

# TOWN of CARY



## TOWN COUNCIL QUARTERLY REPORT

TOWN OF CARY, NORTH CAROLINA  
FY 2021 FIRST QUARTER

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# CARY MAYOR & TOWN COUNCIL MEMBERS

THANK YOU FOR YOUR CONTINUED LEADERSHIP, VISION, AND SETTING THE CULTURE OF EXCELLENCE FOR OUR ORGANIZATION AND COMMUNITY. WE LOOK FORWARD TO WORKING WITH EACH OF YOU TO KEEP CARY CARY.



**Mayor**  
Harold Weinbrecht



**Mayor Pro Tem**  
Don Frantz



**Council Member**  
Lori Bush



**Council Member**  
Ya Liu



**Council Member**  
Jennifer Robinson



**Council Member**  
Jack Smith



**Council Member**  
Ed Yerha

## ON THE COVER:

To celebrate graduates in the midst of a pandemic, Cary offered a new program, "Cary Graduates Together." Through the program, held each evening from July 8 to August 9, Cary displayed photos of more than 340 students from 26 different high schools on the wall of the Cary Arts Center.

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# IN MOVING CARY FORWARD

While 2020 handed us hardship, it also gave us the opportunity for reflection, empathy, and community.

During the first quarter of FY 2021, Cary lent a hand when a third of the Clayton Fire Department contracted COVID-19; started two new housing and social service programs to support residents in need; and distributed more than 13,000 reusable cloth facemasks in neighborhoods disproportionately affected by the spread of the virus.

Great work continued at the Town of Cary, including resuming citizen advisory board and commission meetings and beginning to offer virtual Parks, Recreation, and Cultural Resources programming. Although many Cary facilities remained closed for the safety of our citizens and employees, staff worked tirelessly to continue to provide the quality services our citizens rely on every day.

I'm pleased to report that permits for residential and non-residential projects picked up this quarter, showing that despite the pandemic, projects are moving forward. One major project that took a big step was Fenton, which received a \$200 million construction loan — the

second largest commercial construction loan for private development in the Triangle's history, behind the Amazon distribution center in Garner. We look forward to sharing more planning and economic development related trends when we're together at the next Quarterly Meeting.

Our Quarterly Meeting is scheduled for November 19 at the Herb Young Community Center, where we will provide financial, development, and public safety updates for the quarter. We're also planning to discuss Cary's environmental future. As always, I treasure this time together, now more than ever.

**#BeSafe**

**#BeKind**

**#BeCary**

*Sean R. Stegall*

Sean R. Stegall  
Town Manager



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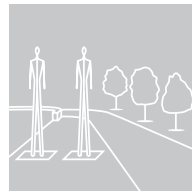
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# FINANCIAL HIGHLIGHTS

FY 2021 began July 1 with an approved budget of \$427.6 million supporting both operating and capital spending. Property taxes were based upon the recent property tax revaluation conducted by Wake County as of January 1, 2020. Cary's tax rate remained unchanged at \$0.35 per \$100 of assessed valuation. Maintaining the tax rate enables Cary to continue to implement the strategic goals and initiatives outlined in the Imagine Cary Community Plan and positions Cary to keep the Shaping Cary's Tomorrow parks and transportation bond projects on track. Capital spending represents the largest increase in the budget as \$41.8 million of voter-approved Shaping Cary's Tomorrow general obligation bond debt is budgeted in FY 2021.

In contrast, the utility rate decreased by 4%, and the solid waste and recycling fees remained \$19.50 per month. Cary is committed to providing the highest quality, safest drinking water and utility services while keeping the financial impacts to its consumers in mind. This commitment is evident in Cary's strategy to avoid large utility rate increases by implementing smaller, more frequent rate adjustments in accordance with Cary's 10-year financial forecasting model. More information on the budget can be found in the operating and capital budget documents or in the budget in brief summary brochure located at [www.townofcary.org](http://www.townofcary.org) in the Plans, Publications, and Reports section.

The effects of COVID-19 continue to impact citizens and financial results as illustrated below. During Q1, 2,058 payment plans were initiated for utility customers with past due balances on their utility account. These plans provide rate payers 12 months to pay without penalty or interest. Disconnections for non-payment, late fees, and other fees will continue to be suspended through the end of this calendar year and are scheduled to restart in January 2021. Cary will continue to work with citizens facing financial hardships during this time.

## 2021 FIRST QUARTER FINANCIAL RESULTS

### GENERAL FUND

#### FY 2021 Q1 GENERAL FUND SUMMARY

	FY 2021 ADJ BUDGET	FY 2021 YTD ACTUAL	% OF BUDGET	FY 2020 YTD ACTUAL	FY 2020 VARIANCE	VARIANCE %
Revenues	\$ 217.2	\$ 23.9	11%	\$ 21.5	\$ 2.4	11%
Expenditures	217.2	58.8	27%	41.7	17.1	41%
<b>TOTAL REVENUE OVER/ (UNDER) EXPENDITURES</b>	<b>\$ -</b>	<b>\$ (34.9)</b>	<b>-</b>	<b>\$ (20.2)</b>	<b>\$ (14.7)</b>	<b>73%</b>

\*The above, and following, tables are represented in millions. Revenues, authorized expenditures, and transfers between funds are classified and summarized differently for the council budget ordinance and for accounting and reporting purposes. Individual line items are consistent. The annual budgets referred to throughout this report reflect the budget as of the quarter end as adjusted (ADJ) by council action or staff action where authorized.

Overall, expenditures surpassed revenues by 73% when compared to the prior year. First quarter results are consistent with historical results as expenditures outpace revenues in the first quarter because revenues are not received evenly throughout the year. Expenditures are significantly higher in Q1 of FY 2021 compared to prior year's Q1 due to an increase in transfers to capital projects.

FY 2021 Q1 GENERAL FUND REVENUES

	FY 2021 YTD ADJ BUDGET	FY 2021 YTD ACTUAL	% OF BUDGET	FY 2020 YTD ACTUAL	FY 2020 VARIANCE	VARIANCE %
Property Taxes	\$ 114.3	\$ 17.7	15%	\$ 13.8	\$ 3.9	28%
Other Taxes & Licenses	31.3	0.4	1%	0.3	0.1	33%
Unrestricted Intergovernmental	10.9	0.0	0%	0.0	0.0	0%
Restricted Intergovernmental	0.3	0.1	33%	0.2	(0.1)	-50%
Permits & Fees	4.2	1.1	26%	1.3	(0.2)	-15%
Sales & Services	19.3	3.5	18%	4.8	(1.3)	-27%
Miscellaneous Revenue	3.1	0.8	26%	0.3	0.5	167%
<b>OPERATING REVENUES</b>	<b>183.4</b>	<b>23.6</b>	<b>13%</b>	<b>20.7</b>	<b>2.9</b>	<b>14%</b>
Non-Operating Revenues	33.8	0.3	1%	0.8	(0.5)	-63%
<b>TOTAL GENERAL FUND REVENUES</b>	<b>\$ 217.2</b>	<b>\$ 23.9</b>	<b>11%</b>	<b>\$ 21.5</b>	<b>\$ 2.4</b>	<b>11%</b>

Overall, FY 2021 General Fund revenues are up \$2.4 million, or 11%, over the same period in FY 2020 primarily due to an increase in property tax revenues.

### OPERATING REVENUES

**Property tax** revenue is 53% of total budgeted revenue and is the largest revenue source for the General Fund. Taxes are based on an ad valorem tax levy on real and personal property. Real property are items such as land and buildings, while personal property are items such as vehicles and commercial business equipment. Real property taxes were billed in July 2020 and are due no later than January 6, 2021. Therefore, most real property tax revenue is received during Q2. Conversely, personal property tax revenue is collected throughout the year based on the State of North Carolina's Tax and Tag program, which combines the vehicle ad valorem tax collection with the state's vehicle license renewal process. About \$17.7 million was received in both real and personal property tax revenue in Q1 of FY 2021, which is a 28% increase over the same period last year. The Wake County property tax revaluation that took effect January 1, 2020, in combination with Cary maintaining its \$0.35 tax rate for the current fiscal year, account for the year-over-year increase.

The 33% increase in the **Other Taxes and Licenses** category is due to the timing of the receipt of occupancy tax revenues. In FY 2021, Cary received the occupancy tax in Q1, while in FY 2020, the first distribution was received in Q2.

**Restricted Intergovernmental** revenues decreased 50% compared to the prior year due to the decline in school resource officer revenue. Due to the pandemic's impact on Wake County Public Schools, virtual learning replaced the need to have resource officers working at the schools. Therefore, Wake County has not been billed for these services.

The 15% decrease in **Permits and Fees** is due to a variance in the composition of construction types and permits rather than the pandemic. While permits for all types of construction increased by 1%, lower construction value associated with those permits caused revenues to decrease. Although permit and fee revenues have declined,

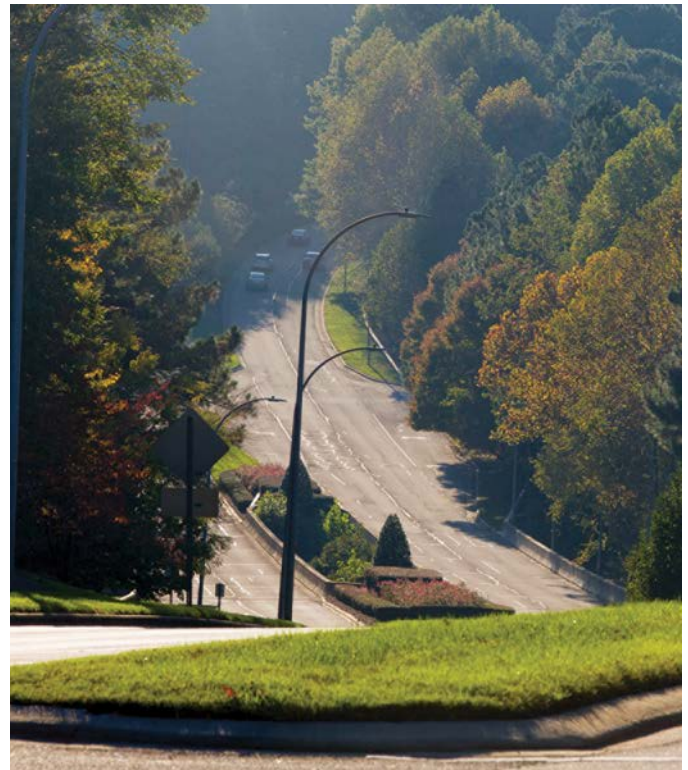
this was anticipated during the FY 2021 budget process. As a result, these revenues are in line with budget.

**Sales and Services** decreased by 27% in Q1 of FY 2021 compared to Q1 of FY 2020. About \$1.7 million of this decline is due to the closure of facilities, rentals, and camps related to Parks, Recreation, and Cultural Resources (PRCR) activities to limit the spread of COVID-19. The FY 2021 Adopted Budget anticipated a 20% decline in PRCR revenues compared to FY 2020.

The variance regarding the **Miscellaneous Revenues** category is related to the timing of the receipt of revenue.

### NON-OPERATING REVENUES

Non-operating revenues declined by 63% in Q1 of FY 2021 compared to Q1 of FY 2020 primarily due to decreased bond proceeds and investment earnings. Quarterly investment earnings decreased by \$135,000 in FY 2021.



FY 2021 Q1 GENERAL FUND EXPENDITURES

	FY 2021 YTD ADJ BUDGET	FY 2021 YTD ACTUAL	% OF BUDGET	FY 2020 YTD ACTUAL	FY 2020 VARIANCE	VARIANCE %
General Government	\$ 39.7	\$ 8.4	21%	\$ 6.8	\$ 1.6	24%
Public Safety	55.0	10.2	19%	10.3	(0.1)	-1%
Operations (PW & PRCR)	52.2	7.9	15%	11.0	(3.1)	-28%
Development & Infrastructure	16.8	2.7	16%	3.0	(0.3)	-10%
<b>OPERATING EXPENDITURES</b>	<b>163.7</b>	<b>29.2</b>	<b>18%</b>	<b>31.1</b>	<b>(1.9)</b>	<b>-6%</b>
Non-Operating Expenditures	53.5	29.6	55%	10.6	19.0	179%
<b>TOTAL GENERAL FUND EXPENDITURES</b>	<b>\$ 217.2</b>	<b>\$ 58.8</b>	<b>27%</b>	<b>\$ 41.7</b>	<b>\$ 17.1</b>	<b>41%</b>

First quarter expenditure variances are primarily due to the impact of the pandemic on operations. Decreases in operations, as well as development and infrastructure expenditures, are the result of operational precautions to prevent the spread of COVID-19. Due to the temporary closure of facilities and a temporary hold on in-person camp/sports programming, costs associated with PRCR programming, such as temporary salaries, expenditures associated with camps, and maintenance on facilities, are down compared to the prior fiscal year. Cary continues to adapt to these limitations and adjust operations as the fiscal year progresses. The variance in General Government is due to the timing of payments for software maintenance and renewals in Marketing and Information Technology. The increase in non-operating expenditures reflects increased transfers to various capital projects in FY 2021.

