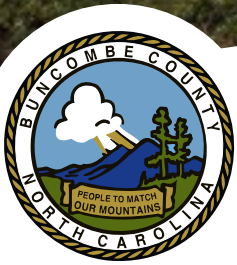


2013

**POPULAR ANNUAL
FINANCIAL REPORT**
FOR THE FISCAL YEAR ENDING JUNE 30, 2013



BUNCOMBE COUNTY
NORTH CAROLINA



POPULAR ANNUAL FINANCIAL REPORT CONTENTS

2013

Cover Photo by Rob Travis (robtravis.com)

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BOARD OF COMMISSIONERS

CHAIRMAN



DAVID GANTT
252-2852
david@davidgantt.com
82 Church Street
Asheville, NC 28801

DISTRICT 1



HOLLY JONES
250-4004
holly.jones@buncombecounty.org
200 College Street Suite 316
Asheville, NC 28801

DISTRICT 2



MIKE FRYAR
250-4007
mike.fryar@buncombecounty.org
200 College Street Suite 316
Asheville, NC 28801

DISTRICT 3



JOE BELCHER
250-4008
joe.belcher@buncombecounty.org
200 College Street Suite 316
Asheville, NC 28801

DISTRICT 1



BROWNIENEWMAN
250-4011
(brownie.newman@
buncombecounty.org)
200 College Street Suite 316
Asheville, NC 28801

DISTRICT 2



ELLEN FROST
250-4005
ellen.frost@buncombecounty.org
200 College Street Suite 316
Asheville, NC 28801

DISTRICT 3

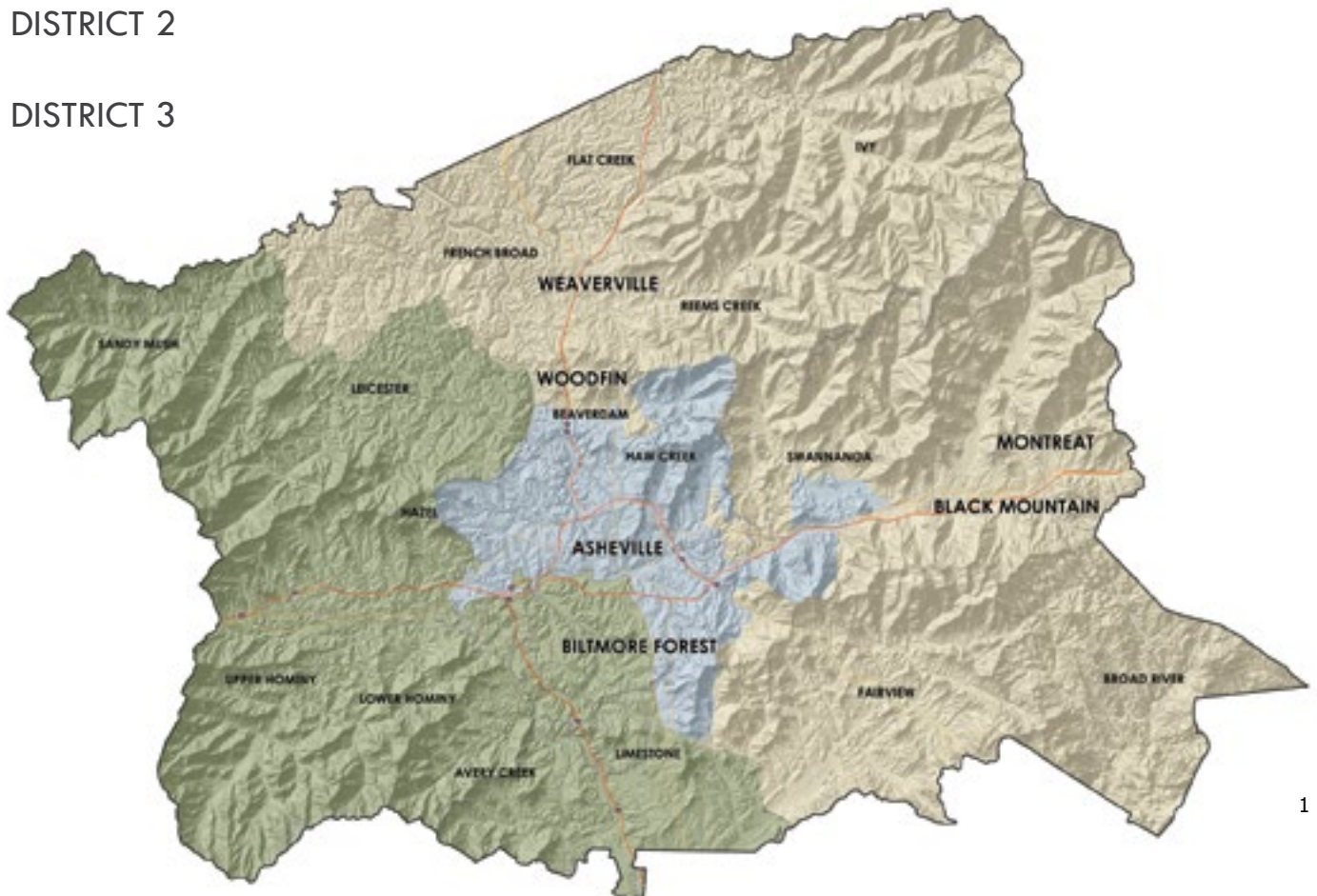


DAVID KING
250-4010
david.king@buncombecounty.org
200 College Street Suite 316
Asheville, NC 28801

