

Winning Recognition for Serving You Better

Serving you is what County government is all about. Winning recognition for excellence means the people of Wake County are getting the very best.

2010 Wake County Annual Report

Wake ranked first in **overall health in North Carolina**, and second in factors that affect people's health. The report can be viewed online at www.countyhealthrankings.org, and includes color-coded maps comparing overall health rankings.

Advanced Practice Paramedics received the **Community Health and Safety Program Excellence Award** from the International City/County Management Association. The program matches 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.

Excellence in Communications. The County won three awards from the N.C. Association of Government Information Officers for the video Human Capital Development -Transition for a Better Tomorrow, the re-design of the Parks website, www.wakegov.com/parks, and for the branding of the County's social media initiative, www.wakegov.com/connect.

The Raleigh-Wake Emergency Communications Center received the Association of Public Safety Communications Officials International 2010 Horizon Award for Large 9-1-1 Centers for using the **Automatic Vehicle Location system and Twitter to keep citizens informed of emergencies**. Follow the 9-1-1 Center on Twitter at www.twitter.com/RW911_PR.

The April 2010 Annals of Emergency Medicine featured the EMS System's **highly successful cardiac arrest resuscitation** practices.

For the **sixth straight year**, the Carolina Association of Governmental Purchasing recognized the Finance Department for demonstrating **high standards in the purchasing profession**, including vendor relations, professional development, minority outreach, and use of automation and electronic commerce. Wake County Procurement Services was one of 12 governmental units throughout the Carolinas to receive this award.

WakeGOV TV was honored with an **achievement award from the National Association of Counties**. The monthly show features news from County government, including current events, upcoming issues and helpful information for citizens. WakeGOV TV can be viewed on public access stations throughout the County, or online at www.wakegov.com or www.youtube.com/wakegov.

The Center for Digital Government, a national research and advising institution on information and technology policies and best practices in government, honored Wake as the **number seven county (population greater than 500,000) in the nation for digital service to citizens**. The United States has more than 3,000 counties.



Frequently Used Phone Numbers

EMERGENCY NUMBERS	FREQUENTLY CALLED NUMBERS	HUMAN SERVICES	REGIONAL CENTERS	COUNTY LIBRARIES
In Case of Emergency 9-1-1	Adult Guardianship and Protective Services 919-212-7509	Marriage Licenses 919-856-5460	Eastern Regional Center 919-404-3900	Athens Drive Library 919-233-4000
Child Abuse & Neglect 919-212-7990	Animal Control/Adoption 919-212-7387	Public Schools Customer Service 919-850-1600	Northern Regional Center 919-562-6300	Cameron Village Regional 919-856-6710
Adult Abuse & Neglect 919-212-7264	Birth & Death Certificates 919-856-5218	Wake County Recycling 919-856-7400	Southern Regional Center 919-557-2501	Cary Library 919-460-3350
Carolinas Poison Center 800-848-6946 or 800-222-1222	Board of Commissioners 919-856-6160	Register of Deeds 919-856-5460	COUNTY PARKS	Duraleigh Road Library 919-881-1344
Communicable Disease 919-250-4462	Board of Elections 919-856-6240	Restaurant Inspections 919-856-7400	American Tobacco Trail County Park 919-387-2117	East Regional Library 919-217-5300
Emergency Financial Assistance 919-212-7370	Building & Development Permits 919-856-6060	Sheriff's Office 919-856-6900	Blue Jay Point County Park 919-870-4330	Eva H. Perry Regional Library 919-387-2100
Mental Health & Substance Abuse Emergencies (24 hours - Child & Adult) 919-250-3133	Child Care Subsidy 919-773-7600	Taxes, Personal and Property 919-856-5400	Crowder District Park 919-662-2850	Fuquay-Varina Library 919-557-2788
TTY (Deaf/Hard of Hearing) 919-250-1499	Clerk of Courts 919-792-4000	Wake County Courthouse (919) 792-4000	Harris Lake County Park 919-387-4342	Green Road Library 919-790-3200
	Fire/Rescue Services Information 919-856-6340	Water Quality/SepticTanks/Wells 919-856-7400	Historic Oak View County Park 919-250-1013	Leesville Library 919-571-6661
	Historic Preservation 919-833-6404	Youth Employment Certificates/Work Permits 919-807-2796	Historic Yates Mill County Park 919-856-6675	North Regional Library 919-870-4000
	Human Services 919-212-7000	South Wilmington Street Center (Homeless Shelter - Adult Men) 919-857-9428	Lake Crabtree County Park 919-460-3390	Olivia Raney Local History Library 919-250-1196
	Immunizations (Adult, Child & Travel) 919-250-3900	Wake County Alcoholism Treatment Center 919-250-1500	North Wake Landfill District Park 919-870-4330	Richard B. Harrison Library 919-856-5720
	JobLink Career Center 919-250-3770	Western Wake Human Services 919-460-3366	Wake County Parks Recreation and Open Space 919-856-6170	Southeast Regional Library 919-662-2250
		Wake County Gang Prevention Hotline 919-256-0919	Women's Center of Wake County (Homeless Shelter - Women & Children) 919-829-3711	Southgate Library 919-856-6598
				Wake Forest Library 919-554-8498
				Wendell Library 919-365-2600
				Zebulon Library 919-404-3610



