

**As instructed by the Board on July 9, 2024:**

**THE FOLLOWING DOCUMENT IS A  
COMPILATION OF PUBLIC COMMENTS  
MADE AT EMERALD ISLE BOARD OF  
COMMISSIONERS MEETINGS FROM  
JANUARY TO JULY OF 2024  
AND THEIR CORRESPONDING  
FOLLOW-UP COMMUNICATIONS.**

**Please note that this is NOT an exhaustive, all-inclusive list  
of communications and follow-ups to Public Comments.**

**August 13, 2024**

**BOARD OF COMMISSIONERS MEETINGS**  
**PUBLIC COMMENTS**

**7/9/24:**

Malinda Stallings of 101 Coquina Drive, expressed her disappointment in the unprofessionalism portrayed at last month's Board of Commissioners meeting and concerns about followups to monthly public comments. She suggested noting reports of followup actions taken in the meeting minutes or at the next Board of Commissioners meetings, stressing open communication between the Commissioners, Town, and public. **The Board addressed their behavior at the June 19, 2024 special meeting. The Town and Board of Commissioners will now provide public comment followups.**

Lori Ahuna of 320 Loblolly Street, spoke in opposition to Item 15 – PTO for Employee Birthdays, sighting that the FY 24-25 Budget was recently approved in June and that this topic should be tabled until the next Budget Workshop in January 2025. **This subject was further discussed and ultimately tabled until a later date at the July 9, 2024 Board of Commissioners meeting.**

Brad Altland of 201 Eagles Nest Drive, spoke in opposition to Item 15 – PTO for Employee Birthdays, sighting fee increases in the FY 24-25 Budget and asking where extra money for birthday PTO would come from. He also asked how many fulltime employees live in Emerald Isle. **This subject was further discussed and ultimately tabled until a later date at the July 9, 2024 Board of Commissioners meeting.**

Annette Ruth of 315 Loblolly Street, thanked the Commissioners for attempting to work together. She also spoke in opposition to Item 15 – PTO for Employee Birthdays and asked how birthday PTO would bring in a positive revenue to the Town. She suggested that employees use their vacation days if they want their birthday off and said that the Town's employee package is already wonderful, sighting a few of the benefits offered. **This subject was further discussed and ultimately tabled until a later date at the July 9, 2024 Board of Commissioners meeting.**

Peter Carey of 109 Coquina Drive, suggested the Commissioners should follow up on public comments from the previous month's Board of Commissioners meetings at each meeting. **The Town and Board of Commissioners will now provide public comment followups.**

**6/11/24:**

- There were no public comments.

**5/14/24:**

Michael Westbrook, 125 Deer Hone Dr, expressed concerns about speed of traffic on Deer Horn Drive and requested additional traffic calming measures. **Chief of Police, Michael Panzarella,**

presented findings from his speed test study of Deer Horn Drive at the June 11, 2024 Board of Commissioners meeting, which determined there was not significant speeding in that area.

**4/9/24:**

Kevin Stewart, 7024 Emerald Dr, spoke on behalf of the non-profit he is a part of “Emerald Isle for Veterans”. Their purpose is to help veterans. They will be hosting events in Emerald Isle would like to partner with the town. **The Town provided police and fire support during Emerald Isle for Veterans’ event on July 4, 2024. Part of the proceeds of the 2024 Emerald Isle Fishing Tournament will be donated to the Emerald Isle for Veterans group. Matt met with the group at Town Hall as well. [See attachments]**

Diane Schools, 106 Indigo Dr, is concerned with the tennis and pickleball courts. **Resurfacing project complete. Parks and Rec department working on a scheduling app for court use. [See attachments]**

Ronnie Watson, 9402 Coast Guard Rd, presented the Town with a painting of the first Town Hall in Emerald Isle. **No follow-up needed.**

Jim Brett, 305 Cape Lookout Loop, expressed concern about residents not being heard and the lack of an Community Resource Office at White Oak Elementary. **The Town and Board of Commissioners will now provide public comment followups. The Town contributed their portion to support a Community Resource Officer. [See attachments]**

Sarah Fullwood, asked for an update on the pickleball courts (and repairs) and suggested that the pickleball players could help with fundraising. **Resurfacing project complete. Parks and Rec department working on a scheduling app for court use. Emails between Sarah, EI Pickleball group, and staff. [See attachments]**

Drew Walker, 9313 Coast Guard Rd, parent of two (2) children that attend White Oak Elementary School. He is concerned that a Community Resource Officer will not be at the school. **The Town contributed their portion to support a Community Resource Officer. [See attachments]**

Karen McCarran, 408 Bogue Inlet Dr, is a pickleball player but sometimes plays at other locations due to the conditions of the courts and lack of courts. **Resurfacing project complete. Parks and Rec department working on a scheduling app for court use. Emails between EI Pickleball group and staff. [See attachments]**

Rena Popp, 10217 Corree Cove, had concerns with enforcement of town code and the condition of the pickleball courts. She said she would like to see a way to have their concerns answered at

## Jen Welborn

---

**From:** Roy Brownlow  
**Sent:** Thursday, July 04, 2024 9:14 AM  
**To:** Michael Panzarella; Jason Holland; Matt Zapp; Elected Officials  
**Subject:** Re: Veterans July 4th Run Route

I want to extend my sincere appreciation to Town Staff, the E.I.P.D., the Mayor, and elected officials for their participation in the E.I. For Veterans 4th of July event. I received numerous compliments and the organizers and participating veterans were very appreciative and thanked the Town for its support during the opening speeches. My personal experience was a great feeling of American pride as well as Town pride when I was pulling into the event on Islander Dr and saw the big American flag flying high in the air on the Town's fire truck. It was an inspiring and awesome sight on this day of American Independence celebration.

Thank you all and have a safe 4th of July celebration.



**Roy D. Brownlow**  
Town Commissioner  
Town of Emerald Isle  
**Phone** 252-354-3424 **Mobile** 252-725-9350  
**Email** RBrownlow@emeraldisle-nc.org  
7500 Emerald Drive  
Emerald Isle, NC 28594  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

---

**From:** Roy Brownlow <rbrownlow@emeraldisle-nc.org>  
**Sent:** Monday, July 1, 2024 7:32:01 PM  
**To:** Michael Panzarella <mpanzarella@emeraldisle-nc.org>; Jason Holland <jholland@emeraldisle-nc.org>; Matt Zapp <mzapp@emeraldisle-nc.org>; Elected Officials <ElectedOfficials@emeraldisle-nc.org>  
**Subject:** Veterans July 4th Run Route

Please see the attached presentation with details. Since most of it would be on the bike path, not sure how it would work out for an escort. I was just trying to come up with some way to show support for our local veterans. Any other ideas are welcome. But I appreciate everyone's consideration just the same. Thanks and hope you all have a safe and fun July 4th holiday.



**Roy D. Brownlow**  
Town Commissioner  
Town of Emerald Isle  
**Phone** 252-354-3424 **Mobile** 252-725-9350  
**Email** RBrownlow@emeraldisle-nc.org  
7500 Emerald Drive  
Emerald Isle, NC 28594  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

**From:** Natascha Fogel <[fogelnatascha@gmail.com](mailto:fogelnatascha@gmail.com)>

**Sent:** Monday, June 24, 2024 12:22 PM

**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Subject:** July 4

Be Advised: This email originated from outside of the Town of Emerald Isle, NC

Hello Matt,

I hope all is going good and I wanted to fill you in and let you know about placing the flags, sequence of events and our route for July 4.

We will place the flags in the round a bout on Monday at 5:30pm and leave them until the following Monday and pick them up at 5:30pm.

We are doing the Independence day 5K starting at 7:30am at the Watson Building 9001 Reed Drive and walk, run or whichever mode the participant does starting at 8:30 with hopes of completion between 10:00-11:00. Ronnie has offered his parking spaces along with shuttles if needed from across the bridge at 34N parking lot as a hub.

The route will go up Reed Drive dip onto Ocean Drive and come out by the visitor center where we turn down the bike path and walk it to Coast Guard Rd and then back to Reed Dr. We will be placing markers out in the morning with arrows and our sponsors which will be picked up that afternoon. We will have 3 water stations set up Ocean Drive, Visitor Center and Sol Bowl. This allows for us to stay on one side of the island without crossing the Emerald Drive/58.

If you have any questions or concerns please feel free to let me know.

Thank you,

Natascha Fogel

8438601163

## Proposed July 4th Route





# Emerald Isle For Veterans

# 4<sup>TH</sup>



# OF JULY

## INDEPENDENCE DAY

### 5K WALK, RUN, SCOOT OR RIDE

## RONNIE WATSON BLDG

## 9001 REED DRIVE EI

### MUSIC BY CURTIS HYLER

### GUEST SPEAKER

### CONGRESSMAN MURPHY

Ceremony: 7:30am

Start: 8:30am

Finish Line: Food and Beverages

For more information visit [EI4Vets.org](http://EI4Vets.org)

843-860-1163



# RESURFACING COMPLETE



**courts are now open!**

PowerPoint from the July 9, 2024 Board of Commissioners meeting.  
Department update presented by Parks & Rec Director Candace Dooley.

Currently working on a scheduling app for court use.

## Jen Welborn

---

**From:** Sarah Fullwood <sqfullwood@gmail.com>  
**Sent:** Tuesday, July 09, 2024 10:29 AM  
**To:** Candace Dooley  
**Cc:** Valerie Perry; Matt Zapp; millerajdc@gmail.com; debbuckley1208@gmail.com; rjsmojo@gmail.com; LisaSGuarino@gmail.com; tampanc@suddenlink.net; Diane Schools; Jen Welborn; Mark Crews; Laura Rotchford; INFO@beverlytaylordesign.com; MEIOVALE@yahoo.com; mlmohesky@gmail.com; littlehiggy222@gmail.com; toddler316@gmail.com  
**Subject:** Re: FEEDBACK NOTES ON TENNIS/PICKLEBALL COURTS

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Hi Candace,

Just one more question, would you please confirm it was the wheeled variant of the Joola Pro Pickleball Net that was ordered? The wheeled and stationary versions appear to be the same price.

I'd like to include the link below in the note on the Facebook group if it accurately reflects what was ordered.

<https://joolausa.com/pro-pickleball-net-c/>

Thanks much!  
Sarah

----- Forwarded message -----

**From:** Candace Dooley <cdooley@emeraldisle-nc.org>  
**Date:** Tue, Jul 9, 2024 at 9:37 AM  
**Subject:** RE: FEEDBACK NOTES ON TENNIS/PICKLEBALL COURTS  
**To:** Sarah Fullwood <sqfullwood@gmail.com>  
**Cc:** Valerie Perry <veplxp2012@yahoo.com>, Matt Zapp <mzapp@emeraldisle-nc.org>, millerajdc@gmail.com <millerajdc@gmail.com>, debbuckley1208@gmail.com <debbuckley1208@gmail.com>, rjsmojo@gmail.com <rjsmojo@gmail.com>, LisaSGuarino@gmail.com <LisaSGuarino@gmail.com>, tampanc@suddenlink.net <tampanc@suddenlink.net>, Diane Schools <dschools1@gmail.com>, Jen Welborn <jwelborn@emeraldisle-nc.org>, Mark Crews <mcrews@emeraldisle-nc.org>, Laura Rotchford <lrotchford@emeraldisle-nc.org>, INFO@beverlytaylordesign.com <INFO@beverlytaylordesign.com>, MEIOVALE@yahoo.com <MEIOVALE@yahoo.com>, mlmohesky@gmail.com <mlmohesky@gmail.com>, littlehiggy222@gmail.com <littlehiggy222@gmail.com>, toddler316@gmail.com <toddler316@gmail.com>

Good morning,

1. The regulation nets are \$2199.99/each – JOOLA Pro Pickleball. They will be installed as soon as we receive them.
2. There is not a definitive date to roll out the app, I will begin using it as soon as it is ready.
3. There has been no cost accrued for the app. Active.com will be our carrier. Have worked with multiple companies in order to find the best approach.
4. Thank you for the suggestion. We are happy to take care of that but appreciate the offer.

Have a wonderful day!

Candace

---

**From:** Sarah Fullwood <[sqfullwood@gmail.com](mailto:sqfullwood@gmail.com)>

**Sent:** Monday, July 08, 2024 10:13 PM

**To:** Candace Dooley <[cdooley@emeraldisle-nc.org](mailto:cdooley@emeraldisle-nc.org)>

**Cc:** Valerie Perry <[veplxp2012@yahoo.com](mailto:veplxp2012@yahoo.com)>; Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>; [millerajdc@gmail.com](mailto:millerajdc@gmail.com); [debbuckley1208@gmail.com](mailto:debbuckley1208@gmail.com); [rjsmojo@gmail.com](mailto:rjsmojo@gmail.com); [LisaSGuarino@gmail.com](mailto:LisaSGuarino@gmail.com); [tampanc@suddenlink.net](http://tampanc@suddenlink.net); Diane Schools <[dschools1@gmail.com](mailto:dschools1@gmail.com)>; Jen Welborn <[jwelborn@emeraldisle-nc.org](mailto:jwelborn@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Laura Rotchford <[lrotchford@emeraldisle-nc.org](mailto:lrotchford@emeraldisle-nc.org)>; [INFO@beverlytaylor.com](mailto:INFO@beverlytaylor.com); [MEIOVALE@yahoo.com](mailto:MEIOVALE@yahoo.com); [mlmoohesky@gmail.com](mailto:mlmoohesky@gmail.com); [littlehiggy222@gmail.com](mailto:littlehiggy222@gmail.com); [toddler316@gmail.com](mailto:toddler316@gmail.com)

**Subject:** Re: FEEDBACK NOTES ON TENNIS/PICKLEBALL COURTS

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Thank you, Candace.

I am sure everyone on this email understands and can sympathize with multi-tasking around multiple projects. I know you are trying to manage expectations, but I hope you don't mind if I try to get a bit more specific in the details.

1. The need for the nets is not a new or unknown requirement. The BOC approved the court resurfacing in early April. At that BOC meeting, I believe you indicated that the net cost was included in the presented proposals because I asked that question specifically during the "open mic" portion of the agenda. Following the meeting, it became clear that the option the BOC approved did not include net costs. I believe the net cost was included in the proposal that was recommended because the nets were permanently installed, but not the proposal that was approved.

On April 12, you and Matt met with me, AJ, and Tampa to discuss scheduling, nets, and other court issues, and Matt indicated that funding would be provided for durable tournament-quality nets. After the April 12 meeting, I provided links to several types of nets that could potentially meet the movability and durability requirements of the EI court setup. Would you please let this group know if you have selected a net type/brand (and if so, what it is), and if the nets have actually been ordered since the new budget has gone into effect? If they have not been ordered, please let us know when you think you will be able to place them on order.

What is the budget for the nets?

2. Do you plan to roll out the scheduling app during the peak season (prior to September) if it is completed and tested? Do you anticipate that the app will be completed prior to September?

3. What company is developing the app? What is the cost of the app development?

4. Just a suggestion, but instead of removing the signs on the gates, perhaps a small waterproof adhesive sticker indicating a "5" placed over the existing "2" would work as an interim solution. These are very inexpensive and available locally. I'm happy to pick up a couple tomorrow to see if they could work. (I promise not to put them on myself :)) Without the signs on the gates, I think even fewer non-members will pay the court fees.

Thanks again!

Sarah

On Mon, Jul 8, 2024 at 8:10 PM Candace Dooley <[cdooley@emeraldisle-nc.org](mailto:cdooley@emeraldisle-nc.org)> wrote:

Good evening all,

Thank you for the suggestions and feedback!

It has been a very busy start to July and we are thrilled to have the new budget available to purchase the new nets.

Giving specific dates for delivery and placement are difficult with supply and demand and I don't want to get anyone's hopes up! Just know that I am on it and am striving to make our courts the best they can be! This all takes time and we have many projects in motion.

The scheduling app will be rolled out once complete, bugs worked out(as much as we can) and ready to reveal!

The form of payment will change when the app is rolled out as well and I think this will help collect the fees!

As far as signage is concerned, I have not replaced the 2 small signs in the fence yet because I am waiting to have the app and QR code ready before I spend tax payer dollars to buy double the signs. The sign in the 'sign up book' has been replaced with the updated pricing. I will remove the current signs tomorrow.

Thank you all again for your feedback. We are striving to accommodate our residents and visitors and their passions for both tennis and pickle ball as much as we can!

Enjoy your evening,

Candace

Candace Dooley

Director of Parks and Recreation

Town of Emerald Isle

---

**From:** Valerie Perry <[veplxp2012@yahoo.com](mailto:veplxp2012@yahoo.com)>

**Sent:** Monday, July 8, 2024 7:51:24 PM

**To:** Sarah Fullwood <[sgfullwood@gmail.com](mailto:sgfullwood@gmail.com)>; Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Cc:** Candace Dooley <[cdooley@emeraldisle-nc.org](mailto:cdooley@emeraldisle-nc.org)>; [millerajdc@gmail.com](mailto:millerajdc@gmail.com) <[millerajdc@gmail.com](mailto:millerajdc@gmail.com)>;

[debbuckley1208@gmail.com](mailto:debbuckley1208@gmail.com) <[debbuckley1208@gmail.com](mailto:debbuckley1208@gmail.com)>; [rjsmojo@gmail.com](mailto:rjsmojo@gmail.com) <[rjsmojo@gmail.com](mailto:rjsmojo@gmail.com)>; [LisaSGuarino@gmail.com](mailto:LisaSGuarino@gmail.com) <[LisaSGuarino@gmail.com](mailto:LisaSGuarino@gmail.com)>; [tampanc@suddenlink.net](mailto:tampanc@suddenlink.net) <[tampanc@suddenlink.net](mailto:tampanc@suddenlink.net)>; Diane Schools <[dschools1@gmail.com](mailto:dschools1@gmail.com)>; Jen Welborn <[jwelborn@emeraldisle-nc.org](mailto:jwelborn@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Laura Rotchford <[lrotchford@emeraldisle-nc.org](mailto:lrotchford@emeraldisle-nc.org)>; [INFO@beverlytaylordesign.com](mailto:INFO@beverlytaylordesign.com) <[INFO@beverlytaylordesign.com](mailto:INFO@beverlytaylordesign.com)>; [MEIOVALE@yahoo.com](mailto:MEIOVALE@yahoo.com) <[MEIOVALE@yahoo.com](mailto:MEIOVALE@yahoo.com)>; [mlmohesky@gmail.com](mailto:mlmohesky@gmail.com) <[mlmohesky@gmail.com](mailto:mlmohesky@gmail.com)>; [littlehiggy222@gmail.com](mailto:littlehiggy222@gmail.com) <[littlehiggy222@gmail.com](mailto:littlehiggy222@gmail.com)>; [toddler316@gmail.com](mailto:toddler316@gmail.com) <[toddler316@gmail.com](mailto:toddler316@gmail.com)>

**Subject:** Re: FEEDBACK NOTES ON TENNIS/PICKLEBALL COURTS

You don't often get email from [veplxp2012@yahoo.com](mailto:veplxp2012@yahoo.com). [Learn why this is important](#)

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Hello Matt

Just to add to what Sarah stated even with the sign up it is my understanding that the fee was raised to \$5.00 which is not getting paid consistently but the sign says \$2.00 so even if it were to get paid the correct

Amount is not on the sign.

Thank you

Valerie

[Sent from Yahoo Mail for iPhone](#)

On Monday, July 8, 2024, 7:45 PM, Sarah Fullwood <[sqfullwood@gmail.com](mailto:sqfullwood@gmail.com)> wrote:

Thank you, Matt.

From your response, it appears that there are a lot of items that are pending with no actual details to provide at this point. I'm sure we all look forward to hearing from you and Candace the specific dates on when the durable/wheeled nets will be ordered and

available for use, when and how the scheduling app will be rolled out, and how regularly scheduled open play can be accommodated. Do you think we can get these basic details by the end of this month?

Tonight there were 32 people out for open play. The courts were in full use even after open play which is fantastic. Three of the courts were being used by visitors. None of them were aware of the court fees. (Don't worry...we asked in a very positive and friendly way.) I know there is a sign on each gate, but that is not effective. This gives the impression that rec center members are paying increased fees to accommodate visitor play. I'm sure this isn't the intention, but we look forward to hearing soon about how that will be remedied and how the fees being collected from court usage will be utilized. Hopefully, at least some of it will be used to maintain the courts and nets.

Perhaps all of these details can also be provided at the tennis and pickleball scheduling get together. We want to help make sure we have the funding to take care of these fantastic new courts and nets!

Thanks again!

