



Your neighborhood will become a part of the City of Charlotte on June 30, 2011. This information summarizes services that will impact you upon annexation.

ALARMS

A City of Charlotte ordinance requires that all residents register their home and/or business electronic security alarm systems. Police will not respond to your alarm unless it has been registered. Registration is free and is available online at www.cmpd.org. Homeowners or business owners with frequent false alarms may incur fines. For more information, go to the alarm ordinance page at www.cmpd.org or call **704/432-0431**.

ANIMAL CARE AND CONTROL

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 \$30.00 and those for sterile animals are \$10.00 for a 1-year license and \$25.00 for a 3-year license. License fee exemptions may apply in certain situations. You may purchase licenses by mailing a completed Animal License Application, appropriate fees and current Rabies Vaccination Certificate to: Charlotte-Mecklenburg Police Department Animal Care and Control Division, c/o PetData, PO Box 141929, Irving, TX 75014-1929. You may obtain an application from the Animal Care and Control Division 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. Animal Care and Control offers a free rabies clinic the 2nd Saturday of every month. For more information about rabies, call the Mecklenburg County Health Department at **704/336-6402** or the Animal Care and Control Bureau at **311**.

Animal Permits:

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 Care and 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, contact the Animal Care and Control Bureau at **311**.

Dangerous Dogs:

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

BUSINESS PRIVILEGE LICENSE

Businesses in the newly annexed area may be subject to a City Business Privilege License under Chapter 13 of the City Code. Licenses are due annually no later than July 1 for the year in advance. Licenses obtained in July 2011 will be valid through June 30, 2012. 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. Depending on the nature of the business, a business can pay either a flat tax or a tax based on gross receipts. 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 P.O. Box 32728 Charlotte, NC 28232-2728. 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 "first point of contact" for customer service and information for City and County services. 311 provides direct access 7 am to 8 pm, 7-days-a-week, whether you need trash pick-up, have questions about your property tax bill or want to report a water leak. CharMeck 311 services are available by phone or by sending a Web request at <http://charmeck.org>. Call **311** or **704/336-7600** to learn about all City and County services 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, medical emergencies, hazardous material incidents, high-angle and confined-space rescues, and other incidents as they arise. Call **911** in an emergency. For inspection information contact the Fire Prevention Bureau at **704/336-2101**. 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. Solid Waste Services also provides collection assistance to residents who are physically unable to take their garbage and recyclables to the curb (upon verification of need). In addition, Solid Waste Services collects dead animals from streets, public rights-of-way and private residences (scheduled for collection and placed at curbside).

In the weeks prior to annexation, you will receive information by mail with instructions on how to use services provided by City Solid Waste Services and your scheduled service day. Approximately two weeks before annexation becomes effective on June 30, 2011, you will also receive City-issued garbage and recycling carts. For more information, call **311** or Log onto <http://curbit.charlottenc.gov>

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, call **311**.

TAXES

All Charlotte residents pay both City and County taxes on the same tax bill. City taxes will begin to accrue starting July 1, 2011, and tax bills will be mailed in August. The bills are due September 1 2011, and payable through January 5, 2012 without interest. For more information about tax assessments and collections, visit <http://tax.charmeck.org> or dial **311**.

TRANSPORTATION

The City is responsible for public transportation, 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). Specifically for this annexation effort, Charlotte Department of Transportation (CDOT) will assume responsibility for the maintenance of Parkton Road; however, CDOT will not assume responsibility for Harrisburg Road since it crosses county lines.

New Construction/Street Improvements:

For information on proposed or current road construction or street improvements, call 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 GOV Channel, Cable 16, and on the City's web site at <http://charmeck.org/city/charlotte/Transportation/Pages/Home.aspx>

Residential Street Lighting:

As part of annexation, the City of Charlotte will assume monthly charges from Duke Power to operate existing residential streetlights upon request. Call the Charlotte Department of Transportation at **704/336-4118**. The City is only able to pay for monthly operation and maintenance of equipment. It cannot fund the capital cost associated with original installation of decorative fixtures found in some neighborhoods. Developers and residents need to pay the costs of these fixtures before the City can assume the monthly operation and maintenance 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 the City's 311 Call Center. Simply dial **311**. Requests for service also can be made on the City's web site at www.cdof.charmeck.org . Requests will be evaluated and granted based on need and available funds. To report a broken or burned out street light, just call **311**.

CHARLOTTE AREA TRANSIT SYSTEM (CATS)

CATS operates bus and light rail service throughout the Charlotte area seven-days-a-week. The LYNX Blue Line is the area's first light rail system. It is 9.6 miles long and runs from I-485 at South Blvd. to Uptown. CATS also operates more than 70 bus routes throughout the Charlotte regional area. There are more than 35 local routes serving the city and 20 express routes traveling from outlying suburban areas and the surrounding counties. More than 40 Park and Ride lots are also available. CATS provides community circulators to various neighborhoods and areas in North Mecklenburg. For more information on CATS' services, call **704/336-RIDE (7433)** or visit www.ridetransit.org.

Special Transportation Service:

CATS also operates Special Transportation Service (STS) for Charlotte residents with physical disabilities. For information about eligibility or scheduling, call **704/336-RIDE (7433)** or **704/336-2637** or visit www.ridetransit.org.

Vanpools:

The 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 (7433)** or visit www.ridetransit.org.

Carpools:

The CATS Carpooling Program will match you with other commuters based on where you live, place of employment and work schedule. For more information or to register for the program, call **704/336-RIDE (7433)** or visit www.sharetheridenc.com

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, call **311** or **704/336-7600**. 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 on the annexed area within two years of the annexation date. Basic service is defined as: installing fire protection (hydrants) within 1,000 feet of every existing residence and installing 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**.

Residents who receive water and sewer service from a private company will continue to do so after July 1, 2011. Charlotte-Mecklenburg Utilities will attempt to purchase the system and connect it to the public water and sanitary sewer system. Charlotte-Mecklenburg Utilities will send updates during this process.