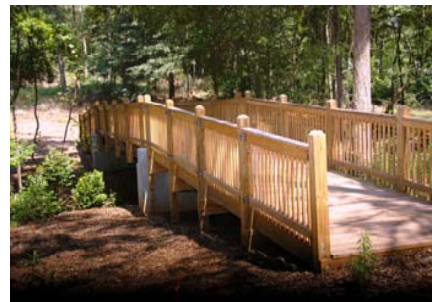


# CITY OF MCDONOUGH



## 2015 ANNUAL REPORT



*Charming*

*Historic*

*Hospitable*

## McDonough in a Minute

The City of McDonough is centrally located in the heart of Henry County, 25 miles south of Atlanta and only 20 minutes from Hartsfield-Jackson International Airport.

This picturesque City is a center for activities and the arts. Our beautiful and historic Square is surrounded by a thriving business district offering unique shops, antiques, as well as both casual and fine dining. McDonough has an ongoing tourism and Main Street program and hosts a number of annual events, including the Geranium Festival in May, the Henry County Fair held each fall, and the McDonough Christmas Parade in December.

Another interesting fact about McDonough 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.

McDonough is both a National Main Street City and City of Character and has a 1920's prototype Service Station that houses our Welcome Center, which is located on the Square and is the headquarters of both Main Street McDonough and McDonough Hospitality and Tourism. The City of McDonough is truly a great place to live, work, shop, worship, and play.



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## Elected Officials



Mayor Billy Copeland



Member At-Large  
Mayor Pro Tem  
Gail Notti



Member At-Large  
Roger Pruitt



District I  
Rufus Stewart



District II  
Sandra Vincent



District III  
Craig Elrod



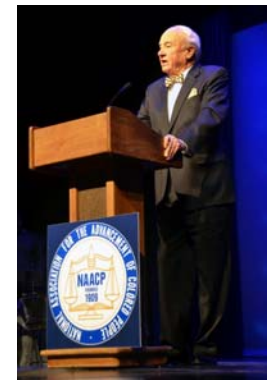
District IV  
Kamali Varner





## Mayor's Office

- ◆ Mayor Copeland hosted several "History of the City of McDonough" tours and sessions
- ◆ Numerous school appearances
- ◆ Numerous letters sent, proclamations/certificates handed out, and speeches given
- ◆ Numerous ribbon cuttings
- ◆ 197 honored guests attended the annual City of McDonough Veterans' Appreciation Breakfasts
- ◆ Attended and spoke at Shiloh luncheon
- ◆ The Recyclebank program continued to expand in the City of McDonough
- ◆ Excel Academy Train Wreck History speaker and guests
- ◆ 2nd year hosting the Miss GA USA and Miss GA Teen USA pageant
- ◆ Largest Christmas parade turnout in 35 years
- ◆ Installed pole for this year's 4th Geranium Drop event
- ◆ July 4th patriotic program
- ◆ Easter sunrise service
- ◆ Memorial Service for Andy Davis and the privilege to honor him with the grand opening of the Hood Street Art Center



## Office of the City Administrator

The City of McDonough, in 2015, experienced remarkable growth and achievement on many projects and initiatives thanks to the leadership and dedication of the Governing Body and the outstanding work of our City employees. I'm proud of the City staff in many different areas who worked countless hours to maintain, improve, and expand the essential services which will position the City of McDonough for continued growth. There is so much that goes on behind the scenes in providing services to the public that we often forget the efforts of our valuable employees. This report is designed to highlight the efforts of our dedicated employees and Governing Body's leadership. It is my great pleasure to serve the City of McDonough and I look forward to an even better 2016.

Keith Dickerson

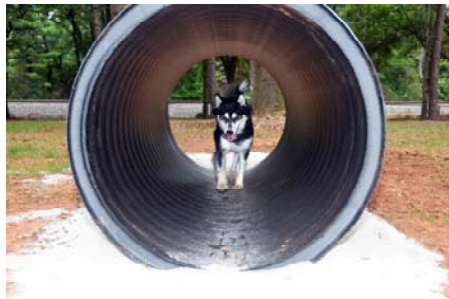




## Media Relations

### Photos/ Events

- ◆ Wellness Meetings and Lunch & Learns
- ◆ ELMS's visit to City Hall
- ◆ Town Hall Meeting
- ◆ MLK Parade and at PAC
- ◆ Meetings with Main Street & Tourism multiple times
- ◆ Weight Loss winners
- ◆ Fire Dept. promotions
- ◆ New Banners on Square
- ◆ Multiple photos for City Adm. & Asst.
- ◆ Photos for various staff members
- ◆ Photos requested by various Media
- ◆ Photos requested by outside people
- ◆ Big Spring Park weekly as changes occurred
- ◆ July 4th Ice Cream Social
- ◆ Photos at Council Meetings and Workshops when needed
- ◆ Home Town Heroes at Library
- ◆ Tourism photos when asked and any events they were part of
- ◆ City Police photos when asked
- ◆ Fox 5 at The Lunchbox
- ◆ Pocket Park Dedication
- ◆ All McDonough 101 sessions including graduation
- ◆ Groundbreaking Ceremony
- ◆ All photos provided per requests by City Council Members
- ◆ Actor from Henry Co. Marcc Rose at Excel Academy & Regal Theater
- ◆ Social Security Adm. at City Hall



- ◆ All Main Street events — LNOs / Movies / Concerts / Festivals / Karaoke / Santa Saturday's (3) / Christmas Tree Lighting / Ribbon Cuttings/ Geranium Drop
- ◆ All McDonough Arts events
- ◆ City buildings / parks / streets / lights
- ◆ 9-11 Moment to Remember on Square
- ◆ Vietnam 50th Anniversary at Wall of Honor and City Hall
- ◆ Photos provided Police for 'Bless the Badge' Ceremony PowerPoint
- ◆ Oak Park prior to work beginning per Public Works Dir.
- ◆ New eateries under construction per request
- ◆ Photos taken for City Council Members
- ◆ Tourism's Historical Plaques around Square in sidewalks
- ◆ Miss Georgia USA and Miss Georgia Teen USA Pageants
- ◆ Greenwood Productions requested 2015 event photos
- ◆ Candlelight Vigil for Airman 1st Class Kcey Ruiz
- ◆ Main Street Fall Festival & Scarecrow Winners
- ◆ Photos to Joan Wheat per her request
- ◆ Trick-or-Treat on the Square
- ◆ Jingle Jog
- ◆ Groundbreaking for new Municipal Court Building
- ◆ Varsity Christmas Luncheon
- ◆ City Hall in-house Christmas Luncheon
- ◆ Multiple photos to Taffini for final Annual Report





## Media Relations

### Press Releases/ News briefs

- ◆ Top Gun PR
- ◆ Ice Cream Social PR
- ◆ All Main Street Events and any Honor received PRs
- ◆ All Main Street activities for the month NB (2)
- ◆ Two Promotions in Fire Dept. PR
- ◆ Assisted reporters when they called for help
- ◆ McDonough 101 Sign-up for 2015 PR
- ◆ SSA meeting at City Hall PR
- ◆ DDA upcoming meeting NB
- ◆ Tyler Technology & new Police Dept. software PR
- ◆ Actor Marcc Rose Meet & Greet at Regal Theater
- ◆ Pocket Park Fountain Dedication Ceremony
- ◆ Send all PRs from McDonough Arts to Media
- ◆ Sent Fall Fest Down on the Street PR from them to Media per their request
- ◆ PR to Media on Georgia USA wanting contestants to sign up (2)
- ◆ Sent PR from McDonough Junior Women's League about their Casino Night & Silent Auction event per their request
- ◆ T. J. McBride Day in McDonough PR
- ◆ Red Ribbon Week Proclamation PR
- ◆ Trick-or-Treat event PR
- ◆ 2015 Scarecrow winners PR
- ◆ Sent info. to Media from Molly Smits on Veterans Parade Vet Connect & United Way were sponsoring
- ◆ Council Meeting & Workshop Agendas to Media
- ◆ Special Called Council Meetings Agendas to Media
- ◆ Provided quotes, got quotes, and information requested from Media
- ◆ Main Street December events NB
- ◆ Main Street remaining December events NB
- ◆ Scarecrow Contest winners PR
- ◆ Veterans Breakfasts (2) PR
- ◆ Upcoming Groundbreaking NB



## Media Relations

### Press Releases/ News Briefs

- ◆ One More Santa Saturday Left PR
- ◆ Christmas Parade PR
- ◆ Generated Media Specialist's Annual Report for City Adm.

### Miscellaneous Events/ Items

- ◆ Co-creator of City Scarecrow 2015 entry per Mayor
- ◆ Had to check on city's scarecrow entry daily to maintain as rules specified



### Facebook

- ◆ Worked on City Facebook daily
- ◆ Searched other Facebooks and sources for information pertinent to the City Facebook

### Media/ Movies

- ◆ 11 Alive TV
- ◆ Wall Street Journal
- ◆ Location Mgr. — DeNiro/Efron Movie
- ◆ AJC
- ◆ WRCB TV
- ◆ Fox 5 TV
- ◆ SCB Cable TV
- ◆ Henry Co. Cable channels TV
- ◆ Live interviews on radio about upcoming activities
- ◆ "A Meyers Christmas"—then Universal cancelled McDonough filming
- ◆ Netflix RECTIFY TV series
- ◆ Greenwood Productions
- ◆ CBS in Hollywood wanting permission to use one of my photos

### Website

- ◆ Uploaded some of City Clerk's work to web for several months
- ◆ Upload monthly e-newsletters to website
- ◆ Uploaded info. per City Adm. in Assistant's absence



### E- Newsletters

- ◆ 2—Jan. (6 pgs.)
- ◆ 2—Feb. (6 pgs.)
- ◆ 0—March (Broke right wrist & surgery)
- ◆ 0 —April (not at work)
- ◆ 0—May (not at work)
- ◆ 0—June (at work half the month but couldn't use right hand enough still)
- ◆ 1—July (started e-newsletter following injury (cut to 3 pgs. due to hand)
- ◆ 1—August (3 pgs.)
- ◆ 1—September (3 pgs.)
- ◆ 1—October (3 pgs.)
- ◆ 1—November (3 pgs.)
- ◆ 1—December (3 pgs.)



