

Town of Nags Head Annual Report

Fiscal Year 2004-2005



Town of Nags Head Annual Report

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Administration



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 Citizens Advisory Committee meetings, Artwork Selection Committee meetings, Festival of Thanksgiving meetings, Personnel Grievance Panel 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 220 agenda packets prepared and distributed for 20 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 51 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 329 legal pages; actual text of the minutes was stored on the Town's computer network and posted to the Town's web site.

Minutes, providing a weekly update of events and issues in the Town, were taken and prepared for 55 staff meetings and distributed to Board members and Town employees.

Agendas, minutes and reports to the Board of Commissioners were prepared for 10 Citizens Advisory Committee meetings and for 9 Artwork Selection Committee meetings. Preparation of the Citizens Advisory Committee's annual Commercial Community Appearance and Residential Architecture Awards is the responsibility of the Office Assistant/Deputy Town Clerk. The Citizens Advisory Committee is also responsible for nominating the annual Lightkeeper Award. A new award, the Nags Header Award, will honor deceased persons who contributed to the Town and will be presented during Fiscal Year 2005-2006.

Artwork Selection Committee duties include scheduling monthly artists, arranging for artwork delivery, ordering artwork identification plates, preparing artist biographies, and updating the artwork directory.

Board packages are coordinated, organized, and distributed for Board members by the Town Clerk's office. Department Heads and the public 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. This includes coordination of the Youth Award, Arts and Crafts Show, Youth Dance, Junior Fishing Tournament, and the live beach music band for the November event.

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 current Town Code.
- Prepare and distribute updates to the following Town documentation: Town Code, Consolidated Fee Schedule, Policy Book, and Retention Schedule.

Administration

- Provide access to the Town Code, ordinances, resolutions and proclamations via the Town-wide shared computer network; provide Town web site access to the Town Code and the Fee Schedule.

Supporting Information

There were 43 ordinances, 24 resolutions and 8 proclamations adopted during Fiscal Year 2004-2005 and processed through the Town Clerk's office.

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

Three 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, reducing the number of individuals/companies who contact the Town for updates.

The Dare County Library is furnished with current copies of the Town Code as well as Board of Commissioners meeting video 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 Park reservations for residents/visitors - Coordinate special requests for Town Park events 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 the Town Park and the Board Room; utilize Town policy for the reservation of the Board Room.

Supporting Information

Approximately 44 reservations for the Town Park were coordinated in Fiscal Year 2004-2005.

In addition to Town boards/committees, many outside agencies schedule the Board Room for meetings. 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.

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

Administration

Nineteen Outdoor Crowd Gathering Applications were processed. Many require coordination of special parking, signage, and sanitation needs.

There were 282 temporary beach driving permits generated, signed and sealed for the Nags Head Surf Fishing Tournament in October 2004.

Two massage therapy business/massage therapist applications were processed in Fiscal Year 2004-2005; no taxi-cab applications (request for certificate of public convenience and necessity) were received.

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 also 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 computer network for easy retrieval.

The emergency evacuation box, provided to the Deputy 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 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 is handled through this department. If required, reports on formal bid results are provided to the Board.

The Town Clerk certified, attested, and notarized several different types of documents in Fiscal Year 2004-2005. The Oath of Office was administered to one new Police Officer as well as to the new Board of Adjustments members.

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

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

Public Information Officer

Objectives

- Timely notification/release of information to the general public and the media concerning newsworthy events.
- Participation in Dare County Joint Information Section.

Supporting Information

The Public Information Officer issued 26 news releases during Fiscal Year 2004-2005 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 such as public hearings 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 and a Board member application form is also posted.

The Town Clerk’s office receives all public inquiries and comments submitted to the web site, which 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.

Highlights of Fiscal Year 2004-2005 - Goals for Fiscal Year 2005-2006

Highlights of Fiscal Year 2004-2005:

- Town web site - Home/Front page News continues to be updated to include easy access to latest Board of Commissioners meeting agenda/backup and to include items of specific interest, i.e., public hearings concerning hotels, information on new south Nags Head fire station.
- Town web site - Continue to update with all Board of Commissioners meeting agendas, backup materials, actions, approved minutes, and public hearing/meeting notices.
- Town web site - Consistently 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 - on average, two Town web site inquiries are received each day.
- Email Broadcast - The email broadcast was used to disseminate information weekly to members of the Town’s email broadcast list. Topics include building height changes, street paving notices, water flushing schedules, and hurricane information.
- Consolidated Fee Schedule - Updates included on Town web site.
- Increased workload - The Administration Department assisted wherever necessary and took on additional responsibilities after the departure of the Deputy Town Manager.
- Town artwork collection - Coordination with Artwork Selection Committee in organization of very successful showing of Town artwork collection at Roanoke Island Festival Park during the month of December 2004.
- Assisted with transformation from Personnel Grievance Board to Panel in accordance with Board-adopted regulations.

Administration

Goals for Fiscal Year 2005-2006:

- Board minutes - Continue microfilming by the State of all formal Board of Commissioners minutes for safeguarding.
- Board minutes - Arrange for CD creation with Board minutes from 1961 to 1972 (currently have CD with minutes from 1972 to present) for easier research.
- Town web site - Continue to customize Town web site (Administration Department, Board of Commissioners, Town Boards/Committees); continue to make web site more user-friendly with easier access/links to more items of interest.
- Town web site - Update Frequently Asked Questions (FAQ) section.
- Research Calendar projects to assist staff with scheduling vacations/meetings, etc.

Administrative Services



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.



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 adjustments in 2004-2005. There were 4,128 accounts payable checks issued during the fiscal year and \$2,646.76, up from \$1,783.09, was saved by taking advantage of purchase discounts. In addition, credit card payments of \$90,928.15 were processed and allocated to the appropriate expenditure account compared to \$79,884.30 during the prior fiscal year. There were 377 new vendor files established, bringing the total vendor files to 3,825. There were 1,316 purchase orders issued and 45 1099's prepared for the year.

The Town enjoyed a 99.96% tax collection rate (unaudited) for the fiscal year ending June 2005, representing an increase over the prior year. The breakdown includes a collection rate of 97.76% for DMV and 99.98% for advalorem taxes. There were 5,940 tax bills issued, 558 late tax notices, and 29 uses of enhanced collection methods including attachment, garnishment, and levy of personal property. There were 3,804 privilege licenses issued (versus 3,828 in the prior year); of those 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 1,175 delinquent privilege license notices and 662 tax certifications for real estate transactions.

Water encountered another busy year as well with 27,179 water bills processed, 2,697 second notices and 226 cut-off tags prepared (down from 307). There were 74 new water service accounts (down from 110) and 84 Septic Health credits processed of the 121 issued. Our total active water accounts at June 30, 2004 were 4,579 (4,196 residential). The water billing policy that went into effect in 2002 continues to help with efficiencies of collections and tenant accounts. We began billing the new storm water fee of \$4 per water bill in March of 2005 with total revenues of \$36,776 as of June 30.

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

This past year 12 workers compensation claims were filed representing \$8,767.11 in total cost and 55 lost work days. We also facilitated 11 incident/damage claims totaling \$21,851.18. Administrative Services also provided support for grants and land transactions.

Human Resources

Administrative Services

The Personnel Committee has been very active in the last fiscal year by having numerous meetings. The Personnel policy continues to be updated and approved by the Board as needed. During the past fiscal year the Town's Grievance Policy and procedures were updated with training provided. There were 10 full time vacancies advertised for the various departments in Fiscal Year 2004-2005 and a total of \$2,682 was spent on advertising those vacancies. New employee orientations and processing was conducted for 10 full time employees and 37 part time employees. There were also six promotions/ internal transfers, four resignations, and one retirement processed. There were 679 payroll checks issued in 2004-2005 along with 2,569 direct deposit advices. There was only one notice of potential unemployment claims processed with no hearings held. The average cost expended to hire a new general employee was \$260; \$3,456 for a Firefighter; \$4,485 for a Police Officer and \$825 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. There have been 182 employees who have participated in this program to date with 18 new loans in 2004-2005 totaling \$16,095.05. A cumulative total of \$323,937.28 has been loaned under this program. The total amount outstanding at June 30, 2005 was \$32,875.26. As part of the Town's commitment to its employees, the funds expended for training amounted to an average of \$511 per employee for 2004-2005.

