

Quarterly Report to Council
4th Quarter 2013

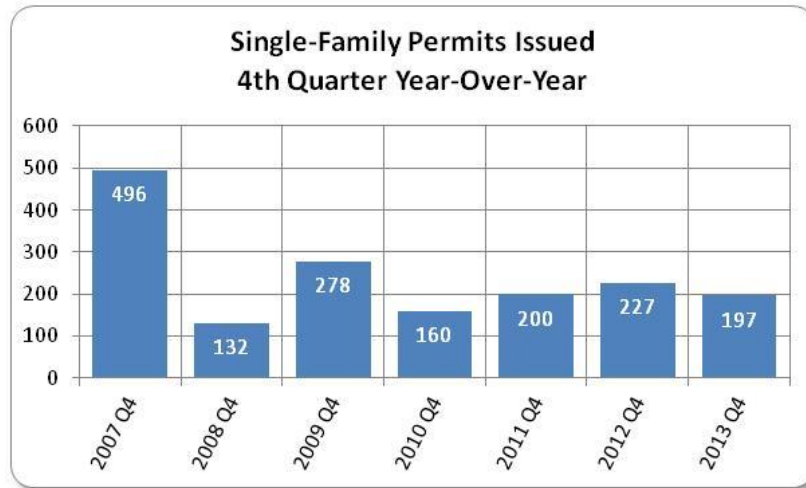
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Development

New Construction Permits Issued

Single Family Residential

During the fourth quarter of 2013, 197 new single-family dwelling (SFD) permits were issued—down 39% from the previous quarter (323), down 13.2% from the same quarter last year (227), and 7.2% below the current Q4 5-year average (212).



The 39% drop from Q3 to Q4 is consistent with the historical average of Q3 to Q4 movement of about 36%. Based on recent cycles, we expect SFD permits to be up about 17% in the 1st quarter 2014.

The average unit size in Q4 2013 was 4,034 sf (up 7.2% from Q3), and had a construction value of \$203,571.

Q4 2013 SFDs Permits by Size

Sq. Ft. Range	No. of Permits	% of Total
1,701 to 3,100	41	21%
3,101 to 5,000	113	57%
5,001 to 10,000	43	22%

Calendar Year 2013 Summary (single-family)

For calendar year 2013, the Town issued 1,159 single-family permits, an increase of 6.5% over 2012, and 5.8% above the current 5-year average (1,095). The average unit was 3,884 sf, up from 3,790 sf in 2012 and 7.5% more than the current 5-year average (3,613 sf).

Multi-Family Residential

Permits were issued for 361 multi-family units during Q4, compared to 0 units in Q3, and 679 units in Q4 2012 (-46.8%). Projects included Chatham Pointe Apartments (59 units) and Weston Corners (302 units).

Calendar Year 2013 Summary (multi-family)

For calendar year 2013, the Town issued permits for 505 multi-family units totaling 652,847 sf with a construction value of just over \$39 million. Projects other than those listed above included Bradford Apartments (144 units). All new multi-family permitting activity occurred in just two months, January 2013 and December 2013, with no permits issued during the intervening 10 months.

Nonresidential (Commercial) New Construction

There were 14 permits issued for nonresidential new construction in Q4 2013 for a total of 1,495,710 sf. By count, this was just 2 more than last quarter, but square footage was up 876.3% from 153,200 sf. There were three more permits than in Q4 2012 and square footage was up 381.1% from 310,895 sf.

New construction projects permitted during Q4 included Harris Teeter (56,294 sf), MetLife (450,680 sf office + 586,566 sf parking), and Bluebell Creameries warehouse (14,942 sf). Approximately 75,800 of the 1.4 million square footage permitted were part of a redevelopment project.

Calendar Year 2013 Summary (new nonresidential)

The Town issued a total of 47 nonresidential permits in Calendar Year 2013 with projects averaging 43,228 sf. This was just one less permit than in 2012. Total nonresidential new construction permits were up 62.0% (+18) compared to the 5-year average.

Residential Certificates of Occupancy (COs)

Single-Family COs: Certificates of Occupancy (COs) were issued for 368 homes in Q4 2013 (110 more than in Q3). COs were issued in 47 different subdivisions, with the most in Village Square at Amberly (10.3%).

Multi-Family Cos: COs were issued for 252 multi-family dwelling units in Q4 2013 at projects including Lofts at Weston Lakeside, Searstone, Tryon Place, and Amberton at Stonewater.

Location of Activities for New Single-Family Dwellings

Q4 2013 Top 5 Areas for SFD Activity

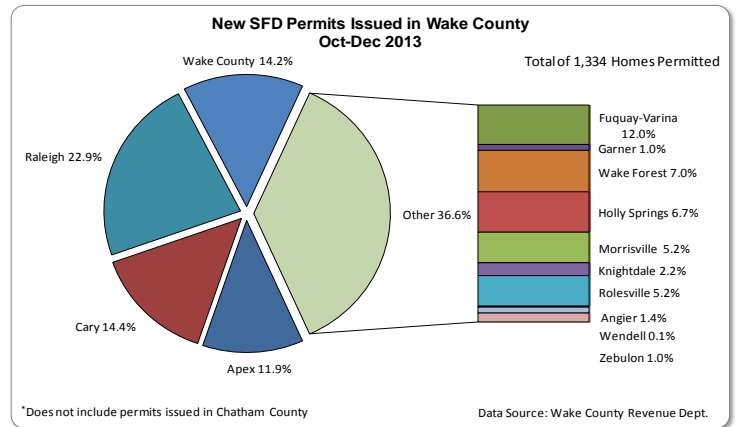
SFD Permits Issued	COs Issued
(197 total)	(368 total)
Fryars Gate, 38 (19.2%)	Village Square at Amberly, 38 (10.3%)
Holland Farm, 27 (13.7%)	Townes at Amberly, 30 (8.1%)
Overlook at Amberly, 15 (7.6%)	Townes at Stonewater, 30 (8.1%)
Weldon Ridge, 14 (7.1%)	Highcroft Reserve-Phase 5, 28 (7.6%)
Highcroft Reserve-Phase 5, 10 (5.0%)	Bailey's Creek, 18 (4.8%)

Comparisons to Local and State Permits Issued

SFD Permitting Activity in Cary vs. Other Wake County Municipalities (Q4 2013): Cary issued 14.4% of all new single-family dwelling permits in Wake County. For permits issued in Wake County, Cary was behind Raleigh and even with Wake County.

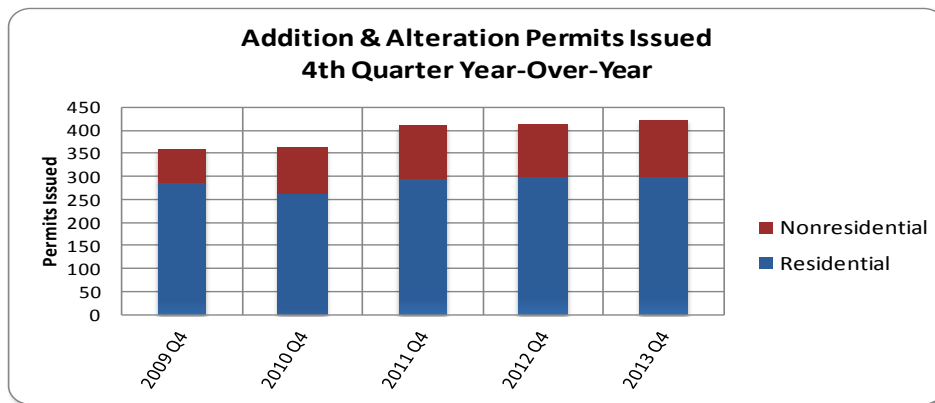
Calendar Year 2013 Summary (SFDs issued vs. other jurisdictions)

Cary finished 2013 with just over 17% of all SFD permits in Wake County, behind Raleigh (22%) and ahead of Wake County (11%) and Apex (10%) [Note: Cary also issued 7 permits in Chatham County during this period.]



Additions and Alterations Building Permits

Residential additions and alterations (300) in Q4 2013 were down 23.6% from the previous quarter, and even with Q4 2012. Nonresidential additions and alterations (120) in Q4 2013 were down 7.6% from the previous quarter, and up 8.1% from the same period last year, continuing what appears to be a growth trend in this category.



Calendar Year 2013 Summary (additions and alterations)

We issued 1,398 permits for residential additions and alterations in 2013, even with last year and 6.7% above the current 5-year average. We issued 512 nonresidential addition and alteration permits, up 30% from 2012 and 28% above the current 5-year average (400).

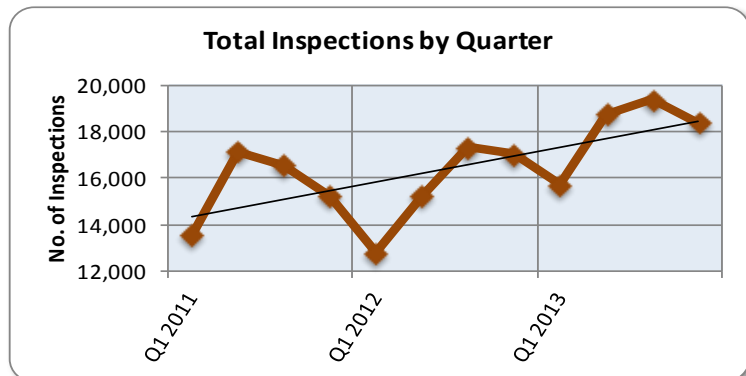
Overall Summary of Building Permit Activity

Permits Issued: Total building permits issued in Q4 2013 (1,788) were down 17.3% from the previous quarter, and down 2.1% from Q4 2012. Online permits accounted for 39.2% of all permits issued.

New Applications Received: Overall, the department received and processed 1,954 building permit applications during the quarter—39.4% were online.

Building Permit Inspections Activities

The department performed 18,410 building permit inspections during Q4 — down 4.9% from the previous quarter, 8.0% above Q4 2012, and 10.9% more than the current 5-year average for Q4 (16,605). Each inspector performed about 19 inspections per day on average (target range is 12-16).



Customer Service

Through the end of December 2013, the department has received an overall average rating of 8 out of 9. 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). The data include over 800 responses from customers identifying themselves as shown below.

Homeowner	51%
General Contractor	18%
Trade contractor	9%
Design professional (architect, engineer)	7%
Business owner	4%
Others	11%

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% of 334 survey respondents have identified their project as being in the Downtown region.

Downtown Cary	9%
Northeast Cary	16%
Northwest Cary	32%
Southeast Cary	20%
Southwest Cary	23%

Development Approval

The following tables illustrate development approvals over the 4th quarter of 2013.

Quarterly Approvals Comparison: Public Hearings

	4 th Qtr 2012	1 st Qtr 2013	2 nd Qtr 2013	3 rd Qtr 2013	4 th Qtr 2013
Rezoning	13	2	4	5	16
Comp. Plan Amendment	2	2	2	1	2
Annexation	11	9	16	15	8
Special Use	0	0	1	0	1

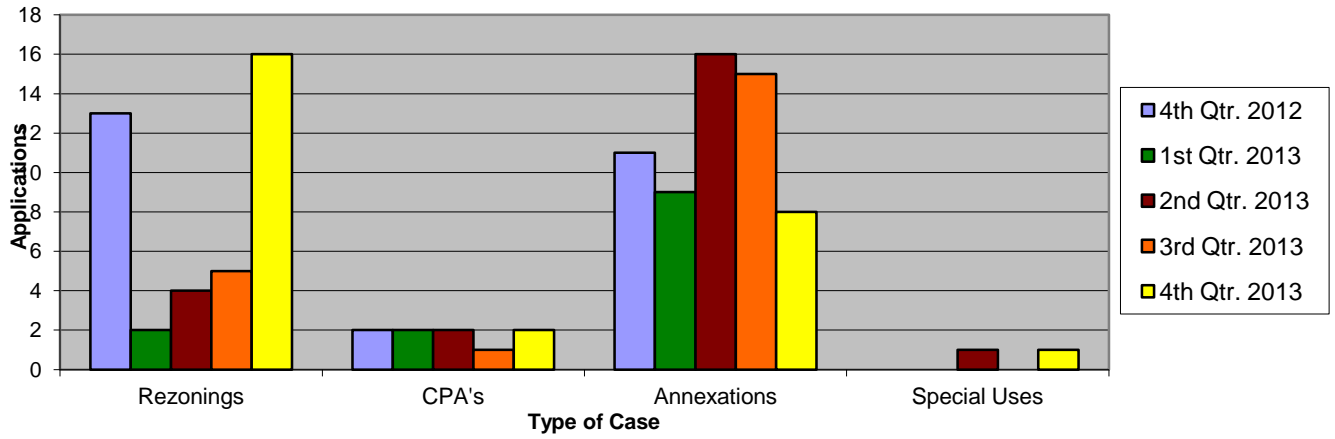
Quarterly Approval Comparison: Non-residential and Residential

	4 th Qtr 2012	1 st Qtr 2013	2 nd Qtr 2013	3 rd Qtr 2013	4 th Qtr 2013
	Sq. Ft or Units	Sq. Ft or Units	Sq. Ft or Units	Sq. Ft or Units	Sq. Ft or Units
Commercial	35,154	20,110	8,609	186,785	44,016
Office	7,208	19,000	25,100	672,000	467,000
Institutional	0	0	79,053	17,537	30,527
Multifamily Residential	23	267	0	467	198
Single Family Residential	38	118	308	50	0

