

Town of Nags Head Annual Report

Fiscal Year 2007-2008



Town of Nags Head Annual Report

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Administration

Administration

The overall functions of this department include maintaining and safeguarding official Town records, providing access to official Town records for Town departments, elected officials, and citizens, and providing public notice of official meetings. In addition, the Administration Department provides administrative support for the Board of Commissioners, Town Manager, and all Board-appointed committees. Finally, this department issues broadcasts/media releases to the media and public and provides support to the Town and Dare County during emergency events via participation in the Joint Information Section.



The goals of the Administration Department include managing Town records efficiently to provide central resource facility for quick and easy access by all Town departments, elected officials, and citizens. In addition, the department provides support for the Board of Commissioners, Town Manager, residents/visitors and other Town departments. Automating the indexing in the Clerk's Office to facilitate access to permanent Town records by all departments through the shared drive on the Town computer system is a department goal along with providing access to certain Town records on the Town's web site to include Board of Commissioners meeting agendas, backup materials, summary actions, and approved minutes. Finally, Administration strives to release items of interest in a timely manner to the media and the general public and perform as the link between the Town and the County via the Public Information Officer.

Board/Committee Meetings, Agendas, Minutes, Public Notices - Objectives

- Prepare and distribute agendas, summary actions, and formal minutes of the Board of Commissioners meetings
- Prepare and distribute agendas and formal minutes of Town Board/Committee meetings, various ad hoc committees and specialized meetings as requested by the Mayor and the Town Manager
- Prepare and distribute minutes of weekly staff meetings
- Provide adequate public notice of Town board/committee meetings, retreats, public hearings, and events; maintain up-to-date Town Board/Committee meeting schedules
- Utilize Board of Commissioners paperless agenda process through use of the Town's web site

Supporting Information

- Fifteen Board of Commissioners meetings; 20 persons on Sunshine List notified as required
- Meeting agendas published and posted
- Forty one Public Hearings
- Board actions/formal minutes prepared for each Board meeting and posted on web site
- Formal BOC minutes filled 262 legal pages
- Minutes were prepared and distributed for 48 staff meetings
- Agendas, minutes and reports prepared for 4 Citizens Advisory Committee (CAC) meetings
- CAC annual awards (Commercial Community Appearance Award, Residential Architecture Award, and Nags Head Lightkeeper Award)
- Town web site includes listings of artwork purchased; sorted by acquisition date, artist name, and title

Administration

- One hundred fifty BOC packages coordinated, organized, and distributed for BOC members; Dept. Heads/media obtain agendas/backup materials via web site

Town Code, Ordinances, Resolutions, Proclamations and Policies - Objectives

- Process ordinances, resolutions, proclamations, and policies adopted by Board of Commissioners/Town Manager
- Maintain up to date Town Code of Ordinances
- Prepare and distribute updates to the following Town documentation: Town Code, Consolidated Fee Schedule (CFS), Policy Book, and Record Retention Schedule
- Provide access to the Town Code, ordinances, resolutions and proclamations via the Town-wide shared drive; provide Town web site access to the Town Code, the Consolidated Fee Schedule, Board adopted resolutions

Supporting Information

Adopted, processed, and distributed by this office during FY 07 - 08:

- Thirty eight ordinances
- Twenty nine resolutions
- Nine proclamations
- Four Town Code Supplements received from Municipal Code Corporation

Permits, Applications, Meeting Room Reservations - Objectives

- Process permit applications for outdoor crowd gathering events, bonafide fishing tournaments, closing-out sales, massage therapy businesses, massage therapists, and taxi-cab businesses in a timely manner
- Establish Town Park (Harvey Sound Site and Barnes Street) reservations for residents/visitors; Coordinate special requests as necessary; Reserve/coordinate special requests for Board Room, Library, and Admin Conference Room
- Procure and return as necessary the clean-up deposits required for Town Parks and Board Room; utilize Town policy for priority reservations of the Board Room

Supporting Information

- Thirty five Town Park (Barnes Street and Harvey Soundside) reservations, procured/refunded deposits
- Scheduled Board Room for meeting location, maintained supplies, table setup, procured/refunded deposits
- Processed 29 Outdoor Crowd Gathering Applications
- Processed 282 temporary beach driving permits for Nags Head Surf Fishing Tournament
- Two taxi-cab business applications were processed

Records Management - Objective

- Safeguard and maintain the Town's official permanent records, i.e., deeds, contracts, memorandums of understanding, agreements, minutes, ordinances, resolutions, proclamations, etc. for history and research by all Town departments, elected officials, and citizens

Administration

Supporting Information

- Ordinances, resolutions, proclamations, minutes filed in permanent books - stored in fire-resistant vault
- Contracts/agreements/MOU's/MOA's stored in vault; indexed on shared drive for easy retrieval
- Approximately 79 contracts/agreements/deeds were processed during FY 07 - 08
- Emergency evacuation box provided to the Fire Chief during times of emergency and updated annually, prior to the start of the hurricane season

Research - Objective

- Research Town records in an efficient and timely manner in response to requests for information

Supporting Information

- Researched numerous inquiries/requests from other Town departments, the general public\Board members concerning Board agendas, past Board meeting minutes, historical data, legal issues, etc.

Bids, Certifications, Oaths, Etc. - Objectives

- Coordinate the formal bid process
- Attest all official documents for the Town; notarize/certify documents when requested/required
- Administer all oaths of office

Supporting Information

- Processed formal bid openings to include advertisement, vendor letters, security deposit
- Certified, attested, and notarized numerous documents from citizens, departments, Board members
- Public Safety Oath was administered to six new Police Officers

Public Information Officer (PIO) - Objectives

- Notification/release of information to the general public and the media concerning newsworthy events; respond to various media inquiries
- Participation in Dare County Joint Information Center (JIC)

Supporting Information

- Public Information Officer (PIO) prepared/forwarded numerous media releases concerning public safety and items of interest to include ocean-related risks, water flushing schedules, and storm updates
- PIO is responsible for updating/maintaining the Town web site home page to include all pertinent emergency information

Administration

- Participation in JIC by PIO allows Town to remain up-to-date with storm procedures before/during/after an event as well as general items of interest to Town residents and visitors

Town Web site (www.townofnagshead.net) - Objectives

- Provide and maintain useful information on the Town's web site; provide user-friendly access to pertinent information
- Respond to all web site inquiries or refer to appropriate department for timely response

Supporting Information

- Agendas, backup, actions, minutes, etc. for BOC meetings/retreats - provided on Town's web site
- News items of interest are posted on the web site home page
- Notices of public hearings, notices, bid openings are maintained on the Town's web site
- BOC meetings are aired live via web site; BOC meetings are replayed four separate times Friday/Saturday following the meeting on government access channel
- Each Town Board/Committee has page on web site; application to serve is also included
- Town Clerk's office receives public inquiries/comments/etc. that are submitted via web site; inquiries are answered by the Clerk or are forwarded to appropriate department for response

Highlights/Accomplishments Fiscal Year 2007 - 2008

- Town Celebrations - Coordinated Veterans Day, Memorial Day celebrations in support of nation's military; began preliminary discussions of June 14, 2011 Town 50th Birthday celebration; Assisted in coordination of annual "Bike and Build" bicyclist kickoff ceremony in support of affordable housing
- Town inquiries - Respond promptly/store, and, if necessary, distribute Town inquiries for appropriate departmental response; Inquiries continue to increase each year
- Town web site (Home Page) - PIO maintains updated Home/Front page "News & Information" to include easy access to latest BOC meeting agenda/backup as well as items of specific interest, i.e., public hearings concerning "hot" topics such as beach nourishment, upcoming storm events, etc.
- Town web site - Updated web site to include Board adopted resolutions of interest, Newsletter, Brochure
- Email Broadcast - Weekly use of Town's Email Broadcast to transmit messages of interest, i.e., ocean rescue information, street paving schedule, street closures, weather information, water flushing schedules, etc. to those registered for the email broadcast
- Expanded on Admin Frequently Asked Questions (FAQ) on web site - Weddings/receptions on the beach - information included on Town's web site has been expanded - Clerk's office has seen increased interest
- Emergency Box - Updated emergency box to include elimination of redundant keys and to include thumb drive for easier access to proclamations after a storm event

Administration

Goals Fiscal Year 2008 - 2009

- Town web site - Continue to customize Town web site (Administration Department, Board of Commissioners, Town Boards/Committees, Home page): Continue to make web site more user-friendly with easier access and links to more items of interest; Continue to respond to web site inquiries promptly
- Library - Organize Town Library to make it more useful; include areas for beach nourishment resources, individual departmental information, specify section for general statutes, finance, etc.
- Document Imaging - Research document imaging technology to determine benefit to office procedures
- Evaluate - Evaluate methods to encourage citizen participation on Town Boards/Committees
- Research - Research new verbiage - Employee/Citizen Certificates of Appreciation/Recognition
- Town Traffic Control Map - Map currently being reviewed by Admin Svcs Dept for incorporation into GIS
- Paperless agendas - Efforts continue toward paperless BOC agendas/backup for Board members



Administrative Services

The Administrative Services department provides continuous support for all of the other Town departments in the areas of human resources and accounting and collection matters. Further, the department safeguards the assets of the Town by implementing and maintaining internal controls and the Town's investment policy.

The reorganization of the department continued with reallocation of duties between personnel, shifts of personnel between positions, and ongoing cross training for backup of positions and responsibilities, culminating with the upgrade of 2 positions with the adoption of the FY 07-08 budget. Included changes were reassignment of payroll processing, reassignment of central purchasing and supplies inventory, full time responsibility for central cashier position duties, and backup training for water billing and collections and tax billing and collections.

Accounting and Collections

The Administrative Services department plays a key role in the preparation of the annual operating and the Capital Improvement budgets. Centralized purchasing allows for the timely identification of budget issues so that they can be addressed. This department monitored spending closely and brought forward 11 budget amendments, which included 88 adjustments in 2007-2008. There were 3,722 accounts payable checks issued during the fiscal year and \$3,535.46, up from \$3,146.77, was saved by taking advantage of purchase discounts. We also initiated payment by ACH and made an additional 151 vendor payments electronically, saving the cost of both checks and postage. In addition credit card payments of \$75,301 were processed and allocated to the appropriate expenditure account compared to \$79,055 during the prior fiscal year. There were 199 new vendor files established bringing the total vendor files to 4,588. There were 1,240 purchase orders issued and 63 federal tax form 1099's were prepared for the year. Through monthly sales and use tax reporting and the annual sales and use tax report the Town was able to receive back from the state \$69,735 from sales and use taxes paid compared with \$91,153 in the prior year.

To maximize investment earnings and minimize risk the investment pool was further diversified during the year to include the investment of funds in Finistar and increase the amount invested in large certificates of deposit with BB&T and RBC. This diversification of invested funds helped somewhat to offset the decline in market interest rates, which resulted in reduced investment earnings for the Town to \$685,258 from \$845,497 in the prior fiscal year.

The Town maintained a 99.96% tax collection rate (unaudited) for the fiscal year ending June 2008. This represents no change from the collection rate for the prior year. The breakdown includes a collection rate of 98.36% for DMV and 99.98% for advalorem taxes. There were 6,014 tax bills issued, 484 late tax notices, and 39 uses of enhanced collection methods including bank and rent attachments and one initiation of the in rem foreclosure process. There were 1,131 privilege licenses issued (versus 1,182 in the prior year).

Water encountered another busy year as well with 28,283 water bills processed, 2,807 second notices, and 203 cut-off tags prepared (down slightly from 204). We also continued making courtesy phone calls to each customer prior to cut off of water service. There were 7 new water service accounts (down from 43) and 212 accounts were final billed and transferred to new owners. There were 58 Septic Health credits processed of the 66 issued. Our total active water accounts at June 30, 2008 were 4,694 (including 4,313 residential). During the year, 218 adjustments were made to water accounts. The water billing policy that went into effect in 2002

Administrative Services

continues to help with efficiencies of collections and tenant accounts. We began billing the new stormwater fee of \$4 per water bill in March of 2005.

