



CITY OF
ASHEBORO
NORTH CAROLINA



2011 Annual Report

Working to make Asheboro
Exactly where you want to be.

MESSAGE FROM THE CITY MANAGER

Welcome to the City of Asheboro's first comprehensive annual report. We feel it is important for our citizens and stakeholders to see a complete look at what our organization accomplishes each year. This report will be made available on-line and at City Hall so that all residents have an opportunity to review it and learn more about their local government.

Over the past year I was pleased to see continued growth and progress in Asheboro. Companies such as MOM Brands (Malt-o-Meal), Pemmco and PolySpray Corporation made investments to expand their operations in our city. Non-profits such as the YMCA made progress on fund-raising campaigns for facility improvements. We saw success in the capital campaign to renovate Sunset Theatre, and eagerly look forward to beginning construction on this project in the summer of 2012.

Asheboro's downtown continues to serve as our community gathering place, and has seen a return of life and activity. Our marked downtown walking routes have helped residents in their efforts to live a more fit lifestyle. We're certainly a community on the move! We opened a new championship tennis court in Memorial Park this year and improved parking at the Asheboro library.

Less glamorous is the day-to-day work our City employees do to ensure that citizens have potable drinking water, safe streets, efficient sanitation service, quality sanitation service and timely emergency services. These services are the core role of City government, and our employees take pride in providing them to citizens. It's my pleasure to manage the operations of these professionals.

As I look forward to 2012 and beyond, I know that the challenges brought by the recession and the changing global economy are not over. I am hopeful that we will continue to see recovery and that we'll be able to preserve the outstanding quality of life that makes so many of us say that Asheboro is exactly where we want to be!

John Ogburn
City Manager



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MAYOR AND CITY COUNCIL



*Seated (L to R): Councilmember Linda Carter, Mayor David Smith, Mayor Pro Tem Talmadge Baker
Standing (L to R): Councilmembers Walker Moffit, Charles Swiers, Clark Bell, Mike Hunter and Eddie Burks*

AUTHORITY, BOARD, COMMISSION AND COMMITTEE MEMBERS

Airport Authority

Steve Knight, *Chair*
Ed Dunn
John McGlohon
Jim Rich
Curtis Williams

Alcoholic Beverage Control Board

Russel G. Walker, Jr., *Chair*
J. Brooke Schmidly
Stephen R. Knight

Community Appearance Commission

Linda Carter, *Chair*
Mary Helen Ferguson
Stuart Fountain
Addie Luther
David Smith
Michael Trogdon
Michael Trogdon
Tim Womick

Planning Board/ Board of Adjustment

Frank Havens, *BoA Chair*
Van Rich, *PB Chair*
Tom White, *PB Vice Chair*
Ernest Confer
Chris Corsbie
Luther Hollingsworth
Darrell Lewis
James Lindsey
Dave Whitaker

Redevelopment Commission

Linda Carter, *Chair*
Cynthia Bailey, *Vice Chair*
Tommy Lemonds
Martha Norman
Charlie Robbins
Katie Snuggs
Roger Spoon

Retiree Attraction Committee

David Smith, *Chair*
Janet Blakley, *Vice Chair*
Waynette Araj
Deborah Bain
David Caughron
Jim Culberson
Neal Griffin
Janet Harllee
Mike Holder
Ross Holt
Bill Hoover
Duffy Johnson
Gail Moore
Candie Rudzinski
Derrick Sides
Glenn Thaler
Wayne D. Thomas
Freddy Wehunt

Sports Policy Review Committee

Wayne Thomas, *Chair*
John Matkins, *Vice Chair*
Ed Bunch
Gary Mason
Joe Trogdon
Greg York

FINANCIAL REPORT

While all department reports contained in this annual report reflect activity from January 1 - December 31, 2011, this financial report deals with the City's 2010-2011 fiscal year which ran from July 1, 2010 - June 30, 2011. City Council annually adopts a budget for the General Operating Fund and the Water and Sewer Enterprise Fund. Below referenced are the audited financial figures relating to these two funds. For more information on the City of Asheboro's financial picture, visit the City's Web site or City Hall to view the Comprehensive Annual Financial Report.

Water & Sewer Fund Revenues

| | |
|------------------------------|---------------------|
| Operating Revenues | |
| Water Sales | \$6,547,557 |
| Sewer Charges | \$4,952,889 |
| Water and Sewer Taps | \$111,720 |
| Sampling and Monitoring Fees | \$52,634 |
| Surcharges | \$278,290 |
| Septic Tank Discharge | \$45,405 |
| Other Operating Revenues | <u>\$382,705</u> |
| Total Operating Revenues | \$12,371,200 |
| Total Nonoperating Revenues | \$203,482 |
| Total Revenues | \$12,574,682 |

Water & Sewer Fund Expenses

| | |
|----------------------------|---------------------|
| Billing and Collections | \$389,514 |
| Water Meter Operations | \$673,802 |
| Water Supply and Treatment | \$2,053,713 |
| Wastewater Treatment | \$2,248,196 |
| Water Maintenance | \$950,460 |
| Wastewater Maintenance | \$1,262,423 |
| Technical Services | \$122,612 |
| Systems Maintenance | \$840,830 |
| Water Quality | \$428,998 |
| Debt Service | \$1,884,239 |
| Capital Outlay | \$150,188 |
| Total Expenditures | \$11,004,975 |

Total Other Financing Uses \$1,100,000

**Revenues over expenditures
and other sources** **\$469,707**



W.L. Brown, Jr. Water Treatment Plant

General Fund Revenues:

