

Quarterly Report to Council
2nd Quarter 2014 (April 2014 – June 2014)

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DEVELOPMENT

PLANNING

Imagine Cary/Community Plan Project

The staff and consultant team is working in earnest on Phase 2, “*Community Choices*”, which is designed to identify, evaluate, and test several important policy choices facing Cary in the future. The objective is to engage the community in a discussion of those key policy areas. The most critical topics for discussion emerged during Phase 1, “*Vision & Values*,” and have been refined to include the following:

1. Where Will We Live?
2. Where Will We Work?
3. Where Will We Shop & Dine?
4. How Will The Southwest Area Grow?
5. How Will We Get Around?
6. What Is Our Vision For Downtown?

At the May 1, 2014 Work Session with Council, the team received approval of (1) these topic areas, (2) a range of options or alternative directions for each (as requested by Council in January), and (3) the proposed public engagement approach for public workshops. The Committee for the Future (CFTF) had previously assisted in review of these materials at their April 15 monthly meeting, lending a citizen perspective to the ideas and techniques to be used.

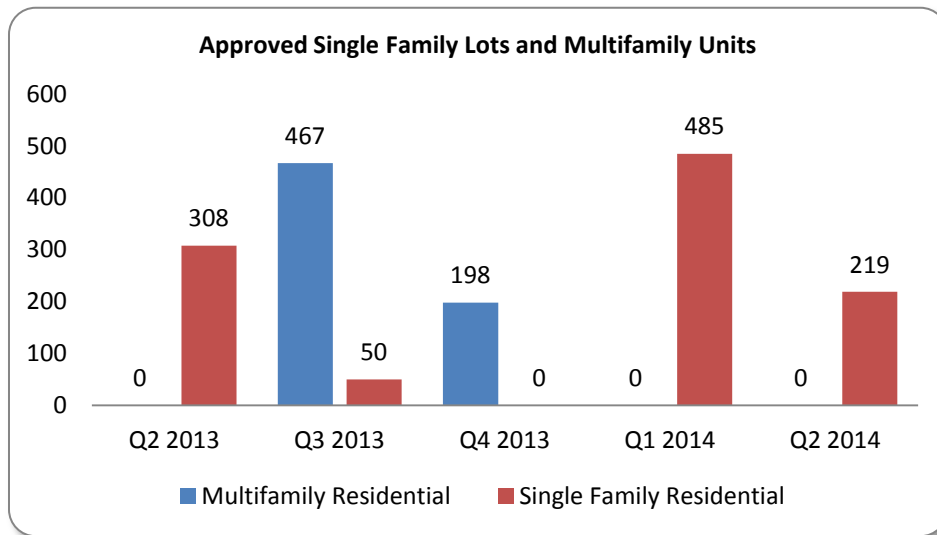
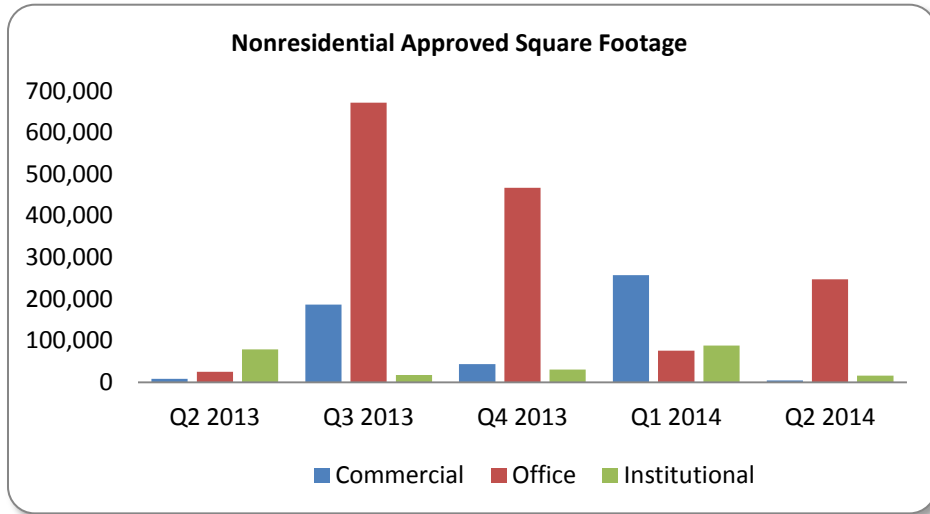
Since the beginning of May, the team has been heavily involved in preparations for an initial set of community open houses in late July which will cover the first four topics, and efforts have involved securing venues; creating and implementing a communications plan; designing and producing advertisements, flyers, posters and other publicity; and preparing numerous informational “boards,” maps, illustrations, and feedback forms which will be used for each topic area. The open houses will feature a new opportunity where participants can provide their feedback using their portable electronic devices at the meetings instead of filling out paper comment forms. All materials will be made available on the Imagine Cary website for online input during the month of August. Parallel with this high-profile work, the staff, consultants, and CFTF are looking ahead to Phase 3 of the planning effort.

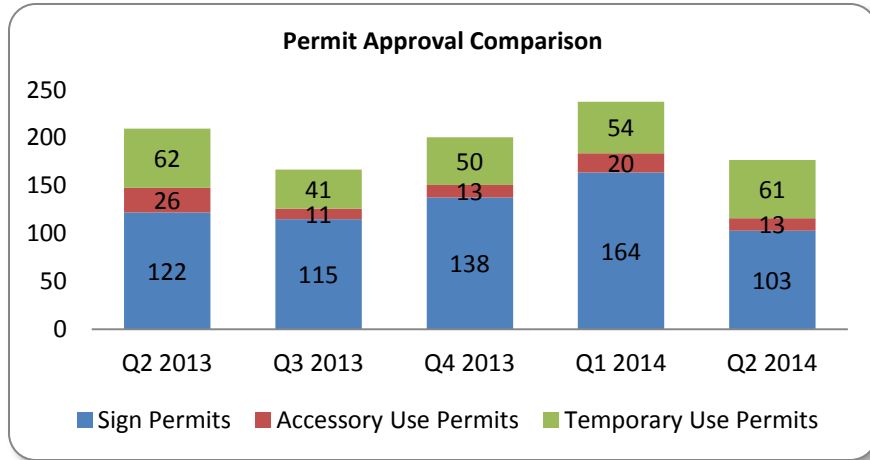
Quarterly Approvals Comparisons

	Q2 2013	Q3 2013	Q4 2013	Q1 2014	Q2 2014
Rezoning	4	5	16	11	7
Comp. Plan Amendment	2	1	2	1	1
Annexation	16	15	8	4	6
Special Use	1	0	1	1	1

	Q2 2013	Q3 2013	Q4 2013	Q1 2014	Q2 2014
Sign Permits	122	115	138	164	103
Accessory Use Permits	26	11	13	20	13
Temporary Use Permits	62	41	50	54	61

	Q2 2013	Q3 2013	Q4 2013	Q1 2014	Q2 2014
	Square Feet/Units				
Commercial	8,609	186,785	44,016	257,727	4,900
Office	25,100	672,000	467,000	76,036	247,633
Institutional	79,053	17,537	30,527	88,800	16,400
Multifamily Residential	0	467	198	0	0
Single Family Residential	308	50	0	485	219





Annexation

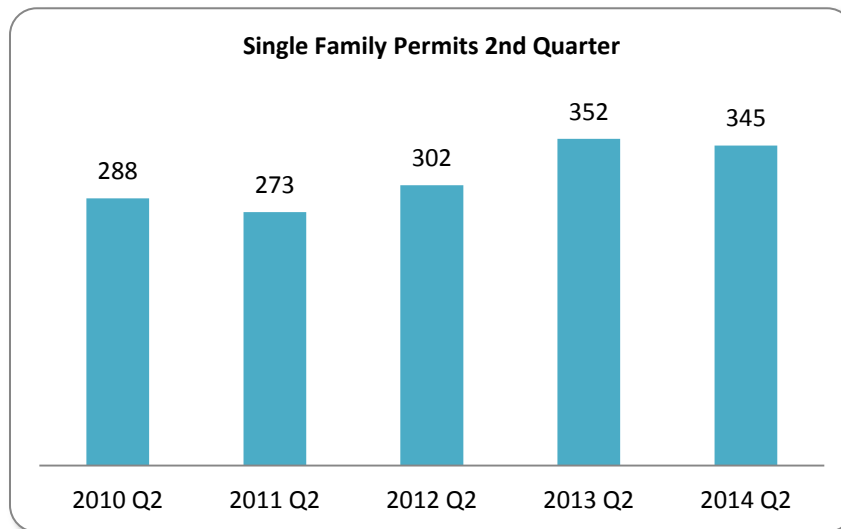
In Q2 2014 the Town annexed 123.24 acres, compared to the annexation of 54.76 acres in Q1 2014, and the annexation of 175.18 acres in Q2 2013. The Town of Cary is now 36,806 acres (57.50 square miles).

Population Size

As of July 1st, 2014 the Town of Cary’s population is estimated to be 149,854, which is an increase of 4,872 (+3.36%) from Q2 2013. This estimate is based on the number of Certificates of Occupancy issued.

INSPECTIONS AND PERMITS

New Construction Permits– Single Family Residential: The Town issued 345 new single-family dwelling (SFD) permits in Q2 2014, which represents a 1.99 percent decrease compared to last quarter (352 SFD permits). In comparison to the same quarter last year (352 SFD permits), the number of SFD issued decreased by 1.99 percent. And compared to the Q2 5-year average, the number of SFD permits issued increased 10.58 percent above the five year average. The current Q2 5-year average is 312 SFD permits.



The average unit size in Q2 2014 was 4,027 square feet, which is a slight increase (4.37 percent) in home size compared to the previous quarter. The average construction value of new home in Q2 2014 was \$219,375.

Q2 2014 SFDs Permits by Size

Sq. Ft. Range	No. of Permits	% of Total
1,701 to 3,100	138	40%
3,101 to 5,000	138	40%
5,001 to 10,000	66	19.13%
Over 10,000	3	>1%

New Construction -Multi-Family Residential Permits: No new multi-family permits were issued for Q2 2014. Last quarter, 12 permits were issued, consisting of 294 units. Likewise, no new permits were issued during Q2 2013.

Nonresidential (Commercial) New Construction: There were 25 permits issued for commercial new construction in Q2 2014, totaling 337,776 sqft. Square footage was up 13.37% compared to last quarter when 19 permits were issued, totaling 297,948 sqft. Compared to the same quarter last year, sq footage is up 8.42 percent when 5 permits were issued, totaling 311, 543 sqft. Notable projects in Q2 2014 include: Golf Galaxy (35,500 sf); Franks Theaters (70,051 sq); Bradford Pool Cabana (1,200 sf); and Centregreen Fitness (3,146 sq).

Residential Certificates of Occupancy (COs) – Single Family: Certificates of Occupancy (COs) were issued for 305 homes in 44 different subdivisions in Q2 2014. This is 41 fewer Cos than were issued in Q1 2014.

Residential Cos - Multi-Family: COs were issued for 331 multi-family dwelling units in Q2 2014, including projects in Searstone, Tryon Place Apartments, and Amberton at Stonewater.

