



CITY OF POOLER



Annual Report
2025



Heath Lloyd
City Manager

Over 2025, the City of Pooler demonstrated a strong commitment to community development and economic growth. The City has made strides in improving the quality of life for its residents while maintaining fiscal responsibility by maintaining focus on our five pillars of government: Public Safety, Infrastructure, Recreation, Civic Spaces, and Good Governance.

Infrastructure development has been a major focus with considerable progress towards updating our drainage infrastructure. We celebrated the completion of a major drainage project with the Pipemakers Canal. This \$1.6 million project was funded nearly entirely from SPLOST dollars and increases capacity by around 60%. This effort, combined with the start of the \$25.7 million Quacco Road Phase I, sets the City of Pooler up for success as we adapt to a growing population. Part of adapting to a growing population means being responsive to it and the City of Pooler is doing just that through hiring dedicated communication professionals and launching Pooler Connect, a service request system available to the public where residents can report issues directly to city staff.

In terms of fiscal responsibility, Pooler has worked diligently to maintain the lowest millage rate since 1987. This reflects careful financial planning and an ongoing effort to reduce the tax burden on residents while continuing to provide essential services and invest in public infrastructure. The City's ability to balance economic growth with fiscal restraint is a testament to its sound governance practices.

Overall, the City of Pooler has made significant progress in building a safer and more resistant community. From passing ordinances for greenspace requirements and protecting our waterways from illicit dumping in July, to infrastructure investments to economic and environmental initiatives, these efforts reflect the city's ongoing commitment to ensuring a high quality of life for all its residents. As we move forward, we will continue to prioritize innovation and transparency to meet the needs of our growing community and secure a bright future for Pooler.

Pooler Mayor and City Council



Mayor
Karen L. Williams



Councilmember
Wesley Bashlor



Councilmember
Michael Carpenter



Mayor Pro Tem
Aaron C. Henry



Councilmember
Tom Hutcherson



Councilmember
Shannon Black Valim



Councilmember
John M. Wilcher

Keeping a Growing Pooler Safe

Police Crime Stats

<i>Up 5.1%</i>	<i>Down 1.7%</i>	<i>Down 8.9%</i>	<i>Up 21.6%</i>	<i>Down 3.3%</i>	<i>Up 9.6%</i>
Service Calls	Citations	Arrests	DUI Arrests	Shoplifting	Part 1 Crimes
• 2024: 28,922	• 2024: 16,804	• 2024: 1,353	• 2024: 161	• 2024: 248	• 2024: 600
• 2025: 30,450	• 2025: 16,517	• 2025: 1,237	• 2025: 200	• 2025: 240	• 2025: 661



Police Financials

- Department Budget (approx.): \$9,298,995
- 2025 expenditures (approx.): \$9,031,60
- 11 New Vehicle purchases

2025 Code Enforcement

Origin of Cases

- Citizen-Reported Cases: 37
- Officer-Initiated Cases: 167

Volume

- Total Violations Observed: 204
- Cases Brought to Court: 3

Keeping a Growing Pooler Safe

Fire response time:

- Average Response Time: 5:36 minutes
- Turnout Time (when tracked): 48.62 seconds
- Travel Time (when tracked): 4:48 minutes

Fire Financials

- Department Budget (approx.): \$11.0 million
- Major Purchases (apparatus, equipment): Received a New Ladder Truck, \$2.035 million dollars with equipment, \$70,760 for City-wide fire hydrant testing and painting

2025 Total Fire Call Volume: 6,005

TYPE OF CALL	NUMBER	PERCENT
EMS Calls	3,288	54.8%
Good Intent/ False Alarm/ Public Service	1,710	28.5%
Motor Vehicle Accident	623	10.4%
Other Fires	113	1.9%
Technical Rescue	99	1.6%
Hazmat	93	1.5%
Structural Fires	63	1%
Storm Related	16	0.3%

Community Involvement

- Annual Halloween Neighborhood Safety Program
- 4th of July Celebration at Savannah Quarters
- 12 Days of Annual Santa Claus Visit through the City
- 6 School Fire Safety Education Events at Schools
- 13 Fire Station Events at Stations for schools from Chatham and Effingham County
- 17 Fire Safety Education/Displays at Events in the City
- 32 Safety Stand Bys at various events in the city



Investing in Infrastructure:

The City made significant strides in proactive maintenance and enhancements of street infrastructure, Key traffic improvements included:

Maintenance: Linear Feet of Storm Drains Cleaned or Repaired

- 104.51 miles of stormwater ditches maintained and repaired.

