

County Sheriff

Mandated Service

Mandated by North Carolina Constitution and North Carolina General Statute 62. Level of Service not mandated.

Mission

Providing Professional Law Enforcement Services to keep and maintain Cabarrus County as a safe and decent place to work, live and raise a family

Program Description

The Cabarrus County Sheriff's Office is a full service law enforcement organization. In addition to direct law enforcement services rendered to citizens outside the corporate limits of Concord and Kannapolis, the Sheriff's Office provides support law enforcement and public safety efforts throughout all of Cabarrus County. Cabarrus County has a geographical area of approximately 367 square miles and a population of approximately 173,000 people. The Concord and Kannapolis Police Departments combined provide primary law enforcement responses to approximately 113,000 (71,000/CPD, 42,000/KPD) people who reside in a total geographical area of 92 square miles in Cabarrus County. This leaves over 60,000 people scattered out over 275+ square miles for the Sheriff's Office to provide all law enforcement services to. In addition to duties normally recognized as law enforcement duties, the Sheriff is responsible for the courts (Bailiffs) and courthouse security, the transportation of juveniles to regional detention facilities, transportation of prisoners to state prison units, transportation of involuntarily committed mental patients to regional mental hospitals (and return to their place of residence upon release). The Sheriff is also responsible for the service of all civil processes countywide which includes: Domestic Violence Orders and Juvenile Petitions and Summons. The Sheriff is also responsible for operation of the County Animal Shelter and delivery of animal control services countywide. The Sheriff has many other statutorily assigned duties.

FY 2010 Major Accomplishments & Challenges

The County directed a third party vendor Brennan & Associates to conduct a staffing analysis for the Sheriff's Office and New Jail in 2009. That analysis was completed recently and presented by Brennan to the Board of Commissioners. This Staffing Analysis gives some direction to staffing deficits being experienced by the Sheriff's Office.

Sheriff's Office Civil Division has experienced approx. 14% increase in workload due to the economy; however, they have reported numerous internal changes within the division that have helped absorb the increase and maintain the quality of service to the public.

Cabarrus Sheriff's Office continues to maintain a high standard of performance for one of the lowest Crime Indexes throughout the state of NC. Compared to 12 counties equal to it's size, Cabarrus is at the very top for low Crime Index. The men and women of the Sheriff's Office continue to place "service to citizens" and "quality, professionalism" at the top of their priorities.

Community Police Division: continued there normal community functions; however, they began providing 2nd shift assistance to Patrol Division to help address staffing deficits.

Radio/011 System - all 3 local agencies/governments have worked hard, together to solve P25 interoperability issues for the future.

Goals & Objectives

Provide professional law enforcement services to all citizens of Cabarrus County.

Perform all duties in the most efficient and cost effective manner possible.

To minimize response times to emergency and non-emergency calls.

Maintain clearance rate of reported property crimes at above state standards.`

Maintain clearance rate of reported violent offenses (murders, robberies, rapes, aggravated assaults, etc.) at above state standards.

Increase the presence of officers in the communities by creating innovative ways of performing more functions in the field.

Provide youth education programs to community, churches, schools, festivals, etc.

Ability and foresight to identify issues and make necessary changes (if necessary) with trends to remain ahead of the curve of issues (examples: gangs, drug / illegal narcotics problems, etc) `

Reduce street level drug sells and use.

County Sheriff

Performance Summary

Outcomes and Performance Measures	Current Goal	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate	FY 2011 Objective	Trend	Comments or Analysis
We assist the community and respond quickly							
Response time in minutes (Emergency Calls)	Decrease FPY	8:52	9:25	8:00			
Response time in minutes (Non-Emergency Calls)	Decrease FPY	14:41	12:37	12:00			
Total Emergency Calls	Workload	N/A	3,033	3,000			
270 Zone (Northwestern Portion of County)	Workload	9,766	3,761	9,600			Calls by patrol zone
245 Zone (Central Western Portion of County)	Workload	11,837	8,063	11,000			Calls by patrol zone
261 Zone (Southwestern and South Portion of County)	Workload	13,603	4,921	13,500			Calls by patrol zone
236 Zone (Northeastern Portion of County)	Workload	9,061	5,063	9,000			Calls by patrol zone
MP (253 Zone - MP City Limits)	Workload	6,063	1,820	5,500			Calls by patrol zone
HB (287 Zone - Harrisburg City Town Center)	Workload	N/A	9,660	9,000			Calls by patrol zone
HB (288 Zone - Harrisburg City Brookdale Center)	Workload	17,142	5,664	5,500			Calls by patrol zone
ML (265 Zone - Midland City Limits)	Workload	2,862	2,007	2,500			Calls by patrol zone
269 Zone (Don T. Howell Reservoir)	Workload	1,741	139	150			Calls by patrol zone
Concord and/or Kannapolis City Limits	Workload	2,852	4,278 / 1,225	3,500			Calls by patrol zone
Total Calls - all types	Workload	75,136	58,817	60,000			
Total Calls less Residence Checks	Workload	43,066	48,628	50,000			