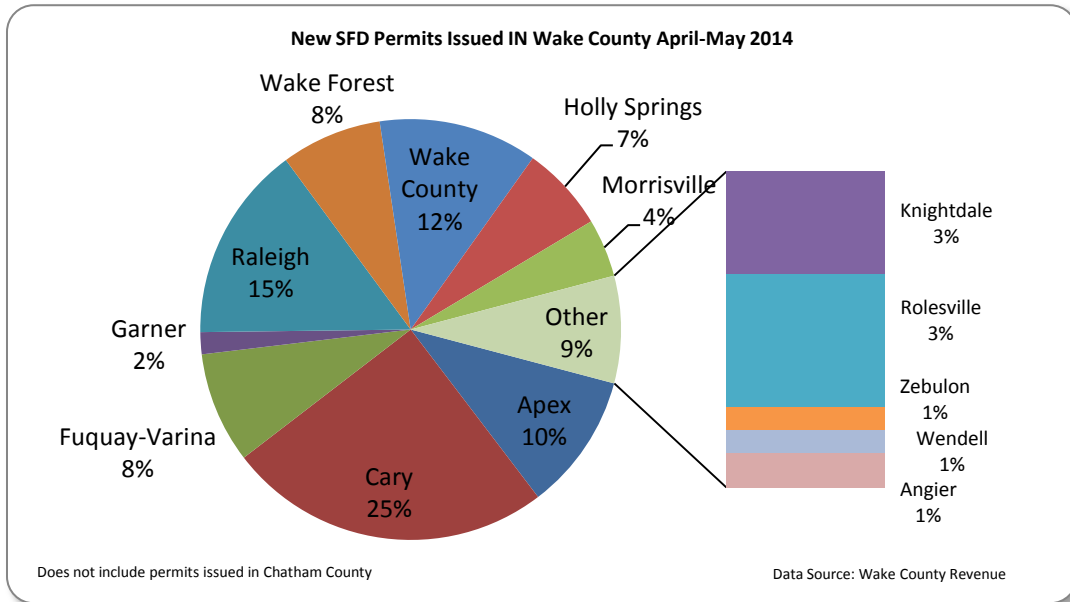
Location of Activities for New Single-Family Dwellings

Q2 2014 Top 5 Areas for SFD Activity

SFD Permits Issued	COs Issued
(345 total)	(305 total)
Overlook at Amberly, 34 (9.86%)	Fryars Gate, 33 (10.82%)
Collins Grove, 27 (7.83%)	Village Square at Amberly, 29 (9.51%)
Twin Lakes, 22 (6.38%)	Weatherfield Subdivision, 21 (6.89%)
Bradford, 20 (5.80%)	Highcroft Reserve-Phase 5, 18 (5.90%)
Fryars Gate Subdivision, 20 (5.80%)	Greystone MR2G, 18 (5.90%)

SFD Permitting Activity in Cary vs. Other Wake County Municipalities (Q2 2014)

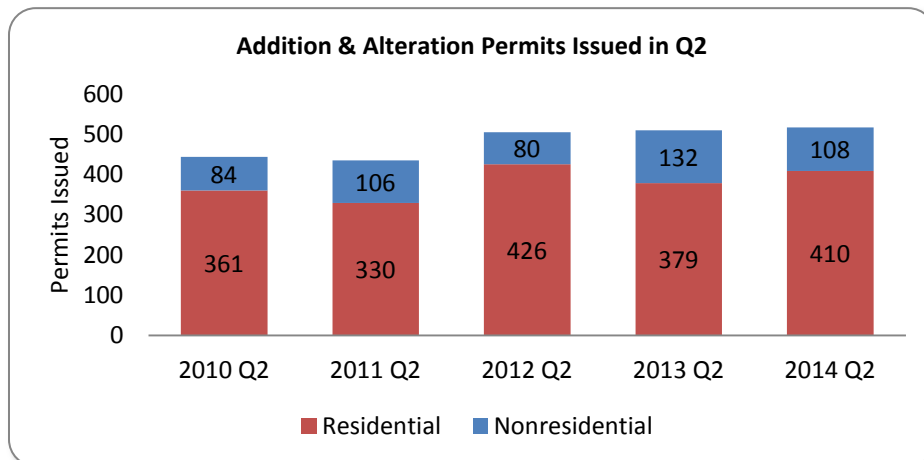
Cary issued 25% of all new single-family dwelling permits in Wake County for the months of April and May in Q2 2014. This was the most of any other jurisdiction in Wake County, trailed by Raleigh (15%) and Wake County (12%).



Note: Cary issued 11 additional permits in Chatham County in the months of April and May 2014.

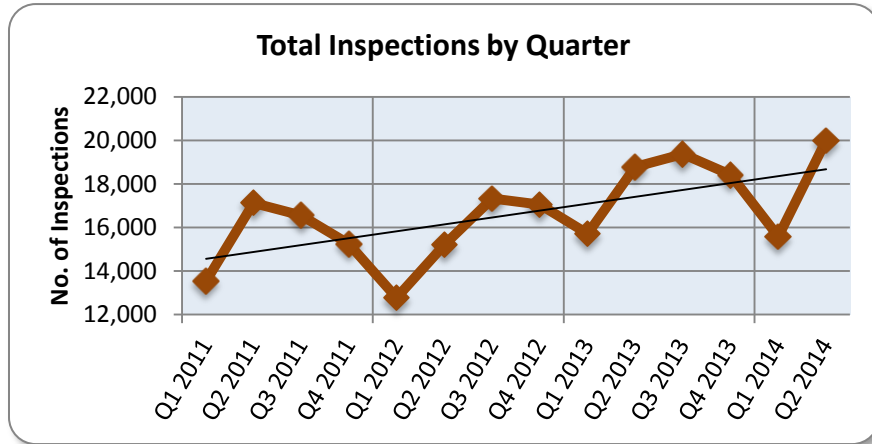
Residential additions and alterations: The Town issued 410 residential additions and alteration permits in Q2 2014. The number of residential additions and alteration permits issued increased 28.93%, compared to last quarter and increased 8.18 percent compared to same quarter last year.

Nonresidential additions and alterations: The Town issued 108 nonresidential additions and alteration permits in Q2 2014. The number of nonresidential additions and alteration permits issued decreased 16.92 percent compared to last quarter and decreased 18.18 percent compared to the same quarter last year.



Summary of Building Permit Activity: total building permits issued in Q2 2014 (2,468) was up 28.61 percent from the previous quarter, and up 6.06 percent from Q2 2013. Online permits accounted for 58.75 percent of all permits issued.

Building Permit Inspections Activities: The department performed 19,989 building permit inspections during Q2 2014, a 28.35 percent increase from the previous quarter and an increase of 6.43 percent from Q2 2013. It is also 11.42 percent above the current 5-year average for Q2 (17,940). The overall inspection approval rate was 75.13 percent (target is 75 percent or higher) and each inspector performed about 19 inspections per day on average (target range is 12-16).



Inspections & Permits Customer Service Survey: The department’s customer satisfaction survey consists of 17 questions plus opportunities for free-form comments, and the goal is to receive and maintain an overall average rating of 7 (or better) on a 1 to 9 scale (where 9 is the highest score). Through the end of June 2014, the department has received an overall average rating of 7.83 out of 9. The data includes 999 responses from customers identifying themselves as shown below. In support of Cary’s Downtown initiatives, a new optional question was added to the survey in October 2012 to help us identify what region of Cary the respondent’s project was in, with Downtown as a separate region. Since that time 9.04% of 498 survey respondents have identified their project as being in the Downtown region.

Homeowner	51.05%
General Contractor	19.72%
Trade contractor	9.41%
Design professional (architect, engineer)	6.11%
Business owner	3.90%
Others	9.81%

Downtown Cary	9.04%
Northeast Cary	14.06%
Northwest Cary	30.52%
Southeast Cary	21.08%
Southwest Cary	25.30%

INFRASTRUCTURE

PARKS AND GREENWAYS

- **Bartley Park (Bond Funded)** –Project is located on Penny Road and proposed facilities include a playground, the towns first spray-ground, the Town’s second dog park, trails, lawn area, public art, shelter and restrooms along with parking, utilities and an entrance road. Project was placed out for bids and bids were rejected due to errors with the bid. Staff is in the process of rebidding the project. Construction should begin in Fall 2014 and conclude in Fall 2015.



- **Carpenter Neighborhood Park (Bond Funded)** – Staff and the consultant are finalizing plans which includes a pond for the new neighborhood park located at corner of Louis Stephens Drive and Morrisville Carpenter Road. A small amount of clearing occurred in June along with the installation of a sign at the site. Major construction is planned to begin fall 2015.

- **Downtown Park (Bond Funded)** –Staff and the consultants held a work session with Council in May and a final fountain concept was approved. A public meeting was held in May in conjunction with Streetscape and 125 people attended and we received 67 comments. Overall project design is 25 percent complete. Construction is planned to start in spring of 2015.



- **Sports Turf Fields (Bond Funded)** – Consultants have identified several concepts for artificial turf fields at Middle Creek Park and Mills Park. Staff is currently reviewing the options and operational impact.
- **Mills Park Phase II/Panther Creek Greenway (Bond Funded)** – Staff and the consultant team kicked off the combined park and greenway project in May. Initial public meetings are scheduled for August 19 at Mills Park Middle School.
- **White Oak Creek Greenway MacArthur Section** – Consultant team have prepared several concepts for the project which staff is currently reviewing. This section of trail will require a grade separated crossing of railroad tracks. Staff is also looking at cost impact to have a grade separated crossing of Davis Drive. A short term solution would be to use the existing signalized crossing of Davis Drive. Staff has identified potential grant funding to assist in constructing this segment of trail.
 - **Greenway Segment West of Green Level Church Road (Bond Funded)** – Town is receiving \$2.7 million of grant funding for easement acquisition and construction for this segment. Consultant selection is underway.
- **Artificial Turf Fields** – This project is in conjunction with Capital Area Soccer League (CASL). Staff is currently in negotiations with them on adding one to two artificial turf fields and bringing this information to Town Council in the future.
- **Bond Park and Green Level Greenway** – Two small trail projects were bid together. The one in Bond Park will address some erosion problems that were occurring along the trail. The other will complete a missing gap near USA Baseball.
- **Comprehensive Sign Plan** – A new, three year sign contract was approved. Signs were ordered for Cary Park Greenway and Panther Creek Greenway. Design is underway for a kiosk at the Trailhead on Black Creek Greenway on Maynard Road.
- **Crabtree Creek Greenway (Federal Grant)** – This project includes the development of a trail from Black Creek Greenway west along the southern edge of Lake Crabtree over to Aviation Parkway. A consultant team has been selected and preliminary design is underway. Staff received feedback from permitting agencies and the granting agency in order for final design to begin. A public meeting was held in June.
- **Kids Together Playground Renovation** – Project is to replace a portion of the existing play equipment and a community build process was used. The renovated playground was opened to the public in May.
- **New Hope Church Road Trailhead (Federal Grant)** – Project was bid but all bids came in over estimate. All bids were rejected and revisions are being made to bring cost down but still complete all of the grant requirements. Project includes developing a 100 car parking lot and restroom adjacent to the American Tobacco Trail.
- **Old Reedy Creek Road Trailhead Park Project (Federal Grant)** – Staff is currently working on an agreement with Wake County since the project is being constructed on their property. Project includes developing an 82 car parking lot and restroom on Wake County property adjacent to Old

Reedy Creek Road. The trailhead will provide access to the Black Creek Greenway, Lake Crabtree County Park and Umstead State Park. Bidding is expected to begin in fall of 2014.