Stormwater Fee Revenues	
Fiscal Year Ended June 30, 2008	\$ 112,378
Fiscal Year Ended June 30, 2007	\$ 111,720
Fiscal Year Ended June 30, 2006	\$ 110,796
Fiscal Year Ended June 30, 2005	\$ 36,776

An unqualified (clean) opinion was received from our auditors Martin Starnes & Associates on the Town's financial statements for the previous fiscal year in the second year of a three year contract for audit services.

This past year 14 workers compensation claims were filed representing \$63,050 in total costs and 131 lost work days compared with the prior years 11 claims with \$9,472 in total cost and 16 lost work days. We also facilitated 10 incident/damage claims totaling \$15,847. Administrative services also provided support for grants and land transactions.

Human Resources

There were 16 full time vacancies advertised for the various departments in 2007-2008 and a total of \$1,480 was spent on advertising those vacancies. New employee orientations and processing was conducted for 16 full time employees and 41 part time employees. The average turnover rate for the year was 14%, with an average of 2 months time to fill a vacant position. There were also 1 promotion/internal transfer, 15 resignations, and 0 retirements processed. There were 654 payroll checks issued in 2007-2008 along with 3,283 direct deposit advices. A total of \$15,064 was paid for unemployment costs, up from the prior year of \$2,832, but not at the highest level of \$26,439 paid in 2005-2006. There were no notices of potential unemployment claims processed with no hearings held in Elizabeth City. The average cost expended to hire a new general employee was \$685; \$4,015 for a firefighter; \$3,448 for a police officer, and \$1,485 for a public works employee. The variations here are mostly attributed to the initial uniform and equipment costs.

Since its inception, the Board-adopted Employee Computer Lease/Purchase Program has been well received. Two hundred thirty one computer loans have been processed in this program to date, with 14 new loans in 2007-2008 totaling \$18,975. A cumulative total of \$392,911 has been loaned under this program. The total amount outstanding at 6/30/08 was \$27,677. As part of the Town's commitment to its employees, the funds expended for training amounted to an average of \$522 per employee for 2007-2008, up from \$470 per employee in 2006-2007. In addition, there were 31 participants in the Town's career development program with \$21,302 of costs incurred for training and the related travel and supplies.

Information Technology



NH01 Server Replaced

The NH01 Server was replaced by a new machine on 12/7/07. This server is the Town's domain controller, main file server (I drive and K drive) and print server. It had been in operation since 3/20/03 and was operating under an extended service contract. The old server has been retained by the IT Department for testing and other non-critical operations.

Firewall Replaced

End of Service Life notifications were issued by the manufacturer in the beginning of 2008 for the Town's primary Internet firewall. The unit was replaced with a newer model after business hours on 4/18/08. Some routing modifications were made during the course of the replacement to better utilize our Internet connections and to eliminate the need for a separate router for the Public Works subnet. The project was completed smoothly with no unforeseen issues.

NH06 and NH09 FAX Servers Replaced

The NH06 and NH09FAX servers were both overdue for replacement in FY 2007-2008. The servers were operating under extended service plans to maximize our return on IT spending. The replacement project included hardware replacement and software upgrades. This project was completed 6/17/08 – 6/20/08.

The NH09FAX server distributes incoming faxes to printers, provides desktop faxing for users, and provides patch management services. The NH06 Server is used for IT work order management, Internet usage logging, antivirus software management, and software and equipment inventory.

Town Hall Phone System Utilization

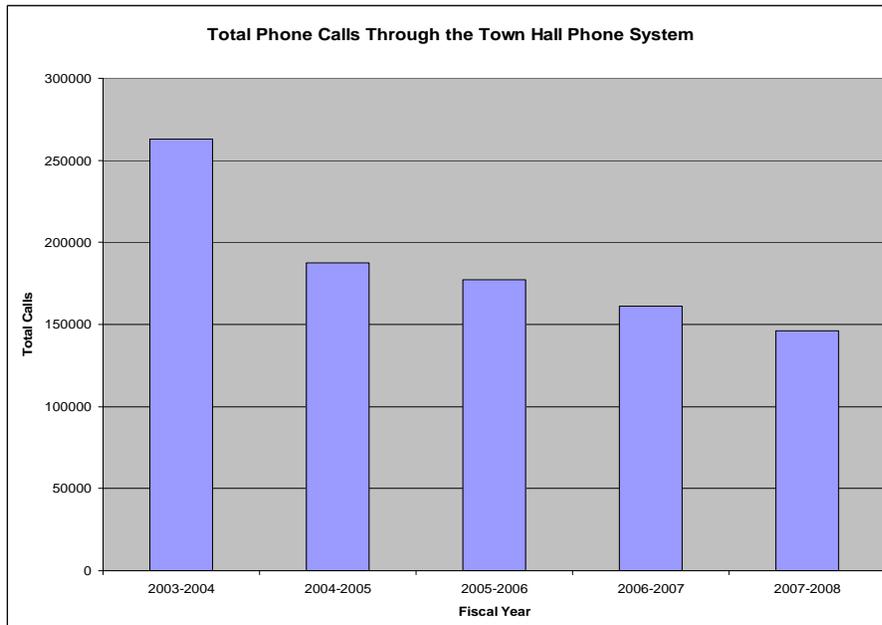
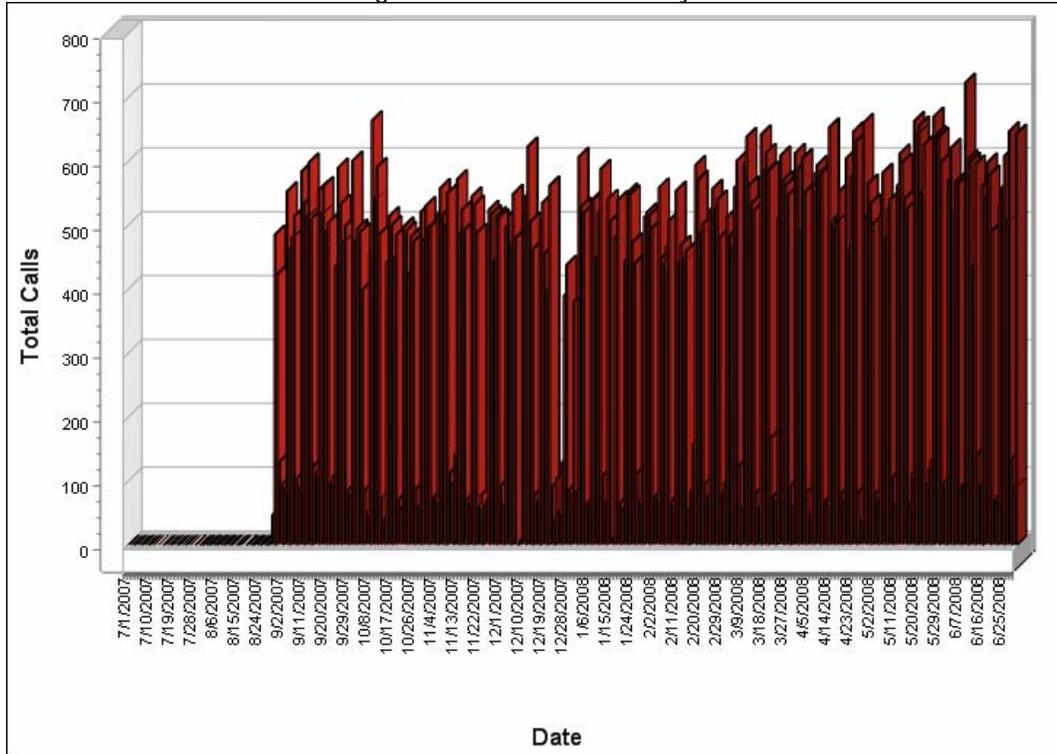
An estimated 146,233 calls were made to and from Nags Head Town Hall during FY 2007-2008. Call data was not captured during the period from June 1, 2007 to August 30, 2007 due to technical problems. The data from May of 2007 was extrapolated over the period that was not recorded for FY 2007-2008 to produce this estimate.

The total number of calls per business day for FY 2007-2008 is approximately 550. This is based on being open for business 248 days per year and an average of approximately 70 calls per day when closed. Approximately half of the phone calls originate from outside of the system and half are initiated by Town staff. Using the same technique of extrapolating May data over the period that was not recorded, the IT Department's share of the total calls for FY 2007-2008 is 2,896, with a total duration of over 183 hours.

(Note: The call logging software does not count extension to extension calls. Also, we do not have call logging software installed for the Public Works phone system, Station 20, and Station 21. Calls to and from these locations, except for calls to and from Town Hall, are not included in the log files. Fire Station 16 is serviced by the Town Hall system and all calls to and from this location are included in the log reports.)

Information Technology

Total Phone Calls through the Town Hall Phone System FY 2007-2008



Total phone calls to and from the Town Hall phone system have steadily decreased over the past 5 years. (Hurricane Isabel was responsible for an unusually high call volume in FY 2003-2004.)

Information Technology

The IT Coordinator attributes this trend to increased utilization of wireless and broadband communications services (cell phone and Internet communications).

Computer Purchases

Twenty-four workstations, 8 Laptops, and 3 servers were purchased in FY 2007-2008 according to replacement policies. Two additional ruggedized laptops were purchased and added to our fleet for the Fire Department and 1 additional workstation was acquired to use as a spare.

Employee Lease Purchases Processed

The IT Department reviewed and processed 14 Employee Lease Purchase Agreements in FY 2007-2008.

Equipment Supported – Fiscal Year End

As of June 30, 2007, the IT Department supported:

Telephone Equipment

3 telephone systems
108 telephone sets

Computers

8 Servers
58 Workstations
39 Laptops

Network Infrastructure

2 Firewalls
1 Spam Firewall
1 Router/CSU/DSU
12 Fiber Converters
12 Managed Switches
4 Wireless Access Points
4 Wireless Backhaul Points

Planning and Development

Planning/Zoning

Land and Water Use Plan Update

Phase II of the 2006 Land Use Plan resumed in the fall of 2007 with policy development as the primary focus. Planning Staff met with the Board of Commissioners and Planning Board on March 19, 2008 to review Phase II. Comments from this meeting were incorporated and on April 16, 2008 Staff met with both Boards again to review the policy section of Phase II. Planning Staff revised the plan per Board member comments and on May 14, 2008 forwarded a full copy of the draft plan to Department Heads for their review. Department representatives' comments were incorporated and the plan was finalized and submitted to the Division of Coastal Management on June 23, 2008. On July 1, 2008 Staff was notified by Charlan Owens that additional information was needed before she could route the draft plan to State agencies for review. Staff anticipates receiving comments on the plan by mid October 2008.



Grants

North Carolina Parks and Recreation Trust Fund

At the request of the Board of Commissioners, Staff completed an application for a PARTF grant for the acquisition of the Whalebone Park property on the west side of NC 12 across from Jennette's Pier. Once completed, the park will contain a hiking path that will link to the existing 11 mile multi-use pedestrian path. Along with the hiking path, the site will contain recreational open spaces that include a volleyball area, a bocce ball area, and a horseshoe court, as well as a picnic pavilion and park benches. The Town received notification on May 20, 2008 that we were awarded the maximum grant amount of \$500,000.

Division of Coastal Management Grant Public Beach and Coastal Waterfront Access Program

Staff also completed a Division of Coastal Management (DCM) Public Beach and Coastal Waterfront Access Program grant at the request of the Board. The grant request was for the purchase of the Whalebone Park property, which consists of 3 lots totaling 1.31 acres. The Town requested \$568,500 from DCM and in mid July was notified we were awarded the full grant request. Together with the PARTF grant above, the Town will acquire these properties at little cost.

