



TOWN of CARY

CITIZEN'S GUIDE TO SERVICES

Information about
community services
for Cary citizens

www.townofcary.org

2010-2012

Finance

Best possible financial position

The Town of Cary is one of seven municipalities in North Carolina with the best possible credit ratings from the leading New York investment firms – Moody's, Fitch, and Standard & Poor's.

Commitment to sound budgeting

The Town of Cary is a perennial recipient of the Government Finance Officers award for Distinguished Budget Presentation, demonstrating the highest principles of governmental budgeting.

The highest standards in government accounting and financial reporting

The Government Finance Officers Association of United States and Canada annually recognizes the Town of Cary for excellence in comprehensive financial reporting.

Continuing excellence in accounting and financial management

The State Treasurer's office has honored Cary with its Governmental Award for Excellence for running innovative and progressive programs.

Sports & Leisure

Where people know how to have a good time

The Parks, Recreation and Cultural Resources Department was the first parks department in the Triangle to receive national accreditation.

Summer home of outdoor entertainment

Cary's Koka Booth Amphitheatre at Regency Park is a state-of-the-art performance center nestled in pine trees by Symphony Lake. An eclectic mix of entertainment including live music concerts and festivals, the North Carolina Symphony Summerfest Series and Movies by Moonlight fill the April through October performance season.

A Championship City where future Olympians and professionals come to play

In 2008, Cary was named one of six municipalities to participate in the NCAA Championship Cities Program. This multi-year pilot program has provided Cary with various NCAA Championships in 2009, 2010, 2011 and 2012. The championships awarded highlight Cary's sports venues including the Cary Tennis Park, WakeMed Soccer Park and the USA Baseball National Training Complex

through national exposure in the sports of soccer, baseball, cross country, and tennis.

The best place to spend a lazy summer Saturday

The Lazy Daze Arts & Crafts Festival, always held the 4th Saturday in August, is the top rated one-day festival in the nation as ranked by Sunshine Artist Magazine, September 2009.

Explore the Town by trail

Fred G. Bond Metro Park, located geographically in the center of town, serves as the hub of Cary's greenway system. Additional amenities, including seven ball diamonds, Bond Lake, boat house, senior center, community center and Challenge Ropes Course, create the perfect atmosphere for community fellowship.

Home of Cary Band Day

Since 1959, the oldest marching band competition in the southeast includes an annual downtown parade and field competition.

TABLE OF CONTENTS

Introduction	2
Our Community	2
Vital Statistics.....	2
History	3
Our Structure	3
Overview of Governmental Responsibilities.....	4
Town of Cary Government.....	4
Location.....	5
Town Departments.....	5
Budget Process	8
Our Culture	9
Mission Statement.....	9
Statement of Values.....	9
Citizen Service Commitment.....	10
Citizen Involvement.....	10
Town Services, Activities, and Initiatives	12
Town of Cary Telephone Directory	62
Other Helpful Telephone Numbers	66

INTRODUCTION

We know that getting the most out of your day often means getting the most out of your government. That's why the Town of Cary developed the first Citizen's Guide to Services in 2001. Updated every third year, the Guide puts the answers to your most asked questions at your fingertips.

The Guide also gives you valuable information about many of the policies and processes used by the Town to implement your Town Council's vision for our community.

As you will see, the Guide is just one of several information vehicles we use in our comprehensive communications program to inform and involve Cary citizens in your local government. From our award-winning Web site to Cary TV 11 to our electronic mailing list service, we hope you take advantage of these resources to learn about and interact with the Town of Cary. And as always, don't hesitate to contact us if you see ways we can improve our service to you.

OUR COMMUNITY

Cary, North Carolina is located in western Wake County and eastern Chatham County as the heart of North Carolina's renowned Research Triangle Region. Bound on the north and east by Raleigh, on the north and west by Research Triangle Park and Morrisville, on the south by Apex and Holly Springs, and on the west by the Jordan Lake area, Cary is one of the state's most progressive towns and the seventh largest municipality in North Carolina.

2010 Vital Statistics

- ▶ **Square Miles:** 55.34
- ▶ **Street Miles:** 657.30
 - Maintained by the Town: 448.64
 - Maintained by NCDOT: 118.06
 - Privately maintained: 90.60
- ▶ **Population:** 137,483
- ▶ **Race and Ethnicity**
 - Hispanic: 5%
 - African American: 6%
 - Asian: 12%
 - Caucasian: 77 %
- ▶ **Median Age:** 37.1
- ▶ **Median family income:** \$112,695
- ▶ **Households with children under 18:** 40.3%
- ▶ **Cary adults with a college degree:** 64.6%
- ▶ **Number of Parks:** 23
- ▶ **Total Park & Open Space Acreage:** 2,400
- ▶ **Miles of Greenway:** 53
- ▶ **Largest Employer:** SAS Institute
- ▶ **No. of Town Employees:** 1,150
- ▶ **Median Price of New Single Family House:**
 - Median sales price: \$263,000
 - Median list price: \$378,000
- ▶ **Residents living in Cary five years or less:** 40.9%
- ▶ **Residents living in Cary over 10 years:** 32.8%

History

Today's Cary began in the 1750s as a settlement called Bradford's Ordinary. About 100 years later, the construction of the North Carolina Railroad between New Bern and Hillsborough placed Bradford's Ordinary on a major transportation route. Soon after, Allison Francis Page, a Wake County farmer and lumberman, bought 300 acres of land nearby and established a sawmill, general store, and post office. He called his development Cary after Samuel Fenton Cary, an Ohio prohibitionist, abolitionist, and Congressman whom Page admired. The Town of Cary – the community we serve today – was incorporated on April 6, 1871.

In 1868, Page built a hotel to serve railroad passengers coming through Cary. Page sold the hotel to J. R. Walker in 1884; meals and rooms were available to travelers until 1916. It later became a private residence but by the mid-1980s had fallen into disrepair.

A group of concerned and dedicated citizens formed the Friends of the Page-Walker and spearheaded saving the historic structure. Following its inclusion on the National Register of Historic Places, the Friends partnered with the Town government to save the historic resource for use by all Cary citizens. Today, the Page-Walker Arts and History Center, located on Town Hall Campus, serves as a focus for arts and history activities as well as Town celebrations.

In the late 1800s, a prestigious, private boarding school was started in Cary and later became the first public high school in North Carolina. The school was located on the site currently occupied by Old Cary Elementary School in the heart of downtown Cary. No longer used for education, the school was purchased by the Town and is being restored and renovated into a community arts space.

With the development of Research Triangle Park in the 1960s and its proximity to Raleigh, Durham, and the Raleigh-Durham International Airport, Cary experienced the beginning of the high-quality development that still characterizes the Town today. From about 1,000 residents, Cary grew dramatically during the first decade of the Research Triangle Park, adding nearly 6,000 new citizens by the early 1970s. That number more than tripled to about 24,000 in the early 1980s and doubled again in the 1990s to more than 45,000. Cary broke the 100,000 mark in 2001.

Cary is home to the largest privately-held software company in the world – SAS – and has attracted other key, world-class businesses including Cotton Inc., John Deere, IBM, Siemens, American Airlines, Oxford University Press, Fidelity Investments, Deutsche Bank, and the Lord Corporation, to name just a few.

OUR STRUCTURE

Cary, North Carolina exists because the people who lived here many years ago asked the State of North Carolina to officially recognize their community and to give them the right to chart their own destiny. These people banded together because they knew they could accomplish more as a group than they could as individuals. Over the years, they created a shared vision for the area and put in place a structure to make that vision a reality. That structure is your local municipal government, the Town of Cary.

Overview of Governmental Responsibilities

Four distinct governmental entities serve Cary citizens – the Town of Cary, Wake County or Chatham County depending on which side of the county line you reside, the State of North Carolina, and the United States government. Each provides, oversees, regulates, and/or enforces a number of shared as well as unique elements, services, and activities affecting Cary citizens.

Closest to Cary citizens is the Town of Cary municipal government, charged with providing the broad range of services that touch most citizens every day and are detailed in this Guide. Cary uses a council-manager form of government to provide vital services including but not limited to police and fire protection, solid waste and recycling collection, parks, recreation and athletic activities, cultural arts, water and sewer utilities, and building inspections.

Cary citizens are also served by either Wake County or Chatham County government, which under State law uniquely oversees such things as public, mental, and environmental health as well as social services. Each county government is headed by elected board of commissioners, and county government also includes the board of elections as well as the elected county sheriff and elected register of deeds. In our area, responsibilities for K-12 public schools also fall to county government. While an elected county board of education develops, oversees, and implements school policies, practices, and hiring decisions, it is the county board of commissioners that approves school funding requests since boards of education have no taxing authority in North Carolina.

State government, headed by the Governor, the General Assembly, and the North Carolina Supreme Court, handles most everything related to motor vehicles including titles and tags, major roadway construction and maintenance, and driver licensing. Public colleges and universities as well as alcoholic beverage control, consumer protection, and insurance and utilities regulation also fall to the state.

Federal government includes the President, Congress, and the federal court system. Under the auspices of the federal government, citizens will find Medicare, Medicaid, Social Security, postal service, air and rail service regulation, immigration, and more.

Often, service provision overlaps two or more of these government entities depending on the very specific nature of that service and the laws of a particular state. For example, all four governmental entities collect taxes, but these taxes come from different sources and are used to support different services. It is the state and county governments – not the Town of Cary – that share responsibility for courts, schools, and elections. On the other hand, it is the Town that provides most emergency services such as police and fire, but we can get assistance from the county, state, and federal governments when necessary.

Town of Cary Government

Chartered by the North Carolina General Assembly in 1871, the Town of Cary is one of more than 548 municipal corporations in the State of North Carolina. Governed by a council-manager form of administration as provided for in the North Carolina General Statutes, the powers and authority of the municipal government are spelled out in state law, and Cary may do no more than is authorized by that body of law.

Under its council-manager form of administration, the citizens of Cary elect a seven-member Town Council, including the mayor. Four of the seven council members are district representatives chosen by voters within each geographic district. Two council members and the mayor are at-large representatives elected town-wide. Cary elections are held in odd-numbered years. The council members' four-year terms are staggered so that voters fill three or four of the seats every two years.

The elected council creates a vision for the community by setting the policies, goals, and direction of the government including adopting necessary laws. The council also appoints three staff members: the town attorney, the town clerk, and the town manager.

As the chief executive officer for the government, the town manager implements council's policies and oversees all government operations. The manager advises the council on all issues, proposes the annual budget, and coordinates the work of all municipal staff not appointed by the council. Cary's professional staff develops and implements projects, programs, and services in support of council's goals and is responsible for the organization's day-to-day operations. In 2010, this translated into needing about 1,150 staff to serve in more than 340 unique positions.

Location

Cary Town Hall and most of the administrative offices are located in the heart of downtown Cary—the 300 block of North Academy Street between Chatham Street and Chapel Hill Road. The physical address is 316 N. Academy Street, Cary, NC 27513. There you'll find Administration, Engineering, Finance, Inspections and Permits, Human Resources, Parks, Recreation and Cultural Resources, Planning, Police, and Technology Services as well as the Page-Walker Arts and History Center and the Herbert C. Young Community Center. Fire administration is housed one block south of Town Hall in the 100 block of North Academy Street, and most Public Works and Utilities operations are conducted out of the William M. Garmon Operations Center at 400 James Jackson Avenue, which is about two miles west of Town Hall.

Town Departments

Administration includes the town manager's office, budget, and public information. The town manager 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 town manager's office ensures the advancement of the philosophies and policies of the Town Council and that all local, state and federal laws and regulations are met. Budget directs and manages the planning, development, and execution of the annual operating budget, annual capital improvements budget, and long-range capital improvements plan. Public information manages all aspects of communications including developing and executing the Town's annual Comprehensive Communications Plan and overseeing Cary TV 11, BUD, and all Web site content.

► *Telephone: (919) 469-4007*

Engineering provides leadership for controlled infrastructure development within the Town of Cary and is responsible for overseeing the planning, design, construction, and inspection of public capital improvements projects including street improvements, right-of-way acquisitions, stormwater and utility

system improvements, utility plant expansions, and traffic engineering. Engineering and Planning collaborate on thoroughfare planning. Engineering also enforces stormwater management ordinances and other engineering-related laws and regulations.

► *Telephone: (919) 469-4030*

Finance administers the financial affairs of the Town including utility billing and collection, accounts payable and receivable, payroll, risk management, purchasing, cash management, accounting, and debt administration. This department provides financial customer service to utility customers, taxpayers, other departments, employees, and vendors, and the department produces the Comprehensive Annual Financial Report which includes general information about the Town, financial statements, the independent auditor's report, and statistical information. Thanks to prudent financial decision-making and action by the entire team of council and staff, the Town of Cary's general obligation bonds are rated AAA, the best possible rating for a local government!

► *Telephone: (919) 469-4380*

Fire protects the community from the effects of disaster and emergencies by providing fire suppression, first responder emergency medical and technical rescue services. Fire code inspection/enforcement and fire safety public education is provided by the Risk Management Group within the department. Cary Fire Department is a member of the regional Urban Search and Rescue (USAR) team and offers disaster training to the citizens of Cary through Community Emergency Response Team (CERT) classes. Mutual aid is provided to surrounding fire departments when requested. The department is accredited by the Commission on Fire Accreditation International.

► *Telephone: (919) 469-4056*

Human Resources recruits, develops, and promotes model personnel and employee safety programs and practices designed to attract, develop, and retain a well-qualified and diverse work force. 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.

► *Telephone: (919) 469-4070*

Inspections and Permits is responsible for enforcing the North Carolina Building Code through building, mechanical, electrical, and plumbing code inspections. The department is also responsible for street addressing and enforces minimum housing standards, reviews construction plans, collects fees, and issues permits for new construction and renovations.

► *Telephone: (919) 469-4340*

Parks, Recreation and Cultural Resources (PRCR) plans and provides a variety of enjoyable and cost-effective recreation, sports, environmental, historical, and cultural arts programs and services. Also nationally accredited, PRCR acquires, develops, beautifies, conserves, and maintains a system of parks, greenways, and recreation facilities to assure quality leisure opportunities for all Cary residents.

► *Telephone: (919) 469-4061*

Planning develops and implements comprehensive growth and land use plans, small area, district and corridor plans, open space and historic resources plans, affordable housing plans and programs, and downtown redevelopment. Staff also coordinates intergovernmental and regional planning and agreements. This department is responsible for assembling demographic data, maintaining and enforcing zoning ordinances, processing sign permits, preparing maps, and assisting planning boards and commissions. Transportation planning for roadways, pedestrians, and bicyclists is led by this department as well as managing C-Tran, the Town's transit system. Planning also handles annexations and rezonings and reviews all development plans.

➤ *Telephone: (919) 469-4082*

Police protects the life and property of the citizens of Cary through education, prevention, and enforcement efforts that include youth services, school resource officers, neighborhood watch programs, animal control, and the Citizens Police Academy. As one of the nation's most progressive law enforcement agencies, the department has been nationally accredited since 1992 through the Commission on Accreditation for Law Enforcement Agencies. Cary is one of over 600 police departments across the country to receive this prestigious accreditation.

➤ *Telephone: (919) 469-4012*

Public Works and Utilities handles a broad range of responsibilities for the Town's infrastructure including long-range utility planning, water conservation, beautification, reclaimed water, water and wastewater treatment and services, maintenance of streets, parks, Town-owned buildings and grounds, traffic signals, solid waste removal for residential customers, residential recycling pickup, residential yard waste collection, and fleet maintenance for all Town vehicles and equipment. In addition, the department provides an adequate and safe water supply to citizens of the towns of Cary, Apex, and Morrisville, the Wake County portion of the Research Triangle Park, and the Raleigh-Durham International Airport. Processing more than 4.4 billion gallons of wastewater each year, it also manages wastewater services for Morrisville and the Wake County portion of the Research Triangle Park.

➤ *Telephone: (919) 469-4090*

Technology Services supports the Town government's council and staff in the management and use of information technology to provide better and more cost-effective services to the citizens of Cary.

➤ *Telephone: (919) 460-4900*

The **Town Clerk** gives notice of council meetings, prepares the council agenda and records council proceedings, serves as custodian of all permanent Town records, keeps the Town seal, attests all Town documents, updates the Town's Code of Ordinances, manages the Town Council volunteer boards and commissions, maintains Hillcrest Cemetery records, and provides support services to the Town Council.

➤ *Telephone: (919) 469-4011*

The **Town Attorney** is the full-time legal advisor for Town Council and staff.

➤ *Telephone: (919) 469-4008*

Budget Process

Everything that everyone does as part of or on behalf of the Town of Cary has its origins and justifications in the annual budget, the official plan that lays out how the organization will meet the vision for Cary. In the budget, the Town Council articulates its vision, which drives the operation of the organization by guiding Town staff in their creation and maintenance of specific programs, projects, and activities.

The Town of Cary prides itself on using the most progressive, comprehensive, and effective practices in developing and implementing the annual budget. A yearlong process tied directly to the Town Council's priorities, Cary's budget development begins with each department's submitting prioritized budget requests to the budget office. After reviewing the initial budget requests, the town manager, assistant manager and budget staff meet with departments to thoroughly examine all requests. Emphasis is placed on achieving Council's goals by maintaining a strong financial position and high levels of service, identifying opportunities for further efficiencies in the organization, reducing costs, and ensuring that we plan for future needs. Streamlined budget narratives submitted by the departments focus on program objectives and performance measures, with quantitative and qualitative performance indicators included to measure progress toward program objectives. After deliberations by the panel, public input from our citizens, work sessions with Council, and a formal public hearing, the Town Council adopts the budget each year on or before June 30th as required by state law. Cary's budget includes the Annual Operating Budget and the Annual Capital Improvements Budget as well as a 10-year Capital Improvements Plan.

The work of every staff member, every contractor, and every consultant is directly tied to Town Council's vision and goals. To illustrate, let's take a look at one of the council's goals to see how it all fits together.

Ensure that roads, water and wastewater facilities, parks, and other infrastructure exists for the existing citizens and for the future needs identified in the Comprehensive Plan.

