

City of Asheboro

2013 Annual Report

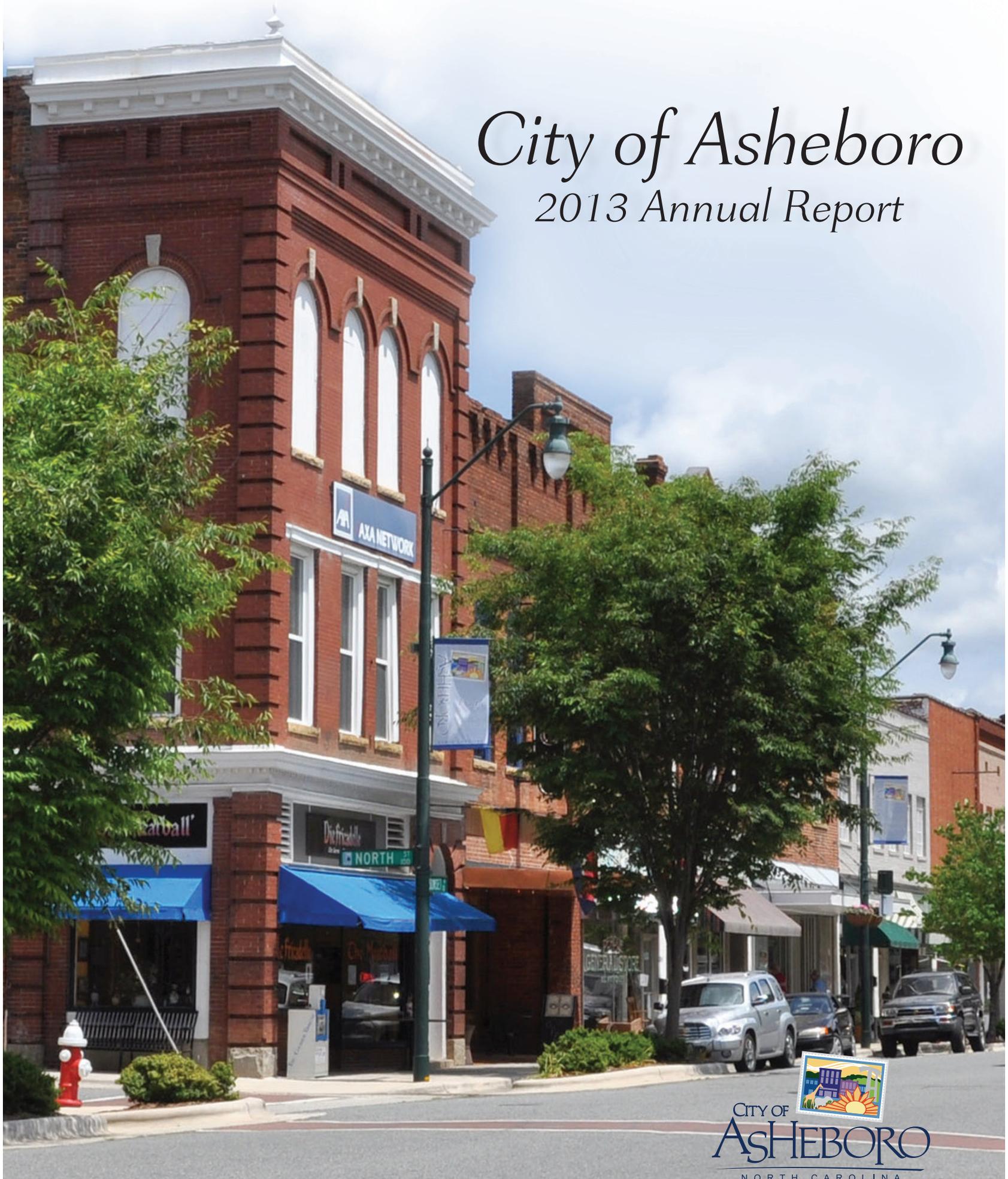


Table of Contents

1. A Message from your City Manager	p. 3
2. Meet the Asheboro Mayor & City Council.....	p. 4
3. The City's Financial Report	p. 5
4. Tax Dollars: How They're Spent	p. 6
5. 2013 Major Projects & Accomplishments	p. 7
6. Who are our Community Partners?	p. 8
7. What's New at the Asheboro Library?	p. 9
8. Flying from the Asheboro Regional Airport	p. 10
9. Protecting your Information with IT	p. 10
10. View the City's Organizational Chart.....	p. 11
11. Community Development Division.....	p. 12-15
12. Get Active with our Cultural & Recreation Services Department.....	p. 16
13. Stop, Drop and Roll with the Asheboro Fire Department.....	p. 17-18
14. Who's Protecting you? The APD Reports on Crime in Asheboro	p. 19-22
15. Public Work Division Reports from 2013	p. 23-24
16. Water & Wastewater in Asheboro.....	p. 25

A Message from your City Manager

Greetings! I am pleased to release the City of Asheboro's annual report for 2013. This report builds-upon efforts to inform the public about your city's operations, services and accomplishment this past year. Peruse the report and you will discover more about the city's vision for the future by learning about how public dollars are spent, what major initiatives are underway or recently completed and how the city strives to serve the community in an efficient and helpful manner. You can access this report online at asheboronc.gov and at City Hall.

The largest and most exciting project for the city was the renovation and re-opening of the Sunset Theatre. Since it's start in December 1930, Sunset Theatre has been one of our community's most recognizable landmarks. In fact, the Asheboro Courier noted Sunset Theatre was, "the finest of its size in the State, and few, if any, cities in the State the size of Asheboro can boast of a finer playhouse," in a 1930 article. After years and years of playing movies and hosting local plays, the theatre was in need of a facelift. In keeping with the tune of downtown revitalization, the city knew it was time for the Sunset Theatre to undergo some upgrades. After a much anticipated wait, Sunset Theatre again opened its doors in September 2013 showcasing a new mezzanine area, seating and stage renovations as well as new lighting and amplified sound capabilities. The theatre is back to being one of our destination sites in Asheboro. Movies, plays and concerts are all taking place and a full listing of events at Sunset Theatre can be found on the City of Asheboro website. Private parties are also welcome to use the new facility.

Our city was a great place to be out and about in 2013. Our award-winning Christmas on Sunset, as well as Trick-or-Treat in the Park, saw large increases in attendance. Continuing our commitment to community health and fitness, A3 - Asheboro Alive, Active and Able again hosted the Mayor's Downtown Fitness Challenge in which individuals from the community commit to walking in order to increase their fitness levels and help lead healthier lives. For 2013, an incredible 18 million steps were logged by participants.