North Carolina Rural Center

In early January, Staff submitted a pre-application for funding eligibility for the North Carolina Rural Center's North Carolina Economic Infrastructure Program grant. The Town requested \$1,000,000 to help fund a grey water reuse wastewater treatment and disposal facility for the North Carolina Aquarium at Jennette's Pier project. In February 2008 the North Carolina Rural Center invited the Town to submit a full application. The amount of funds awarded was \$500,000 and the Town's match will be \$50,000. The deadline for the full application was August 22, 2008. Due to the project unfolding slower than originally expected, the Town requested and received an extension for the full application until October 31, 2008.

Planning and Development

Overview of New and Amended Zoning Regulations

This fiscal year the Board of Commissioners heard 20 proposed zoning ordinance text amendments.

Text Amendment to Town Code Section 48-203, System Approvals, Sewage Collection and Treatment

At their August 1, 2007 meeting the Board of Commissioners enacted a moratorium on the practice of “pump and haul” as a method of sewage disposal in the Town. Subsequently, Planning Staff brought forth an ordinance that would accomplish this. This ordinance prohibits the use of pump and haul sewage tank systems except when used as a temporary emergency measure while the existing sewage collection and treatment system is being repaired and the repair period shall not exceed 14 days.

Text Amendments to Town Code Section 48-408(b) (14) & (15), Permitted Uses within the C-3, Commercial Services Zoning District

Town Code Section 48-408(b)(14) was amended to allow the new use of “Exercise Studio, Dance Studio & Martial Arts Studio” to be permitted within the same principal building occupied by other principal permitted uses listed in this subsection. Town Code Section 48-408(b) (15) was amended to list “Stone Fabrication and Sales and Services” as a permitted use within the C-3, Commercial Services District.

Text Amendment to Town Code Section 48-284, Signs Permitted in Commercial Districts

This amendment was initiated by the Board of Commissioners to address the issue of commercial signage located on rear of buildings. It is the intent of Article VIII of the Town Code, in part, “to protect the visual attractiveness and community character of the Town by controlling the number, area and location of signs in all zoning districts”. At the Boards December 5, 2007 meeting an ordinance was adopted prohibiting commercial signs from being displayed on the rear of buildings except under specified circumstances. The originally adopted ordinance provided for 2 exemptions, being (1) buildings located on property with frontage on US Highway 158 and Highway 12 or Wrightsville Avenue, and (2) commercial buildings with multiple tenants when access to a business was limited to only the rear of the building. At their March 5, 2008 meeting the Board voted unanimously to adopt a third exemption which would permit commercial signs on the rear of buildings when not visible from the public street and adjoining properties.

Text Amendment to Town Code Section 48-524(b)(2)(c), Site Improvements

The adoption of the amendment requires that the location and area of proposed commercial signage be included in the site plan review process, specific language to be on the sign is not necessary.

Text Amendment to Town Code Section 48-407(b), Permitted Uses within the C-2 Zoning District to list new use of “Bed and Breakfast” as a permitted use.

This amendment provided a specific definition as well as a parking standard for the use of “Bed and Breakfasts” as permitted in the C-2, General Commercial Zoning District.

Planning and Development

Text Amendment to Town Code Section 48-91, Habitable Floors

This text amendment, written at the request of the BOC to address numerous concerns about the regulation of building height by the Town zoning ordinance in general, and maximum allowed habitable floor and top plate height measurements in particular, now specifies that single-family and duplex structures can have no more than three habitable floors regardless of top plate.

Text Amendment to Town Code Section 48-282, General Regulations for Signs and Outdoor Advertising Structures

Coastal Marketing LLC requested that the zoning ordinance be amended to allow mobile outdoor advertising signs in April of 2009. Based upon violation of the Zoning Ordinance, and the Town's long history of prohibiting outdoor advertising signs and structures, the Board voted 4 to 1 to deny this request.

The following text amendments were also heard and adopted during the 2007-2008 fiscal year:

- Text Amendment to Town Code Section 48-408(b)(14), Permitted Uses within the C-3, Commercial Services Zoning District to list "Exercise, Dance and Martial Arts Studio" as a permitted use in the C-3 District.
- Text Amendment to Town Code Section 48-162(3), Parking Lot Requirements for Single and Two Family Dwellings and Town Code Section 48-163(4), Parking Lot Requirements for all other uses other than single and two family dwelling units to allow the installation of plastic, reinforced grid products in lieu of asphalt or concrete for improving required parking spaces for all uses other than hotel and multifamily.
- Text Amendment to Town Code Section 48-284(2)(c) regulating size and placement of freestanding commercial signs on properties fronting on more than one public right-of-way.
- Text Amendment to Town Code Section 48-864(c)(3), Conditional Uses within the Village Hotel District to list "Child Day Care Centers" as a conditional use within the Village Hotel District.
- Text Amendment to Town Code Section 48-284(2), Signs Permitted in Commercial Districts and the Commercial/Residential District to prohibit commercial signage on the rear of buildings.
- Text Amendment to Town Code Section 48-361, Temporary Uses, to allow temporary communication towers to be erected on the same site as existing tower and on parcels within C-2, General Commercial and C-3, Commercial Services zoning district.
- Text Amendment to Town Code Section 48-864, Village Hotel District to allow up to 50% of the required parking for a hotel to be located off site as well as to allow off-site accessory uses.
- Text Amendment to prohibit roof top signs in the SPD-C Village at Nags Head (C-1, C-2, Hotel, Institutional) Zoning Districts.

The following text amendments were heard and denied during the 2007-2008 fiscal year:

- Text Amendment to Town Code Section 48-91, Habitable Floors to allow first floor construction of coastal watch towers above the maximum 27 ft. height from habitable floors.

Planning and Development

- Text Amendment to Town Code Section 48-661, Motion to Amend, to add a requirement prohibiting acceptance of zoning ordinance amendment applications that have been denied by the Board of Commissioners for a one year period.

The following text amendments were heard during the 2007-2008 fiscal year; however, no action was taken on these amendments until July and August, 2008.

- Text Amendment regarding the reduction of dollar value, expressed as a percentage of total appraised building value, triggering compliance of nonconforming structures with commercial architectural design standards.
- Text amendment to exempt all development within the C-3, Commercial Services Zoning District from open space/landscaping requirements and to no longer allow plantings used to comply with required site buffering to be fully applied towards satisfying the site landscaping requirements of the Code.
- Zoning ordinance text amendment to exempt single family dwelling uses destroyed by accidental loss.

Site Plans and Conditional Use Permit Applications

Processed for Planning Board and Board of Commissioners' review:

- Site Plan/Conditional Use application by Landmark Engineering on behalf of Mighty Wind United Methodist Church to construct a 13,080 sq. ft. religious complex located at 4222 S. Croatan Highway.
- Site Plan/Conditional Use application by Constantine "Gus" Zinovis for a detached single family dwelling on the same parcel as the principal use, Mulligans Restaurant.
- Site Plan/Permitted Use application by Quible & Associates on behalf of Village Realty for renovation of an existing vacant warehouse to operate a Real Estate Rental Management Facility located at 223 W. Satterfield Landing Road.
- Site Plan/Conditional Use application by Cahoon & Kasten Architects for the location of a "Child Day Care Facility" within the former Outer Banks Steakhouse located at 4913 S. Croatan Highway.
- Site Plan/Permitted Use application by Quible & Associates on behalf of Artisan Marble and Tile for construction of a 18,200 sq. ft. warehouse for stone fabrication and a 5,200 sq. ft. accessory building for the supporting showroom and office located at 2230 Lark Avenue.
- Site Plan/Permitted Use application by Quible & Associates for construction of a 3,130 sq. ft. chiropractor's office with a second story dwelling at 107 Dowitcher Street.
- Site Plan/Conditional Use application for major communication tower to be located at Town Hall Municipal Complex, 5401 S. Croatan Highway.
- Site Plan/Conditional Use application to convert the former Nags Head Realty Building into Commercial/Residential Mixed Development with four single family dwelling units on the third floor, located at 2300 S. Croatan Highway.

Planning and Development

- Site Plan/Conditional Use application by Mark Kasten for construction of a 6,545 sq. ft. two story wood structure to be used as commercial/residential mixed development located at 4301 S. Croatan Highway.

Preliminary/Final Subdivision Plats

Staff has not processed any preliminary or final subdivision plats this fiscal year.

Board of Adjustment

Staff processed 4 variance and appeal applications for the Board of Adjustments consideration over the past fiscal year. Specifically, staff prepared 3 variance requests and 1 appeal request. Two of this year's variance requests pertained to height. The first request was for relief from the 28 ft. maximum top plate requirement for single family dwellings. The need for this variance was later remedied by a zoning ordinance text amendment which eliminated top plate requirements and required single or two family dwellings not exceed three habitable floors. The second variance request pertaining to height dealt with the maximum height of the floor of a watchtower. The third variance processed pertained to nonconformities with respect to cottage courts. The Board of Adjustment heard one appeal request regarding the issuance of civil citations to a local business.

On September 13, 2007 Board of Adjustment members attended a training session conducted by then Town Attorney Ike McRee.

Septic Health Initiative

The following represents a summary of the Septic Health Initiative Program activities for FY 2007-2008.

Inspection and Pumping Program

Inspection Refunds

In August of 2007 the incentive based septic inspection program for the 8th consecutive year became available to property and business owners whose septic systems are not managed by a state certified operator. These inspections were performed by 2 Town approved contractors, who completed 280 septic system inspections between August 2007 and June 2008. Furthermore, Town staff completed an additional 42 courtesy inspections and assisted numerous other property owners directly with questions, concerns, and septic loan applications.

Pumping Credits

An incentive based pumping credit was made available to owners who chose to have their septic tanks pumped. A \$30 water credit was given to owners that mailed proof of tank pumping between July 2007 and June 2008. To date, 66 vouchers/credits were issued. There have been 3 loans granted for the repair of failing septic systems this fiscal year totaling \$6,828.38. Currently there are 11 loans with a balance of \$19,590.53.

Water Quality Monitoring Program

To determine the extent and impacts, if any, of leaking and improperly maintained septic tanks, the Septic Health Initiative is monitoring the water quality of ground and surface waters at selected sites through-out Nags Head. This program began in November of 2000 with a few surface sites, and expanded to as many as 40 surface and ground water (well) monitoring sites

Planning and Development

in late 2002. This monitoring currently takes place at 26 sites throughout town and yielded 722 samples for the fiscal year.

Parameters currently being tested at all sites include fecal coliforms, ammonium and nitrates, phosphates, salinity, specific conductance, pH, and dissolved oxygen. Enterococcus is also being monitored at all surface sites.

Septic Education Program

Another component of the initiative is the education program. This program began with the development of brochures, door hangers, and stickers that outlined proper septic maintenance such as knowing what to flush and not flush into your system. Currently these tools are given to property owners, businesses, rental agents, and also to new homeowners through our Building Inspections Department. These components help to spread the word on how property owners and the environment can benefit from properly maintained septic systems.

This component also obtained stress balls, stadium cups, ink pens, and key chains with the septic health message and logo and are handed out at various functions. Through the use of the Internet, the Town has made information about this program and its goals, as well as the results of the water quality testing available to the public.