Isabel Effects

Total reimbursable expenditures through the end of the 2004-2005 Fiscal Year for storm related items were \$7,172,270. At June 30, 2005, the Town had received \$4,779,716 leaving a balance of \$2,392,554. Included in that amount is \$280,914 for the costs of sprigging of the berm which may not be reimbursable by the Federal Emergency Management Agency (FEMA). Staff is currently waiting for FEMA to complete final inspections of the remaining projects for the berm, roads (Surfside and Sea Gull Drives and James Street), and sandbags (Surfside Drive).

Management Information Systems

The Management Information Systems (MIS) Division continues to facilitate the integration of new information technology systems into the Town's current information system. Also, MIS has continued to maintain the optimal performance levels of these systems during Fiscal Year 2004-2005.

Network security and maintenance, hardware and software support, phone systems, geographic information systems (GIS), website maintenance and development, and customer service remain the core functions of the MIS Division.

Help Desk

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

Last year there were 266 calls to the MIS Help Desk. The top work order types were: administrative, phone system, software diagnostics, hardware diagnostics, and miscellaneous. Moving off last Fiscal Year's top support call list were software installation, network administration, and Website administration. Moving on to the top list were phone system, miscellaneous, and hardware diagnostics.

Administrative Services

Help Desk Summary by Department FY 2005

	Work Orders
Undefined	16
Administration	27
Administrative Services	108
Fire	34
Governing Body	1
Planning and Development	19
Police	28
Public Works	19
PW Sanitation	4
Town Manager's Office	1
Water Distribution	9
Grand Total	<hr/> 266

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

There was a slight increase in the number of calls logged by MIS, but a decrease in the amount of hours those calls took to resolve as compared to the previous fiscal year.

FY	Number of Calls
2004	472
2005	266

Training

MIS facilitated numerous training sessions throughout Fiscal Year 2004-2005. Town-wide training was offered on Word, Access and Excel to employees and elected officials. MIS asked Munis to train staff on cash receipts, taxes, payroll and accounts payable and end of period processing.

The Geographic Technologies Group, Inc. came on site to train staff members from both Planning and MIS on the GISmo tool. The expansion of GIS into each department's desktops has and will necessitate a continuing effort to train key staff on administrating the Town's geographic information systems.

Members of Water Distribution, Public Works, Public Safety, Planning and MIS were trained on how to use the Town's new GPS receiver through a joint training effort with the Town of Kill Devil Hills.

It should also be noted that MIS conducted new employee computer orientations during Fiscal Year 2004-2005. The orientations were an explanation of the Town's computer policies and procedures by MIS staff to the new hire. Included in each session was an introduction to some of the basic software applications each employee is expected to use, e.g., Outlook and an introduction on how to navigate the Town's computer network.

Administrative Services

MIS staff attended an Ethical Hacker Security class and the MIS Coordinator is currently attending UNC School of Government's Chief Information Officer School (CIO School). The CIO School trains students on how to become more effective information technology managers, focusing primarily on developing business management skills.

Software and Hardware Implementation

It was a relatively quiet year for MIS as far as software and hardware implementation. The bulk of the servers and workstations were either replaced or upgraded during previous fiscal years.

The computer network speed was increased to 100 megabits over the Town's existing fiber connection to Public Works. The fiber remained in place, with only the equipment on each end of the fiber connection being replaced.

Geographic Information Systems (GIS)

Management Information Systems continues to facilitate the integration of a town-wide geographic information system as per the Town of Nags Head's GIS strategic plan.

An "address point layer" was maintained and updated using Dare County tax information and Munis utility billing information with the help of Geographic Technologies Group. This layer serves as the basis for querying all of the disparate databases throughout the Town.

The following layers directly benefited from the creation of the address point layer:

- fire incidents by type
- fire incidents by year
- fire 911 calls
- police incidents by type
- utility billing
- trash carts

Other layers include:

- building permits
- septic health
- zoning
- subdivisions
- orthographic photography
- building foot prints
- right of way disturbances
- traffic control map
- L.I.D.A.R. data
- CAMA erosion
- public accesses
- historic district
- traffic control map (under construction)
- waterlines/valves
- hydrant
- FEMA berm project
- condemnation

The Planning Division developed a damage assessment application whereby damage assessment teams can photograph and record property damage directly onto a handheld device in the field and then upload this data directly to the Town network upon their return.

A geographic positioning system (GPS) was purchased during Fiscal Year 2004-2005. This unit will help with the location and visual representation of Town assets via GIS layering.

Website

Administrative Services

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

MIS, working with Munis, has begun to improve the online bill payment portion of the Town's Website. Bill payment has become much more interactive. The new system gives website users the ability to search for current balances and payment history online. The ability for users to find water consumption history for their accounts should reduce the volume of consumption request currently received by Water Administration.

There are approximately 980 unique visitors to the Town's website on average per day in the early fall, late spring and summer months. This is an increase from last year's 800 daily web visitors. Web traffic tapers off to an estimated 450 daily visitors during the off season.

Hardware

MIS continues to support the Town computer network, which is comprised of a total of 10 servers (9 Win2k/ NT and 1 Unix), 48 workstations operating in a homogenous XP environment, 41 notebook computers, 19 network printers and 9 stand alone printers. Laptops increased by 2 this year due to extending the life of police laptops by transferring them to Water Distribution and Water Operations. The network printer count increased with the addition of a new color printer in planning and moving their "old" color printer to Public Safety.

Security

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

There was no significant down time due to virus related attacks. MIS devotes a significant amount of time each day monitoring virus threats to the network. The MIS policy of user education and installing centrally managed virus protection software on workstations and servers continues to be the most effective infestation deterrent.

MIS implemented a new desktop and server anti-virus protection this year. Trend Micro antivirus products have replaced all of the McAfee products. The major reason for the switch was a more streamlined and centralized management console. This console allows MIS to respond more quickly to virus threats as they present themselves.

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

A Barracuda Spam Firewall was purchased in Fiscal Year 2004-2005 to increase the filtering of unwanted emails. This appliance filters all incoming Internet email. Eighty percent of all incoming Internet email is considered spam. This appliance is an improvement over the old McAfee Spam Killer software. The McAfee product only identified 30% of incoming email as spam. The Barracuda appliance has proven to be very accurate in its identification and blocking of unwanted email.

Administrative Services

The amount of labor MIS spends on spam filtering has decreased considerably since the installation of the new Barracuda appliance. Monitoring has decreased from four to five hours a week to two to three hours a month.

One of the benefits of spam filtering has been that users do not have to sift through an ever increasing amount of unsolicited email messages. MIS staff monitors and adjusts the filtering software on a daily basis.

Phone System

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

The Town's call accounting system currently captures data for all incoming and outgoing calls on the Town Hall phone system, e.g., call volume and call durations.

Call Accounting Comparison

	Volume	Average Duration
Fiscal Year 2004	262,754	00:01:29
Fiscal Year 2005	161,312	00:01:44

Close to 75,000 calls were processed through the two front desk positions.

MIS has consolidated the management and purchasing of cell phone services. Through this consolidation MIS maintains 45 cell phones distributed throughout the Town's departments.

Planning and Development



Planning and Development

Planning and Development

Planning/Zoning

Hotels

Following the adoption last year of a new Hotel Overlay District, as well as ordinance amendments to hotel standards in the C-2 General Commercial zoning district, staff received several inquiries for new Nags Head hotels. A 141-room hotel was proposed for the property directly across from Jennette's Pier. Staff worked with the applicant to process this proposal through the technical review committee and through the Planning Board, which has been designated as the design review board for hotel projects. An additional ordinance amendment related to this hotel project was also adopted to modify access way standards for hotels fronting on North Carolina Route 12. At the time this report was generated, the application had not been resubmitted. Later in the year, Staff began processing several new hotel ordinance amendments related to upcoming hotel proposals.



Large Structure Text Amendments/Nags Head Residential Design Manual

Staff prepared a review of the effectiveness of the large structure amendments for the November 2004 Board meeting. In this review, Staff noted that the 16,000 square foot lot size requirement for large residential dwellings has reduced the number of applications for dwellings with 6 bedrooms or greater. However, the number of 8 bedroom dwellings in the Village has remained high primarily because the minimum lot size regulations did not extend to the Village. Staff noted that, in addition to mandatory compliance with the architectural standards, more residential projects are now voluntarily incorporating Nags Head architectural elements into the design of structures.

