

**ALWAYS
OPEN**

Government Information . . . 24/7

- Charmeck 311
The City of Charlotte and Mecklenburg County's "one stop shop" customer service and information line for City and County services
- The Government Channel - Cable 16
Your link to Government News and Information
- www.charmeck.org
The Government Web Site of Charlotte-Mecklenburg

*Now Serving...
you the new citizen!*

Menu of City Services

**We're On Call 24/7
for all of Charlotte's
growing population.**



CHARLOTTE.

Menu of Services

Your area will become a part of the City of Charlotte on June 30, 2007. This menu of services summarizes what will be available to you upon annexation.

ALARMS

A City of Charlotte ordinance requires that all residents register their home and/or business electronic security alarm systems. Charlotte-Mecklenburg Police will not respond to your alarm unless it has been registered. Registration is free and is available online at www.cmpd.org. Homeowners with frequent false alarms may incur fines. For more information on alarm registration and the alarm ordinance, go to the alarm ordinance page at www.cmpd.org or call 704.432.9969.

ANIMAL CONTROL

Animal Licenses

All dogs, cats and ferrets four months and older residing in Charlotte, Mint Hill, Pineville and the unincorporated areas of Mecklenburg County must be licensed annually. License fees will vary depending on whether your pet is spayed or neutered. Fees for fertile animals are \$30 and those for sterile animals are \$10 for a one-year license and \$25 for a three-year license. License fee exemptions may apply in certain situations. Purchase licenses by mailing a completed Animal License Application, appropriate fees and current rabies vaccination certificate to: Charlotte-Mecklenburg Police Department Animal Control Division, c/o PetData PO Box 141929, Irving, TX 75014-1929. You may obtain an application from the Animal Control Division, your local veterinarian or by going online at www.petdata.com. Failure to purchase a license for dogs, cats or ferrets will result in a \$50 fine.

Rabies Shots

To qualify for a City license, dogs, cats and ferrets must have a current rabies inoculation. Rabies shots are available at local veterinarian offices. For more information about rabies shots, call the Mecklenburg County Health Department at 704.336.6402 or 311.

Animal Permits

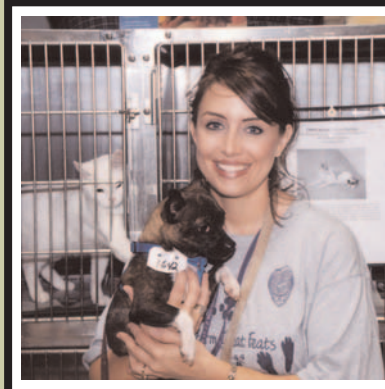
In order to maintain any equine animals, cloven-hoofed animals or other livestock or any chickens, turkeys, ducks, guineas, geese, pheasants, pigeons or other domestic fowl, or three or more dogs or cats outside, you must obtain a permit from the Animal Control Division. For more information, call 311.

Leash Law

All animals (except cats) in the city must be under physical restraint (lease, bridle or fence) while on the owner's property unless accompanied by an adult 18 years or older. Animals must be under physical restraint at all times when off the owner's property. Dog owners who allow their pets to run loose will become subject to escalating penalties. For additional information, call 311.

Dangerous Dogs

Animal Control investigates allegations of dangerous dogs. If a dog is determined to be dangerous or potentially dangerous, the owner will be asked to provide various restraints, including fencing and kenneling and purchase liability insurance. The owner also will be asked to place warning signs on the property. All decisions about dangerous dogs are subject to due process review. For additional information, call 311.



PUBLIC TRANSIT

Charlotte Area Transit System (CATS) operates bus service throughout the Charlotte regional area seven-days-a-week. There are more than 30 local routes serving the city and 20 express routes traveling from outlying suburban areas and the surrounding counties. More than 40 Park 'n' Ride lots are available. CATS also provides community circulators in various neighborhoods and areas of Charlotte. For more information on CATS services, call 704.336.RIDE or visit www.ridetransit.org.

Special Transportation

CATS also operates Special Transportation Services for Charlotte residents with physical disabilities. For information about eligibility or scheduling, call 704.336.RIDE or 704.336.2637 or visit www.ridetransit.org.

Vanpools

CATS Vanpool Program offers 15-passenger vans and 7-passenger mini-vans for commuters living and working near each other. To start a vanpool or obtain more information, call 704.336.RIDE or visit www.ridetransit.org.

Carpools

CATS Carpool Program will match you with other commuters based on where you live, place of employment and work schedule. For more information or to register in the program, call 704.336.RIDE or visit www.ridetransit.org.



WATER AND SEWER SERVICES

Residents who received water and sewer service from Charlotte-Mecklenburg Utilities prior to annexation will continue to do so. For information concerning your bill, contact the Billing Service Center at 311 or 704.336.2211. For 24-hour emergency water service and emergency sewer service, call 311. For questions about storm water services, call 704.336.RAIN (7246).

Residents who did not previously receive water and sewer service from Charlotte-Mecklenburg Utilities prior to annexation will be provided with basic water and sewer services to the annexed area within two years of the annexation date. Basic service is defined as installment of fire protection (hydrants) within 750 feet of single family homes fronting on public roadways; and installment of sewer mains to the low point of each public street in the annexed area.

These basic services clear the way for residential and commercial customers to initiate water and sewer extensions under the Charlotte-Mecklenburg Utilities street extension program. Utilities representatives will be in touch with every potential residential customer through mailings, door-hangers and community meetings. For more information, contact the Charlotte-Mecklenburg Utilities New Services section at 704.399.2221.



STORM WATER

Charlotte Storm Water Services (SWS) helps property owners who are experiencing flooding and/or erosion problems due to storm water runoff. This program repairs, maintains and improves the storm drainage system. SWS also provides programs to address pollution in local streams.

