

Town of Nags Head Annual Report

Fiscal Year 2005-2006



Town of Nags Head Annual Report

Table of Contents

Administration.....	1
Board/Committee Meetings, Agendas, Minutes, Public Notices	1
Objectives	1
Supporting Information.....	1
Town Code, Ordinances, Resolutions, Proclamations and Policies.....	2
Objectives	2
Supporting Information.....	3
Permits, Applications, Meeting Room Reservations.....	3
Objectives	3
Supporting Information.....	3
Records Management	4
Objective	4
Supporting Information.....	4
Research.....	4
Objective	4
Supporting Information.....	4
Bids, Certifications, Oaths, etc.	4
Objectives	5
Supporting Information.....	5
Public Information Officer	5
Objectives	5
Supporting Information.....	5
Town Web Site.....	5
Objectives	5
Supporting Information.....	6
Highlights of Fiscal Year 2005-2006 - Goals for Fiscal Year 2006-2007.....	6
Administrative Services	8
Accounting and Collections.....	8
Human Resources.....	9
FEMA.....	9
Information Technology.....	10
Reorganization of Department and Staffing	10
Information Inc. Evaluation.....	10
Financial Server and Operating System Replaced.....	11
Upgrade of Munis Software.....	11
South Nags Head Fire Station 21 Systems Installed.....	11
GIS Website Development and Server Installed	11
Town Hall Phone System Utilization	12
Employee Support Requests.....	12
New Workstations Purchased	12
Equipment Supported – Fiscal Year End	12

Employee Lease Purchases Processed.....	13
Planning and Development	14
Planning/Zoning	14
Land and Water Use Plan Update.....	14
Dare County Flood Maps and Nags Head Flood Damage Prevention Ordinance..	14
Study of Beach Road Development Issues	15
Hotels.....	15
Mixed Use Development Regulations	15
Stormwater and Lot Filling Regulations.....	16
Text Amendment to Town Code Section 48-562, Penalties for Violations	16
Text Amendment to Town Code Section 48-822, Land Use Regulations	16
Text Amendments to Town Code Sections 48-661 and 48-663, Changes and Amendments.....	16
Zoning Ordinance Review Committee.....	17
Town Cemetery.....	17
Grants	17
June Street, Bittern Street, Indigo Street and Town Hall Beach Accesses	17
Harvey Tract Estuarine Access.....	17
Albatross, Barnes, and Baltic Streets.....	18
Overview of New and Amended Zoning Regulations.....	18
Site Plans and Conditional Use Permit Applications	18
Preliminary/Final Subdivision Plats	19
Geographic Information Systems.....	19
Board of Adjustment.....	19
Septic Health Initiative	19
Inspection and Pumping Program.....	19
Inspection Refunds	19
Pumping Vouchers.....	20
Addressing Failing Septic Systems and the availability of Septic Loans	20
Sand Bottom Tanks.....	20
Water Quality Monitoring Program.....	20
Septic Education Program	20
Building Inspections.....	21
FY 02-03, FY 03-04, FY 04-05, FY 05-06 Comparison	22
FY 02-03, FY 03-04, FY 04-05, FY 05-06 Comparison	23
Public Safety	24
Department of Public Safety Overview.....	24
Highlights	24
Police Division	25
Community Policing and Community Watch	26
Motor Vehicle Accidents and Traffic Safety.....	28
Personal Watercraft	30
Special Events	30
Police Bicycle Patrol Officer Program	30
Police Canine (K-9) Unit.....	30
Police Training	31
Animal Control.....	31
Weather Related Emergencies and Emergency Preparedness	32

Chaplain's Program.....	33
Police Grant Initiatives	33
Fire and Rescue.....	33
Fire Station 21.....	33
Fire and Medical Response.....	33
Ocean Rescue	34
Fire Inspections.....	35
Fire Prevention and Mitigation.....	35
Infant Car Seat Installation Program	36
Fire Training.....	36
Nags Head Volunteers	36
Nags Head Safety Program	37
Conclusion and Summary	Error! Bookmark not defined.
Public Works	38
Public Works Administration	38
Fleet Maintenance	39
Public Facilities Maintenance	40
Sanitation	40
Water Distribution	41
Water Operations	42
Overview of Operation	42
Special Projects	42
Fresh Pond	43
Special Projects	43

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, Festival of Thanksgiving Committee, Artwork Selection Committee, Personnel Grievance Panel, and any 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 by the Thursday after each Monday staff meeting.
- 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 190 agenda packets prepared and distributed for 19 Board of Commissioners meetings. All meeting agendas were published in the Coastland Times and the 20 persons on the "Sunshine List" were notified of each meeting, either by fax, e-mail, or mail.

Administration

Approximately 38 Public Hearings were advertised in the Coastland Times newspaper. The Government Access Channel was used to post public notices concerning items of interest. Public 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 432 legal pages; actual text of the minutes was stored on the Town's computer network and posted to the Town's web site.

Minutes were taken and prepared for 49 staff meetings by the Office Assistant/Deputy Town Clerk; these minutes were distributed to Board members as well as to all Town employees; they provide a weekly update of events/issues throughout the Town. The number of staff meetings is affected by the number of storm events impacting the Town.

Agendas, minutes and reports to the Board of Commissioners were prepared for 10 Citizens Advisory Committee meetings and for eight Artwork Selection Committee 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.

Artwork Selection Committee duties include scheduling monthly artists, arranging for artwork delivery, ordering artwork identification plates, preparation of artist biography, and the ongoing update of an artwork directory which includes a photograph of each artwork.

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. The Town Clerk's office is responsible for the downloading of Board agendas/backup materials to the Town web site in a timely manner.

All administrative duties of the Festival of Thanksgiving Committee are the responsibility of the Office Assistant/Deputy Town Clerk.

Town Code, Ordinances, Resolutions, Proclamations and Policies

Objectives

- Process all ordinances, resolutions, proclamations, and policies adopted by the Board of Commissioners; process all policies approved by the Town Manager.
- Maintain an up to date Town Code.
- Prepare and distribute updates to the following Town documentation: Town Code, Consolidated Fee Schedule (CFS), Policy Book, and Document 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 Fee Schedule.

Administration

Supporting Information

The 56 ordinances (an increase of 13 from last year), 37 resolutions (an increase of 13 from last year) and 6 proclamations (a decrease of two from last year) adopted during Fiscal Year 2005-2006 were processed through the Town Clerk's office.

All policies adopted by the Board of Commissioners and the Town Manager were prepared and distributed.

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

The Town Code may be accessed on the Internet through the Town's web site. This is very helpful when outside inquiries/requests are received for specific sections of the Town Code and has reduced the number of individuals/companies who contact the Town for updates and who subscribe to the Town for Code supplements.

The Dare County Library is furnished with up-to-date copies of the Town Code as well as BOC meeting video and DVD tapes.

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; utilize Town policy for reservation of the Board Room.

Supporting Information

Approximately 33 reservations for the Town Park (a decrease of 11 from last year) were coordinated in Fiscal Year 2005-2006.

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. The Board-adopted policy for the use of the Board Room is followed by staff when scheduling the Board Room.

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

Administration

Thirty Outdoor Crowd Gathering Applications (an increase of 11 from last year) were processed. Many require coordination of special parking, etc. requests.

There were 282 temporary beach driving permits generated, signed and sealed for the Nags Head Surf Fishing Tournament in October 2005.

One massage therapy business/massage therapist application was processed in Fiscal Year 2005-2006; 1 taxi-cab application (request for certificate of public convenience and necessity) was received and 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 and resolutions are numbered and stored in permanent books. All formal Board of Commissioners minutes are filed in permanent minute books.

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.

The emergency evacuation box, provided to the Fire Chief during times of emergency, was updated – it contains various items including the Dare County Emergency Operations Plan, the Town Code, Re-entry cards, master key list and keys, Town facilities videos, computer system backup disks, and the latest version tax records.

Research

Objective

- Research Town records in an efficient and timely manner in response to requests for information, either from other Town departments, other municipalities, or from citizens.

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.

Clarification on specific Board actions is provided to department heads through this office.

The ability to index Board of Commissioners minutes from 1972 to the present has been very useful.

Bids, Certifications, Oaths, etc.

Administration

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

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

The Town Clerk certified, attested, and notarized several different types of documents in Fiscal Year 2005-2006. The Oath of Office was administered to four new police officers (up from one officer in the previous year).

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

Forms to register to vote in Dare County are kept on file and provided upon request. Completed registration forms are mailed to the County Board of Elections office.

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 37 news releases during Fiscal Year 2005-2006 to include ocean-related risks, road closings, water flushing schedules, and hurricane/storm updates. There were 77 email broadcast messages sent to the Town's broadcast list.

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.

Administration

- 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. Positive feedback has been received from the general public concerning the availability of the agenda backup information.

News items of interest, i.e., waterline flushing schedule, 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.

All Board/Committee membership rosters are maintained on the Town's web site; Board/Committee application form is also posted.

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 2005-2006 - Goals for Fiscal Year 2006-2007

Highlights of Fiscal Year 2005-2006:

- Board minutes - Forwarding of all formal Board of Commissioners meeting minutes to State for microfilming for safekeeping has been completed; confirmation expected soon.
- Town web site - PIO maintains updated Home/Front page News to include easy access to latest BOC meeting agenda/backup and to include items of specific interest, i.e., public hearings concerning "hot" topics such as beach nourishment, LUP update, etc.
- Town web site - Updated with all Board of Commissioners meeting agendas, backup materials, actions, approved minutes, and public hearing/meeting notices.
- Town web site - Updated with Administration information to include agenda/meeting minutes for CAC and Artwork committees.
- Town web site - Town web site inquiries were received and forwarded to appropriate department as necessary - inquiries increased considerably during this time period.
- Email Broadcast - Weekly use of Town's Email Broadcast to transmit messages of interest, i.e., ocean rescue information, street paving schedule, street closures, etc. to those registered.
- Consolidated Fee Schedule - Updates included on Town web site.

Goals for Fiscal Year 2006-2007:

- Town web site - Continue to customize Town web site (Administration Department, Board of Commissioners and Town Boards/Committees). Continue to make web site more user-friendly with easier access and links to more items of interest.

Administration

- Town web site - Update "Frequently Asked Questions" (FAQ) section.
- Town web site - Complete updated Artwork Selection Committee page with links to all artist biographies and photos of artwork.
- 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.

Administrative Services

Administrative Services

The Administrative Services department provides continuous support for all of the other Town departments in the areas of human resources, information systems management 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.

