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**HANOVER COUNTY**  
**Community Development**  
**ANNUAL REPORT – FY 2014**

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Hanover County Board of Supervisors  
October 8, 2014



# About Community Development

## Who we are - Services Provided



**HANOVER: PEOPLE, TRADITION & SPIRIT!**

# COMMUNITY - Accomplishments



**HANOVER: PEOPLE, TRADITION & SPIRIT!**

# COMMUNITY - Accomplishments



Route 33/Route 54 Intersection



*The Classic Cruise In was held at two locations and featured over 200 vehicles.*



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# COMMUNITY - Accomplishments



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# COMMUNITY - Accomplishments

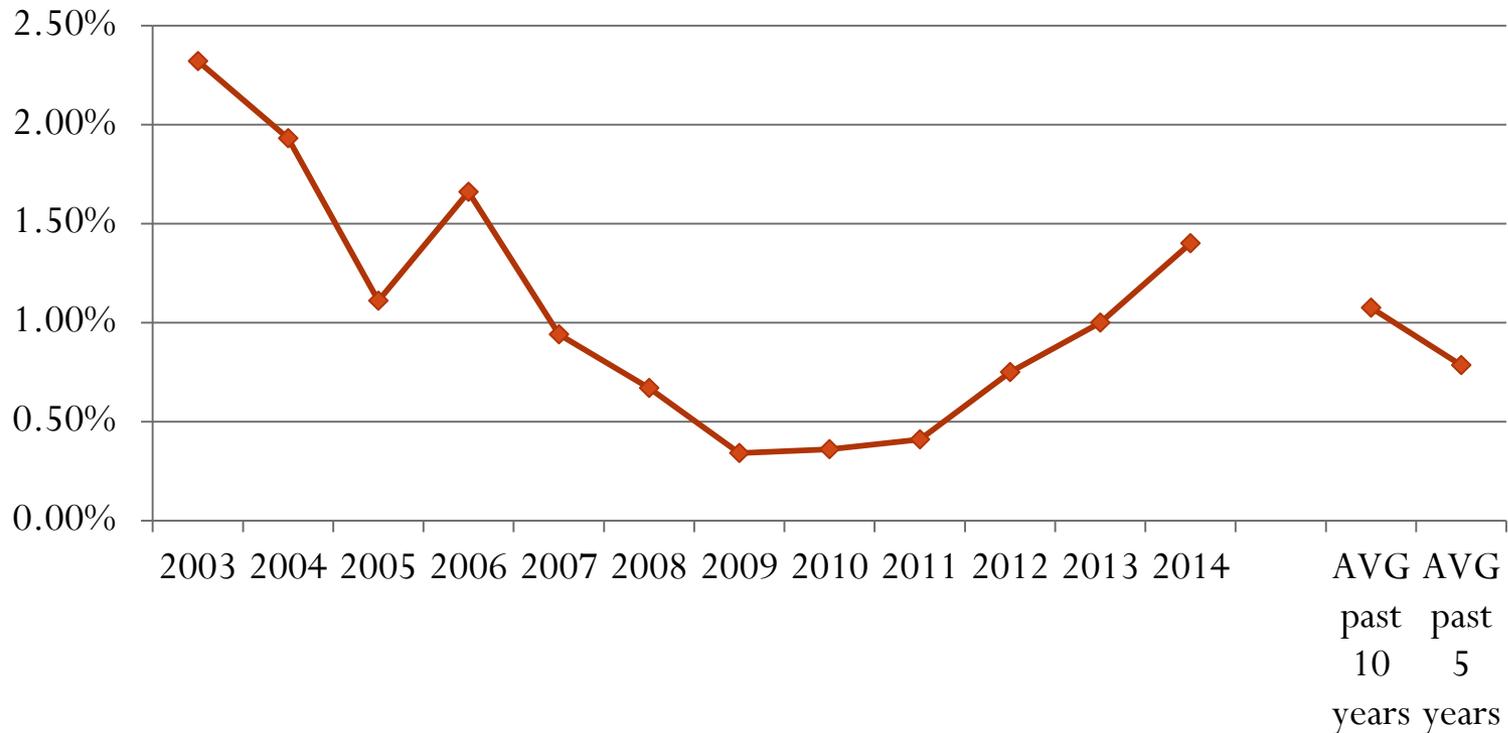


# Community – Key Indicators

## Population Growth

- July 2014 Estimated population - 104,124 persons
- 1.4% growth rate compared to 1.0% during FY13

