



Annual Report Town of Nags Head

Fiscal Year 2009-2010



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1 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, public notices, resolutions, ordinances, 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 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 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

- Twenty Board of Commissioners meetings; nineteen persons on Sunshine List notified as required
- Meeting agendas published and posted
- Twenty-two Public Hearings (decreased from 38 last year)
- Board actions/formal minutes prepared for each Board meeting and posted on web site
- Formal Board of Commissioners minutes filled 248 legal pages
- Minutes were prepared and distributed for 28 staff meetings
- Agendas, minutes and reports prepared for three Citizens Advisory Committee meetings
- Citizens Advisory Committee annual awards (Appearance Award, Residential Architecture Award, Nags Head Lightkeeper Award)

- Town web site includes listings of artwork purchased; sorted by acquisition date, artist name, and title
- One hundred eighty Board of Commissioners packages coordinated, organized, and distributed for Board members; department 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, 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 and ordinances

Supporting Information

Adopted, processed, and distributed by this office during Fiscal Year 2009 - 2010:

- Forty-three Ordinances
- Twenty-one Resolutions
- Five 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 Administration Conference Room
- Procure and return as necessary clean-up deposits required for Town Parks and Board Room; utilize Town policy for priority reservations of the Board Room

Supporting Information

- Thirty nine Town Park (Barnes Street/Harvey Soundside) reservations, procured/refunded deposits
- Scheduled Board Room for meeting location, maintained supplies, table setup, procured/refunded deposits
- Processed 25 Outdoor Crowd Gathering Applications
- Processed 282 temporary beach driving permits for Nags Head Surf Fishing Tournament
- One taxi-cab business application and 3 taxi-cab driver denial appeals 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

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 24 contracts/agreements/deeds were processed during FY 2009-2010
- Contracts now included on Town web site
- 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 7 new/promoted police officers

Public Information Officer - Objectives

- Notify/release information to the general public and the media concerning newsworthy events; respond to various media inquiries
- Disseminate accurate information regarding emergencies and other Town-related information
- Participate in Dare County Joint Information Section

Supporting Information

- Prepared/forwarded 50 media/news releases
- Distributed 125 email broadcasts
- Updated/maintained the Town web site home page to include all pertinent emergency information
- Participated in Dare County Joint Information Section, which allows the Town to remain current 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
- Update and maintain Town web site's home page
- Respond to all web site inquiries or refer to appropriate department for timely response

Supporting Information

- Expanded Customer/On-Line services to include links to: Town Code, Fee Schedule, Outdoor Crowd Gatherings
- Agendas, backup, actions, minutes, etc. for Board of Commissioners meetings/retreats - provided on Town's web site
- News items of interest are posted on the web site home page
- Notices of public hearings, public notices, bid openings are maintained on the Town's web site
- Board of Commissioners meetings are aired live via web site; Board meetings are replayed 4 times on the Friday and Saturday following the meeting on the Government Access Channel
- Video archive of Board meetings is maintained; meetings may be viewed in their entirety online via Town's web site
- Each Town Board/Committee, including ad hoc committees, has page on web site; application to serve is also included
- Town Clerk's office receives public inquiries/comments/etc. submitted via web site; inquiries are answered by the Clerk or are forwarded to appropriate department for response

Highlights/Accomplishments Fiscal Year 2009 - 2010

- Town Celebrations - Coordinated Memorial Day celebration in support of nation's military; Town 50th Anniversary Celebration Committee was formed and scheduled monthly meetings - Town's 50th anniversary date is June 14, 2011
- Town inquiries - Respond promptly, distribute inquiries for appropriate departmental response
- Town web site - Public Information Officer maintains updated web site to include easy access - often via "News & Information" on Home Page or as separate sidebar items - to Board of Commissioners agendas, backup, actions, minutes, ordinances, resolutions, contracts, etc. 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 - Increased links to appropriate agencies/sites added to Town web site
- Email Broadcast - Weekly Town email broadcast transmits 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 Administration web site - Frequently Asked Questions - Weddings/receptions on the beach - Clerk's office has seen increased interest and information included on Town's web site has been expanded
- Traffic Control Map - Map was downloaded to GIS system for in-house updating
- Emergency Box - Updated emergency box to include proclamations on flash drive for easier access to proclamations after a storm event

Goals Fiscal Year 2010 - 2011

- Town web site - Maintain updated information re: ad hoc committees; 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; Add proclamations to web site in addition to ordinances/resolutions
- 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 pending funding availability

- Evaluate - Evaluate methods to encourage citizen participation on Town Boards/Committees
- Research – Implement more equitable employee service award/recognition system
- Traffic Control Map – Maintain GIS Traffic Control Map database/Prepare narrative detail of each map amendment
- Paperless agendas – Continue paperless Board of Commissioners agendas/backup for Board members
- Emergency box – Discuss with Fire Chief necessity of maintaining emergency evacuation box held by town clerk's office

2 Administrative Services

The Administrative Services department provides continuous support for all of the other Town departments in the areas of revenue billing, payroll and benefits, 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.

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 13 budget amendments which included 69 adjustments in 2009-2010. There were 2,289 accounts payable checks issued during the fiscal year and \$1,940.62, down from \$2,308.99, was saved by taking advantage of purchase discounts. Administrative Services also initiated payment by ACH and made an additional 771 vendor payments electronically saving the cost of both checks and postage up from 660 last fiscal year. In addition credit card payments of \$31,481 were processed and allocated to the appropriate expenditure account compared to \$70,248 during the prior fiscal year. There were 67 new vendor files established bringing the total vendor files to 2,724 excluding temporary customer repayment vendors. There were 860 purchase orders issued and 52 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 \$51,911 from sales and use taxes paid compared with \$55,576 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 \$205,535 from \$410,871 in the prior fiscal year. Rates earned on short term funds invested in NCCMT fell from .17% in July 2010 to .57% in June 2009 (versus 2.25% down to .57% in the prior year) compared to rates of .85% to 4.0% earned on the larger longer term certificates of deposit throughout the full fiscal year.

The Town maintained a 99.68% tax collection rate for the fiscal year ending June 2010. This represents a slight increase from our prior year collection rate of 99.65%. The breakdown includes a collection rate of 94.32% for DMV and 99.73% for advalorem taxes. There were 6,033 tax bills issued, 1697 late tax notices, and 58 uses of enhanced collection methods including bank and rent attachments and one initiation of the in rem foreclosure process. There were 1,150 privilege licenses issued (versus 1,286 the prior year).

Water encountered another busy year as well with 28,379 water bills processed, 3,073 second notices and 245 cut-off tags prepared (up slightly from 221). The Town also continued making courtesy phone calls to each customer prior to cut off of water service. There were 15 new water service accounts (no change from prior year of 15) and 191 accounts were final billed and transferred to new owners. There were 37 Septic Health credits processed of the 37 requested to be issued. Our total active water accounts at June 30, 2010 were 4,711 (including 4,315 residential). During the year, 242 adjustments were made to water accounts. The water billing policy that went into effect in 2002 continues to help with efficiencies of collections and tenant accounts. The Town began billing the new storm water fee of \$4 per water bill in March of 2005 with total revenues of \$36,776 for the year ended June 30, 2005, \$110,796 for the year ended June 30, 2006, \$111,720 for the year ended June 30, 2007, \$112,378 for the year ended June 30, 2008, \$112,368 for the year ended June 30, 2009, and additional revenues of \$112,612 for the year ended June 30,

2010.

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 third year of a three year contract for audit services. The Board approved extending this contract for an additional three years through the Fiscal Year ending June 30, 2012.

This past year 18 workers compensation claims were filed representing \$26,326 in total costs and 68 lost work days compared with the prior years 11 claims with \$9,472 in total cost and 16 lost work days. The Town also facilitated 7 incident/damage claims totaling \$26,163 reimbursing the Town, as well as, reimbursements to others of \$14,357. Administrative services also provided support for grants and storm reimbursement transactions.

Payroll and Benefits

There were six full time vacancies advertised for the various departments in 2009-2010 and a total of \$0 was spent on advertising those vacancies due to the use of free resources. New employee orientations and processing was conducted for 6 full time employees and 43 part time employees. The average turnover rate for the year was 5% with an average of two months time to fill a vacant position. Six positions remained vacant and frozen as of the end of the fiscal year. There were also 4 promotions, 3 resignations, and 3 retirements processed. There were 521 payroll checks issued in 2009-2010 along with 3,038 direct deposit advices. A total of \$7,440 was paid for unemployment costs, down from the prior year of \$19,835 and significantly down from the highest level of \$26,439 paid in 2005-2006. There were 3 notices of potential unemployment claims processed with no phone hearings held. The average cost expended to hire a new general employee was \$525; \$3,855 for a firefighter; \$3,288 for a police officer and \$1,325 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. A total of 249 computer loans have been processed in this program to date with no new loans in 2009-2010. A cumulative total of \$418,856 has been loaned under this program. The total amount outstanding at June 30, 2010 was \$15,754. As part of the Town's commitment to its employees, the funds expended for training amounted to an average of \$69 per employee for 2009-2010, down from \$155 per employee in 2008-2009. In addition, there were no participants in the Town's career development program with no costs incurred for training and the related travel and supplies. Neither the career development nor the computer loan program received funding for Fiscal Year 2009-2010.

3 Information Technology

Equipment Deployment

- A second Storage Area Network (SAN) and a server were purchased in May. This equipment will be used to begin migrating to a virtual server environment with redundant storage. However, a problem with the SAN equipment was exposed during testing. Nags Head IT has been working closely with the manufacturer's engineering staff to help them determine the cause of the problem. Information Technology will continue testing the equipment until we're sure the issue has been resolved.
- Eight desktop computers were purchased and deployed.

Equipment Supported – Fiscal Year End

Telephone Equipment	Network Infrastructure
3 telephone systems	2 firewalls
108 telephone sets	1 spam firewall
	1 router/CSU/DSU
Storage	12 fiber converters
1 email archiver	12 managed switches
1 SAN	6 wireless access points
	4 wireless backhaul points
Computers and Printers	Cellular
10 servers	45 cellphones
60 desktops	3 Blackberrys
41 laptops	11 air cards
37 printers	

Netmotion Server Project

The Nags Head Police Dept was awarded a \$10,340 grant in May of 2009 by the NC Governors Crime Commission. This grant funded an interagency project to provide local public safety staff with secure and continuous remote access to network resources and applications from their mobile computers. The Nags Head IT Dept purchased the server and software and worked with Dare County and local municipality staff to get the project up and running. The project was completed in January 2010.