 DISTRICT 1

 DISTRICT 2

 DISTRICT 3



MANAGERS MESSAGE

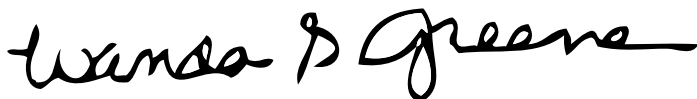
Dear Buncombe County Residents,

We are pleased to present the Buncombe County Popular Annual Financial Report (PAFR) for the fiscal year ending June, 30 2013. Analyzing financial statements can be challenging, especially for those who do not do so on a regular basis. The PAFR is designed to address that issue by providing a summary of the County's financial position in a user friendly format. The PAFR also represents the ongoing commitment of Buncombe County officials to keep citizens informed about County finances and to be accountable for the receipt and use of public funds.

The PAFR summarizes and simplifies the information contained in the Buncombe County Comprehensive Annual Financial Report (CAFR). We encourage you to read the CAFR, which is prepared in accordance with Generally Accepted Accounting Principles (GAAP) and is audited by the County's external auditors. The CAFR contains more detailed and extensive information, such as the audited financial statements, notes, schedules and other relevant information. The CAFR is available online at <http://www.buncombecounty.org/Governing/Depts/Administration/Finance/FinancialReports.aspx>. If you have questions concerning the financial reports or would like additional information, you may send an email to Financeinfo@buncombecounty.org or call the Finance Department at 828.250.4130

The PAFR is intended to be a supplement to the CAFR, not a replacement. The information contained in the PAFR is unaudited and focuses more on the primary governmental activities. It is designed to be a user-friendly report on Buncombe County's overall financial position.

We hope that you find the PAFR to be informative and understandable. As you review the PAFR, please share any questions, concerns or recommendations that you may have with us. We value your input and look forward to addressing any comments you may have.



WANDA **GREENE** PhD, CPA





ABOUT BUNCOMBE COUNTY

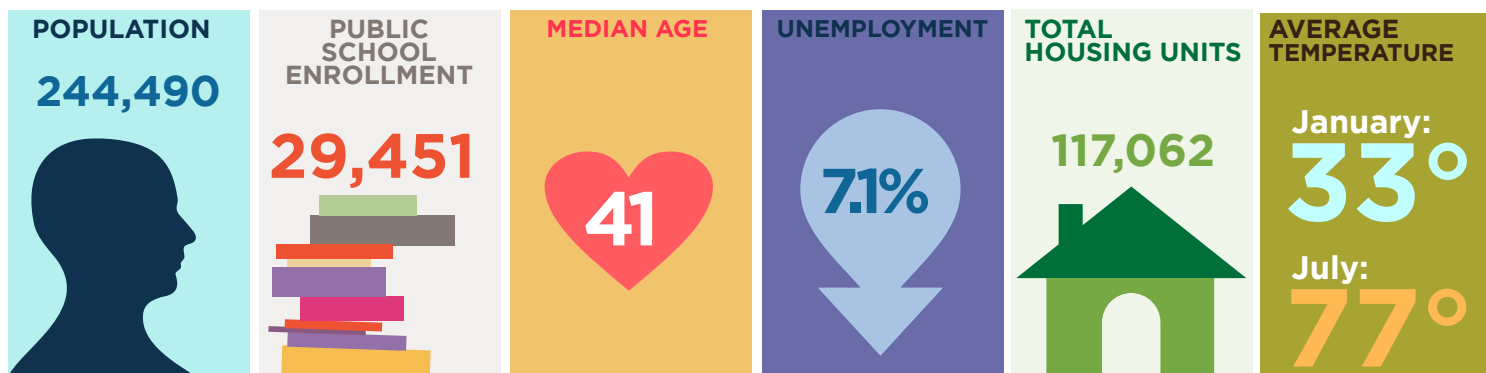
Buncombe County was established in 1791 and is located in the southwestern portion of North Carolina. It has a total land and water area of 660 square miles. There are six incorporated municipalities located within Buncombe County.

Buncombe County Government provides citizens with a wide range of services including human services, public safety, economic and physical development, environmental protection, culture and recreation, and others.

Buncombe County has multiple departments that are working daily to exceed the expectations of the citizens. The following pages offer a small sample of what Buncombe County government has accomplished in fiscal year 2013.