To support this goal, the organization hires:

- Scientists and engineers to make sure that the roads, water system, and wastewater systems are designed to meet local, state, and federal environmental standards;
- Construction workers to build the roads and lay the lines and meters for the water and wastewater systems;
- Inspectors to ensure that roads are built to Town standards;
- Fleet maintenance workers to keep the inspectors' trucks in good working order;
- Purchasing agents to acquire the trucks that the inspectors drive, the tools that the maintenance workers use, the shovels and heavy equipment that the construction workers need, and the office, lab, and safety equipment and supplies for the scientists and the engineers;
- Buildings and grounds crews to maintain the buildings where the purchasing agents, engineers, scientists, and fleet maintenance workers work.

-
- And so it goes until every staff member, volunteer, consultant and contractor is accounted for. From stocking inventory to designing and constructing a new park, everything we do can be tied to Town Council's vision for Cary.

Please take time to review the current year's budget online at www.townofcary.org.

OUR CULTURE

In the Town of Cary, how we approach our work is as important as the work itself, and there are three primary statements that guide Town staff in our approach: the Town of Cary Mission Statement, Statement of Values, and our Citizen Service Commitment.

Mission Statement

At the Town of Cary we focus every day on enriching the lives of our citizens by creating an exceptional environment and providing exemplary services that enable our community to thrive and prosper.

Statement of Values

To achieve our mission we will uphold the following values:

1. Our organization exists to serve our **citizens**. We will be open, ensure access, encourage involvement and be accountable to our citizens.
2. **Employees** are our most important resource. We will attract and retain the best employees and invest in their personal and professional growth.
3. We will be **honest**, ethical and diligent. Our actions will comply with local, state and federal laws.
4. We will treat everyone with **dignity**, respect and fairness.
5. We will achieve the best results through effective **teamwork**, strategic partnerships and community participation.
6. We will provide outstanding customer **service** that is polite, friendly and responsive.
7. We value **creative** thinking and innovation. We will continue to be nationally recognized for excellence in local government.
8. We value **growth** that balances desired service levels, economic benefits and continued stability for our community.
9. We are **cost conscious**. We spend public funds responsibly and effectively to ensure the Town's short and long term financial strength.
10. We are committed to proactive, comprehensive **planning** to guide the future of our community.
11. We will preserve and protect our environment. We will be good **stewards** of our finite natural resources.

Adopted by Town Council, 2006

Citizen Service Commitment

With service as our only product, the Town of Cary is dedicated to providing the highest achievable level of customer satisfaction by providing citizen services in the most effective manner possible. We will accomplish this through polite, friendly, and courteous interactions with citizens and by making a personal commitment to resolving citizen problems quickly and thoroughly. We strive to give immediate attention to citizen needs and to provide citizens with complete and accurate information in a timely manner. Our goal is to be recognized throughout the Eastern United States for providing the highest quality customer service to all citizens.

Citizen Involvement

An involved citizenry is the hallmark of a strong community and an effective government. Indeed, it was a citizen's movement that in 1871 resulted in the formation of the Town of Cary. Today, opportunities abound for Cary citizens to continue taking part in shaping their government and, therefore, their own futures.

Attend Meetings: Meetings of the Town Council as well as those of its appointed boards and commissions are open to the public. Notices of meeting times and locations are posted days in advance at Town Hall, on the Town's Web site, www.townofcary.org, and on Cary TV 11, the Town's government access cable television channel. Regular Town Council meetings include "Public Speaks Out," a time designated specifically for public comment. In addition, many council meetings include public hearings during which citizens may speak about the subject of that particular hearing.

For many special projects, the Town reaches out to citizens with neighborhood meetings held to answer questions and receive input from residents in the area directly and potentially impacted by the project. Topics vary from widening an existing road to adding sidewalks to proposed construction projects of Town facilities. These invaluable input sessions lead to projects' being designed in ways that best meet the needs of those most closely associated with their long-term impacts. Just like regular council meetings, upcoming input sessions are advertised on Cary TV, www.townofcary.org, and in The Cary News. And for those most affected, check your mail for a letter directly from us.

E-Participation: As citizens of Cary, residents enjoy wide access to their government electronically. With over 96 percent of citizens having access to the Internet at home or at work in 2008, the Town's #1 communication tool is our award-winning Web site. From Web polls to answers to thousands of frequently asked questions to the latest news to a growing list of online governmental services including program registration and utility payments, www.townofcary.org is where to go to get and give ideas and information concerning the Cary community. Subscribe now to our electronic mailing list service and never miss an important announcement from your Town government.

Information is also available 24/7 on Cary TV 11. Programming includes wink – a live look at rush-hour traffic via more than 20 cameras throughout Cary, the monthly news magazine BUD-TV, and the Town Council's Cary Matters as well as live meetings of the Cary Town Council, the Wake County Board of Commissioners, and the Wake County Board of Education. Cary TV also carries programming from NASA and Annenberg CPB as well as news magazines from Wake County government and the Wake County Public School System. You'll find the daily programming guide at www.townofcary.org.

Volunteer to Serve: Citizens may apply to serve on one of several standing council-appointed boards and commissions. See our Web site for a current list. The Town Clerk recruits to fill vacancies each spring with appointments being made by Town Council in September. Most board seats are for three-year terms. In addition to the standing boards, the Town sometimes has a number of special committees and task forces working for a finite time on specific, current issues. Appointments to these special groups are made as needed and advertised through various means, including our Web site. Terms of service for these groups vary.

► *Telephone: (919) 469-4011*

In addition to council boards, the PRCR Department recruits large numbers of volunteers to participate in many areas including coaching sports teams, events, festivals, trail workdays, park cleanup, maintenance or enhancement projects, Eagle Scout projects, docents at Page-Walker Arts and History Center, and helping out with Applause! Cary Youth Theater. Volunteers may serve on the Athletics Committee, Greenways Committee, and Cultural Arts Committee which are advisory bodies to the PRCR Advisory Board.

► *Telephone: (919) 469-4061*

Groups of citizens may volunteer to stencil storm drains in the Town of Cary. Storm drain stenciling is part of an effort to increase public awareness that what goes into storm drains eventually ends up in our rivers, not in a wastewater treatment facility. Cary has more than 13,000 storm drains which empty into either the Neuse or Cape Fear watersheds. Small groups of volunteers attend a brief training session and then, using stenciling kits provided by the Town, spray-paint drains with a “Flows to the Neuse River” or “Flows to the Cape Fear River” message.

► *Telephone: (919) 469-4030*

Help keep Cary clean and forever green through Spruce, our volunteer-based program that connects citizens to beautification, litter reduction and environmental conservation projects in our community. Spruce initiatives include semiannual town-wide litter sweeps, Adopt-a-Spot opportunities, tree and flower plantings, outdoor beautification projects in public places, trail maintenance days, mulching workdays and neighborhood-scale sweeps. The Spruce program is a way for citizens, civic and religious groups, neighborhoods, churches, businesses and schools to work together to have a direct, positive impact on our environment.

► *Telephone: (919) 469-4090*

Many citizens are also interested in the Block Leader Program, a special grassroots communications effort to educate citizens about conservation and the environment. These volunteers are resources for their neighborhoods, providing information and materials to help residents become more conscientious about their water use, solid waste disposal, stormwater runoff, and recycling practices. To become better informed, Block Leaders annually attend a one-hour orientation session and pick up their materials for distribution. Block Leaders do not have any enforcement responsibilities.

► *Telephone: (919) 469-4090*

Volunteer to help your community in an emergency by joining CERT – Community Emergency Response Team. The Town’s Fire and emergency services train citizens how to take care of themselves first and

then help others in the community in the first three days following a natural or manmade disaster. CERT members are taught basic disaster response skills such as fire safety, light search and rescue, and disaster medical operations.

➤ *Telephone: (919) 625-9141*

And finally, volunteer to help our police by becoming part of Cary's CAP Team – Citizens Assisting Police. CAP Team members help provide security at public events and assist the Police Department with child safety seat installation, clerical duties, service center staffing, Community Watch programs and other duties. CAP members do not carry guns, and before becoming CAP Team members, a volunteer must successfully complete Cary's Citizens Police Academy and receive training in such responsibilities as report writing.

➤ *Telephone: (919) 469-4324*

TOWN SERVICES, ACTIVITIES AND INITIATIVES

Accident Reports

Call Police Records to get a copy of an accident report.

➤ *Police, (919) 469-4021*

Accounting

The Town's accounting division administers the Town's financial affairs including investing all Town funds, debt planning and issuance, maintaining accounting and financial records, invoicing all non-utility billed revenues, managing revenues and collections, preparing the bi-weekly payroll, and preparing the Comprehensive Annual Financial Report. Within the division, accounts payable processes payments to vendors for goods and services provided to the Town.

➤ *Finance, (919) 469-4380*

Affordable Housing Plan

The Affordable Housing Plan, adopted by Town Council on May 11, 2000, is a chapter in the Town's Comprehensive Plan that provides long-term guidance to future land use and development decisions with respect to housing. The plan includes strategies and initiatives to achieve a higher proportion of housing accessible to Town employees such as police officers and firefighters, as well as teachers, service workers, and others who seek affordable housing in Cary. See also *Housing Resources*.

➤ *Planning, (919) 469-4082*

Alternate Day Watering

Adopted by the Cary Town Council in April 2000, the Alternate Day Watering Ordinance is a year-round outdoor watering law for all utility customers except for the relatively few citizens who irrigate with non-drinking water sources such as reclaimed, pond, lake, or well water. According to the alternate day watering schedule, customers have the same three days each week to water their landscape with irrigation systems or sprinklers:

- Odd numbered street addresses: Tuesday, Thursday, Saturday
- Even numbered street addresses: Wednesday, Friday, Sunday

While drip zones and hand watering is allowed any day of the week, watering with automatic irrigation systems or sprinklers on Mondays is not permitted. Permitted handheld devices include, but are not limited, to hoses and watering cans or wands. The alternate day watering schedule does not apply to any type of car washing, filling pools, or power washing. A forty-five day exception to the Alternate Day Watering Ordinance is available April 15 through August 15 for customers planting warm season grasses (Zoysia, Bermuda, St. Augustine, and Centipede) and September 15 through November 15 for customers planting cool season grasses such as fescue. Apply for exceptions online at www.townofcary.org or by calling the Public Works and Utilities Department.

- *Public Works and Utilities, (919) 469-4090*

Amphitheatres

See *Koka Booth Amphitheatre at Regency Park* and *Sertoma Amphitheatre*

Animals, Dead

See *Solid Waste Collection*

Animals, Rules

See *Pets*

Animals, Wild

Sick or injured animals, animals that are treated cruelly, or animals running at large should be reported to Animal Control; also report any animal bites to humans or pets. Do not touch or try to capture any wild or stranger animal, especially those that may carry the rabies virus and even if you think the animal is dead; instead, report the location of the animal to Animal Control immediately. For help removing or repelling pesky wild animals not in your living space – such as bats in the attic or raccoons in the garbage – see PEST CONTROL in the Yellow Pages. See also *Solid Waste Collection*.

- *Animal Control, (919) 319-4517 or Police, (919) 469-4012*

Annexation

The State of North Carolina asserts that areas which are urban in character should be part of and served by municipalities. Annexation is the process under state law by which property not within a town's corporate limits may become part of that town. The annexation process may be initiated by citizens or by a municipality. Under citizen-initiated annexation, the property owner petitions the municipality to be added to its corporate limits; with town-initiated annexation, it is the municipality that initiates the annexation. The Town of Cary supports both the citizen-initiated and town-initiated annexation processes and administers them in accordance with state law.

Annexation into the Cary's corporate limits is required prior to connecting to the water or sewer systems. Properties that are annexed may take advantage of all the services offered by Cary, including the accredited police, fire and paramedic services and trash and debris removal, and the variety of recreational opportunities offered by the PRCR Department. All major new development proposals are required to annex into the Town's corporate limits. The process requires submittal of an application-n. Each annexation requires a public hearing, and the citizen-initiated process generally takes two to three months. View a short video about Cary's annexation process by visiting www.townofcary.org.

➤ *Planning, (919) 469-4082*

Applause! Cary Youth Theatre

Applause! offers theatre classes, camps and workshops for youth age 4-18. In addition to class and camp performances, Applause! holds auditions and design team interviews for two annual main-stage productions. Auditions are typically open to ages 8-18; design team interviews are typically open to ages 10-18.

➤ *Parks, Recreation and Cultural Resources, (919) 469-4061*

Appliance Disposal

See *Recycling*

Art

See *Public Art*

Backflow Prevention Assembly

To protect the Town's water system, the Town of Cary's Cross Connection Control Ordinance requires all single-family residential irrigation customers to have an approved backflow prevention assembly installed on all outdoor irrigation systems and tested annually. To assist customers in completing the required testing, the Cary Town Council initiated a program in 2008 that provides customers the choice of allowing the Town to manage the annual process for a fee which includes the testing fee and minor repairs and replacement parts if needed. In this program, the Town contracts with certified testers to perform testing and limited repair of the assembly. All residential irrigation customers are automatically scheduled for testing. The Town of Cary will mail a letter describing the backflow prevention assembly

testing program to all residential irrigation customers annually. Customers who prefer to coordinate their own testing can “opt out” of the Town coordinated program and complete the required test using an approved tester of their choice. Customers who do not want to participate in the program must inform the Town of their decision to opt out by June of each year. To opt out call Public Works at (919) 469-4090 or send opt out requests to residentialcrossconnectionprogram@townofcary.org. You may also use our online Opt Out Form found at www.townofcary.org. Customers who choose to opt out of the program are still required to have their backflow prevention assembly test completed by August of each year. Test reports must be mailed:

Department of Public Works and Utilities
Cross Connection Control
PO Box 8005
Cary, NC 27512-8005

If an assembly is damaged beyond repair, the customer will be responsible for contacting a licensed plumber to repair the assembly, perform testing and submitting the test result to the Town of Cary. Customers will also be responsible for arranging their own testing if an assembly is located inside the crawl space of a building, under decks, inside a shed, or in a closed or restricted access or structure. For more information, or for a list of certified testers, visit www.townofcary.org or call the Public Works and Utilities Department at (919) 469-4090. See also *Cross Connection Control*.

➤ *Public Works and Utilities, (919) 469-4090*

Backwater Valve

To protect your property, the North Carolina Building Code requires a backwater valve to be installed if the plumbing fixtures are below the top of the first, upstream manhole on the street. A properly operating backwater valve allows flow to only go in one direction, thus preventing wastewater from entering your building during regular sewer system maintenance or inadvertent sewer system backups. To find out if you have or need a backwater valve, check your plumbing plans or consult with your builder or professional plumber. If sewage backs up into your home, the cost to clean up and repair damages may be high, and towns cannot be held liable for damages when a backwater valve has not been installed by a property owner.

➤ *Public Works and Utilities, (919) 469-4090*

➤ *Inspections and Permits for permitting, (919) 469-4340*

Ball Field Reservations (baseball/softball fields)

Ball field reservations and rentals may be made in person or by phone (in certain circumstances) at the PRCR office in Town Hall at 316 N. Academy Street. Reservations may be made starting on Monday at 8 a.m. for that week. Fields are available for rental March through October.

There are also two softball/baseball complexes in Cary: Middle Creek Park and Thomas Brooks Park. These complexes host various local, state, and national youth and adult programs and tournaments. The USA Baseball National Training Complex is located at Thomas Brooks Park and hosts local high school/

college games, and tournaments, NCAA Championships and most notably home to the USA Baseball National Teams for training and games.

There are also multipurpose and soccer fields located throughout Cary in various parks as well as at WakeMed Soccer Park. Some of these fields are managed and maintained by local sports organizations through a long-term use agreement. Other fields are managed and maintained by the Town.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Bicycling

Part of the Town of Cary's Comprehensive Transportation Plan, the Bicycle Plan includes information on bicycle safety and rules of the road, a bicycle route map and guide, links to registering bicycles, and recommendations for future bicycle planning in Cary. The League of American Bicyclists recognizes Cary as a "Bicycle Friendly Community."

► *Planning, (919) 469-4082*

Block Leader Program

Utility customers may join the Block Leader Program, a grassroots communication effort to educate citizens about conservation and the protection and preservation of our environment. Once a year, Block Leader volunteers provide information and promotional items to their neighbors about water use, solid waste disposal, recycling, stormwater, beautification and litter reduction. Volunteers are resources for their neighbors and do not have any enforcement responsibilities.

► *Public Works and Utilities, (919) 469-4090*

Boards and Commissions

Town Council appoints the members of 10 citizen boards and commissions to advise them on various issues in the community:

- The Citizen Issue Review Commission serves as the initial "gateway" for citizens who wish to form an official citizen issue advisory group and be sanctioned as such by the Town of Cary.
- The Economic Development Commission provides advice and recommendations to the council on economic development standards and activities for the Town of Cary.
- The Environmental Advisory Board provides feedback and advice to council on policies, ordinances and administrative procedures regarding environmental protection and the conservation of energy and natural resources.
- The Information Services Advisory Board advises the council on information technology and communications matters as they relate to the Cary citizenry and offers input and guidance on the development and implementation of efficient and effective communications tools and programs to disseminate information and to receive input from the public.

-
- The Parks, Recreation and Cultural Resources Advisory Board provides advice and recommendations to the council on matters of planning and implementation of parks, greenways and facilities as well as the programs and events conducted as part of the PRCR Department.
 - The Planning and Zoning Board advises the council on land use, zoning, and development issues.
 - The Public Art Advisory Board provides advice and recommendations to the council on all matters relating to the administration, acquisition, and inclusion of public art.
 - The Sister Cities Commission strives to further global understanding and to encourage and assist sister city relationships between the Town of Cary and its citizens and cities throughout the world.
 - The Town Center Review Commission reviews new subdivision and site plans for the downtown area. This commission is also responsible for reviewing proposed plans for development approval within the boundaries of the Town Center District, reviewing proposed public enhancement projects such as public art and streetscapes in the Town Center, administering downtown design guidelines, and making recommendations on requests for variances from the downtown sign regulations.
 - The Zoning Board of Adjustment hears and decides appeals where it is alleged that there is an error in any order, requirement, permit, decision, determination or refusal made by the planning staff or other administrative officials in the enforcement of any provisions of the zoning ordinance.

The Town Clerk recruits volunteers each spring from the general citizenry and, depending on the board, the Town's extraterritorial jurisdiction, to fill vacancies with appointments being made by the Town Council in September. Most board seat terms are for three years.

