

Work Session Meeting of the Mayor and City Council held Thursday, March 30, 2006, 6:00 PM, Mayor Eva Galambos presiding.

Staff Discussion Items

Rick Hirsekorn, Program Manager

Call Center Update

Program Manager Rick Hirsekorn reported on the Call Center:

What is the function of the Call Center?

- Serves as a single point for the citizens of Sandy Springs to contact someone in Sandy Springs government, ask a question or report an issue.
- Provides front-line service to the community and is committed to receiving and responding to calls from citizens in a personal, professional, and timely manner.
- Part of an overall customer service unit which includes Citizen Responders in each department, website and Call Center.

Call volume by top four categories (excluding receptionist) through 9:37 AM 03/24/06

Top four categories	Month-to-date	Year-to-date
Building and Development	717 (16.3%)	2,017 (15.9%)
Permits	307 (6.9%)	1,179 (9.3%)
Planning and Zoning	152 (3.4%)	472 (3.7%)
Administration	323 (7.3%)	538 (4.2%)
Top four and all others combined	4,392	12,622

What happens when the Call Center receives a call?

1. A call comes in for an inquiry, service request, incident report or to contact a city employee.
2. Level 1 either transfers the call or takes the information concerning the inquiry, service request or incident report.
3. Level 1 does a "warm transfer" to the appropriate Citizen Responder (CR) Level 1 also transfers the request to that CR for further documentation.
4. The CR takes the call and assigns the issue to the appropriate staff
5. The staff (Public Works/Community Development) completes service.
6. The request is updated.
7. The CR contacts the citizen for follow up, if follow up is requested.

Call Center Issues

- Busy signals/excessive rings
- Dropped calls during transfer
- Poor line quality
- Call quality from answering service
- Excessive number of calls for Community Development area and capacity to receive and resolve calls
- Feedback on called in issue

Call Center Current State

- Telephone System:

- We have ordered a new telephony solution called Avvid Call Center by Cisco that employs Voice Over Internet Protocol (VOIP) technology. This will be in place by mid April 2006. This will eliminate issues related to busy signals, excessive rings, dropped calls, and unclear telephone signals.
- An enhanced Call Center software/hardware will be installed which will provide the ability to record calls and provide statistics. This will be in place by end of April 2006.
- Website:
 - More functions in the Community Development and Courts area will be done via the website such as scheduling inspections

Issues with Current State

- Multiple temporary locations and deployment of telephone system prevent use of all project personnel to assist in initial telephone calls
- Call volume exceeds what was expected when answering with a live voice. Call quality decreases when overflow is transferred to offsite answering service.
- Capacity of voice mailboxes and increased call resolution time in the Community Development area indicates overload situation.
- Until new phone system is installed, no way to track detailed statistics and record calls.

Short Term Resolutions

Call Center Action Plan

- Portion of new telephone system will be installed. Installation will continue with build-out of City Hall.
- Some functions currently done by the Call Center will be shifted to the website.
- Answering service was changed to a local firm.
- Citizen responders will then be trained to emphasize the feedback loop to citizens.

Revision of Solid Waste Ordinance

Deputy City Manager Aaron Bovos made a presentation on the proposed Solid Waste Ordinance.

Background

- First Ordinance Passed by the City Council on December 13, 2005 at the second reading
- Modeled after the City of Savannah

Goal:

- To provide regulation and consistent delivery of services to constituents in Sandy Springs.
- Maintain "open" and "competitive" marketplace.

Discussion

Responses by providers to first ordinance

- Contract fee (Infrastructure fee)
- Hours of operation
- Oversight on rate setting
- Workers' compensation insurance requirements

Recommended Schedule

- April 4, 2006 City Council Meeting
First Reading
- April 18, 2006 City Council Meeting
Second Reading
- Beginning April 10, 2006, staff will begin to coordinate efforts of implementation with service providers.