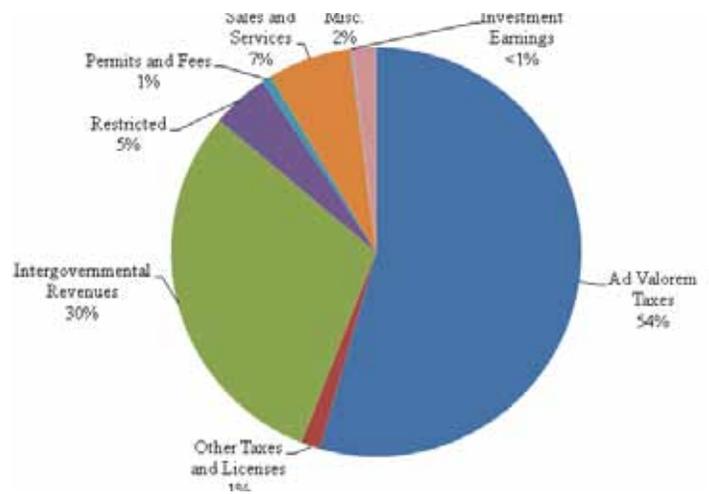
| | |
|----------------------------|---------------------|
| Ad Valorem Taxes | \$11,923,685 |
| Other Taxes and Licenses | \$327,265 |
| Intergovernmental Revenues | \$7,596,128 |
| Permits and Fees | \$154,706 |
| Sales and Services | \$1,451,400 |
| Investment Earnings | \$38,702 |
| Misc. | \$403,694 |
| Other Financing Sources | \$344,654 |
| Total Revenues | \$22,240,234 |

General Fund Expenditures:

| | |
|---|---------------------|
| Governing Body | \$153,066 |
| Administration | \$168,792 |
| Information Technology | \$155,471 |
| Finance | \$249,121 |
| Public Buildings | \$111,803 |
| Tax Collections | \$161,003 |
| Legal Services | \$144,582 |
| Community Development Division | \$556,209 |
| City Shop (Fleet Maintenance) | \$1,064,978 |
| Human Resources | \$453,976 |
| Police | \$6,481,789 |
| Fire | \$3,349,053 |
| Inspections | \$457,883 |
| Public Works Operations | \$727,527 |
| Street and Highway | \$2,225,919 |
| Engineering | \$197,602 |
| Airport Authority | \$45,983 |
| Environmental Services | \$2,495,279 |
| Recycling Transfer Station | \$87,497 |
| Recreation | \$1,094,888 |
| Facilities Maintenance | \$1,612,492 |
| Golf Course | \$174,491 |
| Arts & Cultural Services | \$234,806 |
| Library | \$132,464 |
| Econ. & Physical Dev. - Comm. Promotion | \$80,559 |
| Debt Service | \$422,852 |
| Total Expenditures | \$23,040,085 |

Revenues Under Expenses
(use of fund balance) \$799,851

General Fund Revenues



General Fund Expenditures: How Your Tax Dollar is Spent

- \$.28 - Police
- \$.15 - Fire
- \$.11 - Sanitation Service
- \$.10 - Streets
- \$.07 - Facilities Maintenance
- \$.06 - Cultural & Recreation Services
- \$.06 - Other (Administration, IT, Legal Services, Tax Collection, Engineering, etc.)
- \$.05 - City Shop - Fleet Maintenance
- \$.03 - Public Works Operations
- \$.02 - Inspections
- \$.02 - Community Development Division
- \$.02 - Human Resources
- \$.02 - Debt Service
- \$.01 - Finance



MAJOR PROJECTS & ACCOMPLISHMENTS



Improvements were made to parking at Asheboro Library, adding 35 parking spaces and two handicap spaces. The improvements also included the addition of a new fountain and seating area

A new championship tennis court was constructed at Memorial Park and named in honor of former coach, high school administrator and City employee Morris B. Whitson. The new court includes covered grandstands and a lighted scoreboard.

AWARDS & RECOGNITIONS

G. Herbert Stout Award for Visionary Use of GIS by Local Government in North Carolina

The “Herb Stout Award” was created to honor exemplary use of Geographic Information Systems (GIS) by a local government. The award has been presented at each North Carolina GIS Conference since 1993. Almost 20 years later, the award continues to recognize local governments that are using GIS to meet their operational needs and serving the public in an outstanding manner. There were three awards presented in 2011, recognizing a city or town government, a county government and a regional government or local/regional authority. The City of Asheboro was awarded this recognition for the Mobile 311 program.

Named one of the **Triad’s Healthiest Employers** by *The Business Journal* - 3rd place in the 100-499 employee category

UNC School of Government – Government Information Grant Award Quarterly Award Winner

This program, a partnership among the UNC School of Government, the Local Government Federal Credit Union (LGFCU) and the North Carolina Local Government Information Systems Association (NCLGISA), is designed to spur and reward technology-based innovation by offering incentives to North Carolina local governments engaged in innovative, replicable endeavors that help improve citizen services. The City of Asheboro received this award in recognition of its use of the “Mobile 311 Program,” which utilizes a GPS based system to improve sanitation service and to provide better record management in the Public Works Division.

ICMA “Community Sustainability Award” – Populations of 10,000-49,999

The International City/County Management Association’s Community Sustainability Award recognizes programs or process that creatively balance a community’s social, economic, environmental and cultural needs. The City of Asheboro received this award in recognition of its use of the “Mobile 311 Program”, which utilizes a GPS based system to improve sanitation service and to provide better record management in the Public Works Division.

N.C. Department of Labor’s Annual Safety Awards (presented in 2011 for 2010 activity):

Silver Awards (Rate of days away from work must be at least 50% below the industry average): Facilities Maintenance, Fleet Maintenance, Street Maintenance, Water & Sewer Maintenance

Gold Awards (Rate of days away from work, job transfer or restriction must be at least 50% below the industry average): Wastewater Treatment Plant, Recreation/Golf Course, Water Treatment Plant, Fire Department, Public Works, Administrative

COMMUNITY PARTNERS

The City of Asheboro supports these agencies as they work to improve the quality of life in Asheboro:

Randolph County Economic Development Corporation

The Randolph County Economic Development Corporation (EDC) is a non-profit organization utilizing public and private funds to promote Randolph County's economic future. The EDC works with new and existing industry for the creation of new jobs, expanded tax base in the county, and a stronger local economy.