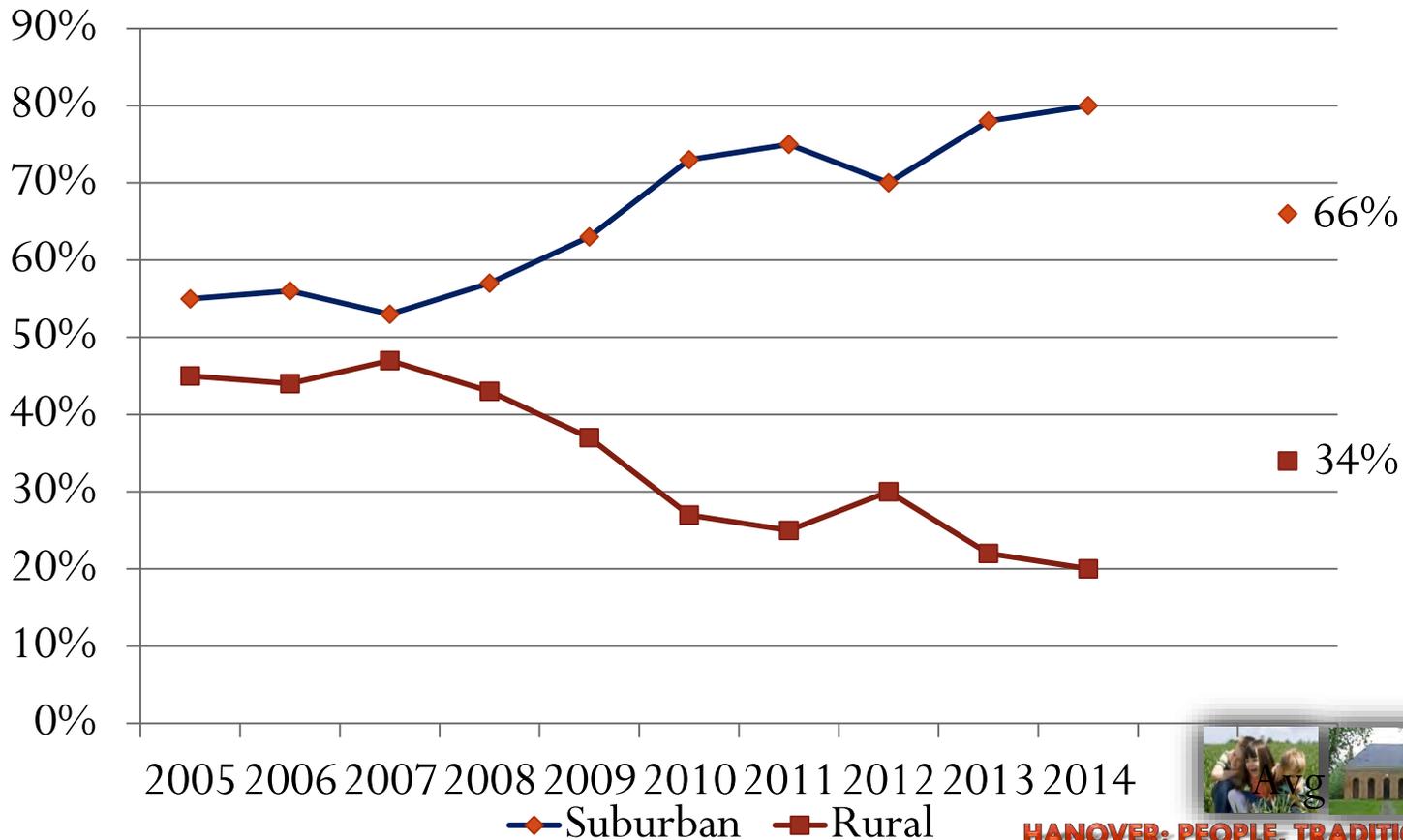
10 Year County Population Growth Rate



# Community – Key Indicators

## Suburban:Rural Distribution by CO

- 78% of 380 Certificates of occupancy were is SSA  
Suburban:Rural Distribution by CO's

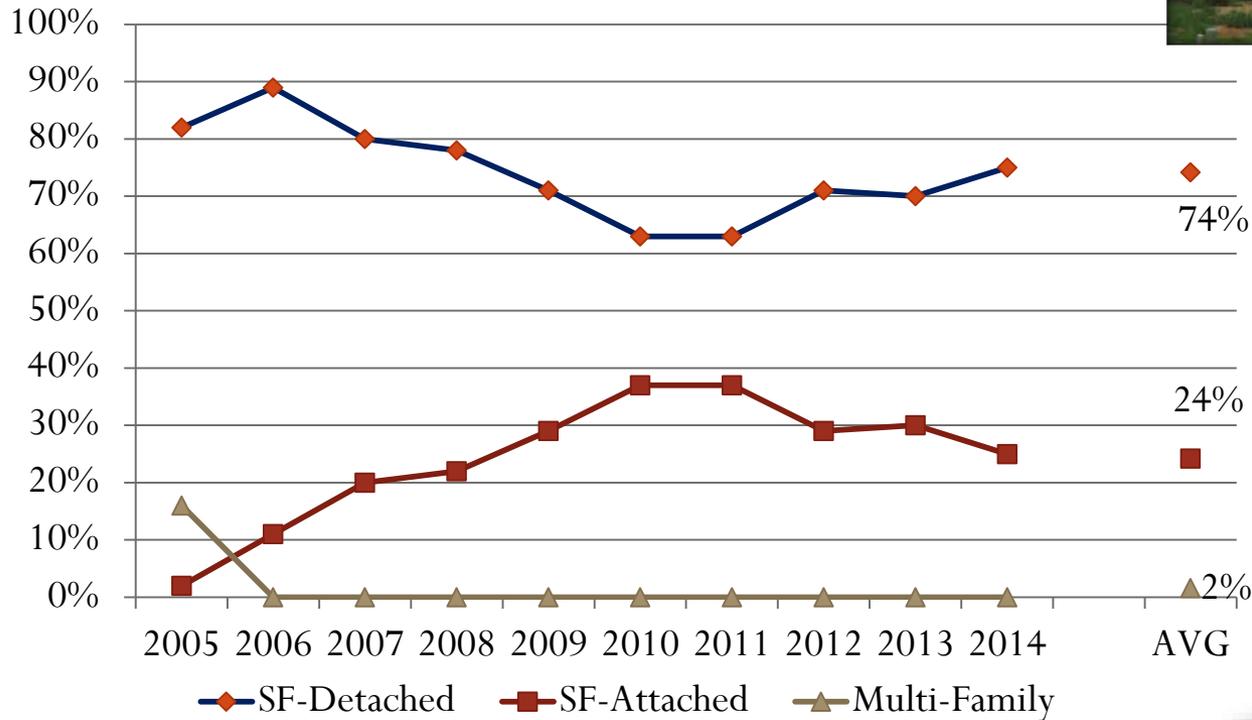


# Community – Key Indicators

## Housing Types



CO's by Housing Type

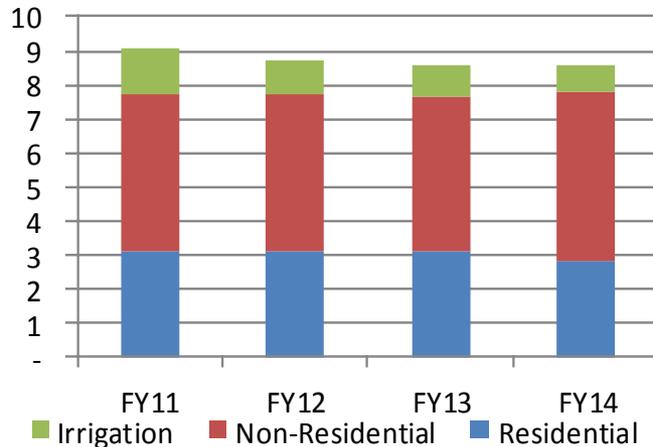


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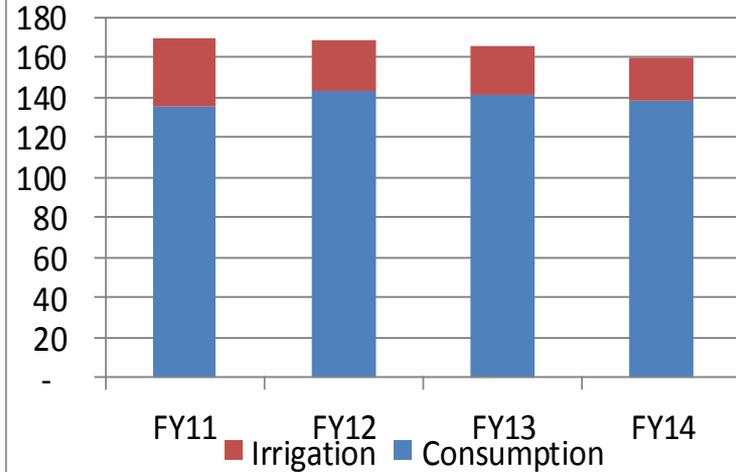
# Community – Key Indicators

*In FY14, average daily water demand was 8.6 mgd and available capacity was 25.0 mgd or 34% of capacity. Average daily wastewater demand was 6.8 mgd and available capacity was 15.5 mgd or 44% of capacity.*

