

Concord
NORTH CAROLINA

City Guide

2014



About Concord

Concord, from the Latin for “harmony,” was settled in 1750. Our county, Cabarrus County, was officially formed in 1792. The North Carolina General Assembly named Concord as the county seat in 1796, and from the mid 1800s to 1920, Concord became a booming textile and banking center. Today, we have a diverse economic base that includes distribution, manufacturing, racing, and professional services.

Since 1900, the total population of Concord has grown tremendously to 81,461 people in 2013. Geographically, the City of Concord has expanded from 23 square miles in 1900 to 60.7 square miles in 2013. The continued growth and expansion of the City is supported by our comprehensive infrastructure and services, all of which help enhance the quality of life of Concord’s residents. For more statistical information about the City of Concord, please visit concordnc.gov.

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Welcome to Concord

We are pleased to provide you with this guide containing details and contact information for services provided by the City of Concord.

Concord is governed by a Mayor and City Council that serve part-time and are elected on a non-partisan basis. Under the council-manager form of municipal government, the City Council acts as the legislative body by establishing policy and law. The City Manager serves as CEO and handles all day-to-day management of the City organization. When the City Council makes a decision on an ordinance, law, or policy, the City Manager is responsible for implementing those policies.

In Concord, and elsewhere in North Carolina, county and municipal governments operate independently of each other and have different responsibilities for many services. Concord residents are also residents of the County and pay for and receive County services.

The City of Concord provides a variety of diverse services that every person

uses daily. We provide water, sewer, garbage collection and recycling, police, fire, maintenance of City streets, planning and development services, parks and recreation and much more. Many of our residents also purchase electricity from the City. We are proud to deliver this enhanced level of service to residents and strive to be high-quality and customer-focused. Since 2000, the City's Customer Care Center addresses most service requests over the phone at **704-920-5555**. We are exploring more ways to make customer care even more convenient.

We take great pride in Concord and strive continually to improve our services and work methods. We welcome you to our city. Please contact us if we can be of further service.

Best regards,



W. Brian Hiatt
City Manager





Our Culture

MISSION *The City of Concord partners with our community to deliver excellent service, and plans for the future while preserving, protecting, and enhancing the quality of life.*

CORE VALUES

Culture of Excellence

We **respect** members of the public and each other, and treat all with courtesy and dignity. We rely on **teamwork** to provide a seamless experience for all customers. We uphold high **ethical standards** in our personal, professional, and organizational conduct. We **continuously improve** by promoting innovation and flexibility to best meet the needs of customers with available resources.

Accountability

We accept responsibility for our personal and organizational decisions and actions, while delivering cost-effective and efficient services that are done right the first time.

Communication

We openly communicate with the public and each other by sharing information and soliciting feedback to achieve our goals.

Environment

We are concerned about our natural, historic, economic, and aesthetic resources and work to preserve and enhance them for future generations.

Safety

We use education, prevention, and enforcement methods to protect life and property in the community, and maintain our infrastructure and facilities to provide a safe environment in which to live, work, shop, and play.

Trust

We realize the perception of our organization is dependent upon the public's confidence in our commitment to our core values and to meeting the goals set collectively by the Mayor and City Council.

Team Concord's Principles of Excellent Service

- | | | |
|----------------------------|--------------------------|------------------------|
| Concern for the Individual | Professional Service | Timeliness |
| Customer Focus | Effective Communications | Teamwork |
| Fair and Equitable Service | Taking Ownership | Great Service Recovery |



Annual Events



The City of Concord hosts annual events for the whole family to enjoy.

Bunny Run 5K and Festival

Each spring, the Easter Bunny visits children with an egg hunt and other games, arts, and crafts hosted by the Concord Youth Council. Adults and children can participate in the 5K, fun run, and other activities.



Union Street Live!

The third Thursday of every month during the summer, Concord Downtown Development Corporation and community sponsors put together a live music performance on Union Street. Bands come from all around to perform, and everyone is invited to come out and celebrate the summer.



Streetlight 5K

Every July Concord hosts an evening 5K and fun run, with live performances as the runners' race through Historic Downtown Concord.



Peanut Butter and Jam

The Concord Youth Council and the Parks and Recreation Department host this annual back-to-school festival in August to help promote healthy lifestyles. Children and adults are invited to come out and learn about ways to have fun and be healthy.

Tree Lighting Ceremony

The annual launch of Concord's holiday season, community sponsors join the City in hosting a tree lighting ceremony in Historic Downtown Concord the Friday before Thanksgiving. Live music, children's amusements, trolley and wagon rides, fireworks, and more. Everyone is welcome to come and celebrate the holidays.

Christmas Parade

The annual Christmas Parade is held the Saturday before Thanksgiving Day. Come and join in the festivities!

A variety of other events occur throughout the year in the City. For an up-to-date list visit concordnc.gov.



Appointed Boards, Commissions, and Committees

While the City of Concord is governed by elected officials, there are several boards, commissions, and committees that also provide oversight and support for City affairs. The City Council appoints individuals to serve on these boards, which cover a wide range of issues. Residents are encouraged to consider serving on a city board, commission, or committee. Anyone interested in an appointment or wishing to make a nomination for appointment to any of these boards should submit an application to the City Clerk's Office. To obtain a form please contact the City Clerk's office at 704-920-5205. *Unless otherwise noted, meetings are located at City Hall, 2nd Floor, 26 Union Street, South.*

Alcoholic Beverage Control Board:

Meets at 8:00 a.m. on the third Thursday of every month at the Concord ABC Store located at 1255 Concord Parkway N. For further information about this board, contact the store manager at 704-786-5615.

Board of Adjustment (BOA): holds quasi-judicial public hearings to determine requests made by property owners in the City for minor and custodial care special use permits, variances, and appeals of administrative interpretations or decisions, as authorized by State law and local ordinance. *BOA meets the fourth Tuesday of each month at 6:00 p.m.*

Historic Preservation Commission

(HPC): the historic districts near downtown Concord are some of the most valued and important assets in the City. The Historic Preservation Commission has been established by the City Council to help apply and interpret

the zoning ordinance for areas within the historic districts. The work of the Historic Preservation Commission helps to identify, protect, and preserve Concord's cultural resources, as well as foster a widespread appreciation and respect for Concord's cultural heritage. *HPC meets the third Thursday of each month at 7:00 p.m.*

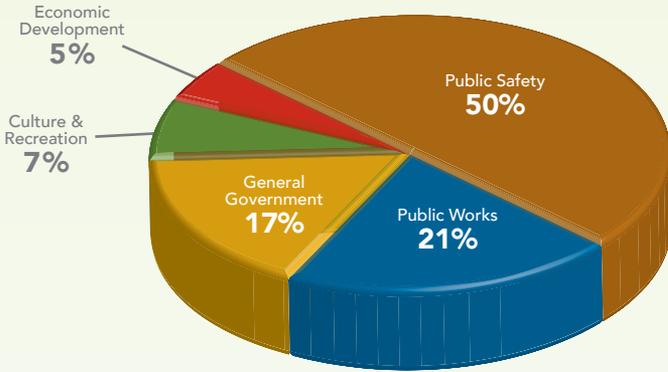
Planning and Zoning Commission

(P&Z): responsible for the conduct of planning relating to the orderly growth and development of the City, including adequate and appropriate resources for the housing, business, industry, transportation, distribution, recreation, culture, comfort, convenience, health and welfare of its population. The Commission meets regularly to hold hearings and vote on applications, as described above, concerning the use, development and improvement of real property subject to City regulation. Its consideration of these applications includes an assessment of their environmental impacts where required by law. *P&Z meets the third Tuesday of each month at 6:00 p.m.*

