



2021 ANNUAL REPORT

Town of Lake Lure, NC

January 2021

Dear Lake Lure Tax Payers, Residents, Business Owners, and Guests:

It is with great enthusiasm and pride that we share the Town's accomplishments for 2021. This was a watershed year for the Town. We have made significant changes and your new Town Council, Town Staff, partners, and consultants accomplished a great deal.

We hope you will take a few moments to review this thorough summary from our team. Each department and partner has shared the highlights of their work here in this report. As always, we appreciate your support and look forward to the ongoing work ahead to strengthen our infrastructure.

The Town will sponsor community round table sessions in the coming months. We look forward to updating you again at that time. Our goal for these meetings is to provide information and also to obtain your input and feedback as we continue to work together to preserve Lake Lure for future generations.

Respectfully,
Mayor Carol Pritchett



Lake Lure, NC

"We are working together to preserve Lake Lure for future generations."

Mayor Carol Pritchett

Updates Include:

- Communications
- Community Development
- Dam/Hydroelectric Plant
- Finance
- Fire/Emergency Management
- Human Resources/ Customer Service
- Parks, Recreation and Lake
- Police
- Public Works
- Town Clerk
- Town Engineer
- Partners :
 - ~ LaBella Associates
 - ~ Schnabel Engineering
 - ~ The Policy Group

Your New Town Council



On December 14, 2021, Scott Doster and Jim Proctor took the oath of office as new commissioners for the Town of Lake Lure. They are pictured here with the new Town Council shown from left to right: Commissioners Patrick Bryant and Jim Proctor, Mayor Carol Pritchett, Commissioner Scott Doster, and Mayor Pro Tem David DiOrio.

Lake Lure's Mission

"The Town of Lake Lure finances, operates, and manages essential services for the public safety, health and general welfare of the community."

Lake Lure's Vision

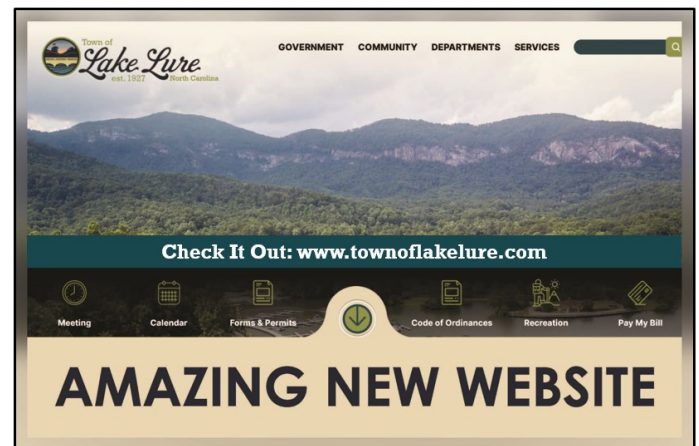
"Lake Lure, the gem of the Carolinas, is a mountain lake community that has a harmonious balance of interests of our citizens, businesses and visitors, achieved through open communication and managed growth that emphasizes fiscal responsibility and stewardship of our natural beauty and environment."

Communications

- ◆ Launched the new mobile friendly Town website in June 2021.
- ◆ The new website has a responsive design and automatically converts to the users' iPhone, tablet, or iPad.
- ◆ There is a "Mega Menu" on the top right of the screen. The user may hover over any of these key headers to see additional information and the links in each menu.
- ◆ There are also quick links in the middle of the page along with links to Town News and to Upcoming Meetings/Events.

New Mobile Town Website Features

- ◆ There is a search bar which allows you to find resources easily. The search will result in a list of documents and/or links that contain the information in the search.
- ◆ Additionally, the site contains the following
- ◆ Upgraded Council/Board Meeting Agenda, Packet & Minutes System (Note that documents are readily accessible verses having to search through folders and subfolders.)
- ◆ Online Work Orders: (Note that the public is able to submit work orders online.)
- ◆ Online Facility Rentals: (Facility Rentals can be made online with an automatic reply and email updates as needed.)
- ◆ Online Payment for Utility Bills
- ◆ Upgraded Online Parks and Trails Package (This new package offers many new features and additional information on our Parks and Trails including online maps and amenities for each park/trail.)