► *Town Clerk, (919) 469-4011*

Boat Rental

Bond Park provides pedal boats, fishing boats, canoes, kayaks and sailboats for rent. For fee information and the boathouse schedule call (919) 469-4100.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Bond Park

Fred G. Bond Metro Park, a 310-acre facility, is the largest municipal park in Wake County. The park's design offers opportunities for both passive and active recreation while preserving the environment and integrating all facilities into natural settings. The park features a 42-acre lake for fishing and boating as well as picnic shelters, seven athletic fields, a 350-seat amphitheatre, trails, a large playground, and the Challenge Ropes Course. The park's Compost Education Center includes a self-guided trail that demonstrates how to compost, the environmental and economic benefits of composting, and how to

use the finished compost. The 29,000-square-foot Bond Park Community Center includes activity and meeting rooms, two gymnasiums, and shower and locker rooms. Also at Bond Park is the 16,000-square-foot Cary Senior Center, which includes meeting, activity and kitchen facilities.

- *Bond Park Boathouse, (919) 469-4100*
- *Bond Park Community Center, (919) 462-3970*
- *Cary Senior Center, (919) 469-4081*
- *Parks, Recreation and Cultural Resources, (919) 469-4061*

Bond Rating–AAA

The Town's general obligation bonds are rated AAA by the three national rating agencies: Fitch, Moody's, and Standard & Poor's. Having a AAA credit rating saves Cary and its citizens hundreds of thousands of dollars in interest as the Town borrows money for large capital projects.

- *Finance, (919) 469-4380*

Bonds

As part of our debt management strategy, the Town issues bonds and enters into installment contracts to finance many large capital projects. The Town's general obligation bonds are rated AAA, the best possible, by all three national credit rating agencies, which saves Cary and its citizens hundreds of thousands of dollars in interest when the Town borrows money. Most of the Town's bonds are sold competitively to the investment banking firm that submits the lowest interest rate bid. The winning bidder then sells the bonds to individuals and institutions. Individuals can purchase Cary bonds from registered broker dealers.

- *Finance, (919) 462-3957*

Building Permits

Building permits are required and issued to erect, enlarge, alter, remove, demolish, or repair a structure in the Town of Cary in accordance with the North Carolina Building Code. This includes everything from new construction to renovations and additions to residential as well as commercial structures.

Building Permits for small projects can be obtained using the SPOT (Small Project One-hour Turnaround) Program. Applicants that come in between 8 a.m. and 11 a.m. with all required information (plot plan, building plans, contractor info, etc.) may receive their permits within one hour. If there are any problems with the plans or paperwork, staff will work with the applicant to resolve the problem on the spot. Decks, porches, storage buildings, attic or basement conversions, and additions of under 500 square feet are all eligible for SPOT permitting.

Electrical permits are required for the installation of new electrical service equipment, existing service relocation and service increases as well as interior and exterior fixed appliances and equipment connections.

Mechanical permits are required for the replacement, repair or alteration of mechanical systems in structures including gas lines, gas logs, gas lights, gas grills, propane tanks, and associated piping for flammable liquids.

Plumbing permits are required for all plumbing work including water service, drains, water mains, sewage disposal systems, irrigation systems, and related fixtures and appliances.

- ▶ *Inspections and Permits, (919) 469-4340*

Bulk Reclaimed Water

The Town of Cary provides reclaimed water free of charge for use by contractors and landscape companies for irrigation, dust control, and other non-potable uses (250 gallon minimum). Reclaimed water is highly cleaned wastewater that meets state reclaimed water quality requirements. It is a safe, cost-effective alternative to using potable water for non-drinking uses. Pickups are available during regular business hours at both of Cary's reclamation facilities. Tank truck drivers must participate in a brief training prior to pickup and distribution of reclaimed water.

- ▶ *North Cary Water Reclamation Facility, (919) 677-0850*
- ▶ *South Cary Water Reclamation Facility, (919) 779-0697*

Bulk Water Sales/Hydrant Access

Public Works and Utilities will supply to citizens and contractors bulk water meters that attach to fire hydrants. The hydrant equipment may be used to fill pools, clean streets, control road dust, for special events or to supply water to construction sites. First time bulk water users must establish a credit account with the Town of Cary by calling the Finance Department at (919) 319-4552. Bulk water transactions are conducted 8 a.m. to 5 p.m. weekdays. To schedule a bulk water meter setup or pickup, call Public Works and Utilities 24 hours in advance.

- ▶ *Public Works and Utilities, (919) 469-4090*

Burning, Outdoor

Any outdoor burning requires a permit issued by the Cary Fire Department Risk Management Division.

- ▶ *Fire, (919) 469-4056*

Buses

See *C-Tran*

Business License

Any person conducting business within Cary's corporate limits must pay a business license tax unless specifically exempted by state law. Business activities include but are not limited to maintaining a business location within the Town limits, conducting business personally or through agents, soliciting

business within the Town, and picking up and/or delivering goods or services within the Town limits. If an individual or company is engaged in more than one type of business, separate licenses may be required for each type. The business license form is on the Town's Web site at www.townofcary.org.

► *Finance, (919) 460-4952*

C-Tran (Cary Transit)

C-Tran, Cary's transit system, provides clean, safe, reliable and efficient transit service to the community. C-Tran offers Fixed Route and Door-to-Door service:

- **Fixed Route Transit Service** – C-Tran provides general public transit service on six fixed routes that cover a large portion of the community. This service is provided six days a week, Monday through Sunday, from about 6 a.m. to 8 p.m., excluding holidays. Trips cost only \$1 per one-way trip and \$.50 during off-peak hours (9 a.m. to 3 p.m.) and transfers between C-Tran routes at major transfer stops are free all day. C-Tran accepts cash or tickets can be purchased at the Town of Cary Finance Department, Kroger at Maynard Crossing Shopping Center, or the Cary Senior Center located in Bond Park. C-Tran connects with four Triangle Transit routes as well. Triangle Transit daily and monthly passes are also accepted as fare. System maps can be picked up at Town Hall, on buses, or in the waiting room of the Cary Train Station. A description of the six routes are provided below:

Route 1 – Maynard Loop clockwise direction route that travels completely around Maynard Road with stops at the Maynard Crossing, Northwoods Market, Mayfair Plaza, Cary Towne Center Mall, Centrum Shopping Center and Crossroads.

Route 2 – Maynard Loop counterclockwise direction route that travels completely around Maynard Road with stops at the Cary Towne Center Mall and Crossroads.

Route 3 – This route covers the area north and south between the Cary Train Station downtown and Harrison Square Shopping Center across from SAS on North Harrison Avenue with a loop traveling on Cary Parkway to Norwell Road, then right on Weston Parkway.

Route 4 – Travels between the Cary Train Station and Highway 55 at High House Crossing Shopping Center with numerous stops along High House Road (Preston Corners, Cornerstone Shopping Center, Maynard Crossing) and additional stops along West Chatham Street.

Route 5 – Service area includes numerous stops between the Cary Train Station and Crescent Commons including: Mayfair Plaza, Wrenn Drive, Western Wake Hospital, Crescent Commons Drive, and Wal-Mart.

Route 6 – Service area includes service from the Cary Train Station downtown, west on Chatham Street, south on Maynard Street, Cary Towne Center Mall, Walnut Street, Donaldson Drive, and Buck Jones Road to Raleigh near Western Boulevard.

- **Door-to-Door Transit Service** – C-Tran provides door-to-door van service for all trip purposes in-town for registered seniors (age 60+) or persons with disabilities six days a week (Monday through Saturday) from about 6 a.m. to 7:30 p.m. except on Town-recognized

holidays. Out-of-town trips are provided only for medical trips for seniors and employment trips for persons with disabilities. Registration for service can be completed at the Cary Senior Center or print out the application forms from our Web site listed in the fixed route section above. Fares for our door-to-door services are as follows:

Tier I – Trips wholly within $\frac{3}{4}$ mile of the fixed rout corridors, \$2 per one-way trip

Tier II - Trips not wholly within the $\frac{3}{4}$ mile corridor of the fixed routes but within Town limits, \$4 per one-way trip

Tier III - Out-of-town trips (Raleigh, Durham, Chapel Hill, Apex, and Morrisville), \$6 per one-way trip

► *Fixed Route Information, (919) 485-RIDE*

► *Planning, (919) 469-4082*

Calendars

Find calendars for solid waste collection, official Town government meetings, and much more on the Town's Web site, **www.townofcary.org**. Also see the Town's weekly display ad each Wednesday on page A-5 of the local newspaper, The Cary News, for public notice announcements and upcoming Town programs and activities.

► *Public Information, (919) 469-4007*

Camps and Art Experiences – Schoolz Out 411

Schoolz Out 411 programs are designed for year-round, traditional school and home-schooled youth. Several program options are available such as half-day, full-day, hourly, week-long and daily. Programs include art, sports, science, drama and more. Day camps for traditional calendar and tracked-out year-round students are offered throughout the year. For details, go to **www.townofcary.org** or call:

- Art Camps, (919) 469-4069
- Sports Camps, (919) 469-4062
- Clown Camp, (919) 460-4963
- Nature Camps, (919) 387-5980
- Performing Arts Experiences, (919) 469-4061
- Safety Town, (919) 460-4965
- Summer Day Camps & Track-Out Day Camps, (919) 462-3970
- Teen Adventure Camps, (919) 462-3970
- Teen Video Project, (919) 460-4963
- Space/Science Camps, (919) 771-1295
- Skate/BMX Camps, (919) 380-2970

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Car Seat Installations

Police and Citizen Volunteers who are certified to provide car seat installations/checks will do so at Fire Station #2, 875 SE Maynard Road, on Wednesdays 9:00 a.m. to 1:00 p.m. No appointment is necessary on this day.

► *Police Traffic Division, (919) 469-4338*

Cary Tennis Park

The Cary Tennis Park features 29 full-sized lighted tennis courts (including a stadium court) and 4 youth-sized QuickStart courts. A variety of tennis opportunities are offered including instructional and play for beginner through advanced players for both youth and adults. Contact the park directly at (919) 462-2061 for additional information. Cary also has 25 public hard-surface courts around town ideal for pickup play.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Cary TV 11

See Public Information

Cemetery

See Hillcrest Cemetery

Christmas Parade

For over 30 years, the Cary Jaycees has sponsored a downtown Christmas Parade. Information and applications may be found on their Web site at www.caryjaycees.org. The parade is typically held on the second Saturday in December.

► *Cary Jaycees, (919) 406-6200*

Christmas Tree Collection

See Solid Waste Collection

Citizen Satisfaction Biennial Survey

Every two years the Town undertakes a scientific, representative telephone survey of Cary citizens as part of our assessment of citizen opinion on our effectiveness in helping promote and support a high quality of life for our citizens. Survey results are available in the Research section of www.townofcary.org.

► *Public Information, (919) 460-4951*

Citizens Police Academy

This multi-week evening program offers an opportunity for the general public to see firsthand the duties and responsibilities of law enforcement personnel. Attendees interact with police officers, emergency communications officers, records clerks, and animal control officers. The program does not train citizens to become police officers; the program helps attendees better understand the law enforcement profession. Training for the academy is provided entirely by the Police Department.

► *Police, (919) 380-4218*

Citizen's Convenience Center

Located at 313 N. Dixon Avenue in downtown Cary, the Citizen's Convenience Center is open Monday through Friday 8 a.m. to 7 p.m., Saturday 8 a.m. to 6 p.m., Sunday 1 p.m. - 6 p.m., and most holidays 8 a.m. to 6 p.m. The Convenience Center is closed on Thanksgiving, Christmas, and New Year's Day. Cary citizens may dispose of bulky trash, Christmas trees, yard waste, wood pallets, miscellaneous trash, household garbage and large appliances (fee applies) at the Citizen's Convenience Center. Computers and electronics (with a cord/plug) may also be recycled at the Center. All recyclable materials included in our residential curbside collection program are also accepted. Please rinse containers and discard all lids. Shredded paper, oil, wood, and propane tanks are not accepted. Waste from private contractors is not accepted. See also *Recycling and Solid Waste Collection*.

► *Public Works and Utilities, (919) 469-4090*

Common Lines

Common lines are generally six-inch Sanitary Sewer Lines that are not maintained by the Town and are considered private. These lines are usually located outside the 10-foot utility easement and are the responsibility of the property owner.

► *Public Works and Utilities, (919) 469-4090*

Community Centers

Recreation programs and special events are offered at the Bond Park Community Center, Middle Creek Community Center and the Herbert C. Young Community Center. Programs include fitness and exercise, dance, self-defense, martial arts and other recreational and athletic opportunities. The Bond Park Community Center is located in Bond Park, 801 High House Road. Middle Creek Community Center is located at 123 Middle Creek Park Avenue adjacent to Middle Creek High School. The Herbert C. Young Community Center is located at 101 Wilkinson Avenue in downtown Cary. See also *Senior Citizen Programs and Teen Activities*.

► *Bond Park Community Center, (919) 462-3970*

► *Middle Creek Community Center, (919) 771-1295*

► *Herbert C. Young Community Center, (919) 460-4965*

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Community Emergency Response Team (CERT)

Cary Fire and emergency services train citizens how to take care of themselves first and then help others in the community in the first three days following a natural or manmade disaster. CERT members are taught basic disaster response skills such as fire safety, light search and rescue, and disaster medical operations. CERT classes are offered 2-3 times a year.

- ▶ *Fire, (919) 625-9141*

Community Watch

Help keep Cary safe by joining a local arm of the national Community Watch, which facilitates neighborhoods working together to reduce crime. The Cary Community Watch Association acts as the “eyes and ears” of the police by reporting suspicious activity.

- ▶ *Police, (919) 469-4324*
- ▶ *Parks, Recreation and Cultural Resources, (919) 469-4061*

Compost Education Center

To learn more about composting vegetative debris, visit the Compost Education Center in Bond Park. A self-guided trail demonstrates how to compost, the environmental and economic benefits of composting, and how to use the resulting product to enrich and improve soil.

- ▶ *Public Works and Utilities, (919) 469-4090*
- ▶ *Parks, Recreation and Cultural Resources, (919) 469-4061*

Concerts

The NC Symphony’s Summerfest Concert Series is held annually in June and July at Koka Booth Amphitheatre at Regency Park. For additional Summerfest concert information, call the NC Symphony at (919) 733-2750. Other concerts are held at the Amphitheatre April through October. Contact the box office weekdays 10 a.m. to 5 p.m. during the concert season at (919) 462-2025. Other concert opportunities include Cary’s Marvelous Music Series at the Herbert C. Young Community Center, the Friends of the Page-Walker Concert Series and the Starlight Concert Series as well as a variety of concerts throughout the year at Bond Park’s Sertoma Amphitheatre.

- ▶ *Parks, Recreation and Cultural Resources, (919) 469-4061*

Cooking Oils and Grease

When fats, oils or grease are poured down the drain, they tend to collect and stick to household plumbing and sewer lines. Over time, blockages can occur that lead to sewer backups, sometimes causing sewage to overflow from plumbing fixtures or sewer system manholes. To help protect our environment by keeping what’s in the pipes flowing smoothly, consider the following alternatives when preparing dishes and cooking utensils to be washed:

- Scrape plates into trash cans

-
- Use paper towels to wipe leftover oils or fats from pots and pans and discard the towels in the trash
 - Minimize the use of the garbage disposal – don't use it as a trash can
 - Don't pour fats, oils, and greases down the drain
 - Collect and recycle used oils and grease from food preparation
 - See Recycling for cooking oil/grease recycling opportunities

See also *Sewer Use*.

➤ *Public Works and Utilities, (919) 469-4090*

Crime Stoppers

Crime Stoppers of Cary, Inc., is a non-profit organization that involves the community, the media, and law enforcement in the fight against crime. Crime Stoppers works with, but is not a part of, the Cary Police Department. Most of the information received by Crime Stoppers is by telephone, and all calls to Crime Stoppers are kept in complete confidence. When a call is received, it is logged with the date and time along with a brief summary of the caller's information. Callers are given a confidential code number that is used for identification in subsequent transactions. Citizens who supply information leading to an arrest and indictment are eligible for rewards of up to \$2,500. At the time of the initial phone call, the caller is given instructions on when to call back to check on the case. When the caller does call back, if the information they provided resulted in an arrest and indictment, the caller will be given information on how to collect the reward and still remain anonymous. To report information about a crime, call 226-CRIM(E).

➤ *Police, (919) 469-4017*

Cross Connection Control

In order to protect the public water system from possible contamination or pollution, the Town's Cross Connection Control Ordinance requires all commercial customers to have backflow prevention assemblies installed on all domestic water services, fire sprinkler and irrigation systems. Residential customers with irrigation systems must also install a backflow prevention device. All backflow prevention assemblies must be tested annually and a copy of the test and maintenance report retained for three years. See also Backflow Prevention Assembly.

