



Annual Report Town of Nags Head

Fiscal Year 2012-2013



Table of Contents

<i>1 Administration</i>	1
<hr/>	
<i>2 Administrative Services</i>	6
<hr/>	
<i>3 Information Technology</i>	9
<hr/>	
<i>4 Planning and Development</i>	11
<hr/>	
<i>5 Police</i>	15
<hr/>	
<i>6 Fire and Rescue</i>	24
<hr/>	
<i>7 Public Works</i>	30
<hr/>	

1 Administration



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

The Department strives to provide efficient records management of the Town's central resource facility in addition to providing support for the Board of Commissioners, the town manager, Town departments, and Nags Head's residents and visitors. Automating the indexing in the clerk's office to facilitate access to permanent Town records by all departments through the shared drive on the Town computer system is a department goal, along with providing access to certain Town records on the Town's web site to include Board of Commissioners meeting agendas, backup materials, summary actions, public notices, resolutions, ordinances, contracts, and approved minutes. Finally, Administration strives to release items of interest in a timely manner to the media and the general public and perform as the link between the Town and the County via the public information officer.

Board/Committee Meetings - Objectives

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

Board/Committee Meetings - Supporting Information

- Nineteen BOC meetings; meeting agendas published and posted to website
- Thirty persons on Sunshine List notified as required by law
- Twenty-five Public Hearings, a decrease from 33 last year fiscal year
- Board actions/formal minutes prepared for each Board meeting and posted to web site
- Formal BOC minutes filled 225 legal pages
- Agendas, minutes, reports prepared for 3 Citizens Advisory Committee-sponsored Christmas Decoration Contest meetings
- Laptops provide paperless process for Board members during meetings; department heads and the other stakeholders obtain agenda/backup materials via the web site

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

- Process ordinances, resolutions, proclamations, and policies adopted by Board of Commissioners/town manager

- Maintain up to date Town Code of Ordinances
- Prepare and distribute updates to the following Town documentation: Town Code, Consolidated Fee Schedule, Policy Book (both Board and Administrative policies)
- Provide access to the Town Code, ordinances, resolutions and proclamations via the Town-wide shared drive; provide Town web site access to the Town Code, the Consolidated Fee Schedule, Board adopted resolutions and ordinances

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

Adopted, processed, and distributed by this office during Fiscal Year 2012 - 2013:

- Thirty-four ordinances, a decrease from 43 last year
- Twenty resolutions, an increase from 18 year
- Eight proclamations, a decrease from 11 last year
- Four Town Code Supplements processed – average per year

Permits, Applications, Meeting Room Reservations - Objectives

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

Permits, Applications, Meeting Room Reservations - Supporting Information

- Thirty-eight Harvey Soundside and Barnes Street Town Park reservations, a doubling from last year, procured/refunded deposits
- Scheduled Board Room for meetings, maintained supplies, table setup, procured/refunded deposits
- Processed 38 Crowd Gathering Applications, an increase of 2 from last fiscal year
- Provided on-line Crowd Gathering Application process
- Processed 282 temporary beach driving permits for Nags Head Surf Fishing Tournament
- Three taxi-cab driver denial appeals were processed

NOTE: Revised/updated room/park reservation policy adopted by the Board of Commissioners

Records Management - Objective

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

Records Management - Supporting Information

- Ordinances, resolutions, proclamations, minutes filed in permanent books - stored in fire-resistant vault
- Contracts/agreements/MOU's/MOA's stored in vault; indexed on shared drive for easy retrieval
- Approximately 71 contracts/agreements/deeds were processed during Fiscal Year 2012-2013

- Contracts included on Town web site
- Emergency evacuation box provided to the fire chief during times of emergency and updated annually, prior to the start of the hurricane season

Research - Objective

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

Research - Supporting Information

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

Bids, Certifications, Oaths, Etc. - Objectives

- Coordinate the formal bid process (\$500,000 for construction work and \$90,000 for equipment purchase)
- Attest all official documents for the Town; notarize/certify documents when requested/required
- Administer all oaths of office

Bids, Certifications, Oaths, Etc. - Supporting Information

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

Public Information Officer - Objectives

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

Public Information Officer - Supporting Information

- Prepared/forwarded 35 news releases
- Distributed 65 e-mail broadcasts to over 522 broadcast subscribers
- Sent approximately 780 Tweets to over 2,100 followers
- Daily posts on the Town's Facebook page, which has 2,400 fans
- Managed and maintained the Town web site home page to include emergency information
- Participated in Dare County Joint Information Section, which allows the Town to remain current with storm procedures before/during/after an event as well as general items of interest to Town residents and visitors

Town Web Site - Objectives

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

Town Web Site - Supporting Information

- Expanded Customer/On-Line services to include link to Crowd Gatherings - Web site now allows online application for Crowd Gathering events - in addition to existing link to Town Code, Consolidated Fee Schedule, etc.
- Agendas, backup, summary actions, minutes, etc. for BOC meetings/retreats/workshops - posted to Town's web site
- News items of interest are posted on the web site home page
- Notices of public hearings, public notices, bid openings are maintained on the Town's web site
- BOC meetings are aired live via web site; BOC meetings are replayed four (4) times Friday/Saturday following the meeting on the Government Education Channel
- Video archive of BOC meetings is maintained and may be viewed in their entirety via Town's web site
- Each Town Board/Committee, including ad hoc committees, has web site page; application to serve on a Board/Committee is also provided
- Town Clerk's office receives public inquiries/comments/etc. via web site; inquiries are answered by the Clerk or are forwarded to appropriate department for response

Highlights/Accomplishments Fiscal Year 2012 - 2013

- Town Celebrations - Coordinated Veterans Day/Memorial Day celebrations in support of nation's military; Town 50th Anniversary cookbook sales continued at a slower pace
- Social Media - PIO use of Facebook/Twitter continues to increase Town's visibility in positive manner and increases avenues of information for the public
- Digital recording - Board of Commissioners meeting now recorded digitally and allows for easy access
- Town web site - PIO continues to maintain an updated web site to include easy access - often via "News & Information" on Home Page or as separate sidebar items - to BOC documentation as well as to items of specific interest, i.e., public hearings concerning "hot" topics, upcoming events, etc.
- Email Broadcast - Use of Weekly Town Email Blast to all who have registered transmits messages of interest, i.e., ocean rescue information, weather information, water flushing schedules, etc.
- Board Retreat - Successful January 2013 Board of Commissioners Retreat resolved several issues to include outstanding Town Boards/Committees, employee benefits, future goals, etc.
- Frequently Asked Questions (FAQ) on Town web site - Expanded FAQ's on Town web site includes additional information on weddings/receptions on the beach, Crowd Gathering applications
- Traffic Control Map - Map was downloaded to in-house GIS system, updated with Town traffic control information and review by Town Clerk began
- Crowd Gathering Application Process - Dep Town Clerk met with officials and completed streamline of online application process
- Stormwater - Updated/Maintained email distribution lists for individual neighborhoods for stormwater issues

Goals Fiscal Year 2013 - 2014

- Town web site - Continue to maintain information re: Town Boards/Committees, Public Hearings and Notices; Add Proclamations to web site
- Document Imaging - Purchase chosen Scanner to begin office file storage to streamline search of files and minutes to include BOC minutes from 1961 to present
- Hire budgeted intern to assist with scanning documentation and other tasks

- BOC meetings – Convert archived BOC meeting video tapes (VHS) to DVD and/or Flash Drive records
- Town inquiries – Continue to respond promptly to Town inquiries by distribution to appropriate department as necessary and continue follow-up process
- Citizen participation - Evaluate methods to encourage citizen participation on Town Boards/Committees
- Traffic Control Map – Complete review of Draft Map printed from in-house GIS system – Post to web site
- Board Retreat – Assist new Board (three new members) in carrying out goals/objectives discussed
- Emergency box – Convert VHS records (video of Town properties, artwork, etc.) in Emergency Evacuation Box to DVD and/or Flash Drive records
- State Alcohol Beverage Control Forms – Add automation of these State forms to Town web site for faster processing by staff and quicker return to business applicant

2 Administrative Services

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

Accounting and Collections

The Administrative Services Department plays a key role in the preparation of the annual operating and the Capital Improvement budgets. Centralized purchasing allows for the timely identification of budget issues so that they can be addressed. This Department monitored spending closely and brought forward 14 budget amendments which included 89 adjustments in 2012-2013. There were 2,241 accounts payable checks issued during the fiscal year and \$1,953.51, up from \$2,207.36, was saved by taking advantage of purchase discounts. We also continued payment by ACH and made an additional 645 vendor payments electronically saving the cost of both checks and postage down from 658 last fiscal year. In addition credit card payments of \$57,445 were processed and allocated to the appropriate expenditure account compared to \$42,155 during the prior fiscal year. There were 2,252 active vendors compared with 1,785 the prior year. There were 959 purchase orders issued and 67 federal tax form 1099's were prepared for the year. Through monthly sales and use tax reporting and the annual sales and use tax report the Town was able to receive back from the state \$66,600 from sales and use taxes paid compared with \$46,686 in the prior year.



To maximize investment earnings and minimize risk the investment pool was further diversified during recent years to include the investment of funds in Finistar and increase the amount invested in large certificates of deposit with BB&T, Southern, First Bank, and Vantage South. This diversification of invested funds helped somewhat to offset the decline in market interest rates which resulted in reduced investment earnings for the Town to \$43,163 from \$115,904 in the prior fiscal year. Rates earned on short term funds invested in NCCMT decreased from .06% in July 2012 to .01% in June 2013 (versus .02% up to .06% in the prior year) compared to rates of .26% to 2.10% earned on the larger longer term certificates of deposit throughout the full fiscal year. Only one certificate was earning above 1% at June 30, 2013 versus four as of June 30, 2012. During the year the Town also started investing in FNMA, FHL Banks, and GNMA securities to further diversify invested funds in the hope of improving investment returns in the future.

Administrative Services is also responsible for seeking proposals for financing the purchase of the Town's capital assets. During the year the Town financed \$45,356 over three years at a rate of 1.230% with proposals ranging from 1.030% to 3.000%. The Town also financed \$288,304 over five years at a rate of 1.230% with proposals ranging from 1.220% to 3.000%. Additionally, the Town financed \$722,158 over ten years at a rate of 1.600% with proposals ranging from 1.600% to 3.000%. The second annual repayment of \$3,600,000 of special obligation bonds, in addition to, the semiannual payment of interest at a rate of 2.48% was made during the fiscal year. Three years remain on the special obligation bond debt.

We began implementation of new accounting software July 1, 2011 starting with general ledger accounting, purchas-

ing, payroll, and taxes. Water and business licensing followed in October of 2011 and budget in the spring of 2012. The last module converted to the new software was fixed assets in June/July of 2012. We were also able to obtain vendor financing for the purchase at zero percent interest in place of typical bank financing allowing us to equally spread the purchase cost over four fiscal years further reducing the cost to the Town. Three years of payments had been made as of June 30, 2013.

The Town maintained a 99.70% tax collection rate for the fiscal year ending June 2013. This represents a slight increase from our prior year's collection rates of 99.62% for the year ended June 30, 2012. The breakdown includes a collection rate of 88.28% for DMV and 99.86% for ad-valorem taxes. There were 6,058 tax bills issued, 1,575 late tax notices, and 80 uses of enhanced collection methods including bank and rent attachments and two initiations of the in rem foreclosure process. The Town tax bills also included municipal service district taxes of \$.16/\$100 with an initial levy of \$1,803,018, collections of \$1,798,805 (99.77%) and a remaining receivable balance of \$4,213 (.23%) as of June 30, 2013. There were 1,029 privilege licenses issued (versus 1,040 the prior year).

