This report is not an audited document and does not include all details of the audit report; rather, this report is intended to increase awareness of the financial operations of the County. For more in-depth financial information, the CAFR is available online at the County’s website, www.buncombecounty.org.

If you have questions concerning the financial reports or would like additional information, you may send an email to gl@buncombecounty.org or call the Finance Department at 828.250.4130.
MANAGER’S MESSAGE

Dear Buncombe County Residents,

I want to thank you for taking an interest in how taxpayer dollars are used to operate Buncombe County services. This report, the Popular Annual Financial Report (PAFR), is produced every year to provide those with a general interest in the County’s financial activities a glimpse of selected data from our financial operations in a concise and user-friendly format. While thorough, it’s an abbreviated version of the County’s Comprehensive Annual Financial Report (CAFR) for fiscal data ending June 30, 2019. It’s my hope the PAFR helps you gain a better understanding of the County’s financial activities and our commitment to fiscal integrity and sound financial management.

Information in the PAFR stems largely from financial statements contained in the CAFR, which is prepared in accordance with industry standard guidelines known as the Generally Accepted Accounting Principles. Our finances are then audited by an independent, certified public accounting firm. We encourage you to read the CAFR for even more detailed and extensive information, such as the audited financial statements, notes, schedules, and other relevant information.

Thank you again for taking the time to be a partner with us in this process. I hope this report provides a level of transparency that gives you the utmost confidence in how your County is operated. If you would like further information or have questions or comments, please take advantage of the many ways you can provide input:

- Call and leave us a message at (828) 250-4066
- Email us at letstalk@buncombecounty.org
- Fill out our online form at: buncombecounty.org/letstalk
- Learn more about financial transparency at buncombecounty.org/transparency

Sincerely,

AVRIL PINDER
ABOUT BUNCOMBE

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 657 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, cultural 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 2019.

MUNICIPALITIES
City of Asheville
Town of Black Mountain
Town of Woodfin
Town of Weaverville
Town of Biltmore Forest
Town of Montreat

POPULATION 265,586
PUBLIC SCHOOL ENROLLMENT 31,435
MEDIAN AGE 41
UNEMPLOYMENT 4.2%
TOTAL HOUSING UNITS 126,567
AVERAGE HIGH TEMPERATURE
January: 47°
July: 85°
VIBRANT ECONOMY

Buncombe County’s vibrant and diverse economy is supported by businesses of all shapes and sizes from locally owned art studios to nationally recognized corporations.

TOURISM
• Biltmore Estate
• Blue Ridge Parkway
• Great Smoky Mountains National Park
• Omni Grove Park Inn
• Southern Conference Basketball Tournament
• Thomas Wolfe Memorial Historic Site
• Harrah’s Cherokee Center
• Various area tours

MUSIC & ARTS
• River Arts District
• The Orange Peel
• Folk music & storytelling
• Folk Art Center
• Film industry
• Moog Music Factory
• Asheville Art Museum
• Over 200 artists in residence

OUTDOORS
• Biking
• Golf
• Hiking
• Horseback riding
• River sports
• Scenic drives
• Zipline canopy tours

FOOD & BEVERAGE
• East coast expansion of New Belgium and Sierra Nevada
• Highland Brewing
• Asheville’s Foodtopia
• Farm tours
• Brewery tours
• Dynamic craft beverage community
• Over 17 local farmers markets
• Over 100 local beers
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 THE LAST 5 YEARS

• Notable company economic development announcements include:
  • Avadim Technologies
  • Riverbend Malt
  • Reich
  • GE Aviation
  • FOX Factory
• Unemployment rate of 4.2% - among the lowest in North Carolina

• The Economic Development Coalition’s efforts continue in growing the regional economy with the launch of AVL 5x5: Vision 2025. Goals for AVL 5x5: Vision 2025 include:
  • 2,000 net new total jobs
  • $51,924 Buncombe County average annual wage
  • $250 million of capital investment
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.

