

Town of Wake Forest Staff Services Guide

Prefix for each extension is 435 unless otherwise noted

Administration

Mark Williams, Town Manager.....	9411
Roe O'Donnell, Deputy Town Manager	9412
Deeda Harris, Town Clerk	9413

Administration includes the Town Manager's Office, Deputy Town Manager, and Town Clerk. The Town Manager is the Town's chief administrator and is responsible for implementing the Board of Commissioners' policies. The Deputy Town Manager supervises the Engineering, IT, Public Works and Public Safety Departments and coordinates special projects. The Town Clerk gives notice of Board of Commissioners, Joint Public Hearings, and Planning Board meetings, prepares the agenda and records proceedings. The Town Clerk is also the custodian of all permanent Town records and keeps track of appointments and terms for boards and commissions.

Board of Commissioners – Agendas & Meeting Minutes

Deeda Harris.....	9413
Tammy Moody	9491

Board of Commissioners – Point of Contact

Deeda Harris	9413
Mark Williams	9411

Bulk Mailing Postage

Deeda Harris	9413
Jannie Chaffin.....	9467

Cemetery Plots

Betty Pearce	9573
Mike Barton	9571

Clean Natural Gas

Roe O'Donnell.....	9412
John Thrift.....	9572

Copier – Town Hall

Tom LaBarge	9501
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Document Storage - External

Deeda Harris	9413
Aileen Staples.....	9461

Flower Orders – Birth, Bereavement, Illness

Tricia Mahoney	9492
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Joint Public Hearings

Deeda Harris	9413
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Planning Board – Agendas & Meeting Minutes

Deeda Harris	9413
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Taxi Service Inquiries

Deeda Harris	9413
Captain May	9594

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Communications

Bill Crabtree, Public Information Officer9421

The Communications Department is responsible for keeping the residents of Wake Forest informed about Town programs and services, as well as the actions of the Town government. The department is also responsible for developing newsletters, brochures, electronic and e-mail communications with citizens, videos, press releases, and other informational materials, as well as managing content on the Town's website and Community Channel 10. The Communications Department works with the local media by providing information, arranging interviews and acting as a spokesperson for the Town.

Board Chambers Audio/Video

Bill Crabtree9421

Tom LaBarge9501

Centennial Blankets

Bill Crabtree9421

Community Calendar

Bill Crabtree9421

Bess Martinson 422-8038

Community Channel 10 (Channel 10 ads, Focus on Wake Forest)

Bill Crabtree9421

Bess Martinson 422-8038

Connect-CTY

Bill Crabtree9421

Bess Martinson 422-8038

Connections...100 Years of Wake Forest History

Bill Crabtree9421

Engraved Brick Pavers

Bill Crabtree9421

Bess Martinson 422-8038

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E-Notifier, E-News, Town Manager's Weblog

Bill Crabtree9421
Bess Martinson 422-8038

Media Relations

Bill Crabtree9421
Bess Martinson 422-8038

Press Releases

Bill Crabtree9421
Bess Martinson 422-8038

State of the Town

Bill Crabtree9421
Bess Martinson 422-8038

Town Publications (*Our Town*, THE WEEK AHEAD, Brochures, Fact Sheets)

Bill Crabtree9421
Bess Martinson 422-8038

Website

Bill Crabtree9421
Bess Martinson 422-8038

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Engineering

Eric Keravuori, Engineering Director.....9441

The Engineering Department maintains responsibility in all phases of engineering for the Town, including construction inspection, traffic engineering and traffic signals, signs and marking.

Bus Service

Eric Keravuori9441

Construction Inspections - Northeast Wake Forest

Steve Meyer9447

Construction Inspections - Northwest Wake Forest

Blake Haley.....9446

Construction Inspections - Southeast Wake Forest

Al Jones9444

Construction Inspections - Southwest Wake Forest

Bryan Smith.....9445

Engineering - Consulting Firms List

Eric Keravuori9441

Engineering - Manual of Specifications and Standards

Scott Miles9442

Eric Keravuori9441

Engineering - New Products Approval

Eric Keravuori9441

Al Jones9444

Erosion Control Design

Holly Spring9443

Erosion & Sedimentation Control

Holly Spring9443

Scott Miles9442

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Greenway Design

Holly Spring 9443

Roadway Design

Eric Keravuori 9441

School Zones - Crosswalks

Eric Keravuori 9441

Stormwater Issues (Flooding, Excessive Runoff)