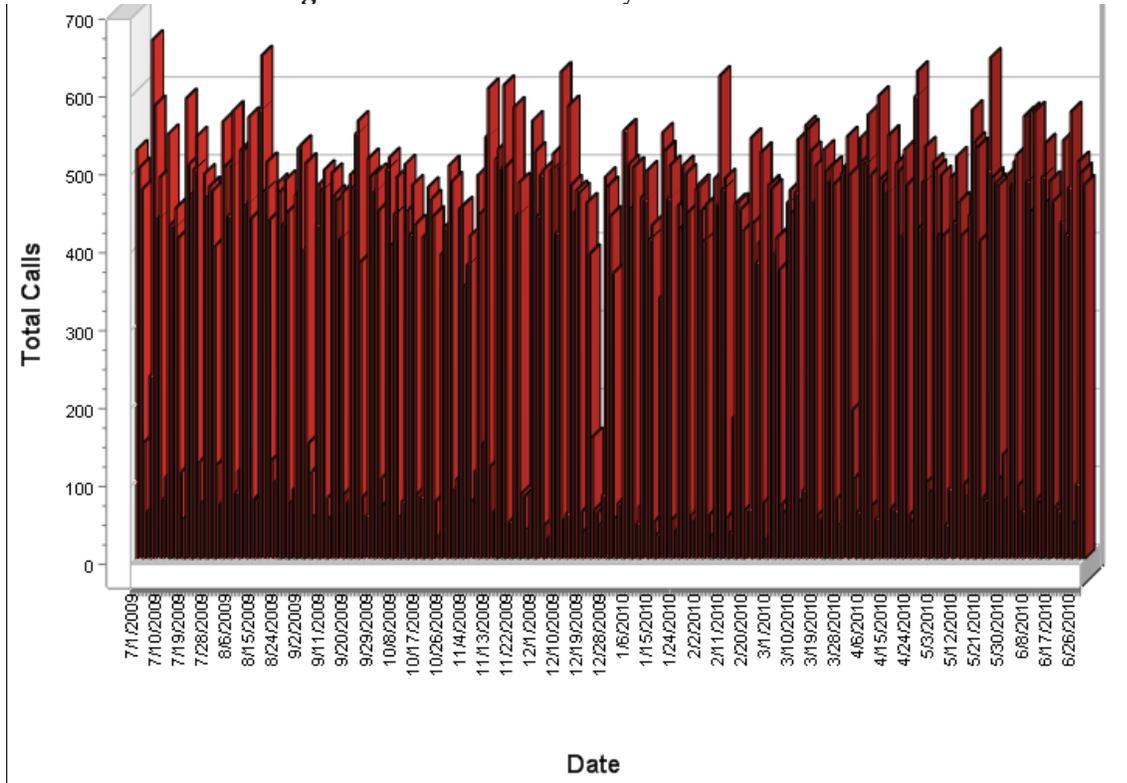
Town Hall Phone System Utilization

A total of 130,108 calls through the Town Hall phone system were logged during FY 2009-2010. Of these, 121,107 calls (93%) were logged on the 249 workdays that the Town Hall was open for business for an average of 486 calls per workday through the Town Hall system. Approximately 52% of the total phone calls (67,670) were incoming.

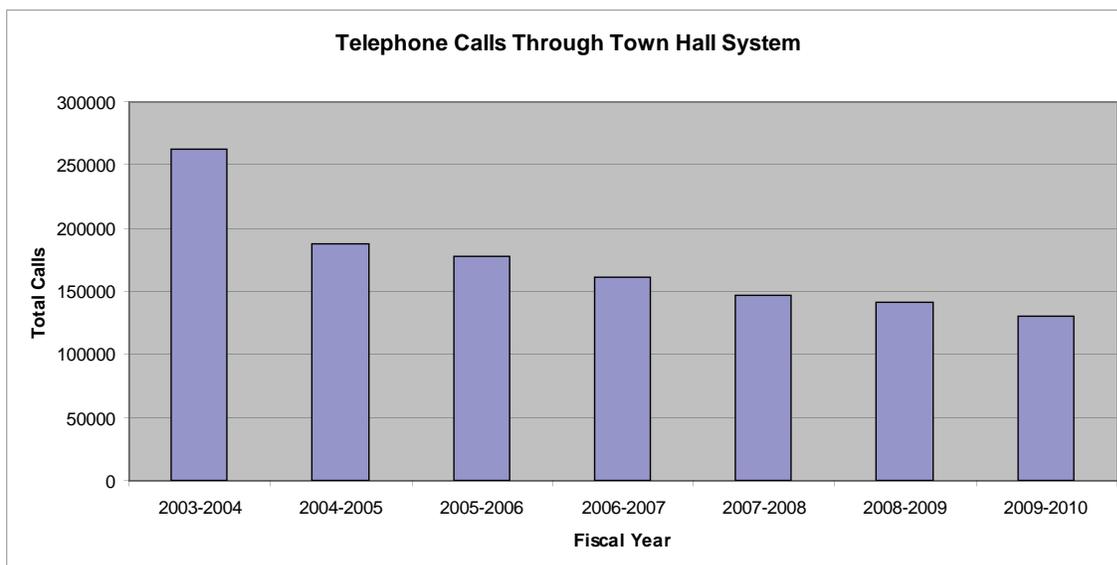
(Note: The call logging software does not count extension to extension calls. Also, the Town does not have call log-

ging systems installed for the Public Works phone system, Ocean Rescue Station 20, and Fire 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 calls to and from this location are included in the log reports.)

Total Phone Calls through the Town Hall Phone System Fiscal Year 2009-2010



Total calls through the Town Hall system have steadily decreased over the past 7 years. (Hurricane Isabel was responsible for an unusually high call volume in FY 2003-2004.) The IT Coordinator attributes this trend to increased utilization of wireless and broadband communications services (cell phone, Internet, and email communications).



4

Planning and Development

Planning/Zoning

Land and Water Use Plan Update

During the 2007-2008 fiscal year, Planning Staff met with the Board of Commissioners and Planning Board to review and revise the policy section of Phase II. The comments were incorporated and the Plan was finalized and submitted to the Division of Coastal Management (DCM) in June of 2008. On July 1, 2008 the Town was notified by DCM that additional information was needed before the routing of the draft Plan to State agencies for review. Staff revised and resubmitted the Plan and was informed they were routed to State agencies for review the week of August 4, 2008. In October of 2008 Staff received DCM and other State agency comments on the Plan. The Plan was revised per the State Agency comments and resubmitted to DCM in February of 2009. The Town received comments in December of 2009. The Plan was revised and resubmitted in April of 2010 and additional comments were received at the beginning of August 2010. The Plan went to the Board of Commissioners on October 6, 2010 for Public Hearing.

Grants

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

Staff completed a DCM Public Beach and Coastal Waterfront Access Program grant. The grant request was for the construction 72 parking spaces at the Whalebone Park site adjacent to the North Carolina Aquarium at Jennette's Pier. The Town requested \$182,793.07 from DCM. In August of 2010 the Town was notified it was not awarded the grant request.

Federal Emergency Management Agency

In June of 2010 staff submitted a request for funding from the Federal Emergency Management Agency (FEMA) through the North Carolina Division of Emergency Management to demolish or relocate structures damaged during the Veterans Day storm of 2009. The NC Division of Emergency Management requested FEMA to access unused money from other States for the "Coastal Erosion Pilot Program to Demolish SRL Properties". The Town was notified on September 28, 2010, that FEMA determined the Pilot program was not an eligible activity under the SRL program. Therefore, the Town was not awarded funding for removal or relocation of structures damaged during the Veteran's Day storm.

Hazard Mitigation Plan

As part of the Town's continued participation in the Community Rating System (CRS) program, the Town must update its All Hazards Mitigation Plan every five years. The All Hazards Mitigation Plan was developed in response to NC Senate Bill 300 and the Federal Government Mitigation Act of 2000 and covers a wide range of hazards. The Plan is also an activity the Town receives credit for in the CRS program. The Mitigation Plan was originally adopted by the Nags Head Board of Commissioners on August 4, 2004. On October 7, 2009 the Board of Commissioners adopted a resolution requesting the Dare County Board of Commissioners accept the Town of Nags Heads' request to join their Plan. Dare County accepted the Town's request and the Plan was forwarded to FEMA for review and approved by them in May of 2010. The Plan was adopted by the Dare County Board of Commissioners on May 21, 2010 and adopted by the Nags Head Board of Commissioners on August 4, 2010.

Beach Road Committee

The Beach Road Committee held their first meeting in the late spring of 2010. At the Board of Commissioners meeting, in August of 2010, the Beach Road Committee presented a portion of the Beach Plan they prepared. At that meeting, the Board of Commissioners approved the concept of five Beach Road districts as well as the concept of signage for each district. The Beach Road Committee is currently working on what type of signage to erect as well as locations for the signage.

