

FY 2013-2014 Year-End Performance Measurement Report

This first-time report provides an evaluation of the County's progress at accomplishing 101 performance objectives that were due within last fiscal year 2013-2014 (July 1, 2013 through June 30, 2014). This report allows an opportunity for the County to communicate its progress at meeting its objectives to citizens and the public that we serve. Each department within County government developed their own goals with corresponding objectives to be achieved during the fiscal year. The performance measurement indicators below were used as an evaluation tool for County's department to enable them to continue to improve their level of services provided by Williamsburg County Government.

Performance Measurement Indicators

● - Met
● - Partially Met
● - Not Met

Year-End Progress Summary

The County met or partially met 97% of the FY 2013-2014 performance objectives. 4% of performance objectives were quite challenging to meet or experienced some delays in completing objectives.

The County met several key goals in:

Public Safety - Providing funds to support public safety functions and promote a safer community for our citizens.

Economic Development - Improving the economic climate within the county to create jobs and long-term financial stability and improve quality of life for citizens.

Infrastructure - Establishing opportunities for funding to improve county's infrastructure.

Fiscal Condition - Operating within a fiscally responsible manner to improve quality of services we provide to citizens.

Public Transit - Promoting the availability of public transportation when planning for economic development programs.

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AERONAUTICS COMMISSION

1. To submit Federal Funding applications and CIP's to the FAA as required for funding

Met	Partially Met	Not Met	Comments
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2. To revisit and update prior plans to automated fuel (AVGAS) service.

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3. To remove all trees to prevent any type of sight clearance violations.

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4. To implement procurement methods in cooperation with County

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5. To hold meeting regularly with Commissioners for the continued influence on the governance of the airport and the day to day management.

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AUDITOR'S OFFICE

1. To increase the number of new qualified applicants for the Homestead Exemption Program by 25-50 applicants.

Met	Partially Met	Not Met	Comments
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2. To create and utilize uniform spreadsheets and scanned documents to maintain a consistent flow of information from year to year.

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3. To increase the efficiency of the office through cross training of employees in all operations and functions of the office.

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BUILDINGS AND GROUNDS

1. To relocate county departments and move external judicial agencies to the Alex Chatman Judicial Complex by September 30, 2013.
2. To upgrade the Alex Chatman Judicial Complex's heating and air condition system and renovate several offices within the Complex by June 30, 2014.
3. To replace furniture and fixtures at the J.J. Mitcheom Center by June 30, 2014.
4. To renovate the Chavis One-Stop Complex to accommodate the placement of Vital Aging by December 1, 2013.

Met	Partially Met	Not Met	Comments
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BUILDING CODE ENFORCEMENT

1. To design and develop a Public Outreach Program for citizens by June 2014.
2. To establish a functional Technical Review Committee (TRC) to ensure that all planning, codes, fire, public works and any other County Laws and Regulation issues are identified before any construction can commence in Williamsburg County.
3. To ensure that all related county departments are involved in all new commercial development/construction that is proposed in our County.
4. To update our "Building Guides for Home Owners" in order to simplify the process of submitting working drawings for the Plan Review process.

Met	Partially Met	Not Met	Comments
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CLERK OF COURT

1. To improve customer service through scanning/imaging technology of all Family Court documents before July 2014.
2. To open a satellite office in Hemingway, SC before June 2014.

Met	Partially Met	Not Met	Comments
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COMMUNICATIONS (DISPATCH)

1. To improve the efficiency and effectiveness of dispatch services by 50% through the restructuring of sections on shifts.

Met	Partially Met	Not Met	Comments
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COUNTY COUNCIL

1. To work with Federal, State, and local governmental entities and organizations to help shape legislations and regulations that will affect Williamsburg County and the delivery of services in Williamsburg County.

Met	Partially Met	Not Met	Comments
●			

COUNTY SUPERVISOR'S OFFICE

1. To continue to oversee the Countywide Strategic Plan.
2. To implement a system for development, review and reporting of department performance tied to goals and objectives to address internal and external needs and concerns.
3. To develop a closer working relationship with towns, organizations and other governmental agencies and entities.

Met	Partially Met	Not Met	Comments
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COUNTY SUPERVISOR'S OFFICE - FINANCE AND ADMINISTRATION

1. To ensure that all County employees know the significance of Risk Management through organizational workshops and training.

Met	Partially Met	Not Met	Comments
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COUNTY SUPERVISOR'S OFFICE - BUDGET OFFICE

1. To become a budget reviewer for the National GFOA to get ideas for improving the County's budget.
2. To begin implementation of a minimum of three mandatory GFOA's criterion in the County's budget document.

Met	Partially Met	Not Met	Comments
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DETENTION CENTER

1. To enforce compliancy of federal, state, and local policies and procedures 100% of the time.

Met	Partially Met	Not Met	Comments
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2. To ensure proper staffing within the facility and appropriate scheduling in accordance with our approved staffing plan through the Department of Correction.

