



Gwinnett

STATE  
of the  
COUNTY

TWO-THOUSAND TWENTY

## AWARD-WINNING GOVERNMENT

- Distinguished budget presentation award from Gwinnett Finance Officers Association
- Certificate of Achievement for Excellence in Financial Reporting from Government Finance Officers Association
- Excellence in Procurement Award from the National Purchasing Institute
- International City/County Management Association (ICMA) 2019 Community Diversity and Inclusion Award in the large government category for Community Outreach Program
- Bronze Flame from the International Association of Business Communicators for excellence in government communications for the Driver Record & Integrated Vehicle Enterprise System (DRIVES) campaign
- Eight National Association of Counties (NACo) Achievement Awards for police recruiting, voting wait time notification, Volunteer Citizens on Patrol, Be Active Gwinnett, and addressing food insecurity in older adults
- A National Association of County Information Officers (NACIO) Award of Excellence for the Community Outreach Program
- 2019 Mission: Lifeline® EMS Gold Level Recognition Award to Gwinnett Fire and Emergency Services
- Center for Digital Government National Counties Survey 2019 award
- Plant of the Year awards for Lanier Filter Plant and Yellow River Water Reclamation Facility from the Georgia Association of Water Professionals and 10 additional Water Resources gold and platinum awards
- Best Planning Document by Georgia Planning Association for 2040 Unified Plan
- PlanFirst Community Award by the Georgia Department of Community Affairs

The accomplishments and awards in this brochure are only highlights.  
For a complete list, visit [GwinnettStandard.com](http://GwinnettStandard.com).

## GREEN GOVERNMENT

- Adopt-a-Road volunteers spent 13,880 hours cleaning up 80 tons (160,000 pounds) of litter from 218 roads, removing 1,600 illegal signs, and conducting 723 cleanups
- Support Services and Gwinnett Clean & Beautiful hosted two public recycling events and collected 39 tons of paper; 18 tons of electronics; 13 tons of tires; 9,823 gallons of latex paint; 1,018 gallons of oil based and flammable paint; 438 pairs of sneakers; 808 pounds of textiles; and 638 toner cartridges
- Water Resources and Gwinnett Clean & Beautiful held 23 stream cleanups with 453 volunteers to remove 28,295 pounds of debris from waterways
- Gwinnett Clean & Beautiful completed first phase of Food Waste Warriors Project at 14 Gwinnett County schools to reduce food waste
- Water Resources and Gwinnett Clean & Beautiful partnered to host annual hazardous waste event, collecting more than 58 tons of household hazardous waste

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## PLANNING & ECONOMIC DEVELOPMENT

- Economic Development worked on 16 projects with a potential fiscal impact of \$566 million and more than 2,700 jobs
- *Coffee and Conversation with Your County Government* events hosted more than 350 company representatives
- Final draft of the 2040 Unified Plan approved by the Board of Commissioners
- Remodeled two lobbies, enhanced staff collaboration, and provided multi-disciplined assistance to decrease customer wait times and reduce need for multiple office visits
- Drafted amendments related to alcoholic beverages and food trucks approved by the Board of Commissioners to expand entertainment and dining options at large-scale commercial and mixed-use developments
- Implemented remote inspection services using video chat to save customer and staff time and to reduce fuel and vehicle costs for the County
- Approved 49 rezoning cases, 64 special use permits, and six Unified Development Ordinance amendments
- Conducted 9,040 development inspections and 71,543 building inspections
- Issued 182 development permits, 7,228 residential and 2,621 non-residential permits, 18,249 business licenses, and 669 alcoholic beverage licenses
- Developed plans for the Gwinnett Entrepreneur Center, which will serve as a resource for small business and startups, scheduled to open late 2020