## City Clerk

The Office of The City Clerk acts in service to the Governing Body and citizens to facilitate all legal requirements relative to meetings, agendas, official communications, and legislation.

### **Staff:**

#### **DEPARTMENT HEAD**

Janis Price

#### **ASSISTANT**

Christy Wallace

### **Accomplishments:**

- ◆ Prepared agendas, minutes and attended 34 City Council Meetings, Workshops and Special Called Meetings during 2015.
- ◆ Maintained records of procedures, minutes, ordinances, contracts, policies
- ◆ Responded to approximately 100 – 110 Open Records Requests in accordance with the State Open Meetings/open Records law.
- ◆ Coordinated special events and activities for Mayor and Council.
- ◆ Coordinated the 33rd Annual Christmas Parade, 80 participants and kept a 20 participant waiting list also.
- ◆ Scheduled visits to City Hall for 1st through 3rd grade students. Flags were given to students that visited City Hall and the importance of the US Flag was discussed.
- ◆ Maintains, coordinates, and is the liaison with Gallagher Bassett Services for the approximate \$44 million of property coverage for the City and handling of the liability claims.
- ◆ Along with the Community Development Director, we verified the addresses of the 12,000 (+) registered voters within the City limits, and we made some site visits to insure compliance with the addresses.
- ◆ Qualified Candidates for the November 3rd Election, processed paperwork to the Elections Office and to the State Ethics Commission.
- ◆ Assisted City Attorney and Finance Director is establishing an Anti-Fraud Policy for the City and we have held one meeting for employees so far.
- ◆ Assisted the Mayor and attended the Easter Sunrise Service, July 4th and the Veterans Day Breakfast.
- ◆ Assisted the Public Works Director with ads for the Henry Herald and RFP bid openings.
- ◆ Signed vendor and payroll checks and approved POs for supervisors etc.
- ◆ Participated in the McDonough 101 Classes.
- ◆ Attended GMA sponsored education classes to maintain municipal Clerk certification and began course work for the Masters' Clerk Program.
- ◆ Certified documents as needed for Court proceedings.





## Human Resources

The mission of the Human Resources Department is to create a work environment that enables employees to develop and advance in their careers to better serve the citizens of the City of McDonough.

### **Staff:**

#### **DEPARTMENT HEAD**

Carla Tuck

#### **ASSISTANT**

Stephanie Bond

### **Accomplishments:**

- ♦ Assisted with 24 new hires;
- ♦ Conducted 8 new hire orientations;
- ♦ Reviewed 409 applications for open positions;
- ♦ Processed 13 Workers' Compensation Claims;
- ♦ Salary Study contract approved;
- ♦ Coordinated flu and shingle shots to be administered onsite to City Employees. 37 employees took advantage of the flu shots and 8 took advantage of the shingle shots;
- ♦ Coordinated training and lunch and learn opportunities;
- ♦ Raised money for United Way by having raffles and continuing Jean Day for the employees. Raised over \$455.00.

### **To stay informed on new and changing Human Resource laws the following classes or Webinars were attended:**

- ♦ Personnel Liability
- ♦ Hot Human Resources Topics and What's New in 2015
- ♦ Affordable Care Act legal updates
- ♦ FLSA updates
- ♦ Georgia Local Government Personnel Association Conference
- ♦ Labor & Employment Law Workshop



## Human Resources

### Wellness Activities:

- ◆ Biometric Screening Health Fair
- ◆ Flu and Shingles Shots
- ◆ Weight loss Challenge
- ◆ Weekly Weigh Ins
- ◆ Message Therapy
- ◆ March with the Mayor
- ◆ Dance for Wellness Class



Weight Loss Winners



Social Security Meeting

Employee activities to promote family. Some of the prizes included tickets to the Braves, Six Flags, Movies, Falcons, Atlanta Zoo, and Stone/Snow Mountain.

### Training and Lunch and Learns:

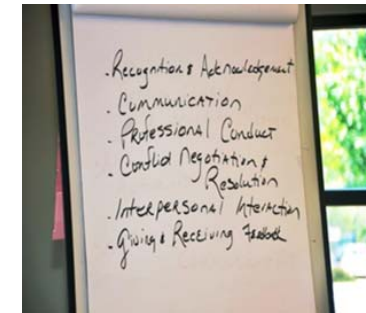
- ◆ Weather Preparedness
- ◆ Parenting
- ◆ Work Place Communication
- ◆ United Way meeting
- ◆ Social Security meeting
- ◆ Supervisor training



Delivering heart healthy fruit baskets



Flu shots



Workplace Communications Lunch & Learn



Health Fair



Parenting Lunch & Learn



Weight Loss Challenge meeting



## Financial Administration

The Finance Administration Department is responsible for:

- ◆ Financial Reporting
- ◆ Budgetary Reporting
- ◆ Accounting for Revenues and Expenditures
- ◆ Internal Controls
- ◆ Compliance with Laws & Regulations
- ◆ Participating in Financial Decisions



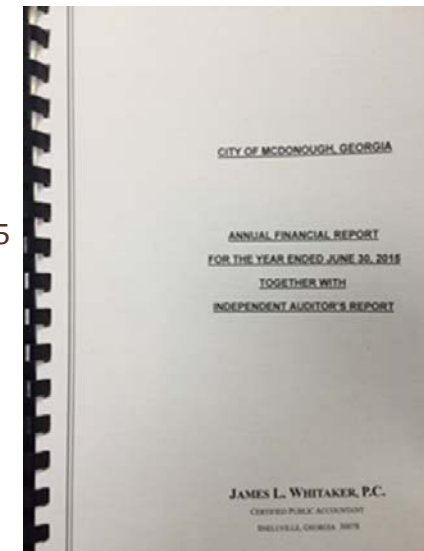
### Financial Reporting

- ◆ Audited Financial Statements
- ◆ Completed timely audit
- ◆ Better preparation for audit
- ◆ Better focus by Staff
- ◆ More comprehensive close- out
- ◆ Monthly Financial Reporting
- ◆ More consistent monthly reporting:
  - General Fund Updates
  - Hotel/ Motel Tax Fund updates
  - SPLOST Capital Projects Fund Updates

### Budgetary Reporting

- ◆ Enhanced Budgetary Reporting by:
  - Implemented format changes as directed by the City Administrator
  - Improved accuracy of Inter- Fund transactions
  - Made regular budget amendments as approved by the Mayor and Council

Audit Field Work Completed in October 2015





## Financial Administration



*SPLOST IV payments of \$10,292,590 were received , including \$9,200,000 of advanced payments, related to Henry County Bonds.*

### Accounting for Revenues and Expenditures

- ◆ Revenue and Expenditure Enhancements
- ◆ Improved use of accounting technology
  - ◆ Incode training organized by Lynn Bailey
  - ◆ Pooled cash accounts set up
  - ◆ Archive function used to eliminate excess paper
  - ◆ Incode tools utilized for water/ sewer account management
- ◆ Improvements made in purchase order processes
  - ◆ Policies researched, compared, and suggested by Rosalind Walker
  - ◆ Ongoing procedures to strengthen controls over purchases
  - ◆ Purchase- card Policies and Procedures document produced
- ◆ Documentation of Water Sewer Policies
  - ◆ Research begun by Lynn Bailey
  - ◆ Goal is to improve consistency
  - ◆ Goal is to reduce bad debts
  - ◆ Goal is to improve customer relations
- ◆ Improved Cost Allocations to Funds and Departments
  - ◆ City Administrator and Finance Director working to:
    - ◆ Identify allocable costs
    - ◆ Improve allocation formulas

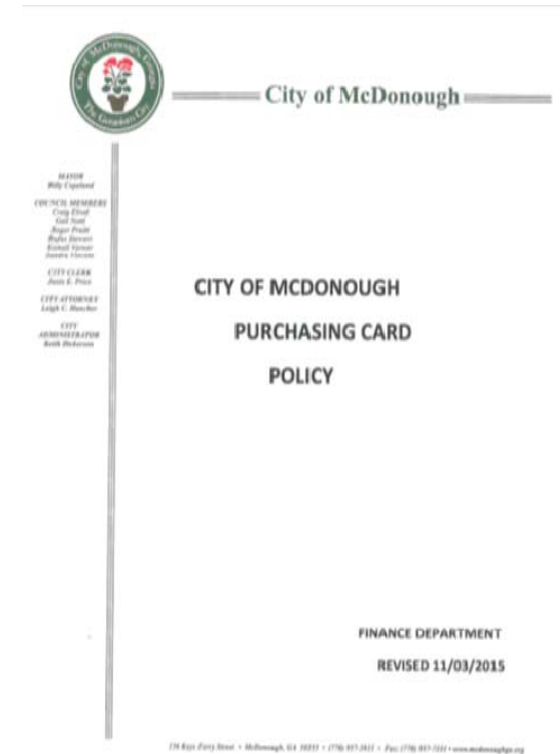


## Financial Administration

- ◆ Identify reimbursable expenditures for product development
- ◆ Initiated street light audit through Georgia Power
  - Organized by Lynn Bailey
  - Audit findings and report to be presented during FY 2016
- ◆ Initiated Storm Water Fee collection plan
  - Report to be made to the City Administrator

### Internal Controls

- ◆ Enhanced Internal Controls
- ◆ Worked with City Clerk to develop:
  - Fraud Prevention Policy Document
- ◆ Developing Policy and Procedures:
  - Purchases
    - Use of Purchase Cards
    - Use of Purchase Orders
  - Water and Sewer
    - Moving towards consistency and improvements in regards to:
      - Assessment of penalties and interest
      - Cut-off dates and administration fees
      - Collection activities
- ◆ Daily Cash Management Activities
  - Procedures implemented by Deborah Upshaw:
    - Daily reconciliation via the internet
    - Timely follow- up on discrepancies
    - Better communication with all departments
    - Better communication with bank personnel



## Financial Administration

Completed a street light audit identifying security lights located in subdivisions, parks, governmental buildings.

