

City of McDonough



2012 ANNUAL REPORT



City of McDonough

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springtime



City Cemetery landscape



outside dining



Geranium Festival



Dear Mayor and Council,

This is the first installment of our annual reporting to you and the citizens of the City of McDonough. This 2012 Annual Report is a documentation of our successes, along with a review of new programs and **projects that were undertaken this past year. Through the Council's strategic direction and your staffs'** steadfast dedication to excellence, we have made 2012 a year of accomplishments. Together, we have overcome every challenge before us and found new ways to do things better. We have reorganized and reinforced a culture of innovation and efficiency that will position the City of McDonough to capitalize even more in 2013.

The economy has been front page news for almost five years, and citizens want to know how City services have been impacted. Like many organizations with a mission to provide services, most of our budget is personnel costs enveloped primarily in the following functions: fire response, police protection, public works, and administration. Fortunately, the City of McDonough has weathered the strong economic currents over the past five years very successfully.

2012 was a memorable year in the City of McDonough as we hired a new City Administrator, reorganized the Economic Development functions under the new Business Development Department, and hired a new Director along with a new Main Street Manager. We engaged our citizens through a new program called McDonough 101: Citizens Government Academy, which was a seven-week educational course centered **on how and why the governmental operations function as they do. This past year, your City's senior leadership** honed their focus on ensuring that major projects identified by Mayor and Council are being implemented. The Public Safety Complex, within the heart of Downtown McDonough, and the development of Alexander Park West were major SPLOST projects that had been idle for years.

I encourage you to celebrate these accomplishments with those who serve our citizens.

Sincerely,



Frederick D. Gardiner, City Administrator



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Mayor Billy Copeland
bcopeland@mcdonough-ga.gov



Rufus Stewart, District I

Mayor Pro Tem
rstewart@mcdonough-ga.gov



Sandra Vincent, District II
sandra.vincent@mcdonough-ga.gov



Wayne Smith, District III
wsmith@mcdonough-ga.gov



Kamali Varner, District IV
kvarner@mcdonough-ga.gov



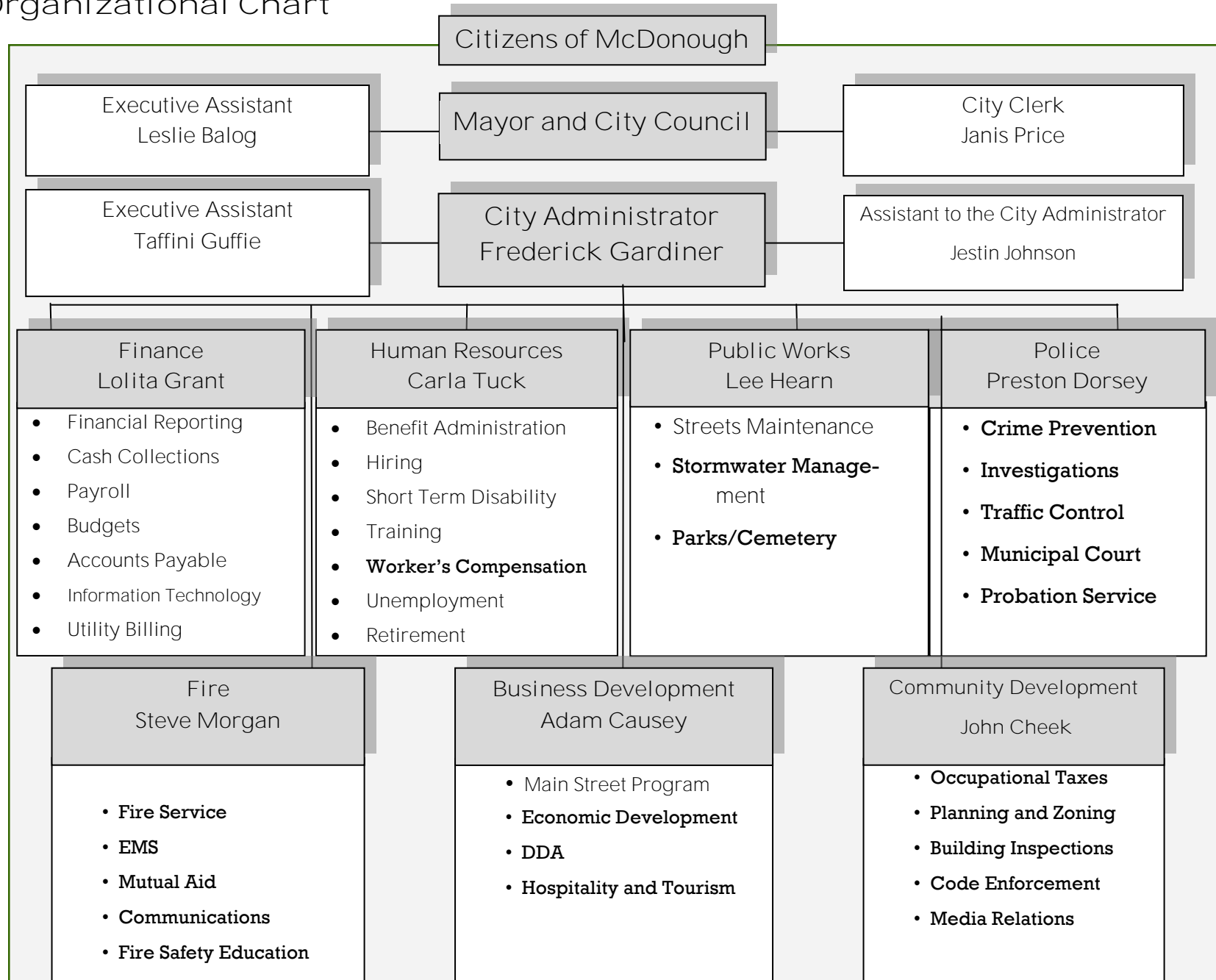
Gail Notti, Member at Large
gailnotti@juno.com



Rufus Amis, Member at Large
ramis@mcdonough-ga.gov



Organizational Chart



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*Fast Facts...**Population: 22,446**Median Income: \$48,836**Median Age: 31.7*

The City of McDonough was established in 1823 and is the county seat of Henry County. We are a National Main Street City and City of Character.

