

Guide to ORANGE COUNTY GOVERNMENT



ORANGE COUNTY
NORTH CAROLINA

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www.orangecountync.gov



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ORANGE COUNTY
NORTH CAROLINA

Orange County operates under the council-manager form of local government, which combines the strong political leadership of the elected governing body with the strong managerial experience of an appointed local government manager.

County Manager Bonnie Hammersley serves as the chief administrator of Orange County. She is appointed by and serves under the direction of the Board of County Commissioners (BOCC).



The County Manager supervises and coordinates the activities of the county's 27 departments, ensuring that all decisions, policies and programs approved by the BOCC are implemented. The manager also works to ensure the county complies with federal and state mandates.

The manager recommends an annual budget, makes recommendations on appropriate matters of business, represents the county in dealing with various agencies and performs other duties assigned by the BOCC.

More than 900 employees work for Orange County and are committed to providing quality customer service to our residents. Orange County Government provides a host of programs and services for our residents. This guide is designed to familiarize residents and visitors the departments and services available through Orange County Government.

BOARD OF COUNTY COMMISSIONERS



Orange County is governed by a seven-member board of commissioners, elected by district and at-large in partisan, countywide elections. Commissioners serve four-year terms. Elections are held in November of even-numbered years. New board members take office at the first meeting in December following the November election. At this meeting, new and re-elected Board members take the oath of office and elect a Chair and Vice Chair for the coming year.

The primary duties of the Board include adopting an annual budget, establishing the annual property tax rate, appointing various officials and representatives to advisory boards and commissions, planning for County needs, and enacting local ordinances. The Board also has the authority to call bond referenda, enter into contracts, and establish new programs and departments.

The Board of Commissioners meets regularly at 7 p.m., usually on the first and third Tuesdays of the month. For an updated calendar of events, visit orangecountync.gov.

To contact the Board of County Commissioners, please visit the County Clerk's office at 200 S. Cameron Street Hillsborough, NC, 919-245-2130 or OCBOCC@orangecountync.gov

Aging

The Orange County Department on Aging is a one-stop resource where older adults and caregivers can meet their social, mental, physical, financial and day-to-day practical needs. The Department offers integrated aging services and programs such as, wellness and education classes, lunches, trips, volunteer opportunities and much more. The Robert and Pearl Seymour Center is located at 2551 Homestead Road in Chapel Hill. The Jerry M. Passmore Senior Center is located at 103 Meadowlands Drive in Hillsborough.



Administrative Office, 2551 Homestead Road, Chapel Hill, NC, 919-968-2070

Animal Services

The mission of Animal Services is to meet the needs of residents by working with volunteers and other partners to deliver cost-effective and integrated sheltering and animal control services that ensure the health, safety and well-being of humans, pets and the community as a whole. Addressing the problem of pet overpopulation with a proactive and positive approach is an integral ingredient of the department's mission.

Animal Services Center, 1601 Eubanks Road, Chapel Hill, NC, 919-942-7387



Arts Commission

The Orange County Arts Commission is the non-partisan countywide arts agency that provides funding and support for a broad range of high-quality arts programs. The Arts Commission awards state Grassroots Arts Program funds in Orange County, adhering to state program guidelines. The Arts Commission also awards county-funded arts grants, sponsors programs & serves as an arts information clearinghouse.



200 S. Cameron Street, Hillsborough, NC, 919- 245-2335
www.artsorange.org

Asset Management

Asset Management Services provides a broad range of services to each of the departments of Orange County. These services include: Capital Project Development Management, Facility Maintenance and Reservation Services, Facility Environment, Hygiene, and Custodial Services, Fleet Management and Maintenance Services, Fuel and Energy Management Services, Sustainability Programs Management, and Physical Security Management.



