

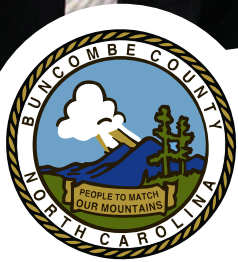


2019

**POPULAR ANNUAL  
FINANCIAL REPORT**  
FOR THE FISCAL YEAR ENDING JUNE 30, 2019



**BUNCOMBE COUNTY**  
NORTH CAROLINA



# 2019

## POPULAR ANNUAL FINANCIAL REPORT CONTENTS

This report is not an audited document and does not include all details of the audit report; rather, this report is intended to increase awareness of the financial operations of the County. For more in-depth financial information, the CAFR is available online at the County's website, [www.buncombecounty.org](http://www.buncombecounty.org).

If you have questions concerning the financial reports or would like additional information, you may send an email to [gl@buncombecounty.org](mailto:gl@buncombecounty.org) or call the Finance Department at 828.250.4130.

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# BOARD OF COMMISSIONERS

CHAIRMAN



BROWNIE **NEWMAN**

DISTRICT 1



JASMINE  
**BEACH-FERRARA**

DISTRICT 2



MIKE **FRYAR**

DISTRICT 3



JOE **BELCHER**

DISTRICT 1



AL **WHITESIDES**

DISTRICT 2



AMANDA  
**EDWARDS**

DISTRICT 3

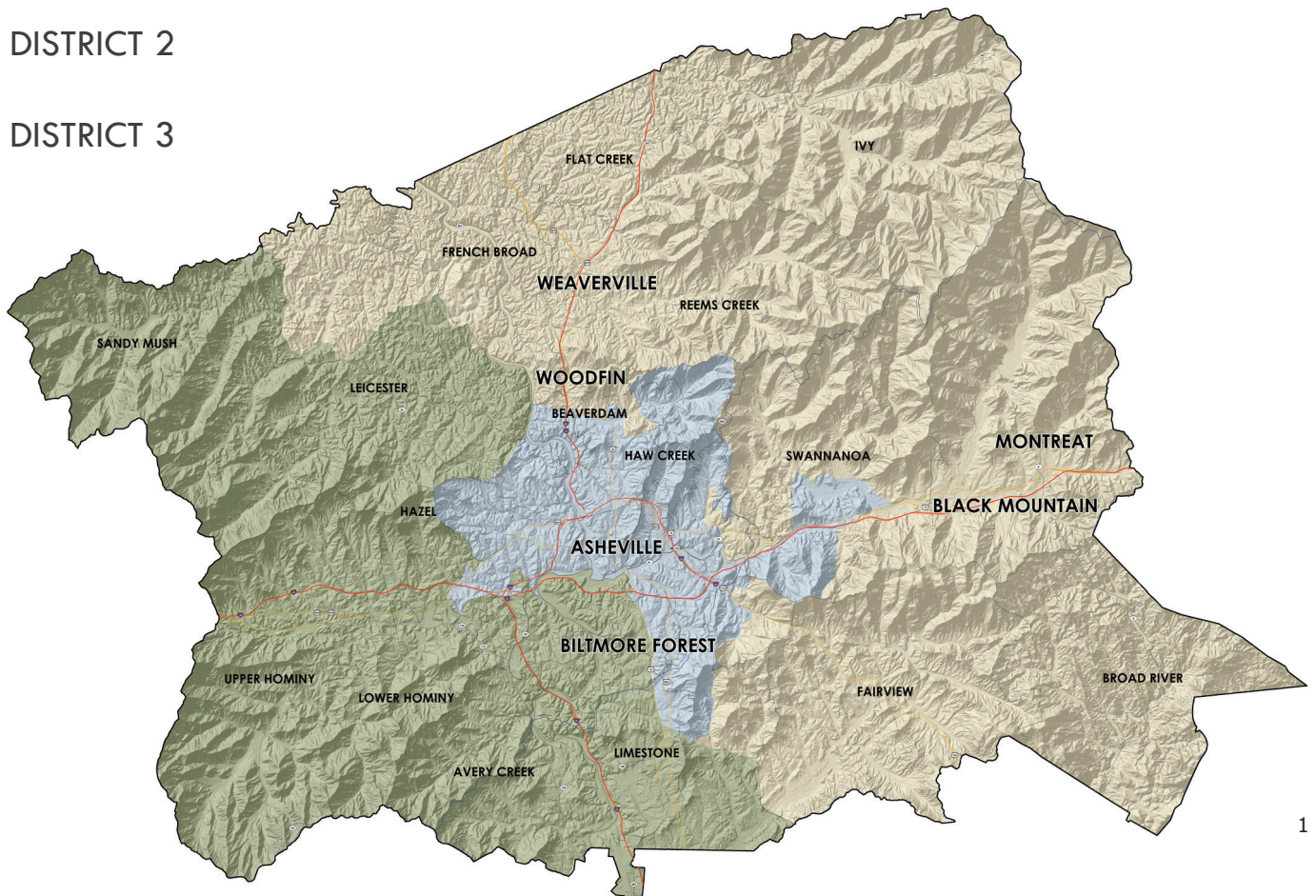


ROBERT **PRESSLEY**

 DISTRICT 1

 DISTRICT 2

 DISTRICT 3



# MANAGER'S MESSAGE

Dear Buncombe County Residents,

I want to thank you for taking an interest in how taxpayer dollars are used to operate Buncombe County services. This report, the Popular Annual Financial Report (PAFR), is produced every year to provide those with a general interest in the County's financial activities a glimpse of selected data from our financial operations in a concise and user-friendly format. While thorough, it's an abbreviated version of the County's Comprehensive Annual Financial Report (CAFR) for fiscal data ending June 30, 2019. It's my hope the PAFR helps you gain a better understanding of the County's financial activities and our commitment to fiscal integrity and sound financial management.

Information in the PAFR stems largely from financial statements contained in the CAFR, which is prepared in accordance with industry standard guidelines known as the Generally Accepted Accounting Principles. Our finances are then audited by an independent, certified public accounting firm. We encourage you to read the CAFR for even more detailed and extensive information, such as the audited financial statements, notes, schedules, and other relevant information.