The picturesque community is a center for activities and the arts. A 1920's prototype service station serves as the Welcome Center, which is located on the Square. This building houses the headquarters of both Main Street McDonough and McDonough Hospitality and Tourism.

The beautiful and historic Square is surrounded by a thriving business district offering unique shops, antiques, and both casual and fine dining. The City of McDonough is truly a great place to live, work, shop, worship, and play.

Many of our citizens may not know that Henry County originally encompassed an area from Sandy Springs — at the Chattahoochee River — to Indian Springs — south of Jackson. All or parts of Walton, Newton, Fayette, DeKalb, Fulton, Butts, Spalding, Clayton, and Rockdale Counties were all subsequently **formed from the expanse of land, giving us the nickname “the Mother of Counties.”**

Another interesting fact about our community is that the streets leading away from the Square originally were named after surrounding Counties — Griffin Street was Pike Street; Macon Street was Monroe Street; Keys Ferry Street was Jasper Road; John Frank Ward Boulevard was Newton Street and, later, Covington Street; Lawrenceville Street was Gwinnett Road; Highway 42 North was DeKalb Road; and Jonesboro Road was Fayette Road.

The City of McDonough is wonderfully diverse and staunchly patriotic. We come together in our churches and on our ball fields. We work hard and promote progress. We play hard and respect tradition. The City of McDonough— The Geranium City— is twenty-**eight miles from Atlanta, thirty minutes from the world's** busiest airport, three-and-a-half hours from the Savannah port and Atlantic Ocean, and two hours to the **beautiful North Georgia mountains. In other words, we believe our town to be the “New Promised Land.”**



- **Implemented new programs and initiatives such as the Citizen's Government Academy**
- Conducted an independent IT system assessment
- Developed a long term IT plan
- Completed FY 2012-2013 budget and budget review
- **Managed development of the City's 1st pocket park (Rainer Park)**
- **Initiated improvements of City's website**
- Conducted an energy audit of City buildings and facilities
- Initiated new Capital Improvement Program process
- Acquired Public Safety property



*Frederick Gardiner – New City Administrator
March 26, 2012*



Taffini Guffie - Executive Assistant



*Jestin Johnson– Assistant to City Administrator
with Frederick Gardiner*





McDonough 101: Citizen's Government Academy, hosted by the City of McDonough, offered citizens the opportunity to learn about City government through first-hand exposure to a wide range of government functions, services, activities, and issues.



Rainer Park
City's 1st Pocket Park

New Public Safety Complex



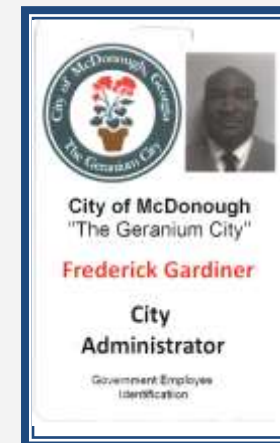
Estimated Savings

Old site — \$9,430,686

This site — \$7,272,745

Savings — \$2,157,941

For security purposes, all City employees were issued a City ID for the 1st time. Employees are required to wear ID when conducting any City business.



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Janis Price
City Clerk

- Attended approximately 35 City Council Workshops and Meetings
- Prepared agendas and minutes for 35 City Council Workshops and Meeting and maintained records of procedures, minutes, ordinances
- Responded to 40 Open Records Request in accordance with the State Open Meetings/Open Records Law
- Coordinated special events and activities of Mayor and Council
- Coordinated Special Elections for Council District II and Charter Amendment question
- Coordinated the 30th annual Christmas Parade — Over 100 applications received with 80 participants
- Communicated with local newspapers of upcoming Meeting schedules and Special Called Meetings, as well as other legal issues
- Scheduled visits to City Hall for 1st through 3rd grade students — approximately 380 students visited
- **Served on the Atlanta Regional Commission's Training Advisory Committee**
- Maintained insurance on all City properties and processed necessary insurance claims
- Prepared supplements to the City Code of Ordinances and Charter
- Maintained a complete set of laws, ordinances, standards and codes adopted and enforced by the City



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Carla Tuck
Human Resources Director

- Assisted with 22 new hires
- Conducted 7 new hire orientations
- Received 166 applications for open positions
- **Processed 12 Workers' Compensation claims**
- Formed a Wellness Committee
- Negotiated employee insurance coverage
- Coordinated for flu shots to be administered to City employees
- Developed and coordinated classes for Customer Service, Sexual Harassment, Evaluating employees (Supervisors only), and Disciplinary process (Supervisors only)

To stay informed of new and changing Human Resource laws the following classes were attended :

- HR Law Seminar
- Leadership Training
- Workers Compensation Seminar
- Healthcare W-2 Reporting
- Georgia Local Government Personnel Association conferences



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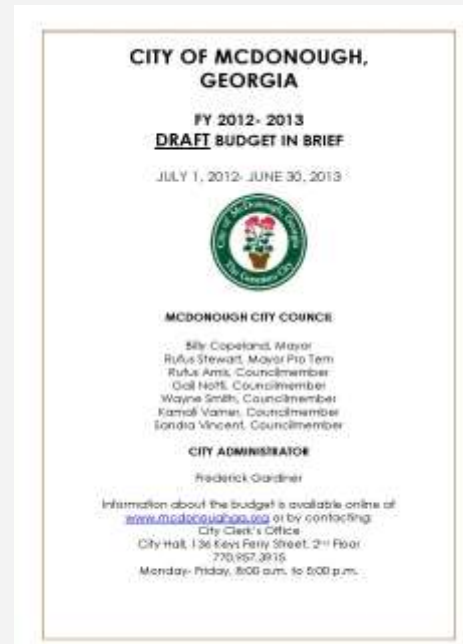
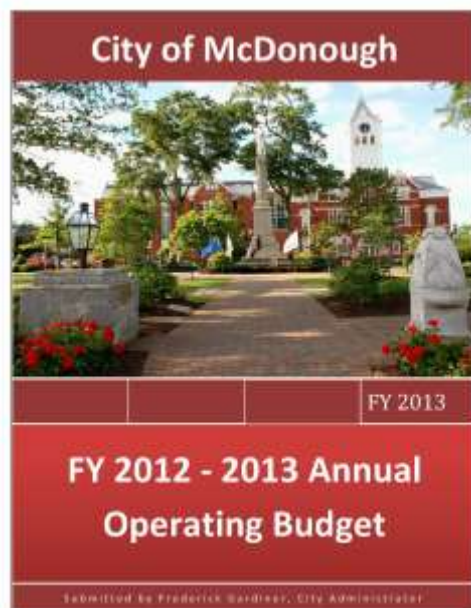
The Finance Department, under the direction of Bonnie Kline, is responsible for the overall administration of the Finance and Information Services Division and coordinating all financial activities of the city as directed by the Mayor, Commission, and City Administrator.

