

RESPONSIBILITIES OF TOWN GOVERNMENT BY DEPARTMENT
Fiscal Year 2015

LEGISLATIVE DEPARTMENT

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

The Town Council is comprised of the Mayor and six Council Members, and is elected by the registered voters of Cary. Council establishes policies and programs for effective delivery of Town services, approves the annual financial plan, sets the property tax rate and all user fees, and provides all ordinances, rules and regulations for the welfare of the Town. The Council also appoints the Town Attorney, the Town Clerk, and the Town Manager.

Town Clerk Division is responsible for serving the public, including serving as liaisons between the public and Town Council, preparing public notices of all official meetings, preparing the agenda for council meetings, attending council meetings and work sessions, preparing minutes of council meetings and work sessions, serving as record custodians of Town Clerk and Council records, responding to records requests, providing orientation to newly elected and appointed officials, keeping the Town Seal and Town Flag, attesting Town documents, maintaining the Town's Charter, Code and Land Development Ordinance, managing Town boards/commissions and task forces administering of Hillcrest Cemetery, providing administrative support to the Town Council and several boards/commissions and task forces, maintaining Town policies, resolutions, proclamations and ordinances, ensuring Town officials and staff understand the Open Meetings and Public Records Laws, providing civic educational opportunities for community groups, and administering the Hometown Spirit Award. 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, one full-time Administrative Assistant, and one part-time Administrative Assistant.

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 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 Division also includes one full-time Senior Assistant Town Attorney and one full-time Legal Assistant.

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

TOWN MANAGER'S DEPARTMENT

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

The Town Manager's Office includes the Town Manager—who serves as Chief Executive Officer of the organization—along with his Deputy and Assistants as well as Public Information, Budget and Downtown Development. The Town Manager is appointed by the Town Council and is responsible for implementing the policies set forth by the Town Council, and exercises management responsibility over all operational departments. Through management of the operational departments, the Manager's Office ensures the advancement of the vision, goals and policies of Town Council and that all local, state and federal laws and regulations are met.

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 communications planning, the Town's government access channel (CARY TV), the utility bill insert (BUD), web site content (www.townofcary.org), media relations, advertising, new media efforts and research.

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 managing special projects. Special projects include the statewide Performance Measurement Project, internal performance measurement/benchmarking projects, operational analyses, and policy research and recommendations.

The Downtown Development Program is focused on facilitating private redevelopment efforts to leverage the Town's investments in the downtown core area and revitalizing this area through physical improvement and downtown activities. The Downtown Development Manager serves as the Town's resource contact for developers and business owners interested in downtown development, and encourages downtown development by recruiting businesses and promoting economic opportunities.

FINANCE DEPARTMENT

The Finance Department administers the financial affairs of the Town. Financial functions are organized into three divisions: Accounting, Procurement and Risk Services, and Utility Accounts. Budget functions are included in the Town Manager's Office.

The Accounting Division maintains accounting and financial systems, and provides payroll, accounts payable and accounts receivable services. The division provides regulatory and informational reporting and prepares a Comprehensive Annual Financial Report. Cash and investments, debt and grants are also managed in Accounting.

The Procurement and Risk Services Division provides centralized purchasing services for all departments within the 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.

The Utility Accounts Division is responsible for utility billing and collection. The division provides customer service, manages the water meter reading system and bills, and collects for utility services. This function is accounted for in the Utility Fund.

TECHNOLOGY SERVICES DEPARTMENT

The Technology Services Department (TS) provides and supports communications, information, and technology solutions to enable Town departments to serve our citizens in the manner they have come to expect. These technology solutions include software applications, geographic information services, public safety systems, radio systems, phone systems, voice mail, email, file services, desktop and laptop computers, mobile devices and network infrastructure. In addition, TS provides technology related training and develops strategic plans aligned to business needs with the goals of quality of service delivery, increased efficiencies, and information security for the Town government 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. Human Resources develops and promotes model personnel and safety programs and practices designed to attract, develop, and retain a well-qualified and diverse workforce for Town government. Responsibilities include advising management on recruitment and hiring, classification and pay, employee relations, performance reviews, equal

employment opportunities, employee training and development, benefits administration, and employee safety.

