



THE CITY OF RALEIGH
MUNICIPAL SERVICES GUIDE



**FACTS YOU
NEED TO KNOW**





Frequently called numbers

Abandoned vehicles on private property	807-5110
Accessible Raleigh Transportation	996-3459
Animal Control Dispatch	831-6311
Building Inspections	516-2500
Building Permits	516-2495
Bus (CAT) information	485-7433
Business License	996-3200
City Council / Mayor's office	996-3050
Convention Center	996-8500
Fire Prevention	996-6392
Garbage/Trash	996-6890
Greenways	996-4774
Inspections/Development Services	516-2495
Parade/Picketing Permits	996-1481
Parking	996-3030
Pet tags	1-888-738-3463
Police Information Desk	996-3335
Police Records	996-3325
Pothole repair	996-6446
Public Nuisance	807-5110
Raleigh Television Network	996-6278
Recycling	996-6890
Rental Registration	807-5110
Seasonal leaf collection	996-6446
Sidewalks	996-3030
Stormwater/drainage	996-3940
Streetlight repair	508-5400
Taxi Inspector	996-1460/1461
Traffic Control Center	996-3020
Trees	996-4115
Urban Design Center	807-8479
Utility Billing	890-3245
Water/Sewer Emergencies	250-2737
After hours	829-1930
Yard Waste Center	250-2728
Zoning	516-2555



City of Raleigh
Municipal Services

FACTS YOU NEED TO KNOW

This booklet is designed to provide information about a wide range of City of Raleigh services. For more updated information concerning City government, read the inserts in your water bill; consult Raleigh's Television Network (RTN) Cable Channel 11, City of Raleigh's InfoSource; or check out the City's website at www.raleighnc.gov.

If you would like to receive the City's weekly newsletter, contact chris.riley@raleighnc.gov or call the Public Affairs Department at 996-3100.

RTN also provides online streaming video of City Council meetings at the City's website.

If you have concerns or questions that are not addressed in this booklet, visit the City's website or call the City of Raleigh Public Affairs Department at 996-3100.

March 2010



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ADMINISTRATIVE OFFICES

City of Raleigh administrative offices are located at:

- Avery C. Upchurch
Government Complex
222 W. Hargett Street,
Raleigh, NC 27601
- Raleigh Police Headquarters
6716 Six Forks Road,
Raleigh, NC 27615
- One Exchange Plaza
(Formerly 219 Fayetteville St.)
Raleigh, NC 27601
- Dillon Building
310 W. Martin Street,
Raleigh, NC 27601
- Raleigh Urban Design Center
133 Fayetteville Street,
Raleigh, NC 27601

The mailing address
for all City offices is:
City of Raleigh
P.O. Box 590,
Raleigh, NC 27602-0590

PUBLIC SAFETY

Emergency Communications

To request emergency assistance (voice and TDD for the hearing impaired), dial 911.

Call 911 when you need emergency police, fire or rescue services. By calling this number, you will be connected to the Raleigh-Wake Emergency Communications Center. A trained dispatcher will promptly assess your situation and send the assistance you need.

Should you inadvertently dial 911, please do not hang up. Rather, stay on the line and explain your situation to the 911 operator. Staying on the line eliminates the need for a verification call back, or the potential dispatch of emergency personnel to the location.

Police Protection

All areas within the City limits receive protection from the City of Raleigh Police Department. Police headquarters is located at 6716 Six Forks Road.

The Police Department also operates six district stations throughout the City. Citizens are encouraged to visit or contact their closest district station to report non-emergency situations, obtain safety and emergency preparedness information, ask questions, or work with officers to solve a problem. District station house contact information is listed below.

The Police Department provides a wide range of services, including crime prevention and Community Watch, a variety of community policing services, crime investigation, crime analysis and park police.

In the event of an emergency, dial 911. Non-emergency police calls should be directed to 831-6311. For any other police information, call the police information desk at 996-3335.

Police Districts

Downtown District

218 W. Cabarrus St.
Raleigh, NC 27602
919-996-3855

Northwest

8016 Glenwood Avenue
Raleigh, NC 27613
919-996-2300

North

Litchford Village Shopping Ctr.
8320 Litchford Road
Raleigh, NC 27615
919-996-4208

Northeast

4501 Atlantic Avenue, Suite 124
Raleigh, NC 27604
919-996-2457

Southeast

Southgate Shopping Center
1601-30 Crosslink Road
Raleigh, NC 27610
919-996-4455

Southwest

601 Hutton Street
Raleigh, NC 27606
919-996-6167



Fire Protection

Fire Administration, Fire Inspections and Fire Prevention offices provide a variety of fire education programs to schools, community groups and businesses. Offices are located on the second floor of 310 W. Martin Street.

Fire prevention permits, including burning, blasting and hazardous material permits, are available through Fire Prevention. Call 996-6392 for more information.



Twenty-seven fire stations are located strategically to serve all areas of the city. Firefighters provide tours of their facilities to school children and other members of the community. Residents can receive free blood pressure checks at the City's fire stations. These stations also participate in the "Safe Place" program for children. A listing of fire station locations is available on the city's website at www.raleighnc.gov

For more information about the Fire Department, call Fire Administration at 996-6115. In the event of an emergency, dial 911.

First Responder Program

The First Responder Program requires firefighters to attend emergency medical technician school and pass State practical and written exams to become certified EMT-Ds.

In the event of a life-threatening emergency, such as a heart attack, dial 911 and the closest available Raleigh Fire company will be dispatched to render advanced first aid until the rescue squad responds.

