

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

Washington Region - 21 county territory
Estimated Population per 2010 – 790,869
Population Projection by 2030 – 960,600
Total Area of the Region – 11,808 sq. miles
Total Stream Miles – 5,625
Total Freshwater Lake Acres -27,837
Total Saltwater Acres – 1,723,071
Total Coastline Miles - 125



### Major Cities

- Greenville – Pitt County
- New Bern – Craven County
- Elizabeth City – Pasquotank County

### Natural Resources

- Five River Basins – Commercial, Recreational and Wildlife Resources:
  - Chowan
  - Neuse
  - Pasquotank
  - Roanoke
  - Tar-Pamlico
- National Parks
  - Cape Hatteras National Seashore
  - Pungo National Wildlife Refuge (NWR)
  - Croatan National Forest
  - Mackey Island NWR
  - Pea Island NWR
  - Alligator River NWR
  - Lake Mattamuskeet NWR
- State Parks
  - Goose Creek State Park
  - Great Dismal Swamp State Park
  - Jockey’s Ridge State Park
  - Merchants Millpond State Park
  - Pettigrew State Park - Lake Phelps
  - Cliffs of the Neuse State Park

### Major Industry

- PotashCorp – Beaufort County
- Weyerhaeuser – Craven County
- Domtar Company – Washington County
- ASMO Greenville of North Carolina Inc. – Pitt County
- DSM Pharmaceuticals Inc. – Pitt County
- Mt. Olive Pickle Company Inc. – Wayne County
- Nucor Inc. - Hertford County

### Minor Industry

- NAACO Materials Handling Group Inc. – Pitt County
- Spirit Aero systems – Lenoir County
- N.C. Global Transpark- Lenoir County
- Agriculture
  - Crops
  - Trees
  - Poultry
  - Swine
  - Fisheries
- Potential Wind Farms

### Special Interest

- U.S. Marine Corps Air Station Cherry Point
- Seymour Johnson Air Force Base
- U.S. Coast Guard Air Station and National Strike Force
- Harvey Point Defense Testing Activity Dept. of Defense
- Major Universities - East Carolina University, Elizabeth City State University

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

### Division of Air Quality (DAQ)

DAQ's 14-person Washington Regional Office staff ensures that a wide range of core goals and objectives of the DAQ are met. Most priorities stem from the 1990 Clean Air Act Amendments in conjunction with other related federal air quality rules and regulations, with a primary focus of protecting North Carolina's citizens from air pollution so that they can live healthy, prosperous lives. The basic duties performed include, but are not limited to, the issuance of air permits, investigation of citizen complaints, inspection of industrial facilities, and operation and maintenance of a network of sophisticated air monitors. Staff also provides daily compliance assistance to business and industry. DAQ provides same-day service for priority complaints and ambient monitors with problems.

### Number of nonattainment or maintenance counties:

No counties are currently designated as nonattainment or maintenance in the Washington Region, and all monitors are measuring compliance with all of the National Ambient Air Quality Standards.

**Class I Areas:** There is one Class I area in the Washington Region – the Swanquarter National Wildlife Refuge Area.

### Relevant WARO Statistics: *all averages based on data from the five previous fiscal years (7/2006-6/2011)*

- DAQ currently has 259 permitted facilities in WARO; 35 Title V; 50 Synthetic minor; 174 Small.
- DAQ WARO issues an average of 79 small and synthetic minor permits to facilities each year with an average time to process and issue each permit of 29 days, with many permits issued in much less time.
- DAQ WARO provides an average of 103 reviews each year for permit revocations, tax certifications, environmental assessments, and mining permits. DAQ WARO issues an average of 15 written permit applicability determinations each year, plus at least that many via telephone.
- DAQ WARO performs technical reviews and provides comments to the Permits Section staff in central office on an average of 27 Title V permit applications each year.
- DAQ WARO conducts an average of 233 compliance inspections each year, providing on-site customer assistance with each inspection (including stack test observations, risk management plan inspections, and disaster response).
- DAQ WARO investigates an average of 216 complaints each year, serving at least two customers with each complaint investigation.
- Each permitted facility is assigned an inspector who serves as the facility's personal contact/customer service representative for all questions and issues; service is provided throughout the year for these facilities.
- All DAQ WARO staff members provide continuing customer service throughout the year for all permitted and non-permitted facilities. The universe of non-permitted facilities – much larger than the universe of permitted facilities – requires periodic compliance assistance in interpreting federal and state air quality regulations.
- Each of DAQ's 10-13 ambient monitors in the WARO, located at five different monitoring sites, requires personal visits for servicing on at least a weekly basis.
- The WARO observes an average of 23 source tests each year.