I frequently say this and I will say it again: all that the City of Asheboro accomplishes would not be possible without the guidance and commitment of the City Council and the dedication of our employees and volunteers who regularly complete difficult work, often under tough circumstances. It gives me great pride to work with the City Council, our appointed boards, and the professional staff to make Asheboro exactly where you want to be!



John Ogburn,
City Manager

John Ogburn
City Manager

Meet the Asheboro Mayor & City Council



Seated (L to R): Councilmember Linda Carter, Mayor David Smith, Mayor Pro Tem Talmadge Baker
Standing (L to R): Councilmembers Walker Moffit, Charles Swiers, Clark Bell, Mike Hunter and Eddie Burks

Authority, Board, Commission and Committee Members*

Airport Authority

Steve Knight, *Chair*
Keith Crisco
Murray "Skip" Marsh, Jr.
Dr. Jim Rich
Curtis Williams

Alcoholic Beverage Control Board

J. Brooke Schmidly, *Chair*
Stephen R. Knight
Robert Morrison

Redevelopment Commission

Linda Carter, *Chair*
Cynthia Bailey, *Vice Chair*
David Jarrell
Tommy Lemonds
Michael Moore
Katie Snuggs
Roger Spoon

Retiree Attraction Committee

David Smith, *Chair*
Janet Harlee, *Vice Chair*
Deborah Bain
Janet Blakely
David Caughron
Jim Culberson
Neal Griffin
Ross Holt
Bill Hoover
Duffy Johnson
Leigh Anna Johnson
Gail Moore
Tammy O'Kelley
Candie Rudzinski
Derrick Sides
Glenn Thaler
Wayne D. Thomas
Freddy Wehunt

Planning Board

Van Rich, *Chair*
James Lindsey, *Vice Chair*
Ritchie Buffkin
Lynette Garner
David Henderson
Thomas Rush
Dave Whitaker

Sports Policy Review Committee

Wayne Thomas, *Chair*
John Matkins, *Vice Chair*
Ed Bunch
Gary Mason
Greg York

* At time of publication

The City's Financial Report

While most department reports contained in this annual report reflect activity from January 1 - December 31, 2013, the financial report deals with the City's 2012-2013 fiscal year, which ran from July 1, 2012 - June 30, 2013. City Council annually adopts a budget for the General Operating Fund and the Water and Sewer Enterprise Fund. Below are the audited financial figures relating to these two funds. For more information on the City of Asheboro's financial picture, visit the city's website or City Hall to view the Comprehensive Annual Financial Report.

Water & Sewer Fund Revenues

Operating Revenues	
Water Sales	\$6,568,338
Sewer Charges	\$5,025,537
Water and Sewer Taps	\$49,450
Sampling and Monitoring Fees	\$29,240
Surcharges	\$206,111
Septic Tank Discharge	\$21,970
Other Operating Revenues	<u>\$452,363</u>
Total Operating Revenues	\$12,353,009
Total Nonoperating Revenues	\$152,372
Total Revenues	\$12,505,381

Water & Sewer Fund Expenses

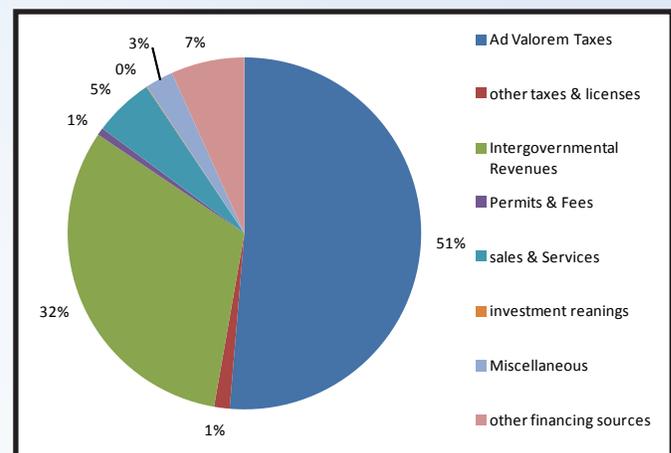
Billing and Collections	\$417,043
Water Meter Operations	\$705,402
Water Supply and Treatment	\$2,028,343
Wastewater Treatment	\$2,284,721
Water Maintenance	\$912,160
Wastewater Maintenance	\$1,113,743
Technical Services	\$170,268
Systems Maintenance	\$1,061,184
Water Quality	\$504,810
Debt Service	\$1,799,575
Capital Outlay	\$1,047,874
Total Expenditures	\$12,339,383
Total Other Financing Uses	\$294,260
Revenues over expenditures and other sources	\$165,998

General Fund Revenues:

Ad Valorem Taxes	\$12,276,415
Other Taxes and Licenses	\$340,369
Intergovernmental Revenues	\$7,578,816
Permits and Fees	\$162,991
Sales and Services	\$1,311,794
Investment Earnings	\$15,031
Misc.	\$610,647
Other Financing Sources	\$1,617,091
Total Revenues	\$23,913,154
Revenues Under Expenses (use of fund balance)	(\$695,578)

General Fund Expenditures:

Governing Body	\$52,850
Administration	\$86,748
Information Technology	\$91,494
Finance	\$89,825
Public Buildings	\$37,512
Tax Collections	\$77,648
Legal Services	\$74,655
Community Development Division	\$545,920
City Shop (Fleet Maintenance)	\$582,827
Human Resources	\$234,093
Police	\$3,628,500
Fire	\$1,790,876
Building Inspections	\$109,050
Fire Inspections	\$122,644
Public Works Operations	\$387,175
Street and Highway	\$1,121,399
Engineering	\$88,894
Airport Authority	\$20,538
Environmental Services	\$1,138,341
Recycling Transfer Station	\$50,661
Recreation	\$493,354
Facilities Maintenance	\$821,139
Golf Course	\$130,247
Arts & Cultural Services	\$150,938
Library	\$60,208
Debt Service	<u>\$288,890</u>
Total Expenditures	\$24,608,732



Tax Dollars: How They're Spent

Are you curious as to where and how your tax dollars are spent by the City of Asheboro? Then look no farther than the table we have provided for you below. As you will see, the majority of tax payor money is spent on public safety through the Asheboro Police Department. Coming in a close second is the Asheboro Fire Department. At the City of Asheboro, the safety of our citizens is of the utmost importance. If you have any additional questions about where your tax dollars are being spent, please call City Hall at (336) 626-1201.