**Annual Average Water Production (mgd)**



**Residential Average Daily Water Use (gallons)**



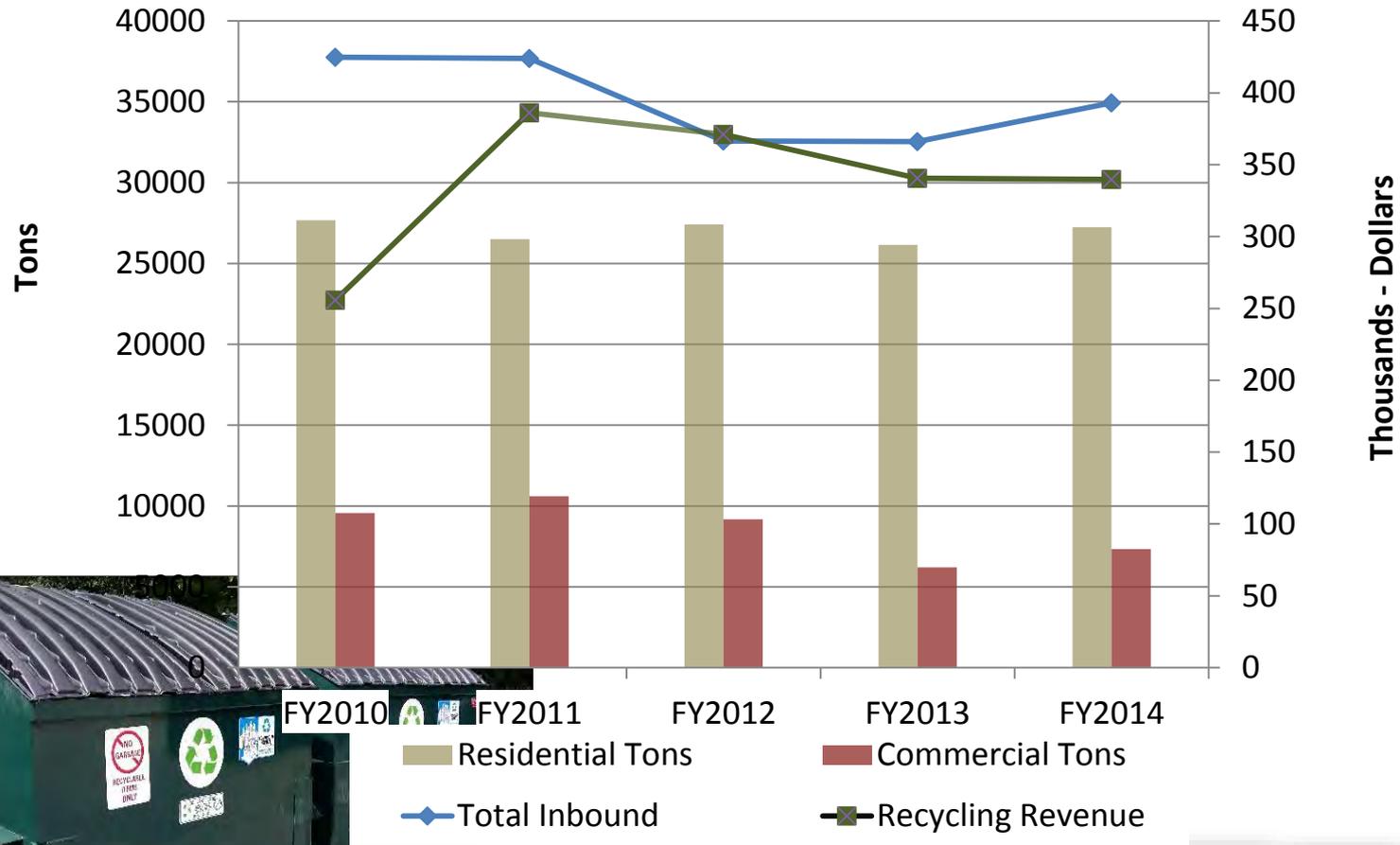
*FY14 saw a continued decrease in water use by individual residential customers. This trend began in FY08. It is not unique to Hanover and is being seen nationwide.*



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# Community – Key Indicators

