



Your Guide to
Wake County Services
Annual Report & Map 2007



www.wakegov.com

For the Future • Foundations for the Future • Foundations for the Future • Foundations for the Future •

Foundations for the Future

Foundations for... Safety

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COOL IDEA Wake County Emergency Medical Services was recognized by the National Association of Counties for being first in the U.S. to use Induced Cooling treatment to successfully resuscitate victims of cardiac arrest. Known as ICE, the technique lowers the body temperature of heart attack patients, increasing survival rates.

KEEPING OFFICERS ON THE STREET New technology helps local law enforcement solve crimes and get back on the streets faster. The City-County Bureau of Identification (CCBI) recently updated computer systems used to fingerprint, palmprint, and photograph arrestees, and three additional palmprint units have been put into daily use.

CARDIAC SAVES One of every three (double the national average) treatable cardiac arrest victims in Wake County is discharged from the hospital, thanks to the hard work of 911 operators, fire department "first responders" and paramedics.

FORENSICS CCBI Forensic Services added a forensic computer analyst to their staff to assist local law enforcement in investigations of identity theft and child pornography.

ON THE SAME WAVELENGTH

RDU's Public Safety forces became part of Wake County's 800 MHz radio system, and the City of Raleigh inked an agreement that will bring their police department onto the system by the end of 2007.



SRT CHAMPIONS In April 2006 the Wake County Sheriff's Office Special Response Team (SRT) won first place at the statewide 2006 SRT Training Conference in Salemburg. This was the second consecutive year that Wake's team won the statewide competition.

PROJECT LIFESAVER The Sheriff's Office implemented Project Lifesaver, a rapid response program that locates people with brain disorders (including Alzheimer's, autism, Down's syndrome, and dementia) who wander away from their caregivers.



Foundations for... Wellness

ASTHMA ASSISTANCE The new Indoor Environmental Asthma Assessments program began providing in-home investigations to identify asthma triggers for targeted low-income families. The program is a partnership with Human Services and Community Care of Wake County.

ENSURING SAFE WATER

Wake County has partnered with Apex, Raleigh and Cary to study the Lake Wheeler watershed to identify sources of pollution, and ensure that Lake Wheeler remains a sustainable site for water quality and recreational enjoyment.

NEW HUMAN SERVICES CENTER

The Western Human Services Center opened at 150 Cornerstone Drive in Cary. The Center houses Child Welfare blended teams, as well as Child Support, Child Care Subsidy and mental health staff who provide services to western Wake families.

EQUALITY LEADER The County's Child Welfare program was named one of 10 "Places to Watch" for improved racial



equality in Child Welfare by The Center for the Study of Social Policy. The Annie E. Casey Foundation invited the program to be a national anchor site and model for its Family-to-Family Child Welfare reform

initiative, and awarded the County a \$150,000 grant.

WELL EARNED The Groundwater Section of the Department of Environmental Services earned the Norton Group Award from the N.C. Public Health Association for outstanding cooperation and service in public health.

INTEGRATED WATERSHED MANAGEMENT Wake County secured an \$180,500 State grant to start the project: "An Integrated Approach to Watershed Management Planning and Implementation in Selected Watersheds of Falls Lake."

RILEY HILL RENOVATION

The Riley Hill Family Life Center in eastern Wake County received a new heating/air-conditioning system and roof, and new windows, doors and flooring. The nonprofit works with about 500 people per year to minimize dropout rates, reduce teen pregnancy and eliminate substance abuse.

HELPING OUR VETERANS The 2007 Capital Area Homeless Veterans Stand Down provided 96 homeless veterans access to Veterans Affairs benefits and other services such as showers, meals, laundry facilities and haircuts.

The County vaccinated 1,662 animals at its annual rabies clinics, an increase of 150% over 2006.

