



ABSTRACT

This report provides an analysis of data about citizen satisfaction with services in Glynn County. Information was derived from a survey conducted with county residents from January 2 through February 15, 2020. Over 1450 people participated using online or paper surveys. Information gleaned from the survey will be used as a resource to better understand citizen opinion as the county begins its 2020 strategic planning.

2020 Glynn County Citizen Satisfaction Survey Findings

April 3, 2020

Wickersham Consulting, LLC

Mary Eleanor Wickersham, D.P.A.

mewickersham@gmail.com

478-952-3902

March 15, 2020

Glynn County Board of Commissioners
Allen Ours, County Manager
Kathryn Downs, Assistant County Manager
1725 Reynolds Street
Brunswick, Georgia 31520

Dear Members of the Glynn County Board of Commissioners and County Leadership,

I am submitting the attached report entitled *2020 Glynn County Citizen Satisfaction Survey Findings* per our agreement from December 2019.

This report was created in response to the Commission's strategic plan, which called for opportunities for citizen feedback to rate satisfaction and performance and to assess preferred methods of communication. Per the agreement, every effort has been made to come as close as possible to a representative sample that reflects specific Glynn County population demographics as reported in the most recent available U.S. Census estimates. The survey was carried out as described in the proposal. Waves of publicity resulted in the receipt of several hundred online surveys. Working with community partners, the contractor also provided paper copies in Spanish and English to conduct outreach to those who might not have access to the digital version.

Special thanks are given to organizations and individuals in the community that assisted in sharing paper surveys and links. Among those who made extraordinary efforts to help were Coastal Georgia Area Community Action Authority and its staff, in particular, Nina Hunter-Bryant and the staff of VITA; Southeast Georgia Health System; Glynn County Board of Education and Leslie Scarboro; Dominique Mack-Collins; Melinda Ennis Roughton and Family Connection; Epworth by the Sea; College of Coastal Georgia faculty and staff; Risley Alumni Association; and others.

The report has three primary sections:

- Section 1: Aggregated data from the survey is provided in the form of charts or tables to illustrate responses. Each chart includes the number of respondents to that question. Some analysis of the data is included in this section, including a look at the relationship between civic engagement and satisfaction with overall quality of life. This section also provides some summary data comparing the 2018 and 2020 survey results.
- Section 2. The second section of the report includes the data from the survey disaggregated into district responses by topic. Each category that included evaluation components has a chart dedicated to reviewing the data for that district. In this section, responses that indicated no knowledge or experience were excluded. This section affords commissioners a means of comparison of satisfaction between districts.
- Section 3. This section includes an abbreviated version of open-ended comments, divided into sections by topic. A complete list of comments has been provided to the commission. The open-ended responses were often detailed and addressed a wide variety of subjects. To ensure like treatment of topics, a single reviewer provided a compendium by topic to better share with the Commission the diverse issues of satisfaction or concern in the county. Some areas of comment overlap or mention a secondary area of concern.

Thank you for this opportunity to work with Glynn County Government. I am very appreciative of the support provided by the Commission offices for transmitting publicity, including publicity on social media, and for providing hard copies of the survey.

Mary Eleanor Wickersham

Mary Eleanor Wickersham

Survey Support Provided by Deja Lott, B.A., MPA, and Virginia Murrah, CCGA Senior Intern

Contents

Survey Demographics	7
Respondent Reported Districts.....	7
Age Ranges of Respondents.....	8
Age Ranges by Population and Survey Respondents.....	8
County Population and Survey Respondents by Race	9
County Population and Survey Respondent Income	9
Survey Respondents by Income	9
Length of Residency for Respondents	10
Departmental Satisfaction	11
Glynn County Fire Department.....	11
Glynn County Emergency Medical Services.....	12
Glynn County Police Department	13
Glynn County Emergency Management Agency	14
Glynn County Mosquito Control.....	15
Glynn County Recreation and Parks	16
Glynn County Libraries.....	17
Glynn County Animal Control	18
Glynn County Planning and Zoning.....	19
Glynn County’s Contract Garbage Services	20
Glynn County Public Works.....	21
Average Ratings by Department.....	22
Satisfaction with Communications and Customer Service	23
Average Rating Per Communications Topic.....	23
Glynn County Website	23
Glynn County Emergency Communications.....	24
Courtesy and Respect to Customers.....	24
Ease of Doing Business.....	25
Satisfaction with Quality of Life Issues	25
Average Quality of Life Scores by Topic.....	25
Overall Quality of Life	26
County-Sponsored Recreation Activities	26
Safety in My Neighborhood	26

Access to Public Transportation..... 27

Traffic Flow..... 27

Overall Appearance of Glynn County..... 27

Employment Opportunities 28

New Development 28

Satisfaction with County Infrastructure and Maintenance 29

 Average Rating by Topic Related to Building and Infrastructure Maintenance 29

 Maintenance of Public Buildings and Facilities..... 29

 Bike Lanes and Trails 30

 Sidewalks in High Population Areas..... 30

 Maintenance of Roads and Rights-of-Way 30

 Roundabouts..... 31

 Adequacy of Facilities for Those with Special Needs..... 31

Comparison of Non-Departmental Ratings for 2018 and 2020..... 32

Feedback on Communications..... 33

 Channel 99 33

 Sources of News about Glynn County Government 33

 Social Media Preferences..... 34

Civic Engagement..... 35

 Civic Engagement of Respondents..... 35

 Civic Engagement and Satisfaction with Quality of Life..... 35

District 1 Satisfaction with Services 36

 Departmental Services..... 36

 County Communications and Customer Service..... 37

 Quality of Life Responses..... 38

 Infrastructure and Maintenance..... 39

District 2 Satisfaction with Services 40

 Departmental Services..... 40

 County Communications and Customer Service..... 41

 Quality of Life..... 42

 Infrastructure and Maintenance..... 43

District 3 Satisfaction with Services 44

 Departmental Services..... 44

County Communications and Customer Service..... 45

Quality of Life Issues 46

Building and Infrastructure Maintenance..... 47

District 4 Satisfaction with Services 48

 Departmental Services..... 48

 County Communications and Customer Service..... 49

 Quality of Life..... 50

 Infrastructure and Building Maintenance..... 51

District 5 Satisfaction with Services 52

 Departmental Services..... 52

 County Communications and Customer Service..... 53

 Quality of Life..... 54

 Infrastructure and Maintenance..... 55

Overview of Open-Ended Comments 56

 Water, Sewer, Drainage..... 56

 Code Enforcement 57

 Animal Control 57

 Governance, Management, Politics..... 58

 Traffic 59

 Convention Center 60

 Emergency Management/Emergency Services 60

 Streetlights..... 61

 Public Transit..... 61

 Sidewalks, Paths, Parking, and Safety Issues for Bikers/Pedestrians 61

 Glynn County Police Department 62

 Planning and Zoning, Development..... 63

 Homelessness..... 64

 Fire Department..... 64

 Recreation and Parks 64

 Roads, Rights-of-Way, Roundabouts, and Maintenance 65

 Environmental Issues, Quality of Life, Appearance of Community, Plantings..... 66

 Mosquito Control..... 67

 Garbage and Lawn Refuse and Recycling 67

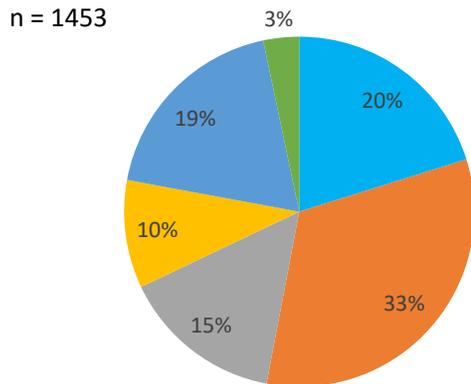
Communications 67
Libraries..... 68

Survey Demographics

Respondent Reported Districts

District Info Provided by Respondents

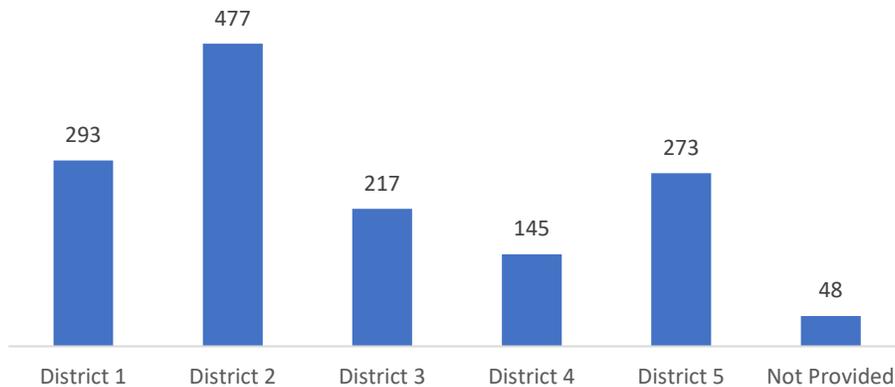
■ District 1
 ■ District 2
 ■ District 3
 ■ District 4
 ■ District 5
 ■ Not Provided



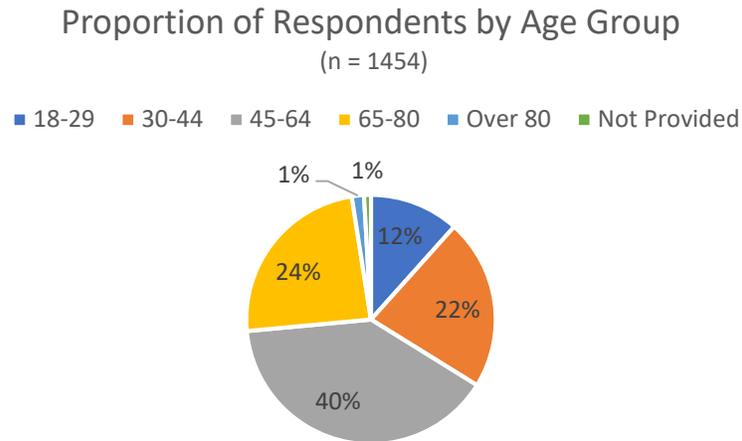
Respondents were asked to name their home districts or provide an address to be used to look up the district on the respondent's behalf. Only 3% of respondents who completed the survey provided no district or address. A numerical breakdown of respondents by district appears in the chart below.

Respondent Districts

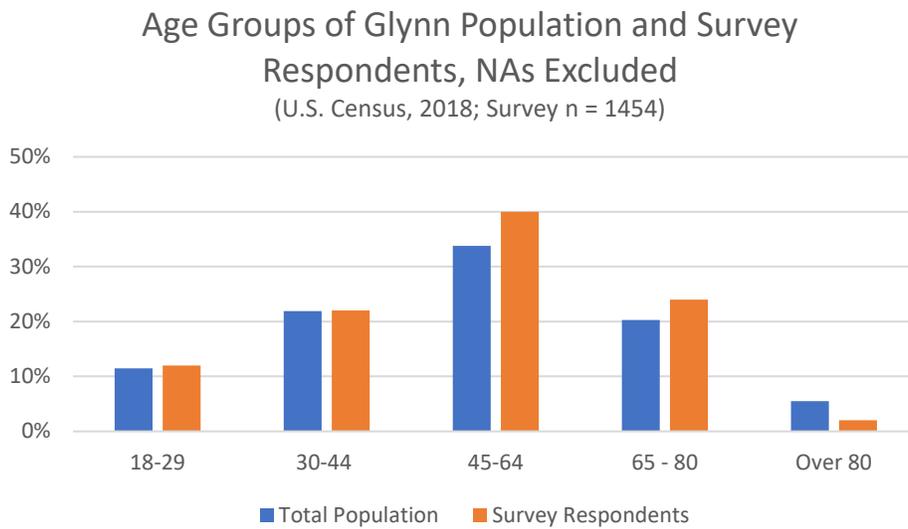
n = 1453



Age Ranges of Respondents

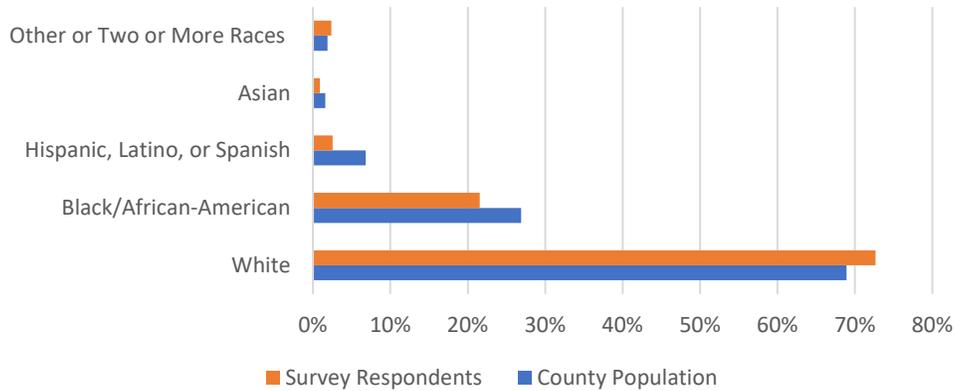


Age Ranges by Population and Survey Respondents



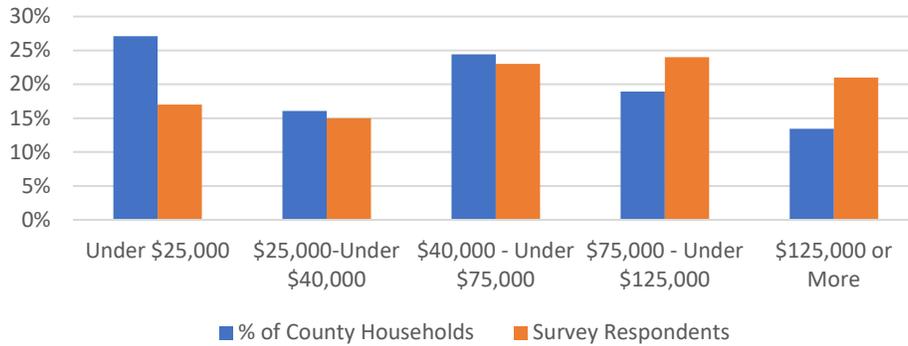
County Population and Survey Respondents by Race

County Population and Survey Respondents
by Race (U.S. Census, 2018; Survey n = 1443)



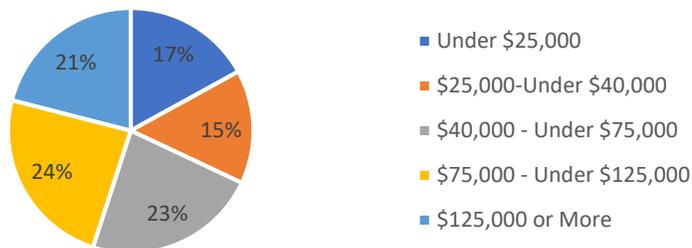
County Population and Survey Respondent Income

County Population and Survey Respondent
Household Income
(U.S. Census, 2018; Survey n = 1421)



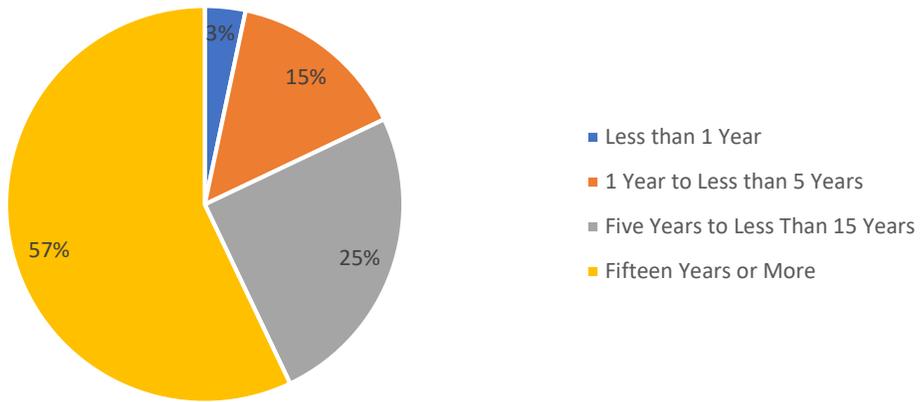
Survey Respondents by Income

Survey Respondents by Income (n = 1421)



Length of Residency for Respondents

Length of Respondent Residence in Glynn County
(n = 1449)



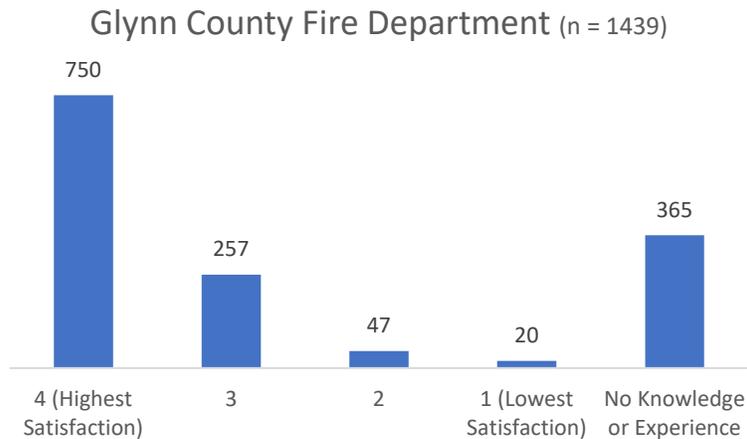
Those with 15 years or more of residency in Glynn County formed the largest group of respondents. There is no comparable population data for this demographic element.

Departmental Satisfaction

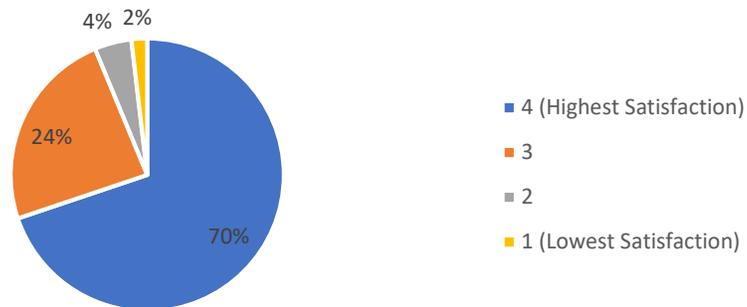
The following charts provide an overview of satisfaction with performance/services for Glynn County departments covered in the survey. Note that 4 represents the highest level of satisfaction or agreement with statements, followed by 3, 2, and, finally 1 for lowest level of satisfaction or agreement.

Respondents were also given the option to state that they had “no knowledge or experience” with the topic. Chart types include column, bar, and pie charts. Where noted, some charts exclude those who said that they had no knowledge or experience with that department or issue statement. Following the specific information, a document in this section provides the average scores by department for comparison purposes. A second chart compares average scores by department for 2018 and 2020.

Glynn County Fire Department



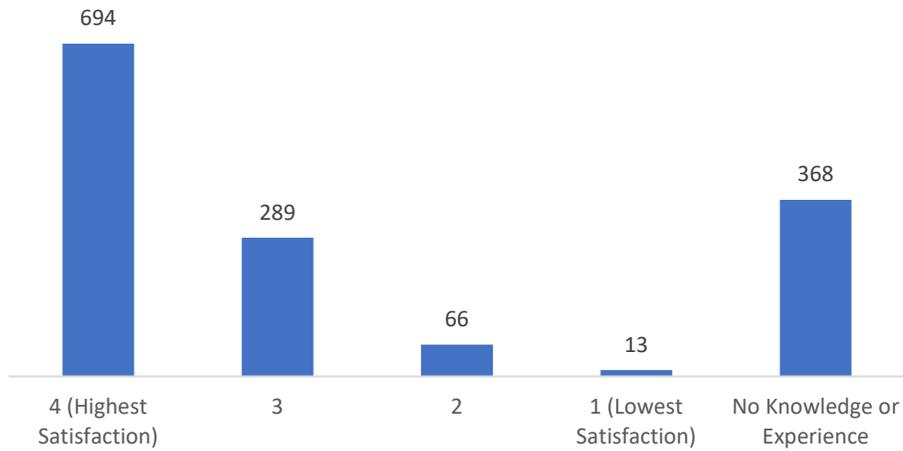
Satisfaction with Glynn County Fire Department, No Knowledge or Experience Omitted (n = 1074)



Glynn County Fire Department had high levels of satisfaction in the aggregate analysis and in individual districts. 94% of respondents (of those with knowledge or experience) gave the department a 4 or 3 rating.

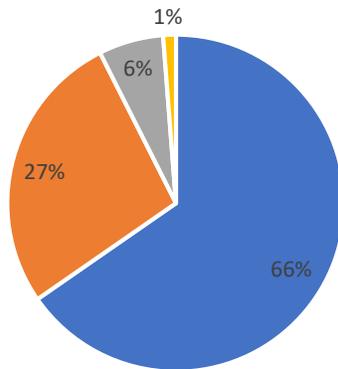
Glynn County Emergency Medical Services

Satisfaction with Glynn County EMS (n = 1430)



Satisfaction with Glynn County EMS, No Knowledge or Experience Excluded (n = 1062)

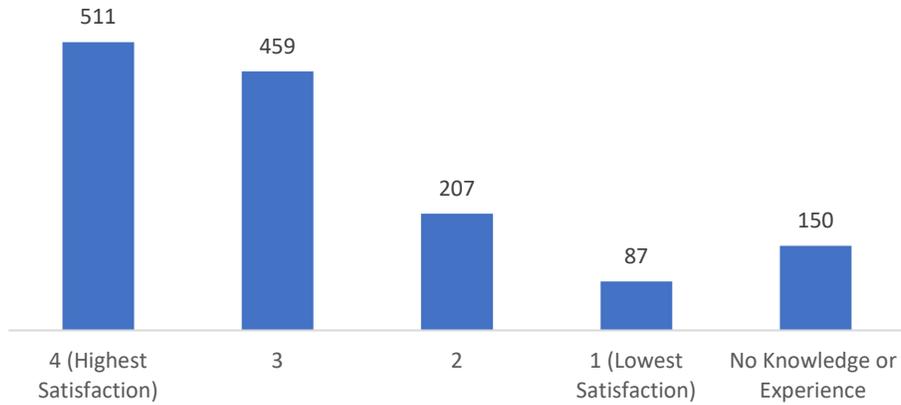
■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)



Glynn County EMS generally had high levels of satisfaction. 93% of respondents who rated the department scored the EMS with a 4 or 3.

