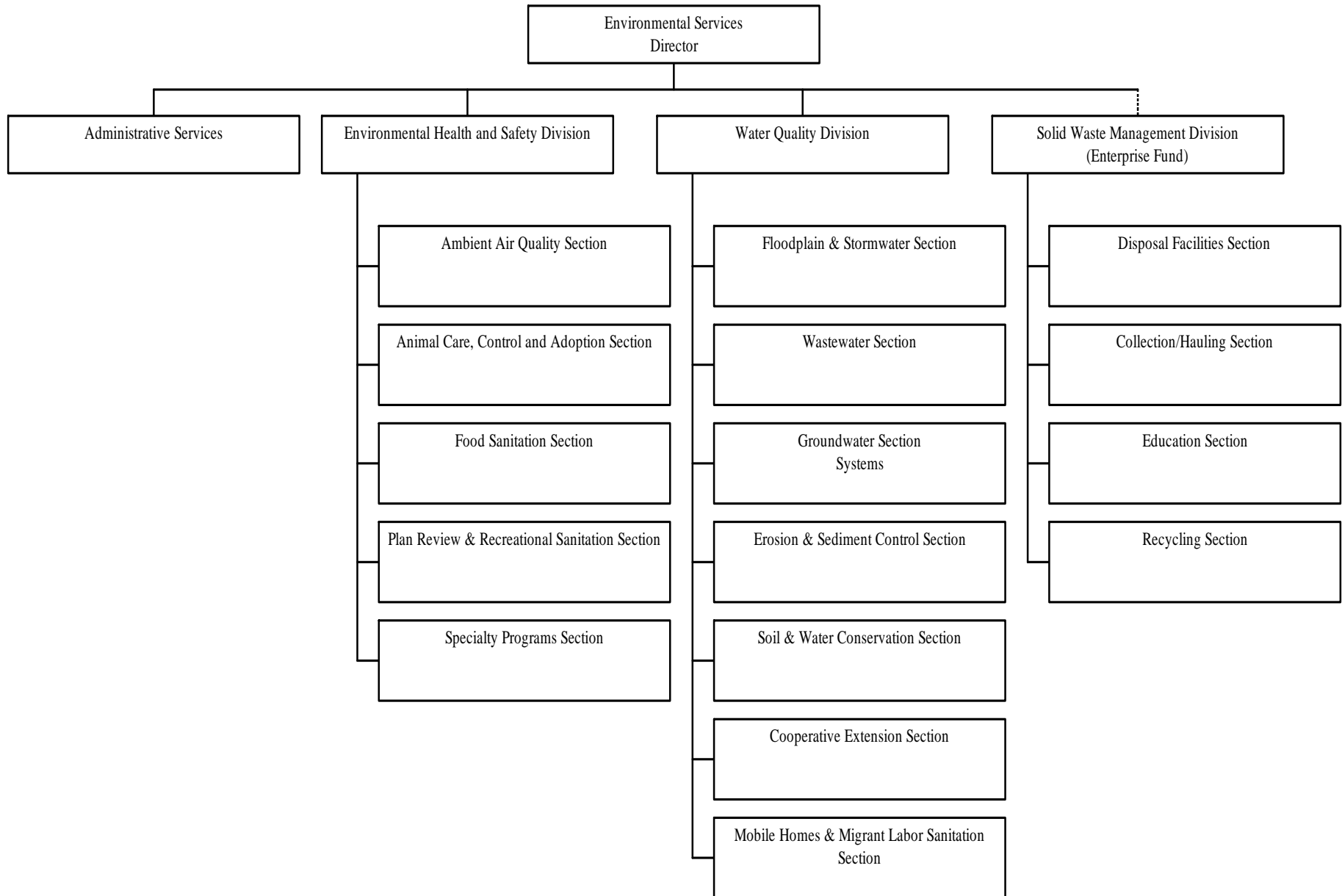


ENVIRONMENTAL SERVICES



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Department Summary

		FY 2005 Actual	FY 2006 Adopted Budget	FY 2006 Current Budget	FY 2007 Adopted Budget
Personnel Services	\$	5,635,740	6,323,978	6,491,845	6,615,617
Operating Expenses		2,161,627	1,761,146	2,029,342	1,913,509
Capital Outlay		2,500	16,077	8,577	16,077
Expenditure Totals	\$	7,799,867	8,101,201	8,529,764	8,545,203
Intergovernmental Revenues	\$	634,475	60,556	70,056	60,556
Fee & Other Revenues		2,260,575	2,700,999	2,700,999	2,532,170
Revenue Totals	\$	2,895,050	2,761,555	2,771,055	2,592,726
Number of FTEs		99.00	101.00	100.00	101.00

