

Weekly activity report (week ending September 28, 2018)

Town Manager:

- Met with the Cape Charles Main Street director and Jen Lewis on September 27 to discuss a variety of matters.
- Participated in the all departments' review of summer 2018 (see attached notes with highlighted possible solution sections).
- Communicated with a local reporter about the proposed yacht provisioning project.
- Met with Councilman Bennett to discuss a variety of matters.
- Reviewed October 4 and October 18 Town Council agenda packets materials and staff reports with Libby Hume.
- Interviewed three applicants for town planner position (with Tracy Outten, Jodi Outland, Ann Hayward Walker, and Bill Stramm).
- Reviewed correspondence from Town's attorney and forwarded relevant information to Council.
- Received list of VDOT right of trees proposed for removal, and replied (see attached).
- Had follow up correspondence with A-N PDC staff on trail grant application.
- Attended the meeting of non-profit group advocating rail heritage in any future use of railroad property development.
- Reviewed treasurer's report with Deborah Pocock.
- Met with, email, or called several residents and/or business owners on a variety of matters.
- Met with mayor on a variety of matters.

Town Clerk's office.

- Upcoming Meetings/Activities:
 - 9/30-10/2 – VML Annual Conference, Hampton
 - Smitty Dize, Paul Grossman, Tammy Holloway and Libby Hume attending
 - 10/2 – Planning Commission Meeting, 6PM, Civic Center
 - Agendas to be finalized, posted and distributed by 9/27.
 - 10/3 – Mayor's Office Hours, 2-4PM, Town Hall.
 - 10/4 – Town Council Work Session & Executive, 6:30 PM, Civic Center
 - Agendas and reports were finalized, and packets were posted and distributed on 9/28.
- Staff participated in the 9/24 Dept. Head Summer Wrap-Up Meeting. Issues were identified and ideas to resolve the issues were discussed.
- Deputy Clerk Tracy Outten participated in the three town planner interviews on Tuesday, 9/25.
- Libby Hume finalized her presentation for the VMCA Institute Clerks 101 class that she will be teaching on October 10.
- The public hearing notice was updated for the October 18, 2018 Town Council Public Hearing and submitted to the Eastern Shore Post and posted on www.capecharles.org along with supporting documentation for public review. The required notices to adjacent property owners were mailed.

- Magnets with town department contact information were printed out for inclusion in the next utility billing notices.

Town Planner:

- Corresponded with residents and developers about potential and impending residential\commercial development and\or zoning ordinance compliance.
- Completed writing staff reports and assembling agenda packet materials for the October 1 Wetlands and Coastal Dune Board work session, and October 2 Planning Commission regular monthly meeting (posted September 24 and 25 respectively).
- Attended dinner with the William and Mary Law School Coastal Policy Center students and faculty at the UVa Eastern Shore Research Lab in Oyster on September 27.
- Met with faculty and students from UVa Green Infrastructure Center for town tour and discussion of semester-long class project to develop green infrastructure recommendations.

Library:

- The odor was noticeable this week.
- The Friends of the Library presented Staying Safe with Social Media on Tuesday, September 25 at 5:30 at the Civic Center.
- Staff created a shelving guide for volunteers.
- Storytime was held on Thursday at 10:30.
- Lego Club met at 5:00 on Thursday, September 20.
- The Friends of the Library and the Library Board had a combined meeting and dinner on Thursday, September 27 at the Parrish Hall.
- The Garden Knitters met in the library on Friday, September 29 at 10:00.
- One of the jobs of the Library Manager is the ordering of books , CD's, DVD's ,and magazines for the library. Every two weeks I order approximately forty items for the library. The items are requested and processed by the ESPL and returned to CC for checkout.
- Staff attended *Save a Life with Three Letters: QPR*, a suicide prevention workshop on Friday at 1:00 in Belle Haven.

Harbor:

This week **34** transient boater reserved slips which hailed the Town Harbor, used the facilities to visit the Town of Cape Charles. Several vessels 15+ visited the Harbor for day trips during the Draken weekend to see the ship and walk the strip (Mason Ave). The Town Harbor netted **\$10,140.00** in sales, charges and payments transient floating slips that are full every weekend weather dependent. Minimal staffed due to vacation time and family events.