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

### Division of Coastal Management (DCM)

The N.C. Division of Coastal Management works to protect, conserve and manage North Carolina's coastal resources through an integrated program of planning, permitting, education and research. DCM carries out the state's Coastal Area Management Act, the Dredge and Fill Law and the federal Coastal Zone Management Act of 1972 in the 20 coastal counties, using rules and policies of the N.C. Coastal Resources Commission.

The four staff members in DCM's Washington Regional Office serve Beaufort, Bertie, Hertford, Hyde, Tyrrell and Washington counties, and are responsible for permitting and enforcement of coastal development activities in the region's CAMA counties. The Washington district office works with land use planners in other DCM offices to provide assistance to local governments developing land-use plans and applying for beach/water access grants.

Number of Active/completed Access Projects	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	Total
Active	4	5	3		5	17
Completed	1	2		4		7
Active/completed Planning Projects	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	Total
In Process LUP updates	9	9	6	5	3	32
Certification of LUP	0	4	0	2	1	7
LUP Amendments	0	0	0	0	0	0
Other Plan Project	0	0	0	0	0	0

### CAMA permits/violations issued: (average FY2006-07 – FY2010-11)

Permit Type	Description	Number Issued
Minor Permits	Minor permits are required for projects, such as single-family houses, that don't require major permits or general permits.	<b>35.6</b>
General Permits	General permits are used for routine projects that usually pose little or no threat to the environment.	<b>366.4</b>
Major Permits	Major permits are necessary for activities that require other state or federal permits, for projects that cover more than 20 acres or for construction covering more than 60,000 square feet. Applications for major permits are reviewed by 10 state and four federal agencies before a decision is made.	<b>24.4</b>
Violations	Notices issued for violations of the Coastal Area Management Act, CRC rules, and the N.C. Dredge and Fill Law.	<b>29.8</b>

Many coastal local governments handle CAMA minor permits through an agreement with the Division of Coastal Management. Locally adopted Implementation and Enforcement Plans allow local governments to process CAMA minor permits in-house, with assistance from DCM staff, giving local governments an active role in the management of the coastal resources within their jurisdictions. Washington District DCM staff work with three local governments to process CAMA minor permits; these local governments issue an average of 8.4 minor permits annually.

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

### Division of Land Resources (DLR)

DLR's mission is to promote the wise use and protection of North Carolina's land and geologic resources. The division is comprised of the following three sections:

- **Land Quality:** Implements the Sedimentation Pollution Control Act of 1973, Mining Act of 1971 and Dam Safety Law of 1967. Primary duties of these three environmental regulatory programs include advance plan or permit approval, routine onsite inspections of mines, dams and construction sites, and compliance activities as necessary.
- **Geological Survey (non-regulatory):** Examines, describes and maps the geology and mineral resources of the state, and publishes reports and maps. Administers cooperative geologic and topographic map agreements with federal, state and local agencies.
- **Geodetic Survey (non-regulatory):** Uses state-of-the-art methods of precise positioning and advanced geodetic techniques to establish and maintain the state's official survey base. Supports mapping of county and state boundaries, floodplains, boundary determination, property delineation, infrastructure development, resources evaluation surveys and scientific applications. Establishes, maintains and monitors a network of global positioning system (GPS) Continuously Operating Reference Stations (CORS).

DLR's Land Quality Section has seven positions located in the Washington Regional Office, three of which are vacant. These positions consist of one engineering supervisor, two engineers, two environmental senior specialists and two environmental specialists. The Geodetic Survey has two engineering technicians (note there is also one engineering technician in the Division of Coastal Management Office in Morehead City).