➤ *Public Works and Utilities, (919) 469-4090*

Cultural Arts

The Town supports cultural arts through the Cultural Arts division of the PRCR Department through classes, festivals, concerts, youth theatre, exhibitions and other special events. In addition, the division administers Town support for various local cultural arts non-profits that serve our community. Examples include:

Cary/Apex Piano Teachers Association – Offers master classes, recitals and competitions for community pianists

Cary Ballet Company – Provides dancers with quality training and performing experience, www.caryballet.net

Cary Community Choir – A special choir assembled annually for the presentation of the Christmas portion of The Messiah, www.carycommunitychoir.com

Cary Photographic Artists – Increases public awareness of photography and sponsors photographic exhibitions throughout the community, www.caryphotographicartists.org

Cary Players – Cary's Community Theatre Company dedicated to developing, enhancing and showcasing theatrical talents through a diverse offering of excellent theatrical productions www.caryplayers.org

Cary Town Band – Music in the spirit of turn-of-the-century bands led by Sousa and Goldman, www.CaryTownBand.org

Cary Visual Art – Facilitates the commissioning and placement of art throughout the community, www.caryvisualart.org

Concert Singers of Cary – Performing outstanding vocal music from all traditions with several ensembles for adults at various skill levels and for children grades 3-9, www.concertsingers.org

Diamante, Inc. – Encourages Hispanic cultural programming and co-sponsors Festival Ritmo Latino, www.diamanteinc.org

Fine Arts League of Cary – Increases public awareness of fine visual art through exhibits, competitions and workshops, www.fineartsleagueofcary.org

Hum Sub, Inc. – Co-sponsors Cary Diwali and other festive celebrations to share Indian cultural heritage, www.humsub.net

NC Eid Festival – Co-sponsors the Cary Eid Festival and encourages its celebration as an American holiday, www.nceidfestival.org

NC Symphony – Full-time, professional orchestra that performs its annual Summerfest concert series in Cary's Koka Booth Amphitheatre at Regency Park, a state-of-the-art performance center adjacent to Symphony Lake, www.ncsymphony.org

Philharmonic Association – Ensemble opportunities for youth at various skill levels (Triangle Youth Jazz Ensemble, Triangle Youth Orchestra, Triangle Youth Symphony, Triangle Youth Philharmonic), www.philharmonic-association.org

Puerto Ricans of NC Association – Celebrates Puerto Rican culture and co-sponsors the annual Caribbean Festival, www.prunidosnc.net

Sister Cities Association – Supports the work of the Sister Cities Commission and celebrates Cary's relationships with its four sister cities, www.sistercitiesofcary.org

Triangle Brass Band – Provides concerts featuring the wide range of brass instruments, www.trianglebrass.org

Triangle Wind Ensemble – Performance opportunities for advanced wind and percussion instrumentalists, www.trianglewind.org

The Ujima Group – Co-sponsors Cary Kwanzaa and the African-American Celebration, communal, cultural events that honor African-Americans and their heritage, www.ujimagroup.com

Curb and Gutter Repairs

To report damage to curbs and gutters contact the Public Works & Utilities. Curb Repairs are only done when the curb is hazardous or is causing a significant standing water problem. Each repair will be determined on a case-by-case basis to determine level of priority.

► *Public Works and Utilities, (919) 469-4090*

Dance

See *Cultural Arts*

Direct Draft for Utility Bills

Save time by having your utility bill drafted from your bank account. Simply complete a Bank Draft Authorization Form and return it to Town of Cary Finance Department, PO Box 8049, Cary, NC 27512-8049. The amount of your utility bill will be automatically drafted on the due date. Inquire about your utility account, pay your bill online, or find the Bank Draft Authorization Form at www.townofcary.org. See also *Utility Bill Payment Options*.

► *Finance, (919) 469-4050*

Disabilities, People With

The Town of Cary is committed to providing all citizens with the opportunity to participate fully in the public meeting process. Any person with a disability who needs an auxiliary aid or service in order to participate in meetings may contact the Town Clerk at least 48 hours prior to the meeting at sue.rowland@townofcary.org.

► *Town Clerk, (919) 469-4011; TDD, (919) 469-4012*

The Parks Recreation and Cultural Resources Department is committed to an inclusive approach to recreation and encourages individuals with disabilities to participate together. Programs are provided for people of all abilities. Reasonable modifications are assessed in support of ADA. See also *C-Tran*.

► *Parks, Recreation and Cultural Resources, (919) 469-4064*

Disc Golf

The Middle Creek Disc Golf Course is located at 115 Middle Creek Park Avenue inside Middle Creek School Park. The 18-hole course was designed by PDGA professional Carlton Howard. The course is open sunrise to sunset seven days a week. Parking is available on the south side of the ball field pinwheel. Scorecards are located at the first tee. For league and tournament information call Middle Creek Community Center at (919) 771-1295.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Dog Park

The Town of Cary's dog park provides a place for dog owners to let their pets run safely and legally without a leash. The park is a one-acre fenced area accessed through Robert V. Godbold Park at 2050 NW Maynard Road. The hours of operation are 7 a.m. to 10 p.m. daily, with no entry after 9 p.m. Dog park passes may be purchased at any community center by presenting Town of Cary Pet ID Tag and proof of current rabies vaccination.

► *Parks, Recreation and Cultural Resources, (919) 469-4064 or (919) 462-3970*

Driveways

When replacing an existing driveway or adding a new residential driveway, a permit is required for the portion of the work in the public right-of-way and may be obtained from Inspections and Permits.

► *Inspections and Permits, (919) 469-4340*

E-mail

Town of Cary e-mail addresses are configured as follows: `firstname.lastname@townofcary.org`. For example: `john.smith@townofcary.org`. See also *Public Information*.

► *Technology Services, (919) 460-4900*

Easements

An easement is a legal interest in property for a specific purpose, such as giving a company access to run a telephone line underground. Utility easements that are dedicated to the Town of Cary cover water and/or sanitary sewer lines and are typically 20 feet wide. After the easement is granted, the property owner continues to maintain the easement like the rest of the yard. While ground covers or grasses are okay within an easement, no trees or shrubbery should be placed within a utility easement because of the need for utility maintenance staff to access the area and to help prevent utility line damage caused by tree and shrub roots. Fences and landscaping improvements installed within the easement are subject to disturbance or damage during the Town's use of the easement and may be removed if the Town needs access for maintenance or utility line repair. See *Utility Easement Clearing and Mowing*.

► *Public Works and Utilities, (919) 469-4090*

Elections

In North Carolina, the elections process is the legal responsibility of county government, and in Cary, these duties fall to the Wake County Board of Elections (BOE) and the Chatham County BOE. Registered voters are assigned to one of several dozen voting precincts established by the BOE. Since precinct assignment is based on current residential street address, it's important for voters to notify their county BOE immediately upon changing residences in order to be eligible to vote in upcoming elections.

► *Town Clerk, (919) 469-4011*

Electronic Mailing List Service

See *Public Information*

Emergencies

If you suffer or witness a threat to safety, health, or public welfare, dial 911. However, during hurricanes, snow storms, and in other sorts of emergencies that impact large portions of Cary, please limit your calls to 911 to only those regarding immediate threats to life and health. During such times the Town typically establishes non-emergency telephone banks at (919) 469-4090 for citizens to report issues with public property, such as trees on sidewalks, or to ask questions so that 911 operators can focus on life-threatening situations. Remember that the Town will be getting information out to you as soon as possible and in many different ways. Your best avenue for staying informed during changing circumstances is to watch or listen to local news media and Cary TV 11. For timely alerts and updates from the Town, subscribe now to our electronic mailing list service available on our Web site. Also, please remember that we always post information as it happens on our Web site, very often setting up special sections for major events.

► *Public Information, (919) 469-4007*

Employment

The Town of Cary recruits candidates for employment in a wide variety of positions. Information about current job opportunities and our application process may be obtained on the Town's Web site, www.townofcary.org, or in the Human Resources department located at 316 N. Academy Street in Cary during regular business hours, 8 a.m. to 5 p.m. Monday through Friday. Employment applications are accepted online only. To apply, select "Employment" on the Town's Web site and follow the instructions.

Employment Verification

Verification of employment for current and past employees may be obtained by calling the Human Resources Department.

► *Human Resources, (919) 469-4070*

Façade Improvement Program

The Town's Façade Improvement Program assists property and business owners within the Town Center Area with undertaking storefront or building front improvements ranging from minor repairs and painting to substantial façade renovations on buildings used for commercial or office purposes. The program is designed to increase the attractiveness of downtown, increase patronage of downtown businesses, and to attract increased private investment in the Town Center area. Approved property owners or tenants who improve the exteriors of existing businesses may seek reimbursement for up to \$10,000.

► *Planning, (919) 469-4082*

Facility and Shelter Rentals

The Herbert C. Young Community Center, the Bond Park Community Center, Middle Creek Community Center, and Cary Senior Center have rooms available for reservation. Reservations for Sunday through Thursday are accepted up to three months in advance. Reservations for Friday and Saturday are accepted up to six months in advance. The Page-Walker Arts and History Center also has rooms available for reservation. Reservations for Sundays through Thursdays are accepted up to three months in advance, and reservations for Fridays and Saturdays are accepted up to 12 months in advance. Sertoma Amphitheatre, located in Bond Park, accommodates 350 spectators for outdoor performances and is available for reservation six months in advance. Picnic shelters are available on a first come, first used basis or may be reserved up to six months in advance. To inquire about shelter or facility reservations, please contact staff located at the specific center. Cary residents have priority over non-residents to reserve facilities.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

► *Bond Park Community Center, (919) 462-3970*

► *Middle Creek Community Center, (919) 771-1295*

► *Herbert C. Young Community Center, (919) 460-4965*

Fats, Oils, and Grease

See *Cooking Oils and Grease*

Festivals

The Town of Cary, in collaboration with various community groups, produces a variety of cultural festivals that enhance the quality of life in Cary. Our Spring Daze Arts & Crafts Festival is held annually in Fred G. Bond Metro Park on the last Saturday of April featuring North Carolina artists and includes the Town's Earth Day celebration. The award-winning, nationally ranked Lazy Daze Arts & Crafts Festival annually welcomes over 50,000 to experience high quality arts and crafts from throughout the nation in historic downtown Cary. The Town of Cary also hosts Diwali, a major Indian celebration that highlights the diverse culture of India and the Cary Eid Festival marking the end of Ramadan, both held at Koka Booth

Amphitheatre in mid-October. Festival Ritmo Latino celebrates the breadth of Hispanic culture at Bond Park each summer. The African-American cultural celebration of Kwanzaa is presented annually the last week in December at the Herbert C. Young Community Center.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Financial Report

The Town's fiscal year ends on June 30. By the end of October, the Town produces a Comprehensive Annual Financial Report that consistently meets standards set forth for excellence in financial reporting. The report includes the independent auditor's report, financial statements, statistics, graphs and trend data. The report can be found on the Town's Web site, www.townofcary.org at Cary Town Hall, or at either of Cary's two public libraries.

► *Finance, (919) 469-4380*

Fire Ants/Quarantine for Landscaping Materials

For information about quarantine areas for imported fire ants, visit The NC Department of Agriculture and Consumer Services Web site at www.ncagr.gov. Businesses and individuals in the quarantined areas need to obtain a permit to move certain materials such as sod, soil, hay and straw, nursery plants, logs, pulpwood and soil-moving equipment before they can be moved through or to non-quarantined areas. This permit can be obtained by contacting the NC Department of Agriculture at (919) 733-6932.

► *Public Works and Utilities, (919) 469-4090*

Fire Hydrant Maintenance

See *Water System* and *Fire Hydrant Maintenance*

Fire Station Locations

Fire Station #1, 1501 N Harrison Avenue

Fire Station #2, 875 SE Maynard Road

Fire Station #3, 1807 Kildaire Farm Road

Fire Station #4, 1401 Old Apex Road

Fire Station #5, 2101 High House Road

Fire Station #6, 3609 Ten-Ten Road

Fire Station #7, 6900 Carpenter Fire Station Road

Fire Administration Office, 100 N. Academy Street

Fire Department, (919) 469-4056

Flood Zone

Flood zone determination for higher risk areas is made by the Federal Emergency Management Agency (FEMA) to designate areas in which flood insurance is required.

► *Engineering, (919) 469-4030*

Garbage Pickup

See *Solid Waste Collection*

Graffiti

To keep our neighborhoods attractive and to reduce potential gang activity, North Carolina General Statutes prohibit willful and wanton injury to real property, which includes defacing or marking any building, wall, sign or other structure with paint or other substance. To report graffiti, please contact Public Works.

- *Public Works and Utilities, (919) 469-4090*

Greenways

The Town of Cary maintains more than 53 miles of greenways and trails throughout Cary and continues to develop and construct additional greenway miles each year. Cary's greenway and trail system is designed to provide recreational opportunities and alternative transportation, open space preservation, water quality improvement, natural resource protection, and floodplain management. A full color Bike & Hike map is available at all Town facilities and upon request.

- *Parks, Recreation and Cultural Resources, (919) 469-4061*

Hazardous Trees

When notified, the Town of Cary will remove hazardous trees within the right of way in the interest of public safety. Property owners are responsible for the prompt removal of hazards on their properties.

- *Public Works and Utilities, (919) 469-4090*

Healthy Neighborhoods Initiative

Celebrating and preserving the unique character of every Cary neighborhood is an important part of maintaining our town's appeal. Wherever you live in Cary, we believe you have the same rights to – and responsibilities for – a home that's safe, healthy, and attractive. In 2004, the Town Council established the Cary's Healthy Neighborhoods Initiative, a multi-pronged effort to make sure that every person in Cary has the opportunity to live in a place that meets our state's and community's basic standards for healthy living. Information is available on the Town's Web site. See also Housing Rehabilitation Program and Neighborhood Improvement Grant Program.

- *Administration, (919) 469-4006*

Hemlock Bluffs Nature Preserve

This 150-acre natural area located at 2616 Kildaire Farm Road includes the Stevens Nature Center, which offers environmental programs and educational exhibits. The nature preserve includes walking trails and scenic vistas of the unique eastern hemlock trees for which the property is named. This is a popular location for nature walks and short hikes for the entire family. There are no picnic facilities. Pets are welcome, but must be on a leash at all times.

- *Stevens Nature Center, (919) 387-5980*
- *Parks, Recreation and Cultural Resources, (919) 469-4061*

Hillcrest Cemetery

The Town of Cary owns a small cemetery located at 608 Page Street. The hours of operation are 8 a.m. to 8 p.m., April 1 through August 31 and 8 a.m. to 6 p.m., September 1 through March 31. There are no cemetery plots available at this time.

- *Town Clerk, (919) 469-4011*

Historic Preservation

See *Open Space* and *Historic Preservation*

Home Businesses

Any business operating out of a home must have an Accessory Use Permit and a Business License and be in compliance with the Town's Ordinance for Home Occupation, which limits how much of the home can be used for a business and what types of businesses are allowed. The ordinance also prohibits the outside storage and display of goods related to the business, signs in the yard, retail or wholesale sales taking place at the home, and the creation of excessive noise, smoke, electrical interference or other disruptions. In addition, off-street parking must be provided for any home business that employs anyone outside the home or has clients/customers coming to the house. Home businesses are an accessory to the home and should not change the character of the residence or neighborhood.

- *Planning, (919) 469-4082*

Household Hazardous Waste (HHW) Disposal

Take your household hazardous waste to the North or South Wake HHW facility. For 24-hour recorded information and operating hours, call (919) 856-7400 or visit www.wakegov.com. Examples of HHW include antifreeze, pesticides, paint, paint thinner, and household cleaners. Proper disposal of these materials is critical to maintaining a clean and healthy environment. All HHW should be kept in their original containers and out of reach of children, labeled, and not mixed with any other substance. Residents may place empty paint cans in their Town-issued garbage cart for disposal. If there is paint left in the can, treat it like household hazardous waste. See also *Solid Waste Collection*.

- *Public Works and Utilities, (919) 469-4090*

Housing Rehabilitation Program

To help increase the attractiveness of our neighborhoods, provide safe and healthy homes for low and moderate income families, and to preserve the affordable housing stock in Cary, the Cary Housing Rehabilitation Program provides federal funds to assist eligible residential property owners located within the Town limits to undertake home repairs and improvements. Improvements range from minor repairs and painting to substantial roof and structural renovations on houses that are in need. See also *Housing Resources* and *Healthy Neighborhoods Initiative*.

- ▶ *Planning, (919) 469-4082*

Housing Resources

Housing Resources Available to Cary Citizens is a booklet that lists currently available housing resources for Cary citizens and non-profit organizations, churches, and other groups with day-to-day contact with persons who may be in need of the services included. It is available in hard copy or at www.townofcary.org. See also *Housing Rehabilitation Program* and *Healthy Neighborhoods Initiative*.

- ▶ *Planning, (919) 469-4082*
- ▶ *Wake County Human Services, (919) 212-7000*

Information, Public

See *Public Information*

Irrigation Systems

All new irrigation systems must be permitted, run off a separate irrigation meter, and meet specified design criteria before being installed. Permits to install an irrigation system may be obtained from the Inspections and Permits Department. See also *Alternate Day Watering, Rain Sensors, and Water Waste Ordinance*.

- ▶ *Inspections and Permits, (919) 469-4340*
- ▶ *Public Works and Utilities, (919) 469-4090*

Jobs

See *Employment*

Jordan Hall Arts Center

Classes in visual and performing arts for children and adults are offered at the Jordan Hall Arts Center, 908 N. Harrison Avenue. The center features a fully equipped ceramics arts studio and specially-designed classrooms.

- ▶ *Parks, Recreation and Cultural Resources, (919) 469-4069*

Kids 911

Kids 911 educates children about what 911 is, how and when to call 911, and what information to give the emergency communication officer. The 45-minute program is taught by an emergency communications officer who visits daycare centers, preschools and other organizations that serve children.

► *Police, (919) 469-4324*

Koka Booth Amphitheatre at Regency Park

Koka Booth Amphitheatre at Regency Park is the summer home of the North Carolina Symphony and host to an array of concerts, performances, festivals, movies and community events April through October. In addition to the performance facility, a greenway trail circles Symphony Lake. The facility features seating for 7,000 people – including 6,500 on manicured Zoysia grass – concessions and permanent restrooms, a covered crescent with tables and private catering for nearly 500 people, and a curving glass “glowing lantern” canopy over the stage with flickering bulbs mimicking fireflies. Visit www.boothamphitheatre.com for details on upcoming events.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Land Development Ordinance

The Land Development Ordinance (LDO) contains the rules and regulations that guide the development and redevelopment of properties located within the Town’s planning jurisdiction (composed of the area within the corporate limits as well as the extra-territorial jurisdiction). The LDO controls zoning, subdivision of land, building appearance, landscaping, signage, parking and many other aspects of development. The purposes of the LDO include facilitating the adequate and safe provision of transportation, water, wastewater treatment, schools, parks, and other public facilities and requirements, maintaining and enhancing the character of various districts within the Town, encouraging the most appropriate uses of land throughout the community, and conserving the natural resources and environmental quality of the Town. The full text of the LDO is available on the Town’s Web site.

► *Planning, (919) 469-4082*

Land Use Plan

One component of the Town’s Comprehensive Plan, the Land Use Plan presents the Town’s official policy regarding the form and pattern of future land uses. It directs growth by serving as a reference guide when considering rezonings, annexation, subdivisions, and site plans. It is also used to direct provision of public infrastructure and aid in decision-making for private sector investment.

► *Planning, (919) 469-4082*

Landfill

For information about the South Wake Municipal Solid Waste Landfill, located at 6300 Old Smithfield Road in Apex, call Wake County Environmental Services at (919) 856-7400 or visit www.wakegov.com. See also *Citizen’s Convenience Center and Solid Waste Collection*.