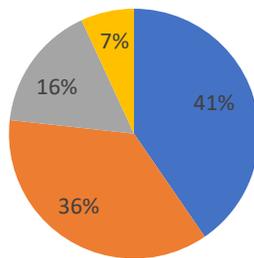
Glynn County Police Department

Satisfaction with Glynn County Police Department (n = 1414)



Satisfaction with Glynn County Police Department, No Knowledge or Experience Excluded (n = 1264)

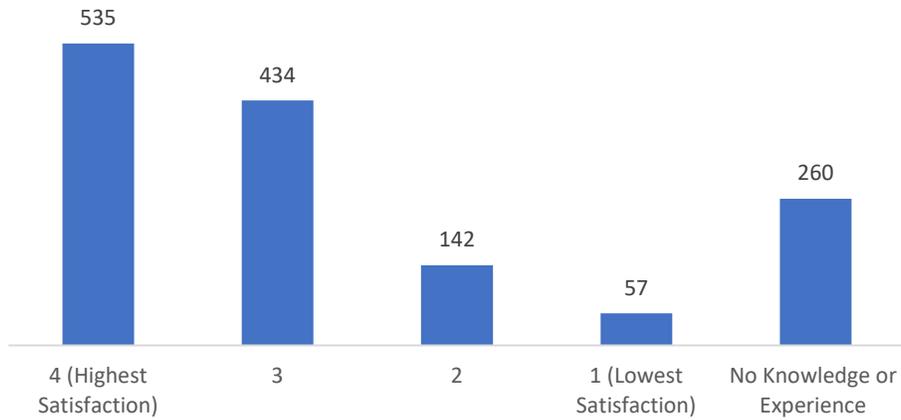
■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)



77% of participants who offered an opinion of the GCPD gave the department a 3 or 4.

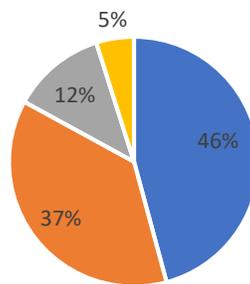
Glynn County Emergency Management Agency

Satisfaction with Glynn County Emergency Management Agency (n = 1428)



Satisfaction with Glynn County Emergency Management Agency, No Knowledge or Experience Omitted (n = 1168)

■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)

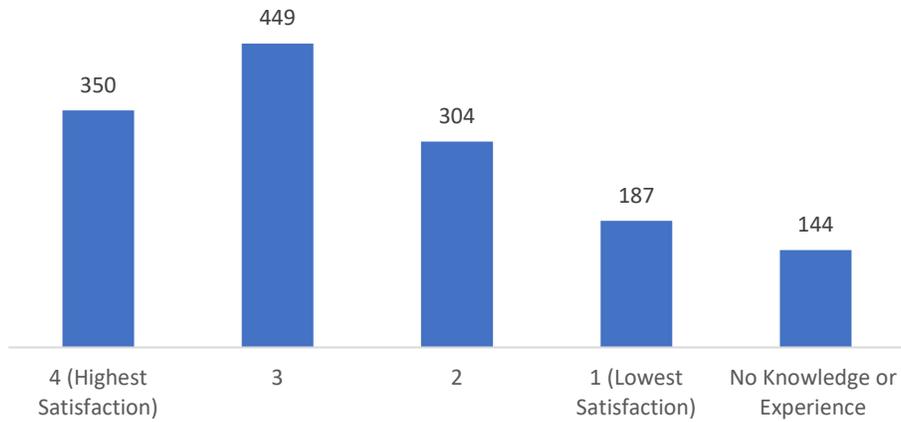


Of respondents who offered a rating, 83% gave the EMA a 3 or 4 score.

Glynn County Mosquito Control

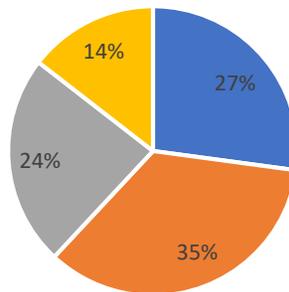
Satisfaction with Glynn County Mosquito Control

(n = 1434)



Glynn County Mosquito Control with No Knowledge or Experience Omitted (n = 1290)

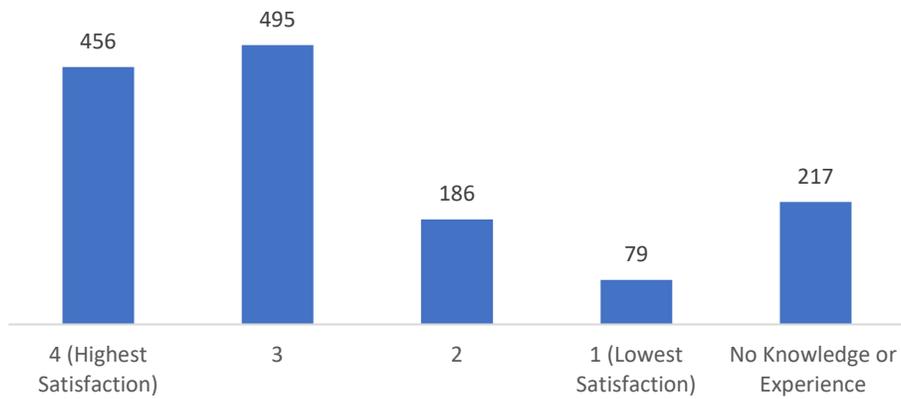
■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)



Of those who offered an opinion on mosquito control, 62% of respondents ranked the service a 3 or 4.

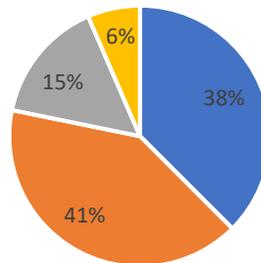
Glynn County Recreation and Parks

Satisfaction with Glynn County Recreation and Parks (n = 1433)



Satisfaction with Glynn County Recreation and Parks, No Knowledge or Experience Excluded (n = 1216)

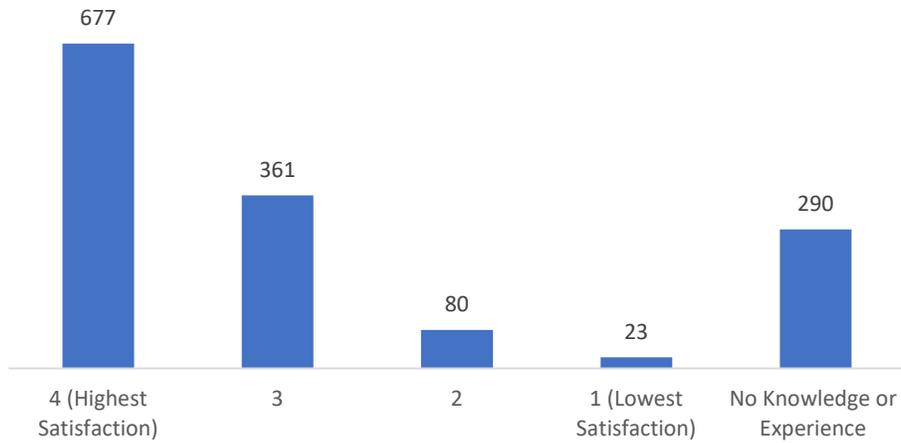
■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)



Of respondents who offered an opinion, 79% ranked Recreation and Parks a 3 or 4 in satisfaction.

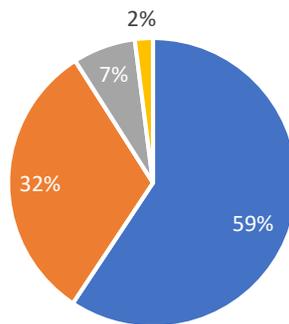
Glynn County Libraries

Satisfaction with Glynn County Libraries (n = 1431)



Satisfaction with Glynn County Library Services, No Knowledge or Experience Excluded (n = 1141)

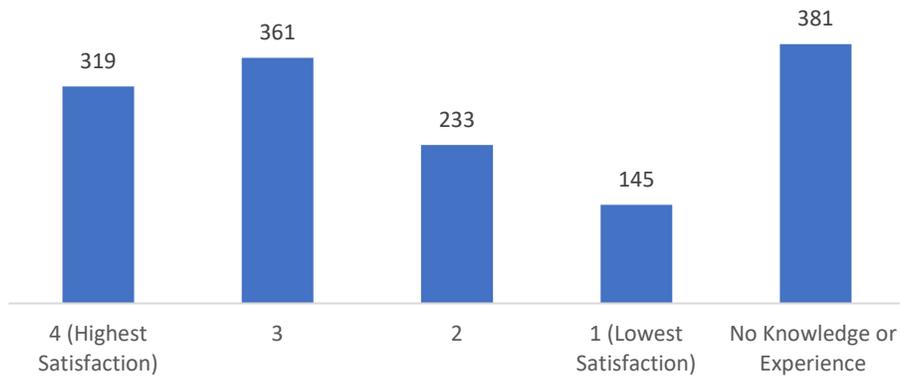
■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)



Of respondents who rated Glynn Libraries, 91% gave this department a 3 or 4 rating.

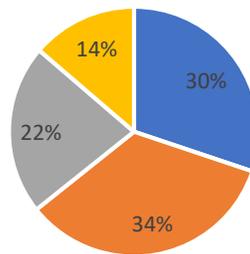
Glynn County Animal Control

Satisfaction with Glynn County
Animal Control Services
(n = 1439)



Satisfaction with Glynn County
Animal Control Services, No Knowledge or
Experience Excluded (n = 1058)

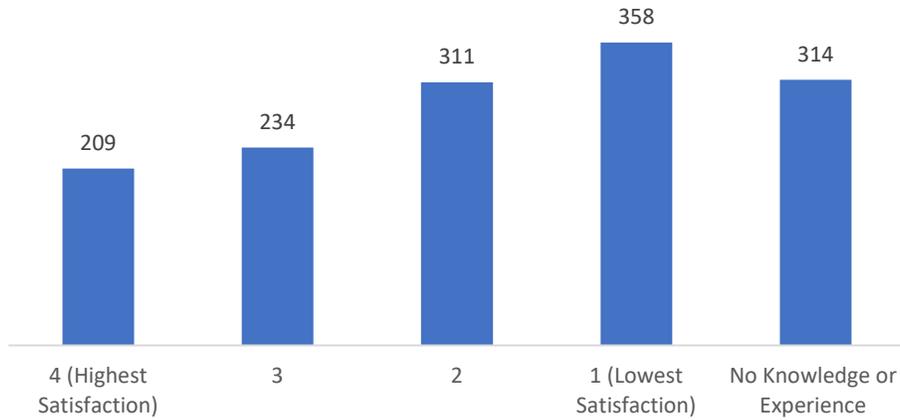
■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)



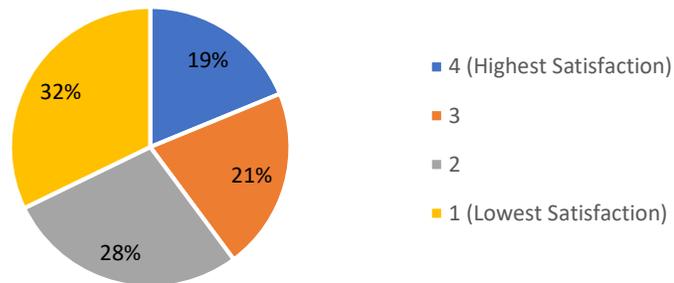
Of respondents who rated their satisfaction with Animal Control, 67% gave the department a 3 or 4. Note that the largest section of respondents to this question (top chart) said that they had “no knowledge or experience.”

Glynn County Planning and Zoning

Satisfaction with Glynn County Planning and Zoning (n = 1426)



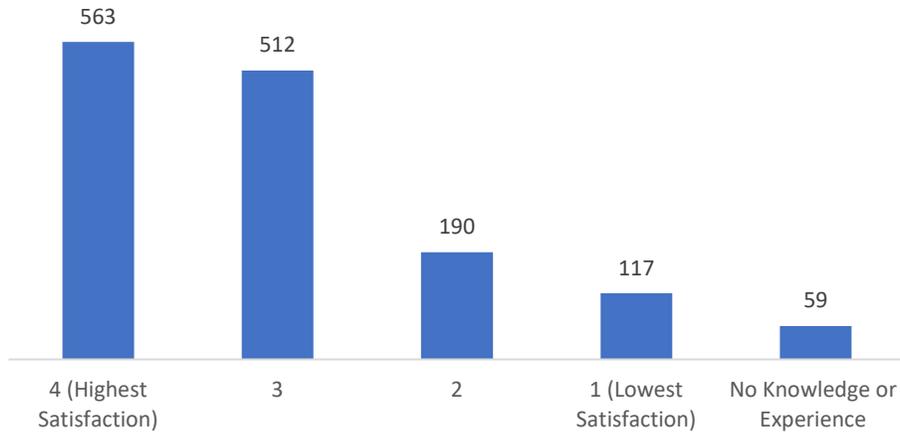
Satisfaction with Glynn County Planning and Zoning, No Knowledge or Experience Excluded (n = 1112)



Of respondents who rated Planning and Zoning, 40% gave the department the two highest rates. The majority, 60%, ranked the department a 1 or 2.

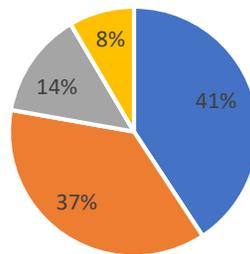
Glynn County’s Contract Garbage Services

Satisfaction with County's Contract Garbage Services (n = 1441)



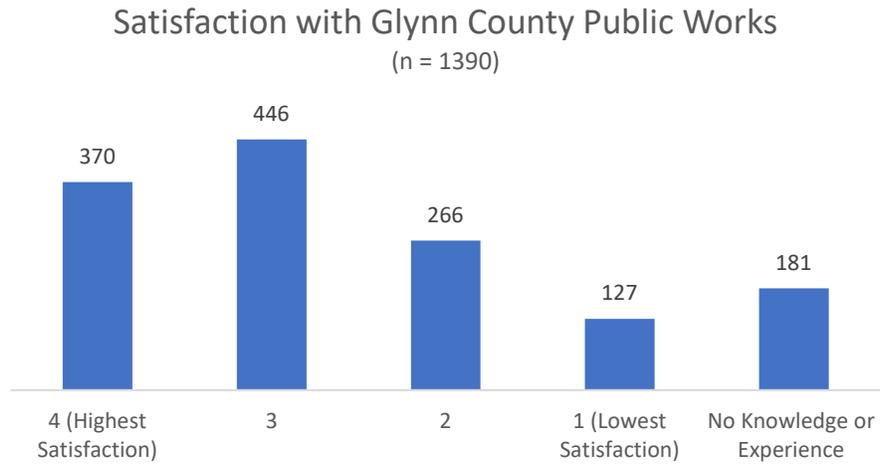
Satisfaction with Glynn County's Contract Garbage Services, No Knowledge or Experience Excluded (n = 1382)

■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)



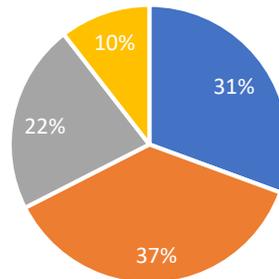
Of respondents who weighed in on satisfaction with contracted garbage services, 78% ranked their performance a 3 or 4.

Glynn County Public Works



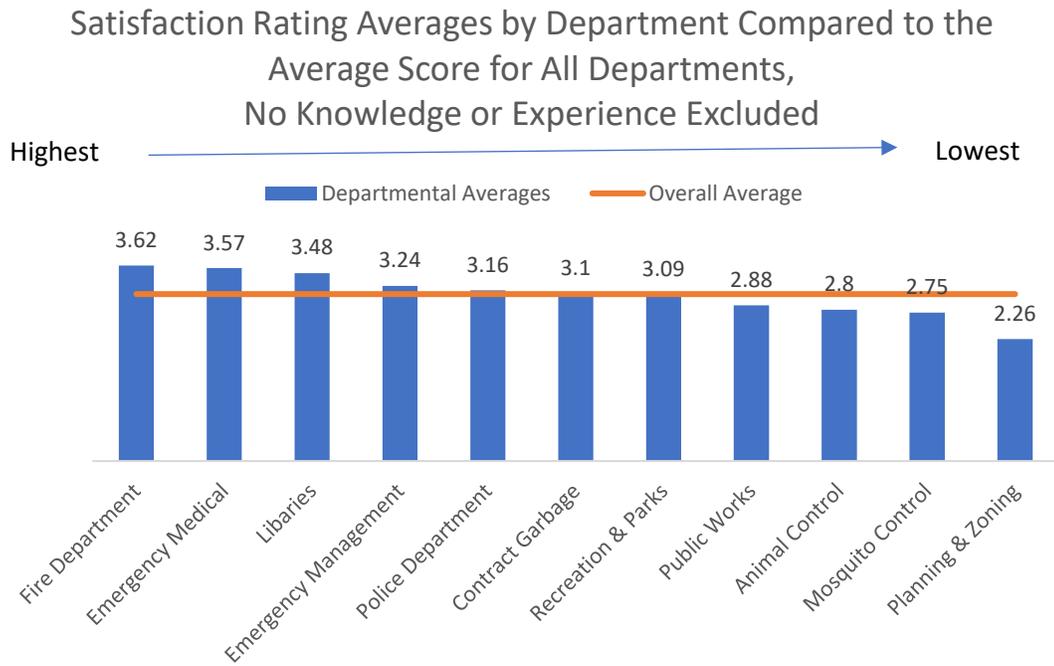
Satisfaction with Glynn County Public Works, No Knowledge or Experience Excluded (n = 1209)

■ 4 (Highest Satisfaction) ■ 3 ■ 2 ■ 1 (Lowest Satisfaction)

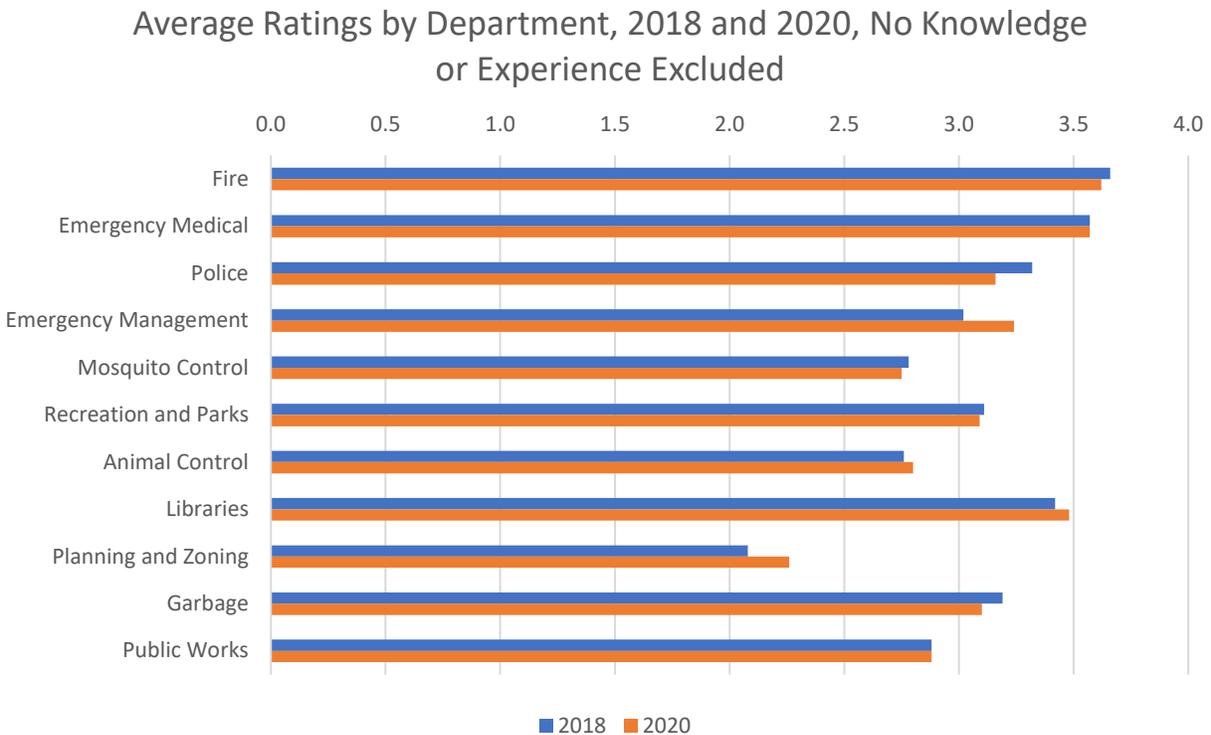


Of respondents who offered an opinion, 68% ranked satisfaction with Public Works a 3 or 4.

Average Ratings by Department



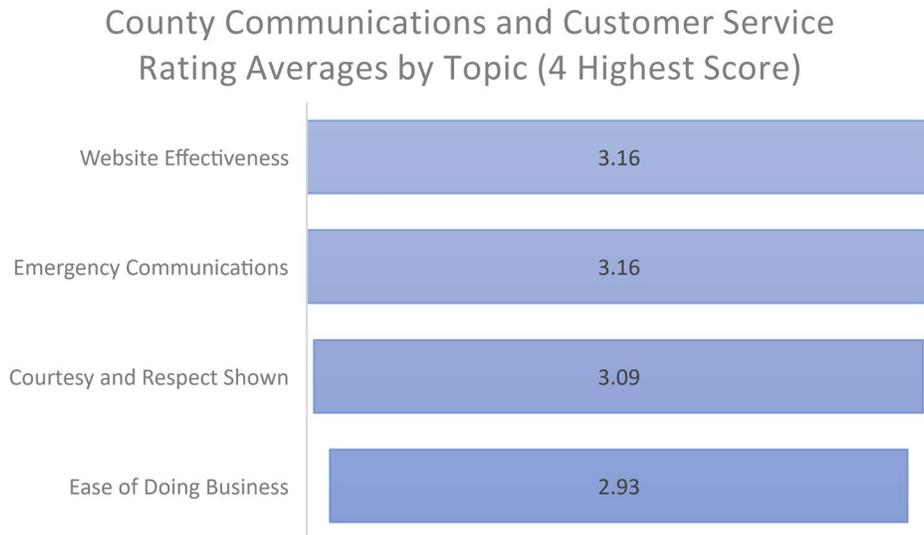
The chart below provides a comparison showing little change in average satisfaction levels for most departments from 2018 to 2020. This data points out opportunities for performance improvement.