These responsibilities include:

- Budget Preparations
- Accounts Receivable
- Accounts Payable
- Payroll
- Consults with the City Administrator on special projects
- Day-to-day customer service issues

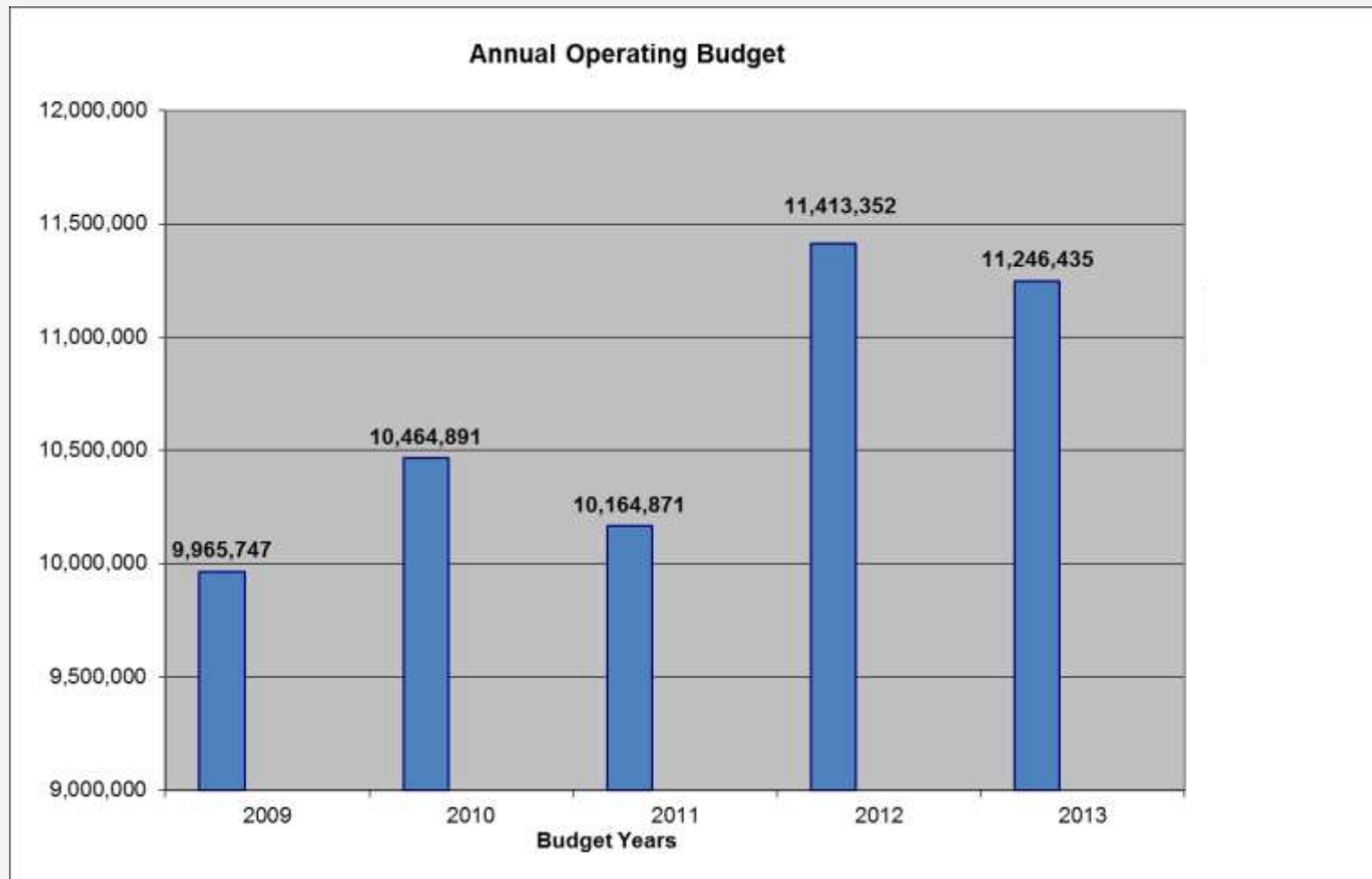


*Bonnie Kline
Finance Director*



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GENERAL FUND BUDGET HIGHLIGHT



General Fund Budget in FY 2013 is projected to be \$11,246,435

* This represents a \$ 166,917 decrease from the approved FY2012 budget of \$11,413,352



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The City of McDonough collects our major funding from property taxes. Other revenue sources include fines and forfeitures, interfund transfers, and licenses and permits.

Other revenue by funds are:

