

Union County

Where rural and metropolitan meet

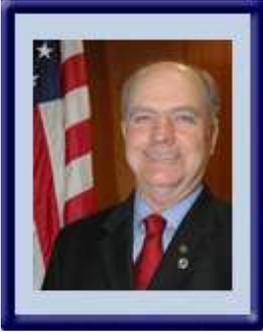


*FY2010 - 2011
Annual Report*



www.co.union.nc.us

Union County Board of Commissioners



Jerry Simpson
Chairman
704-283-3810
Jerry.Simpson@co.union.nc.us



Todd Johnson
Vice-Chairman
704-283-3810
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Tracy Kuehler
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Kim Rogers
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Jonathan Thomas
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The Board of County Commissioners is the legislative and governing body of Union County. The five-member commission is responsible for establishing policies to protect the health, safety and general welfare of Union County residents.

Commissioners are elected to serve four-year staggered terms. All five commissioners are elected at-large. Commissioners take office four weeks after they are elected in general elections held every two years on the first Tuesday in November. At its first meeting in December, the Board of Commissioners selects a chair to preside over the County Commission and vice-chair to assume those duties in the absence of the chair. The chair and vice-chair of the Board are elected annually for a term of one year and cannot be removed from the office of chair or vice-chair unless they become disqualified to serve as a Board member. Jerry Simpson was elected chairman and Todd Johnson was elected vice-chairman on December 6, 2010.

Exercising its legislative powers, the County Commission adopts ordinances and resolutions to establish policies and programs and to provide public services and facilities primarily for the unincorporated areas of Union County. The County Commission considers major problems facing county government and guides the growth and development of the county in a manner consistent with public interest.

Unless otherwise specified, Board of Commissioners' meetings are held the first and third Monday of each month at 7 p.m. in the first floor Board Room of the Union County Government Center at 500 N. Main Street in Monroe. Meetings are broadcast on a tape-delay basis on Time Warner Cable Channel 16 (UCTV 16) daily at 2 a.m., 9 a.m. and 7 p.m. Meetings stream live on Union County's website at www.co.union.nc.us/meetings. Agendas for upcoming meetings are available the Friday prior to each meeting on the County's website.

Message from County Manager

I am pleased to present the Fiscal Year 2010 - 2011 Annual Report which highlights the accomplishments of Union County Government over the past year and addresses future challenges faced by our community.



The previous year was particularly difficult considering the nation's economic condition, decreased revenue and increased operating costs of the County. With these hurdles also came the opportunity to be introspective and take a closer look at the programs and services we provide. Our challenge required us to take what was an already lean, fiscally responsible government and make it even leaner. To address this issue, we conducted a comprehensive review of the County's various programs, their costs and associated funding sources. This information was analyzed, and the County implemented service level reductions in an effort to achieve a balanced budget, maintain Union County's fiscal responsibility and continue to provide effective and efficient government.

The current economic environment continues to be extremely challenging, and our services are even more important now than ever before. Union County will continue to seek ways to reduce costs to handle all challenges and opportunities that come our way. Through proper planning, creativity and sensible decision-making, we are optimistic that Union County remains on the right course to a brighter future.

Sincerely,

Cynthia Coto



Cynthia Coto, County Manager
704-292-2625
cindy.coto@co.union.nc.us

The county manager is appointed by, and serves at the pleasure of, the Union County Board of Commissioners. Cindy Coto serves as the chief executive officer of the County, and it is her responsibility to implement all decisions, policies, programs and motions approved by the Board. This execution is done through the department directors and administrative personnel who report directly to the county manager.

In addition, the County Manager's Office recommends an annual County operating and capital improvement budget to the Board and coordinates the Board's meeting agendas and workshops.

Cynthia Coto has served as county manager since November 2010. Before coming to Union County, Coto served 36 years in local government in two Florida counties, Volusia and Seminole.

While in Seminole County, Coto led a number of departments including Environmental Services, which included Solid Waste and Water and Wastewater operations, and Central Services which encompassed IT, GIS, Purchasing and Contracts, Facilities and Fleet. In 1995, Coto was promoted to deputy county manager where she remained until 2000. In October 2000, Coto returned to Volusia County as manager where she served until December 2005. In May 2006, she returned to Seminole County as manager where she served until October 2009.