This audit provides details necessary to:

- ◆ Ensure costs are charged to correct department
- ◆ Identify the current light fixture and cost savings of changing these fixtures to more cost effective units



### Compliance with Laws and Regulations

- ◆ Identified annual reports due to Department of Community Affairs
- ◆ Identified reports due to Internal Revenue Service and Georgia Department of Revenue
- ◆ Identified reports due to Georgia Department of Transportation
- ◆ Working with City Administrator to:
  - Prepare a schedule of report due dates
  - Develop a work plan to assure compliance with reporting requirements

### Participating in Financial Decisions

- ◆ Worked with City Administrator, City Attorney, and Departments:
  - To obtain bond rating from Moody's Investors Service
  - To obtain bond financing for the Municipal Court Facility
  - To review finance options and make recommendations for equipment acquisitions
  - To develop financing alternatives for future equipment acquisitions





## Financial Administration

Lauren Carter took the initiative to recreate and update all applications and forms associated with Utility Billing. Not only did these improve the image of the City but provided more accurate information. Below are images page 1 of the 'before' and after':



Initiated bi-monthly audit to compare Republics customer list with the City's. Discrepancies are identified and corrected.

### Welcome to The City of McDonough



*The Customer Service Department answered approximately 38,000 calls per year, with an average of 3,170 per month. Customer Service Representatives answered an average of 17 calls per hour. The average call per hour that are not transferred to other departments will take from 3 to 8 minutes per call.*



## Technology Services

It has been a great year for the City! Many projects were accomplished & there are more to come. The addition of Technology Services Specialist Brian Linton to staff has allowed this department to provide much better service and given the Technology Services Manager time to better focus on special projects. The Technology Services department has utilized the SPLOST IV funds provided to maximize their impact & improve services for our citizens. Technology Services is very proud of our achievements this year.

### Staff:

#### Manager

Steve Sikes

#### Technology Services Specialist

Brian Linton

### Accomplishments:

#### Helpdesk STATS

Using SPLOST IV funds (\$7000) we implemented BOSS Solutions Helpdesk & Asset management software. Employees are still getting familiar with entering tickets for help vs calling Tech Services, some have been very good and others will need additional training. Over the past 9 months we have had approximately 1000 reported issues or incidents. Of those, 626 were submitted as tickets. That would be about 60% of total instances. Better use of ticketing system will provide the “metrics” we need to better serve our customers. As part of the Helpdesk system we are also building a “knowledgebase” or FAQ so that users may reference past issues. It can help users help themselves. We are building our assets database daily. See screenshots for helpdesk & FAQs below.

City of McDonough Helpdesk

Switch to User Portal Help  
Welcome, Steve Sikes  
Role: Enterprise Administrator

Tickets New Ticket FAQ Message Board Preferences WebReports Schedule

Show Closed Tickets Tickets: All Tickets Technicians: Show All Date Filter: All

Show Ticket Relation Tickets: All Tickets Date Filter: ALL

Drag a column header and drop it here to group by that column

ID	Created On	Last Updated	From	Technician	Team	Title	Severity	Status	Extended Status
631	11/26/2015 02:53:45 AM	11/30/2015 08:00:24 AM	Mike Gliner	Brian Linton		Fwd: Password reset	Low	Assigned	In Progress
624	11/19/2015 12:01:19 PM	11/23/2015 09:15:26 AM	Mark Dobson	Brian Linton	Default	water damage to Pete's iphone	Medium	Assigned	Waiting on Vendor
586	10/19/2015 02:44:27 PM	10/19/2015 03:36:40 PM	Paul Moncharik	Brian Linton	Default	New Employee	Medium	Assigned	New
543	09/23/2015 12:39:28 PM	09/23/2015 02:11:07 PM	Leigh Hancher	Brian Linton	Default	Internet Issues	Medium	Assigned	In Progress

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City of McDonough Helpdesk

Switch to User Portal Help  
Welcome, Steve Sikes  
Role: Enterprise Administrator

Tickets New Ticket FAQ Message Board Preferences WebReports Schedule

Add FAQ

Keyword Question

Status: Approved, Not Approved

Groups: HelpDesk, Email & Phone, Desk Phone, Email, Email2Ticket, Internet, iPhone, Wireless, Hardware, Personnel, Software

iPhone is not syncing email, contacts, etc.  
Edit

How do I install Police Central Plugins?  
Edit

What are steps to setup iPhone?  
Edit

How do I reset/reboot a frozen iPhone?  
Edit

How to Reset iPhone to factory default?  
Edit

How do I send a txt via email?  
Edit

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## Technology Services

### **Streets Workorder/Ticketing System**

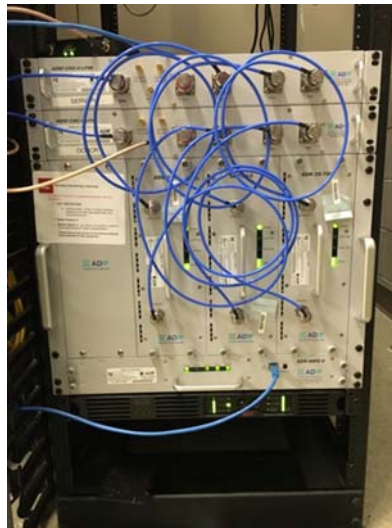
Using SPLOST IV funds (\$1500) we implemented a second database instance for BOSS Solutions Helpdesk software as a workorder system for Streets Crews. This is fully customized for Streets. It provides an iphone app that crew leaders may check their workorders, input pictures, time spent on job, report of progress, etc to Streets Manager. Manager can enter from computer or ios device tickets & assign to specific crews. Manager can gather metrics to report to Council on just about any facet of the completed work orders.

### **Public Safety External WiFi for DashCams**

Installed secure Public Safety Wifi access points on exterior of Public Safety building and configured DashCam video transfer, fully automating a previously manual task, freeing up many man hour.

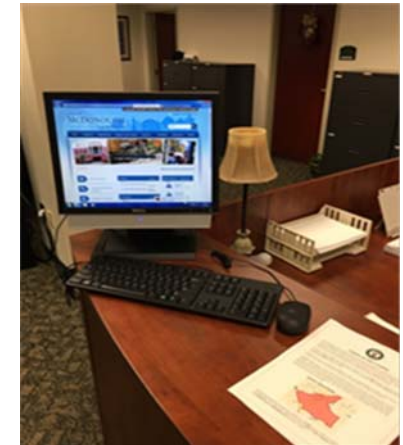


### **Public Safety Verizon Internal Antenna System**



### **Community/Business Development Kiosk**

We repurposed an XP computer replacement to function as an internet kiosk on the third floor of City Hall for our citizen's use.



Technology Services negotiated with Verizon to provide an internal antenna network at public safety building at no cost to city (\$40k value). This significantly improved their cellular communications & provided failsafe LTE service.



## Technology Services



### **Data Center Fire Suppression**

Added FMS200 Clean Agent fire suppression system for Data Center protecting our electronic equipment from water damage such as would have occurred before in case of fire.

### **Data Center Rack System**

We replaced old 2 post rack system with new 4 post system including wire management seen here in our datacenter. We left building wiring intact to punch down panels, removed old frame & inserted new one. The task was done in one day with only 30 mins outage.



### **Microsoft Exchange 2010 Email Journaling**

Implemented Microsoft Exchange 2010 Email Journaling. This was a major step forward capturing ALL inbound & outbound email. It allows Tech Services to be the source for Open Records requests. This system is separate from users mailboxes. A user may delete email...but a copy is always available to Tech Services.

### **Tyler Incode Upgrade**

On November 19<sup>th</sup>, Technology Services worked with Tyler Technologies to upgrade our Financial Software from Version 8.5 to Version 9.0. This included provisioning a new virtual server with Microsoft Server 2012 and Microsoft SQL 2014. We first upgraded Tyler Incode then migrated to the new server. This was a major upgrade from old system using Server 2003 & SQL 2005. No major upgrade has been done since 2006.



## Technology Services

### **ESET Antivirus Server Console**

We have upgraded & moved our ESET Antivirus system from Microsoft Server 2003 Operating System (OS) to Microsoft Server 2012 OS. Previously each computer went to the internet directly to update Antivirus signatures and their software was manually installed. Now the Server Console manages the virus signatures & pushes to workstation upon login to network. Regularly scheduled scans are now configured for each computer or server. This provides better protection overall.

### **Firehouse Software Upgraded**

Our Fire Departments record management system software, Firehouse, was upgraded and will soon be migrated from Server 2003 to another with Server 2012.

### **Windows Server 2003 OS at End of Life**

By January 2016 we should have the remaining two Microsoft Server 2003 virtual servers decommissioned and replaced with Windows Server 2012 virtual servers. We now have 16 virtual servers in service.

### **Verizon Mobile Management**

The Technology Services has saved approximately \$6810 per year thru regular analysis of our mobile plans. We monitor data usage and adjust individual plans to keep costs down. We have kept our iPhones current by upgrading older phones, providing better devices and managing cellular phone costs. To date 20+ phones were upgraded.