Budget Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Adopted Budget	FY 2010 Amended Budget	FY 2011 Dept's Request	FY 2011 Adopted Budget	% Change*
Expenditures							
Personnel Services	\$ 7,170,598	\$ 7,843,612	\$ 8,508,093	\$ 8,371,436	\$ 8,683,429	\$ 8,668,016	3.54%
Operations	\$ 1,424,380	\$ 1,477,960	\$ 1,593,394	\$ 1,785,698	\$ 1,571,577	\$ 1,546,843	-13.38%
Capital Outlay	\$ 381,335	\$ 343,982	\$ 250,000	\$ 424,929	\$ 260,000	\$ 260,000	-38.81%
Total Expenses	\$ 8,976,313	\$ 9,665,554	\$ 10,351,487	\$ 10,582,063	\$ 10,515,006	\$ 10,474,859	-1.01%
Revenues							
Intergovernmental	\$ 221,865	\$ 272,856	\$ 180,000	\$ 406,334	\$ 240,000	\$ 240,000	-40.94%
Fees & Other	\$ 1,302,064	\$ 1,329,198	\$ 1,393,476	\$ 1,393,476	\$ 1,500,000	\$ 1,500,000	7.64%
Total Revenue	\$ 1,523,929	\$ 1,602,054	\$ 1,573,476	\$ 1,799,810	\$ 1,740,000	\$ 1,740,000	-3.32%
Staffing							
FTE Positions	129.00	136.80	144.80	143.00	143.00	143.00	

*Percent change as calculated above compares the Adopted funding to the FY 2010 Amended Budget.

County Sheriff

FY 2011 Budget Highlights / Changes

New OSSI Software Package for 2009 created a much better situation for the Sheriff's Office; however, it provided very significant changes in the way divisions were use to doing business. Much of the Training is over, and officers have become very familiar with the system. Automatic Vehicle Locator (AVL)-GPS System was added to Sheriff's Patrol Vehicles to assist in providing better, more efficient service to citizens. AVL allows data to be retrieved and/or monitored real-time for vehicle response, routes taken, etc.

Radio System - Progress is being made for the Cabarrus Radio System to possibly integrate with the Charlotte Regional Radio System, which would not only better serve radio needs, but open doors for grants from a regional approach. Captain Patterson is currently seeking \$9+ million through federal appropriation to cover the radio project.

Statistics: As you try to understand the above decreased statistics for 2009 compared to 2008, it is important to know why there is a difference. Total number of calls answered in 2008 were 75,136. Of those 75,000 calls, were 32,070 Residence Checks-----which are officers initiating checks on specific residences in a program (not a true complaint call). In 2009, the Residence Checks were placed on Patrol Lieutenants to monitor, and they made numerous changes to the program. Those changes greatly reduced the number of residents entering the program. So, for 2009, there were only 10,189 Residence Checks logged into the system. So, comparing total calls minus Residence Checks for 2008 (43,066), and total calls minus Residence Checks for 2009 (48,628), you can see that calls have in fact increased slightly for 2009.

Staffing: As discussed in recent budgets, staffing levels at the Sheriff's Office are at a critical point. Many divisions are suffering to meet the demands. At the same time, our local government is struggling to meet deficits created by a tough economy, Phillip Morris leaving early, sales tax down, etc. Though things are very difficult this year, the Sheriff's Office will continue to do a fine job of service, and will continue to work/partner with the Commissioners, County Manager, and County Staff to get through these times. There is a multi-year staffing plan provided, that will assist getting the agency to "normal operating parameters" in the near future.

Department Contact

Name: Brad Riley

Email: db Riley@cabarruscounty.us

Phone: 704-920-3001

County Jail

Mandated Service

North Carolina General Statute 153A-218, 162-22, State and Federal Regulations: North Carolina Minimum Standards for Jails and Local Confinement Facilities.

Mission

To keep Cabarrus County a safe and decent place to live, work and raise a family. The jail tackles this by safely and securely housing the pre-trial and sentenced inmates in conformity with state and federal laws and guidelines.

Program Description

The Cabarrus County Jail is comprised of 2 housing units currently, with a 3rd housing unit under construction. The Cabarrus County Main Jail is a 142 bed maximum security facility located on the entire second floor of the old Sheriff's Office (courthouse) and a portion of the first floor. Cabarrus County opened its 96 bed Jail Annex beside of the new Sheriff's Office Jail Processing Center in 2007. These two detention centers serve all of Cabarrus County and are the only local confinement facilities in the county.

The upkeep of the inmates housed in each of these jails are almost entirely self contained within the custodial environment. Mandated programs such as food, laundry, minor health care, mental health assessments, recreation, visitation, mail, telephone, access to legal representation, etc. are provided for without the inmate ever leaving the confines of the jail.

Inmate labor, under the supervision of jail staff, provides cleaning, laundry and other appropriate services within the jail. No county custodians enter the jail area to clean or do custodial work. No inmates leave the jail areas without being accompanied by a jail officer. Inmate Health care is provided by Southern Health Partners, Inc., under a contract with Cabarrus County.

Food for the inmates is prepared in the Jail Kitchen, located in the old Sheriff's Office on the ground floor. The food is prepared, portioned and served according to jail and health standards. The jail food service is provided by Aramark, Inc. under contract with Cabarrus County.

Under the supervision of the Sheriff of Cabarrus County, the jail is managed in conformity with North Carolina Jail Minimum Standards and current judicial trends that dictate certain aspects of how a jail must be operated. To operate outside of these standards would absolutely invite a federal lawsuit in which Cabarrus County could not possibly be a winner. Jail related lawsuits are a serious problem in this state and throughout the United States. The Sheriff does everything possible to protect against possible lawsuits.

