

Rowan County Department Operational Changes

402 N Main Street Offices

Departments Impacted

- Environmental Health
- Register of Deeds
- Tax Assessor's Office
- Tax Collector's Office
- Planning and Development
- Building Inspections

Operational Changes

Citizens looking to conduct in-person services at 402 N Main Street with the departments listed above will notice a change in flow to adhere to [Executive Order 121](#). Citizens should enter through the Kerr Street entrance to the building and follow directional arrows for access to a departments. Social distancing signage will be posted as each office suite has limited waiting area capacity. You are encouraged to perform services remotely, taking advantage of phone calls, emails, and online services as specified in each department's individual listing.

Airport

Hours

Daily, 8 AM - 8 PM

Phone

704-216-7749

Operational Changes

- All meetings have been canceled until further notice.
- Customer interactions will adhere to mandated physical distancing protocols.
- Self-service coffee, ice and popcorn have been suspended.
- Tenants have been asked to utilize the phone or email rather than visit the office.
- Visitors are directed to call the front desk for access.

Animal Shelter

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-7768

Operational Changes

- Adoptions and surrenders of stray animals are by appointment only.
- Volunteer program is currently suspended until further notice.
- Dogs currently housed in the Shelter will be moved into foster homes within Rowan County.

Building Inspections

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8619

Operational Changes

- Building inspection requests may be completed online at www.rowancountync.gov/inspectionrequest
- You are encouraged to scan and submit all of your building permit documents to buildinginspections@rowancountync.gov with the information specified below. A permit technician will review your information, call for any additional information needed, review your application, and take payment over the phone.

Requirements for Building Permit Issuance (where applicable)

- Application filled out, including owner's name, job site address, owner's contact number and email address; if known, directions to property, square footage, number of fixtures, HVAC units and Electrical amps, etc.
- Application signed by contractors performing work.
- Zoning Permit from Rowan County or corresponding municipality.
- Flood approval from Rowan County, City of Salisbury, or City of Kannapolis.
- Environmental Permits, Well and Septic, or Salisbury Rowan Utilities (132 N. Main St, Salisbury).
- Lien Agent appointment paperwork (www.liensnc.com).

Cooperative Extension

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8970

Operational Changes

- Staff are working on rotational basis in the office, so please call 704-216-8970 to ask for assistance.
- Limited Extension programming for adults is being offered effective May 26 in accordance with Governor Cooper's Phase 2 guidelines. Please contact the Extension office or visit our webpage <http://rowan.ces.ncsu.edu> for more information.
- All 4-H and Youth Development programming is currently online. Summer Fun kits and online program information is at <https://rowan.ces.ncsu.edu/rowan-county-4-h-summer-fun/>.
- Virtual club meetings and other activities are taking place. Please contact Agent Laura Allen by email at laura_allen@ncsu.edu for more information.
- Soil test kits are available and the lab is accepting all tests.

YouTube Channel: NC COOPERATIVE EXTENSION- ROWAN COUNTY
Facebook: Rowan County Cooperative Extension
Facebook: Rowan County 4-H Program

Environmental Health

Hours

Monday - Friday, 8 AM - 5 PM; closed for lunch 1-2 PM

Phone

704-216-8525

Operational Changes

- Staff will be outside in the parking lot to work with individuals wishing to perform on-site services to ensure safe distancing as mandated and limit the total count of individuals walking through the halls between department suites.
- Payments are accepted via credit card over the phone (receipt emailed once email address is obtained), check, or cash.
- Questions or concerns may be shared via telephone or via environmentalhealth@rowancountync.gov.

Septic and Well

- Clients may apply for new septic, wells and repairs online at www.rowancountync.gov/EnviroHealth or via paper copies in office. A Site Plan is required for all Septic and Well Applications.
- Issued septic and well permits may be requested by email at environmentalhealth@rowancountync.gov or in person.

Food and Lodging

- Food and Lodging applications are available online at <https://rowancountync.gov/292/Food-Lodging-Sanitation> or may be requested by email at environmentalhealth@rowancountync.gov. Clients can mail in paper copies with payment.

Water Samples

- Water sample applications may be requested by email at environmentalhealth@rowancountync.gov and returned via email with payment accepted over the phone.
- Water sample results requests may be emailed to environmentalhealth@rowancountync.gov.

Environmental Management

Hours

[View by location](#)

Phone

704-216-8589

Operational Changes

- Volunteer program is suspended effective March 26, 2020. Community Service program participants who may report to any of our sites will be asked to leave and contact the Community Service Program (NC DPS) office.
- Modification to our practice of performing customer cash transactions allows us to adhere to mandated social distancing protocols.

