

STATE of the C O U N T Y 2 0 2 1



AWARD-WINNING GOVERNMENT

- Distinguished Budget Presentation Award and Certificate of Achievement for Excellence in Financial Reporting from Government Finance Officers Association
- Excellence in Procurement Award from the National Purchasing Institute
- Six National Association of Counties (NACo) Achievement Awards for E-gov applications, the Trails Master Plan, Connected Vehicles Master Plan, Transportation's new hire orientation, the firefighter/paramedic trainee program, and Planning & Development's outreach to diverse communities
- 2020 Mission: Lifeline® EMS Gold Level Recognition Award to Gwinnett Fire and Emergency Services
- Center for Digital Government National Counties Survey 2020 award
- Lifesaving Award for Collective Impact to the Gwinnett Animal Shelter from Best Friends Animal Society
- Plant of the Year award for Lanier Filter Plant and Water Reclamation Facility of the Year award for the Crooked Creek Water Reclamation Facility from the Georgia Association of Water Professionals
- 2020 President's Circle Award and 2020 Governor's Circle Award given to Gwinnett Clean & Beautiful
- 2020 Georgia Hispanic Construction Association Business Scope Award
- Named one of Atlanta's Healthiest Employers by the Atlanta Business Chronicle
- Gwinnett Countywide Trails Master Plan recognized with a Coalition for Recreational Trails 2020 Tom Petri Recreational Trails Program Achievement Award

The accomplishments and awards in this brochure are only highlights.
For a complete list, visit GwinnettStandard.com.

GREEN GOVERNMENT

- Adopt-a-Road volunteers spent 22,441 hours cleaning up 198,525 pounds of litter from 226 miles of roadway, removing 2,658 illegal signs, and conducting 488 cleanups
- Solid Waste Management and Gwinnett Clean & Beautiful collected 28 tons of paper, 28 tons of electronics, and 4,763 gallons of paint during their America Recycles Day event
- Water Resources and Gwinnett Clean & Beautiful held 22 stream cleanups, engaging 303 volunteers and collecting 24,370 pounds of trash and debris from county waterways and roadsides, including more than 700 tires
- Gwinnett Solid Waste Management and Gwinnett Clean & Beautiful received a matching grant of up to \$100,000 from The Recycling Partnership to implement recycling education and outreach initiatives intended to reduce contamination within the County's residential recycling program
- Water Resources and Gwinnett Clean & Beautiful partnered to host two household hazardous waste collection events, collecting more than 136 tons of material

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PLANNING & ECONOMIC DEVELOPMENT

- Economic Development co-hosted 17 webinars on federal small business COVID-19 support programs with SBDC, SCORE, Access to Capital for Entrepreneurs, and the Gwinnett Chamber
- Launched virtual edition of *Coffee and Conversation with Your County Government* events and hosted more than 548 company representatives
- Signed a partnership agreement with Georgia Gwinnett College to staff and operate the Gwinnett Entrepreneur Center, which will serve as a resource for small business and startups and is scheduled to open in spring 2021
- Partnered with the Development Authority for an independently led, nearly 2,000-acre knowledge community, Rowen, which will include a combination of offices, research facilities, public spaces, and residences along State Highway 316 just east of Duluth
- Planning & Development implemented online services for processing applications for Occupation Tax Certificates and Alcoholic Beverage Licenses
- Maintained service without interruption during the pandemic for both in-person and online customers with no delay in the two-week expected turnaround for project review
- Obtained Community Rating System recertification, highlighting Gwinnett's commitment to protecting flood plains and associated natural resources
- Conducted 64,855 building inspections, and issued 210 development permits, 8,704 residential permits, and 1,819 non-residential permits

