

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.
3. Legal Division - The Office of the Town Attorney provides legal advice and representation to the Mayor, Town 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. All ordinances are drafted or reviewed by the Legal Division. The Legal Division drafts or reviews all 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 and Assistant Town Manager 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 designed to increase citizen awareness of 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), 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, coordinating the Council Goal Setting Process, 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, 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 central warehouse, the Town's mail and copy services, fixed assets inventory management, and administration of the Town's general liability insurance program.
3. The Utility Customer Accounting Division is responsible for reading water meters, turning water meters on and off, billing over 36,000 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). 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 Police Department is to provide quality professional service while protecting life and property through community partnerships. In addition to the main Police headquarters located at the Town Hall campus, the Department maintains district offices in one of the Town's large shopping malls (Cary Towne Center), at Crossroads Shopping Center, at Fire Station #5, in donated space at Hidden Oaks Apartments, and via a community office in donated space at the Wrenn Drive apartments. The four primary Divisions of the Police Department are: Field Operations, Investigations, Support Services (which includes Communication Services, Records, School Resource Team, Special Support Team, and Property/Evidence Control) and Professional Standards (which includes fiscal management, accreditation, special projects, training, personnel services, community services, and internal affairs). The Cary Police Department is nationally accredited and an active practitioner of community-oriented policing.

FIRE DEPARTMENT

The primary mission of the Fire Department is to protect Cary citizens and visitors from the adverse effects of natural and man-made emergencies and enhance the Town's high quality of life. The Department's goal is to provide a model, customer-oriented fire protection program through an innovative, proactive, and cost efficient approach to public fire education, fire code application, and emergency response. The Fire Department provides service throughout the Town from six fire stations and one administration office.

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. 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 growth management, land use, zoning, and development review functions. Examples of long-range policy activities include preparation and maintenance of the comprehensive plan related to land use and growth management, 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, keeping adequate records, and any other actions required to adequately enforce those 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, accreditation, customer service and staff training, grant writing, and program evaluation and analysis.
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, the Community Centers, Senior Center and other various parks throughout the Town. This division also supervises the management of Sk8-Cary, a 12,000 square foot skate park, which opened its doors to the community in 2002.
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 provide 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 Amphitheatre at Regency Park.

4. The Athletics Division is responsible for planning, implementing and supervising diverse youth and adult programs and special events. Programs are offered in basketball, softball, baseball, volleyball and golf lessons. The Division also offers various special events like the Cary Road Race, Hot Hoops 3 on 3 Street Basketball Tournament, ASA State Softball Tournaments, and the National PONY Girls Fast-Pitch Softball Tournament. The Town oversees the management of the Cary Tennis Center, a 30-court facility providing instruction, camps, clinics, tournaments and league play, which began operation in the summer of 2002.

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 with the responsibilities listed below:

1. The Administration Division provides 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 division also coordinates budget preparation, expenditure system control, inventory maintenance, parts and supplies procurement, report and study preparation, record-keeping, and personnel activities.
2. The Facilities Management Division provides building maintenance for all Town facilities; landscape installations and maintenance of Town parks and facilities; and landscaping, litter control, and street sweeping along Town thoroughfares. Other responsibilities include leaf and Christmas tree removal, code enforcement for safety issues along sidewalks and intersections, oversight of Hillcrest Cemetery, and oversight of Town sponsored special events – like Lazy Dayz, Pony Softball Tournament, and Spring Dayz.
3. The Operations Division is responsible for wastewater collection systems and maintenance, which includes sewer line cleaning, easement maintenance, and technical support. In addition, the division is responsible for water distribution systems including installing, replacing and maintaining water-metering devices, performing preventive and ongoing maintenance of water hydrants, and detecting line leaks in the water lines. The division locates water, sewer and reclaimed water system lines and appurtenances as well. They are also responsible for general maintenance and repair of Town-maintained streets and associated storm drainage structures, snow and ice removal, and inclement weather debris removal and processing.
4. The Solid Waste Management Division provides household back yard garbage collection services on a weekly basis to households and small businesses. The division is also responsible for picking up yard waste, used large appliances and dead animals; chipping limbs; and emptying downtown litter containers. In addition, the division coordinates a solid waste education program to increase citizen understanding of waste reduction/diversion opportunities.
5. The Recycling Division provides curbside recycling collection services on a weekly basis. Although it is accounted for separately, the Recycling Division operates as part of the Solid Waste Management Division.
6. 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. The division is accounted for in a separate internal service fund, and services, parts, and fuel are charged back to user departments.

UTILITY FUND PORTION OF PUBLIC WORKS AND UTILITIES DEPARTMENT

The Utility Fund portion of the Public Works and Utilities Department includes the following functions:

1. The Water Conservation Division is responsible for implementing, monitoring, and evaluating water conservation programs focused on peak reduction, including oversight of the reclaimed water system. Programs also include citizen involvement activities and educational efforts to reduce per-capita water consumption.
2. 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.
3. 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.
4. The North and South Cary Water Reclamation Facilities treat wastewater generated in Cary and provide 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 land application disposal, which includes evaluating potential alternative biosolids disposal methods to reduce total poundage and minimize costs.
5. 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 Town completed a major plant expansion project in FY 2002, increasing the maximum plant production level from 16 to 40 million gallons per day.