



Last year, Wake County led the nation as the fastest growing among the 100 most-populated counties, with a population increase of more than 36,000 in 2008 – a growth rate of 4.4%. The Census Bureau says Wake's population, at 866,410 as of July 2008, increased by 238,500 new people since April 2000 – an average of 80 newcomers a day over the 10-year period.



Wake County

2009 Annual Report

For Fiscal Year July 1, 2008 through June 30, 2009

How We Rate

#1 Best Place for Business and Careers (Raleigh, NC)

Forbes.com, March 2009

#5 Leading Life Sciences Clusters in the U.S. (Raleigh-Durham, NC)

The Milken Institute, May 2009

#1 Best City for Doing Business

(Raleigh-Cary, NC) *Inc.com*; *newgeography.com*, July 2008

#6 Healthiest Housing Market (Raleigh, NC)

Builderonline.com, February 2009

#2 Best City to Live, Work and Play

(Raleigh, NC) *Kiplinger's*, July 2008

#1 City with Best Economic Potential

(Raleigh, NC) *fDi Magazine*, April 2009

#3 Most Wired City (Raleigh, NC)

Forbes.com, January 2009

#2 Best Performing City (Raleigh-Cary, NC)

The Milken Institute, September 2008

#1 City Where Americans Are Relocating

(Raleigh, NC) *Forbes.com*, April 2009

#1 Top City for Small Business

(Raleigh, NC) *Bizjournals*, February 2009

#8 Best Big Cities for Jobs

(Raleigh-Cary, NC)

Forbes.com, May 2009

Dear Wake County Citizens,

As Chair of the Wake County Board of Commissioners, it is my honor and privilege to present you with the 2009 Annual Report. On behalf of the Board and County staff, we take great pride in highlighting our accomplishments in providing government services to you, the citizens of Wake County.

Like the rest of the world, Wake County has been challenged by the recession. We weathered the storm with sound financial decisions, reducing our budget in 2008 and then again in 2009, and eliminating many vacant positions. We closely monitored the banking and bond markets, successfully refinancing and issuing bonds, while maintaining our AAA bond rating.

With a goal of financial transparency, we launched the Wake Accountability Tax Check – or WATCH – the online “ledger,” so you can keep an eye on how we spend your tax dollars. We will continue to diligently protect the interests and serve the people of our countywide community.

In these pages you will read about the many services that Wake County provides to a still-growing and diverse population, and new and ongoing partnerships to make the most of our County's resources. This report includes updates on mental health and public safety, with important milestones such as breaking ground on the new Mental Health Continuum of Care Facility, and expanding our animal control facility to provide the first consolidated animal shelter in Wake County.

This update demonstrates that we continue to lead by example, establish and work toward priority goals, prepare and plan for tomorrow, and strive to be the best that we can be in Wake County. I hope you enjoy reading and sharing this annual report with your families, neighbors and colleagues.

Sincerely,

Harold H. Webb, Chair
Wake County Board of Commissioners



Chair
Harold H. Webb



Vice Chair
Linda Brown



Betty Lou Ward



Joe Bryan



Paul Coble



Stan Norwalk



Tony Gurley

More than 437,000 pounds of TVs were diverted from the landfill and recycled, up from 37,000 pounds in 2008.



FACT

The Town of Rolesville was the fastest-growing town in North Carolina in 2008, with a population of 2,844.

Preparing for Tomorrow



Wake County broke ground on the **Mental**

Health Continuum of Care facility, which will provide more space for the County's crisis and assessment services, continue inpatient substance abuse services in a state-of-the-art 16-bed hospital and provide two intermediate levels of residential care: a 16-bed detox unit and 16-bed crisis unit.

Staff has provided **economic updates** to the Board of Commissioners regularly since October 2008, summarizing local economic changes, financial considerations and American Recovery and Reinvestment Act funds.

Wake County purchased the **Proctor Farm** – the largest single parcel of land in Wake County – to be preserved as Open Space.

County Commissioners established the **Wake County Complete Count Committee**, charging community leaders with spreading the word and urging residents to "Be Counted!" when the federal Census begins on April 2, 2010.

The closed **North Wake Landfill** is on its way to becoming a County park. Set to open in 2010, the park will include a picnic shelter, playground, and walking and biking trails. The park will also be connected to the planned, statewide Mountains to the Sea Trail.



The 30-Year Justice Facilities Master Plan is closer to completion.