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

GENERAL GOVERNMENT
• Governing Body
• Human Resources
• Budget & Management
• Finance
• Tax Collections
• Tax Assessment
• Register of Deeds
• Board of Elections
• Information Technology

PUBLIC SAFETY
• Sheriff’s Office
• Detention Facility
• Emergency Services
• Identification Bureau
• Pretrial Release
• Animal Services

ECONOMIC DEVELOPMENT
• Planning
• Cooperative Extension
• Soil Conservation
• Economic Development
• Permits and Inspections

HUMAN SERVICES
• Public Health
• Social Services
• Veterans’ Services

CULTURAL AND RECREATION
• Libraries
• Recreation

EDUCATION
• Public Schools

FUND BALANCE QUICK FACTS FOR FISCAL YEAR 2019

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 $73.9 million.

• The Board of Commissioners has determined that the County should maintain an available fund balance of 15%, approximately two months 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 24.6%.

• Buncombe County continues to maintain the highest credit rating possible by the two largest rating agencies: a AAA credit rating by S&P, and a Aaa rating by Moody’s.
WHERE DOES THE FUNDING COME FROM?

REVENUES
$313,709,542

Property taxes represent the largest source of funds for Buncombe County. Intergovernmental, which is revenue received from other governments and restricted for specific purposes, is the second largest revenue source. Sales taxes, the tax Buncombe County receives from purchases of goods and services, are the third largest revenue source. Revenue generated through Sales and Services, such as recording fees for real estate transactions and permitting fees, make up the fourth largest revenue category. Other revenue includes investment earnings and miscellaneous revenues.

WHERE DOES THE GENERAL FUND MONEY GO?

EXPENDITURES
$302,181,640

As depicted in this chart, Human Services and Education expenditures are the two largest uses of County funds. Public Safety, which includes law enforcement and emergency services, is the third largest group of expenditures. General Government, which includes departments such as Tax, Information Technology, Board of Elections, etc., is the fourth largest spending category. Debt Service, which equals one year of debt repayment expenditures, is the fifth largest group. Cultural and Recreation ranks sixth in expenditures, while Economic and Physical Development is the smallest category of expenditures.
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 Ad Valorem (property) tax. Property taxes make up 63.36% of the total General Fund revenues and are assessed and collected for things such as real estate, business and personal property, 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.

**Top 10 Taxpayers**

Duke Energy Progress, Inc  
Ingles Markets, Inc  
Biltmore Company  
GPI Resort Holdings LLC  
New Belgium Brewing Company, Inc  
Asheville Mall CMBS LLC  
Jacob Holm Industries  
Town Square West LLC  
Linamar North Carolina, Inc  
Southeastern Container, Inc
GOVERNMENT-WIDE STATEMENTS

The government-wide statements look at Buncombe County as a single, integrated unit and use the full accrual basis of accounting. These statements are designed to provide readers with a broad overview of the County’s finances in a manner similar to a private sector business. Exhibits 1 and 2 in the CAFR are government-wide statements and are separated by governmental activities and business-type activities.

The charts below focus only on governmental activities. Business-type activities, which include services such as the Landfill, can be viewed in the Comprehensive Annual Financial Report. The Management’s Discussion and Analysis in the CAFR also provides narrative information on changes in net position and activities.

### NET POSITION (in millions)

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current and other assets</td>
<td>$205.0</td>
<td>$238.6</td>
</tr>
<tr>
<td>Capital assets</td>
<td>249.1</td>
<td>257.9</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>454.1</strong></td>
<td><strong>496.5</strong></td>
</tr>
</tbody>
</table>

| DEFERRED OUTFLOWS OF RESOURCES | 41.2 | 22.3 |
| Long-term liabilities        | 620.5 | 635.0 |
| Other liabilities            | 31.3  | 34.8  |
| **TOTAL LIABILITIES**        | **651.8** | **669.8** |

| DEFERRED INFLOWS OF RESOURCES | 12.4 | 11.5 |
| Net investment in capital assets | 51.6  | 63.8  |
| Restricted                  | 55.6  | 60.8  |
| Unrestricted                | (276.1) | (287.1) |
| **TOTAL NET POSITION**      | **($188.9)** | **($162.5)** |