Sarah

On Mon, Jul 8, 2024 at 4:21 PM Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)> wrote:

Hi Sarah,

Thank you for your email and the kind words about our recent "peak week." We appreciate the detailed feedback and suggestions from the pickleball community. Here are our responses to the points you raised:

We're thrilled to hear the positive feedback on the new courts and that residents and visitors alike are enjoying them.

We'll consider different color options for the lines in future resurfacing projects to improve visibility.

To prevent further damage to the lines, we will look into potential solutions and maintenance tips to share with users.

The idea of a coded lock for the courts is interesting. We'll discuss its feasibility and potential implementation to ensure proper fee collection.

We understand the concern about rolling out the scheduling app during peak season. We will aim to address any issues before full implementation.

We recognize the need for consistent open play times. We'll work on establishing set days and times for open pickleball play to accommodate everyone better.

The new durable/wheeled pickleball nets have been budgeted and will be ordered soon. We expect them to be set up shortly after they arrive.

We are still planning to arrange a meeting between the tennis and pickleball communities. We'll share potential dates soon to facilitate a productive discussion on scheduling and court availability.

Thank you again for your feedback and your continued support. We're grateful to have such an engaged and enthusiastic community.

If there's anything more we can do, please let us know.

Thank you,

Matt (and Candace)

**Matt Zapp**

**Town Manager**

252-354-3424

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Sarah Fullwood <[sgfullwood@gmail.com](mailto:sgfullwood@gmail.com)>  
**Sent:** Monday, July 08, 2024 3:28 PM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>; Candace Dooley <[cdooley@emeraldisle-nc.org](mailto:cdooley@emeraldisle-nc.org)>  
**Cc:** [veplxp2012@yahoo.com](mailto:veplxp2012@yahoo.com); [millerajdc@gmail.com](mailto:millerajdc@gmail.com); [debbuckley1208@gmail.com](mailto:debbuckley1208@gmail.com);  
[rjsmojo@gmail.com](mailto:rjsmojo@gmail.com); [LisaSGuarino@gmail.com](mailto:LisaSGuarino@gmail.com); [tampanc@suddenlink.net](mailto:tampanc@suddenlink.net); Diane Schools  
<[dschools1@gmail.com](mailto:dschools1@gmail.com)>  
**Subject:** FEEDBACK NOTES ON TENNIS/PICKLEBALL COURTS

**Be Advised:** This email originated from outside of the Town of Emerald Isle, NC

Hello Matt and Candace,

I hope you both had a wonderful weekend and congratulations on another successful "peak week"! It certainly seemed like the island was bustling and everyone was having a wonderful time!

I'd like to provide you with some of the feedback and questions that we have received from folks in person at the new courts and via the EI Pickleball Club Facebook page. (Other members have provided some of this previously to Candace, but I am trying to consolidate it in one place to make it easier to share your answers.) I hope you find this helpful and please let me know if the pickleball group can do anything to assist with future projects.

1. The new courts are fantastic! Everyone out playing pickleball has commented positively on the new surface and the additional pickleball courts. EI residents who were playing on courts in other towns because of the condition of our courts have come "home". Visitors are consistently commenting on how great the pickleball courts are, and some visiting tennis players said they were thrilled with the court conditions.

2. The blue pickleball lines are a little bit hard to see at times and perhaps a different color can be considered for the next time the resurfacing is done.

3. There are some "dings" in the new lines. Is there anything that we can do to prevent those from spreading in order to preserve the life of the recent resurfacing?

4. There are some concerns that many of the visitors/non-members are not paying court fees. One recommendation was that a coded lock be placed on the courts and visitors would have to pay inside at the rec center and receive the code to enter. Members would have the code provided with their membership. I'm sure there would be issues with incorporating this concept, but it was an idea to try and ensure the town was able to capture the revenue stream generated by the popularity of the courts. At \$5/person per hour, the town could earn a \$80/hour if all four courts were populated by visiting pickleball players. This has been the case numerous times this summer. (And \$20/hour for a court rental is at the lower end of the spectrum, so the town is still providing a great value for guests.)

At a very low estimate, if this \$80/hour scenario took place only four times per week for the high-season months (June-August), the town would earn \$3840. This does not include the additional funds raised during the hours when one or two courts has visitors playing.

5. Candace indicated that a scheduling app was under construction and might be ready for use in August. Would it be possible to delay the rollout of the app until after the tourist season to reduce confusion around the signup process? Perhaps an option would be to conduct a beta test of the app in September or October with some of the local tennis and pickleball players to workout any bugs which are common in new apps.

6. We have had significant feedback on the inability to schedule consistent days/times for open pickleball play. We previously held this on Tuesdays and Thursday evening from 5:30-7:30 and Saturday mornings from 8-10. We regularly have 30+ people (locals and visitors) come to these open play opportunities. Visitors and locals enjoy having set times that they can plan to play even if they can't sign up individually. I have been trying to sign up/schedule the open play for the most consistent times that I can when the signup sheets come out, but I am not always around when that happens. :) Is there anything that can be done to have set open play days/times for pickleball (and tennis if they would like that)? Open play accommodates the most players in a single time block.

7. The concept of moving the pickleball nets to the fence line during tennis play seems to be working well. The only issue is that the small pickleball nets aren't really designed to be moved that way, so they are taking a beating. The one wheeled "Franklin" net seems to be working well. Candace indicated that new pickleball durable/wheeled nets were budgeted for in the new budget starting on July 1. Is there any update on when those will be ordered, received and set up on the courts?

8. You mentioned in the meeting we had in the spring that you would try to set up an opportunity for the tennis and pickleball communities to come together to talk through possible scheduling considerations. Is that get together still a possibility, and if so, is there a potential date that is being considered? I think this would be a great opportunity for the larger "court" community to offer up some court-availability options that meet the demand signals of both sports. Perhaps the current sign up sheets could be used to provide valuable data on the most popular times for tennis and pickleball to ensure the max utilization of our town resources.

I've copied some of the individuals in the pickleball community on this email and would ask them to correct me on anything I may have misstated or add anything I may have missed.

Thank you again for all that you do to support all of the recreational desires of the community! We are so fortunate to live here and to be able to share these facilities and parks with guests from all over the world! Please let us know if there is anything that we can do to support your efforts!

Best,

Sarah

252-646-8860



Nice Matters!

**Town of Emerald Isle**  
7500 Emerald Drive  
Emerald Isle, NC 28594

252-354-8550 voice  
252-354-5068 fax

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

**Finance Director**  
Laura Rotchford  
[lrotchford@emeraldisle-nc.org](mailto:lrotchford@emeraldisle-nc.org)



April 9, 2024

**MEMO TO:** Mayor Holland and Board of Commissioners  
**FROM:** Laura Rotchford, Finance Director  
**SUBJECT:** Approval – Contribution to Town of Cape Carteret for School Resource Officer at White Oak Elementary

The Board is requested to authorize a contribution to the Town of Cape Carteret, in the amount of \$3,879.

The Town of Cape Carteret provides a full-time School Resource Officer at the White Oak Elementary School. As the school has students from other area municipalities, Cape Carteret has requested a small annual funding amount from each of the area municipalities based on student enrollment. The Town of Emerald Isle has 15.03% enrollment at White Oak Elementary which equates to the request of \$3,879 for Fiscal Year 2024. It is my understanding that this request for funding will not continue into the 2025 fiscal year.

The Town of Emerald Isle has budgeted for this annual contribution since FY 2015, and has included \$2,800 in the current year FY 2024 budget. Cost savings in other similar budget line items will cover the minimal overage of this specific request.

I recommend approval of the contribution to support the School Resource Officer for FY 2024.

Approved in Consent Agenda at the April 9, 2024  
Board of Commissioners meeting.

Mayor Will Baker  
Mayor Pro Tem Steve Martin  
Commissioner Courtney Barnhill  
Commissioner Charlie Morgan



Commissioner John Ritchie  
Commissioner Cameron Watts  
Town Manager Frank Rush  
Town Attorney Brett DeSelms

March 20, 2024

Town of Emerald Isle  
7500 Emerald Drive  
Emerald Isle, NC 28594

Dear Matt,

Thank you for your previous support for the School Resource Officer at White Oak Elementary School. As in previous years, Cape Carteret has been awarded a grant of **\$36,666** for the 2023-2024 school year.

Enclosed is a breakdown of the percentage of students attending White Oak Elementary School from each town and the outlying areas under the County's jurisdiction for 2023-2024 school year. **Emerald Isle currently has 15.03% of the enrollment which amounts to \$3,879 in funding.**

Thank you again for your support and we apologize for the incorrect invoice that was sent on March 5, 2024.

Sincerely,

*Frank Rush*

Frank Rush, Town Manager

**White Oak Elementary School  
School Resource Officer 2023 -2024**

Municipality	# of Students	% Enrollment	Share
Bogue	3	0.38	\$ 98.00
Cape Carteret	122	15.41	\$ 30,753.00
Cedar Point	130	16.41	\$ 4,235.00
Peletier	66	8.33	\$ 2,150.00
Emerald Isle	119	15.03	\$ 3,879.00
County (Newport/Stella)	352	44.44	\$ 11,470.00
Grant Money			\$ 36,666.00
	<b>792</b>	<b>100%</b>	<b>\$ 89,251.00</b>

<b>2023 - 2024 SRO Cost Breakdown</b>	
Annual Salary	\$ 50,100.00
Christmas Bonus	\$ 250.00
FICA/Medicare	\$ 4,576.00
Unemployment	\$ 313.00
401K	\$ 2,505.00
State Retirement	\$ 7,034.00
Worker's Compensation	\$ 1,330.00
Medical/Dental/Vision/STD	\$ 10,344.00
	<b>\$ 76,452.00</b>
<b>Vehicle Related Expenses</b>	
Based on 5 Year Replacement	\$ 8,364.00
Maintenance	\$ 835.00
Gas	\$ 3,600.00
	<b>\$ 12,799.00</b>
<b>Total Cost</b>	<b>\$ 89,251.00</b>

Cost Sharing:

- (1) School is in session only 70% of time CC pays 30% off the top
- (2) SRO Grant for year is \$36,666
- (3) Police cost is \$89,251
- (4) Individual cost is as follows:  
 $(\$89,251) (.70) - (36,666) \times \text{student percentage (see above)}$

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Tuesday, July 02, 2024 3:12 PM  
**To:** Mark Taylor; Jen Welborn  
**Cc:** Alesia Sanderson; Candace Dooley  
**Subject:** EI Fishing Tournament Meeting Notes  
**Attachments:** 20240702142917507.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Jen and Matt will run point on the process to set up and permit alcohol at the Captains Party.

- We will work with EI4Vets
- We will work with EIPR and EIPD

Attached are notes from today's meeting.

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
Town of Emerald Isle  
7500 Emerald Drive  
Emerald Isle, NC 28594  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



meetings. **Resurfacing project complete. Parks and Rec department working on a scheduling app for court use. Emails between El Pickleball group and staff. The planning department has been more proactive with code enforcement and followup. The Town and Board of Commissioners will now provide public comment followups. [See attachments]**

Kent VonHerstenberg, 10217 Corree Cove, expressed concerns with enforcement of town code. **The planning department has been more proactive with code enforcement and followup. [See attachments]**

**3/12/24:**

Pamela Frutiger, 8212 Reed Dr, expressed concerns about ongoing stormwater issues on Reed Drive referencing past engineering studies showing no improvements have been made. **Stormwater Committee established and members appointed at the April 9, 2024 Board of Commissioners meeting. [See attachments]**

Ray Register, 121 Fawn Dr, commented on the need for proper resources to enforce ordinances. **The planning department has been more proactive with code enforcement and followup. They are exploring options to add another fulltime employee to help the department. [See attachments]**

Scott Scialabba, 113 Stuart Ave, reiterated resident concerns on overdevelopment and impacts to infrastructure and asked the board to address mitigating tourist volumes. **Stormwater Committee established and members appointed at the April 9, 2024 Board of Commissioners meeting. The Board and Town staff continue to focus on Emerald Isle's infrastructure to support our growing community. [See attachments]**

Floyd Messer, 106 Edna Ct, discussed the prior penny tax increase and high turnover in administrative positions due to compensation issues. **Employees received a 4% COLA in the FY 24-25 budget. [See attachments]**

Eric Stonehouse, 131 Wyndward Ct, discussed the stormwater concerns on his street and possible solutions. **Stormwater Committee established and members appointed at the April 9, 2024 Board of Commissioners meeting. [See attachments]**

Betty Lopes, 2516 Emerald Dr, expressed her disappointment about the conduct at the February 2024 Board of Commissioners meeting. **The Board addressed their behavior at the June 19, 2024 special meeting.**

Jim Brett, 305 Cape Lookout Loop, is against changing the speed limit on Coast Guard Rd and reminded the Board of the oath they took when they entered into their terms. **The Board addressed their behavior at the June 19, 2024 special meeting. Chief of Police, Michael Panzarella,**

conducted and presented findings on his speed test study of Deer Horn Drive at the June 11, 2024 Board of Commissioners meeting. It was determined that there was not significant speeding in that area. [See attachments]

Peter Carey, 109 Coquina Dr, does not believe ordinances are being enforced and would like to see heavier fines for violators. He asked the Board not to change any of the recently implemented stormwater codes. **Stormwater Committee established and members appointed at the April 9, 2024 Board of Commissioners meeting. Town staff continues to follow guidance by the Board with regard to code enforcement. [See attachments]**

Pat Sheldon, 127 Caste Drive, expressed concerns about stormwater at his property. **Stormwater Committee established and members appointed at the April 9, 2024 Board of Commissioners meeting. [See attachments]**

Mel Futral, 8508 Reed Dr, expressed concerns about stormwater on Reed Dr. **Stormwater Committee established and members appointed at the April 9, 2024 Board of Commissioners meeting. [See attachments]**

Ann Neltner, 10501 Island Circle, expressed concerns about ordinances not being enforced and expressed stormwater concerns. **Stormwater Committee established and members appointed at the April 9, 2024 Board of Commissioners meeting. Town staff continues to follow guidance by the Board with regard to code enforcement. [See attachments]**

**2/13/24:**

Bonnie Schroeder, 101 Alex Ct, would like to see the Board hold informal meetings, similar to Coffee With a Cop. She feels they would be beneficial to everyone so that thoughts and information could be shared. She recommended Taney Browder to the Planning Board. **The Town and Board of Commissioners now host “Community Conversations,” a quarterly event held at local establishments allowing the public to have casual conversations with their elected officials about topics that are important to them. [See attachments]**

Shari King, 104 Live Oak St, recommended Taney Browder to the Planning Board. She had attended the hospitality meeting the day before. She heard about the money that the town had made. She doesn't know where that money is going, but she spent 3 weeks trying to get fireworks back for the 4<sup>th</sup> of July. The other towns put Emerald Isle to shame with their 4<sup>th</sup> of July and New Years Eve celebrations. She asked the Board to do something. She said she was going to help the Christmas Committee raise money. She thinks the Board wonderful and works hard and that Matt Zapp does too. She said the town had a beautiful beach, but it ended there, and she asked the Board to act. **The Town hosted two events on July 3, 2024 at the Eastern and Western Regional Ocean Accesses where they had live music, free food, and festive giveaways. The Town continues to seek a viable option to host fireworks within the Town limits again, but unfortunately there is not one at this time. [See attachments]**

1 **9. Consent Agenda**

- 2  
3 1. Minutes from the March 12, 2024 Regular Meeting  
4 2. Cape Carteret Request for SRO Funding- Current Fiscal Year

5  
6 ***Motion was made by Commissioner Sawyer to approve the Consent Agenda. The Board***  
7 ***voted unanimously 5-0 in favor. Motion Carried.***

8  
9 **10. Discussion: Consider Establishing a Stormwater Management Committee**

10  
11 Planning Director Seaberg reported to the Board that during the March Planning board meeting,  
12 the board unanimously voted to recommend that the Board of Commissioners establish a  
13 stormwater management committee consisting of at least one representative from: Board of  
14 Commissioners, Planning Board, town staff representative, and local contractors. The purpose  
15 of the committee would be to review the current regulations specific to stormwater management  
16 and make recommendations on improvements that could be made.

17 Commissioner Brownlow discussed the need to establish a stormwater management committee  
18 to review and improve the town's stormwater regulations. He explained the issues with the  
19 current system and suggested implementing impervious surface limitations throughout town.

20  
21 ***Motion was made by Commissioner Wootten to form a five member stormwater***  
22 ***management committee for twelve months to focus on simplifying and addressing***  
23 ***stormwater issues in Emerald Isle. The Board voted unanimously 5-0 in favor. Motion***  
24 ***Carried.***

25  
26 **11. Discussion: Sidewalk Dining Consideration**

27 Mayor Holland explained that it had been requested by a local restaurant owner that we  
28 consider establishing the rules and regulations necessary to permit the dining within an NC  
29 Department of Transportation right away, which includes sidewalks. These options are  
30 permitted through but not limited to NC general statutes 130 618 9136 27.4. If the town would  
31 like to establish such an arrangement, an agreement between the town and the North Carolina  
32 Department of Transportation, the development of an ordinance that addresses some sidewalk  
33 dining and establishing a permitting process for the use.

34 Planning Director Seaberg answered that the first step was entering into an agreement with  
35 NCDOT and then passing a suggested ordinance. The business would certain liability  
36 coverages that they would need to secure.

37 General safety concerns due to the proximity of Hwy 58 and the cost of the permit covering staff  
38 time were discussed.

39  
40 ***Motion was made by Commissioner Sanderson to instruct the review and execution of***  
41 ***the Sidewalk Dining Agreement, instruct Town Staff and the Planning Board to start***  
42 ***developing the necessary code to permit Sidewalk Dining, and that Town staff and the***  
43 ***Planning Board start developing the necessary permitting process for Sidewalk Dining.***  
44 ***The Board voted unanimously 5-0 in favor. Motion Carried.***

**12. Consent Agenda**

1. Minutes from the April 9, 2024 Regular Meeting
2. GFL Contract Renewal
3. Budget Amendment
4. Capital Project Amendments
5. Pay Plan Reclassification

***Motion was made by Commissioner Sanderson to approve the item(s) on the Consent Agenda. The Board voted unanimously 5-0 in favor. Motion carried.***

**13. Discussion: Stormwater Committee**

Planning Director Seaberg explained to the board that at their April meeting, the Board of Commissioners unanimously voted to have a 5 member committee to meet for one year to review the current ordinances.

Planning Director Seaberg asked for instructions on how to move forward with the applicant process and informed the Board that the Planning Board had unanimously recommended Athan Parker to serve as a representative for them (Planning Board).

Commissioner Wootten said he thought that Commissioner Brownlow would be representing the Commissioners and recommended Commissioner Brownlow to serve as the representative. He would like to see representatives from the central, east, and west side of town represented and the process for applying to be like other committees. He believed that the idea of the committee was to try and simplify the rules.

Commissioner Sanderson said she was also under the impression that Commissioner Brownlow would represent the Commissioners and she agreed with Commissioner Wootten, she would like to open the application process to the 3 zones. With applications being brought back to the Board at their June meeting.

Commission Taylor was happy to see Athan Parker represent the Planning Board and agreed with Commissioner Brownlow serving as the Board's representative.

Town Manager Zapp asked for clarification on the application process.

***Motion was made by Commissioner Sanderson to open the application process immediately with a closing date of closing date of May 28 and that a full time residency, not be required, but a taxpayer status be required, and that applications be submitted back to the board prior to their next meeting for review, with discussion.***

***Commissioner Brownlow said he would like to see a landscape designer on the committee. Commissioner Sanderson did not amend her motion.***

***There was further discussion with Commissioner Wootten saying he agreed with***

***Commissioner Brownlow that a landscape designer could be helpful but agreed with Commissioner Sanderson's motion. A landscape designer could be brought in to consult (not part of the committee).***

***The Board voted unanimously 5-0 in favor. Motion carried.***

Town Manager Zapp asked for clarification that members come from the eastern, western, and central part of the island with the application process to close on May 28. Must be a taxpayer in Emerald Isle and that the appointment and/or classification of a contractor would have to be potentially one of those three openings and that the group was not to expand to six persons but that the Committee could consult with a landscape contractor. The Board answered that was correct.

***Motion was made by Commissioner Sanderson to appoint Commissioner Brownlow to the Stormwater Committee. The Board voted unanimously 5-0 in favor. Motion carried.***

***Motion by Commissioner Sanderson to appoint Athan Parker to the Stormwater Committee. The Board voted unanimously 5-0 in favor. Motion carried.***

#### **14. Beach Music Festival**

Town Manager Zapp explained that funding for the Beach Music Festival had not been included in the budget. Town staff had worked with the Tourism Development Authority and explored other avenues to try and secure funding and were unsuccessful. This is an event that does not bring in funding to help pay for itself. He invited the Board to share their perspective and offered to revisit the conversation.

