



City of Goldsboro
North Carolina
City Manager's Office

Post Office Drawer A
Goldsboro, NC 27533

(919) 580-4330
Fax (919) 580-4344

September 15, 2008

Dear Property Owner or Resident,

Thank you for the opportunity to provide this information packet concerning city services.

Enclosed you will find letters from Mayor Alfonzo King and District 1 Councilmember Michael Headen. In addition, you will find information concerning city services to be provided in your area. I have also included information concerning the timing of tax billing under the Finance Department tab since the first billing is for a longer period than was anticipated due to the timing of the judicial decision affecting the annexation of the area.

Regarding service delivery, it has also come to my attention that some residents have expressed concerns about traffic safety at the intersection of Salem Church Road and Buck Swamp Road. Goldsboro Police personnel have visited the area and noted the concern as well. The City of Goldsboro is in the process of requesting that the NC Department of Transportation install a traffic signal at this location.

I look forward to serving you and I hope that you will let us know how we can help provide the best city service possible. If you have any questions, please do not hesitate to contact the appropriate personnel here at the city. You can find a complete listing of city services and contact information on our website at www.ci.goldsboro.nc.us. If this option is not preferable, please call 580-4330 and we will attempt to address your concern or direct your call to the appropriate personnel.

Sincerely,

Joseph R. Huffman
City Manager

JRH/mcb

Enclosures



City of Goldsboro

(919)-580-4330

P. O. Drawer A
North Carolina
27533-9701

Office of the Mayor

September 5, 2008

Dear Property Owner or Resident:

On April 19, 2004 the Goldsboro City Council annexed into the corporate limits of the City of Goldsboro an adjoining area which represents Phase XI, Study Area E of the Goldsboro Annexation Plan. Due to appeals in the court system the effective date of this annexation is September 30, 2008. The area is generally located on the east and west sides of Salem Church Road and the north and south sides of Buck Swamp Road and includes Ashby Hills, Fallingbrook Estates, Morgan Trace, Buck Run, Pineview Acres, Tarklin Acres and Canterbury Village Subdivisions.

Your property is located within the area described above. The City Council and I would like to extend a welcome to you and offer our assistance as you become a City resident and/or property owner.

Effective September 30, 2008, the City will begin to provide City services to you and your property in accordance with established City policies. Plans are to immediately extend police, fire, refuse collection, street maintenance and administrative services. A detailed description of these services is included in the Organization Guide enclosed with this mailing.

For your convenience, existing recreational and park facilities are located City-wide for leisure time enjoyment. A brochure detailing these facilities is also enclosed for your information.

The City of Goldsboro has contracted with Belfast Volunteer Fire Department to provide first responder service to the Phase XI Annexation Area. The City of Goldsboro and other Wayne County Volunteer Fire Departments will provide additional fire protection to the area as needed to assist the Belfast Volunteer Fire Department. The Fire District tax will no longer apply to your property.

On September 30, 2008 all residential sanitation services, including trash and garbage pickup will be furnished by the Sanitation Division of the City of Goldsboro. Plans are to provide curbside garbage pickup service every Thursday and curbside recyclable pickup every other Thursday. **Your first refuse collection pickup has been scheduled for October 2, 2008.** Delivery of refuse and recycling containers should be began on Wednesday, September 17, 2008. The Public Works Department will be

sending out a packet of information explaining their services which includes refuse and recycling collection. Your leaves and limbs will be collected on your recycling days every other Thursday. The City has attempted to notify all identifiable sanitation companies providing service in your area of its plans, however, you are encouraged to also give notice to ensure that your collector is informed so that there will not be dual collection and charge after September 30, 2008.

Street name signs will be installed as needed by the Public Works Department in early October, 2008.

Approximately 110 Street lights will be installed at each intersection and elsewhere in compliance with City policy. These lights will be installed by Progress Energy but paid for by the City of Goldsboro.

Finally, sewer lines will be installed within the area on or before September 30, 2010, as set forth in General Statutes. This schedule is realistic considering design and construction involved in a project of this magnitude. It is anticipated that a contract will be let by February, 2009. Installation will be coordinated by the Public Utilities Department of the City of Goldsboro.

For the purpose of voting in City elections, all registered voters within Phase XI, Study Area E have been included within Election District No. 1. You will continue to vote in your normal polling place. The Mayor is elected at-large and each City Councilmember is elected to represent one of six election districts. Only qualified voters residing within the district may vote for the City Councilmember to represent that district.

As Mayor, I would like to again welcome you to the City of Goldsboro and encourage you to use the City services that we have to offer. These services offer a quality of life of which all citizens can be proud. If you should need assistance, please feel free to utilize your Organizational Guide and the telephone numbers listed therein.

Sincerely,

Alfonzo King
Mayor

September 12, 2008

Dear Phase XI District One Residents:

My name is Michael Headen and I would like to introduce myself as the City Councilman for District One. I have been actively involved with the Downtown Goldsboro Corporation on downtown revitalization projects. Since joining the City Council last November, I have been privileged to be part of the re-opening of the Paramount Theater and have been involved in the return of the rail system to Goldsboro and the renovation of Union Station.

I look forward, as the months go by, to meeting each of you and discussing any concerns that you may have. As a resident of Goldsboro for over sixteen years, I am prepared to assist you in anyway that is possible. You can reach me at (919) 734-0716.

