



# Hickory City Council

Hickory City Council meets the first and third Tuesday of the month at 7 p.m. at the Julian G. Whitener Municipal Building (City Hall), in City Council Chambers, which is located at 76 North Center Street, Hickory, NC 28601.

## Citizens Guide to City Services



### Hickory, North Carolina Julian G. Whitener Municipal Building (City Hall)

Physical address:  
76 North Center Street  
Hickory, NC 28601

Mailing address:  
Post Office Box 398  
Hickory, NC 28603

Phone: (828) 323-7400  
Fax: (828) 323-7550

### HickoryNC.gov

Unless otherwise noted,  
office hours are 8:30 a.m. until 5:00 p.m.,  
Monday through Friday.

*This booklet contains information about  
City of Hickory departments and services.*

Published by the City of Hickory  
2014 Edition



**Mayor Rudy Wright**  
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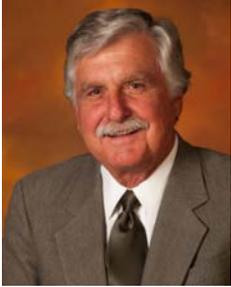
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**Ward 6**  
**Jill Patton**  
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 Hickory, NC 28601  
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City Council agendas and minutes are posted on [HickoryNC.gov](http://HickoryNC.gov) on the City Council page. City Council agendas are posted on a bulletin board beside City Council Chambers the Friday prior to each City Council meeting. You can, also, listen to the meetings on the City's You Tube channel for two weeks after each meeting.



## A MESSAGE FROM THE CITY MANAGER MICK BERRY

At the City of Hickory we focus on delivering high quality services to our citizens and visitors through excellent coworkers. Positive **innovation, communication, and customer service** form the core values of our organization.

As City Manager of Hickory, I take great pride in Hickory's core values and in the employees who diligently work to provide services to our community. We value our community and provide exceptional facilities and programs in a fiscally and environmentally responsible way.

The City of Hickory operates under the council-manager form of government, which means the City Manager is the chief executive officer of the City and is responsible for the overall management of City operations. The City Manager works in close partnership with the Mayor and City Council who are responsible for setting the policy direction of the City. The City Manager leads staff in implementing the policies set by the Mayor and City Council.

I invite you to explore [HickoryNC.gov](http://HickoryNC.gov) and become involved and learn more about Hickory. The city calendar includes a list of all city meetings as well as provides City Council agendas and minutes. Our website also includes the latest news releases, upcoming library and recreation events, as well as provides a variety of public services information like road closures, leaf or garbage pick up, etc.

While our city coworkers provide many of the services we need, it takes all of us to make Hickory a great place to work, play and live.



## ***HICKORY WHOLE-HEARTEDLY BELIEVES IN CITIZEN INVOLVEMENT***

The Hickory City Council has 13 advisory boards, committees, commissions or councils that help make decisions on important topics that deal with planning, quality of life, diversity, recreation, library, youth, public art, beautification, community block grants, and more. Hickory City Council also appoints committees to study issues such as future land use planning.

The Mayor and Hickory City Council members appoint citizens to the boards. Applications are available online or by calling the City Clerk's Office at (828) 323-7409. The next few pages explain Hickory City Council's boards, as well as when each meet and where.

Meetings are subject to change, and to ensure that the group is meeting, review the city calendar on [HickoryNC.gov](http://HickoryNC.gov) or call (828) 323-7400.

The City also has numerous Neighborhood Associations that meet on a regular basis.

## **COMMITTEES AND COUNCILS**

### **BUSINESS DEVELOPMENT COMMITTEE**

To support economic development in the City of Hickory for increased employment by identifying and assessing ideas and applying local economic development resources to determine the level of success of the project/proposal. Projects that receive a favorable recommendation will be forwarded to Hickory City Council for consideration and action. For more information or to find out about meeting schedule, call (828) 323-7422.

*Meeting:* Different times throughout the month in City Hall 3rd floor conference room.

### **CITIZENS' ADVISORY COMMITTEE**

To represent citizens in planning, assessing, and reviewing the Community Development Block Grant Program (CDBG). The program provides citizens with an opportunity to participate in planning, implementing and assessing the CDBG Program. For more information, call (828) 323-7422.

*Meeting:* First Thursday of the month at noon at City Hall in City Council Chambers Conference Room.

### **COMMUNITY APPEARANCE COMMISSION**

To promote implementation of programs of general community beautification and to coordinate activities of individuals, agencies and organizations whose plans, activities and programs affect the appearance of the city. The commission is also instrumental in helping Hickory receive the annual Tree City USA award. For more information, call (828) 323-7422.