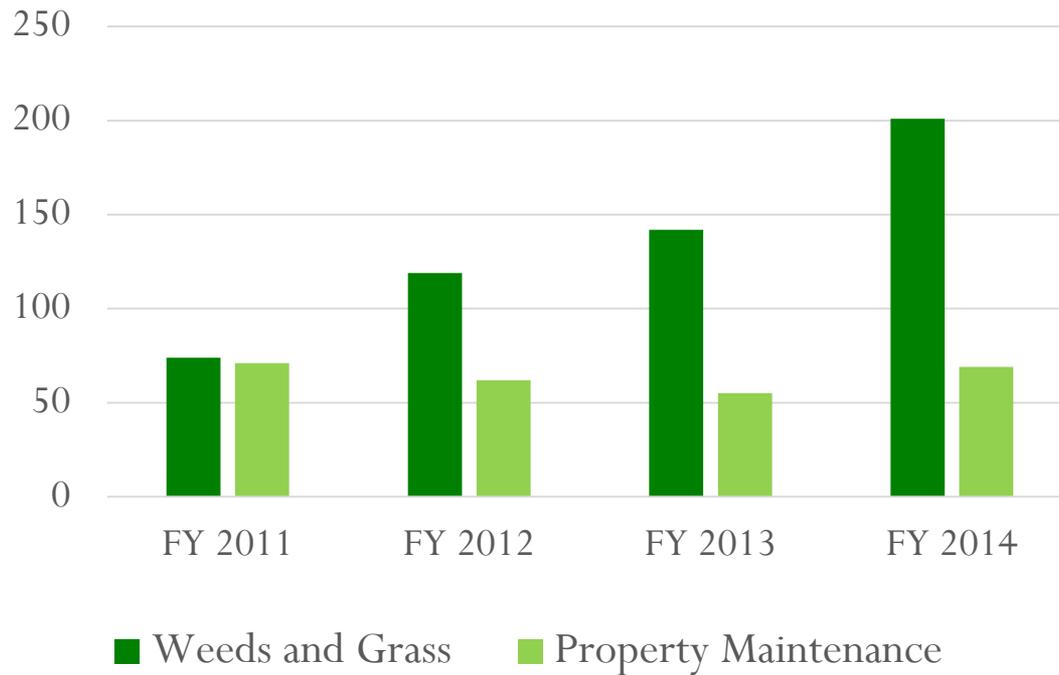
## Tonnages



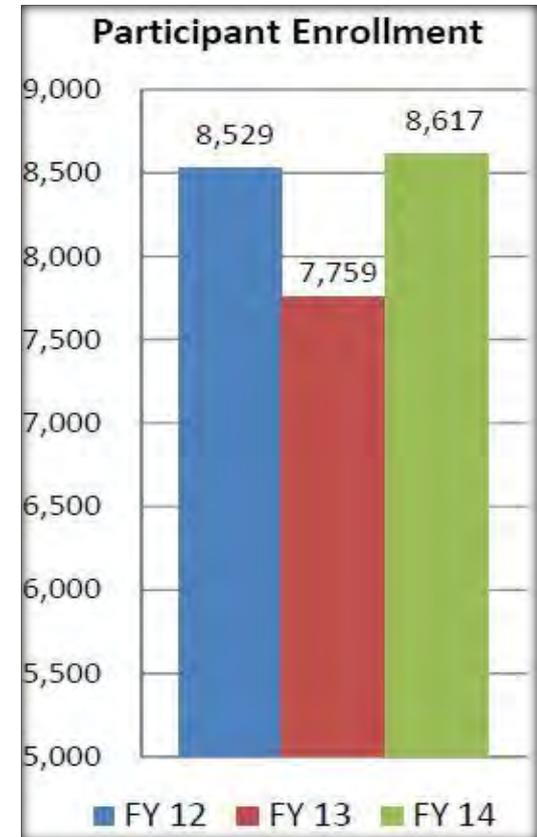
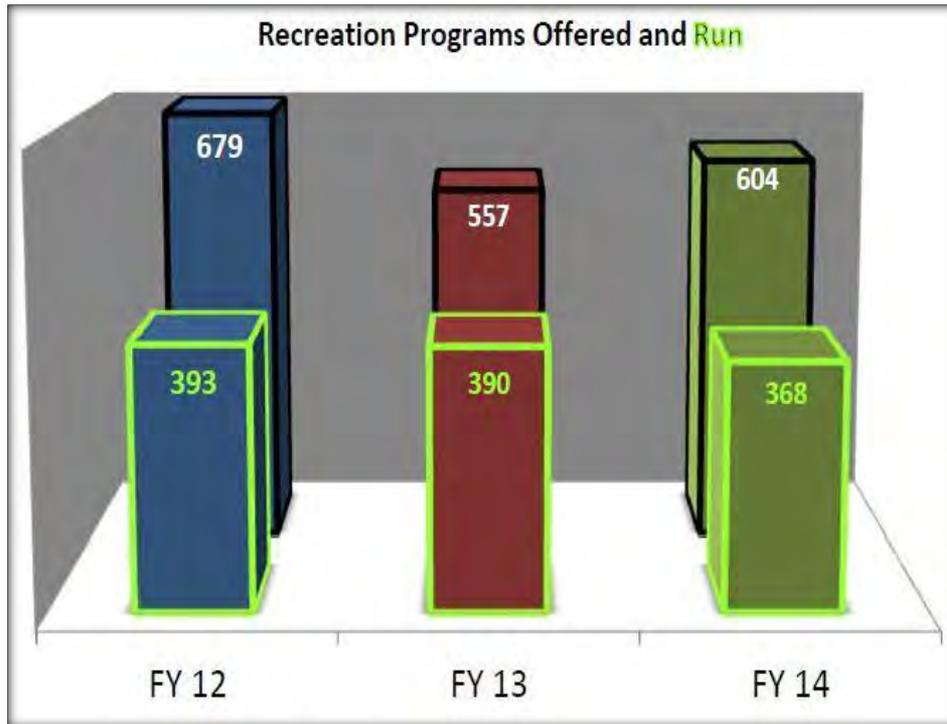
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# Community – Key Indicators

