

# M E M O R A N D U M

TO: Mayor and Board of Commissioners

FROM: J. Webb Fuller, Town Manager

DATE: September 3, 2003

RE: Annual Report, Fiscal Year 2002-2003

At the end of each year, all departments in the Town review the past year's activities and summarize these activities in an annual report. This report reflects the significant contributions made by each department to the overall success of the Town's programs and services. The following excerpts, taken from the reports submitted by each Department Head, highlight the events that took place in FY 02-03.

## **ADMINISTRATION**

The Town Clerk is charged by law with maintaining and safeguarding all official Town records for research by Town departments, elected officials, citizens, and the general public, and for providing public notice of all official meetings. In addition, the Town Clerk's office provides administrative support for the Board of Commissioners, Town Manager, Citizens Advisory Committee, Festival of Thanksgiving Committee, Artwork Selection Committee, the Personnel Grievance Board, and any ad hoc committees appointed by the Board.

### *Highlights for FY 02-03*

- Town web site was maintained with all Board meeting agendas and backup materials.
- Town web site was consistently modified with updated Administration information to include Board/Committee updates; Board meeting public hearing notices were also provided.
- Town web site inquiries were received and forwarded to appropriate department as necessary.
- Updated Consolidated Fee Schedule was adopted by the Board; notice of new fees was forwarded to all those who receive Town Code and Zoning Ordinance supplements.
- Process of recodification of Town Code of Ordinances was initiated

*Board/Committee Meetings, Agendas, Minutes, Public Notices*

During FY 02-03, there were 190 agenda packets prepared and distributed for 19 Board of Commissioners meetings. All meetings were advertised in the *Coastland Times* and the 23 persons on the "Sunshine List" were notified individually of each meeting, either by fax, e-mail, or mail. Approximately 85 Public Hearings were advertised in the *Coastland Times*.

The formal minutes of Board of Commissioners meetings filled 450 legal pages including attachments; actual text of the minutes was stored on the Town-wide shared drive and on the Town's web site.

Minutes were taken and prepared for 54 staff meetings by the Office Assistant/Deputy Town Clerk; these minutes were distributed to Board members as well as to all Town employees; they provide a weekly update of events/issues throughout the Town. The number of staff meetings is affected by the number of storms/hurricanes impacting the Town.

Agendas, minutes and reports to the Board of Commissioners were prepared for 10 Citizens Advisory Committee meetings and for 11 Artwork Selection Committee meetings in FY 02-03.

*Town Code, Ordinances, Resolutions, Proclamations and Policies*

The 52 ordinances, 24 resolutions and 10 proclamations adopted during FY 02-03 were processed through the Town Clerk's office. All policies adopted by the Board of Commissioners and the Town Manager were created and distributed. The Board of Commissioners policies were updated by staff during FY 02-03, approved by the Board and distributed to department heads. It is anticipated that Administrative policies will be updated during FY 03-04. Five (5) Town Code Supplements received from Municipal Code Corporation were processed, reviewed, and distributed.

Currently, there are 10 individuals/companies who maintain copies of the Nags Head Zoning Ordinance and 39 individuals/companies who maintain copies of the entire Nags Head Town Code and who receive updates, provided by the Office Assistant/Deputy Town Clerk, whenever Town Code Supplements are received. The Consolidated Fee Schedule adopted by the Board requires a fee for Town Code Supplements which has helped to recoup some of the costs.

In addition, the Town Code may be accessed on the Internet through the Town's web site. This is very helpful when outside inquiries/requests are received for specific sections of the Town Code.

Town Code recodification began during FY 02-03; this is a lengthy process that began with attorney/department head/contractor review of each chapter.

*Permits, Applications, Meeting Room Reservations*

Approximately 34 reservations for the Town Park were coordinated in FY 02-03. The processing of 31 Outdoor Crowd Gathering Applications was handled by the Office Assistant/Deputy Town Clerk in FY 02-03. There were 282 temporary beach driving permits generated, signed and sealed for the Nags Head Surf Fishing Tournament in October 2002.

There were no taxi-cab applications (request for certificate of public convenience and necessity) and no massage therapy business applications processed in FY 02-03.

### *Records Management*

All ordinances and resolutions are numbered and stored in permanent books. All formal Board of Commissioners minutes are also filed in permanent minute books. All Town contracts/agreements are stored in the fire-resistant vault; they are indexed automatically on the shared drive for easy retrieval. The emergency evacuation box, provided to the Assistant Fire Chief during times of emergency, was updated – it contains various items including the Dare County Emergency Operations Plan, the Town Code, Re-entry cards, master key list and keys, Town facilities videos, computer system backup disks, and the latest version tax records.

### *Research*

The Town Clerk's Office handled many inquiries, from other Town departments as well as the general public concerning Board agendas, past Board meeting minutes, research items, etc. Clarification on specific actions, through verbatim transcriptions, is sometimes provided to Department Heads through this office. Information requests from the general public increased in FY 02-03. The ability to index Board of Commissioners minutes from 1972 to the present has been very useful.

### *Bids, Certifications, Oaths, etc.*

Advertisement for formal bid openings for the acquisition of Town equipment is handled through this department. If required, reports on formal bid results are provided to the Board.

The Town Clerk certified, attested, and notarized several different types of documents in FY 02-03. The Oath of Office was administered to four (4) new Police Officers.

The Town Clerk certified various Police Division reports/forms, Planning Department plats, and several department requests throughout the year.

Forms to register to vote in Dare County are kept on file in the Town Clerk's office as well as in the office of the Office Assistant/Deputy Town Clerk and are provided upon request. Completed registration forms are mailed to Board of Elections when requested.

### *Town Web Site ([www.townofnagshead.net](http://www.townofnagshead.net))*

Agendas, backup materials, summary actions, and minutes for all Board of Commissioners meetings – regular and adjourned sessions and Board retreats – are provided on the Town's web site. Positive feedback has been received from the general public concerning the availability of the agenda backup information. News items of interest, i.e., large structure moratorium, are posted on the web site home page. Notices of Board meeting public hearings are maintained on the Town's web site. All Board/Committee membership rosters are maintained on the Town's web site; Board application form is also posted.

Town Clerk receives all general public inquiries to the web site; all inquiries are answered by the clerk or are forwarded to the appropriate department for response. Inquiries from the general

public via the Town's web site increased significantly in FY 02-03; however, approximately half of the inquiries are of a general nature requesting tourist information and only require a "canned" response.

*Goals for FY 03/04:*

- Microfilming by the State of all formal Board of Commissioners minutes for safeguarding
- Update/automation of Policy Book in conjunction with Administrative Services Dept.
- Entire Town Code recodification, to include attorney review, to be completed Winter 2003
- Continue to customize Town web site (Administration): include links to specific items of interest
- Maintain Town's Broadcast Email ListServ.

**ADMINISTRATIVE SERVICES**

The Administrative Services department provides continuous support for all of the other Town departments in the areas of personnel, information systems management and financial matters. Further, the department safeguards the assets of the Town by implementing and maintaining internal controls and the Town's investment policy.

*Financial Results*

The Administrative Services department plays a key role in 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 adjustments in FY 02-03. There were 4,472 accounts payable checks issued during the fiscal year and \$1,779.34 was saved by taking advantage of purchase discounts. There were 1,221 purchase orders issued and 40 1099's prepared for the year. There were 1,182 new vendor files established bringing the total vendor files to 5,552.

The Town enjoyed a 99.71% tax collection rate (unaudited) for the fiscal year ending June 2003. This represents an increase over the prior year. There were 5,775 tax bills issued in 2002, 610 late notices, 1,037 privilege licenses and 4,273 tax certifications for real estate transactions.

Water encountered a busy year as well with 25,847 water bills processed, 2,857 second notices and 362 cut-off tags prepared. There were 264 new water service accounts and 220 Septic Health credits processed. Our total water accounts at June 30, 2003 were 4,395 (4,019 residential). The new water billing policy that went into effect July 1, 2002 helped achieve some efficiencies with collections and tenant accounts.