Commissioner Wootten said it would be great if local businesses and/or the Emerald Isle Business Association wanted to take over the Festival but the money was not in the budget for the town to fund it. Commissioner Taylor agreed and said it was hard to fund an event that did not bring in revenue. There was discussion about the cost-savings to the taxpayer by not funding the event.

***Motion by Commissioner Sanderson to forego the Beach Music Festival for 2024 with the announcement that the Town would support any other organization that wanted to fund the event. The Board voted unanimously 5-0 in favor. Motion carried.***

#### **15. Emerald Isle Fishing Tournament Status: Non-Profit**

Commissioner Taylor explained that Richard Stanley, the town's former attorney said that if the Fishing Tournament ever hit a certain amount of funding it would be better that the tournament become a nonprofit. Commissioner Taylor discussed the need for switching the EI Fishing

1  
2 Mayor Holland and the Board briefly discussed the accuracy of this correction.

3  
4 ***Motion was made by Commissioner Sanderson to approve item(s) on the Consent***  
5 ***Agenda with an amendment to item b. May 20, 2024 Budget Workshop Minutes, line 51,***  
6 ***changing the vote to dismiss the Department Heads from unanimous to 3-2 in favor, with***  
7 ***Commissioners Wootten and Brownlow voting against. The Board voted unanimously 5-***  
8 ***0 in favor. Motion Carried.***

9  
10 **11. Storm Water Committee Appointments**

11  
12 There was discussion between the Mayor, Board of Commissioners, and Town Attorney, Jill  
13 Quattlebaum, about the process of electing Storm Water Committee members and clarification  
14 was given regarding Rule 31 of Emerald Isle's Rules of Procedures, its contradictions, and the  
15 need to suspend Rule 31 during the vote to select Storm Water Committee members.

16  
17 ***Motion was made by Commissioner Brownlow to suspend Rule 31 of Emerald Isle's***  
18 ***Rules of Procedures and to elect the candidate who receives the most votes. The Board***  
19 ***voted unanimously 5-0 in favor. Motion Carried.***

20  
21 There was subsequent discussion between the Mayor, Board of Commissioners, and Town  
22 Attorney about the Storm Water Committee selection process. There were nine total applicants,  
23 with one having rescinded their application. Residential locations of the applicants were given  
24 so the Board could properly comply with appointing one applicant from each of the three  
25 designated areas of Emerald Isle: Eastern, Central, and Western.

26  
27 ***Commissioner Brownlow made a motion to nominate William Farrington as the Central***  
28 ***Emerald Isle committee member. No other nominations were made for the Central seat.***  
29 ***The Board voted unanimously 5-0 in favor. Motion Carried.***

30  
31 ***Motion was made by Commissioner Sanderson to appoint George Moore as the Eastern***  
32 ***Emerald Isle committee member. There were no other applicants for this area. The Board***  
33 ***voted unanimously 5-0 in favor. Motion Carried.***

34  
35 ***Motion was made by Commissioner Taylor to appoint Greg Ohmstede as the Western***  
36 ***Emerald Isle committee member. No other nominations were made for the Western seat.***  
37 ***The Board voted unanimously 5-0 in favor. Motion Carried.***

38  
39 **12. Sidewalk Dining: Review UDO Changes**

40 Town Planner, Chris Seaberg, presented on the three-step process outlined by the Department  
41 of Transportation to create a Sidewalk Dining Unified Development Ordinance in Emerald Isle.  
42 He summarized recent discussions from Planning Board meetings and specifications for  
43 sidewalk dining permitting, violation fees and repercussions.

44 Commissioner Brownlow raised concerns about children safety pertaining to sidewalk dining  
45 and inquired if barriers could be used. Seaberg replied that DOT specifically recommended that  
46 the Town remove the barrier provision from their Draft UDO. Commissioner Taylor asked about  
47 maximum speed limits on roads with sidewalk dining and Commissioner Wootten asked if



Nice Matters!

**Town of Emerald Isle**

7500 Emerald Drive  
Emerald Isle, NC 28594

252-354-3424 voice  
252-354-5068 fax

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

**Mayor**

Jason Holland

**Mayor Pro-Tem**

Mark Taylor

**Board of Commissioners**

Roy D. Brownlow  
Alesia Sanderson  
Josh Sawyer  
Jay Wootten

*Commissioner Emeritus*

Floyd Messer, Jr.

**Town Manager**

Matt Zapp

[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)



**Emerald Isle Board of Commissioners**

**Community Conversations**

**Wednesday May 1, 2024**

**Gaffer's: 4:30- 6:30**

The Emerald Isle Board of Commissioners will be hosting "Community Conversations" a quarterly event for the public to engage with their elected officials on Wednesday, May 1, 2024 at Gaffer's, 9106 Coast Guard Rd, Ste A, Emerald Isle NC. The event will start at 4:30 PM and is expected to conclude at 6:30 PM. The purpose of this gathering is for Commissioners to have an informal meet and greet with the residents of Emerald Isle. This is not an official meeting and no business will take place, however it is possible that a quorum of the Board may be present.

The public is hereby notified.

Sarah Diehl  
Town Clerk

04/23/2024



Nice Matters!

**Town of Emerald Isle**  
7500 Emerald Drive  
Emerald Isle, NC 28594

252-354-3424 voice  
252-354-5068 fax

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

**Mayor**  
Jason Holland

**Mayor Pro-Tem**  
Mark Taylor

**Board of Commissioners**  
Roy D. Brownlow  
Alesia Sanderson  
Josh Sawyer  
Jay Wootten

*Commissioner Emeritus*  
Floyd Messer, Jr.

**Town Manager**  
Matt Zapp  
[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)



**Emerald Isle Board of Commissioners**  
**"Community Conversations"**  
**Monday August 5, 2024**  
**The Village Market: 4:30 - 6:30 PM**

The Emerald Isle Board of Commissioners will be hosting "Community Conversations" a quarterly event for the public to engage with their elected officials on Monday, August 5, 2024 at The Village Market, 7802 Emerald Dr, Emerald Isle, NC. The event will start at 4:30 PM and is expected to conclude at 6:30 PM. The purpose of this gathering is for Commissioners to have an informal meet-and-greet with the residents of Emerald Isle. This is not an official meeting and no business will take place, however it is possible that a quorum of the Board may be present.

The public is hereby notified.

Jennifer Welborn  
Town Clerk

June 24, 2024

**This event was cancelled and a new date is TBD.**

## Jen Welborn

---

**From:** Candace Dooley  
**Sent:** Monday, June 24, 2024 9:42 AM  
**To:** FT EI Employees; PT EI Employees; Elected Officials  
**Cc:** Matt Zapp  
**Subject:** Independence Day Beach Bash - July 3rd!

 **Independence Day Beach Bash!**  

Hey, Emerald Isle! Get ready for some fun in the sun at our **Independence Day Beach Bash on Wednesday, July 3, 2024!**

Join us from 11:00 AM to 1:30 PM (or while supplies last) at both the Western Ocean Regional Access and East Ocean Regional Access for a fantastic celebration.

- **FREE Hot Dogs and Popsicles!**
- **Great Music!**
- **Festive Giveaways!**

Bring your family and friends for a fun-filled day at the beach. Let's kick off our Independence Day celebrations together with good food, good vibes, and great company. Don't miss out!

# INDEPENDENCE DAY BEACH BLAST!

FREE HOT DOGS AND POPSICLES!  
GREAT MUSIC!  
FESTIVE GIVEAWAYS!



**JULY 3RD**

11:00 AM TO 1:30 PM (OR WHILE SUPPLIES LAST)  
AT BOTH THE WESTERN OCEAN REGIONAL  
ACCESS AND EAST OCEAN REGIONAL ACCESS



## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Tuesday, July 02, 2024 11:42 AM  
**To:** Henry Gorham  
**Subject:** FIREWORKS- July 2024

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Mr. Gorham-

Thank you so much for responding to the Emerald Tidings.

We appreciate that you and others have shared your input about Fireworks.

The issue of Fireworks for EI is quite complex. I do apologize for the length of this reply. We will gladly help answer any follow-up questions you may have.

All municipalities are required to comply with a series of state regulations for pyrotechnics. These rules set minimum distances and guidelines to safely produce a corporate/large scale public show.

Following COVID-19, we have no viable option to physically launch fireworks on the island.

- The details of the situation still exists on EI.

EI has a PowerPoint that was shared with the public on this subject February 8, 2022.

- The video link to the 2/8/22 discussion is located here:  
[https://www.facebook.com/watch/live/?ref=watch\\_permalink&v=679379676763105](https://www.facebook.com/watch/live/?ref=watch_permalink&v=679379676763105)
- The 33-minute presentation starts at minute 12:13 and concludes at 45:30  
It covers every concept and option for fireworks (on and off island).

The Town researched a myriad of options to launch fireworks on Emerald Isle:

- At the Bogue Inlet Pier  
The private owners are no longer able to host the fireworks launch.
- At the NC Boat Ramp  
It would require the closure of the boat ramp
- At The Point  
There are safety issues, a bird sanctuary, parking, and fire concerns with this option.
- On the water via a barge  
A barge setup would have driven the cost of the show well north of \$50,000 and closer to \$75,000 for a 20-minute display.

For the reasons above, it made financial sense for the Town of Emerald Isle to produce an event jointly with agencies in Western Carteret County.

- July 2022 and July 2023: Emerald Isle provided \$20,000 and our entire team to produce the show at Mac Daddy's.  
-Town Manager, Parks, Fire, EMS, Police, Public Works, and Planning team members helped produce the show.
- Emerald Isle Realty provided \$15,000 in sponsorship toward the show.
- The 4 partner towns helped provide the remaining \$5,000 in costs.

- The total budget for the show was \$40,000.

#### Local Costs/ Taxes

The Town Board has worked hard to maintain a low property tax rate of \$0.165 cents, despite the extreme inflation in the market. Two very tough decisions were made this year. One being the reduction of funding for the off-island fireworks show at Mac Daddy's (saving over \$20,000). The second decision was to forego the September Beach Music Festival (which costs the taxpayer \$45,000 to hold).

We know these answers/choices are difficult, as Fireworks and The Beach Music Festival are enjoyed by so many. The funds were reallocated and used to make many needed improvements. Such as the resurfacing of the EI Tennis Courts, Rehabilitation of the Community Center Bathrooms, and the Blue Heron Park outdoor restroom building.

If you have any other questions or thoughts, please just let me know.

Have a safe 4<sup>th</sup> of July week!

Kindly,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Henry Gorham <henry.gorham@gmail.com>  
**Sent:** Tuesday, July 02, 2024 11:25 AM  
**To:** Matt Zapp <mzapp@emeraldisle-nc.org>  
**Subject:** Re: Emerald Tidings- July 2024

You don't often get email from henry.gorham@gmail.com. [Learn why this is important](#)

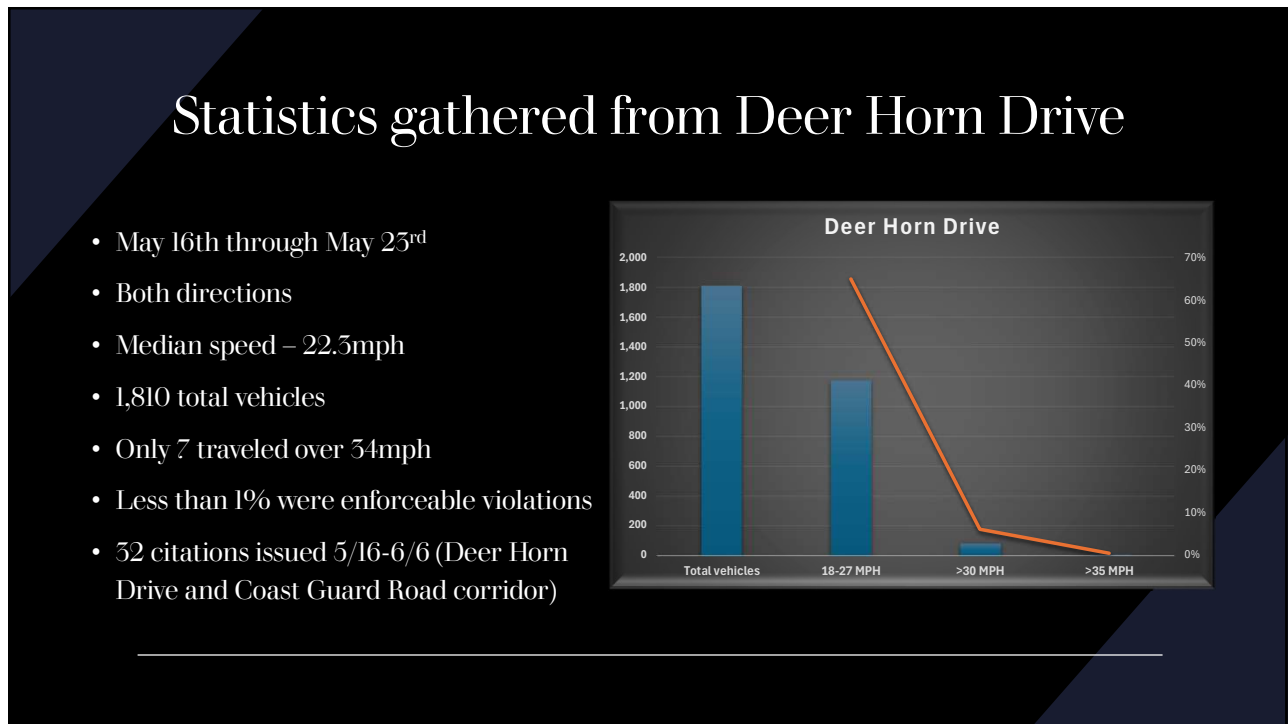
**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

No fireworks. I'm hearing a LOT of complaints from disappointed people.  
Sent from my iPhone

On Jul 2, 2024, at 9:52 AM, Town of Emerald Isle <mzapp@emeraldisle-nc.org> wrote:

PowerPoint presented by Chief of Police Michael Panzarella at the June 11, 2024 Board of Commissioners meeting.

His team gathered speeding data from Deer Horn Drive and found that less than 1% were enforceable violations.



## EMERALD TIDINGS – August 2024 Edition

A total of 13,500 email subscribers received the recent Emerald Tidings Newsletter!

Full Issue here: <https://www.emeraldisle-nc.org/CivicAlerts.aspx?AID=446>



## EI PLANNING DEPARTMENT ACTIVITY: Month of July 2024

- Zoning Permits Issued: (5 New/redeveloped SFR)
- CAMA Permits/Exemptions: 4 - 2 Minors/2 Exemptions
- Flood Development Permits: 2
- Demolition Permits: 0
- Tree Permits: 16
- Satellite Merchant Permits: 1
- New Business Registration:
- Permit Fees Collected: \$5,370.00
- Total Project Costs: \$10,358,878.00
- Fines: \$300 (work w/o permits)

Site Visits: 67

CO Site Visits: 6

Code Enforcement Site Visits: 9

CAMA Site Visits: 3

D & V site Visits (Natural Area Staking): 12

Driveway Permit Site Visits: 0

Site Inspection Visit: 13

Stormwater Site Visit: 8

Tree Removal Site Visits: 16

Flood Development Permit Site Visit: 0

## Emerald Fest Concert Series Underway

Join us every Thursday evening at Western Ocean Regional Beach Access from 6:30 PM to 8:00 PM for some fantastic tunes by the sea.

August Acts:

August 8: Knok Konk Band

August 15: Justin Castellano

Mark your calendars and bring your chairs or blankets but no alcohol. It's the perfect way to spend your summer evenings, enjoying live music with friends and family.

Michael Westbrook, 125 Deer Horne Dr, said he had come to a previous Board meeting in October to express his concern about speeding. He is a jogger/walker and sees the traffic on Coast Guard Rd and Deer Horn. He believes traffic is going too fast and that the speed limits need to be enforced. He'd like for the Board to consider lowering the speed limit. **Chief of Police, Michael Panzarella, presented findings from his speed test study of Deer Horn Drive at the June 11, 2024 Board of Commissioners meeting, which determined there was not significant speeding in that area. [See attachments]**

Phillip Parks, 7704 Sound Dr, thanked the Board for serving and the citizens for coming out. **No follow-up needed.**

Marianne Waldrop, 103 Sandcastle Dr, thanked the Board for serving and the public for attending the meeting. She is running unopposed for District 4 (Emerald Isle's district) in Carteret County. She is an Emerald Isle resident who has lived in town on and off since the 1980's. She is looking forward to meeting constituents and learning more about the issues. **No follow-up needed.**

Carol Peoples, 401 Hickory St, she is a leader of the Central Coastal Plain Chapter of the N.C. Native Plant Society and a master gardener in Carteret County. She read from an email sent to the previous board regarding the daffodil project asking them to postpone the project until there was time to look into the utilization of native plants and grasses. She said that daffodils were not native and had a limited bloom time. Native plants would stand out and be different from the other towns, they would establish quickly and would be naturally hearty and healthy. She would like the Board to consider planting pollinators and native plants instead of daffodils for the beautification project. She gave suggestions of native plants that she believed would work well in the area. She voiced her support for Taney Browder to be nominated to the Planning Board. **The Board voted to prioritize the use of native plants for this project at their May 14, 2024 meeting.**

Jeff Ward, 326 Live Oak, referenced a resolution that had been passed at the June 11, 2013 Board of Commissioners meeting establishing a sunset provision on a \$0.01 property tax increase with the intent that the increase would remain in effect for 10 years. He asked if the tax increase had retired after 10 years and if it wasn't, why not. He asked the Board to investigate it. **The Town was able to maintain one of the lowest tax rates among oceanfront municipalities in North Carolina with no increase for FY 24-25.**

Billy Farrington, 8108 Sound Dr, asked the Board to add Oceanfront Setbacks and Engineered Stormwater Plans to the March agenda and said he represented about 25 builders. He would like to see the setbacks go back to 10 ft and to eliminate the requirement for a stormwater engineered plan. The requirement is causing delays in permitting. He referenced a study from 2013 that was done on the island. The study does not say anything about engineered stormwater plans for homes. Putting stormwater in the ground competes with the water table. He would like everyone to read the study. The Planning Department has lost good people in the last year and he thinks that the engineered stormwater plans adding to their workload, they couldn't handle it. He said they were really good

people and asked the Board to look into it. **The Board voted to revert the increase in side yard setbacks from 15 to 10 feet at their March 12, 2024 meeting. [See attachments]**

Jimmy Farrington welcomed the new Board. He said he was their Carteret County commissioner for the next 11 months. He said that if they needed anything from the County, they would be glad to help, to please ask. He agreed with what Billy Farrington had said in his comments and that took a lot to speak and ask for things. He offered his services as a landscaper to discuss stormwater solutions. He said he had spoken with Commissioner Brownlow about finding trees that will drink stormwater and suggested starting a stormwater site/program at the Community Center. He said he was happy to help. **Stormwater Committee established and members appointed at the April 9, 2024 Board of Commissioners meeting. [See attachments]**

### **1/9/24:**

Floyd Messer, 106 Edna St, congratulated the four new commissioners. He said that they had a big job, and they would find out more when they started working on the budget. He said that speaking of the budget, to consider the employees- along with the other items they would be looking at. He reminded them of the oath that they took. **Employees received a 4% COLA in the FY 24-25 budget.**

Ronnie Watson, 9102 Coast Guard Rd, said he wanted to reiterate what Mr. Messer said. He wanted to thank them for serving as new commissioners and said they had done a good job and had a big job ahead of them. There was a large turnout of voters, and they had a big responsibility. He said that there was a large turnout because people were concerned. He was happy to see public comments at the beginning of the meeting. **No follow-up needed.**

Barry Hallock, 203 Fredean St, congratulated the Board. He reminded them of the excellent turnout for the candidate's forum and that every candidate mentioned they wanted more public input and said he felt that was critical. He said the last board meeting he had attended was about 5-6 years ago. He would like to see the town receive more input from the public. He hopes the Board will come up with new ideas and find more ways to communicate with the public. He followed up with some suggestions on how he thought the public could be engaged and asked for input. He said he hoped that the Board would report on their goals coming out of the 2-day retreat. He said communication was a two-way street. **The Town and Board of Commissioners now host "Community Conversations," a quarterly event held at local establishments allowing the public to have casual conversations with their elected officials about topics that are important to them. [See attachments]**

**10. UDO Text Amendment—Section 5.1 – Density, Intensity-Dimensional Table**

Planning Director Seaberg reviewed the text amendments to increase side yard setbacks as recommended by the Planning Board. He explained that the current increase in setbacks to 15 feet were adopted in January of 2023 and the recommendation from the Planning Board was to revert to the prior setbacks of 10 feet.