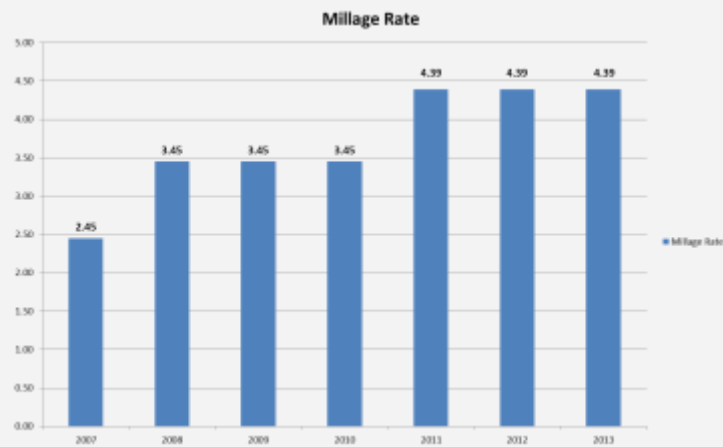
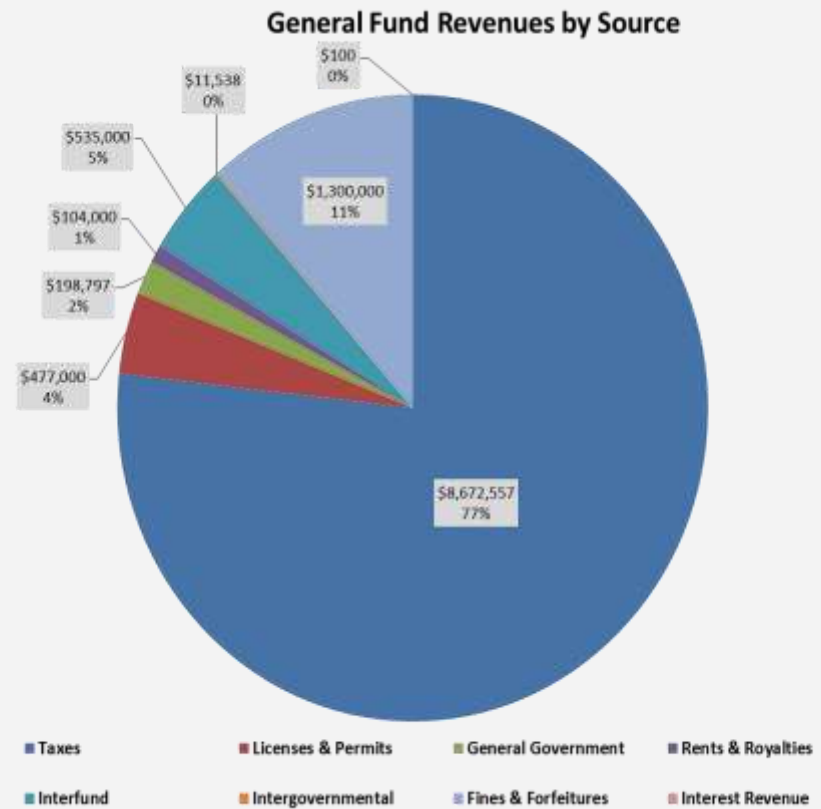
General Fund: \$11,246,435

SPLOST III: \$4,962,649

Water and Sewer: \$4,246,900

SPLOST III Bond: \$2,455,892

Sanitation: \$1,495,000



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Governmental expenditures are summarized in five areas:

General Government: \$2,283,214

(Administration, Finance, Human Resources, City Clerk, daily operations of City business)

Public Safety: \$6,124,849

(Police, Fire, and Court)

Public Works: \$1,663,258

(Street Department, Water and Sewer, Wastewater, and Stormwater)

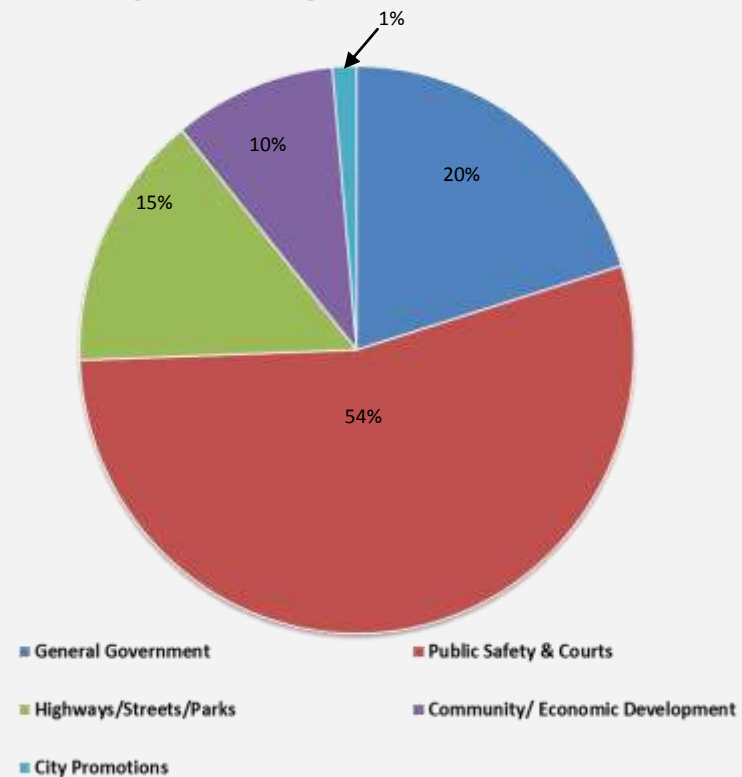
Community/ Economic Development:

\$1,068,692 (City developments, building permits, licenses and permits, Media Relations, and Code Enforcement)

City Promotions: \$158,979

(City events, Main Street)

Expenditures by Function



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City I T Manager, Steve Sikes, checks the status of communications equipment at City Hall and other department locations around the City.



Information Technology

- Assessed overall City Technology for 8 physical locations
- Maintain 3 physical servers, 9 virtual servers, 83 computers in use, visible/connected to our network and 35 notebooks in use by PD in the field
- Services 150 users and 123 Exchange email accounts
- Purchased and installed 3 wifi routers allowing secure and encrypted wifi access in City Hall (*previously unsecured*) including public access guest account
- Replaced failing Court Server with a refurbished former City Hall server, migrated court to it, now has 3 times original space and slightly faster processor
- Configured hard drive imaging station from old equipment to capture a drive images. We can now restore or prepare a new PD notebook, fully configured, in 30 minutes vs 4-5 hours of software installation/configuration each
- Purchased and implemented Sophos Antivirus Endpoint Security, a highly rated AV and malware prevention product. Server console is complete and have pushed to 10% of computers. (*Product allows for employees to have a legal license on their home computer and also has internet content filtering capability, not configured*)
- Identified and installed a free, trouble ticketing system, Spiceworks. Working on the web portal for users to submit issues (15% complete)
- Completed GCIC connectivity to PD mobile units
- In process of restructuring network by departments vs floors
- Configured Direct Inward Dialing (DID) numbers to various staff at no cost, reducing impact on operators taking all inbound calls



- Answered approximately 30,400 customer service calls, an average of 100 per day. This does not include the in-person inquiries.