► *Public Works and Utilities, (919) 469-4090*

Leaf Collection

See *Solid Waste Collection*

Leash Law

See *Pets*

Manholes

As part of Cary's wastewater system, manholes provide access to collection pipes for maintenance and repair as needed. Never enter a manhole, and always report damaged or missing manhole covers. See also *Sewer Main Inspection, Sewer Use and Common Lines*.

- *Public Works and Utilities, (919) 469-4090*

Maps

Street maps for Cary and vicinity are available from the Cary Chamber of Commerce, area book stores, convenience stores and discount stores. A wide range of maps are available online and from the Planning Department, including the official zoning map, the Land Use Plan map and document, area plans, jurisdictional boundaries and streets, planned development districts, subdivisions, current development maps and airport noise boundary maps. Maps may be viewed or purchased in Planning and are available via Maps Online at www.townofcary.org.

- *Planning, (919) 469-4082*
- *Technology Services, (919) 460-4900*

Middle Creek School/Park

The Town manages a Joint Use school/park relationship with Wake County Public Schools in various parks, such as Middle Creek School/Park. The park is adjacent to the high school and many facilities are shared, including eight tennis courts, two gymnasiums, two meeting/classrooms in the Community Center, and the softball complex. Also included at the park are two lighted multipurpose fields, a playground, walking trails, and an 18-hole disc golf course.

- *Parks, Recreation and Cultural Resources, (919) 469-4061*
- *Middle Creek Community Center, (919) 771-1295*

Neighborhood Improvement Grant Program

The Neighborhood Improvement Grant Program provides small matching grants to qualified neighborhood organizations as an incentive to encourage neighborhood residents to take on projects that will improve their own neighborhoods as well as the whole community. Up to \$5,000 is available for qualified projects. The goal of the Neighborhood Improvement Grant Program is to improve the health of Cary's neighborhoods by addressing needs through the active involvement of the neighborhood

residents themselves. Any neighborhood group – a neighborhood association, neighborhood watch group, homeowner’s association or an organized committee of neighborhood residents representing a specific neighborhood or community area – may apply for matching funding, which is available on a first come, first used basis. See also *Healthy Neighborhoods Initiative*.

► *Planning, (919) 469-4082*

News

See *Public Information*

Oasis

Oasis is a program to help those going through financial hardship with their Cary utility bill through donations from other utility customers. The program is administered through a partnership between the Town and Christian Community in Action (CCA), a Cary non-profit organization that helps people in need get back on their feet. Donating is quick and easy, and contributions are tax deductible. Cary accepts one-time or regular donations from utility customers and passes all the money to CCA. The money can only be used for a Cary utility bill or for plumbing repairs to fix leaks. CCA decides who qualifies for assistance and how much help they receive toward their utility expenses. To get help, call Christian Community in Action at (919) 469-9861. To make a donation, call (919) 469-4050.

► *Finance, (919) 469-4050*

Open Space and Historic Preservation

The Town’s Open Space and Historic Resources Plan (OSHRP) provides a framework to identify, acquire, preserve and manage natural resources, historic sites, and other areas that are important to the citizens of Cary environmentally or culturally. The Plan is based on the green infrastructure concept, which supports an interconnected system of open space to create a framework for conservation. The OSHRP establishes preservation as an essential function of local government by identifying a blueprint for the Town and describing the necessary tools to protect significant natural and cultural resources. Since 1998, the Town has acquired over 1,000 acres of open space and parkland.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Page-Walker Arts and History Center

Originally built in 1868 as a hotel for railroad passengers and boarding house for students of the old Cary High School (see History, page 3), the Page-Walker Arts and History Center on the Town Hall Campus is now used as a center for visual, performing, and literary arts classes, concerts and exhibits, and houses the Cary Heritage Museum.

► *Page-Walker Arts and History Center, (919) 460-4963*

Paint Disposal

See *Household Hazardous Waste*

Park Locations

Cary's parks beautify, conserve, and maintain green space while providing quality leisure opportunities for all Cary residents. Park locations are:

- Annie L. Jones Park, 1414 Tarbert Drive
 - Cary Tennis Park, 2727 Louis Stephens Drive
 - Davis Drive Park, 1610 Davis Drive
 - Dorothy Park, 720 Griffis Street
 - Fred G. Bond Metro Park, 801 High House Road
 - Green Hope Elementary School Park, 2750 Louis Stephens Drive
 - Godbold Dog Park, 2050 NW Maynard Road
 - Harold D. Ritter Park, 301 West Lochmere Drive
 - Heater Park, 400 South West Street
 - Hemlock Bluffs Nature Preserve, 2616 Kildaire Farm Road
 - Koka Booth Amphitheatre, 8003 Regency Parkway
 - Lexie Lane Park, 301 N. Dixon Street
 - Lions Park, 815 Tanglewood Drive
 - Marla Dorrel Park, 111 Thurston Drive
 - MacDonald Woods Park, 1601 Seabrook Avenue
 - Middle Creek Park, 151 Middle Creek Park Avenue
 - Mills Park, 509 Mills Park Drive
 - North Cary Park, 1100 Norwell Boulevard
 - Robert V. Godbold Park, 2050 NW Maynard Road
 - Rose Street Park, 110 Rose Street
 - R. S. Dunham Park, 519 Walnut Street
 - Sears Farm Road Park, 5077 Sears Farm Road
 - SK8-Cary, 2050 NW Maynard Road
 - Thomas Brooks Park, 111 Brooks Park Avenue
 - Urban Park, 414 East Chatham Street
 - USA Baseball National Training Complex, 7445 Green Hope School Road
 - WakeMed Soccer Park, 201 Soccer Park Drive
 - Walnut Street Park, 1420 Lawrence Road
 - White Oak Park, 1216 Jenks Carpenter Road
- *Parks, Recreation and Cultural Resources, (919) 469-4061*

PRCR Program Brochure

See *Program Brochure*

Pets

All dogs and cats four months of age or older residing within the Town of Cary must wear a pet tag. Pet owners may complete an application form and purchase your pet tag by visiting any of the Town of Cary Community Centers. A pet tag application can be found on the Town's Web site. Pet tags cost \$50.00 for non-neutered/non-spayed pets, \$10.00 for neutered/spayed pets and \$5.00 for neutered/spayed pets with a micro-chip. This is a one-time fee which lasts the life of the pet. For more information about pet tag fees, please call any of the Town of Cary Community Centers. Please notify Animal Control if your contact information changes so that our records may be updated. If your pet becomes lost and Cary animal control officers locate it, information on the ownership of the animal is quickly obtained by checking the pet tag number with our records. If you own a pet, know Cary's regulations:

- All pet owners are responsible for picking up after their pets on private or public property.
- All animals must be provided with adequate food, water and proper shelter.
- Dogs and cats 4 months and older must have a current rabies inoculation.
- All dogs and cats must be on a leash whenever they are off of the owner's property.

Lost and found animals should be reported to animal control. The Town's animal control officers scan all dogs and cats for a microchip. If your animals have a microchip, please keep your owner information updated so that we may return your pet right away. See also *Dog Park* and *Animals, Wild*.

► *Police, (919) 319-4517*

Picnic Shelters

See Facility and Shelter Rentals

Playgrounds

Town playgrounds are located at Annie L. Jones Park, Fred G. Bond Metro Park, Davis Drive Park, Lexie Lane Park, Marla Dorrel Park, MacDonald Woods Park, Robert V. Godbold Park, Green Hope Elementary School Park, North Cary Park, Rose Street Park, Sears Farm Road Park, Urban Park, Dunham Park, Harold Ritter Park, Thomas Brooks Park, Walnut Street Park and White Oak Park. See *Park Locations* for street addresses.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Police District Offices

Three district offices allow police officers to provide convenient service to the public and further enhance the police presence in the community. The offices are located at Crossroads Shopping Center, Fire Station No. 5 on High House Road, and 107 Arvind Oaks Circle in the Carolina Preserve at Amberly clubhouse.

► *Police, (919) 469-4021*

Potholes

Potholes or other street hazards should be reported to the Public Works and Utilities Department. Crews will be scheduled to repair the potholes on Town-maintained streets; NC Department of Transportation will be notified of potholes on state-maintained streets. About 20 percent of streets in Cary – typically the major thoroughfares – are state roads. See also *Street Maintenance*.

► *Public Works and Utilities, (919) 469-4090*

Preschool Activities

Programs for preschoolers are offered at the Bond Park Community Center, Cary Tennis Park, Herbert C. Young Community Center, Middle Creek Community Center, Jordan Hall Arts Center and the Stevens Nature Center.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Privilege License

See *Business License*

Program Brochure

Town parks, recreation, and cultural resources programs are featured in seasonal brochures issued three times a year. Typically program brochures are released in May, August, and December. An electronic version of the current brochure is available on the Town's Web site. In addition, supplemental brochures are available for Seniors, Teens and Schoolz Out 411. Schoolz Out 411 program information is available in February. Hard copies are available at the Bond Park Community Center, Cary Tennis Park, Herbert C. Young Community Center, Middle Creek Community Center, Jordan Hall Arts Center, Page-Walker Arts and History Center, the Stevens Nature Center and the PRCR office.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Public Art

Working collaboratively with Cary Visual Art, Inc., the Town has assembled an impressive collection of public art. The Town's current collection includes 68 sculptures, paintings and integrated art pieces valued at more than \$1,058,900. In 2001, Town Council adopted the Public Art Master Plan and in 2003 established the Public Art Advisory Board. As a result of the Town's Public Art Master Plan, public art is a focus of new parks, greenways and the downtown area. For additional information about the Public Art Advisory Board, see *Boards and Commissions*.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Public Information

The Town of Cary is committed to the highest level of accuracy, timeliness, and completeness as we work to keep citizens aware and involved. We have created and support a variety of official products that can help you stay current on what's happening within and because of your Town government:

BUD – All the big issues are covered in BUD, the Town of Cary's monthly utility bill insert. Even if you don't get a utility bill from Cary, you can still get BUD by viewing it online at www.townofcary.org or by dropping by any Town facility. And don't forget to check out the video version of BUD – BUD-TV – which runs throughout the month on Cary TV 11.

Cary Connections – Get briefed on the coming week from Town Hall by reading the Town of Cary's display ad in The Cary News. Cary Connections appears each Wednesday on page A-5 and covers meetings, events, legal notices, and special messages for the coming week's Town government calendar.

Cary TV 11 – Watch your government in action on Cary's 24-hour government access channel, Time Warner Cable channel 11 and AT&T channel 98 Enjoy wink, Cary Matters, BUD-TV, and NASA as well as meetings of the Cary Town Council, Wake County Board of Education, and the Wake County Board of Commissioners. Cary TV programming is also available online at www.townofcary.org.

Electronic Mailing List – Get all the news from Town Hall when you want it by subscribing to the Town's e-mail list. Messages are sent on breaking news, traffic, current projects, and upcoming events as well as e-versions of BUD and Cary Connections. Subscribe now at www.townofcary.org.

wink – Get the latest real-time traffic information using the Town of Cary's wink system of products, which includes live traffic camera images on Cary TV 11 weekdays during morning and evening rush hours, notices to drivers on nearly a dozen dynamic message signs around Cary, and comprehensive traffic and travel information online via wink Web at www.townofcary.org.

www.townofcary.org – With more than 55,000 files, you're sure to find everything you need on Cary's award-winning Web site. Features include utility bill payment, class registration, video and audio files, calendar of events, updates on current projects, and much more!

► *Public Information, (919) 460-4951*

Rain Barrels

Throughout the year you may purchase 65-gallon rain barrels made from recycled plastic or 55-gallon drums and kits to make your own rain barrel at Herbert C. Young Community Center, Middle Creek Community Center, and Bond Park Community Center. Payment may be made by cash, check, or credit card.

► *Public Works and Utilities, (919) 469-4090*

Rain Sensors

The Rain Sensor Ordinance requires a rain sensor set to ¼" and located in an appropriate area of the landscape to be installed with all automatic irrigation systems. When set correctly, the rain sensor will prevent the operation of the automatic irrigation system after a minimum of ¼ inch of rain has fallen. See also *Alternate Day Watering and Irrigation Systems*.

► *Public Works and Utilities, (919) 469-4090*

Reclaimed Water

Reclaimed water is highly-treated wastewater that meets State of North Carolina water quality requirements and is reused for limited purposes within designated service districts. Reclaimed water is a safe, high-quality, and cost-effective alternative to using potable water for non-drinking uses such as irrigation and cooling towers. See also *Bulk Reclaimed Water*.

► *Public Works and Utilities, (919) 469-4090*

Recycling

The Cary Recycles program includes all Town of Cary solid waste customers and individually owned multi-family complexes. The Town collects recycling every other week on the same day as garbage and yard waste collection. Collection occurs during either a blue or yellow recycling collection week. To download a collection schedule or to find your collection day using Maps Online, visit **www.townofcary.org** or call the Public Works and Utilities Department at (919) 469-4090. Recycling must be contained in your Town-issued 65-gallon rollout cart. Customers living in multifamily residences have a choice to use a Town-issued 65-gallon rollout cart, a Town-issued 95-gallon rollout cart, or their existing 18 gallon green bin. Recycling must be placed at the curb by 7 a.m. on your collection day and the emptied cart should be removed from the curb as soon as possible and before 6 a.m. the next day at the latest. Carts must be stored behind the building line of the side of the structure facing the principal street. If a cart is stored in front of the building line, it must be stored in an enclosed structure so that it cannot be seen from the street. During inclement weather, collection schedules may change. Please visit the Town's Web site, **www.townofcary.org**, or call (919) 469-4090 for information.

Items accepted in curbside recycling collection include

- Chipboard such as empty paper towel rolls and cereal boxes
- SBS board such as empty acetaminophen or ibuprofen boxes
- Telephone books
- Junk mail including manila envelopes, plastic windows and postcards
- Paper including manila file folders, card stock, non-foil gift wrap and greeting cards (non-musical recording). Shredded paper is not accepted.
- Newspaper and inserts
- Glossy magazines/catalogs
- Glass bottles and jars (clear, brown and green)

-
- Plastic bottles and tubs #1, #2, #3, #4, #5, #6, #7. Plastic lids, take out (clam shell) containers and frozen entree trays are not accepted.
 - Aluminum cans, foil, and pie pans (no food residue)
 - Tin/Steel food cans
 - Cartons with a gable top such as juice, milk, and dairy creamers, and fabric softener refills
 - Drink boxes (no straws or drink pouches such as Capri Sun packages)
 - Corrugated cardboard - Flatten and/or cut to ensure that it fits in the cart. Customers using an 18 gallon recycling bin must flatten and/or cut into pieces no larger than 2'x3' in size and place inside the bin. Remove and properly dispose of all packing material. If you have more corrugated cardboard than can fit in your cart/bin, a stack of moving boxes for example, call (919) 469-4090 to schedule a free pickup. Please remove and properly dispose of all packing material and flatten the boxes. No pizza boxes.
 - Please rinse containers and discard all lids.

Appliances or “white goods” such as refrigerators, ranges, unit air conditioners, dishwashers, washing machines and clothes dryers are not allowed to be disposed of in the landfill. As a result of this state ban, all appliances must be recycled. Items containing Freon must have Freon removed prior to recycling.

Appliances may be recycled by:

- Taking them to the South Wake Multi-Material Recycling Facility, 6130 Old Smithfield Road, Apex, at no charge. Call (919) 856-7400 for details.
- Bringing them to the Citizen’s Convenience Center, located at 313 N. Dixon Avenue. Fees apply.
- Contact the Town of Cary Public Works and Utilities Department at (919) 469-4090 to schedule a curbside collection. Collection and hauling fees apply.

Computers can be collected curbside from Cary households at no charge. Collection must be scheduled by calling the Public Works and Utilities Department at (919) 469-4090.

Electronics (with a cord/plug) can also be collected curbside for a small fee. Call (919) 469-4090 to arrange electronics pick up. Residents may also recycle these materials at the Citizen’s Convenience Center located at 313 N. Dixon Avenue at no charge.

Residential used cooking oil/grease can be collected curbside at no charge and recycled into an environmentally friendly bio-fuel. Collection must be schedule by calling Public Works and Utilities Department at (919) 469-4090 and must contain a minimum of ½ gallon of waste cooking oil/grease. Remember to:

- Place cooking oil/grease in a sealable food container (coffee can, juice bottle, etc.).
- Label container “Waste Cooking Oil” and secure cap/lid.
- Place cooking oil at curb by 7 a.m. on day of scheduled pick up.

Used motor oil/filters can be collected curbside from Cary households at no charge in support of the state disposal ban on these items at the landfill. Collection must be scheduled by calling the Public Works and Utilities Department at (919) 469-4090. Used motor oil must be placed in a closed container no larger than five gallons and labeled "Used Motor Oil" and filters must be triple-bagged for collection. The Town recommends a plastic container with a screw-cap lid for used oil.

Wooden pallets can be brought to the Citizen's Convenience Center located at 313 N. Dixon Avenue to be recycled in support of the state ban on this item at the landfill.

Take recycling that will not fit inside your cart/bin to the Citizen's Convenience Center located at 313 N. Dixon Avenue at no charge or request a special collection (fee applies) by calling (919) 469-4090. If your family consistently has more recycling than will fit inside your Town-issued 65-gallon rollout cart, you may request an additional cart (monthly fee applies) or switch to a larger 95-gallon cart by calling (919) 469-4090. Customers using an 18-gallon bin may place excess recycling in a similar sized container such as a laundry basket for collection. The Town does not collect dirt, bricks, rocks, hazardous materials, construction and demolition debris, or remodeling materials. See also *Citizen's Convenience Center and Solid Waste*.

► *Public Works and Utilities, (919) 469-4090*

Rezoning

If property owners want to use their land for purposes other than those permitted by the current zoning classification, the Town Council is required to hold a public hearing to consider the rezoning proposal. A public hearing is scheduled, the time, date and place are advertised, and a sign is posted at the site. The applicant and the public may present information to the Town Council at the hearing before the request is sent to the Planning and Zoning Board for review. The Planning and Zoning Board votes and sends its recommendation to the Town Council, which takes final action on the request. While the property owner most commonly initiates a rezoning, occasionally rezoning may also be requested by Town Council, the Planning and Zoning Board, the Zoning Board of Adjustment, or any resident of the Town or its extraterritorial jurisdiction (ETJ). Watch the rezoning process video at www.townofcary.org.

