

RISING TOWARD ITS FUTURE

## **2022 ACCOMPLISHMENTS\***

### **PIO Accomplishments in 2022**

- Created a consistent online presence by posting regularly throughout year, as backed by analytics provided via social media platforms and website provider
  - Increased community engagement through transparency and regular posting
- Launched MyGrovetown app alongside IT Director and IT Tech
- Updated City website to reflect accurate and up-to-date information and photos
  - Scheduled website redesign for early 2023
- Established positive working relationship with local media outlets

### **General Services Accomplishments for 2022**

#### **Leisure and Recreation**

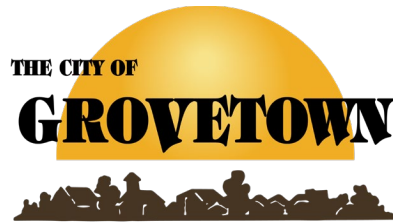
- Built relationships with Youth Sports, resulting in baseball soccer programs
- Improved customer service
- Increased number of returning customers
- Developed new relationships with local businesses and vendors
- Improved beautification of City and City parks
- Improved overall quality of events, offering more activities for all ages
- Upgraded Fitness Center by purchasing new fitness equipment, dumbbells, fitness scales, updated TVs, and paint
- Filled all job vacancies
- Upgraded Liberty Park fields by purchasing new equipment and pitchers' mound and bases, and repaired and painted concession area

#### **Streets and Sanitation Department**

- Restructured Streets and Sanitation Dept.
- Improved teamwork
- Improved communication
- Improved trash pickup
- Improved overall morale with employees, resulting in improved attendance, work ethic, attitudes, and pride in the City
- Filled all job vacancies
- Improved cleanliness of the City

#### **Fleet Maintenance**

- Upgraded entire Fleet for Utility Services and General Services
- Purchased better equipment and vehicles
- Improved services for citizens at a proficient rate
- Recruited qualified employees
- Improved time management



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- Fulfilled quality work orders at a faster pace
- Improved quality of work
- Performed more in-house repairs, saving City funds

#### **Grovetown Police Department Accomplishments for 2022**

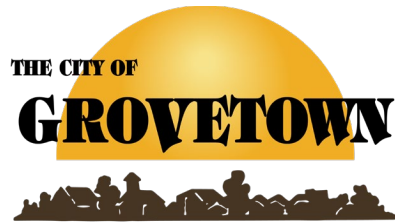
- Established fully trained, staffed, and operational K9 program
- Trained 2 officers to conduct Computer Voice Stress Analysis (polygraph)
- CID was assigned 924 cases in 2022 and closed 820
- Solved theft of \$10 million dollars' worth of crypto currency which revealed an elder abuse case involving suspect's father
- Solved theft ring case which involved \$1.6 million dollars' worth of fraudulent checks from various banks perpetrated by a bank employee that also involved gang activity
- CID took 30 suspected child-molesters off the roadway
  - One specific case involved production of child phonography in Mexico and the United States (the local victimized family was given safe haven that would lead to citizenship)
- Experienced 6 deaths by use of Fentanyl and removed a large quantity of Fentanyl off the street
- Acquired 9mm Glock handgun that allow officers to perform better, as there is less recoil, it easier to shoot, and it is less expensive
- All vehicles now equipped with tint meters
- Obtained UTV, which makes uneven and precipitous terrain easily accessible
- Held annual summer camp that accommodated 50 local kids, establishing better community relations with citizens
- Held National Night Out Back-to-School Bash in collaboration with Leisure and Recreation with over 2,000 in attendance
- Fed 67 local citizens meals on Thanksgiving
- Provided clothes and toys for approximately 32 local children in need during the holidays
- First line Supervisors attended Supervision classes, continuing to provide well-trained, respectful, professional officers within the dept.
  - Complaints against officers have decreased tremendously.

#### **Finance Department and Utility Billing Accomplishments for 2022**

##### **Finance Department**

- 5th consecutive year of clean audits
- Implementation of InvoicePay, an online option for vendors to receive payments
  - This cuts down on manual check printing as well as provides quicker payments to our vendors

##### **Utility Billing**



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- Implemented new automatic payment options, including both payment via the app and over the phone
- Over 64% of customers utilized virtual payment options, freeing up more time for our tellers
  - Increase of over 30% over the last three years.
- Implemented remote deposit options
  - Resulted in faster deposit times and less time away from the office

\*This document is not complete; a more comprehensive list of accomplishments will be provided soon as more data becomes available