West Campus Office Building, 131 W. Margaret Lane, Suite 300,
Hillsborough NC, 919-245-2625

Child Support Enforcement

Child Support Services secures child support for Orange County children, thereby strengthening the family's potential for economic independence and self-sufficiency. We locate non-custodial parents; establish paternity for children born outside marriage; establish child support orders; and work with parents to ensure compliance with court orders.



West Campus Office Building, 131 W. Margaret Lane, Hillsborough, NC, 919-245-2175

Clerk to the Board

The Office of the Clerk to the Board provides direct support for the Board of County Commissioners (BOCC). The Clerk's Office posts agendas for Board meetings, records minutes of Board meetings, and retains historical minutes of Board meetings and County Ordinances. The Clerk is also tasked with maintaining and publishing the calendar of public meetings, providing public notice of meetings, and coordinating and tracking volunteer boards and commissions appointed by the BOCC.



Clerk's Office, 200 S. Cameron St, Hillsborough NC, 919-245-2130

Community Relations

The Community Relations Department works to strengthen communication with residents and businesses by maintaining the Orange County website (www.orangecountync.gov), creating brochures for special projects and programs, maintaining the county's social media presence and working with traditional media outlets to cover county issues. The Department organizes the Orange County Government Academy, an annual program that educates residents about the many services and programs provided by the county.



200 S. Cameron St, Hillsborough NC, 919-245-2302

Cooperative Extension

The North Carolina Cooperative Extension Service has offices in all 100 North Carolina counties and with the Eastern Band of the Cherokee Indians (EBCI). NC Cooperative Extension partners with communities to deliver education and technology that enrich the lives, land and economy of North Carolinians.

Administrative Office, 306-E Revere Road, Hillsborough, NC, 919-245-2050
orange.ces.ncsu.edu



County Manager

The Orange County Manager's Department oversees the departments to assure adequate levels of service are provided to residents as efficiently as possible. The Department implements the policies of the Board of County Commissioners and coordinates, monitors and evaluates the day-to-day operations of the County.



County Manager's Office, 200 S. Cameron Street, Hillsborough, NC, 919-245-2300

Criminal Justice Resource

The Criminal Justice Resource Department oversees and supports jail alternative programs in Orange County. The Department administers Pretrial Release Services, the Misdemeanor Diversion Program, two drug treatment courts and mental health services and referrals for youth and adults in custody. The Department also collaborates with court and criminal justice stakeholders to identify resources that will increase diversion opportunities and reduce pretrial detention and recidivism.



Orange County Courthouse, First Floor, 106 E. Margaret Lane, Hillsborough, NC, 919-245-2303

Economic Development

Orange County Economic Development offers direct assistance with business expansion, retention & relocation, manager a small business loan & grant program, promote agriculture economic development, assists in marketing and site selection to recruit new retail, industrial and commercial businesses, promotes entrepreneurial start-ups, and provides customized economic and demographic research. The Economic Development Department strives to provide high paying employment opportunities for County residents, and increase the non-residential tax base. Additionally, this department promotes tourism through the affiliated Chapel Hill/Orange County Visitors Bureau.



***West Campus Office Building, 131 W. Margaret Lane, Hillsborough, NC,
919-245-2325
growinorangenc.com***

Elections

The mission of the Board of Elections is to provide the residents of Orange County with fair, efficient, convenient, and accurate Elections within the guidelines of State and Federal Election Laws. In addition to preparing for and conducting all elections within Orange County, the Orange County Board of Elections is responsible for processing and maintaining all Orange County voter registration records.



Board of Elections, 208 S. Cameron Street, Hillsborough, NC, 919-245-2350

Emergency Services

Orange County Emergency Services is dedicated to ensuring the appropriate and efficient response to emergencies and disasters throughout Orange County operating 24 hours each day, year round. Orange County Emergency Services consist of four Divisions that include: 9-1-1 Communications, Emergency Management, Emergency Medical Services and Fire Marshal.



