Overview

- COVID-19 has altered the education and outreach routine but Storm Water Services staff has risen to meet the challenge. In the Water Quality Education area, Deania Russo, Ashley Smith and John Wendel are producing weekly Facebook Live learning classes called **Water Wednesday**.

- Mecklenburg County Air Quality (MCAQ) staff continue to measure good air quality conditions during the month of April. MCAQ has received numerous requests from media to comment on the extent of air quality improvement due to reduced driving during the stay at home order. In an effort to ensure that a robust analysis is completed, staff waited until the Mecklenburg County order expired and are now looking at a snapshot of the data during that time. Staff will also perform a similar analysis during each of the phases of re-opening under the state order.

FY20-FY22 Strategic Business Plan Updates

- It is anticipated that reduced gasoline tax revenue will impact Mecklenburg County Air Quality's strategic plan goal for FY21. This revenue funds the mobile sources staff and is also used for purchasing monitoring equipment. The reduction in revenue could delay equipment purchases affecting projects such as the Photochemical Assessment Monitor (PAMs) installation and smaller footprint monitor research. MCAQ will communicate more specifically about impacts by the beginning of the fiscal year.

- Code Enforcement and Storm Water Services are on schedule with the EPS /EPR replacement (Electronic Plan Management Solution) to Accela. In April, design work focused on configuration, automation and reports. Deployment of the Accela solution is expected to be complete in February 2021.

- Code Enforcement's Live Remote Inspections program has completed the pilot program. Staff are working under an emergency rule set out by the North Carolina Qualification Board providing the authority having jurisdiction (AHJ) to use Live Remote as they see fit as long as the jurisdiction is meeting the North Carolina State Building Code. Staff are now creating policies and strategies as well as establishing a website platform to educate customers about these changes, how the program works, and how it can benefit their project.

Key Performance Indicators

Air Quality

- In April, 18 National Emission Standards for Hazardous Air Pollutants (NESHAP) notifications were received and reviewed. The FY2019 monthly average was 37. This decline is believed to be related to COVID/Stay at Home Order.

- In April, there were 548 active operating permits for sources of air pollution in Mecklenburg County. The FY2019 monthly average was 547.

Code Enforcement

	March	April	FYTD
Permits			
# of Permits Issued*	8,657	8,007	89,217
# of Inspections Completed*	27,930	24,844	264,192
Average Response in Days	1.14	1.11	1.36
Percent Performed Within 3 Days of Request	99%	99%	99%
# of commercial project plan reviews (medium and large sized)*	339	292	2,853
Percent of commercial plans reviewed at or before scheduled review time	87%	92%	91%
Percent of commercial plans reviewed under Code Enforcement's direct control at or before scheduled review time (For the building, electrical, mechanical, and plumbing [BEMP] trades)	87%	91%	84%

Note: The plan review process includes LUESA Code Enforcement, Land Development, Air Quality, GIS Addressing, and Environmental Health; Charlotte-Mecklenburg Utilities Department; City of Charlotte Land Development and Engineering, Urban Forestry, and Zoning Departments; City of Charlotte Planning Commission and Zoning Historic Commission; Town Planning Departments; Town, County, and State Fire Marshal's Offices; State Departments of Insurance, Public Instruction, Facility Services, Child Day Care Centers, and Environment and Natural Resources.

*The transition to working remotely began March 16, 2020. As a result, Code Enforcement stopped all work coming in for review. In-coming projects were halted while staff returned to work in an online environment. This created a lower number of projects for review.
Projects scheduled for the latter part of April missed their scheduled dates, pushing the booking dates back in line with other projects for the next available date (May). The COVID-19 pandemic has created an environmental shift in conducting business and maintaining safety for our staff and customers.

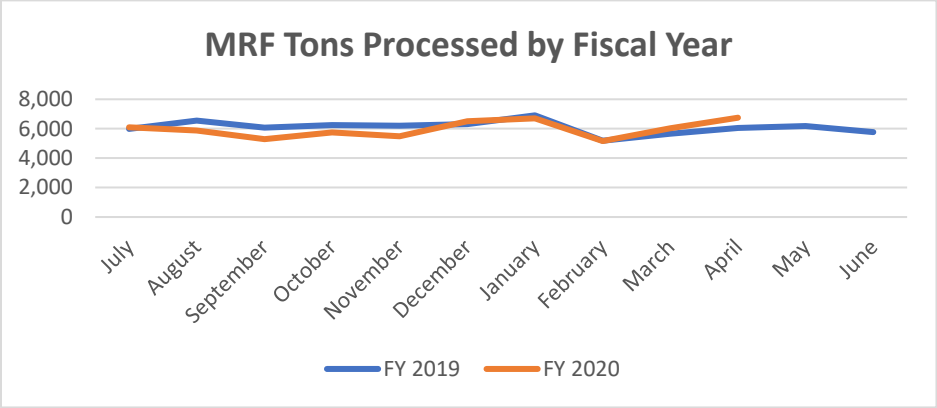
Wait Times (in days) to Schedule Commercial Plan Review								
Medium and Large Projects								
Building Trade			**Electrical Trade**			**Mechanical/Plumbing Trade**		
Mar	Apr	FYTD	Mar	Apr	FYTD	Mar	Apr	FYTD
5.5	4	4.6	3.5	3.5	4.25	2.5	3	2.5
Small Projects								
Building Trade			**Electrical Trade**			**Mechanical/Plumbing Trade**		
Mar	Apr	FYTD	Mar	Apr	FYTD	Mar	Apr	FYTD
2	3	2.3	2	2	2.1	2	2	2
Express Review (Premium Service)								
Small Projects - All Trades						**Large Projects - All Trades**		
Mar	Apr	FYTD				Mar	Apr	FYTD
6	6	7				6	6	7.6