ANIMAL CONTROL

It is against the law for dogs and cats to run unrestrained within the City Limits. They must be confined to their guardian's property or walked on a leash. Guardians of dogs and cats can receive a misdemeanor citation for allowing their pets to run at large.

Dogs, cats or other animals found running loose will be picked up by the City's animal control officers and confined to the SPCA Animal Shelter, located at 327 U.S. 70 East in Garner. Call 772-3203 for information. If residents cannot



locate their pet at the SPCA shelter they should check the Wake County Animal Shelter at 820 Beacon Lake Road in Raleigh, telephone 250-1481. To report animals running at large, call 831-6311.

The City also has a “scoop law” making it illegal for you to allow your pet to foul other people’s property. The Raleigh City Council also has passed an ordinance forbidding the keeping of bears and cats weighing more than 35 pounds.



Food And Shelter Are Required

The City requires that all pet owners provide adequate food, water and shelter for their cats and dogs. The shelter must consist of an enclosure with at least three sides, a roof and a floor. Proper ventilation and sufficient room for the animals are also required.

Dog Tethering Ordinance



The City’s dog tethering ordinance regulates the unattended restraint or tethering of dogs. Under this measure, a dog may not be tethered for more than three hours total in any 24-hour period. The ordinance defines tethering as a means of tying out or fastening a dog outdoors on a rope, chain or other line for restraining a dog. The term does not mean the restraint of a dog on an attended leash.

In addition to being a misdemeanor, a violation of this ordinance would be subject to a civil penalty. For more information about the dog tethering ordinance or to report a violation, call 831-6311.

Dead Animals

The Solid Waste Services Department is responsible for removing dead animals from City streets and sidewalks. Call 996-6890 weekdays from 7 a.m. to 3 p.m. for this service. After 3 p.m. weekdays or on weekends and holidays, call 831-6311.

GARBAGE AND TRASH DISPOSAL

Waste Disposal

Garbage, yard waste and recycling are all collected at the curb on the same day each week. Residents use City-issued 96-gallon garbage carts to roll trash to the curb. Under the collection system, the City uses four collection zones: northwest, northeast, southwest and southeast. Weekly collection days are Tuesdays in the northwest zone, Wednesdays in the northeast zone, Thursdays in the southwest zone, and Fridays in the southeast zone. In July 2010, the City will begin phasing in a new recycling pick-up schedule to biweekly service.

Collection schedules may be changed due to City holidays or inclement weather. Holiday collection schedules are placed in display ads in local newspapers the week before the holiday or may be checked by calling the Raleigh Waste Line (recorded message) at 996-6194 or by visiting the City's website at www.raleighnc.gov.

How To Use Your Garbage Cart

Please bag your garbage before placing it in the garbage cart. Bagging the garbage will keep the cart clean, reduce odor and prevent litter problems. All bags must fit inside the cart; bags left outside the cart will not be picked up.

Place the garbage cart a few inches from the curb or edge of the street. Do not place the cart in the street. The cart should be placed so that the cart handle faces your house and the front of the cart where the lid opens faces the street. The cart must be at least 5 feet from mailboxes, utility poles, parked cars or other items that collection equipment can damage. Place the cart at the curbside no earlier than noon on the day before and no later than 7 a.m. on your collection day. Retrieve the cart from the curb by 7 p.m. on the day after your collection day.

Do NOT put these items in your garbage

- Yard waste;
- Loose or hot ashes;
- Loose cat litter or animal waste (please double bag);
- Unbagged packing pellets or sawdust;
- Hazardous or medical waste;
- Needles or syringes; and,
- Concrete, rocks or dirt

If you move, please leave the cart at the home for the next resident. Use only City-issued carts; no other carts will be emptied. For more information

about solid waste collection, call Solid Waste Services at 996-6890 from 7 a.m. to 4 p.m. weekdays or visit the City's website at, www.raleighnc.gov.

Yard Waste Collection

Yard waste is any material generated through landscaping or lawn-care activities. Yard waste should be placed in permanent containers, CLEAR plastic bags or biodegradable paper yard waste bags, or tied into bundles not more than five feet in length, 18 inches in diameter and 75 pounds in weight. Yard waste cannot be placed on the curb until noon on the day before your assigned collection. This includes yard waste produced from weekend work. For more information on yard waste collection, call 996-6890.

The City also conducts a seasonal leaf collection program from November through February. Leaves should be raked into piles and left on the curb, not in the street. Watch for City advertisements in the local newspapers or on Cable Channel 22, the City's InfoSource, for schedule information as well as www.raleighnc.gov. The city's leaf line provides recorded updates at 996-3720.

Recycling

The City of Raleigh is converting its curbside recycling program to bi-weekly. The City will be providing 96 gallon rollout carts to residents to facilitate this cost and energy saving conversion. For details and information on when your neighborhood can expect this change and service, contact the City Solid Waste Services Department at 996-6890 or visit www.raleighnc.gov/recycling.