●			Approved by SCDOC
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3. To reduce and improve employee turnover by 50% through proper training and a secure, safe, and efficient work environment.

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DEVELOPMENT BOARD

1. To update website for the Development Board before June 2014.

Met	Partially Met	Not Met	Comments
	●		In progress

2. To attend one (1) mission trip before end of fiscal year.

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3. To work with NESAs to develop lists for retail opportunities.

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4. To work towards implementation and utilization of the Strategic Plan.

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5. To locate an industry into the Milliken Building.

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6. To contact 6000 call center companies at least four times to identify prospects for the former Safe Auto building in partnership with NESAs before June 30, 2014.

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7. To visit every major industry in Williamsburg County.

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8. To facilitate at least three economic developments expansion grants.

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EMERGENCY MANAGEMENT

1. To purchase and install a county owned notification system by 7/31/2013 to alert citizens within seconds of a potential hazardous situation.

Met	Partially Met	Not Met	Comments
●			Code Red System

ENHANCED 911

1. To develop a new training manual for in-service and advanced training.

Met	Partially Met	Not Met	Comments
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EMERGENCY MANAGEMENT SERVICES (EMS)

1. To seek funding for the construction/addition of the Stuckey and 521 Fire Stations by June 2014.

Met	Partially Met	Not Met	Comments
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2. To purchase, stock, license and put in service one (1) new ambulance by October 31, 2013.

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3. To purchase, stock, license and put in service the second new ambulance by January 31, 2013.

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4. To renovate the kitchen, bathroom, and living quarters at the Headquarters station.

		●	Project delayed
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5. To apply and receive announcement from FEMA on Awarded grants by April, 2014.

●			Grant not awarded
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6. To enroll two (2) employees in the Paramedic Course by January 2014.

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ENVIRONMENTAL SERVICES

1. To adopt three (3) animals a week.

Met	Partially Met	Not Met	Comments
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2. To clean approximately five (5) county roads a month.

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3. To respond to citizens' complaints within five working days.

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GRANTS ADMINISTRATION

1. To administer county grants so that 100 percent are compliant with the regulations and grant conditions.

Met	Partially Met	Not Met	Comments
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2. To identify and make application for at least four (4) new grants.

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3. To make at least five (5) grant referrals to other agencies that may benefit.

	●		3 referrals made
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INFORMATION TECHNOLOGY

1. To provide wireless networking services in work areas, conference rooms and common areas where flexibility and mobility for data access are required and when this is the most cost effective alternative. Also, provide data connectivity to all county offices and improve remote access to county building network and computing resources.

Met	Partially Met	Not Met	Comments
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2. To review, plan, and deploy a Disaster Recovery System in case of natural disaster, riot and vandalism.

	●		Still in progress
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3. To extend, replace and upgrade network cable media, devices and software systematically to build a solid foundation of the IT infrastructure in several county departments.

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4. To provide seamless exploration of virtual tax server environments in order to improve availability, management, and control of county government buildings backbone network.

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LANDFILL

1. To preserve operational Construction and Demolish (C&D) Landfill Airspace with proper disposal capacity and the usage of Landfill equipment on a daily basis and weekly for soil coverage of CD&L waste materials according to SCDHEC regulations.

Met	Partially Met	Not Met	Comments
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2. To closely maintain/monitor **CLOSED CLASS III** (Municipal Solid Waste) Closure Care (maintenance preventions: i.e. vegetation mowing, outlets, ditches, leachate, erosion and etc.) on a weekly basis for inspections and bi-weekly maintenance.

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3. To monitor Groundwater/Methane Monitoring Wells Semi-Annual Sampling according to SCDHEC Regulations.

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4. To monitor record keeping of incoming waste on a daily/monthly basis for billing.

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MAGISTRATE

1. Install panic alarms for judges and receptionist desk before June 30, 2014.

Met	Partially Met	Not Met	Comments
		●	New Chief Magistrate

PROBATE JUDGE

1. To improve our customer service by providing an office within 20 mile radius for citizens of Williamsburg County to reduce their cost of travel by FYE June 30, 2014.

Met	Partially Met	Not Met	Comments
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2. To conduct quarterly seminars in surrounding communities to inform our citizens about the services provided by Probate Court.

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RECREATION DEPARTMENT

1. To increase program participation by 2% by June 2014.

Met	Partially Met	Not Met	Comments
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2. To increase the number of programs by adding two (2) new programs for the fiscal year 2013-2014

●			Low turnout for new programs
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RURAL FIRE

1. To purchase two (2) brush trucks.

Met	Partially Met	Not Met	Comments
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2. To maintain the current ISO rating through staff professional training and continuing education.

