



# Land Use Plan Update 2007 Citizen Opinion Survey

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## **Executive Summary**

### **Purpose and Demographics**

This project was commissioned by the Town of Kill Devil Hills to assess property owners' opinions regarding land use issues and policies to be used as one tool for the 2008 Land Use Plan Update. ECU's Center for Survey Research (CSR) administered the mail survey, entered and analyzed the data. The purpose of this report is to assist the Town in developing an updated Land Use Plan that reflects the support of those who own property in Kill Devil Hills.

The most common respondents were 50-59 years old, year-round residents who have own a single property West of US 158 and have lived in Kill Devil Hills for more than 20 years.

### **Results**

While the survey asked property owners about a variety of issues which affect the citizens and the Town, several issues emerged as critical to the majority of respondents. Concerns regarding water quality, the type and appearance of development, as well as providing for facilities for bicyclists and pedestrians were issues which held the attention of the public throughout this survey. In addition to tabulated results from the questionnaire, many people also voiced their opinions regarding these issues when posed the final two open-ended questions regarding a vision for the Town and when asked to articulate the most critical issues facing the Town.

The majority of respondents thought recreational water quality and piers/ocean fishing were important to the community. The majority also agreed that the quality of stormwater runoff draining to the ocean should be improved. There was a desire for wide beaches and a need to have access to the beach. Beach nourishment was considered the most desirable erosion abatement strategy and more respondents would be willing to pay for this strategy than any other. All of these results indicated that the beach is essential for Kill Devil Hills and the respondents want it to be wide and accessible. The large value placed upon open spaces, public beach accesses, parks/recreation areas and sidewalks/multi-use paths showed that recreational activities were important and recreational amenities were desirable. The majority of the respondents thought the Town was doing a great job in these areas. Most also thought bicycle and pedestrian crossings should be provided and sidewalks should be completed on both NC 12 and US 158 confirming the desire to increase the number and quality of bicycle and pedestrian facilities.

There were strong opinions regarding the development trends of Kill Devil Hills. Most wanted locally owned restaurants/retail instead of chain restaurants/retail. Few respondents considered night life/night clubs, entertainment/amusements and commercial businesses important features. A large number of respondents thought there was too much commercial development in Kill Devil Hills and thought the Town's regulations for development were not restrictive enough. Respondents wanted a residential family atmosphere to be promoted for their Town.

Town appearance was an important part of the results. The desire for appearance standards for commercial development in all zones was evident. Furthermore, the regulation of outdoor displays of commercial merchandise was also a desire of the majority. In addition, the appearance of NC 12 was preferred over the appearance of US 158. Responses regarding appearance signified the aspiration for character and personality, not commercialism.

Overall, the majority of citizens in Kill Devil Hills wanted to maintain the beaches and preserve recreational water quality. Most were also concerned about the width of the beach and the environment. They did not want to increase commercial development, but keep the small family beach atmosphere and character and improve the appearance of commercial buildings. The respondents also felt strongly about providing sidewalks and bicycle facilities throughout the Town.

This project is successful in assessing property owners' opinions regarding the Land Use Plan Update. Overall, most respondents are pleased with the current efforts of the Town regarding community attributes, town services, development, the environment, and transportation. All results from this report will be used to assist the Town in developing an updated Land Use Plan that reflects the support of those who own property in Kill Devil Hills. Additionally, the demographic breakdowns found throughout the report will provide helpful insight when targeting updates within certain areas and property types.

# Kill Devil Hills Land Use Plan Update

## 2007 Citizen Opinion Survey Results

### **Purpose and Methodology**

This project was commissioned by the Town of Kill Devil Hills to assess property owners' opinions regarding land use issues and policies to be used as one tool for the 2008 Land Use Plan Update. ECU's Center for Survey Research (CSR) administered the mail survey, entered and analyzed the data. The purpose of this report is to assist the Town in developing an updated Land Use Plan that reflects the support of those who own property in Kill Devil Hills.

The mail survey was administered to 5,985 property owners during May and June 2007. The names and addresses were pulled from the Dare County tax record database. All valid addresses were used for administration. Included in the mailing were a cover letter from the Town and a business reply envelope to make data collection easier. The replies were sent directly to CSR for tabulation. A drawing for twenty \$25 gift certificates, good at either Food Lion or Harris Teeter, was presented by the Kill Devil Hills Board of Commissioners as an incentive to respond to the survey. All survey materials can be found in Appendix A.

The survey was completed by 1,488 property owners for a 25 percent response rate. This response rate was lower than the 1997 survey, which had a rate of 37.5 percent. However, given the large number of valid responses, the survey can be interpreted as representative of the target population. Using a typical confidence level of 95 percent, the results have a confidence interval of +/- 2 percent. This means that if the survey was administered 100 different times under identical conditions, ninety-five percent of the trials would have results within plus or minus 2 percent of the results reported here.

### **Demographics**

#### ***Survey Respondent Age***

**Table 1. Age**

Age Group	Number of Responses	Percent
19 years or younger	3	0.2
20-29 years	22	1.5
30-39 years	114	7.8
40-49 years	250	17.0
50-59 years	444	30.2
60-64 years	199	13.6
65 and older	436	29.7

The majority of respondents (73 percent) were 50 years or older, with highest representation from those 50 to 59 years old. Less than two percent of participants were under the age of 29 and less than 10 percent were 39 years or younger. Due to the small number of responses from those 19 and younger, the results presented throughout the report in that age category have been removed.

## *Residence Group and Property Characteristics*

**Table 2. Residence Group and Property Characteristics**

<b>Residence Group</b>	<b>Number of Responses</b>	<b>Percent</b>
Year-round resident/homeowner in Kill Devil Hills	594	40.7
Part-time resident/homeowner in Kill Devil Hills	518	35.5
Non-resident owner	347	23.8
<b>Multiple Property Owner</b>	<b>Number of Responses</b>	<b>Percent</b>
Yes	241	16.5
No	1218	83.5
<b>Property Location</b>	<b>Number of Responses</b>	<b>Percent</b>
Oceanfront	113	7.6
West of US 158	911	61.2
Between the highways	460	30.9
Other	43	2.9
<b>Property Use</b>	<b>Number of Responses</b>	<b>Percent</b>
Weekly rental	264	17.7
Monthly rental	130	8.7
Private use	1130	75.9
Commercial business	35	2.4
Other	90	6.0
<b>Number of Years Lived in KDH or Owned Property in KDH</b>	<b>Number of Responses</b>	<b>Percent</b>
Less than 5 years	244	16.7
5-10 years	320	21.8
10-20 years	411	28.1
More than 20 years	490	33.4

Year-round residents/homeowners made up 40 percent of respondents. Eighty-three percent of respondents did not own multiple properties in Kill Devil Hills. Sixty-one percent owned property west of US 158 and 30 percent between the highways. Less than 10 percent (7.6 percent) owned oceanfront property. Seventy-five percent indicated their properties to be of private use whereas weekly (18 percent) and monthly (9 percent) rentals were less common. Thirty-three percent of participants have been residing in Kill Devil Hills for more than 20 years and 28 percent have been in Kill Devil Hills for 10 to 20 years.



### *Employment Status and Type*

**Table 3. Employment Status and Type**

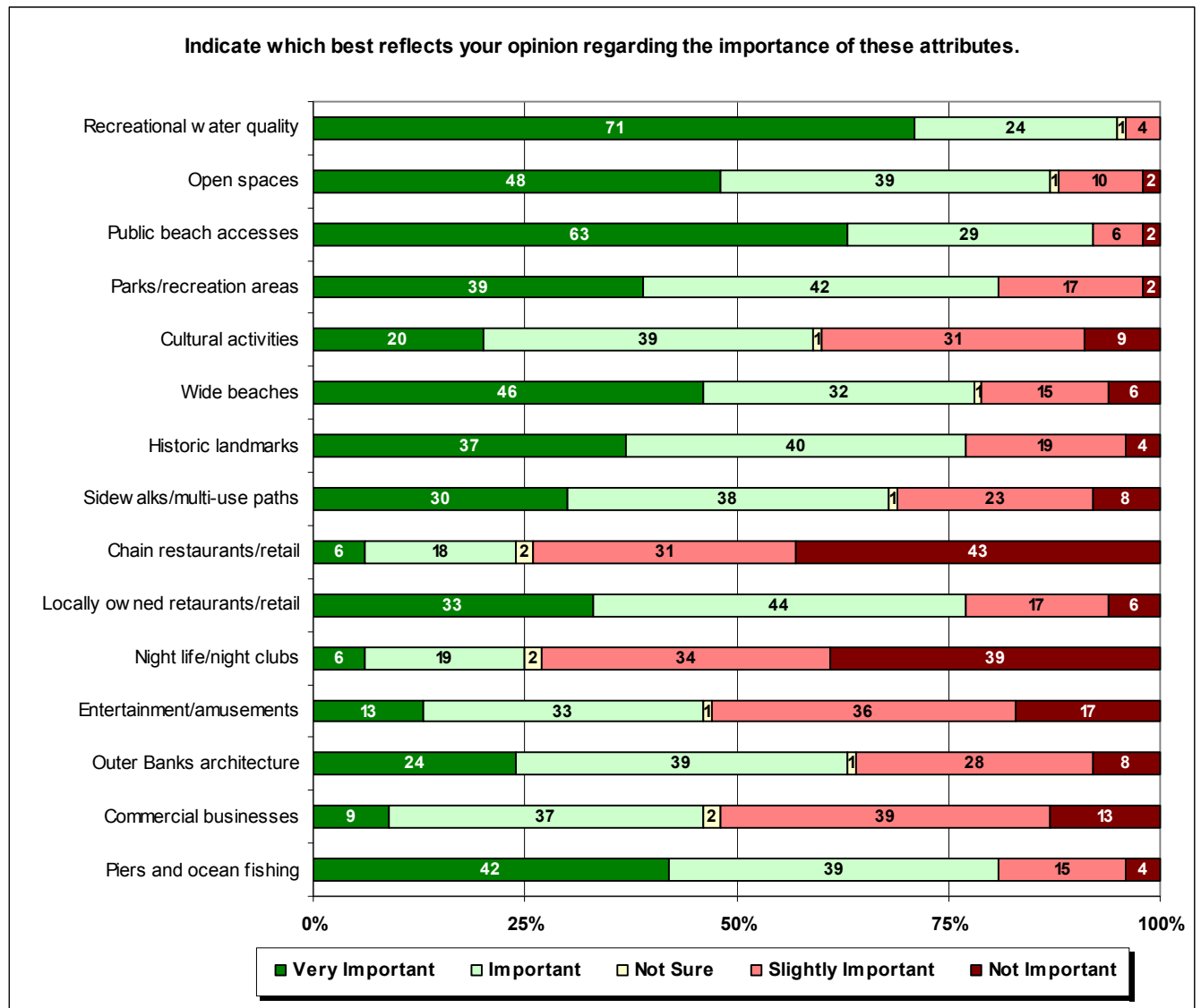
<b>Employment Status</b>	<b>Number of Responses</b>	<b>Percent</b>
Employed full-time	830	57.4
Seasonally employed	13	0.9
Employed part-time all year	14	1.0
Unemployed	75	5.2
Retired	515	35.5
<b>Employment Type</b>	<b>Number of Responses</b>	<b>Percent</b>
Government/military	109	12.0
Construction	112	12.3
Hotel/motel	14	1.9
Education	76	8.3
Sales/real estate	122	13.4
Professional/technical	321	35.2
Restaurant	23	2.5
Other	131	14.4

The majority of respondents (57 percent) were employed full-time and 35 percent were retired. Due to small numbers of responses in the seasonally employed and part-time employed categories, the data were reclassified into three general categories: employed, unemployed, and retired. Regarding employment type, the largest group was in the professional/technical category (35 percent) followed by sales/real estate (13 percent), construction and government/military (12 percent for each).

# Community Attributes

## Community Attributes

Figure 1. Overall Responses about Community Attributes (Community Attributes Question 1)



Recreational water quality (95 percent), public beach accesses (92 percent), open spaces (87 percent), parks/recreation areas (81 percent) and piers/ocean fishing (81 percent) were the five community attributes most frequently rated as important. Wide beaches (78 percent), historic landmarks (77 percent) and locally owned restaurants/retail (77 percent) were also important features to the citizens of the Town. Additionally, sidewalks/multi-use paths (68 percent) and the Outer Banks architecture (63 percent) were rated with high importance by the respondents. More than half (59 percent) also thought cultural activities were central concerns. Four attributes were reported as not important to participants. These were chain restaurants/retail (74 percent), night life/night clubs (73 percent), entertainment/amusements (53 percent) and commercial businesses (52 percent). (See Figure 1)

### Community Attributes Summary

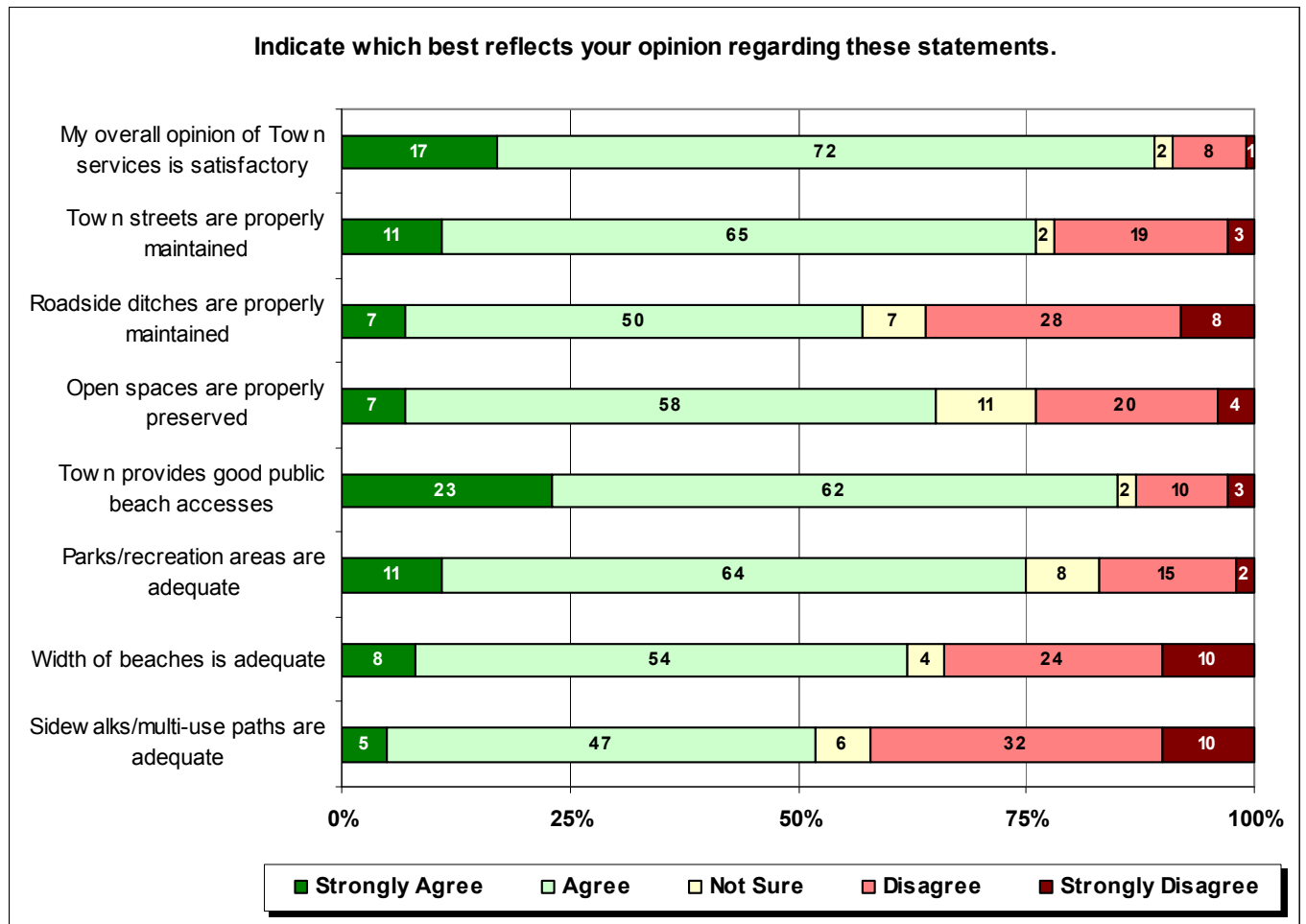
Overall, the majority of respondents thought the recreation and beaches in Kill Devil Hills were paramount. The natural amenities, family beach atmosphere, and small town qualities were crucial. The desire for a more pedestrian friendly town was apparent by the importance repeatedly placed by respondents on sidewalks and pedestrian issues. For example, individuals wrote comments about needing more sidewalks and bike paths for safer travel in Town and to the beach. There were also comments from respondents regarding beach preservation, wide beaches and beach access amenities, which further supported the importance of these amenities in Kill Devil Hills.

# Town Services

## Town Services

### Opinions of Town Services

Figure 2. Overall Responses about Town Services (Town Services Question 1)



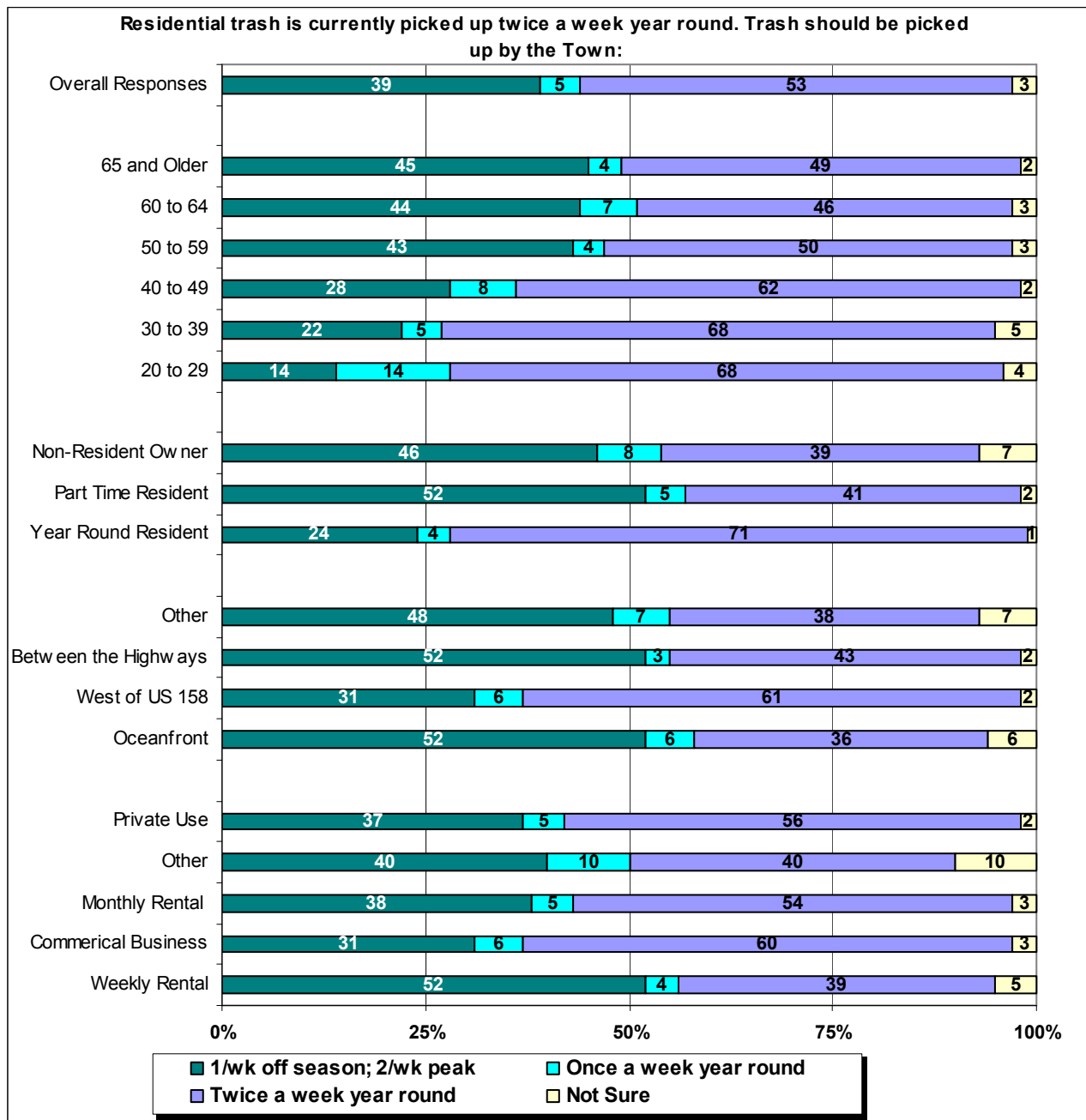
Overall, 89 percent of respondents were satisfied with the quality of services provided by the Town and over half of respondents were satisfied when asked about specific services. Interestingly, 53 percent thought sidewalks/multi-use paths were adequate (42 percent felt they were not adequate) and in the previous section, they were important to 63 percent of people. This reaffirms the need to enhance the sidewalks throughout Kill Devil Hills. Wide beaches were also considered important to respondents (78 percent) in the previous section and thirty-four percent did not think that the width of the beaches was adequate.

Even though the majority agreed with all the statements, the items with the most disagreement were that sidewalks were adequate (42 percent), that roadside ditches were maintained properly (36 percent) and that the width of beaches was adequate (34 percent). (See Figure 2)

The opinions of Town services have improved in the last decade. Only 65 percent agreed that services offered by the Town were satisfactory in 1997 compared to 89 percent in the current survey. Participants also agreed that the Town provided good beach accesses (85 percent), that streets were properly maintained (76 percent) and that parks/recreation areas were adequate (75 percent). According to the 1997 survey, 56 percent of respondents agreed with using public funds to construct parks and recreational facilities. Currently, 81 percent thought parks and recreation areas were important and 75 percent agreed that they were adequate. Similarly, 47 percent of 1997 participants agreed with using local public funds to construct ocean beach accesses. Almost all (92 percent) of respondents in 2007 cited public beach accesses as important and 85 percent thought the Town provided good public beach accesses. Therefore, the emphasis placed by the Town on parks and recreation as well as beach accesses has been well received.

## Trash and Recycling

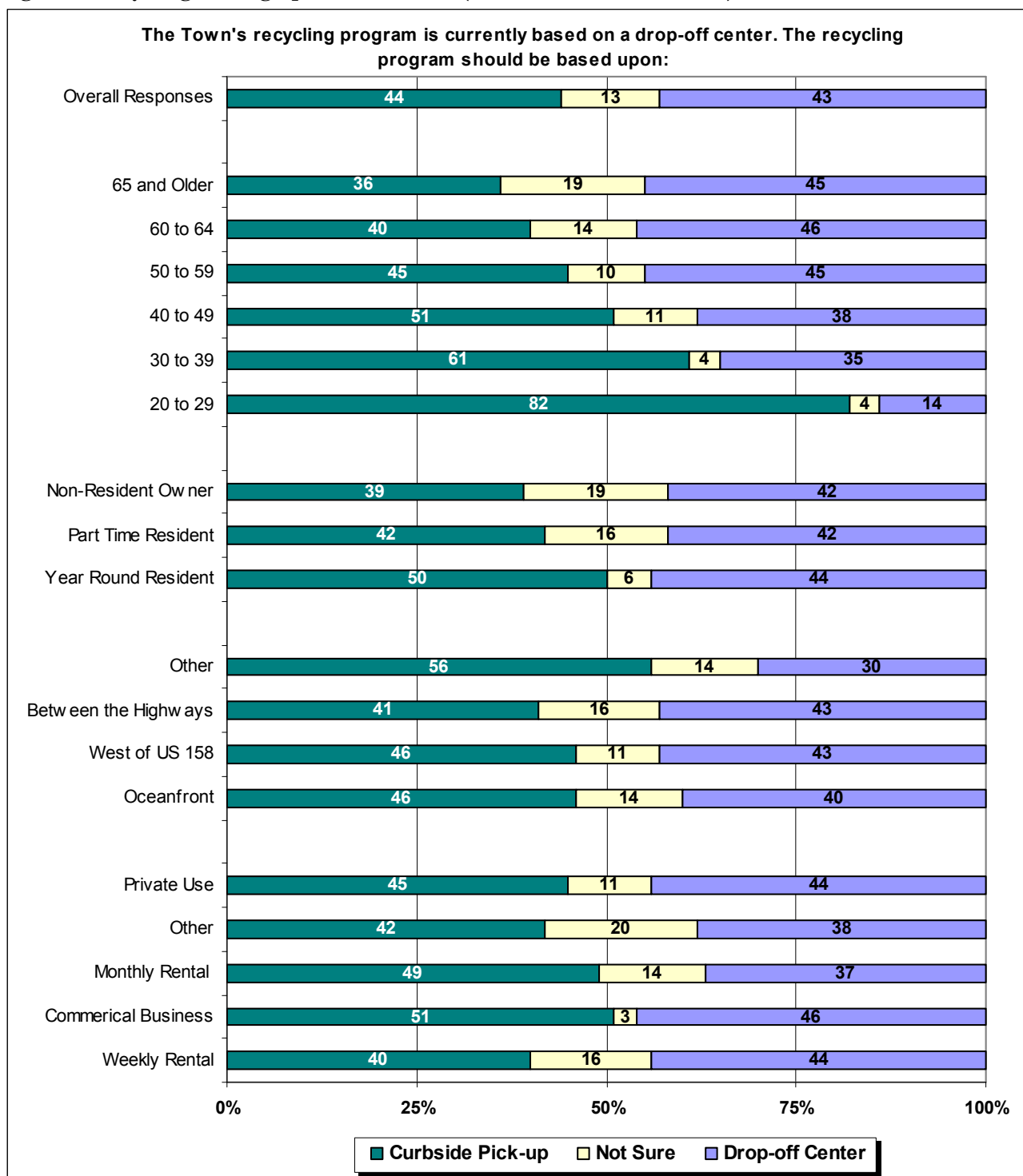
Figure 3. Residential Trash Demographic Breakdown (Town Services Question 2)



Residential trash pick-up once a week during the off season was highly supported in 1997 (67 percent agreed) but when asked to indicate a preferred option, only 39 percent of 2007 participants chose once a week in the off season and twice a week during peak season.

