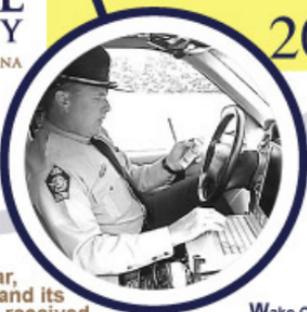


Charting the Future



Wake County 2004 Annual Report

Each year, Wake County highlights its accomplishments in this annual report to the citizens of Wake County.

This year we have a lot to be proud of —and so do you!

In the past year, Wake County and its municipalities received numerous national accolades, including:

#1 Hottest Job Market

(Raleigh-Durham-Chapel Hill, NC)
Business 2.0, March 2004

#1 Hottest Town in the East

(Cary), Money, January 2004

#2 Most Educated City

(Raleigh) American Community Survey
US Census Bureau, May 2004

#2 Best Place for Business

(Raleigh-Durham, NC), Forbes, May 2004

#2 Quality of Life in Largest US Counties

American City Business Journal, May 2004

#6 Best Public School System

(Raleigh-Durham-Chapel Hill MSA)
Expansion Management's MSA Education
Quotient Rankings, April 2004

#1 City with the Happiest Workers

(Raleigh, NC)
Hudson Employment Index, March 2004

#3 High Value Labor Market Quotient 2004

Expansion Management, March 2004

Wake County is the second most populous County in North Carolina. Our 12 municipalities include Raleigh, the County seat and state capital. A unique mix of urban and rural areas and small towns distinguishes Wake from other counties and provides something for every lifestyle.

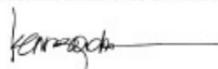
Your Wake County government services are as diverse as our County. We are continually charting the future of Wake County through our progressive programs and planning.

In the past year, we have taken important steps to protect the environment and expand parklands and open spaces. Our neighborhoods are safer through high-tech communication advances and innovative services. Our planning policies have forged relationships between governments and developers while protecting the natural beauty of our County. We've added facilities, such as schools, libraries, parks and regional offices, to meet the needs of our growing population. Wake County offered programs that build healthy communities, benefiting children, adults and seniors. We entered into partnerships to leverage the expertise of many community organizations, businesses and government agencies.

Wake County has also made sure that it has the internal structure to provide the services our citizens need in the most efficient, cost-effective manner. We've implemented new computer systems that improve our performance and increase our capacity to serve you. Through disciplined budgeting and strong financial management, we continue to receive the highest bond rating available—AAA—which saved taxpayers \$8.9 million last year in interest expense on building new facilities.

Some of our accomplishments are more visible than others. Which have benefited you? Are you using our new rural transportation system? Are you enjoying the community parks and greenways? Did we help you secure employment through one of our new JobLink Centers? Did we save the life of someone you love through our "cardiac save" program? Is your well water safer?

This annual report is our way of highlighting for you just a few of Wake County's many accomplishments this past year. You can be proud to be a citizen of Wake County, and I'm proud to have been given the privilege to lead. I'm equally excited about the possibilities ahead of us as we are truly charting the future of Wake County.


Kenn Gardner, Chair
Wake County Board of Commissioners

through effective partnerships

Wake County enthusiastically pursues and cultivates community partnerships to provide expertise, financial support and "ownership" to accomplish many of our goals. As a result of our community partnerships, Wake County citizens have a voice in the programs that benefit their families and neighborhoods.

Economic Development

The County approved funding to assist economic development enterprises that attract tourist spending around the County, using \$4 million from its portion of Occupancy and Prepared Food/Beverage Tax proceeds over the next four years. Projects to receive County funding in FY 03-04 included baseball facilities in Wake Forest and Cary, parks in Fuquay-Varina and Garner, a cultural arts center in Apex and the Carolina Ballet.