Coto earned her undergraduate degree in liberal studies with an emphasis in business administration, elementary education, social science and humanities from the University of Central Florida. She has been a member of ICMA (International City/County Management Association) for 25 years and is a credentialed manager.

Facts about Union County

Established in 1842, Union County is one of the fastest growing counties in the state of North Carolina. It provides a unique blend of rural and metropolitan lifestyles. While having vast areas of nature untouched by development, it also has areas flourishing in suburban and industrial growth. The primary factors contributing to Union's economic growth are agriculture, business and industry. Union County is situated in the south central Piedmont area of North Carolina with approximately 643 square miles of land.



Union County's 14 Municipalities

Fairview, Hemby Bridge, Indian Trail, Lake Park, Marshville, Marvin, Mineral Springs, Monroe, Stallings, Unionville, Waxhaw, Weddington, Wesley Chapel and Wingate.

Union County and Municipality Tax Rates

Real property tax rate per \$100 assessed value

Union Co.	\$0.665
Fairview	\$0.02
Hemby Bridge	\$0.0
Indian Trail	\$0.1450
Lake Park	\$0.23
Marshville	\$0.41
Marvin	\$0.05
Mineral Springs	\$0.025
Monroe	\$0.55
Stallings	\$0.2150
Unionville	\$0.02
Waxhaw	\$0.34
Weddington	\$0.03
Wesley Chapel	\$0.016
Wingate	\$0.39

Union County Demographics

Total Population:	201,292
Total Households:	70,508
Population Density (Pop/Sq.Mi):	315.8
Average Household Size:	2.9
Per Capita Income:	\$27,649
Median Household Income:	\$63,190



Financial Highlights

Union County Budget Summary

The Fiscal Year 2011 - 2012 adopted budget for Union County totaled \$219.1 million. The budget is \$1.6 million less than last year's adopted budget of \$220.7 million.

The budget contains no county-wide tax increase; the county's tax rate will remain at 66.5 cents per \$100 assessed valuation. The Board of County Commissioners approved a slight increase in fire fees and taxes to many of the county's volunteer fire districts in order to ensure a high level of service.

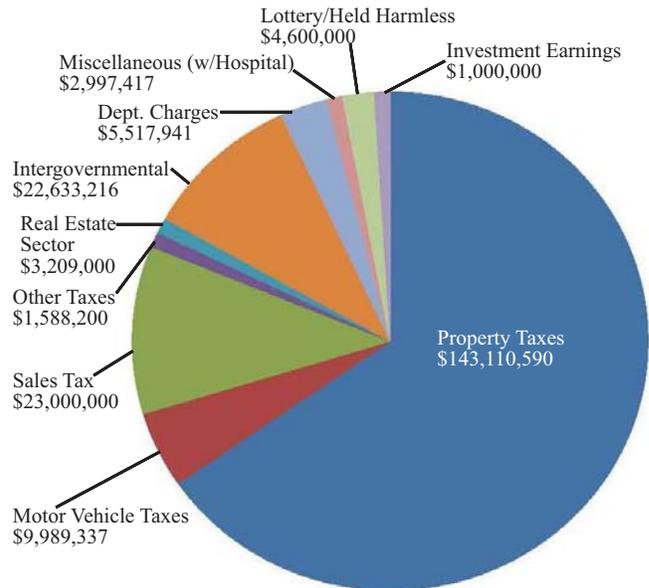
The Board of County Commissioners were able to adopt a balanced budget without using reserve monies. More than \$1.6 million was required from fund balance to balance last year's budget.