► *Planning, (919) 469-4082*

Roadside/Median Maintenance

The Town of Cary may mow and perform certain grounds maintenance along major thoroughfares except in those areas that are regularly maintained by the NCDOT. The Town may elect to maintain traffic islands, median islands and roadsides within the rights of way of major thoroughfares, if the Town deems it in the community's best interest.

► *Public Works and Utilities, (919) 469-4090*

School of Government

Become a more informed and effective Cary citizen by participating in the annual School of Government, which features eight classes organized around Town Council focus areas including community planning, infrastructure, budget and finance, and municipal services. The hands-on, interactive classes cover Cary history, structure, decision-making, planning, development, and municipal services. Classes are held one night a week 6-9 p.m. plus one Saturday class 9 a.m. until noon. If you would like to be a part of this program, watch for an announcement in BUD, the utility bill insert, or on the Web site, regarding applications.

► *Town Manager's Office, 469-4007*

Senior Citizen Resources

Located in Bond Park at 801 High House Road, the Cary Senior Center is a North Carolina Senior Center of Excellence. The center strives to provide quality leisure activities and services to all adults age 55 and older. Activities are designed to assist, inform, entertain and enrich the lives of the Town of Cary's senior citizens. The seasonal brochure "Creating Active Retirement Years" is available at any Town PRCR facility or at www.townofcary.org.

► *Parks, Recreation and Cultural Resources, (919) 469-4081*

Sertoma Amphitheatre

Located in Bond Park, Sertoma Amphitheatre accommodates 350 spectators for outdoor performances and events held throughout the year and is home to the Sertoma Concert Series held each spring and fall. The facility may also be reserved up to six months in advance. See also Facility and Shelter Rentals.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Sewer Main Inspection

The Town of Cary is required by law to clean and inspect 10 percent of Town maintained sanitary sewer mains annually by the State of North Carolina in comply with State regulations and laws. Camera inspection is used to determine condition of the sanitary sewer mains and to verify work that has been completed by both Contractors and Town Staff. See also *Manholes, Sewer Use and Common Lines*.

► *Public Works and Utilities, (919) 469-4090*

Sewer Stoppages

The Town's primary responsibility for the sewer system is to protect our environment by maintaining unobstructed wastewater flow in the main lines of the collection system. To accomplish this, the Town routinely cleans sewer lines and does preventive maintenance and repairs. If you experience a sewer system backup or observe a cleanout or sewer manhole overflowing, please let us know as soon as possible. When a stoppage occurs during work hours, contact Cary's Public Works and Utilities Department at (919) 469-4090. After hours and on weekends and holidays, call (919) 469-4012. The

Town will assess the stoppage to determine if the blockage is on the utility's side of the sewer line or the property owner's side of the sewer line. The Town will clear blockages that occur in the sewer main line or in the sewer service line from the Town-maintained cleanout at the edge of the right of way to the sewer main. A sewer cleanout is a capped, four-inch diameter vertical pipe that provides direct access to the sewer system. Property owners are responsible for blockages that occur in the service line located between the Town-maintained cleanout at the edge of the right of way and the house. If there is no cleanout pipe at the edge of the property, the property owner is responsible for blockages that occur anywhere in the sewer service line from the house to the main sewer line. See also *Sewer Use* and *Backwater Valve*.

► *Public Works and Utilities, (919) 469-4090*

Sewer Use

The Town of Cary Sanitary Sewer System is a network of pipes shared by citizens and businesses in the towns of Cary and Morrisville. The sewer system collects the wastewater from toilet flushing, sinks, and drains and transports the wastewater to a wastewater treatment plant. To keep the sewer system working properly and to prevent blockages, citizens are asked not to pour cooking oils and grease down the drain or use the toilet as a trash can. Some common items that do not belong in the sewer system include: cooking oils and grease, paper towels, plastic bags, sanitary wipes, feminine hygiene products, condoms, diapers, dental floss, cotton swabs, cotton balls, and kitty litter. See also *Wastewater Pretreatment*.

A Fats, Oils and Grease (FOG) Control Ordinance was adopted in 1998 to curb sewer system overflows resulting from accumulation in lines. The ordinance applies to restaurants and other non-residential facilities where food is prepared or served. The FOG Control Ordinance requires food preparation and service facilities to control fats, oils and grease with properly sized grease interceptors that are cleaned regularly. See also *Cooking Oils and Grease* and *Recycling* for residential cooking oils and grease recycling opportunities.

► *Public Works and Utilities, (919) 469-4090*

Shelter Rental

See *Facility and Shelter Rentals*

Sidewalk Program

The sidewalk request program includes improvement projects to construct sidewalks throughout the Town of Cary to provide pedestrian access to schools, public parks and recreation facilities, greenways, mass transit stops, shopping centers and businesses, and a variety of other destinations. Each year the Town Council establishes a priority list of locations for annual sidewalk projects that have been requested by citizens and staff. The annual sidewalk priority list considers a number of factors including safety, use, need, and constructability.

► *Planning, (919) 462-2008*

Sidewalk Repairs

To report sidewalks in need of repair or that pose an immediate danger to pedestrian traffic, please contact the Public Works and Utilities Department.

- ▶ *Public Works and Utilities, (919) 469-4090*

Sidewalk, Road and Sight Obstructions

For motorist and pedestrian safety, please keep all streets, sidewalks, greenways and paths free of obstructions. Trees and shrubs should be planted and trimmed such that they do not overhang or obstruct citizen use of sidewalks, greenways, streets, or bicycle paths or block the clear view of traffic at any intersection.

- ▶ *Public Works and Utilities, (919) 469-4090*

Sign Regulations

The Town of Cary regulates most signs through the sign ordinance chapter of the Land Development Ordinance (LDO). The ordinance was adopted for the purpose of regulating and controlling signs and their placement throughout the zoning jurisdictions of the Town to enhance health, safety, visual communication and the environment. A sign permit is required for nearly all signs including agriculture, business, and construction and renovation. Some temporary signs do not require a permit, such as yard sale signs, political signs, real estate signs and window signs, but regulations on the number, size, location, and longevity still apply. All signs are strictly prohibited on light poles, trees, traffic signals, medians, street corners, intersections, and in ditches.

- ▶ *Planning, (919) 469-4082*
- ▶ *Inspections and Permits, (919) 469-4340*

Sign Maintenance

See *Traffic Signs and Markings* and *Street Signs*

Sk8-Cary

Sk8-Cary is a 12,000 square foot skate park located in Robert V. Godbold Park at 2050 NW Maynard Road. If you skateboard, in-line or BMX, Sk8-Cary is a must visit. SK8-Cary has a fully stocked pro shop and concessions area. If you do not know how to skate, try one of our instructional classes or private lessons taught by the area's best instructors. Call (919) 380-2970 for an updated schedule or visit www.townofcary.org.

- ▶ *Parks, Recreation and Cultural Resources, (919) 469-4061*

Smoke Testing

To help protect our environment and as part of our regular sewer maintenance program, Cary conducts regular leak testing of the sanitary sewer system. Testing usually occurs in late August or September and takes several weeks to complete. Specific sections of the sewer system are targeted each year so that each part of the system receives testing at least once every twelve years. Property owners in a testing area are notified by letter approximately 30 days prior to testing in their area. Notices are also placed at each home or building within 24 hours of the test. A non-toxic, non-staining vapor that resembles smoke is used to conduct the tests.

► *Public Works and Utilities, (919) 469-4090*

Snow and Ice Removal

As weather forecasters call for wintry weather, the Town of Cary's A-Team prepares for action. If able, Town staff will begin with a brining operation. At the first sign of wintry precipitation, the Town will begin its spreading operation, spreading a sand and salt mix. At one inch of accumulation, the Town will deploy its snow plows. The A-Team clears thoroughfares, primary roads in subdivisions, followed by through streets in subdivisions and then cul-de-sacs. The Town does not clear private parking lots, including those in apartment and condominium complexes or at businesses. Citizens are also reminded of the following during inclement weather:

- Do not call 911 unless there is an emergency posing an immediate threat to life, health or property.
- All non-emergency phone calls should be placed to (919) 469-4090.
- View Cary road conditions by watching wink traffic cameras on Cary TV 11 or online.
- Please do not park on streets so that plows and other Town equipment can service the area.
- Be neighborly; check on neighbors to make sure that everyone is okay.

► *Public Works and Utilities, (919) 469-4090*

Solid Waste Collection

Household garbage, not including appliances and bulky trash, is collected curbside once a week. Household garbage must be contained in your 95-gallon rollout cart, which is provided by the Town. Customers living in existing multi-family complexes with three or more units receiving service prior to July 1, 2005, should contain garbage in a maximum of four 32-gallon containers not to exceed 100 pounds in total weight. To protect our collection crews, the containers should be tightly covered, have handles, and be free of holes or other hand hazards.

Please seal garbage in plastic bags, do not mix yard waste with garbage, and be sure ashes are fully extinguished. Medical waste/syringes should be placed in a puncture-proof container such as a coffee can before disposal. Take garbage that will not fit inside your cart to the Citizen's Convenience Center located at 313 N. Dixon Avenue at no charge or request a special collection (fees apply) by calling (919) 469-4090. If your family consistently has more garbage than will fit inside your Town-issued 95-gallon rollout cart, you may request an additional cart by calling (919) 469-4090 (monthly fee applies). Garbage

must be placed at the curb by 7 a.m. on your collection day and the emptied cart should be removed from the curb as soon as possible and before 6 a.m. the next day at the latest. Carts must be stored behind the building line of the side of the structure facing the principal street. If a cart is stored in front of the building line, it must be stored in an enclosed structure so that it cannot be seen from the street. The Town does not collect dirt, bricks, rocks, hazardous materials, construction and demolition debris, or remodeling materials. During inclement weather, collection schedules may change. Please visit the Town's Web site, www.townofcary.org, or call (919) 469-4090 for information. Other opportunities for solid waste disposal are:

Appliance Recycling

See Recycling

Bulky trash consists of items such as mattresses/box springs, furniture, gas grills, wheelbarrows, bicycles, and lawn mowers. The Town provides curbside collection of these items at your home for a fee. Collections must be scheduled by calling (919) 469-4090. Bulky trash may also be taken to and disposed of at the Citizen's Convenience Center at no charge. See also *Citizen's Convenience Center*.

Burning trash is prohibited in Cary Town limits.

Christmas trees are collected as regular yard waste beginning in January. Christmas trees may also be taken to one of several drop-off sites in Cary or to the Citizen's Convenience Center. Christmas tree disposal drop-off locations and dates are advertised each December. Because the trees are ground up for landscaping or compost use, please remove all tinsel, nails, wire, ribbon, or other non-vegetative material. See also *Citizen's Convenience Center*.

Computers and electronics disposal

See Recycling and Citizen's Convenience Center.

Construction and remodeling debris should be disposed of at a construction and demolition landfill. For more information call (919) 469-4090. Scrap metal can be taken to the South Wake Multi-Material Recycling Facility located at 6130 Old Smithfield Road in Apex or any of the Wake County Convenience Centers. Call Wake County Environmental Services at (919) 856-7400 for more information or visit www.wakegov.com.

Cooking oils and grease curbside collection

See Recycling

Dead animals found in the street or placed at curbside in a plastic bag will be collected by Town crews upon request. Call (919) 469-4090 to request free dead animal collection. Dead animals may also be disposed of at the Citizen's Convenience Center at no charge. See also *Animals, Wild and Citizen's Convenience Center*.

Household Hazardous Waste

See Household Hazardous Waste

Holiday garbage (excess) is collected at Christmas and New Year's. Excess waste includes household garbage and miscellaneous waste but not bulky trash. The excess garbage collection will be collected according to an annually published schedule which is also available on the Town's Web site, www.townofcary.org.

Leaf Collection season is November through March. Residents may rake their leaves behind the curb (or, where no curb exists, off the street pavement, between the roadside ditch and the front property line) to be vacuumed by the Town. Please do not block sidewalks with leaves or rake leaves into the street as they may reduce the safety of vehicles as well as block storm drains. All leaves raked to the curb will be collected according to a published schedule. Schedules can be found using Maps Online at www.townofcary.org.

Miscellaneous trash includes lamps, telephones, small hand appliances, clothes, buckets, shovels, and other items resulting from cleaning out attics, closets, and garages. If you are unable to donate items to those in need, place them inside your Town of Cary rollout cart for collection. If they do not fit inside the cart, please call (919) 469-4090 to have them collected curbside for a small fee, or take these items to the Citizen's Convenience Center for no charge. See also *Citizen's Convenience Center*.

Motor oil/filter curbside collection

See *Recycling*

Empty paint cans may be placed in your garbage cart for disposal. If there is paint left in the can, treat it like household hazardous waste. See also *Household Hazardous Waste*.

Recycling materials are collected curbside from Cary households every other week on either a blue or yellow collection schedule. See also *Recycling*.

Yard waste is collected curbside from Cary households on the same day as garbage collection.

See also *Citizen's Convenience Center, Recycling and Yard Waste*

► *Public Works and Utilities, (919) 469-4090*

Special Events – Town Sponsored

Visit www.townofcary.org for Town-sponsored events in the Town of Cary or call Parks, Recreation and Cultural Resources or the Town Clerk's Office for current information.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

► *Town Manager's Office, (919) 469-4007*

► *Town Clerk, (919) 469-4011*

Special Event Requirements (Temporary Uses)

Many special events – especially but not only those on or along public streets and sidewalks or those with signs – may need to have a Temporary Use permit from the Planning Department to help ensure public safety and that our community’s high quality of life is maintained. If a permit is required, the Planning Department will take your information and coordinate with Police, Fire and any other necessary departments.

► *Planning, (919) 469-4082*

SPRUCE: Keeping Cary Clean and Forever Green

Spruce is a volunteer-based program designed to connect citizens to beautification, litter reduction and environmental conservation projects in our community. Spruce initiatives include semiannual town-wide litter sweeps, Adopt-a-Spot opportunities, tree and flower plantings, outdoor beautification projects in public places, trail maintenance days, mulching workdays and neighborhood-scale sweeps. The Spruce program is a way for citizens, civic and religious groups, neighborhoods, churches, businesses and schools to work together to have a direct, positive impact on our environment.

We welcome participation on large and small scales. From town-wide litter sweeps to smaller neighborhood projects, Spruce is designed to support efforts to keep our community clean and forever green. Contact the Spruce coordinator at spruce@townofcary.org or (919) 469-4301 for more information about getting involved or to start a project.

► *Public Works, (919) 469-4090*

Stevens Nature Center at Hemlock Bluffs Nature Preserve

See Hemlock Bluffs Nature Preserve

Storm Drains

Storm drains are usually located in the curb of streets. Materials that enter the storm drains, including litter and other pollutants, go directly to area creeks and streams and not to one of Cary’s treatment facilities. To report a blocked storm drain or broken or dislocated storm drain cover, call Public Works and Utilities at (919) 469-4090. If you see someone dumping into a storm drain, report it immediately by calling 911.

Engineering, (919) 469-4030

Street Addressing

Names and numbers for streets within Cary’s corporate limits and extraterritorial jurisdiction are assigned by the Inspections and Permits Department. ZIP codes are assigned by the United States Postal Service. Please note that it is possible to live in the corporate limits of one community but have a mailing address for a different community; if you have ZIP code or mail delivery questions, please call the U.S. Postal Service at (800) 275-8777.

► *Inspections and Permits Addressing, (919) 460-4976*

Street Lights

Electric companies (Progress Energy, Duke Power, Apex) maintain the street lights in the Town of Cary. To report a street light outage, call their customer service center at (919) 508-5400. To request a new street light, call the Town of Cary's Engineering Department.

► *Engineering, (919) 469-4030*

Street Maintenance and Sweeping

So that we can schedule repairs as soon as possible, please report potholes and other damage to Town of Cary streets and missing or broken storm drain or manhole covers to the Public Works and Utilities Department weekdays between 8 a.m. and 5 p.m. After business hours, a message may be left on the voicemail; call 911 to report conditions that pose an immediate threat to life and safety. The Town street sweeper makes one complete cycle through Town maintained streets once every 3 months. Main thoroughfares are swept 12 times per year. Public Works and Utilities, (919) 469-4090

Street Signs

Street signs for new streets that have been approved by the Planning Department are installed by the Public Works and Utilities Department, which also maintains street and traffic signs.

► *Public Works and Utilities, (919) 469-4090*

Summer Camp

See *Camps and Art Experiences – Schoolz Out 411*

Surplus Equipment

Surplus equipment and vehicles may be purchased from the Town through public and private sales. The Town of Cary disposes of the majority of equipment through two online auction companies: GovDeals, www.govdeals.com/eas/ and State Surplus Property Agency, www.ncstatesurplus.com. Occasionally, auctions are held for specialty equipment and vehicles. Please refer to local newspapers and the Town's Web site for advertisements.

► *Purchasing, (919) 380-2766*

Tall Grass/Weeds Regulation

Grass, weeds and undergrowth on any property in the Town should not exceed a height of eight inches. For more information on Tall Grass Regulations, refer to Policy Statement 75

► *Public Works and Utilities, (919) 469-4090*

Taxes and Assessments

County governments handle all assessment, valuation, billing and collection of property taxes for the Town of Cary – Wake County for those properties within Cary that are also within Wake County, and

Chatham County for those Cary properties located within Chatham County. Citizens may pay the exact amount of the tax printed on their bill at Cary Town Hall, which serves as a satellite office for Wake County property tax collection. Any problems or questions must be handled through the Wake County tax office at (919) 856-5400 or Chatham County tax office at (919) 542-8250.

► *Finance, (919) 469-4050*

Teen Activities – Teen Scene, Teen Council

Programs for teens are offered at all Town recreation and cultural arts facilities. Classes and events cover a wide variety of topics from dance to fitness and from theatre to sports. Special events/trips include Kings Dominion, the Cary Teen Forum and Campus Cruisin' to name a few. The Cary Teen Council is a volunteer organization representative of the youth of Cary in grades 6-12. Programs and events focus on social/recreational, community awareness/service, educational, leadership/teamwork and fund raising/recruitment. For more information, call (919) 460-4965. See also *Camps and Art Experiences*.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Tennis Courts

Lighted tennis courts are available at R. S. Dunham Park, Annie L. Jones Park, Robert V. Godbold Park, Middle Creek School/Park, and the Cary Tennis Park. See also *Park Locations*.

