



Annual Report Town of Nags Head

Fiscal Year 2011-2012



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1 Administration



The overall functions of the Administration Department include maintaining and safeguarding official Town records, providing access to those records, and providing public notice of official meetings. In addition, the Administration Department provides administrative support for the Board of Commissioners, town manager, and all Board-appointed committees. Finally, this Department issues broadcasts/media releases, maintains the Town's social media sites, and provides support to the Town and Dare County during emergency events via participation in the Joint Information Section.

The Department strives to provide efficient records management of the Town's central resource facility in addition to providing support for the Board of Commissioners, the town manager, Town departments, and Nags Head's residents and visitors. Automating the indexing in the clerk's office to facilitate access to permanent Town records by all departments through the shared drive on the Town computer system is a department goal, along with providing access to certain Town records on the Town's web site to include Board of Commissioners meeting agendas, backup materials, summary actions, public notices, resolutions, ordinances, contracts, 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 - Objectives

- Prepare and distribute agendas, summary actions, and formal minutes of Board of Commissioners meetings
- Prepare and distribute agendas and formal minutes of Town Board/Committee meetings, various ad hoc committees and specialized meetings as requested by the mayor and the town manager
- Provide adequate public notice of Town Board/committee meetings, retreats, public hearings, and events; maintain up-to-date Town Board/Committee meeting schedules

Board/Committee Meetings - Supporting Information

- Twenty-one Board of Commissioners meetings; 30 persons on Sunshine List notified as required
- Meeting agendas published and posted
- Thirty-three Public Hearings (down from 24 last year)
- Board actions/formal minutes prepared for each Board meeting and posted on web site
- Formal Board of Commissioners minutes filled 250 legal pages
- Agendas, minutes and reports prepared for 4 Citizens Advisory Committee meetings
- Citizens Advisory Committee awards such as the new business/residence Christmas Decorating contest
- Laptops provide paperless and up to date information for Board members while department heads and stakeholders obtain agenda/back up materials via the Town's web site

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

- Process ordinances, resolutions, proclamations, and policies adopted by Board of Commissioners/town manager
- Maintain up to date Town Code of Ordinances

- Prepare and distribute updates to the following Town documentation: Town Code, Consolidated Fee Schedule, Policy Book
- Provide access to the Town Code, ordinances, resolutions and proclamations via the Town-wide shared drive; provide Town web site access to the Town Code, the Consolidated Fee Schedule, Board adopted resolutions and ordinances

Town Code, Ordinances, Resolutions, Proclamations and Policies - Supporting Information

Adopted, processed, and distributed by this office during Fiscal Year 2011 - 2012:

- Forty-three ordinances
- Eighteen resolutions
- Eleven proclamations
- Four Town Code supplements processed

Permits, Applications, Meeting Room Reservations - Objectives

- Process permit applications for crowd gathering events, bonafide fishing tournaments, closing-out sales, massage therapy businesses, massage therapists, and taxi-cab businesses in a timely manner
- Process permit applications for crowd gathering events for the Windmill Point property, which is owned in conjunction with the Dare County Tourism Board; a special events permit application is in place for site use
- Process park reservations for residents/visitors; coordinate special requests as necessary; reserve/coordinate special requests for Board Room, Library, and Administration Conference Room
- Procure and return as necessary clean-up deposits required for Town Parks and Board Room; utilize Town policy for priority reservations of the Board Room

Permits, Applications, Meeting Room Reservations - Supporting Information

- Nineteen park reservations, procured/refunded deposits
- Scheduled Board Room for meeting location, maintained supplies, table setup, procured/refunded deposits
- Processed 36 Crowd Gathering Applications, an increase from 14 in Fiscal Year 2010-2011
- Processed 282 temporary beach driving permits for Nags Head Surf Fishing Tournament
- Processed 1 taxi-cab business application and 1 taxi-cab driver denial appeal

Records Management - Objective

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

Records Management - Supporting Information

- Ordinances, resolutions, proclamations, minutes filed in permanent books - stored in fire-resistant vault
- Contracts/agreements/MOU's/MOA's stored in vault; indexed on shared drive for easy retrieval
- Approximately 80 contracts/agreements/deeds were processed during Fiscal Year 2011-2012
- Contracts now included on Town web site
- Emergency evacuation box provided to the fire chief during times of emergency and updated annually, prior to the start of the hurricane season

Research - Objective

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

Research - Supporting Information

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

Bids, Certifications, Oaths, Etc. - Objectives

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

Bids, Certifications, Oaths, Etc. - Supporting Information

- Processed formal bid openings to include advertisement, vendor letters, security deposit
- Certified, attested, and notarized numerous documents from citizens, departments, Board members

Public Information Officer - Objectives

- Notify/release information to the general public and media concerning events; respond to media inquiries
- Expand the Town's information dissemination methods
- Disseminate accurate, timely information regarding emergencies and other Town-related information
- Participate in Dare County Joint Information Section
- Maintain and monitor Town's social media sites

Public Information Officer - Supporting Information

- Prepared/forwarded 42 news releases
- Distributed 94 e-mail broadcasts to over 456 broadcast subscribers
- Sent daily Tweets to over 1,280 followers
- Daily posts on the Town's Facebook page, which went live October 2011
- Managed and maintained the Town web site home page to include emergency information
- Participated in Dare County Joint Information Section, which allows the Town to remain current with storm procedures before/during/after an event as well as general items of interest to Town residents and visitors

Town Web Site - Objectives

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

Town Web Site - Supporting Information

- Maintained the Beach Nourishment section of the Town's web site, which includes Frequently Asked Questions, oceanfront ownership diagrams, and a comprehensive glossary

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

Highlights/Accomplishments Fiscal Year 2011 - 2012

- Beach Nourishment - Responded to numerous calls regarding beach nourishment.
- Town Celebrations - Coordinated Veterans Day and Memorial Day ceremonies; sale of the Town's 50th Anniversary cookbooks continued
- Facebook/Twitter – Use of social media has increased Town's visibility in positive manner and increased the avenues of information for the public
- Town web site - Web site maintained to encourage easy access – often via “News & Information” on Home Page or as separate sidebar items – to BOC documentation as well as items of specific interest, i.e., public hearings concerning “hot” topics, upcoming storm events
- Town web site – Increased links to appropriate agencies/sites added to Town web site; expanded information to include items of interest to Nags Head residents/visitors that aren't necessarily directly related to Town functions, such as the Dare County property re-valuation
- Email Broadcast - Weekly email broadcast transmits messages of interest, i.e., ocean rescue information, street paving schedule, street closures, weather information, water flushing schedules, etc. to those registered for the email broadcast
- Board Retreat - Successful January 2012 Board of Commissioners Retreat yielded 6 specific community values
- Traffic Control Map – Map was downloaded to GIS system for in-house updating
- Employee Recognition - More equitable employee service award/recognition system adopted
- Paperless agendas – Paperless BOC agendas/backup for Board members went into effect August 2011

Goals Fiscal Year 2012 - 2013

- Web Site – Maintain information regarding boards/committees and include additional links to governmental sites of interest; add proclamations to web site page that holds ordinances/resolutions
- Crowd Gathering Permit Process – Continue to review/streamline online application process for Crowd Gatherings (An additional 14 applications were processed this past year)
- Stormwater – Update/maintain email distribution lists for individual neighborhoods for stormwater issues
- Library – Broad organization of library has taken place – need more detailed organization for more usefulness

- BOC meetings – Convert archived Board of Commissioner meeting video tapes (VHS records) to DVD and/or flash drive records
- Town inquiries – Continue to respond promptly to inquiries by distribution to appropriate department as necessary and continue follow-up process
- Public Information Officer Training – Successful completion of the UNC Institute of Government's Municipal and County Administration course by the public information officer
- Document Imaging - Research document imaging technology to determine benefit to office file storage/ search
- Digital Recording – Research digital recording technology to determine benefit to board/committee meetings
- Citizen participation - Evaluate methods to encourage citizen participation on boards/committees
- Traffic Control Map – Review draft map printed from in-house GIS system
- Emergency Box – Convert VHS records in emergency evacuation box to DVD and/or flash drive records

2 Administrative Services

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

Accounting and Collections

The Administrative Services Department plays a key role in the preparation of the annual operating and capital improvement budgets. Centralized purchasing allows for the timely identification of budget issues so that they can be addressed. This Department monitored spending closely and brought forward 13 budget amendments, which included 106 adjustments in 2011-2012. There were 2,339 accounts payable checks issued during the fiscal year and \$2,207.36, up from \$1,940.62, was saved by taking advantage of purchase discounts. We also continued payment by ACH and made an additional 658 vendor payments electronically, saving the cost of both checks and postage down from 810 last fiscal year. In addition, credit card payments of \$42,155 were processed and allocated to the appropriate expenditure account compared to \$30,472 during the prior fiscal year. There were 1,785 active vendors compared with 2,834 in Fiscal Year 2010-2011. There were 931 purchase orders issued and 51 federal tax form 1099's were prepared for the year. Through monthly sales and use tax reporting and the annual sales and use tax report the Town was able to receive back from the state \$46,686 from sales and use taxes paid compared with \$83,774 in the prior year.



To maximize investment earnings and minimize risk, the investment pool was further diversified during recent years to include the investment of funds in Finistar and increase the amount invested in large certificates of deposit with BB&T and RBC. This diversification helped somewhat to offset the decline in market interest rates, which resulted in reduced investment earnings for the Town to \$115,904 from \$157,511 in the prior fiscal year. Rates earned on short term funds invested in NCCMT increased from .02% in July 2011 to .06% in June 2012 (versus .20% down to .02% in the prior year), compared to rates of .11% to 2.25% earned on the larger longer term certificates of deposit throughout the full fiscal year.

Administrative Services is also responsible for seeking proposals for financing the purchase of the Town's capital assets. During the year, the Town financed \$142,216 over three years at a rate of 1.460% with proposals ranging from 1.440% to 1.845%. The Town also financed \$127,266 over five years at a rate of 1.460% with proposals ranging from 1.460% to 1.995%. The first annual repayment of \$3.6 million of special obligation bonds, in addition to the semiannual payment of interest at a rate of 2.48%, was made during the fiscal year.

We began implementation of new accounting software July 1, 2011, starting with general ledger accounting, purchasing, payroll, and taxes. Water and business licensing followed in October of 2011 and budget in the spring of 2012. The last module converted to the new software was fixed assets in June/July of 2012. We were also able to obtain vendor financing for the purchase at 0% interest in place of typical bank financing, allowing us to equally spread the purchase cost over four fiscal years, further reducing the cost to the Town. Two years of payments had been made as of June 30, 2012.