*Meeting:* Fourth Monday of each month at 4 p.m. at City Hall in the 3rd floor conference room.



## COMMUNITY RELATIONS COUNCIL

To promote positive relationships within our community through dialogue, education, programs and resources. The Council works closely with area non-profit agencies and individuals to encourage partnerships among diverse groups in Hickory. Each year this council sponsors the annual Human Relations Award program and awards grants to organizations' programs that promote diversity. For more information, call (828) 261-2608.

*Meeting:* Second Monday of each month at 5:30 p.m. at City Hall in the 3rd floor conference room.

*Recipients of the 2013 Community Relations Awards recognized at the annual banquet.*



The mission of the Hickory International Council is to act as a forum for the local and global international community and to act as a liaison between that community and the city government in order to promote goodwill, mutual understanding, cooperation, and respect among citizens. For more information call (828) 326-0266 or visit [hickoryinternationalcouncil.com](http://hickoryinternationalcouncil.com).

*Meetings:* Third Thursday of each month from 5:30 p.m. - 6:30 p.m. in the Moretz Board Room at the SALT Block in the Arts & Science Building.



*The International Council hosts Folkmoat USA, which continues to be a popular festival full of lively entertainment representing the different cultures.*

## HISTORIC PRESERVATION COMMISSION

This commission seeks to safeguard the heritage of the city by preserving properties, which embody important elements of its cultural, social, economic, political, or architectural history. The Commission reviews applications for Certificates of Appropriateness when modifications are proposed for a property in a locally designated historic district. In addition, they identify individual landmarks of historic significance recommending their designation as historic properties to the City Council. For more information, call (828) 323-7422.

*Meeting:* Fourth Tuesday of each month at 5:30 p.m. at City Hall in City Council Chambers.



## LIBRARY ADVISORY BOARD

The Library Advisory Board acts in an advisory capacity for Hickory Public Library. For more information about the board, call (828) 304-0500 x. 7275.

*Meeting:* Second Thursday in Jan., April, July and Oct. at 4 p.m. at the Patrick Beaver Memorial Library.

## PARKS AND RECREATION COMMISSION

The Parks and Recreation Commission advises the Hickory Parks and Recreation Department in the operation of recreational facilities and activities for all age groups and strives to enhance the quality of life at a cost that is the most economical for the city. The commission provides input on a wide range of community recreational needs including programming, facilities, and maintenance. For more information, call (828) 322-7046.

*Meeting:* Second Tuesday of each month at 12 p.m., at various city parks and recreation facilities.



## PLANNING COMMISSION

The Hickory Regional Planning Commission recommends to City Council text amendments to the Land Development Code, as well as rezoning requests and special use permits. The Commission may also conduct studies, prepare plans and advise City Council on matters affecting the sound and orderly development of the Hickory Regional Planning Area. This Commission also serves as the Board of Adjustment and hears appeals of administrative decisions and rules upon requests for variances from the Land Development Code. For more information, call (828) 323-7422.

*Meeting:* Fourth Wednesday of each month at 6 p.m. at City Hall in City Council Chambers.

## PUBLIC ART COMMISSION

The Public Art Commission provides a forum for integrating public art into the public space, helps create a visual sense of the community, and provides leadership in implementing a public art program for Hickory. For more information about the commission, call (828) 323-7422.

*Meeting:* Second Wednesday of each month at 5:30 p.m. at City Hall in the 2nd floor Planning conference room.



*"Art on the Bench" includes more than 60 artistic benches in public spaces throughout the city.*

## RECYCLING ADVISORY BOARD

The Recycling Advisory Board is an advisory board to the Solid Waste Manager which recommends waste reduction and recycling goals and objectives to the Hickory City Council to enable the city to meet the solid waste management goals set by the state and to encourage citizens to participate fully in the programs designed to achieve these goals. For more information about the board, call (828) 323-7439.

*Meeting:* Second Tuesday of each month at 7:30 p.m. at the Public Works and Utilities Complex located at 1441 9th Avenue, NE.

## UNIVERSITY CITY COMMISSION

The purpose of this board is to deepen and broaden the relationship between Lenoir-Rhyne University, the City of Hickory, and their students and residents. The focus will be on growing the student body's presence and interaction in the community and increasing the young adult population in Hickory, while enhancing the collegiate atmosphere and promoting school pride throughout the community. For more information, call (828)323-7412.

*Meeting:* This is a new commission for the City of Hickory in 2014, so meeting dates and times are being determined.

## YOUTH COUNCIL

The Youth Council provides high school students the opportunity to come together to learn leadership skills, gain knowledge of how local government operates, and serve in an advisory capacity to the Hickory City Council on issues of interest to Hickory youth. They serve as a line of communication between youth and adults and among youth themselves. For more information, call (828) 323-7422.

