



**2018 Annual Report &  
2019 Personal Planner**





**The Coastal Regional Commission is governed by  
10 counties and 35 cities that are known as  
the Coastal Region of Georgia**

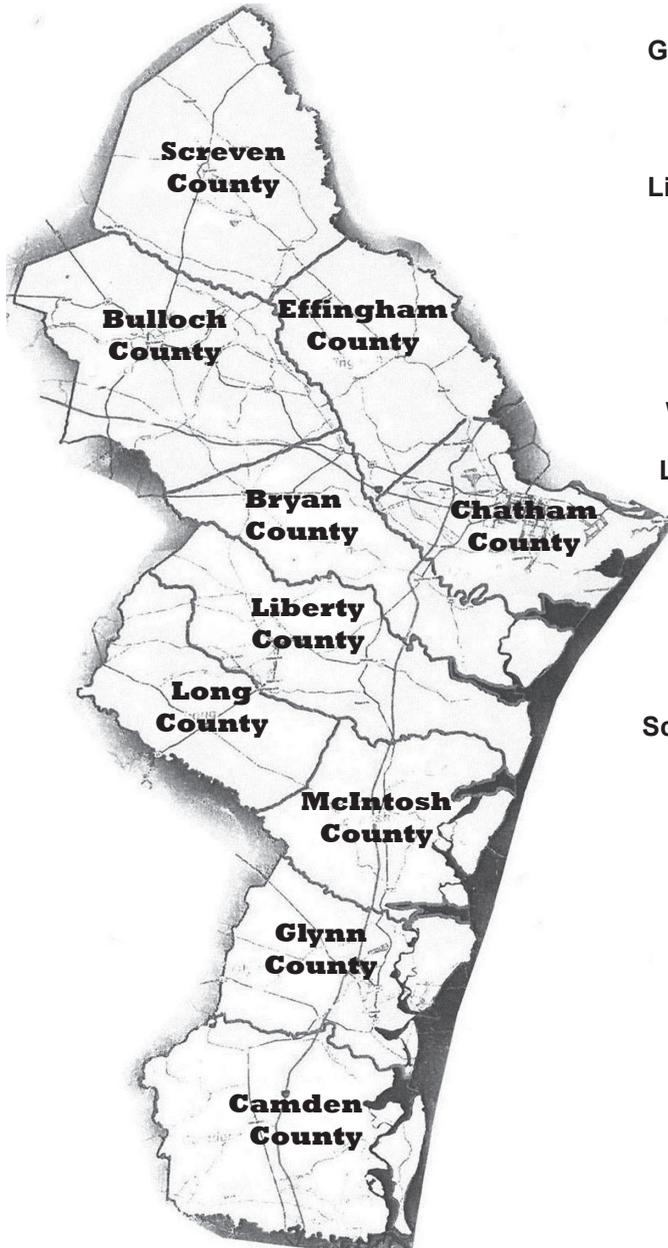
**Bryan County**  
Pembroke  
Richmond Hill

**Bulloch County**  
Brooklet  
Portal  
Register  
Statesboro

**Camden County**  
Kingsland  
St. Marys  
Woodbine

**Chatham County**  
Bloomingdale  
Garden City  
Pooler  
Port Wentworth  
Savannah  
Thunderbolt  
Tybee Island  
Vernonburg

**Effingham County**  
Guyton  
Rincon  
Springfield



**Glynn County**  
Brunswick

**Liberty County**  
Allenhurst  
Flemington  
Gumbranch  
Hinesville  
Midway  
Riceboro  
Walthourville

**Long County**  
Ludowici

**McIntosh**  
Darien

**Screven County**  
Hiltonia  
Newington  
Oliver  
Rocky Ford  
Sylvania

*(Cover photo courtesy of Lena Geiger, Finance Director. This is a rare photo of SNOW in coastal Georgia - January 3, 2018. It has been 30 years (1989) since the coast has seen snow). The CRC had to close its' offices for Hurricane Irma and the winter storm.*



## PREPARING FOR GROWTH

It is our pleasure to present the 2018 Annual Report. The full Council and staff are committed to making the Coast the best place to live, work, and play. Coastal Georgia is poised as the best place for businesses to invest and thrive. Our goal is to serve the region and in doing so, make Georgia better for all.

When people ask "What is the Coastal Regional Commission?", it is sometimes challenging to come up with a concise response. To put it in one sentence, our purpose is to enhance the lives of people living in the ten-county Coastal Georgia region. While our programs are broad and widely varied, they all come back to serving the people in our region.

Since our establishment in 1964, we have maintained a commitment to providing quality services to local governments. As we are all called on to do more with less, this mission is more critical than ever. Whether it is assistance with grants, planning, GIS, aging services, transportation, or other specialized programs, we want to be a key resource for getting the job done.

The CRC not only has a capable and experienced staff, but is also guided by a dedicated Council of community leaders. The CRC Council represents a cross section of the best leaders from the ten counties and 35 municipalities it serves. It is the Council's leadership that brings it all together to ensure continued success in the coming years.

We would like to extend a sincere appreciation to the Council, the many essential boards and committees, our partners, and to the staff who have worked with great energy to make 2018 a success. As we focus on the future, we look forward to improving our efforts jointly with our member governments and partner agencies to plan and build an even stronger region. Our charge remains "What Can We Do For You?"

Sincerely,

Allen Burns,  
Executive Director

Reggie Loper,  
Chairman





## 2018 CRC COUNCIL MEMBER DIRECTORY

### **BRYAN COUNTY**

Chairman Carter Infinger  
Bryan Co. Commission

Councilwoman Tara Baraniak  
City of Richmond Hill

Sean Register  
Non-Public

### **BULLOCH COUNTY**

Commissioner Walter Gibson  
Bulloch Co. Commission

Mayor Jonathan McCollar  
City of Statesboro

Allen Amason  
Non-Public

### **CAMDEN COUNTY**

Commissioner Lannie Brant  
Camden Co. Commission

Mayor John Morrissey  
City of St. Marys

Craig Root  
Non-Public

### **CHATHAM COUNTY**

Commissioner Chester Ellis  
Chatham Co. Commission

Councilman Julian Miller  
City of Savannah

Chris Blaine  
Non-Public

Phil Phillips  
Non-Public

Dr. Priscilla Thomas  
Non-Public

### **EFFINGHAM COUNTY**

Commissioner Reggie Loper  
Effingham Co. Commission

Mayor Ken Lee  
City of Rincon

Herb Jones  
Non-Public

### **GLYNN COUNTY**

Chairman Bill Brunson  
Glynn Co. Commission

Mayor Pro Tem Julie Martin  
City of Brunswick

David Boland  
Non-Public

Shaw McVeigh  
Non-Public

### **LIBERTY COUNTY**

Chairman Donald Lovette  
Liberty Co. Commission

Mayor Allen Brown  
City of Hinesville

Graylan Quarterman  
Non-Public

Charles Frasier  
Non-Public

### **LONG COUNTY**

Chairman David Richardson  
Long Co. Commission

Councilwoman Mary Hamilton  
City of Ludowici

Ray Howard  
Non-Public

### **MCINTOSH COUNTY**

Commissioner Bill Watson  
McIntosh Co. Commission

Mayor Hugh "Bubba" Hodge  
City of Darien

Jordy Evans  
Non-Public

### **SCREVEN COUNTY**

Commissioner Rosa Romeo  
Screven Co. Commission

Mayor Preston Dees  
City of Sylvania

Richard Freeman  
Non-Public

### **STATE OF GEORGIA APPOINTMENTS**

Tom Ratcliffe  
Dan Coty  
Chap Bennett  
Jason Coley  
Vacant

### **EX-OFFICIO MEMBERS**

Chris Fletcher  
Fort Stewart

Dorothy Glisson  
Screven County

# CRC COUNCIL OFFICERS



Reggie Loper  
CRC Council Chairman  
Commissioner - Effingham  
County Commission



Allen Brown  
CRC Council  
Vice Chairman  
Mayor of Hinesville



Jason Coley  
Secretary  
State Non-Public  
Appointment

Chairman Reggie Loper presented Service Awards to the following Council members this year (l to r): Craig Root, Camden County Non-Public - 27 years; Mayor Allen Brown, City of Hinesville - 26 years; Dan Coty, State Non-Public - 25 years; Thomas Ratcliffe, Jr., State Non-Public - 20 years; Walter Gibson, Bulloch County Commission - 13 years; Mayor Ken Lee, City of Rincon - 12 years; Herb Jones - Effingham County Non-Public - 11 years; and Jason Coley, State Non-Public - 11 years.





## ADMINISTRATIVE SERVICES

The Administrative Services Department is the service-oriented backbone of the CRC that provides a lasting professional impression through secretarial, public relations, and maintenance operations.