Several changes to personnel and positions were made throughout the year. The deputy manager/finance officer was split into two positions. The position of deputy finance officer was eliminated. One of the two accounting technician positions was upgraded to a senior accounting technician. The positions of MIS systems coordinator and MIS support technician were eliminated and replaced by the single position of information technology administrator supplemented by a part-time IT position.



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 12 budget amendments, which included 191 adjustments in 2005-2006. There were 3,985 accounts payable checks issued during the fiscal year and \$3,489.31, up from \$2,646.76, was saved by taking advantage of purchase discounts. In addition, credit card payments of \$79,251.93 were processed and allocated to the appropriate expenditure account compared to \$90,928.15 during the prior fiscal year. There were 291 new vendor files established bringing the total vendor files to 4,111. There were 1,573 purchase orders issued and 52 1099's 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 \$120,398 from sales and use taxes paid compared with \$72,084 in the prior year.

The Town enjoyed a 99.97% tax collection rate (unaudited) for the fiscal year ending June 2006. This represents an increase over the prior year. The breakdown includes a collection rate of 99.12% for DMV and 99.99% for advalorem taxes. There were 5,962 tax bills issued, 630 late tax notices, and 34 uses of enhanced collection methods including attachment and garnishment. There were 1,251 privilege licenses issued (versus 3,804 in the prior year). Of the 3,804 issued in FY 2004-2005, 2,384 were licenses for rental properties, of which 1,298 were refunded payments with the remaining 1,086 released prior to payment being made. There were also 842 delinquent privilege license notices and 465 tax certifications for real estate transactions.

Water encountered another busy year as well with 27,633 water bills processed, 2,688 second notices and 193 cut-off tags prepared (down from 226). We also began making courtesy phone calls to each customer prior to cut off of water service. There were 65 new water service accounts (down from 74) and 241 accounts were final billed and transferred to new owners. There were 40 Septic Health credits processed of the 41 issued. Our total active water accounts at June 30, 2006 were 4,644 (4,258 residential). During the year, 397 adjustments were made

Administrative Services

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 stormwater fee of \$4 per water bill in March of 2005 with total revenues of \$36,776 as of June 30, 2005 with additional revenues of \$110,796 for the year ended June 30, 2006.

An unqualified (clean) opinion was received from our auditors Pickrel, McGinnis & Dowdy on the Town's financial statements for the previous fiscal year. During the year, the contract for the Town's audit for the next three years was awarded to Martin Starnes & Associates.

This past year 8 workers compensation claims were filed representing \$24,333 in total costs and 45 lost work days compared with the prior year's 12 claims with \$8,767 in total cost and 55 lost work days. We also facilitated 5 incident/damage claims totaling \$8,981. Administrative services also provided support for grants and land transactions.

Human Resources

The most recent pay and classification plan was implemented during the fiscal year retroactive to July 1, 2005 with 20 changes to positions and 33 salary grade changes. There were 15 full time vacancies advertised for the various departments in Fiscal Year 2005-2006 and a total of \$2,200 was spent on advertising those vacancies. New employee orientation and processing was conducted for 24 full time employees and 39 part time employees. There were also eight promotions/ internal transfers, ten resignations, and two retirements processed. There were 688 payroll checks issued in Fiscal Year 2005-2006 along with 2,958 direct deposit advices. There were no notices of potential unemployment claims processed with no hearings held. 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. Two hundred computer loans have been processed in this program with 18 new loans in Fiscal Year 2005-2006 totaling \$23,191. A cumulative total of \$347,128 has been loaned under this program. The total amount outstanding at June 30, 2005 was \$28,423. As part of the Town's commitment to its employees, the funds expended for training amounted to an average of \$440 per employee for Fiscal Year 2005-2006.

FEMA

At the end of the prior fiscal year, we had \$2,392,554 in unreimbursed storm related costs from Hurricane Isabel for projects which had not yet received final inspections from FEMA. During this year, all the remaining open projects were finalized and we received reimbursement from FEMA in the amount of \$2,171,809 including administrative costs of \$60,168. The amount expended for sprigging the berm of \$280,914 was denied for reimbursement and is currently being appealed. During the year we also received \$5,815 from FEMA for costs occurred from Hurricane Ophelia last fall.

Information Technology

Reorganization of Department and Staffing

The last day the former Management Information Systems (MIS) Department was staffed by two full-time employees was August 19, 2005. Since that time the MIS Department was reorganized, renamed, and staffing changed. These changes came about after discussions between the current Information Technology (IT) Administrator, the Town Manager, and then acting Deputy Town Manager Charlie Cameron. Sources from neighboring towns and other local government organizations were also consulted in making this change. Additionally, a study of the department by a third party consulting firm was requested by the Town Manager. The study, completed by Information Inc., offered several options and suggestions for reorganizing the department. It was reviewed by management, IT staff, and the Board of Commissioners and the reorganized IT Department is the result.



The IT Department is presently staffed by one IT Administrator and one IT Assistant. The Administrator position is a full-time exempt position. The Assistant position is a part-time position currently budgeted for 12 hours per week.

Some of the minor administrative duties and responsibilities of the former department are now being shared by other departments. Currently, efforts are underway to further remove the burden resulting from reduced staffing in the new department. (Though these changes are actually taking place in Fiscal Year 2006-2007, they were discussed and planned as a result of the reorganization that occurred in Fiscal Year 2005-2006.)

The Basic Support Group (BSG) is being revitalized. It is planned that this group will become more active by handling the first response to all help desk calls and receive more training. Another relatively time intensive responsibility that is largely being removed from the IT Department is the responsibility for cellular communications equipment.

Otherwise, the IT Department remains responsible for the evaluation, installation, and maintenance of all Town networking equipment, servers, workstations, laptops, printers, and other peripheral equipment, and the installation and maintenance of all software (with the BSG being the first line of support for these items in the near future). The phone systems and desk sets are also handled by the IT Department. The IT Department also supports related technology and communications equipment such as PDA's and FAX machines.

Information Inc. Evaluation

As mentioned previously, an evaluation of the Town's IT operations was completed January 23, 2006. Two consultants from Information Inc. were onsite December 16-17, 2006 performing interviews and evaluations. The resulting document assessed the entire IT Department and made suggestions. The Town Manager and IT Staff discussed and reviewed the resulting document and many of the recommendations were used during the restructuring of the department.

Financial Server and Operating System Replaced

Replacement of the Munis application server and operating system was completed January 19, 2006. This is the most critical server for the Town's daily operations. The Town's entire financial operations software resides on this computer. The operating system was changed from SCO Unix to Red Hat Enterprise Linux. Linux is a highly reliable, well supported, and economical operating system and has served our needs well.

Upgrade of Munis Software

After the Financial department server was replaced, the Munis Financial Application software was upgraded from Version 2003 to Version 2005. This was completed June 1, 2006.

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 has an improved interface, the product has been very problematic for us. Getting the subsequent issues resolved has been time intensive for both Financial Staff and IT Staff. Munis support has been and continues to be contacted on at least a weekly, if not daily, basis in working out these problems.

South Nags Head Fire Station 21 Systems Installed

South Nags Head Fire Station 21 was operational on February 19, 2006. IT Staff researched and procured the phone system, network infrastructure, and computers for the new facility and oversaw and participated in the installation of these systems from start to completion. Public Safety Director Charlie Cameron stated that the installation of these systems was finished on schedule and under budgeted allowances.

All networking infrastructure for this facility meets current gigabit standards and is extended to the Town network via a leased fiber optics connection. This will allow for expansion and support of a Voice Over IP phone system connected to the Town Hall.

GIS Website Development and Server Installed

Early in the fiscal year, a new GIS website was developed through the joint efforts of the IT Department and the Planning Department. This website was initially developed for the quick dissemination of storm damage information in GIS format to the public via the Internet.

Subsequently, the site is being developed for serving other useful information to the public. Points of interest and facilities related to tourism, flood plain maps, zoning maps, and other information will be made available on the Internet in geographic format as the site is developed further. The server that initially hosted the site was found to be inadequate and a new server was purchased. The installation of this server was completed on June 16, 2006.

Town Hall Phone System Utilization

Incoming and outgoing phone calls logged to the Town Hall phone system for Fiscal Year 2005-2006 totaled 157,014. The IT Department's share of this was 2,595 phone calls, with a total duration of over 143 hours. (These figures do not include extension to extension calls.)

This is the third consecutive year total phone calls to and from the Town hall phone system has decreased. Fiscal Year 2004-2005 totaled 161,312 and Fiscal Year 2003-2004 totaled 262,754. (Hurricane Isabel was responsible for an unusually high call volume in Fiscal Year 2003-2004)

The IT Administrator believes this trend is due to the increased use of both wireless communications and the increased use of communications and information available over the Internet. It is believed this trend in communications will continue and this observation should serve as the impetus for further evaluation of installing wireless networking infrastructure within the town. The town's geographic layout is well suited for this development and the fiber optics currently in place could be utilized in facilitating this project. Many small municipalities and communities are beginning to implement municipal wireless networks and finding it is money well invested for the benefit of both Town operations and their citizens.

Employee Support Requests

The IT Department continues to strive to offer Town employees the highest level of support for their daily technology needs. A total of 221 work requests were logged in Fiscal Year 2006. This is down from the 266 logged in Fiscal Year 2004-2005. This reduction is due to reduced staff. To save time, the more ordinary requests for help in Fiscal Year 2005-2006 that were not useful for future reference were not logged. Plans to greater utilize and involve the BSG in the helpdesk process should result in a larger number of requests for help being logged in the future.

New Workstations Purchased

The IT Department purchased 9 new workstations in Fiscal Year 2005-2006. Of these, 8 replaced existing workstations and 1 new machine was installed in the BOC building to replace an aging laptop.

The new BOC machine includes a video capture card. This card allows the machine to receive a direct feed from the video taping equipment to use for the live Internet broadcast. This arrangement has greatly improved both the audio and video quality of the live Internet broadcast.

Equipment Supported – Fiscal Year End

As of June 30, 2005, the IT Department supported:

Telephone Equipment

3 telephone systems with a total of approximately 105 telephone sets

Computers

9 Application Servers

53 Workstations and 42 Laptops

Information Technology

Network Infrastructure

13 Switches, 4 Firewalls, 4 Routers, 4 Wireless Access Points
1 Spam Filter Appliance

Employee Lease Purchases Processed

The IT Department reviewed and processed 18 Employee Lease Purchase Agreements in FY 2005-2006.

