

TOWN COUNCIL MEETING

Administrative Report

Kathryn Adams
Town Manager
August 12, 2025





CAPITAL PROJECT UPDATES

(1/2) The Strategic Plan Section 6.3 is to *Enhance Pedestrian & Traffic Safety*.

It calls for 6 additional crosswalks on Beach Drive and 2 more on Oak Island Drive after completion of the one in process at 51st Street.

E Oak Island Drive Crosswalks:

- Oak Island Drive is a NCDOT road, requiring stoplights & sidewalks.
- A crosswalk is planned for 51st Street where there is a stoplight and we have been working with NCDOT for approval on sidewalks and the crosswalk.
- Sidewalks on both sides of the street are required by NCDOT on the North side of E Oak Island Drive, from NE 46th - NE 56th Streets (DOT approvals received)
- Design specifications have been completed, and the project is out for bid.
- The Bid Opening is in **2 days** (Aug 14, 2025)



CAPITAL PROJECT UPDATES

(2/2) The **Strategic Plan Section 6.3** is to *Enhance Pedestrian & Traffic Safety*.

It calls for 6 additional crosswalks on Beach Drive and 2 more on Oak Island Drive after completion of the one in process at 51st Street.

Beach Drive Crosswalks:

- As of **August 2025**, a total of **SIX (6)** solar powered ***pedestrian crosswalks*** with crossing signals have been approved, and are currently being installed along **Beach Drive** at: **57th PI W • 9th PI E • 19th PI E • SE 40th St • SE 46th St • SE 49th St**
- On each side of the street a ***pedestal signal*** will be installed. Materials have been received, with installation expected to take place throughout the **Summer 2025 Season**. The target for all crosswalks to be completed is by Fall 2025.

Three (3) ***Pedestrian Crosswalks*** have already been installed at **Barbee Blvd -&- Ocean Dr • Keziah St -&- Ocean Dr • SE 49th St -&- E Dolphin Dr.**

Pedestrian Safety projects at OakIslandNC.gov/PEDESTRIAN



HIGHLIGHTS OF THE YEAR

STRATEGIC INITIATIVES:

- First Town-wide Strategic Plan
- Departmental goals and performance measurement tied to the Budget
- CLUP update, Streetscape Plan, Bike/Pedestrian Plan all in process
- Land Plan developed and an Economic Development Strategic Plan initiated
- Code Enforcement assessment and Parking assessment completed



HIGHLIGHTS OF THE YEAR

FINANCE:

- Increased the Town's Credit Rating
- Saved \$150k/year refinancing debt
- Increased interest earnings over \$1m through investments
- New Financial software system implemented / Fiscal Policies updated
- Awarded over \$1 million in grants and have just received an award for \$3m for the beach nourishment project for a total of \$4m
- Free grant writing assistance received from the NCLM for several grants we are still waiting to hear from
- Free Economic Development Strategic Plan assistance
- No tax increase for the 8th year in a row despite slowed growth



HIGHLIGHTS OF THE YEAR

(1/2) ORGANIZATIONAL EFFICIENCY IMPROVEMENTS:

- Personnel Policy committee established / 10-year-old policies updated
- Orientation for new employees established
- Annual employee safety trainings held (AED, CPR, First Aid, Fire Extinguisher, Active Shooter) and AED's installed
- Wellness events held once a month as a lunch and learn
- Cybersecurity Assessment conducted and new safety software initiated at no cost to the Town
- Computer replacement program established, and an IT position created
- RFPs completed for new attorney and new auditor; janitorial and sidewalk construction RFP's in process



HIGHLIGHTS OF THE YEAR

(2/2) ORGANIZATIONAL EFFICIENCY IMPROVEMENTS:

- Increased Fire Service ISO Rating
- Transitioned from Fire Fee to Fire Tax
- Enhanced services with 3.5 new firefighters and consolidated Beach Safety Unit and expanded the Drone program
- Cooperative purchasing systems established and utilization of State Term Contracts for cost savings
- Departments consolidated including Parks and Recreation, Public Utilities, Development Services



HIGHLIGHTS OF THE YEAR

(1/2) CAPITAL PROJECT SUCCESSES:

- PTC8 – 11 major repair projects underway
- Beach Nourishment projects – Lockwood Folley completed, Wilmington Harbor and OSOKI contracted
- Two ADA extended mobi-mat beach access locations with ADA bathrooms and parking; new ADA assessments to begin soon
- OKI Baseball Team and enhancements to Bill Smith Park
- Expanding Stormwater services, projects, infrastructure GIS mapping, dune infiltration project
- Facilities Assessment and Fleet Assessment underway



HIGHLIGHTS OF THE YEAR

(2/2) CAPITAL PROJECT SUCCESSES:

- Rec. Center Feasibility Study complete / Pickleball Court upgrades and lighting completed
- Town Hall signage project complete
- Fitness Equipment, trees, and flagpole added around Middleton Park
- Serenity Oak tree preservation project completed (200+ trees planted)
- Façade Improvement program developed for businesses
- Damaged Mobi-Mat at SE 40th Street replaced (continuing to pursue damage and replacement compensation from the drivers)
- Boat Ramp at NE 55th St fully repaired and reopened



HIGHLIGHTS OF THE YEAR

CUSTOMER SERVICE:

- Town Hall lobby area project and new front desk support
- Cross departmental A-Team committee to address issues, create procedure manuals, training in process
- “Easy Button” created on the current website and overhaul in progress
- New Citizen Inquiry / Complaint tracking software in development
- **OKI Connection** Mobile App created and already at **1,100** downloads
- Security Camera Enhancement project for buildings and traffic
- Started first Customer Service survey
- New **Town Projects** webpage tracking and mapping capital projects
- Electronic Permit Review implemented for quicker response times
- Online Permit Portal developed for easy submittal (rolling out within the month)



2025 VIOLATION CODE CASES

From January 1 to July 31 – 1,578 Cases Closed • 286 Cases Open

*Of all cases
opened,
these remain:*

MONTH	CASES CLOSED	CASES STILL OPEN
January	49	11
February	175	26
March	298	22
April	310	15
May	340	16
June	284	45 (of which 36 are ROW obstructions)
July	95	149 (of which 118 are ROW obstructions)

Attorney List – (received courtesy letter, 1st NOV & 2nd NOV)

- 33 properties remain (2020 to 2025)
- 13 courtesy letters sent (Brough)
- 5 suits filed

Home Occupations -

From January 1 to July 31:

- 2 - Permits Issued (1 Pending)
- 5 - Violations written



CODE ENFORCEMENT UPDATES

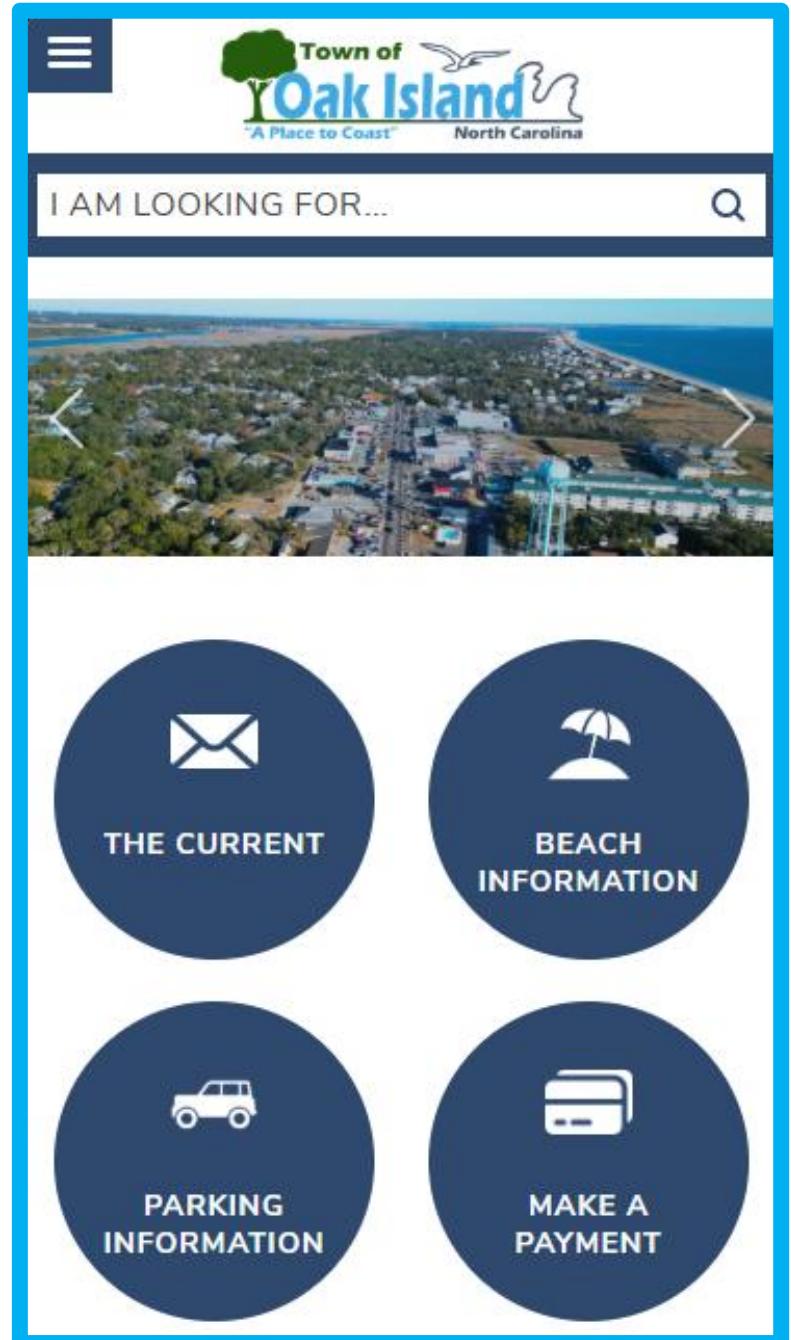
1. Revamped courtesy and notice of violation letters for improved clarity
 - Corrective action at the forefront
 - Clearly states civil penalties and process for property owner to close violation case
2. Improved file management practices
 - Uniformity
3. Created new code enforcement case tracking methods
 - Real time information sharing
4. Staff training on code enforcement best practices



THANK YOU

Connect with us anyway you like:

- The *OKI Connection* Mobile App
- The *OKInformation* email / text alerts
- Town Website at OakIslandNC.gov
- **Report A Concern** “Easy Button”
- Weekly e-newsletter *The CURRENT*



OKInformation
Oak Island Public Notification System