Customer Service Calls are received for:

- Water Service
 - Garbage Collection
 - Debris Collection
 - City Cemetery
 - Road Work
- Communicated customer service requests to the appropriate department
 - Mailed 54,000 water bills, an average of 4500 per month
 - Processed payments for 54,000 water bills
 - Communicated necessary cut-offs to the Water Distribution Department
 - Processed 32 rental agreements for Rufus Stewart Park collecting \$1,600
 - Handled Cemetery inquiries
 - Maintained Backflow Prevention database to ensure inspections were performed



Bernette Gardner (L) and Wanda Ricks have been serving the citizens of McDonough in the water department for many years.



Backflow Prevention Database updated by Deloris Whitaker



Deidrea Royal reviewing service request



Bernette Gardner assisting customer

*honoring a fallen soldier**Fire Chief Steve Morgan**Checking out equipment*

The mission of the City of McDonough Fire Department is to minimize injuries, deaths, and property loss related to fires, medical emergencies, and other disasters through the efficient delivery of effective fire suppression and pre-hospital treatment. We will continue to be proactive and progressive in providing the best available Fire/EMS/Rescue services our industry has to offer.

- The City of McDonough Fire Department consists of 39 firefighters— 23 full-time, 4 part-time, and 12 volunteers
- Every City of McDonough firefighter receives and maintains a basic EMS certification including, 11 First Responders, 23 **EMT's, and five Paramedics**
- Continuously looking for innovative ways to reach the public with fire safety messages and education, which include numerous fire station tours
- Inspected over 1,200 existing businesses for code compliancy, as well as fire and life safety hazards
- Conducted inspections for new construction and businesses

Firefighters Training

In order for the Fire Department to provide safe and effective service, our personnel must be adequately prepared through a comprehensive training program. Training of personnel, or professional development, **involves not only conducting "hands-on" skills practice, but also providing opportunities for formal education and enrollment in associations.** Training classes are assigned to Fire department personnel as needed and/or required. **The Fire Department's goal is for each full-time firefighter to obtain 240 hours of firefighter training hours per year.** Five firefighters exceeded this goal in 2012.

- Completed a total 4,667 hours of fire training
- Completed a total 424 hours of EMS training
- Participated in several multi-company drills with Henry County Fire Department



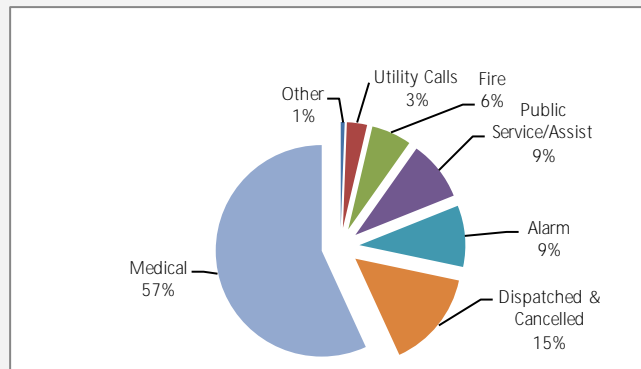
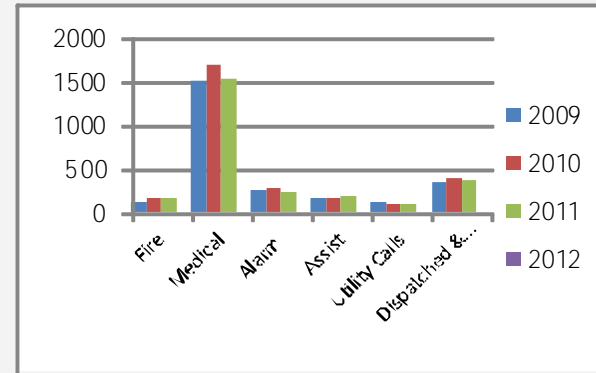
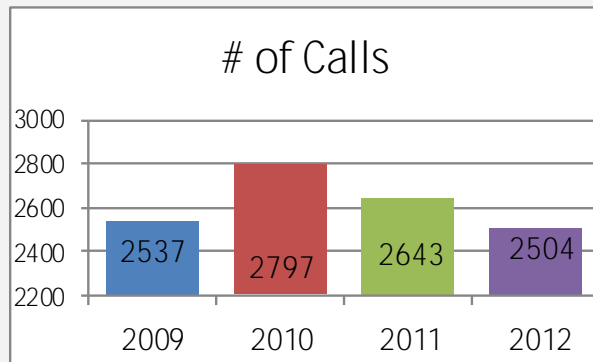
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simulated fire drills



Fire Department Calls



2012 Calls by Incident



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Under the direction of the Chief of Police Preston Dorsey, the City of McDonough Police Department is dedicated to providing quality service to our community through law enforcement that is professional, effective, and ensures the rights and safety of our citizens. To achieve the objectives and goals of the police department, five Divisions Commanders are essential.



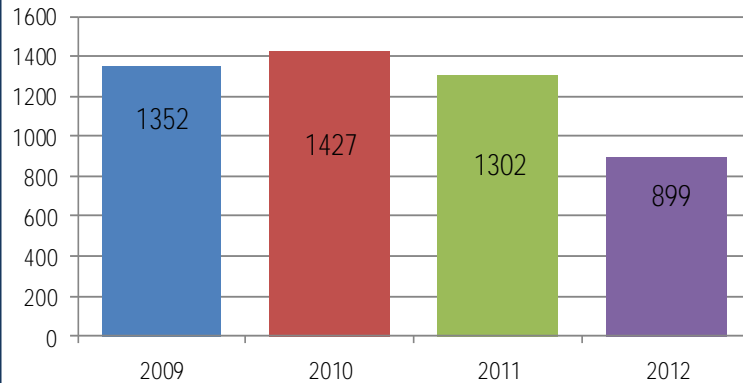
Police Chief Preston Dorsey conducting training

The Divisions are:

- Uniform Patrol Criminal Investigations
- Municipal Court and Probation
- Flint Circuit Drug Task Force
- Office of Professional Standards



