

Town of Nags Head Annual Report

Fiscal Year 2006-2007



Town of Nags Head Annual Report

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Administration

Administration

The overall functions of this department include maintaining and safeguarding official Town records, providing access to official Town records for Town departments, elected officials, and citizens, and providing public notice of official meetings. In addition, the Administration Department provides administrative support for the Board of Commissioners, Town Manager, Citizens Advisory Committee, and all Board-appointed ad hoc 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, Citizens and other Town Departments. Automating the indexing in the Clerk's Office to facilitate access to permanent Town records by all departments through the shared drive on the Town computer system is a department goal along with providing access to certain Town records on the Town's web site to include Board of Commissioners meeting agendas, backup materials, summary actions, and approved minutes. Finally, Administration strives to release items of interest in a timely manner to the media and the general public and perform as the link between the Town and the County via the Public Information Officer.

Board/Committee Meetings, Agendas, Minutes, Public Notices

Objectives

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

Supporting Information

There were 200 agenda packets prepared and distributed for 20 Board of Commissioners meetings. All meeting agendas were published in the Coastland Times and the 21 persons on the "Sunshine List" were notified of each meeting, either by fax, e-mail, or mail.

Approximately 42 public hearings were advertised in the Coastland Times newspaper. The Government Access Channel was used to post public notices concerning items of interest. Public

Administration

notice and agendas, when appropriate, of meetings of Town boards, committees, and events were published in the Coastland Times.

Board actions and formal minutes were prepared for each Board meeting. Board actions were distributed to Board members, Town employees, Planning Board members, Citizens Advisory Committee members, clerks in neighboring Towns, and posted to the Town's web site.

The formal minutes of Board of Commissioners meetings filled 239 legal pages.

Minutes were taken and prepared for 49 staff meetings.

Agendas, minutes and reports were prepared for 3 Citizens Advisory Committee (CAC) meetings (quarterly meetings are now schedule instead of monthly meetings).

Preparation of the annual awards presented by the CAC is the responsibility of the Office Assistant/Deputy Town Clerk - the Commercial Community Appearance Award and the Residential Architecture Award. The CAC is also responsible for nominating the recipient of the annual Lightkeeper Award.

The Town's web site is updated with listing of artwork purchased by the Artwork Selection Committee and then sorted by acquisition date, artist name, and artwork title.

Board packages are coordinated, organized, and distributed for Board members by the town clerk's office; department heads, as well as the media, obtain agendas and backup materials via the Town's web site.

Town Code, Ordinances, Resolutions, Proclamations and Policies

Objectives

- Process all ordinances, resolutions, proclamations, and policies adopted by the Board of Commissioners and the Town Manager.
- Maintain an 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 and the Consolidated Fee Schedule.

Supporting Information

The 53 ordinances, 39 resolutions, and 5 proclamations adopted during FY 2006-2007 were processed through the Town Clerk's office.

Five Town Code Supplements received from Municipal Code Corporation were processed, reviewed, and distributed.

Administration

Permits, Applications, Meeting Room Reservations

Objectives

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

Supporting Information

Approximately 39 reservations for the Town Park (an increase of 6 from last year) were coordinated in FY 2006-2007.

In addition to Town boards/committees, many outside agencies schedule the Board Room for a meeting location. Maintaining the supplies, coordinating table setup, and procuring deposits are required.

Town Hall Library and Town Hall Admin Conference Room reservations are also scheduled by the Office Assistant/Deputy Town Clerk.

Twenty-one Outdoor Crowd Gathering Applications were processed.

There were 282 temporary beach driving permits generated for the Nags Head Surf Fishing Tournament.

One massage therapy business/massage therapist application was processed.

Records Management

Objective

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

Supporting Information

All ordinances, resolutions, proclamations and Board of Commissioners minutes are stored in permanent books and in a fire-resistant vault.

All Town contracts/agreements/memorandums of understanding are stored in the fire-resistant vault; they are indexed automatically on the shared drive for easy retrieval.

Administration

The emergency evacuation box, provided to the Fire Chief during times of emergency, is updated annually, prior to the start of hurricane season.

Research

Objective

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

Supporting Information

The Town Clerk's Office handled numerous inquiries/requests, from other Town departments, the general public, and Board members concerning Board agendas, past Board meeting minutes, research items, etc.

Bids, Certifications, Oaths, etc.

Objectives

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

Supporting Information

The Town Clerk's office processed formal bid openings from advertisement through notification letters to vendors.

Several types of documents were certified, attested, and notarized by the Town Clerk's office in the past fiscal year. The Oath of Office was administered to 8 new police officers (up from 4 in the previous year).

Public Information Officer

Objectives

- Notification/release of information to the general public and the media concerning newsworthy events
- Participation in Dare County Joint Information Center

Supporting Information

The Public Information Officer issued over 100 news releases during FY 2006-2007 to include ocean-related risks, road closings, water flushing schedules, and hurricane/storm updates. There were 74 email broadcast messages sent to the Town's broadcast list.

Administration

Participation in the Joint Information Section by the public information officer allows the Town to remain current with storm procedures before, during, and after the event, while also providing the public with consistent information dissemination.

Town Web Site

Objectives

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

Supporting Information

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.

News items of interest are posted on the web site home page.

Board of Commissioners meetings are aired live via the Town's web site; in addition, all meetings are played four times on the Friday/Saturday following the meeting.

Notices of Board meeting public hearings are maintained on the Town's web site.

Each Town Board/Committee has a page on the Town web site. Applications for the boards/committees are also included on these pages.

The Town Clerk's office receives all public inquiries/comments/etc. that are submitted 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 increase each year as the Town's web site use increases. Common inquiries concern tourist hotel/motel information, job inquiries, wedding information requests, and comments concerning controversial Board discussions/decisions such as beach nourishment.

Highlights of Fiscal Year 2006-2007 - Goals for Fiscal Year 2007-2008

Highlights of Fiscal Year 2006-2007

- Town web site (Boards and Committees) - Inclusion of Artwork Selection Committee's list of procured artwork - sorted by acquisition date, title and artist name
- Town Ceremonies - Processed all aspects of the Town's annual Veterans Day, Memorial Day and Town birthday celebrations.
- Proposed Beach Nourishment Project - Prepared/processed all required documentation for the 2007 Beach Nourishment Project referendum.

Administration

- Town web site (Home Page) – Public Information Officer (PIO) maintains updated Home/Front page "News & Information" to include easy access to latest BOC meeting agenda/backup as well as items of specific interest, i.e., public hearings concerning "hot" topics such as beach nourishment, LUP update, etc.
- Town web site - Updated with all BOC meeting agendas/backup/actions/approved minutes, and public hearing/meeting notices and bid advertisements
- Town web site - Inquiries, received via web site request form were forwarded to appropriate department as necessary - inquiries increased from several/week to one/day (on average)
- Email Broadcast - Weekly use of Town's Email Broadcast to transmit messages of interest, i.e., ocean rescue information, street paving schedule, street closures, weather information, water flushing schedules, etc. to those registered for the broadcast

Goals for Fiscal Year 2006-2007

- Town web site - Continue to customize Town web site (Administration Department, Board of Commissioners, Town Boards/Committees, Home page): Continue to make web site more user-friendly with easier access and links to more items of interest; Continue to respond to web site inquiries promptly
- Update/clean up - Update/purge, in accordance with Record Retention Schedule, all Town files in vault to include motor vehicle files and keys
- Library - Organize Town Library to make it more useful; include areas for beach nourishment resources, etc.
- Document Imaging - Research document imaging technology to determine benefit to office procedures
- Evaluate - Evaluate methods to encourage citizen participation on Town Boards/Committees
- Research - Research new verbiage - Town/Citizen Certificates of Appreciation/Recognition

Administrative Services



Administrative Services

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

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

Accounting and Collections

The Administrative Services department plays a key role in the preparation of the annual operating and the Capital Improvement budgets. Centralized purchasing allows for the timely identification of budget issues so that they can be addressed. This department monitored spending closely and brought forward 11 budget amendments which included 108 adjustments in 2006-2007. There were 3,954 accounts payable checks issued during the fiscal year and \$3,146.77, down from \$3,489.31, was saved by taking advantage of purchase discounts. In addition credit card payments of \$79,055 were processed and allocated to the appropriate expenditure account compared to \$79,252 during the prior fiscal year. We are currently pursuing the use of ACH payments for some of our larger recurring vendors. There were 225 new vendor files established bringing the total vendor files to 4,358. There were 1,279 purchase orders issued and 72 federal 1099 forms 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 \$91,153 from sales and use taxes paid compared with \$120,398 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. This diversification of invested funds and an improved market increased investment earnings for the Town to \$845,497 from \$560,574 in the prior fiscal year.

The Town enjoyed a 99.96% tax collection rate (unaudited) for the fiscal year ending June 2007. This represents a slight decrease from the prior year of 99.97%. The breakdown includes a collection rate of 98.35% for DMV and 99.98% for advalorem taxes. There were 6,044 tax bills issued, 446 late tax notices, and 37 uses of enhanced collection methods including attachment and garnishment. There were 1,182 privilege licenses issued (versus 1,186 in the prior year).

Water encountered another busy year as well with 28,177 water bills processed, 2,867 second notices and 204 cut-off tags prepared (up slightly from 193). We also continued making courtesy phone calls to each customer prior to cut off of water service. There were 43 new water service accounts (down from 65) and 171 accounts were final billed and transferred to new owners. There were 48 Septic Health credits processed for the 48 issued. Our total active water

Administrative Services

accounts at June 30, 2007 were 4,687 (including 4,297 residential). During the year, 244 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. We 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, and additional revenues of \$111,720 for the year ended June 30, 2007.

The only capital project for the year was the installation of a moveable file storage system for the Town's accounting records at a cost of \$12,598 which resulted in increased storage space and more efficient and safer access to stored records.

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 first year of a three year contract for audit services.

This past year 11 workers compensation claims were filed representing \$9,472 in total costs and 16 lost work days compared with the prior years 8 claims with \$24,333 in total cost and 45 lost work days. We also facilitated 8 incident/damage claims totaling \$13,815. Administrative services also provided support for grants and land transactions.