Drainage and Stormwater Projects

- Pipemaker's Canal Widening completed
- Morgan and Benton Grove water main loop installation
- Sundance Road Culvert Expansion
- Longleaf Circle Drainage Repair
- Holly Ave to Benton Canal improvements
- Harden Canal Access Road Repair
- Gov. Treutlen Canal Access Road Repair



*Pipemakers Canal Widened
by 40 feet*

Investing in Infrastructure:

The City made significant strides in proactive maintenance and enhancements of street infrastructure, Key traffic improvements included:

Road Repairs And Traffic

- 337 potholes filled
- 814 feet of sidewalks repaired
- 15,522 feet of roads and shoulders repaired

Street and Traffic Projects

- Pipemakers Circle & Pooler Parkway Traffic Signal
- Maxwell Dr & Towncenter Blvd two-way stop to four-way stop conversion
- N. Godley Station Blvd & Towncenter Blvd three-way stop conversion

*Maxwell Dr & Towncenter Blvd
two-way stop to four-way stop*



Recreation Excellence

The City of Pooler continues to make great strides in being the Recreation Leader for the area.

Youth Athletic Participation Numbers

Basketball	323
Spring Soccer	264
Fall Soccer	256
Baseball	254
Summer Basketball	166
Tackle Football	108
Flag Football	106
Volleyball	74
Softball	51
Pep Squad	19
TOTAL	1621

Youth Program Participation Numbers

Dance	335
Gymnastics	330
Pickleball-First Year	96
Cricket Camp-First Year	44
Tormenta Soccer Camp	40
Flag Football Camp-First Year	20
TMAC Basketball Camp	16
TOTAL	881

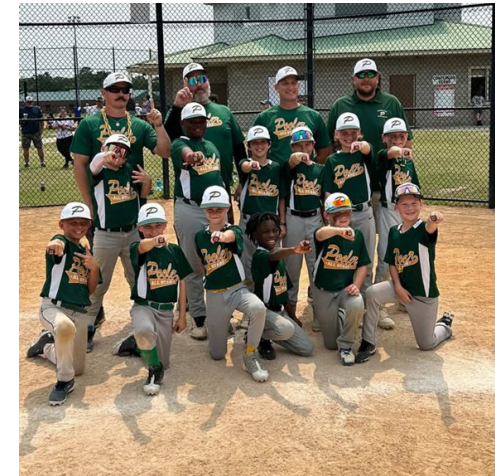
Revenue

- Facility Rentals: \$67,600
- Program Fees: \$131,255
- Concessions: \$135,623
- Contributions: \$25,381

Available Programs:

Youth Sports

- Baseball: Ages 5-13
- Basketball: Ages 7-13
- 6U Basketball: Ages 4-6
- Flag Football: Ages 5-10
- Football: Ages 7-13
- Pep Squad: Ages 7-12
- Soccer: Ages 4-13
- Softball: Ages 7-13
- T-Ball: Age 4
- Volleyball: Ages 10-14



Adult Sports

Pickleball – offered in the spring and the fall



Dance

- Tap
- Jazz
- Ballet
- Hip Hop
- Lyrical
- Tiny Tots
- Tumbling ages 4 ½ to 15

First USTA Tournament held at the Pooler Recreation Complex in September 2025

Communicating with the Public

In Mid 2025 the City of Pooler hired a dedicated Communications Coordinator to better engage with media and tell the City of Pooler's story to the public.

Website:

- Traffic metrics tracking activated July 2025
- 139,539 website views for July-December 2025
- 54,163 Active Users for July-December 2025
- Front-end email security audit