911 wired and wireless telecommunication fees

- Background
 - Purpose of the wired and wireless telecommunication fees
 - Beginning January 1, 2006 Intergovernmental Agreement with Fulton County for 911 Services
 - Fees collected under the County's ordinances/resolutions
- Discussion
 - Wired (land) lines
 - \$1.50 per month, charged through Bell South
 - \$1,620,000 annual revenue
 - Wireless (cell) lines
 - \$2.50 per month, charged by wireless providers
 - Billing address within Sandy Springs
 - \$896,600 annual revenue
- Recommended Schedule
 - April 18, 2006 City Council Meeting
 - Public Hearing
 - April 18, 2006 City Council Meeting
 - Adoption

Tour of Fulton County 911 Facility

Deputy City Manager Bovos stated that a tour of the Fulton County 911 Facility has been scheduled for April 13, 2006.

Buddy Reneau, Public Works Director and Al Crace, Assistant City Manager**Paving and Resurfacing**

Public Works Director Buddy Reneau introduced Planning Manager Jon Drysdale who gave the following presentation:

- Sandy Springs has approximately 330 centerline miles of public roadway.
- At a replacement cost of approximately \$1 million per mile, the roads in Sandy Springs are valued at over \$330 million.

Lanes	Length (Miles)	Centerline Length (Miles)	Length (%)
> 4 Lanes	3.1	1.5	0.5
4 Lanes	49.2	24.6	7.4
3 Lanes	7.3	7.3	2.2
2 Lanes	297.0	297.0	89.9
Totals:	356.5	330.4	100.0

- Pavement Condition Index (PCI)
 - PCI rating provides objective evaluation of roadways
 - PCI is the Georgia Department of Transportation (GDOT) standard for pavement rating

PCI Range	Description	Relative Remaining Life (years)	Definition
70& Above	Very Good	15 to 25	Like new condition-little to no maintenance required
60 to 77	Good	12 to 20	Routine maintenance such as patching, crack sealing, slurry seals and microsurfacing
54 to 60	Fair	10 to 15	Thin overlays
34 to 54	Acceptable	7 to 12	Routine thin to moderate overlays, with increasingly thicker overlays or possible surface reconstruction
30 to 34	Poor	5 to 10	High percentage of surface to full reconstruction
Less than 30	Unacceptable	0 to 5	High percentage of reconstruction with possible subgrade stabilization

- Program Goals
- Current Condition
- Average PCI=53.6
- Backlog=19%
- Goal Condition
- Average PCI=70+
- Backlog=<15%
- Backlog roadways have dropped sufficiently in quality that they require either partial or total reconstruction.
- Backlog is expressed as the percentage of roads requiring reconstruction.
- Prioritizing Resources
- The program recommends that resources are allocated in the following priority:
 - Roadways that are about to become reconstruction candidates are overlaid.
 - Roadways that are about to become overlay candidates are rehabilitated.
 - Reduce the remaining reconstruction backlog
- Process and Funding
 - Citywide rating of all roads should occur every three years. (next in 2009)
 - Citizen requests are tracked and they are informed of their status and PCI rating (GDOT standard).
 - Recommended work program submitted to City Manager annually for approval and funding.
 - GDOT provides some funding through the Local Assistance Resurfacing Program (LARP).

Sidewalks

- The Sidewalk Program has two major components:
- Comprehensive Sidewalk Plan (part of the CIP)

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- Neighborhood Sidewalk Program
 - Recommended Process
 - Citizen/Neighborhood Request: neighborhood request initiates staff investigation
 - Community Participation: petition process and agree to cost share
 - City Manager Approval: final design
 - Implementation: funding and construction
 - Community Participation
 - Petition requires 65% support in neighborhood
 - Cost Sharing: 75% City - 25% neighborhood
 - Sidewalk
 - The following criteria will be used to determine priority for implementation of the neighborhood requests:
 - Safety
 - School connectivity
 - Recreation and parks connectivity
 - Transit connectivity
 - Multiple land use connectivity
 - Current pedestrian use
 - Adjacent roadway volumes
 - Constructability
 - Age of request

Mayor Galambos recognized Transition Consultant Oliver Porter who provided an update on SB569 and the Public Safety Authority. He explained that he had been working with other proposed cities regarding intergovernmental agreements for a Public Safety Authority wherein the City of Sandy Springs would provide services for them.