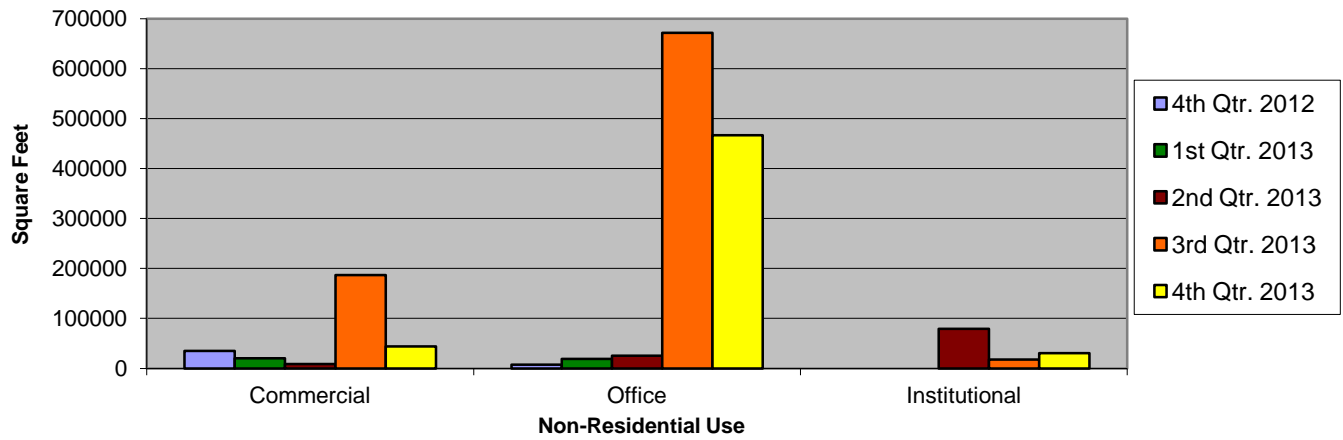
Quarterly Approval Comparison: Accessory Use, Temporary Use and Sign

	4 th Qtr 2012	1 st Qtr 2013	2 nd Qtr 2013	3 rd Qtr 2013	4 th Qtr 2013
Accessory Use Permits	27	26	26	11	13
Temporary Use Permits	43	38	61	41	50
Sign Permits	94	123	118	114	138

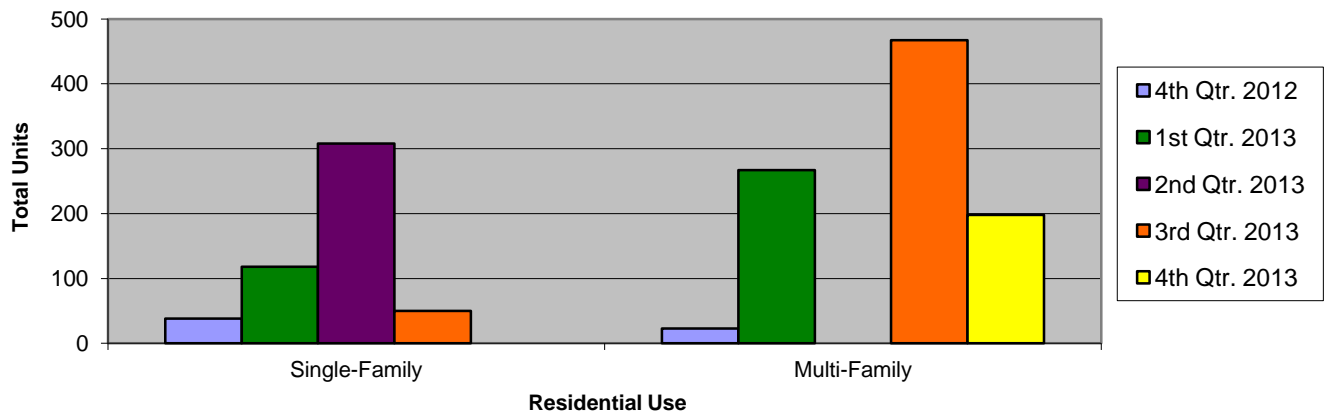
Quarterly Approval Comparison (Public Hearings)



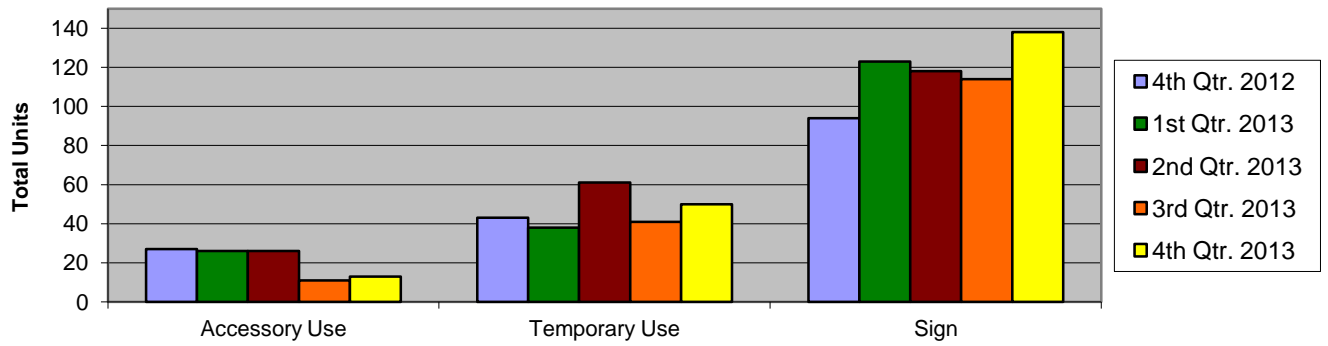
Quarterly Non-Residential Development Plan Approval Comparison (Square Feet)



Quarterly Residential Development Plan Approval Comparison (Number of Units)



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



Annexation

Since the last quarterly report, the Town grew by 224.5 acres through annexation of Town-owned land bringing the size of Cary to 36,628 acres (57.23 square miles).

Population

As of January 1, 2014, the Town of Cary's population is estimated at 147,561, an increase of 3,832 (+2.67%) since the January 1, 2013 estimate. This estimate is based on the number of Certificates of Occupancy issued.

Infrastructure

Reduce Congestion through Intersection Improvements Project (Bond Funded)

Town staff tracks the traffic operations of all signalized intersections within Town limits. Intersections with failing Levels of Service (LOS) are analyzed to determine what geometric or signal timing improvements are needed to improve the LOS to an acceptable level. After considering both operational characteristics and safety concerns, the following intersections were chosen to be included in this project: Kildaire Farm Road and Cary Parkway, Cary Parkway and Evans Road, NW Maynard Road and Chapel Hill Road, Cary Parkway near US 1/64 Ramps. After analyzing and evaluating each intersection based on the traffic data provided by the consultant, the scope of the proposed improvements was narrowed down to include the following improvements:

- [Kildaire Farm Road and Cary Parkway Intersection](#) – *New eastbound right turn lane on Cary Parkway, new additional eastbound and westbound left turn lanes on Cary Parkway, a new southbound right turn lane on Kildaire Farm Road, and a metal pole mast arm signal upgrade.*
- [Cary Parkway and Evans Road Intersection](#) – *New additional eastbound left turn lane on Cary Parkway, new southbound right turn lane and sidewalk on Evans Road, new signal modifications, pedestrian push buttons, and crosswalks.*
- [NW Maynard Road and Chapel Hill Road Intersection](#) – *Reconfigure the existing lane markings to include an additional left turn lane on westbound Chapel Hill Road, a new pedestrian refuge island on eastbound Chapel Hill Road, new high visibility crosswalk on westbound Chapel Hill Road, and relocate the pedestrian crossing button closer to sidewalk on southeast corner of intersection.*
- [NW Maynard Road and High House Road Intersection](#) – *Proposed improvements include a new southbound right turn lane on NW Maynard Road, metal pole mast arm signal upgrade, new high visibility crosswalk on High House Road connecting the greenway, and relocate pedestrian crossing button closer to sidewalk on northwest corner of intersection.*
- [Cary Parkway near US 1/64 Ramps Intersection](#) – *Proposed improvements include road widening to accommodate new through lane.*

A public workshop was held on January 8, 2014 to present the proposed intersection improvements to the public. Comments from the public workshop will be presented to Town Council for consideration and final approval of the project scope.

Morrisville Parkway Extension

Town staff and consultants have been working to get the planning and design in place to complete the final segment of Morrisville Parkway between NC 55 and Green Level Church Road. Developments on both ends of the segment are helping expedite the construction and will have nearly half of the length completed by summer 2014. The developers of the Fryars Gate subdivision will likely build another 1,000 feet of the extension within the next 18 months, leaving only the connections to the existing NC 540 bridge.

Work on this last ½-mile segment at the interchange has cleared several major hurdles over the last few months. First, the Town has completed the draft Environmental Assessment document and received minor comments from NCDOT. Our consultants are wrapping up revisions based on the comments before sending the document to the Federal Highway Administration for final review and approval. Their approval will finalize the environmental planning for the roadway. The Town has also started on final design with our consultant and should have construction plans by early 2015. This sets us up well for the construction of the project starting mid to late 2015, based on recent news of CAMPO's recent

recommendation for \$3.0 million in construction funding towards Morrisville Parkway. The project was the top scoring roadway project in this year's submittals and, pending approval, the funds will help us make the final link of the roadway a reality by 2016.

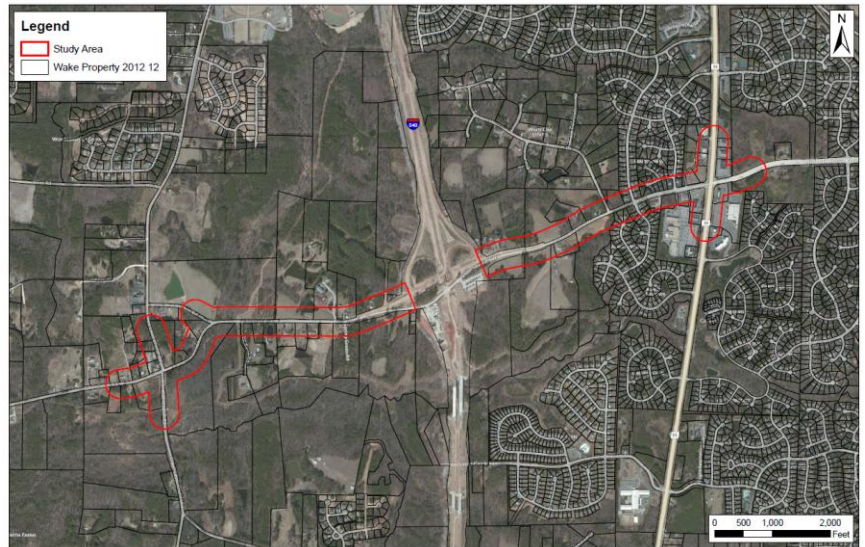
Green Level West Road Widening (Bond Funded)

The project involves the planning and design of widening Green Level West Road from NC 55 to Green Level Church Road; however, the construction project will be limited from NC 540 to NC 55. A public workshop was held on October 29, 2013 for the public to review and comment on the preliminary design map alternatives. Preliminary 25% plans will be submitted to the North Carolina Department of Transportation (NCDOT) at the end of the month for review. The preliminary plans incorporate the comments received from the public workshop in October 2013. A second public workshop will be held in the spring to receive feedback on the design.

Study Area for the Green Level West Road Widening Project

Green Level Church Road to NC 540 (western project segment) – Project Funded for Design Only

NC 540 Interchange to NC 55 (eastern project segment) – Project Funded for Design and Construction



NC Railroad Corridor Update

While the pace of high-speed and regional rail plans have slowed with political debate over the past year, the Town continues to participate in planning activities to determine the potential for future grade separations and crossing improvements that would improve mobility and safety if the various rail projects were to occur.

Town staff, in coordination with NCDOT Rail, CAMPO, NC Railroad Company, and Triangle Transit, has started work on a feasibility study looking at a possible **N Harrison Avenue bridge over the NCR line**. The Town's consultant team has developed three concepts that include bridging over the NCR/Norfolk Southern corridor only, bridging both NCR and CSX corridors, and realigning the CSX tracks into the NCR corridor further west. The study team has held initial meetings with Norfolk Southern and CSX to discuss the study and the concepts. The first public visioning workshop will be held on February 4th at the Cary Chamber of Commerce to get citizens involved and to share ideas. Public input from that workshop and findings from several small group meetings will help determine a preferred alternative to move forward with in the study. The final report will be available late this summer.

As for other crossings between Cary and Raleigh, CAMPO will be advertising a **rail separation study for East Cary and West Raleigh** in February that will look at the feasibility and options for improved crossings as well as economic development opportunities at these nodes. In Cary, the study will evaluate potential over-/underpasses at NW Maynard and Trinity Roads near E Chatham Street. The study will begin this summer and is anticipated to finish summer/fall 2015.

