

**Quarterly Report to Council
2nd Quarter 2013**

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Traffic and Transportation

Resurfacing of State-maintained Roads

NCDOT will be resurfacing the following state-maintained roadways in and near Cary along with the expected completion times:

1. [Cary Towne Boulevard](#) from Walnut Street to Interstate 40 (Cary Town Limits) excluding the NE Maynard Road intersection (Fall 2013)
2. [Walnut Street](#) from pavement joint about 700 feet west of Kingston Ridge Road to Cary Towne Boulevard including the intersection (Fall 2013)
3. [Holly Springs Road](#) from about 1,000 feet south of Lilly Atkins Road to SR 1010 (Fall 2013)
4. [Good Hope Church Road](#) from NC 55 to Morrisville Carpenter Road (Spring 2014)
5. [Waldo Rood Boulevard](#) from joint about 700 feet east of Jenks Carpenter Road to Davis Drive (Spring 2014)
6. [Collins Road](#) from Waldo Rood Boulevard to Davis Drive (Spring 2014)

Sidewalk Improvements

There are new sidewalks all over town as the 2012 Sidewalk Improvements Project, Part A has been completed and Part B is 90% finished. As a reminder, the project included the following locations:

1. Castle Hayne Drive and Park Village Drive
2. Queensferry Road Phase III from Govan Lane to Dunedin Court
3. Kildaire Farm Road from Queensferry Road to Glasgow Road
4. 919 Kildaire Farm Road Sidewalk Gap
5. Kingswood Drive from east of Kornegay Place to North Harrison Avenue
6. Bissett Drive from High Meadow Drive to Farmington Woods Drive
7. Old Apex Road from Murphy Drive to Existing Sidewalk and gap at 523 Old Apex Road
8. Retaining Wall for Sidewalk at Belhaven Road
9. 404 and 410 West Chatham Street (Brick Paver Sidewalks – Downtown Roundabout Area)
10. Green Level West Road from Capistrane Drive to Existing Sidewalk west of NC 55
11. NC55 Highway from Turner Creek Road to Catlin Road
12. Laura Duncan Road from Old Apex Road to Existing Sidewalk at Laurel Park Elementary School
13. Southeast Cary Parkway Crosswalk Improvements at High Meadow Drive
14. Walnut Street from Existing Sidewalk at Barnes and Noble to Walnut Street Park
15. Old Raleigh Road from Existing Sidewalk at Team Hendrick Way to Town Limits

- 16. Prestonwood Parkway and Bridle Creek Drive – Crosswalk Improvements
- 17. West Chatham Street from Higgins Greenway Trail to Existing Sidewalk Opposite High House Road and from West Park Street to Existing Sidewalk at Willow Street

As you know, the annual sidewalk improvements projects provide new sidewalks along existing roadways and are selected based on petition and the Comprehensive Transportation Plan, priority and council direction. Sidewalks are important to pedestrian safety, and trend data suggest that walking is becoming a more utilized mode of transportation as well as a popular form of exercise. Below are pictures of some of the shiny, new sidewalk sections that have been installed.



C-Tran

The regional GoLive Project was implemented with the installation of automated vehicle locating (AVL) devices on the entire fleet, providing the public access to view estimated arrival times of any bus, on any route, at any stop – as well as connecting regional routes. This has proven to be a great asset for the Town and the Cary Transit staff, not only because it takes the guesswork out of determining where any bus is located and whether it is on schedule, but has also helped improve accountability with the bus operators. Staff members are now able to communicate more efficiently to the public regarding service disruptions, detours and delays through the AVL system interfaces through the Web, mobile devices (TransLoc smart phone application), and on the digital display sign at the Cary Depot (Amtrak Station). Based on ridership shares/proportions of all transit systems participating with the regional GoLive initiative, it is estimated that roughly 2,800 passengers have utilized GoLive Technologies/TransLoc to view Cary Transit services and schedules between April 1 and June 30, 2013.

Cary Transit Fare Increase – Public Forum Process

Cary Transit staff presented to Council in June 2013 a coordinated regional proposal for transit fare increases to be managed by each agency/municipality including an extensive public forum process, which was approved by the Council for implementation. Cary Transit staff will present information and gather feedback at all forums. Three forums are scheduled as follows:

July 16, 2013 – Cary Senior Center (2-4 p.m.)

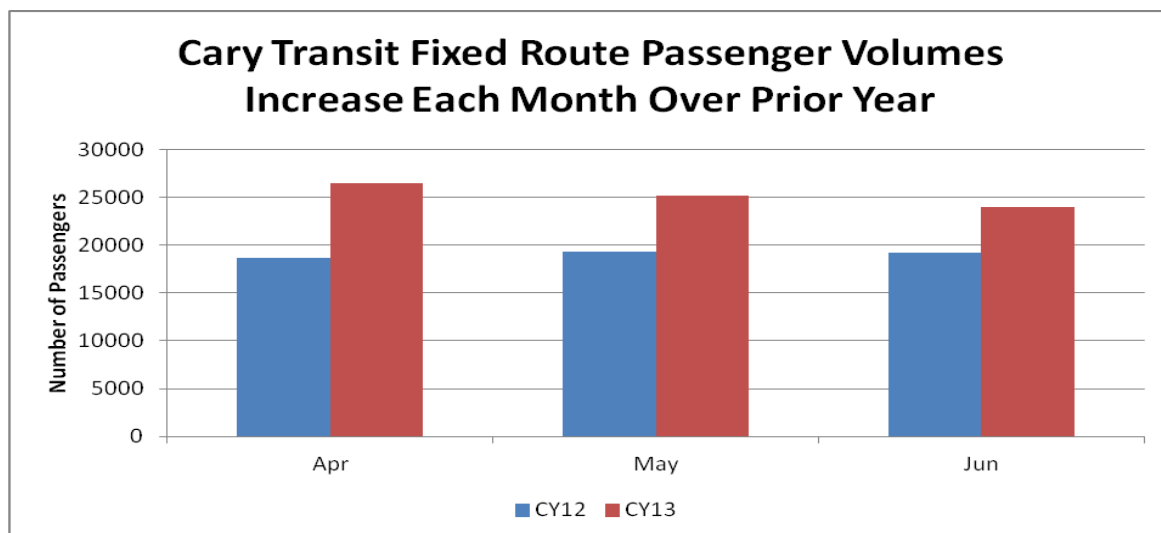
July 23, 2013 – Cary Depot/Amtrak Station (7-10 a.m., 11 a.m.-1 p.m., 4-6 p.m.)

August 7, 2013 – Cary Town Centre (8-10 a.m., 11 a.m.-1 p.m., 4-6 p.m.)

All citizens/passengers who are unable to attend any of these times have also been encouraged to contact Cary Transit staff with their feedback. Staff also provided a presentation of the proposed changes to the Mayor’s Task Force for Persons with Disabilities on July 10th.

Fixed Route Ridership Continues to Rise

While Cary Transit Fixed Route services hit a major milestone in March 2013, providing over 1,000,000 rides since the beginning of the system in December 2005, monthly ridership numbers continue to rise over previous months/years. Fixed Route service is still experiencing continued growth, with an overall 20% increase on the year (FY13 as compared to totals from FY12). Cary Transit provided over 45,000 more fixed route passengers trips in FY13 over previous year. Comparing the second quarter of calendar year 2013 to the second quarter of calendar year 2012, ridership has increased 28%.



Western Wake Regional Wastewater Management Facilities



All eight of the major construction contracts are underway and remain on schedule. The picture from June 2013 shows the continued progress for construction on the main site as well as the progress on the effluent pump station.

- Contract 1 (Main Treatment Plant Facilities): Work to install mechanical and electrical equipment is ongoing. Construction of outbuildings is nearing completion. Substantial completion of this project is expected ahead of schedule.
- Contract 2 (Biosolids Handling Facility): Construction of the dryer building and yard piping are nearing completion. Work has begun on mechanical equipment installation.
- Contract 3 (Operations and Maintenance Building): Construction is ongoing, with work progressing on interior walls and electrical systems.
- Contract 4 (Effluent Pump Station): Installation of underground pipe is nearing completion, and work on concrete structures is ongoing.
- Contract 5 (Effluent Pipeline): Pipe is installed from Shearon Harris Road to King Road. Installation is ongoing from King Road toward the Cape Fear River discharge location.
- Contract 6 (West Cary Pump Station upgrades and Beaver Creek Pump Station): Work at the Beaver Creek Pump Station continues with equipment installation and building construction. Maintenance building construction and equipment installation is ongoing at the West Cary Pump Station.
- Contract 7 (West Reedy Branch and Beaver Creek Gravity Sewer): All bores under roads are complete. Pipe installation is ongoing on the West Reedy Branch Gravity Sewer from Reedy Branch towards Wimberly Road. Easement preparation is ongoing for the West Cary Force Main. Preparations are in progress to install pipe through the Beaver Creek Gravity Sewer Tunnel.
- Contract 8 (Beaver Creek force main): Pipeline installation is about 50% completed. Pipe installation is progressing near Old US1.

Newsletters were sent to residents near the project in June. The final construction contract related to the WWRWMF, for water and sewer extensions serving residents adjacent to the Western Wake Regional Water Reclamation Facility, has been awarded by the Town of Apex. The pipeline construction is expected to begin in September with service to these properties to begin within six months of facility startup. A neighborhood meeting will be held on August 29 for nearby residents who might be impacted by the construction.

Utilities

Cary/Apex Water Treatment Facility (CAWTF)

Water Demand

Water demand for the quarter averaged approximately 16.5 million gallons per day which was 1.2 million gallons per day lower than the same period in 2012 when water demand averaged 17.7 million gallons per day.

Annual Water Quality Report

Since 1999 the Town has been directly mailing a copy of the Annual Water Quality Report to all bill paying utility customers as required by federal law. On January 3, 2013 the EPA issued a revised interpretation of the annual report direct delivery requirements which now allows water systems to distribute annual water quality reports in an electronic format in lieu of mailings. In June the Town's report for the 2012 report year was issued electronically at <http://waterreport.townofcary.org>. Distribution of the Town's Annual Water Quality Report in a primarily electronic format will allow the Town to continue to communicate important information about our drinking water to our customers in a more efficient and less costly manner. Utilities staff estimates an annual savings of approximately \$20,000 by transitioning to a primarily electronic format.

Phase III Expansion Project Update

Design for the CAWTF Phase III Expansion Project is 100% complete and final construction permitting activities are underway. The project, which will expand the facility's treatment capacity from 40 to 56 million gallons per day, is scheduled for construction bidding later this year. Construction is expected to start around the first of the year with completion scheduled for spring 2016.

Partnership for Safe Water

Earlier this year, the Cary/Apex Water Treatment Facility was certified as a Directors Award facility by the Partnership for Safe Water for the ninth consecutive year. The Cary/Apex Water Treatment Facility has maintained this designation each year since first receiving the award in 2003. The Partnership for Safe Water is a national volunteer initiative developed by EPA and other water organizations representing water suppliers striving to provide their communities with drinking water quality that surpasses federal standards. The Directors Award is presented to water systems that have completed a successful review in the Partnership's Self-Assessment and Peer Review phase, a phase in which utilities examine the capabilities of their treatment plant operation and administration and then create and implement a plan for improvements.

North Cary Water Reclamation Facility

The NCWRF continued performing exceptionally well in treating wastewater to high levels of nitrogen and phosphorus removal. During the second quarter of 2013, total nitrogen was reduced by 97% and total phosphorus was reduced by approximately 93%. *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.* The average daily flow treated by NCWRF was 6.81 million gallons per day during the second quarter. Construction on a new bio-filter associated with the North Cary Influent pumping station is nearly complete. Entering service in early June, the bio-filter will provide two-stage advanced treatment associated with the influent pumping station and primary screenings.

South Cary Water Reclamation Facility

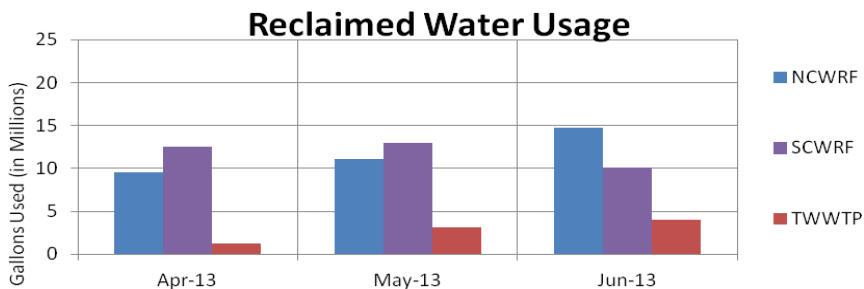
The SCWRF continued performing exceptionally well in treating wastewater to high level of nitrogen and phosphorus removal. During the first quarter of 2013, total nitrogen was reduced by 96% and total phosphorus was reduced by 94%. *Both nitrogen and phosphorus removal percentages were much better than required by State permits, resulting in exceptionally high quality treated water being returned to the environment.* The average daily flow treated by SCWRF was 5.64 million gallons per day during the first quarter.

Biosolids

The South Cary Water Reclamation Biosolids Drying Facility continues to operate very well, processing more than 3,400 tons of biosolids annually from North Cary WRF, South Cary WRF and the Town of Apex. One of the strengths of thermal biosolids drying is the end product, which is an organic soil conditioner with beneficial nutrients that have been recovered from the wastewater treatment process. The end product, *Enviro Gems*, is designated Class A, Exceptional Quality by EPA standards providing the widest diversity of potential end uses. By producing a Class A, Exceptional Quality product that is beneficial to the environment as an organic soil conditioner, Cary's biosolids program has several potential beneficial reuse and disposal options. Presently, *Enviro Gems* are marketed to a local agribusiness firm that distributes the product to farmers for a variety of agricultural uses including fertilizer and soil conditioning. The high quality of Cary's biosolids and wide diversity of beneficial reuse options enhances the overall marketing program by preventing sole dependence on specialized vendors.

Reclaimed Water

In all reclaimed water service areas, the Town has received substantial rainfall during the first and second quarter of 2013. Due to extensive rainfall, reclaimed water demand has been lower than the same time period in calendar year 2012.



Phase II of the Jordan Lake reclaimed water project is continuing to move forward. The current schedule is to go out to bid late summer or early fall of 2013 and construction to begin in early 2014.

Waste Cooking Oil Recycling – Multi-Family Collection Pilot

In an effort to further reduce improper disposal of used cooking oils and grease into the sewer system, the Pretreatment Division developed a communication plan and pilot program for the collection and recycling of used cooking oils and grease at apartments and town homes (multi-family dwellings). The pilot program is a free and convenient cooking oil/grease recycling opportunity for multi-family dwelling residents in Cary. The pilot program begins in July; three apartment communities have already scheduled collection events.