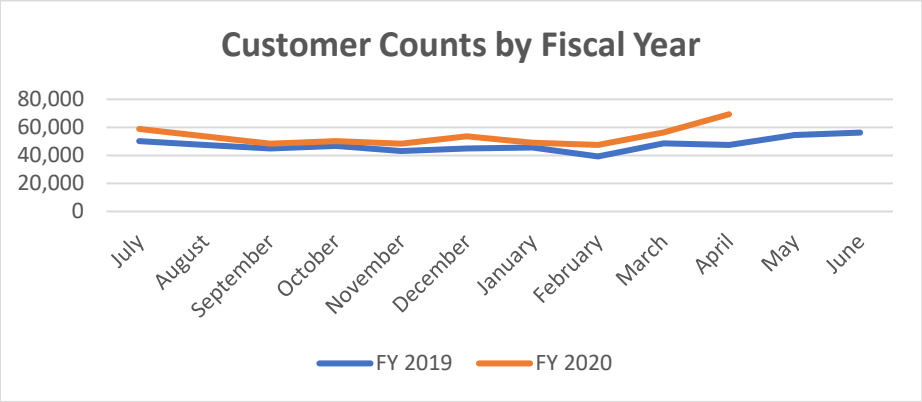
Geospatial Information Systems (GIS)

	March	*April*	*FY20 YTD*
POLARIS application uptime (County's real estate look up system)	99%	99%	99%
Website hits on GIS applications*	215,577	211,285	215,306
GB of data downloaded from GIS applications	114.69	113.23	109
Property ownership records processed*	4,727	3,186	4,032
Number of deeds processed*	4,026	3,019	3,923
Square feet of billed impervious data captured	152,490,979	153,984,799	139,069,612

*Due to the COVID-19 pandemic, there's been a decrease in real estate and permitting activity. GIS also has three vacancies (offers were made but hiring now on hold). Land Records began working remotely in April and had to work through a few connectivity issues impacting production.

Solid Waste

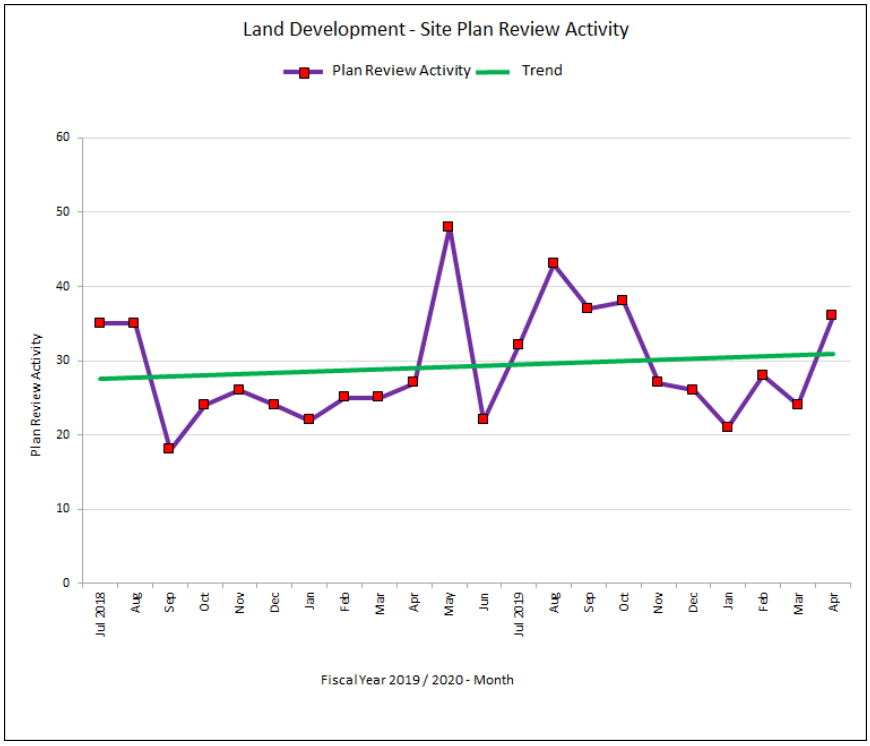




Storm Water Services

- In April, 36 land development plans were reviewed. The below graph represents the number of reviews completed for the five towns (Cornelius, Davidson, Matthews, Mint Hill, Pineville) and Mecklenburg County unincorporated areas.

- In April, 97 percent of the submitted plans were reviewed within 21 calendar days. The service level indicator target is 94 percent reviews completed within 21 calendar days.



Context for Key Performance Indicators

Code Enforcement

- **Medium and Large Projects:** In April, wait times for the Mechanical and Plumbing trade were up slightly and all other trades remained the same in comparison to March. The slight increase was primarily due to the department moving to tele-work operations. Staff had to establish home offices to make this shift successful. Overall, commercial projects vary from week-to-week or month-to-month within the submittal process and are within goals set by the Building Development Commission (BDC).
- **Small Projects**: Wait times had a slight increase in the building trade but the rest of the trades remained the same from the previous month.

- **Express Reviews**: Wait times for small and large projects remained the same as the previous month. All times are within goals set by the Building Development Commission (BDC).