Thank you again for taking the time to be a partner with us in this process. I hope this report provides a level of transparency that gives you the utmost confidence in how your County is operated. If you would like further information or have questions or comments, please take advantage of the many ways you can provide input:

- Call and leave us a message at (828) 250-4066
- Email us at [letstalk@buncombecounty.org](mailto:letstalk@buncombecounty.org)
- Fill out our online form at: [buncombecounty.org/letstalk](http://buncombecounty.org/letstalk)
- Learn more about financial transparency at [buncombecounty.org/transparency](http://buncombecounty.org/transparency)

Sincerely,



AVRIL **PINDER**





# ABOUT **BUNCOMBE**

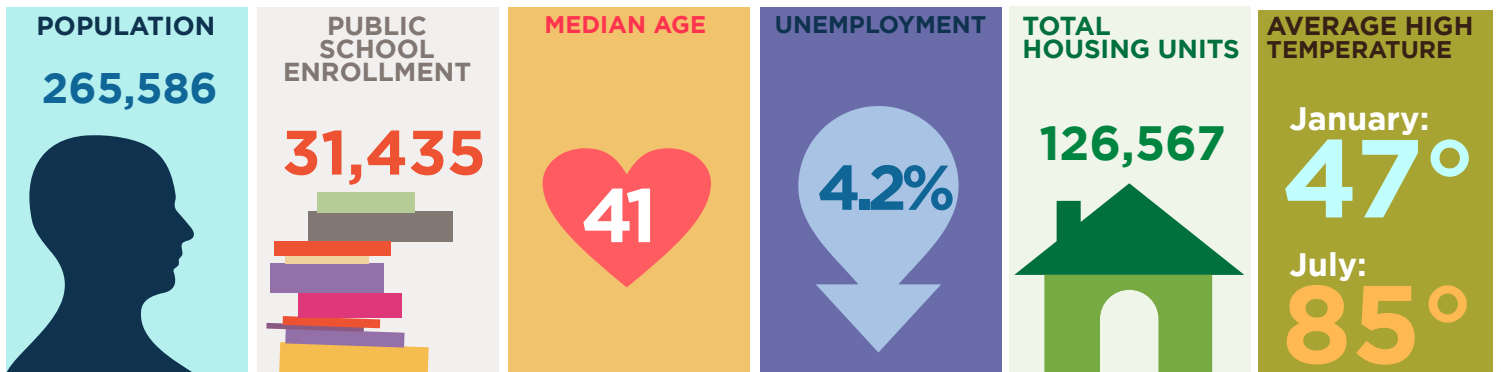
Buncombe County was established in 1791 and is located in the southwestern portion of North Carolina. It has a total land and water area of 657 square miles. There are six incorporated municipalities located within Buncombe County.

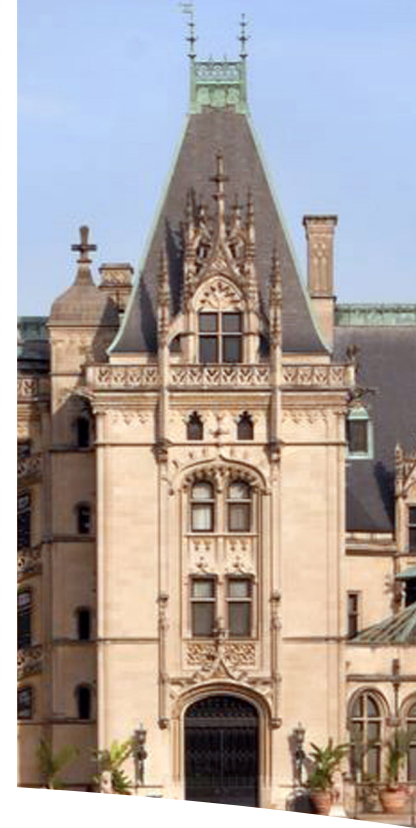
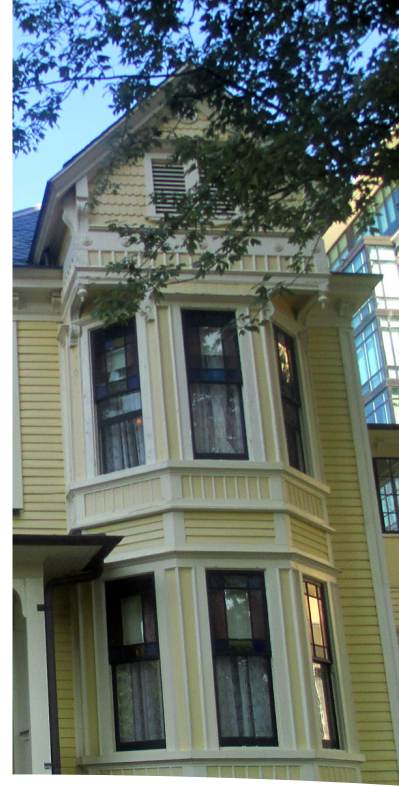
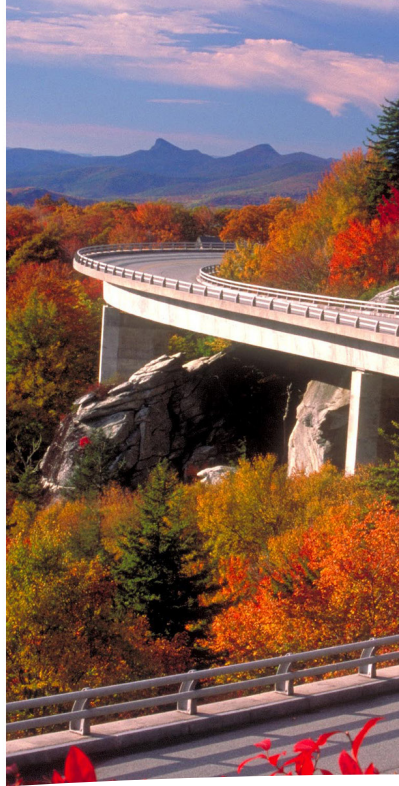
Buncombe County government provides citizens with a wide range of services including human services, public safety, economic and physical development, environmental protection, cultural and recreation, and others.

