



Pender County Government Update

Department

COOPERATIVE EXTENSION

* * *

Traci Spencer – EFYP and 4-H Youth Program Assistant

- Completed Inclusion/Diversity Training for the upcoming EYFP Community Action Planning event.
- Assisted in selling and distributing Christmas wreaths for the 4-H wreath sales benefiting the 4-H Cloverbuds.
- Attended the last Extension's Coming Together for Racial Understanding Dialogue Circle.
- Completed the required NCSU Data Security training.
- Helped facilitate Carteret Co. EYFP program.
- Had zoom meeting to start partnering with the Pender Co. Resiliency Task Force and Coastal Horizons for future EYFP programming.
- Submitted budget paperwork for EYFP cohort.
- Planned and implemented in person end of cohort surveys with the EYFP families following Covid guidelines.
- Attended 4-H "Sour Dough Science" Zoom training.
- Prepared for Burgaw Christmas Parade

* * *

Liz Peterson – 4-H Youth Development Agent

- Picked up and dispersed wreaths and garland from our fundraiser
- Raised over \$1000 in our Wreath/Garland Fundraiser
- Interview with Star News
- Met with District Attorneys, Cape Fear area and Charlotte area Resiliency champions and

coordinators

- Co-Trained a Reconnect for Resilience 2 day training
- Created partnership between our Empowering Youth and Families Program (EYFP) and Coastal Horizons
- Attended STEM SENC Partner Zoom Meeting
- Facilitated Pender County Resiliency Task Force Steering Committee meeting
- 4-H Curriculum website Zoom meeting
- Planning meeting to present at 2021 4-H Volunteer Leaders Conference
- Meeting with United Way of Cape Fear

* * *

Reatha Hoffman – Admin Secretary

- Worked with staff to process purchase orders and program expense reports through NCSU and County finance.
- Received 6 phone calls. Most calls are being routed directly to Extension agent cell phones with Agents working from home 4 out of 5 days each week.

* * *

Amy Mead – Area Natural Resources Agent – serving Pender, New Hanover and Brunswick County

- Completed Stormwater Control Measures Inspector certification
- Working to develop bioretention ponds in New Hanover and Brunswick County.
- Meeting with community partners in all three counties
- Planning a Backyard Sustainability Workshop for March/April 2021

* * *

Tiffanee Boone – Consumer Horticulture Agent

- Assisted Extension Master Gardeners with 25 green arrangements for friends across Pender County
- Coordinated a plant seed swap.

- EMG's have been weeding and teaching gardens around the Ag Building
- EMG's Speakers Bureau will conduct a virtual program about Insects in the backyard
- Answering phone calls, text, email and social media posts on: fruit tree pruning, soil sampling, EMG's training, horse feed, copper toxicity, weed and insect idea, transplanting, pruning pecan trees and ornamental plants
- Conducting maintenance work on the EMGs tool storage shed

* * *

Mark Seitz - County Extension Director and Agriculture Agent

- Taught two, two-hour, private pesticide applicator recertification courses
- Completed a woodland owners forestry management graduate course, which will be the basis for a series of forestry management workshops for landowners in 2020\1. The first will be a Learn & Burn workshop held at Camp Kirkwood on February 2, 2021\1. More information will follow.
- Helped with repairs on the Extension Master Gardener storage shed by the Extension office
- Working with homeowners on flooding issues in Morgan Cove on Old River Road
- Monitoring soybean harvest across the county, which is slow due to frequent rains.
- Coordinating planned PPE deliveries by DHHS for farmers for 2021.
- Working to reorganize and rework our Extension Advisory Board membership. Anyone who might be interested in serving on this board should call Mark Seitz @ 910-604-4287