Human Resources

There were 9 full time vacancies advertised for the various departments in 2006-2007 and a total of \$1,800 was spent on advertising those vacancies. New employee orientations and processing was conducted for 14 full time employees and 39 part time employees. There were also five promotions/ internal transfers, twelve resignations, and three retirements processed. There were 734 payroll checks issued in 2006-2007 along with 3,021 direct deposit advices. A total of \$2,832 was paid for unemployment costs for the year, down from an all time high of \$26,439 paid during the prior year. There were no notices of potential unemployment claims processed with no hearings held in Elizabeth City. The average cost expended to hire a new general employee was \$289; \$3,485 for a Firefighter; \$4,513 for a Police Officer and \$883 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. 217 computer loans have been processed in this program to date with 17 new loans in 2006-2007 totaling \$26,808. A cumulative total of \$373,936 has been loaned under this program. The total amount outstanding at 6/30/07 was \$30,251. As part of the Town's commitment to its employees, the funds expended for training amounted to an average of \$470 per employee for 2006-2007, up from \$440 per employee in 2005-2006.

FEMA

As a result of damage sustained from Hurricane Isabel in 2003, the Town received significant public assistance funds from FEMA for storm preparation and recovery efforts. All project worksheets for this storm have been closed, except for \$280,914 expended for sprigging the emergency berm, which was denied for reimbursement and is still being appealed.



Information Technology

Munis Software

Last year's report included information about the Munis software being problematic after it was upgraded to a newer version. The initial transition to the new version was very smooth. Town staff was made well aware of the upgrade prior to the transition date, Town-wide training was scheduled for all users of the software, and training materials were made available for individual use.

However, though the new version was highly touted and had an improved interface, the product became very problematic. Resolving subsequent issues was time intensive for both finance and IT staff. After some time most of the issues were resolved and service of this application has returned to the levels experienced before the upgrade.

Public Safety Server Replaced; OS and Software Upgraded

The Public Safety SQL server was physically replaced with a new server. The operating system was upgraded from Windows 2000 Server to Windows 2003 Server. Due to expense, the SQL server database was not upgraded. It was determined there was no significant advantage for the Town by upgrading from SQL Server 2000 to SQL Server 2005 and the cost of this upgrade was not justified. The Sungard/OSSI software used by the Police Division that runs on this server was upgraded and the Fire Programs database reporting software was upgraded also.

Domain Upgraded and Email Server Replaced

The Town's email server was completely replaced. Both the domain controller and the Town's email server were upgraded to the Windows 2003 Operating System and the MS Exchange Server application (email system) was upgraded from Exchange 2000 to Exchange 2003. Additional client access licenses were purchased to bring the Town into compliance with this migration also.

This upgrade was performed after business hours. This was a very smooth transition with virtually no impact to Town operations. All work was completed in about 12 hours.

GIS Development

A new GIS based waterline map, completed November 2006, was produced for the Water Distribution Division. This was a joint project completed by Information Technology, the Town planner, and the Water Distribution Division. Geographic Technologies Group was hired to design the map and perform the GPS location of features.

In addition to remapping and inventorying the waterlines to conform to standard GIS format, the new GIS map includes data for valves, hydrants, fittings, vaults, and line markers. All of these features were physically marked and located with GPS coordinates. This data included 598 hydrants and 1,502 valves. Indexed multiple page mapbooks and a large wall map were produced from the final GIS map for use by the Water Distribution division field personnel and the Water Distribution office. The information was also published to GISmo, the GIS viewing software used by Town personnel.

GIS Server Replaced and OS Upgraded

The GIS Server was physically replaced and the operating system was upgraded from Windows 2000 Desktop to Windows 2003 Server. The GIS data and applications (GISmo and GeoManager - the GIS/database query software) were moved to the new server. This server also houses software that logs calls on the Town Hall phone system. This application was moved to the new server also.

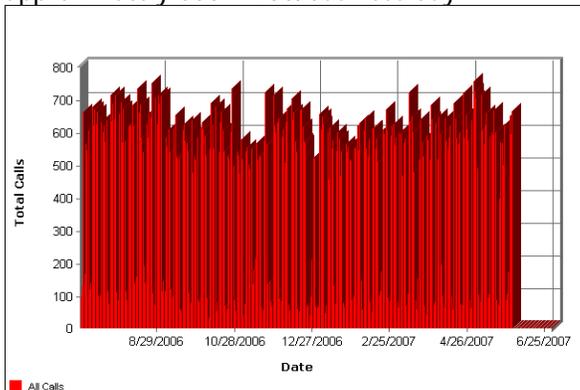
Internet Upgrade

The Town's 256K Frame Relay circuit was upgraded to a full T1 circuit in October 2006, providing the Town with approximately 6 times the bandwidth of the old connection. The monthly cost increase was approximately 4% and the contract term was reduced by several years.

Town Hall Phone System Utilization

There was a problem with the Town's call logging system so we did not capture call data from June 1, 2007 to August 30, 2007. Extrapolating the data from May of 2007 over the period that was not recorded for FY 2007 produces an estimated 161,019 calls made to and from Nags Head Town Hall for FY 2007. (Note: The call logging software does not count extension to extension calls. Also, we do not have call logging software installed for the Public Works phone system, Station 20, and Station 21. Calls to and from these locations, except for calls to and from Town Hall, are not included in the logs. However, Fire Station 16 is serviced by the Town Hall system and all calls to and from this location are included in the log reports.)

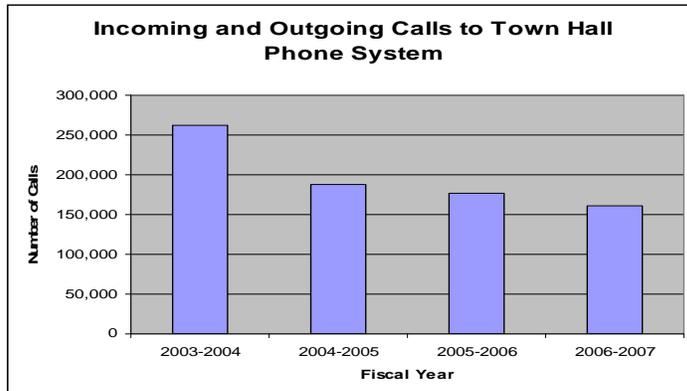
Based on being open for business 248 days per year, the Town hall phone system received approximately 300 calls/business day for FY 2007. The total of incoming and outgoing calls is approximately 600 – 700/business day.



Using the same technique of extrapolating May data over the period that was not recorded, the IT Department's share of the total calls for FY 2007 is 2,373 with a total duration of over 157 hours. (Again, these figures do not include extension to extension calls.)

Information Technology

Total phone calls to and from the Town Hall phone system has decreased for 3 consecutive years. (Hurricane Isabel was responsible for an unusually high call volume in FY 2004.) The IT administrator attributes this trend to increased use of wireless and broadband communications services (cell phone and Internet communications).



Computer Purchases

Twelve workstations and 11 laptops were purchased in FY 2007 according to replacement policies. An additional laptop was purchased for the Water Division.

Employee Lease Purchases Processed

The IT Department reviewed and processed 18 employee lease purchase agreements in FY 2007.

Equipment Supported – Fiscal Year End

As of June 30, 2006, the IT Department supported:

Telephone Equipment

3 telephone systems with a total of approximately 105 telephone sets

Computers

10 application servers (8 primary servers and 2 tertiary servers consisting of the weather station and BOC media servers. The BOC media server was reclassified from workstation to server.)
54 workstations, and 39 laptops (Two laptops were replaced with workstations. One new additional laptop was purchased for the Water Department.)

Network Infrastructure

13 switches, 4 firewalls, 4 routers, 4 wireless access points
1 spam firewall filter appliance

Planning and Development

Planning/Zoning

Land and Water Use Plan Update

Phase I of the Land Use Plan update concluded at the end of September 2006. The primary purpose of Phase I was to generate public input on key concerns and emerging issues to address during Phase II of the project, whereas Phase II will focus primarily on policy development. For Phase I, the Board of Commissioners appointed a large group of community stakeholders to serve as the lead planning group (LPG). Participation was highest during the development of the public opinion survey. Near the conclusion of Phase I, only a few LPG members were attending meetings. While the group of citizen stakeholders was useful to generate a comprehensive list of community concerns, staff and the mayor agreed that the Phase II process, particularly the development of policies, would benefit by relying heavily on input from existing Town boards, which are intimately familiar with Town policies, processes, and regulations. It was also noted that an existing board with regular meetings would provide a consistent Phase II working group. Staff and the mayor agreed to recommend that the Planning Board serve as the LPG for Phase II. At the January 3, 2007 Board of Commissioners meeting, the Commissioners voted to appoint the Planning Board as the Phase II LPG. The Citizen Participation Plan was updated to reflect this change. On April 10, 2007, staff provided a brief summary of the Phase I land use planning process to the Town's planning board. The summary described the planning process, the methods used for public involvement, and the data that was collected. Additional information on the Phase II process was discussed at the April 24, 2007 joint workshop. Phase II of the Land Use Plan update will resume in the fall of 2007.



Dare County Flood Maps and Nags Head Flood Damage Prevention Ordinance

In May of 2005, the Town received draft copies of the revised Flood Insurance Rate Maps (FIRM) for Nags Head and the preliminary Flood Insurance Study (FIS) for Dare County. This was the result of a statewide floodplain mapping effort completed over the past several years by FEMA and the State of North Carolina. The maps include revised Base Flood Elevations (BFE) for the County as well as new boundaries for individual Special Flood Hazard Areas (SFHA). Subsequent to receiving these items, Dare County and its municipalities underwent a 90-day appeal period, which ended in August 2005. The Town received a letter from FEMA in March 2006 indicating that all appeals and protests resulting from the 90-day appeal period had been resolved and that the information on the revised maps and in the FIS report should be considered final. FEMA established September 20, 2006 as the effective date for the Dare County FIRM panels and the FIS report.

Staff revised the existing ordinance to include changes in the model ordinance. In some instances, the Town opted to adopt higher regulatory standards than the minimum standards required in the model. The model provides communities with options to adopt higher regulatory standards. Optional higher standards were selected because they are consistent with higher regulatory standards that are included in the Town's current flood damage prevention ordinance. The only changes in the revised ordinance are changes necessary to meet minimum NFIP requirements.

On August 2, 2006 the Board of Commissioners adopted the flood maps and the flood prevention ordinance with an effective date of September 20, 2006.

Planning and Development

Land and Water Use Plan Amendment

The Board of Commissioners on November 1, 2006 amended the Land and Water Use Plan to allow the filling of tidal adjacent or contiguous wetlands along the north side of US 64-264 under limited circumstances.

Grants

North Carolina Parks and Recreation Trust Fund

At the request of the Board of Commissioners, staff completed an application for a North Carolina Parks and Recreation Trust Fund grant to construct a children's play area and basketball courts at the Nags Head-Dare County soccer field park off Satterfield Landing Road. Included in the grant application and site plan were two basketball courts, a children's play area, and a small picnic shelter. These uses would be considered accessory to the park and the multi-purpose recreation fields. The estimate for the project was \$130,000. The Town received notification in August 2007 that the grant was not funded.