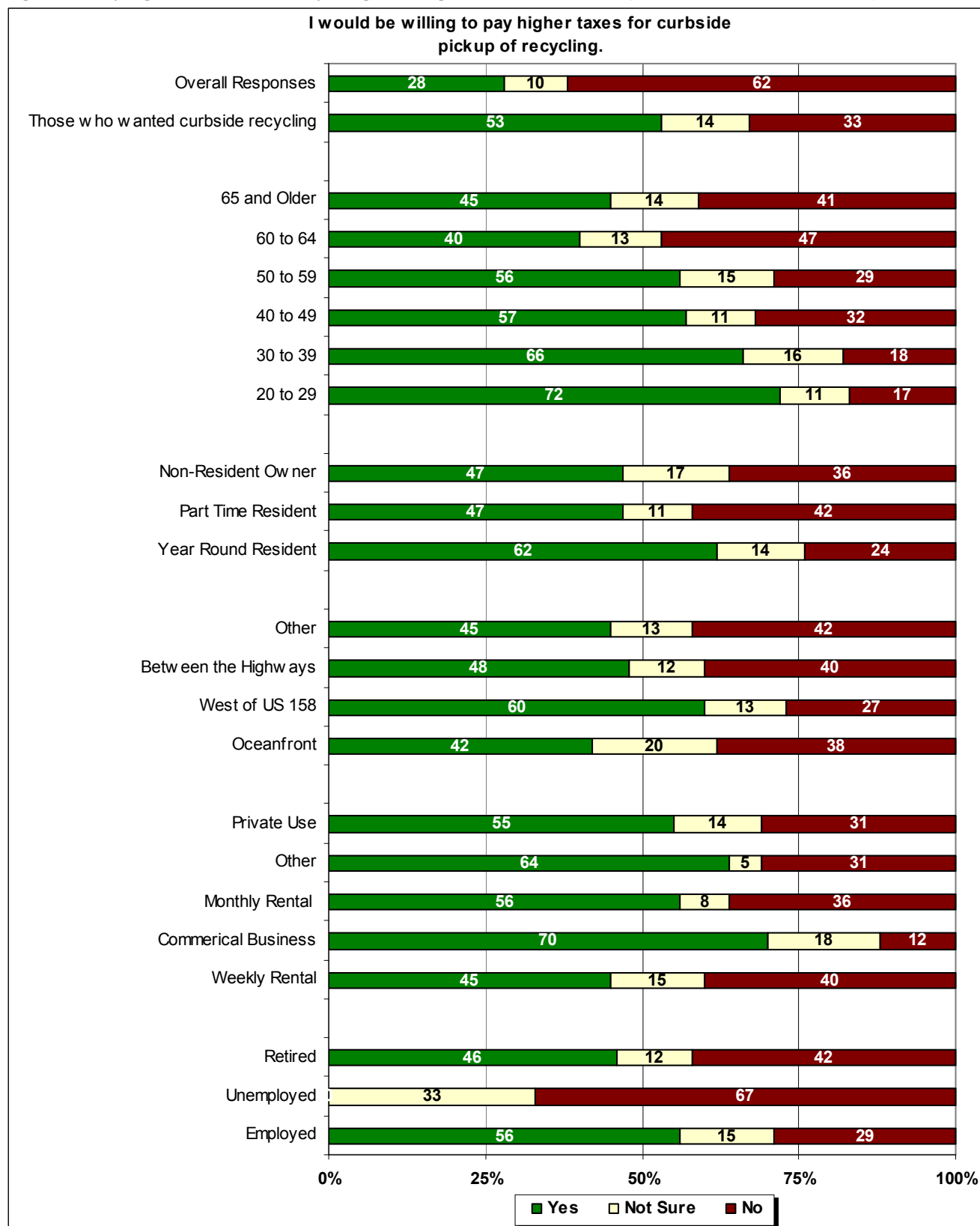
This question was broken down by demographics to determine who wanted each type of trash pickup. Every age group favored twice a week trash pickup. The bulk of respondents choosing this option (50 percent or more) were under 50 years of age. Year-round residents were more favorable of twice a week pickup (71 percent) than part time residents (41 percent) and non-resident owners (39 percent). Those living West of US 158 wanted the twice a week pickup (61 percent) more than the other locations. While commercial business (60 percent) and private use owners (56 percent) wanted the trash to be picked up twice weekly, those who had weekly rentals cited that varying trash pickup depending on the season was most important (52 percent). Part-time residents (52 percent), those with property on the oceanfront (52 percent) and between the highways (52 percent) also wanted trash pickup to vary depending on the season. (See Figure 3)

Figure 4. Recycling Demographic Breakdown (Town Services Question 3)



Slightly more respondents favored curbside pick-up for recycling (44 percent) over the current drop-off center (43 percent). This question was broken down by demographics to analyze opinions regarding the recycling program. Younger participants (less than 49 years old) were more in favor of curbside pickup (51 – 82 percent), while participants over age 60 preferred the drop-off center (45-46 percent). Year-round residents mostly chose curbside pickup (50 percent), but each residency type was closely split on the issue. Those living between the highways were more likely to want a drop-off center (43 percent) instead of curbside pickup (41 percent) just as weekly rental property owners wanted the drop-off center (44 percent) over the curbside pickup (10 percent). All other property locations and uses favored curbside pickup slightly more than the drop-off center. (See Figure 4)

Figure 5. Paying for Curbside Recycling Demographic Breakdown (Town Services Question 4)

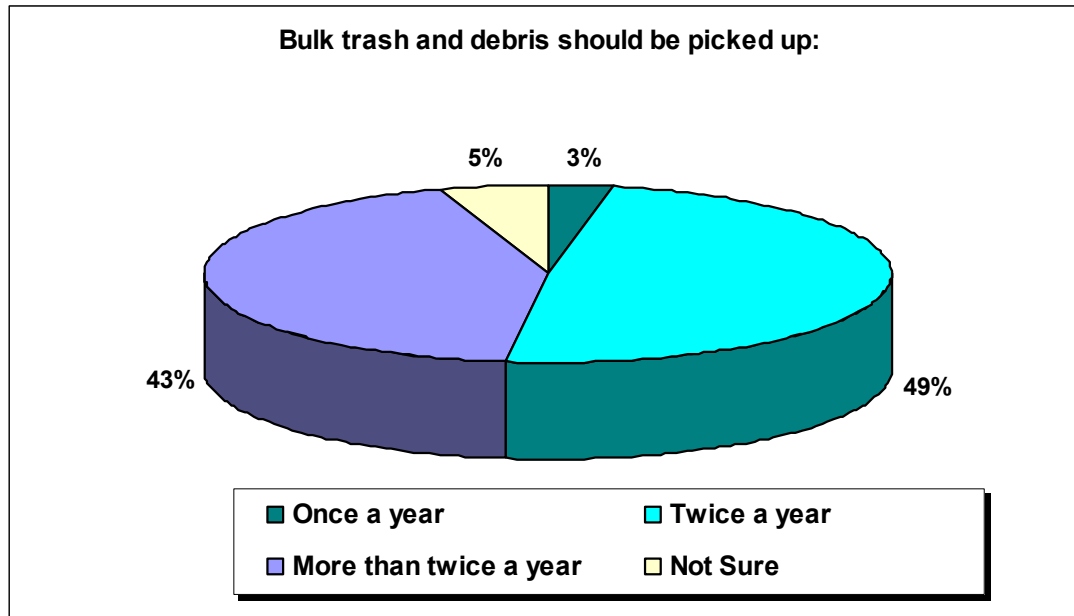


Survey recipients were asked if they would be willing to pay more taxes for curbside recycling and an overall 62 percent were not in favor of this idea. However, of those who wanted curbside recycling, 53 percent were willing to pay higher taxes for the service. This question was then broken down by demographics to analyze opinions of those who wanted curbside recycling. Among the different age groups, the younger respondents (59 years or younger) said



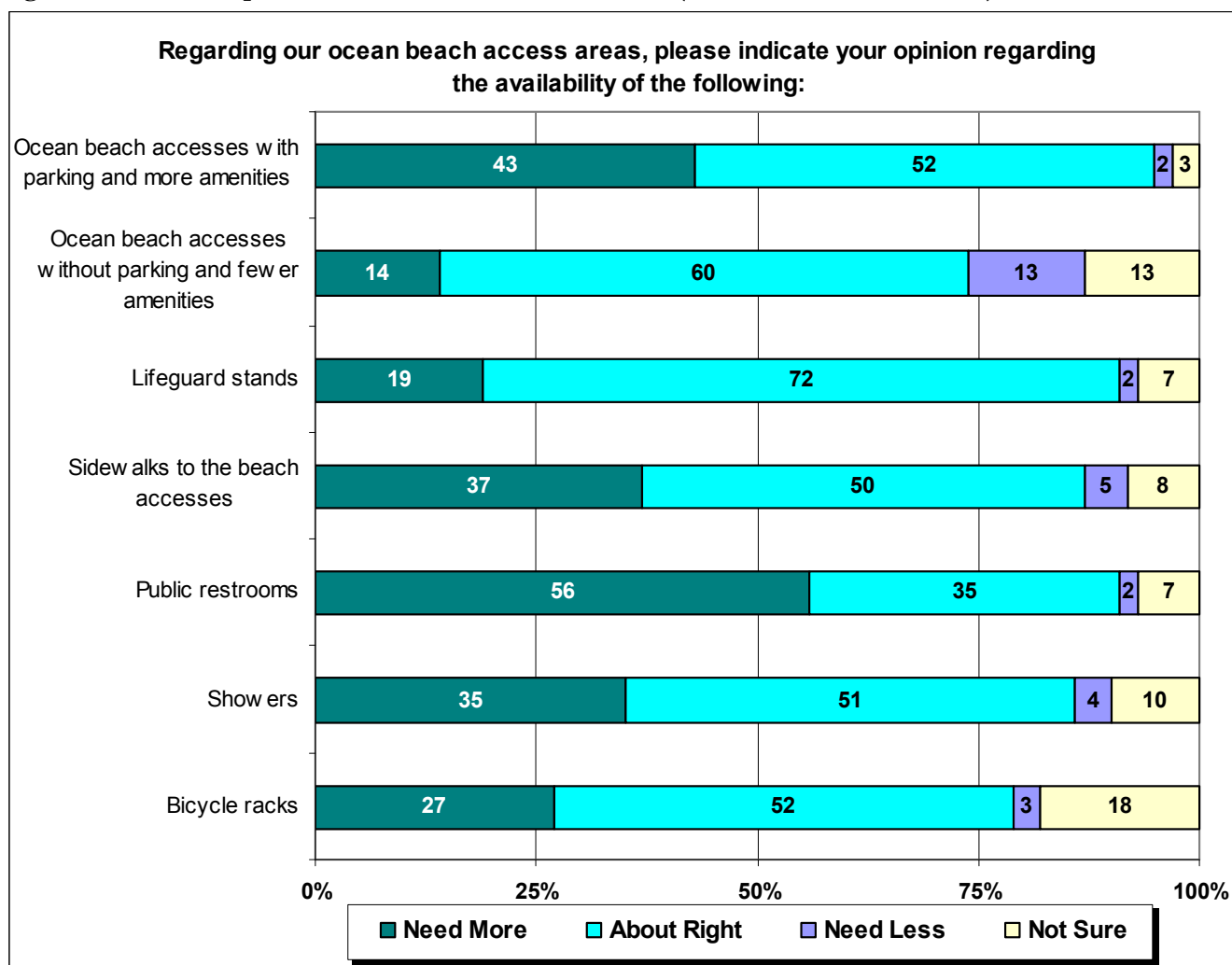
that they were much more willing to pay higher taxes (56-72 percent) than those over the age of 60 (40-45 percent). Year-round residents were more willing to pay higher taxes for curbside recycling (62 percent) than part time residents (47 percent) and non-resident owners (47 percent). Those living West of US 158 (60 percent) favored a tax increase more than respondents living oceanfront (42 percent) and between the highways (48 percent). Weekly rental property owners were the most opposed (40 percent) to the idea of increasing taxes for curbside pickup. Commercial business owners overwhelmingly showed the most preference (70 percent) towards the idea. The unemployed residents highly disapproved of a tax increase (67 percent) and those who were working indicated more support for the idea (56 percent). (See Figure 5, p. 12)

**Figure 6. Overall Responses about Bulk Trash and Debris (Town Services Question 5)**



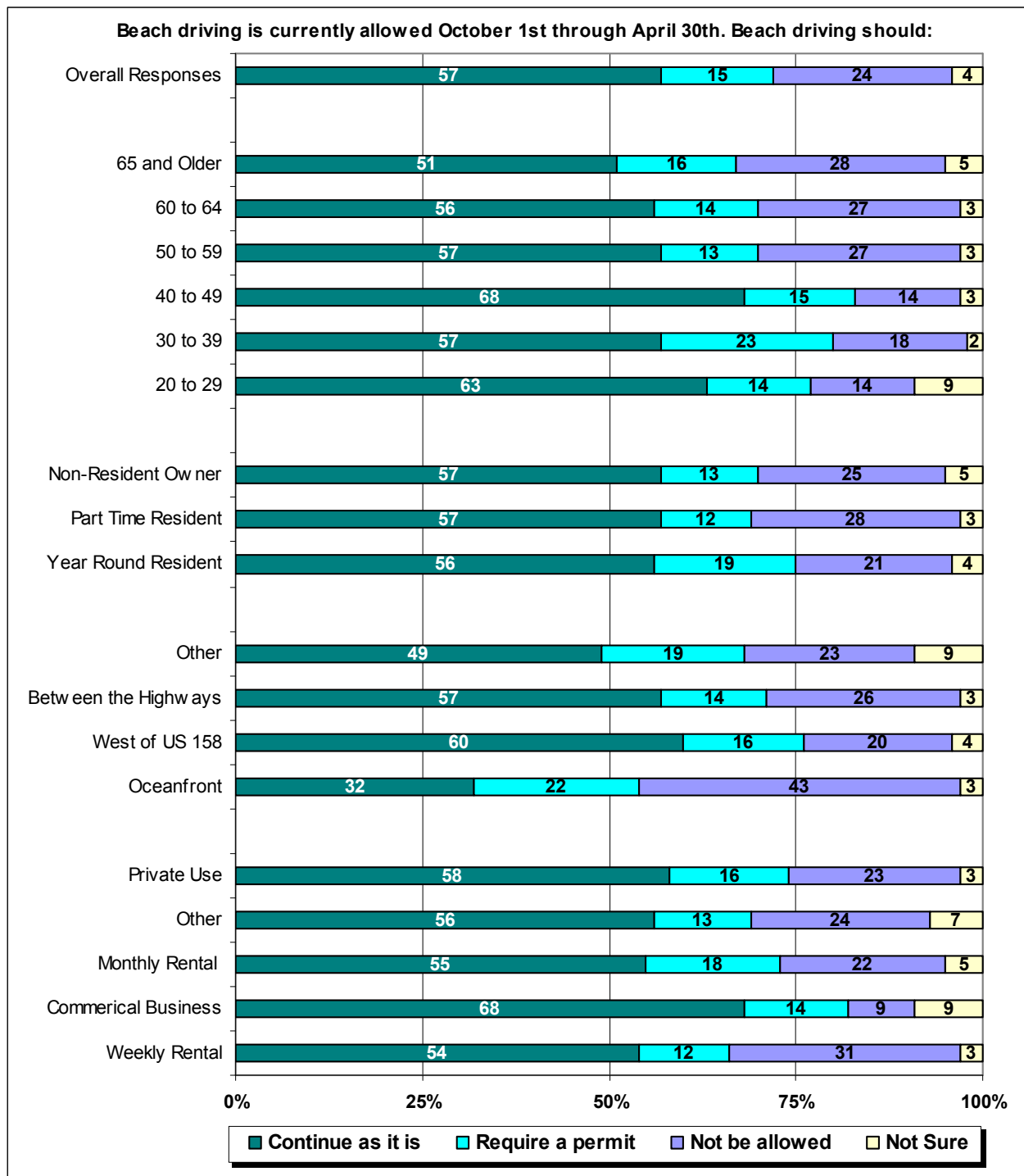
Almost half (49 percent) of participants thought that bulk trash and debris should continue to be picked up twice a year whereas approximately 43 percent wanted it picked up more frequently. (See Figure 6)

**Figure 7. Overall Responses about Ocean Beach Accesses (Town Services Question 6)**



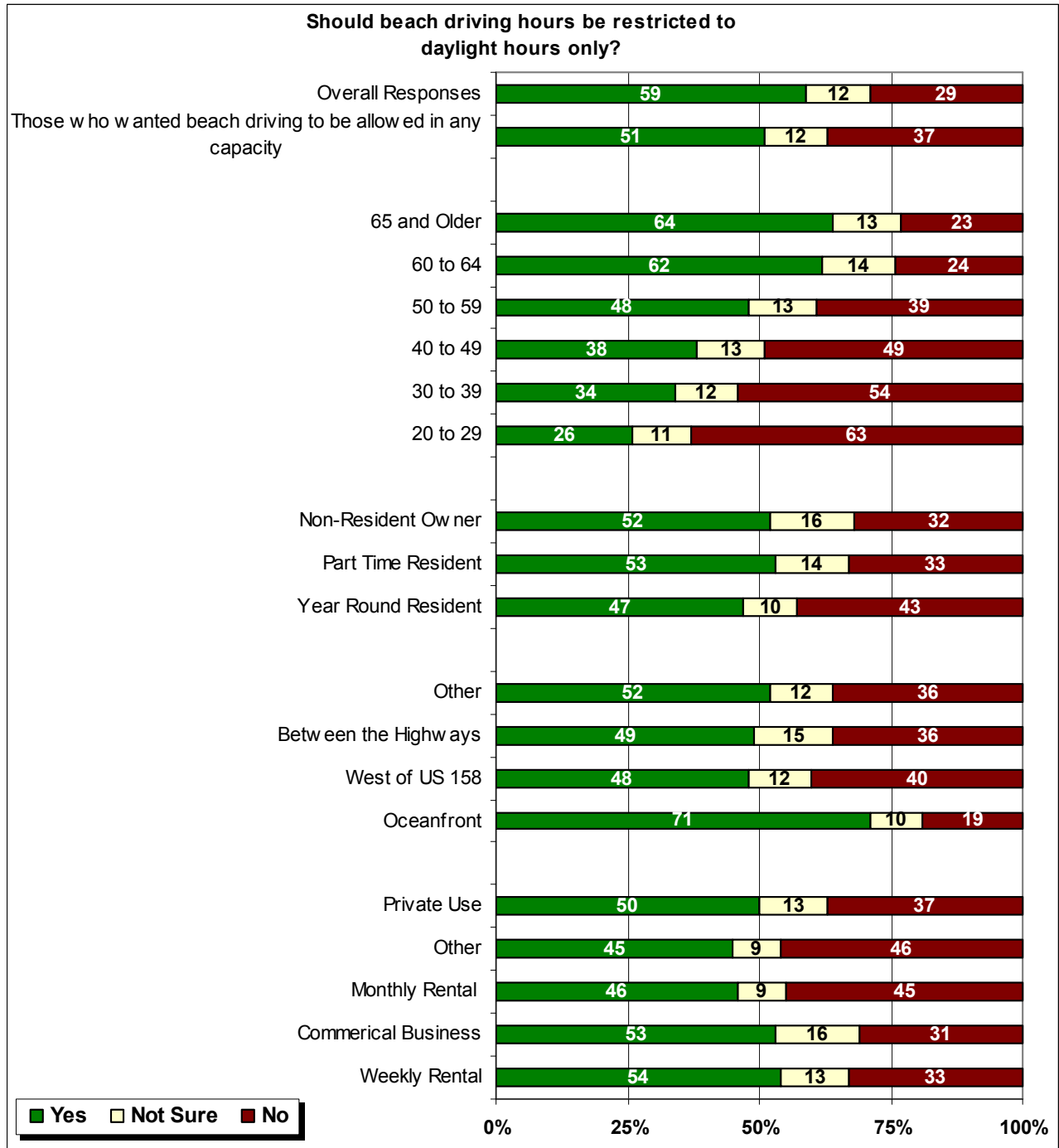
Regarding ocean beach access areas, 56 percent indicated a need for more public restrooms and 43 percent wanted more ocean beach accesses with parking and more amenities. There were more people who thought there should be less beach accesses without parking (13 percent) or that the amount was about right (60 percent) than those who thought there should be fewer accesses with parking (2 percent) or those who cited that the number of accesses with parking were about right (52 percent). Respondents were most pleased with the lifeguard stands, with 72 percent indicating the number was about right. This question provided support of the emerging interest in pedestrian and bicycle accommodations, with 37 percent wanting more sidewalks to the beach accesses and 27 percent desiring more bicycle racks. **(See Figure 7)** The responses to this question reaffirms the overall importance of beach accesses as being one of the most important amenities cited in the community attributes section.

Figure 8. Beach Driving Demographic Breakdown (Town Services Question 7)



Beach driving is currently allowed October 1<sup>st</sup> through April 30<sup>th</sup>. The majority of overall respondents (57 percent) indicated the desire for beach driving to continue as it is presently allowed, but in 1997, 56 percent wanted vehicles allowed on the beach from September 15<sup>th</sup> through May 15<sup>th</sup>. Presently, 24 percent did not want it to be allowed anytime. Older residents were more likely to cite that beach driving should not be allowed, although over 50 percent of each age group favored the current regulations. All three residency types equally approved (56-57 percent) of the current rules for beach driving. Oceanfront property owners were the only group that favored the discontinuance (43 percent) of beach driving over the other choices. They were also the largest group that thought beach driving should require a permit (22 percent). Commercial businesses were the most favorable of keeping the current beach driving regulations (68 percent), and weekly rental owners, while still in favor of continuing the current regulations (54 percent), had the largest part indicating that it should not be allowed (31 percent). (See Figure 8)

Figure 9. Beach Driving Hours Demographic Breakdown (Town Services Question 8)



The beach driving hours are currently not restricted. However, an overall 59 percent wanted beach driving to be restricted to daylight hours only whereas 29 percent did not want the hours restricted. Of those who wanted beach driving to be allowed in any capacity, 51 percent wanted it restricted to daylight hours and 37 percent did not. This question was then broken down by demographics to analyze opinions of those who agreed with beach driving. The older the respondent, the more likely they were to want beach driving to be restricted. Participants 50 and older cited that hours should be restricted (48-64 percent), while the younger respondents felt the opposite (49-63 percent wanted no restrictions). All three residency types liked the idea of restricting it to daylight driving hours, but those living in Kill Devil Hills year-round were the most likely to disagree with this idea (47 percent). Oceanfront property owners were the most supportive (71 percent) of the restriction on beach driving hours. Weekly rental and commercial business owners showed the most support for the restriction (54 and 53 percent, respectively). (See Figure 9)

### ***Town Services Summary***

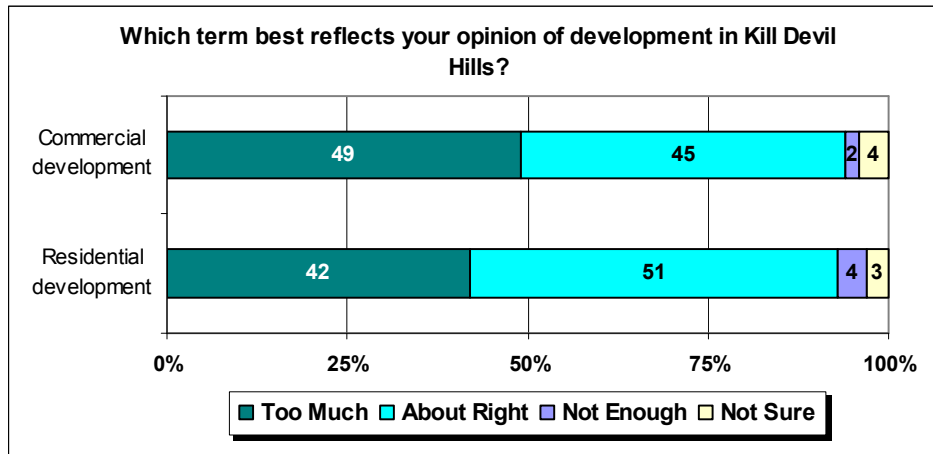
The Town services section reinforced the importance of a pedestrian and bicycle friendly community and continued access to the beach. Participants wanted wider beaches and more sidewalks/multi-use paths. Regarding the ocean beach access areas, more parking and amenities were indicated as needed to promote this natural amenity and a family friendly beach atmosphere. Beach driving being restricted to daylight hours only was also important to the majority of respondents.