Buncombe County has multiple departments that are working daily to exceed the expectations of the citizens. The following pages offer a small sample of what Buncombe County government has accomplished in fiscal year 2019.

## MUNICIPALITIES

- City of **Asheville**
- Town of **Black Mountain**
- Town of **Woodfin**
- Town of **Weaverville**
- Town of **Biltmore Forest**
- Town of **Montreat**





# VIBRANT **ECONOMY**

Buncombe County's vibrant and diverse economy is supported by businesses of all shapes and sizes from locally owned art studios to nationally recognized corporations.

## TOURISM

- Biltmore Estate
- Blue Ridge Parkway
- Great Smoky Mountains National Park
- Omni Grove Park Inn
- Southern Conference Basketball Tournament
- Thomas Wolfe Memorial Historic Site
- Harrah's Cherokee Center
- Various area tours

## OUTDOORS

- Biking
- Golf
- Hiking
- Horseback riding
- River sports
- Scenic drives
- Zipline canopy tours

## MUSIC & ARTS

- River Arts District
- The Orange Peel
- Folk music & storytelling
- Folk Art Center
- Film industry
- Moog Music Factory
- Asheville Art Museum
- Over 200 artists in residence

## FOOD & BEVERAGE

- East coast expansion of New Belgium and Sierra Nevada
- Highland Brewing
- Asheville's Foodtopia
- Farm tours
- Brewery tours
- Dynamic craft beverage community
- Over 17 local farmers markets
- Over 100 local beers



# ECONOMIC SUMMARY

Buncombe County is the most populous county in the region and serves as the economic center of Western North Carolina. The diverse commercial and industrial base includes industries such as healthcare, technology, manufacturing, and tourism.

## ECONOMIC HIGHLIGHTS FOR THE LAST 5 YEARS

- Notable company economic development announcements include:
  - Avadim Technologies
  - Riverbend Malt
  - Reich
  - GE Aviation
  - FOX Factory
- Unemployment rate of 4.2% - among the lowest in North Carolina
- The Economic Development Coalition's efforts continue in growing the regional economy with the launch of AVL 5x5: Vision 2025. Goals for AVL 5x5: Vision 2025 include:
  - 2,000 net new total jobs
  - \$51,924 Buncombe County average annual wage
  - \$250 million of capital investment

# GENERAL **FUND**

The General Fund is the County's primary operating fund. It accounts for all financial resources of the general government, except for those required to be accounted for in a different fund. The core services of Buncombe County are accounted for in the General Fund, in addition to other services.



## **FUND BALANCE QUICK FACTS FOR FISCAL YEAR 2019**

Fund Balance is the difference between fund assets (what we own) and fund liabilities (what we owe). Generally Accepted Accounting Principles (GAAP) provide the hierarchy of constraints placed on how fund balance can be spent. Information on fund balance classifications can be found in the notes of the Comprehensive Annual Financial Report.

- At the end of the fiscal year, available fund balance for the General Fund was \$73.9 million.
- The Board of Commissioners has determined that the County should maintain an available fund balance of 15%, approximately two months of general fund expenditures, in case of unforeseen needs or opportunities in addition to meeting cash flow needs of the County. The County has exceeded this requirement with an available fund balance of 24.6%.
- Buncombe County continues to maintain the highest credit rating possible by the two largest rating agencies: a AAA credit rating by S&P, and a Aaa rating by Moody's.

## **What kinds of services are accounted for in the General Fund?**

### GENERAL GOVERNMENT

- *Governing Body*
- *Human Resources*
- *Budget & Management*
- *Finance*
- *Tax Collections*
- *Tax Assessment*
- *Register of Deeds*
- *Board of Elections*
- *Information Technology*

### PUBLIC SAFETY

- *Sheriff's Office*
- *Detention Facility*
- *Emergency Services*
- *Identification Bureau*
- *Pretrial Release*
- *Animal Services*

### ECONOMIC DEVELOPMENT

- *Planning*
- *Cooperative Extension*
- *Soil Conservation*
- *Economic Development*
- *Permits and Inspections*

### HUMAN SERVICES

- *Public Health*
- *Social Services*
- *Veterans' Services*

### CULTURAL AND RECREATION

- *Libraries*
- *Recreation*

### EDUCATION

- *Public Schools*

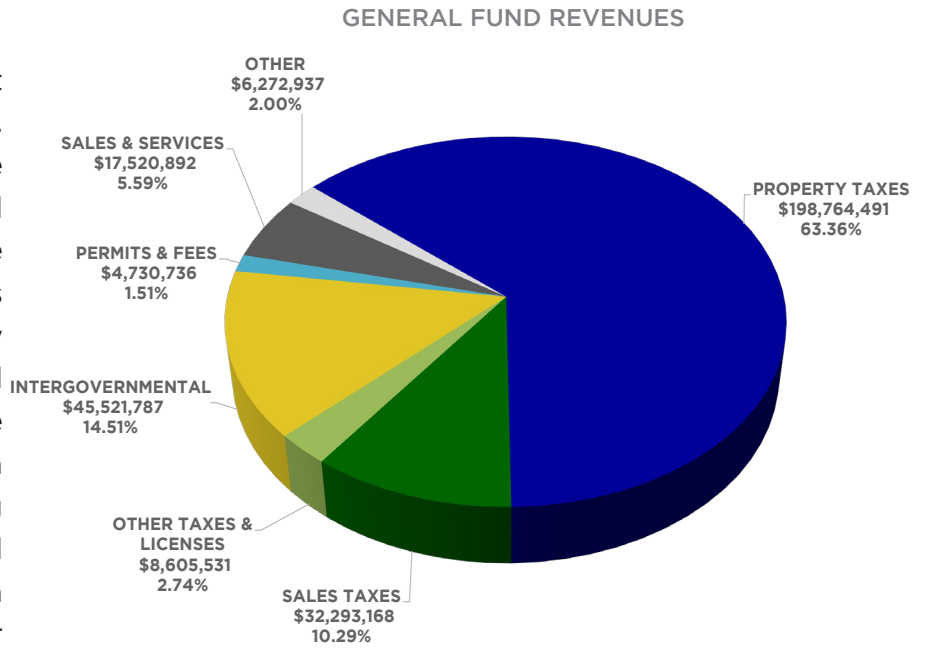


WHERE DOES THE FUNDING COME FROM?

