

BUNCOMBE *Life*

WE'RE
TAKING
GREEN TO
THE NEXT
LEVEL.

► WHAT IS BC'S LANDFILL
GAS-TO-ENERGY PROJECT?

***BUNCOMBE
BEATS
BOSTON!**
MEET OUR AWARD
WINNING TEAM

GROW BC!

GET THE DETAILS. ►►►



◀ LIBRARY LOCATIONS / CONTACT NUMBERS / WHAT'S HAPPENING. ALL INSIDE.



WELCOME TO BUNCOMBE *Life*

Buncombe Life is a publication that can help you find the programs & services the county provides for all of its residents. We hope that this publication will be helpful to you. Your Commissioners, along with County staff, are working each and every day to make life better here in Buncombe County.

CREDITS

Editor-In-Chief *Kathy Hughes*

Editorial Assistant *Stacey Keith*

Designer / Photographer / Photo Editor *Anthony Perrone*

SPRING/SUMMER 2012 IN THIS ISSUE } CONTENTS

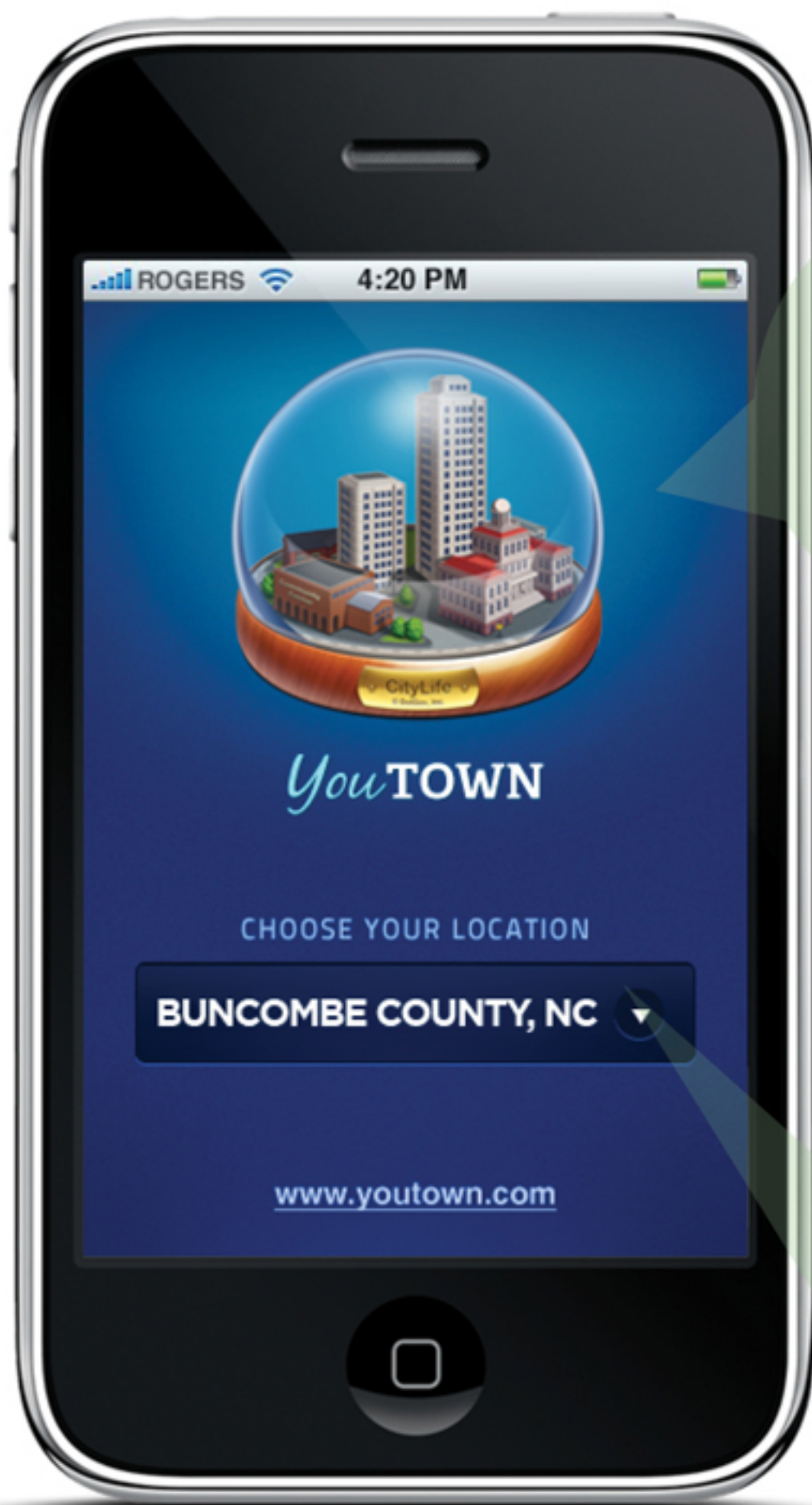


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buncombecounty.org

GOES MOBILE WITH NEW APP YouTOWN!

We recognize the value of communication and the crucial role of mobile technology today. That's why you can get the latest community information and resources right on your **iPhone, iPad, or Android.**

We've signed up to publish Buncombe County's news, events, maps, and services through a revolutionary mobile app called YouTown.

You can browse recent news articles, check out local events, and map your way to voting precincts, parks, recycling centers, libraries and more.

You have the power to customize the information that's relevant to your lifestyle. Instead of searching websites or publications, you can find what you're looking for on one simple screen -- even if you're out of town or on the road.

Visit **buncombecounty.org/youtown** or scan the **QR code** to download the app today -- it's free.

Here's a quick look at YouTown:

Maps allow you to quickly locate county departments, parks, pools, voting locations, etc... using the familiar Google-map format.

News with social media posts, department updates, etc.

Events from commissioner meetings, ribbon cuttings, holiday closings, etc.

Services including WIC, flu shots, marriage licenses, etc.



LEARN MORE

STAY CONNECTED WITH YOUR COUNTY.....



TELEVISION & VIDEO

BCTV Channel 2 on Charter Cable
AT&T U-verse Channel 99
buncombecounty.org/youtube
buncombecounty.org/bctv



WEB

buncombecounty.org
buncombecounty.org/stayingconnected
buncombetax.org



MOBILE DEVICES

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buncombecounty.org/ezine



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buncombecounty.org/flickr
buncombecounty.org/nixle
buncombecounty.org/youtube





BUNCOMBE COUNTY ELECTED OFFICIALS

The Buncombe County Commissioners offices are located at 205 College Street in downtown Asheville. Their meetings are held at 30 Valley Street in downtown Asheville.

BOARD OF COMMISSIONERS

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BEV PERDUE

GOVERNOR

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Raleigh, NC 27699
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governor@ncmail.net

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PATSY KEEVER

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TIM MOFFITT

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BUNCOMBE COUNTY ELECTION SERVICES

Located at:

35 Woodfin Street
Asheville, NC 28801

Hours of Operation:

Monday through Friday - 8 a.m. - 5 p.m.

Trena Parker - Director, Election Services

p. 250-4200

f. 250-6262

MAILING:

PO Box 7468
Asheville, NC 28802-7468

BUNCOMBE COUNTY CLERK OF COURT

The Clerk of Court is an elected position and has jurisdiction over matters relating to the probate of wills and the administration of estates. The Clerk also presides over many other legal matters including adoptions, incompetency proceedings, and foreclosures. In addition, the Clerk receives and disburses money collected each year from court fees and fines. The office of the Clerk of Court is located in the Buncombe County Courthouse on the first floor.