Department Purpose and Goals

As Wake County continues to grow, issues regarding the quantity and quality of water in the County, the protection of public health, safety and the environment and the management of solid waste are of vital concern to citizens across the community. The Department's long-term goal is to ensure that future generations enjoy the same or better levels of environmental quality and public health that current citizens enjoy. To achieve this goal, the Environmental Services department is dedicated to proactively implementing the adopted Environmental Stewardship Agenda through research, education and regulatory programs. Environmental Services consolidates a number of programs that address water quality, air quality, environmental health and safety, animal care, control and adoption and solid waste.

The department's current functional areas are profiled in the following pages:

- Environmental Health & Safety, combining food, institution and sanitation inspections, animal control and sheltering, ambient air

issues, mobile home inspections and the swimming pool program.

- Water Quality, combining the on-site water and wastewater, Cooperative Extension, Soil and Water Conservation District and erosion, flood and stormwater programs.
- Solid Waste Management, combining disposal, recycling, collection & hauling, collaborative development, enforcement and education/information.

All Environmental Services divisions plus the Wake County Department of Community Services are involved in environmental education. Cooperative Extension, which is a part of Environmental Services, is the lead agency for environmental education and is fashioning a comprehensive approach to environmental education.

By combining programs that deal with similar issues, program staffs are better able to coordinate and collaborate on common issues. This collaborative approach is needed in order to make the best use of staff tal-

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ents and County resources. This collaborative approach is also provides flexibility to the department to respond to changes in service demands.

Future challenges:

Wake County's July 2005 population is estimated at around 750,000 people, and it is projected to increase to 1 million people by 2015, an annual increase of about 25,000 people per year, or about 69 people per day. The land uses needed to accommodate that population growth will increase stresses on our water quality; the increase in vehicle miles traveled by motor vehicles will affect air quality; the solid waste stream generated by that population will place increasing demands on our solid waste management program; and the increased number of food and institutional establishments needed to serve the population will require inspections. The increased pet population and wildlife affected by in-

creased urbanization of previously undeveloped lands will also increase demands upon our animal care, control and adoption program. In order to be effective, Wake County's population will need to understand how to be good environmental stewards, increasing demands upon our environmental education programs. Wake County has a significant challenge ahead.

Division Summary - Administration

		FY 2005 Actual	FY 2006 Adopted Budget	FY 2006 Current Budget	FY 2007 Adopted Budget
Personnel Services	\$	486,134	471,800	484,639	426,228
Operating Expenses		209,584	115,747	119,287	116,176
Capital Outlay		0	0	0	0
Expenditure Totals	\$	695,718	587,547	603,926	542,404
Intergovernmental Revenues	\$	79,633	0	0	0
Fee & Other Revenues		1,607	0	0	0
Revenue Totals	\$	81,240	0	0	0
Number of FTEs		6.00	6.00	5.00	5.00

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Division Summary - Environmental Health and Safety

		FY 2005 Actual	FY 2006 Adopted Budget	FY 2006 Current Budget	FY 2007 Adopted Budget
Personnel Services	\$	2,221,459	2,479,594	2,546,398	2,544,132
Operating Expenses		926,923	1,015,566	1,019,795	1,116,665
Capital Outlay		0	8,577	8,577	8,577
Expenditure Totals	\$	3,148,382	3,503,737	3,574,770	3,669,374
Intergovernmental Revenues	\$	536,453	60,556	60,556	60,556
Fee & Other Revenues		86,120	615,083	615,083	581,845
Revenue Totals	\$	622,573	675,639	675,639	642,401
Number of FTEs		43.00	45.00	45.00	44.00

Environmental Health and Safety Purpose and Goals

Wake County citizens and visitors enjoy and expect a high quality of life relative to public health and safety. The Division protects public health and safety by monitoring, investigating, and correcting environmental conditions that may jeopardize the achievement of these goals by these individuals. The Division aligns its goals with the Board's adopted Environmental Stewardship Agenda and supports the County goal of ensuring a healthy and safe environment for its citizens.