Sincerely,

Michael L. Headen
Goldsboro City Councilmember



City of Goldsboro
North Carolina
FINANCE DEPARTMENT

Post Office Drawer A
Goldsboro, NC 27533

(919) 580-4354
Fax (919) 580-4290

The City of Goldsboro will annex the Phase XI, Study Area E of the Annexation Plan into the corporate limits of Goldsboro on September 30, 2008. The Finance Department would like to welcome and inform the residents of the following:

- The City of Goldsboro has contracted with Fork Township and Belfast-Sanitary District to continue your water service. Due to the City's lower fee schedule, you should see a decrease in your water bill.
- The City will issue a separate bill for the refuse collection that is scheduled to begin and your first statement should be arriving at the end of October.
- Tax bills will be issued next August by the Wayne County Tax Office for county and city taxes. Taxes are billed for a fiscal year. Tax bills will be billed for 12 months at the county and city tax rates for the tax period of July 1, 2009 – June 30, 2010. You will also receive an additional bill for a partial year of city taxes only, which will cover October 1, 2008 – June 30, 2009. Tax bills will be due by January 5, 2010. The 2% late fee will start on January 6, 2010. Motor vehicles registered or renewed after September 30, 2008, will be billed county and city taxes. Also, you will see the fire district tax no longer assessed on your bill.
- Residents with escrow accounts should notify your mortgage company to adjust for the increase in order to prevent a shortage at the end of next year.

If you have questions or need additional information, please contact the Finance Department at 919-580-4354.

September 5, 2008

Dear Resident:

On September 30, 2008, the City of Goldsboro will begin providing municipal services to an area that includes the subdivisions of Ashby Hills, Fallingbrook Estates, Morgan Trace, Buck Run, Pineview Acres, Tarklin Acres, and Canterbury Village. The following is information on the initial services that will be provided by the Goldsboro Public Works Department:

1. Solid Waste Services-Sanitation Division staff members will begin delivering refuse containers and recycling containers to all residences of the affected area on Wednesday, September 17, 2008 and our plans are to have all containers delivered by Wednesday, September 24, 2008, weather permitting. These containers are provided at no cost to the resident, however, should your container be damaged, destroyed, or stolen, you will be charged for the replacement. You may begin using your containers immediately if you desire, but please be aware that your first collection date will be Thursday, October 2, 2008. A collection schedule and a brochure with the details of our refuse and recyclables curbside collection program as well as our yard debris collection program are attached. Your refuse will be collected every Thursday and your recyclables and yard debris every other Thursday. If you have any questions or if you experience any problems with your collection services, please contact the Sanitation Division at 739-7450.
2. Street Maintenance-Street Maintenance Division staff members will begin repairing pot holes, cuts, dips, etc. in residential streets in the area during early October. Even though we will be visiting the area in coming days to determine the condition of the streets and where repairs are needed, if you know of any unsafe street condition that we can correct immediately, please contact our office at 734-8674.
3. Traffic Services-Building and Traffic Division staff members will be replacing traffic signs, stop signs, and street name signs as needed beginning in early October. Again, if you know of missing or illegible stop signs or other traffic signs that present an unsafe situation, please call 734-8674.
4. Storm Drainage-If you know of any storm drainage problems in your neighborhood, such as clogged catch basins or ditches, please let us know by calling 734-8674. Employees from our Storm Sewer Maintenance Division will address these issues as quickly as possible.

While we understand that the conversion to and acceptance of City of Goldsboro services will be difficult for some, it is our goal to provide a very high quality of service to all of the new citizens of Goldsboro. If you experience any problems with our service delivery, please do not hesitate to contact us at 734-8674.

Sincerely,

Neil Bartlett, Director
City of Goldsboro Public Works Department

City of Goldsboro



SANITATION SERVICES

The time has come for us to confront the problems of solid waste and the environment, and through recycling, you can be a part of the solution.

To participate in the recycling program, all you do is place aluminum beverage cans, glass, plastic and paper in your recycling container and roll it to the curb once every two weeks. Your regular garbage will go in a separate container to be rolled to the curb on a weekly basis. It's that easy! Both rollout containers will be provided at no cost to you. Your recyclables will be picked up at your home and you will have the satisfaction of knowing you are doing your part to make Goldsboro and the environment cleaner for all of us.

ABOUT THE PROGRAM

Who is Participating?

It is mandatory that all City residents participate. This includes approximately 13,000 homes. (See enclosed map).

What Can I Recycle? (see diagram on recyclable materials, pg. 10-11)

Aluminum Beverage Cans - The aluminum that makes up beverage cans can be recycled to make new ones. Please place only beverage cans in one of the compartments of the recycling container. **STEEL FOOD CANS ARE NOT ACCEPTABLE.** If you have a large amount of cans in a two-week period, it may be necessary to crush the cans first.

Glass - Glass is another recyclable item that is melted down for re-use. Please rinse food waste, if any, and **remove all metal or plastic lids and caps from jars and bottles.** Labels do not have to be removed. Place brown, clear and green glass in separate compartments in the recycling container. Recycle only glass bottles and jars. No plate glass, light bulbs, ceramics or other glassware will be accepted.