Water encountered another busy year as well with 28,778 water bills processed, 3,615 second notices, 3,615 late fees added, and 209 cut-off tags prepared (up slightly from 198). We also continued making courtesy phone calls to each customer prior to cut off of water service. There were 33 new water service accounts (up from prior year of 24) and 197 accounts were final billed and transferred to new owners. There were 42 Septic Health credits processed of the 42 requested to be issued. Our total active water accounts at June 30, 2012 were 4,748 (including 4,359 residential). During the year, 229 adjustments were made to water accounts.

In March 2005, the Town began billing a storm water fee of \$4 per water bill. Revenues to date are as follows:

2005	\$36,776
2006	\$110,796
2007	\$111,720
2008	\$112,378
2009	\$112,368
2010	\$112,612
2011	\$113,252
2012	\$113,988
2013	\$114,572

An unqualified (clean) opinion was received from our auditors Dowdy & Osborne on the Town's financial statements for the previous fiscal year in the first year of a three year contract for audit services.

This past year 16 workers compensation claims were filed representing \$248,615 in total costs and 264 lost work days compared with the prior year's 9 claims with \$6,975 in total cost and 2 lost work days. We also facilitated 3 incident/damage claims totaling \$492 reimbursing the Town. Administrative services also provided support for grants reimbursement transactions.

Payroll and Benefits

There were 9 full time vacancies advertised for the various departments in 2012-2013 and a total of \$400 was spent on advertising those vacancies due to the use of free media resources. New employee orientations and processing was conducted for 9 full time employees and 35 part time employees. The average turnover rate for the year was 6.4% with an average of three months to fill a vacant position. There were three promotions, three resignations, and three retirements processed. There were no payroll checks issued in 2012-2013 along with 3,457 direct deposit advices. A total of \$15,084 was paid for unemployment costs up from the prior year of \$4,735 and significantly down from the highest level of \$26,439 paid in 2005-2006. There was one notice of potential unemployment claims processed with one phone hearings held which was ruled in the Town's favor. The average cost expended to hire a

new general employee was \$600; \$3,889 for a Firefighter; \$3,627 for a Police Officer; and \$700 for a Public Works employee. The variations here are mostly attributed to the initial uniform and equipment costs. In addition, the Town's benefit plan for employees for the year ended June 30, 2013 remained basically the same as the prior year.

The Employee Computer Lease / Purchase Program was reestablished under revised guidelines beginning July 1, 2012. Since the program has been reinstated, 18 computer loans have been processed in the amount of \$20,276 with \$13,539 outstanding as of June 30, 2013.

As part of the Town's commitment to its employees, the funds expended for training and training materials including the safety program amounted to an average of \$161 per employee for 2012-2013, up slightly from \$116 per employee in 2011-2012.

The Wellness Program was successful with 100% of employees signing up to participate. The Wellness Committee did an excellent job coordinating and advertising wellness events throughout the year. An active Wellness Program works and resulted in only a 7.0% increase in health benefit costs compared to an average though out the State for government entities with NCLM of 19.6%.

3 Information Technology



Equipment Deployment

- 1 NAS Server
- 14 Desktop Computer Replacements
- 1 Laptop Replacement
- 1 Network Switch
- BOC Video Recording System
- BOC Video Converter Upgraded
- Barcode Scanners Installed for Payment Processing

Software Upgrades

- Domain Controllers Upgraded from Microsoft Windows Server 2003 to Windows Server 2008 R2
- Email Server Upgraded from Microsoft Exchange 2008 to Exchange 2010
- Virtual Environment Upgraded from VMware 4.1 to 5.1

Other Upgrades and Changes

- Upgraded Town Owned Optical Fiber Connection for Fire Station 16
- Edmunds Online Payment Implementation for Taxes and Water
- Deployed Smart Phones for Building Inspectors
- Domain Controller Migrated to Virtual Environment
- Shared Storage (K Drive) Moved to Virtual Environment

Equipment Supported – Fiscal Year End 2012-2013

Servers

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

Storage

- 1 Email Archiver
- 2 Storage Area Networks (SAN)
- 1 Network Attached Storage (NAS)

Cellular

- 26 Cell Phones and 17 Air Cards

Computers and Printers

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

Telephone Equipment

- 1 Telephone System Server
- 7 Voice Switches
- 102 Telephone Sets

Network Infrastructure

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

There were many major changes and upgrades in software, server operations, networking, and web services by the IT Department in Fiscal Year 2012-2013.

July and August 2012

Deployed an additional host server. Migrated the domain controllers to the virtual environment. Upgraded the domain controller and Active Directory from Microsoft Windows Server 2003 to Microsoft Windows Server 2008 R2. Upgraded the Town's email server from Microsoft Exchange 2003 to Microsoft Exchange 2010.

October 2012

Upgraded the virtual server environment software from VMware 4.1 to 5.1.

November 2012

Purchased and deployed a Network Attached Storage server (NAS) for additional backup storage. This will begin our migration away from tape backups.

Deployed a barcode scanner for automated data entry of bill payments at the Town Hall reception desk.

January 2013

Deployed smart phones for Building Inspectors. These phones provide real time mobile access to the building inspections software and enhance field documentation.

Upgraded the BOC Video Scan Converter to improve the presentation of paper documents.

Deployed a new printer for the Human Resources office.

February 2013

Edmunds online payments (WIPP) site for tax and utility bills went live.

March – June 2013

IT Staff negotiated with fiber contractors working on the MCNC Golden Leaf project to lay new fiber from Town Hall to Fire Station 16 at no cost in exchange for storing equipment and materials on Town property. This connection will provide increased bandwidth for replicating the Town's data at Fire Station 16. Having redundant data in two locations will mitigate the risk of loss from fire, water and other localized disasters. Total expenditures for laying the fiber, replacing patch panels, termination, and lighting two optical strands at 1GB was \$3,802.

April 2013

IT staff coordinated with the Town PIO to select, source and oversee the installation of video recording equipment for the Town board room. Funding for this equipment was provided by grants from the Government Education Access Channels Local Planning Development Initiative.

June 2013

The shared network data storage (K Drive) was migrated into the virtual environment. This completed the Town's migration to virtual server technology which was started approximately 4 years earlier. At present, all of the Town's servers including the phone system server are running in the virtual environment. The only exceptions are the FAX server and tape backup server. The virtual environment consists of 3 host servers with a primary SAN and data replicating to a second SAN (soon to be moved to Fire Station 16).

Deployed a barcode scanner for automated data entry of bill payments at the Financial Assistant's desk.

4

Planning and Development



Planning/Zoning

Overview

The Planning and Development Department works to implement Town goals for growth, development and quality of life in Nags Head. The Department is responsible for zoning and subdivision administration, code compliance, building inspections, floodplain management, erosion and sedimentation control, storm damage assessment, GIS, Planning Board and Board of Adjustment staffing, and long range planning activities.

As authorized under the State of North Carolina General Statutes, the Department provides building inspection services to enforce enforcement regulations relating to the construction, renovation, or alteration of buildings and other structures; the installation of plumbing, electrical, heating and air conditioning systems; as well as the maintenance of buildings and other structures to ensure safe, sanitary, and healthy conditions.

The Department is also authorized by the State to provide local permitting services on behalf of the Coastal Area Management Agency (CAMA) for minor permits in areas of environmental concern (AEC). The Department must regularly update a local land use plan that complies with CAMA requirements and enforce CAMA policies. Changes in CAMA policies over the past year, particularly in regards to providing exemptions for structures on the beach, have required the Town adjust language in the Land Use Plan.

Looking ahead, our Department will strive to provide high quality service for the citizens and visitors of Nags Head, as well as for the other departments within the Town in support of Board goals - including fair application of ordinances, thorough research and preparation in planning tasks, and involving the public in local decision-making.

Fiscal Year 2012-2013

In 2012-2013, the Planning and Development Department achieved several notable accomplishments in support of Town Goals and Department Objectives.

- A. Update and improve the Town Code of Ordinances to eliminate contradictions, support Town goals, and be more user-friendly.

Performance Indicators

1. Updated Building elevation and Building height regulations and definitions in response to NCGS changes.
2. Drafted updates to the Town's Stormwater Ordinance.
3. Began process for updating parking regulations to promote infill, shared parking, and bicycle and pedestrian infrastructure with a subcommittee of Planning Board.
4. Amended lot width requirements in the R-1 and CR District for residential lot width in response to variance requests.
5. Developed updates to 2010 Land Use Plan in response to the completion of Beach Nourishment Project.
6. Continue to address contradictions and generally, "clean up" zoning and subdivision sections of Ordinances as text amendments come forward.

- B. Pursue grant and planning opportunities at the direction of the town manager and in cooperation with other departments to leverage federal, state and other resources in support of Town goals and infrastructure needs.

Performance Indicators

1. Made successful application to NCDOT for the development of a Comprehensive Pedestrian Master Plan.
2. Completion of MUP to Villa Dunes Drive.
3. Completion of Whalebone Park Playground and Recreational Elements which are accessible and appropriate for a variety of users.
4. Sound access repair and improvements at Soundside Road, and grant applications submitted for improvements to Islington and the Estuarine Access area.
5. Continued activities in support of Safe Routes to School and an area plan for the Gallery Row Arts District through a successful bicycle rodeo and helmet give-away, and bike-to-school and walk-to-school events, and a “Gallery Row Roll and Stroll” event.
6. Began work on Soundside Boardwalk Planning, completing outreach to all property owners involved.
7. Participation in the Regional Bicycle Plan and Dare county Comprehensive Transportation Plan.

- C. Maintain certifications, licenses and training requirements and pursue cross-training and advanced certifications for staff and utilize professional services in order to maximize capabilities within current staffing levels and budget.