- Top 10 Metro Areas for Job Growth, *Business 2.0*, May 2007
- #1 Best U.S. City for Jobs (Raleigh-Cary, NC), *Forbes*, February 2007
- #1 Best Place for Business and Careers (Raleigh, NC), *Forbes*, April 2007
- #1 School District in the Nation for Certified Teachers (Wake County), National Board of Certified Teachers, January 2007
- #1 Best City for Women Entrepreneurs (Raleigh-Cary, NC), AllBusiness.com, November 2006
- #3 Top Metro Overall (Raleigh-Cary, NC), *Expansion Management Mayor's Challenge*, August 2006
- #3 City for African Americans to Live (Raleigh, NC), *Black Enterprise Magazine*, 2007
- #5 Best Place to Find a Mate (Raleigh, NC), *Men's Health*, March 2007
- #8 Fastest Growing Metro in the Nation (Raleigh, NC), U.S. Census Bureau, April 2007
- #6 Best City for Singles (Raleigh-Durham, NC), *Forbes.com*, July 2006

SOLID WASTE SOLUTIONS

The County completed all permitting and approvals for the South Wake Landfill and issued the Notice to Proceed with construction. Wetlands and stream impact permits were approved by federal and state agencies in record time.

Foundations for... Families

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PAYING FOR SCHOOLS Wake County voters approved a \$970 million bond for public school construction in November 2006. Our superior AAA credit rating earns us the lowest interest rates on bonds, which are the least expensive way to borrow money immediately to finance schools over a long period of time.

MORE TO READ Four new or expanded libraries opened in the last year - West Regional Library in Cary, Holly Springs Branch Library, and North Regional and Southgate libraries in Raleigh.

MAKING MAGIC The 2007 Making Magic Motorsports Expo raised more than \$35,000 to help more than 400 at-risk children enjoy Magic Camp last summer. The Making Magic Initiative is a partnership that works with summer camps to incorporate academic support, physical fitness, life-skills development, and family-involvement programming.

COMING TO WAKE COUNTY A new Wake County Public School System (WCPSS) Student Projection Model won an Achievement Award from the National Association of Counties. The model has been accepted and approved by County and Board of Education staffs for use in 2007-2027 system-wide planning.

AFFORDABLE RENT Housing and Community Revitalization added 122 rentals to their rosters, for households earning less than \$29,000 a year for a family of four. Units at Oak Hollow

Apartments in Raleigh are reserved for formerly homeless families who have a disabled family member, and Hester Street Apartments in Knightdale houses adults with mental illness.

PLACES TO PLAY Wake County facilitated the planning and development of two community parks in partnership with the City of Raleigh. The new parks are located at Barwell Road and Brier Creek elementary schools.



LESS PAPERWORK A new Universal Screening Application allows parents to fill out only one form for four Family Support Services programs for four-year-olds -- Head Start, More at Four, Child Care Subsidy and Title I Pre-K.

HANDS ON LEARNING Solid Waste conducted the first "compost carnival" with more than 400 WCPSS elementary students learning about compost through interactive classes -- the first of its kind in Wake County.

Foundations for... Business

FINANCING DEVELOPMENT Commissioners approved the Wake County Project Development Financing Policy in April 2007 to provide additional public infrastructure in areas that are blighted or underdeveloped, or areas where the County wants to spur different development patterns than the market would create on its own.

ECONOMIC DEVELOPMENT New business leaders Fidelity Investments, Novartis and Network Appliance, Inc., invested a total of \$408.5 million in Wake County's economy last year. These expansions and new facilities are expected to bring nearly 3,000 jobs to our communities.

The County's population continues to grow and diversify, with 35,000 people moving to Wake County last year. That comes to 98 people a day, including 35 newborns.

PUBLIC/PRIVATE PARTNERSHIP

The County successfully negotiated a Public/Private Partnership with Empire Eastwood Group for a 990-space County parking deck and adjoining mixed-use development, which is projected to result in a \$20 million private investment. Construction will begin in September 2007, with completion expected by January 2009.

BLUE RIBBON

EXCELLENCE The North Carolina Association of County Commissioners recognized the Wake County Blue Ribbon Committee on the Future of Wake County with the 2006 Outstanding County Program Award. The Committee was formed to examine growth needs for the next 25 years and make recommendations regarding

transportation, criminal justice facilities, water/sewer, parks/open space, public schools and Wake Tech.

TECHNICAL ASSISTANCE

Solid Waste Management initiated free services to businesses for mandated oyster shell recycling and waste reduction projects, and hosted a workshop to explain the new beverage container recycling laws for businesses with ABC permits.

ONLINE BENEFITS

Human Resources conducted participant information sessions throughout the year to review all employee benefit programs, and improved efficiency by holding online open enrollments for benefits.



FIRST RATE TV SHOW The Public Affairs Office received an Award of Excellence for WakeGOV TV in the large counties division of the National Association of County Information Officers. You can watch WakeGOV TV on Cable Channel 11 or at www.wakegov.com.