The two Cabarrus County Jails hold inmates meeting the following classifications:

State Pre-trial Detainee's

County Prisoners – 1 day to 30 day sentence

Sentenced State Prisoners – Over 30 day sentences

Civil Contempt/Compliance Detainee's

Custody Orders

Federal ICE Inmates – held up to 72 hours, with federal reimbursement

The Cabarrus County Jails are well-managed and cost effective operations. As with all jails in North Carolina, predicting the future within jail environments is impossible. Outside demands may require changes in current operating conditions. When or if this occurs, jail overcrowding is managed by the Sheriff and Jail Staff as wisely as possible. The County Commission and County Managers Office remain informed of any unique developments, as they may arise.

FY 2010 Major Accomplishments & Challenges

Staffing Analysis completed. County Commission ordered the analysis in 2009 and it was completed and presented to the Board of Commissioners in January of 2010.

287(g) Illegal Immigration Program - 350 foreign born inmates were interviewed as potential undocumented aliens last year. 270 of them were found to be illegal; and 89% of those illegals were from Mexico. The federal reimbursement contract was not finalized until May of 2009; since that time, the program has received over \$20,000.00 in reimbursement.

Jail Inmate Telephone System - previously, the inmate phone system was provided and supported by Concord Telephone Company. After signing a 4 year contract with Concord, they sold the company to Windstream, which kept our contract. The revenues, support and technology moved beyond Windstreams abilities and the Sheriff worked with other jail phone system vendors to buy out the contract. Evercom Systems received the contract and implemented the new system in December of 2009. The county has received over \$17,000.00 in revenues in 2 months of billing. It appears annual revenue will be \$80,000.00 - \$90,000.00; as opposed to projections of \$40,000.00 for the old system.

County Jail

FY 2010 Major Accomplishments & Challenges

Jail Inmate Commissary - the inmate commissary contract has been re-bid and re-issued to a new vendor known as Kimble's Commissary Company. This will greatly improve the services and revenue opportunities. Kimble is also providing an in-house employee to manage the program. Previously, commissary was managed by jail employees. In the near future, Kimble's will also provide kiosk's for the Sheriff's Office lobby to allow visitors to leave money for inmates and/or order commissary for the inmate; which will greatly reduce officer time.

OSSI Software - In 2009, the jail implemented the new OSI Software for the Jail Management System.

Goals & Objectives

Provide professional management of the Cabarrus County Jail.

Perform all duties in the most efficient and cost effective manner possible.

Minimize the Average Daily Population by keeping staff involved with monitoring inmate booking records, inmate medical conditions and dispositions.

Meet minimum standards for supervisory inmate checks (inmate scans) and suicide checks.

Minimize number of injuries in jail environment with inmates and officers

Provide food distribution to inmates in timely fashion; to better allow for meal temperatures to remain within mandated standard levels.

Provide professional and adequate medical services to inmates.

Performance Summary

Outcomes and Performance Measures	Current Goal	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate	FY 2011 Objective	Trend	Comments or Analysis
State pre-trial detainees		6,840	7,387	7,500			
Federal pre-trial detainees		0	0	0			
Sentenced County prisoners		871	941	950			
Sentenced State prisoners		1,082	1,169	1,200			
Civil contempt/Compliance prisoners		163	164	165			
Custody orders		66	71	75			
Average daily population total		235	253	275			
Peak Population			341	375			Largest number of inmates during any given day

County Jail

Budget Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Adopted Budget	FY 2010 Amended Budget	FY 2011 Dept's Request	FY 2011 Adopted Budget	% Change*
Expenditures							
Personnel Services	\$ 2,802,586	\$ 4,117,555	\$ 4,265,142	\$ 4,280,342	\$ 5,252,222	\$ 5,252,227	22.71%
Operations	\$ 1,598,851	\$ 1,537,198	\$ 1,487,888	\$ 1,722,475	\$ 1,645,066	\$ 1,699,567	-1.33%
Capital Outlay	\$ 47,658	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Total Expenses	\$ 4,449,095	\$ 5,654,753	\$ 5,753,030	\$ 6,002,817	\$ 6,897,288	\$ 6,951,794	15.81%
Revenues							
Intergovernmental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Fees & Other	\$ 276,577	\$ 351,929	\$ 289,000	\$ 289,000	\$ 208,000	\$ 208,000	-28.03%
Total Revenue	\$ 276,577	\$ 351,929	\$ 289,000	\$ 289,000	\$ 208,000	\$ 208,000	-28.03%
Staffing							
FTE Positions	59.18	85.18	85.18	84.18	124.12	124.12	

*Percent change as calculated above compares the Adopted funding to the FY 2010 Amended Budget.

FY 2011 Budget Highlights / Changes

Food Services: Aramark provides inmate food services. There is a significant increase in food services based on the increase in meals served over the past 12 months. It appears that food costs will go over budget again this year (FY 2010) because of the increase in inmate populations. For Budget 2010/2011, the per meal base price is projected by average daily populations ADP, which has increased again this year.

New Jail Housing is set to be completed at the end of 2010. Again, a third party vendor, Brennan and Associates performed and completed a staffing analysis for operating the new facility. That analysis was presented to the Board of Commissioners. After numerous meetings with the County Manager, it appears hiring of 77 deputies for that facility will be done in 3 phases beginning in early 2011. Though the phase-in allows for break-in period of the new jail, training, and budget restraints; it's main purpose addresses Detention School availability. Each officer has to have the training, and the local school can only run 30 students at a time. .