- **Pickleball Courts** – Staff completed a design to convert one pickle ball court at White Oak Park into three courts by expanding the concrete pad by approximately ten feet. Project was bid and work should be completed by end of the summer.
- **Venue Wayfinding Signage Phase 1** – The first 15 signs were ordered and installation is scheduled for summer of 2014. This will provide signage to the Cary Tennis Park, Downtown, Koka Booth Amphitheater, USA Baseball & WakeMed Soccer Park.
- **Veteran’s Freedom Park** – The Park was dedicated on Wednesday, May 21 and staff is working on the turn-over of the facility to the Town.
- **WakeMed Soccer Park Slope Stabilization** – During the winter, staff identified a slope failure adjacent to one of the soccer fields. Designs and cost estimates were completed and funding was requested in the FY15 budget to make repairs.



BUILDING AND OTHER FACILITIES

- **Cary Theater** – Staff is beginning the process to complete upfits to the 2nd and 3rd floor of the Theater. A change order is being processed to complete this work by the end of 2014.
- **Cary Tennis Park Expansion (Hotel Occupancy Project)** – Project includes eight covered tennis courts, expanding the clubhouse and creating an outdoor pavilion. A preferred location for the covered courts has been identified.
- **Cary Tennis Park Court Renovation** – Staff have received a proposal from consultant for design services to replace five to eight tennis courts.
- **Fire Station 2 (bond funded)** – Building design of the facility that will be located at 601 E. Chatham Street is in the final stages. Bidding should occur in fall 2015.
- **Town Hall Renovations** – Renovation work on the first and second floor of Town Hall was bid out. This work is part of the organizational restructuring.
- **SK8 Cary Ramp Renovation & Master Plan** – Consultant has completed design for a replacement ramp at the park. Staff has also drafted an RFQ in order to complete a Master Plan for the facility.

TRANSPORTATION

Earlier this year, staff provided Council an update about the 2013 Strategic Transportation Investments (STI) legislation that changed the way NCDOT prioritizes and funds transportation projects. The new law eliminated the old “Equity Formula,” updated the Strategic Prioritization (SPOT) scoring process, and separated all funding into three tiers. In May, NCDOT released the technical scores for all transportation projects across the State. Several key projects in the Cary area will be moving forward at the statewide tier for programming and funding, based solely on the technical scores. This is depicted in the chart below.

For the regional and local tiers, CAMPO and NCDOT Division 5 reviewed the scoring and are allocated Local Priority points to assign to determine the final score. Both released their draft points in June that make up 30% of the total project score in the Regional tier (70% technical, 15% CAMPO, 15% NCDOT Div 5) and 50% in the Local tier (50% technical, 25% CAMPO, 25% NCDOT Div 5). Based on the draft [CAMPO](#) and [Division](#) scoring, the projects listed below may be eligible for programming and funding by NCDOT.

While the methodology for selecting highway projects is fairly clear, the process for non-highway projects is less so. At the statewide level, no rail projects were funded and pedestrian, bike, and transit projects are ineligible. Rail projects like Harrison Avenue and Walker Street though can “cascade down” into the projects for Regional consideration. The non-highway projects receiving local points are noted with an asterisk (*) in the table below, but funding is limited to 4-10% of the total STI budget.

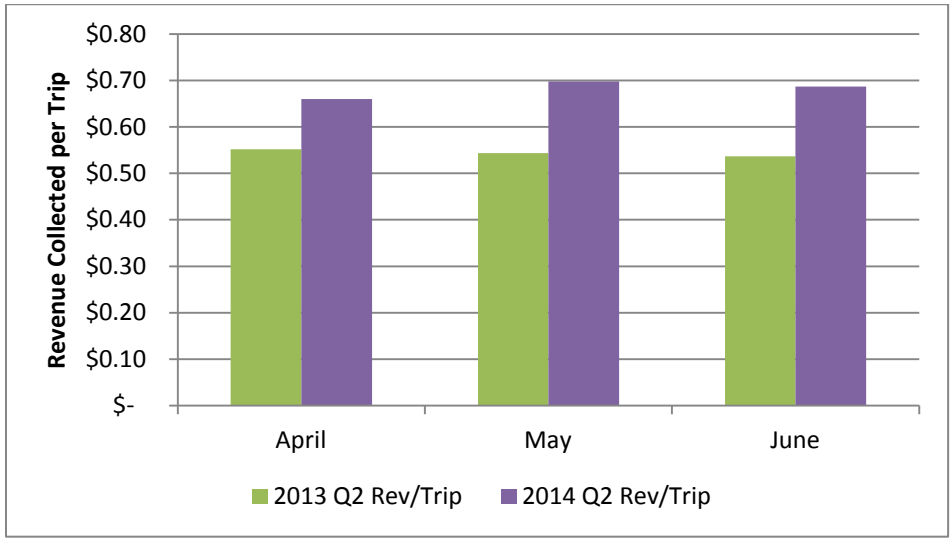
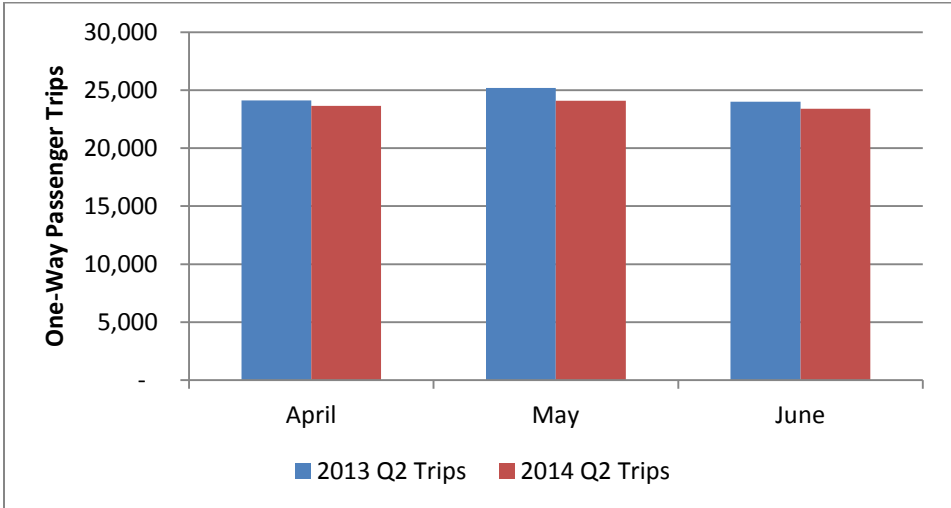
In terms of funding, scoring well only means a project will get considered for funding. After local points are finalized, NCDOT will then look at the overall scores, figure out how much money goes to each mode, and then decide how to program the projects by funding source and fiscal years.

Potential NCDOT Projects for Cary (2015-2025)	Tier
I-40/Aviation Pkwy. Interchange: New exit loop from WB I-40 to Aviation	Statewide
I-40/Airport Blvd. Interchange: Diverging Diamond Conversion	Statewide
I-440/US 1/64 Widening from Walnut Street to Wade Avenue: Widens from 4 to 6 lanes	Statewide
US 64 Improvements from Lake Pine to US 1: Includes signal and turn lane improvements to reduce delays	Statewide
NC 540 Toll Extension from NC 55 Holly Springs Bypass to US 401 and I-40	Statewide
I-40/NC 54 Chapel Hill Rd. Interchange: Diverging Diamond Conversion	Regional
Interchange for US 64 at Laura Duncan Rd. (Apex) and Lake Pine Dr. (Cary)	Regional
NC 54 Widening to 4-lanes from Weston Parkway through Morrisville	Regional
<i>Harrison Avenue Grade Separation at Railroads in Downtown*</i>	<i>Regional</i>
<i>Walker Street Extension under railroad to Chapel Hill Road in Downtown*</i>	<i>Regional</i>
Louis Stephens Road Extension to Little Dr. (Morrisville)	Local
Aviation Parkway Widening to 4-lanes from I-40 to NC 54	Local
Ten Ten Road Widening to 5-lanes from US 1 to Kildaire Farm Rd.	Local
Jones Franklin Road Widening to 4-lanes from I-440 to Tryon Rd.	Local
<i>White Oak Creek Greenway: MacArthur Drive to Davis Drive segment*</i>	<i>Local</i>

For more detailed information, go to [NCDOT's STI website](#) and/or download the [project scoring tables](#).

C-TRAN

Ridership and Revenue: There was a slight decline in ridership during the second quarter of the 2014 calendar year, which could be attributable to the fare increases that took place in January 2014. According to studies conducted by the American Public Transportation Association, metropolitan areas with under 1,000,000 people could expect, on average, a 4% ridership decline with every 10% fare increase. C-Tran's fare for the one-way trip was increased by 25%. C-Tran should have anticipated close to a 10% drop in ridership. So far, though, the fixed route system has only experienced a mere 1% decline in ridership, and staff are anticipating a net gain after a whole 12 months with increased marketing and awareness initiatives for the system. For the second quarter of the calendar year, C-Tran provided a total of 71,133 trips, collecting, on average, \$0.68 per trip – a 20% increase in revenue collection over the same time period in 2013.



Reports from passengers indicate they appreciate the flexibility the cards offer. Staff believes that this will help to retain more riders. In the first table below, it can be seen that 1,639 fare transactions were made between the date of C-Tran's fare increase and the end of the fiscal year. Those transactions were made with 171 value cards purchased. This is an average of 9.5 transactions per value card. With increased marketing and awareness, this new transaction option will become attractive to more riders who seek that slight discount or the flexible aspect of secure transit-cash.

Fare Media Type	Individual Fare Media Type Value	Transactions Made with Value Card Count	Actual Total Cost of Fare Media Type
Regular Fare	\$1.25	310	\$387.50
Disabled Fare	\$0.60	119	\$71.40
Local Day Pass Reduced	\$1.25	269	\$336.25
Regional Reduced Day Pass	\$2.00	33	\$66.00
Local Day Pass	\$2.50	761	\$1,902.50
Regional Daypass	\$4.00	72	\$288.00
Weekly Pass	\$12.00	61	\$732.00
Weekly Reduced Pass	\$6.00	14	\$84.00
	Totals	1639	\$3,867.65

Cost of a Local Value Card	\$20.00
Total Value Cards Purchased 01/27/2014-06/30/2014	171
Total Revenue from Value Card Purchases	\$3,420.00

WATER RESOURCE PLANNING

2014 Beat the Peak Campaign: continues to encourage customers to log in to Aquastar and to schedule irrigation performance checkups. To date over 101 customers have had or been scheduled for irrigation performance checkups, a 50% increase from the number of irrigation checkups performed last year.