Overview of New and Amended Zoning Regulations

This fiscal year Planning and Development processed 21 proposed zoning ordinance text amendments. Seventeen text amendments were either adopted as presented, or adopted with changes. Two text amendments were denied and one was tabled indefinitely. The Public Trust ordinance, adopted on July 7, 2010, was originally heard by the Board on June 2, 2010. Below is a sampling of the amendments:

- **Text Amendment to Town Code Section 48-167, Required Parking by Use, Financial Institutions**
Town Code Section 48-167(4), Required Parking by Use, was amended at the Board of Commissioners September 2, 2009 meeting to reduce the parking standard for financial institutions from one parking space per 200 square feet of gross floor area to one parking space per 300 square feet of gross floor area.
- **Text Amendments to Town Code Chapter 48, Zoning Pertaining to Restaurant Use**
Town Code Section 48-7, Definition of “Customer Service Area” was amended at the Board of Commissioners September 2, 2009 meeting to state that customer service area shall not include outdoor seating areas, or outdoor decks, porches or patios where such areas are not designated for the purchase of food, drink or similar items and instead are used primarily as waiting areas for customers who are waiting to be seated in indoor customer service areas. Town Code Section 48-7, Definition of “Neighborhood Restaurant” was created defining this use as a restaurant situated and designed to serve a small client base fronting on South Virginia Dare Trail (NC 12) comprised of less than 1,000 square feet of indoor customer service area. Town Code Section 48-167, Required Parking by Use, was amended to create a parking standard for “Neighborhood Restaurants”. This standard consists of exempting parking when permitting outside customer service area not to exceed 50% of the indoor customer service area. These amendments were adopted by the Board of Commissioners at their October 7, 2009 meeting.
- **Text Amendment to Town Code Chapter 48, Zoning to Permit Farmers Markets as a Principal Use Within the C-2, General Commercial Zoning District**
Town Code Section 48-407(c)(28) was amended to list “Farmers Market” as a Conditional Use within the C-2, General Commercial Zoning District at the Board of Commissioners September 2, 2009 meeting. The main roof of the principal structure shall have a minimum roof pitch of 6/12; roof shingles shall consist of wood, asphalt or tin; and the structure shall have wood frame siding or simulated wood product siding. A definition and a parking standard were also provided for the “Farmers Market” use.
- **Text Amendment to Town Code Section 48-165, Alternative Commercial Parking Requirements**
Town Code Section 48-165(e), Alternative Commercial Parking, was amended at the Board of Commissioners November 4, 2009 meeting to allow off-site parking for commercial uses within all commercial districts within the Town. No more than 50% of the required parking shall be located off-site; the off-site lot shall be no further than 300 feet from the principal lot and shall not be located on the opposite side of Highway 158 or Highway 64/264 from the principal use site.
- **Text Amendment to Town Code Section 48-407(d)(2) Dimensional Requirements Within the C-2 Zoning District, Lot Coverage, Porous Paving**
Town Code Section 48-407(d)(2), Dimensional Requirements within the C-2, General Commercial Zoning District, was amended at the Board of Commissioners November 18, 2009 meeting to allow the use of porous paving as approved by the Town’s engineer for commercial uses within the C-2 Zoning District for a reduction in lot coverage calculations on the same basis as open face paving block or Turfstone.
- **Text Amendments to the Town Code to list “Taxi and Limousine Service” as a Permitted Use Within the C-2, General Commercial and C-3, Commercial Services Zoning District**
Town Code Section 48-167, Required Parking by Use; Town Code Section 48-407(b)(3), Permitted Uses within the C-2 General Commercial Zoning District; and Town Code Section 48-408(b), Permitted Uses within

the C-3 Commercial Services Zoning District was amended at the Board of Commissioners January 6, 2010 meeting to list "Taxi and Limousine Service" as a permitted use within the specified zoning districts above and establish a parking standard.

- **Text Amendment to Town Code Section 48-403(b) to permit "Cluster Housing" Within the R-2, Medium Density Residential Zoning District as a Permitted Use**

Town Code Section 48-403(b)(7), Permitted Uses within the R-2 Zoning District, was amended at the Board of Commissioners March 17, 2010 meeting to list "Cluster Housing" as a permitted use. This amendment was initially recommended as a conditional use. The Planning Board recommended adoption of this ordinance as a Permitted Use and subsequently the Board of Commissioners adopted this ordinance as a Permitted Use. Cluster housing shall be on a single ocean front lot with frontage on Highway 1243 (South Old Oregon Inlet Road) with at least 50% of the lot being net buildable land. These housing clusters shall contain no more than 3 single family dwelling units with a minimum separation of 20 feet between detached dwellings. Minimum lot area conditions apply as well.

- **Text Amendment to Town Code Chapter 48 to Allow Rooftop Wind Energy Facilities in Residential Zoning Districts**

Town Code Chapter 48, Zoning, was amended as necessary by the Board of Commissioners at their March 17, 2010 meeting to allow commercially manufactured rooftop wind energy facilities within residential zoning districts. This amendment amended the definition of this use to specifically provide that such facilities, in addition to be being attached to existing principal structures, could also be located on or stand alone as accessory structures. The amended definition also provided language that the installation of such facilities must also comply with any other applicable local, state and/or federal regulations and permitting requirements.

- **Text Amendment to Town Code Section 48-372, Outdoor Vending Stands**

After numerous amendments to Town Code Chapter 48, Zoning, to permit vending stands such as outdoor fresh produce stands, hot dog stands, coffee stands and most recently, Italian ice and fudge stands within existing retail shopping centers the Board of Commissioners at their May 19, 2010 meeting adopted Town Code Section 48-372. This ordinance limits the number of accessory use outdoor vending stands at retail shopping centers to only one stand per site.

Text Amendments Adopted in Fiscal Year 2009-2010

- Text Amendment to Town Code Section 48-165, Alternative Commercial Parking Requirements to allow the use of bicycle racks in lieu of one required parking space.
- Text Amendment to Town Chapter 48, Zoning, to permit increased lot coverage in the R-1, R-2 and R-3 Residential Zoning Districts when specified stormwater management measures are incorporated into the site.
- Text Amendment to Town Code Section 48-408(c)(9)(a) to list "Screen Printing Business" as a Conditional Use within the C-3 Commercial Services Zoning District. This amendment permits this business to be within 500 feet of the Fresh Pond.
- Text Amendments to Town Code Chapter 48, Zoning, to permit Hot Dog Vending Stands and Coffee Carts as accessory uses to retail shopping centers.
- Text Amendment to Town Code Section 48-842(f)(2), Regulations governing signage within the Village, Tract Identification Signs, to permit one identification sign along US 158 for major entrances to the eastern areas of the SPD-C, Village Zoning District. Such signage shall not exceed 30 square feet in copy area.

Text Amendments Tabled in Fiscal Year 2009-2010

- Text Amendment to Town Code Section 48-85(a)(c), Commercial Zoning Districts, to permit commercially zoned property to utilize adjoining commercially zoned property for wastewater treatment. At their January 6, 2010 meeting the Board of Commissioners voted to table this item until it was needed.
- Text Amendment to various chapters of the Town Code establishing prohibitions on permitting for the continuation or repair of structures located on the public trust area, except for the their removal from that area. This item was initially heard during the 2009-2010 fiscal year however it was not officially adopted until July 7, 2010.

Text Amendments Denied in Fiscal Year 2009-2010

- Text Amendment to Town Code Section 48-862(g) Signage within the Village at Nags Head Commercial-2 District to allow one freestanding sign not to exceed 16 square feet on a site which meets the development requirements of Town Code Section 48-371(d) Alternative Exterior Design, regardless of the number of design points attained.
- Text Amendment to Town Code Chapter 48, Zoning, to permit two new uses: “Building Mounted Antenna” and “Concealed Building Mounted Antenna” to be located upon existing and new development within the CR, Commercial Residential Zoning District.

No Map Amendments were heard during the 2009-2010 fiscal year.

Site Plans and Conditional Use Permit Applications

This fiscal year Planning and Development reviewed and the Board of Commissioners acted upon six site plan applications. The applications included:

- Conditional Use/Site Plan Application submitted by Pastor Stephen Wescott to locate Coastal Family Church within the existing shopping center located at 106 E. Finch Street. All required permits have since been issued for this use.
- Conditional Use/Site Plan Amendment and Minor Subdivision request submitted by Quible & Associates, P.C. on behalf of Links Group, LLC for creation of two additional lots at 2414 S. Croatan Highway (South Beach Plaza).
- Conditional Use/Site Plan Application submitted by Sallie Ackley on behalf of Heron Pond Montessori School to locate a child care facility within the existing retail building located at 6705 S. Croatan Highway (Harrell & Associates, former Birdwatchers building). No permits have been issued to date for this use.
- Conditional Use/Site Plan Application submitted by Jean Cishek to locate a massage therapy facility within the existing office building located at 118 W. Woodhill Drive. All required permits have since been issued for this use.
- Conditional Use/Site Plan Application submitted by Albemarle & Associates on behalf of James Kenny owner of Island X-Per-Tees to locate a screen printing business within the existing warehouse building located at 2224 Lark Avenue (formerly Nags Head Hammocks). All required permits have since been issued for this use.
- Conditional Use Permit Amendment submitted by Quible & Associates, P.C. on behalf of Nags Head Partners, LLC requesting a one year extension of the required bond put in place to ensure all required parking, lighting and landscaping is provided in accordance with the approved site plan for the Shoppes @ 10.5 development, located at 2515 S. Croatan Highway. The required bond was extended to April 1, 2011.

Preliminary/Final Subdivision Plats

At their October 7, 2009 meeting the Board of Commissioners voted unanimously to approve the final plat for minor subdivision at South Beach Plaza. This subdivision of land created two additional parcels, resulting in a total four lot subdivision. Parcel C measures 0.37 acres in size and Parcel D measures 1.79 acres in size. Parcels A and B were previously approved by the Board at their March 4, 2009 meeting. The necessary cross-easements were executed and this subdivision plat has been recorded at the Dare County Registry.

Board of Adjustments

Staff processed a total of five variance requests for the Board of Adjustments consideration over the past fiscal year. No appeals were processed.

- Variance request by Third Crab Inc. (Dirty Dicks Crab House) from the requirements of Town Code Section 48-282(6)(m), Prohibited Signs. The applicant was requesting the use of exposed neon signage at the property located at 2407 S. Croatan Highway. The Board of Adjustment denied this variance request.

- Variance request by Charity Meekins Cooke from Town Code Section 48-80, Wall and Fences. The applicant was requesting an eight foot high fence be permitted along the rear property boundary resulting in a variance request of two feet from the maximum allowable six foot high fence requirement within residential zoning districts. The subject property is zoned R-2, Medium Density Residential and located at 2603 Anchor Lane, Nags Head. The Board of Adjustment denied this variance request.
- Variance request by Nags Head Partners, LLC from Town Code Section 48-407(d)(2), Lot Coverage Requirements within the C-2 General Commercial Zoning District. This request was made for the property located at 2515 S. Croatan Highway, Nags Head (Shoppes @ 10.5). The Board of Adjustment denied this variance request.
- Variance request by Richard and Juanita Gins from Town Code Section 48-404(d)(5), Dimensional Requirements within the R-3, High Density Residential Zoning District, Side Yard Setbacks on Corner Lots. The property is located at 3201 S. Wrightsville Avenue, Nags Head. The Board of Adjustment denied this variance request.
- Variance request by Albemarle & Associates, Ltd. on behalf of Ayers & Ayers Ventures, LLC from Town Code Section 48-73, Height, Bulk, Density, Coverage Yards and Open Spaces and Town Code Section 48-76, One Principal Building on Lot. The property is located at 10245 S. Old Oregon Inlet Road. The Board of Adjustment Denied this variance request.

Septic Health Initiative

Inspection and Pumping Program

In July 2009 the incentive based septic inspection rebates for the tenth year became available to property and business owners whose septic systems are not managed by a state certified operator. These inspections were given to offset the negotiated cost of an inspection (\$75) performed by five Town approved contractors.