# REVENUES

**\$313,709,542**

Property taxes represent the largest source of funds for Buncombe County. Intergovernmental, which is revenue received from other governments and restricted for specific purposes, is the second largest revenue source. Sales taxes, the tax Buncombe County receives from purchases of goods and services, are the third largest revenue source. Revenue generated through Sales and Services, such as recording fees for real estate transactions and permitting fees, make up the fourth largest revenue category. Other revenue includes investment earnings and miscellaneous revenues.

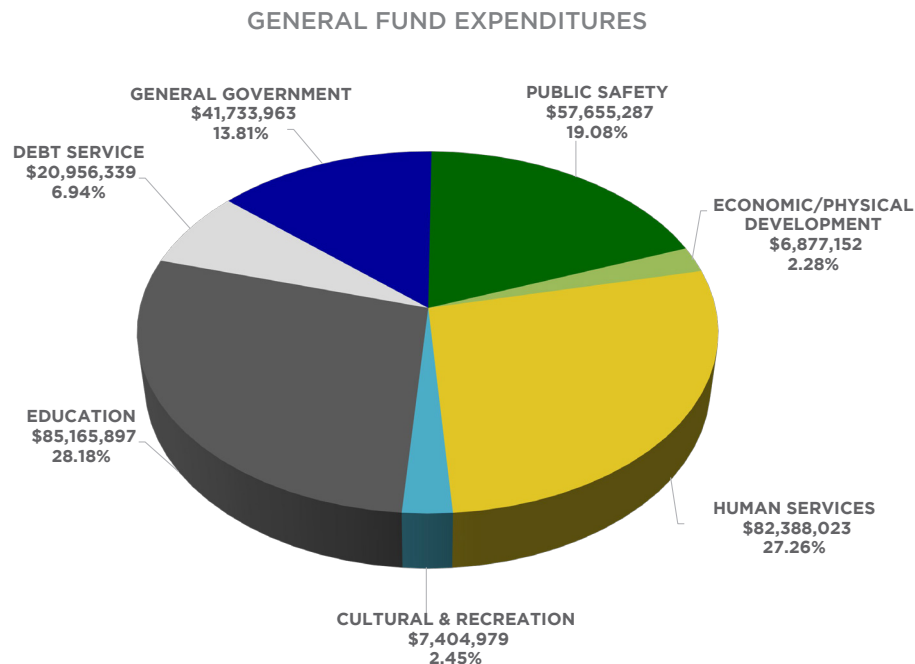


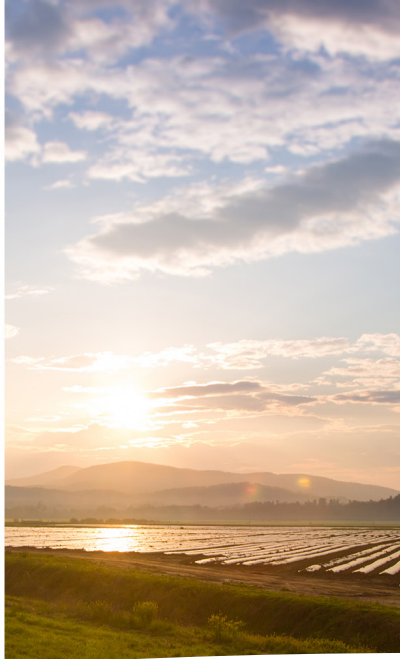
WHERE DOES THE GENERAL FUND MONEY GO?

# EXPENDITURES

**\$302,181,640**

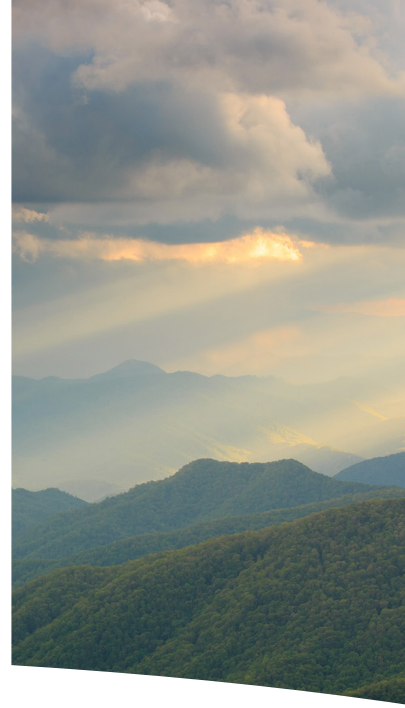
As depicted in this chart, Human Services and Education expenditures are the two largest uses of County funds. Public Safety, which includes law enforcement and emergency services, is the third largest group of expenditures. General Government, which includes departments such as Tax, Information Technology, Board of Elections, etc., is the fourth largest spending category. Debt Service, which equals one year of debt repayment expenditures, is the fifth largest group. Cultural and Recreation ranks sixth in expenditures, while Economic and Physical Development is the smallest category of expenditures.