Randolph County Senior Adults Association

Randolph County Senior Adults Association is a private, non-profit 501(c)(3) organization, which has served Randolph County since 1975. This is an organization of individuals who are interested in improving the quality of life for Randolph County residents who are 60 years of age and older and in serving as advocates on their behalf. Their mission is to provide services and programs which will enable individuals, with an emphasis on those over age 60, to live their lives with independence and dignity.

Central Boys & Girls Club

The Boys & Girls Club aims to inspire and enable all young people, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible and caring citizens. The Boys & Girls Club provides: a safe place to learn and grow, ongoing relationships with caring adult professionals, life-enhancing programs, character development experiences, hope and opportunity.

Randolph Arts Guild

The Randolph Arts Guild is a multi-action, multicultural nonprofit organization dedicated to providing the citizens of Randolph County with the means to express themselves through the Visual, Literary, and Performing Arts. Its mission is to develop, coordinate, and promote activities for the citizens of Randolph County to educate, foster appreciation, and provide for self-expression of the arts.

Asheboro/Randolph Chamber of Commerce

The Asheboro/Randolph Chamber of Commerce is organized to promote an environment conducive to the economic growth and well being of community and the businesses and citizens within it.



Art May-Ham
Randolph Arts Guild Event



Asheboro Criterium
Asheboro/Randolph Chamber of Commerce Event

ASHEBORO LIBRARY

The Asheboro Public Library operates as a partnership between the City of Asheboro and Randolph County. The Asheboro Public Library, headquarters of the Randolph County Public Library, is your community knowledge center. With branches in Archdale, Franklinville, Liberty, Ramseur, Randleman and Seagrove, the library system offers some 275,000 books, e-books, audiobooks, DVDs and other material, alongside powerful research resources, to meet your reading and informational needs. County-wide, the library receives more than 500,000 visits and checks out more than 500,000 items annually.

By the Numbers:

- Citizens visited the library over 220,000 times
- 187,000 books, DVDs, audiobooks and other materials were checked out
- Patrons connected to the Internet more than 64,000 times at the library or via the WiFi network
- Librarians answered more than 33,4000 research, computer and homework help questions
- More than 16,000 (or 64%) of Asheboro's 25,000 residents have library cards.

Serving Job Seekers

The library has played a key role in helping people get back on their feet during the economic downturn. A survey of library computer users in September 2011 showed that 60 percent had used library computers to look for a job in the past year. Of those, 78 percent used the computers to apply for jobs or send out resumes; 36 percent were granted interviews; and 18 percent were hired for new positions. The library also offers free weekly computer/Internet classes covering a variety of topics of help to jobseekers and others unfamiliar with the technology.

E-books

In August 2011, the library introduced downloadable ebooks into its collection. The service immediately took off, and by February 2012, some 700 readers had checked out ebooks over 4,300 times. Library staff has presented multiple "E-Readers 101" workshops to help people familiarize themselves with their new devices.

Youth Services

Service to children and families remain key to the library's mission. In the past year, some 4,100 children enjoyed multiple weekly storytimes, including bilingual English/Spanish family storytimes, at the Asheboro library. The library reached another 1,100 children in programs carried to

schools and community centers. During the 2011 Summer Reading Program, the library offered 84 storytimes, school-age programs and performances, reaching an audience of 1,788 children.

Friends of the Library

A vibrant Friends of the Library group supports the library. In 2011-2012, the Friends sponsored 18 author appearances, musical performances, and programs for children and teens, in addition to funding the library's massive Summer Reading Program. Volunteers from the Friends operate the Friends of the Library Bookshop in downtown Asheboro. Proceeds from the sale of used books go to enhance the library's book budget.



Lindley Park kindergarten students visit the library

There's much more available at your library, including book discussions, genealogy and free meeting space. Visit the library at 201 Worth Street and find us online at randolphlibrary.org or randquest.org.

ASHEBORO MUNICIPAL AIRPORT

The City of Asheboro owns the Asheboro Regional Airport and contracts with Cardinal Air for its operation. The facility is a valuable tool for economic development, serving a variety of local businesses and corporations. Travelers visiting Asheboro will receive superior service and experience true Southern hospitality from airport staff.

The full-service facility features:

- 5,500' runway and full-length taxiways
- Instrument approaches•Rotating beacon
- Runway and taxiway lighting
- Fueling - JetA and Avgas
- 60,000 lb. weight limit
- Charter service available
- Fueling
- Travel assistance (rental cars, hotel reservations, etc.)
- Maintenance and avionics repair
- Flight instruction
- Rental hangars
- 24-hour call-out available.



For weather conditions at the airport, call the Automated Weather Observation System at 336-626-7933. For more information on the Asheboro Regional Airport, visit www.airnav.com/airport/KHBI or www.cardinal-air.com.