Capital Project Updates

- Waldo Street drainage improvement project will begin construction in July. The purpose of this project is to reduce structural flooding to the United Methodist Church of Cary and surrounding properties. The project consists of installing a new storm drainage pipe along the 100 block of Waldo Street and up sizing the existing storm drainage pipe along the 200 block of Waldo St (downstream of S Walker St). As construction progresses, sections of Waldo Street will be closed during construction time (between 7am and 6pm weekdays). Construction is expected to last through Christmas 2014.
- Woodland Drive drainage improvement project will begin construction in July. The purpose of this project is to improve the storm drainage under Woodland Drive in the Bud El Acres Subdivision. The project consists of installing a new (larger) storm drainage pipe under Woodland Drive, lowering an existing water line to allow for the larger storm drainage pipe to be installed and repairing the road. Woodland Drive will be closed during construction for a period of several weeks. Construction is expected to be complete by late Fall 2014.

- Summer Lakes Drive, Willow St, Price William, Picturesque, Brookgreen Drive, W Chatham St and Penny Road Drainage improvement projects are currently under design.
- Dixon Ave. Convenience Center Improvements project is in contract negotiations with the selected consultant for design.
- USA Baseball and WakeMed Soccer Park wash stations are in design.
- Downtown BMP Assessment Report is 90 percent complete.

Cary/Apex Water Treatment Facility: Phase III Expansion Project: Construction is underway and on schedule for both the expansion at the water plant site and the raw water pumping station on Jordan Lake. At the raw water pumping station, the contractor is in place to begin the expansion of the service building. In June, the contractor and plant staff successfully completed the first of several planned partial pump station shut downs necessary for the construction. Because of excellent pre-planning, the shutdown was completed without any reduction in water service to customers. At the water plant site, excavation has begun for construction and expansion of some of the major structures. The plant will remain fully operational while this work is being completed.

Western Wake Regional Wastewater Management Facilities:

All eight of the major construction projects are substantially complete and in the final punch-list phase. Final testing prior to startup and beginning treatment of wastewater is almost complete. The picture from June shows the completed main site with the effluent pump station. Wastewater treatment is expected to begin at the end of July 2014. Newsletters were sent to residents near the project in July 2014, and a community meeting on the water and sewer extension project for residents adjacent to the Western Wake Regional Water Reclamation Facility was held in June 2014. An open house even at the WWRWRF is being planned for Fall 2014.



Field Services

Certificate of Occupancy inspection performed = **491**
 Warrantee Acceptance Letters issued on development projects = **9**
 Total Acceptance Letters issued on development projects = **4**

SUSTAINABILITY

Cary Recognized for Environmental Stewardship on Earth Day, Winning Two Triangle Region Awards— Two Town of Cary projects, Fire Station 8 and the Higgins Greenway, were awarded Silver Awards from the Greater Triangle Stewardship Development Awards (GTSDA) at a ceremony on Earth Day, April 22nd, at the NC Museum of Natural Sciences in Raleigh. More information can be found at trianglestewardship.org. Jayden Steele, an Eagle Scout, built a garden for the fire fighters at Station 8.

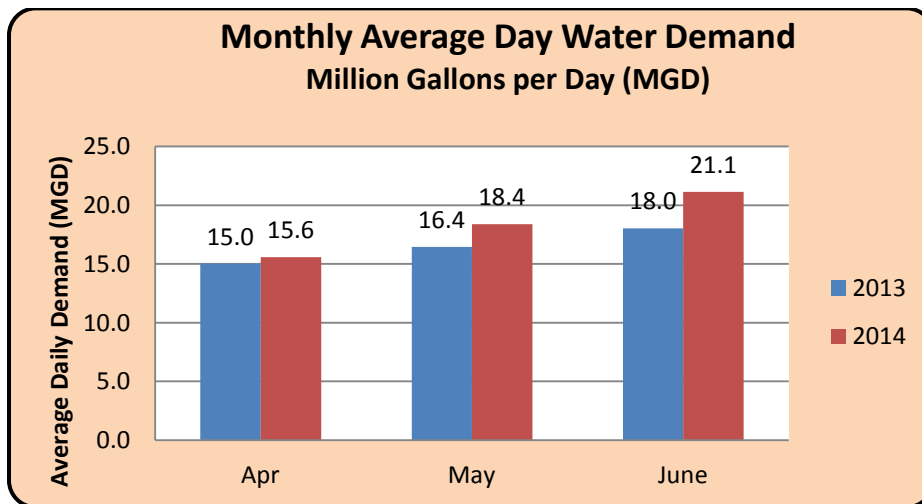
Stormwater Engineers Dan Clinton, Jan Patterson and Stormwater Engineer Manager Billy Lee received an award for Higgins Greenway.



OPERATIONS

UTILITIES

Water Demand for the quarter averaged approximately 18.4 million gallons per day which was approximately 1.9 million gallons per day higher than the same period in 2013 when water demand averaged 16.5 million gallons per day. The increase in demand can be attributed to a hotter and much drier weather pattern in our area during May and June of this year as compared to the same timeframe in 2013.



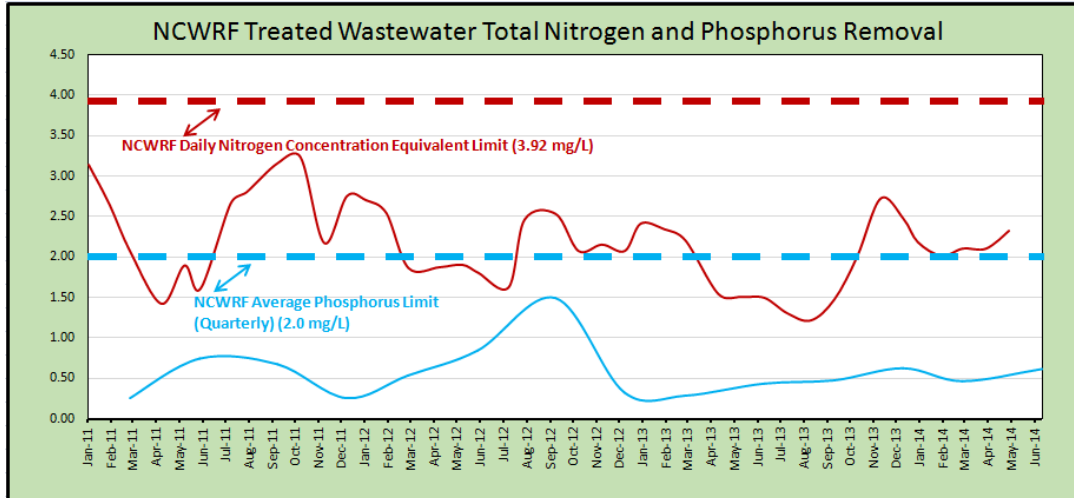
Partnership for Safe Water

The Cary/Apex Water Treatment Facility has received the *Ten Year Directors Award of Recognition* from the Partnership for Safe Water for being recognized as a Directors Award facility annually since 2003. The award was received on June 8 at the annual conference of the American Water Works Association (AWWA). This award recognizes those facilities that have consistently achieved water quality

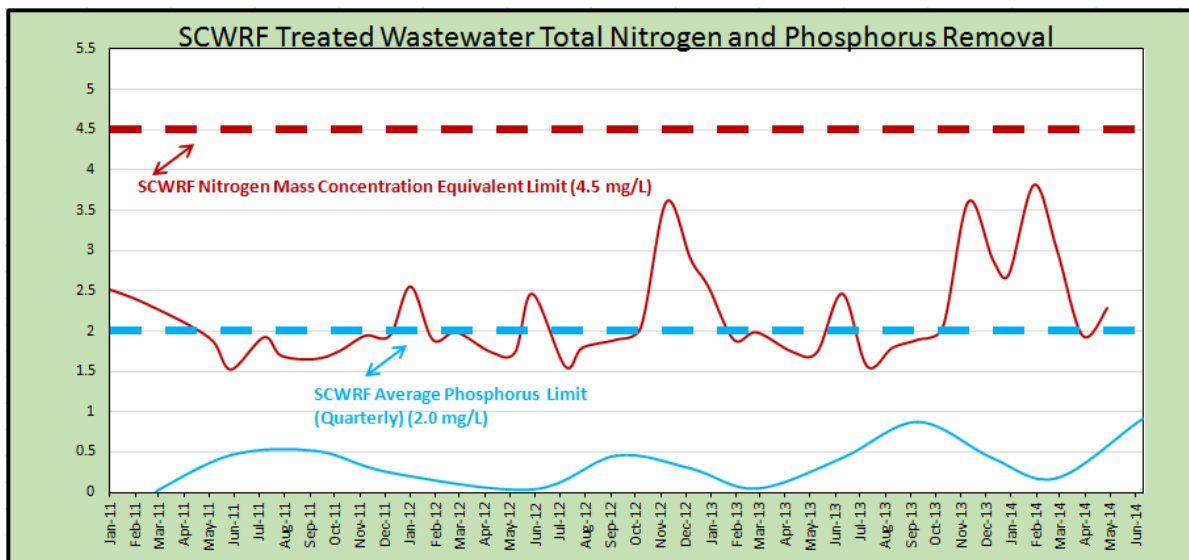


surpassing Federal standards and establishes their utilities as high performing providers of safe drinking water. The Cary/Apex Water Treatment Facility is a charter member of the Partnership for Safe Water.

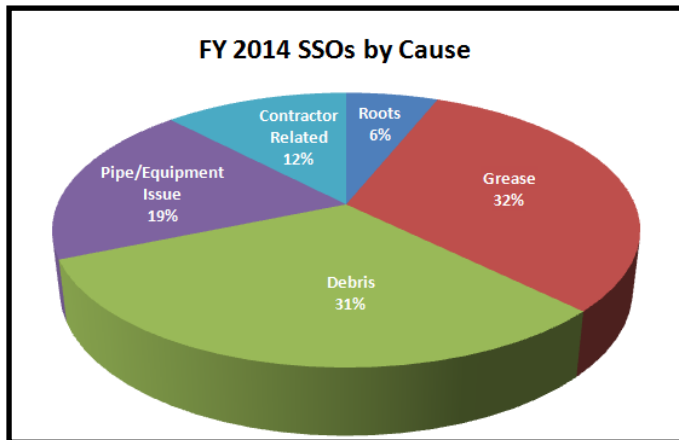
North Cary Water Reclamation Facility, (NCWRF), continued performing exceptionally well in treating wastewater to high levels of nitrogen and phosphorus removal. During the second quarter of 2014, total nitrogen was reduced by 96% and total phosphorus was reduced by approximately 91%. Both nitrogen and phosphorus removal percentages were much better than required by State permits, resulting in exceptionally high quality treated water being returned to the environment, see long term treated wastewater trending below. The average daily flow treated by NCWRF was 7.0 million gallons per day during the second quarter.



South Cary Water Reclamation Facility, (SCWRF), continued performing exceptionally well in treating wastewater to high levels of nitrogen and phosphorus removal. During the second quarter of 2014, total nitrogen was reduced by 96% and total phosphorus was reduced by 87%. Both nitrogen and phosphorus removal percentages were much better than required by State permits, resulting in exceptionally high quality treated water being returned to the environment, see long term treated wastewater trending below. The average daily flow treated by SCWRF was 5.63 million gallons per day during the second quarter.