Stormwater Management Advisory Committee (SMAC):

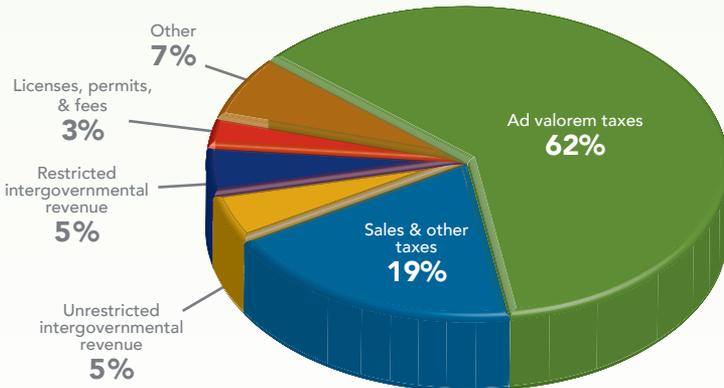
is tasked with making recommendations to City Council on major stormwater policy issues. These changes often involve changes to the development ordinance, budget recommendations, and planning project priorities. The nine members are equally divided among three sectors: Engineer/Science/Environmental, Neighborhood/HOA, and Business/Non-Profit. *SMAC meets on the first Monday quarterly at 6:30 p.m. at the Alfred M. Brown Operations Center located at 850 Warren C. Coleman Blvd., Concord, NC 28026.*

Average General Fund Expenditures by Function 2009 – 2013



All traditional government services to Concord residents and businesses are paid through the General Fund and supported mainly by tax revenue. Other government services (such as utilities and transit) are financed and operated in self-sustaining enterprises, not funded by property taxes. As a public organization, we have a fiscal responsibility to act in the best interest of citizens and to report to you on a regular basis. On this page you can see charts that detail our expenditures and revenue from the General Fund over the past several years. If you want to learn more about the City's budget and expenditures, please visit concordnc.gov/budget or call 704-920-5261.

Average General Fund Revenue by Category 2009 – 2013



Concord is Open for Business



City Management and Planning staff work closely with State and regional officials to encourage economic development in Concord, and can help you find the correct location for your business operations. We welcome small and large businesses and offer economic development grant opportunities to qualified companies. Please visit concordnc.gov/Departments/Business-Development or contact us at 704-920-5152.

All persons doing business in the City of Concord must have a privilege license. This includes all home based or itinerate businesses. For information on this license, visit concordnc.gov/Departments/Finance/Tax-Collector or call the Tax Collection Office at 704-920-5216.

The City follows all applicable state and federal laws when purchasing or entering into agreements for work to be performed. The City advertises projects for potential vendors and contractors on concordnc.gov and in local newspapers. For more information on doing business with the City, contact the Purchasing Division at 704-920-5440.



Council-Manager Form of Government

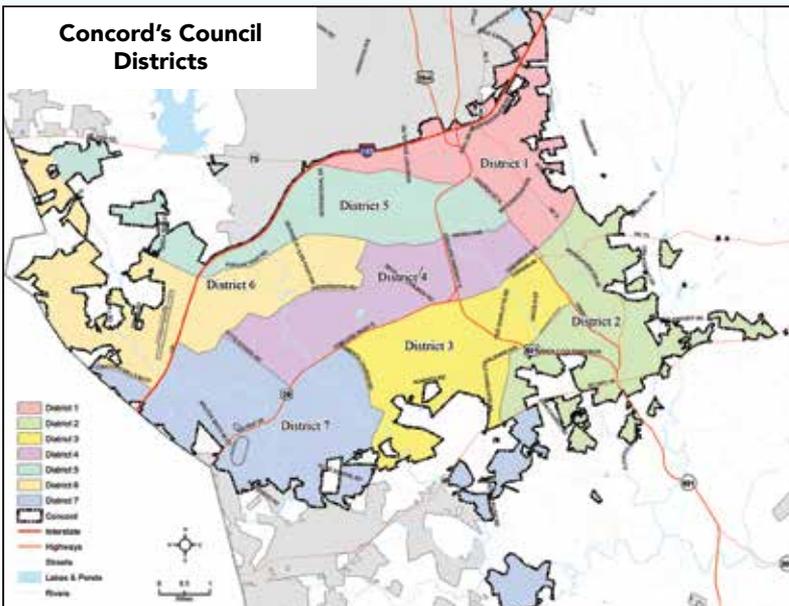
Municipal Building, 26 Union Street S

Under the council-manager form of government, the City Council acts as the legislative body in establishing policy and law and the City Manager handles the day-to-day management of the City organization. In Concord, the Mayor and City Council serve part-time and are elected on a non-partisan basis. The Mayor is elected at-large (city-wide) for a four-year term and serves as the presiding officer at city council meetings and as the official head of the city for ceremonial purposes. The seven City Council Members are elected at-large from districts for staggered four-year terms. The City Council appoints a professional City Manager, who serves as the Council's chief advisor, and the City Manager appoints the employees of the City. The City Council meets on the second Thursday of every month at 6:00 p.m. in the Council Chambers, Municipal Building, 26 Union Street. The meetings are open to the public, and the meeting agendas are posted at concordnc.gov.

