City officially opened the Marsh Creek Rain Garden, the City's first urban stormwater treatment park. This innovative program is designed to improve water quality by treating and filtering stormwater runoff before it flows into Marsh Creek, a tributary leading into the Chattahoochee River. The project was partially funded through a Nonpoint Source 319(h) Grant from the U.S. Environmental Protection Agency and the Georgia Department of Natural Resources Environmental Protection Division.

- ▶ The draining of the Lake Forrest Dam was completed, and the feasibility analysis related to options to fully repair the dam was initiated. Geotechnical investigation was completed, and field surveying activities are underway.
- ▶ Construction of a detention pond to support the Windsor Parkway Roadway Realignment project was completed.

MAINTENANCE AND PLANNING

- ▶ A comprehensive assessment was completed for all water quality/detention ponds within and maintained by the City. A maintenance plan for vegetation cutting and removal related to City ponds was completed.
- ▶ The Unit coordinated and hosted stormwater training for City departments as prescribed by National Pollutant Discharge Elimination System Municipal Separate Storm Sewer System permit requirements.

STORMWATER PROJECTS

Engineering design was completed on four projects with a total cost of \$127,795. Construction was completed on 35 stormwater projects with an overall cost of \$1,634,928.



SERVICE REQUESTS

1,767 requests for service were received and processed.



RESURFACING

6.4 miles of roadway were repaved—a 49 percent increase versus 2015.



UTILITY PERMITS

1,027 utility permits were issued—a 311 percent increase versus 2015.

- ▶ Staff continues participation as a Metropolitan North Georgia Water Planning District Technical Coordinating Committee member.
- ▶ The Unit facilitated and hosted meetings of the North Fulton Stormwater Alliance. Participating municipalities include Fulton County, Roswell, Milton, Alpharetta, and Johns Creek.
- ▶ Coordination began for a Sampling Quality Assurance Plan (SQSP) in order to delist Ball Mill Creek from the Federal Clean Water Act 303(d) list of impaired streams. When completed, Ball Mill Creek will be the first stream delisted within the City.

COMMUNITY EDUCATION

- ▶ Community education and public outreach efforts included the creation of educational signage for the Marsh Creek Rain Garden to explain the treatment process, and a water sampling activity conducted in conjunction with a local school as part of World Water Monitoring Day.

COMPLIANCE

- ▶ The Annual Report was approved by the Georgia Environmental Protection Division and submitted as part of the National Pollutant Discharge Elimination System (NPDES) Municipal Separate Storm Sewer System (MS4) permit.



RESIDENT INQUIRIES

393 inquiries related to stormwater and/or flooding were processed.



INSPECTIONS

2,500 stormwater pipes, structures and outfalls inspected.



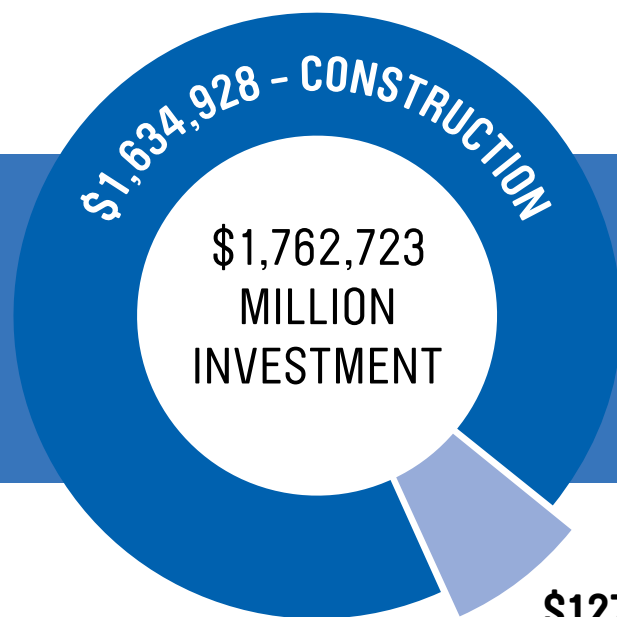
SUBTERRANEAN INFRASTRUCTURE

¼ mile of storm pipe evaluated using the remote inspection camera.

COMMUNITY DEVELOPMENT

The City's Community Development Department participates in a number of activities in support of the City's goals towards Natural Resource Protection. In August, the City updated its stormwater management regulations to mandate "green infrastructure" practices, as promoted through the 2016 updated, Georgia Storm Water

Management Manual (SWMM). Building up to these changes, the Community Development team facilitated a roundtable of water management professionals, advocates and home owner association leaders in April to discuss the new SWMM.



STORMWATER INVESTMENT

- ▶ A total of \$1,762,723 was invested in stormwater projects in 2016. Engineering design was completed on four projects and construction was completed on 35 projects.



RESIDENTIAL RENOVATIONS

In response to citizen concerns about heavy residential infill development and the City's many streams and steep slopes, the City now applies water quality rules to single family residential renovations and construction.



STORMWATER OFFICER

A new Stormwater Officer was added to the Community Development Department to focus on resident assistance related to stormwater regulations and home remodeling to meet the new standards.



DISTURBANCE THRESHOLD

The City exceeded State requirements by lowering the threshold which triggers stormwater controls to 1,000 square feet of disturbed area (down from the State's threshold of 5,000 square feet).



COMMUNITY APPEARANCE

COMMUNITY DEVELOPMENT

The Community Development Department, staffed by the Collaborative, provides several services related to the City's priorities: Community Appearance, Natural Resource Protection, Economic Development, Sustainability and Downtown Development. The professional staff includes landscape architects, civil engineers, arborists, architects, soil and erosion experts, and urban design specialists.

CODE ENFORCEMENT

The Code Enforcement division works to maintain and enhance community appearance and keep Sandy Springs properties in safe and orderly condition. They provide community education and conduct inspections, investigations and attend court proceedings for violations.

The Division also enforces noise regulations, business and alcohol licenses, gas station and taxi ordinances, as well as zoning

and sign ordinances. Code Officers work closely with property owners to address compliance, issuing Citations to appear in court only as a last resort.

- ▶ The American Association of Code Enforcement recognized Sandy Springs Code Officer Paula Allen as Code Officer of the Year during its annual conference.
- ▶ Following aggressive enforcement, improvements were noted at the condominium community at Northridge Crossing Drive and Granite Ridge Place. This condominium community of approximately 180 units was plagued with blight; junk vehicles, outside storage and structures were not being maintained. As a result of concentrated efforts, units were painted, outer structure repairs were made, inoperable and unregistered vehicles were removed, and tenants began to actively participate in the clean-up of trash and debris and lawn maintenance activities. Trash service was obtained for proper garbage disposal.

2,500

CODE ENFORCEMENT CASES

Officers managed nearly 2,500 Code Enforcement cases, including 950 cases related to property maintenance.

2,400

INSPECTIONS CONDUCTED

The Division completed more than 2,400 inspections.

2,000

CODE VIOLATION COMPLAINTS PROCESSED

The Division responded to nearly 2,000 code violation complaints—up 700 from the previous year.

53

TAXICAB COMPANIES INSPECTED

Licensed taxicab companies operating within the City were audited and inspected, resulting in an updated database of all 53 active taxi companies operating in the city.

170

SIGN CASES

Code Enforcement processed an estimated 170 sign cases resulting in 95 sign violations.

748

BUSINESS LICENSES INSPECTED

Assisting the City's Revenue Office, Code Enforcement officers conducted 748 inspections resulting in 41 Citations to business owners failing to maintain a current Sandy Springs business license.

28

GAS STATIONS CHECKED

Officers completed inspections for all of the City's 28 gas stations and convenience stores.

3

HOARDING CASES

Three cases involving hoarding behaviors were reported. Neighbor complaints ranged from pest infestation to inoperative plumbing systems. Each of these homeowners now has the opportunity to live in a clean, safe, and sanitary dwelling following enforcement.

