

City of Gastonia A to Z Services Guide



181 South Street, Gastonia, NC 28052 / P.O. Box 1748 Gastonia, NC 28053-1748
www.cityofgastonia.com

CITY OF GASTONIA PROFILE

Date established:	1877
Honors:	Voted All-America City in 1963 and 2000
Population:	72,848
Area:	50.5 square miles
# of Employees:	973
Major Sources of Revenue:	Utility Sales (52.3%), Carryover Funding (.7%), Taxes (20.9%), Other Financing Sources (4.1%), Other Revenues (22%)
Tax Levy:	.53 per \$100 of assessed valuation
Annual Budget:	\$184,023,199 (FY 2009)
Airports:	The Gastonia Municipal Airport Charlotte-Douglas International Airport (15 miles)
Golf Courses:	Gastonia Municipal Golf Course, Gaston Country Club, Crowders Mountain Golf Club, Linwood Springs Golf Course, Cramer Mountain Country Club, Apple Creek Executive Golf Club
Museums:	The Schiele Museum of Natural History and James H. Lynn Planetarium; American Military Museum
Recreation:	5 community centers; youth sports complex; softball complex; baseball stadium; 12 parks/play areas; 2 swimming pools; 38 tennis courts; 9 jogging tracks; miniature train; greenway; skeet and trap range; skate park; 18-hole disc golf course; Crowders Mountain State Park (state operated)
Major Businesses:	Manufacturing, Health Care and Social Assistance, Retail Trade, Educational Services, Information, Accommodation and Food Services, Administrative and Waste Services, Public Administration, Construction
Largest Taxpayers:	Triangle Real Estate, Freightliner, PSNC Energy, BellSouth, Wix Corporation, Parkdale Mills, Inc., Stabilus, Inc., Pearson Properties, Walmart, Eastridge Mall, Inc.

**FREQUENTLY CALLED NUMBERS
CITY GOVERNMENT**

EMERGENCY	911
Fire	(704) 866-6806
Police Non-Emergency Dispatch	(704) 866-3300
Police General Information/Records	(704) 866-6702
Airport	(704) 864-4363
Budget	(704) 866-6705
Building Inspections	(704) 866-6729
Cemetery Division	(704) 866-6769
	(704) 866-6790
City Attorney	(704) 866-6735
City Manager's Office	(704) 866-6719
Code Enforcement	(704) 866-6760
Community Development	(704) 866-6752
Crime Stoppers	(704) 861-8000
Crime Prevention Bureau	(704) 866-6873
Drug Tip Line	(704) 866-8440
Electric Department	(704) 866-6823
Engineering	(704) 866-6761
Financial Services	(704) 866-6709
Garbage Collection	(704) 866-6774
Golf	(704) 866-6945
Job Line	(704) 854-6622
Keep Gastonia Beautiful	(704) 866-6906
Landscaping	(704) 866-6790
Licenses – Privilege	(704) 866-6724
Littering/Dumping	(704) 866-6771
Mayor/City Council Office	(704) 866-6720
Parks and Recreation	(704) 866-6839
Personnel/Human Resources	(704) 866-6858
Permits – Building, Electrical, Plumbing, and Mechanical	(704) 866-6729
Planning Department	(704) 854-6652
Police Public Information Officer	(704) 854-6665
Solid Waste Division	(704) 866-6894
Schiele Museum	(704) 866-6908
Sewer and Water Department	(704) 866-6843
Sidewalk Repair	(704) 866-6843
Sister Cities	(704) 854-6602
Snow and Ice Removal	(704) 866-6843
Storm Drains	(704) 866-6843
Stormwater Utility	(704) 869-1063
Street Lights	(704) 866-6823
Street Locations	(704) 866-6761

Technology	(704) 866-6949
Transit	(704) 866-6855
Utility Bills	(704) 866-6783
Utility Collections	(704) 866-6716
Utility Emergency (after hours)	(704) 866-6843
Weeds and Grass	(704) 866-6741
Zoning	(704) 866-6729

FAX NUMBERS
CITY GOVERNMENT

Airport	(704) 869-9238
Billing	(704) 854-6681
Budget	(704) 869-1943
Building Inspections	(704) 836-0044
City Attorney	(704) 854-6607
City Manager	(704) 854-6607
Code Enforcement	(704) 836-0010
Community Development	(704) 866-6067
Electric Department	(704) 836-0055
Engineering – 150 S. York St.	(704) 854-6654
Engineering – 150 S. York St.	(704) 864-9732
Financial Services	(704) 866-6053
Financial Services – Warehouse	(704) 866-6032
Fire – Operations	(704) 866-6052
General Services – Administration	(704) 866-6047
Keep Gastonia Beautiful	(704) 854-6683
Mayor/City Council	(704) 854-6607
Museum	(704) 866-6041
Planning	(704) 869-1960
Parks and Recreation	(704) 842-5104
Police – Public Information	(704) 854-6664
Police – Administration	(704) 866-6892
Police – Detectives	(704) 866-6977
Technology	(704) 854-6613
Technology Support	(704) 866-6950
Utility – Administration	(704) 867-0120
Utility – Billing / Collections	(704) 854-6681
Crowders Creek Wastewater Treatment Plant	(704) 866-9405
Long Creek Wastewater Treatment Plant/Long Creek Disposal	(704) 922-0619
Water Treatment Plant	(704) 854-6685
Catawba Wastewater Treatment Plant	(704) 866-7719
Zoning	(704) 836-0044

CITY DEPARTMENTS – E-MAIL ADDRESSES

Budget Office	budgetw@cityofgastonia.com
City Manager’s Office	cmo@cityofgastonia.com
Downtown Beautification	downtown@cityofgastonia.com
Electric Department	utilities@cityofgastonia.com
Employment	jobs@cityofgastonia.com
Engineering	engineering@cityofgastonia.com
Finance Department	finance@cityofgastonia.com
Fire Department	fire@cityofgastonia.com
Fleet Services	fleetw@cityofgastonia.com
General Services	generalservices@cityofgastonia.com
Golf	golf@cityofgastonia.com
Human Resources	hr@cityofgastonia.com
Neighborhood and Community Resources	neighborhoodresources@cityofgastonia.com
Planning	planning@cityofgastonia.com
Police Department	police@cityofgastonia.com
Recreation	recreation@cityofgastonia.com
Water / Sewer	utilities@cityofgastonia.com

GASTON COUNTY NUMBERS

Animal Control	(704) 922-8677
Birth Certificates	(704) 862-7680
Clerk of Superior Court	(704) 852-3100
County Code Enforcement	(704) 866-3075
County Manager, Office of	(704) 866-3100
County Public Information Officer	(704) 866-3141
County Police Information	(704) 866-3320
Health Department	(704) 853-5000
Marriage Licenses	(704) 862-7687
Register of Deeds	(704) 862-7681
School Administration	(704) 866-6100
Sheriff’s Office	(704) 869-6800
Social Services	(704) 862-7500
Tax Collections	(704) 866-3158
Tax Listing	(704) 866-3145

FOREWORD

Maneuvering through the maze of government is not always as simple as “1-2-3” but with a little help it could become as convenient as “A to Z.”

This handy booklet is a directory of information and services offered to residents by the City of Gastonia. It is an effort to answer the “how to,” “where to” questions received from the public on a daily basis. The information contained in the City of Gastonia “A to Z Services Guide” is presented alphabetically and also includes frequently asked for services provided by Gaston County Government and other agencies.

A handy summary of telephone numbers is available at the front of this booklet along with departmental e-mail addresses. For additional numbers, please refer to your telephone directory under Gastonia, City of, or log onto our Web site at www.cityofgastonia.com.

We hope you find this booklet helpful in answering all of your questions about the City of Gastonia from “A to Z.”

GASTONIA HISTORY

The City of Gastonia was incorporated in 1877, the year reconstruction ended. The impetus for the early development of Gastonia, which began in 1873 as a small depot, was the combined effect of the realignment of the Atlanta & Charlotte Airline Railroad (now Norfolk Southern) from its original intended path several miles to the north of the City, the charter of the Chester and Lenoir Narrow Gauge Railroad (now CSX) which crossed the Atlanta & Charlotte railroad and the introduction of the steam powered textile mill. The crossing of these two railroads and the beginning of the City’s textile industry brought opportunity for employment and social life. The initial population of the town was approximately 200 people and the land area was less than one square mile.

The City’s original population was reflective of the surrounding county and was comprised of English, German, Scotch Highlander, and Scotch-Irish citizens, with a few of the County’s long time African American residents also moving into the settlement. Voted the county seat in 1911, Gastonia today has a population of 72,848 and land area of approximately 50.5 square miles. It is the largest of Gaston County’s 15 municipalities and is the central business district of the county. Gastonia is also one of the 15 largest cities in North Carolina. The City has operated continuously under the Council-Manager form of government since its adoption in 1919.

For additional copies of this booklet, contact:

City Manager’s Office
City of Gastonia
181 S. South St.
Gastonia, NC 28052
Phone: (704) 866-6719

A

ABANDONED CARS AND APPLIANCES

To report abandoned cars and appliances, call the Code Enforcement Division at (704) 866-6760.

ABC BOARD

The sale of alcoholic beverages in Gastonia is controlled by the Gastonia ABC Board. General offices are located at 1840 S. York Road. Retail stores are located at 348 E. Long Ave., 401 Cox Road, and 1840 S. York Road. For more information, call (704) 864-0364.

ABSENTEE BALLOTS

Absentee ballots can be obtained from the Gaston County Board of Elections located at 410 W. Franklin Blvd. For more information call (704) 852-6005.

ACCOUNTING DIVISION

The Accounting Division of the Financial Services Department processes and approves all accounts payable and payroll cash disbursements and records these transactions in the City's financial records. Annually, the Division coordinates the financial audit and assists the auditors with the preparation of the City's Comprehensive Annual Financial Report. The Accounting division is located at 186 W. Franklin Blvd. For more information e-mail finance@cityofgastonia.com or call (704) 866-6709.

AD VALOREM TAX

"Taxed according to value." Property taxes are assessed annually against taxable personal property, such as motor vehicles, business equipment, and real estate. Less than 15 percent of the total City revenue is received from ad valorem property taxes. Taxes are billed and collected by the Gaston County Tax Office, (704) 866-3158. For additional information regarding billing and collection of property taxes see "Taxes."