Complaints Received by Type



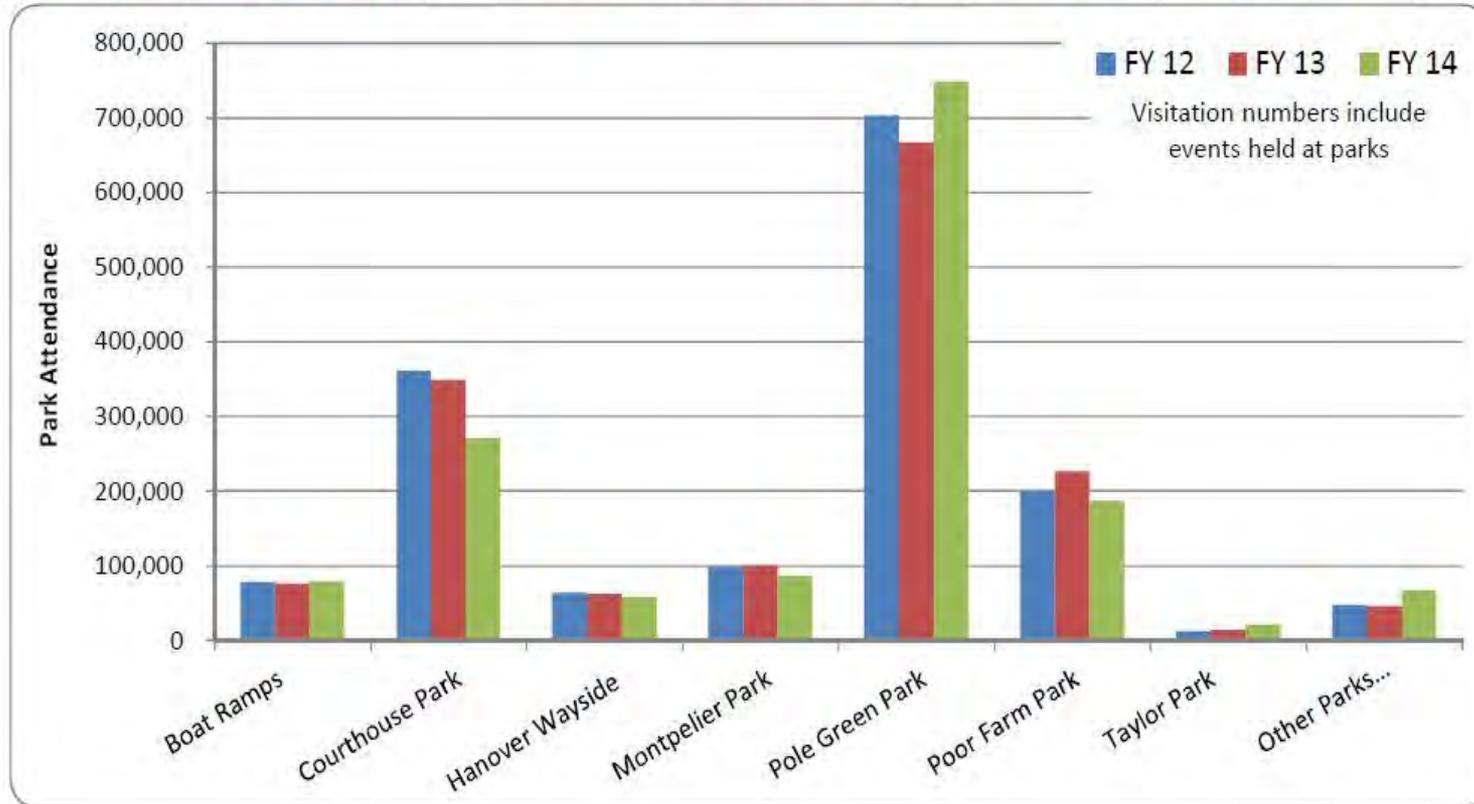
# Community – Key Indicators



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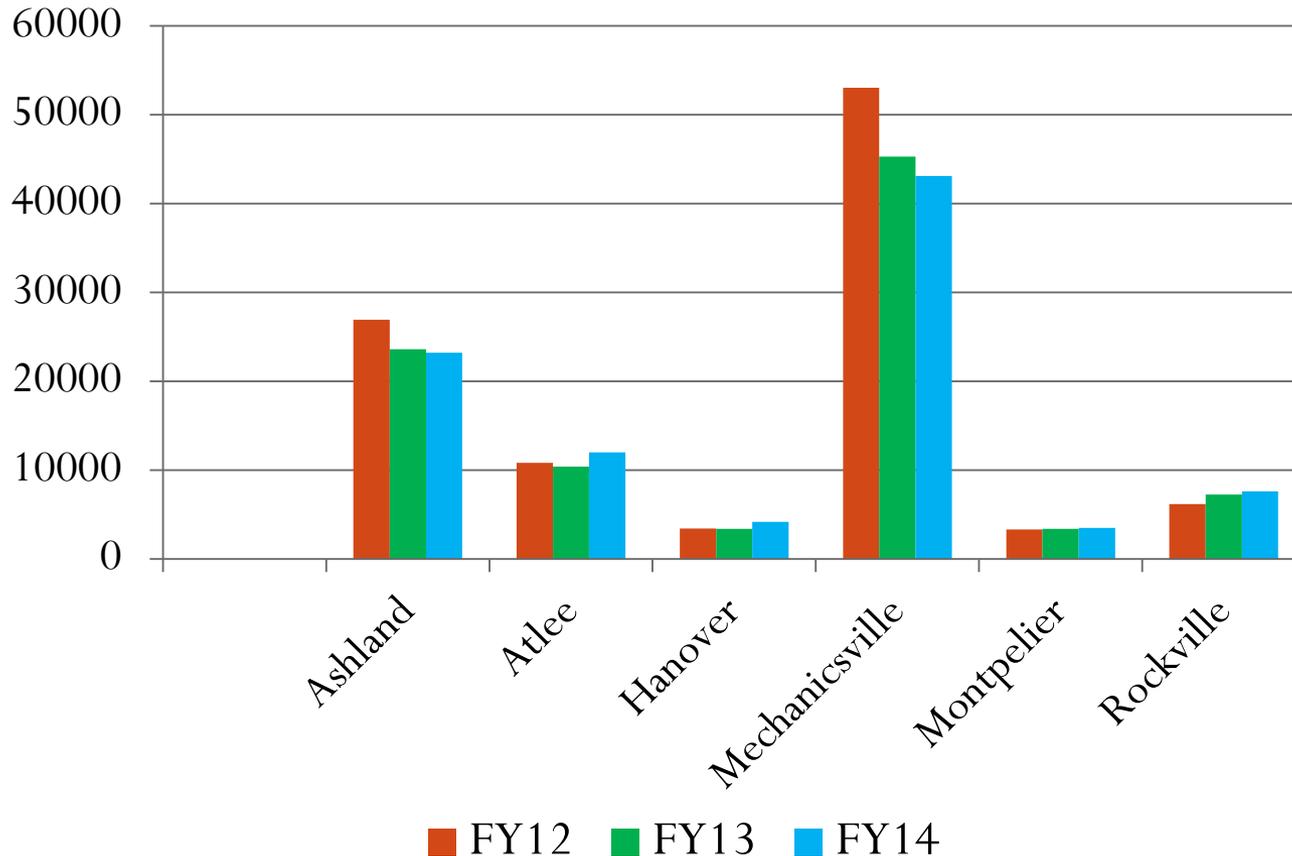
## Overall Park Visitation

<b>FY 12</b>	<b>1,563,597</b>	<b>FY 13</b>	<b>1,539,015</b>	<b>FY 14</b>	<b>1,516,628</b>
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# Community – Key Indicators



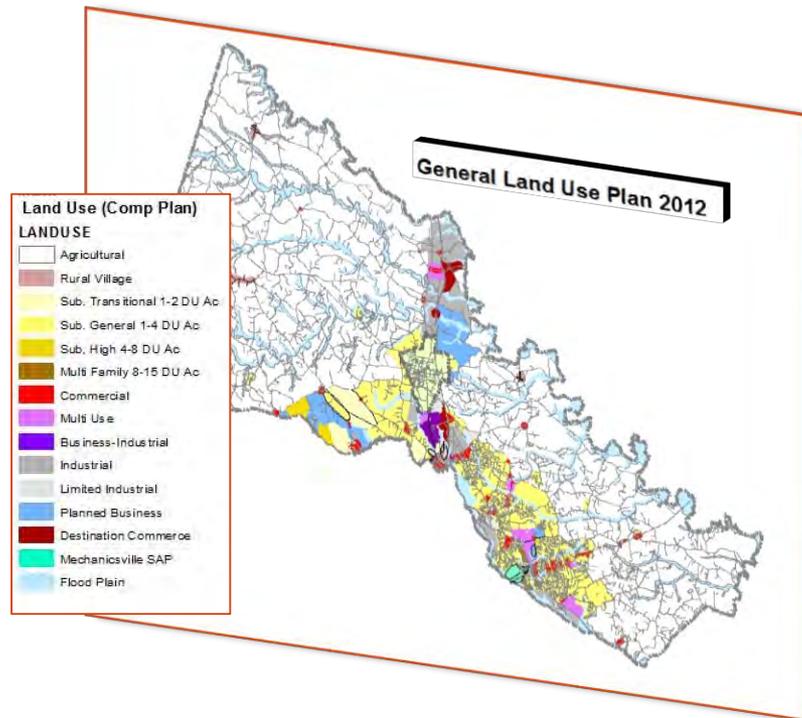
*Pamunkey Regional Library continues to be a vibrant part of Hanover County. In FY14, the library welcomed 405,609 visitors to the six Hanover branch libraries. Almost 1400 community meetings were held and more than 20,000 people took part*



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# Development – Accomplishments

- The Planning Department completed multiple ordinance revisions including Ordinance 13-07 – Historic Pole Green OHP and Ordinance 13-13 – Mixed Use District
- The Board completed its five-year review of the Comprehensive Plan