General Fund Expenditures

Police Department	\$.30
Fire Department	\$.15
Street Department	\$.09
Sanitation Service	\$.09
Facilities Maintenance	\$.07
Cultural & Recreational Service	\$.05
Other (Administration, IT, Legal Services, Tax Collection, Engineering, etc.)	\$.05
City Shop - Fleet Maintenance	\$.05
Community Development	\$.04
Public Works Operations	\$.03
Inspections - Building & Fire	\$.02
Human Resources	\$.02
Debt Service	\$.02
Finance	\$.01

2013 Major Projects & Accomplishments

Sunset Theatre

2013 was indeed the year of Sunset Theatre. The historic cinema began operating in 1930. After many years of usage, the theatre was in need of upgrades. Renovations at Sunset Theatre began in 2012 and were completed in September of 2013. The newly revitalized Sunset Theatre has all new seating, sound and lighting, plenty of space for spectators and a new dressing area for actors and actresses performing in the theatre. Plays, concerts and movies are just a few of the exciting events happening at Sunset Theatre. Stay in touch about events throughout the year by logging on to www.sunsettheatre.org.



Memorial Park Tennis Courts

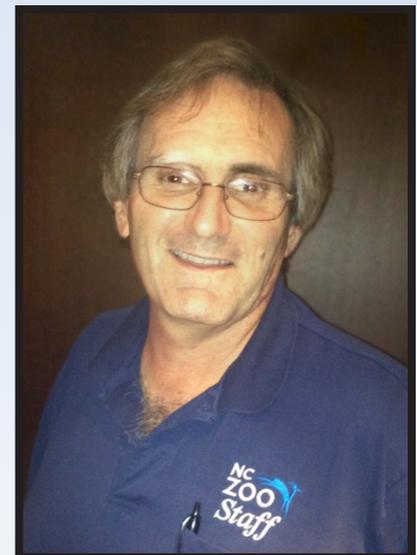
The tennis courts at Memorial Park underwent several renovations during the 2013 calendar year as well. The courts have been resurfaced and new lights have been installed. Old nets and wind screens have also been replaced with new, top-of-the-line nets and screens. The final phase of the renovation started in late 2013 and involved the renovation and enhancement of the pro shop at the tennis courts.

The Certificate of Achievement for Excellence in Financial Reporting 2013

This award, presented by the Government Finance Officers Association of the United States and Canada (GFOA), is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management. This was the 24th consecutive year the City of Asheboro was a recipient of the award.

Asheboro Pride Award

Mr. Bob Langston, Interpretive Specialist for the North Carolina Zoological Park, was presented the "Asheboro Pride Award" by the City Council at their November 7 meeting, in recognition of his efforts to clean and beautify several lakes, parks and other recreation areas of the community. Mr. Langston has been involved with several volunteer groups who have focused their efforts on clean-up projects including: the Cub Scouts, Key Club, Rotary, Interact Clubs and the Randolph Early College High School. The most recent projects include Lake Lift at Lake Reese and the North Carolina Big Sweep. He has led various groups and collected more than 5,000 pounds of litter, including 10,000-14,000 cigarette butt filters from the Downtown Central Business District.



Wastewater Treatment Plant Operator of the Year

Chris Schadt received the Wilbur E. Long, Jr. Operator of the Year Award, a recognition given annually since 1975 to one wastewater treatment plant operator in the state of North Carolina. There are more than 4,000 licensed wastewater treatment operators in the state.

Who are our Community Partners?

Asheboro Boys & Girls Club

The Boys & Girls Club aims to inspire and enable all young people, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible and caring citizens. The Boys & Girls Club provides a safe place for kids to learn and grow. The Club also provides a place for kids to create ongoing relationships with caring adult professionals, learn through life-enhancing programs and build character through their experiences.

Asheboro City Schools

The Asheboro City School's vision is a system of excellence where every student graduates, and is globally competitive for careers, college and citizenship.

Asheboro/Randolph Chamber of Commerce

The Asheboro/Randolph Chamber of Commerce is organized to promote an environment conducive to the economic growth and well-being of community and the businesses and citizens within it.

Copperheads Baseball

See wooden bat baseball at McCrary Ballpark, featuring the only synthetic turf infield surface in the Coastal Plain League, showcasing collegiate stars from across the country.

Randolph Arts Guild

The Randolph Arts Guild is a multi-action, multicultural nonprofit organization dedicated to providing the citizens of Randolph County with the means to express themselves through visual, literary and performing arts. Its mission is to develop, coordinate and promote activities for the citizens of Randolph County to educate, foster appreciation and provide for self-expression of the arts.

Randolph Community College (RCC)

RCC, a member institution of the North Carolina Community College System, is a public, two-year, comprehensive, community college established to serve the citizens of Randolph County.

Randolph County Economic Development Corporation

The Randolph County Economic Development Corporation (EDC) is a non-profit organization, utilizing public and private funds to promote Randolph County's economic future. The EDC works with new and existing industry for the creation of new jobs, expanded tax base in the county and a stronger local economy.

Randolph County Schools

The mission of Randolph County Schools is to educate every child by creating a learning community with high expectations while maximizing educational opportunities and enabling all students to adapt in a diverse 21st Century global society.

Randolph County Senior Adults Association

Randolph County Senior Adults Association is a private, non-profit 501(c)(3) organization, which has served Randolph County since 1975. This is an organization of individuals who are interested in improving the quality of life for Randolph County residents who are 60 years of age and older, and in serving as advocates on their behalf. Their mission is to provide services and programs which will enable individuals, with an emphasis on those over age 60, to live their lives with independence and dignity.

Randolph County Tourism Development Authority (TDA)

The TDA's purpose is to further the development of travel, tourism and conventions in the county through state, national and international advertising and promotion.

What's New with the Asheboro Library?

The Asheboro Public Library, headquarters of the Randolph County Public Library, is your community knowledge center. With branches in Archdale, Franklinville, Liberty, Ramseur, Randleman and Seagrove, the library system offers over 282,000 books, ebooks, audiobooks, DVDs and other material, alongside powerful research resources, to meet your reading and informational needs. Countywide, the library receives more than 500,000 visits and checks out more than 550,000 items annually.

By the Numbers

Citizens visited the Asheboro library 224,449 times, checking out 210,376 books, DVDs, audiobooks and other material. Patrons connected to the internet more than 61,000 times at the library's desktop computers or via its WiFi network. Librarians answered more than 28,000 research, computer and homework help questions. More than 16,000 – or 64 percent – of Asheboro's 25,000 residents have library cards.

The library has played a key role in helping people get back on their feet during the economic downturn. A survey of library computer users in September 2011 showed that 60 percent had used library computers to look for a job in the past year. Of those, 78 percent used the computers to apply for jobs or send out resumes, 36 percent were granted interviews and 18 percent were hired for new positions.



E-Books

The library continues to build its downloadable ebook collection. Last year, county readers checked out over 10,000 ebooks. Library staff have presented multiple “E-Stuff on the Go” workshops to help people familiarize themselves with their new devices in a one-on-one setting.