Considerable time was spent on several projects to include the tax exempt financing for the YMCA facility in Nags Head, the customer service initiative, board policy updates and the safety program.

An unqualified (clean) opinion was received from our auditors Pickrel, McGinnis & Dowdy on the town's financial statements for the previous fiscal year.

This past year 22 workers compensation claims were filed and facilitated along with 17 incident/damage claims. Administrative Services also provided support for grants and land transactions.

### *Personnel*

The Personnel Committee has been very active in the last fiscal year by having numerous meetings. The Personnel policy continues to be updated and approved by the Board as needed. There were 15 full time vacancies advertised with 14 filled for the various departments in FY 02-03. There were 46 part time employees processed during the year. There were also two (2) promotions and three (3) retirements. There were 854 payroll checks issued in FY 02-03 along with 2,286 direct deposit advices.

Since its inception, the Board adopted Employee Computer Lease / Purchase Program has been well received. 148 employees have participated in this program to date with 28 new loans in FY 02-03 totaling \$40,323.81. A cumulative total of \$273,029.60 has been loaned under this program.

### *Management Information Systems*

The Management Information Systems (MIS) Division continues to facilitate the integration of new Information Technology systems into the Town's current information system. Also, MIS has continued to maintain the optimal performance levels of these systems during FY 02-03.

Network security and maintenance, hardware and software support, phone systems, Website maintenance and development, and customer service remain the core functions of the MIS Division.

### *Help Desk*

One of the primary functions of Management Information Systems is support.

Last year there were 431 calls for support and those calls took 740 hours to resolve. The top five (5) work order types were for administration, software diagnostics, phones, software installation and hardware diagnostics. Munis was included in last year's top five (5) support calls list. It is not included in this year's top five support list and phone support has moved on to the list at the number two (2) position.

Not all calls for support are tracked. Generally, calls are logged that take a support person longer than 30 minutes to resolve.

There was a marked drop off in logged support calls this year as compared to last year's 758 calls taking 920 hours. This is due to the fact that MIS support personnel implemented major system upgrades in the form of the Workstation Upgrade Project, Office XP and XP OS Upgrade project and the Server Upgrade project. These projects were not tracked as support calls. The MIS Division completed all of the projects in house, on time and under budget.

### *Training*

MIS focused on three (3) major training efforts during FY 02-03 covering GIS applications, the XP Office and OS Upgrade Project and covering the Munis Application.

### *Software and Hardware Implementation*

Among the many software and hardware implementations completed during FY 02-03, the XP Office/OS, Workstation Upgrade and the Server Upgrade Projects stand out to be not only the most labor intensive, but also the most comprehensive information system upgrades the current MIS staff has done to date. All of the Town's 50 workstations and 38 laptops had Office XP installed on them by MIS staff. Over two thirds of the entire desktop fleet of workstations was replaced according to a three to five year replacement schedule. The remaining desktops were upgraded with more memory and had their operating systems upgraded. Eighteen of the laptops were replaced with new units according to a three to four year replacement schedule. The remaining laptops had more memory installed by MIS staff along with operating system upgrades.

On the network operations side of the Town's computer system, a new server was purchased, more than quadrupling network storage capacity. All of the Town's servers have been upgraded to the latest Microsoft server operating system, Windows 2000.

### *Geographic Information Systems (GIS)*

MIS continues to help each department integrate GIS into its specific information system.

New data layers were added to Gismo including utility billing information, Sanitation's carts database and an address point layer. Three (3) of the Gismo layers that were enhanced are the Public Access, Permits and Septic Health layers. Not only were new layers created in the Gismo tool, but the tool was also distributed to 20 desktops throughout the Town and training was provided on how each department could best exploit this tool's capabilities.

A joint GIS project was started by both the Fire Division and the Planning and Development department in FY 02-03. The goals of this project are adding a hydrant layer with associated hydrant data to Gismo, e.g., flow rate and p.s.i. and the perpetual maintenance of this layer by the Fire and Rescue Division.

### *Website*

The management of the townofnagshead.net Website falls under the purview of the MIS division. All of the department's individual Webmaster's continue to add content to the site. Thereby increasing the amount of information made available to visitors of the site and reducing the amount of common requests via the Town's phone system.

It is estimated that there are about 250 to 300 daily visitors to the townofnagshead.net Website during the late spring and summer months. This traffic tapers off to an estimated 120 daily visitors during the off season.

### *Hardware*

MIS continues to support the Town network, which is comprised of a total of 10 servers (eight Win2k/ NT, one Novell and one Unix), 50 workstations operating in a homogenous XP environment, 38 notebook computers, 18 network printers and nine (9) stand alone printers.

### *Security*

Both the physical and the electronic security of the Town's computer, phone and networking equipment falls within the purview of MIS.

There was no significant down time due to virus related attacks. MIS devotes a significant amount of time each day monitoring virus threats to the network. The MIS policy of user education and installing centrally managed virus protection software on workstations and servers continues to be the most effective infestation deterrent. Three thousand eight-hundred and sixty three virus alerts were generated by the Town's network virus monitoring software this year.

It should be noted that network security has been greatly enhanced due to two significant improvements during the current year. First, while upgrading all of the Town's servers to Windows 2000, an informal security audit took place during the upgrade. A network engineer was brought in to perform this audit while helping MIS with the Server Upgrade Project. Also, upgrading all of the Town's workstations to XP and the servers to Windows 2000 served to further harden the information system's security. The second important enhancement to the security of the Town's information system was the replacement of the proxy server with a firewall hardware appliance. This appliance serves to protect the network from Internet intruders and it helps to maintain a consistent connection to the Internet for our internal users. The firewall upgrade serves to bring the security of our Internet connection in line with the best practices of enterprise Internet connections.

It should also be mentioned that information system security starts at the user level. Our users' diligence, their following of policies and procedures and their reporting any and all suspected security breaches to the MIS staff continued to ensure the integrity of the Town's computer network throughout the past fiscal year.

Another security measure implemented in the last half of FY 02-03 is spam filtering. This filter looks at keywords in incoming emails and relegates them to a special folder on the mail server. The amount of labor spent on spam filtering will rival the amount of labor spent on virus protection administration, but the benefits of this security measure will be many. One of the benefits will be that users will not have to sift through an ever increasing amount of unsolicited email messages, thereby increasing employee productivity. This implementation will continue into FY 03-04 where upon its conclusion, MIS staff will need to monitor and adjust the filtering software on a daily basis. Even though the increase in MIS labor is quickly overshadowed by the organizational increase in productivity, the fact remains that staff time must be allocated for these new security duties.

*Phone System*

The Town Hall phone system and the Public Works phone system are maintained by MIS. There were 32 phone system support tickets logged in Track-It. Eight (8) of those tickets resulted in calls either to have Sprint come on site or to have Sprint fix the trouble from their office. Sprint responded to the MIS calls for service within eight (8) business hours as required by our maintenance agreement with them.

The new call accounting system currently captures data for all incoming and outgoing calls on the Town Hall phone system, e.g., call volume and call durations. This system became operational in August. From August of 2002 until June 2003, 226,214 calls were logged with an average duration of one minute and 36 seconds. The breakout is as follows:

<u>Division Name</u>	<u>Total Calls</u>	<u>Total Duration</u>	<u>Average Duration Per Call</u>
<a href="#">Admin</a>	11,063	361:21:28	0:01:58
<a href="#">Admin Svcs</a>	70,057	1,544:42:17	0:01:19
<a href="#">Fire</a>	42,489	1,507:25:27	0:02:08
<a href="#">Gov Body</a>	3,051	77:05:58	0:01:31
<a href="#">Planning</a>	63,065	1,439:22:30	0:01:22
<a href="#">Police</a>	36,489	1,037:42:05	0:01:42
<b>Totals</b>	<b>226,214</b>	<b>5,967:39:45</b>	<b>0:01:35</b>

Close to 40,000 calls were processed through the two (2) front desk positions.