Wastewater Collection System management includes an overarching goal for minimizing sanitary sewer overflows, (SSOs). With a wastewater collection system in excess of 900 miles of pipelines, occasional blockages occur in the sewer system that lead to wastewater backing up and causing SSOs. In the event of an SSO, the Town is equipped and staffed to rapidly respond to overflows for assessment, cleanup, and repair in order to minimize volumes released to the environment. In fiscal year (FY) 2014, the Town experienced 16 reportable overflows with a total volume of 11,739 gallons. The FY 2014 volumes represent only a slight fraction (0.0002%) of the over 48 million gallons of wastewater that overflowed in North Carolina in FY 2014. Cary's FY14 SSO volume represents one of the very best years on record for SSO minimization performance, and the best year on record for Cary's wastewater collection system at its current size, scale and configuration.



PUBLIC WORKS

Spruce Projects

Quarter/Year	Projects	Volunteers	Hours	Litter in Pounds	Mulch in Yards	Plantings	Total Spots Adopted
Q2/2012	32	764	2,275	7,625	40	400 trees and plants	26
Q2/2013	68	745	1,699	4,364	235	0 trees and plants	33
Q2/2014	183	1,280	2,620	8,927	45	907 trees and plants	44

Compost Workshops

Year/Season	#Workshops	#Participants	Workshop Specifics
2012/Spring	2	56	Worm bin, handouts, 1 hour instruction
2012/Fall	1	15	Worm bin, handouts, 1 hour instruction
2013/Spring	1	8	1 book, handouts, 1 hour instruction
2013/Fall	1	10	1 book, handouts, 1 hour instruction
2014/Spring	8	186	2 books, 3 bags of compost, 30 min. instruction

Compost Bin Sale

Year	Numbers Sold	Sale Type
2012	221	1 day/truckload sale
2013	0	N/A
2014	207	Online/pre order sale

Event Compost Collection

Year/Quarter	# of Events	Lbs of Organics Collected
2012/Q2	N/A	0
2013/Q2	1	300
2014/Q2	3	610



Recycling Program

Coinciding with Earth Day, on April 22, 2014 we expanded the Cary Recycles program to include the following #2 HDPE rigid plastics:

- Plastic five-gallon buckets without metal handles
- Plastic soda crates
- Plastic storage tubs and detachable lids, including clean food storage containers
- Plastic laundry baskets
- 18-gallon recycling bins
- Garbage cans without wheels or metal attachments/screws
- Plastic lawn furniture free of metal fixtures/attachments, including hinges and screws

Items are collected at the curb and at the Citizen's Convenience Center. Once taken to the Town's recycling processor, the company separates the rigid plastics from the general recycling collection and ships it to KW Plastics in Alabama, a company that makes paint buckets out of recycled materials. With this additional commodity, we accept all the different materials our processor can accept.

PUBLIC SAFETY

Detective Peggy Marchant is the 2014 Wake County Multidisciplinary Team Member award winner, which recognizes individuals for their support of the SAFEchild Advocacy Center's mission, commitment to the protection of children and for their dedication to collaborating with partners of the MDT to achieve the team's goals in the best interests of children.



Criminal Investigations Division (CID) ACTIVITIES	1st Quarter	2nd Quarter	Total
Cases Assigned	211	224	435
Cases Cleared	129	93	222
Average Case Load Per Detective	14	14	14
Search Warrants	10	12	22
Cyber Crimes Cases	5	2	7
Child Protective Services Referrals	20	23	43

K-9 UNIT:

During the second quarter of 2014, the K-9 unit had a total of 210 calls for service. Of the 210 calls, 37 were for tracking purposes (6 finds, 16 percent), 77 drug sniffs, 63 article searches, 26 CP talks, 6 tactical deployments and 1 building search. Through the efforts of the K9 teams, 1,536 citizens were contacted through the 26 Crime Prevention and Community presentations were conducted. Additionally, the K9 teams seized 59.31 grams of marijuana, 2.55 grams of cocaine, .5 grams of heroin and 42 items of drug paraphernalia. These efforts resulted in 28 felony and 102 misdemeanor charges being filed.



ANIMAL CONTROL:

During the second quarter of 2014, there were a total of 1599 calls for service related to animals. Of these calls 1369 were handled by our Animal Control officers and 230 (16.8 percent) by Field Operations units. Historically, the Town of Cary sees an increase in animal control calls during the spring and summer months. To help combat this increase, Animal Control officers have adjusted their hours to 8AM to 8PM Monday through Friday and 9AM to 9PM during the weekends.

PROJECT PHOENIX

41 apartment communities (listed in the chart), which represent a total of 9,808 apartment units, are actively participating in Project PHOENIX. There are 16 apartment communities within the Town of Cary that are not participating with Project PHOENIX and the Police Department plans to re-approach those 16 community managers to see if they would like to create a stronger working partnership with the Police Department.

<u>District 1</u>	<u>District 2</u>	<u>District 3</u>
Pine Ridge	Bexley at Carpenter Village	Ashton Woods
Chatham Forest	Bexley at Panther Creek	Audubon Park
Harrison Grande	Bexley at Triangle Park	Bennington Woods
Hermitage at Beechtree	Brook Arbor	Cary Brook
Eagle Landing	Chancery Village	Cary Pines
Hyde Park	Courtney Reserve	Crescent Arbors
Maynard Summit	The Grove at Cary Park	Geneva Park
Merriwood	Phillip's Swift Creek	Hawthorne @ The Parkway
Oak Hollow	Tradition at Stonewater	Highland Village

Oxford Square	Westwood Park	Legacy at Crossroads
Watercrest		Maples at Kildaire
Waterford Forest		Meadows at Kildaire
Weston Lakeside		Sedgebrook
Westover Hills		Williamsburg Manor
Preston Reserve		Windsor at Tryon Village
		Woodcreek

Make-A-Splash: Team officers once again have been working with Triangle Aquatic Center, which offers free swim lessons to students in partnering communities who receive free or reduced priced lunches. So far this year 12 children have been taught how to swim. It is anticipated that 21 more children will be taught during the remaining sessions of the program this summer.



Mobile Recreation: Team officers and PRCR have started their mobile recreation programs that are held during the summer months. The Mobile Recreation Van will be staffed with two PRCR personnel/instructors and they will bring various games and activities to our communities. There have been 12 lessons so far this summer with another 48 planned for the upcoming months.



Team officers worked with area property managers, four area churches, PWUT, PRCR, etc., (just to name a few) to coordinate a multi-community event in the Wrenn Drive area. The June 21st event took place on Bargate Drive and Cheswick Drive. There were numerous displays and booths set up to include; CERT,

FD, K-9 Demonstration, ERT, Domestic Violence and Juvenile Services, Child ID/CAP Team, Animal Control, CCARE, NC-Snap, AnimalKind, PRCR, etc. It is estimated that over one-thousand people came to the event.

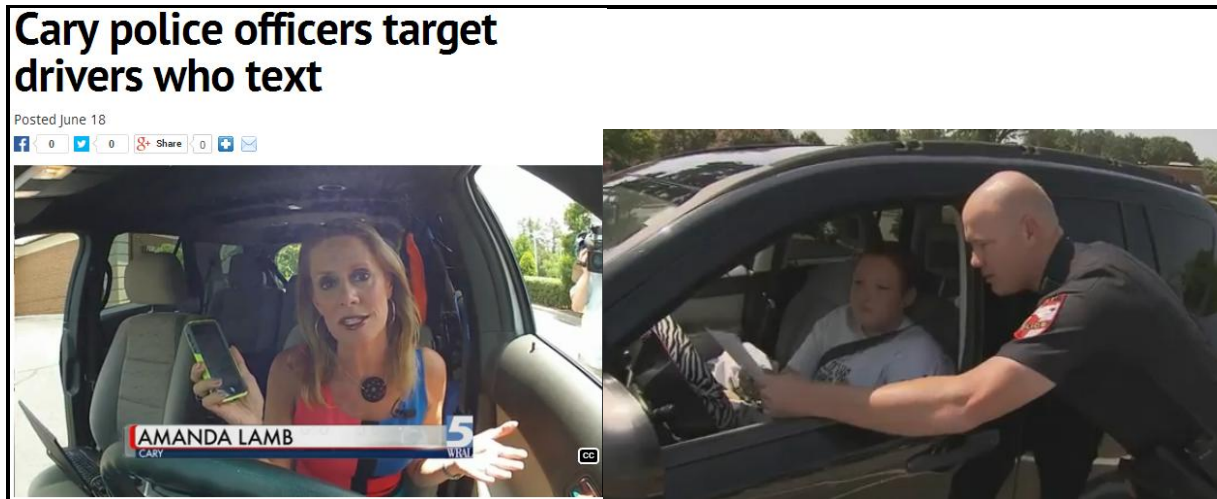
SCHOOL RESOURCE OFFICER PROGRAM

There were a total of 38 reported crimes in Cary Schools during the Q2. This was down from 51 in Q1, however traditional schools last day was June 12th so schools were not in session for the entire second quarter which could be reflected in the decrease. The crimes for the second quarter included: 10 assaults; 4 disorderly conduct by fighting; 4 larcenies; 3 sex offenses; 3 drug; 2 weapons; 1 fraud and 1 vandalism. All schools completed the lock down drills during the second quarter. During the second quarter SROs reported over 280 student/parent counseling sessions.

TRAFFIC SAFETY TEAM

The responsibilities of the Traffic Safety Team include the investigation of major motor vehicle crashes, traffic enforcement, and traffic education. During the 2nd quarter of 2014, the Traffic Safety Team participated in GHSP’s April 17th “No Wake Zone” speeding enforcement campaign. The event produced 544 charges in a single day across Wake County.

The team conducted a special enforcement operation in June to target texting-while-driving violations. The first-of-its-kind operation garnered significant media coverage and produced 89 traffic stops, meeting the operation’s greater goal of public awareness and education.