*Meeting:* Second Monday of each month at 6:30 or 7 p.m. in various city locations.



*The Youth Council has an annual dialogue circle event where the youth discuss a chosen topic.*



*Each year the Youth Council helps stuff thousands of eggs for the City of Hickory's annual Easter Egg Hunt.*



# CITY OF HICKORY DEPARTMENTS

## ACTION LINE

**323-7400**

Do you want to report a pothole or report a street light out? Call the Action Line or go to [hickorync.gov](http://hickorync.gov) under "Your Government" to report a problem or concern online. Citizens can also email the service requests at [action@hickorync.gov](mailto:action@hickorync.gov). The Action Line provides a single point of contact for inquiries and service requests from citizens and businesses.

## HICKORY REGIONAL AIRPORT

**323-7408**

3101 9<sup>th</sup> Avenue Drive, NW

The Hickory Regional Airport is a general aviation airport, with private and corporate aircraft leaving daily.

The Air Traffic Control Tower operates seven days a week from 7 a.m. to 9 p.m. The airport also has its own on field Fire Station that provides fire services 24/7.



The City of Hickory is the Fixed Based Operator (FBO) for the airport, with services including Jet A and 100LL aviation fuels, car rentals, courtesy vehicle, pilot planning and weather service, pilots lounge and shower, catering service along with tie downs and hangar rentals. The Airport Administration Offices are located on the 2<sup>nd</sup> floor of the FBO building. The Airport Terminal contains a restaurant, car rental agencies, the Hickory Hop and the Hickory Aviation Museum. Additionally, there are several meeting rooms that are available to rent for meetings and events.

- Fixed Based Operations 327-0147
- Hickory Aviation Museum 323-1963
- Hickory Hop 327-2340
- Crosswind Café 324-7800
- Avis Car Rental 328-3206
- Enterprise Car Rental 324-5459
- Hertz Car Rental 328-6499
- Charlotte Charter Jet 324-6510
- JM Aircraft Sales 326-8900



*Hickory Regional Airport averages about 40,000 landings and takes off per year with private, corporate and charter aviation.*

## CITY CLERK

**323-7409**

The office of the City Clerk is located on the third floor of City Hall. The City Clerk can provide information about City Council meeting agendas and minutes, city ordinances, applications for boards and commissions and official city records. Please note: The City Clerk's Office is not affiliated with the District or Superior Court system. Persons seeking information from the Clerk of Court should contact the Hickory District Courthouse at 261-7400.

## CITY MANAGER'S OFFICE

**323-7412**

The City Manager's Office is located on the third floor of City Hall. This office oversees the overall administration of the City as prescribed by the North Carolina General Statutes, coordinates all activities, and carries out all policies and actions of the City Council.

## OFFICE OF COMMUNICATIONS

**261-2289**

The Office of Communications is located on the first floor of City Hall. This department provides citizens, businesses, organizations, visitors, and employees with information about Hickory, its goals, projects, public awareness campaigns, programs, and events through a plethora of media venues, [HickoryNC.gov](http://HickoryNC.gov), social media, speaking engagements and more. The Office of Communication assists with special projects, the city's speakers' bureau, and aids all city departments and boards and commissions with their communications needs.



*One of the favorite Neighborhood College classes is the Hickory Fire Department. In the photo above, students are observing a "Jaws of Life"*

The department oversees [HickoryWellCrafted.com](http://HickoryWellCrafted.com) and coordinates Neighborhood College, a 10-week citizen academy each fall. The citizen academy is free and is limited to 20 City of Hickory residents and runs September through mid-November.

The department, also, oversees the Hickory "Life. Well Crafted." brand. The brand was accepted in the fall of 2011 and for information on brand partnerships, events, or serving as a brand ambassador, call (828) 261-2290.



## FINANCE

**323-7421**

The Finance Department is available to answer questions concerning the day to day operations of the city's financial matters.

- **Accounting Division**

**323-7417**

The Accounting Division is located on the third floor of City Hall.

- **Purchasing Division**

**323-7577**

The Purchasing Division is located at the Public Services Complex at 1441 9th Avenue, NE, and deals with bids and purchasing items on behalf of the City.

- **Collections Division**

**323-7424**

The Collections Division is located on the second floor of City Hall. The Collections Division receives payments for water and sewer bills, City of Hickory privilege (business) licenses, dumpster rentals, downtown parking space rentals, and all other revenue collected by the City of Hickory. The Collections Division provides customer service related to establishing water and sewer services.