Public Beach and Coastal Waterfront Access Program

The Town received grants from the NC Department of Environment and Natural Resources' Division of Coastal Management. The waterfront access grants cover the following public beach accesses: Albatross Street (\$25,570), Barnes Street (\$13,810) and Baltic Street (\$93,108). In addition, staff applied for and received a matching grant (\$60,000) from the Dare County Tourism Board for the Baltic Street project. Albatross and Barnes have been completed at or under budget.

Overview of New and Amended Zoning Regulations

Numerous text amendments were initiated by the Zoning Ordinance Review Committee in the past fiscal year. This committee, chaired by Commissioner Wayne Gray, put forth extensive time and effort in reviewing the local zoning code to determine where modifications were necessary and then guided planning staff in drafting the appropriate text amendments. This year's amendments included:

- Modifying the definition of "height" to resolve the discrepancy with the fill ordinance and to simplify the definition.
- Modifying yard requirements to delete the condition that accessory outdoor recreational uses, such as outdoor pools and tennis courts, must meet the same yard setback requirements of the principle use but rather accessory outdoor recreational uses would be subject to the same setback requirements as any other permitted accessory use.
- Modify the necessary sections making zoning permit and site plan approvals valid for one year, rescind the requirement that building permit and zoning approvals be revoked if all work is not completed within 18 months of the issuance date of the building permit and provide time limitations of the validity of an issued building permit to be the same as found under NC General Statute.
- Modify the ordinance to include the planning board as an eligible party to request a zoning amendment.

Planning and Development

- Amendments to the zoning ordinance and the Flood Damage Prevention Ordinance to allow the use of independent appraisals in determining assessed value of structures. Prior to the amendment only the annually adjusted tax value could be used in determining structure value. Other changes to Chapter 48 lessened nonconformity restrictions on nonconforming uses and structures in general. Restrictions specific to cottage courts, in regards to replacement of units, were significantly relaxed.
- Modify the ordinance to state that for all buffer yards requiring trees that the spacing of trees within a buffer yard be increased from five foot centers to ten foot centers, and the minimum height of a tree at planting for any buffer yard be increased from three feet to no less than five feet.
- Ordinance amendment to provide one uniform public notification standard for all zoning application requests requiring public hearing by either the Board of Commissioners or Board of Adjustments.

Text Amendment to Town Code Section 48-407(c)(10)(h), Multi Family Development

Currently, a 12-foot wide paved vehicular access along all four sides of principle structures shall be provided suitable for firefighting and rescue equipment. The amended ordinance now allows the Public Safety Department to approve an alternate life safety plan in lieu of this requirement. Typically, this would involve sprinkler protecting all principal structures.

Text Amendment to Town Code Section 48-282, Sign Regulations

At the request of the Board of Commissioners, planning staff drafted an ordinance to regulate three dimensional sculptured objects and other similar types of pictorial devices attached to buildings which would be classified as either a business wall sign or business roof sign. As such, all regulations pertaining to such signs when applied to a building in business use (total number of signs allowed, total sign square footage allowed, etc.) would be enforced. These types of attached sculptured signs and devices when extending more than one foot from the building would be prohibited. The prohibition on this type of signage in not being allowed to extend more than one foot from the building surface is the same limitation as already applied to all types of wall signs pursuant to the restrictions of zoning ordinance Section 48-284(2)(a), Signs Permitted in Commercial Districts and the Commercial/Residential District.

Text Amendments Pertaining to Hotels

Over the course of this past fiscal year the Board of Commissioners reviewed a series of amendments to Hotels. The first amendment was to change hotel setback and building separation regulations in the Commercial Residential (CR) zoning district. The amendment resulted in amending the side yard setback to ten feet plus one additional foot for every foot of building height over 35 feet, amending the NC 12 setback from 75 feet to 45 feet, and removing the requirement that detached buildings be separated by at least 40 feet. These particular amendments were requested by Nags Head Limited Partnership in order to complete desired renovations to Nags Head Inn. No building permit has been issued for the proposed renovations. Goldkey/PHR requested a text amendment that would amend several portions of the zoning ordinance relating to hotels and the permitting thereof. The applicant wished to modify the ordinance in this manner to allow multi unit hotel/timeshare resort development. The proposed amendments included:

Planning and Development

- Delete the portion of the definition that requires a hotel unit to be occupied “on a rental basis.”
- Amend Section 48-407(c)(7)(e) that imposes a maximum 35 feet total height limit on hotel structures. The amendment is to delete this requirement in its entirety, thereby making hotel structures subject to same height requirements as all other permitted structures in the C-2 District.
- Amend Section 48-407(d)(7) to increase the maximum top plate height measurement from 28 feet to 35 feet.
- Amend Section 48-407(c)(7)(t) to permit hotel parcels on the east side of US Highway 158 greater than 500 feet straight distance from a beach access provided that a public sidewalk, either existing or newly constructed, connects the hotel parcel to Highway 12. The proposal additionally deletes the current requirements that the beach access be at minimum a 5 foot wide improved path and also leaves out the requirement for sound front access for hotel parcels located west of US Highway 158.
- Amend Section 48-526(2) to provide that a vested right shall be valid for a period of five years conditioned upon meeting specific site and building permit criteria which include (1) the site for which the vested right is being requested is at least eight acres in size, (2) the site plan shall provide for incremental development of the site, (3) each increment of development will comply with all applicable regulations, and (4) that building permits shall be issued separately for each increment of development and that the first building permit must be applied for within eighteen months of the approval of the vested right.

This request was heard by the Board of Commissioners and denied on a 3 to 2 vote. Much of the discussion pertained to staff's assertion that owner occupancy versus rental occupancy has a significant impact on the use characteristics of the hotel unit, namely being there availability and use by the traveling public and the duration of stays. Staff felt that eliminating the rental component of hotel occupancy would not be desirable and recommended that the number of hotel units available to transient guests on a rental basis be no less than 33% of the total number of hotel units. The applicant did not feel like this percentage was effective. The Board requested planning staff to meet with the applicant to fine tune the proposal for consideration no later than the May 2, 2007 Board meeting. The proposal was presented to the Board as requested and again failed on a 3 to 2 vote. The Board then requested that planning staff bring forward a new proposal/ordinance for public hearing at the June 6, 2007 Board meeting and staff is to work with the applicant and focus on density issues. As requested Staff brought forth a text amendment proposal to add a new use for “Hotel Resort” as a conditional use within the C-2, General Commercial Zoning District and to amend all other pertinent sections of the Zoning Ordinance including parking, design guidelines and landscape buffering. This proposal also included a definition for “transient occupancy”. The Board of Commissioners voted unanimously to adopt the definition of “transient occupancy” and to deny the remainder of the proposed text amendment.

At the same meeting the Board of Commissioners heard and adopted, unanimously, an amendment to modify the definition of “hotel” to require that 67% of hotel units/or suites in a hotel shall be intended for transient guests on a rental basis.

At the time of this report no site plans have been submitted and no permits issued for the construction of a hotel.

Planning and Development

Site Plans and Conditional Use Permit Applications

Processed for Planning Board and Board of Commissioners' review:

- Site Plan/conditional use/vested right application by North Avon Condo Group for construction of a 3 story, 45 unit condominium development located at 7200 S. Croatan Highway
- Site Plan/conditional use/vested right application by Albemarle and Associates, LTD. on behalf of Nags Head Limited Partnership for construction of a 3 story accessory structure, a new elevated pool, addition of balconies to the rooms on the west side of the building, and a new wastewater treatment system.
- Site Plan/conditional use application for Coastal Ready Mix for construction of a concrete processing facility at 2110 Lark Avenue.
- Site plan/permitted use application for the conversion of the Cineplex movie theater into an indoor fitness center.
- Site plan/conditional use application by North Avon Condo Group, LLC for a commercial/residential mixed development consisting of a first floor office use and 4 residential units on the second floor, located at 100 W. Gray Eagle Street.
- Site plan/permitted use application for the reconstruction of Basnight's Lone Cedar Café, located at 7627 S. Virginia Dare Trail.
- Renovation of small shops at 2210 S. Croatan Highway for Staples Retail Store.

Preliminary/Final Subdivision Plats

At their January 3, 2007 meeting the Board of Commissioners reviewed and approved a final plat for Sandcastle Village Subdivision. Sandcastle Subdivision consists of 7 single family residential lots to be located west of US 158 off of West Seachase Drive. The 2.45-acre site is the former location of the Sand Castle day care center.

Board of Adjustment

Staff processed a total of 12 appeal and variance applications for Board of Adjustments consideration over the past fiscal year. Specifically, staff prepared 8 variance requests and 4 appeal requests. This year's cases ran a range of issues including an appeal of the zoning administrator's determination that two principal uses existed on one parcel and the notice of violation issued thereafter to variance requests for the waiving of parking lot requirements for single family dwelling units.

Septic Health Initiative

The following represents a summary of the Septic Health Initiative Program activities for FY 2006-2007.

Planning and Development

Inspection and Pumping Program

Inspection Refunds

In August 2006, the incentive based septic inspection program became available to property and business owners whose septic systems are not managed by a state certified operator. These inspections were performed by two Town approved contractors.

Contractors completed 172 septic system inspections between July 1, 2006 and June 30, 2007. Furthermore, Town staff completed an additional 35 courtesy inspections and assisted numerous other property owners directly with questions, concerns, and septic loan applications.

Pumping Vouchers

An incentive based pumping credit was made available to owners who chose to have their septic tanks pumped. A \$30 water credit was given to owners that mailed proof of tank pumping between July 2006 and June 2007. To date, 48 vouchers/credits were issued.

Addressing Failing Septic Systems and the availability of Septic Loans

There have been 4 loans granted for septic repair this fiscal year totaling \$9,350. Currently there are 10 loans with a balance of \$11,819.45.

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 throughout Nags Head. This program began in November 2000 with a few surface sites, and expanded to as many as 40 surface and ground water (well) monitoring sites in late 2002. This monitoring currently takes place at 26 sites and yielded 632 samples for the fiscal year.

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

Septic Education Program

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

The Program also benefits from the distribution of stress balls, stadium cups, ink pens, and key chains with the septic health message and logo. Through the use of the Internet, the Town has made information about this program and its goals, as well as the results of the water quality testing, available to the public.