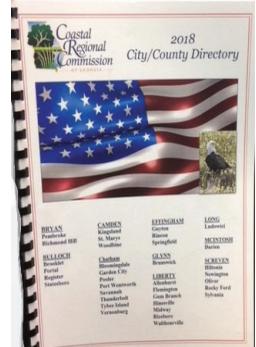
The Administrative/IT Assistant formats the CRC's Annual Report/Calendar, the quarterly CRC newsletter, and maintains two agency websites. Assistance provided to the Aging Services and Planning Departments this year included: preparation and mailing of contracts, data entry, generating reports, creating and maintaining databases, keeping records for and attending meetings of the Aging Services Advisory Council, preparing DRI correspondence and other support as needed. IT assistance was provided to all departments by troubleshooting computer, server, e-mail and database problems.



The CRC and Mile2® Cyber Security formed a partnership to provide cyber security training and certifications at the CRC facility in Darien. The Administrative/IT Assistant completed a certification in Security Awareness Principles (C)SAP) and is certified as an instructor.

The Facilities Maintenance Coordinator (FMC) handles maintenance for the Darien facility and the fleet of CRC vehicles. New software was purchased for the Chiller System and the FMC received some basic training on how to keep it operational. The final training will be held at the end of July, at which time most everything should be able to be controlled in-house. Another big project was the building of a wall in the hallway where the main copier was relocated, along with all the paper supplies and storage bin. Assistance was also provided to the Transportation Department in picking up new buses from Atlanta. The FMC continues to assist staff with meeting room set up, coffee, water, and lunches; and receives and oversees large deliveries received by the Aging department.

The Administrative Services Director/HR heads up this department and is responsible for coordinating Council and Budget & Finance Committee meetings, taking and keeping the minutes, and maintaining appointments. This position handles HR responsibilities for new hires, terminations, insurance, FMLA leave, employee evaluations, etc. Duties also include editing the quarterly newsletter and Annual Report and designing the cover. She also is responsible for the City/County Directory, which provides information for coastal Georgia's city council members, county commissioners, legislators, Georgia Regional Commissions and the Coastal Regional Commission Council.



## AGING SERVICES



The Coastal Area Agency on Aging (AAA) was formed in 1973. We strive to develop a comprehensive, coordinated system of services which promotes the independence and well-being of older adults, those with disabilities and their caregivers, and to provide these individuals with information and access to needed services. We serve the coastal region, which includes Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long and McIntosh counties.

The AAA remains committed to building lasting partnerships with organizations, private businesses, and local governments to ensure that our most frail and economically disadvantaged elders receive the care and services necessary to sustain health, independence, and dignified lives.

The AAA continues its efforts of support services through various programs and initiatives such as: the Aging Services Advisory Council, Care Transitions, Nutrition and Wellness, Community Outreach, Money Follows the Person Program and Volunteers Services.

### New Technology

In FY18, the Georgia Department of Human Services (DHS) Division of Aging Services (DAS) completed its implementation of the Harmony database system to manage client data. Harmony Framework replaced the Aging Information Management System (AIMS). AAA staff participated in numerous trainings and data validation exercises to ensure the integrity of the data entered and maintained in the system. With the new database, comes new policy regarding waitlist management. Two waitlists are now maintained in the database: *Tier 1* - to indicate individuals waiting for any variety of home and community-based services that are likely to receive service within one year of calling the AAA; and *Tier 2* - to indicate individuals who will probably not receive services within one year.

### Innovative Programming

#### Evidence-Based Programs

The AAA continues to partner with DAS to offer innovative programming and to better serve people with Alzheimer's disease and related disorders. The AAA provides evidence-based programming and interventions, such as Care Consultation and Powerful Tools for Caregivers (PTC) to support at-risk clients with Alzheimer's disease and related disorders and their caregivers. Care Consultation is an information and coaching protocol which offers ongoing support and assistance to family caregivers as well as those living with chronic illnesses. PTC is an educational program which provides family caregivers with the skills and confidence to better care for themselves while caring for someone with a chronic illness. The AAA was awarded a grant through the Rosalynn Carter Institute as a partner in the Georgia Resources for Enhancing Alzheimer's Caregivers Health (REACH) Expansion Project. Georgia REACH delivers information and training specific to the needs of each caregiver through 12 home/telephone based sessions with family caregivers. The **Expansion Grant targets caregivers** in the **Savannah/Chatham** County area. To effectively serve caregivers during the expansion period, the AAA offered a new contract to the Edel Caregiver Institute (a



## AGING SERVICES

subsidiary of Savannah Hospice). If you or someone you know is caring for a loved one with Alzheimer's disease or dementia, please **call (800)580-6860** to enroll in the Georgia REACH program.

The **Southeast Georgia Health System (SGHS)** and the AAA continued its partnership of the *Coastal Care Transitions Program (CCTP)*. The AAA also added **Candler/St. Joseph Hospital** as an implementation site of CCTP. This fee-based program is predicated on the evidence-based *Bridge Model* developed by the Illinois Transitional Care Consortium. It is designed to “reduce the number of readmissions by providing high-risk older adults with care coordination for 30 days after discharge.” The program is designed to help older adults with chronic conditions from readmitting to the hospital by providing access to community services and resources, education and coaching. The AAA is excited about this new program and partnership and has assisted 100+ older adults with Care Transitions services. Through a grant received from the **Practice Change Leaders program** (in partnership with the **John A Harford Foundation and Atlantic Philanthropies**), the AAA was able to produce a three-minute professional marketing video, which highlights the CCTP impact with hospital systems and patients. (The Practice Change Leaders for Aging and Health is a national program to develop, support, and expand the influence of organizational leaders who are committed to achieving transformative improvements in care for older adults. The program provides leaders in the fields of Healthcare and Aging an opportunity to gain enhanced leadership skills and content expertise to positively influence care for older adults.)

As part of our *Coastal Living Well* initiative, the AAA offers evidence-based educational workshops throughout the region. The evidence-based programs have been studied and proven to work. Wellness Evidence-Based Programs (EBP) are expanded with the coordination and assistance of 20 volunteers spread throughout the Coastal planning service area. These programs target older adults, caregivers, and people with disabilities. The AAA's EBP includes:

- ▶ *Chronic Disease Self-Management Program (CDSMP)*;
- ▶ *Diabetes Self-Management Program (DSMP)*;
- ▶ *Powerful Tools for Caregivers (PTC)*;
- ▶ *A Matter of Balance (AMOB)*; and
- ▶ *Tai Chi for Health (TCH)*.

The AAA provided a total of **13** series of informational and educational **EBP workshops to 157 participants**. Workshops offer participants techniques to help better manage health, prevent falls and better care for loved ones.

# AGING SERVICES



## Aging Disability Resource Connection (ADRC)

The ADRC is a coordinated system dedicated to providing comprehensive information about publicly and privately financed long-term supports and services that empower older adults, individuals with disabilities and their families to make informed decisions about long-term care with easily accessible information. The ADRC had a total of **5,155 contacts** for FY18.

### Information and Assistance

The ADRC maintains a detailed database that contains information on a variety of both private pay agencies and publicly funded service programs. Callers can request detailed lists containing prices, locations, and contact information for over **23,000 agencies and programs**.

### Telephone Consultations

The ADRC provided **1,043** comprehensive telephone consultations for individuals who were struggling to remain independent in their home or community. The majority of these people had needs that went unmet most of the time and many were at risk of entering a nursing home.

- ▶ **In 358 consultations**, individuals received benefits or options counseling;
- ▶ **In 438 consultations**, individuals were assessed for HCBS services (funded through the Older Americans Act); and
- ▶ **In 247 consultations**, individuals were assessed and referred for services under the Elderly and Disabled Medicaid Waiver Program (funded through the Georgia Dept. of Community Health).

### Tools for Life/Assistive Technology Program

The AAA is committed to helping people access technology that helps make everyday life more manageable and leisure time more fun! **The Assistive Technology Lab** is set up like a studio apartment, giving individuals the opportunity to actually put their hands on items that assist with mobility, dementia care, vision loss, communication problems, hearing loss and much more. Support for the lab is provided through **Georgia Tech**



**Tools for Life Program**. During FY18, services included: **20 consultations**, **2 group tours (28 people)**, and **13 mobile demos (359 people)**. In addition to providing clients and families with educational consultations and tours, **39** individuals over the age of 60 **received equipment** under Older Americans Act funding. Equipment provided included: **17** miscellaneous items to assist with homemaking, **28** bathing items, and **4** no-contract emergency alert systems.