## TRANSPORTATION

- Maintained 2,650 miles of roads and 732 traffic signals
- Completed construction of 30 major projects, including intersections, major roads, road safety and alignment, school safety, and sidewalks and pedestrian safety projects; began construction on 11 additional projects and engineering 37 projects
- Completed the design and engineering phase of the Indian Trail Park & Ride rehab project
- Resurfaced 144 miles of County maintained roads (616 streets)
- Completed 27 quick-fix projects
- Completed the Connected Vehicle Technology Master Plan in preparation for deployment along the county road network
- Transit buses carried 1.5 million riders
- Briscoe Field had 127,285 takeoffs and landings and 310 aircraft based there, making this the busiest year ever recorded



## WATER RESOURCES

- Produced 27.1 billion gallons of drinking water and 21 billion gallons of reclaimed water
- Served 382,770 customers in person, through email, or by phone and processed 2 million electronic customer transactions
- Rehabbed or replaced 9.44 miles of sanitary sewer pipe, 3.72 miles of large water transmission main, 9.12 miles of water distribution pipe, and 6.7 miles of stormwater pipe
- Reached more than 15,500 students and residents with water quality and conservation educational programs such as Water on Wheels and other community workshops

## COMMUNITY SERVICES

- Animal shelter found homes for 4,211 animals through adoptions, saved 97 percent of impounded animals, and added veterinary services and full-time behavior coordinator
- Volunteer Gwinnett tracked 1.1 million volunteer hours and 91,000 volunteers
- Live Healthy Gwinnett launched Harvest Gwinnett, a community garden program to supplement the dietary needs of seniors and families
- Live Healthy Gwinnett hosted a summer mobile market in partnership with the Atlanta Community Food Bank, which served 4,815 meals to 402 people, including 197 children
- Parks and Recreation addressed food insecurity with a summer meals program that served 16,686 meals (lunch and snacks) and an afterschool program at Walnut Grove Elementary that served 8,418 snacks to 122 students
- Health and Human Services served 368,749 residents and accommodated 140 additional seniors for congregate meals and programming with the opening of two satellite senior centers in Grayson and Snellville and the expansion of the Norcross Senior Center
- Gwinnett Environmental and Heritage Center provided 161,274 educational contact hours
- Parks and Recreation hosted 12,227 facility rentals, 98,721 participants in recreational activities, 422,000 pool admissions, and 40,824 kids in youth sports
- Parks and Recreation partnered with the Atlanta Hawks and State Farm Good Neighborhood Club for the renovation of the outdoor basketball courts and an indoor teen club room at Lucky Shoals Park
- Completed Club Drive Park and Alexander Park expansions, Rhodes Jordan Park, Mountain Park Aquatic Center, and Bethesda Park Aquatic Center renovations
- Gwinnett Public Library counted 4.5 million items checked out, 2.8 million branch visits, and 1.87 million website hits
- UGA Extension assisted 112,854 residents through calls, emails, walk-ins, and web visits and conducted 1,701 programs reaching 56,373 residents
- Voter Registrations & Elections preparing for 2020 elections with new voting equipment



## LOCAL ECONOMY & FINANCES

- 2020 population: 958,574 (Source: Woods and Poole, 2019 estimate)
- Unemployment was 2.4 percent by the end of 2019, down from 3 percent in 2018
- Maintained AAA credit ratings with Fitch Ratings, Moody's Investment Services, and S&P Global for more than 20 years
- Issued 305,675 property assessments (up 1,373 from last year) and 44,266 property transactions
- Negotiated cost savings of \$2.8 million on contracts
- Completed 21,800 residential and 4,290 commercial property reviews and analysis on more than 4,500 properties that are zoned commercial, including 244 apartment complexes
- Received grants of \$55 million
- 2020 Budget: \$1.84 billion; \$1.44 billion operating budget maintains core services and adds initiatives that reflect six Board of Commissioners priorities; \$401 million capital budget includes the Police Situation Awareness & Crime Response Center, the Gwinnett Entrepreneur Center, the Water Tower Research and Training Center, the Alternate E911 Center, and parks and infrastructure improvements