Contractors and Town staff completed 175 septic system inspections between July 2009 and June 2010 and assisted numerous other property owners directly with questions, concerns and septic loan applications.

Pumping Vouchers

An incentive based pumping voucher was made available to owners who chose to have their septic tanks pumped. A \$30 water credit was given to owners who had their tanks pumped between July 2009 and June 2010. Thirty four credits were issued for the fiscal year.

Failing Septic Systems/Septic Loan Availability

There have been six loans granted for septic system repairs this fiscal year totaling \$16,775.00. Currently there are 14 active loans with a balance of \$24,771.18.

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 select sites throughout Nags Head. For the fiscal year, monitoring took place at 26 sites and yielded 479 samples.

Parameters currently being tested at all sites include fecal coli forms, 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 outline proper septic maintenance such as knowing what not flush into your system. Currently these tools are given to property owners, businesses, rental agents, and new homeowners. These components help greatly to spread the word on how much the environment benefits from properly maintained septic systems.

The educational component also provides stress balls, stadium cups, and beach safes with the septic health message,

which continue to be 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, readily available to the public.

Building Inspections

Inspections

Some experts would say the latest recession is over, although the permit numbers through June of this year failed to show any signs of a recovery for the housing industry in our market.

The single family figures showed a couple more permits than last year, yet the total value of the structures that were/are being constructed is down. These figures could make the statement that average size homes being built were less expensive than in previous years. In the large single family category, the number of structures is equal to last year with the total value higher than the previous year. These figures could make the statement that the structures being built along the high-valued oceanfront properties would be larger and more expensive than last year.

In the past few years, commercial development within the town was still going strong while single family development slowed. This year the commercial development numbers show where the usually steady commercial development has slowed to about a third of the previous year. The only new on-going commercial project is the State Employees Credit Union at The Shoppes 10.5. The other commercial remodel projects were: X-Per-Tees on Lark Avenue with an office and design center with production facilities taking over an empty warehouse, and multiple retrofits for retail shops at 10.5 and Tanger Outlet Center including the removal of the large gazebo from the Tanger outlet center and a connecting canopy between the two buildings.

Inspection numbers were down slightly across the board with the exception of final inspections numbers. The closing out of old open files has elevated the inspection numbers in this category to show a 14% increase.

Mother Nature sure helped the repair and remodeling permit numbers. The winter storms of 2009 left the town with two destroyed structures and 87 damaged structures; 64 of these damaged structures were condemned. Of the 64 condemned structures, 13 are still condemned, nine structures have been demolished and three structures were moved: one out of town, one to the west side in town, and one moved back on the same lot.

What does not show up in any permitting figures or inspection numbers is the amount of time it takes staff to respond to all the phone calls and inquiries about the large number of damaged structures.

	06-07	07-08	07-08 Change %	08-09	08-09 Change %	09-10	09-10 Change %
Board of Adjustment Cases	12	4	-67	4	0	5	25
Coastal Area Management Act							
Minor Permits Issued	208	144	-31	131	-9	232	77
CAMA Site Visits	N/A	N/A	N/A	63 ^A	N/A	102	62
CAMA Final Inspections	N/A	N/A	N/A	44 ^A	N/A	122	177
Violations Cited/Corrected	0	0	0	0	0	1	100
Exemption Letters	236	144	-39	127	-12	245	93
Soil Erosion/Sedimentation Control Plans Reviewed	34	35	3	17	-51	11	-35
Crowd Gathering Permits Reviewed	21	29	38	28	-3	25	-11
Miscellaneous Actions/Citations							
Notices of Violation Issued	57	40	-30	47	18	22	-53
Civil Citations Issued	30	51	70	159	212	37	-77
Code Compliance Officer Inspections	632	525	-17	675	29	507	-25
Major Subdivision Plats	1	0	-100	0	0	0	0
Text Amendments	29	23	-21	24	4	21	-13
Site Plans							
Commercial (Board Review)	15	9	-40	8	-11	6	-25
Residential	41	30	-27	16	-47	19	19
Number of Building Permits Issued							
Single Family	23	14	-39	9	-36	11	22
Single Family - Large	18	16	-11	7	-56	7	0
Duplex	0	0	0	0	0	0	0
Multi-Family Units	0	1	100	0	-100	0	0
Motel/Hotel Units	0	0	0	0	0	0	0
Commercial	5	4	-20	3	-25	1	-67
Miscellaneous	424	335	-21	368	10	437	19
TOTAL PERMITS	470	370	-21	387	5	456	18
Sub Contractor Permits							
Electrical	359	294	-18	361	23	471	31
Mechanical ¹	381	339	-11	381	12	427	12
Plumbing	151	107	-24	100	-7	141	41
Value							
Single Family	4,901,271	3,084,506	-37	3,022,147	-2	2,397,589	-21
Single Family-Large	7,192,000	9,382,560	30	3,629,000	-61	4,510,000	24
Duplex	0	0	0	0	0	0	0
Multi-Family	0	5,400,000	100	0	-100	0	0
Motel/Hotel	0	0	0	0	0	0	0
Commercial	6,653,000	2,090,000	-69	4,678,590	124	1,600,000	-66
Miscellaneous	10,071,664	8,424,009	-16	7,437,901	-12	7,266,674	-4
TOTAL DOLLARS \$	28,817,935	28,381,075	-2	18,767,638	-34	15,774,263	-16

	06-07	07-08	07-08 Change %	08-09	08-09 Change %	09-10	09-10 Change %
Inspections							
Foundation ²	243	200	-18	199	-1	246	24
Frame	363	323	-11	346	7	300	-13
Electrical	424	323	-24	293	-9	276	-6
Plumbing	225	164	-27	166	1	152	-8
Mechanical	247	211	-15	185	-12	104	-44
Insulation	150	122	-19	116	-5	90	-22
Pre-Final;	72	57	-21	34	-40	30	-12
Final	647	548	-15	627	14	625	-0.3
Miscellaneous ³	125	87	-30	83	-5	103	24
TOTAL	2,496	2,035	-18	2,049	1	1,927	-6
SEPTIC HEALTH							
Tanks Inspected	243	322	33	257	-20	175	-32
Tanks Pumped	63	66	5	58	-12	34	-42
Water Quality Sites Tested	647	722	12	722	0	479	-34

¹Includes sprinkler and gas

²Includes pilings, layout, slab, and footing

³Includes on-site visits related to permitting activity.

^ABegan tracking in Fiscal Year 2008-2009.

5 Police

Overview

The Fiscal Year 2009 - 2010 budget for the Police Department, as adopted by the Board of Commissioners and made effective July 1, 2009, was \$1,779,432. The Police Department Budget for Fiscal Year 2008 - 2009 was \$2,078,637.

The Police Department strives to deliver high quality service to the residents and visitors of the town. The prevention of crime is the highest operational priority. The Department places its highest value on the preservation of human life, the protection of property, and "quality customer service" to the public. The Police Department is divided into four operational units: Administration, Patrol, Criminal Investigation, and Animal Control. Effective July 1, 2010, the Administrative Unit consists of the police chief, deputy police chief, one police lieutenant's position (currently frozen), one office/systems manager, and one office assistant. The Administrative Unit performs the administration, records keeping and computer operation of the Department.

The Patrol Unit is composed of four sergeants and 11 uniformed police officers (one officer position and one lieutenant position is frozen currently). The Patrol Unit delivers basic law enforcement service to the residents and visitors of Nags Head. The Criminal Investigation Unit is composed of one sergeant that oversees the Unit, along with two officers specifically designated to investigating crimes that occur within the Town's corporate limits. The Animal Control Unit is composed of one police officer, who is responsible for the operation of an effective animal control and protection program in the town.

A review of Fiscal Year 2009 - 2010 found this to be a rewarding and very successful year for the Police Department. The Department continues to provide quality service in a professional manner to all our citizens and visitors.

During Fiscal Year 2009 - 2010, calls for service, dispatched through Dare Central Communications, saw Nags Head police officers responding to 11,179 calls for service, which reflects an increase of 611 calls from the 10,568 dispatched calls for service responded to during Fiscal Year 2008 - 2009. Again this fiscal year, the Police Department patrolled approximately 400,000 miles responding to emergency and non-emergency calls.

Police officers responded to 208 burglary calls during Fiscal Year 2009 - 2010 compared to the 132 calls during Fiscal Year 2008 - 2009, an increase of 72 calls. Of the 208 burglary calls during Fiscal Year 2009 - 2010, approximately 64 of those were solved during this current Fiscal Year. Nags Head officers made 13 burglary arrests during Fiscal Year 2009 - 2010, compared to the 24 arrests made during 2008 - 2009. 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.

Police officers responded to 161 larceny calls during Fiscal Year 2009- 2010, compared to the 142 calls during Fiscal Year 2008 - 2009. Police officers made 49 larceny arrests in 2009 - 2010, compared to the 54 arrests made in 2008 - 2009.

Police officers responded to 282 calls for service for public drunkenness and disturbances during Fiscal Year 2009 - 2010. There were 32 arrests for disturbances made in 2009 - 2010. Disturbance arrests are identified as resist/delay and obstructing a law enforcement officer, creating a disturbance, and affray (fighting in public).

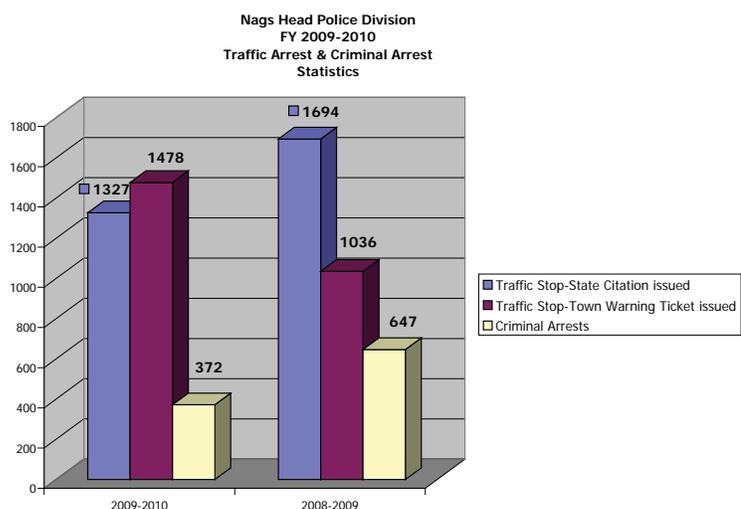
Controlled Substance calls decreased to 59 during Fiscal Year 2009 - 2010, compared to the 91 calls during 2008 - 2009. Police officers charged 98 controlled substance violations during Fiscal Year 2009 - 2010. Statistics show that many of the drug charges were developed through the successful deployment of our Canine Unit.