# Development

## Development

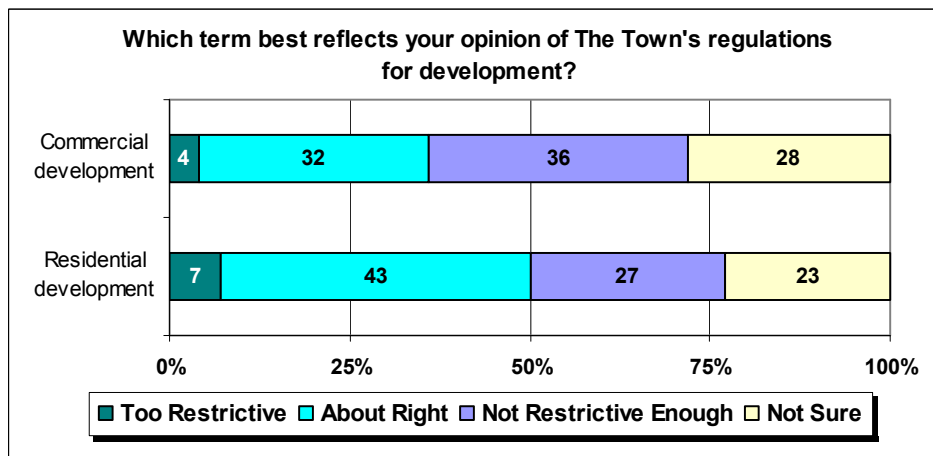
### Commercial and Residential Development

Figure 10. Overall Responses about Commercial and Residential Development (Development Questions 1 and 2)



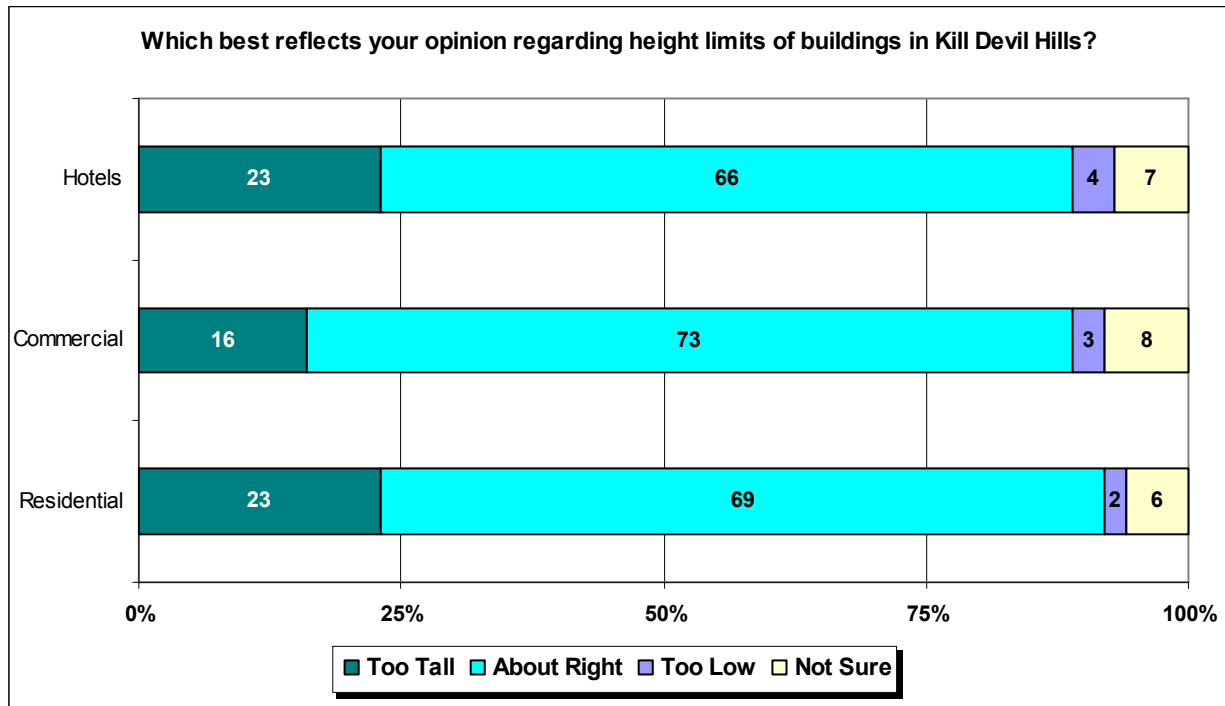
In 1997, 69 percent wanted the Town to become more residential and less commercial whereas only six percent wanted it to become more commercial and less residential. Regarding current development in Kill Devil Hills, 49 percent of participants indicated there was too much commercial development whereas only two percent cited it as being not enough. This supports the trend from 10 years ago. However, while 51 percent of current participants indicated residential development to be about right, 42 percent specified too much of this type. In the previous decade, only six percent wanted less residential development. Currently, a mere four percent thought there was not enough residential development. The opinion that there is too much commercial development reinforces the lack of desire for commercial development found in the community attributes section. Respondents did not think night life/night clubs, entertainment/amusements, commercial development and chain restaurants/retail were important. (See Figure 10)

Figure 11. Overall Responses about Commercial and Residential Development Regulations (Development Questions 3 and 4)



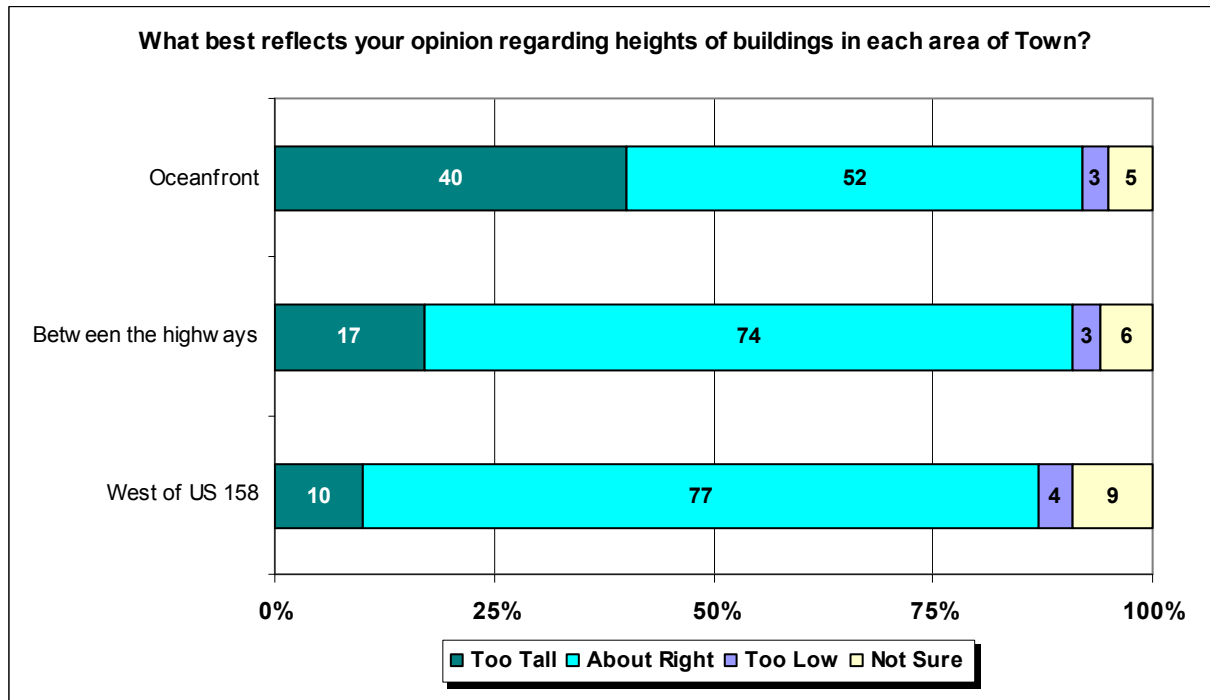
When asked about regulations for commercial and residential development, 36 percent thought restrictions for commercial development were not restrictive enough whereas only four percent thought they were too restrictive. Participants seemed more pleased with residential regulations, with 43 percent citing them as about right. However, 27 percent thought the regulations were not restrictive enough while only seven percent thought they were too restrictive. There was a high degree of uncertainty among respondents regarding commercial and residential development regulations, which could mean that people are not sure what the regulations are in the Town. Due to the large amount of not sure responses, this question should not be generalized to the population of Kill Devil Hills. (See Figure 11)

**Figure 12. Overall Responses about Height Limits of Buildings (Development Question 5)**



The regulatory height limits of buildings were about right for most respondents. Twenty-three percent thought hotels and residential buildings were too tall while 16 percent indicated commercial buildings were too tall. Similarly, in 1997, 81 percent of respondents wanted existing height limitations in each zone maintained. (See Figure 12)

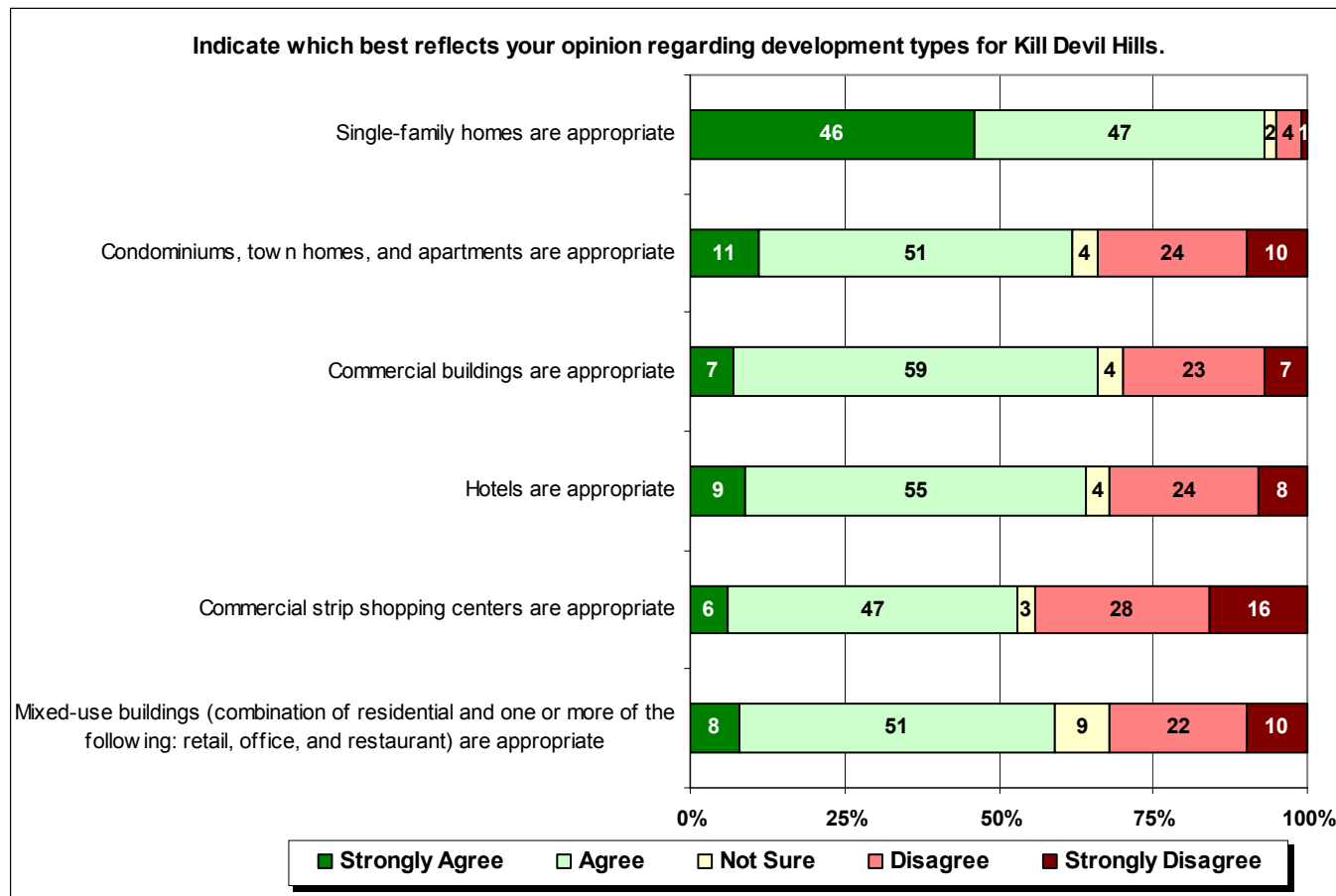
**Figure 13. Overall Responses about Heights of Buildings in Areas of Town (Development Question 6)**



The only large difference in opinions regarding the heights of the built environment was along the oceanfront. Forty percent felt the height of oceanfront buildings was too tall. However, only 17 percent felt the same about buildings between the highways and 10 percent west of US 158. (See Figure 13)

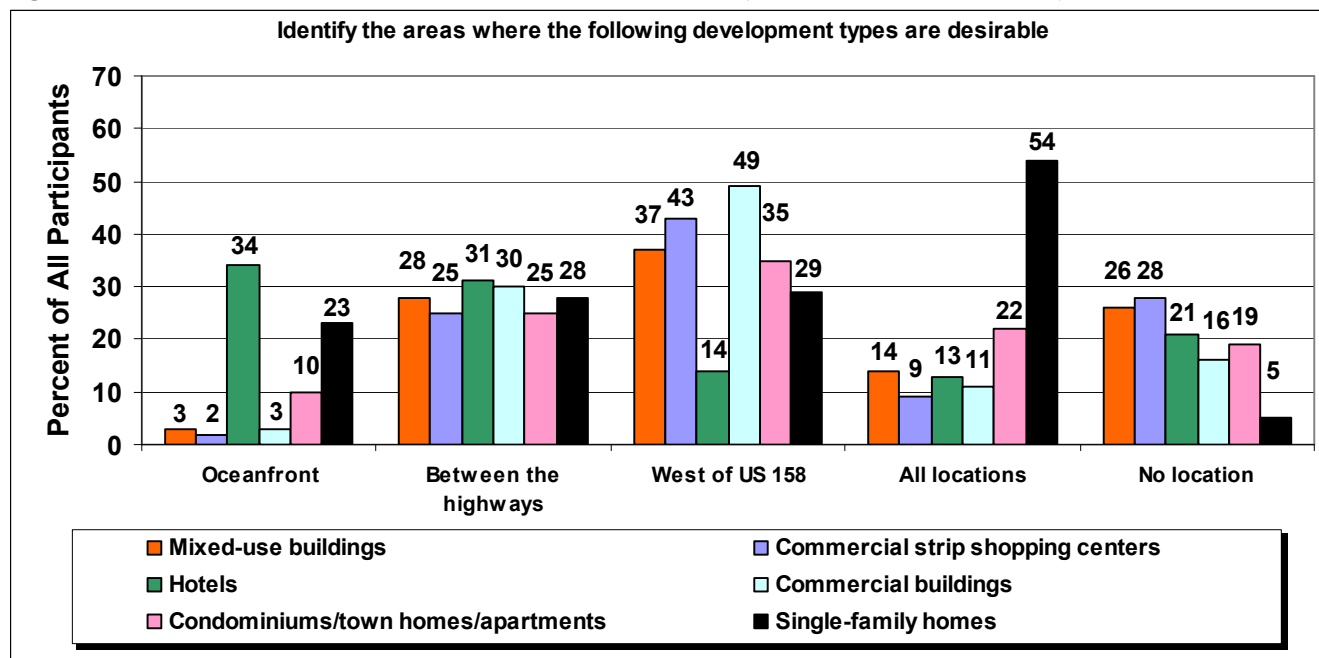


Figure 14. Overall Responses about Appropriate Development Types (Development Question 7)



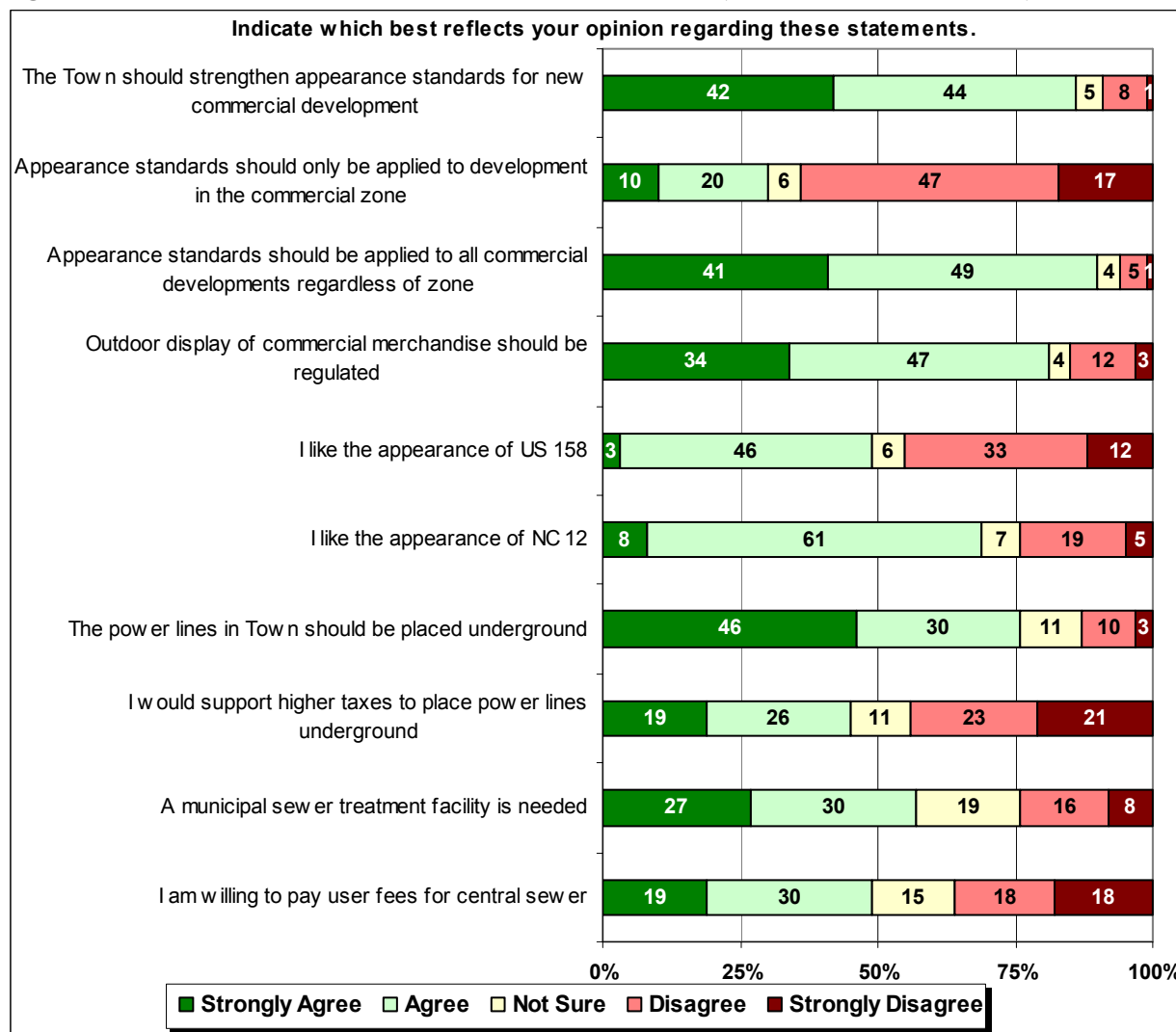
The majority agreed that all development types (single-family homes, condominiums, town homes, apartments, commercial buildings, hotels, commercial strip shopping centers, and mixed-use buildings) were appropriate for Kill Devil Hills. Single-family homes were considered the most appropriate (93 percent) by a vast margin. Of all the types of development, commercial strip shopping centers received the most criticism (44 percent disagreed with this type of development). (See Figure 14) These opinions reinforce the view regarding commercial development and night life/night clubs from the community attributes section.

Figure 15. Overall Responses about Areas for Development (Development Question 8)



Participants were asked to indicate all areas where these development types were appropriate. This was a check all that apply question. Out of a possible 100 percent for each area, those that only marked one response caused the percentages to be lower than expected. In all locations, 54 percent thought single family homes were appropriate. West of US 158, commercial buildings were the most desirable (49 percent). Also desirable west of US 158 were commercial strip shopping centers (43 percent) and mixed use buildings (37 percent). Only 14 percent thought hotels were desirable west of 158. Participants cited hotels as most appropriate on the oceanfront (34 percent) with single-family homes coming in second with 23 percent. Commercial strip shopping centers were least desirable along the oceanfront (2 percent) along with mixed-use buildings and commercial buildings (3 percent each). No development type stood out between the highways, all were equally desirable. Surprisingly, five percent thought that single-family homes were desirable in no location. (See Figure 15)

**Figure 16. Overall Responses about Development Concepts (Development Question 9)**



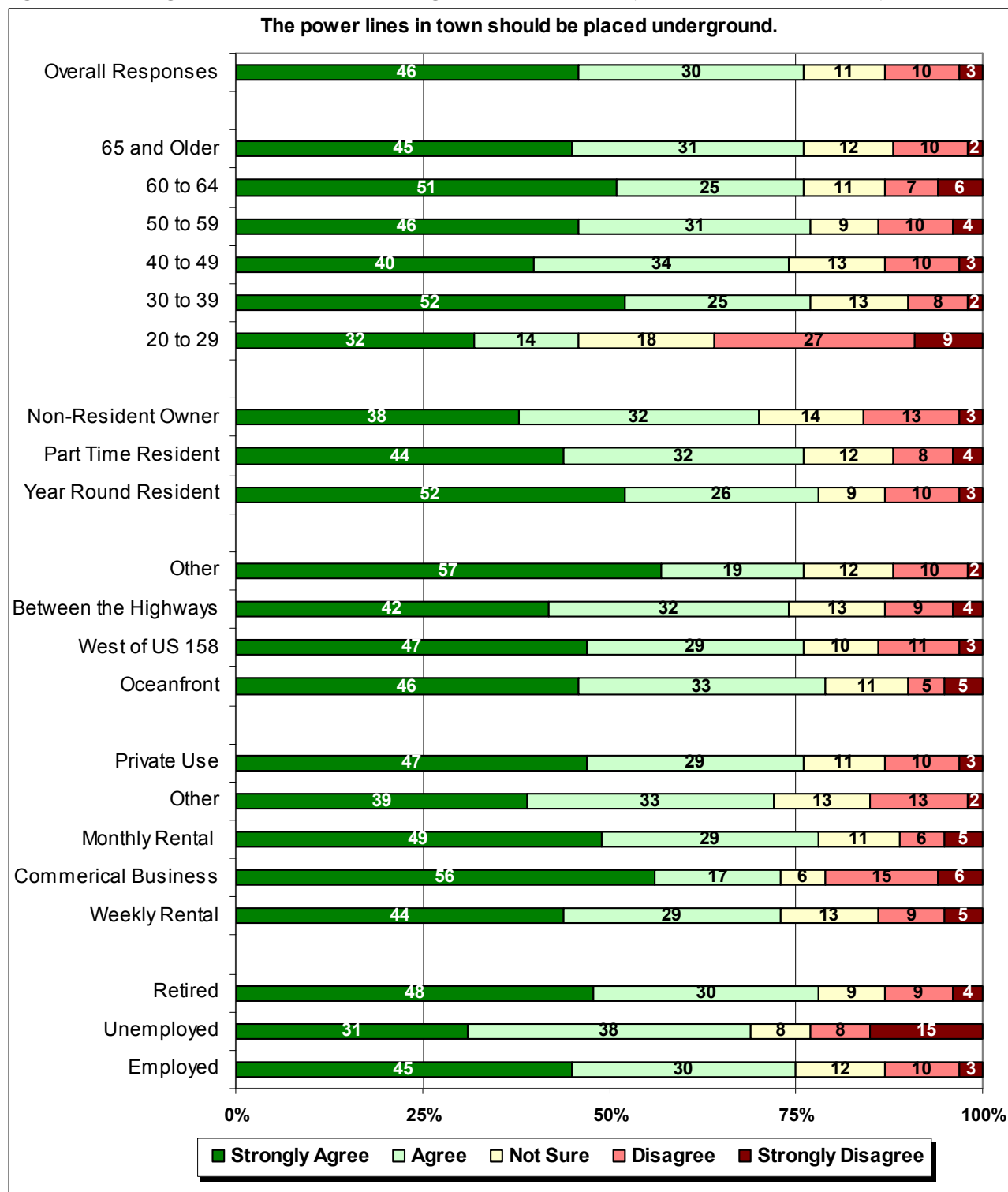
Overall, respondents were in favor of strong commercial regulations and appearance standards in Kill Devil Hills. Eighty-six percent agreed that the Town should strengthen standards of appearance for new commercial development. Ninety percent felt appearance standards should be applied to all commercial developments regardless of zone. Private redevelopment efforts to preserve/continue general residential building type or character were supported by 73 percent of those who answered the 1997 survey and 75 percent agreed that architectural and beautification standards for new and existing development should be established. In the current survey, 63 percent thought the Outer Banks architecture was important.

