



LUESA Update

BOCC Meeting - April 17, 2018

Air Quality in Mecklenburg County Meets All Federal, Health-based Standards

Mecklenburg County
Ozone Compliance Value

70 ppb



Federal
Ozone Standard

70 ppb

545

sources with
AQ permits

212

asbestos-related
projects reviewed

100%

permits issued
on-time

Grants to Replace Aging Diesel Engines
brought to Charlotte region since 2007

\$6.6 million in grants

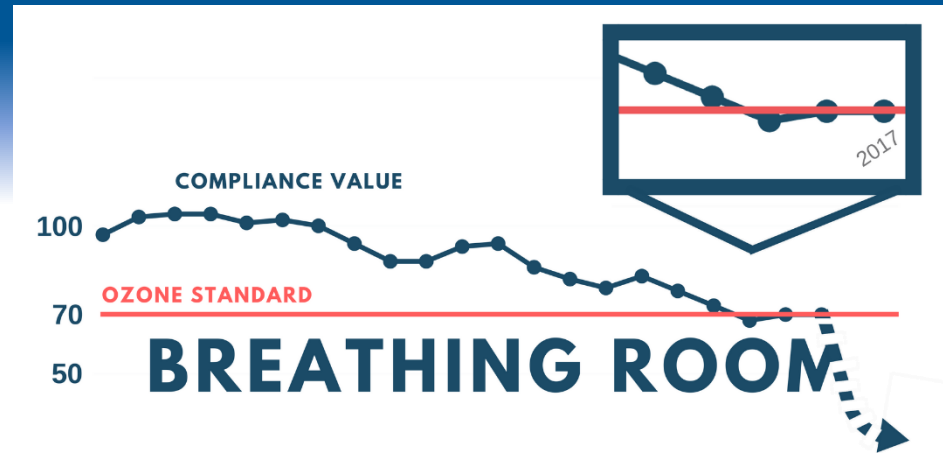
714 tons NOx reductions

**AQ Monitoring
Data Completeness**

96.8%

253,760

vehicle miles reduced from
clean commute campaign



Improving Air Quality Beyond the Ozone Health Standard

- Develop list of strategies from past initiatives including LivableMeck, Connect, AQC report etc.
- Take them to stakeholders for a prioritization exercise
 - AQC (November 27th)
 - COG Regional Conference (April 12th)
 - Sustain Charlotte (May)
 - Sustainability Lunch Bunch (Spring/Summer)
 - Generation Nation (TBD)
 - Others
- Develop a path forward using stakeholder input



Citizen Science Station

Garinger High School (Proposed)

Vision:

In partnership with NC Air Awareness, Mecklenburg County Air Quality will establish a first-of-its-kind citizen science station where students, advocates, interested citizens and scientists can experiment with personal air sensors. The purpose of the CSS is to allow citizen scientists to compare data from the emerging personal sensor technology to regulatory federal reference method monitors.



Code Enforcement Workload

	FY 2015	FY 2016	FY 2017	FY2018*
Permits				
-Residential	56,192	56,559	58,450	55,560*
-Commercial	33,032	29,690	30,400	33,605*
-Other	5,689	3,949	3,800	3,950*
-Total	94,913	90,198	92,650	93,115*
Inspections				
-Total	265,429	265,520	280,200	293,643*

* Estimated based on current trends



Staffing & Customer Demand

Workload	FY13	FY14	FY15	FY16	FY17	FY18*
FTE's	130	165	175	245	245	271
Permits	66,000+	81,000+	88,000+	92,000 +	92,000 +	94,000+*
BEMP Inspections	160,000+	208,000+	247,000+	265,000+	280,000+	290,000+*
Commercial Plan Review	7,000+	14,000+	12,700+	14,000+	14,000+	15,000+*

Technology Projects

- County has selected “Accela” as the vendor for the EPS/EPR services
- Aligns with the single portal/access concept
- Other customer enhancements under way