MUNICIPALITIES

- City of **Asheville**
- Town of **Black Mountain**
- Town of **Woodfin**
- Town of **Weaverville**
- Town of **Biltmore Forest**
- Town of **Montreat**





VIBRANT **ECONOMY**

Buncombe County's diverse and vibrant economy

DOWNTOWN ASHEVILLE CENTRAL BUSINESS DISTRICT

- *Lexington Avenue*
- *Biltmore Avenue*
- *US Cellular Center*
- *Southern Conference Basketball Tournament*

MUSIC & ARTS

- *Around 200 Artists in Residence*
- *Art Shows & Galleries*
- *Depot Street Revitalization*
- *Asheville Art Museum*
- *Black Mountain College Museum + Arts Center*
- *Asheville Cinema Festival*
- *Fine Arts Theatre*
- *Asheville Contemporary Dance Theatre*
- *Asheville Symphony*
- *Moog Music Festival*
- *Warren Haynes Christmas Jam*
- *Orange Peel*
- *Grey Eagle*

TOURISM

- *Grove Park Inn*
- *Biltmore Estate*
- *Blue Ridge Parkway*
- *Great Smoky Mountains National Park*
- *North Carolina Arboretum*

MICRO BREWERIES

- *East coast expansion of New Belgium*
- *Asheville Brews Cruise*
- *Lexington Avenue Brewery*
- *Asheville Pizza & Brewing Company*
- *Wicked Weed Brewing*
- *Highland Brewing*
- *French Broad Brewing*
- *Multiple other craft breweries*



ECONOMIC SUMMARY

Buncombe County is the most populous county in the region and serves as the economic center of Western North Carolina. The diverse commercial and industrial base includes industries such as healthcare, technology, manufacturing, and tourism.

ECONOMIC HIGHLIGHTS FOR FISCAL YEAR 2013

- *Increase in healthcare employment of 5.4 percent in 2013.*
- *Several technology companies are based in Buncombe County including:*
 - *BUILDERadius*
 - *AvL Technologies*
 - *Genesys Systems*
 - *Arvato Digital Services*
 - *National Climatic Data Center.*
- *There are around 18,500 jobs in the manufacturing sector.*
- *The tourism sector supported 14.2 percent of employment.*
- *Economic development has attracted GE Aviation, a global leader in jet engine and aircraft system production. The new 125,000-square-foot facility is expected to grow to a workforce of 340 people within five years.*

GENERAL **FUND**

The General Fund is the County's primary operating fund. It accounts for all financial resources of the general government, except for those required to be accounted for in a different fund. The core services of Buncombe County are accounted for in the General Fund, in addition to other services.



FUND BALANCE QUICK FACTS FOR FISCAL YEAR 2013

Fund Balance is the difference between fund assets (what we own) and fund liabilities (what we owe). Generally Accepted Accounting Principles (GAAP) provide the hierarchy of constraints placed on how fund balance can be spent. Information on fund balance classifications can be found in the notes of the Comprehensive Annual Financial Report.

- *At the end of the fiscal year, available fund balance for the General Fund was \$51.7 million.*
- *The Board of Commissioners has determined that the County should maintain an available fund balance of 15.0 percent of general fund expenditures in case of unforeseen needs or opportunities, in addition to meeting cash flow needs of the County. The County has exceeded this requirement with an available fund balance of 19.8 percent.*
- *The County has been able to maintain its fund balance position during the economic downturn because of operational efficiencies and controlled spending.*

What kinds of services are accounted for in the General Fund?

GENERAL GOVERNMENT

- *Governing Body*
- *Human Resources*
- *Finance*
- *Tax Department*
- *Register of Deeds*
- *Board of Elections*
- *Information Technology*

PUBLIC SAFETY

- *Pre-Trial Release*
- *Sheriff Department*
- *Detention Facility*
- *Emergency Services*
- *Permits and Inspections*
- *General Services*

ECONOMIC DEVELOPMENT

- *Planning*
- *Cooperative Extension*
- *Soil Conservation*
- *Recycling*

HUMAN SERVICES

- *Public Health*
- *Social Services*
- *Veterans Services*

CULTURAL AND RECREATION

- *Libraries*
- *Recreation*
- *Child Care Centers*

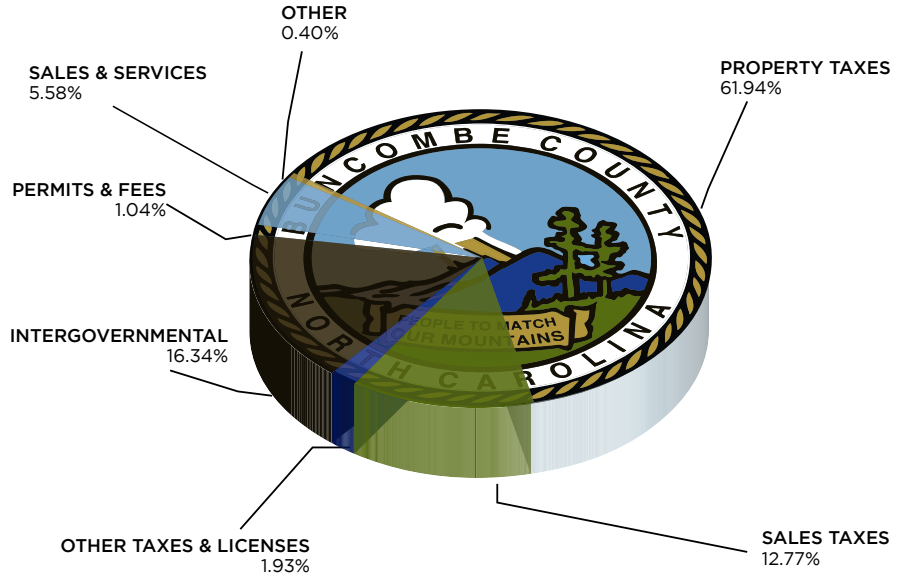
EDUCATION

- *Public Schools*

WHERE DOES THE FUNDING COME FROM?