Accessory Dwellings

At the request of the Board of Commissioners, Staff drafted ordinance amendments to allow small-scale, detached accessory single-family dwelling units to exist on the same lot as principle single-family dwelling units. A public hearing was held and substantial public comment was received. These amendments were not adopted by the Board of Commissioners.

Commercial Appearance

Amendments to the original commercial architecture ordinance were adopted, extending these requirements to the Village at Nags Head. Additionally, commercial applications opting to use the residential criteria established for smaller buildings were required to incorporate a full-pitched roof into the design. More specific standards were also addressed for the size and placement of windows.

Soundside Residential Dwelling Overlay District

The Board of Commissioners adopted an overlay district and staff generated ordinance amendments to preserve the unique and historical characteristics of a small residential enclave at the end of Soundside Road. The overlay district was designed to achieve a lower density and intensity of single-family development in this area. It also establishes certain architectural and

Planning and Development

size requirements for single-family dwellings. Finally, limitations on land disturbance, similar to those in effect for the SPD-20 Special Planned Development District, were adopted.

Housing Issues

Over the past year the Planning Department has pursued enforcement actions against property owners who allow their homes to be over-occupied by numerous seasonal tenants. Over occupancy has led to complaints pertaining to parking, noise, property appearance, and animal control issues. Using the Zoning Ordinance definition of "family," planning staff has been able to require property owners to reduce occupancy of single family dwellings to no more than five unrelated people. This zoning tool has helped citizens in single family neighborhoods preserve the unique "quality of life" the Town values.

Town Drainage Issues

Heavy rainfall in the summer of 2004 prompted new interest in the efficacy of the Town's drainage infrastructure. The Planning Department's participation in this issue included responding to citizen concerns and addressing the amount of lot fill placed on lots. Planning staff drafted a new ordinance limiting lot fill to three feet or requires the property owner to provide an engineered storm water plan to retain the first two inches of rainfall on-site. Staff also participated on a stormwater committee established by the Board of Commissioners.

Hazard Mitigation Plan

Planning and Development, in conjunction with the Nags Head Hazard Mitigation Planning Committee, completed the Nags Head Hazard Mitigation Plan, which was adopted by the Nags Head Board of Commissioners on August 4, 2004. This was completed to satisfy the requirements of North Carolina Senate Bill 300 and Section 322 of the Disaster Mitigation Act of 2000. The Town of Nags Head is required to have a FEMA approved plan to maintain eligibility for public assistance in the event of a declared disaster. Notification of final approval from FEMA was received on November 5, 2004. The Town will be required to evaluate the implementation of the plan annually and will conduct an update of the plan every five years or within one year of Presidential disaster declaration. The current plan is effective until November 5, 2009.

Damage Assessment Procedures

Planning and Development Staff, in conjunction with MIS staff, continued to implement the GIS-based handheld damage assessment procedure for post-hurricane/storm related damage assessment. All hardware and software has been purchased and received and a manual has been developed to document the procedures necessary to carry out the project. This new procedure was demonstrated to the Nags Head Damage Assessment Team.

Land and Water Use Plan Update

Staff has initiated the process to update the Town of Nags Head Land and Water Use Plan. The Town has been awarded a grant from the Division of Coastal Management to complete phase I of a two phase project. At the time of this report, Staff was working to hire a consultant to assist with components of this project. Phase I is expected to be complete by May 31, 2006.

New Dare County Flood Maps

Planning and Development

In May, the Town received draft copies of the new flood maps for Dare County. Planning Staff is reviewing these maps and the requirements necessary for the Town to adopt a new floodplain management ordinance. Staff has been coordinating with the State as well as other Dare County municipal governments for training and public outreach. The protest and appeal period to dispute information on the maps ended August 15, 2005. It is anticipated that the maps will be adopted during the spring of 2006.

Town Cemetery

The Board of Commissioners and Staff continued to pursue the location of a Town Cemetery. A Cemetery Committee was formed which met with the Nature Conservancy to discuss possible options for a cemetery on the property that is jointly owned between the Town and the Nature Conservancy. Sites were narrowed down to the properties adjacent to the former Outer Banks Medical Center Building and Britthaven. Staff completed a cursory evaluation of these properties to analyze development potential and discussed next steps with the Board. Staff is contacting consultants who specialize in cemetery development to begin the site evaluation process.

Emergency Berm Project

In the fall of 2003 following Hurricane Isabel, FEMA surveyed our ocean beach for storm damage and erosion. Following their assessment, FEMA authorized emergency funding to construct roughly nine miles of emergency berm.

Planning and Development Staff was responsible for public notification on two separate occasions; once in 2003 and again in 2004. Planning Staff was also responsible for permit acquisition. The permit was applied for in November of 2003 and was issued by the North Carolina Division of Coastal Management in February of 2004.

In mid March of 2004, the Town awarded a contract to Robbie Parker Construction of Kitty Hawk to perform the necessary work. Due to the size of the project and the deadlines conditioned on the permit, work ceased on April 30, 2004. As a result, this project had to be extended to a second phase which began in the fall of 2004 and was completed in the spring of 2005. Sand necessary to rebuild the beaches came from three sources (1) scraping or pushing sand from the beach, (2) returning sand that accumulated on public properties to the ocean beaches (before this sand was placed on the beach it was sifted to remove debris), and (3) bringing in beach quality sand from a source outside the Town. The first phase was very successful with all of the stockpiled sand moved to the beach and all of the beach scraping completed. In addition, 56,666 cubic yards of sand was hauled in by truck. A total of 103,000 cubic yards of sand was placed on the beach during the first phase. This represented about 30% of the entire project. The "fall-winter" phase began mid November and in accordance with the permits, the project was completed in April 2005.

Grants

Curlew Street Beach Access

The Town applied for and received two grants to develop an ocean beach access site on Curlew Street. This access includes parking as well as a handicapped accessible dune walkover. The two grants, one from the Division of Coastal Management and the other from the Outer Banks Visitors Bureau (Dare County Tourism Board), resulted in little expenditure of Town funds. The project was completed August 3, 2005.

Planning and Development

Wellfield Road Multiuse Path

In the spring of 2004 staff submitted a grant application to develop a 4,200 foot, ten foot wide paved multiuse path on Wellfield Road. This multiuse path was designed to connect the County recreation park to Barnes Street and the subdivisions to the east. The Town received notification in October of 2004 that a NCDOT Enhancement Grant was awarded to the Town in the amount of \$131,866. Planning and Public Works Staff continued to work on this project through the spring of 2005.

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 will contain restrooms and a large covered area. The Town, in the fall of 2004, applied for a grant from the Dare County Tourism Board (\$40,000) to fund the remainder of the project. Both grants were awarded for a total of \$120,000. Design and survey work began in the spring of 2005 and the project is anticipated to be completed in December 2005.

Parks and Recreation Trust Fund Grant

Planning Staff submitted a grant application to the North Carolina Parks and Recreation Trust Fund to construct recreation improvements at the new Town/County park located at 227 W. Satterfield Landing Road. The grant would fund the construction of tennis courts, a children's playground, basketball courts, and a dog park. At the time this report was prepared, Staff had not been notified on the status of the grant.

Albatross, Barnes, and Baltic Streets

In the summer of 2005, Planning Staff submitted three final NC Public Beach and Coastal Waterfront Access Program grant applications for beach access improvement projects. Two projects, Albatross and Barnes Street, would involve replacement of existing beach stairs and dune walkover structures. Baltic Street would involve constructing a new parking lot and drive aisles as well as a handicapped accessible dune walkover structure. Staff is awaiting the status of these grants.