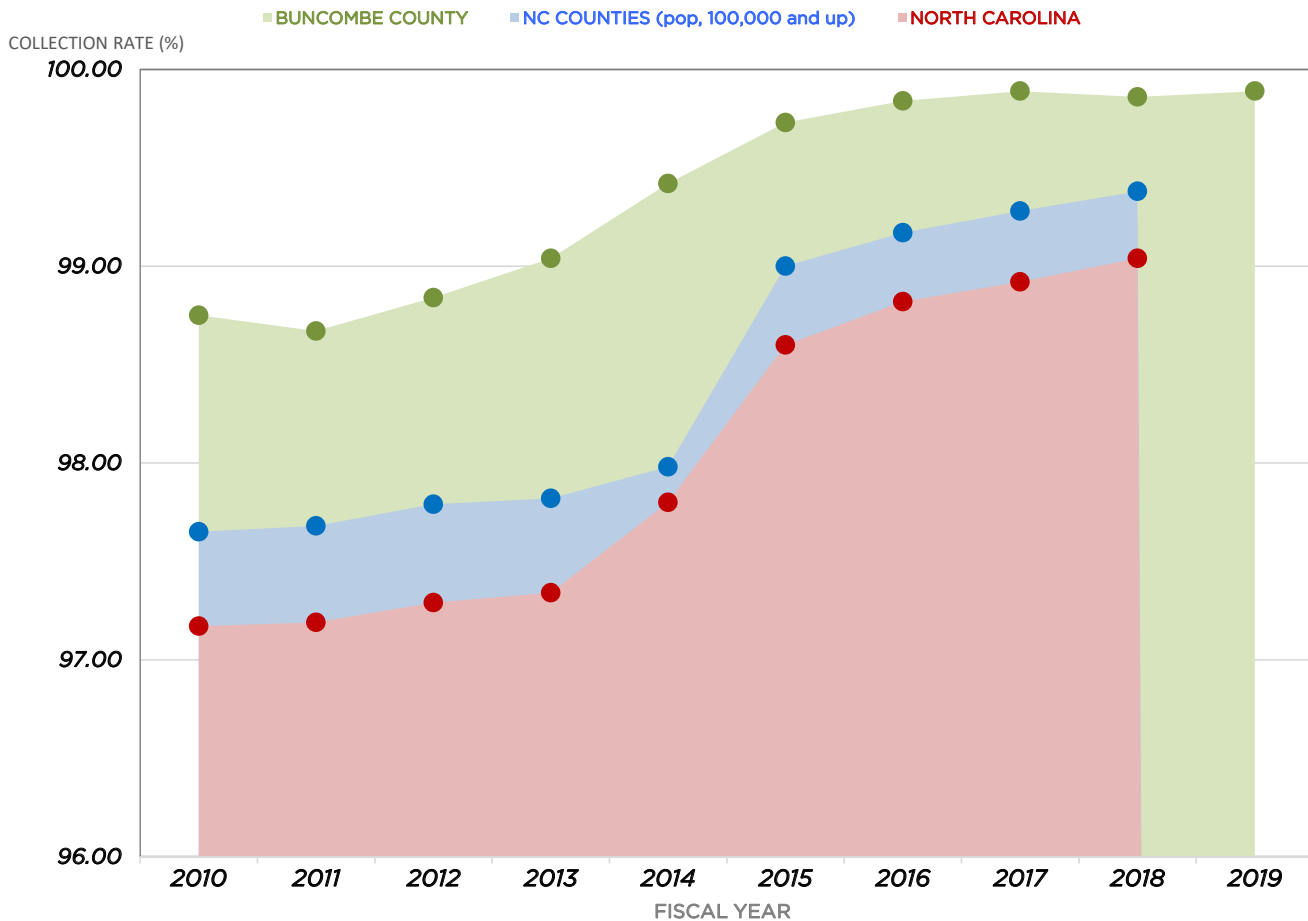
### Top 10 Taxpayers

- Duke Energy Progress, Inc
- Ingles Markets, Inc
- Biltmore Company
- GPI Resort Holdings LLC
- New Belgium Brewing Company, Inc
- Asheville Mall CMBS LLC
- Jacob Holm Industries
- Town Square West LLC
- Linamar North Carolina, Inc
- Southeastern Container, Inc



# PROPERTY TAXES

In order for Buncombe County to provide many types of services for our citizens, it needs to generate revenue. One of the main sources of revenue is Ad Valorem (property) tax. Property taxes make up 63.36% of the total General Fund revenues and are assessed and collected for things such as real estate, business and personal property, and motor vehicles. In order to fairly tax citizens, the County Tax Department reviews ownership and condition of the taxable property as of January 1st each year.



\*2019 Information for the State of NC and for NC Counties with population of 100,000+ has not yet been published.

# GOVERNMENT-WIDE STATEMENTS

The government-wide statements look at Buncombe County as a single, integrated unit and use the full accrual basis of accounting. These statements are designed to provide readers with a broad overview of the County's finances in a manner similar to a private sector business. Exhibits 1 and 2 in the CAFR are government-wide statements and are separated by governmental activities and business-type activities.

The charts below focus only on governmental activities. Business-type activities, which include services such as the Landfill, can be viewed in the Comprehensive Annual Financial Report. The Management's Discussion and Analysis in the CAFR also provides narrative information on changes in net position and activities.

## NET POSITION *(in millions)*

	2019	2018
Current and other assets	\$205.0	\$238.6
Capital assets	249.1	257.9
<b>TOTAL ASSETS</b>	<b>454.1</b>	<b>496.5</b>
<b>DEFERRED OUTFLOWS OF RESOURCES</b>	<b>41.2</b>	<b>22.3</b>
Long-term liabilities	620.5	635.0
Other liabilities	31.3	34.8
<b>TOTAL LIABILITIES</b>	<b>651.8</b>	<b>669.8</b>
<b>DEFERRED INFLOWS OF RESOURCES</b>	<b>12.4</b>	<b>11.5</b>
<b>NET POSITION:</b>		
Net investment in capital assets	51.6	63.8
Restricted	55.6	60.8
Unrestricted	(276.1)	(287.1)
<b>TOTAL NET POSITION</b>	<b>(\$168.9)</b>	<b>(\$162.5)</b>

## GOVERNMENTAL ACTIVITIES *(in millions)*

	2019	2018
<b>REVENUES:</b>		
<i>Program revenues</i>		
Charges for services	\$23.0	\$23.5
Operating grants/contributions	51.5	48.7
Capital grants/contributions	3.4	3.4
<i>General revenues</i>		
Property Taxes	221.5	216.2
Other Taxes	121.8	115.6
Other	11.2	5.1
<b>TOTAL REVENUES</b>	<b>432.4</b>	<b>412.5</b>
<b>EXPENSES:</b>		
General government	51.5	31.7
Public safety	93.3	103.4
Economic & physical development	37.5	32.8
Human services	88.7	91.0
Culture and recreation	10.0	8.8
Education	137.6	138.9
Interest on long-term debt	15.6	16.1
<b>TOTAL EXPENSES</b>	<b>434.2</b>	<b>422.7</b>

Increase (decrease) in net position	(1.8)	(10.2)
Net position beginning of year	(167.1)	(152.3)
<b>NET POSITION END OF YEAR</b>	<b>(168.9)</b>	<b>(162.5)</b>

- **Exhibit 1 - Statement of Net Position**

Shows what the government has in relation to assets (what we own) and liabilities (what we owe)

- **Exhibit 2 - Statement of Activities**

Reflects the revenues (sources of income) and expenses (uses of money) that yield the annual change in net position

- **Change in Net Position**

Governmental activities net position decreased in FY19 by \$1.8 million. This was primarily due to capital expenses for education purposes.