The City of Raleigh's curbside recycling program, Raleigh Recycling, provides curbside pickup of the following items:

- corrugated cardboard (flattened and reduced to 3' x 3' pieces);
- newspaper and all inserts;
- magazines and catalogs;
- white paper / white paper direct mail (junk mail, any color print is ok);
- paperboard/boxes and tubes (e.g. cereal, pasta boxes--please flatten);
- metal food and beverage cans;
- all plastic bottles and soft beverage rings;
- glass food and beverage containers;
- aluminum foil and trays (must be clean);
- gable top containers (e.g. milk, juice cartons); and,
- drink boxes

The City's recycling program also operates seven drop-off recycling centers for these materials plus cell phones, ink jet and toner cartridges:

- Jaycee Park at 2405 Wade Avenue;
- City of Raleigh Yard Waste Center at 900 N. New Hope Road

(Open Monday through Saturday 7 a.m. - 4 p.m. only.);

- North Blvd. Plaza at Mini-City in the 4500 block of Capital Blvd.;
- Habitat Wake ReStore at 2420 Raleigh Boulevard (Tues-Fri 10 a.m. - 6 p.m. and Sat 9 a.m. - 5 p.m., closed Sun and Mon);
- Solid Waste Services' administrative offices at 400 W. Peace Street (7 a.m.-4 p.m. Monday through Friday only);
- Sam's Club at 2537 S. Saunders Street; and,
- EcoLube at 4901 Atlantic Ave (Monday through Friday 8 a.m. - 7 p.m. Saturday 8 a.m - 5 p.m.) All items with a cord; no cartridges.

The City of Raleigh also provides multi-family recycling for a number of apartment and townhouse communities upon request.

For more information about the City's recycling programs, call Raleigh Recycling at 996-6890 or visit www.raleighnc.gov/recycling.

Disposing of Other Trash

The City of Raleigh contracts with Wake County to dispose of garbage, trash and appliances at the county's South Wake Municipal Solid Waste Landfill, 6300 Old Smithfield Road, Apex. Wake County also operates Household Hazardous Waste Collection sites at the North Wake Multi-Material Recycling Facility and at the South Wake Landfill. Both sites are open Monday - Saturday from 8 a.m. until 4 p.m.

Building materials, rocks, garbage and other trash, such as furniture and large appliances, which cannot be picked up through regular curbside trash collection, may be disposed of at the County's landfill. For more information, contact Wake County Solid Waste management at 856-6186.



Yard waste may be disposed of "for a fee" at the City's Yard Waste Center, 900 N. New Hope Road. Yard waste products — mulch, compost and wood chips — useful in landscaping and gardening also are for sale at the Yard Waste Center. Hours of operation are 7 a.m. to 4 p.m. Mondays through Saturdays. Contact the City of Raleigh Yard Waste Center at 250-2728.

Free Bulky Load Pickup

The City provides free collection for bulky items that do not fit into the garbage carts. Bulky items are items such as household furnishings, small household appliances, mattresses, box springs, lawn equipment, and similar household items.

A bulky item collection load at a single address is limited to four (4) cubic yards (about a pickup load size). If you schedule a free bulky load collection and it is deemed to be in excess of 4 cubic yards you may be assessed the fee of \$50 for a Special Load Pickup. A collection for a specific address can be scheduled no more often than every ninety days.

Excess bags of garbage that would normally be put in the garbage cart will not be collected. No odor-causing waste will be collected. For maximum efficiency, please accumulate several items prior to scheduling a bulky load pickup. Large appliances can not be collected (see Special Load Pickup).

You must call ahead to schedule a bulky item collection. Read more about the type of items that can be collected at www.raleighnc.gov. You can schedule collection by calling Solid Waste Services customer service at 996-6890.

Special Load Pickup

Special collections of trash not normally collected by Solid Waste Services may be arranged for a fee of \$50. A special load pickup is not available for rocks, dirt, tires, chemicals, paints, automobile batteries, building materials, loose leaves, tree trunks or stumps. Payment for this service must be made in advance, either in person at the 1st floor Revenue Services Lobby of the Avery C. Upchurch Government Complex, 222 W. Hargett Street or by mail, addressed to the City of Raleigh, Revenue Services-20, PO Box 590, Raleigh, NC 27602 or by phone with VISA or MASTERCARD at 996-6890. Include the address where trash is to be picked up on a check or money order made out to "City of Raleigh." For more information, please call Solid Waste Services at 996-6890 or visit the City's website at www.raleighnc.gov.

Swap Shop

Every 43 days, North Carolinians throw away enough trash to fill dumpsters lining the entire state coast. In an effort to keep usable items out of landfills, the City of Raleigh's Solid Waste Services Department has opened a swap shop for residents at the Yard Waste Center at 900 N. New Hope Road.



The purpose of the swap shop is to encourage waste reduction by reusing. The goal is to divert good, useable items away from the waste stream and conserve valuable landfill space. Residents looking to discard items in working, usable condition can donate them to the swap shop. Residents in need of such items can visit the swap shop and if the items are available, take them.

The swap shop is open to Raleigh residents only. All visitors must check in with the scale operator onsite. Items brought to the swap shop must be in working order and placed neatly on the shelves. Furniture must not be soiled or torn. The swap shop operates on a first come, first served basis. Residents with items that are too large to bring to the swap shop may leave a notice on the reuse exchange board located at the swap shop. Residents are also encouraged to post notices for items they are looking for as well. Visitors to the swap shop accept all risk and responsibility for items taken.

The swap shop is open Monday through Saturday from 7 a.m. to 4 p.m. For more information, contact City of Raleigh Recycling at 996-6890 or the City's Yard Waste Center at 250-2728.

STREETS

Street Maintenance

Most streets within the City Limits are maintained by the City of Raleigh. Maintenance includes routine cleaning and sweeping and repair work such as patching and resurfacing, when necessary. To report a pothole or other problem, call Street Maintenance at 996-6446, or email pothole@ci.raleigh.nc.us.

A number of streets within Raleigh's city limits are state roads maintained by the NC Department of Transportation. To report a pothole or other problem on a state maintained road, call NCDOT at 733-3213.