Pender County Government Update

Department

EMERGENCY MANAGEMENT

Emergency Management County Update – October 2020

EM Responses

10/1- Motor Vehicle Accident-US Hwy 17, Hampstead

10/8-Tractor Trailer accident with Hazmat Spill, US Hwy 421, Willard

10/9-Tractor Trailer accident with Hazmat Spill, NC Hwy 53, Atkinson

10/14-Tractor Trailer accident with Hazmat Spill, I-40, Rocky Point

10/19-Land SAR, Long Ridge Road, Burgaw

Fire Investigations

10/1-Vehicle Fire, Heide Trask High School, Rocky Point

10/6-Structure Fire, Crepe Myrtle Rd, Burgaw

10/23-Burn Victim, US Hwy 117, Willard

10/23-Structure Fire, Bishop Drive, Hampstead

Fire Technical Review for New Development: 8

Plan Review & New Construction Inspections: 15

Required & Requested Fire Inspections: 21

Other Inspections: 6

- Zurcher CAD project with Mobiles in Fire & EMS truck released.
- Penderlea VFD and Rocky Point VFD received ISO Class 4 from Office of the State Fire Marshal. New rating starts February 1, 2021\.. This will reduce homeowner's insurance for many residents.
- Toured most fire stations with Fitch & Associates for the Fire & EMS Study.
- Participated in Regional DPR-3 meeting.
- Participated in County safety meeting.
- Reviewed shower options for staff during emergencies.
- Continued Fall 2020 school inspections.
- EM staff attended the virtual NCEMA Conference.

Emergency Management County Update – November 2020

EM Responses

11/02-Motor Vehicle Accident-US Hwy 421, Currie

11/06-Multi Vehicle Accident involving a school bus with injuries, US Hwy 421, Currie

11/09-Hazard Material Spill, NC Hwy 53 in the Town of Burgaw

11/09-Traffic accident involving a school bus with injuries, NC Hwy 210, Rocky Point

11/11-Motor Vehicle Accident, US Hwy 17 & NC Hwy 210 W, Hampstead

11/12-Hazard Conditions (Flooding) Herrings Chapel Rd & Malpass Corner Rd, Burgaw

11/13-Hazard Conditions (Sink Hole) US Hwy 421 @ NHC line, Wilmington

11/15-Rescue from resident from flood waters, River Bend Drive, Burgaw

11/17-Water Rescue-Croomsbridge Rd., Burgaw NC

11/20-21-Assist Lenoir County Sheriffs & EM Office with Manhunt, La Grande, NC

11/20-Traffic Accident, I-40, Willard NC

11/20-Traffic Accident with Hazardous Material Spill, US Hwy 421, Willard

Fire Investigations

11/03-Structure Fire, Rocky Point

11/11-Structure Fire (Arson) Hayes Road, Atkinson

11/11-Illegal burning fire, Sloop Point Rd., Hampstead

11/12-Structure Fire Investigation, Hayes Rd., Atkinson

11/13-Vehicle Fire, Horse Branch Rd., Burgaw

11/15-Structure Fire, Coras Grove Road, Burgaw

11/16-Vehicle Fire (Arson), Pineywoods Rd, Burgaw

11/21-Structure Fire-Marlboro Farms Rd, Rocky Point

11/21-Farm Equipment Fire, Little Kelly Rd, Burgaw

11/24-Structure Fire, US Hwy 17, Wilmington

11/29-Vehicle Fire (Arson), Mooretown Rd, Rocky Point

Deployment of Personnel and/or Equipment

- Lenoir County NC Manhunt-Incident Management Personnel (Planning Section Chief & Equipment)
- High Wheel Vehicle (EM 5-Ton) Water Rescue calls (x3)
- EM All Terrain Utility Vehicle-Medical Call in the woods
- Plum Box- Spring Lake FD, Cumberland County, NC Cyber Attack (14 Days)

Fire Technical Review for New Development: 7

Plan Review & New Construction Inspections: 14

Required & Requested Fire Inspections: 12

Other Inspections: 4

- Fall 2020 Pender County School Inspections completed.
- Staff attended Monthly TRC Meeting
- Staff attended Planning Board Meeting
- November Meeting with NCEM Area 4 Coordinator.
- EM staff has begun a full inventory of all County resources.
- Staff attended USCG Coastal Area Meeting.
- Worked on Fire District Mapping/CAD Response with GIS, Rocky Point VFD and Burgaw VFD
- DFM-Josh Elixson received his NC DOI Fire Inspector Level 1 Certification
- Continued working with Fitch & Associates on the County fire and EMS study
- EM staff worked with HR on determining emergency roles and staffing needs during disasters.
- EM staff is revising the EOC seating chart with role descriptions to assist those assigned to the EOC in understanding their responsibilities.