TOP NOTCH EMPLOYMENT SERVICES

The Supportive Employment Program earned a three-year international accreditation from the Commission on Accreditation of

Rehabilitation Facilities for

Job Development,

Employment Planning Services, and

Job Supports and Job-site Training courses.

The accreditation is the highest level that can be awarded to an organization and extends through May 2010.

HI-TECH LEADER

Wake County Government ranked 10th in the National Association of Counties 2007 Digital Counties Survey. This award is for exceptional use of technology to improve service to citizens by counties with a population of 500,000 or more.



UPDATED LAND USE PLAN

County Commissioners adopted the 2007 Southwest Wake Area Land Use Plan update. This was the first comprehensive update of one of the County's five Area Land Use Plans for more detailed area planning.

Foundations for... Communities

MEDICAID RELIEF Over the next three years the State will take over all County Medicaid funding. In conjunction with this relief, counties may choose to enact new revenue options that can be used to address infrastructure needs such as public school construction and transportation, as recommended by the Blue Ribbon Committee on the Future of Wake County.

LITTLE RIVER AGREEMENT

Facilities Design and Construction made final land acquisitions for the future Little River Reservoir and negotiated an interlocal agreement with the City of Raleigh for the transfer of land. Raleigh will now begin

the process to permit and construct the new water supply basin.

LEADING THE STATE

As part of a pilot program, the Wake County Board of Elections recently conducted two elections in which precinct officials used laptop computers instead of paper poll books in the polling places, and the State is applying this module on

Election Day.

CITIZEN OUTREACH

The South Wake Landfill Citizens Committee was formed to provide a communication conduit among landfill neighbors and the County. The Committee holds monthly meetings and conducts field trips.



The Library's annual book sale grossed more than \$170,000 for the first time ever.



WakeGOV.com now includes video clips of WakeGOV TV shows, podcasts of selected news items, and e-mail notifications of County activities and events.

On the Horizon

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CARING FOR CITIZENS WITH MENTAL ILLNESS

Through the Mental Health Capital Plan, Wake County is finding new ways to provide mental health care when Dorothea Dix Hospital closes. This includes a contract with Holly Hill Hospital to provide inpatient psychiatric treatment to residents, creating a model to provide continual care for acute adult mental health and substance abuse services, and continuing to look at options for additional facilities.

CRIMINAL JUSTICE CENTER

A design team has been selected for the new Criminal Justice Center, and architectural programming and space planning are in progress. These are the first stages of the 30-year Criminal Justice Facilities Master Plan, which includes \$215 million for a downtown Criminal Courthouse, a public records/administration facility, high-security parking for more than 300 vehicles, a 990-car parking deck for public and employee parking, and renovations to the existing courthouse and public safety center.

PROPERTY TAX SYSTEM RE-WRITE

In advance of the fall 2008 real estate revaluation, the County completed an update of its property tax systems. The new systems provide the base data and analyses needed to establish new real estate values.

FASTER RESULTS The Board of Elections developed and implemented procedures for the sorting and reporting, by precinct, of all One-Stop, absentee by mail and provisional ballots within 60 days of each election, as mandated by the state.

COMPETITIVE SALARIES

Wake County Human Resources completed the "one-third" market salary survey to ensure County salaries continue to be competitive and market-driven.

2007 BOND REFERENDA Wake County Commissioners agreed to place bond referenda on the October 2007 ballot that includes \$92 million for Wake Technical Community College, \$45 million for Wake County Public Libraries and \$50 million for Open Space Preservation. More information on the bonds can be viewed online at www.wakegov.com.

IDENTIFYING LAND FOR INDUSTRY

Wake Commissioners approved the Certified Industrial Site Policy in August 2007 to address a shortage of land suitable for large-scale economic development. Through its partnership with the Greater Raleigh Chamber of Commerce, the County will work with cities and towns to identify sites that could be used for new industrial projects, to protect existing zoning or rezoning, and then qualify these parcels as certified industrial sites.



AUTOMATIC VEHICLE LOCATION

Computer-Assisted Dispatch (CAD) uses Automatic Vehicle Location (AVL) to pinpoint the nearest member of the Sheriff's Office patrol fleet in an emergency. Next year, EMS units will begin using AVL to reduce response time by identifying the ambulance closest to a medical emergency.