Performance Indicators

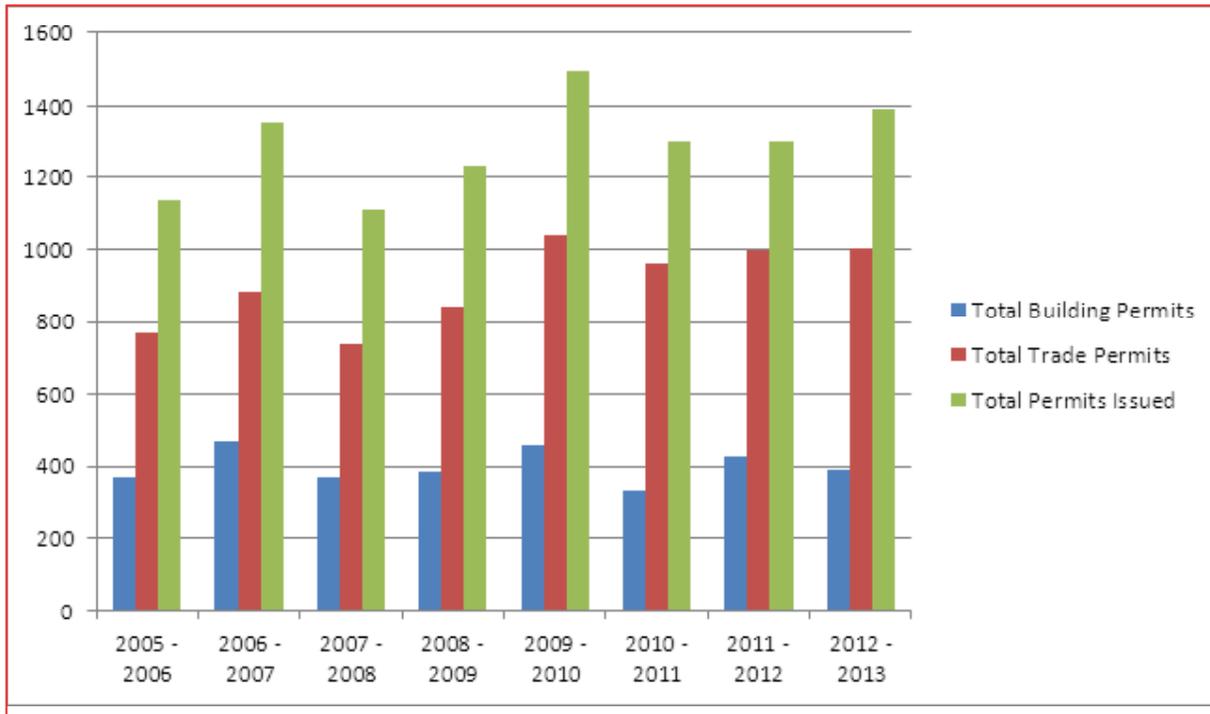
1. Septic Health Administrator completed Level 1 course work in building, plumbing and mechanical codes and septic health certifications.
2. Two staff have achieved Certified Floodplain Manager (“CFM”) designation.
3. All building inspectors, septic health, AICP/CTP and zoning administrators certifications are current
4. All staff trained are on use of Blue Prince and septic health is utilizing hand-held technologies in the field.

Permits and Inspections

Fiscal Year 2012-2013 Highlights

CAMA Permits Issued	148 (43 Minor Permits and 105 Exemptions) CAMA Application Fees Collected - \$3,800
Zoning Permits Issued	470 Fees Collected - \$19,761 (in addition to building permits, below, which are reviewed for zoning compliance)
Building Permits Issued	1,393 Permit Fees Collected - \$156,812.95
Code Compliance Actions	306 Investigations (22 Warning Citations and 15 Civil Citations)
Septic Health	212 Tanks Inspected 43 Tanks Pumped 163 Water Quality Samples Taken

	2006/ 2007	2007/ 2008	2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2012/ 2013
Total Building Permits	470	370	387	456	336	429	392
Total Trade Permits	881	740	842	1,039	960	995	1,001
Total Permits Issued	1,351	1,110	1,229	1,495	1,296	1,424	1,393



Planning Board/Board of Commissioner Items

Total Site Plans Presented = 2

- Approved - Dare County ABC Board – redevelopment of site.
- Approved - Nags Head Company, LLC – Fresh Market with 4,000 sq. ft. addition.

Total Site Plan/Conditional Uses Presented = 4

- Approved - SFD/Mulligans Restaurant – removal of previously imposed conditions.
- Approved - Nags Head Self Storage – outdoor storage for boats and recreation vehicles.
- Approved - Mulligans Restaurant – secondary driveway on S. Virginia Dare Trail.
- Approved - Full Throttle Speedway – Outdoor Amusement Rides and Games.

Total Subdivisions Presented = 1

- Tabled; never brought forth new information - Preliminary Plat for creation of 6-lot subdivision within Village at Nags Head, at Elliott Estates.

Total Subdivision Variances Presented = 1

- Denied - Former Dowdy's Go-Cart Track, 3006 S. Virginia Dare Trail – variance to minimum lot area and minimum lot width for previously combined lots 6-9 and lots 16-17, Block 7, Section 1, Nags Head Shores

Subdivision.

Total Text Amendments Presented = 16: 15 Adopted and 1 Denied.

- Adopted - Various amendments to Chapter 12 as it relates to Itinerant Merchants, these amendments addressed “Outdoor Stands”, “Crowd Gathering Permits”, and “Special Events Permits”, additionally conflict between Chapter 12 and the business privilege license definitions were corrected.
- Adopted – Limitation on internet and electronic gaming machines as an accessory use in the C3, Commercial Services District, and established a two-year amortization period on existing machines.
- Adopted – Allowing the use of porous paving materials within the drive aisles in the C3, Commercial Services District, with the exception of the first 50 ft. of the entrance.
- Adopted – Eliminate curb and gutter requirements when a drive aisle is abutting open space being utilized for stormwater management as approved by the town engineer.
- Adopted – Allowance of an Identification Sign for the Nags Head Golf Links permitted along US 158 for the main entrance at W. Seachase Drive.
- Adopted – Reduction of Go-Cart Track parking in Commercial-Outdoor Recreation Overlay District.
- Adopted – Allowance for directional signage to public destinations as approved by the town manager.
- Adopted – Reduce setback for metal structures adjacent to US 158, US 64-264, NC12 or NC 1243 from 300 feet to 250 feet when a mature vegetated buffer of 50’ in width exists.
- Adopted – Permit a new use within the Commercial-Outdoor Recreation Overlay District “Outdoor Amusement Rides and Games” including Ferris Wheel, as an accessory use to Go-Cart tracks.
- Adopted – (Sunset Clause, November 6, 2013) Exempt lighting of outdoor amusements.
- Adopted – Increase the allowable lot coverage within the SED-80, Special Environmental District from 15% to 20% of the lot area for municipally owned government facilities.
- Adopted – Allow Ice Cream Vending Stand as an allowable accessory use to Retail Shopping Centers.
- Denied – Increase of number of Vending Stands allowed as an accessory use to Retail Shopping Centers from one (1) to two (2) when shopping center has greater than 100 existing parking spaces.
- Adopted – Allow use porous concrete within interior drive aisles in all districts (not just C-3), as approved by town engineer.
- Adopted – Reduce the minimum lot width within the CR, Commercial Residential District and C2, General Commercial District from 60 feet to 50 feet.
- Adopted – Reduce the parking standard for fishing piers 800 feet in length and less from one (1) space per 10 linear feet to one (1) space per 20 linear feet.

No Rezoning Requests were heard.

Board of Adjustment

Total Variance Requests Presented = 4

- Denied - Osborne - request regarding SED-80, Special Environmental District.
- Denied - Trask - fill material in excess of the base flood elevation.
- Approved - Brewer – commercial signage within residential district/nonconforming.
- Approved - Nags Head Inn – light fixtures, including signs greater than 35 ft. in height.

Total Appeal Requests Presented = 3

- Affirmed Staff Determination - On Trading Corp – prohibited signage.
- Affirmed Staff Determination - Hi-Impact Marketing – mobile billboard, prohibited signage.
- Reversed Staff Determination - Robert Quinn – structure highlighting, string lights.

5 Police



Overview

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

The Police Department is divided into four operational units:

- Administration
- Patrol
- Criminal Investigation
- Animal Control.

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

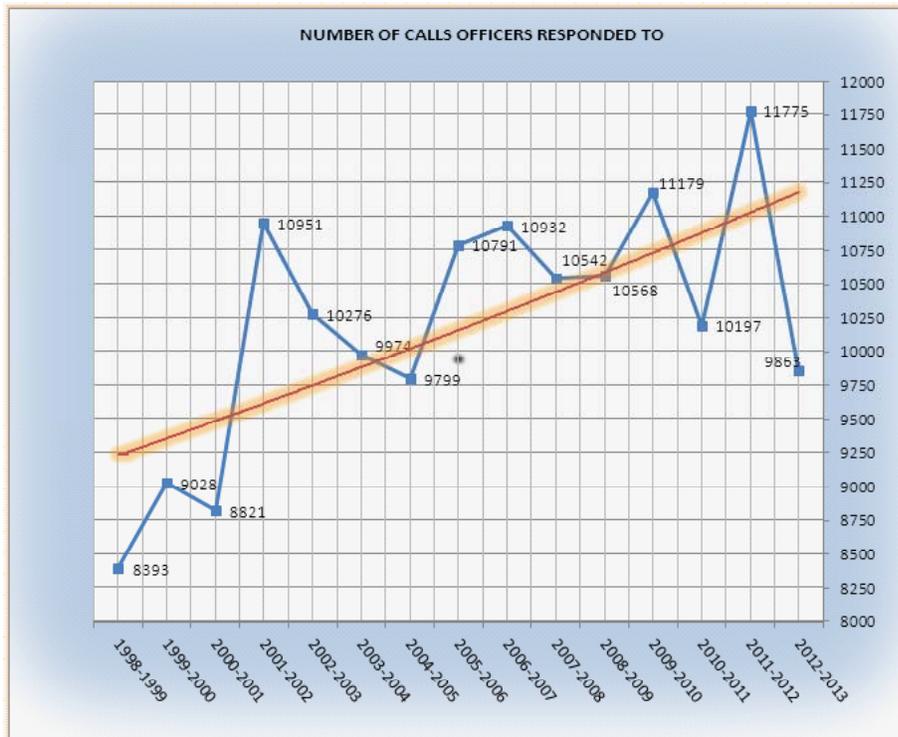
The Patrol Unit is composed of four sergeants and uniformed police officers. The Patrol Unit delivers basic law enforcement service to Nags Head.

The Criminal Investigation Unit is composed of a sergeant that oversees the Unit, along with police officers specifically designated to performing the duties of investigating crimes that occur within the Town's corporate limits.

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

Calls for Service

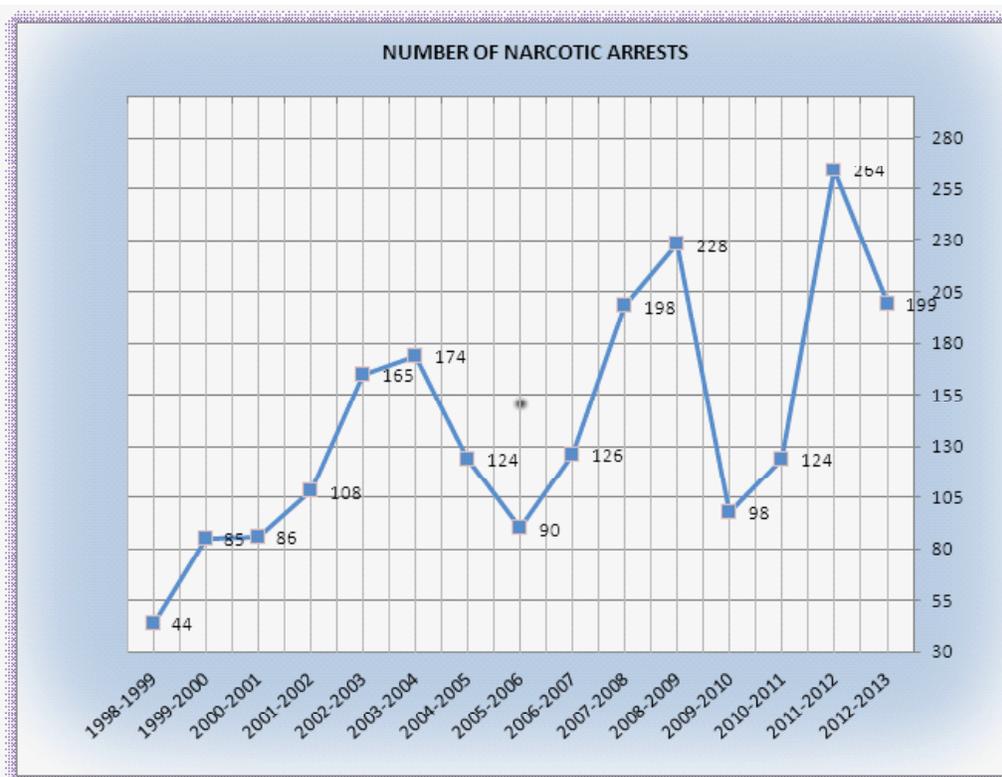
The total incident calls received and documented by Dare County dispatch during Fiscal Year 2013 were 9,863, a 16% decrease over the previous year.