The appearances of US 158 and NC 12 were met with mixed reactions. Forty-five percent did not like the appearance of US 158 whereas slightly more (49 percent) liked the appearance. In contrast, 69 percent liked the appearance of NC 12 and only 19 percent did not. The majority (81 percent) thought that outdoor displays of commercial merchandise should be regulated.

In 1997, 86 percent wanted new utilities to be placed underground and 61 percent wanted existing utilities to be relocated underground. However, in one question on the 1997 survey, only 27 percent were willing to pay ad valorem taxes for the relocation and in another, only 18 percent would support this with higher taxes or utility bills. Presently, 76 percent agreed that power lines in Town should be placed underground and an overall 45 percent would support higher taxes to create a fund to make this happen. Therefore, overall funding support for underground power lines has increased in the past decade.

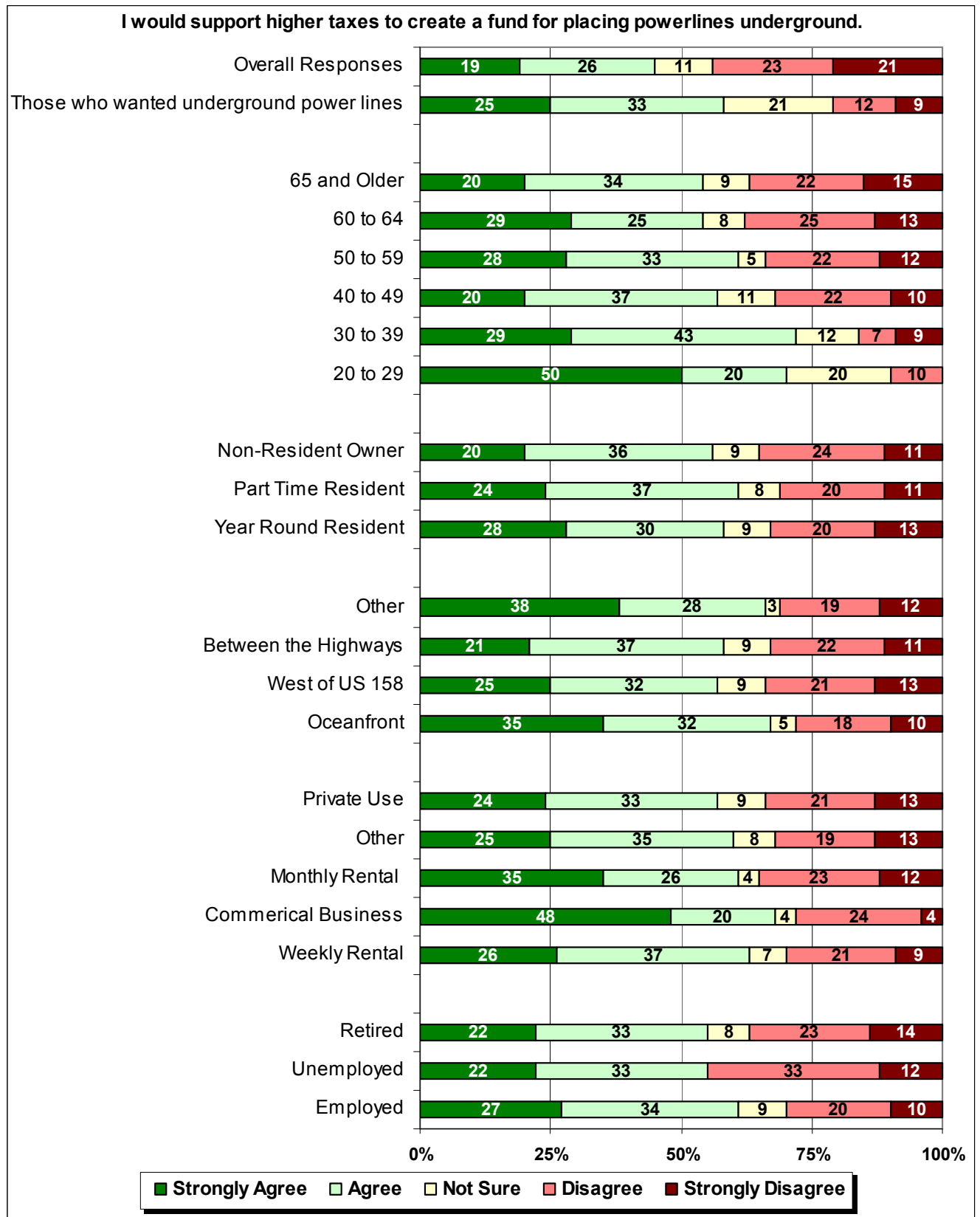
Currently, the majority agreed (57 percent) that a municipal sewer treatment facility was needed, but slightly less (49 percent) would be willing to pay user fees for central sewer. Approximately the same percentage of respondents felt the need for a municipal sewage treatment plant in 1997 (53 percent) and 2007 (57 percent). Currently, 19 percent were not sure a facility was needed, which may have affected the results. (See Figure 16)

Figure 17. Underground Power Lines Demographic Breakdown (Development Question 9)



To further analyze the issue of underground power lines, responses were broken down into demographic categories. All age groups favored the idea of underground power lines, but respondents between the ages of 20 and 29 showed the highest level of disagreement (36 percent). All residency types agreed with underground utilities, with year-round residents showing the most favoritism towards the idea (78 percent). Every property location and property use type was in favor of the placement of underground power lines. Oceanfront (79 percent), monthly rentals (78 percent), private owners (76 percent), and commercial businesses (73 percent favored) wanted underground utilities the most. Of the employment types, all wanted to place the power lines underground with retired respondents favoring (78 percent) the idea most often. (See Figure 17)

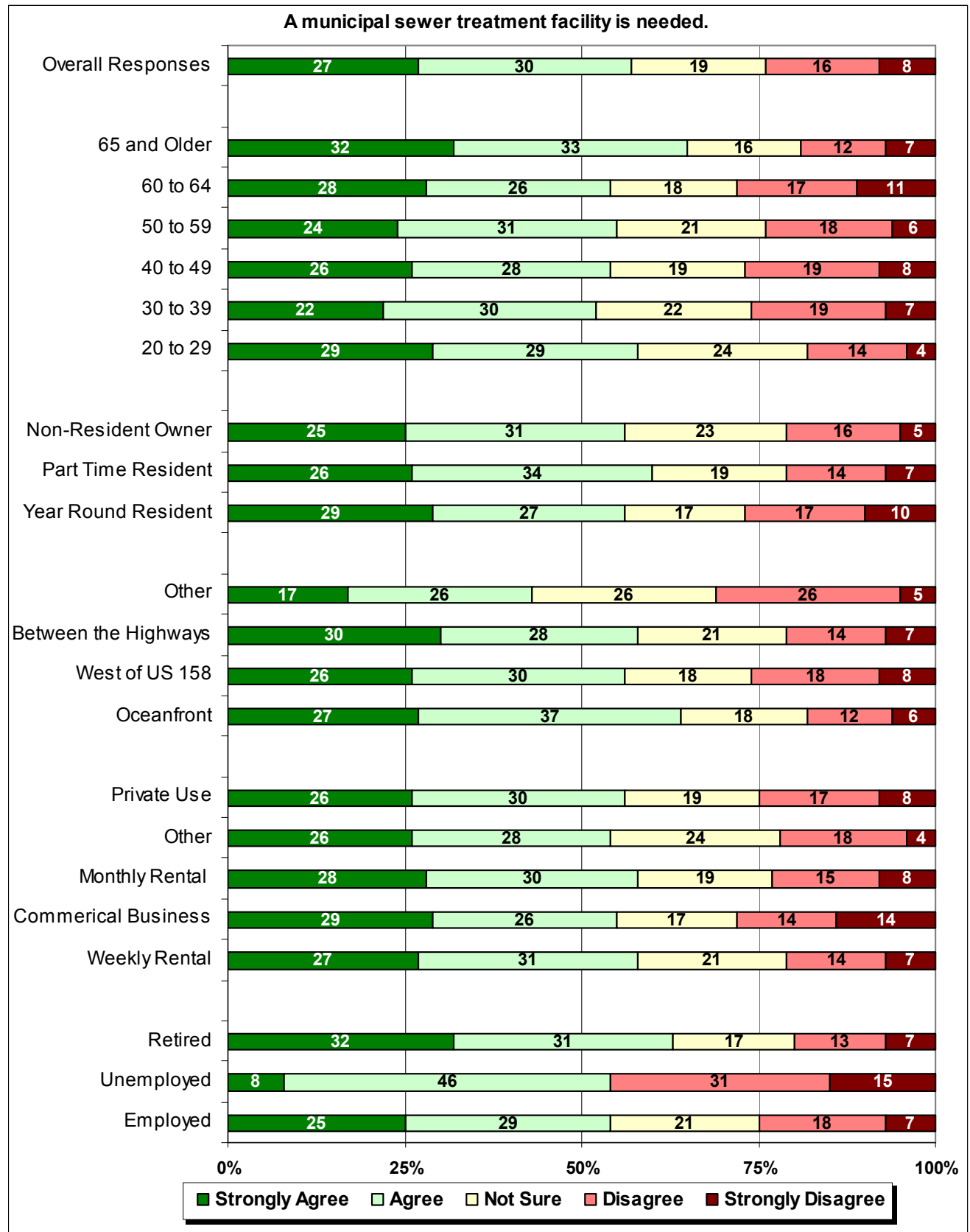
Figure 18. Paying for Underground Power Lines Demographic Breakdown (Development Question 9)



When those respondents who wanted underground power lines were asked if they would be willing to pay higher taxes to create a fund for placing power lines underground, 58 percent agreed compared to the overall 45 percent. Among the age groups, the most agreement (72 percent) came between the ages of 30 and 39. The most

disagreement (38 percent) fell with those 60 to 64. Within the residency types, between 56 and 61 percent agreed with the higher taxes. Non-resident owners had slightly more opposition (35 percent) than the other groups. Oceanfront (67 percent) and “other” property owners (66 percent) favored the tax increase more than those living between the highways (58 percent) and west of US 158 (57 percent). Weekly rental (63 percent) and commercial businesses (68 percent) supported the tax increase more than the other three property use types. Those who were employed were the most agreeable (61 percent) to the tax increase, while those who were unemployed had the most disagreement (45 percent). **(See Figure 18, p. 25)**

Figure 19. Municipal Sewer Treatment Facility Demographic Breakdown (Development Question 9)

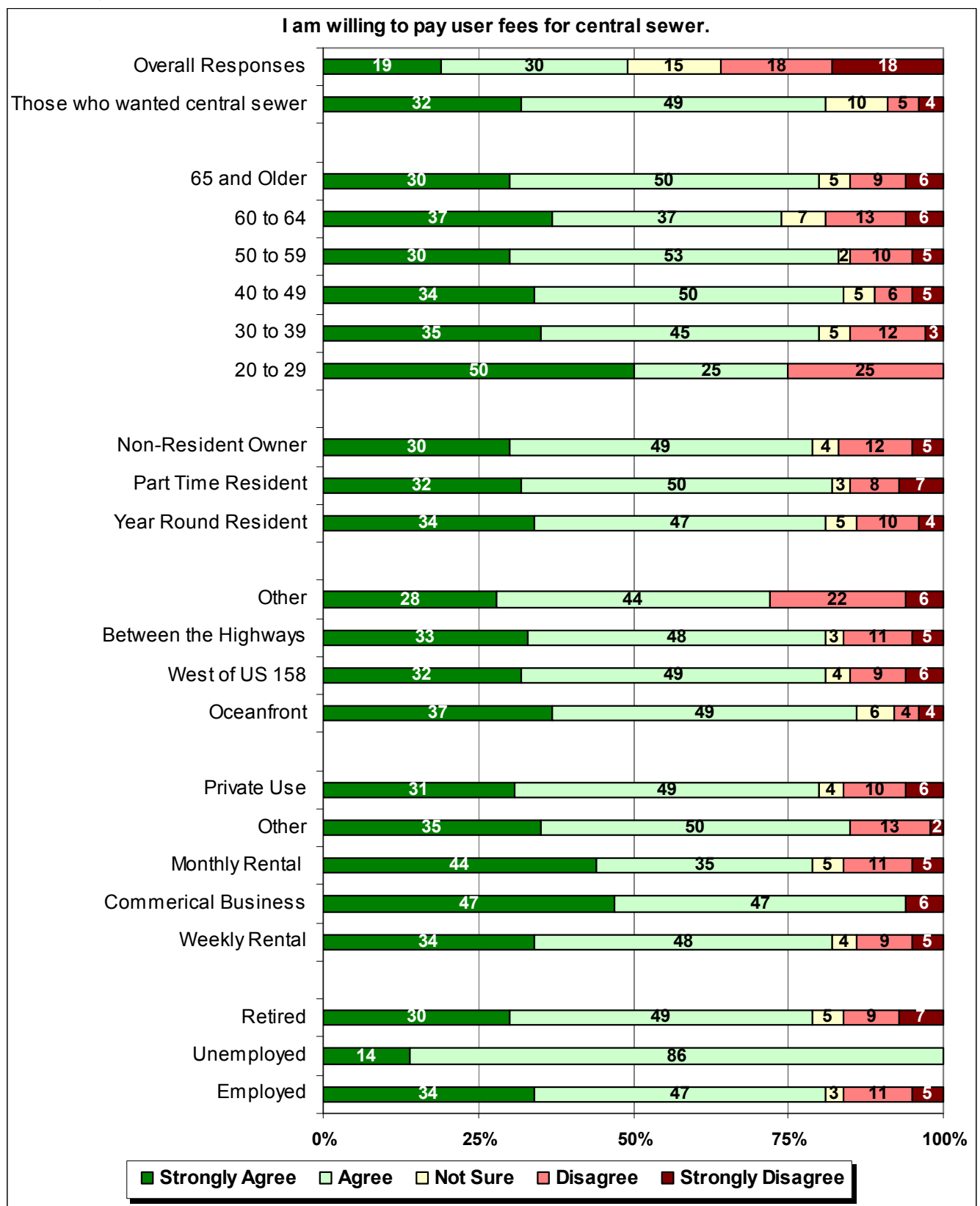


Participants were asked if a municipal sewer treatment facility was needed and the majority (57 percent) agreed that it was. Demographic data was used to further examine this topic. All age groups favored the idea of this

facility (52 percent or more), with those 65 and older having the most agreement (65 percent). All three residency types agreed that a sewer treatment facility was needed, with 60 percent of part time residents being most favorable. Those with oceanfront property had the most agreement (64 percent) to this question, while “other” property use owners reported the most disparity (31 percent). Of the five property use types, all were in similar concurrence that this type of facility is needed within the Town. Retired residents were most in favor of this facility (63 percent), while those who were unemployed responded with the most disagreement (46 percent). Again, there was a high degree of uncertainty among respondents for this question, so these results should not be generalized. **(See Figure 19, p. 27)**



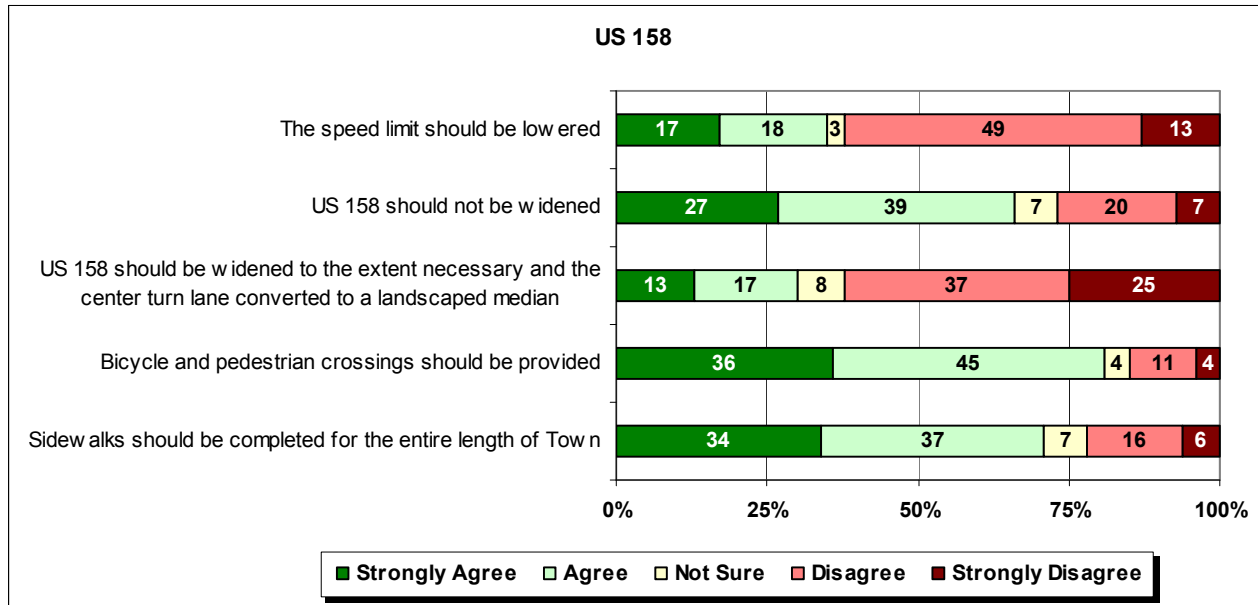
Figure 20. Paying for a Municipal Sewer Treatment Facility Demographic Breakdown (Development Question 9)



Among those who wanted a municipal sewer treatment facility, when asked if they were willing to pay user fees, there was an overwhelming amount of agreement (81 percent). All demographic groups supported the user fees.

Those respondents 40 to 49 years old were most favorable (84 percent) of paying user fees, while those 20 to 29 had the highest percentage responding with disapproval (25 percent). All residency types responded with largely more agreement than disagreement to this question. Oceanfront property owners were more willing to pay the user fees (86 percent), while those marking “other” for their property use had the most opposition to the fees (28 percent). All five property uses agreed with paying the fees, but commercial businesses showed the most approval (94 percent). Surprisingly, those who were unemployed all agreed to pay fees for use of the central sewer system. Retired and employed residents showed some disagreement with this question (16 percent each). (See Figure 20, p. 29)

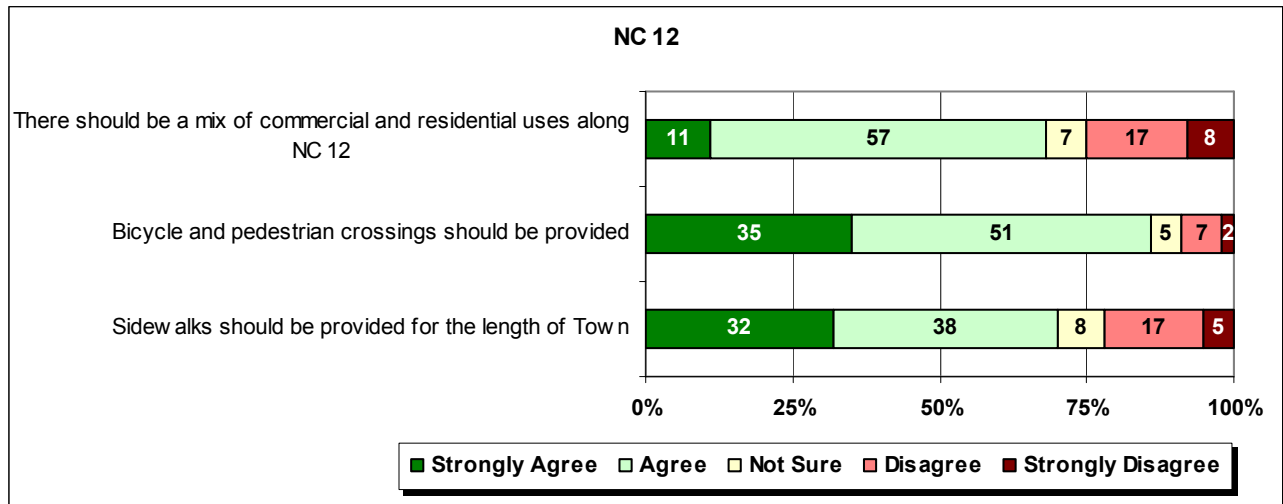
**Figure 21. Overall Opinions about US 158 (Development Question 10)**



The bulk of respondents supported the idea of bicycle and pedestrian crossings being provided and sidewalks being completed for the entire length of Town (80 percent and 71 percent, respectively). Sixty-two percent did not think that the speed limit should be lowered and 66 percent thought that the highway should not be widened. Only 30 percent agreed that the highway should be widened to the extent necessary and the center lane converted to a landscaped median. (See Figure 21)

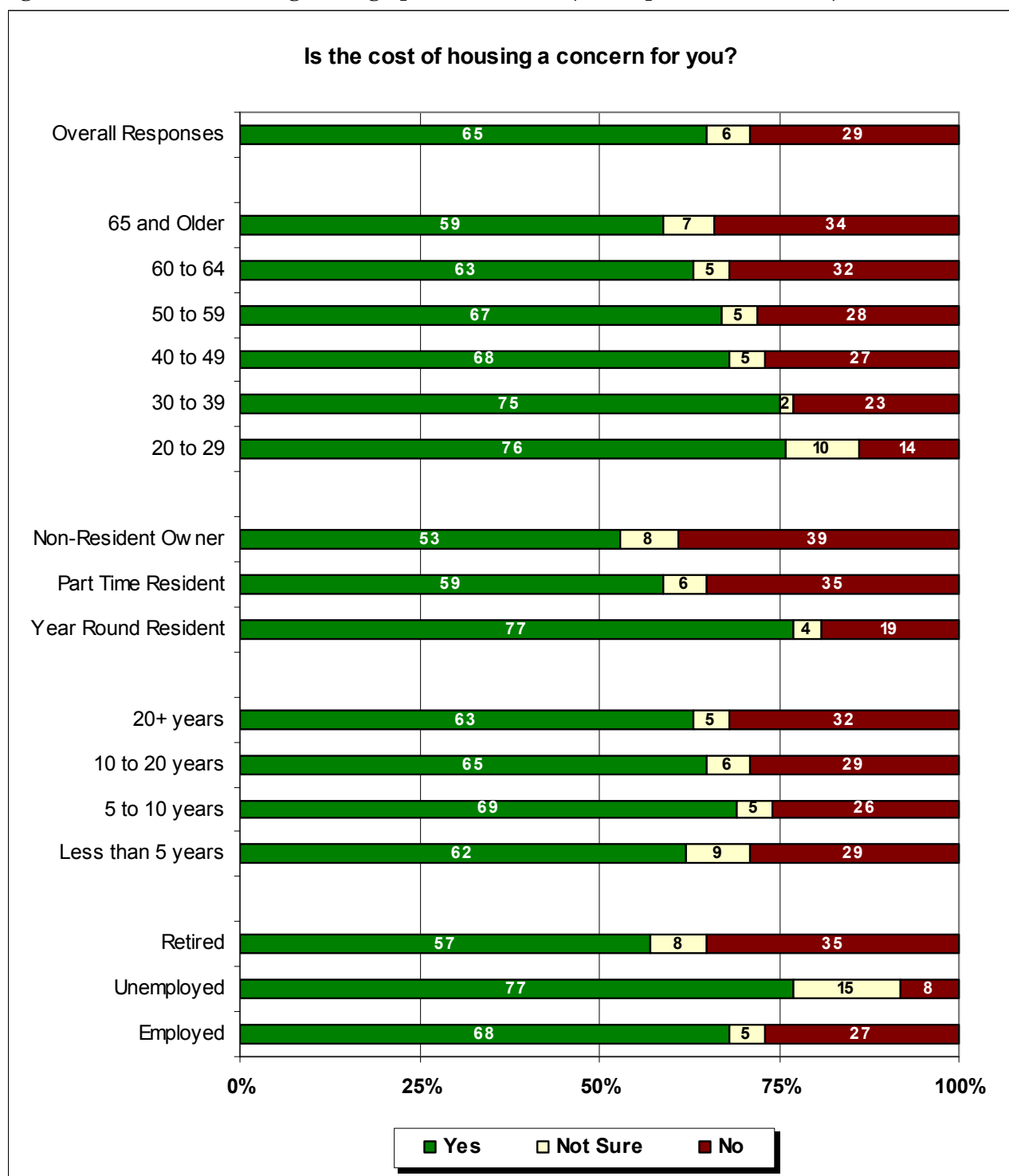
The responses to this question mainly upheld the desire for pedestrian and bicycle friendly facilities in Kill Devil Hills. While respondents were not in favor of lowered speed limits, they were in favor of pedestrian crossings and sidewalks. The desire for the widening of US 158 decreased slightly from 1997 to 2007. Sixty-two percent in 1997 disagreed with the highway being widened to 7 lanes compared to the 66 percent who did not want it widened in 2007. Concerning widening the road and adding a landscaped median, 59 percent in 1997 disagreed whereas currently, 62 percent did not agree with the option.