- The harbor had a great off-season week with the Draken in the Harbor. The land crew arrived Fri morning to organize their visit and logistics. Dave Fauber for providing his rental property on Cobb Station, the CC Yacht Club Members worked the docks assisting the crew and harbor guests. The ship had open house on Sat & Sun, Monday (rain out) & Tuesday the crew is down for some R&R and departed the

harbor Thursday morning. The Draken set sail for Nauticus in Hampton Roads Harbor.

- Crab season is at a slow pace. Prices are low and crabs are plentiful and market is down.
- Laundry facility is complete, Chapmans Electric to do final installation of fixtures. **(scheduled)**

Maintenance/Repairs:

- Non-ethanol fuel in out of service until farther notice. Oil Equipment Services were on site and fuel supply pipe is not repairable. **(Waiting for repair quote)**.
- The harbor staff is currently working on dock/facility, ordered lumber for replacing loose decking around the inner harbor. Wood treated decking, electrical components such as lighting and electrical pedestal parts are issues normal to marine facilities. (minimal staffing and projects are on-going)
- Harbor Focus Group meeting to be set this week, scheduled for Oct 9th @ 5PM at the Harbor office.
- General maintenance being performed on all docks. (on going)

Finance:

- The County delivered the data files for the 2018 tax billing late Thursday. There are several full days of work to be done on them before we can send them to the software provider for import.
- Jodi continued to assist with the town planner selection process.
- The treasurer's report was completed and a possible reason for the harbor revenue being a little lower than expected was discovered. Analysis is being performed in order to identify the amounts missing so that they can be corrected in the system, and a plan for daily tracking of this particular issue is being developed.
- Collections work on TOT and BPOL is ongoing.
- Accounts payable and receivable, payroll/benefits, utility billing and accounting functions were performed as usual.

Utilities:

- Routine weekly assignments.

Public works:

- Cleaned Tazewell and Bay intersection of debris in storm gutters.
- Cleaned Plum and Madison intersection of debris in storm gutters.
- Started prep for winter season.

Building\Code:

- Staff performed 10 inspections this week.
- Staff fielded several requests for information throughout the week on various topics.
- Staff continued scanning older documents to make room for new projects.
- Staff has awarded a contractor the bid for demolition of a commercial building on Mason Avenue. A permit will be applied for this week and contractor hopes to begin within 10 days.
- Jeb Brady attended a 3-day course in Richmond, Virginia on Commercial Fire Protection Systems.

Recreation\events:

- September 27 – Met with Cape Charles Main Street Director to cover any open or future concerns during the transition of Cape Charles Main Street from the Town of Cape Charles.
- Working on various Fall and Winter projects.

Library

- Trash Can/Book Drop – The library trash can was moved to brown dog and the library book drop has been used as a trash receptacle resulting in damaged and ruined library books.
Possible Solutions – Add a trash can in front of the library while the one in front of brown dog remains. Speak with Miriam, owner of brown dog, about supplying her own trash can.
 - Bike Rack in front of library full resulting in bicycles left to lie on the ground.
Possible Solutions – Repair an old bike rack at the public yards building to increase spaces. Purchase a new bike rack to increase spaces at the cost of about \$100.
 - Public Restroom – On average 5-8 people enter the library to use the restroom that are not patrons to the library.
Possible Solutions – Separate the lobby from the library to keep open past library hours as a public restroom. It was discussed there are many valuable items that can be damaged in areas that could not be separated. Add more public restrooms along Mason Avenue.
- ❖ Public Restrooms
- Strategic Plan – Council is exploring this as part of the strategic plan for the Town.
 - **Possible Solutions** include – Purchasing the Southern Comfort Rail Car and transforming to public restrooms, Portable luxury bathrooms which we would own but contract pump outs, offer incentives to business owners to open restrooms to the public.

Public Works

- Bathrooms to include harbor/beach/Central Park – There is an issue with after hours (after hours referring to public works crew being off duty) cleaning of the restrooms.
Possible Solution – Contract an outside source for cleaning. Develop a pool of part time employees that can be crossed train and work various areas, events as well as fill in the after-hours of full- time staff. It was mentioned that trash pick up could follow under this same service.
- Bay/Mason Events – Events held in this area restrict the flow of traffic to the fishing pier.
Possible Solution – Clear the open area between the fishing pier and the Pavilion to use as a designated event area.
- Expand Grounds Contract – This would free staff time that is spent weed eating, cutting grass and maintaining the grounds.