Environmental Issues

Wake County, in partnership with the Town of Cary, Durham County and the Soil and Water Conservation District Boards from Wake and Durham counties, secured \$1.4 million in grant funds for a study of the Jordan Lake Water Reclamation and Reuse Project. Use of reclaimed water conserves water supplies and increases water quality by reducing wastewater discharges into our streams.

The County led a partnership with Cary, Apex, Morrisville, Fuquay-Varina and Holly Springs to develop regional solutions to meet the 25-year wastewater treatment needs of western Wake County. As a result, they will design, build and construct a \$200-million regional wastewater treatment facility by 2011.

Wake County worked with municipalities, the Wake County Public School System and the N.C. Department of Transportation to prepare a Disaster Debris Management Plan to ensure timely, coordinated debris cleanup after a natural disaster.

Wake County worked with the City of Raleigh, *The News & Observer* and our public school system to develop a new school recycling program called Feed the Bin, which is designed to increase services to schools, reduce costs and form the foundation for a sustainable education system for environmental stewardship.

Looking Ahead

Wake County and the City of Raleigh approved development of a 500,000-square-foot convention center and a 400-room headquarters hotel in downtown Raleigh last year. Work will continue to finalize plans for the new convention center.

Wake County, its school system and community-based partners Harvest of Hope Network Ministries, El Pueblo, the Mary E. Wilson Foundation, Diversified Resources for Better Living, Raleigh's Worshiping Church and First Baptist Church of Garner will establish three community-based learning centers with a four-year, \$1.4-million, federally funded grant. These learning centers will provide academic enrichment, youth development activities and family literacy to 400 kindergarten-through-eighth-grade students attending Garner-area schools and at risk of school failure.

Wake County's Capital Area Workforce Development program, which oversees federally funded activities for Wake and Johnston counties, is forming a collaboration with the Durham Workforce Development Board and the local chambers of commerce to spur economic development efforts. The partnership will increase workforce development and training opportunities to encourage major industry to locate in our three-county area.

Wake County
by the
Numbers

134
Public schools
in Wake County



Education

The Partnership for Educational Success (PES) expanded by 17 schools. A total of 43 schools in eastern and southern Wake County now have PES site teams engaging 394 families of kids-at-risk of failing in school. Of the students enrolled in the program, 372 participated in 19 Magic Camp sites run by community and faith-based partners, continuing their school-year progress with special summer learning experiences. Through PES, families have increased positive interaction with their schools, and students have shown improved grades and test scores, participation in class and readiness for school.



Animal Overpopulation

Wake County is working with the Society for the Prevention of Cruelty to Animals of Wake County to decrease the euthanasia of unwanted animals by reducing pet overpopulation and increasing adoptions. The County began working with N.C. State University College of Veterinary Medicine students to increase the level of medical care of animals at the County's Animal Care, Control and Adoption Center and to assure that animals are spayed or neutered before being placed in adoptive homes.



Wake County and its municipalities launched an 800-MHz emergency communications radio/computer-assisted dispatch (CAD) system to speed emergency response by connecting fire, rescue, law enforcement and emergency medical service agencies throughout the County.

Charting the future... through customer service



Wake County government is here to serve our citizens. Through a variety of new or renovated services and facilities, Wake County is improving its capacity to serve you.

- Wake County saved taxpayers \$8.9 million last year in interest expense on building new facilities because of its AAA bond rating. The County saved an additional \$4.8 million by refinancing previously issued bonds.
- Voters approved \$450 million in Wake County bonds for school construction as part of the school system's PLAN 2004 capital program. Funds will be used to build 13 new schools and a pre-kindergarten center; conduct renovations, reroofing and repair projects at 61 campuses; and add mobile classrooms.
- Voters approved a \$35-million capital bond for libraries. Funds from the bond will be used to build a new regional library in Cary and branches in Holly Springs and the northeastern part of the County, as well as renovations to North Regional Library. The Cameron Village Regional Library moved to temporary quarters in June as the system's new capital improvement program began.
- To manage its solid waste disposal facilities that are reaching capacity, the County initiated a number of major capital improvement projects, including expansion of a methane gas collection and reuse system at North Wake Landfill and evaluation of alternative disposal solutions.
- The County assigned and based sheriff's deputies at its Southern Regional Center and Eastern Regional Center in Fuquay-Varina and Zebulon, respectively, improving their ability to respond to local incidents and coordinate with other County services and prevention efforts.