When complete, the AVL system will assist all agencies that use Wake County's CAD system.

ADDRESSING FUTURE NEEDS

The planning department is conducting the Harris Lake Drainage Basin Land Use Study, serving as a partner in the U.S. 1 Corridor Memorandum of Understanding, acting as a member of the Corridor Planning Council, and participating in the Little River Watershed Interlocal Agreement Work Group with Rolesville, Wendell and Zebulon.

WORKING TOGETHER ON WATER

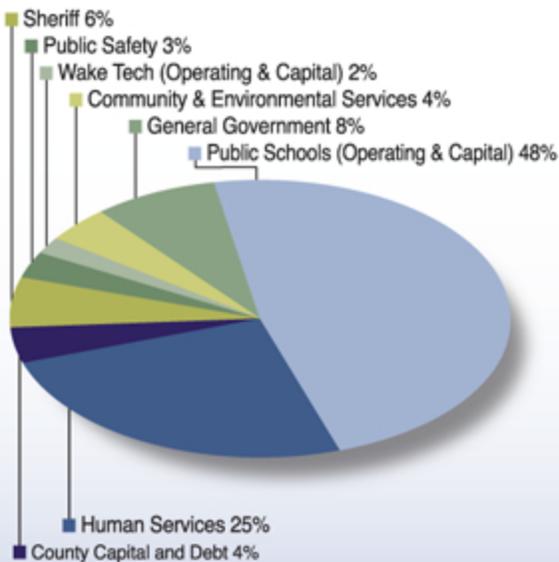
The Stormwater Management Task Force, which includes members from all 13 local governments, has nearly completed its assessment of stormwater services in Wake County. The study will also identify opportunities for collaborative stormwater management efforts in the future.

AIRPORT FEASIBILITY

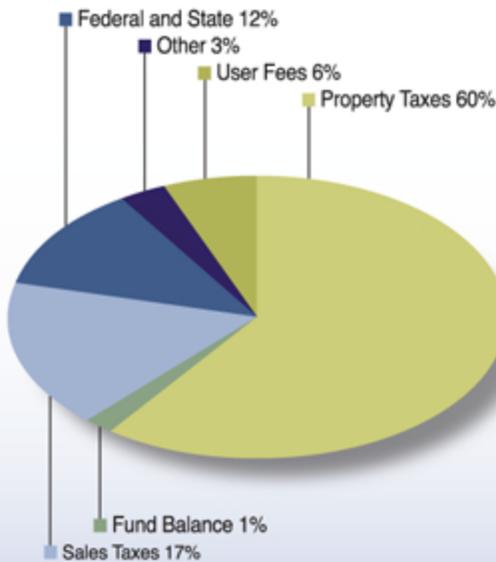
A study concluded that a new general aviation airport in eastern Wake County is feasible. The County has begun a subsequent study, in collaboration with RDU Airport, the N.C. Division of Aviation and surrounding municipalities, to determine the best sites and potential cost.

Fiscal Year 2008

Budget at a Glance \$914,207,000



General Fund Expenditures



General Fund Revenues

Each year, Wake County highlights its major accomplishments in a report to you, our citizens. We govern with an eye to the future, recognizing that the actions we take impact you today and will resonate in the Wake County of tomorrow. It is critical, therefore, to lay a solid foundation now that will stand the test of time.

We are among the 10 fastest-growing counties in the nation, a tribute to our business climate, educational opportunities and quality of life. The success that we enjoy today is built on the solid foundation that was laid more than 20 years ago, and we are looking for our citizens to join with us in that legacy of leadership.

In October 2007, voters can choose a smarter, greener future, with bonds on the ballot for libraries, Wake Tech and open space.

The Citizens' Facilities Advisory Committee, a product of the Blue Ribbon Committee on the Future of Wake County, has been at work for more than a year. This group, jointly appointed by the Board of Commissioners and the School Board, has reviewed the Schools' and County's capital projects to ensure wise use of the public's money. It will make its recommendations public in the fall of 2007.