Grants

- ◆ To support safety requirements for the Dam, the Communications team secured three FEMA High Hazard Potential Dam Rehabilitation Grants during the past year including:
 - 1) **\$120,000** grant for the design of the Dam's reservoir drain.
 - 2) **\$ 38,070** grant for the conceptual design of a replacement for the Lake Lure Dam.
 - 3) **\$300,000** grant to support the initial field investigation and planning associated with the replacement dam and installation of the temporary access road/bridge. This grant award is anticipated in early 2022.

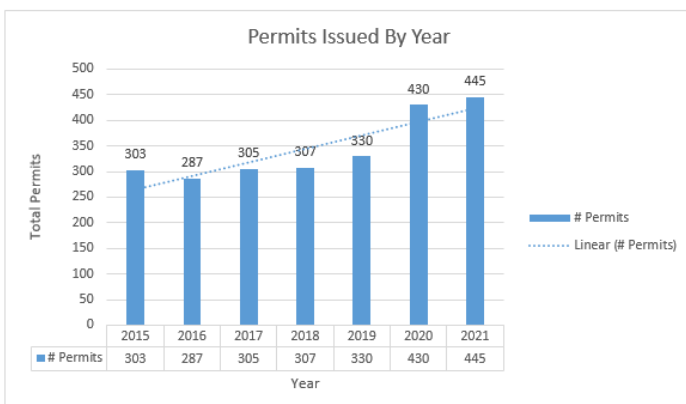
\$458,070 in FEMA Grants

Events

- ◆ The Communications team worked with Lake Lure Tours and Lake Lure Inn to host the **2021 Memorial Day Program**, recognizing Veterans who made the ultimate sacrifice for our country. The Rutherford County Sheriff's Honor Guard presented the colors. Over 100 attendees participated in the event at the Lake Lure Veterans Memorial.
- ◆ The team partnered with Rumbling Bald on Lake Lure to host the **2021 Veterans Day Program** with approximately 140 attendees. Highlights of the program included special remarks from John Longhouser MG (Ret) USA and performances by students from Lake Lure Classical Academy and songs by Katherine Cox.
- ◆ The team partnered with the Lake Lure Flowering Bridge and Lake Lure Classical Academy to host **Lighting Up Lake Lure**. This Norman Rockwell styled event brought in over 100 friends and neighbors to ring in the holidays together.

Community Development

- ◆ The Community Development Department has worked to establish a customer-supportive team in 2021. Their focus is on guiding and supporting applicants working on land use projects, through the Town's subdivision and zoning regulations. Their goal is to balance property owner interests with the Lake Lure community's common interests, building up this place we call home. The team is tasked with planning, interpreting land use regulations, issuing permits, inspecting projects and properties, and assisting with citizen questions and concerns. The Chart below illustrates another record-setting year of total permits issued, even as they have worked through staffing challenges and pandemic issues.



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- ◆ The CDD Director recruited and hired new Development and Environmental Review Specialist Rick Carpenter. He brings a strong background in planning and zoning, both residential and commercial development, from experiences in Spartanburg County, SC, to Marion, NC and Soldonta, AK. Rick is also a mountain climber and has developed climbing trails here in our community and around the country. As the new Review Specialist, Rick is administering the Zoning, Lake Structures, Soil, Erosion, and Floodplain Development Ordinances.
- ◆ We have been actively working with AT&T to meet our community's critical need for dependable cellular service. During the past 6 months, we have made great progress and now see the probability of having "4-5 bars of service" available from the other side of Chimney Rock and up the main channel of the Lake through the Paradise Point/dam area in mid-late 2022. Our mountains block signals which has complicated this project but make the reality of dependable service even more thrilling!



- ◆ The team completed and submitted the 2021 Federal Powell Bill road map and database which makes some Federal funding available to assist with maintenance of Town owned roads.
- ◆ Developed and began implementing a renewed Lake structure inspection program. The program will help the Town (owner of the Lake) and property owners (owner of structures built on the Town's Lake) identify structurally unsound docks, boat houses and other structures and work together to bring them into safety compliance with the Ordinances with the Town.