## AGING SERVICES

**Friends of Disabled Adults & Children (FODAC):** FODAC is a statewide and national provider of home health care equipment—mobility aids and daily living devices for people



with disabilities and the newly injured. Without this partnership, individuals who wanted to receive equipment through this agency would be required to drive to Macon or Atlanta in order to pick up the items they requested. **Nineteen (19)** people received equipment through FODAC in FY18. The AAA is a designated drop-off site for used equipment as well, so anyone who has equipment they would like to donate can drop

off at the CRC; the equipment will be sent to FODAC for repairs, sanitation, and donation to an individual in the community who is in need of equipment.

### Nutrition/Wellness

The AAA contracts with Nutrition Service Providers to offer seniors healthy nutritious meals, along with nutrition education, wellness, and recreational activities throughout the region. Meals are provided in congregate and home delivered settings. The congregate meal setting allows seniors to connect and socialize. The home delivered meals are delivered door-to-door to homebound seniors that are unable to attend the congregate meal site. Various topics on nutrition, meal preparation, dietary guidelines, food safety, food and drug interactions, lifestyle factors, health and wellness, community nutrition resources, and services that improve nutritional status are provided. Additional educational topics include lifestyle management, physical activity and program awareness/prevention. These efforts help seniors in the coastal region age in place and enjoy their golden years.

### Senior Farmers' Markets Project

The Georgia Seniors' Farmers Market Nutrition Program (GSFMNP) is federally funded by



the U.S. Department of Agriculture. The AAA offered the GSFMNP throughout the region and served **806 older adults** for a total regional value of **\$16,120**. Vouchers were distributed in nine counties reaching contracted and non-contracted senior centers and contracted adult day care centers. The program participants were pleased to have the opportunity to receive a set of **vouchers valued at \$20** to purchase fresh fruits and vegetables. The seasonal

GSFMNP helped reduce food insecurity in older adults. The AAA collaborated with certified local farmers who traveled throughout the region to deliver fresh produce. The GSFMNP in the coastal region achieved a **100% redemption rate**.



## AGING SERVICES

### Outreach/Advocacy

The AAA continued to work on many projects and collaborations to heighten public awareness, increase knowledge of aging services and enhance interaction with the community. Some highlights of this year's activity are as follows:

- ▶ **“A Day of Care for the Caregiver”** event hosted by **CARE-Net**, a program of the Rosalynn Carter Institute and the AAA, in October, honoring professional and family caregivers at the **Edel Caregiver Institute in Savannah, GA**;
- ▶ **Bridge Run** - CRC/AAA staff and volunteers (Team Coastal) participated in the **2018 Annual Southeast Georgia Health System (SGHS) Bridge Run** with over **2,300 runners and walkers**. The 5-kilometer race took place at the **Sidney Lanier Bridge in Brunswick** spanning over the Brunswick River. Proceeds from the Run benefit the cancer programs at SGHS for a resource center, physical and nutritional counseling, and expansion of public cancer screening programs. Team Coastal has pledged to make this an annual challenge to all CRC/AAA staff and volunteers;
- ▶ **Senior Week at the Capitol** - AAA staff, volunteers, and advocates traveled to Atlanta and **attended “Senior Week at the Capitol”** in February 2018. Each year the Georgia Council on Aging organizes Senior Week at the Capitol as an opportunity for advocates from all across the state to meet with law makers and advocate for senior issues;



- ▶ **Glynn County Spring Fling** hosted by the Brunswick Glynn Council on Disabilities (formerly the Brunswick Glynn County Mayor's Committee on Services for the Disabled) and
- ▶ **Chatham County Older Americans Luncheon on May 8, 2018**, with **500+ older adults from the coastal region** gathered for lunch, entertainment, acknowledgment and to learn about services and resources that promote healthy lifestyles and independence.



## AGING SERVICES

### Quality Service - Customer Feedback

Approximately **500** clients receiving Home and Community based services were randomly selected to provide the AAA feedback on the quality of services they received. More than **150** client satisfaction surveys were completed: a response rate of 29%. **Survey results were favorable** and most clients indicated that the services they received through the AAA improve their overall health or everyday life.

#### Survey Comments

- ▶ I enjoy my time at the senior center - congregate meals client;
- ▶ Excellent services - home delivered meals client;
- ▶ Keep up the good work; the food is very good - home delivered meals client;
- ▶ I am grateful for my aide; my aide provides excellent service - personal care client; and
- ▶ Our homemaker does a good job; she is an asset to my Dad - caregiver.

How Satisfied are you with the Services you Receive?			
	Satisfied	Somewhat Satisfied	Dissatisfied
Congregate Meals Senior Center	76%	24%	0%
Home Delivered Meals	70%	23%	7%
Homemaker/ Personal Care	93%	7%	0%
Adult Day Care	80%	20%	0%

Receiving these Services has Improved my Health or Everyday Life		
	Yes	No
Congregate Meals/Senior Center	91%	9%
Home Delivered Meals	97%	3%
Homemaker/ Personal Care	100%	0%
Adult Day Care	100%	0%

Service	# of Actual Units Served
Adult Day Care (hours)	53,631
Case Management (hours)	3,063
Congregate Senior Center Meals	150,204
Home Delivered Meals	108,768
Homemaker (hours)	6,918
Personal Care (hours)	5,871
Respite Care (hours)	9,157
ADRC Info & Assistance (calls/contacts)	8,465
Transportation Trips (via Coaches)	71,374

# AGING SERVICES



<b>Coastal Regional Commission of Georgia Aging Services FY18 Budget</b>	
<b>Service Category</b>	<b>Total</b>
Administration	\$506,213
Advocacy	\$12,746
Service Coordination	\$34,285
Aging Disability and Resource Connection	\$273,777
Care Coordination (CCSP)	\$1,699,560
Program Development	\$22,764
MDS-Q Options Counseling	\$101,983
Money Follows the Person - Transitions	\$172,116
Nursing Home Transitions	\$51,420
Elderly Legal Assistance	\$91,216
GeorgiaCares (Medicare Counseling)	\$73,586
Medicare Improvements for Patients Providers (MIPPA) Outreach and Counseling	\$78,927
Adult Day Care	\$418,007
Caregiver Respite	\$170,398
Homemaker Service	\$130,606
Personal Care Service	\$105,900
Congregate Meals (Senior Centers)	\$888,822
Home Delivered Meals (Meals on Wheels)	\$851,602
Health Promotion (Wellness)	\$41,701
Care Consultation	\$47,053
Case Management	\$56,301
Transportation	\$407,894
Hospital Transitions	\$87,712
Telephone Reassurance	\$27,610
REACH Grant	\$80,238
<b>Total FY18 Budget</b>	<b>\$6,402,437</b>



## FINANCIAL SERVICES

The mission of the CRC's Financial Services Department is to provide professional, responsible fiscal management and stewardship with accurate financial reporting encompassing integrity, accountability and exceptional customer service.

The Financial Services Department manages all internal and external financial activities of the CRC. The Department runs all financial operations required for the day-to-day maintenance of the CRC's finances such as:

- ▶ accounts payable;
- ▶ accounts receivable;
- ▶ payroll;
- ▶ cash management;
- ▶ capital budgeting;
- ▶ financial analysis and reporting; and
- ▶ internal control procedures.



The Department supports other departments in the CRC by tracking the funding status and expenditure levels of grants received; submitting required reports to grantor agencies; and assuring compliance with federal, state, and local regulations for programs and funding received by the CRC.

The Department plays an integral role in reviewing contracts, bids and proposals; monitoring the status of grants and programs in relation to contractual commitments; preparing requisite financial reports for grantor agencies; and monitoring the performance of subcontractors and their compliance with required guidelines, procedures and reporting.

For the fiscal year 2018, the **total combined revenues** for the CRC was **\$13,199,914**. Total **expenses were \$13,159,520**. Of this amount:

- ▶ \$5,937,111 was for Aging Services;
- ▶ \$5,790,192 was for Transportation Services;
- ▶ \$620,573 was for Planning & Economic Development Services;
- ▶ \$670,327 was for GIS/Information Technology Services; and
- ▶ \$141,317 was General Government expenses.

## FINANCIAL SERVICES



The CRC's Fund Balance had a **net decrease** of **\$34,392** and the total **ending fund balance** was **\$1,228,916**. After transfers to and from the General Fund, the following are the designated fund balances of the CRC, as of June 30, 2018:

- ▶ Assigned for Aging Services - \$42,262
- ▶ Unassigned for General Fund - \$1,186,654

Detailed information concerning the CRC's financial condition can be found in the CRC's 2018 Comprehensive Annual Financial Report (CAFR). The purpose of the report is to provide the Council, management, staff, the public and other interested parties with detailed information reflecting the CRC's financial condition. The report also satisfies state law to publish a complete set of financial statements presented in conformity with generally accepted accounting principles (GAAP) and audited in accordance with generally accepted auditing standards by a firm of licensed certified public accountants.