Planning and Development

Planning/Zoning

Land and Water Use Plan Update

The Land and Water Use planning process formally began October 2005. At the direction of the Board of Commissioners, a "Lead Planning Group" was formed to serve as an advisory committee during the update process. Thirty-eight community stakeholders were invited to participate. Additionally, the Town hired a consultant to assist with public involvement efforts and to develop and administer a land use survey. A citizen participation plan was drafted describing the specific methods the Town would be using to involve the public throughout this two-year process. Additionally a schedule of public involvement activities was developed. The first meeting with the Lead Planning Group (LPG) was held in October 2005 and the first public meeting was held later that month. Initial meetings were designed to gather input on key concerns and emerging community issues. These concerns and issues were refined into specific questions for the Land and Water Use Plan public opinion survey with significant input from the LPG and the public. The list of survey topics included beach nourishment, growth and development, transportation, community facilities, environmental quality, recreation, and open space. The public opinion survey was sent to all Nags Head residents and property owners in late February 2006. The Town received over 1,000 responses to the survey and the results were presented to the Board of Commissioners at the June 2006 regular meeting.



During early summer 2006, Planning Staff was in the process of compiling documentation required for the completion of Phase I, which included analysis of existing conditions (population, housing, economy); mapping of existing land use, community facilities, infrastructure, natural systems, environmental conditions, natural and man-made hazards, and a composite map(s) of environmental conditions; identification of growth trends of permanent and seasonal population, housing units, and commercial development; forecast of future growth and land and infrastructure requirements; development of a build-out scenario; and a land suitability analysis. Staff and the consultant were also working with the Lead Planning Group to examine the current vision statement and suggest revisions to the Board of Commissioners based on the information gained through the Phase I public involvement exercises.

Dare County Flood Maps and Nags Head Flood Damage Prevention Ordinance

In May of 2005, the Town received draft copies of the revised flood maps for Dare County. Several public outreach efforts were hosted by the County to advertise and explain the process for protesting or appealing information on the maps. The protest and appeal period was held during the summer of 2005. The Town filed several protests but no appeals. The Town was informed in early 2006 that all protests and appeals for the Town of Nags Head had been resolved and that the maps should now be considered final. The Town was also notified that the deadline for adopting the new maps and a new flood damage prevention ordinance was September 20, 2006. Planning Staff revised the Town's flood damage prevention ordinance to be consistent with the revised North Carolina model flood damage prevention ordinance and

advertised for public hearing in June 2006. Notifications were sent to properties located in or adjacent to current or revised Special Flood Hazard Areas. Planning Staff received numerous requests for information regarding the map revisions. Planning Staff also received a positive review on the Town's revised flood damage prevention ordinance from the North Carolina Department of Crime Control and Emergency Management. Public hearings were held in July and August 2006 on the revised maps and the flood damage prevention ordinance, which was adopted by the Board to become effective September 20, 2006.

Study of Beach Road Development Issues

Recent concerns over changing development patterns on the Beach Road prompted the Board of Commissioners to establish a Beach Road Development Committee to examine these issues. In late 2005, the Board of Commissioners and the Beach Road Committee agreed to hire the NC State College of Design to assist in developing a future vision for the Beach Road. Planning Staff has been working with students and faculty from the College of Design. A series of workshops were held in mid-March 2006 to solicit input on future alternative development scenarios for the Beach Road. In late May 2006, the Beach Road Committee and the design team from NC State hosted another series of workshops to discuss Beach Road issues with area business and property owners. Over 50 attendees provided invaluable information to the group. Some general themes the group agreed upon were:

- Pedestrian/bicycle transportation facilities are important along the Beach Road; equally important are pedestrian/bicycle connections to other areas of town.
- Generally favored are locally-owned or "mom and pop" businesses.
- Beach Road buildings should reflect a low density character (should be smaller in scale and mass than Croatan Highway).
- Nags Head historic cottage row architecture is desirable, but "funky" small-scale businesses are also part of the Beach Road character.
- Mixed uses are desirable on the Beach Road.
- The Town should consider changes to non-conformity zoning regulations to help existing businesses renovate or expand.

Hotels

The Board of Commissioners approved a series of amendments to hotel standards in the Village at Nags Head Hotel District. These amendments included modifications to setbacks, lot coverage, and the addition of a new use classification for hotel suites. The parking standard for hotel conference and meeting rooms was also amended. As a result, a site plan was approved for a 90-room hotel to be located in the Village at Nags Head on the small hotel parcel fronting NC 12. At the time of this report, a building permit had not been issued for this project. Additionally, approvals were received for a 17-unit suite hotel at the former site of the Oasis Restaurant. This project was under construction at the time of this report. Finally, a rezoning was approved for a property located along the southern boundary of Village at Nags Head. This property was formerly C-2 General Commercial and now is included as part of the Village at Nags Head Hotel District. Staff anticipates that a site plan will be submitted for a hotel project on this property.

Mixed Use Development Regulations

At the direction of the Board of Commissioners, Planning Staff drafted several ordinances to allow various combinations of uses on a commercial site. Ordinances were drafted for two new conditional uses that would be allowed in the C-2 General Commercial zoning district: commercial/residential mixed development and office/retail group development. Commercial/residential mixed development allows a combination of office, retail or restaurant uses in conjunction with multi-family in a single building on a commercial site. Office/retail group development allows a group of buildings on a single site that are occupied and used for

professional offices, retail and/or restaurant uses. Since the adoption of these ordinances, the Board of Commissioners has approved several site plans for both uses.

Stormwater and Lot Filling Regulations

Planning Staff drafted an ordinance to regulate the amount of fill that could be placed on residential and commercial lots. As adopted by the Board of Commissioners at the regular August 2005 meeting, the ordinance prohibits the placement of fill above the base flood elevation or limits the placement of fill to two feet above original grade if outside a flood zone. Fill can only exceed these limitations where it is mandated by the Dare County Health Department for the installation of an on-site wastewater system. In addition to fill limitations, any fill in excess of three feet above original grade shall require the development and approval of an engineered stormwater plan. This ordinance was re-adopted in April 2006 with additional provisions to regulate the use of bulkheads for the purpose of retaining fill.

Text Amendment to Town Code Section 48-562, Penalties for Violations

Civil penalties are typically only assessed after failure to comply with an originally issued notice of violation. In other words, they are a secondary enforcement action under the Zoning Chapter. Planning Staff drafted an amendment that now allows civil penalties to become a primary or first step enforcement action under limited circumstance, with those circumstances being the use of property or the construction or alteration of structures without an approved conditional use permit or zoning permit, and the obstructing or interfering with an official in the execution of his duties in the enforcement of the ordinance.

Text Amendment to Town Code Section 48-822, Land Use Regulations

Under the previous terms of the ordinance, the land use districts within the Village are placed in a hierarchical order with the Hotel District being the most intensive land use and Detached Single-Family Home District being the least intensive. Ordinance Section 48-822 presently sets forth the requirements and procedures by which a property owner may change the zoning district classification of their property. If the property owner seeks to change the designation of property to a less intensive use as shown in the land use hierarchy, then no Board of Commissioner approval to make such change is required. However, if the property owner seeks to change the zoning designation of property to a more intensive land use, then Board of Commissioners approval is required. The amendment changes this process by requiring that any proposed change in the zoning district classification of property within the Village follow the exact same process that all other properties within the Town presently adhere to as set forth under Code Section 48-661. In short, this code section requires that all requests to amend the zoning classification of property be reviewed and decided by the Board of Commissioners after a duly advertised public hearing.

Text Amendments to Town Code Sections 48-661 and 48-663, Changes and Amendments

This amendment set forth procedural requirements for the Board of Commissioners and Planning Board in the consideration of zoning text and zoning map amendment requests that were recently added to state statute. New language in N.C.G.S. 160A-383 requires that prior to action on any proposed zoning amendments, both the planning board and governing body must make a specific finding as to the consistency of the proposed amendment with the Town land use plan. New language added to G.S. 160A-387 also establishes a 30 day time limit by which the governing body must await the recommendation of the planning board on proposed zoning amendments.

Zoning Ordinance Review Committee

In May 2006 staff met with the Zoning Ordinance Review Committee, which was appointed by the Board of Commissioners, to review and make recommended changes to the zoning ordinance where necessary. The Committee conducted its review and reported to the Board of Commissioners its findings. The Board authorized staff to proceed with preparing zoning text amendments to sections of the ordinance pertaining to the definition of height, setbacks for accessory pools and other outdoor uses, buffering, time limits for zoning approvals, applicants for rezoning applications, and public notice requirements for public hearings. Planning Board review of these amendments began in June 2006. Public hearing on these proposed amendments by the Board of Commissioners will begin in September 2006.

Town Cemetery

Planning Staff, in coordination with the Cemetery Committee, hired a consultant to conduct a one-time site visit and "fatal flaw" analysis of the property adjacent to the former Outer Banks Medical Center for a proposed cemetery. A portion of the Britthaven property was also evaluated. The consultant, Carol A. Johnson & Associates, Inc., provided a report, which included a cursory analysis of possibilities for the two sites as well as next steps to move the project forward. As recommended by the consultant's report, Staff included questions in the Land Use Plan survey pertaining to the desirability of a Town cemetery. The results of the survey were reported to the Board of Commissioners prior to the adoption of a final budget for Fiscal Year 2006-2007. No funds were included in the Fiscal Year 2006-2007 budget for further cemetery planning.

Grants

June Street, Bittern Street, Indigo Street and Town Hall Beach Accesses

The Town applied for five NC Public Beach and Coastal Waterfront Access grants in the spring of 2006 for the following accesses; June Street, Bittern Street, Indigo Street, Town Hall, and Forrest Street. The Town was notified in June 2006 that four of the five grants were awarded. Forrest Street did not receive funding. The total grant award is \$196,700 and the total cost estimate for these four projects is \$262,400. The Indigo and June Street projects include providing improved parking areas where an improved dune walkover structure already exists. Bittern Street includes providing an improved dune walkover where parking already exists. Town Hall includes replacement of the existing walkway.

Harvey Tract Estuarine Access

In the spring of 2004, Staff applied for a Public Beach and Coastal Waterfront Access Program grant (\$80,000) from the Division of Coastal Management to replace the existing building on the Harvey soundside access site with a new pavilion style building. Other planned improvements include a redesign of the driveway and parking lot. The new facility contains restrooms and a large covered area. The Town, in the fall of 2004, applied for a grant from Dare County Tourism Board (\$40,000) to fund the remainder of the project. Both grants were awarded for a total of \$120,000. The facility was opened in May 2006. In March 2006 the Town applied for additional funds (\$16,000) to the Division of Coastal Management for "green improvements". These improvements include a bio-retention stormwater retention area along with a cistern and solar panel heat exchanger for hot water. In May 2006 the additional funds were awarded and all improvements will be completed in the fall of 2006 with the planting of the vegetation in the bio-retention areas.