21

VACANT PROPERTIES INSPECTED

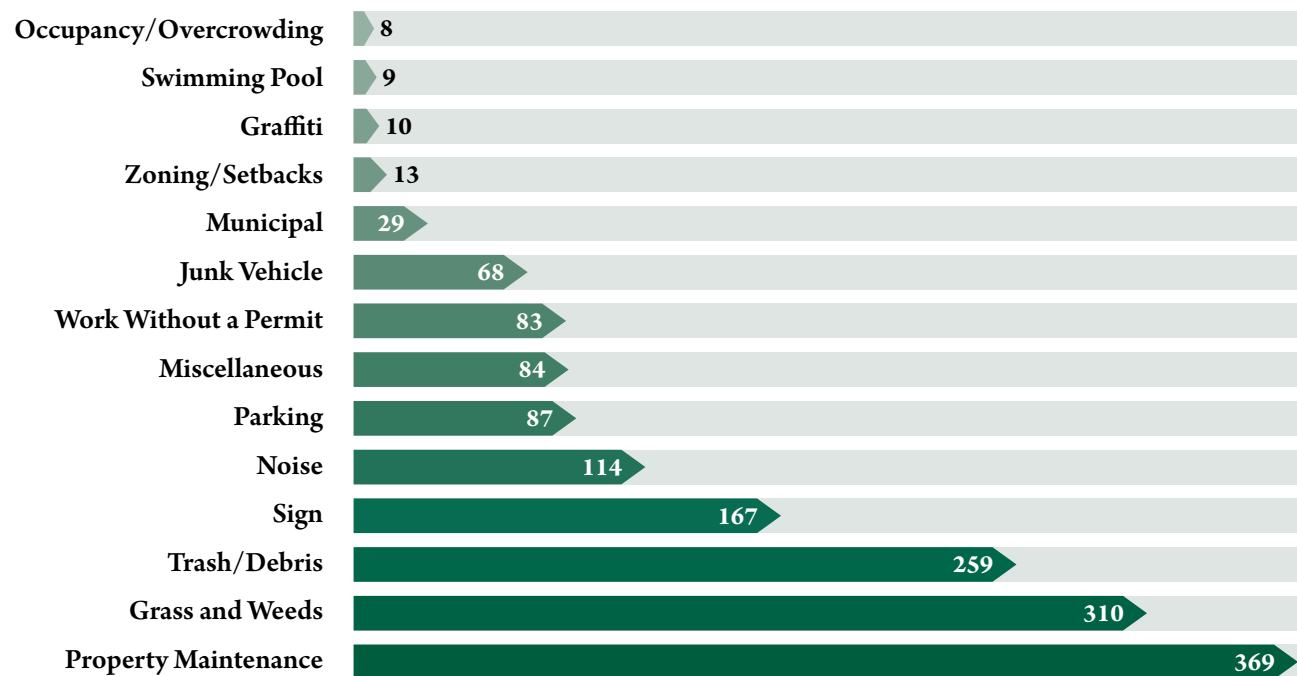
The Division issued Notices and/or Citations for issues related to 21 vacant residential properties: 20 of the properties are now in compliance, with two properties demolished.

70

APARTMENT COMPLEXES INSPECTED

Housing safety receives the utmost attention with cross departmental efforts to conduct apartment sweeps and inspections by the Fire Department, Public Works, and Code Enforcement. There were 10 apartment complex sweeps conducted in 2016, covering 1,977 units.

COMMON CODE VIOLATIONS



COURT ADJUDICATIONS

Code Enforcement issued Citations to 335 defendants for 802 violations that were adjudicated in the City of Sandy Springs Municipal Court during 2016. Fines assessed totaled nearly \$124,550 with an additional \$23,300 in fines contributed to the tree fund.

COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM (CDBG)

The City of Sandy Springs has received federal funding through the 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 III for the project began during 2016. This phase extends pedestrian lighting along Northridge Road at the north end.

The Department of Housing and Urban Development (HUD) recently updated its rules regarding reporting and planning for CDBG eligible communities. Long-range planners began work on the Fair Housing Assessment required for completion by October 2017. This effort will build upon the chapter on housing and the work program within the City's Next Ten Comprehensive Land Use Plan which identifies the need for workforce housing.

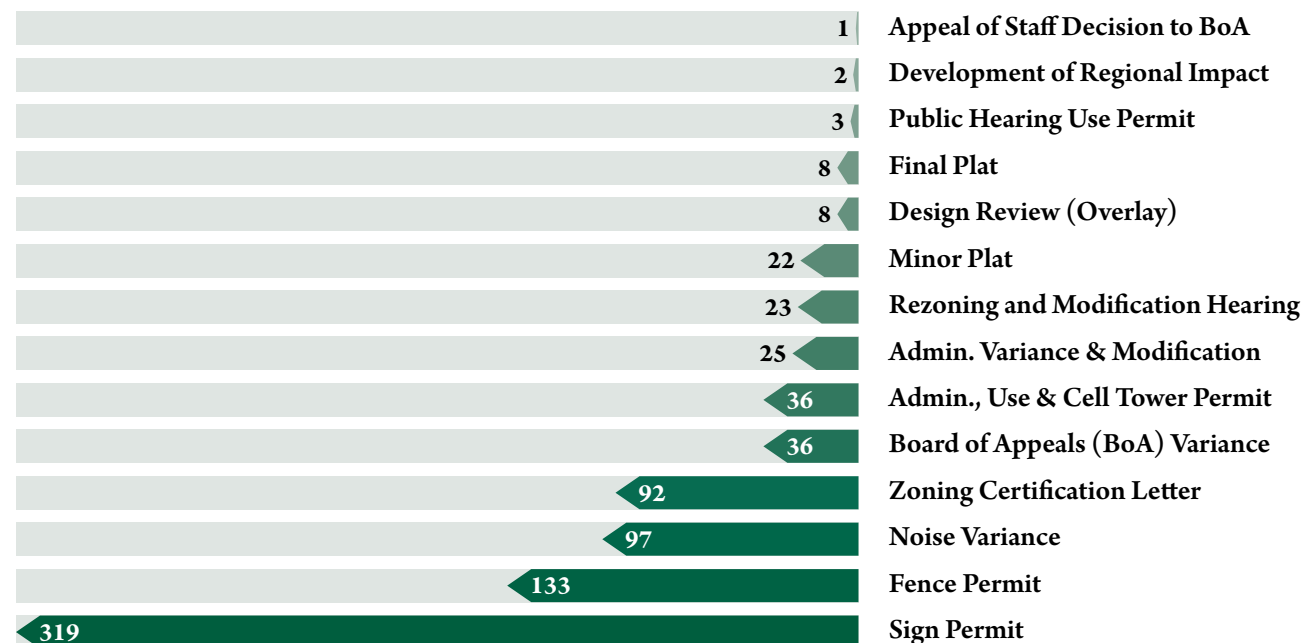
PLANNING AND ZONING

In addition to supporting the Planning Commission, Board of Appeals, and the City Council on rezoning cases, the Planning and Zoning Division provides analytics for policy recommendations, best practices in urban design, and updates to regulations.

- ▶ The Division analyzed, developed and presented recommendations for two Developments of Regional Impacts (DRIs) and 23 rezoning and modification applications. DRI projects require coordination with all regional transportation agencies (MARTA, Georgia Department of Transportation, Atlanta Regional Commission, and Georgia Regional Transportation Agency). Staff processed 62 variance applications (excluding noise variances).

- ▶ The Division regularly facilitates interaction between zoning applicants and the surrounding community involved in the zoning process. There were 37 advertised zoning community meetings, in addition to approximately 40 internal, informational meetings with community groups, developers and designers regarding zoning and development.
- ▶ Zoning Certifications, which reflect investment interest in the city, stayed steady this year at 100.
- ▶ Staff prepared 13 zoning code amendments to improve development quality, used as interim measures prior to the adoption of the new zoning and development code.