ADULT RECREATION CENTER

The Gastonia Parks and Recreation Department operates the Adult Recreation Center, which offers a variety of classes, programs and leisure activities aimed at Gastonia's adults and senior citizens. Periodic trips to special events and points of interest, evening dances, and seasonal parties are some of the activities offered. In addition, this center serves as a base to provide activities created for citizens young and old in special populations. The Adult Recreation Center is located at 519 W. Franklin Blvd. For more information e-mail recreation@cityofgastonia.com or call (704) 866-6848.

AGENDAS, CITY COUNCIL

City Council agendas are usually available on the Friday before scheduled meetings. They may be picked up or e-mailed at no cost. If you prefer a mailed copy, you may be added to the Sunshine List for \$10 a year. City Council agendas and videotaped meetings are available on the City's Web site at www.cityofgastonia.com. For additional

information e-mail cmo@cityofgastonia.com or call the City Clerk's office at (704) 866-6720. Also see "City Council Meetings."

AGRICULTURE SERVICE

Various types of soil exist in Gaston County as well as climates for growing. Local offices for the North Carolina Cooperative Extension Service are located at 1303 Dallas-Cherryville Highway in Dallas, NC. For more information on farming and other agricultural information please call (704) 922-0301.

AIRPORT

The Gastonia Municipal Airport is owned by the City of Gastonia and is located at the intersection of Union Road (Hwy. 274) and Gaston Day School Road. The City contracts a private firm to direct daily operations. FAA and North Carolina grants are used for airport improvements and maintenance. Hours of operation are Monday-Friday 9 a.m.-5 p.m., Saturday 8 a.m.-5 p.m. and Sunday 11 a.m.-5 p.m. with a person on call for fuel when needed. The City receives five cents a gallon on fuel sales. For more information call (704) 864-4363.

AIR QUALITY INDEX, DAILY

To find the Charlotte region's daily air quality forecast (for ground ozone and particulate matter) go to www.gastonmpo.org. During warmer months there are also signs showing daily air quality level posted at various locations around the city. Locations of these signs can be found on the same Web site.

AMBULANCE

For emergency ambulance service please call 911. For calls concerning billing for ambulances or other non-emergency situations, call Gaston County Emergency Medical Services at (704) 866-3300.

AMERICANS WITH DISABILITIES ACT

For information regarding the City of Gastonia's compliance with the Americans with Disabilities Act, contact the Human Resources Department e-mail hr@cityofgastonia.com or call (704) 866-6861.

ANIMAL CONTROL

All animals are required to be vaccinated and licensed. Gaston County Animal Control Officers are authorized to pick up stray animals and issue summonses for leash law violations. All animal bites should be reported to the Gaston County Animal Control as soon as possible. All reports are investigated and the suspected animals are confined for ten days in order to assess the risk of rabies. For more information call, Gaston County Animal Control at (704) 922-8677 or (704) 922-8678. After normal working hours call (704) 866-3300 (emergencies only).

ANIMALS, DEAD

Please see "Dead Animals."

ANIMAL, LIVESTOCK COMPLAINTS / PERMITS

For complaints or permits within the city, e-mail your request to the Code Enforcement Division at neighborhoodresources@cityofgastonia.com or call (704) 866-6760.

ANIMAL SHELTER

The Gaston County Animal Shelter is located at Biggerstaff Park on the Dallas-Cherryville Highway and is open Monday-Friday from 11 a.m. to 5 p.m. and the first Saturday of the month from 10 a.m. to 2 p.m. for adoption and reclaiming animals. For more information call (704) 922-8677 or (704) 922-8678.

ANNEXATION

The Planning Department is responsible for getting information about proposed annexations into city limits. Gastonia City Council makes the decisions on annexations. For more information on areas considered for annexation, e-mail a request to planning@cityofgastonia.com or call (704) 854-6652.

APPLIANCES / TIRES / METAL / FURNITURE DISPOSAL

The City of Gastonia Solid Waste Division collects appliances, tires and metal on a call-in basis for residential customers only. Call (704) 866-6774 or (704) 866-6894 to request these services. There is a \$5 collection fee per appliance, a \$3 collection fee per tire for tires on the rim, and no fee for metal or tires off of the rim. You may dispose all of these items, except tires on the rim, at no charge at the Gaston County Landfill on Philadelphia Church Road in Dallas or at one of their drop-off centers. For more information call the Gaston County Landfill at (704) 922-0267, or Gaston County Recycling at (704) 922-7729. Apartment residents should call to arrange for pick-up of furniture. For abandoned appliances that are an eyesore or pose a possible threat to safety, e-mail the complaint to the Code Enforcement Division at neighborhoodresources@cityofgastonia.com or call (704) 866-6760. An inspector will be sent out to investigate the situation.

ATHLETICS

The Athletic Division of the Gastonia Parks and Recreation Department operates a variety of major sports programs annually for men, women and youth. Included are baseball (tee-ball, coach pitch, Little League, Junior League), basketball, flag football, soccer, softball, fast pitch softball, swimming, tennis, and volleyball. Specialty sport facilities include a skate park and 18-hole disc golf course. For more information call (704) 869-1018 or e-mail recreation@cityofgastonia.com.

AUTO LICENSE, TAG AND TITLE TRANSFER

For information regarding the titling, tagging, or transferring of vehicles go to the NC License Plate Agency at Akers Center, 1475 E. Franklin Blvd., Gastonia, or call (704) 864-4856. For out-of-state license plates, there is a limit of 90 days to purchase NC license plates within the county in which you reside.

B

BIDS

To receive information on procedures for bidding on City projects contact the Purchasing Division at (704) 866-6936, (704) 866-6801 or e-mail finance@cityofgastonia.com.

BIRTH CERTIFICATES

Copies of birth certificates may be obtained from the Gaston County Register of Deeds. For more information, go online to co.gaston.nc.us/registerofdeeds or call (704) 862-7681 or (704) 862-7687.

BLACK GOLD & MULCH SALES

Keep Gastonia Beautiful offers Black Gold (leaf compost) and Mulch (ground yard waste). For more information and sales dates you may send an e-mail to neighborhoodresources@cityofgastonia.com or call (704) 866-6906.

BROOKWOOD HISTORIC DISTRICT

Please see "Historic Districts."

BUDGET HEARINGS

For dates when public input is received on the City's budget, call the Budget Division at (704) 866-6705 or e-mail budgetw@cityofgastonia.com.

BUDGET DEPARTMENT

The Budget Department of the Financial Services Department prepares the annual operating and capital budgets and continually monitors and evaluates the condition of the budget on a department level. Questions regarding the City of Gastonia's budget can be answered by calling (704) 866-6705 or e-mailing budgetw@cityofgastonia.com.

BUILDING INSPECTIONS

The Building Inspections Division administers building and zoning regulations. Permits are required for general construction; for electrical, mechanical and plumbing work; for moving a house; for placement of a mobile home; for demolition of buildings and for insulating a home. Permits must also be obtained for certain accessory structures such as outbuildings, pools, and signs. Before starting any building or repair project, contact the Building Inspections Division at 150 S. York St. or call (704) 866-6729.

BURNING PERMITS

The burning of any material is prohibited within City limits. For more information call the Gastonia Fire Department at (704) 866-6806 or e-mail fire@cityofgastonia.com.

BUS SYSTEM

For information on the City's Bus System please see "Transit," call the Transit Division at (704) 866-6855, or e-mail fleet@cityofgastonia.com.

BUSINESS LICENSES

Please see “Licenses.”

C

CABLE CHANNEL 16

Channel 16 is the official channel of The City of Gastonia and Gaston County government. Only governmental information can be placed on this channel. Channel 16 operations are handled by the Gaston County Public Information Office at (704) 866-3141. Also see “Cable Channel 17.”

CABLE CHANNEL 17

Cable Channel 17 is the Community Service channel owned and operated by Time Warner Cable. Announcements for nonprofits can be placed on this channel free of charge. Commercial advertising is also available for a fee. For additional information go to Time Warner Cable at 2125 Union Road, Gastonia, or call (704) 864-8327.

CABLE TV SERVICE

Cable TV service is delivered by Time Warner Cable, 2125 Union Road, Gastonia. Under federal law, the City regulates the basic rate only. For more information call Time Warner Cable at (704) 864-8327.

CATS EXPRESS COMMUTER BUS SERVICE

Charlotte Area Transit System (CATS) offers express bus service on Route I-85 from Gastonia to uptown Charlotte. For information call (704) 336-RIDE, (866) 779-CATS or www.ridetransit.org.

CEMETERIES

The City of Gastonia operates and maintains seven (7) cemeteries: Armstrong, Firestone, Hollywood, Oakland, Oakwood, Rosehill, and Shiloh. Cemetery lots or single grave openings in any City cemetery are sold only to individuals who are Gastonia residents. For more information call (704) 866-6769 or (704) 866-6790.

CHAMBER OF COMMERCE

The Gaston Chamber of Commerce is a nonprofit business organization dedicated to the promotion of business opportunities in Gastonia and Gaston County. For more information, call the Gaston Chamber of Commerce at (704) 864-2621.

CHILD ABUSE

To report suspected cases of abuse against children, call Child Protective Services with the Gaston County Department of Social Services at (704) 862-7500.

CITIZENS BOARDS AND COMMISSIONS

Citizen participation can be the key to enriching the quality of life within the city. Residents are encouraged to serve on boards and commissions. For more information you

may call the Mayor's office at (704) 866-6720 or e-mail citycouncil@cityofgastonia.com. Advisory bodies include:

- Alcoholic Beverage Control Board
- Community Development Citizens Advisory Board
- Comprehensive Planning Steering Committee
- Farmers Market Advisory Board
- Gastonia Planning Commission
- Gastonia West Citizens Committee
- Historic District Commission
- Housing Authority Board of Commissioners
- Human Relations Commission (County Board)
- Keep Gastonia Beautiful
- Mayors Task Force on Homelessness
- Recreation Advisory Commission
- Schiele Museum of Natural History and Lynn Planetarium Board of Trustees
- Sister Cities Board of Directors
- Stormwater Advisory Panel
- Tourism Development Authority
- Zoning Board of Adjustment
- Youth Council

CITY ATTORNEY

The City Attorney advises City Council, the City Manager and City staff on legal matters. The City Attorney is appointed by and reports to City Council. The Assistant City Attorney and Paralegal work with the City Attorney. The function of the City Attorney's Office is to safeguard and protect the legal interests of the City. The City Attorney does not give legal advice to the general public. Contact the City Attorney's Office at (704) 866-6735.