Family Services

Service to children and families remains key to the library's mission. In the past year, 5,895 children enjoyed multiple weekly storytimes, including baby, pre-school, family and bilingual English/Spanish storytimes at the Asheboro library. The library reached another 1,679 children in programs carried to schools and community centers. The library's Summer Reading Program keeps kids reading during the summer, an activity proven to improve performance in school the following year.

Friends of the Library

A vibrant Friends of the Library group supports the Asheboro Public Library. The Friends sponsor author appearances, musical performances and programs for children and teens, in addition to funding the library's massive Summer Reading Program. Authors Wiley Cash and Jeffery Deaver were among the luminaries brought to the community by the Friends over the last year. Volunteers from the Friends also operate the Friends of the Library Bookshop in downtown Asheboro, which has reopened following renovation of the neighboring Sunset Theatre.

There's much more available at your library, including book discussions, genealogy and free meeting space. Visit the Asheboro Library at 201 Worth Street and find us online at randolphlibrary.org or randquest.org.

Flying from the Asheboro Regional Airport

The City of Asheboro owns the Asheboro Regional Airport and contracts with Cardinal Air for its operation. The facility is a valuable tool for economic development, serving a variety of local businesses and corporations. Travelers visiting Asheboro receive superior service and experience true southern hospitality from airport staff. The full-service facility features:

- 5,500 feet of runway and full-length taxiways
- Instrument approaches
- Rotating beacon
- Runway and taxiway lighting
- Fueling - JetA and Avgas
- 60,000 lb. weight limit
- Charter service
- Travel assistance (rental cars, hotel reservations, etc.)
- Maintenance and avionics repair
- Flight instruction
- Rental hangars
- 24-hour call-out



For weather conditions at the airport, call the Automated Weather Observation System at (336) 626-7933. For more information on the Asheboro Regional Airport, visit www.airnav.com/airport/KHBI or www.cardinal-air.com.

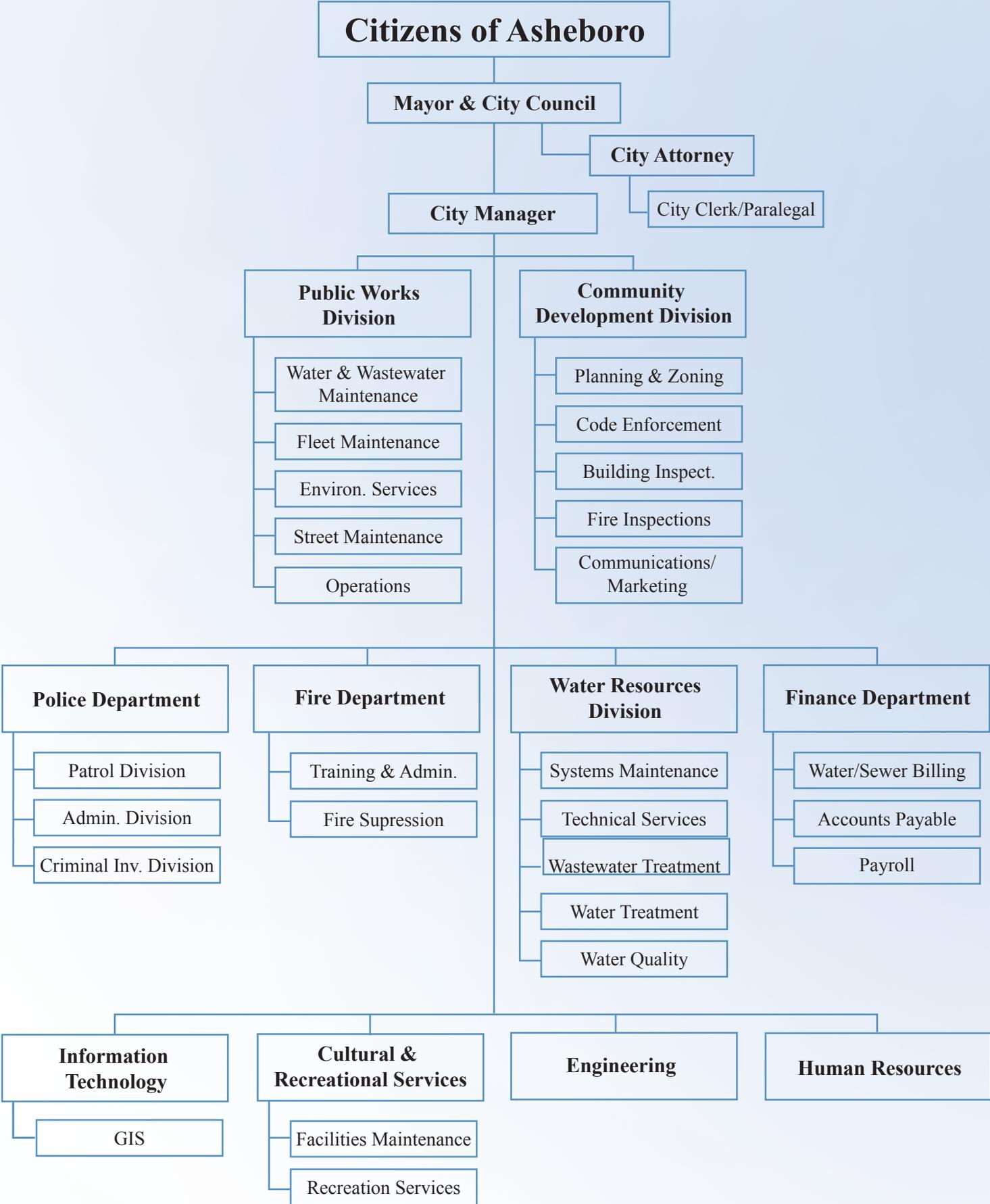
Protecting your Information with IT

The Information Technology (IT) department manages computer and technology resources within the city, ensuring that resources are available and secure for use. This department is responsible for network security, which includes maintaining virus and spyware protection and employing other high security measures to safeguard the city's information. The department evaluates new technologies as they emerge and may recommend any desirable hardware or software upgrades for the City. The department also interacts with other departments as they plan to budget for technology purchases. IT oversees the planning and implementation of additions, deletions and major modifications to the City's network infrastructure. It also manages the City's telephone system, as well as 180 cell phones and has deployed over 70 wireless devices, which provide connectivity back to the City's private network. The department oversees and administers the maintenance of 13 servers, over 260 computer work stations and the software required to use them.



The Information Technology GIS Division deploys a working Geographic Information System (GIS) to the City and to the public. The City uses the GIS to provide location information on water/sewer utilities, street centerline data, structure addressing data, sanitation routes, leaf collection and all other data related to property. GIS is also used for producing maps specific to field-related jobs or for field analysis. The City utilizes a mobile GIS application (Mobile311) to quickly report items that need attention such as bulky trash, brush, broken street lights, water leaks, graffiti, code violations, etc. GIS in conjunction with the Operations division of Public Works has started a new project using a survey grade Global Position System (GPS) data collector to accurately locate all the water meters and sewer clean-outs connected to the City's water and sewer system.

