

The Regular Meeting of the Sandy Springs City Council was broadcast live via webinar, teleconference, and Facebook on Tuesday, June 2, 2020, at 6:00 p.m., Mayor Rusty Paul presiding.

MOMENT OF SILENCE

I. CALL TO ORDER

Mayor Rusty Paul called the meeting to order at 6:00 pm.

II. ROLL CALL

City Clerk Raquel D. González called the roll and made the general announcements.

Mayor Rusty Paul – present.

Council Members present: Council Member John Paulson, Council Member Steve Soteres, Council Member Chris Burnett, Council Member Jody Reichel, Council Member Tibby DeJulio and Council Member Andy Bauman.

III. PLEDGE OF ALLEGIANCE – Mayor Paul led the Pledge of Allegiance.

IV. PUBLIC COMMENT

There were three (3) public comment cards to be read into the record.

Pablo Gonzalez, 6355 Peachtree Dunwoody Place, Sandy Springs GA 30328 – *(read into the record)* - I am glad to know that the police officers of Sandy Springs are outfitted with body cameras. I would like to know what else is being done in order to ensure that our officers are being trained to handle situations in an appropriate and nonviolent manner, and I would also like to know what the city is doing to make sure that there is no racism/sexism/any kind of discrimination existing within the culture at the police department.

Cooper Neff, 7302 Santa Fe Parkway, Sandy Springs GA 30350 - *(read into the record)* - It's has been more and more common to see bicyclists riding two even three wide taking up entire lanes in my area, it's extremely dangerous for the bikers and other drivers.

Mary Baron, 100 Saddlevue Run, Atlanta GA 30350 - *(read into the record)* - I appreciate the city looking to make needed improvements to the underused shopping centers in the north end and understand that the COVID-19 pandemic has made in person meetings impossible. However, I wanted to share some concerns I have about the city's north end "virtual pop up". I watched the instruction video and took a stab at doing the 20-card choice "dating app" activity for one of the locations. I am lost and overwhelmed already. Do I want townhomes, retail, mixed use, short or tall office buildings! The choices are confusing and the descriptions of each are cute, but unhelpful. For example, what does it mean that a public safety building "loves people" and "is not naïve and can read people pretty well." More information would be helpful. For example, are all these housing options owner-occupied or are some rental communities and does Fulton County even have the funds to support another library. My problem is that I don't really understand the long term implications of all of these different possibilities. What impact will they have on the existing community? What type of community will these choices make for the future? How is the average person supposed to make an informed choice between so many vague options? It would be more helpful to have a two way dialogue between the city and the community about the development options being considered, where citizens could have the opportunity to ask questions in real time. Unfortunately, this process is not

achieving that goal. There needs to be a lot more education about how different development decisions affect communities so that citizens can be equipped to participate in an exercise of this kind.

Mayor Paul commented that they were good comments. Paul said that there will be more public meetings on the North End. Some of the issues mentioned in the public comment will be addressed later this evening. Paul closed the Public Comment period.

V. APPROVAL OF MEETING AGENDA

Motion and Vote: Council Member DeJulio moved to move Item B. 2020-137, Consideration of Issuance of Task Order to Faneuil for Call Center Services, from the consent agenda onto the regular agenda, and to approve the amended agenda for the Regular Meeting on Tuesday, June 2, 2020. Council Member Paulson seconded. Mayor Paul stated this item would move to the end of the New Business portion of the agenda and he called for a roll call vote. The motion passed unanimously.

VI. CONSENT AGENDA

- A. 2020-136** Approval of Meeting Minutes
 - May 5, 2020 Special Called Meeting - Budget Workshop 1
 - May 12, 2020 Special Called Meeting - Budget Workshop 2
 - May 19, 2020 City Council Regular Meeting

Motion and Vote: Council Member Bauman moved to approve the amended consent agenda as recently modified by the amendment to the agenda for the Regular Meeting on Tuesday, June 2, 2020. Council Member Paulson seconded. Mayor Paul called for a roll call vote. The motion passed unanimously.

VII. PUBLIC HEARING

- A. 2020-138** First Public Hearing on FY2021 Budget and Discussion

City Manager Andrea Surratt presented the proposed FY2021 Budget based on established priorities and defined rankings developed at the Annual Retreat in January 2020 and City Council Budget Workshops in May 2020. The proposed budget is submitted to the City of Sandy Springs City Council in compliance with State Law (O.C.G.A. § 36-81-2 et seq.) that provides the budget requirements for Georgia local government. The FY2021 Budget provides the same millage of 4.731 mills, as last year; maintains adequate reserves in the fund balance to ensure sound fiscal integrity of the City in addition to meeting the criteria of credit rating agencies. The FY2021 budget includes resources that will allow the City to provide a high level of public safety services. It also provides capital funding to address a significant back-log of existing infrastructure deficiencies. During the budget workshops, Council received briefings about the economic conditions, short-term economic outlook, budget planning assumptions, public safety needs, operating department requests and resources for capital programs. Many are aware that the current economic conditions requires the City to change the budget significantly, those changes are reflected. The proposed budgets for all operating, capital, and special revenue funds total \$461,644,145. The City's general fund provides for the general government operations and maintain adequate working capital for the City's financial health and stability. The fund accounts for much of Sandy Springs operations has a budget of \$91,492,725. The remaining funds include confiscated assets, E911, tree fund, CDBG, hotel/motel, rental motor vehicle excise tax, TSPLOST projects, capital projects, impact fees, public facilities authority, performing arts center, stormwater maintenance and development authority funds. The capital project fund, public facilities authority construction fund, and stormwater maintenance fund (all capital construction funds) adopt project budgets where the adopted appropriations do not lapse at the end of a fiscal year; they