A drive-up window is located behind City Hall for convenience in making payments. It is open Monday through Friday from 9 a.m. - Noon, and 2 - 4:30 p.m. A drop off box is available for payments 24 hours a day.

Contact Public Services at 323-7500 for dumpster rental and billing. Payments for dumpster services can be made at the Collections counter.



Building Permit fees are now collected by the Catawba County Building Inspections located on the second floor of City Hall. For inquiries contact them at 465-8399.

The availability of water and sewer taps or lines should be addressed by either Public Utilities at 323-7427 or Engineering at 323-7416. Commercial tap fees or inquiries are handled by Public Utilities. Both the Collections Division and Public Utilities can provide information regarding residential water and sewer tap fees.

## FIRE

**323-7420**

The Fire Department's Administrative Office is located at the Earl G. Moser Fire Station 1, at 19 2nd Street Drive, NE. Administrative offices include Fire Administration, Operations Division, Logistics Division, Fire and Life Safety Education Division, and Records Management.



Hickory has seven fire stations at the following locations:

<b>Central Fire Station #1 (Earl G. Moser Fire Station)</b>	
19 2nd Street Drive, NE	323-7420
<b>Highland Station #2</b>	
1305 9th Avenue, NE	323-7519
<b>West Hickory Station #3</b>	
135 11th Street, NW	323-7523
<b>Airport Station #4</b>	
9th Avenue Drive, NW	323-7525
<b>Fairbrook Station #5</b>	
1425 21st Street Drive, SE	323-7527
<b>Viewmont Station #6</b>	
3036 North Center Street	233-7528
<b>Station #7 (Larson H. Moore Fire Station)</b>	
465 Catawba Valley Boulevard, SE	327-6812

• **Fire Prevention Bureau** **323-7522**

The Fire Prevention Bureau is located on the second floor of City Hall. The Hickory Fire Prevention Bureau conducts fire investigations, fire code inspections for all commercial occupancies, reviews commercial construction plans, issues permits for the installation of fire protection systems such as fire alarm systems and automatic sprinkler systems, and the installation and removal of flammable/combustible liquid storage tanks. Permits for special events such as carnivals, fairs, trade shows, temporary use of tents and canopies, fireworks displays, and open burning can also be acquired at the Bureau's office.

• **Fire and Life Safety Education** **323-7521**

Life Safety and Fire Education is located at Station #1, the Earl G. Moser Fire Station. Fire and Life Safety Education programs for civic groups, schools, daycares, and senior citizens are provided. Smoke and carbon monoxide detectors are also available to the public and can be scheduled by calling the Fire and Life Safety Education office.

**HUMAN RESOURCES** **323-7421**

The Human Resources Department is located on the third floor of City Hall. The Human Resources Department is available to answer questions about employment with the City of Hickory and to assist with the application process.

Applications are accepted for advertised positions only, and a list of current job openings can be obtained on the city's website at [www.hickorync.gov/employment](http://www.hickorync.gov/employment) or in Human Resources. Applications can be submitted online from any computer, including those located outside Human Resources in City Hall.

**LIBRARY** **304-0500**

The Hickory Public Library is a community center, offering a lifetime of opportunities to read, learn, explore and enjoy. There are books, movies, public computers, wireless access, professional reference and genealogy assistance, business resources, classes, book discussions, and children's and adult programs at the two locations. Both libraries are located in community centers that offer a wide range of educational and recreational opportunities.

Any resident of Catawba County may receive a library card free of charge. Others living outside Catawba County may purchase a card for an annual fee.

**Library listings:**

**Patrick Beaver Memorial Library** **304-0500**  
375 3rd Street, NE



Monday—Thursday  
9 a.m.—9 p.m.  
Friday—Saturday  
9 a.m.—5 p.m.  
Closed Sundays

## Ridgeview Branch Library

706 1st Street, SW

345-6037



Monday—Thursday  
9 a.m.—9 p.m.  
Friday—Saturday  
9 a.m.—5 p.m.  
Closed Sundays

## PARKS AND RECREATION

322-7046

The Parks and Recreation Department Administrative Office is located at 1451 8th Street Drive, NE, at the Highland Recreation Center at Stanford Park.

The Parks and Recreation Department operates six general recreation centers and two senior citizen recreation centers, 18 parks (active and passive), and an outdoor skate park. Athletic leagues, special events and instructional programs are offered for youth and adults of all ages. The recreation centers offer classes in arts and crafts, ceramics, exercise, dance, and many other activities for all age groups.

### Park and Recreation Center Listings:

#### Civitan Park

460 17th Avenue, NE

Featuring a picnic shelter with tables and grills, two tennis courts, an outdoor basketball court, lighted softball field, playground, community garden, restroom and a concession stand.



