

NOVEMBER 2019



STATS & STORIES

BRUNSWICK COUNTY

County Manager's November Update

We hope you are enjoying a safe and prosperous time this holiday season. As we prepare for 2020, we are looking forward to fulfilling a number initiatives and projects for our residents and utility customers.

In early November, the Board of Commissioners unanimously accepted to enter into an agreement with the City of Northwest to assume ownership and operational responsibility of the City's water and wastewater system. The County and the City are working together to make the transition as seamless as possible. We are committed to providing clean and affordable drinking water to our customers, and we are honored to have the City's trust in pursuing this merger.

The Board also entered into a partnership with the U.S. Census Bureau to prepare for the 2020 Census. With one of the fastest growing populations in the country, the Census is instrumental in helping us accurately measure how many people reside in Brunswick County to support grant applications, economic development initiatives, and to plan for potential emergencies. Census data also determines how many representatives we have in the U.S. House of Representatives.

Brunswick County would also like to express our gratitude to those who volunteer their time and donate during the holidays. We are especially thankful to everyone who provided Christmas gifts for foster children through our Angel Trees and to the Brunswick County Longbeards Turkey Federation for donating 26 turkeys for families this Thanksgiving. Your generosity and support makes all the difference in helping our fellow community members have a great holiday.



**Brunswick County Manager
Randell Woodruff**



NOVEMBER 2019 STATS SNAPSHOT



Our **Veterans Services** team received a **regional AARP award** for the **caring, quality service** they provide to **veterans and their families**
Veterans Services

75

Employees attended confined space entry training
Risk Management

New gate installed at Ocean Isle Beach Park dog park
Parks & Recreation



137,193

Emails marked as spam, malicious in nature, and/or containing viruses were blocked
Management Information Services



6

Prequalified bidders for the **County Courthouse addition and renovation project**
Engineering

Board of Elections

- We employed 236 poll workers to staff 21 election day polling places for the Nov. 5 municipal election. Overall turnout was 25.56% with 16,455 ballots cast.
- We tested a new voting system and got approval from the State Board of Elections and the Board of County Commissioners to proceed with implementation for the March 3, 2020 primary. The new voting system will use hand-marked paper ballots that voters insert into a tabulator.

Code Administration

- Congratulations to these six building inspectors who received advancement from the North Carolina Department of Insurance. These professional advancements represent a significant amount of time and dedication through study and practical in-the-field application. This results in improved service to the public through more highly trained and experienced building inspectors. Level III is the highest level the State of North Carolina certifies.
 - Zach Batson received his Building Standard Level I
 - Mike Gaskin received his Mechanical Standard Level I and Plumbing Standard Level I
 - Mike Ball received his Building Standard Level I
 - Dana Pope received her Plumbing Standard Level III
 - Jeff McIntosh received his Mechanical Standard Level II and Plumbing Standard Level II
 - Andrew Thompson has completed his Level III in all five trades. There are only a small percentage of building inspectors in the state who hold Level III in all five trades (Building, Mechanical, Electrical, Plumbing, and Fire).

November Countywide Commercial & Residential Construction Statistics

Construction Type	Building Starts	Construction Costs
Commercial Construction	30	\$32,212,981
Residential Construction	229	\$48,061,054

Cooperative Extension

- Three extension master food volunteers demonstrated and conducted healthy taste tests at the South Brunswick Interchurch Council food pantry at the Camp United Methodist Church in Shallotte. Volunteers passed out recipes and food safety materials to more than 60 food pantry recipients. This is part of the extension master food volunteers ongoing activities with this food pantry in connection with the Brunswick Wellness Coalition to increase participants' access and use of foods that pantries distribute. Similar healthy taste tests are offered in elementary schools through the Food Corps program.
- A Safe Plates for Food Handlers training covered basic information on safe food handling including temperature control, personal hygiene and health, preventing cross contamination, cleaning and sanitizing, and allergens. Three restaurant employees/managers passed the National Registry for Food Safety Professionals certification exam at the end of the course. An extended Safe Plates for Food Safety Managers training will be conducted in January/February. Passing the test allows restaurants to potentially earn all possible points on Environmental Health inspections.
- A handful of teens put in more than five hours of community service at a local food pantry in Shallotte the weekend before Thanksgiving to organize and distribute packages for food-insecure families in the area. Another group of youth will complete their community service hours for Christmas dinners in late December. Programs are also offered weekly in Bolivia to assist with the adjudication of youth in Brunswick County which diverts them from the court system and accepts referrals from Teen Court and Peer Court programs.
- Brunswick County 4-H and teen youth volunteers hosted the Extreme STEM Tour for 80 Shallotte middle schoolers where they learned about vermicomposting, stormwater management, ecosystems, and college programs. Educational programs served 25 youth at Boiling Spring Lakes afterschool program, and nine homeschoolers at Harper Library. The Empowering Youth and Families Program finished up in November, culminating with a weekend at family camp in Ellerbe where local families planned a community outreach event for opioid prevention. Also, 65 North Brunswick High School students used hands-on 4-H curriculum to learn about small engines, which helps prepare them for careers and helpful skills later in life.
- Our new Horticulture Agent Tom Woods hosted the 2019 Southeastern Citrus Expo, which brought 70 small-scale producers together to learn about climate effects on citrus and how to address major pest and disease issues that are wreaking havoc on orange crops in the deep South.
- An open house was held in the demonstration garden for 200 visitors. Extension master gardener volunteers were on hand to give information, answer questions, and share their love of local horticulture.