PLANNING AND ZONING ACTIVITIES



SITE PLAN REVIEWS

1,730 site plan reviewed for zoning compliance.



BUSINESS LICENSES

736 business and liquor licenses reviewed.



COMMUNITY MEETINGS

37 community meetings regarding zoning.



CODE AMENDMENTS

13 zoning code amendments prepared.



VARIANCES

62 variance applications processed.



REZONINGS

23 rezoning and modification applications presented.

BUILDING AND DEVELOPMENT

The high volume of development activity continued this year. In addition to the new headquarters for Mercedes Benz, several requests were made for transit-oriented development projects in the Perimeter Center area. Permit requests related to commercial and office markets also experienced a slight increase over the number of permits from 2015.

The Permit Desk serves approximately 200 customers each week. The turn-around time for individual residential permits was reduced and several “over-the counter” review services were added to help accelerate the process for simple permits such as installation of a fence to a residential dwelling.

The addition of technology enhancements for inspections services allowed for real-time data updates for construction and online scheduling for the tens of thousands of inspections conducted annually.

- ▶ The Department launched its Citizens/Contractor’s Access Portal. The program allows real-time updates of inspection information, removing the need for back-office data capture.

BUILDING PERMITS ISSUED

Administrative	33
Pools	81
Land Disturbance	87
Retaining Walls	96
Fence	127
Demolition	185
Signs	339
Tree Removal	411
Building Commercial	623
Single Family Residential	718
Trade	809
Utility	1027



CUSTOMERS SERVED

An average of 200 customers were served at the Permit Desk each week.



BUILDING PERMITS

600+ permits were issued for commercial development and 718 permits for single-family residential construction.



BUILDING INSPECTIONS

20,000+ construction inspections were conducted— a 33 percent increase versus 2015.



ARBORIST INSPECTIONS

425 inspections were completed by City arborists.



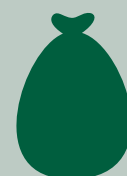
ACCESS PORTAL

The Department launched an access portal to allow real-time updates of inspection information.

PUBLIC WORKS MAINTENANCE ACTIVITIES

The City’s Public Works Department is tasked with a number of activities to improve the appearance of our community. Capital Improvement Projects such as the

construction of sidewalks and tree planting have a huge impact on the look of Sandy Springs; however, it is the day-to-day activities that keep our city looking fantastic.



TRASH REMOVAL

29,161 bags of trash removed the City’s parks and right-of-way.



POTHOLE REPAIR

173 potholes in City roads identified and repaired.



SIGN REMOVAL

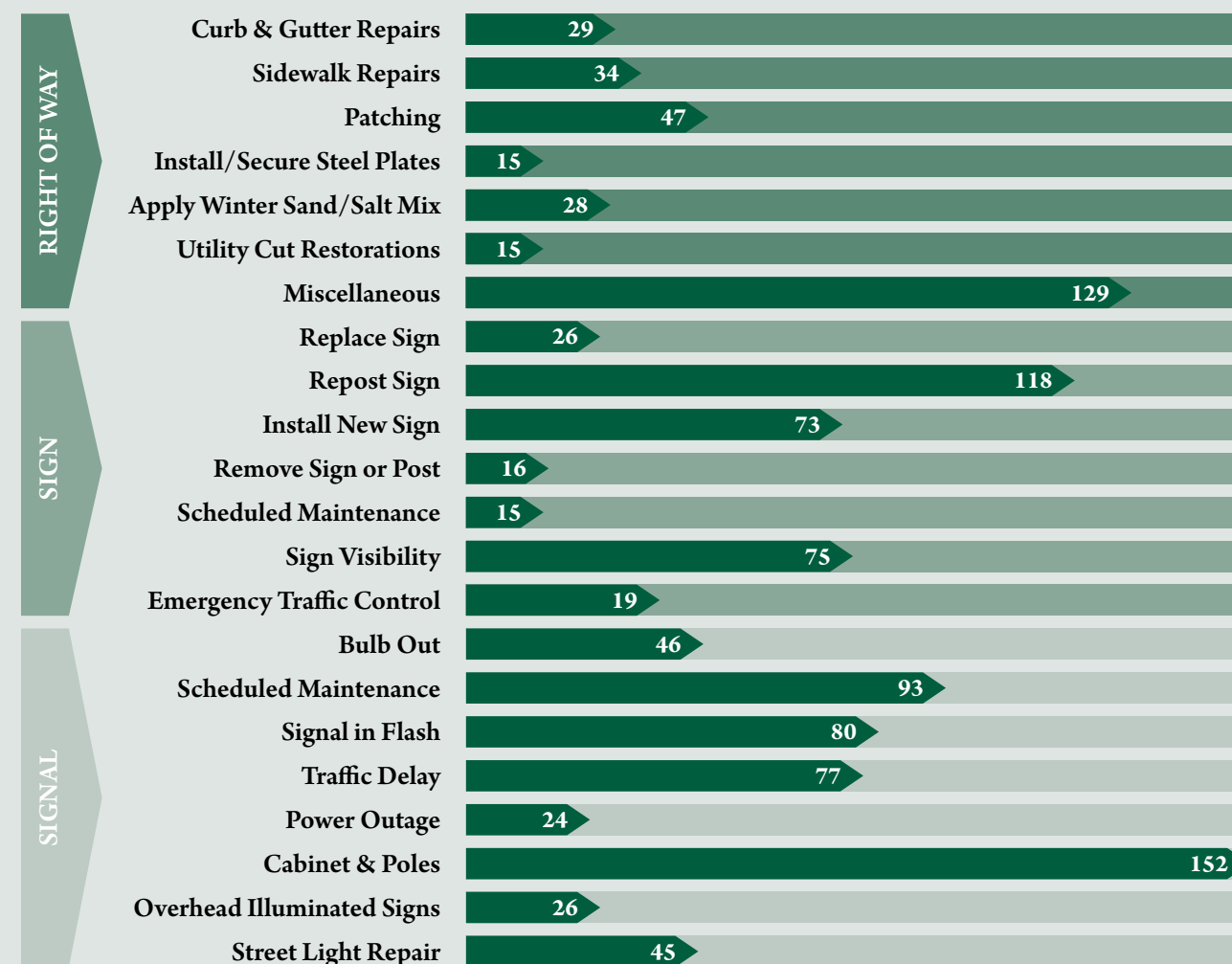
2,082 Illegal Signs removed from the City’s right-of-way.



WORK ORDERS

6,640 work orders to maintain the City’s parks and right-of-way.

MAINTENANCE WORK ORDERS





DOWNTOWN DEVELOPMENT

DEVELOPMENT OF CITY SPRINGS

Where construction in 2015 laid the foundation, activity over the course of 2016 resulted in a landscape change at City Springs as construction undertakings moved upwards. The city endured the closure of the intersection of Mt. Vernon and Sandy Springs Circle, with the work to lower the road grade and improve safety at that intersection completed a week ahead of schedule. During the lull in traffic at the intersection, a colony of visiting honeybees made themselves at home, until scooped up by local bee expert and Sandy Springs Mayor, Rusty Paul, for relocation to a more bee-friendly location. In October, the City Springs project received the Community Redevelopment Award at the annual Metro Atlanta Redevelopment Summit.

COMMUNICATIONS

The design team presented the community with an overview of the concepts for the public spaces in February, including visuals for the performing arts center, studio theater, city hall lobby and public park. The monthly Coffee with a Contractor information

sessions hosted by the City and Holder Construction continued, keeping the surrounding businesses and neighborhood leaders up-to-date on pending activities. Several public information meetings were held regarding streetscape plans for Sandy Springs Circle, west of Mt. Vernon, which includes the addition of sidewalk, in keeping with the City's goals of creating a walkable environment, with a plan approved in October.