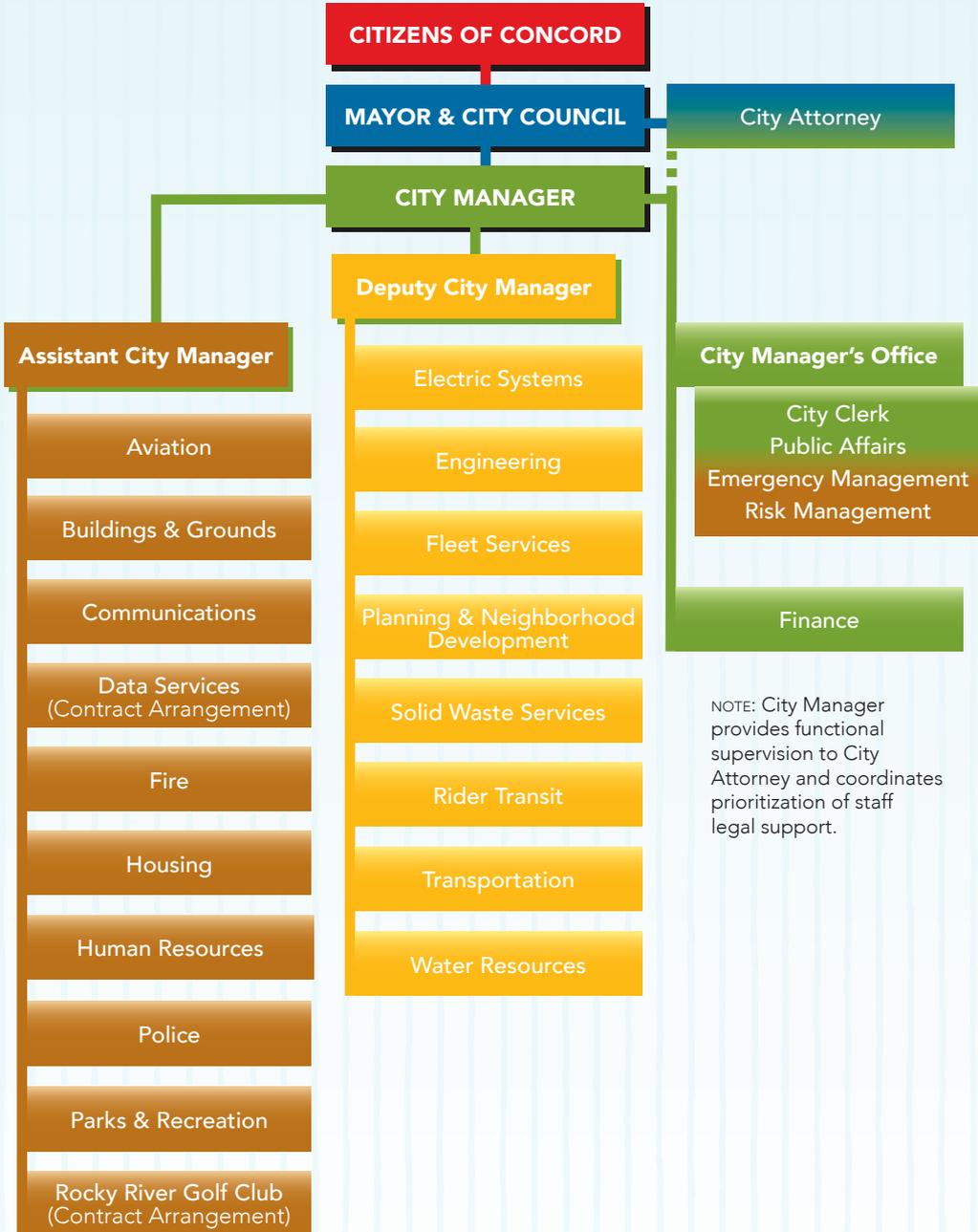
The City Manager's Office supports departments in planning and delivering efficient and effective services to all citizens. Staff provides a variety of services:

- assists City elected officials and facilitates informed decision making for the Mayor and City Council
- ensures accurate notification and records of public meetings
- prepares and maintains all Statutes and Ordinances
- leads the City's commitment to provide excellent and continuously improving customer service
- fosters communication and productive relationships between City government and citizens
- implements an integrated emergency management framework to improve the quality of life and minimize the effects of a disasters

- protects human, physical, and financial resources through risk management
- supports internal efforts to make Concord a more sustainable community in the long term



City Organizational Structure



City Taxes and Fees

The City property tax rate is established by City Council by the end of June for the upcoming July 1–June 30 fiscal year. Property tax bills are mailed in July and due on September 1. For the current tax rate, online payments, and more, please visit concordnc.gov/Departments/Finance/Tax-Collector/Tax-Bill-Information-System. Tax payments can be mailed to: City of Concord, P.O. Box 580473, Charlotte, NC 28258-0473.

As part of the budget, the City Council also adopts a Fees, Rates, and Charges Schedule which is available at concordnc.gov/Departments/Finance/Adopted-Fees-Schedule.

Privilege License

All persons doing business in the City of Concord must have a privilege license. This includes all home based or itinerate businesses. For information on this license, visit concordnc.gov/Departments/Finance/Tax-Collector or call the Tax Collection Office at 704-920-5216.

Utility Bill Payments

Utility bills are mailed on the 10th, 20th, and 30th of each month, depending on your address. City residents may have charges for electric, water, and sewer services. Businesses may also have a charge for optional solid waste services.

In order to provide citizens with the highest quality of customer service, the City of Concord offers excellent response time and flexible billing options including equalized billing, bank drafts, credit card payments, and online payments. The City's eCare system allows utility customers to go green and receive bills electronically. The system can also provide usage, billing, and service order history. To get started, visit concordnc.gov/Resident/Pay-Your-Utility-Bill.

Payments are accepted at the City Municipal Building located at 26 Union Street S weekdays from 8:00 a.m. until 5:00 p.m., or any time using the night depository box. For your convenience, a drive-thru window is located behind the Municipal Building on Market Street and is open weekdays from 8:00 a.m. until 4:30 p.m. Please mail utility payments to: City of Concord, P.O. Box 580469, Charlotte, NC 28258-0469.



City Services and Infrastructure

Alfred M. Brown Operations Center, 850 Warren C. Coleman Boulevard S

The City of Concord's infrastructure is a collection of public assets necessary for the community to function.

The interconnected elements help businesses, schools, health care facilities, and everything else in Concord to carry out daily activities and allow residents to enjoy a high quality of life.

The City's infrastructure is built and maintained with the support of taxes, fees and charges, bonds, and more. For example, while tax dollars completely fund the collection of residential garbage, recycling, and yard waste, the City's utilities operate independently of tax dollars. The City maintains hundreds of miles of streets, sidewalks, and bridges to help people move. Electric wires, water lines, sewer pipes help provide safe, reliable, and healthy conditions. Storm water infrastructure protects our property and environment.

These key components benefit the community on a daily basis as the work required goes largely unseen. The hundreds of coworkers responsible for this infrastructure are based out of the City's Alfred M. Brown Operations Center and work around the clock to keep Concord moving.

Buildings and Grounds

The Buildings and Grounds Department is responsible for the efficient and cost-effective maintenance of City facilities to ensure services. The department provides building maintenance and custodial services, as well as HVAC and electrical repair. Staff also maintains all City parks, greenways, ball fields, vacant



lots, street rights-of-way, public housing facilities, and other public spaces.

The City of Concord maintains Oakwood, Rutherford, and West Concord cemeteries. Oakwood, the City's oldest cemetery, has no burial plots available but does have a columbarium. For more information on purchasing space in one of these facilities, please call the Tax office at 704-920-5216. Please call 704-920-5380 for maintenance requests. Other cemetery information is available at 704-788-8212.



Electric Service

Concord Electric Systems serves over 28,000 business and residential power customers. The City is committed to continuous upgrades and maintenance in order to provide the best service to all customers.

The City of Concord is designated as a Diamond Level Reliable Public Power Provider (RP3) by the American Public Power Association. RP3 utilities demonstrate the highest proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Utilities are recognized for sound business practices and a commitment to safe and reliable delivery

of electricity. Concord's Diamond Level designation represents a perfect score of 100 percent. For more information about electric service or to report a power outage, please call 704-920-5555 or visit concordnc.gov/Departments/Electric.



Engineering

The Engineering Department provides engineering, technical, and construction management assistance to all City departments. The Engineering Department operates to protect the City of Concord's interest in both new development and the operation and maintenance of existing City infrastructure. Focus areas include right-of-way and surveying, design services, construction administration, GIS, and development. For more information, please call 704-920-5425 or visit concordnc.gov/Departments/Engineering.