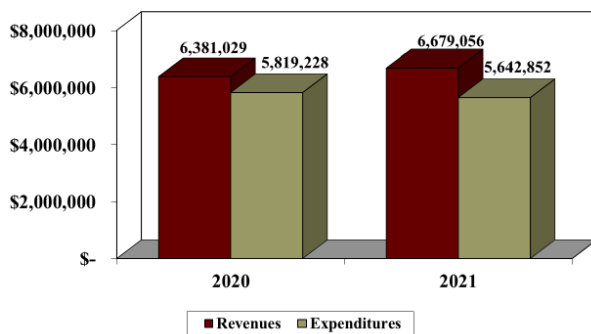
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Dam and Hydroelectric Plant

- ◆ Managed consistent Lake levels for recreational use, to the degree possible given rain during the spring/summer season.
- ◆ Kept in close contact with Communication Specialist to report changing Lake levels during storms and the Lake drawdown.
- ◆ Generated \$516,250 through Hydroelectric power generation.
- ◆ Worked closely with Town Engineer to ensure the Hydroelectric Penstock was inspected and was safe for continuous use well into the future.
- ◆ Utilized the new recurring maintenance program for all dam equipment to establish standards and ensure the highest level of functionality and safety.

Finance

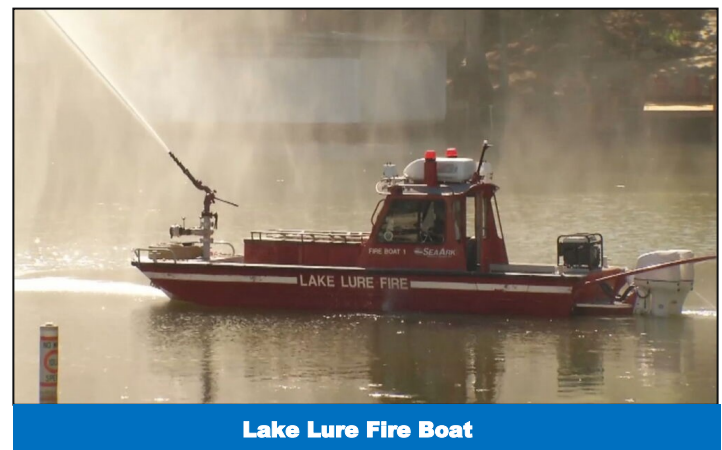
General Fund Summary



- ◆ Operated and successfully managed the Town accounting system.
- ◆ Oversaw Town finances and coordinated the Town Audit which validated an effective accounting system.
- ◆ Worked closely with department heads and key staff to develop and oversee the FY 21-22 budget process.
- ◆ Coordinated with the State to manage infrastructure funding. The Joint Conference Committee Report on the Current Appropriations Act of 2021 allocates \$16.5 million for the Lake Lure Dam and Senate Bill 105 allocates \$8 million for Lake Lure's water and wastewater infrastructure projects.
- ◆ Supported all grant applications/awards.
- ◆ Hired a new Assistant Finance Director, Human Resources/Customer Service Specialist, and Administrative Support Specialist overseeing training for each of these individuals.

Fire/Emergency Management

- ◆ All paid firefighter staff received their Advanced Emergency Medical Technicians (AEMT) Certification. The course is designed to build upon EMT knowledge and provide health professionals with advance knowledge and skills to improve their critical thinking. The AEMT course is a total of 303 hours; 196 didactic hours; 107 clinical hours.
- ◆ Ordered, installed and implemented the new Heart Monitor for our Emergency Medical Responses. This monitor will allow our AEMT's to be able to get information to Emergency Room (ER) Doctors quickly. This is the newest and most rugged heart monitor produced. With this monitor our AEMT's will be able to get CO readings, O2 readings, blood pressure, and have the capability to send these findings to the ER. This monitor will be able to document the time that medications are given to our patients while on scene. Paired with a laryngoscope appliance, we are now able to document tube placements on patients when they are intubated. This monitor will consolidate some of our equipment into a more capable compact monitor.
- ◆ Six staff members started Open Water Dive Certification setup by the Fire Department. (Chris Melton, Trey Lewis, Aaron Collins, Tyler Dills, Dean Lindsey, and Dustin Waycaster). This course prepares firefighters for water rescues when necessary.