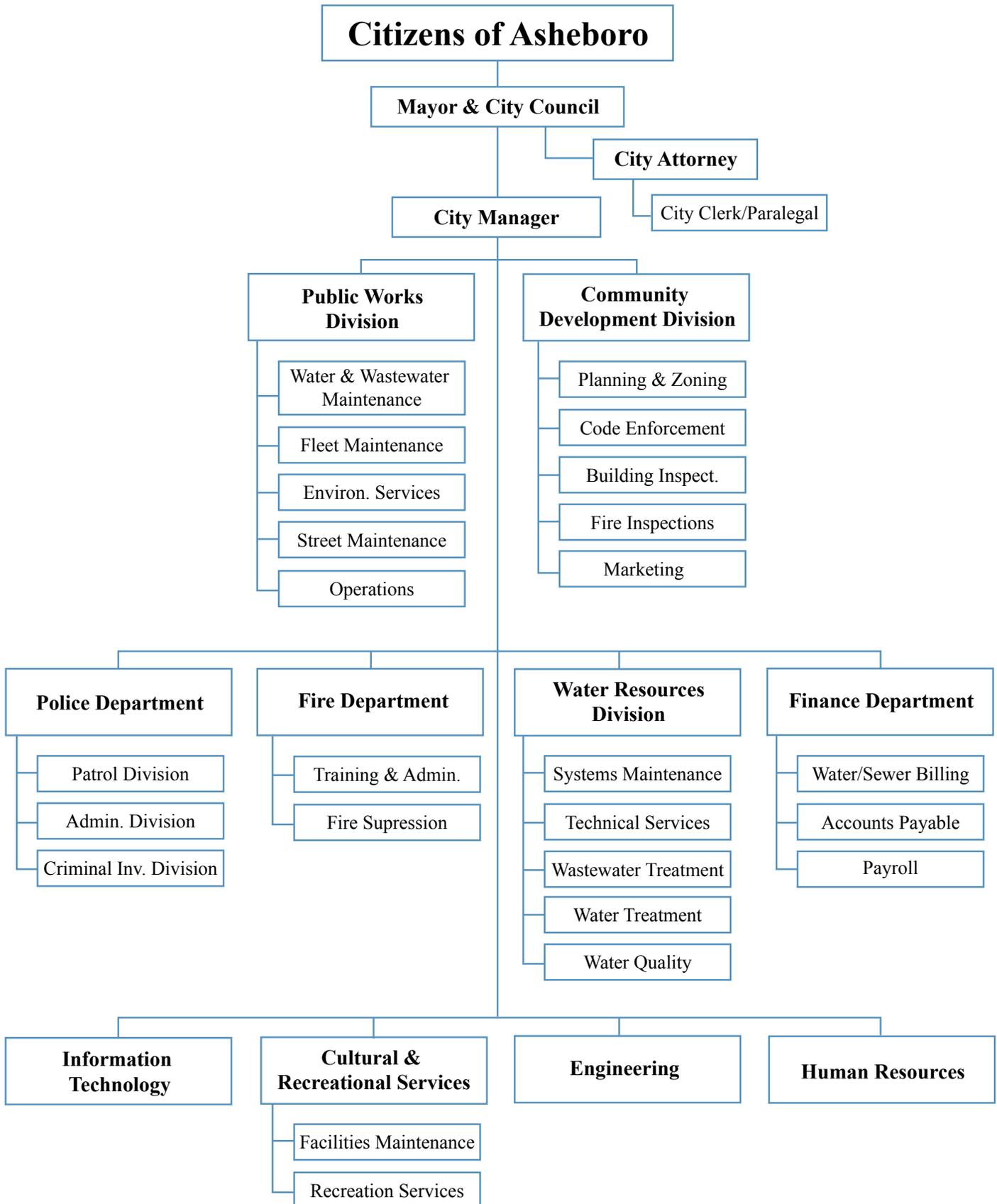


In 2011, the airport sold 34,000 gallons of Avgas and 35,000 gallons of Jet-A.



Approximately 95% of the airport's 43 t-hanger spaces are leased.

CITY ORGANIZATIONAL CHART



COMMUNITY DEVELOPMENT DIVISION

What they do - in a nutshell

Planners work to improve the welfare of people and their communities by creating more convenient, equitable, healthful, efficient, and attractive places in which to live.

Building and Fire Inspectors ensure that buildings are safe.

Code Enforcement deals with issues such as public nuisances, junked vehicles and unfit housing.

Marketing promotes the programs and activities of the City of Asheboro.

Building Inspections

Permits Issued in 2011

| | |
|----------------------|------------|
| Building Permits | 174 |
| Electrical Permits | 284 |
| Plumbing Permits | 122 |
| Heat/AC Permits | 251 |
| Mobile Home Permits | 11 |
| TOTAL PERMITS | 842 |

Dwelling Permits & Units

| | |
|-----------------------------|-----------|
| Single Family Permits | 9 |
| Townhome Permits | 0 |
| Duplex Permits | 0 |
| Multi-family Permits | 9 |
| TOTAL DWELLING UNITS | 81 |

Permit Valuations

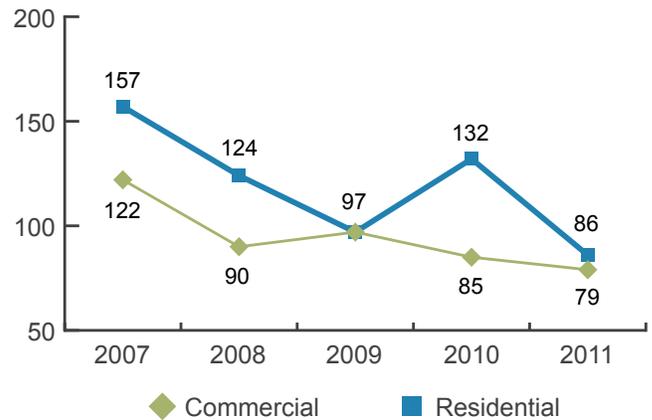
The cost of a building permit is related to the cost of the project construction

| Years | New Building | Additions & Alterations | Totals |
|-------|--------------|-------------------------|--------------|
| 2011 | \$7,838,516 | \$52,341,180 | \$60,179,696 |
| 2010 | \$6,695,473 | \$8,896,585 | \$15,592,058 |
| 2009 | \$7,337,825 | \$4,427,274 | \$11,765,099 |
| 2008 | \$11,147,007 | \$8,388,817 | \$19,535,824 |
| 2007 | \$37,198,200 | \$6,678,835 | \$43,877,035 |
| 2006 | \$15,385,221 | \$8,540,343 | \$23,925,564 |
| 2005 | \$21,902,500 | \$8,452,609 | \$30,355,109 |
| 2004 | \$18,659,006 | \$5,024,464 | \$23,683,470 |
| 2003 | \$19,911,205 | \$6,231,812 | \$26,143,017 |
| 2002 | \$12,428,844 | \$6,942,417 | \$19,371,261 |

The increase in 2011 is due largely to expansions at Malt-o-Meal, Polyspray Corp., Hospice of Randolph County, Schwarz Properties and Randolph Community College.