Police officers responded to 11 ABC Violation (alcohol) calls during Fiscal Year 2009 - 2010. Officers made a total of 67 alcohol related arrests in 2009 - 2010.

Dispatched alarm calls increased during Fiscal Year 2009 - 2010 with 628 calls reported, compared to 554 during Fiscal Year 2008 - 2009.

The number of criminal arrests during Fiscal Year 2009 - 2010 was 372 compared, to 647 arrests made during Fiscal Year 2008 - 2009.

The number of traffic related enforcement actions during Fiscal Year 2009 - 2010 was 2,805, compared to the 2,730 traffic related enforcement actions during 2008 - 2009. Traffic related enforcement includes all law enforcement traffic stops in which State citations or Town warning tickets were issued.



New Traffic Software Initiatives

The Nags Head Police Department implemented two new software applications during Fiscal Year 2009 - 2010 - eCitation and eCrash. These applications have two major benefits: time savings and the elimination of multiple data entry.

The eCitation software automates the issuing of State traffic citations and Town warning tickets. In Fiscal Year 2009 - 2010, Nags Head officers wrote a combination of 2,805 State traffic citations and Town warning tickets. Prior to the implementation of eCitation, Nags Head officers wrote these tickets by hand. Copies of handwritten citations were given to the recipients, then copies had to be delivered to the Dare County Clerk of Court Office and also kept on file by the Police Department. This process could be rather cumbersome and lengthy, as it involved entering the same information multiple times in different systems. Additionally, there was a high probability of mistakes being introduced due to illegible handwriting. eCitation was developed as a solution to this manual process. The eCitation software allows officers to enter citation and warning ticket information using their patrol vehicle laptops and print out the citation to give to the recipient. State citation information is transmitted almost immediately and is available for access by the Dare County Clerk of Court's Office. This allows officers to spend more time on the street, in addition to providing both the Clerks of Court Office and Nags Head Administrative staff quicker access to records with accurate information. In turn, this provides a higher level of customer service.

Like eCitation, eCrash is also a wireless mobile application that replaces paper based crash reports. This application

allows crash report data to be entered once, unlike the current process, and minimizes human error by providing extensive user-friendly features.

With the implementation of both of these programs, the Nags Head Police Department believes that as these programs are enhanced, additional time savings will be forthcoming.

Community Activities

The Police Department is in its 16th year of its Community Policing Program. As in years past, citizens have come together to demonstrate their commitment towards "Community Partnership" by attending and 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.

Nags Head's permanent residents continue to participate in the Community Watch program by calling the Department when suspicious conditions occur in their neighborhoods. Citizens and visitors reported 261 suspicious persons, with another 208 reports of suspicious vehicles reported during Fiscal Year 2009 - 2010.

The success and strength of this continuing community partnership was again demonstrated on August 5, 2009, when the Police Department, Community Watch Association, and over 100 of our residents, absentee property owners, and visitors turned out in 19 of our 21 neighborhoods to participate in the 27th 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 the neighborhoods. This year, for the eighth year, the Police Department 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.

On December 9, 2009, the Community Watch Association hosted Nags Head's Police and Fire Departments at a luncheon. This luncheon, held at a local restaurant, showed appreciation to police, fire, and ocean rescue staff for their continuing efforts to preserve the quality of life here in Nags Head.

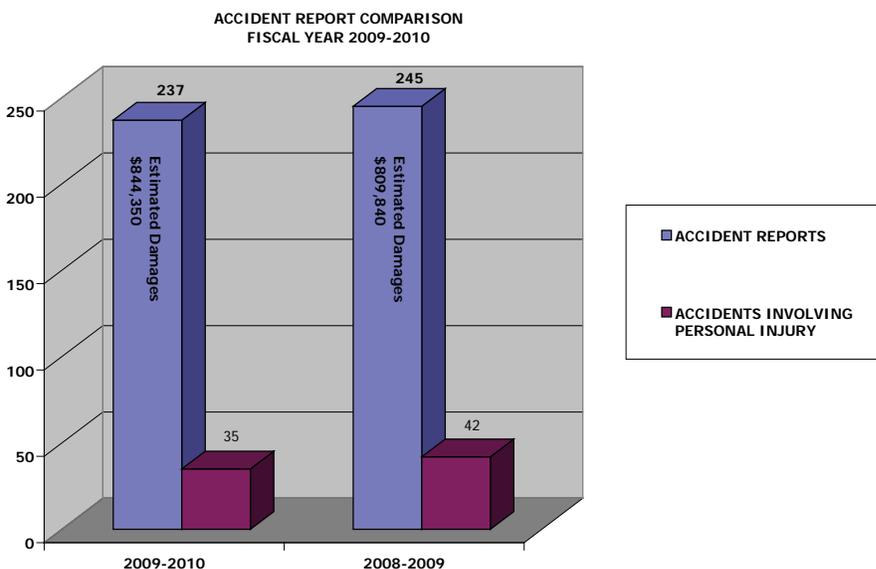
During each month's Community Watch meeting, the public is invited to come and listen to host speakers from the local community who provided unique information on specific areas of interest. To increase attendance, the Board of Directors of Community Watch elected to change the monthly meetings to every other month. During each Community Watch meeting, during 2009 - 2010, an assortment of speakers made presentation before the Community Watch Association. During the meeting in February, Nags Head Police Sergeant Doug White discussed the new "Community Information Exchange Program".

The Police Department continued the successful use of the Polaroid Ident-A-Kid, Domestic Violence Prevention, and National Child Passenger Safety Seat programs. The Police Department currently has three State Certified Child Passenger Safety Seat Inspectors - Sgt. Becky Smith, Investigator Greg South and Police Officer/Animal Control Officer Lora Gilreath. These officers put their knowledge to work through a variety of activities, including child safety seat checks, during which parents and caregivers receive education and hands-on assistance with the proper use of child restraint systems and safety belts.

Throughout the year, Nags Head Police personnel review and analyze crimes and trends in criminal activity within the town. This information and analysis was used to deploy personnel and resources to address identified crime, crime causal factors, and conditions.

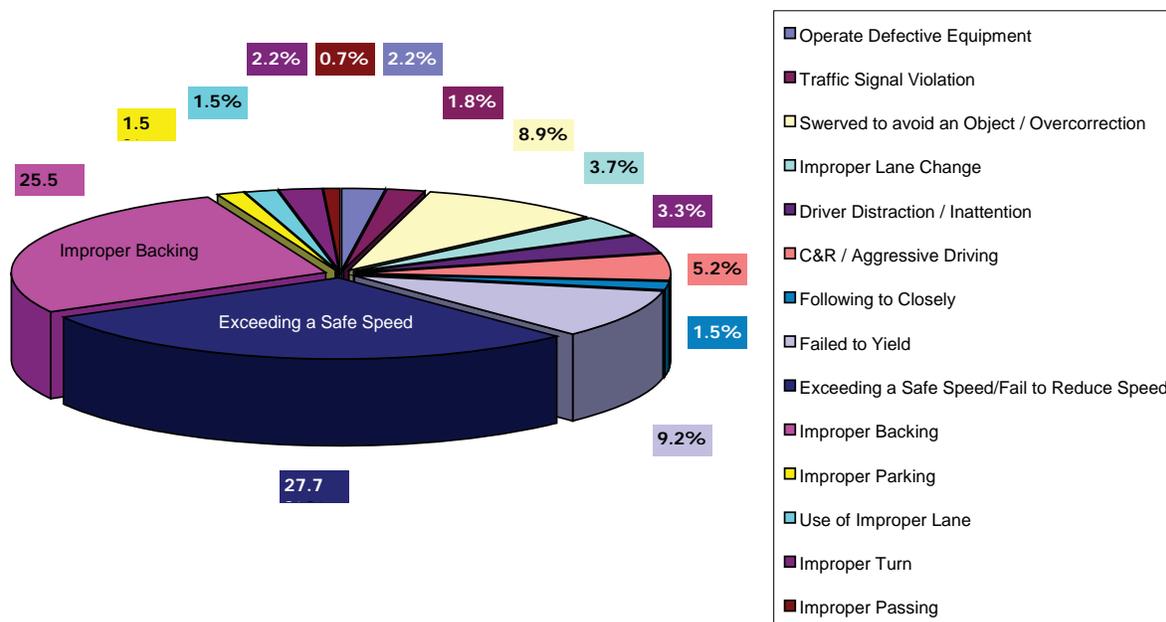
Motor Vehicle Accidents and Traffic Safety

The Town experienced 237 motor vehicle accidents during Fiscal Year 2009 - 2010, a decrease of eight accidents from Fiscal Year 2008 - 2009. Thirty-five of the 237 motor vehicle accidents resulted in personal injury, compared to 42 personal injury motor vehicle accidents that occurred during the previous fiscal year.



Some of the contributing factors that played a major role in the 237 motor vehicle accidents reported during Fiscal Year 2009 - 2010 were: exceeding a safe speed (27.7%), improper backing (25.5%), failure to yield (9.2%), swerve to avoid an object/overcorrection (8.9%), and careless and reckless/aggressive driving (5.2%). A majority of the accidents continue 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 and side streets, or when 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.

**FY 2009/2010
Contributing Circumstances for Traffic Accidents
Based on Percentages**



Radar Trailer (Speed Awareness Monitor)

The Police Department continued to address the issues of traffic safety, awareness, and education by deploying our Mobile Radar Display Trailer throughout the town. The Police Department's Radar Display Trailer was originally purchased in 1996. Due to its age, the computer system within the trailer would no longer gather analytical data.

During the current fiscal year, the Police Department purchased a Speed Awareness Monitor (SAM), which will not only alert citizens and visitors of their speed, but also gather valuable data. This data can be used to verify or dismiss traffic complaints, as well as, document the number of vehicles traveling through the monitored area.

Traffic safety education and awareness and enforcement are an important responsibility within the Police Department. With a fully operational radar trailer, the Department will be able to better educate visitors and guests on the importance of observing posted speed limits.