- ❖ Railroad Property – Public Works has been using the railroad bush hog to help and maintain this property as they work through the transition of ownership and responsibilities of this property. The Town wants to remain partners with this property and feels helping during this transition will continue that relationship.
- Vandalism – Summer 2018 presented itself as a hard summer in terms of respect of property by our guests. Vandalism was continuously reported in Central Park. Possible Solutions were discussed for a few of the most common issues. Cell phone charging in the gazebo leads to boredom and results in damage to the gazebo and trash being strewn all around. It was suggested the power be cut to the gazebo unless there is an event. The lights in the ceiling would remain on but the outlets would not have power unless turned on. Use of power would be requested in the use of facility form and the Recreation Department would be responsible for ensuring power was on. There is also quite a bit of damage to the black fence in the park. Possible solutions were to put an opening in the fence or contact the company to see if there were options to minimize damage. Dave Fauber will contact the fence company. It was also discussed that CCP can assist us in ensuring rules are followed during their events such as no golf carts in the park and no alcohol in the park.

Finance

- Vacation Rentals – Provide each rental with information regarding golf carts, emergency contact information, rules, park information and trash pick-up. Possible Solutions include educating Rental Agents by way of including relevant information on registration forms and providing written materials to be included in each rental. It was also suggested that we place a magnet with emergency and non-emergency numbers in each water bill so each property owner in Town has this information.
- Registration forms for vacation rental owners was discussed to best provide all information necessary to make this form as useful as we can. Possible solutions included Deb working with Jeb to catch all information needed for all departments, adding more complete contact information and providing information to rental agents to include cleaning crews need of licensing.
- ❖ This discussion brought up the issue of trash collection as it pertains to rental homes. Trash is sometimes left as most rentals are Saturday to Saturday and often there is not enough storage in one trash container for the number of tenants. Possible solutions included educating the rental agents on the fact that tenants can set out one can and two bags per Davis Disposal contract, the option for rental agents to purchase another can based on how many guests their rental sleeps at an extra charge, more than once a week pick up and asking Davis Disposal to switch from Tuesday to Monday pick up.
- Golf Cart Traffic has increased in Town and following the rules have become an increasing problem. Possible solutions will include Jimmy speaking with rental agents to include CC Ryders, Cape Charles Hotel, Yacht club and Eastern Shore Carts in April to remind them of the rules that they should pass along to renters and having rental agents sign off on information when receiving their permit. There is a golf cart information packet and rules are also listed on the Town Map.

- Beach issues included better access to the beach and the amount of busted decking. Possible solutions were better walkways, Trek decking and better maintenance of busted decking. It was also recommended that benches on Randolph would be nice to enjoy the sunset from.
- Trash on Mason Avenue is reported as being smelly on a regular occasion. One possible solution discussed was using plastic liners. Dave Fauber was confident this problem will be resolved and will report the solution to the Town Manager.
- TOT has improved but finance will continue to track down those who are not compliant.
- Season workers need to have more commitment at the beginning and end of summer. Charlie stated that there was really no solution for this as long as we continue to hire high school and college students. We cannot control when their school ends and begins. It was suggested that notes are taken on seasonal employees to help when bringing them back for another season.
- A pool of employees was discussed many times throughout the session. This would allow cross training, fill on for vacation/sick leave and help when any department has an extra work load. Possible solution was for Debbie and the Town Manager to work with staff to best utilize existing employees and then determine a reasonable amount of employees are still needed for consideration during budget.
- Staffing was an overall issue. Possible solution was to be proactive in retention and realize the Town's number one asset is the employees.
- The library does an amazing job with events. It was suggested that staff try to be as supportive as they can and plan to attend an event.
- Signage throughout Town is sometimes embarrassing with broken signs, rusted signs and signs that cannot be read anymore. Possible solutions will be discussed at a later date.

Harbor

- Additional Staffing, more specifically an Administrative Assistant is needed for the Harbor. This brought up the issue that quite a few departments need an Administrative Assistant. Possible solution is for Deb and Larry to work with staff in determining where an Administrative Assistant is needed and can we have a shared Admin or if the department needs their own.
- Shanty Parking lot is in constant disrepair and the Harbor only has one gator to maintain the property. Possible Solutions included to start over and do it correctly this time and possibly save money in the end, continue to overspend by placing a band aid over the problem in the form of more shells than budgeted or continue as is with continued staff time with improper resources. The issue of using TOT money for maintenance was brought up as it is a Town Property used for a steady revenue stream from Tourists.
- Grass maintenance is a constant issue with the only resource being a weed eater. Ben Lewis currently is responsible for weed eating only in the areas he cuts. Spraying is done by public works when time allows. Possible solution is to get rid of the boat storage area or turn it into a stone lot versus a grass lot. Currently there are 12 full time units and weekly and monthly rentals.

