



Contact: Bill Crabtree
Telephone: (919) 554-6196
Email: bcrabtree@wakeforestnc.gov

FOR IMMEDIATE RELEASE

NEW TOWN HALL TO OPEN MONDAY

WAKE FOREST, NC – June 16, 2010 – Town Manager Mark Williams announced today that the new Wake Forest Town Hall, located at 301 S. Brooks St., will officially open for business on Monday, June 21, at 10 a.m. Area residents are urged to please note the 10 a.m. opening scheduled for Monday only.

The Town's normal hours of operation are 8 a.m. to 5 p.m. Monday – Friday. Monday's two-hour delay is designed to provide staff an opportunity to transition into their new work environment. Employees will be accessible and responsive, but residents are asked to please be patient during the initial adjustment phase.

Beginning Friday afternoon and continuing throughout the weekend, eight departments and nearly 70 employees will move into the new town hall complex. The relocation brings a new address for all of the Town's departments, except Police and Public works.

All departments have been assigned new telephone numbers. The Police Department, however, will maintain its non-emergency telephone number (554-6150) and emergency number (556-9111).

Below is a listing of each Town department's location and phone number. All phone numbers are area code 919.

Department Name	Location (Floor)	New Phone Number
Administration	Town Hall (2)	435-9410
Communications	Town Hall (2)	435-9421
Engineering	Town Hall (3)	435-9440
Finance	Town Hall (1)	435-9460
Human Resources	Town Hall (1)	435-9490
Inspections	Town Hall (Ground)	435-9530

Management Information Systems (MIS)	Town Hall (2)	435-9500
Parks & Recreation	Town Hall (1)	435-9560
Planning	Town Hall (3)	435-9510
Police	225 S. Taylor St.	554-6150 (non-emergency) 556-9111 (emergency)
Public Works	234 Friendship Chapel Road	435-9570

Wake Forest has created a telephone directory designed to make it easier for residents to get answers to questions concerning popular topics of interest. Sorted by department, the “Who to Call” registry lists the programs and services administered by each department, along with a contact name and telephone number. The “Who to Call” directory can be downloaded from the Town’s Web site at www.wakeforestnc.gov/newtownhall.aspx.

The ground floor of the new 44,000 square-foot facility includes the Inspections Department and a large meeting room. People wishing to conduct business with Inspections are encouraged to park in the designated spaces along Taylor Street, located behind town hall, and access the ground floor from the Taylor Street entrance.

Customer Service, Finance, Parks & Recreation, and Human Resources are located on the first floor which is accessible from the main entrance of town hall on South Brooks Street.

The Board Chambers, the offices of the Town Manager, Deputy Town Manager, Town Clerk, and Public Information Officer, as well as the Communications and MIS departments, are located on the second floor of the new building. Several conference rooms and the Community Channel 10 broadcast booth are also on the second floor.

Planning and Engineering are housed on the third floor.

On-site parking is available for all customers in the town hall parking lot, located on South Brooks Street. Additional parking is permitted in marked spaces along South Brooks and South Taylor Streets.

The Town’s only night drop box, located at the current town hall, will not be available after June 20. A new after-hours drive-up collection box will be installed outside the new facility later this year.

Finance Director Aileen Staples suggests that this may be the perfect opportunity for Wake Forest’s electric customers to consider the Town’s alternative payment options. Online bill payment is available on the Town’s Web site at www.wakeforestnc.gov/onlineservices.aspx. Customers also can take advantage of automatic bank draft, credit card draft, and equal payment plan. For more information on these options, visit www.wakeforestnc.gov/finance_utilitybillpayment.aspx.

Staples also announced today that Wake Forest will not accept City of Raleigh payments at the current town hall after 3:30 p.m. Friday (June 18). The move is designed to allow the Town sufficient time to transfer the payment processing network to the new town hall. Wake Forest will resume accepting City of Raleigh payments at 10 a.m. Monday.

The first Board of Commissioners meeting to be held in the new town hall will take place on Tuesday, July 20. The official Town Hall Grand Opening is scheduled for Friday, Sept. 10.

Beginning June 21, questions on how to reach a specific department or staff person can be directed to the Town's new information number at (919) 435-9400, and updated information can be found on the Town's Web site at www.wakeforestnc.gov/newtownhall.aspx.

###

For more information about the Town of Wake Forest, contact Public Information Officer Bill Crabtree at (919) 554-6196 or bcrabtree@wakeforestnc.gov.