MIS was asked to consolidate the management and purchasing of town-wide cell phone services. Though this consolidation MIS maintains 34 cell phones disbursed throughout the Town's departments. The majority of these phones are provided by Alltel with others provided by SunCom.

*Employee Computer Lease / Purchase Program*

Since its inception the Board adopted Employee Computer Lease / Purchase Program has been well received. One hundred and twenty loans have been processed through this program to date. Fiscal Year 02-03 saw 24 participants. This program continues to meet with great success.

*Looking Ahead*

All of the components mentioned in the MIS portion of this report will work together to increase efficiency benefiting both employee and citizen alike.

It should be noted that the MIS staff will be implementing an enterprise version of its Track-It help desk software in order to reduce the amount of staff time spent on administering help desk calls. Also noted should be the increased efficiencies gained by upgrading to the Windows 2000 server platform. The remote administration component of this upgrade is currently saving the

MIS staff two (2) to eight (8) hours during each week in relation to diagnosing and responding to calls for support.

Next year will see GIS applications on all of the Town's users' desktops. This coupled with the addition of the new Planner in Planning and Development increases the MIS role for GIS coordination in the coming year.

## **PLANNING AND DEVELOPMENT**

The following are highlights of the Planning and Development Department's activities for the FY 02-03.

### **PLANNING/ZONING**

#### *Standards for Large Residential Dwellings/Residential Architecture Design Manual*

On June 5, 2002, the Board of Commissioners adopted a moratorium on the acceptance of building permit applications for single-family dwellings greater than eight (8) bedrooms and two-family dwellings (duplexes) greater than twelve (12) bedrooms.

At the time of this report, ordinance alternatives containing a combination of some or all of the aforementioned provisions were still under consideration.

#### *Commercial Vegetation Preservation*

Staff assisted the Citizen's Advisory Committee with the development of an ordinance that restricts the clear-cutting of commercial development sites throughout the Town. The Board of Commissioners adopted this ordinance at their May 7, 2003 meeting. The commercial vegetation ordinance provisions require that at least 10% of the area of a commercial site be preserved with existing vegetation. If this is not possible because of the quantity or location of existing vegetation, than at least 15% of the site area must be planted with new vegetation. This ordinance provides the flexibility to apply a combination of the above requirements on a sliding scale. When new plantings are utilized, a minimum of 50% of the required landscaping shall consist of locally adapted live evergreen tree species. At least one-half (½) of the required vegetation must be in the front and side yards of the property.

#### *Cemeteries*

Currently, there are no active public or private cemeteries within the Town. Interest was expressed by the Board of Commissioners to have a local funeral or interment option for residents, which could include a Town-owned cemetery. Planning and Development Staff prepared a 'white paper' for the Town Manager and the Board of Commissioners detailing their findings on the procedures and regulations applicable to the development and operation of a municipal cemetery. Additionally, Staff researched current funeral trends so that a future Town cemetery could incorporate a variety of desired burial alternatives.

Following the Board of Commissioner's discussion on cemeteries, Planning and Development Staff assisted the Town Manager with the identification of a potential cemetery site. The 2003-2004 budget includes funds for cemetery planning and development.

### *Lot Coverage Revisions / Turfstone*

Previously, a lot coverage bonus was allowed if open-face paving block (Turfstone) was used in place of concrete, asphalt or other impervious surfaces. To receive this coverage bonus, applicants were required to cover at least 15% of their entire lot area with Turfstone. Staff typically found that this requirement forced persons to cover more of their lot than necessary. Staff also found that this requirement had a negative effect on the amount of open space that could be preserved on a lot.

Recognizing this fact, the Board of Commissioners approved a Staff proposal that eliminates the 15% requirement and allows lot coverage to be increased on an incremental basis using Turfstone. This increase is now based upon a replacement value that assumes one square foot of impervious pavement is equal to one and a half square feet of Turfstone (1:1.5). This provision allows lot owners to develop slightly above the maximum lot coverage without covering more than they need.

### *Dare County Recreation Park*

Staff worked with the Dare County Parks and Recreation Department to develop zoning amendments that would allow municipally-owned recreation facilities in the R-2 Medium Density Residential zoning district.

Following the adoption of ordinance amendments, the Dare County Parks and Recreation Department submitted a site plan for a recreation park on the 13.26-acre Twiford Tract located in the Carolinian Colony Subdivision. The proposed park consists of two multi-purpose recreation fields, a concession area, parking, passive recreation, and area for future tennis courts.

### *NCDOT Landscaping Project*

NCDOT, in conjunction with Town Staff and the Town's US 158 Beautification Committee, designed and constructed a landscaping and beautification project for portions of the US 158 right-of-way within the Town. This landscaping and beautification project was part of a NCDOT Roadside Enhancement grant program that was initiated to enhance key locations of US 158 in advance of the Wright Brothers centennial celebration this year. The plantings generally consist of a mixture of native trees and shrubs, with some flowering annuals, lined in beds adjacent to the roadway. The specific locations chosen for the plantings included:

- 1) The east and west sides of US 158 extending south from the northern town limits at Eighth Street to Satterfield Landing Road,
- 2) The east side of US 158 directly across from the Outer Banks Hospital south to South Seachase Drive, and;
- 3) The redesigned island on West Seachase Drive adjacent to the Food Lion shopping center.

NCDOT paid for the installation of the plantings and has agreed to maintain them for three years. The Town installed water lines to accommodate irrigation in several locations.

### *Boarding Houses*

In response to citizen concerns regarding the presence of 'boarding houses' in residential neighborhoods, the Board of Commissioners requested that Staff draft an ordinance that would establish regulations for this use. The Board of Commissioners adopted boarding house and rooming house regulations at their January 8, 2003 meeting. These regulations established boarding house and rooming house definitions and also included provisions to allow boarding houses as a conditional use in several zoning districts. Rooming houses were not established as a permitted or conditional use in any zoning district. Boarding houses were allowed on a limited basis as a conditional use in most residential zoning districts with a maximum of two (2) rental rooms. In the C-2 and CR districts, boarding houses with up to four (4) rental rooms were allowed. For boarding houses in general, rental rooms could contain a maximum of two (2) persons. Boarding house conditions also stated that individual rooms shall not contain independent cooking facilities and boarding houses shall be owner occupied and serve as the primary residence of the owner.

### *GIS*

Planning and Development Staff has continued to work with the MIS Department and GTG – Geographic Technologies Group, Inc. to implement the objectives outlined in the Town of Nags Head GIS Strategic Plan. Over the past year, GIS technology has continued to expand throughout the Town, with the addition of the GISMO software program to a number of new desktop computers. Planning and Development Staff has gained responsibility as the administrator for the GISMO program which is now available on roughly 40 town computers. Planning Staff manages and updates GISMO with GIS layers on a regular basis. GTG, on a recent visit, added several new GIS layers including a utility billing layer, and also helped Staff prioritize GIS activities for the upcoming year.

The recent upgrade to computer workstations in the Planning and Development Department has allowed for the expansion of the ArcInfo GIS suite to other users. This has increased the ability of the Planning Department to develop, manage, and analyze GIS data for Town wide use. Additionally, Planning and Development Staff has made significant progress towards the development of GIS field data collection applications using handheld IPAQ computers and ArcPad software. To date, Fire and Ocean Rescue is actively collecting GIS hydrant data using applications designed and implemented by Planning Staff. Staff is also in the process of creating field data collection modules for storm damage assessment and septic health.

### *Catfish Farm*

The Town applied for and received grants from the Clean Water Management Trust fund and the Outer Banks Visitors Bureau for the acquisition of an 11 acre parcel along the estuarine shoreline at Whalebone Junction. The parcel was acquired for green space and open space preservation.