Arrests	2011-2012	2012-2013	Arrests	2011-2012	2012-2013
Homicide	1	0	ABC Violation	177	94
Rape	1	2	Embezzlement	0	0
Robbery	1	1	Creating Disturbance	10	13
Assault	43	27	Motor Vehicle Tampering	0	1
Burglary	6	51	Trespassing	15	8
Larceny	54	49	Communicating Threats	6	9
Accessory to Larceny	1	1	Littering	6	6
Motor Vehicle Theft	1	4	Possessing Pyrotechnics	0	0
Affray	0	3	Extortion	0	0
Forgery	6	0	Damage to Real Property	18	10
Fraud	12	6	Resist, Delay, Obstruct LEO	18	18
Stolen Property	0	5	Other Criminal Arrests	47	26
Weapons	5	4			
Controlled Substances	264	199	TOTAL	682	538

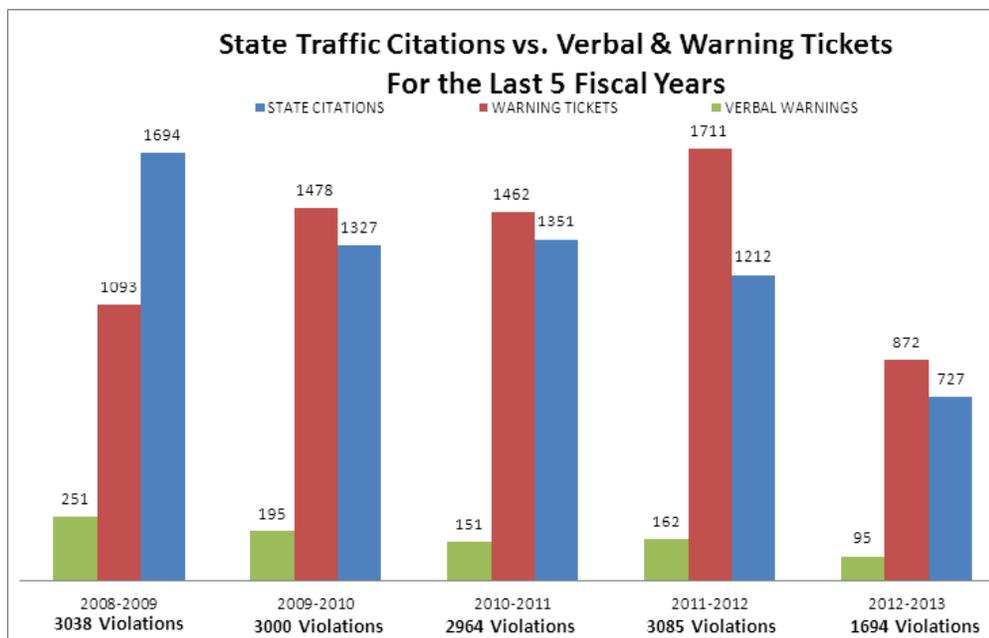
Drug use affects every sector of society, straining our economy, our healthcare and criminal justice systems, and endangering the futures of young people. During Fiscal Year 2012-2013, Nags Head officers made 199 arrests relating to narcotics, seizing marijuana, cocaine, heroin, Ecstasy and illegal prescription drugs.

Over the last year our officers confiscated many different types of drug paraphernalia including syringes and spoons used with heroin/prescription drugs and along pipes/bongs used with marijuana and “crack” cocaine. Prescription drug abuse is the nation’s fastest-growing drug problem, and the Centers for Disease Control and Prevention has classified prescription drug abuse as an epidemic. In FY 2013, Nags Head police seized over 160 dosage units of Vicodin, 100 dosages Oxycodone, and over 496 dosages of other prescription drugs being used on the street illegally.



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

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

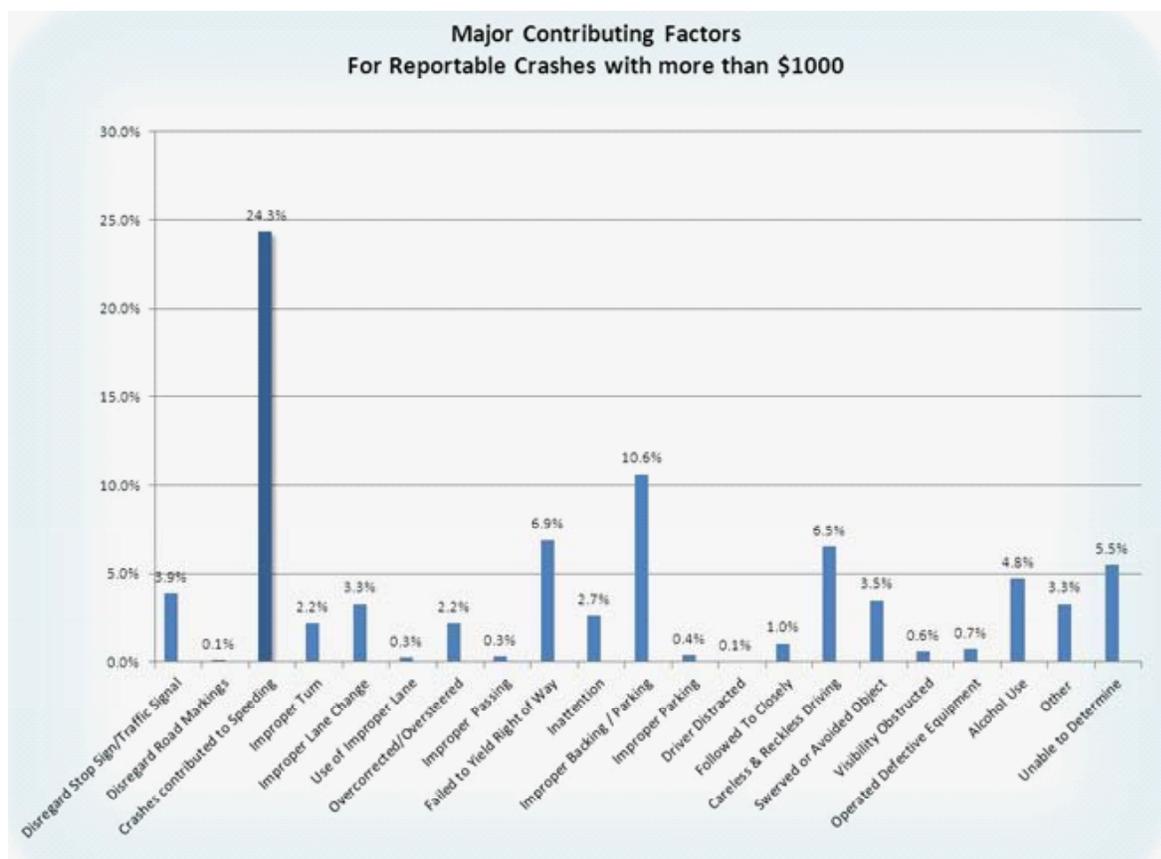


It is significant to note that over 57% of the recorded traffic enforcement volume in FY 2012-2013 resulted in a written or verbal warning.

The North Carolina Division of Motor Vehicles, Traffic Records Branch has recently published their 2012 Traffic Crash Facts (available online at <http://ow.ly/qVKDK>). As part of this report, they ranked crash data for 482 cities/towns in the state with populations of less than 10,000. In 2012, Nags Head was ranked #8 in the state, our previous year ranking was #1. These rankings are based on several factors including reported crashes, crash severity and crash rates based on population.

**2012 Ranking of Cities with Populations of Less Than 10,000
Based on All Reported Crashes from January 1, 2010 through December 31, 2012
Per NC Division of Motor Vehicles publication entitled 2012 Crash Facts**

City	Total Crashes	% Alcohol Related Crashes	Fatal Crashes	Non-Fatal Injury Crashes	2009	2010	2011	2012
Kitty Hawk	577	6.41%	4	126	16	16	9	1
Morehead City	1402	4.14%	6	326	13	11	7	2
Franklin	967	3.62%	5	191	52	44	21	3
Wilkesboro	761	3.02%	4	174	26	2	3	4
Forest City	998	3.11%	5	283	6	1	6	5
Whiteville	875	2.06%	2	322	10	8	5	6
Dunn	862	2.20%	6	277	-	-	2	7
Nags Head	343	7.87%	2	123	9	5	1	8
Pineville	1706	3.05%	3	400	4	10	8	8
Rockingham	799	4.01%	4	356	2	3	15	10

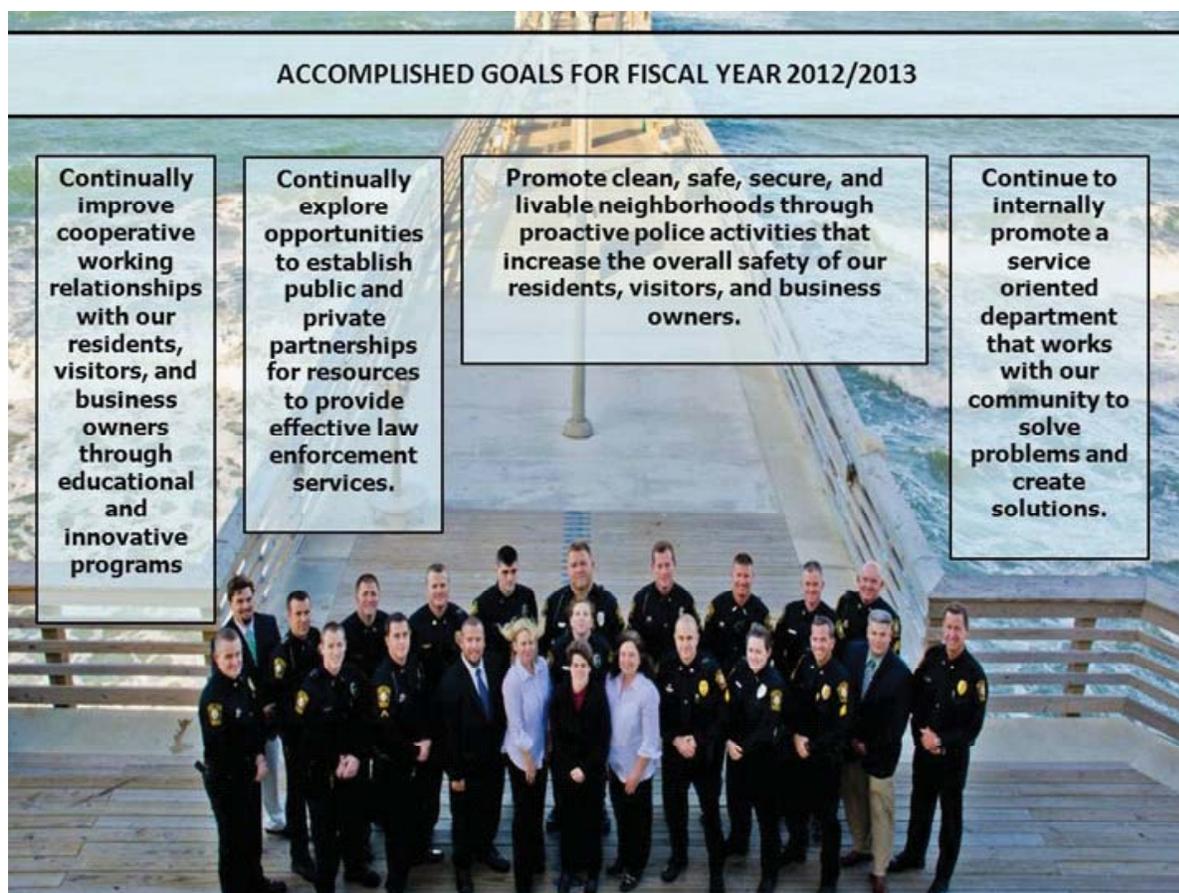


Animal Control Activity Comparison

	2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2012/ 2013
Dogs impounded	22	17	5	30	12
Cats impounded	25	35	54	76	39
Wildlife relocated	4	12	20	15	10
Dogs reclaimed by owner	2	2	2	6	0
Cats reclaimed by owner	0	1	0	0	0
Barking dog complaint	27	22	9	18	20
Request for setting trap	40	49	23	39	30
Injured animals	27	30	23	65	38
Cat euthanized	21	12	6	0	0
Wildlife euthanized	4	2	11	17	2
Animals reported lost	28	29	9	30	13
Dogs running at large (self initiated & complaints)	81	104	70	98	53
Other animal calls	343	259	176	454	205
Total Animal Control Calls	624	574	408	848	422

Animal Control Activity Comparison (contd.)

