

## *County Manager*

### **PROGRAM DESCRIPTION**

The County Manager is responsible for general administration of all county departments and agencies under the guidance of the governing body, and for maintaining effective relationships with semi-autonomous and autonomous agencies. The County Manager oversees the implementation of Commissioner goals and policies, and advises the Commissioners on financial matters, services, and other issues.

### **GOALS & OBJECTIVES**

- Provide clear direction, leadership, and strategic management necessary to accomplish Board policies.
- Assure the financial integrity of Wake County Government.
- Provide effective public information and customer service.
- Develop and oversee the implementation of long range strategic planning.
- Ensure effective legislative advocacy of county issues.
- Continue promoting economic development programs.
- Develop relationships and partnerships at all levels of government and with other agencies to improve opportunities for acquiring and/or leveraging resources and influence decision making that impacts Wake County.

<b>PERFORMANCE MEASUREMENT</b>	<b>FY2000-2001 Actual</b>	<b>FY2001-2002 Estimated</b>	<b>FY2002-2003 Objective</b>
<b>County Manager Measures</b>			
Maintain highest possible bond rating	AAA	AAA	AAA
Conduct annual goal and priority setting process for Board and staff	yes	yes	yes
Respond to citizen inquires/comments within two working days	100%	100%	100%
Respond to Board inquires within one working day and maintain contact until issue is resolved	100%	100%	100%

### **DEPARTMENT HIGHLIGHTS**

#### **ACCOMPLISHMENTS IN FY2001-2002**

- Staffed the ongoing work of the Growth Management Task Force, which has been meeting since September 2000 to develop a recommended countywide Growth Management Strategy.

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## General Administration

- Staffed the newly established Watershed Management Task Force, which began meeting in May 2001 to create a community-based strategy for protecting and restoring the uses and functions of county streams.
- Added more than 200 acres of open space in the last year, and supported work toward a consolidated open space plan. For the first time in the County's history, all 12 municipalities are working on open space preservation plans to be incorporated into a consolidated open space plan for Wake County in the summer of 2002.
- Maintained AAA bond ratings (the highest granted by the major rating agencies), which saved the County millions of dollars in interest payments when bonds were sold for school and criminal justice facility construction. Because of the excellent credit rating and our long-term Capital Improvement Plan model, a tax increase was not required to repay these bonds.
- Opened homeless shelter for men in October 2001. South Wilmington Street Center (SWSC) will help men achieve greater self-sufficiency and move into permanent, affordable housing.
- Developed new protection rules that exceed State requirements for the Neuse River Basin and Cape Fear River Basin.
- Received excellent audit from the firm of Dixon Odom, PLC, earning an unqualified report with no material internal control findings.
- Established an e-Government Office, directed by the Chief Information Officer with staff assistance from the Public Information office, to examine business processes, promote customer service through electronic interactions, and improve staff efficiency.
- Distributed to more than 115,000 citizens an update on the 2000 bond referendum, explaining what the bond money had been used for and which projects were underway since November 2000, when the referendum was held.
- Distributed to more than 115,000 citizens the 2001 Annual Report, outlining accomplishments of the past year and providing highlights of major issues before the County, from 2002 and beyond.

### KEY ISSUES FOR FY2002-2003

- The FY2003 budget includes various reductions to the County Manager's budget, including the release of an administrative assistant position.
- Complete the Wake County Growth Management Plan.
- Complete the Watershed Management Plan.
- Complete the Comprehensive Open Space Plan.
- Continue examining business processes and practices, using technology (e-Government) as a strategy for improving the way we do business, and for meeting customer expectations that more business is conducted electronically and "at their place, on their time."

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**General Administration**

- Complete web site overhaul in September 2002, to make the web site more user friendly and accessible. The site is being developed with a great deal of citizen input, in order to provide better customer service and meet citizen expectations.
- Open Eastern Regional Center in Zebulon, to provide an array of one-stop services in collaboration with community partners, local municipalities, schools, faith groups and civic groups.
- Consider and adopt long-term master plans for parks and libraries, to meet the needs of growth for the next ten years.

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*Budget Summary*

<b>County Manager</b>	<b>FY 2000-2001 Actuals</b>	<b>FY2001-2002 Current Budget</b>	<b>FY2002-2003 Recommended</b>	<b>FY2002-2003 Adopted</b>
Personal Services	\$502,484	\$678,642	\$699,345	\$693,345
Operating Expenses	\$91,302	\$107,451	\$87,044	\$93,044
Capital Outlay	\$0	\$0	\$0	\$0
<b>EXPENDITURE TOTALS</b>	<b>\$593,786</b>	<b>\$786,093</b>	<b>\$786,389</b>	<b>\$786,389</b>
Intergovernmental Revenue	\$0	\$0	\$0	\$0
Fees & Other Revenues	\$0	\$0	\$0	\$0
<b>REVENUE TOTALS</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

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*Position Count*

	<b>FY2001 Actual</b>	<b>FY2002 Actual</b>	<b>Changes</b>	<b>FY2003 Adopted</b>
Number of FTE's	9.0	10.0	-1.0	9.0

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