Additional budget highlights include:

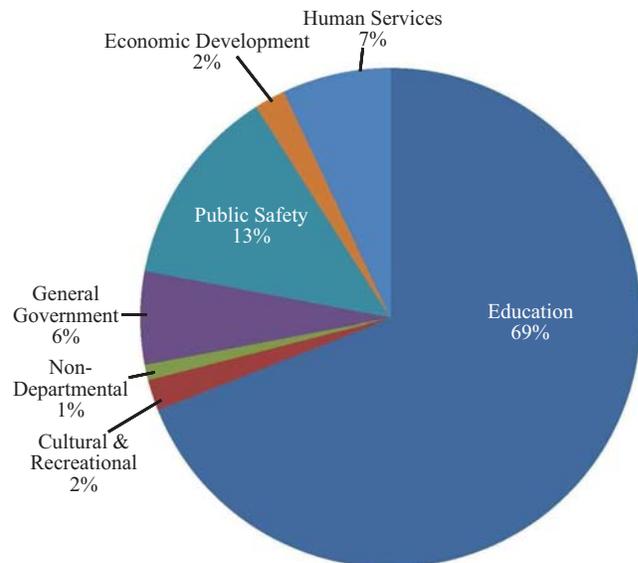
- Decreased hours of operations at county libraries
- Increased funding for Union County Public Schools to \$129 million
- Increased Public Safety funding from \$29.6 million to \$29.9 million
- Implemented minor increases in inspection, planning and library fees
- Eliminated funding for 17 full-time positions
- Provided no pay increase for Union County employees for fourth consecutive year
- Explored contracting services in Social Services and the Health Department
- Closure of the Sun Valley Satellite Collection Site on October 1
- Decreased hours at New Salem Satellite Collection Site to Saturday only on October 1
- Increased cost per bag from \$0.25 to \$0.50 per bag disposal fee at satellite collection sites for garbage bags and trash containers that exceed 13 gallons (effective October 1)

The audit firm of Potter & Company provided Union County with an unqualified or clean opinion that its financial statements are fairly presented in conformity with general accepted accounting principals. This opinion is the highest form of opinion that the external auditors can express on the presentation of Union County's financial statements.

Where Money Comes From



Where County Tax Money is Spent



Serving Union County Residents

General Government

Union County Board of Commissioners
Central Administration
Internal Audit
Legal
Personnel
Finance
Tax Administration
Court Facilities
Elections
Register of Deeds
Information Technology
General Services

Union County's more than 1,000 employees work together to ensure they provide quality services and programs that affect the daily lives of everyone who lives, works, goes to school and travels in Union County.



Register of Deeds Crystal Crump

Accomplishments

Tax Administration

Tax Administration is comprised of three divisions: Appraisal, Assessment and Collections. The Appraisal division is responsible for the appraisal and maintenance of all real and commercial property. The Assessment division identifies, maintains, lists and assesses all real and personal property. The Collections division collects revenues for Union County.

- Maintained one of the top 10 collection rates in North Carolina
- John Petoskey was named Tax Assessor of the Year for 2010 by the North Carolina Association of Assessing Officers
- Installed a new property tax billing and collection computer system and upgraded the property computerized appraisal system
- Implemented a new web application that enables easier public access to real estate and appraisal data and makes it easier to pay tax bills online

Register of Deeds

The Register of Deeds provides a standardized, permanent record of real estate ownership and transfers in Union County. The office records deeds, deeds of trust, cancellations, plats, assumed names, powers of attorney and other miscellaneous documents related to real estate. The office also records and issues birth certificates, death certificates, marriage certificates, marriage licenses, military discharges, and maintains the records of notary public commissions. The Register of Deeds is an elected official who serves four-year terms.

- Crystal Crump was elected Treasurer of the North Carolina Association of Registers of Deeds and re-elected as District Chair of District III for the state's Registers of Deeds Association
- Participating in the new statewide Birth Certificate Issuance Program which enables Union County residents to obtain a copy of a certified birth certificate for individuals born anywhere in North Carolina from 1971 to the present
- Recorded 1,182 births
- Implemented process that allows marriage licenses to be applied for online
- Issued 847 marriage licenses
- Recorded 50,022 real estate transactions

Central Administration

Central Administration is responsible for assisting the Board of Commissioners in meeting identified goals, developing agenda items for Board meetings, writing procedures to accompany Board policies, providing information to the public and other general administrative support activities.

- Implemented a new software package that streamlines the creation of Board of County Commissioners' meeting agendas, allows quick and easy documentation of meetings and provides residents access to live streaming videos of commissioner meetings on the County's website



Board of Elections

The Board of Elections handles all voter registration, preparation and implementation of elections, candidate filing, auditing campaign reports, recruitment and training of election day precinct workers, preparation of district and precinct maps and implementation of new election laws.