Health Department

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8777

Operational Changes

- Beginning Tuesday, March 24, 2020 at 8 AM, access to the Health Department will be limited to the badge access only doors on the side of the building. Rowan County Health Department staff will start performing COVID -19 screening for each staff member reporting to work and each client for an appointment.
- Late Clinics are cancelled until further notice.
- No walk-in appointments.
- For scheduled appointments, we are limiting to minor and 1 parent or if an adult appointment, then client-only. Special accommodations will be made for adult clients who are disabled, elderly, and those with assistive devices/animals.
- **Care Management** staff will continue services via phone communication only.
- **Dental clinic** will be open to emergency situations only. For emergency clients, we will limit to the client and 1 parent. For appointment information, please call 704-216-8796.
- **Family Health Services** will provide the following services only: communicable disease, immunizations, prenatal, and sick visits; however, no walk-in appointments. We are limiting appointments to minor and 1 parent, or adult client only. Special accommodations will be made for adult clients who are disabled, elderly, and those with assistive devices/ animals. For appointment information, please call 704-216-8782.
- **WIC program** is operational as normal with the exception of no walk-in appointments. All appointments must be made ahead of time by dialing 704-216-8797 and please leave a message. This appointment line will have up-to-date information regarding changes to the WIC Program operations if any. We are requesting only the WIC client attend WIC appointments or one adult attend the child(ren)'s WIC appointment.

Library

Hours

Monday - Friday, 9 AM - 6 PM

Phone

980-432-8670

Operational Changes

- The library has added a new central phone number, 980-432-8670, to better assist customers.
- Effective Saturday, March 28th, all three branches will operate Monday through Friday, 9 AM to 6 PM, closed Saturday and Sunday.
- Library facilities are closed to the public. New meeting room reservations are not being accepted; existing reservations have been canceled through July 5.

- Materials are still available for check out but only through Curbside Pick Up Service. This takes place outside library entrances with no contact permitted between staff and patrons.
 - Curbside Pick Up Service is by appointment only on Tuesdays and Thursdays.
 - Items must be placed on hold in advance using your online account or by called 980-432-8670 or your branch of choice.
 - In-person requests cannot be accommodated via Curbside Pick Up Service.
- Physical materials on loan/checked out after March 13 will be due June 30, 2020. Items can still be returned to any library location using designated book drops.
- Overdue fines are temporarily suspended.
- Due to the decrease in on-site staff and precautions taken to prevent the spread of coronavirus, there is a delay in the check-in of returned items.
 - If you have returned items still showing on your account four days after returning them, notify us at 980-432-8670.
 - If previously returned materials or fines on your account are preventing you from checking out additional items, please call us at 980-432-8670 for assistance.
- Summer Reading is still happening:
 - All programs will be virtual with storytimes, crafts, and activities for the whole family
 - Reading efforts will be logged online at rowanpubliclibrary.readsquared.com
 - For more information or to be added to the email list, call 980-432-8670

Parks and Recreation

Hours

[View by location](#)

Phone

704-216-7800

Dan Nicholas Park

Amenities Open as of May 22, 2020:

- Park groups open to walking, running, and biking
- Park Trails
- Tennis/Pickleball Courts
- Rowan Wildlife Adventure
- Fishing in the lake is allowed with a fishing license, but not allowed from the pier
- Restrooms

Amenities Closed:

- Campground (including Campground Store and bath houses)
- Concessions stand
- Rowan Wild Nature Center
- Stanback Barnyard
- Gem Mine Store and sluices
- Picnic shelters and tables
- Miniature golf
- Paddle boats
- Organized sports or practice on ball fields
- Playgrounds
- Hurley Station
- Train
- Carousel
- Water Plaza
- Fishing pier

Dunn's Mountain

Amenities Open as of May 22, 2020:

- Waling trail to top of mountain
- Restrooms

Amenities Closed:

- No van rides to top of mountain
- Picnic tables

Eagle Point Nature Preserve

Amenities Open as of May 22, 2020:

- Canoe/Kayak Access
- Walking, Running, and Biking Trails on 3 Back-to-Back Loop Trails
- Port-a-John at Parking Area (no drinkable water source)

Amenities Closed:

- Picnic tables at parking area

Ellis Park

Amenities Open as of May 22, 2020:

- Disc Golf – 18-hole course
- Pickleball Courts
- Tennis Courts
- Restrooms

Amenities Closed:

- Accessible Playground
- No Organized Sports or Practice Allowed on Ball Fields
- Picnic Shelters (3)
- Concession Stand
- Parks Office Building
- Game Room
- Horseshoe Pits
- Basketball court
- Volleyball Court

Sloan Park

Amenities Open as of May 22, 2020:

- Trails open to walking, running, and biking
- Disc Golf - 18-hole course

Amenities Closed:

- Kerr Mill
- Picnic shelters
- Playgrounds
- Baseball/softball organized practice
- Volleyball

Therapeutic Recreation Events

- Club Rec Tuesday, Club Rec Friday, Ramblers, TRips: Canceled through May 31st
- Community Partner Programs: Canceled through May 31st

- Special Olympics: All events canceled through May 31st including Summer Games

Salisbury/Rowan Senior Games & SilverArts Events

- SilverArts Art Show and Extravaganza: Canceled
- Senior Games: Canceled

Planning and Development

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8588

Operational Changes

- Planning and Development Department will begin limiting access to its offices located at 402 N. Main Street, Salisbury, NC to one client at a time beginning Wednesday, April 1, 2020

Development Permits

Zoning and Preliminary Zoning Permits may be obtained by Phone or Email, but an active and valid email address is needed to receive the zoning permit upon issuance. In most cases the zoning permit may be “handed off” to the Inspections Department for processing. Phone inquiries should be made to 704-216-8588 and will be directed accordingly. If prompted, please leave a message or submit an email to either rebecca.Bost@rowancountync.gov or aaron.Poplin@rowancountync.gov. Staff will respond to email and phone inquiries as quickly as possible, but delays should be expected due to call volume or as the staffing situation changes.

General Development Questions - Questions related to zoning, subdivision, floodplains, etc. may be directed to one of the following staff members by phone or email:

Staff Name	Phone Number	Email Address
Ed Muire	704-216-8599 or 704-202-4144	Ed.Muire@rowancountync.gov
Aaron Poplin	704-216-8600	Aaron.Poplin@rowancountync.gov
Shane Stewart	704-216-8602 or 704-213-8463	Shane.Stewart@rowancountync.gov

Subdivision Approvals and Plat Reviews

A PDF of the proposed subdivision should be sent to either Shane Stewart or Aaron Poplin at the email address above for review and comment. When directed by Staff that the plat is ready for approval, bring the plat to 402 N. Main Street and enter through the N. Main Street entrance. Due to social distancing protocol, you may need to wait for access to the Planning Department. This same procedure may be utilized for Review Officer signatures.

Addressing

All addressing inquiries should be directed to Aaron Poplin or Becky Bost at the contact numbers noted herein.

Nuisance Enforcement

County zoning complaints should be directed to Lloyd Pace at 704-216-8598 or Lloyd.Pace@rowancountync.gov. Drive-by investigations of the complaints will be conducted for each, but enforcement activities will be prioritized and focus on the most egregious violations. Violators will be notified by mail.

Other Inquiries

Please direct any related comments, questions or other inquiries to Ed Muire at the phone numbers or email address above or to schedule a Zoom “conversation” with one of the staff members.

Register of Deeds

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8626

Operational Changes

- Notary Oath issuance is by appointment only; 8 AM to 4:45 PM
- Marriage License issuance is by appointment only; 8 AM to 4 PM (704-216-8626). We are encouraging couples who are seeking a marriage license to complete the [Online Marriage Application](#) prior to arrival. Additional marriage information can be found on our [Marriage License Information page](#).
- We strongly encourage the following requests to be completed via [Online Vital Record Request](#):
 - Certified Birth Certificate
 - Certified Death Certificate
 - Certified Marriage License
- Land record and genealogy research can be achieved via [Online Document Search](#).
- Thank-A-Vet discount card issuance has been suspended until further notice.
- Passport Services have been resumed May 1, 2020, with the following restrictions:
 - Masks are required before entry into office
 - Office access is restricted to applicants only
- We encourage anyone seeking to record a document to use [Electronic Recording](#).
- For any additional information, citizens may contact us at 704-216-8626.