View the City's Organizational Chart



Community Development Division

Building Inspections

The Building Inspection Department issues building, electrical, plumbing and heating/air conditioning permits. These permits are required to be obtained prior to starting a project per the North Carolina State Building Code. Inspectors are certified in all trades and attend classes and meetings in order to maintain their credentials and learn about code changes. With the assistance of Facilities Maintenance, the department has maintained the city's long-standing outstanding level of service with one less full-time employee for the majority of 2013. Former Chief Building Inspector Larry Trotter retired in April of 2013 and Building Inspector Randy Purvis assumed his duties. Jimmy Cagle, who also holds level III certifications in all trades, assists Purvis with inspections as needed.

Building Inspections

Permits Issued in 2013

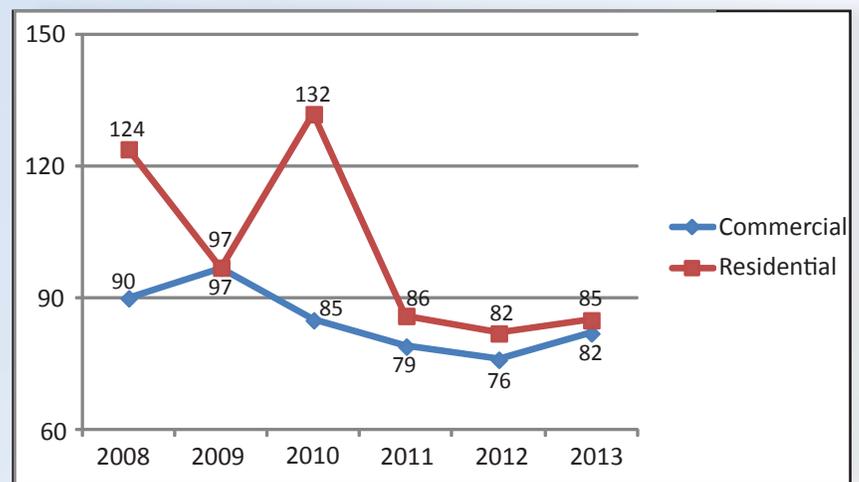
Building Permits	196
Electrical Permits	262
Plumbing Permits	95
Heat/AC Permits	275
Mobile Home Permits	31
TOTAL PERMITS	859

Dwelling Permits & Units

Single Family Permits	14
Townhome Permits	4
Duplex Permits	1
Multi-family Permits	0
TOTAL DWELLING UNITS	19

Commercial & Residential Building Permits

Does not include mobile homes.



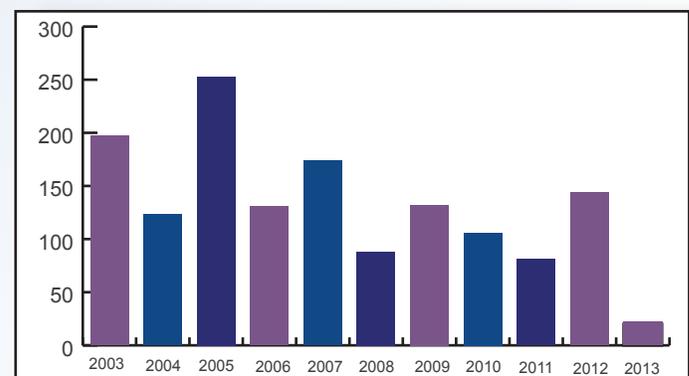
Permit Valuations

The cost of a building permit is related to the cost of the project construction.

Years	New Building	Additions & Alterations	Totals
2013	\$3,891,000	\$12,468,525	\$16,359,525
2012	\$12,541,000	\$12,128,345	\$24,699,345
2011*	\$7,838,516	\$52,341,180	\$60,179,696
2010	\$6,695,473	\$8,896,585	\$15,592,058
2009	\$7,337,825	\$4,427,274	\$11,765,099
2008	\$11,147,007	\$8,388,817	\$19,535,824
2007	\$37,198,200	\$6,678,835	\$43,877,035
2006	\$15,385,221	\$8,540,343	\$23,925,564
2005	\$21,902,500	\$8,452,609	\$30,355,109
2004	\$18,659,006	\$5,024,464	\$23,683,470
2003	\$19,911,205	\$6,231,812	\$26,143,017

Number of Dwelling Units Permitted

Includes Single Family, Townhomes, Duxples and Multi-Family Units



*The increase in 2011 is due largely to expansions at Malt-O-Meal, Polyspray Corp., Hospice of Randolph County, Schwarz Properties and Randolph Community College.

Continued to page 13.

Community Development Division

Fire Inspections and Code Enforcement

Fire inspectors ensure that commercial and multi-family residential structures are compliant with specific codes creating safe places to live and work. They also investigate any suspicious fires that may arise within city limits. Code enforcement officers deal with issues such as public nuisances, junked vehicles and unfit housing.

Fire Inspections

	2008	2009	2010	2011	2012	2013
Fire Inspections	1,326	1,271	1,330	1,489	1,811	1,671
Re-Inspections	190	185	173	310	487	441
Acceptance Test	66	86	62	101	65	76
Violations Noted	476	358	438	501	603	491
Plan Reviews	25	35	17	37	49	49
Certificates of Occupancy	47	39	73	88	106	106
Permits Issued	29	32	33	44	58	63
Fire Drills Conducted	69	70	57	70	64	22
Training Hours	334	421	233	149	123	730



Fire Inspector Tony Fruitt successfully completed approximately 640 hours of Basic Law Enforcement Training (BLET) to enhance the city's arson investigation capabilities.

Fire Inspections was able to aptly manage assuming Fire Code permitting and inspection duties in the city's newly drawn extra-territorial planning jurisdiction even with one of the three inspectors diverted for four months to complete Basic Law Enforcement Training as directed by city management.

Code Enforcement

Total Violations: 336

Violations Abated: 240

Nuisance abatement hearings conducted: 32

Abatements performed by City personnel: 51

Type of Violation Notice	# Notices
Prohibited Signs (Notices of Violation and Right-Of-Way Removal)	968
Junked or Nuisance Vehicles	24
Housing Code	40
City Code Violations	220
Dilapidated Structures Removed	24

Continued to page 14.

Community Development Division

Planning and Zoning

The Planning and Zoning Department manages daily and long range planning activities for the City of Asheboro's planning jurisdiction. Department staff process residential and commercial permits, pursue grant funding, review proposed subdivisions and commercial developments, administer the City's Zoning and Watershed Ordinances, prepare reports for public hearing and assist the public with general development questions.