This Board's priority goals are all about moving forward while sustaining the quality life we currently enjoy. This report is a snapshot of our progress and expectations, including:

- Completing open space acquisition for the Little River Reservoir to provide a future drinking water source and protect our environment
- Opening new libraries in Cary and Holly Springs and improving libraries in North Raleigh and South Raleigh
- Developing an Automatic Vehicle Location, or AVL, system that will get law enforcement and emergency responders on the scene faster than ever before
- Looking toward the opening of the County's third regional center, serving the residents of northern Wake

As our population eclipses the 815,000 mark, I hope you will join with me in seizing the promise of tomorrow. Our future will be built on the foundations we put in place today.

Tony Gurley, Chair
Wake County Board of Commissioners



Tony Gurley
Chair



Paul Coble
Vice Chair

2007 Wake County Board of Commissioners



Lindy Brown

David Cooke
County Manager



Joe Bryan

Susan Banks
Clerk to the Board



Kenn Gardner

Scott Warren
County Attorney



Betty Lou Ward



Harold Webb



PO Box 550, Raleigh, NC 27602
919-856-6160 phone / 919-856-6168 fax
www.wakegov.com

Foundations for the Future

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Wake County is growing rapidly! Every day 98 new faces join our community. By January 2008, 817,429 people will call Wake County home. To sustain this astronomical growth, we must lay the Foundations of the Future today. This map shows the bricks and mortar of new schools, new businesses and new county facilities being laid throughout the county. Together these bricks build the foundations of Safety, Wellness, Families and Business that Wake County needs to continue to be a leader in the 21st Century.

-  **New Campus**
The new Northern Wake Tech Campus opened, serving more than 1,000 students.
-  **New Schools**
The County built or renovated 26 schools.
-  **New Libraries**
The County built or renovated 4 libraries.
-  **New Open Space**
More than 14,000 acres of open space at 14 locations were acquired by Wake County.
-  **New Business (100+ Jobs Each)**
22 new and existing businesses brought more than 6,000 new jobs to Wake County.

Watch WakeGov TV for the latest news in County government on cable channel 11

WakeGOV.com
Wake County Online Services

- Just a few of the things you can do online:
- Apply for a job
 - Search the Library catalog
 - Display County maps with iMAPS
 - Register to vote
 - Apply for volunteer board positions
 - Search real estate records
 - Lock up restaurant sanitation grades



Produced jointly by the Wake County Public Affairs Office, Information Services, Planning Department and Geographic Information Services.

Wake County Public Affairs Office
Sharon Brown, Director, 919-856-7330
Lauri Antzer, Ron Carnes, Eric Curry, Will Glenn, Marshall Parikh, Chris Smith, Vicki Wigginton, Sarah Williamson



County Libraries

Arden Drive Community Library
1628 Arden Drive
Raleigh, NC 27606
919-253-4000

Cary Library
310 S. Academy Street
Cary, NC 27511
919-460-3357

Dunleigh Road Library
5000 Dunleigh Road
Raleigh, NC 27612
919-841-1318

East Regional Library
946 Seelye Square Court
Kingsdale, NC 27545
919-554-3308

Holly Springs Library
300 W. Ballentine Street
Holly Springs, NC 27540
919-577-0260

North Regional Library
7009 Hoop Mill Road
Raleigh, NC 27615
919-870-4022

Green Road Library
4101 Green Road
Raleigh, NC 27604
919-590-4342

Wake Forest Regional Library
2100 Shepherd's Vineyard Dr.
Apex, NC 27502
919-387-4306

Fuquay-Varina Library
135 S. Fuquay Avenue
Fuquay-Varina, NC 27526
919-557-2793

Wendell Library
207 S. Hollybrook Road
Wendell, NC 27591
919-365-2081

West Regional Library
4000 Louis Stephens Drive
Cary, NC 27519
919-463-8500

Zebulon Library
1000 Disposed Drive
Zebulon, NC 27597
919-494-3611

Library Administration
4033 Cary Drive
Raleigh, NC 27610
919-250-1200

County Parks

American Tobacco Trail County Park
2112 County Park Drive
New Hill, NC 27662
919-387-2117

Blue Jay Point County Park
1300 Plains Union Church Rd.
Raleigh, NC 27614
919-870-4300

Crowder District Park
4709 Ten-Ten Road
Apex, NC 27539
919-462-2850

Harris Lake County Park
2112 County Park Drive
New Hill, NC 27662
919-387-4342

Historic Oak View County Park
4028 Cary Drive
Raleigh, NC 27610
919-250-1013

Historic Yancey Mill County Park
6620 Lake Wheeler Road
Raleigh, NC 27603
919-856-6675