Contract Medical Services-the contract base price has been based on average daily population ADP of 240 inmates, which means the county pays extra to Southern Health Partners (SHP) for every day that the jail experiences more than 240 inmates. FY/2011 has been changed to 300 inmates, which should help control the budget numbers.

Department Contact

Name: Brad Riley

Email: dbriley@cabarruscounty.us

Phone: 704-920-3001

Animal Control

Mandated Service No.

Mission

Animal Control's main objectives are to respond to animal related telephone calls, humane operation of the county animal shelter, effective investigations of cases of animal abuse/cruelty, as well as reports of dangerous/vicious animals.

Program Description

The Cabarrus County Sheriff's Office Animal Control Division provides animal control services for all of Cabarrus County. The office operates the animal shelter and provides law enforcement services as related to animal control to all the citizens of the county which is approximately 170,000 citizens. Cabarrus County has a geographical area of approximately 367 square miles. In addition to animal control duties, the officers assigned to this division also perform duties normally recognized as law enforcement duties by responding to emergency calls when they are the closest unit to the call and by backing up other department law enforcement officers on trouble calls. The county regular patrol officers also perform some animal control duties and have been trained and equipped to deal with emergency animal control calls for service. Concord and Kannapolis Police Departments also respond to some animal calls covered under the unified ordinance such as barking dogs or other violations not requiring the seizure of an animal.

FY 2010 Major Accomplishments & Challenges

2009/10 saw great pushes within the state for legislation to move euthanasea processes at county animal shelters from carbon monoxide gas chambers to lethal injection. The impact could require counties to hire/contract veterinarians or private vendors to handle future euthanasea, on a fee base.

Goals & Objectives

To provide professional law enforcement and animal control services to all the citizens of Cabarrus County.

Perform all duties, including animal control, in the most efficient and cost effective manner possible.

Reduce response times to service calls

Reduce the number of animals euthanized each year.

Reduce the number of cages (dog and cat) placed each year.

Performance Summary

Outcomes and Performance Measures	Current Goal	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate	FY 2011 Objective	Trend	Comments or Analysis
Response Time In Minutes (Emergency Calls)	Decrease FPY	6:29	9:30	7:00			
Response Times In Minutes (Non-Emergency Calls)	Decrease FPY	26:31	23:36	22:00			
Animals picked up (Dogs & Cats)	Workload	4,280	3,982	3,900			
Animals returned to owner (Dogs & Cats)	Increase FPY	457	386	400			
Animals adopted or fostered by Humane Society	Increase FPY	401	319	350			
Animals euthanized (Includes Dogs, Cats & other Animals)	Decrease FPY	3,383	3,116	3,000			
Positive Rabies Cases reported from State Lab / Total Rabies Cases Investigated	0	3	0	2			
Zone 2 (Z2) - (Concord City, Harrisburg City and Sheriff Patrol Zone 245)	Workload	3,246	3,623	3,400			
Zone 1 (Z1) - (Kannapolis City, Sheriff's Patrol Zones 270 and 269)	Workload	2,250	1,541	2,000			
Zone 3 (Z3) - (Mt. Pleasant City, Midland City and Sheriff's Patrol Zones	Workload	1,235	1,400	1,300			
Shelter Walk-Ins (Cases generated by walk-ins at shelter)	Workload	1,003	*0*	0			

Animal Control

Outcomes and Performance Measures	Current Goal	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate	FY 2011 Objective	Trend	Comments or Analysis
All Other Calls (Non-emergency Law Enforcement calls answered by Animal Control Division)	Workload		*1,618*	1,600			
Total Number of Animal Control Calls	Workload	7,734	6,564	6,700			

Budget Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Adopted Budget	FY 2010 Amended Budget	FY 2011 Dept's Request	FY 2011 Adopted Budget	% Change*
Expenditures							
Personnel Services	\$ 546,369	\$ 596,563	\$ 607,419	\$ 607,419	\$ 609,965	\$ 609,965	0.42%
Operations	\$ 94,764	\$ 88,084	\$ 119,861	\$ 136,113	\$ 119,203	\$ 111,653	-17.97%
Capital Outlay	\$ 56,901	\$ 88,167	\$ -	\$ -	\$ 22,000	\$ 22,000	0.00%
Total Expenses	\$ 698,034	\$ 772,814	\$ 727,280	\$ 743,532	\$ 751,168	\$ 743,618	0.01%
Revenues							
Intergovernmental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Fees & Other	\$ 10,466	\$ 9,288	\$ 12,000	\$ 12,000	\$ 10,000	\$ 10,000	-16.67%
Total Revenue	\$ 10,466	\$ 9,288	\$ 12,000	\$ 12,000	\$ 10,000	\$ 10,000	-16.67%
Staffing							
FTE Positions	10.00	10.00	10.00	10.00	10.00	10.00	

*Percent change as calculated above compares the Adopted funding to the FY 2010 Amended Budget.

FY 2011 Budget Highlights / Changes

As you can see in the statistical reporting above, a new column was started for "Law Enforcement calls answered by Animal Control units. Also, there is a change in the category of "Shelter Walk-in calls" - under the new computer OSSI software program, all calls are logged into one system and not separated out into 2 different categories----therefore, the number of total calls is comparable to last years totals, even though last years totals showed "shelter walk-ins" separated out.

There were 25 tests ran at the state lab in 2009 for rabies cases and all 25 came back negative for rabies; therefore, there was 0 positive cases for rabies in 2009.

Department Contact

Name: Brad Riley

Email: dbriley@cabarruscounty.us

Phone: 704-920-3001

Courts

Mandated Service

General Statutes 7A-VI.