Building Inspections

Flood map and Flood Prevention Ordinance

With the adoption of the new FIRM maps in September 20, 2006, changes were made in how elevation is determined. The use of the NAVD 1988 datum instead of the NGVD 1929 datum has the results of a raised sea level to .99 of a foot. This change, along with the increase BFE in some locations and the expanded AE zones into areas that use to be X zones, has caused a large increase in existing structures becoming non-conforming. Most properties located in the expanded AE flood zones that have enclosures under elevated structures or enclosed areas built at grade level built in compliance are now non-conforming. The increase in the area of the V-Zone (High Velocity Zone) Westward on the ocean front by the new FIRM map has hit these properties the most. Existing structures are non-conforming and new construction has much more stringent regulation on development. Staff spends extensive hours reviewing the status of existing structures, researching existing files, review for new construction, counseling owners, prospective buyers and realtors on the options within the ordinance requirements.

Inspections

The 2007 year started out with the continuing aftermath of the 60 condemned structures and all of the missing and damaged beach accesses and stairways from the Thanksgiving Storm. It was late spring and early summer before these repair permits were finalized. The steady decline of single family permits has been and is still down, the numbers appear to be leveling within the permit and application activity picking up in September. The stable remodeling permit status has also shown more activity than usual after a short lull during the rental season. Permits for elevator and pool additions are in high demand. The majority of new single family permits are for more costly large structures on the highly regulated V-Zone on the ocean front requiring longer review time for staff. The few smaller homes and additions are generally built between the highway and west of by-pass.

In review of permit numbers compared with required staff time, the numbers for single permits have been lower than previous years but the dollar value of construction has remained within 1% of previous years. The single family structures that are being built are large, more costly and

Planning and Development

located on the oceanfront. The construction cost of repair, remodeling and additions has increased also.

In 2006 the State also developed a region for wind borne debris; this area affected any structure within 1,500 feet from the Atlantic Ocean. Going into effect January 1, 2009 this area will be expanded to cover the entire barrier island and will affect any glazing in every building within the town limits.

January 1, 2007 was the effective date for adoption for most portions of the 2006 edition of NC State Building Codes. Many changes have accrued in these codes including new energy code requirements. Energy conservation has taken the forefront in the implementation of more stringent requirements in these codes along with the new go green thought process taking this entire nation by storm. A large issue that has presented itself to the inspection and zoning staff deals with the effect new energy codes have on the location of mechanical equipment. When the State required manufactures to build higher seer (min 13 seer) Heat Pumps and Air conditioners by design the manufactures to increase the size of the coils in these units in turn increasing the entire unit size. This increased size has caused and will continue to cause problems with the location where equipment can be placed. The most notable problem is when existing units are being replaced. Older heat pumps could fit in a 3 foot area in the side yard beside homes with narrow lots when the zoning regulation only require a 8' side yard building setbacks, still being able to meet the minimum 5 foot setback per zoning. The newer higher seer heat pumps are larger than their older models and may not fit in the old location. To place newer larger units where the older units were located could cause an encroaching in the minimum required 5 foot setback or could violate the manufacture's specifications for separation requirements from obstructions or both. With the issuance of between 300 and 400 mechanical permits each year, this is possibly the biggest situation facing the inspections department. Staff is researching and studying this most difficult subject to determine what methods would be the best for the town and property owners without causing an undue hardship of either. Staff may have to submit to management and the board regulation changes that would allow permits to be issued for the placement of either new or replacement units within the side yard setbacks.

Commercial development seems to have found a good lending tree with new construction. Examples are continuation of inspection on the 42 unit multi family condo at Sugar Creek; the permitting of a 6 room pod addition and the addition of a second chiller and generator at the Outer Banks Hospital, an addition to the South Beach Plaza development of a 4 unit food court building, improvements in that building of a Dunkin Donuts and the application for improvements to another unit for a Mexican Grill is currently under review; the removing of the old water tower, setting up temporary cell towers and construction of a new cell tower at the Town Hall site; conversion of the Outer Banks Steak House to a Day Care facility; a new chiropractors' office with single family dwelling on second floor at Dowitcher street; commercial remodeling with 5 units in the OB Mall; 4 units at Tanger Outlets with discussions with 2 more shops for upgrades. Finally, after 5 years, the last damaged structure from hurricane Isabel, the old Bodie Island Beach Club, has completed all repairs and a final occupancy certificate issued. Staff has welcomed these developments and look forward to working with the proposed development.

An unexpected change in personnel for the inspection transpired summer of 2008 with the resignation of Ralph Allen to pursue interest in the private sector. Another unexpected event was the application for this vacated position by a former employee and once chief building inspector Bryan Seawell back out from the private sector. We welcome Bryan back with his years of experience and expect him to be a great asset for the inspection department and the Town.

Planning and Development

	04-05	05-06	05-06 Change	06-07	06-07 Change	07-08	07-08 Change
Inspections							
Foundation ¹	185	300	62%	243	-19%	200	-18%
Frame	580	481	-17%	363	-25%	323	-11%
Electrical	801	705	-12%	424	-40%	323	-24%
Plumbing	578	478	-17%	225	-53%	164	-27%
Mechanical	437	390	-11%	247	-37%	211	-15%
Insulation	209	168	-20%	150	-11%	122	-19%
Pre-Final	92	83	-10%	72	-13%	57	-21%
Final	542	644	19%	647	0	548	-15%
Miscellaneous ²	<u>457</u>	<u>136</u>	<u>-70%</u>	<u>125</u>	<u>-8%</u>	<u>87</u>	<u>-30%</u>
TOTAL	3881	3385	-13%	2496	-26%	2035	-19%
SEPTIC HEALTH							
Tanks Inspected	184	264	43%	243	-8%	322	33%
Tanks Pumped	123	41	-67%	63	54%	66	5%
Water Quality Sites Tested	1234	1147	-7%	647	-44% ^A	722	12%

¹ Includes pilings, layout, slab, footing

² Includes foster homes, fire inspections, on-site meetings, demolition inspections

^A Decrease in frequency of sampling during winter

Planning and Development

Fiscal Year FY 04-05, FY 05-06, 06-07, and 07-08 Comparison

	04-05	05-06	05-06 Change	06-07	06-07 Change	07-08	07-08 Change
Board of Adjustment Cases	15	9	-40%	12	33%	4	-67%
Coastal Area Management Act (CAMA)							
Minor Permits Issued	92	77	-16%	208	170% ^A	144	-29%
Violations Cited and Corrected	4	0	0	0	0	0	0
Exemption Letters	74	48	-35%	236	392% ^B	144	-39%
Soil Erosion and Sedimentation Control Plans Reviewed	67	59	-12%	34	-42%	35	3%
Crowd Gathering Permits Reviewed	19	30	58%	21	-30%	29	38%
Miscellaneous Actions and Citations							
Notices of Violation Issued	40	60	50%	57	-5%	40	-30%
Civil Citations Issued	1449	442	-70%	30	-93%	51	70%
Code Compliance Inspections	740	574	-23%	632	10%	525	-17%
Major Subdivision Plats	3	5	67%	1	-80%	0	-100%
Text Amendments	37	21	-43%	29	38%	23	-21%
Site plans							
Commercial (Board Reviewed)	15	19	27%	15	-21%	9	-40%
Residential	92	76	-17%	41	-46%	30	-27%
Building Permits (Number Issued)							
Single Family	65	45	-31%	23	-49%	14	-39%
Single Family-Large	27	31	15%	18	-42%	16	-11%
Duplex	0	0	0	0	0	0	0
Multi-Family Units	0	0	0	0	0	1	100%
Motel/Hotel Units	0	1	100%	0	-100%	0	0
Commercial	10	6	-40%	5	-17%	4	-40%
Miscellaneous	<u>278</u>	<u>288</u>	<u>4%</u>	<u>424</u>	<u>47%</u>	<u>336</u>	<u>-21%</u>
TOTAL	380	371	-2%	470	27%	370	-21%
Sub Contractor Permits							
Electrical	276	382	38%	359	-6%	294	-18%
Mechanical ¹	304	304	52%	381	-17%	339	-11%
Plumbing	119	83	-30%	141	70%	107	-24%
Values							
Single family	17,191,117	12,824,466	-25%	4,901,271	-62%	3,084,506	-37%
Single family-large	16,184,316	15,632,027	-3%	7,192,000	-54%	9,382,560	30%
Duplex	0	0	0	0	0	0	0
Multi-family	0	0	0	0	0	5,400,000	100%
Motel/Hotel	0	1,800,000	100%	0	-100%	0	0
Commercial	16,317,000	5,920,000	-64%	6,653,000	12%	2,090,000	-69%
Miscellaneous	<u>6,867,498</u>	<u>6,461,884</u>	<u>-6%</u>	<u>10,071,664</u>	<u>56%</u>	<u>8,424,009</u>	<u>-16%</u>
TOTAL	\$56,559,931	\$42,638,377	-25%	\$28,817,935	-32%	\$28,381,075	-1%

¹ Includes sprinkler & gas

^{A,B} Increase due to Thanksgiving Storm

Public Safety

Department of Public Safety Overview

The Department of Public Safety is comprised of two divisions: The Police Division and the Fire and Rescue Division. The Fiscal Year 2007-2008 budget for the Department of Public Safety, as adopted by the Board of Commissioners and made effective July 1, 2007, was \$4,774,597. The Department of Public Safety Budget for FY 2006-2007 was \$4,828,030.



The Police Division strives to deliver high quality police service to the Town of Nags Head. The prevention of crime is the highest operational priority. The Division places its highest value on the preservation of human life, the protection of property and "quality customer service" to the public. The Police Division is divided into four operational units: Administration, Patrol, Criminal Investigation, and Animal Control. The Administrative Unit consists of a town manager/director of public safety, a police chief/deputy director, two police lieutenants, an office/systems manager, and an office assistant. The Administrative Unit performs the administration, records keeping and computer operation of the Division.

The Patrol Unit is composed of an administrative lieutenant and uniformed police officers. The Patrol Unit delivers basic law enforcement service to Nags Head. The Criminal Investigation Unit is composed of an administrative lieutenant and police officers specifically designated to performing the duties of investigating crimes that occur within the town's corporate limits. The Animal Control Unit is composed of a police officer who is responsible for animal control and protection.

The Fire and Rescue Division is composed of two operational units: Fire and Rescue and the Ocean Rescue Unit.

The Fire and Rescue Unit responds to fire and general rescue calls for service and mutual aid requests from other jurisdictions. In addition, the Unit performs fire code inspections and completes fire cause investigations. The Ocean Rescue Unit provides water rescue services from April through October. During the high season, Nags Head beaches are protected and patrolled by ocean rescue lifeguards on all terrain vehicles (ATV's) as well as lifeguards on lifeguard stands strategically positioned along the oceanfront.

Police Division

A review of Fiscal Year 2007 - 2008 found this to be a rewarding and successful year. The Police Division continues to provide quality service in a professional manner to all.

The Division ended fiscal year 2007 - 2008 with two unsolved violent crimes, which are still under investigation and are actively being pursued through Crime Line:

- The Nags Head Police Department is asking for information that would lead to the arrest and conviction of the subject(s) responsible for the armed robbery that occurred at the Stop Quick Convenience Store at 2112 S. Croatan Hwy. on March 18. Around 10 p.m., a male approached a clerk and threatened her with a knife. The suspect fled the area after obtaining an amount of money from the store. The suspect is described as approximately 5'8", weighing approximately 165 lbs. and in his early 20's with a dark complexion.

Public Safety

- The Nags Head Police Department is investigating a hit and run accident with injuries. On Friday, March 7, 2008, at approximately 9 p.m., a pedestrian was struck on S. Croatan Highway in front of Kelly's Restaurant. The pedestrian was flown to Sentara Norfolk General Hospital with critical injuries. Pieces of the striking vehicle were recovered at the scene. A small red or white vehicle with damage to the front right passenger side area is being sought after.

Calls for Service

During Fiscal Year 2007 - 2008, calls for service, dispatched through Dare Central Communication, saw Nags Head police officers responding to 10,542 calls for service. This reflects a decrease of 390 calls for service from the 10,932 calls responded to during Fiscal Year 2006 - 2007. Again this fiscal year, the Police Division provided approximately 400,000 miles patrolling and responding to calls for service in the Town.

