City Of Gastonia

A-Z SERVICES GUIDE

GASTONIA NC

Great Place. Great People. Great Promise.

CITY HALL

181 S. South Street, Gastonia, NC 28052

P.O. Box 1748, Gastonia, NC 28053-1748

www.cityofgastonia.com

Z

ZONING

The Planning Department administers the Zoning regulations found in the City's Unified Development Ordinance, which regulates the use of land within the City.

- To find out how a piece of property is zoned, have the tax parcel number of the property ready and call 704-854-6652, or email planning@cityofgastonia.com.
- To determine uses in a zoning district, to get general information about the City's Unified Development Ordinance (UDO) or for information on how to apply for a zoning permit, call 704-866-6741 or 704-866-6746 or email planning@cityofgastonia.com.
- For information on changing the zoning of a piece of property, a rezoning notice, or hearing, contact the Planning Department at 704-866-6796 or email planning@cityofgastonia.com.
- To report possible zoning violations, such as an activity in an area not permitted for such activity, call 704-866-6741 or email planning@cityofgastonia.com.
- The Unified Development Ordinance can be viewed online at http://municode.com/Library/NC/Gastonia.
- The City of Gastonia's zoning can be viewed as a layer on the Gaston County Geographical Information System (GIS) website at gastongov.com/maps.
- Before making investment decisions, viewers of the zoning map or ordinance text are advised to check with the Planning Department for any changes since the last website posting.

Updated March 2020

CITY OF GASTONIA PROFILE

Date established:	1877
Honors:	Voted All-America City in 1963, 2000, and 2010; received U.S. Conference of Mayors City Livability Award, 2010; Tree City USA Award from the National Arbor Day Foundation, 2001-2013.
Population:	77,024
Area:	51.69 square miles
Airports:	The Gastonia Municipal Airport Charlotte-Douglas International Airport
Golf Courses:	Catawba Creek Golf Course, Gaston Country Club, Crowders Mountain Golf Club, Apple Creek Executive Golf Club
Museums:	The Schiele Museum of Natural History and The James H. Lynn Planetarium and Science Theater; American Military Museum
Recreation:	Five community centers; youth sports complex; soft ball complex; baseball stadium; 13 parks/play areas; two swimming pools and a sprayground; 28 tennis courts; six walking tracks/trails; miniature train; greenway; skeet and trap range; two 18-hole disc golf courses; an 80-acre lake for fishing & boating; 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
Tax Levy:	.52 per $100 of assessed valuation
City Employees:	856 full-time, 96 non-full-time

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	704-869-7844
Budget	704-866-6957
Building Inspections	704-866-6729
Cemetery, Hollywood	704-866-6769
Cemetery, Main Office	704-866-6857
Communications and Marketing	704-866-6749
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	704-842-5117
Drug Tip Line	704-866-8440
Electric Department	704-866-6823
Engineering	704-866-6943
Financial Services	704-866-6705
Garbage Collection	704-866-6774
Golf	704-866-6945
Historic District	704-854-6652
Keep Gastonia Beautiful	704-866-6906
Landscaping	704-866-6857
Licenses – Privilege	704-866-6724
Littering/Dumping	704-866-6771
Mayor/City Council Office	704-866-6720
Parks and Recreation	704-866-6839
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	704-866-6774
Schiele Museum	704-866-6900
Sewer and Water Department	704-866-6843

1st through March 31st but may be placed in 32-gallon cans during other times throughout the year. If you have a large pile of brush, call the Solid Waste Customer Service Center at 704-866-6774 to schedule a special collection. There is no additional charge for yard waste collection. Fees apply to large piles of yard waste. Debris greater than 4.5 cubic yards or the back of a standard size pickup truck will result in a $25 per load fee for collection.

For more information, call the Solid Waste Division at 704-866-6774 or email generalservices@cityofgastonia.com.

YORK-CHESTER HISTORIC DISTRICT

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 or visit the website at gaston.ces.ncsu.edu.

Special youth and education programs are also available through:

Agency	Phone
• Gaston County Museum	704-922-7681
• Gaston County Parks and Recreation	704-922-2160
• Gastonia Fire Department	704-866-6806
• Gastonia Parks and Recreation	704-866-6839
• Gastonia Police Crime Prevention	704-842-5117
• Keep Gastonia Beautiful	704-866-6906
• Schiele Museum	704-866-6900
• Sister Cities	704-869-1938

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% 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, contact the Engineering Department at 704-866-6943 or email engineering@cityofgastonia.com.

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 the Garland Business Center, 150 S. York 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 in which they are received. Installations are usually completed within four weeks of application for service. For more information on the installation of utility taps, contact the Public Works and Utilities Customer Service Division at 704-866- 6843. For night and holiday emergency water service, call 704-866-6843.

WEBSITE, CITY
Information regarding the City of Gastonia is available 24 hours a day on the City's website on the Internet at cityofgastonia.com.

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, visit the City's website, cityofgastonia.com, call the Electric Department at 704-866-6826 or 704-866-6823 or email utilities@cityofgastonia.com.

Also see Electric Department or Street Lights.

YARD WASTE
Yard waste is collected on the same day as your garbage. Crews collect limbs (no longer than 4 feet in length or 4 inches in diameter), grass clippings, and shrubbery clippings. Clippings should be placed in your 96 gallon City provided yard waste container or 32-gallon cans and the cans should weigh no more than 50 lbs when filled. Leaves are vacuumed at the curb from October

Sidewalk Repair	704-866-6843
Sister Cities	704-869-1938
Snow and Ice Removal	704-866-6843
Storm Drains	704-866-6843
Stormwater Utility	704-869-1063
Street Lights	704-866-6823
Street Locations	704-866-6943
Technology Services	704-866-6949
Transit	704-866-6855
Utility Bills	704-866-6714
Utility Collections	704-866-6716
Utility Emergency (after hours)	704-866-6843
Weeds and Grass	704-866-6760
Zoning	704-866-6741

FAX NUMBERS – CITY GOVERNMENT

Airport	704-866-6067
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 – Land Development	704-864-9732
Engineering	704-864-9732
Financial Services	704-869-1939
Financial Services – Warehouse	704-866-6032
Fire – Operations	704-866-6052
Historic District	704-869-1960
Human Resources	704-836-0022
Keep Gastonia Beautiful	704-866-6067
Mayor/City Council	704-854-6607
Planning	704-869-1960
Parks and Recreation	704-842-5104
Police – Administration	704-866-6892
Police – Detectives	704-866-6977

Schiele Museum	704-866-6041
Solid Waste	704-866-604 7
Technology Communications	704-866-6950
Technology Services	704-854-6613
Utility – Billing	704-854-6681
Utility Customer Service	704-869-1055
Zoning	704-869-1960

CITY DEPARTMENTS – EMAIL ADDRESSES

City Manager's Office	cmo@cityofgastonia.com
Code Enforcement	codeenf@cityofgastonia.com
Downtown Beautification	downtown@cityofgastonia.com
Electric Department	utilities@cityofgastonia.com
Engineering	engineering@cityofgastonia.com
Finance Department	finance@cityofgastonia.com
Fire Department	fire@cityofgastonia.com
Fleet Services	fleet@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
Solid Waste	generalservices@cityofgastonia.com
Utility Billing & Customer Service	billing@cityofgastonia.com
Water / Sewer	utilities@cityofgastonia.com

GASTON COUNTY NUMBERS

Animal Care and Enforcement	704-922-8677
Birth Certificates	704-862-7687
Board of Elections	704-852-6005
Clerk of Superior Court	704-852-3100
County Code Enforcement	704-866-3075
County Manager, Office of	704-866-3100
County Public Information	704-869-7337
County Police Information	704-866-3320

VOTER REGISTRATION

Citizens must complete a voter registration application that is available online at ncsbe.gov/voters/registering-to-vote. After completing and signing, the application must be mailed to your county board of elections. The Gaston County Board of Elections is located at 410 W. Franklin Blvd., Suite 50, Gastonia, NC 28052. For more information, call 704-852-6005 or visit the website at gastongov.com.

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 or email planning@cityofgastonia.com. For more information on voting, call 704-852-6005, visit the county website at gastongov.com, or visit the Board of Elections Office at 410 W. Franklin Blvd.

W

WALKING TRACKS/TRAILS

The Gastonia Parks and Recreation Department maintains six walking tracks/trails located throughout the city. Gaston County Schools also maintain individual school walking tracks that the public can use when school is not in session. For safety, please do not bring dogs or bikes onto the tracks. For more information, call 704-866-6839 or email recreation@cityofgastonia.com.

Track/Trail Location	Address
Clay St. Track	W. Garrison Blvd. & S. Clay St. *(York Chester Middle School*)*
Erwin Park*	913 N. Pryor St.
Martha Rivers Park	1525 Neal Hawkins Rd.
Phillips Park*	2031 Echo Ln.
Rankin Lake Park	1750 Rankin Lake Rd.
Smyre Millennium Park	2851 Millstone Dr.

**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 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

Customer Credit Rating	Water	Sewer	Total
No Risk	0	0	0
Minimal Risk	$50	$50	$100
Substantial Risk	$75	$75	$150

If you are disconnecting service, you may complete a secure request on the City website, cityofgastonia.com where a Disconnect Utility Service Application can be completed. If you are unable to complete an online request, you may call 704-866-6746. You must allow at least two working days before the scheduled disconnect date. Your meter will be read on the disconnect date and a final bill prepared and mailed to your new address. If there is a deposit on the account, it will be applied to the final bill and any remaining balance will be refunded.

Non-Residential customers may apply for new service or transfer existing service on our website, cityofgastonia.com, where a Non-Residential Utility Service Application may be completed. Customers must have all zoning, permitting, business license, and inspection issues resolved before utilities are connected.