- Registered 7,528 new voters, bringing the county to 125,330 registered voters
- Oversaw state and local elections in November
- Began using electronic polling books at 34 out of 52 precincts

General Services

The General Services Department is comprised of four divisions:

Facilities is responsible for maintaining and improving existing County facilities, providing housekeeping and landscaping maintenance and providing related services for customers.

Purchasing provides centralized procurement services to all County departments while ensuring contracts are awarded to the lowest responsible bidders taking into consideration quality, performance and the time specified in proposals for the performance of contracts.

Fleet Services provides efficient management, maintenance and repair for the County-owned fleet of approximately 300 vehicles.

Road Signs provides signage for general directional purposes for the public and to ensure all emergency response personnel can accurately respond to calls for service by repairing and/or replacing missing, damaged or illegible road signs and erecting new signs in new subdivisions.



Jesse Helms Park Bridge



Union County Government Center



Historic Courthouse

- Installed eight high-efficiency roof-top HVAC units on Law Enforcement Center
- Implemented retrocommissioning for six buildings to improve energy efficiency
- Assisted with construction oversight and successful completion of Jesse Helms Park Bridge
- Supervised construction of Phase 7 of Government Center renovations
- Improved indoor air quality and provided a more comfortable work environment for clients and staff at Union Village
- Implemented automated work order system for Fleet Management
- Maintained a fleet of 432 vehicles that were driven 5.57 million miles and consumed 406,000 gallons of fuel
- Completed lighting upgrades at Parkwood Middle and Sun Valley Middle schools
- Installed high-efficiency HVAC units at Historic Post Office, Union West Regional Library and Waxhaw Library
- Commenced project to provide direct digital controls at the Agricultural Center, Animal Shelter, Monroe, Marshville and Union West Regional libraries to improve energy efficiency
- Developed E911 expansion plan to meet dispatch needs for the next eight to 10 years
- Increased attic insulation in the Historic Post Office and Historic Courthouse to improve energy efficiency



Union County Judicial Center

- Provided property management services, including maintenance, housekeeping, landscaping and pest control for 16 buildings encompassing 559,000 square feet
- Completed 4,764 work orders using 9,512 labor hours for building maintenance services
- Maintained street name signs at 6,000 intersections in the unincorporated areas of Union County and replaced damaged or stolen signs at 236 intersections
- Managed the County’s Procurement Card system with 11,331 transactions with a purchase volume of \$7.56 million and received rebates from the Procurement Card Bank in the amount of \$100,600

Internal Audit

Internal Audit provides consulting and auditing services to identify and reduce risk to County government through the use of proper internal controls and the promotion of the most effective and efficient uses of County resources.

- Implemented an agreement with RICOH to provide a managed print solution for the County that will lower print costs and save the County an estimated \$57,984 per year over the next five years
- Assisted in negotiations with Tax Reduction Specialists to conduct sales tax refund audits for Union County that resulted in the return of an additional \$89,000 to the County over a one-year period

Public Information



Audio/Visual Control Room

- Filmed and broadcast 23 Board of County Commissioners’ meetings and five work sessions, 12 Planning Board meetings and five Board of Adjustment meetings
- Launched Facebook page to provide another method for the public and media to receive important information about Union County government
- Expanded its social media network by launching a YouTube channel that features videos promoting County programs and services
- Distributed more than 150 news releases
- For the second straight year, the *Union County View* newsletter won first-place in the Electronic Employee Newsletter category in the annual North Carolina City & County Communicators Excellence in Communications Awards
- Handled more than 50 requests for public information

Personnel

- Participated in free Prescription Drug Discount Card program offered by the National Association of Counties. County residents saved a combined total of \$1,039,450 on more than 64,000 prescription drug purchases over the past five years by using the free discount cards which are available to every family residing in Union County.
- Received a N.C. Department of Labor Gold Award for the fourth consecutive year. The goal of the Safety Awards Program is to recognize companies that go the extra mile to promote safety and health in the workplace. The award is presented annually by Labor Commissioner Cherie Berry to employers who have had no fatalities and have maintained an incidence rate at least 50 percent below the average for its industry group.



