

Nags HEAD LINES

Town of Nags Head, NC



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MESSAGE FROM THE INTERIM MANAGER

Greg Sparks

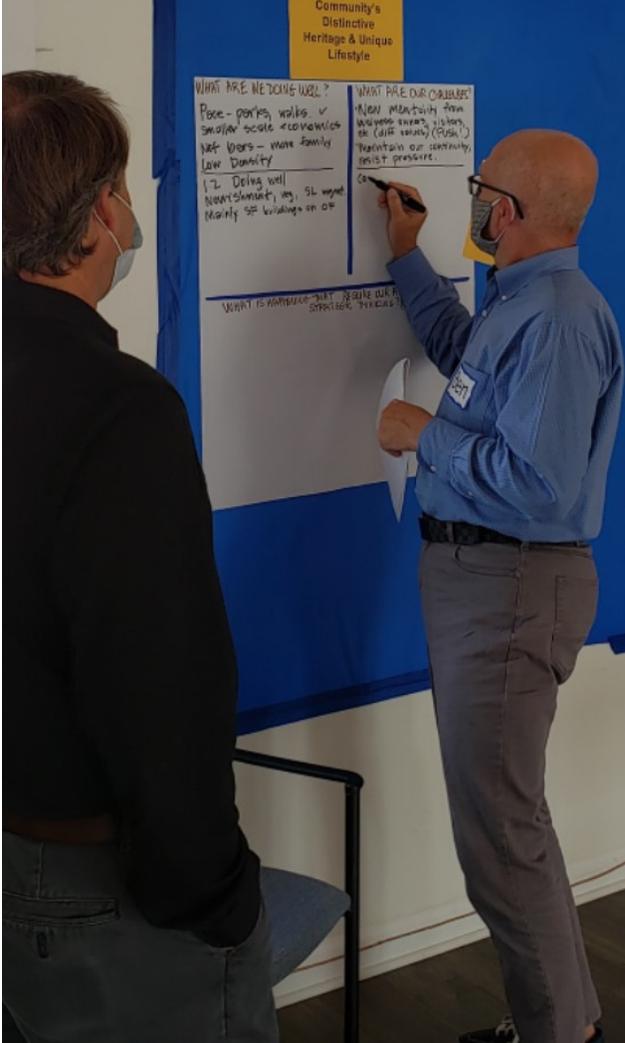


In September, the Board of Commissioners and staff met for a three-day visioning process, with the purpose of developing a five-year strategic work plan. The idea was to build upon Nags Head's mission, shared values, and legacy. Previously, the Board had adopted the following community goals:

- Preserve our community's distinctive heritage and unique lifestyle
- Protect our critical natural resources and coastal ecosystem
- Build and promote a sustainable economy that supports residents and visitors
- Plan for orderly and sustainable growth and redevelopment
- Maintain a well-run and efficient government that provides high quality and cost effective services.

With those community goals as a baseline, the Board and staff investigated the foreseeable future and imagined what it would take for the Town to be its best. This resulted in three areas of focus:

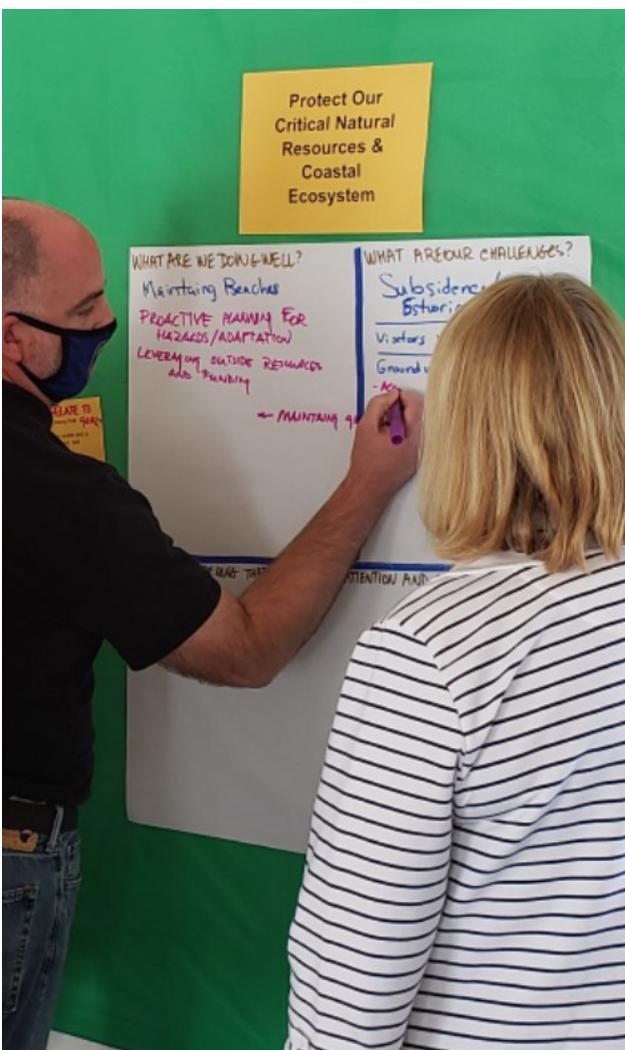
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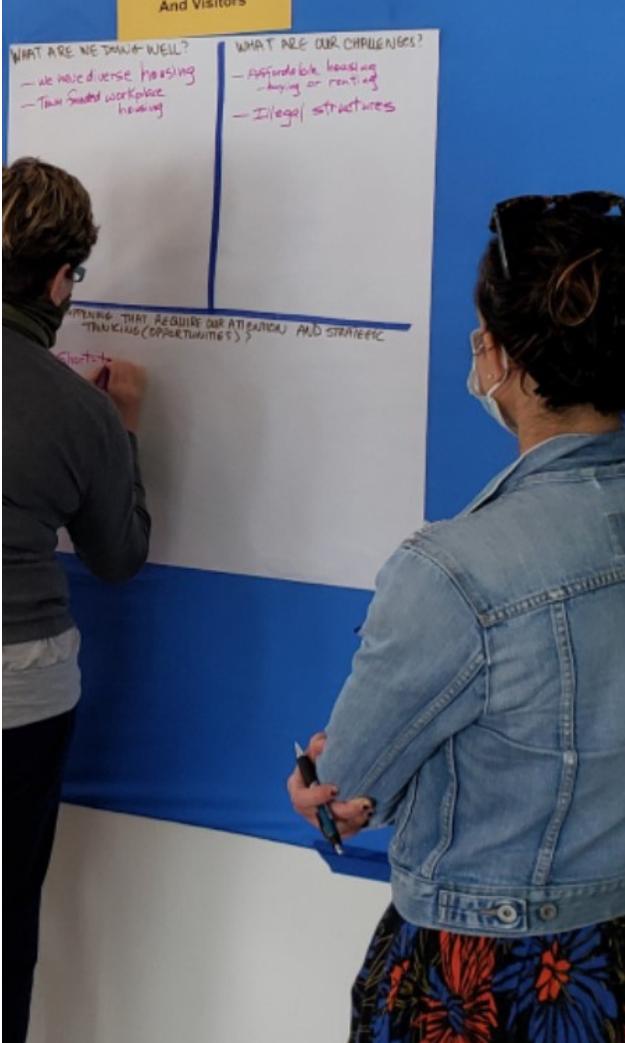


MESSAGE FROM THE INTERIM MANAGER

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- Reforming Process to Tackle Technical Issues:** This strategic direction is designed to make progress on lingering or threatening issues for the community such as groundwater protection, shoreline management, and sanitation. The Board and staff want to ensure the long-term viability and health of the ecosystem and economic vitality of the town. By 2025, Nags Head would have integrated infrastructure to meet all needs; have a long-term focused shoreline management plan; and integrated groundwater management.
- Empowering the Delivery of Consistent and Exemplary Public Service:** Town leaders recognize the best way to ensure consistent and exemplary public service delivery is to have an exceptional organization that is strategic and high performing. The components of a high performing team and process for driving results were identified. By 2025, Nags Head has a high performing, strategic organization; a well-informed, engaged public and staff, and streamlined, efficient public works services.
- Facilitating Collaboration to Address Community Wide Regional Issues:** Nags Head is a unique, beautiful place to live and visit. The high quality of life has made the community an attractive place to make a home. The desire to live in Nags Head and the investment in rental housing has impacted the housing affordability, especially for seasonal workers who are the backbone of the small businesses and for the Town's own Ocean Rescue team.