Encumbrances represent funds that have been reserved in the reporting system to satisfy a commitment to make a

purchase. The following table shows the total outstanding encumbrances that are remaining at the end of Q1. When including these encumbrance amounts with year-to-date spending, the General Fund has nearly \$150 million in the operations budget for the remainder of the year.

**GENERAL FUND OPERATIONS -  
FY 2021 REMAINING ENCUMBRANCES (Q1)**

General Government	\$ 4,362,797
Public Safety	449,352
Operations (PW & PRCR)	2,612,914
Development & Infrastructure	478,910
Debt Service	23,580
Contingencies & Reserves	486,318
<b>TOTAL ENCUMBRANCES</b>	<b>\$ 8,413,871</b>



UTILITY FUND

FY 2021 Q1 UTILITY FUND SUMMARY

	FY 2021 YTD ADJ BUDGET	FY 2021 YTD ACTUAL	% OF BUDGET	FY 2020 YTD ACTUAL	FY 2020 VARIANCE	VARIANCE %
Revenues	\$ 101.6	\$ 17.3	17%	\$ 16.3	\$ 1.0	6%
Expenditures	101.6	28.4	28%	12.6	15.8	125%
<b>TOTAL REVENUE OVER/ (UNDER) EXPENDITURES</b>	<b>\$ -</b>	<b>\$ (11.1)</b>	<b>-</b>	<b>\$ 3.7</b>	<b>\$ (14.8)</b>	<b>-400%</b>

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Utility Fund net results in FY 2021 decreased 400% compared to FY 2020 due to increases in non-operating expenditures. Non-operating expenditures include a \$5 million contribution toward the Utility Fund’s Other Post-Employment Benefits obligation and increases in transfers to capital projects.

FY 2021 Q1 UTILITY FUND REVENUES

	FY 2021 ADJ BUDGET	FY 2021 YTD ACTUAL	% OF BUDGET	FY 2020 YTD ACTUAL	FY 2020 VARIANCE	VARIANCE %
Water Service	\$ 30.6	\$ 6.8	22%	\$ 6.7	\$ 0.1	1%
Sewer Service	47.2	9.7	21%	8.8	0.9	10%
Permits & Fees	1.7	0.5	29%	0.5	0.0	0%
<b>OPERATING REVENUES</b>	<b>79.5</b>	<b>17.0</b>	<b>21%</b>	<b>16.0</b>	<b>1.0</b>	<b>6%</b>
Non-Operating Revenues	22.1	0.3	1%	0.3	0.0	0%
<b>TOTAL UTILITY FUND REVENUES</b>	<b>\$ 101.6</b>	<b>\$ 17.3</b>	<b>17%</b>	<b>\$ 16.3</b>	<b>\$ 1.0</b>	<b>6%</b>

Utility revenues show an increase of 6% in FY 2021 compared to FY 2020. This variance reflects a timing difference compared to revenues in FY 2020. When adjusted for the timing difference, water and sewer service revenues declined by 7% and 3% respectively. This decline is in line with weather variations that impact demand and the 4% volumetric water and sewer rate decrease approved in the FY 2021 budget.

FY 2021 Q1 UTILITY FUND EXPENDITURES

	FY 2021 ADJ BUDGET	FY 2021 YTD ACTUAL	% OF BUDGET	FY 2020 YTD ACTUAL	FY 2020 VARIANCE	VARIANCE %
Administration	\$ 9.5	\$ 2.1	22%	\$ 2.0	\$ 0.1	5%
Field Operations	19.1	3.3	17%	3.3	0.0	0%
Wastewater (net of Apex)	11.4	2.3	20%	2.2	0.1	5%
Water Treatment Plant (net of Apex)	9.3	2.0	22%	1.9	0.1	5%
<b>OPERATING EXPENDITURES</b>	<b>49.3</b>	<b>9.7</b>	<b>20%</b>	<b>9.4</b>	<b>0.3</b>	<b>3%</b>
Non-Operating Expenditures	52.3	18.7	36%	3.2	15.5	484%
<b>TOTAL UTILITY FUND EXPENDITURES</b>	<b>\$ 101.6</b>	<b>\$ 28.4</b>	<b>28%</b>	<b>\$ 12.6</b>	<b>\$ 15.8</b>	<b>125%</b>

The COVID-19 pandemic has not impacted utility operations to the same degree as General Fund operations. Utility operations and spending trends are consistent with FY 2020 and within budgetary expectations. Non-operating expenditures reflect a \$5 million contribution toward the Utility Fund's Other Post-Employment Benefits obligation and increases in transfers to capital projects of \$5.7 million for sewer projects and \$4.9 million for water projects compared to FY 2020 non-operating expenditures.

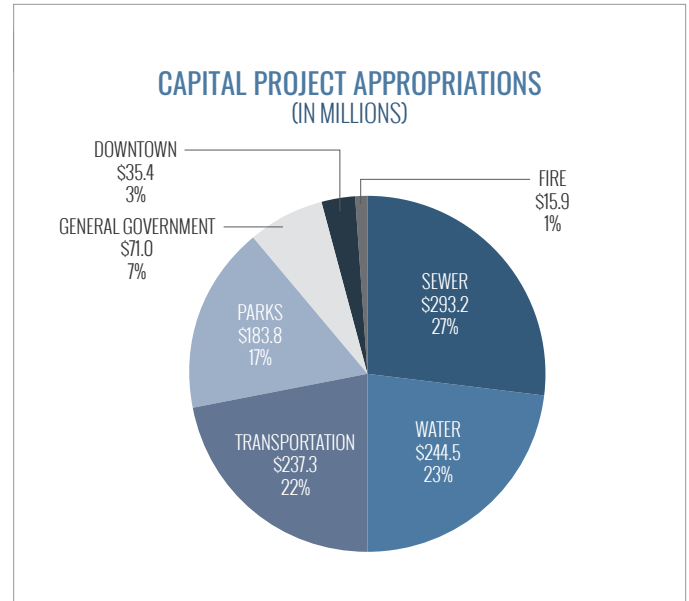
The following table shows the total outstanding encumbrances at the end of Q1 for the Utility Fund. About \$3.1 million, or 27%, of the encumbrances are for debt service payments. When including these encumbrance amounts with year-to-date spending, the Utility Fund has nearly \$61 million in the operations budget for the remainder of the year.

UTILITY FUND OPERATIONS -  
FY 2021 REMAINING ENCUMBRANCES (Q1)

Administration	\$ 566,656
Field Operations	1,626,368
Wastewater (net of Apex)	2,281,783
Water Treatment Plant (net of Apex)	2,544,107
Debt Service	3,166,231
Contingencies & Reserves	1,724,544
<b>TOTAL ENCUMBRANCES</b>	<b>\$ 11,909,689</b>

### CAPITAL PROJECTS

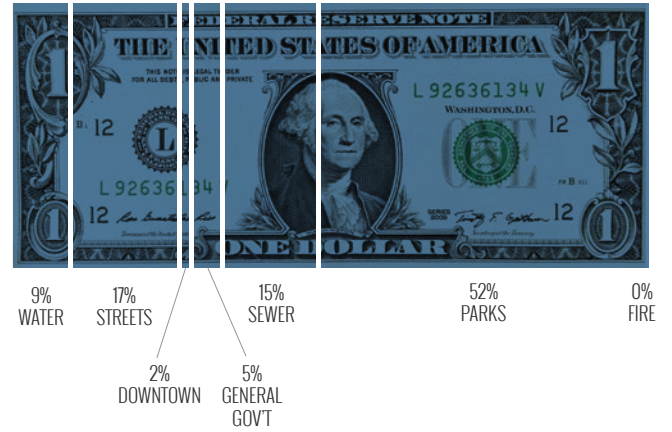
Cary currently has 478 active capital projects with approximately \$1.1 billion committed in resources. Utility Projects totaling \$538 million comprise 50% of the capital spending authorization. General capital projects total \$543 million, or 50%, of the total \$1.1 billion capital authorization.



### CAPITAL PROJECT SPENDING THROUGH Q1 (IN MILLIONS)

	FY 2017		FY 2018		FY 2019		FY 2020		FY 2021	
Downtown	\$	0.1	\$	0.1	\$	4.0	\$	0.1	\$	0.7
Fire		1.2		0.8		--		1.6		--
General Government		1.0		0.8		1.6		1.6		1.3
Parks		1.5		0.5		0.5		2.3		15.4
Streets		0.5		0.8		1.3		1.4		5.1
Sewer		1.4		3.5		1.6		3.8		4.3
Water		2.0		1.9		5.4		2.1		2.6
<b>TOTAL</b>	<b>\$</b>	<b>7.7</b>	<b>\$</b>	<b>8.4</b>	<b>\$</b>	<b>14.4</b>	<b>\$</b>	<b>12.9</b>	<b>\$</b>	<b>29.4</b>

Capital project spending totaled \$29.4 million in Q1. Capital spending fluctuates based on the composition of projects and the status of activity. The three largest investments in capital for the community in Q1 were \$14.4 million for an open space purchase in Chatham County; \$1.9 million for construction of a diffused air system at the North Cary Water Reclamation Facility; and \$1.8 million for street improvement projects. Because the mix of capital project changes over time, there are no discernable patterns in capital spending.





**BUDGET**

MID-YEAR APPROPRIATIONS

One million dollars was included in the FY 2021 operating budget to support emerging or unforeseen needs during the fiscal year. In Q1, there were no mid-year appropriations by council.

Q1 DELEGATED BUDGET AUTHORITY ACTION

Throughout the fiscal year, challenges and opportunities develop that warrant financial resources that were not included in the original budget. Often staff can repurpose existing resources to address the highest priorities and initiatives. The budget ordinance authorizes the town manager to approve inter-functional budget adjustments and requires reporting to council. There were no inter-functional budget adjustments approved during Q1 FY 2021.



**GOVERNMENTAL GENERAL CAPITAL PROJECT FUND**

FUNDING SOURCE	FUNDING USE	
GENERAL CAPITAL RESERVE UNRESTRICTED FUND BALANCE	Purchase of Johnson Property	\$ 550,000
GENERAL CAPITAL RESERVE UNRESTRICTED FUND BALANCE	Additional Appropriations of Grant and Cary Dollars for White Oak, Black Creek, and Higgins Greenway Projects	910,000
TOTAL 1ST QUARTER MID-YEAR APPROPRIATIONS		<b>\$ 1,460,000</b>

In Q1, there was \$1.46 million appropriated from fund balance in Capital Reserve for projects associated with the Johnson Property and greenways.



BUDGET PUBLIC INPUT AND RECOMMENDATIONS

Citizens are invited to share their budget priorities throughout the year specifically via social media, voicemail, and email. There were 10 budget public input comments in Q1.