The accounting firm of Clifton, Lipford, Hardison & Parker, LLC audited the CRC's 2018 CAFR. The auditors issued an unmodified (clean) opinion. It was the auditor's opinion that the financial statements of the CRC, for the fiscal year ended June 30, 2018, presented fairly, in all material respects, the financial position of the CRC. The auditor's report also noted that the CRC complied with the requirements of major federal awards and that no deficiencies in internal control over compliance were identified. It should also be noted that there were no findings or questioned costs.

The Government Finance Officers Association (GFOA) awarded a Certificate of Achievement for Excellence in Financial Reporting to the CRC for its CAFR for the fiscal year ended June 30, 2017. In order to be awarded a Certificate of Achievement, the CRC had to publish an easily readable and efficiently organized CAFR that satisfied both generally accepted accounting principles and applicable legal requirements. A Certificate of Achievement is valid for a period of one year only. We believe that our current CAFR continues to meet the Certificate of Achievement Program's requirements and we are submitting it to the GFOA to determine its eligibility for another certificate.



It is the desire of the CRC Council to provide the highest level of service at the most economical cost to its member governments. The CRC actively participates in regional planning with State and Federal agencies, and counties and municipalities within the CRC to maximize services to the region's citizens and to provide those services as economically reasonable as possible.

Note: For additional information, a complete copy of the CRC's 2018 CAFR is available on our website, [www.crc.ga.gov](http://www.crc.ga.gov).



## FINANCIAL SERVICES

The following table represents the fund balance of the CRC as of June 30, 2018.

<b>COASTAL REGIONAL COMMISSION</b>						
<b>Statement of Revenues, Expenditures, and Changes in Fund Balances - Governmental Funds Fiscal Year Ended June 30, 2018</b>						
	<b>General Fund</b>	<b>Area Agency On Aging</b>	<b>Coordinated Transportation</b>	<b>Planning &amp; Economic Development Services</b>	<b>GIS/ Information Technology Services</b>	<b>Total Governmental Funds</b>
<b>Revenues</b>						
Local Government dues	\$851,253	\$ -	\$ -	\$ -	\$ -	\$851,253
Federal	76,000	3,049,352	3,986,944	149,755	190,992	7,453,043
State	-	2,607,775	513,836	240,893	143,632	3,506,136
Contributions/Local	-	51,771	572,526	125,241	299,888	1,049,426
In-kind Revenues	-	129,204	42,844	-	-	172,048
Other Income	168,008		-		-	168,008
<b>Total Revenues</b>	<b>1,095,261</b>	<b>5,838,102</b>	<b>5,116,150</b>	<b>515,889</b>	<b>634,512</b>	<b>13,199,914</b>
<b>Expenditures</b>						
Personal services	-	890,842	292,359	330,157	181,754	1,695,112
Contract Services		4,122,488	1,172,249	65,700	331,850	5,692,287
Operating expenditures	141,317	362,679	2,884,818	16,765	42,244	3,447,823
Capital outlay	-	-	1,256,624	-	-	1,256,624
<b>Total Direct Expenditures</b>	<b>141,317</b>	<b>5,376,009</b>	<b>5,606,050</b>	<b>412,622</b>	<b>555,848</b>	<b>12,091,846</b>
Indirect cost Cost allocation plan	-	561,102	184,144	207,951	114,479	1,067,676
<b>Total Expenditures</b>	<b>141,317</b>	<b>5,937,111</b>	<b>5,790,192</b>	<b>620,573</b>	<b>670,327</b>	<b>13,159,520</b>
Excess (deficiency of revenues and other sources over expenditures	953,944	(99,009)	(674,042)	(104,684)	(35,815)	40,394
<b>Other Financing Sources (Uses)</b>						
Transfers In (out)	(894,831)	90,481	564,830	114,458	50,276	(74,786)
<b>Total Other Financing Sources (Uses)</b>	<b>(894,831)</b>	<b>90,481</b>	<b>564,830</b>	<b>114,458</b>	<b>50,276</b>	<b>(74,786)</b>
Net Change in Fund Balance	59,113	(8,528)	(109,212)	9,774	14,461	(34,392)
<b>Fund Balance - Beginning of Year</b>	<b>1,212,518</b>	<b>50,790</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,263,308</b>
<b>Fund Balance - End of Year</b>	<b>\$1,271,631</b>	<b>42,262</b>	<b>(109,212)</b>	<b>9,774</b>	<b>14,461</b>	<b>1,228,916</b>

# GEOSPATIAL INFORMATION SYSTEMS/ INFORMATION TECHNOLOGY SERVICES



The Department of Information Services' mission is to provide technology-based services to both internal and external customers. These services include **infrastructure maintenance, website development, Geospatial Information Services (GIS), and general technology support**. The goal of the department is to leverage infrastructure, software, and staff experience to elevate and support customer efficiencies. The department continues its role in statewide projects, including **HAZUS Risk Assessments, MAP 21 and LUCA**.

## Regional Orthoimagery Project



The Regional Orthoimagery Project is rendered once every four years. A coalition is made between individual jurisdictions to form the orthoimagery region. Through the regional coalition, participants receive high-quality, six-inch resolution imagery at a **25% discount** of what it would cost per individual jurisdiction. This collective arrangement not only provides acquisition savings, but saves the jurisdictions' staff time and energy in Request for Proposal (RFP) facilitation and project maintenance. The Geospatial Department has managed the project this past year with a **January 2018** flight schedule and a **September 2018** delivery.

## Southeast Georgia Urban Regional Information Services Association (SEGA URISA)

The **Urban and Regional Information Systems Association (URISA)** is a non-profit association of professionals using GIS and other information technologies to provide solutions for all levels of government. The Coastal Subchapter of Georgia URISA (state jurisdiction of URISA International) originally implemented by the CRC, changed its name to **Southeast Georgia (SEGA)** in January 2018. The members all agreed and believed the name would encourage more participation throughout the area. This year, the new board comprised of a Chair, Vice-Chair, Secretary, and Treasurer, have taken ownership of the meeting planning and organization. This year alone, SEGA has provided five opportunities for professional development and networking. Many more are planned for the rest of the year, including a meeting hosted on Sapelo Island. Information Services staff has successfully transitioned the URISA professional organization from a CRC initiated professional organization to a self-sustaining organization.

## Next Generation 911 Migrations

Next Generation 911 refers to digital or Internet Protocol-based 911 systems. The transition from previous analog systems to digital systems now allows for 911 call centers to receive text, voice, photos, and video in addition to traditional phone calls. Next Generation systems also incorporate geographic information throughout the 911 call. Prior 911 systems relied on referencing the caller's number in the phone company's land-line address database. Instead of using the address associated with the phone number, Next Generation systems use well maintained GIS address data and road center line data for more accurate mapping. In light of these system upgrades, communities have invested in Next Generation systems. The CRC works with multiple counties to supplement their staff in the development and maintenance of this 911 data. By evaluating and documenting address anomalies, the CRC assists communities in improving their public safety response.



## GEOSPATIAL INFORMATION SYSTEMS/ INFORMATION TECHNOLOGY SERVICES

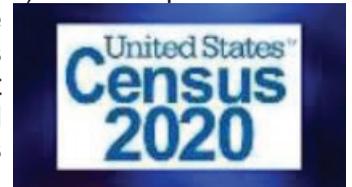
### Map-21

Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP 21) is a congress-enacted surface transportation law. The **MAP 21** objective is to inventory all public roads for the allocation of funding. This inventory includes the center-line mileage of local road systems, the use of local road systems under county jurisdictions, and the streets systems under municipalities' jurisdiction. The road inventory is critical data for the National Highway Performance Program (NHPP), Highway Safety Improvement Program (HSIP), Congestion Mitigation and Air Quality Improvement Program (CMAQ), and Freight Movement.

The GDOT Map-21 project is an on-going project to update GDOT's road inventory data within each county. The GIS Department works with local governments to certify center-line mileage. This data is used at the state and federal level for distribution of various taxes. The CRC also supports local communities by reviewing and validating the road name, ownership and operation, number of lanes, surface type, traffic control devices, and missing or retired roads. Two of the ten counties the CRC assisted with road inventory are completed: **Long and McIntosh counties**; two more counties are currently being validated: **Camden and Liberty counties**. Through accurate and well-maintained inventories, communities submit their Local Maintenance & Improvement Grant (LMIG) with greater confidence it matches their own 911 road centerline inventory.

### LUCA

The **2020 Census Local Update of Census Addresses (LUCA)** was completed for the coastal region this year. This effort takes place decennially. The count is used to reapportion the federal house and senate seats along with all the Federal Grant Programs in the state for the next 10 years. The Census counts population by address. General information about the LUCA program may be found on the Census LUCA program page of the U.S. Census Bureau's website.