Clerk of Court
259-3400

Day Reporting Center
250-4281

District Attorney
259-3410

Estates and Probate
259-3404

Jury Duty
259-3405

Magistrate
250-4690

Public Defender
259-3423

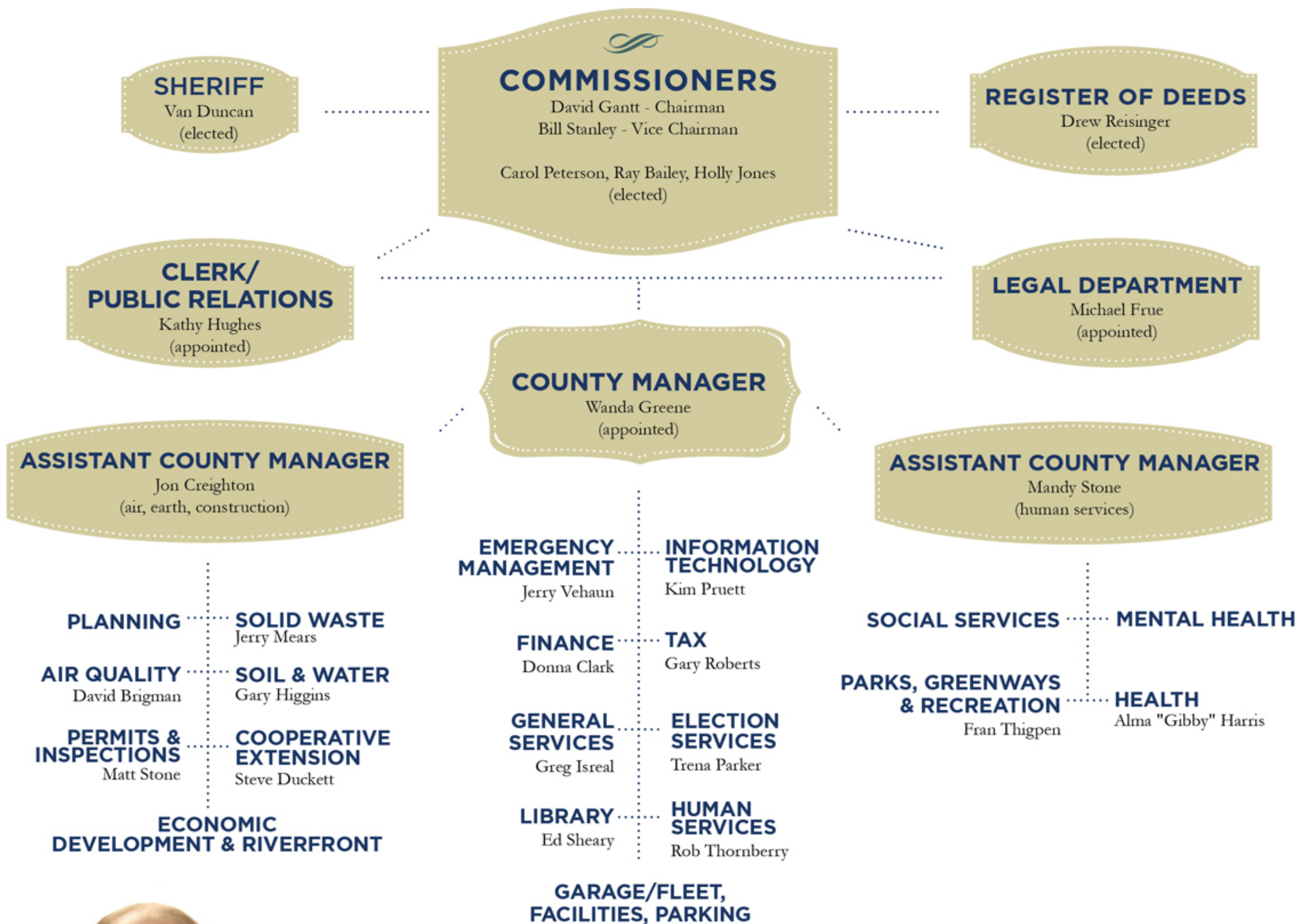


PHOTO:
K. RAY BAILEY
HOLLY JONES
DAVID GANTT
CAROL PETERSON
BILL STANLEY

BUNCOMBE COUNTY REGISTER OF DEEDS

The Register of Deeds office maintains the County's vital records including:

- *Real property index of the county including deeds, easements, rights of way, and leaseholds many of which are available online at buncombecounty.org.*
- *Instruments of security such as mortgages and deeds of trust and uniform commercial code fixture filings.*
- *Military service records.*
- *Records of the office of notaries public and businesses operating under assumed names*
- *Vital records such as deeds, birth and death records and marriage licenses.*

• • •

Buncombe County Register of Deeds is dedicated to using technology to improve customer service. Citizens can apply for a marriage license online which has reduced processing time in the office by an average

of 25 minutes. What used to take 30 minutes or more can now be done in less than 10 minutes. The new system reduces data entry time for staff which allows them to focus on excellent customer service.

• • •

In keeping with the Buncombe "B" Green effort and to become the "greenest" Register of Deeds office in North Carolina, Buncombe County has implemented a new recycling system, new energy efficient lighting and installed sustainable carpet.

• • •

With the launch of the Register of Deeds website for Spanish speaking residents, Buncombe County is the first Register of Deeds office in the State to offer translation

services online, on the phone and in person.

• • •

The office now accepts credit cards allowing citizens to call in their request for information, provide a credit card number and have the information processed and mailed the same day. The Register of Deeds office is currently requesting the North Carolina Secretary of State to implement e-recording or recording deeds and other transactions online, making Buncombe one of the most accessible counties in the state for doing business.