Community Information Exchange Program

During 2009 - 2010, the Nags Head Police Department introduced a new service available to residents called the "Community Information Exchange Program (CIEP). This program will allow the Police Department to exchange important information with residents via email alerts. This service allows the Police Department to give information to residents almost immediately as it happens, such as a lost child, fugitives at large, or a rash of break ins. Currently, 113 people participate in this program. To participate, people must register their email information with the Police Department.

Special Events

- On Sunday, November 11, 2009, the 4th Annual Outer Banks Marathon took place. The Police Department took the lead in lessons learned from the previous year's marathon. Once again, by ensuring that the start of the half marathon was staggered, the Police Department saw an improved traffic/crowd control plan that worked exceptionally well. However, in order to ensure the safety of participants and spectators, mutual aid was needed to adequately cover the major areas along the marathon route. Our appreciation goes out to the Southern Shores and Duck Police Departments for their willingness to provide assistance and resources during this holiday event. It is in great part, due to these combined efforts, that the marathon continues to be a safe and successful one.
- The Police Department provided traffic and crowd control during the 2010 annual St. Patrick's Day Parade. This event is promoted as the largest of its kind in North Carolina and was very well attended. Prior to this year's event, the Police Department and Town staff met with parade organizers to implement an important change, which ended the parade at Admiral Street, instead of Driftwood Street. This change made a positive impact on the number of private vehicles breaking into the parade route during the parade, causing unsafe pedestrian conditions. In addition, this change aided law enforcement in the disbursement of parade participants and spectators at the conclusion of the parade. Overall, this change helped provide a better and safer event for all participants and citizens to enjoy.
- During the annual Outer Banks Biker Weekend held in April 2010, the Police Department provided support with both on-duty and off-duty personnel. This year's event was by far the most well attended. During this event, law enforcement staff observed a number of motorcycle groups, including Pagans, Renegades, and Merciless Souls. Police personnel closely monitored all events, with no major incidents reported. However, due to the increased presence of these motorcycle groups, Police personnel have attended specialized training to recognize and work with these diverse groups.

Police Canine (K-9) Unit

The Nags Head Police Department's K-9 Unit is now in its sixth 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. It must be noted that the service life of Boss is close to coming to an end. The Police Administrative staff has begun researching funding options for a new police K-9 to replace Boss upon his retirement of service.

Police Training

Police personnel, both sworn and civilian, continued to receive training during Fiscal Year 2009 - 2010 that amounted to approximately 2,482 hours. Training was conducted in several areas including community policing, and technical and professional training.

Our continued emphasis on training and career development has helped to make and maintain Nags Head's Police Department as one of the best-trained, professional, and technically proficient law enforcement agencies in North Carolina.

During Fiscal Year 2009 - 2010, Sgt. Brad Eilert attended the FBI National Academy. Participation is by invitation only, through a nomination process. Participants are drawn from every state in the union, from US 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 attend 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 relatively 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 his successful completion of studies, Sgt. Eilert became the second officer selected from the Nags Head Police Department to attend the Academy.

Since January 1, 2005, the 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 24 hours of law enforcement officer training requirement is a continuing mandate for each officer and will be required to be completed in each future calendar year. All North Carolina mandated In-Service, Firearms, and Use of Force training was completed as required by the State as of December 31, 2009.

Due to the current budget crisis, Police personnel have utilized every opportunity to schedule training locally and through the Internet. The Nags Head Police Department, Kitty Hawk Police Department, and the Dare County Sheriff's Office, each hosted training classes during Fiscal Year 2009 - 2010.

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

Animal Control Unit

Officer Lora Gilreath is currently assigned to animal control duties. Officer Gilreath continued in Fiscal Year 2009 - 2010 to pro-actively work with residents and visitors to ensure compliance with animal control rules and regulations.

During Fiscal Year 2009 - 2010, Officer Gilreath worked on various tasks to maintain positive community relations and remain current on the latest animal control issues concerning the state and nation. During this year, Officer Gilreath, with assistance from Dare County Soil and Water Conservation, was awarded a grant for Pet Waste Disposal stations. These stations were placed at each soundside and oceanfront beach access in Nags Head. These disposal stations will help reduce the amount of animal feces in public areas. In March 2010, Officer Gilreath attended a national animal control training in Raleigh. The ability to attend this training was due to her efforts in obtaining a scholarship for this training, saving the Town \$525.

Also during this fiscal year, while serving as a State Certified Child Passenger Safety Seat Inspector, Officer Gilreath

contacted SAFE KIDS, a nonprofit organization solely dedicated to eliminating preventable childhood injuries, requesting their assistance in obtaining child car seats. Due to her efforts, the Police Department was awarded approximately six car seats, at no cost, to be used in the Town's Child Safety Seat Inspection Program. These seats will be used to replace old seats or for Nags Head residents unable to obtain a safe car seat due to a financial crisis.

During Fiscal Year 2009 - 2010, the total number of animal control calls was 574, compared to 619 in 2008 - 2009. Fifty-two animals were taken into custody, transported to, and turned over to the care and custody of the Dare County Animal Shelter during 2009 - 2010. In addition, 15 animal related citations, Town tickets, and warning tickets were issued by the animal control officer during Fiscal Year 2009 - 2010. The Town also relocated wildlife to safer settings on 12 occasions, and provided 49 animal traps to residents.

There were 14 animal bite incidents reported during 2009 - 2010, with these animals being quarantined for a total of 70 days. Officer Gilreath participated in rabies educational efforts to increase the public knowledge of this most serious public health threat.

Public Safety's Chaplain's Program

The Department of Public Safety's Chaplain Program was again very beneficial during Fiscal Year 2009 - 2010. Pastor Rick Lawrenson served as Fire Chaplain and Pastor Jim Lewis served as our Police Chaplain.

Chaplains Lawrenson and Lewis are familiar faces in both the Police and Fire Departments, volunteering their time working with both departments. Both of our Public Safety Chaplains are valuable assets.

Special Meetings Within the Community

During Fiscal Year 2008 - 2009, Nags Head Police Department representatives attended several North Ridge Homeowner Association and North Ridge Association meetings to address concerns within their neighborhoods. Nags Head officers also conducted security surveys at local businesses and presented crime prevention techniques to local merchants.

Police Grant Initiatives

On July 1, 2009, the Town was notified that its Netmotion Mobility XE application had been funded. The Nags Head Police Department received \$10,340 in federal funding. This project was fully implemented during Fiscal Year 2009 - 2010, correcting an unsatisfactory level of service for police officers who use wireless broadband cards to connect their in-car computers to Dare County's digital dispatch system and the Division of Criminal Information.

During Fiscal Year 2009 - 2010, the Pet Waste Receptacle grant was a joint effort with Dare County Soil and Water Conservation to provide proper waste disposal to pet owners. This initiative was due to frustrations of citizens no longer having easy access to plastic bags for waste removal, as well as an increase in animal feces in public areas. Twenty-eight receptacles were purchased to supply the Town's public beach and sound accesses. As a part of the grant, the Town was reimbursed 75% of the cost; resulting in a small investment that has yielded positive community relations as well as created environmentally friendly choices for pet owners.

Also, during Fiscal Year 2009 - 2010, Police Administrative staff applied for a Cops Hiring Program grant, which, if awarded, would provide funding directly to the Nags Head Police Department to hire one full-time sworn officer to increase our community policing capacity and crime prevention efforts. Cops Hiring Program grants provide 100 percent funding for approved entry-level salaries and fringe benefits for three years (36 months) for newly-hired, full-time sworn officer positions.

High Profile Investigations

- On April 6, 2010, at approximately 1:20 a.m., two male subjects entered the 7-Eleven at 7315 S. Virginia Dare Trail in Nags Head, produced a handgun, robbed the store of an undisclosed amount of cash, and fled the scene on foot. The first suspect was described as a black man, 20-23 years of age, 5 feet 8 inches to 5 feet 10 inches tall, skinny build, clean shaven with short hair, and wearing a black hooded sweatshirt and black hooded pants. The second suspect was described as a black man, 18-21 years of age, 5 feet 6 inches to 5 feet 8 inches tall, stocky build, small mustache, with black hair in dreadlocks or braids hanging from underneath his hood. He was

wearing a black oversized winter coat with white or light colored fur around the edges. At this time, this crime remains unsolved; the Nags Head Police Department is still actively working this investigation.

- On January 11, 2010, the Nags Head Police Department, at approximately 2:30 a.m., stopped Joshua Adam Brooks, 21, of Brambleton, VA, in the 2400 block of S. Croatan Highway, for driving a stolen vehicle. During a search of the vehicle, property stolen from earlier vehicle break ins, which occurred on W. Morning Dove Street and S. Pamlico Avenue in Nags Head, were discovered. Mr. Brooks was arrested and charged with 3 counts of breaking/entering to vehicle, 2 counts of misdemeanor larceny, 2 counts possession of stolen property, 1 count of unauthorized use of a motor vehicle. He will be charged with breaking/entering of the third vehicle soon. In addition, he was also wanted on 2 felony probation violation warrants from Dare County. Mr. Brooks was taken to the Dare County Detention Center and given a \$345,000 secured bond.
- On March 15, 2010, the Nags Head Police Department, at approximately 10 p.m., responded to a hit and run accident in the parking lot of 5000 S. Croatan Highway. The pedestrian, who was seriously injured, was a 45 year old male Rodanthe resident. As a result of the investigation, it was determined that Darlene Dowdy Smith, 41, was the person who was seen leaving the site of the incident. Warrants were issued in Ms. Smith's name for assault with a deadly weapon, with intent to kill, and inflicting serious injury and felony hit and run with serious injury. On March 18, 2010, Darlene Dowdy Smith, 41, of Kill Devil Hills, was arrested by the Manteo Police Department for warrants issued for her connection with a hit and run accident.
- On December 19, 2009, at approximately 9:34 p.m., Nags Head officers were dispatched to RBC Centura Bank, at 2619 S. Croatan Highway, in reference to a report of Strong Armed Robbery. Upon arrival, officers spoke to the reporting party, Jeanette Walton, who stated that she was robbed by two subjects while she was attempting to deposit monies into the night deposit box. Jeanette stated that two suspects ran at her, she heard the "bigger" suspect say "give me the bag." The bigger subject was described as being 5`8", 150 pounds, wearing a tan jacket, dark colored pants, dark knit type hat, with a scarf around his face, and spoke with a foreign type accent. The second suspect was described as 5`06", 140 pounds, wearing a dark hat and a scarf around his face. Jeanette stated that the "bigger" subject grabbed the bank bag from her, which she reported had over \$4,700 in it. Extensive law enforcement resources were used to try to identify the suspects of this crime. The Nags Head Police Department is still following up every lead as new information on this crime is developed.