Overview of New and Amended Zoning Regulations

Planning staff researched and prepared numerous requests for zoning text amendments for the Board of Commissioners' consideration. The sampling below illustrates the diversity of issues Planning and Development staff has worked on this year:

- Flag regulations
- Buffer trimming regulations
- Restaurant definition
- Village land use hierarchy
- Major communication towers
- Commercial lot recombination
- Commercial architectural standards
- Indoor fitness centers
- Commercial floor plan requirements
- Municipally owned public access
- Office/retail group development
- Above ground utility buffering
- Public noticing regulations

Planning and Development

(roofs and windows)

Site Plans and Conditional Use Permit Applications

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

- North Banks Office Buildings
- Nags Head Fire Station
- Nags Head Supermarket
- Greenlee Office Building
- Nags Head Church
- I.G. Holdings LLC Retail Building
- YMCA Expansion
- Applebee's Restaurant
- Nags Head North Water Tower
- Cineplex conversion to restaurant
- Harvey/Nags Head Sound Access
- Goodrich Office Building
- Mercer Private Dock
- Kornmeyer Massage Therapy Practice
- IG Holdings LLC Speed Wash site

Preliminary/Final Subdivision Plats

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

- Sand Castle Preliminary Subdivision Plat
- Seven Sisters South Preliminary Plat
- Southridge Section V Final Subdivision Plat
- Seven Sisters South Preliminary Subdivision Plat
- Elliott Estates IV-B (Weeks) Final Subdivision Plat
- Thomas Alexander Final Subdivision Plat

Geographic Information Systems

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

- Continued refinement of a Town-wide address point layer
- Town waterline mapping
- Town streetlight inventory
- GPS training with Town of Kill Devil Hills
- Procurement of a handheld GPS unit to field collect GIS data
- Nags Head web based map viewer
- Handheld damage assessment project

Board of Adjustment

Staff processed a total of 15 appeal and variance applications for Board of Adjustment consideration over the past fiscal year. Specifically, Staff prepared 9 variance requests and 6 appeal requests. This year's cases ran a range of issues including expansion and repair of nonconforming structures, noncommercial freestanding signage, buffering, setbacks, and alternative lot access.

Septic Health Initiative

Inspection and Pumping Program

Inspection Refunds

Planning and Development

In August of 2004, the incentive based septic inspection rebates for the fifth 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.

Contractors completed 132 septic system inspections between August 2004 and April 2005. Town reimbursements to property owners for system inspections in Fiscal Year 2004-2005 totaled \$8,580. Furthermore, Town staff completed an additional 49 courtesy inspections and assisted numerous other property owners directly with questions, concerns and septic loan applications.

Pumping Voucher

An incentive based pumping voucher was made available to owners who chose to have their septic tanks pumped. A \$30 water credit was given to owners that mailed the voucher in with their water bill who had their tanks pumped between September 2005 and April 2005. To date, 123 vouchers were issued with 95 receiving water account credits as of July 26, 2005 and 6 still eligible for a voucher credit through September 2005.

Addressing Failing Septic Systems and the Availability of Septic Loans

There have been seven loans granted for septic repair this fiscal year totaling \$13,270.54. Currently, there are 24 loans with a balance of \$24,035.81

Water Quality Monitoring Program

To determine the extent and impacts, if any, of leaking and improperly maintained septic tanks, the Septic Health Initiative is monitoring the water quality of ground and surface waters at selected sites through-out Nags Head. This program began in November of 2000 with a few surface sites, and expanded to as many as 40 surface and ground water (well) monitoring sites in late 2002. This monitoring currently holds at 38 sites (25 wells and 13 surface sites) and yielded 1,233 samples for the fiscal year.

The Town continues to utilize a contracted chemist to collect and perform lab analysis of water quality samples on a weekly basis in the summer and a reduced schedule in the winter. Some of the parameters currently being tested at sites include fecal coliforms, ammonium and nitrates, phosphates, salinity, specific conductance, pH, and dissolved oxygen. Enterococcus is also being monitored at all surface sites.

Septic Education Program

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

De-centralized Wastewater Management Study

The final component of the Septic Health Initiative was the hiring of a consultant to assist the Town in compiling septic inspection and water quality data gathered since the program's

Planning and Development

inception in 2000 and also to look at possible management options for on-site systems within the Town. Stone Environmental, Inc. was contracted in March of 2004 and worked with staff through the summer of 2005 until it was complete. A final report with recommendations was presented and adopted by the Board of Commissioners on July 20, 2005.

Building Inspections

Building Inspections, along with the rest of the Planning and Development Department, is finally starting to show recovery from Hurricane Isabel. Only 5 structures remain on the condemnation list, with 2 left from Isabel and the 3 remaining structures caused by the rough late winter and spring storms.

The Town witnessed a decline in the construction of single-family dwelling housing units and miscellaneous building permits. The number of stand alone electrical, plumbing and mechanical permits, have all increased. But while residential development declined slightly from last year, commercial development saw much more activity. The overall value of building construction also increased 21%, rising from a total value of \$46,619,558 in Fiscal Year 2003-2004 to a total value of \$56,559,931 in Fiscal Year 2004-2005, attributable mainly to the increase in commercial construction. The building inspectors conducted 3,881 inspections in Fiscal Year 2004-2005, including 580 building inspections, 801 electrical inspections, 437 mechanical inspections and 578 plumbing inspections.

Development is still progressing into the redevelopment of commercial development with single-family residential development with the demolition of the Restaurant by George and the opening up 18 residential lots for development. Although no permits have been applied for, proposed residential development of these lots has been publicly stated. Development of the old Wharf Restaurant lots is showing activity with 2 new single-family dwellings under construction. The oceanfront portion of the Sea Oatel being demolished has opened up 8 oceanfront lots for future single-family dwelling development. In the near future the Sea Spray Motel owners have conveyed to staff their intentions to demolish the building, opening another 6 oceanfront lots for future residential development. Also, development and redevelopment is still in the direction of demolition of older smaller single-family dwellings to build larger single-family dwelling units.

Public Safety



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 composed 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. Contracted Ocean Rescue Service that had been provided in previous years to the Town of Southern Shores was not renewed at the request of the Town of Southern Shores.

Highlights

Awarded the State of North Carolina, Department of Labor's "SHARP" (Safety, Health Achievement Recognition) Award, the only municipality in North Carolina to be awarded this level of excellence.

Achieved OSHA Consultative Services approval of all Nags Head Municipal facilities for the 5th year in a row, again exempting town facilities from all unscheduled OSHA compliance visits.

Declared May 2-6, 2005 the Nags Head "Safety Awareness" Week, complete with a Mayoral proclamation and employee safety training.



Public Safety

Held the annual Safety Committee/Department Head all hands meeting to discuss safety issues and determine if any equipment, training or procedures were necessary to eliminate hazards in the town.

Conducted Nags Head Police Division's largest illegal drug investigation in the history of the Town (still in the process of closing the investigation).

Finalized plans for the south Nags Head Fire Station. Construction began spring 2005, with an expected completion date set for fall/winter 2005-2006.

Represented by Fire Marshal Kevin Zorc and Police Sergeant Kevin Brinkley for the Town's "Employee of the Year" Award.

Nags Head Police Sergeant Kevin Brinkley successfully completed the (LEEP) Law Enforcement Executive Program graduating in the spring of 2005.

Department of Public Safety is in its 2nd year of its Chaplaincy Program, which continues to be a successful program serving residents, visitors and the Department of Public Safety Employee and Volunteer Family.

Provided CPR/AED and fire extinguisher training for Town staff.

Provided audiometric testing and mandatory physical examinations for all required employees.

Town Safety Officer and Deputy Safety Officer and other Town Staff attended training sessions sponsored by the North Carolina Safety and Health Council.

Provided required annual safety training for Nags Head employees.

Police Division

A review of Fiscal Year 2004-2005 found this to be a very successful year for the Police Division with policing services continuing to be consistent with a well managed, professional law enforcement agency.

During Fiscal Year 2004-2005, calls for Service, dispatched through Dare Central Communications, saw Nags Head police officers responding to 9,799 calls for service, a decrease of 175 calls from the 9,974 dispatched calls for service responded to during Fiscal Year 2003-2004. Again this year, the Police Division provided over 400,000 miles patrolling and responding to calls for service in the Town.

Police Officers responded to 182 burglary calls during Fiscal Year 2004-2005 compared to the 150 calls responded to during Fiscal Year 2003-2004, an increase of 32 burglary calls. Nags Head Police Officers made 89 arrests for burglary compared to the 48 arrests made during Fiscal Year 2003-2004. Burglaries to residential, absentee owner, and rental cottages remains as the area, in which the town is, crime wise, most vulnerable especially during the late fall and winter off-seasons.

A significant decrease was noted in the larceny crime category, with 155 calls occurring during Fiscal Year 2004-2005 compared to 196 calls last Fiscal Year. The Police Officers made 95 arrests

Public Safety

for larceny related calls during Fiscal Year 2004-2005 compared to the 47 arrests made in Fiscal Year 2003-2004.