### *Hazard Mitigation Plan*

In June 2001 the North Carolina General Assembly passed Senate Bill 300. This bill requires local governments and counties to have an approved mitigation disaster plan in order to receive assistance funds from a State declared disaster. These plans must be adopted by August 1,

2002 to receive funds on August 1. The Plan was approved by the Board of Commissioners July 2002.

### *Hollowell Street*

This project involved construction of 10 additional parking spaces for the Hollowell Street Neighborhood Ocean Access Site. The Hollowell Street access contains 14 spaces and will increase the available parking for the Hollowell access site by 70 percent. Hollowell is one of the heaviest utilized neighborhood access sites in the town and most of the visitors to the Hollowell access site come by vehicle.

Another component of this project was the construction of a five-foot-wide sidewalk along the south side of Hollowell Street. This sidewalk serves several functions: (1) It will allow the beachgoers to walk safely from their vehicles to the access site; (2) The sidewalk also provides an opportunity for visitors and residents to walk or bicycle to the access site from the Old Nags Head Place subdivision; and (3) The sidewalk connects Jockey's Ridge State Park to the Hollowell Street Access and the multi-use path.

### *Walls and Fences*

Staff prepared a zoning text amendment to increase the area of side yards that can include fence up to six (6) feet in height. Drafting of this text amendment coincided with a major enforcement effort to gain greater overall compliance with the Town's fence regulations in response to numerous citizen concerns.

### *Hotel Related Zoning Amendments*

Efforts continue on the part of staff to explore ways zoning regulations may be modified as part of and overall effort to promote hotel development in the Town.

### *Outdoor Aquatic Facilities and Skate Board Parks*

Staff prepared a series of zoning text amendments which revised the C-2 General Commercial and R-2 Medium Density residential zoning districts to include outdoor aquatic facilities and skate board parks as conditional uses in these districts. The amendments included provisions for hours of operation, buffering, and setbacks to reduce impacts of such facilities on surrounding residential uses.

### *Elementary Schools - Rezoning and Text Amendments*

The Town of Nags Head Zoning Ordinance was recently amended to include elementary schools in the list of conditional uses allowed in the C-2 General Commercial zoning district. The amendment features regulation of school building height, roof pitch, buffers, setbacks, emergency evacuation planning, tree preservation, and transportation for elementary school and school administrative offices.

Staff prepared a request to modify the Town of Nags Head Official Zoning Map to rezone the 11-acre TWEACR tract to C-2 General Commercial. The tract was formerly zoned R-3 High Density Residential. The rezoned property can now be considered as a site for elementary schools and administrative buildings.

### *Zoning Permits*

This year the Planning Board and Board of Commissioners recommended a zoning text amendment staff advanced to require issuance of a separate Zoning Permit. This was recommended and considered advantageous in that (1) it provides a separate and more clear and definitive zoning approval, and (2) provides for a formal zoning review and permitting instrument for situations where building permits may not be required, such as changes of use and the permitting of structures regulated by the Zoning Chapter but not the building code, such as fences and other type of accessory structures.

### *Site Plans/Conditional Use Applications:*

Deanes Boarding House Conditional use application (denied)  
Eastern North Carolina Cardiovascular Center site plan and amendment (under construction)  
Exotic Cargo retail building (expired)  
First Colony Inn accessory building (vested right)  
Happy Days Restaurant (site plan expired)  
Heritage Shores Multi-family (withdrawn)  
Kelly's Restaurant expansion (under construction)  
Nags Head Ventures office building (under construction)  
North Banks Office Building (constructed)  
Oncology Associates office (under construction)  
Outback Steakhouse (constructed)  
Plaza Del Sol retail building (constructed)  
Prudential Resort Realty office building (under construction)  
Sonic Drive-In (constructed)  
Sprint telephone facility expansion (under construction)  
Village Restaurant (valid site plan)  
Whalebone Luxury Oceanfront Lots (withdrawn)  
Windmill Point Package Treatment Plant (site plan extended)  
YMCA main building addition expansion for outdoor pool and skate park facility (constructed)

### *Preliminary and/or final Subdivision Plats prepared by staff for Planning Board and Board of Commissioners' review:*

Elliott Estates Phase IV  
South Ridge Section IV

### *Board of Adjustment*

Staff prepared the following 19 separate appeal and variance applications for Board of Adjustment consideration over the past fiscal year. Specifically, staff prepared 13 variance requests and six (6) appeal requests. This year, staff noticed that several applicants chose to file both an appeal and a variance at the same hearing for the same case file. The cases staff dealt with this year ran the gamut of issues from appeals of staff's interpretations of the building length/width ratio, commercial sign dimensions, and pool fences to more routine variance requests pertaining to height, setbacks and lot coverage requirements.

#### *Coastal Area Management Act (CAMA)*

The number of CAMA Minor Permits issued in FY 02-03 (85) is down 11% from the number issued in FY 01-02 (94). Staff feels this is due to no major storms occurring in the past year.

### **SEPTIC HEALTH INITIATIVE**

The following represents a summary of the Septic Health Initiative Program activities for FY 02-03.

#### *Inspection and Pumping Program*

- Inspection Refunds

In September 2002, the incentive based septic inspection rebates for the third consecutive year became available to property and business owners whose septic systems are not managed by a state certified operator. These rebates were given to reimburse the full cost of an inspection (\$65.00) performed by two (2) Town approved contractors. These contractors completed approximately 295 septic system inspections between August 2002 and April 2003. Town reimbursements to property owners for system inspections in fiscal year 2003 totaled approximately \$19,175.00. Further, Town staff completed 49 additional courtesy inspections and assisted numerous other property owners directly with questions, concerns and septic loan applications.

- Pumping Voucher

An incentive based pumping voucher was made available to owners who chose to have their septic tanks pumped. A \$30.00 water bill credit was given to owners who had their tanks pumped between August 2002 and April 2003 for those that mailed the voucher in with their water bill. In all, approximately 225 credits were issued in this time period. Town voucher reimbursements to property owners totaled approximately \$6,750.00.

- Addressing Failing Septic Systems and the Availability of Septic Loans

There have been 17 additional loans granted for septic repair this fiscal year totaling \$31,902.12. Almost all repairs were a result of malfunctioning drain-fields.

- Water Quality Monitoring Program

To determine the extent and impacts, if any, of leaking and improperly maintained septic tanks the Septic Health Initiative is monitoring the water quality of ground and surface

waters at selected sites through-out Nags Head. This program began in November 2000 with a few surface sites, and now has expanded to 40 surface and ground water (well) monitoring sites as of May of 2003.

Since then, the Town continues to utilize a contracted chemist to collect and perform lab analysis of water quality samples on a weekly basis at 40 monitoring sites. Some of the parameters tested include fecal coliforms, ammonium and nitrates, phosphates, salinity, specific conductance, pH, and dissolved oxygen.

These parameters will be correlated with other factors currently being collected by Town staff to help give a better overall picture of the environmental health of the Town. These other factors include water temperature, wind velocity and direction, rainfall, tidal conditions and their possible influence on the water quality results.

- **Septic Education Program**

Another component of the initiative is the education program. This program began with the development of brochures, door hangers and stickers that outlined proper septic maintenance such as knowing what to flush and not flush into your system. These tools were given to property owners, businesses, rental agents, and to new homeowners coming into Nags Head through our Building Inspection Department.

Through the use of the Internet, the Town has made information about this program and its goals, as well as the results of the water quality testing available to the public.

The Septic Health Initiative was also featured in the Winter Issue of Small Flows Quarterly, a publication for the National Small Flows Clearinghouse at West Virginia University.