	2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2012/ 2013
ACO Citations & Warnings					
Town citations issued	5	5	3	3	3
State citations issued	12	0	2	10	1
Town warning tickets issued	18	10	1	10	6
Total # of Citations & Warning Tickets	35	15	6	23	10
Animal Bites Investigated					
Dogs biting humans	10	10	3	3	8
Dogs biting other animals	2	2	1	1	2
Cats	1	0	0	0	0
Other	2	2	0	1	1
Total # of Animal Bites Investigated	15	14	4	5	11
Number of animals quarantined	7	8	3	2	15
Total days of confinement	40	70	20	20	30
Dead Animals Disposed Of					
Dogs	0	1	1	1	1
Cats	1	4	1	2	1
Wildlife	1	24	6	10	1
Total # of Dead Animals Disposed Of	2	29	8	13	3
Other Enforcement Actions					
Traffic-State citations issued	13	1	0	5	0
Traffic-Warning tickets issued	6	8	6	12	0
Traffic-Collision reports	8	2	3	5	0
Traffic-Other	17	15	6	37	22
Alcohol/drug violations	3	1	0	0	0
Arrests	2	0	3	0	0
Community policing/community watch	75	72	54	85	51
Patrol calls handled by officer	91	52	37	89	59
Total Other Activity	215	151	109	233	122



Improve Cooperative Relationships Through Educational and Innovative Programs

- **Drug Abuse Resistance Education (D.A.R.E.) Officer Certification**
 The Nags Head Police Department sponsored an officer to undergo 80 hours of Drug Abuse Resistance Education (D.A.R.E) special training in areas such as child development, classroom management, teaching techniques, and communication skills. This new D.A.R.E. officer will teach elementary aged children that popularity can be found in positive behavior, that belonging need not require them to abandon their values, that self-confidence and self-worth come from asserting themselves and resisting destructive temptations. The D.A.R.E. officer will teach them not just that they should refuse drugs and alcohol, and not participate in violent activities, but how to do so. In addition, the officer will go beyond traditional drug abuse and violence prevention programs to give children the skills needed to recognize and resist the subtle and overt pressures that cause them to experiment with drugs or become involved in gangs or violent activities.

- **Establishment of a Public Safety Presence on Beach**
 A beach educator position was created, allowing the Department to patrol the beaches for 8 weeks during the 2012 summer season. While maintaining a visible presence on our beaches, the educator made approximately 900 contacts with our visitors and residents., allowing the Department to educate the general public on Town codes and ordinances such as dog ordinances, surfing guidelines, red flag conditions.

- **Second Annual Bicycle Rodeo at Nags Head Elementary**
 Bicycle officers with the Department coordinated this event, which allowed each student at Nags Head Elementary School to participate. Students in pre-K through 2nd grades were trained how to safely ride a bike using the required safety equipment. Students in grades 3-5 were given a brief safety lecture and then rode several bicycle courses, which had been set up in the parking lot. As an added bonus, each 3rd grader was given a free bicycle helmet, while Nags Head Fire Department personnel handed out fire safety materials to all students.

- **Walk/Bike to School with Nags Head Elementary**
International Walk to School Day involves communities from more than 40 countries walking and biking to school on the same day. It began in 1997 as a one-day event. Over time, it has become part of a movement for year-round safe routes to school and a celebration – with record breaking participation – each October.

The success of Walk to School Day, as well as continued interest in bicycling to school, created a desire for a national event focused on bicycling to school. This goal became reality in 2013, when the first National Bike to School Day took place on May 9, in coordination with the League of American Bicyclists' National Bike Month.

- **Continued Partnership with the Dare County Sheriff's Office**
The Nags Head Police Department continued its excellent working relationship with the Dare County Sheriff's Office this past fiscal year. Whereas the Department works well with all local and state agencies, this partnership is most evident in the work of the Narcotics Task Force and crime scene processing.

Explore Public and Private Partnerships Opportunities

- **Project Lifesaver**
During this past fiscal year the Department received a \$5,000 equipment/training grant from Project Lifesaver. Project Lifesaver provides timely response to save lives and reduce potential injury for adults and children who wander due to Alzheimer's, autism, and other related conditions or disorders.

Searching for wandering or lost individuals with Alzheimer's, autism, Down syndrome, dementia, or other cognitive conditions is a growing and serious responsibility. Without effective procedures and equipment, searches can involve multiple agencies, hundreds of officers, countless man hours, and thousands of dollars. More importantly, because time is of the essence, every minute lost increases the risk of a tragic outcome.

- **Nags Head Community Watch Association**
Established in 1995, the Community Watch Program is an organization sponsored by the Nags Head Police Department and maintained by residents. During this last fiscal year our National Night Out Against Crime event was reorganized and included participation from local businesses and organization.
- **Governor's Highway Safety Program**
Through our participation and work with the Governor's Highway Safety Program (GHSP), the Police Department received 6 new Alco-Sensors this past fiscal year. These hand-held breath devices typically cost approximately \$575 each, but were provided to us free of charge. In addition to the Alco-Sensors, the Department also received a LIDAR radar unit for speed enforcement. These units typically cost around \$3,800, but due to our work with the GHSP, it was free of charge.

Promote Clean, Safe, Secure, and Livable Neighborhoods Through Activities That Increase Safety

- **Operation Medicine Drop**
During this past fiscal year the Department continued its partnership with the The Outer Banks Hospital and the Dare County Sheriff's Office to sponsor Operation Medicine Drop events throughout the year.

Safely disposing of old medications through Operation Medicine Drop events, instead of flushing them down the drain, prevents chemicals from ending up in the water supply.

North Carolinians have safely disposed of about 52.8 million doses at Medicine Drop events since 2009.

Continue to Internally Promote a Service-Oriented Department That Works with Community to Solve Problems and Create Solutions

- Reestablishment of Community Oriented Policing class

Ongoing training is taking place as classes become available (due to the State budget cuts) through the North Carolina Justice Academy.

- Provide diverse and goal specific training
Rapid Deployment Training – the Department has a rapid deployment instructor, allowing for in-house training (classroom and practical) for active shooter situations.

Standardized Field Sobriety Testing Instructors - allows in-house training of our officers in the detection of impaired drivers.

Fire Investigations Training - Initial actions or observations made by a police officer may be the key for later establishing that a fire was criminal in origin. Like many investigations the actions or inactions of first responders have effects on how a fire investigation can turn out.

- Residential Burglary Reduction Efforts
In Fiscal Year 2012, there were 98 residential break-ins (B&E's) reported in Nags Head. Police officers incorporated a plan to increase officer-initiated extra patrols of all neighborhoods. Over one year, residential extra patrols increased from 1,323 in 2012 to 2,222 patrols in 2013.

Officers successfully sought to address the rise in residential break-ins while safely and effectively delivering the highest quality police services to the community. In 2013, residential B&E's were reduced by 44%, with a total of only 55 reported cases.

6 Fire and Rescue



Emergency response needs in our community are changing. While Nags Head Fire and Rescue is involved in fire suppression, public education, and code enforcement to reduce the occurrence of fires, other risks to life and property exist. Adopting an all hazards approach to emergency services, Nags Head Fire and Rescue strives to proactively identify community vulnerabilities, assess the risks to life and property, and develop methods to implement hazard reduction strategies. The Department is becoming an all-purpose organization, responding to a wide range of community needs, collaborating with stakeholders, and delivering comprehensive customer service to the community. We accept these challenges and remain responsive to Nags Head's evolving and dynamic nature.

Fire and Medical Response

Overall, fire and medical responses decreased 4.5% in Fiscal Year 2012-2013, reflecting a total of 902 calls.

Response to medical incidents increased to 449 in Fiscal Year 2012-2013, a 5% increase, while fire call incidents fell to 453 in Fiscal Year 2012-2013, a 14% decrease compared to the prior fiscal year.

Fire call response involving commercial properties in Fiscal Year 2012-2013 totaled 207, a 4% decrease compared to the prior fiscal year. Fire call response involving residential properties increased by 3%, with 436 responses.

The overall structural fire dollar loss for Fiscal Year 2012-2013 was \$1,189,000, which includes the Family Life Center, two single family homes on Bodie Island Court, and the Dunes Restaurant. Thankfully no injuries or deaths resulted from these unfortunate events; however, impacts associated with business interruptions, housing loss, and diminished town recreational opportunities were significant.

Nags Head provided mutual aid structural firefighting services to those Dare County Fire Departments requesting assistance last fiscal year, as well as accepting incoming fire resources to assist in mitigating hazards exceeding our department's capabilities. Fire and Rescue responded to all major county fires north of Oregon Inlet and we continue to maintain excellent working relationships with all Dare County fire departments.

Training

A comprehensive training program is necessary to maintain current certification levels and grow proficiency in the protection of life and property. Nags Head Fire and Rescue personnel completed an aggregate of nearly 10,000 hours of instruction in public education, emergency operations, workplace safety, code enforcement, and numerous other topics. Several fire staff achieved state fire inspector and fire educator certifications, and driver operator courses were well attended by personnel on a career track to operate major fire apparatus.

Fire inspectors attend six hours of annual continuing education training to meet state requirements and increase fire code knowledge. All inspectors completed this training in April 2013.

Thirty-five seasonal ocean rescue staff completed pre-season United States Lifesaving Association (USLA) and first responder training, improving organizational knowledge, physical skills, and operational abilities to protect the growing number of beach patrons during the summer.

Several employees attended the National Fire Academy for executive level coursework, while firefighter continuing

education reinforced basic skills in fire attack, ladders, rescue and self-contained breathing apparatus. NFA Officer training certification increased leadership capabilities and encouraged firefighters to step out of their comfort zone. Emergency services staff conducted incident command training scenarios, thereby enriching operational capabilities and department proficiency to manage a variety of emergency incidents.