The CRC provided support to **Bryan, Camden, Effingham, Long, McIntosh and Screven** counties, **Ludowici** and **Sylvania** with their LUCA submissions (either as a reviewer or a liaison). The staff collected local address data from tax assessors, utilities, and emergency services (911 data). This data was used to verify and add addresses to the LUCA's address list. The CRC and local communities had 120 days to finish this process. Once the data is received by the Census Bureau, they review it and provide feedback to the county or city.

Upcoming is the **Participant Statistical Areas Program (PSAP)**. This program invites participants to review and update selected statistical area boundaries for the 2020 Census data tabulation. See the Census Bureau website for PSAP for more information and relevant guidance (including a timeline).

### Hazard Mitigation Risk Assessments

Georgia Emergency Management Agency (GEMA) contracts the regional commissions through the Carl Vinson Institute of Government (ITOS) to complete the risk assessment portion of the hazard mitigation process. This year the CRC completed **McIntosh, Effingham**

# GEOSPATIAL INFORMATION SYSTEMS/ INFORMATION TECHNOLOGY SERVICES



and **Bryan County HAZUS risk assessments**. This process requires the counties to provide updated information on their hospitals, schools, fire stations, police stations and emergency operations centers. FEMA's HAZUS-HM estimates the losses of life and property using parcel data and essential facility data provided by counties. The specific and mathematical modeling paired with GIS technology allows these values to be represented on a map. These estimates indicate the impacts on the physical, social, and economic elements of a community from natural hazards like earthquakes, hurricanes, and floods.

## State LiDAR Project



The United States Geological Survey (USGS) accepts grant applications for its **3-D Elevation Program (3-DEP)** each October with awards announced in December. In addition to high-quality **LiDAR** data distributed to local governments, communities have the opportunity to contract for additional products to their deliverables. Contours, building footprints, and culverts are a few of the options available. The Georgia application submission included a large and diverse group of state, regional, local and private partners organized by the State of Georgia Geospatial Information Office. The project's Area of Interest covers **80 counties** and is the largest project of its kind for the State of Georgia. The six contracting partners represent state, regional, and local jurisdictions and facilitate their own coalition members. Multiple counties, Coastal Resource Division of the DNR, and NOAA all contribute to the project. The CRC represents the **10 coastal counties** in the project.

## Information Technology (IT)

The IT section of the GIS/IT Department consists of the Director of Information Services, an IT Technician, a contracted consultant and was assisted by a summer intern. During FY18, the IT section worked on multiple projects, including:

- ▶ Improvements to **Xen Desktop** for Aging and Transportation;
- ▶ **GIS help ticket system** for counties to submit requests;
- ▶ New **remote file server and scripts for GIS** and other agencies to share data and automatically sync data;
- ▶ **Network restructuring** to enhance security and mitigate vulnerabilities;
- ▶ New call flows, prompts, and scripts for **Carroll County** and **Tanner Health Systems** agents in the Transportation Call Center;
- ▶ **Electronic wiring** in the server room and network closets to eliminate equipment down time due to brief power failures and to protect against power anomalies;
- ▶ Gathering and compiling information to create an **inventory of technology assets**; and
- ▶ **Directory maintenance** to ensure security and per-user licensing compliance.

The IT department also worked to keep daily operations running smoothly by carrying out tasks such as removing viruses and malware; replacing hard drives and computer systems; assisting users with computer, phone, SharePoint, and e-mail related issues; and installing software on employee computers as necessary.



## PLANNING AND GOVERNMENT SERVICES

The mission of the Planning and Government Services Department is to provide long-range strategic planning and local technical assistance to Coastal Regional Commission (CRC) member government to help them identify and support beneficial community and regional growth management policies, plans and programs. The Planning and Government Services Department provides a wide variety of services to member local governments.

### Local Comprehensive Planning

The Comprehensive Plan provides the long range planning and development goals, objectives



and policies for future physical growth and development within communities. Guided by the Georgia Planning Act, the Comprehensive Plan fulfills growth management requirements of the Georgia Department of Community Affairs (DCA) Minimum Standards (110-12-1-.01). The purpose of these requirements is to provide a framework for the development, management and implementation of local comprehensive plans. They reflect an important

state interest: healthy and economically vibrant communities which are vital to the state's economic prosperity.

To encourage local governments' engagement in comprehensive planning, Georgia incentivizes it by allowing cities and counties with DCA-approved comprehensive plans access to a special package of **financial resources** to aid in implementing their plans. This includes **Community Development Block Grants (CDBG)**, **water and sewer loans** from the Georgia Environmental Finance Authority (GEFA), **economic development funding** from the OneGeorgia Authority, and a variety of other programs from DCA and partner agencies.

### Comprehensive Plan Updates

The Planning staff provided technical assistance in preparing the Comprehensive Plan update for **McIntosh County**, the **City of Darien**, and **Camden County** Joint Plan that included the **City of St. Marys**, **Kingsland** and **Woodbine**. Each of these community plans were found in compliance by DCA and extended the **Qualified Local Government (QLG) status**. These plans are living documents, updated and shaped by the leadership of each community. The plans are a policy guide for making zoning and land use decisions and establishing policy for officials related to the development of their communities.

The public outreach launched for these plans included public hearings, a kick-off meeting, community-wide workshops, steering committee meetings, and stakeholder committee meetings. The process which identified the Needs and Opportunities unique to each community was based on indicators from the



## PLANNING AND GOVERNMENT SERVICES

technical assessment and input collected as part of the engagement process.

**The Community Vision and Goals** of each community identify the direction for the future and are intended to serve as a guide in day-to-day decision making. They too are the product of public involvement. The policies in each plan set preferred direction and describe what must be done to achieve goals. Policies are specific enough to determine whether a proposed project would advance the values expressed in the goals and implement the comprehensive plan.



Character Areas are a specific geographic area or district within a community that has a unique or special characteristic to be preserved, or has potential to evolve into a unique area with more intentional guidance of future development through adequate planning. The Character Area Map is

useful for zoning amendments. The Future Land Use Map uses conventional categories to depict the location of specific future land uses.

**The Community Work Program** lays out the specific activities the community plans to undertake during the five years following adoption of the plan. It includes activities, initiatives, programs, and ordinances to be put in place to implement the plan. The work program includes description of activity, timeframe for initiating, the responsible party, estimated costs and funding sources. **A Report of Accomplishments** describes the status of each activity and whether it was completed, underway, or an explanation of why it was postponed.

### Sidebar Conference Training

Last August, the CRC welcomed Dan McRae from Seyfarth Shaw; Kevin Shea, President of Georgia Economic Developers Association; Kevin Brown, Seyfarth Shaw; T. Scott Malone, President Development Authority of LaGrange; Tim Smith, SSBCI Program Consultant, Georgia Department of Community Affairs; Matt Lowell - Manager - Site Selection & Business Incentives, Ryan Consulting; Charles Stallworth, Sr., Project Manager for Economic Development; and Matt Forshee, Project Manager, East Region, Georgia Power Company. The CRC is excited about this project, as it is part of the continuing services provided to our member governments. This sidebar conference was training for Board members; Council members; elected and appointed officials and their staff; economic development and community development professionals; Government and nonprofit finance officers; bankers; bond issuers and underwriters; real estate developers, brokers/dealers, and commercial real estate professionals. The conference fulfilled required State training credit for Development Authority Board members.





## PLANNING & GOVERNMENT SERVICES

### Utilizing Geodesign to Change the Outcomes of Social Indicators



Geodesign project team members, Lupita McClenning, Director of Planning & Government Services for the CRC, and Rosanna Rivero, Assistant Professor at the College of Environment+Design at the University of Georgia presented a 2-day **McIntosh County Geodesign Workshop** led and conducted by Hrishi Ballal, Managing Director of Geodesign Hub Pvt., Ltd. The aim of this Geodesign workshop was to address eco-tourism, economic development, education and workforce for **McIntosh County**. The McIntosh Geodesign workshop was hosted June 13 and 14, 2018, at the CRC office in Darien, Georgia.

#### Introduction

McIntosh County is one of six coastal counties in Georgia and the **second oldest city in the state**. McIntosh is home to the most distinctive ecological, historical, cultural, ethnic and archaeological area of the eastern seaboard. The interwoven characteristics of each intrinsic quality provide for an especially unique opportunity to experience the best of Coastal Georgia. Surrounded by marshlands, maritime forests and the mighty Altamaha River, McIntosh County is full of natural beauty.

The natural, historic, and cultural resources give the county its sense of identity and collectively tell a unique and compelling story. **Sapelo Island** located in McIntosh County is the last intact **Gullah-Geechee** community in the United States, still inhabited today by the direct descendants of slaves brought to the island in 1802. The residents of Sapelo are working to preserve and revitalize the culture of this irreplaceable community.