BUSINESS

City leadership approved the Guaranteed Maximum Price in February. Property acquisition continued, including properties on Mt. Vernon Highway next to the master block, to create a surface parking lot to service City Springs and surrounding businesses. Carter/Selig closed on its purchase of 3.7 acres at City Springs for commercial development in June, with construction beginning that same month. The City also finalized its contract with Spectra for management of the performing arts center and studio theater.

CONSTRUCTION MILESTONES

FEB

Performing Arts Center (PAC) stage concrete placed

MAR

PAC orchestra seating level concrete placed

MAY

PAC loge seating level concrete placed

JUN

Mt. Vernon/Sandy Springs Circle improvements completed

JUL

PAC balcony seating level concrete placed

SEP

PAC concrete topping out, roof steel commencement

OCT

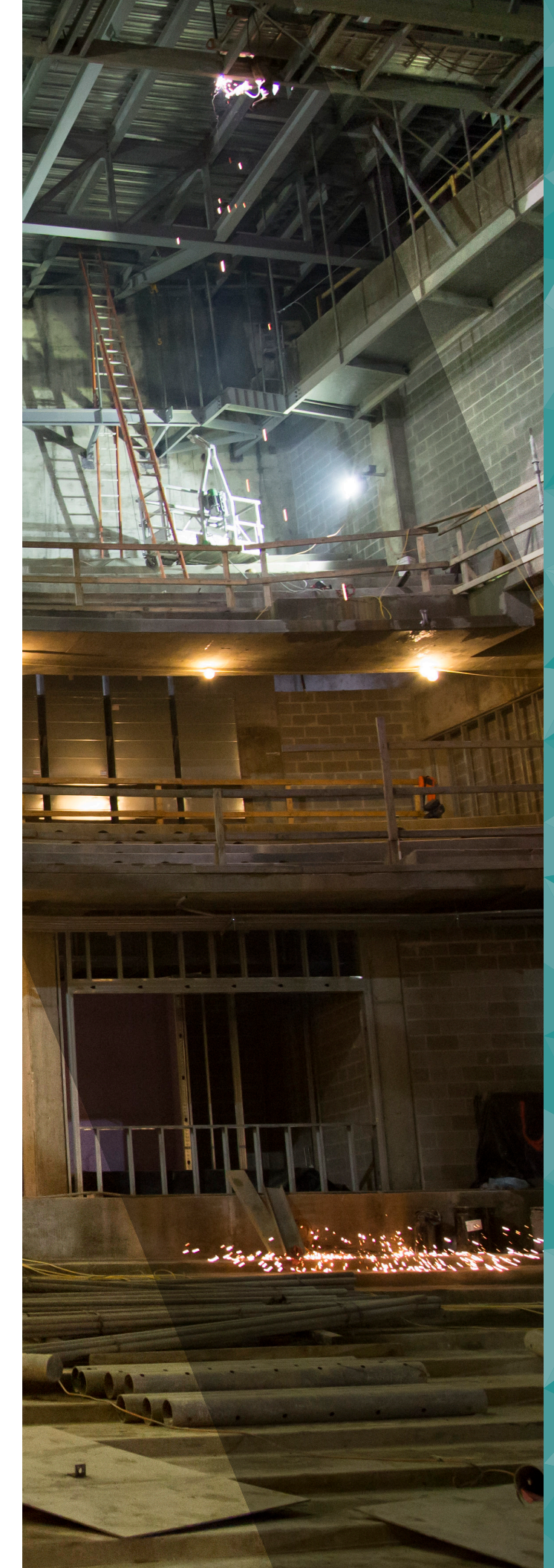
Studio Theatre roof terrace concrete placed

NOV

Mt. Vernon Hwy improvements completed

DEC

City Hall concrete topping out





SUSTAINABLE GROWTH

PLANNING FOR THE NEXT TEN

The City's comprehensive planning effort, The Next Ten, is an update to the City's existing Comprehensive Plan. The plan provides an official statement of the City's vision for its future, an expression of the community's aspirations and goals and a set of policies and recommendations to guide future decisions regarding land use, development and capital improvements.

- ▶ The public engagement period for The Next Ten began in June 2015 and continued through December of 2016. The Next Ten team has engaged residents through public forums, meetings, the Sandy Springs Festival, Leadership Sandy Springs and Youth Leadership Sandy Springs, focused stakeholder meetings, the website, email, text, social media, surveys, online polls, and mobile workshops.
- ▶ The planning effort included an analysis and recommendations for four Small Area Plans, including Roswell Road,

Perimeter Center, Powers Ferry, and both the existing North Springs and future Northridge Station areas.

- ▶ On December 6, 2016, the City Council adopted a resolution transmitting the Draft Comprehensive Plan and Small Area Plans to the Atlanta Regional Commission and the Georgia Department of Community Affairs for review and approval. Once those reviews and approvals are returned, the Council will consider the plans for adoption.
- ▶ Visit thenext10.org website to learn more, view documents, presentations, materials, summaries, poll results, and the Interactive Map. Community involvement will continue through 2017 as the City updates its Zoning Ordinance and Development Regulations into the Sandy Springs Development Code.

THE NEXT TEN

PLAN TOGETHER SANDY SPRINGS



PUBLIC ENGAGEMENT

18 months of public engagement.



MEETING PARTICIPANTS

1,050+ attendees at focus groups, interviews, meetings, mobile workshops, and open studios.



WEBSITE VISITORS

9,300+ unique visitors to the thenext10.org website.



MAP COMMENTS

952 comments on the Interactive Map.



CITIZEN COMMENTS

610 comments via email, web, and text poll responses.



Sandy Springs residents discuss the next ten years at a workshop in July 2016.



ECONOMIC DEVELOPMENT

COMMERCIAL DEVELOPMENT

Sandy Springs continues to lead the metro area in economic growth. The City's vacancy rate for office space continued to decrease, moving from 13.2 percent in 2015 to 11.1 percent in 2016. In comparison, the Atlanta metro area has a vacancy rate of 12.1 percent. Leasing activity slowed dramatically in 2016 (878,000 square feet leased in 2016, versus more than 2.2 million in 2015), as the market for space has tightened and rental rates have begun to increase.

The retail market in Sandy Springs remains healthy with a low vacancy rate of 6.3 percent. However rising rental costs may impact those tenants who are looking to renegotiate their leases. Average quoted asking rental rates in the city are at \$18.09 per square foot, compared to a five-year average of \$16.90.

RECRUITMENT

- ▶ The Economic Development team met with 58 recruitment prospects looking to locate in Sandy Springs.

- ▶ The City experienced at least five companies announcing moves or major expansions in 2016, yielding more than 1,700 jobs, 442,000 square feet of office space and \$16M in capital investment. Highlights include:
 - Global Payments announced plans to add more than 125 jobs at its Sandy Springs location, as it invests \$16 million to build out 150,000 square feet of office space on Glenlake Parkway.
 - Software maker eVestment relocated its headquarters to Sandy Springs and doubled its employment to more than 200.
 - United Healthcare opened a 105,000 square foot regional office at 2100 Riveredge Parkway.
 - AIG announced it will consolidate local offices into 600 Northpark. The company already employs more than 300 at the location and plans to add up to 150 jobs.
 - Kauffman Tire relocated its corporate headquarters to Sandy Springs.