Lake Lure Fire Boat

Human Resources/ Customer Service

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- ◆ Successfully combined Human Resources and Customer Service functions into one unit, which eliminated one full time position.
- ◆ Continued the enhancement of the employee onboarding process in order to provide relevant and useful information for new employees.
- ◆ Created a one stop service unit to aid in completion of all preliminary employment documentation.
- ◆ Began process of planning and implementing employee health fairs and information sessions to update current employees on benefits and other options available to them and their families.
- ◆ Continued to serve as a consultant and policy source to department heads and officials regarding employee relations and procedures.
- ◆ Updated employee manual and human resource material.
- ◆ As Customer Service Representative, implemented process for conversion to electronic meters for remote readings and instant billing for water and sewer.

Parks, Recreation and Lake

- ◆ Installed the new Morse Park Scenic Overlook near the gazebo with funding support from the Rutherford County Tourism Development Authority. This overlook creates a beautiful and much safer view of the lake from the gazebo and the new seawall creates greater stability.

New Lake Lure Gazebo Seawall



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New Lake Lure Gazebo Pathway

- ◆ Replaced the old non-motorized boat ramp near the ABC Store with a new, more efficient non-motorized boat ramp.
- ◆ Utilized 1,341 volunteer hours on Lake Lure parks, lake, and trails. These volunteers are managed by our Parks, Recreation, and Trails Coordinator and they assist with many projects, including trail maintenance, lake debris clean-up, landscaping, and water sample collection.
- ◆ Purchased new vital equipment for maintaining the lake. This equipment will allow removal of debris from the lake much faster.

**1,341 Volunteer Hours
Valued at over \$38,000**

- ◆ Dredged approximately 50,000 cubic yards of sediment out of the lake.
- ◆ Worked with the North Carolina Department of Environmental Quality to submit a new dredge grant for 2022 in the amount of \$750,000. These funds will allow the Town to remove more sediment from the lake in 2022.
- ◆ Successfully completed the installation of pavers on the Lake Lure walkway in front of the beach with funding support from the Rutherford County Tourism Development Authority.
- ◆ Swore in Parks, Recreation, and Trails Coordinator, Dana Bradley, as a Law Enforcement Officer. This allows the department to have two sworn officers available to monitor the Parks, Trails, and Lake.

Police

- ◆ Continued to maintain a very low crime rate for the year through professional and persistent policing.
- ◆ Continued to serve the Town by allowing unused drugs to be dropped off at the front door, with staff monitoring as citizens placed the drugs in the medication drop box. There were approximately 59 pounds of unused and old medication dropped off during 2021.
- ◆ Continued to provide our home watch program to our citizens in which they can request their residence gets a daily check by an officer if the owner is going to be out of Town for an extended period of time.
- ◆ Sent two officers to basic dive school training along with members of the Lake Lure Fire Department in an effort to create Lake Lure's first dive team. This will continue throughout this year to bring to fruition.
- ◆ Ensured a safe and productive 4th of July fireworks event.
- ◆ Conducted our second Raptor Roundup with great success, collecting approximately 100 toys for children that could use a little extra cheer this season.



Mayor Pritchett with LLPD & LLCA School Leaders

Public Works

- ◆ Cleaned and cleared 2.5 miles of ditches throughout the Town.
- ◆ Completed a ten year maintenance project on the water tower.
- ◆ Initiated a contract for remote water meter readers at significant savings to the Town.
- ◆ Found and repaired two major leaks into the Waste Water treatment Plant.
- ◆ Accomplished a refurbishment project in the chemical room at Waste Water Treatment Plant.

- ◆ Two staff members completed the Waste Water Treatment Certification.
- ◆ In order to ensure the roadways were clear, our Public works staff utilized snow plows and spreaders throughout snow/ice storm events.



Public Works in Action During Snow Storms

Town Clerk/Interim Town Manager

- ◆ Prepared agendas, attended, and recorded minutes for Town Council, ABC Board, and various other Town advisory boards.
- ◆ Submitted all required reports to the NC Secretary of State and the NC League of Municipalities (NCLM).
- ◆ Completed an online inventory of all contracts and agreements.
- ◆ Finalized the Town of Lake Lure Code of Ordinances Recodification through Municode and trained staff on the new Code of Ordinances formatting.
- ◆ Followed up with citizens to grant timely public requests and inquiries.
- ◆ Began preparing for board appointments in coordination with current members and new applicants.
- ◆ Attended a 'Hot Topics in Local Government' course.
- ◆ Worked with Town staff and NCLM to advertise Requests for Qualifications for a design-build team for the subaqueous sanitary sewer system replacement.
- ◆ Attended the Western Regional Clerk Academy.
- ◆ Cross-trained on the duties of the Administrative Support Specialist position.
- ◆ Prepared recognition for outgoing commissioners and detailed orientation materials for the new commissioners.