The Town maintained a 99.62% tax collection rate during Fiscal Year 2011-2012. This represents a slight decrease from our prior years' collection rates of 99.75% for Fiscal Year 2010-2011 and 99.68% for Fiscal Year 2009-2010. The breakdown includes a collection rate of 94.33% for the Division of Motor Vehicles and 99.67% for ad-valorem taxes. There were 6,055 tax bills issued, 1,600 late tax notices, and 92 uses of enhanced collection methods including bank and rent attachments, but no initiation of the in rem foreclosure process. The Town tax bills also included municipal service district taxes of \$.16/\$100 with an initial levy of \$1,784,860, collections of \$1,783,914 (99.95%) and a remaining receivable balance of \$946 (.05%) as of June 30, 2012. There were 1,040 privilege licenses issued (versus 1,150 the prior year).

Water encountered another busy year as well with 30,462 water bills processed, 3,079 second notices, 3,079 late fees added, and 198 cut-off tags prepared (down slightly from 234). We also continued making courtesy phone calls to each customer prior to cut off of water service. There were 24 new water service accounts (up from prior year of 15) and 146 accounts were final billed and transferred to new owners. There were 42 Septic Health credits processed of the 42 requested to be issued. Our total active water accounts at June 30, 2012 were 4,748 (including 4,359 residential). During the year, 229 adjustments were made to water accounts. We began billing the new storm water fee of \$4 per water bill in March 2005 with total yearly revenues as follows:

2012	\$113,988
2011	\$113,252
2010	\$112,612
2009	\$112,368
2008	\$112,378
2007	\$111,720
2006	\$110,796
2005	\$36,776

An unqualified (clean) opinion was received from our auditors Martin Starnes & Associates on the Town's financial statements for the previous fiscal year in the third year of a three year contract for audit services. The Board approved extending the prior three year contract for an additional three years through Fiscal Year 2010-2011. The Town solicited proposals for a new three year contract during the year; audit services will be provided by Dowdy & Osborne for the next three years beginning with the year ended June 30, 2012.

This past year 9 workers compensation claims were filed, representing \$6,975 in total costs and 2 lost work days compared with the prior year's 6 claims with \$1,315 in total cost and 0 lost work days. We also facilitated 11 property damage claims totaling \$53,967 in reimbursements to the Town. A flood insurance claim for the building and contents of the Town's wellness center accounted for \$28,944 of the total reimbursed. Administrative services also provided support for grants and storm reimbursement transactions.

Payroll and Benefits

There were 5 full time vacancies advertised for the various departments in 2011-2012 and a total of \$400 was spent on advertising those vacancies due to the use of free media resources. New employee orientations and processing was conducted for 5 full time employees and 33 part time employees. The average turnover rate for the year was 7.5%, with an average of two months time to fill a vacant position. Six positions remained vacant and/or frozen as of the end of the fiscal year. There was one promotion, 6 resignations, and 2 retirements processed. There were no payroll checks issued in 2011-2012; however, there were 3,441 direct deposit advices. A total of \$4,735 was paid for unemployment costs, down from the prior year of \$7,233 and significantly down from the highest level of \$26,439 paid in 2005-2006. There were 3 notices of potential unemployment claims processed with no phone hearings held. The average cost expended to hire a new general employee was \$600; \$3,889 for a firefighter; \$3,627 for a police officer; and \$800 for a Public Works employee. The variations here are mostly attributed to the initial uniform and equipment costs. In addition, the Town's benefit plan for employees for the year ended June 30, 2012 remained basically the same as the prior year.

Since its inception, the Board-adopted Employee Computer Lease/Purchase Program has been well received. There were 249 computer loans processed to date, with no new loans in either 2009-2010, 2010-2011, or 2011-2012. A cumulative total of \$418,856 has been loaned under this program. The total amount outstanding at June 30, 2012 was \$36. The program was reestablished under revised guidelines beginning July 1, 2012. As part of the Town's commitment to its employees, the funds expended for training amounted to an average of \$116 per employee for 2011-2012, up slightly from \$75 per employee in 2010-2011.

3 Information Technology



Equipment Deployment

- 1 Host Server
- 14 Desktop Computer Replacements
- 5 Laptop Replacements
- 2 Tablet Computers

Software Deployment

- Edmunds MCSJ Software
- Blue Prince Permitting
- Microsoft Office Suite 2010

Other Major Changes

- BOC Video Hosting
- Mobile Website Published
- Website Domain Name Change
- Virtual Environment Development and Migration
- BOC Sound System Replacement

Equipment Supported – Fiscal Year End 2011-2012

Telephone Equipment

- 1 Telephone System Server (VM)
- 7 Voice Switches
- 102 Telephone Sets

Storage

- 1 Email Archiver
- 2 Storage Area Network (SAN)

Computers and Printers

- 63 Desktops
- 47 Laptops
- 2 Tablets
- 39 Printers

Network Infrastructure

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

Mobile Devices

- 29 Mobile Phones
- 17 Air Cards

Servers

- 10 Virtual Servers
- 3 Host Servers
- 3 Physical Servers

Fiscal Year 2011-2012 was a very busy year for the IT Department. There were major changes in software, server operations, and web services.

7/1/11

The new Edmunds financial software went live with purchasing, taxes, payroll and general ledger. Due to multiple problems and delays with the virtualization project, the Edmunds server and SQL (database) server were temporarily running on desktop PC boxes at this time.

8/8/11

The new virtual environment went into full production. The Edmunds server, SQL server and IT Department server were moved into the new virtual environment at this time. All prior attempts had failed so workarounds and temporary solutions had to be implemented while ensuring that everything moved ahead, was fully operational and was fully backed up.

8/12/11

The new Planning Department server which runs the Blue Prince Permitting and Planning software and runs and provides storage for GIS applications was built in the VM environment in August. The Black Bear permitting data was exported and sent to the software vendor for testing at this time.

8/15/11

The Munis Sever was migrated into the virtual environment. This server would soon be used only for accessing legacy financial data when the migration to the Edmunds financial package was completed. This new Munis server utilized the new SQL database server for data storage.

9/27/11

The OSSI (Police) server was upgraded and moved to the virtual environment. The data storage for this application was migrated to the new SQL server also. A video management application utilizing 1 terabyte of storage on the SAN was installed on this server also.

9/30/11

The new Munis server providing access to legacy financial data went into production in the virtual environment. The final import of data was completed and vendor support for this application ended on this day. A "snapshot" of the server was taken so the machine could be restored without vendor support should there be any problems with it in the future. (Cloning and Snapshots of machines are some of the many advantages of running virtual machines.)

10/18/11

The Town's desktop computers were upgraded to Microsoft Office Suite 2010. Training classes for the new software were provided.

11/2/11

A new video hosting service was tested and used for the mid October Board of Commissioners meeting. A YouTube channel was setup and the online video archives of the Commissioners meeting were moved to YouTube over the next few weeks. This eliminated the need for the Town to run its own web hosting server.

11/9/11

The Town's email server was migrated into the virtual environment.

1/17/12

The Town's telephone system server was migrated into the virtual environment.

1/26/12

A new domain name, nagsheadnc.gov was registered. Email addresses for this new domain were assigned to all users and a plan to migrate to the new domain was implemented.

2/21/12

A mobile version of the Town website was setup and published.

4/30/12

The migration to the new BluePrince software was completed over the weekend and the software went into production on Monday morning.

5/17/2012

A new sound system for the Board room was installed. The IT Department provided assistance with selecting this system, overseeing the installation, and getting the system adjusted properly for video recording.

6/20/12

A third VM host server was purchased. This server would allow the remaining servers to be migrated to the virtual environment and provide greater flexibility and redundancy.

4 Planning and Development



Planning/Zoning

Overview

The Planning and Development Department works to manage development and redevelopment in a manner consistent with community goals. Our staff covers building inspections, zoning administration, code compliance, subdivision administration, CAMA minor permitting, and the Septic Health and Water Quality Initiative. Our team provides:

- Geographic Information Systems (“GIS”) data management and mapping
- Long-range planning, special projects or grant development
- Maintenance of the Community Rating System (“CRS”) program for FEMA compliance and community flood insurance rating discounts
- Septic inspections, public education and incentives, and water quality monitoring
- Technical review of development applications and permit management,
- Local Permitting Officers (or “LPOs”) on behalf of the Coastal Area Management Agency
- Staffing for the Planning Board, Board of Adjustment, the Board of Commissioners and other Town Committees as required

The Department strives to give timely and thorough service to customers who are seeking zoning, building, subdivision, or other permits through our office; to create opportunities for public involvement for balanced decision making and long-range planning; and to continually improve Department systems and staff performance.

Fiscal Year 2011-2012 Highlights

In 2011-2012, the Planning and Development Department achieved several notable accomplishments:

- Conducted Damage Assessments for Hurricane Irene. Evaluated 458 habitable (439 minor damage, 17 major damage, 1 destroyed, 15 condemned) and 97 accessory structures damaged and processed repair and replacement and other permits to remove structures from the list.
- Installed and implemented the Blue Prince permitting software and re-organized permit files for easier, future reference.
- Worked with a Board appointed Committee to develop the 2012 Parks and Recreation Master Plan.
- Developed successful grant applications to the Tourism Board and the NC Parks and Recreation Trust Fund in support of the development of Whalebone Park.
- Worked with the Planning Board to revise and updates to regulations concerning Itinerant Merchants, Crowd Gathering Permits and future use of the Tourism Bureau’s Event Site.
- Created the Safe Routes to School partnership with OBX Hospital, Nags Head Elementary and other Town departments.
- Staff training and certifications in building inspections (Todd Krafft and David Morton), Low Impact Development (Angela Welsh and Kelly Wyatt), Bicycle and Pedestrian Planning and “Complete Streets,” (Angela

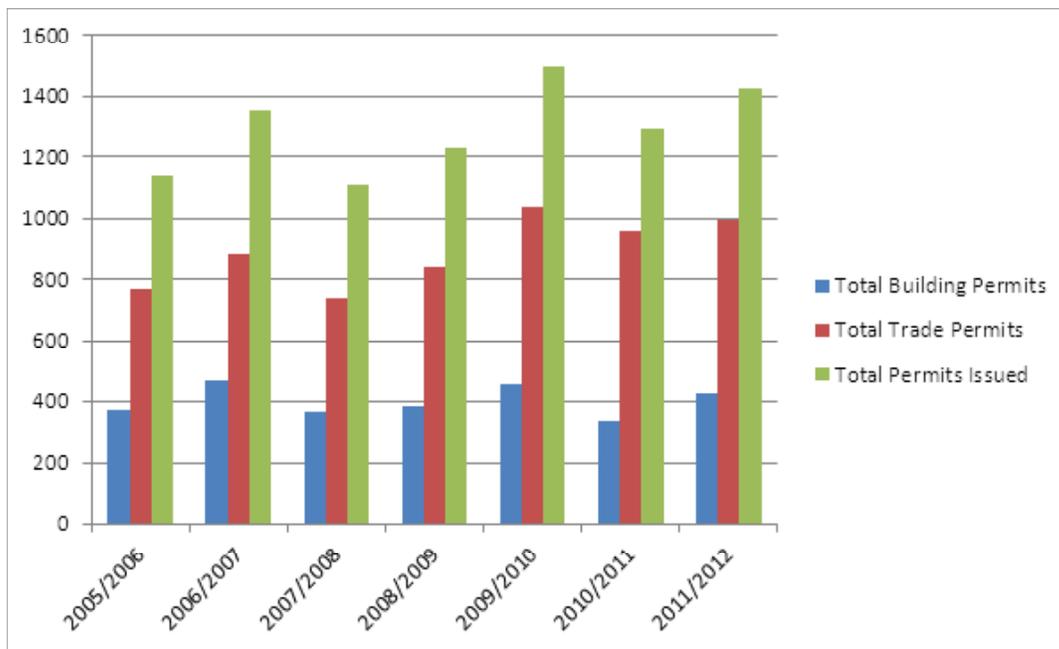
Welsh), Sedimentation and Erosion Control (Kim Allen) and Advanced Certification in Transportation Planning “AICP/CTP” (Elizabeth Teague).