Administrative Office, 510 Meadowlands Drive, Hillsborough, NC, 919-245-6100

Environment, Agriculture, Parks & Recreation

The Department of Environment, Agriculture, Parks & Recreation (DEAPR) works to conserve and manage the natural and cultural resources of Orange County. Consistent with the strong environmental ethic of the community, DEAPR also strives to bring parks and nature preserves, environmental education, recreation, athletics and other programs to residents of the County - with a goal of promoting cultural, physical and natural stewardship and well-being.

Administrative Office, 306-A Revere Road, Hillsborough, NC, 919-245-2510



Finance & Administrative Services

The Department of Finance and Administrative Services administers Orange County's financial activities which include accounts payable, budget and fiscal policy, capital planning, debt issuance, financial reporting, payroll processing, and purchasing. The County's Financial Reports and the Operating and Capital budgets adopted by the Board of County Commissioners can be viewed online at www.orangecountync.gov.



Administrative Office, 200 S. Cameron Street, Hillsborough, NC, 919-245-2450

Health

The Orange County Health Department works to improve the health of residents by providing a variety of high quality medical, dental, environmental health, and health promotion services. With two medical clinic locations, a dental clinic and teams of environmental health inspectors and health educators who work with the community to keep it healthy, the Health Department is improving health and inspiring change throughout Orange County. The Orange County Health Department provides services in the following locations: Medical and Dental Clinic, 300 W. Tryon Street, Hillsborough; Environmental Health, 131 W. Margaret Lane Suite 100, Hillsborough; and the Chapel Hill Medical Clinic, 2501 Homestead Road, Chapel Hill.



Administrative Office, 300 W. Tryon Street, Hillsborough, NC, 919-245-2400

Housing & Community Development

The primary mission of the Orange County Housing and Community Development Department is to promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination. The Department's strategic goals include: administering the federal HOME and Housing Choice Voucher programs; improving the quality of affordable housing; improve the quality of housing through repairs and rehabilitation; ensuring equal opportunity and affirmatively further fair housing; and enforcing the Orange County Civil Rights Ordinance by investigating housing and public accommodation discrimination cases.



Administrative Office, 300 W. Tryon Street, Hillsborough, NC, 919-245-2490

Human Resources

The Human Resources Department of Orange County provides a full-range of human resource services and programs supporting and promoting an inclusive culture and work environment that is characterized by fair treatment of staff, open communications, personal accountability, trust and mutual respect. Areas of service include competitive recruitment and selection for all County positions (excluding the Sheriff's Department), position classification and pay administration, staff development and training, employee and retiree benefit administration and employee relations.



200 S. Cameron Street, Hillsborough, NC, 919-245-2550

Human Rights & Relations

The Orange County Department of Human Rights and Relations is dedicated to fostering positive human relations and eliminating discrimination based on race, color, religion, sex, national origin, age, disability, familial status, and veteran status. The Department does this by enforcing the Orange County Civil Rights Ordinance, community education, training, and targeted outreach on anti-discrimination laws and the promotion of human relations in the community. The Director of the Department also serves as the Civil Rights Officer for the County.



Administrative Office, 300 W. Tryon Street, Hillsborough, NC, 919-245-2490

Information Technologies

The mission of Information Technologies (IT) is to serve Orange County employees and residents by creating, configuring and maintaining reliable and cost-effective technical solutions for the provision of public services and the protection of County information. IT services consists of ensuring all Orange County staff have access to efficient and effective technology; provide and support staff computers; provide and maintain County servers; support data networking equipment; coordinate technology procurement for all Orange County departments; protect and preserve the County's digital data; and establish security and best practices policies for Orange County computing.



West Campus Office Building, 131 W. Margaret Lane, Hillsborough, NC, 919-245-2280

Library

The library empowers people by providing a place and a face to explore, enjoy, and engage. Community support is critical to our success! Visit the library to use computers, research your family tree, reserve a meeting space, or just relax and read a magazine or newspaper. The library hosts author programs, writing workshops, computer classes, lectures and other special events of interest to families and adults. The Carrboro Branch is located in McDougle Middle School, 900 Old Fayetteville Road in Chapel Hill. The Cybrary is located in the Carrboro Century Center, 100 N. Greensboro Street in Carrboro.