Vandalism calls decreased to 72 calls during Fiscal Year 2004-2005 compared to the 108 calls responded to during Fiscal Year 2003-2004. Police Officers made 10 arrests for vandalism during Fiscal Year 2004-2005 compared to the 11 arrests in Fiscal Year 2003-2004.

Trespassing calls decreased to 71 compared to 82 calls responded to during Fiscal Year 2003-2004. Police Officers apprehended 4 trespassing violators during Fiscal Year 2004-2005 compared to 11 during Fiscal Year 2003-2004. It is believed that the design, production, and sale to property owners of "No Trespassing" signs continue to contribute to the decrease in the incidents of trespass on private property.

Police Officers responded to 38 alcohol related calls compared to 47 calls during Fiscal Year 2003-2004. Police Officers initiated 105 alcohol related enforcement actions during Fiscal Year 2004-2005 compared to 169 in Fiscal Year 2003-2004. Extra Police Division enforcement efforts, with assistance from the North Carolina Highway Patrol and North Carolina Alcohol Law Enforcement during Virginia High School Week, resulted in the decreased alcohol enforcement actions.

Dispatched alarm calls increased during Fiscal Year 2004-2005 with 629 alarm calls being reported compared to 599 during Fiscal Year 2003-2004.

The number of criminal arrests during Fiscal Year 2004-2005 was 626 compared to 650 criminal arrests made during Fiscal Year 2003-2004.

The number of traffic related apprehensions during Fiscal Year 2004-2005 was 2,436 compared to the 2,530 traffic related apprehensions during Fiscal Year 2003-2004.

Community Policing and Community Watch

The expansion and success of the Town of Nags Head's Community Policing Program, now in its 11th year, continued during Fiscal Year 2004-2005. The spirit of community partnership existing between the Police Division and the Nags Head Community Watch Association continues to generate resources that assist in the safety of our community.

Our permanent residents are participating in "Community Watch" more than ever, calling the Town when suspicious conditions occur in their neighborhoods. Citizens and visitors reported 96 suspicious persons with another 87 reports of suspicious vehicles reported to the Police Division during Fiscal Year 2004-2005.

The success and strength of this continuing community partnership was again demonstrated in September 2004, when the Police Division, Community Watch Association, and over 150 of the Town's residents, absentee property owners, and visitors turned out in 17 of 21 neighborhoods to participate in the 21st Annual "National Night Out Against Crime". Several businesses and citizens again supported the Nags Head Community Watch Association and "National Night Out" by sponsoring block parties in some of the Nags Head neighborhoods. This year, for the fifth year, the Police Division hosted the Community Watch Association, the neighborhood Community Watch Block Captains, and the Community Watch members to a "National Night Out" picnic in the South Wing of Fire Station 16. Over 150 citizens attended this picnic in which Mayor Muller read the "National Night Out" Proclamation and presented remarks to the Community Watch Association.

The Community Watch Association, along with the Police Division, once again participated in the annual St. Patrick's Day parade, children's Easter egg hunt, and the Town's 5th annual Festival of Thanksgiving celebration.

In December 2004 the Community Watch Association hosted the Department of Public Safety at a luncheon to extend their thanks and appreciation to staff for their continuing efforts to preserve the quality of life here in Nags Head.

During each month's Community Watch Meeting the general public is invited to attend and listen to speakers from the local community who provide unique information on specific areas of interest. Nags Head's Mayor, Robert Muller, in January 2005, spoke to the group regarding the "State of the Town of Nags Head," providing citizens a look into the Town's fiscal status and information on how the different departments within the Town operate. In February 2005 Investigator Chris Montgomery of the Nags Head Police Division gave an informative talk on "Protecting Yourself from Identity Theft". In March 2005 Volunteer Deputy Fire Chief Jim Norrell, representing the Nags Head Volunteer Fire Department, gave a unique outlook on the different services the Volunteer Firefighters provide to Nags Head. In April 2005, before the summer beach season began, Nags Head Ocean Rescue Captain Chad Motz presented a lecture on "Beach Safety".

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 2004-2005. 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 2004-2005 the Town continued to be honored with the State of North Carolina's Governor's Crime Prevention Community award. The award recognizes the Town, its Police Division, its Community Watch Association, and its citizens for their continued efforts in preventing and reducing crime.

The Police Division continued its 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.

Major Criminal Investigations Update

In April 2005, the Nags Head Police Division's Criminal Investigation Unit, during an investigation of illegal narcotic sales in Nags Head, arrested a male for Possession with Intent to Sell and Deliver Marijuana, Felony Possession of Marijuana, and Maintaining a Dwelling to Store Narcotics. During this arrest, 8 pounds of marijuana, a 2003 vehicle, and cash was seized. The defendant presently awaits trial.

As a direct result of investigations and arrests of illegal drug traffickers and dealers during Fiscal Year 2004-2005, the Police Division received \$14,870.56 from the N.C. Department of Revenue and \$12,670.80 from the U.S. Department of Justice in Illegal Drug Forfeiture Funds. These funds continue to be used for the purchase of equipment and supplies that assist the Division in investigating the sale and delivery of drugs and assisting in the treatment of drug abusers.

Motor Vehicle Accidents and Traffic Safety

Public Safety

Nags Head experienced a total of 248 motor vehicle accidents during Fiscal Year 2004-2005, a decrease of 48 accidents from the prior fiscal year. A total of 52 of the motor vehicle accidents resulted in personal injury during Fiscal Year 2004-2005 compared to 43 personal injury motor vehicle accidents in Fiscal Year 2003-2004. There were no fatality accidents in Nags Head during Fiscal Year 2004-2005.

A majority of the motor vehicle accidents in Fiscal Year 2004-2005 continued to be the direct result of: driver negligence; failure to maintain a proper lookout while turning, changing lanes, pulling onto roadways from private businesses or side streets; and pedestrian error. 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, has been studying the feasibility of the installation of Red Light Photo Enforcement Cameras at selected intersections in Nags Head. Due to recent State 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 decision not to proceed with the proposed 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 will then re-evaluate the installation of red light cameras.

The Police Division continued to address the issues of traffic safety and awareness and education by deploying officers in the Town's residential neighborhoods and commercial areas. In addition, a mobile radar display trailer, as well as an unstaffed marked police vehicles, were deployed on streets in the Town.

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

The installation of the signal light on U.S. 158/S. Croatan Hwy and Bonnett Street was completed in the spring of 2005. The construction of the new YMCA entrance also began in the spring of 2005 and will be prior to the opening of the new Dare County Elementary School #5. This project also involves drainage improvements along both Bonnett Street and Wrightsville Avenue in the area of the elementary school site.

During this fiscal year, the Town, working with Department of Transportation and Tanger Properties, approved the installation of a signal light at the intersection of Gull Street and U.S. 158 at the new entrance to Tanger Outlet Mall. This new traffic pattern and signal light has greatly improved the ingress and egress problems at this location. In addition, the signalized intersection provides another controlled intersection at the south end of Town where motor vehicles and trucks can safely enter the highway.

Both of these traffic improvements have greatly improved traffic safety in the southern end of the Town near the Whalebone Junction intersection.

Personal Watercraft

There were no personal watercraft injury accidents reported in the Town during Fiscal Year 2004-2005. There were, however, 2 personal watercraft violation calls for service reported

during the fiscal year compared with no personal watercraft violation calls during Fiscal Year 2003-2004.

Annual July 4th Fireworks Spectacular

The July 4th fireworks spectacular was hosted by the Town at the Nags Head Fishing Pier. Pyrotechnico provided a fireworks display that was unequalled anywhere in northeastern North Carolina. It was estimated that in excess of 30,000 people viewed the display. Traffic and crowd management plans were executed as designed, with no incidents or problems being reported.

The Town wishes to extend appreciation to Andy and Lovie McCann, owners of the Nags Head Fishing Pier, for allowing the July 4th fireworks spectacular to be held on their property. The fireworks display was a huge success, helping to further enhance the Town's image and commitment to remaining a premier family resort.

Festival of Thanksgiving

The Department of Public Safety again participated in the year-long planning of the Town's Year 2004 Festival of Thanksgiving. The Festival of Thanksgiving Planning Committee deserves credit and recognition for the great job that they performed in making this a success.