- The Division's overarching goal of preventing and minimizing foodborne illness, communicable disease, zoonotic disease, and environmentally induced illness and injury is achieved by the following:
- Minimize the incidence of foodborne illness, communicable disease, and injury with a particular emphasis on inspection of food-service establishments and institutional facilities, ensuring that facilities are designed with "built-in sanitation" considerations.

- Ensure that the public is protected from incidences of disease and accidents at public swimming pools with existing pool inspections and pool construction plan review.
- Minimize the likelihood of outbreaks of infectious disease, such as West Nile Virus, encephalitis, vector borne and zoonotic diseases.
- Reduce countywide pet overpopulation and improve shelter adoption services, while continuing to decrease the euthanasia of abandoned or stray animals.
- Reduce the incidence of child lead poisoning.
- Reduce the occurrence of asthma triggers and medical issues associated with poor ambient and indoor air quality.
- Protect and enhance the environment and public health by partnering with other County agencies, State and local governments, and the private sector.
- Empower citizens and facility managers to become environmentally aware and active through increased environmental education to promote the goals of the Division.

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(EHS cont'd)

Major Accomplishments

Animal Care, Control and Adoption:

- Spay Day USA 2005 – First Spay Day with an outcome of 150 low income owned animals being spayed/neutered.
- Rabies Clinics – Three clinics were held during April 2005 resulting in 759 animals being vaccinated against rabies.
- Decreased the number of adoptable animals being euthanized. Currently 50% of those animals that are considered adoptable are placed with responsible owners.
- Developed partnership with NCSU College of Veterinary Medicine to improve general shelter health and to provide spay/neuter services to adopted animals. Third and fourth year veterinary students have clinical rotation at Wake County Animal Care, Control & Adoption Center.
- Increased offsite adoptions utilizing the mobile adoption and rescue unit.
- Supported the Hurricane Katrina disaster relief by providing a temporary onsite animal shelter facility.

Food Sanitation:

- Developed and deployed the Digital Health Department (DHD) public website, which facilitates access of inspection data via the public website for citizens and facility operators.
- Improved the capability for electronic notification to regulated facilities via fax or emails using the DHD computer application.
- Initiated the electronic generation of sanitation inspection reports at the point of service. Immediate data availability for the end user as well as the public.
- Redeveloped the quality assurance (QA) program for internal controls and program evaluation. The QA program focuses on behavior modifications realized in the regulated community.
- Strengthened the relationship with the County “epi-team.” Monthly meetings keep staff apprised of common goals of communicable disease prevention.
- Incorporated the Incident Command System (ICS) into emergency

plans.

- Expanded the Food Service Advisory Committee (FSAC), a committee composed of parties representing the regulatory and private sector communities.

Specialty Programs:

- Staff awarded Certified Indoor Environmentalist (CIE) credentials.
- Partnered with North Carolina Department of Environment and Natural Resources (NC DENR) to provide training at Centralized Intern Training.
- Developed electronic capability for immediate notification of regulated facilities via faxes or email blast. Partnered with Food Sanitation Section in the development of the Digital Health Department (DHD) software application.
- Involved with successful disaster relief regarding sheltering. Specialty program staff member served as the incident commander (shelter manager) at the March 2005 drill.
- Provided significant support for the rewrite of the North Carolina Temporary Food Establishment rules on a statewide committee.

Plan Review and Recreational Sanitation:

- Expanded public recreational water ambient sampling areas.
- Added three pool technicians to increase pool inspection frequency for public swimming pools.
- Migrated plan review data to a collaborative data platform involving other County trades such as fire services and commercial permitting.

Ambient Air Quality:

- Partnered with Wake County Public School System to receive a grant on their behalf to retrofit diesel school buses with diesel oxidation catalysts.
- Participated in the SmartCommute™ Challenge- 276 Wake County employees participated.
- Experienced no “Code Red” days during the 2005 ozone action season.
- Achieved “Best Workplaces for Commuters” goal. Fourteen percent of Wake County employees used an alternative method of

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(EHS cont'd)

transportation other than the single-occupant automobile to commute to work.