RETENTION / EXPANSION

- ▶ The Economic Development team met with 18 large employers in Sandy Springs as part of the City's Business Retention program.
- ▶ Meetings were held with office property owners and tenant brokers representing more than 25 percent of the City's 24 million square feet of space to provide information on Sandy Springs and information on incentives for expanding businesses in Sandy Springs.
- ▶ The City continued its focus outreach efforts on small businesses, including retail and restaurants.
 - More than 60 meetings were held with small businesses as a part of this program.
 - Working with community partners, the City helped market Sandy Springs as a restaurant destination through the Savor Sandy Springs restaurant association effort. Events this year included a Kickoff Cookout Tailgate, Restaurant Week, and Food That Rocks.
 - Economic Development hosted a Lunch and Learn for retail tenant brokers to inform them about City projects.
 - The team met with brokers representing more than 28 percent of the City's six million square feet of retail space.

MARKETING

- ▶ The City's marketing strategy targets businesses in financial processing, information security and medical biotech industries, as well as corporate and regional headquarters. We work with our regional economic development partners, including the Georgia Department of Economic Development, Metro Atlanta Chamber of Commerce and the

REDEVELOPMENT

Along with other economic development partners in the region, Sandy Springs sponsored the second annual North Fulton Opportunity Outlook, an event highlighting redevelopment and investment targeting the development community.

Technology Association of Georgia, to highlight Georgia's leadership in these industries and to build and sustain a premier workforce for our existing employers. Highlights include:

- Participation and sponsorship of 37 events designed to showcase the city, including BisNow: Future of Central Perimeter, Technology Association of Georgia's Technology Summit, Meet At Atlanta, Health IT Leadership Summit, FinTech GA Symposium, International Council of Shopping Centers, North Fulton Opportunity Outlook.
- Economic Development hosted three familiarization tours for state and regional economic development partners.
- The team sought advertising opportunities with the Atlanta Business Chronicle, Atlanta Magazine, Site Selection magazine, and Georgia Trend.
- The City hosted various international delegations, including a visit by our Sister Cities, the Western Galilee Cluster, Israel.
- Economic Development participated in 28 ribbon cuttings promoting new businesses.



NEW BUSINESS

5 major companies relocated or expanded.



JOB CREATION

1,700 jobs to be created by relocations.



DEVELOPMENT

442,000 square feet of new office space.



INVESTMENT

\$16M in private-sector capital investment.



ECONOMIC DEVELOPMENT

HOSPITALITY AND TOURISM

Hospitality & Tourism introduced new branding elements as it launched a new website in 2016. The website was designed to maximize page views, visits, referrals, conversations and conversions. The new website engages visitors across all platforms, and using Hospitality's newly-acquired and extensive image portfolio, offers an inspirational experience to encourage them to choose Sandy Springs.

WEBSITE AND SOCIAL MEDIA

- ▶ Hospitality worked with a digital media agency to increase engagement on the website, launching a new digital media plan concurrently with the launch of the website in August. The result was a 126 percent increase in website sessions. With additional content for social media and a paid social campaign, Hospitality increased its Facebook "likes" by 612 percent; Twitter followers by 12 percent; and Instagram followers by 455 percent.

NEW HIRES

- ▶ The tourism agency hired a new Welcome Center Manager, Cynthia Adams, and a new Director of Sales, Dennis Kemp. Cynthia's experience includes 10 years with the City of Smyrna Fire Department. Dennis arrived in Sandy Springs after serving eight years as Regional Sales Manager for the Georgia Aquarium and six years prior experience with The Ritz-Carlton Hotels of Atlanta.

HOTELS

- ▶ Renovations were completed at two Sandy Springs hotels in 2016—the Hilton Suites and the Fairfield. Overall, hotel occupancy percentages were essentially flat at -0.2 percent over last year, but revenue per available room increased by 4.3 percent. Demand was up two percent over last year, and total revenue was up 6.5 percent over last year.

COMMUNITY EVENTS

- ▶ Hospitality & Tourism hosted two new annual events in 2016. The Sandy Springs Lantern Parade, held in June, drew more than 2,500 residents who created lanterns of all shapes and sizes and paraded down Morgan Falls Road from Roswell Road to the river. Abernathy Greenway Park was the base site for a Spooky Springs Halloween Event where an estimated 500 of the city's youngest trick-or-treaters mingled with characters and filled their trick-or-treat baskets with goodies.
- ▶ Hospitality & Tourism supports through promotional assistance a number of other community events, performance venues and organizations through traditional and social media marketing, public relations and other means. Among those: the Abernathy Arts Center, Act3 Productions, the Atlanta Capitals, the Anne Frank in the World Exhibit, the Atlanta Meatball Festival, the Atlanta Jewish Film Festival, the High Country Outfitters' Stand Up for the Hooch, the Chattahoochee River Keeper Back to the River Race & Festival, the Heritage Sandy Springs Concerts by the Springs, the Heritage Sandy Springs Farmers Market, the Heritage Sandy Springs Rhythm & Brews, the Leadership Sandy Springs Movies by Moonlight, the Savor Sandy Springs' Kickoff Cookout, the Sandy Springs Society's Tossed Out Treasures and Elegant Elf, the Sandy Springs Education Force Footprints For the Future, the Sandy Springs Festival, Food That Rocks, and the Savor Sandy Springs Restaurant Week.

SALES MISSIONS

- ▶ To promote the city as a travel alternative, department staff attend marketplace and trade shows meetings. Among those on this year's agenda: The National Tour Association's Travel Exchange, the American Bus Association Marketplace, Travel South USA, South Small Market Meetings Conference, Connect Meetings, Connect Faith, Tennessee Motorcoach, and as a volunteer at Travel South International. Staff also participated in the "Georgia on my Mind Day" events at several state visitor information centers (VICs) and hosted a number of familiarization tours of Sandy Springs for visiting staff from various VICs.

PARTNERSHIPS

- ▶ Sandy Springs Hospitality & Tourism continues to support its partnerships with the Atlanta Metro Travel Association (AMTA) and the Hospitality Highway, and its memberships in the Georgia Association of CVB's, the Southeast Tourism Society, and the Georgia Hotel and Lodging Association. Executive Director Jennifer Cruce served on the board of AMTA as the co-chair of its co-op marketing program.
- ▶ Hospitality & Tourism participated in the Progress Partners Council of the North Fulton Chamber of Commerce and supports the Savor Sandy Springs Restaurant Council in partnership with the Sandy Springs Perimeter Chamber.
- ▶ Hospitality & Tourism helped to welcome visiting delegates from the Western Galilee Cluster, our Sister City from Israel.



ONLINE ENGAGEMENT

126 percent increase in visits to visitsandysprings.org.



HOTEL REVENUE

6.5% increase in hotel revenue versus 2015.



HOTEL RENOVATION

2 of the 20 hotels in Sandy Springs were renovated.



RECREATION

RECREATION AND PARKS

Ribbons were cut on two new parks: Lost Corner Preserve and the Marsh Creek Rain Garden. Lost Corner Preserve is a 24-acre park located at 7300 Brandon Mill Road (at the corner of Brandon Mill and Dalrymple) featuring nature trails, a community garden, an apiary, and a century-old restored cottage available for the community to rent for special events. The Marsh Creek Rain Garden is an innovative water detention facility, while also providing the community with a quiet passive park in which to walk or simply sit and read a book.

Through recreational programming, the staff sought to increase enrollment, provide new programs and impart a positive impact on the community.

PROGRAM ENROLLMENT

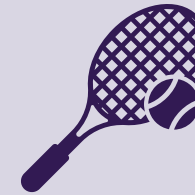
- ▶ Gymnastics launched a “Parents Night Out” initiative, increasing enrollment in the gymnastics program by more than 200 participants.

- ▶ Outdoor and special interest programs were offered at Lost Corner Preserve including a Discover Nature Saturday Series, Owl Prowl, Nature Photography Workshop, Bird Walks in the spring and fall, Vegetable Gardening 101, and a lecture about the Secret History of Lost Corner. Each program enjoyed solid participation.
- ▶ The Department’s summer camp program was expanded to include a Discover Nature Camp for boys and girls, ages 6-11. The two, one-week camps provided an opportunity for 32 kids to be among the very first campers to play at Lost Corner Preserve. Campers learned about nature, got wet in the creek, visited with the trees, met woodland creatures, and tasted fresh vegetables grown in the community gardens.
- ▶ Sandy Springs Tennis Center increased its online bookings by more than 2,500 and increased the number of junior programs offered. Complimentary courts were provided for Special Pops Tennis, scholarship camps, and other youth programs.