Street Lighting

Under direction of the City's Public Works Department, street lights are generally installed and maintained by Progress Energy. If a street light goes out or is damaged, call Progress Energy at 508-5400.

Street Signs and Traffic Signals

The City's Public Works Department installs reflectorized street-name signs as well as all other traffic signs, street markings and traffic signals within the City Limits. Call the City of Raleigh Public Works Sign Shop at 996-6608 to report damaged or missing street signs. Call the Public Works Traffic Control Center at 996-3020 to report damaged or malfunctioning traffic signals. After 4 p.m. on weekdays, weekends and holidays, call 829-1930.



PUBLIC PARKING

“ParkLink” is the name of the City’s parking program. The new logo is now seen on every City-owned parking deck and parking lot as part of the City’s way-finding signage program to help motorists navigate the downtown area more easily. The program oversees 8,300 off-street parking spaces and approximately 1,700 on-street parking spaces.



ParkLink offers use of multi-space pay stations to provide several payment methods for on-street parking. The conversion from single space meters to pay stations throughout the downtown business district began in March 2010 and will provide for 1,200 meter spaces. The new pay stations will accept coin, and credit card transactions.

ParkLink also administers the contract for the city deck operations and off-street programs, and the maintenance of all City-owned decks and parking lots. Beginning in June 2010, the City will bring the on-street enforcement and meter program in house.

A ParkLink Guide containing helpful information, current parking rates and a map of downtown is available at all City parking decks, the City’s on-street contractor’s office (Park Raleigh, 828-1020) located at One Bank of America Plaza, 421 Fayetteville Street 27601, and the City’s website at www.raleighnc.gov.



PUBLIC TRANSPORTATION

Driving in Raleigh can be a hassle with parking, traffic and traveling costs. Make your commute easier and catch a CAT! Whether it is to take a trip to the mall, go to work or run errands around town, Capital Area Transit (CAT) provides service throughout the capital city to make your commute an easy one. If you need to connect around downtown, the fare free R-Line is quick and easy.

Take a look at CAT schedules and maps by visiting our website, www.raleighnc.gov or visit www.GoTriangle.org and plan your trip today. For general information about riding the bus or route and schedule information by phone, call 919-485-RIDE (7433).



If you are a Raleigh resident with a physical or mental disability that makes it impossible to drive a car and/or use CAT, you may qualify for the Accessible Raleigh Transportation Program (ART). This program provides subsidized curb-to-curb transportation service within the city limits through participating taxi companies. For more information about ART, call 996-3459.

WATER AND SEWER

The City of Raleigh provides water and sewer service to approximately 184,000 customers in the Raleigh area. To make utility payments simple and easy, the City of Raleigh offers a direct debit program to allow customers to draft their payments directly from their checking or savings account.

The City is converting to monthly billing and tiered-water rates. Bills are due within 20 days of the billing date. If you have any problems or questions concerning your account, call Utility Billing at 890-3245.

To make a payment you may pay online at www.raleighnc.gov, via phone at 890-3245 or in person at Avery C. Upchurch Municipal Building 1st floor Revenue Services Lobby, 222 W. Hargett St. In 2010 the City of Raleigh will move all customers to a monthly billing cycle and bills will be due 20 days from the billing date.

Residents with questions regarding the location and availability of City water and sewer services should call the Public Utilities Department at 857-4540. Residents wanting to connect to the City water and sewer system should contact Utility Billing at 890-3245.

The City requires that all applicable connection fees be paid to the Inspections Department before a water/sewer billing account can be established. Questions concerning permit fees for new connections should be directed to the Inspections Department at 516-2495.



*Dempsey E. Benton
Water Treatment Plant
Opening May 2010*

FEES AND LICENSES

Motor Vehicle License Tax

A \$25 vehicle license tax is charged for every self-propelled motorized vehicle listed with Wake County for ad valorem (property tax) purposes. This annual City vehicle tax is billed and collected by Wake County along with City and County property taxes.

Dog and Cat Tags

All dogs and cats more than four months of age must have a City tag. A tag will not be sold without certification that the dog or cat has received a current rabies shot.

Cost of the dog and cat tags is \$7 each for spayed or neutered animals (Verification from veterinarian is required.) and \$14 for fertile animals. The tags may be purchased at the 1st floor Revenue Services lobby of the Avery C. Upchurch Government Complex, 222 W. Hargett St. or from many area veterinarians' offices. To purchase pet tags by mail, call 1-888-PETFIND (738-3463) toll free.

Dog and cat tags go on sale Dec. 1 of each year and are valid through Dec. 31 of the following year, with no grace period. For more information or for a dog/cat tag application, call 1-888-PETFIND (738-3463).



Business/Privilege Licenses

Unless specifically exempted by statute, all businesses of any type operating within the City of Raleigh must purchase a privilege license from the City before beginning operations. These licenses must be renewed each year before June 30 and are valid from July 1 through June 30 of the following year. Businesses become liable for the payment of a privilege license tax immediately upon annexation. Newly annexed businesses are given a 30-day period in which to purchase a license without penalty.



Privilege licenses may be purchased at the 1st floor Revenue Services Lobby of the Avery C. Upchurch Government Complex, 222 W. Hargett St. For more information, call Revenue Services at 996-3200.

Beer/Wine Permits



Any business selling beer or wine must obtain a City of Raleigh Beer/Wine Permit. The State ABC permit must be presented to purchase this license. Beer/Wine permits are valid from May 1 through April 30 of the following year and licenses must be purchased by April 30 of each year to avoid a penalty. Beer/Wine licenses are not prorated.