BIRTH, DEATH & MARRIAGE RECORDS

250-4301

MAIN OFFICE

250-4300

RECORD ROOM

250-4302

DEED RECORDS

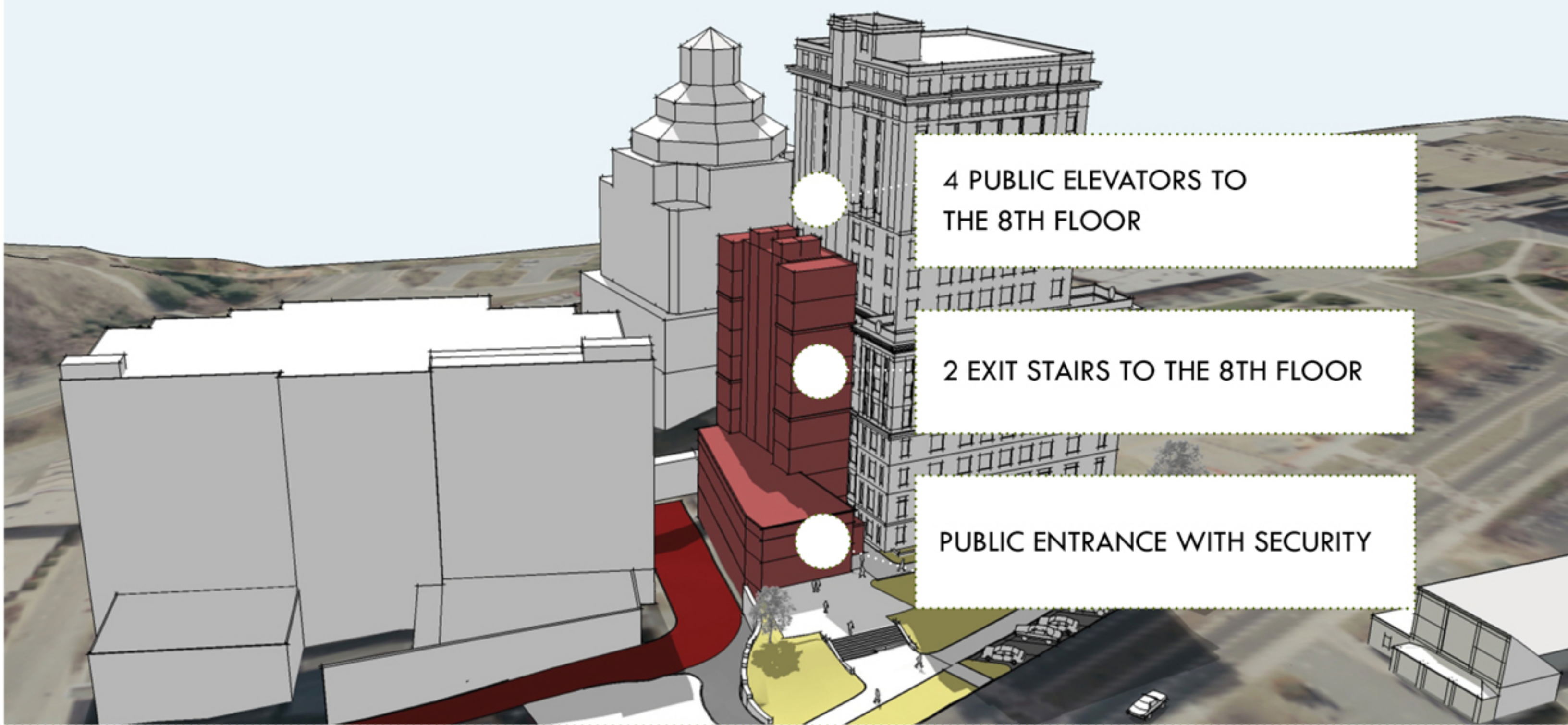
250-4302



Debbie Gunter
Assistant Register of Deeds

Drew Reisinger
Register of Deeds

Rob DeBruhl
Deputy Register of Deeds



BUNCOMBE COUNTY LIFE SAFETY TOWER & COURT COMPLEX UPDATE

Construction is well underway on the new Life Safety Tower. The nine story tower on the back side of the 1928 Courthouse will add 4 public elevators, new stairs and restrooms. These improvements will enable the courthouse to sufficiently handle traffic and expand space into the upper floors that were previously used as the County Jail.

Construction of the Court Complex adding 7 new courtrooms, a new secured entrance and secured bridging between the Detention Facility and

the Courthouse will be complete in 2013. This new facility will be the County's first LEED certified green building. LEED, or Leadership in Energy and Environmental Design, is an internationally-recognized green building certification system that provides building owners and operators with a framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions.

- NEW SECURITY SYSTEM AT ENTRANCE
- 4 NEW PUBLIC ELEVATORS
- 2 NEW PRISONER ELEVATORS
- SECURED PRISONER ACCESS (*bridge*)
- 1 NEW JUDGES' ELEVATOR
- SECURED ACCESS & SECURED PARKING
- ADDITIONAL RESTROOMS
- 7 NEW COURTROOMS



BUNCOMBE COUNTY SHERIFF'S OFFICE



SERVICE

We provide quality service in a manner which is proactive, fair, courteous, responsive and efficient. We will partner with the community to identify problems and create solutions to improve the quality of life.

INTEGRITY

We demand candor, honesty and ethical behavior. We are committed to upholding our positions of trust by maintaining the highest ethical standards.

ACCOUNTABILITY

We hold ourselves accountable to the people of Buncombe County in our decision making and management of resources to render services in an open, effective and efficient manner.

PROFESSIONALISM

We shall exhibit a courteous, conscientious, and businesslike manner in all activities; stay knowledgeable of all aspects of our duties; understand how each individual's role fits within the larger organization and its mission; and act for the public good without regard to convenience or self-interest.

DIGNITY

We value and honor those that we serve.

EMERGENCY 911

MAIN SHERIFF'S OFFICE
250-6670

COMMUNICATIONS
250-6670

COURT SECURITY
250-4555

CRIME PREVENTION
250-4427

DEPARTMENT CHAPLAIN
250-4507

ANIMAL CONTROL DISPATCH
250-6670

SENIOR REASSURANCE
250-4475

DETENTION CENTER
250-4550

NEED SENIOR REASSURANCE?

Many times the elderly fall or become injured and don't receive help for extended periods of time. Clients of this program receive a telephone call from employees of the Sheriff's Office each day and services if needed.

Enrolling in the program is simple:

- Complete an application - call **250-4475** to get an application.
- The program coordinator will enter your information in the database.
- Each scheduled day you will receive a telephone call to ensure that you are okay.
- Should you not answer, a call will be placed to your emergency contact person to check on you.
- If no contact is made with that person, a deputy will be sent to investigate.
- This program is free of charge and continues until you no longer wish to participate.

For more information or to sign up, call **250-4475**.

GOING OUT OF TOWN? GET AN EXTRA PATROL CHECK!

There are plenty of things to take care of before going out of town. The pets, the mail, but what about the house itself? Asking your neighbors to watch your home while you are on vacation is a good idea; however, did you know that the Buncombe County Sheriff's Office will check on your house while you are away?

If you are going out of town on vacation or if you are having problems in your neighborhood, you can contact a Patrol Officer or call the Buncombe County Sheriff's Office Communications Center for an extra patrol check.

The Sheriff's Office will take down the information needed; dates, times, etc., and Patrol will check your home when possible.

For more information, please call **250-4427**.



Van Duncan
Sheriff

BUNCOMBE COUNTY ANIMAL CONTROL

WHAT HAPPENS IF MY PET IS PICKED UP BY ANIMAL CONTROL?

When your dog or cat is found running loose and is picked up by an Animal Control Officer, it is scanned for a microchip. If one is found, Animal Control will attempt to reunite you with your pet. If no information can be located, your pet is taken to the Buncombe County Animal Shelter.

If your pet is missing, you should immediately call the Animal Shelter at **250-6430** to file a missing pet report. You should also visit the shelter that day and every other day to see if your pet is there. The shelter is only required to keep strays for 72 hours when no owner can be located. After 72 hours your pet can be adopted out, placed in the foster care program or humanely euthanized. If the shelter has any information that can help them locate an owner, they will keep the animal for ten days and attempt to reunite you with your pet.

Microchipping your pet helps Animal Control take care of your pet, lowers the number of animals being housed in the shelter and can help lower the number of animals euthanized each year.

How much does it cost to microchip my pet?

You can get your pet microchipped at one of our clinics for \$10 (your veterinarian might charge a different amount). If your pet is picked up and we cannot locate you and have to take your pet to the animal shelter, by county ordinance, your pet will be microchipped at your expense before it is returned to you.

Where can I get my pet microchipped?

You can have your veterinarian microchip your pet or you can bring it to one of the clinics and have it microchipped for a \$10 fee.

Questions?

Call Buncombe County Animal Control at **250-6670**.

ALLOWING YOUR DOG TO RUN LOOSE IS AGAINST THE LAW!

Last year Buncombe County Animal Control answered approximately 5,000 calls for service involving stray dogs. Some of the calls involved dogs that were damaging property, aggressive toward humans or other animals, or had been hit by a vehicle.

It is the law in Buncombe County that *“every person owning or having possession, charge, care, custody or control of any animal must keep the animal exclusively upon his premises. Animals may be off said premises if it is under the physical control of a competent person and restrained by a chain, leash, harness or other means of physical control.”*

If the animal is found running loose and has a microchip, the owner will not be fined on the first offense and the animal control officer will make reasonable effort to locate the owner. If an animal is found running loose and taken to the shelter, before the animal can be returned to the owner, it will be microchipped at the owner's expense.

Questions?

Call Buncombe County Animal Control at **250-6670**.



Deputy Laura Rice
& Excel

GR^{OW}BC
SMARTER

DID YOU KNOW?

At six months you must spay/neuter your pet -
it's the law!