Paper - All types of paper products can be recycled into roofing felt and asphalt shingles. This includes magazines, phone books, catalogues and flattened cardboard. You may want to remove one of the top trays from your recycling container to bring inside your home for storage of paper to be recycled. **Wax paper, aluminum foil, soap boxes, pizza boxes, tissue or paper that has been laminated in plastic cannot be recycled.** Also, paper which is contaminated with food or other waste will not be accepted.

Plastic - Two types of plastic bottles can be recycled. The first type, PET plastic, is the type found in clear and green plastic drink bottles. PET plastic is identified by the symbol . The other type, HDPE plastic, is the colored or opaque plastic found in many household containers, such as detergent bottles, milk jugs, and bleach containers. HDPE plastic is identified by the symbol . Styrofoam, motor oil bottles, and plastic grocery bags are not acceptable. **Please rinse out any contaminants, remove all lids, and place the two different types of plastic in separate bins in your recycling container.** Please flatten the plastic containers if more space is needed.

For More Information Contact:

General Services Department.....734-8674
Sanitation Division.....739-7414

Interesting Recycling Facts

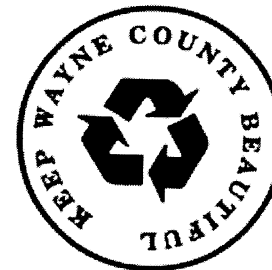
Every Sunday, the United States wastes nearly 90% of recyclable newspapers. This waste amounts to about 500,000 trees.

14 million pounds of paper are used to produce the New York Times and the New York Daily News on an average Sunday. Recycling the Sunday edition of the New York Times alone would save 75,000 trees weekly.

The energy saved from recycling 1 glass bottle can run a 100 watt light bulb for 4 hours.

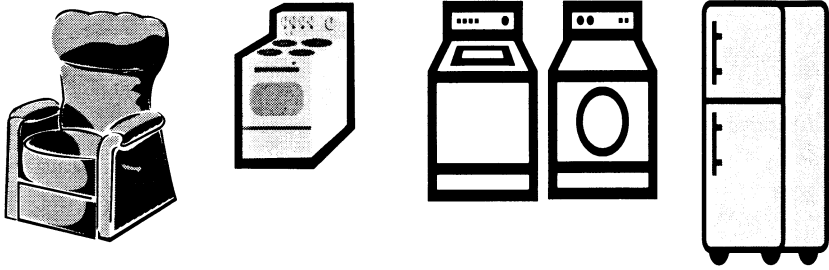
119,482 aluminum cans are recycled every minute in the United States.

It takes 2 plastic bottles to make enough polyester fiber for a baseball cap.



Printed on Recycled Paper

WHITE GOODS AND BULKY ITEMS



- Call 739-7414 before placing at the curb for next day pick up
- Improperly discarded items may result in a fine

NO - Building materials or other prohibited items!

Please note: The recycling container has seven compartments for recyclables. You may use any compartment for each recyclable product as long as like items are placed in the same compartment. In fact, if you should have more of one recycled item that will fit in a single compartment and no items of another particular item, you may use two compartments for the more abundant recyclables. Just Remember -Keep like items in the same compartment.

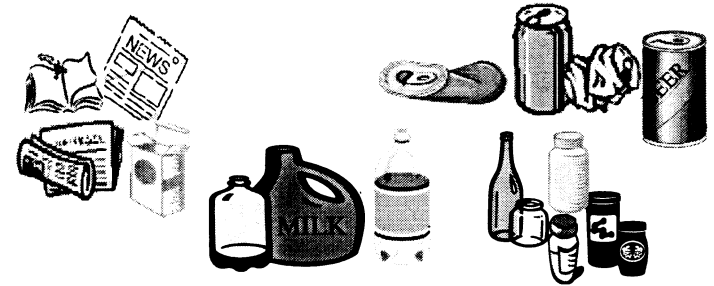
The refuse container should contain all other garbage and non-recyclable items.

When Will My Garbage And My Recyclables Be Collected?

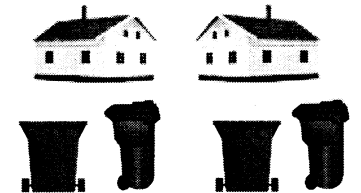
Your scheduled collection day will occur once per week for garbage and once every other week for recyclables. **You should roll the respective container to the edge of the curb in front of your house on the scheduled collection day.**

Collection begins at 6:00 a.m. during daylight savings time and at 7:00 a.m. during eastern standard time. **Please note these times so that your appropriate container is at the curb at the start of the collection day.**

Please refer to your collection schedule and local news media for holiday collection times.



Questions and Answers



Do I Have to Participate?

Yes. City crews will maintain records as to participation. If your recycling container is not at the curb once per month, you will be assessed a \$25.00 fine on your utility bill. The City pays approximately \$300,000 per year in landfill fees and fines for having recyclable items in our landfill loads. Please help, recycle - it is a much cheaper alternative to the landfill! Help Keep City Taxes low!

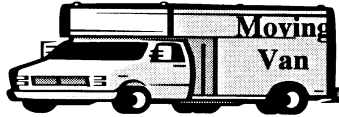
Who Owns The Containers?