CITY COUNCIL

Gastonia's Mayor is elected on an at-large basis. The six-member City Council is composed of one representative from each of the City's six resident wards. All of these officials are elected for four-year terms every four years in November. All residents vote for all council representatives.

CITY COUNCIL MEETINGS

All regular meetings of the Gastonia City Council are held on the first and third Tuesdays of each month at 6 p.m. The first meeting of the month is held in the Council Chambers of City Hall, 181 S. South St. The second meeting of the month is held at the Gaston County Courthouse in the Public Forum Room and is televised on the Government Access Channel 16. All meetings are open to the public and citizens are encouraged to attend and participate. Persons needing information or wishing to address the Council should contact the City Manager's Office at (704) 866-6719 prior to the Tuesday preceding the meeting. Individuals wishing to attend a council meeting and needing special accommodations should contact the ADA Coordinator at (704) 866-6861 or 1-

800-735-2962 for TDD Users within 48 hours of the meeting. For more information please go online to www.cityofgastonia.com where video of City Council meetings can be viewed, or call (704) 866-6719 or e-mail citycouncil@cityofgastonia.com.

CITY MANAGER

The City Manager serves as the Chief Administrative Officer of the City with day-to-day responsibility for managing City government. For more information contact the City Manager's office at (704) 866-6719 or e-mail cmo@cityofgastonia.com.

CODE ENFORCEMENT DIVISION

The Code Enforcement Division of the Neighborhood and Community Resources Department is responsible for enforcing the Minimum Housing Code and other City ordinances involving public nuisances, weeded lots, junk, illegal dumping, hazardous waste and abandoned motor vehicles. The division also issues livestock permits. For more information e-mail neighborhoodresources@cityofgastonia.com or call (704) 866-6760.

COMMUNITY & RECREATION CENTERS

Community Centers provide a combination of gymnasiums, clubrooms and game rooms that are available for use by the general public. A variety of supervised recreational activities, athletics and instructional programs for all age groups are offered on a year-round basis by professional staff. General hours of operation are 1 p.m.-9 p.m., Monday-Friday, and 9 a.m.-5 p.m. on Saturday, but may vary according to scheduled programs. Facilities are open for additional hours during the summer months and on some school breaks. For more information call your local community center or e-mail recreation@cityofgastonia.com.

Facility	Address	Phone
Adult Recreation Center	519 W. Franklin Blvd.	(704) 866-6848
Bradley Center	1200 N. Modena St.	(704) 866-6847
Erwin Center	913 N. Pryor St.	(704) 866-6844
Phillips Center	2031 Echo Lane	(704) 866-6851
T. Jeffers Center	121 N. Hartman Street	(704) 866-6852

COMMUNITY DEVELOPMENT

A division of the Neighborhood and Community Resources Department, the Community Development office administers Federal and State housing programs. Most activities benefit low and moderate-income families. Some of the programs include:

- Emergency Repair Program
- Urgent Repair Program
- Down payment assistance for potential homebuyers.
- Acquisition and rehabilitation of substandard units for resale.
- Targeted neighborhood revitalization.

Community Development offices are located upstairs in Room 206, City Hall, 181 S. South Street. For more information e-mail neighborhoodresources@cityofgastonia.com or call (704) 866-6752.

CROWDERS MOUNTAIN STATE PARK

Part of North Carolina's state park system, Crowders Mountain offers opportunities for hiking, camping, rock climbing, picnicking, water sports, and educational events. For more information call (704) 853-5375.

D

DEAD ANIMALS

For information regarding the removal of dead animals within the city limits (located in the street or along the curb line) contact the Solid Waste Division at (704) 866-6774 or (704) 866-6894.

DEEDS

To obtain copies of deeds to property contact the Gaston County Register of Deeds Office. For more information call (704) 862-7687 or (704) 862-7681.

DELINQUENT PROPERTY TAX

For information regarding delinquent personal property taxes, please contact the Gaston County Tax Office at (704) 866-3158.

DEVELOPMENT SERVICES

The Development Services office serves as a liaison between the development community and the multiple City departments that provide input into the development process. Located in the Garland Business Center, Development Services coordinates project review, approvals, and permitting to ensure a smooth process. For more information, contact Development Services at 704-854-6641 or michellen@cityofgastonia.com.

DISC GOLF

The Gastonia Parks and Recreation Department maintains an 18-hole disc golf course at Rankin Lake Park. Hours of operation are 7 a.m.-dusk. For more information e-mail recreation@cityofgastonia.com or call (704) 869-1018. For information on the Gaston Disc Golf Club go to www.gastondiscgolf.com.

DOGS, BARKING

For information about what to do about barking dogs, contact Gaston County Animal Control at (704) 922-8677.

DOWNTOWN BEAUTIFICATION CREW

A division of the Neighborhood and Community Resources Department, the Downtown Beautification Crew is responsible for maintenance, installation and beautification within

the downtown district. For more information call (704) 869-1047 or e-mail downtown@cityofgastonia.com.

DOWNTOWN DEVELOPMENT / FESTIVALS, EVENTS & PARADES

The Gastonia Downtown Development Corporation (GDDC) is a nonprofit organization, located at 162 S. South St., established to assist in the revitalization of downtown as a thriving economic center and focus of community activity. For more information about the GDDC or the Central Business District, call (704) 865-5044 or visit the GDDC Web site, www.gastoniadowntown.org. You can obtain additional information about downtown activities and programs by visiting www.cityofgastonia.com.

DRIVER'S LICENSE

For information regarding the issuance or re-issuance of a driver's license contact the Drivers License Division of the North Carolina Department of Motor Vehicles located at 2560 W. Franklin Blvd. (Kings Mountain Highway) or call (704) 853-5372.

E

ELECTIONS, BOARD OF

For information on local, state and federal elections, please contact the Gaston County Board of Elections at (704) 852-6005.

ELECTION PRECINCTS

For information regarding election precincts or districts call the Gaston County Board of Elections at (704) 852-6005.

ELECTRIC DEPARTMENT

The City of Gastonia has its own municipal electrical system and is a member of ElectriCities of North Carolina, which owns part of the Catawba Nuclear Station. The City's Electric Department provides electric power to most residential, commercial and industrial customers inside the city limits.

The Electric Department offers several rebate programs to promote energy efficiency. Energy audits are also available for commercial, industrial and residential customers to evaluate and recommend ways to reduce overall utility costs. To take advantage of these programs, call (704) 866-6823.

For more information on electric services, installation or rate schedules, visit the Electric Department's Web site listed under City Departments at www.cityofgastonia.com, call (704) 866-6823 or e-mail utilities@cityofgastonia.com.

Night and holiday emergency electric service can be obtained by calling (704) 866-6823 or (704) 866-6843. Please be patient when you call about an outage. Operators will answer as quickly as possible, but may be handling hundreds or thousands of similar calls.

Also see listings under “Street Lights,” “Yard Lights” and “NC GreenPower.”

EMERGENCY COMMUNICATIONS

For emergency response from ambulance, police department, fire department, or other emergency services call the emergency “911” number. For non-emergency calls, call (704) 866-3300.

EMPLOYMENT

The City of Gastonia accepts applications for employment from 8 a.m. to 5 p.m. Monday through Friday at City Hall, 181 South St. The City of Gastonia is an Equal Opportunity Employer, M/F/H. Offers of employment are contingent upon the candidate’s ability to perform the essential functions of the position, successful completion of a controlled substance evaluation prior to employment and satisfactory results of a background check. For some positions, physicals, driver checks, and polygraph evaluations are also required.

For a listing of currently available job openings, call the Job Line at (704) 854-6622. These job openings are displayed on the Government Access Channel 16 on Cable and also on the City’s Web site at www.cityofgastonia.com (click on Job Opportunities).

Resumes with cover letters for vacant positions may be delivered in person or mailed to City of Gastonia, Employment Division, P.O. Box 1748, Gastonia, NC 28053. Applications/Resumes may be faxed to (704) 836-0045 or e-mailed to jobs@cityofgastonia.com. Interest cards for positions not currently available may also be obtained from this division. For more information call the Employment Division at (704) 866-6858.

ENGINEERING DEPARTMENT

Among the services provided by the Engineering Department are: sale of official City maps, standard specifications & details, assignment of house numbers and verification of addresses. Floodway information is available for inspection. Other services include issuing driveway permits, event permits, temporary street closing permits, processing requests for speed humps, subdivision and site plan review, requests for improvements to storm drainage systems and matters relating to the street system. Within this department, plans for many local and state road projects are available for review. For more information, call the Engineering Department at (704) 866-6022 or go by the office located in the James B. Garland Municipal Business Center at 150 S. York St., next to City Hall.

EQUAL OPPORTUNITY EMPLOYMENT OFFICE

The City of Gastonia is an Equal Opportunity Employer with employment based on ability and qualifications without regard to age, sex, race, color, creed, religion, national origin, political affiliation or disability. The City further ensures fair treatment in recruitment, selection, training, compensation, promotion, discipline and access to City sponsored programs. For additional information contact the Assistant Director of Human Resources/EEO Officer by e-mail at hr@cityofgastonia.com or call (704) 866-6861.

EXTENSION SERVICES

For information on programs and services provided by the North Carolina Cooperative Extension Services, call (704) 922-0301. Other numbers to call are as follows:

Contact / Service	Phone
Agricultural Extension Agent	(704) 922-2118
Agriculture-Horticulture Agent	(704) 922-2124
Agriculture-Livestock Agent	(828) 465-8240
Family-Consumer Sciences Agent	(704) 922-2127
4-H Youth Development Agent	(704) 922-2126
Natural Resources Agent	(704) 922-2119

F

FAIR HOUSING

The City's Fair Housing Offices takes complaints of possible violations of federal and state Fair Housing Laws as well as those of the City of Gastonia Fair Housing Ordinance. For additional information call (704) 866-6750.

FARMERS' MARKET

The Gastonia Farmers' Market is located at 410 E. Long Avenue. The market is open during April and May on Saturdays from 8 a.m.-noon, and during June-November on Tuesdays, Thursdays and Saturdays from 7 a.m.-1 p.m. More information is available online at gastoniafarmersmarket.com or by calling (704) 853-0049 or (704) 866-6906.