Building Inspections

Although permits for residential single family construction have decreased, building inspections still had plenty of workload. The 2006 Thanksgiving storm left the Division with 60 condemned

Planning and Development

structures, including damage to 4 commercial/multifamily buildings and 2 commercial pools and 167 damaged or destroyed beach access ways. Along with permitting repairs of these structures, the North Carolina Underwriters sent all the property owners of the condemned properties, letters requiring them to either have properties repaired or under repair, or their insurance coverage would be canceled. This action caused panic among property owners that in turn caused a massive wave of permit applications for repairs. All but one of these properties has been repaired, with a few houses in south Nags Head still without access.

While commercial development permits issued in FY 06-07 decreased by 1 over FY 05-06, the value of commercial development has increased. Listed below are the commercial projects that have been either completed, under construction, or are under repair. Commercial projects in general require more staff time than single family residences. State Building Code requires all buildings to be designed by design professionals. The details of the required design plans for commercial structures are more intense and specialized than the prescriptive residential code standards, requiring more staff time during each commercial project.

Staff also met with the Outer Banks Hospital about the addition of another 6 bedroom pod to the building, proposed to start sometime this winter. With the proposed new addition to the hospital and the projects already permitted, it would appear that next year will continue to require considerable staff time.

Projects (Completed Construction of Commercial Development and Redevelopment)

- The Staples store at Satterfield Landing shopping center,
- The Vitamin Sea building with retail, grill, and 7 single family units
- The Oasis Suites with 17 units
- The Nags Head Church at US 158 and Soundside Road
- The Sugar Creek Condo at Gray Eagle Street with 4 office units and 4 single family units
- The Wings building at the corner of Gull and US 158
- The Outer Banks Hospital MRI room in the medical office section
- The Lone Cedar Restaurant rebuilding

Commercial construction permitted but not completed/under construction:

- South Beach Plaza
- Coastal Ready Mix on Lark Street
- Outer Banks Steak House conversion to office building
- Cineplex conversion to athletic club
- Sugar Creek Condo, phase 2, 39 unit multi-family condo at Gray Eagle Street

Planning and Development

Projects Under Repair

- Comfort Inn South
- Bodie Island Beach Club, oceanfront portion, 18 units, still under repair from Hurricane Isabel and the November 2007 storm

Permits for additions, remodeling, and house moves increased 47% from the previous year and the town averaged about 3.5 new single family homes each month. Redevelopment of the old Sea Spray Motel site has started to materialize by a permit application being submitted for a large single family home to be constructed on one of the 6 lots with other owners of these lots in the design stage.

The new building code for one and two family construction came into effect July 1, 2007. All the other codes came into effect January 1, 2007.

The Code Officials Qualification Board required continuing education on each subject (building, plumbing, electrical, and mechanical, fire) for each inspector that holds an active standard or limited certificate. The first renewal period requiring continuing education ends June 30, 2007 and each June 30 thereafter. Failure to complete the required number of continuing education hours will result in suspension of the limited or standard certificate(s). Furthermore, each time the Building Code Council code changes go into effect, there is a requirement for a minimum 2 hour continuing education per subject.

Effective January 1, 2006 for all building permits for new construction and additions is the Building Code Requirements for protection of glazing in windows of windborne debris within 1,500 feet of the Atlantic Ocean. Windborne debris has been a hot subject between the insurance industry and the North Carolina Building Code Council; therefore, this regulation will most likely change.

With the adoption of the New Flood Damage Prevention Ordinance and New Flood Maps, future development and redevelopment will become more restrictive within the expanded V-Zone(s). This change in the Flood Maps has caused design issues with development located with the oceanfront V-Zone.

Planning and Development

Fiscal Year 03-04, FY 04-05, FY 05-06, and 06-07 Comparison

	FY 03-04	FY 04-05	04-05 Change	FY 05-06	05-06 Change	FY 06-07	06-07 Change
Board of Adjustment Cases	12	15	25%	9	-40%	12	33%
Coastal Area Management Act (CAMA)							
Minor permits issued	113	92	-18%	77	-16%	208	170% ^A
Violations cited and corrected	54	4	-93%	0	0%	0	0
Exemption letters	364	74	-80%	48	-35%	236	392% ^B
Soil Erosion and Sedimentation Control Plans reviewed	88	67	-23%	59	-12%	34	-42%
Crowd gathering permits reviewed	28	19	-32%	30	58%	21	-30%
Miscellaneous actions and citations							
Warning citations issued	41	40	-2%	60	50%	57	-5%
Civil citations issued	902	1449	61%	442	-70%	30	-93%
Code Compliance Officer Inspections	802	740	-8%	574	-23%	632	+10%
Major subdivision plats	4	3	-25%	5	67%	1	-80%
Text Amendments	32	37	16%	21	-43%	29	38%
Site plans							
Commercial (Board Reviewed)	4	15	225%	19	27%	15	-21%
Residential	118	92	-22%	76	-17%	41	-46%
Building Permits (Number Issued)							
Single family	83	65	-22%	45	-31%	23	-49%
Single family-large	35	27	-23%	31	15%	18	-42%
Duplex	0	0	0	0	0	0	0
Multi-family units	0	0	0	0	0	0	0
Motel/Hotel units	0	0	0	1	100%	0	-100%
Commercial	4	10	150%	6	-40%	5	-17%
Miscellaneous	<u>659</u>	<u>278</u>	-58%	<u>288</u>	4%	<u>424</u>	47%
TOTAL	751	380	-49%	371	-2%	470	27%
Sub Contractor Permits							
Electrical	72	276	283%	382	38%	359	-6%
Mechanical ¹	215	304	41%	461	52%	381	-17%
Plumbing	4	119	2875%	83	-30%	141	70%
Value							
Single family	15,510,684	17,191,117	11%	12,824,466	-25%	4,901,271	-62%
Single family-large	20,139,061	16,184,316	-20%	15,632,027	-3%	7,192,000	-54%
Duplex	0	0	0	0	0	0	0
Multi-family	0	0	0	0	0	0	0
Motel/Hotel	0	0	0	1,800,000	100%	0	-100%
Commercial	1,176,760	16,317,000	1287%	5,920,000	-64%	6,653,000	12%
Miscellaneous	<u>9,793,053</u>	<u>6,867,498</u>	-30%	<u>6,461,884</u>	-6%	<u>10,071,664</u>	56%
TOTAL	\$46,619,558	\$56,559,931	21%	\$42,638,377	-25%	28,817,935	-32%

Planning and Development

Fiscal Year 03-04, FY 04-05, FY 05-06, and 06-07 Comparison

	FY 03-04	FY 04-05	04-05 Change	FY 05-06	05-06 Change	FY 06-07	06-07 Change
Inspections							
Foundation ²	351	185	-47%	300	62%	243	-19%
Frame	1184	580	-51%	481	-17%	363	-25%
Electrical	1268	801	-37%	705	-12%	424	-40%
Plumbing	995	578	-42%	478	-17%	225	-53%
Mechanical	991	437	-56%	390	-11%	247	-37%
Re-inspections	303	N/A	N/A	N/A	N/A	N/A	N/A
Insulation	240	209	-13%	168	-20%	150	-11%
Pre-Final	150	92	-39%	83	-10%	72	-13%
Final	383	542	42%	644	19%	647	0
Miscellaneous ³	<u>166</u>	<u>457</u>	175%	<u>136</u>	<u>-70%</u>	<u>125</u>	-8%
TOTAL	6031	3881	-36%	3385	-13%	2496	-26%
SEPTIC HEALTH							
Tanks inspected	339	184	-46%	264	43%	243	-8%
Tanks pumped	168	123	-27%	41	-67%	63	54%
Water quality sites tested	1259	1234	-2%	1147	-7%	647	-44% ^C

¹ Includes sprinkler & gas

² Includes pilings, layout, slab, footing

³ Includes foster homes, fire inspections, on-site meetings, demolition inspections

^A Increase due to Thanksgiving Storm

^B Increase due to Thanksgiving Storm

^C Decrease in frequency of sampling during winter



Public Safety

Department of Public Safety Overview

The Department of Public Safety is comprised of two divisions: The Police Division and the Fire and Rescue Division. The FY 2006-2007 budget for the Department of Public Safety, as adopted by the Board of Commissioners and made effective July 1, 2006, was \$4,828,030. The Department of Public Safety Budget for FY 2005-2006 was \$4,404,604. The FY 2006-2007 budget represented a 9.613% increase over the FY 2005-2006 Budget. This increase in the operating budget for the Department is directly related to the equipping of the South Nags Head Fire Station 21 and repairs to Fire Station 16.

The Police Division strives to deliver high quality police service. The prevention of crime is the highest operational priority - the Division places its highest value on the preservation of human life, the protection of property, and quality customer service to the public. The Police Division is divided into four operational units: Administration, Patrol, Criminal Investigation, and Animal Control. The Administrative Unit consists of the Town Manager/Director of Public Safety, Police Chief/Deputy Director, one Office/Systems Manager, and one Office Assistant. The Administrative Unit performs the administration, records keeping, and computer operation of the Division.

The Patrol Unit is composed of all uniformed officers and delivers basic law enforcement service. The Criminal Investigation Unit is composed of police officers investigating crimes that occur within the Town's corporate limits. The Animal Control Unit is composed of a police officer responsible for animal control and protection in the Town of Nags Head.

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

The Fire and Rescue Unit responds to fire and general rescue calls for service and mutual aid requests from other jurisdictions. In addition, the Unit performs fire code inspections and completes fire cause investigations. The Ocean Rescue Unit provides water rescue services from April through October. During the high season, Nags Head beaches are protected and patrolled by ocean rescue lifeguards on all terrain vehicles (ATV's) as well as lifeguards on lifeguard stands strategically positioned along the oceanfront. The Ocean Rescue Unit began providing rescue services to the National Park Service at Coquina Beach in May of 2005 and continued to provide this contracted service to the National Park Service for the 2007 season.

Highlights

- The Town of Nags Head was awarded the State of North Carolina's Department of Labor, "SHARP" (Safety, Health Achievement Recognition Program) Award, for our high level of excellence working safely in the work place.
- Achieved OSHA Consultative Services approval of all Nags Head municipal facilities for the seventh year in a row, again exempting Town facilities from all unscheduled OSHA compliance visits.

- April 30th thru May 6th, 2007 was declared Nags Head Accident Prevention week, complete with a mayoral proclamation and employee safety training. This weeklong event concluded with a safety luncheon attended by Town staff.
- Firefighter Shane Hite and Police Officer Chris Rowe represent the Fire & Rescue and Police Divisions as candidates for the Town's Employee of the Year Award.
- The Nags Head Police Division re-establishes its K-9 Unit with Police Officer Trey Lipscomb and Canine "Boss".
- The Department of Public Safety is in the 4th year of its Chaplaincy Program, which continues to serve residents, visitors, and the Department of Public Safety's employee and volunteer family.
- Provided annual C.P.R./A.E.D. and fire extinguisher training for Town staff.
- Provided audiometric testing and mandatory physical examinations for all required public safety employees.
- Town safety officer and deputy safety officer and other staff attended training sessions sponsored by the North Carolina Safety & Health Council.
- Provided required annual safety training for all Nags Head employees.