**Figure 22. Overall Opinions about NC 12 (Development Question 11)**



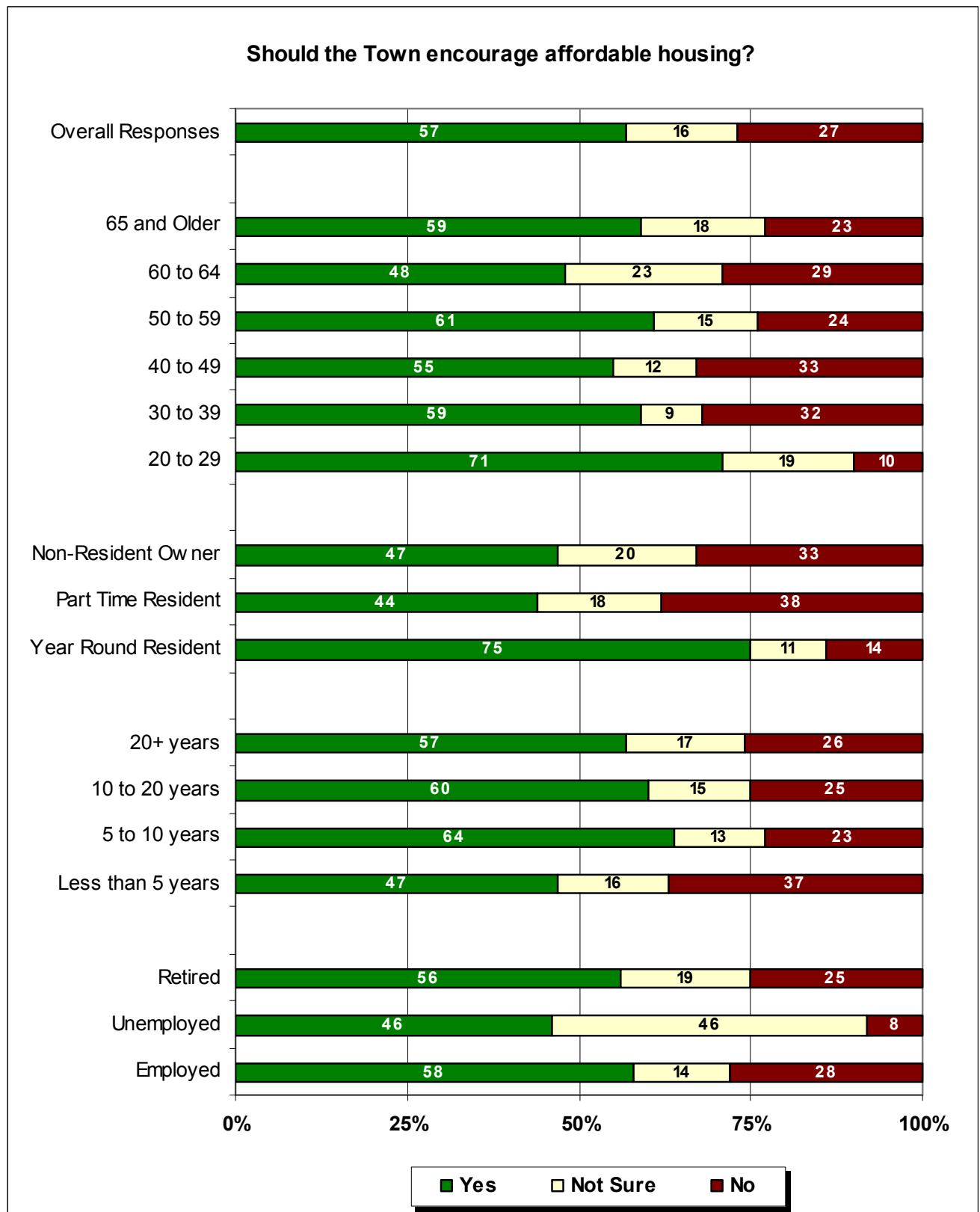
The responses to this question further reinforced the need for more bicycle friendly streets and sidewalks. Sixty-eight percent of respondents agreed that there should be a mix of commercial and residential uses along NC 12, bicycle and pedestrian crossings should be provided (86 percent), and sidewalks along NC 12 should be provided for the length of Town (70 percent). **(See Figure 22)**

Figure 23. Affordable Housing Demographic Breakdown (Development Question 12)



Housing costs were of concern to 65 percent of survey respondents. When the demographic data were analyzed, younger participants were more concerned about housing costs than older participants, but more than 50 percent of all age groups were concerned. Year-round residents reported more of a concern (77 percent) than part-time (59 percent) or non-resident owners (53 percent). Respondents all agreed that housing costs are a concern for them no matter how long they have lived or owned property in Kill Devil Hills (62 percent and above). Unemployed residents find that housing is slightly more of a concern (77 percent) than those who are working (68 percent) or retired (57 percent). (See Figure 23)

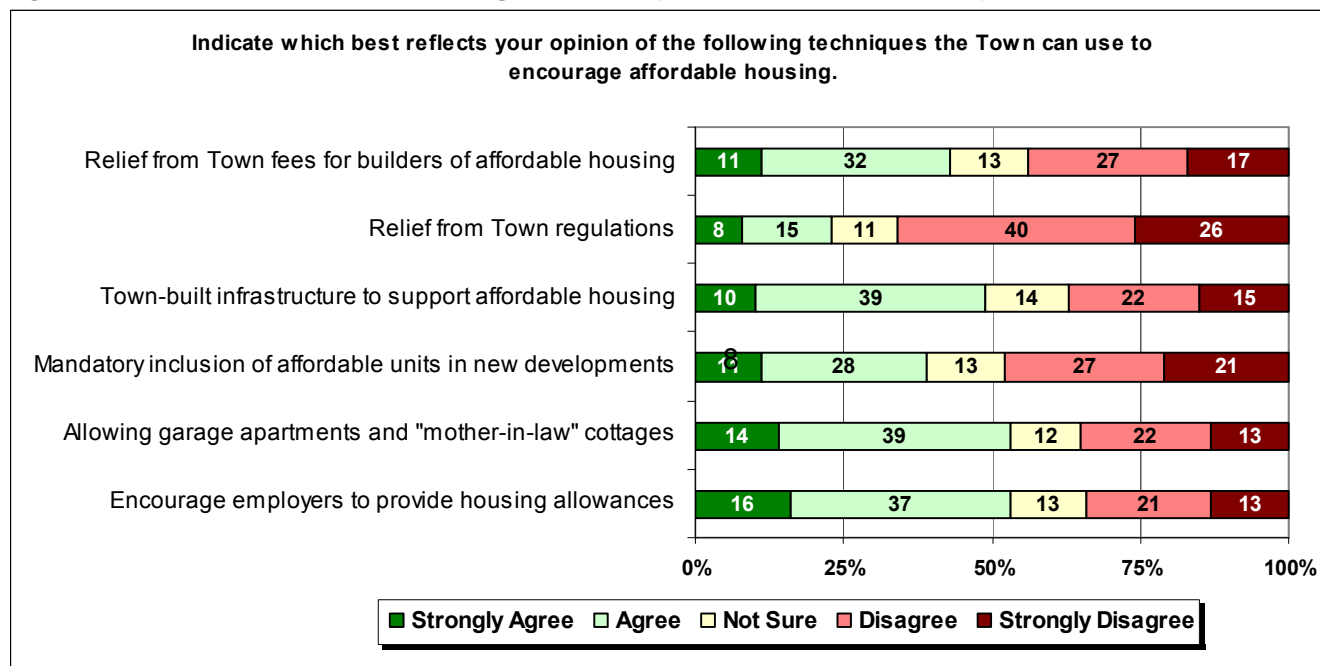
Figure 24. Affordable Housing Encouragement Demographic Breakdown (Development Question 13)



Overall support for affordable housing has increased in the past decade. Twenty-five percent of 1997 respondents felt that local government should be involved in the promotion of affordable housing while 54 percent agreed that private interests should be involved. Currently, the cost of housing was a concern for 65 percent of respondents and 57 percent thought the Town should encourage affordable housing.

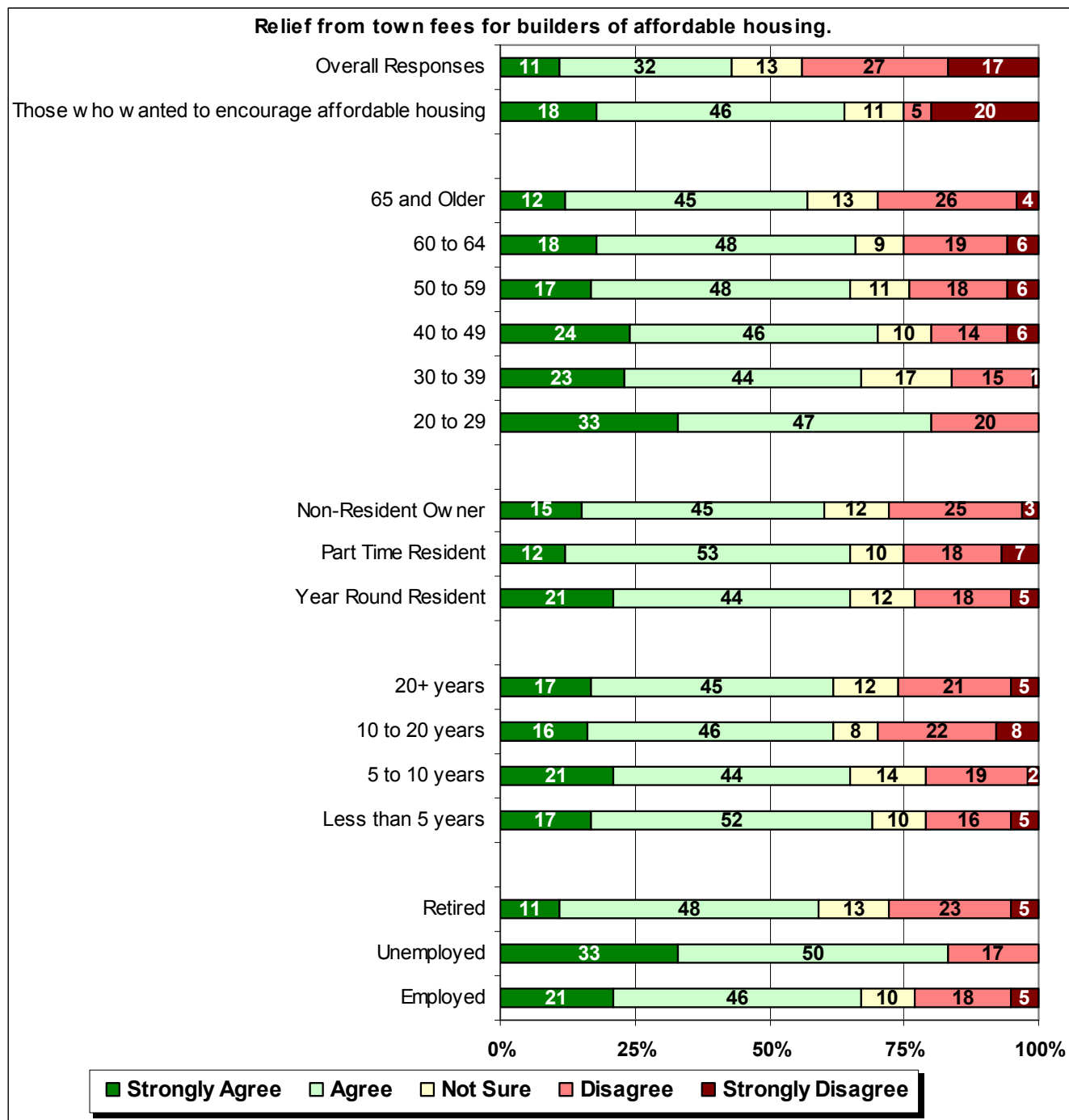
Upon further examination of the current results, those 20 to 29 were most favorable of the support of affordable housing (71 percent), while those 40 to 49 were the most discouraging (33 percent). Year-round residents showed much more approval of this question (75 percent) than did part time (44 percent) or non-resident owners (44 percent). People living in or owning property in Kill Devil Hills for less than 5 years cited the least need for the Town to encourage affordable housing (47 percent) when compared to the other three groups. Those who were employed showed the most support (58 percent) and the unemployed were less in favor of the Town encouraging affordable housing (46 percent) even though they were the most concerned about the cost of housing. (See Figure 24, p. 33)

**Figure 25. Overall Responses to Housing Initiatives (Development Question 14)**



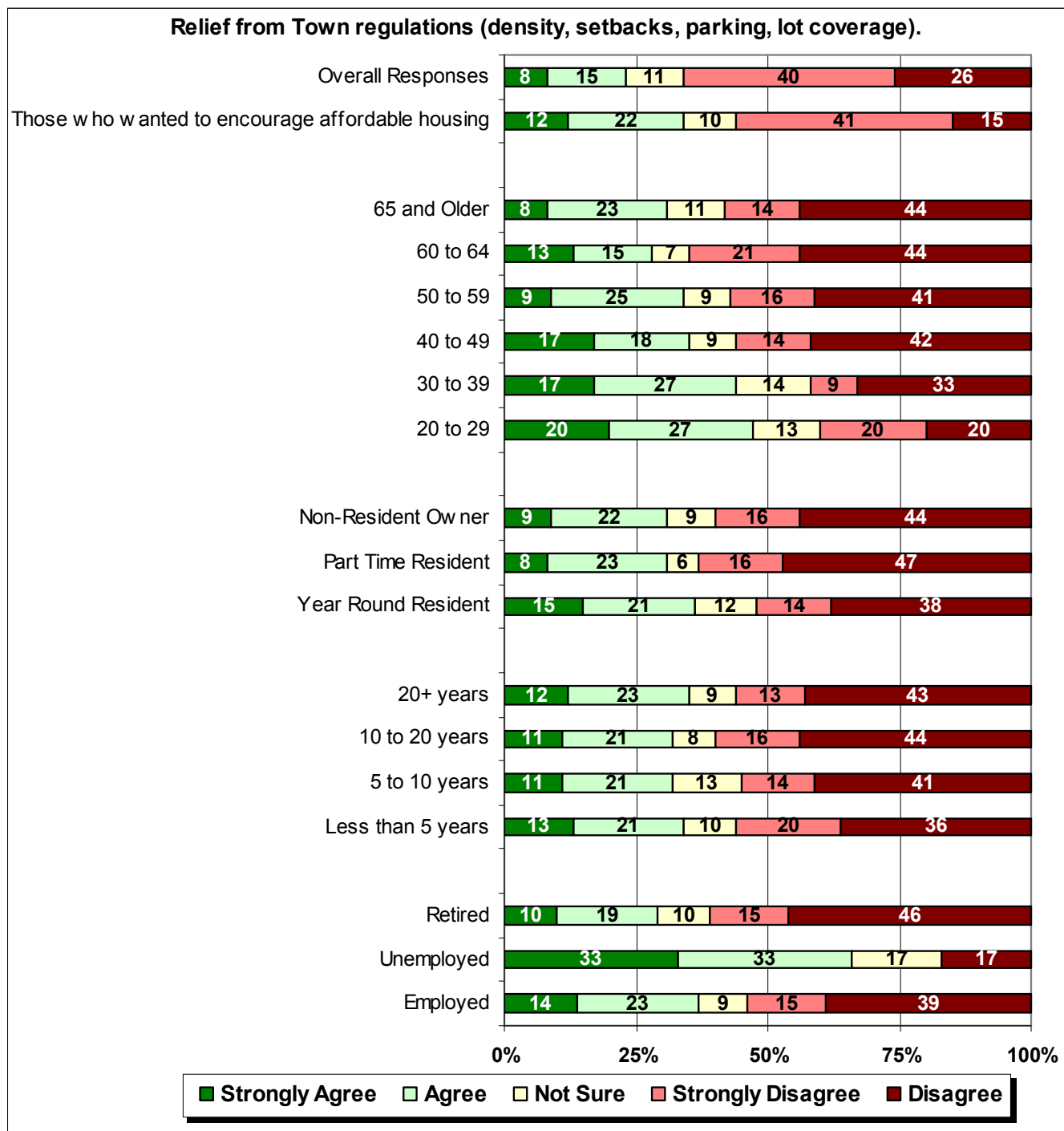
Six techniques were proposed to encourage affordable housing. Of these, the most supported was allowing garage apartments and "mother-in-law" cottages and encouraging employers to provide a housing allowance for employees (53 percent). Town-built infrastructure (roads, waterlines, etc.) to support affordable housing was supported by almost half of respondents (49 percent). Forty-eight percent did not support mandatory inclusion of affordable units in new apartments. Support for relief from Town fees for builders of affordable housing was divided, with 44 percent not supporting the idea and 43 percent being supportive. A large majority disagreed with providing relief from Town regulations such as density, setbacks, parking, and lot coverage (66 percent). (See Figure 25)

Figure 26. Responses about Relief from Town Fees Demographic Breakdown (Development Question 14)



Among those who wanted the Town to encourage affordable housing, 64 percent agreed that builders of affordable housing should be given relief from Town fees, compared to 43 percent overall. To further examine this initiative, demographic data were studied for those who wanted the Town to encourage affordable housing. It appeared that respondents 20 – 29 (80 percent) were more in agreement of giving these builders relief from Town fees than any other age group. Additionally, year-round and part-time residents (65 percent each) were slightly more in favor of this type of relief than were non-resident owners (59 percent). As the time living in Kill Devil Hills increased, support for this initiative declined. Those living in Kill Devil Hills for less than 5 years showed the most agreement (69 percent). Retired residents showed the most disapproval (28 percent) with this type of relief and the unemployed showed the most inclination (83 percent). (See Figure 26)

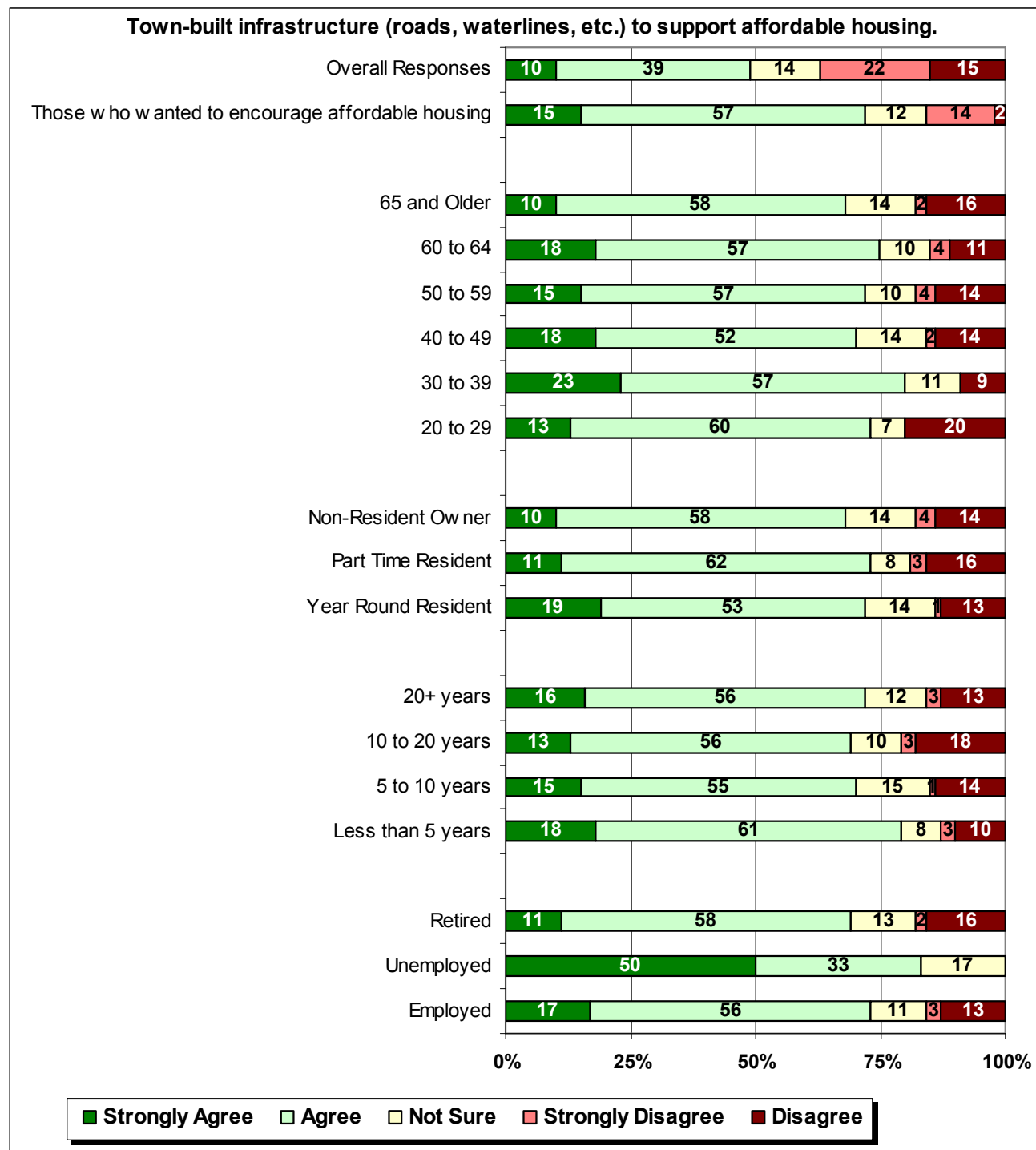
Figure 27. Relief from Town Regulations Demographic Breakdown (Development Question 14)



When asked if there should be relief from town regulations, the majority of participants who wanted the Town to support affordable housing were critical of the idea (56 percent). Younger participants favored the idea more than older participants. Year-round residents (36 percent) favored this measure slightly more than the other two groups, but all three disagreed in general. The amount of time respondents had owned property in Kill Devil Hills did not affect their opinions of this question. Retired residents expressed the most opposition (61 percent) to this type of relief, while those who were unemployed showed more favoritism (66 percent) than any other demographic group in this category. (See Figure 27)

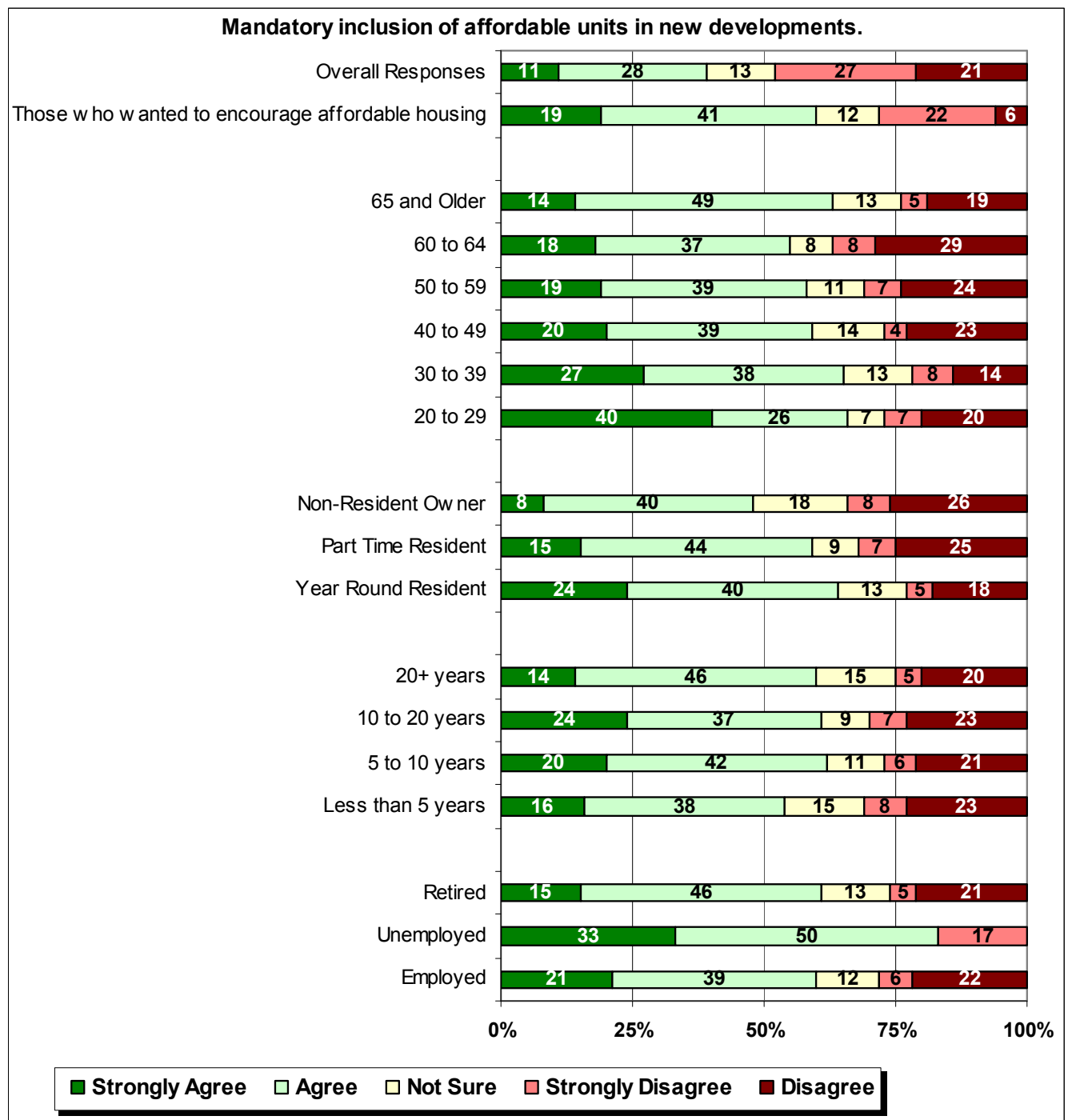


Figure 28. Town Built Infrastructure Demographic Breakdown (Development Question 14)