Fleet Services

Fleet Services oversees the fueling, maintenance, acquisition, and disposal of over 1,000 vehicles and pieces of equipment for the City of Concord. Fleet Services also conducts CDL testing for City of Concord coworkers and promotes air quality and environmental protection in City operations. A parts inventory is kept on location, along with maintenance records and fueling logs. For more information, including details on purchasing surplus vehicles and equipment, visit concordnc.gov/Departments/Fleet-Services or call 704-920-5430.

Solid Waste Services

Solid Waste Services helps to keep the community clean and healthy with convenient residential curbside collection of many items. The City of Concord contracts with Waste Pro to collect all residential solid waste including garbage, recycling, e-waste, and bulky waste. City Solid Waste staff members collect all yard waste. Residents can visit concordnc.gov/WhatsMyDay to confirm their curbside collection schedule. See Solid Waste Services on page 27 of this guide for more information.

Transportation

Through ongoing maintenance programs and in partnership with NCDOT, the City of Concord strives to keep all streets and sidewalks in good condition and people moving. Transportation staff maintain traffic signals, signs, pavement markings, and fiber optic systems; control the Traffic Management Center; and assist with special events Downtown, at Charlotte Motor Speedway, and more. The Transportation Department works closely with the Cabarrus Rowan Metropolitan Planning Organization to plan road projects and other improvements.

In addition to traditional Powell Bill (fuel tax) and General Fund dollars, City Council established a special



Transportation Fund to provide for necessary street projects and leverage grant funding. This includes annual funding dedicated to sidewalk improvements and other roadway projects that are identified by the City to help alleviate congestion and improve overall capacity and connectivity. The City has partnered with NCDOT to complete nearly fifty large sidewalk and road projects over the past ten years.

To report a street or sidewalk problem, please call the Customer Care Center at **704-920-5555**.

Water Resources

Water Resources' three divisions provide Water, Wastewater, and Stormwater services to over 34,000 customers. The department maintains over 680 miles of water mains in the City of Concord and Town of Midland.

The wastewater (sewer) system includes over 530 miles of pipelines, approximately 12,900 manholes, and 23 pump stations scattered across the service area. The biggest problem that the Wastewater Department faces is grease that enters the collection system from homeowners and businesses through sinks, toilets, and drains. Please collect household grease in a non-flammable container and dispose of it in your garbage. So-called "flushable" wipes are a growing problem; these paper products never dissolve and create costly damage to the system. Be sure only water, human waste, and

toilet paper are the only items going down your toilet.

Stormwater Services maintains all drainage facilities located within the public street right-of-way, including the cleaning of catch basins and the maintenance of roadside basins.



Tips for Conserving Water

- Reuse water for plants or other outdoor uses to the greatest extent possible.
- Regularly check your faucets, spigots, toilets, water pipes, washing machine, and dishwasher for leaks.
- Use flow restrictors and other water saving devices.
- Faucets should not be left running when brushing teeth, shaving, or washing dishes.
- Use of water for wash-down of outside areas such as driveways, sidewalks, parking lots, and buildings should be limited.
- If possible limit use of washing machines and dishwashers, and always operate with full loads.
- Use less water for baths or make a conscious effort to take shorter showers.

For more information about the department, fees, restrictions, and ways that you can help conserve water, please call **704-920-5300** or visit concordnc.gov/Departments/Water-Resources.





ConCord Regional Airport

9000 Aviation Boulevard



Concord Regional Airport (CRA, General Aviation: JQF, Commercial: USA) is the one of the busiest airports in North Carolina with over 60,000 takeoffs and landings annually. CRA features a 7,400 foot runway capable of supporting up to a Boeing 737 sized aircraft. On-site aircraft rescue and firefighting equipment and an air traffic control tower provide an extra level of safety at CRA.

Concord Regional Airport facilities include 24 aircraft hangars buildings and over 20 acres of aircraft parking ramp space with additional room for future expansion. Currently there are 167 based aircraft, including jets, twin-engine turbo prop aircraft, single engine piston aircraft, and helicopters.

Concord Regional Airport's general aviation terminal features a large customer lobby, free wifi, pilot's lounge, flight planning area, pilot shop, conference room, rental

car counter, and office space for related aviation business services.

CRA is a public use airport and is a big economic generator for the City and our area. Many NASCAR teams, businesses, corporations, air medical, individuals, and military and government entities use CRA.

City of Concord officials celebrated a milestone in 2013 with the start scheduled passenger service at Concord Regional Airport. Allegiant Air's twice weekly service between Concord and Orlando-Sanford International Airport (SFB) began Friday, December 20, 2013. For flight information and tickets, visit allegiantair.com, or call 702-505-8888.

For more information about Concord Regional Airport, to schedule a tour, or reserve meeting room space, stop by the offices at 9000 Aviation Boulevard or call 704-920-5900. You can also visit the CRA website at concordairportnc.com.



Connecting with the City

Connect with Concord: visit concordnc.gov for information on City services, news, and updates. You can subscribe to the free **CityLink Newsletter**; and receive City updates direct to your inbox. Stay in the know and receive timely updates from the City via phone, text, or email with **Blackboard Connect**.



[facebook.com](https://www.facebook.com/concordnc)



[twitter](https://twitter.com/concordnc)



[Nextdoor](https://www.nextdoor.com/cityofconcordnc)

City of Concord Government	/concordnc		cityofconcordnc. nextdoor.com
Concord Parks and Recreation	/concordncparksandrec		
Concord Regional Airport	/ConcordRegionalAirport	@concordairprtnc	
Rider Transit	/ridertransit		

The City sponsors several free programs to inform citizens and sow the seeds of civic responsibility.

Concord 101 is an educational experience for citizens of Concord. You'll enjoy learning more about your local government and the services it provides. We hope to help members of the community better understand how these services work for them. Concord 101 begins each fall, and applications are available in May. The class is free to residents of Concord who are at least 18 years of age. More information is available at concordnc.gov/Resident/Concord-101 or call 704-920-5215.

its benefits, or how to join, visit concordnc.gov/neighborhoods or call 704-920-5298.

The **Public Safety Academy** allows citizens to learn about the functions of Concord's public safety departments, meet staff, and help evaluate services.

The course, held each spring, explores Police, Fire, Communications, and Emergency Management. For more information, please call 704-920-5000 or visit concordnc.gov/Resident/Public-Safety-Academy.



Partnership for Stronger Neighborhoods

is designed to enhance the quality of life

through relationships with established neighborhood organizations. Recognized neighborhood organizations commit to collaborate with the City to identify solutions to community issues, share information, and participate in City programs and events. City staff member liaisons partner with neighborhoods, and attend meetings to assist residents in identifying solutions. For more information about this program,

Area high school students who have an interest in municipal government and community service are invited to join the **Concord Youth Council**. The Youth Council has been in existence since 2001 and has over 50 members from both private and public high schools in Cabarrus County. The students lead community service projects and co-host many City events. For more information about the Youth Council, please call 704-920-5615 or visit concordnc.gov/Resident/Youth-Council.