Zoning Administrator Justin Luck obtained his certification from the American Institute of Certified Planners (AICP) in May 2013. This nationally recognized certification is through the American Planning Association and acknowledges professionals who possess the education, experience and skills important to the profession.

Zoning Permits - Notable 2012 Projects

Project	Square footage	Type
Technimark	66,477	Warehouse addition
Randolph County Senior Adult	32,246	Renovation and reuse
Sav-A-Lot Carpet	12,000	New construction
Premiere Pediatrics and Carolina Pharmacy	6,126	New construction
Ash-Rand Rescue	6,672	Addition
Uwharrie Charter Academy	32,127	Renovation and reuse
Marshalls	93,404	Renovation and reuse
The Cetwick	126,000	Renovation and reuse
Asheboro High School Concession Building	2700	New construction
Kickback Jack's (Old Rock-Ola)	7,810	Restaurant Addition

Subdivisions, Special Use Permits and Rezoning

Major Subdivision	2009	2010	2011	2012	2013
Sketch	3	0	3	1	2
Preliminary	4	0	1	2	1
Final	0	0	1	1	2
Rezoning	7	12	7	8	9
Text Amendment	4	8	12	4	4
Special Use Permits	6	4	3	4	4
Conditional Use Permits	5	4	1	4	2

*There were zero Board of Adjustment cases in 2013. However, two of the four Special Use Permits included reviews of non-conformities that could have been Board of Adjustment cases had the City Council not heard the Special Use Permit requests.

Continued to page 15.

Zoning Permits

Issued before construction, zoning permits certify that a site plan is in compliance with the Zoning Ordinance.

Year	# Permits Issued
2009	161
2010	231
2011	190
2012	161
2013	145

Certificates of Zoning Compliance

Issued after work is completed, certificates of zoning compliance verify that a project complies with the site plan.

Year	# Certificates Issued
2009	15
2010	23
2011	29
2012	17
2013	11

Sign Permits

Year	# of Sign Permits Issued
2009	63
2010	65
2011	86
2012	81
2013	62

Community Development Division

Marketing

The Marketing and Communications function falls under the Community Development Division and is responsible for communicating all messages for both internal and external audiences. During the 2013 calendar year, the marketing department was responsible for the following:

- The Quick Response (QR) application to give visitors an additional tool to find downtown places of interest.
- Worked with Public Works to revamp center city wayfinding signs.
- Began encroachment approval from NCDOT to add directional signage along major routes to better direct traffic.
- Developed a crosswalk prioritization plan in consultation with Public Works and NCDOT aimed at improving walkability.
- Partnered with the TDA to run regional advertisements in well-known and strategic publications to market Asheboro as a retiree destination.

Stay In Touch with City of Asheboro

The City of Asheboro has officially gone social, as in we are communicating with our community through social media networks. Please “Like” us on Facebook and follow us on Twitter (@cityofasheboro). Here are a few other ways to stay in touch:

- www.asheboronc.gov
- The Courier-Tribune and the Randolph Guide
- Time Warner Channel 8 - Asheboro's Government Access Channel



Get Active with our Cultural & Recreation Services Department

Special Events

Event	Estimated Attendance
Blood Drive	30
Christmas on Sunset	6,000
Easter Eggstravaganza	2,000
Fall Festival 10K	150
Rolling in Randolph	58
Santa's Workshop	25
Summer Concerts (9 events)	12,950
Trick-or-Treat in the Park	6,000
Twilight Easter Egg Hunt	15
Valentine Father/Daughter Dance	144



Athletics

Sport	Est. # of Participants
Adult Softball	220
Youth Baseball	139
Youth Basketball	140
Youth Cheerleading	27
Youth Football	98
Youth Softball	85
Golf - Daily Tee Off	13,040
Golf - Lessons	12
Senior Games	160
Swim Lessons - Group	127
Swim Lessons - Private	22
Tennis Lessons	45
Tennis Tournaments (1 event)	22



Facility Usage

Lakes - Annual Permits	70
Lakes - Boat Dock Rental	52
Lakes - Daily Fishing	4,455
Shelter Reservations	478
Skate Park	125
Sunset Theatre	67 events drawing 8,412 attendees
Swimming Pools	7,463 users



Projects & Facility Improvements

The Cultural & Recreation Services Department added a swim team program to its athletic offerings during 2013.

Stop, Drop and Roll with the Asheboro Fire Department

It is the mission of the Asheboro Fire Department to meet and exceed citizen and visitor needs and expectations with a commitment to professionalism and performance excellence giving the highest quality of response to reduce the loss of life and property due to fires, natural disasters, manmade disasters and medical emergencies. This is accomplished by the use of prevention, education, emergency response and community support services. The dedication of our members is shown in the reflection of this great city and of those that rely on the department at a moment's notice.



The Asheboro Fire Department is currently staffed with 48 uniformed operations personnel and five command personnel. The department has two fire stations with three 24-hour shifts and one eight-hour/on call shift. The two stations protect three fire districts and seven fire response zones. The two stations house seven pieces of first-out fire apparatus.

Training

While learning within the Fire Service is a career-long commitment, it is the Training Division that administers training and continued education to further the skills and abilities, as the role of the firefighter continues to evolve.

2013 Training Hours

Cumulative hours for all types of training for 2013 were 14,321 hours including:

Training Activity	Hours
Company Drills	6,946
EMS Training	1,543
Driver Training	2,025
Officer Training	1,949
Night Drill Training	104
Live Fire Training	208
Hazmat Training	340



Continued to page 18.

Stop, Drop and Roll with the Asheboro Fire Department

Operations

Operations personnel serve residents and visitors alike by providing professional and timely services to all calls for service. Personnel assigned to operations are the publically visible arm of the Fire Department. These are the people who staff the fire apparatus and respond throughout the community.

Fire Prevention Public Education Division

The Asheboro Fire Department Public Education Division is dedicated to serving the city and community. The primary mission is to provide citizens with the education and resources that will aid in the reduction of injuries and deaths associated with fires and unsafe behaviors.

Fire Prevention Public Education

Number of Classes	141
Total Class Hours	175.43
Total Number of Adults Instructed	3,064
Total Number of Children Instructed	1,625



Service Demands

Overall Demand for Service in 2013

Total Overall Calls Received for AFD	2,159
Total Calls Needing Respondance	1,705
Property Loss Due to Fire (\$)	\$464,552
Property Value Saved (\$)	\$39,602,464

Demands for Service (type of calls)

Special Incident	1
Severe Weather/Natural Disaster	2
Service Call	155
Rescue/EMS	679
Overpressure, Rupture, Explosion, Overheat (no fire)	3
Hazardous Condition (without fire)	108
Good Intent Call	196
Fire	96
False Alarm/Call	412
Other	53
No Report Necessary	454



Who's Protecting you?