2025 Top 5 Visited Pages on Pooler-Ga.gov:

1. Utility Billing
2. August 15th Boil Water Advisory
3. Employment Page
4. Police Department
5. Online Services

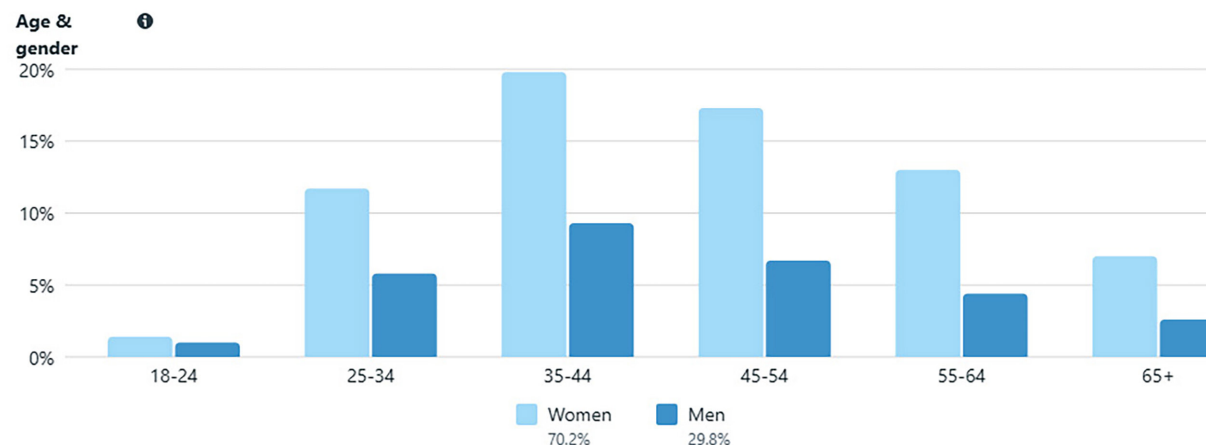
Email List:

- Direct Email List created for public signup.
- 216 Subscribers at the end of 2025

Social Media:

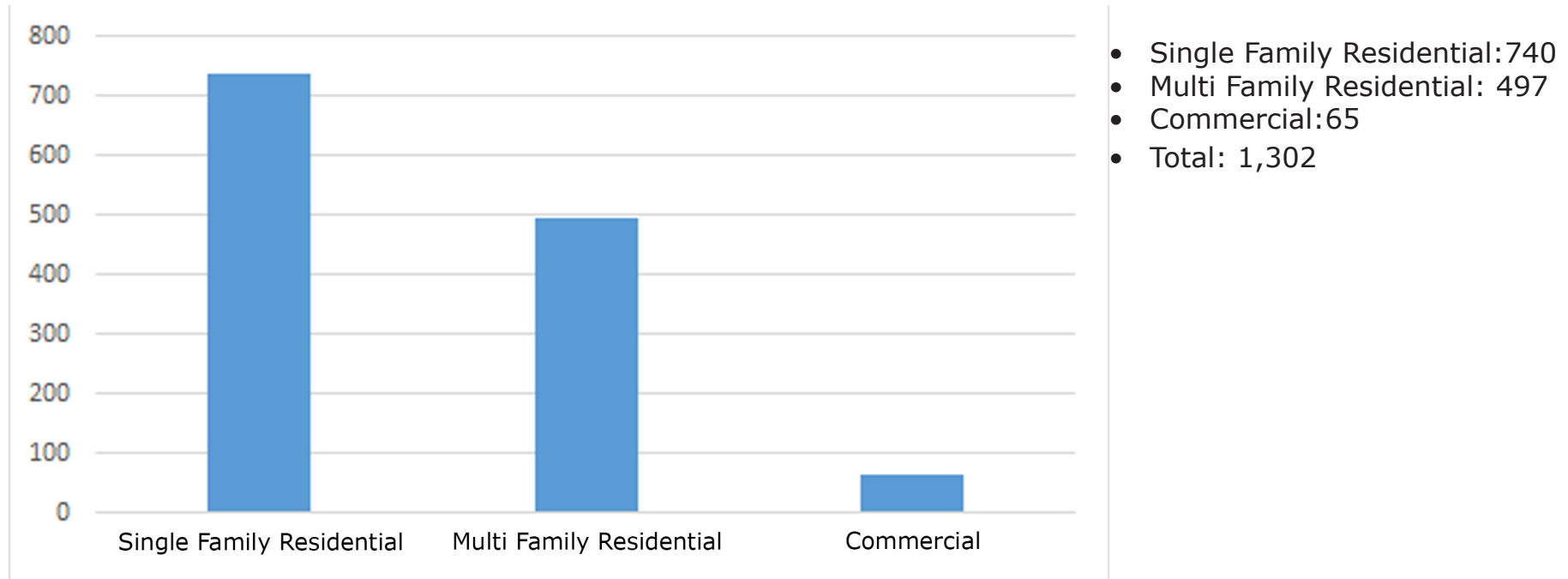
- Social Media for the City of Pooler was created in August 2025 with a primary focus on Facebook.
- 179,158 views August-December 2025
- 27,012 individual viewers August-December 2025

Facebook Demographics



Planning and Zoning

2025 Permits Issued



Property Acquisition

- The City of Pooler purchased 3 parcels adjacent to City Hall for \$1.6 million in 2025.