St. Patrick's Day Parade

The Department of Public Safety provided traffic and crowd control during the 2005 St. Patrick's Day parade. This event was once again incident free.

Police Bicycle Patrol Officer Program

The Police Bicycle Patrol Unit, consisting of 4 trained police officers, continued to be a successful operation with bicycle patrols being conducted throughout town. Residents and visitors continue to express their appreciation for the patrol, feeling that it helps bring the officers closer to the general public. The Police Bicycle Patrol continues to be a very important part of our community policing effort.

Police Training

Police personnel, both sworn and civilian, continued to receive training, amounting to 2,332 hours, during Fiscal Year 2004-2005. Training ranging from community policing to mandatory and career development studies, helps Nags Head's Police Division one of the best-trained, professional, and technically proficient law enforcement agencies in the State.

In January 2005, the State's Criminal Justice Training and Standards Division began requiring an additional 24 hours of mandatory law enforcement training each calendar year for every State certified law enforcement officer. This mandatory training accounts for 550 additional law enforcement officer training hours.

The Nags Head Police Division, Kitty Hawk Police Department, Dare County Sheriff's Office, and Southern Shores Police Department each hosted training classes during Fiscal Year 2004-2005. This regional approach continues to allow each participating agency to train more officers at one time, giving an opportunity for law enforcement officers to train together.

Animal Control

The Animal Control/Law Enforcement Officer continued to patrol the Town's neighborhoods and beaches during Fiscal Year 2004-2005, helping to ensure that Nags Head is protected from at-large and nuisance animals. The Animal Control Officer responded to citizen calls for service. As a result, 56 animals were turned over to the Dare County Animal Shelter. A total of 14 animal related citations and warning tickets were issued by the Animal Control Officer during the Fiscal Year. Ten 10 barking dog complaints were investigated and wildlife was relocated to safer settings on 14 occasions. Twenty-five animal traps were provided and 82 other animal related calls were made.

There were 9 animal bite incidents reported to the Animal Control Officer during Fiscal Year 2004-2005. The Animal Control Officer participated in Rabies educational efforts to increase the public knowledge of this most serious public health threat.

Weather Related Emergencies

During Fiscal Year 2004-2005 there were 2 hurricanes, Alex and Charley. Both hurricanes had minor impact on the Town. A series of nor'easter storms caused considerable erosion to the beaches of Nags Head. Heavy erosion occurred in south Nags Head causing the loss of portions of Seagull and Surfside Drives.

The Town's Flood, Storm, and Hurricane Response Plan was completely re-written. This new plan was recommended and adopted in June 2005. 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 completed the construction and equipping of the Town's back-up Emergency Operations Center (EOC). 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 Police Division was able to secure Governor's Crime Commission Grant in a total amount of \$7,762.30, which was dedicated and used partial funding for this Mobile Command Center.

In late June of 2005 the Department of Public Safety took delivery of a new Mobile Command Center, funded in part by a Governor's Crime Commission Grant of \$7,762. The Command Center is now fully equipped and has been placed in operation. Only the second such emergency command center in Dare County, the Center is available to other jurisdictions under existing local and state mutual aid agreements. The expected useful life of the Mobile Command Center is 20 years.

Chaplain's Program

The Department of Public Safety's Chaplain's Program was again beneficial during Fiscal Year 2004-2005. Pastors Rick Lawrenson and Jim Lewis compose the Chaplain's corps. Both chaplains attended several days of training. During 2004-2005, the Program responded to two drownings, providing comfort and compassion not only to the families of the victims, but also to Nags Head

Public Safety

Public Safety members and Dare County Emergency Medical Service workers who responded to these tragic events.

Chaplains Lawrenson and Lewis are familiar faces in Nags Head Public Safety, riding with police officers during duty shifts and spending time in the Town's fire stations. Our Public Safety Chaplains are a welcome and valuable asset.

Police Grant Initiatives

During this last fiscal year, the North Carolina Governor's Crime Commission accepted a regional grant request made by the Kitty Hawk Police Department along with 8 other local law enforcement agencies, including the Nags Head Police Division, for a Video Forensic Grant. The total amount of grant funding for this regional grant project was \$94,551 with a 25% cash match of \$23,638, which was to be shared between the eight agencies, with an individual cash match share of \$3,180 for each participating agency. However, due to the funding constraints placed upon the Governor's Crime Commission, this grant request was rejected. It is anticipated this grant will once again be pursued during the 2005-2006 fiscal year.

As mentioned earlier, the Department of Public Safety was awarded grant funds in the amount of \$7,762 from the Governor's Crime Commission for the acquisition and equipping of the Town's new mobile command center.

Fire and Rescue

Fire and Medical Response

Nags Head Fire and Rescue responded to 747 emergency calls in Fiscal Year 2004-2005 from 708 responses in Fiscal Year 2003-2004. Responses to emergency medical calls increased by 5 calls during the fiscal year.

The Fire and Rescue Division experienced a slight increase in responses involving Nags Head commercial properties in Fiscal Year 2004-2005. A total of 231 emergency responses to commercial properties were logged in 2003-2004, as compared to 259 responses in Fiscal Year 2004-2005. Residential emergency incidents decreased by 3 calls for a total of 263 residential incidents. The remainder of incidents/responses was to open land, beaches and highways. The overall structural fire dollar loss for Fiscal Year 2004-2005 was \$299,000 as compared to structural fire loss of \$1,396,300 in 2003-2004.

There was only one significant fire event that occurred in the Town during Fiscal Year 2004-2005, which was a residential structure fire in the North Ridge neighborhood.

Ocean Rescue

In July 2004, 9 Ocean Rescue personnel traveled to Florida to compete in the United States Lifesaving Association (U.S.L.A.) - South Atlantic Regional Lifeguard Competition. Nags Head placed first in the "B" Division and 4th overall in Open (overall) competition. Also in July 2004, 5 female Ocean Rescue personnel traveled to Sandy Hook, New Jersey to compete in the National Park Service All-Women's Lifeguard Competition, taking 5th place in Division III. In August 2004 the Nags Head Ocean Rescue Unit sent 2 competitors to Florida to participate in the U.S.L.A. National Ocean Rescue Championships.

Public Safety

As a result of this competition, Lifeguard Shan Watson qualified for the U.S. National Lifesaving Team that traveled to the World Lifesaving Championships held in Italy during September 2004. During Fiscal Year 2004-2005 the ocean waters were closed to swimming for 14 days due to several nor'easter storms, tropical storms, and dangerous surf conditions.

The following statistics pertain to the activity of the Ocean Rescue Unit for the Fiscal Year 2004-2005 fiscal year.

	<u>Fiscal Year 2003-2004</u>	<u>Fiscal Year 2004-2005</u>
Water Rescue	11	147
People Assist	45	155
Watercraft Assist	10	3
Lost Person Search	34	22
EMS Assistance	71	38
Near Drowning	0	20
Animal Calls	80	85
Education Advisories	43,364	72,948
Beach Closings	20	14
Emergency Response – NO Assistance Needed	19	20
Mutual Aid Response	21	17
Beach Population	864,577	700,660

Fire Inspections

There were 285 fire inspections of commercial properties as required by the State Department of Insurance. Highlights of the fire inspection program this year include staff training with 2 additional career staff members certified as Level II Fire Inspectors.

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

Fire Prevention and Mitigation

Nags Head Fire Rescue is committed to the vision of fire safety for the Town. Fire staff and equipment were present with safety literature, youth fire helmets, stickers, and fire apparatus at several events:

Fire Prevention Night	St. Patrick's Day Parade
Festival of Thanksgiving	YMCA "Healthy Kids" Day
Easter Egg Hunt	Community Awareness Day
National Night Out	

The Fire Prevention Committee meets regularly to address fire prevention issues and organize public events. Nags Head Fire and Rescue 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. Residents and numerous vacationing visitors continue to stop by the Nags Head fire stations to visit the firefighters, take pictures of apparatus and/or tour these fire facilities. Nags Head Fire and Rescue staff submitted various fire prevention articles to the local newspapers and the Town's newsletter in addition to speaking to the Nags Head

Public Safety

Community Watch Association regarding fire awareness, safety and injury prevention. The Government Access TV Channel continues to display the "Fire Safe" power point presentation for the benefit of all those who view Channel 20.

