

**EROSION CONTROL AND LOCAL CODE COMPLIANCE  
FISCAL YEAR 2008 - 2009**

**Statement of Purpose**

To protect regional water quality through the administration of a local soil sedimentation and erosion control program, providing timely permitting service to local contractors and developers. To protect the health, safety, and general welfare of the citizens of Catawba County through the implementation of the local code compliance program, providing assistance and information to enhance and improve our community and public awareness.

**Outcomes**

1. Provide timely plan review services by reviewing and permitting 100% of all sedimentation and erosion control plans submitted for code compliance and permitting within ten (10) working days. Meeting this outcome will expedite the plan review and permitting process allowing grading to begin much sooner, thus, promoting Catawba County's economic development as measured by monthly reporting.
2. Ensure citizens receive quality customer service from Erosion Control and Local Code Compliance Staff by:
  - a. Maintaining a customer service satisfaction rating of 95% or above as evidenced by customer survey reports.
  - b. Resolving 98% of all customer service complaints within 24 hours as measured by recorded complaints and follow up actions.
  - c. Participating in a minimum of eight (8) hours of training in customer service-related issues such as communication, skill building and tact, diffusion of adversarial situations and problem resolution. The objective is to perform erosion control duties with exceptional customer service skills as measured by customer survey reports and education tracking logs.
3. Provide public and employee education regarding Soil Sedimentation, Erosion Control and Stormwater awareness in cooperation with the North Carolina Department of Natural Resources (NC DENR), the County's Waste Reduction Coordinator/Educator, municipalities and other sources made available as measured by tracking logs.