Scott Miles 9442

Holly Spring 9443

Stormwater Pond Design

Scott Miles 9442

Stormwater Pond Maintenance

Scott Miles 9442

Temporary Street Closure Requests

Eric Keravuori 9441

Town Road Construction Projects

Holly Spring 9443

Eric Keravuori 9441

Traffic Issues (Signs, Speeding, Traffic Calming)

Eric Keravuori 9441

Scott Miles 9442

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Finance

Aileen Staples, Finance Director9461

The Finance Department is responsible for general oversight and direction of treasury functions such as debt and investment management, cash management, financial statement preparation, annual audit, Budget, Capital Improvements Plan, internal controls and fiscal policy.

Accounts Payable/Receivable

Claudia Bradley9464
Vickie Caudle9465
Braxton Perry9463
LaVerne Harding9462

Bank Draft/Credit Card Draft

Patti Caudle9468
Leslie Scott9470
Nerida Najara9471

Bank Statement Reconciliation

Braxton Perry9462

Bid Processing – Formal and Informal

Randy Driver.....9474

Budgets

Aileen Staples.....9461

Budget Amendments

Aileen Staples.....9461

Capital Improvements Plan

Aileen Staples.....9461

ChurchNet

Mary Hitchcock 569-0020

Commercial Utility Information

Patti Caudle.....9468

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Customer Assistance Programs

Drew Brown 9466

Customer Service

Drew Brown 9466

Nerida Najara 9471

Leslie Scott 9470

Patti Caudle 9468

Mildred Amos 9469

Customer Service Technicians

Ronald Parker 9472

Corey Johnson 9473

Debt Management (Bonds, Installment Notes, etc.)

Aileen Staples 9461

Debt Set-Off Services

Drew Brown 9466

Jannie Chaffin 9467

Energy Audits – Residential

Drew Brown 9466

Ronald Parker 9472

Financial Reports

Aileen Staples 9461

LaVerne Harding 9462

General Accounting/Financial Questions – Account Detail Information

Aileen Staples 9461

LaVerne Harding 9462

H.O.P.E. Energy Assistance Program

Drew Brown 9466

Inventory

Chris Bass 9475

Todd Howe 9476

Keith Gaither 9477

Randy Driver 9474

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Investments/Cash Management

Aileen Staples.....9461

Load Management

Patti Caudle.....9468

Drew Brown9466

Nerida Najara9471

Leslie Scott9470

NWS Accounting Software Issues

LaVerne Harding9462

Aileen Staples.....9461

Outstanding Assessments

Aileen Staples.....9461

Braxton Perry9463

Payroll/Direct Deposit

Vickie Caudle.....9465

LaVerne Harding9462

Braxton Perry9463

Privilege License (Business)

Vickie Caudle.....9465

Property Taxes

Aileen Staples.....9461

Wake County Revenue Department..... 856-5400

Purchasing/Warehouse

Randy Driver.....9474

Chris Bass9475

Todd Howe9476

Keith Gaither9477

Receptionist

Jannie Chaffin.....9467

Mildred Amos.....9469

Corey Johnson.....9473

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Se Habla Español

Nerida Najara 9471

Utility Billing

Patti Caudle 9468

Mildred Amos 9469

Utility Payment Processing

Nerida Najara 9471

Leslie Scott 9470

Mildred Amos 9469

Patti Caudle 9468

Vendor Information/Questions

Randy Driver 9474

Chris Bass 9475

Todd Howe 9476

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Human Resources

Tammy Moody, Human Resources Director.....9491

The Human Resources Division is responsible for employee relations, employee grievances, retirement issues and classification and compensation. Also, this division is responsible for issues regarding property damage, injuries or potential liability claims, safety standards for Town Hall buildings.