The County completed \$3.5 million in site, building and stadium improvements at Five County Baseball Stadium in Zebulon.



Wake County established TRACS (Transit for Rural Access to Community Services) for citizens in Fuquay-Varina, Apex, Holly Springs and Willow Springs. Riders pay \$2-\$4 per trip for door-to-door services that transport them to jobs, doctor's offices, shopping, social events or any destination within the system's boundaries. TRACS is already operating in eastern and northern Wake.



Looking Ahead

Wake County will establish an audio book service in all library branches in 2005.

Wake County will prepare a master facility plan for courts and jails that addresses growth and critical facility needs through 2030.



Wake County completed construction of the following Fire/EMS facilities: Stony Hill Combination Fire Headquarters and EMS, Rolesville EMS Headquarters Station, expansion of Fuquay-Varina Fire Station #2 to add EMS Station, and renovation of Fuquay-Varina Fire Station #1 to add EMS Station. Wake County also began construction on critically important alterations and repairs to 29 fire and 13 EMS stations.

98.88%
Wake County
tax collection rate,
best in the state

6.6 million
Books checked out at
Wake County Library
branches last
year

8,748
New Countywide
residential building
permits
in 2003



Charting the Future

through healthy communities

A healthy community encompasses many things—good physical and mental health, employment, a safe place to live, and strong families, just to name a few. By focusing on building healthy communities, Wake County is building a healthy future for all of us.

Employment

Wake County chartered five JobLink Career Centers and received the first Level II Charter awarded in the state. A Level II Charter provides more comprehensive services to job seekers including additional partners and expanded resources.



The National Association of Counties gave Wake County the Achievement Award for its PRO-Familia program, which seeks to increase the ability of non-English-speaking Latinos to contribute to the financial support of their families through stable, unsubsidized employment that pays a decent wage. The program assisted with 104 unsubsidized job placements last year with an average hourly wage of \$8.72.



Wake County assisted more than 12 companies and 1,700 dislocated workers with employer services, training and job-placement assistance.

By providing skills training for five companies and their employees, Wake County increased job retention and global competitiveness.

91%
Immunization Rate
for 19- to 35-month-old
children in 2003

Physical and mental health

Wake County established the new Eastern Regional Center Mental Health Team, whose members assist residents in securing local psychiatric services, provide outpatient mental health and substance abuse services, and deliver child case management therapy. The team helps identify new providers and is a local voice that informs citizens of community treatment options available to them.

Since July 2003, a total of 170 people have been removed from our waiting list for developmental disability (DD) services and 109 consumers began receiving DD case management services.

Children

Through community partnerships and an emphasis on family-centered approaches, Wake County's Family to Family programs increased foster homes and decreased the number of foster children placed outside of Wake County. These changes improved the well-being of children in foster care, while decreasing County costs.



Wake County hosted the Wide-A-Wake Community Forum to address the epidemic of childhood overweight. The County coordinated work among the public schools, Wake County Fitness Council, WakeMed and other community partners to address this serious issue.

Wake County increased support in its pharmacy to dispense critical medications at a reduced cost to mental health clients and community providers. This improvement is especially important, as the County is responsible for assuring access to affordable medications for persons with mental illness and monitoring compliance of essential drug treatments.



As a step to prevent the spread of mosquito-borne disease – specifically, West Nile Virus – Wake County's Human and Environmental Services Board adopted a "standing water" rule as a measure to reduce breeding sites for mosquitoes.