"National Fire Prevention Week" activities in October 2004 offered community members an opportunity to tour Fire Station 16 and meet the firefighters, while encouraging resident participation in fire training and education. Free smoke detectors were also available. Participants also conducted "EDITH" (Escape Drills in the Home) in the Dare Fire Safety Trailer. Approximately 200 people attended this event. Local businesses donated the food and refreshments for this important fire safety awareness event.

Infant Car Seat Installation Program

During the "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 safe and properly installed. Numerous deficiencies were found and corrected during each of these inspections. The infant car seat inspection program is growing and visitors often stop in Station 16 to request a car seat installation. Thirty-six car seats were inspected this year. Four firefighters attended infant child seat installation class and continue to upgrade qualifications to maintain current status.

Fire Training

Career staff attended numerous in-house and off-site training classes for an aggregate of 2,004 total training hours. Fire training has been seriously jeopardized by the lack of a live fire training facility, since Dare County condemned the Buxton 'Live-Burn' building. The Dare County Fire Officers Association is working to repair the Buxton facility. Four career firefighters, the Town Fire Marshal, and 3 Fire Captains attended two week training classes at the National Fire Academy.

Apparatus and Equipment

The Fire Division was the recipient of a generous donation in the amount of \$48,000. The donation was used to upgrade Fire Engine 21. Donated funds were also used to purchase new AMKUS hydraulic rescue equipment, in addition to other upgrades to operating equipment.

Fire Engine 21 will be housed in the new south Nags Head Fire Station 21 presently under construction. The donor of this \$48,000 will be recognized and remembered during the dedication of this new fire station.

Nags Head Volunteer Fire Department

The participation of volunteer staff contributed to the success of fire and rescue operations. Fire Station 16 and 20 standby hours totaled 5,035 in Fiscal Year 04-05. Volunteer firefighter training hours this year totaled 1,013. Nags Head Volunteer Firefighter participated and responded in an exceptional manner during the July 4th fireworks display. The annual Awareness Day was a success, with close to 1,000 people participating.

The Town's Volunteer firefighters continue to provide fire and rescue services in the Town. However, volunteerism has and continues to decrease. The Volunteers have a core group that has served the department well, but committed new members possessing the requisite skills and

Public Safety

experience are becoming a rare commodity. Volunteer firefighters who have been active in past years have slowly faded from department activities. Attendance at regularly scheduled training sessions has been lacking and response to emergency incidents has not been up to the expectations of either the Fire and Rescue Division and/or the Nags Head Volunteer Fire Department Inc.'s Board of Directors.

Fiscal Year 2004-2005 – 2003-2004 Comparison

	FY 03/04	FY 04/05		FY 03/04	FY 04/05
Arson – Incendiary	0	1	Fuel Spill	2	2
Electrical	2	4	Search Party	0	5
Cooking	3	5	Rescue	18	20
Flammables	3	0	Alarm Malfunction	29	28
Gas Leaks	6	5	Malicious	0	1
Lightning	2	0	Unintentional	51	32
Smoke Only	5	5	Other/ Canceled in Route	16	42
Other	32	91	Mutual Aid	27	16
Helo Standby	1	1			
Vehicle Fire	6	5			
Brush/Refuse	24	23	Fire Calls	324	358
Bomb Threat	1	1	EMS Calls	384	389
NC Power	19	15	Ocean Rescue Calls	291	505
Elevator Emergency	2	5			
Vehicle Accident	77	70			

Nags Head Safety Program

The mission of the Nags Head Safety Program is to eliminate employee injuries, remove safety hazards, and, if hazards cannot be removed, adequately protect employees and citizens from exposure to them. The Program experienced one of the most rewarding and productive years since its inception. The Town requested and received an OSHA Health and Safety consultation in 2004. As a result of this inspection and subsequent mitigation efforts, the Town received notification that all qualifications for the OSHA "SHARP" (Safety and Health Achievement Recognition Program) award had been met, resulting in the Town being certified as a "SHARP" recipient.

The Town of Nags Head is dedicated to employee occupational safety and the maintenance of a healthful workplace. Receiving the OSHA "SHARP" award is an honor and a testimony to all the employees that work daily to reduce injuries and accidents in the Town.

Highlights of the Fiscal Year 2004-2005 Nags Head Safety Program

- Nags Head renewed SHARP Award, the only municipality in North Carolina to be so awarded this level of safety excellence
- Achieved OSHA Consultative Services approval of all Nags Head Municipal facilities for the fifth year in a row, again exempting Town facilities from unscheduled OSHA compliance visits

Public Safety

- May 2-6, 2005 was declared Nags Head Safety Awareness Week, complete with a Mayoral proclamation and employee safety training. This weeklong event concluded with a safety luncheon, attended by town staff.
- 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 hazards in the town
- Provided C.P.R. and A.E.D. training for Town staff
- Provided audiometric testing for all required employees
- Provided mandatory physicals for all required employees
- Town Safety Officer/Deputy Safety Officer and Town staff attended trainings sponsored by the N.C. Safety and Health Council.
- Provided annual required safety training for Nags Head employees

The Department of Public Safety looks forward to Fiscal Year 2005-2006 with the anticipation of the completion of staffing and occupying of the Town of Nags Head, Department of Public Safety Station 21 that will be located in south Nags Head.

We wish to acknowledge the significant contributions of the retired Nags Head Town Manager, J. Webb Fuller for his contributions over a 23 year period, that has witnessed the degree of professionalism and expertise that is enjoyed by the Town of Nags Head, Department of Public Safety.

Public Works



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 was very busy with routine activities and continuing recovery from Hurricane Isabel. During the 2004-2005 fiscal year, construction of the 20 public beach accesses destroyed (or nearly destroyed) by the storm was completed. Half of these accesses were constructed as handicapped accessible (which they had not been previously). Also, in April the emergency berm replacement project, begun in March 2003, was completed. This project involved the placement and shaping of nearly 364,000 cubic yards along approximately 9 miles of town shoreline. The majority of this sand (306,407 cubic yards) was hauled in from Currituck County, 250,000 yards from December 2004 – April 2005.



Public Works is also involved in two other major construction projects: the new 500,000-gallon elevated water storage tank behind the Public Works complex at 2200 S. Lark Avenue (Public Works/Water Operations oversight), and the south Nags Head Fire Station (assisting Public Safety). Other projects supervised during the year included the repair to James Street and the access to South Creek Acres opposite Juncos Street. Both of these were severely damaged as a result of Hurricane Isabel. Additional projects included the Curlew Street public beach access and improvements to Bonnett Street and Wrightsville Avenue adjacent to the site of the new Nags Head Elementary School.

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

Fleet Maintenance

The Town of Nags Head Fleet Maintenance Division performs scheduled equipment and vehicle preventive maintenance procedures (including 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. It is the goal of this department to achieve its maximum performance in order to help keep other Town departments operational.

Work orders for the department increased 27% in the 2004-2005 Fiscal Year. Labor hours incurred by the staff increased 18.4%. The cost for equipment parts increased by 45%; however the cost for replacing a complete grabber arm assembly for one of the residential refuse truck was approximately 50% of the total replacement parts expense.

Preventive maintenance is one of the greatest strengths of the Division, resulting in significant savings for the Town. Work orders were significantly greater during the past year (1,423 in 2003-2004 as opposed to 1,843 in 2004-2005).

The major expense to the Town is the work required for the Sanitation vehicles. Following Sanitation, in order of total expense, is Police, Facilities Maintenance, and Fire and Ocean Rescue. Sanitation parts replacement costs were 75% of the total fiscal year expenses. The

Public Works

number or labor hours performed by the Fleet Maintenance staff for Sanitation were 53% of the total labor hours expended. The number of work orders for Sanitation was 49% of the total work orders for the entire Town. The higher cost of operation for the Sanitation Division could be attributed to the types of vehicles and equipment being operated (electronics operating the air over hydraulics systems vs. the air over hydraulics systems), and the stress the vehicles operate under during the summer season.

Keeping current with the vehicle replacement schedule, updated quarterly, Police acquired two new vehicles and Sanitation acquired two new commercial trucks.

Realizing the need for up-to-date training, Fleet Maintenance mechanics received Automotive Service Excellence certification and re-certifications including a chemical spill certification. The department's Genesis hand-held computer, which helps detect mechanical problems, was updated to make it compatible with newer model vehicles. In addition, one member of the staff maintains a state vehicle inspection license in order to inspect and ensure the safety of Town vehicles.