6 Fire and Rescue

Fire and Medical Response

Total emergency response by Nags Head Fire and Rescue decreased from 852 in Fiscal Year 2008 - 2009 to 810 in 2009 - 2010. .

The Fire and Rescue Department experienced a decrease in response involving Nags Head commercial properties in 2009 - 2010. A total of 254 emergency responses to commercial properties were logged in Fiscal Year 2009 - 2010, as compared to 262 responses in Fiscal Year 2008 - 2009. Residential emergency incidents increased by five calls, for a total of 322 incidents. The remainder of incidents were open land, beaches, and highways. The overall structural fire dollar loss for 2009 - 2010 was \$200,100, compared to a structural fire loss of \$12,900 in Fiscal Year 2008 - 2009.

There was one significant fire event (estimated loss of \$10,000 or greater) during Fiscal Year 2009 - 2010.

Fire Inspections

The Nags Head Fire Inspection program represents core damage and injury prevention in Nags Head, while providing ongoing fire defense for commercial facilities.

During Fiscal Year 2009 - 2010, Fire and Rescue staff completed 320 fire inspections of Nags Head commercial properties. The properties inspected include assemblies, businesses, institutions, multi-family residential facilities, and certificate of occupancy evaluations. The fire inspections mostly cited violations involving electrical issues. These violations were easily resolved, while others were referred to building inspectors for mitigation.

Along with regularly scheduled inspections, staff worked with the Planning Department on numerous technical reviews of commercial site plans, crowd gathering permits, and the completion of certificate of occupancy evaluations.

Additionally, inspectors are involved with site visits and are required by the North Carolina Department of Insurance to participate in annual fire inspector continuing education. Furthermore, six hours of Fire Code-based training is required annually. A majority of the training was completed in February of this year, in conjunction with the College of the Albemarle. In May, the Fire and Rescue Department gained approval from the Department of Insurance to be a continuing education sponsor. This ensured that all fire inspectors were able to obtain the required training by the end of June. Future classes are being planned to allow continuing education requirements to be met locally. The Town of Nags Head Inspection program continues to grow in the prevention field by solving more complex and interactive fire code matters. On-site mitigation efforts help reduce the chances of uncontrolled fire in commercial occupancies. In turn, these prevention efforts have improved the overall quality of life for Nags Head residents and visitors, while reducing risks to fire suppression personnel.

Fire Prevention and Mitigation

Staff is committed to the vision of fire safety for Nags Head. Fire and Rescue staff and equipment were present with fire safety literature; youth fire helmets, stickers, and fire apparatus at the following public events: annual Fire Prevention Night, Nags Head Police annual Easter Egg Hunt, Nags Head Police National Night Out, and the annual 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 and Rescue 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 and 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 presentation. Group e-mail advisories are distributed to those interested in seasonal fire prevention topics. The Nags Head Fire and Rescue web site, 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.

Fire and Rescue continues to participate in the Knox Box program. 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 will have Knox Boxes installed.

National Fire Prevention Week activities in October 2009 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 430 people attended an important event that established Nags Head Fire and Rescue as a fall gathering point for community fire education.

Fire Training

During the Fiscal Year 2009 - 2010, staff attended various training classes, which totaled 2006.5 hours. Additionally, in-house training concerning Ocean Rescue, Vehicle Extrication, and Confined Space Rescue were attended.

Ocean Rescue

During 2009 - 2010, Ocean Rescue updated one significant area of equipment - two Honda ATV Ranchers. The replacement ATV's have provided for a more timely and efficient response for rescue operations.

In July 2009, twelve Ocean Rescue personnel traveled to North Myrtle Beach, SC where they competed in the United States Lifesaving Association - South Atlantic Regional Lifeguard Championship and took third in the B Division (a staff of less than 50 guards).

The ocean was closed to swimming for 17 days this fiscal year due to several northeasters and tropical systems.

The following statistics pertain to Ocean Rescue activity for the 2008 - 2009 and 2009 - 2010 fiscal years.

	Fiscal Year 2009-2010	Fiscal Year 2008-2009
Water Rescue	156	100
People Assist	231	133
Watercraft Assist	11	5
Lost Person Search	14	13
EMS Assistance	27	37
Near Drowning	12	6
Deaths on Beach	1	0
Animal Calls		
Dogs	91	228
Marine Animals	36	7
Education Advisories	100,133	91,227
Beach Closings	17	15
Emergency Response (No assistance needed)	13	2
Mutual Aid Response	0	0
Beach Population	775,311	659,286

Nags Head Reserve Firefighters

There were a total of 14 members on the Reserve staff. A total of 950.8 hours were spent at Station 16 for standbys. Additionally, members spent 734.5 hours participating in training.

Nags Head Reserve firefighters continue to provide services in Nags Head. The Nags Head Reserve core group has served the Department well, but committed new members are a rare commodity. A number of past active members have slowly faded from Department activities, although an ongoing, reenergized recruitment effort continues to see interested candidates apply. The goal is to attract more participation within the Reserve program, collaterally improving town emergency response, life safety and property conservation efforts.

Infant Car Installation Program

The Fire Department 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 Department has also become involved in a statewide program. The Town is 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. The Fire and Rescue Department has been able to provide approximately 18 child seats to families who could not otherwise purchase them on their own.

During Fiscal Year 2009 - 2010, Firefighter Infant Car Seat Technicians set up several child seat inspection stations so those transporting infants could determine if car seats were properly installed. Residents and visitors often stop at Station 16 and Station 21 to request a car seat installation or inspection. Fire and Rescue conducted child seat inspections during Fire Prevention Night, Child Prevention Safety Week, YMCA Healthy Kids Day, and the Town of Nags Head Easter Egg Hunt. Nags Head Fire and Rescue had an information booth and child seat inspection station at the Outer Banks Hospital annual Baby Birthday Day. At the event, Fire and Rescue shared information with over 100 guest and child advocate services. During these child seat inspections, numerous deficiencies were corrected and parents were educated on proper installation techniques. Seventy-five car seats were inspected this year, down from last year's total of 127.

The Town provided informational pamphlets and posters to services such as Dare County Health Department, Parents as Teachers program, and the Outer Banks Hospital. The Town looks forward to future participation in this initiative, focusing on infant injury prevention. The Department currently has 18 technicians on staff. This number of technicians has enabled us to provide an excellent service to the community, and has become a well-respected program.

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 is dedicated to employee occupational safety and the maintenance of a healthful workplace. Not all accomplishments this year could have been completed without a total management/employee commitment, communication, and a priority of Safety First in the workplace.

Nags Head personnel lost workdays for Fiscal Year 2009 - 2010 totaled 62. The losses were attributed to 17 recordable injuries. The most frequent "damage to equipment" incidents, occurred while employees were operating motor vehicles. Consequently, this identifies the need for ongoing driver training and situational awareness programs. The Safety Committee meets monthly to discuss occupational matters, review incidents, and recommend new equipment or processes. Town staff participated in various safety events and training opportunities this year, including Annual Safety Congress, CPR for Employees, Audiometric Testing, Wellness Facility upgrades, inspections, and personal protective equipment distribution for all affected employees.

Safety Program highlights includes presentation of the North Carolina Department of Labor Gold & Silver Safety Awards for various town departments, a May 5 Safety Luncheon for employees, and a 2010 Safety Week Proclamation declared by the Nags Head Board of Commissioners.

7 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.

Fleet Maintenance

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

The garage staff maintains a \$29,882 repair parts and fluids inventory 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 923 work orders for 2009-2010 and 2,304.1 labor hours. All four employees 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.

New vehicles and equipment that were prepared, modified, and made ready for service in 2009-2010 by the garage staff include:

#4120 Facilities Maintenance Truck	#4102 Marked Police Car
#4112 Ocean Rescue Honda 4-Wheeler	#4103 Marked Police Car
#4113 Ocean Rescue Honda 4-Wheeler	#4509 Marked Police Car
#4101 Ocean Rescue Ford Pickup Truck	#4510 Marked Police Car

In 2009-2010, several vehicles were sold on GovDeals.com and the 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.

The Fleet Maintenance Garage maintained 100% participation in the Town's Wellness Program in 2009-2010, with the "Garage Gut Busters" winning the Town's Biggest Loser competition in the spring of 2010.

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

Administration

Public Works Administration had an extremely busy year with routine activities and several major construction, or storm related projects. This division of Public Works provides project bidding, and contract development and administration for all six divisions of Public Works. Major projects completed included completion of the shutdown of the

Fresh Pond Water Treatment Plant at Eighth Street. While the Plant was deactivated during Fiscal Year 2008-2009, several unneeded mechanical components were sold during Fiscal Year 2009 - 2010 through GovDeals.com. Finch Street road and drainage improvements were also completed during Fiscal Year 2009 - 2010. This project included stormwater improvements along the south side of the street, and widening and repaving of the street. Public Works Administration also oversaw the design and construction of an expanded left-turn lane on Adams Lane, at US 158/S. Croatan Highway (at the new traffic signal).

Another major project completed in Fiscal Year 2009 - 2010 was the third phase of the westside multi-use path. Constructed on the west side of the US 158/S. Croatan Highway, from Oak Knoll Drive to Barnes Street, this 2,890 foot long, 10-foot wide, concrete path will eventually be extended further south towards the entrance to Jockey's Ridge State Park. This project included significant stormwater improvements, including 2,560 feet of curb and gutter and 21 catch basins. Public Works Administration also managed the third year of the Dare County funded sand fencing project. An additional 8,830 feet (1-2/3 miles) of fencing was installed on a total of 150 parcels of ocean-front property, including 27 Town-owned public beach accesses. This project has recently been given the go ahead for a fourth year in Fiscal Year 2010 - 2011.

Public Works Administration was again involved in planning, preparation, and cleanup following the July 4th (2009) fireworks display on Nags Head Fishing Pier, assisting Public Safety.

The Veterans' Day storm (also referred to as Nor'Ida) created several "projects" for Public Works Administration to manage. These included the rebuilding of 400 feet of Surfside and Seagull Drives, and the sifting and relocation back to the oceanfront of over 6,000 cubic yards of contaminated sand. The Town purchased a "rock bucket" to remove the contaminants (primarily portions of damaged houses) from the sand so it would be clean when returned. This bucket allowed the Town to avoid contracting for this necessary component of the sand cleanup and relocation project. Purchase of this bucket will give the Town the ability to sift sand whenever needed for many years to come. In addition, 11 public beach accesses were damaged by the storm and required various levels of repair/reconstruction. Repair work began in mid-November and was completed the first week in May. While some accesses were re-opened after one day of repair work, others took several people working for a week, or more, to restore to a safe and usable condition.