704-920-5555

The City of Concord is committed to providing excellent service which is personal, caring, and helpful. Customer Care representatives reaffirm this commitment by providing helpful and knowledgeable answers any questions you may have about the City of Concord and its services. Many issues related to all City services can be resolved with a simple phone call to **704-920-5555** (TDD 1-800-735-8262). The City also has representatives who can assist you in person.

Hours of Operation (Monday-Friday)

Customer Care Center phone (704-920-5555):

7:30 a.m. - 5:30 p.m.

Walk-in at 26 Union Street S:

8:00 a.m. - 5:00 p.m.

Drive-thru for utility payments:

8:00 a.m. - 4:30 p.m.

Field technician service:

8:00 a.m. - 4:30 p.m.

Frequently Asked Questions

How much is the deposit for my utilities? The deposit is \$75 for Water/Sewer and \$150 for Electric/Water/Sewer. For information on how to set up utility services, visit concordnc.gov/newcustomer.

Can I pay my utility bill online? Yes. Visit concordnc.gov and access the "Resident" menu to click "Pay Your Utility Bill," where you can sign up or log into eCare (fees may apply).

Who do I call when my garbage is missed? Contact the Customer Care Center at 704-920-5555 the next business day.

How can I report a power outage? Please call 704-920-5555 to report an outage 24 hours a day, 7 days a week.



Education

Cabarrus County Schools has been educating students for nearly 100 years. The school system's story is woven into the fabric of Concord and surrounding areas. CCS educates 30,000 students in 39 schools – making the system among the largest in North Carolina and one of the largest employers in Cabarrus County. For a complete list of public schools and more information, visit cabarrus.k12.nc.us or call 704-786-6191.



Concord also has many non-public schools. You can learn about these schools at ncdnpe.org.

Accredited higher education:

Cabarrus College of Health Sciences

704-783-1555

cabarruscollege.edu

Rowan-Cabarrus Community College

704-216-7222

rccc.edu

City Employment Opportunities

City Hall Annex, 66 Union Street S

The City of Concord offers excellent employment opportunities in over 20 departments. Over 900 City of Concord coworkers enjoy many benefits including medical, dental, life, and disability insurance; 401(k) retirement; and vacation and sick pay. The City of Concord values the safety, health, and wellness of each employee, and offers programs that promote safety and well-being. The City also provides career-enhancing training, educational, and development opportunities for coworkers.

You can apply for a position with the City of Concord by picking up an application at the Human Resources Department or online at concordnc.gov/departments/human-resources. Applications are also available at the Employment Security Commission Office at 2275 Kannapolis Highway.

The City of Concord is an equal opportunity employer and a drug-free workplace. For more information about jobs and positions, please call 704-920-5100.





The Concord Fire Department is a team-oriented organization with a diverse group of individuals who strive to make a difference in the lives of others. We accomplish this by providing the shareholders of the City of Concord with dynamic, efficient, and productive services. We are committed to the basic philosophy of serving others by being in the "helping people business." We are proud of our more than 100-year history of service. We continue to build on that heritage to form partnerships and meet the needs of the future.

Concord residences and businesses have lower Fire insurance rates as determined by ISO's Public Protection Classification Program. In communities across the US, ISO analyzes relevant data and assigns a Public Protection Classification (PPCTM) — a number from 1 to 10, with Class 1 generally representing superior property fire protection. The City of Concord's ISO rating improved to Class 2, effective June 1, 2013.

Services

- Provide efficient and effective response to ALL emergency needs.
- Conduct safety inspections consistent with state requirements for various occupancies.
- Investigate emergencies such as fires

or hazardous materials incidents to determine cause.

- Offer educational opportunities in schools, churches, communities, civic organizations, businesses, etc.
- Provide inspection and installation of child safety seats for vehicles. An official inspection station operates on each Monday except holidays from 10:00 am to 2:00 pm at Fire Station No. 3 located at 100 Warren C. Coleman Blvd. N.

With over 100 full-time paid firefighters, we respond to both fire and medical emergencies. The City has ten stations with the eleventh one under construction. Each station's firefighters specialize in a different type of rescue, such as Confined Space Rescue, Hazardous Materials, High Angle Rescue, Structural Collapse, and Trench Rescue.

We welcome tours of our stations and are happy to arrange for a fire engine to visit your church, school, or organization. We are always looking for men and women who want a career in firefighting. Please visit concordnc.gov/Departments/Fire or call us at 704-920-5516.



Carolinas Medical Center-NorthEast (CMC-NorthEast), part of Carolinas HealthCare System, is a 457-bed regional medical center located in Concord and serving Cabarrus, Rowan, and Stanly counties. Providing a range of specialized services including high-quality heart, cancer, and neurological care, CMC-NorthEast is recognized nationally by Healthgrades as one of America's 100 best hospitals for stroke care and by The Joint Commission for excellence in multiple specialties including diabetes, surgical care, and childbirth. Its extensive inpatient and outpatient offerings include a Level III Trauma Center, advanced pediatric care at Jeff Gordon Children's Hospital, elite cancer care as part of Levine Cancer Institute, and a new, state-of-the-art rehabilitation hospital.



Carolinas HealthCare System's diverse network of care locations includes academic medical centers, hospitals, freestanding emergency departments, physician practices, surgical and rehabilitation centers, home health agencies, nursing homes, and behavioral health centers, as well as hospice and palliative care services. CMC-NorthEast is located at 920 Church Street N. For more information, please call **704-403-4008** or visit carolinashealthcare.org/cmc-northeast.



Take control of your health!

Whether you want to get in shape or stay in shape, Concord's Parks and Recreation offers a wide variety of fitness opportunities for all ages and abilities.

- Adult and Youth Athletics
- Fitness Classes
- Road Races
- Recreation Centers
- Parks and Greenways

Visit our website to find out how you and your family can be active participants in your health care concordnc.gov/Departments/Parks-Recreation.





Affordable Housing

The City of Concord strives to provide affordable quality housing for eligible lower-income persons and to improve their quality of life.

The award-winning Housing Department operates approximately 174 public housing units in four different communities (Logan Homes, Mary Chapman Homes, Wilkinson Homes, and Larkhaven Homes). In August 2011, the City of Concord partnered with Douglas Development, LLC to build The Villas at Logan Gardens, a 44 unit apartment complex for senior citizens.

The Housing Department provides rental assistance for eligible families throughout Cabarrus County in

partnership with the US Department of Housing and Urban Development (HUD) Housing Choice Vouchers (Section 8) program. The department also has several programs to help the community further their education learn self-sufficiency skills.

For more information about public housing programs, availability, and applications, please call **704-920-6100** or visit concordnc.gov/Departments/Housing.

The City's Planning and Neighborhood Development Department provides assistance to income-eligible residents for the purchase, rehabilitation, and/or construction of homes funded through federal CDBG and HOME programs. Available services include down payment assistance, new construction, owner-occupied housing rehabilitation, and emergency repair. For more information about these programs, please visit concordnc.gov/Departments/Planning or call **704-920-5122**.

Legislative Information and Voting



The Cabarrus County Board of Elections has many online resources at cabarruscounty.us/resident/Pages/Elections.aspx, including voter registration, polling place finder, election calendars, and more. You may also obtain voter registration forms at the Board of Elections Office located at 369 Church Street N, at any of Cabarrus County's public libraries, and many other government offices. Please call **704-920-2860** for more information.