*(Exceptions can be made if you have a permit issued by Buncombe
County Animal Control.)*



Ben Atkins
Web Developer

Jeremy Twiggs
Webmaster

Anthony Perrone
Designer & Developer

BUNCOMBE BEATS BOSTON!

AT THE NATIONAL
ASSOCIATION OF
GOVERNMENT WEBMASTERS
CONFERENCE AND WINS THE
2011 PINNACLE AWARD &
MEMBERS CHOICE AWARD



Buncombe County's website, launched new last year, took top honors at the National Association of Government Webmasters conference. Winning the prestigious Pinnacle Award and Members Choice award. The site was found to be the best of the best when reviewed by a panel of judges and by peers in the field of web design.

The county's website won in the High Population category, competing against giants like the City of Boston and Boulder Colorado.

The award cited the website's clutter-free design, and incorporation of translation services and mapping features. The Buncombe County team focused on citizen interactivity by providing online access to many traditional government services.

The County website was designed in-house by County staff with the directive to draw citizens to its convenience and ease of use.

Heres how **buncombecounty.org** scored on a scale of 1-10.

Content:	9.5
Organization:	10
Design:	9.5
Function:	9
Accessibility :	8.5
Standards:	9
Interactivity:	9.5
Team Size:	29 out of 30
TOTAL:	94 out of 100

Runners up:

Boulder County, CO (89.00)

Boston, MA (86.75)



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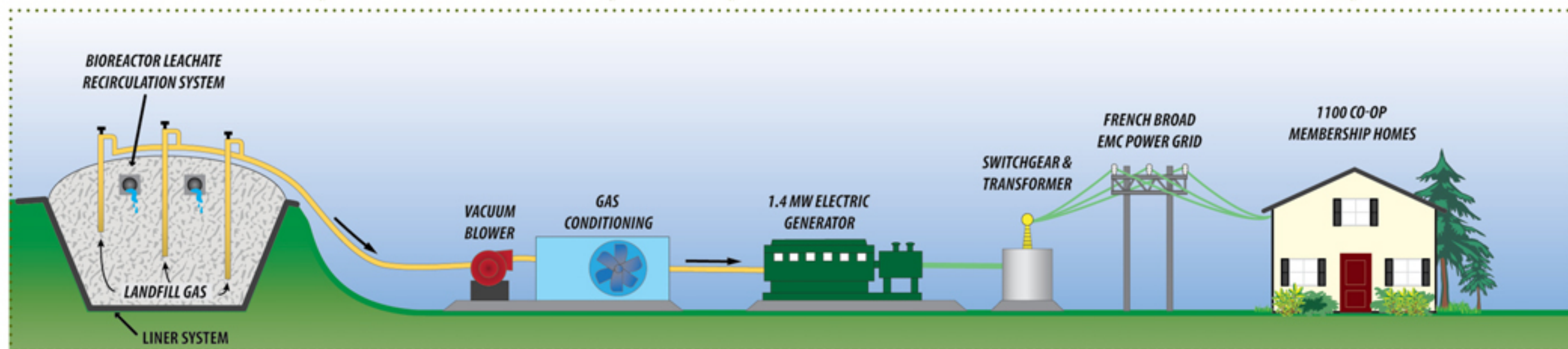
CHANNEL

BUNCOMBECOUNTY.ORG/YOUTUBE
OR
YOUTUBE.COM/BCGOVTV

OVER 300 VIDEOS TO INFORM & EDUCATE WATCH ANYTIME

GAS-TO-ENERGY PROJECT

PRODUCING GREEN ENERGY AT THE LANDFILL



The landfill Gas to Energy Project began in 2010 with the installation of gas collection wells at the landfill. These wells tap the methane gas that is produced as trash decomposes in the landfill. Instead of releasing this powerful greenhouse gas into the air, which can negatively affect air quality, the wells capture it and divert it to run a generator. The generator creates electricity from this gas reducing the demand for coal or natural gas which are both non-renewable resources.

The generator will produce 1.4 megawatts of electricity, enough to power about 1,100 homes per year.

This project has been funded in large part by a \$3 million federal stimulus grant and loan which were awarded to Buncombe County. The electricity generated will be sold through a joint venture between Progress Energy and French Broad co-op. Renewable energy credits will be sold to GreenCo Solutions to cover the cost of the loan and operate the project. In addition, at least \$200,000 in revenue to the County will be generated each year.

DID YOU KNOW?



Residents can drop off used compact and regular fluorescent light bulbs at any of the following participating municipal and volunteer fire departments:

Riceville - 2251 Riceville Road
Skyland - 9 Miller Road
Swannanoa - 103 South Avenue
Weaverville - 3 Monticello Road
City of Asheville Fire Departments
Station 2 - 415 S French Broad Avenue
Station 11 at - 7 Rocky Ridge Road

Beaverdam - 450 Beaverdam Road
Black Mountain - 106 Montreat Road
Enka-Candler - 85 Pisgah Highway
Fairview VFD - 1586 Charlotte Highway
Reems Creek - 730 Reems Creek Road
Reynolds - 235 Charlotte Highway



BUNCOMBE COUNTY TRANSFER STATION

The Buncombe County Transfer Station accepts bagged residential trash at a cost of \$1 per bag. Bulky waste, such as furniture, mattresses, wood, construction and demolition debris, or any other large, over-sized items that are not bagged with household garbage are NOT accepted. Those items will need to be disposed of at the Buncombe County Landfill.

The Transfer Station will continue to accept the following recyclables at no charge:

- *Lead acid batteries.*
- *White goods. (appliances)*
- *Newspapers and brown paper bags; office paper and mail; magazines and catalogs.*
- *Corrugated cardboard.*
- *“Blue Bag” or commingled recyclable containers, including plastic bottles and jugs; aluminum cans; clear green and brown glass bottles/jars; and steel cans.*
- **Moving Boxes:** *Drop off corrugated moving boxes and shipping cartons for reuse.*
(Please break down and flatten the boxes.)
- **Medical Equipment:** *Anyone who wishes to pass along walkers, wheelchairs, canes or crutches should bring them to the Buncombe County Landfill or the Transfer Station. The medical equipment will be loaned to patients who need it temporarily or given to people who will use it permanently.*

The Transfer Station on Brevard Road is open Monday through Friday, 8 a.m. to 4:30 p.m., and Saturday, 8 a.m. to 1 p.m. For more information, call **250-6205**.

BUNCOMBE COUNTY LANDFILL

The Buncombe County Landfill accepts household hazardous waste and e-waste (*computer monitors, TV's & related equipment*) every **Friday between 9 a.m. and 3 p.m.** at a special drop-off area at the Landfill.

Three e-waste items per month are accepted from residents at no charge. Buncombe residents with more than three items should call **250-5462** for fee information.

Businesses may drop off electronics, but will be charged a fee of 30 cents per pound and must call the Landfill to schedule a drop-off time.

Household hazardous waste materials such as paint, paint thinner, kerosene, and gasoline are accepted for \$2 per gallon, with a maximum 20 gallon limit. Other materials such as lawn and garden chemicals are accepted at no charge.

Hazardous waste from businesses is not accepted.

If you have questions about the Landfill you can call **250-5462** or visit buncombecounty.org/solidwaste.

TIRE RECYCLING

The Buncombe County Landfill recycles 3,345 tons of tires each year. Currently, about 77 percent, or 218 million tires per year, are recovered for reuse, energy recovery, or recycling. The list of products made from recycled tires includes 110 items and is growing!

Unfortunately, as many as 300 million scrap tires may be sitting in illegal tire piles. In these piles, tires collect water, providing an attractive home for mosquitoes and rodents.

Do you know of an illegal tire pile? Report it at 250-5471.



DID YOU KNOW?