## **BUILDING INSPECTIONS**

Building inspection activities have continued to increase. New single-family home construction has remained at an all time high; however, a shift is noted towards the construction of more homes in excess of 3,000 square feet. Permits for homes less than 3,000 square feet decreased from 140 to 104 while permits for large single family homes in excess of 3,000 square feet increased from 39 to 66, a 69% increase. During FY 03-02, the Inspections Division completed 7,555 field inspections compared to last years 6,063 and issued a total of 665 permits. The total value of construction during the past fiscal year totaled \$62,331,060.00 compared to \$55,507,246.00 in FY 01-02. A third inspector was added to our department in 1998. Since 1998, inspections have increased from 4,240 to 7,555 and the total amount of permits issued has increased from 407 to 665.

As noted in last year's report, a building trend is continuing with the redevelopment of Nags Head property where older single-family dwellings as well as commercial structures are demolished or moved and replaced with large single-family dwellings. During FY 02-03 a total of five (5) structures were moved and 22 structures demolished. These new homes ranged from seven (7) to eight (8) bedrooms and from six point five (6.5) to 10 bathrooms with private pools and private access to the beach. The trend of demolishing motels continued with two (2) motels removed and replaced with multiple single-family dwellings.

Noteworthy events included; (1) The major renovation of Saint Andrews Church (2) The major addition to the Outer Banks Y.M.C.A. (3) The construction of the Outback Steakhouse and Sonic Restaurant. (4) The Damage Assessment Team conducted their annual meeting to organize efforts in the event of a storm. (5) The Inspections Division conducted its biannual meeting with the General Contractors performing construction in the Town with the purpose of the meeting to discuss any issues or procedures within the Town. (6) The Inspections Department conducted educational workshops for the public involving Flood Hazard Reduction Education and Flood Resistant Construction Retrofit Techniques. (7) The Town of Nags Head's Insurance Services Office (ISO) rating was upgraded. This allows for an increased reduction of flood insurance premiums for the Town's citizens of 20%. (8) Black Bear permitting software became fully operational in January 2002 and the next phase of Black Bear permitting software was implemented during this fiscal year. This second phase includes laptop computers with printers in each vehicle for the purpose of doing all inspection on the computer. All permits and inspections are now written via the computer to insure better tracking of projects. (9) The approval by State F.E.M.A. officials of a new V-Zone Floodway Certification developed by The Inspections Division which has been presented to the Insurance Service Office (ISO) to further improve our current rating. (10) The Department conducted both evening and weekend inspection with the approval of The Board of Commissioners to aid the contractors and homeowner meet difficult deadlines caused by bad weather. (11) The placement of a moratorium restricting the size of single family dwellings to eight bedrooms.

<b>FY 00-01 - FY 01-02 - FY 02-03 Comparisons</b>	<b>FY 00-01</b>	<b>FY 01-02</b>	<b>01-02 Change</b>	<b>FY 02-03</b>	<b>02-03 Change</b>
Board of Adjustment cases	12	9	-25%	19	111%
Coastal Area Management Act (CAMA)					
Minor permits issued	88	94	7%	85	-9%
Violations cited and corrected	1	0	-100%	2	100%
Exemption letters	40	23	-43%	26	13%
Soil Erosion and Sedimentation Control Plans reviewed	90	93	3%	116	25%
Crowd gathering permits reviewed	27	22	-19%	22	0%
Sign permits issued	16	21	31%	12	-43%
Miscellaneous actions and citations					
Warning citations issued	37	35	-5%	33	-6%
Civil citations issued	576	488	-15%	426	-13%
Code Compliance Officer Inspections <sup>1</sup>	n/a	414	n/a	932	125%
Major subdivision plats	6	6	0%	4	-33%
Amendments	37	16	-57%	32	100%
Site plans					
Commercial	13	11	-15%	21	90%
Residential	129	179	39%	170	-5%
<b>BUILDING PERMITS</b>					
<b>NUMBER ISSUED</b>					
Single family	129	140	9%	104	-26%
Single family-large	25	39	56%	66	69%
Duplex	0	0	0%	0	0%
Multi-family units	0	0	0%	0	0%

<b>FY 00-01 - FY 01-02 - FY 02-03 Comparisons</b>	<b>FY 00-01</b>	<b>FY 01-02</b>	<b>01-02 Change</b>	<b>FY 02-03</b>	<b>02-03 Change</b>
Motel/Hotel units	0	0	0%	0	0%
Commercial	9	8	-11%	12	50%
Miscellaneous	<u>289</u>	<u>274</u>	-5%	<u>251</u>	-8%
<b>TOTAL</b>	<b>452</b>	<b>461</b>	<b>2%</b>	<b>433</b>	<b>-6%</b>
<b>Sub-Contractor Permits</b>					
Electrical	47	36	-23%	42	17%
Mechanical	272	186	-32%	182	-2%
Plumbing	2	4	100%	8	100%
Sprinkler	1	0	0%	0	0%
<b>VALUE</b>					
Single family	22,724,980	28,308,725	25%	22,477,481	-20%
Single family-large	7,345,500	18,576,000	153%	27,727,911	49%
Duplex	0	0	0%	0	0%
Multi-family	0	0	0%	0	0%
Motel/Hotel	0	0	0%	0	0%
Commercial	33,299,214	3,780,500	-89%	6,177,500	63%
Miscellaneous	<u>4,403,609</u>	<u>4,842,021</u>	10%	<u>5,948,064</u>	23%
<b>TOTAL</b>	<b>\$67,773,303</b>	<b>\$55,507,246</b>	<b>-18%</b>	<b>\$62,331,060</b>	<b>12%</b>
<b>Inspections</b>					
Foundation <sup>2</sup>	394	411	4%	510	24%
Frame	996	1,115	12%	1,352	21%
Electrical	1,109	1,244	12%	1,704	37%
Plumbing	913	1,065	17%	1,300	22%
Mechanical	1,016	990	-3%	1,198	21%
Reinspections	237	249	5%	369	48%
Insulation	259	247	-5%	291	18%
Pre-Final	177	171	-3%	221	29%
Final	370	408	10%	439	7%
Miscellaneous <sup>3</sup>	<u>236</u>	<u>163</u>	-31%	<u>171</u>	5%
<b>Total</b>	<b>5,707</b>	<b>6,063</b>	<b>6%</b>	<b>7,555</b>	<b>25%</b>
<b>SEPTIC HEALTH</b>					
Tanks inspected	231	523	126%	295	-43%
Tanks pumped	218	438	101%	225	-49%
Water quality sites tested	698	1,627	133%	1,358	-16%

<sup>1</sup> Not calculated prior to January 2002.

<sup>2</sup> Includes pilings, layout, slab, footing

<sup>3</sup> Includes foster homes, fire inspections, on-site meetings, demolition inspections

## **DEPARTMENT OF PUBLIC SAFETY**

The Department of Public Safety is comprised of two divisions: The Police Division and the Fire and Rescue Division.

The Police Division strives to deliver high quality police service to the residents of and visitors to the Town of Nags Head. The prevention of crime is the highest operational priority; and the division places its highest value on the preservation of human life, the protection of property and "quality customer service" to the public. The Police Division is divided into four operational units: Administration, Patrol, Criminal Investigation, and Animal Control. The Administrative Unit consists of the Police Chief, Assistant Police Chief, and two (2) Office Assistants. The Administrative Unit performs the administration, records keeping and computer operation of the Division.

The Patrol Unit is composed of all uniformed officers and functions to deliver basic law enforcement service to the residents and visitors in the Town of Nags Head. The Criminal Investigation Unit is composed of police officers designated and performing the duties of investigating crimes that occur within the Town's corporate limits. The Animal Control Unit is composed of a police officer responsible for the operation of an effective animal control and protection program in and for the Town of Nags Head.

The Fire and Rescue Division provides fire protection and ocean rescue services to the residents and visitors to Nags Head. The Fire and Rescue Division is composed of two (2) operational units: Fire and Rescue Unit and the Ocean Rescue Unit.