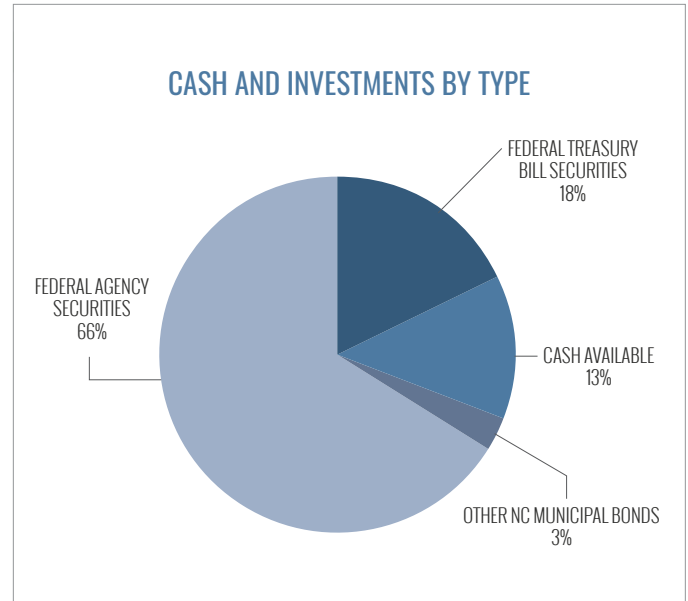
CATEGORY	COMMENTS RECEIVED	PLATFORM RECEIVED	TYPE OF COMMENT
Berm Maintenance	1	Email	Inquiry about possibility of berm maintenance on private property.
Bond Park	3	Email	Suggestion for ceiling fans at the Kiwanis Shelter at Bond Park.
Downtown Cary	2	Email Facebook	Request for additional dedicated bike/pedestrian lanes, particularly around the intersection of Harrison and West Chatham streets. Request for more trees around the Downtown Park.
General	1	Email Facebook	Request for curbside composting, a decrease in utility rates, and redirection of police funding to social services. Request for more mental health funding.
Indoor Sports Complex	1	Twitter	Suggestion that a track and field complex would be a better use of money than basketball and volleyball courts.
Public Safety	2	Email Facebook	Questions about the cost of police services.
<b>TOTAL</b>	<b>10</b>		

### CASH AND INVESTMENTS

At the end of Q1, Cary's cash and investments totaled \$498 million. About \$40 million is maintained in bank accounts to ensure that Cary has immediate access to funds. The remainder is invested in securities that, first, ensure the safety of the principal; second, provide quick access to additional funds for any unforeseen needs (liquidity); and finally, earn the maximum interest income. At any one time, Cary holds about 150 different investments that are scheduled to mature about every three to seven days over the next three to four years to match projected disbursements for payroll and expenditures.

Cary's cash and investment program is overseen by a fixed-fee independent consultant. The financial advisors compile the weekly cash flow forecast, provide market insights, advice, and reporting on a quarterly basis.

The Federal Reserve began decreasing the federal funds rate in 2019. In March 2020, the rate was decreased to zero. The FY 2021 budget anticipated an average earning rate of 0.25% for most investments in the two- to three-year maturity range. Even with a budget for new investments earnings at 0.25%, early projections indicate actual total interest earnings could be \$350,000 below budget.



## DEBT

In Q1, Cary began the process to refinance up to \$157 million of outstanding general obligation bonds and revenue bond debt to save up to \$15 million in debt service over the next 23 years. Just after quarter end, Cary received AAA ratings from all three credit rating agencies, Moody's, Fitch, and Standard & Poors, for both general obligation bonds and revenue bonds for a total of six AAA ratings. Market conditions at the time of the sales will determine the size of the refinancing package and ultimate results in debt service savings. As of the date of this report, the taxable general obligation refinancing resulted in a successful sale that will generate \$3.9 million in future debt service savings, and the revenue bond refinancing will generate \$4.4 million in future debt service savings. Record high bond volume drove interest rates up prior to the sale which limited Cary's bond refinancing to about \$110 million and \$8.2 million in total savings.

In Q1, work began to finance a portion of the cost of a replacement aerial ladder truck using installment financing. Nine bids were received in late September, and Key Government Finance was awarded the bid at 1.4% for a 10-year repayment term.

## ECONOMIC OUTLOOK

COVID-19 continues to dominate the economy at all levels. Recent national forecasts were optimistic but place solid recovery at least a year out. In its September 22, 2020 State Economic Forecast, TD Bank analysts suggest that North Carolina could see its economy pick up steam in the coming months "setting the stage for an above-average growth performance in 2021." The Wells Fargo economics group agrees with this theory, noting that full national economic recovery is possible by mid-2021 if key medical advances are made in vaccine development, effectiveness, and adoption in the next year. The Federal Reserve Bank held a two-day policy meeting during Q1 where the group voted to keep short-term interest rates near zero and updated a 2020 national unemployment rate forecast to 7.6%, which is significantly less than the previously projected 9.3%. The August 2020 Raleigh-Cary area unemployment rate of 6.1% is markedly less than the Federal Reserve's updated forecast. Both Cary's relatively low unemployment rate and sales tax growth at the close of FY 2020 and beginning of FY 2021 are encouraging; however, it is still early in the fiscal year to make a definitive projection. Cary's staff and council will continue to work together and make judicious choices that protect Cary's financial position and keep Cary Cary.







# FOSTERING STRONG NEIGHBORHOODS







## NEW HOUSING AND SOCIAL SERVICE RESOURCES



In response to COVID-19, Cary launched two new housing and social service programs to support residents in need. Following a series of meetings with local stakeholders and residents, Cary created the Emergency Rental Assistance Program and Emergency Food Assistance Program. The Emergency Rental Assistance Program helps prevent eviction of Cary residents due to impacts of the pandemic while the Emergency Food Assistance Program provides hot meals and fresh produce to families through a network of churches and nonprofit organizations. These new programs are in partnership with two local nonprofits, Dorcas Ministries and Kirk of Kildaire, and the activities are funded through the federal Community Development Block Grant program.



## CENSUS 2020



Cary staff stepped up continued efforts this quarter to encourage residents to complete their census. At the time of this report, 79.8% of Cary households responded. Community outreach efforts included:

- Placing 1,780 temporary census yard signs, starting with more than 750 signs along public greenway trails, in parks, on Wake County school property, at multiple apartment complexes, and on sites where business owners had agreed to display signage. Six temporary staff members were recruited to place an additional 1,000 signs along North Carolina Department of Transportation right-of-way. The remaining signs were distributed to staff members who placed them in their front yard.
- Hosting “Census Stations” in conjunction with Project PHOENIX mask giveaway events at Mobile Estates and the Arbors at Cary apartments. IT provided two iPads so staff could provide onsite assistance to those who had not yet completed their census.
- Attending two food distribution events at Cary Pines Apartments to include census literature with care packages.
- Using social media, including Facebook, Instagram, and Twitter, to share updates about the census.
- Direct communication with apartment complex managers and property owners to convey the legal requirement for providing resident information to census enumerators.

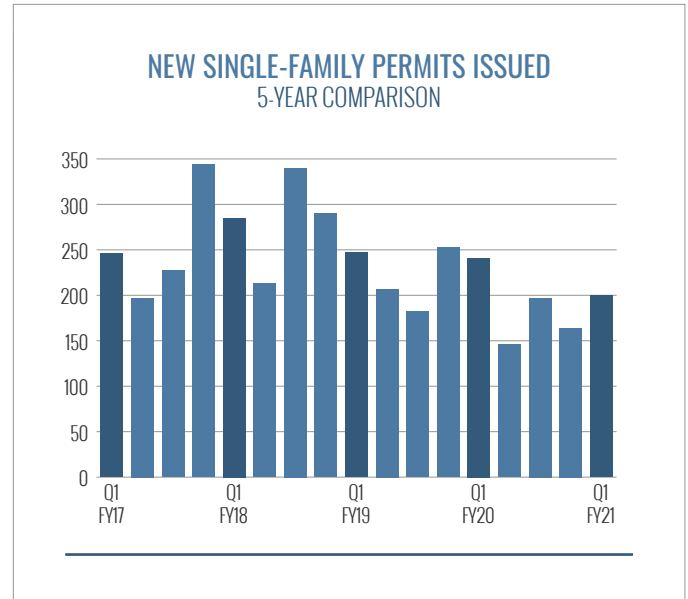




## SINGLE-FAMILY PERMITS

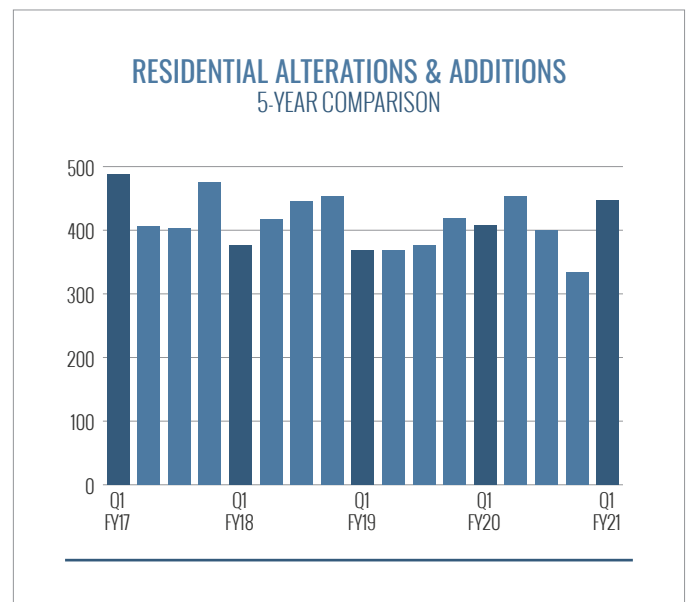
New single-family permits for Q1 totaled 200. Overall, permits for new single-family homes were up 17% this quarter compared to Q1 of FY 2020. The top three subdivisions permitted were Brickyard (39), Savaan (28), and Channing Park (23).

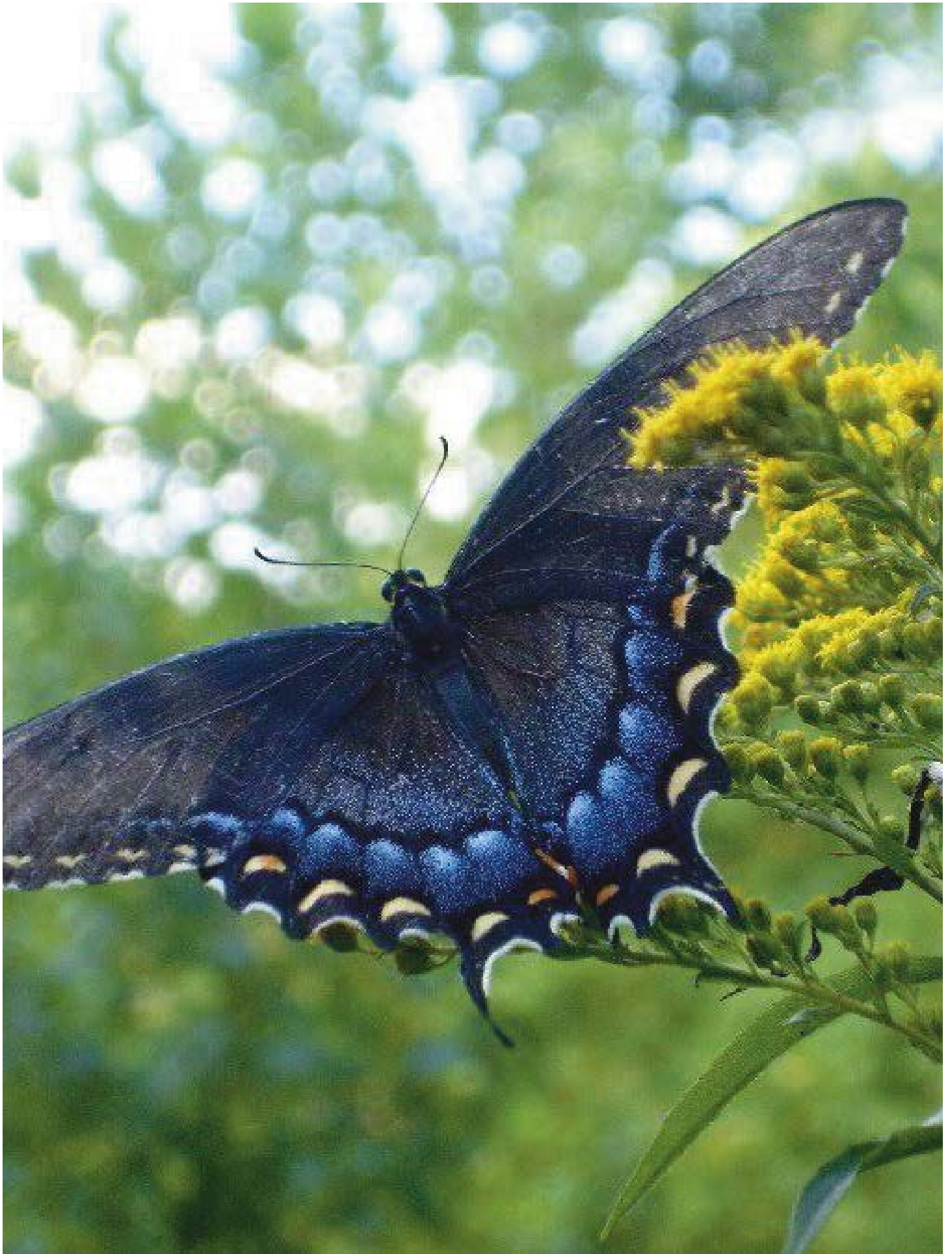
There were 207 single-family certificates of occupancy issued in Q1, an average of 2.3 certificates per workday. This is a 7.6% decrease in comparison to the COs issued in Q1 of FY 2020 and a 7% decrease in comparison to the average COs issued in FY 2020. The subdivisions that issued the most COs were Savaan (29), Brickyard (27), and Courtyards at Kildare Farm (22).