Burglaries

Police officers responded to 142 burglary calls during Fiscal Year 2007 – 2008, compared to 84 calls in Fiscal Year 2006 – 2007, an increase of 58 calls. Nags Head police officers made 19 arrests for burglary during 2007 – 2008, compared to 7 arrests in 2006 - 2007. Burglaries to residential, absentee owner, and rental cottages remain as the area, in which the town is, crime wise, most vulnerable especially during the late fall and winter off-seasons.

Larcenies

A slight decrease was noted in the larceny crime category, with 152 calls occurring during Fiscal Year 2007 - 2008 compared to 153 calls during Fiscal Year 2006 - 2007. The Police Officers made 39 arrests for larceny related calls during Fiscal Year 2007 - 2008 compared to the 17 arrests made in Fiscal Year 2006 - 2007.

Domestic and Public Street Affrays

Domestic and public street affray calls increased to 81 calls during Fiscal Year 2007 – 2008, compared to the 54 calls responded to during Fiscal Year 2006 - 2007. In FY 2007 - 2008, police officers made 54 arrests that include related offenses: assault, communicating threats, affrays, and resist delay a public official. In FY 2006 – 2007, 66 arrests were made in domestic and public street affray type calls.

Controlled Substance Calls

Controlled substance calls increased to 71 calls during Fiscal Year 2007 – 2008, compared to 51 calls responded to during Fiscal Year 2006 - 2007. Police officers charged 198 controlled substance violations during Fiscal Year 2007 – 2008, compared to 126 during Fiscal Year 2006 - 2007. Statistics show that many of the drug charges were developed through the successful deployment of the Town's K-9 Unit.

Alcohol Related Calls

Police officers responded to 50 alcohol related calls during Fiscal Year 2007 - 2008, which was no change from Fiscal Year 2006 - 2007. There was a definite increase in alcohol related violations, with 143 alcohol related enforcement actions taken during Fiscal Year 2007 - 2008, compared to 105 in Fiscal Year 2006 - 2007. Extra Police Division enforcement effort, with assistance from

Public Safety

the North Carolina Highway Patrol and North Carolina Alcohol Law Enforcement during the June 2007 Virginia High School Week, resulted in the increased alcohol enforcement actions.

Dispatched Alarm Calls

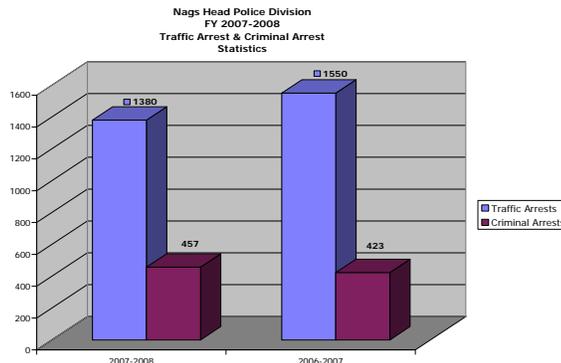
Dispatched alarm calls decreased during Fiscal Year 2007 – 2008, with 548 alarm calls being reported compared to 649 during Fiscal Year 2006 - 2007.

Criminal Arrests

The number of criminal arrests during Fiscal Year 2007 - 2008 was 565 compared to 423 criminal arrests made during Fiscal Year 2006 - 2007.

Traffic Related Enforcement Actions

The number of traffic related enforcement actions during Fiscal Year 2007 - 2008 was 1,380 compared to the 1,550 traffic related enforcement actions during Fiscal Year 2006 - 2007.



Community Activities

The Police Division is in its 14th year of its Community Policing Program. As in years past, citizens have come together to demonstrate their commitment towards community partnership by taking an active role in the Nags Head Community Watch Association. This partnership has become a valuable aid in helping to keep our communities safe.

The Town's permanent residents continue to participate in Community

Watch. Citizens and visitors reported 211 suspicious person(s), with another 145 reports of suspicious vehicle(s) reported to the Police Division during Fiscal Year 2007 - 2008.

The success and strength of this continuing community partnership was again demonstrated in August 2007, when the Police Division, Community Watch Association, and over 100 residents, absentee property owners, and visitors, turned out in 19 of the Town's 21 neighborhoods to participate in the 25th Annual "National Night Out Against Crime". Several businesses and citizens again supported the Nags Head Community Watch Association and "National Night Out" by sponsoring block parties in some of our neighborhoods. This year, for the 6th year, the Police Division hosted the Community Watch Association, the neighborhood Community Watch Block Captains, and Community Watch members to a "National Night Out" Picnic in Fire Station 16.

The Community Watch Association, along with the Police Division, once again participated in the annual St. Patrick's Day parade, and the Children's Easter Egg Hunt program.



Public Safety

In December 2007, the Community Watch Association hosted the Department of Public Safety at a luncheon, held at a local restaurant, to extend their thanks and appreciation to the police, fire and ocean rescue staff, and civilian public safety personnel for their continuing efforts towards preserving the quality of life in Nags Head.

During each month's Community Watch meeting, the public is invited to listen to speakers from the community who provide information on specific areas of interest. During Fiscal Year 2007 – 2008, an assortment of speakers made presentations before the Community Watch Association. In October 2007, Nags Head Fire Marshal/Safety Officer Kevin Zorc spoke on fire and home safety and the different types of equipment used to protect the town. In February 2008, Police Officer Jonathan Gilreath spoke on home security, providing homeowners with up-to-date ways for making their homes less inviting to the criminal element.

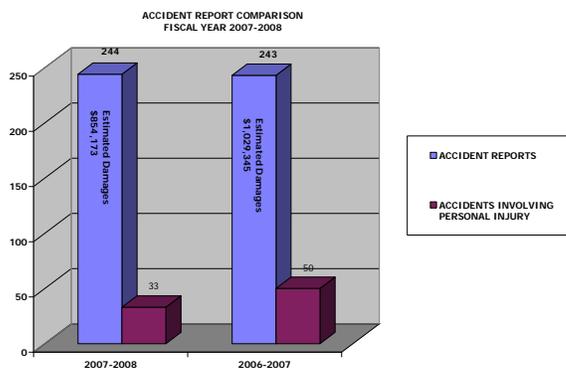
The Police Division continued the successful use of the Polaroid Ident-A-Kid, Domestic Violence Prevention, and National Child Passenger Safety Seat programs during Fiscal Year 2007 - 2008. Each of these programs continues to be well received. In addition, the Police Division continues to inspect child safety seats on a regular basis.

Throughout the year, Police Division personnel review and analyze crimes and crime causal conditions within the town. This information and analysis was used to deploy personnel and resources to address identified crime, crime causal factors, and conditions.



Motor Vehicle Accidents and Traffic Safety

Nags Head experienced 244 motor vehicle accidents during Fiscal Year 2007 – 2008, an increase of 1 motor vehicle accident from the Fiscal Year 2006 - 2007. Thirty-three of the 244 motor vehicle accidents resulted in personal injury during Fiscal Year 2007 – 2008, compared to 50 personal injury motor vehicle accidents that occurred during Fiscal Year 2006 - 2007.

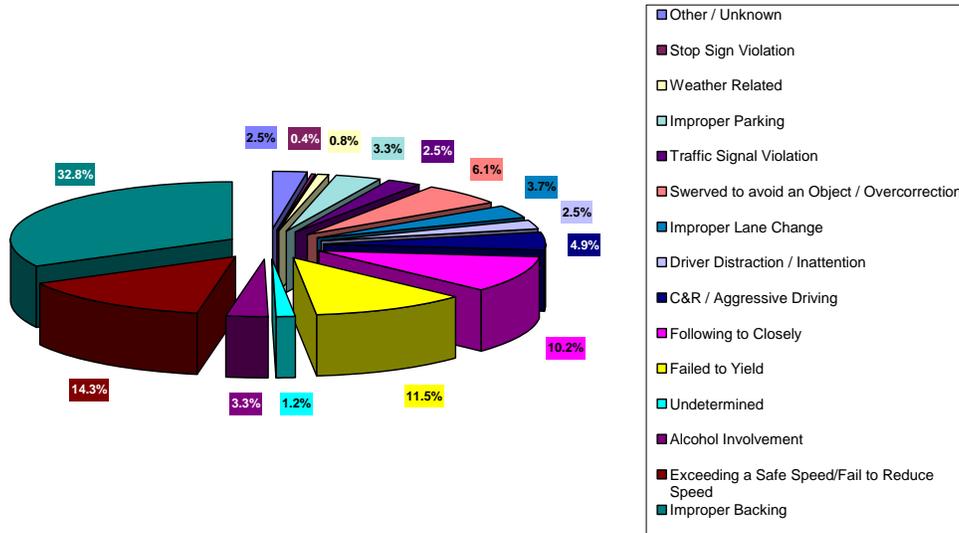


Contributing factors that played a major role in the 244 motor vehicle accidents were: improper backing (32.8%), exceeding a safe speed (14.3%), alcohol involvement (3.3%), failure to yield (11.5%) and following too closely (10.2%). A majority of the motor vehicle accidents continued to be the direct result of driver negligence and failure to maintain a proper lookout while turning, changing lanes, pulling onto roadways from private businesses or side streets, or where pedestrians failed to maintain proper lookout while crossing roadways. Drivers running red

lights contributed to some of the most serious personal injury motor vehicle accidents.

Public Safety

FY 2007/2008
Contributing Circumstances for Traffic Accidents
Based on Percentages



The Police Division continued to address the issues of traffic safety, awareness, and education by deploying the Town's mobile radar display trailer, as well as unmanned, marked police vehicles. The radar display trailer continues to be redeployed and rotated throughout the town to improve traffic safety and encourage voluntary speed compliance.

The Police Division, along with Town staff, continues to meet with the North Carolina Department of Transportation to address traffic and pedestrian safety concerns. These meetings continue to be effective in finding ways to improve safety in dealing with the ever-increasing traffic here in Nags Head.

Personal Watercraft

There were no personal watercraft injury accidents reported during Fiscal Year 2007 - 2008.

Special Events

The Police Division participated in a number of special events during the Fiscal Year 2007 - 2008.



On Sunday, November 11, 2007, the 2nd Annual Outer Banks marathon took place. All Public Safety personnel, with the exception of the duty shifts, worked this event. The marathon starting location was changed as well as the starting sequence, which resulted in an improved traffic/crowd control plan. The Department of Public Safety's Mobile Command Center was coordinated all communications and emergency calls during the event, proving to be a valuable asset. In addition to the combined efforts of our trained personnel, the event was a successful one.

Public Safety

The Police Division participated and provided traffic and crowd control during the annual St. Patrick's Day parade, which continues to grow each year. Public Safety spent valuable time in the pre-planning of this event, in order to provide for the safety of each participant and citizen. Once again the parade was incident free, making it a safe and enjoyable event for all. Police Division and Town staff met with the organizers to implement changes that will help provide a better and safer event for all.

During the annual Outer Banks Bike Week held in April, the Police Division provided support with both on-duty and off-duty personnel. This event, as well as those in years past, was very well attended. There were no incidents during the course of this event.

The July 4th, 2007 Fireworks Spectacular was hosted by the Town and held at the Nags Head Fishing Pier. This event was again very well attended. Traffic and crowd management plans were executed as designed with no incidents or problems being reported.

The Town wishes to express its appreciation to Andy and Lovie McCann, owners of the Nags Head Fishing Pier, for allowing the Fireworks Spectacular to be held on their property. Many of the Town's Public Works and Public Safety employees contributed to the success of this year's fireworks display.

The Department of Public Safety continues to play a key part in the planning and preparation of the Town's annual Memorial Day and Veterans Day ceremonies.