Fire Inspections

The Fire inspection program is the core of life safety and injury prevention in Nags Head, providing ongoing identification and correction of hazards in commercial facilities. Inspections are identified as the most effective method of immediately reducing community risk, thereby decreasing the potential for emergency incidents.

During Fiscal Year 2012-2013, inspectors completed 309 inspections of commercial and multi-family facilities. Fire inspections included regular state required reviews and investigation of complaints. Commercial inspections include restaurants, businesses, and institutional/educational facilities such as The Outer Banks Hospital, Colony Ridge Nursing Home, and Nags Head Elementary School. Inspections were conducted at assemblies, businesses, and multi-family residential establishments, which include hotels.

Fire staff worked closely with the Planning and Development Department this past year, completing numerous technical reviews of commercial sites and building plans. Fire code enforcement officials evaluated a growing number of crowd gathering permits and established incident action plans to help ensure that patrons attending special events remain safe.

Fire and Rescue was successful in meeting the NC Department of Insurance 9S requirements for a rated and certified department. This effort required extensive involvement from all fire staff regarding document research, equipment preparation, day-of inspection involvement, and ensuring the success of this evaluation.

In February 2012, a code consultant investigator with the NC Office of State Fire Marshal conducted an unannounced audit of the fire inspection program. The investigator was granted full cooperation and access, and the conclusions of her on-site audit were positive: "The policies and procedures the Town of Nags Head Fire and Rescue Inspections have in place were found to be efficient and work well in satisfying the requirements of the NC Fire Code and General Statutes. The Fire and Rescue Inspection staff understand their contribution to the general safety of their community and are dedicated to ensuring that safety".

Fire inspectors have continued to identify and solve complex fire code matters throughout the year in a compassionate and customer service friendly manner. On-site mitigation efforts helped to reduce the chances of uncontrolled fire in commercial occupancies. This intervention, in turn, provides for occupant safety, improved quality of life, and continuity of operations.

Fire Prevention and Hazard Mitigation

Fire and Rescue is committed to the vision of fire safety for Nags Head. Overall, the total number of fire prevention education attendees in Fiscal Year 2012-2013 was 2,137, almost doubling last year's participants. Fire staff and equipment were present with fire safety literature, youth fire helmets, stickers, and fire apparatus at the following public events: Youth Fire Prevention night, Easter Egg Hunt, National Night Out, St. Patrick's Day parade, and Seafood Festival. Staff played an integral role in the planning and participation of the July 4th fireworks at Nags Head Pier, as well as helping with Memorial Day and Veterans Day ceremonies.

The Fire Prevention Committee met regularly to address prevention issues and organize public events in Nags Head. Fire staff assisted the Kill Devil Hills Fire Department with "Fire Prevention Week" activities at First Flight and Kitty Hawk Elementary schools. Visits took place at Nags Head Elementary and various preschools as well. Residents and vacationing visitors tour Station 16 and Station 21 or visit the stations to obtain pit fire permits. Staff submitted various fire prevention articles to the Town's weekly email broadcast, and spoke to visitor groups about fire safety while vacationing. Group email advisories are distributed to those interested in seasonal fire prevention topics. The Fire and Rescue website contains fire and consumer safety information informing the public about injury prevention. The Department and the Town's public information officer cooperatively released timely fire safety related messages via Facebook and Twitter. These innovative social media public service announcements will likely grow in popularity and help the Town reach a more diverse and tech-savvy population in coming years.

The Fire and Rescue Youth Fire Prevention Night in October offered community members an opportunity to meet firefighters, participate in fire extinguisher training, learn about residential fire inspections, and receive free smoke detectors. Participants also conducted “EDITH” (Escape Drills in the Home) in the Dare County Association of Fire officers safety trailer. Approximately 400 people attended this important event, which establishes Fire and Rescue as a fall gathering point for community fire education. Staff provided medical and fire prevention standby at the Seafood Festival at the Windmill Point Event Site. Another event added to our community outreach was movie night every Friday evening at the Windmill Point Event Site. The engine company arrives prior to the movie, handing out fire prevention materials and giving tours of the engine.

In December 2012, Fire and Rescue hosted a “Breakfast with Santa Claus” event. During breakfast, toys were distributed to all attending children and Nags Head employees celebrated the holiday season. In February 2013, the staff participated in the annual Mommy and Me Expo held at the YMCA. Firefighters provided child safety seat checks and child home safety tips. In October 2012, firefighters participated in the “Safe Routes to School” program, designed to assist children/parents identify injury free pedestrian/bicycle pathways to schools. In May 2013, Fire and Rescue teamed up with the Police Department, Dare County Communications, and Dare County EMS to take part in a “Calling 911” education program at Nags Head Elementary. In May of 2013, Fire and Rescue provided fire extinguisher training for the staff at the Children’s Work Shop Daycare. In May 2013, staff attended the United States Coast Guard Open House at the Oregon Inlet Coast Guard Station. In June 2013, Nags Head firefighters assisted the Police Department with the second annual Bike Safety Rodeo held at Nags Head Elementary. Fire and Rescue personnel provided leadership and education by staffing the fire safety trailer during the June “Dare Days” event in Manteo.

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

Wildland Fire Mitigation

Ongoing wildland fire prevention efforts include public education for homeowners to assist them in maintaining safe clearances from combustible vegetation. Establishing firebreaks lessens the opportunity for uncontrolled fires to affect residences. Working in cooperation with the NC Forestry Division and The Nature Conservancy, a series of public fire fuels reduction meetings were held to inform/educate the public of the forthcoming Nags Head Woods Marsh prescribed burn in early 2012. In March 2012, nearly 200 acres of soundfront marsh vegetation was exposed to a control burn reduction effort that removed extensive fuel loading and helped to decrease the possibility of an uncontrolled wildfire in the area. These ongoing efforts compliment the previous fuels reduction program, removing combustible materials from a firebreak located adjacent to Wellfield Road and back to Nags Head Woods Road.

Grant Funding

Fire and Rescue pursues grant funding to meet our firefighting and emergency response needs and obtain critically needed equipment, protective gear, emergency vehicles, training, and other resources that protect the public and emergency personnel from fire and other related hazards. The Town has a successful history in obtaining grant funding. In the last fiscal year, Nags Head received a 2012 AFG grant for \$32,000 for replacement of 13 sets of firefighter turnout gear, which was approaching the end of its useful service life. A military surplus vehicle was procured from NC Forestry, at no cost, to assist in fire operations during flood conditions. A \$64,000 FEMA Hazard Mitigation grant provided funding for replacement of the increasingly unreliable Fire Station 16 generator. Lastly, the Outer Banks Visitors Bureau provided 50% funding for the annual July 4 Independence Day Fireworks display at Nags Head Fishing Pier.

Ocean Rescue

During Fiscal Year 2012-2013, the Ocean Rescue Unit updated several significant areas of equipment, including: one Ford F150 rescue truck, one Honda ATV Rancher, and two ATV rescue racks. This allowed the two ATV supervisors to carry additional essential rescue equipment. The replacement of one truck and one ATV provided for a timely, efficient response and rescue operation.

Nags Head lifeguards spoke about ocean safety to the following groups: The Outer Banks Hospital employee family gathering, Jennette's Pier Waterman's Camp (twice), Dare County Social Services, First Flight High School, and Nags Head Elementary School.

Public education advisories for Fiscal Year 2012-2013 totaled 163,593 people. Lifeguards participated in "Public Education Mondays," introducing themselves to beach patrons, establishing relationships, and handing out educational materials. Mondays were chosen because they are typically the first full beach day for incoming visitors, allowing us the opportunity to contact vacationers at the beginning of their stay. Additionally, yellow "Dangerous Current" flags are strategically placed on the beach to notify swimmers of rip currents in the area. This creates another talking point for lifeguards to provide rip current identification tips and swimmer strategies to escape these water conditions.

A new lifeguard stand was added at Indigo Street in south Nags Head, bringing the stand count to 13 stationary observation points. Stationary lifeguard stands introduce a surveillance location for rescuers, which helps them to more quickly locate swimmers in distress. Subsequent efforts to install new lifeguard stand locations will help create overlapping coverage and close gaps in surveillance, while improving swimmer safety. To improve visibility for beach patrons, all lifeguard stands were painted white and marked with the public access name and mile-post marker.

In mid-July 2012, 10 Ocean Rescue personnel traveled to Jacksonville, Florida to compete in the United States Lifesaving Association – South Atlantic Regional Lifeguard Championship. Nags Head took first place in the "B" Division (a staff of less than 50 guards). Having the opportunity to participate in lifeguard competitions provides extra motivation to the lifeguard staff for the job required physical training. The unit also gains respect and admiration from the beach-going public when they see the lifeguards training and competing.

The ocean was not closed to swimming during Fiscal Year 2012-2013.

Ocean Rescue Activity

	Fiscal Year 2011-2012	Fiscal Year 2012-2013
Water Rescues	106	142
People Assisted	177	232
Watercraft Assist	5	13
Lost Person Search	15	16
Medical Calls		
No EMS Assistance	85	79
EMS Assistance	13	59
Near Drowning	1	0
Drowning	0	1
Deaths on Beach	1	0
Animal Calls		
Dogs	1,117	345
Marine Animals	18	30
Education Advisories	128,907	163,593
Large Group Lectures	5	7
Beach Closings	18	0
Emergency Response (No assistance needed)	67	72
Mutual Aid Response	4	2
Beach Population	1,072,287	1,326,951

Infant Car Seat Installation Program

Since 2003, the Department has maintained an excellent Child Passenger Safety Seat Program, providing parents and caregivers a resource for the proper installation of a child safety seat. Fire personnel are certified as National child passenger safety technicians, which instructs them on proper techniques for inspecting, educating, and installing child safety seats. The Department provides this service at Fire Stations 16 and 21.

The Department conducted 71 child safety seat inspections in Fiscal Year 2012-2013 and provided 5 seats to those in need of public assistance. Fire personnel checked seat installations during the annual Easter Egg Hunt, The Outer Banks Hospital Baby Birthday, Children's Workshop Day Care, YMCA Mommy and Me Expo, National Night Out and Fire Prevention Youth Open House. In addition to Nags Head events, personnel assisted the Colington and Kitty Hawk Fire Departments at child safety seat checking events. Another community outreach program involved a workshop for the Dare County Children and Youth Partnership. Local child care providers learned basic techniques and were given proper installation tips. Published information, concerning age and weight appropriate seat choices, was provided.

In November 2012, the Department sponsored a child passenger safety seat class at Fire Station 16. Ten fire personnel attended the class, becoming certified National Child Passenger Safety Technicians. This increased our number of safety seat technicians from 10 to 20, increasing certified staff by 50%. With the increase in certified personnel, we are able to provide better service to the community by having a certified Child Passenger Safety Seat Technician on duty daily, at both fire stations.

Child Safety Seat Technicians must complete a recertification process every 2 years. This process requires each technician to complete 6 continuing education hours, conduct 5 supervised seat checks, and participate in a Child Passenger Safety Clinic to be eligible for recertification. This past year, 2 of our fire staff attended the 2012 North Carolina Child Passenger Safety Conference in Raleigh. These attendees are also technician proxies, which enables them to conduct supervised seat checks for technicians to recertify.

Over the last 10 years, the Department has played a leading role in child passenger safety in Dare County. Fire and Rescue will continue to educate residents and visitors by providing current information and child safety seat inspections. Our goal is to reduce injuries and increase awareness about the importance of proper child passenger safety.