Cultural and Recreational

Public Library
Parks and Recreation

Main Library

316 East Windsor Street
Monroe
704-283-8184

Lois Morgan Edwards Memorial Library

414 Hasty Street
Marshville
704-624-2828

Union West Regional Library

123 Unionville-Indian Trail Road
Indian Trail
704-821-7475

Waxhaw Branch Library

509 South Providence Street
Waxhaw
704-843-3131

Accomplishments

Public Library

The Union County Public Library system consists of four libraries located in Monroe (Main), Marshville (Lois Morgan Edwards Memorial), Waxhaw and Indian Trail (Union West Regional). Each library provides county residents the opportunity to experience new ideas, explore great minds, and experience great art, while at the same time providing a sense of place for gathering.

- Consulted with South Piedmont Community College to explore the most effective ways for the library to complement its services to small business owners and aspiring entrepreneurs
- Offered practice SAT test at Monroe Library
- Provided rolling baskets and resting stools to enable library patrons to carry their books and browse the shelves more easily
- Added more than 3,000 graphic novels for kids, teens and adults
- Provided a job-preparedness seminar for teens
- Partnered with the Employment Security Commission to publicize the library's monthly schedule of computer classes and services to job seekers
- Provided video about library services in English and Spanish to the Health Department for use with its parenting classes
- Translated major library brochures in Spanish
- 902,046 items were checked out at four libraries
- 6,920 new library cards were issued
- Libraries were visited 575,310 times
- More than 27,000 children and teens attended programs

Parks and Recreation

Parks and Recreation owns and operates three parks - Cane Creek Park, Fred Kirby Park and Jesse Helms Park.

Cane Creek Park in Waxhaw is a family oriented, water-based recreation facility encompassing 1,050 acres of land surrounding a 350-acre lake. Cane Creek Park's Day Use Area offers fishing, boating, hiking, picnic areas, mountain bike and horse trails, canoe and rowboat rentals, ball fields and playgrounds. Cane Creek Park also has a 108-site campground and offers wilderness and group camping restricted to tents only and six rustic cabins.

Fred Kirby Park is located in the western part of Union County in the Lake Park Community. This park is a small athletic complex with two baseball fields, one full-size soccer field, two small gazebo-style shelters, playground, paved walking trail and restroom facilities.

Jesse Helms Park in Monroe has six full-size soccer fields, covered picnic shelter with picnic tables, four individual concrete picnic sites, playground, paved walking track, restroom facilities and a six-section exercise station.

- Approximately 21,852 vehicles entered Cane Creek Park resulting in \$84,000 in entrance fees
- 68,000 people visited the Cane Creek Park Day Use Area
- More than 12,300 campers used the Cane Creek Park Campground



Human Services

Health Department
Department of Social Services
Transportation and Nutrition
Veterans Services



- 23 organizations used ball fields at Fred Kirby Park generating approximately \$17,500 in revenue
- Hosted 290 soccer games and 36 lacrosse games at Jesse Helms Park
- Jesse Helms Park hosted Wingate University soccer camps and training sessions attended by 300 youth
- Provided Athletic Council Grants totaling \$22,058 to three county athletic associations

Accomplishments

Health Department

The Union County Health Department has been serving residents since 1937 with primarily prevention services. The Health Department provides continual surveillance of health conditions in the county, sends statistical information to the state and networks with the state for information vital for health program planning. The Health Department serves county residents in the prevention of disease, promotion of health and the protection of the community's health.

- Awarded status of accredited health department by the North Carolina Local Health Department Accreditation Board. North Carolina is the first state in the country to mandate accreditation for its local health departments. The purpose of the accreditation program is to assure a basic level of capacity and services in each of the local health departments across the state.
- Offered parenting classes for Spanish-speaking residents
- Administered 9,670 childhood immunizations
- Provided immunizations to 600 UCPS employees
- Through the Smiles Program, 395 children received dental screenings, and 292 received preventive dental services
- The Environmental Health division was awarded a \$50,000 Healthy Homes Grant from the CDC to help target lead exposure, asbestos and other indoor air quality issues such as mold and mildew in high-risk neighborhoods

Social Services

The Union County Department of Social Services strives to help families support themselves and to provide care and protection for children, the disabled and the elderly as it is needed.