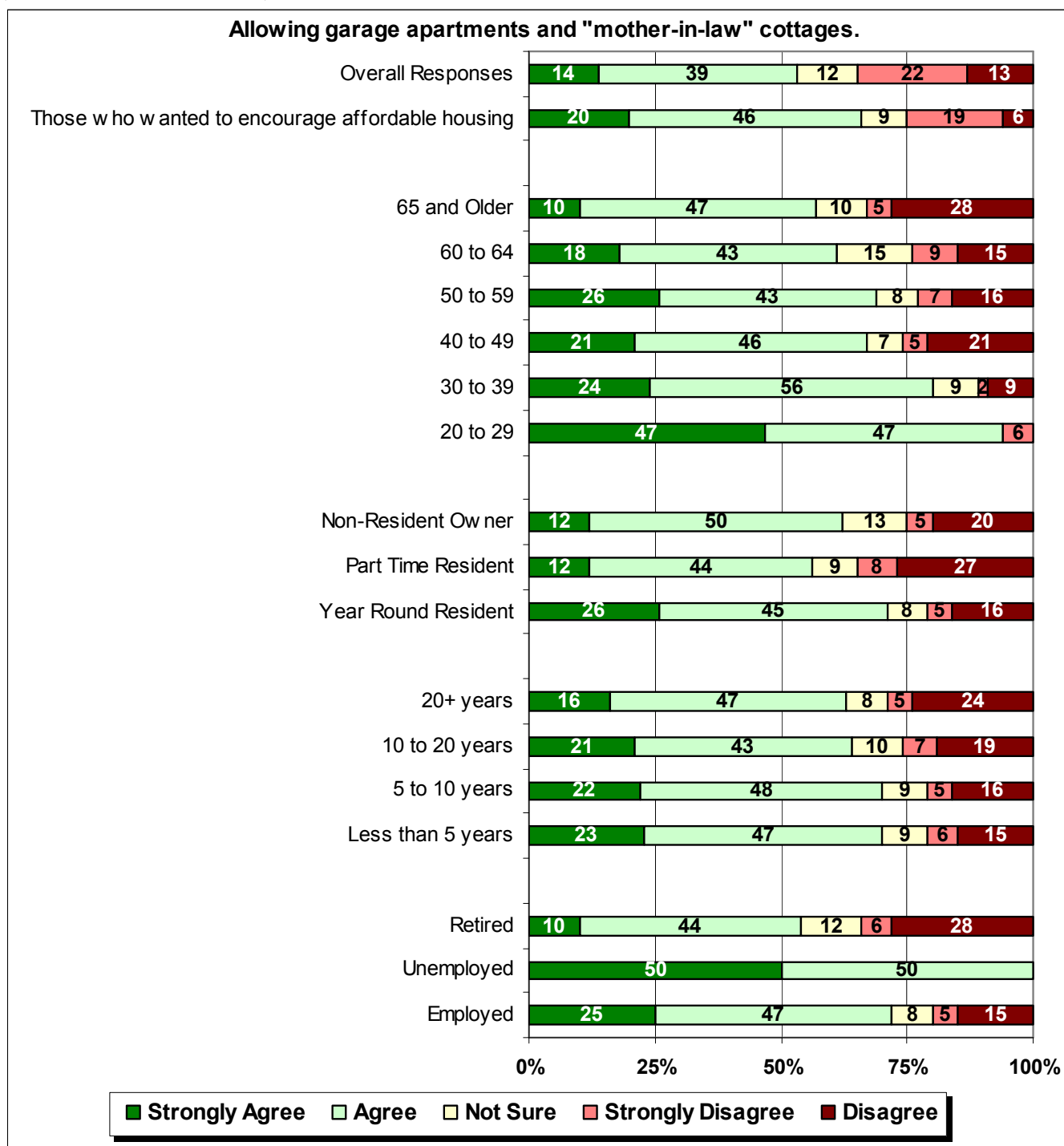
When those who wanted to encourage affordable housing were asked if there should be Town built infrastructure to support affordable housing, respondents were overwhelmingly in agreement (72 percent). This was the most popular initiative to encourage affordable housing. Those 30-39 years old (80 percent) expressed more approval of this idea than any other age group. Part-time residents were more favorable (73 percent) of the infrastructure than year-round (72 percent) or non-resident owners (68 percent). All groups regardless of their length of time in Kill Devil Hills agreed with the Town built infrastructure, with those in Kill Devil Hills less than 5 years having slightly more agreement (79 percent). Results for employment type were mixed. They all were in approval of the idea, but unemployed residents showed the highest levels (83 percent agreed). Retired residents were in agreement with Town built infrastructure, but were also the group that showed the highest percentage of disapproval (18 percent). (See Figure 28)

Figure 29. Mandatory Inclusion in New Developments Demographic Breakdown (Development Question 14)



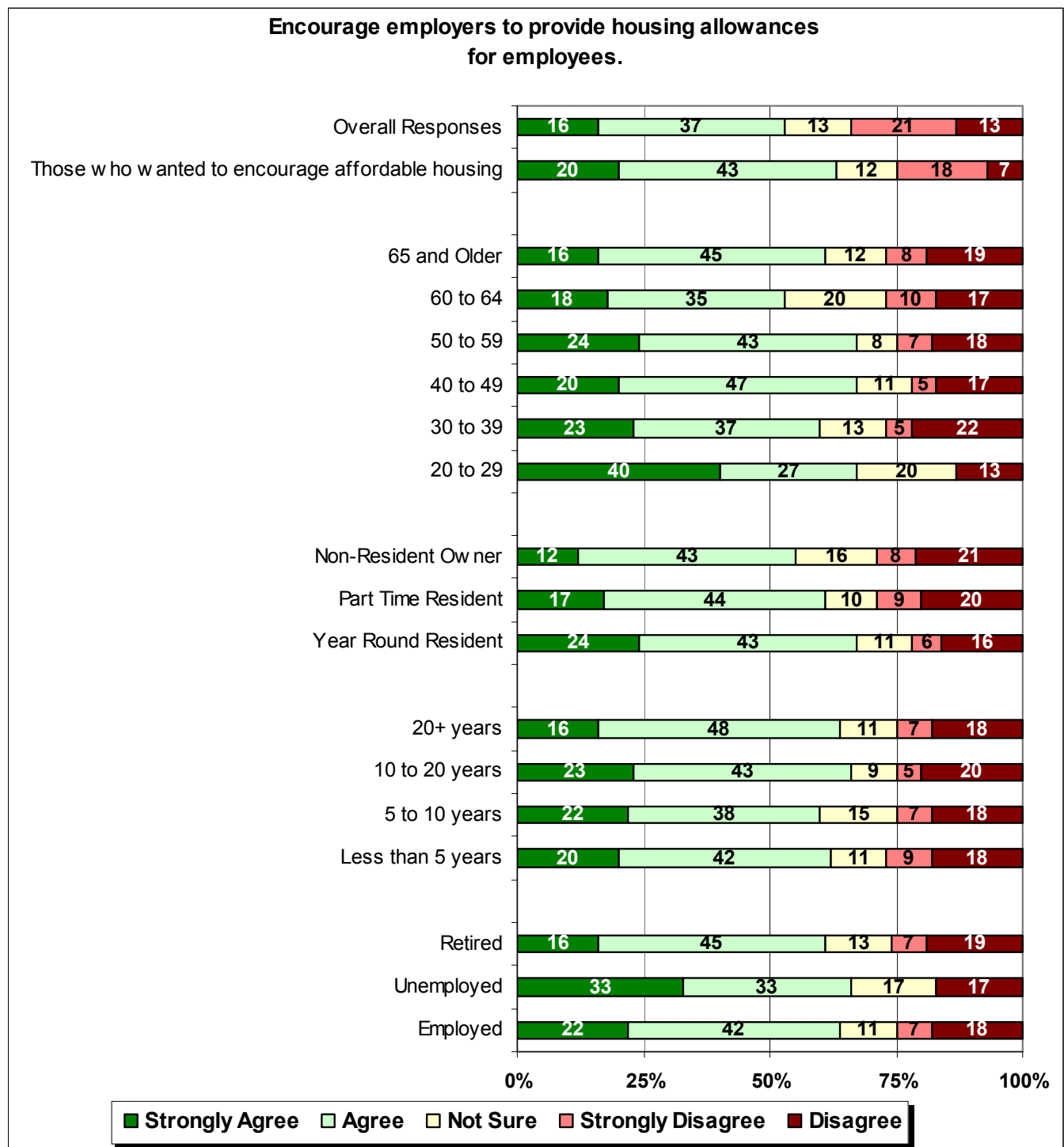
Of those who wanted to encourage affordable housing, 60 percent participants agreed with the idea of mandatory inclusion of affordable units within new developments. Those between the ages of 20 and 39 and those 65 and older (63 – 66 percent) were the most in favor of this idea, while 60 to 64 year-olds were the most opposed (37 percent disagreed). Year-round residents were the most supportive of the mandatory affordable units (64 percent), much more than non-resident owners (48 percent). Those living or owning property for less than 5 years displayed the most disagreement with this question (31 percent). Unemployed residents were greatly in favor of these mandatory units (83 percent), while the other employment types showed some opposition (26-28 percent). (See Figure 29)

Figure 30. Allowing Garage Apartments & “Mother in-law Cottages” Demographic Breakdown (Development Question 14)



Allowing garage apartments and “mother-in-law” cottages to encourage affordable housing was the second favorite among those who wanted to support affordable housing. All age groups expressed agreement with the question, but participants between the ages of 20 to 29 showed the strongest approval (94 percent). Those 65 and older showed some disagreement in their answers (33 percent). Year-round residents showed more favoritism (71 percent) for this item than did the other two residency types. The length of time in Kill Devil Hills did not affect the views that garage apartments and “mother-in-law” cottages should be allowed. All unemployed residents were in favor of this idea, while retired residents showed the most resistance (34 percent). (See Figure 30)

**Figure 31. Encourage Employers to Provide Housing Allowances for Employees Demographic Breakdown (Development Question 14)**



Of those who supported affordable housing, most agreed that employers should provide a housing allowance for employees (63 percent). All age groups responded favorably to this idea, but those between the ages of 20 to 29 and 50 to 59 had the most agreement (67 percent each). Year-round residents were also highly supportive of this idea (67 percent). Each of the groups classified by their time living or owning property in Kill Devil Hills agreed with the idea, but those involved less than 5 years had the most negative responses (27 percent disagreed). While all employment types were in favor of this idea, the unemployed expressed their overwhelming support (66 percent). (See Figure 31)

### ***Development Summary***

Many indicated there was too much commercial development and commercial development regulations were not restrictive enough. This reinforced the lack of support for chain restaurants/retail and commercial businesses as important community attributes. Furthermore, the majority agreed with strengthening the appearance standards for all commercial development regardless of zone and that outdoor merchandise should be regulated. Most wanted power lines in Town to be placed underground and almost half would support higher taxes to fund the project. Similarly, respondents agreed that a municipal sewer treatment facility was needed and almost half were willing to pay user fees. Recreational activities were supported through the desire for bicycle and pedestrian crossings and sidewalks along both US 158 and NC 12. The cost of housing was a concern to the majority of respondents and the majority wanted garage apartments and “mother-in-law” cottages to be allowed to encourage affordable housing. An equally popular technique was encouraging employers to provide housing allowances.

# Environment

## Environment

### Shoreline Management

The following are brief descriptions of potential erosion abatement measures.

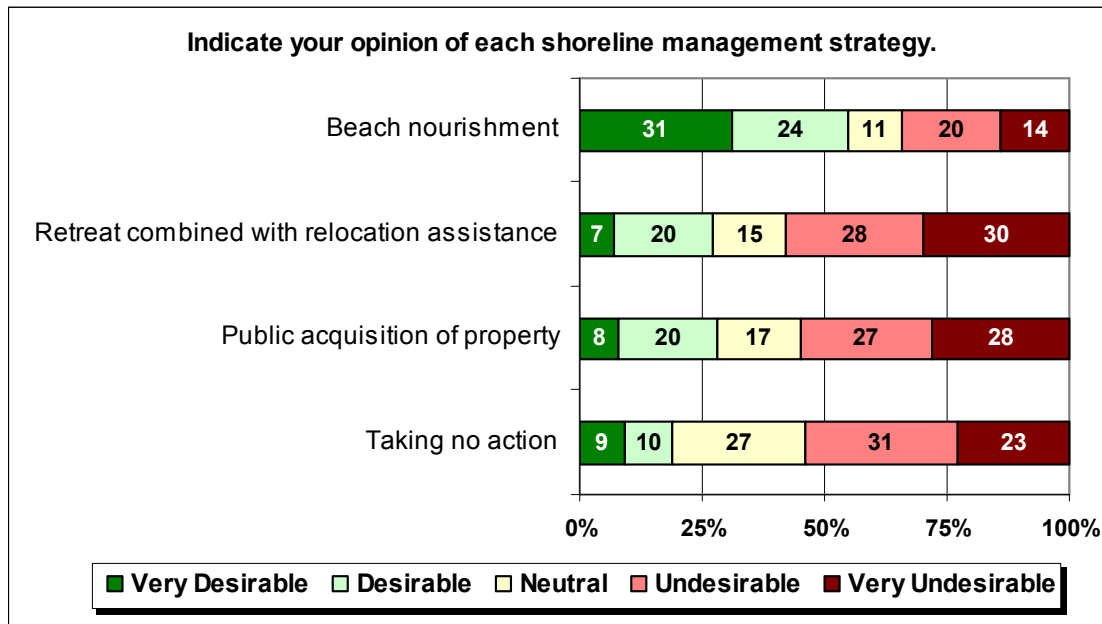
**Beach Nourishment:** Dredging of beach compatible sand from a borrow source offshore. The sand would be piped to the shore to construct a dune system and to widen the beach.

**Retreat:** Move structures away from the ocean as it encroaches.

**Relocation Assistance:** The use of public funds to move threatened houses off the beach.

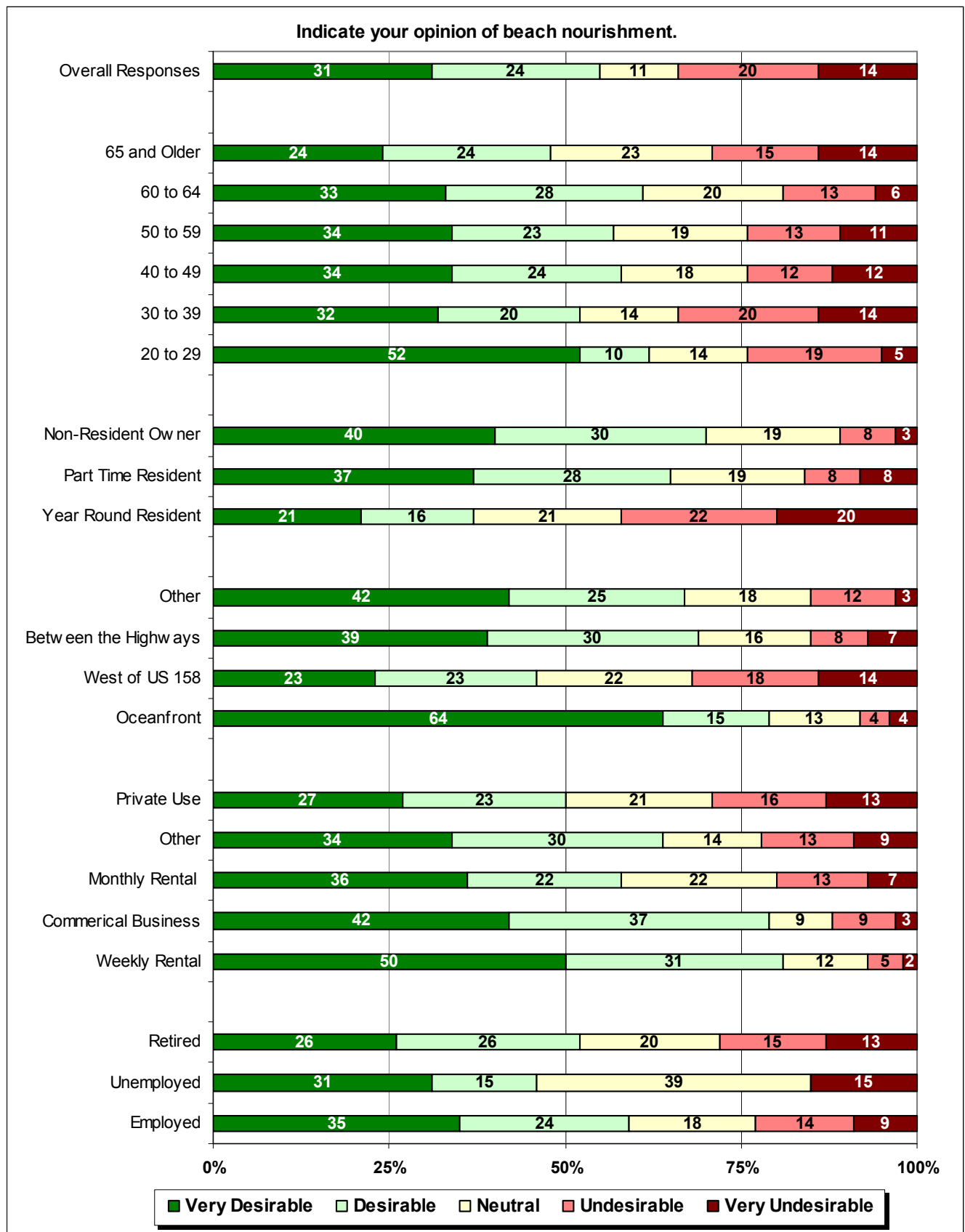
**Public Acquisition of Property:** The use of public funds to voluntarily acquire property or houses which are threatened by erosion to prevent structures for occupying the public beach area.

Figure 32. Overall Responses about Shoreline Management Strategies (Environment Question 1)



Of all the erosion abatement measures above, beach nourishment was cited as the most accepted, with 55 percent indicating it as desirable. This method not only was the most popular, but most participants were willing to pay for this strategy, as shown in upcoming sections. The retreat combined with relocation assistance (27 percent desirable) and the public acquisition of property strategies (28 percent desirable) were more contested. Fifty-eight percent cited retreat/relocation as undesirable and 55 percent felt the same about public acquisition of property whereas only 34 percent thought beach nourishment was undesirable. Participants also considered taking no action an undesirable strategy (54 percent) but there were also many respondents who were neutral (27 percent). (See Figure 32)

Figure 33. Opinions of Beach Nourishment Demographic Breakdown (Environment Question 1)

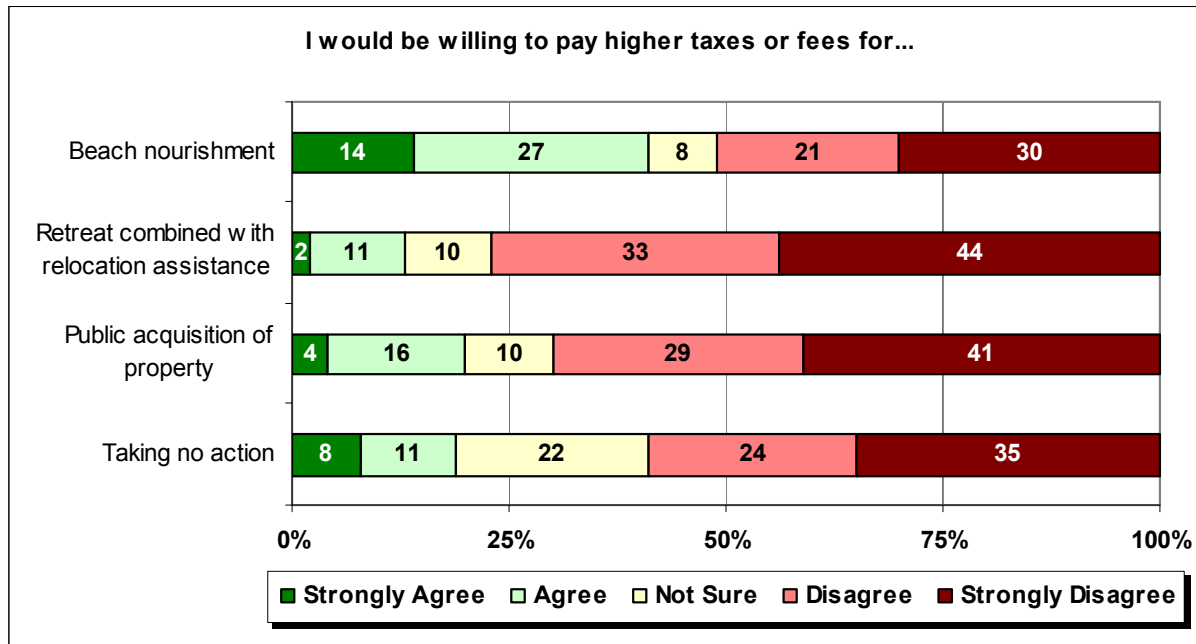


Overall, beach nourishment was the most desirable shoreline management strategy (55 percent), but there were many varying responses when responses were broken down by demographic categories. Of all the age groups,



those between the ages of 20 to 29 thought beach nourishment was the most desirable (62 percent). However, 34 percent of those between 30 and 39 thought this an undesirable strategy. Part-time residents (65 percent) and non-resident owners (70 percent) thought that beach nourishment was an acceptable solution. In contrast, year-round residents thought that it was more undesirable (42 percent) than desirable (37 percent). Oceanfront property owners were favorable toward beach nourishment, with the majority of them regarding the strategy as desirable (79 percent). Those living West of US 158 had the highest percentage of undesirable feelings towards beach nourishment (32 percent). Weekly rental owners had the most favorable opinion of beach nourishment (81 percent), while those with private use properties responded with the highest percentage of undesirability (29 percent). Fifty-nine percent of the employed residents felt that beach nourishment was a good strategy. Retirees were the most adverse to beach nourishment (28 percent) when compared with the other employment types. A large percentage of unemployed respondents (39 percent) were neutral about beach nourishment. (See Figure 33, p. 44)