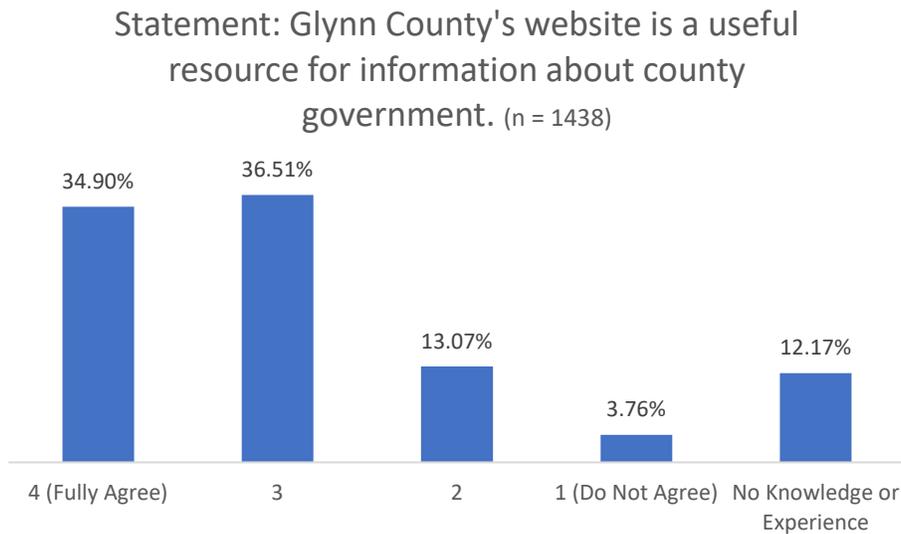
Satisfaction with Communications and Customer Service

The following section includes responses to questions about the county’s use of tools to communicate with residents and measures of courtesy and respect. Respondents were asked to rate the various questions based on a 4 (fully agree) to 1 (do not agree) scale. The first chart provides an overview of this section and includes average ratings for each issue presented to respondents.

Average Rating Per Communications Topic

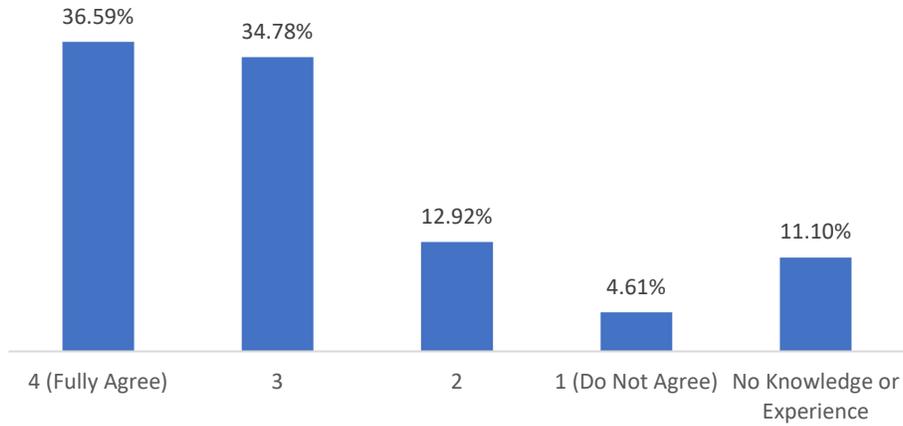


Glynn County Website



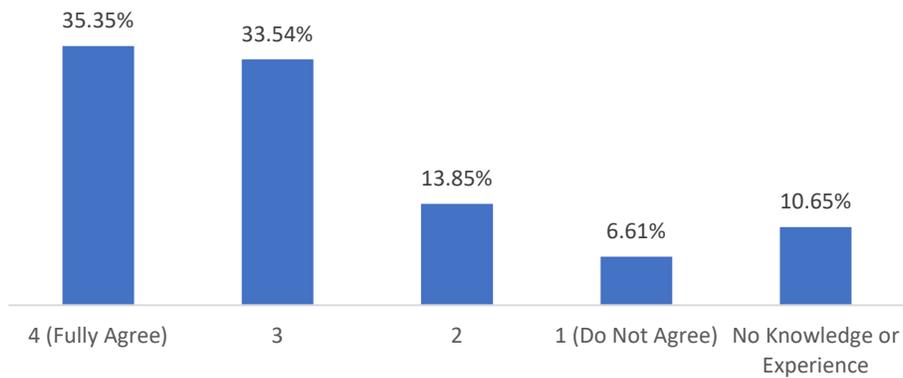
Glynn County Emergency Communications

Statement: Glynn County's emergency communications are effective. (n = 1432)



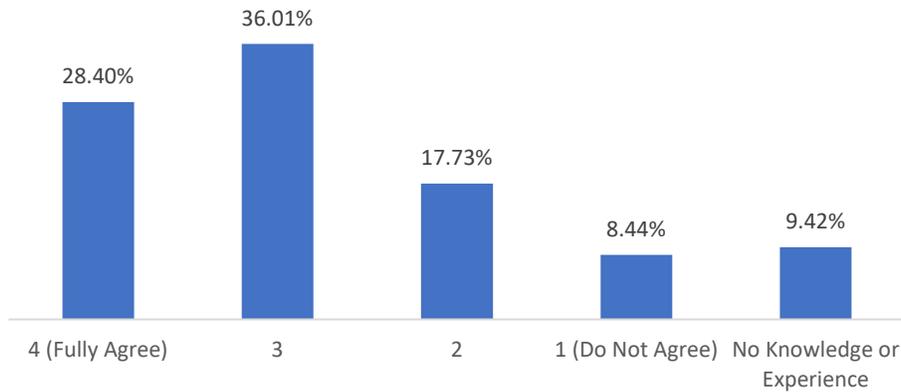
Courtesy and Respect to Customers

Statement: County government office personnel demonstrate courtesy and respect to their customers. (n = 1437)



Ease of Doing Business

Statement: It is easy to take care of necessary business with Glynn County government offices.
(n = 1433)

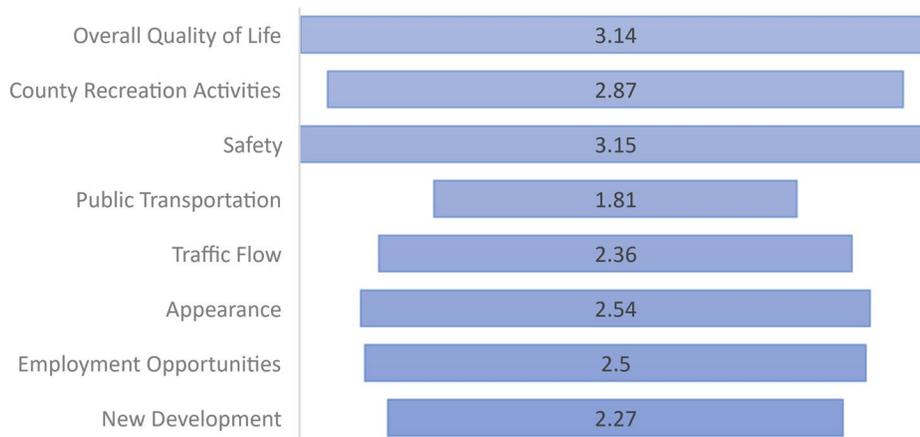


Satisfaction with Quality of Life Issues

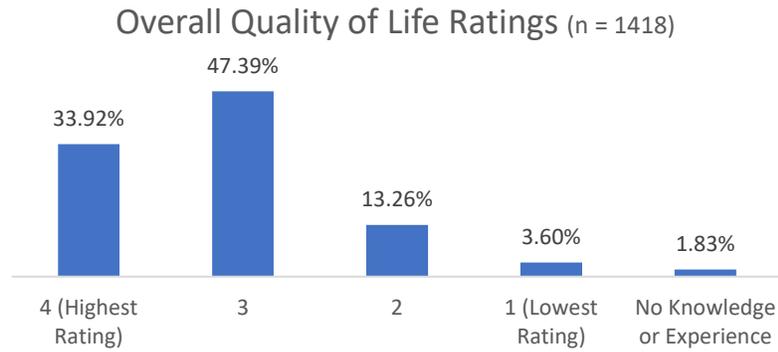
Respondents were asked to rate their quality of life issues, which varied from recreation to traffic flow. The highest possible rating was a 4. The next chart illustrates the average score, followed by individual charts showing the proportional breakdown per topic.

Average Quality of Life Scores by Topic

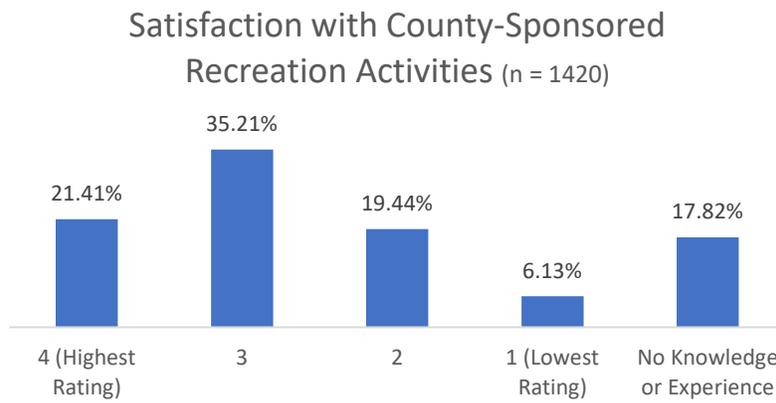
Average Quality of Life Topic Scores with No Knowledge or Experience Excluded (4 Highest Score)



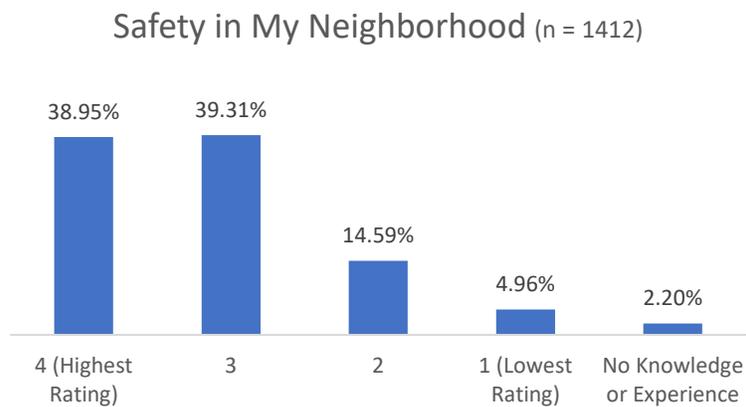
Overall Quality of Life



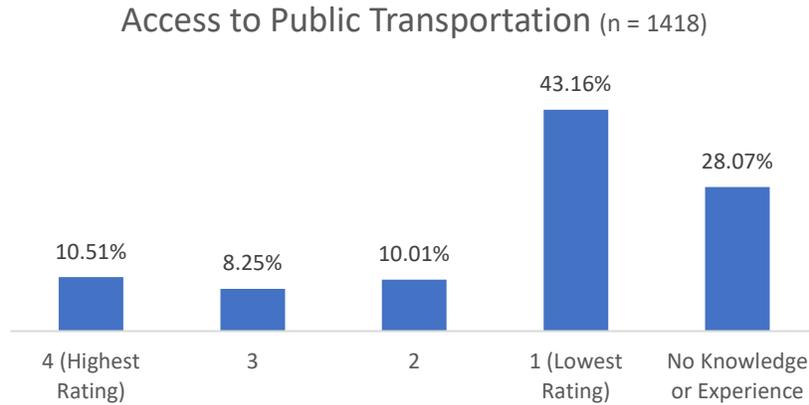
County-Sponsored Recreation Activities



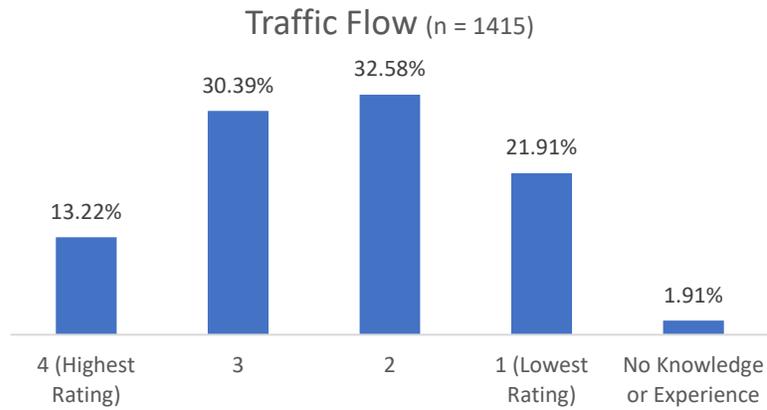
Safety in My Neighborhood



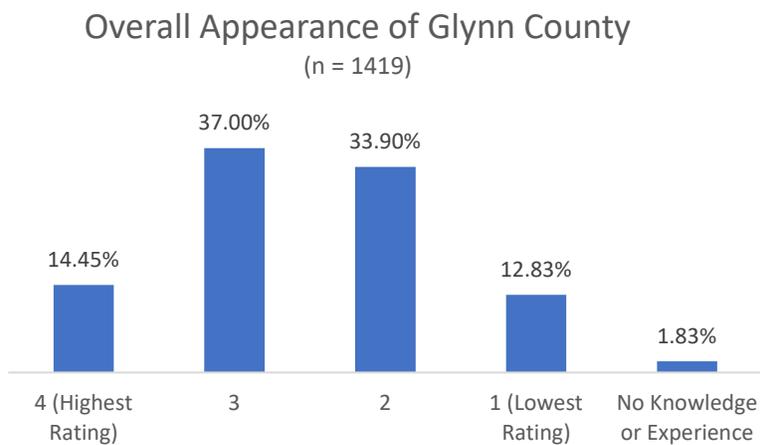
Access to Public Transportation



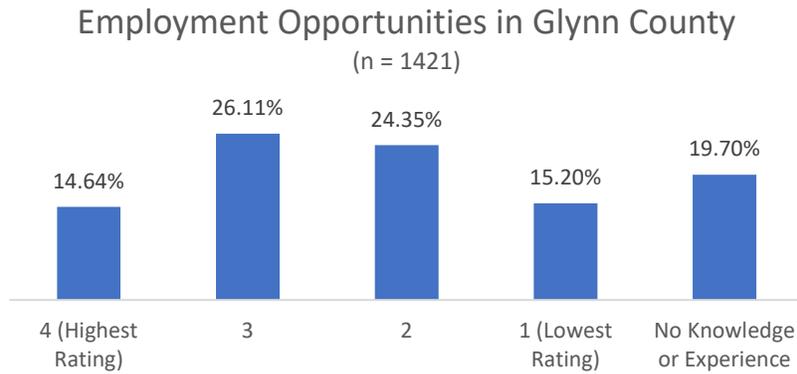
Traffic Flow



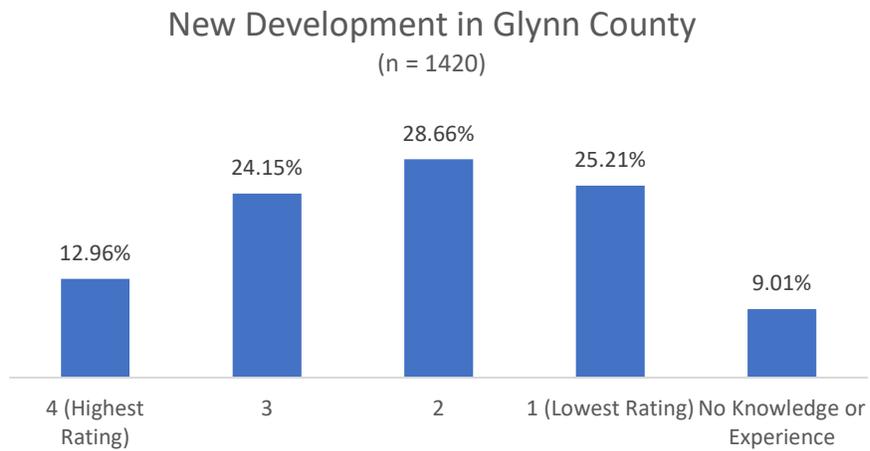
Overall Appearance of Glynn County



Employment Opportunities



New Development



Satisfaction with County Infrastructure and Maintenance

The following section provides a breakdown of respondent answers to questions about the county’s infrastructure and maintenance. The highest satisfaction was indicated by a 4, fully agree, and the lowest by a 1 (do not agree). Survey-takers also had the option of responding that they had no knowledge of or experience with the issue. The first chart provides the average scores for each topic, followed by charts providing additional information on respondent input.

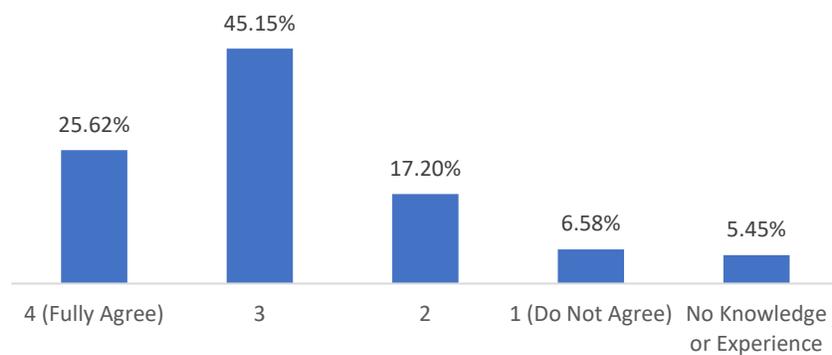
Average Rating by Topic Related to Building and Infrastructure Maintenance

Average Satisfaction Scores for Infrastructure and Maintenance (4 Highest Score)



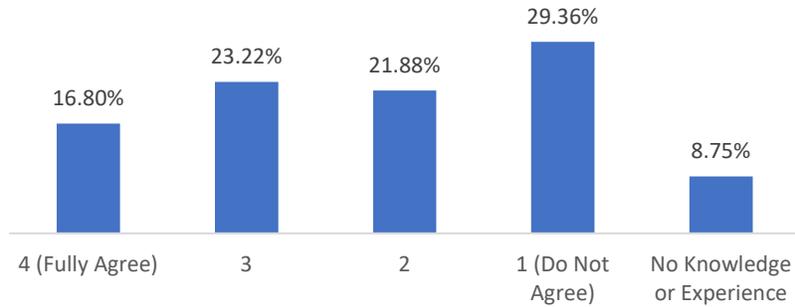
Maintenance of Public Buildings and Facilities

Statement: Public buildings and facilities are well-maintained. (n = 1413)



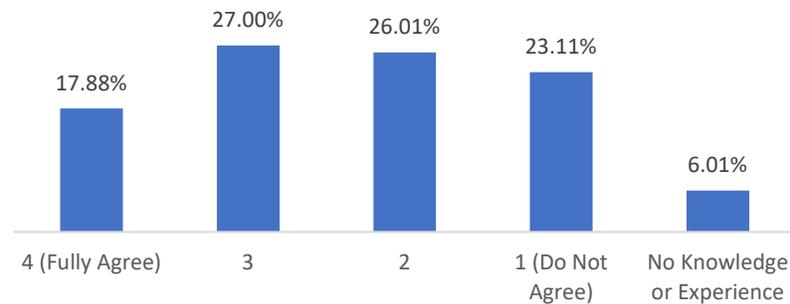
Bike Lanes and Trails

Statement: The county's bike lanes and trails are adequate. (n = 1417)



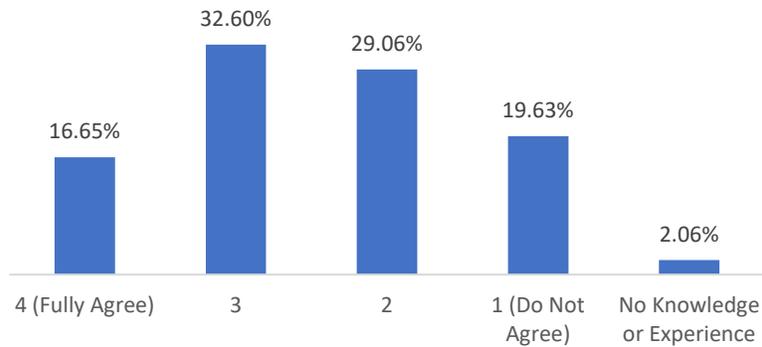
Sidewalks in High Population Areas

Statement: The county has adequate sidewalks in high population areas. (n = 1415)



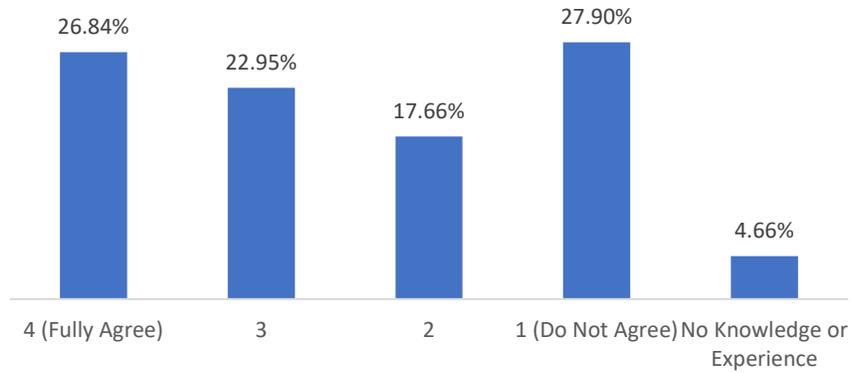
Maintenance of Roads and Rights-of-Way

Statement: Roads and rights-of-way are maintained adequately. (n = 1411)



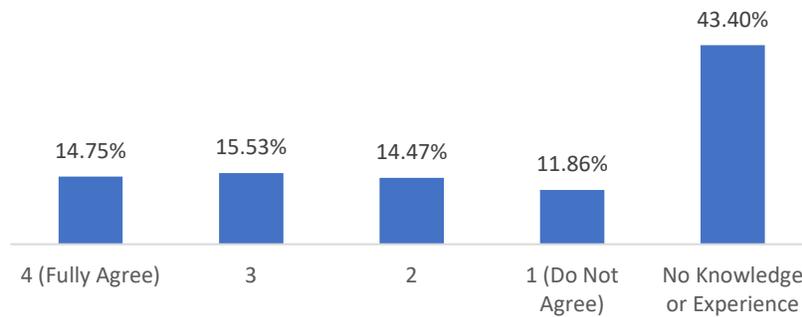
Roundabouts

Statement: Roundabouts are an effective way of improving traffic flow. (n = 1416)



Adequacy of Facilities for Those with Special Needs

Statement: The county provides adequate facilities (infrastructure and recreation) for those with special needs. (n = 1417)



Comparison of Non-Departmental Ratings for 2018 and 2020

The chart below is provided as a means of comparing the average responses to the same questions on the 2018 and 2020 surveys. There are few, if any, significant differences. These and other departmental comparisons may be useful for leaders who wish to work on improving satisfaction scores in specific areas and raising overall satisfaction with county services and performance.