remain in effect until project completion or re-appropriation by City Council. Public hearings are scheduled to gain input and enable all members of City Council to better understand the needs of the entire community prior to budget adoption. The budget can be revised during the public hearings by City Council. The Final Budget is scheduled to be adopted by City Council on June 16, 2020. Surratt recommend Public Hearing on the Proposed Budget for FY2021.

City Clerk reported no Public Comment cards for this item.

Mayor Paul closed the first public hearing of the FY2021 budget. There will be another public hearing scheduled Tuesday, June 16, 2020 during the City Council regular meeting. The vote will be taken at the second public hearing, June 16, 2020.

VIII. NEW BUSINESS

A. 2020-139 Request for Mayor and City Council Consideration of Georgia Smart Communities Challenge Grant Application

Assistant City Manager Kristin Smith presented the Georgia Smart Communities Challenge created by Georgia Tech, a competitive one-year program that supports local governments by providing grant funding, access to technical assistance, expert advice, and a network of peers. Since Sandy Springs is located within metro Atlanta, the City must apply for Smart Mobility projects. The City has made significant capital investments in transportation technology, including SCOOT signal technology to improve safety, mobility intersections, and the recent investment in the Emergency Vehicle Preemption (EVP). The proposed GA Smart Project would leverage these infrastructure investments to improve transit service within the City. The Glance units, installed as part of the EVP project, are capable of integrating with the AVL system on MARTA buses in order to communicate bus location and schedule to the traffic signal. This allows a signal to extend a green traffic light if it detects a bus in close proximity or running behind schedule. Unlike preemption, priority does not prompt the signal to change to green. Sandy Springs hopes to partner with MARTA, the City of Dunwoody, and GA Tech researchers to pilot, evaluate, and develop an implementation strategy for transit signal priority. The work will focus on two highly utilized bus routes that run along Hammond Drive into Dunwoody and provide a connection to MARTA rail. The GA Smart Grant would provide up to \$25,000 in funding from ARC Centers Initiative to the City for project implementation. Up to \$50,000 for research partners and a GA Tech student intern from the Smart Community Core Internship Program during the summer semester. This opportunity requires a minimum match of 20% of the total project cost. The requested match funding of up to \$25,000 is available in the Traffic Management Program. The project team, managed by Transportation Planner Caitlin Shankle, is working to finalize the details of the grant for submittal by June 12, 2020. Smith recommend Council approval of a resolution to proceed with the GA Smart Communities Challenge Grant submittal.

Motion and Vote: Council Member Reichel moved to approve agenda item number 2020-139, Request for Mayor and City Council Consideration of Georgia Smart Communities Challenge Grant Application. Council Member Burnett seconded. Mayor Paul called for a roll call vote. The motion passed unanimously.

Council Member Burnett asked if part of the study includes the placement of the bus stops along Roswell Road and whether they are placed at red-lighted intersections or in between. If so, would the busses have the ability to trigger the traffic lights to red so that surrounding traffic would stop? At times, cars will be behind a bus, and then dart out from behind the bus in order to make the light. Whereas, if the light is red, then they will be more patient sitting behind the bus. Would the focus be on efficiency, and safety as well?

Assistant City Manager Smith stated the focus will mostly be efficiency. This is certainly something that the City could discuss with research partners and the company that operates the software. They will look at the bus stop locations, which is important in figuring out which stops will be included and how the system will run. It is also a question for MARTA about how their operations and schedule timing might change.

Council Member Burnett believes this is a good idea and hopefully staff can find some good operating efficiencies for MARTA to come from this study.

RESOLUTION NO. 2020-06-63

B. 2020-140 Request for Mayor and City Council Consideration of Award for Medical District Roadway Safety Analysis Project T-7241 for RFP # 20-054

Public Works Director Marty Martin presented an award recommendation for Medical District Roadway Safety Analysis contract to KCI Technologies, Inc. in the amount of \$159,500. The goal is reduction in fatal and injury crashes within the City. This project addresses one of the highest concentrations of high-crash locations, the hospital district and three corridors, Peachtree/Dunwoody Road, Johnson Ferry Road and Glenridge Connector. There's a significant number of side, mid-block and intersection crashes at those locations. Staff pays close attention to these when there is an annual average of about five crashes per location. Some of the conditions experienced while driving at these locations for vertical and horizontal alignment on many of the roadways throughout the district are poor connections to hospitals and Medical Center MARTA. This not only involves motor vehicle crashes, but bicycle and pedestrian accidents within the congested area, and driver expectation of what is next along the roadway. Staff has connections to the GA SR 400 Trail, a major trail that we hope to complete in the next few years and managed lanes connections at Perimeter Center Parkway, with the I-285 improvements, compound that traffic flow into the area.