## RESIDENTIAL ALTERATION AND ADDITION PERMITS

Residential alteration and addition permits for Q1 totaled 447. This is a 9.5% increase from Q1 of FY 2020 and a 34% increase from Q4 of FY 2020. This increase in permits for existing homes is consistent with the theme of reinvestment in existing properties in the Imagine Cary Community Plan.







# ASSURING CONTINUED PROSPERITY







## NEW BUSINESSES



First Bank, North Carolina's largest community bank, opened a branch in downtown Cary. Their new location is directly across from Town Hall at 315 N. Academy Street in the newly renovated and renamed First Bank Building, formerly known as the Cooper Building. Two new restaurants Chicken Salad Chick and Daybreak also opened their doors. Chicken Salad Chick, an Alabama-based restaurant chain with more than 170 locations, opened in Cary's Waverly Place. Daybreak is located next door to its sister restaurant Crosstown Pub in downtown Cary. Daybreak offers breakfast, brunch, and tacos, and it fills an important gap in the downtown Cary food offering — a sit-down breakfast menu.

## MATCHING SKILLS WITH ORGANIZATIONAL NEED

Much changed at the onset of COVID-19, so taking care of employees who found themselves unable to fulfill their typical day-to-day responsibilities due to closed facilities and cancelled programs was a key Q1 focus. Focusing on Cary's core value of people first, an adaptive approach was taken to reach out to temporary Parks, Recreation, and Cultural Resources employees to see how their skills, interests, experience, and passions could be matched with organizational needs. This effort resulted in several temporary employees filling existing, full-time vacancies, which allowed them to continue to contribute and serve in meaningful ways. "We care about these people, and we know they're an integral part of our organization," Human Resources Consultant Russ Hughes said.

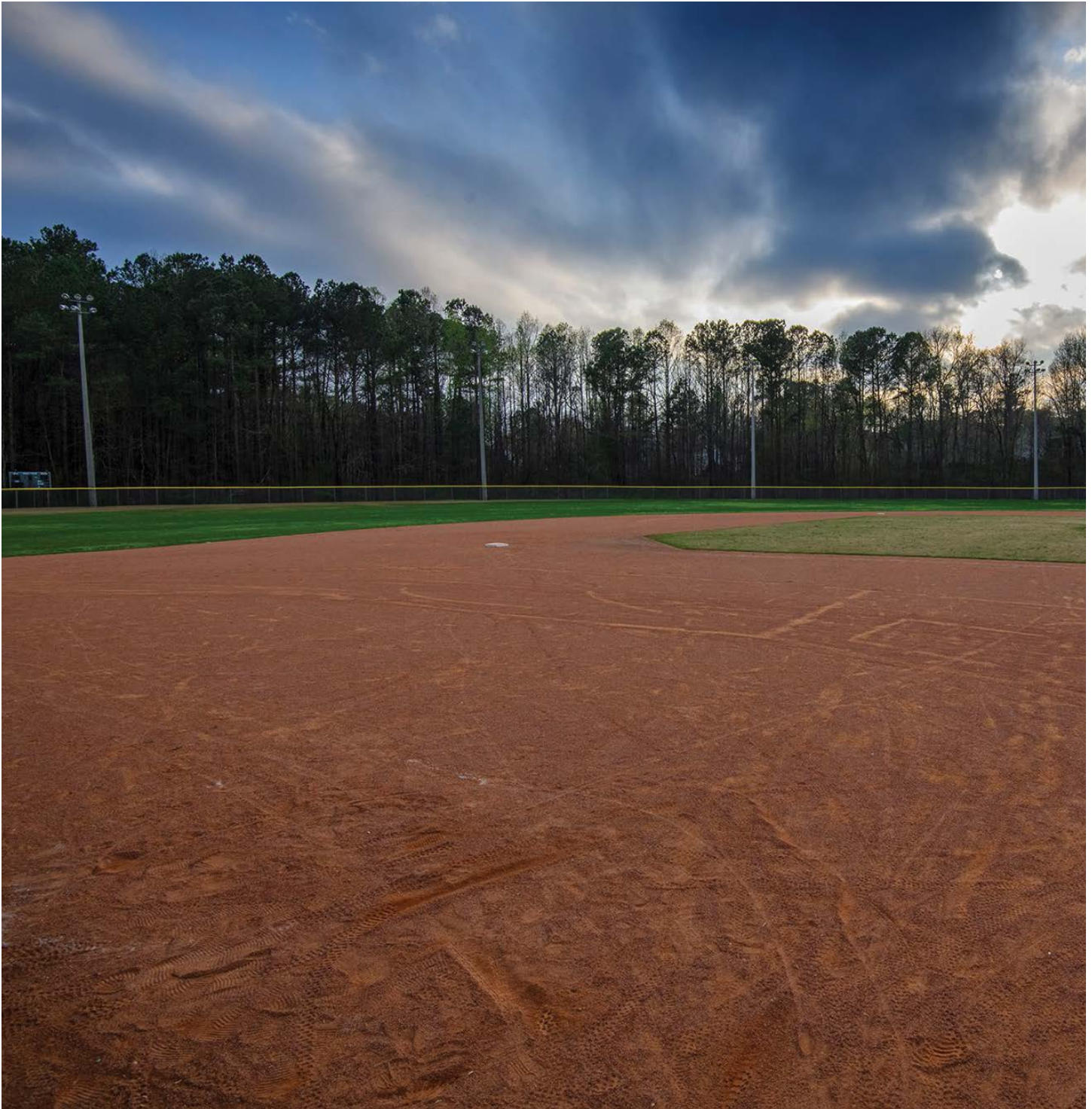
## VIRTUAL HEALTH COACHING AND WELL-BEING TIPS

When Cary employees found themselves in need of motivation, encouragement, support, or accountability, they were not alone. Reintroducing Emily Medlin, WakeMed's education specialist and Cary's health partner, through virtual health coaching was a key initiative to help meet employees where they are in their personal and professional journeys. Sixty-three employees connected with her in Q1, many engaging with multiple visits. In addition, Human Resources provided Cary employees with weekly well-being tips.





# EXPERIENCING THE CARY COMMUNITY







## SHAPING CARY'S TOMORROW BOND PROJECTS

This section offers Cary citizens an update on the projects funded by the Shaping Cary's Tomorrow Parks and Transportation Bonds overwhelmingly approved in a 2019 referendum.



### EARNEST JONES ROAD OPEN SPACE

On August 25, Cary purchased 219 acres of former farmland along Earnest Jones Road in Chatham County using funds from the Shaping Cary's Tomorrow bonds. Cary plans to create a unique park on the land with ample open space that will allow both active and passive programming. The park will serve as a regional hub for recreation as the population near the Wake/Chatham County line continues to grow.

### HIGGINS GREENWAY PHASE III

As of this quarter, Cary began acquiring right-of-way needed to extend Higgins Greenway from Union Street to Kildaire Farm Road. Ten property owners are expected to be affected by the project, and to date, Cary has purchased two properties where the greenway will run adjacent to Hillcrest Cemetery. Staff continues to work with other property owners on additional easements. Additional funds received this quarter bring the total of federal funds for this project up to \$2.5 million, or 80%. Construction is expected to begin in 2021.

## VIRTUALLY APPRECIATING ADVISORY BOARD VOLUNTEERS

As the 2019-2020 board year came to a close, the mayor and council members expressed their appreciation to the advisory board members through a virtual message. Many members tuned in to hear and learn about the board priorities and work over the last year. Despite COVID-19, board work has continued as each advisory group made the shift to virtual meetings, and their accomplishments are located on Cary's website. New board members began service in October.

## CARY GRADUATES TOGETHER



The 2019-2020 school year ended like none before it, and graduating seniors lost the opportunity to participate in a traditional ceremony. To celebrate graduates, Cary offered a new program, "Cary Graduates Together." Through the program, held each evening from July 8 to August 9, Cary displayed photos of more than 340 students from 26 different high schools on the wall of the Cary Arts Center. Each of the four Cary public high schools had its own week for larger-than-life photo displays, the lighting



of the Downtown Park fountain in the school colors, and the posting of congratulations on the marquee of The Cary Theater. The last week was dedicated to students from high schools outside Cary. One message from a citizen best represents the response, “I felt blessed to be living in a wonderful city where such a beautiful gesture was made to uplift the spirit of seniors and their families in these trying times.”

## TAKING PROGRAMING VIRTUAL

This quarter, Cary transitioned some of its Parks, Recreation, and Cultural Resources programs online. The first few weeks of virtual programming drew more than 800 registrations, including nearly 200 registrations for fitness classes held during September’s FitCary Month. More than 475 people registered for the FitCary Virtual 5K Run and donated more than \$1,100 to the Play It Forward Scholarship fund. Two Facebook Live events, “Painting a Downtown Landmark” and “The Marvelous Music Series: Pirate Goodie & the Magic Chest,” also engaged more than 2,200 participants.

## CHECKING IN ON CITIZENS

The necessity of social distancing has brought into sharp focus the importance of human interaction, and those connections are especially important for vulnerable populations. Staff at the Cary Senior Center checked in on its seniors with more than 900 regular phone calls, and in response, created a new program called “WeCare Coffee Chats.” The chats are weekly WebEx gatherings in which staff foster a community of care and resilience, providing seniors much-needed companionship. In addition, Cary’s Specialized Recreation staff created “Let’s Talk” virtual social gatherings designed to engage people with disabilities in different educational, fun activities. Examples of these WebEx meetings included “Games and Ice Cream Social,” where attendees played trivia and enjoyed their favorite treat, and a “Household Scavenger Hunt” to get participants up and moving.

## BEYOND: THE CARY FILM FESTIVAL GOES VIRTUAL



BEYOND: The Cary Film Festival looked different for film buffs this year. BEYOND is an independent film and screenwriting festival that usually takes place at The Cary Theater, and this year was hosted online. BEYOND received a record number of entries for its third year and selected 30 short films for festival competition. Each film screened virtually from September 24–27. In lieu of an admission charge, festival-goers donated \$1,015 to the Food Bank of Central and Eastern NC for COVID-19 relief. The festival’s marquee feature film was FUEL, a documentary that follows director Josh Tickell’s 11-year journey around the world to find solutions to America’s addiction to oil. Filmmakers Josh and Rebecca Tickell and actor/activist Ian Somerhalder (“Vampire Diaries”) joined the festival via a recorded Q&A discussion about the making of the film.







## CARY TEEN COUNCIL



The Cary Teen Council began its 2020–2021 year in September with more than 860 teens. Members of the Teen Council will be able to meet their volunteer hour commitments through virtual programming and individual opportunities. Opportunities in September included donating to a local food donation service, providing supplies for an animal shelter, and picking up litter along a Cary greenway. The September meeting was held via WebEx and participation totaled an all-time high of 400 people, highlighting the tremendous interest among members in contributing to the community.



## GOOD HOPE FARM TOUCHES THE COMMUNITY



Good Hope Farm experienced a successful quarter of food production, produce sales, and adaptive community outreach. Reflecting the strength of Good Hope Farm’s nonprofit partnership, essential workers mobilized to distribute 200 produce boxes to 25 families via the Community Supported Agriculture program, generating \$6,500 of revenue. Additionally, the partnership donated about 400 pounds of produce to about 80 families during this time of critical need. Plans are underway to utilize a \$24,797 Conservation Technical Assistance Award to expand capacity and serve the current waitlist of prospective farmers.





## BIG PICTURES: MUSEUM WITHOUT WALLS



To continue to highlight the work of local artists during the pandemic, Cary created BIG PICTURES: Museum Without Walls, where a curated selection of artwork previously scheduled for gallery display is temporarily exhibited in public spaces. The exhibition kicked off August 31 at Thomas Brooks Park with more artwork on display at other parks over the next six months. This temporary exhibition consists of large banners attached to fencing and will include a diverse selection of art, including representational, abstract, photo, documentary, and artists' statements or poetry.







CARY

Platform A →  
Platform B ←  
← Platform B  
West Side Station #1, #2





# GUIDING COMMUNITY GROWTH





## HISTORIC PRESERVATION

This quarter, two major historic preservation projects, involving work on 12 historic buildings, made substantial advancement.