**Public Hearing**

***Motion was made by Commissioner Sanderson to open the Public Hearing at 7:09. The Board voted unanimously 5-0 in favor. Motion Carried.***

Billy Farrington, 8108 Sound Dr, spoke in favor of the proposed text amendments increasing the side yard setbacks.

Scott Scialabba, 113 Stuart Ave, said he lived on an interior lot and is concerned with the height of homes. He expressed concern about wind and storm damage to his home from neighboring homes (that were larger).

Billy Farrington, 8108 Sound Dr, said the current setbacks in place were unfair to owners.

***Motion was made by Commissioner Taylor to close the Public Hearing at 7:15. The Board voted unanimously 5-0 in favor. Motion Carried.***

There was general discussion from the Board about the proposed amendments. Commissioner Brownlow expressed concern that with the current ordinances, some homeowners may not be aware that their setbacks had decreased.

***Motion was made by Commissioner Sanderson to approve the text amendments to revert the increase in side yard setbacks from 15 to 10 feet as recommended by the Planning Board. The Board voted unanimously 5-0 in favor. Motion Carried.***

**11. UDO Text Amendment—Section 6.2 Flood Damage Prevention**

Planning Director Seaberg reviewed flood damage prevention policies. He explained that the review of the ordinance(s) was part of the 5-year verification cycle, reviewed the proposed amendments and explained that not adopting the changes could result in a class reduction also resulting in higher premiums, going from a 15% discount to a 5%. Commissioner Brownlow thanked the staff for their hard work. The proposed changes were recommended by the Planning Board at their February 2024 meeting.

**Public Hearing**

***Motion was made by Commissioner Sawyer to open the Public Hearing at 7:21. The Board voted unanimously 5-0 in favor. Motion Carried.***

There was no public comment.

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Wednesday, May 22, 2024 9:49 AM  
**To:** Elected Officials; PT EI Employees; FT EI Employees  
**Cc:** Brad Rich; noriches@yahoo.com; Sarah Fullwood; Art Schools; Diane Schools  
**Subject:** TOWN OF EMERALD ISLE: Tennis Court Resurfacing Notice

### **TOWN OF EMERALD ISLE: Tennis Court Resurfacing Notice**

Advanced Athletic Solutions are scheduled to begin work on the EIPR tennis courts on Wednesday, May 29<sup>th</sup>. The vendor estimates it will take 5 days to complete the work.

REMINDER: This project is 100% weather dependent.

If anyone has questions or concerns, please contact Parks & Recreation Director Candace Dooley [cdooley@emeraldisle-nc.org](mailto:cdooley@emeraldisle-nc.org).

Thank you,

Matt

#### **Matt Zapp**

#### **Town Manager**

Town of Emerald Isle  
7500 Emerald Drive  
Emerald Isle, NC 28594  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



## Jen Welborn

---

**From:** Candace Dooley  
**Sent:** Monday, May 13, 2024 3:30 PM  
**To:** FT EI Employees; PT EI Employees; Elected Officials  
**Cc:** Brad Rich  
**Subject:** Tennis court resurfacing update

Good afternoon everyone,

The scheduled repairs and resurfacing of the tennis courts at Blue Heron Park are currently delayed due to weather conditions. Our contractor requires a clear window of good weather for at least 4-5 consecutive days to complete the work effectively, and unfortunately, the recent forecast predicts a significant amount of rain over the coming weeks.

We understand the inconvenience this may cause and are diligently monitoring the weather daily to identify the earliest opportunity to safely proceed with the repairs. We are committed to ensuring that the work is done to the highest standard and in a manner that ensures durability and quality of the facilities.

We appreciate your patience and understanding during this time. We will provide updates as soon as we have more information and a confirmed schedule for when the work will commence.

### **EIPR Community Tennis and Pickle Ball Courts**

During the Emerald Isle Board of Commissioners meeting on April 9, 2024, town staff was given approval to proceed with resurfacing of the outdoor tennis courts located at 203 Leisure Lane, Emerald Isle, NC 28594.

#### **Tennis Court Resurfacing Project**

- Sealing and striping of the existing tennis court surface will take place.
  - Updates include the installation of new tennis posts and nets.
  - Purchase of (4) new regulation sized (*portable*) pickleball nets.
  - Striping of the surface to include 2 tennis courts and 4 pickleball courts.
  - The estimated cost of the project is \$20,000.
    - ARPA Grant Funds will be used to complete this work.
  - The courts will be closed during construction.
  - The remainder of Blue Heron Park will remain open to the public.
- NOTE: New chain-link fencing and wind screening was installed in 2023.

*The public should note that construction times may vary based on materials, contractor availability, and/or other factors.*

Candace Dooley  
Director  
Emerald Isle Parks & Recreation  
7500 Emerald Drive  
Emerald Isle, NC 28594  
Phone 252.354.6350

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:50 PM  
**To:** Jen Welborn  
**Subject:** LORI AHUNA: proposed budget for parks and rec/community center

---

**From:** Matt Zapp  
**Sent:** Monday, May 08, 2023 2:32 PM  
**To:** Lori Ahuna <loriahuna@gmail.com>  
**Cc:** Mark Taylor <mtaylor@emeraldisle-nc.org>; Steve Finch <sfinch@emeraldisle-nc.org>; Floyd Messer <fmesser@emeraldisle-nc.org>; Jim Normile <jnormile@emeraldisle-nc.org>; Jamie Vogel <jvogel@emeraldisle-nc.org>; Jason Holland <jholland@emeraldisle-nc.org>  
**Subject:** LORI AHUNA: proposed budget for parks and rec/community center

Hi Lori,

The proposed DRAFT FY 23/24 Budget will be presented to the Board of Commissioner's tomorrow night.

Currently, we are repairing the following items in the current FY 22/23 Budget:

- Replacement of the HVAC units (*approved October 2022 and on back-order*)
- Repainting all of the walls in the gym
- Repair and repainting of the walls, ceiling tiles, and lights in the exercise room
- Repair and repainting of the walls in the general hallways
- Replacement of the tennis court fencing, backboard and screening
- Resurfacing of the tennis court surface
  - *New striping is set to include 4 pickle ball courts on the tennis surface and 1 on the concrete basketball court*

Next Highest Priority

Our goal includes repairs and updates to the Community Center Restrooms:

- Current estimates show a cost of approximately \$30,000
  - EI wrote a grant and secured a new dump truck for the Town at \$0.00 in local taxes
  - We have a plan to liquidate surplus equipment (after July 1, 2023) to generate additional funds
    - One of the items we intend to sell is the current town dump truck
    - Staff will be recommending that these funds go toward repairs of the Community Center Restrooms

Gym Floor

You are correct. The budget does not include the replacement of the gym floor (at an estimated cost of \$125,000).

- Although the current floor is older, it is in good condition.
- EI will have the current floor cleaned
- We will plan our Capital Projects to secure funding to replace the floor

We understand that you desire to see the floor replaced as soon as possible. We would like to make that happen as well.

As we discussed, when you and I met in my office, there will likely be a capital campaign established. Then, we can secure donors/naming right partners to make the project a reality (soon).

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Lori Ahuna <[loriahuna@gmail.com](mailto:loriahuna@gmail.com)>  
**Sent:** Monday, May 08, 2023 1:55 PM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Subject:** proposed budget for parks and rec/community center

**Be Advised:** This email originated from outside of the Town of Emerald Isle, NC

Hey there - I'm just now going over the proposed budget. It is a mountain of paperwork!

I don't see anything for continued improvements to the community center, either in the p&r budget or in the capital improvements plan, beyond the fema generator and some landscaping equipment.

Am I missing something? I was really hoping to see that new gym floor!!!

Thanks in advance for your help.

**Lori Ahuna**  
252-808-5607

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:51 PM  
**To:** Jen Welborn  
**Subject:** LORI AHUNA: Re- Wednesday meeting  
**Attachments:** 2022 TOEI stats\_Hospitality Mtg Feb 14\_2023.pdf

---

**From:** Matt Zapp  
**Sent:** Friday, March 31, 2023 4:06 PM  
**To:** Lori Ahuna <loriahuna@gmail.com>  
**Cc:** Candace Dooley <cdooley@emeraldisle-nc.org>; Laura Rotchford <lrotchford@emeraldisle-nc.org>; Mark Taylor <mtaylor@emeraldisle-nc.org>; Steve Finch <sfinch@emeraldisle-nc.org>; Floyd Messer <fmesser@emeraldisle-nc.org>; Jamie Vogel <jvogel@emeraldisle-nc.org>; Jason Holland <jholland@emeraldisle-nc.org>; Jim Normile <jnormile@emeraldisle-nc.org>  
**Subject:** RE: Re- Wednesday meeting

Hi Lori-

It was nice spending time with you and sharing the extensive amount of work that is ongoing at Town Hall.

Your recap is thorough, based on the conversation we held.

I want to redirect a few items though. 😊

### You shared this line:

I will do my part to manage expectations as to a timeline if I can count on you to keep me in the loop and keep this project on a front burner.

Please know that my job, as Town Manager, is to execute the workplan that was approved by the seated Town Board.

- There is a substantial amount of work involved in that plan.
- As funds are required to execute each of the items pre-planned.

As for the seven (7) issues below, we are actively working on a series of these improvements.

- Painting
- Bathroom remodel
- Tennis Courts
- HVAC

### Pay Rates

Please note, I am not allowed to arbitrarily raise rates of pay.

- The Town Board sets the budget and my role is to operate within those constraints.
- In our meeting, I suggested that EI look at options to “incentivize” performance of instructors

### Gym Floor

It is my suggestion that we immediately clean the existing floor and specialists have been contacted to do this. I also suggest that we secure pricing to replace the existing floor with new material (similar to the existing flooring materials).

I also think we look at cooperative partnerships, sponsors, and donors to expedite the fund raising.

In summary, it was excellent visiting with you (Laura, Candace, and Commissioner Vogel) on Wednesday. I wanted to loop the other elected officials in (on your meeting details) and this reply.

Please have a super fantastic weekend and continue to keep me as your primary point of contact. I will gladly answer any questions (*and quickly put you to work too!*)! Sincerely appreciate your time.

Enjoy today!!!  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Lori Ahuna <[loriahuna@gmail.com](mailto:loriahuna@gmail.com)>  
**Sent:** Friday, March 31, 2023 3:32 PM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Subject:** Re- Wednesday meeting

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Matt –

Thanks so much for all the time you spent with me Wednesday, listening to my concerns about the rec center, helping me understand how our town government works, and sharing the important projects your team has in the works.

While I was only expecting to discuss financial reports with Laura, and I was not prepared for the turns our conversation took, I was very happy to finally hear some explanations on the history of the gym floor and the challenges in replacing it. I was also relieved to hear that the roof is structurally sound and that you are actively working to get the new HVAC in place as soon as possible. It was encouraging to finally be heard and discuss some real solutions.

With our goal of a ‘clean, bright, up to date facility’, below are the items concerning the rec center that I heard you acknowledge and are actively working on:

1. Change the current cash ‘pay as you go’ system for fitness classes and come up with a workable solution that will be easier for both attendees and staff to maintain. The goal is not to raise fees but to

secure this source of revenue and eliminate the opportunity for abuse and/or dishonesty. The tennis court cash honor box is also being updated.

2. Freshen up the gym with new paint, brightening the ceiling and beams and replacing existing lighting with brighter, more energy efficient LED lights.
3. Work on solutions to get the equipment in the aerobics room up off the floor to alleviate some of the now crowded conditions in several classes.
4. Raise rate of pay for the part time fitness instructors that are more competitive. Implement incentivized pay for instructors with classes based on popularity and attendance to promote employee retention.
5. Purchase and install new Bose sound system(s) for improved sound quality and ease of use for instructors. New system will be portable and usable for various events/functions.
6. Bathroom remodels.
7. Work towards funding for a new gym floor.

I will do my part to manage expectations as to a timeline if I can count on you to keep me in the loop and keep this project on a front burner.

We will continue to speak at town meetings to impress upon the board of commissioners our passion to make the center a priority in the coming fiscal year. I urge you to convey to the board how passionate we are about this project, and how much goodwill will be generated if they listen and act accordingly.

As Laura has explained to me, any project can be changed, deferred, or deleted, up until a purchase order is issued. You already appeared to be brainstorming some ways to move money around. I am confident you will find the funds and a way to make this happen.

Going forward, I consider you my first point of contact with the town in these matters.

I am going to share this email with the group to update them as well.

Again, thank you for your time. Talk soon!

**Lori Ahuna**  
252-808-5607



# **2022 in EI:** ***What A Year!***

Town of Emerald Isle 2022 statistics  
Matt Zapp, Town Manager  
February 14, 2023

---





# Human Resources

## Current Employees:

- 72 FTEs
- 106 PTEs

## Hired in 2022:

- 18 FTEs
  - 37 PTEs
- 





## Social Media Numbers

- **Facebook:** 47,107 followers. Added 1,740 in the past year.
  - **Twitter:** 6,128 followers.
  - **Instagram:** 2,013 followers. Added 676 in 2022.
  - **YouTube:** 376 followers, an increase of 50.
  - **TikTok:** Implemented in first quarter. 1,143 followers. Most popular video reached 51,000+ views.
  - **Constant Contact:** 32 email campaigns sent. This equals 304,352 emails sent and 152,235 opens.
-



## Telephone Calls to Admin

- **Admin:** 10,767
- **Planning:** 3,555

## Planning

- **Permits Issued:** 872
- **Site Visits:** 565
- **Project Value:** \$75,301,980 (More than 2021)

## Parks and Recreation

- **Memberships:** 431
  - **Visitors:** 14,843
-



## Public Works

- **Rainfall totals:** 43.12 inches
  - **Annual Trash Volume in Tons:** 3,399.03
  - **Annual Recycling Volumes in Tons:** 698.37
  - **Annual Beach Trash Volumes in Tons:** 76.55
  - **Annual Beach Recycling Volumes in Tons:** 55.82
  
  - **Yard Debris Totals:**
    - **Stops:** 36,872
    - **Loads:** 620 (1 = 4.5 Tons)
    - **Tons:** 2,790
    - **Miles:** 22,896
  
  - **Tents:** 194 tagged, 9 confiscated
  - **Miles of Roads Maintained:** 45.5
  - **Miles of Beach Maintained:** 11
  - **Vehicle Access Ramps Maintained:** 5
-



## EMS

- **Calls for Year:** 1,079
- **Transported Patients:** 542
- **Mutual Aid Provided:** 47 Times
- **Received Mutual Aid:** 59 Times
- **Required a Second Crew Out:** 180 Times
- Stripped 10 vehicles and uplifted 8 since October

## Fire

- **Businesses Inspected:** 372
  - **Ocean Rescue Calls:** 85
  - **Total Calls Answered:** 672
- 





## Police

- **Public Education Activities/Events:** 48
  - **Average Response Times:** 5.2 minutes
  - **Total Calls for Service:** 12,712
  - **Total Motor Vehicle Accident Reports:** 143
  - **Total Arrests:** 208
  - **Total Business Checks Performed:** 235, 837
  
  - **Total Golf Carts/LSVs registered:** 1,469
  - **Regional Parking Passes Issued:** 1,597
  - **Beach Driving Permits Issued:** 3,115
  - **Hurricane Re-entry Passes Issued:** 371
-



## ***Vehicles***

### **Enterprise**

- **Total Cash Back From Lease Sales:** \$127,235

### **Traffic Counts**

- **Bogue Inlet Pier (9 months of data):** 242,744
  - **EORA (6 months of data):** 17,944
  - **WORA (12 months of data):** 69,695
  - **NC 58 + Coast Guard Road (12 months of data):** 4,108,000
-

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:51 PM  
**To:** Jen Welborn  
**Subject:** EI MANAGER'S WEEKLY RECAP-March 31, 2023

---

**From:** Matt Zapp  
**Sent:** Friday, March 31, 2023 4:35 PM  
**To:** Lori Ahuna <loriahuna@gmail.com>  
**Cc:** Candace Dooley <cdooley@emeraldisle-nc.org>; Laura Rotchford <lrotchford@emeraldisle-nc.org>  
**Subject:** EI MANAGER'S WEEKLY RECAP-March 31, 2023

Lori,

I will attempt to include you on my weekly Manager's recap.

Please note, these emails have gone out every 7-days for nearly 3 years.

Folks like yourself (that want to stay connected), have the ability to remain plugged in!

See ya soon,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Matt Zapp  
**Sent:** Friday, March 31, 2023 4:31 PM  
**To:** Jason Holland <[jholland@emeraldisle-nc.org](mailto:jholland@emeraldisle-nc.org)>; Floyd Messer <[fmesser@emeraldisle-nc.org](mailto:fmesser@emeraldisle-nc.org)>; Steve Finch <[sfinch@emeraldisle-nc.org](mailto:sfinch@emeraldisle-nc.org)>; Mark Taylor <[mtaylor@emeraldisle-nc.org](mailto:mtaylor@emeraldisle-nc.org)>; Jamie Vogel <[jvogel@emeraldisle-nc.org](mailto:jvogel@emeraldisle-nc.org)>; Jim Normile <[jnormile@emeraldisle-nc.org](mailto:jnormile@emeraldisle-nc.org)>  
**Cc:** Stanley & Poindexter Law <[email@stanleypoindexterlaw.com](mailto:email@stanleypoindexterlaw.com)>; Tommy Burns <[Tommy.Burns@carteretcountync.gov](mailto:Tommy.Burns@carteretcountync.gov)>; jimmy.farrington@carteretcountync.gov; Eugene Foxworth <[Eugene.Foxworth@carteretcountync.gov](mailto:Eugene.Foxworth@carteretcountync.gov)>; Vorwerk, Paul J <[pvorwerk@ncdot.gov](mailto:pvorwerk@ncdot.gov)>; Haviland, Lauren B <[lbhaviland@ncdot.gov](mailto:lbhaviland@ncdot.gov)>; Kay Zimarino <[kay.zimarino@carteret12.org](mailto:kay.zimarino@carteret12.org)>; Seola Hill <[Shill@boguebankswater.com](mailto:Shill@boguebankswater.com)>; Christine Sharma <[cjsharma@yahoo.com](mailto:cjsharma@yahoo.com)>; Martin, Johnny <[JMartin@moffattnichol.com](mailto:JMartin@moffattnichol.com)>; Crump, Jeff <[jcrump@moffattnichol.com](mailto:jcrump@moffattnichol.com)>; [ahsmith5434@gmail.com](mailto:ahsmith5434@gmail.com); Stephen Rea <[Stephen.Rea@carteretcountync.gov](mailto:Stephen.Rea@carteretcountync.gov)>; Hemphill, Mary Michelle <[mhemphill@sog.unc.edu](mailto:mhemphill@sog.unc.edu)>; [browdereng@windstream.net](mailto:browdereng@windstream.net); [row@watsonmatthews.com](mailto:row@watsonmatthews.com); Taylor W. <[taylor@htpresort.com](mailto:taylor@htpresort.com)>; Michele Querry <[Michele.Querry@carteretcountync.gov](mailto:Michele.Querry@carteretcountync.gov)>; paxon holz <[paxonh\\_nc@hotmail.com](mailto:paxonh_nc@hotmail.com)>; [paxonhoffice@ymail.com](mailto:paxonhoffice@ymail.com); Jamie Vogel <[jamieleevogel25@gmail.com](mailto:jamieleevogel25@gmail.com)>; John McLean <[507jmc@gmail.com](mailto:507jmc@gmail.com)>; [dapbeachlover2015@gmail.com](mailto:dapbeachlover2015@gmail.com); [jayerma@ec.rr.com](mailto:jayerma@ec.rr.com); [jeannemtc2@hotmail.com](mailto:jeannemtc2@hotmail.com); 'Jim Blanton'

<[jim@dovestravel.net](mailto:jim@dovestravel.net)>; 'Jim Dubovec' <[jmdubovec@gmail.com](mailto:jmdubovec@gmail.com)>; 'John Lister' <[jolnc@hotmail.com](mailto:jolnc@hotmail.com)>; David Quinn <[boguesound@hotmail.com](mailto:boguesound@hotmail.com)>; [chad@yardworkslandscapes.com](mailto:chad@yardworkslandscapes.com); [tammy@htpresort.com](mailto:tammy@htpresort.com); FT EI Employees <[FTEIEmployees@emeraldisle-nc.org](mailto:FTEIEmployees@emeraldisle-nc.org)>; Huggett, Douglas <[dhuggett@moffattnichol.com](mailto:dhuggett@moffattnichol.com)>; Boshek, Margaret <[mboshek@moffattnichol.com](mailto:mboshek@moffattnichol.com)>; David Bone <[executivedirector@eccog.org](mailto:executivedirector@eccog.org)>; Brian Edes <[briane@cmclawfirm.com](mailto:briane@cmclawfirm.com)>; [Norwood@cmclawfirm.com](mailto:Norwood@cmclawfirm.com); Frank Rush <[frush@capecarteret.org](mailto:frush@capecarteret.org)>; Richard Di Giulio, Ph.D. <[richd@duke.edu](mailto:richd@duke.edu)>; Mark Crews <[email@finishedworks.net](mailto:email@finishedworks.net)>; Huff, Chrissy M <[Chrissy.M.Huff@efleets.com](mailto:Chrissy.M.Huff@efleets.com)>; Krautheimer, Benjamin M <[Benjamin.M.Krautheimer@efleets.com](mailto:Benjamin.M.Krautheimer@efleets.com)>

**Subject:** EI MANAGER'S WEEKLY RECAP-March 31, 2023

## **EI MANAGER'S WEEKLY RECAP-March 31, 2023**

Mayor and BOC,

Below is the weekly Manager's recap of this week's municipal activity, and noteworthy upcoming events.