### Land Quality Section Activity Measures (FY06-07 through FY10-11 five year averages)

	<b>Statewide</b>	<b>WARO</b>
New Acres Approved to be Disturbed:	26,918	4,126 (based on last four fiscal years; FY 06-07 by region not available)
New Sediment Projects:	2,657	290
Sediment Inspections: (avg. 8,000 open projects statewide)	18,756	1,707
Mining Inspections: (avg. 900 permitted mines statewide)	925	287
Dam Safety Inspections: (avg. 1,000 high hazard dams statewide)	1,892	36
Complaints Investigated (Sediment and Mining):	1,072	48
No. of Delegated Sediment Local Programs:	51	5
Delegated Sediment Local Program Assistance Hours:	695	10

### Unique Issues

The following areas currently have delegated local sediment programs in the WARO: Pitt, Kill Devil Hills, Greenville, Kitty Hawk and Nags Head. Other unique issues in the WARO include Tar-Pamlico and Neuse River Basin riparian buffer rules, public projects/construction (government and universities), military facilities, coastal stormwater rules and Coastal Area Management Act requirements.

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

### Division of Marine Fisheries (DMF)

The Division of Marine Fisheries is dedicated to ensuring sustainable marine and estuarine fisheries and habitats for the benefit and health of the people of North Carolina. Monitoring responsibilities cover Beaufort, Pamlico and portions of Hyde counties, while habitat-related activities and License and Statistics areas expand northerly to the Virginia line and westerly as far as Raleigh. Core objectives for the 27 DMF staff at WARO (15 Fisheries Management; 11 License and Statistics; one Habitat Protection) include:

- Manage coastal fisheries and associated habitats to maintain and enhance their quality, diversity and availability of fishery resources
- License fishermen, obtain accurate and timely data on fishery catch and effort, its socioeconomic importance, and analyze and distribute these data for use in Fishery Management Plans.
- Review permit applications to prevent and minimize impacts to coastal habitats and to improve coordination in habitat and water quality protection among environmental agencies.

### Section/Program Overview and Functions (5 year average)

Most of the following programs are localized portions of larger statewide initiatives, and it is the completion of the total statewide program that is meaningful in terms of performance measures (fish stocks must be assessed and managed throughout their range).

**Fishery Management (FM) Programs:** Fishery analysis and management includes activities concerned with maintenance or improvement of fisheries stocks, including habitat. Data are collected, stored, analyzed, interpreted, and management actions taken in the three main functional areas: Fisheries Management (analysis and management strategies), fishery dependent sampling (data provided from the industry), and fishery independent sampling (data surveys conducted by DMF staff).

**Dependent Samples:** 1,041

**FM Public Input Meetings:** 20

**Independent Samples:** 1,196

**# of Species/Program Lead Analysts:** 12

**License and Statistics (L&S) Programs:** Three separate License and Statistics work units: 1) License Sales, 2) Trip Ticket Program (TTP) and 3) Coastal Angler Program (CAP) are conducted in the WARO. The License program sells commercial and recreational fishing licenses, vessel registrations and permits. The TTP obtains, processes, edits and analyzes catch and effort from commercial fisheries. The CAP provides recreational fisheries statistical data of harvest, discards, and fishing effort. This program is totally based out of the WARO.

**DMF licenses issued:** 2,097

**Biological data (fish lengths) collected:** 2,864

**Angler interviews processed:** 19,441

**Fish house dealers supported:** 159

**WRC licenses issued:** 742

**Catch cards collected/processed:** 269

**Mail surveys collected/processed:** 9,755

**Trip tickets processed:** 22,850

**Phone calls:** 1,154

**Telephone surveys processed:** 4,961

**Biological data (fish lengths) processed:** 1,463

**Angler interviews collected:** 4,166

**Customers assisted:** 1,666

**Telephone surveys conducted:** 186

**Habitat Program:** The Habitat Protection Section is responsible for development of the Coastal Habitat Protection Plan; administration of the Public Trust/Submerged Lands Program; and coordinating division comments on habitat alteration permit applications. WARO staff reviewed 317 permits.