You can drop off the following items for recycling at the Landfill at no charge:

lead-acid batteries, newspaper and brown paper bags, office paper and mail, corrugated cardboard, commingled recyclable containers, milk jugs, soft drink bottles, detergent jugs, shampoo bottles, aluminum cans, (clear, green and brown glass bottles/jars), steel cans, motor oil, tires, stoves, refrigerators, air conditioners, freezers, metals, empty triple-rinsed pesticide containers, empty 20lb. gas grill propane tanks

For more information, call 250-5462 or visit us online at

buncombecounty.org/solidwaste

Kristy Smith
Bioreactor Manager

Buncombe County Solid Waste
828-250-5473

BUNCOMBE COUNTY TRASH & GREEN SERVICES

WHERE CAN I RECYCLE?

If you're a Buncombe County resident, you have access to curbside service with your municipality or Waste Pro USA. They provide both garbage and recycling service. They pick up the recycling in blue bags or in a provided container.

Residents can fill their blue bags or container with plastic bottles along with other recyclables - aluminium cans, steel cans, mixed paper and glass - and put it out on the curb next to their garbage can.

If you don't subscribe to a waste hauling service, you may use any of Buncombe County's recycling centers to drop off your recycling.

These recycling drop off locations will take paper, mail (*including envelopes*), newspaper, cardboard, plastic containers, aluminum cans, steel cans and clear, green, and brown glass bottles and jars:

- *Transfer Station off of Brevard Road.*
- *Landfill off of Riverside Drive in North Buncombe County.*
- *Curbside Management provides a drop center behind Asheville Pizza on Merrimon Avenue.*

Businesses should subscribe to a recycling service. There are a number of businesses in the area who provide commercial recycling pickup.

HELP STOP ILLEGAL DUMPING

If you see someone dumping illegally, do not risk your personal safety by approaching them directly. Instead, contact the Buncombe County Environmental Control Office at **250-5471** or **250-5472**.

If you want to report an **ILLEGAL DUMPSITE**, call **250-5471** or **250-5472** and report the following:

- Specific location of dumpsite.
- Directions to dumpsite.
- Approximate size of dumpsite.
- Type of material visible in dumpsite.
- Name and phone number of property owner. (*if known*)

MOBILE HOME REMOVAL

Buncombe County currently sponsors a program to remove abandoned, dilapidated or unused mobile homes. The cost to remove the mobile home(s) is covered by the County.

It is FREE to Buncombe County property owners.

The goal is to help citizens of the county remove their unwanted mobile homes in a responsible and non-polluting manner. It is also the intent of the program to eliminate blighted areas.

If you own or are aware of a mobile home in your area that appears to be abandoned, dilapidated or unwanted, please contact **Buncombe County Solid Waste** directly at **250-5470**.



FROM FRYER TO FUEL... SAVE YOUR GREASE

Buncombe County Solid Waste is taking part in a Cooking Oil Recycling Program that is a pilot project funded by the Biofuels Center of North Carolina and is the only program of its kind in the country.

The Metropolitan Sewerage District of Buncombe County, in collaboration with Blue Ridge Biofuels and Green Opportunities, is working to keep used cooking oils and greases out of the sewers and landfills by diverting them into biodiesel production to be sold back to the community as clean, renewable fuel.

You can be a part of this great recycling effort by following these simple instructions:

1. *Let the oil or grease cool to a safe handling temperature.*
2. *Pour the oil into a jar or bottle with a lid.*
3. *Take the oil to the nearest oil recycling bin:
Buncombe County Landfill or River District Recycling Center at 1 Roberts Street in Asheville.*
4. *Carefully pour the oil into the recycling bin.*
5. *Recycle the oil container or reuse it next time you fry.*

Biodiesel is a clean-burning, locally-produced alternative to petroleum-based diesel fuel and can be used in all diesel vehicles and as home heating oil.

For more info call 250-5462.

BUNCOMBE COUNTY TAX DEPARTMENT

The Tax Department lists, appraises and assesses all real and personal property in Buncombe County, and collects tax payments for Buncombe County and other taxing districts.

The Tax Department is located at 35 Woodfin Street in downtown Asheville. Parking is available in front of the building or in the parking deck off of College Street. For more information, call **250-4920**.

PAYING YOUR TAXES

- Pay online at buncombecounty.org/paytaxes.
- Use the self-addressed envelope you receive with your bill.
- Credit card by phone 888-272-9829, county code 4301.
- Pre-authorized debit program 250-4910.
- Use the drive up box located at 35 Woodfin Street (former Health Center building) downtown.
- Visit the Tax Office at 35 Woodfin Street in downtown Asheville, Monday through Friday from 8 a.m. to 5 p.m.

NEED A TAX PAYMENT PLAN?

The County offers a payment plan option for citizens who want to prepay their tax bill. You can make payments throughout the year to insure that your taxes are paid before they become past due.

Pay a voluntary amount each month or set up a structured plan with a preauthorized bank draft. This allows tax payments to be spread over a longer period of time and helps make paying your taxes more manageable.

If you choose to pay a voluntary amount each month, please write on your check the words “**Prepay**” and the account number or parcel number you are paying. To set up a bank draft program, please call the Tax Department at **250-4910**.

Gary Roberts
Tax Director



PARKING ON COLLEGE STREET

The College Street Parking Deck provides parking for visitors to the Courthouse and other businesses and offices in the downtown area. The parking deck is located between the Bank of America and 35 Woodfin Street off of College Street. For more information, call **250-4248**. The fee to park is **\$1 per hour, with a maximum of \$8 per day**.

SENIORS, ARE YOU ELIGIBLE FOR TAX RELIEF?

ELDERLY & DISABLED EXCLUSION

North Carolina permanent residents who:

- own and live in their own homes and
- are either 65 years of age or totally & permanently disabled as of January 1, 2011 and
- have an income of no more than \$27,100 per year

may be eligible for a reduction in their property taxes. Those qualified applicants may have the greater of \$25,000 or 50% of the appraised value of their permanent residence excluded from property taxes. Proof of income is required as well as an annual Social Security Statement.

CIRCUIT BREAKER DEFERRED PROGRAM

Taxpayers who are 65 years of age or older who:

- have an income not to exceed \$40,650
- have owned and lived in their residence for at least 5 years

may qualify for a reduction or deferral in their taxes under this program. **The deferral is based on income level:**

- If your total income is \$27,100 or less, the total amount of tax you can be charged on your home is no more than 4% of your yearly income;
- If your total income is between \$27,101 to \$40,650 the total amount of tax that you can be charged on your home is no more than 5% of your yearly income.

DISABLED VETERANS EXCLUSION

This program excludes up to the first \$45,000 of the appraised value of the permanent residence of a disabled veteran. There is no age or income limitation for this program and it is also available to a surviving spouse who has not remarried. For more information, call **250-4910**.

BUNCOMBE COUNTY PERMITS & INSPECTIONS

Located at 30 Valley Street. Visit Permits & Inspections for: *Building, Electrical, Plumbing, Wells, Septic Tanks, Food and Lodging Service Permits.*

Permits are not required for any work costing \$5,000 or less unless the work involves:

- *The addition, repair or replacement of load bearing structures; plumbing, electrical, heating or air conditioning system.*

Permit Center	250-5360
Building Department	250-5367
Electrical Department	250-5372
Mechanical Department	250-5382
Plumbing Department	250-5378
PLANNING DEPARTMENT	250-4830
Erosion Control	250-4848
Flood Hazard	250-4836
Street Addressing	250-4845
ENVIRONMENTAL HEALTH	250-6900
Water & Sewage	250-5016
Food & Lodging	250-5016
Fire Marshal	250-6620
Metropolitan Sewerage District Applications/Allocations	251-4781
Avery Creek Sanitation District	250-4830
City of Asheville Water Dept.	251-1122
WNC Regional Air Quality	250-6777
North Carolina D.O.T.	298-5304
NC Environment Health & Natural Resources	296-4500
NC One Call (locate underground utilities prior to digging)	800-632-4949 or 8-1-1

If property is located in one of the following zoned areas call:

Town of Biltmore Forest Town Administrator	274-0824
Town of Weaverville Zoning Department	645-7116
Town of Woodfin Zoning Administrator	253-4887
Town of Black Mountain Inspection Department	669-6437

BURNING PERMITSLEARN BEFORE YOU BURN

RESIDENTIAL

Hand Pile - No Charge

Machine Pile - 0-2 acres \$150 per acre; each additional acre \$250 per acre

INDUSTRIAL/COMMERCIAL

Machine Piled \$250 per acre

Do I need a permit and if so, what kind?