### **Bridge Construction... we are almost done!**

Per NCDOT, surface level construction on the B. Cameron Langston Bridge are almost done!

Surface level work is nearly complete. Traffic disruptions should be limited this week as we approach Good Friday.



### **CAUTION: Local Paving Work Ahead**

The Town of Emerald Isle will invest its local allocation of Powell Bill funds to resurface a section of Coast Guard Road and Sound Drive.

Learn more about Powell Bill Funds here: <https://www.ncampo.org/documents/NCAMPO/Presentations2015/Toolkit-330/OverviewPowellBillProgram.pdf>

After competitively seeking estimates, Onslow Grading and Paving was awarded the asphalt resurfacing contract. Emerald Isle requested that asphalt resurfacing be performed before the start of the 2023 peak tourist season.

To assist Emerald Isle residents, Onslow Grading and Paving prioritized repairs on Coast Guard Road. Onslow Grading and Paving has an immediate opening in their schedule.



## **ADJUSTED PAVING SCHEDULE**

**On Friday, March 31, 2023**, crews will mill/grind sections of Coast Guard Road.

-Work is expected to begin at 8:00 AM and Police Officers will be present to assist with traffic control.

**On Saturday, April 1, 2023**, crews will continue to mill/grind sections of Coast Guard Road.

-Work is expected to begin at 8:00 AM and Police Officers will be present to assist with traffic control.

**On Monday, April 4, 2023**, crews will pave sections of Coast Guard Road.

-Work is expected to begin at 8:00 AM and Police Officers will be present to assist with traffic control.

NOTE: Roadway striping will take place a minimum of 30-days after the newly installed asphalt can cure.

NOTE: Additional repairs on Sound Drive will be scheduled as soon as the contractor is available.

The Town of Emerald Isle understands that traffic will be heavy along Coast Guard Road on Friday and Saturday. Unfortunately, these dates provide the first available opportunity for work to be complete before the season starts. We apologize in advance for the inconvenience.

Please plan accordingly and anticipate minor delays along Coast Guard Road on Friday (March 31), Saturday (April 1), and Monday (April 4).

## **Emerald Isle, committed to a trash-free public beach!**

Emerald Isle will implement a more robust Pack It In/Pack It Out program at public beach accesses in 2023. Previously practiced only during the winter months, the Town now extends the Pack It In/Pack It Out program throughout the year.



Pack It In/Pack It Out is part of the Seven Principles of the 'Leave No Trace' program. The principles provide guidance to enjoy our natural world in a sustainable way that avoids human-created impacts.

Learn more here: <https://www.emeraldisle-nc.org/CivicAlerts.aspx?AID=159>

## ADDITIONAL SURPLUS VEHICLES FOR SALE

### Brush Truck For Sale

2016 Freightliner M2 Class

Due to the high value of the vehicle, it has been placed on GovDeals to maximize the potential return. The current bid is sitting at \$48,500 and climbing!!!



**Learn more about the brush truck and bid here:**

[https://www.govdeals.com/index.cfm?fa=Main.AdvSearchResultsNew&searchPg=Classic&inv\\_num=&category=00&kWord=&kWordSelect=2&sortBy=ad&agency=276&state=&country=&locID=&timing=bySimple&locationType=state&timeType=&timingWithin=1](https://www.govdeals.com/index.cfm?fa=Main.AdvSearchResultsNew&searchPg=Classic&inv_num=&category=00&kWord=&kWordSelect=2&sortBy=ad&agency=276&state=&country=&locID=&timing=bySimple&locationType=state&timeType=&timingWithin=1)

### First Responder Camp Cancelled

The First Responder Camp has been cancelled due to low participation. The Town will continue to review and revise the approach to this camp and hopefully we will be able get it off the ground soon for our youth. Refunds will be issued to those that have already paid.

## Emerald Isle Fire/ EMS/ Ocean Rescue is HIRING!



Paramedic/ Firefighters learn more here:

<https://www.facebook.com/emeraldislenc/videos/1203607683619644>

## Mark Crews welcomed as Public Information Officer

The Town of Emerald Isle is pleased to announce the hiring of Mark Crews as Public Information Officer. He will begin work in early April.

Mr. Crews brings a wealth of experience in media relations and mass communications to the job. Throughout the past 20-years, he cultivated an impressive track record in the global media industry.

“We are confident that Mark will be an excellent addition to our team,” said Matt Zapp, Town Manger. “With Mark’s background, the communications staff will continue building a stronger, more connected community in Emerald Isle.”

*Read the full story here:* <https://www.emeraldisle-nc.org/CivicAlerts.aspx?AID=157>

To learn more about Mr. Crews, watch this 2-minute introductory video: <https://vimeo.com/811085652/298914b224>



## QUESTIONS, IDEAS AND/OR SUGGESTIONS

If you have any questions, do not hesitate to contact me via cell phone, text or email.

Additional large-scale updates and data can be found below.

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



### El Fishing Tournament Scholarship Applications Available

The Emerald Isle Fishing Tournament has up to six scholarships available for area students who are pursuing a degree in Marine Sciences or Technologies.

These \$3,000 scholarships are available to graduating seniors at Croatan, West Carteret, East Carteret and Swansboro high schools and MaST Early College High School.

More information can be found here <https://www.emeraldisle-nc.org/243/Fishing-Tournament-Committee>

### Planning Department: UDO Timeline Update

Planning Director Michelle Eitner and Assistant Planner Jeff Hall are hard at work on the forthcoming UDO update.

Below is the update project timeline:

- November 2 –UDO draft to Summit Engineering and Richard Stanley for peer review
- November 8, 6pm: Board of Commissioners – introduce Staff’s UDO Draft Amendments, call for public hearing for December meeting
- November 9 – anticipate receipt of reviewed UDO
- November 10, 2pm: UDO Steering Committee – Staff’s UDO Draft Amendments
- November 28, 6pm: Planning Board –UDO Amendments review and approval (no public hearing)
- December 13, 6pm: Board of Commissioners – Adoption Draft review and public hearing
- January 10, 6pm: Board of Commissioners – Adoption of the Phase I UDO updates

### FEMA 428 FUNDS: Three Culvert Replacements/ Lands End Dune Infiltration

Emerald Isle received notice on 10/18/22 that we have been approved for \$1.48 million in stormwater work.

### **Culvert Pipes**

Three culvert pipes that allow for north/south travel (crossing Archer's Creek) between NC 58 and Sound Drive will be replaced.

### **Dune Infiltration in Land's End**

Additionally, the engineering work associated with the Lands End Dune Infiltration project has been approved. We expect that this design will lead to the necessary CAMA exemption(s) and permitting to perform the work.

### **Estimated Cost Breakdown**

#### **STORMWATER / DRAINAGE**

Cedar Street Culvert - Archers Creek	200,000
Bogue Inlet Culvert - Archers Creek	200,000
Old Ferry Culvert - Archers Creek	231,245
Lands End Area Dune Infiltration System	850,000
	<u>1,481,245</u>

### **McLean Spell Park: Master Plan Process Update**

The BOC voted on 1/10/22 to pursue a Master Plan for the McLean Spell Park.

Now retired EIPR Director Alesia Sanderson presented her findings to the BOC on 4/12/22, recommending Summit Engineering to assist Emerald Isle.

The BOC voted to proceed with a Master Plan process for McLean Spell Park.

The estimated cost for the project was \$75,000.

Staff was able to negotiate and establish a scope of work with Summit Engineering at a fixed cost of \$50,000, saving a total of \$25,000.

The timeline for advertisement, selection, award, and competition of a Master Plan is 12-18 months.

Parks and Recreation Director Candace Dooley shared an update on June 14, 2022.

Parks and Recreation Director Candace Dooley shared an update on July 12, 2022.

Parks and Recreation Director Candace Dooley, along with Summit Engineering Services, held a public roundtable meeting on July 13, 2022.

Public surveys were collected through July 13, 2022, and nearly 850 responses were submitted.

Data from the surveys was assembled and shared with the public on August 9, 2022 at the BOC meeting.

A full report on the McLean Spell Park Master Plan was shared at the BOC meeting on November 8, 2022.

A public hearing was held related to this project on December 13, 2022.

The BOC voted to pursue the following improvements in McLean Spell Park:

- An arborist Review, continued walking trail cleanup, educational signage, installation of exercise stations, and the construction of an outdoor pavilion.

The arborist visit was completed on January 26, 2023.

### **STORMWATER SYSTEM REPAIRS**

Moffat & Nichol presented 3 projects as high priority. These projects are a rough estimate of \$500K and would be funded via a 428 grant.

Town staff worked with FEMA to secure funding on January 10, 2022. The BOC approved a design contract with M & N on February 8, 2022. Staff is working with M & N on the bidding process.

- Lee Ave Culvert Replacement
- East Reed Dr Improvements
- Cedar St Improvements

3/3/22 Update: Surveyors are scheduled to be on site the week of 3/7/22. Moffat & Nichol has started initial design, including layout sheets.

5/5/22 Update: Designs are underway. Bidding will begin soon.

6/10/22 Update: Below is the anticipated project timeline as shared by M & N

May 31, 2022 - finalize drawings (drawings are expected by 06/10/22, due to Engineering staff being out of the office due to Covid-19)

June 30, 2022 – finalize bid documents and advertise for Request for Bids (Delayed)

UPDATED SCHEDULED (as of 10/24/22)

October 17, 2022 – finalize bid documents and advertise for Request for Bids  
<https://www.emeraldisle-nc.org/CivicAlerts.aspx?AID=89>

November 2, 2022 – bid opening  
We did not receive 3 bids

November 10, 2022- second bid opening  
2 bidders responded

November 15, 2022 – bid award at a Special BOC meeting  
5:00 PM at the BOC Room

M &N notified bidders of the award on December 16, 2022.

May of 2023 – construction complete

#### **BOAT CHANNEL RELOCATION PROJECT**

1. Moffat & Nichol to present the Boat Channel Relocation project findings on 1/11/22 at the BOC meeting.
2. Moffat & Nichol to share a timeline of Next Steps
  - a. EI staff has the updated presentation and timeline slide
  - b. Full color presentation packets will be printed and available for the public on 1/11/22.
3. The estimated cost to install a -6.0 depth channel is approximately \$1.7M  
NOTE: A deeper alternative channel (of -6.0 feet) will delay “future dredging” maintenance associated with the new channel
  - a. The \$1.7 M cost includes \$125,000 in Next Step surveys, investigation, etc.
  - b. If awarded, the NC Shallow Draft Grant will provide 66% of overall project REIMBURSEMENT
  - c. Emerald Isle would need to provide or located approximately \$600,000 in local/additional funds
  - d. The project is dependent upon regulatory and permit issuance by the State of North Carolina
4. On 1/11/22, the Emerald Isle BOC voted and instructed staff to work with Moffat & Nichol on the NC Shallow Draft Grant application process related to the Boat Channel Relocation.
  - a. Moffat & Nichol has begun working on first steps on this project.
  - b. The anticipated timeline for this project is 24-months or greater.
5. With the assistance of Moffat & Nichol, the Town of Emerald Isle applied for the NC Shallow Draft Grant on 7/14/22.
  - a. If funds are awarded, the town will pursue an alternate boating channel to access the intercoastal waterway via the EI Boat Ramp.
  - b. NOTE: Before it is greenlighted, the project will require approval by a series of regulatory agencies.
  - c. **The project is now estimated to cost \$1.8 million and has the capacity to be fully grant funded via the State of North Carolina.**

6. On 8/4/22, an executed contract for \$130,000 was submitted to the state and the NC Shallow Draft Grant program.
  - a. Moffatt & Nichol will begin coordinating the necessary surveys and studies, to determine the project's feasibility.
7. On 1/10/23, Moffatt & Nichol provided a project update to the Board and public.
8. Additional SAV studies must be completed in May/ June 2023.

**Fire/ EMS Service Model: Emergency Services Task Force**

- Dr. Mary Hemphill of the UNC SOG will facilitate discussions for the ESTF
- The committee is meeting monthly (Jan – June 2021)
- The first ESTF Committee meeting was held January 12, 2021
- The second ESTF Committee meeting was held February 9, 2021
- The third ESTF Committee meeting was held March 9, 2021
- The fourth ESTF Committee meeting was held May 11, 2021
- DUE TO SEASONAL WORK VOLUME, the June 8, 2021 ESTF is canceled.
- DUE TO SEASONAL WORK VOLUME, the July 13, 2021 ESTF is canceled.
- DUE TO SEASONAL WORK VOLUME, the August 10, 2021 ESTF is canceled.
- The fifth ESTF Committee meeting was held on September 14, 2021
- The sixth ESTF Committee meeting was held on February 8, 2022.
- The seventh ESTF Committee meeting was held on March 8, 2022
- Due to a medical emergency the ESTF meeting scheduled for April 12, 2022 was cancelled.
- The eighth ESTF Committee meeting was held on May 10, 2022
- The ninth ESTF meeting was held on June 13, 2022.
- A public release was shared on July 6, 2022.  
<https://www.emeraldisle-nc.org/CivicAlerts.aspx?AID=61>
- Results researched and determined by the ESTF were shared on July 12, 2022, during the BOC meeting.
  - July 2022: EIFD will transition to a 48/96 work schedule
  - Sept/ 2022: EI EMS will transition to a 48/96 work schedule
  - Jan 1, 2023: The Fire and EMS departments will merge into one cross-trained Fire Department
  - April 2023: A second ambulance will be added to the rotation and maintained year round
  - July 1, 2023: A new rank structure and market rate adjustment is anticipated.

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:52 PM  
**To:** Jen Welborn  
**Subject:** LORI AHUNA: Pack it in/out program

---

**From:** Matt Zapp  
**Sent:** Tuesday, April 04, 2023 5:59 PM  
**To:** Lori Ahuna <loriahuna@gmail.com>  
**Subject:** RE: Pack it in/out program

Hi Lori,

Here is the information that we posted and shared on March 29, 2023.  
<https://www.emeraldisle-nc.org/CivicAlerts.aspx?AID=159>



Have a great night.

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Lori Ahuna <[loriahuna@gmail.com](mailto:loriahuna@gmail.com)>  
**Sent:** Tuesday, April 04, 2023 4:30 PM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Subject:** Pack it in/out program

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Thanks for the update -

Is there a flyer for the new Pack It In/out program suitable for educating guests in vacation rentals?

I'd love to have one and be able to recommend them to my friends and neighbors who are Airbnb and VRBO hosts.

--  
Lori Ahuna  
Sent from my iPhone

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 1:00 PM  
**To:** Jen Welborn  
**Subject:** MIKE WESTBROOK: Citizens Take Action on Neighborhood Speeding

---

**From:** Michael Westbrook <seavets@hotmail.com>  
**Sent:** Sunday, June 30, 2024 8:50 AM  
**To:** Matt Zapp <mzapp@emeraldisle-nc.org>  
**Cc:** Elected Officials <ElectedOfficials@emeraldisle-nc.org>; Mark Crews <mcrews@emeraldisle-nc.org>; Michael Panzarella <mpanzarella@emeraldisle-nc.org>; Q Butler <eqbut@aol.com>; Billy Matthias <bmatthias@emeraldisle-nc.org>; rob.charest@yahoo.com; blambertconstruction@yahoo.com  
**Subject:** Re: Citizens Take Action on Neighborhood Speeding

Some people who received this message don't often get email from [seavets@hotmail.com](mailto:seavets@hotmail.com). [Learn why this is important](#)

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

First, thank you for the efforts to control speeders, there has been a significant impact in the area, though there are speeders that just do not care. I noticed a significant more police presence and thankful for that effort.

I have reviewed the data shown and it begs, how many vehicles in the 22.3 mph average are golf carts? There are many golf carts that use Deer Horn Drive. One real reason is there are more pedestrians than golf carts on a normal day on Deer Horn.

I wrote earlier, we see vehicles in the areas of the partition signers as the speeders, the device was located near the last 25% +/- of the street, not where it should have been focused in my opinion.

Regards

---

**From:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Sent:** Monday, June 17, 2024 3:43 PM  
**To:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>  
**Cc:** Elected Officials <[ElectedOfficials@emeraldisle-nc.org](mailto:ElectedOfficials@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>; Q Butler <[eqbut@aol.com](mailto:eqbut@aol.com)>; Billy Matthias <[bmatthias@emeraldisle-nc.org](mailto:bmatthias@emeraldisle-nc.org)>; [rob.charest@yahoo.com](mailto:rob.charest@yahoo.com) <[rob.charest@yahoo.com](mailto:rob.charest@yahoo.com)>; [blambertconstruction@yahoo.com](mailto:blambertconstruction@yahoo.com) <[blambertconstruction@yahoo.com](mailto:blambertconstruction@yahoo.com)>  
**Subject:** RE: Citizens Take Action on Neighborhood Speeding

Mr. Westbrook.

We appreciate your email and request for information.

The details that you requested were shared during the Public Meeting on June 11, 2024.

- Chief Panzarella shared the findings to your request.

Here is a link to the board meeting video: <https://www.facebook.com/share/v/q8hqq6VKXcre2W8b/>

- Chief Panzarella's report starts at minute 6:15 and runs through 8:45.

We hope this information is helpful.

Thank you,

Matt

**Matt Zapp**

**Town Manager**

252-354-3424

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Sent:** Monday, June 17, 2024 3:05 PM

**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Cc:** Elected Officials <[ElectedOfficials@emeraldisle-nc.org](mailto:ElectedOfficials@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>; Q Butler <[egbut@aol.com](mailto:egbut@aol.com)>; Billy Matthias <[bmatthias@emeraldisle-nc.org](mailto:bmatthias@emeraldisle-nc.org)>

[nc.org](#)>; [rob.charest@yahoo.com](mailto:rob.charest@yahoo.com); [blambertconstruction@yahoo.com](mailto:blambertconstruction@yahoo.com)

**Subject:** Re: Citizens Take Action on Neighborhood Speeding

Some people who received this message don't often get email from [seavets@hotmail.com](mailto:seavets@hotmail.com). [Learn why this is important](#)

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Is anyone in the town of Emerald Isle administration going to answer this email?

As you can see it was sent 12 days ago.

---

**From:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Sent:** Wednesday, June 5, 2024 9:00 AM

**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Cc:** Elected Officials <[ElectedOfficials@emeraldisle-nc.org](mailto:ElectedOfficials@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>; Q Butler <[egbut@aol.com](mailto:egbut@aol.com)>; Billy Matthias <[bmatthias@emeraldisle-nc.org](mailto:bmatthias@emeraldisle-nc.org)>; [rob.charest@yahoo.com](mailto:rob.charest@yahoo.com) <[rob.charest@yahoo.com](mailto:rob.charest@yahoo.com)>; [blambertconstruction@yahoo.com](mailto:blambertconstruction@yahoo.com) <[blambertconstruction@yahoo.com](mailto:blambertconstruction@yahoo.com)>

**Subject:** Re: Citizens Take Action on Neighborhood Speeding

To all,

- as the speed tracking device **Black Cat II Radar Recorder** has been removed, we would like to see the raw and unedited data preferably in an Excel spreadsheet.

We assume this will be discussed at the next town meeting. Please advise if this is the case or not.

regards,

---

**From:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Sent:** Saturday, May 18, 2024 10:01 AM

**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Cc:** Elected Officials <[ElectedOfficials@emeraldisle-nc.org](mailto:ElectedOfficials@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>; Q Butler <[egbut@aol.com](mailto:egbut@aol.com)>; Billy Matthias <[bmatthias@emeraldisle-nc.org](mailto:bmatthias@emeraldisle-nc.org)>

**Subject:** Re: Citizens Take Action on Neighborhood Speeding

A very sincere thank you Mr. Zapp for the reply.

Very well, then I propose a meeting with the mayor and commissioners.