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

### Division of Waste Management (DWM)

The mission of the Division of Waste Management is to prevent the harmful release of waste to the environment and to clean up existing contamination. The division is organized by type of waste managed, in a manner consistent with federal organization of programs delegated or approved by EPA for state implementation. The division has four sections: solid waste, hazardous waste, superfund and underground storage tanks. A state brownfields program operates across sections.

Regional activities primarily focus on inspections, complaint investigations, contaminant clean-up oversight, technical assistance, permit assistance and compliance and enforcement. This is intended to be a general overview of averaged data.

Solid Waste Section Staff: 2.22 FTE

Superfund Section Staff: 0.65 FTE

Hazardous Waste Section Staff: 0.70 FTE

Underground Storage Tank Section staff: 9.53 FTE

NOTE: FTEs represent home-based staff combined with regional office staff. In some cases, regional office FTEs provide services in more than one region. FTEs were allocated to regions. In most cases, DWM program regions are different from DENR regional office areas.

### Primary Waste Management Facilities with Regional Oversight

Permitted Solid Waste Facilities: 195

Notified Solid Waste Facilities: 94

Permitted Hazardous Waste Facilities: 8

Hazardous Waste Generators: 534

Regulated Dry-cleaning facilities: 90

Inactive Hazardous Waste Sites: 150

Active Petroleum Releases: 1387

Permitted Soil Remediation Sites: 6

Permitted Underground Storage Tank Facilities: 782

(Other facilities such as EPA National Priorities List Sites, Department of Defense Sites, sites with dry-cleaning releases, pre-regulatory landfills, and sites with no viable responsible party are handled by central office staff.)

### Regional Data Elements Annual Average *(Data does not reflect central office staff functions that are performed in regions.)*

Compliance Inspections Conducted: 554

Complaints Investigated: 27

Permits Issued *(only soil remediation permits are issued regionally)*: 1.2

Permit Reviews: *(primarily a central office function for this region)*: 7

Petroleum Releases Under Review: 695

Petroleum Releases Closed: 151

Inactive Hazardous Waste Sites Under Review: 4

Inactive Hazardous Waste Sites Closed (during FY 10-11): 3

Review of Local Government/Private Sector Solid Waste Reports/Plans: 43 facility reports/109 LG reports/21 LG plans

Notices of Violations (NOVs) issued: 193

Emergency Response Technical Assistance Events: 22\*

Facility Assistance Visits and Training/Presentations Provided: 55\*\*

Brownfield Land Use Restriction Evaluations: 9

\*Emergency Response Technical Assistance Events are not tracked by UST Section.

\*\*Facility Assistance Visits and Training/Presentations Provided are not tracked by UST Section.

Future data will be reported by DWM regions as it is currently tracked. DWM data for this report was presented in a manner that correlates with the seven DENR regions. In many cases, functions performed by regional office staff may also be performed by central office staff for particular regions.

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

### Division of Water Quality (DWQ)

This region is located in the northern coastal plain and outer banks where heavy tourism industry and high numbers of second home developments create seasonal wastewater flow variability. In addition, this region experiences hurricane and flood conditions requiring preparation for and responses to emergencies.

### Characteristics of Washington Regional Office

- Water-related outdoor recreation includes striped bass fishing, canoeing, swimming, kayaking and rafting
- Large military bases pose unique environmental challenges
- Timber/logging industries present runoff and erosion issues
- High density of swine and poultry farms require specialized inspection and compliance oversight
- Largest mining operation in the state (PCS Phosphate) presents unique surface and groundwater issues
- Rapid population growth (coastal areas) results in stressed infrastructure and increased permitting demand
- Many small towns/cities with limited financial resources to address wastewater infrastructure needs
- Estuarine environment with highly sensitive ecosystems
- Hurricane/flood response area require preparations for and response to emergencies
- Saltwater intrusion/depleting aquifers impacts quality and quantity of water resources
- Shallow water table is more easily impacted and is highly interconnected with surface waters
- Long travel distances require greater time commitment for public response and inspections