MESSAGE FROM THE INTERIM MANAGER

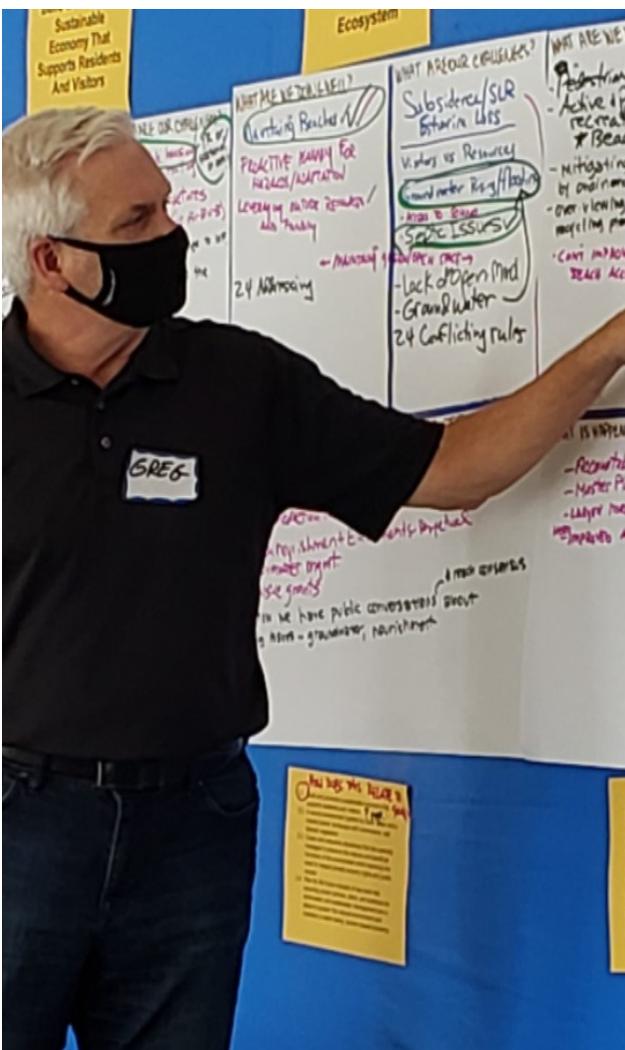
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The communities of the Outer Banks must work together to solve the housing issue. Through collaboration with other local governments and businesses, Nags Head will bring the topic of housing and other regional issues to the table. By 2025, Nags Head is collaborating to identify regional needs and develop solutions.

I believe the point to get across to our residents, second homeowners, and businesses is that the Board of Commissioners and management team are committed to being effective stewards of tax dollars and we are directing our efforts at ensuring public facilities—buildings, parks, roads, and storm drainage systems are well maintained and that the Town continues to plan to meet the high-level priorities such as beach nourishment, septic health, groundwater, and housing. The Board recognizes that an effective organization begins with motivated and accountable employees; therefore, they are putting measures in place to empower employees to create a high performing organization.

I look forward to continuing to bring information forward in the months ahead on the progress that the Town of Nags Head is making in implementing the 2025 Vision.

Sincerely,
 Greg L. Sparks
 Interim Town Manager





POLICE

New Radios Enable Safe Police Communications



Radio communication is arguably the most important tool for law enforcement who often find themselves in situations where moments count, directing them to those who need immediate help and also providing a means for requesting additional resources. The inability for officers to readily communicate with one another could threaten the public's safety and result in the loss of lives and property.

Over the last few months, Nags Head's Police Department has made a great technological leap with the acquisition of new portable 800MHz radios. The radios being replaced are no longer supported by their manufacturer and, in the near future, they will be unable to communicate with Dare County's 911 Communications Center due to inoperability issues.

The new radios will enable the Police Department to continue to provide timely law enforcement services, as well as ensure the Department remains compliant with the latest public safety mobile communications standards. In addition, the Department will be in a better position to respond to future technological communication needs and federally-mandated upgrades.

Safety is our paramount concern. We will continue to research and implement methods for improving the delivery of our law enforcement services.