The Board of Commissioners moved to accepted ownership and operational responsibility of the City of Northwest's water and wastewater system
Public Utilities



113

Patients visited the pediatrics clinic
Health Services

200 visitors attended an **open house** at the **demonstration garden**
Cooperative Extension



Building inspectors received their professional advancements from the North Carolina Department of Insurance Code Administration



5,000+

People used the Brunswick County Landfill in November
Solid Waste & Recycling



NOVEMBER 2019 STATS SNAPSHOT

See a great stat? Contact the Public Information Officer to learn more.
Phone: 910.253.2995 / Email: meagan.kascsak@brunswickcountync.gov

Brunswick County launches
new online customer portal
for our utility customers

Finance



25,127

People visited a library

in November

Library

49,452

Nextdoor emails opened

Public Information

16,455

Ballots cast in the November 2019

municipal election

Board of Elections



8:55

Average response time for
emergency calls in November

Emergency Services



185

Work orders completed

Operation Services



NOVEMBER 2019 STATS SNAPSHOT

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Emergency Services

- Brunswick County EMS responded to 1,746 calls for service. This is an increase of 274 calls (18.6%) compared to November 2018.
- Brunswick County EMS transported 928 patients. This is an increase of 76 transports (8.9%) compared to November 2018.

November Emergency Services Statistics

Action	Total
Average Response Time for Emergency Calls	8:55
Trauma Activations (Trauma 1)	8
Trauma Activations (Trauma 2)	20
Code STEMI Activations	8
Code Stroke Activations	10

Engineering

- There are six prequalified bidders (contractors) for the County Courthouse addition and renovation project. The prebid meeting with the prequalified bidders is scheduled for Jan. 6, 2020, and the bid opening is scheduled for Jan. 30. The project will renovate the existing courthouse and will add a new three-story, 15,000 square foot addition to the north side of the building.

Finance

- Brunswick County launched a new online customer portal that offers more options and flexibility to view and pay utility bills. Through the new portal, customers can see their utility bills, make online payments, sign up for electronic bills, and compare their monthly usage numbers for water and wastewater service. To access the portal, customers will need to register their account using the new account number printed on their utility bills and the CID number that is printed on the bill under the transaction detail area. The link to access the portal is <https://brunswick.authoritypay.com/>

Health & Human Services

Environmental Health

- The Food and Lodging Program inspected and/or visited 210 establishments, reviewed 10 plans for new establishments, and issued four permits.
- The On-Site Water Protection Program performed 54 site evaluations, issued 32 improvement permits, and 48 construction authorizations for on-site wastewater systems.
- The On-Site Water Protection Program inspected 11 new private wells and sampled 10 private wells.

Health Services

- The pediatrics clinic saw 113 patients during November, including 10 new patients.

Social Services

- Angel trees were set up in three Walmarts in Brunswick County for children in foster care and for the adult wards. Brunswick County Social Services is grateful for the donations and generosity of our residents who help ensure that our children have a nice Christmas.
- The Brunswick County Longbeard Turkey Federation donated 26 turkeys to Social Services to distribute to families in need on Thanksgiving.

Veterans Services

- Veterans Services received a regional AARP award for the caring, quality service they provide to veterans and their families. Brunswick County's office won the award in a category of 34 counties during AARP's Evening of Inspiration event Nov. 15.

November Veterans Services Statistics

Action	Total
New Clients Added	60
In-Person Clients	217
Telephone Calls	511
Email Responses/Sent Emails	135
Faxed Claims/Applications	135
Completed North Carolina applications for license plates, hunting/fishing licenses, and property tax exclusions	52
Presentations	1

Library

- The Southwest Library partnered with the Board of Elections to host 897 people who voted at the library during early voting or on traditional election day.
- Library staff delivered loads of donated, gently used children's books to several elementary school libraries. Students will be encouraged to take books home for holiday reading and to keep them.

November Library Statistics

Action	Total
Total Combined Door Count	25,127 people
Library Card Registration	334 people
Total Circulation (includes books, eBooks, audio books, DVDs, and computers)	43,876 items

26 donated turkeys were delivered to families in need this Thanksgiving and Angel Trees were set up in three Walmarts Social Services



30

Commercial buildings started construction
Code Administration

229

Residential homes started construction
Code Administration



3,528

Deeds, plats, marriage licenses, notary oaths, and more recorded in November
Register of Deeds

NEW ROOFS INSTALLED ON THE DUGOUTS AT NORTHWEST PARK

Operation Services / Building Maintenance Division



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Management Information Services (MIS)

- The development team continues to support and make enhancements to our in-house permitting and inspections software application. This month, an investigation process was created for possible complaints/violations of building construction to provide a proper procedure for staff to investigate, organize, and track them.
- The MIS department is participating in the federal government's E-Rate program for our libraries. By negotiating service contracts and receiving 80% discounts through this federal program, not only are Brunswick County Libraries now provided with faster and more reliable internet connectivity, our County is also saving \$17,000 on internet service annually.