There are wayfinding concerns with disoriented visitors in the Medical District. The City issued a Request for Proposals (RFP) in March, 2020. On April 6, 2020, staff received nine proposals from qualified consultants. A team consisting of Traffic and Transportation Unit Manager Kristen Westcott, Transportation Planner Caitlin Shankle, TSPLOST Project Manager Christine Schultz, and Senior Traffic Engineer David Low primarily focused on intersection projects. Based on the result of the team's evaluations of those proposals, they whittled down the group to two outstanding candidates, Kimley-Horne & Associates, Inc. and KCI Technologies, Inc. Staff further interviewed the two short-list candidates, as a result scores, recommended KCI Technologies, Inc. as the successful consultant in this case. Once the interviews were conducted, both price offers were considered and KCI Technologies was the successful low bidder at \$159,500 compared to \$185,000 from Kimley-Horne. Staff recommends award to KCI Technologies, Inc. for the Medical District Safety Analysis. The project will be funded with identified funds Project T-7241, in the Medical District Roadway Safety Analysis program, a subset of the Installation Improvement program.

Motion and Vote: Council Member DeJulio moved to approve agenda item number 2020-140, Request for Mayor and City Council Consideration of Award for Medical District Roadway Safety Analysis Project T-7241 for RFP # 20-054. Council Member Bauman seconded. Mayor Paul called for a roll call vote. The motion passed unanimously.

Council Member DeJulio stated that this project has been needed since the City incorporated in December, 2005. The Medical District is the heaviest and most congested area in the City. Needless to say, a lot of people are lost in that area, so the wayfinding would be something very important. DeJulio feels this is

absolutely necessary and appreciates the presentation. DeJulio anticipates receiving the study in the nine months.

Council Member Bauman echoed Council Member DeJulio's pivot to the Medical District versus Pill Hill which has been a pet peeve for quite a number of years. Bauman further stated that this project hits on many of the City priorities for public safety and quality of life.

Council Member Burnett asked if ambulances currently have the Emergency Vehicle Preemption (EVP) that our fire trucks currently have.

Public Works Director Martin stated that the EVP has been applied to the ambulances. The upload on the vehicles is still ongoing as the installation in the traffic signal cabinets throughout the City is completed. Ambulances receive a portion of the EVP.

Council Member Burnett stated that he would assume that the effectiveness would be part of the safety analysis.

Public Works Director Martin stated that the focus is more so on contributing factors that create accidents within the Medical District. Of course, ambulance movement through the area is a challenge. It is as much about the outside problems, strategies and tactics to apply in order to potentially remedy some of the high-crash locations in the District.

Mayor Paul interjected, as he understands, we are trying to reduce the number of ambulance movements by reducing the need to show up for wrecks.

Public Works Director Martin reiterated that if the ambulances do not have an accident, they do not need to send red lights.

RESOLUTION NO. 2020-06-64

C. 2020-137 Consideration of Issuance of Task Order to Faneuil for Call Center Services

Communications Director Sharon Kraun presented a brief overview of Call Center updates. Key personnel and day-to-day contacts include Francisco Zamora and William Kiiskila. William has served on the Sandy Springs account since we began the first round with Faneuil. The first shift entails 4 high-volume dayshift long-term representatives. This helps with consistency and knowledge of the City and things that are going on around town. In 2019, staff handled just over 75,000 calls. You will notice a drop-off in August, 2019, part of that is related to the implementation of True Verification for the False Alarm Policy. Years 2017 and 2019 look very similar. During 2018, the triaging of the alarms before True Verification began. Customer service representatives (CSRs) are asked anything from weird noises heard flying over homes, strange animals in the back yard, City Hall opening hours, it runs the gamut of just about everything. Everything known is placed into the knowledge base that can query any question to produce a consistent answer. New questions and answers can be added to the database in real time. This helps the flow seeing that the call center is located in Orlando, FL. Performance Metrics are graded on performance and customer service. Quality performance is also very important and we have a series of metrics by which to measure, all to ensure the Call Center is meeting any expectations. The average speed and contracted goal is 30 seconds, we are well below range. The current average is approximately 11.38 seconds. Major accidents and storm can increase the time. The Average Handle Time (AHT) is the length of time for average calls measured in seconds. These calls average 2.5-3 minutes. This stays fairly consistent unless a call requires more explanation. Previous alarm calls, prior to making the switch to True Verification 45 minutes. Quality

Assurance is part of the metrics used to ensure that CSRs continue to make customer service and quality a top priority. Staff aims to get most questions answered within one call. The current average is 93.68%, well above the 80% required. In addition to phone calls, many refuse to talk in person, but wish to speak with a live person, so Chat is an available option. The City's website displays this Chat option at the bottom of each page. Each Chat takes approximately five minutes, some are usually a bit longer. Admin=Clerk General are general calls lumped into a top category. There are a lot of general operation police calls directed to the Police Department. The next category consists of Permitting /Revenue / Business Licenses. A high percentage are wrong number calls. Every call center call is recorded. A service ticket is generated, documented then stored in the database for tracking purposes. In 2018, we began routing all of the alarm company burglar alarm calls through the Call Center which skewed the total a little. True Verification began in June, 2019, so progress is being made. In terms of the Call Center, the volume decreased, but significantly impacted ChatComm well into 2020. The panic, duress, fire, hold-up, are still forwarded directly to ChatComm while burglar alarm calls are forwarded to the Call Center. Staff is still working through the impacts of COVID, burglar alarms have decreased since people are home. Staff will return in early Fall with a new assessment due to the pandemic to make additional recommendations.