Pender County Government Update

Department

FACILITIES AND FLEET

Pender County Courthouse (Reference attached progress pictures):

Thomas Construction started the interior scope of repairs on June 1, 2020. Due to many unforeseen issues that have culminated over the course of the last few weeks and months, the Board of County Commissioners has approved the extension of this contract. The substantial completion date is February 19, 2021 and the final completion date is March 19, 2021. Thomas Construction has a goal of reaching final completion by February 23, 2021.

To follow are the schedule highlights:

*The elevator has been installed on the South end of the building. The metal framing is complete and the block work is being finished on the shaft.

*Jurislink demo has begun in order to receive conduit.

*Plaster repair for walls and ceilings is underway.

*Roof repairs are nearly completed.

*New HVAC units are now being set on the North end.

*Crawlspace encapsulation has begun.

*Existing hardware on doors has been removed and doors are being prepped to receive the new hardware.

*Trim work is to begin the week of 12/14.

*The site work is going well. The work on the storm and French drains are complete.

*The block work is about to begin for the ADA ramp on the South end.























Pender County Government Update

Department

PENDER FIRE AND EMS

Pender EMS and FIRE Station 28 is open and responding to calls.

PENDER EMS AND FIRE 2020								
Merge & Center								
Station				EMS Call Type Summary				
		Weekly	YTD			Weekly	YTD	
Burgaw		42	1920	Cancelled		32	1404	
Sloop Point		19	1208	Refusals		50	2691	
Hampstead		28	1405	Stand By's		0	58	
Scotts Hill		0	0	Transported		99	5025	
Surf City		14	914	Treated and Released		19	618	
Currie		11	426			200	9796	
Topsail Beach		6	340					
Union		12	756					
Rocky Point		42	1643					
Maple Hill		2	156					
Atkinson		24	1028					
		200	9796					
Stations				Fire Call Type Summary				
		Weekly	YTD			Weekly	YTD	
Burgaw		8	333	FIRE		3	95	
Sloop Point		8	402	Motor Vehicle Crash		6	347	
Hampstead		7	426	Search and Rescue		0	6	
Scott Hill		3	264	Service Calls		8	386	
Hwy 421 South		4	179	EMS First Response		22	1059	
Long Creek		7	309	Cancelled		13	418	
Topsail--OR		0	47	Ocean Rescue		0	21	
Maple Hill		0	199			52	2332	
Penderlea		12	164					
Island Creek		3	9					
		52	2332					

Suicide Deaths YTD							Overdose YTD					
	Attempts							Heroin	Pills	Other Illegal Substances	Deaths	LEO Narcotics
	Actual	0 to 18	18 to 45	45 to 65	65+	Total Attempts						
January	0	0	1	1	0	2	January	1	3	2	0	0
February	1	0	4	1	1	6	February	1	3	0	0	0
March	1	2	4	3	0	9	March	2	5	2	2	1
April	1	0	2	0	1	3	April	2	3	1	1	1
May	0	1	2	3	1	7	May	3	2	1	0	0
June	0	1	3	2	0	6	June	0	3	1	0	0
July	1	2	6	3	0	11	July	2	5	0	0	0
August	0	0	8	2	1	11	August	3	5	1	1	0
September	1	0	4	4	1	9	September	0	4	0	0	0
October	0	2	1	2	1	6	October	0	4	2	0	0
November	1	0	4	2	0	6	November	6	3	4	0	3
December	0	0	1	0	0	1	December	0	0	0	0	0
YTD TOTAL	6	8	40	23	6	77	YTD TOTAL	20	40	14	4	5