Customer Service Summary

Walk-In Customers		
	FY17	FY18*
Customer Volume (Customer Service Assistance)	14,203	14,918*
Customer Volume (Code Enforcement Service Point Customers)	15,453	13,538*
Customer Volume (LUESA Service Point Customers)	27,101	24,126*

Phone Calls		
	FY17	FY18*
Inbound Calls (CSC)	24,984	26,182*
Avg. Inbound Call Time (CSC)	0:02:15	0:02:09
Inbound Calls (Code Enforcement)	114,634	112,866*

* Estimated based on current trends

LUESA - GIS

- Partnered with Storm Water and the City of Charlotte to capture Oblique Aerial Photography for 2018.
- The Quality of Life Explorer, used to learn more about the county and its neighborhoods, develop programs and services, and plan for the future, saw its third major release.
- Launched Public Map Viewers: “Farmer’s Markets”, “Must See Mecklenburg” and the “Mecklenburg County Demographic Map Viewer”.
- Launched the “Property Foreclosures Map Viewer” supporting Tax Collections Business Strategic Plan.



Geospatial Information Services

empowering customers of Mecklenburg County to make data-driven decisions

44 full time staff
4 divisions

technology solutions
mapping and project services
addressing and land records
storm water impervious mapping



exemplary rating in customer service
99.8% gis application availability

data maintenance metrics

393,592 parcels

536,413 address points

2 billion sq ft impervious surface

completed 3214 mapping projects
resolved 3869 storm water fee complaints
developed and supports over 40 applications
served 1,875,754 maps online
over 16k download events providing 1.6tb of data

2018



LUESA - Solid Waste

- Operations of programs and systems remain fiscally sound & safe over the past year.
- Recycling rates have been consistent, however;
 - Recycling Commodity Market pricing remains challenging and we expect a decrease of ~\$200k in revenue from the MRF in FY19
- Expenses for repair of bulldozers, and machines at the MRF, along with contractual commitments, continue to rise with CPI
- Cost to manage discarded electronics and scrap tires continues to increase, as State rebates decrease



LUESA Solid Waste

- Customer growth at our Full Service Sites continues to rise;
 - Growth for FY18 to date, is nearly 5% over last Fiscal Year.
- Staff are preparing to assume the Recycling Collection work at County Schools, County Agencies and CPCC in FY19.
- We continue to process 3-Tractor Trailer loads of TV's each week, and process 5-Tractor Trailer loads of Tires each week!