#### McIntosh County's Social Indicators

McIntosh County's pride in its abundant assets is coupled with the goal of developing and incorporating the assets into economic development efforts. McIntosh County is seeking to capitalize on its resources, and improve the long-term well-being of its residents. The County is facing dreary social indicators including an elevated high school dropout rate; low educational attainment; lack of employment opportunities; high poverty rates; cost-burdened housing; severe housing problems; an exodus of middle income families; and little, if any, private investment. The county also faces a declining population. According to Georgia Governor's Office of Planning and Budget (OPB), beginning in 2015 the **population** (14,007) continues to see a **decrease** for the next few decades, averaging **1.16 percent** per year. In 2015, the median household **income declined 4.98 percent**. In 2015, the **median property** in McIntosh County **declined 10.2 percent**. Additionally, the nearly one-third of the land area in McIntosh County (**85,232.83 acres**) is owned by the state and federal governments and not subject to ad valorem taxation. To put this in perspective, **10 percent** of the **land owned by the State** of Georgia is in McIntosh County. This ownership pattern of land creates issues around future land uses and hampers economic development of the County.

## PLANNING & GOVERNMENT SERVICES



### Participants/Stakeholders

The Geodesign project offered the County a way to explore specific economic development opportunities that would not compromise the integrity of its natural and cultural resources. Collectively, throughout the two-day workshop, stakeholders including **residents and staff** from McIntosh County, the **GA Conservancy, Tourism and Economic Development from the GA Department of Community Affairs, and the Department of Natural Resources**, collaborated utilizing the Geodesign framework and the Geodesign hub ([www.geodesignhub.com](http://www.geodesignhub.com)) software tools to propose policies and projects, and assess the impacts from designs in real-time. Participants from various backgrounds and points of view ran what-if-scenarios and assessed the consequences of those assumptions. The objective was to generate a single negotiated and collaborative design, whereby the needs of McIntosh County could be satisfied. The CRC has developed a comprehensive plan for the county to address the issues of tourism and human capital development and workshop aims to complement that plan and engage the different stakeholders to identify priorities collaboratively.



### Ecotourism

Economic development via tourism is closely tied to coastal resources through the coastal waterways and the natural, historic, and cultural resources. Tourism contributes to the state's economic development as one of the most significant revenue generators for the coast. Dr. Hrishu Ballal provided the workshop participants insight into **McIntosh County's Tourism Competitiveness** using eight component standards that were ranked low, medium, or high, with high being the best ranking. McIntosh County **ranked** high in **six out of the eight**, including price competitiveness, infrastructure, environment, technology and social; a medium ranking in openness; and ranked low in human tourism which measures volume and value of inbound and outbound tourism. The travel and tourism competitiveness index measures the set of facts and policies that enable sustainable development of the travel and tourism sector, which in turn, contributes to the development and competitiveness of an area. Ballal explained that the tourism competitiveness pyramid enables stakeholders to work together to improve the competitiveness in their economy.

To help participants build a tourism focused strategy, a profile of the tourist was developed by reviewing current industry trends. The tourist profile for McIntosh County includes the more affluent traveler who takes more frequent and shorter trips, and seeks a quality product. The tourist profile includes older, more physically and mentally active travelers, where activities and interests determine choice of destination. This segment provides greater range and depth of niche market customer segments.



## PLANNING & GOVERNMENT SERVICES

The tourist profile for McIntosh County utilizes the Internet to gather information on destinations, and look for value-for-money and transparent cost structures. Women make more holiday decisions than male partners, and account for **70 percent** of the travel guide purchasers. The tourist profile is looking for fulfilling memorable, high-quality, experiences as well as relaxation. The capacity of a destination to provide a range of fulfilling experiences is the determining choice. Customer needs, which tourism and leisure activities should seek to deliver, include authenticity, reward, rejuvenation, relaxation, fun, mental stimulation, discovery, energizing experiences and freedom. Good destinations respond to a wide range of needs and the County should ensure clarity of communication of content and deliver to a high standard.

The principal products for McIntosh County include heritage tourism - **Gullah/Geechee culture, Hog Hammock, Reynolds Mansion** and the historic assets of the County. Golf is a principal tourism product, as well as wildlife and bird-viewing primarily around the **Harris Neck Wildlife Reserve**. Soft adventures that are principal products for McIntosh County include the Georgia Coastal Greenway, river access, and kayaking.

### Education and Economic Development

The negotiation among the systems teams and the final negotiation highlighted the value of a Geodesign approach to accelerating progress toward shared agreements. The significance of education in today's competitive workplace was consistently stressed as being important. The percentage of **adults not graduating** from high school in the County is **24.9 percent**, which is **higher than the State at 17.7 percent**. From 2014 to 2015, **employment** in the county **declined** at a rate of **2.54 percent**. McIntosh County lacks an educated workforce as **adults** age 25-34 with at least a **bachelors' degree decreased** from **17.3 percent to 15.1 percent**.

**Geodesign** fostered collaborative decision-making, and helped practitioners see connections between education, economic development and to leverage its assets to build pathways out of poverty to change the odds for struggling children and families in **McIntosh County**. The workshop provided a comprehensive understanding of the impacts of decisions and helped to make logical, scientific, sustainable, and forward-looking decisions. This included the commitment to bring together a strong coalition of local leaders, technical colleges and industry to establish an arena for student growth, learning, and achievement by implementing relevant curriculum to help ensure an educated and prepared workforce for successful futures. Geodesign infused design with science and value-based information that helped designers, planners, county leaders and stakeholders make better informed decisions. Transportation infrastructure was prioritized to reflect the needs of McIntosh County, create jobs, connect schools, provide training to workforce and industry, and add value to eco-tourism opportunities.

### Outcomes

The result of the McIntosh Geodesign effort generated a single negotiated and collaborative design, whereby the needs of McIntosh County would be satisfied. The outcome includes policies and projects that:

- ▶ preserve and promote the integrity of its heritage and natural and cultural resources;

## PLANNING & GOVERNMENT SERVICES



- ▶ usher in specific economic opportunities which includes public and private investment, as well as public private partnerships;
- ▶ create specific links between education and the economy to mutually strengthen each;
- ▶ create the amenities and experiences needed to attract high level tourism; and
- ▶ usher in infrastructure improvements required to attract new industry or as a result of new industries and new population.

The software workflow for Geodesign that enabled negotiations over the future of McIntosh County is provided by Geodesign hub and available for up to a year to county Geodesign participants by logging in. The final design ultimately addresses all the elements as a strategic plan; and put into operation in time-specific segments with identified partners in the community development arena, with funders, real estate developers, education providers, community and health providers, and federal, state and local government officials.

### **Liberty County Countywide Retreat**

Leaders from **Liberty County** stepped back from their day-to-day demands and activities for their annual two-day period of concentrated discussion, dialogue, and strategic thinking about the County's future. According to **Mayor Allen Brown of Hinesville**, "this year marks the 29<sup>th</sup> year county-wide leaders have come together to address specific issues, and," he added, "he has yet to step foot in the ocean."

The agenda was full with reports and updates from the previous year's programs and projects; continued with brainstorming new issues, prioritizing the most critical issues to work on in the coming year; and concluded with assigning tasks and responsibilities to individuals and partners with timelines. The county-wide retreat has been effective in producing concremented approaches for tackling long-standing problems and in prioritizing needs. The CRC is available to facilitate retreats: board, staff and budget.

### **Urban Redevelopment Plan for City of Riceboro**

The CRC worked with the **City of Riceboro** on the development of a **Redevelopment Plan**.



As part of their ongoing economic development efforts, the City approved an Urban Redevelopment Plan at their December 2017 Council meeting. The plan provided a blueprint to spur economic development for the city's future. The CRC is available to work with our communities on various economic development initiatives, which includes the development of urban

redevelopment plans.

### **Comprehensive Economic Development Strategy (CEDS) Update Submitted to US Economic Development Administration (EDA)**

A Comprehensive Economic Development Strategy (CEDS) is a strategy-driven plan for regional economic development. It is the result of a regionally-owned planning process designed to



## PLANNING & GOVERNMENT SERVICES

build capacity and guide the economic prosperity and resiliency of an area or region. It is a key component in establishing and maintaining a robust economic ecosystem by helping to build regional capacity that contributes to the region's success. The CEDS provides a vehicle for regional stakeholders to engage in a meaningful conversation and debate about what capacity building efforts would best serve economic development in the region.

All Economic Development districts are required to update the CEDS every five years. EDA recommends the updated CEDS include a summary background, Strength Weakness Opportunity Threat (SWOT) analysis, Strategic Direction plus Action Plan, and an Evaluation Framework. In addition to these elements, economic resilience is a key element that the updated CEDS addressed. In conjunction with the CRC Economic Development Committee and stakeholders appointed by the CRC Council, the CRC Board adopted the plan in November 2017 for submittal to EDA for their review and subsequent approval.