## GENERAL GOVERNMENT

- Completed construction of the Bicentennial Trail and Plaza
- Continued Community Outreach efforts with participation in 670 events; 67 alumni added to Gwinnett Citizens Academy and 28 Gwinnett Youth Commissioners
- Received 58,000 applications and hired 1,397 new employees
- Continued implementation of new Countywide branding
- Expanded social media presence with the launch of @GwinnettGov on Facebook, Twitter, and Instagram, @GwinnettFire on Facebook and Twitter, and @GwinnettPD on Facebook
- Completed construction of the Gwinnett Justice and Administration Center parking deck with courthouse addition construction underway
- Generated \$16.7 million in revenue from leases of County-owned property, energy excise tax, fuel sales, and other sources
- Managed 1,018 servers, 8,500 computers, tablets and printers, 7,300 email boxes, 1,030 databases, 4.56 petabytes of storage, 1,485 cell phones, and 2,850 wireless devices
- Tax Commissioner's Office implemented a new customer service feature on its website
- Continued renovating the Norcross Assessment Center, implementing the Coordinated Entry System, and developing a comprehensive and strategic plan to address homelessness
- Began construction of the Georgia State Patrol Post, in partnership with Georgia DOT and the Department of Public Safety
- Renovated the Gwinnett Voter Registrations & Elections Beauty P. Baldwin Building

## 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: Bay Creek Police Precinct and Alternate E911 Center, new interchanges along State Route 316, roundabout on Constitution Boulevard and Nash Street, road safety projects at West Park Place and Rockbridge Road, multipurpose football field improvements at Dacula Park, Norcross Senior Center renovations, Norcross and Duluth Library construction, and Fire Station 13 construction



## PUBLIC SAFETY

### Police

- Violent crime rate down 1.4 percent, property crime rate down 2.6 percent, overall crime down 0.7 percent, fatality crashes down 27.9 percent
- Records Unit reopened at all precincts
- Responded to 516,570 incidents
- E-911 center dispatched 729,502 police calls and 96,521 fire calls
- Hired and trained 134 new police officers and 31 new communications officers
- Annual public safety and multicultural festivals attended by 7,500 visitors
- Crime prevention taught 861 classes to 43,045 residents
- Opened Bay Creek Police Precinct, the County's sixth precinct, with full operation December 14, 2019

### Fire & Emergency Services

- Responded to 84,587 incidents and transported 40,363 patients
- Completed 19,367 fire inspections
- Completed 1,498 home surveys, including 693 SeniorSafe senior home surveys
- Fire Investigations section certified by Georgia Chiefs of Police Law Enforcement Agency
- Distributed and installed 6,234 smoke alarms
- Hosted 4,133 training programs that reached 102,077 people

- Attended 34 recruiting events and hired 152 sworn employees, 12 non-sworn, and seven paramedics

### Corrections

- Corrections inmates gave 112,326 hours of labor valued at \$1.1 million to County departments, cities, and community improvement districts
- Cleaned 4,894 miles of roadway and removed 5,893 square feet of graffiti
- Completed second graduating class for grant-funded vocational welding training
- Received \$132,000 from the Georgia Department of Corrections' Education Incentive Program for outstanding performance in vocational and educational programming

### Sheriff's Office

- Screened 1.5 million visitors to the Gwinnett Justice and Administration Center, Annex, and Gwinnett County Jail
- Deputies provided courtroom security for 22,951 court proceedings, served 71,943 warrants, family violence orders, and civil papers, and conducted 3,029 physical residence checks on registered sex offenders
- Jail staff booked 28,169 arrestees into the Gwinnett County Jail
- Veterans unit established to lower recidivism among inmates who are military veterans
- Employee retention rate increased by 50.5 percent

## COURTS & JUSTICE

- Certified a Veterans Treatment Court in State Court
- Accountability Courts had 103 graduates, enrolled 118 new participants, and received \$1 million in grant funding
- Solicitor's Office disposed of 72,284 citations in Recorder's Court, 7,471 cases in State Court, and graduated 28 participants from DUI Court
- Administrative Office of the Courts established Disaster Recovery and Business Continuity Plan