NCDOT advertised the **Morrisville Parkway/NC Railroad Grade Separation Project** near Park West Village late in 2013 and has awarded the project construction to Fred Smith Company. The project construction is set to begin construction in April 2014 with a scheduled completion date in May 2017. NCDOT announced earlier in 2013 that, based on considerable public input, they chose to build the railroad bridge with a method that will take longer overall but reduce the crossing closure and associated detours from 36 months to 6-8 months.

Parks and Greenways

- Bartley Park (Bond Funded) – Consultant team has received all permits and is finalizing the bid package. A final bidding and construction schedule is currently being developed.
- Carpenter Neighborhood Park (Bond Funded) – Staff and Consultant are reviewing design and budget options for the new neighborhood Park located at corner of Louis Stephens Drive and Morrisville Carpenter Road for Town’s review.
- Downtown Park (Bond Funded) – Additional funding was appropriated for the project bringing the total budget to \$5.2 million.
- Sports Turf Fields (Bond Funded) – A kickoff meeting was held and survey of the sites has been completed.
- Mills Park Phase II/Panther Creek Greenway (Bond Funded) – A consultant team was selected and contract negotiations are underway in order to begin the project. Since these two bond projects are located on the same property in western Cary, it is more efficient to combine the projects.
- White Oak Creek Greenway (Bond Funded)
 - The Town’s grant application in summer 2013 to Wake County for an additional \$3.5 million to connect the White Oak Creek Greenway to the American Tobacco Trail was unsuccessful.
 - MacArthur Section – Consultant team selected and preliminary work begun. This section of trail will require a grade separated crossing of railroad tracks. Staff has identified potential grant funding to assist in constructing this segment of trail.
 - Greenway Segment West of Green Level Church Road – Staff believes that town will receive a \$2.7 million grant for easement acquisition and construction.
- Old Reedy Creek Road Trailhead Park Project (Federal Grant) – Project includes developing an 82 car parking lot and restroom on Wake County property adjacent to Old Reedy Creek Road. The trailhead will provide access to the Black Creek Greenway, Lake Crabtree County Park and Umstead State Park.
- Morrisville Connecting Trails – This project includes making connections to three trails that will connect with Morrisville greenway system. Construction began in August and two of the three segments are open to the public.
- NC 55 Multi-Use Trail Project (Federal Grant) – Construction began in July to 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).



Buildings and Other Facilities

- Fire Station 2 (bond funded) – Building design of the facility that will be located at 601 E. Chatham Street, is in the final stages. Construction should begin in summer 2014 and conclude in fall 2015.

- WakeMed Soccer Park – Video Board (Hotel Occupancy Project) – The video board and new sound system was installed in time for the NCAA Women’s College Cup Soccer Championships in December.
- The Cary Downtown Theater – Construction continued and neared substantial completion. The marquee took shape and the sound and lights in the facility arrived and were readied for installation. Plans for programming for the first six months were started. Equipment and staffing for operations was started to be put into place for the opening in 2014.



Western Wake Regional Wastewater Management Facilities

All eight of the major construction contracts are underway and remain on schedule. The picture from January 2014 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 test and start-up equipment and control systems is under way. Major work on all equipment and structures is now complete. Substantial completion of this project is expected ahead of schedule.
- Contract 2 (Biosolids Handling Facility): All major equipment has been installed. Work continues on electrical installation.
- Contract 3 (Operations and Maintenance Building): Substantially complete with buildings now in use by Town staff.
- Contract 4 (Effluent Pump Station): Nearing substantial completion.
- Contract 5 (Effluent Pipeline): Pipe is installed from Shearon Harris Road to approximately 100 feet north of the first Buckhorn Road Crossing. Construction of the headwall structure at the outfall is beginning. Pipe installation continues south towards the Cape Fear River discharge locations.
- Contract 6 (West Cary Pump Station upgrades and Beaver Creek Pump Station): All major equipment has been installed and tested successfully. Work



continues with electrical and control systems and yard piping. Building construction is near completion.

- Contract 7 (West Reedy Branch and Beaver Creek Gravity Sewer): Pipe installation is complete for the West Reedy Branch Gravity Sewer and within 300 feet of completion on the Beaver Creek Gravity Sewer. Upon completion of the Beaver Creek Gravity Sewer, installation will begin on the portion of the West Cary Force Main between the pump station and White Oak Creek.
- Contract 8 (Beaver Creek force main): Pipeline installation is complete. Contractor working to finish final punch list items.
- [Newsletters](#) were sent to residents near the project in January 2014. Water and sewer extensions serving residents adjacent to the Facility are in progress and expected to be complete in late 2014.

Cary/Apex Water Treatment Facility: Phase III Expansion Project

Final design and construction bid documents are being completed for the Cary/Apex Water Treatment Facility Phase III Expansion. The project, which will expand the facility’s treatment capacity from 40 to 56 million gallons per day, is scheduled for construction bidding over the next two months. Construction duration is expected to be approximately 24-30 months with substantial completion scheduled for late spring 2016.

Water Conservation

	FY09	FY10	FY11	FY12	FY13	FY14 through 12/31/13
Rain Barrel Kits	43	69	100	71	68	13
Rain Barrel Drums	34	103	136	113	131	30
Rain Barrels	186	98	143	117	106	31
High Efficiency Toilet rebates	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>	317 <i>of 790</i>
Turf Buy Back rebates	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>	N/A

Looking ahead...Fix a Leak Week: For the 6th year in a row, Cary will participate in the EPA's Fix a Leak Week Campaign, March 17-23, 2014. This year’s campaign encourages customers to log in to their Aquastar Web portal to make sure their water use matches their expectations – and if not, to identify and fix leaks – and to set leak alerts.

Jordan Lake Partnership and Round 4 Jordan Lake Allocation Process

The Jordan Lake Partnership is finalizing a 50-year Water Supply Plan that includes secure water supply plans for its thirteen members. Consistent with that plan, Cary, Apex, Morrisville and Wake County (for RTP South) will be submitting a draft allocation application. The current Division of Water Resources (DWR) schedule calls for draft applications to be submitted this spring, after which DWR will review the applications and perform modeling analysis. Final applications will likely be submitted this fall and we expect the allocations to be made by the EMC as early as Fall 2015.

Cary/Apex Water Treatment Facility: Phase III Expansion Project

Final construction design and permitting activities are underway for the Cary/Apex Water Treatment Facility Phase III Expansion. The project, which will expand the facility’s treatment capacity from 40 to

56 million gallons per day, is scheduled to open bids for construction in March 2014. Construction is scheduled to begin this spring and be operational by summer 2016.

Chatham County Floodplain Maps

- FEMA released preliminary maps for Chatham County in November 2013.
- Preliminary maps are open to comment or appeal for ninety days (Jan through March 2014)
- Town hosted a public meeting on December 17, 2013 at Fire Station 8 to allow citizens to preview the preliminary maps. NC Flood Maps and Chatham County representatives also attended to answer citizens' questions.
- Staff has received no comments outside the public meeting regarding the map changes.
- Flood limits changed as a result of the flood map changes on nine residential lots and property belonging to three HOAs.
- LDO update will be required to adopt the new maps once the appeal period has expired and the maps are finalized.

Wake County Floodplain Maps

- Staff is preparing a communications plan for the Wake County FEMA Map update since it will likely impact many Cary citizens.
- The latest update from FEMA is that the preliminary maps are expected to be released in May or June 2014.
- The Town will host public meeting(s) to present the preliminary maps to citizens.
- LDO update will be required to adopt the new maps once the appeal period has expired and the maps are finalized.

Stormwater Projects

- Oxpens, S West Street, Vickie Drive, Roundtree Court, Rattle Snap Court, Marilyn Circle, and Kilarney Drive Drainage improvement projects substantially complete or accepted.
- Holloway Street Drainage Improvements Project is 90% complete.
- Woodland Drive, Waldo Street, Summer Lakes Drive, Willow Street, Prince William Lane, Picturesque Lane, Brookgreen Drive, W Chatham Street and Penny Road Drainage Improvement projects under design.

Operations

Spruce

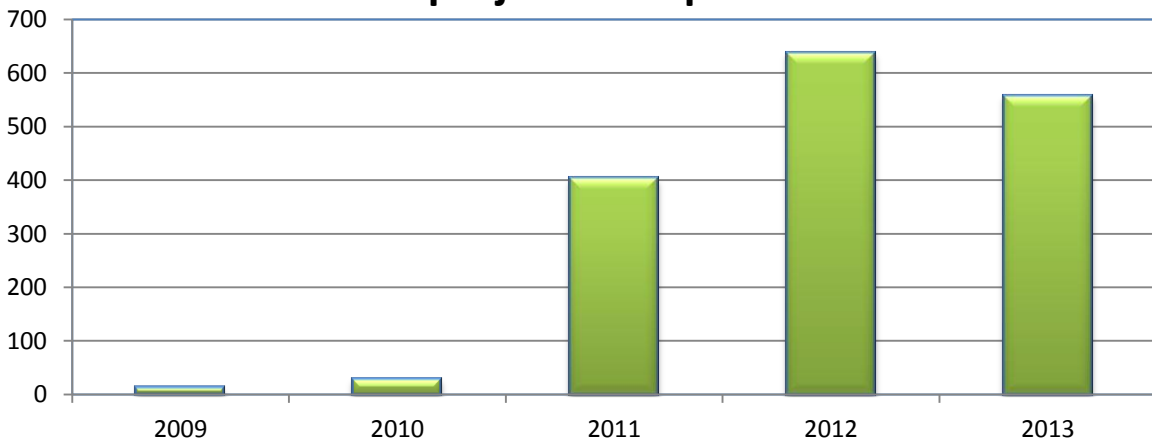
Four seasons of service with Spruce



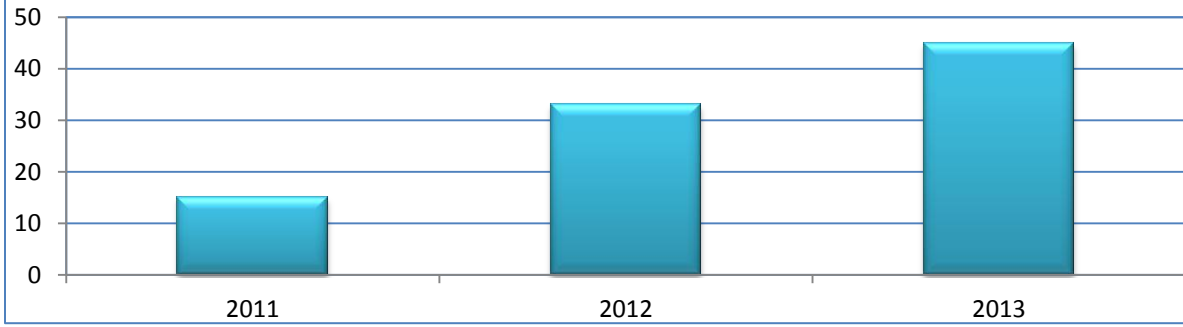
Halloween trail ride and litter collection