### **Summary**

Your Technology Services department has worked over the past 1.5yrs to redesign and rebuild our network infrastructure. Now that this core infrastructure is on solid, Enterprise class equipment, we will continue to improve & enhance basic services.



## Technology Services

### SPLOST IV PROJECTS

The items in **green** have been completed over this past year.

<b>Mesh Wifi for Parks &amp; Square</b> On schedule, RFP in review by Legal to be released for bid Jan 1, 2016	<b>MS Server Std 2012 OS</b> Purchased & installed keeping our licensing current
<b>XP Computer replacements (65 units)</b> <i>Using our imaging system we reduced the deployment of each from 4.5hrs to 1.5hr.</i> 	<b>Document Stg &amp; Retrieval Software</b> On Dec 3 <sup>rd</sup> consent agenda for approval. 
<b>Court Audio/Video (BIS Digital)</b> 	<b>Storage Array @ 70Terabytes now with room to grow.</b> 
<b>MS SQL SVR STD 2014 + 30 USR CALS</b>	<b>MS Licensing for Network/Exchange Cals x 75</b>



## Technology Services

### SPLOST IV PROJECTS

The items in **green** have been completed over this past year.

#### Granicus Audio/Video & Paperless Agenda for Council Chambers

*Awaiting Clerk Office training & will go live for January 2016 meetings. Will publish SD video automatically to web & HD video can be delivered to Henry County for rebroadcast.*



#### Tyler Police RMS

*Project on schedule, servers & software in place, old data converted, first test on Nov 30. Go live Feb 1, 2016.*



#### iPads - Mayor/council x 7

*Ready for deployment/training after Jan 1  
iPads - Water Dept/Public Works Dir x 4  
Deployed earlier this year & are a great asset to that team!*



#### Notebooks – UPD (25 units)



#### Replacement servers & Prof Svcs

*Replaced 2 Dell physical servers with 3 Cisco  
Servers of much higher capability.*



#### 6 line Cisco phones for Court



#### Notebooks - City Hall (6 units)



#### Barracuda Spam Firewall & Prof Svcs

*This appliance has given us major protection from SPAM & Virus penetration.*



#### Private Fiber to Public Works

*Site went from 5mb to 1000mb communication speed to Datacenter.*

#### BOSS Helpdesk Ticketing/Asset Management

## Technology Services

### ACTIVE PROJECTS

#### **Tyler Technologies Police RMS**

- This project is SPLOST IV funded and we are on schedule
  - At the time of writing this report we have already prepared 2 virtual servers, installed their respective operating systems, SQL, Terminal Services & Tyler Software.
  - Old Records have been exported for conversion by Tyler.
- First conversion testing performed on November 30<sup>th</sup>.

Week of	Task
7/20/15	Kickoff Meeting & BPR (Onsite)
8/3/15	Hardware Check (Remote)
8/10/15	Upload data for conversion
8/24/15	Software deployment (Remote)
8/24/15	Readiness Check and Configuration (Remote)
11/30/15	1 <sup>st</sup> Conversion Review; Conversion Review Training (Remote)
1/4/16	2 <sup>nd</sup> Conversion Review; System Setup (Remote)
1/18/16	Training (Onsite)
1/25/16	Training (Onsite)
2/1/16	Go-live Assistance (Onsite)

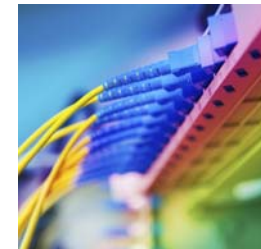
#### **Open Access WiFi to Parks & Square**

- This project is SPLOST IV funded (\$150,000).
  - Delayed implementation until now to complete other infrastructure required to deploy this project.
  - RFP was created earlier & given to Legal Department in November.
  - With elections & Holidays we will release RFP on Jan 1 for bid.
- RFP written to submit proposals within 30 days. Selection of Vendor to follow.



#### **Old Municipal Court Fiber**

- The existing private network connection is not adequate to properly service the needs of the court. With the new court 1yr out, we requested a fiber connection to properly service the location.
- This new Leased Fiber is in place & terminated.
- We made the connection live on Dec 7<sup>th</sup>, allowing much faster and better connectivity to our Datacenter.
- With this new connection we will be able to move their physical server into the Datacenter planned for late January 2016.
- This will greatly speed up the server backups.
- It will allow us to move their virtual servers to a faster & stronger physical host server.



## Technology Services

### **Laserfiche Document Storage and Retrieval**

Using SPLOST IV funds (\$24,388), we will install an Enterprise class document storage and retrieval system. This will be a major asset for all departments. Particularly greatly enhancing and expediting Open Records requests, Financial document processing, Human Resources document storage, etc. Laserfiche allows for “workflows” to be created that route documents as required to others via email for approval or other processing. We already have the additional Storage array space configured and are now ready for the software. This will be housed partly on the new SQL server for Incode.

### **New Municipal Court**

Technology Service is proactively working with New South Construction (NSC) to identify the additional security requirements of the new building. Many of the network drop locations previously submitted to NSC have been incorporated in the drawings. We will be connecting the new court via fiber to the existing Public Safety building. To handle the increased load of security systems & video we will enhance our core communications as well...see Upgrade Core Network section.

### **Upgrade Core Network For 10 GIG Communications**

Our core network switches currently function at 1GIG speeds for transferring data across fiber, internally between servers and storage arrays. We have a design plan to move one of the two core switches to Public Safety building which gives us more redundancy and fault tolerance. As part of this we have purchased core switch communication modules that will allow us to increase our core data transfers x10. This will involve a weekend shutdown of network resources to move one core switch, add the 10GIG comm modules and then bring network back up. With the new Court coming on line next year we will need the increase to support the added camera systems, card access systems, etc.

### **Project Partners**

We have had many project partners/vendors that helped us meet the SPLOST IV goals & other projects begun by Technology Services....they include:





## Fire Department

The Fire Department continues to build on prior achievements to strive to maintain the highest standards of public service. To that end, continuing education and employee development serve as cornerstones for all of the department's planning and preparation. The Fire Department pledges to never waiver in upholding the department's tradition of dedication and service.

The Department consists of 30 paid personnel and 7 auxiliary personnel. The paid personnel are: Fire Chief; Deputy Chief; Captain/ Inspector; 6 Lieutenants; 18 full-time Firefighters; 3 part- time Firefighters. All paid personnel, full-time and part-time, have multiple fire and fire related certi-



3	Emergency Medical Responders (EMR)
19	Intermediate Emergency Medical Technicians (EMT-I)
1	Advanced Emergency Medical Technician (AEMT)
7	Paramedics



fications. All are also cross trained and have medical certifications or licenses.

### **FIRE CHIEF**

Steve Morgan

### **ASSISTANT FIRE CHIEF**

Dave Williams

### **CAPTAIN FIRE PREVENTION**

James Robinson

### **LIEUTENANTS**

Rowland; Duncan; Jenkins; Moore; Richards; White

### **FIREFIGHTER PARAMEDICS**

Norris; Floyd; Griffin

### **FIREFIGHTERS/ EMTS**

Stewart; Cash; Wright; Yawn; Scarbrough; Brady; Matthias; Thames; Wright; Kelley; Smith; McMichael; Ponder; Gardner; LeCroy

### **FIREFIGHTER/ EMRS**

Lewis



## Fire Department

Fire Calls	261	9% of total
Medical Calls	1742	57% of total
Assist Calls	189	6% of total
Utility Calls	83	3% of total
Cancelled Calls	430	14% of total
Alarms	352	11% of total



**Total Calls for 2015: 3057 calls**



### Response Times

Average response time for calls in the City:

00:06:04

Average response time for Aid Given calls:

00:09:28

Overall average response time:

00:07:41



## Fire Department

### Business, Duties, and Details

- ◆ Over 1200 existing businesses were inspected and over 300 follow- up inspections were completed.
- ◆ Conducted inspections on new construction and businesses.
- ◆ Completed 105 plan reviews on sites, new buildings, building renovations, sprinkler systems, etc.
- ◆ Participated in 53 pre- construction meetings
- ◆ Invested 18 fires
- ◆ Completed pre- fire plans on over 300 businesses
- ◆ Completed 60 fire station tours and/ or fire safety education classes
- ◆ Serviced and maintained 870 fire hydrants
- ◆ Tested approximately 15,250 feet of fire hose

### Certifications and training

- ◆ All full-time and part- time personnel completed the required training to maintain their EMS certifications and licenses.
- ◆ All full- time and part- time personnel met the 24 hours training requirements to maintain Georgia Firefighter Standards and Training certification and compliance.
- ◆ Total fire training hours accrued by full- time fire personnel 7,453 hours
- ◆ Total EMS training hours accrued by full- time fire personnel: 689 hours
- ◆ The Fire Department's goal is for each full-time firefighter to obtain 228 hours of firefighter training per year in order to meet ISO training requirements; 22 personnel met the goal in 2015.