### The Coastal Georgia Greenway

The Coastal Georgia Greenway is envisioned as a **155-mile trail** system that **connects South Carolina to Florida** through Georgia's **six coastal counties**. A series of trails suitable for bicyclists, joggers, and other non-motorized users is to be built. The centerpiece of the **Coastal Georgia Greenway** is a continuous trail connecting South Carolina to Florida along various north-south routes including the U.S. Highway 17 corridor, abandoned rail corridors and historic canal corridors. The CRC invited counties and cities to apply for funding to assist in implementing the trail construction. The completed scope for the projects in 2018 includes:

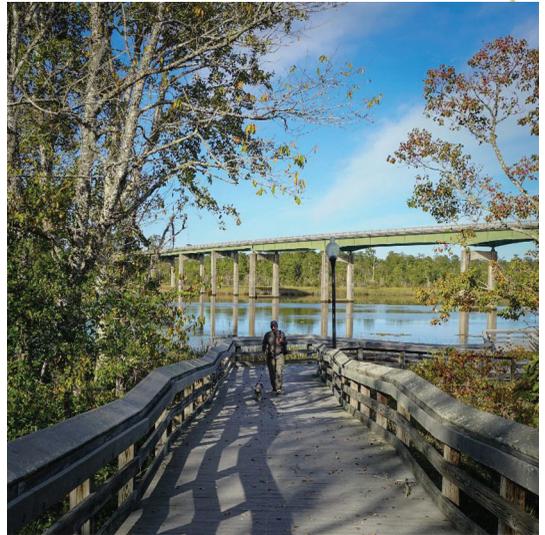


- ▶ **The Jekyll Island Authority (JIA)** was authorized funds in the amount of **\$17,000** to construct an additional 200 linear feet of Phase 1 of the **Island Hopper Trail** along the north side of the Jekyll Island Causeway (referred to as Musgrove Causeway, SR 520). The newly constructed asphalt trail is a 10-foot-wide trail. The JIA identified federal funding in the amount of \$250,000 and a local match in the amount of \$62,500 to construct the the additional 200 linear feet.
- ▶ **The City of St. Marys** was approved for **\$18,600** in grant funding for the **Point Peter Trail Widening Project** which consists of widening the sidewalk from 8 feet to 10 feet from the intersection of Point Peter Road to DuFour Road. This section connects to a trailhead at Sweetwater Park which includes a full rest room and recreational facilities. The total project cost is \$304,130 with a \$271,948 cash match and a cash donation of \$1,000.

## PLANNING & GOVERNMENT SERVICES



- ▶ **Camden County** was approved for **\$18,600** in grant funding to construct Phase 1 of **Gum Branch Preserve Trail**, a 2,000 linear foot, 8 foot wide concrete trail. Southeastern Trust for Parks and Land donated 300+ acre tract to Camden County. The total project cost for Phase 1 is \$60,683 with a cash match of \$15,000 and an in-kind match of \$15,383. The Gum Branch Preserve Trail connects users to Hoards Peoples Park which has ball fields, covered pavilions, and to a playground usable by individuals with disabilities. Additionally, this project connects to the City of Kingsland bike/pedestrian path leading to the Camden County Public Library, shopping venues and restaurants.



- ▶ **Chatham County** was approved for **\$17,800** in grant funding to construct an additional 0.75 mile shared use path for the **Canebrake Road Improvement Project**. Chatham County is currently in Phase II of the right-of-way acquisition phase for the Canebrake Road Improvement Project. This project provides connectivity to an existing share use path along Basin road. The new portion of the greenway provides connectivity from US 17 at the Ogeechee River north to State Route 204. The total construction estimate is \$1,500,000 with a \$1,485,000 cash match.
- ▶ **The City of Brunswick** was approved for **\$18,000** in grant funding to complete the **trail from Howard Coffin Park to Sidney Lanier Park**. The City of Brunswick has allocated \$100,000 in funding for the design and construction of path/trails within the City. The total cost is \$48,417 to construct the trail linking Sidney Lanier Park and Howard Coffin Park.
- ▶ **The City of Tybee** was approved for **\$17,800** in grant funding for the first phase of construction of the **Coastal Georgia Greenway Marsh Hen Trail**. The City desires to implement the first phase of the Marsh Hen Trail that eventually connects to the Lazaretto Bridge to be constructed by Georgia Department of Transportation (GDOT) which has planned pedestrian/bicycle amenities. The first phase is approximately a half mile section of a multi-use bike and pedestrian off road trail. The current total cost estimate for the project including construction, engineering and contingency is \$484,195. The City of Tybee plans on contracting and completing work adjacent to Highway 80 for an estimated cost of \$199,781; and, the City of Tybee Department of Public Works will complete areas of the trail that are off the highway within the footprint of the former railroad bed for an estimated material cost of \$243,635. The City of Tybee has budgeted \$400,00 this fiscal year to complete this phase from the City's fund balance, green space designated funds.



## TRANSPORTATION SERVICES

The purpose of the regional transit service is to provide a coordinated transportation system that addresses the needs of the general public and designated human services agencies. The foundation of the rural, regional coordinated system has provided the framework to directly serve the various components of our regional communities.

The past year witnessed major changes to the operation of the transportation program ranging from types of ridership, service sectors, regulations, and external influences. However, the level of activity and need for transit services remained somewhat stable in comparison with the previous two operating years. **One-way passenger trips** for the year totaled **114,534**, with an average of **9,545 trips per month** and an **average distance** per trip of **14.9 miles**. This reflects a **1.6 mile increase** from last year and can be attributed to an increased awareness of the service as well as a surge in trips related to employment and access to health care. Though access to senior citizen centers continues to dominate the use of the transit service, the growth in daily access to employment and health care has increased tremendously.

A significant operational change that rolled out at the end of the year was the introduction of a new software scheduling program called QRyde. The CRC was solicited by the Georgia Department of Transportation (GDOT) to be the first transit entity for the transition from the Route Match system to the new **QRyde** system. For a three-month period, the Call Center staff (pictured



right) scheduled trips using both the old and new system and still managed to keep the overall system operational. By the next reporting period, the new scheduling system will be operational for a full-year and should enable the Call Center staff to more effectively schedule multiple trips.

Though the overall ridership still addresses the mobility needs of the elderly, low-income and disadvantaged, the commitment to grow and sustain the transit program is being supported by the need of industry and other community-based organizations to have dependable and versatile access to transportation services. **Our contract with AJM Packaging, Inc.** where we transport their employees from Camden County to their job site in Charlton County **was submitted to the National Association of Development Organizations (NADO) for their Innovation Award.**



## TRANSPORTATION SERVICES

### Community Outreach

The original design of the Regional Coordinated Transportation System was to utilize a common fleet to transport the identified target base of the Department of Human Services (DHS) in conjunction with the general public ridership identified through the Department of Transportation's 5311 program. However, as an effort to more effectively serve the Coastal region, the transportation program continues to identify and target additional customer bases. Without any extensive marketing efforts, the current customer base has proven to be the best outreach approach. The list of Purchase of Service (POS) contracts continues to grow and has a substantial impact on providing access to employment, health care, and other community services. Though the initial provision of these services started in **Chatham County** with the **Savannah Association for the Blind** and the **Coastal Community of Development Services, now called EmployAbility**, these targeted services now operate in six additional counties. Staff is currently drafting agreements with **Goodwill Industries, United Way**, and one additional industry for contracted transportation services.

The Transit Program continues to provide contract services for **12 community-based organizations** on a daily basis in conjunction with the standard services related to the DHS programs and the 5311 obligations. As the CRC continues to explore opportunities for program growth and financial solvency, the ability to obtain these community-based organizations and employment center trips the past operative year has proven to be beneficial for both the CRC and those using the system. Transportation staff continues to promote or encourage the use of the transportation program by attending meetings of the community, civic forums, service-related organizations, and MPOs.

### Georgia Transit Association (GTA)

During FY18, the **GTA** played a key role in promoting and advocating for increased rural transit funding. Legislation sponsored by Representatives David Ralston and Kevin Tanner has placed rural transit funding as a top priority for FY19. To advance this effort, a House Commission on Transit Governance and Funding was formed. The Commission has been conducting numerous meetings and hearings across Georgia to garner comprehensive input on ways of funding and enhancing rural transit.