Water Conservation

	FY08 (last 3 months)	FY09	FY10	FY11	FY12	FY13*
Rain Barrel Kits	21	43	69	100	71	68
Rain Barrel Drums	18	34	103	136	113	131
Rain Barrels	808 (drought yr)	186	98	143	117	106
High Efficiency Toilet rebates	66 of 66	527 <i>of 527</i>	586 <i>of 790</i>	735 <i>of 735</i>	746 <i>of 790</i>	745 <i>of 790</i>
Turf Buy Back rebates	N/A	118 <i>of 200</i>	29 <i>of 50</i>	54 <i>of 55</i>	48** <i>of 50</i>	48 <i>of 50</i>

** 50 applications were approved but two were later withdrawn

Beat the Peak & Aquastar

Our annual Beat the Peak campaign features the third iteration of our online video game "Don't Drown the Ground" and – new this year following full implementation of Aquastar – invites customers to pledge to be an “AquaStar”. As of July 11, 193 customers have played the game and requested waterwise tools and 372 customers have pledged to be an AquaStar (289 pledges requested the free t-shirt). Customers who get “caught” wearing their AquaStar-shirt at specified events will be eligible to win Movies by Moonlight tickets or a rain barrel.



Turf Buy Back Discontinued

As recommended in the Long Range Water Resources Plan, the Turf Buy Back Program concluded at the end of FY13. Evaluation of the program showed that while 70% of the participants used less water to irrigate, 30% either used the same amount or used more water, and the overall result was that the program was not cost effective. For the 297 customers that participated between FY09 and the end of FY13, the program succeeded in providing an option for reducing water use during the most recent drought and in educating customers about the benefits of warm season turf. Since the drought of 2007-2008, warm season grasses have become more prevalent in our community, a sign that customers and developers no longer need an incentive program to take advantage of this water-wise landscaping option. FY13 funds were rolled over to cover applicants approved in FY13 who had not yet concluded their landscape installation and inspection, but no new applications are being accepted.

Sustainability

Town staff is working on a number of sustainability initiatives. The guiding principal in each endeavor is to capture data so staff can examine the cost effectiveness, environmental benefits, and quality of life benefits of each project and use this information to assist the Town in future decisions.

Town’s First High Performance Green Building Opens

On June 19th the Town hosted a ribbon cutting for Fire Station 8, a fire house and a police substation. This building will efficiently deliver Town services to citizens in that area while controlling costs with a well-designed building that conserves energy and generates energy, reduces water use, and reduces solid waste. The event



was extraordinarily well attended by all ages and included representatives from local, state, and federal government.

Duke Energy Progress Energy Rate Case

As part of the Town's Strategic Energy Action Plan (SEAP) and its goals to manage the supply-side costs of electricity, the Town participated with a consortium of municipalities to advocate for reducing the electricity rate increases as proposed by the electric utility (now Duke Energy Progress). This was a successful effort—yielding a substantial reduction from the originally proposed rates. For example many of the Town's meters are on a rate called Small General Service, and using our FY13 expenditures as a model, the difference between the Duke Energy Progress proposed rate increase (13.2%) and the finally adopted rate increase (5.1%) is a difference to the Town of *over \$350,000* in electrical expense each year.

Strategic Energy Action Plan Progressing as Planned:

On May 10 the Town held its first Efficient Driving/Eco-Driving class to reinforce the dollar savings and environmental benefits of reducing idling, starting and stopping more slowly, being mindful of topography, and heating/cooling when necessary. This 20-attendee training was conducted for free through a partnership with NC State University.

Grant Updates (not included are grants in on-going evaluation mode):

- Fire and Police Sustainability Grant, EPA Climate Showcase Communities—in progress.
 - On May 1 the Chief's Energy Challenge website was launched at www.chiefsenergychallenge.org and 8 communities from across the nation have followed the Cary Fire Department's lead and have taken the challenge. The Chief's Energy Challenge is a grant-funded effort to summarize Triangle-area fire departments' efforts to reduce energy use and to challenge other departments across the nation to do the same. This is a Cary partnership with the Triangle J COG, The Town of Chapel Hill, City of Durham, and City of Raleigh with assistance from the City of Charlotte.



- On June 19th the Town of Cary's ribbon cutting acknowledged the role that this grant played in building on Council's strong support of fiscal and environmental sustainability.
- The Cary Fire Department won the top three spots in the Fire/Police category in the Battle of the Buildings—EPA's Energy Star National Buildings Competition!

Finance and Budget

Aquastar

The Aquastar web portal was launched February 28. In June, we averaged 73 visitors to the site per day, and 58% of the visitors were new to the site. We continue to receive positive feedback on the site and the value of the hourly data.

Manager Approved Contracts

Under the authority granted by Council to approve contracts and in accordance with reporting requirements of our contracting policy, the Town Manager signed 64 contracts during the second quarter.

Treasury Management

Investment rates remain low. Two year treasury bills are yielding 0.32%, up from the 0.23% last quarter. These small upticks in yield will not significantly affect our overall portfolio yield. The June 2013 yield on the portfolio hopefully has bottomed out at an annualized 0.42% compared to the 0.43% reported for March 2013. Capital spending has drawn our total cash and investments down to \$392 million. Interest earnings of \$1.9 million exceeded budget across all funds by less than \$300k. Only \$70,000 of the revenue over budget will benefit the General Fund and the remainder of income over budget will benefit the Utility Fund and Capital Reserve Funds.

A continued offset to low levels of interest income is the cost of our variable rate debt. The interest rate on the Town's variable rate debt resets on a weekly basis. The current rate for the week is 0.05% on our outstanding debt. The average rate for FY 13 was 0.15%. Like interest income, our projections for these variable interest rates were conservative, and as we have reported at Council monthly, our interest expense came in under budget. The General Fund will end with a \$170,000 fiscal year to date savings on variable rate interest expense. Our FY 14 budget is not as conservative as the FY 13 budget. If rates increase on the debt beyond budget we will see a similar unbudgeted increase in interest earning rates resulting in additional interest income, and we would ask Council at that time to adjust the budget to recognize the additional income and appropriate additional funds for interest expense.

Utility Billing

Billed consumption for the fiscal year was 4.6 billion gallons which is 1.5% less than gallons billed in FY12. Irrigation billed demand was 21% less than the prior year and comprised only 11% of our total billed demand compared to 14% of our total billed demand in the prior year. Our meter population continued to grow at 2.5% per year. Thanks to our rate smoothing financial policy, FY 13 revenues will adequately cover FY 13 utility expenses.

Tax and Tag Together

As reported last quarter, the Department of Motor Vehicles is preparing to take over state wide property tax billing for vehicles with registration renewals due in July. Currently vehicle owners get a registration renewal offer from DMV. A few months after they renew their registration with DMV they get a tax bill from their county for both county and municipal taxes. Beginning with September (*rather than as originally planned for July*), registration renewals that will be mailed around the end of July, the vehicle property tax bill will be a required component of the DMV registration renewal process. Some confusion is expected as citizens adapt to both the new approach and the change in timing of their obligation to pay vehicle property taxes. We are making plans to supplement the state and county communication plans to help our citizens understand the changes. Citizens have been able to pay their Wake County vehicle tax bills at the Cary Finance counter, and these customers account for some of the lines that we see in our lobby near the end of each month as their tax bill deadlines approach. Under the new system, vehicle owners can pay their combination registration and tax bill online or by mail, but if they want to pay in person, they must go to a license plate agency (LPA), such as the one at South Hills.

Some customers come to the Cary Finance Department to pay with cash or check to avoid the credit card convenience fees charged by Wake County for tax payments. Under the DMV system, customers will not pay a convenience fee to pay their car registration and property taxes with a credit card. We have established access to the DMV system on the computer in the lobby of Permits and Inspections if they want to pay online with a credit card instead of traveling to South Hills to pay with cash or check.

As reported last quarter, Wake County municipalities may be the only governments in the state that see an increase in our tax collection fees for vehicles because Wake County has only charged its municipalities the marginal cost of billing and collecting municipal taxes over the cost of billing and collecting county taxes. Cary’s tax collection costs are expected to increase \$160,000 in FY14, approximately 94% over our current collection costs. If the legislature approves a current proposal to increase the collection fees to LPA’s, our costs could increase by another \$65,000.

Spruce

Projects	Volunteers	Hours	Litter	Mulch
68	745	1,698.5	4,364 lbs	235 yards

Value of Volunteer Hour*	Number of Hours Volunteered	Total monetary value saved via Spruce volunteer labor
\$19.09	1,698.50	\$32,424.37

*Calculation via national Independent Sector’s volunteer time estimate for the state of NC (2011)

Beautification



Local business stains new bridge at MacDonal Woods Park

Teens help install “recycled community art” at CAC



Eagle Scouts upgrade Compost Education Center



Landfill diversion: 300 pounds of compost collected at Spring Daze!



Adopt a Spot: 4 new locations added for a total of 37

Household Hazardous Waste/Electronics Collection Event		
	Electronics	Household Hazardous Waste
2013	13.53 TONS	23.29 TONS
2012	12.94 TONS	13.28 TONS

Growth and Development

The following tables illustrate development approvals over the 2nd quarter of 2013.

Quarterly Approvals Comparison

	2 nd Qtr 2012	3 rd Qtr 2012	4 th Qtr 2012	1 st Qtr 2013	2 nd Qtr 2013
Rezoning	3	3	13	2	4
Comp. Plan Amendment	0	3	2	2	2
Annexation	7	11	11	9	16
Special Use	0	2	0	0	1

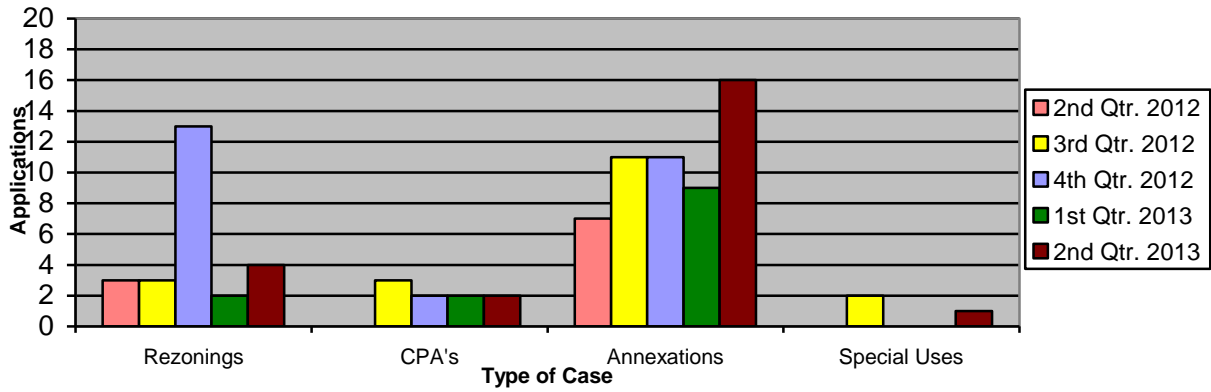
Quarterly Approval Comparison

	2 nd Qtr 2012	3 rd Qtr 2012	4 th Qtr 2012	1 st Qtr 2013	2 nd Qtr 2013
	Sq. Ft or Units	Sq. Ft or Units	Sq. Ft or Units	Sq. Ft or Units	Sq. Ft or Units
Commercial	0	0	35,154	20,110	8,609
Office	0	244,005	7,208	19,000	25,100
Institutional	19,146	0	0	0	79,053
MF Residential	80	0	23	267	0
SF Residential	51	20	38	118	308

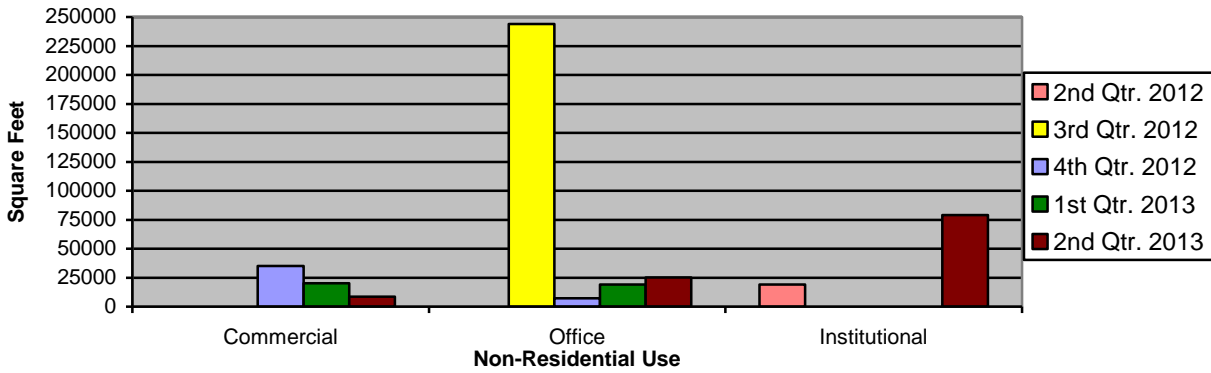
Quarterly Approval Comparison

	2 nd Qtr 2012	3 rd Qtr 2012	4 th Qtr 2012	1 st Qtr 2013	2 nd Qtr 2013
Accessory Use Permits	49	58	27	26	26
Temp Use Permits	47	37	43	38	61
Sign Permits	135	88	94	123	118

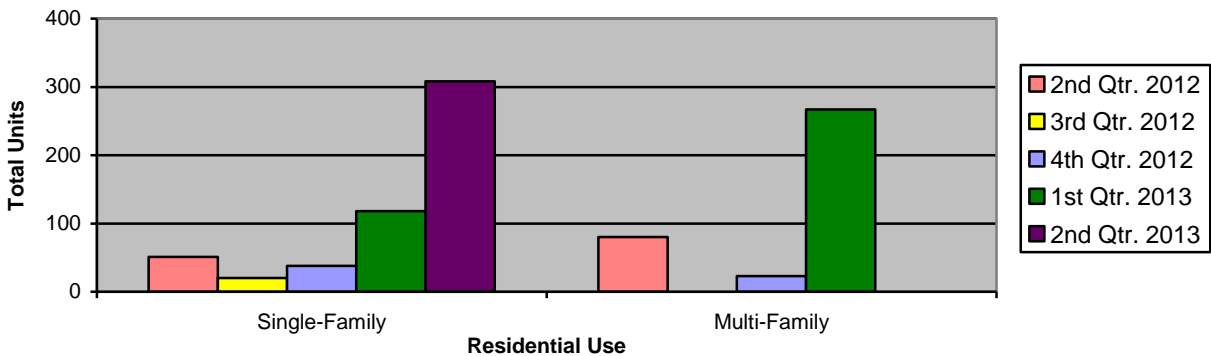
**Quarterly Approval Comparison
(Public Hearings)**



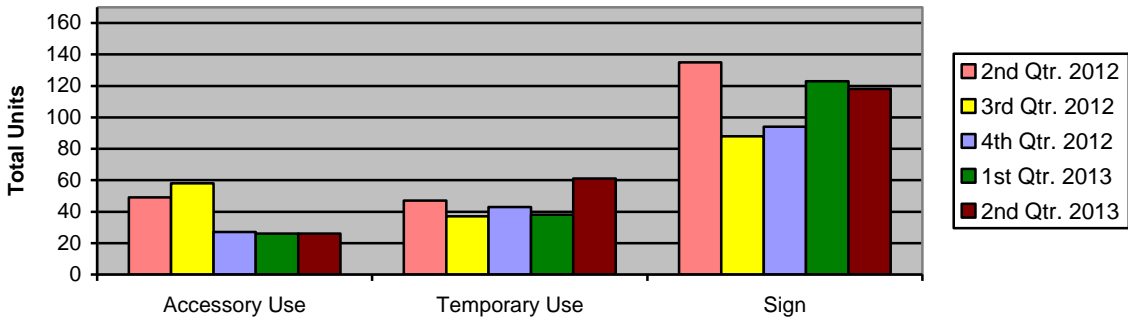
**Quarterly Non-Residential Site Plan Approval Comparison
(Square Feet)**



**Quarterly Residential Site Plan Approval Comparison
(Number of Units)**



**Quarterly Permit Approval Comparison
(Accessory, Temporary and Sign Permits)**



Population

As of July 1, 2013, the Town of Cary's population is estimated at 144,981, an increase of 2,724 people (+1.91%) in the last year (since the July 1, 2012 estimate).