### Accomplishments

- ◆ Filled three (3) Firefighter/ EMT positions
- ◆ Filled one (1) Firefighter/ Paramedic position
- ◆ Took delivery of the second Spartan pumper purchased with SPLOST IV funds and placed it in service
- ◆ Maintained EMS certification through the GA Department of Public Health
- ◆ Completed an ISO evaluation in hopes of lowering the fire department rating; will have the results by January/ February 2016
- ◆ Four (4) personnel received NPQ Training Evaluator certifications
- ◆ Two (2) personnel received NPQ Fire Officer II certifications
- ◆ Two (2) personnel received NPQ Haz- Mat Operations certifications
- ◆ Two (2) personnel received NPQ Fire Inspector I certifications
- ◆ One (1) personnel received ICC and NPQ Fire Inspector II and Fire Inspector III certifications
- ◆ Inspector James Robinson was promoted to Fire Prevention Captain
- ◆ Captain Dave Williams was promoted to Assistant Fire Chief
- ◆ Used Impact Fees to purchase and install an SCBA breathe- air fill station/ cascade system at Station 52, giving us one at each station



## Police Department

This year, the McDonough Police Department, with the cooperation of the City's Mayor, Council, and City Manager, has met or initiated many of our long term goals and projects. Through the purchase of equipment, certifications, upgrades and building projects, we are providing infrastructure support to the citizens of McDonough by these improvements to our daily operations:

- ◆ **Commencement of our State pre-Certification process through the review and updating of policies and procedures in all our divisions, to insure compliance with State Certification guidelines**

Becoming a State Certified Law Enforcement Agency improves effectiveness, public confidence, reduces liability, recognition in the field of outstanding achievement and provides greater governmental and community support

- ◆ **The purchase of a new state of the art computer program through Tyler Technologies**

This new technology integrates inter-divisional access for Investigative/offender based data, Uniform Patrol reports, recordkeeping, crime statistics, and e-ticket traffic citations which provides electronic data to Municipal Court

- ◆ **New equipment for Crime Scene unit includes an interior Property and Evidence security system as well as a Drying Cabinet and Fuming Chamber for processing evidence**

Drying cabinet used to prevent decomposition of evidence and protect technicians from exposure to unknown substances. Fuming chamber accelerates development of latent fingerprints





## Police Department

- ◆ **An increase in our fleet with the purchase of four new Police vehicles**

The replacement of aging vehicles increases Officers' safety, reduces response time and lowers annual maintenance costs

- ◆ **Salary and educational study conducted and implemented**

Enables recruitment and retention of officers with higher levels of experience and training



Total number of citations: 8,107

Total number of calls for service: 72,838

### Municipal Court/ Probation Services Revenue (Jan- Dec)

\$1,626,167.19



## Community Development

Outlined herein are the results, in the form of successful outcomes, of the collaborative efforts by the team associates within the Community Development Department for 2015. The focus of these efforts coinciding with the CDD Mission Statement: "To provide an ecologically & economically sustainable "Quality of Life" program for the City of McDonough that is one of the Southern Crescent's premiere residential, business, and hospitality communities."

### ***Buildings & Inspections:***

	Revenue Report		
Month	2015	2014	2013
January	\$47,394.47	\$42,441.77	\$18,231.73
February	\$120,901.76	\$24,795.73	\$51,256.30
March	\$69,332.50	\$35,288.98	\$38,928.32
April	\$73,833.86	\$96,590.22	\$37,860.48
May	\$39,820.88	\$81,402.79	\$22,220.30
June	\$531,984.07	\$46,218.51	\$11,738.40
July	\$142,160.73	\$55,067.10	\$76,015.41
August	\$146,042.44	\$10,170.07	\$45,403.20
September	\$99,937.37	\$82,906.01	\$24,773.47
October	\$184,214.56	\$64,005.59	\$22,390.71
November	\$49,672.15	\$23,663.65	\$27,485.25
December	\$70,462.10	\$80,811.66	\$18,412.08
Total:	\$1,575,756.89	\$643,362.08	\$394,715.65

\*Note: Total Revenue from January to December 2015 = \$1,575,756.89, whereas the 1st two quarters (July to December) of FY 2015/2016 = \$692,489.35) whereby the CDD Team continuing to surpass the "Annual" totals, including the cumulative total of 2013 + 2014 = \$1,038,077.70, for the following previous years:

2014 \$643,362.08

2013 \$394,715.65

2012 \$764,415.73



## Community Development

Permit Activity Report	Note: New benchmark established; previous benchmark of 1000 permits has not been exceeded since 2009		
Type	2015	2014	2013
Building -Commercial	31	26	26
Building -Commercial Shell	4	0	1
Building – Interior Finish	47	39	51
Burn Permit	0	0	0
Commercial Amenities	0	0	0
Commercial Plan Review	8	20	38
Construction Trailer	3	5	9
Electrical	493	280	243
Fire Alarm	2	3	5
Fire Sprinkler	21	13	15
Foundation	0	0	0
Irrigation Meters	14	1	2
Land Disturbance Permits	53	19	10
Mechanical (HVAC)	274	190	110
Occupational Tax C/O	85	102	118
Plumbing	295	205	115
Pool	0	2	3
Residential - New	219	118	51
Residential -Remodel/Addition	40	16	21
Renewal – Existing Permits	0	2	3
Total:	1589*	1041*	821



## Community Development

	Inspections Report (2015)		
Type	2015	2014	2013
Residential	2795	1828	912
Commercial	945	1078	1066
Total:	3740	2906	1978

### ***Code Enforcement***

	Inspections Report (2015)		
	2015	2014	2013
New Incidents	1177	904	615
Cases Closed	1573	823	714
Citations	86	146	197
Total:	2836	1873	1526

## Community Development

	Revenue Report (2015)		
Month	2015	2014	2013
January	\$172,418.89	\$158,523.39	\$215,237.10
February	\$75,165.28	\$112,140.39	\$53,998.16
March	\$99,649.65	\$142,824.52	\$148,583.09
April	\$27,677.94	\$47,307.61	\$34,530.22
May	\$6,528.21	\$34,799.55	\$16,043.26
June	\$5,411.03	\$26,532.05	\$3,035.14
July*	\$10,182.10	\$8,484.12	\$7,522.54
August	\$2,293.10	\$8,491.37	\$6,357.18
September	\$6,210.21	\$2,189.75	\$8,265.23
October	\$32,905.05	\$75,115.32	\$4,446.20
November	\$110,764.55	\$85,655.99	\$18,092.10
December	\$129,671.23	\$157,538.73	\$99,909.75
Total:	\$678,877.24	\$859,602.79	\$616,019.97

\*Note 1: Occupational Tax Clerk re-assigned back to the Community Development Department in July 2015, beginning of FY 2015/2016, after being assigned to Business Development Department in July 2014, beginning of FY 2014/2015, per focus on consolidated operations.

\*Note 2: Total Revenue from Jan to Dec 2015 = \$678,877.24 (FY 2015/2016 = \$292,026.24) whereby the CDD Team results indicate alignment w/ the "Annual" totals for the following previous years:

2014 \$859,602.79  
 2013 \$616,019.97  
 2012 \$506,479.14





## Community Development

### *Planning & Zoning*

	Petition Activity Report		
Type	2015	2014	2013
Annexation Only	0	0	0
Annexation + Rezoning	0	0	0
Facade	63	47	49
Open Records Request	85	86	68
Plat Review (i.e. surveys, etc.)	9	12	10
Misc.	2	3	2
Rezoning	3	7	10
Signage	178	210	161
Special Use Permit	0	0	0
Variance - Administrative	5	2	0
Variance – (MCC/BZA)	10	5	3
Zoning Certification	33	23	18
Zoning Modification	3	2	2
Zoning & Land Use Verification	217	237	268
Total Number:	608	634	821
Total Deposit:	\$39,539.25	\$26,986.19	\$41,426.30

## Community Development

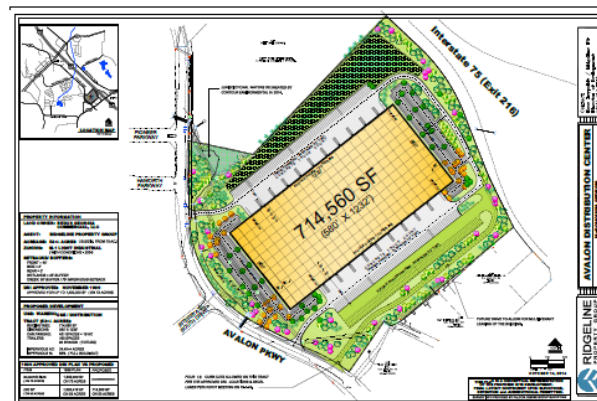
### Southpoint Development





## Community Development

### Adjacent Properties to Southpoint



## Business Development

Just before the beginning of the year, the City hired a new Business Development Director, Bob Trescott, to be responsible for the initiation of a business development strategy, the rejuvenation of the Downtown Development Authority, supervision of a newly-hired Main Street Manager, some oversight of hotel motel tax collection and tourism development and review and supervision of occupational tax collection and media production and permits.

A Main Street Program Manager, Lauren Singleton, had just been hired; there was a transition in staffing and management of occupational tax collection with Michele Adams filling in and later Joani Clemons returning to a division that was only temporarily in this department; a Tourism Director, Christy Collier, was soon hired, filling a vacancy in hospitality and tourism; media production permits and the downtown development authority were also in transition.

Staff:

### **Director**

Bob Trescott

### **Main Street Manager**

Lauren Singleton (now vacant position)

### **Welcome Center Assistant**

Cathy Lacey

### **Tourism Director**

Christy Collier

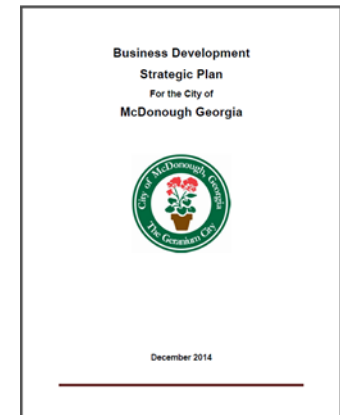
### **Occupational Tax Clerk**

Joani Clemons (now under Community Development)

### **Accomplishments for Business Development:**

#### ***Project One – Business Development Strategic Plan***

“The City of McDonough is positioned to support and sustain a vibrant and culturally diverse community and economy. The community is blessed with a number of significant assets to create a unique marketing strategy that will appeal to diverse population segments. Economic development is more competitive today than ever before, and communities are investing more with the realistic expectation of returns on those investments. Through that document, we attempted to provide a framework for planning within a business development context.”