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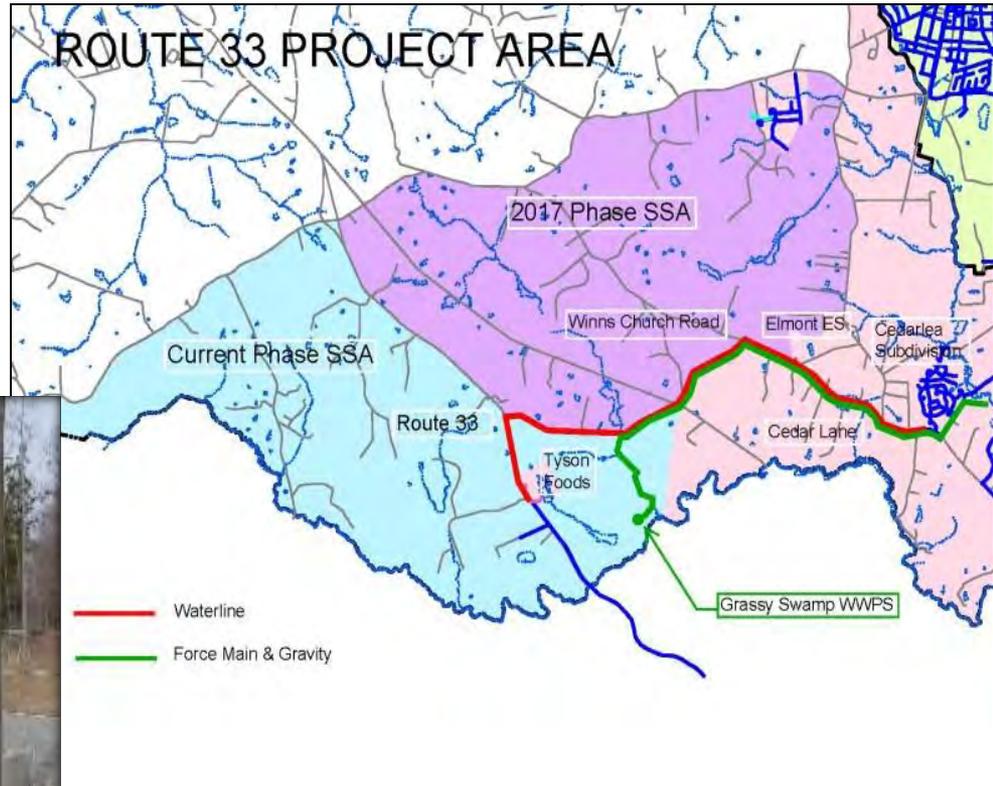
# Development – Accomplishments

- Route 33 Water & Sewer Service

5.2 miles waterline

4.5 miles sewer force main

Wastewater pump station



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# Development – Accomplishments



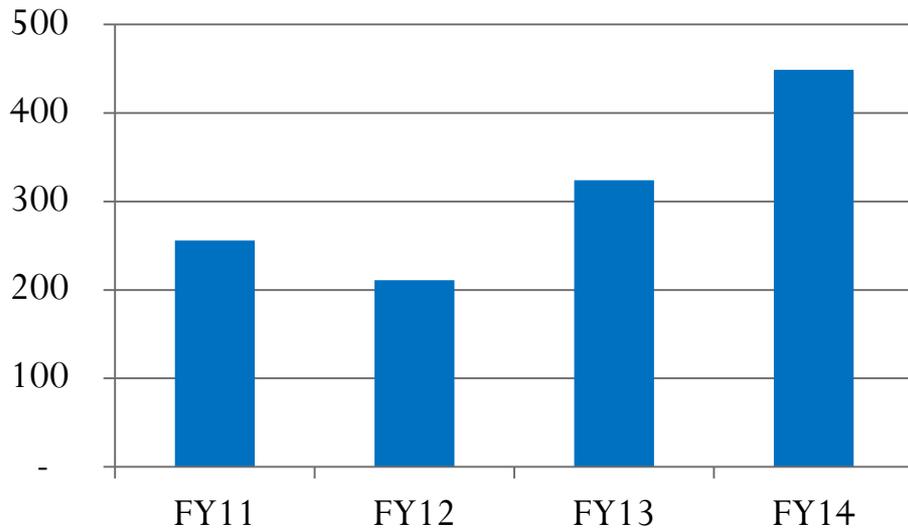
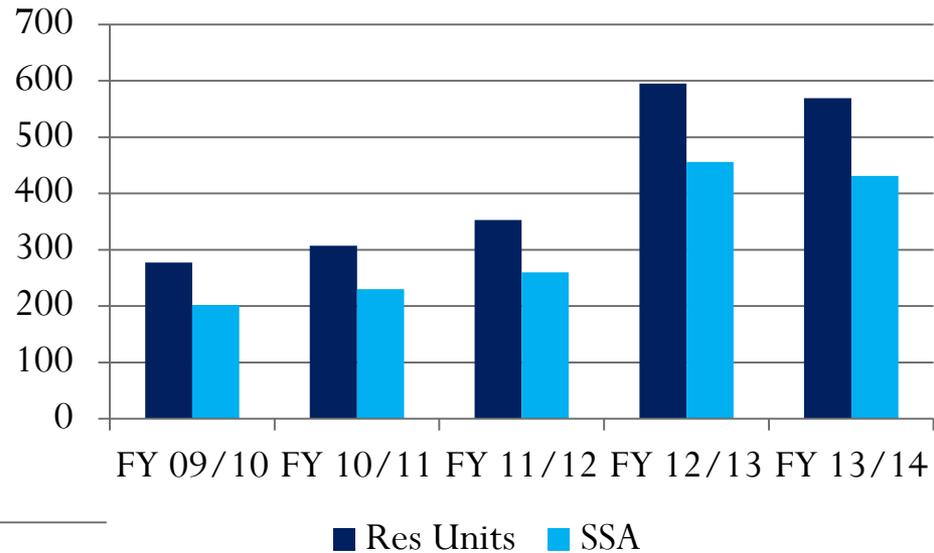
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# Development – Key Indicators