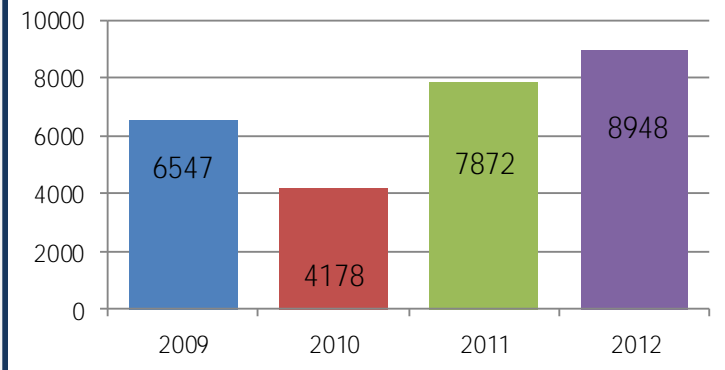
of Parking Tickets



Uniform Patrol Division

- 99% of cases investigated by detectives are 1st responded to by the Uniform Patrol Division
- Responded to an average of 1,420 emergency service calls per month
- Self-initiated an average of 1,480 investigations per month

of Citations



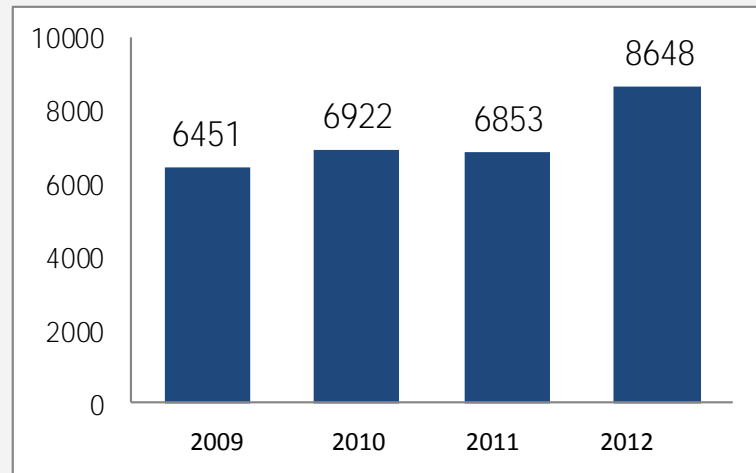
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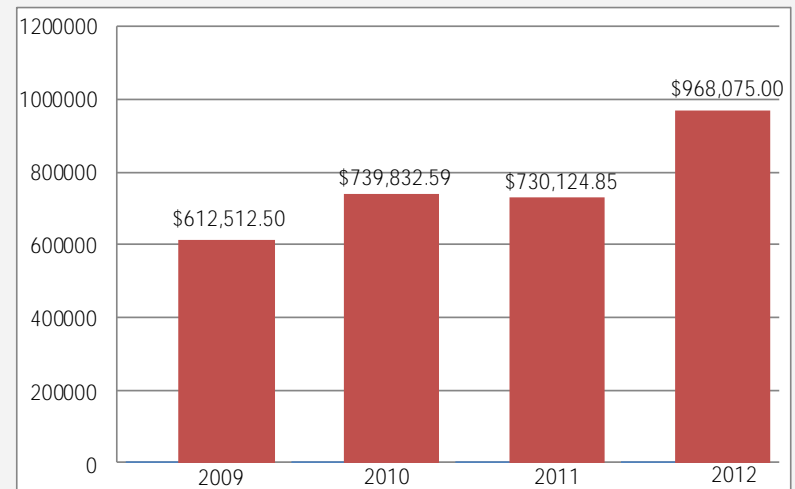
*Major Warren Langley
Municipal Court Supervisor*



Total # of Cases



Bonds and Fines



The Public Works Department, under the direction of Lee Hearn, functions to improve the quality of life for our area citizens. We do this by providing many of the essential services needed to sustain comfortable and safe living conditions. These services include producing drinking water, treating our wastewater, collecting and disposing of solid waste, maintaining a safe transportation system, proving reliable public transportation, and constructing all the infrastructure necessary to provide these services. Our goal to provide these services in the safest, most reliable, and efficient manner possible.



Public Works Director — Lee Hearn

Public Works Departments Include:

- Wastewater
- Water Treatment Plant
- Streets
- Water Distribution
- Stormwater



Environmental Engineer Emily Raby manages Stormwater Department

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Wastewater Treatment Plant maintenance is a daily responsibility. The members of this department take great pride in their work as is evident by the awards received.



Plant Superintendent Keith Dickerson (L) and Mayor Copeland display the latest award received.



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The City of McDonough employs seven Wastewater Operators that are dedicated to keeping the environment as clean as possible. These operators have 54 years of combined experience.

Maintaining the many components of the Wastewater plant requires extensive knowledge, training, and experience in several trades.

Responsibilities of Wastewater Operators include:

- Laboratory testing
- Operation and maintenance of the wastewater plant
- Maintenance and repair pump stations
- Repairs electrical components of the plant and pump stations



Federal and State requires testing is done 156 days per year. These tests take four to six hours to complete.

Septic tank companies pay a fee to dump septic trucks at the plant. This initiative generates approximately \$35,000 in revenue each year.



The City of McDonough Water Treatment Plant is supervised by Steve Cox and consists of seven employees. These employees are certified Water Treatment Plant Operators through the Secretary of the State of Georgia. The City currently employs four Class I operators, one Class II operator, and two Class III operators.

The City of McDonough's water source comes from the John H. Fargason Reservoir on Walnut Creek and from two wells, which are drawn from the Piedmont Aquifer. The City employs three elevated tanks which hold 1,750,000 gallons of water. Two clearwells located at the Water Treatment Plant hold an additional 400,000 gallons of water. The City is capable of withdrawing and producing 2.4 million gallons per Day from the reservoir and an additional 250,000 gallons from the two wells.



Steve Cox
Water Treatment Plant Supervisor



McDonough's Water Treatment Plant



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2012 Water Plant Improvements:

The following outdated and poorly functioning equipment was replaced:

- Flow Meters
- Turbidimeters
- All radios narrow banded to meet FCC guidelines.
- Spectrophotometer for the lab
- Plant filters evaluated and filled with new anthracite media
- High Service Pump #1

Communicating with the citizens of McDonough about the Water Treatment plant's processes and procedures is essential. To open the line of communication, The McDonough 101 program was initiated and included plant tours.



Plant tour during the 2012 McDonough 101 Academy.