### NANCY JONES HOUSE



The first project is the effort to retain National Register status prior to relocation of the Nancy Jones House. Staff submitted a relocation report to the State Historic Preservation Office, which will present the report to the North Carolina National Register Advisory Committee. The committee's recommendation will be sent to the National Parks Service for a final decision on whether the Nancy Jones House should retain its National Register status during relocation.

### BARNABAS JONES FARMSTEAD, C.F. FERRELL STORE AND WAREHOUSES, AND GOOD HOPE FARM

The second project involves multiple properties and buildings, including the Barnabas Jones Farmstead (adjacent to Jack Smith Park), the C.F. Ferrell Store and Warehouses, and Good Hope Farm. This quarter, Cary received bids for work to address initial steps toward preserving these buildings, such as structurally stabilizing and weatherizing designated structures at each site,

adding temporary paths for the public, improving security measures, and installing interpretive signage to provide visitors with an understanding of the historical significance of each site. Work is anticipated to continue into 2021.

## FENTON MARCHES ON



In August, the Town Council approved a rezoning and an updated development agreement for Fenton. This approval set the stage for Fenton to close the development's construction loan on September 29. This loan provides funds for construction of the buildings on the site. At about \$200 million, it was the second largest commercial construction loan for private development in the Triangle's history, behind the Amazon distribution center in Garner.

On site, Fenton's grading contractor prepared the site for construction by wrapping up final site grading and completing the development's underground stormwater facilities and retaining walls in September. Fenton anticipates building construction to begin later this fall. The retail portion of the first phase of development is nearly 70% leased.





## NON-RESIDENTIAL PERMITS

Cary issued 90 non-residential alteration and addition permits in Q1. These projects include reinvestment into existing office and commercial. The most significant projects were:

- Siemens, 209 Gregson Drive: Interior alterations for training rooms, lecture rooms, and a breakout area.
- Belk, 1105 Walnut Street: Alterations of the building facade along the west and south entrances of the existing Belk department store as part of the Carolina Yards redevelopment project.

## REZONING

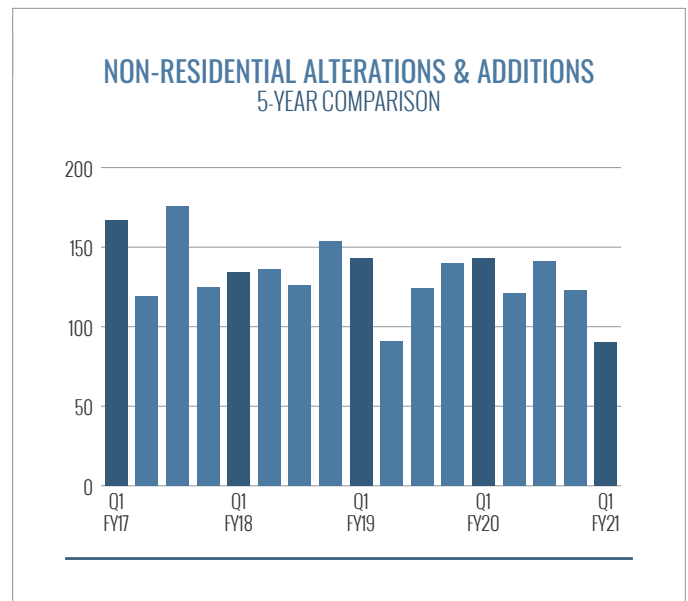
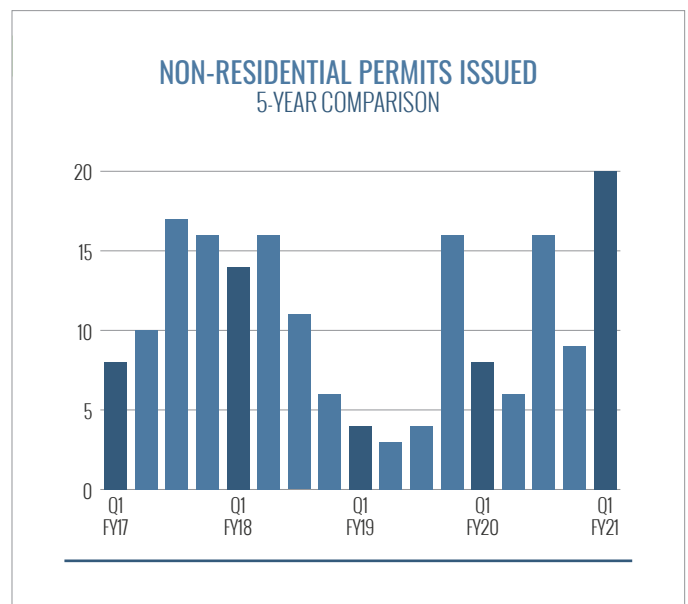
During Q1, there were 18 cases in the rezoning process; three cases were approved.

- A request to amend the previously approved Fenton Mixed-Use Development PDP to allow for modifications to where existing land uses could be built, increase the building height of four buildings, and other minor adjustments and clarifications.
- A request to amend the previously approved Cary Pointe Planned Development District to increase the maximum residential units from 120 to 140.
- A request from WakeMed Medical Office Park to amend the PDP to adjust transportation circulation and allow for retention of one of the existing buildings.

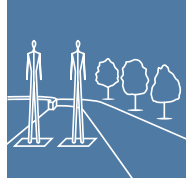
## DEVELOPMENT PLANS

Cary approved 49 development plans in Q1, an increase from 44 development plans in Q4 of FY 2020. Thirty-nine of the plans approved were for modifications and revisions to previously approved plans. Belk at Cary Towne Center received approval for revisions to the existing plan for changes to the parking lot, transportation circulation, and utility improvements associated with the Carolina Yards redevelopment project. New plans included a new 2,800-square-foot building for Fifth Third Bank at Amberly

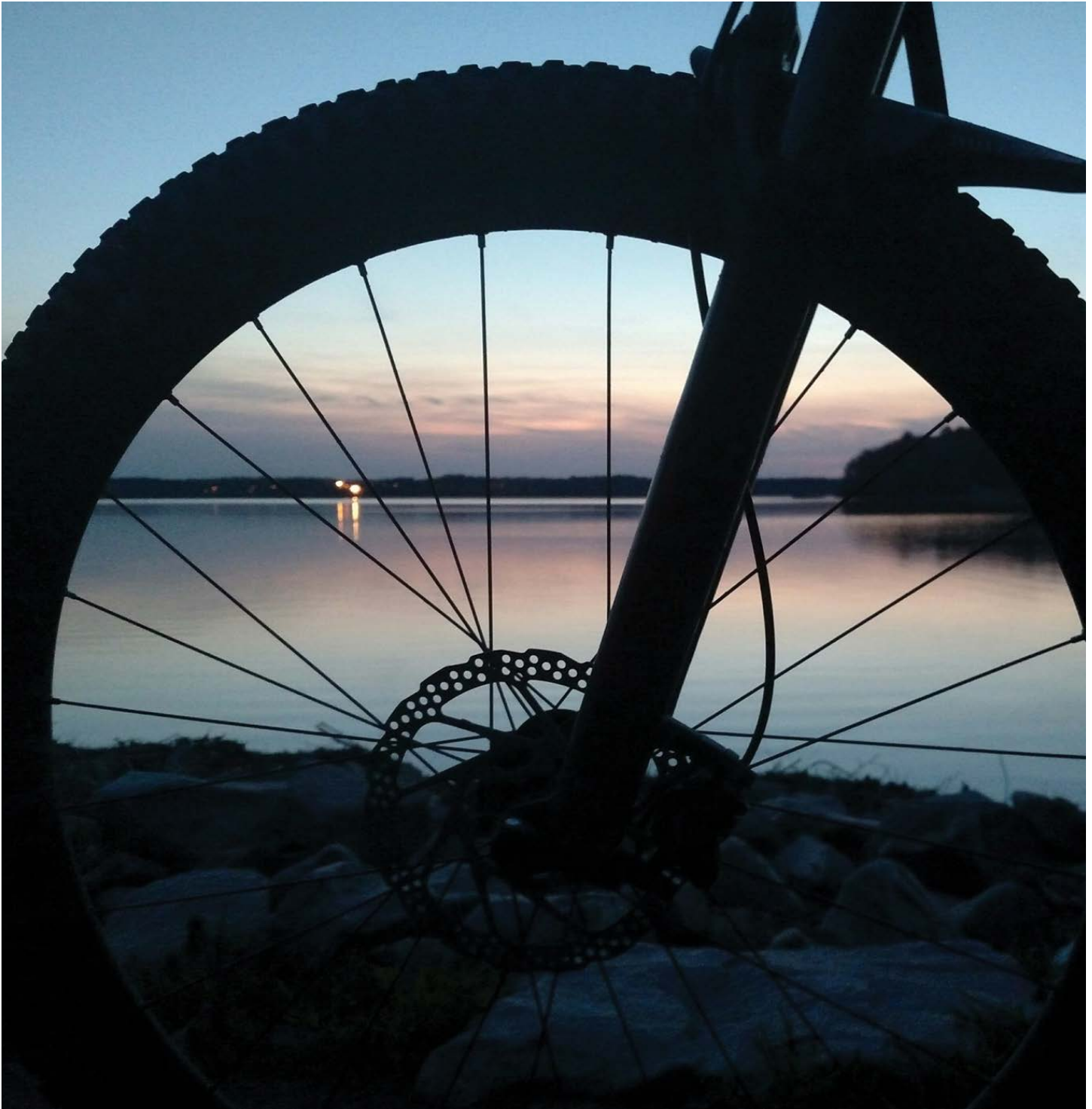
Place, and Triangle Aquatic Center was approved for a new outdoor pool with a 2,507-square-foot accessory building. A revision to the Courtyard Hotel Cary site added 1,528 square feet for changes to the pool amenity area. One new residential development project was approved this quarter for Carpenter Square Townhomes with 98 townhome lots.







# PROVIDING TRANSPORTATION CHOICES







## SHAPING CARY'S TOMORROW BOND PROJECTS

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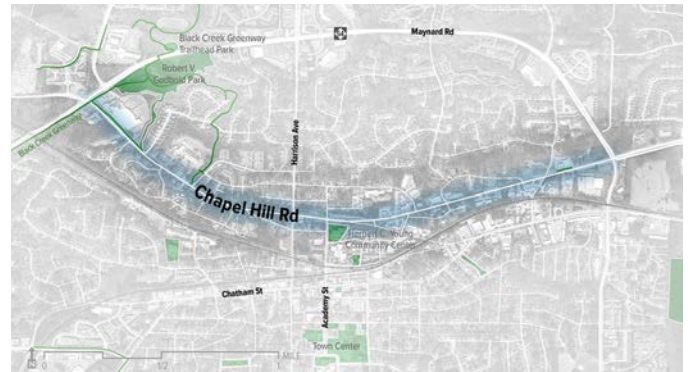


## CARPENTER FIRE STATION ROAD WIDENING



Design efforts to widen Carpenter Fire Station Road between N.C. 55 and Cameron Pond Drive are approaching the right-of-way acquisition milestone. Following approval from the North Carolina Department of Transportation, Cary can begin property appraisals and negotiations. Construction is scheduled to begin in 2022.

## CHAPEL HILL ROAD MOBILITY STUDY



What are Cary citizens' priorities and needs along Chapel Hill Road? That question and many more were posed this quarter. The Chapel Hill Road Mobility Study seeks to identify the "right-size" for Chapel Hill Road inside the Maynard Loop, one that balances the needs of all users and serves as a gateway into downtown. Public engagement is a key element of the study, and throughout the quarter, several milestones occurred, including meeting with focus groups and stakeholders, publishing an online survey, and holding the study's first virtual public meeting.

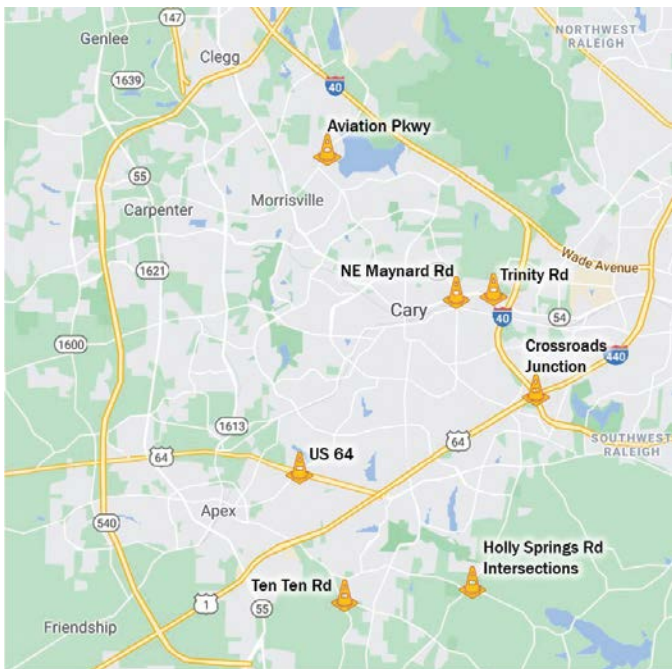
More than 60 people attended the study's first virtual public meeting on September 30, and more than 1,400 people responded to an online survey that gathered citizens' priorities and needs for the area. The 10-question priorities and needs survey allowed participants to answer questions, mark problem areas on an interactive map, and leave comments on how they would improve Chapel Hill Road. Almost every written comment referenced pedestrians and the need for sidewalks or improved crossings.