Fiscal Year 2011-2012 Highlights

CAMA Permits Issued	150 (37 Minor Permits and 113 Exemptions) CAMA Application Fees Collected - \$3,800
Zoning Permits Issued	490 Review Fees Collected - \$16,212
Building Permits Issued	1,424 (429 Building Permits and 995 Trade Permits) Permit Fees Collected - \$134,166
Code Compliance Actions	379 Investigations (13 Violation Notices and 83 Civil Citations)
Septic Health	241 Tanks Inspected 30 Tanks Pumped 196 Water Quality Samples Taken

Construction related permits have increased since the 2008 economic crises, and even exceeded 2005 to 2007 levels. Storm Damage repair from Hurricane Irene (as well as in 2009) created a jump in “trade” or mechanical, electrical, and plumbing permits needed for minor repairs.

	2005/ 2006	2006/ 2007	2007/ 2008	2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012
Total Building Permits	371	470	370	387	456	336	429
Total Trade Permits	769	881	740	842	1,039	960	995
Total Permits Issued	1,140	1,351	1,110	1,229	1,495	1,296	1,424



Planning Board/Board of Commissioner Items

Total Text Amendments Presented - 21

- Approve – Adopted - Decrease side yard setbacks for corner lots from 15’ to 12’ when lot size is less than 10,000 s.f.
- Adopted - Prohibition on beach bulldozing unless under specific circumstances.
- Adopted - Numerous amendments to SED-80, Special Environmental District with regard to Boarding Homes, Cluster Housing, Medical Facilities, Firing Range, etc.
- Denied - Elimination of Boarding Homes and Cluster Housing within the SED-80 District.
- Adopted - Religious Complex permitted within the C3, Commercial Service District.
- Adopted - Child day care center as accessory use to Religious Complex within SPD-20 District.
- Adopted – Reduced setbacks and increased density for duplex use in Attached Single-Family District, Village at Nags Head.
- Adopted - Permit vertical axis wind turbines in various zoning districts.
- Denied - Remove standalone docks as a conditional use within the R1 Zoning District.
- Tabled until January, 2012 meeting - Prevent new installation of sandbags east of the Static Line.
- Adopted – Add concealed building-mounted antennae as Conditional Use in CR and C2 Districts.
- Adopted - Prohibit LED and Digital Signage
- Withdrawn – Eliminate height restrictions for flagpoles associated with commercial uses.
- Adopted - Architectural and Interior Lighting (10 footcandles, reduced to 5 footcandles)
- Adopted - “Indoor Training for Dog Agility Club” within the C3 District.
- Adopted – Beach Chair and Umbrella Rentals guidelines.
- Denied - Permitting of digital signage within the Town.
- Adopted - Mandate regulatory building elevation; one foot (1’) above Base Flood Elevation.
- Adopted – Regulation of Digital time and temperature displays.
- Adopted - Internet sweepstakes gaming machines and Cafes, C3 Only and Amortization in C2.
- Adopted – “Public Events Site” as Conditional Use in the Commercial-Outdoor Recreation Overlay District.

Total Site Plans Presented (Amendments/Conditional Use) - 8

- Approved - Harmony OBX (Sam & Omies Restaurant)
- Approved – Private Dock, Delvillar.
- Approved – Petsmart, Satterfield Landing Shopping Center
- Approved – On Trading Corp, Water Dependent Recreational Uses.
- Approved – Tree Removal within SED-80, Michael Kelly.
- Approved – Day Care Facility within Ark International Church.
- Approved – Full Throttle Speedway, Accessory Structure.
- Approved – You Can Fly, LLC (Causeway Location) Redevelopment of Site.

Total Subdivisions Presented - 2

- Approved – Michael Kelly – 2 lot subdivision within Nags Head Woods.
- Approved/Dedications Accepted – Final Plat, Bowman & Waid, 2 lot subdivision.

Total Subdivision Variances Presented - 2

- Approved – R&R Enterprises, 2803 S. Virginia Dare Trail, 2 lot division, variance to Lot Width.
- Approved – A.B. Houtz Subdivision, 6321 S. Virginia Dare Trail, 2 lot division, variance to Lot Width.

Total Rezoning Requests - 2

- Denied – Brian McDonald rezone from R2 to C3 on Carolinian Circle (carry over from previous fiscal year).
- -Approved – Moongate Subdivision rezone from Detached Single Family (SF-2) to Attached Single Family (SF-4).

Board of Adjustment Items

Total Variance Requests - 3 (There were no appeal requests)

- Granted – Robinson, Side Yard Setbacks (Continued from previous fiscal year).
- Granted – Dolphin Motel, Lot Coverage & Front Yard Setbacks.
- Denied – Osborne Request, SED-80 Special Environmental District Regulations.

5 Police



Overview

The Nags Head Police Department is a full-service law enforcement agency that proudly serves the residents and visitors of our town. The Police Department strives to be a contributing factor creating a better quality of life for residents and visitors to Nags Head through proactive policing with an emphasis on community relations. The Department places its highest value on the preservation of human life, the protection of property, and service to humankind.

The Police Department is divided into four operational units:

- Administration
- Patrol
- Criminal Investigation
- Animal Control

The Administration Unit is comprised of the chief of police, deputy police chief, an office/systems manager and an office assistant. This unit performs the administrative duties of the Department, as well as records keeping and computer operations. Additional duties include budget preparation/maintenance and researching/writing state and federal grants.

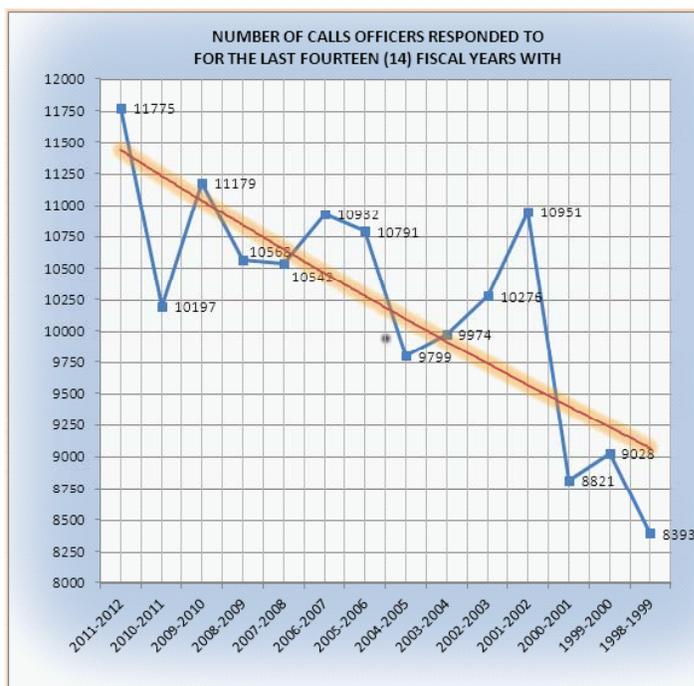
The Patrol Unit is composed of four sergeants and uniformed police officers. The Patrol Unit function is to deliver basic law enforcement service to the residents and visitors of Nags Head.

The Criminal Investigation Unit is composed of one sergeant that oversees the Unit, along with police officers specifically designated to performing the duties of investigating crimes that occur within Nags Head.

The Animal Control Unit is composed of one police officer, who is responsible for the operation of an effective animal control and protection program in the town.

Calls for Service

- Total CAD incidents received and documented by Dare County Dispatch during Fiscal Year 2011 = 11,775, representing a 15.5% increase over the previous year.
- The trend line below continues to show a steady increase in the number of police-officer responded calls.

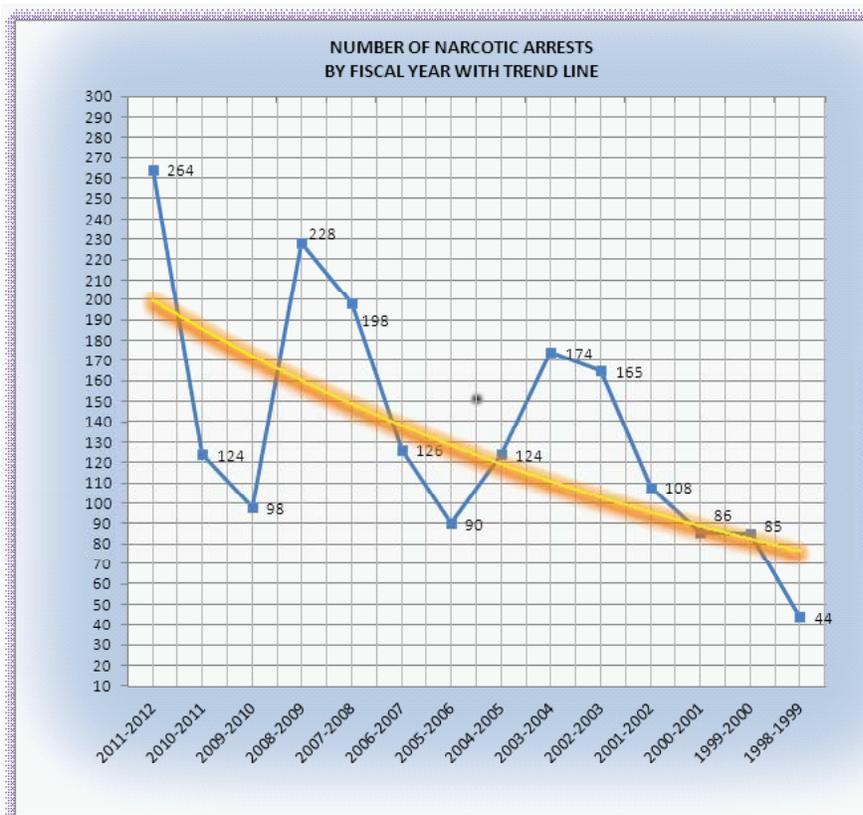


Arrests	2010/2011	2011/2012	Arrests	2010/2011	2011/2012
Homicide	0	1	ABC Violation	65	177
Rape	0	1	Embezzlement	0	0
Robbery	0	1	Creating Disturbance	12	10
Assault	30	43	Motor Vehicle Tampering	1	0
Burglary	9	6	Trespassing	10	15
Larceny	47	54	Communicating Threats	6	6
Accessory to Larceny	0	1	Littering	5	6
Motor Vehicle Theft	3	1	Possessing Pyrotechnics	2	0
Affray	2	0	Extortion	0	0
Forgery	3	6	Damage to Real Property	6	8
Fraud	4	12	Resist, Delay, Obstruct LEO	11	18
Stolen Property	5	0	Other Criminal Arrests	23	47
Weapons	2	5			
Controlled Substances	124	264	TOTAL	370	682

Drug and alcohol abuse affects every sector of society, straining our economy, our healthcare, and our criminal justice systems, while endangering the futures of young people.