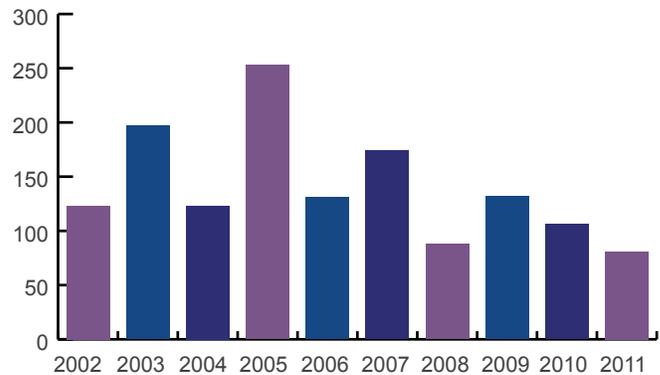
Commercial & Residential Building Permits

(Does not include mobile homes)



Number of Dwelling Units Permitted

Includes Single Family, Townhomes, Duxples and Multi-Family Units



Fire Inspections

| | 2007 | 2008 | 2009 | 2010 | 2011 |
|---------------------------|-------|-------|-------|-------|-------|
| Fire Inspections | 845 | 1,326 | 1,271 | 1,330 | 1,489 |
| Re-Inspections | 69 | 190 | 185 | 173 | 310 |
| Acceptance Test | 53 | 66 | 86 | 62 | 101 |
| Violations Noted | 295 | 476 | 358 | 438 | 501 |
| Plan Reviews | 20 | 25 | 35 | 17 | 37 |
| Certificates of Occupancy | 24 | 47 | 39 | 73 | 88 |
| Permits Issued | 21 | 29 | 32 | 33 | 44 |
| Fire Drills Conducted | 81 | 69 | 70 | 57 | 70 |
| Training Hours | 410 | 334 | 421 | 233 | 149 |
| Training Programs | | | | | 43 |
| Program Hours | 40 | 73 | 59 | 53 | 41 |
| Contacts through Programs | 2,380 | 2,434 | 1,670 | 1,538 | 1,047 |

Planning & Zoning

Zoning Permits

Issued before construction, zoning permits certify that a site plan is in compliance with the Zoning Ordinance

| Year | # Permits Issued |
|------|------------------|
| 2007 | 291 |
| 2008 | 221 |
| 2009 | 161 |
| 2010 | 231 |
| 2011 | 190 |

Certificates of Zoning Compliance

Issued after work is completed, certificates of zoning compliance verify that a project complies with the site plan

| Year | # Certificates Issued |
|------|-----------------------|
| 2007 | 20 |
| 2008 | 29 |
| 2009 | 15 |
| 2010 | 23 |
| 2011 | 29 |

Board of Adjustment

The Board heard two cases in 2011. Both cases were applications for a zoning variance. Applicant Neale Kearnnes (BOA 11-01) was granted a variance from Section 106 of the Zoning Ordinance, regulating that every lot must abut a street, on Ragsdale Road. PDG-Asheboro 1, LLC (BOA 11-02) was granted a variance from Section 317A, prohibiting light from exceeding 2.0 foot candles at the property line, on East Dixie Drive.

Zoning Permits - Notable 2011 Projects

| Project | Square footage | Type |
|--------------------------------|----------------|--|
| YMCA | 14,945 | Addition |
| Hospice | 14,170 | Addition |
| Central Piedmont Surgery | 7,341 | New construction |
| Kayser Roth Corporation | 17,488 | Industrial addition |
| Malt-O-Meal | 64,900 | Warehouse addition |
| Allen Precision Industries | 48,750 | New construction |
| Malt-O-Meal | 149,000 | Manufacturing addition |
| Clapp Nursing Home | 12,2000 | Nursing home addition |
| Kidssmiles Dentist | 4,500 | New construction |
| Medical Office (Ramon Cordero) | 3,200 | New construction |
| Matlab Polyspray Corporation | 1,000 | Industrial addition |
| Cornerstone Womens' Health | 9,000 | New construction |
| Sparkling Smiles Dentist | 1,242 | Dental office addition |
| Matthew Grande Apartments | 13,168 | New construction |
| Verizon Wireless | 4,500 | New construction |
| Randolph Community College | 46,244 | Renovations at Continuing Educ. Center |

Subdivisions, Special Use Permits and Rezoning

| | 2007 | 2008 | 2009 | 2010 | 2011 |
|-------------------------|------|------|------|------|------|
| Major Subdivision | | | | | |
| Sketch | 6 | 1 | 3 | 0 | 3 |
| Preliminary | 5 | 0 | 4 | 0 | 1 |
| Final | 4 | 3 | 0 | 0 | 1 |
| Rezoning | 25 | 19 | 7 | 12 | 7 |
| Text Amendment | 8 | 10 | 4 | 8 | 12 |
| Special Use Permits | 8 | 6 | 6 | 4 | 3 |
| Conditional Use Permits | 19 | 4 | 5 | 4 | 1 |

Sign Permits

| Year | # of Sign Permits Issued |
|------|--------------------------|
| 2007 | 62 |
| 2008 | 66 |
| 2009 | 63 |
| 2010 | 65 |
| 2011 | 86 |

Code Enforcement

Violations from January 1, 2011 - January 1, 2012: 343

Violations Abated: 211

Nuisance abatement hearings conducted: 36

Abatements performed by City personnel: 18

| Type of Violation Notice | # Notices |
|---|-----------|
| Prohibited Signs | 77 |
| Junked or Nuisance Vehicles | 35 |
| Housing Code | 40 |
| Junk, Trash and Debris | 87 |
| Uncongrrolled growth of weeds and grass | 145 |

Marketing

- Created Retiree Attraction Committee
- Led development of new city logo
- Developed downtown information board with map of businesses
- Managed grants for Veteran's Loop water/sewer extension project
- Created Vimeo channel with video content
- Coordinated voting effort for *Reader's Digest* "We Hear You, America" contest
- Promoted Downtown Asheboro Fitness Walk
- Implemented City of Asheboro Facebook page
- Promoted Art May-Ham event
- Designed new city web site

How Can I Stay Informed about City Programs & Events?