### GOVERNMENTAL ACTIVITIES (in millions)

<table>
<thead>
<tr>
<th>REVENUES:</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program revenues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charges for services</td>
<td>$23.0</td>
<td>$23.5</td>
</tr>
<tr>
<td>Operating grants/contributions</td>
<td>51.5</td>
<td>48.7</td>
</tr>
<tr>
<td>Capital grants/contributions</td>
<td>3.4</td>
<td>3.4</td>
</tr>
<tr>
<td>General revenues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property Taxes</td>
<td>221.5</td>
<td>216.2</td>
</tr>
<tr>
<td>Other Taxes</td>
<td>121.8</td>
<td>115.6</td>
</tr>
<tr>
<td>Other</td>
<td>11.2</td>
<td>5.1</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>432.4</strong></td>
<td><strong>412.5</strong></td>
</tr>
</tbody>
</table>

| EXPENSES:                                      |         |         |
| General government                             | 51.5    | 31.7    |
| Public safety                                  | 93.3    | 103.4   |
| Economic & physical development                | 37.5    | 32.8    |
| Human services                                 | 88.7    | 91.0    |
| Culture and recreation                         | 10.0    | 8.8     |
| Education                                      | 137.6   | 138.9   |
| Interest on long-term debt                     | 15.6    | 16.1    |
| **TOTAL EXPENSES**                             | **434.2** | **422.7** |

| Increase (decrease) in net position            | (1.8)   | (10.2)  |
| Net position beginning of year                 | (167.1) | (152.3) |
| **NET POSITION END OF YEAR**                   | **($168.9)** | **($162.5)** |

- **Exhibit 1 - Statement of Net Position**
  Shows what the government has in relation to assets (what we own) and liabilities (what we owe)

- **Exhibit 2 - Statement of Activities**
  Reflects the revenues (sources of income) and expenses (uses of money) that yield the annual change in net position

- **Change in Net Position**
  Governmental activities net position decreased in FY19 by $1.8 million. This was primarily due to capital expenses for education purposes.

- **Major Financial Changes**
  The large increase in revenues is due to actual assessed values being higher than estimated, as well as higher than anticipated local option sales tax revenue, restricted intergovernmental revenues, and miscellaneous revenue associated with legal settlements and insurance recoveries.
As of June 30, 2019, Buncombe County’s total debt outstanding was $436.9 million, of which $150 million is for the public school systems and $70 million is for the community college. The Management’s Discussion & Analysis in the CAFR provides more in-depth narrative on the outstanding debt of Buncombe County.

Under North Carolina law, the County is responsible for providing capital funding for the public school 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).

$18.6 million—General Obligation Bonds, where the debt is backed by the full faith and credit of Buncombe County.

$418.3 million—Installment Notes, where the assets purchased or constructed are collateral for the notes.
EMPLOYEES

Over the past ten years, the number of Buncombe County employees has decreased by 73 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.

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 $25,000. 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)

- LAND: $28.4
- BUILDINGS & IMPROVEMENTS: $228.3
- EQUIPMENT & INTANGIBLES: $13.8
- VEHICLES: $4.0
- CONSTRUCTION IN PROGRESS: $7.9

EMPLOYEES

2010 - NUMBER OF POSITIONS

1,591

2019 - NUMBER OF POSITIONS

1,518
Buncombe County uses a Capital Improvement Program (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, and vehicle replacement programs. 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 the County’s website, www.buncombecounty.org.

**MAJOR ONGOING PROJECTS DURING FISCAL YEAR 2019 INCLUDE:**
- East Asheville Library Project
- Detention Center Maintenance
- Courthouse Exterior Renovations

**MAJOR PROJECTS PLANNED FROM 2020 - 2024 INCLUDE:**
- Facility Assessment of County-owned Buildings
- Lake Julian Improvements
- MSW Cell 7 Development
- EMS Base Construction
- Roof Replacements
- Garren Creek Tower Retrofit
SOLID WASTE

Buncombe County Solid Waste operates a Landfill and Waste Transfer Station. The Transfer Station serves as a drop off location for residential waste, which is then transferred to the landfill. The Landfill is an EPA Bioreactor Project and provides residential, commercial and industrial waste disposal. Both the Landfill and Transfer Station offer recycling services as well. The mission of Buncombe County Solid Waste is to protect the health and safety of citizens by disposing of all waste in the most efficient, cost effective, and environmentally sound manner possible.