Parks and Recreation

Academy Recreation Center
147 Academy Avenue NW



Parks and Recreation provides recreation services, parks, and facilities that enrich the lives of all residents, and promotes the opportunity for a healthy lifestyle. The City of Concord currently maintains and operates 3 recreation centers, 7 City parks, 15 baseball/softball fields, 7 soccer fields, 14 tennis courts, volleyball and basketball courts, two disc golf courses, an outdoor seasonal swimming pool, and fishing opportunities on Lake Fisher.



The City of Concord currently has two greenway trails in the center-city area (Harold B. McEachern and Village Greenways), which provide citizens of Concord with miles of paved trails for walking, running, bicycling, or rollerblading. The City of Concord currently has plans to construct three more greenways throughout the City, including the Hector H. Henry, II Greenway under construction along the Rocky River. Through the Livable Community Blueprint plan over 200 miles of potential trails are identified throughout Concord.



In addition to the public parks and facilities, the department offers youth leagues for boys and girls ages 5-18 in sports such as soccer, baseball and softball, and more. For adults, offerings include athletic leagues, fitness classes, and senior citizen trips. Fitness programs are available for all levels of activity, including the Couch to 5K challenge.



For more information on Parks and Recreation programs or any of the City of Concord's park facilities and greenways, please call **704-920-5600** or visit concordparksandrec.org.



Planning and Neighborhood Development

City Hall Annex, 66 Union Street S



Planning and Neighborhood Development staff prepare and administer a variety of programs related to residential and commercial development, quality of life, strong neighborhoods, sustainability of the environment, efficient public facilities and services, diverse housing opportunities of high quality, and effective use of the area's land resources.

The department's primary services include: economic development, zoning permits, plan review, community development, long-range planning, administering the Development Ordinance, GIS, and mapping. For more information about Planning and Neighborhood Development, please call 704-920-5152, or visit concordnc.gov/departments/planning.



ClearWater
ARTIST STUDIOS

The buildings at 223 Crowell Drive, NW (at the corner of Kerr and Crowell Streets) have served the City of Concord for nearly a century. Originally home to the City water works in the 1920s, the site later housed the Board of Light and Water and eventually served as home to the City's electric operations facility. By the late 1990s, all of the buildings had been vacated and were being used as storage.

Now known as ClearWater Artist Studios, the complex is establishing a community of creative social energy to transform the Gibson Village neighborhood as envisioned in the 2003 Center City Plan. Several phases have been completed predominately through federal grant funds along with support of the Mayor and City Council, the leadership of the Planning and Neighborhood Development Department, and the enthusiasm of the artists and Gibson Village residents.

Planning and Neighborhood Development staff members will continue working with the artists for several years as more renovations unfold. The master plan calls for a café, a community market space, and a large open green space that can be used for recreation and community events. Additional studios will also be included in future phases, with over 30 artist studios expected to be filled once the project is complete. For more information, visit clearwaterartists.com.

Police Headquarters, 41 Cabarrus Avenue W



The Concord Police Department is made up of over 180 men and women dedicated to serving those who live, work, and play in our community. Our work force includes sworn police officers, non-sworn civilian support coworkers, and code enforcement officers. All work together to accomplish the common goal of reducing crime and the fear of crime in Concord.

Our community-based policing philosophy is recognized internationally as the preferred method of delivering police service. This philosophy integrates three approaches: taking a co-active approach by building strong community partnerships, formalized problem solving, and accountability to the people we serve.

Code Enforcement

Code enforcement officers ensure the safety and aesthetics of our community. Officers are guided by zoning regulations and codes governing vacant lots, signs, and the City's minimum housing standards. For more information about Codes Enforcement, please call 704-920-5145.

Always remember to dial 911 in case of an emergency. For non-emergency information, or to meet the officers assigned to your district, call 704-920-5000. You can learn more about the Concord Police Department at concordnc.gov/Departments/Police. To report illegal activity in your area, call our Crime Stoppers number at 704-93-CRIME.





Concord and Kannapolis share a public transportation system designed to provide an affordable alternative to cars. Rider Transit's fleet of twelve vehicles, which includes eight diesel-electric hybrid buses and two Light Transit Vehicles (LTV), serve seven routes based at the Rider Transit Center. Buses run 5:30 a.m. until 8:30 p.m. weekdays, and 8:30 a.m. until 8:30 p.m. on Saturdays and Sundays. Free wifi is now offered on all Rider buses.

Real-time email and text alerts and GPS mapping allow passengers to locate their bus through ckrider.com. All Rider buses and LTVs are ADA accessible. In addition to Downtown Concord and Downtown Kannapolis, the buses also stop at many

of the area's major employers, allowing employees the flexibility of taking public transportation to work. Many local neighborhoods are served and, the system carries passengers to and from many popular destinations including:

- Concord Mills
- Cannon Village
- CMC-NorthEast
- Carolina Mall
- Cabarrus Health Alliance
- Amtrak Train Station in Kannapolis
- Cloverleaf Plaza
- Rowan-Cabarrus Community College (South Campus), RCCC Business & Technical Center, and the RCCC Biotech Campus
- Northlite Shopping Center
- Afton Ridge Shopping Center



The Rider system has connections to the Charlotte Area Transit System through the Concord Express (Route 80X). Passengers can connect to Salisbury and surrounding areas in Rowan County with the Rowan Express. For detailed maps, schedules, and more information on the Concord Kannapolis Area Transit (Rider), visit ckrider.com or call 704-920-7433.

Rocky River Golf Club

6900 Speedway Boulevard



Designed by Dan Maples, nationally known for creating some of the Carolina's top courses, the City of Concord-owned Rocky River Golf Club is the premier public course in the Charlotte metropolitan area. Managed by the Embassy Suites it is one of the only courses North Carolina to offer stay and play packages with a fantastic hotel affiliate.

PGA professionals offer lessons and special golf schools for Concord residents year-round. The charming clubhouse is available for events and meetings and can accommodate up to 180 guests. This public course offers discounted rates for Concord residents. For rates, tee times, and detailed information on Rocky River Golf Course, visit rockyrivergolf.com or call 704-455-1200.



Sister Cities



The Concord Sister Cities Association was established in 1991 as an organization to foster a continuing relationship of mutual concern between the citizens of the City of Concord and citizens of similar cities in other nations. In 1993, Killarney, Ireland was chosen as Concord's first Sister City. Since that time, numerous exchanges have taken place between the citizens of Killarney and Concord that have been very beneficial to both cities. The Concord Sister Cities Association hopes to add another Sister City in the future. If you are interested in becoming a member, or would like more information, please contact the City Clerk's office at 704-920-5205.



Solid Waste Services



The City of Concord's Solid Waste Services Department helps to keep the community clean and healthy with convenient residential curbside collection of many items. The City of Concord

contracts with Waste Pro to collect all residential solid waste including garbage, recycling, e-waste, and bulky waste. City Solid Waste staff members collect all yard waste. Residents can visit concordnc.gov/WhatsMyDay to confirm their curbside collection schedule.