A monthly fee for this service is included as part of your utility (water/sewer) bill. The fee is based on how much each property contributes to storm water runoff from impervious (hard) surfaces such as a concrete driveway, concrete sidewalks, roof, etc. For more information on storm water programs or to report drainage problems, please call 704.336.RAIN (7246).

TAXES

All Charlotte residents pay both City and County taxes on the same tax bill. City taxes will begin to accrue starting July 1, 2007 and tax bills will be mailed in August. The bills are due September 1 and payable through January 5 without interest. For more information about tax assessments and collections, visit <http://tax.charmeck.org> or dial 311.

TRANSPORTATION

The City of Charlotte is responsible for traffic signals, street planning, and most streets within the City limits except those with federal or state numbers (for example, I-77, US-74 or NC-16).

New Construction/Street Improvements

For information on proposed or current road construction or street improvements, call the Charlotte Department of Transportation (CDOT) at 704.336.4119. Information on temporary road closings may be found each week in the Sunday edition of *The Charlotte Observer*, *Mecklenburg Neighbors* section, on the bulletin board portion of The Government Channel, Cable-16 and on the City's web site at www.ci.charlotte.nc.us/citransportation/closing/closing.htm.

Residential Lighting

As part of annexation, you may request that the City of Charlotte assume monthly charges from Duke Power to operate residential streetlights by calling CDOT at 704.336.4118. It should be noted that streetlights found in most annexed neighborhoods are decorative. Rather than pay for these decorative fixtures and supports at one time, developers and neighborhoods often choose to pay an inflated monthly lease rate for an indefinite period.

The City is only able to pay for the monthly operation and maintenance of equipment and has no provision to pay the capital cost of the decorative fixtures. Neighborhoods must retire the costs of these fixtures before the City can assume the monthly bills. If you feel this situation applies to your community, contact CDOT at 704.336.4118.

Requests

Requests for signals, signage, right-of-way obstructions and traffic calming should be made by calling 311. Requests for service also can be made on the City's web site at www.ci.charlotte.nc.us/citransportation/online.htm. Requests will be evaluated and granted based on need and available funds. To report a broken or burned out street light, just dial 311.



BUSINESS PRIVILEGE LICENSE

Businesses in the newly annexed areas are subject to a City Business Privilege License. Under City Code (Sec 13-27), each person who conducts a business operating within or soliciting in Charlotte is subject to this tax.

Licenses are due no later than July 1 for the year in advance. Licenses obtained in July 2007 will be valid through June 30, 2008. Failure to purchase a license is a misdemeanor, and businesses will be assessed 5% additional interest (as a tax) per month of the amount of tax. The tax for licenses is based on gross sales/receipts as follows: \$50 minimum or 60 cents per \$1,000 in gross, which ever is greater, with a \$10,000 maximum.

In addition, any business holding Alcohol Beverage Control (ABC) permits for their establishment, is required to pay the city tax for that activity.

Business licenses may be purchased at the License Office on the first floor of the Hal Marshall Center, 700 North Tryon Street, or applications and checks may be mailed to PO Box 31577 Charlotte, NC 28231. For additional information, visit <http://tax.charmeck.org> or call the Business Tax Collections Office at 704.336.6315.

CHARMECK 311

CharMeck 311 is the City of Charlotte and Mecklenburg County's "one stop shop" customer service and information line for City and County services. 311 provides direct access 24-hours-a-day, seven-days-a-week. Whether you need trash pick-up, want to report a code violation in your neighborhood, have questions about your property tax bill, or are calling about a stray animal. Dial 311, to learn about all City and County services that are now available to you!



EMERGENCY SERVICES

Police

The Charlotte-Mecklenburg Police Department responds to requests for service in the City and County. For emergencies, call 911. For non-emergency reports, call 311 or log on to www.cmpd.org.

For Neighborhood or Business Watch and other crime prevention activities, call the Crime Prevention Bureau at 704.336.2310. To report information about a crime, call CRIME STOPPERS at 704.334.1600.

Fire

The Charlotte Fire Department responds to fires and other emergencies. It is also the first responder to medical emergencies. For emergencies, dial 911.

The fire stations near your area are:

Ardrey Kell	Station 32	9225 Bryant Farms Rd.	704.544.3975
Moore's Chapel	Station 21	1023 Little Rock Rd.	704.399.1532
Mallard Creek East	Station 36	2325 W Mallard Creek Church Rd.	704.432.1782
	Station 27	111 Ken Hoffman Dr.	704.547.9355
Providence Pointe	Station 32	9225 Bryant Farms Rd.	704.544.3975
Tom Short	Station 9	4529 McKee Rd.	704.846.3151
	Station 32	9225 Bryant Farms Rd.	704.544.3975

For inspections, call the Fire Prevention Bureau at 704.336.2101, and for information on fire and life safety programs, call the fire educators at Fire Investigation at 704.336.2922.



CURB IT! Garbage. Recyclables. Yard Waste. Bulky Items.

The City of Charlotte Solid Waste Services provides garbage, recyclables, yard waste and bulky item collection to City residents. In addition to these services, Solid Waste Services also offers dead animal collection. Dead animals are collected from streets, public rights-of-way and private residences (from curbside). As a new resident you are entitled to these services. In the weeks prior to annexation, you will get information regarding these services and other services provided by Solid Waste in the mail, including a request to attend your neighborhood association meeting to meet you and discuss your new collection services. You also can expect to receive a welcome package and a postcard indicating your new service day. Approximately two weeks before annexation, residents of single family homes will receive a City-issued garbage cart and recycling bin. For more information, log on to <http://curbit.charmeck.org>. Be sure to watch your mailbox for more information regarding these services.

**Your new service
WILL BEGIN
the week of
Monday, July 2, 2007.**