Issues for FY 2007

Animal Care, Control and Adoption:

- Planning for potential closure of the SPCA of Wake County animal intake facility.
- Expansion and renovation to the Wake County animal sheltering facility.
- Development an Animal Control Advisory Board.
- Increased spay/neuter services through humane alliances.
- Formalization of the New Hope placement partners program.
- Collaboration with the Code Enforcement Committee to study unified enforcement in the county.
- Conversion of all animal control vehicles to vans.
- Conversion of existing Animal Control software application to a new platform.
- Training for emerging zoonotic and vector borne diseases.
- Development of volunteer task force.
- Development of continuing educational opportunities for staff and volunteers.
- Implement home basing of Animal Control Officers to maximize staff efficiency and leverage resources.
- Seek adequate staffing to meet demands of population growth.

Food Sanitation:

- Implementation of risk-based inspection frequency.
- Enrollment in the FDA National Retail Food Regulatory Program Standards.
- Partner with local Law Enforcement to assist in the enforcement of illegal vendors.
- Provide online availability of the Food Talk™ food safety newsletter for regulated facility operators.
- Implement home basing of staff to maximize staff efficiency and leverage resources.

- Seek adequate staffing to meet demands of potential growth of facilities.

Specialty Programs:

- Provide indoor home assessments for asthma/allergy triggers.
- Provide specialized indoor air training for staff.
- Development of a county ordinance for clandestine methamphetamine lab site decontamination.
- Coordinate indoor air (radon, asthma, mold, etc.) outreach, utilizing grants if possible.
- Procure indoor air quality testing equipment.
- Investigate 10-19 microgram/deciliter blood lead level cases when/if proposed state law changes.
- Provide online availability of Food Talk (food safety newsletter) to facility operators.
- Redevelop in-house quality assurance program
- Implement home basing of staff to maximize staff efficiency and leverage resources.
- Provide training for emerging zoonotic and vector borne diseases
- Seek adequate staffing for indoor air and methamphetamine laboratory decontamination follow-up.

Plan Review and Recreational Sanitation:

- Expand recreational water ambient sampling.
- Expand training of and improved communications with Certified Pool Operators (CPO).
- Implement electronic plan review.
- Seek adequate staffing to meet demands of potential growth of facilities.
- Develop quality control measures.

Ambient Air Quality:

- Comply with National Ambient Air Quality Standards.
- Increase use of flex-fuel and hybrid vehicles in fleet.
- Increase the availability of affordable alternative fueling stations for County vehicles.
- Enhance education and promotion for commuter options for employees.

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FY 2006 to FY 2008 Business Plan Key Programs, Objectives and Measures

Program Area: Food Sanitation

Key Objectives:

- Investigate food borne illness complaints
- Conduct mandated inspections to prevent food borne illness
- Educate foodservice employees to reduce the incidence of food borne illness

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
<i>Demand indicator: Number of Permitted Facilities</i>	3,112	3,314	3,532	3,532
<i>Demand indicator: Number of Required Inspections</i>	10,803	11,505	12,253	12,253
Inspections performed	7,033	7,033	8,000	8,000
Complaints investigated	462	450	500	500
Quality Assurance visits	*	198	220	250
Efficiency				
Number of facilities per Environmental Health Specialist	255	250	260	280
Average number of inspections per Environmental Health Specialist	586	600	600	600
Inspection Coverage	68%	70%	70%	100%
Service Request turnaround time (days)	*	3	3	3
Effectiveness				
Facility complaints per 1000 population	0.61	0.60	0.67	0.60
Customer Service approval rating (QA)	*	85%	90%	90%

*Proposed measurements

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Program Area: Air Quality

Key Objectives:

- At least 14% of Wake County staff using alternatives to the single-occupant auto for working.
- Make Wake County employees and visitors to Wake County facilities aware of ozone air quality

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
Air Awareness posters displayed and updated daily in Libraries, Parks and Wake County Office Buildings	100%	100%	100%	100%
Efficiency				
Utilize Insights to publicize air quality issues	5 articles	12 articles	12 articles	12 articles
Effectiveness				
Number of Code Red ozone days	0	0	0	0

Program Area: Plan Review and Recreational Sanitation

Key Objectives:

- Assure built-in sanitation compliance in facilities
- Assure public health and safety in swimming pool operations
- Monitor public recreational waters to reduce incidence of disease

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
Swimming pools permitted	893	918	N/A	N/A
Pool inspections performed	2,882	3,000	N/A	N/A
Plans for new food institutions and pools reviewed	311	382	N/A	N/A
Efficiency				
Percent of pools requiring re-inspection	9.2%	6.4%	6.0%	4.0%
Inspections per technician per year	480	500	500	700
Effectiveness				
Complaints				