If they will advise a mutually agreed time, I/we will be happy to attend.

Realizing the impossible task of patrolling the side residential streets in EI, there must be a solution to this issue, obviously as there are ebbs and flow of traffic and speeders.

Again, this is about a safety concern on a residential street where the speed limit, speeds and traffic need to be reduced and/or controlled.

Best,

J. Michael Westbrook and Eileen (Q) Butler

---

**From:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Sent:** Friday, May 17, 2024 10:18 AM

**To:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Cc:** Elected Officials <[ElectedOfficials@emeraldisle-nc.org](mailto:ElectedOfficials@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>; Q Butler <[egbut@aol.com](mailto:egbut@aol.com)>; Billy Matthias <[bmatthias@emeraldisle-nc.org](mailto:bmatthias@emeraldisle-nc.org)>

**Subject:** RE: Citizens Take Action on Neighborhood Speeding

Hi Mr. Westbrook-

The Policies of Emerald Isle are established by the Mayor and Board of Commissioners.

As a staff, we execute the wishes of the Board for the community.

If a change is made to the police, the staff will execute as requested.

Most kindly,

Matt

**Matt Zapp**

**Town Manager**

252-354-3424

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Sent:** Friday, May 17, 2024 10:15 AM

**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>; Roy Brownlow <[rbrownlow@emeraldisle-nc.org](mailto:rbrownlow@emeraldisle-nc.org)>

**Cc:** Elected Officials <[ElectedOfficials@emeraldisle-nc.org](mailto:ElectedOfficials@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>; Q Butler <[egbut@aol.com](mailto:egbut@aol.com)>

**Subject:** Re: Citizens Take Action on Neighborhood Speeding

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

There are too many towns in NC that allow these speed tables or speed cushions and if you review the video these are designed to not impact the first responder vehicles certainly to the extent of damaging the equipment. I have attached the video for your review in case anyone missed it. It appears the policy of the town does not take into account the wishes of the community on Deer Horn Drive as the petition intends nor does it appear the safety of the residents are the priority of the town. If I read Matt Zapp's reply, the town vehicles are the priority, not the safety of the citizens. Whoever I/we need to meet with to address 'this policy', please let me know. I will not stop this campaign until there are tangible and positive results to slow down and reduce traffic on Deer Horn Drive.

Regards,

J. Michael Westbrook

<https://www.youtube.com/watch?v=8ymIskUCri4>



## [Speed cushions installed in Las Vegas neighborhood to slow speeding drivers](#)

Several speed cushions are being installed on a long stretch of Spencer Street to help slow speeding drivers.

[www.youtube.com](http://www.youtube.com)

---

**From:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Sent:** Thursday, May 16, 2024 1:57 PM

**To:** Roy Brownlow <[rbrownlow@emeraldisle-nc.org](mailto:rbrownlow@emeraldisle-nc.org)>; Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Cc:** Elected Officials <[ElectedOfficials@emeraldisle-nc.org](mailto:ElectedOfficials@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>

**Subject:** RE: Citizens Take Action on Neighborhood Speeding

Commissioner Brownlow-

Thanks for sharing the intel that Mike provided.

Like many towns, Emerald Isle has a policy that restricts speed bumps/humps due to Emergency Vehicles.

El's heavy duty fire trucks, ambulances, etc... cannot safely maneuver these devices.

- Speed bumps often take out the rear ends and steering components.

Just wanted to share the rationale with all.

Respectfully,

Matt

**Matt Zapp**

**Town Manager**

252-354-3424

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Roy Brownlow <[rbrownlow@emeraldisle-nc.org](mailto:rbrownlow@emeraldisle-nc.org)>

**Sent:** Thursday, May 16, 2024 1:53 PM

**To:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Cc:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>; Elected Officials <[ElectedOfficials@emeraldisle-nc.org](mailto:ElectedOfficials@emeraldisle-nc.org)>; Mark Crews <[mcrews@emeraldisle-nc.org](mailto:mcrews@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>

**Subject:** Citizens Take Action on Neighborhood Speeding

More than one way to take care of a problem...

<https://youtu.be/JosHtz0B8pk?si=RkICmBYS9g5aMBE->



**Roy D. Brownlow**

Town Commissioner

Town of Emerald Isle

**Phone** 252-354-3424 **Mobile** 252-725-9350

**Email** [RBrownlow@emeraldisle-nc.org](mailto:RBrownlow@emeraldisle-nc.org)

7500 Emerald Drive

Emerald Isle, NC 28594

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

---

**From:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Sent:** Tuesday, May 14, 2024 8:56 AM

**To:** Roy Brownlow <[rbrownlow@emeraldisle-nc.org](mailto:rbrownlow@emeraldisle-nc.org)>

**Subject:** Re: Road Flooding and speeders

You don't often get email from [seavets@hotmail.com](mailto:seavets@hotmail.com). [Learn why this is important](#)

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

a good example of slowing traffic down

<https://www.youtube.com/watch?v=8ymIskUCri4>

### [Speed cushions installed in Las Vegas neighborhood to slow speeding drivers](#)

Several speed cushions are being installed on a long stretch of Spencer Street to help slow speeding drivers.

[www.youtube.com](http://www.youtube.com)

---

**From:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>

**Sent:** Tuesday, May 14, 2024 8:44 AM

**To:** [rbrownlow@emeraldisle-nc.org](mailto:rbrownlow@emeraldisle-nc.org) <[rbrownlow@emeraldisle-nc.org](mailto:rbrownlow@emeraldisle-nc.org)>

**Subject:** Re: Road Flooding and speeders

Hi Roy,

why doesn't the commissioner look into this? Every town and location on this island is 35 MPH except for EI.

<https://coastalreview.org/2024/05/nc-12-speed-limits-to-be-reduced-ahead-of-visitor-season/>

[NC 12 speed limits to be reduced ahead of visitor season | Coastal Review](#)

NCDOT officials are dropping the speed limit in parts of Currituck and Dare counties ahead of the anticipated peak travel season.

[coastalreview.org](http://coastalreview.org)

As traffic increases, more and more drivers speed.

Lately, the foot traffic has increased and even 25 MPH is too fast n this road.

I again plan to address the meeting with a signed petition from multiple homeowners on Deer Horn Drive to slow traffic down.

---

**From:** Michael Westbrook <[seavets@hotmail.com](mailto:seavets@hotmail.com)>  
**Sent:** Wednesday, March 6, 2024 2:52 PM  
**To:** [rbrownlow@emeraldisle-nc.org](mailto:rbrownlow@emeraldisle-nc.org) <[rbrownlow@emeraldisle-nc.org](mailto:rbrownlow@emeraldisle-nc.org)>  
**Subject:** Road Flooding

Hi Roy,

Mike Westbrook 125 Deer Horn Dr, you know my campaign to slow traffic down in Deer Horn Dunes.

I am attaching photos that show why a drain needs to be installed on Deer Horn Drive. And it is getting worse.

Just and FYI, for now.

See you Friday evening.

Mike and Q

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:58 PM  
**To:** Jen Welborn  
**Subject:** BRAD RHODES: Emerald Dr speed limit

---

**From:** Matt Zapp <mzapp@emeraldisle-nc.org>  
**Sent:** Friday, October 22, 2021 2:20 PM  
**To:** Hamilton, Steven J <shamilton@ncdot.gov>; Brad Rhodes <berhodes@hotmail.com>  
**Cc:** Eddie Barber <ebarber@emeraldisle-nc.org>; Mark Taylor <mtaylor@emeraldisle-nc.org>; Floyd Messer <fmesser@emeraldisle-nc.org>; Steve Finch <sfinch@emeraldisle-nc.org>; Candace Dooley <cdooley@emeraldisle-nc.org>; Jim Normile <jnormile@emeraldisle-nc.org>; Preston Hunter - NCDOT Division 2 (phunter@ncdot.gov) <phunter@ncdot.gov>  
**Subject:** Emerald Dr speed limit

Mr. Rhodes,

Good afternoon. Please allow me to expand and clarify the Town's position.

The Emerald Isle Board of Commissioners requested (via Resolution) that NCDOT extend the 35 mph speed limit on NC 58.

### AREA OF CONCERN

The location of the request was at/near the Emerald Isle Police Department and Administration Center; beginning at Black Skimmer Road eastbound approximately 800 feet.

-The purpose of the 35 mph speed extension would reduce speeds in the area to include the pedestrian crosswalk.

-Prior to the adjustment, the speed limit in that area was 45 mph.

Our police department performed the study (identified above) and determined this zone as the area of highest concern. The Town of Emerald did not request any further adjustments to the speed limits that exist on NC 58/ Emerald Drive.

We understand your concerns and desire to reduce the speed limit further on NC 58. At this time, we are satisfied with the actions taken by the NCDOT.

Respectfully-  
Matt Zapp  
Town Manager  
252.354.3424

---

**From:** Hamilton, Steven J <[shamilton@ncdot.gov](mailto:shamilton@ncdot.gov)>  
**Sent:** Friday, October 22, 2021 1:52:54 PM  
**To:** Brad Rhodes <[berhodes@hotmail.com](mailto:berhodes@hotmail.com)>  
**Subject:** RE: [External] Emerald Dr speed limit

Be Advised: This email originated from outside of the Town of Emerald Isle, NC

Brad, The proposed 35 mph speed limit along NC58 through Emerald Isle was shared with the Town, and council did not support making the change. If you wish to pursue further, fill free to contact your council person and talk to them about your concerns.

Steven J. Hamilton, PE, CPM  
Division Traffic Engineer  
Division Two

252 439 2816 office

NC Dept of Transportation  
1037 W. H. Smith Blvd.  
Greenville, NC 27834

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

-----Original Message-----

From: Brad Rhodes <[berhodes@hotmail.com](mailto:berhodes@hotmail.com)>  
Sent: Friday, October 22, 2021 1:18 PM  
To: Hamilton, Steven J <[shamilton@ncdot.gov](mailto:shamilton@ncdot.gov)>  
Subject: [External] Emerald Dr speed limit

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to Report Spam.<<mailto:report.spam@nc.gov>>

Hi Mr. Hamilton,

Are there updates in Emerald Isle? I saw the recommendation was 35 mph but the adjustments made were not in line with that.

We still have a major speeding issue in Emerald Isle and we need to be more in line with Salter Path etc.

What is the plan?

Thank you

Brad Rhodes

Sent from my iPhone

---

Email correspondence to and from this sender is subject to the N.C. Public Records Law and may be disclosed to third parties.

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:58 PM  
**To:** Jen Welborn  
**Subject:** Statistics for speeding citations and accidents on NC 58  
**Attachments:** Speeding Citations and Accidents on NC58 2019-2021.xlsx

---

**From:** Matt Zapp <mzapp@emeraldisle-nc.org>  
**Sent:** Thursday, July 22, 2021 7:42 PM  
**To:** Eddie Barber <ebarber@emeraldisle-nc.org>; Mark Taylor <mtaylor@emeraldisle-nc.org>; Steve Finch <sfinch@emeraldisle-nc.org>; Floyd Messer <fmesser@emeraldisle-nc.org>; Jim Normile <jnormile@emeraldisle-nc.org>; Candace Dooley <cdooley@emeraldisle-nc.org>  
**Cc:** Michael Panzarella <mpanzarella@emeraldisle-nc.org>; Josh Edmondson <jedmondson@emeraldisle-nc.org>; Laura Rotchford <lrotchford@emeraldisle-nc.org>; Anna Smith <asmith@emeraldisle-nc.org>  
**Subject:** Statistics for speeding citations and accidents on NC 58

Mayor and Board-

Please find attached statistics for accidents and speeding citations on NC 58/ Emerald Drive.

We can gladly share this data at a future BOC meeting if you desire.

We believed that this information would be helpful when reviewing speed limits on Emerald Drive.

Please let us know if you need anything else.

Very respectfully,  
Matt Zapp  
Mike Panzarella

**Number of Speeding Citations by Year (2021 is through 7/21/21)**

<b>Count of Citation Number</b>	<b>Year</b>			
<b>Emerald Drive?</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Grand Total</b>
y	33	9	26	68
(blank)	9	1	17	27
<b>Grand Total</b>	<b>42</b>	<b>10</b>	<b>43</b>	<b>95</b>

**Number of Accidents by Year (2021 is through 7/21/21)**

<b>Count of Accident Number Emerald Drive?</b>	<b>Year</b>			
	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Grand Total</b>
y	71	78	40	189
(blank)	103	100	45	248
<b>Grand Total</b>	<b>174</b>	<b>178</b>	<b>85</b>	<b>437</b>

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:57 PM  
**To:** Jen Welborn  
**Subject:** FW: Paving & Speeding

---

**From:** Matt Zapp  
**Sent:** Saturday, October 14, 2023 4:54 PM  
**To:** paxon holz <paxonh\_nc@hotmail.com>  
**Cc:** paxonhoffice@ymail.com; Artie Dunn <adunn@emeraldisle-nc.org>  
**Subject:** RE: Paving & Speeding

Hi Paxon,

Happy Saturday.

Speed Sign  
Artie helped EI establish the electronic sign on Reed Drive.  
On Monday, he will receive this email and respond accordingly.

Fairview Drive  
Also, we will check these details on Monday and reply.

Hope you are well!

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** paxon holz <[paxonh\\_nc@hotmail.com](mailto:paxonh_nc@hotmail.com)>  
**Sent:** Saturday, October 14, 2023 8:06 AM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Cc:** [paxonhoffice@ymail.com](mailto:paxonhoffice@ymail.com)  
**Subject:** Paving & Speeding

**Be Advised:** This email originated from outside of the Town of Emerald Isle, NC

Dear Matt,

I really like the flashing light indicating speed on Crew Drive in the Holiday Travel Park, or whatever they call it now. I went into the office, and they said the sign belongs to and was installed by the Town of Emerald Isle. Will you please share the source of that sign, and how much it cost? The name of the electrician you used? I would much prefer a sign like that to speed bumps at a location we are discussing in Cape Carteret. Thank you.

On another subject, the question of Fairview Drive came up this week: how far toward the ocean does the "town road" go? What does the Powell Bill map show? I know part of it is private, down toward the ocean, but how far does the public part go? Any help will be appreciated. Thanks again.

yours,  
Paxon

Paxon McLean Holz

106 Manatee Street

Cape Carteret, NC 28584

Tel: 252-393-8144

Fax: 252-393-2463

Sent from [Outlook](#)

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:59 PM  
**To:** Jen Welborn  
**Subject:** ROBERT LAMBERT: Water & Hose Issue at 121 Deer Horn Drive  
**Attachments:** EI HIGH LEVEL\_Drainage Improvement Process.pdf; Emerald Isle Proposed Drainage Improvement Projects 2.15.21.pdf

---

**From:** Matt Zapp  
**Sent:** Thursday, March 11, 2021 5:00 PM  
**To:** Artie Dunn <adunn@emeraldisle-nc.org>  
**Cc:** Crump, Jeff <jcrump@moffattnichol.com>; Artie Dunn <adunn@emeraldisle-nc.org>; Laura Rotchford <lrotchford@emeraldisle-nc.org>; Sarah Williams <swilliams@emeraldisle-nc.org>; Greg Flinn <gpflinn@ncsu.edu>  
**Subject:** ROBERT LAMBERT: Water & Hose Issue at 121 Deer Horn Drive

Mr. Lambert,

Thank you sincerely for the email. As you noted, our staff does respond swiftly in an effort to help reduce the stormwater burden. We are all thankful for their efforts.

The pump on Doe Drive is non-repairable and must be replaced. Artie Dunn is working to secure prices (*and material availability*) from a series of vendors. If funds were greater, Emerald Isle would maintain a shelf-stock replacement on this specific pump. We sincerely dislike rolling out the hose, but are actively working toward the permanent repair.

Across the island, Emerald Isle is systematically attacking our stormwater issues. A root cause analysis is in process.

- The cost to perform a comprehensive stormwater plan is \$495,000.
- Unfortunately, the funds to complete this step are currently unavailable.
- FEMA will only fund “shovel ready projects” and not the overall study.

Even without a formal study, Emerald Isle has a series of known stormwater issues. Staff has composed a living document that identifies areas of concern, specific resident/business locations, and a description of the issue(s). We are looking at the entire community, not a single area or segment of the town.

Unfortunately, funding is the limiting factor to address the concerns immediately.

The Town board and staff are proceeding deliberately, based on engineering and projected project costs. In order to finance the mitigation projects, we are researching every available option.

Emerald Isle has a maximum estimate of \$524,000 in potential Hurricane Florence project savings, following the completion of our beach access, dock and pier repairs. Due to the size and scope of local stormwater issues, Emerald Isle would like to utilize FEMA 428 funding.

If deemed grant eligible by the federal agency, Emerald Isle’s first three projects may include Lee Avenue, East Reed Drive and Cedar Street. Attached are the presentations shared with the board at the February 15, 2021 Budget Workshop.

**NEXT STEPS:** Staff will work with engineers at Moffatt & Nichol to develop bid documents for these projects.

**FUTURE OPTIONS:** Cost saving measures may also result in additional surplus FEMA funds, following Phase III of beach nourishment activities. Based upon eligible funding, Emerald Isle will further prioritize its needs and continue applying for mitigation dollars via the 428 process.

Again, we sincerely apologize for your issue. We are working toward procurement and replacement of said pump.

Respectfully,  
Matt and staff

---

**Matt Zapp**

**Town Manager**

Town of Emerald Isle  
7500 Emerald Drive  
Emerald Isle, NC 28594  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Bob Lambert <[blambertconstruction@yahoo.com](mailto:blambertconstruction@yahoo.com)>

**Sent:** Wednesday, March 10, 2021 10:20:07 PM

**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Subject:** Water & Hose Issue

I live at 121 Deer Horn Drive in Emerald Isle. We have been here for 20 years. Many years ago we had water issues on Deer Horn Drive. The town had the forethought to purchase land and put in a drainage pond. It has been a blessing and a curse. We were assured the pond would be kept neat and for many years it was. Shrubs were planted in front of the control panels and grass was cut regularly all the way down to the water. Florence came along and the shrubs drowned because the pump failed. We get that things can happen. Shrubs have not been replaced and the dead stumps are still there. The general appearance of the pond is poor but "nice matters" so we deal with it.

Several years ago we were approached by the town and asked to give a right of way along our property and our neighbors so a pump line from Doe Drive could be installed leading to the Deer Horn Drive drainage pond. We said yes because our back door neighbors had water issues and we wanted to help because "nice matters."

Numerous times over the years the pump on Doe Drive has failed. In the early years we would come home to a fire hose that was laid through our property under our house to the pond to provide temporary relief for Doe Drive. The traffic on Deer Horn was not cooperative, the hose would get hung up under speeding vehicles and would slap against the pilings of our home. The hose was moved over to the side because it was unsafe.

It seems the contingency plan for pump failure on Doe Drive is to go get the fire hose and drag it across our property and our neighbor's property to the pond. Weeks ago when the pump failed, channel 9 TV shows up and here comes the temporary pump and the hoses. They are primarily on my neighbor's yard, but cross over onto our property at the road although we continually move it back in place as the speeding cars drag it around. The traffic is still crazy. Why people have to drive over the hose and create whiplash is beyond me. The hose has been here for at least 4 weeks.

We are thankful your team jumps into action to get the water gone. Artie Dunn has worked in pouring rain and hurricane winds in the middle of the night to keep the pumps running so our streets would not be flooded. We contact Artie when the alarm goes off on the pump on Deer Horn and he responds quickly. Thank you Artie Dunn!

I worked in automotive manufacturing all of my life. If we shut down General Motors, Ford or Chrysler heads would roll. Therefore, we had specific contingency plans. Why can't we have some other contingency plan for pump failure? Maybe a quick connect to the existing line on Doe Drive so we don't have to roll out the hose. Maybe an extra pump for quick installation when we have a pump failure. Maybe pump the water to the ocean instead of relying on our good nature and rolling out the hose because "nice matters."

Our 2 back door neighbors on Doe Drive have cut down most of their trees that soaked up the water. They are the first to complain when water stands. But no worries roll

out the hoses on the Deer Horn residents, "nice matters." Our other back door neighbor added about twice as much house as he had originally, added a pool, cut down trees and has water standing and he wonders why. Now they are in the process of filling it in so they have no water issues. This will push the water to Deer Horn Drive residents. Matt, we have been "nice," we need some help. We need better solutions instead of rolling out the hose. Please help, "Nice is Supposed to Matter."

Bob Lambert  
121 Deer Horn Drive  
Emerald Isle, NC 28594  
(252) 725-0974

**Be Advised:** This email originated from outside of the Town of Emerald Isle, NC

# ***Town of Emerald Isle***

## Drainage Improvement Process Overview

February 15, 2021



# Stormwater- A general overview

## **CURRENT STATUS:**

Emerald Isle has a series of known stormwater issues and concerns.