\$2.2M
Diverted
Annually



By directing material to recycling, not landfill



77

Full Time
Employees



2000

Disposal Rate
tons per person per year



2017

A 41% reduction in
per capita waste



Metrolina Recycling Center
Contract Tonnage



2016



2017

WIPE OUT WASTE

Mecklenburg County
Recycling Solid Waste

980-314-DUMP | WipeOutWaste.com

**Operating
Budget**



Landfill

Foxhole Landfill

FY16 118,397 TONS



FY17 116,857 TONS



Speedway Landfill

FY16 382,677 TONS



FY17 384,195 TONS



All Recycling Centers

Total Customers

FY16

551,930



FY17

525,012



Tonnage

FY16

FY17

Construction
& Demolition

36,395



38,450



Electronics

1,193



1,422



Household
Hazardous Waste

868



950



Yard Waste
Tonnage

108,839



129,944



Panthers Tailgate

100
Volunteers



79.22 tons
recyclables collected

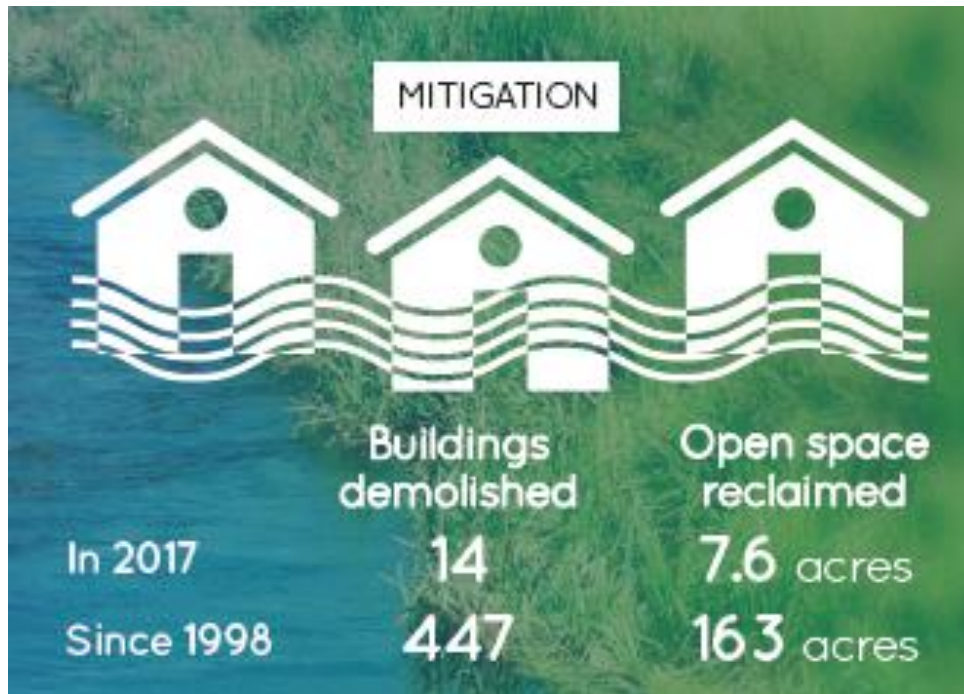
LUESA - Storm Water Services Water Quality



- FY18:
 - 94.3% FY18 YTD
 - 100% Q2 FY18
- Tessellated Darter found in Little Sugar Creek, Midtown



LUESA - Storm Water Services Flood Mitigation



- Acquisition on tonight's agenda
- 11 buildings and over 4 acres of open space
- \$930k Homeland Security Grant



LUESA - Storm Water Services Land Development



- Service provided on behalf of the Towns
- \$1.5M budget, 11 positions
- Study possibility of Towns providing Services



WATER QUALITY IMPROVEMENTS

375 Total miles of streams

Streams safe for
human contact

In 1998
25.1%

2020 goal
85%

current
86.6%

255 miles walked by staff in 2017

Miles of
streams restored

25 since
1998

26 by
2018

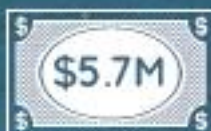
3,488
Total
volunteers



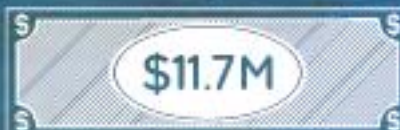
38,220 lbs
of trash
removed by
volunteers

STORM WATER SERVICES

ORIGINATED 1994



Capital
Improvements



Operational
Budget

\$17.4M
Annual Budget

74 Full time
staff

MITIGATION



Buildings
demolished

Open space
reclaimed

In 2017

14

7.6 acres

Since 1998

447

163 acres

INSPECTIONS

✓ 2,873
Inspections

✓ 607
Plans Reviewed

✓ 167
Violations Issued

✓ 98%
Responded
to within 21 days

FLOOD INSURANCE

\$443,814

Annual Savings from
participating in
Community
Rating System





SAFETY

DART Rate:
1.0

Defensive Driving
Statistics:

Full course: 49
Refresher: 43



EMPLOYEES

38 Full Time

Processed 134
requests to
hire/
promotions for
all of LUESA.



TRANSACTIONS

32,969
transactions
processed.
Cost per
transaction is
\$3.92; reduced by
17.6% since FY16.



COMMUNITY PLANNING

212
partner
organizations
participated in
Livable Meck
Engagement
Cafés.



SUSTAINABILITY

90%
County operations met
their Environmentally
Preferable Purchasing
goals.

3,999
Work Green
credits issued to
employees.

FY18 Annual
Budget:
\$81,329,783

Actual for FY17:
\$67,955,407

FAST:
17.5/20.5
(Successful)
Total: 2.5

SUPPORT SERVICES FY17

Thank you!