FINANCIAL REPORTING

The City's Comprehensive Annual Financial Report (CAFR) may be viewed on the City's Web site at cityofgastonia.com. For information regarding the City's financial reporting, please call the Financial Services Department at (704) 866-6709 or e-mail finance@cityofgastonia.com.

FIRE DEPARTMENT

The Gastonia Fire Department is a nationally accredited, professional organization dedicated to providing the best possible fire, rescue and life safety services to the residents of Gastonia. In order to fulfill this mission, the department offers a full range of services including: fire suppression, emergency medical services, hazardous materials mitigation, specialized rescue and extrication, fire code enforcement, fire prevention and life safety education.

A total of eight (8) fire stations are strategically located throughout the city to ensure citizens a rapid response time to any emergency need. The Fire Department also maintains full-time teams for both hazardous materials response and for technical rescue situations.

The Life Safety Division has responsibility for coordinating the key elements of the fire prevention and safety education programs. These elements include: public education, arson investigation, enforcement of fire codes and ordinances, plan review, property inspection, evaluation of built-in fire protection, and training. For information about these and other programs, call (704) 866-6806, (704) 866-6807 or e-mail fire@cityofgastonia.com.

For information after 5 p.m., or on weekends or holidays, call (704) 869-1919

For FIRE EMERGENCY call 911.

Fire Administration (704) 866-6806

Fire Operations (704) 866-6813

Life Safety (704) 866-6987

Fire Training (704) 869-1917

FIRE HYDRANT REPAIR

To report fire hydrants that have been damaged or need repair, call the City Water & Sewer Division at (704) 866-6843 or e-mail utilities@cityofgastonia.com.

FISHING / HUNTING LICENSES

For more information on purchasing a fishing and/or hunting license, you may go online to ncwildlife.org or call 1-888-2HUNTFISH (1-888-248-6834).

G

GARBAGE COLLECTION

Garbage, trash and yard waste are collected once per week at the curb. The City provides each residential unit with one (1) 96-gallon rollout cart. If additional carts are needed, they can be leased from the City for a one-time \$50 deposit per cart. The container should be placed at the curb no later than 7 a.m. on your collection day. Remove your empty container from the curb by midnight on day of collection. Place household trash and garbage in tied plastic bags. Be sure to drain and bag wet garbage prior to placing it in the container. Make sure the can is NOT overfilled, make sure the lid is closed completely and turned in the proper direction. Any extra bags may be placed beside your cart, at least 4 feet away from the cart. Physically disabled residents are eligible for special collection service by submitting a doctor's verification form. A form can be obtained by calling the Solid Waste Division Customer Service Center at (704) 866-6774 or (704) 866-6894. Also see "Trash" and "Yard Waste."

GARNISHMENTS

Garnishment is a procedure by which some debts, such as property taxes, income taxes or child support payments may be collected against salary, wages, bank accounts or other assets and given to the creditor. This service is handled by Gaston County's Department of Social Services and/or court system. For more information about child support payments, contact the Department of Social Services at (704) 862-7500. For information about Small Claims Court, call the Clerk of Court at (704) 852-3100.

GOLF

The Gastonia Municipal Golf Course is an 18-hole, par 70 golf course located on Niblick Drive off Union Road. The course offers plush bentgrass greens, well-groomed fairways, a friendly, courteous staff, and pleasant playing conditions. While the golf course is owned by the City, the day-to-day operations are managed by a private contractor. Operating hours are 8 a.m. to 6 p.m. seven days a week with extended hours to 8 p.m. during the summer. Reservations are taken on a daily basis at 8 a.m. For a complete list of fees, membership categories, operational procedures, and other information, call (704) 866-6945.

GRASS

To report grass that is 12-inches high or noxious growth e-mail the Code Enforcement Office at neighborhoodresources@cityofgastonia.com or call (704) 866-6760.

GREENWAYS

Greenways are a network of parks left in a natural state except for a system of trails used by pedestrians and bicyclists. Greenways link parks, schools, neighborhoods and other activity centers. The northern access point for Gastonia's Avon/Catawba Creek Greenway System, which is three miles long, is at Lineberger Park, 632 Garrison Blvd. The southern access point is in the 2000 block of Robinwood Road. The western access point is at Ferguson Park on Stevens Street. Another greenway trail, the Highland Rail Trail, can be accessed at the intersections of East Long Avenue and North Broad Street, and North Marietta Street and West Sycamore Street. Plans are underway to inter-connect the Highland Rail Trail with the Avon/Catawba system by a series of sidewalks and bike trails. For more information call (704) 866-6839 or e-mail recreation@cityofgastonia.com.

GROUP TOURS OF CITY GOVERNMENT

For group tours of a City government building or department, call (704) 866-6720 or e-mail cmo@cityofgastonia.com.

H

HANDICAPPED PARKING

Handicapped parking spaces are located throughout the city. Parking in a handicapped space without a valid permit can result in a fine up to \$250. Also see "Parking Tickets."

HEALTH DEPARTMENT

Gaston County Health Department offers various services to residents of Gaston County with payment for services based on income. For more information on services contact the Gaston County Health Department at (704) 853-5000.

HISTORIC DISTRICT

Historic districts are established to protect and conserve the character and heritage of the City's older communities. The City currently has two locally designated historic districts, the York-Chester Historic District and the Brookwood Historic District. The Loray Mill National Register Historic District has been entered in the National Register of Historic Places by the U.S. Department of Interior.

Property owners in a locally designated historic district who are planning to do minor and/or major work are required to apply for a Certificate of Appropriateness. A certificate may not be required if the work is "ordinary maintenance or repair of any exterior architectural feature in the historic district which does not involve a change in design, material or outer appearance." Exterior property features changes such as tree removal and installation/alteration/removal of other grounds features such as fences, walls, walks and drives may also require a certificate of appropriateness. Properties located in the Loray Mill National Register District do not require a certificate of appropriateness.

To determine if you must apply for a certificate of appropriateness, please call the Planning Department at (704) 866-6796 or e-mail planning@cityofgastonia.com. For additional information on the York-Chester or Brookwood Historic Districts call (704) 866-6796. Forms and guidebooks are available online at www.cityofgastonia.com.

HOUSE NUMBERS

All developed properties, residential and business, must have a minimum 4-inch-high address number visible from the road for emergency response. If you do not know your number, or need a number for a new building, home or vacant lot, call the Engineering Department at (704) 866-6022 or e-mail engineering@cityofgastonia.com.

HOUSING AUTHORITY

The Gastonia Housing Authority (GHA) provides permanent housing for low- and moderate-income families through the public housing and Housing Choice Voucher programs. GHA provides Web site-based information for prospective and current clients at www.ghanc.org. Computers are provided for public use in the GHA Self Service Center located at 340 W. Long Avenue.

Also see "Housing Choice Voucher Program," or "Public Housing, Low Income & Elderly."

HOUSING CHOICE VOUCHER PROGRAM

The Section 8 Housing Choice Voucher program provides rental subsidy to low-income families in Gaston County. Participants who receive vouchers can select their own housing in the private market. The family pays 30 percent of their adjusted monthly income for rent and reasonable utilities. There is approximately a two-year waiting list to receive a voucher. The waiting list is opened and closed based on the number of applicants on the list. Waiting list openings are listed in The Gaston Gazette and www.ghanc.org. Obtain general information by calling the automated telephone line at 704-864-6771 and follow the prompts or visit the GHA Web site at www.ghanc.org.

Also see "Housing Authority," or "Public Housing, Low Income & Elderly."

HOUSING CODE ENFORCEMENT, HOUSING COMPLAINTS

Please see "Minimum Housing Enforcement."

HUMAN RELATIONS COMMISSION

The Human Relations Commission is a Gaston County agency created to help resolve complaints of unfair treatment and discrimination in employment, housing and business, including providing assistance in landlord-tenant disputes. For more information call (704) 866-3692.

HUMAN RESOURCES DEPARTMENT

The Human Resources Department handles official personnel records and files in addition to performing orientation of new employees. For more information please call (704) 866-6859 or e-mail hr@cityofgastonia.com.

HUNTING / FISHING LICENSES

For more information on purchasing a fishing and/or hunting license, you may go online to ncwildlife.org or call 1-888-2HUNTFISH (1-888-248-6834).

I

IN-KIND SERVICES

If you are planning a special event for a non-profit organization and wish to request In-Kind Services from the City such as police security, fire/emergency medical, cleanup/sanitation, electrical hookups, etc., contact the City Manager's Office for an application at (704) 866-6719 or go online to www.cityofgastonia.com (click on City Services).

INSPECTIONS

Please see "Building Inspections" or "Minimum Housing Enforcement."

INSURANCE CLAIMS

Citizens may file a claim against the City for a loss or injury occurring as the result of any City activity. The claim may be called in or submitted in the form of a written letter to the Assistant Director of Human Resources, P.O. Box 1748, Gastonia, NC 28053. The letter must contain the following information: (1) facts surrounding the incident, (2) full address of person claiming damages and a phone number where he/she can be reached from 8 a.m. to 5 p.m., (3) type of loss or injury suffered, (4) location, date and time of occurrence of the incident, (5) amount of money for which reimbursement is requested, and (6) other information helpful to the investigation. For more information call (704) 866-6786.

INTERNET WEB SITE

Information regarding the City of Gastonia is available 24 hours a day on the City's Internet Web site, accessible at www.cityofgastonia.com or www.ci.gastonia.nc.us.

J

JOGGING TRACKS

The Gastonia Parks and Recreation Department maintains nine (9) jogging tracks located throughout the city. For safety's sake, please do not bring dogs or bikes onto the tracks. For more information call (704) 866-6839 or e-mail recreation@cityofgastonia.com.

Track Location

Address

Arlington Elementary School	1621 N. Webb Street
*Erwin Park	913 N. Pryor Street
*Gardner Park Elementary School	820 Sandy Lane
Martha Rivers Park	1525 Neal Hawkins Road
*Phillips Park	2031 Echo Lane
*York-Chester Middle School	Garrison Blvd. & S. Clay St.
Rhyne Elementary School	1900 West Davidson Ave.
Smyre Millennium Park	West Circle & Millstone Drive
Woodhill Elementary School	1027 Woodhill Drive

*Denotes lighted track locations

JUNK VEHICLES

To report abandoned or inoperable vehicles call the Code Enforcement Division at (704) 866-6760.

K

KEEP GASTONIA BEAUTIFUL, INC.