REVENUES

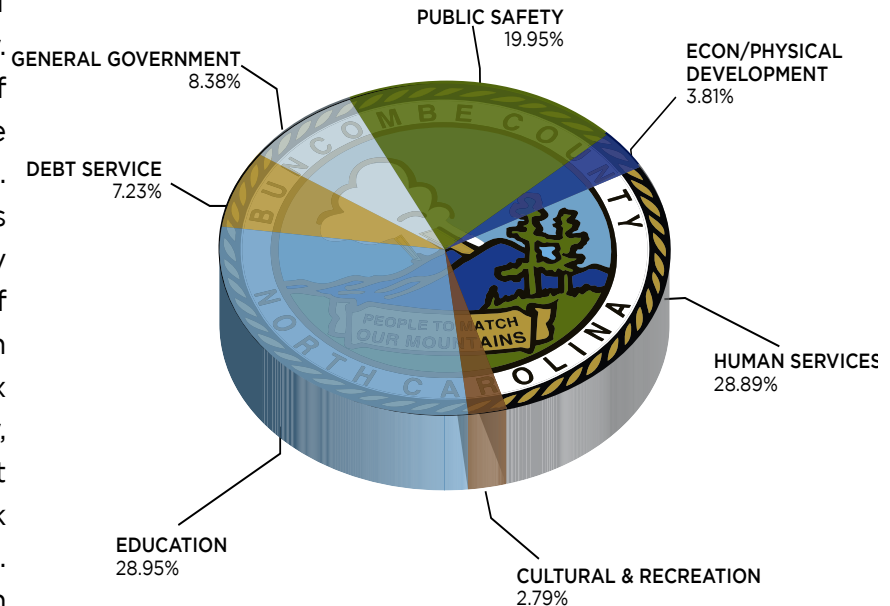
Property taxes make up the largest portion of incoming money for Buncombe County. Restricted intergovernmental, which is revenue received from other governments that must be used for a specific purpose, is the second largest revenue source. Sales tax, which is the tax Buncombe County receives from purchases of goods, is the third largest revenue source. Sales and services, which are fees that Buncombe County charges for certain services, is the fourth largest revenue source. The “other category” is made up of miscellaneous revenues, permits and fees, and investment earnings.



WHERE DOES THE GENERAL FUND MONEY GO?

EXPENDITURES

Education makes up the largest portion of outgoing money for Buncombe County. Human Services, which is made up of Social Services and Health, makes up the second largest group of expenditures. Public Safety, which is made up of services such as law enforcement and emergency services, is the third largest group of expenditures. General Government, which includes departments such as the Tax Department, Information Technology, Board of Elections, etc., is the fourth largest group. Debt Service, which is paying back outstanding debt, is the fifth largest group. Economic Development ranks sixth in expenditures. Cultural and Recreation is the smallest percentage of expenditures.