- Curbside pickup of bagged leaves, grass clippings, and trimmings less than 12-inches long and 1-inch diameter is available to all City residents.
- All leaves, grass clippings, and trimmings must be placed curbside in untied clear plastic or biodegradable bags. Additionally, special loose-leaf collection is available each year between October and February.
- Household hazardous waste such as used motor oil, used cooking oil, paint, solvents, pesticides should not be placed into your garbage or recycling carts for collection. Household hazardous waste is accepted at the Cabarrus County Household Hazardous Waste Facility located at 246 General Services Drive. For more information on the materials accepted or how to safely dispose of hazardous household waste, visit cabarruscounty.us or call 704-920-EARTH (3278).

- The City of Concord provides each residence with one garbage container and one recycling cart. Additional garbage containers are available for a monthly fee. Recycling containers are available to anyone who consistently fills their recycling cart in less than 2 weeks without charge.

- For pickup of appliances or other items too large for your cart, simply leave bulky waste at the curb by 6:00 a.m. on your pick-up day and solid waste staff will locate and remove items by the next workday. Anyone who puts material curbside after 6:00 a.m. risks not having their material located and may experience collection delays.
- Some items are banned from disposal in landfills. Examples of banned materials not collected by the City include fluorescent lights, mercury-containing thermostats, used oil and oil filters, antifreeze, lead acid batteries, and wooden pallets. Consult your Solid Waste Resource Guide to learn what materials are collected by the City or visit ncdenr.org for more information on items banned from landfills.
- Dead animals less than 100 pounds are collected from the edge of the road on a call-in basis.

For assistance or more information, please visit concordnc.gov/solidwaste or call the Customer Care Center at 704-920-5555.



Tourism and Entertainment



Concord offers an excellent variety of entertainment and leisure for visitors, as well as residents. Whether you want to attend one of NASCAR's biggest events, go on a shopping spree, or take in the beauty of the Historic District, Concord has it all.

The City of Concord is proud to be the home of Charlotte Motor Speedway, where you can watch some of NASCAR's largest races and special events.

To cater to your shopping desires, Concord has two malls. Carolina Mall is located just a few miles from downtown and features over 65 nationally recognized stores, specialty shops, restaurants, and theatres. On Concord Mills Boulevard, just off I-85, sits Concord Mills, one of the largest outlet malls in the southeast. With over 200 retail shops, restaurants, and theatres, Concord Mills and the surrounding area has grown to become North Carolina's top tourist attraction.

A trip to Concord wouldn't be complete without visiting Historic Downtown Concord. With many retail and antique shops, restaurants and eateries, coffee and ice cream shops, and many other businesses, the local merchants in downtown Concord take pride in their offerings. Take a drive up and down Union Street to experience these shops, as well as to get a wonderful view of historic homes and churches.

Concord's Old Courthouse Theatre is a regional award-winning theatre performing musicals, comedies, and dramas throughout the seasons for children and adults.

For a perspective on history, visit Reed Gold Mine, just a few minutes drive from the City, where the largest gold nugget in America was discovered. You can tour the historic gold mine, as well as try your hand at panning for gold.

visitcabarrus.com



New City Hall

Opening late 2015 at the corner of Cabarrus Avenue W and Market Street SW

The City of Concord is designing and building a new City Hall to serve the community well into the future. This facility will consolidate the majority of Concord's administrative services, most of which currently function out of three Downtown buildings. The current municipal building at 26 Union Street S has been in use since

1986 and the structure dates to 1950. City departments are also in the 1957 City Hall at 66 Union Street S (now known as City Hall Annex) and the 1974 former police headquarters at 30 Market Street SW. These aging facilities are all becoming costly to maintain, and far underserve the needs of a growing City of more than 80,000 residents.



The 75,000 square foot building will offer much needed customer service and efficiency improvements, and is scheduled to be complete in late 2015. The City of Concord has contracted with ADW Architects of Charlotte and CM Black Construction Company of Concord to complete the \$20 million project. Although constructed for the future, many design elements are inspired by our history. Most prominent will be the corner tower feature evoking the 1902 City Hall that was demolished in the 1950s.

City Hall is the latest in a series of capital improvements over the last decades needed to enhance the facilities of a once-small town. Concord's population has grown from less than 17,000 residents in 1980 to approximately 27,000 in 1990 and 56,000 in 2000; the community approaches 82,000 people today. Concord is currently the twelfth largest City in North Carolina by population and seventh by land area (60.7 square miles, up from 9.6 in 1980).

Concord's capital projects translate to improved City operations and provide the public services and amenities expected by the community. In the Downtown area, City Council has strategically planned and completed projects leading up to the culmination of a new City Hall. The first steps included constructing the Cabarrus Avenue parking deck in 2002, which greatly reduced the pressure for on-street parking, as well as completing Concord Police Headquarters in 2006.

In accordance with state law, CM Black is serving as the Construction Manager at-risk, who guarantees the total cost of the project. The firm acts as a consultant to the owner in the preconstruction phases to assist with preparation and coordination of bid packages, scheduling, cost control, evaluation, and other services. The same firm then acts as general contractor during construction.

Follow along and get project updates at concordnc.gov/newcityhall.

Community Resources

NC Division of Motor Vehicles

ncdot.gov/dmv

Driver License Office 704-782-7214

2192 Kannapolis Highway, Concord, NC 28027

Vehicle Registration & Plate Renewal Office

704-723-4991

929-D Concord Parkway S, Concord, NC 28025

Cabarrus Regional Chamber of Commerce

cabarrus.biz

704-782-4000

3003 Dale Earnhardt Boulevard

Kannapolis, NC 28083

Actively serving members as a trusted advocate, excellent resource, and proactive catalyst for quality business and community service through economic development, public policy, and membership services.

Cabarrus Economic Development Corporation

cabarrusedc.com

704-782-4000

3003 Dale Earnhardt Boulevard, Suite 2

Kannapolis, NC 28083

Cabarrus Economic Development serves as the lead economic development agency for Cabarrus County. The public-private partnership recruits and assists businesses with relocation and expansion plans and has an established program to support existing local business.

Cabarrus County Convention & Visitors Bureau

visitcabarrus.com or cabcocvb.com

800-848-3740 or 704-782-4340

10099 Weddington Road, Suite 102

Concord, NC 28027

As a destination marketing organization, the Cabarrus County Convention and Visitors Bureau's primary objective is to promote and market Cabarrus County as a visitor destination. The CVB is an excellent source to learn about events taking place, group tours opportunities, accommodations, and more. Visit with friendly travel counselors at the Cabarrus County Visitor Information Center.

Concord Downtown Development Corporation

concorddowntown.com

704-784-4208

30 Cabarrus Ave, West, Concord, NC 28025

In a public-private partnership with the City of Concord and as a part of the North Carolina Main Street program, this dedicated group brings vibrancy to the Downtown area. New retail opportunities, growth of residential units, and adaptive reuse are key in stimulating economic development within the context of historic preservation.

Cabarrus Arts Council

cabarrusartsCouncil.org 704-920-ARTS (2787)

65 Union Street South, Concord, NC 28025

The Cabarrus Arts Council is dedicated to providing a wide variety of cultural arts programs that celebrate the rich diversity of our county and our world. The arts council programs and operates the Davis Theatre and The Galleries, conducts one of North Carolina's largest art-in-education programs for both the Cabarrus County and Kannapolis City school systems, supports arts organizations and artists through grants and workshops, and serves as a catalyst and consultant for public and corporate art.