The City of Goldsboro owns both the refuse and recycling containers and they will be provided at no cost to you. The serial number from each container is assigned to your address so that you can keep up with your containers. The City maintains a list of container assignments and will be glad to assist with identifying your containers if needed. **If your containers are lost, damaged, or stolen, they will be replaced at your expense.** Please notify the General Services Department, Sanitation Division at 734-8674 if this occurs.

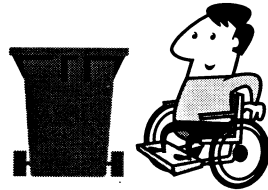
To minimize the possibility of theft or vandalism, roll out containers should be moved to the curb no earlier than 24 hours prior to your pick up date. Please pull your roll out containers back from the street within 24 hours after the contents are collected. Do not leave your roll out containers at the street or behind the curb on Saturday or Sunday unless, due to a holiday, Saturday is your collection day. Failure to remove your roll out containers from the street or curb after being serviced could result in a penalty being assessed to your water bill in the refuse column.

What If I Move?



If you move, the refuse and recycling containers need to be assigned to a new resident. Please contact the General Services Department, Sanitation Division at 734-8674 prior to your move. The City will pick up containers upon the disconnection of your water service.

What If I Am Physically Unable To Roll Either Container To The Curb?



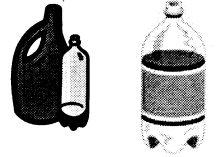
All persons living alone who can provide proof of physical handicap will not be required to roll either container to the curb. However, every one who is furnished containers will be required to separate recycled goods, regardless of age or handicap.

RECYCLES

Plastic



Clear or colored plastic beverage bottles (soft drink bottles, water bottles, etc.)



Milk, Bleach, Most Detergent and Soap Bottles

NO - Cooking oil bottles, motor oil jugs, plastic bags, anti-freeze jugs, plastic toys, styrofoam, and all other plastics.

INSTRUCTIONS: Empty and Crush—No Lids!
Separate by



Mixed Paper

Newspapers, Cardboard, Phone Books, Magazines, Dry Food Boxes, Cardboard Boxes



NO - Waxed Paper, Laminated Paper, Tissue Paper, Soap Boxes, Ice Cream Boxes, or Pizza Boxes

INSTRUCTIONS: Flatten All Boxes

GOLDSBORO

Here's What You Can Recycle At Home

Aluminum Cans Only!!



NO - Steel Food Cans or Other Metal Cans.

INSTRUCTIONS: Empty can; crush if more space is needed!

Glass

Clear, Brown, and Green Glass Jars, Bottles, and Containers are acceptable recyclable glasses.



NO - Light bulbs, Plate Glass, Ceramics, or any Glass that is Not a Container - **NO Blue Glass!**

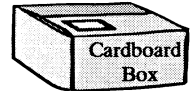
INSTRUCTIONS: Rinse out - No lids!
Do Not Break!
Please Separate By Color!
(Clear, Brown, and Green)

Who Gets The Money From The Sale of The Recyclables?



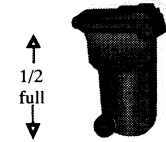
The implementation of this solid waste program has cost the City approximately \$1.5 million dollars. Revenues from recycled materials will be used to offset the initial cost of the program. Revenues will also be used to keep down the cost of all City solid waste services.

What If I Have More Recyclable Goods Than Will Fit In The Container?



Place overflow items in a cardboard box beside or on top of the recycling container at the curb. That way, the overflow items and the box will be recycled.

What If My Recycling Container Is Less Than 1/2 Full At The Time Of Collection?



You will not be required to roll your recycling container to the curb if it is less than 1/2 full at the time of collection; however, you will be required to roll your recycling container to the curb at least once per month. Failure to comply will result in a citation and a fine.

What About Yard Waste, White Goods, and Household Rubbish Collection?

The following regulations still apply as set out in the Goldsboro Code of Ordinances.

Yard Waste

General yard waste such as grass clippings, vines, garden and hedge trimmings, straw, and other such debris is to be placed behind the curb for pick up and should not be containerized in a bag.

Yard waste should be placed loose behind the curb; leaves should be piled separate from other yard waste.

The amount of yard waste collected from an individual residence is limited to no more than 1/4 truck load per collection. Collection of yard waste will be made on the same schedule as recyclable materials.

Tree Limbs and Shrubbery Trimmings

Tree limbs and shrub trimmings should be placed in a pile separate from leaves. Limbs shall be a maximum of 4 feet in length. The amount of limbs collected from an individual residence is limited to no more than 1/4 truckload per residence per collection. **Cut trees and stumps are not collectable by the City and must be disposed of by private means.**

Leaf Collection

During leaf falling season (October-February), leaves should be raked to a point behind the curb. During this season, wire cages may be used to help prevent blowing and scattering of leaves. Do not put leaves in the street, drainage ditches, or over water meters and avoid mixing leaves with limbs....these will damage the City's collection equipment.

The City will attempt to collect leaves on the same day as recyclable materials; however, there may be a one or two-day delay depending on the volume of leaves being collected in your area.

Discarded Furniture, Appliances, Etc.

Items such as worn out furniture, refrigerators, mattresses, box springs, stoves, water heaters, etc. will be picked up by the City year round for a small fee; however, during a specified period each year, these items will be picked up by the City at no cost. Free pick up weeks will be in the spring of each year with notice being given to the public prior to the scheduled time.