Utility Customer Service offices are open Monday through Friday, 8 a.m. to 5 p.m. and are located on the first floor of the Garland Business Center, 150 S. York St. Also see Automated Customer Service Line, Bills-Utility Service, Meters, Utility Service, Payments – Utility Bills, and Payment Terms – Utility Service.

V

VEGETATION CONTROL
For information on all types of vegetation control, contact the North Carolina Cooperative Extension Service at 704-922-0301 or visit the website at gaston.ces.ncsu.edu.

VETERANS SERVICES
The Gaston County Veterans Services Office (VSO) was developed following World War II to assist veterans and their families and dependents with the preparation and presentation of claims for federal, state, and local benefits. The VSO assists veterans and their families with a variety of matters including state scholarships, hospitalization, travel to VA medical appointments, GI Home Loans, compensation and pension claims, insurance, educational assistance, appeals, and review of discharge and records correction actions. All services provided by the VSO are free to veterans and their family members. For more information, visit the website at gastongov.com or call 704-866-3606.

Health Department	704-853-5000
Marriage Licenses	704-862-7687
Register of Deeds	704-862-7680
School Administration	704-866-6100
Sheriff's Office	704-869-6800
Social Services	704-862-7500
Tax Collections	704-866-3067
Tax Listing	704-810-5848

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" and "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 requested 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 email addresses. For additional numbers, please refer to your telephone directory under Gastonia, City of, or visit our website at 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 railroad depot, was the combined effect of the realignment of the Atlanta & Richmond 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 & Richmond (later renamed 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 African American residents also moving into the settlement. Voted the county seat in 1911, Gastonia today has a population of more than 77,000 and land area of approximately 51.7 square miles. It is the largest of Gaston County's 15 municipalities and is the economic engine 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

TWO RIVERS UTILITIES

Two Rivers Utilities (TRU) was formed July 1, 2011 from the consolidation of the City of Gastonia's water/wastewater utilities with those of the Town of Cramerton. TRU serves as a model for regional partnership and cooperation in Gaston County. The regional utility remains a department of the City of Gastonia and serves a population area of more than 100,000 with water and sewer services. TRU maintains one water treatment plant, three wastewater treatment plants, and a vast network of pipes, water tanks, and pump stations. For more information, call 704-866-6774, email utilities@cityofgastonia, or visit the City's website, cityofgastonia.com.

U

UNIFIED DEVELOPMENT ORDINANCE (UDO)

See Zoning.

UTILITY SERVICES – CITY OF GASTONIA & TWO RIVERS UTILITIES

The City of Gastonia provides utility services, including electric, water, sewer, solid waste (garbage), stormwater, and security lights, on a monthly basis.

Residential customers may apply for new service or transfer service by visiting the City's website, cityofgastonia.com and completing a Residential Utility Service Application. You can submit applications and required documentation securely to the Utility Customer Service department. Allow two business days for applications to be processed. If you are unable to complete the application online, you can access a printable application that can be mailed or delivered in person to the Garland Municipal Business Center at 150 S. York Street, Gastonia.

Residential deposits range from none to $300 depending on services offered and credit rating as determined by an outside credit verification company. Deposit rates are as follows:

Customer Credit Rating	Electric	Water	Sewer	Total
No Risk	0	0	0	0
Minimal Risk	$140	$30	$30	$200
Substantial Risk	$200	$50	$50	$300

For those customers living outside the city limits of Gastonia, with only water and sewer service, utility deposit rates are as follows:

The City does not pick up dirt, rocks, bricks, granite, ceramic tile, concrete, sand, landscape timbers, crossties, wooden pallets, sheetrock, automobile or small engine parts, electronics (TVs, microwaves, computers, etc.), central air conditioning/heating units, batteries, fire extinguishers, sheet metal, insulation, shingles, and recycling carts containing items not approved for recycling.

For more information call 704-866-6774 or email generalservices@cityofgastonia.com. For the disposal of appliances, see Appliances.

TRASH & PUBLIC NUISANCE
For information regarding trash and debris on lots, accumulation of junk, debris, or trash on porches or property, appliances and construction debris, or accumulation of waste, email codeenf@cityofgastonia.com or contact the Code Enforcement Division at 704-866- 6760, option 4.

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, call 704-866-6843.

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 email 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 704-854-6652 or email planning@cityofgastonia.com.

For commercial landscape and buffer ordinance questions, call the Planning Department at 704-866-6746 or 704-866-6741 or email planning@cityofgastonia.com.

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

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

Keep Gastonia Beautiful promotes preservation and plantings within the community. For information on tree plantings within the community, call 704-866-6906.

A

ABANDONED/JUNK VEHICLES AND APPLIANCES
To report abandoned cars and appliances, call the Code Enforcement Division at 704-866-6760, option 4 or email codeenf@cityofgastonia.com.

ABC BOARD
The sale of alcoholic beverages in Gastonia is controlled by the Gastonia ABC Board. General Offices and the Wholesale Beverage Distribution Center are located at 1840 S. York Rd. Retail stores are located at 348 W. Long Ave., 2290 Jett Lanier Drive, 1840 S. York Rd., and 3856 W. Franklin Blvd. For more information, call 704-864-0364 or visit the website at abcgastonia.com.

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 or visit the County's website at gastongov.com.

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 on the second floor of City Hall, 181 S. South St, at the corner of South St. and Franklin Blvd. For more information, email finance@cityofgastonia.com or call 704-866-6705.

ADDRESSES
See House Numbers.

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 14% of the total City revenue is received from ad valorem property taxes. Taxes are billed and collected by the Gaston County Tax Office. 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. The Center provides periodic trips to special events and points of interest, evening dances, seasonal parties, and other entertainment. Additionally, this Center serves as a base to provide activities created for those citizens young and old in special populations. The Adult Recreation Center is located at 519 W. Franklin Blvd. For more information call 704-866-6848, 704-866-6842 or email recreation@cityofgastonia.com.

AGENDAS, CITY COUNCIL
City Council agendas are available on the Friday before scheduled meetings. They may be picked up or emailed at no cost. If you prefer a mailed copy, you can receive it for every meeting for $10 a year. City Council agendas and videotaped meetings are available on the City's website at cityofgastonia.com. For additional information, call the City Clerk's office at 704-866-6719. 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 N.C. Cooperative Extension Service are located at 1303 Dallas-Cherryville Highway in Dallas, N.C. For more information on farming and other agricultural information, call 704-922-0301 or visit the website at gaston.ces.ncsu.edu.

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 Rd. 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-Sunday 8 a.m. to 5 p.m., with a person on call for fuel when needed. The City receives 20 cents a gallon on fuel sales. For more information, call 704-869-7844.

AMBULANCE
For emergency ambulance service call 911. For other non-emergency situations where an ambulance is required, call Gaston County Emergency Medical Services at 704-866-3300. For ambulance billing questions, call 704-866-3212.

AMERICANS WITH DISABILITIES ACT
For information regarding the City of Gastonia's compliance with the Americans with Disabilities Act, contact the Human Resources Department at 704-866-6858.

ANIMAL CARE AND ENFORCEMENT
Gaston County Animal Care and Enforcement works to ensure the health and safety of citizens along with the proper care and treatment of animals through

of the City's computerized Traffic Control System and placement of new traffic signals and traffic control devices. The City's Traffic Operations Section is responsible for the repair and/or replacement of traffic signals. Special traffic control requests are evaluated on a case-by-case basis. To report a traffic signal malfunction or for more information, call Traffic Operations at 704-866-6843 or email engineering@cityofgastonia.com.

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, call the information number 704-866-6855, Monday through Saturday 8 a.m. to 5 p.m. for detailed information on the system.

Tickets are sold at the Bradley Transit Station located at 121 N. Oakland St., on the corner of N. Oakland and E. Main Ave., as well as at the Customer Service office in the Garland Center, 150 S. York St.

TRANSPORTATION PLANNING
Transportation planning for thoroughfares (major streets and highways), rail, airports, public transit, and bicycle/pedestrian is done by the Gaston-Cleveland-Lincoln Metropolitan Planning Organization (GCLMPO). The GCLMPO boundary includes all of Gaston, Cleveland and Lincoln Counties.

The City of Gastonia is the Lead Planning Agency for the GCLMPO and the City's Transportation Planning Division serves as the MPO staff. Responsibilities of the staff include conducting planning studies, forecasting travel demand and patterns, and providing technical expertise to all of the member GCLMPO jurisdictions. For information about the transportation planning process and the activities and plans of the GLCMPO, call 704-854-6604, or visit the website gclmpo.org.

TRASH (HOUSEHOLD)
Large boxes, trash, and extra garbage that do not fit inside the green, roll-out garbage cart will be collected at the curb by the City for an additional fee. The cost is $15 for less than 100 lbs and $25 for more than 100 lbs per trip. A trip is defined as a passenger pickup truck load.

Examples of household trash include furniture, box springs and mattress, rolled carpet (no longer than 4 feet in length), clothes, lawn chairs, windows/mirrors with the glass taped, and empty dried paint cans. All loose material must be bagged.

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 early January (see your tax bill for due date). 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 nonprofit charitable, educational, or religious organizations, when furnished in furtherance of their nonprofit purpose. 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 call:

- Gaston County Assessors 704-862-6500
- Gaston County Tax Collections 704-866-3067
- Gaston County Tax Listing 704-810-5848

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. For more information, call 704-866-6949.

TENNIS
The Gastonia Parks and Recreation Department maintains 28 tennis courts for use by the public on a first-come, first-served basis. Participants are asked to limit play to 1½ hours when others are waiting. For more information call 704-869-1018 or email recreation@cityofgastonia.com.