Keep Gastonia Beautiful, Inc., operates within the Neighborhood and Community Resources Department and, additionally, with a non-profit board through the national Keep America Beautiful system. Keep Gastonia Beautiful's major emphasis is on (1) beautification of major thoroughfares and entranceways into the city, (2) solid waste education and recycling, (3) community cleanups and (4) litter abatement and enforcement. The organization's greatest strengths are recruitment and training of volunteers through its programs and projects and the building of city and community partnerships.

The Keep Gastonia Beautiful offices are located at 182 S. South Street, directly across the street from City Hall. For more information e-mail neighborhoodresources@cityofgastonia.com or call (704) 866-6906.

L

LANDFILL & RECYCLING CENTERS

Gaston County operates one (1) landfill, which is located in Dallas at 3155 Philadelphia Church Road. There are six (6) general recycling centers in Gaston County.

Recycling Center	Phone
Crowders Creek Recycling Center	(704) 866-4794
Farmers Market Recycling Center	(704) 853-8411
Hardin Recycling/Transfer Center	(704) 922-5343
New Hope Recycling/Transfer Center	(704) 825-1252
Riverbend Recycling/Transfer Center	(704) 827-5327
Tryon Recycling/Transfer Center	(704) 629-4326

For more information please contact one of the centers at the numbers listed above or call the landfill at (704) 922-0267. For more information regarding commercial yard waste please contact the Yard Waste Facility at (704) 922-6843. For information regarding recycling, call the Household Hazardous Waste Facility at (704) 922-7729. Also see listing under “Recycling – Voluntary.”

LANDLORD-TENANT DISPUTES

Please see “Human Relations Commission.”

LEAF COLLECTION

Leaves that are bagged are collected year-round from the curb on your regularly scheduled household garbage collection day. During the months of October – December it is recommended that leaves be raked to the curb, but not in the street or over a storm drain. From January – September leaves must be bagged and placed at the curb to ensure weekly collection. For more information call (704) 866-6774, (704) 866-6894, or e-mail generalservices@cityofgastonia.com.

LEASH LAWS

The Gaston County leash law requires all dogs, when outdoors, to be kept in a fenced yard or on a leash. For more information, contact the Gaston County Animal Control at (704) 922-8677 or (704) 922-8678.

LEGAL AID

For information on legal aid services, contact the local office of Legal Services of the Southern Piedmont, 111 E. Third Ave., Gastonia, or call (704) 865-2357.

LEGAL DEPARTMENT

Please see “City Attorney.”

LIBRARIES

The Gaston-Lincoln Regional Library has a main branch with nine smaller branches in surrounding areas. For more information go online at glrl.lib.nc.us or contact the branch closest to your home.

Library Branch	Phone
Gaston County Library – Main Branch	(704) 868-2164
Belmont Library	(704) 825-5426
Bessemer City Library	(704) 629-3321
Cherryville Library	(704) 435-6767
Dallas Library	(704) 922-3621
Erwin Center Library	(704) 868-8046
Lowell Library	(704) 824-1266
Mount Holly Library	(704) 827-3581
Stanley Library	(704) 263-4166
Union Road Library	(704) 852-4073

LICENSES

City Auto Tag Fee – All Gastonia residents with licensed motor vehicles are required to pay a \$15 Auto Tag Fee as part of their total tax bill.

Privilege Licenses – Unless exempt by state law, all businesses operating within the city limits of Gastonia are required to obtain a City of Gastonia Privilege License prior to commencing operation to the public. These licenses cover a one-year period beginning July 1 of each year and are renewed annually thereafter.

For more information and classification on a new business privilege license, call the Inspections Division at (704) 866-6729. For more information on the renewal of a current business privilege license, call the Customer Services Division at (704) 866-6716.

LITTER CONTROL & ENFORCEMENT

The City’s Environmental Enforcement Police Officer is located within the Code Enforcement offices. Littering, illegal dumping and environmental crime concerns should be reported and routed through this division. For more information call (704) 866-6771. To report highly littered areas within the city for cleanup, call Keep Gastonia Beautiful, (704) 866-6906.

M

MANAGER, CITY

The City Manager serves as the Chief Administrative Officer of the City with day-to-day responsibility for managing city government. For more information, contact the City Manager’s office at (704) 866-6719 or e-mail cmo@cityofgastonia.com

MAPS, OFFICIAL CITY

For information on the types and availability of city maps, call the Engineering Department at (704) 866-6022.

MARRIAGE LICENSES

Marriage Licenses may be obtained from the Gaston County Register of Deeds. For more information call (704) 862-7681.

MINIATURE TRAIN

The Gastonia Parks and Recreation Department operates a miniature train at Lineberger Park, 632 Garrison Blvd., for "children of all ages," Spring through Fall. Tickets are \$1 per person per ride. For more information e-mail recreation@cityofgastonia.com or call (704) 869-1018.

MINIMUM HOUSING ENFORCEMENT

For more information on the City's Minimum Housing Code or its enforcement, call the Code Enforcement Division at (704) 866-6760.

MINUTES OF COUNCIL MEETINGS

To obtain minutes of City Council meetings contact the Mayor & City Council office at (704) 866-6720 or video of meetings is available on the City's Web site at www.cityofgastonia.com.

MULCH SALES

Refer to "Black Gold & Mulch Sales," "Keep Gastonia Beautiful," or e-mail neighborhoodresources@cityofgastonia.com or call (704) 866-6906.

N

NEIGHBORHOOD AND COMMUNITY RESOURCES

The Neighborhood and Community Resources Department was established to administer and promote the City's quality of life programs. This department consists of the Code Enforcement Division, Community Development, Keep Gastonia Beautiful and Sister Cities. For more information e-mail neighborhoodresources@cityofgastonia.com or call (704) 866-6906.

NC GREENPOWER

The City of Gastonia offers our residents the option to participate in NC GreenPower, a renewable energy program designed to support green energy in North Carolina. Through a small monthly donation, Gastonia residents can contribute to making North Carolina a greener community and less dependant on fossil fuels. The City of Gastonia also serves as a sponsor of the program offsetting the entire energy consumption of City Hall with green energy. For more information or to sign up visit www.cityofgastonia.com or call (704) 866-6714.

Also see listings under “Electric Department.”

P

PARKING TICKETS

Parking tickets issued by the City of Gastonia are payable on the first floor of City Hall, 181 S. South St., in the Revenue Collections Division or may be mailed to P.O. Box 1175, Gastonia, NC 28053. Violations should be paid within ten (10) days of issuance to avoid additional charges or collection action. If you have questions regarding parking tickets, please call the Gastonia Police Department at (704) 866-6867 or e-mail police@cityofgastonia.com.

PARKS AND PLAY AREAS

The Gastonia Parks and Recreation Department maintains parks located throughout the city of Gastonia. Open hours are 7 a.m. to 10 p.m. seven days a week unless otherwise posted. These parks offer opportunities for a variety of recreational pursuits. Facilities vary by location but may include combinations of tennis courts, outdoor basketball courts, softball and baseball fields, sprayground, skate park, a miniature train ride, disc golf course, playgrounds and picnic areas.

Parks/Play Areas	Location
Avon/Catawba Creek Greenway	Lineberger Park
Bradley Park	1200 N. Modena Street
East Park	Hemlock Ave.
Erwin Park	913 N. Pryor Street
Ferguson Park	1401 Golf Course Drive
Lineberger Park	632 Garrison Blvd.
Linwood/All-American Park	1992 Garland Ave.
Martha Rivers Park	1525 Neal Hawkins Road
Phillips Park	2031 Echo Lane
Rankin Lake Park	1750 Rankin Lake Road
Sims Legion Park	1001 N. Marietta Street
T. Jeffers Park	121 N. Hartman Street

For more information call the Parks and Recreation Department at (704) 866-6839 or e-mail recreation@cityofgastonia.com.

PARKS AND RECREATION DEPARTMENT

The Gastonia Parks and Recreation Department operates and maintains 5 community centers, a skeet and trap range, 12 parks/play areas, picnic areas, 2 swimming pools, 38 tennis courts, and 9 jogging tracks. Some facilities are available to rent for private functions when not in use by the general public.

Parks and Recreation strives to meet the day-to-day program for the needs of the community by offering year-round athletic opportunities and instructional classes for

youth and adults. Nominal fees are charged for all classes. Citywide seasonal events and special population activities are also provided.

For more information see listings under “Adult Recreation Center,” “Athletics,” “Community Centers,” “Disc Golf,” “Greenways,” “Miniature Train,” “Parks and Play Areas,” “Rankin Lake Park,” “Senior Citizens' Programs,” “Sims Legion Park,” “Skate Park,” “Skeet and Trap Range,” “Swimming Pools,” “Tennis,” and “Walking Tracks.” For more information e-mail recreation@cityofgastonia.com or call (704) 866-6839.

For information on Gaston County Parks & Recreation programs, call (704) 922-2160.

PASSPORTS

You may apply for a passport online at travel.state.gov or at the U.S. Post Office at 301 W. Main Ave., Gastonia, (704) 867-7224.

PAYMENTS

Please see “Utility Services – Electric and Water/Sewer/Stormwater.”

PERMITS

- Alcohol Permit – Call Gastonia Police ABC Enforcement at (704) 866-6874.
- Building Construction/Demolition/Home Moving or Placement – Call Building Inspections at (704) 866-6729.
- Downtown Street Vendors – Call the Gastonia Downtown Development Corp. at (704) 865-5044.
- Electrical, Plumbing, Mechanical – Building and zoning regulations are administered by the Building Inspection Division, which includes the issuance of permits. Before starting any building or repair project, call (704) 866-6729.
- Historic District (Certificate of Appropriateness) – Call the Planning Department at (704) 854-6652 or (704) 866-6796.
- Hunting Permits (Must own 15 acres of land) – Call Gastonia Police at (704) 842-5191.
- Livestock Permits – Call Code Enforcement at (704) 866-6760.
- Noise Permits – Call Police at (704) 842-5191.
- Street Event Permit – Call Engineering at (704) 866-6022.
- Shooting Permits – Call Police at (704) 842-5191.
- Taxicabs – Call Police at (704) 866-6880.
- Temporary Permits – Call Building Inspections at (704) 866-6729.

PERSONAL PROPERTY TAX

Please see “Taxes.”

PERSONNEL DEPARTMENT

Please see “Human Resources Department.”