PARTNER PROGRAMS

15,000+ individuals participated in programs with partner organizations.



TENNIS CENTER

2,500+ increase in bookings at the Sandy Springs Tennis Center.



WATERCRAFT RENTAL

4,300+ watercraft rented at Morgan Falls Overlook Park—an 88 percent increase over 2015.



PILOT FIELD TRIP PROGRAM

200 first graders participated in pilot field trip program at Lost Corner Preserve.



PICKLE BALL

50 percent increase in pickle ball participation after two additional pickle ball courts were installed.

- ▶ A new Athletic Program for adults was launched. Pickle Ball meets five days a week at Hammond Park from 9 a.m.-2 p.m. The program is designed to provide adults an experience that is fun, competitive and social. Two additional permanent pickle ball courts were installed at Hammond Park with participation increasing by 50 percent after the installation.

PROGRAM PROVIDER PARTNERSHIPS

More than 15,000 individuals participated in programs provided through contracted relationships between the City and partner organizations.

- ▶ Watercraft rental and storage services for canoe, kayak and stand up paddleboard enthusiasts were made available at Morgan Falls Overlook Park. The service was provided by High Country Outfitters, Inc. More than 4,300 rentals were scheduled during the 2016 May-September season, reflecting an 88 percent increase from the previous year’s rental operation. Stand up Paddleboard classes were offered with enrollment just under 600 for the Stand-up Paddleboard Demo, Yoga, and private classes, resulting in a 43 percent increase in participation.
- ▶ STEAM camps for children ages 6-12 were provided by Art a la Carte Kidz under an instructor-contractor agreement. Week-long camps were scheduled during the spring and winter school breaks and during the summer. The camps featured mixed media visual arts activities along with Science, Technology, Engineering, and Math certified science and technology experiments—78 children participated in these one-week camps.
- ▶ More than 200 first graders from Dunwoody Springs Elementary School headed to Lost Corner Preserve for field trips in both the spring and fall to study nature and history. This pilot field trip program is a collaboration between Sandy Springs Recreation and Parks, Fulton County Schools, and the Friends of Lost Corner, providing students with hands-on, interactive learning related to plants, trees and local history.
- ▶ The Atlanta Sport and Social Club, LLC became a partner with the City this year, providing Adult Volleyball programs.

- ▶ The City participated in a program for exceptional needs youth made possible through a partnership with the Metro Atlanta Mayors Association, Gas South, and Feld Entertainment. The program provided an opportunity for children with exceptional (physical or developmental) needs and their families to experience the magic of the Ringling Bros. Barnum & Bailey Show at no cost to the family. Ten exceptional youth from Ison Springs and Lake Forest Elementary and their families attended the event held in February.
- ▶ The Atlanta Astronomy Club provided star gazing events at Overlook Park in the spring and fall. Participants learned how to set up their own telescope, talk to knowledgeable amateur astronomers about the night sky, and were able to try out a variety of telescopes.
- ▶ Bird walks were held in the spring at Morgan Falls Overlook Park through a partnership with the Atlanta Audubon Society. The list of bird species spotted at Overlook Park keeps growing. Two types of shorebirds - American Avocets and a Dunlin - were spotted there for the first time in Fulton County, according to the online database, eBird.org. New ducks have also arrived, including the Northern Pintail. The number

PARK PROJECTS

- ▶ Completion of the pervious parking lot construction/landscaping and greenhouse renovation at Lost Corner Preserve. The park opened in February 2016.
- ▶ Completion of the design and permitting for the Windsor Meadows Park.
- ▶ In conjunction with Public Works Stormwater Division, completed the construction and landscaping of Marsh Creek Rain Garden.

of species spotted at Overlook Park officially stands at 145.

- ▶ More than 3,000 participants were offered athletic recreational services through the Sandy Springs Youth Sports Association, Atlanta Youth Lacrosse, Georgia Sports Leagues, Sandy Springs FC, and Soccer in the Streets.



OPERATIONAL SUPPORT

COMMUNICATIONS & MEDIA

The Communications Department functions as an in-house newsroom for the City with a primary objective to strengthen community engagement. The department supports each of the City's departments, as well as City Springs, through event management, collateral development, messaging and community outreach. 'Strategic Communications' was the focus for Communications in 2016 with several new programs launched, designed to enhance the City's reach as it shared information with the community.

BRANDING

- ▶ Following on the successful launch of the City Springs brand, the Communications team led the next phase, taking a strategic look at the City's marketing elements. Research promoted updating the City's logo. Communications worked with branding partner, Imbibe, and unveiled a new logo design in October. Following approval by Council, the team began updating branded materials from letterhead to

graphics for the City's vehicles. The rebranding effort will continue into early 2017.

ELECTION 2016

- ▶ Communications worked with the City Clerk's office in the organization and implementation of Sandy Springs' first city-led election. The Special Election and Run-off Election for the District 3 Council seat enjoyed a record turnout. The polls were manned mainly by local residents, a first time for an election in our city.
- ▶ For candidates vying for the nomination from their party in the race for President of the United States, the City extended invitations to all candidates to utilize Sandy Springs City Hall as a site for a town hall meeting. Candidate, Ohio Governor John Kasich accepted the offer, with the Communications team providing support to event organizers to ensure a smooth event, with more than 500 in attendance.



A group of children learn about nature at Lost Corner Preserve.

COMMUNITY OUTREACH

TRAFFIC

Traffic is a leading concern for the community, and Communications led efforts to roll out several initiatives to keep the community informed about tie-ups around town.

- ▶ The Road Work Advisory page launched in January, providing an overview of all planned lane and road closures. The page is accessible via the City's website and the Sandy Springs Works app. By fall, the Road Work Advisory page ranked consistently among the top 20 pages viewed on the City's website.

CREATIVE WORKS

Words are important in communications, and the team uses a plethora of vocabulary to document city happenings through printed newsletters, monthly e-newsletters, a weekly Week in Review, and daily (and hourly) updates on social media. However, there are times when the right communication tool is a visual one. Notable projects this year include:

- Fence wrap for City Springs
- Interpretive Signage for Island Ford, Lost Corner Preserve and Marsh Creek Rain Garden
- Internal Newslettewr for SSPD



COLLATERAL CREATION

120+ graphic design projects completed.

The team also produced a number of videos designed to inform including an update to the municipal court instruction video providing more graphic representation, allowing both visual as well as audio intake.

- ▶ In September, Communications, in cooperation with Public Works and GIS, launched Sandy Springs Alerts, a multi-faceted notification program related to traffic and other city emergency notifications. On the web, a new Traffic Watch Map was launched, visually mapping the closures noted on the Road Work Advisory page, with links to information about the project associated with the closure. Residents can now receive a weekly email or text related to traffic closures and emergency notifications through the Sandy Springs Alerts notification system.
- ▶ Easing traffic is not a one-solution issue, and following Mayor Paul's appeal for increased use in alternative modes of transportation, Communications and Public Works went into the classroom, working with the Innovations Class at Mt. Vernon Presbyterian School to look at the problem from a "next generation" point of view. The year-long project will culminate in spring 2017.

ONLINE TOOLS

- ▶ Communications worked in partnership with other City departments to increase community access to information through the following programs:
 - Online chat rolled out in September as part of the City's Call Center functionality.
 - The City launched a Utilities Program, including updated policy and procedures, and an integrated map through efforts between Public Works, GIS and Communications.
 - Newcomers to Sandy Springs now can research local apartment communities' safety records through an online tool, the Apartment Safety Checker, a collaborative effort between Sandy Springs Police and Communications.