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ROADS AND BRIDGES

1. To implement a more efficient work order process through efficient use of personnel, equipment, and materials in the maintenance and repair of roads and bridges.

Met	Partially Met	Not Met	Comments
	●		In progress

2. To communicate with County Supervisor on a daily basis the identity of Roads and Bridge needs and assign work orders to ensure that all work orders are completed within 24 hours to a week. Director of Public Works will conduct a site check and sign off on work orders upon completion.

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SOLID WASTE/RECYCLING

1. To purchase seven (7) new containers for collection of recycled commodities.

Met	Partially Met	Not Met	Comments
●			Purchased but not delivered

2. To sponsor a One-day Electronic Waste Collection Event in the Spring 2014.

		●	Vendor rescheduled event
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3. To purchase and distribute recycling bins in County Buildings.

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4. To implement a work order process system for Recycling operations and maintenance.

	●		In progress
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SHERIFF

1. To improve the response times to a complaint by 30% through dividing the county into three patrol zones.

2. To utilize data driving information such as GIS Mapping to deploy resources to areas which are determined to be high crime areas.

3. To reduce the number of property crimes by 20% by increasing the number of property checks that deputies are conducting in one particular area.

4. Conduct a minimum of six (6) community meetings to engage communities with more personal contact and have an open line of communication for citizens to communicate issues of concern.

Met	Partially Met	Not Met	Comments
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TREASURER'S OFFICE

1. To develop ways to increase awareness to the citizens regarding the functions of the Treasurer's office through brochures, website announcements and efficient phone service directory.

Met	Partially Met	Not Met	Comments
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TAX ASSESSOR'S OFFICE

1. To increase public awareness of deadlines for discount and exemption applications over the next six months.

2. To increase deed process production by 50% before end of fiscal year 2014.

3. To complete ATI processing before Tax Roll goes to Auditor.

Met	Partially Met	Not Met	Comments
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TAX COLLECTOR

1. To promote public awareness of delinquent taxes on real and mobile homes prior to the 2012 tax sale.

Met	Partially Met	Not Met	Comments
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2. To work closely with County Tax Offices to review and determine status of abandoned mobile homes, boats, and motors transferred to the delinquent tax files

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VETERAN AFFAIRS

1. To implement procedures to correct deficiencies by January 01, 2014.

Met	Partially Met	Not Met	Comments
	●		Still in progress

2. To secure a Certified Veteran Affairs Officer by June 2014.

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VOTER REGISTRATION

1. To hold a minimum of four (4) Seminars on the new Photo ID Bill throughout the county.

Met	Partially Met	Not Met	Comments
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2. To remove 80% of rural routes and PO Boxes off of the voter registration polling list by June 30, 2014.

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3. To enhance the Williamsburg County Voter Registration website with required updates within three (3) business days.

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4. To increase voter's registration and participation with voters that has disabilities and special needs by 20 percent.

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WATER AND SEWER

1. To increase the number of water customers by 25% by June 30, 2014.

Met	Partially Met	Not Met	Comments
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2. To complete the Millwood/Bloomingvalve Water System Project by June 30, 2014.

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WILLIAMSBURG COUNTY TRANSIT

	Met	Partially Met	Not Met	Comments
1. To increase total revenue recovery ratio as well as fare box revenue recovery ratio by 2% while continuing to improve the general public perception of Williamsburg County Transit System a viable alternative to the automobile, a necessary public service, and an integral part of the county's economic development.	●			
2. To continue to increase an estimated ridership level by 5% where capacity allows, by providing potential passengers with information, incentive, and opportunity for Transit ridership.		●		
3. To conduct comparison studies to ensure cost per vehicle hour is 100% productive and accountable for 100% passengers per vehicle hour.			●	Still working with SCDOT

WILLIAMSBURG COUNTY ALCOHOL AND DRUG

	Met	Partially Met	Not Met	Comments
1. Provide timely access to care and engage 75% of clients in the continuum of care, clients should receive at least one unit of assessment services within two working days of intake – ADSAP and CBT.	●			
2. Ensure that all ADSAP enrollees should begin the PRI curriculum or other appropriate treatment services within 30 days of assessment.	●			
3. To contact 100% of clients within 110 days who received services to complete a post-treatment Client Follow-up Survey generated by KIS to assess the continued well-being of the client and their satisfaction with WCDADA's services.	●			
4. To maintain a consistent Client Load per month of 40 clients per FTE.		●		
5: To bill fifty (50) client hours per month for CBT FTE.		●		

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WILLIAMSBURG COUNTY LIBRARY

1. To increase our Children's books collection by at least 2% by the end of FY 2014.

Met	Partially Met	Not Met	Comments
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2. To increase our standing order plans for children's books by one before June 2014.

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3. To increase our collection of books on cultures of the world by at least 10-20 books by the end of FY 2014.

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