Motion and Vote: Council Member Paulson moved to approve agenda item number 2020-137, Consideration of Issuance of Task Order to Faneuil for Call Center Services. Council Member DeJulio seconded. Mayor Paul called for a roll call vote. The motion passed unanimously.

Council Member Paulson thanked Communications Director Kraun for the presentation. Paulson stated that this organization talks to citizens 5,000 - 7,000 times a month. Paulson talks to constituents only 30 times a month. The Call Center has a much more direct impact on citizenry. Two questions come to mind; occasionally he's heard that Call Center wait times are lengthy, although great averages were presented. Do we know what the maximum is and does it happen very often. Do we know anything about max times when that happens when they have problems?

Communications Director Kraun replied that there are times, especially during peak travel, when an accident or incident will cause an influx of Call Center calls. There's an overabundance of CSRs working, calls that come in at the same time extends the wait time. This is monitored via a weekly report from the Call Center. If a complaint is received, research is available. This usually occurs during a peak hour or if a tornado siren goes off, people sometimes forget that those are tested the first Wednesday of every month. This information is in the knowledge database so they are explaining that we test it each month.

Council Member Paulson asked if staff receives any complaints concerning the Call Center and who receives those?

Communications Director Kraun replied that the Communications director receives internal and external complaints. A thorough investigation is done to correct the action.

Council Member Bauman asked if the customer service issues were wide spread. Bauman indicated that the metrics seem pretty helpful. Personally, he believes that the patch-through speed is sometimes very slow. Trying to reach a law office or accounting service, he'd rather call the general number as opposed to the patch through. Do staff have any metrics on patch-through speed?

Communications Director Kraun replied that if calling to speak to someone in particular causes a delay while checking on the availability of that person. Kraun will check with IAT to see if there is a technology to solve that concern.

Council Member Bauman stated that personally, if the person is not available then the call should go straight to voice mail. This is so customer facing, he hopes that we continue to look at ways to measure customer service with Call Center. For example, if you call Delta, they will ask if you are willing to take the one question survey at the end of that call. 'If you were hiring, would you hire that Customer Service Representative?' The substantive question is, are we continuing to use artificial intelligence, knowledge based technology to improve speed. Is there a way to access that knowledge to avoid calls, allowing citizens to make online calls by typing a question? How many of those questions could be answered with artificial intelligence? Bauman wishes to make every experience a good one, with a real live person, to the extent of being efficient.

Communications Director Kraun stated that enhancements with the website and a unified platform is in this next year's fiscal budget. That will help in terms of being able to make information easier, more consistent and reliable, so that a resident can query a lot of this information. More than 15,000 pages are displayed on the City's website. It can be overwhelming to find things but staff is in the process of building a new unified platform. Staff has complete control over the source of information and the knowledge base used. Anything that changes on our end can be entered for the Call Center to retrieve it. Between using the knowledge base and the unified platform, staff can instantly and more effectively provide information for residents.

Council Member Bauman commented that in the Smart Cities work that Kristin and others have done, this is not a unique issue according to the under 40 crowd. The City is probably number two when it comes to customer service, call-in technology, and artificial intelligence.

Council Member Burnett asked if we provide mystery shopping, where firms pose as a client or prospect. In our case they would either go into our offices or call the customer service line to hear real time experiences. Has staff considered this?

Communications Director Kraun said that the Faneuil staff 'shop' their own employees to help with making sure that they are meeting their metrics. The City has the ability to listen to any call made, and we do that. Occasionally, the Call Center randomly picks two calls from each CSR, the staff listens to the calls. This was conducted at least one a month on a regular basis. Feedback is provided on a regular basis to make sure that they are friendly, helpful, understandable, and following protocol.

Council Member DeJulio stated that years ago we would occasionally get a phone call from the Call Center saying Mr. Jones would like to speak to you. Does that still occur?

Communications Director Kraun replied that if the Call Center receives a call for Council members it is transfer to the assigned extension, then voicemail if unavailable.

Council Member Reichel wanted to give the Call Center a 'shout-out.' Reichel has used them both as a citizen and as a City Council person. They are not perfect, but she has always had a really good experience. The Call Center was always polite.

IX. REPORTS

A. 2020-141 Mayor and Council Reports

Mayor Paul indicated a few things to discuss, one is kind of fun, the other is kind of heavy. Starting with the fun one, recall the City's first Christmas parade this past December as part of the Sparkle Sandy Springs festival. Submitted in a competition, and named one of the Top 20 Festival and Event winners by the

Southeastern Tourism Society. The parade was a new addition. One to be very proud of, recognized as part of our celebration.