Location	Address	Facilities
Bradley Park	1200 N. Modena St.	8 lighted asphalt
Ferguson Park	1401 Golf Course Dr.	8 lighted asphalt
Phillips Park	2031 Echo Ln.	4 lighted asphalt
Ashbrook High	2222 S. New Hope Rd.	8 lighted asphalt

TRAFFIC SIGNALS / TRAFFIC ENGINEERING DIVISION
The City's Engineering and Public Works Departments work together to manage traffic control for all streets within the city limits, including operation

animal-related services. Pet license and tag applications are required within 10 days of a rabies vaccination. There are leash laws, shelter pets can be adopted and Gaston has a Low-Cost Spay/Neuter Clinic. Find more information at gastongov.com or call 704-922-8677 or 704-922-8678.
After normal working hours, call 704-866-3300.

ANIMALS, DEAD
See Dead Animals.

ANIMAL, LIVESTOCK COMPLAINTS / PERMITS
For complaints or permits within the city, email the Code Enforcement Division at codeenf@cityofgastonia.com or call 704-866-6760, option 4.

ANIMAL SHELTER
Gaston County Animal Care and Enforcement is open Monday through Wednesday from 11 a.m. to 6 p.m.; Thursday and Friday from 11 a.m. to 5 p.m. and Saturday from 11 a.m. to 2 p.m. for adoption and reclaiming animals. For more information, call 704-922-8677 or 704-922-8678 or visit the County's website at gastongov.com.

ANNEXATION
The Planning Department is responsible for information about proposed annexation into the city limits. Gastonia City Council makes the decisions on annexations. For more information on areas considered for annexation, email planning@cityofgastonia.com or call 704-854-6652.

APPLIANCES / TIRES / METAL / FURNITURE DISPOSAL
The City of Gastonia Solid Waste Division collects excess trash: household items, appliances, tires, and any debris that does not fit into the green, roll-out container, on a call-in basis for residential customers only. Call 704-866-6774 to request a pick-up. There is a $25 fee per appliance, an $8 fee per tire for tires on the rim, and $5 fee for tires off of the rim. The fee for household items is $15 if under 100 lbs and $25 if more than 100 lbs per trip. A trip is defined as a passenger pickup truck load. A large pile that would take more than one passenger pickup truck to remove could be charged multiple fees for collection. Individuals may dispose of all these items for a small fee at the Gaston County Landfill or at one of the County's collection convenience sites. For more information, call the Gaston Co. Landfill at 704-922-0267 or Gaston Co. Recycling at 704-922-7729 or visit the County's website at gastongov.com.

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 two bocce courts, two 18-hole disc golf courses, a lake for fishing and select boating, and a skeet and trap range. For more information call 704-869-1018, 704-869-1019 or email recreation@cityofgastonia.com.

AUTO LICENSE, TAG AND TITLE TRANSFER
For information regarding the titling, tagging, or transferring of vehicles go to the N.C. License Plate Agency at Eastridge Mall, 246 N. New Hope Rd., #239 or call 704-864-4856, or visit the website at ncdot.gov. For out-of-state license plates, there is a limit of 90 days to purchase N.C. license plates within the county in which you reside.

AUTOMATED CUSTOMER SERVICE LINE – UTILITY SERVICE
To access account information regarding a utility account such as the amount due, due date, disconnect date, or date of last payment, or to request a payment arrangement, call our Automated Customer Service Line 24 hours a day, 7 days a week at 704-866-6716.

B

BANK DRAFT – UTILITY PAYMENTS
You can save time and money by using Automatic Bank Draft for payment of your monthly utility bill. There is no charge for this service and payments may be drafted up to fourteen (14) days from the date of your bill. You will continue to receive a monthly statement of your utility charges and a message will appear showing the date in which total charges will be drafted from your bank account. To sign up for this service, visit our website at cityofgastonia.com and complete the Application for Automatic Bank Draft.

BIDDING ON CITY PROJECTS
The Purchasing Division is responsible for the bidding process for various City projects. For more information, call 704-854-6630, 704-866-6936 or send an email to finance@cityofgastonia.com.

BILLS – UTILITY SERVICES
Bills are mailed monthly for customers receiving utility service(s) with the City of Gastonia/Two Rivers Utilities and are generated based on your billing cycle. Billing cycles are determined by the geographic location of your service address within the City and when your meter is read on a monthly basis. Bills are due upon receipt and considered past due if not paid on or before the 21st day after billing. If you have questions concerning your bill, call 704-866-6716

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 704-866-6936 or the Purchasing Specialist at 704-854-6630 or email finance@cityofgastonia.com. For information regarding the sale of City surplus real estate, contact the Real Estate Administrator at 704-866-6756 or email neighborhoodresources@cityofgastonia.com.

SWAT-A-LITTERBUG
When someone throws trash out of a vehicle, call in the license tag number to Keep Gastonia Beautiful and they will send the vehicle owner a letter with an anti-litter message. Call 704-866-6906 to report a litterbug.

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 email 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

SWIMMING POOL, FILLING
See Pool Filling-Options.

T

TAXES

Motor Vehicles

North Carolina has a vehicle "Tag and Tax Together" program that was designed to collect vehicle property taxes along with registration renewals so that citizens can conveniently pay them together. If the address on your vehicle registration is current, you will receive a statement from the N.C. Department of Motor Vehicles, approximately 60 days before your vehicle registration expires, which includes both vehicle registration fees and taxes due. Only one payment, made either in person, online, or by mail, is required to pay both the annual tag and tax for your vehicle (inspection fees are still paid to the inspection station).

working, call the Electrical Department at 704-866-6823 or email utilities@cityofgastonia.com.

Also see Electric Department and Yard Lights.

STREET LOCATIONS
To locate a City street, call the Engineering Department at 704-866-6943 or email engineering@cityofgastonia.

STREET MAINTENANCE / REPAIRS
The Public Works Division is responsible for maintaining more than 300 miles of City streets and 100 miles of State streets. Maintenance consists of resurfacing, sweeping, and flushing streets; repairing concrete curbs, gutters and sidewalks; and repairing potholes. Every few years the City of Gastonia rates every street in the City on a scale of 1-100 (100 being the best condition). The rating is used as a guide to determine street resurfacing priorities. For more information on street maintenance, call 704-866-6843 or email utilities@cityofgastonia.com.

STREET MARKING
The City's Traffic Operations Division is responsible for maintaining existing street markings. For service requests or more information, call 704-866-6843 or email utilities@cityofgastonia.com.

STREET SIGNS (PLACEMENT OF NEW)
For the placement of new street signs, call the Traffic Engineering Division at 704-866- 6765 or e-mail engineering@cityofgastonia.com.

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 or email utilities@cityofgastonia.com.

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. Call the Engineering Department at 704-854-6641, email engineering@cityofgastonia.com, or visit the office located in the Garland Municipal Business Center at 150 S. York St., next to City Hall.

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

or email billing@cityofgastonia.com.

BIRTH CERTIFICATES
Copies of birth certificates may be obtained from the Gaston County Register of Deeds. For more information, visit the County's website at gastongov.com or call 704-862-7687.

BLACKBOARD CONNECT NOTIFICATION SYSTEM
The City of Gastonia uses a telephone call notification system, Blackboard Connect, to notify residents and businesses about time-sensitive or common-interest issues such as emergency water repairs, street closures, holiday pick-up schedules for garbage service as well as local community events. If you have not already received a test phone call from us, or you would like to provide additional contact information, visit the City's website at cityofgastonia.com or call 704-866-6759. You may choose to be notified by telephone, text, or email. We know that your personal information is important and it will not be shared outside of City government.

BLACK GOLD SALES
Keep Gastonia Beautiful offers Black Gold (leaf compost), typically two times per year, once in the spring and once in the fall. For more information and sales dates, call 704-866-6906 or visit www.facebook.com/keepgastoniabeautiful.

BROOKWOOD HISTORIC DISTRICT
See Historic Districts.

BUDGET BILLING PLAN – UTILITIES
You can take the ups and downs out of your monthly utility bill by signing up for Budget Billing. Your monthly payment is based on your usage over the past year. You are billed this amount for 11 months and the 12th month is used to settle up any difference between what you have paid and your actual charges. To be eligible for Budget Billing, your account cannot be in a past due status and you must have had service at least 12 months at your current address. To sign up for Budget Billing, call our Customer Service office at 704-866-6716.

BUDGET HEARINGS
For dates when public input is received on the City's budget, call the Budget Division at 704-866-6957 or email finance@cityofgastonia.com.

BUDGET, CITY
The Budget Department is part of the Financial Services Department, prepares the annual operating and capital budgets, and continually monitors and evaluates the City budget. Questions regarding the City of Gastonia's budget

can be answered by calling 704-866-6957 or email finance@cityofgastonia.com.

BUILDING INSPECTIONS
The Building Inspections Division administers building 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, call 704-866-6729, option 3, or visit the office located at the Garland Municipal Business Center at 150 S. York St., next to City Hall.

BURNING PERMITS
The burning of any material outside is prohibited within City limits. For more information, call the Gastonia Fire Department at 704-866-6806 or email fire@cityofgastonia.com.

BUS SYSTEM
For information on the City's Bus System, call the Transit Division at 704-866-6855, or email bus@cityofgastonia.com. Also see Transit.

BUSINESS LICENSES
See Licenses.

C

CABLE CHANNEL 16 AND U-VERSE CHANNEL 99
Spectrum Cable Channel 16 and AT&T U-verse offer the official channel of the City of Gastonia and Gaston County government. Only governmental information can be broadcast on this channel. Channel operations are handled by Gaston County Public Information. For more information, call 704-869-7337 or visit the County's website at gastongov.com/government/departments.