Throughout the rest of the year, these items will be collected on a call in basis. Residents may schedule pick up by calling the General Services Department at 739-7414.

When collecting discarded furniture, appliances, mattresses, etc., at the curb, a fee of \$5.00 will be charged for collecting up to 3 items and \$10.00 for collecting up to 6 items. No more than 6 items will be picked up at the same address during a one-week period. **This fee does not apply during the annual spring and fall clean up campaign.** Items are to be placed in an area behind the curb no earlier than 24 hours prior to the date designated by the General Services Department for pick up.

Landowners are responsible for the general appearance of their property.

Limitation on Collections

The City of Goldsboro will not be responsible for the collection of any of the following:

Dirt, turf, rock, building materials, trade waste, carpeting, wallpaper, wet paint, metal posts, swing sets, plastic swimming pools, gasoline/kerosene cans, lumber shavings, brick, concrete, metal, shingles, fencing material, logs, tree stumps, automobile parts, animal waste, hazardous materials, or like materials or by products. None of these materials are to be placed at the curb for collection by the City of Goldsboro.

Yard waste generated by landscaping, tree or yard maintenance contractors or other agents hired to do work at a residence or business will not be collected by the City of Goldsboro.

Exceptions To Roll-Out Pick Up

Residents who live alone and can provide physician certification of physical handicap will not be required to place roll out containers at the curbside for collection. Such proof of handicap shall be submitted to the General Services Department. A representative of the General Services Department will meet with the applicant to verify the applications and discuss the service prior to final approval.

Fines

1. A fine of \$25.00 will be assessed for placing general yard waste, limbs, leaves, furniture, appliance, etc. in the street. This fine will increase to \$50.00 for the fourth violation and each violation thereafter.
2. When discarded furniture, appliances, mattresses and other bulky items are placed at the curb, either without making arrangements for their collection or prior to 24 hours of their collection day, a \$25.00 fee will be assessed for the first three violations and a \$50.00 fine for the fourth violation and each violation thereafter.
3. Residents not recycling, as evidenced by their failure to place their recycling container at the curb at least once a month, will be fined \$25.00, which will appear in the refuse column of your utility bill.
4. When roll-out recycling and garbage containers are placed at the curb prior to 24 hours of their collection date or when they are not removed from the right-of-way within 24 hours after their collection, a penalty of \$25.00 will be assessed. This fine will increase to \$50.00 for the fourth violation and each violation thereafter. This fine will appear on your utility bill.

*** Failure to make payment of the fine within 20 days after the postmarked date of the bill may result in interruption of utility service provided by the City including water, sanitary sewer and shall be subject to all reinstatement charges.

SERVICE DIRECTORY



SERVICE DIRECTORY

Category	Type	Department	Phone
A			
Abandoned Motor Vehicles		Code Enforcement	580-4362
Abatement		Police	705-6572
Accidents		Police	911 or 705-6572
Air Conditioning	code, inspection, permits	Inspections	580-4346
Airport Authority		Airport Manager	734-7630
Airport Operations		Belfast	734-7630
Ambulance Service	EMS	Fire	911
Ambulance	Wayne County Rescue Squad	Volunteer	735-1175
Animal Control	dead & stray pick-up	Police	705-6572
Animal Shelter		Brick Street	735-7287
Annexation information		Planning	580-4333
Appearance Commission		Planning	580-4333
Arts Council		901 E. Ash Street	736-3300
Arts and Crafts		Recreation	739-7480
Assessments	billing	Finance	580-4353
	collections	Revenue	580-4340
	computations	Engineering	580-4367
Attorney	city legal affairs	City Attorney	778-6707
Automobile License	city and state tags	William St.	734-0881
B			
Beautification	appearance, historical, projects	Planning	580-4333
Beaver Control		Public Works	734-8674

SERVICE DIRECTORY

Category	Type	Department	Phone
Bicycles	claims, stolen	Police	705-6572
Billings	invoices, statements	Finance	580-4353
Birth Certificates	copies of (Courthouse)	Register of Deeds	731-1449
Blind Corners	correction, sight obstruction	Planning	580-4333
Board of Adjustment		Planning	580-4333
Boards and Commissions Information		City Manager's Office	580-4330
Budget	copy on file	City Manager's Office	580-4330
Budget	preparation	Finance	580-4354
Building	code, inspection, permit	Inspections	580-4346
Buildings and Grounds	city property	Public Works	734-8674
Building and Traffic Safety Division		Building & Traffic Safety	734-8674
Burial Plots	sale and upkeep	Cemetery	734-8674
Business License	payment, securement	Finance	580-4340
C			
Cable Television, Internet	service, complaints	Time Warner Cable	735-2221
Catch Basins	cleaning & repair	Public Works	734-8674
	installation & design	Engineering	580-4342
Cemeteries	city owned, sales, upkeep	Cemetery	734-8674
Census Information		Planning	580-4333
Chamber of Commerce		308 N. William St.	734-2241
City Attorney	city legal affairs	City Attorney	778-6707
City Clerk		City Clerk	580-4330
City Codes	copies, information	City Clerk	580-4330
City Council	meetings	City Manager's Office	580-4330