### Statistics for Washington Regional Office

- Number of DWQ Staff: 23, plus 3 in the Environmental Sciences Section
- Total High Quality/Outstanding Resource Watershed Square Miles: 2,442
- Water Supply Watershed Square Miles: 294
- Monitored Impaired Streams/Rivers: 19 percent
- Monitored Impaired Lakes/Reservoirs: 0.2 percent
- Monitored Impaired Saltwater Acres: 31 percent
- Monitored Impaired Coastline Miles: 5 percent
- Number of Water Quality Monitoring Sites: 86
- Coalition Partnerships (number of monitoring sites)
  - Lower Neuse Basin Association (17)
  - Tar-Pamlico Basin Association (5)
- Population Relying on Groundwater for Drinking Water: 78 percent
- Population Relying on Surface Water for Drinking Water: 22 percent

### Regional Data Elements Annual Averages

- Active Facilities: 4,943
- Permit Applications Reviewed with Permits Issued by Regional Offices: 836
- Permit applications Reviewed in Regional Offices with Permits Issued in Central Office: 114
- Compliance Inspections Conducted: 1,280
- Notices of Violations Sent: 316
- Civil Penalties Assessed: 87
- Water Samples Collected: 1,643
- Complaints, Incidents, Emergency Response Calls: 403

### Permitted Facilities

- # Permitted Wastewater Treatment Plants: 212
- # Permitted NPDES Stormwater Facilities: 397
- # Permitted State Stormwater Facilities: 3,675
- # Permitted Single-Family Residences: 191
- Residuals Fields Acres: 15,298
- Reuse Irrigation Acres: 1,643
- Surface Irrigation Wastewater Acres: 2,369
- # Permitted Concentrated Animal Feeding Operations: 527

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

### Division of Water Resources (DWR)

The PWS Section regional office staff ensures the safety of North Carolina's public drinking water by implementing the requirements of the federal Safe Drinking Water Act and the North Carolina Drinking Water Act. These requirements are primarily federal rules that North Carolina has adopted by reference. The regional office staff works directly with public water supply system owners and operators on a daily basis to ensure that the drinking water supplied to the state's citizens is safe and healthy.

Washington Regional Office PWS Section staff consists of five full-time employees.

### Regulated Public Water Systems

The following table presents the number, types and population served by the public water systems in the Washington region.

	Community (e.g., city, town, mobile home park)	Non-transient Non-community (e.g., workplace, school)	Transient (e.g., rest area, church)	Adjacent*	Total
Very Small (<= 500)	37	17	64	2	120
Small (501-3,300)	46	2	1	0	49
Medium (3,301-10,000)	27	0	0	0	27
Large (10,001- 100,000)	22	0	0	0	22
Very Large (>100,000)	0	0	0	0	0
Total	<b>132</b>	<b>19</b>	<b>65</b>	<b>2</b>	<b>218</b>

\* Two or more adjacent water systems, owned by the same supplier of water, that in combination serve 15 or more service connections or 25 or more persons.

### Regional Office Staff Activity Measures: *annual average for last five years*

- Sanitary Surveys (Inspections) Completed: 148
- Technical/Regulatory Assistance On-Site Visits: 401
- New Development On-Site Assistance: 4
- Well Site Investigations for New Systems: 5
- Training Contact Hours: 1,195

### Unique Characteristics

Ten of the 20 counties in the Washington Region are located within the Central Coastal Plain Capacity Use Area. Water systems in these counties are in the process of, or have already, secured alternate sources to meet required withdrawal reductions from deep confined aquifers. Some water systems have installed wells in the Castle Hayne aquifer and others have decided to purchase surface water via interconnections. These new ground water and surface sources have significantly higher total organic carbon levels that have required a large number of water systems to convert to the use of chloramines for disinfection in order to comply with "Disinfection Byproduct (DBP)" federal rules. Use of chloramines in lieu of the stronger chlorine disinfectant is a concern, especially during the summer months. Significant technical assistance resources are, and will continue to be, committed to help systems simultaneously comply with DBP rules and achieve adequate disinfection.

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

### Division of Environmental Assistance and Outreach

#### One-Stop Environmental Assistance Coordinator – Washington Regional Office

#### Purpose

The primary responsibility of the non-regulatory One-Stop Environmental Assistance Coordinator staff is to assist businesses, local governments and citizens identify, understand and comply with all of the state's environmental requirements.