Beer/Wine permits may be purchased at the 1st floor Revenue Services Lobby of the Avery C. Upchurch Government Complex, 222 W. Hargett Street. For more information, call Revenue Services at 996-3200.

Permits Required

To help protect the public from faulty or dangerous construction, unplanned growth, erosion and other common problems which could detract from the attractiveness and safety of the city, the City of Raleigh Inspections Department administers a construction permit program. Through this permit and inspection process, the Inspections Department enforces state and local ordinances and codes regarding building, electrical, plumbing and heat/air conditioning work, and soil erosion, sedimentation and zoning issues.

Before performing any of the following work, visit the Customer Service Center, at One Exchange Plaza, Suite 400, or call 516-2495:

- construct any new building or structure;
- alter or repair any existing structure;
- add to or change electrical wiring, plumbing lines or fixtures or a heating/air conditioning system;
- change the use of a building, such as converting a residence into a business;
- relocate or demolish a building or structure;
- perform any grading or earth-moving effort that involves an area greater than 12,000 square feet;
- install a sign or swimming pool;
- connect to the municipal water or sewer system;
- construct or alter a sidewalk or driveway on the public right-of-way;
- perform construction activities within or adjacent to the public right-of-way;
- locate a mobile home within the City's jurisdiction;
- locate a construction trailer;
- install gas logs; or,
- replace a furnace or water heater.

HOUSING AND NUISANCE CODES

Periodically, inspections are made of existing dwellings to ensure compliance with the City's Minimum Housing Code requirements. Provisions of the code require a dwelling to be structurally safe and sound, electrical wiring to be adequate, and water and sewer facilities to be functional.

The accumulation of garbage or trash and overgrown weeds and grass are considered public nuisances. Assuring the removal of these nuisances is a responsibility of the City of Raleigh Inspections Department's Housing/Environmental Division.

For assistance in the removal of a public nuisance in your neighborhood or if you have concerns about violations of the Housing Code, call the Housing/Environmental Division at 807-5110.

RENTAL REGISTRATION

The Raleigh City Council has adopted a rental registration program to promote public health, welfare, good order and safety of the city and its residents who rent residential properties.

All owners of residential rental properties in Raleigh are required to register any such properties they own. Properties must be registered annually between March 1 and April 30. The rental registration fee for the first or only rental dwelling on a property (parcel) is \$30.00. The fee for each additional rental dwelling unit on the same parcel is \$10.00. Owners of residential properties are responsible for paying rental registration fees.

Additional information is available on the city's website at www.raleighnc.gov or by calling 807-5110.

PLANNING AND DEVELOPMENT

The Raleigh Department of City Planning provides a wide range of services to residents, businesses, and developers on planning and development issues.

The mission of the Department of City Planning is to provide guidance for the growth and change of the City of Raleigh in order to maintain a high quality of life for all. The department operates three services divisions to achieve its mission:

The City and Regional Planning Division provides analysis, policy guidance, and information on development trends, the Comprehensive Plan, land use and zoning, urban design, growth management, historic preservation, the city's annexation process, and demographic and economic conditions within the City and its planning area.



Current Planning Services Division reviews, records, and provides information regarding development plans, subdivisions, special use permits, street name changes, street addresses, map recordation, development fee reimbursements and other issues.

The city's Urban Design Center, located in downtown Raleigh, is a team of urban designers and planners who envision and design solutions that create a better built environment for the City. By engaging and leading the people of Raleigh in deliberate, targeted design discussions, the city builds consensus around innovative solutions that encourage all people to be active in shaping the physical form of their community. To learn more, visit www.raleighnc.gov/urbandesign or call 807-8479.

The Department of City Planning also provides staff support for the City's Planning Commission, Appearance Commission, and Raleigh Historic Districts Commission. For more information, contact the Department of City Planning at 516-2626.

Community Development

The Community Development Department administers the federal community development block grant program and the City's locally funded affordable housing programs for the benefit of citizens with low or moderate incomes. Programs include homeownership programs for first-time home buyers, assistance to private and non-profit developers, housing programs for the homeless, housing rehabilitation programs and public improvements in targeted community development areas.

For more information about these special housing programs, call Community Development at 996-4330 or visit the Community Development office at 310 W. Martin Street.



Community Services

The Community Services Department offers a variety of services and programs to engage people in community life and to create thriving neighborhoods throughout the city. Resources for neighborhoods include leadership classes, assistance in forming neighborhood organizations and funding for betterment projects. The Department also coordinates volunteer opportunities for seniors and others wishing to serve the community, and it administers the Summer Youth Employment Program, which provides jobs and mentoring for young people. In addition, the Department provides staff support and assistance for Citizens Advisory Councils, the Fair Housing Hearing Board, the Human Relations Commission, the Mayor's Committee on Persons with Disabilities and the Substance Abuse Advisory Commission.

To learn more about how you can participate in these programs or to find out more about available resources, call the Community Services Department at 996-6100 or go to www.raleighnc.gov/communityservices.

LEISURE SERVICES & THE ARTS

Parks and Recreation

The Raleigh Parks and Recreation Department strives to actively encourage, provide, promote and protect quality leisure, recreation and cultural opportunities, facilities and environments that are essential for the enhancement of the lives of our residents.

Raleigh's award-winning Parks and Recreation Department offers a wide variety of leisure services for all City residents at more than 150 different sites. These facilities include major parks, 23 staffed community centers, two art centers, a BMX champion race track, 112 tennis courts at 25 locations, five lakes, two theaters and two historic homes available for meetings and special events. A total of eight swimming facilities are available to Raleigh



residents. In recent years, the department has added a skate park, urban wetland center and off-leash dog areas for all to enjoy.