Police Division

A review of FY 2006-2007 found this to be a rewarding and very successful year for the Police Division. The Police Division ended this fiscal year again with no unsolved violent crimes in the Town. The Police Division continues to provide quality service in a professional manner to all.

During FY 2006-2007, calls for service, dispatched through Dare Central Communications, saw Nags Head police officers responding to 10,932 call for service, an increase of 141 calls from the 10,791 responded to during FY 2005-2006. Again this fiscal year, the Police Division provided approximately 400,000 miles patrolling and responding to calls for service in Nags Head.

Police Officers responded to 84 burglary calls compared to the 144 burglary calls during FY 2005-2006, a decrease of 60 burglary calls. Nags Head police officers made 7 arrests for burglary during FY 2006-2007.

A decrease was noted in the larceny crime category, with 153 calls occurring during FY 2006-2007 compared to 186 calls during FY 2005-2006. Police made 17 arrests for larceny related calls during FY 2006-2007 compared to the 35 arrests made in FY 2005-2006.

Vandalism decreased slightly to 88 calls during FY 2006-2007 compared to 89 calls in FY 2005-2006. Police officers made 8 arrests for vandalism during FY 2006-2007 compared to the 6 arrests in FY 2005-2006.

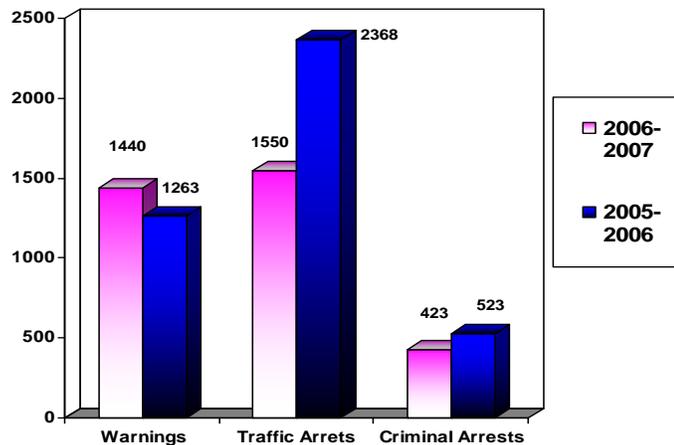
Public Safety

Trespassing decreased to 40 calls during FY 2006-2007 compared to 63 during FY 2005-2006. Police officers apprehended 6 trespassing violators compared to 17 during FY 2005-2006. It is believed that the use of Town of Nags Head "No Trespassing" signs continue to contribute to the decrease in the incidents of trespass on private property.

Police officers responded to 50 alcohol-related calls during FY 2006-2007 compared to 43 alcohol-related in FY 2005-2006. Police Officers initiated 105 alcohol related enforcement actions compared to 124 in FY 2005-2006. The Police Division's enforcement efforts were assisted by North Carolina Highway Patrol and North Carolina Alcohol Law Enforcement during the June 2007 Virginia High School Week.

Dispatched alarm calls increased during FY 2006-2007 with 649 alarm calls being reported compared to 581 during FY 2005-2006.

The number of criminal arrests during FY 2006-2007 was 423 compared to 523 criminal arrests made during FY 2005-2006.



The total number of traffic related enforcement actions during FY 2006-2007 was 2,990 compared to the 3,631 traffic related enforcement actions during FY 2005-2006.

Community Policing and Community Watch

The Police Division is in its 13th year of the Community Policing Program. As in years past, our 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.

Our permanent residents are participating in the Community Watch more than ever and they are calling the Town when suspicious conditions occur in their neighborhoods. Citizens and visitors reported 199 suspicious person(s) with another 172 reports of suspicious vehicle(s) reported to the Police Division during FY 2006-2007.

Public Safety



The success and strength of this continuing community partnership was again demonstrated on August 1st, 2006, when the Police Division's Community Watch Association and over 130 residents, absentee property owners, and visitors turned out in 19 of our 21 neighborhoods to participate in the 23rd Annual "National Night Out Against Crime". Several businesses, and citizens in the town, again supported the Nags Head Community Watch Association and "National Night Out" by sponsoring block parties in some of our neighborhoods. This year, for the sixth year, the Police Division hosted the Community Watch Association, the neighborhood Community Watch Block Captains, and Community Watch members to a "National Night Out" picnic.



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

On December 13th, 2006 the Community Watch Association hosted the Department of Public Safety at a luncheon to extend their thanks and appreciation to the police, fire, and ocean rescue staff and civilian public safety personnel for their continuing efforts that help to preserve the quality of life here in Nags Head.

Public Safety

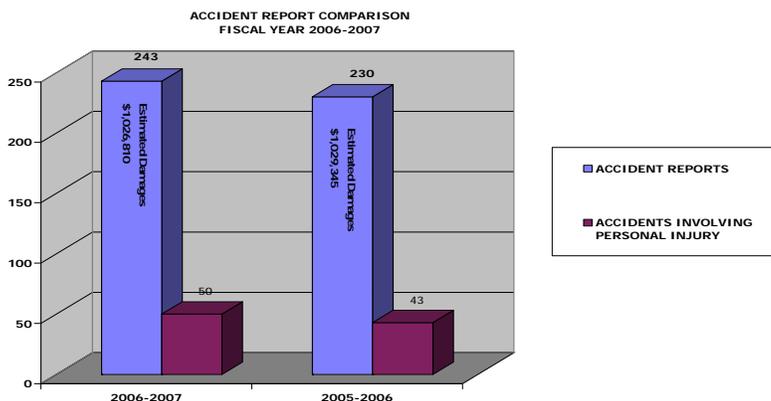
During each month's Community Watch meeting the general public is invited by the Nags Head Community Watch Association to listen to speakers from the local community who provide unique information on specific areas of interest. During FY 2006-2007 an assortment of speakers made presentations before the Community Watch Association. In September 2006, Interim Town Manager Charlie Cameron held a town meeting style program in which 3 local children were awarded certificates of appreciation for help provided to the Nags Head Police Division. In October 2006, Ashley Basnight spoke about the Career Internship Program implemented at Manteo High School. In December 2006, the Community Watch held their annual Christmas luncheon and Alex Boncek was presented a certificate of appreciation for her internship with the Police Division. In February 2007, Lynn Bryant spoke concerning Hotline's many community based programs. Officer Greg South, an accident reconstructionist, spoke on traffic safety and Bonnie Bennet, from Friends of Youth, spoke on a program geared toward pairing at-risk youth with an adult volunteer for mentoring purposes.

The Police Division continued the successful use of the Polaroid Ident-A-Kid, Domestic Violence Prevention, and National Child Passenger Safety Seat programs. Each of these programs continues to be well received. In addition, the Police Division continues to inspect child safety seats on a regular basis. The Police and Fire and Rescue Divisions held several child safety seat clinics throughout the fiscal year.

The Town continued to be honored with the State of North Carolina's Governor's Crime Prevention Community award. This award recognizes the Town and our citizens for their efforts to prevent and reduce crime in Nags Head.

The Police Division continued its review and analysis of crime and crime causal conditions within the Town during the fiscal year. This analysis was used to deploy personnel and resources to address identified crime, crime causal factors, and conditions.

Motor Vehicle Accidents and Traffic Safety

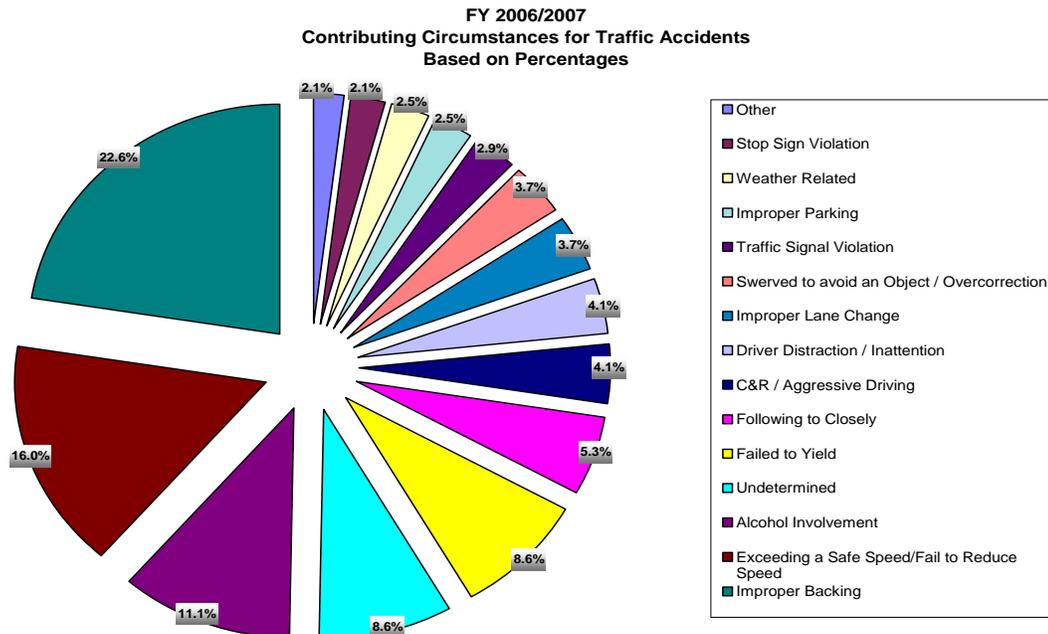


The Town of Nags Head experienced 243 motor vehicle accidents during FY 2006-2007, an increase of 13 motor vehicle accidents from the previous fiscal year total of 230 motor vehicle accidents. Fifty of the 243 motor vehicle accidents resulted in personal injury during FY 2006-2007 compared to 43 personal injury motor vehicle accidents that occurred in the previous year.

Public Safety

Unfortunately, there was 1 fatality due to a motor vehicle accident. This fatality occurred in the commercial parking lot at 5200 S. Croatan Highway on February 28, 2007. The victim was an 80 year old resident who was approaching a store when she was hit by a 2006 Saturn vehicle. Following the accident, the victim was flown to Norfolk General Hospital's trauma center, where she died that evening.