November MIS Statistics

Action	Total
Inbound Calls	73,830
All Emails To/From Staff	255,000
Blocked Emails (spam, malicious in nature, and/or contain viruses)	137,193
Website Clicks	225,642
Website Users	7,500

Operation Services

November Operation Services Statistics

Division	Open Work Orders as of Nov. 1, 2019	Requested Work Orders	Completed Work Orders	Open Work Orders as of Dec. 1, 2019
Building	608	127	156	579
Maintenance				
Housekeeping	2	6	2	6
Construction and Grounds	21	23	21	23
Vector Control	11	0	6	5
All Divisions Total	642	156	185	613

Building Maintenance Division

- Continued renovation of the Brunswick Transit System facility in Shallotte.
- Finished installing new roofs on the dugouts at Northwest Park.

Construction Division

- Continued site work for the Waterway Park.

Mosquito Control / Water Management Division

- The Beaver Bounty Program began, which coordinates residents with trappers and pays a bounty for each beaver removed from the resident's property. Residents or trappers interested in the program can call 910.253.2507.
- Performed annual mowing and maintenance of the Caw Caw drainage canal.

Parks & Recreation

- Maintained parks and ballfields for youth fall baseball and senior softball seasons.
- Installed a new gate for the dog park at Ocean Isle Beach Park.

Public Information

- Completed and received certification for the following FEMA training courses: Basic Public Information Officer Course (G-290.b); JIS/JIC Planning for Tribal, State, and Local PIOs (G-291); Advanced JIS/JIC Workshop.

November Public Information Statistics

Action	Total
Media / Open Records Requests	18
Facebook Likes / Follows	9,761 (+39) / 9,933 (+41)
Facebook Reach	43,545
Twitter Followers	3,683 (+6)
Tweet Impressions	32,200
Nextdoor Views	65,842
Nextdoor Email Opens	49,452

Public Utilities

- The Brunswick County Board of Commissioners moved to accept ownership and operational responsibility of the City of Northwest's water and wastewater system at its Nov. 4 meeting. This decision resulted from an initial request from the City of Northwest to the County to receive a proposal outlining a potential merger and acquisition of the City's water and wastewater system into the County's system. The County will assume ownership and operational responsibility of the City's system on or before Jan. 1, 2020.

Register of Deeds

Details of Instruments Recorded (Number Recorded)

Instrument Type	November 2019	November 2018	Difference (+ or -)	Year-to-Date FY 2019-2020
Deeds and Deeds of Trust	1,870	1,455	+415	10,025
Plats	44	38	+6	261
UCCs	55	24	+31	308
Cancellations/ Miscellaneous	1,483	1,223	+260	7,748
Marriage Licenses	36	53	-17	397
Notary Oaths	40	44	-4	185
Instruments with Excise (Included in Above Totals)	732	568	+164	4,029
Total	3,528	2,837	N/A	18,924

Risk Management

- Approximately 75 employees attended confined space entry training for classroom and field experience to obtain credit hours to satisfy their water/wastewater credentials. This training focuses on working knowledge of regulatory standards and applying best industry practice to support employees working in confined spaces.
- Worked with departments for new certification and recertification of employees required to operate powered industrial lifts.
- Identified facility and plant safety items for corrective action during the district safety review team meeting.
- Begin working on a project with actuaries for building valuations performed every five years and continued work on recoverable depreciation after major hurricanes.

Solid Waste & Recycling

- The landfill served more than 5,000 customers in November.
- Free Christmas tree drop-off at the landfill is from Friday, Dec. 27 through Friday, Jan. 31. Beginning Saturday, Feb. 1, there is a \$5 fee for each Christmas tree.
- Solid Waste and Recycling Coordinator Micki Bozeman gave a presentation to the Lakes of Lockwood and conducted an interview on the state of recycling on the ATMC show *Our Hometown*. The show is scheduled to air three times a day in November.
- Working together with Keep Brunswick County Beautiful, we have made great progress with the Recycle Right NC anti-contamination campaign that runs from Sept. 9 through Nov. 15.

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BRUNSWICK COUNTY

Looking for more stats?

Check out these links for information available online.

Board of Elections

- Weekly voter registration and other statistics:
<https://public.tableau.com/profile/brunswickcountyboe#!/>

Code Administration

- Monthly reports: <https://brunswickcountync.gov/permit-reports/>

Finance

- Monthly financial reports with summary information for general and enterprise funds, key indicators of revenues and expenditures and cash and investments:
<https://brunswickcountync.gov/finance/reports/>

Tax Office

- Property record cards and collections information: <https://tax.brunsko.net/itsnet/>

See a great stat? Contact Public Information Officer Meagan Kasczak to learn more.

- Phone: 910.253.2995 / Email: meagan.kasczak@brunswickcountync.gov
- Sign up to receive this monthly newsletter via email at
<https://brunswickcountync.gov/info/email/>