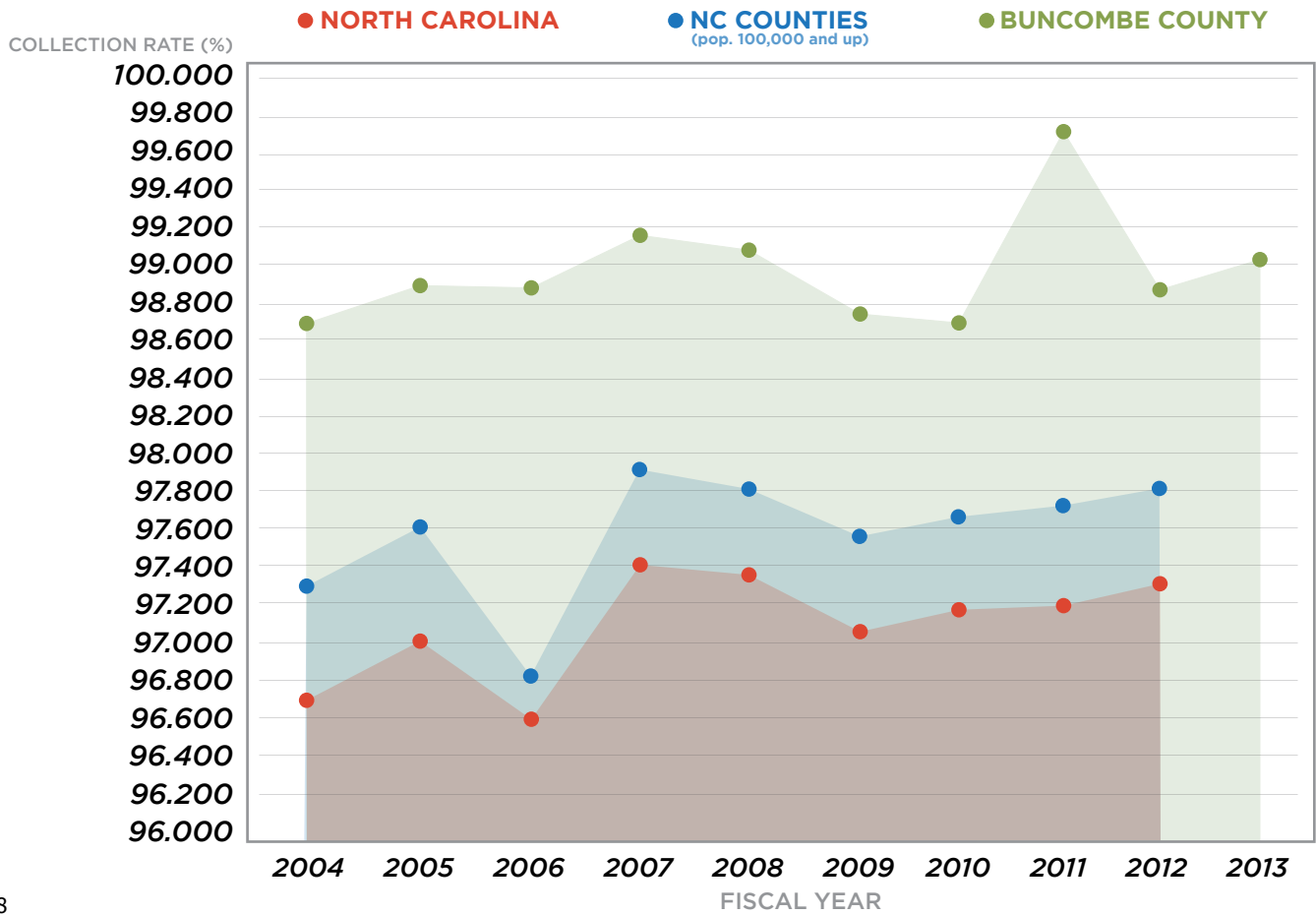
Top 10 Taxpayers:

- Progress Energy Carolinas
- Ingles Markets, Inc
- Cliffs at Walnut Cove LLC
- Jack Tar Hotels
- Town Square West LLC
- Biltmore Company
- Asheville LLC
- Bellsouth Telephone Company
- Southeastern Container
- Borgwarner Turbo Systems



PROPERTY TAXES

In order for Buncombe County to provide many types of services for our citizens, it needs to generate revenue. One of the main sources of revenue is the Ad Valorem (or property) tax. Property taxes make up 61.94% of the total General Fund revenues and are assessed and collected for things such as real estate, business and personal property assets, and motor vehicles. In order to fairly tax citizens, the County Tax Department reviews ownership and condition of the taxable property as of January 1st each year.



* 2013 information for the State of NC and for NC Counties with population of 100,000 and above has not yet been published.

GOVERNMENT-WIDE STATEMENTS

The government-wide statements look at Buncombe County as a single, integrated unit. There are two government-wide financial statements in the CAFR. Exhibits 1 and 2 are separated by the governmental activities and the business-type activities. The government-wide statements employ the full accrual basis of accounting.

The charts below focus only on the governmental activities. The business-type activities, which include services such as the Landfill, can be viewed in the Comprehensive Annual Financial Report.

NET POSITION *(in millions)*

	2013	2012
Current and Other Assets	\$180.1	\$ 152.5
Capital Assets	224.9	192.8
TOTAL ASSETS	405.0	345.3
DEFERRED OUTFLOWS OF RESOURCES	1.6	0.6
Long Term Liabilities	298.2	249.1
Other Liabilities	23.3	20.1
TOTAL LIABILITIES	321.5	269.2
DEFERRED INFLOWS OF RESOURCES	1.5	1.6
NET POSITION:		
Net Investment in Capital Assets	92.4	94.3
Restricted	78.2	55.1
Unrestricted	(87.0)	(74.3)
TOTAL NET POSITION	\$83.6	\$75.1

- **Exhibit 1**, which is the Statement of Net Position - Shows what the government has in relation to assets (what we own) and liabilities (what we owe)
- **Exhibit 2**, which is the Statement of Activities - Reflects the revenues (sources of income) and expenses (uses of money) that yield the annual change in net position.

GOVERNMENTAL ACTIVITIES *(in millions)*

	2013	2012
REVENUES:		
<i>Program revenues</i>		
Charges for services	\$27.2	\$26.3
Operating grants/contributions	45.5	45.3
Capital grants/contributions	7.8	1.8
<i>General revenues</i>		
Property taxes	171.1	170.1
Other taxes	64.2	54.9
Other	1.4	1.6
TOTAL REVENUES	317.2	300.0
EXPENSES:		
General government	22.7	23.3
Public safety	81.6	74.7
Economic & physical development	18.8	18.9
Human services	80.4	81.9
Culture & recreation	8.6	8.8
Education	84.8	88.3
Interest on long-term debt	11.8	10.3
TOTAL EXPENSES	308.7	306.2

Increase (decrease) in net position before transfers, contributions, & special items	8.5	(6.2)
Transfers, contributions, & special items	0.0	14.0
Increase (decrease) in net position	8.5	7.8
Net position beginning of year	75.1	67.3
NET POSITION END OF YEAR	\$83.6	\$75.1



OUTSTANDING DEBT

Buncombe County’s outstanding long-term debt increased by \$50.4 million during fiscal year 2013. As of June 30, 2013, Buncombe County’s total debt outstanding was \$289.7 million, of which \$94.7 million is for the public school system and \$10.3 million is for the community college.