Lake Crabtree County Park
1400 Aviation Parkway
Morrisville, NC 27560
919-460-3390

Wide County Parks Recreation and Open Space
PO Box 550, Suite 1000
Raleigh, NC 27602
919-856-6679

Crabby-Garfield Center
508 E. Louisa Street
Raleigh, NC 27601
919-212-7000

Developmental Disabilities Center
401 E. Whittier Mill Road
Raleigh, NC 27608
919-856-6400

Human Services Center
3010 Faldoff Road
Raleigh, NC 27610
919-250-3100

Male Human Services Center
220 Southmore Street
Raleigh, NC 27610
919-212-7000

South Wilmington Senior Center
1420 S. Wilmington Street
Raleigh, NC 27605
919-857-9438

Larry R. Ziesenkirk Sr. Addiction Treatment Center
3000 Faldoff Road
Raleigh, NC 27610
919-250-1500

Emergency Numbers
In Case of Emergency Call 9-1-1

For other information related to emergencies visit WakeGOV.com or call Public Safety at 856-6020.

Child Abuse & Neglect
919-212-7990

Adult Abuse & Neglect
919-212-7264

Carrollian Poison Center
800-848-0946

Communicable Disease
919-250-4463

Emergency Financial Assistance
919-212-7570

Mental Health & Substance Abuse Emergencies
(Child & Adult), 24 hrs.
919-250-3133

TTY (Deaf) 1-800-1-999
919-250-1499

County Parks

Olivia Roney Local History Library
4615 Cary Drive
Raleigh, NC 27610
919-250-1223

Richard R. Harrison Library
1313 New Bon Avenue
Raleigh, NC 27610
919-856-5214

Southern Regional Library
908 7th Avenue
Garner, NC 27529
919-462-2255

Southgate Library
1601-14 Conifark Road
Raleigh, NC 27610
919-856-5214

Wake Forest Library
400 E. Holding Avenue
Wake Forest, NC 27531
919-365-2080

Wendell Library
207 S. Hollybrook Road
Wendell, NC 27591
919-365-2081

West Regional Library
4000 Louis Stephens Drive
Cary, NC 27519
919-463-8500

Zebulon Library
1000 Disposed Drive
Zebulon, NC 27597
919-494-3611

Library Administration
4033 Cary Drive
Raleigh, NC 27610
919-250-1200

Wake County Gang Prevention Hotline
919-250-0919

Regional Centers

Eastern Regional Center
1002 Disposed Drive
Zebulon, NC 27597
919-494-3900

Southern Wake Human Services Center
247 S. Allen Road
Wake Forest, NC 27587
919-554-8400

Southern Regional Center
130 N. Judd Parkway
Fuquay-Varina, NC 27526
919-557-2801

Western Wake Human Services Center
252 High House Road
Cary, NC 27515
919-460-3366

JobLink Career Center
919-250-3770

Marriage Licenses
919-856-5460

Parks, Recreation & Open Space
919-250-4279

Pool Inspections
919-856-7400

Public Schools Consumer Service
919-856-1600

Recycling
919-856-6186

Register of Deeds
919-856-5460

Restaurant Inspections
919-856-7400

Taxes, Personal and Property
919-856-5400

Wake County Job Line
919-856-6115

Water Quality/Septic Tanks/Wells
919-856-7400

Work Permits
919-212-7000

Building and Development Permits
919-856-6060

Child Care Subsidy
919-773-7600

Clerk of Courts
919-755-4105

Fire/Rescue Services Information
919-856-6340

Foreign Travel Clinic
919-250-3885

Heart Disease and Stroke Prevention Education
919-250-3990

Frequently Called Numbers

Adult Guardianship
919-212-7529

Animal Control/Adoption
919-212-7387

Birth & Death Certificates
919-856-5218

Beaut and Cervical Cancer Prevention/Education
919-250-4353

Immunizations (Adult, Child & Travel)
919-250-3900

Unsub Way
211

Vehicle Registration/Elections Board
919-856-6240

County Attorney
919-856-5500

County Commissioners
919-856-6160

County Manager
919-856-5400

Board of Elections
919-856-6240

Budget and Management Services
919-856-5480

Capital Area Workforce Development
919-850-6040

Community Services
919-856-6170

County Managers
919-856-6160

County Commissioners
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