Testing water samples is done continually to insure quality.



The water treatment plant takes water through multiple steps in the filtration process.



The responsibilities of the Street Department, under the supervision of Joe Chappell, expands well past maintaining the City's 416 streets and highways.

Other responsibilities include:

- Repaired sidewalks and curbs
- Mowed and edged the right of way of approximately 53.5 miles of roadside, equaling about 322 square acres
- Chipper truck operated daily, disposing of approximately 4500 cubic yards (chipped) of limbs and yard debris
- Removed 25 to 30 cubic yards of debris from streets per week
- Emptied and maintained 12 pedestrian trash receptacles, and 20 at City parks, on a daily basis
- Planted and maintained 1,750 geraniums at the Town Square, Welcome Center, and City Hall
- Maintained the City Cemetery and assists with McDonough Historical Cemetery Tour
- Assigned duties and managed citizens performing Community Service

Christmas Decorations

- Installed and maintained extensive Christmas Décor at City Square, Rufus Stewart Park, City Hall, Police Department and Fire Department
- Prepared and hung approximately 96 street pole Christmas decorations
- Built, decorated, operated, and dismantled Christmas Santa float

Street, Sidewalk, Curb, and Gutter Repairs

- Purchased 115 tons of hot mix asphalt for street repair
- Purchased 193 cubic yards of concrete for sidewalk, curb and gutter, and street repairs



Joe Chappell — Supervisor of Streets Department (2nd left) with foremen Tim Cook, Marshall Battle, Pete Long



Planting geraniums around the Square.



2012 Christmas Decorations going up and transforming the Square into a magical place full of brilliant holiday lights.



Responsible for the facility maintenance of:

City Buildings

- City Hall
- Police Department
- Fire Stations
- Welcome Center
- Municipal Court Facility



City Hall



Welcome Center



Alexander Park

Water Tanks and Reservoir

- City Reservoir
- Richard Craig Park Water Tower
- Travis Road Water Tower
- Sloan Street Water Tower



Municipal Court

City Parks

- Rufus Stewart Park
- Alexander Park
- Town Square
- Rainer Park



Rufus Stewart Park



Henry County Courthouse

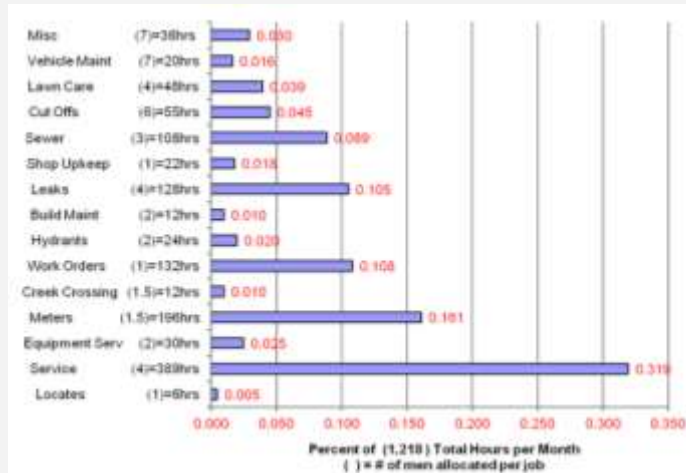
With eight employees, the Water Distribution Department:

- Read 58,800 meters an average of 4,900 per month
- Service terminated to approximately 1,500 customers for non-payment, average of 125 per month
- Flushed 743 fire hydrants for the annual maintenance program
- Maintained 1,327 water main valves
- Responded to 2,880 work orders, an average of 240 per month
- Installed approximately 156 water lines for service
- Maintained 35 locations for sewer cleaning per quarter
- Marked utility lines for contractors and home owners on an average of 82 locates each month
- Jet cleaned 165 feet of sewer line footage per month
- Maintained 11 department vehicles
- Cleaned 4,200 feet of sewer lines
- Assisted with an average of 82 locates each month
- Communicated with DOT on required permits



Water and sewer lines required constant repairs. The water and sewer department, under Public Works, is diligent in their efforts to service and maintain aging lines.

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Heavy machinery necessary to keep the City's water and sewer service meeting demand.



John Cheek


Town Square South
LCI and Main Street Program success


LCI Group meeting

- Completed LCI Study for Downtown
- Formatted complete streets policy and design standards
- Generated Retail market study for business retention and recruitment
- Finalized \$1.5 million LCI grant for streetscape improvements on the Square and along Atlanta Street to Alexander Park
- Championed detailed study of one-way pair project to minimize the cost and impact and enhance its value to the Downtown business community
- Coordinated design of Big Spring detention pond project as a new Downtown park and ecological interpretive venue
- Initiated development of departmental professional development/ continuing education program in coordination with HR Department to enhance staff professional skills
- Managed the process for permits, inspections, and opening for nine retail locations at South Point Mall

Community Development staff is placing special emphasis on putting visible quality of life assets in place, as well as on building positive, supportive partnerships with local civic organizations, neighboring jurisdictions, and regional, state, and national funding organizations — from the Fuller Center to the National Endowment for the Arts — in an effort to bring additional recognition, additional funding and additional investment to McDonough.

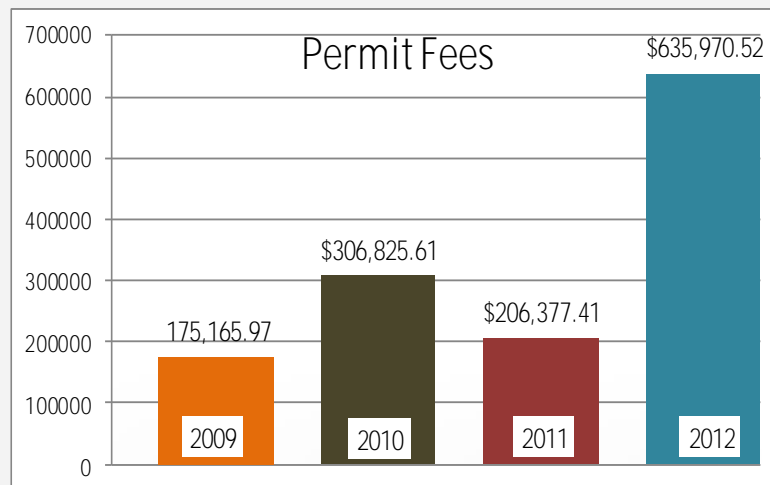


Code Enforcement

833 - New incidents
211 - Court cases
89 - Pending cases

Building and Inspections

853 - Permits processed
1,708 - Building inspections
159 - Plan review applications received