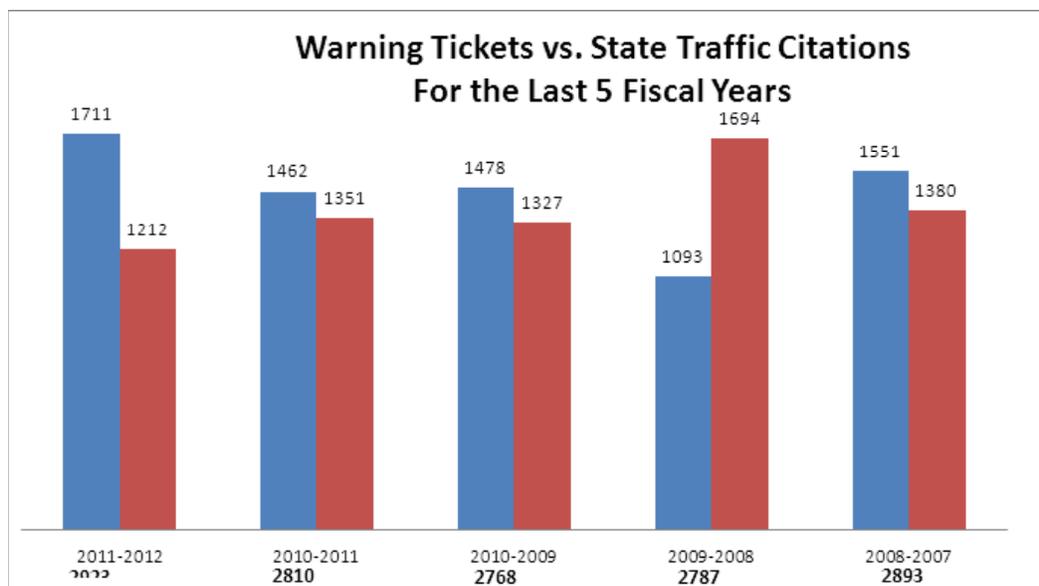
Nags Head officers made 264 arrests last fiscal year relating to narcotics, marijuana, cocaine, heroin, ecstasy and illegal prescription drugs. Officers confiscated many different types of drug paraphernalia including 23 syringes and spoons used with heroin/prescription drugs and 125 pipes/bongs used with marijuana and “crack” cocaine.

Prescription drug abuse is the nation’s fastest-growing drug problem, and the Centers for Disease Control and Prevention has classified prescription drug abuse as an epidemic. In Fiscal Year 2011-2012, police officers seized over 889 dosage units of Oxycodone, and other dosages of Tramadol, Amphetamine and Xanax.



The Nags Head Police Department is focusing on four major areas to help reduce prescription drug abuse:

- **Education**
A crucial first step in tackling the problem of prescription drug abuse is to educate parents, youth, healthcare providers, and patients about the dangers of abusing prescription drugs, and proper storage and disposal of prescription drugs. Nags Head is tackling this issue through community outreach and partnering with Dare CASA.
- **Monitoring**
Nags Head works with North Carolina State Bureau of Investigation agents that have access to the State’s prescription drug monitoring program. This program works to reduce “doctor shopping” and diversion.
- **Proper Medication Disposal**
Nags Head, along with the Dare County Sheriff’s Office, Outer Banks Hospital, and Dare CASA have developed a convenient and environmentally responsible prescription drug disposal program to help decrease the supply of unused prescription drugs in the home. In addition, citizens and visitors can turn over unwanted/unused prescription drugs to Nags Head officers 24 hours/day, 7/days/week for disposal.
- **Enforcement**
Officers with the Nags Head Police Department thoroughly enforce the State’s laws governing the illegal possession/sale of prescription drugs as well as altering/forging prescriptions.



It is significant to note that over 58% of the recorded traffic enforcement volume resulted in a written or verbal warning.

The North Carolina Division of Motor Vehicles, Traffic Records Branch published a report entitled “2010 Traffic Crash Facts”, as part of this report they ranked crash data for 482 cities/towns in N.C. with populations of less than 10,000. In 2010, Nags Head was ranked #5 in the State, our previous year ranking was #9. These rankings are based on several factors including reported crashes, crash severity and crash rates based on population.

**2010 Ranking of Cities with Populations of Less Than 10,000
Based on All Reported Crashes from January 1, 2008 through December 31, 2010
Per NC Division of Motor Vehicles publication entitled “2010 Crash Facts”
(2011 data will not be available until late 2012)**

City	Total Crashes	% Alcohol Related Crashes	Fatal Crashes	Non-Fatal Injury Crashes	2007	2008	2009	2010
Forest City	965	3.21	4	286	20	10	6	1
Wilkesboro	800	3.88	4	185	6	9	26	2
Rockingham	722	3.88	5	338	12	4	2	3
Pembroke	512	4.30	2	156	27	14	8	4
Nags Head	418	8.85	3	125	40	37	9	5
Kill Devil Hills	858	7.23	4	226	19	27	5	6
Conover	1,953	4.45	5	366	15	11	7	7
Whiteville	852	2.35	1	338	4	18	10	8
Trinity	716	4.61	3	203	5	2	3	9
Pineville	1,781	3.43	2	390	9	5	4	10

This publication is available online at: www.ncdot.gov/dmv/forms/default.html?s=REC.

The University of North Carolina, Highway Safety Research Center, published their 2011 "N.C. Alcohol Facts". Included in this publication were the percentage of alcohol involved crashes for Dare County and the State. *Utilizing the data received and documented in by this department, we are able to provide the 2011 percent of Alcohol Involved crashes for the Town of Nags Head.

University of North Carolina
Highway Safety Research Center
N.C. Alcohol Facts

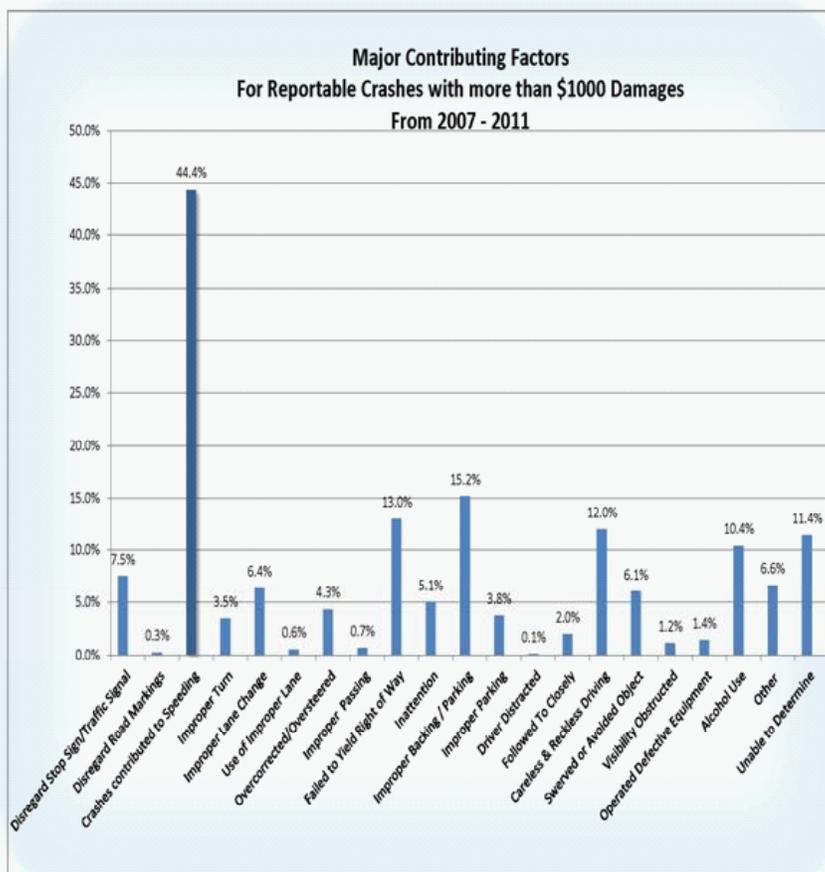
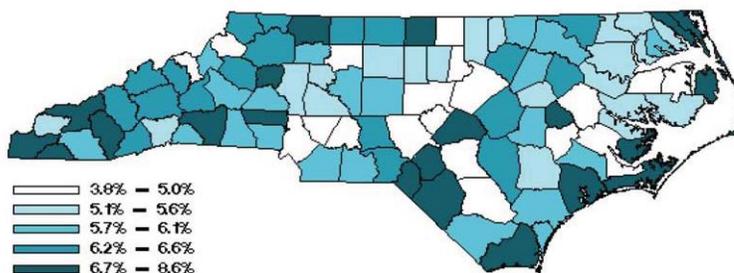
Crashes that Involved Alcohol, 2007-2011

	Total Crashes	Alcohol Involved Crashes	Percent Alcohol Involved
*Nags Head	692	72	10.4%
Dare Co.	3,519	265	7.5%
Statewide	1,070,442	56,548	5.3%