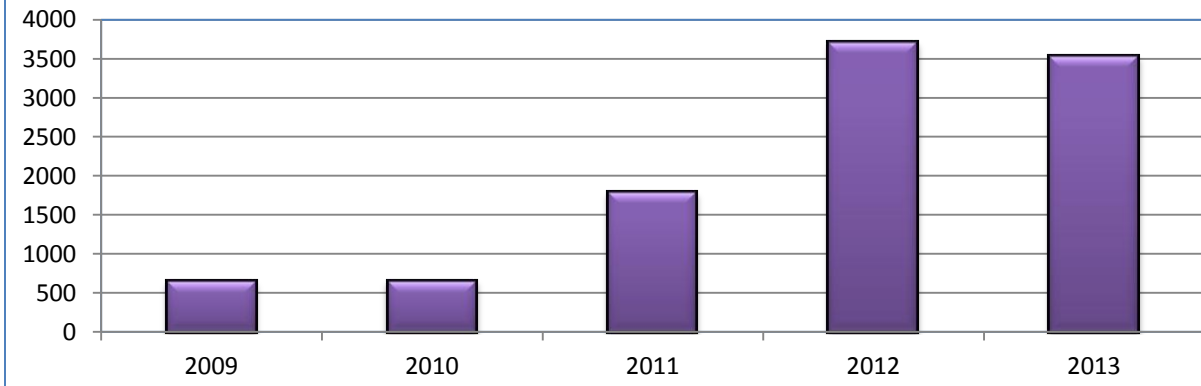
of projects completed



of Adopt a Spot locations



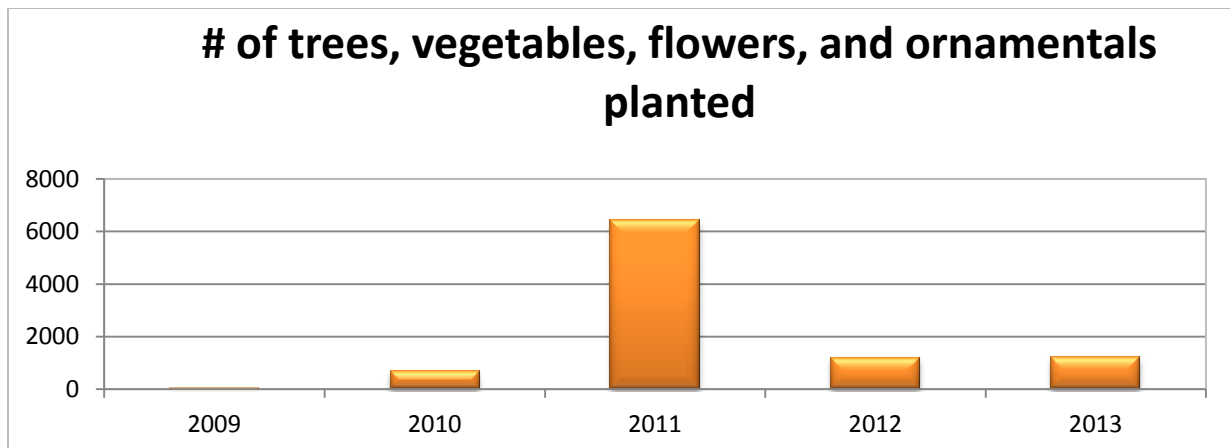
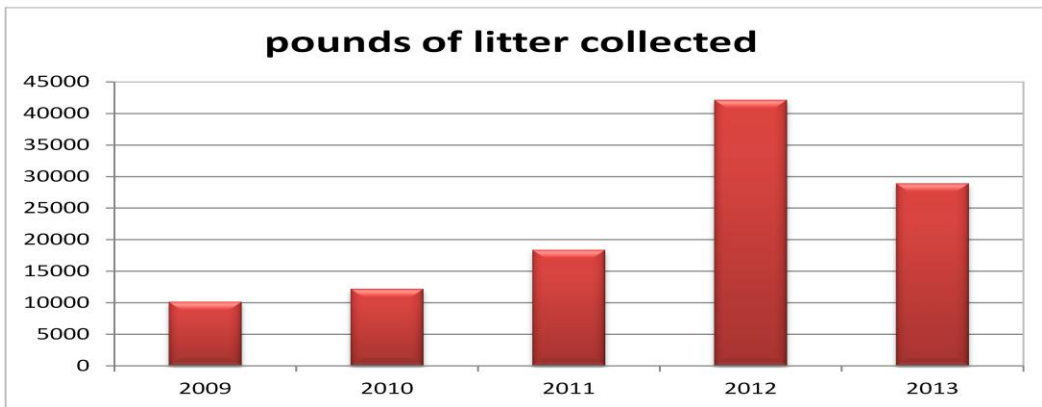
of volunteers

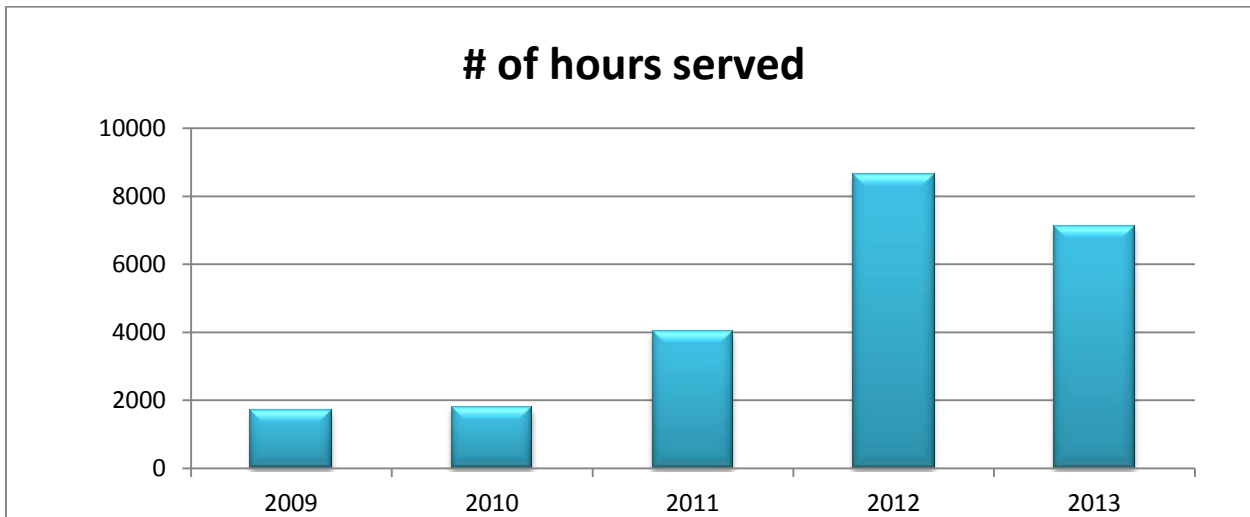
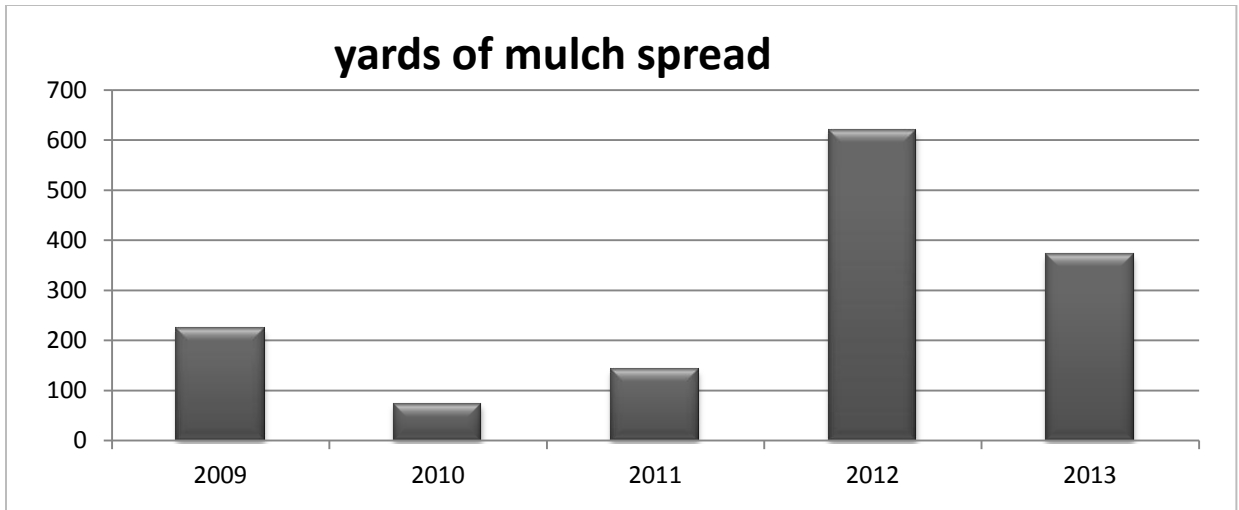


Project locations include parks, trails, streets, streams, school campuses, and business areas.



Other beautification activities not reflected here include stream restoration, building public eco art, building and maintaining school gardens, and renovating the compost education center.

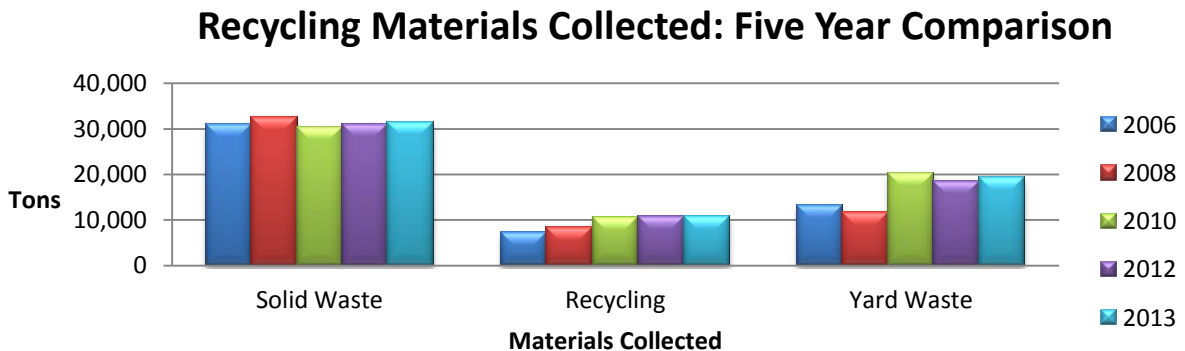




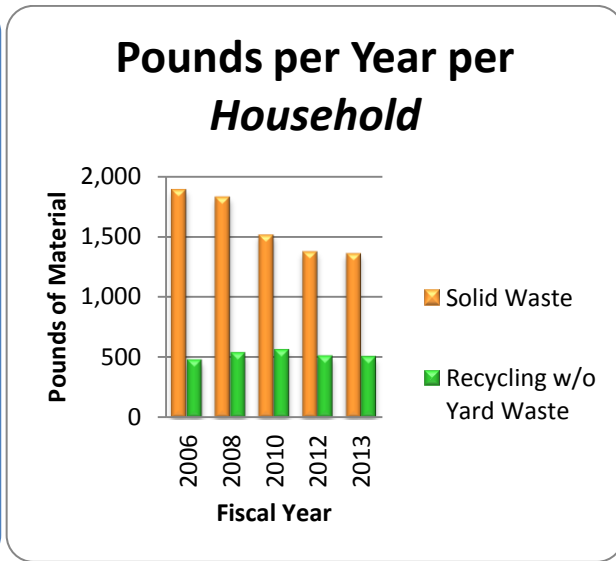
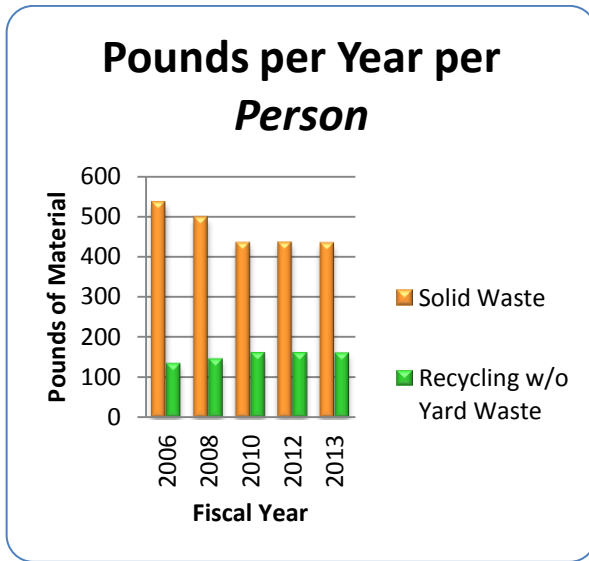
Spruce volunteers also support the following Town events: MLK Day of Service, Arbor Day, Compost Giveaway, Spring and Fall Litter Sweeps, Earth Day/Spring Daze, Household Hazardous Waste collection, Lazy Daze, Reuse Rodeo, and America Recycles Day paper shred

Solid Waste

Listed below is a graph showing volumes of garbage, recycling and yard waste/leaf collection for the years 2006, 2008, 2010, 2012 and 2013.

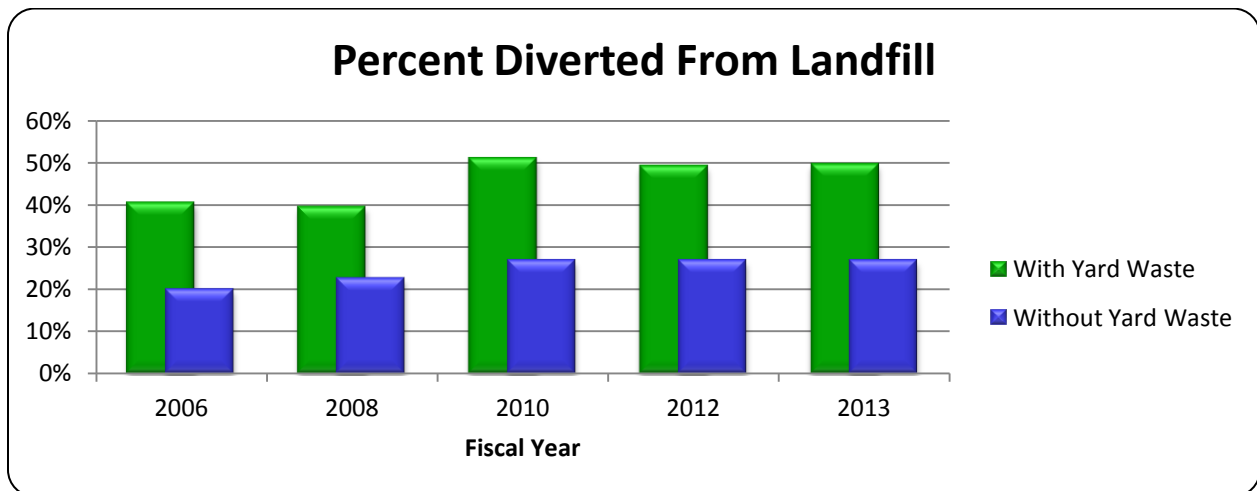


Note that from 2008 to 2010, as garbage tonnage decreased, recycling tonnage increased. In 2007, the Town shifted its curb-sort program to a commingled system using 18 gallon bins. In 2009, the Town switched to 65 gallon roll-out carts every other week collection using automated trucks with the first full year of automation being 2010. Even with population growth, it is evident this conversion reduced our garbage tonnages as we started to see our recycling tonnage increase. We are confident this is due to the ease and simplicity this program and our citizens' commitment to the recycling program as a whole. Additionally, in 2009 the Town added four new materials; chip board, mixed paper, telephone books, and junk mail. On October 1, 2012, we added four more items that may be recycled; lids, shredded paper, metals pots and pans, and egg carton/cup trays. Although this did not significantly increase our tonnages, we responded to our citizens' desire to recycle more and throw away less.