Under North Carolina law, the County is responsible for providing capital funding for both education systems. Because the assets funded by Buncombe County are owned and utilized by the school systems, Buncombe County has incurred a liability (what we owe) without a corresponding increase in assets (what we own).

- **\$44.7 million**—*General Obligation Bonds, where the debt is backed by the full faith and credit of Buncombe County.*
- **\$2.9 million**—*Special Revenue Bonds, where revenues are pledged to the payment of and security for the bonds.*
- **\$229.2 million**—*Installment Notes, where the assets purchased or constructed are collateral for the notes.*
- **\$12.9 million**—*Product Development Financing, where funding for the debt service comes from the incremental increase in tax revenue.*

OUTSTANDING DEBT (in millions)

	Governmental Activities		Business-Type Activities		Total Debt	
	2013	2012	2013	2012	2013	2012
General Obligation Bonds	\$44.7	\$51.3	\$0.0	\$0.0	\$44.7	\$51.3
Special Obligation Revenue Bonds	0.0	0.0	2.9	4.2	2.9	4.2
Installment Notes Payable	225.7	170.9	3.5	0.0	229.2	170.9
Product Development Financing Bonds	12.9	12.9	0.0	0.0	12.9	12.9
Total Debt	\$283.3	\$235.1	\$ 6.4	\$ 4.2	\$289.7	\$239.3



OPERATING INFORMATION

CAPITAL ASSETS

Capital assets are items used to perform the basic operations of the government, which have a useful life of more than one year and meet the capitalization threshold of \$5,000. Some examples of capital assets include: land, buildings, other improvements, equipment, vehicles, intangible assets, and construction in progress. The values shown below for capital assets are a total of governmental and business-type operations. The value is the historical cost, less the accumulated depreciation, for each type of asset. More detailed information about capital assets can be located in the Comprehensive Annual Financial Report.

CAPITAL ASSETS - NET OF DEPRECIATION (in millions)



EMPLOYEES

Over the past eight years, the number of Buncombe County employees has decreased by 147 positions. This has been accomplished by partnering with community agencies and increasing operational efficiencies, such as improved technology, which allows employees to broaden the scope of their duties. The numbers reported below are the number of permanent positions in the General Fund.





BUNCOMBE COUNTY JUDICIAL COMPLEX

CAPITAL **IMPROVEMENT** PLAN

Buncombe County uses a Capital Improvement Plan (CIP) to identify all capital projects (those costing over \$250,000) requiring funding for the next five years. These are generally for major technology projects, buildings, land, vehicle replacement programs, etc. The CIP is formulated under the direction of the County Manager based upon priorities outlined by the Board of Commissioners. The budget document contains additional information regarding the CIP and may be found at <http://www.buncombecounty.org/Governing/Depts/Administration/Finance/OperatingBudget.aspx>

2013

MAJOR PROJECTS COMPLETED DURING FISCAL YEAR 2013 INCLUDE:

- *Public Safety Training Center*
- *New Ambulances*
- *Landfill C&D Expansion*
- *Facilities Shop*

2014

2018

MAJOR PROJECTS PLANNED FROM 2014 - 2018 INCLUDE:

- *Buncombe County Justice Center (expected to open in fiscal year 2014)*
- *HVAC and Elevator for Sheriff Department Building*
- *Detention Facility Building Updates*
- *Building to House Voting Systems and Supplies*
- *Build new elementary school*
- *Build classroom at the Public Safety Training Center*
- *Build Parking Deck at community college*
- *Build Allied Health building at community college*
- *Voting System Replacement*
- *Build new middle school*



PUBLIC SAFETY TRAINING CENTER PROJECT COMPLETION





GENERAL GOVERNMENT

The General Government function provides administrative support for county government. It includes the Governing Body, County Manager, Human Resources, Finance, the Tax Department, Board of Elections, Register of Deeds and Information Technology. This function serves to maintain compliance with various regulatory requirements, improve communications with citizens, utilize technology to provide effective and efficient services, attract and retain a qualified work force, bill and collect taxes for the county and six municipalities, record and preserve vital records and administer the voting process.

- *2013 tax reappraisal process complete - set a record for the lowest number of real estate appeals*
- *Implemented in-house lockbox payment system for the Tax Department*
- *Slave Deeds Exhibit won three national awards*
- *Implemented use of I-Pads at voting sites to decrease waiting times*
- *Voter look-up system implemented on the County website*
- *Comprehensive Annual Financial Report now prepared in-house*



PUBLIC SAFETY

The Public Safety function is composed of the Sheriff's Department, Emergency Services, Court Support, Justice Resource Center, Pre-Trial Services, Identification Bureau and Centralized Data Entry, Permits and Inspections, General Services, Parking Services and the Public Safety Training Center. This function works to ensure the safety of Buncombe County citizens by providing a variety of services such as ambulance services, neighborhood patrol, inspection of buildings, training for emergency personnel throughout Western North Carolina, and maintaining a database of criminal history on all persons arrested or cited in the County.