PHOTOGRAPHY SERVICES

Communications provided photography services for scores of ribbon cuttings and events.

PUBLIC MEETINGS

- ▶ Keeping dialogue open between the City and community is a key focus for the Communications team. Communications provided support for ongoing public information meetings designed to update and solicit feedback from the community related to road and intersection projects, planning efforts, and changes in policies. Some of the projects presented this year included: road and intersection projects at

Glenridge/Hammond and Cliftwood/Carpenter, the Complete Streets Design Project, North Fulton Comprehensive Transportation Plan, and the Sandy Springs Circle Streetscape Improvements. Communicating project planning for T-SPLOST and The Next Ten Comprehensive Land Use plan development were also priorities for the team.

THE NEWSROOM

Communications utilizes a variety of methods to release information to the community, including social media, monthly e-newsletters, neighborhood meetings, advertising, quarterly printed newsletters (distributed through the Sandy Springs Reporter), direct mail and media relations.

WEBSITE DEVELOPMENT

- ▶ Communications maintains the City's website infrastructure including ongoing development of the City's website, *sandyspringsga.gov*. In 2016:
 - The website received 27,000+ visitors per month.
 - The number of users accessing the website from a mobile device continues to increase rapidly with 37 percent using smart phones and six percent using tablets. Visitors using a computer are down to 57 percent from 64 percent in 2015.
- ▶ The Communications team developed a new website for City Springs (*citysprings.com*) in house, which has attracted 9,871 unique viewers since it's launch in May. The team continues to maintain the City's internal-facing online knowledgebase, providing the Call Center with real-time city information.

SOCIAL MEDIA

- ▶ 5,911 Twitter followers (up 19% over last year).
- ▶ 7,464 Facebook likes (up 27% over last year).
- ▶ 678 Facebook likes on the City Springs Facebook page, */CitySprings* (up 186% over last year).

MEDIA RELATIONS

- ▶ Communications handles an average of ten media requests each week, working with reporters to ensure they have correct information and interviews needed to complete a story. The pervasiveness of social media has shifted the City's role from the provider of facts via press releases, to a media outlet, breaking news and sharing the City's story with both the public and news reporters.



ONLINE ENGAGEMENT

333,381 unique users of *sandyspringsga.gov*.



MOBILE USERS

43% of website users access the site via a small-screen device.



SOCIAL MEDIA

23% increase in social media users following our feeds.

CITY SPRINGS

Communications continues participation in the planning meetings surrounding the development of City Springs, using that information to keep the public updated on its progress.

- ▶ The City Springs website was redeveloped this year, maintaining a chronological history of the project and promoting the development.
- ▶ Communications continues to facilitate monthly Coffee with Contractor meetings and manage community outreach related to roadways impacts.
- ▶ Regular video updates were released to give residents a view of activity within the construction fence.
- ▶ Working with citizen committees, Communications assisted in the development of public art programs which will take place both inside City Hall as well as within the green spaces of City Springs.

SPECIAL EVENTS

Communications continues to implement and support the City’s annual events such as MLK Day Celebration, Arbor Day, Kids2Parks Day, Stars and Stripes Fireworks, Back to School Bash and Veterans Day. In 2016, residents also enjoyed new offerings: New events and celebrations in 2016 included:

LAW DAY

- ▶ The Sandy Springs Municipal Court and Sandy Springs Bar Association celebrated Law Day with its first annual Essay Contest, themed “Miranda: More than Words”. The Communications team helped organize the contest and presentation of prizes in front of the City Council.

FOOD THAT ROCKS:

- ▶ The Savor Sandy Springs Restaurant Council partnered with the creator of Taste of Atlanta to stir up this unique food and entertainment event. Food that Rocks was held at Hammond Park, featured tastings from local eateries, cocktails and live music. An estimated 500 participated in the first-annual event co-sponsored by Sandy Springs Hospitality and Tourism and the Sandy Springs Perimeter Chamber.

SANDY SPRINGS LANTERN PARADE

- ▶ More than 2,500 residents arrived with their hand-made lanterns to parade down Morgan Falls

VISITING DELEGATIONS

The City’s Public-Private model for operations continues to attract attention from civic leaders around the globe. Working in conjunction with Economic Development, Communications welcomed a number of visiting guests from foreign countries to Sandy Springs. Among the cities and countries our guests called home: Japan, Republic of Cameroon and Tunisia. The City greeted a delegation from its Friendship City, Taicang, China. The City also welcomed a delegation for week-long visit from the Western Galilee, Israel, the first delegation visit since the signing of a Sister City agreement between Sandy Springs and the Western Galilee Cluster.

Road to enjoy a festive evening at Overlook Park. Communications provided behind-the-scenes support for this Hospitality and Tourism event.

PURPLE HEART CITY

- ▶ In June, Sandy Springs was declared a “Purple Heart Medal City” with a ceremony attended by a group of Sandy Springs military veterans who were decorated with the Purple Heart. Communications worked with Public Works to have Purple Heart street signs created and installed throughout the city in time for the national day of recognition on August 7th.

SPOOKY SPRINGS

- ▶ A first annual, not-so frightful, early trick-or-treat event for the City’s younger residents was held at Abernathy Greenway Park. Communications provided back-end and on-site support for this Hospitality and Tourism event, which attracted approximately 500 ghosts, goblins, princesses, warriors and more.

CALL CENTER MANAGEMENT

Residents in Sandy Springs have a 24/7 connection when it comes to city services. The City’s Call Center, serviced through an agreement with Faneuil, provides an additional avenue for residents to inquire as well as notify the city of issues of concern.

CALL VOLUME

The Call Center handled 69,901 calls during the first 11 months of 2016. The contracted Average Speed of Answer (ASA) goal is 25 seconds, and in 2016, the Call Center ASA was 15.4 seconds, well above the norm.

AVERAGE HANDLE TIME

The Average Handle Time (AHT) is the metric used to measure the average duration to handle one call,

beginning with the customer’s initiation of the call, and including any hold time, talk time, and related tasks to assist the caller. The AHT is used to determine proper staffing, indicating the percentage of incoming calls that an agent is able to answer live during an established amount of time. In 2016, the Call Center’s AHT was 2.19 minutes.

ONLINE CHAT

In October 2016, the Sandy Springs Citizens Response Center successfully launched chat functionality to better assist the residents of Sandy Springs. Over a six-week period, 270 chats were posted on record, with an average handle time of 4.3 minutes. Sandy Springs is one of the first cities in the country to utilize chat technology as an integrated tool within Call Center operations.



CALL VOLUME

6,000+ calls received by the Call Center each month.



AFTER-HOURS

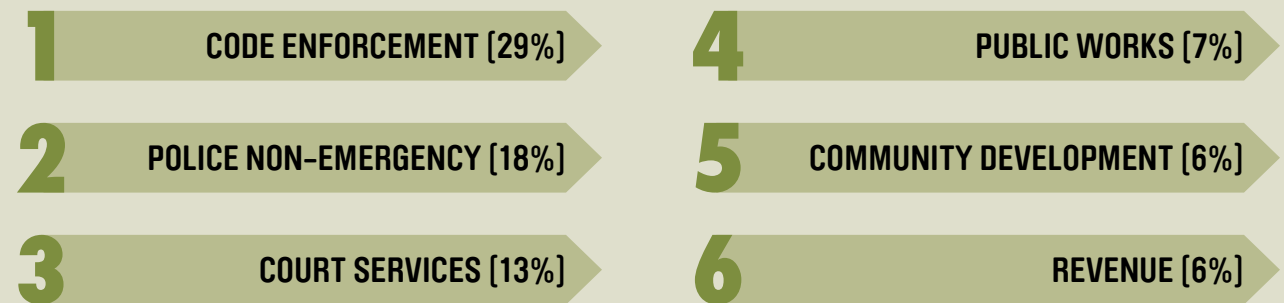
692 after-hours calls received by the Call Center each month.