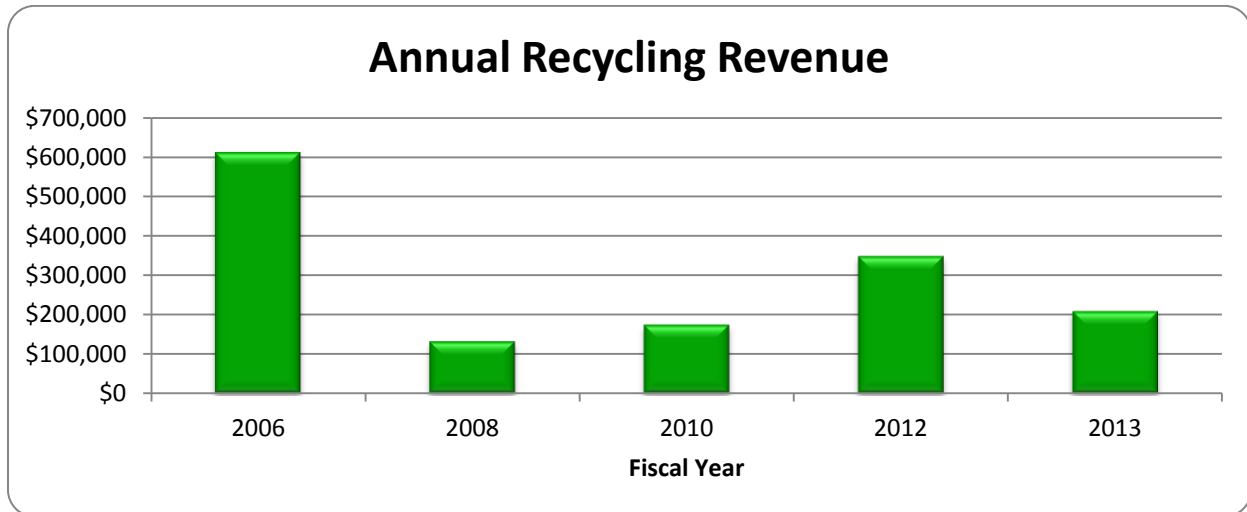


Over the past seven years, as population increased, garbage disposal per person decreased, mainly due to the system conversion.

The graph below illustrates the percentage of material we are diverting from the landfill. A significant increase in our diversion rate (without yard waste) occurred during 2010, the first full year of automated comingled recycling. Since 2010, our recycling diversion rate has been consistently near 27%.



Another interesting trend is our recycling revenue, which is influenced by the global markets. As indicated in the chart below, the economy in 2006 was quite strong, as the Town was seeing record proceeds from materials sold, averaging \$57 per ton or \$600,000 per year. Conversely, with the downturn in the economy, we are now selling our material for an average of \$18 per ton or \$200,000 per year.



Cary/Apex Water Treatment Facility (CAWTF)

Water demand for the quarter averaged approximately 15.3 million gallons per day which was 0.2 million gallons per day higher than the same period in 2012 when water demand averaged 15.1 million gallons per day. Overall, daily water demand for the year in 2013 averaged approximately 16.2 million gallons per day which was 0.4 million gallons per day lower than the yearly average for 2012 when water demand averaged approximately 16.6 million gallons per day.

The predominantly cooler and wetter summer of 2013 resulted in a maximum daily water demand for this year of 22.8 million gallons which was considerably lower than the 2012 maximum day demand of 29.0 million gallons.

North Cary Water Reclamation Facility (NCWRF)

The NCWRF continued performing exceptionally well in treating wastewater to high levels of nitrogen and phosphorus removal. During the fourth quarter of 2013, total nitrogen was reduced by 96% and total phosphorus was reduced by approximately 92%. 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 6.50 million gallons per day during the fourth quarter.

South Cary Water Reclamation Facility

During the fourth quarter, the SCWRF treated an average of 5.0 million gallons per day and achieved high levels of nitrogen and phosphorus removal. Total nitrogen was reduced by 95% and total phosphorus was also reduced by 95%. 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. During the 2013 calendar year, the SCWRF Biosolids Thermal Drying Facility processed a combined total of 7.3 million gallons of biosolids from NCWRF, SCWRF, and Town of

Apex and produced 3,500 tons of a Class A, Exceptional Quality biosolids product for customers to use as soil amendment and/or fertilizer.

Residential Waste Cooking Oil Recycling

The Residential Curbside Cooking Oil Collection Program continues to attract steady participation from residents. In 2013, the town performed 655 curbside collections with a total volume of 1,565 gallons that was recycled into biofuel. The Town continues to contract with Piedmont Biofuels for cooking oil recycling and receives \$1.50 per gallon for the waste cooking oils.

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 began on July 1 and lasted until December 31, 2013. Successful cooking oil collection events were performed at Williamsburg Manor, Traditions at Stonewater, and Weston Place Town homes during the pilot. Although only small volumes of oils were collected, the Town was able to communicate with residents and property managers on the proper disposal of used cooking oils. The pilot program provided the Pretreatment Division with an opportunity to develop a process that can be used in multi-family dwellings where grease accumulations in the sewer system are noted in the future.

WakeMed Soccer Park

- The RailHawks hosted two matches this quarter with attendance of 6,825. Total 2013 attendance for exhibition, regular season or US Open Cup matches was 64,994, an increase of approximately 18% from 2012.
- WakeMed Soccer Park was a “Park and Ride” location for the NC State Fair in 2013 with 29,549 riders utilizing the service.
- In October 2013, WakeMed Soccer Park hosted the TFC Columbus Day Classic at WakeMed Soccer Park, Middle Creek Park, and Mills Park. This event brought in over 200 teams to Cary over the course of the two day tournament.
- The Greater Raleigh Sports Alliance, Capital Area Soccer League, and the Town of Cary hosted the ACC Women’s Soccer Championships in November. The two day event had approximately 3,700 spectators attend the semi finals and championship match.
- The Greater Raleigh Sports Alliance, Capital Area Soccer League, Campbell University and the Town of Cary hosted the NCAA Women’s College Cup Soccer Championships in December. This four day event had approximately 12,000 spectators attending the semi finals and championship match. Below is a picture from Friday where just over 10,000 spectators watched a great night of women’s college soccer action under a perfect 70 degree December night.



- “Cause runs” on the Cross Country Course were held by 2nd Chance Pet Adoption, Save a Life 5K, Resurrection Lutheran School, Hospice, TFC, NR Road Racing, and Cause to Run. These events brought in approximately 2,100 runners and spectators.
- High school, middle school, and college cross country season continued with weekly use by many local high schools and middle schools. These weekly trainings and meets bring thousands of young runners to our course each year. The three largest events during this time period were the Great American Cross Country Festival, the Nike Cross National Cross Country Regionals and the NCHSAA Mideast 1A, 3A and 4A regional competitions. These events brought in 6,882 runners and spectators.
- Total tracked attendance during the fourth quarter for the facility was 95,112.

WakeMed Soccer Park	2013 Revenues	FY2014 Revenue Budget	2014 Revenues December 31, 2013
TOTAL REVENUE	\$497,494	\$705,764	\$404,522

WakeMed Soccer Park Economic Impact	2011 Season	2012 Season	2013 Season Projected
Groups Served	80	80	87
Total Attendance	186,510	210,687	220,000
Total Economic Impact	\$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)

- Town of Cary Fall Major League (age 14-16) games were held during October and November.
- NTC Baseball and Softball instructors completed 28 one-on-one lessons during the quarter.
- Fields at the NTC were shut down for outside rentals in early November this year due to expanded summer time use and rentals.

USAB National Training Complex	FY2013 Revenues	FY2014 Revenue Budget	2014 Revenues December 31, 2013
TOTAL REVENUE	\$485,395	\$470,485	*\$61,154

*Majority of NTC revenue is generated in 1st and 2nd quarters.

USA Baseball NTC Economic Impact*	2012 Season	2013 Season	2014 Season Projected
Groups Served	27	26	26
Total Attendance	61,000	64,500	68,400
Total Economic Impact	\$2,386,318	\$2,402,215	\$2,500,000

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

Cary Tennis Park

- The Tennis Park held the STA Bullfrog Southern Section Championships October 11-14 with 256 players (12 & under and 14 & under) from nine states.
- Cary Tennis Park hosted the USTA/ITA Men’s Regional Qualifier for the Fall National Championships October 17-21 for 128 singles players and 32 doubles teams from North and South Carolina.
- 141 adults participated in the Western Wake Tennis Association (WWTA) Harvest Doubles Adult Tournament November 1-3.
- The Cary Fall Futures was held November 8-10, with 214 players ages 8 to 18 participating.
- The Cary Winter Championships was held December 20-22 with 169 players ages 8-18 participating.

Cary Tennis Park	FY2013 Revenues	FY2014 Revenue Budget	2014 Revenues Dec 31, 2013
TOTAL REVENUE	\$1,319,859	\$1,445,990	\$700,180

Cary Tennis Park Economic Impact	2012 Season	2013 Season	2014 Season Projected
Total Attendance	267,203	251,061	254,000
Total Economic Impact	\$1,984,631	\$1,438,997	\$1,405,000

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

Sk8-Cary

The annual Fall BMX and Skate contests were held in October with a total of 77 participants generating over \$2,800 in registration, concessions, and merchandise sales.

Red Ribbon Poster Contest – The annual event, in collaboration with the Police Department, to promote a drug-free lifestyle resulted in a record number of middle school participants. School level winners advanced to a Town-wide competition with over 30 posters displayed at Cary Arts Center.



Hemlock Bluffs Programs

The Friends of Hemlock Bluffs donated \$9,200 to the Town to provide assistance in renovating and upgrading exhibits in the Stevens Nature Center. This donation was officially presented



at the January 9 Town Council meeting. Volunteers continue to provide trail maintenance and program support (see chart below). During this quarter, there were two Eagle Scout projects, one silver Girl Scout project (photo below) and a NC environmental educator certification project competed that provided 327 hours of service as well as additional costs savings to the Town.

	#Volunteers	Vol. Hours	Cost Savings
Trail Workdays	375	906	\$18,337
Programs	10	25	\$ 506
Total	385	931	\$18,843

Middle Creek Community Center (MCCC)

Program participation continues to increase at MCCC. For this quarter participation has increased 52.6% compared to October-December 2013.

Participation	Oct	Nov	Dec	Second quarter totals	Avg./month
2013	1,022	1,374	742	3,138	1,046
2012	541	732	783	2,056	685

Teen Council

Santa’s workshop is one of the many Town of Cary events that Teen Council plans and implements. Over 500 participants attended this year’s event on Saturday, December 7th. The group provided make-it-take-it crafts, and children were able to visit with Santa. Members provided over 3,100 hours of volunteer service for this quarter for an estimated cost savings of \$62,000. Teen Council volunteer efforts are summarized below:



Town Events	790 hours
Teen Council Programs	1,180 hours
Community Event (non-Town events)	1,226 hours
Total	3,196 hours

Senior Center Programs/Events

Facility reservations remain strong with 75 paid rentals for the quarter. Over 500 gifts were wrapped and donated to area senior citizens who are home bound or alone during the holidays. Approximately 1,000 visitors/shoppers at the Annual Craft Fair raised over \$900 for the Senior Volunteer Sewing Group. Staff also planned and implemented a successful Veterans Luncheon (over 300 participants and 40 volunteers).

Bond Park Community Center (BPCC)

BPCC received facility improvements during the month of November/December. Both gyms were closed for floor sanding, refinishing, painting and other repairs. Week-long Track-Out Camp participation has increased compared to 2012 with 219 participants during 7 weeks of camp (average 31 participants/week which is up from 25/week in 2012). Schoolz Out camps had 164 participants during six camp days (average 27/day, which is up from 23/day in 2012). Gross revenue for these programs in 2013 resulted in \$52,231 in fees, an increase of \$2,000 from 2012. The annual Elks Hoop Shoot Co-sponsored by Raleigh-Cary Elks Lodge #735 in December resulted in 44 participants. BPCC hosted a Fall Pickleball Tournament in November with 58 participants from Cary, Chatham County, Wake Forest and Pinehurst, which resulted in revenue of \$870.

Specialized Recreation – Staff planned and implemented the following events October-December 2013:

Event	Date	Participants
Monster Mash Halloween Dance	October 10	40
“Meet & Greet” networking with participants/parents	October 28	30
Movie Night Social	December 5	17

Monster Mash participation doubled from 2012. Attendance has also increased for Cardio Dance Fitness and culinary classes. The Town hosted Wake County Special Olympics basketball competition November 14-15 at Bond Park Community Center with over 300 athletes from western Wake County.



Judy Newsome, Specialized Recreation and Inclusion Specialist, conducted Disability Awareness and Sensitivity Training for Recreation Division staff in November and Cary Arts Center staff in December. Additionally, Judy attended two meetings of the Mayor’s Task Force on Disabilities and one area bowling group to begin networking with potential partners.