In addition to great places, Raleigh Parks and Recreation offers a variety of programming opportunities. Extensive therapeutic leisure programs are provided for persons with mental, physical, visual or hearing disabilities. Summer camps, year-round athletic programs and a variety of other recreational, educational and adventure programs for seniors, adults, teens and youth are available. The parks system consists of 8,817 acres and over 60 miles of greenway.

For more information, call 831-6640 or visit Parks and Recreation on the city's website at www.parks.raleighnc.gov.

Raleigh Arts Commission

The City of Raleigh Arts Commission, established in 1977, serves as the leading force to champion the arts with Raleigh citizens and their representatives. Proudly holding the distinction of being the first municipal arts commission created in North Carolina, the Commission is dedicated to the ongoing goal of connecting people to the arts and building a vital and ever-expanding creative community for Capital City residents and visitors. Serving as the official advisory body and advocate for the arts to the City Council, the Commission offers a diversity of programs that engage, enlighten, and entertain the public by providing a range of cultural experiences. For more information on Commission activities, please visit www.raleighnc.gov/arts.

The Arts Commission office is located in room 504 of the Avery C. Upchurch Municipal Building at 222 W. Hargett Street and can be reached by calling 919-996-3610.

Progress Energy Center for The Performing Arts

The Progress Energy Center for the Performing Arts is considered one of the most versatile performing arts facilities in the southeast and is home to North Carolina Theatre, Carolina Ballet and North Carolina Symphony.

The Progress Energy Center for the Performing Arts consists of four theaters and Memorial Auditorium. Combined, Fletcher Opera Theater, Meymandi Concert Hall and Kennedy Theatre offer an additional 4,850 seats daily for arts lovers in the Triangle to experience the magical and the glorious, including operas and ballets. For more information call 996-8500.



Raleigh Amphitheatre & Festival Site

In late spring 2010, the City of Raleigh will open an outdoor amphitheater and festival site adjacent to the convention center. With a seating capacity 5,000, this new facility will host concerts and musical festivals, cultural festivals, comedy shows and other special events. For more information, call 996-8500.

Raleigh Convention Center

Opened in 2008, the state-of-the-art Raleigh Convention Center located downtown includes 500,000 sq. ft. of space, 20 meeting rooms, an exhibit hall with 150,000 sq. ft. of space, and a 32,000 sq. ft. ballroom that can seat up to 3,600. An attached four-star Marriott Hotel offers 15,000 sq. ft. of meeting space. For more information, call 996-8500.



Raleigh Wide Open

Raleigh Wide Open is the Capital city's celebration of its Downtown that has been established as the center of the Triangle and is emerging as one of the South's very hottest spots. Held annually the last weekend of July, the city will celebrate RWO5 on July 31, 2010.

INFORMATION SERVICES

Raleigh Television Network

Raleigh Television Network (RTN), a division of the Public Affairs Department, provides local non-commercial public access, education and government access television telecasts.

RTN 10 is Raleigh's channel for public-access broadcasting. RTN 10 features programs brought to you by individuals and organizations from throughout Raleigh. Raleigh Television Network is the Capital City's hand-held mirror. Watch it to see what your neighbors are up to. *Become a local producer and share yourself with all of Raleigh!*

RTN 11 covers your local government. Government Access allows residents to keep tabs on their City, County and Public Schools. Stay up-to-date with important information, Police and Fire department's events and notices, and enjoy city events occurring downtown and surrounding areas. RTN 11 also broadcasts the meetings for the Raleigh City Council, Wake County Board of Commissioners, the Wake County School Board, and the Raleigh Planning Commission.

RTN 18 offers Raleigh's citizens continuing education opportunities. Live classroom lessons and educational programming are offered by the Cooperating Raleigh Colleges and surrounding educational organizations.

RTN 22 is the information channel broadcasting a community billboard of events and available services. It is also an inspiration station broadcasting local religious programs in the evenings.

RTNSV is now available! RTN is proud to offer this streaming video service, featuring a live on-line feed of RTN 11 and select on-demand programming, such as City Council meetings. Just visit www.raleighnc.gov!

Residents are invited to join RTN and learn to create and broadcast their own television programs. For more information, call the Raleigh Television Network at 996-6278, visit the studio at 310 W. Martin Street or visit the government page of the city's website www.raleighnc.gov/rtn.

Cable Services

AT&T and Time Warner Cable provide cable service inside the Raleigh city limits, Wake County and other nearby municipalities. They each operate under the authority of a franchise individually granted to each company by the North Carolina Secretary of State. Local municipalities and counties do not have the authority to grant or extend cable franchises in the State of North Carolina.

North Carolina municipalities and counties also do not have the authority to oversee local cable operators or to accept complaints about their service or operations. The Consumer Protection Division of the North Carolina Department of Justice is responsible for accepting complaints about cable companies operating under a state-issued cable franchise. If you have an unresolved problem with either company, please register your complaint with:

N.C. Department of Justice,
Consumer Protection Division
9001 Mail Service Center, Raleigh, NC 27699-9001
Call 716-6000 or 1-877-566-7226 (1-877-NOSCAM)
www.ncdoj.com/consumerprotection/cp_cable_overview.jsp



Downtown WIFI

Looking to get on-line? Provided by the City of Raleigh in cooperation with the Downtown Raleigh Alliance, free WiFi services are available to downtown business professionals, visitors or shoppers. Service is available in designated outdoor public spaces, including City Plaza, Fayetteville Street, Nash Square, Moore Square, the Raleigh Convention Center area, and the Progress Energy Center for the Performing Arts . This Wifi service is for outdoor use only.