POLICE DEPARTMENT

The mission of the 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 officers, and emergency communications service for the Town and its citizens. The police department's Geographical Policing philosophy is enhanced by innovative methods, processes, and personnel dedicated to making Cary a safe place to live and work. The Cary Police Department has been internationally accredited since 1992 and has been awarded the Gold Standard by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Cary Police Department and its personnel contribute greatly to Cary's high quality of life.

FIRE DEPARTMENT

The primary mission of the 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. The Fire Department's 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. The Fire Department is organized into four business activities: 1) Administration 2) Logistics 3) Operations and 4) Training & Safety. The Cary Fire Department has been accredited since 1999 through the Commission on Fire Accreditation International.

TRANSPORTATION AND FACILITIES

The primary mission of the Transportation and Facilities Department is to provide a well-designed, high-quality community through development and implementation of policies, standards, ordinances, and transportation and facility infrastructure. The Transportation & Facilities Department is responsible for the planning, design, and construction of all Town facilities including: Parks; Sidewalks; Greenways; Buildings; Streets; and Bike Routes. It also oversees real estate, surveying and related technical services; coordinates the organization's sustainability efforts; operates C-Tran as well as the Town's Traffic Management Center.

WATER RESOURCES DEPARTMENT

The Water Resources Department is responsible for water, wastewater, reclaimed water and stormwater system planning, policies, standards, design, and construction as well as storm water regulatory management, water supply management, and infrastructure field services.

The Water Resources Department is divided into two major components that are funded through the General and Utility funds. The responsibilities within each section are listed below.

Water Resources - General Fund

The Administration Division oversees all departmental activities and coordinates long range water and utility infrastructure needs. The division also coordinates budget development, expenditure system control, record keeping, and personnel activities. The division also serves the administrative support needs of the Transportation and Facilities Department.

The Field Services Division inspects construction of water, sanitary sewer, reclaimed water, transportation, and stormwater systems to ensure that infrastructure meets the Town's standard specifications and master plans. The division tracks warranty and surety progress for new infrastructure, and also assists in the development plan review process and reports new infrastructure for financial consideration (Powell Bill reimbursement, CAFR, etc.).

The Stormwater Division oversees design and construction/project management services for improvements to the Town's storm drainage systems and stormwater management devices. The division also is responsible for stormwater master planning, reviewing floodplain permit, and assisting citizens with drainage and flooding issues. Another key function of the division is environmental protection, by maintaining the FEMA Floodplain Management Program, enforcing National Pollutant Discharge Elimination System (NPDES) regulations, ensuring all of the Town's stormwater management devices meet regulations, and educating the public on stormwater rules and regulations. The Division also plays a key role in land development from plan review to enforcement of construction and post construction activities associated with stormwater runoff.

Water Resources - Utility Fund

The Water Resources Planning Division develops and implements long range water resource plans that address water supply (potable and reclaimed) and wastewater management. The division manages regulatory processes and interlocal agreements to ensure that water demands can always be met by obtaining long-term and short-term water supplies, and that water and wastewater needs are met reliably and cost-effectively.

To increase reliability and extend the life of facilities, the division implements, monitors, and evaluates demand-side management programs that include education, financial incentives, regulation, and developing overall water resource program communications.

The Utility Design and Construction Services Division provides or coordinates design, project management, and construction administration services for the Town's utility capital improvement projects, including water and reclaimed water distribution systems, sanitary sewer collection system, and treatment plants. The division also develops long range water infrastructure master planning and design standards, and participates in the development review process to ensure efficient and orderly growth of utility systems.

INSPECTIONS AND PERMITS DEPARTMENT

The Inspections and Permits Department is responsible for the administration and enforcement of all residential and commercial elements of the North Carolina State Building Code and local ordinances related to the construction of buildings and other structures. This includes the installation of plumbing, electrical, heating, refrigeration, air conditioning, and fire prevention systems. This responsibility can be grouped in three main functional areas; building code enforcement, calculation of development related fees, and state mandated fire inspections.