Recreation Division	FY2013 Revenues	FY2014 Revenue Budget	2014 Revenues December 31, 2013
TOTAL REVENUE	\$1,419,911	\$1,448,181	\$676,330
	FY2013 Actual	FY14 YTD	FY14 Projected
**PARTICIPATION	74,272	38,551	76,000
** Includes class and program participation at community centers as well as Senior Center, Bond Park Lake, and Stevens Nature Center.			

Cary Arts Center

- Attendance at the Cary Arts Center remained strong during the 2nd quarter with notable increases over last year 2nd quarter numbers in rentals (91%), course attendance (11%), ticketed events (7%), and Open Studio Attendance (20%). Attendance for Administrative Bookings was down (-68%) due to the Jewish Cultural Festival observance moving to a future (TBD) date.
- The Applause! Cary Youth Theatre began its year with a production of “The Importance of Being Earnest.”
- Marvelous Music Series opened its season with a performance by the Gibson Brothers on October 11th followed by a sold out performance of the Dallas Brass on November 16th.
- Marvelous Music Family Series began its season with a partnership with the Cary Ballet to present “A Mini Very Cary Christmas” on December 21st. This performance featured a special added feature of a “Ballerina Tea” where patrons could dress as their favorite ballerina, customize their very own tea cup, and have their picture taken with members of the cast.
- The Cary Arts Center Gallery featured the group exhibition of the Western Wake Studio Tour and the technology inspired work of artist Mark Nystrom who translates the dynamics of wind and music to paper using computers.

Koka Booth Amphitheatre

- The Koka Booth Amphitheatre wrapped up the 2013 event schedule with a wide variety of events in October. Events included two sold out nights of a Murder Mystery Dinner theatre. The event included a catered dinner and an interactive murder mystery that guests were encouraged to solve.
- The annual Diwali Indian Festival returned mid-October and once again attracted a large crowd of 10,000+ and a fireworks display over Symphony Lake.
- National touring artist, Chris Tomlin, performed in late October to a full crowd of 4,000 attendees despite the low evening temperatures.
- The end of October featured the annual Reel-ly Scary Cary movie festival. Spanning three days, patrons were treated to suspenseful and scary movies and a new Haunted Trail. The haunted house that had previously operated at the Cary Arts Center moved out to the Amphitheatre to add an extra element to the Halloween movie series. This new element helped the event demonstrate a profit for the first time since 2001 and attendance increased by 34%. The Amphitheatre event season ended on October 31st. Winterization of the venue and bookings/sales for the next season begin effective November 1st.



Page-Walker Arts & History Center has seen increased overall attendance, which is up 37% for the first half of FY14, as a result of some very successful programs and events, as well as rentals.

- The Page-Walker's fall programming cycle saw a 40.5% revenue increase over the same period last year, yielding \$15,786.
- FY14 2nd quarter rental revenues saw a healthy increase as well, up 28% over last year (from \$9,874 to \$12,674).
- This October's Haunted Twilight Tour of downtown Cary was the biggest ever, with all of the tours sold out. This fun and engaging program was again made possible by a partnership with Cary Players.
- The Friends of Page-Walker kicked off their popular winter concert season with performances in November and December. The December concert (sold out) featured the Raleigh Boychoir, who were so well received that the Boychoir management has asked about making the concert an annual December event.
- Page-Walker's annual Holiday Open House has become a family favorite with Victorian Carolers, horse-drawn carriage rides, crafts for the kids and cookies and warm cider for all. This year 400 participants attended the 2½ hour event – which is timed to lead into the Town's tree lighting.



Downtown Events – A variety of downtown events this quarter continued to draw crowds. The recently landscaped Downtown Performance Green has been receiving lots of positive feedback from event attendees.

- **Friday, October 4** – Seven O'clock Rock Series – Latin Night with the Ricardo Diquez Orchestra – attendance: 400
- **Saturday, October 12** - Downtown Performers Series – Laugh, Riot Night with Clean Comedian John Floyd (this event was moved inside to the Cary Arts Center due to inclement weather) – attendance: 160
- **Saturday, October 26** – Cary's Great Pumpkin Carve – This was a new Downtown event with an attendance of 500 where participants carved 124 pumpkins on the Performance Green at



various carving stations which featured 3D carving lessons and Halloween themed TV specials. The night prior to the Pumpkin Carve, in collaboration with Koka Booth Amphitheatre, staff set up a pumpkin patch at the Reel-ly Scary Cary event and sold 20 pumpkins. This provided an additional aspect to the Koka Booth event and promoted the Downtown event.



- **Monday, December 2-21** – Holly Daze Shoppe – The Shoppe returned for its second year and had an increase in artist participants (46) and an increase in overall traffic.
- **Saturday, December 7th** – Heart of the Holidays: Official Tree Lighting Ceremony – We had a good crowd despite the cold and wind with an attendance of 450.
- **Month of December** – Gifting Tree Project – The 2nd annual Gifting Tree Project had an increase in participants; 20 decorated trees lined Academy Street and competed for the People’s Choice Award (bragging rights + \$500 to favorite charity, courtesy of Waltonwood Active Living).

Public Art

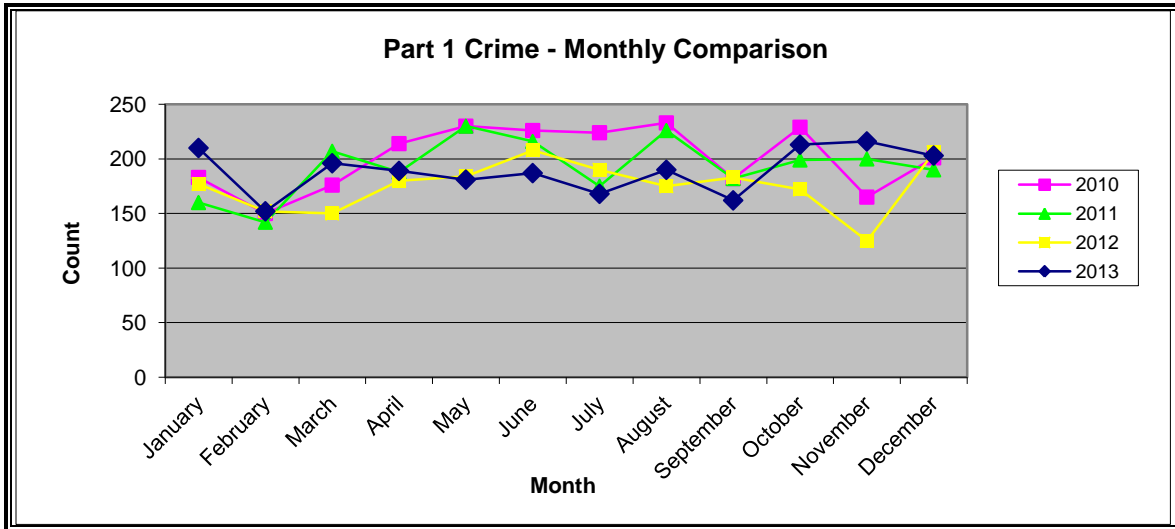
- Organized six exhibitions for Town Hall and Herb Young Community Center, gallery at Cary Arts Center and collaboration on Red Ribbon Student Poster exhibition with Police Department.
- Public Art Fire Station #2 - Two Artist Selection Panel meetings and organized Finalists Artist Site Visit with Cary Fire Department. Interviews of three finalists and final selection of artist Deedee Morrison for the project.
- Public Art Downtown Park – 25% Design Phase - organized Artist Site Visits for artist Larry Kirkland.
- Public Art Academy Street – 25% Design Phase assisted artist Jack Mackie in making his site visits connections with local groups, local artists and local history
- Public Art Carpenter Park – Design Phase with artist Christine Bourdette. Public Art elements include swan benches, arbor gate, markers to entryway
- Public Art Cary Theater – Construction Phase with the artist Matt McConnell. Final installations of public art elements: marquee, lighting, exterior terrazzo floor, interior staircase railings
- Public Art Private Development – assisted developers with their public art projects for The Bradford (High House and Davis) and Parkside Town Commons (Alston Acvity Center)

Crime Statistics

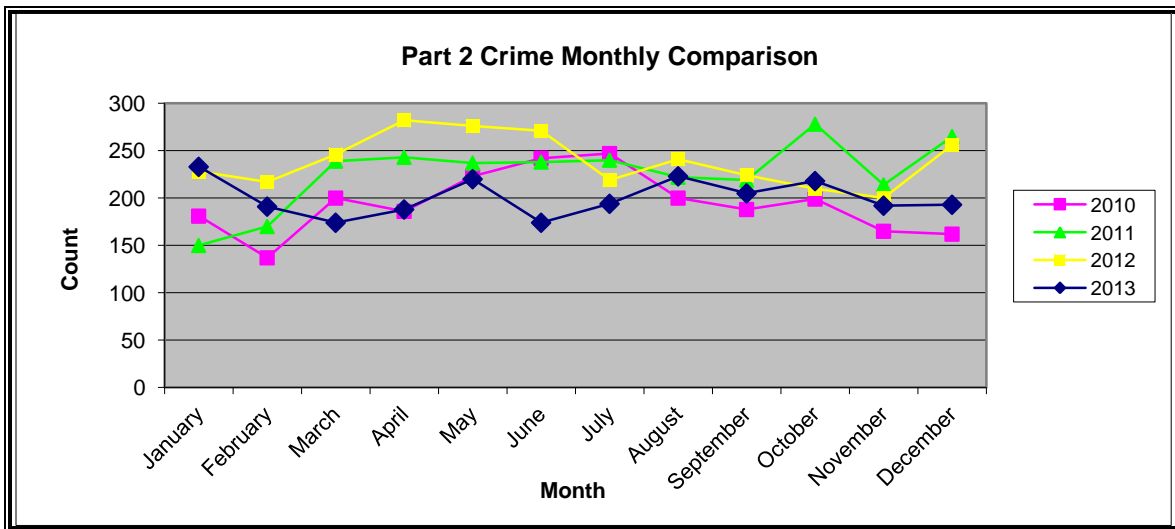
Overall, reported offenses show a 6% decrease through December 2013 over the same time period in 2012. The decrease in overall crime can be attributed to the decrease in both Part 2 crimes and All Other offenses. In particular, there was a notable decrease in reported aggravated assaults (decrease from 67 to 55), forgeries (decrease from 46 to 25), embezzlements (decrease from 38 to 26) and vandalisms (decrease from 646 to 439). Despite the decrease, we did see a slight increase in Part I offenses, which can primarily be attributed to an increase in burglaries (increase from 386 to 422) and larcenies (increase from 1583 to 1725).

Cumulative Comparisons December			
	2012	2013	% Chg
Part 1	2172	2329	7%
Part 2	2995	2592	-13%
All Other	3309	3077	-7%
Total	8476	7998	-6%

Below are the monthly charts that show fluctuations in reported crime each month this year over last year. For the month of December, Part 1 crimes show a 2% decrease in overall reported crimes. This decrease can be attributed to a significant decrease in burglaries (decrease from 58 to 30) and a slight decrease in rapes (decrease from 3 to 1). Despite the decrease, we did see an increase in larcenies (increase from 131 to 155) and robberies (increase from 4 to 8).



For the month of December, there was a 24% decrease in Part 2 crimes. We can attribute this decrease to a drop in drug offenses (decrease from 42 to 29) and vandalisms (from 92 to 31). Despite the decrease, we did see an increase in frauds (from 22 to 40) and sex offenses (increase from 6 to 9).



Criminal Investigations (CID)

On Saturday, October 26, CID participated in a prescription pill take back event and 298 pounds of medication was collected.

Traffic Safety Team

Traffic Safety Officers conducted 2,764 traffic stops during the 4th quarter, they made 110 physical arrests, and they investigated 162 motor vehicle collisions. The team either hosted or participated in 10 multi-agency DWI checkpoints, they participated in a county wide, multi-agency, seat belt enforcement initiative, they conducted 10 traffic safety presentations in our schools, and held three Bike Safe motorcycle safety classes. Officers attended GHSP campaign kick-off events in Raleigh and in Wilmington. As a benefit of our participation in the Governor's Highway Safety Program, our agency

receives points for participating in specific enforcement and education initiatives such as “Click It or Ticket” and “Booze It and Lose It”. Points have a relative value of \$1 per point. Once points are accumulated, our agency is allowed to trade the points back to GHSP in exchange for police equipment. Through December, Cary PD accumulated 17,413 points and has requested three Lidar (speed detection) units, which will deduct about 12,000 points from that total.