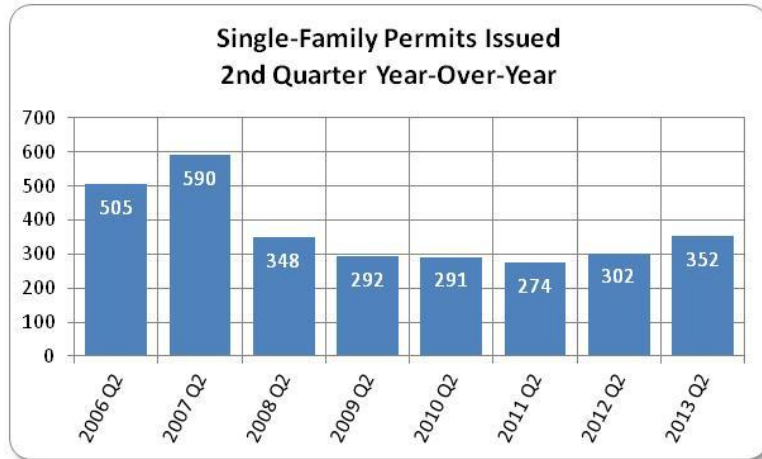
Annexation

Since the last quarterly report, the Town grew by 174.03 acres through annexation of Town owned land bringing the size of Cary to 36,211 acres (56.58 square miles).

New Construction Permits Issued

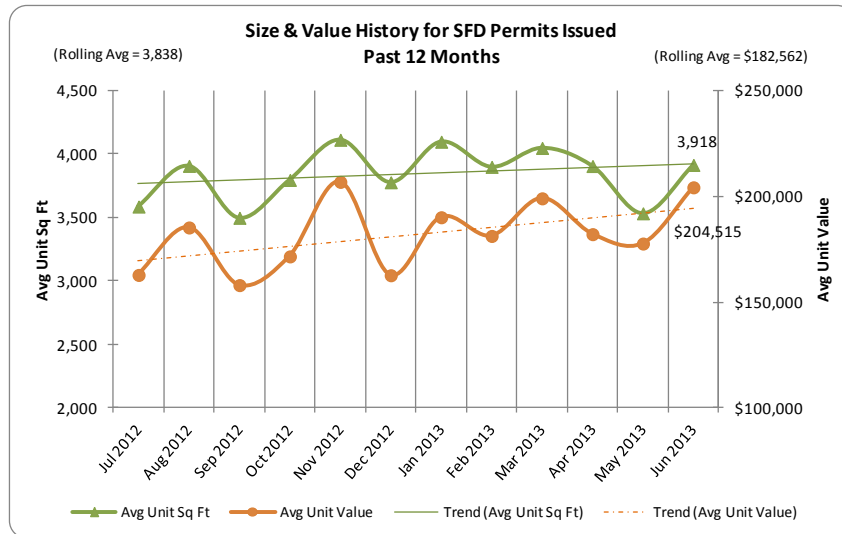
Single Family Residential

During the 2nd quarter 2013, 352 new single-family dwelling (SFD) permits were issued—up 22.6 percent from the previous quarter (287), up 16.5 percent from the same quarter last year (302), and 16.5 percent above the current Q2 5-year average (also 302). This was the highest Q2 since 2007 (590).

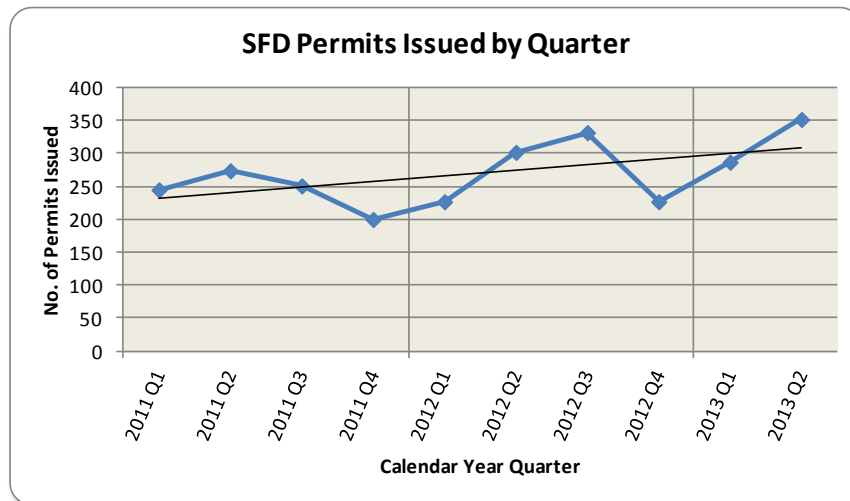


The 23% change from Q1 to Q2 was slightly ahead of the 5-year average quarter-over-quarter change (21 percent). We expect permits to be up about 16 percent in the 3rd quarter 2013 based on recent trends.

The average unit size in Q2 2013 was 3,797 square feet (about 3.2 percent more than the period last year) and was valued at \$188,851. Both unit size and valuation continued to trend upward over the past 12 months.

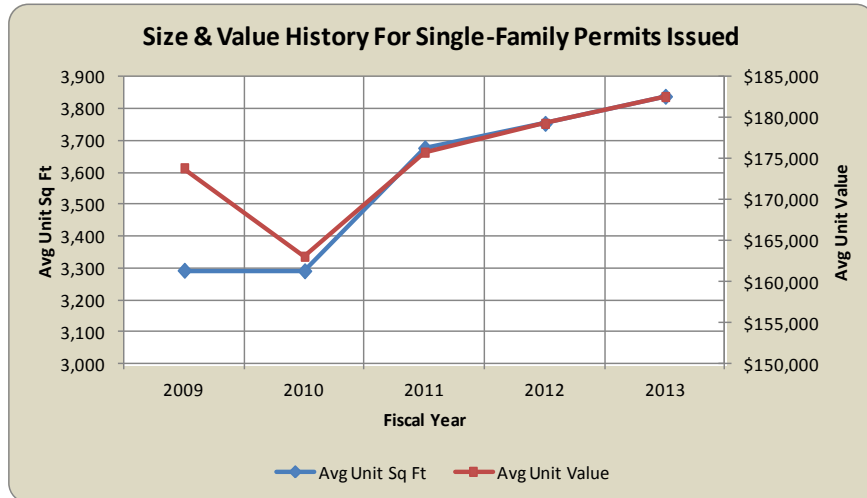


SFD permit activity continues to improve overall. During the period shown in the chart below, we are averaging about 272 new homes per quarter. By comparison, for the pre-recession period of Q1 2006 to Q1 2008 the average was 521 per quarter.



Fiscal Year End

For Fiscal Year 2013, we issued 1,198 SFD permits—22.2 percent ahead of FY 2012 (980). Average unit square footage (3,838 sf) was up 2.3 percent and average unit valuation (\$182,562) was up 1.8 percent from last fiscal year. Both average size and valuation increased for the third consecutive year.



Multi-Family Residential

There were no multi-family residential permits issued during the period.

Fiscal Year End

For the fiscal year we issued 1,003 units—up 95.1 percent from FY 12 (514 units) and 136 percent above the 5-year average (425 units)

Nonresidential (Commercial) New Construction

There were 5 permits issued for nonresidential new construction in the 2nd quarter for a total of 311,543 square feet. This was 11 fewer than in the previous quarter (-68.7 percent), but average project square footage was 62,309 sf compared to 4,454 sf last quarter. Compared to last year, 2nd quarter permits were fewer in number (-12), but accounted for significantly more in total square footage (+256,306 sf).

New construction projects permitted during the quarter included SAS Bldg R parking deck (77,040 sf), Marriott Springhill Suites (84,501 sf), PDQ restaurant at Searstone (4,352 sf), Rockin'teriors shell building (9,896 sf), and a new Target store (135,754 sf).

Fiscal Year End

For the fiscal year 2013, we issued 45 nonresidential new construction permits—up 50.0 percent from FY 2012 (30), and 48.0 percent above the 5-year average (30.4).

Location of Activities for New Single-Family Dwellings

Hotspots for New Single-Family Dwellings

The most active area for new SFD permits issued in the 2nd quarter was Village Square at Amberly with 35 (9.9 percent). SFD permits were issued in a total of 46 different subdivisions.

Q2 2013 Top 5 Areas for SFD Activity

SFD Permits Issued	COs Issued
(352 total)	(263 total)
Village Square at Amberly, 35 (9.9%)	Village Square at Amberly, 30 (11.4%)
Townes at Amberly, 27 (7.6%)	Camden Townhomes at Cary Park, 19 (7.2%)
Carolina Preserve at Amberly, 22 (6.2%)	Carolina Preserve at Amberly, 18 (6.8%)
Townes at Stonewater, 20 (5.6%)	Philips Place, 18 (6.8%)
Camden Townhomes at Cary Park, 17 (4.8%)	Highcroft Reserve, 13 (4.9%)

Residential Certificates of Occupancy

Certificates of Occupancy (COs) were issued for 263 homes in the 2nd quarter. The most were issued in Village Square at Amberly (30, 11.4 percent). COs were issued in 46 different subdivisions.

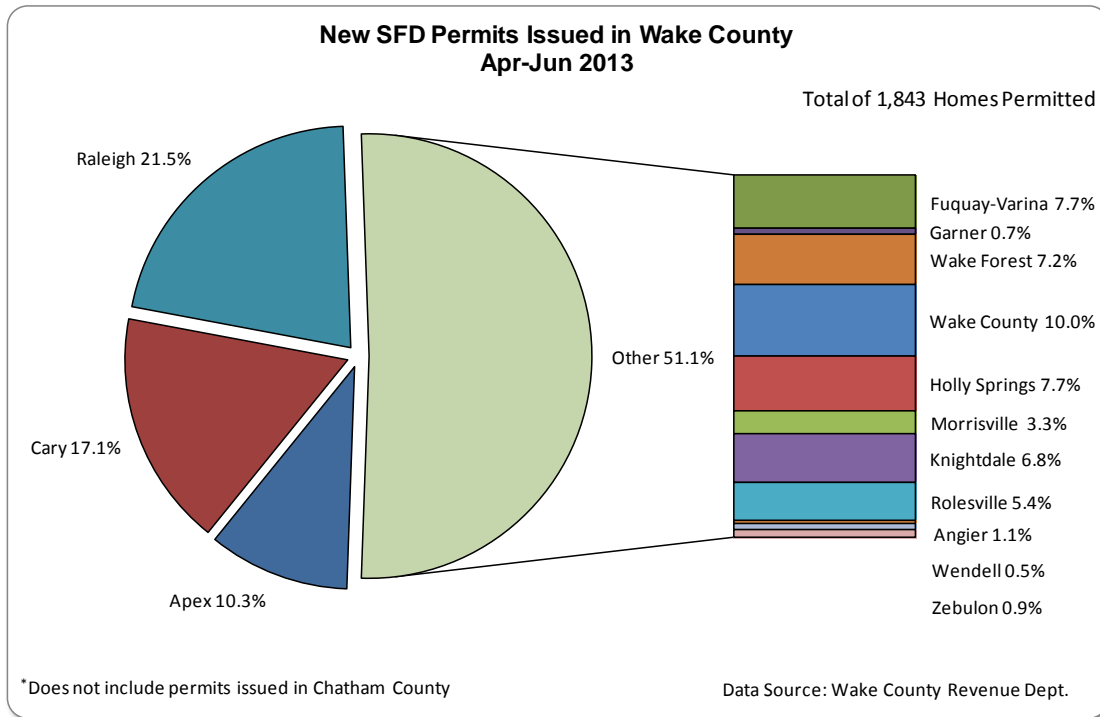
FY 2013 Top 5 Areas for SFD Activity

SFD Permits Issued	COs Issued
(1,198 total)	(1,071 total)
Village Square at Amberly, 142 (11.8%)	Carolina Preserve at Amberly, 111 (10.3%)
Carolina Preserve at Amberly, 96 (8.0%)	Village Square at Amberly, 91 (8.5%)
Camden Townhomes at Cary Park, 67 (5.5%)	Manchester Park Townhomes, 65 (6.0%)
Townes at Stonewater, 48 (4.0%)	Evans Farm, 65 (6.0%)
Townes at Amberly, 44 (3.6%)	Camden Townhomes at Cary Park, 62 (5.7%)

Comparisons to Local and State Permits Issued

SFD Permitting Activity in Cary vs. Other Wake County Municipalities (2Q 2013)

Cary issued 17.1 percent (316) of all SFD permits in Wake County during the 2nd quarter 2013. Raleigh led with 396 SFD permits (21.5 percent). After Cary, Apex was the next most active jurisdiction with 189 SFD permits issued (10.3 percent), followed closely by Wake County with 184 (10.0 percent).



Note: Cary issued 36 additional SFD permits in Chatham County during the period.

Fiscal Year End

For the fiscal year, Cary issued 1,067 (18.4 percent) of all SFDs in Wake County, trailing Raleigh's 1,307 (22.5 percent). This is a tangible demonstration of Cary's strong position in the area's new home market.

SFD Permitting Activity in Cary vs. State & National Levels (Apr-May 2013)

Through the first two months of the 2nd quarter, Cary's SFD permits issued grew at a monthly rate of 10.3 percent on average, compared to 1.4 percent statewide, and 1.3 percent nationally.

Overall Building Permit Activity

Permits Issued: Total building permits issued in the 2nd quarter 2013 (2,327) were up 27.9 percent from the previous quarter and up 9.4 percent from the 2nd quarter 2012. Online permits accounted for 45.2 percent of all permits issued.

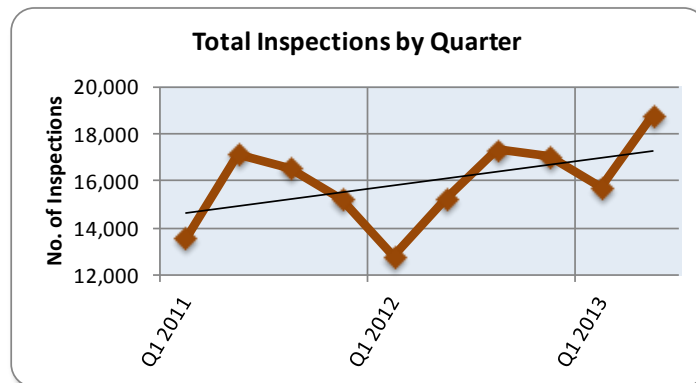
Applications Received: Overall, the department received and processed 2,523 permit applications during the 2nd quarter—up 27.3 percent from the previous quarter and up 13.1 percent from the same period last year. Of those, 45.2 percent were submitted online and processed electronically.