Bicycle Patrol Officer Program

The Police Bicycle Patrol Officer Program continues to play an important part during special events, as well as during our community policing efforts. The Program allows officers to patrol and respond to calls during special events, when it is impossible to respond by vehicle. In addition, the Program provides for face to face patrolling. This program continues to be well liked and received.

K-9 Unit

The Nags Head Police Division's K-9 Unit is now in its third year. Our K-9 Officer, Trey Lipscomb trains with Boss on a daily basis fine tuning their skills in the identification of controlled substances. Under Officer Lipscomb's leadership, Boss has been instrumental in a number of drug investigations. Boss attended a number of community events this year and is very well received and liked by citizens of all ages.

Police Training

Police personnel, both sworn and civilian, continued to receive training during Fiscal Year 2007 – 2008, which amounted to approximately 2,447 hours. Training was conducted in areas ranging from community policing to career development and technical and professional training.

Our continued emphasis on training and career development has helped to make and maintain our police division as one of the best-trained, professional, and technically proficient law enforcement agencies in the State of North Carolina.

Since January 1, 2005, the State of North Carolina, Criminal Justice Training and Standards Division has required an additional 24 hours of mandatory law enforcement training to be completed each calendar year for every certified law enforcement officer. This mandatory training accounts for 550 additional law enforcement officer training hours. This additional training requirement is a continuing mandate for each officer and will be required to be completed in each future calendar year. All State of North Carolina mandated In-Service, Firearms and Use of Force training was completed as required by the State as of December 31, 2007.

The Nags Head Police Division continues to address training needs, as well as other important issues that are of concern to all of the other municipal law enforcement agencies and the Office of the Sheriff of Dare County. The Nags Head Police Division, Kitty Hawk Police Department, and the Dare County Sheriff's Office, each hosted training classes during Fiscal Year 2007 - 2008.

This regional approach to training continues to allow each participating agency to train more officers at one time, giving an opportunity for area law enforcement officers to train together, and saving police officer work days that would have been previously spent traveling back and forth to the North Carolina Criminal Justice Academy campuses. This equates to more time patrolling the streets and neighborhoods. The area law enforcement agencies look forward to hosting an even greater number of training schools and seminars during the coming years.

During Fiscal Year 2007 - 2008, Lt. Kevin Brinkley was selected to attend the FBI National Academy. Participation in the Academy is by invitation only, though a nomination process. Participants are drawn from every state in the union, from U.S. territories, and from over 150 foreign nations.

The purpose of the Academy is to build proactive leadership among law enforcement executives, which will enable them to manage their most critical current and future challenges effectively. Academy attendance requires a commitment to 11 weeks of study. During these sessions the applicant participates in discussions, lecturing, skill-building exercises, use of self-knowledge instruments, and role playing. The formal classroom relationship between faculty and participants is balanced with opportunities to meet and talk informally at meals and other gatherings scheduled as part of each session.

With the successful completion of his studies, Lt. Brinkley became the first officer from the Nags Head Police Division to attend the Academy, joining such ranks as our Town Manager - Director of Public Safety, Charles L. Cameron, who attended while with Norfolk Police Department, graduating in the 153rd Session.

Animal Control

Due to the resignation of the Town's animal control/law enforcement officer in mid-March 2008, this position remained unfilled for approximately four months. Lora Gilreath was hired for this position in April 2008, but still had to successfully complete a mandatory 12 week "Officer Field Training" before she was ready to take over her new duties. During this time period, animal control calls were answered by the Division's sworn law enforcement officers, but many times the Dare County SPCA provided assistance. The SPCA truly went above and beyond in assisting Nags Head, performing numerous mutual aid responses in the form of picking up animals, setting traps for feral cats, and investigating animal nuisance calls.

The animal control officer's calls were greatly affected during FY 2007 - 2008 due to the position not being filled for 4 months. During Fiscal Year 2007 - 2008, the total number of animal control

Public Safety

calls was 589, compared 1,108 calls in 2006 - 2007. Sixty-seven animals were taken into custody and turned over to the Dare County Animal Shelter during FY 2007 - 2008. In addition, 16 animal related citations, Town tickets, and warning tickets were issued by the animal control officer during 2007-2008. The Town also relocated wildlife to safer settings on 34 occasions and provided 138 animal traps to residents.

There were 4 animal bite incidents reported during Fiscal Year 2007 - 2008, with these animals being quarantined for a total of 10 days. The animal control officer participated in rabies educational efforts to increase the public knowledge of this most serious public health threat.

Career Development

All eligible Police Division employees, both sworn and civilian, participated in and successfully completed the requirements of the Town's Career Development Program during Fiscal Year 2007 - 2008.

Weather Related Emergencies and Emergency Preparedness

On April 9, 2008, the Police Division responded to a gas leak that was caused by a major gas line being accidentally cut by construction workers. The gas line ran along South Croatan Highway near Bonnett Street. Upon responding our law enforcement staff quickly set up a temporary closure of South Croatan Hwy, between Barnes Street and Hollowell Street, re-routing traffic through S. Virginia Dare Trail as a pre-cautionary measure. Due to the extra measures of precaution and safety initiatives that our police officers implemented, no injuries or further damages were sustained during this emergency event.

Chaplain Program

The Department of Public Safety's Chaplain Program was again very beneficial during Fiscal Year 2007 - 2008. Pastor Rick Lawrenson from the Outer Banks Church and Pastor Jim Lewis from the Ark International Church serve as our Public Safety Chaplains.

In addition, both Chaplains regularly participate in the Town's Memorial Day and Veterans Day ceremonies, as well Community Watch Association events.

Chaplains Lawrenson and Lewis are familiar faces in the Department of Public Safety, volunteering their time in the Town's Police Department and Fire Stations. Both of our Public Safety Chaplains are a welcomed and valuable asset here in the Town of Nags Head.

Special Meetings within the Community

In July 2007, the Nags Head Police Division representatives met with the Board of Realtors to review the new fireworks ordinance, which bans the use of all fireworks within the Town of Nags Head. In an effort of cooperation, it was agreed upon that each realty company would add this new ordinance information to their rental contract packets.

During Fiscal Year 2007 - 2008, Nags Head Police Division representatives attended several North Ridge Homeowner Association meetings to address their concerns.

Police Grant Initiatives

During Fiscal Year 2007 - 2008, the North Carolina Governor's Crime Commission accepted and awarded two grant requests made by the Nags Head Police Division. The first grant, an

equipment grant, was utilized for the purchase of 11 electro muscular disruption devices (Taser X26's) in the amount of \$9,574.89. The Nags Head Police Division's share of this grant is a 25% cash match of \$2,242.36.

This project was part of the Nags Head Police Division's continuous mission to maintain peace and order within the community. This mission can be difficult since complicating factors exist that are unique to every situation our officers must handle, such as quelling a disturbance or apprehending a suspect. Due to these factors, Nags Head's sworn law enforcement officers sometimes are required to use force in the course of these duties, whether during an arrest or while protecting citizens, themselves, or other officers from harm. This force, when legitimately and properly applied, represents an essential element in maintaining an orderly society. The use of electro-muscular disruption technology, in the form of Tasers, provides officers with an innovative tool that would not only decrease injuries to both officers and defendants, but also limit the liability and damage claims filed against the Police Division.

The second grant, an overtime grant for working illegal drug investigations, was approved for \$10,025.56; however, due to being understaffed during this fiscal year, the Police Division was only able to utilize \$2,228.58 of this grant. The Nags Head Police Division's share of this grant is a 25% cash match of \$557.12.

This overtime grant was established to provide additional staff hours dedicated to the reduction of drug activity, drug availability, and substance abuse. It is the Police Division's hope to apply for this grant in the grant cycle with the N.C. Governor's Crime Commission to continue our efforts in this most important campaign.

High Profile Investigations

On July 20, 2007, during an investigation of illegal narcotic sales, the Nags Head Police Division, working with the Kill Devil Hills Police Department, the Dare County Sheriff's Office, and the NC Alcohol Law Enforcement Division, arrested a 25 year old male, of Harbinger, NC, in the area of the 3600 block of S. Virginia Dare Trail. At the time of arrest, officers removed approximately 9 ounces of cocaine and 12 grams of marijuana, which has a street value of over \$90,000, from the defendant. The defendant was charged with 2 counts of trafficking in cocaine and his bond was set at \$500,000.

On August 17, 2007, the Nags Head Police Division arrested a 21 year old man from Coltrain, NC, in the 3300 block of S. Virginia Dare Trail and charged him with felony possession of cocaine and possession with intent to sell/deliver cocaine. At the time of the arrest, authorities seized 14 grams of powder and crack cocaine. The suspect was placed in the Dare County Detention Center with a \$30,000 bond.

On November 29, 2007, the Nags Head Police Division arrested a 36 year Roper, NC woman as a result of a joint narcotics investigation by the Nags Head Police Division and the Kill Devil Hills Police Department. The 36 year old female was charged with trafficking a controlled substance by sale/delivery and placed in the Dare County Detention center under a \$250,000 bond. During the investigation over 1,200 Oxycontin and Oxycodone pills, with a street value of over \$20,000, were recovered.

Fire and Rescue

Fire and Medical Response

Total emergency response by Nags Head Fire Rescue decreased from 829 emergency calls in FY 06 - 07 to 759 in FY 07 - 08. Nags Head Fire and Rescue responses to Emergency Medical calls decreased by 15 calls for the year for a total of 358.

The Fire Rescue Division experienced decrease in responses involving Nags Head commercial properties in FY 07 - 08. A total of 272 emergency responses to these commercial properties were logged in FY 06 - 07, as compared to 241 responses FY 07 - 08. Residential emergency incidents decreased by 2 calls for a total of 310 incidents. The remaining incidents were open land, beaches and highways. The overall structural fire dollar loss for FY 06 - 07 was \$2,732,050 as compared to structural fire loss of \$4,830 in FY 07 - 08.

There were no significant fire events (estimated loss of \$10,000 or greater) that occurred in the Town during FY 07 - 08.

Fire Inspections

The Nags Head Fire inspections program is the core of damage and injury prevention in Nags Head and provides ongoing fire defense in commercial facilities.

There were 295 fire inspections of Nags Head commercial properties completed this year. Inspections included assembly, business, institutional, multi-family residential facilities and certificate of occupancy evaluations. An increased number of tented activities this period caused inspector emphasis on inspection of these facilities, a temporary use that is on the rise. Additionally, fire staff participated in numerous technical reviews of commercial site plans and crowd gathering permits.

Highlights of fire inspector education this year include additional firefighters and officers becoming certified as Level I, II and probationary III Fire Prevention Inspectors. This education provides increased depth and knowledge to the fire prevention program, certifying that on duty inspectors are able to conduct hazard recognition activities with accuracy. The goal of the Fire Division is to have every firefighter become a Level I inspector and supervisory staff achieve higher service levels as a Level II or III inspector. The development of advanced inspector certification levels this year allowed for completion of progressively difficult tasks such as technical site plan review and evaluation of property redevelopment. The State of NC Fire Inspector continuing education program, requiring 6 hours of annual code based training, was completed for all fire inspectors in June, 2008.

Two fire inspectors attended the four day North Carolina Fire Prevention conference and learned additional fire code interpretation skills. A highlight of the gathering presented question & answer sessions with Department of Insurance technical specialists regarding code development and life safety initiatives.

Fire Inspectors in Nags Head continue to collaborate effectively with all Nags Head technical inspectors; building, electrical, and mechanical. The fire inspection program is customer friendly and is positively received in the Nags Head business community as an effective hazard mitigation resource.