- Implementation of the "Citizens Access Portal" for 24/7 access to permit records
- Receipt of a grant to increase the number of School Resource officers in the Buncombe County School system
- 5 percent decrease in crime in Buncombe County
- Implementation of the video visitation system for the Detention Facility, which increases safety and security in the facility, as well as allows remote visitations
- 5.7 percent decrease in the inmate cost per day
- 33 percent increase in Child Support Orders for Arrest served
- Community Oriented Problem Solving (COPS) teams dispatched to various communities in the county to address and find solutions for problems in those areas



HUMAN SERVICES

The Human Services function includes Public Health, Social Services, Aging Services, Human Services Support Team, Child Care Services, and Mental Health. This function serves the community by protecting and promoting the health of all people in Buncombe County; providing resources to citizens that maximize their well-being while promoting self-reliance; meeting the needs of the aging community; and assuring compliance with regulatory agencies which assist in funding human service activities.

- NACo Achievement Award for the integration of health and human services to provide a one-stop opportunity for citizens
- 25 percent reduction in the chronic homeless population
- Jail diversion program resulted in 106 jail beds that were not needed, which resulted in over \$450,000 in revenue when those jail beds were sold to other counties and the federal government
- 20 percent increase in flu immunizations as a result of an integrated communications team
- Implementation of the North Carolina Families Accessing Services Through Technology (NC FAST) system for Food and Nutrition services
- Increased use of technology for workflow management time in Economic Services resulted in 87.5 staff hours per week available to be leveraged for other tasks and responsibilities



ECONOMIC & PHYSICAL DEVELOPMENT

The Economic and Physical Development function includes Planning, Economic Development, Recycling, Cooperative Extension, and Soil and Water Conservation. This function serves the community by stimulating economic growth, farmland protection, protection and promotion of preserving water and soil quality, provide convenient access to recycling facilities, and balance the need for additional economic and population growth opportunities with environmental stewardship through well-planned infrastructure expansion.

- 25 percent increase in electronics recycling
- 142 acres protected through two permanent conservation easements
- Grant obtained to purchase farming equipment available to loan to local farmers to increase their profitability
- 35 unsafe mobile homes removed from communities within the county through the mobile home removal program
- Continued partnerships with community agencies to meet the affordable housing needs of the community
- Over 1,800 erosion control site inspections



CULTURE & RECREATION

The Culture and Recreation function includes the Parks, Greenways, and Recreation; the Library system and arts, museum and history. This function serves citizens by providing library and recreational facilities and programs to improve quality of life for Buncombe County residents by responding to the growth and diversity needs of our community.

- Over 450 children participated in swimming lessons at the outdoor pools
- 9 Hole Disc Golf course completed at Lake Julian Park
- 500 volunteer hours at the Sand Hill Community Garden yielded the donation of 850 pounds of fresh vegetables to local welcome tables and food pantries
- 3,700 lunches were provided to children throughout the summer through a partnership with the public school system
- Over 820,000 people utilized the facilities and programs of Buncombe County Parks
- Library book circulation over 1.5 million
- Over 615,000 library materials available



Government Finance Officers Association

Award for Outstanding Achievement in Popular Annual Financial Reporting

Presented to

**Buncombe County
North Carolina**

For its Annual
Financial Report
for the Fiscal Year Ended

June 30, 2012

Executive Director/CEO

The Government Finance Officers Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to Buncombe County for its Popular Annual Financial Report for the fiscal year ended June 30, 2012. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports.

In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards for creativity, presentation, understandability, and reader appeal.

An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. We believe our current report continues to conform to the Popular Annual Financial Reporting standards.

BUNCOMBE COUNTY SERVICE DIRECTORY

Air Quality Agency 250-6777
 Burning Control 250-6777
 Building /Grounds Maintenance 250-4233
 BCTV 250-4109

City/County ID Bureau

Background Checks 250-4661
 CJIS (Criminal Justice Info Sys.) 250-4661
 Clerk to the Board of Commissioners 250-4105
 College St. Parking Garage 250-4248
 Cooperative Extension 255-5522
 County Commissioners 250-4001
 County Jobline 250-4183
 County Manager 250-4100
 Election Services 250-4200
 Emergency Services 250-6600
 Emergencies 911
 Erosion Control 250-4848
 Finance 250-4130
 Fire Marshal 250-6620
 GIS Property Info System 250-6860

HHS - Health & Human Services

Public Assist/Economic Serv's 250-5500
 Child Care Assistance 250-5000
 Crisis Intervention Program:
 ABCCM 259-5300
 Eblen Charities 255-3066
 Swannanoa Christian Ministry 669-9404
 Emergency Assistance Program 255-3066
 Food Assistance 250-5500
 Health Choice 250-5500
 Low Income Energy Assistance 255-3066
 Medicaid 250-5500
 Work First Family Assistance 250-5500
 Workforce Development 255-2500
 Work Permit 250-5500

Public Health (Main)