- **Major Financial Changes**

The large increase in revenues is due to actual assessed values being higher than estimated, as well as higher than anticipated local option sales tax revenue, restricted intergovernmental revenues, and miscellaneous revenue associated with legal settlements and insurance recoveries.



# OUTSTANDING DEBT

As of June 30, 2019, Buncombe County’s total debt outstanding was \$436.9 million, of which \$150 million is for the public school systems and \$70 million is for the community college. The Management’s Discussion & Analysis in the CAFR provides more in-depth narrative on the outstanding debt of Buncombe County.

Under North Carolina law, the County is responsible for providing capital funding for the public school systems. Because the assets funded by Buncombe County are owned and utilized by the school systems, Buncombe County has incurred a liability (what we owe) without a corresponding increase in assets (what we own).

**\$18.6 million**—General Obligation Bonds, where the debt is backed by the full faith and credit of Buncombe County.

**\$418.3 million**—Installment Notes, where the assets purchased or constructed are collateral for the notes.

## OUTSTANDING DEBT (in millions)

	Governmental Activities		Business-Type Activities		Total Debt	
	2019	2018	2019	2018	2019	2018
General Obligation Bonds	\$ 18.6	\$ 21.5	\$ -	\$ -	\$ 18.6	\$ 21.5
Installment Notes	416.7	450.9	1.6	1.9	418.3	452.8
<b>Total Debt</b>	<b>\$ 435.3</b>	<b>\$ 472.4</b>	<b>\$ 1.6</b>	<b>\$ 1.9</b>	<b>\$ 436.9</b>	<b>\$ 474.3</b>



# OPERATING INFORMATION

## CAPITAL ASSETS

Capital assets are items used to perform the basic operations of the government, which have a useful life of more than one year and meet the capitalization threshold of \$25,000. Some examples of capital assets include: land, buildings, other improvements, equipment, vehicles, intangible assets, and construction in progress. The values shown below for capital assets are a total of governmental and business-type operations. The value is the historical cost less the accumulated depreciation for each type of asset. More detailed information about capital assets can be located in the Comprehensive Annual Financial Report.

### CAPITAL ASSETS - NET OF DEPRECIATION (in millions)



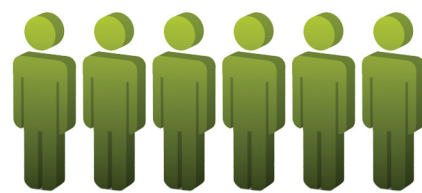
## EMPLOYEES

Over the past ten years, the number of Buncombe County employees has decreased by 73 positions. This has been accomplished by partnering with community agencies and increasing operational efficiencies, such as improved technology, which allows employees to broaden the scope of their duties.



2010 - NUMBER OF POSITIONS

**1,591**



2019 - NUMBER OF POSITIONS

**1,518**



DETENTION CENTER MAINTENANCE

# CAPITAL IMPROVEMENT

Buncombe County uses a Capital Improvement Program (CIP) to identify all capital projects (those costing over \$250,000) requiring funding for the next five years. These are generally for major technology projects, buildings, land, and vehicle replacement programs. The CIP is formulated under the direction of the County Manager based upon priorities outlined by the Board of Commissioners. The budget document contains additional information regarding the CIP and may be found at the County's website, [www.buncombecounty.org](http://www.buncombecounty.org).

## 2019

### MAJOR ONGOING PROJECTS DURING FISCAL YEAR 2019 INCLUDE:

- East Asheville Library Project
- Detention Center Maintenance
- Courthouse Exterior Renovations

## 2020 --- 2024

### MAJOR PROJECTS PLANNED FROM 2020 - 2024 INCLUDE:

- Facility Assessment of County-owned Buildings
- Lake Julian Improvements
- MSW Cell 7 Development
- EMS Base Construction
- Roof Replacements
- Garren Creek Tower Retrofit



# SOLIDWASTE

Buncombe County Solid Waste operates a Landfill and Waste Transfer Station. The Transfer Station serves as a drop off location for residential waste, which is then transferred to the landfill. The Landfill is an EPA Bioreactor Project and provides residential, commercial and industrial waste disposal. Both the Landfill and Transfer Station offer recycling services as well. The mission of Buncombe County Solid Waste is to protect the health and safety of citizens by disposing of all waste in the most efficient, cost effective, and environmentally sound manner possible.

- 16,589 tons of waste recycled
- 184,037 tons of waste received
- Recycled 124 tons of electronics and household hazardous waste in FY19
- The EPA Bioreactor Program is one of a few in the country that is a full scale project, encompassing the entire municipal solid waste landfill footprint; this project since inception has allowed the landfill to recoup settled waste areas and add an additional 5-7 years of landfill capacity
- Decomposing trash in the landfill produces methane gas which the County converts into renewable electricity, powering 1,100 homes
- Smart technology and GPS equipment help to extend the life of the landfill and save money on fuel and maintenance



# GENERAL GOVERNMENT

The General Government function provides administrative support for the County government. It includes the Governing Body, County Manager, Human Resources, Finance, Budget & Management Services, Internal Audit, Tax, Board of Elections, Register of Deeds, General and Fleet Services, and Information Technology. This function serves to maintain compliance with various regulatory requirements, improve communications with citizens, utilize technology to provide effective and efficient services, attract and retain a qualified work force, bill and collect taxes for the County and other local governments, record and preserve vital records, and administer the voting process.

- Increased tax collection rate for Buncombe County - 99.89% in FY19 increasing from 99.86% in FY18
- Maintained a Aaa from Moody's and maintained AAA bond rating from Standard & Poor's
- Processed nearly 6,800 employment applications
- The Register of Deeds office eRecorded 20,884 documents in FY19, accounting for 48.3% of total recordings for the year.
- 30 open session commissioner meetings were held in FY19, including regular meetings, pre-meetings, and budget work sessions.