Fire Prevention and Mitigation

Nags Head Fire Nags Head Fire Rescue staff are committed to the vision of fire safety for the citizens and visitors in Nags Head. Fire staff and equipment were present with fire safety literature; youth fire helmets, stickers, and fire apparatus at the following public events: Annual Nags Head Fire Rescue Station 16 Fire Prevention Night, Nags Head Police Annual Easter Egg Hunt, Nags Head Police National Night Out, and the St Patrick's Day Parade. The Fire Prevention Committee meets regularly to address fire prevention issues and organize public events in Nags Head. Nags Head Fire staff assisted the Kill Devil Hills Fire Department with "Fire Prevention Week" activities at First Flight and Kitty Hawk Elementary schools and scheduled visits to Nags Head Elementary and pre-schools. Nags Head residents and numerous vacationing visitors continue to stop by Station 16 and Station 21 to visit the firefighters, take pictures of apparatus, or tour the facilities. Nags Head Fire Rescue staff submitted various fire prevention articles to the local newspapers, Town Of Nags Head "Lines" Newsletter, and spoke to vacationing groups regarding fire safety while on vacation. The Government Access Channel continues to display the "Fire Safe" power point. Group e mail advisories are distributed to those interested in seasonal fire prevention topics. The Nags Head Fire website, updated monthly, is full of timely fire and consumer safety product information, informing a curious public how they can best prevent injury or loss of life.

The Fire Division continues to participate in the "Knox Box" program during this fiscal year. This program provides for the secure access to building keys and information for use by first-arriving firefighters. A lockable box is placed in a secure location for access by firefighters in emergencies. As new businesses come on-line they also will have Knox Boxes installed.

National Fire Prevention Week activities in October offered community members an opportunity to tour Fire Station 16, meet firefighters, participate in fire extinguisher training, learn about residential fire inspections, and receive free smoke detectors. Participants also conducted "EDITH, Escape Drills in the Home" in the Dare Fire Safety Trailer. Approximately 300 people attended this important event that established Nags Head Fire Rescue as a fall gathering point for community fire education.

Fire Training

Career fire staff attended numerous in-house and off-site training classes for an aggregate of 4010 hours. They also received classes in Ocean Rescue and technical rescues such as vehicle extrication and confined space. The Fire Marshal and three Fire Captains attended two week training classes at the National Fire Academy in Emmitsburg, Maryland. These classes focused on Fire Prevention and Leadership in the Fire Service. Three of our Fire Captains attended a week long flammable liquids suppression or response to explosives training in Nevada. All eligible members participated in the Town's Career Development Program.

Ocean Rescue

During FY During fiscal year 07 - 08 the Ocean Rescue Unit updated one areas of equipment, to include: four – Honda ATV Ranchers. The replacement ATV's have provided for more timely and efficient response and rescue operations.

In July 2007, twelve Ocean Rescue personnel traveled to Virginia Beach, VA to compete in the United States Lifesaving Association – South Atlantic Regional Lifeguard Championship. Nags Head took first place in the "B" Division (a staff of less than 50 guards). Later in July of 2007, five female members traveled to Sandy Hook, NJ to compete in the National Park Service All-Women Lifeguard Competition, taking fifth place in "Division I". In August, nine Ocean Rescue

Public Safety

personnel traveled to Myrtle Beach, SC to participate in the USLA National Championships, placing eighth overall, including a first place finish by Captain John Kenny in the 2km beach run.

The beaches were closed for 11 days this fiscal year, due to several northeasters and tropical storms.

The following comparative statistics pertain to the activity of the Ocean Rescue Unit for the 2006 - 2007 and 2007 - 2008 fiscal years.

	FY 06-07	FY 07-08
Water Rescue	102	104
People Assist	175	162
Watercraft Assist	14	8
Lost Person Search	22	27
EMS Assistance	44	34
Near Drowning	3	1
Drowning	0	0
Deaths on Beach	0	4
Animal Calls	26	109
Dogs	4	117
Marine		
Animals		
Education Advisories	88,661	90,159
Beach Closings	15	11
Emergency Response – NO assistance Needed	6	6
Mutual Aid Response	4	1
Beach Population	650,060	721,144

Nags Head Reserve Firefighters

The participation of reserve staff contributed to the success of fire operations. Fire Station 16 totaled 1350 of standby hours in FY 07 - 08, compared to 1288 in 06 - 07. Reserve firefighter training hours this year totaled 629.

Nags Head Reserve Firefighters continue to provide services in the Town of Nags Head, however nationally, regionally, and locally volunteerism has decreased. The Nags Head Reserve core group has served the department well, but committed new members are a rare commodity and members active in the past have slowly faded from department activities.

There is a reenergized recruitment effort ongoing to try to attract more participation within the Reserve program. The initial effort generated a small level of interest and we signed on one new firefighter and three support personnel. There is an active committee of Reserve and career staff developing ideas to increase our numbers.

Infant Car Installation Program

The Fire Division maintains an excellent Child Seat Safety Program. Firefighters install and or adjust child seats, as well as provide education to parents on a daily basis. The Fire Division has also become involved in a statewide program. We are now the secondary county coordinator for the North Carolina Child Safety Seat Coalition. This includes providing quarterly reports to the state, as well as reporting the number of seats that have been checked. This year, the Fire

Division received a generous donation of two-thousand dollars for the child seat program. These funds have enabled us to purchase child seats that can be distributed to families who otherwise could not purchase them on their own. Technicians provided and installed several seats because of this program. During Fire Prevention Night Out and Child Prevention Safety Week, Firefighter Infant Car Seat Technicians set up a car seat checkpoint so those transporting infants could determine if car seats were properly installed. Numerous deficiencies were found. The infant car seat inspection program is growing and visitors often stop at Station 16 and Station 21 to request a car seat installation. 126 car seats were inspected this year. This is above last year's total of 78. Of these, numerous corrections were made and parents were educated on proper installation techniques. The Town of Nags Head looks forward to future participation in this initiative focused on infant injury prevention. The Fire Division also sponsored a Technician Certification class this year. The Fire Division currently has 14 technicians on staff.

Nags Head Safety Program

The desired outcome of the Nags Head Safety Program is to eliminate employee injuries and mitigate hazards in Town facilities. The Town Of Nags Head is dedicated to employee occupational safety and the maintenance of a healthful workplace, and all accomplishments this year could not have been completed without a total management - employee commitment, communication and a priority of "Safety First" in the workplace.

Lost work days for all personnel this year totaled fifty eight. The most prevalent injury involved strains - sprains of the back and ankle, and collectively employee injuries rose slightly this year over last. The most common type of incident damage occurred while operating motor vehicles, identifying the need for ongoing driver training and situational awareness programs.

The Safety Committee met monthly to discuss occupational matters, review incidents and recommend new equipment or processes. Town staff participated in various training opportunities this year; Annual Safety Congress, NC Industrial Commission State Conference, Security Essentials for Front Desk Personnel, Custodial Protection Training for Facilities Maintenance, and the League of Municipalities Safety Workshop series.

Safety Program highlights include the North Carolina Department of Labor Gold & Silver Safety Awards for various Town departments, a voluntary skin cancer screening for employees, audiometric testing, installation of a new automatic external defibrillator in the wellness room, and RESQU-ME window glass tools added on key chains for all Town vehicles.

Facility improvements include fire & chlorine alarm system monitoring for Station 16 and Nags Head Water Plant, Knox key box installations, Eighth Street Public Works fuel pump improvements, transition from propane to natural gas at Station 16, facility emergency light testing, and sunscreen dispenser installation in all Town buildings. Closing out the year's activities was a BOC adopted Safety Week proclamation, an employee "Safety Luncheon" that provided recognition for employees, and a total replacement of all personal eye & hearing protective equipment.

Public Works

Public Works

The Public Works Department is comprised of an Administrative section and five divisions: Fleet Maintenance, Public Facilities Maintenance, Sanitation, Water Distribution, and Water Operations.

Public Works Administration

Public Works Administration had an extremely busy year with routine activities and several major construction/renovation projects. Public Works provides project bidding and contract development and administration.

Major completed projects include:

- **Fresh Pond Water Treatment Backwash Handling Facilities Renovations**
This work included modifications and upgrades to the backwash pumps, sludge drying beds and the unlined infiltration basin for the processed filter backwash water.
- **Indigo and June Street Beach Access Parking Lot Construction**
The construction of new parking lots at the Indigo and June Street accesses, in south Nags Head, including showers, bike racks, landscaping and signs was completed in the fall.
- **Soundside Road Updating**
A major portion of Soundside Road, from the intersection with the US 158 Bypass, past the entrance to the Jockey's Ridge Sound Access, to approximately 1,175 feet south of the 90° turn to the south, was rebuilt and resurfaced. In addition to adding width to the east-west portion of the road, drainage was improved as well. The project, paid for with Powell Bill funds, totaled 3,585 feet (0.7 mile).
- **Westside Multi-Use Path Construction– First Section**
Constructed on the west side of the US 158 Bypass, from 8th Street to Carolinian Circle, this 1,420 foot long, 10-foot wide, concrete path will eventually be extended further south towards the entrance to Jockey's Ridge State Park. The next, (400 foot) section, from Carolinian Circle to Oak Knoll Drive, has been designed and will be bid and constructed in the fall of 2008.
- **Town Hall Water Tower Removal and Monopole Construction**
Public Works Administration also provided project oversight and coordination for the removal of the Town Hall Water Tower and the construction of the Communications Tower which replaced it.

In addition to the projects listed above, Public Works Administration assisted the various divisions of Public Works with developing specifications and purchasing several replacement vehicles and pieces of equipment. Included were a three replacement pickup trucks for various divisions, and a new Residential refuse collection truck.

Public Works Administration was again involved in planning the July 4th fireworks display on Nags Head Fishing Pier assisting Public Safety, this event was another rousing success.



Public Works

We continue to emphasize training for employees and Public Works Administration staff. During the year our Office Assistant, Barbara Minter, attended training in 'Effective Supervisory Management Program' sponsored by the Institute of Government. During FY 2007-2008, we processed 27 warning citations for Sanitation Code violations. We try a phone call to the customer to solve the problem first, but if this is not productive, a warning citation is then sent out. We issued no Civil Citations.

Calls were received and processed for special collections as follows:

Cardboard Collection: 30 calls	Cart Repair: 155 calls
Bulk Collection: 561 calls	Cracked Carts: 77 calls
Cardboard Recycling: 6 calls	Mulch Delivery: 30 calls
Cart Rollback: 37 calls	Dumpster Repair: 13 calls
White Goods: 231 calls	Cart Delivery: 60 calls
Brush & Limb Collection: 885 calls	Dumpster Delivery: 18 calls
Bagged Yard Waste Collection: 85 calls	Special Requests: 3 calls

Fleet Maintenance

The Fleet Maintenance Department performs scheduled equipment and vehicle preventive maintenance procedures (which includes maintaining sufficient inventory), vehicle repairs, call-out emergency repairs, and various modifications to meet other departmental needs. The department's major emphasis and goal is preventive maintenance. However, the number of unexpected breakdowns affects the day-to-day operations of the department. There is no way these can be predicted and factored into daily or weekly work schedules. It is the goal of this department to achieve its maximum performance in order to help keep other Town departments operational.

The garage staff maintains an inventory of \$31,470.04 along with diesel fuel and unleaded fuel for the Nags Head Fleet. The Fleet Maintenance Division is fully staffed with Fleet Superintendent Charlie Bliven, Senior Fleet Mechanic Patrick Norcross, and Fleet Mechanics David Fronius and Ron Watson.

There were 1,102 work orders for 2007-2008 and 2,532.2 labor hours. All 4 employees in the garage are certified North Carolina Vehicle State Inspectors. All Maintenance Garage Staff are certified in various areas of automotive, medium - heavy truck and busses through Automotive Service Excellence, ASE.