El staff has composed a living document that lists areas of concern, specific resident/business locations and a description of the issue(s).

Funding is a limiting factor to addressing the concerns immediately.

# Stormwater- A general overview

## GENERAL THOUGHT PROCESS

1. Emerald Isle is proceeding deliberately, based on engineering and projected project costs.
2. We do not desire to raise taxes. In order to finance the large scope storm mitigation projects, we are researching options.
3. Due to the size and scope of the issue, we intend to utilize FEMA 428 funding if acceptable.
4. Currently, Emerald Isle has up to \$524,000 in Hurricane Florence project savings.

# Stormwater- A general overview

## PROPOSED ACTION STEPS

1. An immediate projects list has been developed by staff and our engineers.
2. Today, we intend to showcase our findings.
3. Pending FEMA 428 funding approval, staff recommends the following:
  - a. Allow staff to bid the projects
  - b. Allow staff to apply for 428 FEMA funding
  - c. If approved by FEMA, the Board could review the bid results and authorize construction at the first available public meeting

# PROJECTS TO DISCUSS TODAY

- Lee Avenue: \$150,000 to \$200,000
- East Reed Drive: \$200,000 to \$250,000
- Cedar Street: \$25,000 to \$40,000

Estimated Total: \$375,000 to \$490,000

# Emerald Isle High Priority Proposed Drainage Improvement Projects

Lee Avenue Culvert

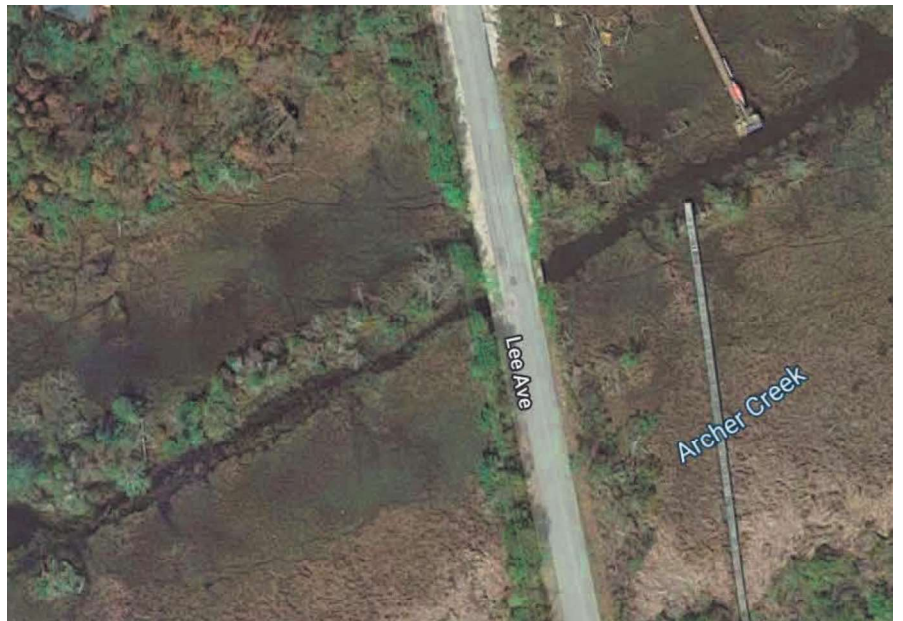
East Reed Drive

Cedar Street



# Lee Avenue Culvert Replacement

- Replace existing 60-inch culvert on Archers Creek



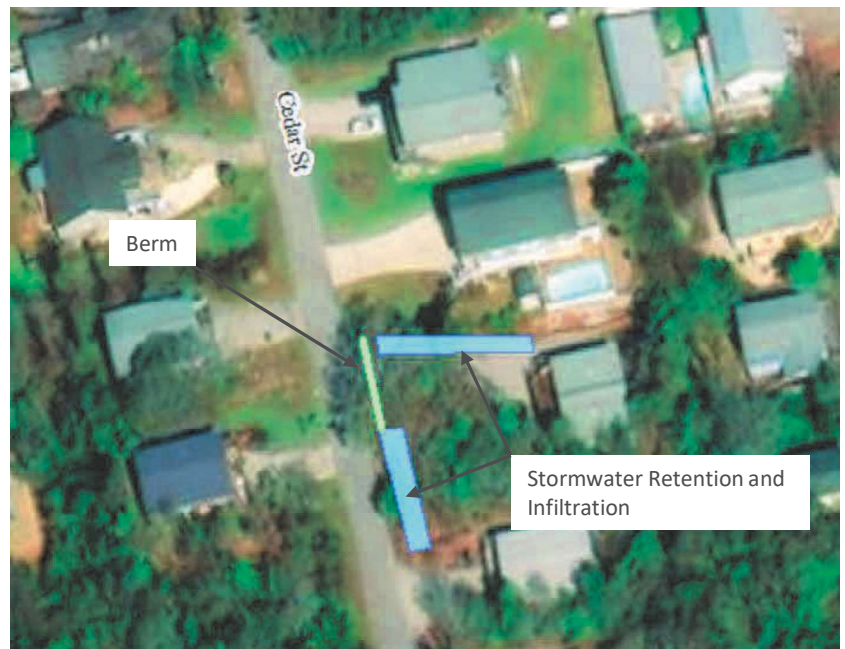
# East Reed Drive

- New Storm Drain Catch Basins
- Groundwater drawdown using Filter Sock Pipe
- Small pump station
- Reduces frequent nuisance flooding and standing water



# Cedar Street

- Protect driveway from run-on with berm (Phase 1)
- Bioretention to increase runoff storage and infiltration (Phase 2)
- Overflow conveyance (Future Phase 3)



# Total Cost Estimate for Engineering and Administration Costs

Task	Description	Total Cost
1	Field Survey	\$ 24,840.00
2	Develop 100% Bid Package	\$ 36,760.00
3	Construction Bidding and Constructing	\$ 5,560.00
4	Construction Administration and Closeout	\$ 9,604.00
	<b>Total Engineering and Administration Costs</b>	<b>\$ 76,764.00</b>

# Estimated Construction Cost

Lee Avenue: ~\$150,000 to \$200,000

East Reed Drive ~\$200,000 to \$250,000

Cedar Street Phases 1 and 2 ~\$25,000 to \$40,000

Total: ~\$375,000 to \$490,000

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:55 PM  
**To:** Jen Welborn  
**Subject:** EMERALD ISLE- Trash service levels

---

**From:** Matt Zapp  
**Sent:** Monday, October 02, 2023 9:58 AM  
**To:** Christine Rinne <[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Cc:** Nathan Rhue <[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)>; Greg Hayes <[ghayes@emeraldisle-nc.org](mailto:ghayes@emeraldisle-nc.org)>; Mark Taylor <[mtaylor@emeraldisle-nc.org](mailto:mtaylor@emeraldisle-nc.org)>; Steve Finch <[sfinch@emeraldisle-nc.org](mailto:sfinch@emeraldisle-nc.org)>; Floyd Messer <[fmesser@emeraldisle-nc.org](mailto:fmesser@emeraldisle-nc.org)>; Jim Normile <[jnormile@emeraldisle-nc.org](mailto:jnormile@emeraldisle-nc.org)>; Jamie Vogel <[jvogel@emeraldisle-nc.org](mailto:jvogel@emeraldisle-nc.org)>; Jason Holland <[jholland@emeraldisle-nc.org](mailto:jholland@emeraldisle-nc.org)>  
**Subject:** EMERALD ISLE- Trash service levels

Hi Christine,

The Town does not have issue with the trash can process or service levels.

We are pleased with the 2x weekly collection, the cost for service, and response being provided by Simmons & Simmons.

All homes in Emerald Isle must keep their trash inside of bins.

Respectfully,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Christine Rinne <[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Sent:** Friday, September 29, 2023 12:01 PM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Cc:** Nathan Rhue <[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)>; Greg Hayes <[ghayes@emeraldisle-nc.org](mailto:ghayes@emeraldisle-nc.org)>; Mark Taylor <[mtaylor@emeraldisle-nc.org](mailto:mtaylor@emeraldisle-nc.org)>; Steve Finch <[sfinch@emeraldisle-nc.org](mailto:sfinch@emeraldisle-nc.org)>; Floyd Messer <[fmesser@emeraldisle-nc.org](mailto:fmesser@emeraldisle-nc.org)>; Jim Normile <[jnormile@emeraldisle-nc.org](mailto:jnormile@emeraldisle-nc.org)>; Jamie Vogel <[jvogel@emeraldisle-nc.org](mailto:jvogel@emeraldisle-nc.org)>; Jason Holland <[jholland@emeraldisle-nc.org](mailto:jholland@emeraldisle-nc.org)>  
**Subject:** Re: Screenshot 2023-08-27 at 9.17.02 PM

**Be Advised:** This email originated from outside of the Town of Emerald Isle, NC

Hi Matt,

Thank you for your email. What about overflowing trash bins from the McMansions/rentals that are being permitted on our island-these overflowing trash bins are inviting the rats. Is that an issue you would consider solving? Thank you.

Regards,  
Christine

Sent from my mobile device.

On Sep 26, 2023, at 4:04 PM, Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)> wrote:

Hi Christine,

To my knowledge, the Town Board will not be holding any additional information sessions about rats.

The information I sent to you in the last email is the Public Service Announcement and town advice related to rodent proofing.

Animal Control is handled via Carteret County. Invasive rodents are considered a private property issue.

Therefore, I do not see Emerald Isle taking any additional steps on this issue.

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

<image001.jpg>

---

**From:** Christine Rinne <[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Sent:** Tuesday, September 26, 2023 3:41 PM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Cc:** Nathan Rhue <[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)>; Greg Hayes <[ghayes@emeraldisle-nc.org](mailto:ghayes@emeraldisle-nc.org)>; Mark Taylor <[mtaylor@emeraldisle-nc.org](mailto:mtaylor@emeraldisle-nc.org)>; Steve Finch <[sfinch@emeraldisle-nc.org](mailto:sfinch@emeraldisle-nc.org)>; Floyd Messer <[fmesser@emeraldisle-nc.org](mailto:fmesser@emeraldisle-nc.org)>; Jim Normile <[jnormile@emeraldisle-nc.org](mailto:jnormile@emeraldisle-nc.org)>; Jamie Vogel <[jvogel@emeraldisle-nc.org](mailto:jvogel@emeraldisle-nc.org)>; Jason Holland <[jholland@emeraldisle-nc.org](mailto:jholland@emeraldisle-nc.org)>  
**Subject:** Re: Screenshot 2023-08-27 at 9.17.02 PM

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Hi Matt,

I am not asking the town to rat-proof my home. I am a bit bewildered by your statement. I also did not describe any dilapidated home. We have McMansions being built (hotels), they are renting to twenty plus people and we are not changing the status of the home to a hotel. So these rental "homes" have an enormous waste issue-with over-flowing waste bins-bins that will not shut close. We are inviting rats to our lovely town due to the lack of leadership in addressing the issues at hand. I can rat proof my own home of course-I am asking for support in addressing the bigger issue-hence asking if we will get a Rat Czar? Will you be holding a tall hall or any informational zoom meeting in the near future regarding this issue specifically what is actively being done and what are our plans to get a handle on this awful rat issue. We have been here for 25+ years, and we've had rentals back then as well. The current rat issue is a bit out of hand. Can we have a plan and some action? A link sitting on a website is a pretty passive method of communication.

Thank you for your time.

Christine

Sent from my mobile device.

On Sep 26, 2023, at 10:04 AM, Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)> wrote:

Ms. Rinne,

Residents have shared concerns about rats to the Town Board and staff. The Town has responded to each inquiry.

There is a Public Service Announcement that was shared globally on August 3, 2023:

<https://www.emeraldisle-nc.org/DocumentCenter/View/1078/PSA-Rodent-Proofing-Tips?bidId=>

This information is also listed on the Town's website here:

<https://www.emeraldisle-nc.org/428/Rodent-Proofing-Tips>

If you have a specific home that appears to be in a dilapidated state, the Town's Planning Department will address investigate and address the issues.

Rodent proofing private homes and buildings is the responsibility of the owner.

Respectfully,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

<image001.jpg>

---

**From:** Christine Rinne <[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Sent:** Monday, September 25, 2023 6:41 PM  
**To:** Nathan Rhue <[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)>

**Cc:** Greg Hayes <[ghayes@emeraldisle-nc.org](mailto:ghayes@emeraldisle-nc.org)>; Mark Taylor <[mtaylor@emeraldisle-nc.org](mailto:mtaylor@emeraldisle-nc.org)>; Steve Finch <[sfinch@emeraldisle-nc.org](mailto:sfinch@emeraldisle-nc.org)>; Floyd Messer <[fmesser@emeraldisle-nc.org](mailto:fmesser@emeraldisle-nc.org)>; Jim Normile <[jnormile@emeraldisle-nc.org](mailto:jnormile@emeraldisle-nc.org)>; Jamie Vogel <[jvogel@emeraldisle-nc.org](mailto:jvogel@emeraldisle-nc.org)>; Jason Holland <[jholland@emeraldisle-nc.org](mailto:jholland@emeraldisle-nc.org)>; Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Subject:** Re: Screenshot 2023-08-27 at 9.17.02 PM

Some people who received this message don't often get email from [chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net). [Learn why this is important](#)

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Excellent. Thank you.

Have you or anyone in the town have any updates about our rat problem? Seems like with all the overflowing trash bins in our McMansion rentals(hotels) -we've perhaps invited them to stay. Have you considered a Rat Czar for EI? I am hearing cars are having to get rewired due to our rat infestation. Word is getting out. At our home, we keep everything extremely clean and they are eating my soap in my outdoor shower-don't leave that for them anymore but worried they will find a way into my home.

Thank you.

Regards,  
Christine

Sent from my mobile device.

On Aug 29, 2023, at 2:32 PM, Nathan Rhue <[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)> wrote:

Good afternoon Ms. Rinne,

I was able to visit 100 Coquina Drive earlier today and did notice the dumpster and portable toilet you referenced. First, it appears that both items are located on the property where work is taking place. Secondly, being as there was a permit issued for work on this property, both the dumpster and portable toilet are required per NC Building Code. The dumpster for debris from the job site and restroom facilities for the workers being as there are no operable facilities on site.

As it relates to the length of time those items can be located on the property is dependent on how long the project will last. Per NC Building Code and NCGS, work is required to start within six (6) months of being issued an approved permit (which appears to have happened) and must not discontinue within a year, meaning, they have to work on the project within a year of starting or run the risk of having their permit expire. In other words, if someone receives a building permit, they have 6 months to start work and then are not required to show any work

being done until a year after they start for the permit to remain valid. (Many jurisdictions take the stance that an inspection has to be performed to qualify as work continuing and, from what I understand from Carteret County, inspections have taken place.) They would then have another year to show work has continued and this cycle would legally be allowed to continue until the completion of the project. Which also means dumpsters for debris and portable toilets would be afforded to remain. Of course, this time period and method of progress is not ideal for jurisdictions, neighboring property owners, or even the builder actually doing the project for obvious reasons. However, this is a legal right permit holders are afforded and a right we as a municipality must extend per NC General Statute. So even though we have been proactive in some of the issues related to this property, as evident by Matt's timeline below, the fact that a dumpster and portable toilet remain on the property, and will continue to remain, is something that we cannot do anything about based on the law that we must uphold. However, I will get in touch with the builder to get that grass mowed around the dumpster.

Additionally, I could not agree with you more on taking the opportunities to reflect on where we've come and where we're going and I would be more than happy to sit down and listen to your specific suggestions and ideas as to how we can improve on a great product.

Nathan

---

**From:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Sent:** Tuesday, August 29, 2023 8:48 AM  
**To:** Christine Rinne <[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Cc:** Nathan Rhue <[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)>; Greg Hayes <[ghayes@emeraldisle-nc.org](mailto:ghayes@emeraldisle-nc.org)>; Mark Taylor <[mtaylor@emeraldisle-nc.org](mailto:mtaylor@emeraldisle-nc.org)>; Steve Finch <[sfinch@emeraldisle-nc.org](mailto:sfinch@emeraldisle-nc.org)>; Floyd Messer <[fmesser@emeraldisle-nc.org](mailto:fmesser@emeraldisle-nc.org)>; Jim Normile <[jnormile@emeraldisle-nc.org](mailto:jnormile@emeraldisle-nc.org)>; Jamie Vogel <[jvogel@emeraldisle-nc.org](mailto:jvogel@emeraldisle-nc.org)>; Jason Holland <[jholland@emeraldisle-nc.org](mailto:jholland@emeraldisle-nc.org)>  
**Subject:** RE: Screenshot 2023-08-27 at 9.17.02 PM

Ms. Rinne,

Thank you for clarifying that 100 Coquina is the area of concern. We cannot agree with you more. The site was undoubtedly a nuisance, eyesore, and a detriment to the entirety of those in the nearby vicinity.

**Regarding actions taken by the town to remedy the issue(s) at 100 Coquina, following is a timeline:**

1. April 27<sup>th</sup> – first letter sent by JE (date shows 2021 but return receipt and further documentation suggests that is a typo, it was sent in 2022)
2. May 12<sup>th</sup> – second letter sent by JE (certified returned undeliverable)

3. May 18<sup>th</sup> – first letter received by LAM (receipt signed)
4. June 2<sup>nd</sup> – deadline for compliance (15 days from receipt of April 27<sup>th</sup> letter)
5. June 21<sup>st</sup> – new letter by AT sent regular mail and certified return receipt (certified returned undeliverable, regular not returned)
6. July 10<sup>th</sup> – new deadline for compliance (as stated in June 21<sup>st</sup> letter)
7. July 11<sup>th</sup> – ME fielded phone conversation with Laurie Ann Mann regarding lack of compliance
8. July 12 – 29 – remediation work by Bobby Bright
9. August 11<sup>th</sup> – bill for \$3500 fines sent by ME regular mail and certified return receipt (including ordinance section and B&P quote/invoice)
10. August 22<sup>nd</sup> – ME fielded phone call from self-proclaimed boyfriend of LAM, Justin Ragsdale, with concerns regarding the bill. ME directed him to provide in writing from LAM herself (property owner).
11. August 30<sup>th</sup> – bill certified mail returned undeliverable (regular not returned)
12. August 31<sup>st</sup> – letter from Justin Ragsdale (with LAM signature) received

The Town ultimately engaged a contractor to remove the items and attempted to recover costs from the property owner. The property changed hands and a new owner has worked to improve the site further. Please let me know if you or others have any issues with the current state of the property.

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

<image001.jpg>

---

**From:** Christine Rinne <[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Sent:** Monday, August 28, 2023 9:33 PM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Cc:** Nathan Rhue <[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)>; Greg Hayes <[ghayes@emeraldisle-nc.org](mailto:ghayes@emeraldisle-nc.org)>; Mark Taylor <[mtaylor@emeraldisle-nc.org](mailto:mtaylor@emeraldisle-nc.org)>; Steve Finch <[sfinch@emeraldisle-nc.org](mailto:sfinch@emeraldisle-nc.org)>; Floyd Messer <[fmesser@emeraldisle-nc.org](mailto:fmesser@emeraldisle-nc.org)>; Jim Normile <[jnormile@emeraldisle-nc.org](mailto:jnormile@emeraldisle-nc.org)>; Jamie Vogel <[jvogel@emeraldisle-nc.org](mailto:jvogel@emeraldisle-nc.org)>; Jason Holland <[jholland@emeraldisle-nc.org](mailto:jholland@emeraldisle-nc.org)>  
**Subject:** Re: Screenshot 2023-08-27 at 9.17.02 PM

Some people who received this message don't often get email from [chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net). [Learn why this is important](#)

Matt-

One little note-I don't believe I have ever labeled you or your team as unprofessional-so I am a bit lost at your introduction. So, please, let me state, that by all means- your responses and your teams' responses to my emails have been professional- I appreciate your communication. However, your responses have felt a bit dismissive-but you could definitely label it as "professional". In all my emails, I am simply concerned about to our community. I am not anti-tourism and I am not anti-growth. I am worried about the level of renting, trash, and zoning. I have a concern for our community. I've been here for over 25 years and I have concerns. That is my agenda. I want us to be mindful and proactive-not just go along since it fits in your criteria. It may be time to revisit criteria for zoning, trash, lighting, renting etc. There is always a need for reflection.

The home with the dumpster is 100 Coquina.  
Thank you.

Regards,  
Christine Rinne

Sent from my mobile device.