Tax Bills - Frequently Asked Questions

**2nd Notice Reminders
for Unpaid Tax Bills Will
Be Sent by the End of
November**

Q. When are property taxes due?

Annual property tax bills are due September 1st. You have until January 5th to make your payment to avoid added interest (unless January 5th falls on a weekend; taxes are then delinquent on the following Tuesday). Interest begins on January 6th at a rate of 2% for the first month and $\frac{3}{4}$ of 1% is added each month thereafter until paid.

Q. I live in Nags Head and receive two tax bills. Am I responsible for both bills?

Yes, if you are a Nags Head property owner, you are responsible for paying both your Town of Nags Head tax bill and your Dare County tax bill. These are separate bills. For more information on your Dare County tax bill, click [here](#).

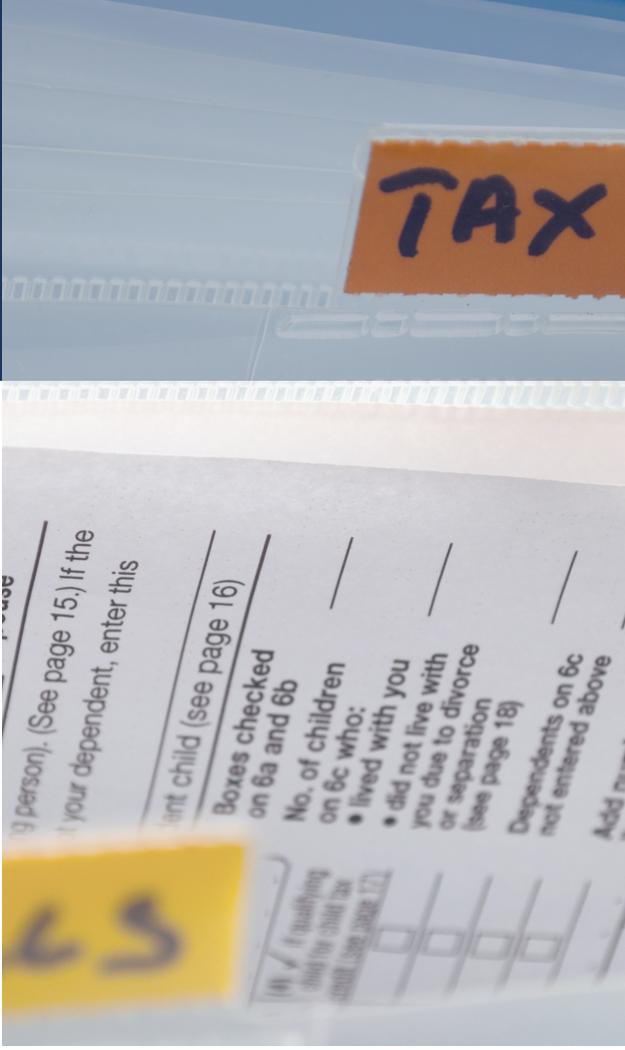
You can obtain a copy of your Nags Head tax bill on our [website](#) by typing in either your name OR your parcel number.

Q. Does the tax department send a copy of my tax bill to my mortgage company?

No, the Town of Nags Head does not mail tax bills to mortgage companies. However, most mortgage companies download tax information from the Town's website. If tax funds are held in escrow by your mortgage company, we recommended sending a copy of your tax bill to your lender. Most mortgage companies do not pay taxes until anywhere from October to late November. It is ultimately your responsibility

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Tax Bills - Frequently Asked Questions