Building Code Enforcement is the only municipal service mandated by the NC General Assembly (G.S. 160A-411). The department enforces the NC State Building Code—which includes Building (commercial), Accessibility, Residential, Plumbing, Mechanical, Fuel Gas, Electrical, Fire and Energy Conservation Codes—through the activities of permitting and inspections. The Permitting group processes building permit applications, reviews construction plans for compliance with the NC State Building Code and issues building permits. The Inspections group ensures that buildings and other structures are constructed and/or altered in accordance with the approved plans and in compliance with the NC State Building Code.

Calculation of Development Related Fees

The department calculates fees for building permits, and water, sewer and transportation development fees. After calculation, fees are collected by staff of the Development Support Division.

State Mandated Fire Inspections

The department performs routine inspections, and issues necessary operational permits for all commercial buildings. These inspections are mandated by the State of North Carolina and help to ensure that commercial structures are in compliance with the state fire code. Inspections are scheduled based on a reoccurring cycle, which varies from annually to once every three years, depending on the occupancy of the building.

DEVELOPMENT SUPPORT DIVISION

The Development Support Division serves the citizens of Cary by providing a collection of services in support of those involved in developing and building in Cary, and offers a central point of contact with Town's various departments, primarily Planning and Inspections & Permits, throughout their project's life cycle—from conception to Certificate of Occupancy (CO). The division also coordinates internal workflow processes for development activities. One of the primary goals of the Development Support Division is to consider the total customer experience and foster a consistent and unified level of service across all the development-related areas. The Division is organized into three main work groups: Customer Service Desk (aka "One-Stop-Shop"), Contact Center, and Development Liaisons.

The Development Customer Service Desk (aka "One-Stop-Shop") is the primary entry point for customers seeking services from Planning and Inspections & Permits. The group is responsible for the intake and distribution of applications, collecting fees (cash receipts), receiving walk-in customers, providing general assistance, and coordinating activities between development customers and the various Town departments and external agencies.

The Development Contact Center acts as a "mini-311" for Planning and Inspections & Permits. The Contact Center receives incoming telephone calls, general emails, and other electronic media, answers general questions, and routes calls appropriately. The Contact Center is also responsible for coordinating and scheduling inspections for Planning, Zoning, Minimum Housing, Inspections & Permits, Fire Code Enforcement, and building permit-related inspections by other Town departments.

The primary role of the Development Liaison is to help customers successfully navigate the development process. Currently, the group's focus is on Cary's small business customers. Liaisons proactively identify development projects within the target group and initiate contact to offer services. Development Liaisons serve as a customer's primary point of contact with the Town throughout the life of their project. They take a holistic view of each project—connecting the dots between concept, design, and execution to anticipate and advise customers of potential pitfalls and obstacles along the way. Development Liaisons work closely with other departments and divisions, facilitating communication and collaboration.

The Division supports the businesses of the Planning and Inspections & Permits departments by coordinating certain activities and functions common to both, including electronic and social media communications, forms and applications, and coordinating workflow management.

PLANNING DEPARTMENT

Planning develops and implements comprehensive land use plans, including area, district and corridor plans. The department also handles historic preservation and community development improvement programs. Planning staff is responsible for assembling demographic data, maintaining and enforcing zoning ordinances, processing sign and other permits, and preparing maps. This department handles annexations, rezonings, coordination of review of all development plans, approval of plats, and the assigning of addressing. The Planning Department also provides staff support to the Zoning Board of Adjustment, the Planning and Zoning Board, the Historic Preservation Commission, and special citizen committees.

PARKS, RECREATION AND CULTURAL RESOURCES DEPARTMENT

The Parks, Recreation and Cultural Resources Department consists of Administration, Recreation Programs, Cultural Resources and Athletics Divisions, as well as handling a wide variety of day-to-day and long-range functions.

The Administration Division is responsible for the administration of public park areas, special use facilities, greenways and trails. In addition, the division is responsible for marketing and communication, national accreditation, customer service, staff training, grant writing, volunteer management and recognition, coordination of citizen boards and committees, program evaluation and analysis, strategic long-term plans for facilities and programs, the department business plan, sponsor recruitment, scholarship program administration and other support functions.

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. 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, Cary Teen Council and the Cary Dog Park as well as Specialized Recreation and Inclusion Services, programs for people with disabilities.