Town Engineer

Kurt Wright, PE, serves as the Town Engineer overseeing a variety of highly technical projects.

- ◆ Investigated the existing condition of the Firefly Cove water system. Prepared a “Basis of Design” document identifying opportunities for improvements, providing redundancies and bringing the water system into compliance with the NC Public Water Supply System.
- ◆ Developed and managed the Lake Draw-down Schedule for December 2020 through February 2021.
- ◆ Developed and managed the Lake Draw-down Schedule for November 2021 through January 2022.
- ◆ Conducted the first warranty inspection of the new structural liner (QuakeWrap) inside the Penstock with the Public Services Director. This liner was installed during the December 2019 – February 2020 drawdown period.

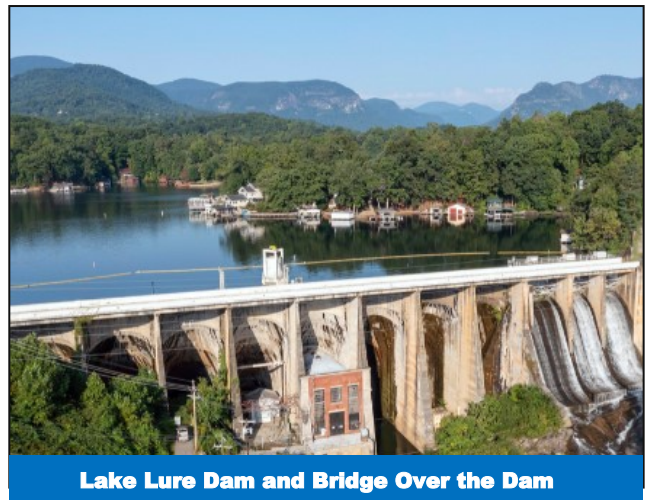
2021 Penstock Inspection



- ◆ Provided engineering guidance to Town Council as needed.
- ◆ Assisted with the Gravity Lift Sewer System that will replace the nearly 100-year-old sanitary sewer system under the lake.
- ◆ Assist the On Call Engineer, LaBella, in getting the Engineering Report/Environmental Information Document (ER/EID) approved with NC Department of Environmental Quality.

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- ◆ Attended onsite meetings with NC DEQ regarding the development and approval of the recommended alternatives which included taking DEQ officials out on the lake during the drawdown period.
- ◆ Assisted with the selection of a Design-Build Contractor for the Gravity Lift Sewer System.
- ◆ Assisted with the Special Order by Consent with the Asheville Regional office of DEQ.
- ◆ Assisted with the manhole rehabilitation project undertaken by LaBella Engineers. Construction was performed during the 2021/2022 lake drawdown period.
- ◆ Assisted with evaluation of alternatives presented by the town’s Dam Engineers, Schnabel Engineering, for the replacement of the Dam. Conducted an engineer-to-engineer conference with the NC Dam Safety Engineers and Schnabel Engineering regarding the alternative to replace the Dam.
- ◆ Assisted Lake Operations in locating sanitary sewer pipes, if any, that are under the dredging areas. Prepared a special report, “Location of Pipes in the Dredging Area: Exploratory Digging.”
- ◆ Assisted with meetings with the NCLM regarding issues related to the Hydroelectric Facility and informed them about the final clearance and approval regarding the FM Global Risk Report.
- ◆ Assisted with ongoing issues related to the wastewater interconnect between Chimney Rock Village and the Town.
- ◆ Assisted with meetings with NC Department of Transportation regarding the replacement of the bridge over the Dam.