- City Web site - www.asheboronc.gov
- City of Asheboro Facebook page
- Local newspapers
- Time Warner Channel 8 - Asheboro's Government Access Channel



CULTURAL & RECREATION SERVICES

Special Events

| Event | Est. Attendance |
|---|-----------------|
| Art May-Ham | 2,000 |
| Blood Drive | 42 |
| Christmas on Sunset | 5,000 |
| Cruisin' Concert | 90 |
| Easter Eggstravaganza | 1,750 |
| Fall Festival 10K | 93 |
| Horseshoe Tournament | 12 |
| Kids Fishing Derby | 30 |
| Light Globe Workshops (3 evenings) | 90 |
| Rolling in Randolph | 32 |
| Santa's Workshop | 17 |
| Slugfest (baseball/softball kick-off event) | 1,143 |
| Summer Concerts (7 events) | 13,900 |
| Trick or Treat in the Park | 1,400 |
| Twilight Easter Egg Hunt | 350 |
| Valentine Father/Daughter Dance | 141 |

Special Programs

- The Community Choir had 37 members who performed 21 concerts.
- The Downtown Asheboro Fitness Walk enrolled 705 walkers.
- The Asheboro Downtown Farmers' Market was open 79 days, drawing approximately 5,300 visitors. Two special events were held, attracting 900 visitors. Fifty-two vendors participated in the market.

Projects & Facility Improvements

- Installed dance floor at Bicentennial Park
- Improved Lake Lucas entrance sign
- Purchased portable restroom facility
- Added two Shuffleboard courts at Memorial Park

Athletics

| | Est. # of Participants |
|-------------------------------|------------------------|
| Adult Softball | 640 |
| Youth Baseball | 275 |
| Youth Basketball | 175 |
| Youth Cheerleading | 46 |
| Youth Football | 177 |
| Youth Softball | 140 |
| Golf - Guest Rounds Played | 6,806 |
| Golf - Member Rounds Played | 10,404 |
| Golf - Lessons | 3 |
| Senior Games | 196 |
| Swim Lessons - Group | 118 |
| Swim Lessons - Private | 19 |
| Tennis Lessons | 21 |
| Tennis Tournaments (3 events) | 53 |

Facility Usage

| | |
|--------------------------|--|
| Lakes - Annual Permits | 102 |
| Lakes - Boat Dock Rental | 55 |
| Lakes - Daily Fishing | 5,147 |
| Shelter Reservations | 482 |
| Skate Park | 280 |
| Sunset Theatre | 101 events drawing 19,489 attendees |
| Swimming Pools | 7177 users |



FIRE

Total Call Responses: 1,524
 Property Loss due to fire: \$964,530
 Property Value Saved: \$4,781,150

Firefighter Training

Number of Classes 643
 Total Class hours 1578
 Total Student Hours 10,299

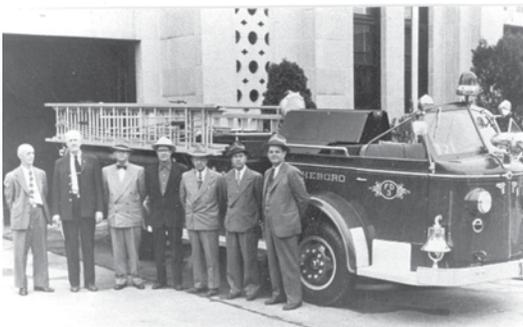
Types of Calls

Fires Involved 116 (8%)
 Overpressure, Rupture, Explosion 8 (<1%)
 Rescue and Emergency Medical 455 (30%)
 Hazardous Conditions 130 (9%)
 (ex: downed power lines, fuel leaks)
 Service Calls 130 (9%)
 Good Intent Calls 247 (16%)
 (ex: citizen sees what they think is smoke)
 False Alarms (unintentional) 418 (28%)
 False Alarms (Intentional) 9 (1%)
 Weather/Natural Disasters 5 (<1%)
 Other 6 (<1%)

Public Education Programs

Number of Classes 87
 Adults Instructed 1,941
 Children Instructed 2,453

The Asheboro Fire Department celebrated 100 years of service in May 2011



Top: 1924

Bottom: 1950

Right: 100th anniversary celebration - former Fire Chief John McGlohon (left), families of former Chiefs Rush and Stedman and current Fire Chief Jim Smith (right)

POLICE

Calls for Service

| Type | # of Calls |
|------------------------|------------|
| 911 Hang-up | 542 |
| Abandoned Vehicle | 24 |
| Agency Assist | 149 |
| Alarm | 3,366 |
| Alcohol | 61 |
| Animal | 982 |
| Armed Robbery | 37 |
| Armed with Firearm | 92 |
| Assault | 485 |
| Burglary | 822 |
| Citizen Assist/Dispute | 2,658 |
| Communicating Threats | 324 |
| Disabled Vehicle | 322 |
| Disorderly Conduct | 1,073 |
| Deceased on Arrival | 12 |

| Type | # of Calls |
|-------------------------|------------|
| Controlled Substance | 467 |
| DUI | 251 |
| Escort | 648 |
| Fight | 1,707 |
| Fire | 185 |
| Found/Lost Property | 355 |
| Fraud | 308 |
| Gunshot Wound | 6 |
| Harrassment | 180 |
| Intoxicated Person | 242 |
| Involuntary Commitment | 150 |
| Juvenile | 304 |
| Larceny/Theft | 1,634 |
| Medical Emergency/Issue | 281 |

| Type | # of Calls |
|--------------------------------|---------------|
| Missing Person | 107 |
| Motor Vehicle Theft | 23 |
| Other | 1,358 |
| Rape/Sexual Assault | 25 |
| Suicide/ Threatened Suicide | 1/ 108 |
| Suspicious Activity | 1,327 |
| Traffic Violation | 1,185 |
| Trespassing | 323 |
| Vandalism | 497 |
| Wanted Person | 175 |
| Warrant | 190 |
| Welfare Check | 879 |
| TOTAL | 23,756 |

Please note that the “Calls for Service” totals reflect the calls made to 9-1-1. This does not necessarily reflect the total number of incidents. As seen in the “Disposition of Calls” listing below, only around 27% of all calls resulted in an incident report. Incident Reports are typically completed when a victim is identified or there is need for follow-up. When an officer responds to a call for a civil dispute, for example, the officer may not file a report if all parties leave the scene peacefully.