Police Field Operations

2013 Q4 Community Outreach by Field Operations Bureau			
Location	# Citizens	# Staff	Details
Day Cares - various	400	8	Halloween Safety presentations
Amberly	25	2	child safety presentation
Fire Safety Festival	150	3	Police display
Cary Park	150	4	Annual Walk to School event (Mills Park MS)
Legault Drive	6	4	Community Watch start up meeting
Cary Park	25	10	Safety Day
West Park	35	2	Crime Prevention presentation @ fall festival
Weycroft	20	1	Crime Prevention presentation @ HOA mtg
Grove at Weldon Ridge	6	1	Community Watch info to Board of Directors
Bond Park Senior Center	85	1	Arts and Crafts Show
Bond Park	12	2	Crime Prevention presentation
Carpenter Village	25	2	Crime Prevention presentation @ HOA mtg
Fire Station 8	6	3	Public Hearing
Preston Village	70	3	Jingle Bells 5K
West Park	40	2	Police display @ Holiday Festival
Cary Park	100	1	Annual Christmas Caroling event
Cary Alliance Church	60	1	Trunk or Treat event
Wood Creek Apartments	50	4	Police display @ Fall Festival
Lodge at Crossroads	88	5	crime alert distribution
Middle Creek Elementary	60	1	Kids safety and drug prevention presentation
Royal Berry Court	20	4	crime alert distribution
Ravenstone Drive	60	6	crime alert distribution
Lodge Apartments	100	5	crime alert distribution
Windsor at Tryon Apartments	100	5	crime alert distribution

Project PHOENIX

- **41** apartment communities are actively participating in Project PHOENIX.
- **28** PHOENIX and PRCR events were hosted at participating communities throughout the quarter.
- Team officers are collaborating with PRCR on utilizing the proposed Mobile Recreation Van for next summer. The proposal is to have a van with two PRCR personnel/instructors with various games and equipment able to deliver programming to our communities. Officer Fulbright has been working on scheduling these events for next spring/summer.
- Team officers and the Triangle Apartment Association hosted our 2nd Property Managers’ Meet & Greet at Weston Lakeside Apartment clubhouse on November 6. 21 property managers and staff members from partnering communities attended this update and networking event.
- Team officers have been working on several CPTED (Crime Prevention Through Environmental Design) annual reassessments for various partnering apartment communities.
- Team officers assisted our School Resource Officers and Wake County Public School System with several lockdown drills.

- On November 6, Lt. Ken Quinlan was a guest speaker for a SAS Webinar. He presented Project PHOENIX to listeners across the country and how the Town utilizes technology to improve our information sharing capabilities with our partnering communities.
- Approximately 30 residents attended a community event at Chancery Village on October 16 that included PHOENIX officers, McGruff and CAP Team/Child ID. Officers spoke about Halloween and general safety topics.
- Another 30 residents attended a community social event on October 26 at Phillip's Swift Creek. The event included a catered cookout and pumpkin carving. PHOENIX officers and McGruff attended and FD brought a truck on site.
- Bennington Woods held its community social on October 30 with approximately 60 residents in attendance.
- A resident's rent check was stolen from the office drop box at the Maples at Kildaire. In addition to solving the crime and charging the suspect, Officer Fulbright worked with the manager to reconfigure the rent "drop box" to prevent future thefts.
- Williamsburg Manor held its community social event on November 30 with approximately 40 residents.
- A fall festival event was held on November 18 at Woodcreek with approximately 200 area residents attending. Cary FD, Traffic Safety Team, CAP Team with Child ID, and PRCR activities were all on site. Volunteers from Hope Community Church also helped with the event.

Community Services

Requests for Home Security Assessments were up in the fourth quarter of 2013, due in part to the residential burglary trends as well as an increase of awareness about our program. We conducted 42 Home Security Assessments in the fourth quarter, compared to 16 during the same period in 2012. We particularly see increases in areas where a new burglary trend is occurring. We are expecting our requests to continue to rise in 2014.

K-9 Unit

During the fourth quarter of 2013, the K-9 team had a total of 123 calls for service. The K9 teams seized more than 29 grams of marijuana and 3.7 grams of cocaine, resulting in 8 felony and 40 misdemeanor charges being filed. The Cary Police Department facilitated its first Basic K9 School allowing us to add K9 "Chase" to the team.



School Resource Officers

There were 46 reported crimes in Cary Schools during the fourth quarter of the year. There was a 58% decrease from the fourth quarter of 2012 to the fourth quarter of 2013.

Fourth Quarter SRO highlights include:

- Taught 31 classes on a variety of topics (bicycle safety, personal safety, bullying, drugs, etc.) to approximately 1,205 students and staff.
- 18 schools have completed lockdown drills with staff and students this quarter.
- There was a program held at Middle Creek High School on October 8th called "VIP for a VIP" (Vehicle Injury Prevention for a Very Important Person). The program consisted of a PowerPoint presentation, guest speaker from a mother who had lost her child in an accident, and

demonstration of a mock crash. There were a total of approximately 900 students who participated in the event.

- Cary High School conducted a K-9 sweep of 15 classrooms on October 29th. No illegal substances were found.
- All of the school crisis plans have been updated for the 2013-14 school year.
- On November 6th, the Police Department and Park/Recreation held the Ribbon Week Poster Contest Celebrations. There were 115 people in attendance.
- The Cary MacGregor Rotary Club will be rewarding the department \$2,000 for Camp Confidence.

CIT Officer of the Year

On October 31, 2013, Officer Jim Smith was named co-winner of the 2013 Wake County Crisis Intervention Team (CIT) Officer of the Year at the annual CIT awards banquet. Crisis Intervention Team Officers receive specialized training on how to recognize and interact with individuals experiencing a mental health crisis. Officer Smith was declared the “larger agency” winner for 2013. He was chosen from among all Wake County agencies participating in the program.

Town Sponsored Special Events (October-December 2013)

Event Name	# of Events	# Officers	Total Hours
Rail Hawks Games	2	17	111
Concerts (Koka Booth)	2	9	71
Town Council Meetings	5	5	20
Special Events			
ACC Tournament	1	8	48
NCAA Tournament	1	17	214
SAS Tournament	1	55	605
Heart of Cary Festival	1	1	6
Tricks or Treats	1	2	6
Town Paper Shred Event	1	2	12
Heart of the Holidays Festival	1	3	36
Holiday Open House (Page Walker)	1	1	2
Zebulon Christmas Parade	1	2	8
Jaycee Christmas Parade	1	21	84
Q4 Total	19	143	1,223
2013 Total	77	550	4,075

Animal Control

Unattended Tethering, TNR (Trap Neuter Release) and Backyard Hens went into effect in Q2 and Q3 of 2012. We are completing our first full calendar year with these new ordinances in place. While more specific data is captured below, we can report that generally speaking these initiatives have not resulted in tremendous amount of new calls for our Animal Control staff. Much of the credit for this belongs to the volunteers from our CCARE members who have worked diligently to manage the TNR initiative to minimize our Animal Control Officers’ time dealing with these calls. So far, that seems to be quite effective as this is the initiative that has had the smallest impact on our staff’s time. Our appreciation is extended to the members of the CCARE group for their valuable assistance with this initiative.

Of the three ordinances, we only had to take one enforcement action, charging a citizen with a violation of the tethering ordinance after being given considerable time within which to come in compliance. After that first charge, and before the expiration of 30 days (which would have initiated a second level charge), the dog owner came into compliance and removed the animal from the tether. Random checks have confirmed that thus far the owner has not reoffended.

The 2013 totals for all three new ordinances are as follows:

Chickens

Total Calls – 20

Total Personnel Time Committed - 10:10:16

TNR

Total Calls – 9

Total Personnel Time Committed - 3:19:46

Tethering

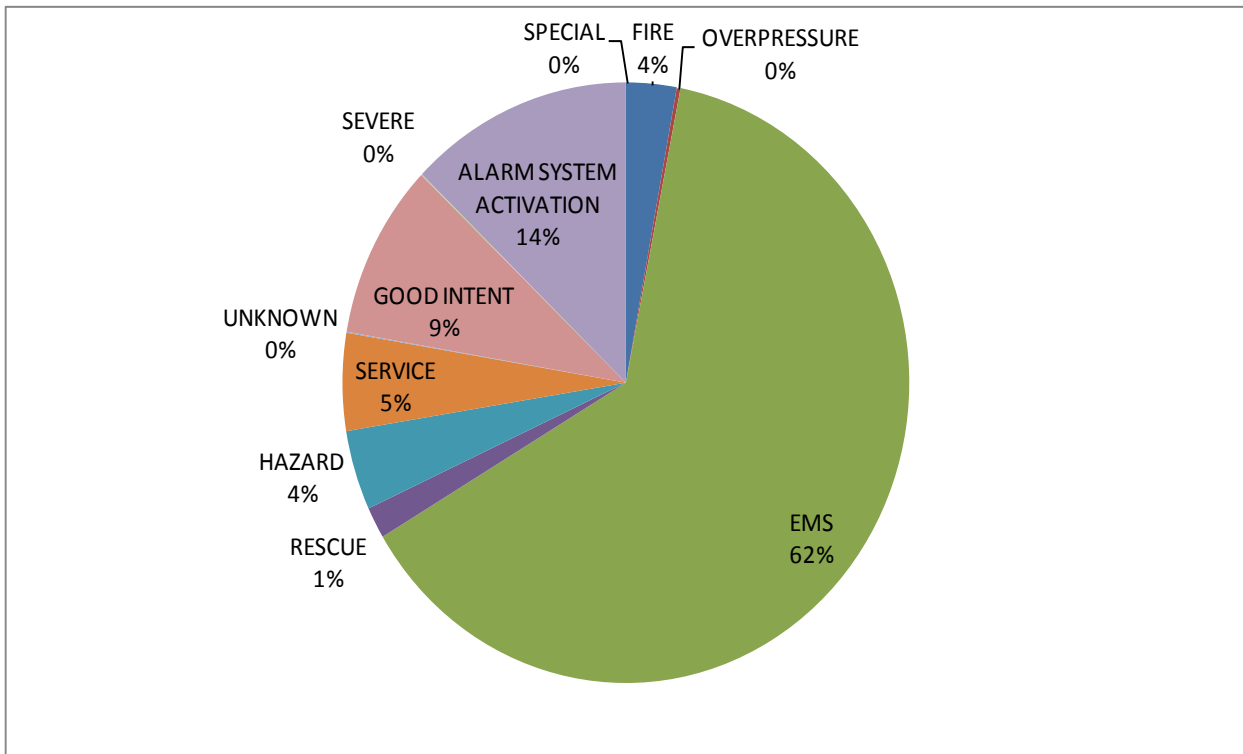
Total Calls – 28

Total Personnel Time Committed - 9:41:16

Animal Control Officer Activity Totals for 2013:

3,368 Calls for Service
 89 Trips to Wake County Animal Care
 117 Animals Received in CPD Clinic
 1,914:49 Time on calls for service (hh:mm)

Fire Department Emergency Response Activity (October – December 2013)

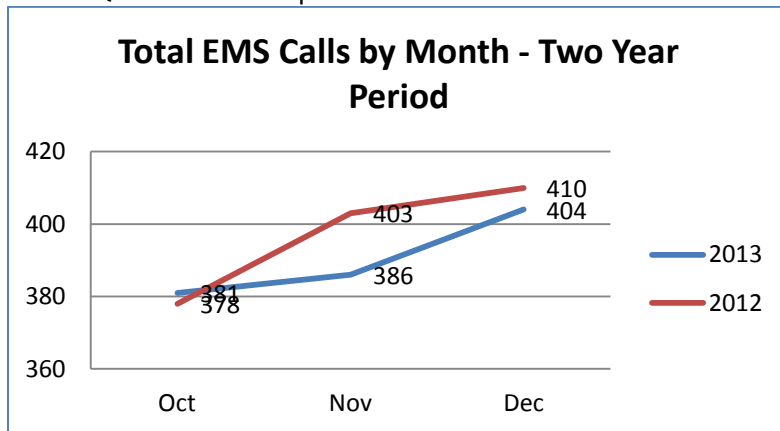


NUMBER OF CALLS BY CATEGORY

Frequencies for Chart 1

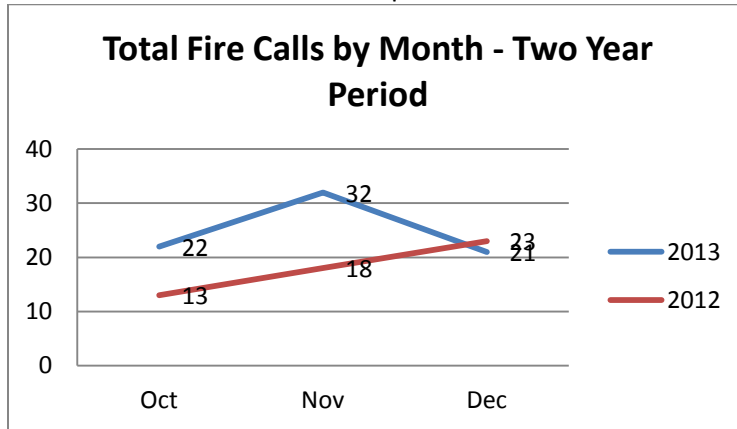
Incident Type	Number
Fire Calls – building fire, cooking fire, vehicle fire, natural vegetation	75
EMS – Emergency Medical Service Incident (medical assist, motor vehicle accident)	1,171
Hazardous Conditions - heat from short circuit (wiring), overheated motor, power line down, vehicle accident, general cleanup (no fire)	81
Rescue – lock-in, search for person on land, extrication of victim from vehicle, removal of victim from elevator, swimming, and swift water	26
Service Call – Person in distress, water problem, smoke or odor removal, assist police or other governmental agency, public service	95
Good Intent Call – dispatched and cancelled en route, no incident found on arrival, authorized controlled burning, smoke scare	175
Alarm Activations – local alarm system, malicious false alarm, system malfunction, sprinkler activation	272
Other – No incident type listed, severe weather, natural disaster, Special Type of Incident, Citizen Complaint, Overpressure/Overheat No Fire (explosion, chemical reaction, excessive heat)	6

Fourth Quarter EMS Frequencies for 2012 and 2013



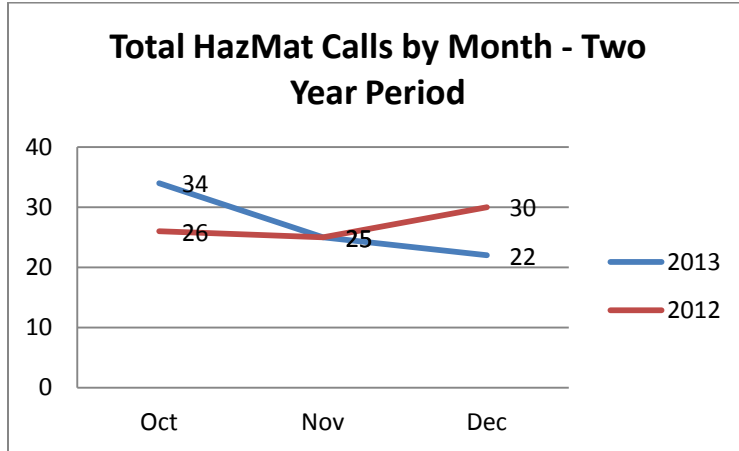
Fourth quarter emergency medical calls decreased 1% in 2013 as compared to the same period in 2012.