- A new **990-space parking deck** at the corner of McDowell and Cabarrus opened in February 2009. The old parking deck and the Garland Jones Building have been demolished to prepare the site for the new Justice Center.
- **Several courtrooms** in the existing courthouse were renovated to better serve the public.
- Plans to expand **Hammond Road Detention Center** were completed and the County issued Limited Obligation Bonds (LOBs) to fund the project, which is now underway. This was the first time LOBs were issued by a local government in North Carolina.
- Construction is underway on the new **Law Enforcement Training Center** – on a site shared with the City of Raleigh.

Technology

...To Make Life Easier

Birth and death records dating back to 1914, and marriage records since 1931, are now available on the Register of Deeds database in public research areas located at 421 Fayetteville St., Suite 300.

On **Election Day 2008** laptop computers were used to verify the registration status and addresses of voters who had moved since the last time they voted. As a result of early voting and the use of laptops on Election Day, Wake County saw a 70 percent decrease in provisional ballots cast.

The **Wake Accountability Tax Check**, or WATCH, allows anyone to see, online, how tax dollars are being spent. The Web site can be searched and sorted by vendors or category, and shows a comparison between budgeted amounts and actual General Fund expenditures.

Wake was recognized nationally as being in the top 10 large urban counties for use of technology in supporting and advancing government operations, including using technology to deliver services with fewer resources and communicating more effectively with citizens and businesses

...To Keep You Informed



Staying Connected with Wake County got easier in 2009. The County now uses Facebook, You Tube, Twitter, Blogs, RSS feeds, Podcasts and Electronic Newsletters.

The most popular are:

- Live video feeds of Board of County Commissioners meetings
- Library blogs and podcasts about books and presentations
- Twitter for general announcements and public safety

The Economy Web page was developed on WakeGOV.com to share Wake County's plans and strategies to address operating and capital budget issues for fiscal years 2009 and 2010. The site supports open and clear communication on budget and economic issues.

WakeGOV TV, the County's monthly video news magazine program, won a National Association of Counties award for excellence in government communications. To view the latest episode, visit www.wakegov.com/tv. The Public Affairs Office also won national and state level awards for video production.

Still Growing

Times may be tough, but just like you, Wake County is doing more while spending less.

The **Special Operations Inspections Team** reviewed **60 projects** in its first year, ensuring consistent building safety and quality standards across the Wake County Public School System.

The **Household Hazardous Waste program** held **11 special** collection events, leading to the expansion of the program from two times per month to six days per week at North Wake in Raleigh and South Wake in Apex.

Wake's 11 solid waste convenience centers began recycling clothes, telephone books and oyster shells. This is in addition to glass, scrap metal, cardboard, junk mail and other materials they already accept. For information call **856-7400** or visit WakeGOV.com/recycling.



The Animal Care, Control and Adoption Center launched a **Pet Foster Care Program**, that has placed 379 animals in 30 homes per month in fiscal year 2009. A 6,700 square foot expansion will add 75 new dog kennels and 75 new cat enclosures in June 2010. This will be the first consolidated animal shelter in Wake County, offering animal care services for citizens in all parts of the County.

Wake County saved approximately \$4.5 million by refunding general obligation bonds for public improvements such as school projects, Wake Tech, open space and libraries.

The Animal Care, Control and Adoption Center launched a **Pet Foster Care**

The County expanded the use and integration of **Global Positioning System (GPS)** technology to locate wells, septic tanks, water sampling sites and street signs; map irrigation systems, greenways, trails, easements and open space; and pinpoint critical infrastructure for more efficient responses in emergencies.

Maps and geographic data are critical to providing services to citizens. The County **rewrote the MAPS** application to allow more than 100 internal users to view, query, analyze, report and plot geographic information and maps. The revisions save staff time in the field and make record keeping easier.

Libraries circulated 11 million books last year – 6 percent more than the year before. Librarians provided 6,700 children's programs to 244,000 citizens – an increase of 38 percent.



FACT

The County inspected 5,878 restaurants and foodstands in 2009, up from 4,058 in 2008; as well as 99 hotels, 540 day care centers and 75 tattoo shops.

Safety First

Everyone wants to feel safe. From EMS to CCBI and the Sheriff's Office, to Fire Rescue and Emergency Management, Wake County safety services are among the most innovative in the nation.



Wake County played a major role in the response to the **ConAgra Foods** plant explosion in 2009. EMS, Fire and Rescue, Emergency Management, Public Affairs, Emergency Medical Services, Human Services, Information Services and the Sheriff's Office partnered with the town of Garner, state, federal and volunteer agencies to respond to the incident. At its peak, there were over 261 responders to the crisis, representing 51 agencies.