Mission

To provide an efficient, clean and safe court facility, maximizing the useful life and providing a productive environment for employees and the general public that work and visit the Cabarrus County Courthouse.

Program Description

General Statutes mandate that counties provide physical facilities for the courts such as courtrooms and office space for Judges, the Clerk of Court and his staff, District Attorney, Magistrates and other employees of the administration of the courts. Additionally, counties must provide maintenance services for the courthouse. The maintenance program provides preventative and corrective maintenance to the courthouse building. The Bailiff's salaries are also a part of this budget. Building maintenance and custodial staff for the courts is paid from the General Services Department budget.

Budget Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Adopted Budget	FY 2010 Amended Budget	FY 2011 Dept's Request	FY 2011 Adopted Budget	% Change*
Expenditures							
Personnel Services	\$ 33,899	\$ 26,885	\$ 37,042	\$ 28,042	\$ 39,011	\$ 39,011	39.12%
Operations	\$ 373,293	\$ 319,300	\$ 467,641	\$ 514,276	\$ 41,968	\$ 511,596	-0.52%
Capital Outlay	\$ -	\$ 111,355	\$ -	\$ -	\$ -	\$ -	0.00%
Total Expenses	\$ 407,192	\$ 457,540	\$ 504,683	\$ 542,318	\$ 80,979	\$ 550,607	1.53%
Revenues							
Intergovernmental	\$ 523,956	\$ 452,525	\$ 477,000	\$ 477,000	\$ 455,000	\$ 455,000	-4.61%
Fees & Other	\$ 300	\$ -	\$ 600	\$ 600	\$ 600	\$ 600	0.00%
Total Revenue	\$ 524,256	\$ 452,525	\$ 477,600	\$ 477,600	\$ 455,600	\$ 455,600	-4.61%
Staffing							
FTE Positions	0.96	0.96	0.96	0.96	0.96	0.96	

*Percent change as calculated above compares the Adopted funding to the FY 2010 Amended Budget.

FY 2011 Budget Highlights / Changes

Facility services and building projects reallocated to the General Services department budget, excluding one Deputy (Bailliff) position.

Department Contact

Name: Kyle Bilafer

Email: kdbilafer@cabarruscounty.us

Phone: 704-920-3201

Commerce - Construction Standards

Mandated Service

North Carolina General Statute 153A-352 mandates that building inspection services be provided by the County with the stipulation that failure to perform them will cause the NC Commissioner of Insurance to arrange for said services at the County's expense.

Mission

Cabarrus County Construction Standards contributes to the safety and welfare of Cabarrus County by conducting inspections of new and existing construction and verifying compliance with the North Carolina Building Codes. Additionally, Cabarrus County Construction Standards seeks to be aware of trends in green building products, methods and materials and seeks to promote them during the plan review, building permit and inspections process.

Program Description

Construction Standards' (Building Inspections) role is specified in General Statute 153A-352. This division is to enforce the state and local ordinances, regulations, and codes related to the construction, repair and /or installation of the following: new buildings, remodel of existing buildings, electrical systems, refrigeration units, heating and air conditioning systems, and plumbing systems. Construction Standards also regulates the maintenance of all buildings to at least a minimum level of life-safety and health, as conferred by NC statutes and the Cabarrus County Board of Commissioners. This division also administers a portion of the septic tank permitting process, prepares Census reports, reviews all construction plans for commercial, industrial, educational, institutional and multi-family residential projects. The division investigates alleged building code violations, enforces the Cabarrus County Minimum Housing Ordinance, and performs life-safety inspections on all new and existing commercial, multi-family, institutional, educational and industrial buildings. This is a countywide service and also includes the inspections performed within the Rowan County portion of the City of Kannapolis. The specific types of inspections conducted by this division include: building, plumbing, electrical and mechanical (heating and air).

The Construction Standards Division will continue to be flexible and assess the most efficient ways to maintain customer service while operating in a challenging economic climate.

FY 2010 Major Accomplishments & Challenges

All inspectors attended state approved continuing education courses.

Accela online permitting for customers was configured and activated.

Inspectors with multiple certifications were assigned, when possible, to do more than one type of inspection per visit, thus utilizing county resources in a more efficient manner.

Permit clerks in the Zoning and Construction Standards Division began the process of cross training (zoning clerk learns how to issue building permit and building permit clerks learn how to issue zoning permits).

Due to the slower economic climate, staff was reduced by six employees; this required finding effective ways to professionally accommodate customers without there being any apparent reduction in the quality of service.

Goals and Objectives

To ensure all construction in the county is built to state standards.

To increase the number of inspector who possess multiple trade certification beyond the Standard Level I certificate.

Increase the cost effectiveness and efficiency process in conducting additional multi-trade inspections conducted at site inspection visits.

To maintain a 4-week or less turn around time for building code commercial plans review.

To meet quarterly with construction trade representatives to stay abreast of code appeals, issues, and concerns.