Chart 3: Fourth Quarter Fire Frequencies for 2012 and 2013



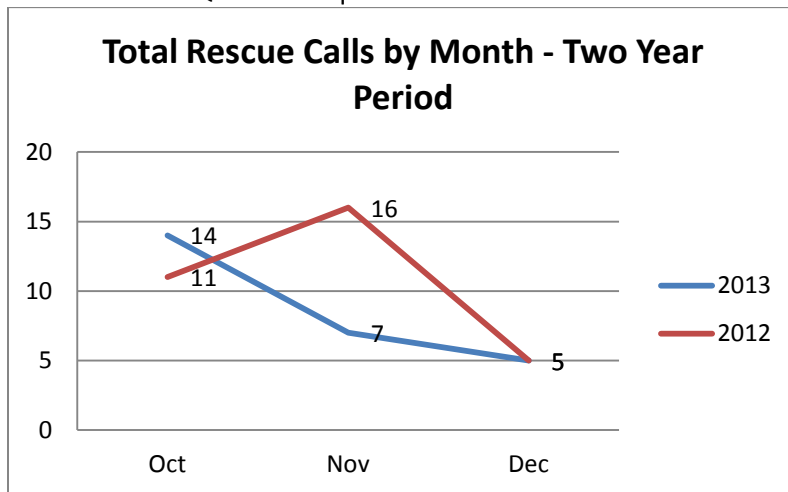
Fourth quarter fire frequency increased 38% in 2013 compared to the same period 2012. While the actual frequencies were low, the increase in fire activity results from more cooking, chimney and vehicle fires during the period.

Fourth Quarter Hazardous Materials Frequencies for 2012 and 2013



Fourth quarter hazardous materials incident frequency was unchanged from 2012 to 2013.

Chart 5: Fourth Quarter Frequencies Rescue for 2012 and 2013

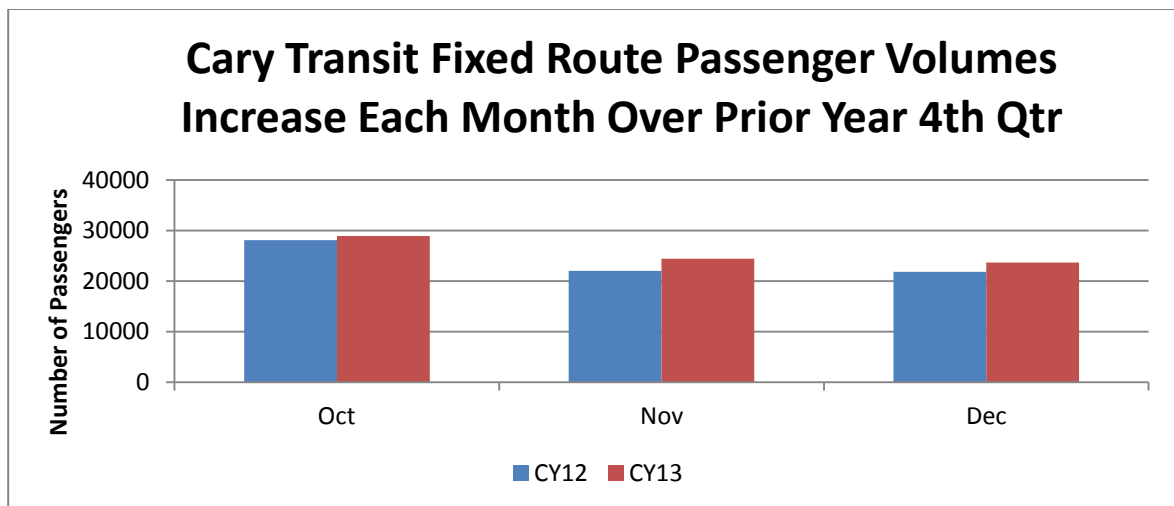


Fourth quarter rescue incident frequency decreased 3% in 2013 from the same period in 2012.

C-Tran

- Employer Outreach/Commuting Survey Research
Transit staff and the Planning Department were approached by Highwoods Property Management (predominant management group for Weston PUD) to research and develop potential transit service scenarios for a new route to serve the large employment population along this corridor. A preliminary proposal was presented to Highwoods and to Town management. While the plan laid out some initial groundwork, it was decided that a comprehensive survey would be implemented to capture commuting patterns and trends, as well as ascertain any transit desires/needs along Weston Parkway. A presentation was given to all major employers at a meeting hosted by Highwoods in early November, and many indicated to C-Tran staff that they were interested in participating. The total number of employers that expressed interest in participating in the survey is 15, which provides the opportunity to capture thousands of responses and valuable data to better design an effective and efficient route. This survey initiative will begin in January 2014, and data reports will be available to employers and Town administration in April. The survey mirrors the TJCOG regional commuting survey for the purpose of maintaining a baseline for comparative purposes between all cities and towns.

- Wake Tech Community College (WTCC) Survey Research: After learning that the WTCC campus at Millpond Village on Kildaire Farm Road will remain open after the opening of the new Western Wake Campus in Morrisville in about two years, transit staff met with administration of WTCC in December to discuss future possibilities to serve their Cary campus. They are experiencing great success with the express route from downtown Raleigh to their main campus (9101 Fayetteville Road, Raleigh). Their enrollment is growing at the Western Wake Campus in Cary, and we wanted to understand how transit options could benefit students who would need or choose to use such a service. C-Tran staff, in consultation with WTCC staff, agreed to implement a survey (similar to the TJCOG survey) tailored to the needs of students at this specific site. This survey is schedule to be conducted on site for faculty and students February 10-14 and results should be available towards the end of March. This data will inform the planning for an effective service and programming to encourage students and faculty to use C-Tran as a means to reach their educational needs.
- Fare Increases: On October 10, Town Council unanimously approved the staff-recommended fare increases which will go into effect January 27.
- Annual Customer Satisfaction Survey – Intensive survey outreach to C-Tran Fixed Route passengers was undertaken in December. The 2013 survey asked basic questions to learn who C-Tran serves as well as satisfaction ratings and indicated desires for enhanced transit services and operations. The results will be available by the end of January and will be posted on our C-Tran web site. The 2013 satisfaction ratings will be compared to the 2012 report data. Nearly 190 passengers participated in the survey this year.
- Ridership: As seen in the table below, ridership still continues to grow even through the colder months of the year. Typically, ridership volume drops during the winter months, but the monthly totals still exceed that of the same month from the previous year with an increase of 5,138 additional trips or 7.2% higher than the fourth quarter of 2012. Some of our fixed route 16-passenger and 20-passenger buses are exceeding their seat capacity at various times during the service day, requiring some passengers to stand and use the grab bar.



Administration

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 37 contracts during the second quarter of fiscal year 2014 compared to 54 contracts in the first quarter of fiscal year 2014 and 33 contracts in the second quarter of fiscal year 2013.

Treasury Management

Investment rates have fluctuated in the economic uncertainty, but still remain low. Due to conservative interest income budgeting, interest earnings for FY 2014 are projected to modestly exceed budget.

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 for the week of January 15 is at a notably low 0.05%, and under budget.

The next general obligation bond sale is scheduled for February 18 for both general fund referendum projects and the Western Wake utility projects. The competitive sale will be managed by the North Carolina Local Government Commission. Municipal bond interest rates remain favorable for fixed rate long term commitments. We've enjoyed record low rates for a number of years, but municipal issues may face more challenging times ahead with increasing interest rates and proposed federal regulations that could reduce the pool of interested municipal bond buyers. We remain confident that Cary will be able to access the debt markets in the future at reasonable interest rates to finance our capital plans. Credit quality will continue to be more of a factor in market access and rate differentials, and the value of Cary's top bond ratings will help control interest costs for our tax and rate payers.

Utility Billing

Billed consumption year to date is 2% less than the first half of FY13 and 5% less than the first half of FY12. Our meter population continued to grow at a rolling average of 2.5% per year. Our meter inventory has grown to over 64,000 to serve 56,000 customers. With our fiscally prudent rate smoothing approach and continued conservative budget practices, FY 14 revenues will adequately cover FY 14 utility expenses.

Tax and Tag Together

The new system has still not had a significant impact on our Finance counter operations yet. We have experienced similar volume of tax customers at our counter as Wake County vehicle tax bills under the old system continue to come due. For the customers who appear to need to go to a License Plate Agency, we take an extra few minutes to look up their accounts to verify that they are not past due from the prior year to avoid an agency shuffle.

Web Statistics

From October 1-December 31, 2013, www.townofcary.org was visited 377,658 times by users from 190 countries/territories, including the United States, India, Canada, United Kingdom, Philippines, Malaysia, Indonesia, Saudia Arabia and Australia.

Unique visits: 240,015 absolute unique visitors

New vs. returning visitors: 53.25% new visits

Average number of pages viewed per visit: 2.54 pages/visit

Average duration of visit: 2:03 minutes

Most frequently-visited pages (*in order*):

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

VIP (Virtual Interactive Planner – vip.townofcary.org) was visited 1,403 times in the 4th quarter. The mobile version was used 158 times.

Twitter: The Town of Cary has five Twitter feeds and more than 7,000 followers as follows:

- Town of Cary (News): 4,366 followers
- TOC Safety: 1,287 followers
- TOC Traffic: 922 followers
- TOC Fun: 724 followers
- TOC Downtown: 625 followers

The Town currently has five Facebook pages, including a page for the Cary Community Plan update.

- Town of Cary, North Carolina: 2,017 likes
- Cary Art Daze: 1,463 likes
- Cary It Green: 503 likes
- Imagine Cary: 829 likes
- Booth Amphitheatre: 12,122 likes

The Town's YouTube channel was viewed 46,442 times. The channel currently has 304 subscribers. Top videos this quarter were:

1. USA Baseball Coaches Clinic: Hitting
2. USA Baseball Coaches Clinic: Fielding
3. USA Baseball Coaches Clinic: Catching
4. Quality of Real Life
5. Cary Police Recruitment
6. Cary Police K9 Unit
7. Community Candidate Forum: Wake Co. School Board District 9
8. Imagine Cary Video Loop Project
9. Christmas Trees and Fried Turkeys Get Fired Up!
10. Bud TV October 2013

E-mail Subscribers

Total subscribers: 60,077

Bids and Proposals: 2,002

News, Events and Alerts: 5,318

Downtown News and Events: 2,230

Media (Combined): 167

Quick Comparison Chart: 4th Quarter (current vs. previous year)

October-December 2013	October-December 2012
377,658 visits	325,998 visits
240,015 unique site visitors	201,149 unique site visitors
4,366 followers of Town of Cary Twitter feed	2,567 followers of Town of Cary Twitter feed
2,017 likes to Town of Cary Facebook page	707 likes to Town of Cary Facebook page
304 subscribers	67 subscribers to Town’s YouTube channel

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.

Fleet Efficiency

- In November a Fleet Efficiency Standard Procedure was finalized. It includes expectations that departments will work with fleet management to right-size vehicles, do a yearly fleet utilization review, train all employees on efficient driving, maintain vehicles, plan routes, and that the Sustainable Fleet Team will do a yearly snapshot report.
- In support of this standard procedure a Life Cycle Cost Analysis Tool was developed to assist departments in examining the 5-year costs of different vehicle choices, including first cost, maintenance, and fuel cost.
- The Town received a Clean Fuel Advanced Technology Grant to pilot telematics in 57 Town-owned work trucks and anti-idling batteries in 22 of those trucks.



Cary It Green Facebook Page—The Cary it Green Facebook page highlights Town of Cary services,



initiatives, and outreach opportunities that celebrate all we do to lead and inspire our community to live green. In addition to Spruce, the expanded page includes topics like recycling/solid waste, water conservation, sustainability, the Block Leader program, FOG, stormwater, transportation and so much more. The page had 473 “likes” as of December 2013.

Governance

Legislative update

Staff is developing a state legislative agenda for council consideration in March prior to council’s annual legislative dinner on March 25. The short session convenes on May 14.