

## **RESPONSIBILITIES OF TOWN GOVERNMENT BY DEPARTMENT**

### **LEGISLATIVE DEPARTMENT**

The Legislative Department includes the Legislative Division, the Town Clerk Division, and the Legal Division.

1. The Legislative Division consists of the Town Council, which is comprised of the Mayor and six Council Members, and is selected by the registered voters of Cary. Council establishes policies and programs for effective delivery of Town services, approves the annual financial plan and sets the property tax rate and all user fees, and provides all ordinances, rules and regulations for the welfare of the Town.
2. Town Clerk Division is responsible for giving notice of Town Council meetings, preparing the Council agenda, recording Council proceedings, serving as custodian of all permanent Town records, keeping the Town Seal, attesting all Town documents, updating the Town Code, keeping records of appointments and terms of the various Boards and Commissions, and handling the sale of lots at Hillcrest Cemetery. The Town Clerk is appointed by and reports directly to the Town Council. The Town Clerk Division also includes one full-time Deputy Town Clerk and one full-time Administrative Secretary II.
3. Legal Division - The Office of the Town Attorney provides legal advice and representation to the Town, including the Mayor, Council, and other Town officials and employees on a broad range of issues. The Town Attorney represents the Town in litigation filed by or against it, and provides legal opinions to the Town Council. Ordinances are drafted or reviewed by the Legal Division. The Legal Division drafts, reviews as to form most contracts, leases, deeds, franchises, bonds, and other legal documents to which the Town is a party. The Town Attorney is also involved in the selection and management of outside counsel who represent the Town, its officials, and employees on Town-related matters.

The Town Attorney is appointed by and reports to the Town Council. The Legal Department also includes one full-time Assistant Town Attorney and one full-time Legal Assistant.

The Legal Department only represents the Town of Cary, and its agencies, officials and employees, on matters of public business. The Legal Department cannot provide legal advice or representation to citizens on any matter. Citizens seeking legal advice or representation must consult an attorney in private practice.

### **ADMINISTRATION DEPARTMENT**

The Administration Department includes the Town Manager's Office, the Public Information Office and the Budget Office.

1. The Town Manager's Office includes the Town Manager, Assistant Town Manager, Assistant to the Town Manager and Administrative Assistant and is responsible for implementing the Council's policy decisions. The Town Manager is appointed by the Town Council and is responsible for the performance of all Town departments, as well as responding to citizen requests and concerns.
2. The Public Information Office develops and executes a comprehensive communication program consistent with the organization's mission and goals and is designed to increase citizen awareness and involvement in their local government. Responsibilities include overseeing the Town's government access channel (CARY TV), the utility bill insert (BUD), web site content ([www.townofcary.org](http://www.townofcary.org)), media relations, advertising, and research. The office also oversees negotiation of the cable television franchise agreement and service regulation.

3. The Budget Office is responsible for the planning, development, execution, and evaluation of the Operating and Capital Improvements Budgets and the Capital Improvements Plan. Other responsibilities include long-term financial planning, preparing material for the Council/Staff Retreat, publishing budget documents, and handling special projects. Special projects include the statewide Performance Measurement Project, internal performance measurement/benchmarking projects, operational analyses, and policy research and recommendations.

### **FINANCE DEPARTMENT**

The Finance Department is composed of three divisions: Accounting, Purchasing, and Utility Customer Accounting.

1. The purpose of the Accounting Division is to administer the financial affairs of the Town. This encompasses cash management, debt management, grants management, maintaining accounting and financial records, invoicing all non-utility billed revenues, managing delinquent collections, bi-weekly payroll management, accounts payable, preparing the Comprehensive Annual Financial Report, assessment of internal control systems and performing special projects in financial analysis such as monthly statistical reporting, cash flow projections, etc.
2. The Purchasing and Warehouse Operations Division provides centralized purchasing services for all the departments of Town government. It is located at the Town's Operations Center and is also responsible for the Town's mail, copy and courier services, risk management services including administration of the Town's property and casualty insurance program, management of surplus property, central warehouse operations, and capital assets inventory management.
3. The Utility Customer Accounting Division is responsible for reading water meters, turning water meters on and off, billing over 48,000 customers per month for water, sewer, solid waste and other miscellaneous Town services, receiving and posting of payments for utility bills, Wake County Taxes and other miscellaneous revenues, and providing customer service. This function is accounted for in the Utility Fund.