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Program Area: Animal Care, Control and Adoption

Key Objectives:

- Reduce the incidence of zoonotic diseases
- Reduce the number of unwanted dogs and cats through aggressive spay/ neuter programs
- Protect the safety of citizens in the county by reducing the number of strays
- Increase adoption rates
- Increase transferred animals to New Hope placement partners
- Decrease euthanasia rates

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
Service calls	4,721	6,672	7,800	N/A
Animals impounded	6,361	10,368	12,131	N/A
Efficiency				
Service calls per officer per year	1,083	1,112	1,300	1,000
Effectiveness				
Animal adoption rate (total population)	31%	33%	35%	40%
Animal euthanasia rate	62%	67%	60%	50%
Owner reclaim rate	4.1%	5.0%	7.5%	8.0%
Animals moved to other facilities	528	581	660	660

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Program Area: Specialty Programs

Key Objectives:

- Reduce the incidence of vector-borne diseases
- Educate the public to reduce the exposure to asthma triggers
- Increase efficiency of mandated inspections
- Reduce incidence of communicable disease and environmentally induced illness
- Increase educational outreach to public and facility operators

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
<i>Demand indicator: Number of Permitted/Licensed Facilities</i>	1,174	1,467	1,525	1,525
<i>Demand indicator: Number of Required Inspections</i>	1,487	1,580	1,659	1,659
Inspections performed	1,094	1,250	1,300	1,659
Indoor air quality complaint consultations	99	150	150	75
Vector complaints investigated	90	125	135	75
Temporary food service permits issued	383	425	435	400
Efficiency				
Number of facilities per Environmental Health Specialist	378	425	450	350
Average number of inspections per Environmental Health Specialist	438	550	575	540
Inspection Coverage	73%	70%	68%	100%
Service Request turnaround time	*			
Elevated Blood Lead cases investigated within seven days	100%	100%	100%	100%
Effectiveness				
Facility complaints per 1000 population	.06	.03	.02	.02
Percentage tattoo artists permitted on initial inspection	100%	100%	100%	100%
Customer Service approval rating (QA)	*	85%	90%	90%

*Proposed measurements

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Division Summary - Water Quality

		FY 2005 Actual	FY 2006 Adopted Budget	FY 2006 Current Budget	FY 2007 Adopted Budget
Personnel Services	\$	2,928,147	3,372,584	3,460,808	3,645,257
Operating Expenses		1,025,120	629,833	890,260	680,668
Capital Outlay		2,500	7,500	0	7,500
Expenditure Totals	\$	3,955,767	4,009,917	4,351,068	4,333,425
Intergovernmental Revenues	\$	18,389	0	9,500	0
Fee & Other Revenues		2,172,848	2,085,916	2,085,916	1,950,325
Revenue Totals	\$	2,191,237	2,085,916	2,095,416	1,950,325
Number of FTEs		50.00	50.00	51.00	52.00

Water Quality Purpose and Goals

Water Quality Division's strategy for managing Wake County's water resources is based on community values of healthy, sustainable, and uncontaminated surface and ground water for future generations. Fundamental goals to ensure comprehensive, coordinated, and long-range water-resources management are as follows:

- Deliver services and products that implement County strategic plans including, but not limited to, the Environmental Stewardship Agenda, Watershed Management Plan, Comprehensive Groundwater Investigation, and Water and Sewer Plan.
- Develop and lead partnerships with County agencies, State and local governments, and the private sector to achieve regional protection and enhancement of the environment and public health.
- Develop partnerships with the public at large by increasing scientific and environmental literacy and promoting their actions on water quality and public health initiatives.

- Administer development ordinances, with effectiveness, efficiency, and equity, and minimize adverse impacts from land disturbance and operations of groundwater and wastewater treatment systems.
- Develop new strategies and practices to conserve water, soil, and other natural resources that are critical to continued health of the hydrologic cycle.

Major Accomplishments

In conjunction with annually updating service priorities, the Division updates its work plan and identifies major accomplishments intended for each year. Major accomplishments intended for Fiscal Year 2006 follow:

Wells and Groundwater Protection:

- Groundwater Information Management System (GIMS) – Expand scope of GIMS to include: capability to query data, include data

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associated with wastewater management. Identify areas for improvement in system functionality.