Nags Head Safety Program

Nags Head's Safety Program strives to eliminate employee injuries and mitigate hazards in Town facilities. The Town is dedicated to employee occupational safety and the maintenance of a healthful workplace. The safety accomplishment this year could not have been obtained without total management/employee commitment, communication, and cooperation. The Town took part in a voluntary safety inspection conducted by the NC Department of Labor Consultative Services Division. During this inspection, a few minor issues were identified and immediately mitigated. As a result, no corrective actions were needed post inspection. Our goal has been to receive the Department of Labor's "SHARP" award, illustrating the Town's commitment to safety. Having satisfied all program requirements, we applied to the Department of Labor for this award and look forward to recognition as a SHARP employer in the near future.

Nags Head personnel lost workdays for Fiscal Year 2012-2013 totaled 197, primarily the result of one serious injury. This injury has brought about additional training in the subject areas that contributed to the injury, as well as safeguards towards prevention.

Damage to equipment remains the most frequent issue reviewed by the Town's safety officer. While some incidents are unavoidable, some show the need for ongoing driver training and awareness of employee surroundings. At a minimum, each employee must attend a 4 hour defensive driving class before driving a Town vehicle.

The Safety Committee meets regularly to discuss occupational matters, review incidents, and recommend new equipment or processes. This fiscal year, staff participated in various safety events and training opportunities, including CPR for employees, audiometric testing, wellness facility upgrades, inspections, and personal protective equipment distribution for all affected employees. Town employees continue to take online safety classes through the NC

League of Municipalities. This training has proven to be easily accessible, as well as valuable, for all employees.

Safety program highlights included “Safety Week”, which took place the first week in May. Several safety classes were conducted, with topics including back safety, CPR, and workplace violence training. The week culminated with the annual safety luncheon for Town employees. The Nags Head Board of Commissioners declared a 2013 Safety Week as well.

Emergency Management

Hurricane Sandy was the deadliest and most destructive hurricane of the 2012 Atlantic hurricane season, as well as the second-costliest hurricane in United States history. North Carolina was spared from major damage, although high winds and rain affected the coastline through October 30. As a result of Hurricane Sandy, Nags Head activated its emergency operations center to respond to tropical storm force winds, soundside flooding, damage to structures, storm debris accumulations, and road closures. While the storm affected the community financially and operationally, the recently nourished beach absorbed Sandy’s energy, with no ocean overwash being observed. During the storm, Nags Head Officials met with other Dare County Emergency Management, Fire and EMS personnel to collaborate, discuss impacts, and identify local resource needs along the Outer Banks.

Conclusion

In closing, the Nags Head Fire and Rescue Department was successful in Fiscal Year 2012-2013, accomplishing identified goals and performance objectives. The organization, working with others, provided a safer experience for residents and visitors. Perhaps the most revealing of these customer service friendly accomplishments are reflected in appreciative comments from residents and visitors;

Fire

- *“What you do on a daily basis is appreciated and does not go unrecognized – Thank you from the bottom of my heart!”*
- *“Thank you for carrying our 99 year old Grandmother out onto the beach for our wedding. It was so special for her to be a part of the ceremony.”*
- *“You and your crew not only calmed her down, but your kindness, concern and total professional attention to her in all ways, was in both our judgments commendable.”*
- *“Thank you for coming in to teach us about fire safety – we learned so much!”*

Ocean Rescue

- *“We were amazed at the quick response time and your expertise in the life saving skills that saved two members of our family. The compassion and care with which you executed your duties helped to alleviate our worst fears. We are eternally grateful for the Nags Head Ocean Rescue Department.”*
- *“One of your amazing lifeguards rescued our 5 year old son from a riptide last month. He was so far out in the ocean, and for several horrendous moments, we thought we had lost him. Nothing can ever make up for the gratitude we feel, with our eternal thanks.”*

7 Public Works



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

Administration

Public Works Administration had an extremely busy year with routine activities, several construction projects, and cleanup after a major storm. This division provides project bidding, contract preparation, and administration for all Public Works divisions. Major projects completed in FY 2012-2013 included:

- Phase V of the Multi Use Path from YMCA to West Villa Dunes Drive.
- Whale Bone Park Recreation Area
- Phase II of the Vista Colony drainage improvements, including storm water improvements along the north side of W. Lost Colony Drive
- Vista Colony Groundwater Pilot Project.

Administration also processed 45 contracts and 2,600 invoices.

A sand fencing project was completed last fiscal year using funds from Dare County and matched by the Town. The Town's match provided for the installation of more than twice as much sand fencing.

Hurricane Sandy struck during the last week of October, generating a tremendous amount of sand that had to be removed and relocated back on our beaches. Town crews moved quickly to address these areas in conjunction with our debris contractors. Administration coordinated with these forces for the speedy and efficient cleanup of the town.

Powell Bill work consisted of repaving South Hesperides Drive from West Salmon Court to West Danube Street and a roadway widening project that span the length of East Flicker Street from South Croatan Highway to South Virginia Dare Trail, increasing the pavement section width from 18' feet to 22' feet.

Fleet Maintenance

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

Fleet Maintenance maintains a \$31,109.94 repair parts and fluids inventory, along with diesel and unleaded fuel for the fleet. The Division is staffed with Fleet Superintendent Charlie Bliven, Senior Fleet Mechanic Patrick Norcross, and Fleet Mechanic Ron Watson. Pete Woickelman has been hired temporarily to assist with repairs in the garage.

There were 1,132 work orders for 2012-2013 and 2,341.0 labor hours. Fleet Maintenance is certified to perform

State vehicle inspections. All staff are certified in various areas of automotive, medium/ heavy truck and busses through Automotive Service Excellence (ASE).

The fuel delivery, maintenance, and repair of the fuel pumps are overseen by this Division.

New vehicles and equipment that were prepared for service in 2012-2013 by staff include:

Chevrolet Traverse Police Vehicle	Honda 4 Wheeler Police
Ford F150 4X4 Pickup Truck Ocean Rescue	Honda 4 Wheeler Ocean Rescue
Dixie Chopper Zero Turn Mower Facilities Maintenance	Freightliner Tandem Dump Truck

Staff stripped 8 vehicles for sale and assisted with pick up of the vehicles post-auction.

Staff continues to stay current with scheduled preventive maintenance, technology, and training to do their best for Nags Head.

Public Facilities Maintenance

Facilities Maintenance had a very busy year with work related to Hurricane Sandy recovery, in addition to routine activities. Immediately following the hurricane, 443 hours were spent on storm debris cleanup. Recovery efforts also included drainage work and sign repair.

Working with Public Works Administration, Facilities Maintenance was involved with the annual July 4th fireworks display. Other events in which the Division was involved include: the Seafood Festival, the Outer Banks Marathon, the St. Patrick's Day parade, and the Nags Head Woods Run. Additionally, the Division maintains the Event Site at Windmill Point. Facilities Maintenance worked very hard to help fulfill OSHA requirements.

The Division continues to maintain the multi-use path and the highway beautification beds along US 158 at Nags Head's north end and in the vicinity of Town Hall. The Division has picked up one more section of multi-use path on the west side from the YMCA south to Villa Dunes Drive. Staff also assisted with stormwater projects, replacing culvert pipes and repairing asphalt. This year staff has been very busy with stormwater due to 2011's flooding rains.

Routine work continued to be very heavy throughout FY 2012-2013. Facilities Maintenance oversees all Town facilities such as buildings, landscaping, streets, signs, drainage, parks, beach accesses, crosswalks, and beach trash cans. Staff services 130+ trash cans and 6 public restrooms daily from May 1 through October 1. In addition, staff oversees the 13 miles of path along S. Virginia Dare Trail, S. Old Oregon Inlet Road and S. Croatan Hwy. Thirty-seven miles of streets and a mile of sidewalk are also managed. This year, Facilities Maintenance began maintaining and mowing the newly completed Whalebone Park. Staff has also been very busy with maintenance and sand removal on 42 beach accesses and 6 soundside accesses. Facilities Maintenance maintains Town buildings, including basic electrical and plumbing repairs. Staff also oversees the janitorial needs of the Municipal Complex, the Board of Commissioners Meeting Room, and the Fire stations and Public Works buildings. Last fiscal year, staff painted the Town's welcome signs and assisted Sanitation with collecting bulk /brush, hauling debris to the County's C&D landfill.

Hours spent on specific work include:

Building Maintenance: 1,321 hours	Landscaping Town Facilities: 1,378 hours
Beach Access Cleaning: 3,168 hours	Right-of-Way Mowing: 281.5 hours
Beach Access Repairs: 1,796 hours	Multi Use Path Maintenance: 708 hours
Cleaning Town Facilities: 1,957 hours	Miscellaneous: 682.5 hours
Street Maintenance: 319.5 hours	Installation of Regulation Signs: 418.5 hours
Drainage: 1,303.5 hours	Work in Other Departments: 52.5 hours
Storm Work: 443 hours	

Sanitation

Sanitation had another busy year with heavy routine work; commercial and residential overall trash volume decreased from the previous fiscal year by 3%.

Work orders performed by Sanitation as follows:

Bagged Yard Waste Collection: 44 calls	Dumpster Delivery: 26 calls
Brush and Limb Collection: 951 calls	Dumpster Repair: 11 calls
Bulk Collection: 515 calls	Mulch Delivery: 4 calls
Cart Delivery: 279 calls	Rollback Carts: 11 calls
Cart Repair: 271 calls	Special Requests: 0 calls
Christmas Trees: 30 calls	White Goods: 80 calls
Cracked Warranty Carts: 9 calls	

The Town delivers the majority of the collected recycling directly to Dare County; individual (by material type) and total tonnage numbers are not available. While the Division has not seen a significant decline in the recyclables brought to our 3 trailer locations – Public Works, Town Hall, and the Huron Street Beach Access – the franchise service available through Outer Banks Hauling has experienced a steady increase in both the number of subscribers and the average monthly tonnage.

In June 2012, the recycling program had 470 subscribers, averaging 18.99 tons/month through the fiscal year. In June 2013, there were 526 subscribers. The program averaged 437 subscribers/month throughout the year, with an average of 19.19 tons collected per month, representing an increase of 12% in average subscribers and a 1% increase in monthly tonnage. In addition, Outer Banks Hauling services 56 recycling carts at public beach accesses, with 24.48 tons of recyclables collected through the year, a 9% increase. A total of 513.52 tons of bulk items were collected during FY 2012-2013, an increase of 12.17% or 55.74 tons more than last year.

The Town collected, or had dropped off at our brush/bulk item collection yard, approximately 2,000 cubic yards of vegetative debris. Once this material was mulched, it was distributed to property owners. The mulch was also used at Town facilities, on the paths in Nags Head Woods used as part of the Outer Banks Marathon course, and in the roadside beautification beds.

The largest amount of material collected and transported by Sanitation was of course residential and commercial refuse. Total residential refuse was 3,950.15 tons and commercial was 4,375.68 tons, for a grand total of 8,325.83 tons. Total refuse decreased by 254.17 tons, a 3% decrease from FY 2011-2012.

In FY 2012-2013, the brush yard was open Mondays, Thursdays, and Saturdays with 5,301 taxpayers being served.

The number of loads for fiscal year 2012-2013 by day were:

- Monday 1,351 (1,367 in Fiscal Year 2011-2012)
- Thursday 1,989 (1,966 in Fiscal Year 2011-2012)
- Saturday 1,880 (1,968 in Fiscal Year 2011-2012)

The sticker system instituted in FY 2010-2011 for access to the yard is still working well.