*Community Garden at Civitan Park.*

## Cliff Teague Park

1125 C Avenue, SE

Featuring a tennis court, playground, restrooms, outdoor basketball court and horseshoe pits.



## Fairbrook Optimist Park

1560 4th Avenue, SE

Featuring a lighted softball field, playground, restrooms and a concession stand.

## Geitner-Rotary Park

2035 12th Street Drive, NW

Features an activity building, picnic shelter with tables and grills, gazebo, paved bikeway, walking and nature trails, boat dock and launch ramp, fishing pier and restrooms.



*Fishing is popular at Geitner-Rotary Park.*

## Glenn C. Hilton, Jr. Memorial Park

2000 6th Street, NW



*Glenn C. Hilton, Jr. Memorial Park is one of the favorite parks throughout the Hickory region.*

Featuring five picnic shelters with tables and grills, two playgrounds, restrooms, gazebo, lighted and paved walking trail, nature boardwalk, 24 hole disc golf course, canoe launch, horseshoe pits and a memorial garden.

## Henry Fork River Regional Recreation Park

5655 Sweet Bay Lane

Featuring an 8,000 square foot picnic shelter with a catering kitchen, restrooms, tables, and grills, as well as, seven soccer fields, Alpine Tower ropes course, two playgrounds, concession stand, paved walking trail and a canoe launch.

### Hickory City Park

1515 12th Street Drive, NW

Featuring a picnic shelter with tables and grills, eight lighted tennis courts, walking, fitness and nature trails, paved bikeway and restrooms.



*Reconstructed tennis courts at Hickory City Park.*

### Hickory Optimist Park

751 2nd Avenue, SW

Featuring a picnic shelter with tables and grills, tennis court, outdoor basketball court, lighted softball field, playground, restrooms, horseshoe pits, and a concession stand.

### Jaycee Park

1515 12th Street Drive, NW

Features an outdoor basketball court, lighted baseball field, batting cage, playground, restrooms and a concession stand.



### Kiwanis Park

805 6th Street, SE

322-7636

Featuring two picnic shelters with tables and grills, tennis court, outdoor basketball court, four lighted baseball fields, two batting cages, two playgrounds, horseshoe pits, walking trail, restrooms and two concession stands.

### Zahra Baker All Children's Playground



An interactive playground designed for all children. Featuring special needs amenities, such as larger ramps and wheelchair accessible swings and sand area.



*Interactive playground amenities at the Zahra Baker All Children's Playground at Kiwanis Park.*

### Neill W. Clark Jr., Recreation Park

3404 6th Street Drive, NW

Featuring outdoor basketball courts, four lighted soccer fields, playground, horseshoe pits, an indoor shuffleboard court, and restrooms.

**Neill W. Clark, Jr., Gymnasium**

322-2188

**Neill W. Clark, Jr., Main Building**

324-6990



*Karate and a Ceramics studio are two of the many programs offered at Neill W. Clark, Jr. Main Building.*

### Southside Heights Park

1400 2nd Street, SW

Featuring a picnic shelter with tables and grills, outdoor basketball court, playground and multi-purpose field.

### Stanford Park

1451 8th Street Drive, NE

Featuring three softball/baseball fields, restrooms, concession stand, outdoor basketball court, picnic shelter, two playgrounds, paved walking trail, and skate park. Stanford Park is home to the Highland Recreation Center.



**Highland Recreation Center**

328-3997

Catawba County Sports Hall of Fame is located at Highland Recreation Center.

### Taft Broome Park

115 7th Avenue, SW

Featuring two picnic shelters with tables and grills, two tennis courts, two outdoor basketball courts, lighted multipurpose field, two playgrounds, horseshoe pits, putting green,

community garden, two recreation centers, one senior center and restrooms.

The centers located at this park include:

<b>Brown Penn Recreation Center</b>	328-4890
<b>Brown Penn Senior Center</b>	328-5789
<b>Ridgeview Recreation Center</b>	324-8007



*Taft Broome Park is an active park and to the left are youth playing basketball on an early summer morning. Taft Broome Park has newly renovated tennis and basketball courts, and an additional playground and picnic shelter.*

### **West Hickory Park**

830 16th Street, SW

Featuring an outdoor half basketball court, lighted softball field, a playground, and restrooms.

### **Westmont Recreation Center**

1316 Main Avenue Drive, NW 328-9804

Featuring two tennis courts, an outdoor basketball court, playground, horseshoe pits, restrooms, senior center, and an outdoor shuffleboard courts.