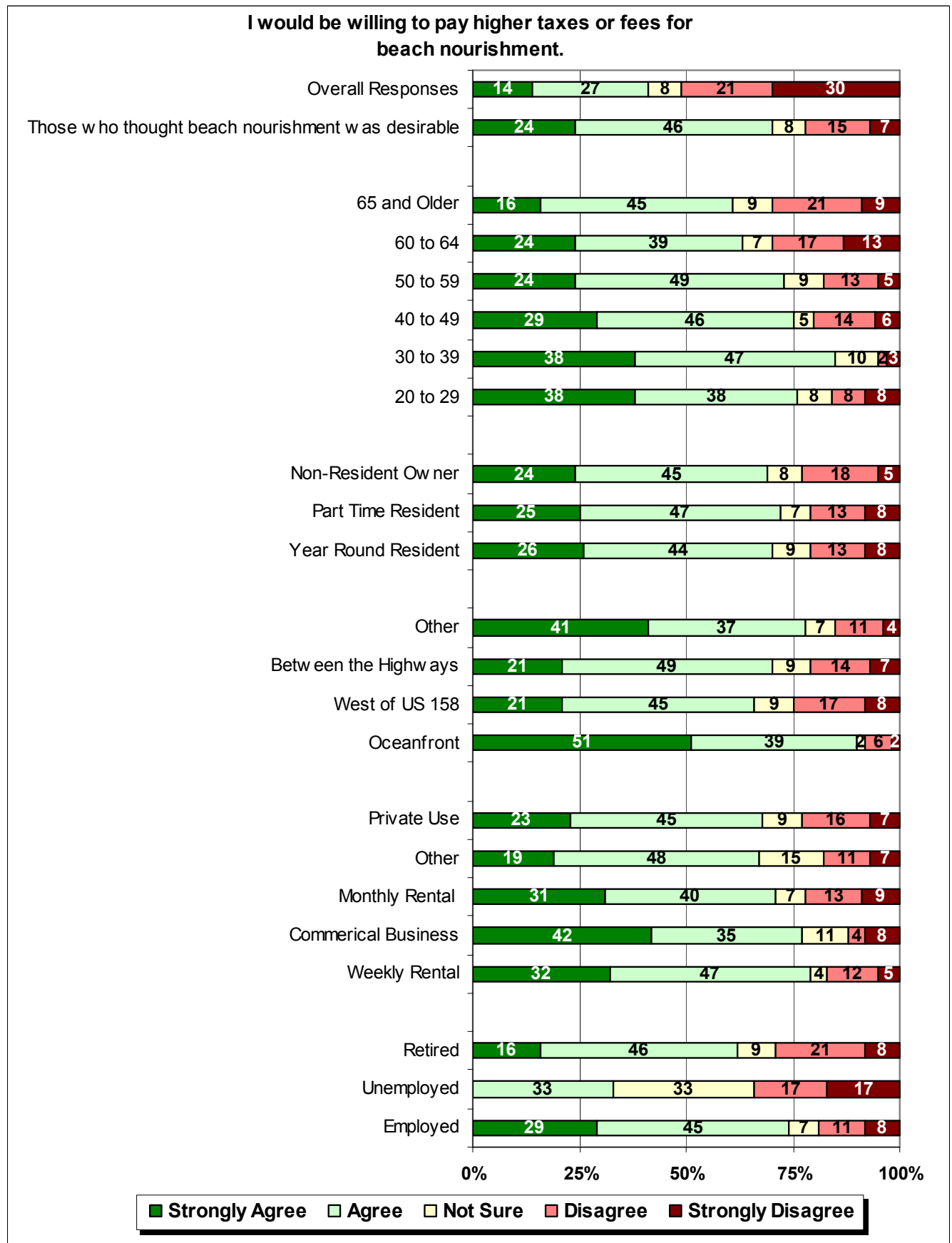
**Figure 34. Overall Responses to Willingness to Pay Higher Taxes or Fees (Environment Question 2)**



In order to further assess these strategies, participants were asked about their willingness to pay higher taxes or fees for each erosion abatement strategy. Overall, the majority of participants did not want to pay more for any of the strategies. Nevertheless, 41 percent agreed with paying higher taxes or fees for beach nourishment but less than 20 percent would be willing for any other strategy. Respondents were least likely to support higher taxes or fees for retreat/relocation (77 percent). (See Figure 34)

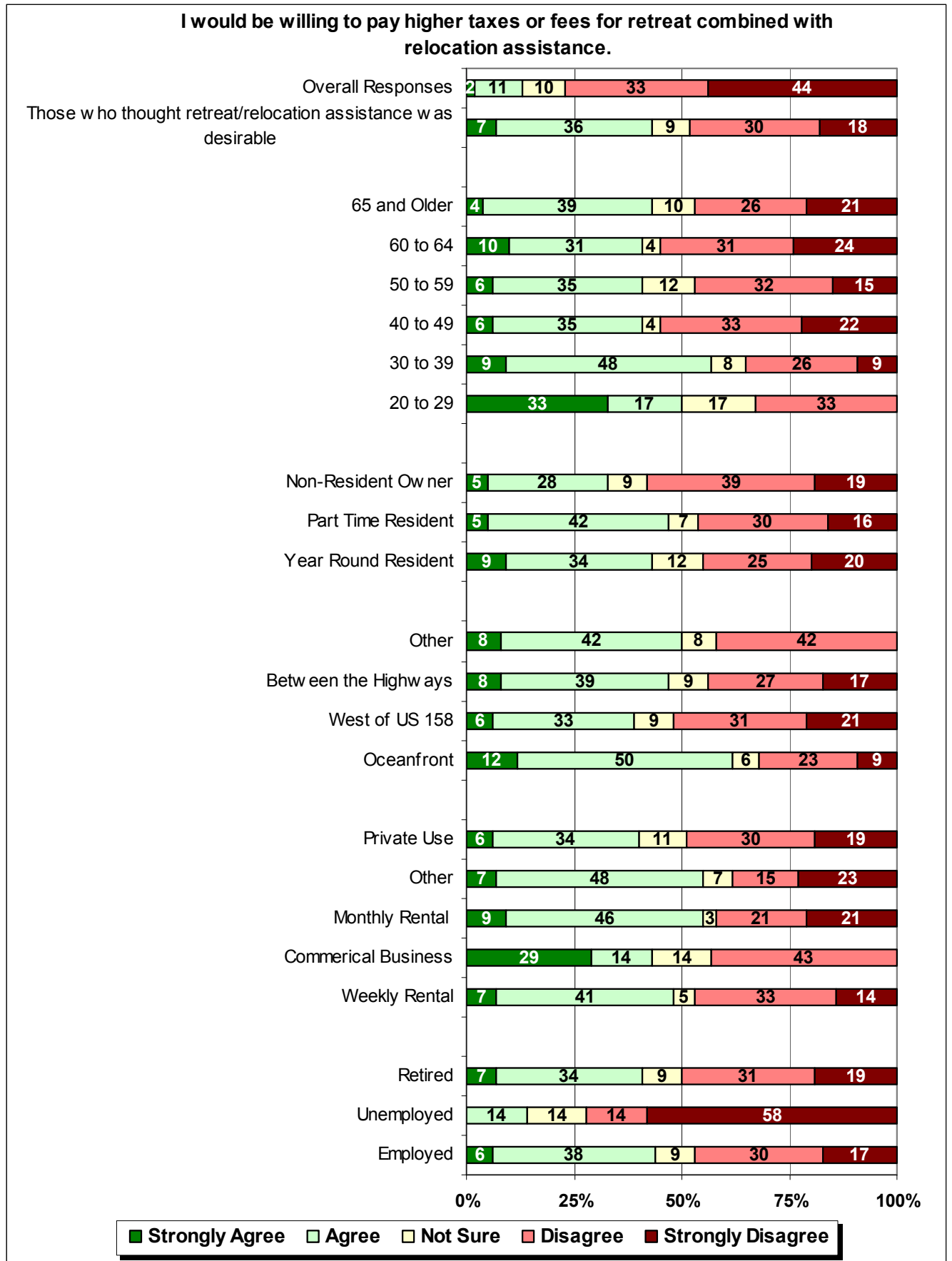
The utilization of public funds for beach nourishment was supported by 39 percent of those surveyed in 1997 and half supported the use of private funds. In 2007, 55 percent thought beach nourishment was a desirable strategy and an overall 41 percent agreed with paying higher taxes for this strategy. When current participants were asked about a locally funded beach nourishment project, only 37 percent favored the idea.

Figure 35. Paying for Beach Nourishment Demographic Breakdown (Environment Question 2)



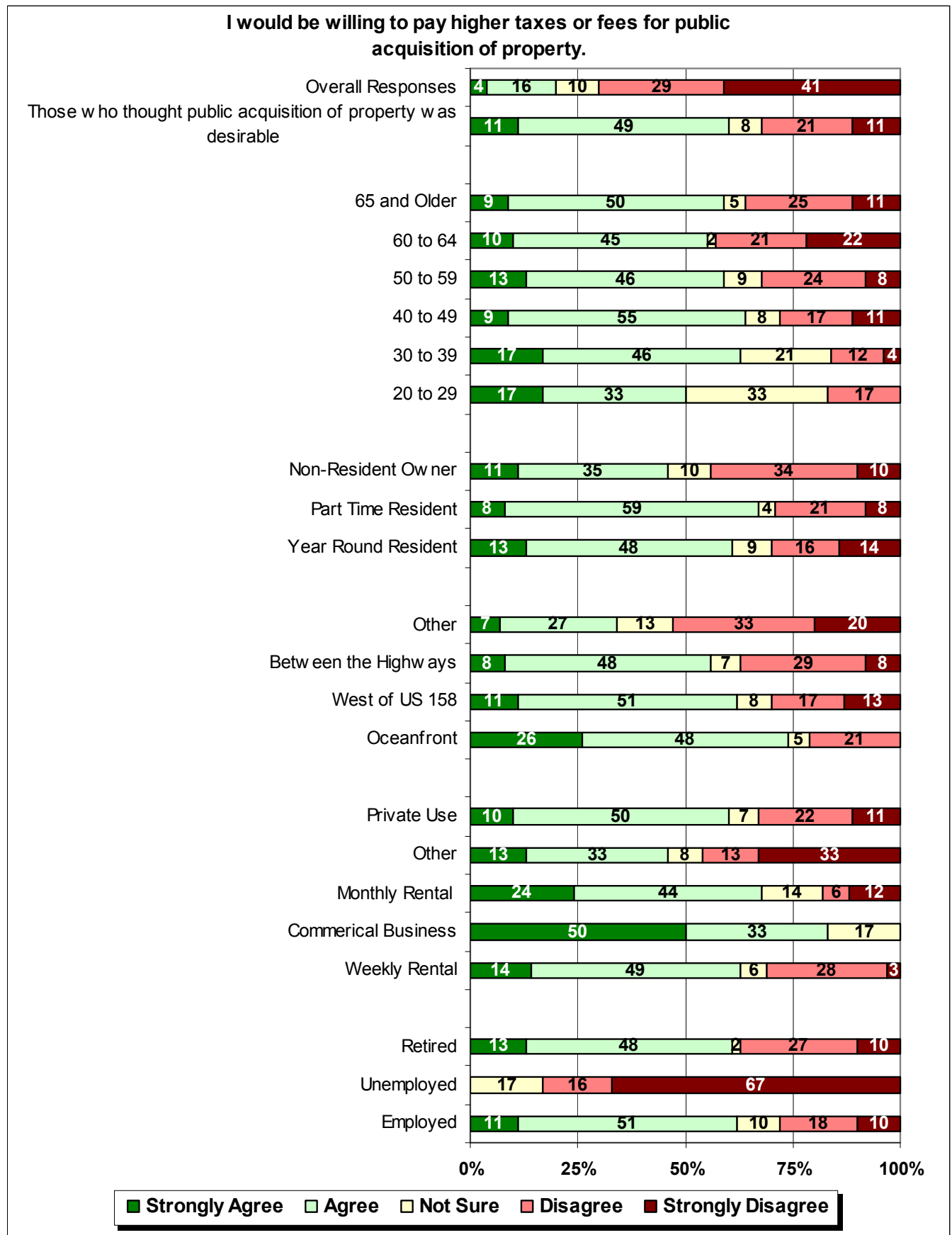
Overall, 41 percent supported higher taxes and fees for beach nourishment. Of those who thought beach nourishment was desirable, 70 percent were willing to pay higher taxes or fees for this strategy. Responses of those who thought beach nourishment was desirable were then broken down into demographic categories. Results showed that younger residents were more willing to pay higher taxes or fees than older residents. Those between the ages of 30 and 39 were the most willing (85 percent), but the majority of all ages were supportive. All residency groups had similar responses. Oceanfront property owners were very much in favor of paying higher taxes or fees for this purpose (90 percent), while those living West of US 158 were the most opposed (25 percent disagreed). Weekly rental owners were the most supportive of this idea (79 percent), but all of the property use groups were supportive. Employed participants overwhelmingly supported higher taxes for beach nourishment (74 percent), while unemployed residents showed more disapproval (34 percent) of this topic than other employment categories. In addition, 33 percent of the unemployed were not sure about their support of higher taxes or fees. **(See Figure 35, p. 46)**

Figure 36. Paying for a Retreat/Relocation Assistance Demographic Breakdown (Environment Question 2)



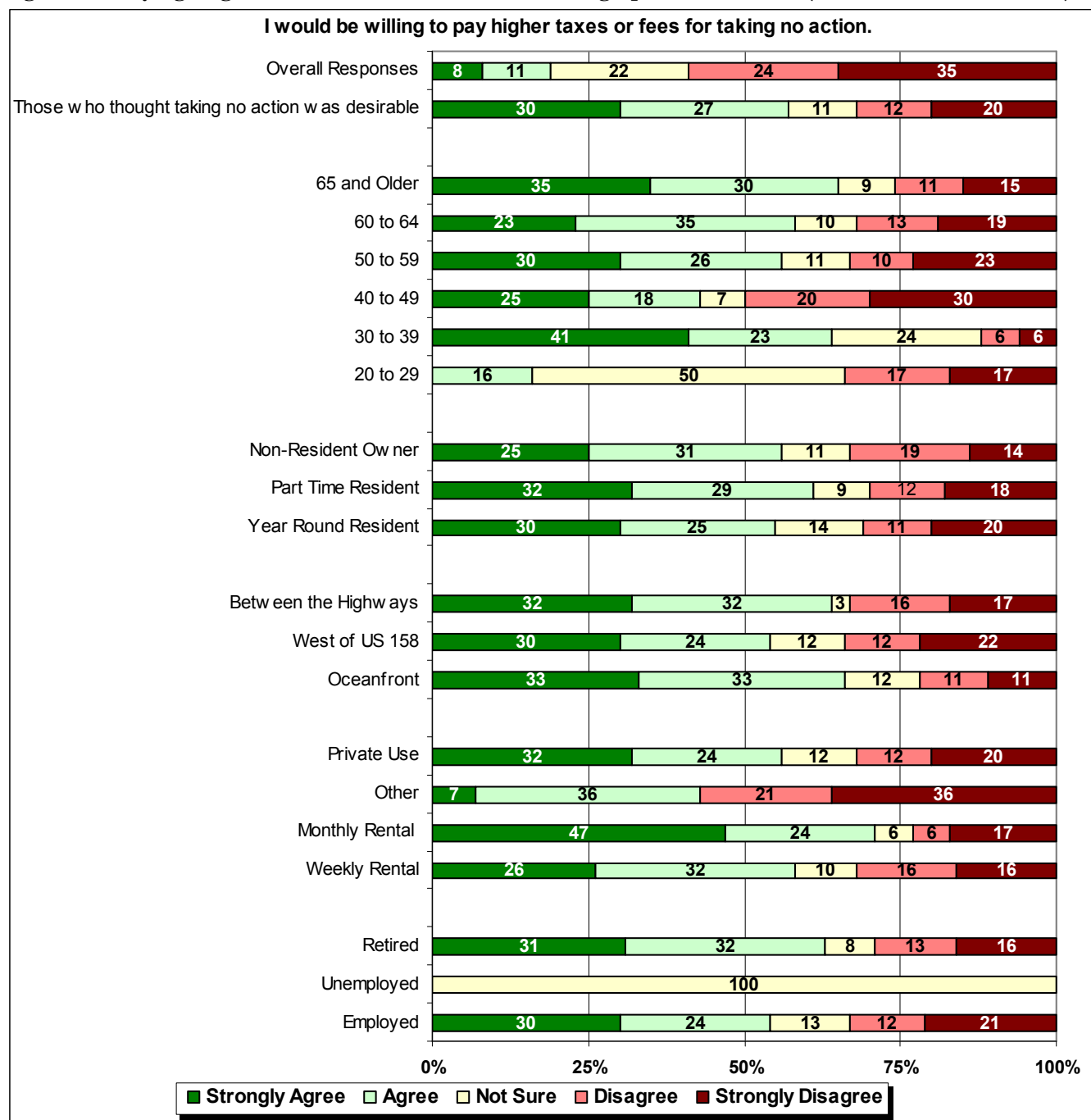
Overall, only 13 percent supported higher taxes and fees for retreat combined with relocation assistance. Of those who thought retreat combined with relocation was desirable, 43 percent were willing to pay higher taxes or fees for this strategy. When responses for those who thought retreat/relocation was desirable were further broken down into demographic categories, results showed that most age groups were similar in their responses to paying higher taxes. However, those between the ages of 30 and 39 were the most favorable (57 percent). Most residency types were not in favor of higher fees for this strategy, with non-resident owners being the most disagreeable (58 percent). Although most property locations did not support these taxes and fees, oceanfront property owners had the most positive responses (62 percent agreed). The majority (55 percent) of monthly rental respondents agreed with taxes or fees for retreat/relocation, but private use (40 percent agreed), commercial use (43 percent agreed) and weekly rentals (48 percent agreed) were less favorable. The retired (41 percent) and employed (44 percent) responded with similar agreement whereas only 14 percent of those unemployed agreed with the tax increase. **(See Figure 36, p. 48)**

Figure 37. Paying Public Acquisition of Property Demographic Breakdown (Environment Question 2)



Overall, only 20 percent supported higher taxes and fees for public acquisition of property. Of those who thought public acquisition of property was desirable, 60 percent were willing to pay higher taxes or fees for this strategy. When responses for those who thought public acquisition was desirable were further broken down into demographic categories, results showed that the majority of all age groups agreed with this question (50 – 63 percent). Those between the ages of 20 and 29 had a large portion (33 percent) indicate they were not sure. Part time residents (67 percent), those with oceanfront property (74 percent), commercial businesses (83 percent), and the employed (62 percent) showed the most support within their respective categories. The unemployed were strongly against higher taxes or fees (83 percent) and none indicated agreement. (See Figure 37, p. 50)

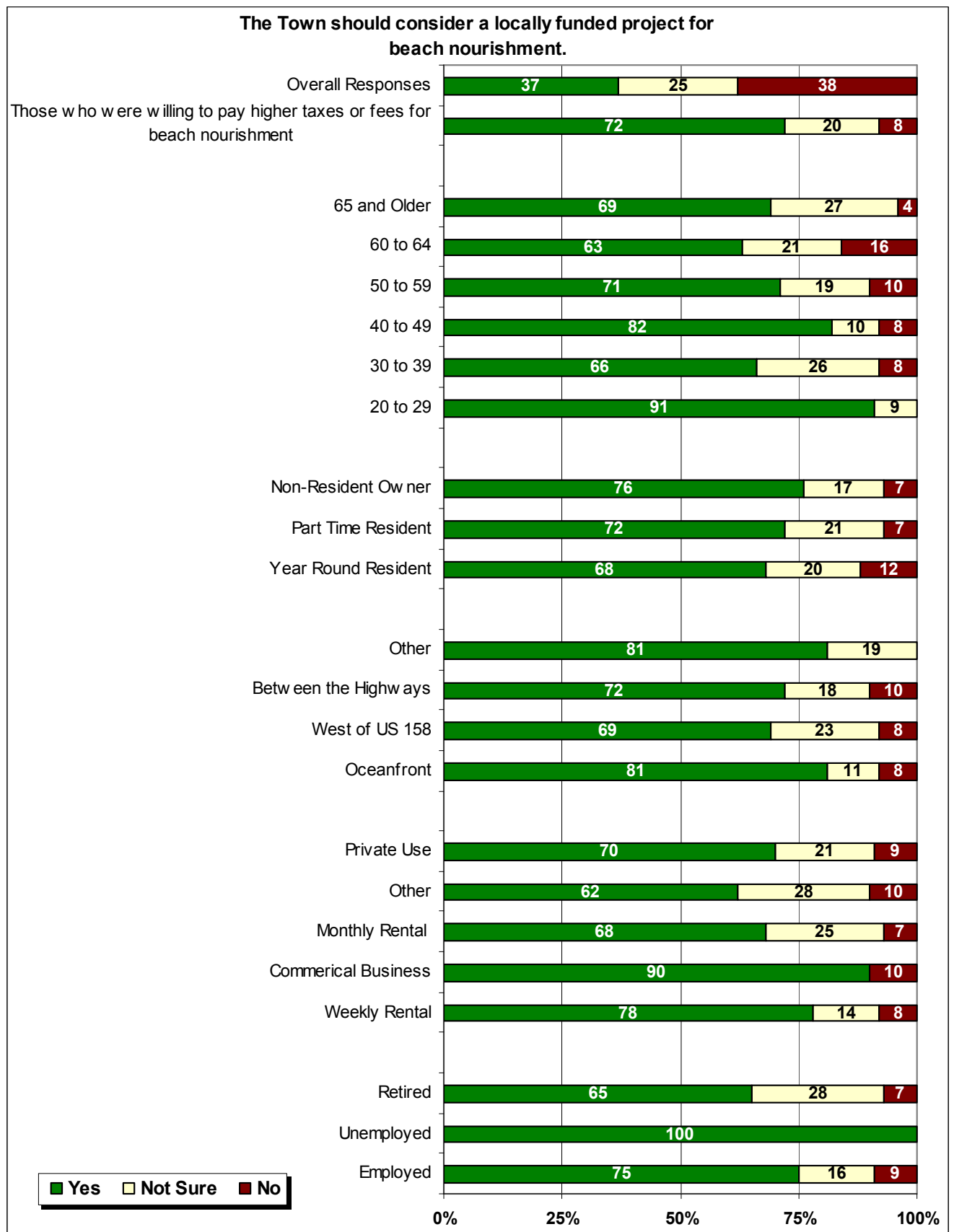
**Figure 38. Paying Higher Taxes to Take No Action Demographic Breakdown (Environment Question 2)**



Overall, only 19 percent supported higher taxes and fees for taking no action. Of those who thought taking no action was desirable, 57 percent were willing to pay higher taxes or fees for this strategy. Responses for those who thought taking no action was desirable were further broken down into demographic categories. Results showed that younger respondents were unsure of the idea (50 percent between the ages of 20 and 29; 24 percent between the ages of 30 and 39). The participants over the age of 65 were the largest age group to agree to pay higher taxes or fees to take no action (65 percent). The residency types were all similar in agreement. Those living oceanfront (66 percent) showed the most support of this idea followed by those living between the highways (64 percent). Monthly rentals responded with the most approval (71 percent) within the property use category. Retirees had the highest percentage agree with the increase of taxes (63 percent) for taking no action. Only one unemployed respondent answered this question and that individual was uncertain. **(See Figure 38, p. 51)**

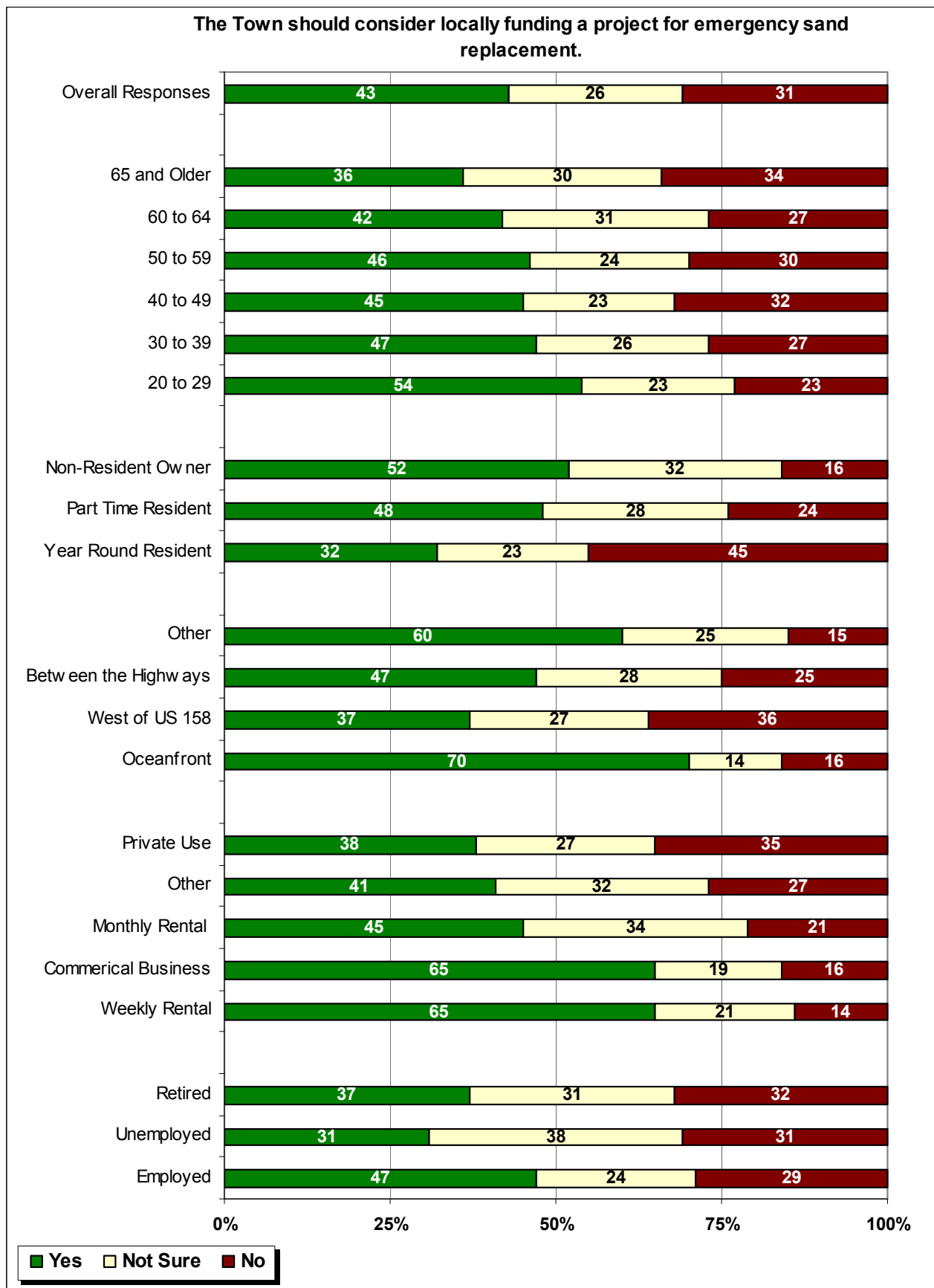


Figure 39. Locally Funded Project for Beach Nourishment Demographic Breakdown (Environment Question 3)