To support this effort, a statewide effort led by Deloitte, Inc. has conducted a series of workshops for evaluating input from various transportation service providers. In conjunction with this effort, Representatives Terry England and Jay Powell are spearheading a **Rural Development Council** with the purpose of assessing the merits of regional commissions being the transit providers across Georgia. The CRC Transit staff has been actively involved in these efforts as well as other agenda items promoted by the GTA. CRC staff will also co-chair the organizing and planning of the **GTA annual meetings on Jekyll Island in FY18 and FY19**. The House Commission on Transit Governance will hold their funding meetings in conjunction with these meetings which will help position the CRC as the model for regional transit systems.



## TRANSPORTATION SERVICES

### Capital Operations

A component of the CRC's cost-saving measures was a reduction in fleet size. To optimize the reduction and retain the best available vehicles, CRC staff completed an assessment of vehicles recommended for retention and those which to turn back in to GDOT with the receipt of the **16 new FY18 vehicles**. The CRC notified GDOT that a request for replacement vehicles would not be submitted for FY19 and that efforts for the CRC to acquire vehicles will be explored



as they reach threshold criteria. It is anticipated a substantial savings will be realized with a reduction in insurance, fuel, and maintenance costs.

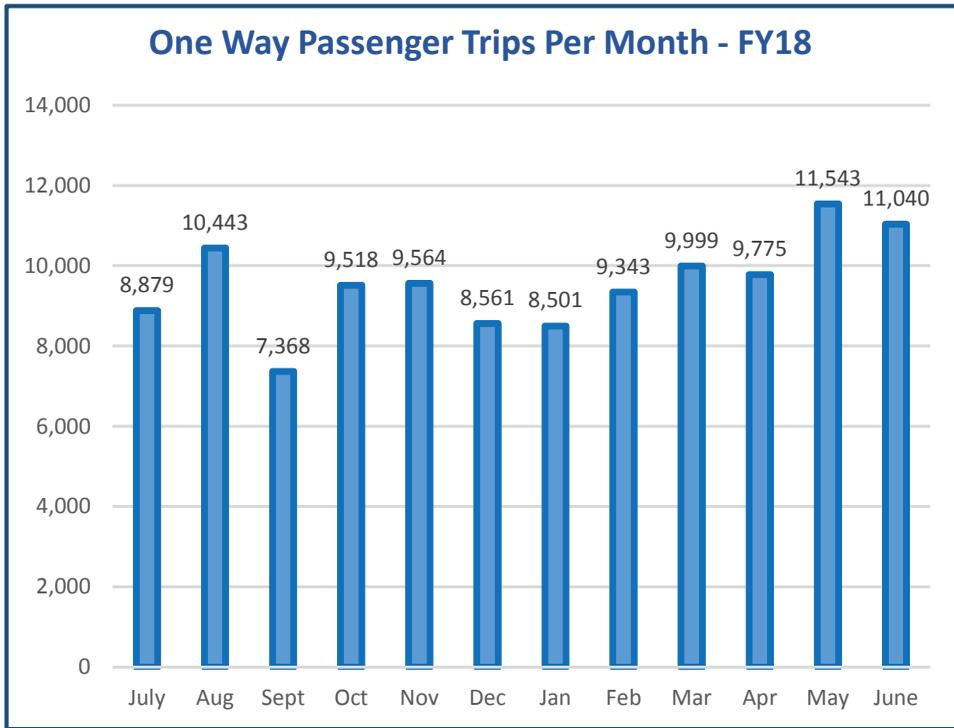
Technology upgrades is always a funding challenge and the past reporting year the need for replacement of tablets and push-talks on the vehicles was a critical issue. As part of the capital budget to GDOT, they directed the contractor to place requests for tablets in the budget. As the new vehicles roll out in FY19, it is anticipated each will be equipped with new tablets. Maintaining upgrades on the technology used by the Transit System is important because the Call Center has evolved into an operation that schedules trips for three different regions in Georgia. All scheduling for Coweta County and the Three Rivers region is handled through the Call Center located in the Darien facility.

### New Opportunities

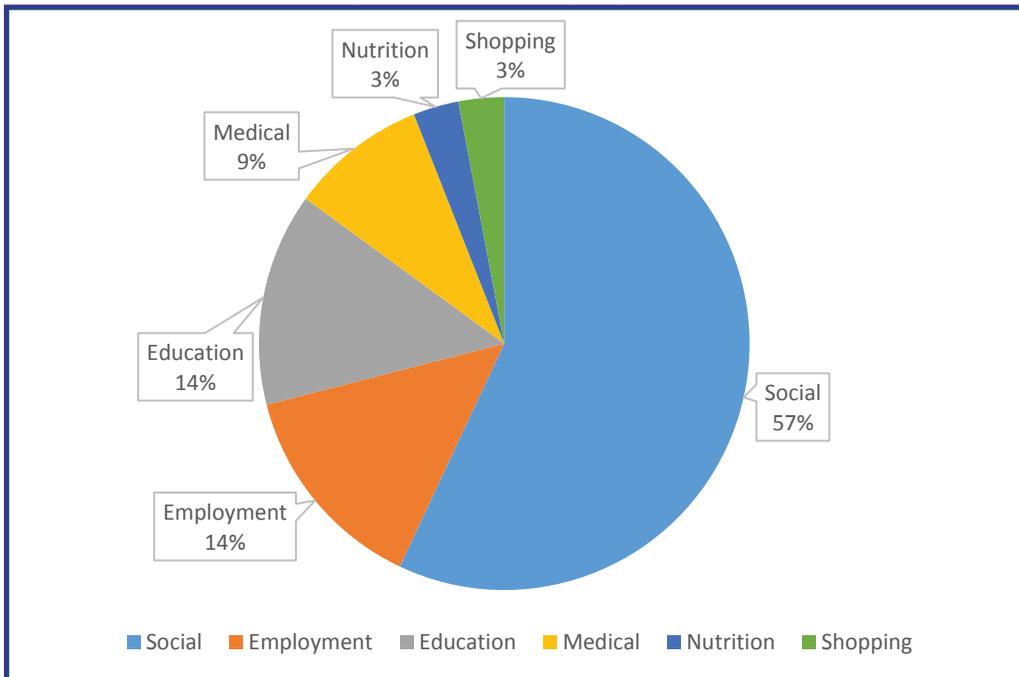
Two items referenced in previous components of this report will present challenges for the next reporting year relative to the overall operation of the transit program. First, the continued transition from the RouteMatch system to the QRyde system will greatly influence the efficiency of schedules. And second, the progression of the initiatives within the House Commission on Transit Governance & Funding to place additional funds into rural transit, and subsequently regionalizing transit across Georgia. Perhaps the greatest opportunity or challenge for the transit program in FY19 will be the ability to identify and provide service that will increase access to employment throughout the region and access to health care services.



## TRANSPORTATION SERVICES



### TRIP TYPE FOR COASTAL REGION -FY18



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# What can we do for you?

## Area Agency on Aging—1-800-580-6860

- ◇ **Access to Services**—Serves as the single point of entry for public and private services for the elderly, persons with disabilities and their caregivers. Includes Information & Referral Assistance for those wanting to remain independent at home.
- ◇ **Tools for Life Lab**—Demonstrates and provides for both high (and low) tech assistive living devices to help you remain in your home
- ◇ **Health & Wellness**—Provides programs and activities to senior centers which promote healthy living and well-being.
- ◇ **Service Coordination**—Works with community agencies and contractors to deliver a wide range of services to ensure seniors and caregivers receive the most appropriate services without duplication.
- ◇ **Contracted Services**—Contracts with community providers to deliver home and community-based services including: Adult Day Care, Home Delivered Meals, Senior Center Meals, Home-maker Services, Respite Care, Personal Care Assistance, Legal Assistance, Care Coordination and Medicare Benefits Counseling.

## Planning & Government Services

- ◇ Local Comprehensive Plan
- ◇ Transportation Plans - Bike & Pedestrian
- ◇ Zoning Ordinance/Strategic Planning
- ◇ Economic Development/Grant Writing
- ◇ Personnel Assessments/Board Retreats
- ◇ Web Design
- ◇ Design Charette
- ◇ Meeting Facilitation

## Geographic Information Systems

- ◇ Parcel Maintenance
- ◇ GIS Web Development
- ◇ GIS Solution Consulting
- ◇ GPS Data Collection
- ◇ GIS Technical Assistance
- ◇ Mapping-Zoning, Transportation, Utilities, etc.
- ◇ Local Update of Census Addresses (LUCA)
- ◇ Cybersecurity Training

## Transportation Department

### Coastal Regional Coaches - 1-866-543-6744

- ◇ DHR Coordinated Transportation - Dept. of Human Resources (Human Service Transportation, region-wide)
- ◇ Regional Rural Public Transportation - Dept. of Transportation (Sections 5311 and 5317, Demand-response public transportation)
- ◇ Purchase of Service Agreements - A dedicated subscription for trips typically with a community-based organization that serves a targeted customer base)