Albatross, Barnes, and Baltic Streets

In late 2005, the Town was awarded three NC Public Beach and Coastal Waterfront Access grants for beach access improvement projects. Albatross and Barnes Streets were completed in late spring 2006 and involved replacement of existing beach stairs and dune walkover structures. At the time of this report, the encroachment of the Beacon Motor Lodge onto the Baltic Street right-of-way had yet to be resolved, therefore the project has not been initiated.

Overview of New and Amended Zoning Regulations

Planning staff researched and prepared numerous requests for zoning text amendments for the Board of Commissioners' consideration.

- Landscape buffering of above ground utilities including gas lines
- Indoor Fitness Center as a permitted use in C-2 Zoning District
- Safety fencing for pools under construction
- Shared driveways and tree removal in the SED-80 District
- Exclusion of commercial parking lot interconnections from lot coverage
- Increase Board of Adjustment alternate members
- "Open House" Real Estate Signs
- Public Divine Worship as permitted activity in nonprofit/outreach center
- Communication tower and wind turbine in the SPD-20 District (Planning Board Only)
- Restaurant Definition – Food preparation allowed in accessory structure

Site Plans and Conditional Use Permit Applications

Processed by Staff for Planning Board and Board of Commissioners' review:

- Site plan application for Vitamin Sea commercial/residential development at 5205 South Croatan Highway
- Site plan application for I.G. Holdings, L.L.C. retail development at 7109 South Croatan Highway
- Site Plan/conditional use/vested right application to modify parking lot and add on-site sewage treatment system for Comfort Inn South hotel 8031 South Old Oregon Inlet Road
- Site plan application for new office/residential development at 4301 South Croatan Highway
- Site plan/vested right application for new office building development at 111 East Baltic Street
- Site plan/vested right application for the redevelopment of TW's retail store at 2230 South Croatan Highway
- Hotel concept conference and review of proposed site plan/vested right/conditional use application for proposed sound-front Oasis Hotel development at 7710-7712 South Virginia Dare Trail (formerly the Oasis Restaurant site)
- Office group development concept conference for proposed South Beach Plaza office group development at US 158/Oak Knoll Drive (former Rocker Room Day Care site)
- Site plan/vested right/conditional use application from I.G.Holdings, LLC for proposed gas mart (gas station and convenience store) at 2922 South Croatan Highway (formerly the Nags Head Supermarket)
- Conditional use/site plan application for 90 unit, 5 story Oceanside Hotel- Lot 21 Small Hotel parcel, Village at Nags Head
- Conditional use/site plan/vested right application for South Beach Plaza office/retail group with two restaurants - Lots 2,3, and 4 Ilex Subdivision and Lot 40 Nags Head Pond Subdivision

- Conditional use/site plan application for a massage therapy facility located at 2910 S. Croatan Hwy, within Central Square Center
- Conditional use/site plan/vested right application for an expansion to RV's Restaurant and construction of an accessory building in conjunction with RV's Restaurant. The property is located at 7340 and 7344 S. Virginia Dare Trail respectively.
- Site plan/vested right amendment application for the Goodrich Office Building located at 111 E. Baltic Ave. This request consists of converting existing deck area to office area.
- Site plan amendment for the Sonic Drive-Thru located at 5211 S. Croatan Highway. This request consists of regarding the southwest portion of the lot, removing and relocating the existing landscape buffering.
- Site plan amendment for Prudential Resort Realty located at 5219 S. Croatan Hwy. This request consists of regarding the northwestern portion of the lot, removing and relocating the existing landscape buffering.
- Site plan/conditional use application by Cahoon & Kasten Architects for a commercial/residential mixed development consisting of a first floor office use and 4 residential units on the second floor. The property is located at 4301 S. Croatan Hwy, just south of St. Andrews by the Sea.
- 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 story. The property is located at 100 W. Gray Eagle Street.

Preliminary/Final Subdivision Plats

Processed by Staff for Planning Board and Board of Commissioners' review:

- Oaksmith Subdivision Final Plat
- Sandcastle Final Plat (Planning Board Only)

Geographic Information Systems

Planning Staff were involved in several GIS projects throughout the year. These include:

- Continued refinement of a Town-wide address point layer
- Town waterline mapping
- Nags Head web-based map viewer
- Mapping and GIS analysis for the Land and Water Use Plan update

Board of Adjustment

Staff processed a total of nine appeal and variance applications for the Board of Adjustments consideration over the past fiscal year. Specifically, staff prepared seven variance requests and two appeal requests. This year's cases ran a range of issues including an appeal of the Zoning Administrator's determination of what constitutes habitable living space to variance requests from the fill ordinance and swimming pool (outdoor recreational use) principle structure setbacks.

Septic Health Initiative

The following represents a summary of the Septic Health Initiative Program activities for Fiscal Year 2005-2006.

Inspection and Pumping Program

Inspection Refunds

In August of 2005, incentive-based septic inspection rebates for the sixth consecutive year became available to property and business owners whose septic systems are not managed by a state certified operator. These rebates were given to reimburse the full cost of an inspection (\$65) performed by two Town approved contractors.

These contractors completed 222 septic system inspections between July 2005 and May 2006. Furthermore, Town staff completed an additional 42 courtesy inspections and assisted numerous other property owners directly with questions, concerns, and septic loan applications.

Pumping Vouchers

An incentive based pumping voucher was made available to those having their septic tanks pumped. A \$30 water credit was given to owners who had their tanks pumped between July 2005 and June 2006. To date, 41 vouchers were issued and 40 water account credits received credits for the fiscal year.

Addressing Failing Septic Systems and the availability of Septic Loans

There have been 4 loans granted for septic repair this fiscal year totaling \$4,827.72. Currently there are 12 loans with a balance of \$12,996.94

Sand Bottom Tanks

To address failing septic systems, more specifically sand bottom tanks, the Town has also applied for a grant from the Clean Water Management Trust Fund and another through the North Carolina State Clean Water Sate Revolving Grant Fund.

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 of 2000 with a few surface sites, and expanded to as many as 40 surface and groundwater (well) monitoring sites in late 2002. This monitoring currently takes place at 26 sites throughout town and yielded 1,147 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

The Septic Education Program began with the development of brochures, door hangers, and stickers that outlined proper septic maintenance. Currently these tools are given to property owners, businesses, rental agents, and new homeowners. These components help to spread the word on how property owners and the environment can benefit from properly maintained septic systems.

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

In May of this year, Town Staff visited area middle schools in conjunction with earth day activities and gave presentations to 6th grade science classes.

Building Inspections

With the inspections department fully staffed with qualified personnel this year has been busy and very productive. The completion of the Nags Head Elementary School gave the department a little breather. Even with the decrease in the residential real-estate market, many projects from last year lingered into this year. Within the last few months a slow down in inspections for residential permits has begun. On the other hand, however, new commercial and redevelopment of commercial sites have increased.

With this activity and the site plan approval for a new hotel in The Village and office and residential site plan approval that permits have not been applied, it appears as if the inspection department will be very busy in the upcoming year.

The Code Officials Qualification Board has 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 two hour continuing education per subject.

This will require a considerable amount of school and travel to keep current certificates active making what appears to be a busy schedule even busier with personnel having to attend continuing education classes along with the needed workshops.

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. Also, 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).

FY 02-03, FY 03-04, FY 04-05, FY 05-06 Comparison

	FY 02-03	FY 03-04	FY 03-04 Change	FY 04-05	FY 04-05 Change	FY 05-06	FY 05-06 Change
Board of Adjustment Cases	19	12	-37%	15	25%	9	-40%
Coastal Area Management Act (CAMA)							
Minor permits issued	85	113	33%	92	-18%	77	-16%
Violations cited and corrected	2	54	2600%	4	-93%	0	0%
Exemption letters	26	364	1300%	74	-80%	48	-35%
Soil Erosion/Sedimentation Control Plans reviewed	116	88	-24%	67	-23%	59	-12%
Crowd gathering permits reviewed	22	28	27%	19	-32%	30	58%
Miscellaneous actions and citations							
Warning citations issued	33	41	24%	40	-2%	60	50%
Civil citations issued	426	902	112%	1449	61%	442	-70%
Code Compliance Inspections	932	802	-14%	740	-8%	574	-23%
Major subdivision plats	4	4	0%	3	-25%	5	67%
Amendments	32	32	0%	37	16%	21	-43%
Site plans							
Commercial	21	4	-81%	15	225%	19	27%
Residential	170	118	-31%	92	-22%	73	-21%
Building Permits – Number Issued							
Single family	104	83	-20%	65	-22%	45	-31%
Single family-large	66	35	-47%	27	-23%	31	15%
Duplex	0	0	0%	0	0	0	0
Multi-family units	0	0	0%	0	0	0	0
Motel/Hotel units	0	0	0%	0	0	1	100%
Commercial	12	4	-67%	10	150%	6	-40%
Miscellaneous	<u>251</u>	<u>659</u>	163%	<u>278</u>	-58%	<u>288</u>	4%
TOTAL	433	751	73%	380	-49%	371	-2%
Sub Contractor Permits							
Electrical	42	72	71%	276	283%	382	38%
Mechanical ¹	182	215	18%	304	41%	461	52%
Plumbing	8	4	-50%	119	2875%	83	-30%
Value							
Single family	22,477,481	15,510,684	-31%	17,191,117	11%	12,824,466	-25%
Single family-large	27,727,911	20,139,061	-27%	16,184,316	-20%	15,632,027	-3%
Duplex	0	0	0%	0	0	0	0
Multi-family	0	0	0%	0	0	0	0
Motel/Hotel	0	0	0%	0	0	1,800,000	100%
Commercial	6,177,500	1,176,760	-81%	16,317,000	1287%	5,920,000	-64%
Miscellaneous	<u>5,948,064</u>	<u>9,793,053</u>	65%	<u>6,867,498</u>	-30%	<u>6,461,884</u>	-6%
TOTAL	\$62,331,060	\$46,619,558	-25%	\$56,559,931	21%	\$42,638,377	-25%

FY 02-03, FY 03-04, FY 04-05, FY 05-06 Comparison

	FY 02-03	FY 03-04	03-04 Change	FY 04-05	04-05 Change	FY 05-06	05-06 Change
Inspections							
Foundation ²	510	351	-31%	185	-47%	300	62%
Frame	1,352	1,184	-12%	580	-51%	481	-17%
Electrical	1,704	1,268	-26%	801	-37%	705	-12%
Plumbing	1,300	995	-23%	578	-42%	478	-17%
Mechanical	1,198	991	-17%	437	-56%	390	-11%
Re-inspections	369	303	-18%	N/A	N/A	N/A	N/A
Insulation	291	240	-18%	209	-13%	168	-20%
Pre-Final	221	150	-32%	92	-39%	83	-10%
Final	439	383	-13%	542	42%	644	19%
Miscellaneous ³	<u>171</u>	<u>166</u>	-3%	<u>457</u>	<u>175%</u>	<u>136</u>	-70%
TOTAL	7,555	6,031	-20%	3,881	-36%	3,385	-13%
Septic Health							
Tanks inspected	295	339	15%	184	-46%	264	43%
Tanks pumped	225	168	-25%	123	-27%	41	-67%
Water quality sites tested	1,358	1,259	-7%	1,234	-2%	1,147	-7%

¹ Includes sprinkler and gas

² Includes pilings, layout, slab, footing

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

Public Safety

Department of Public Safety Overview

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

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

The Patrol Unit is composed of uniformed officers delivering basic law enforcement service. The Division's Criminal Investigation Unit is made up of police officers investigating crimes that occur within the Town's corporate limits. Finally, the Division's Animal Control Unit is composed of a police officer responsible for the operation of an effective animal control and protection program in the town.