► *Cary Tennis Park, (919) 462-2061*

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Tents

Any tent exceeding 200 square feet with side panels or any canopy exceeding 700 square feet without side panels requires a fire inspection and permit under the North Carolina Fire Code. Call at least three business days prior to your event to schedule the fire inspection and find out about any special requirements.

► *Fire, (919) 469-4056*

Thomas Brooks Park

In addition to a four-field softball/baseball pinwheel, Thomas Brooks Park is home to the USA Baseball National Training Complex. The Town is a proud partner with USA Baseball and hosts numerous USA Baseball National Team games and training sessions throughout the year. The complex consists of four fields, built and maintained to Major League specifications. The signature stadium field, Coleman Field, has seating for 1,754 spectators with additional grass seating for 1,500 more. In addition to USA Baseball events, the complex hosts many local, state, regional and national events, such as the NCAA Division II Baseball Championships. For more information about the USA Baseball National Training Complex or Thomas Brooks Park, call (919) 387-5844.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Toilet Rebates

The Town offers two rebates for toilets: toilet flappers and WaterSense labeled toilets. If you have a toilet that is 3.5 gpf or larger you can replace the flapper with an early closing flapper available at local hardware stores. You can receive a \$4.00 rebate on up to two specified flappers. Or you can replace your older toilet with a WaterSense labeled toilet and receive a \$100 rebate. Rebates will be issued on a first come, first served basis until funds are expended. Residential customers are limited to two rebates and commercial customers are limited to five rebates.

➤ *Public Works and Utilities, (919) 469-4090*

Town Council

Cary citizens are represented by a seven-member Town Council, with the mayor and two at-large members elected town-wide and four members elected by district. All members serve four-year, staggered terms. New council members are sworn in at the December meeting following the election. In 2009, Cary voters elected an at-large member as well as the District A and District C Council members. In 2011, Cary voters will elect their mayor, one at-large council member and the District B and District D council members. Current council members and their contact information are available from the Town Clerk or on the Town's Web site.

➤ *Town Clerk, (919) 469-4011*

Town Council Meetings

The Cary Town Council typically meets on the second and fourth Thursdays of each month at 6:30 p.m. Always check the Town's Web calendar for up-to-date meeting dates. All meetings are open to the public. The meeting agenda is published on the Town's Web site by 5 p.m. on the Friday prior to the meeting. Citizens are invited to speak during the "Public Speaks Out" portion of the meeting. Regular meetings are cablecast live and rebroadcast on Cary TV 11 and the video is available at www.townofcary.org within two business days after the meeting.

➤ *Town Clerk, (919) 469-4011*

Traffic Calming

Traffic calming measures may be installed on Town-maintained residential streets where speeding vehicles are a primary concern and constant police enforcement is not feasible. Before any installation is made, staff must determine that the project meets qualifying criteria, and the project must be approved by the Town Council.

➤ *Engineering, (919) 469-4030*

Traffic Signals

The Town of Cary maintains all traffic signals in the Town of Cary, the Town of Morrisville, and a portion of traffic signals in the Town of Apex. The system includes closed-circuit television cameras, dynamic message signs, emergency vehicle preemption, radar detection, and video detection systems, all connected via 80+ miles of fiber optics that also connects all Town of Cary facilities. This state-of-the-art

signal system is maintained by the Town of Cary 24 hours a day. To notify Cary of a malfunctioning traffic light during business hours call the Traffic Management Center at (919) 380-2105; after hours and on weekends and holidays, call (919) 469-4012. See also “wink” under *Public Information*.

Requests for new traffic signals may be made to the Division Traffic Engineer at the NC Department of Transportation at (919) 560-6856 or by writing to: Division Traffic Engineer, NCDOT, 2612 N. Duke Street, Durham, NC 27704. Requests may also be submitted to the Town of Cary Engineering Department.

► *Engineering, (919) 469-4030*

Traffic Signs and Markings

Traffic and street name signs on Town-maintained streets are maintained by Public Works and Utilities. Traffic signs on state-maintained roads are serviced by NC Department of Transportation (NCDOT). Posters or other signage may not be placed on any sign or post maintained by the Town of Cary or NCDOT. See also *Signs*.

► *Public Works and Utilities, (919) 469-4090*

Transit

See *C-Tran*

Transportation Services

Transportation planning services for bicycle, roadway, pedestrian and transit are conducted by the Planning Department, and the design of the Town’s transportation projects are conducted by the Town’s Engineering staff. Bus service is also provided by the Town. For other transit needs, Triangle Transit Authority (TTA) provides commuter bus service to downtown Raleigh and to Research Triangle Park. See also *C-Tran*.

► *Planning, (919) 469-4082*

► *TTA, (919) 549-9999*

Trash Collection

See *Solid Waste Collection*

TV

See *Public Information*

USA Baseball National Training Complex at Thomas Brooks Park

See *Thomas Brooks Park*

Utility Bill Payment Options

We have six ways for you to pay your Town of Cary utility bill:

- Bank draft service automatically deducts the amount of the utility bill on the actual due date each month from a checking or savings account with no service charge.
 - Payment may be mailed in the return envelope that is included with the monthly utility bill.
 - Payment may be made in person with cash, check or credit card (Visa or MasterCard) at the Finance window in Town Hall, 316 N. Academy Street in downtown Cary, Monday through Friday, 8 a.m. to 5 p.m.
 - Payment can be dropped off any time in one of three parking lot drop boxes: Morrisville Town Hall, Cary Senior Center in Bond Park, or Cary Town Hall Campus.
 - Payment can be made by phone with a credit card by calling (919) 469-4050. The Town accepts Visa and MasterCard.
 - Online payment by credit card is available through our Web site at www.townofcary.org.
- *Finance, (919) 469-4050*

Utility Bills

Water and irrigation meters are read monthly. Water and sewer usage is billed monthly along with solid waste services. The current charges due shown on your Cary utility bill are payable upon receipt. Current charges are considered delinquent after the due date. If the amount due for current charges is not paid by the due date, the account will be subject to a one percent late penalty or \$5, whichever is more. All customers will be waived one late payment penalty per calendar year; however, waived late penalties will not appear on a bill so any billed late penalties must be paid. If you cannot pay the full amount by the due date, it may be possible to arrange installment payments by contacting customer service at (919) 469-4050. If you are facing a hardship, you may also be eligible for one-time assistance through Oasis. Utility services are subject to disconnection for nonpayment 10 days beyond the due date. Reconnection can only be made upon the payment of the full amount due including late penalties and non-pay charges. Questions regarding billed charges for service or payments should be directed to Customer Service at (919) 469-4050. See also Oasis, Utility Rates, Utility Bill Payment Options and Utility Service.

➤ *Finance, (919) 469-4050*

Utility Easement Clearing and Mowing

To protect our public health and environment, the Town of Cary periodically clears easements of trees to prevent tree root penetration into sewer lines which causes sewer blockages and sewer overflows. It is also important to maintain access in case of emergencies. Before any vegetative clearing starts, a letter is sent to all property owners that border the easement explaining the purpose for clearing easements and the approximate duration of the work to be performed. This allows property owners the opportunity to ask any questions they may have and to remove personal items from the easement prior to clearing. Wherever personal items (such as fences or portable buildings) are left in the easement, employees have been instructed to carefully remove any such items and set them aside. Town of Cary employees

will not replace those items back onto the Town's easement and are not responsible for any damage that may occur to the personal items. A Town employee is on site at all times during the easement clearing to monitor progress and to address any citizen concerns.

► *Public Works and Utilities, (919) 469-4090*

Utility Locates

The Town of Cary is responsible for locating and marking Town-owned utilities. The locators are the Town's representatives to North Carolina One-Call service, a statewide organization of utility owners. The Town's utility locators respond to request tickets that are generated by the North Carolina One-Call service. To request a utility locate, call (800) 632-4949.

► *Public Works and Utilities, (919) 469-4090*

Utility Rates

As part of its water conservation effort, the Town of Cary bills customers for water and separately metered irrigation use according to a tiered rate structure. The price of water increases with each tier, providing an incentive to use this finite natural resource wisely. Sewer charges are billed at a uniform rate regardless of usage and are based on water usage. Base charges also apply to each service. Rates are routinely reviewed through an annual budget process and are typically adjusted at the beginning of Cary's fiscal year on July 1. Customers in Morrisville pay different rates than customers in Cary. The current rates are posted on the Cary Web site at www.townofcary.org. See also *Utility Bills*.

► *Finance, (919) 469-4050*

Utility Service

To set up or terminate water, sewer and garbage service, or for questions about a monthly statement, call (919) 469-4050. To set up an account, the Town may require a deposit. For problems with the water or sewer system, call (919) 469-4090.

► *Finance, (919) 469-4050*

► *Public Works and Utilities, (919) 469-4090*

Vehicle License Fees

The Town levies vehicle license fees that are included on your property tax bill for your automobile. No sticker, decal, or tag is required.

► *Finance, (919) 460-4952*

Vendors

If you are interested in selling goods or services to the Town, please contact Purchasing for details at (919) 469-4105.

► *Finance, (919) 460-4952*

Volunteer Opportunities

See *Citizen Involvement*

WakeMed Soccer Park

WakeMed Soccer Park is a 150-acre multi-use complex operated by the Town of Cary that sits on land owned by the State of North Carolina. It includes a 7,000 seat athletic stadium that features a natural turf field as well as seven other athletic fields. In addition, the site has a nationally renowned cross country course that can host meets of all sizes. Throughout the year the park hosts professional soccer matches, college and high school tournaments and other events. Fields are available (by reservation only) for low-impact field sports such as soccer and lacrosse. For more information on WakeMed Soccer Park, call (919) 858-0464.

➤ *Parks, Recreation and Cultural Resources, (919) 469-4061*

Water Bills

See *Utility Bills*

Water Conservation

Cary's comprehensive water conservation program combines educational, incentive, and regulatory initiatives to better manage water use and to protect and preserve our natural resources. To facilitate those goals, Town Council adopted the Alternate Day Watering Ordinance, Rain Sensor Ordinance, and the Water Waste Ordinance. Educational lessons and presentations are available for school classes, civic organizations, scout troops, and other audiences. Staff schedules landscaping and irrigation workshops, conducts free water audits upon request, and coordinates an annual "Beat the Peak" multi-media campaign to encourage wise water use. The tiered water rate structure, toilet flapper rebate, High Efficiency Toilet rebate, and wholesale rain barrel sales provide financial incentives for customers to use water efficiently. In addition, the reclaimed water system helps us use our resources wisely. See also *Alternate Day Watering, Rain Sensors, Toilet Rebates and Water Waste Ordinance*.

➤ *Public Works and Utilities, (919) 469-4090*

Water Disinfection

In accordance with state and federal regulations, the Cary/Apex Water Treatment Facility temporarily stops adding ammonia to its water treatment disinfection process each March. Customers who use kidney dialysis machines should be aware that water might contain chlorine, ammonia, or a mixture of the two at the beginning and end of March. The water plant resumes adding ammonia to the water treatment process on April 1. As part of their annual work, each March Town crews also flush the entire water system by opening each fire hydrant for 15-30 minutes.

➤ *Public Works and Utilities, (919) 469-4090*

Water Exception Permits

A 45-day exception to the Alternate Day Watering Ordinance is available April 15 through August 15 for customers planting warm season grasses (Zoysia, Bermuda, St. Augustine, and Centipede) and September 15 through November 15 for customers planting cool season grasses such as fescue. Apply for exceptions online at www.townofcary.org or by calling the Public Works and Utilities Department at (919) 469-4090.

► *Public Works and Utilities, (919) 469-4090*

Water Leaks

The Town of Cary routinely surveys 50-75 miles of the water distribution system per month with electronic listening devices to minimize loss from the water system. Cary schedules system repairs as leaks are discovered. Customers are encouraged to report all system leaks as soon as possible. Whenever a customer experiences a water leak inside a home or business, the main water shut-off valve inside the structure should be located and turned off. If the valve cannot be located or shut off, call Public Works and Utilities at (919) 469-4090 weekdays 8 a.m. to 5 p.m. or (919) 469-4012 after hours and on weekends and holidays to have the water meter shut off so repairs can be made. The property owner is responsible for repairs both inside the home and from their building to the water meter. The Town is responsible for repairing leaks in the street or between the street and the meter. If there is an unusual increase in water consumption on your Cary utility bill, consider checking around the hot water tank and underneath the building for water leaks. Toilets should also be checked for leaks by performing a dye test. Contact the Finance Department at (919) 469-4050 to further discuss a high utility bill or contact Water Conservation at (919) 469-4090 to schedule a water audit.

► *Public Works and Utilities, (919) 469-4090*

Water Meters

The Town of Cary installs and maintains all water meters and related items for residential and commercial sites in Cary and Morrisville. Other related water meter services and contact numbers are:

- Purchase of water meter: *Inspections and Permits, (919) 469-4340*
 - Installation of new meter: *Public Works and Utilities, (919) 469-4090*
 - Leaks (See *Water Leaks*)
 - Raising, lowering, and repairing meter boxes: *Public Works and Utilities, (919) 469-4090*
 - Replacing meter box lids: *Public Works and Utilities, (919) 469-4090* or *Finance, (919) 469-4050*
 - Low water pressure: *Public Works and Utilities, (919) 469-4090*
 - Replacement of water meters: *Finance, (919) 469-4050*
- *Public Works and Utilities, (919) 469-4090*

Water Quality

To help ensure safe, clear and tasty water that meets or exceeds all state and federal standards, Cary regularly tests and flushes the water distribution system. Water samples are taken from a number of locations throughout the system, and the system is flushed at fire hydrant locations. See also *Water System* and *Fire Hydrant Maintenance*.

► *Public Works and Utilities, (919) 469-4090*

Water Rates

See *Utility Rates*

Water System and Fire Hydrant Maintenance

The Town performs operational tests and system maintenance on all fire hydrants twice each year. The tests serve a dual purpose, assuring adequate fire flow and flushing sediment from the distribution system. See also *Water Quality*.

► *Public Works and Utilities, (919) 469-4090*

Water Waste Ordinance

Cary's Water Waste Ordinance helps preserve our finite natural resources by prohibiting over-watering of landscapes in two ways. First, it prohibits direct watering of impervious surfaces such as streets, driveways and sidewalks to the extent that water leaves the property. Second, the ordinance prohibits over-watering to the extent that water can no longer be absorbed and causes runoff. In addition, it is a violation of the ordinance to knowingly allow water to escape through an open hose, leaks, breaks, or malfunctions within the water user's plumbing or distribution system for any period of time beyond which such a leak or break should reasonably have been repaired or corrected. See also *Water Conservation*.

► *Public Works and Utilities, (919) 469-4090*

Watering Schedule

See *Alternate Day Watering*

Web site

See *Public Information*

Wells

If you would like to install a well for irrigation, first obtain a permit from Wake County Environmental Services. A site plan of your lot may be required. For more information, call (919) 856-7400 or visit Wake County's Web site, www.wakegov.com. Before connecting the well to your irrigation system, obtain plumbing and electrical permits from the Town's Inspections and Permits Department.

► *Inspections and Permits, (919) 469-4340*

Yard Sale Signs

See *Signs*

Yard Waste

Yard waste is collected weekly at the curb on your garbage collection day. You can also dispose of yard waste at the Citizen's Convenience Center located at 313 N. Dixon Avenue at no charge. Yard waste consists of vegetative matter collected as a result of landscaping. Examples of yard waste include grass clippings, brush, leaves and limbs. Limbs should be no longer than 4 feet or larger than 4 inches in diameter. Please place yard waste at the curb by 7 a.m. on your regular collection day in reusable containers, paper bags, or securely tied bundles. Yard waste contained in plastic bags or mixed with soil, rocks and trash will not be collected. The maximum volume of curbside yard waste for regular collection at each home on one day cannot exceed 240 cubic feet (8 feet long by 5 feet wide by 6 feet tall).

The Town offers a "Chipper Service" to help cut and grind tree limbs longer than 4 feet. Limbs must not be wider than 14 inches in diameter. Call (919) 469-4090 for more information or to schedule a chipper service appointment (fees apply).

► *Public Works and Utilities, (919) 469-4090*

Youth Programs

Programs for youth are offered at Bond Park Community Center, Cary Tennis Park, Herbert C. Young Community Center, Middle Creek Community Center, Page-Walker Arts and History Center, the Stevens Nature Center, Jordan Hall Arts Center, Bond Park, Sk8-Cary, and through Applause! Cary Youth Theatre. See also *Camps* and *Teen Activities*.

► *Parks, Recreation and Cultural Resources, (919) 469-4061*

Zoning

See *Land Development Ordinance* and *Rezoning*

Zoning Violations

If a property does not meet Cary community standards, the Town will notify the owner of what action will be necessary in order to comply with Town codes and ordinances. Examples of violations include junk and abandoned vehicles, illegal signs, unauthorized home occupations, non-conforming accessory structures, buffer or setback encroachments or more than four unrelated occupants in a dwelling.