- One of eight counties invited by the North Carolina Division of Social Service to participate in the Reaching Excellence and Accountability in Practice program designed to improve outcomes for children and families in our community. REAP is a new model for North Carolina to provide child welfare technical assistance to the state's 100 counties and increase consistency, promote best practices and improve child welfare outcomes throughout the state.
- Food and Nutrition provided an average of 22,907 individuals per month with benefits totaling \$33,826,883
- Interpreter assistance provided to 3,738 limited English proficient clients
- Reduced client wait time in Adult Medicaid unit to an average of 15 minutes or less



Union County Group Home

- Provided gifts to more than 8,000 individuals through Christmas Bureau
- Provided volunteer services valued at more than \$350,000
- 16 student interns worked 6,440 hours
- Partnered with City of Monroe to distribute Energy Assistance Program funds
- Made renovations to Union County Group Home with more than \$15,000 worth of goods and services provided by Lowe's and local churches

Transportation and Nutrition

Transportation services are available to residents of Union County through limited NCDOT funded grant programs or through sponsorship of a local human service agency.

Nutrition services are provided to Union County residents through three programs - Senior Dining Sites, Home Delivered Meals and Supplemental Nutrition Products.

- Provided 86,750 trips to citizens for medical appointments, jobs and school
- Served 62,631 hot meals to senior citizens in Union County and 20,244 supplemental meals (Ensure) to critically or chronically ill seniors
- Partnered with Second Harvest to provide boxes of food to all Nutrition participants on a bi-monthly basis

Veterans Services

Union County Veterans Services provides veterans access to federal, state and county benefits and entitlements based on their service in the United States Armed Forces and auxiliary services. Benefits include, but are not limited to, assistance with claims to service-connect diseases or disabilities incurred by active military service, apply for pension, vocational rehabilitation, education, VA insurance, VA home loan certificates, health care from Veteran Affairs Medical Centers and Substance Abuse Treatment Centers, and national cemeteries.

- Made an average of 1,216 personal contacts each month with veterans.
- Provided 745 trips to transport veterans to Veterans Administration medical centers in North Carolina
- Veterans Service Officer Michelle Marcano completed North Carolina Association of County Veterans Service Officers annual training
- Presented JROTC Patriot Awards to five high school JROTC cadets
- Assisted with update of Vietnam Memorial at historic courthouse to have name of fallen Vietnam Marine from Union County added to memorial
- Assistant Veterans Service Officer Anthony Parker obtained National Certification as a County Veterans Service Officer



Presentation of JROTC Patriot Awards

Public Works

Customer Service
Solid Waste
Engineering
Infrastructure & Environment
Water and Sewer



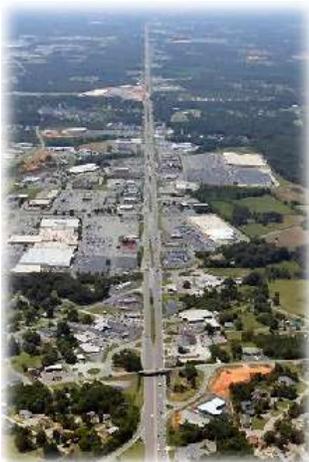
Accomplishments

Union County Public Works provides water, wastewater and solid waste services to residents of Union County.

- Made available approximately 445,000 gallons per day of additional wastewater treatment capacity and 443,000 gallons per day of water capacity for allocation to new non-residential projects
- Identified nine acres of land on Highway 16 in Weddington to construct a water storage tank. The 1.5 million gallon tank will improve static pressure and fire flow in the western portion of Union County during peak demands
- Received a \$1,961,300 grant from the Environmental Protection Agency to help fund improvements to the County's eastside wastewater collection system that will address wet weather overflows and allow Public Works to use all of its contracted wastewater capacity at the City of Monroe Wastewater Treatment Plant
- Completed \$5 million water supply improvements, including new pump stations and water mains on Highway 74, that increased the amount of water received from Anson County from 2 million gallons per day to 4 million gallons per day
- Received a \$200,000 Community Development Block Grant to provide water service to the Dodge City area
- Initiated a comprehensive water and wastewater master plan

Economic and Physical Development

Planning
Cooperative Extension
Soil Conservation



US-74 in Union County

Accomplishments

Planning

The Planning Department is involved in several programs that influence the quality of growth and public services in Union County. These programs include long-range planning and current planning.