Some of the contributing factors that played a major role in the reported accidents were improper backing (22.6%), exceeding a safe speed (16%), alcohol involvement (11.1%), failure to yield (8.6%), and following to closely (5.3%). A majority of the motor vehicle accidents continued to be the direct result of driver negligence and failure to maintain a proper lookout while turning, changing lanes, pulling onto roadways from private businesses or side streets, or pedestrians failing to maintain proper lookout while crossing roadways. Drivers running red lights contributed to some of the most serious personal injury motor vehicle accidents.



The Police Division continued to address the issues of traffic safety, awareness, and education by deploying its mobile radar display trailer as well as unstaffed marked police vehicles. The radar display trailer continues to be re-deployed and rotated throughout the Town to improve traffic safety and to encourage voluntary speed compliance.

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

During FY 2006-2007 the Town, with support from the Nags Head Board of Commissioners and the Dare County Board of Education, was successful in its efforts in asking the North Carolina Department of Transportation to install a signalized – reduced speed limit school zone on US Highway 158 in front of the Nags Head Elementary School. This was a much needed safety

project for the protection and safety of our school students crossing U.S. Highway 158. It is also another example of the spirit of community partnership that exists within Nags Head.

Personal Watercraft

There were no personal watercraft injury accidents reported in FY 2006-2007. There were, however, 2 personal watercraft violation calls for service reported during the fiscal year, which was the same number of personal watercraft violation calls during FY 2005-2006.

Special Events

The Police Division participated in a number of special events during FY 2006-2007.

On Sunday, November 12, 2006, the first annual Outer Banks Marathon took place. All Public Safety personnel, with the exception of the regular Police and Fire duty shifts, worked this event. The Police Division took the lead in developing the traffic/crowd control plan to be used during this event. The Department Public Safety's mobile command center was used to coordinate all communications and emergency calls being dispatched during the event, proving to be a valuable asset. In addition to the combined efforts of our trained personnel, the event was a successful one.

The Police Division participated and provided traffic and crowd control during the 2007 Kelly's St. Patrick's Day parade, which was the largest parade to-date. Public Safety spent valuable time in the pre-planning for this event, in order to provide for the safety of each participant and citizen. Once again the parade was incident free, making it a safe and enjoyable event for all.

During the annual Outer Banks Biker Weekend held in April 2007, the Police Division provided support with both on-duty and off-duty personnel. This event was very well attended. There were no incidents during this event.

The July 4th, 2006 fireworks spectacular was hosted by the Town and held at the Nags Head Fishing Pier. This event was the most well attended fireworks display to-date. Traffic and crowd management plans were executed as designed with no incidents or problems reported.

The Town wishes to express and extend appreciation to Andy and Lovie McCann, owners of the Nags Head Fishing Pier, for again allowing the fireworks spectacular to be held on their property. The fireworks display was again a huge success and helped to further enhance the Town's image and commitment to remaining a premier family beach. Many of the Town's Public Works and Public Safety employees contributed to the success of this year's fireworks display.

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

Police Bicycle Patrol Officer Program

The Police Bicycle Patrol program continues to be an important part of our community policing efforts as it not only brings our uniformed officers closer to the public, but it is helpful during special events. For example, officers on bicycles are able to patrol and respond to calls during special events, when it is impossible to respond by vehicle.

Police Canine (K-9) Unit

The Nags Head Police Division's first K-9 Unit was established during FY 2005-2006.

During the first part of the fiscal year, the Police Division's K-9, Boss, and his human handler, were instrumental in a number of drug investigations and arrests. Unfortunately, during this last year Boss' partner decide to relocate back to Virginia. This forced the Division to suspend its K-9 Unit temporarily until the spring of 2007. In the spring of 2007, Officer Trey Lipscomb was selected to be our new K-9 officer and attended Moore's Canine Training Facility in Amelia, VA to train with Boss. Reports from Mr. Moore indicated that Officer Lipscomb and Boss are working well together and will make a good team. However, during the last week of training when Officer Lipscomb and Boss were completing their certification testing, Boss fell from a roof, breaking his left leg. Currently, Boss is recovering well and is expected to return to full duty in November 2007.

Police Training

Police personnel continued to receive training during that amounted to approximately 3,381 hours. Training was conducted in areas that range from community policing to career development training, and technical and professional training.

The Division's continued emphasis on training and career development has helped to establish the Nags Head Police Division as one of the best-trained, highly professional, and technically proficient law enforcement agencies in the state.

Since January 1, 2005, the State of North Carolina's 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 law enforcement officer training requirement is a continuing mandate for each officer. All State of North Carolina mandated In-Service, Firearms, and Use of Force training was completed as required by the State as of December 31, 2006.

The Nags Head Police continues to address training needs, as well as other important issues that are of concern to all of the other municipal law enforcement agencies and the Office of the Sheriff of Dare County. The Nags Head Police Division, the Kitty Hawk Police Department, and the Dare County Sheriff's Office again hosted training classes during FY 2006-2007.

During FY 2006-2007, Police Sergeant Chris Montgomery became the third Nags Head police officer to complete the prestigious North Carolina State University Law Enforcement Executive Program.

The purpose of the Law Enforcement Executive Program is to build proactive leadership among law enforcement executives, which will enable them to manage their most critical current and future challenges effectively. Program attendance requires one week of study each month over a six month period. 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 will be balanced with opportunities to

meet and talk informally at meals and other gatherings that are scheduled as part of each session.

Animal Control

The Division's animal control/law enforcement officer continued provide protection from at-large and nuisance animals. The animal control officer responded to an increased number of citizen calls for service with 1,178 animal calls being responded to in FY 2006-2007, compared 1,101 animal control calls in the previous fiscal year. One hundred and fifty-two animals were turned over to the care and custody of the Dare County Animal Shelter during FY 2006-2007. In addition, a total of 22 animal related citations, Town tickets, and warning tickets were issued by the animal control officer during the fiscal year. In addition, wildlife was relocated to safer settings on 45 occasions, while 278 animal traps were provided to residents.

There were 13 animal bite incidents reported to the Animal Control Officer during FY 2006-2007, with these animals being quarantined for a total of 90 days. The animal control officer participated in Rabies educational efforts to increase the public knowledge of this serious public health threat.

Career Development

All eligible Police Division employees, both sworn and civilian, successfully completed the requirements of the Town's Career Development Program during FY 2006-2007.

Weather Related Emergencies and Emergency Preparedness

On November 22, 2006, Nags Head was hit with a fall storm that eroded beaches and caused road damage. The storm battered the coast for two days with rain accompanied by hurricane-force gusts. South Nags Head received major overwash, which caused the temporary closing of South Old Oregon Inlet Road.

Chaplain Program

The Department of Public Safety's Chaplain Program was again very beneficial during FY 2006-2007. Pastor Rick Lawrenson from the Outer Banks Church and Pastor Jim Lewis from the Ark International Church served as our Public Safety Chaplains.

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



Chaplains Lawrenson and Lewis are familiar faces in the Department of Public Safety, spending numerous hours riding with the police officers during normal duty shifts and volunteering time in the Town's Fire Stations. Both chaplains are valuable assets.

Police Grant Initiatives

During FY 2006-2007, the Nags Head Police Division was awarded a traffic safety equipment grant in the amount of \$10,000 for our agency's participation and 100% reporting efforts during the 2006 Governor's Highway Safety Program campaigns. The Nags Head Police Division used this award to replace outdated traffic radar units. In May 2006, the Division purchased 5 Stalker dual-directional radars and 1 Ultralyte hand-held speed and long range laser radar at a cost of \$10,525.

Retirements

Lt. Cliff Midgett retired from the Town of Nags Head as of January 31st, 2007. Lt. Midgett served Nags Head from January 28, 1985 to January 31, 2007, when he retired. Lt. Midgett served as the supervisor of the Criminal Investigation Unit. His wealth of knowledge and experience will be greatly missed by all.

Fire and Rescue

North Carolina Insurance Rating

The Town received an insurance reclassification survey this past year, which resulted in an improvement in the Town's insurance rating from Class 5 to Class 4. Additionally, this reclassification resulted in a reduction in commercial insurance rates that went into effect on August 1, 2007. The reclassification could also result in a reduction of homeowner rates. The improvement was made possible by the construction and staffing of Station 21, which resulted in decreased response times and increased staffing levels that make fire suppression efforts more effective.

Fire and Medical Response

Total emergency response by Nags Head Fire Rescue increased to 829 emergency calls in FY 06-07 from 781 in FY 05-06. Nags Head Fire and Rescue responses to emergency medical calls increased by 12 calls for the year for a total of 373.

The Fire Rescue Division experienced a slight increase in responses involving Nags Head commercial properties in FY 06-07. A total of 272 emergency responses to these commercial properties were logged in FY 06-07, compared to 262 responses FY 05-06. Residential emergency incidents increased by 14 calls for a total of 312 incidents. The remaining incidents were open land, beaches, and highways. The overall structural fire dollar loss for FY 06-07 was \$2,732,050, compared to structural fire loss of \$636,100 in FY 05-06 (Lone Cedar Café).

There were several significant fire events (with an estimated loss of \$10,000 or greater) that occurred in the Town during FY 06-07. These included:

- 3215 S. Wrightsville Ave – lightening strike
- 4913 S. Croatan Hwy (Outer Banks Steakhouse) – smoking material
- 7540 Cedar Island Dr. – cooking fire
- 7623 S. Virginia Dare Trail (Lone Cedar)
- 4702 S. Pompano Ct. - electrical
- 2309 S. Oneto Ln. – smoking material

Ocean Rescue

During FY 06-07 the Ocean Rescue Unit updated 2 areas of equipment: 1 PWC – a Yamaha Waverunner, and 3 Honda ATV Ranchers. These equipment replacements provided for more timely and efficient response and rescue operations.

No new positions were added for the 06-07 season, but some small changes were made to make the daily operations run smoother. At the beginning of the 2006 season an “Off / On-call” position was created. This is essentially a standby position in which the individual is scheduled off but may be called in to work for a sick or injured co-worker. This “Off / On-call” position has helped us tremendously in maintaining a full staff on the beach every day.

We also added two additional mandatory physical training (PT) sessions on Tuesdays and Thursdays, in addition to our existing Monday, Wednesday and Friday group PT's. On Tuesdays and Thursdays, a supervisor travels to each stand in their zone of the beach to deliver the 15-20 minute PT. The addition of these PT's has helped improve staff moral and physical conditioning.

In July 2006, 11 Ocean Rescue personnel traveled to Daytona Beach, Florida to compete in the United States Lifesaving Association – South Atlantic Regional Lifeguard Championship. Nags Head took first place in the “B” Division (a staff of less than 50 guards). Later in July 2006, 5 female members traveled to Sandy Hook, NJ to compete in the National Park Service All-Women Lifeguard Competition, taking 6th place in Division III. In August, 1 lifeguard competitor traveled to Huntington Beach, CA to participate in the USLA National Championships, placing 4th in the 2km open beach run.