Commerce - Construction Standards

Performance Summary

Outcomes and Performance Measures	Current Goal	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate	FY 2011 Objective	Trend	Comments or Analysis
Inspections process is responsive and coordinated							
Total number of inspections processed	Workload	70,589	42,610	46,871	29,500		
Number of inspections processed within 48 hours	Workload	67,059	39,201	44,058	27,435		
Average number of inspections per inspector	Stable	2,029	2,130	2,235	2,494		
Average failure ratio	Stable	16.21%	16.08%	16.50%	14.02%		
Site Inspections - Building	Workload	15,810	16,600	17,430	10,292		
Site Inspections - Electrical	Workload	9,354	9,821	10,312	6,089		
Site Inspections - Mechanical	Workload	8,071	8,474	8,897	5,253		
Site Inspections - Plumbing	Workload	8,358	8,775	9,213	5,440		
Total number of units (residential and commercial)	Workload	2,790	2,929	3,075	1,815		
Multi-trade inspections conducted on the same site visit	Increase FPY				4,425		2011 new measure
Number of permits with no inspections within 6 months of issue (expired permits)	Decrease FPY	141	148	155	n/a due to state permit extension		
Commercial plan review process is responsive and coordinated							
Total number of commercial building plans reviewed	Decrease FPY	487	350	400	256		
Average time to complete review of plans for building permit (in weeks)	>4	3.5	3.5	3.4	3.4		
Percent of plans that failed on first review	Decrease FPY	21%	23%	23%	20%		

Budget Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Adopted Budget	FY 2010 Amended Budget	FY 2011 Dept's Request	FY 2011 Adopted Budget	% Change*
Expenditures							
Personnel Services	\$ 1,423,165	\$ 1,539,329	\$ 1,544,757	\$ 1,302,922	\$ 1,141,120	\$ 1,141,122	-12.42%
Operations	\$ 245,355	\$ 236,719	\$ 253,371	\$ 240,306	\$ 221,772	\$ 193,081	-19.65%
Capital Outlay	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Total Expenses	\$ 1,668,520	\$ 1,776,048	\$ 1,798,128	\$ 1,543,228	\$ 1,362,892	\$ 1,334,203	-13.54%
Revenues							
Intergovernmental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Fees & Other	\$ 3,545,070	\$ 1,897,419	\$ 946,000	\$ 946,000	\$ 946,000	\$ 1,090,000	15.22%
Total Revenue	\$ 3,545,070	\$ 1,897,419	\$ 946,000	\$ 946,000	\$ 946,000	\$ 1,090,000	15.22%
Staffing							
FTE Positions	24.00	24.00	24.00	16.00	16.00	16.00	

*Percent change as calculated above compares the Adopted funding to the FY 2010 Amended Budget.

Commerce - Construction Standards

FY 2011 Budget Highlights / Changes

This budget represents a reduction in staff of six employees.

Due to the current economic conditons, Construction Standards is anticipating an decrease in overall permitting and inspection services.

Division Contact

Name: Scott Devaux Email: msdevaux@cabarruscounty.us Phone: 704-920-2129

Department Contact

Name: Jonathan Marshall Email: jbmarshall@cabarruscounty.us Phone: 704-920-2145

Emergency Management

Mandated Service

Emergency Management is mandated by General Statute 166, Article 7, which states each county is responsible for emergencies within its boundaries. The Fire Marshal function is authorized by General Statute 153-A-234 and supported by the Cabarrus County Fire Protection Ordinance.

Mission

Emergency Management will lead a multi-agency effort to provide a comprehensive Emergency Management program that focuses on the safety and welfare of Cabarrus County citizens by reducing the threat of severe damage, injury, or loss of life or property that can result from man-made or natural causes.

Program Description

Emergency Management is responsible for the coordination of public protection in times of natural and man-made disasters, including fire and hazardous materials. This includes planning, response to incidents, recovery from the effects of incidents with coordination activities, conducting fire scene investigations; assisting volunteer fire departments with training of personnel and compliance of state, federal and local regulations; conducting fire education programs, and ensuring a professional level of fire protection for Cabarrus County. Emergency Management acts as the local representative to the North Carolina Department of Emergency Management during emergency situations and is responsible for requesting and managing state and federal resources when necessary.

FY 2010 Major Accomplishments & Challenges

Emergency Management obtained a \$50,000 grant for homeland security exercises.

Emergency Management received a favorable review from FEMA for our radiation protection and response activities as related to the McGuire Nuclear Facility.

The Fire Marshal's Office has instituted a fire safety program, "Remembering When"; targeting injury prevention focusing on falls and burns for senior adults.

New software for false alarm tracking has increased the workload for the EM staff. This software is date and incident driven. It receives alarm call data, ages call data, past dues, and citations daily. These must be processed daily. On Mondays, a back log of data from the Sheriff's Communications Center must be verified before processing and mailing. Over 98% of these false alarms are law enforcement related. Approximately 75% of our phone calls are alarm permit/false alarm related.

Reduction in work force for the department will result in the distribution of emergency plan development, monitoring, implementation, review and re-write responsibilities for all of the plans to other staff.

Goals & Objectives

To provide a pro-active emergency management program that effectively plans for and coordinates a unified response to emergencies.

To improve readiness and response by providing reviews of county response plans, testing those plans by coordinating exercises and by responding to all emergency calls within one hour of notification.

Provide emergency preparedness training to business and community groups.

To provide a comprehensive fire prevention program to reduce the threat of fire to property and life.

To reduce the threat of fire in commercial property by completing 100% of all fire inspections by due date and reviewing 100% of all fire plans within 10 days of receipt.