184,195
children in Wake
County in 2004

\$28.5
million collected
for child support,
an all-time
high for
Wake County

Charting the future... through safe neighborhoods

Safety for all our citizens is a priority. By developing systems for responding to emergencies and proactively planning to reduce or prevent crises, Wake County is working to ensure everyone's safety. Wake County believes safe neighborhoods build strong communities.

Emergency response

Wake County improved its computer-assisted dispatch system (CAD), reducing emergency call handling and response times. The system uses new map-based software to dispatch the fire or EMS unit nearest to an emergency, regardless of a fire district or municipal boundary.



In Wake County, the overall survival rate of sudden cardiac arrest is 21 percent, compared to the national average of five to seven percent. This success rate is attributable to Wake County's highly trained paramedics, fire "first responder" services, quality dispatch and increasing availability of automated external defibrillators (AEDs) in the community.

Wake County implemented a Special Response Team to respond to school emergencies and high-risk crisis events. The Special Response Team also provides additional emphasis in high-crime areas.

County staff and the Latin Alliance for Health Education (ALPES -- *Allianza Latina por Educación de Salud*) established the Wake County Gang Prevention Partnership with representatives from law enforcement, the school system, the community and state offices. The Partnership created materials to alert parents, teachers and community leaders to the signs of gang "tagging" and increased illegal gang activity. Next steps will include a community-wide education campaign and the development of gang prevention and intervention programming for the youth of Wake County.

Looking Ahead

Addressing a homeless population that numbers at least 1,235 men, women and children on any given night, County leaders joined in a partnership with Raleigh, the Wake Continuum of Care, and Triangle United Way to create a 10-year Plan to End Homelessness by 2015. Police, faith-based organizations, universities and businesses are involved in the effort. A new automated Homeless Management Information System will track progress.

Dorothea Dix Hospital's imminent closing is generating much discussion about future uses of the Dix property. Wake County representatives are working with the State of North Carolina, the City of Raleigh and many other stakeholders to develop a Dix Master Plan that addresses citizens' interests, ranging from development to open space preservation to providing use of facilities as a local inpatient hospital for persons with acute mental illness.

Wake County will continue to work with the N.C. Department of Health and Human Services along with area hospitals to establish a local inpatient psychiatric unit for patients with acute mental illness, who may no longer have Dix Hospital as an option for care.

25,000
families in
Wake County
need affordable
housing

Crisis prevention

The Wake County Sheriff's Office implemented the Citizens Well-Check program to make daily calls to check on the welfare of senior citizens and people with disabilities.

Wake County formed the Criminal Justice Partnership Planning Advisory Board to examine the local criminal justice system and identify areas that could be improved through community-based programs.



Wake County led public- and private-sector partners in creating a comprehensive Aging Plan that will ensure the County is a senior-friendly community that welcomes seniors moving here and prepares for the baby boomers who currently live and will retire here. The GOLD (Growing Older, Living with Dignity) Coalition will be in charge of developing the business plan for implementation in the coming years.

49,256
senior citizens
in Wake County
in 2004

Charting the Future through environmental stewardship

2004 Wake County Annual Report



Water Quality

Wake County restored more than 29,000 linear feet of streams, which eliminates stream erosion and about 15,000 pounds of sediment each year. Sediment is the major source of water pollution in Wake County.

Wake County revised its well permitting and inspection rules to address pollutants such as arsenic and other inorganic compounds in wells to ensure good water quality. Previously, well water was only sampled for presence of bacteria. Approximately one-third of Wake County citizens rely on well water.

Wake County and its municipalities educated the public to adopt cost-effective, environmentally sound practices to protect water quality. As a result, pesticide or fertilizer applications and misuse were reduced, and water conservation or water reuse improved. These improved management practices on home landscapes saved more than \$220,000.



Everyone knows Wake County is special. It boasts a unique mix of rural and urban—all the amenities of a larger city and surrounding towns and yet the beautiful trees, open spaces and wildlife of the countryside. Wake County is working to balance growth and preserve all that is great about where we call home. That means taking care of our environment, not only for our present but for our future.