- Fully assimilate Mobile Home Park and Migrant Housing Programs into the Groundwater Protection Program. Mobile Home Park ordinance will be reviewed for potential improvements in enforcement and efficiency.
- Groundwater Protection ordinance will be amended to address emerging concerns.
- Public education campaign- Website will be enhanced and promoted. Public, regulated communities and other internal departments will be advised of automated systems and information available on website as part of effort to reduce call volume.
- Multi-phased assessment of radon in groundwater continues to be an initiative of great interest to the program. Phase I and II have been completed with analysis of data and reporting currently underway. Indoor air quality with respect to the presence of radon is being investigated in conjunction with the investigation of radon in groundwater; especially considering the majority of health concerns associated with radon are from inhalation of radon gas. The program will implement the third and final phase. A comprehensive assessment report summarizing Phases I, II, and III indoor air and groundwater data analysis and study conclusions and recommendations will be prepared.

Wastewater Management:

- Septic tank pilot study report and associated wastewater system management recommendations were completed and presented to the Wake Board of County Commissioners.
- Establishment of a wastewater management section to assist with implementation of NPDES Phase II measures for illicit discharge detection/elimination, repair and verification of wastewater systems and development of implementation strategies for the septic tank pilot study recommendations.
- Conduct education and training sessions (Lunch and Learn) for the homebuilder/realtor customer base about the wastewater permitting process and problems. Reprinted the homeowners information guide to septic and well maintenance
- Complete hiring full staff by August 5,2005.

- Establish a Lunch & Learn Program with the Wake County Home Builders Association to educate homebuilders on the proper protection of single lots from off-site sedimentation.

Sediment & Erosion Control:

- Finalize revisions to simplify and update the Sedimentation & Erosion Control (S&EC) Ordinance, incorporating input from stakeholders, including the Planning Board, UDO stakeholders group, Water Quality Committee, Human Services and Environmental Services Board, Soil and Water Conservation Board, and NCDENR.
- Host a conference with all Wake County municipalities to discuss changes to our S&EC Ordinance and to solicit help with proposed construction requirements.
- Complete the S&EC's Policy and Procedures Manual.
- Develop a traveling display of photos of good and bad erosion control devices.

Stormwater Management:

- Use a stakeholder process to update (and simplify the format of) the Stormwater Management Ordinance; secure resources needed to implement the ordinance.
- Substantially complete (90%) the second phase of the Countywide Stormwater Management Evaluation with stakeholders and lay groundwork for implementation.
- Provide leadership for the State Division of Water Quality and the 33 counties, subject to the National Pollutant Discharge Elimination System, Phase II requirements, to formulate regional approaches to implementation
- Assist Inspections, Development Plans, and Permitting staff in the continued implementation of the Stormwater Certification review of document management process.
- Continue protocols to develop a subdivision wide approach to stormwater management.
- Conduct education and training sessions (Lunch and Learn) for the homebuilder/realtor customer base about the stormwater individual lot permitting

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- Procedure and improved synchronization of the plan review process with Wake County Wastewater and Well Programs.

Floodplain Management:

- Continued public notice of the preliminary Cape Fear Floodplain Re-mapping
- efforts for community appeal and protests.
- Assist IDPP staff in the continued implementation of the Floodplain Certification review of document management process.

Soil and Water Conservation:

- Develop Phases One and Two of the long-term water quality restoration and monitoring project. Include leveraging and collaboration with USGS, DENR, municipalities, and other stakeholders. Start preliminary planning.
- Leverage County with State, Federal, and Private funds to fund conservation "best management practices" on at least 1,200 acres to improve the resource base and protect water quality of watersheds.
- Assist County partners with planning, fund acquisition, and implementation to acquire protect and enhance the County's open spaces in accord with the Open Space Plan.
- Perform stream and watershed assessments as part of the Watershed Management Plan in priority areas to assess watershed health.
- Develop and conduct environmental education programs for County citizens on watershed protection. Included will be the planning of community conservation projects.
- Provide technical assistance to citizens regarding watershed protection and solutions to resource management issues.

Issues for FY 2007

Wells and Groundwater Protection:

- Implementation and enforcement of amended Groundwater Protection ordinance
- Identify and secure funding for Phase II of Groundwater Information Management System.
- Continue to promote public education and continue to provide training opportunities to well contractors, builders, realtors, etc.