Traffic Safety Officers conducted 1,760 traffic stops during the 2nd quarter of 2014. They made 110 physical arrests, and they investigated 155 motor vehicle collisions. Our GHSP sponsored officers conducted 11 traffic safety presentations in local Cary schools, and our motorcycle team conducted 3 Bike Safe motorcycle safety classes.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Traffic Stops	5033	5618		
Citations	2055	2710		
Accidents Report	961	994		

The chart below shows the total Calls for Service per month:

2014 monthly Crash totals by Type, where PD is Property Damage and PI is Personal Injury:

Call Type	January	February	March	April	May	June
Accident with PD	232	247	227	206	240	213
Accident with PI	25	38	41	42	42	23
Hit & Run Property Damage	43	33	54	46	48	49
Hit & Run with Injury	0	1	1	1	1	1
Fatality Accident	1	0	0	0	0	0
Total	301	319	323	295	331	286

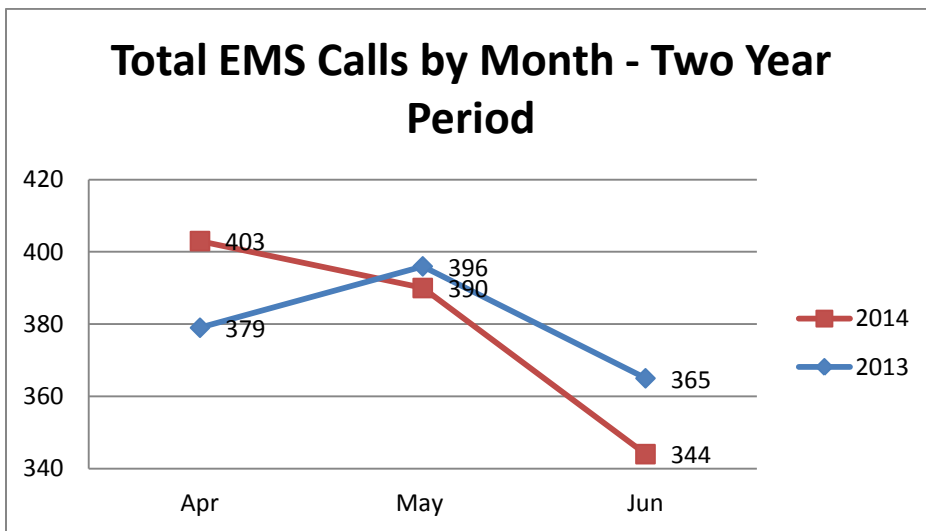
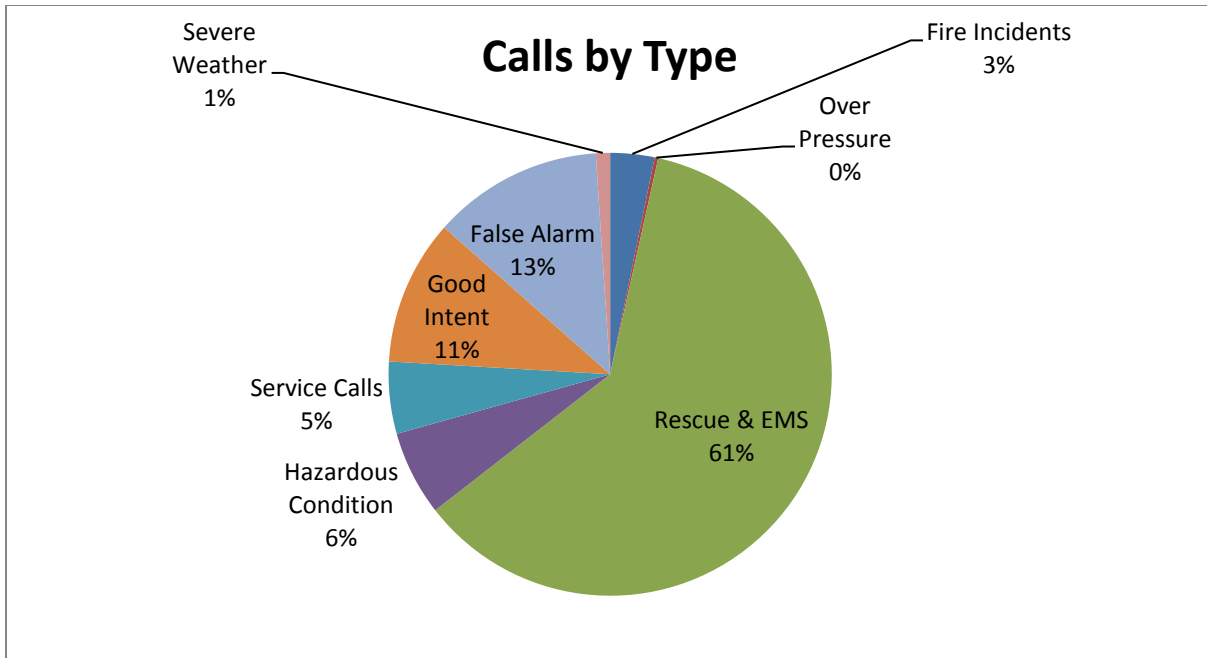
The chart below shows the top five high crash intersections:

	14-Jan	14-Feb	14-Mar	14-Apr	14-May	14-Jun
Caitboo Ave/Crossroads Blvd	0	0	2	0	1	1
E Chatham/SE Maynard	1	0	2	1	0	0
Gregson Dr/US 64 Hwy	1	1	0	2	0	0
Caitboo Ave/Meeting St	0	0	1	1	1	0
Old Apex Rd/Barentwood Dr	0	3	0	0	0	0

FIRE DEPARTMENT

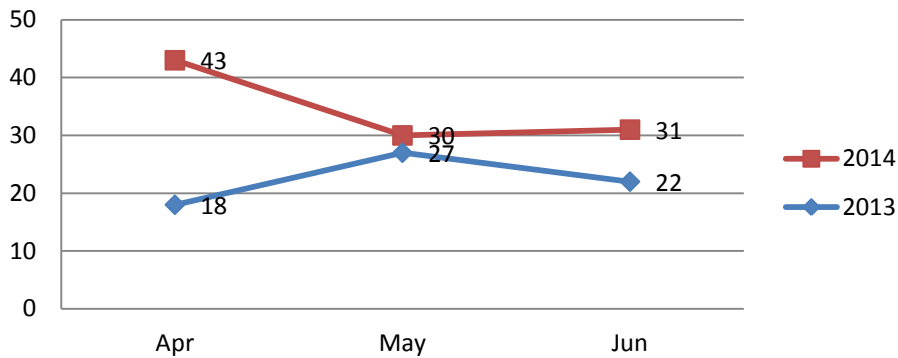
Quarterly Highlights

- The new portable radios have been placed in all of the stations. Mobile radios are now being installed in the fire apparatus
- The Cary Fire Department had 11 cardiac arrest victims successfully resuscitated and discharged, neurologically intact from the hospital in 2013. These resuscitations and others were celebrated on May 19th at Wake County EMS annual Cardiac Arrest Save Ceremony at Meymandi Concert Hall in downtown Raleigh. 53 Cary firefighters were recognized for their efforts in these life-saving responses.
- The new Engine 4 has been placed into service in May. The old Engine 4 (1706) has been moved to reserve status as a spare.
- Continue to look for land in NW Cary for station location
- Continue looking for land to accommodate joint Fire Training Center
- New Community Risk Coordinator (this was reclassified from Sr. Fire Code Official III-Education Specialist) position filled to manage fire prevention and community outreach
- The architect has submitted the 90% plans of the E. Chatham Street station for staff to review and offer comments.



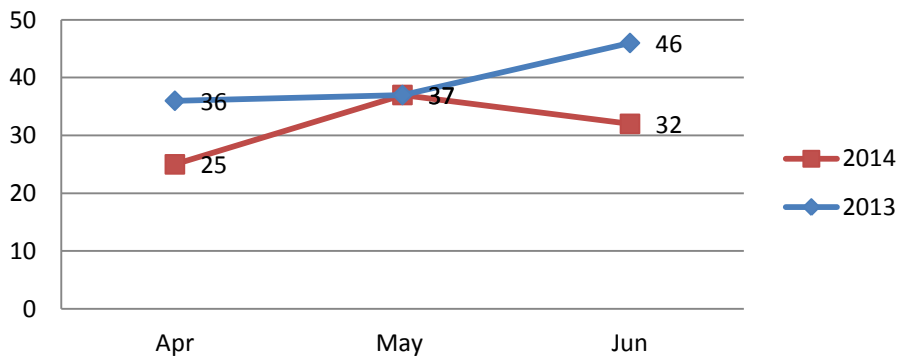
Second quarter
Emergency Medical
Calls decreased 1% in
2014 as compared to
the same period in
2013

Total Fire Calls by Month - Two Year Period



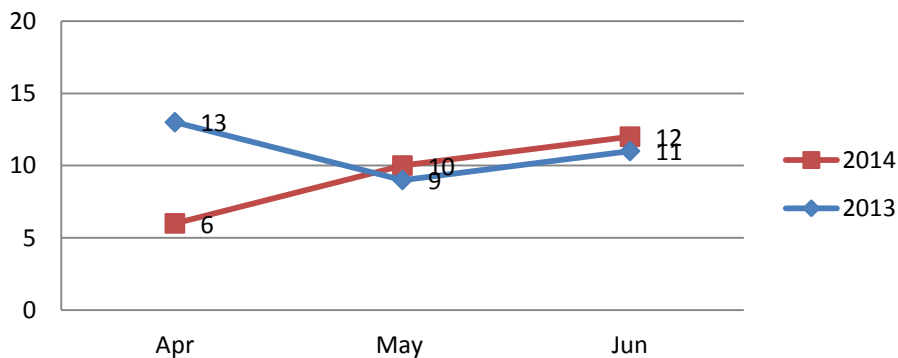
Second quarter fire frequency increased 55% in 2014 as compared to the same period in 2013. April 2014 showed a significant increase in calls as compared to historical average. Major cause of April 2014 spike is attributed to fires involving Grass/Brush and Woods.

Total HazMat Calls By Month - Two Year Period



Second quarter HazMat frequency decreased 12% in 2014 as compared to the same period in 2013. Largest decrease is represented in non-specific Hazardous Condition incidents.

Total Rescue Calls by Month - Two Year Period



Second quarter Rescue frequency decreased 15% in 2014 as compared to the same period in 2013. Largest decrease is represented in rescues related to reported Lock-ins.

PARKS, RECREATION & CULTURAL RESOURCES

SPORT VENUES

WakeMed Soccer Park

- The Carolina RailHawks hosted 4 regular season league matches during this time with a total attendance of 16,351. In addition, they hosted 3 US Open Cup matches where their attendance was 5,870. Finally, they hosted the US U20 Men’s National team for an exhibition match drawing 420 people. The RailHawks U23 team also played their US Men’s National Team U20 team as part of a training camp for the U20’s.
- The Town of Cary, the RailHawks and Backyard Bistro cosponsored three US National Team World Cup “watch parties” at WakeMed stadium. Concessions were available along with a special catered meal option. Fans were invited to sit in the stands and watch the action on the stadium 38x20 Video Board. Approximately 3,000 individuals turned out to support the US National World Cup games.



- The 2nd annual Wake FC Tournament of Champions youth soccer tournament was held at WakeMed, Middle Creek, and Mills Park soccer fields in April. This event drew approximately 125 teams from all over NC, SC and VA to the two day event. Estimated attendance during the event was over 5,000.
- Total tracked attendance during the quarter for the facility was 52,092.

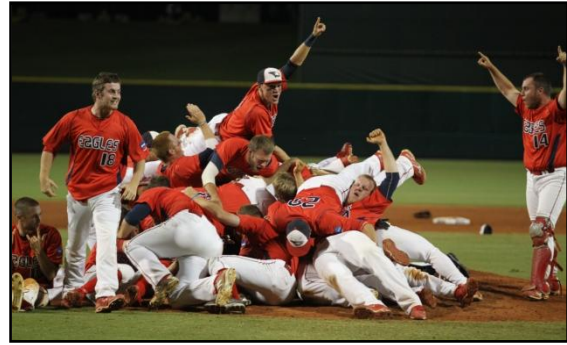
WakeMed Soccer Park	2013 Revenues	FY2014 Revenue Budget	2014 Revenues June 30, 2014 (unaudited)
TOTAL REVENUE	\$497,494	\$705,764	\$629,004

WakeMed Soccer Park Economic Impact	2011 season	2012 season	2013 season	2014 season Projected
Groups Served	80	80	87	90
Total Attendance	180,922	208,970	232,181	240,000
Total Economic Impact	\$3,776,662	\$4,357,353	\$4,914,310	\$5,100,000

*Economic Impact formula has been readjusted from 2011 to current to include visitation in Wake County but outside of Cary. This captures true visitors to Cary. Also, attendance now includes actual counts instead of estimates.