Mayor addressed the other issue as being the most challenging in his 40 years in public service. Between COVID-19 and its impact on the economy and all the things that surround that, that have been disruptive to our social life. Then, in the last week, we have experience a lot of coverage about racism. There is genuine and justified righteous indignation nationally about the death of George Floyd, the Georgia death of Ahmaud Arbery, and a long line of others. Paul and his family watched the movie 'Just Mercy' a couple of weeks ago about attorney Bryan Stevenson who went to Montgomery, Alabama to prove the wrongful conviction of dozens of people on death row. Virtually, all of them African-Americans, he proved that they had been convicted unjustly. The sheer numbers of people sentenced to death, wrongfully, was shocking which caused thinking about this issue at a new level. Paul grew up in the deep south when racism was not subtle, it was overt, talked about, and discussed. Words that are inappropriate today were part of the common daily vernacular. Racism is American's original sin. It arrived with the very first slave ship and has continued, not nearly as overt as it was growing up, it is a little more subtle. This does not mean that it is any less of a problem or less of a factor in our society. The events of the last few weeks have proven there is genuine outrage on the streets of Atlanta, our region and across the country. There is a group of people saying, enough is enough. We have an obligation not just to listen, but to ask. Paul's wife was part of a conversation with a group of people last week. A very prominent African-American man made the statement, "I am tired of being the most hated man in America. Even though I get treated very well in Sandy Springs, I love things here in Sandy Springs, wherever I go, I can see it in people's eyes. The distrust, the fear, the anger, and it's wearing. It just wears you out." That says a lot. Paul's children is working to help him understand as a guy who grew up in the rural South in an era of overt racism. Paul spent his life trying to yank the weeds of racism out of his head, out of mind and overcome the things that were taught as a child. It is something that many struggle with, but it is time to address it on a very deep and fundamental level. There is a small group of people using genuine anger, fear and outrage as a cover for criminality. Looters targeted Sandy Springs this past week. That is just pure dastardly. It overshadows and takes away from the genuine message and it is dastardly because it gives those people, who do not want to acknowledge and admit there is a problem something else to talk about, and something else to blame people on. Paul is very concerned, we are going to do whatever it takes. The SSPS police chief will later speak about officer trainings, and City Manager Surratt is will address staff training. The City will respond forcefully to one who tries to use the legitimate movement as an opportunity to subvert a long-needed, way overdue conversation about race, we are not going to allow that to happen. Subversion to overshadow a much needed conversation will not be allowed. Rabbi Brad Levenberg sent a heartfelt email this week, he wants the Council to convene a public meeting to discuss these issues. Unfortunately, we are still in a large-group COVID lockdown. A letter will go out to churches, synagogues, mosques, service organizations, homeowner associations, and any other group of people who want to get together to convene small group meetings. Civic dinners, and gatherings with a very diverse group of people to have a conversation; not just your friends talking about what we can do. We need to hear from minority residents about how they feel, how they see these issues. Paul want to ensure that these small group settings involve members of the minority community in order to have this dialogue. It is very, very important that we begin the process of trying to eradicate racism from our community. We cannot do anything about the world, country, or State of Georgia; but we can focus on our own community. We want to make sure that we have people of color who are involved, so we see all aspects of this issue and we are not just talking among ourselves, people of like sentiment. We need to hear from people who are really affected by racism. And, in these small group meetings, I want them to keep notes, write down suggestions, ideas, recommendations and concerns and send those to City Hall to be part of a presentation made to Council. Hopefully, there will be some things that we can pull out of this that will help make us a better community, a better City, and come up with some constructive steps to deal with this. You will hear from the Chief of Police and City Manager about things that we are doing within our own organization about racism. Finally, at our next meeting, you will be asked

to vote on a resolution that will change the name Lake Forrest Drive. To take one of the "r's" out; we are going to leave it Lake Forest, but we are taking one of the "r's" out.

There is argument that the area was named for Nathan Bedford Forrest, the Confederate general and founders of the Ku Klux Klan. Others say no, it was not. The concern is, if there is any implications that it is, it is time to change the name of that road. Legal and City Manager is preparing a resolution to make that change and Council will be asked to vote on it next meeting. Paul reiterated that this is a time of great emotion in our country, community, and in our state. It is a passionate discussion item amongst his own family. Paul hopes to gather this information and put it to productive use, changes that have not been considered, that may need to be made going forward to make this a much more inclusive and caring community where all people, regardless of race, creed, color or any other factor feel at home, welcomed, well treated, and feel like they are a vital part of the Sandy Springs community.

B. 2020-142 Staff Reports

1. April 2020 Unaudited Financials

Chief Financial Officer Karen Ellis presented the April 2020 Unaudited Financials, which begins the City Manager is going to work on for you each month to show our tracking on these revenues that were impacted because of the COVID-19. Ellis gave an overview and further analysis. The City Manager will go through the COVID update. Currently we are at 83% of the budget, which is 10 months through. There are 3 months left, even though 10-12 is 2, a modified accrual, so there are 3 months left in the year. We are at 97% of revenue, similar to 2018, last year was a little bit higher. The City is not doing too badly, above 83%, under budget 74% compared to 83% of the year in expenditures. Some of the revenues, may be an affect due to COVID, but one is Local Option Sales Tax. The monthly revenue statement for May was down a little bit over 25%, which is what was used for the budget decrease as 'sensitive' revenues. If this is an indication of where we are headed, April would have been our hardest hit month, being the first month that everyone is not out, not shopping, not eating out, and we received that at the end of May. Business Occupational Tax, normally we are at close to 100%, but because the due date is March 31st, we extended that date to May 31st; so, we truly will not see this impact, which businesses renewed, which businesses failed and decided not to renew, probably until our June financials; which you'll see in the beginning of August. We are at 6.3% and you will see in later slides the City Manager is going to present, we have over \$8M we've collected because everyone was anticipating the end of May; we are close to the 9.5%, but not quite there. These are just some of the big items we wanted to bring to your attention.