Open Space

The first phase of Wake County's portion of the American Tobacco Trail (ATT), a recreational rail-trail located on an abandoned railroad corridor, opened for pedestrians, bicyclists and equestrians. When completed, the County's 6.5-mile portion of the ATT will link to rail-trails in Chatham and Durham counties for a total of 23 miles of recreational trail.

Wake County acquired approximately 198 acres for the future Little River Reservoir in eastern Wake County. This brings the total acreage acquired to 1,971 acres for the reservoir and a planned adjacent regional park. Wake County also acquired 235 acres for the future Southeast County Regional Park, to be located northeast of Fuquay-Varina.

In the past year, through partnerships with Wendell, Raleigh, the state and the federal government, the County has acquired more than 778 acres of open space. To date, the County's Open Space Preservation Program has partnered with other municipalities, the state and federal governments, private landowners and nonprofits to acquire nearly 1,790 acres of open space.



Do you have items you don't know how to dispose of? From aluminum cans to rusting old cars to X-ray film, Wake County's **Trash Takers** can tell you where to go. Go to www.wakegov.com/county/recycling/trashtakers.

Looking Ahead

With passage of the November 2004 bond referendum, Wake County's Open Space Program will have \$26 million for acquiring additional property. This allows the County to continue to protect water supply, control flooding, provide parks and greenways, preserve historic resources and create shelter and nesting areas for wildlife.

Working together, Wake County and all its 12 municipalities will develop a 25-year plan for disposal of solid waste.

With closure of the municipal solid waste landfill in Raleigh fast approaching, Wake County is working with the North Wake Landfill Citizens Committee to research viable options for using the site in a way that will benefit the community.

856-5700
Litter Line,
the number to call
to report littering
and illegal dumping

1,790
acres of
Open Space acquired
or preserved

Municipal Solid Waste

By changing our solid waste transfer station service agreement, Wake County is saving \$360,000 per year for the same services.

Wake County worked with state revenue and environmental agencies to begin distributing state white goods (or appliances) management funds to local governments, increasing revenue for recycling programs by \$250,000 per year.

Through the County's new Product Stewardship program, electronics manufacturers JVC, Lexmark, Panasonic, Sharp and Sony are making recycling of their products more economical and accessible to Wake County residents.



Air Quality

Wake County received a \$100,000 grant to reduce air pollutants from diesel school buses. This will contribute to the County's ongoing efforts to reduce harmful emissions through the use of technology, alternative fuels and alternative-fuel vehicles.

The County investigated radon levels in indoor air of homes, and in groundwater of private domestic wells. Wake County will help homeowners determine ways to eliminate dangerous radon levels.

...through careful planning

In Wake County, 27 acres of land are converted from a natural landscape to a human-built environment each day—that is about one acre per hour. This growth and development is crucial to Wake County's economy, but County leaders know it is important to carefully plan this growth and establish processes and relationships to enhance it.

Wake County implemented the Transportation Plan and the Collector Road Plan to coordinate transportation networks and improve traffic patterns in new developments.

Wake County developed a construction-and-demolition debris reuse, recycle and disposal guide for builders and developers. We have conveniently included this guide in building permit applications for Wake County and Raleigh.

The County established a satellite work center for building inspections and permits at the Southern Regional Center in Fuquay-Varina. Six field inspectors operate from this location, providing more efficient services locally and reducing costs of services.

The "Mobile Highway" contractor system was implemented to streamline and improve services and to strengthen communications between Wake County staff and the development community. The Mobile Highway system is a user-friendly Web portal that provides accessibility, scheduling and inspection results through a browser-based application for personal computers and Web phones to the development community.



Looking Ahead

Wake County will create a Unified Development Ordinance to consolidate development regulations into a single document, making these regulations more usable and accessible and resulting in uniform application of policies and regulations. The document will also reflect changes that have occurred over the past 40 years.

