

# GOVERNMENT ACCOUNTABILITY & RESOURCE MANAGEMENT

A commitment to provide leadership through innovative and effective management. Promote trust by providing transparency, openness, and appreciating citizen concerns

## INITIATIVE / PERFORMANCE GOAL

## PROJECT UPDATE

**Initiative:** Improve customer service and provide residents with efficient but high quality services and programs by effectively leveraging resources to improve processes and service delivery

**Strategy:** Analyze facilities to ensure space and services meet the needs of customers and employees

**Strategy:** To better analyze patterns and trends, the Fire Marshal's Office will map locations of all working structure fires

**Strategy:** To increase access to the Household Hazardous Waste Collection Program, Landfill staff will review and support with data the justification of introducing an on-site program at the Landfill, including necessary permits, hardware, and manpower.

**Strategy:** To meet the high demand of residents' passport needs, the Register of Deeds Office will begin the process of offering this service

**Update:** Facility Plan will be presented early spring so that the county can move forward and implement approved recommendations

**Update:** Map of the locations of structure fires in Alamance County is 50% completed

**Update:** Pricing for building, security fence, and operational expenses have been estimated for on-site HHW Collection Program. Original site preference at HSC parking lot has now been eliminated due to the proposed new construction. Alternate Rudd Street site is now being considered

**Update:** Passports has issued 391 passports and has expanded hours of operation for passports as of 2/1/19

**Initiative:** Recommend collaboration and communication solutions that promote accountability and trust

**Strategy:** To ensure issues from partnering agencies are addressed in a timely manner, EMS will establish a liaison panel that will work with EMS administration to address any concerns or needs

**Strategy:** To increase emergency communications to residents, EM will increase general public sign-ups by 2% for Nixel by promoting Alamance Alerts

**Update:** EMS has identified those agencies for representation on the liaison panel

**Update:** EM increased Nixel signups by 7%, exceeding their goal

To see all Government Accountability goals, please visit the Performance Management website at [www.alamance-nc.com/pmp/](http://www.alamance-nc.com/pmp/)



# 13,509 TONS

Of recycling through the  
Alamance Landfill since  
FY 2016 17

Photo Credit: Ron King  
Landfill