Disposition of Calls

| | |
|--------------------------|--------|
| No Clearance | 995 |
| Area Checked | 1,405 |
| Citation Issued | 104 |
| False/Mistaken Alarm | 1,588 |
| Message Delivered | 3 |
| No Action Taken | 14 |
| No Report Necessary | 10,841 |
| Referred to other agency | 273 |
| Report Made/Advised | 6,433 |
| Unable to Locate | 1,068 |
| Unfounded/Not Reported | 35 |
| Verbally Warned | 982 |
| Warrant Advised | 13 |
| Warrant Hit | 2 |

Activity Summary

- Incident Reports completed in response to calls for service: 6,433 (Over 27% of all calls).
- Total Incident Offenses: 6,731 (<1% of calls involve more than one offense)
- Arrests made: 3,108 (2,478 misdemeanor, 475 felony, 155 court or other)
- Citatiation written: 6,188 (please note that a citation may include more than one violation)
- Average Response Time: 5 minutes, 52 seconds
- Parking Tickets issued: 119

Total Drugs Seized

| | 2007 | 2008 | 2009 | 2010 | 2011 |
|---------------------|---------|--------|--------|--------|---------|
| Cocaine (g) | 5,646 | 14,687 | 12,260 | 22,720 | 8,469 |
| Marijuana (g) | 805,130 | 6,955 | 50,357 | 4,923 | 991,933 |
| Methamphetamine (g) | 185 | 1,676 | 502 | 0 | 0 |
| Marijuana Plants | 0 | 29 | 21 | 13 | 52 |
| Oxycontin (g) | 169 | 145 | 115 | 260 | 358 |



Traffic

| | |
|---------------------------------|--------------|
| Speeding | 1,513 |
| Failure to wear seatbelt | 442 |
| No operator's license | 934 |
| Red Light/Stop Sign | 419 |
| All Other Moving Violations | 3,309 |
| Registration Violations | 1,889 |
| Inspection Violations | 878 |
| Total Traffic Violations | 8,136 |

Top 4 Contributing Circumstances of Accidents:

- 1 - Inattention
- 2 - Failure to Reduce Speed
- 3 - Improper Backing
- 4 - Failure to Yield Right-of-Way

Criminal Investigations

- 29% overall clearance rate (highest in 11 years)
- Cleared both of the bank robberies that occurred in Asheboro in 2011
- Implemented investigations of internet crimes against children

Gang Investigations

Gang members validated - 35

Validation of a gang member is having documented evidence that a person is either an associate or a member of a gang. If a person is validated their name goes on a master gang list and is distributed to court officials, probation and parole, and other law enforcement agencies. Their name stays on the list for five years and if they have no further gang activity in that period the name is removed.

Validating a gang member is important because it is a requirement in charging under new gang laws, and places stricter post-release conditions on a sentence.

There were no gang shooting, homicide, assault or larceny cases in 2011. There was one gang robbery case.

K-9 Units

The City has three K-9 teams that are used for narcotics detection; building, area and evidence searches; and perimeter security. In 2011 the K-9 teams helped locate approximately 5,137 grams of illegal drugs and assisted with 3 apprehensions and 25 arrests.

Special Programs

The City's D.A.R.E. (Drug Abuse Resistance Education) instruction taught more than 300 lessons to nearly 1,000 students.

The Police Explorer Post had seven members, who assisted with community events, participated in training sessions and learned about law enforcement topics.

ABC Law Violations

| | |
|--------------------------|---|
| Sell to Underage | 4 |
| Sell to Intoxicated | 2 |
| Underage Possession | 3 |
| Unauthorized Possession | 9 |
| Other Alcohol Violations | 7 |

National Night Out

The Police Department has seen the growth of strong community watch groups in the past few years. In 2011, members of the Greystone Community Watch partnered with the City of Asheboro to host the first National Night Out event with drew hundreds of participants. The purpose of this event is to build strong relationships between police and residents and to send the message that the community is united against crime.



Serious & Violent Crime

| Type of Crime | 2007 | 2008 | 2009 | 2010 | 2011 | % Change, 2010-2011 |
|---------------------|-------|-------|-------|-------|-------|---------------------|
| Murder | 3 | 2 | 0 | 3 | 0 | -100% |
| Rape | 11 | 18 | 16 | 13 | 15 | 15.3% |
| Robbery | 30 | 38 | 53 | 31 | 44 | 41.9% |
| Aggravated Assault | 32 | 32 | 39 | 21 | 28 | 33.3% |
| Burglary | 553 | 588 | 547 | 688 | 672 | -2.3% |
| Larceny | 1,708 | 1,708 | 1,666 | 1,681 | 1,804 | 7.3% |
| Motor Vehicle Theft | 132 | 89 | 90 | 72 | 65 | -9.7% |
| TOTAL | 2,469 | 2,475 | 2,411 | 2,509 | 2,628 | 4.7% |

These are crimes that meet federal classification standards. For the categories of murder, rape and aggravated assault the reported number is the total number of victims. For the categories of robbery, burglary, larceny and motor vehicle theft the reported number is the total number of incident charges.



The ALERT (Asheboro Law Enforcement Response Team) consists of officers who volunteer for special training and who meet higher standards of physical fitness and firearm proficiency. These team members complete special assignments including executing search warrants, arresting individuals and dealing with barricaded suspects.