Cary staff and the project consultant also met with nine focus groups and stakeholders to learn how they use the street today, their transportation needs, and their priorities for a future street design. The focus groups and stakeholders included bike and pedestrian advocates, schools, emergency services, downtown businesses, the Cary Chamber of Commerce, developers/real estate agents, transit agencies, neighborhood leaders, and faith-



based organizations. Some recurring themes emerged, including a need for pedestrian improvements and a general consensus that Chapel Hill Road is a “forgotten corridor.” Moving forward, the project team will review public input and identify the overarching themes and future dates for a virtual project charette.

## NCDOT PROJECT UPDATE



The North Carolina Department of Transportation is revising project schedules throughout the state as part of its ongoing financial strategy. Within the region, 77 projects will be impacted with an average project delay of two to three years. Several notable Cary projects and revised schedules include:

- Widening Aviation Parkway from I-40 to N.C. 54 with right-of-way acquisition planned for 2029 and construction starting in 2031.
- Redesigning Crossroads Junction, or the I-40/I-440/U.S. 1/U.S. 64 interchange, to relieve congestion. Right-of-way acquisition and construction are planned for 2026.

- Holly Springs Road intersection improvements at Ten Ten Road, Penny Road, and Cary Parkway with right-of-way acquisition planned for 2029 and construction after 2032.
- Constructing a grade-separated railroad crossing at Northeast Maynard Road with right-of-way acquisition planned for 2025 and construction starting in 2028.
- Widening Ten Ten Road from Apex Peakway to Kildaire Farm Road with right-of-way acquisition planned for 2027 and construction starting in 2030.
- Constructing a grade-separated railroad crossing at Trinity Road with right-of-way acquisition planned for 2025 and construction starting in 2028.
- Improving U.S. 64 from U.S. 1 to Laura Duncan Road with potential pedestrian and bicycle improvements. Right-of-way acquisition is planned for 2026 with construction starting in 2029.





## BIKE CARY SURVEY 2.0

This quarter, staff asked citizens via online surveys where they want to ride their bikes and how Cary can make it easier. Through the second survey, which kicked off this summer, Cary received more than 1,600 responses. Staff learned the majority of residents consider themselves to be “interested but concerned” riders, meaning they enjoy riding their bikes on greenways but not necessarily on the road. Responses indicate that when they do ride on the road, they prefer a bike lane with some type of barrier between them and cars. Staff also asked citizens about their destination when riding their bike, and the most frequent places identified include natural areas, parks, and recreational areas. Identifying the most popular routes will help staff target future improvements to close gaps and improve system connectivity. This public input, stakeholder feedback, and industry guidance will help staff develop a context-appropriate design guide for bike facilities around Cary. Bike Cary public outreach will continue through 2020 as staff explores how to connect and enhance the bike network for all ages and abilities.

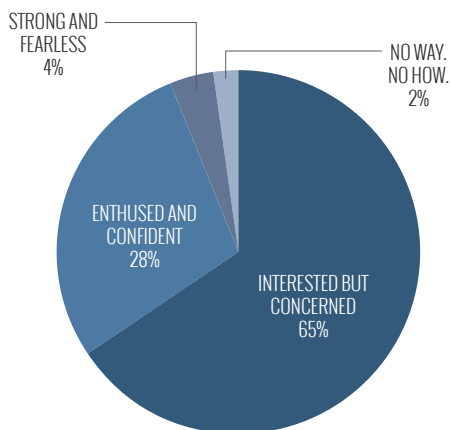


## GOCARY



Wake Transit BRT, or bus rapid transit, moved into a new phase with the creation of a branding advisory committee. A consistent brand identity will help riders navigate the system by making BRT easily identifiable. Public feedback gathered during virtual meetings, listening sessions, and surveys will be used to develop a recommended branding plan, which will be provided to council later this year. As the plan is developed, there will be additional opportunities for public participation and feedback, including station design elements and the incorporation of public art.

### WHAT TYPE OF BIKE RIDER ARE YOU?



Studies have identified four different types of bike riders based on their comfort level, trips, where they ride, etc. Take a look at the descriptions below and let us know which type you identify with most.

- **Interested but Concerned | 65%:** I like riding a bike, but I don't enjoy riding on the road. I would like to feel safer when I do ride with less traffic and slower speeds. I will ride primarily on greenways and street-side.
- **Enthused and Confident | 28%:** I am comfortable sharing the road with motor vehicles, but I prefer to use bike lanes and bike-friendly streets.
- **Strong and Fearless | 4%:** Riding is a strong part of my identity, and I am undeterred by traffic speed, volume, or other roadway conditions.
- **No Way, No How | 2%:** I don't bike at all due to inability, fear for my safety, or simply a lack of interest.





## DYNAMIC LEFT TURN INTERSECTION REDUCES DRIVER DELAY

An independent engineering firm analyzed the dynamic left turn intersection, one of the first in the nation, at Cary Parkway and Tryon Road to determine the impact of the new concept. Per the findings, the cost savings from reduced driver delay is estimated to be \$85,000 this year. With an initial cost of \$35,000, the installation has more than paid for itself in fewer than six months. The engineering firm also studied how well drivers complied with the new intersection type. The compliance rate was 83%. The study found no significant cause or pattern to explain the remaining 17%, but the firm recommended increased enforcement. Cary Police will monitor the intersection to help educate drivers on the traffic pattern during off-peak times.

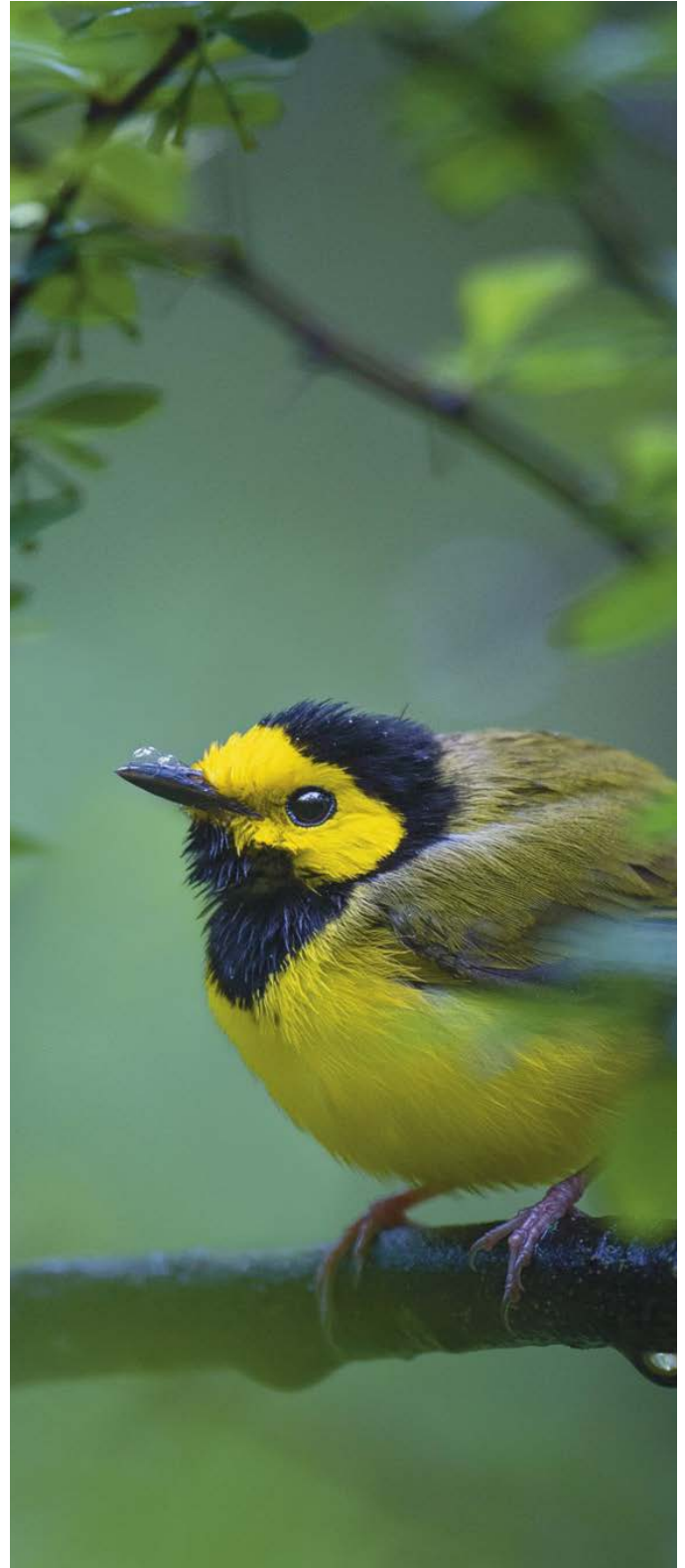
## NEW TRAFFIC SIGNALS IN WESTERN CARY

Two intersections in western Cary are seeing improvements in the form of new traffic signals. Construction of temporary, wood pole traffic signals at McCrimmon Parkway/Highcroft Drive and Green Hope School Road/Green Level Church Road commenced in September. They are expected to be complete at the end of October with a permanent, metal pole traffic signal planned at McCrimmon Pkwy/Highcroft Drive.

### TOWN KUDOS

#### CARY EMPLOYEES SELECTED FOR MUNICIPAL ADMINISTRATION PROGRAM

This quarter, Susan Bradley, operations and program supervisor at the Cary Tennis Park, and Cassie Schumacher-Georgopoulos, assistant development director, were accepted into the 2020–2021 Municipal Administration Program, offered through the School of Government at UNC-Chapel Hill. This comprehensive, seven-month course is designed for city and county officials whose responsibilities require an understanding of local government functions beyond individual areas of specialization.







TOWN OF CARY

### Protecting Our Waterways and Green Corridors

Each of us lives in a watershed. A watershed is the area of land that drains water into a common water body, such as a stream, river, or lake. The land in a watershed is divided into smaller areas called sub-watersheds. Each sub-watershed has its own unique characteristics, such as the types of trees, plants, and animals that live there.



As water flows off roofs, roads and parking lots, it carries pollutants runoff that can be filtered by riparian vegetation. Green corridors are a natural, cost-effective way to filter pollutants and improve water quality.

Green corridors provide habitat for fish and wildlife. They also help to reduce erosion and stabilize stream banks.