- Board of Commissioners adopted the Union County 2025 Comprehensive Plan. The 2025 Plan was a three-year project that provides a framework that identifies goals, community policies and lists specific implementation strategies to guide future decision making in Union County
- The Mecklenburg-Union Metropolitan Planning Organization (MUMPO) allocated \$80,000 to Union County, Monroe, Indian Trail and Stallings to prepare a US-74 Corridor Revitalization Plan. The plan will be a coordinated land-use, transportation, economic development and urban design study that integrates existing and projected land-use patterns with strategic transportation needs for the US-74 corridor between the Mecklenburg County line and Monroe.
- The Union County Planning Board approved an amendment to the Planned Unit Development at the corner of Rea Road and Tom Short Road to permit construction of an 87,172 square foot Kohl's Department Store and three separate retail structures totaling 14,400 square feet

Cooperative Extension

Union County Cooperative Extension provides county residents easy access to the resources and expertise of N.C. State University and N.C. A&T State University. Through educational programs, publications and events, Cooperative Extension agents deliver unbiased, research-based information to Union County citizens.



- Face-to-face contact with 23,904 clients with an additional 37,633 contacted through telephone, email and newsletters
- Promotion of programs was delivered through 29 news articles, 200 radio programs and two television programs
- Website experienced 378,900 hits
- Received more than \$98,000 in grants and in-kind funding
- 1,197 volunteers provided 10,116 hours valued at \$204,847 while delivering information directly to 44,497 clients
- Assisted 535 agricultural producers increase their knowledge of best management practices which increases net farm incomes while
- 532 producers enhanced their skills in farm production and marketing practices, farm business management and human resource management
- Field crop producers added \$2,103,000 to net incomes by implementing Cooperative Extension recommended production and marketing practices
- Livestock producers added \$154,000 to their incomes by improving animal husbandry, planning, marketing and financial practices
- 36 food service industry professionals were trained in Hazard Analysis Critical Control Points and received ServSafe certification
- Youth Farm Safety program exposed 150 young people to important safety practices around the farm and home
- 489 pesticide applicators were trained
- 4H students partnered with Union Power Cooperative to supply compact fluorescent bulbs, water aerators and electric water heater blankets to senior citizens
- Partnered with Union County Master Gardeners to create an outdoor classroom and display garden called the “Teaching Garden”

Soil and Water Conservation District

The Union County Soil and Water Conservation District promotes sound principles of conservation for soil, water and natural resources. Programs are operated by a local board and staff in cooperation with farmers, landowners, local, state and federal agencies.



- Received approximately \$75,532 in cost-share allocation from the N.C. Agriculture Cost-Share Program and the Community Conservation Assistance Program that assisted 12 county farmers install conservation practices which help decrease the amount of sediment, nitrogen, phosphorus, chemical and other pollutants in their surface and ground water

Public Safety

Sheriff's Office
Emergency Communications
Emergency Management
Fire Marshal
Building Inspections



Sheriff Eddie Cathey



The 800 megahertz radio system provides better radio coverage throughout the county and allows all emergency service agencies the ability to communicate directly with each other.

Accomplishments

Sheriff's Office

The Union County Sheriff's Office is a full-service law enforcement agency providing law enforcement services including Patrol, Jail, Civil Process, Criminal Investigation, Court Security and Animal Services.

- Upgraded computer equipment throughout agency
- Purchased 161 acres of land for Sheriff's training facility to include firearms, driving, physical fitness and more
- Installed Automated Fingerprint Identification System computer in Crime Scene Lab
- Installed printers in patrol vehicles for E-Citation
- Installed automatic light sensors throughout Sheriff's facility to reduce power use
- Civil Officers served 14,629 civil processes
- Deputies answered 84,350 calls for service
- Deputies served 4,022 criminal processes
- 68 jail inmates graduated from the Life Skills Program
- Jail booked-in 6,771 inmates and booked-out 6,782 individuals.
- Served 283,971 inmate meals
- Adopted-out 745 animals, returned 311 animals to their owners and rescued or fostered 130 animals
- Spayed and neutered 280 animals
- Vaccinated 1,774 animals
- Court Baliffs handled 1,034 court sessions
- Judicial Center deputies handled 3,889 inmates, provided 1,043 escorts, served 1,060 civil and criminal processes and closed-out 6,840 incident reports
- Narcotics Bureau seized 454 lbs. of marijuana, 12 lbs. of cocaine, 5.5 lbs. of heroin, 14.62 lbs. of black tar heroin and 156 marijuana plants