**New Utility Customers**

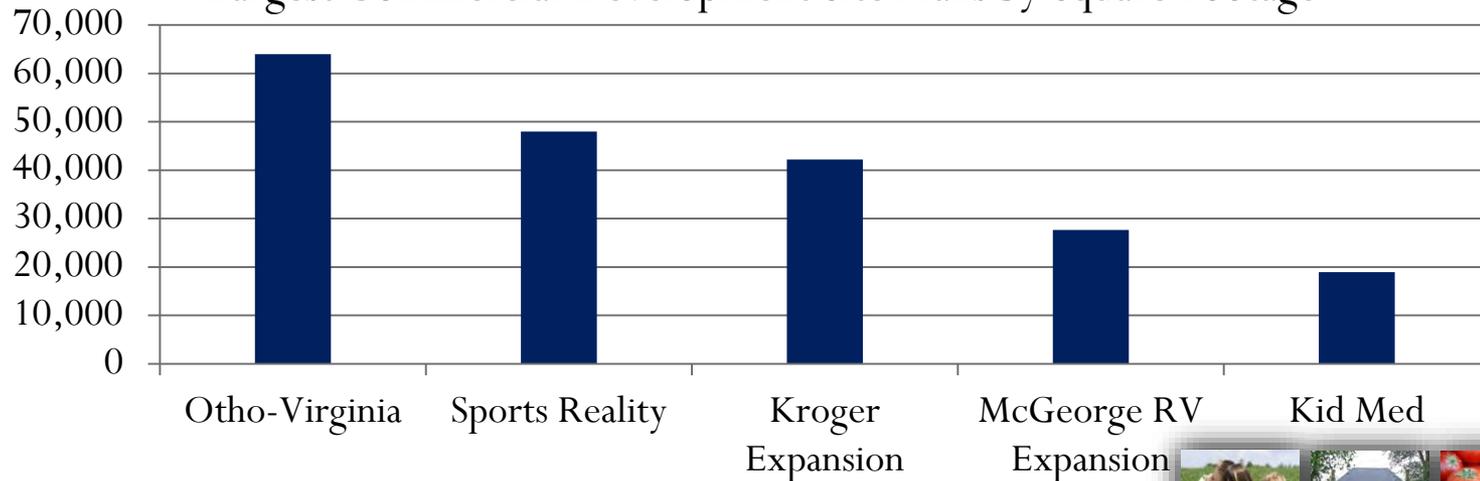
**Residential Units**



# Development – Key Indicators



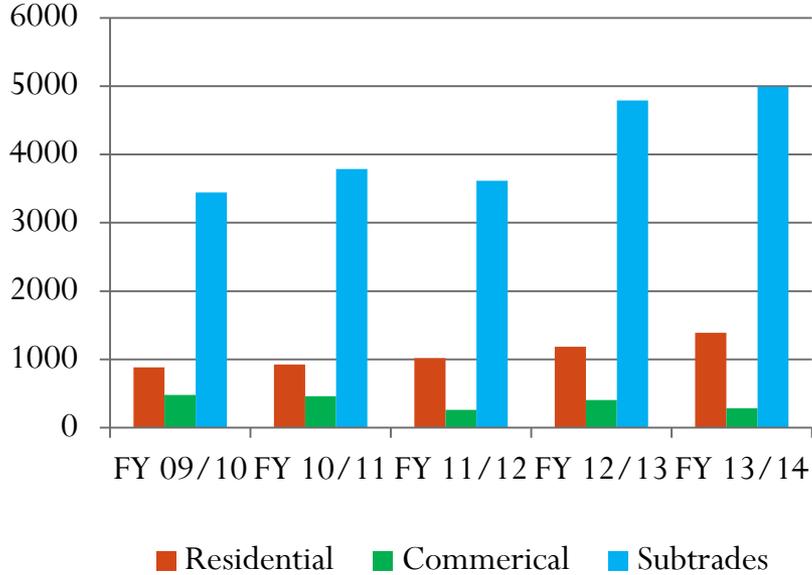
Largest Commercial Development Site Plans by Square Footage



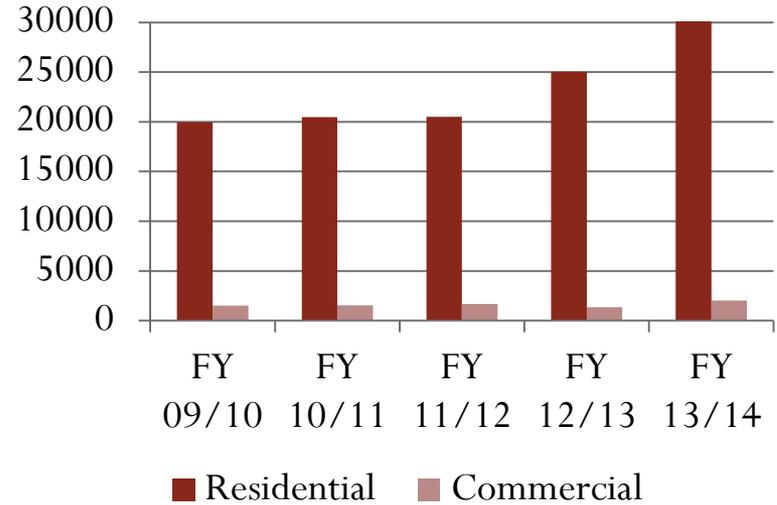
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# Development – Key Indicators

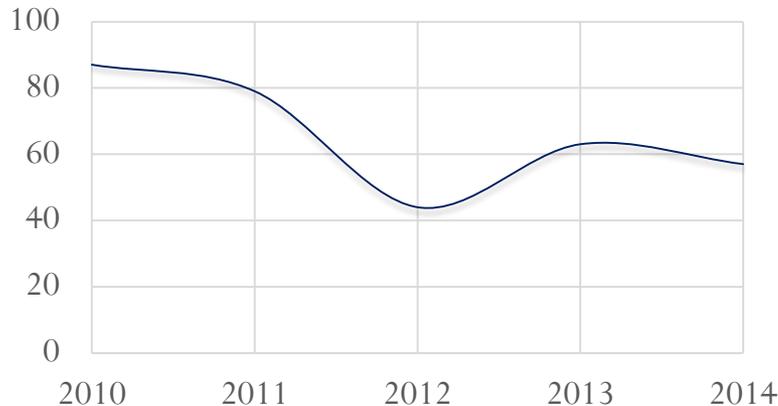
## Permits Issued



## Number of Inspections



## New E&S Permits



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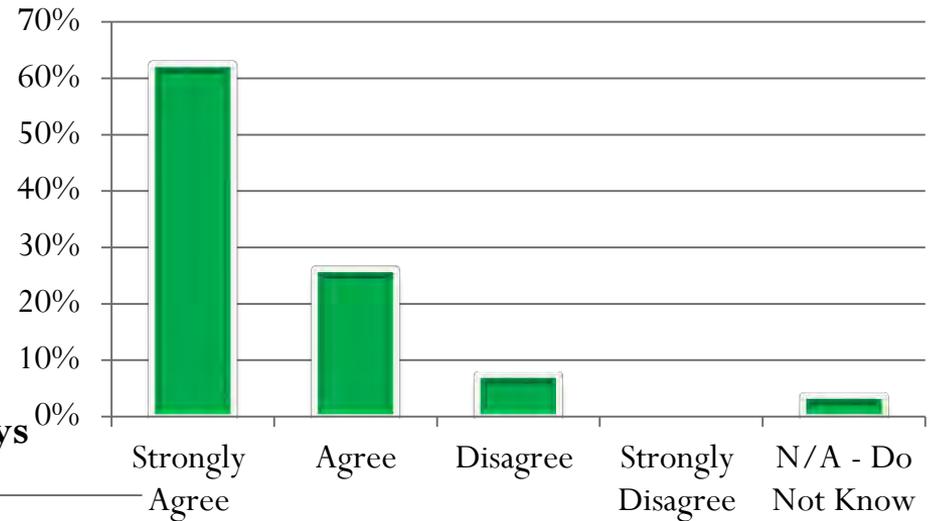
# Customer Service Initiative

- A Board FY08 Initiative was the Community Development Customer Service Initiative
- The intent of the initiative was to review processes and implement identified improvements
- A comprehensive review of all processes was conducted by the Matrix Consulting Group
- Included a confidential interview with 33 'clients'
- The main areas of concern were identified and new processes put in place to address each concern
- In addition the County website was enhanced by the addition of numerous guides and manuals.