The Fire and Rescue Unit responds to fire and general rescue calls for service, mutual aid requests from other jurisdictions, performs fire code inspections and completes fire cause investigations. The Ocean Rescue Unit provides water rescue services from April through October of each year. During the beach tourist season, Nags Head beaches are protected and patrolled by ocean rescue lifeguards on all terrain vehicles as well as lifeguards manning fixed lifeguard stands strategically positioned along the ocean front beach.

Additionally, the Town of Nags Head, through our Ocean Rescue Unit, continued to provide Ocean Rescue Service to the Town of Southern Shores on a contract basis during Fiscal Year 2002/2003.

### **POLICE DIVISION**

During FY 02-03 Nags Head police officers responded to 10,276 calls for service. This reflects a decrease of 675 calls from 10,951 in FY 01-02. The Police Division logged over 400,000 miles patrolling and responding to calls in the Town.

Police officers responded to 115 burglary calls during FY 02-03 compared to 159 in FY 01-02, a decrease of 44 burglaries. Nags Head Police Officers made 20 burglary arrests in FY 02-03 compared to 16 in FY 01-02.

A slight increase was noted in the larceny crime category, with 246 calls occurring during FY 02-03 compared to 245 calls during FY 01-02. The Police Officers made 56 arrests for larceny-related calls during FY 02-03 compared to 30 arrests in FY 01-02.

Vandalism calls increased to 99 during FY 02-03 compared to 108 during FY 01-02. Police Officers made 7 arrests for vandalism during FY 02-03 compared to 16 arrests in FY 01-02.

Trespassing calls increased to 111 calls compared to 66 calls in FY 01-02. Police Officers apprehended 13 trespassing violators during FY 02-03 compared to 11 during FY 01-02.

Police Officers responded to 53 alcohol-related calls during FY 02-03 compared to 30 alcohol-related calls during FY 01-02. Police Officers initiated 212 alcohol related enforcement actions during FY 02-03 compared to 179 in FY 01-02.

Dispatched Alarm calls increased during FY 02-03 with 586 alarm calls compared to 544 during FY 01-02.

The number of criminal arrests during FY 02-03 was 636 compared to 541 criminal arrests during FY 01-02.

The number of traffic related apprehensions in FY 02-03 was 2,238 compared to 1,805 in FY 01-02.

#### *Community Policing and Community Watch*

The expansion and success of the Town of Nags Head Community Policing Program, now in its ninth year, continued during FY 02-03. Citizens and visitors reported 149 suspicious person(s) with another 121 reports of suspicious vehicles reported during FY 02-03.

#### *Major Criminal Investigations Update*

During FY 02-03 there were two (2) major crimes and incidents that occurred in the Town of Nags Head.

In August 2002 the Nags Head Police Division investigated a Felony Sexual Offense. Through a carefully executed investigation, our Criminal Investigators made an arrest in the case the same day.

During the months of November and December 2002, the Nags Head Police Division investigated numerous burglaries within the Town of Nags Head. Through an intensive investigation a suspect was identified and arrested.

#### *Police Officer Involved Shooting Incident*

In February 2003 a police officer involved fatal shooting occurred on Wood Hill Drive. This fatal shooting occurred after a high-speed vehicle pursuit that initiated by Kill Devil Hills Police Officers just north of the northern boundary of the Town of Nags Head.

In July 2003, District Attorney Frank Parrish concluded that the use of deadly force by the officers involved was appropriate, necessary and legally justified. During this investigation it was determined that the Nags Head Police Supervisor did not direct toward or inflict any of the gun shot wounds that resulted in the suspects death.

*Motor Vehicle Accidents and Traffic Safety*

The Town of Nags Head experienced a total of 273 motor vehicle accidents during FY 02-03, an increase of 65 motor vehicle accidents from FY 01-02's total of 208 motor vehicle accidents. A total of 52 of the 273 motor vehicle accidents resulted in personal injury compared to 34 injury motor vehicle accidents in FY 01-02. There were three (3) traffic fatalities as a result of one (1) motor vehicle accident that occurred June 2003.

In FY 02-03 the majority of the serious injury motor vehicle accidents that occurred did not involve alcohol or speed and in most accidents high speed or weather was not a contributing factor. Most of the motor vehicle accidents continued to be the direct result of driver negligence and failure to maintain a proper lookout while turning, changing lanes, pulling onto roadways from private businesses or side streets, or where pedestrians failed to maintain proper lookout while crossing roadways.

The Police Division held several meetings, throughout the year, with the North Carolina Department of Transportation to address traffic and pedestrian safety in the Town. These meeting are continuing and on-going as the Town seeks effective and efficient ways to deal with the ever-increasing traffic here in Nags Head.

*Personal Watercraft*

There were no personal watercraft injury accidents during FY 02-03. The Police Division responded to three (3) Personal Watercraft violation calls during FY 02-03 and three (3) Personal Watercraft violation calls in FY 01-02.

The Town, working with the State Wildlife Resources Commission, successfully petitioned the State of North Carolina to establish a "No Wake" zone that extends 600 feet from the shoreline in that portion of the Roanoke Sound that is adjacent to the "Old Nags Head Cove" neighborhood.

*Fireworks Spectacular*

The Fireworks display was again hosted by the Town and held at Jennette's Fishing Pier. It is estimated that in excess of 45,000 persons viewed the display from various vantage points throughout the Town.

*Police Bicycle Patrol Officer Program*

The Police Bicycle Patrol Unit, which consists of five (5) police officers, continued to be a successful operation with bicycle patrols being conducted throughout the Town.

*Police Training*

Police personnel, both sworn and civilian, continued to receive training during FY 02-03 that amounted to approximately 2,000 hours.

## **ANIMAL CONTROL**

The Animal Control Officer traveled 13,025 miles and worked 1,500 hours while patrolling the Town's neighborhoods and beaches during FY 02-03. The Animal Control Officer responded to 545 citizen calls for service. A total of 136 animals were taken into custody, transported to and turned over to the custody of the Dare County Animal Shelter.

The Animal Control Officer conducted five (5) animal bite investigations. Rabies, first identified in the Town of Nags Head in 1998, did not witness any new reported rabies cases in the Town during FY 02-03.

### *Police Grant Initiatives*

During FY 02-03 the Police Division completed its effort to build upon our network, adding additional software and middleware, which enables each street officer access to Dare County's "Computer Aided Digital Dispatch System".

During FY 02-03 the North Carolina Governor's Crime Commission accepted a grant request from the Nags Head Police Division for a Sirchie CrimeSite Scope for our Criminal Investigation Unit.

## **FIRE AND RESCUE**

Total emergency response by Nags Head Fire Rescue/Nags Head Volunteer Fire Department Inc. increased from 842 emergency calls in FY 01-02 to 900 in FY 02-03, an increase of 58 calls. This 7% increase in total call volume can be attributed to higher brush fire occurrences, unintentional fire alarm activations and calls that the Fire Division was dispatched to, but cancelled in route. Our responses to Emergency Medical calls declined by 10 calls for the year as a result of selective response based on dispatch information.

The Fire Rescue Division experienced a 3% decrease in responses involving Nags Head commercial properties in FY 02-03. A total of 350 emergency responses to these commercial properties were logged in FY 02-03, as compared to 362 responses the prior fiscal year. Residential emergency incidents increased by 1.7% or four (4) additional calls at the conclusion of FY 02-03 for a total of 245 residential incidents. The overall structural fire dollar loss for FY 02-03 was \$804,700 as compared to structural fire loss of \$256,650 in FY 01-02.

There were eight (8) significant fire events that occurred in the Town during FY 02-03. These were significant because of the dollar loss or the nature of the facility. We had seven (7) fires with dollar losses between \$20,000 and \$360,000. Four (4) of these fires were accidental in nature; two (2) were lightning strikes and one from smoking materials. The eighth fire of significance occurred at the Britthaven Nursing Home facility.