## Business Development

### Project Two – Real Estate

Reached out to Real Estate professionals and developers in support of sales, development and leasing of real property.

### Project Three – Update of Website, Facebook and Videos

We updated content for Business Development pages on City website and added a Downtown Development Authority Facebook page.

We contracted for several downtown drone videos and made a number of Downtown Development training videos. (The Police Department then bought a video-equipped drone which might be available in support of other departments.)



**Hazlehurst House**  
5 Likes · 633 views



**Andy Davis welcomes DDA to Hood Street Art Center...**  
12 Likes · 1,852 views



McDonough Square



Richard Craig Park

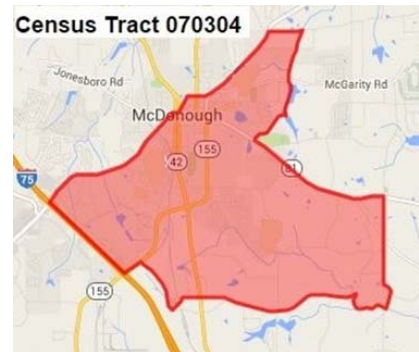


## Business Development

### ***Project Four –Designation of a Less-Developed Census Tract with Increased Benefits for Businesses in the Georgia Job Tax Credit Program***

Due to the closing of Briggs & Stratton and the resultant loss of 437 jobs, we were able to research and petition for a change in eligibility and benefits for businesses creating new jobs within census tract 0703.04, which includes much of the City of McDonough. Census tract 703.04 consists of an area of 11.75 square miles and has a population of about 11,000.

Businesses that create more than five new jobs became eligible to receive \$3,500 per job created for up to five years, credited against income tax and withholding tax.



### ***Project Five –Memberships/Partnerships***

- International Economic Development Council
- American Planning Association
- International Council of Shopping Centers
- Georgia Economic Development Association
- Georgia Association of Business Tax Officials
- Georgia Downtown Association
- Georgia Main Street
- National Main Street
- South Metro Development Outlook
- Henry County Quality Growth
- Henry County Chamber
- Georgia Department of Economic Development
- Centers for Innovation
- Georgia Department of Community Affairs
- Georgia Department of Labor
- Clayton College Business School



## Business Development

### **Accomplishments for Main Street Program**

***Project One – The McDonough Main Street Program had a very active and transformational year utilizing the Main Street Four Point Approach™***

Main Street hired a new manager and worked collaboratively with Hospitality and Tourism, merchants, and other partners. Existing events were taken to new levels and important new events were added. Social media are being well exploited and infrastructure is being updated.

2016 can be another transformational year as the Main Street Program embraces the “Refreshed” Main Street Approach that emphasizes a broader vision, an understanding of market forces, comprehensive strategy and measured outcomes.



### **Accomplishments for Media Production Permits**

***Project One –Updated Procedures for Media Production Permits***

We worked with Occupational Tax Clerk Joani Clemons to serve as the point of contact for media production permits, with Police Chief Preston Dorsey for traffic control, with Media Relations Specialist Casey Case for liaison and with the other departments and partners.

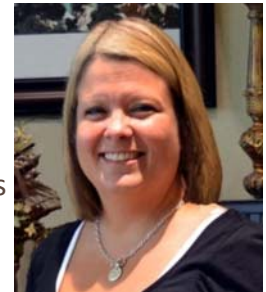


## Business Development

### **Accomplishments for Occupational Tax Collections**

#### ***Project One –Review and Update of Files, Forms and Procedures***

- ◆ We updated occupational tax function: forms, procedures, files and policies
- ◆ We worked with Finance and IT to develop INCODE, online, credit card and kiosk access to occupational tax functions and to update all systems
- ◆ We transferred occupational tax function to Community Development



#### ***Project Two –Training***

We joined Georgia Association of Business Tax Officials, consulted with their members and attended their statewide training, along with Joani Clemons.

#### ***Project Three –Business Friendly Initiative***

- ◆ Business Friendly Survey

We conducted a Survey Monkey poll. Results were provided

- ◆ Roadmap checklist for being business friendly

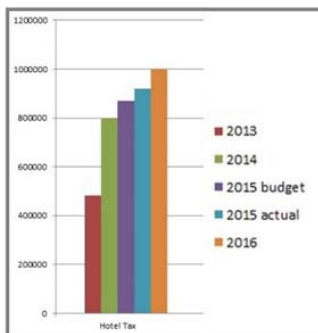
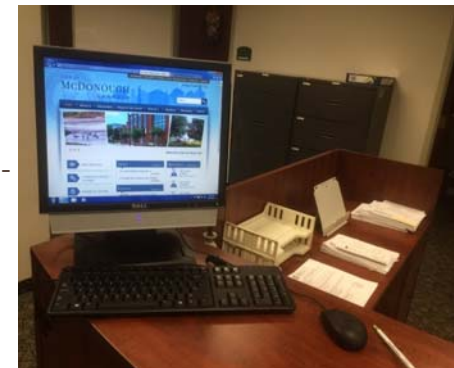
We made recommendations regarding technology, cross-training and cooperation among Community Development, Main Street and Business Development providing better access and service

- ◆ Inform Councilmembers when businesses open

We coordinated among Community Development, Occupational Tax and Main Street

We added capability to INCODE data and reports

We transferred Occupational Tax to Community Development



### **Accomplishments for Hospitality and Tourism**

#### ***Project One –Worked with Finance Department and with the GMA Contractor for Better Understanding and Management of Hotel Motel Taxes***

The City contracts with the Georgia Municipal Association for its Hotel Motel Tax Revenue Management Service. The City also contracts with the Hospitality and Tourism Board of McDonough for tourism development and destination management services.





## Business Development

### **Accomplishments for Downtown Development Authority**

#### ***Project One –Downtown Summit***

- ◆ We produced a Downtown Summit, inviting partners to discuss downtown issues and opportunities.
- ◆ We videotaped those workshops and shared the content widely



#### ***Project Two –DDA Training***

Person who have received some DDA training from Tommy Engram: Jay Mercer, Adam Price, Donna Tidwell, Patrick Jaugstetter, Darryl Fort, Beau Kelley, Bob Trescott, Rodney Heard, Annette O'Banion, Monta Brown, Gary Derrick, Mitch Paulk, Angelic Muhammad, Andy Davis, Beth Healy, Monterey Thompson, Gina Riffey, Gail Notti, Roger Pruitt, Craig Elrod, Lauren Singleton, Everett Harrison, Raoul Clarke, Keith Sweat



#### ***Project Three – DDA General Counsel***

- ◆ The City provided funding and the Downtown Development Authority contracted with Mr. Kirby Glaze and Public-Private Partnership Project Management, Inc. (4PM) to provide Downtown Development Consulting and General Counsel Services to the Downtown Development Authority. Services will include consulting on real estate development projects, operations of a Downtown Development Authority and legal issues related to both.



## Business Development

### ***Project Four –Façade Grant***

- ◆ Façade grant program was abandoned by both Main Street and DDA
- ◆ Completed draft guidelines for restored program
- ◆ Recommend Business Development and Community Development administer program until Main Street, DDA and/or Historical Commission take over.
- ◆ There is funding for pending applications and for early 2016 cycle.



BEFORE



AFTER

### ***Project Five –Wayfinding, Branding, Parking & Access***

- ◆ We drafted wayfinding, branding, downtown parking and downtown traffic grid pattern and access reports
- ◆ Work should be coordinated across all of these disciplines as well as other projects, such as the one-way pairs
- ◆ We have approached GDOT about the wayfinding
- ◆ We know from experience that efforts in these areas can pay significant dividends
- ◆ Some aspects of these projects are being addressed but not comprehensively, across city entities and partners
- ◆ There is funding for such tourism product development projects



### ***Project Six –Jailhouse Brewery***

The DDA, its staff, consultant and Council members offered assistance to the City for the relocation of Jailhouse Brewery into downtown McDonough.



## Business Development

### **Accomplishments for Special Projects**

#### ***Project One –Scarecrow***

The October Scarecrow Contest and Showcase had its third year and, at the last minute, the City was challenged to enter. Business Development and Media Relations Specialist Casey Case took the challenge and combined the whimsical with heritage and the educational.

A sailing ship motif combined with a figure representing Commodore Thomas MacDonough, namesake of the city was constructed and an information box provided flyers detailing the history and heroics of MacDonough in the Barbary Wars and the War of 1812. This effort has reawakened interest in the naval hero.



#### ***Project Two –Electric Car Charging Station***

We supported this project with Public Works and IT; Public Works completed the job.



## Main Street

The McDonough Main Street Program also collaborated with the Greater McDonough Business Association, McDonough Hospitality and Tourism, and McDonough Arts to host other special events on the square including: Spring Arts Fest, The Grinch & Holiday Festival of Arts, and the Mason Jar Festival.

In October, Main Street released a new mobile app, which is free for Apple and Android users to download. Since the app was released, 256 users have downloaded the app.

Approximately 18,031 visitors to the Square in 2015.