PLANNING COMMISSION, GASTONIA

The Gastonia Planning Commission is a citizen's body appointed by City Council to make decisions and recommendations regarding land use, long-range city plans, zoning and development. For information call (704) 854-6652.

PLANNING DEPARTMENT

The Planning Department promotes the viability and orderly development of the community in order to protect public health, safety and general welfare. Planning activities are divided into three major functional areas:

- **LONG RANGE PLANNING** – Works with citizen groups and officials to develop long range development plans such as the City’s Comprehensive Plan, Gastonia 2020 – Our Place in the Future. Other planning activities include small area plans, corridor plans, revitalization plans, historic district administration, and support of special strategic planning groups involved with Gastonia West, Downtown, economic development, and greenways. For more information call (704) 866-6796.
- **CURRENT PLANNING** – Concerned with the maintenance and implementation of City land use policies such as zoning and other development ordinances. Activities include coordinating review and public hearings for rezonings and special use permits, development review, and public questions about zoning changes. For information call (704) 854-6629.
- **TRANSPORTATION PLANNING** – Coordinates the overall transportation planning program for the Gaston Urban Area. Activities include data collection and analysis, thoroughfare planning, future road corridor studies, transit planning, transportation related advisory services to local governments within Gaston County, and maintaining coordination of the highway system between various governmental units and the State Department of Transportation. Census information and other data services are provided to the public. For information call (704) 854-6663.

The Planning Department may be contacted by e-mail at planning@cityofgastonia.com.

POLICE DEPARTMENT

The Gastonia Police Department is a highly-trained, professional law enforcement organization and the second largest urban police department in the Charlotte area. The department’s mission is to protect, serve, and enhance the quality of life for all citizens. The Police Department consists of about 200 law enforcement and civilian personnel and is located at 200 E. Long Avenue. Key contacts are as follows:

Contact / Service	Phone
• Chief of Police	(704) 866-6890
• Assistant Chief of Police	(704) 842-5191
• East District Captain	(704) 842-5142
• West District Captain	(704) 842-5141
• Central District Captain	(704) 854-6615

- Copies of Police Reports (704) 866-6702
- Crime Prevention (704) 866-6873
- Identification Bureau (704) 842-5151
- Crime Statistics / Police Calls List (704) 869-1990
- Crime Stoppers (704) 861-8000
- Domestic Violence Danger Assessment (704) 854-6608
- Detectives (704) 866-6880
- Environmental Enforcement Officer (704) 866-6771
- Fingerprinting (704) 842-5151
- General Information (704) 866-6702
- Public Information (704) 854-6665
- Rifle and Pistol Range (704) 866-6734
- Suspicious Person / Vehicle Check (704) 866-3300
- To Provide Tips About Illegal Drugs (704) 866-6880
- Traffic Accidents / Investigations (704) 866-3300
- Juvenile & Missing Persons Investigations (704) 866-6876

More information is online at GastoniaPD.org or you may call the Police Records / Front Desk at (704) 866-6702. For POLICE NON-EMERGENCIES call (704) 866-3300.

For a POLICE EMERGENCY call 911.

The Police Department may be contacted by e-mail at police@cityofgastonia.com.

POLICE EXPLORERS

The Police Explorers program offers boys and girls in their early teens, who are interested in a law enforcement career, the opportunity to work with officers and to gain knowledge of the career. For more information call (704) 866-6873.

PROPERTY TAXES

Please see “Taxes.”

PROTECTIVE ORDER

For a Protective/Restraining Order, contact the Civil Filings Department at the Gaston County Courthouse at (704) 852-3179. For more information on protection from abuse, please contact the Emergency Shelter hotline at (704) 852-6000 and after hours at (704) 866-3300.

PUBLIC HOUSING, LOW INCOME & ELDERLY

Public housing assistance is provided at four apartment communities owned and operated by the Gastonia Housing Authority. These apartment complexes are located within the city limits of Gastonia and are accessible by the City of Gastonia Transit System. Allowances are provided for reasonable utility usage with any excess utility usage payable by the resident.

All public housing functions are handled by GHA property managers at the following three sites. To find information on public housing or to apply for public housing rental assistance, persons must contact or visit one of the public housing properties in the following locations:

- Cameron Courts/Weldon Heights - 1305 N Weldon St.
- Mountain View - 425 Edwin St.
- Linwood Terrace (elderly only) - 1612 Conrad St.

Also see "Housing Authority," or "Housing Choice Voucher Program."

PURCHASING DIVISION

The Purchasing Division handles the issuing of purchase orders for City departments and the distribution of the purchase orders to vendors. This division is also responsible for the bidding of various projects as well as the execution of contracts. The division maintains vendor files and conducts regular public auctions of surplus City equipment. For more information on services call (704) 866-6801, (704) 866-6936 or e-mail finance@cityofgastonia.com.

R

RABIES AND STRAY DOG CONTROL

Annual rabies shots and permits are required for all animals. For more information contact the Gaston County Animal Shelter at (704) 922-8677 or (704) 922-8678.

RANKIN LAKE PARK

Rankin Lake Park is a 192-acre City park located off North 321 on Rankin Lake Road. The natural, wooded park offers a challenging 18-hole disc golf course. Nine picnic shelters are available on a first-come, first-served basis or by reservation for a small fee. A clubhouse with kitchen facilities may also be rented. For more information or to make a reservation call (704) 866-6839.

REAL ESTATE TAXES

Please see "Ad Valorem Tax" and "Taxes."

RECREATION

Please see "Parks and Recreation."

RECYCLING – VOLUNTARY

Curbside recycling is provided to residential units once per week. To sign-up for this voluntary program, call the Solid Waste Division Customer Service Center at (704) 866-6774 or (704) 866-6894. Materials collected are clear, green and brown glass, newspaper, magazines, junk mail, cereal boxes, plastic milk jugs, soft drink bottles, laundry detergent bottles, aluminum foil, aluminum trays, aluminum cans, and steel cans. Once you sign-up, we will deliver an 18-gallon recycling bin to your home. Place your recyclables in the

bin and the bin at the curb once per week on your scheduled household garbage day. A small fee each month will be added to your utility bill for this service. For more information call the Solid Waste Division at (704) 866-6774 or (704) 866-6894 or e-mail generalservices@cityofgastonia.com.

For a list of Recycling Centers, please see “Landfill & Recycling Centers.”

RIFLE AND PISTOL RANGE

The Gastonia Police Firearms & Tactical Training Center is located at Rankin Lake and is available for public use at scheduled times for a small fee. For more information call (704) 866-6734.

ROTARY CENTENNIAL PAVILION

Located at the end of South Street in Downtown Gastonia, this facility provides a stage for outdoor concerts and special events. To schedule an event, or for more information call the Real Estate Administrator at (704) 866-6756.

S

SCHIELE MUSEUM OF NATURAL HISTORY

The Schiele Museum of Natural History is a department of the City of Gastonia. Its mission is to inspire wonder and appreciation for science and the natural world through programs, exhibits and research.

The Schiele Museum houses over 350,000 specimens. A 56,000+ square foot building includes two galleries for temporary and traveling exhibitions and five permanent exhibit halls:

- North Carolina Hall of Natural History – Dioramas of the five regions of North Carolina from the mountains to the sea.
- Hall of North American Habitats – Dioramas of Everglades, Sonoran Desert and Alaskan tundra biomes.
- Hall of North American Wildlife – Moose, elk, bison, and other large mammals of North America; birds, insects, reptiles, amphibians and small mammals of North Carolina.
- The Hall of Earth and Man – Fossils of dinosaurs, mastodon, saber-tooth cats, and other pre-historic life; displays about Early Man; largest gem & mineral display in North Carolina.
- Henry Hall of the American Indian – Displays of housing, tools, weapons, adornments and utilitarian objects of 12 tribal groups of 5 regions of North America.

The Schiele Museum, located at 1500 E. Garrison Blvd., Gastonia, is open to the public year-round from 9 a.m.-5 p.m. Monday-Saturday and 1-5 p.m. Sundays, except on Easter, Thanksgiving, Christmas Eve and Christmas.

Admission to the Schiele Museum for non-city of Gastonia residents is \$7/adults, \$6/students and seniors; for residents of Gastonia \$5/adults, \$4/students and seniors. Planetarium tickets are \$3 for all visitors. Museum members and children 3-years-old and younger are admitted free. For more information go online to www.schielemuseum.org, e-mail info@schielemuseum.org, or call (704) 866-6900.

SENIOR CITIZENS' PROGRAMS

The Gastonia Parks and Recreation Department operates a full program of activities and clubs geared towards the needs of Gastonia's senior adults. Included are trips, dances with live music, seasonal parties, bingo, ceramics, cards, line dance, and other varied activities. Silver Arts and Senior Games participants compete locally and at the State level. For more information call the Adult Recreation Center at (704) 866-6848, (704) 866-6842, or e-mail recreation@cityofgastonia.com.

SEWER BILLING / CONSTRUCTION

The City's Public Works and Utilities Department is responsible for the construction and maintenance of all sewer facilities. The Financial Services Department is in charge of sewer accounts, billing and collection, tap fees, and requests for service, connections and disconnections. All applications for service must be made in person at City Hall, 181 S. South St. For more information on sewer bills, see listing under "Utility Services."

The City is currently providing sewer service to areas inside and outside the city limits. For newly annexed areas without sewer service, the City will provide a basic sewer service. If property owners in an area without sewer service desire sewer service, they can petition the City to extend lines under the Assessment Policy. According to the City's Water and Sewer Assessment Policy, lines will be extended to areas where more than 50 percent of the property owners want sewer service. For more information on how the extension policy or modifications may relate to your specific situation, please contact the Engineering Division at (704) 866-6943.

Property owners with sewer lines in the street or crossing their property can request the installation of a sewer tap in the Customer Service Division, 181 S. South Street. After application for service and payment of fees, the installation of the tap will be coordinated through the Public Works & Utilities Department. Sewer taps are installed in the order that they are received. Installations are usually completed within four weeks of application for service. For more information on the installation of sewer taps, please contact the Public Works and Utilities' Customer Service Division at (704) 866-6714.

Night and holiday emergency sewer service can be obtained by calling (704) 866-6843.

SIDEWALKS

Requests for new sidewalks can be made by calling the Engineering Department at (704) 866-6022 or e-mailing engineering@cityofgastonia.com. Requests concerning existing sidewalks can be made by calling (704) 866-6776.