- Partnership with Wastewater Management section and e-Gov to develop Internet access to site plans and permits.

Wastewater Management:

- Continue to pursue approaches to reduce staff turnover to manageable levels and assure that all staff positions are allocated to proper personnel bands.
- Provision of funding and staffing for implementation of wastewater management recommendations.
- Reduce backlog for all permit applications to less than 10 day objective
- Section to work with EE/EI committees to develop education strategies related to EE/EI Business Plan
- Continue to work with e-Gov on development of Internet access to site plans and permits.

Sediment & Erosion Control:

- Implementation and enforcement of new regulations approved in the revised Erosion and Sedimentation Control Ordinance.
- Continued educational program with the Wake County Home Builders Association.
- Solving the number one drainage complaint involving the single lot builder.

Stormwater:

- Secure and apply necessary resources to fully implement the updated Stormwater Management Ordinance including establishing a design manual
- Implement an inspection program for stormwater management improvements installed in developments
- Complete Phase Two and start Phase Three (implementation) of the Countywide Stormwater Management Evaluation
- Continue leading State DWQ and the 33 counties subject to NPDES II to ensure regional, coordinated approaches to stormwater management.
- Updating the web page to serve as primary source of Stormwater information and procedures.

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- Work with the Board of Adjustment and Planning Board by providing technical stormwater evaluation of site plans.
- Reducing backlog for all stormwater management permit certification applications to less than 5 days.

Floodplain Management

- Work with the Board of Adjustment and Planning Board by providing technical floodplain evaluation of site plans and participating in monthly meetings.
- Implement enforcement of the revised Neuse River and Cape Fear FEMA Flood Insurance Rate Maps.
- Update web page to serve as primary source of Floodplain information and procedures.
- Reduce backlog for all floodplain management permit certification applications too less than 5-day objective.

Soil and Water Conservation:

- Develop and oversee the Countywide water quality restoration and monitoring project, including coordination with State DWQ 319 grant, United States Geological Survey, and others.
- Preliminary planning for Phase III of restoration and monitoring project and mitigation banking program opportunities for Wake County.
- Seek more funding opportunities for open space acquisition to offset rising land prices to further implement the Open Space Plan.
- Provide nutrient and waste management solutions for horse operations and others.
- Begin implementing community conservation projects as coordinated with the State Division of Soil and Water.

Horizon Issues

Wells and Groundwater Protection:

- Sustainable use of groundwater
- Continue with efforts to provide the public easy access to groundwater data.
- Explore ways to provide services in a more efficient manner (technology, work schedules, work locations, etc).

Wastewater Management:

- Management to facilitate the long-term sustainability of decentralized (on-site) wastewater disposal technology.
- Working within section on employee efficiency and other related departments (IDPP) to further decrease turn around time on all applications. This includes restructuring of work hours, work location and use of technology advances to limit office time.
- Implement the EE/EI Business Plan.

Sediment and Erosion Control:

- Providing more education to our municipality partners regarding our Sedimentation & Erosion Control Program.
- Streamlining the Notice of Violation procedures.
- Expanding the database of Notices of Violations for Wake County since the program was instituted.

Stormwater:

- Complete and implement the Countywide Stormwater Management Evaluation.
- Further develop the inspection program for stormwater management improvements installed in developments.
- Further refine and implement regional approaches to complying with NPDES Phase II requirements.
- Develop database to include all implemented Stormwater Management BMP's including type, location and maintenance performed with a GIS link.
- Contribution to unite Section 1-1-31 of the Wake County Zoning and Subdivision Ordinance into Article 9, Stormwater Management of the Unified Development Ordinance.
- Explore the use of new technologies as to meet the intent of Stormwater attenuation and water quality.

Floodplain Management:

- Contribution to unite Section 1-1-26 of the Wake County Zoning and Subdivision Ordinance into Article 14, Flood Hazard Areas of the Unified Development Ordinance.
- National Federal Insurance Program (NFIP)-Hazard Mitigation Plan.

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Soil and Water Conservation:

- Implement Phase III of the restoration and monitoring project with mitigation banking, including partnering
- Continual focus on protecting the County's natural resource base and improving water quality by maintaining technical expertise in planning, design, and implementation of conservation projects.
- In partnership with County agencies and others, provide leadership and solutions to maintenance problems facing the Crabtree Flood Control Structures.
- Secure resources to address with partners increased environmental education needs.

