



*vibrantly connected*



STATE of the  
COUNTY  
— 2022 —





## Green Government

- Launched #RecycleRightGwinnett education campaign and deployed 24,244 recycling carts to residents
- Diverted 106 tons of household hazardous materials and 171 tons of electronics, paper, tires, paint, and textiles from landfills during community collection events
- Removed 37 tons of litter and illegal dumping through the Great American Cleanup Initiative
- Hosted 17 Adopt-A-Stream Workshops, certifying 76 volunteers to monitor Gwinnett's streams

## Planning & Economic Development

- Implemented ePermitHub software, streamlining the zoning, inspections, and permitting process
- Cut the ribbon on the Gwinnett Entrepreneur Center, providing entrepreneurs with workspace, guidance, and resources
- Launched online application to allow business owners to apply for a business license without an in-person visit
- Obtained Community Rating System recertification enabling a 15 percent property insurance discount for property owners

## Courts & Justice

- Graduated 50 individuals from and enrolled 94 new participants in the Accountability Courts
- Issued 5,061 notary commissions; the Clerk of Court's Notary Division has led the state in notary commissions for nine of the past 10 years
- Held annual Candlelight Vigil for Homicide Victims

## Community Services

- Launched OneStop 4 Help to assist residents facing food and housing insecurity and other social needs. Need assistance or know someone who does? Call 770.822.8850 or email OneStopHelp@GwinnettCounty.com
- Activated five warming stations across the county on evenings when temperatures dropped to 35 degrees or below, providing overnight relief from frigid temperatures
- Transported and distributed more than 1.8 million pounds of food, supplies, and personal care items to community partners and residents
- Found homes for 4,188 animals through adoption and saved 97 percent of impounded animals at the Bill Atkinson Animal Welfare Center
- Maintained 50 parks and more than 140 miles of trails, and conducted 890 playground inspections
- Provided more than 14,790 hours of homemaking, respite, and care management for seniors
- Provided 29,595 education hours through afterschool programming

## Local Economy & Finance

- Maintained Triple-AAA Bond Rating
- Managed 187 grant awards totaling \$493.5 million
- Allocated more than \$25 million in coronavirus relief funds to 145 nonprofit and faith-based partners providing critical services to those impacted by COVID-19
- Awarded 1,811 small businesses with \$26 million in financial assistance through the Small Business Assistance Program
- Implemented online appointment scheduling for tax and tag offices, allowing customers to skip the wait

# 2021 Highlights

See all 2021 accomplishments and awards at [GwinnettStandard.com](https://www.gwinnettstandard.com).



COMPLETED  
**8,628**  
WORK ORDERS  
FOR FACILITY  
MAINTENANCE



DISPATCHED  
**682,949** POLICE  
CALLS AND **109,749**  
FIRE CALLS FROM  
THE **E-911 CENTER**



MADE **339,084** CONTACTS  
WITH **WATER CUSTOMERS**  
IN PERSON, THROUGH EMAIL,  
OR BY PHONE



ESTABLISHED A  
**COMMUNICATIONS  
DEPARTMENT**  
TO ENHANCE MESSAGING  
TO RESIDENTS

OPENED TWO  
DROP-OFF GLASS  
RECYCLING LOCATIONS



RESURFACED  
**94 MILES** OF  
COUNTY-MAINTAINED ROADS

ISSUED **5,427**  
**MARRIAGE LICENSES**  
AND **20,406** BIRTH  
**CERTIFICATES**



ENGAGED **42,404** VOLUNTEERS, RESULTING IN  
**721,133** SERVICE HOURS

## STAY CONNECTED WITH GWINNETT

- Visit [GwinnettCounty.com](https://www.gwinnettcounty.com)
- Follow [@GwinnettGov](https://twitter.com/GwinnettGov) on social media
- Sign up for [email newsletters](#)
- Watch TV Gwinnett on cable or at [TVGwinnett.com](https://www.tvgwinnett.com)

## General Government

- Processed \$41 million in financial assistance for more than 4,200 households facing eviction or utility disconnection related to the pandemic through Project RESET 2.0
- Administered more than 7,400 COVID-19 shots during two vaccine incentive events, providing \$100 gift cards to participants
- Achieved 340,578 email opens and 21,000 clicks to important County messages through email newsletters
- Received more than 37,000 applications and hired 945 new full-time and part-time employees
- Refreshed and modernized IT infrastructure including the upgrade of 240 switches, 400 wireless access points, 96 routers, 58 voice gateways, 17 firewalls, and seven circuits

## SPLOST

- Completed SPLOST-funded construction of the Charlotte J. Nash Court Building; courtrooms, Jury Assembly, and associated spaces opened April 2021
- Initiated the SPLOST-funded construction of the relocated Fire Station 13 in the city's planned Town Center on Main park development in partnership with the city of Suwanee
- Completed construction on the Duluth and Norcross branches of the Gwinnett County Public Library through city partnerships and SPLOST funds

## Water Resources

- Produced 28.5 billion gallons of drinking water and 21.5 billion gallons of reclaimed water
- Rehabbed or replaced 9 miles of sanitary sewer pipe, 2.19 miles of water distribution pipe, and 7 miles of stormwater pipe
- Prevented 600 customers from being disconnected for non-payment by working with the Project RESET 2.0 rental and utility assistance program

## Public Safety

### Police

- Established the Police Citizens Advisory Board to foster collaborative problem solving alongside our vibrantly connected community and to inform, engage, and listen to community stakeholders
- Achieved a 91.3 percent homicide clearance rate, compared to the national average rate of 60 percent

### Corrections

- Partnered with the County health department and Georgia Department of Corrections to administer COVID-19 tests and vaccines to offenders and staff, resulting in 65 percent of the offender population being fully vaccinated against COVID-19
- Completed the fourth graduating class for the welding vocational program as part of the reentry program

### Fire & Emergency Services

- Responded to 96,271 incidents and transported 44,461 patients
- Installed 5,168 smoke alarms; smoke alarms installed by the department alerted eight households to evacuate during a fire incident in 2021
- Completed 19,680 fire inspections
- Conducted 145 fire scene investigations

### Sheriff's Office

- Passed 690,832 people through security at the Gwinnett Justice and Administration Center
- Responded to 17 live encounters in the community with the new Mental Health Task Force, resulting in 100 percent de-escalation and zero arrests