<b>Westmont Senior Center</b>	324-1200
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### **Winkler Park**

2500 Clement Boulevard, NW

Featuring a picnic shelter with grills, playground, walking and nature trails, horseshoe pits, restrooms, the Winkler Activity Center (1872 Winkler Family Hoomeplace), and LP Frans Stadium, home of the Hickory Crawdads, single A baseball affiliate of the Texas Rangers.



*The playground area at Winkler Park connects to adventurous walking and nature trails that people of all ages will enjoy.*



*LP Frans Stadium, home of the Hickory Crawdads baseball.*

### **ADDITIONAL PARKS:**

The passive parks listed below are maintained by the City of Hickory Public Services Landscape Division.

### **Ivy Arboretum at Carolina Park**

Located on N.C. 127, in the 100 block of 2nd Street, NE (near Fire Station #1).



### **Highland Park**

Located behind Stanford Park ball fields, in the 600 block of 13th Avenue, NE.

### **McComb Park/Beaver Memorial Garden**

421 5th Avenue Place, NE

Features a water fountain, seating area, gazebo and a beautiful memorial garden.

### **Shuford Memorial Garden**

534 3rd Avenue NW (in the Oakwood Historic District)  
327-9630

### **Robinson Park**

Located in the 100 block of 2nd Avenue, SE (near City Hall).



*The historic home at Robinson Park is from the 1820s and was relocated from Startown Road to Robinson Park in 1952. Hickory's first cemetery is also located in this park.*

### **Viewmont Park**

Located in the 200 block of 16th Avenue, NW, next to Viewmont Elementary School.

## PLANNING & DEVELOPMENT SERVICES 323-7422

The Planning and Development Office is located on the second floor of City Hall. The planning staff is available to answer questions concerning land use and zoning, setback requirements, subdivision regulations, fencing requirements, rezoning matters, property uses, transportation plans, annexations, city development plans, sidewalk plans, city landscaping plans, appearance grants, landscape grants, vacant building grants, watershed regulations, and economic development. The Planning Division implements the Hickory by Choice 2030 Comprehensive Plan and enforces the Land Development Code. This division is responsible for both long term and short term planning and development policy. They also provide staffing to the Board of Adjustments, Brownfield Advisory Group, Hickory Regional Planning Commission, Community Appearance Commission, Public Art Commission, Historic Preservation Commission, and the Hickory Youth Council.

**The Planning and Development Department includes the following divisions:**

- **Community Development 323-7414**

The Community Development Division is available to answer questions concerning housing rehabilitation funds, home ownership/down payment assistance, affordable housing, and Community Development Block Grants (CDBG) for improvement projects in lower income neighborhoods.

- **Permit Center 323-7410**

The Permit Center manages all activities related to zoning enforcement, special events permits, sign and banner permits, ALE permits, and operates in conjunction with the Catawba County Building Services. The Application Center is located on the second floor of City Hall.



*Applications for events for large and small festivals, road races and charity walks all go through this center.*

## POLICE

(non-emergency) 324-2060



The Floyd W. Lucas, Jr. Police Headquarters is located at 347 2nd Avenue, SW. The number to dial for most police services is 328-5551. In life-threatening situations or to report a crime in progress, **dial 911**.

Administrative Offices such as the Office of the Chief of Police, Patrol Division, Support Services Division, Criminal Investigations Division, Animal Control, Community Services, and Victim Services can be reached at (828) 324-2060.



Hickory is one of the few cities in the country to implement Community Based Policing and to have changed a department from a traditional based policing philosophy. No term is more used and misused in police service today than "community policing." To most agencies "community policing" is a program or a special unit. An officer (s) is often assigned as a "community police officer." In Hickory, every officer is a community police officer. Often citizens refer not to their police officer, but instead to their P.A.C.T. (Police And Community Together) officer. Hickory is divided into five PACTs – Adam, Baker, Charles, David, and Edward.

The Police Department includes the following divisions:

• **Code Enforcement Unit** **261-2649**  
Enforces Hickory City Code pertaining to health and sanitation, housing, junk vehicles, illicit discharge, and nuisances. The city's land development code, international residential code, and international building code are references used in the enforcement of these ordinances.

• **Traffic Safety Unit** **261-2636**  
Dedicated to making the highways safer by educating the public, doing presentations to neighborhoods and civic groups and performing child safety seat inspections. The unit focuses on alcohol related incidents, as well as enforcement on major roadways and high traffic crash areas. The unit also performs reconstruction on all fatal and serious auto crashes.

• **Street Crimes Interdiction Unit** **328-GANG**  
The unit's primary objective is to disrupt gang related activity through the use of education, prevention, intervention, and proactive enforcement. The unit is responsible for providing Gang Awareness training to the community, law enforcement officers, and any requesting organization. The unit is assigned to the Patrol Division and focuses on areas frequented by gang members in order to gather intelligence about gangs and their activities. The unit will also proactively patrol areas that have been identified as high crime areas in order to improve the quality of life for the citizens of Hickory. They will collaborate with other local, state, and federal agencies in order to provide the greatest resistance to gangs.