Davis Theatre Box Office 704-920-2753

Historic Cabarrus Association, Inc

historiccabarrus.org 704-920-2465

65 Union Street South, Concord, NC 28025

Historic Cabarrus Association, Inc. is a nonprofit organization dedicated to the preservation of the heritage of Cabarrus County and the City of Concord through a variety of means, including management of two museums in Historic Downtown Concord: the Cabarrus County Veterans Museum and the Concord Museum. Historic Cabarrus also conducts a host of outreach activities and produces print and video materials to educate residents, students, and visitors about the community's rich history.

Newspapers

Independent Tribune

independenttribune.com

704-782-3155

363 Church Street N, Suite 140

Concord, NC 28025

Cabarrus News (Charlotte Observer)

newsOfcabarrus.com

704-782-2180

Duke Energy

duke-energy.com

Customer Service and billing: 800-777-9898

Outage and storm assistance: 866-POWERON (800-769-3766)

PSNC Energy - Gas Company

psncenergy.com

877-776-2427

Time Warner Cable

timewarnercable.com

877-566-4892

1730 S Cannon Boulevard

Kannapolis, NC 28083

Windstream Communications

windstream.com

704-722-4455

68 Cabarrus Ave, East, Concord, NC 28025

City of Concord Important Phone Numbers

Fire, Police, Medical Emergencies 911

One number does it all 704-920-5555

Call the Customer Call Center for service requests and inquiries about any of the following:

- Building Material Disposal
- Bulk Metal Collection
- Citizen Claims
- Code Violations
- Dead Animal Pick-up
- Drinking Water Inquiries
- Electric Outages/Services
- Garbage/Bulk Pick-up/Recycling
- Old Tire Collection
- Right-of-Way Issues
- Safety Hazards
- Storm Water/Storm Drain/Flooding Problems
- Street/Traffic Light Issues
- Utility Bills
- Vacant Lot Cleaning/Mowing
- Water/Sewer Emergencies
- Yard Waste/Leaf Collection



The primary phone numbers for the various City departments:

Main Switchboard	704-920-5200	Meter Reading	704-920-5219
Accounts Payable	704-920-5217	Parks & Recreation	704-920-5600
Accounts Receivable	704-920-5231	Planning & Neighborhood Development	704-920-5152
Buildings & Grounds	704-920-5380	Police (non-emergency) . .	704-920-5000
City Clerk	704-920-5205	Public Affairs	704-920-5210
City Manager	704-920-5215	Purchasing	704-920-5440
Communications	704-920-5580	Rider Transit	704-920-7433
Concord Regional Airport	704-920-5900	Risk Management	704-920-5111
Community Development	704-920-5143	Rocky River Golf Club . . .	704-455-1200
Electric Systems	704-920-5320	Sewer Construction & Maintenance	704-920-5351
Emergency Management	704-920-5528	Solid Waste	704-920-5361
Engineering	704-920-5425	Stormwater	704-920-5360
Finance	704-920-5220	Tax Collector	704-920-5216
Fire Chief	704-920-5516	TDD	1-800-735-8262
Fleet Services	704-920-5430	Transportation	704-920-5362
GIS/Mapping/Addressing . .	704-920-5153	Water Resources	704-920-5341
Housing	704-920-6100	Zoning/Permits	704-920-5152
Human Resources	704-920-5100		



26 Union St, South
Concord, NC 28025

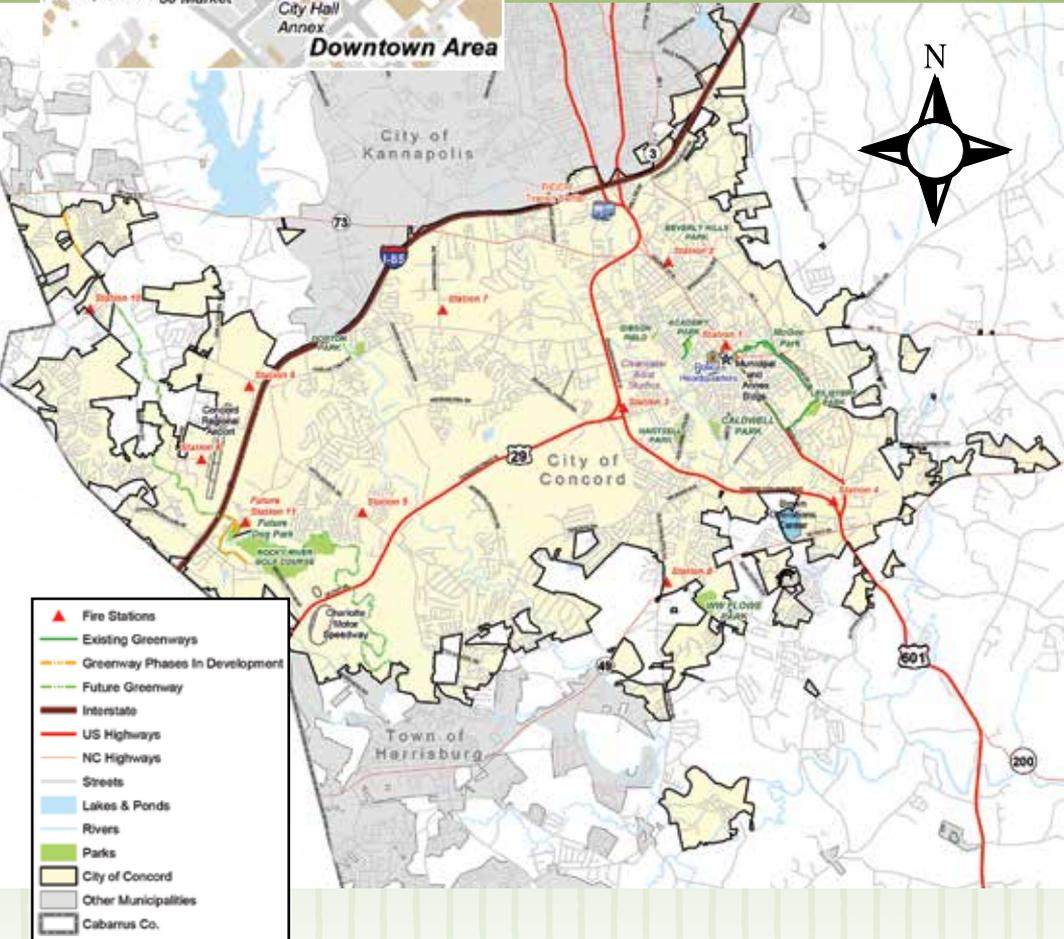
Customer Care Center 704-920-5555



Visit our website, simply scan the QR code with your smartphone or go to concordnc.gov.



Stay connected with Concord through facebook! Simply scan the QR code with your smartphone or go to facebook.com/concordnc.



- Fire Stations
- Existing Greenways
- Greenway Phases In Development
- Future Greenway
- Interstate
- US Highways
- NC Highways
- Streets
- Lakes & Ponds
- Rivers
- Parks
- City of Concord
- Other Municipalities
- Cabarrus Co.