### **TECHNOLOGY SERVICES DEPARTMENT**

The Technology Services Department (TS) consists of the Technology Services function, the Geographic Information Services function, and the telephone and radio systems function. TS provides installation and support for three AS/400 minicomputers, a microcomputer network, geographic information services, emergency radio system, phone system, paging system, voice mail, electronic mail and the Town's site on the World Wide Web ([www.townofcary.org](http://www.townofcary.org)). In addition, TS provides training for all technology-related areas and develops strategic plans to ensure that current technology is provided to Town Council, staff and citizens.

### **HUMAN RESOURCES DEPARTMENT**

The Human Resources Department ensures that the Town is staffed with capable and motivated employees who can provide the highest level of service to the citizens of Cary. This is accomplished through diligent recruitment and selection efforts, performance-based compensation and competitive benefits, effective employee relations, innovative and cutting-edge training and development programs, and aggressive safety initiatives.

### **POLICE DEPARTMENT**

The mission of the Cary Police Department is to protect life and property through community partnerships and the provision of the highest level of quality professional services. The police department exists to ensure the safety and well being of the community, its citizens, and visitors. The department accomplishes its mission by focusing on education, prevention, investigation, and enforcement. Major components of the department include Field Operations, Investigations, Support Services, and Professional Standards. The department also provides animal control, school resource, and emergency communications service for the town and its citizens. The police department's community oriented problem solving philosophy is enhanced by innovative methods, processes, and personnel. The Cary Police Department has been internationally accredited since 1992 and contributes greatly to Cary's high quality of life.

## **FIRE DEPARTMENT**

The primary mission of the Cary Fire Department is to protect and enhance the high quality of life for the citizens and visitors of the Town of Cary from the adverse effects of natural and man-made emergencies.

Our goal is to provide a model customer-oriented, fire protection program through an innovative, proactive, and cost effective approach to emergency response, fire code application, and public fire education.

## **ENGINEERING DEPARTMENT**

The Engineering Department provides or coordinates design, project management and construction administration services for a majority of the Town's capital improvements projects, including streets, sidewalks, traffic signals, water distribution system projects, sanitary sewer collection system projects, treatment plants, parking lots, buildings and parks. Engineering also conducts studies to address community issues related to public infrastructure problems such as flooding, sight distance, traffic signal studies, and roadway safety, as well as managing the new fiber optic traffic system. Engineering is also involved in development activities including planning for water, sanitary sewer, transportation, and stormwater systems.

## **PLANNING DEPARTMENT**

The Planning Department handles a wide variety of long-range and day-to-day land use planning and development functions. Examples of long-range policy activities include preparation and maintenance of the comprehensive plan related to land use, transportation, affordable housing, and open space issues; managing affordable housing and transit programs; maintaining statistics and maps; and coordinating with other departments, agencies, and units of government. Current planning responsibilities include processing of rezoning and planned development district (PDD) applications; coordination of variance, appeal, and interpretation cases; reviewing subdivision plans and site plans for conformance with Town regulations; and maintaining, administering, and enforcing the zoning code. The Planning department also provides staff support to the Board of Adjustment, the Planning and Zoning Board, and special citizen committees.

## **INSPECTIONS AND PERMITS DEPARTMENT**

The Inspections and Permits Department is responsible for the enforcement of State and local laws related to the construction of buildings and other structures; the installation of such facilities as plumbing systems, electrical systems, heating systems, refrigeration systems, and air conditioning systems; the maintenance of buildings and other structures in a safe, sanitary, and healthy condition; street addressing, and other related matters specified by the Town Council.