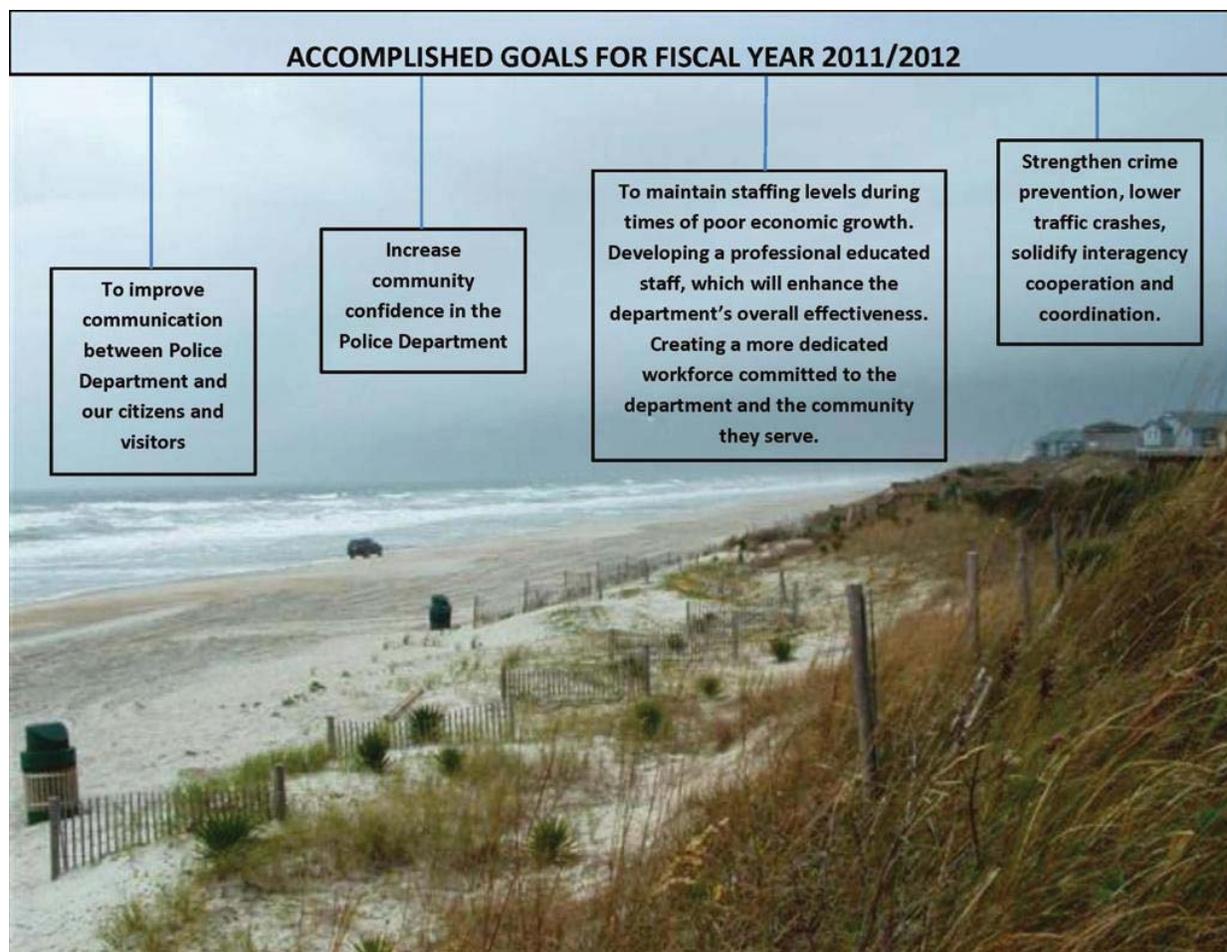


Dare County	
2011 population	34,216
Land area (sq. miles)	382
Population density (per sq. mile)	90
Population change (2000-2011)	14%
<small>2011 population is provisional, not certified</small>	

*Based on reportable crashes
(Accidents with Injury or Damages over \$1,000).



Animal Control Activity Comparison	2007/ 2008	2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012
Dogs impounded	15	22	17	5	30
Cats impounded	58	25	35	54	76
Wildlife relocated	40	4	12	20	15
Dogs reclaimed by owner	8	2	2	2	6
Cats reclaimed by owner	1	0	1	0	0
Barking dog complaint	3	27	22	9	18
Request for setting trap	160	40	49	23	39
Injured animals	17	27	30	23	65
Cat euthanized	0	21	12	6	0
Wildlife euthanized	0	4	2	11	17
Animals reported lost	12	28	29	9	30
Dogs running at large (self initiated & complaints)	0	81	104	70	98
Other animal calls	299	343	259	176	454
Total Animal Control Calls	585	624	574	408	848
ACO Citations & Warnings					
Town citations issued	1	5	5	3	3
State citations issued	1	12	0	2	10
Town warning tickets issued	13	18	10	1	10
Total # of Citations & Warning Tickets	15	35	15	6	23
Animal Bites Investigated					
Dogs biting humans	0	10	10	3	3
Dogs biting other animals	0	2	2	1	1
Cats	2	1	0	0	0
Other	2	2	2	0	1
Total # of Animal Bites Investigated	4	15	14	4	5
Number of animals quarantined	1	7	8	3	2
Total days of confinement	10	40	70	20	20
Dead Animals Disposed Of					
Dogs	1	0	1	1	1
Cats	3	1	4	1	2
Wildlife	6	1	24	6	10
Total # of Dead Animals Disposed Of	10	2	29	8	13
Other Enforcement Actions					
Traffic-State citations issued	4	13	1	0	5
Traffic-Warning tickets issued	9	6	8	6	12
Traffic-Collision reports	1	8	2	3	5
Traffic-Other	0	17	15	6	37
Alcohol/drug violations	0	3	1	0	0
Arrests	0	2	0	3	0
Community policing/community watch	0	75	72	54	85
Patrol calls handled by officer	75	91	52	37	89
Total Other Activity	88	215	151	109	233



- Improve Communication Between the Police Department and Citizens/Visitors.

Our Community Information Exchange Program has continued to expand as we regularly add new members. This program allows our members to stay connected with public safety news and activities within Nags Head. Below are comments the Department has received from our members.

- "Your emails are very informative and greatly appreciated. Thanks to you and your officers for all you do." - Nags Head business owner
- "Thanks for all you do for us. I love the updates and information on the new websites to keep us informed." - Village at Nags Head resident
- "Thank you for adding me to your list for the Community Information Exchange Program. Your newsletter is quite informative."
- "Thank you for all you do and the outstanding police department you manage." - Memorial Avenue resident
- "Chief Brinkley....I want to thank you and your staff for doing such a great job watching out for our citizens and properties. It's especially gratifying to be informed about incidents affecting us, and knowing that the officers are having success in apprehending suspects." -Village of Nags Head property owner

- Increase Community Confidence

It is important that the public feel confident in the Police Department. Crime and traffic crashes have contin-

ued to rise over the last 14 years and the area feels the impact. The Nags Head Police Department continues to enhance services offered to our residents and visitors. Enhanced services include:

- The Annual Nags Head Elementary School Bicycle Rodeo

This event provides an opportunity to educate parents and children about the safety aspects of riding a bicycle on streets and roads. The goal is to empower young cyclists, teaching them the basic rules of the road sufficient to keep them safe. This event provides a tool in which officers can interact and build relationships with the children in our community.

- Nags Head Community Watch Association

Established in 1995, the Nags Head Community Watch Program is an organization sponsored by the Nags Head Police Department and maintained by residents. Not only does Community Watch allow citizens to help in the fight against crime, it is also an opportunity for police officers and citizens to bond through service. The Community Watch Association draws upon the compassion of average citizens, asking them to lend a hand to their neighbors and local law enforcement.

- To maintain staffing levels during times of poor economic growth. Developing a professional educated staff, which will enhance the department's overall effectiveness. Creating a more dedicated workforce committed to the department and the community they serve.

Maintaining staffing levels of any police department can be challenging. In 2003, the N.C. Department of Justice did a study entitled, "Recruitment and Retention Study Series – Sworn Police Personnel". As part of this study, they reviewed of the turnover rates in municipal police departments. Their findings were municipal law enforcement agencies experienced an average of 14.2 percent in turnovers. The average length of an officer's employment is 34 months before he/she decides to leave the police agency.

"The bottom line is people leave for other opportunities which they perceive as better because they can. Therefore, it is critical for executives to recognize that all of their employees are constantly comparing the push-pull balance of alternatives. The balance is the conditions within the agency that push the officer to look for better opportunities. At the same time, other public and private employers are trying to pull or poach high quality candidates with more attractive or appealing working environments. To counter this, departments must maintain conditions to minimize the push and enhance the pull, or retention, of staff. To accomplish this, police leaders will be required to make more concessions to attract and retain employees." – Excerpt from Recruitment and Retention Study

In these poor economic times, it is imperative the Police Department find more creative ways to enhance our working environment. There are several areas in which we strive to make the Nags Head Police Department a more attractive/appealing place to work.

- Adequate Recognition – Positive reinforcement is the easiest, least expensive, and best way to improve good performance. When individuals do not receive this recognition, the exceptional performance will likely diminish.
- Adequate Training – Police officers' work environment is constantly changing and providing new challenges. Training is critical for providing officers with the skills they need to achieve their personal career objectives. When officers do not receive sufficient training, they make more mistakes, lose cases, and feel less confident. This also causes more lawsuits, negative publicity, and poorer organizational performance. Today's officers view training as an opportunity to improve their skills and make them more effective. Agencies that ignore this need are failing to meet the individual's desire to improve. If the department does not provide these opportunities, officers will look for agencies that will.

Training is ranked the most important benefit among our officers. We have lost many seasoned employees in the last five to seven years, and have filled those vacancies with young and less experienced employees. Even though the Town increased the Department's travel and training budget, we still could only provide a

minimum number of officers with training. Quality training should be designed to ensure officers perform to established competency levels and build their confidence. Officers who receive increased levels of training feel valued and are more likely to stay.

In order to make training available for all officers, we had to develop a different solution, so each officer who attended training paid for their meals using a Town credit card, instead of providing a federal per diem. On average, we found that officers were spending approximately 25 to 50% less on meals when using the credit card. This cost savings has allowed the Department to almost double the number of officers we send to training each year. During Fiscal Year 2011-2012, employees completed 2,664 hours of training versus 1,622 hours in Fiscal Year 2010-2011, an increase of 61%.

- Equipment – Officers consider the type of equipment they receive as being indicative of their value to the community. Keeping officers equipped with well-functioning cruisers and upgrading or replacing equipment on a regular basis results in the department more likely being viewed as being an attractive employer.
- Strengthen crime prevention, lower traffic crashes, solidify interagency cooperation and coordination.

The Nags Head Police Department is committed to keeping our community safe by increasing our officer's capabilities through specialized training. These specialized areas of training help us prevent crime and lower incidents of personal injury and damage. Increased capabilities of our officers include:

- A certified Drug Recognition Expert (D.R.E.) – is a police officer trained to recognize impairment in drivers under the influence of drugs other than, or in addition to, alcohol.
- Standardized Field Sobriety Testing Instructors - allows in-house training of our officers in the detection of impaired drivers.
- Rapid Deployment Training – our department has a rapid deployment instructor, which allows us to conduct in-house training (classroom and practical) for active shooter situations.
- Fire Investigations Training - Initial actions or observations made by a police officer may be the key for later establishing that a fire was criminal in origin. Like many investigations the actions or inactions of first responders have effects on how a fire investigation can turn out.