City Manager Andrea Surratt presented the latest information on the COVID-19 as it relates to emergency management function of the City, and comments relating to difficulty experienced as it relates to social unrest and how staff is training continuously for that. We want to encourage our staff to continue to evolve their thinking. Surratt's presentation will become a part of this record. Page 2 of the presentation introduces new technology offerings for businesses to provide for the ability to have permitting appointments, pay license fees, and utilize cell phone queues. Page 3 of the presentation displays a 3-year snapshot of revenues, April 2020 to date as compared to 2019 and 2018. As of May 31st, we are at \$8.4M. The trend is down but not a drastic decrease. Page 4 displays a modified cash accrual basis; we collect a month behind in some of these revenues. Note, staff budgeted at 97% or \$98M, as of April YTD we are at \$95M. Page 5 displays the COVID-related emergency management expenses chart related specifically on spending for operations to-date. This does not reflect the damage to our ladder truck on Friday night. Repairs could potentially be \$75K.

Page 7 displays the statistics of COVID-related, i.e., number of cases, number of deaths, number of hospitalizations, etc. With employees returning to City Hall, we have taken measures for safety, i.e., large

stickers on the floor representing social distancing. There are rules about wearing masks when outside your work perimeter, access to hand sanitizer, stair and elevator use, and keeping a clear difference between each other. We continue to embrace the teleworking option for those who can do so. Page 9 displays phasing staff back into City Hall. Early transition of Phase 1.5 began May 18. Phase 2 will begin June 15, which will include Mayor and City Council back into the Studio Theatre, with social distancing and limited seating for public meetings. July 6 is the target date for Phase 3. Events will resume with social distancing and health official recommendations in place. We are still following Governor Kemp's Executive Orders, as he has extended the Public Health Emergency to July 12. This may change how we handle events in the building in July. Page 10 displays the parks programming schedule. Racket sports will resume June 1, so will the opening of Morgan Falls Dog Park, Paddle Shack, and gymnastic camps will begin.

Council Member Bauman wanted to discuss the known 'hot spot' further and plans related to location.

City Manager Surratt stated that the City plans to continue checking with communities every day to ensure there is an English population as a second language, making sure that information is presented in first language. Staff is working with Fulton County partners. The City is part of the bigger picture of service delivery, extra steps must be taken to allow Fulton County to manage the testing sites.

Council Member Bauman further commented, it is not private information, it is public information. The 30342 southern part of the City has a 'hot spot.' Bauman went on to say that he was not sure if that was an epidemiological term or a relative term compared to other spots, we've had this discussion off-line and the Mayor was included about it is the result of more testing or a little bit of spread. The Mayor's thoughts were that if the other areas are not growing, and everyone is getting more testing, that there is probably some spread. In clarification, he wanted to make sure that our Hispanic neighborhoods are suffering a little bit here with some spread and we are going to be a part of the salutation as it relates to resources, finding connectors to the community to help. Bauman felt like we were being a little vague with this.

Mayor Paul commented, that the most granular data received from Fulton Public Health Department is by zip code. The City can surmise certain things, and that is what we are trying to do. Specifically, this is the area where it is occurring, that granular level of detail is not received from the public health department. Paul did not want to speculate of what is happening in certain areas until it is known precisely where in 30342 these cases are occurring.

City Manager Surratt stated that is why our partner is Atlanta Fulton County Emergency Management Agency (AFCEMA). SSFD Fire Chief is on the tonight's call. Since, the City is not the holder of that information, we can just do general work that the word gets out about testing. We can encourage our Fulton County partners to focus in on that area with several versions of information and testing.

Fire Chief Keith Sanders responded that once the 'hot spot' was seen last week, daily stats that came in from AFCEMA were monitored. Staff engages with Matthew Kallmyer at the Department of Public Health, providing them with the information that we were given by Council Member Bauman to include other contacts that we had with all the apartment associations in that particular zip code. Director AFCEMA Matthew informed Sanders that they were in the process of putting together a plan to go into those particular communities. They are working with the Guard, as well as, Department of Public Health to go in there and set up Points of Collection for specimen testing for those specific areas. They did request to allow them to do this without assistance from Sandy Springs Fire or Police, and we will honor that. Staff offered availability to support in any way possible.

Council Member Bauman asked could Chief Sanders speak to contact tracing and the importance of that for helping with community spread.

Chief Sanders said that it is a priority for the Department of Public Health to do that with their epidemiologists. The crisis entails that they get a handle on the testing for the virus itself. Once that's successful, they can make great strides at testing the general public. They are also pushing resources with epidemiologists into narrowing specific groups and doing contact tracing, which is a very complex process. Sanders has confirmed that they are doing that in specific areas of Fulton County right now. Sanders can request status report specific to Sandy Springs from DPH by the week end.