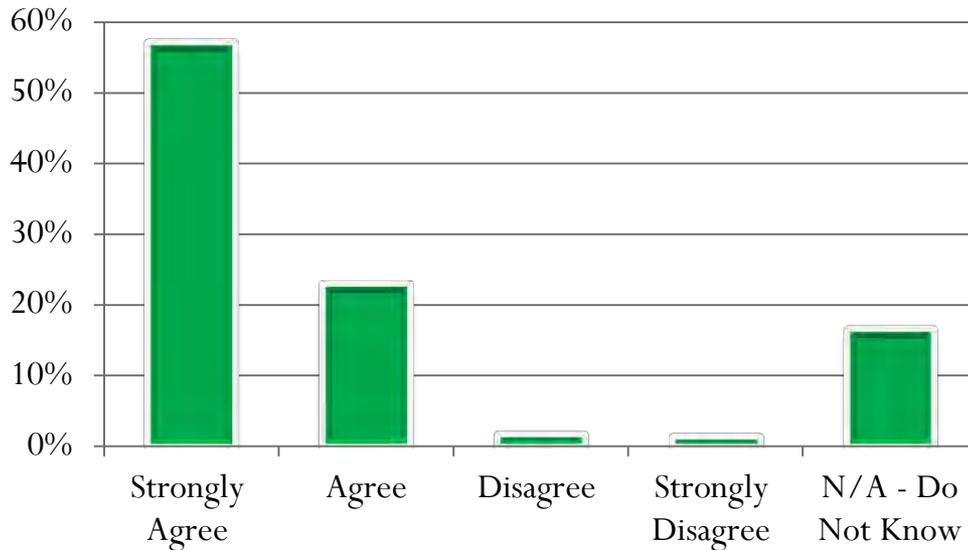


# Customer Service Initiative

Total Responses FY 14 Administrative Surveys



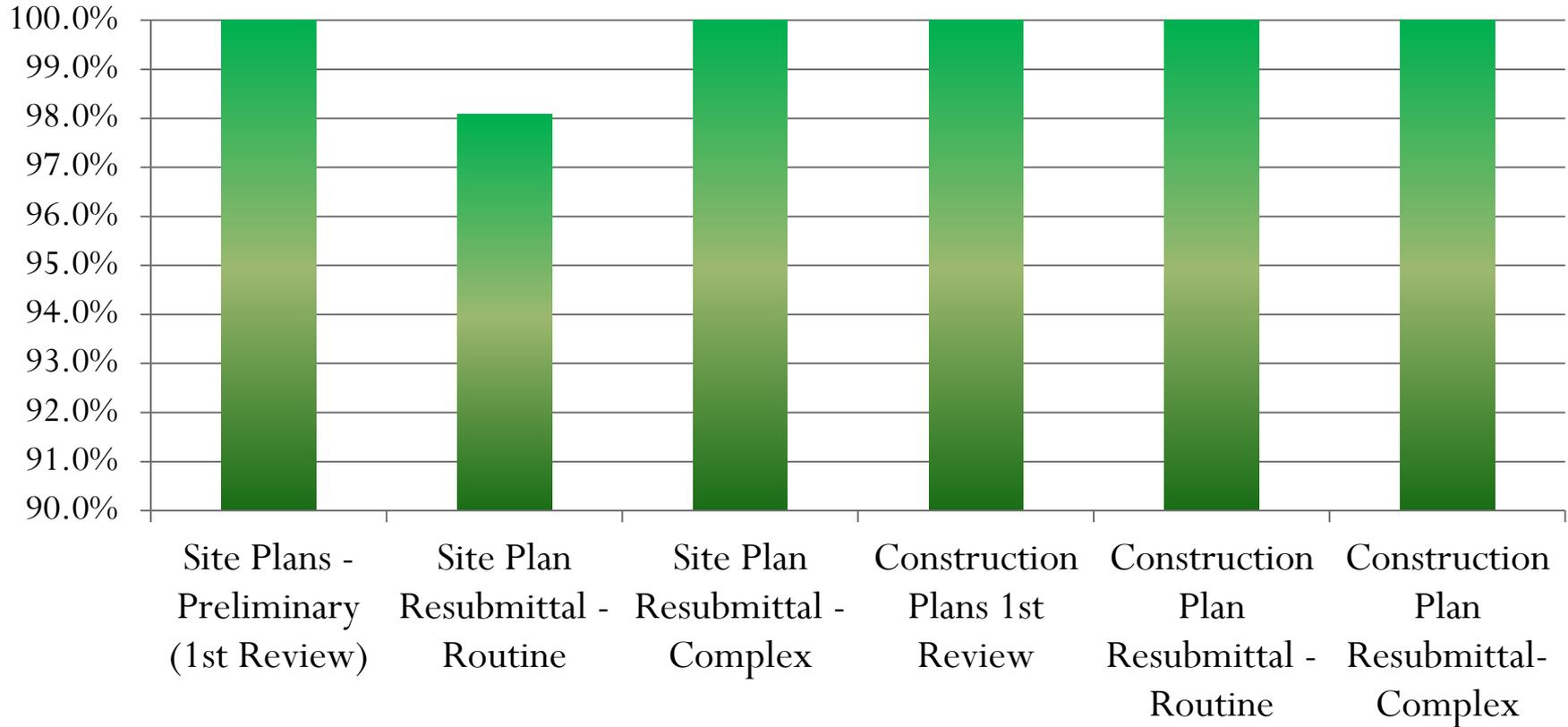
Total Responses FY 14 Zoning Surveys



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# Customer Service Initiative

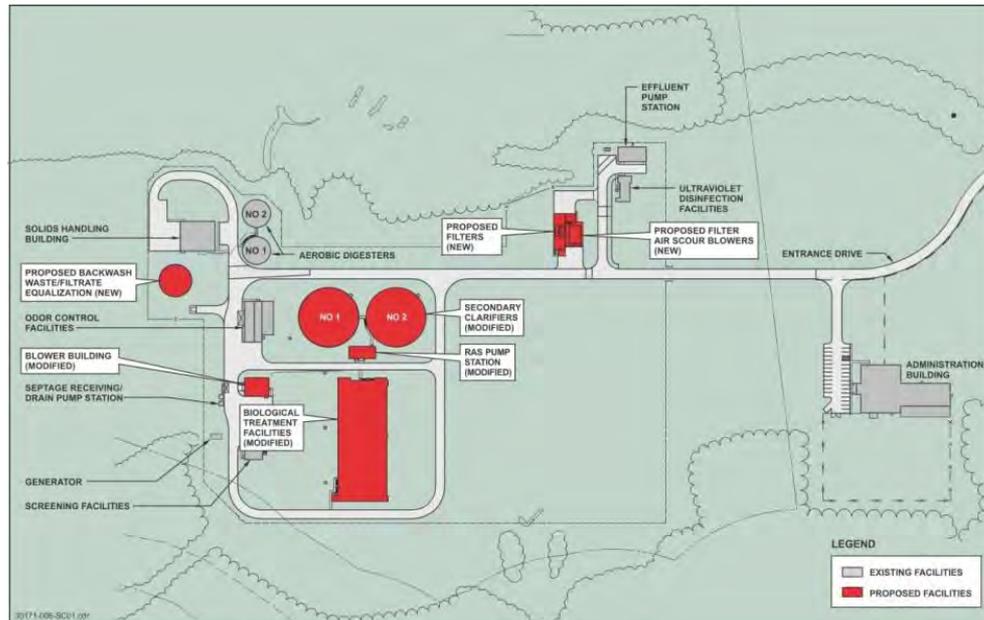
## Percentage of Reviews Completed On-Time



# Looking Forward



Major stormwater facility rehabilitation project completed



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# Community Development

The End

Questions



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