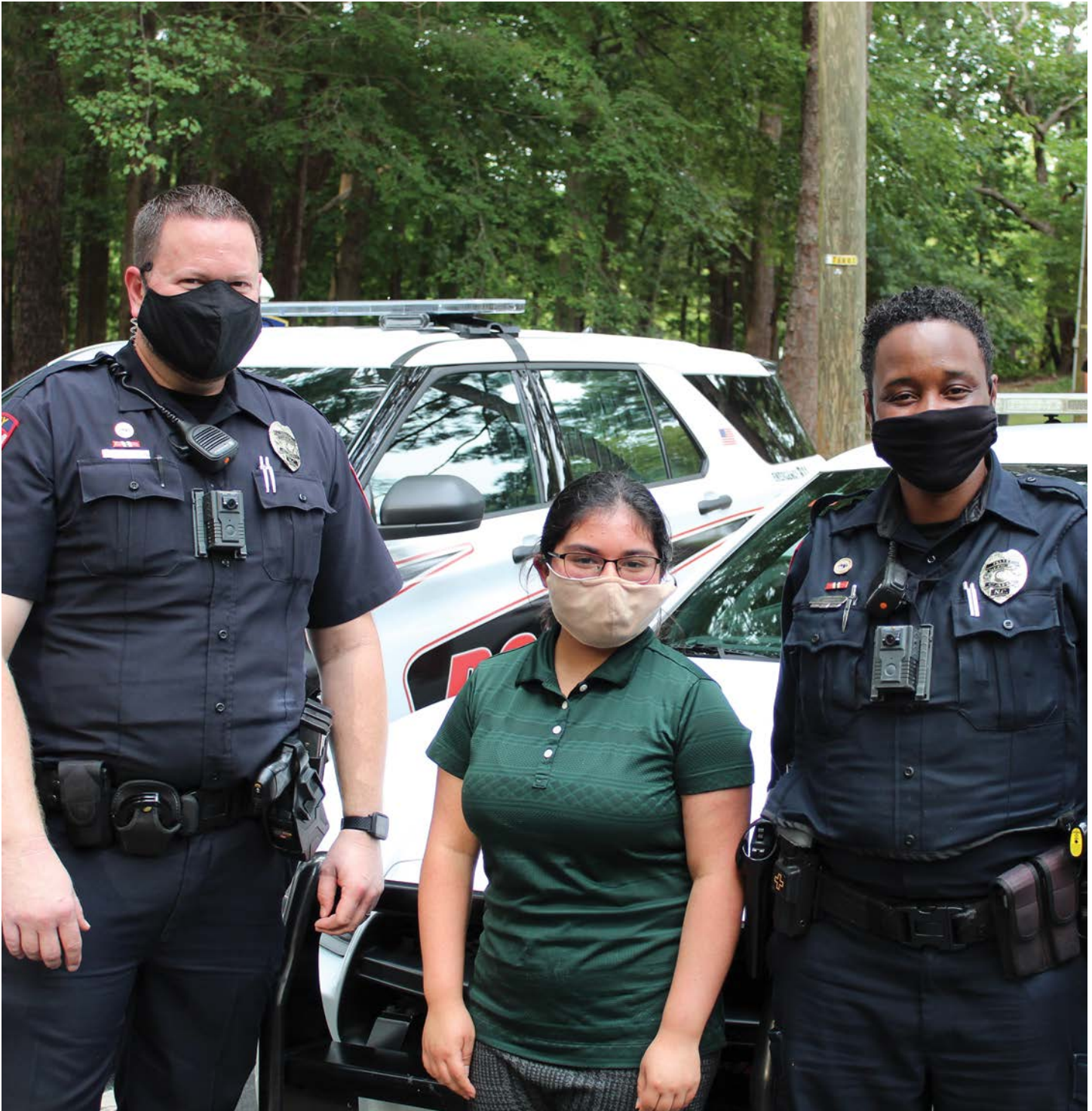
Green corridors help to reduce the amount of sediment that enters waterways. This helps to keep waterways clear and healthy.

Learn more about how we protect Cary waterways at [www.townofcary.org](http://www.townofcary.org)





# MEETING COMMUNITY NEEDS







## COVID-19 UPDATE

On September 1, Cary's Emergency Operations Center deactivated after nearly six months of operations; staff is prepared to reassemble as the need arises. The pandemic remains an active public health emergency. Evolving North Carolina mandates in relation to COVID-19 resulted in new guidance for citizens and businesses. Face coverings became mandatory in North Carolina in June. As the state entered Phase 2.5 of Gov. Roy Cooper's reopening plan, Cary playgrounds reopened on September 4. Maximum gathering sizes also increased to 25 people indoors and 50 people outdoors. This quarter, Cary also:

- Held its first virtual neighborhood meeting for rezoning cases on July 15.
- Resumed meetings for its boards and commissions in August.
- Resumed accepting bulk trash by citizen request with the exception of mattresses and box springs.
- Partially reopened its sports venues. At the Cary Tennis Park, tennis pros taught lessons, oversaw programs, and assisted with adult league play. At WakeMed Soccer Park, the North Carolina Football Club and North Carolina Courage practiced and held games. At the USA Baseball National Training Complex, USA Baseball conducted tournaments, and William Peace University Baseball used fields for practices and scrimmages.

## SUSTAINABLE AND RESILIENT CARY

### BUILDING CARY'S COMPREHENSIVE TREE PROGRAM

The building blocks of Cary's comprehensive tree program took shape this quarter. Staff developed five tree planting and maintenance modules that lay the foundation for the program's structure: town property plantings, community plantings, a tree distribution campaign, partnership projects, and tree care initiatives. These efforts

provide educational and experiential opportunities for citizens throughout the year, so trees are not only planted properly but nurtured to give them the best opportunity to thrive. Together, the five modules help guide how, where, why, and who will plant trees to help maintain Cary's tree canopy and the environmental health of the community. To help further develop, guide, and lead the fulfillment of these efforts, Cary contracted with Master Arborist Katie Rose Levin.

### NEW ELECTRIC VEHICLE CHARGING STATION AT TOWN HALL



Just in time for National Drive Electric Week, Cary installed a two-vehicle electric charging station at Town Hall. Located on the east side of Town Hall between the ATM and the Page-Walker Arts and History Center, this electric vehicle charging station was funded through the Clean Fuel Advanced Technology Grant. These spaces are free to use for employees and the public.

### TOWN HALL PARKING DECK LIT WITH ENERGY-EFFICIENT LED LIGHTING

The Town Hall parking deck was relamped with energy-efficient light emitting diode, or LED, lighting using smart sensors that increase the amount of light depending on movement in the area. This upgrade will save money, enhance safety, and help Cary meet the goals of its Strategic Energy Action Plan, which commits to reducing energy use in operations.



## CARY RECOGNIZED AS TOP GREEN FLEET IN 2020

The 100 Best Fleets once again recognized Cary as a Green Fleet Awards winner for efforts to innovate, increase fuel efficiency, and diversify fleet fuels in accordance with its Strategic Energy Action Plan. This year Cary's fleet ranked 20th in the nation.

## POLICE

### MASK AND MEAL GIVEAWAY



Cary Police, including Project PHOENIX and community services officers, and Cary Fire distributed more than 13,000 reusable cloth facemasks to various communities throughout Cary. Mask giveaways focused on neighborhoods disproportionately affected by the spread of COVID-19. Officers partnered with Wake County Human Services and El Centro Hispano of Raleigh to combine these mask giveaway efforts with hot meal and fresh produce delivery.

## NEW PUBLIC RELATIONS OFFICER

Lt. John Reeves will serve in the newly created public relations officer position. This role focuses on external media relations and the sharing of information on social media platforms in partnership with the Office of Public Safety and other communication staff throughout the organization. Additionally, this role will analyze and research trends in law enforcement that affect policies and procedures.

## NAACP VIRTUAL CONFERENCE

On September 15, Capt. Robert Carey participated as a panelist for the "Building a Bridge: Community and Law Enforcement" virtual conference. The event was sponsored by the Raleigh-Apex NAACP, and Wake County Commissioner Jessica Holmes served as moderator. Other panelists participated from neighboring law enforcement agencies, including Apex, Holly Springs, Garner, Knightdale, Morrisville, Raleigh, State Capitol Police, and the North Carolina State Highway Patrol.

### TOWN KUDOS

#### CRISIS INTERVENTION TEAM OFFICER OF THE YEAR

On August 7, Officer Robert Tonietto was recognized as both Cary Police Department's and Wake County's 2019 Crisis Intervention Team Officer of the Year. The awards recognize Tonietto's selfless and heroic act of saving a young woman's life when he pulled her to safety after finding her in a life-threatening crisis at the Kildaire Farm Road bridge at U.S. 1. This is the second time Tonietto has been recognized as Crisis Intervention Team Officer of the Year.







## FIRE

### FIRE DEPARTMENT ASSISTS CLAYTON



When 17 members, or a third, of the Clayton Fire Department contracted COVID-19, Cary, along with other municipalities, stepped in to help. The Cary Fire Department provided a heavy rescue truck with four personnel for three 24-hour shifts. During the first shift, Cary crews responded to multiple calls within the Town of Clayton and assisted other Johnston County departments after a persistent storm dumped more than 14 inches of rain in some parts of the county, resulting in mass flash flooding. A commendation from Garner’s deputy fire chief stated in part that “if it weren’t for the heroic actions taken by this crew, many lives would have been lost.”

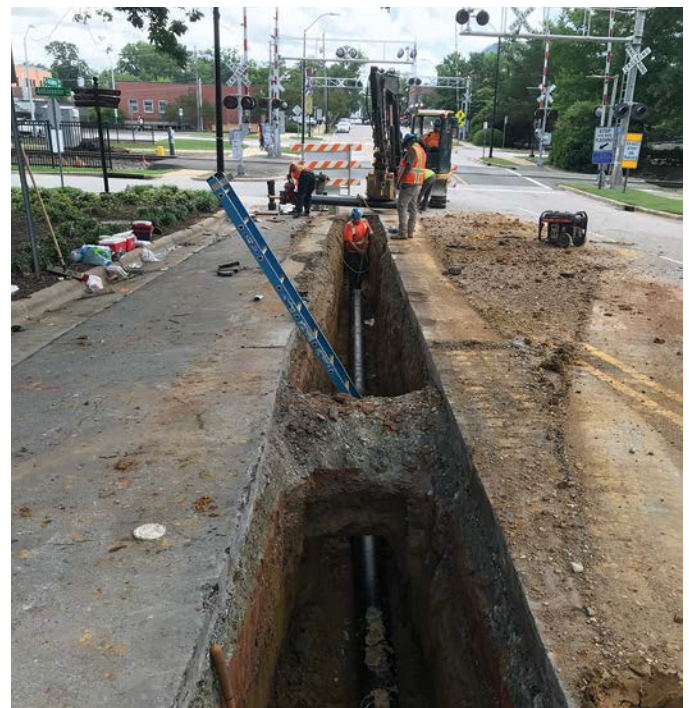
### FIRE STATION 9 DEBUTS DRAFTING FEATURE



In September, the Fire Department put into service a drafting pit to allow the department to service test its fire trucks. This is a first for Cary, which previously relied on other municipalities’ resources to conduct this required annual testing. Crews can also use the pit for training on drafting operations, which ensures they are able to secure a water supply if a fire hydrant is not available.

## WATER AND SEWER

### WATER MAIN REPLACEMENT PROJECT UNDERWAY



The annual water main replacement project kicked off this summer with phase one efforts focused along North Academy Street, next to Cary Town Hall. A new water main, extending from the railroad tracks to Chapel Hill Road, is complete and in service. This fall, Cary will resurface this section of street, leaving it renewed both under and above ground.





### SEWER REHABILITATION UPDATE



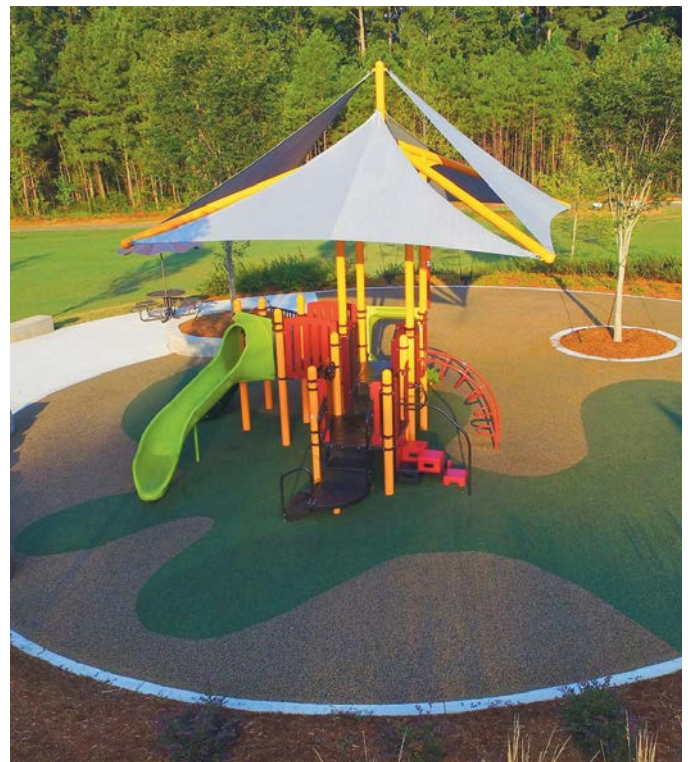
Cary rehabilitated the Upper Swift Creek Interceptor from Southwest Maynard Road to Southwest Cary Parkway by installing liners to seal and reinforce the sewer lines, extending their life by 50 or more years. In August, Cary also completed improvements to the Walnut Creek Wastewater Pump Station, which serves a large portion of downtown Cary, Cary High School, Cary Towne Center, and the future Fenton development. These improvements, including electrical wire replacement and the application of a corrosion-resistant coating, will help provide reliable service to citizens and businesses for 20 or more years.