USA Baseball National Training Complex (NTC)

- 31 collegiate baseball games were held during this quarter, including the NCAA Division II Baseball Championship, which was held at the NTC for the 6th consecutive year. The University of Southern Indiana won the title in front of a full house of 2,300 spectators.
- USA Baseball held their annual Tournament of Stars Tournament in June at the NTC. Major League Baseball is the host for this tournament, which consisted of the top 108 high school aged prospects from around the nation.



USAB National Training Complex	FY2013 Revenues	FY2014 Revenue Budget	2014 Revenues June 30, 2014 (unaudited)
TOTAL REVENUE	\$485,395	\$454,875	\$493,884

USA Baseball National Training Complex Economic Impact*	2012 season	2013 season	2014 season
Groups Served	27	26	26
Total Attendance	61,000	61,300	65,680
Total Economic Impact	\$2,986,318	\$3,252,863	\$3,846,366

Cary Tennis Park

- The Tennis Park held the Southern Senior/Adult Hardcourt Open Championships April 3-7th. 67 adults from across the South participated, including two gentlemen from Kentucky in the over 85 division.



- The Atlantic Coast Conference Men’s and Women’s Tennis Championships were held April 23-27th. ACC coaches, players and elementary school children participated in a Community Outreach event as part of the Championships on Thursday, 4/24.
- WWT Senior Tennis Appreciation Day was held on May 7th, culminating in an exhibition match including Mayor Weinbrecht and junior player Kaitlyn McCarthy.

- USTA Southern Closed B&G 12's championship was held June 14-18th with 256 players from across the South participating in this event.

Cary Tennis Park	FY2013 Revenues	FY2014 Revenue Budget	2014 Revenues June 30, 2014 (unaudited)
TOTAL REVENUE	\$1,319,859	\$1,445,990	\$1,448,495

Cary Tennis Park Economic Impact	2012 season	2013 season	2014 season Projected
Total Attendance	267,203	251,061	254,000
Total Economic Impact	\$1,984,631	\$1,439,000	\$1,457,000
*Economic Impact information provided by Greater Raleigh Convention & Visitors Bureau			

RECREATION

Community Center Attendance

	1st Quarter	2nd Quarter
Bond Park CC	47,167	37,864
Herb Young CC	31,536	28,877
Middle Creek CC	31,751	18,539
Total	110,454	85,280
Avg. Monthly Visitation/Center	12,273	9,476

Bond Park Events - Egg Hunt (April 12, 2014) & Eggstravaganza (April 17, 2014) - Attracted more than 5,000 participants throughout the two-day event. The Egg Hunt offered six different hunts for children 10 and under. The event included an appearance by the Easter Bunny, Magic Shows, Juggling, bounce houses and more. The Eggstravaganza offered two separate hunts for children with special needs 12 and under and included visits by the Easter Bunny, bounce houses and other activities.

Dog Days (June 7, 2014) – Attracted approximately 1,500 participants throughout the event. The event included a Flying Disc Competition, rabies vaccination and microchipping by Town of Cary Animal Control and dog washing by the Cary Teen Council. The event was co-sponsored by Second Chance Pet Adoption.

Bond Lake Operations – The boathouse opened April 5 for weekend service and began daily operational hours on Memorial Day. Revenue and participation has continued to increase since 2013. Total boathouse revenue increased 9.7% from the 4th quarter of FY13 and boat rentals increase 7.4%.



	2nd Quarter FY13	2nd Quarter FY14
Boat Rentals	2,675	2,873
Program Participation	100	92
Concessions Revenue	\$9,409	\$10,581
Total Revenue	\$29,734	\$32,338

Hemlock Bluffs Operations – The Friends of Hemlock Bluffs received a \$10,000 grant for trail improvements to be used at Hemlock Bluffs during FY15. Hemlock Woolly Adelgid was found by Bartlett Tree Experts during their June inspection; treatment will occur in July. Compared to first quarter 2014, program hours increased four percent and participation increased by 12 percent.

Special Volunteer Workdays – Staff coordinated 32 volunteer workdays resulting in 441 volunteers and 882 volunteer hours at a cost savings to the Town of \$18,963. National Trails Day attracted 75 volunteers to replace potted plants in the courtyard gardens, as well as add new mulch and plants and paint new display elements in the recycle garden.

Over 60 volunteers assisted Public Works to dismantle the Hemlock Bluffs deck, saving the Town approximately \$5,000 in contractor fees. Eagle Scout candidate, Sam Wilson constructed three propagation boxes for native plant seeds, installed sunken vats to hold native, aquatic plants, and renovated existing plant shelves to allow for a cleaner, more organized area. Girl Scout Gold Award candidate, Maya Sproelich, constructed two new composting bins and a new bulletin board for the compost education area. She held two informational sessions to educate the public about composting methods and donated a tumbling composter to the preserve. Girl Scout Silver Award candidates, Andrea Mesa and Mikeala Fullerton, provided a number of gardening renovations.

Teen Council – During this quarter, the Cary Teen Council hosted a variety of events for the community, including the annual Breakfast with the Bunny, where children have an opportunity for breakfast and a photo-op with the Easter Bunny. In addition to these efforts, the Cary Teen Council volunteered 4,180 hours at other Town of Cary and community events, saving the community an estimated \$30,305 in labor costs.

Town Events	2071.25
Teen Council Programs	795
Community Event (non-Town events)	1313.75
Total	4180

Senior Center Programs/Events –Adventure trips such as Eco Boat trips (Jordan Lake) and Segway Tours (downtown Raleigh) are attracting 10-15 participants. May’s celebration of National Senior Fitness Day included 117 participants experiencing 13 of the Cary Senior Centers different fitness programs consisting of 15 minute class demos and healthy snacks. The Annual Senior Center Yard Sale attracted over 1,000 visitors to the center as well as earning more than \$6,400 for the area senior clubs.

Bond Park Community Center – Hosted the 1st Annual Spring Pickleball Tournament with Triangle Pickleball Association on May 16-17 with 68 participants ages 40 and up. Events included Men’s Doubles, Women’s Doubles and Mixed Doubles. Gross Revenue was \$1,370. Participants traveled from as far as Destin, FL and Ocracoke, NC.

Specialized Recreation

- Cary Tennis Park and Abilities Tennis Association of NC hosted a Carnival on April 5th to Kickoff the Abilities Tennis Program. Abilities Tennis Clinics ran from April 12th – June 7th on Saturdays. 12 participants took part in this program.
- Specialized Recreation & Inclusion Specialist attended the National Inclusion Project Conference held in Raleigh, NC on April 9th & 10th. Two clay workshops led by sculptor and artist, Paris Alexander were held at the Cary Arts Center on April 10th & 11th. 10 participants attended. This was a partnership between the Town of Cary and Cary Visual Arts. A Painting/Glazing class followed the workshops for participants who wanted to attend on May 8th. This class was led by a Cary Arts Center instructor.



Recreation Division	FY2013 Revenues	FY2014 Revenue Budget	2014 Revenues June 30, 2014 (unaudited)
TOTAL REVENUE	\$1,419,911	\$1,448,181	\$1,552,826
	FY2013 Actual	FY14 YTD	FY14 Projected
**PARTICIPATION	74,272	82,155	78,000
** Includes class and program participation at community centers as well as the Senior Center, Bond Park Lake, and Stevens Nature Center.			

CULTURAL ARTS

Cary Arts Center –Ticketed events attendance increased 23 percent over 2nd quarter compared to the previous. Other notable increases for the 2nd quarter were rental attendance up 15 percent and course attendance grew by 10 percent. Overall attendance for FY14 grew by over 11.5 percent as compared to FY13.

Other areas of note:

- Cultural Arts Division staff initiated a highly successful new program to bring attention and patronage to downtown. *En Plein Aire: Paint the Town* invited artists to paint a downtown outdoor scene on a select Saturday in May. These paintings were then displayed in downtown businesses. On May 30th the paintings were auctioned off at a gala party held at the Cary Arts Center. A portion of the proceeds went to support the PRCR Scholarship fund.
- Marvelous Music Series concluded with a performance by Grammy Award winning vocalist Diane Schuur. This season marks the first time that all performances sold out.
- Applause! Cary Youth Theatre delved into Shakespeare with the production of *Twelfth Night* featuring area youth performing on stage and handling all backstage production duties.



Koka Booth Amphitheatre – The Amphitheatre season got underway in earnest this quarter starting with the Cary Road Race, taking advantage of the new greenway bridge over Symphony Lake. Also in April, *The Great Grapes Wine Festival* returned for the 11th straight year. The roster of national touring concerts included Alabama, Willie Nelson/Alison Kraus, Jack Johnson, Amos Lee and Little Big Town. All except Alabama exceeded budget expectations with strong attendance. Jack Johnson sold out early and represented the Amphitheatre’s second sell-out in two years and the fifth sell-out in the facility’s history. It also broke last year’s Lumineers attendance record (over 7,300) and was the highest grossing concert ever at Booth Amphitheatre.

The Hob Nob Jazz series returned with all five concerts performing well drawing over 1,810 patron’s to the Crescent Deck. Movies by Moonlight also got off to an extremely strong start with *Frozen*. Over 4,500 attendees represented the largest movie audience since the series began in 2002. Other movies also generally performed above expectations and the revenue estimates for the series have already been met and are on target to exceed expectations.

The Amphitheatre was selected best place to hear music outdoors by readers of *The Independent* and featured on the cover of *Visit Raleigh!*, the Greater Raleigh Convention and Visitors Bureau annual guide to events, venues and attractions in Wake County. All indications are that the Amphitheatre is set for an extremely successful season.

Spring Daze Arts & Crafts Festival – The 21st annual Spring Daze Arts & Crafts Festival was held in Bond Park the last Saturday in April. The festival ran smoothly with an estimated attendance of 15,000 visitors. Approximately 180 artists from Cary, Wake County and throughout North Carolina showcased their hand-made items. Over 15 local non-profits, some working with professional concessionaires, provided a mix of festival foods. The talents of two Town of Cary employees were showcased as Landscape Architect, Joe Godfrey, was the featured artist for the poster and tee-shirts and Police Captain and singer Ken Quinlan performed on stage.



Page-Walker Arts & History Center – The facility has continued to see strong increases in overall attendance when compared to FY13. This year attendance at classes, events, programs, rentals and visitors is up 23 percent over FY13 and the highest in over 14 years.

Other areas of note:

- By the end of this quarter total gross revenue (classes plus rentals) exceeded the total annual budgeted revenue for the facility by 37 percent.
- Gross summer camp revenue was up \$3,634 from FY 2013, representing a 10 percent increase.
- In partnership with PineCone we presented another very popular series of bluegrass camps and a Starlight Concert, held at the Cary Arts Center and attended by approximately 400 people.
- The International Society of Scratchboard Artists opened their exhibit of pieces from around the globe during the Cary Art Loop on June 27.