**PUBLIC SERVICES** **323-7500**

1441 9th Avenue, NE. Office

Hours are 7 a.m.—3:30 p.m.

If there is an emergency such as a water line break or sewer trouble, and the Public Services Complex is closed, call the Hickory Police Department at (828) 328-5551.

**Public Services is comprised of two departments, Public Works and Public Utilities:**

• **Public Works** **323-7500**

**Central Services Division**

A contact/dispatch division for all other divisions at Public Services. Customer calls/service requests are routed through this division. In addition, all questions regarding dumpster boxes, and reports of dead animals on city roadways are handled in this division.

**Street Division**

Responsible for curb and gutter installation, driveway entrances, pothole repair, street maintenance and resurfacing, city street sweeping or cleaning, storm drain repairs, road obstructions and snow removal on city streets.

**Solid Waste Division**

Manages routine garbage pickup in addition to several other waste removal services. Arrangements for special backdoor pickup service for citizens who require assistance are also available upon request. To schedule an appliance for collection or to report other bulky items call Public Services. The Sanitation Division does not accept tires, automobile batteries, bricks, concrete, or dirt. Yard waste such as leaves, grass clippings, shrubbery trimmings, and tree limbs that are less than six feet long and six inches in diameter and of limited volume are collected curbside once a week on the same day as garbage. Large piles are collected on a scheduled basis and citizens will need to call Public Services

for a pick up. Smaller items such as grass clippings, leaves, or hedge trimmings must be placed in clear plastic bags or 30-gallon trash cans marked "Yard Waste."

In the fall and early winter, this division provides curbside leaf pick up. Citizens can rake leaves to the edge of their property instead of putting them in clear plastic bags or open containers by the curb. This special bulk leaf service is typically offered between November and January.

**Areas included under Solid Waste include:**

**Yard Waste Compost Facility**

Located in Northeast Hickory on Cloninger Mill Road, just off Sandy Ridge Road and 127 North.



The larger limbs and leaves are taken to the city's Yard Waste Compost Facility to be ground into mulch and compost. Residents can purchase mulch and compost for use in their yards and gardens. Call Public Services for availability, hours of operation, and prices.

**Recycling**

The city offers residential curbside recycling service, which is picked up once a week on the same day as garbage collection. Items collected include aluminum and metal cans, glass, plastic (1 and 2), newspapers, catalogs, phonebooks, and magazines. Please take off all lids and rinse items placed in the bin.



*This is the proper way to put out trash and recycling bins on pick up day. Each container should be about five feet apart and the lid on the trash can should be able to close properly.*



**Two recycling drop off centers:**

- 9th Avenue, NE beside Fire Station #2  
Monday – Saturday, 6 a.m. - 5:30 p.m.  
Accepts aluminum cans, newspapers, mixed paper, glass, and cardboard.
- Solid Waste Transfer Station, located at 1050 1st Avenue, SW  
Monday - Friday, 7 a.m. - 3 p.m.  
Accepts aluminum cans, newspapers, mixed paper, green, glass, cardboard, used motor oil, and antifreeze. This city also collects oil filters at this location from residents only, companies must contact their oil recycler for their own oil filter recycling program.

**Commercial Waste**

Offers local businesses and residences rental access to high volume dumpster services including garbage, construction debris, recycling, and other professional disposal services. No contracts, no fuel surcharges, or environmental fees.

**Traffic Division**

Responsible for traffic signals, traffic markings and street signs. Most traffic signals within the city limits are maintained by the city for the North Carolina Department of Transportation (NCDOT). While the Traffic Division authorizes the placement of streetlights, the installation and maintenance of streetlights throughout the city is the responsibility of Duke Energy.

## Landscape Services Division

Responsible for the design, installation and maintenance of landscaping projects on city properties. The division is divided into four areas of responsibility that include horticulture, turfgrass management, arboriculture or tree care and cemeteries. The division is also responsible for the complete aesthetic appeal throughout the city and entire central business district including passive parks throughout the city and city entranceways. This division is also responsible for snow removal on city properties and sidewalks throughout the business district.



## City Cemeteries (Ridgeview Cemetery, Oakwood Cemetery, Southside Cemetery and Fairview Cemetery)

Cemetery staff is responsible for grounds maintenance, record keeping and the sale and locating of all grave sites within the cemeteries. If you have questions regarding the sale of gravesites or columbarium niches and cemetery regulations, contact the City of Hickory Cemetery Sexton at (828) 323-7561.