Public Safety

The oceanfront waters were closed to swimming for 13 days this past fiscal year, due to several northeasters and tropical storms.

The following comparative statistics pertain to the activity of the Ocean Rescue Unit for FY 2006-2007.

	FY 05-06	FY 06-07
Water Rescue	127	88
People Assist	180	142
Watercraft Assist	3	14
Lost Person Search	19	19
EMS Assistance	38	38
Near Drowning	2	2
Animal Calls	167	24
Education Advisories	80,100	81,564
Beach Closings	11 ½	13
Emergency Response – No Assistance Needed	6	6
Mutual Aid Response	0	3
Beach Population	658,040	607,821

Fire Inspections

There were 334 fire inspections of Nags Head commercial properties completed as required by the State of North Carolina Department of Insurance. Highlights of the fire inspection program this year include staff fire inspections training, with additional firefighters becoming certified as Level I and II Fire Prevention Inspectors. This education provides increased depth and knowledge to the fire prevention program, certifying that on duty inspectors are able to conduct hazard recognition activities with accuracy. The North Carolina Fire Inspector continuing education program, a new initiative requiring 6 hours of annual code based training, was implemented for all fire inspectors. The goal of the Fire Division is to have every firefighter become a Level I inspector, every Fire Captain become a Level II inspector and the Chief Officers hold Level III certification.

In addition to commercial fire inspections, staff participated in numerous Planning Department technical reviews of commercial site plans and crowd gathering permits. Fire Inspectors responded immediately to mitigate citizen and staff reports of fire code non compliances in the community. Fire Inspectors in Nags Head continue to work effectively with all Nags Head technical inspectors - building, electrical, and mechanical.

Fire Prevention and Mitigation

Nags Head Fire Rescue is committed to the vision of fire safety for the citizens and visitors in Nags Head. Fire staff and equipment were present with fire safety literature; youth fire helmets, stickers, and fire apparatus at the following public events: annual Fire Prevention Night, Nags Head Police annual Easter Egg Hunt, Nags Head Police National Night Out, and the St. Patrick's Day Parade. The Fire Prevention Committee meets regularly to address fire prevention issues and

organize public events in Nags Head. Nags Head Fire assisted the Kill Devil Hills Fire Department with Fire Prevention Week activities at First Flight and Kitty Hawk Elementary schools and scheduled visits to all Nags Head Elementary and pre-schools. Nags Head residents and numerous vacationing visitors continue to stop by Fire Stations 16 and 21 to visit the firefighters, take pictures of apparatus, or tour the facilities. Nags Head Fire Rescue staff submitted various fire prevention articles to the local newspapers, Town of Nags Head "Lines" Newsletter, and spoke to vacationing groups regarding fire safety while on vacation. The Government Access Channel continues to display the "Fire Safe" power point. Group email advisories are distributed to those interested in seasonal fire prevention topics. The Nags Head Fire website, updated monthly, is full of timely fire and consumer safety product information, informing a curious public how they can best prevent injury or loss of life.

The Department instituted the "Knox Box" program during this fiscal year. This program provides for 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. Currently, Town buildings, Nags Head Elementary school, and several commercial properties have installed these boxes, and as new businesses come on-line they also will have Knox Boxes installed.

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

Infant Car Seat Installation Program

The Fire Division maintains an excellent Child Seat Safety Program. Firefighters install and/or adjust child seats, as well as provide education to parents on a daily basis. The Fire Division has also become involved in a statewide program. We are now the secondary county coordinator for the North Carolina Child Safety Seat Coalition. This includes providing quarterly reports to the state, as well as reporting the number of seats checked. The program also provides child seats to the Fire Division to distribute to families that may not be able to purchase them. Technicians provided and installed several seats because of this program. During Fire Prevention Night Out and Child Prevention Safety Week, firefighter infant car seat technicians set up a car seat checkpoint so those transporting infants could determine if car seats were properly installed. Numerous deficiencies were found. The infant car seat inspection program is growing and visitors often stop to request a car seat installation. Seventy-eight car seats were inspected this year. Of these, numerous corrections were completed and parents were educated on proper installation techniques. The Town of Nags Head looks forward to future participation in this initiative focused on infant injury prevention. The Fire Division currently has 14 child safety seat technicians on staff.

Fire Training

Career fire staff attended numerous in-house and off-site training classes for an aggregate of 4,100 hours. The department was able to resume its annual live burn training locally with all members attending a one day session at the Buxton burn building. Fire staff also received classes in ocean rescue and technical rescues such as vehicle extrication and confined space. The fire marshal and four fire captains attended two week training classes at the National Fire

Academy. These classes focused on fire prevention and leadership in the fire service. Three fire captains attended a week long flammable liquids suppression training in Nevada. All eligible members participated in the Town's Career Development Program.

Nags Head Volunteers

The participation of volunteer staff contributed to the success of fire operations. Fire Station 16 totaled 1,288 of standby hours in FY 06-07, compared to 519 in 05-06. Volunteer firefighter training hours this year totaled 1,180.

Nags Head Volunteers continue to provide services in the Town of Nags Head, however nationally, regionally, and locally, volunteerism has decreased. The Nags Head Volunteer core group has served the department well, but committed new members are a rare commodity and members active in the past have slowly faded from department activities. The volunteer transition from Station 20 to Station 16 has been a success.

Attendance at regularly scheduled training has been lacking. Response to emergency incidents has met the primary goal of getting the ladder truck to the scene of emergencies.

Nags Head Safety Program

The mission of the Nags Head Safety Program is to eliminate employee injuries and remove all hazards from Town facilities. No serious injuries were sustained by Nags Head employees this evaluation period, and lost work days totaled three. The Town of Nags Head again validated proficiency in safety and health matters by qualifying for the OSHA Safety and Health Achievement Recognition Program (SHARP) for 2006-07. This is the 4th year the Town has met all priorities and objectives as related to successful SHARP status. The Safety Committee continued to meet monthly to discuss occupational matters, review incidents, and recommend new equipment or processes. Safety committee members participated in various training opportunities this year: annual Safety Congress, Back Safety, Eastern Carolina Safety Conference, OSHA Star Conference, First Aid and CPR, Safety Attitudes for Supervisors, OSHA 30 hour class, and the League of Municipalities Safety Workshop series. Program highlights this year include safety suggestion boxes for each facility, monthly safety inspection checklists, Town facility attic cleaning projects, and the implementation of a Town Hall records storage system. Closing out the year's activities was an employee safety luncheon, complete with a presentation on back safety by the NC Industrial Commission and the ever popular hazard recognition contest.

The Town of Nags Head is dedicated to employee occupational safety and the maintenance of a healthful workplace. Receiving the OSHA SHARP award is an honor and a testimony to all the employees who work daily to reduce injuries and accidents in the town. It could not have been done without a total management commitment and regular supervisory mandates of "Safety First" in the workplace.

Public Works

Public Works

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



Public Works Administration

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

Major completed projects include:

- **Fresh Pond Water Treatment Plant Renovations**
- Fresh Pond Water Treatment Plant renovations included replacement of the filter media and valves controlling water flow into and out of the filters. Significant renovation work was also completed in the sedimentation basin.
- **Waterline Projects**
Three relatively short waterline projects were completed to improve water quality and fire flows in Old Nags Head Cove, the north entrance to Jockey's Ridge State Park, and a new connection to the south Nags Head 500,000-gallon water storage tank.
- **Beach Accesses**
The Town Hall and Bittern Street beach access crosswalks were replaced, along with construction of new parking lots at the Indigo and June Street accesses. Site work at these latter two locations (including showers, bike racks, landscaping and signs) will be completed in FY 07-08.
- **Town Street Repaving**
Six town streets, totaling 5,026-feet (0.95 miles), were repaved using Powell Bill funds.
- **Harvey Public Sound Access**
The Harvey Public Sound Access facility was also completed during FY 06-07. This facility provides excellent access for water sports and a location for outdoor activities with a wonderful view of Roanoke Sound. The facility incorporates many "environmentally-friendly" features to handle stormwater on-site. Included are 2 cisterns to capture the rainwater from the roof and rain gardens that use the runoff from the parking lots. Various species of native plants were planted in the stormwater retention basins to serve as a demonstration project for stormwater management on the Outer Banks.

In addition to the projects listed above, Public Works Administration assisted the various Public Works divisions with developing vehicle and equipment specifications and purchasing that equipment. Included were a new backhoe for use in stormwater maintenance and construction work, a new loader for handling recycled materials, a new commercial refuse collection truck,

Public Works

and a replacement ATV for cart roll-back along South Virginia Dare Trail and refuse pick-up along South Croatan Highway.

Public Works Administration was again involved in planning the July 4th fireworks display on Nags Head Fishing Pier.

We continue to emphasize training for employees and Public Works Administration staff. During the year our office assistant attended training in "Essentials of Communicating with Diplomacy & Professionalism", "The Indispensable Assistant", "Handling Difficult & Demanding Customers", and "Managing Emotions under Pressure". The other Public Works Administration office assistant attended training in "The Administrative Assistants Conference", "How to Become a Better Communicator", and "The Conference for Women". In addition, the Public Works Director attended the American Public Works Association - North Carolina Chapter's annual conference and equipment show in Winston-Salem, in June.

During FY 2006-2007, Public Works processed 17 warning citations for sanitation code violations. We try a phone call to the customer to solve the problem first, but if this is not productive, a warning citation is then sent out. We issued no civil citations.

Calls were received and processed for special collections as follows:

Cardboard Collection: 28 calls	Cart Repair: 152 calls
Bulk Collection: 456 calls	Cracked Carts: 47 calls
Cardboard Recycling: 6 calls	Mulch Delivery: 63 calls
Cart Rollback: 36 calls	Dumpster Repair: 12 calls
White Goods: 239 calls	Cart Delivery: 57 calls
Brush & Limb Collection: 915 calls	Dumpster Delivery: 16 calls
Bagged Yard Waste Collection: 93 calls	Special Requests: 3 calls

Fleet Maintenance

The Fleet Maintenance Division performs scheduled equipment preventive maintenance procedures (which include maintaining sufficient inventory), vehicle repairs, call-out emergency repairs, and various modifications to meet departmental needs. The Division's major emphasis is preventive maintenance. However, a number of unexpected breakdowns affect 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 department to achieve its maximum performance in order to help keep other Town departments operational.

The garage staff maintains an inventory of \$30,531.42 along with diesel fuel and unleaded fuel. The Fleet Maintenance Division is fully staffed with the addition of a fleet maintenance mechanic and a senior fleet mechanic.