In Your Neighborhood

Connecting with people where they are makes government more personal. These are just some of the ways Wake County worked with the community to make neighborhoods better.

The East Wake Gang Prevention Partnership held a **Gang Prevention Forum** to work with citizens, and discuss and develop community solutions to prevent growth of gang activity in Eastern Wake County.

Surveyors went door-to-door and randomly **interviewed 1,680 people in the community to develop an action plan to improve services**. The Community Needs Assessment provided information on physical, mental, economic and environmental health concerns, as well as safety and lifelong learning factors affecting residents.

The **Harris Lake Drainage Basin Land Use Study** was adopted and the **Southwest Wake Area Land Use Plan** was updated. The updates addressed future development, infrastructure needs and natural resource protection near Harris Lake.



Emergency Medical Services responded to more than **75,000 requests for assistance** and was at patient side in less than 12 minutes 89 percent of the time. That, along with state-of-the-art EMS care helped save the lives of 60 people whose hearts had stopped beating, prevented the deaths of over 50 severe trauma patients, and prevented the need for ICU care for 59 people who were having breathing difficulty.



Leesville Community Library opened in 2010 adjacent to the Leesville Community Park. The 8,000 square-foot facility received a national Wood Design Award for the wood-framed ceiling.

Teamwork and Partnerships

Collaboration is about bringing people together and sharing ideas for the most effective results.

The **Sustainability Task Force** is developing environmentally and financially sustainable recommendations on conservation and management of water resources, solid waste and energy. The Task Force will present its findings to the Board of Commissioners in 2011.

Twelve recruits from 10 fire departments graduated from Wake County's **Fire Academy**. Recruits completed more than 700 hours of instruction in the 23-week academy. Graduates earn state and national certifications for fire, rescue and emergency medical services.

The Wake and Franklin County Boards of Commissioners **approved the location of the Wake/Franklin County line**. Wake contracted with the North Carolina Geodetic Survey to produce a survey of the line, and worked closely with residents that were affected by the changes.



Wake County, in coordination with Raleigh-Durham Airport, Durham County, City of Raleigh, the towns of Cary and Morrisville, and other fire and EMS contract agencies, **successfully demonstrated its ability to respond to an aircraft accident**. The Federal Aviation Administration requires all airports to simulate a full-scale emergency at least once every other year.

The South Wake Landfill received **439,069 tons of garbage** in FY 10, which generated over \$2.3 million in rebates for the South Wake Landfill Partnership. Rebates were distributed among Wake County Solid Waste and its municipal partners.

Wake County, Progress Energy and other partners participated in an exercise that evaluated their ability to **respond as a team** to an emergency at the Shearon Harris nuclear plant.

The **2010 Census Complete Count Committee** partnered with government, education, civic, business and faith leaders to urge residents to complete and return the 2010 Census form. Seventy-six percent of Wake County households returned the form by the deadline.

How we rank

#1 Healthiest County in NC
Wake County, NC
University of Wisconsin Population Health Institute
January 2010

#1 America's Most Wired Cities
Raleigh, NC
Forbes.com
March 2010

#3 Best Place For Business & Careers
Raleigh, NC
Forbes.com
April 2010

#6 Most Notable High-Growth Areas in the U.S.
Wake Forest, NC
Gadberry Group
January 2010

#19 Safest U.S. City
Cary, NC
CQ Press
November 2009

Get more online!
The 2010 Annual Report is available online, highlighting County achievements with additional content, video and more.
wakegov.com/annualreport



Dear Wake County Citizens,

As Chair of the Wake County Board of Commissioners, it is my honor and privilege to present you with the 2010 Annual Report. On behalf of the Board and County staff, we take great pride in providing government services to you, the citizens of Wake County.

