



Gwinnett

STATE of the COUNTY

TWO-THOUSAND NINETEEN

LOCAL ECONOMY & FINANCES

- 2019 population: 973,693 (Source: Woods and Poole, 2018 estimate)
- Unemployment was 3.3 percent by the end of 2018, down from 3.8 percent in 2017
- Maintained AAA credit ratings with Fitch Ratings, Moody's Investors Services, and S&P Global for more than 20 years
- Issued 304,302 property assessments (up 1,781 from last year) and 43,875 property transactions
- Negotiated cost savings of \$2.6 million on contracts
- Completed 97 percent of assessment appeals by year's end (100 percent within 12 months)
- Completed 19,528 residential property reviews and 647 motor vehicle appeals
- County received grants of \$48.1 million
- 2019 Budget: \$1.82 billion; \$1.39 billion operating budget maintains core services and adds initiatives that reflect six Board of Commissioners priorities, \$438 million capital budget includes Georgia State Patrol Post 51, Gwinnett Justice and Administration Center courthouse and parking deck additions, Gwinnett County Airport improvements, relocation of Duluth, Norcross, and Snellville libraries, Infinite Energy Center expansion, Small Business Resources Center, and parks and infrastructure improvements

GENERAL GOVERNMENT

- Launched the HomeFirst initiative partnership to address homelessness and affordable housing needs in Gwinnett
- Celebrated bicentennial with 365 events in partnership with numerous Gwinnett organizations
- Completed design and began construction of Bicentennial Trail and Plaza
- Continued Community Outreach efforts with 1,427 events (including nine multicultural events); 59 alumni added to Gwinnett Citizens Academy and 29 Gwinnett Youth Commissioners
- Posted 508 new jobs, received 60,236 applications, and processed 1,208 new hires
- Continued implementation of new Countywide branding, published device-responsive www.gwinnettcounty.com website, and distributed weekly email newsletters to 40,000 contacts
- Completed improvements to Langley Drive and the GJAC entry plaza and walkways, installation of structure for Phase I of parking deck, and design for courthouse addition
- Completed 7,298 vehicle/heavy equipment and 7,754 facility maintenance work orders
- Processed 1.4 million pieces of outgoing mail and managed 70,121 boxes of archived records
- Dispensed 6.1 million gallons of fuel worth \$15 million from 11 fuel sites
- Managed 886 servers, 8,500 computers and printers, 7,000 email boxes, 974 databases, 2.6 petabytes of storage, 1,322 cell phones, 2,349 wireless devices, 22 SAP modules, 23 GIS applications, and 36 public safety applications
- Tax Commissioner's Office developed plans to install four self-service tag renewal kiosks at Kroger grocery stores in first quarter 2019, increasing total to six in Gwinnett



COMMUNITY SERVICES

- Animal shelter saved 95 percent of impounded animals, implemented foster care program, and enhanced volunteer and rescue partner programs
- Volunteer Gwinnett tracked more than 1.6 million volunteer hours and more than 88,000 volunteers
- Live Healthy Gwinnett offered 160 programs and events and launched the first mobile recreation program, Be Active Gwinnett
- Health and Human Services served 394,143 residents and introduced therapeutic meals for senior clients, which offer renal, diabetic, and mechanical soft food to serve those with special dietary needs
- Gwinnett Environmental and Heritage Center provided 161,274 educational contact hours in programming
- Parks and Recreation hosted 11,201 facility rentals and 7,794 recreational activities with 89,056 participants, 445,045 pool admissions, and 41,887 kids in youth sports
- Completed the Lilburn Activity Building, Freeman's Mill Park mill renovation, Jones Bridge Park pavilion and restroom improvements, Mountain Park Park multipurpose field renovation and conversion to synthetic turf, and opening the interactive fountain at E.E. Robinson Park
- Assisted the Department of Transportation, city representatives, and Community Improvement Districts with the completion of the Countywide Trails Master Plan and completed the Tribble Mill Park Greenway (Harris Trail) and shoals trail renovation
- Gwinnett Public Library counted 4,417,868 items checked out, 2.78 million branch visits, and 1.76 million website hits
- UGA Extension Gwinnett assisted 114,535 residents through calls, emails, walk-ins, and web visits
- Voter Registrations and Elections completed the first bilingual election cycle, provided election materials in English and Spanish, and conducted four elections with no contests or challenges