There were 1,428 work orders for 2006-2007 and 2,794.5 labor hours. All 4 employees in the garage are certified North Carolina Vehicle Inspectors. All Maintenance Garage staff has taken

Public Works

various Automotive Service Excellence tests and are certified in many areas of automotive and light truck as well as medium/heavy truck.

New equipment that was prepared, modified, and made ready for service in 2006-2007 include:

#946 Sanitation F-550 Dump truck for recycling	#962 Ocean Rescue Honda 4-Wheeler
#987 Sanitation Kubota RTV-900 for trash collection and cart roll back	#963 Ocean Rescue Honda 4-Wheeler
#989 Sanitation Kubota Tractor Loader for recycling	#3984 Ocean Rescue Road King Jet Ski Trailer, extensively modified
#960 Police Honda 4-Wheeler	#3985 Ocean Rescue Yamaha Wave Runner
#961 Ocean Rescue Honda 4-Wheeler	#965 Facilities Maintenance Caterpillar Backhoe Loader

In 2006-2007, vehicles were sold on GOVDEALS.com and the maintenance garage staff was kept busy with decommissioning the items to be sold, getting the information organized, and assisting in the items being picked up. Last year 1 residential garbage truck, 1 dump truck, and 3 pickup trucks were sold.

Training remains a key ingredient in staying current on new vehicles and equipment. A fleet maintenance mechanic attended a one day seminar on air conditioning, while others attended updated STARR training on residential garbage trucks. All garage personnel attended an air brake class held at Public Works. Two mechanics attended an air brake clinic held at Dare County Public Works Garage.

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

Public Facilities Maintenance

Facilities Maintenance had a very busy year overseeing the building of the new parking lots at the June Street and Indigo Street public beach accesses, along with the new walkovers at the Town Hall and Bittern Street public beach accesses. After a November storm, approximately 13 beach accesses were repaired. Facilities Maintenance began the maintenance of the highway beds on Route 158, previously maintained by the State.

Other large projects include:

- Facilities Maintenance, working in conjunction with other Public Works divisions and the Public Safety Department, was involved in the July 4th fireworks display on the Nags Head Fishing Pier.
- The first annual Outer Banks Marathon preparations, set-up, and tear down were completed this year.

Public Works

- Facilities Maintenance assisted in the conversion from propane to natural gas at Fire Station 16.
- Town Park was completely re-sodded this year.
- Facilities Maintenance was involved in the troubleshooting of the HVAC system at Town Hall.

Routine work continued to be heavy throughout FY 2006-2007. 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. The Division serviced 130 trash cans and 6 public restrooms daily from May 1st through October 1st. In addition, Facilities Maintenance oversees the 11 miles of bike path which runs the entire length of town. The Division also oversees 36 miles of streets and 1 mile of sidewalk.

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: 1,526 hours	Landscaping town facilities: 2,111 hours
Beach access cleaning: 2,627.5 hours	Right-of-way mowing: 535.5 hours
Beach Access Repairs: 2,017.5	Multi use path maintenance: 1,410.5 hours
Cleaning Town facilities: 2,328 hours	Miscellaneous: 412.5 hours
Street maintenance: 1,010 hours	Installation of Regulation Signs: 436.5 hours
Drainage: 458.5 hours	Work in Other Depts: 199 hours

Sanitation

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

The recycling program remained active with the following tonnages for main items collected at collection and commercial sites in FY 2006-2007.

White Goods – 53.15	Plastic #1 -3.54
Aluminum – 9.82	Plastic #2 – 1.9
Brown Glass – 35.33	Cardboard from Outer Banks Mall and all other sources – 174.421
Clear Glass – 12.78	Mixed Paper – 35

Public Works

Green Glass – 12.25

The total recycled for FY 2006-2007 was 354.951 tons, a 38% increase from the FY 2005-2006 total of 258.13 tons. A total of 790.21 tons of bulk collection items were collected during FY 2006-07, which is an increase of 21% or 137.68 tons from last year.

Two hundred eighty-six tons of mulch was delivered back to Nags Head residents this year out of 711 yards. The remaining volume of the mulch was used on the paths in Nags Head woods

The largest amount of material collected and transported by Sanitation was residential and commercial refuse. The residential total was 4,263.11 tons and commercial was 5,387.65 tons, for a total of 9,650.76 tons. The total refuse declined by 73.345 tons or a .76% decrease from FY 2005-2006.

Since the Brush Yard opened in January 2006, the number of customers for FY 2006-2007 have been as follows: Tuesday's 1,863, Thursday's 701, and Saturday's 1,667, with the site being open only 2 ½ days a week.

Water Distribution

This was the first full year with the new elevated water tower at the north end of town actively in service. Water Operations and Water Distribution personnel spent a considerable amount of time determining the new hydraulic lay out of the distribution system. The Distribution Division, after the purchase of a new trench box, which is used for shoring up trenches, completed the fire hydrant installation project by installing five hydrants in south Nags Head.

For the second year in a row, Mother Nature spared her wrath on the distribution system, with the exception of minor damage from the Thanksgiving storm. By January, the Division lost a technician to Sanitation and hired a new employee.

Several improvements were made to the water system this past year:

- The replacement of the damaged 8" water main from Carolista Drive north into North Ridge.
- The 2" water main on Old Cove Road upgraded to 6" from the US 158 to Cobia Way to better serve the south side of Nags Head Cove.
- A new 12" water main extension in south Nags Head creating two additional connections of the 12" main serving the water tower on Westside Court to the 8" water main going south on South Old Oregon Inlet Road.
- The Town also partnered with developers to install an 8" water main from Gull Street to East Gray Eagle Street, as well as a developer's extension of an 8" water main down West Grey Eagle Street, all of which will have a significant impact in improved fire flows and water quality.
- There was an additional 5 independent fire service mains (including Backflow Control Devices) installed to structures throughout the town.

Public Works

All included, these projects added 400 feet of 6", 2,000 feet of 8" and 200 feet of 12" water mains and 15 additional fire hydrants to be maintained by distribution personnel.

This year we experienced 14 water main failures (2" through 12") in the system. Technicians completed 19 service line repairs (3/4" through 2") and responded to 36 after-hour call outs. Water Distribution had one technician successfully complete Distribution school and pass his exam to become a state certified "C" Water Distribution Operator. All the other Water Distribution Operators received the required contact hours to keep their mandatory state certifications active.

The Water Distribution Division installed the following number of water taps during FY 2005-2006:

3/4" – 25	1" – 17	1 1/2" – 0	2" – 1
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This compares to the following taps installed in FY 2005-2006:

3/4" – 32	1" – 54	1 1/2" – 1	2" – 1
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The number of locate requests were down this year to 915 compared to 1,256 in 2005-2006

Water Operations

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

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

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

Overview of Operation

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

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

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

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

Special Projects

- **Replaced Eighth Street and Gull Street Chlorine Leak Detectors**
The Eighth Street and Gull Street chlorine leak detectors were replaced in July 2007 by staff. The monitors that were removed were beginning not to hold calibration.
- **Replaced Eighth Street and Gull Street Chlorine Scales**
The daily readings taken from these scales are used on the monthly reports sent to the State. The scales that were replaced were reading chlorine used per day inaccurately.
- **Began Individual Distribution Site Plan Evaluation (IDSE)**
The Wooten Company is working with the Town to meet EPA requirements for Stage 2 of the Disinfection By-Product Rule (THM's/Haa5's). The plan was submitted to the EPA and the State for review in August 2007.
- **Repaired Eighth Street Distribution Pump**
The Eighth Street Distribution Pump #2 was repaired by Ireland Electric in June 2007.
- **Refurbished Motors on Gull St pumps #1 and 2**
The motors on Gull St pumps #1 and 2 were refurbished in May/June 2007.
- **Replaced Gull Street Chlorine Room Door**
The chlorine room door at Gull Street was replaced because the old door frame was not secure.
- **Installed Chlorine Monitor at Eighth Street Water Tower**
The chlorine monitor was connected to the SCADA computer allowing for monitoring of the chlorine residual at the Eighth Street water tower. Installation of the monitor was completed in September 2006.

Fresh Pond

During the summer of FY 2006-2007 the starting water level of Fresh Pond was 7 feet above sea level. Fresh Pond operated from July 1, 2006 through August 15, 2006. Fresh Pond stopped delivering water to the Dare County main on August 15, 2006 due to an algae bloom that put the

finished water turbidities over the .3 NTU's limit. The sedimentation basin was drained and cleaned out by August 29, 2006. Fresh Pond received a Notice of Violation from the Division of Water Quality dated August 18, 2006. This violation was received because Fresh Pond did not have a non-discharge permit for the back wash water. The Water Plant /Fresh Pond has operated since 1963 without any type of a permit from the Division of Water Quality. At this time, Fresh Pond is operating under a Special Order of Consent. The Wooten Company was hired to engineer what will be needed to meet compliance.

Special Projects

- **Replaced 11 Sedimentation Basin Baffles and the Diffusion Wall**
Eleven cypress baffles were replaced and the diffusion wall was replaced with juniper. Three cypress baffles replaced in April 2006 are still in service. Kemp Construction completed the work by June 1, 2007.
- **Replaced Sedimentation Basin Launderer**
The Wooten Company designed the new launderer, which was built by Kemp Construction. The new design improved the settling of flock in the sedimentation basin to help with turbidities. This project was completed by June 1, 2007.
- **Replaced Filter Media in Both Filters**
Robert's Filter removed and replaced all filter media. The original filter media was installed in 1985. The work was completed April 27, 2007.
- **Replaced Process Valves in Filter Building**
Valves were purchased from The Perkinson Company and installed by Kemp Construction. The original 1985 actuators are still in service. This work was completed June 1, 2007.
- **Replaced Finish Water Pump #3 Motor**
The Finish Water Pump #3 motor was replaced in June 2007.
- **Rebuild Finish Water Pump on Pump #3**
The Finish Water Pump on Pump #3 was rebuilt in June 2007.
- **Constructed Walkway to Raw Water Building**
A walkway to the Raw Water Building at the Water Plant was constructed in April 2007.
- **Replaced Roof and Sky Lights on Raw Water and Filter Building**
The roof and the sky lights on the Raw Water and Filter Building were replaced. This work was completed by John Criner Roofing Inc. in June 2007.
- **Cleaned Earthen Basin**
Alum sludge was removed from the earthen basin and put into the drying beds in January 2007.
- **Installed Three Monitor Wells**
Three monitor wells were installed for compliance testing due to the Notice of Violation. The wells were installed by a hydrology firm, GMA Inc., in February/March 2007.