Now in the third year of an economy that requires more budget reductions, we are beginning to see glimpses of improvement. We've seized the positive opportunities that have presented themselves in the midst of this challenging situation by reorganizing resources and continually analyzing our strategies. As a result, we can maintain the high level of service that our citizens deserve.

Our County continues to demonstrate innovation and hard work in improving services to citizens that are also recognized by state and national organizations in fiscal year 2010. From state-of-the-art emergency care to library programs, we're setting the standard for how to make the biggest impact with a smaller budget.

In this report, you'll read about work like the groundbreaking ceremony for the new Justice Center, the opening of the Animal Shelter expansion and the County's steps to becoming better stewards of the environment. These are just some of the important initiatives and services in this report that will allow for Wake County to continue to be a leader in the future.

Sincerely,

Tony Gurley, Chair
Wake County Board of Commissioners



Betty Lou Ward
Vice Chair



Lindy Brown



Joe Bryan



Paul Coble



Stan Norwalk



Harold Webb

Your Money

The County's amended operating budget, **\$947.2 million in fiscal year 2010**, comes from taxes and user fees. As the economy slowed, the County's budget became smaller. These are highlights of how Wake County made the most of your money.

On June 21, 2010, the Board of Commissioners adopted the fiscal year 2011 budget, totaling \$951.2 million. The budget **maintains the tax rate for the third year** in a row at 53.4 cents and is 2.4 million less than the previous budget.

The County sold \$125 million in general obligation bonds to fund building projects for Wake County Public Schools and Wake Tech, \$34.9 million in qualified school construction bonds and \$160 million in Limited Obligation Bonds to finance the construction of the new Justice Center. Wake also issued refunding bonds in April 2010 that will **save taxpayers \$18 million over the next 16 years**.

The **Wake Accountability Tax Check (WATCH)** website, wakegov.com/budget/watch was recognized by the National Association of Counties with an Achievement Award of Excellence during their 2010 Annual Conference. As visitors browse the WATCH site, they are able to view information about county government expenditures, view transactions with vendors and compare the budget to actual expenses. Data is updated monthly and contains transactions for the current and previous year.



Facts & Statistics

Visitation to County parks increased by 6 percent, reaching **1,045,796 people** from July 2009 to June 2010.

Over 8.5 million citizens visited Wake's 20 libraries in 2010, browsing an estimated 11.3 million books. Cameron Village, Eva Perry, North and West Regional libraries each circulated more than one million books.

Wake County was the nation's second fastest growing among the 100 most-populated counties, with a population growth rate of 3.4 percent – an increase of more than 29,000 residents from the previous year.

The Census Bureau reports Wake's population at 897,214 as of July 2009, an increase of 269,335 people since April 2000.

Wake is home to five of the ten fastest-growing towns in North Carolina. The town of Knightdale leads the way with a growth rate of 24.5 percent.

In 2010, Wake County collected **98.69 percent** of taxes.

Between July 2009 and June 2010, **8,255** restaurants, food stands, mobile food units, lodging establishments, nursing homes, hospitals, day cares, residential care facilities, schools and other facilities were inspected.

During the summer of 2009, Wake staff inspected **2,243** swimming pools.

Help in a Tough Economy

As people settle into the "new normal," Wake County is expanding existing programs and launching new ones to help those who are struggling.

Voluntary payment plans were arranged to assist nearly 5,000 customers in meeting their tax liabilities.

The Capital Area Workforce Development Board opened four new N.C. SHARE (Sharing How Access to Resources Empowers) Network Access Points, where **job seekers can go in their own communities** to look for jobs. Trained volunteers connect users to the online JobLink system, www.joblinkcc.com, and help them to obtain referrals for job searches, create resumes and more.

Libraries' **Employee Assistance Program** coordinates resources to help citizens with employment searches, resume writing and dressing for interviews. The program was showcased for **best practices at the National Association of County Commissioners conference** and earned the 2009 Outstanding County Program for Public Service from the North Carolina Association of County Commissioners.

The **Women on the Move** forum connected local women striving toward middle class status and economic self-sufficiency with information and resources to help enhance their quality of life. Seminar topics addressed health issues, healthy relationships, personal safety, finances and more.

Capital Area Workforce Development administered federal stimulus funds to **provide part-time work for 348 youth ages 16-24** in Wake County. Young people worked between six and 16 weeks for private, public and community employers.