To reduce the impact of arson and intentional fires by determining cause in 80% of fire cases investigated and to clear 15% of arson cases by arrest

Performance Summary

Outcomes and Performance Measures	Current Goal	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate	FY 2011 Objective	Trend	Comments or Analysis
We improve readiness and respond quickly to emergencies							
Drills and exercises planned	Workload	8	4	4	2		
% drills and exercised completed	100%	260%	100%	100%	100%		
Emergency responses	Workload	61	60	70	70		
% emergencies responded to within 1 hour	100%	100%	100%	100%	100%		

Emergency Management

Outcomes and Performance Measures	Current Goal	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate	FY 2011 Objective	Trend	Comments or Analysis
We improve readiness and respond quickly to emergencies							
Preparedness training sessions planned	Workload	50	65	65	65		
% preparedness training sessions facilitated	100%	416%	108%	100%			
Plans received for review	Workload	66	38	40	50		
Plans reviewed within 10 days of receipt	100%	95%	98%	100%			
Annual inspections due	Workload	240	296	248	228		
% annual inspection completed by due date	100	100%	98%	100%			
We prevent and minimize the effects of fires							
Fire investigations	Workload	52	40	50	50		
% fire cause determinations made	80%	66%	89%	80%			
Arson cases investigated	Workload	12	7	15	15		
% arson cases cleared by arrest	15%	15%	36%	25%			

Budget Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Adopted Budget	FY 2010 Amended Budget	FY 2011 Dept's Request	FY 2011 Adopted Budget	% Change*
Expenditures							
Personnel Services	\$ 375,226	\$ 410,553	\$ 407,617	\$ 412,417	\$ 349,677	\$ 349,677	-15.21%
Operations	\$ 491,772	\$ 534,642	\$ 534,021	\$ 610,189	\$ 476,669	\$ 497,837	-18.41%
Capital Outlay	\$ 127,596	\$ 33,343	\$ -	\$ -	\$ -	\$ -	0.00%
Total Expenses	\$ 994,594	\$ 978,537	\$ 941,638	\$ 1,022,606	\$ 826,346	\$ 847,514	-17.12%
Revenues							
Intergovernmental	\$ 30,278	\$ 35,933	\$ 21,601	\$ 39,699	\$ -	\$ -	-100.00%
Fees & Other	\$ 46,065	\$ 55,279	\$ 34,740	\$ 35,500	\$ 41,500	\$ 41,500	16.90%
Total Revenue	\$ 76,343	\$ 91,212	\$ 56,341	\$ 75,199	\$ 41,500	\$ 41,500	-44.81%

Staffing

FTE Positions	6.00	6.00	6.00	5.00	5.00	5.00
---------------	------	------	------	------	------	------

*Percent change as calculated above compares the Adopted funding to the FY 2010 Amended Budget.

FY 2011 Budget Highlights / Changes

Emergency Management will be offering grants to eligible volunteer fire departments for aid in staffing again this year.

Due to the addition of the Cry-Wolf False Alarm Solutions software program we have a better method for tracking the use of alarm systems and the occurrence false alarms. As a result we will see an increase in alarm permit fees and citations.

Department Contact

Name: Bobby Smith

Email: rsmith@cabarruscounty.us

Phone: 704-920-2562

Emergency Medical Services

Mandated Service

This service is mandated by G.S. 143-517, adopted 1/1/2003. Paramedic level care was approved by the Board of Commissioners in 1987. The service follows guidelines established by the NC Medical Care Commission and administered by the NC Office of Emergency Medical Services.

Mission

To provide progressive, quality paramedic care as part of a comprehensive health care system, to remain synonymous with excellence and provide a nurturing and challenging work environment. Cabarrus County EMS will address the emergency and non-emergency needs of its patients, provide public education, and promote wellness through awareness.

Program Description

As a NC state awarded Model EMS System, EMS is responsible for providing advanced medical care and transport to victims of illness, accidents or injuries. Paramedic care, which is the highest level of pre-hospital care available, is provided 24 hours a day, 365 days a year. Advanced skills provided include fluid administration, cardiac monitoring (12 lead), continuous positive airway pressure (CPAP), rapid sequence intubation (RSI), capnography, adult intraosseous, advanced stroke and heart attack protocols, and a continually updated formulary of medications to treat an extensive range of medical conditions. All full-time employees are required to maintain the North Carolina Medical Care Commission's requirements for continued credentialing as a paramedic. Each paramedic's skills are tested annually to insure that a high quality of care continues. Public education is ongoing and is available on request. Low response times reduce patients' pain and suffering and increases their chances of surviving a critical accident or injury. EMS is a part of the public safety services system working with multiple allied agencies. EMS is also responsible for providing all non-emergency scheduled and stretcher transportation.

FY 2010 Major Accomplishments & Challenges

Mobile Computer Terminals with Automatic Vehicle Locators (AVLs) were added to all Front Line EMS Vehicles. This addition allows for more efficient dispatch of Ambulances based on Geographic location.

New Response Time policies implemented, to further reduce and stabilize response times.

Full Implementation of Therapeutic Hypothermia resulting in increased survival of Cardiac Arrest Patients.

Staff averaged 116 hours over the state required minimum hours of continuing education.

Played a Major role in the accreditation of CMC NorthEast as a "Primary Stroke Center: and Certified "Chest Pain Center". This ultimately results in better outcomes following these events to all visitors and citizens of Cabarrus County.

Challenges continue to keep county wide response time below the recommended 8 minutes.

Continue to maintain the original NCOEMS Model System Standards and PREMIS reporting "Gold Standard".

Goals & Objectives

Insure continued adequate planning that addresses emergency response in high growth and congested areas. In addition monitoring and adjusting response zones based on call load.

Continue to provide the most progressive patient care to citizens of Cabarrus County.