Traffic Accident Deaths YTD			AirLink Totals	
	Deaths		Number of Patients Flown	
	Deaths	Accidents	Number of Patients Flown	
January	0	62	January	1
February	2	69	February	1
March	2	53	March	0
April	1	26	April	0
May	0	64	May	0
June	1	60	June	0
July	1	65	July	0
August	0	62	August	0
September	1	68	September	1
October	0	65	October	0
November	2	81	November	
December	0	13	December	
YTD TOTAL	10	688	Total	3



Pender County Government Update

Department

REGISTER OF DEEDS

REGISTER OF DEEDS 11/01/2020-11/30/2020	
Maps Recorded	15
Marriage License Issued	63
Notary Oaths Issued	20
Vital Certificates Issued (Birth/Death/Marriage)	368
Passport Applications	14
Passport Photos	20
Total Documents Recorded	1511
Total Fees Collected	\$238,040.35



Pender County Government Update

Department

SHERIFF

We would like to congratulate and recognize three of our most recent employee retirements:

- **Sgt. Donnie Long, Court Security**
- **Detective John Leatherwood, Investigations**
- **Mary Hall, Jail**

Thank you for your service to Pender County and the Sheriff's Office.



Activity November 2020

Calls for Service		Violent Crimes	
911 Hangup	52	Murder	3
Animal Related	48	Sexual Offense/Rape	3
Assist EMS - Assault	8	Arson	1
Assist Citizen/Oth Agency	44	Totals	7
Assist EMS - OVERDOSE	5		
Assist EMS - UNCONSCIOUS	2		
Assist EMS CARDIAC	3		
Breaking & Entering	137		
Check Welfare	71		
Child Abuse	1		
Civil Papers	262		
Disorderly	5		
Disturbance	38		
Domestic Violence Call	60		
Domestic Violence Orders	19		
DWI	12		
Emergency Message	2		
Escort	32		
Fight in Progress	1		
Fireworks	1		
Fraud	28		
Harrassment	10		
High Risk Vehicle Stop	3		
Hold Up Alarm	2		
Illegal Dumping	3		
Impaired Pedestrian	2		
Information	175		
Investigate	19		
Juvenile Call/Runaway	18		
Larceny Call	29		
Meet With	66		
Mental Patient	18		
Missing Person	5		
Motor Vehicle Collision Response	13		
Noise Complaint	34		
Open Door	1		
Panic Alarm	3		
Powerline Down	1		
Property Return	1		
Property Damage	3		
Property Found	7		
Prowler	2		
Psychiatric	8		
Security Check	30		
Shoplifter	3		
Shots Fired	26		
Stab/Gunshot	1		
Stalking	1		

Activity November 2020

Stranded Motorist Assist	31
Structure Fire; Assist Fire	1
Subject Refuse to Leave	7
Suspicious Person or Vehicle	150
Threat	22
Traffic Related	74
Trespass	8
Traffic Stop	382
Unauthorized Motor Vehicle Use	3
Unkown Law Call	8
Vandalism	3
Vehicle Theft Report	7
Vehicles Recovered	1
Warrant Service	68
Water Rescue	1
Totals	2,081

Activity November 2020



Pender County Government Update

Department

TAX COLLECTIONS

1. Currently working on generating billing files for Corporate Utility tax bills. Process has been completed just finishing work on creating the files.
2. Changes have been made inside the lobby of the Howard Holly building in preparing for the tax deadline rush. Dividers have been installed at the payment windows and will also be installed for the cashiers inside the office.
3. Rollback Bills are in the process of being added to the system for Collections. Documents supporting these bills are being added to TCM and attached to each bill.
4. November Month End processes have been completed in Tax Collections
5. There are some entries being worked on in Finance that Collections has been assisting with to balance prior months.
6. There are still reports and processes that Collections is learning - one on-going project is attempting to recode/sort prior bills that have been in Foreclosure. If we can recode the prior years then more individuals will have access to those records online.