Social Services

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8330

Operational Changes

The following Programs are mandated services that will continue being provided:

- Medicaid applications and determinations
- Food and Nutrition Services applications and determinations
- Work First Family Assistance applications and re-certifications
- Adult Services including Special Assistance, APS, Guardianship
- Child Support
- Energy Programs
- Non-Emergency Medicaid Transportation
- Children’s Services including CPS, Foster Care, In-Home Services, Adoptions
- Subsidized Child Care
- Refugee Assistance

How to apply for benefits:

- Residents are encouraged to utilize the online application tool known as the Electronic Pre-Assessment Screening (e-PASS) to apply for Food and Nutrition, SNAP and Medicaid using the following link: <https://epass.nc.gov/CitizenPortal/application.do>.
- Applications must be mailed, faxed, dropped off to agency, or completed online electronically.

Applying for benefits from home:

- The State website also has applications via Word documents that you may print out from home for all programs that include FNS, Medicaid, Energy, Work First and Subsidized Child Care Assistance. If you do not have access to a computer, you may stop by the DSS office to pick up a paper application and submit it at front reception tables or via our external drop box. We encourage you to use the best method for you in order to apply for any benefits you may need.
- All interviews will be held via telephone. For those customers without a phone, one is available in our lobby interview room.

How to reach your case worker:

- If you are already receiving benefits and have questions, please call 704-216-8330 and you will be put into contact with your current caseworker.

Adult Protective Services

- There is 24 hour availability to report adult abuse, neglect or exploitation 704-216-8331. Call Rowan County Communications at 704-216-8500 after normal business hours.

Child Protective Services

- There is 24 hour availability to report child abuse or neglect 704-216-8499. Call Rowan County Communications at 704-216-8500 after normal business hours.

Foster Care

- In-person visitation for foster youth has been temporarily suspended. Virtual visits will be arranged for parents through Skype, Facetime and Zoom. It is important that parents stay in contact with their social workers. General contact number for child welfare is 704-216-8440. This process will be reviewed in 30 days.
- Rowan One Church One Child Assistance Center at Main Street United Methodist Church will be closed beginning Thursday, March 19 until April 6, 2020, and will not be accepting donations during this time.

Child Support

- No walk-in appointments. Call 1-800-992-9457 for general information. Questions about upcoming court dates, please call 704-216-8302.

Tax Administration

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8544

Operational Changes

Please refrain from physically visiting our offices by taking advantage of the following alternatives in order to have your concerns addressed. In addition to the below information, you may also visit www.rowancountync.gov/tax.

Tax Collector Office

- For payment of 2019 tax bills, please do so through the following website: <http://taxsearch.billbridge.com> using Google Chrome. If you should require assistance with the process, please call the Tax Collector office at 704-216-8544.
- If you would prefer to mail in your tax payment, you may address it to Rowan County Tax Collector at 402 N. Main St. Suite 101, Salisbury, NC 28144. If you wish to pay on taxes owed from 2018 and earlier, you may do so through the following site, <http://www.officialpayments.com> and use jurisdiction code 4340 (or call 1-800-272-9829). You will need the 7-digit bill or receipt number.
- For payments on vehicles taxes, please contact the DMV Tag Office at 130 E Kerr St, Salisbury, NC 28144. Or you may call them at 704-633-5312 for assistance.

- In addition, you may also drop off your payments into the Tax Collector drop-box located on the side of the building facing F&M Bank. Also, if you have additional questions regarding the payment of past or current taxes, you may call 704-216-8544 or send an email to: taxcollector@rowancountync.gov and you will be contacted as soon as possible.

Tax Assessor Office

- For questions or concerns pertaining to real estate values, please call 704-216-8586 or email taxdept@rowancountync.gov.
- For questions or concerns pertaining to personal property, please call 704-216-8558 or for business personal property please call 704-216-8571. Or send an email to the previously provided address.
- For questions or concerns in regards to registered vehicles, please call 704-216-8583 or, again, send an email to the provided address.
- If you have online appeals to be filed, they may be done through the Rowan County website. Or, forms may be printed off, completed, and emailed to appraisal.dept@rowancountync.gov.
- Forms in regards to elderly/disabled exemptions can also be found on the website as well, and they can be dropped off using the drop-box located on the side of the building facing F&M Bank.

Telecommunications

Phone

704-216-8500

Operational Changes

- Access to the Rowan County 9-1-1 Center has been restricted to employees only.
- Information requests from citizens should be made through <https://www.rowancountync.gov/911recordrequest>

Transit

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8888

Operational Changes

- Scheduled routes are assigned in compliance with mandated physical distancing protocols.
- Customer interactions will adhere to mandated physical distancing protocols.

West End Plaza

Operational Changes

- While citizens can still access County Government services at West End Plaza, walking for the purpose of exercise inside has been suspended.