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 visit the website at ridetransit.org.

CEMETERIES
The City of Gastonia operates and maintains seven cemeteries: Armstrong, Firestone, Hollywood, N. Oakland, Oakwood, Rosehill, and Shiloh. Cemetery lots or single grave sites in any City cemetery are sold only to Gastonia

SOCIAL SERVICES
The Gaston County Department of Health and Human Services' Social Services Division is located at 330 Dr. Martin Luther King Jr. Way. For more information, call 704-862-7500 or visit the County's website at gastongov.com.

SOLID WASTE DIVISION
The Solid Waste Division services 24,000 residential households each week. For information concerning services provided by the Solid Waste Division, call 704-866-6774, or email generalservices@cityofgastonia.com. Also see Garbage, Yard Waste, Recycling, and Household Trash.

SPEED HUMPS
For information on speed humps, call the Engineering Department at 704-866-6943 or visit the office located in the Garland Municipal Business Center at 150 S. York St., next to City Hall or email engineering @cityofgastonia.com.

SPEEDING TICKETS
Speeding tickets issued by City, County, or State police can be paid in person at the Magistrates' Office located at 325 Dr. Martin Luther King Jr. Way. For more information, call 704-852-3192 or go online to nccourts.gov.

STREET CLOSINGS
For information on temporary or permanent street closings, call the Engineering Department at 704-866-6943, e-mail engineering@cityofgastonia.com, or visit the office located in the Garland Municipal Business Center at 150 S. York St., next to City Hall. For information about event-related street closings call 704-869-7892.

STORM DRAINS
The Stormwater Utility, part of the Public Works Department, is responsible for the management of the City's Stormwater Utility system and also manages the Stormwater Utility Fund to maintain the existing system and construction of stormwater improvements. Requests for improvements to storm drainage systems are initiated through the City's Public Works Division at 704-866-6843.

The Public Works Division is responsible for clearing debris from storm drains and right- of-ways. For service requests or more information, call 704-866-6843 or email utilities@cityofgastonia.com.

STREET LIGHTS
The Electric Department is responsible for the investigation and approval of all new streetlights. Normally, streetlights are not installed on residential streets without petitions from the street residents. To report streetlights that are not

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. Qualified students can apply to travel to each country if they are currently enrolled in either German or Spanish at a local Gaston County public or private school. For additional information call 704-869-1938.

SITE PLANS
A site plan shall be submitted to the Engineering Department 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). Any questions concerning procedures for a site plan must be directed to the Engineering Department at 704-866-6943 or engineering@cityofgastonia.com.

SKEET AND TRAP RANGE
The Gastonia Parks and Recreation Department operates a regionally recognized Skeet and Trap Range off Hwy 321N at 1670 Tulip Dr. Hours of operation are 1 p.m. to 8 p.m., Monday-Friday, 10 a.m. to 6 p.m. on Saturday, and 1 p.m. to 6 p.m. on Sunday. Shooters must bring their own guns and ammunition (some restrictions apply), plus hearing and eye protection. A limited variety of shells are available for purchase. Registered tournaments are scheduled throughout the year. For more information, call 704-866-6065 or email recreation@cityofgastonia.com.

SMOKE DETECTORS
A smoke detector can be acquired through a program sponsored by the Gaston County Fire Fighters Association and the City of Gastonia Fire Department. The 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, call 704-866-3350 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.

Landlords are responsible for purchasing and installing smoke detectors in rental properties. Contact Code Enforcement at 704-866-6760 or email codeenf@cityofgastonia.com if there are no operable smoke detectors in rental units.

SNOW AND ICE REMOVAL
For information regarding the removal of snow and ice on roads and bridges, contact the Public Works Department at 704-866-6843 or email utilities@cityofgastonia.com.

residents. The City added a columbarium at Hollywood Cemetery, located at 540 N. Broad St., in 2006 for cremains. For more information, call 704-866-6769 or 704-866-6857 or email recreation@cityofgastonia.com.

CERTIFICATE OF APPROPRIATENESS
See Historic Districts.

CHAMBER OF COMMERCE
The Gaston Chamber of Commerce is a non-profit business organization dedicated to the promotion of business opportunities in Gastonia and Gaston County. For more information, call 704-864-2621, or visit the website at gastonchamber.com.

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 or visit the County's website at gastongov.com.

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, call the Mayor's office at 704-866-6720 or email cmo@cityofgastonia.com. Citizen boards and commissions include:

- Airport Advisory Committee, Gastonia Municipal
- Alcoholic Beverage Control Board
- Community Development Citizens Advisory Board
- Farmers Market Advisory Board
- Historic District Commission
- Housing Authority Board of Commissioners
- Keep Gastonia Beautiful Board of Directors
- The Schiele Museum of Natural History Board of Trustees
- Gastonia Planning Commission
- Recreation Advisory Commission
- Residential Rental Property Review Board
- Sister Cities Board of Directors
- Stormwater Advisory Panel
- Tourism Development Authority
- Mayor's Youth Leadership Council
- Zoning Board of Adjustment

CITY ATTORNEY
The City Attorney provides legal counsel and representation to the City Council, City Manager, departments of the City government and

City-appointed boards and commissions. The City Attorney is appointed by and reports to the City Council. The City Attorney's office provides legal advice at Council meetings, performs legal research and offers advisory opinions and responds to requests from Council and City staff to draft or review contracts, ordinances and other legal documents. The office represents the City in litigation and provides assistance in the selection of outside legal counsel when necessary.

The Police Attorney also provides legal advice and interpretation to the City Police Department, and advises and instructs officers on ever-changing laws and court rulings.

The City Attorney's office does not provide legal advice to private citizens. If a private citizen has a legal question, the citizen may wish to consider private legal representation.

CITY BUDGET
See Budget, City.

CITY COUNCIL
The Gastonia City Council is comprised of a Mayor and six City Council members, one representative from each of the City's six resident wards. All officials are elected for a term of four years staggered. Elections are held every two years in November. For more information, visit the homepage of the City's website at cityofgastonia.com.

CITY COUNCIL MEETINGS
All regular meetings of the Gastonia City Council are held on the first and third Tuesdays of each month at 6 pm. The first meeting of the month is held in the Council Chambers at City Hall, 181 S. South St. The second meeting of the month is held in the Public Forum Room at the Gaston County Courthouse, 325 Dr. Martin Luther King Jr. Way and is televised. Check with your local service provider for listings. 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 or email cmo@cityofgastonia.com. 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. Videos of City Council meetings can be viewed at the City's website at 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 informa-

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% of the property owners want sewer service. For more information on how the extension policy or modifications may relate to your specific situation, contact the Engineering Division at 704-866-6943 or email engineering@cityofgastonia.com.

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 St. 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 in which they are received. Installations are usually completed within four weeks of application for service. For more information on the installation of sewer taps, contact the Public Works and Utilities Customer Service Division at 704-866-6843. For night and holiday emergency sewer service, call 704-866-6843.

SIDEWALKS
To request new sidewalks, call the Engineering Department at 704-866-6943 or email engineering@cityofgastonia.com. For requests concerning existing sidewalks, call 704-866-6843.

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 may be subject to a $100-$300 fine per day, per sign. Political signs are allowed in the street right-of-ways within 30 days of an election. Non-profit organizations may place signs on private property with certain restrictions. For more information, call 704-866-6746 or 704-866-6741 or email planning@cityofgastonia.com.

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

SISTER CITIES PROGRAM
The Sister Cities Program is a division of the Community Services Department.

green roof in the region. The James H. Lynn Planetarium and Science Theater was recently renovated to incorporate a fully digital projection system that surrounds the audience with a 360-degree dome, and is the second largest planetarium in North Carolina!

The Schiele also features a .7-mile Nature Trail that travels past a variety of natural landscapes including wooded areas, creeks and a pond. Additionally, those who walk the Nature Trail can arrive at various points of interest like The Farm, Grist Mill, Catawba Indian Village, and Stone Age Heritage site that serve as outdoor learning centers for the Schiele's educational programs and events. Visitors can also enjoy the Memorial Wildlife Garden for quiet meditation, and the Playscape featuring kid-sized structures and natural elements designed to nurture a sense of wonder and appreciation for the diversity, beauty, and playfulness of the natural world.

The Schiele Museum, is open to the public year-round from 9 am to 5 pm Monday through Saturday and 1 to 5 pm Sundays. The museum is closed 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 $5 for all visitors. Museum members and children 3-years-old and younger are admitted free unless otherwise noted for special events. For more information, visit schielemuseum.org, like the Schiele Facebook page, 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 more. SilverArts 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 email recreation@cityofgastonia.com.

SEWER BILLING / CONSTRUCTION
The City's Public Works and Utilities Department is responsible for the construction and maintenance of all sewer lines. 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 the Garland Municipal Business Center, 150 S. York St. For more information, on sewer bills, see Utility Services.

The City is currently providing sewer service to areas inside and outside the

tion, contact the City Manager's office at 704-866-6719 or email cmo@cityofgastonia.com.

CITY ORDINANCES
See Municode.

CODE ENFORCEMENT DIVISION
The Code Enforcement Division is responsible for enforcing the Minimum Housing Code and other City ordinances involving public nuisances, weeded lots, illegal dumping, hazardous waste, and abandoned motor vehicles. This division also issues livestock permits. For more information, email codeenf@cityofgastonia.com or call 704-866-6760, option 4.

COMMUNICATIONS AND MARKETING
The Communications and Marketing Department offers professional communications and marketing services involving internal and external communications for the City's departments. Services include graphic design, media relations, social media and advertising. For more information visit cityofgastonia.com, call 704-866-6749 or email communications&marketing@cityofgastonia.com.