Plan Reviews

- For each site plan submittal, it took an average of 30 days for staff to review and provide a comment letter to the applicant.

Rezoning

- Three rezoning approvals in 2025 totaling 15.4 acres.

Information Technology

Internal

Conditional Access and Data Loss Prevention

- Implemented conditional access and data loss prevention policies across the City of Pooler's Office 365 environment, allowing better constraints on how user data is accessed and shared.

Mobile Device Management

- Introduced mobile device management. MDM provides access control to organizational data, ensuring that security policies are upheld.

Windows 11

- Brought the entirety of workstations to Windows 11 via in-place upgrades or replacement
- A requirement to continue to receive critical updates with Windows 10 reaching end of life

Phone System Migration

- Migrated from an internally hosted PBX phone system to a cloud-based solution. This system gives users the ability to take calls from anywhere on a myriad of different devices.

Infrastructure Refresh

- Replaced over 40 pieces of network equipment that were nearing end of life. These included switches, routers, firewalls, and battery backups.

Public Facing



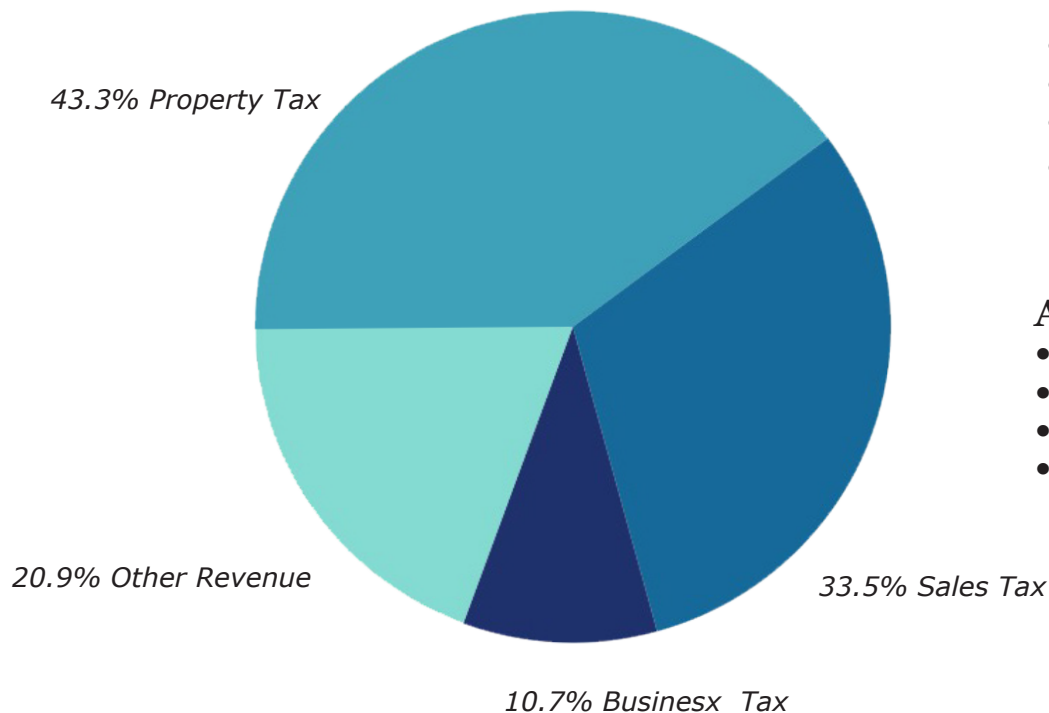
ESR/EAM/Pooler Connect

- Launched new service request, work order, and asset management system that interfaces with the residents via Pooler Connect
- Provides detailed metrics internally and offer transparency and accountability to the public
- 800 predefined assets from Recreation and Public Works and have completed over 1,500 work orders to date.