Duties of the department include processing applications for permits, collecting development related fees, conducting inspections, issuing certificates of compliance, issuing orders to correct violations, bringing judicial action against actual or threatened violations, and any other actions required to adequately enforce State and local laws.

## **PARKS, RECREATION AND CULTURAL RESOURCES DEPARTMENT**

The Parks, Recreation and Cultural Resources Department (PRCR) consists of four divisions. The primary mission of the department is to serve, educate and enhance the quality of life for Cary citizens.

1. The Administration Division is responsible for the acquisition of land and the design and development of a system of parks, greenways, recreation facilities, and open space areas. In addition, the division is responsible for public information and marketing, national accreditation, customer service and staff training, grant writing, volunteer development and recognition, coordination of citizen boards and committees, program evaluation and analysis, and other support functions.
2. The Recreation Programs Division provides a wide range of recreational programs for adults, children, and senior adults including dance, exercise, adventure, trips, confidence building, social interaction, camps, as well as programs in ecology, environmental stewardship, preservation, and nature appreciation for adults and youth. In addition, the division provides Town citizens with the opportunity to rent facilities for group functions, such as picnics, meetings, and other social occasions. Programs and rentals are offered at Bond Park, Hemlock Bluffs Nature Preserve, Herb Young Community Center, Bond Park Community Center, Middle Creek Community Center, Cary Senior Center and other various parks throughout the Town. This division also supervises the management of Sk8-Cary and the Cary Dog Park.

3. The Cultural Resources Division offers a wide-ranging schedule of classes in dance, visual arts, music, theatre, history, architecture, film and videography and international cuisine to enrich the lives of Town citizens. Division staff also provides communication, coordination, and support for Town cultural groups. In addition, special events such as Lazy Daze and Spring Daze, the Holiday Tree Lighting, Fourth of July celebration, and events at the Sertoma Amphitheatre are managed by this division to provide an opportunity for Town citizens to come together as a community to experience artistic excellence. Applause! Cary Youth Theatre provides opportunities for area youth to participate in two theatrical productions each year. The Town public art program is administered through the division as well as coordination of Town exhibitions. The division also has responsibilities in administering the Town's Public Art Master Plan. The division oversees the operation of the Page-Walker Arts and History Center and the Jordan Hall Arts Center, and provides general oversight for SMG, the facilities management company that administers the Koka Booth Amphitheatre at Regency Park.
4. The Athletics Division is responsible for planning, implementing and supervising diverse youth and adult programs and special events. Programs and camps are offered in basketball, softball, baseball, volleyball, tennis, soccer, cross country and golf. The division is also host to various special events such as the Cary Road Race as well as local, state and national level soccer, tennis, baseball and softball tournaments. The Town manages several signature parks including the Cary Tennis Park (a 30-court full service tennis facility providing instruction, camps, clinics, tournaments and league play), SAS Soccer Park (a 150 acre facility which includes a nationally recognized cross country course, 6 multi-purpose soccer fields and a 7,000 seat stadium home to the Carolina Railhawks, a United Soccer League expansion team). The USA Baseball National Training Facility at Thomas Brooks Park opened in June 2007. It includes 4 full size baseball fields including a stadium field to complement the current 4 field softball/baseball complex at the park.

## **PUBLIC WORKS AND UTILITIES DEPARTMENT**

The Public Works and Utilities Department is divided into two major components that are funded through the General and Utility funds. The General Fund portion of the Public Works and Utilities Department is composed of six divisions, and the Utility Fund portion is composed of 7 divisions. The responsibilities within each fund are listed below.

### **General Fund - Public Works**

The Administration Division coordinates water resource management, long range utility infrastructure needs, budget preparation, expenditure system control, operations analysis, data collection and analysis, parts and supplies procurement, report and study preparation, record-keeping, and personnel activities. An additional key function is providing telephone customer service information for all departmental functions that directly impact Cary citizens. This includes preparing work orders for customer needs that will be executed by operational staff.