Breast & Cervical Cancer 250-6006
 Disease Control 250-5109
 Environmental Health 250-5016
 Family Planning 250-5000
 Foreign Travel Immunizations 250-5096
 Health Promotion 250-5045
 Immunization 250-5096
 Nurse Family Partnership 250-5072
 Restaurant/Septic Inspection 250-5016
 School Health 250-5018
 Vital Records
 Births 250-5214
 Death 250-5213
 Water Testing 250-5016
 WIC/Nutrition 250-5000
 WNCCHS: Dental/Primary Care 285-0622

Social Work Services (Main)

Protective Services Intake:
 Adults 250-5800
 Children 250-5900
 Prevention Services & Under 6 250-6000
 General Adult Services 250-5814
 Child Support Enforcement 250-6340 or 1-800-992-9457
 General Children/Family Services 250-5822
 Foster Home Licensing 250-5868
Veterans Services 250-5726
HHS Administration 250-5700
 Human Resources 250-4166
 JobLink 250-4761

Libraries

Pack Memorial (Main) 250-4700
 Black Mountain 250-4756
 East Asheville 250-4738
 Enka 250-4758
 Fairview 250-6484
 Law Library 250-4734
 Leicester 250-6480
 North 250-4752
 Oakley 250-4754
 South Buncombe 250-6488
 Swannanoa 250-6486
 Weaverville 250-6482
 West Asheville 250-4750
 Storyline 250-5437

Mountain Mobility 250-6750
 Mountain Area Job Training 250-4761
 Parking - College Street Deck 250-4248
 Parks & Recreation 250-4260
 Permits/Inspections 250-5360
 Planning 250-4830
 Pretrial Services 250-6285
 Purchasing 250-4130
 Records Management 250-4147
 Register of Deeds 250-4300

Sheriff

Animal Control Dispatch (County) 250-6670
 Civil Process 250-4410
 Crime Stoppers 255-5050
 Crime Prevention 250-4427
 Detention Center (Jail) 250-4550
 Inmate Booking 250-4570
 Senior Reassurance 250-4475
 Warrants 250-4410

Soil and Water Conservation 250-4785

Solid Waste

Environmental Control 250-5470
 Household Hazardous Waste Disposal 250-5462
 Junk Cars 250-4847
 Landfill 250-5462
 Mobile Home Removal 250-5470
 Transfer Station 250-6205
 Trash Disposal (City) 259-5857
 (County - Waste Pro) 684-7790
 Street Addressing (Planning) 250-4845

Tax Department

Business Personal Property 250-4930
 Collections 250-4910
 Land Records 250-4970
 Personal Property 250-4920
 Real Estate 250-4940
 Transportation (MTN Mobility) 250-6750
 Whistleblower Hotline 866-908-7236

OTHER USEFUL NUMBERS

Animal Control

City 259-5872
 County Dispatch 250-6670
 Dead Animals (City) 259-5857
 (County [only in roadways]) 298-0390

Animal Shelter

Better Business Bureau 253-2392

Business License

City 259-5595
 NC 800-228-8443
 Chamber of Commerce 258-6101

Child Support Enforcement 232-1416
City of Asheville 251-1122
 Police 259-5870
 Fire/Rescue 259-5636
 Mayor 259-5600
 Parks & Festivals 259-5800
 Water Billing 251-1122
 Water Leaks 251-1122

Community Information 2-1-1
 Council on Aging 277-8288

Court Related Matters

Clerk of Court 259-3400
 District Attorney 259-3410
 Estates and Probate 259-3404
 Jury Clerk 259-6407
 Justice Resource Center 250-4281
 Magistrate 250-4690
 Public Defender 259-3423

Department of Labor 299-8232
 Department of Transportation 298-2741

Driver's License Office / DMV

Patton Avenue 251-6065
 Eblen Foundation 255-3066
 Employment Security Commission 251-6200
 Federal Courthouse 771-7200
 Governor's Western Office 251-6160
 Housing Authority 258-1222
 IRS 800-829-1040

License Tag Office

Innsbruck Mall 252-8526
 Hendersonville Road 277-7767
 Metropolitan Sewerage District 254-9646
 Backups & Overflows 255-0061
 Sewer Applications 250-5345

Municipalities

City of Asheville 259-5600
 Town of Biltmore Forest 274-0824
 Town of Black Mountain 419-9300
 Town of Montreat 669-8002
 Town of Weaverville 645-7116
 Town of Woodfin 253-4887

OSHA 299-8232

Road Maintenance

In the County (NCDOT) 298-0390
 City of Asheville 251-1122
 Town of Biltmore Forest 274-0824
 Town of Black Mountain 419-9300
 Town of Montreat 669-8002
 Town of Weaverville 645-0606
 Town of Woodfin 253-4887

Schools

Asheville City 350-7000
 Buncombe County 255-5921
 Closing Hotline 255-5939

Social Security 1-866-572-8361
 State Highway Patrol 298-4256
 State Revenue 667-0597
 Streets and Roads (DOT) 298-0390

Street Signs/Addressing

County 250-4845
 City 259-5850

US Postal Service 800-275-8777
 Water Department 251-1122

Zoning

City 259-5831
 County 250-4830