You do not need a permit for **hand-piled** brush, unless it is within 500 feet of a state protected woodland. Then you need a N.C. Division of Forest Resources/permit. For more information, call **665-1596**.

You need a permit for **machine-piled** brush (brush resulting from land clearing). Call **250-6777**.

What can't I burn?

If it did not grow on your property, don't burn it. It is illegal to burn garbage, household trash, construction materials, treated wood, tires, plastic, cardboard, furniture, paper, shingles, wire, etc.

Where in Buncombe County can I burn?

You are allowed to burn anywhere that does not receive public trash pick-up. You are not allowed to burn in the Asheville City limits without a special permit from the City Fire Department. Burning must not cause a public nuisance.

Can I be penalized for burning illegal material?

YES - Civil Penalties can reach up to \$10,000, but there are other reasons you should not burn illegal material. Burning household trash can result in increased exposure to toxic chemicals and particulate matter.

Can I burn trash in a barrel?

NO - Burning trash or any other man made materials, even in a burn barrel, is illegal.

If you want to burn what grows on your property, here are some requirements:

- *Burn only between 8 a.m. and 6 p.m.*
- *Clean vegetation only.*
- *Fire must be attended at all times.*
- *Call **250-6777** to see if it is a burning day.*



Buncombe County citizens can recycle any replaced or discarded appliances, stoves, refrigerators, air conditioners, freezers and all metals at the Buncombe County Landfill. For more information, call 250-5460 or visit us online at **buncombecounty.org**.

BUNCOMBE COUNTY HEALTH & HUMAN SERVICES

SERVICES AND LOCATIONS

Health Services at 40 Coxe Avenue - **250-5000**

- **Family Planning** - birth control methods, Pap tests, pregnancy tests, emergency contraception
- **STD** - STD testing & treatment, HIV testing
- **Communicable Disease** - Investigation, Outreach & Reporting
- **Immunizations** - Child, Adult and Foreign Travel Immunizations
- **TB Services** - TB skin tests, x-ray screening & evaluation, treatment
- **WIC** - nutrition & breast-feeding support
ALSO located at Human Services West, 339 Leicester Hwy, Suite 120 and Black Mountain United Methodist Church 101 Church St. Black Mountain (1st Monday each month)
- **BCCCP** -- Breast and Cervical Cancer Control Program
- **WiseWoman** - programs (heart health screening and prevention education for women enrolled in BCCCP)
- **Lab and Pharmacy** for health services clients
- **School Nursing**
- **Community Health Outreach**
- **Nurse-Family Partnership**

Social Services at 40 Coxe Avenue - **250-5500**

- **Family & Children's Medicaid and Health Choice**
- **Adult Medicaid**
- **Food Assistance**
- **Work First**
- **Child Care Subsidy**

Partnering Services

- **Adult Primary and Prenatal Care**
- **Minnie Jones Health Center**
257 Biltmore Ave - **285-0622**
- **MAHEC Family Health Center**
118 WT Weaver Blvd - **257-4730**
- **MAHEC Women's Health**
119 Hendersonville Rd - **771-5500**
- **Emergency Assistance**
- **Eblen Charities**
12 Regent Park Boulevard - **225-3066**

WORRIED ABOUT SOMEONE'S SAFETY?

The Department of Human Services is required to ensure that children, elderly and disabled adults are safe in our community. If you have any concerns about a child or adult call us at **250-5900** and make a report. Your identity will be kept confidential.

Learn more at buncombecounty.org/dss.

IMPORTANT NUMBERS:

MAIN LINE
250-5000

DENTAL CARE
(WNCCHS)
285-0622

DISEASE CONTROL
250-5109

ENVIRONMENTAL
HEALTH
250-5016

HEALTH PROMOTION
250-5040

IMMUNIZATION
250-5096

RESTAURANT &
SEPTIC INSPECTION
250-5016

WATER TESTING
250-5016

WIC/NUTRITION
250-5170

BCCCP/WISE WOMAN
250-6006

LADIES NIGHT OUT

Ladies Night Out is a part of the Buncombe County Breast and Cervical Cancer Control Program (BCCCP). Offered once a month, the program provides FREE physicals, mammograms and health education to help qualifying women live a healthy life.

Women who attend a Night Out will receive a:

- Breast exam • Mammogram • Pap smear to test for cervical cancer • Test for blood pressure, cholesterol and blood sugar

They also receive individualized information about healthy eating habits and exercise. Participants are given a booklet filled with information about living a healthy life, performing a self breast exam and kicking the smoking habit.

Ladies Night Out also provides free transportation and free child care if needed. No woman in Buncombe County should have to skip a yearly physical because of lack of insurance. Catching cancer and other diseases early when they can be treated, often means a better outcome.

Wondering if you are eligible for Ladies Night Out? Simply call **250-6006** for more information.

HUMAN SERVICES WEST

339 New Leicester Highway

A satellite office of the County Department of Human Services can help Buncombe citizens with food assistance, health care, juvenile justice, mental health, substance abuse, and social service functions all under one roof. Residents can benefit from receiving same-day services from multiple agencies all in one stop.

Monday through Friday

8 a.m. to 5 p.m.

250-6500

Services Include:

- Family & children's medicaid.
- Health choice for children.
- Child & adult protective services.
- Adult medicaid.
- Work first.
- Food assistance.
- Child care subsidy.

Zakiya Bell-Rogers
Children's Services



FEELING STRESSED?

Many families and individuals are struggling to make ends meet in these increasingly hard times. There are several ways County Human Services can help.

- **Food Assistance** – Supplements the amount of money families and individuals have to buy food. **250-5500**
- **Health Choice** – Provides health care coverage for children of families who earn too much to qualify for Medicaid, but meet eligibility guidelines. **250-5939**
- **Medicaid** – Provides health care insurance for certain eligible people, including children, the aged, blind, disabled, and those eligible for WorkFirst. For more information, call **250-5755**.
- **Child Care Subsidy** – Helps families access high-quality child care and allows parents to maintain employment. **250-5500**

There may be other programs and community organizations that can help. For more information, call Buncombe County Human Services at **250-5500**.