Continued participation in "Code Stroke" and "Code STEMI" programs for victims of Stroke and Heart Attack.

Continue to reduce "Door to Treatment Time" of Critical Cardiac Patients.

Emergency Medical Services

Performance Summary

Outcomes and Performance Measures	Current Goal	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate	FY 2011 Objective	Trend	Comments or Analysis
We respond quickly to emergencies							
Total number of calls	Workload	19,556	19,938	20,500	21,500		
Non-emergency calls	Workload		708				
Emergency calls	Workload		15,206				
Standby calls	Workload		4,024				Unit moved to cover area of higher call load when that area is busy or uncovered
Average response time (in minutes)	< 8	7.01	7.29	7.05	7.05		
Average cost per response		\$267	\$296	\$290	\$272		Total Expenditures/total calls
Our medical response is effective							
Pre-hospital identification of stroke and heart attack	Increase FPY	60%	70%	75%	>75%		
Cardiac arrest survival rate	Increase FPY	13%	20%	25%	>25%		Based on calls where revival attempted

Budget Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Adopted Budget	FY 2010 Amended Budget	FY 2011 Dept's Request	FY 2011 Adopted Budget	% Change*
Expenditures							
Personnel Services	\$ 4,100,749	\$ 4,632,461	\$ 4,631,199	\$ 4,665,199	\$ 4,920,374	\$ 4,918,775	5.44%
Operations	\$ 874,675	\$ 848,183	\$ 910,436	\$ 977,138	\$ 921,076	\$ 905,501	-7.33%
Capital Outlay	\$ 236,954	\$ 417,769	\$ 318,718	\$ 298,718	\$ 16,000	\$ 16,000	-94.64%
Total Expenses	\$ 5,212,378	\$ 5,898,413	\$ 5,860,353	\$ 5,941,055	\$ 5,857,450	\$ 5,840,276	-1.70%
Revenues							
Intergovernmental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Fees & Other	\$ 3,577,984	\$ 3,885,418	\$ 3,475,000	\$ 3,483,000	\$ 3,647,158	\$ 3,647,158	4.71%
Total Revenue	\$ 3,577,984	\$ 3,885,418	\$ 3,475,000	\$ 3,483,000	\$ 3,647,158	\$ 3,647,158	4.71%
Staffing							
FTE Positions	84.57	84.57	84.57	84.57	84.57	84.57	

*Percent change as calculated above compares the Adopted funding to the FY 2010 Amended Budget.

FY 2011 Budget Highlights / Changes

No new ambulance purchases requested. Cost savings over previous years of approximately \$250,000 - \$300,000. Challenges continue to keep county wide response time below the recommended 8 minutes. Continue to maintain the original NCOEMS Model System Standards and PREMIS reporting "Gold Standard".

Department Contact

Name: David Hampton

Email: jdhampton@cabarruscounty.us

Phone: 704-920-2601

911 Emergency Telephone

Mandated Service

N.C. General Statute Chapter 62A

Program Description

The Emergency Telephone System Fund was established in order to modernize and improve the administration of the State 911 system. By instituting a statewide 911 Board, public officials are able to ensure that all voice services contribute to the 911 system. This provides uniformity in the quality of service and the level of 911 charges across voice communications service providers. The State has imposed a monthly service charge in the amount of seventy cents on each active voice communications service connection that is capable of accessing the 911 system. The State is responsible for remitting the funds collected from service providers to the County on a monthly basis. The County is required to deposit and to maintain a separate special revenue accounting fund designated as the Emergency Telephone System Fund. Expenses associated with the County's 911 system are to be paid from this fund including equipment, software, database provisioning, and addressing.

Budget Summary

	FY 2008 Actual**	FY 2009 Actual**	FY 2010 Adopted Budget	FY 2010 Amended Budget	FY 2011 Dept's Request	FY 2011 Adopted Budget	% Change*
Expenditures							
Personnel Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Operations	\$ -	\$ 745,726	\$ 841,230	\$ 780,906	\$ 792,430	\$ 652,000	-16.51%
Capital Outlay	\$ -	\$ 42,303	\$ -	\$ 42,303	\$ -	\$ -	-100.00%
Total Expenses	\$ -	\$ 788,029	\$ 841,230	\$ 823,209	\$ 792,430	\$ 652,000	-20.80%
Revenues							
Intergovernmental	\$ -	\$ 685,000	\$ 841,230	\$ 792,430	\$ 650,000	\$ 650,000	-17.97%
Fees & Other	\$ -	\$ -	\$ -	\$ -	\$ 2,000	\$ 2,000	100.00%
Total Revenue	\$ -	\$ 685,000	\$ 841,230	\$ 792,430	\$ 652,000	\$ 652,000	-17.72%

*Percent change as calculated above compares the Adopted funding to the FY 2010 Amended Budget.

** The 911 Fund was a multi-year fund prior to FY 2009 and was not budgeted annually.

FY 2011 Budget Highlights / Changes

Cabarrus County 911 is currently in the beginning stages of examining the future for 911 or Next Generation 911. The company, Intrado, offers an IP-based 911 system. This system will have some additional upfront costs thus the 22% increase in the operations budget; however, the monthly 911 costs will decrease in the future.

The North Carolina 911 Board has made grant funding available to aid in the transfer to IP-based 911 systems, therefore resulting in the 22.81% increase in spending and revenues.

Department Contact

Name: Brad Riley

Email: dbriley@cabarruscounty.us

Phone: 704-920-3001