Main Library, 137 W. Margaret Lane, Hillsborough, NC, 919-245-2525

Partnership to End Homelessness

The Orange County Partnership to End Homelessness (OCPEH) is a coalition of service providers, local governments, and community members who work together to coordinate funding and bring best practices to the work of ending homelessness in Orange County. The Partnership is jointly funded by Orange County and the towns of Carrboro, Chapel Hill and Hillsborough. OCPEH serves as the Continuum of Care (CoC) for Orange County - this is a geographically defined group responsible for homeless services planning, system outcomes, compliance with federal requirements, coordinating grant funding, and best practice implementation. HUD posts annual reports on each CoC.



**Orange County
Partnership to
End Homelessness**

***200 S. Cameron Street, Hillsborough, NC, 919-245-2496
www.ocpehnc.com***

Planning & Inspections

The Planning and Inspections Department seeks to serve the residents of Orange County by implementing adopted land use, environmental, and building policies and standards through a system of regulations to promote stable and quality development while protecting the environment. Services include: Building Inspections, Comprehensive Land Use Plan, Demographics, Engineering, Flood Plain Management, Neuse Buffer Rules (Erosion Control), Planning GIS Maps, Public Transportation (Orange Public Transportation), Stormwater Management (Erosion Control), Subdivisions, Transportation Planning, and Zoning.



West Campus Office Building, 131 W. Margaret Lane, Hillsborough, NC, 919-245-2575

Public Transportation

Orange County Public Transportation provides a variety of public transportation services to the residents of Orange County. Transit options include three public bus routes (Hillsborough Circulator, Orange-Alamance Connector and Orange-Chapel Hill Connector), pick-up and drop-off for the disabled and elderly, and transportation to senior centers. OPT provides medical transportation for the elderly/disabled through Medicaid and Work First. Transportation pre-qualifications are made through the Orange County Department of Social Services.



West Campus Office Building, 131 W. Margaret Lane, Hillsborough, NC, 919-245-2575

Register of Deeds

The Register of Deeds serves as custodian and manager of a large number of public records. By law, the Register of Deeds is charged with the integrity, accuracy, and safekeeping of these public records. The services provided by this office include: recording legal documents and maps, issuing marriage licenses, providing certified copies of documents (including birth and death certificates and military discharges), administering notary oaths, and personal information redaction.



***Gateway Center, 228 S. Churton Street, Suite 300 Hillsborough, NC,
919-245-2675***

Sheriff's Office

The Office of Sheriff is a Constitutional Office. The Sheriff is an elected official, responsible for a variety of important law enforcement and administrative duties in your community and throughout the entire County. Deputies are sworn law enforcement professionals, appointed by the Sheriff to serve as an extension of him/herself, to uphold the law, preserve the peace, and carry out the many duties which are assigned to the Sheriff. The Sheriff is elected to a term of four years. The Sheriff and his staff are available to all residents in the County, whether in the rural areas or a municipality with its own police department. The Sheriff and his deputies have the authority to arrest for any violation of the law and are the only law enforcement officers in a given county with authority to serve Civil Process.



***106 E. Margaret Lane, Hillsborough, NC, 919-245-2900
www.ocsonc.com***

Social Services

The Orange County Department of Social Services exists to provide protection to vulnerable children and adults, economic support to low-income individuals and families in crisis, and intervention services to at-risk persons residing in Orange County. The agency is the access point for most state and federal human services programs. Applications and additional information about all programs are available at both Orange County office locations: 113 Mayo Street in Hillsborough and 2501 Homestead Road in Chapel Hill.