Advanced Practice Paramedics (APP) received a National Association of Counties Achievement Award as Best in Category for health. Emergency Medical Services launched the APP program in January 2009 with 17 paramedics. The program is designed to match specially-trained paramedics with the most acute patients, allowing better utilization of emergency ambulances, reduced healthcare costs and assurance that citizens receive the most appropriate care available.



Latent Print Examiners identified more than 1,000 suspects in fiscal year 2009, ranking the City-County Bureau of Identification No. 1 in North Carolina, rivaling any local, state or federal identification agency in the United States. Technicians scanned 178,000 palm prints into the local database to compare prints of identified suspects and impending criminals.

The Wake County Sheriff's Office partnered with the N.C. Administrative Office of the Courts to implement the Automated Warrant Repository. Called **NC AWARE**, the repository is a Web-based statewide warrant storehouse to maintain and track criminal processes and offender information. NC AWARE allows local law enforcement officers to more quickly and accurately identify individuals with outstanding criminal records.

Wake worked with Lee, Harnett and Chatham Counties to complete the **bi-annual FEMA-evaluated Shearon Harris Nuclear Power Plant exercise**, requiring participation from multiple county departments, fire departments and municipalities. The team passed the exercise and was recognized for its excellent coordination, professionalism and teamwork.

CCBI Crime Scene Agents investigated and processed 8,579 crime scenes for all law enforcement agencies in Wake County, including collecting and analyzing physical evidence.

The **Sheriff's Office** has fully **implemented the 287 (g) program**. Deputies now work with the U.S. Department of Homeland Security's Immigration and Customs Enforcement (ICE) agency to access federal immigration databases to identify undocumented immigrants that have been arrested.

Helping Families

Times are tough, but Wake County is here to help citizens. These are just a few of the programs available to aid those in need.

The **Capital Area Workforce Development Board** received \$3.2 million to create more than 800 jobs for teens, adults and dislocated workers in Wake and Johnston Counties, as part of the Federal American Recovery and Reinvestment Act of 2009. This Board was also recognized by the State for achieving high performance standards.

Human Services continues working to become a "human capital development" agency. More than 125 Wake County residents are currently enrolled in the **Middle Class Express** program, and nearly half of those enrolled for 90 days or more have elevated their employment status to a regular position, a full-time position or one which provides benefits. The goal of the Middle Class Express program is to move 1,000 families from low-income to middle-class status in five years.

The Board of Commissioners accepted \$582,164 in **Homeless Prevention and Rapid Re-Housing Program** grant funds from the U.S. Department of Housing and Urban Development. The funding provides short-term or medium-term rental assistance, and housing relocation and stabilization services such as mediation, credit counseling, security or utility deposits, utility payments and moving cost assistance.

The **Senior Citizens Circuit Breaker** was implemented and the Revenue Department held five public information sessions in March 2009 to teach citizens about the new tax relief program.

Veterans Services officers initiated a monthly outreach to veterans at the County's Northern, Eastern and Southern regional centers. The staff, all veterans themselves, help secure needed and deserved federal benefits for veterans and their families who can't come to the downtown Raleigh Veteran Services Office, which is located at 567 E. Hargett St.

In the first year, 60 families participated in **Wake's Nurse-Family**



Partnership, a nationally recognized program that allows nurses to make home visits to first-time, low-income mothers and their children.

Throughout the year, the County partnered with the state library, **JobLink Centers**, Service Corps of Retired Executives and AmeriCorps volunteers to offer expert group and one-on-one consulting for career and business development. In addition, libraries across the county are dedicating computer labs and technical assistance for job-seekers on a weekly basis.

The new **Millbrook Human Services Center** opened in 2009, offering WIC (Women, Infants and Children) services, Child Care Subsidy, Child Service Coordination, HIV/STD program, Health Promotions, Immunizations and more.



Leadership

Leaders who understand the needs of a rapidly-growing urban County make Wake one of the best places to live in America.

Wake County Board of Commissioners Chair Harold H. Webb, an original member of the Tuskegee Airmen, was invited to attend the inauguration of President Barack Obama.



Commissioner Webb received a **lifetime achievement award** from the North Carolina Association of County Commissioners Black Caucus.

Commissioner Joe Bryan, first vice-president of the N.C. Association of County Commissioners, led a group of Triangle business and government leaders to China on an economic development tour called "**Invest Carolina.**"

Wake County Government was honored by *Business Leader* magazine as one of **35 exceptional businesses** with initiatives for a healthy company.

The County dealt with the impact of the economic recession on the 2010 budget, developing and implementing a unique **2010 budget preparation process** that accomplished \$30 million in budget reductions with limited impact on services.