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FY 2006 to FY 2008 Business Plan Key Programs, Objectives and Measures

Program Area 1: Wells and Groundwater Protection

Key Objectives:

- Ensure that all private and semi-public wells are properly located, constructed and tested.
- Ensure that abandoned wells that are potential conduits for ground-water contamination and possible safety hazards are properly closed out.

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
Permit Applications	959	700	950	N/A
Well Construction Inspections	1,478	1,650	1,600	N/A
Private Well Samples	1,984	1,300	1,950	N/A
Investigations/Consultations	132	150	145	N/A
Efficiency				
Wellhead Inspections Completed within Three (3) Working Days	82%	90%	90%	100%
Well Grout Inspections Completed	91%	90%	95%	100%
Water Samples Completed within Ten (10) Working Days	94%	97%	97%	100%

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Program Area 2: Wastewater Management

Key Objectives:

- Protect water quality by ensuring that wastewater disposal systems are properly sited, constructed, permitted and maintained and,
- Ensuring proper operation and maintenance of County and NC DENR permitted facilities.
- Provide timely service related to builder applications and complaint response.

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
Applications Submitted	2,446	2,410	2,400	2,400
Final Operation Permits	2,961	3,100	3,000	N/A
Complaint Responses Relative to On-Site Systems	796	770	800	N/A
Final Subdivision Review	152	165	160	N/A
Operation/maintenance inspections	323	325	350*	N/A
Efficiency				
Average Turnaround Time for Permit Applications (days)	13	10	10	8
Effectiveness				
% of systems 3 yrs old that are functioning properly	98.9%	98.9%	99.5%	100%

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Program Area 3: Sedimentation & Erosion Control

Key Objectives:

- Ensure development complies with the Erosion and Sedimentation Control Ordinance
- Reduce off-site sedimentation through increased site inspections.

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
Plans Submitted	241	250	225	N/A
Plans Approved	227	250	225	N/A
Site Inspections	3,384	2,700	3,000	N/A
Efficiency				
Number of Inspections Completed per Engineer	564	450	500	500
Percentage of Plan Reviews Completed within Required Timeframe	N/A	97%	98%	100%
Percentage of Enforcement Proceedings Initiated on Violation Sites within 24 hrs	N/A	97%	98%	100%

ENVIRONMENTAL SERVICES

Program Area 4: Stormwater and Floodplain Management

Key Objectives:

- Administer and enforce Wake County's Stormwater and Floodplain Ordinances, FEMA floodplain regulations, the Neuse River Basin

Nutrient Management Strategy, and appropriate components of NPDES Phase II Stormwater Management Program.

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
Flood Certifications Processed	315	230	250	N/A
Stormwater Certifications Processed	79	35	60	N/A
Flood Studies Reviewed	5	25	30	N/A
Efficiency				
Percentage of Stormwater Management Plans & Construction Drawings Reviewed & Acted upon within Thirty (30) Days	30%	75%	75%	90%
Percentage of Flood Studies Reviewed within Thirty (30) Days	25%	75%	75%	90%
Effectiveness				
Percentage of Applications Complete for Review upon Receipt	20%	50%	50%	75%

ENVIRONMENTAL SERVICES

Program Area 5: Soil & Water Conservation

Key Objectives:

- Administer and enforce Wake County's Stormwater and Floodplain Ordinances, FEMA floodplain regulations, the Neuse River Basin

Nutrient Management Strategy, and appropriate components of NPDES Phase II Stormwater Management Program.

Key Measures	FY05 Actual	FY06 Estimated	FY07 Target	Desired Level
Workload (Output)				
New Acres Under Land Management (Planning)	1,300	1,300	1,200	1,200
Application Acres	1,400	1,400	1,100	1,100
Efficiency				
% of Land Management Contracts Implemented within Contractual Time	80%	80%	80%	90%
Effectiveness				
Funds From Outside Partners (Private, State, and Federal) to Preserve, Protect, and Enhance Natural Resources (Note: some private and governmental partners pay project-costs directly and do not send funds through County budget.)	\$2,600,000	\$630,000	\$550,000	\$550,000
Tons of Sediment Kept From Surface Waters	2,400	2,500	2,500	2,500