He will continue to work as a private citizen on this issue unless he was told otherwise. He stated that it has been an enormous privilege to work with the Mayor and City Council this year. He is very proud of the City of Sandy Springs and its accomplishments thus far.

Nancy Leathers, Community Development Director

Prioritize Planning Retreat Goals and Issues Discussed at Community Input Meeting

Mayor Galambos reviewed the following planning retreat goals and issues discussed at the Community Input Meeting:

- Roswell Road Improvements
- Control City's finances
- Communications Protocol
- Increase Police Protection
- Emphasize Customer Service
- Increase transportation mobility including, traffic light synchronization, bus stops, review of road system
- Apartment Inspections
- Implementing Impact Fees
- Expanding greenspace

Councilmember Greenspan provided an update regarding the agreement with the Fulton County Board of Education regarding the use of the schools as greenspace. He stated that the Board of Education would like to incorporate the two new schools into this program.

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- Protecting the neighborhoods, amending the ordinances
 - Improving nuisance ordinance
 - Polishing the Zoning Ordinance, correct errors and inconsistencies

Community Development Director Nancy Leathers explained that staff would like to update the ordinance quarterly to clear up inconsistencies and errors found in the use of the ordinance. She explained that the greatest need for amendments is in the Tree Ordinance and Apartment Inspection Ordinance. She also expressed the need for amendments to the Infill Development and Overlay District. She explained the aid from the Livable Centers Coalition will be critiquing the overlay district.

Mayor Galambos questioned if staff would assess and update the overlay standards, which is a prime component of the Roswell Road redevelopment. Community Development Director Leathers explained the proposed process and stated that there would be an opportunity to change the Comprehensive Plan in areas that were misinterpreted by Fulton County and asked that the Council forward any areas to her.

Mayor Galambos recapped that there would be two major updates in the near future; the Tree Preservation Ordinance and the Apartment Inspection Ordinance. She stated that there would be help from outside consultants regarding the overlay district amendments. Councilmember Meinzen McEnerny questioned if the frontage issue of flag lots could be addressed administratively. Community Development Director Leathers stated that it would require the full process of amending the Zoning Ordinance. Discussion followed regarding flag lots in subdivisions. There was a consensus that the frontage issue regarding flag lots would be added to the priority list.

Discussion on Permit Backlog Reduction

Community Development Director Nancy Leathers updated the Mayor and Council on the Permit Backlog Reduction Plan explaining that there are approximately 800 applications for Land Disturbance Permits and Building Permits in various stages of completion. She stated that there have been little or no reviews for compliance to development regulations and building codes. The LDP's were issued prior to permit approval by GDOT along State routes and building permits were issued without utilities onsite. There are a high number of buffer instructions due to incomplete site plan approvals and incomplete or undocumented inspections for prior phase. There were minimal field enforcement activities prior to cutover. There is a lack of paper trail for prior approvals and misinformation about the cutover dates.

She explained that this impacted City of Sandy Springs staff due to the extensive time required to analyze the status and compliance on a case-by-case basis and field visits are often required to verify incomplete information. There were over 1,900 permit applications in the first four months and there is now a seven week turnaround while working through the backlog. Certificate of Occupancy processing requires up to one week due to the need to track down and document prior County inspections, bonds, and private engineer inspection results. The estimated additional staffing is needed to work through this myriad of backlog. A focused effort combined with integrated systems tracking and input of historical permit data will allow a gradual reduction in review or turnaround time.

The original proposal and scope of services anticipated a two to three week turnaround of permit applications presented to the City of Sandy Springs. However, the large number of unexpected permits from Fulton County has caused the processing time to be nearly eight weeks. While Community Development staff has worked to reduce the number of permits pending review, staff has only been able to push the backlog into the future. Our current processing time is approximately seven weeks.

It is necessary that we allocate resources to effectively decrease the number of pending permits to no more than a two to three week quantity. While our current processing time is seven weeks, it will take approximately three months to reduce the backlog to at two week reserve.