SIGNS

The City of Gastonia does not allow any signs or banners within public rights-of-way. In addition, it is a violation of state law to affix signs to utility poles. All such signs will be removed and disposed of without notice. Violators will be subject to a \$100 fine per sign. Political signs are allowed within 30 days of an election. Nonprofit organizations may place signs on private property with certain restrictions. For more information call (704) 866-6746.

SIMS LEGION PARK

Sims Legion Park is located at 1001 N. Marietta St. This park features a professional baseball stadium with grandstand and bleachers, a Little League field, and a Junior League field. The park is used by the American Legion, summer college leagues, and local high schools. The park is also used for weekend tournaments and special events. For more information call (704) 866-6838 or e-mail recreation@cityofgastonia.com.

SISTER CITIES PROGRAM

The Sister Cities Program is a division of the Neighborhood and Community Resources Department. Sister Cities is a citizen-based organization established to foster and promote friendships and mutual understandings between people in the Gastonia area and foreign countries through partnerships in education, culture, economic development and dialogue. Sister Cities formed in 1990, is a non-profit corporation, and has an affiliation with Gotha, Germany, and Santiago de Surco, Peru. For additional information you may send an e-mail to sistercity@cityofgastonia.com or call (704) 854-6602.

SITE PLANS

As an initial step in applying for building permits for the construction or expansion of any structures, except for single-family structures and their accessory buildings, a site plan shall be submitted to the Engineering Department. Any questions concerning procedures for a site plan must be directed to the Engineering Department at (704) 866-6022 or engineering@cityofgastonia.com.

SKATE PARK

The Skate Park is located at Phillips Center, 2031 Echo Lane. General hours of operation are 1 p.m.-9 p.m., Monday-Friday, and 9 a.m.-5 p.m. on Saturday. The park is designed for in-line skates and skateboards, and includes a pyramid, 4- and 6-foot quarter pipes, a fun box and half pyramid combo, a table, traffic barrier, and grinding rails. Bicycles are not allowed. All ages are welcome and skating is free, but a helmet and protective pads must be worn. For more information call (704) 869-1018 or e-mail recreation@cityofgastonia.com.

SKEET AND TRAP RANGE

The Gastonia Parks and Recreation Department operates a regionally recognized skeet and trap range off U.S. 321 N at 1620 Tulip Drive. Hours of operation are 1 p.m.-8 p.m. Monday-Friday, 10 a.m.-6 p.m. Saturday, and 1 p.m.-6 p.m. on Sunday. Shooters must bring their own guns. Shells are available for purchase. Registered tournaments are scheduled throughout the year. For more information call (704) 866-6065, (704) 866-6839 or e-mail recreation@cityofgastonia.com.

SMOKE DETECTORS

A smoke detector can be acquired through a program sponsored by The City of Gastonia Fire Department. This program is available to anyone who cannot afford a smoke detector or who may have one but is not able to install the device. There is no charge for the service. To receive assistance, please call (704) 866-3355 and leave your name, address and phone number. You will be contacted at a later date to schedule a time for the smoke detector installation.

In rental properties landlords are responsible for purchasing and installing smoke detectors. Please contact Code Enforcement at (704) 866-6760 if there are no operable smoke detectors within rental units.

SNOW AND ICE REMOVAL

For information regarding the removal of snow and ice on roads and bridges contact the Field Operations Division at (704) 866-6843 or e-mail utilities@cityofgastonia.com.

SOCIAL SERVICES

The Gaston County Human Services Center and Department of Social Services is located at 330 N. Marietta Street. For more information call (704) 862-7500.

SOLID WASTE DIVISION

The Solid Waste Division services 25,500 household units in a continuing operation, rain or shine. Our objective is to provide the best possible collection service in the most efficient manner. It is a huge undertaking and requires the cooperation of every citizen. For information concerning services provided by the Solid Waste Division call (704) 866-6774, (704) 866-6894 or e-mail generalservices@cityofgastonia.com. Also see "Yard Waste," "Recycling – Voluntary," and "Trash."

SPEEDING TICKETS

Speeding tickets issued by City, County or State police can be paid in person at the Magistrates' office located at the Gaston County Sheriff's Office, 425 N. Marietta St. For more information call (704) 852-3192.

STORM DRAINS

The Stormwater Utilities Division of the Engineering Department is responsible for the management of the City's existing Stormwater Utility system. This section is also responsible for the management of the Stormwater Utility Fund, which is utilized for the

maintenance of the existing system and the construction of related stormwater improvements.

Requests for improvements to storm drainage systems are initiated through the City's Field Operations Division at (704) 866-6843. Options are evaluated by both the Field Operations Division and the Stormwater Utilities Division.

For more information on stormwater services call (704) 869-1063. The Field Operations Division is responsible for the clearing of debris from storm drains or right-of-ways. For service requests or for more information, call (704) 866-6776 or e-mail utilities@cityofgastonia.com.

STREET LIGHTS

The City's Traffic Engineering Division is responsible for the investigation and approval of all new streetlights. Normally, streetlights are not installed on residential streets without petitions. For information on this procedure, contact the Traffic Engineering Division at (704) 866-6765. To report streetlights that do not burn, call the Electrical Department at (704) 866-6823.

Also see listings under "Electric Department" and "Yard Lights."

STREET LOCATIONS

To locate a City street, call the Engineering Department at (704) 866-6022.

STREET MAINTENANCE / REPAIRS

The Field Operations Division is responsible for maintaining more than 300 miles of City streets and 100 miles of State streets. This maintenance consists of resurfacing, sweeping and flushing streets, repairing concrete curbs, gutters and sidewalks, and repairing potholes. Every few years the City of Gastonia, in conjunction with the Institute for Transportation Research and Education (ITRE) rates every street in the City on a scale of 1-100 (100 being the best condition). This is used as a guide to determine street resurfacing priorities. For more information on street maintenance call (704) 866-6843 or e-mail utilities@cityofgastonia.com.

STREET MARKING

The City's Traffic Operations Division is responsible for maintaining existing street markings. To request this service, call (704) 866-6843.

STREET SIGNS (PLACEMENT OF NEW)

For the placement of new street signs, call the Traffic Engineering Division at (704) 866-6765 or (704) 866-6022.

STREET SIGNS (REPAIR)

The City's Traffic Operations Section is responsible for the repair of damaged or downed street signs. For service requests or for more information call (704) 866-6843.

SUBDIVISIONS

If you own land that you want to divide into smaller tracts for resale purposes, you must have a plat or deed for the land. Then you need to call the Engineering Department at (704) 866-6019 or come by the office at 150 S. York Street.

SUBPOENA

A subpoena is a court order commanding a person to appear at a trial as a witness. A subpoena served in connection with a criminal matter is filed by the District Attorney's Office. By law, fines and other penalties can be assessed to anyone not honoring a subpoena. For more information contact the District Attorney's Office at (704) 852-3113.

SURPLUS SALES

For information regarding the sale of surplus City personal property, contact the Purchasing Manager at (704) 866-6801 or the Assistant Purchasing Manager at (704) 866-6936. For information regarding the sale of City surplus real estate, contact the Real Estate Administrator at (704) 866-6756.

SWAT-A-LITTERBUG

Call in license tag number of vehicles when trash is thrown out of the vehicle, and Keep Gastonia Beautiful will send the vehicle owner a letter with an anti-litter message. Call (704) 866-6906.

SWIMMING POOLS

The Gastonia Parks and Recreation Department operates two outdoor swimming pools during the summer months, beginning Memorial Day weekend. Swimming lessons are offered in two-week sessions for a nominal fee. For more information call (704) 869-1018 or e-mail recreation@cityofgastonia.com.

Facility	Address	Phone (seasonal)
Erwin Park Pool	913 N. Pryor St.	(704) 853-8152
Lineberger Park Pool	632 Garrison Blvd.	(704) 866-6846

T

TAXES

Motor Vehicles – Taxes levied on motor vehicles with current registrations are billed three (3) months after a new or renewed registration (tag) is obtained and are due within thirty (30) days. All unpaid bills accrue interest. For more information, go online at www.co.gaston.nc.us/taxdept/ or call the Gaston County Tax Office at (704) 866-3158.

Real Estate and Other Personal Property – Taxes levied on real estate and other personal property are billed and payable September 1st of each year based on declared property as of the previous January 1st. They can be paid without interest on or before January 5th. All unpaid taxes accrue interest at a rate of two percent (2%) for the month of January and three fourths of one percent (.75%) for each month thereafter.

Room Occupancy Tax – Taxes are levied at a rate of three percent (3%) of the gross receipts derived from the rental of any room, lodging or accommodations furnished by a hotel, motel, inn, tourist camp, or similar place within the City. This tax does not apply to accommodations furnished by nonprofit charitable, educational or religious organizations. The City’s tax is collected in addition to any State collected sales tax or County levied room occupancy tax. The purpose of Gastonia’s Room Occupancy Tax is to promote tourism and provide support for tourist related expenditures.

Taxes for the City of Gastonia are billed and collected by Gaston County. For questions regarding the billing and collection of taxes please call:

Gaston County Assessors	(704) 866-3145
Gaston County Tax Collections	(704) 866-3158

TECHNOLOGY SERVICES

The Technology Services Department provides a wide range of technology services to all departments of the City of Gastonia as well as all Gaston County public safety agencies. This department also maintains the City's Web site, www.cityofgastonia.com. For more information please call (704) 866-6949.

TENNIS

The Gastonia Parks and Recreation Department maintains 38 tennis courts for use by the public on a first-come, first-served basis. Please limit play to one-and-a-half hours when others are waiting. For more information e-mail recreation@cityofgastonia.com or call (704) 869-1018.

Location	Address	Facilities
Bradley Park	1200 N. Modena St.	8 lighted asphalt
Erwin Park	913 N. Pryor St.	4 lighted asphalt
Ferguson Park	1401 Golf Course Dr.	8 lighted asphalt
Phillips Park	2031 Echo Lane	4 lighted asphalt
Ashbrook High	2222 S. New Hope Rd.	8 lighted asphalt
Hunter Huss High	1518 Edgefield Ave.	6 lighted asphalt

TRAFFIC ENGINEERING DIVISION

The City Traffic Engineering Division of the Engineering Department is responsible for traffic control on all streets within the city limits, including operation of the City’s computerized Traffic Control System. Special traffic control requests will be evaluated on an individual basis. For street light petitions, service requests, or further information, call the Traffic Engineering Division at (704) 866-6765.