Lake Lure Dam and Bridge Over the Dam

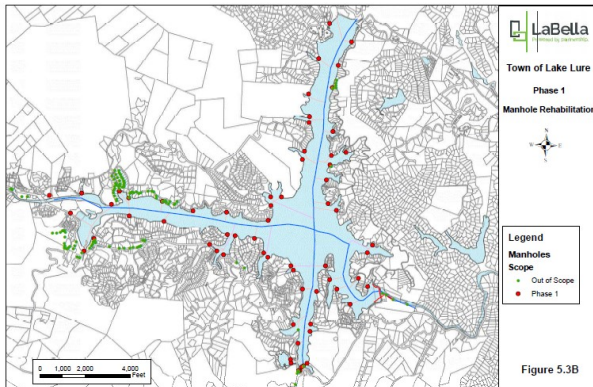
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Town Partners

LaBella Associates, Inc.

LaBella Associates, Inc. is the Town's "On Call" Sewer System engineering firm.

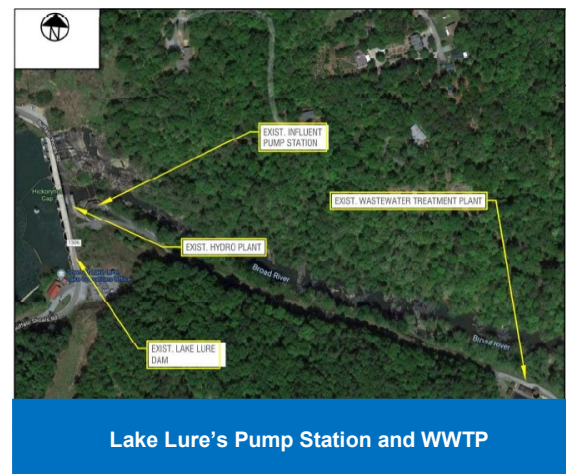
- ◆ In October 2021, the Town solicited for a Design-Build (DB) contractor to implement the Subaqueous Sanitary Sewer (SASS) replacement project. The Town selected Ruby-Collins, Inc., a highly-qualified and reputable Atlanta-based utility line contractor who teamed with the Town's On-Call Engineer LaBella Associates.
- ◆ In November 2021, the Town contracted with CTR Coatings for manhole rehabilitation, and CTR began lining the inside and outside of the 100-year old sanitary sewer manholes throughout the collection system. This provides short-term (10-15 year) reduction in the Lake water flowing to the Town's Wastewater Treatment Plant (WWTP), buying time for the implementation of the SASS Project.



- ◆ Worked closely with the NC Department of Environmental Quality's (NCDEQ) Division of Water Infrastructure (DWI) regarding plans for the SASS project, DWI approved the Engineering Report / Environmental Information Document (ER-EID) on 12/13/21, which effectively approves the Town for the \$12.5M State Revolving Fund financing of Phase 1 of the SASS Project.
- ◆ The Town completed negotiations with NCDEQ for the Special Order of Consent (SOC), an agreement that suspends regulatory enforcement action against the Town while the corrective sewer improvements are being implemented.

2022 Expectations

- ◆ CTR Coatings will complete rehabilitation of the sanitary sewer manholes in February or early March of 2022.
- ◆ The Town will solicit for a Horizontal Directional Drilling (HDD) contractor to install critical SASS pipelines below the Lake floor from east to west across the Buffalo Creek (northern) branch of the Lake, and across the Cane Creek (southern) branch. HDD installation will occur during the 2022-23 Lake Drawdown.
- ◆ The Town will solicit for a contractor to perform Phase 1 improvements at the WWTP, consisting of rehabilitation and replacement of certain solids-handling components of the facility.



- ◆ The Sewer Access Valve (SAV), being installed through the base of the Dam will be purchased and its installation will begin when it is delivered in late 2022. Once complete, the SAV will clear the way for installation of the new SASS around the Lake.
- ◆ The DB Team will be coordinating with the Town to work out design details of the SASS. Materials will be purchased, and preliminary SASS Project work (which doesn't depend on SAV completion) will be performed. (Since the SAV is not expected to be complete until near the end of the 2022-23 Lake Drawdown, the SASS installation is not anticipated to start in earnest until November 2023.)

Town Partners

Schnabel Engineering

Schnabel Engineering provides specialized expertise and design for geotechnical, dam, and tunnel engineering projects across the United States and worldwide. The firm serves as the Town's Dam Engineer.