The Facilities Management Division is tasked with the planning and implementation of a comprehensive maintenance and repair program for all Town buildings, landscapes, parks, trails, rights-of-way, and cemetery. Other responsibilities include the Town's leaf collection program, street sweeping program, code enforcement pertaining to overgrown properties, roadway and sidewalk obstructions, hazard trees and related safety issues. The Division also provides emergency response during weather events and logistical support for all Town events.

The Operations Division is responsible for providing utility, street maintenance and traffic operation services for citizens, businesses and visitors to Cary. These services include maintenance and repair of the water and reclaimed water distribution systems, sanitary sewer systems, storm water conveyance systems, streets, sidewalks, curb and gutter, traffic signals, traffic signs and traffic markings, water meter services, and utility line locates. Other division responsibilities include inclement weather response operations such as snow and ice control, storm recovery and debris removal, and chipping services. In addition, the division provides program support to other divisions and departments. The Operations Division participates in engineering studies, provides direct support to facility maintenance teams, park and greenway trail repairs and other recreational facilities as needed and traffic sign/signal services and support for special events. The division maintains around-the-clock response capabilities through after hours/weekend response teams in four key areas - water, sewer, traffic signals, and construction.

The Solid Waste Management Division provides curbside household garbage collection services on a weekly basis to households and small businesses. The division is also responsible for the collection of recyclables, yard waste, used large appliances and dead animals; code enforcement for debris and Health and Safety related issues, emptying downtown litter containers; the processing and disposal of debris resulting from inclement weather; and, the operation of the Dixon Avenue Citizen Convenience Center/Transfer Station. In addition, the division coordinates a solid waste education program to increase citizen understanding of waste reduction/diversion opportunities, and the development of long range disposal operations.

The Fleet Management Division is responsible for the repair and maintenance of all Town vehicles and equipment. Additionally, the division coordinates planned preventive maintenance of all vehicles, provides vehicle and equipment replacement planning for Town departments, and provides fuel for Town vehicles and equipment. Also, the division provides operation and maintenance cost data for all departments utilizing vehicle and equipment assets. The division is accounted for in a separate internal service fund, and services, parts, and fuel are charged back to user departments.

#### **Utility Fund - Utilities:**

The Water Conservation Division is responsible for implementing, monitoring, and evaluating water conservation programs focused on peak and per capita reduction through education, financial incentives and regulation. Staff also provide educational outreach for solid waste and recycling efforts.

The Pretreatment Division is responsible for implementing the Town's industrial pretreatment program, user fee program for industrial and commercial users of the sewer system, and the Fats, Oils, and Grease (FOG) program that helps prevent blockages and overflows in the sanitary collection system. The Pretreatment Division is the primary contact for the regulatory agencies that assess the Town's overall regulation and control of what is discharged into the sanitary sewer collection system.

The Utility Systems Maintenance Division provides maintenance for the water and wastewater pumping facilities, and is also responsible for elevated water storage, odor control, instrumentation assistance, industrial wastewater flow data, water system flow data, and inflow/infiltration functions. This division participates in engineering studies and related system review functions.

The North and South Cary Water Reclamation Facilities' mission is to treat wastewater generated by Cary's utility customers. Ongoing efforts include the provision of preventive and corrective maintenance for the main plant sites, a biosolids processing facility, a regional pump station, a biosolids gravity belt thickener system and related facilities and grounds. Both facilities also focus on biosolids removal and disposal.

The Cary/Apex Water Treatment Plant's mission is to provide adequate clean water to the Towns of Apex and Cary and those entities the Town contracts with to provide service. The Town of Apex pays a portion of the operating costs of the water plant (23% of capital costs and actual usage of other costs) as 23% owner of the facility. The plant also manages the disposal of water treatment residuals and develops and manages alternative residual disposal methods. The plant capacity is 40 million gallons per day.

The Western Wake Water Reclamation Facility's mission is to treat wastewater generated by Cary, Morrisville, Apex, and Holly Springs utility customers. The plant is expected to be operational in 2012.