Fiscal Year End

Total building permits issued increased 6.7 percent to 8,018 (compared to 7,515 in FY 2012). This was about even with the current 5-year average. About 40 percent of all permits issued in FY 2013 were online permits. Overall, we processed nearly 8,500 building permit applications.

Building Permit Inspections Activities

The department performed 18,782 building permit inspections during the 2nd quarter 2013—up 19.5 percent from the previous quarter (15,718) and up 23.5 percent over the same period last year (15,210). While the 2nd quarter of the calendar year is typically busier than the 1st, the large year-over-year increase is a direct result of increased permitting activity.



The overall inspection approval rate was 74.7 percent. Each inspector performed about 19 inspections per day on average (target range is 12-16).

Fiscal Year End

The department performed 68,818 building permits inspections in FY 2013—up 16.9 percent from last year and 4.7 percent above the current 5-year average.

Inspections and Permits Customer Service Survey

As detailed in the I&P Department's Business Plan and Communications Plan, the department launched a customer satisfaction survey at the end of July 2011 as part of an ongoing effort to improve the ways

we deliver services by better understanding the customer’s point-of-view. The survey is specifically designed to collect customer feedback for the purposes of monitoring and measuring the department’s overall performance from the customer’s perspective. It consists of 18 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 2013, the department has received an overall average rating of 8 out of 9. The data includes 625 responses from customers identifying themselves as shown below.

Homeowner	53%
General Contractor	18%
Trade contractor	10%
Design professional (architect, engineer)	7%
Business owner	4%
Others	8%

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 percent of 194 survey respondents have identified their project as being in the Downtown region.

Downtown Cary	9%
Northeast Cary	16%
Northwest Cary	31%
Southeast Cary	20%
Southwest Cary	24%

Legislative Activity Related to Building Permits

Session Law 2013-118 (HB 120): Effective July 1, 2013, the law amends G.S. 160A-412 to prohibit local authorities from requiring inspections on one- and two-family dwellings other than the eight required types specifically listed in the North Carolina Administrative Code and Policies (NCAC 107.1) without first obtaining approval from the North Carolina Building Code Council. Because our current inspections on one- and two-family dwellings fall within the eight specified inspection types, we do not anticipate any impact to the Town.

Another section of S.L. 2013-118 changes the cycle for updates to the North Carolina Residential Code from every three years to every six years. All other NC Codes pertaining to commercial construction will remain on a three year cycle. We anticipate some impact to the Town, as there are inherent difficulties in working simultaneously in two different Codes, which may necessitate additional administrative and training activities.

Session Law 2013-58 (S430): Effective May 30, 2013, the law amends G.S. 160A-417(a) to no longer require a permit or inspections on electrical load control equipment installed by a utility provider. We do not anticipate any impact to the Town.

Session Law 2012-158 (S42): Effective April 1, 2013, the law amends G.S. 160A-417 to require building permit applicants to include information of the property owner’s designated Lien Agent with the building permit application. Session Law 2013-117 is a technical revision with clarifying language that exempts work done on owner-occupied single family dwellings and their accessory structures from the

Lien Agent requirement. Although the Lien Agent designation process is not associated with the Town, there is some impact to the Town in that staff is required to both determine whether or not a project is subject to the requirement, and to verify that the Lien Agent information is collected when required. This can cause slight delays in permit issuance, particularly for applicants who are not familiar with the new law. The department has information and links available for customers on its [Web page](#).

Public Works

Solid Waste Management

The table below illustrates the volumes of garbage, recycling and yard waste for fiscal years 2011 – 2013, as well as the Town’s recycling diversion rate. Our total tonnage has seen a 6.7% increase in three years, going from 58,206 to 62,227 tons in FY 2011 and FY 2013 respectively. Please note the diversion rate has remained relatively constant in all three years. We are confident this high rate is due to the ease and simplicity of this program and our citizens’ commitment to recycling.

<i>Fiscal Year</i>	<i>Total Garbage</i>	<i>Total Recycling</i>	<i>Total Yard Waste</i>	<i>Percent Diverted</i>	<i>Percent Diverted Without Yard Waste</i>
2013	31,412	11,444	*19,371	49.5%	26.7%
2012	31,133	11,406	18,665	49.1%	26.8%
2011	30,562	11,190	16,554	47.6%	26.8%

*Includes an estimated 1,200 tons from the June 13th storm.

June Thunderstorm

On June 13, 2013, a severe thunderstorm ripped through Cary causing significant tree damage. Public Works immediately developed a debris collection plan that included relaxing the yard waste collection rules to include collection of large tree debris. The entire Public Works department (Facilities, Operations, Solid Waste and Fleet) joined forces using heavy equipment and chippers to collect debris from numerous locations town wide. Customer Service also played a significant role in the response to the storm. 2,500 phone calls came in from citizens in one week which created over 419 storm related service work orders. While we cannot determine the exact amount of storm debris collected, with a great deal of confidence by comparing the two previous years of June yard waste, we estimate at least 1,200 tons of storm debris has been collected from our streets. Below are a couple of photos of the extent of damage caused by this storm.



Sports and Leisure

WakeMed Soccer Park

- During this quarter, the RailHawks hosted 6 season matches in the spring half of their season. They narrowly missed winning the spring season which would have given them the opportunity to host the NASL Soccer Ball in November. They will begin the fall season in August. The RailHawks also had three US Open Cup matches. The RailHawks faced the Greensboro Dynamo of the USL PDL division and two Major League Soccer clubs, LA Galaxy and Chivas USA resulting in three victories at home. The US Open Cup Match vs the MLS LA Galaxy drew an announced attendance of 8,121 while the Chivas match drew an announced attendance of 5,066. To date, the RailHawks regular season attendance for all matches (exhibition, regular season and US Open Cup) in their 2013 season has increased 33% year- to-date compared to season 2012.
 - 2012 through first 11 matches (June 23rd, 2012) – 31,989 attendees
 - 2013 through first 11 matches – (June 30th, 2013) – 42,654 attendees
 - This represents a 2013 33% increase in attendance over 2012.

As part of their regular season pre-match activities, the RailHawks hosted a Latin Fest and a Pig Pickin' for their fans. Fireworks were featured after the June 29th match.

- Spring Soccer season continued for local middle schools, clubs, high schools and colleges that use the facility, accounting for hundreds of hours of field rental use for training and matches as well as thousands of participants and spectators.
- In April 2013, WakeMed Soccer Park hosted the Wake FC/XL Soccer World Tournament of Champions featuring 48 under-12 soccer teams from all over NC. Over 50 matches were played over the course of the weekend event.
- The NC High School Athletic Association hosted the boys and girls lacrosse championships in May featuring Apex vs Lake Norman for the boys (Apex won) and Charlotte Catholic vs E. Chapel Hill (East Chapel Hill won) for the girls. Total attendance for both games was 1,496.



- The following organizations hosted “cause runs” on the Cross Country Course: Young Life, Raleigh-Wake HR Management Association, Ravenscroft Running Club, Alzheimer’s NC, Trivium Racing, FS Series Racing and the Someone Special Like Me 5K. These events brought in approximately 2,000 runners and spectators.
- The National Soccer Coaches Association of America hosted a Level 3 Goalkeeper Coaches education course with 21 coaches from NC, SC, WV, VA, TN and GA to participate.
- The Official Dedication for the WakeMed Soccer Park Stadium Expansion Project consisted of a two day event featuring a reception and media day on 4/12/13 followed by the official ribbon cutting which was held prior to the kickoff of the RailHawks opening day match vs Edmonton on 4/13/13. Town and County dignitaries plus special guests attended both events.
- Summer Camp began for 2013 in June with camps being held for soccer, lacrosse, and running with over 60 campers taking part in 2 soccer camps, 1 running camp and 1 lacrosse camp.

- The WakeMed Soccer Park meeting room hosted many events as it officially opened. These included the dedication reception and ribbon cutting ceremonies, the CAPRA reception as part of the PRCR Accreditation process, the TOC School of Government Graduation Ceremonies, the Town Manager’s Management Team Meeting, an NCRPA Region 4 workshop on turf management, two RailHawks business networking events, the lecture session for the NSCAA coaches course, a Turf Council of NC quarterly meeting and the CASL / RailHawks Academy team meetings.
- The NC State Highway Patrol, and various local law enforcement agencies held a kickoff press conference for its 2013 summer Booze and Loose It / Click or Ticket campaigns at the facility.
- Total tracked attendance during this time period for the facility was 67,595.

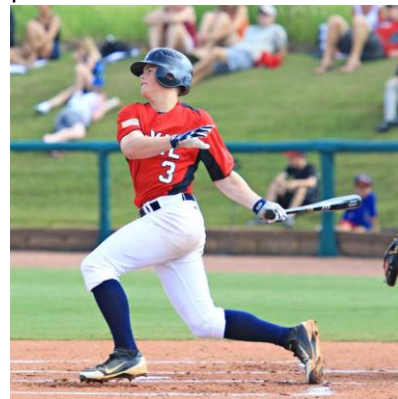
WakeMed Soccer Park	FY2012 Revenues	FY2013 Revenue Budget	2013 Revenues June 30, 2013 (unaudited)*
TOTAL REVENUE	\$518,638	\$487,500	\$497,494*

WakeMed Soccer Park Economic Impact	2010 season	2011 season	2012 season	2013 season Projected
Groups Served	90	80	80	87
Total Attendance	192,630	186,510	210,687	220,000
Total Economic Impact	\$2,112,000	\$2,131,223	\$2,100,000	\$2,195,960

*Economic Impact information provided by Greater Raleigh Convention & Visitors Bureau

USA Baseball National Training Complex (NTC)

- During the 4th quarter, 12 collegiate baseball games were played at the NTC by Wake Tech Community College, Saint Augustine University and UNC Club.
- For the 4th consecutive year, the Town of Cary hosted the Bobby Murray High School Invitational at the NTC in April. Ten local high schools from the Triangle area competed in this local event.
- The Town of Cary and Mount Olive College co-hosted the NCAA Division II Baseball Championship May 26th through June 1st. This marks the 5th consecutive year the Town has hosted this National Championship. The DII Baseball Championship will take place at the NTC through 2015. The Town plans to bid on 5 additional years with the hope to keep it in Cary through 2020. Cary citizens continue to support this event each year with increased ticket sales year after year. The University of Tampa captured the 2013 NCAA DII Baseball Championship.



- Each year USA Baseball invites the top 144 High School Players in the nation to compete in the annual Tournament of Stars (TOS). Once players arrive, they are placed on teams that compete in games throughout the week. Numerous professional baseball scouts and college coaches attend

this event each year. Players stay with host families, which puts a great local community touch on this event.

- The USA Baseball Collegiate National Team trained at the NTC in late June before departing on a 30 day excursion playing 26 games. Games will be highlighted by the USA vs. Cuba game at the NTC, which is set to take place on Monday July 22nd.

USAB National Training Complex	FY2012 Revenues	FY2013 Revenue Budget	FY2013 Revenues June 30, 2013 (unaudited)
TOTAL REVENUE	\$444,100	\$433,700	\$485,387*

USA Baseball National Training Complex Economic Impact*	2010 season	2011 season	2012 season	2013 season projected
Groups Served	26	27	28	27
Total Attendance	54,619	61,000	64,500	72,300
Total Economic Impact	\$2,589,487	\$2,386,318	\$2,400,000	\$2,500,000
*Economic Impact information provided by Greater Raleigh Convention & Visitors Bureau				

Cary Tennis Park

- The Tennis Park held the Southern Section Senior Hardcourt Open Championships in April. 66 of the top senior tennis players in the Southern Section participated.
- Cary Tennis Park hosted the Cary Spring Junior Open in April with 175 participants ages 8-18.



- Hosted the Men’s and Women’s ACC Tennis Championships. The University of Virginia won the Men’s Championship and the University of Miami captured the Women’s Title. The Championships matches were completed indoors at UNC and Duke due to rain.
- Held Team North Carolina 10-and-under State Camp in May for the top 24 age 8-and-under players and the top 24, age 10-and-under players in North Carolina.
- Team North Carolina tennis players, ages 12-and-under and 14-and-under participated in the State Camp in June which consisted of the top 48 players from across North Carolina.
- The Boys and Girls 12 Southern Closed Championships were held in June. The top 256 players under the age of 12 from 9 states in the Southern Section participated.

Cary Tennis Park	FY2012 Revenues	FY2013 Revenue Budget	FY2013 Revenues June 30, 2013 (unaudited)*
TOTAL REVENUE	\$1,381,025	\$1,242,000	\$1,319,859*

Cary Tennis Park Economic Impact	2010 season	2011 season	2012 season	2013 season projected
Total Attendance	233,200	251,152	267,200	270,000
Total Economic Impact	\$1,344,437	\$1,400,000	\$1,800,000	\$1,400,000
*Economic Impact information provided by Greater Raleigh Convention & Visitors Bureau				

Recreation

- **Fit Cary Month** – Staff planned and implemented Fit Cary month in April kicking off with a Proclamation by Council. Other activities include:
 - A new initiative for 2013 included “*Explore the Greenways*” conducted in partnership with Alisa Wright Colopy and Fit and Able Productions Inc. The program was designed to get people moving through instruction on walking/running Cary’s Greenway system.
 - The Town also partnered with Mix 101.5 and Advocates for Health in Action to host “*Walk with WakeMed*”. The family friendly community walk was led by Cary resident Linda Loveland on the White Oak Greenway through Bond Park.
 - The “*WakeMed Wellness Challenge*” was held at Spring Days on April 27. The activity focused on opportunities to live a healthy lifestyle.
 - On April 30, Mayor Harold Weinbrecht served on a panel to answer questions related to the film screening of “*Weight of the Nation*” at the Cary Arts Center.
- **Greenway Dedication Trail Run** – In partnership with Fit and Able Productions Inc. the Town hosted a 7-mile trail run from the Black Creek Greenway trail head to Bond Park as part of the Black Creek Greenway Dedication. The run was a celebration of “sevens”; 70 total miles of greenway, 70 runners, 7 miles of Black Creek, 70 minute time limit, and \$7 to participate.
- **Dog Days of June** – This annual event held at Bond Park in partnership with Second Chance Pet Adoptions, Skyhounds, and Sound Pet Animal Rescue attracted over 3,000 visitors. Animal Control coordinated 333 rabies vaccinations and the Canine Disc competition attracted 35 participants. Rescue groups provided information on pet adoptions.
- **Hemlock Bluffs Staff Recognition - Mark Johns** was appointed an Honorary Warden for exemplary service in protection of our state’s most important habitats and sanctuaries. Mark was chosen due to his extensive career, moving bird conservation forward in North Carolina. His work has included habitat management, environmental education and helping to establish the NC Birding Trail, coordinating on-the-ground partnerships and agreements with private industrial forest owners.
- **Hemlock Bluffs National Trails Day** – Staff planned and implemented a Volunteer Workday for National Trails Day. 92 participants provide 368 volunteer hours for an estimated cost savings of \$7,360.
- **Hemlock Bluffs 20th Anniversary Celebration** – On May 8, Mayor Harold Weinbrecht assisted the Friends of Hemlock Bluffs and Town staff in celebrating 20 years of Hemlock Bluffs Nature Preserve. Hemlock Bluffs now offers over 30 programs per month, averaging 500 participants per month. Additionally staff coordinates over 3,000 volunteer hours per year with an estimated savings annually of over \$60,000.
- **Teen Council Recognition** – On May 4th, 10 members of the Cary Teen Council attended the annual State Youth Council Conference. The Teen Council, under the leadership of Cindi King, was recognized with awards as follows:
 - Most Outstanding Council**
 - Most Diverse Council**
 - Most Outstanding Project of the Year**
 - Jefferson Award for Public Service**

- **Project Phoenix** - PRCR staff planned and implemented 27 programs with 309 participants for April-June 2013. **77 programs serving 994 participants have been conducted in FY13.** Program topics include art, nature, storytelling, crafts, tennis, soccer, baseball, tumbling, and campfire games. The PRCR Work Team goal is to provide on-going programming in six identified communities on a consistent basis.
- **Sk8-Cary Spring Jam & Go Skate/Bike Events** - Staff planned and implemented the annual Spring Jam and Go Skate/Bike days with attendance of over 200 participants and spectators.
- **Sk8- Cary Improvements** – The Skate Park received several improvements in the spring including replacement of the large sliding entrance door with remote controlled access which will improve the safety of staff closing the facility at night. The HVAC was replaced with a more modern and energy efficient model. Also, the facility identification sign, per the PRCR Sign Plan, was installed.
- **Senior Center Yard Sale** – The 2013 Yard Sale yielded \$5,113 that was split with participating Senior Center senior clubs. Over 900 shoppers attended the event. Leftover items were donated to local thrift stores.