Steve Rapson, Finance Director
Presentation of Budget Calendar

Finance Director Steve Rapson provided the Mayor and City Council with the budget calendar. He explained that the proposed budget will be presented on May 16 during a work session. On June 6th, there will be a work session. The following work session will be June 13th and that will also be the first public hearing. He explained that there would be a final hearing and work session on June 20th after which, the budget will be adopted. Discussion followed regarding the disbursement of Hotel/Motel Tax. Mayor Galambos stated that a board needed to be in place to assist the City in the disbursement of these funds.

Gene Wilson, Chief of Police

Update on Police Department

Police Chief Gene Wilson stated that staff is requesting approval to purchase Motorola Modems and Motorola Premier MDC Software for receiving information from dispatch and GCIC.

Police Chief Wilson stated that the first round of interviews is almost complete. He explained that 154 people were interviewed and of those, 103 will be moving on to the next phase on interviews. He stated that the interviews for Lieutenant are going well.

He stated that they are continuing to look at facilities, and the bullet proof vests have been ordered.

Mayor and City Council Discussion Items

Mayor Eva Galambos

Proclamation Application

Mayor Galambos explained that this is a process for requesting a proclamation.

Dave Greenspan, District 1

An ordinance amendment regarding nuisance (commercial) vehicles parking on the public right-of-way.

Councilmember Greenspan stated that he liked the more descript ordinance regarding abandoned vehicles and suggested that a time frame of three days should be included. Discussion followed regarding commercial and residential vehicles parked in the right-of-way.

Mayor Galambos stated that she feels this is over-regulating. Councilmember Greenspan stated that he would prefer to stay with commercial vehicle regulation. Deputy Director of Community Development Tom Wilson stated that the Georgia Department of Transportation defines a commercial vehicle as any vehicle or combination of vehicles greater than 10,000 pounds.

Update on Intersection of Spaulding/Dunwoody Club

Councilmember Greenspan updated the Council regarding the intersection of Spaulding and Dunwoody Club. He stated that GDOT had agreed in previous discussions to fund for 80% of that intersection.

Dianne Fries, District 2

The Sandy Springs Festival vs. City's involvement

Councilmember Fries stated that she met with member of Heritage Sandy Springs and they asked where the City comes into play for this festival. She is requesting that this festival be designated as one of the two referenced in the Scope of Services of the contract with CH2MHill. She stated that it would cost under \$8,000.

Proclamation for the Sandy Springs Festival

Councilmember Fries stated that the Proclamation is self explanatory and recognizes civic duty and community involvement.

Ashley Jenkins, District 4

Proclamation for Congregation B'nai Torah to create an eruv within the vicinity of their synagogue upon the public roads, sidewalks, and right-of-ways of Sandy Springs is hereby recognized with the limits allowed by the law.

Councilmember Jenkins stated that Rabbi Heller will be in attendance to give the invocation at the next meeting. She explained an eruv and why it was needed.

Tibby DeJulio, District 5

Regulation of Advertising Firms

Councilmember DeJulio stated that he had received calls regarding handouts and things attached to mail boxes. He explained that this is causing tons of litter

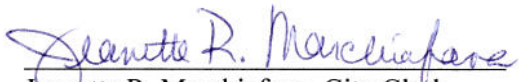
Karen Meinzen McEnerny, District 6

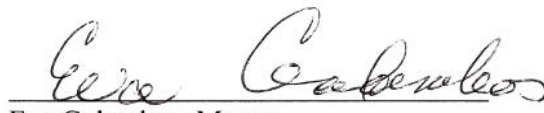
Councilmember Meinzen McEnerny requested that a policy regarding the make-up of the citizens committees. She stated that if the Mayor and Council are going to consider their recommendations, that the Council understands who is on the committee. She stated that the members of the Solid Waste Committee are a majority of haulers. She requested to be advised of the make-up of the committees.

Mt. Vernon Parkway Sidewalk installation capital Improvement plan.

Councilmember Meinzen McEnerny thanked Community Development Director Nancy Leathers and requested that the status change be placed back on the Capital Improvement Plan.

Date Approved: May 2, 2006


Jeanette R. Marchiafava, City Clerk


Eva Galambos, Mayor