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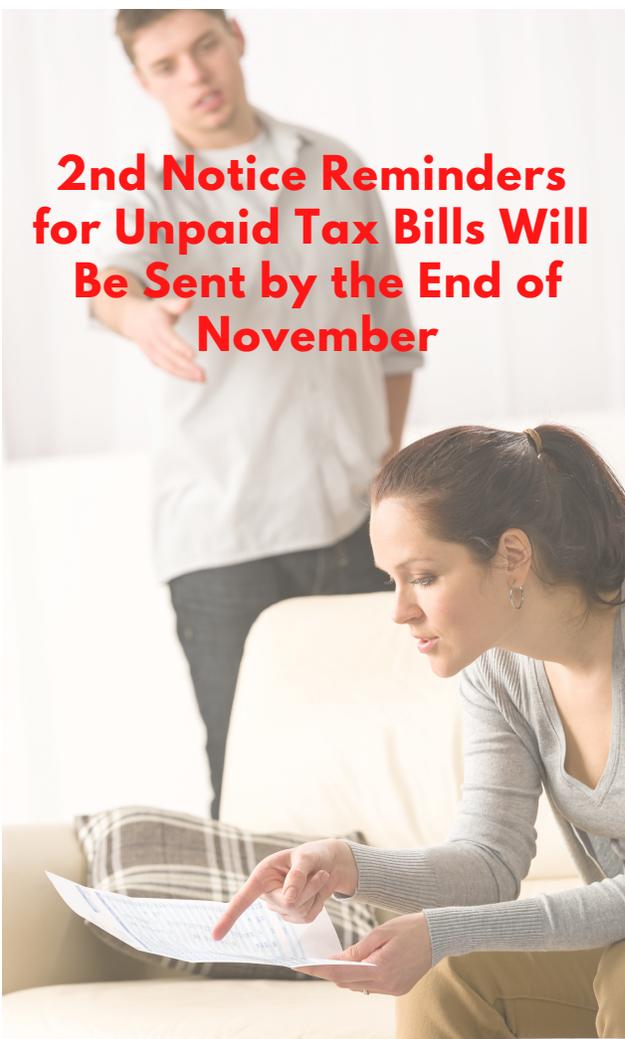
as a property owner to make sure your tax bills are paid before the January 5th delinquent date.

Q. Why did I receive a tax bill if I sold my property?

The Town reviews property transfers monthly. Tax bills are usually mailed to the owner of record as of January 1 and then a tax bill is also mailed to new owners. Consider contacting your closing attorney to review how taxes were prorated and distributed at the time of your closing. Unpaid taxes are advertised in the name of the owner on the date the taxes become delinquent.

Q. What is Failure to List (FAI)?

The Dare County Tax Listing Office is responsible for mailing annual listing forms and valuing the personal property listed by all taxpayers. The property owner is responsible for listing personal and real property on this listing form. Failure to list property during the regular listing period, which is January 15th through February 15th, will result in a penalty of 10% of the personal property tax amount. This penalty is added to the tax bill for each year the property is not listed. You'll need to contact the Dare County Tax Office (252-475-5952) to determine the reason for the Failure to List penalty if this appears on your tax bill and you believe it is incorrect.



2nd Notice Reminders for Unpaid Tax Bills Will Be Sent by the End of November



ENGINEERING

Town Awarded \$1.4 Million Coastal Storm Damage Grant

We're excited to announce that we've been awarded a \$1,408,247 grant from the N.C. Department of Environmental Quality, Division of Water Resources Coastal Storm Damage Mitigation Fund (CSDM).

We're one of nine North Carolina coastal communities to receive a CSDM grant, which can be used to fund beach nourishment, dune restoration, and other projects to remediate storm damage.

Funded by Session Law 2019-224, the CSDM was allocated \$11.5 million for costs associated with beach nourishment, artificial dunes, and other projects to mitigate or remediate coastal storm damage to the ocean beaches and dune systems, according to General Statute 143-215.73M. The amount cannot exceed \$2.5 million for each local government and no cost-share is required.

Applications were scored on six criteria, including environmental benefits, social benefits, economic benefits, life of the project, financial resources, and project efficiency.

Earlier this year, Nags Head submitted a FEMA public assistance grant request for post-storm engineered beach restoration resulting from damages sustained as a result of September 2019's Hurricane Dorian. The amount of sand eligible for replacement of engineered beaches is limited to the amount lost as a result of a declared disaster. The nourished sand volume losses from Hurricane Dorian are calculated to be 508,070 cubic yards.

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TOWN ENGINEERING

Town Awarded \$1.4 Million Coastal Storm Damage Grant

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A beach restoration project is tentatively scheduled for construction in the summer of 2022.

Supplemental CSDM grant funding will aid in leveraging these restoration efforts by providing an increased level of storm damage protection, reduction in storm-related flooding, and extended project longevity. We're dedicated to seeking effective and efficient ways to recover rapidly from coastal storm damages in our ongoing efforts to enhance coastal resilience.

For additional information about our beach nourishment efforts, please visit our [website](#).



Veteran's Day Ceremony Information

Sadly, we are canceling our annual Veterans Day ceremony this year out of concern for the health of our attendees. We understand a video is not the same as a live ceremony, but we hope you find this [video](#) to be an honorable thank you to the men and women of our military for their service; for those who have sacrificed and those who have done their duty.