FOOD ASSISTANCE

Now you can apply for Food Assistance or Medicaid without ever leaving home! County residents can apply over the phone. It's easy - just give us a call:

Monday through Friday:

8 a.m. to 5 p.m. - 250-5500

5 p.m. to 8 p.m. - 281-9950

Saturday:

8 a.m. to 5 p.m. - 281-9950

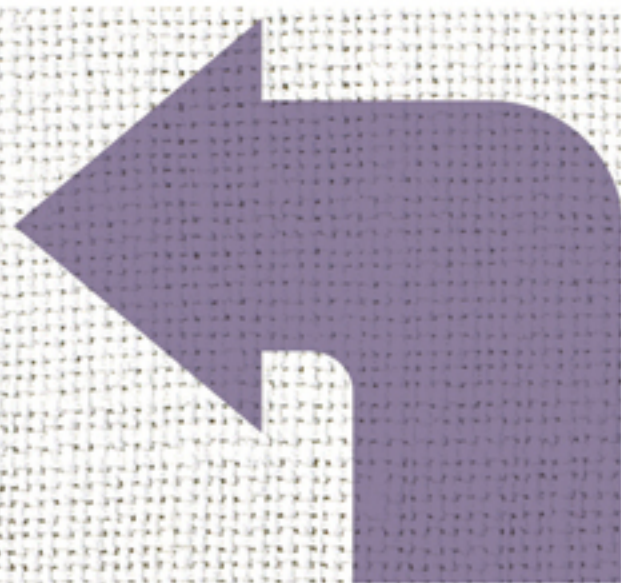
The phone operator will help you with the application questions. The application will then be mailed to you for your signature. After you sign it, just return it to DSS for processing.

The application date is the date the signed application is received back at DSS.

For more information, just give us a call at one of the numbers listed above.

NOTE: This process is not available for applicants needing assistance with Long Term Care (i.e. nursing home) or Special Assistance.

DID YOU KNOW?



The Buncombe County discount prescription card can save you money!

Pick up the free Buncombe County discount prescription card at any county office, branch library, participating pharmacy or download it yourself at **buncombecounty.org/rxcad** and receive...

- Savings up to 65% on brand name and generics.
- Savings of 20% - 40% on an annual basis depending on the medications purchased.
- Card is good for an entire family.
- Cardholder pays no fees for the card.
- Everyone can use the card, as there are no health restrictions.
- Card has no expiration date and it can be used as often as needed.
- Most pet prescriptions can be filled at participating pharmacies.



Lauren Couch
RN, BSN

BUNCOMBE COUNTY VETERAN'S SERVICES

Located at:
199 College St.
PO Box 7408
Asheville, NC 28802

Hours of Operation:
Monday through Friday
8 a.m. to 5 p.m.
p. 250-5726

This office can assist veterans and their families in:

- *Disability Benefits Education & Training Benefits*
- *Vocational Rehabilitation & Employment*
- *Home Loans*
- *Burial Benefits*
- *Dependents' and Survivors' Benefits*
- *Life Insurance*
- *Health Care*
- *Military Records Retrieval*

Who is Eligible?

- *Veterans*
- *Veteran's dependent*
- *Surviving spouse or child of a deceased veteran*
- *Member of the Reserves or National Guard*
- *Active Duty service member*

To learn more about assistance, call 250-5726 or visit Veteran's Services at 199 College Street. You can park for free in marked spaces on College Street near the office. Don't hesitate to call if you are unable to visit. We will find a way to assist you.

County Veterans Service Officers:



Walt Ward

Ric Jones

Kevin Turner

Sherry Manning

BE A WISE WOMAN

The Department of Health provides the screenings, knowledge, skills, and opportunities to improve diet, physical activity and other lifestyle behaviors to prevent or delay cardiovascular and other chronic diseases in women, as part of it's Wise Woman program. Referral and follow-up will also be provided as appropriate. Check the income guidelines below to see if you qualify for this program and call 250-6006 for more information.

Financial Eligibility Scale for BCCCP and Wise Women Programs:

Number of People	Gross Annual Household Income
1	\$27,075
2	\$36,425
3	\$45,775
4	\$55,125
5	\$64,475
6	\$73,825

PROTECTING YOURSELF AND OTHERS

Did you know that vaccine preventable diseases are still present in our county? We continue to see pertussis outbreaks each year that affect lots of people in Buncombe County. Pertussis, or whooping cough, is very contagious and can lead to serious disease and deaths in infants. By vaccinating yourself and your children, you are helping to protect them as well as others that are more vulnerable to vaccine preventable diseases.

The Department of Health provides vaccinations for all ages from birth through adult.

THE IMMUNIZATION CLINIC

- *Open Monday through Friday, 8 a.m. to 5 p.m. at 40 Coxe Ave.*
- *No appointment needed.*
- *Bring your vaccination record.*
- *Check in at least 30 minutes before close.*

Parents are encouraged to bring children in spring and early summer for required kindergarten, 6th grade and college vaccines. Wait time is longer just before school begins.

FOREIGN TRAVEL IMMUNIZATIONS

- *Call 250-5096 for an appointment 4-6 weeks before departure.*
- *Bring travel itinerary, vaccination record and medication list.*
- *Receive recommended immunizations and tips about other precautions you can take to prevent disease and sickness while away.*

TB SKIN TEST

- *Clients must be signed in 30 minutes prior to close.*
- *Walk-in basis (first come, first serve)*

Monday, Tuesday & Friday,
8 a.m. to 5 p.m. at 40 Coxe Ave.

STD AND HIV APPOINTMENTS

- *To make an appointment, call 250-5109.*

GREENWAYS, *please!*

“Say “Cheese”
for Greenways!”

Buncombe County Parks, Greenways and Recreation Services is sponsoring a photo campaign to help voice the desire for greenways in Buncombe County. The Connect Buncombe Photo Campaign provides a fun and engaging opportunity for adults, kids and businesses. During the first 6 months of 2012, you might find us out at an event asking for you to participate. But just in case we miss you, you can do it yourself at home. The idea is simple. Go to buncombecounty.org/connect and download the “I Want To ____ On A Greenway” page and fill in the blank. Take a picture of yourself with your answer (make sure the words are visible!) and send it to greenways@buncombecounty.org. The images will be collected and displayed on our website and other appropriate venues. Images will serve as examples of greenway support in presentations, social media, advertising, etc.



for more information visit:
buncombecounty.org/connect

Connect Buncombe is the outreach and involvement campaign for the greenways program of Buncombe County and is managed by Buncombe County Parks Greenways and Recreation Services. The goal of Connect Buncombe is to raise awareness of the benefits of greenways; the potential impacts greenways would have in Buncombe County; and to bring the individuals, businesses, groups, and non-profit organizations together that would like to become involved with the creation of a countywide system of connected trails and greenways.

Lucy & Sam Crown
Parks , Greenways & Recreation



BUNCOMBE COUNTY PARKS, GREENWAYS, & RECREATION

The purpose of the Buncombe County Parks, Greenways and Recreation Services Department is to provide health and recreation opportunities for the people of Buncombe County through the creation of high quality programs, facilities and community special events. In addition to the care and management of our parks and swimming pools, Buncombe County Parks, Greenways and Recreation Services is working to preserve the natural beauty and enhance our environmental resources through the development of greenways and the procurement of open spaces.

With the increase of greenways and open spaces we insure quality leisure experiences and alternative travel possibilities for generations to come.

INDOOR WATER FUN

The Zeugner Center Pool features water exercise classes, lap swim and open swim year round! If your idea of fun includes a morning swim, head out to the Zeugner Center at 8:30 a.m. and enjoy a morning of lap swimming and water exercise classes. More details in the column on the right. The Zeugner Center is available for parties or meetings with two rooms for large or small gatherings.

The Zeugner Center is conveniently located behind the TC Roberson High School.

For more information or to reserve a room call **684-5072**.

OUTDOOR WATER FUN COMING IN MAY

Buncombe County's five outdoor swimming pools will open weekends beginning Memorial Day Weekend and daily for the summer season beginning in June.

Cane Creek Pool – **628-4494**

North Buncombe Pool & Park – **645-1080**

Erwin Pool – **251-4992**

Owen Pool – **686-1080**

Hominy Valley Pool & Park – **667-9937**

BUNCOMBE COUNTY COMMUNITY GARDEN



Buncombe County Parks, Greenways and Recreation Services (BCPG&R) received a grant from Nourishing North Carolina to plant a Community Garden at the Buncombe County Sports Park.