### *Ocean Rescue*

In July 2002, six (6) Ocean Rescue personnel traveled to Daytona Beach, Florida to compete in the United States Lifesaving Association – South Atlantic Regional Lifeguard Competition. Nags Head placed first in the "B" Division and third overall. In August 2002, five (5) female patrol

members traveled to Sandy Hook, NJ to compete in the National Park Service All-Women Lifeguard Competition, taking first place in "Division III".

The following statistics pertains to the activity of the Ocean Rescue Unit for the 2002/2003 fiscal year.

	FY 02/03	FY 01/02
Water Rescue	106	241
People Assist	51	44
Watercraft Assist	8	26
Lost person Search	51	78
EMS Assistance	103	107
Near Drowning	2	3
Animal Calls	42	16
Education Advisories	62,826	106,579
Beach Closings	12	14.5
Emergency Response – NO assistance Needed	28	17
Mutual Aid Response	25	9
Beach Population	963,541	730,512

*Fire Inspections*

There were 379 initial and re-inspections of commercial properties required by the State Of North Carolina conducted this year. 260 initial inspections have been completed and several re-inspections are being addressed with correction of all non-compliances slated by the end of the calendar year.

In addition to commercial fire inspections, staff participated in numerous Planning Department Technical Reviews of commercial site plans and Crowd gathering Permits.

*Fire Prevention and Mitigation*

Fire staff and equipment were present with fire safety literature, youth fire helmets, stickers and fire apparatus at several public events including National Fire Prevention Week. Numerous child safety seat installation classes and infant CPR classes were presented to groups in Nags Head.

Various hazard mitigation topics were published in local newspapers and the Town's newsletter concerning smoke detectors, holiday season/heating safety, senior fall protection and rip current awareness.

The Nags Head Woods Fire Planning Committee met regularly throughout the year to determine fire suppression needs, hazard assessment and overall mitigation of the wildland urban interface problem in Nags Head Woods.

### *Fire Training*

Career fire staff attended numerous in-house and off-site training classes for an aggregate of 1,210 hours.

### *Nags Head Volunteer Fire Department/Nags Head Volunteer Fire Department Auxiliary*

The participation of volunteer staff contributed to the success of fire operations in FY 02-03. Fire Station 16/20 standby hours totaled 5,049 in FY 02-03. Volunteer firefighter training hours this year totaled 952. The NHVFD responded exceptionally well to the July 4<sup>th</sup> Town fireworks event. The NHVFD made a significant contribution to the operational capability by purchasing a firefighting module for the new Brush Truck.

### *Nags Head Safety Program*

#### Highlights

- Achieved OSHA Consultative Services approval of all Nags Head Municipal facilities
- Job Hazard Analysis completed for all positions within the Town
- Provided audiometric testing for all required employees
- Provided mandatory physicals for all required employees
- Safety Director attended training sessions sponsored by the NC Safety & Health Council; Job Safety Analysis, Hazard Identification, Safety for Small Business and Incident Investigation
- Implemented a bi-annual electrical outlet survey program for all Town facilities
- Trained all police division employees in lab safety techniques
- Provided annual safety training for Nags Head employees
- May 5-9, 2003, Nags Head Safety Week, complete with a mayoral proclamation and employee safety training. This weeklong event concluded with a safety luncheon, attended by sixty town staff.

### **PUBLIC WORKS**

The Public Works Department is divided into five divisions: Public Facilities Maintenance, Maintenance Garage, Sanitation, Water Distribution and Water Operations. In addition, an Administrative section provides department coordination, technical assistance, and support for the Department's operating divisions.

## **MAINTENANCE GARAGE**

The Town of Nags Head Maintenance Garage performs equipment and vehicle preventive maintenance, vehicle repair, emergency repairs, and various alterations & fabrications. Our goal is to enhance the performance of day to day operations for all Town departments. One example of vehicle and equipment repair is troubleshooting electrical problems and maintaining proper lift arm speed and positions, using a lap top computer and program on Truck #714.

Preventive maintenance has become a top priority with respect to performance and longevity for Town vehicles and equipment. The Garage staff performs regularly scheduled maintenance, and tracks vehicle and equipment usage with an Excel spreadsheet program. This program was created by Public Works staff and records fuel, mileage, time, when inspections are due, and part numbers. All the above information is vital to preserve our trucks, cars, equipment, etc. at their highest level of performance.

Emergency repair is often necessary to keep things rolling. After hours or during the day, the need may arise to "drop everything" and assist in emergency repairs such as a four-wheeler breaking a tie rod end, a garbage truck hydraulic hose bursting, a vehicle not running right, or a flat tire.

As needs change in other departments, modifications may be necessary to accommodate these changes. One example is modification of the hydraulics of the new sweeper to keep the broom from slamming the ground and breaking. This modification also results in better control in sweeping for the operator. The need for Police officers to be dispatched through their mobile computers was met by the Garage staff, by installing a switch, light, wiring, and fuse to the modem to ensure the proper operation, as well as the computer slide-in to accept the new design computers. Truck # 50 for Facilities Maintenance was modified for the bed of the truck to dump to assist personnel in beach clean-up. Another major repair was the guide rail replacement on Truck # 325.

Other day to day operations include: maintenance and repair of the automatic gate, maintaining the pumps and tanks for fuel delivery, monthly monitoring well inspections, monthly inventory, assisting citizens with recycling, maintenance of nine (9) fixed and six (6) portable generators, 83 licensed vehicles, and unlicensed equipment, including loaders, backhoe, water craft, mowers, ATV's, weed eaters, chainsaws, trailers, tools, etc., and track, store, and list surplus items. Garage staff participated in voluntary ASE technician certification testing.

The Garage personnel also prepared many new vehicles for service upon their arrival at Public Works, by inspecting the vehicle specifications against the bid specs; installing equipment such as strobe lights, safety kits, radios, fire extinguishers, town seals and lettering identification, tool boxes, getting new keys made, etc. Routine preventive maintenance remains a high priority to maintain vehicle longevity and to ensure proper safety by inspecting the vehicles and equipment during the maintenance process.

The Maintenance Garage again received the Public Works Safety Award for calendar year 2002, as it was accident free.

## **PUBLIC WORKS ADMINISTRATION**

Public Works Administration was very busy with routine activities and projects contained in the budget during the last fiscal year.

Projects that required plan preparation, bidding, and construction supervision include: Hollowell Street beach access parking and Mountain-to-Sea Trail segment, Old Nags Head Place drainage improvements, and the fitness room expansion.

Public Works Administration was again involved in planning the July 4<sup>th</sup> fireworks display on Jennette's Pier.

During FY 02-03, we processed 46 warning citations for Sanitation Code violations. We try a phone call to the customer to solve the problem first, but if this is not productive, a warning citation is then sent out. We did not issue any Civil Citations.

The Fleet Maintenance Program had 1,572 work orders for scheduled preventative maintenance work and unscheduled work on Town vehicles and equipment.

Calls were received and processed for special pickups as follows:

Bagged Yard Waste pickup: 54 calls  
Bulk Pickup: 918 calls  
Cardboard Pickup: 39 calls  
Cart Repair: 145 calls  
Cart Rollback: 30 calls  
Christmas Tree pickup: 38 calls  
Dumpster repair: 0 calls  
Limb Pickup: 478 calls  
Mulch Delivery: 11 calls  
Cardboard Recycling: 9 calls.

### **PUBLIC FACILITIES MAINTENANCE**

Facilities Maintenance oversees all Town facilities such as buildings, landscaping, streets, signs, drainage, the Town Park, beach accesses, crosswalks, and picking of the trash cans on the beach. We now service 130 trash cans and 6 public rest rooms daily from May 1<sup>st</sup> through October 1<sup>st</sup>.

Facilities Maintenance oversees the 11 miles of bike path which runs the entire length of Town. We also oversee 36 miles of streets and one (1) mile of sidewalk.