113 Mayo Street, Hillsborough, NC, 919-245-2800

Solid Waste Management

The Orange County Solid Waste Management Department operates the Orange County Construction and Demolition Landfill, Orange County Waste and Recycling Centers with full-suite waste management options for residents, and Orange Community Recycling Programs, which includes County-wide curbside recycling collections and drop-off services, commercial recycling, multi-unit housing and a commercial recycling program and organics collection. The Environmental Support division serves the following functions: Customer Service, Landfill Accounts, Annual Fee Administration, Regulated Recyclable Material Ordinance Permits and Licensing, Refuse and Recycling Design Guidelines, Education and Outreach, Financing and Budgeting, Program Performance (statistics), and Environmental Enforcement (Illegal Dumping and Burning).



Administrative Office, 1207 Eubanks Road, Chapel Hill, NC, 919-968-2885

Tax Office

The Tax Office consists of three divisions: Land Records/GIS, Tax Assessment, and Revenue & Collections. Land Records/GIS maintains property information used in public inquiry and legal research and uses public documents to create and maintain the official index of property ownership in the County. Tax Assessment is responsible for identifying, reporting and assigning a value to taxable property to ensure equitable taxation across the County. Revenue & Collections supervises the timely collection and disposition of taxes within the County as well as collects ambulance billing, issues business licenses for beer/wine and massage, and issues mobile home moving permits.



Gateway Center, 228 S. Churton Street, Suite 200 Hillsborough, NC, 919-245-2100

Visitors Bureau

The mission of the Chapel Hill/Orange County Visitors Bureau is to develop and coordinate visitor services in Orange County and to implement marketing programs that will enhance the economic activity and quality of life in the community. As Chapel Hill and Orange County's official Destination Marketing Organization, the bureau is accredited by the Destination Marketing Accreditation Program (DMAP) of the Destination Marketing Association International in Washington, D.C.



***501 West Franklin Street, Chapel Hill, NC, 919-245-4320, 888-968-2060
www.visitchapelhill.org***



For more information about boards and commissions or to obtain an application, please contact the County Clerk's Office at **919-245-2130** or 200 S. Cameron Street, Hillsborough, NC or go online: **www.orangecountync.gov**.

ADULT CARE HOME COMMUNITY ADVISORY COMMITTEE

This Committee works to maintain the intent of the Adult Care Home Residents' Bill of Rights for those residing in licensed adult care homes. The members of this committee also promote community involvement and cooperation with these homes to ensure quality care for older and disabled adults.

ADVISORY BOARD ON AGING

This Board suggests policy and makes recommendations to the Board of Commissioners and the Department on Aging while acting as the liaison between the older adults of the County and the County government.

AFFORDABLE HOUSING ADVISORY BOARD

The Board will explore new funding opportunities, assist in the investigation of County residential segregation patterns, and assist with other housing-related items as identified by the Board of County Commissioners.

AGRICULTURAL PRESERVATION BOARD

This Board seeks to encourage the voluntary preservation of farmland from non-farm development, recognizing the importance of agriculture to the economic and cultural life of the county. It administers the County's Voluntary Farmland Protection Program ordinance and advises the Board of Commissioners on a wide range of agricultural topics.

ALCOHOLIC BEVERAGE CONTROL BOARD

The ABC Board has the authority to buy, sell, transport and possess alcoholic beverages for the operation of its stores. This board also adopts rules for the ABC system and has the authority to hire and dismiss employees.

ANIMAL SERVICES ADVISORY BOARD

The Animal Services Advisory Board is charged to advise the Board of County Commissioners on matters of concern regarding animal issues and services within the county, and to work with Animal Services on various policy concerns and issues. The board also hears appeal cases involving Potentially Dangerous Dog Declarations within the county.