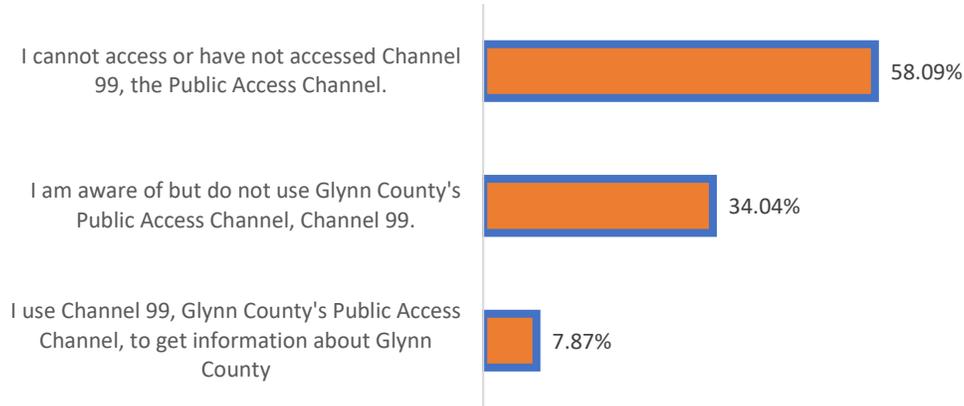
Average Scores, 2018 and 2020 for Non-Departmental Ratings (4 Highest Rating)

Quality of Life	2018	2020
• Overall Quality of Life	3.21	3.14
• County Recreation	2.9	2.87
• Neighborhood Safety	3.22	3.15
• Public Transportation	1.87	1.81
• Traffic	2.38	2.36
• Overall Appearance	2.6	2.54
• Employment Opportunities	2.45	2.5
• New Development	2.15	2.27
Infrastructure and Maintenance	2018	2020
• Building Maintenance	2.96	2.95
• Bike Lanes/Trails	2.52	2.30
• Sidewalks	2.57	2.42
• Roads/Rights-of-Way	2.52	2.47
• Roundabouts	2.71	2.51
• Special Needs	2.7	2.59
County Communications	2018	2020
• Website	3.12	3.16
• Emergency Communications	2.92	3.16
• Courtesy/Respect	3.12	3.09
• Ease of Doing Business	2.93	2.93

Feedback on Communications

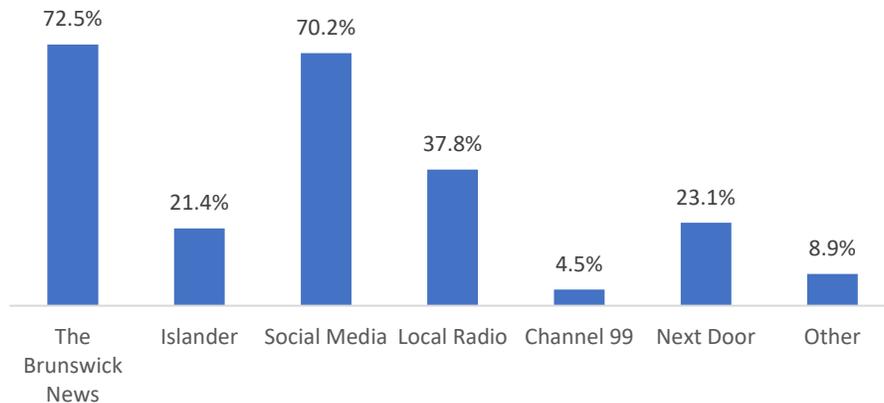
Channel 99

Channel 99 (n = 1372)



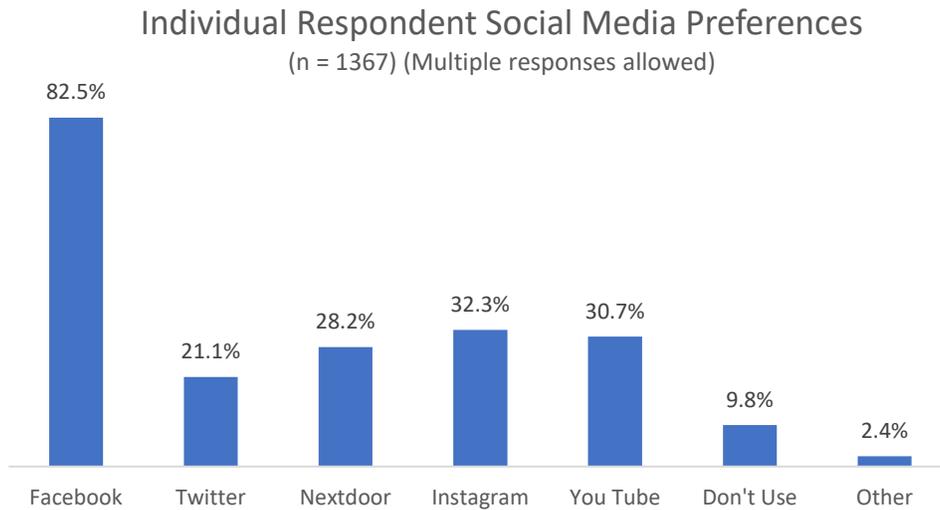
Sources of News about Glynn County Government

Proportion of Individual Respondents Listing Their Sources of News about Glynn County Government (n = 1366) (Multiple Answers Allowed)



Survey-takers used a defined list but were allowed to respond and provide information on other sources of county news. “Other” included responses from 121 people. Many people cited TV news from Savannah and Jacksonville, radio other than local, and word of mouth or neighbors. Other responses were department e-mails, e.g., recreation department, self-inquiry, website, *Paisley Magazine*, Chamber meetings and LEPC meetings, homeowners associations, attending government meetings, Facebook Community Group, Golden Isles events, government documents, employers, local gatherings, scanner app, miscellaneous online news, and IPC meetings.

Social Media Preferences



Respondents were asked to choose from various popular social media entities that they use but were also allowed to check other and provide more information. Thirty-three respondents selected “other.” Those responses included Snapchat, Top Buzz, Reddit, Pinterest, Remind All, Google, LinkedIn, Tumblr, WordPress, and Blogspot.

Civic Engagement

The chart below provides a look at the civic engagement of survey respondents. The average score for civic engagement (counting one point for each of the five possibilities offered below) was 3.2 activities. Five was the maximum number of activities.

Civic Engagement of Respondents

Civic Engagement as Measured by Participation in Activities

(n = 1316)

(Multiple answers were allowed, so percentages do not add up to 100%)



Civic Engagement and Satisfaction with Quality of Life

There appears to be no significant relationship between the degree of community engagement (as detailed above) and overall satisfaction with quality of life. An average of 83% of respondents who described civic participation *and* rated overall quality of life ranked quality of life a 3 or 4, the highest levels of satisfaction. The chart below describes those respondents who reported both civic engagement levels and rated overall quality of life.

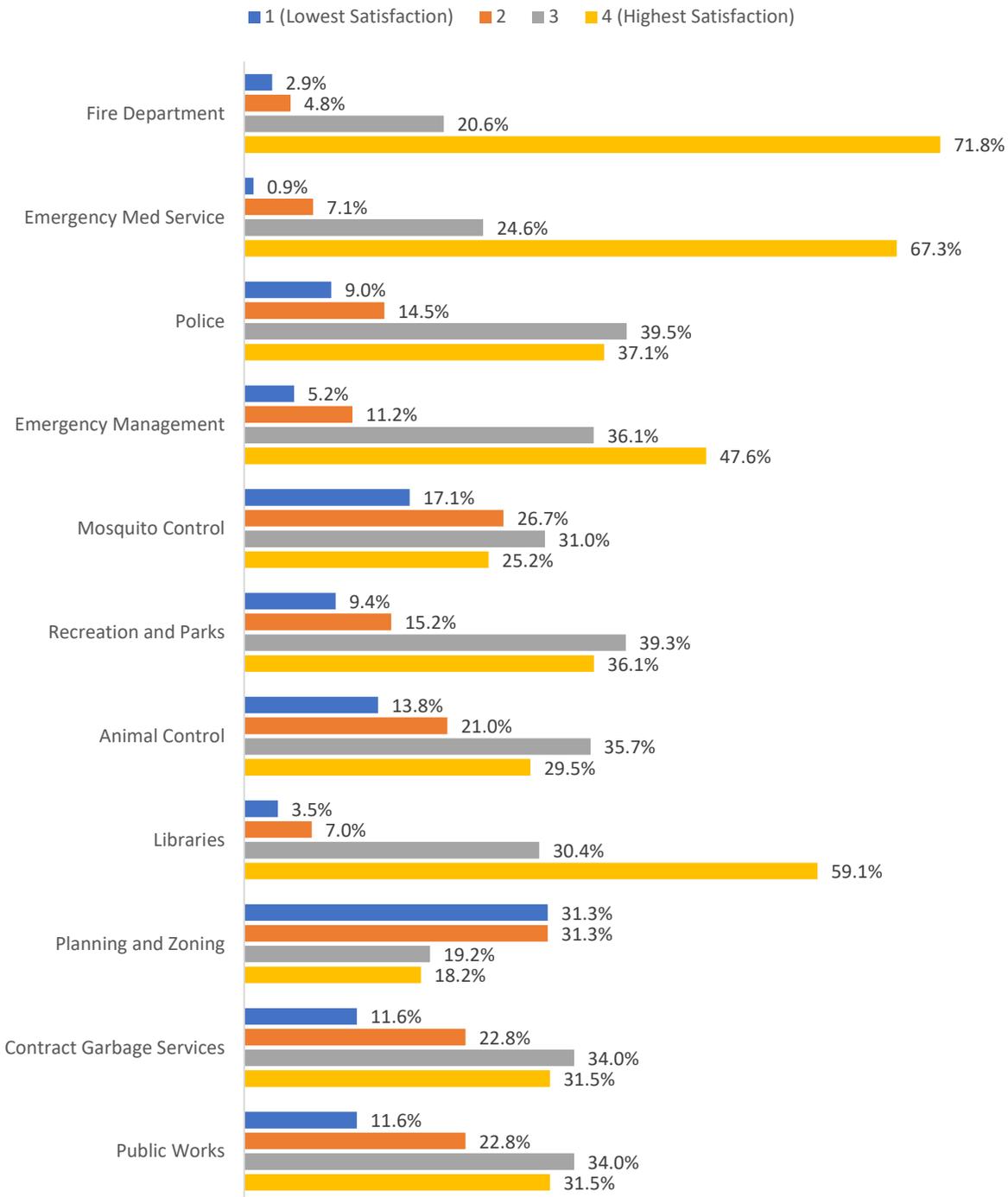
Civic Participation from Table Above	Overall Quality of Life Ratings				Proportion with Ratings of 3 or 4 (Highest)	Percentage of All Respondents by Civic Activity Level
	1 (Lowest Satisfaction)	2	3	4 (Highest Satisfaction)		
1 Activity	5	20	67	88	86.1%	13.9%
2 Activities	13	21	100	53	81.8%	14.5%
3 Activities	12	42	162	121	84.0%	26.1%
4 Activities	9	39	170	109	85.3%	25.3%
5 Activities	7	51	125	77	77.7%	20.1%

District 1 Satisfaction with Services

The following section provides satisfaction by District for major areas of review. The proportions may be useful for comparison across departments or across districts.

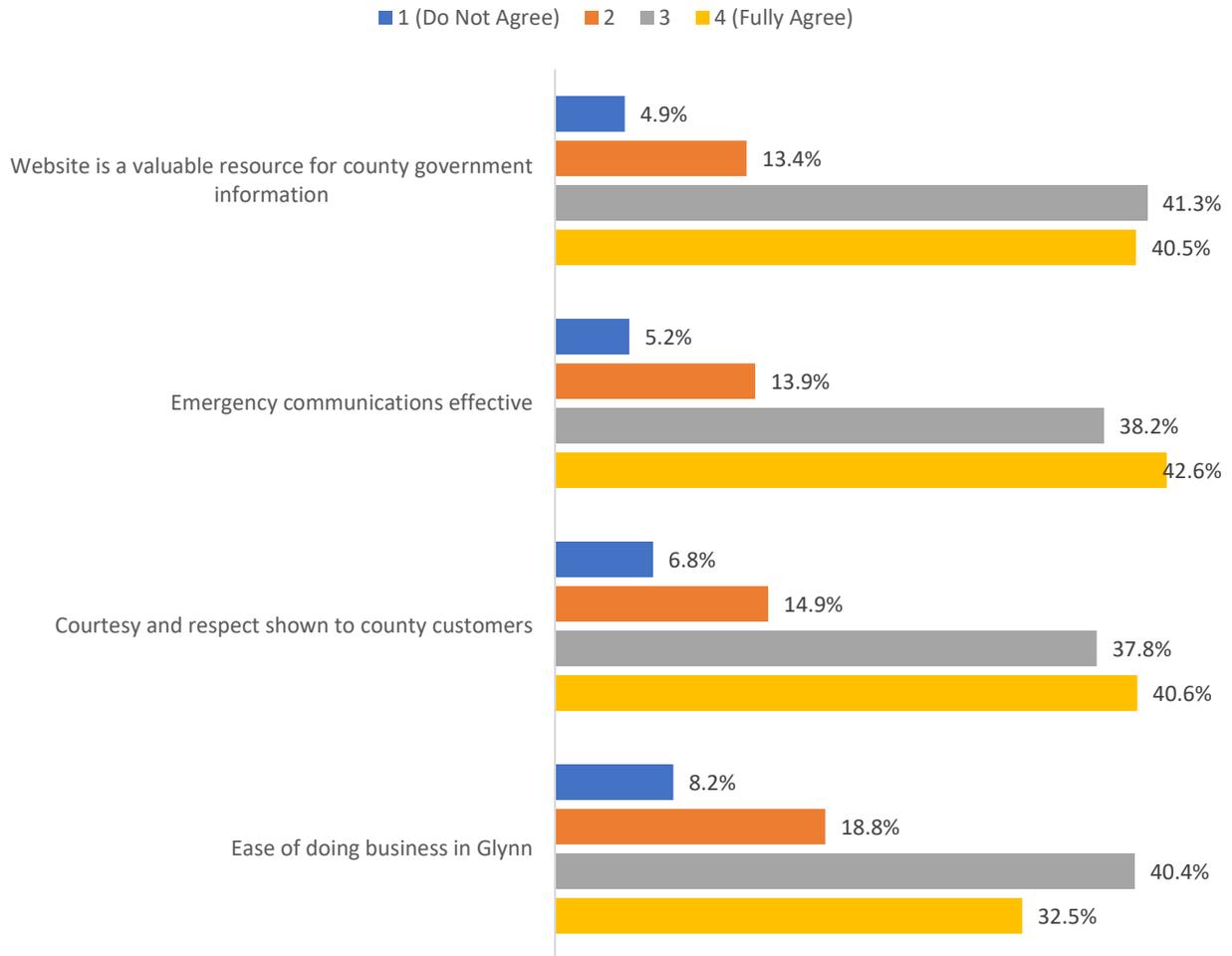
Departmental Services

District 1 Satisfaction by Department, No Knowledge Omitted



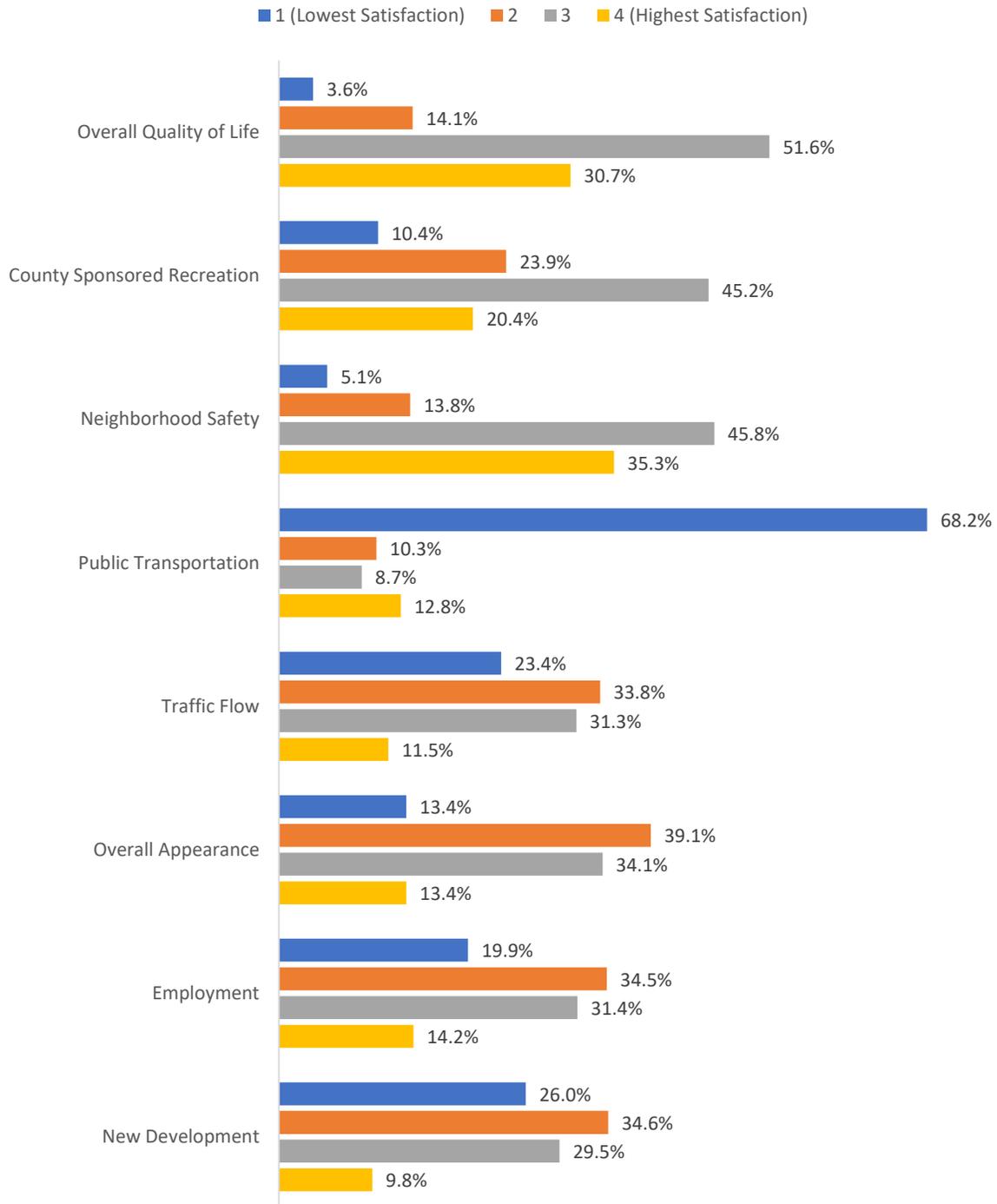
County Communications and Customer Service

District 1 Satisfaction with County Communications and Customer Service, No Knowledge/Experience Omitted