APD Reports on Crime in Asheboro

The mission of the Asheboro Police Department is, “to maximize the quality of life of the citizens of Asheboro; to uphold the Law fairly and firmly; to prevent crime; to address the problems of the citizens we serve; to resolve conflicts; to pursue and bring to justice those who violate the law; to keep the peace of the City; to protect; to help; to do all this with integrity, common sense and sound judgment.”

The Asheboro Police Department consistst of 78 sworn officers and seven civilians working together in three divisions to maintain an environment in which citizens, workers and visitors feel safe and secure.

The Asheboro Police Department has three divisions: Administration, Uniformed Patrol and Investigations. The Administration Division includes the Chief of Police and his staff, personnel and training, and records and evidence control. The Uniformed Patrol Division consists of the Patrol Division, Traffic Unit, Animal Control Unit, School Resource Officers (SRO) Unit, Park Rangers and Drug Abuse Resistance Education (DARE) Officers. The Investigations Divison consists of the Criminal Investigations Division (CID), Vice Narcotic Unit, Street Crimes Unit and the Special Operations Unit (Alert Team). K-9 teams operate in both the Uniformed Patrol and Criminal Investigations Divisions.

Calls for Service

911 Hangup	626
Abandoned Vehicle	23
Agency Assist	173
Alarm	3,440
Alcohol	42
Animal	394
Armed Robbery	39
Armed with Firearm	94
Assault	501
Burglary	731
Citizen Assist/Dispute	1,898
Communicating Threats	285
Disabled Vehicle	249
Disorderly Conduct	936
DOA	9
Controlled Substance	473
DUI	257
Escort	502
Fight	1,626
Fire	281
Found/Lost Property	311
Fraud	330
Gunshot Wound	5

Harrassment	182
Intoxicated Person	292
Involuntary Commitment	412
Juvenile	196
Larceny/Theft	1,696
Loitering	99
Medical Emergency/Issue	654
Missing Person	132
Motor Vehicle Theft	28
Other	717
Rape/Sexual Assault	28
Suicide/Threatened Suicide	106
Suspicious Activity	1,427
Traffic Violation	2,472
Trespassing	368
Vandalism	480
Wanted Person	106
Warrant	169
Welfare Check	858
Total Calls	23,018

Continued to page 20.

Who's Protecting you?

APD Reports on Crime in Asheboro

Please note that the "Calls for Service" totals reflect the calls made to 9-1-1. This does not necessarily reflect the total number of incidents. As seen in the "Disposition of Calls" listing below, approximately 26 percent of all calls resulted in an incident report. Incident reports are typically completed when a victim is identified or there is need for follow-up. When an officer responds to a call for a civil dispute, for example, the officer may not file a report if all parties leave the scene peacefully.

Activity Summary

- Incident reports completed in response to calls for service: 6,149 (Over 26 percent of all calls reported)
- Total incident offenses: 6,537 (<1 percent of calls involve more than one offense)
- Arrests made: 2,870 (2,215 misdemeanor, 588 felony, 67 court or other)
- Citations written: 6,419 (please note that a citation may include more than one violation)
- Average response time: 5 minutes, 13 seconds

Disposition of Calls (Clearance Report)

No Clearance	1,051
Area Checked	1,229
Citation Issued	66
False/Mistaken Alarm	1,672
Message Delivered	5
No Action Taken	12
No Report Necessary	10,687
Referred to Other Agency	403
Report Made/Advised	6,149
Unable to Locate	768
Unfounded/Not Reported	124
Verbally Warned	843
Warrant Advised	8
Worked Traffic	1
Total Clearance	23,018

ABC Law Violations

Sell to Underage	1
Sell to Intoxicated	0
Underage Possession	0
Unauthorized Possession	1
Other Alcohol Violations	4

Total Drugs Seized

Drug	2009	2010	2011	2012	2013
Cocaine (g)	12,260	22,720	8,469	1,466	1,139
Marijuana (g)	50,357	4,923	991,933	2,092	2,068
Methamphetamine (g)	502	0	0	7.1	5.8
Marijuana Plants	21	13	52	6	1
Oxycontin (g)	115	260	358	667	18

Traffic

Top 4 Contributing Circumstances of Accidents:

1. Failure to Reduce Speed
2. Inattention
3. Improper Backing
4. Failure to Yield Right-of-Way

Traffic Violations in 2013

Speeding	1,185
No Operator's License	816
Red Light/Stop Sign	253
All Other Moving Violations	3,004
Registration Violations	944
Driving While License Revoked	459
Unsafe Movement	257
Total Traffic Violations	6,491

Continued to page 21.

Who's Protecting you?

APD Reports on Crime in Asheboro

Criminal Investigations

The Criminal Investigations Division (CID) conducts in-depth investigations of major crimes including homicide, robbery, burglary, sexual assault, financial crimes and crimes involving juveniles. Detectives receive numerous hours of specialized training and utilize modern investigative techniques to resolve crimes. Teamwork is an essential part of solving crime and detectives work cooperatively with Forensic Services department members and citizens to identify and apprehend offenders.

In 2013, CID underwent numerous organizational and staffing changes. An emphasis was placed on process improvement increased efficiency, effectiveness and quality of case investigation. Below are a few of the initiatives that took place during 2013:

- CID and the Uniformed Patrol Division were combined into one bureau and placed under the command of the same commanding officer in the Field Operations Bureau in order to improve lateral communications and coordination of preliminary investigations and follow-up investigations.
- The division began to remodel and reorganize portions of the CID office.
- CSI detectives continued their training by completing an 80-hour course through the American Academy of Applied Forensics (AAAF) in Huntersville, North Carolina as well as other types of training courses.
- Detectives began utilizing **LeadsOnline** which has assisted them in clearing several B&E cases as well as locating and returning numerous stolen items more efficiently. Previously, detectives had to physically search pawn shops and scrap yards for property. However, with **LeadsOnline**, this now can be completed in minutes.
- Detectives increased training in sexual assault investigations by attending a course sponsored by the Oregon State Sexual Assault Task Force.

Gang Investigations

Gang members validated - 22

Validation of a gang member is having documented evidence that a person is either an associate or a member of a gang. If a person is validated their name goes on a master gang list and is distributed to court officials, probation and parole and other law enforcement agencies. Their name stays on the list for five years and if they have no further gang activity in that period the name is removed. Validating a gang member is important because it is a requirement in charging under new gang laws and places stricter post-release conditions on a sentence. There were no gang shooting, homicide, assault or larceny cases in 2013.

K-9 Units

At the close of 2013, the City had two K-9 teams that were used for narcotics detection, building, area and evidence searches, and perimeter security. In 2013 the K-9 teams helped locate approximately 239 grams of illegal drugs and assisted with one apprehension and 18 arrests.