► *Planning, (919) 469-4082*

TOWN OF CARY TELEPHONE DIRECTORY

EMERGENCY	911
Police/Fire/EMS Emergency.....	911
HEARING IMPAIRED/TDD.....	911
Water/Sewer Emergencies.....	469-4090
Evenings, weekends, holidays.....	469-4012

ALL AREA CODES ARE 919

Abandoned Vehicles/Private Property	469-4082
Abandoned Vehicles/Street.....	469-4012
Accounting.....	469-4380
Amphitheatre (see Koka Booth Amphitheatre at Regency Park)	
Animal Control.....	319-4517
Animal, dead.....	469-4090
Animal Tags/License	460-4965
Annexations.....	460-4936
Applause! Cary Youth Theatre.....	469-4061
Arts Programs.....	469-4061
Athletics Programs.....	469-4062
Cancellation line.....	319-4500 X505
Bond Park.....	469-4100
Bond Park Community Center.....	462-3970
Boards/Commissions.....	469-4011
Budget.....	462-3911
Building Permitting.....	469-4345
Business Licenses (Privilege Licenses).....	460-4952
Camps, Day/Summer.....	462-3970
Car Seat Installations.....	469-4338
Cary TV 11.....	462-3859
Cary Tennis Park.....	462-2061
Community Center (Herbert C. Young).....	460-4965
Community Center (Bond Park).....	462-3970
Community Center (Middle Creek).....	771-1295
Council Members.....	469-4011

C-Tran	
Information	462-2080
Reservations.....	481-2020
Development Review.....	319-4583
Dog Park.....	469-4064
Drainage, Public/Private Property.....	469-4347
Electrical Permitting.....	469-4346
Employment.....	469-4070
EMS (Non-emergency).....	380-6909
EMS (Emergency).....	911
Engineering.....	469-4030
Finance.....	469-4380
Fire (Non-emergency).....	469-4056
Fire (Emergency).....	911
Flooding, private property.....	469-4030
Flooding, street.....	469-4090
Garbage/Trash/Leaf Pickup.....	469-4090
Grading Permit.....	469-4347
Healthy Neighborhoods.....	469-4006
Hemlock Bluffs/Stevens Nature Center.....	387-5980
Housing Code.....	469-4376
Human Resources.....	469-4070
Inspections and Permits Customer Service.....	469-4340
Inspection Scheduling (automated) – Building/Electrical/Plumbing/Mechanical.....	462-3800
Jordan Hall Arts Center.....	469-4069
Koka Booth Amphitheatre at Regency Park.....	462-2025
Leaf Pickup.....	469-4090
Junk Vehicles (Zoning Code Enforcement).....	469-4082
License, Animal Tags/License.....	460-4965
License, Business (Privilege License).....	460-4952
Mayor (Town Clerk’s Office).....	469-4011
Mechanical Permitting.....	469-4341
Middle Creek Community Center.....	771-1295
Minimum Housing Standards.....	469-4376
Noise Ordinance.....	469-4016

Page-Walker Arts and History Center	460-4963
Parks, Recreation and Cultural Resources	469-4061
Permits, Construction/Building/Driveway	469-4340
Permits, Grading	469-4347
Planning	469-4082
Plumbing Permitting	469-4341
Police.....	469-4012
Emergency	911
Accreditation	462-3813
Administration/Chief's Office.....	469-4022
Animal Control	319-4517
Communications	469-4012
Community Services	469-4324
Duty Shift Commander	469-4016
Investigations	319-4523
Criminal Investigations Commander.....	469-4017
Professional Standards and Recruiting.....	460-4922
Records/Reports	469-4021
Road Rage Complaint Line.....	319-4521
Public Information Officer.....	460-4951
Public Works and Utilities	469-4090
Purchasing	469-4105
Recycling Programs	469-4090
SafeLight Cary.....	388-9129
Senior Center	469-4081
Sidewalks.....	469-4030
Sign Regulations and Permits	469-4082
Site/Subdivision Plans.....	319-4583
SK8-Cary	380-2970
Soil Erosion	469-4347
Sports Programs.....	469-4062
Speakers Bureau	469-4007
Stormwater Management	469-4347
Street Planning	469-4030
Street Light Installation.....	469-4030
Street Signs Installation.....	469-4090
Technology Services.....	460-4900

Tennis Park (Cary Tennis Park)	462-2061
Theatre (Applause! Cary Youth Theatre)	469-4061
Thomas Brooks Park.....	387-5844
Town Clerk	469-4011
Town Council.....	469-4011
Town Manager	469-4007
Traffic Congestion (Police)	469-4012
Traffic Design (Engineering)	469-4030
Traffic Signal – Malfunction	469-4090
Traffic Signal – Request new signal	469-4030
Traffic Signal – Timing.....	469-4030
Trash/Garbage/Recycling/Leaf Pickup	469-4090
USA Baseball National Training Complex.....	387-5844
Utilities.....	469-4090
Utility Billing.....	469-4050
WakeMed Soccer Park	858-0464
Water Conservation.....	469-4090
Water/Sewer/Solid Waste Services – Billing, New Accounts.....	469-4050
Water/Sewer Emergency	469-4090
(Nights, Weekends, Holidays)	469-4012
Water Reclamation (North Plant).....	677-0850
Water Reclamation (South Plant).....	779-0697
Water Treatment Plant (Cary/Apex)	362-5502
Web site	462-3908
Zoning.....	469-4082
Zoning Code Enforcement	469-4082

OTHER HELPFUL TELEPHONE NUMBERS

ALL AREA CODES ARE 919 UNLESS OTHERWISE INDICATED

Absentee Ballots (Wake County Board of Elections).....	856-6240
Absentee Ballots (Chatham County Board of Elections).....	545-8500
Adopt-A-Highway (NCDOT).....	715-3188
American Red Cross.....	231-1602
AMTRAK.....	(800) 872-7245
Local Ticket Office.....	833-7594
Animal Shelter (SPCA of Wake County).....	772-3203
Attorney General.....	716-6400
Citizens Rights.....	716-6780
Consumer Protection.....	716-6000
Automobile	
Driver License.....	468-0319
Tags/Titles.....	469-1444
Better Business Bureau.....	872-9240
Birth/Death Certificates (NC – Vital Records).....	733-3526
Board of Elections (Wake County).....	856-6240
Board of Elections (Chatham County).....	545-8500
Bus Service	
Capital Area Transit (Raleigh).....	828-7228
Triangle Transit Authority.....	549-9999
Ridesharing.....	549-9999
Cable TV (Time Warner Cable).....	595-4892
Cable TV complaints (NC Attorney General's office).....	716-6400
Cary Band Day.....	460-3572
Cary Chamber of Commerce.....	467-1016
Cary Jaycees (Christmas Parade).....	406-6200
Cary Library.....	460-3350
Chamber of Commerce.....	467-1016
Child Abuse and Neglect.....	(800) 859-0829
Child Care Resource and Referral of Wake County.....	779-2220
Child Protective Services (NC Health and Human Services).....	733-4622
Child Support Enforcement (Wake County Human Services).....	856-6630
Child Support Enforcement (NC Social Services).....	779-2220

Christmas Parade (Cary Jaycees)	406-6200
Clerk, Superior Court.....	792-4000
Crime Stoppers	226-CRIM(E) (226-2746)
Death/Birth Certificates (NC - Vital Records).....	733-3526
Deeds, Register of (Wake County).....	856-5460
District Attorney (Wake County)	755-4117
Division of Motor Vehicles (NC DMV)	
Driver License	468-0319
Tags/Titles	469-1444
Elections	
Wake County Board of Elections.....	856-6240
Chatham County Board of Elections.....	545-8500
Employment Security Commission (Unemployment benefits).....	469-1406
EMS (non-emergency)	380-6909
Emergency	911
Environmental Management (Air)	733-3340
Habitat for Humanity of Wake County.....	833-1999
Health Department (Wake County).....	250-4516
Highway Patrol.....	733-3861
Homeowners Association of North Carolina (www.hoa-nc.com).....	462-3232
HopeLine	231-4525
Hospital – WakeMed Cary	350-2300
Hospital – Rex Healthcare	784-3100
Immigration and Customs Enforcement	678-8807
Insurance, NC Department of (Consumer Services).....	(800) 546-5664
Jaycees, Cary (Christmas Parade).....	406-6200
Landfills, Wake County Environmental Services	856-7400
Landlord/Tenant Disputes (Attorney General).....	716-6000
Legal Aid	828-4647
Legislature.....	733-4111
Libraries	
Cary – Academy Street.....	460-3350
Apex – Eva H. Perry (Regional)	387-2100
West Regional.....	463-8500
Licenses	
Driver License (1387 SE Maynard Road).....	468-0319
Driver License – Car tags/Handicap placard (South Hills)	469-1444

Driver License (Raleigh).....	715-7000
Marriage License (Register of Deeds/Wake County)	856-5460
Magistrate	
Civil (Wake County Courthouse)	792-4900
Criminal (Wake County Courthouse)	792-4900
Small Claims (Wake County Courthouse)	792-4175
NC Department of Transportation	(877) 368-4968
Adopt-A-Highway	715-3188
Highway Signs (Traffic Services Department).....	477-2914
NC One Call (Utility Locating Service)	(800) 632-4949
North Carolina State Government	
Information Operator.....	733-1110
Birth and Death Certificates	733-3526
Consumer Protection/Antitrust.....	716-6000
Clerk Information for Wake County Courts.....	792-4000
NC Business License Information.....	715-2864
Passports.....	832-3479
Post Office.....	(800) 275-8777
Progress Energy.....	508-5400
Reporting outages.....	(800) 419-6356
Property, Deed/Ownership (Wake County Register of Deeds).....	856-5460
Property Tax (Wake County Revenue Department)	856-5400
Public Transportation (Triangle Transit Authority)	549-9999
Red Cross.....	231-1602
Register of Deeds (Wake County)	856-5460
Rescue Squad (Cary EMS)	380-6909
Emergency	911
RedFlex Traffic Systems	(877) 847-2338
Resources for Seniors (Wake County).....	872-7933
SafeLight Cary.....	388-9129
Schools	
Wake County Public School System	850-1600
Base School Assignment	850-1921
Student Transfers/Magnet Applications	850-1921
Transportation.....	856-8050
<i>Elementary Schools</i>	
Adams	460-3431
Apex.....	387-2150
Baucom	387-2168

Briarcliff.....	460-3443
Cary.....	460-3455
Cedar Fork.....	388-5240
Davis Drive.....	387-2130
Dillard Drive.....	233-4200
Farmington Woods.....	460-3469
Green Hope.....	388-5270
Highcroft.....	460-3527
Kingswood.....	460-3481
Middle Creek.....	773-9555
Mills Park.....	466-1466
Morrisville.....	460-3400
Northwoods.....	460-3491
Oak Grove.....	387-4490
Olive Chapel.....	387-4440
Penny Road.....	387-2136
Reedy Creek.....	380-3660
Salem.....	363-2865
Swift Creek.....	233-4320
Turner Creek.....	363-1391
Weatherstone.....	380-6988
West Lake.....	662-2300
Yates Mill.....	233-4244
<i>Middle Schools</i>	
Apex.....	387-2181
Davis Drive.....	387-3033
Dillard Drive.....	233-4228
East Cary.....	466-4377
Lufkin.....	387-4465
Mills Park.....	544-2474
Reedy Creek.....	460-3504
Salem.....	363-1870
West Cary.....	460-3528
West Lake.....	662-2900
<i>High Schools</i>	
Apex.....	387-2208
Athens Drive.....	233-4050
Cary.....	460-3549
Green Hope.....	380-3700
Middle Creek.....	773-3838
Panther Creek.....	463-8656

Senior Programs (Resources for Seniors – Wake County).....	872-7933
Sheriff's Department (Wake County).....	856-6900
Small Claims Court (Wake County Courthouse).....	792-4000
Social Security Administration.....	(800) 772-1213
Local Office.....	790-2782
Social Services Information Line (Wake County Human Services).....	212-7000
Special Olympics North Carolina.....	719-7662
Sports Organizations	
Apex Parks, Recreation & Cultural Resources.....	249-3402/www.apexnc.org
Capital Area Soccer League.....	834-3951/www.casInc.com
Carolina Copperheads.....	460-6265/www.carolinacopperheads.org
(Football & Cheerleading)	
Carolina RailHawks.....	859-5425 (KICK)
Cary Family YMCA.....	469-9622/www.ymcatriangle.org
Link up 2 Golf.....	851-0611/www.lochmere.com
Morrisville Parks & Recreation.....	463-7110/www.ci.morrisville.nc.us
North Carolina Road Runners Club.....	783-5680/www.ncroadrunners.org
Pop Warner Football & Cheerleading.....	990-1111/www.carypopwarner.org
Raleigh Parks & Recreation.....	831-6640/www.raleigh-nc.org
Raleigh Swimming Association.....	859-4881/www.swimrsa.org
Raleigh Youth Hockey.....	874-7474/www.ryha.org
Triangle Aquatics Center.....	459-4045/www.triangleaquatics.org
Triangle Futbol Club (Soccer).....	854-1333/www.dreamcamps.net
Streets	
NC Department of Transportation.....	733-3109
Malfunctioning Traffic Signals.....	477-2914
Street Light Outages/Malfunctions (Progress Energy).....	508-5400
Traffic Signal Malfunction (Town of Cary).....	469-4090
Taxes, State	
NC Department of Revenue – Information.....	(877) 252-3052
NC Department of Revenue – Refund Inquiry.....	(877) 252-4052
Taxes, Federal	
Internal Revenue Service Information and Assistance.....	(800) 829-1040
Internal Revenue Service – Forms.....	(800) 829-3676
Tax Assessor (Chatham County).....	542-8250
Tax Assessor (Wake County).....	856-5400
The Miracle League of the Triangle.....	238-0333/www.miracleleagueofthetriangle.com
Time Warner Cable.....	595-4892
Total Life Center (Bond Park).....	460-9008

Traffic Signals	
Request for new signal	477-2914
Report Malfunction (Town of Cary).....	469-4090
Trains (AMTRAK, Reservations and Information).....	(800) 872-7245
Trains (AMTRAK –320 Cabarrus St, Raleigh).....	833-7594
Transportation, NC Department of.....	(877) 368-4968
Triangle Transit Authority.....	549-9999
Triangle United Way.....	460-8687
Triangle United Way Information and Referral Service.....	(800) 831-1754
Unemployment benefits (Employment Security Commission).....	469-1406
United Way.....	460-8687
U.S. Postal Service.....	(800) 275-8777
Utilities	
AT&T (Telephone).....	(888) 757-6500
Repair.....	611
Progress Energy (Electricity)	508-5400
Public Service Company of NC (Natural Gas)	
24-Hour Customer Service	(877) 776-2427
Water/Sewer/Solid Waste (Town of Cary).....	469-4050
Utility Locating Service (NC One Call)	(800) 632-4949
Voter Information/Registration	
Wake County Board of Elections.....	856-6240
Chatham County Board of Elections.....	545-8500
Wake County Animal Care, Control and Adoption Center.....	(919) 212-PETS (7387)
Wake County Environmental Services Department (Well Permit)	856-7400
Wake County Human Services Information and Referral.....	212-7000
Wake County Public School System (see also Schools).....	850-1600
Base School Assignment	850-1921
Student Transfers/Magnet Applications	850-1921
Transportation.....	856-8050
Wake Memorial Park	465-0888
WakeMed Cary	350-2300
Work Permits (Wake County Human Services Department).....	212-7655

Get additional copies of the *Citizen's Guide to Services* by printing them from our Web site, www.townofcary.org.

Sports & Leisure

Getting a quick start in tennis

Cary has one of the first facilities in the US to work with United States Tennis Association to install permanent Quick-Start courts. These smaller courts are size specific for the 4-8 age range and fill a perfect niche for the Cary Tennis Park programming for our young tots.

The Extreme Sports outlet

Sk-8 Cary was the first public skate park in Wake County. Skateboarders, BMX bikers and inline skaters are all welcome at Sk-8 Cary.

The place to tour on two wheels

With its safe cycling classes for children, annual Cycling Celebration, and growing bicycle network throughout the Town, Cary consistently receives national recognition as a "Bicycle Friendly Community" from the League of American Bicyclists.

A jewel in the crown of Mother Nature

Hands-on exhibits, Nature's Niche Gift Shop, native wildlife garden, and environmental education programs are just a few of the natural experiences awaiting you at the Stevens Nature Center at Hemlock Bluffs Nature Preserve.

Health & Safety

Fit Community

Designated as a Fit Community through 2010, Cary provides a variety of health and fitness opportunities that promote physical activity for youth including instructional programs such as Stretch-n-Grow, cheerleading, martial arts, sports leagues, dance, tennis and more. Additionally, the Town maintains over 53 miles of greenways, 24 parks, and 13 staffed facilities.

Safest Community in the south

Cary has been the safest community in North Carolina, in the South, and among the 20 safest large cities in America during all the years that it has been rated.

Proactive in fire protection

The Cary Fire Department became the second department in North Carolina to earn national accreditation.

Progressive in law enforcement

The Cary Police Department became nationally accredited in 1992 by voluntarily demonstrating adherence to professional standards. It is one of only a handful accredited police departments in the Triangle.

Environmental Protection

Leading the way in reducing what we throw away

Cary's curbside computer recycling program was the first in the state.

Protecting water quality by controlling stormwater runoff

The N.C. Sedimentation Control Commission granted Cary its Erosion and Sedimentation Control Award for helping protect our rivers, lakes and streams.

Keeping Cary green

For more than two decades, the Town consistently receives the Tree City USA, demonstrating its long-term commitment to urban forestry. Cary was one of the first towns in the state to get a tree protection bill through the N.C. General Assembly.

Conserving our natural resources

Cary was the first in the state to save drinking water by reclaiming treated wastewater for irrigation.

Where careful planning preserves high quality of life

The Town has received the Outstanding Planning Award from the N.C. chapter of the American Planning Association for its Open Space and Historic Resources Plan.

Putting the brakes on stop-and-go traffic

Cary is the largest municipality in the state to fully fund its own traffic signal system, reducing air pollution caused by frequent stops and delays. The system includes closed circuit cameras at key intersections, allowing the Town to change signal timing and keep traffic moving smoothly.

History

Where history and heritage come alive

The Page-Walker Arts and History Center is located in Cary's oldest and most historic building. Built by Town founder Allison Francis (Frank) Page as a railroad hotel, Page-Walker is one of Wake County's best examples of Second Empire style architecture which was popular in 1868 when the hotel was built. It is also home to the Cary Heritage Museum.

A "friend of Britain in her sorest need"

Walter Hines Page, son of Frank Page, was an editor and public education proponent. He was also ambassador to Great Britain from 1913-1918 and is honored with a tablet in Westminster Abbey for advocating that the United States sided with Britain and its allies during World War I. Only two other Americans have received this honor.

Commitment to historic preservation

Cary is fortunate to have three National Register Historic Districts that recognize the past and provide incentives for preservation. Those districts are the Cary Historic District around Academy Street and Harrison Avenue in downtown Cary and the Carpenter and Green Level Historic Districts in west Cary which recognize farming communities from the last century. In addition there are two individual listings on the National Register of Historic Places: the Page-Walker Hotel (now the Page-Walker Arts and History Center) on the Town Hall campus and the Nancy Jones House on Chapel Hill Road.