New vehicles and equipment that was prepared, modified, and made ready for service in 2007-2008 by the garage staff include:

Sanitation Condor Side Loader Commercial Truck	Message Board Trailer
Facilities Maintenance Ford Pickup Truck	4 Ocean Rescue Honda 4-Wheelers

Public Works

Sanitation Condor Residential Truck

Public Works Administration Ford Pickup Truck

Sanitation Ford Pickup Truck

Police 5-Ton All Wheel Drive Military Truck

In 2007-2008, vehicles were sold on GOV DEALS.com and the maintenance garage staff was kept busy with decommissioning the items to be sold, getting the information organized, answering questions about what was being sold, and assisting in the items being picked up.

Training remains a key ingredient with staying up to date on new vehicles and equipment. The garage staff attended a one day training seminar at Public Works with two City of Hampton Fleet Maintenance personnel on the new Starr Residential Truck arm assembly. David Fronius attended the Waste Expo in Chicago with Eddie Curry to view the latest in Solid Waste Technology.

The garage staff continues to stay current with scheduled preventive maintenance, technology, and training to do their best for the Town of Nags Head.

Public Facilities Maintenance

Public Facilities Maintenance Facilities Maintenance had a very busy year including assisting with the Communications Tower, the 8th Street and Gull Street sidewalks and the US 158 Multi-use Path projects. Facilities Maintenance began to maintain the new Multi-use Path along with maintaining the highway beautification beds along US 158 at the north end of town and in the vicinity of Town Hall. The department also replaced the plumbing at both the Bonnett Street and Epstein Street bath houses.

Other large projects include:

- Facilities Maintenance, working in conjunction with other Public Works divisions and the Public Safety Department, was involved in the July 4th fireworks display on the Nags Head Fishing Pier.
- The second Annual Outer Banks Marathon preparations, set-up, and tear down were completed this year along with mulching of the path from Town Park to the Nags Head Woods Road.
- Facilities Maintenance was involved in the troubleshooting of the HVAC at Town Hall. We assisted with the replacing of the heaters at Station16 and the attic power vents.

Routine work continued to be heavy throughout FY 2007-2008. Facilities Maintenance oversees all Town facilities such as buildings, landscaping, streets, signs, drainage, the Town Park, beach accesses, crosswalks, and emptying of the trash cans on the beach. They service 130 trash cans and 6 public restrooms daily from May 1st through October 1st. In addition, Facilities Maintenance oversees the 11 miles of Multi-use Path along the beach road the entire length of town. They also oversee 36 miles of streets and a mile of sidewalk. Several beach accesses also had to be repaired before the season.

Public Works

Town buildings were provided with painting, electrical, and plumbing repairs. Facilities Maintenance also oversees all of the janitorial needs for the Town's Municipal Complex, the Board of Commissioners Meeting Room, and the Public Works building.

Facilities Maintenance has maintained all facilities to fulfill the requirements set forth by the Town to maintain the SHARP Award.

Hours spent on specific work include:

Building Maintenance: 2,186.5 hours	Landscaping Town facilities: 2,235 hours
Beach access cleaning: 2,245 hours	Right-of-way mowing: 375 hours
Beach Access Repairs: 2,222.5	Multi use path maintenance: 1,069.5 hours
Cleaning Town facilities: 2,444 hours	Miscellaneous: 261.5 hours
Street maintenance: 438 hours	Installation of Regulation Signs: 487 hours
Drainage: 877.5 hours	Work in Other Depts: 19.5 hours

Sanitation

The Sanitation Division had another busy year with routine work heavy as usual.

The recycling program remained active with the following tonnages for main items collected at collection and commercial sites in FY 2007-2008.

White Goods – 76.89 tons	Plastic #1 -4.65 tons
Aluminum – 12.24 tons	Plastic #2 – 3.86 tons
Brown Glass – 61.84 tons	Cardboard from all other sources – 239.46 tons
Clear Glass – 36.53 tons	Mixed Paper – 102.70 tons
Green Glass – 14.45 tons	Electronics – 1.2 tons

The grand total recycled for FY 2007-2008 was 553.82 tons, a 39.84% increase from FY 2006-2007 total of 338.391 tons. A total of 497.86 tons of bulk pickup items were collected during FY 2006-07, which is a decrease of 37.2% or 292.35 tons under last year.

There were a total of 286 tons of mulch delivered back to Town of Nags Head residents this year out of 804 cubic yards mulched. The remaining volume of the mulch was used on the paths in Nags Head Woods and road side beautification beds

The largest amount of material collected and transported by Sanitation was of course residential and commercial refuse. The residential total was 4,052.03 tons and commercial 5,060.24 tons for a grand total of 9,112.27 tons. The total refuse declined 538.49 tons or a 5.58 % decrease from FY 2006-2007.

Public Works

Since the Brush Yard was opened in January, 2006, the number of customers for fiscal year 2007-2008: have been as follows: Tuesday's 1,863, Thursday's 701, and Saturday's 1,667, with being open only two and one half (2-½) days per week.

Starting this year Sanitation has been collecting Electronics at the brush yard for recycling we have received a total of 1.2 tons. Once we collect a large amount we contact a company outside of Raleigh, NC and they have them picked up to be recycled.

Water Distribution

With the continued decline in new construction, Water Distribution dedicated the majority of efforts to infrastructure and meter route maintenance. Remaining under drought conditions, the annual water system flushing and valve exercising program was condensed. This year's program focused primarily on our seasonally low flow - turn over areas. Water usage was reduced by concentrating in south Nags Head, the Cape Hatteras National Seashore to the Oregon Inlet Marina and on the Manteo - Nags Head causeway including Pond Island. Even though the overall area flushed was reduced, every fire hydrant in town was exercised to insure its proper operation if and when needed.

For the third year in a row, Mother Nature almost spared her wrath on the distribution system as we received minimal damages resulting from the extended stay northeaster in April. Once again we lost sections of 2" water main on the oceanfront in Pelican Park, once the protective dune was washed away. An additional 60' of unprotected 6" waterline on the oceanfront between Oregon and Limulus Drives was also washed away. After reviewing the last several repairs and replacements in these same areas due to coastal storms, it was decided that the damaged waterlines on the ocean front would not be replaced. This created a problem, in that several oceanfront structures were left condemned due to not having potable water service. After receiving utility easements from the neighboring owners, water distribution was able to provide water service to all structures shortly after Memorial Day weekend.

There were 3 independent fire service mains (including Backflow Control Devices) installed to private structures throughout the town, including 5 additional fire hydrants to be maintained by distribution personnel.

This year we experienced 14 water main failures (2" through 12") in the system. Technicians completed 20 service line repairs (3 - 4" through 2") and responded to 28 after hour call outs.

Water Distribution had one technician successfully complete Distribution school and pass his exam to become a state certified "B" Water Distribution Operator. All other Water Distribution Operators received the required contact hours to keep their existing mandatory state certifications active.

The Water Distribution Division installed the following number of water taps during FY 2007-2008:

¾" – 16	1" – 18	1 ½" – 3	2" – 0
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This compares to the following taps installed in FY 2006-2007:

¾" – 25	1" – 17	1 ½" – 0	2" – 1
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The number of locate requests were up this year to 1,103 compared to 915 in 2006-2007.

Water Operations

The Water Operations Division is responsible for supplying potable water to the citizens of Nags Head, as well as supplying treated water to the Dare County Regional Water System at a wholesale rate during the peak water demand period of the busy summer season.

Water Operations is headquartered at the original Nags Head Water Treatment Plant located at 2210 Pond Avenue. Water Operations also maintains a pump station located at 104 Gull Street, two elevated water tanks, and serves Nags Head citizens by providing an after hours contact for Public Works.

Water Operations staff is dedicated to providing water that meets or exceeds all federal and state standards and at a pressure and volume adequate for the Town's fire fighting capabilities.

Overview of Operation

The Nags Head Water Plant remains staffed 7 days per week, 2 shifts per day. Water Plant operators answer calls and investigate water distribution complaints during weekends, off hours, and holidays. The Water Plant Superintendent provides oversight of water operations. Staff consists of four water plant operators. Three operators are certified in surface water treatment by the state of North Carolina.

Water Plant Operators are responsible for ensuring that all water storage tanks are full and that adequate water pressures are maintained throughout the water system. They perform preventive equipment maintenance and general housekeeping of the Eighth Street Water Plant, Gull Street pump station, filter and raw water building, and both elevated towers. In the spring and summer months, the operators are also responsible for the grounds maintenance at the Eighth Street water plant, Gull Street Pump Station, the south Nags Head Tower and the new Eighth Street tower. Water Operations staff also assists the Water Distribution Division during off-season by responding to customer calls after normal working hours.

As the compliance requirements of water systems (by the State of North Carolina and the Environmental Protection Agency) increase, so do the duties of the Water Operations staff. Water Plant personnel collect, analyze and record daily, weekly and monthly information that is included in the monthly reports to the State. Operators are responsible for the collection and analysis of daily chlorine residuals in the distribution system. Staff maintains a state-certified laboratory, for state compliance testing of the town's drinking water for Coliform bacteria. Fifteen water samples are gathered monthly from selected random sampling locations throughout the Town and analyzed for Coliform bacteria in our laboratory. The results are reported monthly to the state.

Operators are responsible for the production of water from Fresh Pond during the summer season. Some additional duties includes monitoring and treating Fresh Pond for algae, process equipment and instrument maintenance as well as the daily water quality testing of the raw and processed water that is sold to Dare County. Fresh Pond, when needed, is operated and staffed 24 hour by Water Operations.

Special Projects

- Removal of 1963 Town Hall Water Tower. February 11, 2008
- Maintenance Repainting of the South Nags Head Water Tower by Southern Corrosion. February 2008

Public Works

- Water Supply Plan submitted to the state - required for compliance every 5 years. April 2008
- 8th Street Distribution pump #2 was repaired by Pearson Pumps. May 2008
- Lead and Copper compliance samples collected and results submitted to the state. June 2008
- Installed Chlorine alarm monitors at 8th St Water Plant and Gull St Pump Station; monitored by John's Brother's Security. June 2008
- Replaced chlorine room and front entrance door at 8th Street Water Plant. March 2008
- Rebuilt control valve on #1 Distribution pump at Gull St Pump Station. May 2008

Fresh Pond

During the summer of FY-2008 the starting water level of Fresh Pond was 6.45 feet above sea level. Fresh Pond operated from July 1, thru August 28, 2007. Fresh Pond stopped delivering water to the Dare County main on August 28, 2007 due to Fresh Pond's low water level of 3.25' that put the finished water turbidities over the compliance limit of 0.3 NTU's.

The sedimentation basin was drained and cleaned out in September 2007.

Fresh Pond received a Notice of Violation from the Division of Water Quality (DWQ) dated August 18 2006. This violation was received because Fresh Pond did not have a non-discharge permit for the filter backwash water. The water plant - Fresh Pond had been in operation since 1963 without any type of a permit from the Division of Water Quality. Fresh Pond operated under a Special Order of Consent in July and August of 2007. The Wooten Company did the engineering for the improvements. Empire Construction received the contract. All improvements were completed by the deadline set by the Division of Water Quality (DWQ) of June 1, 2008. Fresh Pond is now operating under a Non Discharge Permit issued by DWQ.

Special Projects

- Sludge drying beds repaired and refurbished; Empire Construction. May 2008
- Sludge pump installed in the wash water recovery basin; Empire Construction. May 2008
- Earthen basin enlarged and refurbished; Empire Construction. May 2008
- Solar Flow meter installed for effluent from wash water recovery basin. May 2008
- Long Term Surface Water Rule Stage 2 (LT-2) compliance testing began in March 2008
- Backwash valve actuators replaced (2); The Perkinson Company. April 2008
- Raw water pump #2 motor replaced; Ireland Electric. December 2007
- Raw water pump #1 rebuilt; Pump Engineering. June 2008
- Carbon pump and motor replaced. July 2007
- Fluoride line replaced. February 2008