Continued to page 22.

Who's Protecting you? APD Reports on Crime in Asheboro

Special Programs

The City's D.A.R.E. (Drug Abuse Resistance Education) instruction was taught to more than 400 students during the fall of 2013. The Police Explorer Post had 10 members, who assisted with community events, participated in training sessions and learned about law enforcement topics.

Serious and Violent Crime

The Asheboro Police Department collects crime data for the Uniform Crime Report (UCR) Program's Incident-Based Reporting System (NIBRS) and sends that data to the State Bureau of Investigation (SBI). The SBI converts the index crime data back to the Uniform Crime Reporting (UCR) standards in which only the most serious crime is reported according to UCR hierarchal reporting. Therefore crime figures listed for Asheboro that are published by the SBI and the Federal Bureau of Investigation (FBI) will be different that what is listed below.

Type of Crime	2009	2010	2011	2012	2013	% Change 2012-2013
Murder	0	3	0	1	2	100%
Rape	16	13	15	18	18	0%
Robbery	53	31	44	32	46	43.8%
Aggravated Assault	39	21	28	58	35	39.7%
Burglary	547	688	672	668	688	3%
Larceny	1,666	1,681	1,804	1,987	1,775	-10.7%
Motor Vehicle Theft	90	72	65	38	76	100%
Total	2,411	2,509	2,628	2,802	2,640	-5.8%



Public Works Division Reports for 2013

Engineering

The Engineering Department completed construction on:

- Sunset Theatre
- Theatre Way (Alley Improvements)
- Airport Obstruction Clearing
- Airport Grading Taxi-lane, Access Road and Hangar Site Prep
- Giles Chapel Road Water Line Replacement
- Lanier Avenue (Phase 1) Street Improvements
- Birkhead Street Cul-de-sac

The team also completed designs and plans for:

- Giles Chapel Road/Henley Country Road Water Line
- Cedar Road Water Line Replacement
- Airport Terminal Building Renovations
- Wastewater Treatment Plant Survey for Financing
- Water Treatment Plant Survey for Financing
- Pineview Street Lift Station Survey
- Zoo City Passive Park
- Caudle Road Soccer Complex
- Cranford Building Parking Lot
- West Academy Street Improvements



Street Maintenance and Operations

Street Maintenance and Operations completed the following during the 2013 calendar year:

- Collected and removed 756 loads of leaves
- Made 912 patches to asphalt
- Performed regular mowing of rights-of-way
- Swept curbed and guttered city streets on a regular basis and flushed as needed
- Removed two trees that were deemed hazardous to traffic or blocked sight distance
- Replaced 4,092sq. ft. of sidewalk to ensure pedestrian convenience and safety
- Replaced/repared 1,340 linear ft. of curb and gutter to ensure proper storm water drainage
- Removed 12 abandoned or damaged buildings
- Asheboro Regional Airport Obstruction & Clearing (Removed trees and graded the site out for future airport use)
- Pace Medical Center (water, storm sewer)

Fleet Maintenance

- 4,315 work orders were completed by Fleet Maintenance

Public Works Division Reports for 2013

Water & Wastewater Maintenance

The Water & Wastewater Maintenance Department is responsible for maintaining the approximately 400 miles of water and sewer pipe within the city. In 2013, the department:

- Installed 1,971 radio read meters
- Responded to 83 water main/service leaks
- Performed bi-annual flow testing of fire hydrants
- Made 24 new water connections
- Repainted 258 fire hydrants
- Installed new water line on Giles Chapel
- Inspected 110,655 ft. of sewer mains and services
- Cleaned 133,726 ft. of sewer mains and services
- Made 11 new sewer connections
- Installed 159 cleanouts
- Mowed 307,014 ft. of sewer outfall and raw water line



Cemetery Operations

During 2013, Cemetery Operations completed the following:

- 104 burials and issued 75 stone permits
- Sold 13 plots
- Responded to 2,897 requests for Utility Locates

Environmental Services*

Item	Tons Collected
Residential Solid Waste	6,596.75
Commercial Solid Waste	7,291.14
Curbside Recycling	1,602.12
Drop Site Collection	484.51
C&D (construction, demolition and building materials)	2,938.89
Tires	5.58
Electronics	12.64
Brush	1,423.65
Other (stumps, concrete, oil, etc.)	301.22

The City utilized 1,245 community service workers in 2013, who collected 1,950 bags of trash and worked 9,325.4 hours.

*Data from Fiscal Year 2012-2013.

Water & Wastewater in Asheboro

The Water Resources Division includes the Systems Maintenance, Technical Services, Wastewater Treatment Plant, Water Treatment Plant and Water Quality Departments. These departments work together to ensure that city residents enjoy access to safe, potable water and that the city's wastewater is treated and safely discharged.

Water Treatment

Raw water for Asheboro is obtained from three impounding lakes west of the city. The major sources are Lake Lucas having a 1.25 billion gallon capacity and Lake Reese having a capacity of 2.4 billion gallons. Lake Bunch serves as an auxiliary water supply.

Water is treated at the W.L. Brown Water Treatment Plant on Winslow Avenue with a treatment capacity of 12 MGD. Water is pumped from the treatment plant to customers through five high service pumps and stored in six storage tanks with a capacity of 6.66 million gallons. The operators at the treatment plant constantly monitor the system at all points to ensure a clean, pure water supply and exceed requirements of the NCDENR and the EPA. The total amount of water treated for calendar year 2013 was 1,455,173,000 gallons with a 3.976 million gallons per day average.

Wastewater Treatment

1,319,638,000 gallons of wastewater were treated at the wastewater treatment plant in 2013 with a 3.615 million gallons per day average. The City experienced one overflow event at the Wastewater Treatment Plant, three overflow events from lift stations and seven overflow events from the collection system. City drinking water was not affected by any of these overflow events.

Residents can help prevent wastewater overflows by keeping fats, oils and grease out of the system. Can it, cool it, cap it and throw these items into your garbage.

Technical Services

The Technical Services Department works with businesses, industries and individuals to protect the wastewater collection and treatment systems. The department enforces the City Sewer Ordinance, NCDENR and EPA requirements for the discharge of wastewater into the collection system.

In 2013, the Grease Control Program worked with 168 food service establishments to keep fats, oils and grease out of the wastewater system. Approximately, 82 educational flyers were distributed in residential areas of the city that experienced grease problems in the sewer system. A car wash sand interceptor inspection program was developed, which consisted of quarterly inspections of the city's 14 car washes.

The Pretreatment Program ensures that industrial and non-domestic wastewater dischargers meet local, state and federal requirements through permits, allocation of pollutant loading, monitoring, inspections and enforcement. The city has 15 permitted significant industrial users of the wastewater system.