ANIMAL SERVICES HEARING PANEL POOL

The Pool hears appeals from violations of the Orange County Code of Ordinances, Chapter 4 (Animal Control Ordinance), as provided in the Orange County Code of Ordinances, Section 4-53 Appeals. To hear appeals as prescribed by N.C. Gen. Stat. 67-4.1(c) to protect the health, safety and welfare of Orange County residents and animals. Conduct fair and impartial hearings of appeals of potentially dangerous dog declaration and any other appeals as may be required by the Animal Control Ordinance.

ARTS COMMISSION

The Arts Commission recommends strategies to promote the artistic and cultural growth of Orange County, advises the Board of Commissioners on matters involving the arts, and acts as the granting panel for two annual funding programs available to individual artists and non-profit groups sponsoring arts projects in Orange County.

BOARD OF HEALTH

The Board of Commissioners appoints representatives of specific health-related professions and the general public to this board. It makes policy and is charged with protecting and promoting the public health in Orange County.

BOARDS & COMMISSIONS

BOARD OF SOCIAL SERVICES

The Board is charged with selecting the Director of Social Services and advising the County and municipalities in ways to improve the social conditions of the community.

CHAPEL HILL/ORANGE COUNTY VISITORS BUREAU

All members are appointed by the Board of Commissioners. The Visitors Bureau is charged with developing and coordinating visitor services in Orange County. It also implements marketing programs that will enhance the economic activity and quality of life in the community.

COMMISSION FOR THE ENVIRONMENT

This Commission advises the Board of Commissioners on matters affecting the environment with particular emphasis on protection. It educates public and local officials on environmental issues and performs special studies and projects.

ECONOMIC DEVELOPMENT ADVISORY BOARD

The Economic Development Advisory Board works cohesively with the County's Economic Development staff and other economic development partners to position Orange County as a competitive location for business opportunities.

EQUALIZATION AND REVIEW BOARD

The Board examines and reviews the tax lists of the County for the current year to ensure that all taxable property is listed on the County's abstracts and tax records and appraised according to the standards required by the General Statutes.

HISTORIC PRESERVATION COMMISSION

This Commission is charged with the identification, inventory and protection of architectural and archaeological sites in the County, with publishing and/or offering online records of this inventory, and advising the Board of County Commissioners on matters pertaining to historic preservation.

HUMAN RELATIONS COMMISSION

This Commission seeks to prevent and/or eliminate bias and discrimination by means of education, persuasion, conciliation and enforcement. It also advises the Board of County Commissioners on these matters, receives discrimination complaints, and conducts the corresponding investigation of such complaints.

NURSING HOME COMMUNITY ADVISORY COMMITTEE

This Committee helps to maintain the intent of the Residents' Bill of Rights, promotes community involvement and provides public education on long-term care issues. The regional ombudsman with Triangle J Council of Governments provides specialized training and support.

ORANGE COUNTY BOARD OF ADJUSTMENT

The Board of Adjustments hears and decides on variance applications, appeals submitted related to official decisions/determinations made by the Planning Director, reviews and takes action on Class B Special Use Permit applications, as well as matters required to pass by the Unified Development Ordinance.

ORANGE COUNTY HOUSING AUTHORITY

The goal of the Orange County Housing Authority board is to provide decent, safe, and sanitary housing for the low and moderate income families in the County.

ORANGE COUNTY PARKS AND RECREATION COUNCIL

This Council consults with and advises the Department of Environment, Agriculture, Parks and Recreation, and the Board of County Commissioners on matters affecting recreation policies, programs, personnel, finances, and the acquisition and disposal of lands and properties related to the total community recreation program, and to its long-range planning for recreation.

ORANGE COUNTY PLANNING BOARD

This Board studies Orange County and surrounding areas to determine objectives in the development of the County. It prepares and recommends plans to achieve that development, including the suggesting of policies, ordinances, and procedures. It reviews development applications and makes recommendations to the Board of Commissioners.

ORANGE UNIFIED TRANSPORTATION BOARD

OUTBoard will advise the Board and provide information and comments on major transportation issues; and provide to the Board recommendations regarding the overall planning and programming of transportation improvements in the County.



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