FIRE RESCUE

Don't Let a Fire Ruin Your Thanksgiving



There are more than three times as many home cooking fires on Thanksgiving as a typical day of the year, making it by far the leading day for US home cooking fires, according to the National Fire Protection Association® (NFPA®). This sharp spike (a nearly 250 percent increase over the daily average) is a powerful reminder to use caution when cooking this year's Thanksgiving feast.

“Thanksgiving is a festive but hectic holiday, where people are often preparing several dishes at once. They're also entertaining friends and family with lots of other potential distractions,” said Lorraine Carli, NFPA's vice president of Outreach and Advocacy. “These factors all contribute to the increased likelihood of home cooking fires and underscore the importance of being extra vigilant in the kitchen.”

According to NFPA, cooking is the leading cause of reported home fires year-round, accounting for nearly half of all US home fires (48 percent) and reported home fire injuries (45 percent), as well as one-fifth (21 percent) of home fire deaths. Unattended cooking is the leading cause of home cooking fires and fire deaths; 15 percent of the fatalities are attributed to clothing ignitions.

Carli says awareness can play a critical role in keeping Thanksgiving fire-free. “Knowing where potential cooking hazards exist and taking basic precautions to prevent them can go a long way toward ensuring a fire-safe holiday.”

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FIRE RESCUE

Don't Let a Fire Ruin Your Thanksgiving

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The NFPA offers the following tips and recommendations for cooking safely this Thanksgiving:

- Never leave food cooking on the stovetop unattended, especially when frying and sautéing with oil. Stay in your home while the turkey is cooking and check on it frequently.
- Use a timer to keep track of cooking times, most notably when simmering, baking, or roasting foods that require longer cook times. Check the stove or oven frequently.
- Consider putting timers in different rooms so you can hear them over music and party chatter.
- Keep things that can catch fire like oven mitts, wooden utensils, food wrappers, and towels well away (a minimum of three feet) from the cooking area.
- Push up shirt sleeves and avoid wearing billowy clothing that may come in contact with open flames or other heat sources.
- Avoid cooking when drinking alcohol, using other substances, or if you're sleepy.
- Make sure children stay at least three feet away from all cooking areas, hot food, and liquids to avoid burns.

Also, NFPA discourages the use of turkey fryers, which can lead to devastating burns, other injuries, and property damage. NFPA strongly suggests looking instead to grocery stores, specialty food retailers, and restaurants that sell deep-fried turkeys as a safe alternative.



Beach Access Improvements/ Dowdy Park/Flood Maps



Public Beach Access Improvements

This summer, the Town completed improvements to the Jacob Street public beach access near Milepost 19. These improvements included a parking lot, ADA accessible walkway, shower, and bike rack. The project cost of \$189,192 was funded by a \$122,226 North Carolina Department of Coastal Management (DCM) grant, with the Town contributing \$66,966. We hope everyone has been able to enjoy the newly improved access! Making our beach, as well as all Town facilities, more accessible and accommodating, is essential.

Next up, we are completing permitting to improve the Islington Street public beach access, which is located just south of Outer Banks Pier. This work is also being funded thanks to a DCM grant of \$47,232. In fact, we're assessing conditions the Town's 42 public beach accesses to determine priorities for future improvements.

Thank You for a Successful 2020 Dowdy Park Farmer's Market

On behalf of the vendors, we would like to thank the community for a successful (and safe) Dowdy Park Farmer's Market season! Planning for this year's market began in January and soon took on a different dynamic with the COVID-19 pandemic.

With safety and sanitizing protocols in place, the market began on July 2 and concluded on September 24, with 12 markets being held.



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WHAT'S HAPPENING IN PLANNING AND DEVELOPMENT

Beach Access Improvements/ Dowdy Park/Flood Maps

Cont. from page 11

Our fabulous vendors enjoyed the opportunity to sell locally and appreciated the community support. We look forward to planning next year's market and welcome any feedback or suggestions.

Flood Map Update and Available Resources

On June 19, 2020, newly adopted Flood Insurance Rate Maps (FIRMs) became effective for Dare County and its municipalities, including Nags Head.