# PUBLIC SAFETY

The Public Safety function is composed of the Sheriff's Office, Emergency Services, Justice Resource Center, Pretrial Services, Identification Bureau and Centralized Data Entry, Criminal Justice Information System, Animal Services, and the Public Safety Training Center. This function works to ensure the safety of Buncombe County citizens by providing a variety of services such as ambulance services, neighborhood patrol, training for emergency personnel throughout Western North Carolina, and maintaining a database of criminal history on all persons arrested or cited in the County.

- 187,317 emergency calls were dispatched in FY19 (EMS and Sheriff calls)
- 15 criminal justice system Diversion Programs in FY19
- Response time of 8.03 minutes for Sheriff priority one calls
- Approximately 12,009 inmates processed
- 978 individuals served by the Justice Resource Center



# HUMAN SERVICES

The Human Services function includes Public Health, Social Services, Aging Services, Veterans Services, Family Justice Center, Child Care Services, and Behavioral Health. This function serves the community by protecting and promoting the health of all people in Buncombe County, providing resources to citizens that maximize their well-being while promoting self-reliance, meeting the needs of the aging community, and assuring compliance with regulatory agencies which assist in funding human services activities.

- 70.72% collection rate on past due child support in FY19
- 91.9% of restaurants in compliance with inspection standards
- Record low number of children in foster care since FY15.
- Completed renovation of HHS Campus at 40 Coxe Avenue brings Public Health, Economic Services and Veterans Services together, creating improved access to the full array of services that BCHHS provides.
- Women Infants and Children (WIC) program was awarded the USDA's Loving Support Award of Excellence for the second year in a row. Buncombe County was 1 of the 12 Gold Premier award winners, a step above the Gold Award achievement last fiscal year.



# ECONOMIC & PHYSICAL DEVELOPMENT

The Economic and Physical Development function includes Planning, Economic Development, Cooperative Extension, Permits and Inspections, and Soil and Water Conservation. This function serves the community by stimulating economic growth, protecting farmland, preserving water and soil quality, and balancing the need for additional economic and population growth opportunities with environmental stewardship through well-planned infrastructure expansion.

- 250 jobs were announced in FY19 for Buncombe County Citizens
- \$33 million announced in capital investment in local businesses in FY19
- 775 subdivision plan reviews completed during FY19
- Environmental education programs reached a total of 77,000 citizens
- 3,027 building permits issued in FY19
- 99% of residential plans reviewed within 3 working days



# CULTURAL & RECREATION

The Cultural and Recreation function includes Parks, Greenways, Recreation, and the Library System. This function serves citizens by providing library and recreational facilities and programs to improve quality of life for Buncombe County residents by responding to the growing and diverse needs of our community.

- The Community Recreation Grant invested \$89,418 in 14 nonprofit projects to enhance recreation, health and wellness
- 64 special events and programs were offered in FY19
- 1.7 million library books in circulation in FY19
- Sand Hill Community Garden volunteers invested 733 hours to harvest over 2,800 pounds of fresh produce with 76% being donated to local welcome tables and community organizations
- 1,887,678 people visited the County's most popular parks (Lake Julian, Sports Park, Hominy Valley, and Owen Park)
- \$29,553 was raised for the Special Olympics Program in FY19
- 76,622 children and adults participated in programming and special events put on by Recreation Services



# AWARDS

## GOVERNMENT FINANCE OFFICERS ASSOCIATION

The Government Finance Officers Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to Buncombe County for its Popular Annual Financial Report for the fiscal year ended June 30, 2017, the most recent fiscal year in which Buncombe County has participated in the award program. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports.

In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards for creativity, presentation, understandability, and reader appeal.

An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. We believe our current report continues to conform to the Popular Annual Financial Reporting standards.

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Buncombe County also participates in the GFOA Certificate of Achievement for Excellence in Financial Reporting Program (CAFR Program). The CAFR for the fiscal year ending June 30, 2019 is available at [www.buncombecounty.org/finance](http://www.buncombecounty.org/finance).



Government Finance Officers Association

## Award for Outstanding Achievement in Popular Annual Financial Reporting

Presented to

**Buncombe County  
North Carolina**

For its Annual  
Financial Report  
for the Fiscal Year Ended

**June 30, 2017**

*Christopher P. Morill*

Executive Director/CEO



# RANKED & RATED

The Asheville Area has been recognized by dozens of magazines, websites and publications. Voted as one of *Travel and Leisure's* best cities in the US and Canada, other accolades include recognition for outdoor adventures, cuisine, the arts community, and as a retirement and relocation destination.

- Ranked one of the Top 20 Best Places to Live in America  
– *U.S. News and World Report, 2019*
- Named #1 "Foodie City" in the world by The Trazees Awards  
– *Global Traveler, July 2018*
- Ranked as one of the top 10 music cities in the U.S.  
– *National Geographic Traveler, May 2018*
- Ranked one of the 50 best places for business and careers  
– *Forbes, 2017*
- Ranked #1 as best destination in the United States  
– *Lonely Planet, January 2017*
- Named one of the 10 best outdoor towns in America  
– *SmarterTravel.com, October 2015*

# BUNCOMBE COUNTY SERVICE DIRECTORY

Air Quality Agency 250-6777  
 Burning Control 250-6777  
 Building /Grounds Maintenance 250-4233  
 BCTV 250-4109

## City/County ID Bureau

Background Checks 250-4661  
 CJIS (Criminal Justice Info Sys.) 250-4661

Clerk to the Board 250-4105  
 College St. Parking Garage 250-4248  
 Cooperative Extension 255-5522  
 County Commissioners 250-4001  
 County Jobline 250-4183  
 County Manager 250-4100  
 Election Services 250-4200  
 Emergency Services 250-6600  
 Emergencies 911  
 Erosion Control 250-4848  
 Finance 250-4130  
 Fire Marshal 250-6620  
 GIS Property Info System 250-6860