SERVICE DIRECTORY

request to be on agenda	City Clerk	580-4330
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SERVICE DIRECTORY

Category	Type	Department	Phone
City Engineer	municipal engineering matters	City Engineer	580-4342
City Hall		214 N. Center St.	580-4330
City Manager's Office		City Manager's Office	580-4330
Civil Rights	discrimination, equal treatment	Community Affairs	580-4359
Codes	information	Code Enforcement	580-4362
Code Enforcement		Code Enforcement	580-4362
Collections		Finance	580-4340
Computer	city technology services	Information Technology	580-4350
Community Affairs	discrimination, fair treatment	Community Affairs	580-4359
Community Affairs Commission		Community Affairs	580-4359
Community Development Advisory Committee		Planning	580-4333
Community Development	areas, implementation	Planning	580-4317
Contracts	copies and records of	City Clerk	580-4330
Crafts		Parks & Recreation	739-7480
Crime Stoppers		Police	735-2255
Curb Cuts	permits for driveways	Engineering	580-4342
D			
Data Processing		Finance	580-4353
Deeds of City Properties	copies and records of	City Clerk	580-4330
Discrimination		Community Affairs	580-4359
Ditches	cleaning, encasement	Public Works	734-8674
	drainage, erosion	Engineering	580-4342
	trash, weeds	Public Works	734-8674

SERVICE DIRECTORY

Category	Type	Department	Phone
Dog Catcher	dead & stray pick-up	Police	705-6572
Dog Pound	claims, lost animals	Brick Street	735-7287
Downtown Goldsboro Development (DGDC)		218 E. Walnut St.	735-4959
Drainage		Public Works	734-8674
Driver's License	securement, tests	Division of Motor Vehicles	735-3909
Driveways	curb cut permits	Engineering	580-4342
E			
Easements	acquisition, negotiation	Engineering	580-4342
	copies and records of	City Clerk	580-4330
Economic Development Commission		308 N. William St.	731-7700
Elections	districts	Board of Elections	731-1411
Electrical Code	inspection, permit, regs, wiring	Inspections	580-4346
Electric Service	installation	Carolina Power & Lt.	1-800-452-2777
Emergencies	fire, police, medical, EMS		Emergency 911
Emergency Medical Services (EMT)	City and Wayne County		Emergency 911
Employment	jobs with the City	Human Resources	580-4357
Engineering	city related problems/projects	Engineering	580-4342
Erosion		Engineering	580-4342
Escort - Police		Police	705-6572
Equalization Basins	water reclamation facility	Arrington Bridge Rd	735-3329
F			
Fees	agreement	Engineering	580-4342
	inspection, permit	Inspections	580-4346
	license, tap, utility service	Finance	580-4340

SERVICE DIRECTORY

Fences	permits	Inspections	580-4346
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SERVICE DIRECTORY

Category	Type	Department	Phone
Finance Department	regulations	Planning	580-4333
	administration	Finance	580-4354
	data processing	Finance	580-4353
	purchasing	Finance	580-4370
	revenue	Finance	580-4340
Fire	emergency services	Fire	Emergency 911
	fire chief	Fire	580-4262
	home inspection	Inspections	580-4346
	headquarters	Fire	580-4262
	Station 2	Royall Avenue	734-3401
	Station 3	Patetown Road	734-8527
	Station 4	Harris Street	734-2903
	Station 5	Central Heights Road	778-8910
	Fire-Police Complex	general information	Police
Flood Plain	delineation, restrictions, zoning	Engineering	580-4342
	flood ordinances	Engineering	580-4342
G			
Garage	city & county vehicle maintenance	Garage	734-8674
Garbage	commercial & residential	Sanitation	734-8674
Gas - Natural	code, inspections, permit	Inspections	580-4346
	installation	NC Natural Gas	1-800-275-6264
Goldsboro's History	general information	City Manager's Office	580-4330
	historical background	Library	734-1824

SERVICE DIRECTORY

Category	Type	Department	Phone
Graves	maintenance, sales	Cemetery	734-8674
H			
Heating	code, inspection, permit	Inspections	580-4346
Historic District	location, regulations, meetings	Planning	580-4333
Historic Sites	location, preservation	Planning	580-4333
Home Occupation Permit		Planning	580-4333
House Numbers	assignment	Planning	580-4333
Housing Authority	public housing	1729 Edgerton St.	735-5650
Housing Code	conditions, inspections, standards	Inspections	580-4346
Housing Commission		Housing Authority	735-5650
Housing Conditions	location, statistics	Planning	580-4333
Human Relations	civil rights, discriminations	Community Affairs	580-4359
I			
Icy Streets	complaints, correction of	Public Works	734-8674
Illegal Discharge Hotline			580-4369
Information	general	City Manager's Office	580-4330
Inspections	air conditioning, building, electric	Inspections	580-4346
	heating, home fire hazards	Inspections	580-4346
	home security	Police	580-4238
	insulation, min. housing, pest control	Inspections	580-4346
	natural gas	Inspections	580-4346
	new sanitary sewer & water lines	Engineering	580-4342
	new sidewalks & streets	Engineering	580-4342