Public Works continues to emphasize training for employees and Administration staff. During the year, Karen Costello, public works office manager, attended a grant writing course, given locally at the Nature Conservancy in Kill Devil Hills.

Calls were received and processed for special pickups as follows:

Bagged Yard Waste Collection: 66 calls	Cracked Carts: 84 calls
Brush and Limb Collection: 1,291 calls	Dumpster Delivery: 19 calls
Bulk Collection: 680 calls	Dumpster Repair: 11 calls
Cardboard Collection: 21 calls	Mulch Delivery: 0 calls
Cart Delivery: 93 calls	Rollback Carts: 25 calls
Cart Repair: 300 calls	Special Requests: 0 calls
Christmas Trees: 73 calls	White Goods: 129 calls

Public Facilities Maintenance

Public Facilities Maintenance (PFM) had a very busy year including assisting with the third phase of the westside multi-use path. Facilities Maintenance began to maintain the new path along with maintaining the highway beautification beds along US 158/S. Croatan Highway at the north end of town and in the vicinity of Town Hall. Several beach accesses also had to be repaired before the season. Facilities Maintenance completed all access repairs at the beginning of the summer season with no contractor assistance this year. The Division also assisted with stormwater projects.

Facilities Maintenance assisted Sanitation picking up storm debris throughout the town after the Veterans' Day storm. Facilities Maintenance also assisted in the spring and fall clean up, and helped haul debris to the County's C&D landfill.

The fourth 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, in addition to mulching the path from the Town Park to the YMCA.

Routine work continued to be heavy throughout Fiscal Year 2009-2010. 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. Facilities Maintenance services 130 trash cans and 6 public restrooms daily from May 1 through October 1. In addition, Facilities Maintenance oversees 11 miles of path along the S. Virginia Dare Trail and South Old Oregon Inlet Road. Facilities Maintenance also oversees 36 miles of streets and one mile of sidewalk. The Division has also picked up the mowing of at the site of the former Windmill Point restaurant and the current site of the water sports facility next to it, along with maintenance to those buildings.

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: 1,160.5 hours	Landscaping Town Facilities: 1,553.5 hours
Beach Access Cleaning: 1,901.5 hours	Right-of-Way Mowing: 416 hours
Beach Access Repairs: 1,785.5 hours	Multi Use Path Maintenance: 1,135.5 hours
Cleaning Town Facilities: 2,017.0 hours	Miscellaneous: 1,748.75 hours
Street Maintenance: 369.5 hours	Installation of Regulation Signs: 166 hours
Drainage: 261.5 hours	Work in Other Departments: 49 hours

Sanitation

The Sanitation Division had another busy year with heavy routine work and being short-handed. Overall trash volume (residential and commercial) increased over the previous fiscal year by 3% for the first time in several years. For the recent years indicated, total trash tonnage has declined when compared to the prior fiscal year by 7% (Fiscal Year 2008 - 2009), 6% (Fiscal Year 2007 - 2008), 1% (Fiscal Year 2006 - 2007) and 2% (Fiscal Year 2005 - 2006). Some of this can be attributed to increased recycling, but the past two years are more an indication of the weak economy.

Now that the Town delivers the majority of the recycling tons it collects directly to Dare County, individual (by material type), and total, tonnages are not available. While the Town has not seen a significant decline in the recyclables brought to its three trailer locations – Public Works, Town Hall and the Huron Street Beach Access – the franchise service available through Outer Banks Hauling has seen a steady increase in the number of subscribers, as well as the average monthly tonnage. In June 2009, the program had grown to 221 subscribers after nine months of operation, and averaged 7³/₄ tons per month over that time. In June 2010, there were 271 subscribers, and the program had averaged 11¹/₂ tons per month for all of Fiscal Year 2010. A total of 792.72 tons of bulk pickup items were collected during Fiscal Year 2009-10, which is a decrease of 3.0% or 23.0 tons less than last year.

While the Town took in, and mulched, more vegetative debris than in recent (non-storm) years, none was distributed to the public due to our concern that in doing so, the Town could be spreading the Japanese Black Pine blight that has become prevalent on the Outer Banks. Sanitation was able to use the mulch at Town facilities where no Japanese Black Pines were nearby. The Town also used the mulch to prepare the paths in Nags Head Woods that are used as

part of the OBX Marathon course, and on 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 4,045.04 tons and commercial was 4,698.12 tons, for a grand total of 8,743.16 tons. The total refuse increased by 259.8 tons or a 3% increase over Fiscal Year 2008-2009.

The days of operation for the Brush Yard are Monday, Thursday, and Saturday. The number of loads for 2009-2010 were as follows: Monday's 1,396; Thursday's 1,770; and Saturday's 1,941.

Sanitation collects electronics at the Brush Yard for recycling. Once a large volume is collected, Sanitation contacts a company outside of Raleigh, NC and they pick them up to be recycled.

Water Distribution

For the first time in several years there was a slight increase in new water service installations especially on the commercial side. With the new Shoppes at 10.5, Distribution installed 2- 1.5 "water taps and 2- 2" water taps. Water Distribution continued to commit the majority of its efforts to infrastructure and meter route maintenance. This year three water service technicians spent significant time training and serving at the Water Plant to fill in for the vacancy of a fourth licensed operator.

With two separate extended leaves of absence for medical purposes, the Water Distribution Division at times ran on a "skeleton crew" for several months this year, which had a major impact on the number of fire hydrants rehabbed.

Along with the large water meters set for the Shoppes at 10.5 came an additional 1,500 feet of 8" waterline in the system as well as the replacement of 600 feet of 6" asbestos/cement water line with PVC and 7 additional fire hydrants.

This year, distribution technicians performed seven water main repairs (2" through 12") in the system, seven of them in relation to the Veterans' Day storm. Technicians also completed 28 service line repairs (3/4" through 2") and responded to a decreased 10 after hour call outs.

All 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 Fiscal Year 2009-2010:

3/4" - 22* 1" - 8 1 1/2" - 3 2" - 2

This compares to the following taps installed in Fiscal Year 2008-2009;

3/4" - 9 1" - 6 1 1/2" - 0 2" - 0

* - 11 of the 22 3/4" taps installed were to comply with the new rule requiring irrigation systems to have a separate water meter for specific irrigation purposes.

The number of locate requests increased this year to 1,134 compared to 911 in 2008-2009.

Water Operations

The Water Operations Division is responsible for supplying potable water to Nags Head. Fresh Pond Surface Treatment Plant was permanently shut down on June 3, 2009.

Water Operations is headquartered at the Nags Head Water Treatment Plant located at 2110 Pond Avenue. Water Operations also maintains a pump station located at 104 Gull Street, two elevated water tanks, two ground storage 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.

Operation Overview

The Nags Head Water Plant is 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. Nancy Roop Carawan has A-Surface, A-Well, and C-Distribution licenses. Staff consists of two water plant operators. Both operators are certified by North Carolina in water treatment. David Perry has a B-Well and A-Surface license. Buddy Beacham has a C-Well license and is scheduled to take his B Well exam in August 2010.

Nancy Carawan is certified as a Grade II Wastewater Treatment Plant Operator and Grade 1 Physical/Chemical Water Pollution Control System operator. David Perry is also certified as a Grade 1 Physical/Chemical Water Pollution Control System operator.

On May 4, 2009, Water Distribution Technician John Ryan began cross training with Water Operations. Shane Baum, also from Water Distribution, assisted Water Operations on the day shift when John Ryan was out of town. John Ryan worked with Water Operations until June 1, 2010. John Ryan attended "C" Well School in Hertford, NC during the spring of 2010. Billy Ebinger, from Water Distribution, began his cross training at the Water Plant March 1 2010.

Water Plant operators are responsible for supplying potable water to Nags Head, ensuring that all water storage tanks are full and that adequate water pressures are maintained throughout the water system. In Fiscal Year 2009-2010, there was a 4% decrease in the millions of gallons of water pumped to the Nags Head system.

Operators perform preventive maintenance of equipment and general house keeping of the Eighth Street Water Plant, Gull Street Pump Station, filter and raw water buildings, 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 Eighth Street Tower. Water Operations staff also assists the Water Distribution Division by responding to customer calls after normal working hours.

As compliance requirements for water systems (by 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 at the entry points at the Eighth Street water plant, Gull Street pump station, and 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 collected monthly from selected random sampling locations throughout the town and are analyzed for Coliform bacteria in our laboratory. The results are reported monthly to the state.

Special Projects

- March 2010 - Cleaned outside of the ground storage tank at Gull Street
- February 2010 - High service pumps and motors at Eighth Street Water Plant and Gull Street Pump Station inspected by Pearson Pumps
- April 2010 - Gull Street #2 pump motor repaired/rebuilt by Pearson Pumps
- May 2010 - Eighth Street Distribution Pump #3 and motor repaired/rebuilt by Pearson Pumps
- March 2010 - Cla-Valves on #1 and #2 pumps at Gull Street rebuilt by Jack Moore & Associates
- February 2010 - Gull Street generator exhaust pipe repaired
- December 2009 - Completed THM/Haa5 testing in 2 additional locations for compliance with the Individual Distribution Site Evaluation (IDSE). IDSE Plan submitted to the EPA/state December 23, 2009.
- January 2010 - Eighth Street Tower and south Nags Head Tower inspected by Southern Corrosion

- June 2010 - Corral and top of Eighth Street Tower painted by Utilities Services
- February 2010 - 2005 SCADA computer replaced at Eighth Street water plant
- March 2010 - Diehl and Phillips began work to update the Water Master plan with Phase 1 – System Hydraulic Modeling

Fresh Pond Decommissioning Activities

- July 2009 - Pipe work from filters to Wash Water Recovery Basin removed by Water Distribution per direction of DWQ
- July 2009 - Final Division of Water Quality inspection for Fresh Pond shut down
- September 2009 - Earth Tec algaecide returned to UniVar
- September 2009 - Turbidimeters sold
- October 2009 - Wastewater lab certification for pH cancelled
- December 2009 - Particle counters sold
- February 2010 - Carbon feeder sold
- April 2010 - Three monitoring wells for Fresh Pond were pulled and grouted
- June 2010 - Chemical bulk storage tanks sold