Despite turbulent financial markets and the recession, **Wake County's AAA rating was reaffirmed** by all three national credit rating agencies in 2009.

Wake's Fleet Management division was awarded the Blue Seal of Excellence from the National Institute for Automotive Service Excellence for exceptional fleet maintenance. The Fleet Director serves as the Clean Cities Coalition Steering Committee Executive Chair.

Partnering to Build a Stronger Community

Wake County works with community groups, businesses and other government agencies to provide the best possible services for citizens.



The **Growth Issues Task Force** – comprised of County Commissioners, town representatives and members of the Board

of Education – signed a memorandum of understanding agreeing to increase joint planning and cooperation, build a high-quality education system and enhance mass transit opportunities.

The County collaborated with the town of Garner and the Garner Fire Department to acquire land for a **fire station**. When it opens in November 2010 the **new station** will reduce response times and improve service to residents in southeastern Wake County.

Wake County's Local Management Entity (LME), which manages mental health and developmental disability services, received a three-year national accreditation – the highest number of years possible – in June 2009.

More than **240 high school students** were recruited and trained by the Board of Elections to serve as **paid precinct officials** for the General Election in November 2008.

Geographic Information Services (GIS) is looking at County services and facilities to see what locations are used the most and where new locations may be needed – both now and in the future. So far, GIS has examined the Board of Elections, Human Services, Environmental

Services, Fire/Rescue and Emergency Management, and Parks, Recreation and Open Space.

The Capital Area Workforce Development Board was awarded a \$250,000 **Allied Health Regional Skills Partnership Implementation Grant** from the State to advocate for allied health care education and training programs. The partnership will align resources to meet the workforce demand for skilled workers.

Wake County Parks partnered with Rex



Healthcare to provide **heart-healthy screenings** at American Tobacco Trail, Blue Jay Point, Lake Crabtree and Yates

Mill county parks, promoting healthful outdoor activities that benefit all ages.

WakeCART – Community Area Resource Team – is a network providing awareness and support to veteran and military families. CART was organized in 2008 with more than 85 member groups and individuals to give back to those who serve our nation.

The first class of 12 recruits graduated from **Wake County Fire Academy** in January 2009. At the end of the 19-week program all of the recruits found jobs providing fire protection in Wake County.

Making Life Better

Preserving our resources, protecting the environment and creating great places to enjoy nature make life better now, and for future generations.

Wake County worked with the City of Raleigh to plan and build the new **Leesville Community Library** and **Leesville Community Park** on the City's existing park site. The facility opened in September 2009.

The new **South Wake Landfill** completed its first full year of operation. The County received 5 percent more waste in 2009 than in 2008. This is less than the industry average of 10 percent or greater reduction in waste.



Blue Jay Point County Park won the national Nickelodeon Parents' Pick Award for "**2008 Best Playground/ Park for Big Kids!**"

Wake County **increased its fleet of alternative fuel vehicles** from 26.2 percent to 40 percent. Wake has also increased its hybrid inventory from three vehicles in 2005 to 59 in 2009.

In 2009, Wake County adopted a **first of its kind ordinance** to monitor groundwater levels associated with wells and work with citizens when there is interference between wells.

Harris Lake County Park and **Crowder District Park** celebrated their 10th anniversaries this year. Crowder District Park was made possible by a 33-acre donation from Doris Crowder, and Harris Lake County Park was made possible through a 680-acre lease arrangement with Progress Energy.

The **Feed the Bin** school recycling program received a national award from the American Forest and Paper Association for outstanding paper recycling. The program serves more than 135,000 students in 153 schools, collecting 780 tons of paper during the 2008-2009 school year.

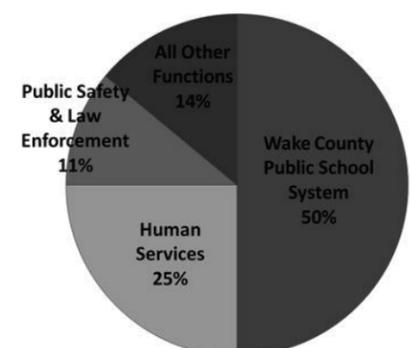
The **Wake County Animal Care, Control and Adoption Center** has seen improvements in three important areas. Adoptions have increased by 54 percent in two years, the number of pets reclaimed by their owners has increased by 30 percent and euthanasia has dropped by six percent.

Your Tax Dollars

Tax dollars fund nearly all of the work of the County. Here is a look at how that money, \$973.5 million, was used in fiscal year 2009.



General Fund Expenditures



General Fund Revenues