- 16,589 tons of waste recycled
- 184,037 tons of waste received
- Recycled 124 tons of electronics and household hazardous waste in FY19
- The EPA Bioreactor Program is one of a few in the country that is a full scale project, encompassing the entire municipal solid waste landfill footprint; this project since inception has allowed the landfill to recoup settled waste areas and add an additional 5-7 years of landfill capacity
- Decomposing trash in the landfill produces methane gas which the County converts into renewable electricity, powering 1,100 homes
- Smart technology and GPS equipment help to extend the life of the landfill and save money on fuel and maintenance
The General Government function provides administrative support for the County government. It includes the Governing Body, County Manager, Human Resources, Finance, Budget & Management Services, Internal Audit, Tax, Board of Elections, Register of Deeds, General and Fleet Services, 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 other local governments, record and preserve vital records, and administer the voting process.

- Increased tax collection rate for Buncombe County - 99.89% in FY19 increasing from 99.86% in FY18

- Maintained a Aaa from Moody’s and maintained AAA bond rating from Standard & Poor’s

- Processed nearly 6,800 employment applications

- The Register of Deeds office eRecorded 20,884 documents in FY19, accounting for 48.3% of total recordings for the year.

- 30 open session commissioner meetings were held in FY19, including regular meetings, pre-meetings, and budget work sessions.
PUBLIC SAFETY

The Public Safety function is composed of the Sheriff’s Office, Emergency Services, Justice Resource Center, Pretrial Services, Identification Bureau and Centralized Data Entry, Criminal Justice Information System, Animal 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, training for emergency personnel throughout Western North Carolina, and maintaining a database of criminal history on all persons arrested or cited in the County.

- 187,317 emergency calls were dispatched in FY19 (EMS and Sheriff calls)
- 15 criminal justice system Diversion Programs in FY19
- Response time of 8.03 minutes for Sheriff priority one calls
- Approximately 12,009 inmates processed
- 978 individuals served by the Justice Resource Center
The Human Services function includes Public Health, Social Services, Aging Services, Veterans Services, Family Justice Center, Child Care Services, and Behavioral 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 services activities.

- 70.72% collection rate on past due child support in FY19
- 91.9% of restaurants in compliance with inspection standards
- Record low number of children in foster care since FY15.
- Completed renovation of HHS Campus at 40 Coxe Avenue brings Public Health, Economic Services and Veterans Services together, creating improved access to the full array of services that BCHHS provides.
- Women Infants and Children (WIC) program was awarded the USDA’s Loving Support Award of Excellence for the second year in a row. Buncombe County was 1 of the 12 Gold Premier award winners, a step above the Gold Award achievement last fiscal year.
ECONOMIC & PHYSICAL DEVELOPMENT

The Economic and Physical Development function includes Planning, Economic Development, Cooperative Extension, Permits and Inspections, and Soil and Water Conservation. This function serves the community by stimulating economic growth, protecting farmland, preserving water and soil quality, and balancing the need for additional economic and population growth opportunities with environmental stewardship through well-planned infrastructure expansion.

- 250 jobs were announced in FY19 for Buncombe County Citizens
- $33 million announced in capital investment in local businesses in FY19
- 775 subdivision plan reviews completed during FY19
- Environmental education programs reached a total of 77,000 citizens
- 3,027 building permits issued in FY19
- 99% of residential plans reviewed within 3 working days
CULTURAL & RECREATION

The Cultural and Recreation function includes Parks, Greenways, Recreation, and the Library System. 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 growing and diverse needs of our community.

- The Community Recreation Grant invested $89,418 in 14 nonprofit projects to enhance recreation, health and wellness
- 64 special events and programs were offered in FY19
- 1.7 million library books in circulation in FY19
- Sand Hill Community Garden volunteers invested 733 hours to harvest over 2,800 pounds of fresh produce with 76% being donated to local welcome tables and community organizations
- 1,887,678 people visited the County’s most popular parks (Lake Julian, Sports Park, Hominy Valley, and Owen Park)
- $29,553 was raised for the Special Olympics Program in FY19
- 76,622 children and adults participated in programming and special events put on by Recreation Services
AWARDS

GOVERNMENT FINANCE OFFICERS ASSOCIATION

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, 2017, the most recent fiscal year in which Buncombe County has participated in the award program. 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 also participates in the GFOA Certificate of Achievement for Excellence in Financial Reporting Program (CAFR Program). The CAFR for the fiscal year ending June 30, 2019 is available at www.buncombecounty.org/finance.
The Asheville Area has been recognized by dozens of magazines, websites and publications. Voted as one of Travel and Leisure’s best cities in the US and Canada, other accolades include recognition for outdoor adventures, cuisine, the arts community, and as a retirement and relocation destination.