Pender County Government Update

Department

TOURISM

County Update, Nov. 15- Dec. 11, 2020

Tourism

You can tell it snowed up north! Our **digital campaign** is getting a lot of attention in the targeted regions. This campaign was paid for using CARES Act monies through Visit NC. The demand for information about the region continues to increase and our website traffic increases as well.

We continue to receive numerous **“leads”** from two campaigns we selected. This keeps the staff busy as they send either digital information or hard copies of the visitor guide to states across the Midwest, Atlantic North, Central Atlantic and SE Atlantic region.

We continue our campaign with the chambers and Burgaw, **It Matters Where You Shop**. We are filming videos of merchants for social media, which have been extremely well-received by readers and our business community.

Prior to Thanksgiving, our staff took a **“field trip”** to new local businesses. Our goal is that businesses will have contacts if they need our assistance as well as educating our staff about the various businesses so they can intelligently answer any visitor questions that may arise.

We have been distributing the **“Pender Spender”** stickers to our retailers. Our local businesses report the Pender Spender stickers have been a success!

We continue to be in communication with the **Lower Cape Fear YWCA** to bring programs to Pender County, starting with the Grandparents Support Network. This is a program needed now, during the pandemic, then ever before.

We continue to work with **Pender Education Partnership**, and we are working on developing a **Wall of Fame** which would honor successful graduates and educators from Pender Schools.

We participated in a virtual **NC Coast Host Annual Membership meeting**. This is a membership-based organization that promotes counties, accommodations and attractions east of I-95.

We met with **ITS** to discuss our needs and financial planning goals for FY 21/22\ . We have started the planning process since our due date is Jan. 18.

We continue to attend **webinars** regarding travel trends, agritourism, and growth as well as attend all Visit NC updates.

We are participating in the Retention and Wellness as well as the Holiday Planning **subcommittees**.

We have asked to consider becoming a member of the Cape Fear Workforce Development Board of Directors.

We continue to participate in the **Agritourism** webinars from the National Extension Tourism office. This week was Food and Drink tours virtually.

We met with **Cape Fear Community College** personnel to discuss an event to inform the public of the new programs that are offered in the former MOJOtone buildings. We organized an upcoming meeting with the Town of Burgaw regarding the event.

Communications

We continue to monitor social media and post news on the county website. We answer questions from social media that have been messaged via Facebook, such as a resident inquiring about a tax question.

We issued press releases to our local media.

We have answered media inquiries regarding county initiatives.



Pender County Government Update

Department

UTILITY OPERATIONS

PENDER COUNTY UTILITIES (PCU) & WATER DISTRICTS:

Kiwanis Park well startup is scheduled for next week. The Annex well continues to operate 5 days per week until Kiwanis well goes online, at which time Annex well will be temporarily disabled to complete the permanent construction. Completion of all well work is now scheduled for February, due to some minor delays for equipment deliveries related to COVID-19.

Construction of the Maple Hill Water Interconnections project is nearing completion. The NC 50 connection should be finished this week. Then construction will move over to Hardy Graham Road for the remainder of the project.

Staff work and status updates since last report:

- Inspected 8-inch water tap made by contractor in Pender Commerce Park for Polyhose
- Performed inspections at Coastal Plantation, Southside Commons, Saratoga, and Harrison Cove
- Water meter verification for accuracy and meter replacement in Coastal Plantation
- Six taps installed by Mark and Glen in the month of November
- Working on quotes for capital projects for this budget year
- Water flushing at Coastal Plantation, Olde Pointe, Riverland Drive, and Arden Drive
- 422 locates requested and performed in the last three weeks
- Completed SOC, VOC, Pesticides, Nitrites, and Radionuclei sampling for the Annex well
- Semi-annual generator inspections and maintenance completed. Working on specific maintenance on several units.
- All monthly reports last month completed and submitted

WATER PRODUCTION NUMBERS:

January 2020 Daily Avg: 1.141 MGD from Water Plant, 0.625 MGD pumped to Hampstead/Scott's Hill

February 2020 Daily Avg: 1.187 MGD from WP, 0.628 MGD to Hamp/SH

March 2020 Daily Avg: 1.283 MGD from WP, 0.004 MGD from Wallace, 0.704 MGD to Hamp/SH

April 2020 Daily Avg: 1.263 MGD from WP, 0.162 MGD from Wallace, 0.843 MGD to Hamp/SH

May 2020 Daily Avg: 1.300 MGD from WP, 0.286 MGD from Wallace, 0.959 MGD to Hamp/SH

June 2020 Daily Avg: 1.24 MGD from WP, 0.267 MGD from Wallace, 0.939 MGD to Hamp/SH

July 2020 Daily Avg: 1.374 MGD from WP, 0.364 MGD from Wallace, 1.124 MGD to Hamp/SH

August 2020 Daily Avg: 1.58 MGD from WP, 0.038 MGD from Wallace, 0.901 MGD to Hamp/SH, 786,432 gallons total Annex Well flow

September 2020 Daily Avg: 1.46 MGD from WP, 0.048 MGD from Wallace, 0.820 MGD to Hamp/SH, 0.137 MGD from Annex Well

October 2020 Daily Avg: 1.45 MGD from WP, 0 MGD from Wallace, 0.778 MGD to Hamp/SH, 0.098 MGD from Annex Well

November 2020 Daily Avg: 1.20 MGD from WP, 0.049 MGD from Wallace, 0.710 MGD to Hamp/SH, 0.082 MGD from Annex Well

WATER TREATMENT PLANT

Flow meters on GAC #2 and #3 were repaired and new displays installed. Sal replaced the level transducer on the corrosion inhibitor bulk tank. These were necessary fixes that were long overdue.

Lots of jar testing the week of November 16th due to poor raw water quality. Ferric dose was increased from 90mg/L to 140mg/L. Coordinating with Anthony and James to run Wallace BPS and the Annex Well allowed us to back our flow down and use about the same amount of chemicals as we normally would.

Completed testing on newly installed UPS on filter #4. BFPE was on site to test the fire system.

Monday December 14th, CCU will be on site to deliver new computers and two 42-inch monitors to continue with SCADA upgrades. They will be working on site and remotely that week installing our new software.

We are also continuing cleanup around the plant and winterizing of bulk storage tanks and lines.

Total plant output for November was 36.1 MG. December 1st through 7th production of 9.1MG for a daily average of 1.30 MGD.

PCP WASTEWATER TREATMENT PLANT - MKKAES (Melinda K. Knoezer Adaptive Ecosystem)

Since our last update, the plant and staff had many challenges to overcome. On the first weekend of November, we had some treatment difficulties that stopped sludge production, killing a good portion of our bugs. We have performed many jar tests to get the plant running as efficiently as possible. We have used more chemicals to try to settle the water. We have also reseeded the plant from our digester. We have had staff come in every day since this started to pull additional samples to help with discharge compliance. We also had our UV units go down the day before the Thanksgiving holiday break. We were able to overnight ship the parts we needed and get it back up and running the next day. In addition, we opened and cleaned both check valves coming out of the EQ basin (SEE PHOTO). We found handfuls of trash in both check valves. We have also winterized our equipment to protect from the upcoming cold weather season. Our numbers did go out of compliance and we notified DEQ. The numbers have now come back down.

SOLID WASTE

The Transfer Station is creating about 75 tickets daily for disposal records. Waiting time at scales is about 8 minutes IN and 8 minutes OUT. Solid waste fee collections for new construction continues and additional decals are provided as needed.

SOLID WASTE DISPOSAL TONNAGE FOR NOVEMBER 2020

MSW Kitchen trash collected	2290.19 tons
Construction & demolition	660.79 tons
Recycling	117.44 tons
Tires recycled	55.01 tons
Shreds and Whitegoods	119.52 tons
TV's Monitors	9.83 tons