All NWS Human Resources Inquiries

Tammy Moody9491
Tricia Mahoney9492
Mitzi Franklin9493

Applications - Open Positions, Status of Applications, Interviews

Tricia Mahoney9492
Mitzi Franklin9493

Benefits Information & Changes

Mitzi Franklin9493

Benefits Program Development

Tricia Mahoney9492

Employee Relations & File Inquiries

Tammy Moody9491
Mitzi Franklin9493

Employee Classification & Compensation

Tammy Moody9491

Employee Grievances

Tammy Moody9491

Evaluation List & Employee Roster

Mitzi Franklin9493

Environmental Safety Issues

Ben Naprstek.....9494

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Facility Safety Issues

Ben Naprstek..... 9494

Family Medical Leave Act

Tricia Mahoney 9492

Health Fair & Wellness

Tricia Mahoney 9492

Meetings: Financial, Training & Development

Tricia Mahoney 9492

Newsletter, Events & Employee Appreciation Incentives

Tricia Mahoney 9492

Performance Appraisals – All Inquiries

Mitzi Franklin 9493

Public Inquiries – Property Damage, Liability Claims

Ben Naprstek..... 9494

Recruiting

Tricia Mahoney 9492

Recycling/Disposal of Solid Waste – Internal

Ben Naprstek..... 9494

Retirement Issues

Tammy Moody 9491

Safety Policies - Internal

Ben Naprstek..... 9494

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Information Technology

Tom LaBarge, IT Director9501

The IT Department is responsible for establishing, planning, and administering the overall policies and goals of the IT Department. The department also collaborates with other Town departments to establish goals and priorities in order to meet the organization's overall technology requirements.

Computer Systems

Bob Pittard9502

Tom LaBarge9501

Desktop\Networked Printers

Bob Pittard9502

Tom LaBarge9501

CenturyLink Phones

Bob Pittard9502

Tom LaBarge9501

Network Infrastructure

Bob Pittard9502

Tom LaBarge9501

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Parks & Recreation

Susan Simpson, Parks & Recreation Director9561

The Parks & Recreation Department is responsible for development and maintenance of all Wake Forest parks and rental facilities, development and implementation of seasonal programs for adults and youth at Town parks and buildings and advertising of same. Parks & Recreation is also responsible for all Recreation, Senior and Youth Advisory Boards scheduling and oversight.

Advisory Boards – Recreation, Senior, Youth

Susan Simpson9561

Adult Athletics

Ed Austin9562

Ailey Young Park

Susan Simpson9561

Alston-Massenburg Center

Susan Simpson9561

Baseball League Information

Ed Austin9562

Coach Pitch

Ed Austin9562

Community House

Susan Simpson9561

Rosemary Pimentel.....9564

Concerts in the Park

Susan Simpson9561

Cultural Arts Association

Susan Simpson9561

Cultural Programs

Susan Simpson9561

Cindy Fergeson.....9563

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Dog Park (Rules)

Susan Simpson9561

Dream League Baseball

Ed Austin9562

E. Carroll Joyner Park

Susan Simpson9561

Facility Rentals

Susan Simpson9561

Rosemary Pimentel9564

Flaherty Park Community Center

Cindy Fergeson9563

Flaherty Park Phase III

Susan Simpson9561

Forrest Park

Ed Austin9562

Greenway Trails (Construction & Maintenance)

Susan Simpson9561

H.L. Miller Park

Susan Simpson9561

Holding Park Pool

Ed Austin9562

Joyner Park Phase I

Susan Simpson9561

Junior Baseball/Softball

Ed Austin9562

Kiwanis Park

Susan Simpson9561

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Little League Baseball/Softball	
Ed Austin	9562
Minor League Baseball/Softball	
Ed Austin	9562
Parks & Facilities	
Susan Simpson	9561
Plummer Park	
Susan Simpson	9561
Programs & Events	
Cindy Ferguson.....	9563
RecConnect Brochures	
Cindy Ferguson.....	9563
Senior League Baseball	
Ed Austin	9562
Smith Creek Soccer Center	
Susan Simpson	9561
Softball League Information	
Ed Austin	9562
Special Events	
Susan Simpson	9561
Cindy Ferguson.....	9563
Summer Sports Camps	
Cindy Ferguson.....	9563
Swim Lessons/Registration	
Ed Austin	9562
T-Ball	
Ed Austin	9562

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Taylor Street Park

Susan Simpson9561

Tennis Courts

Susan Simpson9561

Tyler Run Park

Susan Simpson9561

Vending Machine – Town Hall

Susan Simpson9561

Rosemary Pimentel9564

Wake Forest Community House

Susan Simpson9561

Youth Athletics

Ed Austin9562

Youth Baseball/Softball Registration

Ed Austin9562

Youth Cultural Arts Programs

Susan Simpson9561

Cindy Ferguson9563

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Planning

Chip Russell, Planning Director	9511
Chad Sary, Assistant Planning Director	9514
Ann Ayers, Assistant Planning Director	9512

The Planning Department's responsibility is in all phases of planning and building inspections, including land use and transportation planning, zoning and subdivision administration, historic preservation, urban forestry, building and fire inspection services, and code enforcement. There are three sections of this department: Development Services, Inspections, and Planning Services.