Financial

- Awarded Government Finance Officers Association's (GFOA) Certificate of Achievement for Excellence in Financial Reporting for the City's annual comprehensive financial report for the fiscal year ended December 31, 2024
- This is the twenty-fourth year the city has been awarded this prestigious award.
- The Certificate of Achievement is the highest form of recognition in governmental accounting and financial reporting.

Revenue Mix



- Property Tax - \$18,400,988
- Sales Tax - \$14,236,330
- Business Tax- \$4,547,126
- Other Revenue - \$8,881,770

Additional Revenue

- Opioid settlements which - \$10,860
- Public safety grant - \$31,570
- Local maintenance and improvement grants - \$717,830
- Intergovernmental Revenue - \$760,260

Open Records

Month	Administrative	Law Enforcement	Fire-Rescue
2025 JAN	25	145	8
2025 FEB	22	157	4
2025 MAR	23	192	5
2025 APR	35	223	12
2025 MAY	34	204	5
2025 JUNE	39	197	14
2025 JULY	32	158	5
2025 AUG	21	281	3
2025 SEPT	24	195	1
2025 OCT	24	195	1
2025 NOV	20	144	0
2025 DEC	17	190	1
TOTAL	316	2281	59

New Open Records Request Software:

Purchased Approved

August 2025 for \$9,588 annually

Total Combined: 2,656

Common Request Types

- Planning & Zoning items like building permits, site plans, zoning confirmation letters
- Police Reports: accidents, incidents, body cam and dash cam videos, scene photos, and citation copies
- Fire- Rescue Reports: incidents, medical, financial, blood draw, code violations, hazmat/env spills, and tank storage

Water and Streets

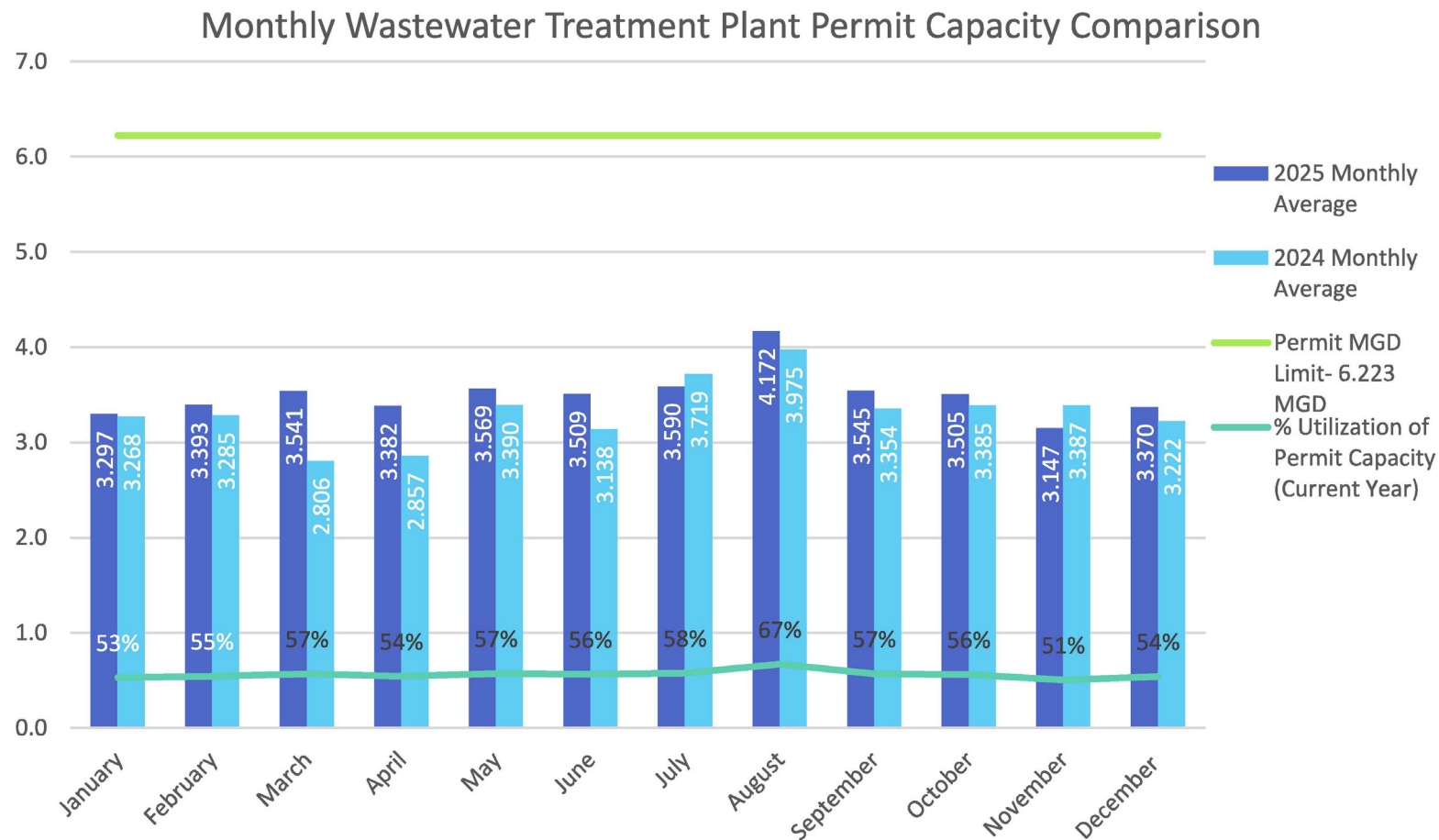
Month	Water Service Work Orders	Repaired/Replaced Meters	Residential Certificate of Occupancy Inspections
January	593	41	51
February	626	43	49
March	640	51	69
April	687	42	75
May	727	36	78
June	650	42	66
July	863	32	60
August	606	41	80
September	680	38	80
October	777	56	58
November	615	49	72
December	505	36	31
TOTALS	7969	507	769