TRAFFIC SIGNALS

The City’s Traffic Engineering Division is responsible for the placement of new traffic signals and traffic control devices. Special traffic control requests will be evaluated on a case-by-case basis. For more information call (704) 866-6843.

The City's Traffic Operations Section is responsible for the repair and/or replacement of traffic signals. To report a traffic signal malfunction or for more information, call the Traffic Operations Section at (704) 866-6843.

TRANSIT (BUS SYSTEM)

The City of Gastonia bus system provides regular, fixed route bus services Monday through Friday, from 5:15 a.m. to 6:30 p.m. and Saturday from 8 a.m. to 6 p.m. There is no Sunday service. If you are a first-time passenger with Gastonia Transit, please call the information number (704) 866-6855, Monday – Saturday 8 a.m. to 5 p.m. for detailed information on the system.

Tickets are sold at the Bradley Station as well as at the Revenue Division in City Hall.

TRANSPORTATION PLANNING

Thoroughfare (major streets and highways), public transit and bicycle/pedestrian transportation planning is done by the Gaston Urban Area Metropolitan Planning Organization (MPO). The MPO covers the entire defined urban area of Gaston County. The MPO is governed by the Transportation Advisory Committee, which includes elected official representatives from all the municipalities and the county as well as a NC Board of Transportation member. The City of Gastonia Planning Department provides staff support. For information about the transportation planning process, and the activities and plans of the MPO call (704) 866-6837, or go online to www.gastonmpo.org, where copies of maps and plans are also available as well as information about the proposed Garden Parkway toll highway.

TRASH (HOUSEHOLD)

Large boxes, trash and extra garbage are collected at the curbside. This material is not to be co-mingled with yard waste. Examples of household trash are: rolled carpet (no longer than 4 feet in length), old clothes, lawn chairs, windows/mirrors (with glass taped and "X" marked so it does not shatter when collected), old garbage cans (notify Solid Waste Division office first), cardboard, books, and empty dried paint cans. Gastonia does not pick up the following: dirt, rocks, concrete, automobile parts, sheet rock, central air conditioning/heating units, stumps, batteries, cross ties, sheet metal, large logs, unbagged insulation and shingles. Your household trash collection day is the same as your garbage day. Items should be placed at the curb by 7 a.m. on your scheduled garbage day. For more information call the Solid Waste Division at (704) 866-6774, (704) 866-6894 or e-mail generalservices@cityofgastonia.com.

For the disposal of appliances, refer to the section "Appliances."

TRASH & PUBLIC NUISANCE

For information regarding trash and debris on lots, outdoor storage on porches or property, appliances and construction debris, or accumulation of waste, contact the Code Enforcement Division at (704) 866-6760.



TREES

Gastonia has been designated a “Tree City” by the National Arbor Day Foundation for efforts to preserve and plant trees. For information or to request removal or maintenance of trees on the street right-of-way, you may call the City’s arborist at (704) 866-6790.

Trees may be considered for planting within the public right of way (curb strip) with written approval from the Engineering Division. For more information call (704) 866-6943 or e-mail engineering@cityofgastonia.com.

If you wish to remove a tree located within Gastonia's two designated historic district zoning areas, a certificate of appropriateness is required. For major landscaping or tree removal within a historic district, call the Planning Department at (704) 866-6796 or e-mail planning@cityofgastonia.com.

For commercial landscape and buffer ordinance questions, call Building Inspections at (704) 866-6729 or e-mail planning@cityofgastonia.com.

If a tree interferes with overhead electrical lines, call the Electrical Department at (704) 866-6823 or e-mail utilities@cityofgastonia.com.

For information regarding site distance at intersections, call Code Enforcement at (704) 866-6760 or e-mail neighborhoodresources@cityofgastonia.com

Keep Gastonia Beautiful promotes preservation and plantings within the community. For information on community tree plantings, call (704) 866-6906 or e-mail neighborhoodresources@cityofgastonia.com.

U

UTILITY SERVICES – ELECTRIC / WATER / SEWER / STORMWATER

The City of Gastonia provides several utility services, including electric, water, sewer, stormwater and security lights on a monthly basis. Payments may be made by one of several methods including through the mail, by phone by calling (704) 866-6716, payment on the web at cityofgastonia.com, in a night drop box located outside of City Hall at 181 S. South St., by automatic bank draft, and in person at City Hall in the Customer Services Division. Also, the City has an equalized payment plan. Contact the Customer Services Division at (704) 866-6716 for more information on this plan.

Service connections and disconnections may be made in person at City Hall in the Customer Services Division, 8 a.m. to 5 p.m. week days, or by calling (704) 866-6716. For more information concerning any billed amounts or about payment of your bill, call (704) 866-6716.

V

VEGETATION CONTROL

For information on all types of vegetation control contact the North Carolina Cooperative Extension Service at (704) 922-0301.

VOTER REGISTRATION

Citizens can pick-up a form to register to vote in elections at the Gaston County Public Library located at 1555 E. Garrison Blvd. or call the Board of Elections at (704) 852-6005.

VOTING, CITY ELECTIONS

The Board of Elections is responsible for establishing voting precincts. However, City ward maps are available by calling the Planning Department at (704) 866-6747. For more information on voting, call (704) 852-6005 or visit the Board of Elections Office at 410 W. Franklin Blvd., Gastonia.

W

WALKING TRACKS

The Gastonia Parks and Recreation Department maintains nine (9) walking tracks located throughout the city. For safety's sake, please do not bring dogs or bikes onto the tracks. For more information call (704) 866-6839 or e-mail recreation@cityofgastonia.com.

Track Location	Address
Arlington Elementary School*	1621 N. Webb St.
Erwin Park*	913 N. Pryor St.
Gardner Park Elementary School*	820 Sandy Lane
Martha Rivers Park	1525 Neal Hawkins Rd.
Phillips Park*	2031 Echo Lane
Clay Street*	Garrison Blvd. & S. Clay St.
Rhyne Elementary School*	1900 West Davidson Ave.
Smyre Millennium Park	West Circle & Millstone Dr.
Woodhill Elementary School*	1027 Woodhill Drive

*Denotes lighted track locations

WATER AND SEWER SERVICE

The City's Public Works and Utilities Department is responsible for the construction and maintenance of all water and sewer facilities. The Financial Services Department is in charge of water and sewer accounts, meter reading, billing and collections, tap fees, and requests for service connections and disconnections. For more information on water and sewer bills, see listing under "Utility Services."

The City provides water and sewer service to areas inside and outside of City limits. For newly annexed areas without water and sewer service, the City will provide a basic water system for fire protection and minimal sewer service to the annexed area to support extension where requested by the property owners. If property owners are in an area without water and sewer service and desire these utilities, they can petition the City to extend lines under the Assessment Policy. According to the City's Water and Sewer Assessment Policy, lines will be extended to areas where more than 50 percent of the property owners want water or sewer service. For more information on how the extension policy or modifications may relate to your specific situation, please contact the Engineering Department at (704) 866-6022.

Property owners with water or sewer lines in the street along their property can request the installation of a water or sewer tap in the Customer Services Division located at City Hall, 181 S. South St. After application for service and payment of fees, the installation of the tap will be coordinated through the Public Works/Utilities Department. Taps are installed in the order that they are received. Installations are usually completed within four weeks of application for service. For more information on the installation of utility taps, please contact the Public Works and Utilities' Customer Service Division at (704) 866-6714. Night and holiday emergency water service can be obtained by calling (704) 866-6843.

WEB SITE

Information regarding the City of Gastonia is available 24 hours a day on the City's Web site on the Internet. The site can be reached at www.cityofgastonia.com or www.ci.gastonia.nc.us.

Y

YARD LIGHTS

The City of Gastonia's Electric Department offers a variety of lights, lighting equipment and above or below ground service to lights. Lights are available for an up-front installation fee and monthly rental fee. For more information you may go online to www.cityofgastonia.com or call the Electric Department at (704) 866-6826, (704) 866-6823 or e-mail rentallights@cityofgastonia.com.

Also see listings under "Electric Department" or "Street Lights."

YARD WASTE

Do not put yard waste in your rollout container. A different crew will collect yard waste on the same day that your garbage is collected. North Carolina law requires yard waste to be collected separately from garbage or household trash. The City does not collect tree trimmings that are cut by private contractors. The yard waste crew collects the following items:

- Limbs (no longer than 4 feet in length or 4 inches in diameter)
- Logs (need to meet the same criteria as limbs)
- Grass clippings (need to be bagged in clear bags)

For more information call the Solid Waste Division at (704) 866-6774 or (704) 866-6894 or e-mail generalservices@cityofgastonia.com.

YORK-CHESTER HISTORIC DISTRICT

Please see "Historic Districts."

YOUTH PROGRAMS

For more information on 4-H and other youth programs call the North Carolina Cooperative Extension Service at (704) 922-2110.

Special youth and education programs are also available through:

Agency	Phone
• Gastonia Parks and Recreation	(704) 866-6839
• Gaston County Parks & Recreation	(704) 922-2160
• Gastonia Police Crime Prevention	(704) 866-6873
• Gastonia Fire Department Programs	(704) 866-6806
• Keep Gastonia Beautiful	(704) 866-6906
• Schiele Museum	(704) 866-6900
• Sister Cities	(704) 854-6602
• Gaston County Museum	(704) 852-6025

Z

ZONING

The Planning Department and its Inspections Division administers the Zoning Ordinance, which regulates the use of land within the City and its extra-territorial jurisdiction.

To find out how a piece of property is zoned, please have the tax parcel number of the property ready and call the Inspections Division at (704) 866-6729 or e-mail planning@cityofgastonia.com. To determine uses in a zoning district, to get general information about the City's Zoning Ordinances or to apply for a zoning permit, call (704) 866-6729. For information about changing the zoning of a piece of property, a rezoning notice, or hearing, contact the Planning Department at (704) 854-6652. To

report possible zoning violations, such as an activity in an area not permitted for such activity, contact the Inspections Division at (704) 866-6729.

The zoning ordinance may be viewed online at www.cityofgastonia.com under the Planning Department. A link is also provided to the Gaston County Geographical Information System (GIS) Web site that provides information about how property is zoned. Before making investment decisions, viewers of the zoning map or ordinance text are advised to check with the Inspections Division for any changes since the last Web posting.

Updated: Summer/Fall 2009