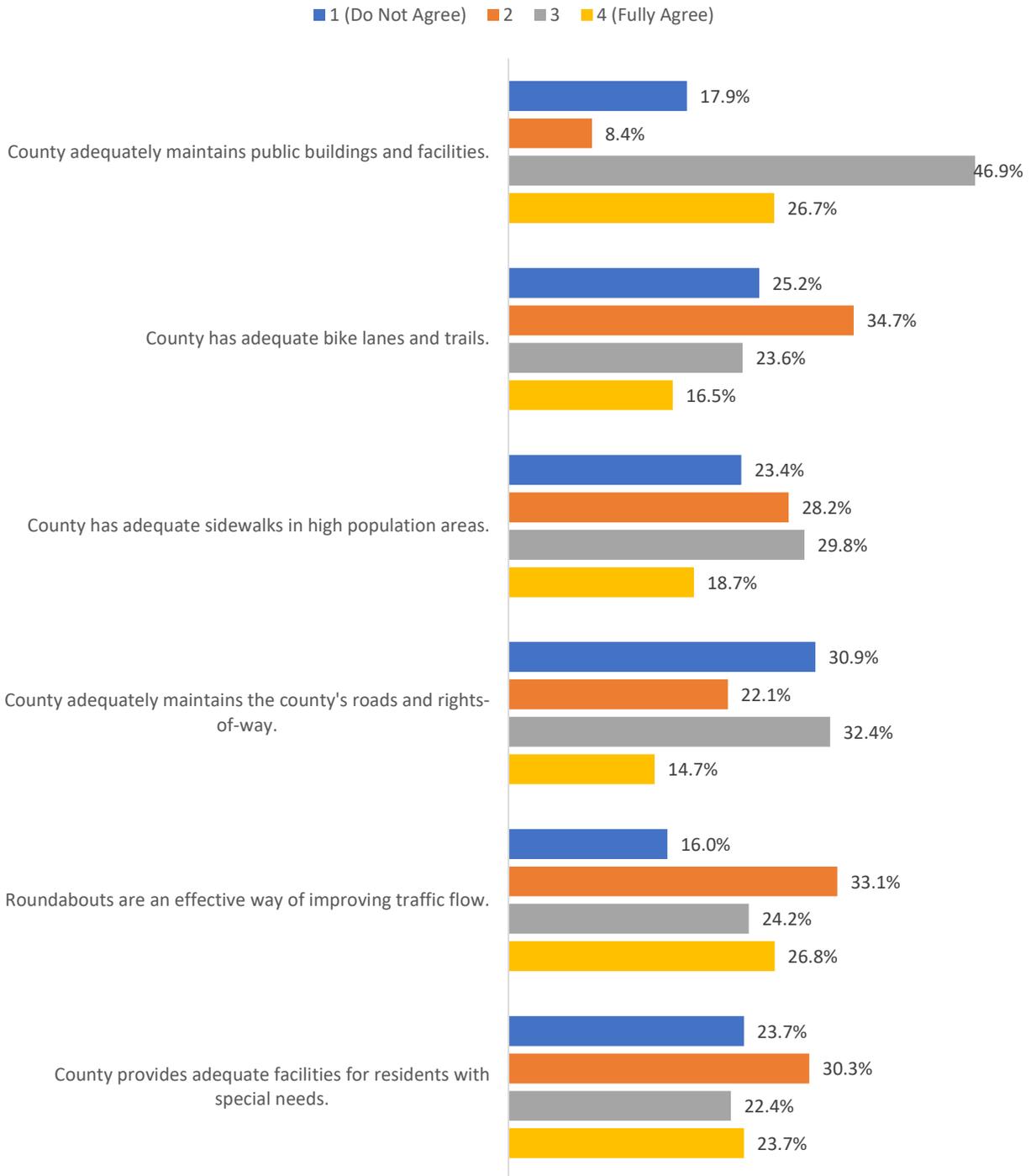
Quality of Life Responses

District 1 Satisfaction with Quality of Life Issues,
No Knowledge Omitted



Infrastructure and Maintenance

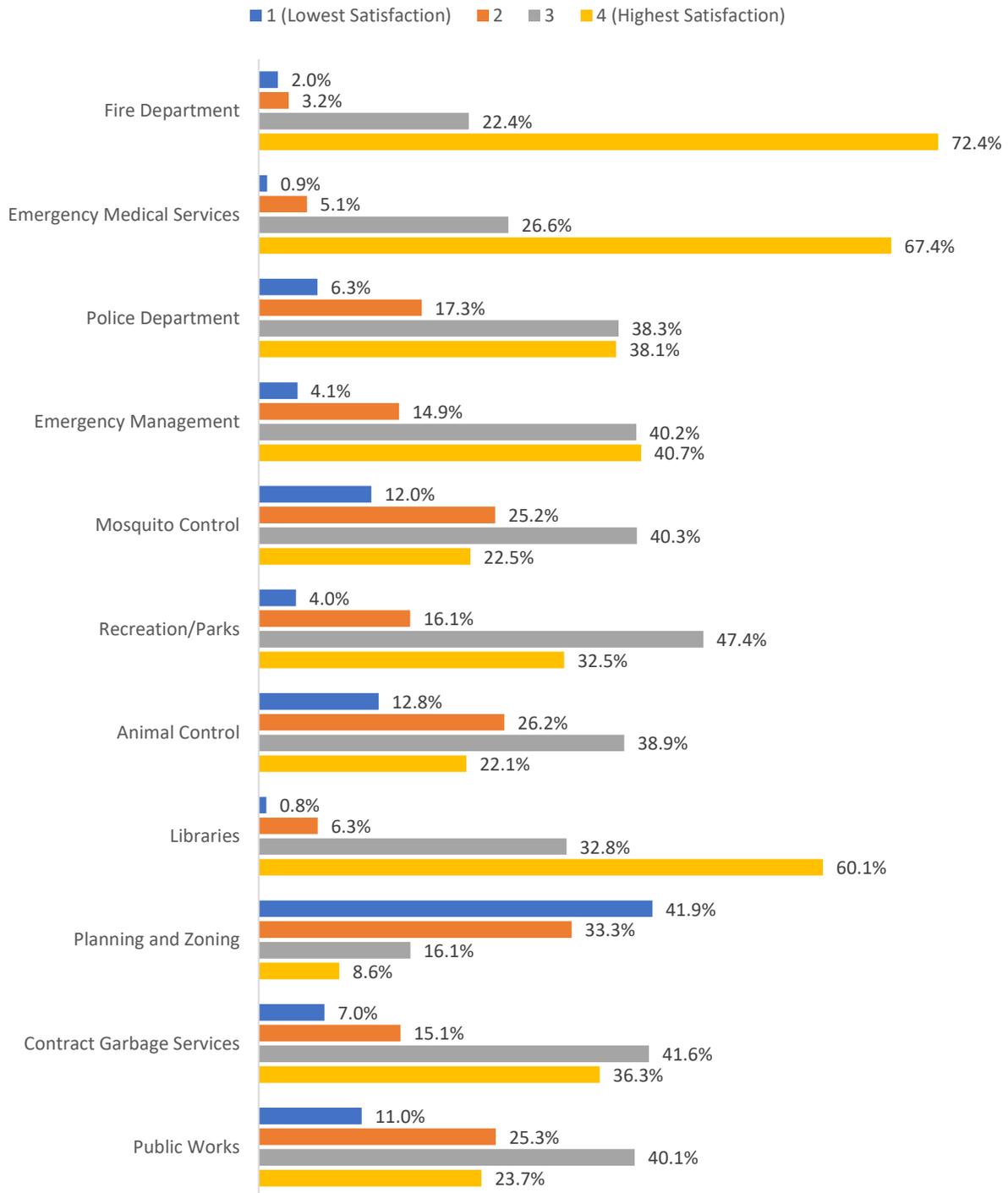
District 1 Satisfaction with Infrastructure and Maintenance, No Knowledge Omitted



District 2 Satisfaction with Services

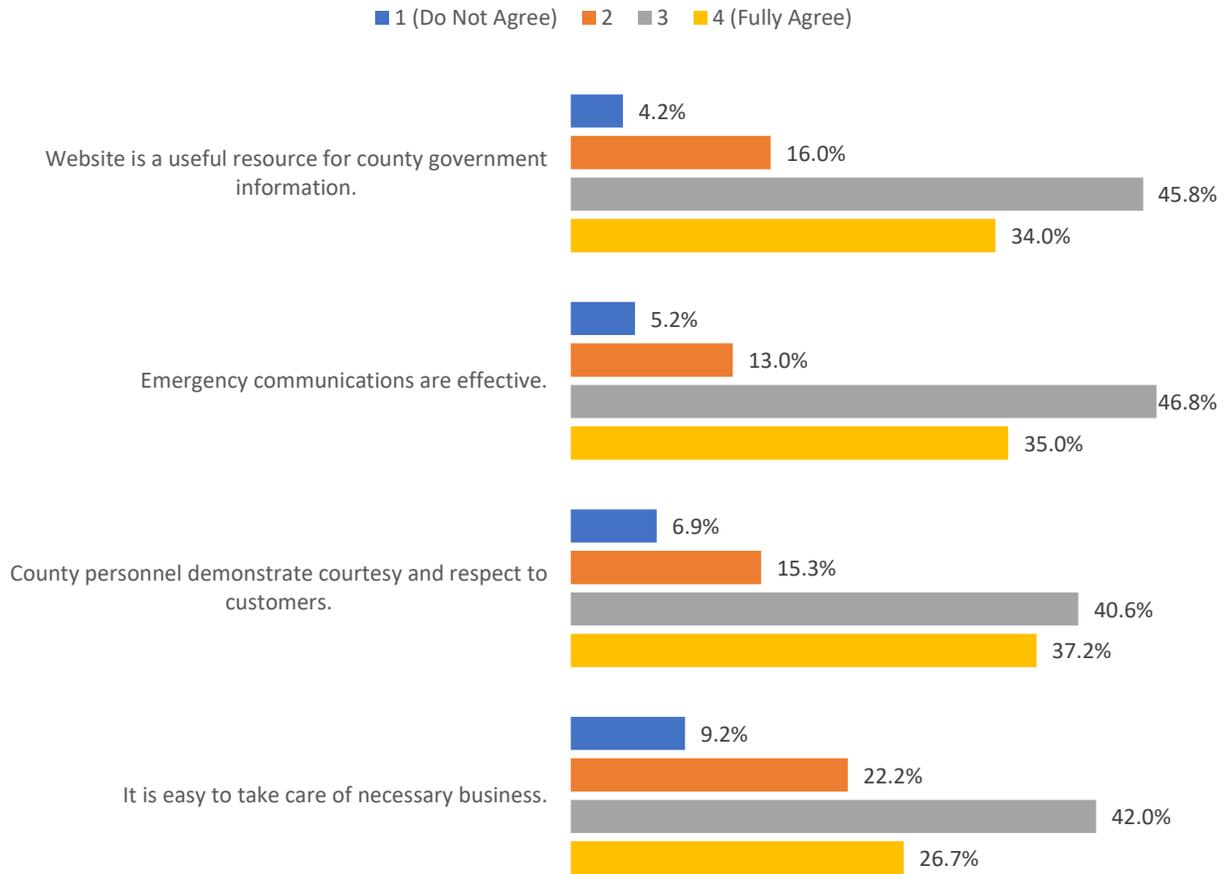
Departmental Services

District 2 Satisfaction with Departmental Services, No Knowledge Omitted



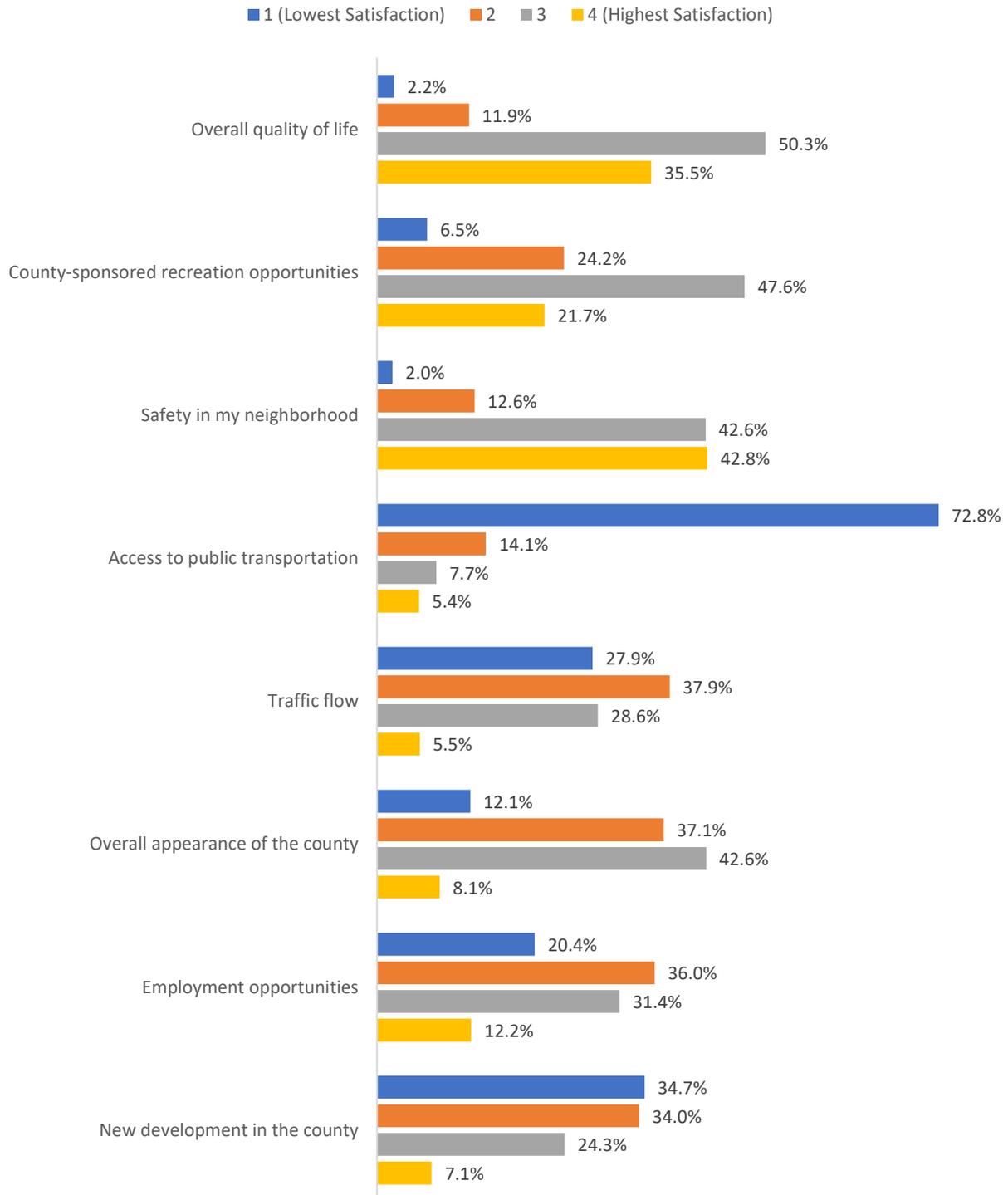
County Communications and Customer Service

District 2 Satisfaction with County Communications and Customer Service, No Knowledge Omitted



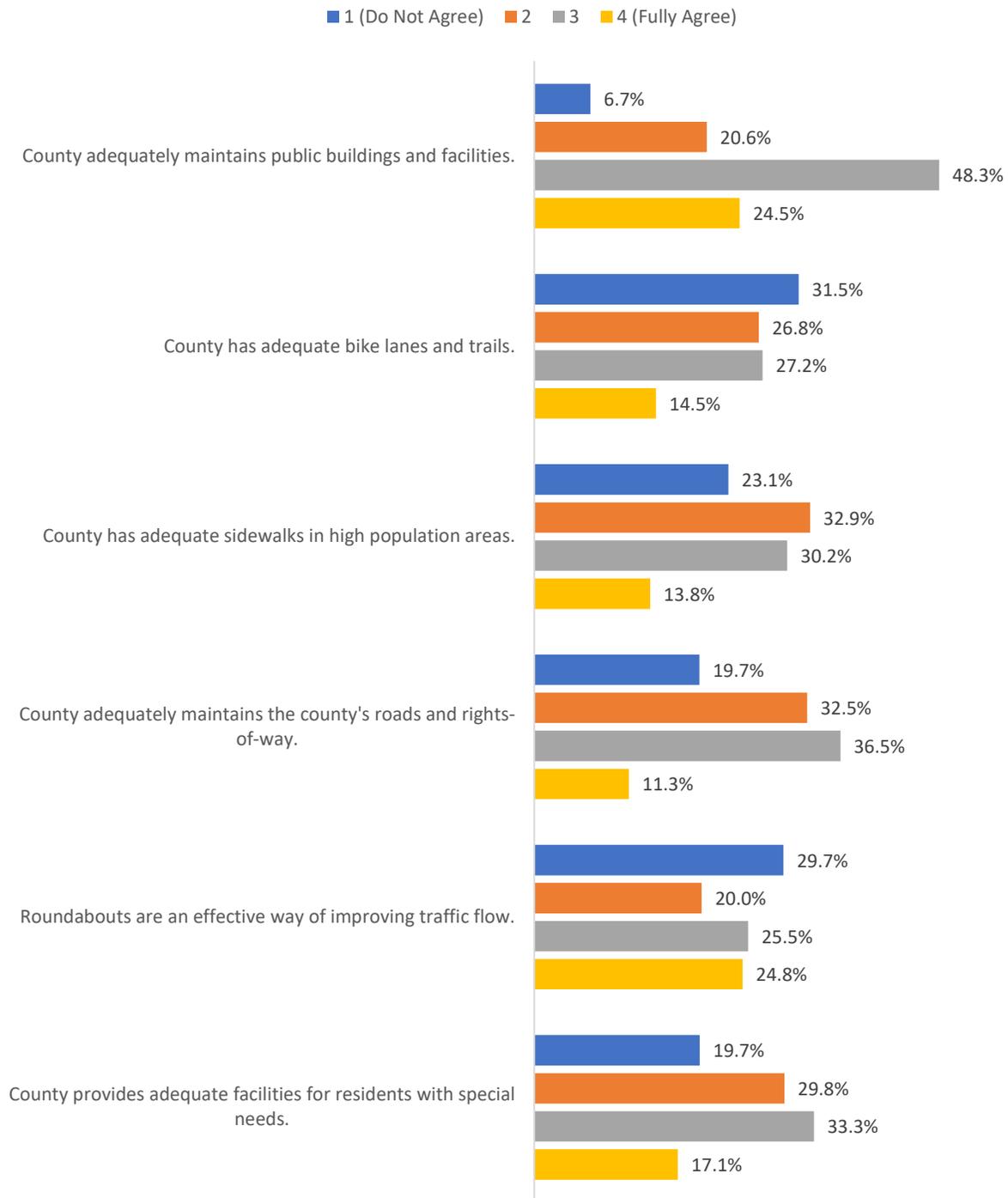
Quality of Life

District 2 Satisfaction with Quality of Life Issues,
No Knowledge Omitted



Infrastructure and Maintenance

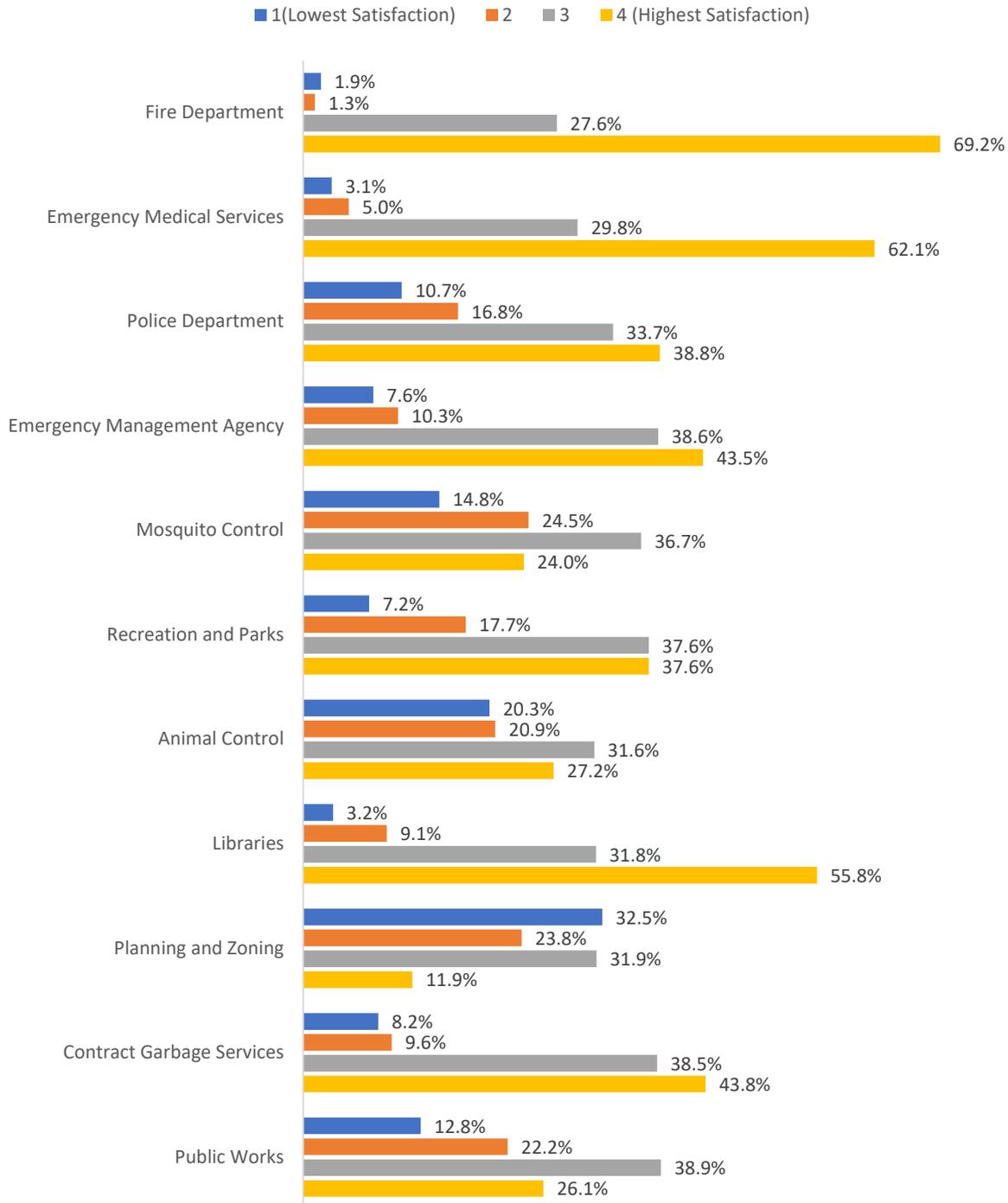
District 2 Satisfaction with Infrastructure and Maintenance, No Knowledge Omitted