The Fire and Rescue Division provides fire protection and ocean rescue services. The Fire and Rescue Division is composed of a Fire and Rescue Unit and an Ocean Rescue Unit.

Fire and Rescue 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 of each year. During the summer, Nags Head beaches are protected and patrolled by ocean rescue lifeguards on all terrain vehicles (ATV's) as well as lifeguards staffing fixed lifeguard stands strategically positioned along the ocean front beach. The Ocean Rescue Unit began providing Ocean Rescue Service to the National Park Service at Coquina Beach in May of 2005 and continued to provide this service for the 2006 season.

Highlights

- The South Nags Head Fire Station 21 was dedicated by the Mayor and Board of Commissioners on June 14, 2006, the 45th Anniversary of the Incorporation of the Town of Nags Head.
- The Town of Nags Head was awarded the State of North Carolina, Department of Labor, SHARP (Safety, Health Achievement Recognition Program) Award, for our high level of excellence working safely in the work place.



Public Safety

- The Town achieved OSHA Consultative Services approval of all Nags Head municipal facilities for the sixth year in a row, again exempting town facilities from all unscheduled OSHA compliance visits.
- May 1 - 5, 2006 declared Nags Head "Safety Awareness" Week, complete with a Mayoral proclamation and employee safety training. This weeklong event concluded with a safety luncheon.
- Conducted an annual Safety Committee/Department Head all-hands meeting to discuss safety issues and determine if any equipment, training, or procedures were necessary to eliminate safety hazards in the Town.
- Firefighter Diego Dayan and Police Sergeant Chris Montgomery represent the Fire and Rescue and Police Divisions as candidates for the Town's "Employee of the Year" Award.
- Nags Head Police Sergeant Kevin Brinkley successfully completes the North Carolina State University Administrative Officers Management Program (AOMP), graduating in the spring of 2006.
- Nags Head Police Officer Shawn McKimmey becomes the third Nags Head police officer, and the sixtieth law enforcement officer in North Carolina, to successfully complete the NC Criminal Justice Academy's Traffic Enforcement/Investigation Certificate program.
- The Nags Head Police Division establishes its first K-9 Unit with Police Officer Chris Stevens and Boss, the canine, completing training and become an effective police operational unit.
- The Department of Public Safety completes the third year of its Chaplain's Program.
- Provided annual cardio pulmonary resuscitation/automated external defibrillator (CPR/AED) 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 Town 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 Fiscal Year 2005-2006 found this to be a very successful year for the Police Division with policing services, provided to our residents and visitors, continuing to be consistent with those services provided by a well managed, professional law enforcement agency. Again this fiscal year there were no unsolved violent crimes in the Town.

Public Safety

During Fiscal Year 2005-2006, calls for service, dispatched through Dare Central Communication, saw Nags Head police officers responding to 10,791 calls, reflecting an increase of 992 calls from the 9,799 responded to during Fiscal Year 2004-2005. Again this fiscal year, the Police Division provided approximately 400,000 miles patrolling and responding to calls for service in the Town.

Police officers responded to 144 burglary calls during Fiscal Year 2005-2006 compared to 182 during Fiscal Year 2004-2005, a decrease of 38 calls. Nags Head police officers made 80 arrests for burglary during Fiscal Year 2005-2006 compared to 89 during Fiscal Year 2004-2005.

A significant increase was noted in the larceny crime category, with 186 calls occurring during Fiscal Year 2005-2006 compared to 155 during Fiscal Year 2004-2005. The police officers made 35 arrests for larceny related calls during Fiscal Year 2005-2006 compared to the 95 arrests made in Fiscal Year 2004-2005.

Vandalism calls increased to 89 calls during Fiscal Year 2005-2006 compared to the 72 calls responded to during Fiscal Year 2004-2005. Police officers made 6 arrests for vandalism during Fiscal Year 2005-2006 compared to the 10 arrests in Fiscal Year 2004-2005.

Trespassing calls decreased to 63 calls compared to the 71 calls responded to during Fiscal Year 2004-2005. Police officers apprehended 17 trespassing violators during Fiscal Year 2005-2006 compared to 4 during Fiscal Year 2004-2005. It is believed that the design, production and sale to property owners of Town of Nags "No Trespassing" signs continue to contribute to the decrease in the incidents of trespass on private property.

Police officers responded to 43 alcohol-related calls during Fiscal Year 2005-2006 compared to 38 in the previous year. Police officers initiated 124 alcohol related enforcement actions during Fiscal Year 2005-2006 compared to 105 in Fiscal Year 2004-2005. Extra Police Division enforcement effort, with assistance from the North Carolina Highway Patrol and North Carolina Alcohol Law Enforcement during the June 2005 Virginia High School Week, resulted in the increased alcohol enforcement actions.

Dispatched alarm calls decreased with 581 being reported compared to 629 during Fiscal Year 2004-2005.

The number of criminal arrests during Fiscal Year 2005-2006 was 523 compared to 626 in Fiscal Year 2004-2005.

The number of traffic related enforcement actions during Fiscal Year 2005-2006 was 2,368 compared to 2,436 during Fiscal Year 2004-2005.

Community Policing and Community Watch

Public Safety

The expansion and success of the Town of Nags Head's Community Policing Program, now in its twelfth year, continued during Fiscal Year 2005-2006. The spirit of "Community Partnership" that exists between the Police Division and the Nags Head Community Watch Association has continued to generate resources that serve to assist in the safety of our community.

Our permanent residents are participating in the "Community Watch" more than ever and they are calling us when suspicious conditions are occurring in their neighborhoods. Citizens and visitors reported 172 suspicious persons with another 129 reports of suspicious vehicles reported during Fiscal Year 2005-2006.

The success and strength of this continuing community partnership was again demonstrated on August 2, 2005, when the Police Division, Community Watch Association and over 150 of our 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 in the South Wing of Fire Station 16.

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

On December 14, 2005 the Community Watch Association hosted the Department of Public

Safety at a luncheon, held at the "Penguin Isle" Restaurant, 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 the Town of Nags Head.



During each month's Community Watch Meeting, held the second Tuesday of each month, the general public is invited by the Nags Head Community Watch Association to come and listen to host speakers from the local community who provided unique information on specific areas of interest. During Fiscal Year 2005-2006 an assortment of speakers made presentation before the Community Watch Association. In October 2005, W.R. "Skeeter" Sawyer, Director of Public Safety for Dare County, spoke to the group regarding the services provided by Dare County's Emergency Medical Services. In November 2005, Sandy Brookshire, of Social Services gave an informative talk on the issues facing Dare County Social Services. In February 2005, Investigator

Brad Eilert of the Nags Head Police Department gave an informative talk on "The Use of Methamphetamines" and "Meth Labs".

The Police Division continued the successful use of the Polaroid "Ident-A-Kid", "Domestic Violence Prevention", and "National Child Passenger Safety Seat" Programs during Fiscal Year 2005/2006. 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 Division and the Fire and Rescue Division held several child safety seat clinics throughout the fiscal year.

During Fiscal Year 2005-2006 the Town of Nags Head continued to be honored with the State of North Carolina, "Governor's Crime Prevention Community" Award. Through this award, the State of North Carolina continues to recognize the Town, Police Division, Community Watch Association and our citizens for their active and continued efforts to prevent and reduce crime here in Nags Head.

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

Motor Vehicle Accidents and Traffic Safety

The Town of Nags Head experienced a total of 230 motor vehicle accidents during Fiscal Year 2005-2006, a decrease of 18 from Fiscal Year 2004-2005's 248 accidents. A total of 43 of the 230 motor vehicle accidents resulted in personal injury during Fiscal Year 2005-2006 compared to 52 personal injury motor vehicle accidents that occurred during Fiscal Year 2004-2005.

Unfortunately, there were two fatalities due to motor vehicle accidents that occurred in the Town of Nags Head during Fiscal Year 2005-2006. Both fatalities occurred on US Highway 158. One fatality accident occurred in December 2005 with two passenger vehicles involved in a broadside collision at the entrance to the Pirates Quay Shopping Center. The victim in this fatality accident was killed instantly and no criminal charges were placed in this motor vehicle accident.

The second fatality motor vehicle accident occurred in May 2006 on US Highway 158 just south of the Barnes Street intersection. This fatality accident remains under investigation.

In addition, there was one accident that occurred on August 2005, involving a Reed Oil Company Propane Tank Truck, closed all of U.S. 158 Bypass near the intersection with Soundside Road for an extended period of time.

Again, during Fiscal Year 2005-2006 the majority of the serious injury motor vehicle accidents that occurred did not involve alcohol or speed and in most accidents high speed or weather was not a contributing factor. A majority of the motor vehicle accidents continued to be the direct result of driver negligence and failure to maintain a proper lookout while turning, changing lanes, pulling onto roadways from private businesses or side streets, or where pedestrians failed to maintain proper lookout while crossing roadways. Drivers running red lights contributed to some of the most serious personal injury motor vehicle accidents.

The Police Division, acting with the approval of the Board of Commissioners, continues to study the feasibility of the installation of Red Light Photo Enforcement Cameras at selected

intersections in Nags Head. Due to State of North Carolina Court Decisions and appeals of those court decisions, the Nags Head Board of Commissioners, on the advice of the Director of Public Safety and the Town's Attorney made the proper decision not to go forward, at this time, with the proposed and Red Light Photo Enforcement Camera Program in the Town.

Should the judicial appeals and pending legislative initiatives again make this Red Light Camera Program both legally and fiscally possible the Town's Board of Commissioners will then re-evaluate and re-consider the installation of Red Light Cameras in the Town. The Director of Public Safety continues to participate and attend meetings of the State of North Carolina Red Light Photo Camera Users Group.