- Fuel System is in need of being redone. The current system is old and needs to be replaced. **Possible solution** is to replace the very old system or continue to put a band aid on something that is noticeable to the public. This is as much a maintenance issue as a public perception issue.

Police

- Budgeting has become harder for the Police Department to maintain due to the constant updating of equipment and the expense of damaged or faulty equipment. **Possible solutions** included education for departments on how to better work budgets to accommodate the unforeseeable. It was also suggested that the Police start a rotation for the replacement of equipment. Most importantly discussed was that if something is a safety issue to go to the Town Manger and not to wait.
- Harbor could assist the Police Department by requiring ID for overnight guest. This would help the Police with investigations should a crime be committed. There was some discussion about the legality of the Harbor being a Harbor of Refuge. **Possible Solutions** included Charlie doing some research to ensure this is done legally. Charlie will also communicate with the Coast Guard about better communication when a vessel is brought in for Refuge.
- Updating of the current IBR system is another unexpected expense for the Police Department. Most likely the Chief can get through 2018 with the current system but if anything breaks down it cannot be fixed at this point. **Possible Solution** is to try to work with current system until next budget and work on a back-up plan if this is not possible. Jimmy will work with Larry and Deb.
- The current body cams the police use cannot be updated due to constant updates in equipment. **Possible solution** is to work on a whole new system that can be replace the old one. Jimmy will take this opportunity to purchase a system that will take less time for downloads and free more of his time to work on other items of importance.
- 12 p.m. to 2 a.m. seems to be the time when a lot goes wrong in Town and this can be attributed to the bars being open. Is there the possibility of closing bars at 12 p.m. **Possible solution** for this is to research closing the Shanty at 12 p.m. due to the “quiet hours” of the Harbor.
- Park Bathrooms were again addressed as an issue for the Police being responsible for locking the bathrooms at night. **Possible solution** is to have this fall under the seasonal workers we may be able to pool for after hours but most likely this will remain the possibility of the Police with the understanding that they may not always get to the bathrooms as their calls to service always take priority.
- The Police Department would like to obtain the Bay currently used by the Fire Department. This is already in the process and updates will be issued as they become available.
- 4th of July barricade system is not working. The public moves the barricades and disregards any signage. **Jimmy and Jen will work together on a possible solution** and report back.

Code

- 4th of July - Fireworks Location is unclear for 2019 as well as what firework company to use. Possible solutions include finding a barge, working with Cherrystone or working with Bayshore for location. Putting the fireworks out to bid needs to be done soon. Jen and Jeb will meet and discuss and report back.
- Parade has grown in size which is good for the viewers but hard on the organizers. The participants have become increasingly rude when demands are not met. Possible solution would be for Jen to schedule her time to be on site and kindly ask people to leave if they are not happy with their assignments in the order of the parade. Another solution would be pre-registration with assigned positions.
- The maintenance on the fishing pier has been the source of a lot of complaints and poses a huge safety issue. Jimmy and Jeb have offered their help in repairs. Dave had to leave so Larry will follow up with Larry and a plan will be reported.

Community Events

- Signage for golf carts has been a big complaint from residents. Possible solutions include replacing the No Golf Cart signs and replacing the Bollards that were on Peach Street. Jen will submit a work order request for both. For information purposes a camera was placed over a busy weekend and 600+ photos were taken. Not one image showed a golf cart in the park. If we cannot catch them we cannot stop them and we cannot monitor 24/7.
- Swim advisory signs were used this summer but visibility and blown over signs were the complaint. Possible solution is to have the part time pool person put these out and maintain them. Another suggestion was to put flags out versus signs for better visibility.
- The beach kiosk on the south end of the beach has not been utilized for two years due to faulty locks. They have been replaced and worked for about two weeks before they were jammed with sand or eroded again. Possible solution is to replace with a twist lock that does not require a key so that staff can update as needed.
- The Town of Cape Charles has purchased a handicap wheelchair for public use. This will be publicized before the next "season" and information will be added to the appropriate printed materials. Checking out and policies for the chair were discussed. Possible solution includes the wheelchair being stored in the Fire Department bay and a deposit collected for incidentals. A better solution offered was for the harbor to store and release the wheelchair since they have better availability. Jen and Charlie will talk and report back.
- All signs in the Town need to be reviewed, redone or replaced. It is quite embarrassing the state of many of our signs. The biggest item to address when doing these signs is being very clear in what is enforceable and what is suggestion. It was decided we would not find a solution today and this would need to possibly be a meeting in itself at a later date. Larry will schedule with the appropriate parties and work will continue on this problem.
- Reverse angle parking is being addressed by council and the outcome will be reported to staff.