- **Award Winning Cary Senior Center** – The Volunteer Sewing Group at Cary Senior Center received the 2013 Retired Senior Volunteer Program “Station of the Year Award” from the City of Raleigh Retired Senior Volunteer Program.
- **May is Senior Citizens Day** – Council member Jennifer Robinson presented a proclamation recognizing May 15th as Senior Citizens Day in Cary at the annual Senior Citizens Day Luncheon.
- **Specialized Recreation** – Staff planned and implemented the second annual Rock the Red Carpet dance for participants with special needs. 25 participants attended with the Cary Teen Council providing volunteer support for the event.

Recreation Division	FY2012 Revenue	FY2013 Revenue Budget	FY2013 Revenues June 30, 2013 (unaudited)*
TOTAL REVENUE	\$1,360,669	\$1,322,921	\$1,394,581*
	FY2012 Actual	FY2013 Projected	FY13 Actual
**PARTICIPATION	67,671	68,000	74,272
** 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** – Attendance at the Cary Arts Center continues to grow in its second year of operation. For FY13 attendance totaled 121,705 compared with 115,922 in FY12. Attendance was up in all categories except for Ticket Sales which saw a 3% decrease and Administrative Bookings which saw a 7% decrease. Notable increases took place in Course Attendance (13%), Rental

Attendance (14%) and Open Studio Attendance (19%). Also not included in these numbers is parents' use of the building when their children are in classes and camps. If these number were included, it would add over 35,000 for a total number of people through the doors exceeding 157,000.

- The Marvelous Music Series had another strong season with three of the six performances selling out and overall season tickets remained steady with a slight increase in tickets sold. The Family series initiated a new partnership with the Cary Elementary School for a special school performance of children's entertainer "Farmer Jason". The school performance was followed by a public performance on April 20th.
- The Cary Arts Center (CAC) Gallery featured the work of North Carolina Living Legend award recipient Billie Ruth Suddeth, a master basket maker from the mountains of North Carolina. Her exhibition is entitled "Math in a Basket." Environmental artist Bryant Holsenbeck was in residence at the CAC to create an art installation using hundreds of plastic bottles entitled "River of Life." The installation includes a two story "water fall" in the lobby of the center made entirely from plastic bottles. The exhibition helps draw attention to the importance of recycling. Both featured artists also conducted weekend workshops for Wake County Public School art teachers.
- **Koka Booth Amphitheatre** – The Koka Booth Amphitheatre 2013 season got underway this quarter with the Cary Road Race. Other early events included the third year of presenting sing-along *Sound of Music*, the third annual Baisakhi Mela and the second year of hosting the Band Together charity concert this year featuring Lyle Lovette. The majority of the North Carolina Symphony's Summerfest



also took place this quarter and preliminary reports indicate an extremely successful season with no concerts affected by weather and all concerts significantly exceeding budgeted revenue. Attendance has also been up this season. Also this quarter the first two concerts presented by preferred promoter Outback Concerts, Passion Pit on June 11 and the Lumineers on June 13. This photograph on the left from the Lumineers concert gives an idea of the attendance. This concert was the first sell-out at the Amphitheatre since the Avett Brothers in 2007 and the fourth sell-out in the Amphitheatre's 13 seasons. In addition with special fan ticket sales there were an additional 200

attendees giving this concert the distinction of having the highest attendance (7,200) of any ticketed Amphitheatre event. It also realized the highest gross revenue of any Amphitheatre event.

- **Page-Walker Arts & History Center** – Attendance at Page-Walker remained generally steady overall for FY13 with a total attendance of 22,008 compared with 22,252 for FY12, a change of 1%. Highlights included a number of successful co-sponsorships including the Nazim Hikmet Poetry Festival with the American Turkish Association (ATA), Herbfest with the Friends of Page-Walker, National Train Day with the Heart of Cary and International Children's Festival with the ATA and the

Sister Cities Association. The bluegrass camps continued to be popular with a doubling of registrations over 2012.

- **The Cary Downtown Theater** – Construction continued this quarter with the building addition topping out next to the original building. Overall the building shape was fully realized with all levels being framed out. Construction also got underway in the original building with balcony framing beginning. Construction completion continues to be projected by the end of the calendar year.
- **Downtown Events** – There was a full schedule of downtown events this quarter that continued to draw crowds, though there were some weather impacts:
 - **Thursday, April 11**- Seven O'Clock Rock - Latin Night with Caribe Vibe – attendance: 400
 - **Saturday, April 20** - Downtown Performers Series - The Swang Brothers – attendance: 350
 - **Friday, April 26** - Cary Art Loop - 6-9 p.m.
 - **Friday, May 3** - Downtown Performers Series - Magnolia Klezmer Band – attendance: 300
 - **Saturday, May 18** - Wheels on Academy – attendance: 2,500 with a doubling of entries. Rain interrupted the festivities off and on but overall the second year built on the successes of the first year.
 - **Friday, May 24** - Downtown Performers Series - Polka Plus Band – attendance: 450
 - **Friday, May 31** - Seven O'Clock Rock - Swing Night with the NC Revelers Orchestra – attendance: 500
 - **Friday, May 31** - Cary Art Loop - 6-9 p.m.
 - **Friday, June 21** -Downtown Performers - Big Celtic Fun – attendance: 500
 - **Saturday, June 22** – Festival Ritmo Latino – Academy Street & the Performance Green – attendance: 3,000
 - **Thursday, June 27** - Seven O'Clock Rock - Beach Night with The Magnificents Band – postponed due to weather.
 - **Friday, June 28** - Cary Art Loop - 6-9 p.m.

The Downtown Farmers Market also got underway this quarter at the corner of Park & Academy with the market opening on April 6.

- **Public Art**
 - Fire Station 8 was completed and dedicated this quarter. The station includes the Town's most significant work of public art located in west Cary. Called "A Beacon to the Community", it is a series of stained glass windows by California artist Arthur Stern.
 - Reidsville, NC Artist Brad Spencer completed the final phase of the Black Creek Greenway project "Arts Alfresco." This third installation is on the wing-walls along the tunnel at Lowe's Home Improvement and Maynard Road entrance. This project, completed in partnership with Cary Visual Art, is a series of brick public art installations along the greenway which share a common theme and visually connect the trail to both passersby and active users.
 - Work for the New Hope Church Road Trailhead project got underway with design work being completed by artists John Merigian.
 - The final location for Nina Hole's monumental fire sculpture, "The Meeting Place" was approved by Town Council. The piece will become a feature of the new "pocket park" that became available with the removal of a water tower on Kildaire Farm Road across from Cary Elementary.

Parks Planning and Design

- **Carpenter Neighborhood Park (Bond Funded)**– Consultant has submitted 30% of the drawings for the new neighborhood Park located at corner of Louis Stephens Drive and Morrisville Carpenter Road for Town's review.

- **Downtown Park (Bond Funded)** – A consultant was selected for this project. Staff and the consultants held a work session on June 4 in order for Council to provide direction on what should be included at the park.
- **Sports Turf Fields (Bond Funded)** – Staff have initiated the planning for the installation of 2 artificial turf fields at Middle Creek and 1 field at Mills Park.
- **White Oak Creek Greenway (Bond Funded)**
 - Green Level Church Road Underpass – Town Council approved incorporating an underpass as part of the bridge replacement for Green Level Church Road where it crosses over the White Oak Creek. NCDOT began the project in August 2012 and completed the project in April 2013.
 - Greenway Segment West of Green Level Church Road – Design is complete for the final segment of the greenway. The acquisition of greenway easements is currently on hold to coordinate with other Town projects. This will be funded in part by a \$500,000 STD-PA grant that is administered by NCDOT. An interlocal agreement with Apex was also completed in order for this project to move forward.
 - Staff submitted a grant application to Wake County for an additional \$3.5 million in order to complete the White Oak Creek Greenway to the American Tobacco Trail.
- **Roberts Road High School & Park (H7)** – Wake County Public Schools has initiated the design for a new high school on Roberts Road which is adjacent to the Town’s 55 acre future park. TOC is coordinating with Wake Schools due to the potential for shared facilities at the site.
- **Kids Together Playground Renovation** – Project is to replace a portion of the existing play equipment. Staff has met with the Kids Together Board to review the design. Construction is tentatively planned to begin in the winter of 2014.
- **New Hope School Road Trailhead (Federal Grant)** – Project includes developing a 100 car parking lot and restroom adjacent to the American Tobacco Trail. Plans are being submitted for permits and site plan approval. A public artist was selected for the project. Staff was notified of receiving an additional \$75,000 grant towards the project that will be forthcoming to Council in the near future.
- **Old Reedy Creek Road Trailhead Park Project (Federal Grant)** – Project includes developing an 85 car parking lot and restroom on Wake County property adjacent to Old Reedy Creek Road. The tis trailhead will provide access to the Black Creek Greenway, Lake Crabtree County Park and Umstead State Park. Town received notification of receiving a \$700,000 grant to construct the trailhead.
- **Venue Wayfinding Signage** – Staff is currently working thru final NCDOT approval for installation of directional signage for the sports venues.
- **Cary Tennis Park Expansion (Hotel Occupancy Project)** – Project includes covered tennis courts, expanding the clubhouse and creating an outdoor pavilion. A preferred location for the covered courts has been identified.
- **WakeMed Soccer Stadium Expansion Project (Hotel Occupancy Project) & Building E (Concession Renovation)** – Dedication ceremony was held April 12th and 13th. The project includes expansion of the stadium to a capacity of 10,000 and incorporation of new team facilities.
- **Annie Jones Greenway Ph II** – Construction began in May 2013 for this project which includes bringing an existing section of unpaved trail up to current standards. Anticipate completion is Fall of 2013.
- **Black Creek Greenway, Ph IV (Federal Grant)** – Completed final segment of the Black Creek Greenway, which now extends 7 miles from Bond Park to Umstead State Park. A dedication ceremony was held on National Trails Day (June 1).



- **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.
- **Morrisville Connecting Trails** – This project includes making connections to three trails that will connect with Morrisville greenway system. Council awarded the project at their March 14th Council Meeting. Construction is planned to begin late summer or early fall.
- **NC 55 Multi-Use Trail Project (Federal Grant)** – This project will connect the existing White Oak Creek Greenway pedestrian tunnel under NC55 to the existing Batchelor Branch Greenway pedestrian tunnel under NC55. (approximately 1 mile to the north of White Oak Creek.) Construction is scheduled to begin in July.
- **Symphony Lake Bridge Replacement** – This project is to replace the existing greenway bridge at the eastern edge of Symphony Lake. The project is currently out to bid.
- **Triangle Expressway Greenway Crossings** – The construction of I-540 included four Town of Cary greenway crossings – White Oak Creek, Batchelor Branch, Panther Creek and Morris Branch Greenways. All four crossings have been completed.
- **Tryon Road/Macedonia Lake Greenway** – This project includes the construction of the greenway surrounding the lake. The project is currently on schedule to be complete by late July.

Public Safety

The FBI recently completed an audit of 18 NC jurisdictions' Criminal Justice Information Systems. This audit determines whether a law enforcement agency is in compliance with requirements related to policies, procedures and all aspects of security including technology. The Cary Police was found to be in compliant in every area.

On Friday July 12, Fire Station 8 was occupied and opened for service to the western parts of town. Engine 8 is staffed with a minimum of four fire fighters who operate the facility 24 hours per day.

Pursuant to N.C.G.S. 160A-292, the following fire department equipment and vehicles have been tested and approved for service during fiscal year 2012:

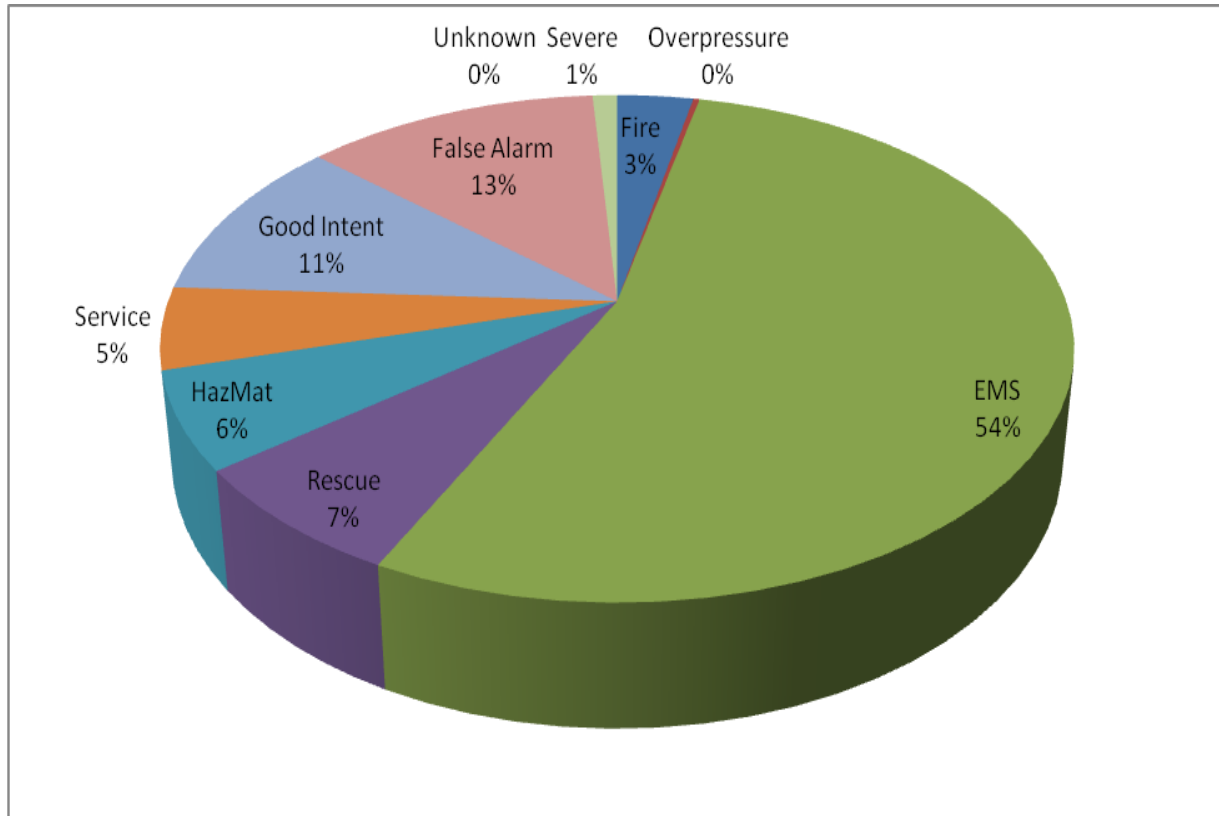
- All fire apparatus pumps have been tested and performed in accordance with respective Underwriter's Laboratory certifications.