The Police Division continued to address the issues of traffic safety, awareness and education by deploying throughout the Town's residential neighborhoods, commercial areas and along the major roadways and highways our Mobile Radar Display Trailer, as well as an unmanned marked police vehicles. The radar display trailer continues to be re-deployed and rotated throughout the Town in our continuing efforts to improve traffic safety and to encourage voluntary speed compliance.

The Town, with the Police Division participating, held several meetings, throughout the year, with the North Carolina Department of Transportation to address traffic and pedestrian safety in the Town. These meeting are continuing and on-going as the Town seeks effective and efficient ways to deal with the ever-increasing traffic here in Nags Head. These meeting included a trip to Edenton, NC to visit with the Area Traffic Engineer, Anthony Roper, and his senior staff. Attending the Meeting and representing the Town were the Town Manager, Public Safety and Public Works Directors. The Acting Deputy Town Manager/Director of Public Safety along with the Town's Public Information Officer (PIO) also attended the NCDOT Transportation Improvement Plan (TIP) update meeting in Edenton, NC.

The installation of a signal light, with pedestrian activated crosswalk, on U.S. Highway 158 at the Bonnett Street intersection was completed in the spring of 2005. Other road and drainage improvements related to the new Nags Head Elementary School were completed during Fiscal Year 2005-2006. The Nags Head Elementary School was opened and began receiving students in January of 2006.

During Fiscal Year 2005-2006 Town Staff with the support of the Nags Head Board of Commissioners and the Dare County Board of Education have been working hard to have the North Carolina Department of Transportation (NCDOT) install a "Signalized – Reduced Speed Limit School Zone" on US Highway 158 in front of the Nags Head Elementary School.

In spite of overwhelming support for the this project by elected officials, educators, parents and the Nags Head Elementary School P.T.A. and with total funding for this "School Zone" to be provided by the Dare County Board of Education, NCDOT remains resolute in their opposition to this most important child safety project. All parties that have joined in this request will continue their collective efforts to make this "School Zone" a reality.

The signal light installed during Fiscal Year 2004-2005 at the intersection of Gull Street and U.S. 158 at the new entrance of the Tanger Outlet Mall continues to be a success and has significantly improved the ingress and egress problems at this location and has also provided for increase traffic safety not just for the patrons of Tanger Outlet Center but for the entire area.

Personal Watercraft

There were no personal watercraft injury accidents reported in Fiscal Year 2005-2006. There were, however, 2 personal watercraft violation calls for service, which was the same number of personal watercraft violation calls during Fiscal Year 2004-2005.

Special Events

The Department of Public Safety participated and provided traffic and crowd control during the 2006 for the Kelly's St. Patrick's Day parade. This event was once again incident free and all Public Safety Plans worked as planned.

The Police Division provided extra attention and personnel for the Annual Outer Banks Biker Weekend held during the second weekend of April, 2006.

The July 4th, 2005, the Fireworks "Spectacular" was hosted by the Town and held at the Nags Head Fishing Pier. This fireworks display, that was unequaled anywhere in North Eastern North Carolina, was attended and viewed by over 30,000 persons from various vantage points along the oceanfront and from other locations in the Town. Traffic and crowd management plans were executed as designed with no incidents or problems being reported.

The Town wishes to express and extend appreciation to Andy and Lovie McCann, owners of the Nags Head Fishing Pier, for allowing the July 4th, 2005 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 the "Premier Family Beach" on the east coast. 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, 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 Unit, which consists of 4 trained and assigned uniformed police officers, continued, during Fiscal Year 2005-2006, to be a successful operation with bicycle patrols being conducted throughout the residential neighborhoods, along with business and entertainment areas in the Town. Residents and visitors alike continue to tell us that they like the program and feel that it helps bring our officers closer to the general public. The Police Bicycle Patrol Program continues to be a very important part of our "Community Policing" effort.

Police Canine (K-9) Unit

The Nags Head Police Division's first K-9 Unit was established during Fiscal Year 2005-2006. The canine dog, all related equipment, training and first year start up and operational costs were paid for out of Federal and State of North Carolina Drug Forfeiture Funds. Police Officer Chris Stevens and his K-9 partner, Boss, compose the K-9 Unit. Boss is a multi-discipline police dog certified in tracking, illegal drug detection and general police work. One of Nags Head's absentee property

owners saw the Town's announcement of the activation of the K-9 unit and donated most of the costs for a ballistic vest for K-9 -Boss.

Police Training

Police personnel, both sworn and civilian, continued to receive training during Fiscal Year 2005-2006 that amounted to approximately 2,995 hours. Training was conducted in areas that range from Community Policing, as well as a myriad of other mandatory training, career development training, technical and professional training.

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

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

During Fiscal Year 2005-2006 Police Sergeant Kevin Brinkley became the first Nags Head police officer to complete the prestigious North Carolina State University, Administrative Officers Management Course. This course consisted of graduate and undergraduate courses over a three month college semester in the disciplines of Law Enforcement Administration and Management.

Also during the fiscal year, Police Officer Shawn McKimmey became the third Nags Head police officer and only the 60th North Carolina police officer to complete the State of North Carolina Criminal Justice Academy's Traffic Enforcement and Investigation Program. This prestigious program required attendance and successful completion, over a three year period, of over 500 hours of mandatory training and study in many traffic enforcement/investigation and traffic safety disciplines.

Animal Control

The Animal Control/Law Enforcement Officer continued to patrol the Town's neighborhoods and beaches during Fiscal Year 2005-2006, helping to ensure that our citizens are protected from at-large and nuisance animals. The Animal Control Officer responded to citizen calls for service and as a result a total of 148 animals were taken into custody, transported to and turned over to the care and custody of the Dare County Animal Shelter. A total of 45 animal related citations and warning tickets were issued by the Animal Control Officer during the Fiscal Year. He also investigated 12 barking dog complaints, relocated wildlife to safer settings on 26 occasions,

provided 255 animal traps to our residents, and answered a total of 598 animal related calls during the 2005-2006 Fiscal Year.

There were seven animal bite incidents reported to the Animal Control Officer during Fiscal Year 2005-2006, with these animals being quarantined for a total of 50 days. The Animal Control Officer participated in Rabies educational efforts to increase the public knowledge of this most serious public health threat.

Weather Related Emergencies and Emergency Preparedness

During Fiscal Year 2005-2006 only Hurricane/Tropical Storm Ophelia came close enough to the Outer Banks to threaten the Town. Ophelia started to form on September 6, 2005 as a non-tropical low over the Bahamas and eventually developed into a Category One Hurricane. Ophelia was a storm event that was closely monitored for a number of days by both Town and Dare County Emergency Management. This Hurricane developed an unusually large eye of over 115 miles and reached peak strength with sustained winds of 85 miles per hour. The northern and western eye-wall passes over the lower southern coastal areas of North Carolina during September 14 -15, 2005, but the strongest winds remained offshore. As Hurricane Ophelia moved past Cape Hatteras it turned west and had little effect here in Nags Head. Nor'easter storms, mostly of minor intensity continued to cause erosion to the beaches of Nags Head.

The Town did file a claim with FEMA through North Carolina Emergency Management and was subsequently reimbursed by FEMA for over \$5,000 of Hurricane Ophelia storm related expenses.

The Town of Nags Head's "Flood, Storm, and Hurricane Response Plan" was completely re-written replacing the former Plan". This new plan was recommended and adopted by on June 15, 2005 and was updated and approved on June 14, 2006 and meets National Incident Management System (NIMS) mandates, timelines and guidelines. The Department of Public Safety and its operational Divisions and Units remain prepared and ready to respond to any weather related event.

The Department of Public Safety ensures the readiness of the Town's back-up Emergency Operations Center (EOC) which is located in the former Outer Banks Medical Center complex at the western end of Medical Center Drive. This back-up EOC will be used in the event that the Town's Administrative Complex becomes uninhabitable due to storm damage or the severity of an approaching Hurricane dictates the re-location of the Town's Emergency Operations to safer location on higher ground.

The Department of Public Safety continues to lead the Town's Emergency Generator Power effort which has as a goal that all Town operational facilities have emergency generator power. As of this writing only the Public Works facility remains to be connected to emergency generator power. This Public Works generator project has and is presently moving toward completion.

At the request of the Police Division, the Nags Head Board of Commissioners approved the surplus of two fully-equipped marked police vehicles which then delivered and donated to the Bayou LaBatre Alabama, Police Department. The police agency had been devastated two years in a row by major hurricanes that struck Alabama's coast.

Chaplain's Program

The Department of Public Safety's Chaplain's Program was again very beneficial during Fiscal Year 2005-2006. Pastor Rick Lawrenson from the Outer Banks Church and Pastor Jim Lewis from the Outer Banks Worship Center compose the Public Safety Chaplain's Corps and Program. Both Chaplains: Lawrenson and Lewis attended several days of Public Safety Chaplain Training and are providing a valuable service to our residents, visitors and to the men and women of the Nags Head Public Safety family. 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 Nags Head Public Safety and they are riding with police officers during duty shifts and spending time in the Town's fire stations. Our Public Safety Chaplains are a welcomed and valuable asset here in the Town.

Police Grant Initiatives

During this last Fiscal Year 2005-2006, the Nags Head Police Division took advantage of the Safety Grant and Soft Body Armor Reimbursement Program offered by the North Carolina League of Municipalities. The Police Division purchased 5 soft body armor vests in the amount of \$3,760 during Fiscal Year 2005-2006, and is seeking reimbursement in the amount of \$1,250, towards the purchase of these five vests, which will be used on a daily basis to protect our sworn personnel.

Fire and Rescue

Fire Station 21

South Nags Head Fire Station 21 was completed, equipped and staffed in February of 2006. South Nags Head Fire Station 21 was dedicated by the Mayor and Board of Commissioners on June 14, 2006 which was the 45th Anniversary of the Incorporation of the Town of Nags Head.

The coming on line of Fire Station 21 was a major accomplishment for the Town doubling the number of career staff firefighters which has significantly increased our response capability to all areas of the Town. An existing fire pumper underwent limited rehabilitation and was relocated to the new fire station.

In the short time Station 21 has been in operation (March 1 thru June 30, 2006) our average response time decreased from 5.66 minutes in Fiscal Year 2005-2006 to 4.78 minutes. This average response time should continue to decrease as we look at a longer evaluation time period.

Fire and Medical Response

Total emergency response by Nags Head Fire Rescue increased to 781 emergency calls in Fiscal Year 2005-2006 from 747 in Fiscal Year 2004-2005. Nags Head Fire and Rescue responses to Emergency Medical calls decreased by 6 calls for the year for a total of 352 EMS calls responded.