TRANSPORTATION

- Maintained 2,653 miles of roads and 743 traffic signals
- Completed construction of 26 major projects, including intersection, major road, road safety and alignment, school safety, and sidewalk and pedestrian safety projects; began construction on 11 additional projects and engineering of 10 projects
- Resurfaced 95 miles of County-maintained roads (320 streets)
- Completed 19 quick-fix projects
- Completed phase I of the Sugarloaf Parkway widening at the Infinite Energy Center
- Continued work on the Harbins Road interchange at State Route 316 project with anticipated completion in early 2022
- Substantially completed the Taxiway Y Extension, Runway 7-25 Strengthening, and Central Basing Area capital projects at Briscoe Field with completion expected mid-2021



COURTS & JUSTICE

- Magistrate Court collaborated with the Grants Division and Commissioner Marlene Fosque on Project RESET to provide Coronavirus Aid, Relief, and Economic Security Act funding directly to tenants and landlords financially impacted by the pandemic
- Improved access to justice during the pandemic by outfitting all courtrooms with the equipment necessary for court proceedings to be held through virtual platforms, such as Zoom and WebEx
- Solicitor's Office disposed of 52,664 citations in Recorder's Court, 3,762 cases in State Court and graduated 31 participants from DUI Court
- Probate Court received 17,109 weapons carry license applications

COMMUNITY SERVICES

- Found homes for 3,169 animals through adoptions, sent 911 animals to rescue partners, and saved 95 percent of impounded animals
- Implemented programming to provide free/low-cost veterinary services and hosted vaccine clinics to provide these services to 632 pets
- Tracked 598,828 volunteer hours despite the challenges of adapting service projects and opportunities during the pandemic
- Built three community gardens for its Harvest Gwinnett program and harvested 785 pounds of produce for community donation
- Served 388,015 summer meals at 33 locations using 3,017 volunteers in partnership with seven organizations
- Served 233,400 meals to 2,160 clients throughout senior center closures
- Hosted three Georgia Grown to Go drive-thru farmer's markets in partnership with the Georgia Department of Agriculture and purchased 40,241 boxes of Georgia Grown produce, which were distributed by 108 community partners to benefit 140,485 residents
- Conducted a Comprehensive Parks Master Plan resulting in 29,000 social media responses, 4,000 project website views, 27 outreach and public meetings conducted in four languages, and more than 1,700 statistically valid survey participants
- Implemented online lane and swim time reservations in order to safely open aquatic centers during the pandemic
- Hosted 26 blood drives serving 815 blood donors with 2,313 potential lives saved
- UGA Extension conducted 1,706 programs reaching 46,542 residents
- Voter Registrations and Elections placed 23 secure ballot drop boxes at park and library locations throughout the county, receiving 163,038 ballots during the 2020 election year



LOCAL ECONOMY & FINANCES

- 2021 Population estimate: 979,468 (Source: Woods and Poole, 2020 estimate)
- Maintained AAA credit ratings with Fitch Ratings, Moody's Investment Services, and S&P Global for more than 20 years
- Allocated \$28.9 million in CARES Act funds to 145 nonprofit and faith-based partners providing critical services to those impacted by the COVID-19 pandemic
- The County's Small Business Assistance Program awarded 1,756 small businesses with \$25,597,600 in financial assistance from CARES Act funding
- Received COVID-19-related grants of \$225.2 million
- 2021 Budget: \$1.91 billion; \$1.47 billion operating budget maintains core services and adds initiatives that reflect six Board of Commissioners priorities; \$441 million capital budget includes the Police Situational Awareness & Crime Response Center, development of Discovery Park and Beaver Ruin Park, Gwinnett Entrepreneur Center, Water Tower: Global Innovation Hub @ Gwinnett, Briscoe Field Airport Master Plan update, Rowen knowledge community, and maintenance projects