WATER RESOURCES

- Produced 25.7 billion gallons of drinking water and 21 billion gallons of reclaimed water
- Served 408,175 customers in person, through email, or by phone; processed 1.95 million electronic customer transactions and 237,776 cash management transactions
- Received highest customer service rating in the south region from JD Power Water Utility Study
- Partnered with Gwinnett Clean & Beautiful and Solid Waste Management on 13 stream cleanups with 587 volunteers working to clean up 26,827 pounds of debris from waterways, 30 events interacting with 1,181 attendees, and hosted first Household Hazardous Waste Collection event (800 residents dropped off 24 tons of HHWs)
- Taught at 100 schools with 16,339 students and gave close to 50 other presentations
- Cleaned 315 miles, inspected 184 miles, and rehabilitated five miles of sewer pipe
- Inspected/maintained 40 percent of County fire hydrants



PLANNING & ECONOMIC DEVELOPMENT

- Completed the 2040 Unified Plan, which has been approved by the Atlanta Regional Commission and Georgia Department of Community Affairs
- Implemented new Customer Service Section to improve customer service and expedite mid-level plan review and permitting
- Implemented new customer service roundtable option to improve plan review, expedite wait times, and increase knowledge and expertise in assisting customers for new employees
- Completed five-year cycle for Community Rating System Program, which allows discounted flood insurance to Gwinnett property owners
- Expanded online permitting processes to include basement finishes and decks for single-family residences
- Approved 97 rezoning cases, 64 special use permits, and three Unified Development Ordinance amendments
- Conducted 4,753 development inspections and 77,441 building inspections
- Issued 220 development permits, 2,599 residential and 69 non-residential permits, 17,648 business licenses, and 678 alcoholic beverage licenses
- Economic Development met with 45 companies and worked on 25 projects with minimum potential investments of \$363 million and 2,765 jobs
- *Coffee and Conversation with Your County Government* events hosted 200 company representatives

Infinite Energy Center Expansion

- \$175 million project funded primarily by SPLOST and tourism revenue
- Project adds 50,000 square feet of exhibit space, roof replacement and upgrades to performing arts center and grand ballroom, new entrance wing to add special event and meeting room space, and outdoor security plaza in front of arena
- Two parking decks currently in construction to replace surface parking
- Full-service headquarters hotel to be integrated into facility
- Remaining campus space to be transformed into Revel, a privately funded mixed use development

OFS site at I-85

- 103 acres of OFS Brightwave Solutions site purchased by Gwinnett County in December 2018
- OFS will retain 66 acres, which will be used to expand its optical fiber manufacturing operations
- Filmmaking will continue on the site, with potential for multimodal transit station

TRANSPORTATION

- Completed Connect Gwinnett: Transit Plan
- Maintained 2,606 miles of roads and 725 traffic signals
- Completed construction of 38 major projects – including intersections, major roads, road safety and alignment, school safety, and sidewalks and pedestrian safety projects
- Began construction on 30 projects and acquired 165 properties
- Began engineering 15 projects including Sugarloaf Parkway Extension (State Route 316 to I-85)
- Completed engineering of State Route 316 at Harbins Road Interchange and Dacula Road at US 29/State Route 8/Winder Highway bridge and intersection
- Began construction of four intelligent transportation projects with 28 miles of fiber, 54 cameras, and 30 signals
- Resurfaced 140 miles of County maintained roads (520 streets)
- Completed 14 quick-fix projects with 3,600 feet of sidewalk and 9,360 feet of curb
- Increased mowing frequency on County maintained roads
- Transit buses carried 1.5 million transit riders, began Microtransit pilot project, and added new fixed-route bus service to Georgia Gwinnett College
- Briscoe Field had 98,498 takeoffs and landings with 313 aircraft based there

PUBLIC SAFETY

Police

- Violent crime rate down 3.7 percent, property crime rate down 5.3 percent, and overall crime down 5.1 percent; fatality crashes down 9 percent, and serious injury crashes down 17 percent
- Responded to 510,630 incidents
- E-911 center dispatched to 733,099 police calls and 98,052 fire calls
- 86 percent homicide clearance rate compared to national average of 60 percent
- Hired and trained 124 new police officers and 21 new communications officers
- Initiated project to improve public safety technology with a new computer-aided dispatch system, law enforcement and fire records management, and automatic vehicle location
- 485 body cameras issued to all patrol officers
- Annual public safety and multicultural festivals attended by 6,896 visitors
- 1,079 crime prevention programs taught to 44,332 residents
- Quality of Life Unit investigated 12,721 code complaints and issued 1,138 citations