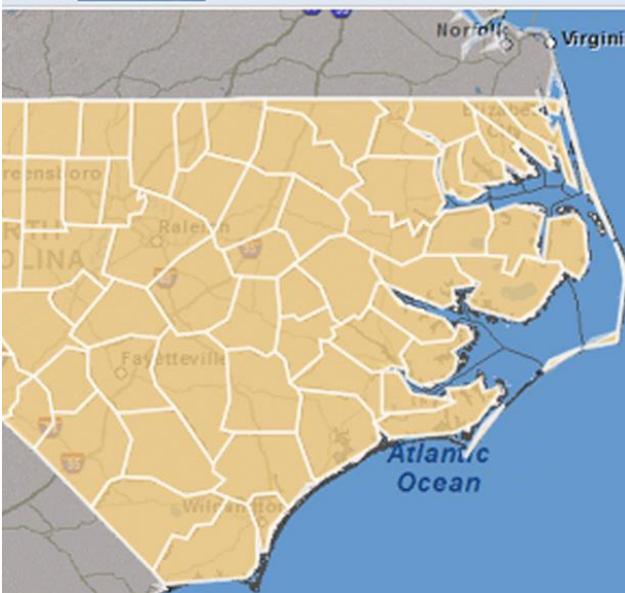
The updated FIRMs remove many Nags Head properties from the Special Flood Hazard Area. Therefore, there are fewer properties in the AE and VE flood zones and more in the X flood zone, even on the oceanfront. Additionally, Base Flood Elevations have been significantly reduced in areas remaining in the Special Flood Hazard Area. Furthermore, a new AO flood zone has been added to the area immediately west of the beachfront dune. So, be sure to check the updated FIRMs to determine how your property is affected. View the updated maps on the [North Carolina Flood Risk Information System \(FRIS\)](#), the [Dare County Online GIS viewer](#), or call Planning and Development staff at 252-441-7016 for assistance in locating your updated flood information.



 **Benefits of Floodplain Mapping**

Floods are among the most frequent and costly natural disasters in terms of human hardship and economic loss. North Carolina's Digital Flood Insurance Rate Maps (DFIRM) enable business leaders and residents to more accurately predict flood hazards and prepare for flood risks.

Go to flood.nc.gov for more information.



Because a significant number of properties with known flooding histories moved into the X or Shaded X zones, the Town, along with other Outer Banks municipalities, developed a higher standard known as a Local Elevation Standard (LES).

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Beach Access Improvements/ Dowdy Park/Flood Maps

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The LES is adopted as the Town's Regulatory Flood Protection Elevation (RFPE), and is the elevation to which habitable floor area is to be constructed to mitigate flood hazards in the Shaded X, X, AE, AO, VE, as depicted on the FIRMs for Nags Head. In Nags Head, the LES is as follows:

- Twelve feet for areas east of NC 12 and SR 1243
- Nine feet for areas west of NC 12 and SR 1243

The updated floodplain management regulations can be viewed online in the [Unified Development Ordinance \(UDO\), Article 11 Environmental Regulations, Part III Flood Damage Prevention.](#)

For more information on the LES and other development regulations, contact staff who can assist you in determining whether your property is in a flood zone, determining the appropriate flood zone and base flood elevation, important map related information (the community number, FIRM panel number (and suffix), date of the FIRM), mitigation measures appropriate for your home, understanding your elevation certificate, and insurance related information. Upon request, we can make site visits to your property to assist with recommendations on how to further protect your home from flooding.

Call 252-441-7016 to speak to someone in the Planning and Development Department or visit nagsheadnc.gov/flood for more information.





PUBLIC WORKS

Bulk Trash - Trying Something New This Year!

Every year from October 1 through March 31, we provide a residential curbside bulk waste collection service, disposing of large residential trash items such as white goods, furniture, mattresses, and vegetative debris. For the Town, separating this material allows for recycling of certain items and processing of vegetative debris, keeping it out of the landfill and reducing disposal costs. For the property owner, vegetation can be kept trimmed and neat without incurring the inconvenience and expense of hauling material to disposal sites. This is something we provide as a value-added service and is part of our overall waste reduction plan.

This year we're trying something new. Rather than simply providing on-demand collection, which isn't as efficient as we would like, we are conducting regular monthly sweeps of the town to increase service productivity and predictability. Near the beginning of each month, we'll update our [web site](#) with our collection schedule, providing the approximate dates we'll be working in each neighborhood. This not only allows us to fine-tune our monthly work schedule, but it also helps property owners know when we'll be in their area. Please set your bulk waste by the roadside close to the collection date to limit the length of time it sits in the right of way. Let us know what you think of this new process by contacting us at publicworks@nagsheadnc.gov or 252-441-1122.