## • Public Utilities **323-7427**

### Public Utilities Administration **323-7427**

Responsible for the overall operation and management of the Water and Wastewater Systems of the City of Hickory and other contract areas.

If you have a question concerning the operation, maintenance or management of Water and Wastewater Systems such as availability, water quality, repair of water and sewer lines, report leaks, water use restrictions or general water and sewer questions, contact the Public Utilities Office.

Questions regarding a bill or to establish an account please call City of Hickory Collections Division at (828) 323-7424.

## Information about Public Utility Facilities:

### Hickory Water Treatment Facility **323-7530**

A 32 million gallon per day facility responsible for production of potable/palatable drinking water for use by the customers. It is located on Old Lenoir Road.

### Henry Fork Wastewater Treatment Facility **294-0861**

A nine (9) million gallon per day Activated Sludge Facility with Nutrient Removal capabilities. It is located on the Henry River in Mountain View community and serves SE and SW Hickory, Long View, Hildebran and Eastern Burke County.

### Northeast Wastewater Treatment Facility **323-7530**

A recently upgraded six (6) million gallon per day Activated Sludge Facility utilizing Oxidation Ditch technology with Nutrient Removal capabilities. The plant is located on Cloninger Mill Road and serves NE and NW Hickory, Eastern Caldwell County, and Southern Alexander County.

### Town of Catawba Wastewater Treatment Facility **323-7427**

A two hundred and twenty five thousand (225,000) gallon per day Activated Sludge Facility. The plant is located on 6th Avenue, NW in Catawba and serves the Town of Catawba. This facility is scheduled for upgrade and expansion in 2013 to improve treatment capabilities and serve a larger area.

### Hickory Regional Sludge Compost Facility **465-1401**

3200 20th Ave SE, Newton, NC  
Operated under contract with Veolia Water North America for the Sludge Consortium (Hickory, Conover and Catawba County), of which Hickory is the lead agent. This facility is responsible for accepting bio-solids from consortium participants and producing Class "A" EQ Bio-Solids compost. Compost is for sale to the general public between the hours of 9 a.m. and 3 pm Monday through Friday.

# IMPORTANT PHONE NUMBERS IN THE HICKORY AREA

*\* Local numbers are in the 828 area code.*

<b>Catawba County Board of Elections</b>	<b>464-2424</b>
<b>Catawba County Chamber of Commerce</b>	<b>328-6111</b>
<b>Catawba County Economic Development Corporation (EDC)</b>	<b>267-1564</b>
<b>Catawba County Government</b>	<b>465-8200</b>
<b>Catawba County Tax Collector</b>	<b>465-8414</b>
<b>Catawba County Register of Deeds</b>	<b>465-1573</b>
<b>Catawba County Schools</b>	<b>464-8333</b>
<b>Catawba County Sheriff's Department</b>	<b>464-5241</b>
<b>Charter Communications</b>	<b>888-438-2427</b>
<b>Courthouse/Clerk of Court (Hickory District)</b>	<b>261-7400</b>
<b>Department of Motor Vehicles</b>	
<b>Drivers License Office</b>	<b>326-9126</b>
<b>License Plate Agency</b>	<b>328-3783</b>
<b>Department of Revenue</b>	<b>327-4085</b>
<b>District Attorney — Hickory Office</b>	<b>261-7410</b>
<b>Duke Energy</b>	<b>800-777-9898</b>
<b>Hickory City Schools</b>	<b>322-2855</b>
<b>Hickory Downtown Development Association</b>	<b>322-1121</b>
<b>Hickory Metro Convention and Visitors Bureau</b>	<b>322-1335</b>
<b>Hickory Metro Convention Center</b>	<b>324-8600</b>
<b>Hickory Post Office</b>	<b>328-5503</b>
<b>Hickory Public Housing Authority</b>	<b>328-5373</b>
<b>Internal Revenue Service</b>	<b>800-829-4477/345-1033</b>
<b>Magistrate's Office</b>	<b>327-9093</b>
<b>North Carolina Department of Transportation (local)</b>	<b>466-5519</b>
<b>Piedmont Natural Gas</b>	<b>800-752-7504</b>
<b>Century Link</b>	<b>888-723-8010</b>
<b>Western Piedmont Council of Governments</b>	<b>322-9191</b>



## CITIZEN SUGGESTION SHEET



Your questions, feedback or suggestions on City services:

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Do you want someone to contact you?

Yes  No    If so, how should we contact you?

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Best time to reach you: \_\_\_\_\_

Please mail it to: City Manager's Office, P.O. Box 398, Hickory, NC 28603