PUBLIC WORKS

Engineering

Completed construction on library parking lot improvements and additional tennis court and grandstand at Memorial Park

Design and plans completed for:

- Airport/Tot Hill Farm sewer pump station and force main
- Airport water and sewer line extensions
- Veterans Loop Road - water and sewer
- Cul-de-sacs on Birkhead Street, Brookwood Drive, Twain Drive, Quaker Drive and Sylvan Drive
- Street and sidewalk improvements on Lanier Avenue

Street Department

- Collected and removed 595 loads of leaves
- Made 756 patches to asphalt
- Implemented street light inspection program for the city's 3200 street lights
- Performed regular moving of rights-of-way
- Swept curbed and guttered city streets on a regular basis and flushed as needed
- Removed five trees and three areas with bushes that were deemed hazardous to traffic or blocked sight distance
- Replaced 1,325 sq. ft. of sidewalk to ensure pedestrian convenience and safety and installed one Americans with Disabilities Act Crossing Mat
- Replaced 35' ft. of driveway on Church Street at city parking lot
- Replaced/repared 498 linear ft. of curb and gutter to ensure proper storm water drainage
- Removed 10 abandoned or damaged buildings

Public Works Operations

Jobs completed:

- Booker T. Washington - waterline improvements
- Rushwood Road - waterline improvements
- Hospice of Randolph County - waterline improvements
- Mackie Avenue water, sewer and roadway improvements
- Meadowbrook Terrace Phase II - waterline
- Sheetz - sewer improvements
- US Highway 64 - waterline extension
- West Point Luxury Apartmetns - water and sewer
- Olde Towne Village - water and sewer

Water/Wastewater Maintenance

The Water/Wastewater Maintenance Department is responsible for maintaining the approximately 400 miles of water and sewer pipe within the City. In 2011, the department:



- Installed 835 radio read meters
- Responded to 101 water main/service leaks
- Performed bi-annual flow testing of fire hydrants
- Made 24 new water connections
- Started valve exercising program
- Repainted 33% of fire hydrants
- Inspected 101,945' of sewer services and mains
- Cleaned 117,366' of sewer services and mains
- Made 11 new sewer connections
- Replaced water meters at Oliver Rubber, Randolph County Jail, Randolph Hospital and for the City of Randleman
- Laid water line for Randolph County at S. Church Street and W. Walker Avenue
- Sheetz Project

Cemetery Operations

- Completed 93 burials and issued 56 stone permits
- 13 plots sold

Environmental Services

| Item | Tons Collected |
|---|----------------|
| Residential Solid Waste | 10,035.41 |
| Commercial Solid Waste | 3,902.65 |
| Curbside Recycling | 1,566.51 |
| Drop Site Collection | 524.96 |
| Appliances | 1.69 |
| C&D (construction, demolition and building materials) | 1207.95 |
| Tires | 9.9 |
| Electronics | 5.25 |
| Brush | 1,491.93 |
| Other (stumps, concrete, oil, etc.) | 366.19 |

The City utilized 2,362 community service workers in 2011, who collected 4,323 bags of trash.

WATER RESOURCES

The Water Resources Division includes the Systems Maintenance, Technical Services, Wastewater Treatment Plant, Water Treatment Plant and Water Quality Departments. These departments work together to ensure that city residents enjoy access to safe, potable water and that the city's wastewater is treated and safely discharged.

Water Treatment

Raw water for Asheboro is obtained from three impounding lakes west of the city. The major sources are Lake Lucas having a 1.25 billion gallon capacity and Lake Reese having a capacity of 2.4 billion gallons. Lake Bunch serves as an auxiliary water supply.

Water is treated at the W.L. Brown Water Treatment Plant on Winslow Avenue with a treatment capacity of 12 MGPD. Water is pumped from the treatment plant to customers through five high service pumps and stored in six storage tanks with a capacity of 6.66 million gallons. The operators at the treatment plant constantly monitor the system at all points to ensure a clean, pure water supply and exceed requirements of the NCDENR and the EPA. The total amount of water treated for fiscal year 2011 was 1,757,489,000 gallons with a 4.316 million gallons per day average.

Wastewater Treatment

1,211,460,000 gallons of wastewater was treated at the wastewater treatment plant in 2011.

The City experienced one overflow event at the Wastewater Treatment Plant, four overflow events from lift stations and 15 overflow events from the collection system. City drinking water was not affected by any of these overflow events.

Help prevent wastewater overflows by keeping fats, oils and grease out of the system. Can it, cool it, cap it and throw these items into your garbage.

Technical Services

The Technical Services Department works with businesses, industries and individuals to protect the wastewater collection and treatment systems. The Department enforces the City Sewer Ordinance, NCDENR and EPA requirements for the disposal of materials into the collection system.

In 2011 the grease control program worked with 168 food service establishments to keep fats, oils and grease out of the wastewater system. 647 educational flyers were distributed in residential areas of city that experienced grease

problems in the sewer system. A car wash sand interceptor inspection program was developed this year. The car wash program consists of the quarterly inspection of the city's 15 car washes.

The pretreatment program ensures that industrial and non-domestic wastewater dischargers meet local, state and federal requirements through permits, allocation of pollutant loading, monitoring, inspections and enforcement. The city has 15 permitted significant industrial users of the wastewater system.



INTERNAL SERVICES

Informational Technology

- Manages computer and technology resources within the city, including network security, software and servers
- Manages city telephone system, including cell phones
- Implemented wireless technology so the Police Department can issue and access traffic citations and wreck reports and monitor emergency calls
- Implemented web accessibility databases for Water/Wastewater Maintenance, Engineering and Water Billing so that city staff can access data while in the field
- Installed water flow software and hardware to give real-time information regarding storm sewer water levels
- Utilized Geospatial Information System (GIS) to track information related to utilities and streets and to create maps for projects
- Continued development and utilization of Mobile 311 program to improve reporting of street light outages and street sign issues. The Mobile 311 program utilizes the built-on GPS capabilities of cellular devices for data collection purposes.



Fleet Maintenance

- Completed 6,699 work orders
- Installed new software to manage fleet maintenance

Finance

- Processed accounts receivable and city payroll