Council Member Paulson commented that the City does not engage in contact tracing, it is a county and state function, correct? Paulson also asked Chief Sanders to shed more light on the question about serology testing. Paulson heard that it is only half effective, not effective, and there are a bunch of people testing for it.

Chief Sanders replied that they are not providing any stats on the serology testing for the antibodies. Sanders stated that there are private labs performing those. They are seeing good numbers of people that are finally going to the North Fulton site on Northpoint Parkway in Alpharetta. Two to four staff members have been there on a daily basis to help ensure it is expedited. The efforts that the National Guard have done with the testing has proved to be immeasurable. They have done a tremendous job on getting that done. They began using Capstone in the City. Jay and his team have done a tremendous job with all our employees. As to serology testing, there is no data as of today that we can find.

City Manager Surratt covered a few highlights of things experienced and ways to continuously train for issues such as this before introducing Police Chief Ken DeSimone. A series of events unfolded last week and the repercussions of those events were devastating to cities and to people. They were also a challenge to public resources. Surratt struggled to present this in a manner that is operational in a professional role, but reminded everyone about the plea from Mayor Paul and the strong message moving forward. She wholeheartedly support the work of Council. Surratt wanted to highlight the City efforts to train employees well and to build a more inclusive organization. Page 12 of the presentation showed what the City experienced in the last few days. This list includes costly things, lives, the requirement to stay apart, conversations with national leaders, households, friends, and we need to have these conversations in the workplace. Page 13 states that City spends a focused amount of time on recruitment and selection of high quality employees. This has basis in the Code of Ethics and the core value of the City and those who founded the City. Time is spent training staff City-wide, and we are building on that. There were a number of years spent starting up and a number of years working with contract services as a way to provide services; we now have City employees providing services. Training can now be different and more cohesive. We have spent a number of days training all of our staff on Customer Service, related to how we treat the customers each day. The next set of trainings conducted this week is 'Leading through Difficult Times' provided by the Carl Vinson Institute, from the University of Georgia, and we grateful to them for the online training that we can do. A few weeks ago, as we were selecting it, due to the pandemic, to ensure that we give our supervisors the tools that they need to help our staff get through this and have the resources they need. We are also doing just basic supervisory training for those who have not necessarily had that before and who may be considering a career that includes supervision and as a refresher for those supervisors that we do have. Diversity, inclusion and implicit bias are trainings that Surratt experienced in other places and feel strongly that our staff should have that exposure as well. There will be lots of training; it is important for our staff to understand that they are part of the larger culture of the City of Sandy Springs and the community. That we are welcoming community and we represent that, as well. That begins through our leadership; the leadership of the City Manager, then build off of what Council has shared, it then trickles out to all staff. We certainly have always had no tolerance for harassment, discrimination or retaliation. This is based in the Employees Handbook and is enforced. Finally, our Leadership Core Values we are building, the leadership team level, which is the Director Team are based in 5 areas, shown on page 14, i.e.,

Customer Oriented, Innovative, Trustworthy, Inclusive and Principled. When the directors met in January, just before the City Manager began with the City, they developed these core values and the focus that they want to have as a leadership team. We are all committed to making sure that training is happening; how we deal with each other in the work place; how we carry that out to each other as customers and City employees. One of our best examples of customer training is our police department, and she introduced Police Chief Ken DeSimone.

Police Chief Ken DeSimone presented the status of the Police department. DeSimone stated that the officers were very tired and apprehensive. Based on their training and equipment, it has been a tremendous asset for them. He stated that the police department is constantly training from proper arrest procedures, meaning the mechanics of making an arrest in difficult circumstances. Arrests can run the gambit, a simple turn around and put your hands behind your back, that's it; or they can be a knock-down-drag-out fight for your life. Someone mentioned body cameras in the public comments. Thanks to the Council several years ago for adding body cameras for all patrol, traffic and special operations officers. SSPD has in-car cameras, each car that has a prisoner cage has a camera in the cage itself. Each officer has three cameras at all times. State mandated training is entered into the officers post records. Implicit Bias Procedural Justice training is done every year. SSPD just finished their block this past Friday, May 29. SSPD has a very diverse police department. DeSimone was recently in conversation with Council Member Bauman about the diversity of SSPD. Each man and woman is very professional. These are tough times for all police officers, for law enforcement professionals as a whole. Everyone should be very proud of our police force. If it was not for the Sandy Springs Police Department this past weekend, Lenox Mall would have been completely looted, maybe even Perimeter Mall. SSPD was called by Atlanta and Dunwoody police departments to help. Two businesses were looted on the south side of Sandy Springs and about 20-25 cars. SSPD intercepted attempted looting at a shopping area and made two arrests. Interestingly enough, the arrests made were from out of state. Because of the great partnerships SSPD has formed with both the US Attorney's Office and the FBI, they will probably prosecute those arrests federally. This takes some of the burden off the state system. DeSimone talks to Chief Jimmy Carter, the Chief Deputy of Fulton County Sheriff's Office, a half-dozen times a day. Also, Chris Hacker, who is a Special Agent in Charge of the Atlanta Division of the FBI, which has the whole state. SSPD has great partnerships with both of these agencies, and sister cities, Dunwoody, Roswell, Brookhaven, and Johns Creek. The auto license plate recognition (ALPR) system that Council voted to fund has been fantastic, obtaining real time intelligence when certain vehicles enter the City, including ones that have their license plates covered, like they did at Perimeter Mall. There were 200+ cars that encircled the mall. That system has been very helpful. Citizens are concerned for their businesses, and the safety of their neighborhoods. The underlying thing to obtain from all is that they are so glad to live in the City of Sandy Springs and glad that this government has the type of police department that we do. Having an 11 year tenure, either running Operations or as the Chief of Police, there has not been one sustained complaint of racism, in the history of this police department. Tens of thousands of arrests have been made in the last 11 years and over 1M motor vehicle citations have been written during that time frame, never had one sustained complaint ever. It is never a fun contact for everyone pulled over by the police. To never have one sustained complaint in all that contact shows the quality of police officers and speaks to the level of training. The recruiting and retention of young police officers across the United States is worrisome. Can you imagine someone in your family saying to any member, "Hey, why don't you get into law enforcement?" That is going to hurt America down the road. Officers from other agencies want to leave law enforcement and that is disturbing. DeSimone spoke with an officer with a long tenure last night, he said, "Chief, I'm doing great!" Chief asked how he was holding up, he stated, "Yes, a lot better than my wife. My wife told me that she does not want me to bring my police car home and park it in the driveway anymore, she's afraid for her safety." People previous wanted a police car parked in their neighborhood. It made them feel safe. Now, the wife of a police officer says do not bring the car home, I'm afraid for the kids. This officer stated he parks it in the garage. That is where we are today.