The **Middle Class Express**, a program to help individuals and families obtain self-reliance, gained steam with 135 participants posting sweat equity hours, while creating a positive mindset about their future. Of these, 78 percent made progress in employment, 81 percent have stable housing and 66 percent now have bank accounts.

Human Capital Development joined a national pilot with the Center for the Study of Social Policy to create employment opportunities for families using Child Welfare.

The **WRAL JobLink Career Expo** was held at the Raleigh Convention Center in September. Participants had opportunities to meet with recruiters from more than 80 Triangle-area businesses that were hiring, learn about available community resources and assistance, and participate in workshops.



New to Help You

Between July 2009 and June 2010, Wake County opened new facilities and expanded current ones to help people in all parts of the community.

Two buildings for the Mental Health Continuum of Care facility will be completed in fall 2010. As part of Wake's Mental Health Continuum of Care, the buildings will provide inpatient services to citizens with behavioral health disorders, reserving bed space for the most acute and critical cases.

The ultimate in recycling! The North Wake Landfill District Park was completed and opened to the public. The park currently includes a playground, picnic shelter, biking trail, walking trail that connects to the existing greenway and restrooms. The park is on the site of the now closed North Wake Landfill.

The County began construction of the new Garner Fire and EMS Station on Rayno, the new Durant Road EMS Station in Raleigh. Citizens in these areas will **receive services faster** once these facilities are complete.

More Spaces for Animals! The Animal Care, Control and Adoption Center expansion opened in June 2010 to house animals from all parts of the County. The facility has a total capacity of 218 dogs and 175 cats or approximately 17,100 animals per year.

Working Smarter — A business auditing pilot program was introduced to support property tax discovery and compliance programs with no added expenses. The program is expected to bring in \$2.8 million in otherwise uncollected revenues in five years.

Wake County Live is a new one-hour monthly talk radio show on Shaw University's radio station, WSHA 88.9 FM. The show airs on the fourth Monday of each month from 12 to 1 p.m., and follows a discussion and call-in format. Each installment focuses on different areas of County government.

Geographic Information Services and the City of Raleigh released a new version of the iMAPS **online mapping application**, at www.wakegov.com/gis/iMAPS. It ties together maps and land records information, with a direct link to the Register of Deeds, deed, subdivision map and the Tax Card/Revenue application.

Justice for Generations

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

- Construction is complete on a 300-space parking deck at the Hammond Road Detention Center, and a 414,000 square-foot expansion of the center is underway and will be completed in 2012.
- Construction is underway for the new Justice Center. The 577,000 square-foot facility will provide space for criminal court cases and is expected to be completed in the summer of 2013. The Center will meet the needs of the court system for the next 30 to 50 years.
- Modernization of the existing courthouse continues. This 10-year improvement program will enable this facility to house civil and family court cases once the Justice Center is opened.

The **36,686 square-foot (23 acres) Sheriff's Law Enforcement Training Center** opened. The facility includes classrooms, a satellite Sheriff's Office, a Subject Control Arrest Techniques – fitness space, shower facilities and scenario simulators. The site is also designed to accommodate 170 vehicles, a running path, rappel tower and gas house for training. The project, originally expected to cost \$12 million came in \$1.8 million under budget.

The City-County Bureau of Identification (CCBI) achieved a high level of efficiency:

- Identification Technicians fingerprinted and photographed 34,041 arrestees with an average booking time of 19 minutes.
- Latent print examiners identified 1,088 suspects, ranking CCBI among the top identifying agencies in the State.

Flu

In 2009 there were two kinds of flu – H1N1 and seasonal flu. To reduce the chance of getting sick, people needed at least two vaccines and they were in short supply.

Wake County worked diligently to ensure everyone had the **information and vaccine needed to fight H1N1 flu**. The County set up a special website on [wakegov.com](http://www.wakegov.com) that worked with news media, outside agencies and partners to ensure citizens had accurate, up-to-date information.



- The County administered **51,112 H1N1 vaccines** at more than 130 clinics from October 2009 to May 2010, and distributed 22,650 doses to private medical care providers.

- WakeGOV.com** included information about high-risk groups, as well as information for specific audiences, such as parents, educators, employers, senior citizens and members of the news media.

Federal stimulus funds allowed Wake County to administer 6,261 doses of free seasonal flu vaccine at 21 school-based sites around the County.

Technology

...for every citizen

WakeGOV.com expanded its use of social media and now offers **Facebook, YouTube and Twitter** accounts with information from all County departments. Facebook, Twitter, MySpace, Blogs and RSS feeds offer local information on specific topics. Wake plans to continue adding social media accounts and tools to better serve citizens. Visit www.wakegov.com/connect for the latest ways to keep up with County information online.