The Police Department proudly serves the citizens and visitors of Nags Head and holds itself to high standards of professionalism and accountability. We strive to be a department that citizens take pride in, and work in partnership with, to prevent and control crime. In Fiscal Year 2011-2012, we participated in several programs, which demonstrate this commitment.

- Prescription Drug Drop – The Nags Head Police Department partnered with the Dare County Sheriff's Office and the Outer Banks Hospital to host this event. In an effort to provide citizens with a safe and environmentally friendly way to dispose of unused pharmaceutical drugs.
- The First Annual Nags Head Elementary School Bicycle Rodeo – this event taught children Pre-Kindergarten to 5th grade the basic rules of the road. This program was co-sponsored by the Outer Banks Hospital and the Nags Head Planning and Police Departments.
- Free Shredding Program – this event provided our citizens free shredding to help prevent identity theft. The Nags Head Police Department collaborated with the Nags Head Community Watch Association to bring this event to our community.

6 Fire and Rescue



Fire and Medical Response

Total emergency response by Nags Head Fire and Rescue increased 11%, from 850 calls in Fiscal Year 2010-2011 to 943 calls in Fiscal Year 2011-2012. Nags Head Fire and Rescue response to medical calls totaled 427 in Fiscal Year 2011-2012, showing a 7% increase, while fire call incidents rose from 450 in Fiscal Year 2010-2011 to 516 in Fiscal Year 2011-2012, a 20% increase compared to the prior fiscal year.

Fire response involving Nags Head commercial properties in Fiscal Year 2011-2012 totaled 255 and rose 16% as compared to the prior fiscal year. Incidents involving residential properties increased this year by 20%, for a total of 425 incidents in Fiscal Year 2011-2012. The remainder of incidents responded to were open land, beaches, and highways. The overall structural fire dollar loss for Fiscal Year 11-12 decreased 80% as compared to the prior period, to just \$49,240.

Nags Head Fire and Rescue provided mutual aid structural firefighting services to all Dare County Fire Departments requesting assistance in 2011-2012, as well as accepting incoming fire resources to assist in mitigating hazards exceeding the capabilities of Nags Head Fire and Rescue. Nags Head continues to maintain excellent mutual aid working relationships with Dare County's fire departments.

Fire Inspections

The Nags Head Fire inspection program is the core of life safety and injury prevention in Nags Head and provides ongoing identification and correction of hazards in commercial facilities.

During Fiscal Year 2011-2012, fire staff completed 338 inspections of Nags Head commercial and multi-family properties, a 32% increase compared to the prior year. Commercial inspections included a majority of restaurants, businesses, and institutional/educational facilities, such as The Outer Banks Hospital, Colony Ridge Nursing Home, and Nags Head Elementary School. Inspections were also conducted at multi-family residential establishments, which included motel/hotels and buildings containing three or more residential units.

Fire staff worked closely with the Planning and Development Department this past year, completing numerous technical reviews of commercial sites and building plans. Throughout the year, Fire and Rescue evaluates crowd gathering permits to help ensure citizens attending special events will remain safe.

For inspectors to conduct hazard recognition activities with accuracy, continuing education provided increased knowledge to the fire prevention program. Education consisted of six hours of training on fire code related topics, as required by the NC Department of Insurance. All fire inspectors completed this training in May 2012.

Town of Nags Head fire inspectors have continued to identify and solve complex fire code matters throughout the year. On site mitigation efforts helped reduce the chances of uncontrolled fire in commercial occupancies. In turn, this intervention provides for occupant safety and improved quality of life for Nags Head residents and visitors.

Fire Prevention and Mitigation

Nags Head Fire and Rescue is committed to the vision of fire safety for all in Nags Head. Overall, the total number of fire prevention education attendees this fiscal year was 1,442. 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 Youth Fire Prevention Night
- Nags Head Police Annual Easter Egg Hunt
- Nags Head Police National Night Out
- St Patrick's Day Parade

Nags Head Fire Rescue staff played an integral role in the planning/participation for July 4th fireworks at Nags Head Pier, as well as the annual Memorial Day and Veterans Day Ceremonies.

The Fire Prevention Committee met 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. Visits were scheduled at Nags Head Elementary and various preschools, as well. Our residents and numerous vacationing visitors continue to tour Stations 16 and 21. Nags Head Fire Rescue staff submitted various fire prevention articles to the local newspapers and the Town of Nags Head newsletter, in addition to speaking with vacationing groups regarding fire safety while on vacation. Group e-mail advisories are distributed to those interested in seasonal fire prevention topics. The Nags Head Fire and Rescue web site is full of timely fire and consumer safety information, informing a curious public about injury prevention. Lastly, the Department and the Town's public information officer cooperatively released timely fire safety related messages via Facebook and Twitter. These innovative social media public service announcements will likely grow in popularity and help the Town reach a more diverse and tech-savvy population in coming years.

Nags Head Fire and Rescue Youth Fire Prevention Night in October offered community members an opportunity to meet firefighters, participate in fire extinguisher training, learn about residential fire inspections, and receive free smoke detectors. Participants also conducted "EDITH, Escape Drills in the Home" in the Dare Fire Safety Trailer. Approximately 330 people attended the important event that established Nags Head Fire Rescue as a fall gathering point for community fire education.

In December 2012, the Department hosted a breakfast with Santa Clause. During the event, toys were distributed to all attending children. In February 2012, staff participated in the first annual Mommy and Me Expo held at the YMCA. Firefighters provided child safety seat checks and child home safety tips for the community. In March 2012, the Department teamed up with the Nags Head Police Department, Dare County Communications, and Dare County EMS to participate in a "Calling 911" education program presented at Nags Head Elementary School. In May 2012, the Department provided fire extinguisher training for the staff at the Children's Work Shop Daycare. Also in May, fire staff attended the United States Coast Guard Open House at the Oregon Inlet Coast Guard Station. In June, Fire and Rescue assisted the Nags Head Police Department with the first annual Bike Safety Rodeo held at Nags Head Elementary School.

The Fire Department endorses community participation in the "Knox Box" program. This program provides for the secure access to building keys and information for use by first-arriving firefighters. A lockable box is installed in a designated location for access by firefighters in emergencies. As new businesses come on-line, they are encouraged to install Knox Boxes.

Nags Head Fire and Rescue worked with the NC Forestry Service, the federal government, and the Nature Conservancy to reduce excess fuels in Nags Head Woods, collectively improving the separation zone between forested areas and homes in the wildland urban interface. Approximately 200 acres of sound side marsh grass were eliminated through controlled burning, and a considerable amount of fuel was removed from the woods buffer area between Well Field Road, Carolinian Circle, Nags Head Pond, Nags Head Acres, and Vista Colony. The project continued along power lines and terminated at the Roanoke Sound, thereby providing a defensible area for fire crews working to contain a wildfire in Nags Head Woods.

Fire Training

During Fiscal Year 2011-2012, career fire staff attended numerous in-house and off-site fire, ocean rescue, vehicle extrication, and safety training classes for an aggregate of 2,068 hours. Several firefighters, captains, and the fire chief attended training classes at the National Fire Academy and at the Dare County Fire Academy. These classes focused

on firefighting, fire prevention, safety, EMS, leadership, HAM radio, driver operator/pump operations, and Executive Fire Officer training. Additionally, several fire staff are now enrolled in the "Emergency Management Preparedness Program" via the NC Community College system. When completed with this curriculum, these fire staff will achieve an associate of applied science degree and be better able to help the community during disasters. One staff person attended a week-long all hazards incident response team training, helping to enrich the Town's capability to mitigate hazards and effectively manage a complex ICS structure. Lastly, the fire chief attended a local Chamber of Commerce grant writing seminar designed to help public organizations procure funding from a variety of available programs.

Obtaining realistic and practical training structures is a persistent need in the fire service. The Department was fortunate this year as Jockeys Ridge State Park offered the Town temporary use of a condemned house for search and rescue, self-contained breathing apparatus, fire streams, and ladder training.

Lastly, Nags Head firefighter/EMT's now obtain all necessary EMS continuing education training via a combination of hands on practical skills work and a commercial computer based interactive medical program.

Ocean Rescue

Equipment

During Fiscal Year 2011-2012, Ocean Rescue received three Honda ATV Ranchers. These replacement ATV's have provided a more timely, reliable and efficient response for rescue operations.

Education

Large group educational lectures were provided by Nags Head Ocean Rescue lifeguards to the following groups: The Outer Banks Hospital employee and family gathering, Jennette's Pier Waterman's Camp (twice), First Flight High School, and Nags Head Elementary.

Public education advisories for the Fiscal Year 2011-2012 totaled 128,907. Lifeguards continued the program nicknamed "Public Education Mondays", in which lifeguards conducted foot patrols every Monday morning by introducing themselves and handing out educational materials. Monday was chosen because it is typically the first full beach day for most visitors, providing Ocean Rescue with the opportunity to contact visitors early on in their stay. A new Outer Banks public education pamphlet was developed by Nags Head Ocean Rescue, which was well received by the public and delivered mostly on Public Education Mondays. Based on lifeguard estimates of beach populations, it appears that visitation to guarded beaches in Nags Head grew by approximately 15%.

A new lifeguard tower was added at Limulus Street in south Nags Head, bringing the total stand count to 12 stationary observation points. Stationary lifeguard stands introduce a surveillance location for rescuers in addition to helping them to more quickly locate swimmers in distress. Subsequent efforts introducing new lifeguard stand locations will help to create overlapping tower coverage and close gaps in surveillance improving safety for swimmers. To enhance visibility for beach patrons, all lifeguard stands were painted white and marked with the access name and mile-post marker. Water related rescue calls decreased 70% this period as compared to last fiscal year.

Competition

In early July, Nags Head Ocean Rescue members traveled to Virginia Beach for the 2nd Annual OBX vs. VA Beach Lifeguard Challenge. Lifeguards from Nags Head joined forces with other local lifeguard agencies to defeat VA Beach in this challenge. In mid-July 2012, 12 Nags Head Ocean Rescue personnel traveled to North Myrtle Beach, SC to compete in the United States Lifesaving Association – South Atlantic Regional Lifeguard Championship. Nags Head took third place in the "B" Division (a staff of less than 50 guards). Having the opportunity to participate in lifeguard competition provides extra motivation to the lifeguard staff for physical training required for the job. The unit also gains respect and admiration from the beach going public as they watch lifeguards training and competing.

Beach Closure

Due to several northeasters and tropical systems, creating dangerous surf and rip current conditions along the beach, the beaches were closed 18 days during Fiscal Year 2011-2012.

The following statistics pertain to the activity of the Ocean Rescue Unit for Fiscal Years 2010-2011 and 2011-2012.