Month	Street Sweeping	Street Replacement/Repairs	Grease Trap Inspections
January	20 Miles	116	64
February	69 Miles	46	63
March	86 Miles	49	76
April	58 Miles	39	65
May	43 Miles	46	82
June	0 Miles	36	85
July	65 Miles	46	70
August	90 Miles	46	66
September	119.9 Miles	37	65
October	217 Miles	28	64
November	320 Miles	23	78
December	250 Miles	22	60
TOTALS	1337.9 Miles	534	838

Waste Water

WASTEWATER TREATMENT

Table 1 – WASTEWATER TREATMENT PLANT PERMIT COMPARISON



Human Resources

End of 2025 Total Employees: 222

- Fire: 29%
- Police: 27%
- Public Works: 17%
- Rec and Leisure: 17%
- General Admin: 8%
- Court: 2%

2025 Hire Rate: 21%

- Fire: 36%
- Police: 21%
- Public Works: 19%
- General Admin: 17%
- Rec and Leisure: 6%
- Court: 0%

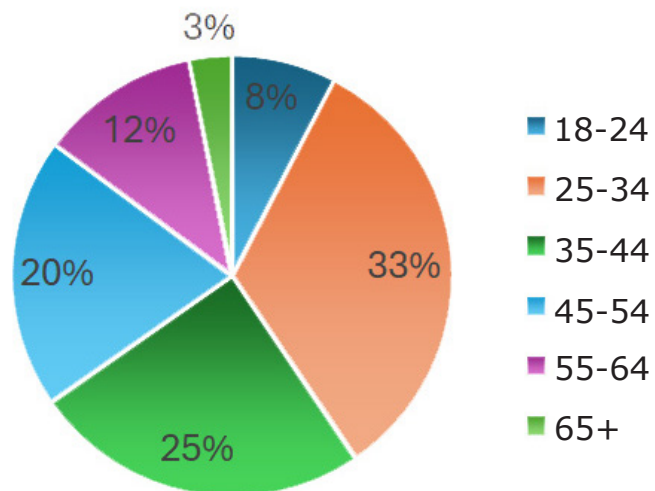
2025 Vacancy Rate: 9%

- Fire: 13%
- Rec and Leisure: 11%
- General Admin: 10%
- Police: 9%
- Public Works: 3%
- Court: 0%

2025 Turnover Rate: 18%

- Fire: 46%
- Police: 33%
- Public Works: 10%
- General Admin: 5%
- Rec and Leisure: 5%
- Court: 0%

Employee Average Age: 40.28







City of Pooler
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Pooler, GA 31322

Pooler-Ga.Gov