The Cultural Arts and Resources Division offers a wide-ranging schedule of classes in dance, visual arts, music, theatre history, architecture, film and videography 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 Christmas Tree Lighting, a variety of other downtown events and programs, the Fourth of July Celebration, various cultural festivals 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 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, the Cary Arts Center and the new Cary Theater and provides general oversight for SMG, the facilities management company contracted to administer the Koka Booth Amphitheatre.

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 also hosts various special events such as the Division II Baseball World Series, the Tennis Campus Championships, the NCAA Soccer College Cup, and 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), WakeMed Soccer Park (a 150 acre facility which includes a nationally recognized cross country course, 7 multi-purpose soccer fields and a 10,000 seat stadium home to the Carolina RailHawks professional soccer team). The USA Baseball National Training Complex at Thomas Brooks Park includes 4 full-size baseball fields featuring 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 funded through the general and utility funds. The general fund portion of the Public Works and Utilities Department is composed of five divisions, and the utility fund portion is composed of seven divisions. The responsibilities within each fund are noted below.

General Fund - Public Works

The Administration Division coordinates operations management planning, emergency management planning for Public Works and Utilities applications, work flow management, regulatory permit administration, long term strategic planning, budget preparation, expenditure system control, operations analysis, data collection and analysis, benchmarking, parts and supplies procurement, report and study preparation, record-keeping, and personnel management. An additional key function is providing customer service for all departmental functions that directly impact Cary citizens. This includes call center management, telephone support and 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, special use facilities and cemetery. Other responsibilities include; special events equipment logistics, street sweeping program, code enforcement pertaining to overgrown properties, roadway and sidewalk obstructions, hazardous tree management and related safety issues. The division also provides emergency response during weather events and logistical support for all Town events.

The Operations Division – General Fund Functions is responsible for providing street maintenance and traffic operation services for citizens, businesses and visitors to Cary. These services include maintenance and repair of storm water conveyance systems, streets, sidewalks, curb and gutter, traffic signals, traffic signs and traffic markings. 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 for traffic signals and construction.

The Solid Waste Management, Recycling and Yard Waste 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 and special and bulky items. Furthermore, the division is responsible for 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 operates the Town's loose leaf collection program and coordinates a solid waste education program to increase citizen understanding of waste reduction/diversion opportunities, and the development of long range disposal operations. The division also promotes citizen engagement in volunteer initiatives through the SPRUCE program.

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 fuels are charged back to user departments.

Utility Fund - Utilities

The Administration Division coordinates operations management planning, emergency management planning for Public Works and Utilities applications, work flow management, regulatory permit administration, long term strategic planning, budget preparation, expenditure system control, operations analysis, data collection and analysis, benchmarking, parts and supplies procurement, report and study preparation, record-keeping, and personnel management. An additional key function is providing customer service for all departmental functions that directly impact Cary citizens. This includes call center management, telephone support and preparing work orders for customer needs that will be executed by operational staff.

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 help 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 Management Division provides maintenance management and implementation 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 Operations Division – Utility Fund Functions is responsible for providing utility 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, water meter services and utility line locates. The division maintains around-the-clock response capabilities through after hours/weekend response teams for water and sewer lines.

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 service area for the Cary/Apex WTF includes: Cary, Apex, Morrisville, RDU Airport and the Wake County portion of Research Triangle Park. 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 currently is 40 million gallons per day (MGD), and an FY 2014 expansion project will increase the facility's treatment capacity to 56 MGD.

The North and South Cary Water Reclamation Facilities' mission is to treat wastewater generated by Cary's utility customers. The North and South Cary Water Reclamation Facilities are permitted and maintain the capacity to treat 12 million and 12.8 million gallons of wastewater per day, respectively. Ongoing efforts include the provision of preventive, predictive, 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 and the production of reclaimed water.

The Western Wake Water Reclamation Facility's mission is to treat wastewater generated by Cary, Morrisville, and Apex utility customers. The plant began operation on July 28, 2014 and began discharging treated water to the Cape Fear River on August 11, 2014. The facility is permitted and maintains the capacity to treat 18 million gallons of wastewater per day. Ongoing efforts include the provision of preventive, predictive and corrective maintenance for the main plant site, biosolids processing facility, treated effluent pumping station and associated discharge facilities at the Cape Fear River. Operating and future capital costs will be split between the Towns of Cary and Apex at a 65.9% / 34.1% split, respectively.