The community garden is 10,800 square feet and located near the entrance to the Sports Park. The garden has been plowed, compost has been tilled into the soil and winter peas and rye have been planted for ground cover to enrich the soil.

Teachers and students at Sand Hill - Venable Elementary School, located next to the Sports Park, are looking forward to helping with garden chores. The garden will not only provide healthy food, it will also provide a safe area for neighbors to work together, share a public green space, and be physically active through gardening.

For more information about the BCPG&R Community Garden, call **250-4260**.

PARK AMENITIES

LAKE JULIAN PARK

- Paddle Boat, Canoe and John Boat Rental
- Fishing
- Sand Volleyball Court
- Horseshoes
- Picnic Shelter Rentals
- Playground

6 RIVER PARKS

- Picnic Tables
- Grills
- River Access

CHARLES D. OWEN

- Lake and River Fishing
- Lighted Baseball Fields
- Basketball Courts
- Picnic Shelter Rentals
- Walking Trail

BC SPORTS PARK

- Soccer Fields
- Disc Golf Course
- Sand Volleyball Court
- Bocce Ball Court (Handicapped accessible)
- Walking Trail
- Picnic Shelter Rental

ZEUGNER CENTER

- Indoor Swimming Pool
- Water Aerobics
- Lap Swim
- Pool Rental
- Recreation Room Rental
- Dance Lessons

OPEN LAP SWIM

- m-w-f 8:30 to 10:30 a.m.
- t-th 8:30 to 10 a.m.
- \$3.50 per day;
\$25 per month

WATER EXERCISE

- t-th 10-11 a.m.
- \$4 per class; \$24-\$27 per month

OPEN SWIM

- sun 1:30-5 p.m.
- \$3 per person;
\$20-10 visits
\$40-25 visits

A map to these parks and more information about all of these facilities is available at **buncombecounty.org/parks**.
Questions? Call 250-4260.

BUNCOMBE COUNTY LIBRARY LOCATIONS

Black Mountain

250-4756
105 North Dougherty Street
Black Mountain, NC 28711

East Asheville

250-4738
902 Tunnel Road
Asheville, NC 28805

Enka-Candler

250-4758
1404 Sandhill Road
Candler, NC 28715

Fairview

250-6484
1 Taylor Road
Fairview, NC 28730

Leicester

250-6480
1561 Alexander Road
Leicester, NC 28748

North Asheville

250-4752
1030 Merrimon Avenue
Asheville, NC 28804

Oakley/South Asheville

250-4754
749 Fairview Road
Asheville, NC 28803

Pack Memorial

250-4700
67 Haywood Street
Asheville, NC 28801

Skyland/South Buncombe

250-6488
260 Overlook Road
Asheville, NC 28803

Swannanoa

250-6486
101 West Charleston Street
Swannanoa, NC 28778

Weaverville

250-6482
41 North Main Street
Weaverville, NC 28787

West Asheville

250-4750
942 Haywood Road
Asheville, NC 28806

Law Library

250-4734
60 Court Plaza
Asheville, NC 28801



FREE MOVIE CHECKOUTS are back at BC Public Libraries

All DVDs are available for free checkout at the library. Previously there had been a \$1 charge to check out a feature film, but the return of much of the library's lost state funding allows the charge to be dropped. All movies will now be free for at least a 7 day loan period.

There is a \$1.50 a day overdue charge for DVDs and the limit for feature film check outs will be 3 movies per person. You can check your DVDs out from any of the 12 libraries in the Buncombe County system and return them to any library. You can also log into your library account online, search for DVDs, place them on hold and pick them up where ever you like.

Come visit your neighborhood library and stock up for movie night.

LIBRARY DIRECTOR OF THE YEAR

Buncombe County Library

Director Ed Sheary was named Library Director of the Year by the Annual North Carolina Public Library Directors Association. Sheary was recognized for numerous contributions to public library development in North Carolina including his management of the Pack Memorial Library Renovation Project. The project successfully transformed the thirty-three year old Pack Memorial Library into a safe, modern and attractive facility. Ed has served as Buncombe County Library Director since 1990 and has been a North Carolina public library director since 1981.



Ed Sheary
Library Director

GROW BC SMARTER

TAKE US WITH YOU @ BUNCOMBECOUNTY.ORG/BUNCOMBELIFE



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follow us on Twitter @buncombegov

BUNCOMBE COUNTY SERVICE DIRECTORY

Air Quality Agency	250-6777
Animal Shelter	250-6430
Burning Control	250-6777
BCTV	250-4109
Child Care Services	250-6700

City/County ID Bureau

Background Checks	250-4661
Cooperative Extension	255-5522
County Commissioners	250-4001
County Jobline	250-4183
County Manager	250-4100
Election Services	250-4200
Emergency Services	250-6630
Emergencies	911
Erosion Control	250-4848
Finance	250-4130
Fire Marshal	250-6620
GIS Property Info System	250-6860

Health, Department of

Administration	250-5214
BCCCP	250-6006
Community Health	250-5055
Disease Control	250-5109
Environmental Health	250-5016
Immunizations	250-5096
Restaurant/Septic Inspection	250-5016
Water Testing	250-5016
WIC/Nutrition	250-5000

WNCCHS now provides adult primary care & dental care

Human Resources	250-4166
JobLink	250-4761
Law Library	250-4724

Library:

Pack Memorial (Main)	250-4700
TDD for hearing impaired	250-4718

Mountain Mobility	258-0186
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	250-4571
Senior Reassurance	250-4475
Warrants	250-4468

Social Services

Administration	250-5700
Adult Services	250-5814
Child Support Enforcement	232-1416
Children/Family Services	250-5822
Food Assistance	250-5500
Foster Home Licensing	250-5868
Health Choice	250-5939

Medicaid	250-5500
Protective Services Intake:	
<i>Adults</i>	250-5800
<i>Children</i>	250-5900
Veterans Services	250-5726
Work First Employment	250-5500
Workforce Development	250-4760
Work Permit	250-5500

Soil and Water Conservation	250-4785
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Solid Waste

Environmental Control	250-5472 or 250-5471
Household Hazardous Waste Disposal	250-5473
Junk Cars/Mobile Home Removal	250-5470
Landfill	250-5462
Transfer Station	250-6205
Trash Disposal (City)	259-5857
(County - Waste Pro)	684-7790

Street Addressing (Planning)	250-4845
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Tax Department

Business Personal Property	250-4930
Collections	250-4910
Land Records	250-4970
Personal Property	250-4920
Real Estate	250-4940

Whistleblower Hotline	866-908-7236
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OTHER USEFUL NUMBERS

Animal Control

City	259-5872
County Dispatch	250-6670
Dead Animals (City)	251-1122
(County [only in roadways])	298-2741

Better Business Bureau	253-2392
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Business License

City	259-5595
NC	800-228-8443

Chamber of Commerce	258-6101
Child Support Enforcement	232-1416

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	2-1-1
Congressman Heath Shuler	252-1651
Council on Aging	277-8288

Court Related Matters

Clerk of Court	259-3400
Day Reporting Center	250-4281
District Attorney	259-3410
Estates and Probate	259-3404
Jury Duty	259-3405
Magistrate	250-4690
Public Defender	259-3423

Department of Labor	299-8232
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Department of Transportation	298-2741
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Driver's License

Patton Avenue	251-6065
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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	255-0061
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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
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Road Maintenance

In the County (NCDOT)	298-2741
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
<i>Closing Hotline</i>	255-5939
<i>Student Services</i>	225-7359
<i>Special Services</i>	255-5974

Social Security	251-9941
State Highway Patrol	298-4256
State Revenue	667-0597
Streets and Roads (DOT)	298-2741

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


GROW BC
buncombecounty.org