In order to ease bandwidth demands, the City will place limits on downloads while on the network as well as the length of time users can be connected. Users will be responsible for maintaining their own firewall and anti-virus software.

TAXES

The City of Raleigh is located in Wake County, and both City and County taxes are collected by the Wake County Revenue Department. The County also collects the City's vehicle license tax along with property taxes. For questions about property taxes, call the Wake County Revenue Department at 856-5400. Property tax valuations are set county-wide every eight years.

Property is taxed for the fiscal year, which begins on July 1 and ends the following June 30. Anyone owning property in the City as of January 1 will receive a tax bill in July or August. The City and County tax rates are set by Raleigh City Council and the Wake County Board of Commissioners at the beginning of each fiscal year and, therefore, are subject to change from one year to another.

If an area is annexed into the City at any time of the year other than the month of June, residents and property owners in that area will receive a one-time prorated tax bill directly from the City.



CITY ELECTIONS

Elections for the Raleigh City Council are held every two years. Election years are always odd-numbered years (example: 2011, 2013...).

Raleigh is divided into five districts: A, B, C, D and E. One council member is elected from each of the five districts; the mayor and two at-large council members are elected by all of the eligible voters in the city. Each voter, therefore, is entitled to vote for four persons — a district council member, two at-large council members and the mayor.

In order to vote, you must be registered. You may register to vote at the Wake County Board of Elections Office, 339 S. Salisbury St., at any branch of the Wake County Public Library, or when getting a driver's license from the North Carolina Division of Motor Vehicles. Registration books generally are closed one month prior to an election.

After you register to vote, you will receive a card from the Wake County Board of Elections notifying you of your precinct and where your polling place is located.

For more information about elections, call the Wake County Board of Elections at 856-6240 or visit the County's website at www.wakegov.com.

CITY OF RALEIGH ADMINISTRATIVE OFFICERS

City Manager, J. Russell Allen.....	996-3070
Asst. City Manager, Lawrence E. Wray.....	996-3160
Asst. City Manager, Julian Prosser.....	996-3840
Asst. City Manager, Dan Howe.....	996-3070
Chief Finance Officer, Perry E. James III.....	996-3215
City Attorney, Thomas A. McCormick, Jr.....	831-6560
City Clerk, Gail G. Smith.....	996-3040
City Council / Mayor's Office.....	996-3050
Community Development Director, Michele Grant.....	996-4330
Community Services Director, Kristen Rosselli.....	996-6100
Convention Center Director, Roger S. Krupa.....	996-8500
Emergency Communications Director, Barry Furey.....	996-3530
Fire Chief, John McGrath.....	996-6115
Information Technology Director, Gail Roper	996-3045
Inspections Director, Larry Strickland.....	516-2505
Parks and Recreation Director, Diane Sauer	996-3285
Personnel Director, Carolyn Simmons.....	996-3315
Planning Director, Mitchell Silver.....	516-2626
Police Chief, Harry Dolan.....	996-3385
Public Affairs Director, Jayne Kirkpatrick.....	996-3100
Public Utilities Director, John Carman.....	857-4540
Public Works Director, Carl Dawson, Jr.....	996-3030
Solid Waste Services Director, Fred Battle.....	996-6890

RALEIGH COMMUNITY PROFILE

Introduction

Raleigh, the Capital City of North Carolina, remains one of the fastest growing areas in the country. A great economy, top educational institutions, and outstanding health care facilities are some of the attributes that attract people to the triangle area. The mild climate, diverse work force and proximity to Research Triangle Park combine to make Raleigh a great place to live.

Population

City of Raleigh.....	388,926 (est. July 2009)
Planning Jurisdiction.....	420,637 (est. July 2009)
Wake County.....	902,689 (est. July 2009)
North Carolina.....	9,398,080 (est. July 2009)

The City of Raleigh population characteristics:

- 63.3% white (2000 census)
- 36.7% other racial groups (2000 census)
- 3.87 persons per acre population density in the corporate limits.
- 590,560 persons projected in year 2035

Geography

Land Area: (July 2009)

City of Raleigh.....	142.092 square miles
Planning Jurisdiction.....	183.816 square miles
Wake County.....	858 square miles
Elevation.....	434 feet above sea level
Average annual high.....	70.7 F
Average annual low.....	49.9 F
Average annual precipitation.....	44.19 inches
Average annual snowfall.....	4.5 inches

Taxes

Assessed Valuation FY 09-10 projected: \$49,309,079,000
City Tax Rate: \$.3735 per \$100 of assessed value
County Tax Rate: \$.5340 per \$100 of assessed value
Total: \$0.9075 per \$100 of assessed value





City Government

Council/Manager form of government

City Budget 2007-2008: \$697,702,049

Per Capita Expenditure: \$1,794

Municipal Service Cost for \$178,335 home: \$1,325.81

5-yr Capital Improvement Program: \$1,201,809,059

- 31% Utilities
- 16% Transportation
- 7% Parks
- 42% General Public Improvements
- 1% Housing
- 3% Stormwater

AAA Credit Rating by Standard & Poors, Moody's and Fitch IBCA.