The Cary Downtown Theater – This quarter marked the first full quarter of operations for The Cary. A full program of events was planned and carried with a diverse mix of movies, live performances and special uses. From April through June, 36 different movies were screened, 12 live performances took the stage and 10 other uses took advantage of the new facility. These special uses included the Cary Chamber of Commerce Youth Leadership Graduation, the School of Government Graduation and several Town departmental staff meetings. Attendance in each category was as follows:



Movies – 2,127; Live Performances – 1,467; Other Uses – 717 for a total attendance of 4,311 for the quarter.

Downtown Events – This quarter represented the start of the downtown performances and a full schedule of downtown events.

- The 3rd Annual *Wheels on Academy* grew to include 143 cars filling Academy from Chatham to Dry drawing an estimate of over 3,500 attendees.
- The 10th annual *Festival Ritmo Latino* celebrated its second year downtown with an estimated 50 percent growth in attendance to over 3,000.

Public Art and Exhibitions

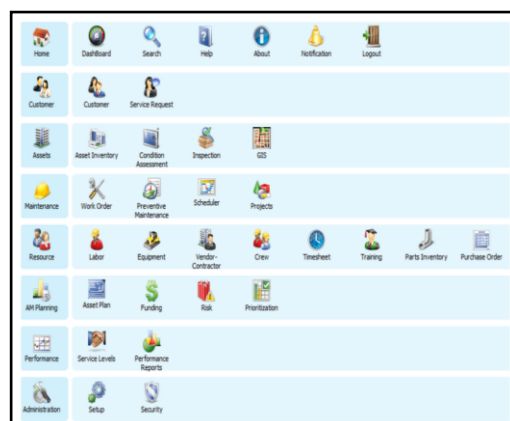
- The public art at Fire Station No. 8, “Beacon to the Community” by Arthur Stern, was recognized by CODA (Collaboration of Design + Art) Worx as one of the 100 best recent public art projects in the world. Mr. Stern’s distinctive windows were the only public art project in North Carolina to receive this recognition.
- Organized 10 exhibitions for Town Hall, Herb Young Community Center, and gallery at Cary Arts Center. Included one Artist Residency lecture to accompany exhibition at Cary Arts Center.

TECHNOLOGY SERVICES

800 MHz Radio System: The Town signed an inter-local agreement with Wake County to partner in the use of our upgraded 800 MHz Radio System. The County will maintain its own channel sites and the operations will be separate but both the Town and the County will use the same main system. This will reduce the Town’s annual maintenance and upgrade costs since the County has agreed to share in this cost in the future. Secondly, it will enhance the interoperability between Wake County and all of the other municipalities in the County since all of them are currently on the County system. This will provide seamless and efficient communication in any mutual aid setting.

CAD to CAD Transfers: The Town is in the process of having software programmed in a “publish – subscribe” format to enable the seamless and efficient transfer of 911 calls. Cary will host the software and server and any other agency can write to the common interface. This enables a call from one agency to be transferred to any other participating agency simply by pressing a function key. The transferring agency can also continue to track the call as well and see the progress as well. This software will be launched this calendar year. This will reduce response time and will improve accuracy with transferred calls.

NEXGEN Asset Management Software is server based software that is being implemented by the Town. The software will provide a new preventative maintenance/work order (PM/WO) tracking system, a customer/citizen relationship management (CRM) system, asset inventory/management, and will assist in asset and resource planning and projections. NEXGEN will be used internally by staff on both desktops and tablets, and will act as a portal to interface with data from multiple systems. Initial implementation steps will include developing work flow and data needs to ensure desired evaluation and measurement outcomes are developed.



The next implementation phase will include the development and launch of a citizen web portal and mobile app where citizens can submit and monitor service requests. Requests made on the mobile app can automatically detect request location through the phones GPS technology. The first work order functions to be developed in NEXGEN will be Solid Waste Management, and then expanded to other Town programs.

One Solution Software: The One Solution Project will replace the Town’s entire suite of financial and utility billing software and will provide a new software platform for the development process. The development platform will track any project from submission all the way through completion. It has built in work flows which make for more efficient managing and tracking of all projects.

ESRI GIS Software: The Town’s current GIS Software (Mapinfo) has been in place for 25 years. It has been upgraded on an annual basis but the market has moved almost entirely to ESRI’s ARCINFO product. The Town will be migrating from Mapinfo to ESRI over the next year and the new platform will become the land data interface between One Solution and NEXGEN Software. It will also provide a new mobile enabled GIS on the Web product and it will become the Town’s new Open Data interface for making data available to the public in several ways including through an Application Programming Interface.

ADMINISTRATION

FINANCE

Manager Approved Contracts: The Town Manager signed 48 contracts during the fourth quarter of fiscal year 2014 compared to 37 contracts in the third quarter of fiscal year 2014 and 64 contracts in the fourth quarter of fiscal year 2013.

Utility Billing and Collections: On July 17 we launched **Digipay**, the Town’s new unified, online utility bill presentment and payment system. In addition to an improved online bill payment experience, Digipay adds new online services for customers by allowing them to opt out of paper bills for electronic bill presentment and to schedule reoccurring credit card payments. The system will run parallel with our existing payment system for 45 days so that customers who have bookmarked our existing payment

site can become familiar with Digipay before the existing site is removed. We will be soliciting feedback from customers to make improvements in the site.

Aquastar continues to transform customer service. Subscribed daily text alerts have doubled over the year to an average of 143 per day. Aquastar cost savings and benefits were recognized nationally when the Town received an Award for Excellence from the Government Finance Officers at the national annual conference in May 2014. This award came on the heels of a state award in March for the same accomplishments from the NC Treasurer’s office for excellence in financial management.

Billed consumption in FY14 was .9 percent less than FY13 and only .04 percent over budgeted consumption. Our meter population continued to grow at a rolling average of 2.6 percent per year. Our meter inventory has grown to over 65,000 to serve 57,000 customers. With our fiscally prudent rate smoothing approach and continued conservative budget practices, FY 14 revenues will adequately cover FY 14 utility expenses. The new water rates will go into effect for bills dated August 14 and after. We implement rate increases when every gallon billed was metered in the new fiscal year.

Tax and Tag Together: The new system has begun to affect our counter operations. In June 2013 we processed an average of 35 tax payments a day, and in June 2014 we processed an average of 19 tax payments per day, a 46% reduction. An interesting comparison is that our counter utility payments have increased from 2 percent of total payments in FY 13 to 3 percent of total payments in FY 14, equal to about 86 customers per day in June 2014.

BUDGET

- Conducted two budget work sessions and two public hearings in May and June, prior to the adoption of the Operating and Capital Budgets on June 26.

WEB STATISTICS

Quick Comparison Chart: 2nd Quarter (current vs. previous year)

April-June 2014	April-June 2013
503,342 visits	476,650 visits
301,093 unique site visitors	283,146 unique site visitors
5,264 followers of Town of Cary Twitter feed	3,497 followers of Town of Cary Twitter feed
2,750 likes to Town of Cary Facebook page	1,460 likes to Town of Cary Facebook page
421 subscribers to Town’s YouTube channel	137 subscribers to Town’s YouTube channel

From April 1-June 30, 2014, www.townofcary.org was visited 503,342 times by users from 171 countries/territories, including the United States, India, Canada, United Kingdom, Germany, Philippines, Australia, Indonesia, Brazil and Mexico.

Unique visits: 301,093 absolute unique visitors

Average number of pages viewed per visit: 2.66 pages/visit

Average duration of visit: 2:11 minutes

Top pages visited this quarter (*in order*):

1. Sports

2. Parks, Recreation and Cultural Resources Department

3. Recreation Program Brochure

4. Employment

5. Utility Accounts

6. Youth Athletics
7. The Cary Theater
8. Greenways
9. Parks
10. Bond Park
11. Events
12. Building Permits Online

Twitter:

The Town of Cary has five Twitter feeds and more than 8,000 total followers as follows:

- Town of Cary (News): 5,264 followers
- TOC Safety: 1,459 followers
- TOC Traffic: 1,105 followers
- TOC Fun: 972 followers
- TOC Downtown: 843 followers

Facebook:

The Town currently has six Facebook pages:

- Town of Cary, North Carolina: 2,751 likes

- Cary Art Daze: 1,622 likes
- Cary It Green: 607 likes
- Imagine Cary: 856 likes
- The Cary Theater: 826 likes
- Booth Amphitheatre: 15,396 likes

YouTube:

The channel was viewed 15,443 times. The channel currently has 421 subscribers. Top videos this quarter were:

1. Cary Police Recruitment
2. Quality of Real Life in Cary
3. C-Tran: Reach Your Destination
4. Cary K-9 Unit
5. Veterans Freedom Park Dedication
6. Town Council meeting: April 24, 2014
7. Project Phoenix
8. Bud TV May 2014
9. Town Council meeting: May 22, 2014
10. Bud TV June 2014

GOVERNANCE

ECONOMIC/DOWNTOWN DEVELOPMENT

Quarterly Highlights

- Approved leases for a craft beer store at the Mitchell Pharmacy property and Suite 230 in 122 E Chatham Street for The Cary News.
- HUD approved the Section 108 Loan and demolition work has begun on the future Mayton Inn site.
- Led the initiative for Cary’s first food truck rodeo, *Chatham Street Chow Down*, with huge attendance (over 3,500) and great earned media and exposure for Downtown
- Council approved a resolution to allow beer and wine at two Seven O’Clock Rock Downtown Events, which had a record attendance (over 1000) for the Beach Music Night which was the first event to allow beer and wine within the event footprint in the street. Chatham Hill Winery and Fortnight Brewery were the vendors.
- The Jones House is near completion and Belle at the Jones House should open in mid August. Belle is a farm to table restaurant that will also serve baked goods and coffee.
- The Cary Downtown Farmer’s Market relocated to the lawn of the Ivey Ellington Waddell House on Chatham Street, which has proved successful to the market and had increased foot traffic for neighboring businesses.
- Johnson Jewelers began façade improvements to their building and took advantage of the Town’s Façade Improvement Program
- Installed High Visibility (piano key style) mid-block cross walks on East and West Chatham Street that provides better visibility and provide a safer environment for walking in Downtown.

LEGISLATIVE PROGRAM

Expectations that the General Assembly's 2014 Short Session would truly be short have not been met as members of the House, Senate and Governor's office continue to negotiate on their respective budget proposals. However, two session laws have been enacted that were included on Council's Legislative Agenda.

- S.L. 2014-3 (H1050) Omnibus Tax Law Changes – one of the items included in this bill was restriction of Privilege License Taxes in FY2014 to businesses physically located in a municipality and a complete repeal of the local authority for this tax in FY2015. Legislators have publicly committed to finding a new local revenue source in the 2015 long session. To replace this revenue in Cary would require approximately \$1.7 million.
- S.L. 2014-4 (S786) Energy Modernization Act provides for permits for horizontal drilling to be obtained as soon as the rules are complete. While it prohibits local ordinances prohibiting oil and gas exploration, it does allow local development rules to be applied as long as those rules do not have the effect of prohibiting the activity. So rules related to setbacks, buffers, stormwater controls, etc. continue to be applicable.

Legislation preempting local authority for zoning/aesthetic controls and repealing protest petitions is still pending. If no action is taken before the session adjourns, we can expect to see these issues come up in the long session.