COMMUNITY CENTERS
Community Centers provide a combination of gymnasiums, club rooms, 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 11 a.m. to 8 p.m. Monday-Thursday, 10 a.m. to 7 p.m. on Friday, and 10 a.m. to 3 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 email 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 SERVICES
The Community Services Department administers federal and state housing programs. Most activities benefit low- and moderate-income families. Some of the programs include:

- Emergency Repair Program
- Down payment assistance for potential homebuyers

- Public Infrastructure and Fair Housing Education
- Targeted neighborhood revitalization

Community Services offices are located in the Garland Municipal Business Center, 150 S. York St., next to City Hall. For more information, email neighborhoodresources@cityofgastonia.com or call 704-866-6752.

CONFERENCE CENTER
See Gastonia Conference Center.

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. The visitor center address is 522 Park Office Lane, Kings Mountain, N.C. For more information, call 704-853-5375 or visit the website at ncparks.gov.

D

DEAD ANIMALS
Contact the Solid Waste Division at 704-866-6774 or email generalservices@cityofgastonia.com to collect dead animals in the roadway or right-of- way; or, if animal weighs less than 100 lbs, you may double bag the remains, place them on the right-of-way, and contact Solid Waste for special collection.

DEEDS
To obtain copies of deeds to property, contact the Gaston County Register of Deeds Office. For more information, call 704-862-7681 or 704-862-7687, or visit the County's website at gastongov.com.

DELINQUENT PROPERTY TAX
For information regarding delinquent personal property taxes, contact the Gaston County Tax Office at 704-866-3158 or visit the County's website at gastontax.com.

DEPOSITS – UTILITY SERVICE
See Utility Service – City of Gastonia and Two Rivers Utilities/Deposits.

DISC GOLF
The Gastonia Parks and Recreation Department maintains an 18-hole disc golf course at Bradley Center and at Rankin Lake Park. Hours of operation are 7 am to dusk. For more information, call 704-869-1018 or email recreation@cityofgastonia.com or visit the website at gastondiscgolf.com.

RESIDENTIAL RENTAL PROPERTY REMEDIAL ACTION PROGRAM
Residential rental property constitutes an important part of the available housing within Gastonia and, for the most part, such properties benefit the neighborhoods in which they are located. There are unfortunately a small percentage of rental properties that are detrimental to the surrounding properties and the City itself due to the elevated level of criminal activity associated with them. The Residential Rental Property Remedial Action Program addresses this issue and is driven by repeat calls for police service. For more information, visit the Gastonia Police Department's website, GastoniaPD.org, or call 704-836-0061.

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, email police@cityofgastonia.com or visit the website at GastoniaPD.org.

ROTARY CENTENNIAL PAVILION / SOUTH ST. PEDESTRIAN PLAZA
Located at the end of South Street in the heart of Downtown Gastonia, the South St. Pedestrian Plaza is an outdoor plaza and park that features brick sculptures that tell the story of the City's past, present, and promising future. It surrounds the Rotary Centennial Pavilion, donated by the City's three Rotary Clubs, a covered performance stage that provides an inviting place for outdoor concerts and special events. For more information about renting the Plaza/Pavilion for an event go online to cityofgastonia.com, email recreation@cityofgastonia.com or call 704-869-7892.

S

SCHIELE MUSEUM OF NATURAL HISTORY AND PLANETARIUM
The Schiele Museum of Natural History and Planetarium, located at 1500 E. Garrison Blvd., is a department of the City of Gastonia. Its mission is to inspire curiosity and understanding of science and the natural world through exceptional educational programs, exhibits, and research.

The Schiele Museum, a Smithsonian Institution Affiliate and accredited by the American Alliance of Museums, houses more than 350,000 specimens. A 76,000+ square foot building includes galleries for temporary and traveling exhibitions as well as permanent exhibit halls. The Matthews Belk Cannon Environmental Studies Center is LEED-certified and offers exhibit, program, meeting and rental space. The Charlton K. Torrence Green Roof is the first

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 or visit the County's website at gastongov.com.

RANKIN LAKE PARK
Rankin Lake Park is a 192-acre City park located off North 321 at 1750 Rankin Lake Rd. The natural, wooded park offers an 80-acre lake for fishing and select boating (fees apply and rentals are available), large and small picnic shelters (fees apply), 1.77 miles of paved walking trails, and a challenging 18-hole disc golf course. A clubhouse with kitchen facilities may also be rented.

For more information or to make a reservation, call 704-866-6839 or email recreation@cityofgastonia.com.

REAL ESTATE, SURPLUS
See Surplus Sales.

REAL ESTATE TAXES
See Ad Valorem Tax and Taxes.

RECREATION
See Parks and Recreation.

RECYCLING
Curbside recycling is provided free of charge to all residential units every other week. The recycled items are placed in the gray, 95-gallon roll-out cart. If you have concerns or questions, or your recycling container was not emptied, contact Solid Waste Customer Service at 704-866-6774. All items should fit into the cart with the lid completely closed. Place the cart four feet from other carts, mailboxes, vehicles, or other obstructions. Please download the WasteWise app on your smart phone or device and you will be automatically notified of your recycling day. A calendar showing pick-up dates is available from Solid Waste Customer Service or on the city's website, cityofgastonia.com. Call 704-866-6774 to request a printed calendar. For a list of County Recycling Centers, see Landfill & Recycling Centers.

DOGS, BARKING
For information about what to do about barking dogs, contact Gaston County Animal Care and Enforcement at 704-922-8677 or visit the County's website at gastongov.com.

DOWNTOWN GASTONIA
Downtown Gastonia is in the midst of revival and resurgence. An infusion of new interests and ideas is pumping renewed life into Downtown's historic buildings, creating an expanding variety of vibrant shopping, dining, entertainment, and living experiences. For more information on Downtown opportunities and activities, visit 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 N.C. Department of Motor Vehicles located at 2560 W. Franklin Blvd. at 704-853-5372 or visit the website at ncdot.gov/dmv.

DRIVEWAY PERMITS
For information on driveway permits, call the Engineering Department at 704-866-6943, e-mail engineering@cityofgastonia.com, or visit the office located in the Garland Municipal Business Center at 150 S. York St., next to City Hall.

E

ECONOMIC DEVELOPMENT
The City of Gastonia Economic Development Department's primary objective is to increase the overall tax base and bring new investment to Gastonia. The department focuses on increasing industrial, commercial, and retail development in Gastonia, particularly by creating transformational opportunities that will spur additional private development.

Economic Development offices are located in the Garland Municipal Business Center, 150 South York Street, next to City Hall. For more information, call 704-866-6943 or visit the City's website, cityofastonia.com.

ELECTIONS, BOARD OF
For information on local, state, and federal elections, contact the Gaston County Board of Elections at 704-852-6005 or visit the website at gastongov.com.

ELECTION PRECINCTS
For information regarding election precincts or districts, call the Gaston County Board of Elections at 704-852-6005 or visit the website at gastongov.com.

ELECTRIC DIVISION
The City of Gastonia has its own municipal electrical system and provides electric power to most residential, commercial, and industrial customers inside the city limits. The City of Gastonia is a member of ElectriCities, an organization of public power communities in N.C., Va., and S.C.

The Electric Division 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 or email utilities@cityofgastonia.com.

For night and holiday electrical emergencies, call 704-866-6823 or 704-866-6843. Please be patient when calling about an outage. Operators will answer as quickly as possible, but may be handling hundreds or thousands of similar calls.

For more information, visit the website at cityofgastonia.com/electric-services. Also see Street Lights, Yard Lights, and NC GreenPower.

EMERGENCY COMMUNICATIONS
For emergency response from ambulance, police, fire, or other emergencies, call the emergency "911" number. For non-emergencies, call 704-866-3300.

EMPLOYMENT
Current job openings for The City of Gastonia are posted on the city's website at cityofgastonia.com. Each job listing will lead to the application process. 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 general information about employment or Human Resources-related matters call 704-866-6858 or email hr@cityofgastonia.com.

ENGINEERING DEPARTMENT
Among the services provided by the Engineering Department are: providing standard specifications and details; issuing driveway permits, events permits, and temporary street closing permits; processing requests for speed humps; reviewing subdivision and site plans; reviewing and processing requests for

PROPERTY TAXES
See Taxes.

PROTECTIVE ORDER
For a Protective/Restraining Order, contact the Civil Filings Department in the Clerk of Superior Court's Office at the Gaston County Courthouse or call 704-852-3402. For more information on protection from abuse, contact the Domestic Crisis hotline at 704-852- 6000 and after hours at 704-866-3300.

PUBLIC AUCTIONS
The City's Purchasing Division conducts regular online and live public auctions of surplus City equipment. For more information, call 704-854-6630, 704-866-6936 or email finance@cityofgastonia.com. Also see Surplus Sales.

PUBLIC HOUSING, LOW INCOME & ELDERLY
Public housing assistance is provided at four apartment communities which are owned and operated by the Gastonia Housing Authority (GHA). The 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 Housing Coordinators at the following four sites. To find information on public housing or to apply for public housing rental assistance, persons may apply online using any computer with Internet access or they can contact or visit one of the public housing properties in the following locations:

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

Interested persons can obtain office hours for the individual sites by visiting the GHA website at ghanc.org.

Also see Housing Authority and Housing Choice Voucher Program.

PURCHASING DIVISION
The Purchasing Division issues purchase orders for City departments and distributes them to vendors. This division also handles bidding various projects as well as the execution of contracts. The division maintains vendor files and conducts regular online and live public auctions of surplus City equipment. For more information on service, call 704-866-6936, 704-854-6630, or email finance@cityofgastonia.com.

