



EMERGENCY: 911

POLICE NON-EMERGENCY:
890-3335

CITY INFORMATION:
890-3000

CRIME PREVENTION:
807-5433

FIRE PREVENTION:
831-6392

TRASH/RECYCLING:
831-6890

CITY WEB SITE:
<http://www.raleighnc.gov>



*Prepared by
the City of
Raleigh /
Public Affairs
Department
Voice 890-
3100/TDD
890-3107
1/08*

NUMBERS TO REMEMBER

REPORTING A STREETLIGHT OUTAGE

It only takes three simple steps to report a malfunctioning street:

- **IDENTIFY IT:** Make a note of the street address or you can also get the ID number from the pole.
- **REPORT IT:** Call 1-800-419-6356.
- **PROVIDE YOUR INFORMATION:** We need your contact information to ensure that our technician can find and resolve the problem promptly.

LITTER – EITHER THROWN OR BLOWN IS ILLEGAL

North Carolina law states that whether it is blown, scattered, spilled, thrown or placed upon any public property or private property (not owned by the offender) litter is against the law.

North Carolina citizens can reduce litter by reporting violations of the state's litter law through the Swat-A-Litterbug Program. Motorists who witness littering incidents can record the license plate number, date and location of the violation and forward this information to the North Carolina Department of Transportation's Office of Beautification. Offenders will receive a letter outlining the litter laws along with a free car-litter bag. Citizens can report litterbugs directly by completing a Swat-A-Litterbug agent report on line at www.ncdot.org/programs. Forms also can be obtained by calling 715-3188.

CITY OFFERS LOOK AT CAPITAL IMPROVEMENT PROJECTS

The City of Raleigh is making it much easier for residents to keep current on the progress of capital improvement projects. "Under Construction: Capital Improvements" is a quarterly look at capital projects being undertaken by the City. The 30-minute program airs on the City's RTN11, which is cable channel 11, and is updated every 90 days.

For viewing times, check out the City's website at www.raleighnc.gov, then click "How Do I" and then "Find the RTN Schedule." The program is produced by the City's Public Affairs Department.

FREE INCOME TAX PREPARATION

Did you know there are community agencies in your neighborhood partnering with the IRS to prepare your income tax returns free of charge? These Volunteer Income Tax Assistance (VITA) sites are available to help eligible consumers file their tax forms electronically. Consumers can save at least \$225 by using a VITA site in their area as an alternative to expensive commercial preparers.

Approximate Savings:

\$100 Paid preparer fee

\$ 25 Electronic filing fee

\$100 Refund Anticipation Loan Fee

\$225 Total approximate savings

Consumers may also qualify for the Earned Income Tax Credit (EITC), a tax credit for certain people who work and have earned income. EITC is a credit intended to offset the amount of tax you may owe, and could mean a large refund



for you and your family. To find a VITA site in your area that can assist you with EITC eligibility and your income tax return, you can call 2-1-1 for help in Wake County.

CITY OFFERS 'E' NEWSLETTER

Residents who want to receive the City of Raleigh's news releases electronically may do so by dropping a request to chris.riley@ci.raleigh.nc.us.

Hard copies of the news releases will continue to be mailed weekly upon request. Please contact the City of Raleigh Public Affairs Department at 890-3100 to make this request.

HOUSEHOLD GARBAGE COLLECTION

Fully automated garbage collection is the most efficient and safest way of collecting garbage. This method of collection uses one driver per truck who operates a robotic arm to empty carts into the truck. There is no one to get out and manually collect excess garbage outside the cart. It is crucial that all garbage fit inside the cart to maintain the efficiency of the system. Bags or other items left outside the cart will not be collected. Observing the following

procedures will help the City of Raleigh Solid Waste Services staff serve you better.

- Place the garbage cart a few inches from the curb or edge of the street, not in the street.
- Place carts so that the cart handle faces your house and the front of the cart where the lid opens faces the street (see arrows on the lid). This will ensure the lid opens properly and is not damaged when emptied.
- The cart must be at least five feet from recycling bins, yard waste containers, and other items that could damage collection equipment, including parked cars, mailboxes and utility poles.
- Place the cart at the curbside no earlier than noon the day before or no later than 7 a.m. on your collection day and retrieve the cart from the curb by 7 p.m. on the day after your collection.
- Bag your garbage before placing it in the garbage cart to keep the cart clean, lessen odors and reduce litter problems.
- Use only City-issued carts; no other carts can be emptied by the automated trucks.

For more information, call 831-6890 or visit www.raleighnc.gov/garbage.

2007 - 2009 RALEIGH CITY COUNCIL

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