There are six (6) coordinators located across the state and represent each regional office. This staff is part of the Division of Environmental Assistance and Outreach (a division formed as part of the 2010 budget process by combining the Customer Service Center, Office of the Small Business Ombudsman and Division of Pollution Prevention and Environmental Assistance).

#### Statutory Authority

The One-Stop Permit Assistance and Coordination Program was authorized by S.L. 2000-67 to provide a single point of contact in the regional offices for comprehensive environmental permit information. It was authorized as a pilot in two regions and then expanded statewide to assist citizens in North Carolina as well as out-of-state customers seeking to relocate their businesses or to create a new development in North Carolina. The coordinator's role is an integral part of the new Department of Environment and Natural Resources Environmental Assistance Center, serving as a single point of contact for DENR customers and as a liaison between the customer and the regulatory agencies to improve customer satisfaction.

Primary services provided by the coordinators include: permit and compliance assistance, outreach and education, customer service and technical assistance geared toward understanding environmental requirements and meeting them in a pragmatic, cost effective manner. The coordinators focus on the needs of those customers who are frequently affected by environmental rules but lack the expertise and money needed to hire someone to guide them through the regulatory, permitting and compliance processes. As a result, the coordinators provide the following services:

#### Key coordinator duties and responsibilities include:

- Serving as a point of contact to address the customer's issues, complaints and information requests
- Providing hands-on compliance assistance and developing customized permit information for proposed projects, including small and large businesses
- Working closely with the NC Department of Commerce to identify environmental requirements and address environmental issues for new and expanding businesses
- Developing permit directory and department-wide resources to provide factual, timely and comprehensive permit assistance
- Coordinating meetings with DENR permitting agencies and the customer to outline potential permitting requirements, fees and timelines
- Scheduling and facilitating pre-application meetings with owners, applicants and permit staff for express permit projects
- Guiding applicants through the permitting processes and providing tracking assistance once the application has been received
- Assisting DENR Divisions with educational training workshops for or related to regulations and rule changes
- Assisting with inquiries from the general public on environmental questions or problems in which they do not know which Division should be contacted
- Serving on work groups dedicated to permit and regulatory reform and customer service

The coordinators provide on-site consultation and a coordinated permit review and tracking process important for new economic development projects—all at no additional costs. This service has been cited as a competitive advantage by companies when comparing North Carolina with other states. Over the last year, the coordinators have assisted and provided customer service for the following tasks.

- Developed over 150 permit lists,

# N.C. Department of Environment and Natural Resources

## Washington Regional Office Profile

- Served as a single point of contact for over 7000 customer to address their issues, complaints and information inquiries and request by telephone and electronic mailing
- Coordinated and facilitated over 177 meetings with DENR permitting agencies and the customer to outline potential permitting requirements
- Coordinated over 330 express permitting meeting

They have been involved in alternative energy workgroups, have marketed and coordinated express permitting, have met on-site with economic developers, provided project management and assisted in problem resolution for small businesses, citizen groups and job-creation projects. They continue to be an important resource to ensure that environmental compliance and economic development are compatible.

### Case Study

The Division of Environmental Assistance and Outreach has been working with Iberdrola Renewables, the second largest wind operator in the United States, to become familiar with North Carolina DENR permitting processes and division staff. The DEAO Regional Coordinator has explained the permitting processes, fees, provided a specific permit list and scheduled regional scoping meetings for the Iberdrola representative and their consultants with the State and Federal environmental permitting and resources agencies. Through these meetings, Iberdrola representatives and their consultants were able to gain specific regulatory and permit guidance from the state and federal permitting and resources agencies in the design stage of the project. Another bonus to these meetings, Iberdrola representatives, their consultants and the State and Federal representatives were able to establish a more personal working relationship as opposed to paper, electronic and voice communications. Iberdrola is in the process of completing the permit applications and is requesting permit reviews through the express permitting process which will better facilitate their company construction and operational timeline. This means that Eastern North Carolina could have its first Wind Farm by January 2013.

**N.C. Department of Environment and Natural Resources**  
**Washington Regional Office Profile**