- Identification Bureau 704-842-5151
- Juvenile & Missing Persons Investigations 704-866-6880
- 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 704-866-8440
- Traffic Accidents / Investigations 704-866-3300
- Victim Witness Liaison 704-866-6880

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 email 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 704-842-5117 or email police@cityofgastonia.com.

POOL FILLING – OPTIONS
The City of Gastonia allows customers to fill a swimming pool by using a fire hydrant with the appropriate approval or by using a garden hose and requesting an adjustment on the sewer portion of their utility bills after the pool is filled. Following are the procedures for each method.

Filling a Swimming Pool from a Fire Hydrant
In order to use water from hydrants in the City of Gastonia, a current permit is required. Permits run from July 1st through June 30th. There is no charge for the permit; charges are assessed only when water is used. The current rate is $30 per hydrant hook-up and the cost of the water used. If you have questions about hydrant usage, call 704-866-6843. Using a hydrant without prior approval may result in a $750 fine.

Filling a Swimming Pool from a Garden Hose
Although this method is slower than using a fire hydrant, there is little difference in the cost. The City of Gastonia will provide an adjustment on the sewer portion of the customer's utility bill for use of 3700 gallons or more for addresses that have City sewer service. Only one adjustment is allowed per calendar year for each address. You can learn more about the policy and request an adjustment by visiting the City's website, cityofgastonia.com. For additional information contact our Accounts Receivable Division at 704-869-1056.

improvements to storm drainage systems; handling matters relating to the street system; assigning house numbers and verification of addresses; and providing official city maps for sale. Floodway information is also available for inspection and plans for many local and state road projects are available for review. For more information, call the Engineering Department at 704-866-6943, email engineering@cityofgastonia.com, or visit the office located in the Garland Municipal Business Center at 150 S. York St., next to City Hall.

EQUALIZED PAYMENT PLAN – UTILITIES
See Budget Billing Plan – Utilities.

EQUAL OPPORTUNITY EMPLOYMENT OFFICE
The City strives to ensure fair treatment in recruitment, selection, training, compensation, promotion, discipline, and access to City-sponsored programs. For additional information, contact the Director of Human Resources/EEO Officer by email at hr@cityofgastonia.com or call 704-866-6786.

EVENT PERMITS
Go online at cityofgastonia.com for event information and to complete an event application. Please call 704-869-7892 or email recreation@cityofgastonia.com with any questions.

EXCESS HOUSEHOLD TRASH
Contact the Solid Waste Division at 704-866-6774 to schedule a special pick-up of any items that do not fit in the green roll-out garbage container. The fees for special pick-ups are $15 for less than 100 lbs and $25 for more than 100 lbs, per trip. A trip is defined as a passenger pickup truck load. If the amount to be picked up is more than stated, multiple fees may apply. See Household Trash for items that are not collected by Solid Waste.

EVENTS, FESTIVALS, AND PARADES
The City of Gastonia administers permitting for several different types of special events such as block parties, parades, athletic events such as foot and bicycle races, and similar activities that disrupt pedestrian or vehicular traffic. Go online at cityofgastonia.com for more information and to complete an event application. Please call 704-869-7892 or email recreation@cityofgastonia.com with any questions.

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	
• County Extension Director Phone	704-922-2130
• Agricultural Extension Agent	704-922-2118
• Program Assistant - Agriculture, Horticulture	704-922-0310
• Consumer Horticulture Agent	704-922-2104
• Family-Consumer Sciences Agent	704-922-2127
• 4-H Youth Development Agent	704-922-2126

F

FAIR HOUSING
The City's Fair Housing Office 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 Ave. The market is open April through November on Saturdays from 7:30 a.m. to 12:30 p.m. and from May through October on Tuesdays, Thursdays, and Saturdays from 7:30 a.m. to 12:30 p.m. Evening hours are on Thursdays in June and October from 5-8 p.m. For more information, call 704-853-0049 or visit the website at gastoniafarmersmarket.com.

FESTIVALS, EVENTS, AND PARADES
See Events, Festivals, and Parades.

FINANCIAL REPORTING
The City's Comprehensive Annual Financial Report (CAFR) can be viewed on the City's website at cityofgastonia.com. For information regarding the City's financial reporting, call 704-866-6709 or email 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.

Eight 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

TRANSPORTATION PLANNING
Transportation planning for thoroughfares (major streets and highways), rail, airports, public transit, and bicycle/pedestrian is done by the Gaston-Cleveland-Lincoln Metropolitan Planning Organization (GCLMPO). The GCLMPO boundary includes all of Gaston, Cleveland and Lincoln Counties.

The City of Gastonia is the Lead Planning Agency for the GCLMPO and the City's Transportation Planning Division serves as the GCLMPO staff. Responsibilities of the staff include conducting planning studies, forecasting travel demand and patterns, and providing technical expertise to all of the member GCLMPO jurisdictions. For information about the transportation planning process and the activities and plans of the GCLMPO, call 704-854-6604, or visit the website gclmpo.org.

The Planning Department may be contacted by email at planning@cityofgastonia.com or visit the Garland Municipal Business Center at 150 S. York St., next to City Hall.

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. The Police Department consists of approximately 200 law enforcement and civilian personnel and is located at 200 E. Long Ave. Key contacts are as follows:

Contact / Service	Phone
• Chief of Police	704-866-6890
• Assistant Chief of Police – Field Services	704-866-6889
• Assistant Chief of Police – Support Operations	704-842-5191
• East District Captain	704-854-6634
• West District Captain	704-842-5141
• Central District Captain	704-842-5119
• Copies of Police Reports	704-866-6702
• Crime Prevention	704-842-5117
• Crime Statistics / Police Calls List	704-869-1990
• Crime Stoppers	704-861-8000
• Detectives	704-866-6880
• Environmental Enforcement Officer	704-866-6771
• Fingerprinting	704-842-5151
• General Information	704-866-6702

- **Hunting Permits:** Police Department, 704-842-5191
- **Livestock Permits:** Code Enforcement Division, 704-866-6760
- **Noise Permits:** Police Department, 704-842-5191
- **Street Event Permit:** Engineering Department, 704-866-6943
- **Shooting Permits:** Police Department, 704-842-5191
- **Taxicabs:** Police Department, 704-866-6966
- **Temporary Permits:** Building Inspections Division, 704-866-6729
- **Zoning Certificate of Occupancy:** Building Inspections Division, 704-866-6741.

PERSONAL PROPERTY TAX
See Taxes.

PERSONNEL DEPARTMENT
See Human Resources Department.

PLANNING COMMISSION, GASTONIA
The Gastonia Planning Commission is a citizens 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 or email planning@cityofgastonia.com.

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:

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 704-854-6652.

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.

technical rescue situations.

For more information, call 704-866-6806 or 704-866-6807 or email fire@cityofgastonia.com.

For information after 5 pm, or on weekends or holidays, call 704-869-1919.

For

- FIRE EMERGENCY 911
- Fire Administration 704-866-6806
- Fire Operations 704-866-6810
- Life Safety 704-866-6811
- Fire Training 704-866-6813
- Emergency Management 704-866-6797

FIRE HYDRANT REPAIR
To report fire hydrants that have been damaged or need repair, call the Public Works & Utilities Department at 704-866-6843 or email utilities@cityofgastonia.com.

FISHING / HUNTING LICENSES
For information on purchasing a fishing and/or hunting license, visit the website, ncwildlife.org, or call 888-2HUNTFISH (888-248-6834).

FLOODPLAIN/FLOODWAY
For floodplain or floodway information, call the Engineering Department at 704-866-6943, email engineering@cityofgastonia.com, or visit the office located in the Garland Municipal Business Center at 150 S. York St., next to City Hall.

FREE HOUSEHOLD EXCESS TRASH DAY/WEEK
Occasionally during the year, the City may collect excess household trash, household trash items that do not fit in the green, roll-out garbage container, without a charge. If you are signed up for the City's Blackboard Connect call notification service, you will receive a call notifying you of the specific dates. For more information on the Blackboard service, see Blackboard Connect Notification System.

FUSE
FUSE is an acronym for the Franklin Urban Sports + Entertainment District. It is located on Franklin Boulevard (U.S. 74) in Gastonia, linking the center city to the historic Loray Mill area. FUSE is expected to open in the late spring or early summer of 2021. At the heart of FUSE is the multi-use facility that

will host sporting events, festivals and concerts year-round. FUSE is more than a baseball stadium. FUSE provides opportunities for new residential and commercial development. It connects the public and private sectors in an exciting new way. It brings vitality and energy to Gastonia. For more information regarding FUSE, visit the website at www.fusegastonianc.com.

G

GARBAGE COLLECTION

The City provides residential customers with one green, 95-gallon, roll-out garbage cart which is emptied weekly. The charge is $8.50 per month and appears on the monthly utility bill. Additional carts are available for a one-time $50.00 charge and an additional $8.50 fee per month for each cart. Carts should be placed at the curb by 7 am on your collection day and removed from the curb by midnight on the day of collection. All loose garbage should be bagged before placing it in the cart. Do not overfill the cart. The lid must be completely closed and turned in the proper direction, toward the street. Carts should be placed at least 4 feet from other carts, mailboxes, vehicles, and other obstructions to allow access by the automated truck.

Physically disabled residents are eligible for special back-door collection service by submitting a doctor's verification form. For more information call 704-866-6774 or email generalservices@cityofgastonia.com. Also see Household 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. Child support garnishments are 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 or visit the County's website at gastongov.com. For information about Small Claims Court, call the Clerk of Court at 704-852-3100. Property and income taxes are handled by the government entity where the taxes are due. For more information, you may contact the appropriate government entity. Contact numbers for tax garnishments will be available on the notice that you receive.