SERVICE DIRECTORY

Category	Type	Department	Phone
	plumbing-private property	Inspections	580-4346
	taxi cabs	Police	580-4236
	weeded lots	Public Works	734-8674
Inspections Division	codes, inspections, permits	Inspections	580-4346
Insulation	code, inspection, permits	Inspections	580-4346
Insurance		Finance	580-4354
Investments	interest, nature of	Finance	580-4354
J			
Junk Cars	complaints, storing, towing	Code Enforcement	580-4362
L			
Landfill	Dudley	406-B Landfill Rd	689-2994
Land Use	plans, proposals, zoning	Planning	580-4333
Leaves	collection	Sanitation	734-8674
Legal Documents	birth certificates - Courthouse	Register of Deeds	731-1449
	taxi cab franchise	Police	580-4236
Library		1001 E. Ash St.	735-1824
Licenses	business	Finance	580-4340
	drivers license	Div. of Motor Vehicles	735-3909
	license tags - auto	NC License Plate Agency	734-0881
	marriage license - Courthouse	Register of Deeds	731-1449
Limbs	chipping, collections	Sanitation	734-8674
Litter	complaints, corrections	Public Works	734-8674
Lot Cleaning	unsightly, weeded	Public Works	734-8674
M			

SERVICE DIRECTORY

Maps	city limits and one mile	Planning	580-4333
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SERVICE DIRECTORY

Category	Type	Department	Phone
Marriage License	Courthouse	Register of Deeds	731-1449
Master Thoroughfare Plan	copies, proposed streets, traffic ptns	Planning	580-4333
Mayor's Office	appointments	Mayor	580-4330
	Mayor's Committee for Persons w/ Dis	Community Affairs	580-4360
Meters - Water	installation, reading	Finance	580-4340
	repairs	Maintenance	734-8674
Minimum Housing Code	enforcement, inspection, standard	Inspections	580-4346
	zoning	Planning	580-4333
Minutes	City Council meetings	City Clerk	580-4330
Mobile Homes	installation, regulations, standards	Inspections	580-4346
	zoning	Planning	580-4333
Mosquitos	spraying	Inspections	580-4346
N			
Natural Gas	code, inspection, permit	Inspections	580-4346
	service	NC Natural Gas	1-800-275-6264
Noise	abatement	Police	705-6572
Nuisance	complaints, control	Police	705-6572
O			
Oil Spills	complaints, investigation	Inspections	580-4346
Open Ditches	cleaning, drainage, erosion etc.	Maintenance	734-8674
Ordinances	copies and records of	City Clerk	580-4330
P			
Parking Tickets	collection	Finance	580-4340
	issuance	Police	580-4254

SERVICE DIRECTORY

Category	Type	Department	Phone
Parks	hours, location, regulations	Parks & Recreation	739-7480
Paving	assessments, petitions, scheduling	Engineering	580-4342
Payments	assessments, utility bills etc..	Finance	580-4340
Payroll Processing	city employees	Finance	580-4354
Peddlers License	business, privilege license	Inspections	580-4346
Permits	air conditioning, building	Inspections	580-4346
	curb cut	Engineering	580-4342
	electric	Inspections	580-4346
	home occupation	Planning	580-4333
	insulation, natural gas, plumbing	Inspections	580-4346
	special use	Planning	580-4333
	taxicab	Police	580-4236
	temporary use, tree cutting	Planning	580-4333
Personnel	city employment data	Human Resources	5804357
Petitions	appear before City Council	City Clerk	580-4330
	paving, sanitary, sidewalk, water	Engineering	580-4333
	taxicab	Police	580-4236
Picnic Shelters	reservations	Parks & Recreation	739-7480
Planning Commission		Planning	580-4333
Planning Department		Planning	580-4333
Plot Plans	building additions, new structures	Inspections	580-4346
Plots - Burial	sales, upkeep	Cemetery	734-8674
Plumbing	code, inspection, permit	Inspections	580-4346

SERVICE DIRECTORY

Police Department	chief's office	Police	580-4231
	complaints	Police	580-4254

SERVICE DIRECTORY

Category	Type	Department	Phone
	general information	Police	580-4257 or 4239
	Dare Program	Police	580-4252
	emergency	Police	Emergency 911
	non-emergency	Police	705-6572
	investigations	Police	580-4210
	taxicab inspections	Police	580-4236
Pollution	air	State Help Line	829-4740
	noise	Police	580-4254
	oil spills	Inspections	580-4346
	trash	Public Works	734-8674
Population Data	statistics	Planning	580-4333
Pottery	classes of instruction	Parks & Recreation	739-7480
Privilege License	payment, securing	Finance	580-4340
Public Utilities	administration, equalization basins	Public Utilities	735-3329
	maintenance	Public Works	734-8674
	water treatment plant	Jordan Blvd.	734-3757
Purchasing Office	buying of materials & supplies	Finance	580-4370