Parks, Recreation and Open Space launched a customer satisfaction survey to gather feedback on the County's parks, including the American Tobacco Trail, Blue jay Point County Park, Crowder District Park, Harris Lake County Park, Historic Oakview County Park, Historic Yates Mill County Park, Lake Crabtree County Park and North Wake Landfill District Park. The survey can be taken online at www.wakegov.com/parks.

A new **Recreational Waters website** was built to keep people informed of temporary beach and lake closures in the County due to elevated bacteria levels of E. coli and enterococci bacteria. When bacteria levels exceed EPA standards, the area is closed to any activity where your head may go underwater.

The **Register of Deeds** completed an 11-year project of placing every real property document ever recorded in Wake County online, **dating back to 1785**. Wake worked in collaboration with the N.C. Department of Cultural Resources' Division of Archives and History to borrow its oldest Wake County property record books for the project. View the records at www.wakegov.com/rod.

...to make elections more efficient



For the first time **campaign finance reports** were posted online at www.wakegov.com/boeodocs. Previously the only way to view reports was to visit the Board of Elections office.



A **new secure website** was set up for precinct officials to view election information, download documents, and sign up for training and other events. The site also allows Board of Elections staff to send emails and automatic training reminders to precinct officials.

Online training and testing for more than 2,000 election precinct officials reduced costs and improved participation. The training included election procedures, demonstrations and hands-on activities.

Frequently Used Online Services and Websites

Wake County Government Website www.wakegov.com **Don't get in line, get online!** Stay connected with Wake County online services.

All Online County Services

www.wakegov.com/services
Animal Adoption Gallery services.wakegov.com/adoptiongallery
Animal / Pet Lost and Found Site www.trianglelostpets.com

Search the Library Catalog www.wakegov.com/librarycatalog

View Restaurant Sanitation Reports www.wakegov.com/sanitation

Find where to recycle and dispose trash www.wakegov.com/trashtakers

Apply for an advisory board or commission www.wakegov.com/commissions

Tax Bill Search services.wakegov.com/ptax/main/billing

Pay your tax bill services.wakegov.com/ptax/secure

Property Search services.wakegov.com/realstate

Mapping Services wakegov.com/imaps

ReadyWake! Emergency Information www.readywake.com

View recreational waters data/status www.wakegov.com/water/recreationalwaters

Research Adult Care Facilities www.wakegov.com/humanservices/adult/adultcare

Stay connected
The County uses Facebook, YouTube, Twitter, Blogs, RSS feeds, podcasts and electronic newsletters to get information to citizens.
www.wakegov.com/connect

Find your way
Find Wake County locations & offices www.wakegov.com/locations

WATCH how your tax money is used
The Wake Accountability Tax Check (WATCH) is a web-based program that allows anyone to see how tax dollars are being spent in Wake County.
www.wakegov.com/budget/watch

View meetings live online
Watch live streaming videos and archived meetings with agendas and minutes online.
www.wakegov.com/commissioners

Watch WakeGOV TV
Learn more about Wake County programs and services by watching the County's TV show online.
www.wakegov.com/tv

Departments and Programs

www.wakegov.com/departments
Animal Center/Pet Adoption www.wakegov.com/pets

Board of Commissioners www.wakegov.com/commissioners
Inspections & Permits (PDI) www.wakegov.com/inspect

Board of Elections www.wakegov.com/elections
Libraries www.wakegov.com/libraries

Budget & Finance www.wakegov.com/budget
Parks, Recreation & Open Space www.wakegov.com/parks

City/County Bureau of Identification www.wakegov.com/ccbi
Planning, Land Use and Zoning www.wakegov.com/planning

Clerk of Courts www.wakegov.com/clerk
Recycling and Solid Waste www.wakegov.com/recycling

Environmental Services www.wakegov.com/environment
Register of Deeds www.wakegov.com/rod

Employment with Wake County www.wakegov.com/employment
Sheriff's Office www.wakegov.com/sheriff

Emergency Medical Services (EMS) www.wakegov.com/ems
Taxes, Property Information www.wakegov.com/tax

Emergency Management www.wakegov.com/em
Veteran Services www.wakegov.com/veterans

Fire www.wakegov.com/fire
Water Quality www.wakegov.com/water

Food Safety www.wakegov.com/food

Geographic Information Services www.wakegov.com/gis