	Fiscal Year 2011-2012	Fiscal Year 2010-2011
Water Rescue	106	364
People Assisted	177	555
Watercraft Assist	5	9
Lost Person Search	15	25
Medical Calls		
No EMS Assistance	85	47
EMS Assistance	13	29
Near Drowning	1	1
Drowning	0	2
Deaths on Beach	1	0
Animal Calls		
Dogs	1,117	641
Marine Animals	18	10
Education Advisories	128,907	136,346
Beach Closings	18	16
Emergency Response (No assistance needed)	67	58
Mutual Aid Response	4	2
Beach Population	1,072,287	936,351

Nags Head Reserve Firefighters

During Fiscal Year 2011-2012, sixteen Nags Head Fire Reserve members spent 1,662.75 hours participating in emergency training, a 32% increase over the prior year. Additionally, reserve staff completed 1,230 hours in station standbys, realizing an 8% increase when compared to the prior period. Three reserve firefighters obtained State of NC Firefighter II/EMT certification, and several others are currently enrolled in the 2012 Dare County Fire Academy. In addition to 12 active firefighters, reserve fire officers include a fire chaplain, fire captain, fire lieutenant and support supervisor. A reserve office assistant provides regular administrative support at Fire Station 16, answering phones, greeting visitors, and completing basic reports.

Nags Head Reserve Fire staff continues to provide services in Nags Head and are a valuable asset. The reserve core group serves the department selflessly, participating in fire response, training, storm support and special events. Our goal for the program is focused on building and maintaining a trained and capable ready reserve work force, thereby improving emergency response, increasing community life safety, and enhancing property conservation efforts.

Infant Car Installation Program

Since 2003, Nags Head Fire and Rescue has maintained an excellent Child Seat Safety Program. This service provides parents and caregivers with a resource for the installation of a child safety seat. Fire Department personnel are certified as National Child Passenger Safety Technicians, which instructs on proper techniques for inspecting and installing child safety seats. This training allows our technicians to educate parents and caregivers on a daily basis concerning child safety seats. The Department provides this service to residents and visitors at both Fire Station 16 and Fire Station 21. The Department is involved in the statewide program and is recognized as a secondary county coordinator for the North Carolina Child Safety Seat Coalition. This responsibility includes providing quarterly reports to the state, as well as reporting the number of seats that have been inspected and installed.

The Child Safety Seat Program is not limited to the fire stations. During Fiscal Year 2011-2012, Fire and Rescue

personnel participated in many community events. These events include:

- Town of Nags Head Easter Egg Hunt,
- Outer Banks Hospital Baby Birthday,
- Children's Workshop Day Care
- YMCA Mommy and Me Expo
- Fire Prevention Open House at Station 16

During these events parents and caregivers were provided with up to date child safety seat information as well as the opportunity to have their child safety seat inspected.

The Fire and Rescue Department conducted 96 child safety seat inspections for Fiscal Year 2011-2012, an increase of 17 inspections or 20% more than the prior fiscal year. The Department provided nine seats to citizens in the community who were in need of public assistance.

With the current staffing we have 10 certified technicians. Every two years a Child Safety Seat Technician must complete a recertification process. This process requires each technician to complete 6 continuing education hours, conduct 5 supervised seat checks, and participate in a Child Passenger Safety Clinic to be eligible for recertification. This past year, two of our fire staff attended the 2012 North Carolina Child Passenger Safety Conference in Raleigh where they were able to obtain their technician proxy certification. A Technician Proxy is a certified Child Safety Seat Technician that has gone through additional training to be able to conduct supervised seat checks for technician to recertify. With the two technician proxies on staff, we can now have our supervised seat checks for recertification done in house.

North Carolina is one of the leading states recognized for excellence in child passenger safety. With 2012 heralding the 35th year that North Carolina has offered a Child Passenger Safety Program, the Nags Head Fire and Rescue Department is proud and honored to be a part of such a vital and innovative effort. Nags Head Fire Rescue is dedicated to the reduction of youth injury via inspection and education provided to the community through the Child Safety Seat Program.

Nags Head Safety Program

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

Nags Head personnel lost workdays for Fiscal Year 2011-2012 totaled one. This was an improvement over the previous year of two lost days from work. The loss was attributed to one recordable injury.

Damage to equipment remains the most frequent issue reviewed by the safety officer. While some incidents are unavoidable, some incidents show the need for ongoing driver training and awareness of employee surroundings. At a minimum, each Town employee must go through a four hour defensive driving class before driving a Town vehicle.

The Safety Committee meets monthly to discuss occupational matters, review incidents, and recommend new equipment or processes. This fiscal year, Town staff participated in various safety events and training opportunities, including CPR for employees, audiometric testing, wellness facility upgrades, inspections, and personal protective equipment distribution for all affected employees. Town employees continue taking online safety classes through the North Carolina League of Municipalities. This training has proven to be easily accessible and valuable for all employees.

In October 2011, the Town of Nags Head took part in a voluntary safety inspection conducted by the North Carolina Department of Labor, Consultative Services Division. During this inspection, only minor issues were noted, all of which were abated in a timely manner. As in the past, the Town of Nags Head strives to achieve a SHARP award and be recognized by OSHA as a partner in providing a healthy and hazard free work environment for employees.

Safety program highlights included a May 4th Safety Luncheon for employees, and a 2012 Safety Week Proclamation declared by the Nags Head Board of Commissioners.

Emergency Management

On August 27, 2011, Hurricane Irene made landfall at Cape Lookout, North Carolina as a Category 1 hurricane with maximum sustained winds of 85 mph. The center of the storm, which was estimated to be some 500 miles wide, passed over North Carolina's Outer Banks just after 7:30 a.m. As a result of Irene, the Town of Nags Head dealt with mandatory evacuations, tropical storm force winds for 10 plus hours, major sound side flooding, extensive damage to structures, storm debris accumulations, and road closures.

In May 2012, Fire, Police, Emergency Management, and EMS staff met with representatives of Outer Banks Hospital and Colony Ridge Nursing Home to determine methods to best serve the affected special needs population. These interactive meetings identified several deficiencies, and Town staff will continue to mitigate hazards and implement new procedures as needed.

The Nags Head Emergency Operations Plan received annual updating. All position descriptions, departmental duties and incident organizational charts were adjusted to reflect the organization, current staffing and mission. Nags Head Fire officials met with other Dare County Fire and EMS officials on an hourly basis through the 800 MHZ radio system to discuss impacts and needs along the Outer Banks.

Nags Head essential staff completed all required FEMA disaster preparedness training as required by HSPD 5, further enabling our sufficient response to potential and real threats in the Town of Nags Head.

7 Public Works



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

Fleet Maintenance

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

The garage staff maintains a \$34,865.65 repair parts and fluids inventory along with diesel fuel and unleaded fuel for the Nags Head fleet. The Fleet Maintenance Division is fully staffed with a fleet superintendent, a senior fleet mechanic, and two fleet mechanics.

There were 1,096 work orders in Fiscal Year 2011-2012 versus 820 in 2010-2011, a 34% increase in work orders. Additionally, there were 2,490 labor hours in the past fiscal year, compared to 2,898.7 hours in Fiscal Year 2010-2011. Fleet Maintenance is certified to perform North Carolina Vehicle State inspections, in addition to being certified in various areas of automotive, medium/ heavy truck and busses through Automotive Service Excellence.

New vehicles and equipment that were prepared, modified, and made ready for service in Fiscal Year 2011-2012 by the garage staff include:

4235* Ford Crown Victoria Vehicle - Police	4240 Freightliner Knuckle Boom - Sanitation
4236 Ford Crown Victoria Vehicle - Police	4250 AutoCar Residential Garbage Truck - Sanitation
4237 Ford Crown Victoria Vehicle - Police	4244 Honda ATV - Ocean Rescue
4238 Ford Crown Victoria Vehicle - Police	4245 Honda ATV - Ocean Rescue
4239 Ford F-150 Vehicle - Police/Animal Control	

*Vehicle number

In addition, fuel delivery, and the maintenance and repair of the fuel pumps, are managed by Fleet Maintenance.

The garage staff stripped 4 vehicles for sale and assisted in the winning bidders' pick up of the vehicles after sale on GovDeals. The vehicles sold for a total of \$7,624.21.

Members of the garage staff helped with the new fuel pump modifications at Public Works in April 2011 to bring the fueling station up to current compliance standards.

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

Administration

Public Works Administration had an extremely busy year with routine activities, several construction projects, and clean up after a major storm. This division of Public Works provides project bidding and contract preparation/administration for all 6 divisions of Public Works. Major projects completed in Fiscal Year 2011-2012 include:

- Phase IV of the multi use path from W. Barnes Street to E. Bonnett Street
- Whalebone Park Recreation Area
- Gallery Row drainage improvements (included storm water improvements along the south side of the street)
- Phase I of the Vista Colony and Nags Head Acres drainage projects

Administration also processed 53 Contracts.

The Town completed a sand fencing project in Fiscal Year 2011-2012 using funds allocated by Dare County from Fiscal Year 2010-2011 that were held over due to the beach nourishment project, and using funds allocated for Fiscal Year 2011-2012. This allowed the Town to install more than twice as much sand fencing as in the largest of the three previous projects. This work was done following beach nourishment.

Hurricane Irene struck the Outer Banks during the last week of August and generated a tremendous amount of debris and straw to be removed/relocated mainly from our sound side communities. Town crews moved quickly to address these areas in conjunction with our debris contractors. Public Works Administration was responsible for coordinating with these forces for the speedy and efficient cleanup of the Town. Administration also directed reconstruction of the handicap ramp at the Jockey's Ridge sound access, the walkway and docks at the estuarine access on the Nags Head causeway, several repairs at the Harvey Sound Access, and new roofs on Town Hall and Station 16. Public Works Administration also coordinated with several other Town departments to compile data for FEMA reimbursement.

Powell Bill work consisted of repaving West Sandpiper Terrace from South Pamlico Way to South Roanoke Way, West Hesperides Drive from South Barracuda Drive to S. Mackerel Court and Wrightsville Avenue from East Bark Street to East Bladen Street.

Calls were received and processed for special pickups as follows:

Bagged Yard Waste Collection: 28 calls	Dumpster Delivery: 27 calls
Brush and Limb Collection: 456 calls	Dumpster Repair: 15 calls
Bulk Collection: 311 calls	Mulch Delivery: 8 calls
Cart Delivery: 245 calls	Rollback Carts: 7 calls
Cart Repair: 459 calls	Special Requests: 0 calls
Christmas Trees: 15 calls	White Goods: 78 calls
Cracked Carts: 9 calls	

Public Facilities Maintenance

Public Facilities Maintenance (PFM) continues to maintain the multi-use path along with maintaining the highway beautification beds along US 158/S. Croatan Highway at the north end of town and in the vicinity of Town Hall. The Division has picked up one more section of multi-use path on the west side to the YMCA. In addition, Facilities Maintenance assisted with stormwater projects and replaced culvert pipes along with asphalt repair throughout the Nags Head. This year the Division has been very busy with stormwater due to the flooding rains that were experienced during May and June.