Mayor Paul commends the Police and Fire departments of the City. He was contacted before the Friday events and said, if the City was asked for mutual aid, would the City be willing to allow our City forces to respond, Mayor stated of course. Paul was glad that Chief DeSimone, Chief Sanders and their team were asked to provide assistance to surrounding communities. One fire vehicles was a casualty, beaten up pretty badly. There were bricks and chunks of concrete thrown through it. As you say, there are cameras everywhere. The professionalism of our people under fire, was impressive. The City has good first responders. He stated that he did not know of a community anywhere that has a greater appreciation for first responders than the people of Sandy Springs. Paul has an uncle, a brother-in-law, and nephew who are all officers in law enforcement. He has never seen the tension and stressors on officers like there is today. Paul appreciates what they have done. The community appreciates what they do on a daily basis.

Council Member DeJulio congratulated Chief DeSimone on an excellent job he thinks our people are doing out there. DeJulio received many questions from constituents about two things: Am I safe? He asked a number of people to dial-in to tonight webinar to hear Chief DeSimone address these circumstances. People have asked, how we are training our officers to avoid the problems they had in Detroit, with choke holds and with George Floyd from Minneapolis, who was killed. In the very beginning, the City hired the most experienced and competent people they could find. Officers are told up front, that the City expects more from them than a normal police force because they are representatives to the average person. DeJulio commends Chief DeSimone, Chief Sanders and their entire staff for wonderful jobs they are doing representing citizens, the City, Council and the Mayor and for keeping us safe.

Council Member Burnett commented that some of the very best things that came out of the formation of Sandy Springs are our police and fire first responders. He stated he would put our departments up against any other teams, not only in the state, but across the country. How are we able to 'peel that onion' back from time to time, to assist them in identifying them through these difficult times; what programs do we have available?

Chief DeSimone stated that the biggest thing is support from the community to the officers. You see it on the yard signs. People genuinely care about the officers and every time things get tough, our citizens respond. DeSimone has not purchased a meal, left police headquarters for the last two months because food is delivered by somebody every day. They know that the community supports them. We hope it stays that way. That is more valuable than good pay or equipment, support of the community where they work. SSPD has all kinds of Employee Assistance Programs that they can go through if it is too tough for them, mentally. SSPD has lost officers in the last year after a deadly force encounter. The pressures of seeing that up-close can cause some to say, this is not the job for me.

Council Member Paulson thanked Chief DeSimone for the presentation. He knows that the chief was speaking from the heart, talking about the challenges of the police department. Sounds like the chief is doing a great job. Earlier this evening, Paulson said that the call center reaches out and touches our citizens 4,000-6,000 a month. SSPD is another group that talks to citizens routinely. The manner in which they are having those conversations reflects highly on the training and leadership that our officers have.

Mayor Paul stated that with all the great training and great record that first responders have, we are not immune to the same kinds of problems that other communities have encountered and it only takes one bad incident to wipe away many years of very positive service. We do all we can through training, hiring the right kind of people, backgrounds checks, while making sure we get the best quality of people that we can. The Chief and his team have done a great job of hiring good, quality people.

X. ADJOURNMENT

Motion and Vote: Council Member DeJulio moved to adjourn. Council Member Soteres seconded the motion. Mayor Paul called for a roll call vote. The motion passed unanimously.

The meeting adjourned at 7:45 pm

Date Approved: June 16, 2020.

A handwritten signature in blue ink, appearing to read "Russell K. Paul", written over a horizontal line.

Russell K. Paul, Mayor

A handwritten signature in blue ink, appearing to read "Raquel D. González", written over a horizontal line.

Raquel D. González, City Clerk