



CHARLOTTE<sup>SM</sup>

***Welcome to the City!***

## 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 an alarm unless it has been registered. Registration is free and available online at [www.cmpd.org](http://www.cmpd.org). Homeowners or business owners 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](http://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 a 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 Care and Control Division, c/o PetData P.O. Box 141929, Irving, TX 75014-1929, or call 877-835-8523. You may obtain an application from the Animal Care and Control Division, your local veterinarian or by going on-line at [www.petdata.com](http://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 the Animal Care and Control Bureau at 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 Care and Control Bureau. For more information call the Animal Care and Control Bureau at 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 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 Bureau by calling 311.





## ***BUSINESS PRIVILEGE LICENSE***

Businesses in the newly annexed area 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 annually no later than July 1 for the year in advance. Licenses obtained in July 2009 will be valid through June 30, 2010. 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 tax based on gross receipts.

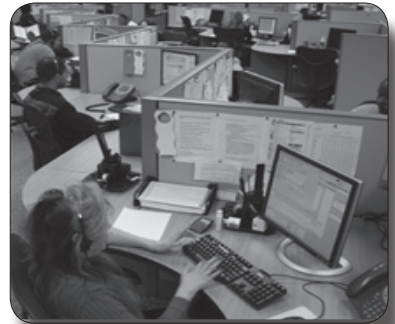
In addition, any business holding Alcohol Beverage Control (ABC) permits for an establishment is required to pay the City tax for that activity.

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 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 "first point of contact" for customer service and information 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, want to report a water leak, are calling about a stray animal or need to file a non-emergency police report. CharMeck 311 services are available by phone or by sending a Web request though [www.charmeck.org](http://www.charmeck.org).



Dial 311 to learn about all City services that are now available to you.

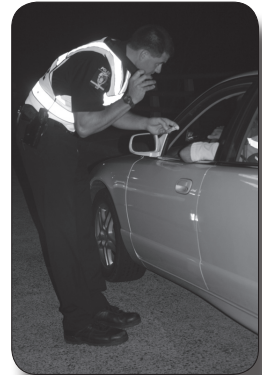


## EMERGENCY SERVICES

### 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](http://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. Dial 911 in an emergency.

#### ***The nearest fire stations for the annexation areas are:***

Berwick	Station 38	12100 Shopton Road West	704-353-1275
Eastfield North/South	Station 31	3820 Ridge Road	704-432-8239
Hood Road North/South	Station 34	2824 Rocky River Road	704-432-0935
	Station 40	9720 Harrisburg Road	Under construction
Providence/I-485	Station 9	4529 McKee Road	704-432-6874
	Station 32	9225 Bryant Farms Road	704-544-3975
Spring Park	Station 28	8031 Old Statesville Road	704-598-6990

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. Upon verification of need, Solid Waste Services also provides collection assistance to residents who are physically unable to take garbage and recyclables to the curb. In addition, Solid Waste Services collects dead animals from streets, public rights-of-way and those placed at the curbside of private residences.

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, 2009, you also will receive a City-issued garbage cart and recycling bin.



For more information, call 311 or visit <http://curbit.charmeck.org>. Be sure to watch your mailbox for more information regarding these services.



## STORM WATER

Charlotte Mecklenburg 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 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, 2009, 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 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).

### ***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.charmeck.org/departments/transportation/street+closings.htm](http://www.charmeck.org/departments/transportation/street+closings.htm).

### ***Residential Street Lighting***

As part of annexation, the City will assume monthly charges from Duke Power to operate residential streetlights upon request 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 found on the City's web site at [www.charmeck.org](http://www.charmeck.org). Requests will be evaluated and granted based on need and available funds. To report a broken or burned out street light, call 311.



## **CHARLOTTE AREA TRANSIT SYSTEM**

Charlotte Area Transit System (CATS) operates bus service throughout the Charlotte region seven days-a-week. There are more than 35 local routes serving the city and 16 express routes traveling from outlying suburban areas and the surrounding counties. More than 40 park-and-ride lots are available. CATS also provides community circulators in various neighborhoods and areas of Charlotte and North Mecklenburg. For more information on CATS' services, call 704-336-RIDE (7433) or visit [www.ridetransit.org](http://www.ridetransit.org).

### ***Special Transportation:***

CATS also operates Special Transportation Services (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](http://www.ridetransit.org).

### ***Vanpools:***

CATS Vanpool Program offers 15-passenger vans and seven-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](http://www.ridetransit.org).

### ***Carpools:***

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.ridetransit.org](http://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, 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 to 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.

## **WEBSITE**

For more information on City services visit the City/County web site at [www.charmeck.org](http://www.charmeck.org)





*focusing on our customers*

*delivering quality public services*

*creating a safe and vibrant community*

**Government Information...24/7**

- CharMeck 311  
The City of Charlotte and Mecklenburg County's "first point of contact" 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](http://www.charmeck.org)  
The Government Web Site of Charlotte-Mecklenburg