- All aerial ladders have been tested and repaired to comply with National Fire Protection Association (NFPA) standards.
- All fire department ground ladders have been tested and repaired to comply with NFPA standards.
- All fire department self-contained breathing equipment has been POSI-Check tested to comply with OSHA rules and NFPA standards.
- All fire hoses have been tested and repaired in accordance with NFPA standards.
- All fire fighters have received an annual fit-for-duty medical exam. Within calendar year 2013, all fire fighters will have received a baseline cardiac stress test.

The overall state of fire department apparatus, equipment and staffing is excellent.

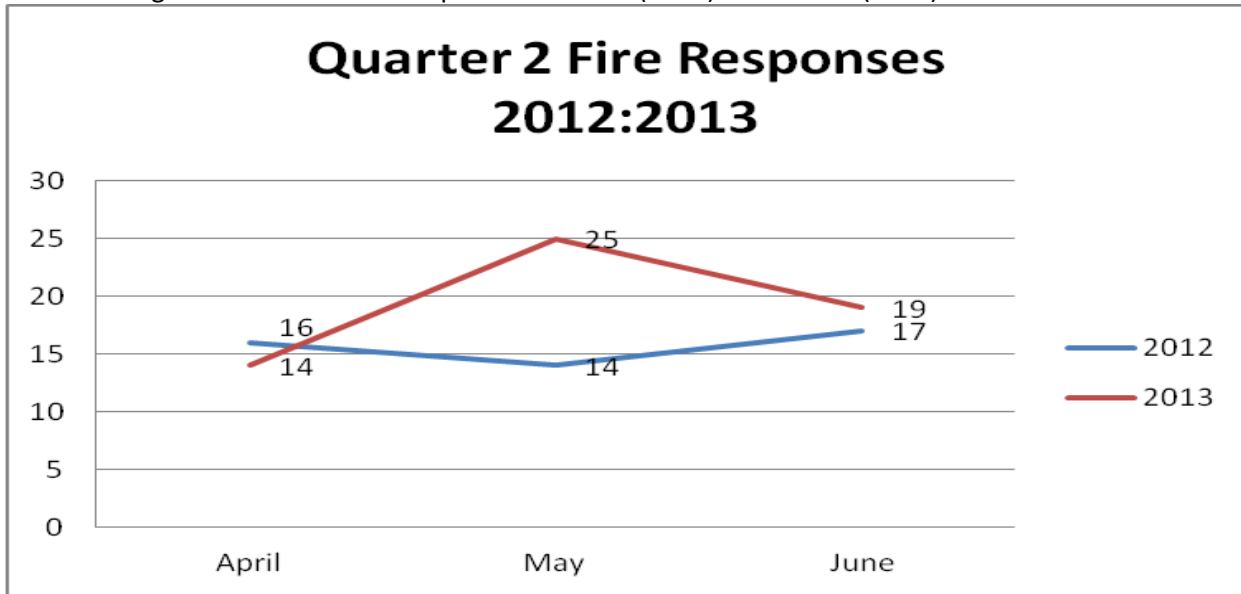
Staff and the design team for Fire Station 2 on East Chatham Street have started design activities. The current project timeline indicates this station should be constructed and operational by summer 2015.

The following chart illustrates the distribution of 1,928 fire department emergency responses for Q2 FY2013.

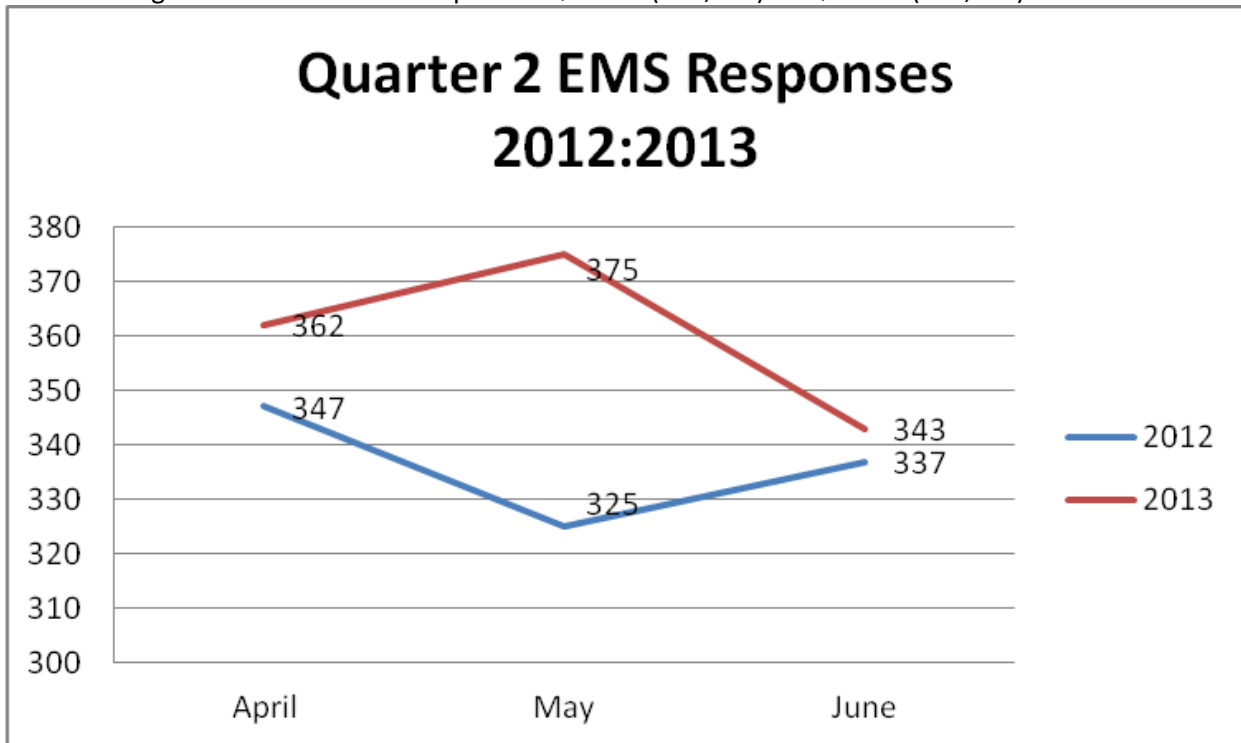


Source: FireHouse Incident Data

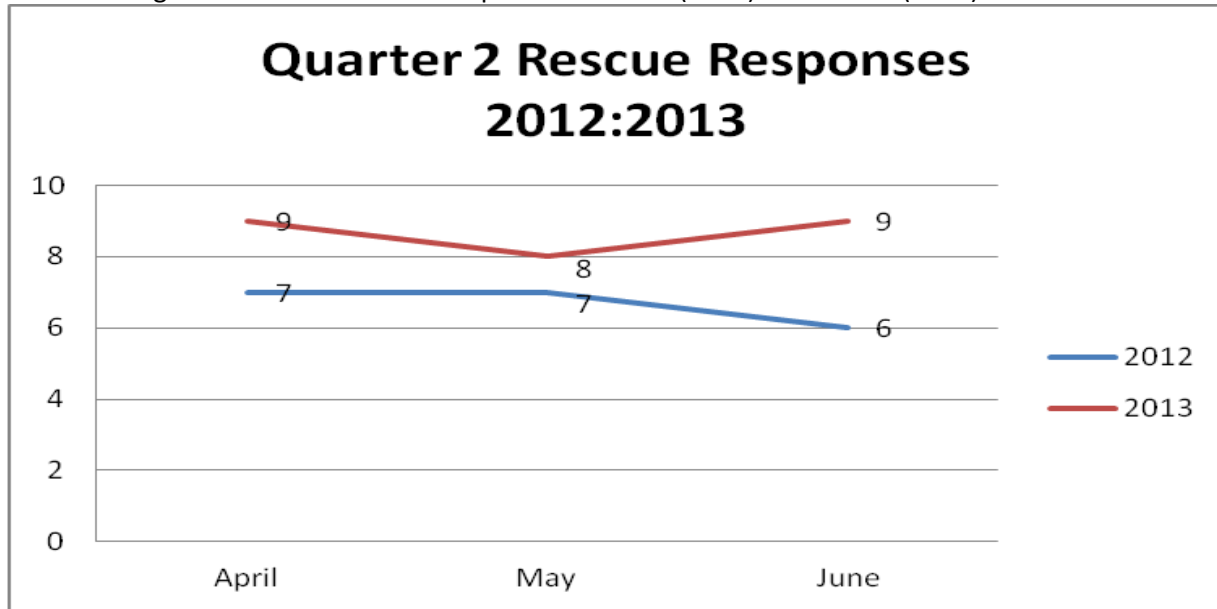
The following chart contrasts fire responses Q2 2012 (n=47) to Q2 2013 (n=58).



The following chart contrasts EMS responses Q2 2012 (n=1,009) to Q2 2013 (n=1,080).



The following chart contrasts rescue responses Q2 2012 (n=20) to Q2 2013 (n=26).



Exchange Club of Wake County – Annual Law Enforcement Recognition Banquet

On April 16, 2013, Police Officer Alesha Snyder was recognized by the Exchange Club of Wake County during their annual Law Enforcement Recognition Banquet for her role in the apprehension of an armed robbery suspect. Officer Snyder was nominated by Captain Michael Williams, District 1 Commander, who gave the following account of her actions in the written nomination:

“On January 18, 2012, Officer Snyder was on routine patrol when at 1015 hours a report of an armed robbery in progress was reported at JM Edwards Jewelry. Officer Snyder was just two blocks from the incident and immediately responded to the scene. As she arrived she took a position of cover near the rear of the business and planned to wait for additional units to arrive. Her plan was foiled when the three suspects exited the back door of the businesses. She immediately challenged the suspects and was able to take one into custody very quickly. The suspect she arrested was carrying a large black bag that contained over \$200,000 in merchandise from the store. She began to provide information to responding units on the location of the two other suspects. Though she was dealing with an armed suspect she was able to give descriptions of not only the suspects but the vehicle they were driving.

The responding officers were not able to locate the additional suspects; however the arrest of the suspect led to valuable information that has assisted departments throughout the country. The suspect was part of a large group of suspects, working out of Philadelphia that have been targeting upscale jewelry stores to steal high end watches and jewelry. The suspect was one of an estimated forty suspects involved in these cases. Due to her efforts, authorities in College Station, Pennsylvania were able to link him to a similar robbery in their jurisdiction.

While performing her duties and arresting the suspect as he exited the rear of the building Officer Snyder remained calm and professional. It was later learned that the group of suspects were responsible for the murder of a New Hartford (NY) Police Officer as he was attempting to take one of the suspects in custody. In interviews after the arrest of the suspect he admitted that if he had the chance he would have utilized the handgun he had in his waistband to kill Officer Snyder, but she was able to catch him by surprise and left him no opportunity to react. Her ability to quickly effect an arrest on a member of a professional ring of criminals that have no problem in killing a law enforcement officer is something we all should recognize and celebrate. Through her efforts she has made not only the Town of Cary a safer place, but every community in our nation that has a jewelry store within its town."

Congratulations, Officer Snyder, and thank you.

West Point Leadership Program



On May 7, 2013, Sgt. Terry Leonard (pictured first row, 7th from left) and Sgt. Jeremy Burgin (pictured first row, 8th from left) graduated from the West Point Leadership Program which is sponsored locally by Methodist University and held in Apex, NC. The course consists of 15 classroom days and four exams, as it examines and integrates leadership in organizations from four perspectives: the individual, the group, the leader, and the organization. The purpose of the West Point Leadership Program is to inspire police leaders to develop an informed, systematic, and dynamic approach to leadership in organizations. The Police Department has graduated several Sergeants from past sessions and plans to continue participation in this quality leadership program going forward.

K-9 Unit



We are sad to report that on May 20th, K9 Enzo passed away due to a malignant tumor on his spleen. This type of cancer is common in Shepherds, but difficult to identify early. Officer Everett, Enzo's handler, is currently conducting the selection process for a new K9.

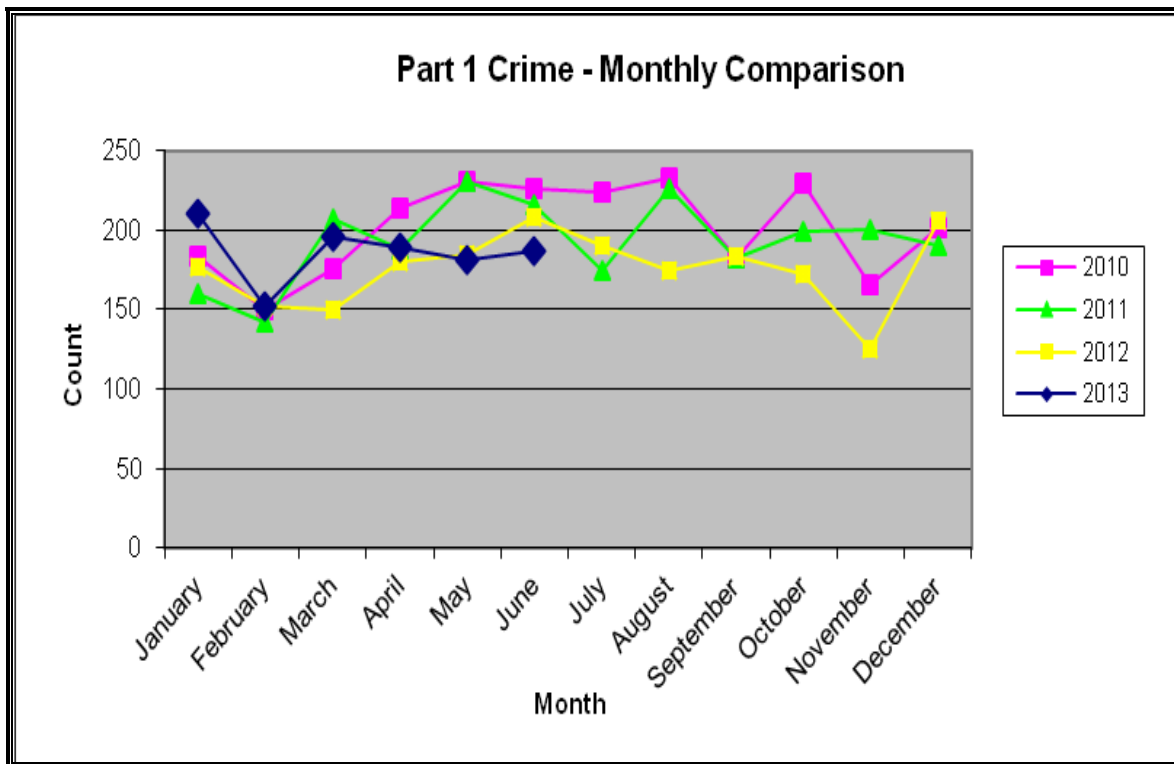
Crime Statistics

Reported offenses (all categories taken together) show a 10% decrease through June 2013 over the same time period in 2012. This decrease in overall crime can be attributed, specifically, to the decrease in both Part 2 crimes and All Other offenses. The decrease can primarily be attributed to a drop in reported aggravated assaults (decrease from 39 to 27), drug offenses (decrease from 229 to 186), frauds (decrease from 278 to 208), vandalisms (decrease from 321 to 234) and disorderly