Media Relations

June — December 2012

- Maintained the City of McDonough's social media including website, Twitter, Facebook, and Newsletter
- Assisted with design of Business Development Director brochure
- Coordinated all aspects of the Roberto Clemente World Series
- Submitted 41 press releases
- Covered 63 special events
- Coordinated with local newspaper and other media on 28 articles/photos

Planning and Zoning

658 - Petitions processed
322 - Zoning and land use verification
214 - Sign permits
44 - Exterior façade applications

74% of 2012 Revenue generated
is from Commercial Impact fees and permits

\$472,406

Occupational Tax License

272 - New businesses
1,185 - Existing businesses

Statistics for previous months/years not available



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Nine retail stores opened in 2012 at South Point !



Main Street and McDonough Tourism events:

- Easter event
- Princes and Pirates
- Summer concert Series x 3
- Cinema on the Green x 2
- Chili Cook Off
- Merchants Open House
- Santa Saturday x3
- 2nd Thursday Ladies Night Out x10
- Trick or Treat on Square
- Lions Club BBQ
- Geranium Jam
- Geranium Festival
- Hogs and Harleys
- 4th of July Ice Cream Social
- Saint Patties Day Crawl
- Christmas Parade and Tree Lighting
- Roberto Clemente Little League World Series
- Henry County Fair
- Thriller Parade

* Street Department assisted with various aspects of these events



In August 2010, the City of McDonough partnered with Republic Services and RecycleBank to offer an innovative and exciting reason to recycle as part of our efforts toward a greener community. RecycleBank motivates households to recycle by offering valuable points for recycling. **The program is based on a “single-stream” approach to curbside recycling**, which means that citizens do not have to separate any of the acceptable recyclable items. All pieces go into one cart!

- 1,522 citizens participate in this recycling program earning an average of 216,000 points each month.

This exciting initiative has spurred other “green projects” for the City of McDonough.



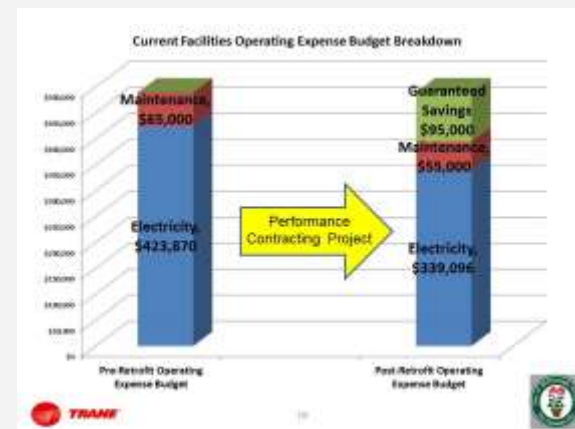
Carla and Frederick take out the recycle barrel.

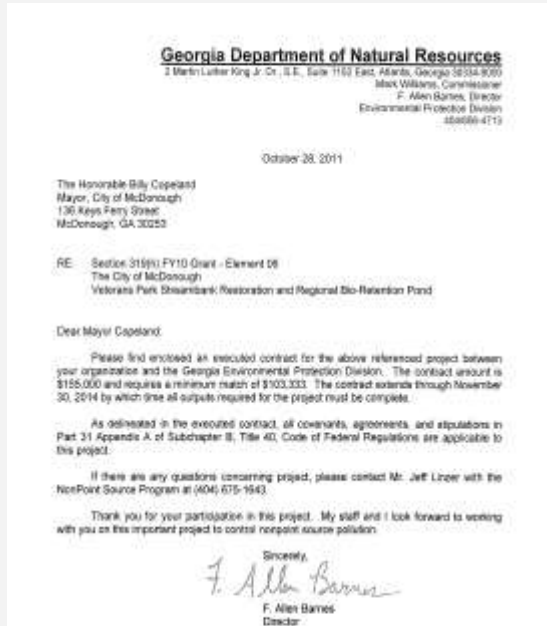
Safe Shred Atlanta

In August 2012, the City of McDonough contracted with Safe Shred Atlanta to host a free Community Paper Shred! As a **‘zero landfill organization’**, **Safe Shred recycles 100% of collected material** and is committed to planet preservation and environmental initiatives. Their eco-friendly mobile shredding trucks provide the industry’s best and most eco-friendly alternative for on-site mobile shredding.



Energy Audit was conducted by Tran, evaluated 9 City facilities, identified potential energy savings of 1.9 million over a 10 year period





Purpose of Grant: Streambank restoration and riparian buffer improvement project to construct boardwalks, duck boxes, waterfowl feed plants, and an aerator and pump.

Total amount grant \$155,000



Purpose of Loan: Replace aging and damaged sewer lines within the Historic Downtown District.

Loan amount - \$1,000,000 at an interest rate of 1.64%



Mayor Billy Copeland (Center) and Keith Dickerson (Third from Left), Wastewater Treatment Plant Supervisor, along with the other members of this department, are pictured with the 6th Gold Award they have received in the past 7 years.

Employees 20 years of service:

- Eric Stewart — Fire Department
- Warren Langley — Police Court Services
- J.R. McMahan — Water Distribution
- John Elkins — Building Department
- Shelby Holmes — Police



Wanda Ricks
25 years of service!



Gold Award for 100% compliance and no violations six of the last seven years.



Seven straight years of maintaining EPA and EPD laboratory

Promotions

- Brent Davis — Public Works — Equipment Operator
- Sammie Thomas — Public Works — Equipment Operator
- Tommy Heard — Water Distribution — Foreman
- Robert Gardner — Police Department — Sergeant
- Thomas Spangenberg — Police Department — Detective
- Michelle Rose — Police Department — Detective
- Cheryl Boehrner — Police Department — Acting Sergeant
- Ricky Jewell — Police Department — Acting Corporal
- Dave Williams — Fire — Captain
- J.R. Robinson — Fire — Inspector
- Lance Richards — Fire — Training Officer