- Ranked one of the Top 20 Best Places to Live in America
  - U.S. News and World Report, 2019

- Named #1 “Foodie City” in the world by The Trazees Awards
  - Global Traveler, July 2018

- Ranked as one of the top 10 music cities in the U.S.
  - National Geographic Traveler, May 2018

- Ranked one of the 50 best places for business and careers
  - Forbes, 2017

- Ranked #1 as best destination in the United States
  - Lonely Planet, January 2017

- Named one of the 10 best outdoor towns in America
  - SmarterTravel.com, October 2015
BUNCOMBE COUNTY
SERVICE DIRECTORY

Air Quality Agency  250-6777
Burning Control  250-6777
Building/Grounds Maintenance  250-4233
BCTV  250-4019

City/County ID Bureau
Background Checks  250-4661
CJIS (Criminal Justice Info Sys.)  250-4661

Clerk to the Board  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  250-5500

Crisis Intervention Program:
- ABCCM  259-5300
- Eblen Charities  255-3066
- Swannanoa Christian Ministry  669-9404
- Emergency Assistance Program  250-3066
- Food Assistance  250-5500
- Health Choice  250-5500
- Low Income Energy Assistance  253-3066
- Medicaid  250-5500
- Work First Family Assistance  250-5500
- Workforce Development  255-2500
- Work Permit  250-5500

Public Health (Main)
Breathe & Cervical Cancer  250-6006
Disease Control  250-5109
Environmental Health  250-5016
Family Planning  250-5000
Foreign Travel Immunizations  250-5096
Immunization  250-5096
Restaurant/Septic Inspection  250-5016
Vital Records
- Births  250-5214
- Deaths  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

Let’s Talk  250-4066

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

Mountain Mobility  250-6750
Mountain Area Workforce Development  251-6200
Parking - College Street Deck  250-4248
Parks & Recreation  250-4260
Lake Julian  684-0376
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  250-5500
- Crime Prevention  250-4427
- Detention Center (Jail)  250-4550
- Innate Booking  250-4570
- Senior Reassurance  250-4475
- Warrants  250-4410

Soil and Water Conservation 250-4785

Solid Waste
- Environmental Control  250-5460
- Household Hazardous Waste  250-5462
- Junk Cars  250-4847
- Landfill  250-5462
- Mobile Home Removal  250-5470
- Transfer Station  250-6205
- Trash Disposal (City)  250-5857
- (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

USEFUL NUMBERS

Animal Control
City  259-5872
County Dispatch  250-5870
Dead Animals (City)  250-5857
(County - only in roadways)  250-4309

Animal Shelter
- Mountain Mobility  250-6750
- Mountain Area Workforce Development  251-6200
- Parking - College Street Deck  250-4248
- Parks & Recreation  250-4260
- Lake Julian  684-0376
- Permits/Inspections  250-5360
- Planning  250-4830
- Pretrial Services  250-6285
- Purchasing  250-4130
- Records Management  250-4147
- Register of Deeds  250-4300

City of Asheville
- Police  259-5870
- Fire/Rescue  259-5636
- Mayor  259-5600
- Parks & Festivals  259-5800
- Water Billing  251-1122
- Water Leaks  251-1122
- Community Information  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  259-4281
- Magistrate  250-4690
- Public Defender  259-3423
- Curbside Management  252-2532
- Department of Labor  299-8232
- Department of Transportation  298-2741

Driver’s License Office/DMV
- Patton Avenue  782-9600
- 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
- 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  800-777-7777
- Water Department  251-1122
- Waste Pro  684-7790

Zoning
- City  259-5831
- County  250-4830