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

The sixth annual Outer Banks Marathon preparations, set-up, and tear down were completed this year along with mulching the path from Town Park to the Nags Head Woods Road and the path from the Town Park to the YMCA.

Routine work continued to be heavy throughout Fiscal Year 2011-2012. Facilities Maintenance oversees all Town facilities such as buildings, landscaping, streets, signs, drainage, the Town Park, beach accesses, crosswalks, and trash cans on the beach. They service 130+ trash cans and 6 public restrooms daily from May 1 through October 1. In addition, Facilities Maintenance oversees 11 miles of multi-use path. They also oversee 36 miles of streets and one mile of sidewalk. The Division has been mowing Windmill Point, along with the preparation of the property and any maintenance to the water sports building. Facilities Maintenance has added Whalebone Park to its list of facilities to maintain and mow. The Division had to remodel the Town's Wellness Center after flooding from Tropical Storm Beryl on May 30 2012.

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.

Hours spent on specific work include:

Building Maintenance: 1,178 hours	Landscaping Town Facilities: 1,219 hours
Beach Access Cleaning: 2,831 hours	Right-of-Way Mowing: 414 hours
Beach Access Repairs: 2,410 hours	Multi Use Path Maintenance: 1,149.5 hours
Cleaning Town Facilities: 1,996.5 hours	Miscellaneous: 954.50 hours
Street Maintenance: 475 hours	Installation of Regulation Signs: 119 hours
Drainage: 108 hours	Work in Other Departments: 195 hours
Windmill Point Maintenance: 30 hours	

Sanitation

The Sanitation Division had another busy year with heavy routine work and being short-handed. Overall trash volume (residential and commercial) increased slightly from Fiscal Year 2010-2011 by .6%, after decreasing in Fiscal Year 2010-2011 by 2.3%.

Now that the Town delivers the majority of the recycling tons we collect directly to Dare County, individual (by material type), and total, tonnages are not available. While the Town has not seen a significant decline in the recyclables brought to our three trailer locations – Public Works, Town Hall and the Huron Street beach access – the franchise service available through Outer Banks Hauling has seen a steady increase in the number of subscribers and average monthly tonnage. In June 2011, the program had 418 subscribers, averaged 342 subscribers per month and averaged 12.6 tons per month through the Fiscal Year. In June 2012, there were 470 subscribers. The program averaged 385 subscribers per month throughout the year and an average of 19 tons was collected per month. These figures represent an increase of 12.6% in average subscribers and a 50.8% increase in monthly tonnage. In addition, the Town added 56 recycling carts at its public beach accesses. An additional 22.5 tons of recyclables were collected through Fiscal Year 2011-2012 in these carts. A total of 457.78 tons of bulk items were collected during Fiscal Year 2011-12, a decrease of 46.4% or 397.44 tons less than last year.

The Town collected, or had dropped off at our Brush/Bulk Item Drop-off Yard, approximately the same quantity of vegetative debris as in recent (non-storm) years. Once this material was mulched, we were again able to distribute it to citizens. We were also able to use the mulch at Town facilities, on the paths in Nags Head Woods, and in the roadside beautification beds.

The largest amount of material collected and transported by Sanitation was of course residential and commercial refuse. The residential total was 4,117.55 tons and commercial was 4,462.52 tons for a grand total of 8,580.07 tons. Total refuse (including bulk items) increased by 56.15 tons, or an 0.6 % increase from Fiscal Year 2010-2011.

In Fiscal Year 2010-2011, the Town instituted a sticker system for access to the Brush/Bulk Item Drop-off Yard. The system is still working well. The days of operation for the Brush Yard are Monday, Thursday, and Saturday. The number of loads for Fiscal Year 2011-2012 (by day) was as follows, with the previous year's daily totals in parentheses: Monday 1,367 (1,493); Thursday 1,966 (1,940); and Saturday 1,968 (1,911). Overall, total visits were down by 43 (an 0.8% decrease).

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

Water Distribution

There was a decrease in new residential and commercial water service installations this year. Water Distribution continues to commit its efforts to infrastructure and meter route maintenance.

This year, Distribution Technicians performed 2 water main repairs (2" through 4") in the system, 41 service line repairs (3/4" through 2") and responded to 15 after hours call outs.

Eighty two hours of duty was performed assisting other divisions within the Public Works Department.

All Water Distribution Technicians received the required contact hours to keep their existing mandatory state certifications active.

The Water Distribution Division installed the following number of water taps during Fiscal Year 2011-2012:

3/4" – 10 1" – 19 1 1/2" – 0 2" – 0

This compares to the following taps installed in Fiscal Year 2010-2011;

3/4" – 23 1" – 9 1 1/2" – 1 2" – 0

The number of locate requests increased this year to 1,335 compared to 1,008 in 2010-2011, a 32.4% increase.

Projects and Events

- The 8" water main replacement from the town/Cape Hatteras National Seashore line to the Oregon Inlet Marina was completed. (November 2011).
- Coquina Beach and Oregon Inlet flushers were relocated to the new National Park Service water main.
- The 6" water main from South Roanoke Way to West Links Drive severed by Hurricane Irene was replaced. The work was done by Basnight Construction (June 2012).
- A 6" water main was installed on Abalone Street from Virginia Dare Trail to Memorial Avenue. The work was done by Basnight Construction. (June 2012)
- Water Distribution installed a Reduced Pressure Zone backflow prevention device at Colony Ridge (June 2012).

Water Operations

The Water Operations Division of the Public Works Department is responsible for supplying potable water to the citizens of Nags Head.

Water Operations is headquartered at the Nags Head Water Treatment Plant located at 2110 Pond Avenue. Water

Operations also maintains a pump station located at 104 Gull Street, five system flushers, two elevated water tanks, and two ground storage tanks. In addition, Water Operations serves Nags Head citizens by providing an after hours contact for Public Works.

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

Operation Overview

The Nags Head Water Plant is staffed 7 days per week, 2 shifts per day. Water plant operators assist Water Distribution by answer calls and investigate water distribution complaints during weekends, after hours, and holidays.

The Water Operations Superintendent holds A-Well, A-Surface, and C-Distribution licenses. The Superintendent is the Operator in Responsible Charge for Water Operation and is responsible for monthly reports to North Carolina Department of Environment and Natural Resources Public Water Supply section, and state compliance sampling.

The Water Operations Superintendent is certified as a Grade II Wastewater Treatment Plant Operator and Grade 1 Physical/Chemical Water Pollution Control System operator. Another staff member is certified as a Grade 1 Physical/Chemical Water Pollution Control System operator and all are have certification in Bacteriological Analysis for Drinking Water issued by the North Carolina State Laboratory of Public Health.

Water Plant operators are responsible for supplying potable water to the citizens of the Town of Nags Head, 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, system flushers, filter and raw water buildings and both elevated towers. In the spring and summer, the operators are also responsible for the grounds maintenance at the Eighth Street Water Plant, Gull Street Pump Station, the South Nags Head Tower and the Eighth Street Tower. Staff takes it upon themselves to police the side of Nags Head's roadways by picking up litter when time permits.

As compliance requirements for water systems (by the State of North Carolina and the Environmental Protection Agency) increase, so do the duties of the Water Operations staff. Water Operations personnel collect, analyze and record daily, weekly and monthly information that is included in the monthly reports to the State. Operators are responsible for the collection and analysis of daily chlorine residuals at the entry points at the Eighth Street water plant, Gull Street pump station, and in the distribution system. Staff monitors water quality received from Dare County at the Eighth Street water plant and at Gull Street daily. Analyses include hardness, chlorides, iron, free ammonia, and mono chloramines. The operators perform preventive maintenance of equipment and general house-keeping. Staff maintains a state-certified laboratory, for state compliance testing of Nags Head's drinking water for Coliform bacteria. Fifteen water samples are collected monthly from random sampling locations and are analyzed for Coliform bacteria in our laboratory; results are reported monthly to the state. Quarterly THM/HAA5 samples are collected at five locations for compliance with the Stage 1 Disinfection By-Products Rule.

Special Projects

- Lightning strike at Eighth Street water plant damaged the soft starter for High Service pump #3 in addition to the battery charger, temperature sensor, and controller on the Eighth Street generator. (July 6, 2011) Generator back in service August 2011
- # 3 High Service pump motor starter replaced by M&O Electric (July 12, 2011)
- Turtle Tagging Project begun at Fresh Pond by the Nature Conservancy
- Eighth Street generator repaired by Western Branch Diesel (August 3, 2011)
- Hurricane Irene (August 27, 2011)
- Requested OSHA inspection of Eighth Street water plant and Gull Street pump station (September 20, 2011)
- Gateway Communications removed old County radio system from South Nags Head tower (September 23, 2011)

- Cleaned Gull Street ground storage tank exterior (October 10, 2011)
- Radiator in Gull Street generator replaced by Gregory Poole (November 2, 2011)
- Oregon Inlet Campground hydrant on to keep chlorine residual in South Nags Head (December 13, 2011)
- Wholesale water rate decreased from \$1.787 per thousand gallons to \$1.665 per thousand gallons (January 2012)
- Dare County's Skyco water plant closed their raw water blend valve and reduced the amount of chlorine leaving Skyco plant from 1.5 ppm to 1 ppm or less due to high THM numbers in samples collected in December 2011. (January 4, 2012)
- Began testing Dare County water for Free ammonia and Mono Chloramines at Eighth Street water plant and Gull Street pump station. (February 1, 2012)
- Replaced screen on Gull Street ground storage tank (February 27, 2012)
- Updated compliance bacteriological sample sites (March 2012)
- South Nags Head tower and Eighth Street tower inspected by Southern Corrosion (March 1, 2012)
- SCADA antenna upgrade completed by ISI (March 23, 2012)
- Oregon Inlet Campground hydrant shut off (April 5, 2012)
- Gull Street ground storage tank out of service for improvements (April 16, 2012)
- Gull Street tank back in service. Project included re-routing the effluent line from the tank, relocating the Cl₂ injection point, installation of 2-10" inch valves, installation of a sample tap, installation of a PAX mixer, and cleaning the inside of ground storage tank. Work was done by A.C. Schultes. (May 4, 2012). This work was completed to help meet the Stage 2 compliance requirements of the Disinfection By- Products Rule
- Eighth Street generator out of service. "Hot end" needs rewinding (May 20, 2012)
- Dare County Skyco plant opened blend valve at 12% to meet the higher demand for water during the summer (June 5, 2012)
- Eighth Street pump #3 motor replaced by Pearson Pumps (June 20, 2012)