- ◆ Developed the design for the reservoir drain at the existing Dam and provided planning services related to bidding and construction of the reservoir drain.
- ◆ Provided information to the Town to support the selection of the preferred dam rehabilitation alternative, which is a replacement dam constructed immediately downstream of the existing Dam. This included multiple presentations and coordination with Town Council.
- ◆ Developed a scope of work for the conceptual design of the replacement dam and started work on the conceptual design after receipt of grant funding.
- ◆ Developed a scope of work for the field investigations required to support the replacement dam design and supported the Town in their pursuit of funding for this project.
- ◆ Provided ongoing support to the Town with respect to public outreach and regulatory coordination. This included participation in a public meeting on August 10, 2021.

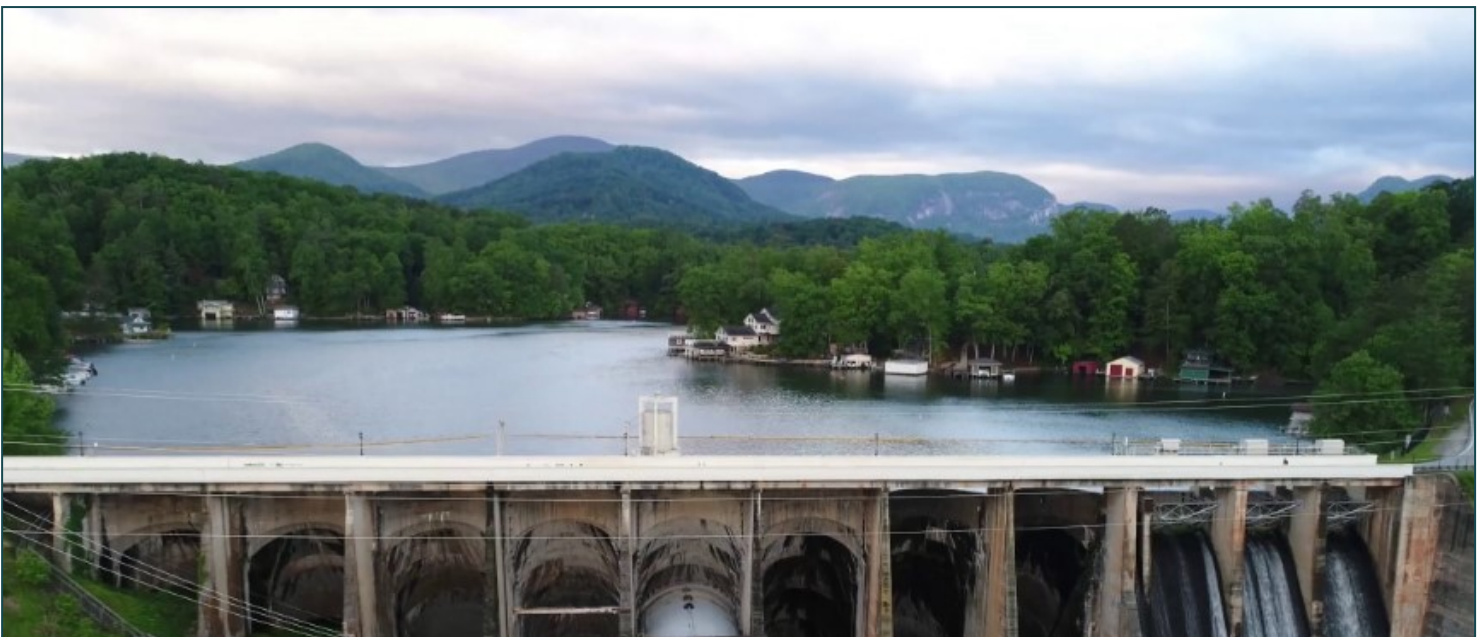


The Policy Group

The Policy Group has many years' experience in working with a wide variety of State and Federal representatives. The Town secured The Policy Group to work in a cooperative and informative way with these elected officials to ensure that state and national representatives know the needs and challenges that the Town of Lake Lure is facing. Lake Lure is a gateway into western North Carolina and it is important to ensure the Town is supported with any State and Federal funds that become available.

The following is a summary of their contributions:

- ◆ Talked to local officials about Lake Lure.
- ◆ Talked with legislative leadership about Lake Lure's infrastructure issues.
- ◆ Assisted in Issue Messaging.



Lake Lure Dam

Town Events



View of Lake Lure



Contact Us

Give us a call for more information about this report or any questions you may have.

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