### NORTH CARY WATER RECLAMATION FACILITY IMPROVEMENTS PROJECT UNDERWAY



A contractor working on behalf of Cary began work on a \$15 million project to improve and modernize Cary's oldest wastewater treatment facility. In the first four months of the project, the contractor constructed a new blower building, standby generator pad, and piping for an onsite equalization pump station. All upgrades will be complete by May 2022, allowing the North Cary Water Reclamation Facility to continue to perform at its high standards for years to come.





## WATER SYSTEM RESILIENCY AND EMERGENCY RESPONSE PLANNING

This summer, Cary completed a two-part plan to meet the requirements of both America’s Water Infrastructure Act of 2018 and the revised North Carolina Source Water Protection Rule. Addressing potential threats to Cary’s water treatment and distribution systems, as well as its source water supply at Jordan Lake, the two documents will allow Cary to continue development of a flexible and resilient water system and help staff respond effectively in emergency situations. Created through a collaboration with Apex, Morrisville, and Chatham County, which share Cary’s water supply, the two documents provide an easily accessible and adaptable resource to help staff respond quickly and effectively to a wide variety of emergency conditions.

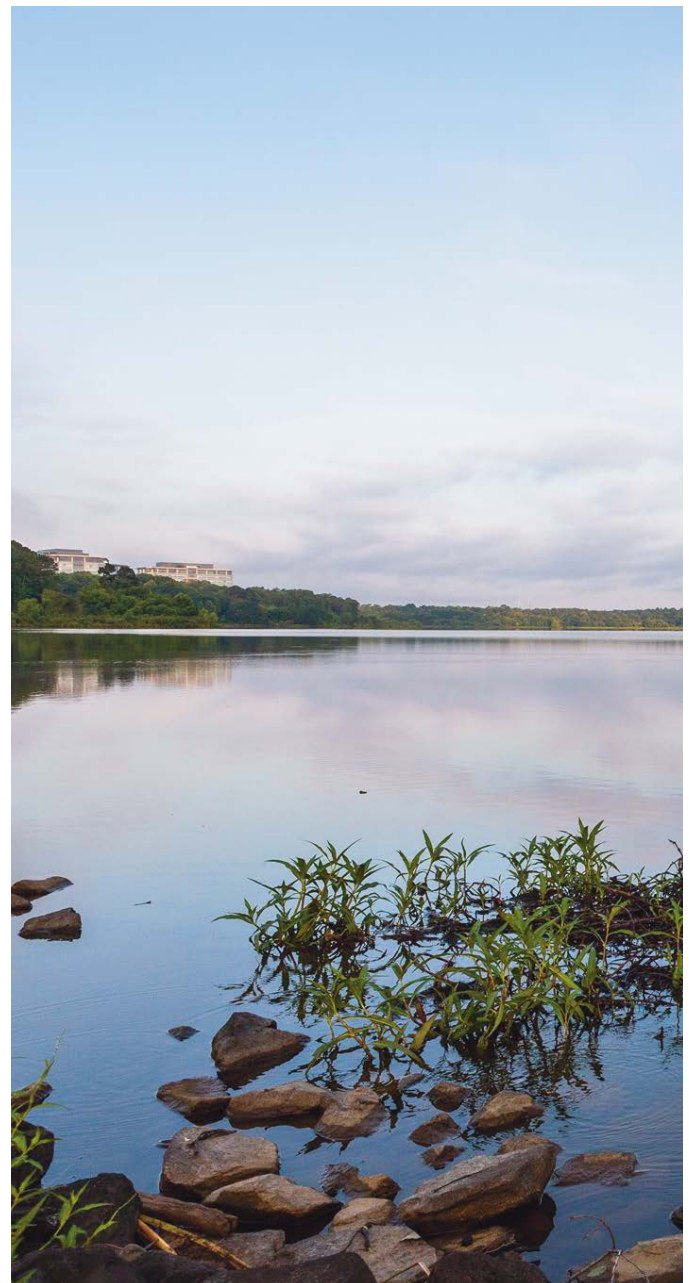
## ANNUAL WASTEWATER REPORT

Cary released its 2019–2020 Annual Wastewater Report electronically to citizens and wastewater utility customers in August. The annual report is created to keep citizens and customers informed of programs related to the operation, maintenance, and performance of Cary’s wastewater collection and treatment systems. There were no permit compliance violations at any of Cary’s three water reclamation facilities, which treated more than 6.8 billion gallons of wastewater this year. Cary’s wastewater treatment facilities continue to provide high-quality treated wastewater for returning to receiving streams, as well as for beneficial reuse as reclaimed water.



## CARY’S WASTEWATER TREATMENT FACILITIES RECEIVE PLATINUM AWARDS FROM NACWA

All three of Cary’s water reclamation facilities received Platinum Awards from the National Association of Clean Water Agencies. The award recognizes excellent sustained performance for more than five years.







# MOVING FROM VISION TO REALITY







## EMPLOYEES RALLY TO SUPPORT 311

Facing higher than normal call volumes, 311 looked internally during the first quarter to assemble the 311 Guard, a team of cross-departmental employees to plug into 311 as the need arose. In response to a growing trend of higher than expected wait times, 311 initiated the Guard to supplement Citizen Advocates during peak call times and days. Now equipped to take calls and triage citizen requests remotely, the 311 Guard can activate and support in times of crisis or special circumstances where help is needed, including addressing an influx of citizen requests submitted by email or web portal. Guard employees remain in their current role and department until activated; modeled after the National Guard, the 311 Cary Guard remains on the ready.



## CARY REFRESHES INTERGOVERNMENTAL AFFAIRS ACTIVITIES



This summer, Cary launched a new intergovernmental affairs framework to refocus all activities and communication at the local, state, and federal level. Utilizing a two-pronged approach, the new framework emphasizes the importance of deepening intergovernmental partnerships and efficiently tracking legislation to ensure Cary's priorities are furthered and serve the interests of its citizens. Initiatives launched so far include a new intergovernmental legislative roundtable, developing a web-based legislative tracking tool, and rethinking the communication cadence with internal staff, Town Council, and key stakeholders.

## BRANDING EFFORT MOVES FORWARD

With the branding strategy confirmed, preliminary creative work is underway. At Cary's request, the original branding consultant, North Star Destination Strategies, is joined by new partner High Noon for this phase of the project. High Noon, formally Big Fish, was a finalist in Cary's search for a branding consultant. Following an initial creative workshop, a creative update will be given to the branding subcommittee and council with additional creative meetings scheduled as needed for stakeholders to provide input before the final development of creative deliverables.



## EMPLOYEES ATTEND ICMA CONFERENCE VIRTUALLY



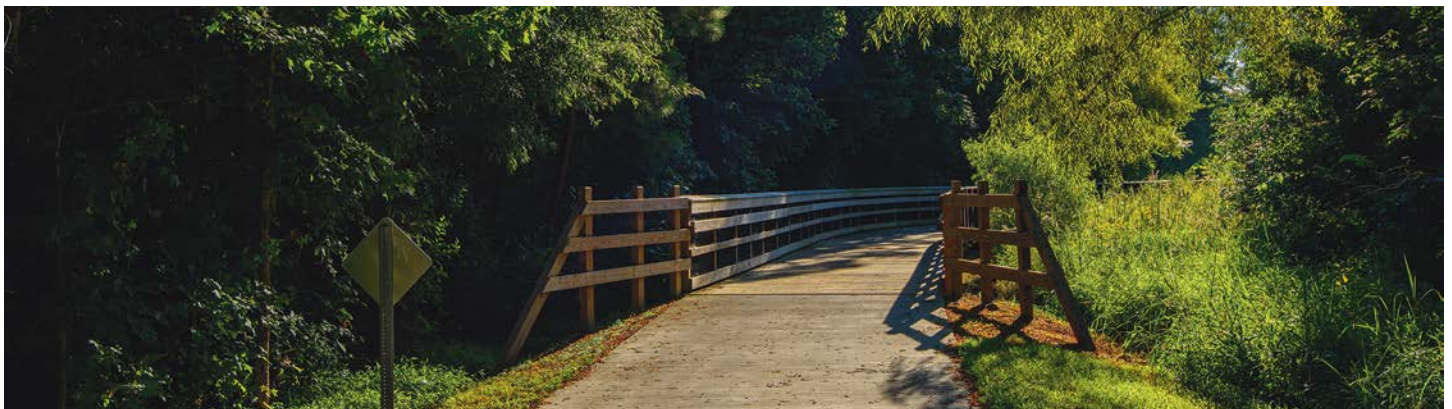
Five employees represented Cary at this year's virtual ICMA annual conference: Kerry Harville, Carla Witherington, Kathryn Trogdon, Lt. John Reeves, and Heather Whelehan. Sessions covered several relevant topics, such as equity and inclusion, community engagement, resilience, and leadership. According to Whelehan, "There were so many talks, tools, and case studies relevant to us in Cary. The keynote speakers were phenomenal. Retired Army General Nadja West, Author of White Fragility Robin DiAngelo, and Pursuit of Happiness star Chris Gardner were my favorites." Conference attendees plan to share their key takeaways with staff to extend organizational learning.

### TOWN KUDOS

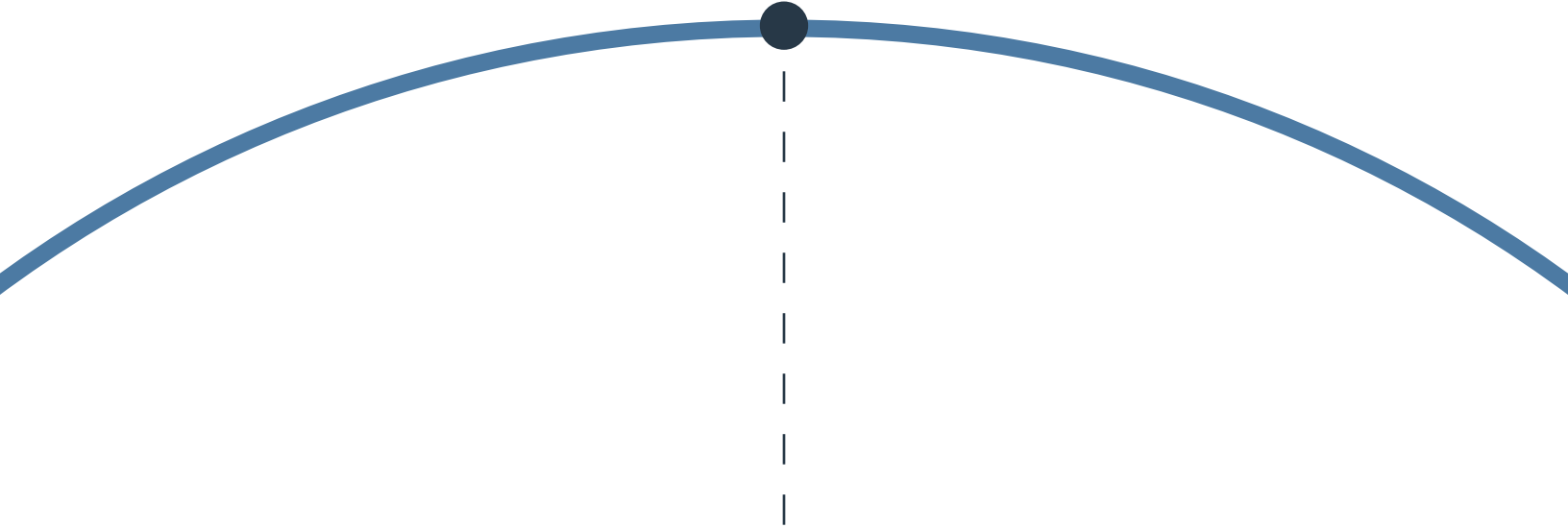
## LONGTIME CARY EMPLOYEE REACHES 44 YEARS OF SERVICE



On September 17, Sammie Garris, the longest tenured employee at the Town of Cary, celebrated his 44th work anniversary. Garris works as a solid waste equipment operator, driving a one-arm automated garbage truck. He started in that same division in 1976, when Cary was home to only 12,000 people, toting a barrel around his shoulder from people's backyards. Over the years, Garris worked numerous celebrations, including Spring Daze, Lazy Daze, and Fourth of July, as well as inclement weather events. Cary selected Garris as its employee of the year in 1993, and he served as the Grand Marshal for the Cary Jaycees' Christmas Parade in 2012. "Sammie is a true public servant," Public Works Director Scott Hecht said. "He wants nothing else than to serve the public and make someone's day. He has seen what this Town has become, and people have seen what he has become. He is a true gentleman with a big heart, a bigger smile, and work ethic like no other."



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