GENERAL GOVERNMENT

- Gwinnett County and all 16 cities approved a Service Delivery Strategy agreement that defines the services to be provided by each jurisdiction and sets out how those services are funded
- Community Outreach participated in 50 events impacting more than 6,000 residents and added 26 alumni to Gwinnett Citizens Academy and 21 Gwinnett Youth Commissioners after adapting the programs for safety during the pandemic
- Received 56,000 applications and hired 1,104 new employees
- Supported Countywide branding effort with a comprehensive brand and usage guide, branded public safety vehicles, and other assets
- Expanded social media presence with the launch of **@GwinnettParksandRec** on Facebook and Instagram and a new LinkedIn page for the County
- Promoted the 2020 Census with radio campaigns, digital advertising, County media channels, and more, achieving the ninth highest self-response rate in the state among counties
- Cut the ribbon on the Gwinnett Justice and Administration Center expansion project; opened a covered walkway from the parking deck, a security node at the entrance to the Charlotte J. Nash Court Building, and an enclosed pedestrian bridge to the existing GJAC building
- Partnered with the Gwinnett, Newton, and Rockdale County Health Departments to open a mass vaccination and testing site at the former Sears store at Gwinnett Place Mall
- Tax Commissioner's Office launched WaitWhile, an app to enable and manage a COVID-19-safe check-in and service process and provide live notice of tag office wait times
- Completed construction on the Georgia State Patrol Post in Gwinnett County
- Dedicated the Voter Registrations & Elections Beauty P. Baldwin Building, Bill Atkinson Animal Welfare Center, and Wayne Mason Water Supply Intake in honor of Gwinnett trailblazers
- Generated \$11.5 million in revenue from leases of County-owned property, energy excise tax, fuel sales, and other sources

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)
- SPLOST projects include: construction of Fire Station 13 in Suwanee; playground updates at Bethesda and Ronald Reagan parks; roundabout construction on Day Drive and Venture Drive; improvements to Pleasant Hill Road; preservation of the Hooper-Renwick School to turn it into the region's first themed library; completion of the Charlotte J. Nash Court Building at the Gwinnett Justice and Administration Center; Norcross, Duluth, and Snellville library construction; and the new Lloyd N. Harris Greenway connecting Harbins and Tribble Mill parks



PUBLIC SAFETY

Police

- Violent crime rate down 5.5 percent, property crime rate down 24.6 percent, overall crime down 22.8 percent
- Responded to 471,487 incidents
- E-911 center dispatched 719,102 police calls and 95,860 fire calls
- Hired and trained 156 new police officers and 39 new E-911 communications officers
- Achieved ninth consecutive accreditation from the Commission on Accreditation for Law Enforcement Agencies
- Created Community Affairs section to expand outreach efforts and connect with as many residents as possible
- Added Text to 911 functionality to support those who are unable to speak to an operator due to danger, disability, or speech-affecting injury

Corrections

- Corrections inmates provided 54,837 hours of labor valued at \$626,163 to County departments, cities, and community improvement districts
- Cleaned 4,894 miles of roadway and removed 2,462 square feet of graffiti
- Completed third graduating class for grant-funded vocational welding training

WATER RESOURCES

- Served 271,333 customers by phone, 33,000 by email, 17,993 by drive-thru, and 19,937 in person
- Inspected 333 miles of sewer, 5,062 manholes, and 9,700 fire hydrants
- Completed installation or replacement of nearly 16 miles of water and sewer pipe
- Purchased and successfully integrated the city of Lawrenceville's water distribution system, adding 117 miles of water mains and more than 7,000 customers into the Gwinnett County water system

Fire & Emergency Services

- Responded to 84,572 incidents and transported 37,590 patients
- Completed 20,151 fire inspections
- Completed 382 home surveys
- Completed 154 child passenger car seat installations and checks
- Distributed and installed 2,491 smoke alarms
- Hosted 3,032 training programs that reached 73,939 people
- Attended 12 recruiting events and hired 174 sworn employees, 16 non-sworn employees, and six paramedics

Sheriff's Office

- Served 8,951 warrants and 1,667 family violence orders
- Opened two therapeutic communities through the Gwinnett Re-entry Intervention Program — the Substance Abuse Unit and Fresh Start Garden
- Launched the Sheriff's App to connect residents with important information and offer a new "submit a tip" feature
- Conducted first Virtual Career Expo that attracted more than 200 applicants and resulted in 19 conditional job offers