Property owners can also bring this material year-round to the bulk yard located on Lark Avenue. For more information, visit our [web site](#) and click on Option 2.



General Information

VOTE

2020

VOTE

Attention - Nags Head Residents
General Election Polling Place Change
Note that voting will take place at Nags Head Elementary School (3100 S. Wrightsville Ave.) this year and NOT at the Board of Commissioners Room at Nags Head's Municipal Complex as it has in year's past.

If you are not a Nags Head resident, you can find a list of Dare County's other polling places at darenc.com/pollingplaces.

Receive email/text notifications when we update Nags Head's TRASH COLLECTION schedule, such as during the holidays or as a result of storms.

Visit nagsheadnc.gov/notifyme and subscribe to the Sanitation news flash.



Holiday Farmer's Markets Dowdy Park

November and December 2020
Exact Dates TBD

Monitor
nagsheadnc.gov/dowdyparkevents
for more information.

Boards and Committees



"Create a ripple of change by getting your feet wet!"

Want to get involved in your town, but aren't sure how to start? Get your feet wet by sitting on a Town board or committee.

- [Arts and Culture](#)
- [Board of Adjustment](#)
- [Board of Commissioners](#) (more information about this board can be found on page 14)
- [Community Watch Association](#)
- [Dangerous Animal Appeal Board](#)
- [Personnel Grievance Panel](#)
- [Planning Board](#)
- [Stormwater Committee](#)
- [Waste Reduction Task Force](#)

For more information, visit nagsheadnc.gov/boardsandcommittees. A listing of each board and committee is available, along with its members.



MUNICIPAL INFORMATION

Board of Commissioners



From left are: Commissioner J. Webb Fuller, Commissioner Kevin Brinkley, Mayor Ben Cahoon, Mayor Pro Tem Mike Siers, and Commissioner Renée Cahoon.

Nags Head's Board of Commissioners meet the first Wednesday of each month at 9 am in the Board Room. An adjourned session is held as needed on the third Wednesday of each month at 5:30 pm (October through March) and at 7 pm (April through September). Agendas and more information are available on the Board agenda section of our web site.

Contact the Board

allmayorcomm@nagsheadnc.gov

View Meetings

Live on the day of the meeting at nagsheadnc.gov
on demand at youtube.com/townofnagshead



Town Management

Interim Town Manager
Greg Sparks

Deputy Town Manager
Andy Garman

Town Offices

Full Staff Directory

■ Town Hall

5401 S. Croatan Hwy.
Monday - Friday
8:30 a.m. - 5:00 p.m.
[252-441-5508/info@nagsheadnc.gov](mailto:info@nagsheadnc.gov)

■ Public Works

2200 Lark Ave.
Monday - Friday
8:00 a.m. - 4:00 p.m.
[252-441-1122/publicworks@nagsheadnc.gov](mailto:publicworks@nagsheadnc.gov)

■ Police

Emergency 911/Non-Emergency 252-473-3444

5401 S. Croatan Hwy.
Monday - Friday
8:30 a.m. - 5:00 p.m.
[252-441-6386/police@nagsheadnc.gov](mailto:police@nagsheadnc.gov)

■ Fire and Ocean Rescue

Emergency 911/Non-Emergency 252-473-3444

Douglas A. Remaley Fire Station 16 (Headquarters)
5314 S. Croatan Hwy./24 hours
[252-441-5909/fire@nagsheadnc.gov](mailto:fire@nagsheadnc.gov)

Fire Station 21
8806 S. Old Oregon Inlet Rd./24 hours
[252-441-2910/fire@nagsheadnc.gov](mailto:fire@nagsheadnc.gov)

Connect with Nags Head

 nagsheadnc.gov  facebook.com/townofnagshead

 instagram.com/townofnagshead  twitter.com/townofnagshead

Nags HEAD LINES is published monthly. For questions and comments contact Public Information Officer Roberta Thuman at roberta.thuman@nagsheadnc.gov. (Note: some of the photos used in this newsletter were taken pre-COVID-19).