- Parking for central park events was briefly discussed. Due to limited time this item will also be readdressed.

Clerk

All issues had already been addressed

Town Manager

- Effective Communication to multiple audiences through a variety of media and platforms. Possible solution for this is still not made itself clear. Although staff does a tremendous job of getting information to the public there has to be a better way to bring all parties together and we will continue to work on this.
- Pros and cons of the 24/7 town tourism hype machine was touched on during many other department debates and warrants more time at a later date.
- Working with departments on necessary staffing levels to meet expected levels of service. Possible solution is for Deb and Larry to continue to work with Department Heads to figure this information out. This may need more group discussion as well.
- Working with departments on off-season facility assessment checklist (by December 1) and work schedules for needed repairs/upgrades by April 1. Larry will work with department heads to gather this information. This may also be open to more group discussion.
- Big blue signs full of rules – Need a working plan to take back to council with recommendations on what is needed, wanted, working and not working. This will take more group discussion.

Planning Office

- Public restrooms and parking were issues that have been previously addressed and will need to be followed up on.

Open Discussion

- Beach attendant – can call police when needed
- Dogs on beach – designated area
- Stuff left on beach – makes clean up hard, kayaks interfere with public works access to sweeping
- Beach rentals – The Town decides what services they want and then contracts out
- Official advertised lost and found

Larry DiRe

From: Larry DiRe <larry.dire@capecharles.org>
Sent: Monday, October 01, 2018 7:10 AM
To: 'Isdell, Christopher'
Subject: RE: Trees

Chris,

Over the weekend I looked at the trees slated for removal. Let me suggest that trees removed by the power company be replaced in the right of way by trees that are more appropriate in height and canopy for trees having to live under utility lines. The town benefits from tree coverage at streetside.

Thanks,
Larry

From: Isdell, Christopher <christopher.isdell@vdot.virginia.gov>
Sent: Thursday, September 27, 2018 4:38 PM
To: townmanager@capecharles.org
Subject: Trees

Good afternoon Larry,

This office has received numerous calls from residents of Cape Charles about concerns they have with some trees they think need to be removed. We have evaluated trees that are within our right of way and our staff arborist has determined the need to remove 15 trees within the town. Those locations are as follows:

-Washington Avenue from Fig Street to Bay Avenue. (1)

Past #204

On the left. Pecan tree. 24" Cracked Trunk. Possible Hornets. #614 is the corner of Washington.

-Corner of Bay Avenue and Monroe Street (5)

1 Hickory 42" on left.

1 Tree 40" on the left.

3 Cedars on the left. 14, 17, 10.

-Corner of Bay Avenue and "Harbor Street" to Mason Avenue (1)

Harbor Street

On left at 25 mi sign and across from Northampton Hotel.

1 Dead Tree 40"

-Corner of Bay Avenue and Madison Avenue (2)

-Madison Avenue

Power lines on the left

-#101 has problem tree within the power lines.

-#105 has problem tree within the power lines.

-Plum Street to Monroe Avenue (1)

548 1 dead tree 6" on the right.

-Monroe Street from Bay Avenue to Strawberry Street. (1)

Power lines in the median.

224 1 tree 32" on the right side.

Nectarine Street from Mason Avenue to Washington Avenue. (2)

Power lines on the right

1 26" Silver Maple on left between Tazewell and Randolph.

1 High Risk 32" tree on right at # 408 within the Power lines.

Peach Street from Mason Avenue to Washington Avenue (1)

1 22" silver maple on left. close to the Peach Beach Shaving Shack

Strawberry Street from Mason Avenue to Washington Avenue. (1)

Power lines on the right

1 3" tree on the left. before Strawberry and Monroe

Several of the trees identified are in conflict with overhead electric lines and we are working with ANEC to address these trees however the remainder of the identified trees will be scheduled for removal soonest.

Please let me know if there are questions or concerns.

R/

Chris

--

Chris Isdell

Accomac Residency Administrator

Virginia Department of Transportation

Hampton Roads District

23096 Courthouse Ave.

Accomac, VA 23301

Office (757)787-5858