Public Safety

Police (2009-2010): 7 stations, 2 sworn officers per 1000 population

Fire (2009-2010): 28 stations, 1.4 firefighters per 1000 population

Raleigh-Wake 911 Emergency Center: 102 employees

Parks and Recreation

123 city parks

24 staffed centers

6 non-staffed programmed centers

2 art centers

112 tennis courts at 25 locations

8 public swimming pools

79 open space areas

9,116.5 acres of parks and greenways

61.9 miles of greenways

Utilities

(number of customers served)

Water & Sewer: City of Raleigh..... 138,754

Electricity: Progress Energy..... 167,445

Natural Gas: PSNC Energy..... 121,778

Cable TV: Time Warner Cable..... 103,510

Raleigh Municipal Water & Sewer Capacity:

Water Treatment Capacity: 86.0 MGD

Water Treatment Utilizatio: 47.6 MGD

Wastewater Treatment Capacity: 60.0 MGD

Wastewater Utilization: 42.0 MGD

Education/Enrollment (2008-2009)

North Carolina State University: 33,879
Shaw University: 2,950
St. Augustine's College: 1,532
Meredith College: 2,246
Wake Technical College: 16,510
Peace College: 732
Wake County Public Schools Enrollmen: 139,362

Persons over 25 years of age with:

High School Diploma or higher..... 89.3%
Bachelor's Degree or higher..... 43.9%
(source: 2000 census)

Transportation

Raleigh-Durham International Airport (2008)

9 million Passengers incoming & departing
113,600 tons of cargo handled
Daily arrivals and departures 400
Passengers (daily) 24,658
Cargo tonnage handled (daily) 311

9 Major Airlines: 6 Regional Carriers

American Airlines Delta/Northwest
Air Canada Jet Blue Airways
Air Tran Southwest
Continental United
Continental Express United Express
Delta U S Airways

Railroad

Amtrak.....119,400 passengers yearly;
 6 trains daily serving Raleigh
CSX Railroad, Norfolk Southern Railroad

Bus Systems

Capital Area Transit (CAT)-City Bus System
80 buses; 72 during rush hour service
Over 5 million riders per year
Triangle Transit Authority-Regional Bus System
59 total buses: operates 49 during rush hr service
approx. 314,000 riders per yr in Raleigh area ('09)



Media

Area Television Stations: WRAL-5 CBS, WTVD-11 ABC, WNCN-17 NBC, WRAZ-50 FOX, WLFL-22 WB, WRDC-28 UPN, WUNC-4 PBS, WRMY-47, Community Access Ch-10, Time Warner Cable Channel 14

23 Area Radio Stations

Newspapers

Daily: The News and Observer

Weekly: Triangle Business Journal The Spectator, The Independent, The Carolinian, Triangle Business Weekly

General Information

Hospitals: (approx. 1847 beds)

Rex, Wake Medical Center, Duke Health Raleigh Hospital

Wake County Public Libraries: 9

Hotels/Motels: 120 (13,650 rooms)

Places of Worship: 250+

Financial Institutions: approx. 150 locations

Development

Value of Residential Construction Authorized - 2008

Raleigh..... \$577,422,549

Wake County..... N/A

Residential Lots or Units Approved – 2008

Raleigh..... 1,785

5 Year Average..... 3,676

Commercial Building Permit Value - 2008

Raleigh..... \$384 Million

5 Year Average..... \$385 Million

2007 Raleigh Census Data from the American Community Survey

Total Households..... 144,789

Average household size..... 2.32

Average family size..... 3.04

Median age..... 32.2 yrs

Race

White..... 58.6%

Black or African American..... 30.6%

American Indian and Alaskan Native..... 05%

Asian..... 4.5%

Native Hawaiian and Other Pacific Islander. n/a

Some other race..... 6.8%

Educational Attainment

Percentage high school graduate or higher..... 90.7%

Percentage Bachelor's degree or higher..... 46.9%

Place of Birth

Native..... 86.5%

Foreign Born..... 13.5%

Housing

(Corporate Limits)

Single Family Units.....	52.0%
Multi-family Units.....	48.0%
Total Housing Units (July 2009).....	170,549
Median Contract Rent.....	\$710
Average Home Sale Price.....	\$309,417

(source: ACCRA 4th Qtr. 2008)

Employment

Employment by Place of Work

Wake County Natural Resources & Mining.....	1,459.....	0.32%
Manufacturing.....	23,876.....	5.24%
Construction.....	32,472.....	7.12%
Trade, Transportation & Utilities.....	84,241.....	18.47%
Information.....	16,612.....	5.6%
Financial Activities.....	25,563.....	19.7%
Professional & Business Services.....	83,011.....	18.2%
Educational & Health Services.....	85,512.....	18.75%
Leisure & Hospitality.....	44,636.....	9.79%
Other Services.....	15,358.....	3.37%
Public Admin.....	39,512.....	8.66%
Unclassified.....	3,817.....	0.84%
TOTAL.....	456,078.....	100%

(source: ESC 2nd qtr 2008)

Average Annual Unemployment Rates

	2008	5 Yr. Average
Raleigh	4.5%	4.0%
Wake County	4.7%	3.9%
N.C.	6.4%	5.3%
U.S.	5.8%	5.2%
Estimated Raleigh Employment.....	2002: 262,433	
Projected Raleigh Employment.....	2030: 408,996	

Economic Characteristics

Wake Co. Per Capita Income (2007).....	\$41,714
State Per Capita Income (2008).....	\$34,439
MSA Median Family Income (2008).....	\$74,900

(MSA= Metropolitan Statistical Area for the Raleigh-Cary Region)

Visitors

10.34 million Raleigh/Wake County visitors in 2008

This Community Profile was prepared by the City of Raleigh Communications Group. For more information, please call (919)516-2626 or visit the City of Raleigh Web Site at www.raleighnc.gov 9/09