The Fire Rescue Division experienced a slight increase in responses involving Nags Head commercial properties in Fiscal Year 2005-2006. A total of 259 emergency responses to these

Public Safety

commercial properties were logged in Fiscal Year 2004-2005, as compared to 262 responses Fiscal Year 2005-2006. Residential emergency incidents increased in Fiscal year 2005-2006 by 35 calls for a total of 298 incidents. The remaining were open land, beaches and highways. The overall structural fire dollar loss for Fiscal Year 2005-2006 was \$636,100 as compared to structural fire loss of \$299,000 in Fiscal Year 2004-2005.

There were several significant fire events (estimated loss of \$10,000 or greater) that occurred in the Town during Fiscal Year 2005-2006, including 2 electrical fires and one lightning -ignited fire.

This year we also experienced a number of fires associated with wind driven water into outside electrical outlets. The majority of these have occurred during strong northeast storms. All of these electrical fires were discovered in their early stages and were quickly extinguished. In one incident, sleeping and unaware of the fire, two occupants were rescued. We are working with the Department of Insurance in an effort to determine if any specific electrical equipment may be involved.

Ocean Rescue

At the beginning of the 2005 ocean rescue season three new positions were added to the Ocean Rescue division. A fixed lifeguard stand at Hollowell Street, an additional ATV zone, and a Truck Supervisor position was added. Adding these new positions has increased our coverage of the beaches, and helped cut down on response time, and has made the beaches of Nags Head safer for our residents and visitors.

In July 2005, seven Ocean Rescue personnel traveled to Jacksonville Beach, Florida to compete in the United States Lifesaving Association – South Atlantic Regional Lifeguard Championship. Nags Head placed second in the “B” Division (a staff of less than 50 guards). In July 2005, four female members traveled to Sandy Hook, NJ to compete in the National Park Service All-Women Lifeguard Competition, taking fifth place in “Division III”. In August, ten of our Ocean Rescue lifeguard competitors traveled to Virginia Beach to participate in the USLA National Championships, placing 10th in the “B” Division.

The ocean waters, in the Town, were closed to swimming (“Red Flag” conditions) for 11 ½ days this fiscal year, due to several Northeasters and passing tropical storms and the Hurricane “Ophelia”.

The following comparative statistics pertain to the activity of the Ocean Rescue Unit for Fiscal Year 2005-2006:

	FY 2004-2005	FY 2005-2006
Water Rescue	147	127
People Assisted	155	180
Watercraft Assist	3	3
Lost person Search	22	19
EMS Assistance	38	38
Near Drowning	20	2
Animal Calls	85	167
Education Advisories	72,948	80,100

Public Safety

"Red Flag" Days	14	11 ½
Emergency Response – NO assistance Needed	20	6
Mutual Aid Response	17	0
Beach Population	700, 660	658,040

Fire Inspections

There were 424 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 new staff fire inspections training with 10 staff members becoming certified as Level I Fire Inspectors, and two reaching the Fire Inspection, Level II. Some notable occupancy permits issued this year were the new Nags Head Elementary School and Dare County Board of Education Administrative offices.

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 building inspectors.

Fire Prevention and Mitigation

Nags Head Fire Rescue staff are committed to the vision of fire safety for the citizens and visitors in Nags Head. Fire staff and equipment were present with fire safety literature, youth fire helmets, stickers, and fire apparatus at the following public events: Annual Nags Head Fire Rescue Station 16 Fire Prevention Night, Nags Head Police Annual Easter Egg Hunt, Nags Head Police 'National Night Out', St. Patrick's Day Parade, and the Nags Head Volunteer Fire Department Annual "Community Awareness" Day. The Fire Prevention Committee meets regularly to address fire prevention issues and organize public events in Nags Head. Nags Head Fire staff assisted the Kill Devil Hills Fire Department with "Fire Prevention Week" activities at First Flight and Kitty Hawk Elementary schools and scheduled visits to all Nags Head Pre-schools. Nags Head residents and numerous vacationing visitors continue to stop by Fire Station 16 and new South Nags Head Fire Station 21 to visit the firefighters, take pictures of apparatus or tour the facilities. Nags Head Fire Rescue staff submitted various fire prevention articles to the local newspapers, Town Of Nags Head Newsletter, and spoke to vacationing groups regarding fire safety while on vacation. The Government Access Channel continues to display the Fire Safe power point for the benefit of all those who view Government Access Channel 20.

Group e-mail advisories are distributed to those interested in seasonal fire prevention topics. The Nags Head Fire and Rescue Division 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 value of these efforts becomes apparent when reviewing fire loss statistics; the last significant commercial fire in Nags Head was the Oasis Restaurant, in 2003.

National Fire Prevention Week activities in October offered community members an opportunity to tour Fire Station 16, meet staff firefighters, encourage resident participation in fire extinguisher training, promote educational opportunities 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 70 people attended this important event. Local businesses donated all of the food and refreshments.

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 that have been checked. The program also provides child seats to the Fire Division to distribute to families that may not be able to purchase them. Technicians have provided and installed approximately 15 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 in Station 16 and Station 21 to request a car seat installation. Seventy-two car seats were inspected this year. This number doubled from last year's figure of thirty-six. Of these, numerous corrections were made and parents were educated on proper installation techniques. Twelve firefighters attended infant child seat installation class and continue to upgrade qualifications to maintain current status. This brings the number of Certified Child and Infant Safety Seat Technicians to sixteen. One of our Technicians attended a 3 day Safety Seat workshop in Atlantic Beach. The Town of Nags Head looks forward to future participation in this initiative focused on infant injury prevention.

Fire Training

Career fire staff attended numerous in-house and off-site training classes for an aggregate of 6,992 training hours. The majority of this training consisted of special classes for the new career staff, to certify them as Fire Inspectors and Child Safety Seat Technicians. They also received classes in Ocean Rescue and technical rescues such as vehicle extrication and confined space. The Fire Marshal and three Fire Captains attended two-week training classes at the National Fire Academy in Emmitsburg, Maryland. These classes focused on Fire Prevention and Leadership in the Fire Service. All eligible career staff employees participated in the Town's Career Development Program. The Fire and Rescue Division has an aggressive training program to provide the required training to the Nags Head Volunteers.

Nags Head Volunteers

The participation of volunteer staff continued to contribute to the success of fire operations. Fire Station 16 totaled 519 of standby hours in Fiscal Year 2005-2006, compared to 354 in Fiscal Year 2004-2005. Volunteer firefighter training hours this year totaled 1,476, compared to 1,013 last year.

The Nags Head Fire Department Volunteers responded exceptionally well to the July 4th, 2005 Town fireworks event. The Annual Nags Head Volunteer Fire Department Inc. "Community Awareness Day" was a success, inviting several thousand people to become acquainted with Fire Department operations and get a good barbeque meal as well.

Nags Head Fire Department Volunteers continue to provide services in the Town of Nags Head, however nationally, regionally, and locally volunteerism has decreased. The Nags Head Fire Department 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 departmental activities. The transition and transfer of Nags Head Fire Department Volunteer Operations from Fire Station 20 to Fire Station 16 has been a success. The number of volunteers has decreased from a paper roster number, to active volunteer members who actually respond to fire and rescue calls.

Volunteer response to emergency incidents has met the primary goal of getting the Ladder Truck 16 to the scene of fire, motor vehicle accident and medical 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. The Town of Nags Head was once again awarded the coveted OSHA Safety & Health Achievement Recognition Program ("SHARP") award for 2005. This is the third year the Town has met all priorities and objectives as related to successful "SHARP" award 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; Safety Congress, Facility Inspections, Mold Seminar, Fall Protection, Trenching, and the OSHA ten hour class. Acquired equipment highlights this year include a "build a box" trench system, Station 16 HVAC improvements, and "KNOX" key boxes for all town facilities. Closing out the year's activities was an employee "Safety Luncheon", complete with a meal, presentations, and hazard recognition contest.

The Town Of Nags Head is dedicated to employee occupational safety and the maintenance of a healthy and safe workplace. Receiving the North Carolina Department of Labor/O.S.H.A. "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, or renovation projects. This division provides project bidding, contract development, and administration. Major projects completed included the construction of the new 500,000-gallon elevated water storage tower behind the Public Facilities Maintenance garage on Lark Avenue. This facility will replace the Town Hall Water Tower, with a 300,000-gallon capacity, and provide better fire, and domestic, flows to the growing northern portion of town. Other projects completed this year include the 4,720-foot Wellfield Road waterline, the Harvey public sound access, replacement crosswalks at the Barnes and Albatross Street beach accesses, and repair and repainting of the Gull Street 500,000-gallon ground storage tank, and the 500,000-gallon south Nags Head elevated water storage tower. The latter project included adding a stylized "Nags Head" to the north face of the tank. The Wellfield Road waterline, a new 12-inch transmission main, ties three neighborhoods - Nags Head Pond, Nags Head Acres, and Vista Colony – directly to the new 500,000-gallon water tower and provides significantly better fire flows and domestic water to these areas. For the first time in several years, the Town was able to devote the majority of its Powell Bill funds to resurfacing Town streets. Part, or all, of 12 streets, totaling 0.9 miles, was overlain with new pavement. Public Works also assisted Public Safety in monitoring the construction and completion of the south Nags Head Fire Station (Station 21).

In addition to the projects listed above, Public Works Administration assisted the various divisions of Public Works with developing specifications and purchasing several replacement vehicles and pieces of equipment. Included were two new residential refuse collection trucks and a new corrugated cardboard collection truck. Finally, Public Works Administration was again involved in planning the July 4th fireworks display on Nags Head Fishing Pier, assisting Public Safety.

We continue to emphasize training for employees. During the year, Office Assistant Barbara Minter attended training in "Fundamentals of Successful Project Management", and the "Conference for Women". Office Assistant, Dorinda Gibbs attended training in "Managing Multiple Projects, Objectives and Deadlines", "How to Build Powerful Power-point Presentations", and "The Indispensable Assistant". Public Works also sent three key staff members to the National Hurricane Conference in April. Ralph Barile, Deputy Director, Doug Huff, Public Facilities Maintenance Superintendent, and Ricky Spencer, Sanitation Supervisor, brought back valuable knowledge and additional contacts to aid the Town in the event of a natural disaster.

During Fiscal Year 2005-2006, we processed 46 warning citations for Sanitation Code violations. We try a phone call to the customer to solve the problem first, but if this is not productive, a warning citation is then sent. We issued no Civil Citations.