Wake County will implement a system that automatically transfers information regarding new land parcels and parcel changes from its property-mapping department to the revenue department that handles property taxes. This system will streamline the process, reducing paperwork, errors and duplication of effort.

The County will conduct comprehensive updates of its five Area Land Use Plans, to help define how Wake County should grow over the next 25 years.

857
Square miles:
Wake County
proper

725,902
Projected population
of Wake County
in 2004



Wake County Board of Commissioners

2004 Board Committees

Growth, Land Use, and Environment

Members: Joe Bryan, Chair; Harold Webb, Vice Chair; Herb Council

Public Safety and Criminal Justice

Members: Harold Webb, Chair; Phil Jeffreys, Vice Chair; Joe Bryan

Budget, Finance and Education

Members: Tony Gurley, Chair; Herb Council, Vice Chair; Betty Lou Ward

Human and Community Services

Members: Betty Lou Ward, Chair; Tony Gurley, Vice Chair; Phil Jeffreys



Kenn Gardner
Chair



Joe Bryan
Vice Chair



Herb Council



Tony Gurley



Phil Jeffreys



Betty Lou Ward



Harold Webb

David Cooke
County Manager

Gwen Reynolds
Clerk to the Board

Michael R. Ferrell
County Attorney

Numbers to Keep

Frequently Called Numbers

Birth & Death Certificates	919-250-3860
Building & Development Permits	919-856-6060
Clerk of Courts	919-755-4105
Fire/Rescue Services Information	919-856-6340
Foreign Travel (Immunizations)	919-250-3865
Historic Preservation	919-833-6404
Human Services	919-212-7000
JobLink Career Center	919-250-3770
Marriage Licenses	919-856-5460
Pool Inspections	919-856-7400
Public Schools Customer Service	919-850-1600
Recycling	919-856-6186
Register of Deeds	919-856-5460
Restaurant Inspections	919-856-7400
Taxes, Personal & Property	919-856-5400
Wake County JobLine	919-856-6115
Water Quality / Septic Tanks / Wells	919-856-7400
Work Permits	919-212-7000
Vehicle Registration/Driver's License	919-715-7000
Voter Registration/Elections Board	919-856-6240

Emergency Numbers

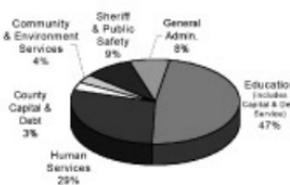
Fire, Police, Paramedics	911
United Way	211
Adult Abuse & Neglect Reports	919-212-7264
Carolinus Poison Center	800-848-6946
Child Abuse & Neglect Reports	919-212-7000
Communicable Disease Reports	919-250-4462
Emergency Financial Assistance	919-212-7370
Mental Health & Substance Abuse	919-250-3133
Wake County Sheriff	919-856-6900

FISCAL YEAR 2005 Budget at a Glance \$746,960,000

General Fund Revenues



General Fund Expenditures



Wake County Online Services at www.WakeGOV.com

- Schedule and review inspections
- Apply for a job
- Look for a cat or a dog to adopt
- Find or report a lost pet
- View restaurant inspection grades
- Search recorded deeds
- Pay property taxes
- Search the library catalog
- Research library databases
- Download GIS maps
- Apply for a marriage license
- Display County maps with IMAPS
- Register to vote
- Apply for a mechanical permit
- List business property for taxes
- Apply for volunteer board positions
- Find Wake County official forms

2005 County Holiday Schedule

New Year's Day	Dec. 31
Martin Luther King Jr. B-day	Jan. 17
Good Friday	Mar. 25
Memorial Day	May 30
Independence Day	July 4
Labor Day	Sept. 5
Veterans Day	Nov. 11
Thanksgiving	Nov. 24 - 25
Christmas	Dec. 23 - 26



Watch WakeGOV TV on
Cable Channel 11

PO Box 550 / Raleigh, NC 27602
919.856.6160 phone / 919.856.6168 fax
www.wakegov.com