Emergency Communications

Emergency Communications serves as the warning point for Union County, receiving all requests for assistance in emergency situations and dispatching the proper agency. Communications dispatches for the Sheriff's Office, Police, Ambulance, Fire/First Responders and Emergency Management. Emergency Communications is also the after hours contact for the American Red Cross, Department of Social Services, Mental Health, Hospice, Animal Control and Public Works. Emergency Communications operates 24 hours a day with certified operators on duty.

- Union County emergency responders moved to the 800 megahertz radio system by installing the latest P25 technology in conjunction with the Charlotte radio system. The project consists of seven towers located throughout the county that provide excellent reception while the system allows all emergency services to communicate directly with each.
- Awarded the National Academies of Emergency Dispatch certifications for Medical and Fire Accreditation
- Processed 199,160 calls
- Averaged 553 calls per day and records approximately 322 incident reports daily

Emergency Management



Emergency Management is responsible for receiving annual reports on hazardous materials used, manufactured or stored within Union County. Response plans are developed based on the materials reported. These reports are required by the Superfund Amendments and Reauthorization Act (SARA): Title III, Right -To-Know and are called Tier II reports. Any incident or release involving hazardous materials must be reported to Emergency Management to make sure that proper response has taken place and to make sure that the citizens are in no danger as a result of the incident.

- Updated the County's Hazard Mitigation Plan and Emergency Operations Plan.
- Provided resources and coordinated efforts of responders at Mineral Springs train derailment.

Fire Marshal



The Union County Fire Marshal's Office has a primary responsibility of enforcing the North Carolina Fire Prevention Code. This code requires that all commercial occupancies be inspected on an arranged schedule. In addition to performing the required fire inspection, the Fire Marshal also handles concerns about life safety issues that are reported by the public, reviews building plans and all fire protection equipment required by the code, investigates structural and vehicle fires, provides public education programs to daycare's, schools and businesses, and serves as a liaison with the 18 fire departments that are located throughout the county. The Fire Marshal's Office is responsible for guidance on budgetary duties, service testing of apparatus and other issues.

- Investigated the origin and cause of 111 fires
- Conducted fire extinguisher training at multiple businesses in county
- Performed 1,521 construction and maintenance inspections of commercial structures

Building Inspections



Building Inspections provides for the health, general welfare and public safety of Union County residents through the enforcement of the North Carolina State Building Code.

- Processed 1,301 building permits
- Performed 18,983 inspections
- Performed 106 plan reviews for permits

Stay Connected with Union County

Union County Main Number	704-283-3500
Animal Services	704-283-2308
Board of Elections	704-283-3809
Cooperative Extension	704-283-3801
Emergency Communications	704-289-1591
Board of Commissioners	704-283-3810
Clerk to the Board/County Mgr.	704-283-3810
Emergency Management	704-283-3536/3575
Environmental Health	704-283-3553
Finance	704-283-3813
Fire Services	704-283-3524
General Services	704-283-3872
Health Department	704-296-4800
Homeland Security	704-292-2670
Information Systems	704-283-3841
Inspections	704-283-3816
Internal Audit	704-283-3630
Legal	704-283-3673
Library	704-283-8184
Parks and Recreation	704-843-3919
Personnel	704-283-3818
Planning	704-283-3565
Public Information	704-283-3546
Public Works	704-296-4210
Register of Deeds	704-283-3843
Risk Management	704-283-3663
Sheriff's Office	704-283-3789
Social Services	704-296-4300
Stormwater	704-283-3520
Tax Administration	704-283-3746/3848
Transportation and Nutrition	704-283-3713/3712
Veterans Services	704-283-3711/3744

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