District 3 Satisfaction with Services

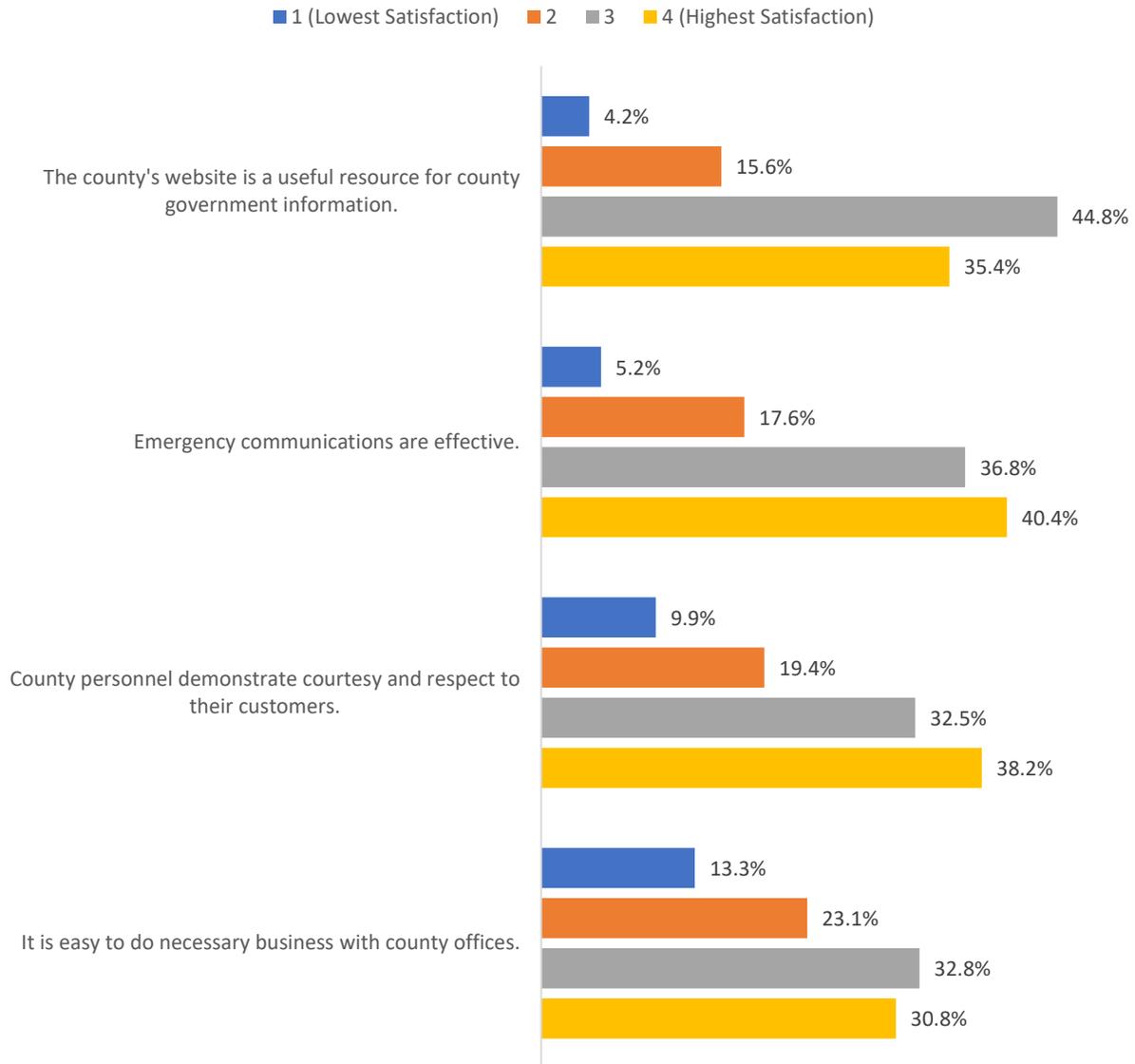
Departmental Services

District 3 Satisfaction by Department,
No Knowledge Omitted



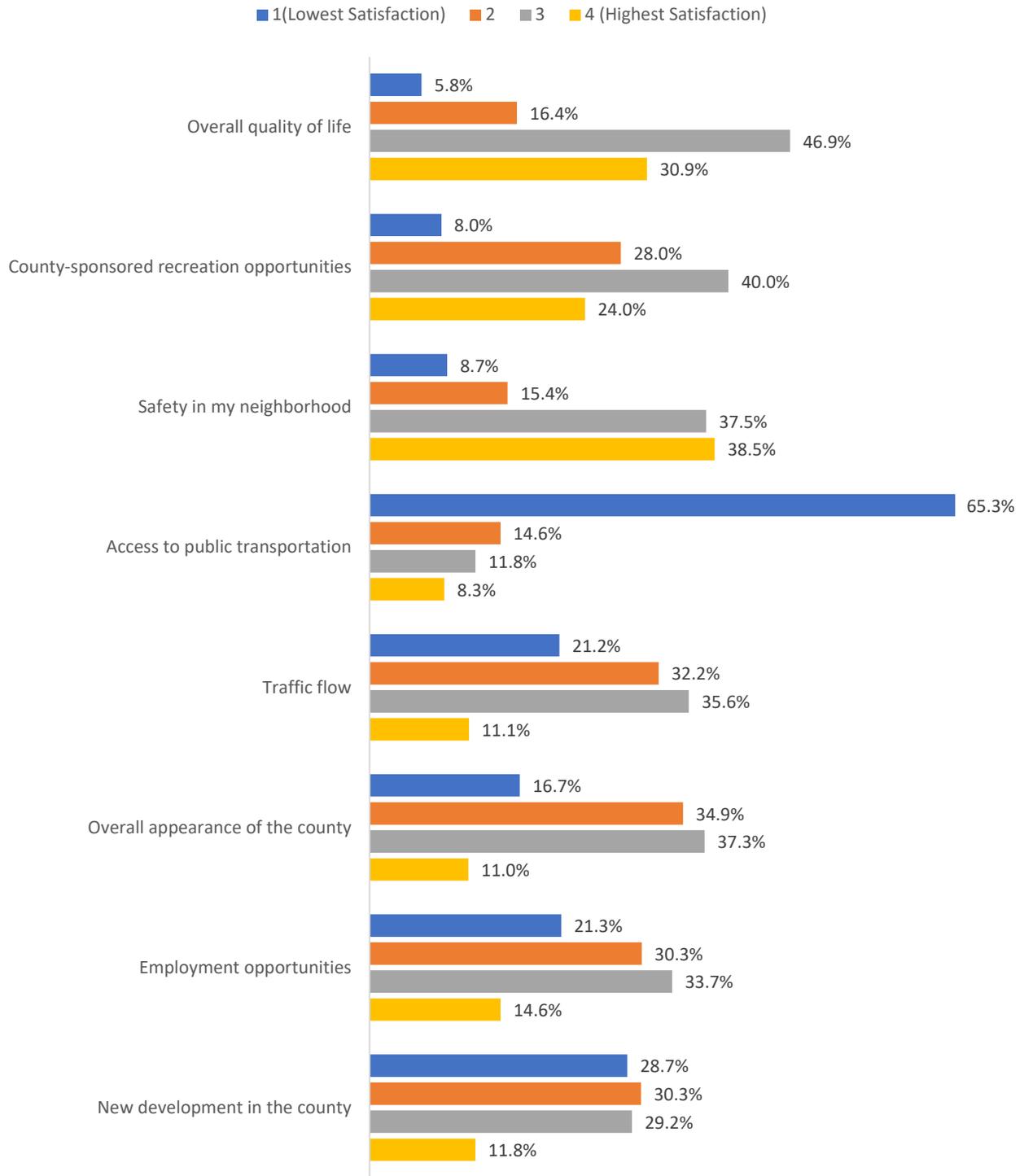
County Communications and Customer Service

District 3 Satisfaction with County Communications, No Knowledge Omitted



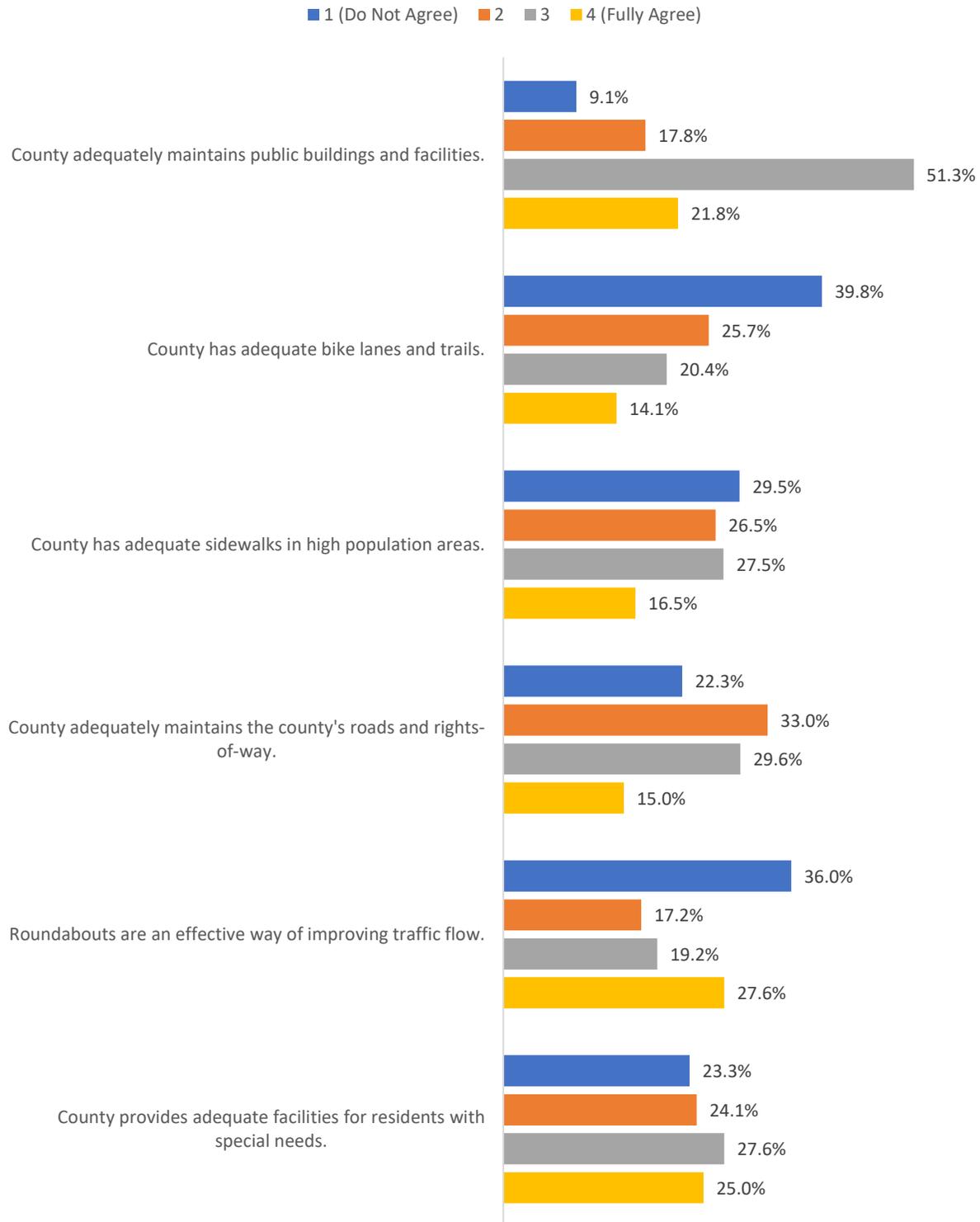
Quality of Life Issues

District 3 Satisfaction with Quality of Life Issues,
No Knowledge Omitted



Building and Infrastructure Maintenance

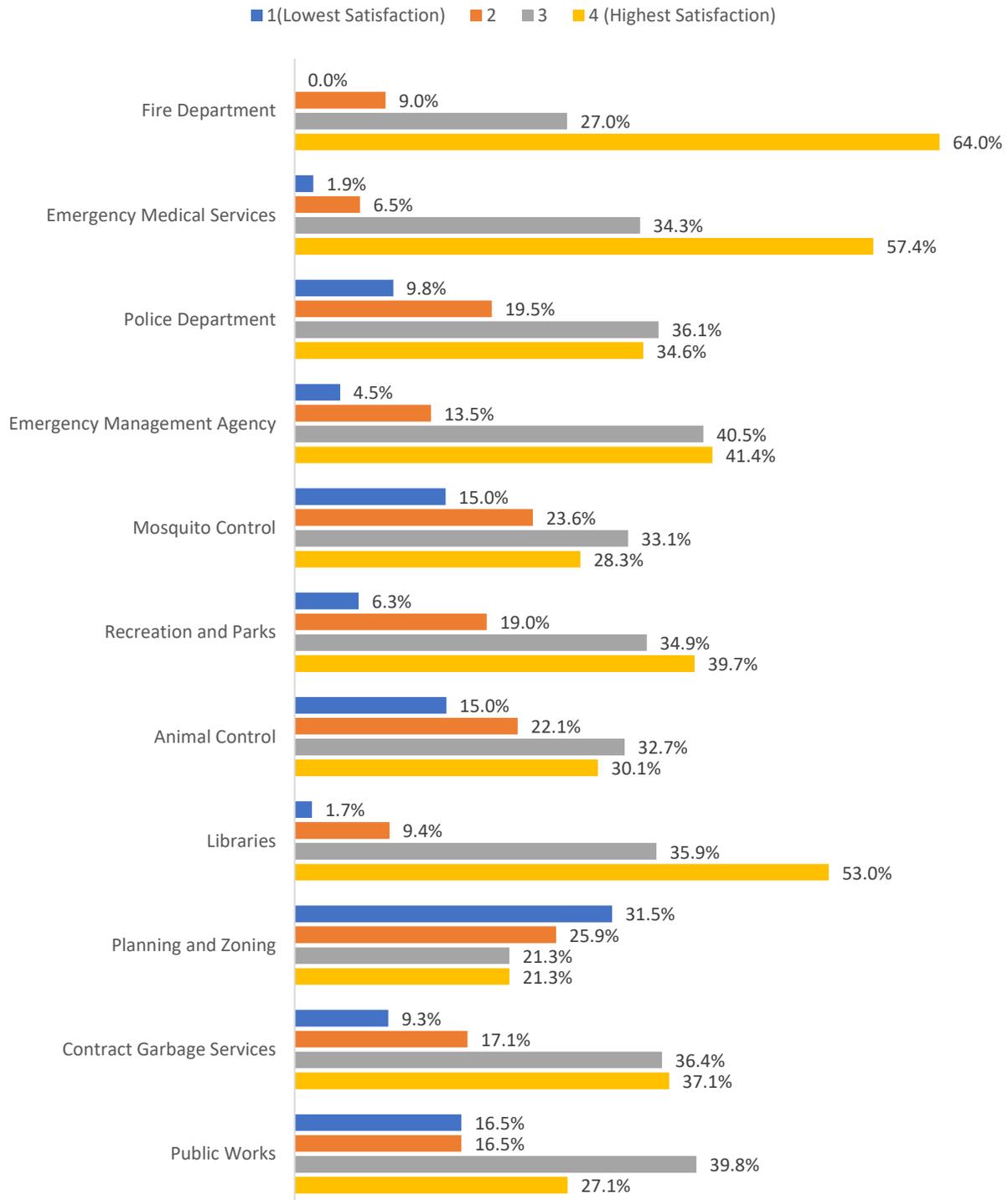
District 3 Satisfaction with Infrastructure and Maintenance, No Knowledge Omitted



District 4 Satisfaction with Services

Departmental Services

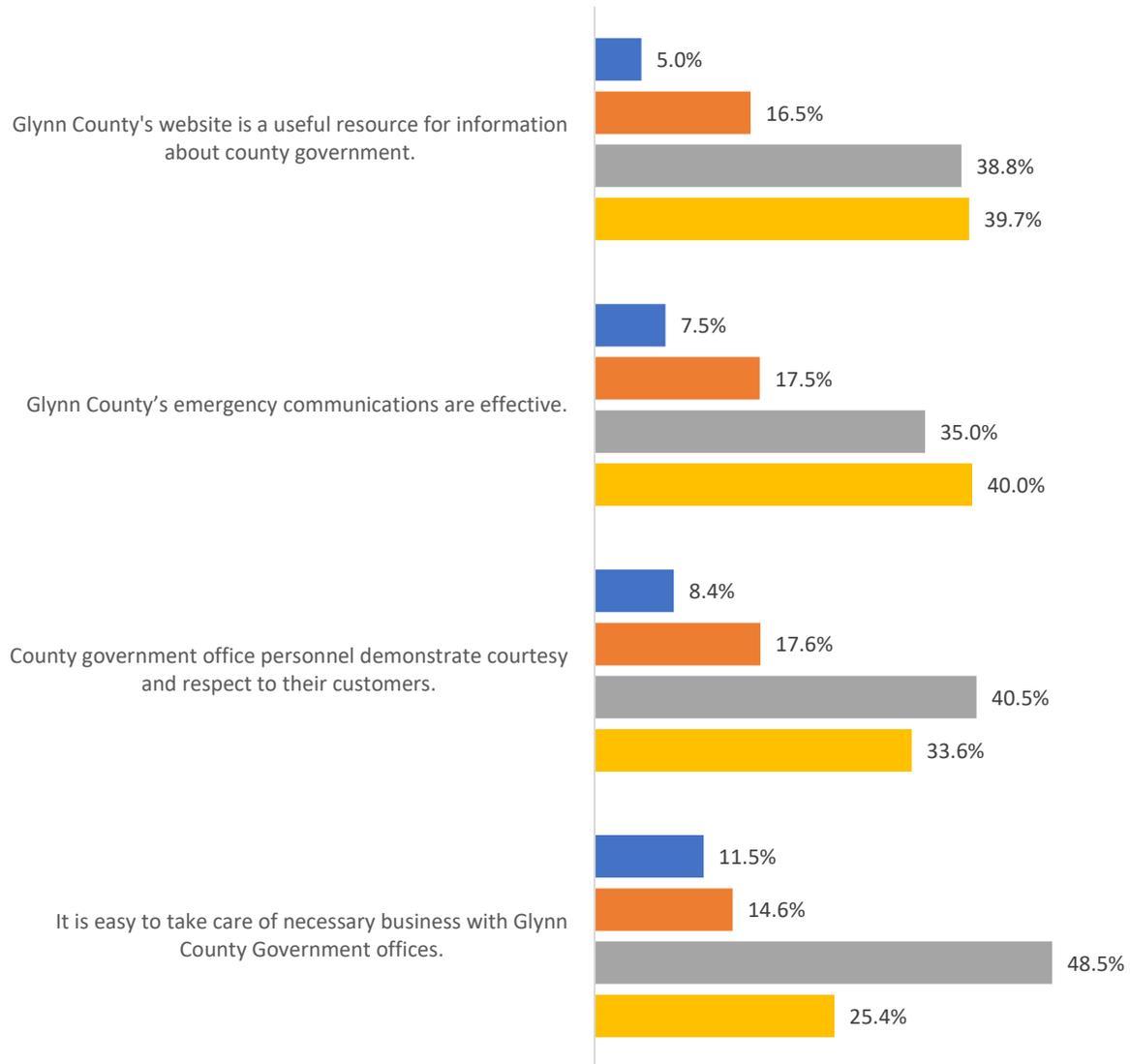
District 4 Satisfaction by Department,
No Knowledge Omitted



County Communications and Customer Service

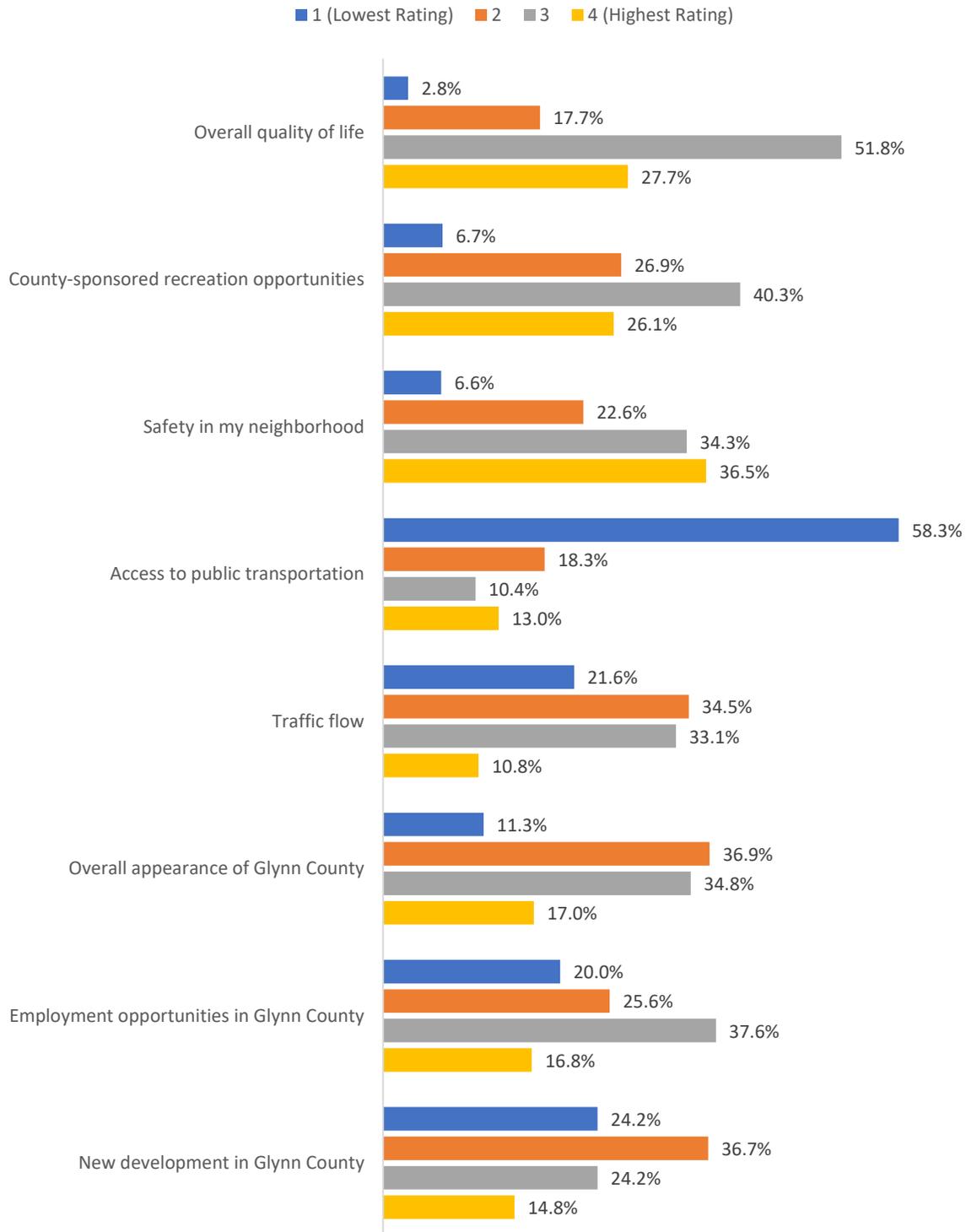
District 4 Satisfaction with County Communications,
No Knowledge Omitted

■ 1 (Do Not Agree) ■ 2 ■ 3 ■ 4 (Fully Agree)