Development Services

Development Services is assigned to administer many of the current planning, zoning, and plan review functions that are part of the overall responsibilities of the planning department. These activities may include land development, addressing, zoning information, sign permitting, GIS mapping, subdivision review, and code enforcement.

General Questions

Terry Savary.....	9510
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Addressing & Street Naming

Chad Sary	9514
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Annexations

Chad Sary	9514
Charlie Yokley.....	9517

Board of Adjustment

Charlie Yokley.....	9517
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Census

Chad Sary	9514
Charlie Yokley.....	9517

Code Enforcements & Complaints

Charlie Yokley.....	9517
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Commercial & Non-residential Development

Chad Sary	9514
Charlie Yokley.....	9517

Development Permits

Charlie Yokley.....	9517
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Development Process

Charlie Yokley.....	9517
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Floodplain Information

Chad Sary	9514
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General Development Questions

Charlie Yokley.....	9517
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GIS/Mapping

Charlie Yokley.....	9517
Sarah Shelton	9515

Landscaping

Charlie Yokley.....	9517
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Multi-Family Developments

Chad Sary	9514
Charlie Yokley.....	9517

Performance Guarantees

Chad Sary	9514
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Permanent Street Closure Requests

Chad Sary	9514
Charlie Yokley.....	9517

Plat Review

Chad Sary	9514
Charlie Yokley.....	9517

Residential Developments

Chad Sary	9514
Charlie Yokley.....	9517

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Rezoning

Charlie Yokley.....9517

Signs

Charlie Yokley.....9517

Site Plan Review

Charlie Yokley.....9517

Special Use Permits

Charlie Yokley.....9517

Street Closings

Darren Abbacchi.....9593

Subdivision Review

Chad Sary9514

Charlie Yokley.....9517

Technical Review Committee

Chad Sary9514

Telecommunications

Charlie Yokley.....9517

Temporary Development Permit

Chad Sary9514

Charlie Yokley9517

Variances

Charlie Yokley.....9517

Zoning Information

Charlie Yokley.....9517

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Inspections

JJ Carr, Inspections Administrator	9519
Al Pruitt, Assistant Inspections Administrator	9520

The primary function of the Inspections Division is to ensure the health, safety and welfare of Wake Forest's residents and property owners. The duties of the inspections department include enforcing state and local laws as well as local ordinances within the town's jurisdiction. The department receives applications for building (including accessory buildings), electrical, mechanical (heating and air conditioning, gas piping), and plumbing permits. The Inspections Department also conducts periodic and annual fire inspections, enforces the minimum housing code and performs plan review for all types of permits.

General Questions

Front Desk	9531
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Commercial Plan Review

Tim Edwards.....	9523
Butch Moses.....	9521

Fence Permits

Rhonda Alderman	9528
Mary McCarey.....	9529

Fire Plan Review & Downtown Construction

Al Pruitt	9520
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General Code Compliance Questions

Dale Pruitt	9524
Larry Rochelle.....	9522
Kevin Wester	9525
James Jackson	9527

Home Occupation Permits

Terry Savary	9518
Rhonda Alderman	9528
Mary McCarey.....	9529

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Minimum Housing

Larry Rochelle.....	9522
Vacant	9531

Mobile Home Inspection Requirements

Kevin Wester	9525
Dale Pruitt	9524

Periodic Fire Inspections & Maintenance

Eric Wiseman	9526
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Permits & Fees

Rhonda Alderman	9528
Mary McCarey.....	9529
Terry Savary	9518

Residential Plan Review

Butch Moses.....	9521
Tim Edwards.....	9523

Scheduling an Inspection

Inspections Line	9531
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Zoning Pre-Occupancy Fire Inspection Permits

Terry Savary	9518
Mary McCarey.....	9529
Rhonda Alderman	9528
Al Pruitt	9520

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Planning Services

The Planning Services Division is responsible for small area and corridor planning, community and transportation planning. Also involved with this department is the historic preservation, urban forestry and design and open space and greenway planning.