GASTONIA CONFERENCE CENTER

Gastonia's state-of-the-art conference center is one of the region's premier destinations for conferences, meetings, social events, and parties. With 30,000 square feet, it features 10 meeting rooms, event spaces, and 5,100 square feet of ballroom space. It is located in the heart of Downtown at 145 Dr. Martin

Phone

Pay your bill anytime or anywhere using MasterCard, Visa, Discover or E-Check by calling the Automated Customer Service Line at 704-866-6716 or Paymentus at 1-888-484-9465. Have your account number and billing zip code information available. Payments made after 5 p.m., on weekends or holidays, will be posted to your account the next business day.

Payment Kiosks

Automated bill payment kiosks are available at the following locations:

Bi-Lo store at 2601 South New Hope Road.

Food Lion stores at 1024 W. Hudson Blvd., and 111 W. Garrison Blvd.

Customers must have their account number and address information available. Payments may be made in cash or by debit/credit card. Payments made after 5 p.m., on weekends or holidays, will be posted to your account the next business day.

Ace Cash

You may pay your bill in person at Ace Cash Express, located at 2957 Express W. Franklin Blvd. A $1 service fee will be added to your payment. Visit the website at acecashexpress.com for hours of operation or call 704-861-1965.

While there are other companies that accept utility payments, unless there is an established agent relationship with the City of Gastonia, we cannot guarantee when your payment will be posted to your account. Check with these companies regarding processing times before making your payment, particularly if your account is past due or subject to disconnection.

PERMITS

- **Alcohol Permit: Police Department ABC Enforcement,** 704-869-7892
- **Building Construction/Demolition/Home Moving or Placement:** Building Inspections Division, 704-866-6729
- **Downtown Street Vendors:** Parks and Recreation Department, 704-869-7892
- **Electrical, Plumbing, Mechanical:** Building Inspection Division, 704-866-6729
- **Event Permit: Parks and Recreation Department,** 704-869-7892
- **Historic District (Certificate of Appropriateness):** Planning Department, 704-854-6652

account. A reminder notice is mailed and if payment is not received by the date indicated, a $25 administrative fee will be added to the account and a disconnect order scheduled. The past due balance and the administrative fee must be paid to avoid disconnection. If services are disconnected, an additional fee as adopted by the annual budget will be added to the account when service is restored. If service is restored after 5 p.m. an additional charge as adopted by the annual budget will apply for after-hours reconnection. For more information, call the Automated Customer Service Line at 704-866-6716.

PAYMENTS - UTILITY BILLS
Several options are available for paying your monthly utility bill. Using one of the options listed below will ensure credit to your account on the same or next business day and most of these options are free of charge.

Mail
Enclose the bottom portion (stub) of your utility bill with your check or money order in the envelope provided.

Drop Box
There are two 24-hour drop box locations available for City of Gastonia and Two Rivers Utilities customers:

South York St. – This drop box is located behind the Garland Municipal Business Center and across from the Gastonia Main U.S. Post Office. Payments received after 3:30 p.m., on weekends or holidays, are posted the next business day.

Cramerton Town Hall – This drop box is located outside the Town Hall building in Cramerton, NC. Payments received after 2 p.m., on weekends or holidays, are posted the next business day.

Bank Draft
You will continue to receive a monthly bill and payments may be drafted up to 14 days from the date of your bill. To sign up for this service, visit our website at cityofgastonia.com and complete the Application for Automatic Bank Draft.

Online
You can pay your bill online with a debit card, credit card, or bank account, 24 hours a day, seven days a week, with no additional fees. To pay online, visit the City's website at cityofgastonia.com. You will find all the information there to make a payment online. Payments made after 5 p.m., on weekends or holidays, will be posted the next business day.

Luther King Jr. Way. For more information or to book space, visit gastoniaconferencecenter.com or call 704-869-1949.

GOLF
Catawba Creek Golf Course (formerly the Gastonia Municipal Golf Course) is an 18- hole, par 70 golf course located on Niblick Drive off Union Road. The course offers plush Bermuda 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 am to dark seven days a week. For a complete list of fees, membership categories, operational procedures, and other information, call 704-866-6945.

GOOD NEIGHBOR PROGRAM
The Good Neighbor Program is a convenient way to enable our utility customers to assist those less fortunate by adding a few dollars to the amount of their bills. Funds generated through this program are forwarded to Crisis Assistance Ministries of Gastonia, which assists individuals in paying their utility bills in times of need. There are two convenient ways to participate:

One-time Contributions:
1. Check the box on the bill stub of your utility bill.
2. Complete the information on the reverse side of the stub indicating the amount of your contribution and total payment enclosed.
3. Return the bill stub with your payment in the envelope provided.

Monthly Contributions
If you want to donate a set amount each month and have it included with your monthly utility charges, contact our office at 704-869-1920. The amount can be as little as $1.00 per month or as much as you want to donate. Also, if requested, the City can provide a report showing all of your annual contributions.

GOVERNMENT ACCESS CHANNEL
See Channel 16 on Spectrum Cable and Channel 99 on AT&T U-verse.

GRASS, OVERGROWN
To report grass that is 12 inches high or noxious growth, email the Code Enforcement Division at codeenf@cityofgastonia.com or call 704-866-6760, option 4.

GREENWAYS
Greenways are a network of park 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 Trail is at Lineberger Park, 632 E. Garrison Blvd. This 2.5 mile paved trail extends to the southern access point in the 2000 block of Robinwood Road, near the National Guard Armory. Ferguson Park, on Golf Course Drive, also provides a connecting spur. The Highland Rail Trail provides approximately a mile of paved trail extending from the corner of Long Ave. and Broad St., to Sims Park on Marietta St. For more information, call 704-866-6839 or email recreation@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 or visit the County's website at gastongov.com.

HISTORIC DISTRICTS
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 any work on their properties 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 or for more information, call the Planning Department at 704-866-6652 or email

PARKS AND RECREATION DEPARTMENT
The Gastonia Parks and Recreation Department operates and maintains five community centers, 13 parks/play areas with picnic areas, a youth sports complex, a softball complex, an 80-acre lake for fishing and boating, two swimming pools, two spraygrounds, a miniature train, 28 tennis courts, a baseball stadium, a skeet and trap range, a greenway and six walking tracks/trails. Some facilities are available to rent for private functions when not in use by the general public.

This Department also strives to meet the day-to-day recreation program 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 populations' 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, Skeet and Trap Range, Swimming Pools, Tennis, and Walking Tracks/Trails. For more information, call the Parks and Recreation Department at 704-866-6839 or email recreation@cityofgastonia.com.

For information on Gaston County Parks & Recreation programs, call 704-922-2160 or visit the County's website at gastongov.com.

PASSPORTS
You can apply for a passport online at travel.state.gov or at the U.S. Post Office at 301 W. Main Ave., Gastonia, 704-867-6312.

PAY ARRANGEMENTS – UTILITY BILLS
Utility customers with at least three months of established utility service are eligible for up to six pay arrangements per calendar year as long as there are not more than two terminated pay arrangements. A pay arrangement extends the disconnection due date on your utility bill for up to 10 days past the scheduled disconnect date as shown on your monthly bill. Customers are still subject to the late fee if not paid by the original due date for current charges.

All pay arrangements are handled through the Automated Customer Service Line at 704-866-6716 except for those associated with leaks, high bills, or other special circumstances which will be handled by appointment.

PAYMENT TERMS – UTILITY BILLS
Bills are due upon receipt and become past due on the 21st day after the date of the bill. If payment is not received by 5 pm on the due date, a late fee of $5 or 1.5% of the past due balance, whichever is greater, will be added to the

P

PARADES
See Events, Festivals, and Parades.

PARKING TICKETS
Parking tickets issued by the City of Gastonia are payable at the City of Gastonia Customer Service office located at the Garland Center, 150 S. York St., which is next to City Hall, or may be mailed to P.O. Box 1748, Gastonia, NC 28053. Violations should be paid within 10 days of issuance to avoid additional charges or collection action. If you have questions regarding parking tickets, call the Gastonia Police Department at 704-866-6702 or email police@cityofgastonia.com.

PARKS AND PLAY AREAS
The Gastonia Parks and Recreation Department maintains parks located throughout the City of Gastonia. Parks are open dawn to dusk, seven days a week, unless otherwise posted. These parks offer opportunities for a variety of recreational pursuits and include various combinations of athletic facilities, playgrounds and picnic venues.

Park Location	Address
• All-American Park	1992 Garland Ave.
• Avon / Catawba Creek Greenway	632 E. Garrison Blvd. *(Lineberger Park)*
• Bradley Park	1200 N. Modena St.
• East Park	2104 E. Hemlock St.
• Erwin Park	913 N. Pryor St.
• Ferguson Park	1401 Golf Course Dr.
• I.C. Falls Park	1353 Bradford Heights Rd.
• Lineberger Park	632 Garrison Blvd.
• Martha Rivers Park	1525 Neal Hawkins Rd.
• Optimist Club Park	359 S. Vance St.
• Phillips Park	2031 Echo Ln.
• Rankin Lake Park	1750 Rankin Lake Rd.
• Sims Legion Park	1001 N. Marietta St.
• Skeet and Trap Range	1670 Tulip Dr.
• Smyre Millennium Park	2851 Millstone Dr.
• T. Jeffers Park	121 N. Hartman St.

For more information, call the Parks and Recreation Department at 704-866-6839 or email recreation@cityofgastonia.com.

planning@cityofgastonia.com. Forms and guidebooks are available online at cityofgastonia.com.