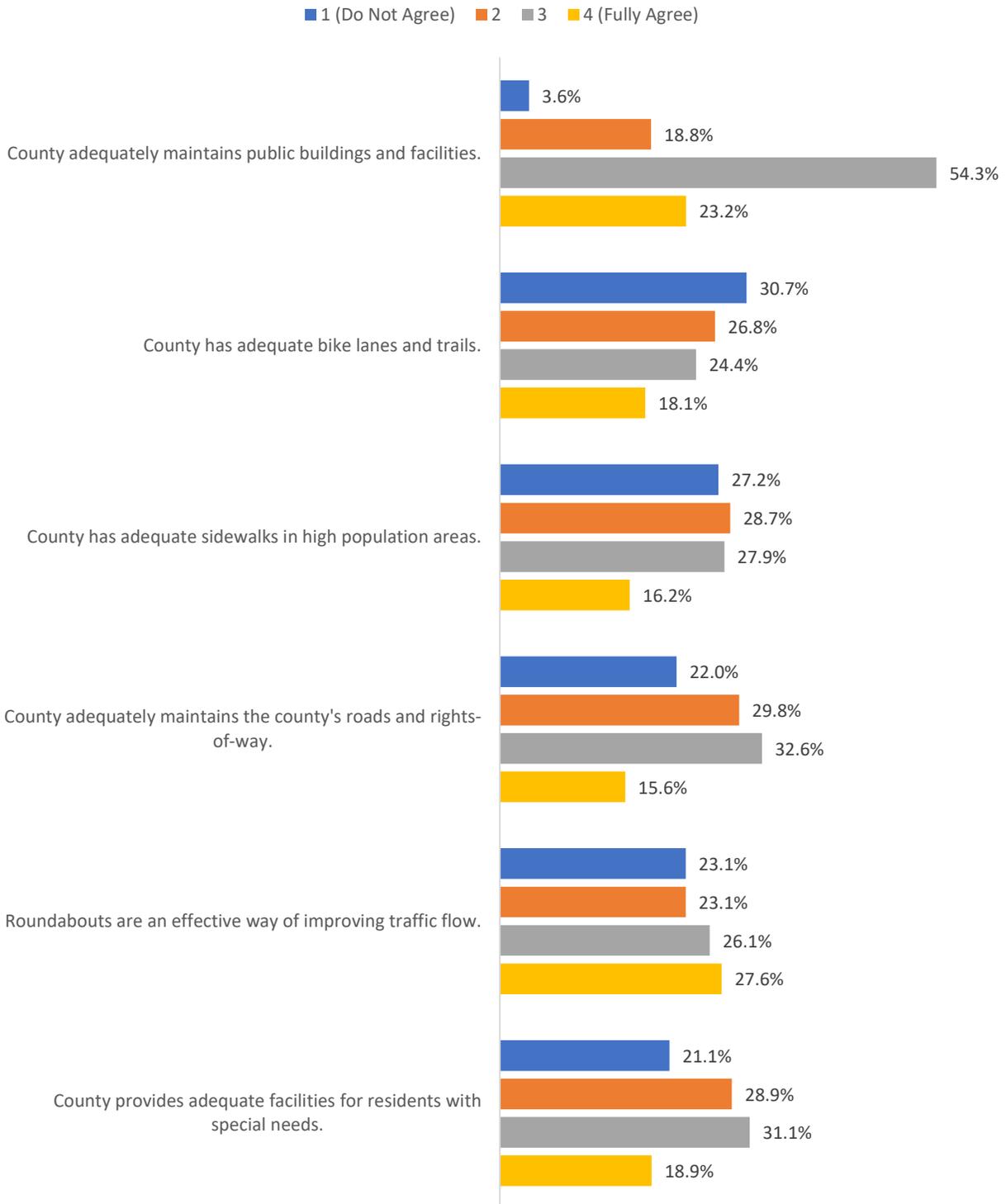
Quality of Life

District 4 Satisfaction with Quality of Life Issues,
No Knowledge Omitted



Infrastructure and Building Maintenance

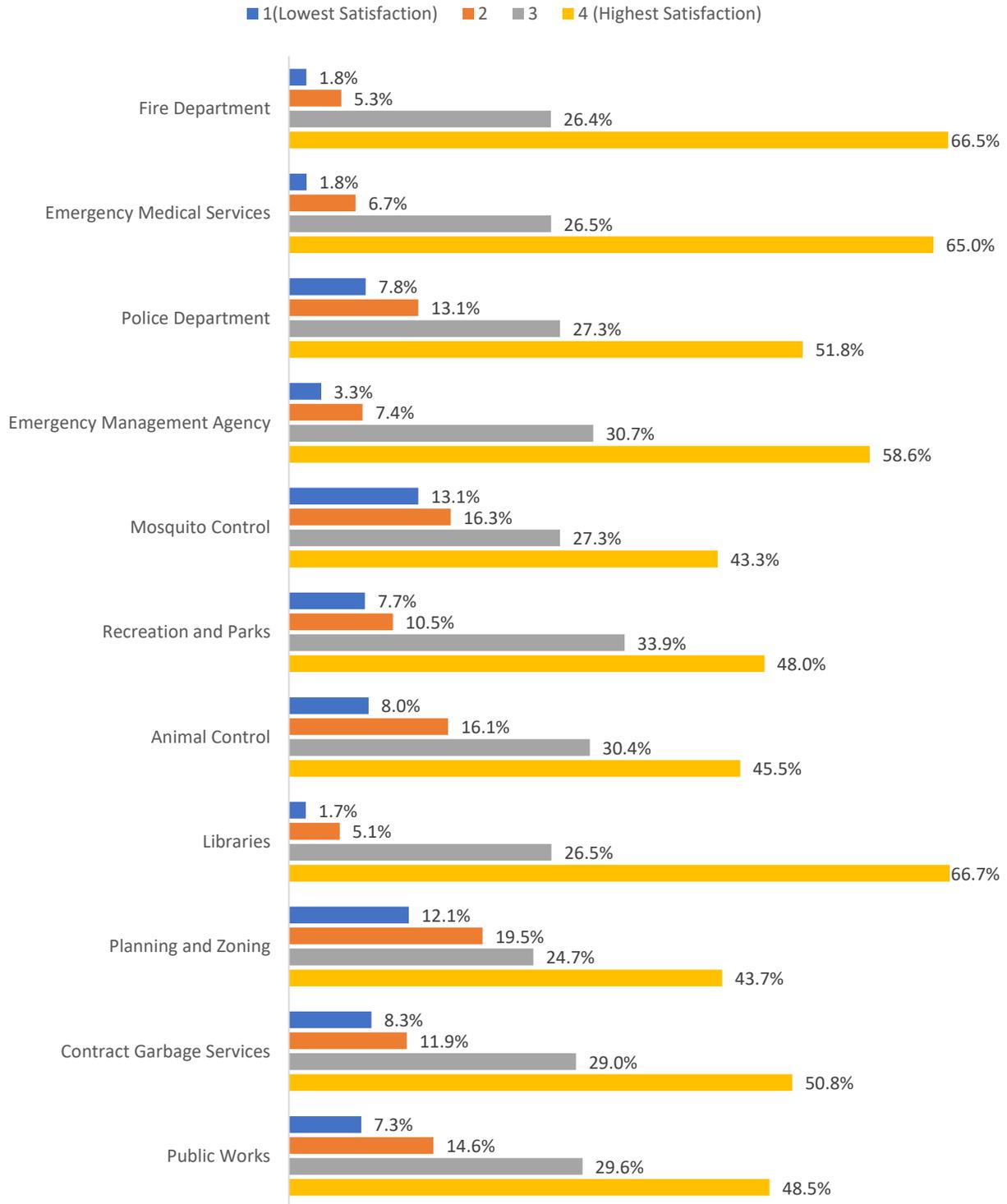
District 4 Satisfaction with Infrastructure and Maintenance, No Knowledge Omitted



District 5 Satisfaction with Services

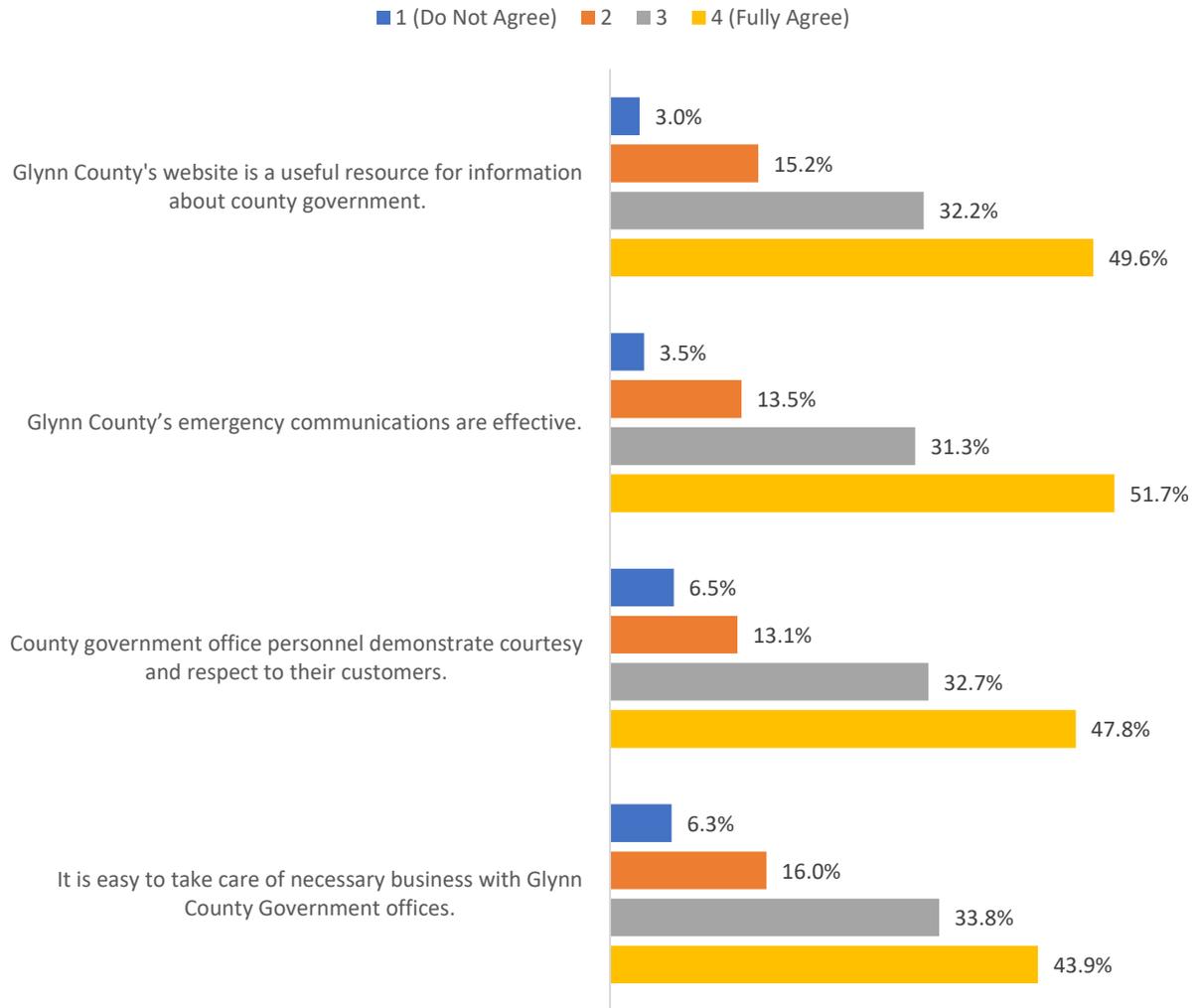
Departmental Services

District 5 Satisfaction by Department, No Knowledge Omitted



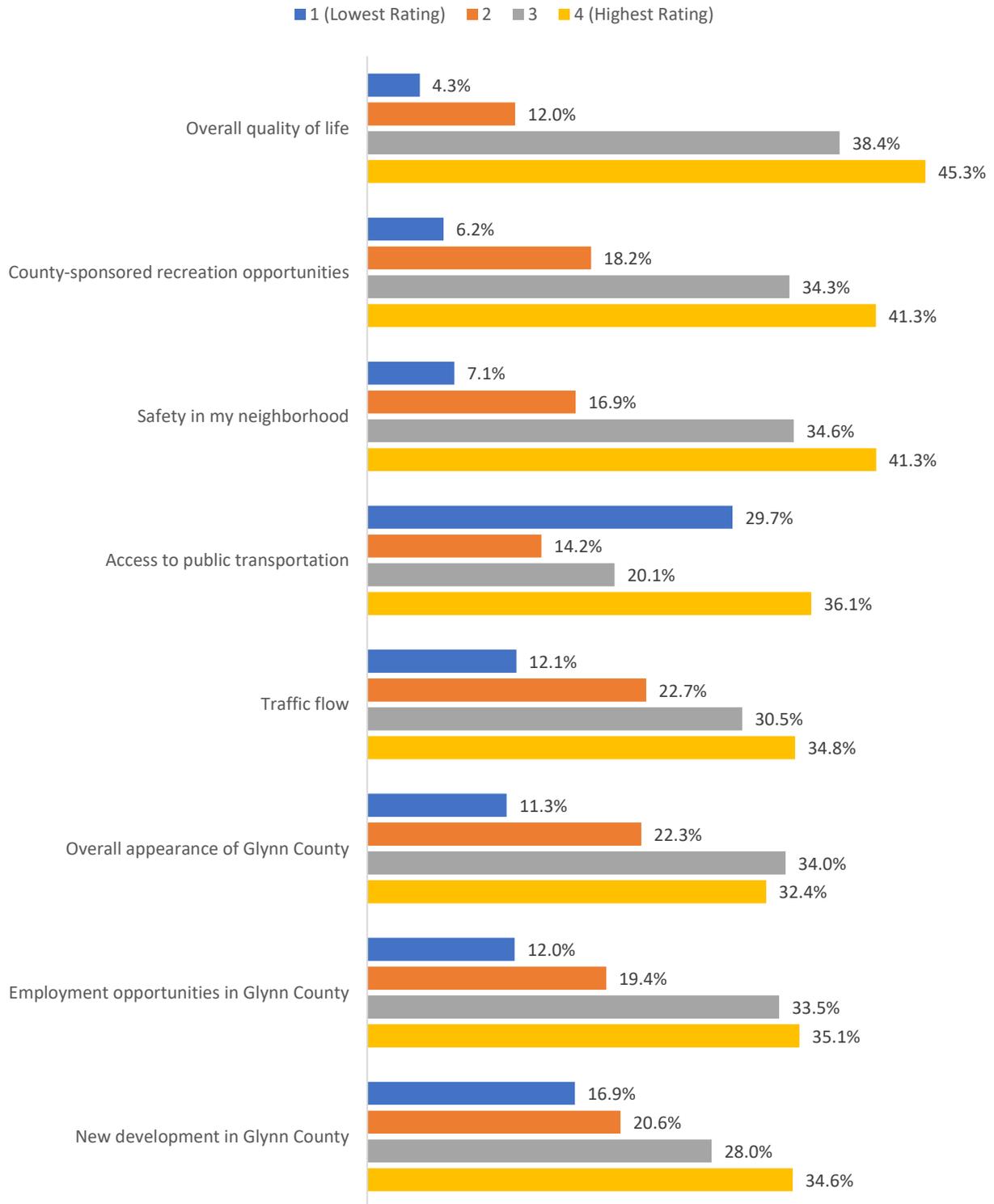
County Communications and Customer Service

District 5 Satisfaction with County Communications, No Knowledge Omitted



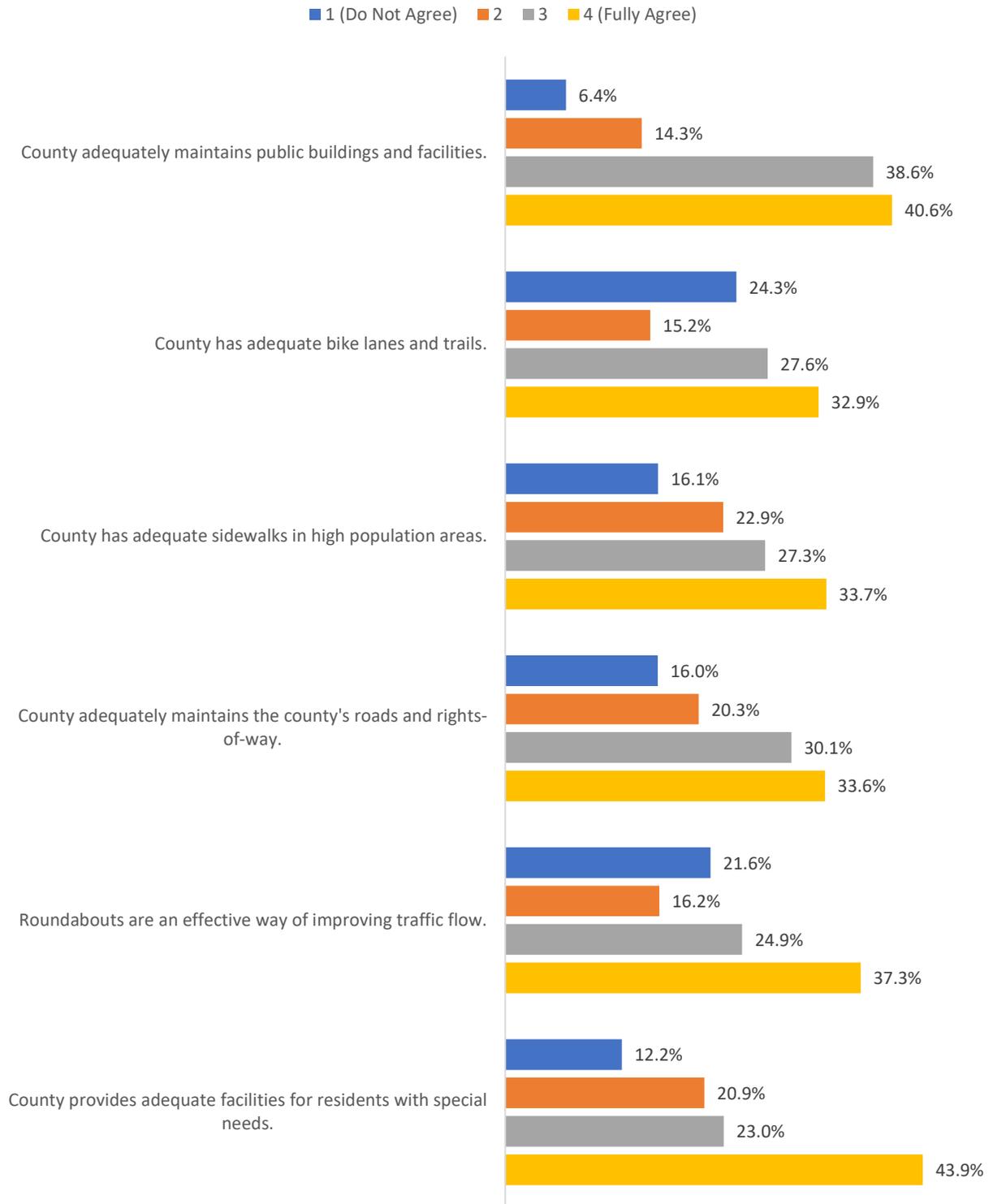
Quality of Life

District 5 Satisfaction with Quality of Life Issues, No Knowledge Omitted



Infrastructure and Maintenance

District 5 Satisfaction with Infrastructure and Maintenance, No Knowledge Omitted



Overview of Open-Ended Comments

The 2020 Survey included hundreds of comments from respondents, many more than in the 2018 survey. Some commenters addressed a variety of topics; others focused on one issue. To make this material more user friendly, the comments have been divided into subject areas and summarized. Some topics may cross departmental lines. The purpose of this abbreviated version of comments is to allow the commission an overview of matters of concern of citizens and to allow these issues to be shared with the appropriate department or departments. Some requests are specific, like areas that need more speed enforcement, sidewalks, or paving. Other topics are general, including customer service or management. Highlighted topics had more than one mention.

Topics that frequently surfaced included: roundabouts, road maintenance throughout the county, need for sidewalks and bike lanes, traffic issues on the mainland and island, concerns over the animal shelter, drainage issues, overdevelopment on St. Simons, lack of a comprehensive plan, homelessness, recreation department needs, worries about lack of infrastructure (especially water and sewer), need for economic development to attract better-paying jobs, mainland vs. islands issues, GCPD professionalism and speeding enforcement, environmental issues, need for a convention center, contract garbage services, lack of public transportation, issues with mosquito control, and lack of transparency in planning. Some survey takers were not aware of the distinction between county and city responsibilities, and to that end, some comments were omitted. There were also affirmations of the quality work of specific people and departments or services. Bolded comments indicate multiple similar responses.