Calls were received and processed for special pickups as follows:

Public Works

Bagged Yard Waste pickup: 101 calls	Brush and Limb Pickup: 804 calls
Bulk Pickup: 453 calls	Mulch Delivery: 51 calls
Cardboard Pickup: 32 calls	Cardboard Recycling: 7 calls
Cart Repair: 234 calls	White Goods: 282 calls
Cart Rollback: 40 calls	Cart Delivery: 54 calls
Dumpster repair: 15 calls	Dumpster Delivery: 19 calls

Fleet Maintenance

The Fleet Maintenance Department performs scheduled equipment and vehicle preventive maintenance procedures (which include maintaining sufficient inventory), vehicle repairs, call-out emergency repairs, and various modifications to meet other departmental needs. The department's major emphasis is preventive maintenance. However, the number of unexpected breakdowns affects 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 \$27,269.36, along with diesel fuel and unleaded fuel for the Nags Head fleet. The department was short staffed from September 23, 2005 to December 12, 2005, with an employee on leave. Only 2 mechanics were in the garage at that time. A new position was filled in the garage with the hiring of Edward Mann. He started on January 4, 2006 and has been a great asset to the garage staff.

There were 1,161 work orders for Fiscal Year 2005-2006 and 2,600.9 labor hours. Fifteen new vehicles were transferred, prepared, and outfitted as necessary by the garage staff.

1 Kubota for Sanitation	1 Dodge Planning Truck
5 new Police Cars (Crown Victoria's)	2 Freightliner Residential Garbage trucks
1 Ford Ocean Rescue Truck	1 New Ford Expedition for Police
2 Dodge Facilities Maintenance pickups	1 New Ford Expedition for Public Works Director
1 Dodge Water Distribution truck	

Vehicles Kept/Transferred:

#98 to Garage from Public Works Administration	#394 to Town Hall from Police
#328 to Facilities Maintenance from Planning	#39 to Facilities Maintenance from Water Distribution
#509 to Town Hall from Police	#463 to Fire Station 21 from Ocean Rescue
#548 to Sanitation from Police	#72 put back in service
#550 to Sanitation from Police	#41 put back in service

Charlie Bliven flew to Alabama to attend the new residential garbage truck pilot program, inspect the newly purchased trucks, and visit the plant to see where they were made. He also attended

Public Works

a class in Virginia Beach the next day on operation and improvement forum on how to make the trucks better, and discuss current repeated problems with the engineers.

David Fronius and Eddie Mann attended a week long training session in Fort Payne, Alabama from March 27 to March 31 on the operation, maintenance, and troubleshooting on the new Starr system automated trucks we were getting from Mid-Atlantic Waste Systems. While there they also toured the plant where the trucks are manufactured.

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 several projects, including the painting of Town Hall and Station 16, the reconstruction of the Harvey public Sound Access, and the Barnes Street and Albatross Street beach accesses. The landscaping and planting at Station 21 was also completed. For the first time in several years, significant Powell Bill street resurfacing was also accomplished. Public Facilities Maintenance also completed duct work cleaning at Station 16, and work updating the alarm systems at Town Hall, Station 16, and the BOC Meeting Room.

Working in conjunction with Public Works Administration, we were involved in the July 4th fireworks display on the Nags Head Fishing Pier.

Routine work continued to be heavy throughout FY 2005-2006. Facilities Maintenance oversees all Town facilities such as buildings, landscaping, streets, signs, drainage, the Town Park, beach accesses, crosswalks, and emptying of the trash cans on the beach. They service 130 trash cans and 6 public rest rooms 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. They also oversee 36 miles of streets and a 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.

Building Maintenance: 3,769 hours	Drainage: 501
Beach access cleaning/repairs: 2,895 hours	Landscaping Town facilities: 1,541 hours
Cleaning Town facilities: 3,187 hours	Right-of-way mowing: 629 hours
Street maintenance: 2,598 hours	Multi use path maintenance: 1,127 hours

Sanitation

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

The recycling program remained active with the following tonnages for main items collected at drop-offs and commercial sites in FY 2005-2006. White Goods – 46.66, Aluminum – 3.4, Brown Glass – 10.97, Clear Glass – 10.84, Green Glass – 23.43, Plastic #1 -5.77, Plastic #2 – 4.78, Cardboard from Outer Banks Mall and all other sources – 103.80, Mixed Paper – 48.48. The grand total recycled for FY 2005-2006 was 258.13 tons which is an 8.04% decrease from FY

Public Works

2004-2005 total of 278.88 tons. A total of 652.53 tons of bulk pickup items were collected during FY 2005-06, which is a decrease of 41.87 % or 273.20 tons from last year. There were a total of 304 tons of mulch delivered back to Town of Nags Head residents this year. The largest amount of material collected and transported by Sanitation was of course residential and commercial refuse. The residential total was 4,091.26 tons and commercial 5,632.845 tons for a grand total of 9,724.105 tons. The total refuse declined 190.78 tons or a 1.96% decrease from FY 2004-2005.

Since the Brush Yard was opened in January, 2006 the number of customers from January through June have been as follows: Tuesday's 330, Thursday's 309, and Saturday's 335. A closer count of items being brought to the brush yard has been kept since May 22, 2006 through June 30, 2006 and is as follows: Brush 54, Junk 145, and Large Items 153.

Water Distribution

Water Distribution began the year under a new organizational structure increasing the number of divisional employees to 6, 4 Water Service Technicians, the addition of a Foreman (reclassified to Water Service Supervisor) and the Supervisor (reclassified as Water Service Superintendent). Mother Nature spared her wrath on the distribution system this year as we still recovered from the events of the summer and fall of 2004. The first six months had this division completing its normal tasks along with the installation of fire hydrants in south Nags Head. The annual system flushing and main line valve exercising occupied most of the winter and early spring as the water system continues to grow.

Additions to the water system this past year were few but will have an impact in improved fire flows and water quality. There was the addition of the new elevated water storage tank at the Public Works Complex, and with that came an effort to increase fire fighting capabilities and improve water quality by adding 4,720 feet of 12" water main from the tower down Well Field Road connecting to Nags Head Pond and at Medical Center Drive in Vista Colony West. The lone development involving additions to the system came with the improvements of West Forbes Street with 600 feet of 6" main and one fire hydrant. Efforts from the Water Distribution Division included the installation of 17 additional fire hydrants, 16 on the 12" main on the east side of South Old Oregon Inlet Road as well as the installation of 600 feet of ductile iron pipe and a fire hydrant at the Harvey Sound Access, crews relocated the water main on Surfside Drive by installing over 100 feet of 6" main to protect it from coastal storms and installed 100 feet of additional 6" water main by tying in Nags Head Acres on Bridge Lane to the new 12" main installed on Wellfield Road.

This year we experienced 9 water main failures (2" through 12") in the system. The technicians completed 43 service line repairs and responded to 18 after hour call outs.

Water Distribution had one technician successfully complete Backflow Prevention and Cross Connection school and will sit for his final exam at the end of August. All Water Distribution Operators received the required contact hours to keep existing certifications active.

The Water Distribution Division installed the following number of water taps during FY 2004-2005:

3/4" – 32 1" – 54 1 1/2" – 1 2" – 1

This compares to the following taps installed in FY 2004-2005:

3/4" – 36 1" – 54 1 1/2" – 1 2" – 1

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.

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, of which three operators (Glenn Campbell, David Perry, and Ralph Jump) are certified in Surface water treatment by the state of North Mike Rexroth will attend C-Surface school in September 2006.

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 maintenance of equipment and general house keeping of the Eighth Street water plant, Gull Street pump station, filter and raw water building, and both elevated towers. In the spring and summer months, the operators are also responsible for the grounds maintenance at the Eighth Street water plant, Gull Street Pump Station, the South Nags Head Tower and the new Eighth Street tower. Water Operations staff also assists the Water Distribution Division during off-season by responding to customer calls after normal working hours.

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

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

Special Projects

- **Elevated Water Storage Tank** - Construction of a 500,000 gallon elevated water storage tank began on June 27, 2005 by Caldwell Tanks at 2208 Lark Ave. Tank was put into service May 1, 2006.
- **300,000 Gallon Town Hall Tower** -The Town Hall water tower was taken out of service on May 1, 2006. The tank had been in service since 1963-64.
- **Exterior Painting, interior and exterior cleaning and repairs to Gull Street pump station ground storage tank**-The ground storage tank was taken out of service November 5,2005. Exterior cleaning and painting was completed by Southern Corrosion Inc. Repairs to a crack and hole in the floor were repaired by the Crom Corporation. The ground storage tank was put back in service November 18, 2006.

Public Works

- **Exterior painting, interior and exterior cleaning and repairs to the elevated tower in South Nags Head**-The tower was taken out of service December 12, 2005. Repairs were made to the ladder in the inside of the bowl and top hatch. Tank was put back into service in March, 2006.
- **Roof replacement at the Eighth Street water plant.** Original 1964 flat roof was replaced with a pitched roof.
- **Replacement of interior plumbing in Eighth Street water plant**-Original under the floor copper piping replaced with Schedule 80 PVC piping.
- **Updated Lead and Copper Compliance monitoring plan**
- **Installation of chlorine monitors at Gull Street pump station and South Nags Head water tower**- Chlorine monitors were connected to the SCADA computer. We are able to monitor the chlorine residual leaving the Gull Street pump station and the residual at the far end of the system at the South Nags Head tower. Installation was completed in August 2005.

Fresh Pond

During the summer of FY 2005-2006 the starting water level of Fresh Pond was 8.3 feet above sea level. Water Operations staff operated Fresh Pond around the clock for 1 week from the August 1 to August 4, 2005. Fresh Pond was also operated around the clock from September 19 thru September 23, 2005. The North R.O. plant was off line during this time period due to issues involving the start up of the new arsenic removal process.

Fresh Pond was shut down September 30, 2005. The settling basin was drained and cleaning completed October 5, 2005.

Special Projects

- Repair of Sedimentation basin baffle-When the settling basin was drained for cleaning in September 2005, we found that the first 4 baffles had broken apart. Repairs were made by Kemp, Inc. Work was completed on April 7, 2006.
- Repair of drying bed walls- The cinder block walls around the Fresh Pond drying beds had been damaged through the years when cleaning out the beds. This work was completed on April 11, 2006.
- Installation of outside electrical switches in sludge pumps pit- Safety officer recommendation. Completed in July 2005.
- Replacement of waste effluent valves in drying beds
- Rebuild Finish water pump #2
- Installation of raw water flow meter-Flow meter was installed in July 2005 to provide a more accurate measure raw water flows. Flows were calculated by the operators until flow meter was installed
- Replacement of Chemical Bulk storage tanks – In July 2005, the new, 5,000-gallon bulk chemical storage tanks for caustic soda and alum were placed in service.