HOUSEHOLD TRASH
Large boxes, trash, and extra garbage that do not fit inside the green, roll-out garbage cart may be collected at the curb for an additional fee. The cost is $15 for less than 100 lbs and $25 for more than 100 lbs per trip. A trip is defined as a passenger pickup truck load.

Examples of household trash include furniture, box springs and mattress, rolled carpet (no longer than 4 feet in length or diameter), clothes, lawn chairs, windows/mirrors with the glass taped, and empty, dried paint cans. All loose material must be bagged.

The City does not pick up dirt, rocks, bricks, granite, ceramic tile, concrete, sand, landscape timbers, crossties, wooden pallets, sheetrock, automobile or small engine parts, electronics (TVs, microwaves, computers, etc.) central air conditioning/heating units, batteries, fire extinguishers, sheet metal, insulation, shingles, and recycling carts containing items not approved for recycling.

For more information, call 704-866-6774 or email generalservices@cityofgastonia.com. For the disposal of appliances, see Appliances.

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 704-866-6943 or email engineering@cityofgastonia.com.

HOUSING AND NEIGHBORHOODS RESOURCES
The Housing and Neighborhood Resources Department was established to administer and promote the City's quality-of-life programs. This department includes Community Development, which administers federal and state housing programs; Keep Gastonia Beautiful, a local affiliate of Keep America Beautiful; Real Estate, which deals with City real estate; and Sister Cities, which coordinates the City's Sister Cities relationships with several foreign cities. For information email neighborhoodresources@cityofgastonia.com or call 704-866-6906.

HOUSING AUTHORITY
The Gastonia Housing Authority (GHA) provides permanent housing for low-and moderate-income families through the federally funded Public Housing and Housing Choice Voucher programs. GHA provides site-based

information for prospective and current clients on the GHA website at ghanc.org or by calling the automated telephone line at 704-864-6771. Computers are provided for public use in the GHA Self Service Center located at 340 W. Long Ave. and can be used to make electronic application for housing services and to access general information.

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

HOUSING CHOICE VOUCHER PROGRAM
The Gastonia Housing Authority administers the federally funded Housing Choice Voucher program which provides rental subsidy to low- and moderate-income families in Gaston County. Participants who receive vouchers from GHA can select their own housing in the private market. The family will pay approximately 30-40% (depending on the rental amount of the property selected) of their adjusted monthly income for rent and reasonable utilities. Based on past history, 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 waiting list. Interested persons can obtain general information by calling the automated telephone line at 704-864-6771 and following the prompts, or by visiting the GHA website at ghanc.org.

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

HOUSING CODE ENFORCEMENT, HOUSING COMPLAINTS
See Minimum Housing Enforcement.

HUMAN RESOURCES DEPARTMENT
The City of Gastonia's Human Resources Department provides for the professional recruitment and development of the City's employees as well as for the administration and enhancement of associated programs. The Human Resources Department is responsible for the City's insurance, loss prevention and safety programs and also provides guidance and staff assistance to the City's managers, its supervisors, its workforce, and to its residents. For more information, call 704-866-6786 or email hr@cityofgastonia.com.

HUNTING / FISHING LICENSES
For information on purchasing a fishing and/or hunting license, visit the website, ncwildlife.org, or call 1-888-2HUNTFISH (1-888-248-6834).

there is a billing error related to their meter reading. However, you may be charged a fee for this service if the findings do not indicate that the meter was misread or not functioning properly. For more information, call 704-866-6716 or email finance@cityofgastonia.com.

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, call 704-866-6839 or email recreation@cityofgastonia.com.

MINIMUM HOUSING ENFORCEMENT
For more information on the City's Minimum Housing Code or its enforcement, contact the Code Enforcement Division by email at codeenf@cityofgastonia.com or call 704- 866-6760, option 4.

MINUTES OF COUNCIL MEETINGS
Minutes of the City Council meetings are available on the City's website at cityofgastonia.com, or you may call the City Clerk's office at 704-866-6719 or email cmo@cityofgastonia.com. Videos of the meetings are also available on the City's website.

MULCH SALES
See Black Gold & Mulch Sales or Keep Gastonia Beautiful.

MUNICODE
The Gastonia Code of Ordinances, including the Unified Development Ordinance, is available online at municode.com/library/nc/gastonia. There is also a link from the City's website homepage under the City Services listing.

N

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. For more information or to sign up visit cityofgastonia.com or call 704-866-6714.

Also see Electric Division.

NOTIFICATION SYSTEM
See Blackboard Connect Notification System.

Enforcement Division. Littering, illegal dumping, and environmental crime concern should be reported and routed through this division. For more information, call 704-866- 6760, option 4 or email codeenf@cityofgastonia.com. To report highly littered areas within the city for clean-up, call Keep Gastonia Beautiful, 704-866-6906.

M

MAPS, OFFICIAL CITY
For information on the types and availability of city maps, call the Engineering Department at 704-866-6943 or email engineering@cityofgastonia.com.

MARKETING AND COMMUNICATIONS
Please see Communications and Marketing.

MARRIAGE LICENSES
Marriage licenses may be obtained from the Gaston County Register of Deeds. For more information, call 704-862-7687 or visit the County's website at gastongov.com.

MEDIATION CENTER OF THE SOUTHERN PIEDMONT
The Mediation Center of the Southern Piedmont helps resolve complaints of unfair treatment and discrimination in employment, housing and business, landlord-tenant disputes, general disputes, and requests for assistance of any kind. For more information, call 704-868-9576, or visit the website at mediationcsp.com.

METER TAMPERING
Utility theft is a crime. When people steal utility service, they endanger lives and take money out of citizens' pockets. If you see or know of meter tampering, or of individuals receiving benefit of stolen utility services, call our Revenue Security Division at 704-866-6722 or email finance@cityofgastonia.com.

METERS, UTILITY SERVICE – ACCESS
Utility service meters are read on a monthly basis for billing purposes, and other times as needed for new service, transferred service, or verification purposes. Make sure both water and electric meters are accessible for technicians by keeping grass, weeds and shrubs trimmed and reducing obstructions such as excess trash or vehicles.

METERS, UTILITY SERVICE – TESTING AND RE-READS
Utility customers may request that their meters be re-read or tested if they think

I

IN-KIND SERVICES
Non-profit organizations that meet specific criteria may request in-kind services for some special events. In-kind services are services provided by City employees, without fee, to help ensure an event is safe and enjoyable for the citizens who attend. They include police security, fire/emergency medical, garbage removal, electrical hookups, etc. More information can be found online at cityofgastonia.com or by calling 704-869-7892 or emailing recreation@cityofgastonia.com.

INSPECTIONS
See Building Inspections or Minimum Housing Enforcement.

INSURANCE CLAIMS
Citizens who experience a loss or injury as a result of a City facility or activity may file a claim seeking reimbursement. The claim may be filed online at cityofgastonia.com or by calling 704-866-6802. For more information email hr@cityofgastonia.com or call 704-866-6802.

INTERNET WEBSITE
Information regarding the City of Gastonia is available 24 hours a day on the City's Internet website, at cityofgastonia.com.

J

JOGGING TRACKS
See Walking Tracks/Trails.

JUNK VEHICLES
To report abandoned, inoperable, or junk vehicles, call the Code Enforcement Division at 704-866-6760, option 4 or email codeenf@cityofgastonia.com.

K

KEEP GASTONIA BEAUTIFUL, INC.
Keep Gastonia Beautiful, Inc. operates within the Community Services Department and, additionally, with a non-profit board through the national Keep America Beautiful system. Keep Gastonia Beautiful's major emphasis is on: beautification of major thoroughfares and entranceways into the city;

solid waste education and recycling; community clean-up; litter abatement and enforcement; and public art. 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 in the Garland Municipal Business Center at 150 S. York St, next to City Hall. For more information, visit Keep Gastonia Beautiful on Facebook or call 704-866-6906.

L

LANDFILL & RECYCLING CENTERS
Gaston County operates one landfill, which is located in Dallas at 3155 Philadelphia Church Rd. There are six general recycling centers in Gaston County.

Recycling Centers	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, call one of the centers at the numbers listed above, the landfill at 704-922-0267, or visit the County's website at gastongov.com.

LANDLORD-TENANT DISPUTES
See Mediation Center of the Southern Piedmont.

LEAF COLLECTION
Leaves are vacuumed at the curb from October 1st to March 31st. During other times of the year, loose leaves may be placed in 32-gallon containers and placed at the curb on the evening prior to your collection day. Containers should be removed by 7 p.m. the same day. Residents are encouraged to use a City provided yard waste container. The City does not accept any yard waste or leaves in bags. For more information, call 704-866-6774 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 Care and Enforcement at 704-922-8677 or 704-922-8678 or visit the County's website at gastongov.com.

LEGAL AID
For information on legal aid services, contact the local office of Legal Services of the Southern Piedmont, 1508 S. York Rd., Gastonia, at 704-865-2357 or visit legalaidnc.org.

LEGAL DEPARTMENT
See City Attorney.

LIBRARIES
The Gaston County Public Library has a main branch with nine smaller branches in surrounding areas. For more information, visit the website, gastonlibrary.org, or contact the branch closest to your home.

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

LICENSES

City Auto Tag Fee
All Gastonia residents with licensed motor vehicles are required to pay a $30 Auto Tag Fee as part of their total tax bill.

Privilege Licenses
The State has enacted changes affecting privilege licenses. To find out if you are required to have a privilege license for your new business or need to renew an existing privilege license, call the Inspections Division at 704-866-6729 or the Customer Services Division at 704-866-6716.

LITTER CONTROL & ENFORCEMENT
The City's Environmental Enforcement Police Officer is located in the Code