SERVICE DIRECTORY

Category	Type	Department	Phone
R			
Recreation & Parks Commission		Parks & Recreation	739-7480
Recreation & Parks Department		Parks & Recreation	739-7480
Refuse	commercial & residential pick-up	Sanitation	734-8674
Registration to vote		Board of Elections	731-1411
Relocation	to standard housing	Community Affairs	580-4359
Revenue Office	collections	Finance	580-4340
Rights-of-Way	acquisition, negotiation	Engineering	580-4342
Rodents	control	Inspections	580-4346
S			
Sanitary Sewer Lines	broken, repairs, complaints	Public Works	734-8674
	cost estimates, request for service lines	Engineering	580-4342
	emergencies - nights & holidays	Police	705-6572
	installation	Public Works	734-8674
Sanitation	garbage, leaves, limbs, trash	Sanitation	734-8674
Schools	Wayne County	2001 Royall Ave	736-1104
Sediment Control	city regulations	Engineering	580-4342
	county regulations	County Courthouse	731-1449
Senior Citizens	programs, transportation club	Parks & Recreation	739-7480
Sheriff's Office	law enforcement	County Courthouse	731-7910
Sidewalks	assessments	Finance	580-4340
	construction, damage, repair	Engineering	580-4342
Sign Shop	sign construction & installation	Building & Traffic	734-8674

SERVICE DIRECTORY

Category	Type	Department	Phone
Signs	code, permit, regulations	Inspections	580-4346
	street names, traffic	Building & Traffic	734-8674
Site Plans	commercial, industrial, multi-family d	Planning	580-4333
Snow Removal	emergency	Public Works	734-8674
Soil Condition	in city	Engineering	580-4342
	county-wide	County Courthouse	731-1449
Special Use Permits	applications, process	Planning	580-4333
Storm Drainage		Public Works	734-8674
Storm Sewer		Public Works	734-8674
Stray Animals	claims	Animal Shelter	735-8287
	pick-up	Police	705-6572
Streets	assessments, inspections, lights, paving	Engineering	580-4342
	closing, names, numbers	Planning	580-4333
	complaints, maintenance, repair, signs	Public Works	734-8674
Streets and Storm Sewers Div.	maintenance & minor construction	Public Works	734-8674
Subdivisions	regulations	Planning	580-4333
Substandard Structures	inspections, regulations	Inspections	580-4346
Surveys	citizen	Planning	580-4333
	civil engineering	Engineering	580-4342
Swimming Pools	city operated	Parks & Recreation	739-7480
	construction permits	Inspections	580-4346
Switchboard City Hall	general information		735-6121

SERVICE DIRECTORY

Category	Type	Department	Phone
T			
Taps	fees, payment	Finance	580-4340
	installation	Public Works	734-8674
Taxes	collection, payment, rate	Tax Collector	731-1478
Taxicabs	franchise, inspection, license, permit	Police	580-4236
Telephone		AT&T	780-2355
Temporary Use Permit		Planning	580-4333
Tennis Courts		Parks & Recreation	739-7480
Thoroughfare Plan	streets, traffic circulation & patterns	Planning	580-4333
Towing	abandoned vehicles, junk cars, accident	Public Works	734-8674
Traffic Advisory Commission		Engineering	580-4342
Traffic Concerns		Police	705-6572
Traffic Control Signals	complaints, request for service, repair	Building & Traffic	734-8674
Traffic Counts	statistics	Planning	580-4333
Traffic Patterns	general information	Planning	580-4333
Traffic Signs	construction, install, replacement	Building & Traffic	734-8674
Traffic Signals	complaints, request for service, repair	Building & Traffic	734-8674
Trash	collection, complaint, regulations	Sanitation	734-8674
Travel & Tourism Division		308 N. William St.	734-2245
Trees	cutting, permit, protection, regulation	Planning	580-4333
	limb removal, regulations	Sanitation	734-8674
U			
Underground Utilities	city regulations	Engineering	580-4342

SERVICE DIRECTORY

Undergrowth	weeded lots	Public Works	734-8674
Category	Type	Department	Phone
Unsanitary Conditions	caused by animals	Police	705-6572
	complaints, correction, investigation	Inspections	580-4346
Utility Service	cable television, internet	Time Warner	735-2221
	electricity	Carolina Power & Light	1-800-452-2777
	natural gas	NC Natural Gas Co.	1-800-275-6264
	sanitary sewer (service hook up)	Engineering	580-4342
	telephone, DSL	AT&T	780-2355
	water (service hook-up)	Finance	580-4342
V			
Vacant Lots	trash removal, mowing weeds	Public Works	734-8674
	ownership - Courthouse	Register of Deeds	731-1449
Variances	Board of Adjustment, zoning relief	Planning	580-4333
Visitor Services		Travel & Tourism	734-2245
Voter Registration	location, requirements, time for	Board of Elections	731-1411
W			
Water Reclamation Facility	complaints, equilization basins	Public Utilities	735-3329
Water Filtration Plant	complaints	Public Utilities	735-3329
	raw water facility	Jordan Blvd	734-3757
Water Lines	broken, repairs, complaints, installatio	Public Works	734-8674
	cost estimates, request for service lines	Engineering	580-4342
	emergencies	Police	705-6572
Water Service	billing, collections, request	Finance	580-4340

SERVICE DIRECTORY

Wayne County	Courthouse	224 E. Walnut St.	731-1449
Weeds	complaints, cutting, investigation	Public Works	734-8674
Category	Type	Department	Phone
Workforce	city data	Human Resources	580-4357
Wayne County	Employment Security		731-7950
Y			
Youth Activities	leagues, programs	Parks & Recreation	739-7480
Youth Council		Community Affairs	580-4359
Z			
Zoning		Planning	580-4333