### Number of Social Media Followers:

Facebook: 11,010

Twitter: 959

Instagram: 3,420

Periscope (Began using in September): 63





## Main Street



### 2015 New Main Street Businesses:

American Honey Company

Sweet Diva L'amour

Southern Drawl Outfitter

Deep South Deli & Pub

Lauran Nave Willard, Attorney at Law

The Tigerlilly Thriftique

Mind & Body Fitness Loft



### 2015 Rentals of the Square

Weddings: 5; Concerts/Festivals: 4; Public Gatherings: 3; 5K Run: 2





## Main Street

### 2015 Main Street Events:

Ladies Night Out (Every 2nd Thursday of the month)  
 Sweetheart on the Square  
 Summer Concerts on the Square  
 Movies on the Square  
 Easter on the Square  
 Karaoke on the Square  
 Geranium Jam  
 Annual Fall Festival  
 Downtown Trick-or-Treat on the Square  
 Scarecrow Contest and Showcase  
 Merchants Holiday Open House  
 Miss Georgia USA & Miss Georgia Teen USA Pageants  
 Small Business Saturday  
 Santa Saturdays on the Square  
 Annual Downtown Christmas Tree Lighting  
 New Year's Eve Geranium Drop



## Tourism

The McDonough Hospitality & Tourism Board Inc. promotes and supports sustainable tourism — informing and managing visitors through cooperation with the City of McDonough, the media, and partners in the tourism Industry. Our primary responsibilities are advertising and promoting the City of McDonough. We currently spend over 60% of our total budget in this process. This past year we have increased our number of Billboards to 10 along the I-75 corridor, which is an aggressive effort to reach northbound and southbound travelers through Georgia. Our most northern one is at Delk Road in Marietta and our most southern one is in Warner Robbins. We also aggressively promote local events on the eight digital billboards here in Henry County.



We have strong social media audience with over 10,000 followers. In addition, we utilize print primarily in local and regional publications in addition to statewide tourism publications to promote our EAT, SHOP, STAY, and PLAY in McDonough campaigns. This year we have also invested advertising dollars through our partnership with Atlanta Magazine in the production of the city's first official Visitor's Guide. These will be distributed to welcome centers, hotels, local businesses and large events/attractions across the state.

We also collaborate with Atlanta Magazine and Explore Georgia to utilize their access to online digital advertising platforms throughout the South East when promoting larger events. Some of our city's most successful events, Geranium Drop, Geranium Festival and Geranium Jam, highlight the direct financial impact of tourism in McDonough through the combined efforts of McDonough Hospitality & Tourism, other local non-profit organizations, and the local business community.

This last year we invested our time, resources and advertising dollars, via large statewide campaigns, collaborating with many local groups and members of our community to ensure successful events that brought many visitors to McDonough. These include the Geranium Drop, Taste of Henry, Geranium Festival, Geranium Jam, Inaugural Veteran's Day Parade, Miss Georgia USA and Miss Teen Georgia USA Pageant, and many Mainstreet events.





## Tourism

Our Tourism Director and members of the board, have spent many days in the following Welcome Centers; Valdosta, Ringgold, Lavonia, West Point, Kingsland and Tallapoosa; participating in the State of Georgia's Tourism Departments' Georgia on My Mind Days; personally welcoming tourist to Georgia and inviting them to stop here in McDonough. Tourism has secured onsite advertising space inside the State of Georgia Welcome Center in Ringgold and will have this same advertising space at the one in Valdosta once renovations are completed the first of the year. Both of these welcome centers are our largest referral feeders. We are utilizing this advertising space to promote our hotels. Managers at both centers have relayed to our Tourism Director that their teams, call our hotels on a regular basis to make reservations for visitors there in the Welcome Centers.

In addition to Advertising, McDonough Hospitality and Tourism have made investments in improving the "visitor experience" here in the downtown square. The projects listed below would not have been possible without the guidance, support and many man hours provided from the Public Works Department.

These include:

- ◆ New Sound System on the square (\$13,000)
- ◆ Newer Stage for downtown events (\$8,000)
- ◆ Historical walking tour "Re-taking" history (\$5,000)
- ◆ New Flag Pole & Geranium Ball for the Geranium Drop (\$7,000)
- ◆ Pole Banners (\$5,000)

We plan to purchase additional ones next year for Spring and Fall as well as work with Public works on replacing hardware as needed on additional poles not currently used to increase the number of pole banners throughout more of downtown.





## Public Works

The Public Works Department functions to improve the quality of life for our citizens. This department provides 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, and constructing the entire infrastructure necessary to provide these services. Our goal is to provide these services in the safest, most reliable, and efficient manner possible.

### **The divisions under the Public Works department are:**

1. Water Treatment Plant
2. Wastewater
3. Water Distribution
4. Streets Maintenance
5. Stormwater
6. Geographical Information Systems (GIS)

### ***Big Spring Park***



## Public Works

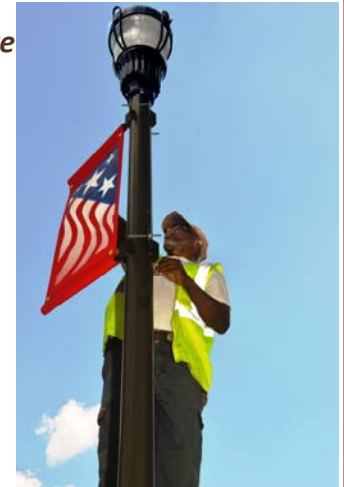
*Fountain @ Rainer Park*



*Patrick Henry Statue*



*New Banners on the Square*



*Alexander Park*



*Southpoint Traffic Signal*

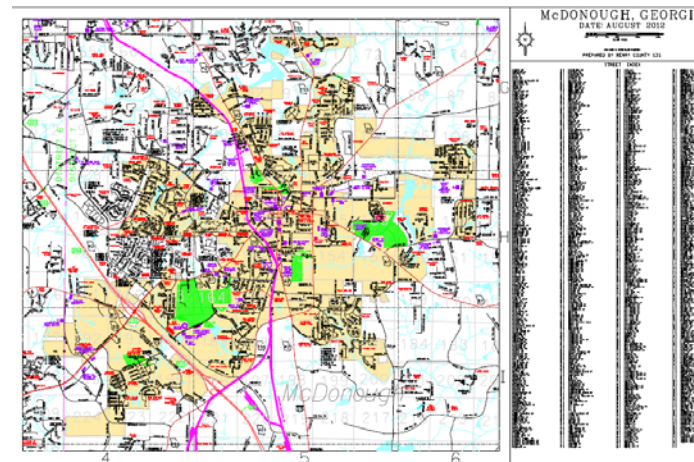




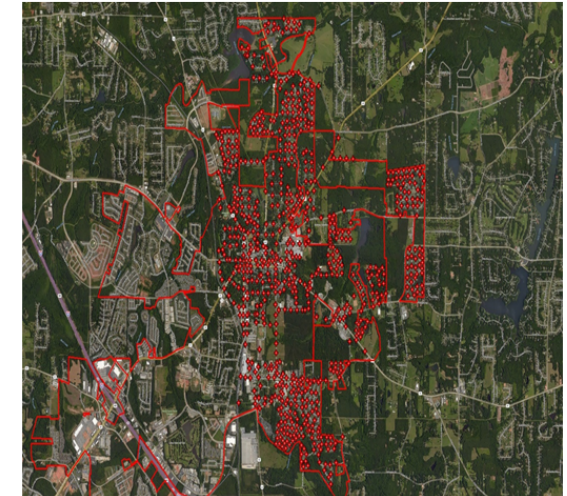
## Public Works

### Geographic Information Systems (Digital Maps)

- ◆ Hydrants
- ◆ Water meters
- ◆ Lift Stations
- ◆ Water pressurized mains
- ◆ Water lateral lines\*\*\*
- ◆ Water system valves
- ◆ Main lines\*\*\*
- ◆ Detention Ponds\*\*\*
- ◆ Sewer Manholes
- ◆ Storm sewer lateral lines
- ◆ Storm sewer gravity mains
- ◆ Council Districts
- ◆ Parcel Boundaries
- ◆ Property Information (Tax Assessor Data)
- ◆ 10 year transaction history for each parcel (based on availability)
- ◆ Tax maps – only available in GovClarity (based on availability)
- ◆ Aerial imagery including Bing oblique imagery
- ◆ FEMA Flood Maps
- ◆ USFWS Wetlands
- ◆ Other Hazard Layers
- ◆ US Census
- ◆ Schools and School Districts
- ◆ Administrative Boundaries



Fire Hydrant Layer Mapping



2015 Annual Report ACCOMPLISHED THIS YEAR 2015  
PROJECT ONE

- Fire hydrants are at a 90% completion status and are in the field verification stage, and then will be published to community view.
- Water valves have all been collected and are at Digital Map being loaded into GovClarity for me to start making corrections and checking information.
- Water meters are currently being collected and loaded in as collected and doing beginning stage corrections as I go.
- Currently the sewer systems are pending initiation which is currently to follow completion of the water system Point Data.
- The water main system linear data is currently to follow completion of the point data collection of the sewer system.
- The Parcel Data will be listed on the Web page along with Maps and Districts.



## Public Works

### Water Treatment Plant

*Supervisor: Steve Cox*

#### **Raw Water Pump Replacement**

Two 40HP US motors and two Peerless Vertical Turbine two stage pumps replaced





## Public Works

### **250 HP US Motor Rebuilt**

High service pump motor removed, reconditioned and reinstalled at The Water Treatment Plant



### **KMNO4 Pump Station**

A new Potassium Permanganate pump station was added at the Raw Water Pump Station at the Reservoir. This system includes a redundant back up pump with a dampen system with backflow devices



### **Alum Pump Station**

A new Alum pump station with redundant pump, dampening system and check valves was added in the chemical room at the WTP



## Public Works

### Wastewater

*Supervisor: Jeremy Newton*

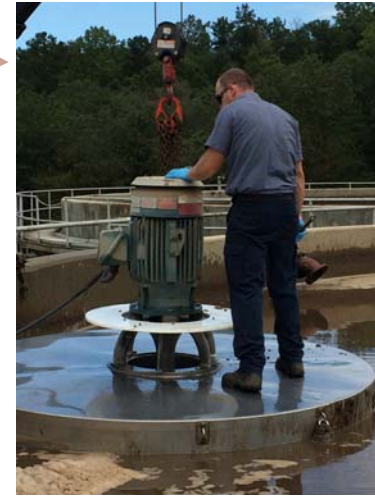
#### **Digester Mixer Motor Replacement**

One 30 H.P Teco Aerator motor replaced. Cost of the motor was \$6,973.00



#### **Submersible 42 H.P Pump Replaced**

One 42 H.P submersible Grunfos pump replaced at Turner Church pumping station due to a lightning strike. Cost of the replacement was \$18,847.