## HHS - Health & Human Services

Public Assist/Economic Serv's 250-5500  
 Child Care Assistance 250-5000  
 Crisis Intervention Program:  
 ABCCM 259-5300  
 Eblen Charities 255-3066  
 Swannanoa Christian Ministry 669-9404  
 Emergency Assistance Program 255-3066  
 Food Assistance 250-5500  
 Health Choice 250-5500  
 Low Income Energy Assistance 255-3066  
 Medicaid 250-5500  
 Work First Family Assistance 250-5500  
 Workforce Development 255-2500  
 Work Permit 250-5500

## Public Health (Main)

250-5000  
 Breast & Cervical Cancer 250-6006  
 Disease Control 250-5109  
 Environmental Health 250-5016  
 Family Planning 250-5000  
 Foreign Travel Immunizations 250-5096  
 Immunization 250-5096  
 Restaurant/Septic Inspection 250-5016  
 Vital Records  
 Births 250-5214  
 Death 250-5213  
 Water Testing 250-5016  
 WIC/Nutrition 250-5000  
 WNCCHS: Dental/Primary Care 285-0622

## Social Work Services (Main) 250-5500

Protective Services Intake:  
 Adults 250-5800  
 Children 250-5900  
 Prevention Services & Under 6 250-6000  
 General Adult Services 250-5814  
 Child Support Enforcement  
 250-6340 or 1-800-992-9457  
 General Children/Family Services 250-5822  
 Foster Home Licensing 250-5868

## Veterans Services

HHS Administration 250-5700  
 Human Resources 250-4166

Let's Talk 250-4066

## Libraries:

Pack Memorial (Main) 250-4700  
 Black Mountain 250-4756  
 East Asheville 250-4738  
 Enka 250-4758  
 Fairview 250-6484  
 Law Library 250-4734  
 Leicester 250-6480  
 North 250-4752  
 Oakley 250-4754  
 South Buncombe 250-6488  
 Swannanoa 250-6486  
 Weaverville 250-6482  
 West Asheville 250-4750

Mountain Mobility 250-6750  
 Mountain Area Workforce Development 251-6200

Parking - College Street Deck 250-4248  
 Parks & Recreation 250-4260  
 Lake Julian 684-0376  
 Permits/Inspections 250-5360  
 Planning 250-4830  
 Pretrial Services 250-6285  
 Purchasing 250-4130  
 Records Management 250-4147  
 Register of Deeds 250-4300

## Sheriff

250-6670  
 Animal Control Dispatch (County) 250-6670  
 Civil Process 250-4410  
 Crime Stoppers 255-5050  
 Crime Prevention 250-4427  
 Detention Center (Jail) 250-4550  
 Inmate Booking 250-4570  
 Senior Reassurance 250-4475  
 Warrants 250-4410

Soil and Water Conservation 250-4785

## Solid Waste

250-5460  
 Environmental Control 250-5470  
 Household Hazardous Waste 250-5462  
 Junk Cars 250-4847  
 Landfill 250-5462  
 Mobile Home Removal 250-5470  
 Transfer Station 250-6205  
 Trash Disposal (City) 259-5857  
 (County - Waste Pro) 684-7790  
 Street Addressing (Planning ) 250-4845

## Tax Department

Business Personal Property 250-4930  
 Collections 250-4910  
 Land Records 250-4970  
 Personal Property 250-4920  
 Real Estate 250-4940  
 Transportation (MTN Mobility) 250-6750  
 Whistleblower Hotline 866-908-7236

# USEFUL NUMBERS

## Animal Control

City 259-5872  
 County Dispatch 250-6670  
 Dead Animals (City) 259-5857  
 (County - [only in roadways]) 298-0390

## Animal Shelter

Adoption Center 250-6430  
 761-2001  
 Better Business Bureau 253-2392

## Business License

City 259-5595  
 NC 800-228-8443  
 Chamber of Commerce 258-6101  
 Child Support Enforcement 250-6340

## City of Asheville

251-1122  
 Police 259-5870  
 Fire/Rescue 259-5636  
 Mayor 259-5600  
 Parks & Festivals 259-5800  
 Water Billing 251-1122  
 Water Leaks 251-1122  
 Community Information 2-1-1  
 Council on Aging 277-8288

## Court Related Matters

Clerk of Court 259-3400  
 District Attorney 259-3410  
 Estates and Probate 259-3404  
 Jury Clerk 259-6407  
 Justice Resource Center 259-4281  
 Magistrate 250-4690  
 Public Defender 259-3423  
 Curbside Management 252-2532  
 Department of Labor 299-8232  
 Department of Transportation 298-2741

## Driver's License Office / DMV

Patton Avenue 782-9600

Eblen Foundation 255-3066  
 Employment Security Commission 251-6200  
 Federal Courthouse 771-7200  
 Governor's Western Office 251-6160  
 Housing Authority 258-1222  
 IRS 800-829-1040

## License Tag Office

Innsbruck Mall 252-8526  
 Hendersonville Road 277-7767  
 Metropolitan Sewerage District 254-9646  
 Backups & Overflows 255-0061  
 Sewer Applications 250-5345

## Municipalities

City of Asheville 259-5600  
 Town of Biltmore Forest 274-0824  
 Town of Black Mountain 419-9300  
 Town of Montreat 669-8002  
 Town of Weaverville 645-7116  
 Town of Woodfin 253-4887  
 OSHA 299-8232

## Road Maintenance

In the County (NCDOT) 298-0390  
 City of Asheville 251-1122  
 Town of Biltmore Forest 274-0824  
 Town of Black Mountain 419-9300  
 Town of Montreat 669-8002  
 Town of Weaverville 645-0606  
 Town of Woodfin 253-4887

## Schools

Asheville City 350-7000  
 Buncombe County 255-5921  
 Closing Hotline 255-5939

Social Security 866-572-8361  
 State Highway Patrol 298-4256  
 State Revenue 667-0597  
 Streets and Roads (DOT) 298-0390

## Street Signs/Addressing

County 250-4845  
 City 259-5850  
 US Postal Service 800-275-8777  
 Water Department 251-1122  
 Waste Pro 684-7790

## Zoning

City 259-5831  
 County 250-4830



**BUNCOMBE COUNTY**  
DEPARTMENT OF FINANCE

**828.250.4130**

**[buncombecounty.org](http://buncombecounty.org)**