Sanitation collects electronics at the brush yard for recycling. Once a large volume is collected, it is brought to Dare County to be recycled.

Water Distribution

There was an increase in new residential and commercial water service installations this year. Water Distribution continues to commit its efforts to infrastructure and meter route maintenance. Water Distribution has developed forms for monthly preventive maintenance (Examples: RPZ/meter valve vaults pump out log, fire hydrant/main valve/blow off sand removal, surplus meter accountability, and meter change out list). New daily usage logs are being used for accurate accountability of distribution inventory use for taps, repairs, and meter change outs.

This year, distribution technicians performed 5 water main repairs (2" through 8") and 22 service line repairs (3/4" through 2"). Additionally, they responded to 13 after-hours call outs.

The Distribution system was not flushed this past year due to the south Nags Head tower being off-line for painting.

Twenty five hours of duty was performed assisting other divisions within the Public Works Department.

All technicians received the required hours to maintain their mandatory state certifications active.

- Water Service Supervisor Ray Midgett has a A-Distribution and Back Flow Prevention and Cross Connection Control certification.
- Distribution Technician Todd Workman has a B- Distribution certification and Commercial Driver's License (CDL).
- Distribution Technician Joe Donski has a C-Distribution certification.
- Distribution Technician Ray Schoonmaker will attend C-Dist. school in October 2013.
- Distribution Technician Donski and Schoonmaker currently have their Learner's CDL and are expected to obtain their CDL by 2014.

Water Tap Installation

Tap Size	2011-2012	2012-2013
.75 inch	10	11
1 inch	19	29
1.5 inch	0	1
2 inches	0	0

The number of locate requests increased this year to 1,584 compared to 1,335 in 2011-2012.

Projects and Events

- Relocated hydrant at Mall Drive and S. Virginia Dare Trail. (August 2012)
- Mark Cross, Water Services Supt., retired with 30 years of service. (August 2012)
- Raymond Schoonmaker hired in Water Services. (September 2012)
- Repaired fire hydrant at the entrance to Outer Banks Mall. Hydrant was struck by a vehicle. (October 2012)
- Joe Donski certified as a C- Distribution technician. (November 2012)
- Began meter change out program for water usage accountability and revenue. (November 2012)
- Repaired 6" water main on Villa Dunes Drive (November 2012)
- Repaired 2" water main at Dunes South and Sandy Court in south Nags Head. (March 2013)
- Repaired 4" water main on Buccaneer Drive and 8" flange at Holy Trinity Church. (April 2013)
- All Distribution crew attended CPR class offered by Fire (April 2013)

- Water Utilities Director Dave Clark retired. (April 2013)
- Todd Workman at the Water Plant while two employees take sick leave. (June 2013)
- Surplus meters scrapped for \$964.03. (June 2013)

Water Operations

The Water Operations Division is responsible for supplying potable water to Nags Head.

Water Operations is headquartered at the Nags Head Water Treatment Plant located at 2110 Pond Avenue. Water Operations also maintains a pump station Gull Street, 5 system flushers, two elevated water tanks, and two ground storage tanks. We also serve as after hours contacts for Public Works.

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

Operation Overview

The Nags Head Water Plant is staffed 7 days per week, 2 shifts per day. Water Plant operators assist Water Distribution by answering calls and investigating water distribution complaints during weekends, after hours, and holidays. Water Operations Superintendent Nancy Roop Carawan, has A-Well, A-Surface, and B-Distribution licenses. She is the Operator in Responsible Charge for Water Operation and is responsible for monthly reports to NC-DENR Public Water Supply Section, and state compliance sampling. Staff consists of 3 water operators. All operators are certified by the state in water treatment. David Perry has A-Well, A-Surface and B-Distribution licenses. Buddy Beacham has a C-Well license. John Ryan has a C-Well and B-Distribution license.

Nancy Carawan is certified as a Grade II Wastewater Treatment Plant Operator and Grade 1 Physical/Chemical Water Pollution Control System operator. David Perry is also certified as a Grade 1 Physical/Chemical Water Pollution Control System operator. Nancy, David, Buddy, and John are all certified in Bacteriological Analysis for Drinking Water by the State Laboratory of Public Health.

Supplying potable water Nags Head requires that we ensure that all water storage tanks are full and that adequate water pressures are maintained throughout the system. The operators perform preventive maintenance of equipment and general housekeeping of the Eighth Street Water Plant, Gull Street Pump Station, system flushers, filter and raw water buildings and both elevated towers. In the spring and summer months, the operators are also responsible for the grounds maintenance at the Eighth Street Water Plant, Gull Street Pump Station, the south Nags Head Tower, the Eighth Street Tower and the Town Hall cell tower.

Water Operations staff takes it upon themselves to collect litter on the side of the road when time permits.

As compliance requirements for water systems (by the state and the federal government's Environmental Protection Agency) increase, so do the duties of Water Operations staff. Water Operations personnel collect, analyze, and record daily, weekly, and monthly information that is included in the monthly reports to the state. Operators are responsible for the collection and analysis of daily chlorine residuals at the entry points at the Eighth Street water plant, Gull Street pump station and in the distribution system. They monitor the quality of the water received from Dare County at the Eighth Street water plant and at Gull Street daily. Analyses include hardness, chlorides, iron, free ammonia and mono chloramines. The operators perform preventive maintenance of equipment and general housekeeping. Staff maintains a state-certified laboratory, for state compliance testing of the Town's drinking water for Coliform bacteria. Fifteen water samples are collected monthly from selected random sampling locations throughout the Town and are analyzed for Coliform bacteria in our laboratory. The results are reported monthly to the state. Quarterly THM/HAA5 samples are collected at 5 locations thru out the Town for compliance with the Stage 1 Disinfection By-Products Rule.

Projects and Events

- Eighth Street generator out of service May 2012. New "hot end" installed. (August 2012)

- Ark Church fire, with an estimated .5 MG used (October 2012)
- Hurricane Sandy (October 2012)
- Installed cover over RPZ device at Colony Ridge (November 2012)
- Three quarter inch meter meter installed at Eighth Street water tower for accountability (December 2012)
- Certified Laboratory inspection by state (December 2012)
- South Nags Head tower out of service for painting and mixer installation (January 2013)
- Fire at Bodie Island Court and SeaGull Drive, with an estimated .200 MG (February 2013)
- AT&T service upgrade at south Nags Head tower. Drilled holes in roof of tower for cable (February 2013)
- Sent revised Stage II DBP rule sample site plan to Public Water Supply Section. The State requested a change in the Haa5 sample site from Oregon Inlet flusher to Seaside Art Gallery.(March 2013) Stage I sites are Eighth St meter pit, Gull St meter pit, Pelican Park hydrant, and Seaside Art Gallery. Stage II comes into effect December 2013. The Stage II sample sites are Pelican Park hydrant= high THM sample site and Seaside Art Gallery= high Haa5 sample site
- Wholesale water rate increased from \$1.665 per thousand gallons to \$1.698 per thousand gallons (January 2013)
- Eighth St ground storage tank inspected (March 2013)
- Dunes South repair, boil water advisory (March 2013)
- Sandy Court repair, boil water advisory (March 2013)
- South Nags Head tower back in service (March 2013)
- Buccaneer line repair, boil water advisory (April 2013)
- NC Rural Water performed Leak Detection audit on parts of Distribution system (April 2013)
- South Nags Head mixer in service (April 2013)
- Holy Trinity flange repair, boil Water advisory (April 2013)
- State Inspection of Water Plant (May 2013)
- Fire at Dunes Restaurant, with an estimated .1 MG (May 2013)
- Gull Street Pump #1 motor soft start replaced (June 2013)

Total Water Pumped by Month from FY 2009-2010 through FY 2012-2013 With Four Year Average/Month

	2009-2010	2010-2011	2011-2012	2012-2013	Average
July	65.727	68.669	70.249	68.017	68.165
August	62.804	64.915	62.376	64.074	63.542
September	43.708	41.651	46.498	45.914	44.443
October	30.803	32.571	33.118	35.090	32.895
November	23.773	26.889	25.582	27.734	25.994
December	19.465	27.185	19.929	22.887	22.366
January	19.982	25.635	22.438	19.475	21.882
February	16.215	20.428	19.933	16.387	18.240
March	26.156	24.772	25.582	21.406	24.479
April	29.347	30.160	32.751	29.322	30.395
May	38.029	40.651	39.328	39.775	39.445
June	53.631	57.532	55.043	53.687	54.973

Four Year Comparison - Water Pumped to Nags Head Distribution by Month
Fiscal Year 2009-2010 through Fiscal Year 2012-2013 (Million Gallons and Average)

	2009-2010	2010-2011	2011-2012	2012-2013
July	65.727 MG	68.669 MG	70.249 MG	68.017 MG
	1.120 Avg	2.215 Avg	2.266 Avg	2.194 Avg
August	62.804 MG	64.915 MG	62.376 MG	64.074 MG
	2.025 Avg	2.094 Avg	2.012 Avg	2.067 Avg
September	43.708 MG	41.651 MG	46.498 MG	45.914 MG
	1.456 Avg	1.388 Avg	1.549 Avg	1.530 Avg
October	30.803 MG	32.571 MG	33.118 MG	35.090 MG
	.993 Avg	1.050 Avg	1.068 Avg	1.132 Avg
November	23.773 MG	26.889 MG	25.582 MG	27.734 MG
	.790 Avg	.893 Avg	.853 Avg	.924 Avg
December	19.982 MG	27.185 MG	19.929 MG	22.887 MG
	.644 Avg	.876 Avg	.643 Avg	.738 Avg
January	16.215 MG	25.635 MG	22.438 MG	19.475 MG
	.523 Avg	.826 Avg	1.381 Avg	.628 Avg
February	26.156 MG	20.428 MG	19.933 MG	16.387 MG
	.934 Avg	.729 Avg	.687 Avg	.585 Avg
March	26.156 MG	24.772 MG	25.582 MG	21.406 MG
	.843 Avg	.799 Avg	.825 Avg	.691 Avg
April	29.347 MG	30.160 MG	32.751 MG	29.322 MG
	.978 Avg	1.005 Avg	1.091 Avg	.974 Avg
May	38.029 MG	40.651 MG	39.328 MG	39.775 MG
	1.226 Avg	1.311 Avg	1.268 Avg	1.283 Avg
June	55.685 MG	57.532 MG	55.043 MG	53.687 MG
	1.856 Avg	1.917 Avg	1.835 Avg	1.790 Avg
Totals	429.640 MG	461.058 MG	452.827 MG	443.768 MG
Averages	1.180 Avg	1.231 Avg	1.290 Avg	1.211 Avg

End of Month Fresh Pond Levels Fiscal Years 2009-2010 through 2012-2013				
	2009-2010	2010-2011	2011-2012	2012-2013
July	5.80	7.40	5.30	7.85
August	6.85	7.10	5.30	8.60
September	6.95	7.75	6.40	8.20
October	6.80	7.50	6.40	8.20
November	7.90	7.10	6.40	8.00
December	8.80	6.80	6.20	8.60
January	9.50	7.10	6.20	8.60
February	9.50	7.20	6.30	8.60
March	9.50	7.10	6.80	8.50
April	8.85	7.00	6.75	8.40
May	8.25	6.00	7.40	7.90
June	7.80	5.70	7.30	7.60