On Aug 28, 2023, at 9:10 PM, Christine Rinne  
<[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)> wrote:

Hi Matt

Can you please tell me how residents are encouraged to limit evening lighting and diffuse lighting? My neighbor installed almost 360degree LED lightening that doesn't turn off until 11:00pm. We have asked them to reduce the lighting since it shines into our bedroom and really lights up our room even with our blinds completely shut. They are afraid of burglary and want to be able to watch their dogs used the lawn for their potty breaks from their decks-so we get to enjoy the led lighting all evening and can no longer enjoy the evening sky. So please, as a resident, can you tell me how you encourage reduce light wattage and diffuse light pollution? I have not seen anything from your office and we may have missed this encouragement and perhaps our neighbors did as well.

Thank you.

Regards,  
Christine Rinne

Sent from my mobile device.

On Aug 28, 2023, at 2:36 PM, Matt Zapp  
<[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)> wrote:

Ms. Rinne-

I wanted to follow up to your claims  
located below.

As Town Manager, I am entrusted to  
follow the rules and regulations  
outlined (by law) for all citizens of our  
community. When my office (or  
another colleague) answers a citizen  
question, we do so with kindness and  
professionalism.

I am sorry to hear that you feel the way  
you do. We take all concerns seriously  
and answer them as completely as  
possible.

#### DUMPSTER/ PORTA TOILET

I apologize if you have reported this  
issue to my office in the past.  
Please let us know the address of the  
dumpster and portable toilet you  
reference.

I suspect it may be construction  
related. If so, dumpsters are  
permissible (as are toilets for workers).  
We will inspect the site and respond  
back immediately.

#### LIGHTING

Ocean lighting is a concern for many  
people. Carteret Craven Electric  
Cooperative is the supplier of  
power. They have a dark sky compliant  
approach to all public lighting,  
especially the limited lights located  
along Ocean Drive. Residential homes  
are encouraged to reduce light wattage  
and diffuse light pollution.

Please share with our team the location of the dumpster and toilet. We will find an answer and report back.

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

<image001.jpg>

---

**From:** Christine Rinne  
<[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Sent:** Monday, August 28, 2023 12:47 PM  
**To:** Nathan Rhue <[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)>  
**Cc:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>; Greg Hayes <[ghayes@emeraldisle-nc.org](mailto:ghayes@emeraldisle-nc.org)>  
**Subject:** Re: Screenshot 2023-08-27 at 9.17.02 PM

Some people who received this message don't often get email from [chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net). [Learn why this is important](#)

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Thank you. I guess I need to check out this 10-bedroom's septic permit to understand how they figured out how to get a 10-bedroom septic and an in-ground swimming pool on the same bit of property as we have. We wanted to add a bedroom but we're stuck by the septic area and repair areas. But if this house could fit a leach field for 10-bedrooms + pool—then there is something to look into—for sure. Thank you.

I certainly disagree with you all on this home- I believe it should be slated as a boutique hotel and should be given at least 7 trash bins to avoid all the overflowing trash bins that plague ocean drive thus bringing in all the lovely rats that the island has seen these last

couple of years. If you make trash available -the rats will come and stay. I wish we were more diligent and thoughtful about what we are doing to our community.

Every question sent to Matt Zapp -the answer seems to always be-they can't do anything about- like the dumpster and port-a-potty left on a yard for over three years and Matt claims there is nothing they can do-so everyone else has to suffer and deal with the annoyance in-order to please the one homeowner who can't even mow around the dumpster-not to mention finish the project and remove the dumpster. So I am not at all surprised by this response.

"The path of least resistance" should be Emerald Isle's motto. Kindness matters only to a few folks. Kindness doesn't matter to those that leave their trash all over Ocean drive and allow rats to infest our island. Kindness doesn't matter to the homeowner who puts a dumpster and port-a-potty on their front lawn for three years-creating an unpleasant situation for the surrounding neighbors. Kindness doesn't matter to ocean-front homes that leave the lights on at night hindering the baby sea turtles.

Hope you are well too.

Thank you.

Regards,  
Christine Rinne

Sent from my mobile device.

On Aug 28, 2023, at  
10:34 AM, Nathan Rhue  
<[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)> wrote:

Good morning  
Christine,

Thank you for the questions and I will attempt to satisfactorily answer them the best way I can.

Based on the information that I was able to find, the permits issued for this project were all pertaining to a single-family residence. There is nothing in State code/law that limits the number of bedrooms for a single-family residence nor dictates that so many bathrooms are needed per bedroom (minimum number would be 1). Additionally, it appears that the septic permit for this dwelling did indicate that the home would contain 10 bedrooms and was permitted as such (septic permits are based on bedrooms versus bathrooms). Carteret County Environmental Health is the authority to approve/disapprove of designed septic systems and I would not be in the position to determine whether they were correct in issuing this or not.

In looking at the screen shot you provided, I am not sure what the intentions are of the owners but, being as

we are vacation destination, I believe it would be reasonable to assume this dwelling may be rented in the future. If that is the case and per the Town's ordinances, this would be defined as a "bed and breakfast" which is "a single-family dwelling that consists of a single dwelling unit together with the rental of one (1) or more dwelling rooms on a daily or weekly basis. Bed and breakfast facilities shall be limited to a maximum of twenty (20) dwelling rooms for rent." So, if this is the case with this dwelling, it would comply with the Town's ordinances.

As it relates to the work you are interested in doing on your home, I would be more than happy to sit down with you and see what, if anything, can be done to accommodate your vision. As you noted from previous conversations with the Town, if your intentions are to add another bedroom above your septic permit, your septic system would need to be modified to accommodate this increase. Again, Carteret County Environmental Health would be able to assist you more thoroughly than I would being they are the authority. They

can be reached at 252-728-8499 for more specific information.

I hope this information was beneficial and I invite you to let me know if you have any additional questions or need more clarification.

Thank you.

Nathan

---

**From:** Matt Zapp  
<[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Sent:** Monday, August 28, 2023 9:15 AM  
**To:** Christine Rinne  
<[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Cc:** Nathan Rhue  
<[nrhue@emeraldisle-nc.org](mailto:nrhue@emeraldisle-nc.org)>  
**Subject:** RE: Screenshot 2023-08-27 at 9.17.02 PM

Hi Christine,

Good morning and thank you for the email.

Our Planning Director Nathan Rhue will review your questions and respond soon.

We hope you are doing well.

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)

<image001.jpg>

---

**From:** Christine Rinne  
<[chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net)>  
**Sent:** Sunday, August 27, 2023 9:20 PM  
**To:** Matt Zapp  
<[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Subject:** Screenshot  
2023-08-27 at 9.17.02 PM

[You don't often get email from [chrisrinne@earthlink.net](mailto:chrisrinne@earthlink.net). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Be Advised: This email originated from outside of the Town of Emerald Isle, NC

This house also has a pool. Where is their 10 bedroom leach field. How is ok for them to have ten bedrooms and a pool and the same land I have and I can't add a bedroom due to not enough leach field since I need to have land for a repair. I can't even put a pool in. I have a 1400 square foot home-cereal box shaped home-garage-bedrooms and then living space. And this monster can get all that in the same land? Please tell me how this works.

<image002.png>

Sent from my mobile  
device.

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:55 PM  
**To:** Jen Welborn  
**Subject:** FW: Removal of waste/recycling containers at Randy's Way

---

**From:** Matt Zapp  
**Sent:** Friday, June 23, 2023 2:31 PM  
**To:** CARY CLOSE <CARY@closefamilylaw.com>  
**Subject:** RE: Removal of waste/recycling containers at Randy's Way

Hi Cary and James,

Thank you for the email and the question.

Emerald Isle implemented a more robust Pack It In/Pack It Out program at public beach accesses in 2023. Previously practiced only during the winter months, the Town now extends the Pack It In/Pack It Out program throughout the year.

Pack It In/Pack It Out is part of the Seven Principles of the 'Leave No Trace' program. The principles provide guidance to enjoy our natural world in a sustainable way that avoids human-created impacts.

The reduction of beachside waste bins can help reduce invasive rodents, insects and eliminate odors. Less cans will further enhance natural and scenic views along Emerald Isle's 12-plus miles of beach.

Similar programs in Carolina Beach, Wrightsville Beach, and other Outer Banks beaches have successfully reduced visitor-induced impacts. Guests of Emerald Isle are asked to help keep our community beach pristine and carry out all their trash.

The Town of Emerald Isle maintains 75 public beach access points to the Atlantic Ocean. Each of these access areas will continue to have trash receptacles at the street, near each entry point. Public trash cans will be emptied every Monday and Friday. The frequency of service can be increased as needed.

In addition to the public trash receptacles located along Ocean Drive, approximately 22 high density locations will retain trash containers on the beach strand during peak season. Oceanfront cans will be serviced at least 3 times per week. These bins are located at 3rd, EORA, Cedar Tree, James, Lee, Cedar, Beach Front RV, Bogue Inlet Pier, Camp OC Forest, Ocean Crest, Sound of the Sea, Boardwalk RV, Islander, WORA, Queens Ct, Holiday Trav L, Pebble Beach, Dolphin Ridge, Spinnakers, Point Emerald Villas, Lands End and Channel.

Randy's Way beach goers are asked to carry their refuse to the Ocean Drive roll out cans. This will help the town, the environment, and the teams working to keep the beach clean.

If you want to read the entire story shared on March 29, 2023, please click here: <https://www.emeraldisle-nc.org/CivicAlerts.aspx?AID=159>

We hope you have a wonderful and safe weekend!

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



# EMERALD IS



# LEAVE NO TRACES

➔ **PACK-IT-IN/ PACK-IT-OUT**

➔ **NO GLASS ON THE BEACH**

➔ **PICK UP AFTER PETS**

➔ **FILL IN HOLES YOU  
DIG ON THE BEACH**

➔ **REDUCE THE USE**



---

**From:** CARY CLOSE <[CARY@closefamilylaw.com](mailto:CARY@closefamilylaw.com)>  
**Sent:** Friday, June 23, 2023 1:53 PM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Subject:** Removal of waste/recycling containers at Randy's Way

**Be Advised:** This email originated from outside of the Town of Emerald Isle, NC

Hi Matt, hope you are doing well. We were wondering if you could share the reason that our trash and recycling cans have been permanently removed from the Randy's Way access. We see that they remain at the accesses in all the gated communities West of us (Dolphin Ridge, Spinnaker's Reach, Land's End).

Thanks very much.

Cary and James  
117 Page Place

Get [Outlook for iOS](#)

## Jen Welborn

---

**From:** Matt Zapp  
**Sent:** Thursday, August 08, 2024 12:53 PM  
**To:** Jen Welborn  
**Subject:** RATS: Town Problem @ 110 E Summer Place

---

**From:** Matt Zapp  
**Sent:** Tuesday, December 13, 2022 11:50 AM  
**To:** Shawn Banks <[snbanks@ncsu.edu](mailto:snbanks@ncsu.edu)>  
**Cc:** Dina Murray <[dlmurra4@ncsu.edu](mailto:dlmurra4@ncsu.edu)>; Greg Hayes <[ghayes@emeraldisle-nc.org](mailto:ghayes@emeraldisle-nc.org)>; Joe Smith <[jsmith@emeraldisle-nc.org](mailto:jsmith@emeraldisle-nc.org)>; Michael Panzarella <[mpanzarella@emeraldisle-nc.org](mailto:mpanzarella@emeraldisle-nc.org)>; Michelle Eitner <[meitner@emeraldisle-nc.org](mailto:meitner@emeraldisle-nc.org)>; Anna Smith <[asmith@emeraldisle-nc.org](mailto:asmith@emeraldisle-nc.org)>; [shill@boguebankswater.com](mailto:shill@boguebankswater.com)  
**Subject:** RE: RATS: Town Problem @ 110 E Summer Place

Hi Shawn (and Dina)-

Thank you for receiving our inquiry and responding with the data found below.

I have copied our team that fields most of these calls and works to combat the issue with public information.

Below, I highlighted the link you provided to the information on Rodent Proofing for Winter:

- <https://schoolipm.ncsu.edu/rodent-proofing-for-winter/>
- We will encourage our friends at the Bogue Banks Water Department to consider sharing the data with their customer base.
- Plus, Town staff will share this data socially and via our electronic newsletter.

Again, thank you for the thoughtful and thorough response.

Thank you,  
Matt

**Matt Zapp**  
**Town Manager**  
252-354-3424  
[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** Shawn Banks <[snbanks@ncsu.edu](mailto:snbanks@ncsu.edu)>  
**Sent:** Tuesday, December 13, 2022 10:02 AM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Cc:** Dina Murray <[dlmurra4@ncsu.edu](mailto:dlmurra4@ncsu.edu)>  
**Subject:** Re: RATS: Town Problem @ 110 E Summer Place

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Matt,

I wanted to share this with you. The rat that is like the problem is the [Norway Rat or Brown Rat](#). This rat can often be found living where people live. It's a poor climber so it is often found under houses, in barns and sheds. This rat can become rather large and can be scary to run into if you aren't expecting it. Putting poison out to control this rat could also lead to poisoning of opossums, racoons, and possibly turtles.

There is also a field rat or [hispid cotton rat](#) that is much smaller, but is often found in the tall grass and not so much in houses or places where people are.

You very likely already have this information and have already passed it along to the homeowner, but I thought it wouldn't be a bad idea to pass this along to you as well. [It's a publication on Rodent Proofing for Winter](#). It talks about all the things people can do to make sure they are not inviting rats and mice into the home for a free meal. Integrated Pest Management (IPM) strategies are talked about in the publication including reducing food and nesting opportunities. [It might be a good publication \(one pager front and back\) to include with a water bill](#) or electric bill so everyone will have the same information.

In my experience controlling rats is like controlling mosquitoes. The more people who will practice IPM for the pest the better the control will be. The one thing that I would add to the publication is allowing the snakes, especially the black rat snake, to do its thing in controlling the rats rather than killing the snakes.

I'm not an expert on controlling rodents, but I do know a couple of specialists that work in wildlife control that I could call on if you need me to get more information from them. As a general rule we don't come out and do the work of the exterminator, but we do pass on information on how to control problems. I mostly work with plants and insects, but like I said, if you need me to contact the wildlife specialist at NC State University, I'll be happy to do that for you.

I hope some of this is helpful.

Shawn

On Tue, Dec 13, 2022 at 8:22 AM Dina Murray <[dlmurra4@ncsu.edu](mailto:dlmurra4@ncsu.edu)> wrote:

----- Forwarded message -----

From: **Matt Zapp** <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
Date: Mon, Dec 12, 2022 at 11:28 AM  
Subject: RATS: Town Problem @ 110 E Summer Place  
To: [dlmurra4@ncsu.edu](mailto:dlmurra4@ncsu.edu) <[dlmurra4@ncsu.edu](mailto:dlmurra4@ncsu.edu)>

Hi Dina,

I wanted to follow up on a voicemail I left at your extension. My apologies for the length of the message.

Emerald Isle has received a handful complaint calls, visits, and emails pertaining to rats in private homes/structures.

**Does your team offer up any recommendations or solutions to combat rat/ rodent eradication?**

Any information your staff can share would be wonderful.

Thank you,

Matt

**Matt Zapp**

**Town Manager**

252-354-3424

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** m hynes <[mphynes@yahoo.com](mailto:mphynes@yahoo.com)>

**Sent:** Monday, December 12, 2022 9:02 AM

**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>

**Cc:** [shill@boguebankswater.com](mailto:shill@boguebankswater.com); Jason Holland <[jholland@emeraldisle-nc.org](mailto:jholland@emeraldisle-nc.org)>; Joe Smith <[jsmith@emeraldisle-nc.org](mailto:jsmith@emeraldisle-nc.org)>; Michelle Eitner <[meitner@emeraldisle-nc.org](mailto:meitner@emeraldisle-nc.org)>

**Subject:** Re: RATS: Town Problem @ 110 E Summer Place

You don't often get email from [mphynes@yahoo.com](mailto:mphynes@yahoo.com). [Learn why this is important](#)

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Matt

I appreciate your response back to me, but as you acknowledged it was not what I am seeking. **Action is needed here.** Yes homeowners (like myself) are using exterminators, traps, and bait to address this/"remedy" as the town suggests. However, EI homeowners are the nucleus here at EI. Our taxes and property need to be protected. Our property is getting destroyed! Homes (waterlines, ventilation systems, etc) and vehicles (cars, boats, golfcarts etc) are being damaged and we need the Town's support . . . . .

This is no different than flooding, toxic pollution etc. This MUST be addressed! The town addressed flooding issues by spending huge money on water systems to adequately move water and reduce the risk of flooding. The town must support and correct the issue IT created by eliminating feral cats. **This isn't something we can ignore** - I have seen the rats and have had 3 separate property issues (so far) caused by the rats this has cost me a lot of money. I can't accept "it is the homeowners responsibility" . . . . According to your response . . . . it was discussed (you and the Mayor). . . .but nothing is planned.

You also state the cat population is handled. What is the policy? Obviously the cat reduction facilitated the over population of rats. Therefore, the Town's feral cat program created this issue! . . I have owned this property since 2017. This problem has grown each year and now is the time we need to make changes. EI is dependent on tourism. We can't afford this problem to continue as it is.

I'm renting my property during the season, but I will get outdoor cats to protect my home if the town is unwilling. I need to understand what the town will do to outdoor cats and work together here. I have not heard of feral cats destroying property like I have experienced with rats.

Matt - Let's reverse this path of the rat's destruction of homes, vehicles and property with a well thought out plan for mitigation! What about an owl-program to bring in additional owls to combat the issue. How about re-introducing feral cats in a systematic - safe way to assist with the ever growing rat population! Rats can breed 2000 offspring per year. This is going away with only homeowners (reacting after destruction occurs) with exterminators. The rats will move to the next door neighbors. Exterminators trapping 2 -4 rats a week isn't going to slow this down! This needs a macro approach to this very serious issue.

I look forward to working together to address the rat issue. We as a community, need to save our property from destruction as well as the potential for disease issues prevalent with rats.

Mike Hynes

110 E. Summer Place

On Friday, December 9, 2022 at 10:55:32 AM EST, Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)> wrote:

Hi Mr. Hynes,

We are bothered to hear that you have had such a difficult time in 2022. Rats can be a difficult varmint to eradicate.

### **Cats**

In years past, Emerald Isle worked on the reduction of our local feral cat population. There are small pockets of the island where residents have been feeding feral cats. Other than these isolated locations, the EI cat population is under control.

### **Rats**

We are aware that residents and property owners are working to eradicate rats from private residences.

Management of rats is a private issue that can often be combated with the reduction of habitat and food sources (Ex: wood piles, debris, bird feeders, etc.).

As a result of reduced feral cats, one can certainly make a correlation to the increased rat population.

### **Government Involvement**

Mayor Holland and I took steps to execute research on government (town, county, and/or state) involvement in dealing with reduction of rats.

### **The NC Wildlife Helpline response is located below**

“ Typically, property owners are responsible for dealing with these issues on their property. If they are seeking assistance with a rodent problem, they can reach out to a pest control company for that assistance.

### **Emerald Isle Approach**

Emerald Isle suggests that property owners contact private exterminating firms to assist with localized rat problems.

Property owners are also encouraged to keep their property clean, secure trash receptables, and remove/eliminate stockpiled materials (wood, debris, etc.).

In your case, it sounds as if there may be a need to investigate your underpinning or crawl space access too.

I do apologize in advance, as my response is not what you desire. If you have any further information you can share, we will do our best to assist.

Thank you,

Matt

**Matt Zapp**

**Town Manager**

252-354-3424

[www.emeraldisle-nc.org](http://www.emeraldisle-nc.org)



---

**From:** m hynes <[mphynes@yahoo.com](mailto:mphynes@yahoo.com)>  
**Sent:** Friday, December 09, 2022 10:42 AM  
**To:** Matt Zapp <[mzapp@emeraldisle-nc.org](mailto:mzapp@emeraldisle-nc.org)>  
**Subject:** Town Problem

You don't often get email from [mphynes@yahoo.com](mailto:mphynes@yahoo.com). [Learn why this is important](#)

**Be Advised: This email originated from outside of the Town of Emerald Isle, NC**

Good Morning Matt,

I own 110 E Summer Place since 2017. This home was built in 1975/76 and is a brick ranch. This past June a water leak occurred that was not detected until August. The water company finally realized and reduced the \$3000. bill down to \$1500+. With the plumbing bills and other costs this was an expensive event.

This past month a realized we have a significant rat issue and have since trapped and killed 6. I now believe the rats actually punctured my water lines.

We have not had any issues in the past, and now seem to be overrun with these varmints. I have noticed a decline in the cat population and do not see any other natural combatants to assist in reducing the rat population (owls, hawks, etc).

Can the town "step up" and help us all with this significant issue? I am worried if this becomes any worse we all will suffer in home value and vacation rental values.

Happy to discuss anytime you have availability.

Mike Hynes

704 785-5444