Water, Sewer, Drainage
Bad tasting water – water needs more treatment
Difficulty in doing business with Joint Water and Sewer
Sewer or water issues <ul style="list-style-type: none"> • Oak Grove needs sewer lines • Water and sewer and county infrastructure need top priority • Need water, sewer to county residents on North Highway 17 • Inadequate sewerage infrastructure at Sea Island and Frederica • Sewage system on SSI is pathetic – sanitary and health requirement • Sewer and water infrastructure failing. New construction of housing must be controlled until a solution is found
Drainage issues and related flooding <ul style="list-style-type: none"> • Wellington Place in Somersby Point • Ditches on Southport Parkway need digging out • Storm drains never cleaned out and they back up • Ditches not well-maintained • Need drainage issues addressed • Flooding a problem even with a little rain • Sheffield Road drainage is problem - ditches clogged , starting around May Rd. • Water flows over RR track to Old Jesup Road • Poor drainage leads to mosquito problems • Ditches at Dt. Simons not dug deep enough; culverts not allowing for draining
All taxpayers need to see improvements, not just at the same time

<p>SPLOST</p> <ul style="list-style-type: none"> • Use SPLOST money for water and sewer system upgrades • JWSA should not get SPLOST money; Jekyll should get money for EMS and Fire only
<p>Management</p> <ul style="list-style-type: none"> • Love the JWSA improvements. Meetings are great – impressed with online info from Jay Sellers • Growth is difficult for this department; need better management
<p>Code Enforcement</p>
<p>Need more rigorous enforcement</p>
<p>Clean up blight on Route 17 – enforce laws</p>
<p>Garbage, furniture trash out in streets and Glynn County won't clean up</p>
<p>Animal Control</p>
<p>Love our animal control</p>
<p>Deer population on St. Simons a daily nuisance</p>
<p>Customer Service/Management</p> <ul style="list-style-type: none"> • Problems with prompt response when called, especially for aggressive animals • Rude response when I called; no one there to help the day I called • Not available around the clock • Definite improvements with staff • Poor customer service • Questions about drug inventory and meds • Need supervision there
<p>Building</p> <ul style="list-style-type: none"> • Why is it not taken care of? Funds allocated were used for something else; shattered promises; SPLOST money we voted on was supposed to be for new/adequate shelter; shelter needs to be built now; new facility promised – staff could do so much more; need new facility • Need heating/cooling • Build the shelter – against remodeling • Against building new facility, but they need more space • Worst facility I've ever seen
<p>Need low income option for spaying and neutering</p>
<p>Polices, ordinances</p> <ul style="list-style-type: none"> • Need regulations for responsible animal ownership • Need spay and neuter requirements
<p>No Kill</p> <ul style="list-style-type: none"> • Need no-kill shelter • Death row for animals
<p>Funding</p> <ul style="list-style-type: none"> • Severely underfunded • Needs money to improve quality of life of animals • Money wasted • Lack of support
<p>More animal control officers needed</p>
<p>Jogger has problem with stray animals on Buck Swamp Road</p>

Governance, Management, Politics
<p>General</p> <ul style="list-style-type: none"> • Inconsistent administration of county ordinances and plans • Public input and notification are weak • Lack of transparency, access to information • Impression that there is a two-tiered system that favors wealth/connections; good old boy network; don't care about less fortunate; higher interest in SSI; leave the money inland and off the island for a change • Elected officials vary in focus – some self-serving • Politics allows people to get away with things • Disappointed in commission support of Land trust over rights of taxpayers • Nothing being done to halt growth and overcrowding on SSI • Need to quit hiring outsiders to do jobs that can be done by those on payroll • County administration does not reflect the racial makeup of the county. Selden Park vs. Neptune Park says it all. Need to consider this in hiring department heads. • Need to follow through on plans • TSW's work is great. • Key to successful government that a comprehensive plan is developed on a vision as to what county should be; vision and plan should be by districts – not one size fits all • SSI might need differing zoning policies and impact fees than other parts of the county • Need ordinance that removes dilapidated structures in county without having to wait on court system
<p>Courthouse</p> <ul style="list-style-type: none"> • For the changes to the courthouse • Courthouse concerns need to be highest priority
<p>Tourism</p> <ul style="list-style-type: none"> • Residents should come before tourism • Jobs turned down for fear of tourism • Stop using motel tax to increase tourism on SSI – island is maxed out • Need a history museum of some sort
<p>Customer Service/Communications</p> <ul style="list-style-type: none"> • Inconsistent customer service across departments • Shouldn't take months to have paperwork completed for simple tasks like license renewals • Difficult to do business; money buys results • Always awesome, friendly • Condense county services into fewer buildings to make things less complicated • Need to digitize communications for conducting business • Kudos to Glynn County Customer service • Processes overly bureaucratic • Attitude and helpfulness in business license renewal has improved • No response regarding handicap parking
<p>Economy</p> <ul style="list-style-type: none"> • Need businesses with good paying jobs • Need manufacturing jobs • Have run off small business unless it is a hotel or restaurant • Drive new business out of the county by picking and choosing

<ul style="list-style-type: none"> • County not business-friendly • Not getting new businesses, losing the old
<p>Departments</p> <ul style="list-style-type: none"> • Public works districts mean more money • Fix issues with Public Works, Police and the county • Can't get a county project to come in on price and always asking for new equipment • Public works is not working
<p>SPLOST</p> <ul style="list-style-type: none"> • Use SPLOST money as intended • If the Courthouse or Convention Center are on the SPLOST, I will work hard to ensure it fails • SPLOST funds not in best interest of general public – roundabout on East Beach an example
<p>Commissioners</p> <ul style="list-style-type: none"> • SSI needs more than one commissioner • Need younger commissioners with new ideas • Negative attitudes of commission trickle out and create hopelessness
<p>Employees</p> <ul style="list-style-type: none"> • Focus on employee morale • Kudos to Mr. Ours and Mr. Austin • Employee relations needs work • Administrators' pay has gone up when employees' pay has not • Need to better fund police and fire and other county workers to keep employees
<p>Taxes</p> <ul style="list-style-type: none"> • Island pays high taxes for minimal services • County provides most and best services where the people pay the most taxes; government was built on the idea of providing equal services to all citizens, including those least able to provide for themselves • Need to take financial responsibility off islands: paid parking or a toll needed • Appreciate the low taxes I pay, but the County cannot continue to operate on a bare-bones budget. More police officers, firefighters, and EMS staff needed • County interested in raising taxes and squelching business
<p>City-County Relations</p> <ul style="list-style-type: none"> • More consolidation with city would benefit • Poor relationship with city hinders work with Forward Brunswick
<p>Survey</p> <ul style="list-style-type: none"> • Survey inadequate; no questions on budgets and spending • Thanks for conducting the survey
<p>Traffic</p>
<p>SSI Traffic</p> <ul style="list-style-type: none"> • Lack of any optional N/S traffic routes leaves us vulnerable to an emergency • Frustrated with traffic tie-ups • Traffic horrible and more and more housing is approved; less building, better roads • Entrance to SSI not well thought out • Need another causeway now – bring back the toll • Lower speed limits

<ul style="list-style-type: none"> • Roundabout at Frederica and Demere poorly marked – many accidents there • Traffic on Frederica unmanageable; traffic lights not coordinated; note traffic light at Atlantic Drive and Frederica
<p>Mainland Traffic</p> <ul style="list-style-type: none"> • When will traffic on 303 and 341 be addressed? • Needs to be a turnoff from 341 S onto Blythe Island Causeway • Red lights on 17 a mess • Worried about traffic related to new apartment complex on Old Cypress Mill • New development going in next to Moss Creek and Winter Chase will generate more traffic than the road can handle • Need to design roads/intersections that help the flow of traffic • Trains cause congestion (Community Road, 341) at peak traffic hours • Paved roads in north Glynn have grass and dirt – two cars cannot pass • Traffic pattern in the S. Port Pkwy/Dungeness Drive area needs attention • Hazardous road congestion on the Altama Connector at the Home Depot intersection • Synchronize traffic lights • Need to hire a competent engineering firm with a holistic view and get things done • Traffic control on spur a problem – should allow for continuous traffic flow • Red-light timed settings at Chapel Crossing and US 17 inefficient • Right hand turn lanes need to be established at all intersections – example: Old Jesup Road at the intersection of Community Road • Traffic near Forrest Circle is bad; 341/Parkers and by Vansh Corners is a mess mornings and afternoons and trains don't help • Need a traffic light between Home Depot and entrance to shopping center across road • The truck traffic trying to enter 95 North at Exit 29 causes long delays as does exiting 95 south and turning left.
<p>Convention Center</p>
<p>Against building, not needed</p>
<p>Need community-wide vote</p>
<p>Would put community on hook for investment that won't have return</p>
<p>What about an amphitheater instead?</p>
<p>Need conference center, garage and hotel in downtown Brunswick</p>
<p>Emergency Management/Emergency Services</p>
<p>Problem with not being able to return home after mandatory evacuations. Could narrow the focus to areas that had problems.</p>
<p>Need shelter for those who can't afford to leave; need support for disabled people in evacuation</p>
<p>More sandbagging</p>
<p>Poor customer service on 911 – hung up on me when I was trying to report</p>
<p>Closed circuit camera on Lanier Bridge to help prevent suicides</p>
<p>Communications could improve. Hard to find info on website and website not regularly updated</p>
<p>Need more weather sirens</p>
<p>Admire Emergency Management</p>
<p>Need to get the word out about Code Red system</p>

Streetlights
Lack of streetlights in Brunswick; need lights on Old-Old Jesup
Lack of streetlights on St. Simons
Public Transit
Lack of public transportation, including for wheelchair-bound people
Need for public transportation (multiple comments)
Island needs trolley service from hotels to shopping and beaches.
Sidewalks, Paths, Parking, and Safety Issues for Bikers/Pedestrians
<ul style="list-style-type: none"> • Need sidewalk for Glyndale Circle • Airport road desperately needs bike/walk path, speed bumps, police presence • Need sidewalk, bike path on Skylane Drive (numerous requests) • Sidewalk for Spur and Highway 17 and on Spur 25 from Community Road to Perry Lane • Need sidewalk/bike path on Sea Island Road or prohibit bikes/pedestrians • Need sidewalks on Buck Swamp Road • Sidewalk on Harry Driggers needs to be extended from Needwood Middle to 17, then a sidewalk installed down U.S. 17 to get walkers off the road • Mainland seems to be forgotten concerning bike lanes and sidewalks • Think county wasted money on Chapel Crossing sidewalk and on Driggers Rd. sidewalk • Need sidewalk on west side of Frederica • Need sidewalks on Spur and 99 • Need sidewalks from Turtle Creek all the way to Winn Dixie and then on to the new Ace Hardware. People are walking in the road. • Need sidewalks that link college to downtown • Arnold Street • Old Jesup a death trap; Old Jesup from Community Road until it intersects with 341 • Overgrown bike paths/sidewalks; broken sidewalks in south Brunswick, on 341, and on island, including Demere and Frederica • Wherever children walk to school
Bike Lanes
<ul style="list-style-type: none"> • Need bike lanes from Darien to Brunswick on 17 • Need actual bike lanes – not 18 inches of rumble strip for bikers • Need more bike lanes everywhere to reduce traffic, encourage bikers • Need to work on “rails to trails” and bike lane on 17 Expansion that DOT could pay for if issue is pressed
Golf Carts
<ul style="list-style-type: none"> • Get the golf carts off the island – problem for traffic and commerce • Need to advise drivers of rules of the road
Parking
<ul style="list-style-type: none"> • Put in paid parking at places like Coast Guard – don’t think you need to redo Coast Guard beach
More nature trails with surveillance
Crosswalks
<ul style="list-style-type: none"> • Need safe crosswalk on Sea Island Road at Hamilton Road • Frederica Road – too dangerous for families to cross

<ul style="list-style-type: none"> • Need signs that tell pedestrians/bikers that signal MUST be engaged before crossing to protect safety – they often walk out without waiting
Glynn County Police Department
Worries about dark police cars parking to catch speeders on causeway at night as a safety risk
<p>Public Service and Professionalism</p> <ul style="list-style-type: none"> • Need to repair public relations • Way too much drama and scandal • Lack of professionalism • Calls not returned • Clean up PD • Need retraining or a whole new department • Lead by example, for example, speeding or flashing lights to get to one’s home inappropriate • Disappointed in the way police department responded to Grand Jury presentments • Appalled by non-handling of Officer Sasser situation • Department poorly run from the top – needs to be independent oversight • Should be disbanded • Pedestrian recently killed • Police not friendly • Major problems
Why are police patrolling I-95?
Need to address crime – longer shifts aren’t working; crime is going up
<p>Management</p> <ul style="list-style-type: none"> • Put under control of an elected official • Don’t need another politician
Encourage growth for effectiveness; need more police officers
Why do we see several agencies come to a minor incident?
<p>Specific Requests</p> <ul style="list-style-type: none"> • Continued requests for help with speeders on Hampton Pt. Drive aren’t working • Need enforcement of handicap parking • Buck Swamp Road enforcement • Harry Driggers a racetrack • Enforce “baggy pants” law • Martin Street on SSI is used as a cut-through – very dangerous - have reached out to PD • Skylane Drive
<p>Enforcement</p> <ul style="list-style-type: none"> • Need speeding enforcement • Need traffic enforcement at crosswalks • Need to enforce pedestrian and bicycle laws • Traffic fatalities continue to soar • Spend more time in high crime areas and less time trying to catch speeders; entrapment occurs on holidays • Drug problems in my neighborhood and no law enforcement presence • Police monitor causeway at school let-out time every day

Planning and Zoning, Development
<p>Zoning</p> <ul style="list-style-type: none"> • Lack of zoning for new residential housing • Hodgepodge of zoning and unplanned infrastructure • Zoning behind the times • High expectations for update and hope for new zoning overlays
<p>Clearcutting and Environment (see also, environmental section)</p> <ul style="list-style-type: none"> • Lots being scraped clean – removing all trees unnecessarily; clearcutting – destroying beauty of island and homes • Lack of tree cover and paving over everything will affect paradise when it's too hot to enjoy • County is a poor steward of the environment
<p>Communications</p> <ul style="list-style-type: none"> • Some planning commissioners don't know how to use email • Planning process needs to be more transparent • Adopt better communications strategies for P & Z • Disheartening to go to commission or IPC meetings and know that what you say goes in one ear and out the other – stuff goes on behind closed doors
<p>Development (also see environment section)</p> <ul style="list-style-type: none"> • Limit development on the island (multiple); driving wealth away; overbuilding has ruined small town charm; need to rein in development – island doesn't have infrastructure – ambiance being destroyed; reckless permitting of cheap looking developments; caused island gridlock – takes 30 minutes or more to get around intersection of Sea Island and Frederica; building out of control on the island; gravely concerned about quality of life due to overbuilding • Disappointed with lack of authority of the IPC. Island has no voice, other than one commissioner • Need to get serious about planning – not just reacting. Needed rewrite to zoning ordinance 20 years ago; ordinances not enforced, which stresses infrastructure • Stop the growth – already overcrowded – water and sewer not adequate now • Rampant development without proper planning has created problems • Suggest stopping development for five years to concentrate on bringing infrastructure up to the level at which new development can be handled; Lack of infrastructure and vision for new development are big issues • Greed is in play • Had to have the county review and approve an enlargement to my porch, yet we have new construction on R-6 residential lots, burdening infrastructure and taking down live oaks • Stop issuing building permits • Developers are ruining the county • SPLOST funds should not be used for water/sewer; developers should pay for problems they caused • Stop giving builders carte blanche • Stop allowing multiple houses to be built on one lot • Leave German Village alone • No more high rise condos on the beach • County needs to support and provide funding for master plan for East Beach

<ul style="list-style-type: none"> • Please stop approving new commercial buildings until vacant ones have been visited. Look at the Exit 29 area – so many unoccupied spaces
<p>Economic Development</p> <ul style="list-style-type: none"> • Need more job opportunities; jobs are scarce • Need jobs that pay decent wages • Need to bring in businesses that people want or need, not what boards THINK they need • Need to have development that gives people something to do, like go cart tracks, laser tag. • Need internet in Saddle Brooke subdivision • Need more manufacturing jobs, not just a reliance on hospitality, to provide higher-wage jobs for our people • Need to get more businesses here – stagnant economy; gain one and lose three
<p>Ethics</p> <ul style="list-style-type: none"> • Commission is beholden to the developers, rubber-stamping all proposals, not considering what is actually best • Decision makers in pockets of developers
<p>Housing</p> <ul style="list-style-type: none"> • Need affordable housing and affordable rental apartments in safe areas • Need to lower rent • Housing for disabled
Homelessness
Homeless people living in wooded areas everywhere panhandling, crime is increasing
People get accosted on the streets and at businesses and the library
Difficult to do business and this stands in way of revitalization – people yelling for money, fighting
Couldn't homeless shelters be moved further out?
Panhandling at Walmart, Home Depot, etc. out of control
Fire Department
Eliminate buddy-buddy
Fire protection on North 17 would be nice
Fire department has removed the fire truck from the closest station to my house and put a ladder truck. However, I have seen it in other parts of the county with no protection left at my fire station
GCFD Station 1 needs to be replaced. It's a hazardous nightmare – walls are separating, and the floor is cracked
Fire Department leaders that drive the SUV need to slow down in populated areas (not talking about fire truck or EMS)
The old fire and ambulance station on Community Rd is always blocked by traffic or trains. I attended the Governors speech there in September and think the place should be condemned.
Recreation and Parks
Like the activities that are offered for children and adults, including summer and spring break
No pickleball courts in neighborhoods or greenspaces
Requests <ul style="list-style-type: none"> • Need more children's activities; need kid-friendly activities in clean, safe facilities, bowling, roller skating, etc. • Need more county sponsored activities like paintball • Need more programs for working class – after 5 and on weekends

<ul style="list-style-type: none"> • Need hiking/running and mountain biking trails; need more walking paths throughout county • Need indoor options for inclement weather • Need better aquatic facilities • Need better access to water sports, like kayaking • Need a playground at Exit 29 • District 1 is ignored • More activities for seniors; need a senior center with activities for seniors • Need master trail plan; East Coast Greenway should come through Glynn • Fun Zone pool should be open 7 days 9 to 9; splash pool could be open during swimming lessons • Would like to see pottery, painting, etc. • Better lighting for Coffin Park tennis
<p>Maintenance</p> <ul style="list-style-type: none"> • Blythe Island Regional Park trails are in terrible shape • Bathroom cleanliness at recreation fields
<p>Management</p> <ul style="list-style-type: none"> • Lack of planning and creativity hurt the department • Sports programs have deteriorated • Great disparities between island and mainland • Need to engage community more before placing facilities • Park near courthouse annex (Veterans’ Park) was a waste of money that could have gone to partner with the city on Mary Ross Park; Veterans’ Park overpriced and has major flaws in design, including for those with handicaps
<p>Roads, Rights-of-Way, Roundabouts, and Maintenance</p>
<p>Roundabouts</p> <ul style="list-style-type: none"> • Roundabouts (about half of the roundabout comments were about the East Beach roundabout, approximately 35 references); dissatisfaction with and lack of need for East Beach roundabout; wasted money; eyesore; poorly landscaped, not needed • Do not need more rotaries • Hate coming to work at SSI because of the roundabouts • Need roundabout at Buckingham/Altama • Need roundabout at Sea Island Road/Frederica Road intersection • Need more research before changing intersections • County employees need to set an example about how to use roundabouts • Need better signage at roundabouts • Need to study roundabouts so that they are adequate in size to handle traffic – could improve Frederica roundabout by extending right turn lanes to keep those cars from entering traffic circle • Red lights, not roundabouts • Traffic lights in close proximity to roundabouts create problems
<p>Roads</p> <ul style="list-style-type: none"> • Fix the roads; need better roads in county – sick of poor conditions; fix roads around schools and daycares • Potholes a problem; bumpy roads; potholes not repaired properly, so they have to be fixed again

<ul style="list-style-type: none"> • Streets are crumbling in Sea Palms • Altama and MLK need resurfacing • County roads need resurfacing and lines repainted • Roads bad all down Altama and around the railroad tracks • Broken edges on road; roads don't hold up • Road markings in poor condition • Roads on mainland have grass growing on them • Road needs to be completely redone on old-old-Jesup. • Recommend installation of speed bumps in Turtle Creek at entrance to subdivision • Highway 17 looks pretty bad. • Review signage • Buck Swamp Road • Recent repaving at Sea Island and Frederica has incorrectly drawn lines that have exacerbated the problems there • Tremendous weed growth along many marsh boundaries • Wasteful road spending like Exit 42 • Need potholes repaired on Glyndale Circle • Many subdivision roads need resurfacing – is there a capital plan for such? • Some of the railroad crossings are damaging cars and need to be fixed; RR crossing at old Jesup and Cate Road
No toll on causeway or four-laning Frederica
Lack of concern with the entrances and egresses of neighborhoods in rural part of county
Environmental Issues, Quality of Life, Appearance of Community, Plantings
Courthouse grounds look terrible. Employees sitting around smoking
Roundabout on East Beach looks terrible, no landscaping.
Looking for a new place to live. Clean up all of Glynn and make it the great place it could be.
Need to keep the causeway and big bridge clean.
Lately have noticed how clean roadways and grounds are.
Smart planning in parks to preserve trees
What about the eyesore of container sales on the pumpkin patch corner?
Need to consider our appearance and growth
Would like to see county remove abandoned trailers and hotel on Glynn Avenue. Such an eyesore.
Some parts of the county look good, others do not.
Climate Change <ul style="list-style-type: none"> • Sea level change is a major issue that needs to be addressed more directly, not only for loss of land, but also the potential for wreaking havoc on the sewer system. • Rising water tables and sea heights need more attention before it's too late.
Tree ordinance is too lax; need a more aggressive ordinance to protect the tree canopy (also see environment)
More attention needs to be paid to flower beds in SSI Village.
Commission should be more proactive in cleaning up the air or at least pressing EPD to enforce air standards.
Improve the entrance to Brunswick as in Route 17, which gives a very poor impression
Need to start burying our electrical wires.
Need a ban on Styrofoam containers.

County doesn't do a great job of maintaining landscaping at Neptune Park. If we put something like aspidistra elatior in there, maybe a group could adopt it.
Mindful planning can make Highway 17 more beautiful.
Need more "no dumping" signs.
County looks like trash unless you live on the island.
Littering is a big problem.
Suggest reducing the width of mowing on the main road when wildflowers are abundant.
Need better beach maintenance. Sand is not "combed."
Mosquito Control
Poor job: don't come out, do poor job of spraying and don't show up for weeks at a time. Drive by with no spray coming out of the truck.
Need better control in the Glyndale neighborhood
Need to get a head start on control at north end of the island before it gets out of hand
If one person doesn't want property sprayed, no one gets sprayed.
Not responsive when we call.
Seems very ineffective to spray from a small pickup. Aerial would be better.
Garbage and Lawn Refuse and Recycling
Service has gone down with new contractor.
Would like recycling to come more often.
Trash trucks are driven across lawns. It happens routinely. Putting dirt back isn't helping.
Trash cans left upside down on their sides.
Should be a free pick up for debris twice a year to make up for bad service.
Residents pay for yard debris and they don't show up.
Deplorable that recycling is not encouraged; need county-wide recycling program.
Need backdoor service for recycling since I'm can't get container out.
Garbage everywhere when they come; sloppy, trash spills, trash falling out of trucks.
Bulk item trash is an enormous pain.
No adequate customer service.
Hit or miss depending on where you live.
Going with contractors creates problems, since they don't seem to care.
Tires in Turtle Creek need to be cleaned up and no more added.
Communications
County website is abysmal. Search function not helpful. Don't feel the current website, though improved, is as user-friendly or up-to-date as it could be. Could be better organized and easier to access info.
Like that the meetings are available online.
Love the flood zone maps on the website. Very helpful.
Glynn Access Channel 99 is not available on Dish or Direct TV and should be.
Need higher up employees to improve communications and respect.
Meeting agendas need to be posted at least 14 days in advance.
All commissioners should hold town hall meetings.
If there is going to be construction or improvements, it would be good to let HOAs know of potential impacts to neighborhoods.
Need to update commission meeting minutes within a day – it is months behind.
Public works needs to improve communication skills.

Libraries
New library is fantastic.
Need more libraries in area.