WAIT TIMES

15.4 second average wait time. (25 second is our goal).

MOST FREQUENT TOPIC AREAS (PERCENTAGE OF TOTAL CALLS RECEIVED)





OPERATIONAL SUPPORT

INFORMATION SERVICES

Information Services consists of both Information Technology and Geographic Information Systems divisions, supported by InterDev. The IT Department not only provides support and maintenance, but also works with various departments to develop and implement new initiatives. The Sandy Springs GIS team is focused on building, maintaining, and growing the City's enterprise GIS environment through innovation and cost-effective GIS mapping, analysis, and solutions.

GIS ENHANCEMENTS

- ▶ Created a new public GIS "City Map" to access Sandy Springs source data for addresses, roads, council districts, zoning, and more.
- ▶ Developed the next-generation Traffic Watch Map, enabling the user to view live updates on road closures, events, along

with views of traffic cameras providing users a one-stop map of current projects with traffic impact.

- ▶ A sidewalk gap analysis was performed resulting in a new data layer of sidewalk access in Sandy Springs for each street. This layer identifies gaps in the network, estimating costs for infill, and evaluates the overall pedestrian accessibility of Sandy Springs neighborhoods.

INFRASTRUCTURE IMPROVEMENTS

- ▶ Deployed new workstations for Community Development, providing the capability for electronic plan reviews at an individual's desk.
- ▶ Refreshed server hardware to support growth, enhance reliability, and provide high quality disaster recovery options.



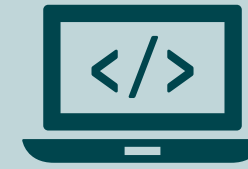
SUPPORT

5,000+ support requests processed.



HARDWARE

90 servers and more than 500 computers maintained.



APPLICATIONS

25 applications supported and maintained.

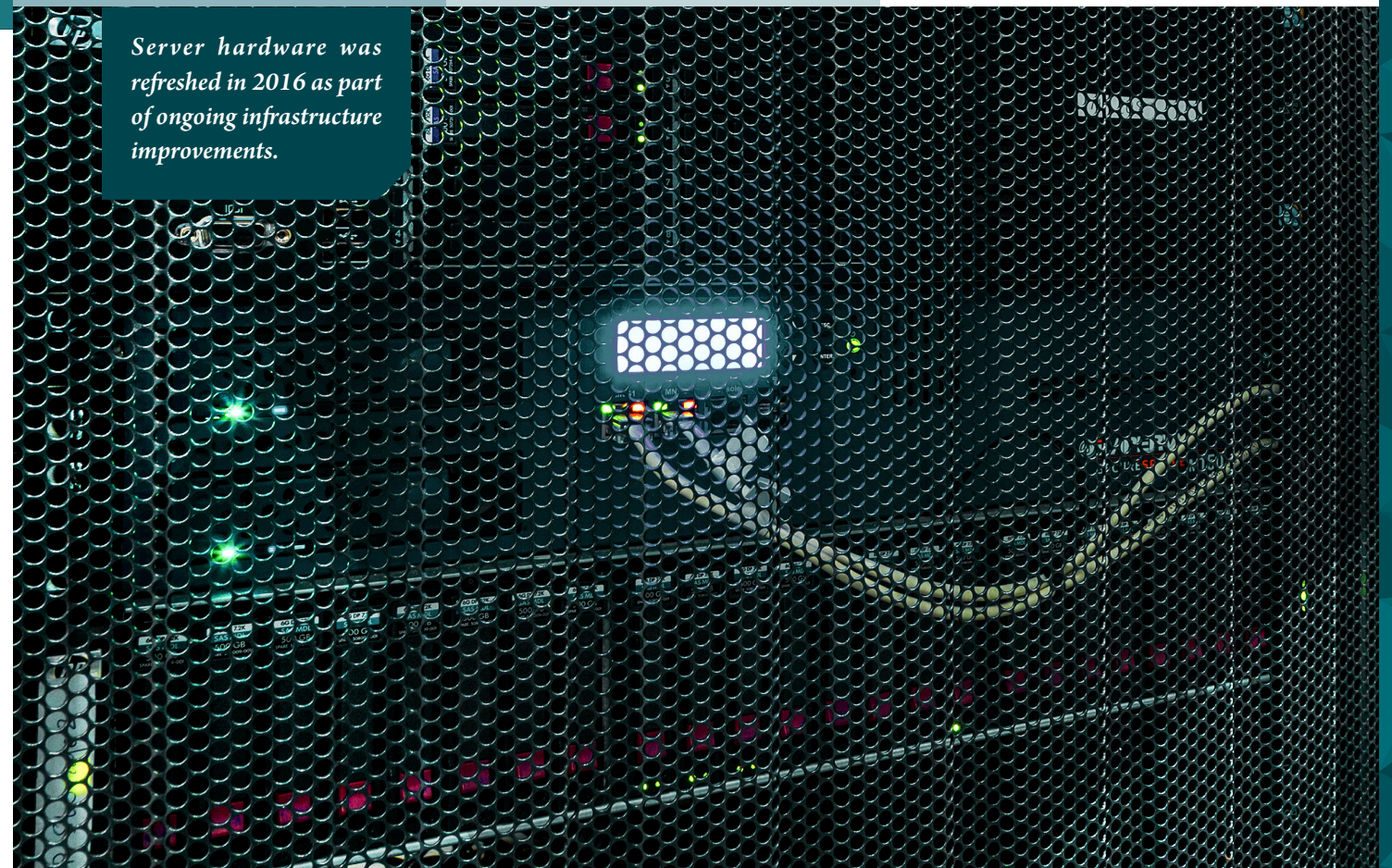


INFRASTRUCTURE

10 sites throughout Sandy Springs maintained on the City's network.

SECURITY AUGMENTATION

- ▶ Added a next generation fire-wall with Intrusion Prevention at our disaster recovery location, making the City's disaster recovery capability more agile while maintaining the highest level of protection.
- ▶ Implemented a cloud-based security product adding "security beyond the firewall". This is a significant enhancement to our overall security posture, protecting city assets before a connection ever gets made.
- ▶ Realigned policies to Industry Standards, ensuring that city workstations, laptops and servers have the highest possible security posture.





OPERATIONAL SUPPORT

FACILITY MANAGEMENT

The facilities department, staffed through AECOM, manages the daily operations of the 67,000 square foot City Hall and a 15,000 square foot warehouse. Facilities also manages building security, fire suppression and detection, 138 HVAC units, and pest control services throughout 13 city-run facilities. The department also oversees electrical and plumbing for city facilities, and it processes more than 47,000 pieces of inbound and outbound parcels through the mail room.

PROJECT MANAGEMENT

- ▶ Installed a Level II EV Charging Station for the City's first electrical vehicle.
- ▶ Removed the Roswell Road Propane station.
- ▶ Managed City demolition projects including: 8475 Roswell Road; 160 Hilderbrand Road; 145, 175 & 185 Mt. Vernon Hwy; and 380, 418 & 550 Hammond Drive.

CITY HALL

- ▶ Installed a new Visitor Management system to streamline the check-in/out procedures for City Hall.

- ▶ Conducted a complete office reconfiguration for the Public Works Department, adding five new workstations.
- ▶ Upgraded the audio system in the City's Council Chambers.

PROPERTY MANAGEMENT

The Facility Department manages the following:

City Hall Building

Trowbridge Warehouse

Police Department Headquarters
(HVAC, Pest Control and Janitorial Services)

Anne Frank & Hospitality Center
(HVAC, Plumbing and Electrical)

Facilities within Recreation and Park properties
(HVAC & Pest Control)

Property acquisitions for City Springs



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