New additions to the Town's facilities are 10 new parking spaces on the north side of E. Hollowell Street and 400 feet of sidewalk on the south side, to complete the Mountain-to-Sea Trail, which ends at Jockey's Ridge State Park. Two hundred feet of sidewalk has been added to the north side of W. Seachase Drive between S. Links Drive and the Food Lion shopping center.

Holden Street and Islington Street accesses have been cut back on the east side to provide a safer route to the beach. Previously, the existing walks and stairs were unstable and leaning. A beach access shower and port-a-john have been added to the Town Hall beach access.

Town buildings were provided with painting, electrical, and plumbing repairs. The Board of Commissioners meeting room was provided with a new roof, windows, and a cement walkway to replace the wooden walk. 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.

## **SANITATION**

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

We received an additional automated truck, which has allowed us to run three (3) automated trucks, with one (1) spare if needed. This third truck has helped to improve the efficiency of residential pickup during the busiest part of the year.

During the past budget process, funds were included for some type of curbside recycling program. The first year 170 residents participated in the program. The Pilot program began December 12, 2001 and ended May 16, 2002. The areas served included Nags Head Acres, Vista Colony West, North Ridge and Old Nags Head Cove. The program experienced overall participation rates of 50% or greater. The second year 186 residents participated in the program, which commenced October 30, 2002 and ended May 8, 2003. The areas served included Nags Head Acres, Vista Colony West, Hills of Nags Head, Villa Dunes and Old Nags Head Cove. During the second year the program experienced a participation of 38% or less. Sanitation feels that this program needs to be evaluated before we continue any more with this type of program.

The recycling program remained active with the following tonnage of the ten main items we accept being collected at drop-offs and commercial sites in FY 02-03. White Goods – 112.43, Aluminum – 3.22, Brown Glass – 25.55, Clear Glass – 13.28, Green Glass – 12.74, Plastic #1 – 6.1, Plastic #2 – 9.53, Cardboard from Tangier Mall – 143.545, Cardboard from Outer Banks mall – 36.275, Cardboard from all other sources – 72.52, Mixed Paper – 85.59. The grand total recycled for FY 02-03 was 520.78 tons which is 6.26 % increase over FY 01-02 total of 490.104 tons. The beach access recycle bins collected the following amount of Recyclables, the weight of which is included in the totals above. All amounts are in 32-gallon containers, Aluminum – 155, Brown Glass – 87, Clear Glass – 70, Green Glass – 73, and Plastic – 107. A total of 749.47 tons of bulk pickup items were collected during FY 2001-2002, an increase of 27.49% or 161.605 tons over last year.

The Sanitation Division generated 398.00 Tons of mulch from tree limbs, which is 46.5 tons or 13.22%, an increase over FY 01-02. During FY 02-03, 263.00 tons or 447.92% of mulch was returned to residents; the remaining tonnage was used within The Town of Nags Head on Town projects. The largest amount of material collected and transported by Sanitation was of course residential and commercial refuse. The residential total was 3,828.967 tons and commercial 5,869.94 tons for a grand total of 9,698.907 tons. The total refuse rose 482.81 tons or a 5.23% increase over FY 2001-2002. This gives us a total of 9.95% or a 897.90 ton increase over the past two years, which in turn causes an increase in operational funds and tipping fees.

## **WATER DISTRIBUTION**

The Water Distribution Division performed the annual flushing and valve exercising program which began the first week of January and was completed the first week of April. During this time frame was the "Blizzard of 2003" where the division responded to, and cut off 73 water meters due to leaks caused by the severe weather from January 24<sup>th</sup> to the 31<sup>st</sup>.

In an effort to improve fire flows and water quality by "looping" water mains, there was 1.5 miles of new mains installed along with 13 fire hydrants added to the water system. This included two (2) 8" mains installed on the east side of the by-pass, one (1) from Eighth Street to Driftwood Street and the other from Town hall south to East Seachase Drive (7 fire hydrants). The addition of South Ridge section four added .6 miles of 6" water main (5 fire hydrants) along with a short extension of 6" on Forbes Street (1 fire hydrant). In addition to these new mains, we also replaced a section of 8" water main that had been abandoned under the by-pass, from Bark Street south to H&R Block to complete a loop from the North Ridge subdivision.

An automatic water system flushing device was installed at the Oregon Inlet Marina in order to improve quality at the extreme end of the water system. This device is programmed to cut on and flush the system very early in the mornings when there is no use at the marina or campground and especially during the winter months when there is very little demand down there.

This year we had only one (1) major water main failure, in the Nags Head Acres subdivision along with 55 service line repairs. This division also responded to 44 after normal working hours emergency call outs.

The Water Distribution Division installed the following number of water taps during FY 02-03:

¾" – 81            1" – 136            1 ½" – 2            2" – 1

This compares to the following taps installed in FY 01-02:

¾" – 62            1" – 67            1 ½" – 1            2" – 1

The only decrease we had this year was the number of locate requests down to 1,827 from 2,195 in FY 01-02. This year we went to sending and receiving locate requests electronically, which eliminated the need for an on site printer that only received tickets, and not tying up phone lines when "calling" in tickets.

## **WATER OPERATIONS**

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

### *Overview of Operation*

The Nags Head Water Plant remains staffed 7 days per week, 2 shifts per day. Water plant operators answer calls and investigate water distribution complaints during weekends, off hours,

and holidays. Staff maintains a state-certified laboratory, for state compliance testing of the town's drinking water for Coliform bacteria. Fifteen water samples are gathered monthly from selected random sampling locations and analyzed for Coliform bacteria in our laboratory. The results are reported monthly to the state.

### *Special Projects*

Water Operations received funding for two projects during FY 02-03. The most significant project was the engineering and planning phase for construction of a new 500,000 gallon elevated water storage tank. This new structure will be similar in construction to the elevated tank located in South nags Head. Our new tank will be built on Town of Nags Head property adjacent to the Public Works Complex.

The second project involves interior repair work to our original 500,000 gallon concrete, ground storage tank located at the 2110 Pond Avenue Water Plant.

### *Fresh Pond*

During the summer of FY 02-03 the capacity and recharge rate of Fresh Pond was at its lowest level in years. On July 1<sup>st</sup> 2002 Fresh Pond level was 4.50 feet above sea level as compared to 4.70 feet above sea level July 1<sup>st</sup> 2001. Water production dropped the Fresh Pond level very rapidly until production was terminated August 23<sup>rd</sup> 2002 when Fresh Pond reached the low level shut down trigger of 2.65 feet above sea level. Fortunately high precipitation experienced during the winter and spring of FY 2002 restored Fresh Pond to above average capacity.

### *Arsenic*

The US EPA has published their intent to reduce the allowable limit of arsenic in drinking water from 50 parts per billion (ppb) to 10 parts per billion. The EPA regulation will not take effect until 2006. North Carolina Division of Environment and Natural Resources however, adopted the EPA arsenic reduction as an interim standard effective January 1<sup>st</sup> 2002. All water systems that have arsenic levels exceeding 10 ppb have until 2006 to be in compliance with the new standard. Affected water systems must test for arsenic quarterly and provide public notification every quarter that the test results reveal a level of arsenic greater than the 10-ppb limit. Arsenic has been detected at the Dare County Regional Water System, North Beach Reverse Osmosis water treatment plant. The Town of Nags Head purchases water from the regional system and part of the purchased water originates from the North Beach RO Plant. Until such time as the new technology is in place, Dare County Regional Water has begun blending water from the RO Plant with water from The Skyco Water Treatment Plant (which has no arsenic) during off-season demand periods to reduce arsenic levels within the new standard. During high seasonal demand periods however blending water is not feasible and arsenic was detected during quarterly sampling that exceeded the new standard. As a result Nags Head has had to complete four (4) public notifications during fiscal year 2003. Dare County Water has reported that the North Beach RO Plant will be in compliance with the lowered arsenic standard in 2004. In the meantime however Nags Head will have to continue to provide public notification whenever the quarterly annual running average exceeds the interim standard of 10 parts per billion.