#### **Two Keystone electric valve actuators replaced**

Two electric valve actuators were replaced due to failure. The actuators open the valves on the bottom of the grit system to allow the in organics to be processed to the screw auger below so they may be removed from our process and are discharged to the dumpster where they are hauled off to the land fill. Cost of each actuator was \$2,888.00 for a total of \$5,776.00.



## Public Works

### Wastewater

#### **New Bar Screen Replacement**

One Comarco Industrial step screen was installed to replace the old bar screen. Since the replacement our process has improved vastly because of its ability to screen out more debris than the previous unit. Cost of the replacement was \$55,000.





## Public Works

### Water/Sewer Maintenance

**Supervisor: Scott Bonner**

The City of McDonough Sewer department implements a quarterly hydro jetting schedule to clean the sewer lines and clear out blockages such as the one below. We have planned for the upcoming year to jet the whole city.



The Water Department is working on the installation of a whole city meter change out program. They have installed 1600 meters to date. The new meters are Neptune meters and will also have a tower base system to read them.

Our Department has to deal with many leaks that pop up through out the year due to an old poly line breaking or a crack in the main.



The City of McDonough is currently participating in a Residential Toilet Rebate Program with other Metropolitan North Georgia Water Planning Districts which also includes Henry County Water and Sewerage Authority. Rebates are limited and on a first-come, first-serve basis as long as funds are available. The City of McDonough received a Certificate of Recognition for retrofitting 100,000 toilets in June.





## Public Works

### Water/Sewer Maintenance



Fire hydrants seem to also be a magnet for vehicles. We have to deal with fixing them when they get hit.

#### Upcoming projects for 2016

Install towers and collectors for tower based meter read system

Continue the installation of the new meters to stay on track at about 1700 per year

Implement a whole sewer system hydro jetting program

Have the grease trap program started at full capacity, estimated 60 locations

Correlate the water system

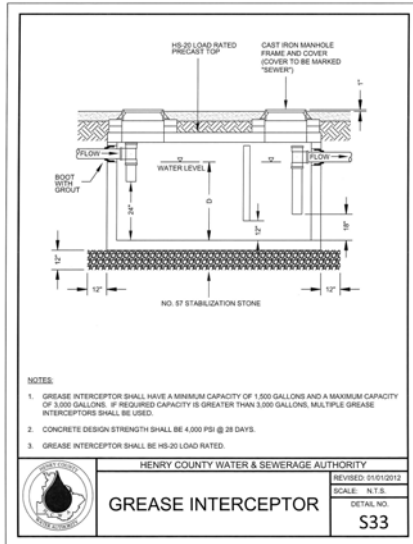
These are pictures of the tower base system we will be installing. Poles and collectors. Over the next 2 years we are going to be installing 8 poles with collectors and 3 which will be placed on top of our water towers.



## Public Works

### Water/Sewer Maintenance

A new division within the Sewer Department has been created to inspect approx.. 60 locations having grease traps.



The Water Distribution Division performs maintenance on the water system, including the following:

- ◆ Water meter installation
- ◆ Water leak repairs
- ◆ Water line concerns (muddy water or air in lines) addressed
- ◆ Fire hydrant maintenance
- ◆ Fire hydrant flushing program
- ◆ Landscaping scheduling after repairs or line extensions
- ◆ Installation of isolation valves throughout the Distribution System
- ◆ Maintenance program for water service lines
- ◆ Maintenance program on valves



## Public Works

### Stormwater

#### 2016 Stormwater Goals:

- ◆ Renovate, cleanout or repair 4 Detention Ponds within the city limits
- ◆ Repair or replace 4 piped drainage systems using HDPE pipe
- ◆ Clean out (1000 ft.) of open ditch drainage systems
- ◆ Spray for undesirable vegetation on detention ponds

*Oak Park Subdivision-  
Detention Pond Cleared of Trees and  
Debris*



*Harkins Street-  
Drainage Ditch and Catch Basin  
Repair*





## Public Works

### Stormwater

*Hamilton Bank- Drainage Swell Renovation*



*Laurel Heights Subdivision/ Willow Bend-  
Detention Pond Cleanout*





## Public Works

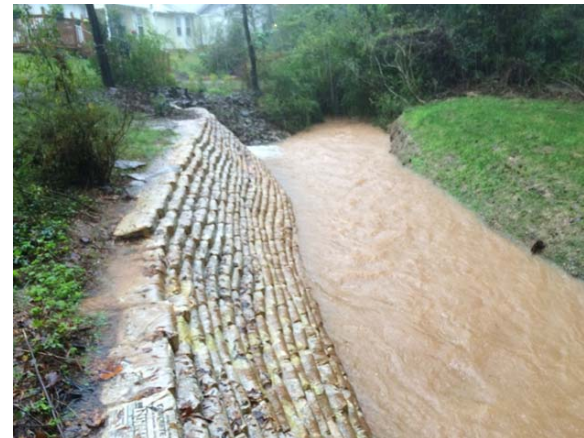
*McDonough Heights Subdivision/ Cabriolet Court-*  
Drainage System Repair and Upgrade



## Stormwater



*Village at Spring Creek-*  
Creek Bank Stabilization



## Public Works

### Stormwater

*Brown Avenue-*  
Drainage Installation



*Monarch Drive-*  
Detention Pond Rehabilitation





## Public Works

### Stormwater

*Phillips Drive-  
Removal of Tree in Creek at Road*



*Greenway Park Drive-  
Debris Removal at Headwall*



*Hampton Street-  
Drainage Upgrade*

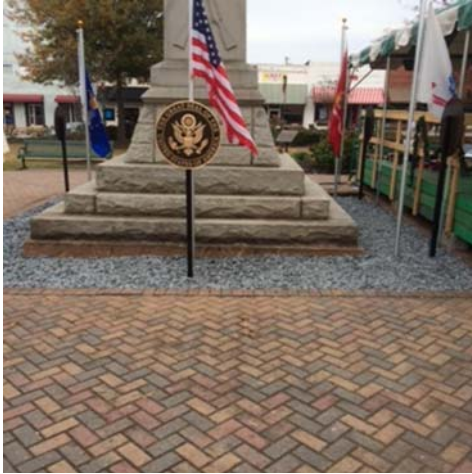




## Public Works

### Street Maintenance

#### *Refurbish Landscape around Square Monument*



#### *Toro 4000 Series Large Area Mower 11 foot (132 inch) Cut* Purchased two units in 2015



#### *Toro 5000 Zero Turn Mower 61 inch Cut* Purchased three units in 2015



#### *16 foot Enclosed Equipment Trailer* Three units purchased in 2015





## Public Works

### Street Maintenance

#### *Geranium Drop Pole*

Installed 50 foot removable fiberglass flag pole to be used for Geranium Drop Event

#### *Lakemont Property*

Cleaned up and boarded up empty building



*Bobcat Tool Cat 5600 G-Series with 66" Brushcat Heavy Duty Mower- Ordered 12/01/2015 will be used to maintain Parks and ROW areas*



## Employee Years of Service Recognition

### *25 years of service*

Warren Langley	Court	11/12/1990
J.R. McMahan	Water Distribution	12/4/1990

### *20 years of service*

Preston Dorsey	Police	11/27/1995
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### *15 years of service*

Unrico Sims	Public Works	3/6/2000
David Williams	Fire	7/1/2000
Rex Hall	Court	8/10/2000

### *10 years of service*

Patricia Morgan	Court	1/3/2005
Wynn Cannon	Main Street	1/8/2005
James Robinson	Fire	1/20/2005
Lance Richards	Fire	1/20/2005
Carlos Glenn	Police	2/17/2005
Antonio Kemp	Probation	2/17/2005
Ricky Jewell	Police	2/17/2005
Scott Scarbrough	Fire	3/7/2005

### *10 years of service*

Jeremy Newton	Wastewater Plant	3/29/2005
Kyle Helgersen	Police	4/11/2005
Victor Itegebe	Police	5/26/2005
Casey Case	Media Relations	6/1/2005
Jerrell Colvin	Public Works	6/2/2005
Kathy Story	Police	6/27/2005
Paul Floyd	Fire	8/8/2005
Sammie Thomas	Stormwater	9/23/2005



## Employee Promotions

Name	Department	New Position	Date of Promotion
Cory Young	Public Works	Foreman	07/2015
Dave Williams	Fire	Assistant Chief	07/2015
Jeremy Taylor	Sewer Department	Foreman	07/2015
JR Robinson	Fire	Sergeant	07/2015
Larry Smallwood	Police	Detective	10/2015
Martin Vaughn	Police	Sergeant	12/2015
Ronnie Thompson	Public Works	Public Works Director	1/2015
Scott Bonner	Water Department	Supervisor	2/2015





## Employee Certifications

Name	Department	Certification	Date Received
Pete Long	Building	Level 1-B Certified Inspector	08/2015
J.R. Robinson	Fire	NPQ, State, ICC Fire Inspector II	01/2015
J.R. Robinson	Fire	NPE and State Fire Inspector III	09/2015
Dave Williams	Fire	NPQ and State Fire Inspector I	06/2015
Kellie Taylor	Fire	NPQ and State Fire Inspector I	10/2015
Paul Honcharik	Police	Intermediate Certification	06/2015
David Lam	Police	Intermediate Certification	08/2015
William Driggers	Wastewater Plant	Class 3 Wastewater Operator Certification	07/2015
Keith Wimpey	Wastewater Plant	Class 3 Wastewater Operator Certification	07/2015
Michael Hogeland	Police	Instructor Certification	07/2014