Sheriff's Office

- Screened 926,631 Gwinnett Justice and Administration Center visitors and 179,608 at Juvenile/Recorder's Court
- Served 11,016 warrants and 48,669 civil papers
- Civil process service increased by 8 percent
- 29,060 admitted to pre-trial detention center

Corrections

- Corrections inmates provided 117,793 hours of labor worth \$1.2 million to County departments, cities, and community improvement districts
- Reaccredited for three more years by the American Correctional Association
- Established new vocational program partnerships with state agencies and technical colleges, and completed first grant-funded vocational welding training

Fire & Emergency Services

- Responded to 83,170 incidents and transported 39,566 patients
- Completed 17,966 fire/life safety inspections and investigated 462 fire incidents
- Completed SeniorBSafe grant program, including 667 home surveys
- Fire Investigations section certified by Georgia Chiefs of Police Law Enforcement Agency
- Relocated Fire Station 15
- Distributed and installed 3,332 smoke alarms
- 1,097 training programs reached 220,916 people
- Held 18 recruiting events resulting in the hire of 125 sworn employees, 10 non-sworn, and six paramedics
- Added 22 colleges and universities to recruit firefighter/paramedic trainees

SPLOST



- 2017 SPLOST program began April 1, 2017, and is estimated to raise \$950 million over six years for capital projects, with \$201.8 million to be shared with cities
- County's portion (\$748.2 million): 65 percent dedicated to transportation (\$486.3 million) and the remainder for recreational facilities (\$108.5 million), civic center expansion (\$67.3 million), public safety (\$52.4 million), library relocation/renovation (\$22.5 million), and senior facilities (\$11.2 million)
- Completed SPLOST projects include: Fire Station 15 relocation, Jones Bridge Park renovations, Mountain Park Park football field conversion, and George Pierce Park gymnasium construction



AWARD-WINNING GOVERNMENT

The following awards are only highlights. For a complete list, visit www.gwinnettcounty.com.

- Ten NACO Achievement Awards including Gwinnett200.org website, Bicentennial Torch Run Map, Bicentennial Exhibit, and Ostara Nutrient Recovery
- Five NACIO Awards of Excellence: Gwinnett County Overview video, Bicentennial Torch Run photo, 2018 Multicultural Festival materials, Budget in Brief publication, and Best in Show for Bicentennial website www.Gwinnett200.com
- Two NATOA Government Programming Awards for TVgwinnett videos
- 3CMA SAVVY Award for Gwinnett County Overview video
- Keep Georgia Beautiful Foundation Governor's Circle Award to Gwinnett Clean and Beautiful
- 2018 Mission: Lifeline® EMS Gold Level Recognition Award to Gwinnett Fire and Emergency Services
- Grand Award for Best New Initiative for Mow Free Zones from Georgia Urban Forestry
- Agency of the Year from Georgia Recreation and Park Association
- Volunteer Partnership Award from Junior Achievement Georgia
- Green Government of the Year Award from Gwinnett Clean & Beautiful
- PlanFirst Community by Georgia Department of Community Affairs
- Platinum Awards for Regulatory Compliance from Georgia Association of Water Professionals
- Excellence in Environmental Engineering and Science Grand Prize for Research from the American Academy of Environmental Engineers and Scientists
- Excellence in Procurement Award from the National Purchasing Institute
- Distinguished Budget Presentation Award from Government Finance Officers Association
- Certificate of Achievement for Excellence in Financial Reporting from Government Finance Officers Association
- Driver Safety Program Award from National Safety Council

GREEN GOVERNMENT

- Earned Atlanta Regional Commission's Green Communities Platinum Certification
- Adopt-a-Road volunteers cleaned up 141,743 pounds of litter from 250 roads
- Clean and Beautiful hosted Governor Deal's fifth and final Environmental Address for 800 leaders; taught 75,000 students in 74 schools plus 6,000 residents topics including how to fight food waste and food insecurity
- Great Days of Service collected 11,000 pounds of litter
- Collected 43 tons of paper; 23 tons of electronics; 13 tons of tires; 10,298 gallons of latex paint; 1,254 gallons of oil based and flammable paint; 89 pairs of sneakers; 2,119 pounds of textiles; and 484 toner cartridges at three countywide recycling events
- Clean and Beautiful and Water Resources removed 14,000 pounds of litter and trash from streams and surrounding County property at two events

STAY INFORMED BY STAYING CONNECTED

 gwinnettcounty.com

 @GwinnettPD

 email newsletters

 Gwinnett Animal Shelter

 TVgwinnett