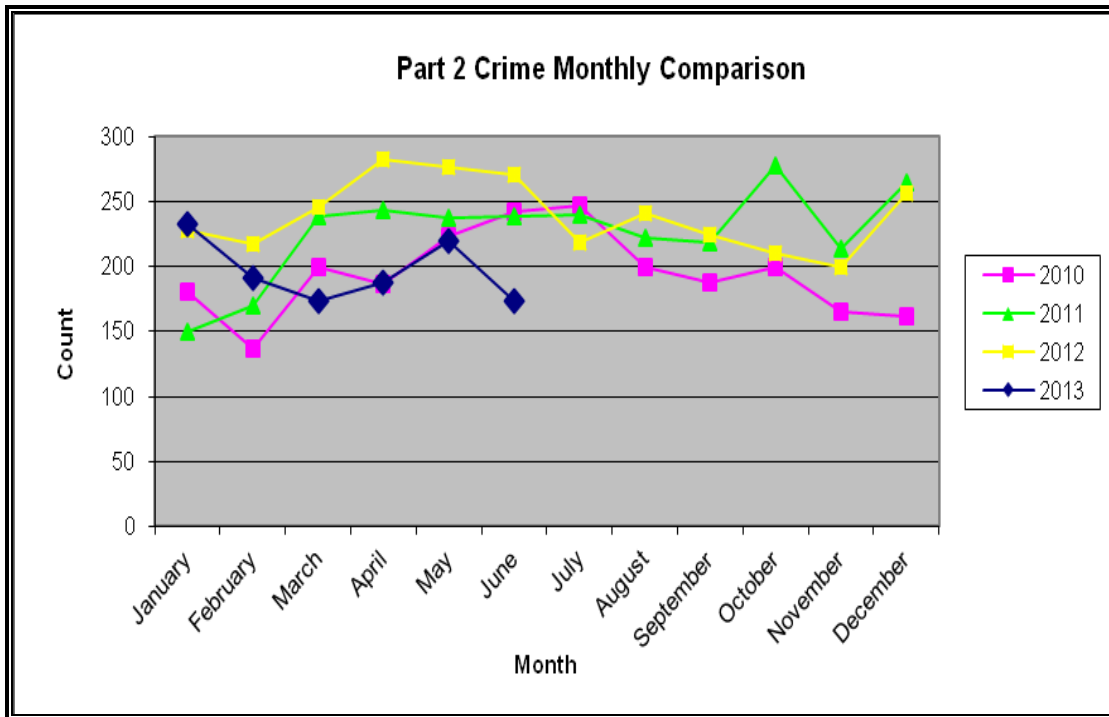
conduct (decrease from 34 to 19). Despite the decrease in those categories, we did see an increase in almost all Part I offenses with the exception of arsons and aggravated assaults. As seen in the graph below, this increase is primarily related to a spike in Part I crimes during Q1. The increase in the month of January was due to an up-tick in burglaries (increase from 31 to 49) and robberies (increase from 1 to 6). In January, we experienced a significant commercial burglary series and multiple unrelated robberies. In the month of March, we see an increase in larcenies (increase from 116 to 156) which can primarily be attributed to multiple larcenies from motor vehicle. Despite the increase, we do see crime beginning to consistently decrease on a monthly basis during Q2.

YTD Cumulative Comparisons (January 1 – June 30)			
	2012	2013	% Chg
Part 1	1096	1146	5%
Part 2	1580	1280	-19%
All Other	1693	1523	-10%
Total	4369	3949	-10%

Below are the monthly charts that show fluctuations in reported crime each month this year over last year. For the month of June, Part 1 crimes show a 10% decrease in overall reported crimes. We saw a decrease in almost all Part I offenses, with the exception of burglaries (increase from 24 to 37) and robberies, which remained the same.



For the month of June, there has been a 37% decrease in Part 2 crimes. Overall we saw a decrease in almost all Part 2 crimes, in particular a significant drop in drug offenses (decrease from 47 to 17), vandalisms (decrease from 64 to 28) and sex offenses (decrease from 9 to 1).



Traffic Safety Team (TST)

This Team's responsibilities include major crashes, traffic complaints, traffic enforcement, safety programs, and training. Eleven officers, including four motorcycle officers, a sergeant and lieutenant analyze crash data and listen to citizen complaints to identify hazardous locations and focus crash reduction efforts. Traffic Safety Team members have three additional enforcement priorities - enforcement of driving while impaired and speeding laws, plus occupant protection (seat belts, child restrain, child seat installation.) Activities of note for Q2 include:

- The TST has started to put particular focus on traffic issues related to speeding and other unsafe driving actions on major thoroughfares (US 1, Kildaire, Cary Parkway, Harrison Ave, etc.).
- On June 28th Cary PD hosted the July "Booze it and Lose it" kickoff campaign at Wake Med Soccer Park for the Governor's Highway Safety Program. This event brought law enforcement officers from all over the state, staff from the Governor's Office and members of the MADD organization to Cary for the afternoon ceremony.
- TST motorcycle officers conducted two motorcycle rider safety programs for citizens and other Town staff during Q2. This one day course provided individualized instruction, evaluation and critique of participants' riding skills.
- TST conducted 28 traffic safety talks during Q2 for citizen groups and high school classes.

TRAFFIC ACTIVITIES	Q1	Q2	Total
Accidents Reported	927	1,053	1,980
Traffic Stops	6,302	5,285	11,587
Citations	2,439	2,621	5,060
DWI Checkpoints	5	11	16
Child Safety Seat Clinics	16	13	29
Driver's License Checkpoints	7	47	54
Traffic Safety Talks	14	28	42

Project PHOENIX

41 apartment communities are actively participating in Project PHOENIX:

<u>District 1</u>	<u>District 2</u>	<u>District 3</u>
Boundary Village	Bexley at Carpenter Village	Ashton Woods
Chatham Forest	Bexley at Panther Creek	Bennington Woods
Harrison Grande	Bexley at Triangle Park	Cary Brook
Hermitage at Beechtree	Brook Arbor	Cary Pines
Eagle Landing	Chancery Village	Crescent Arbors
Hyde Park	Courtney Reserve	Geneva Park
Maynard Summit	The Grove at Cary Park	Legacy at Crossroads
Merriwood	Preston Reserve	Maples at Kildaire
Northwoods Mews	Tradition at Stonewater	Meadows at Kildaire
Oak Hollow	Westwood Park	Sedgebrook
Oxford Square		Stratford
Pine Ridge		Williamsburg Manor
Waterford Forest		Windsor at Tryon Village
Weston Lakeside		Woodcreek
Westover Hills		Amberwood
Watercrest		

Project PHOENIX Team Notes:

The team hosted our 3rd Property Maintenance Workshop at the PD on April 17th. Twelve (12) maintenance personnel attended the 4-hour workshop.

The team created a new Leasing Consultant Workshop. This 4-hour workshop is designed to educate leasing agents on how they can be part of the crime prevention process and to provide tips on applicant screening, promote self-screening, and learn more about our program/partnership. A workshop was held on June 12. Twelve (12) leasing agents from partnering communities were in attendance.

PHOENIX officers are again working with Triangle Aquatic Center's Make-A-Splash Program. This program offers free swimming lessons to students in partnering communities who receive free or reduced price lunches. TAC now has the ability to send instructors to community properties. Four (4) communities expressed interest in having TAC deliver their 8-week Make-A-Splash program at their properties: Cary Pines, The Grove at Cary Park, Woodcreek, and Williamsburg Manor. Thirty (30) neighborhood kids from these four communities are currently participating in the program.

There were a total of 49 PHOENIX and PRCR events hosted at various participating communities throughout the quarter.

Q2 Project PHOENIX Q2 Events by District / Community:

- **District 1**

- Chatham Forest:

- April 13: Property hosted White Tiger Sidekick Program demonstration.

- Merriwood:

- April 16: Officer Fulbright worked with PRCR and property management to coordinate a community event. Sam Trogden from PRCR held a Creating Wealth and Health class. Class

focused on making healthy snacks, etc. Sixteen (16) people from the community attended the event.

Oxford Square:

April 10: Officer Fulbright worked with management and PRCR to coordinate Wonderful Wednesday event. PRCR delivered Disc Golf to the community.

Pine Ridge:

Neighborhood Improvement Grant information has been given to Pine Ridge owners to assist in constructing a new proposed playground.

- **District 2:**

Amberton (under construction):

The property manager for this new apartment community that is currently under construction has expressed interest in partnering with us. Officer Coleman has been in contact with them and has provided the manager with our list of CPTED criteria so they can have everything in place during construction.

Bell Preston Reserve:

April 20: Officer Coleman worked with management to coordinate a “Spring Fling” community social event. CFD displayed one of their trucks and CAP Team members provided Child ID service for 23 children. Over 150 residents attended the event.

Westwood Park:

April 17: Officer Coleman worked with manager and PRCR to coordinate Wonderful Wednesday event. PRCR staff delivered kickball game to the property.

- **District 3:**

Williamsburg Manor:

April 15: Officer Long worked with PRCR and property management to coordinate a basketball clinic. PRCR staff members instructed neighborhood kids on basketball fundamentals. 18 children participated in the event.

Wrenn Drive area:

Officer Fulbright worked with area property managers, four area churches, PWUT, PRCR, etc., (just to name a few) to coordinate a multi-community event. The June 29th 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, PRCR, etc. **It is estimated that nearly 1,000 people attended the event.**

Community Services

Community Watch has been split into the three patrol Districts. Each District Captain is in charge of disseminating information to the affected Community Watch Neighborhoods. However, we have recently begun using nextdoor.com as a way to connect residents to one another in their neighborhoods. Community watch leaders are asking their members to sign up on nextdoor.com as a way to better communicate among each other. We have had several neighborhoods participate in nextdoor.com and it seems to be going well. Some neighborhoods are sharing information with other neighborhoods which is an added benefit. During Q2, the Community Services unit has addressed community concerns regarding home security, vehicle security, and communication regarding crime in their neighborhood. The business and school communities continue to utilize our service for education in security planning and safety training.

Community Outreach by Field Operations Bureau			
Location	# Citizens	# Staff	Details
35 Chinese	25	2	personal safety presentation
Amberly subdivision	25	2	crime prevention presentation
Amberwood Apartments	100	2	community festival
Bond Park	16	1	Girls' Camp Confidence "Lock In" event
Bond Park Senior Center	8	1	employee safety presentation
Bright Horizon's Daycare	130	2	crime prevention presentation - 2 occasions
Cary Park subdivision	75	4	neighborhood block party
Cary PD main station	10	1	tour of PD
Cary Towne Center	300	2	Race for the Cure booth
Cary Train Depot	45	14	Operation Railsafe
Crossroads Ford	3	1	child safety seat installation event
Geneva Park Apartments	200	5	community festival
Heart of Cary	80	1	monthly meetings
Learning Experience	30	1	child safety presentation
McGregor Village	100	2	presence at car show event
Meadowmont neighborhood	50	3	crime prevention presentation
Primrose Daycare	8	1	child safety presentation
Silverton subdivision	30	2	annual HOA meeting
Target (Crossroads)	35	2	XRds business loss prevention staff meetings
The Battery subdivision	25	1	Neighborhood Watch meeting
Waverly Place	180	3	patrol car display / car show - 2 occasions
Weycroft subdivision	200	7	annual community festival
White Tiger Martial Arts	350	1	after school fundraising event

School Resource Officers

There were a total of 48 reported crimes in Cary Schools during the second quarter of the year. The reported crime saw significant decrease from the first quarter where there were 73 reported crimes. There is no notable reason for this fluctuation in numbers.

SRO's taught 21 classes on a variety of topics (bicycle safety, personal safety, substance abuse, alcohol and tobacco awareness, etc.) to approximately 620 students and staff. Three schools completed lockdown drills with staff and students this quarter. SRO's organized a mock vehicle crash at Cary High School to help reinforce the importance of being safe during the prom. There were approximately 700 students who witnessed the event. SRO's assisted in the Special Olympic competition for all Wake County Public Schools.

Camp Confidence

The second annual Girls' Camp Confidence was held June 17th – 28th. Our SRO's mentored 18 young women who are all rising 9th graders. One of the primary goals of the program is to give the girls insight to multiple post- high school career options. They encouraged the young women to stay focused and to strive to reach their goals and dreams. These officers served as great role models during the Camp and will continue to mentor these young ladies as they continue into their high school careers.

There are two upcoming sessions for the Boys' Camp Confidence, July 8 – 19, and July 22 – August 2.

Town Sponsored Special Events: April – June 2013

Event Name	Number of Events	Manpower	Hours
Rail Hawks Games	9	81	567
Concerts	13	58	464
Cary Road Race	1	11	77
Ritmo Latino	1	4	32
Seven O’Clock Rock	3	8	56
Wheels on Academy	1	5	45
<u>Spring Daze</u>	<u>1</u>	<u>20</u>	<u>33</u>
TOTAL	29	187	1,274

Web Statistics

From April 1-June 30, 2013, www.townofcary.org was visited 476,650 times by users from 187 countries/territories, including the United States, India, Canada, United Kingdom, Australia, Philippines, Germany, Malaysia and Mexico.

Unique visits: 283,146 absolute unique visitors

New vs. returning visitors: 50.40% new visits

Average number of pages viewed per visit: 2.63 pages/visit

Average duration of visit: 2:07 minutes

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

1. Sports
2. Parks, Recreation and Cultural Resources Department
3. Recreation Program Brochure
4. Youth Athletics
5. Greenways
6. Utility Billing Online
7. Parks
8. Employment
9. Building Permits Online
10. Adult Athletics

VIP (Virtual Interactive Planner):

During this quarter, vip.townofcary.org was visited 1,778 times. The mobile version of VIP was used 134 times.

Twitter

The Town of Cary has five Twitter feeds and more than 6,000 followers as follows:

Town of Cary (News): 3,497 followers

TOC Safety: 1,110 followers

TOC Traffic: 776 followers

TOC Fun: 516 followers

TOC Downtown: 417 followers

Facebook

The Town currently has five Facebook pages, including one project specific page for the Cary Community Plan update. The Laze Daze Arts and Crafts Festival page is now the Cary Art Daze page and includes Spring Daze Arts and Craft Festival information. The Spruce page has also been expanded to include sustainability, water conservation, recycling and other “green” initiatives, and has been renamed Cary It Green.