Community, Small Area & Corridor Planning

Ann Ayers	9512
Chip Russell	9511

Historic Preservation – Historic Districts & Guidelines

Agnes Wanman	9516
--------------------	------

Northeast Area Plan

Agnes Wanman	9516
--------------------	------

Open Space & Greenway Planning

Candace Davis	9513
---------------------	------

Public Art Planning – Vision Plan, Art Team

Ann Ayers	9512
-----------------	------

Renaissance Plan – Downtown Revitalization

Agnes Wanman	9516
--------------------	------

Transportation Planning – Bicycle, Pedestrian, Transit, CAMPO

Candace Davis	9513
Chip Russell	9511

Urban Design – Appearance Review

Ann Ayers	9512
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Urban Forestry – Arbor Day, Tree City USA, Tree Maintenance and Removal

Ann Ayers	9512
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Public Safety _____

Emergency..... 556-9111

Non-Emergency 554-6150

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Public Works

Mike Barton, Public Works Director	9571
John Thrift, Assistant Public Works Director	9572

The Public Works Department is responsible for maintaining the Town's electric distribution system. It also oversees the streets, fleet maintenance, and sanitation divisions and administers the residential and commercial solid waste/recycling contracts.

Environmental Services

The Environmental Services Division is responsible for yard waste and leaf pickup services. Also, this department handles solid waste/recycling and bulk pickup on a weekly basis.

Bulk Item Pick-up Scheduling (75 lbs. or more only)

Betty Pearce	9573
Mike Barton	9571

Leaf Pick-up Guidelines

Reggie Forte	9575
Betty Pearce	9573
Mike Barton	9571

Major Storm Cleanup Guidelines

Mike Barton	9571
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Solid Waste/Recycling/Bulk Pickup (Residential Service)

Betty Pearce	9573
Mike Barton	9571

Solid Waste/Recycling Carts (New/Replacement)

Betty Pearce	9573
Mike Barton	9571

Solid Waste/Recycling (Commercial – New Service)

Mike Barton	9571
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Solid Waste/Recycling (Commercial Service Issues)

Mike Barton	9571
Betty Pearce	9573

Yard Waste Pick-up Guidelines/Issues

Reggie Forte	9575
Betty Pearce	9573
Mike Barton	9571

Street Division

Deceased Animal in Road

Betty Pearce	9573
--------------------	------

Road Repairs

Ronald Moore	9578
--------------------	------

Sidewalk/Curbs

Ronald Moore	9578
--------------------	------

Snow/Ice Treatment for Roads

Ronald Moore	9578
--------------------	------

Stop Sign Repair/Replacement

Betty Pearce	9573
--------------------	------

Storm Drain/Drainage Ditch

Ronald Moore	9578
--------------------	------

Street Name Sign Repair/Replacement

Ronald Moore	9578
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Street Sweeping

Ronald Moore	9578
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No response to any above during normal working hours

Betty Pearce	9573
John Thrift	9572
Mike Barton	9571

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Wake Forest Power

Locate Underground Utilities

NC One Call 1-800-632-4949

New/Upgrade of Electric Service

John Thrift 9572

Outages/Partial Power – 7:00 am – 3:30 pm, Monday - Friday

Betty Pearce 9573

Outages/Partial Power – Nights/Weekends/Holidays

Outage Line 554-6724

Report Downed Power Lines

Betty Pearce 9573

John Thrift 9572

Mike Barton 9571

Report Street Light Problems (During Normal Work Hours)

Betty Pearce 9573

Mike Barton 9571

Tree Trimming Near Overhead Power Lines

David Elliot 9579

John Thrift 9572

No response to any above during normal working hours

Mike Barton 9571

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Advisory Board Liaisons

Board of Adjustment

Charlie Yokley.....9517

Cemetery Advisory Board

Mike Barton9571

Greenways Advisory Board

Candace Davis.....9513

Historic Preservation Commission

Agnes Wanman.....9516

Human Relations Council

Tammy Moody9491

Planning Board

Chip Russell.....9511

Recreation Advisory Board

Susan Simpson9561

Senior Advisory Board

Susan Simpson9561

Urban Forestry Advisory Board

Ann Ayers.....9512

Youth Advisory Board

Susan Simpson9561

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Notary Public Directory

A notary public is an officer who can administer oaths and statutory declarations, witness and authenticate documents, and perform certain other acts depending on the jurisdiction.

Notary Public Officers

Deeda Harris, Town Clerk	9413
Rhonda Alderman	9528
Claudia Bradley	9464

Employees Only

Tammy Moody	9491
Tricia Mahoney	9492
Theresa Jusino.....	9600
Nancy Lilly	6150
Lee Godfrey.....	9597
Audrey Preddy	9599