To improve efficiency in the work area, as well as exceed OSHA and NC Department of Labor requirements, the garage was reorganized. This included painting the floor (which included work-area safety striping), relocating equipment and supplies, implementing a lock-out/tag-out policy and container, and acquiring an air-conditioning reclaiming system, which is registered and compliant with EPA standards.

The Division regularly maintains thousands of dollars of inventory. The year-end inventory for the department revealed no discrepancies.

Upon the suggestion of a Board of Commissioners member, an innovative disposal method of surplus town property was implemented. Staff was trained and initiated placing equipment on GovDeals.com as a way of opening the market for buyers. This procedure is proving very successful.

In recognition of the trials and tribulations the staff faced during the year (being short staffed and having some major equipment failures), and the department's efficiency, performance, and dedication, earned them the "Employee of the Year" Award. This was the first time the Town gave the award to a departmental team. This is a result of the teamwork approach – a team that strives to maintain a positive working relationship with each other, staff members from other departments, as well as the general public.

Priority is placed on the repair of emergency vehicles. The Town's fleet of vehicles includes:

Department/Division	Licensed Vehicles
Police	30
Sanitation	20
Fire	11
Public Facilities Maintenance	11
Planning and Development	5
Water Distribution	4
Ocean Rescue	3
Water Plant	2
Fleet Maintenance	1
Town Hall	1
Public Works Administration	1

Public Works

Public Facilities Maintenance

Facilities Maintenance had a very busy year overseeing several projects, including the repair of 20 beach accesses and the completion of the emergency berm project. We also oversaw and contributed to the second reconstruction of Surfside and Seagull Drives. The Division oversaw the residing and repainting of the north bath house, along with the replacement of the walkways and the handicap ramp there. We were in charge of the renovation of the old Outer Banks Medical Center building (now housing the UNC Coastal Studies Institute), as well as the refinishing of the ceiling in the Board of Commissioners meeting room. Various projects, such as culvert repair and replacement were also completed.

Routine work continued to be heavy throughout Fiscal Year 2004-2005. Facilities Maintenance oversees all Town property such as buildings, landscaping, streets, signs, drainage, the Town Park, beach accesses, crosswalks, and picking up of the trash cans on the beach. We service 130 trash cans and 6 public restrooms daily from May 1st through October 1st. In addition, Facilities Maintenance oversees 11 miles of bike path. We also oversee 36 miles of streets and 1 mile of sidewalk.

Town buildings were provided with painting, electrical, and plumbing repairs. Facilities Maintenance also manages all of the janitorial needs for the Town's Municipal Complex, the Board of Commissioners Meeting Room, and the Public Works building.

The Division was instrumental in fulfilling the requirements set forth by Town facilities which enabled the Town to qualify for the SHARP Award.

Sanitation

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

Recycling remained active with the following tonnages collected at drop-offs and commercial sites in Fiscal Year 2004-2005.

White Goods	60.55	Plastic #2	1.67
Aluminum	5.58	Cardboard	125.49
Brown Glass	8.58	Mixed Paper	77.01

The grand total recycled for Fiscal Year 2004-2005 was 278.88 tons, an 18.2% decrease from the Fiscal Year 2003-2004 total of 329.634 tons. A total of 925.73 tons of bulk pickup items were collected during Fiscal Year 2004-2005, an increase of 69% or 378.03 tons from last year.

A total of 165 tons of mulch delivered back to Town residents this past fiscal year.

The largest amount of material collected and transported by Sanitation was residential and commercial refuse. The residential total was 4,161.14 tons and commercial was 5,753.74 tons, a grand total of 9,914.88 tons. The total refuse declined 401.5 tons or a 3.9% decrease from Fiscal Year 2003-2004.

During Fiscal Year 2004-2005, we processed 57 warning citations for Sanitation Code violations. We try a phone call to the customer to solve the problem first, but if this is not productive, a warning citation is then sent out. We also issued 1 Civil Citation.

Public Works

Calls were received and processed for special pickups as follows:

Bagged Yard Waste pickup: 68 calls	Dumpster repair: 9 calls
Bulk Pickup: 499 calls	Brush and Limb Pickup: 639 calls
Cardboard Pickup: 28 calls	Mulch Delivery: 41 calls
Cart Repair: 259 calls	Cardboard Recycling: 21 calls
Cart Rollback: 47 calls	White Goods: 232 calls

Water Distribution

Hurricane Alex, Bonnie and Charlie in August 2004, left us free of damages to the water distribution system this past season. However, northeasters during the winter and early spring more than made up the difference. Distribution crews, on three separate occasions, repaired or replaced water mains on Surfside Drive, north of Oregon Drive and once on Seagull Drive.

The annual system flushing and main line valve exercising program took longer to perform than in years past due to the storms this past winter.

Additions to the water system were Phase 5 of South Ridge, 500 feet of 6" waterlines, and 3 fire hydrants along with an additional 100 feet of 2" waterline and 1 fire hydrant at the end of Soundside Road. Water Distribution installed 3 additional fire hydrants in at the request of Public Safety: Suffolk Colony, at the intersection of Spencer St. and South Old Oregon Inlet Road, Chawanook Cay at the intersection of Pelican Ct. and Oregon Drive, and in the Limulus subdivision at the intersection of Sandy Ct. and Limulus Drive.

This year we experienced 14 water main failures (2" through 12") in the system, which included the major compromise of the 8" water main on US 158 (S. Croatan Highway) from Carolista Drive to the North Ridge subdivision. This asbestos cement line was hit several times during the installation of Dare County's new raw water line (after the first time the main was isolated); each break located after the previous one was repaired or being repaired. The technicians completed 35 service line repairs and responded to 38 after-hour emergency situations.

Water Distribution had one technician successfully receive his "A" Water Distribution Operators certification along with three other employees receiving the required contact hours to keep existing certifications active.

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

¾" – 36	1" – 54	1 ½" – 1	2" – 1
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This compares to the following taps installed in Fiscal Year 2003-2004:

¾" – 52	1" – 65	1 ½" – 0	2" – 0
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The number of locate requests were up this year to 1,807 compared to 1,719 in 2003-2004.

Water Operations

Public Works

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 who (at this time) are all certified in surface water treatment by the state of North Carolina.

Water Plant Operators are responsible for ensuring that all water storage tanks are full and that adequate water pressures are maintained throughout the water system. They perform preventive equipment maintenance and general housekeeping of the Eighth Street water plant and Gull Street pump station. In the spring and summer months, the operators are also responsible for the outside maintenance at the Eighth Street water plant, Gull Street pump station, and the south Nags Head 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 does 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 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 hours per day 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 2200 Lark Ave. The tank is scheduled to be completed by December 2005.
- **Chemical Storage Facility** – The containment area and the chemical bulk storage tanks, located at the Eighth Street water plant, were upgraded and replaced by Poquoson Construction Company. The chemical bulk storage tanks are used for Fresh Pond treatment chemicals - alum and caustic soda. The project began April 2005 and was completed July 2005.
- **SCADA Telemetry and Fresh Pond Controls Upgrade** – The telemetry that monitors tank and tower levels, controls the Eighth Street and Gull Street pumps, and operates Fresh Pond was upgraded in December 2004.

Public Works

- **Lead and Copper Compliance Monitoring-** The compliance monitoring for lead and copper was completed in June 2005. All sample sites were under the 15 parts per billion (ppb) for lead and 1,300 ppb for copper. The was granted reduced monitoring requirements for lead and copper by the State and now collects lead and copper samples every 3 years. Lead and copper will be monitored again in June 2008.
- **Water Tower Inspections-** The Town Hall water tower and south Nags Head water tower were inspected in March 2005 by Southern Corrosion. A report was written that outlined minor repair work and painting at both towers. A new outside hatch was fabricated and installed on the south Nags Head tower.

Fresh Pond

During the summer of Fiscal Year 2004-2005 the Fresh Pond water level was the highest experienced in several years, reaching almost 9 feet above sea level. Water Operations staff operated Fresh Pond around the clock for 2 weeks from July 1, 2004 to July 15, 2004. This was a cooperative effort to assist Dare County Regional Water in providing sufficient water for anticipated seasonal peak demand flows.

Fresh Pond was shut down for the season on October 21, 2004. The settling basin was drained and cleaning was completed October 26, 2004.