- Town of Cary, North Carolina: 1,460 likes
- Cary Art Daze: 1,347 likes
- Cary It Green: 199 likes
- Imagine Cary: 717 likes
- Booth Amphitheatre: 11,022 likes

YouTube

The channel was viewed 7,067 times. The channel currently has 137 subscribers. The most-watched videos this quarter were:

1. USA Baseball Coaches Clinic: Hitting
2. USA Baseball Coaches Clinic: Fielding
3. USA Baseball Coaches Clinic: Catching
4. CPD K9 Unit
5. Cary Police Recruitment
6. Imagine Cary Summit on the Future
7. Town Council meeting May 23, 2013
8. Cary Matters April 2013
9. Town Council meeting June 13, 2013
10. Town Council meeting May 9, 2013

E-mail Subscribers

- Total subscribers: 32,765
- Bids and Proposals: 1,853
- News, Events and Alerts: 5,130
- Downtown News and Events: 1,854
- Media (Combined): 172

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

April-June 2013	April-June 2012
476,650 visits	401,986 visits
283,146 unique site visitors	239,520 unique site visitors
3,497 followers of Town of Cary Twitter feed	1,846 followers of Town of Cary Twitter feed
1,460 likes to Town of Cary Facebook page	*Facebook page launched July 2012
137 subscribers	*YouTube channel launched July 2012

Legislative Update

The Town has applied for federal grants for some key projects and is waiting to be notified whether we have been successful. It should be noted that, as usual, there is considerably more demand for these grants than there is funding available.

The General Assembly did not meet its earlier-stated goal of finishing its work prior to June 30 and continues to meet with many important decisions still outstanding. There have been some bills passed that are related to our Inspections and Permits processes (outlined in more detail in the Growth and Development section), but none that are expected to have substantial impact. A more detailed wrap up will be provided later.

Town of Cary 2012 Annual Turnover Report

Executive Summary:

- Turnover for the Town of Cary during 2012 was 5.6%, slightly up from 4.8% in 2011. We had an average of 1126.5 employees and 63 separations.
- A review of turnover by years of service shows that the highest category was employees with 5-10 years of service. This is a change from the last two years, where the largest category of turnover has been employees with over 15 years of service. Four of the 16 separations with 5-10 years of service were due to retirement and three were due to dismissal. We will continue to watch this category statistic to see if any notable trends develop.
- Thirty-two, or almost 51% of the Town's separations were due to resignations. A review of specific reasons for these resignations across the Town indicates that 28% of the resignations were due to an employee taking another job within private industry and 25% were due to an employee taking a job with another municipality. An improvement this year is that none of the resignations were due to "dissatisfaction with job/management", as some have been in the past.
- There are no notable large turnover percentages by department, with the exception of the very small departments where even one separation can lead to a large turnover percentage.
- Several larger departments showed an increase in turnover compared to the previous five years. However, analyzing the specific terminations within these departments shows the majority of this is unavoidable turnover with reasons for resignations beyond the control of management, such as retirements, career changes, personal reasons or relocation.
- Two Town departments/divisions had their lowest turnover percentage in five years: Police department (Operations) and the Operations division of the Public Works & Utilities department.

Explanation of Turnover Statistics: To determine if our turnover percentage is of concern and whether any significant trends are noted, we analyze the turnover numbers in many different ways:

1. We track turnover by individual Town departments/divisions over a 5-year period to note any significant increases/decreases in turnover.
2. We analyze total Town turnover by years of service in order to determine if there are any ties to the length of employment and the likelihood of termination.
3. The most important analysis includes an analysis of Town turnover by reason for leaving. Some Town turnover is initiated by the Town (dismissals, etc.) and can even be considered *positive turnover*. The most concerning area comes from turnover initiated by employees through resignation – this is often *negative, avoidable turnover* for the Town.

4. Because resignations are consistently the largest category of turnover for the Town, we further analyze resignations to determine the reason an employee resigned and whether that reason was avoidable by the Town (another job, employee dissatisfied, etc.) or unavoidable (moving, career change, etc.).

The above analyses are presented through the following attachments to this report:

- Attachment A: 2012 Turnover By Dept/Division
- Attachment B: 2012 Turnover By Years of Service
- Attachment B-Chart: 2012 Turnover By Years of Service
- Attachment C: 2012 Turnover By Reason
- Attachment C-Chart: 2012 Turnover By Reason
- Attachment D-Chart: 2012 Resignations By Reason

Attachment A: 2012 Turnover By Dept/Division

DEPARTMENT	TERMINATIONS BY QUARTER				TOTAL TERMINATIONS	AVERAGE STRENGTH	DEPT TURNOVER	2011	2010	2009	2008
	1ST	2ND	3RD	4TH				%	%	%	%
							2012				
TOWN CLERK	0	0	0	0	0	4	0%	0%	0%	0%	0%
LEGAL	0	0	0	0	0	3	0%	0%	0%	0%	40%
TOWN MANAGER'S OFFICE	0	0	0	0	0	4	0%	0%	0%	0%	26.7%
BUDGET	0	0	0	0	0	5	0%	0%	0%	20%	0%
PUBLIC INFORMATION OFFICE	0	0	0	0	0	5	0%	0%	0%	20%	0%
SUSTAINABILITY	0	0	0	0	0	1	0%	0%	N/A	N/A	N/A
DOWNTOWN DEVELOPMENT	0	0	0	0	0	1	0%	0%	N/A	N/A	N/A
FINANCE	1	0	0	0	1	17	5.9%	0%	0%	6.7%	6.3%
FINANCE - PURCH/WAREHOUSE	0	0	0	1	1	7.5	13.3%	0%	0%	0%	0%
FINANCE - CUSTOMER ACCTG	0	4	0	0	4	20.25	19.8%	20.6%	3.3%	0%	10.5%
FINANCE - ALL DIVISIONS	1	4	0	1	6	44.75	13.4%	12.2%	1.8%	1.9%	7.8%
TECHNOLOGY SERVICES	0	0	2	0	2	23.25	8.6%	4.3%	0%	4.4%	0%
HUMAN RESOURCES	0	0	1	0	1	12.5	8.0%	0%	0%	0%	0%
POLICE - OPERATIONS	2	0	4	0	6	181.75	3.3%	4.6%	7.2%	5.6%	7%
POLICE - SUPPORT SERVICES	1	2	2	0	5	38.25	13.1%	5.2%	14.5%	9%	22.8%
POLICE - ALL DIVISIONS	3	2	6	0	11	220	5.0%	4.7%	8.5%	6.2%	9.6%
FIRE	2	2	0	3	7	207.25	3.4%	2.0%	7.0%	2.4%	1.5%
ENGINEERING	0	1	0	1	2	62.5	3.2%	0%	1.7%	1.7%	3.2%
PLANNING	0	0	1	0	1	26.75	3.7%	0%	3.8%	7.2%	17.5%
INSPECTIONS & PERMITS	1	2	0	3	6	42.25	14.2%	2.2%	9.0%	6.7%	6.3%
PRCR ADMIN.	1	0	1	0	2	13	15.4%	0%	7.3%	0%	0%
PRCR RECREATION PROG.	1	0	1	0	2	18.5	10.8%	5%	0%	5.1%	5%
PRCR CULTURAL RES.	0	0	0	0	0	6	0%	0%	0%	0%	26.7%
PRCR ATHLETICS	0	0	0	0	0	6	0%	0%	0%	0%	17.4%
PRCR TENNIS PARK	0	0	1	0	1	11.75	8.5%	27.9%	0%	0%	31.6%
PRCR SKATE PARK	1	0	0	1	2	2.75	72.7%	0%	0%	0%	0%
PRCR SOCCER PARK	0	0	0	0	0	2	0%	0%	0%	0%	0%
PRCR USA BASEBALL	0	0	0	0	0	1	0%	0%	0%	0%	0%
PRCR CARY ARTS CENTER	0	0	0	0	0	9	0%	0%	N/A	N/A	N/A
PRCR - ALL DIVISIONS	3	0	3	1	7	70	10.0%	5.6%	1.5%	1.5%	12.5%
PW/UT ADMIN.	1	0	0	1	2	20.5	9.8%	4.9%	4.9%	5%	0%
PW/UT FLEET MANAGEMENT	0	0	1	0	1	9.5	10.5%	0%	0.0%	20.5%	0%
PW/UT WATER CONSERVATION	0	0	0	0	0	3	0%	30.8%	0.0%	0%	22.2%
PWUT PRETREATMENT	0	0	0	0	0	2.75	0%	36.4%	0.0%	0%	26.7%
PW/UT FACILITY MANAGEMENT	0	3	2	1	6	101.25	5.9%	10.9%	4.9%	4.9%	8.8%
PW/UT OPERATIONS	0	2	1	2	5	115.5	4.3%	7.0%	4.4%	5.3%	12.1%
PW/UT SOLID WASTE	1	0	1	0	2	50.75	3.9%	6.0%	6.0%	0%	6%
PW/UT RECYCLING	0	1	0	0	1	13.25	7.6%	7.1%	0.0%	25%	5.3%
PW/UT UTIL. SYS. MANAGEMENT	0	0	1	0	1	17.75	5.6%	6.0%	12.1%	0%	14.8%
PWUT NWRWF	0	0	0	0	0	16.25	0%	0%	6.0%	0%	0%
PWUT SWRF	0	1	0	0	1	20	5.0%	10.3%	5.2%	10.2%	5%
PWUT C/A WTP	0	1	0	0	1	22.75	4.4%	0%	13.6%	0%	0%
PWUT WWRWRF (NEW)	0	0	0	0	0	1	0%				
PWUT - ALL DIVISIONS	2	8	6	4	20	394.25	5.1%	7.4%	5.3%	5.0%	8.1%
TOTAL EMPLOYEES	12	19	19	13	63	1126.5	5.6%	4.8%	5.4%	4.3%	7.0%

Attachment B: 2012 Turnover By Years of Service

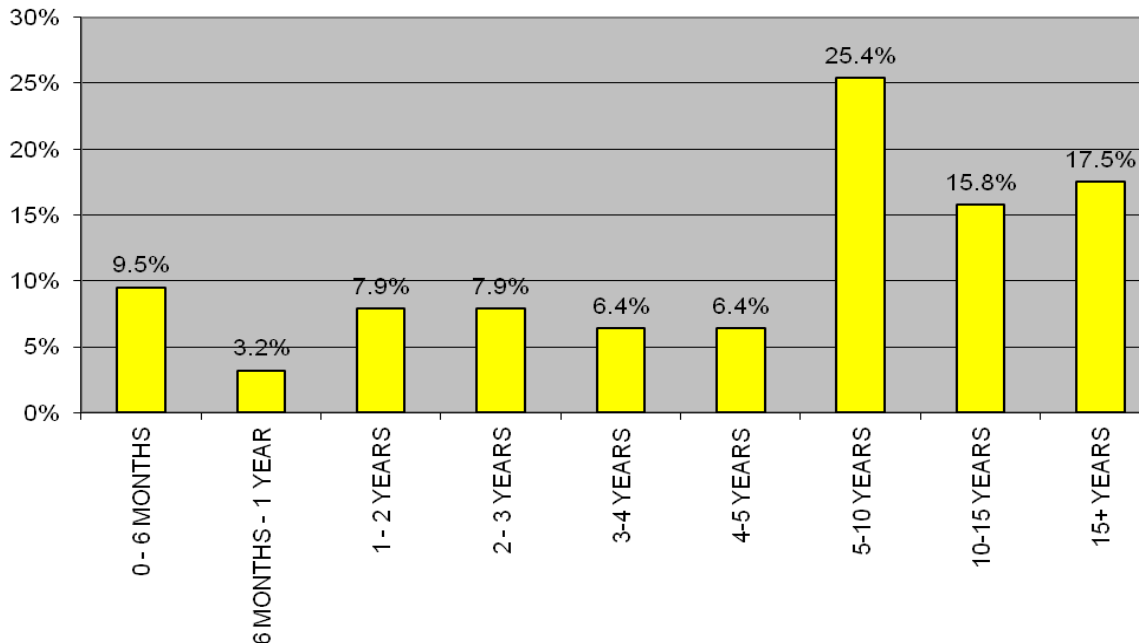
	2012 TURNOVER NUMBER	2012 TURNOVER PERCENTAGE	2011 TURNOVER PERCENTAGE	2010 TURNOVER PERCENTAGE	2009 TURNOVER PERCENTAGE	2008 TURNOVER PERCENTAGE
0 - 6 MONTHS	6	9.5%	1.8%	13.3%	10.4%	10.4%
6 MONTHS - 1 YEAR	2	3.2%	7.4%	1.7%	14.6%	14.3%
1 - 2 YEARS	5	7.9%	7.4%	8.3%	4.2%	7.8%
2 - 3 YEARS	5	7.9%	7.4%	6.7%	8.3%	14.3%
3-4 YEARS	4	6.4%	13.0%	11.7%	8.3%	7.8%
4-5 YEARS	4	6.4%	7.4%	3.3%	4.2%	2.6%
5-10 YEARS	16	25.4%	16.7%	16.7%	25%	18.2%
10-15 YEARS	10	15.8%	18.5%	13.3%	10.4%	2.6%
15+ YEARS	11	17.5%	20.4%	25%	14.6%	22%
TOTAL	63	100%	100%	100%	100%	100%

SUMMARY:

Less than 3 years	18	28.6%	24%	30%	37.5%	46.7%
3 to 5 years	8	12.7%	20.4%	15%	12.5%	10.4%
More than 5 years	37	58.7%	55.6%	55%	50%	42.9%
TOTALS	63	100%				

Attachment B-Chart: 2012 Turnover By Years of Service

2012 TURNOVER BY YEARS OF SERVICE



Attachment C: 2012 Turnover By Reason

TURNOVER BY REASON

	2012 TURNOVER NUMBER	2012 TURNOVER PERCENTAGE	2011 TURNOVER PERCENTAGE	2010 TURNOVER PERCENTAGE	2009 TURNOVER PERCENTAGE	2008 TURNOVER PERCENTAGE
RESIGNATION	32	50.8%	61.1%	56.6%	58.3%	59.7%
DISMISSAL	7	11.1%	3.7%	5%	25%	10.4%
RETIREMENT - DISABILITY	4	6.3%	3.7%	5%	2.1%	1.3%
RETIREMENT	18	28.6%	18.5%	26.7%	12.5%	23.4%
DEATH	0	0.0%	3.7%	0%	0%	1.3%
OTHER:	2	3.2%	9.3%	6.7%	2.1%	3.9%
<i>RESIGNATION IN LIEU OF DISCIPLINE</i>	<i>1</i>	<i>--</i>	--	--	--	--
<i>PHYSICAL INABILITY TO PERFORM JOB FUNCTIONS</i>	<i>0</i>	<i>--</i>	--	--	--	--
<i>QUIT/FAILURE TO SHOW</i>	<i>0</i>	<i>--</i>	--	--	--	--
<i>END OF ASSIGNMENT</i>	<i>0</i>	<i>--</i>	--	--	--	--
<i>REDUCTION IN FORCE</i>	<i>1</i>	<i>--</i>	--	--	--	--
TOTALS	63	100%	100%	100.0%	100%	100%

Attachment C-Chart: 2012 Turnover By Reason



**2012 Resignations By Reason
(Total = 32)**