Overall, a locally funded project for beach nourishment was regarded with mixed feelings. Thirty-seven percent wanted it and 38 percent did not. The remaining 25 percent were not sure. Of those who were willing to pay higher taxes or fees for beach nourishment, 72 percent wanted the Town to consider a locally funded beach nourishment project. Responses for those who were willing to pay for beach nourishment were further broken down into demographic categories. The majority of respondents in each demographic category supported a locally funded project for beach nourishment. Results also indicated that the majority of all age groups wanted a locally funded project with participants between the ages of 20 to 29 being the most agreeable (91 percent). All residency groups were in favor of the locally funded project. Oceanfront property owners showed the most support for the project (81 percent), while those living West of US 158 were not as supportive (69 percent). Commercial businesses (90 percent) and those who were unemployed cited the most support (100 percent) of this Town project. **(See Figure 39, p. 53)**

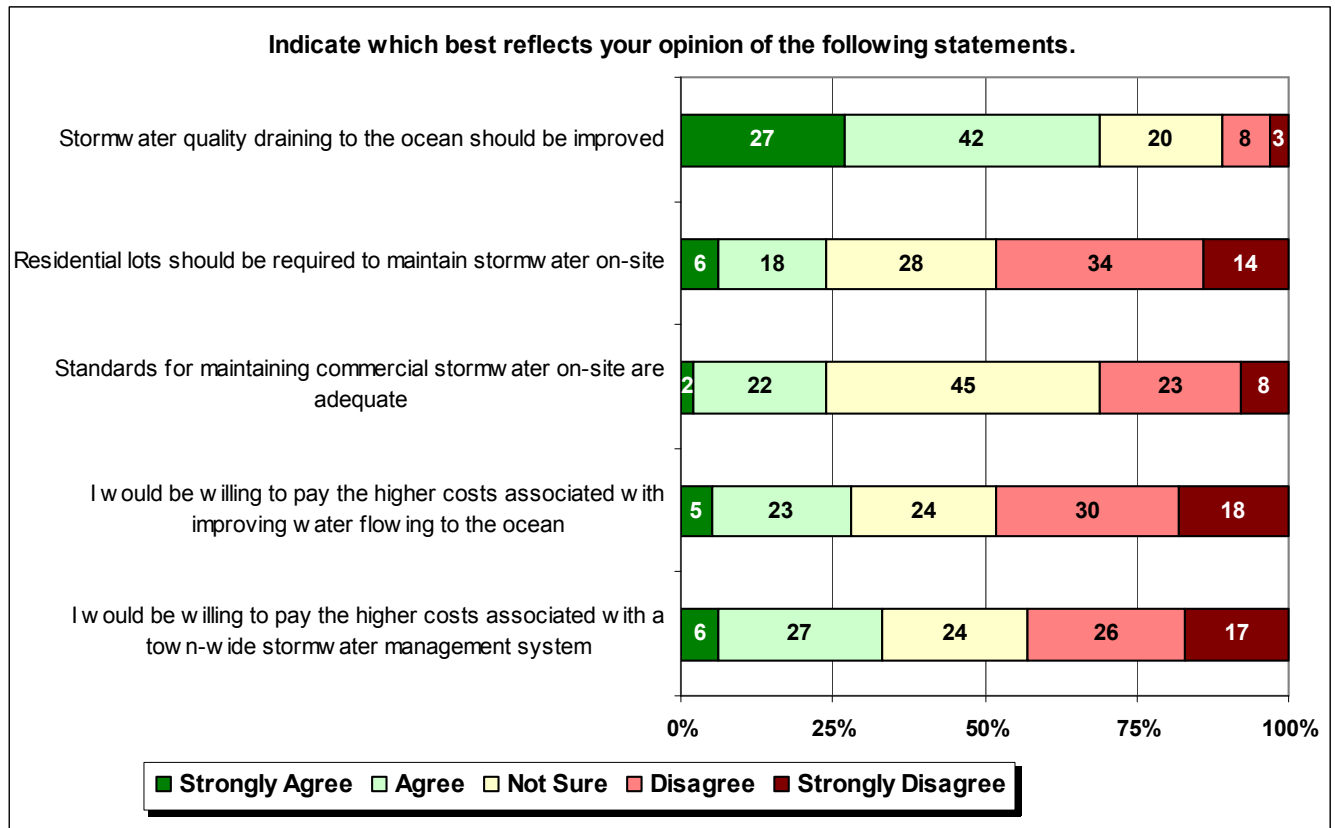
Figure 40. Locally Funded Project for Emergency Sand Replacement Demographic Breakdown (Environment Question 4)



Overall, 43 percent wanted the Town to consider a locally funded project for emergency sand replacement. Of those who wanted the Town to fund an emergency sand replacement project, younger participants liked this project idea more than older participants. Part time (48 percent) and non-resident owners (52 percent) were more positive than year-round owners (32 percent) about this project. Oceanfront property owners indicated agreement with the question (70 percent), while those living West of US 158 showed the most opposition (36 percent did not want the project). Both commercial businesses and weekly rentals were similarly in agreement that this project was a good idea (65 percent). Within the employment category, those working were the most supportive of this project (47 percent) and those retired were the most opposed (32 percent). Throughout these demographic breakdowns, those indicating they were not sure were prevalent. Respondents may not have understood what was meant by emergency sand replacement. (See Figure 40, p. 55)

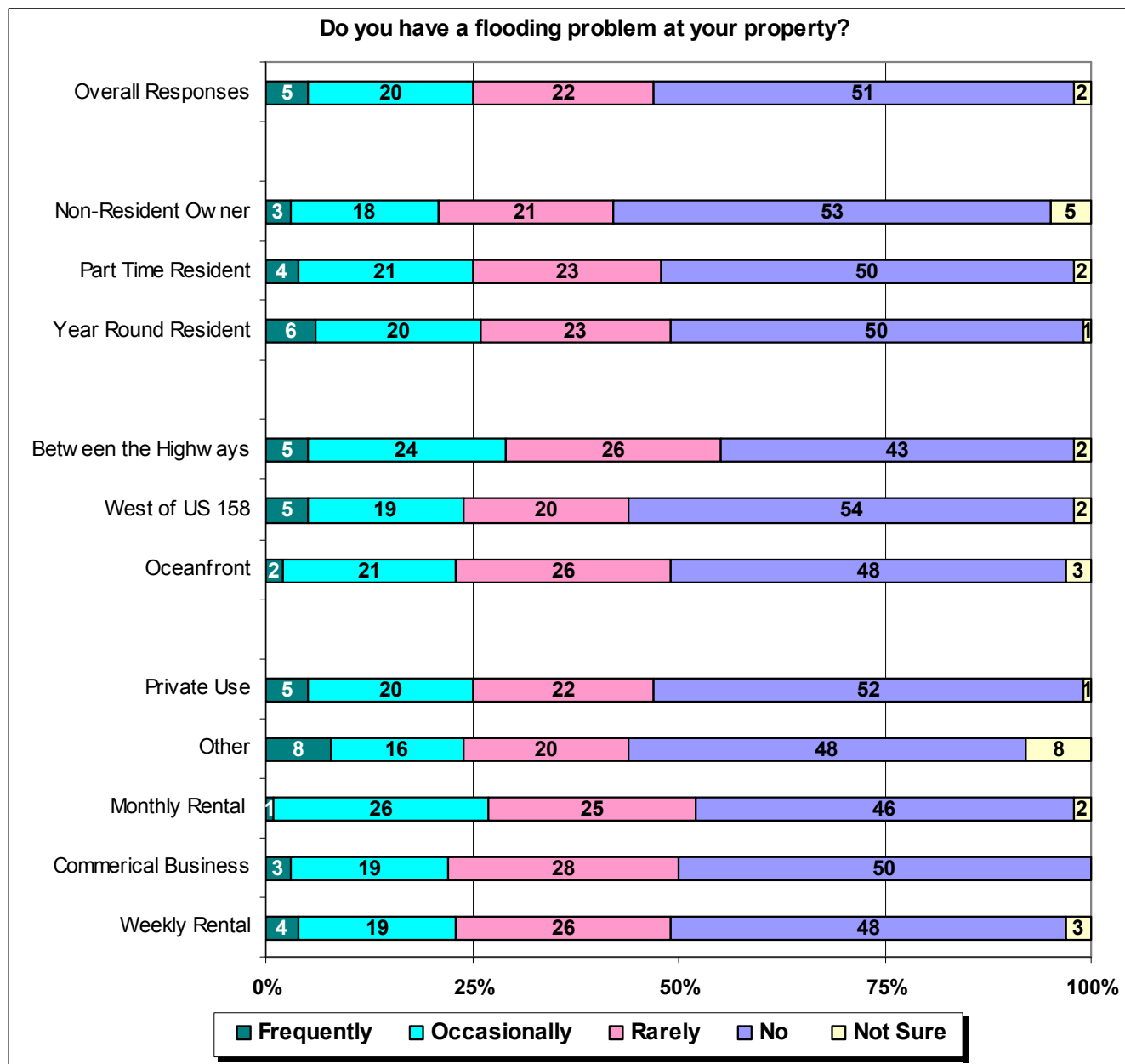
### *Stormwater Management*

**Figure 41. Overall Responses about Stormwater Management (Environment Question 5)**



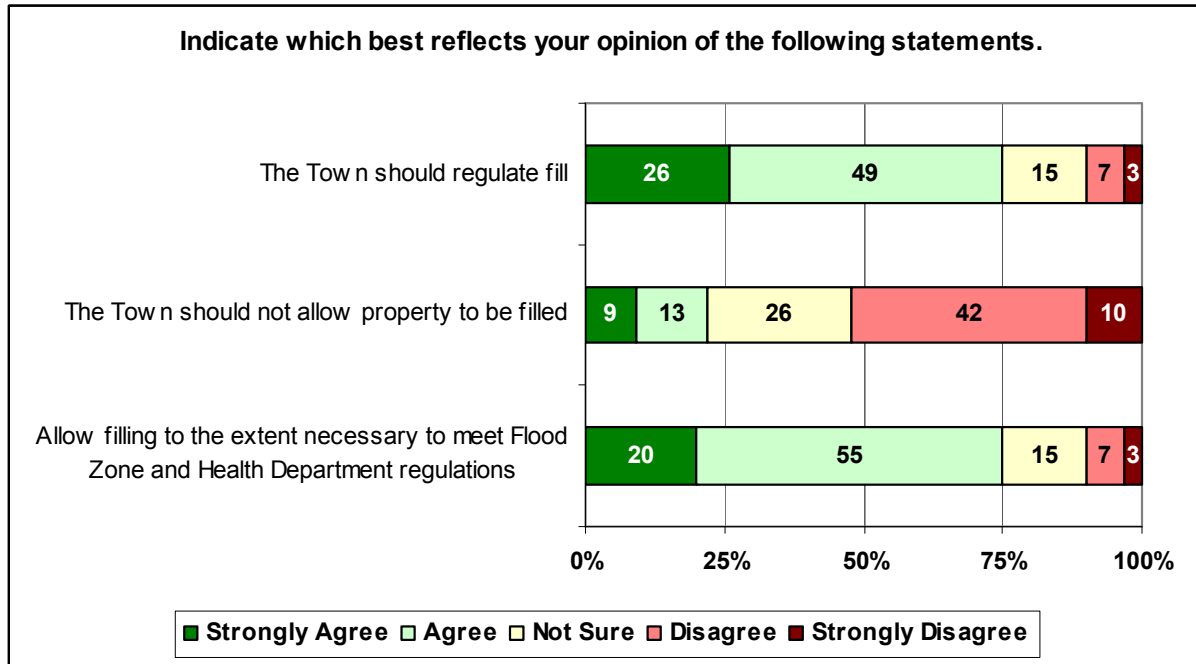
The next section of the survey inquired about opinions regarding stormwater management. Sixty-nine percent thought that stormwater quality draining to the ocean should be improved, but when asked about specific measures, the responses were not as supportive. Almost half of respondents (48 percent) did not agree that residential lots should be required to maintain stormwater on-site. Regarding standards for maintaining commercial stormwater on-site, 24 percent cited them as adequate and 31 percent did not agree. A large portion of respondents were not sure (45 percent) of the standards for maintaining commercial stormwater on-site. When asked about the willingness to pay higher costs to improve water flow to the ocean, only 28 percent agreed and 48 percent disagreed. There was more financial support for stormwater management in 1997 than presently. Sixty percent of respondents in 1997 agreed with using public funds for stormwater drainage management projects but in 2007, only 33 percent were willing to pay the higher costs associated with a town-wide stormwater management system. (See Figure 41)

Figure 42. Flooding Problems Demographic Breakdown (Environment Question 6)



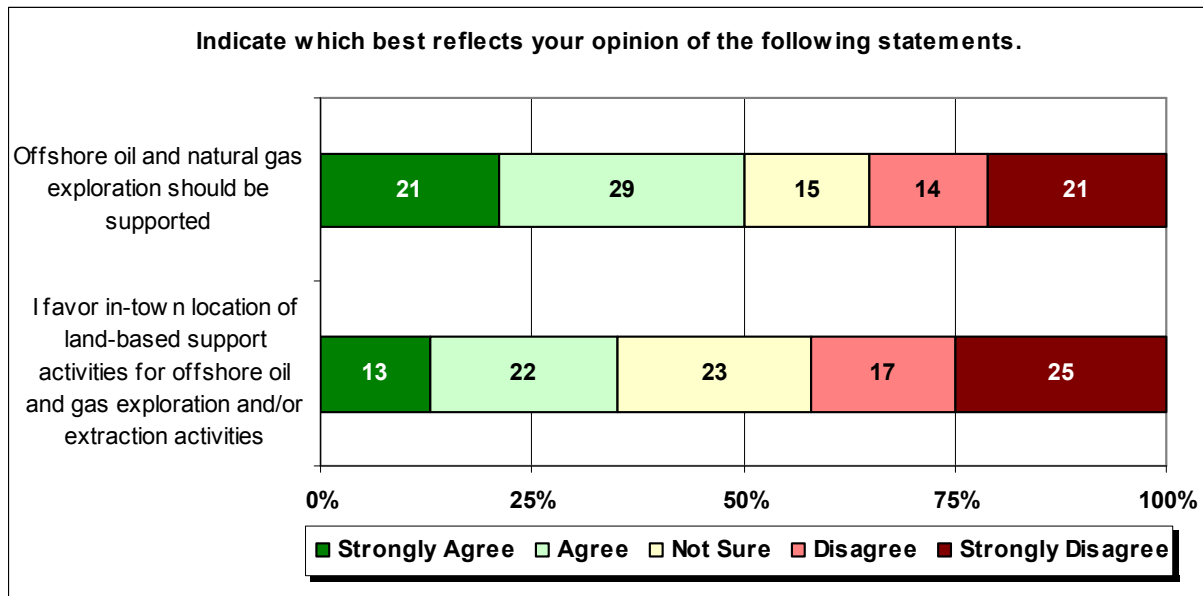
Overall, the majority of respondents (51 percent) did not have a flooding problem at their property, but 22 percent experienced flooding rarely, 20 percent experienced it occasionally and five percent reported it as occurring frequently. When this question was broken down into demographic categories, they were all fairly equal in their indications of flooding tendencies. (See Figure 42)

**Figure 43. Overall Responses about Town Support for Flooding Problems (Environment Question 7)**



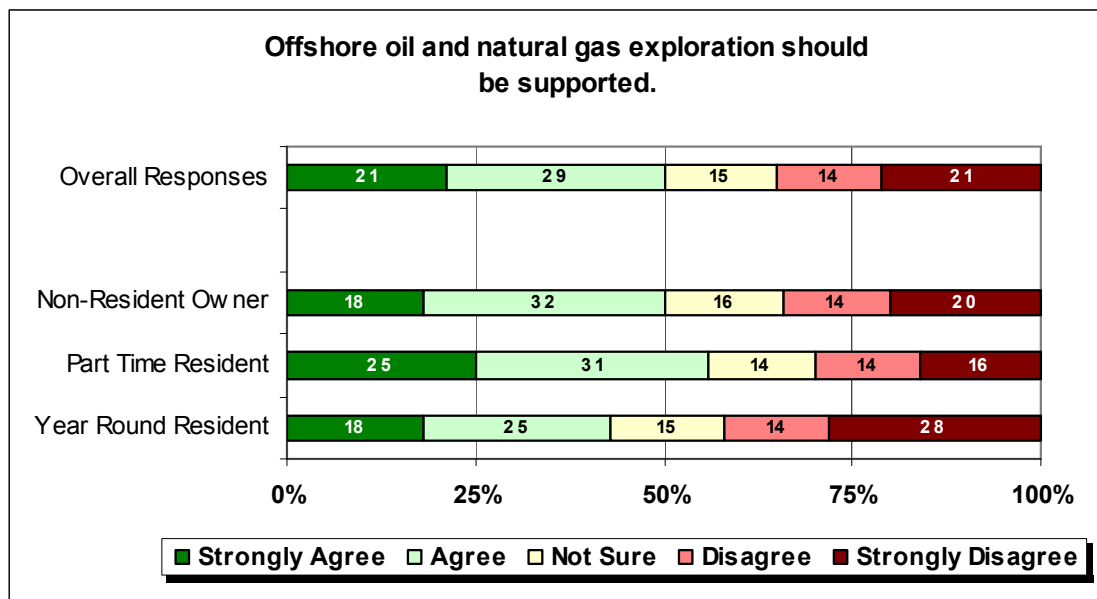
Seventy-five percent of respondents felt that the Town should regulate fill and should allow filling to the extent necessary to meet Flood Zone and Health Department regulations. Only 22 percent agreed that the Town should not allow property to be filled. (See Figure 43)

**Figure 44. Overall Responses about Town Support for Oil Exploration (Environment Question 8)**



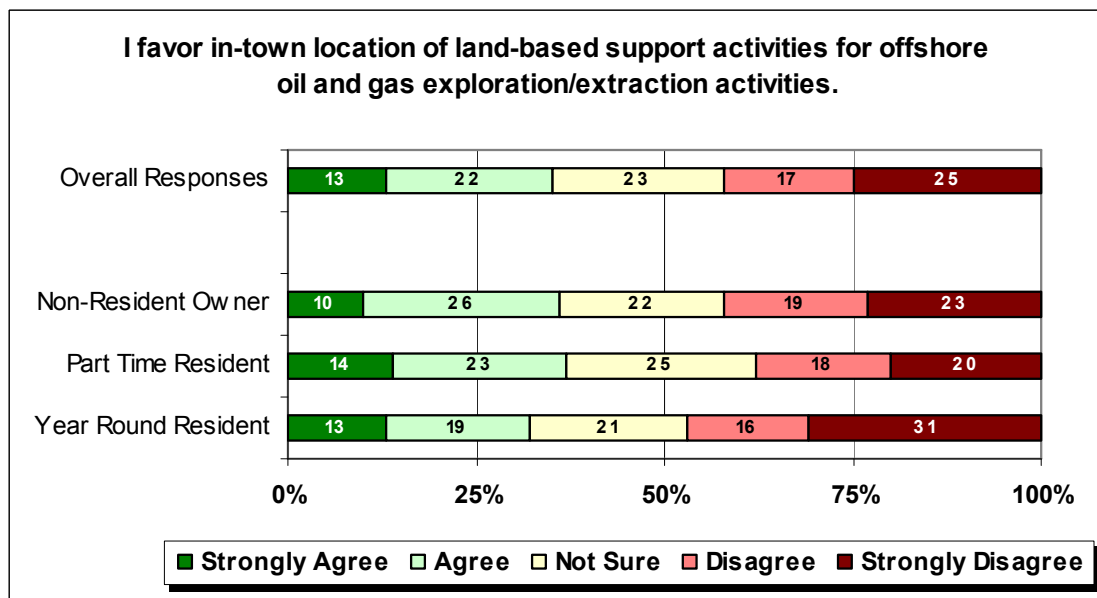
Fifty percent of respondents cited that offshore oil and natural gas exploration should be supported and 35 percent favored in-town location of land-based support activities. This is a drastic change from the 1997 survey where 68 percent did not want offshore oil and natural gas exploration to be supported and only 18 percent supported the topic. (See Figure 44)

Figure 45. Support for Offshore Oil/Gas Exploration Demographic Breakdown (Environment Question 8)



When this question was broken down into demographic categories, part time residents were slightly more supportive (56 percent agreed) of offshore oil and gas exploration. Year-round residents were the most critical of the idea (42 percent disagreed), but 43 percent were still supportive. Overall, there were no significant differences among categories. (See Figure 45)

Figure 46. Support for In-Town Location of Offshore Oil and Gas Exploration Activities Demographic Breakdown (Environment Question 8)



Respondents were then asked whether they favored in-town location of land-based support activities for offshore oil and gas exploration/extraction activities. Again, there were no significant differences among categories. Year-round residents reported more disagreement (47 percent) when compared with the other groups and part time residents were slightly more supportive (37 percent). (See Figure 46)

### ***Environment Summary***

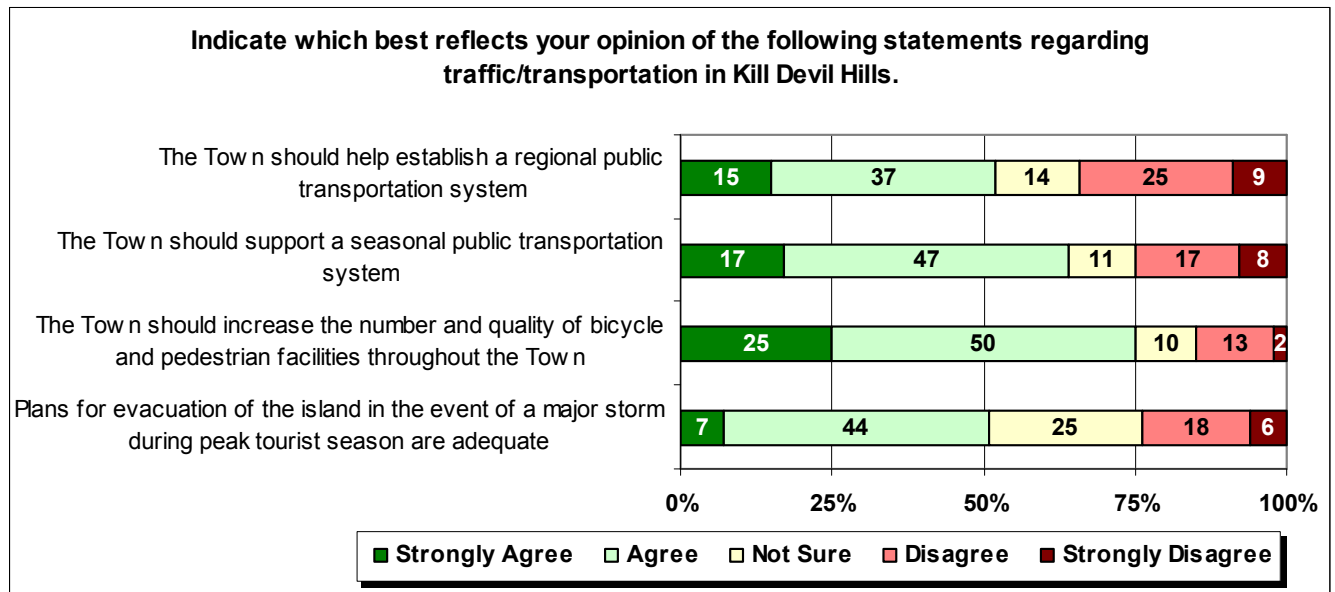
Beach nourishment was the most desirable shoreline management strategy among respondents. More people also indicated the willingness to pay higher taxes or fees for this method of erosion abatement than other types. Overall, there was more support for a locally funded emergency sand replacement project than for beach nourishment. The support for both strategies and the environment confirmed the importance of the beaches. Respondents also wanted stormwater quality draining to the ocean to be improved. In contrast to the previous decade, half of respondents supported offshore oil and natural gas exploration whereas almost 70 percent opposed it in 1997.



# Traffic and Transportation

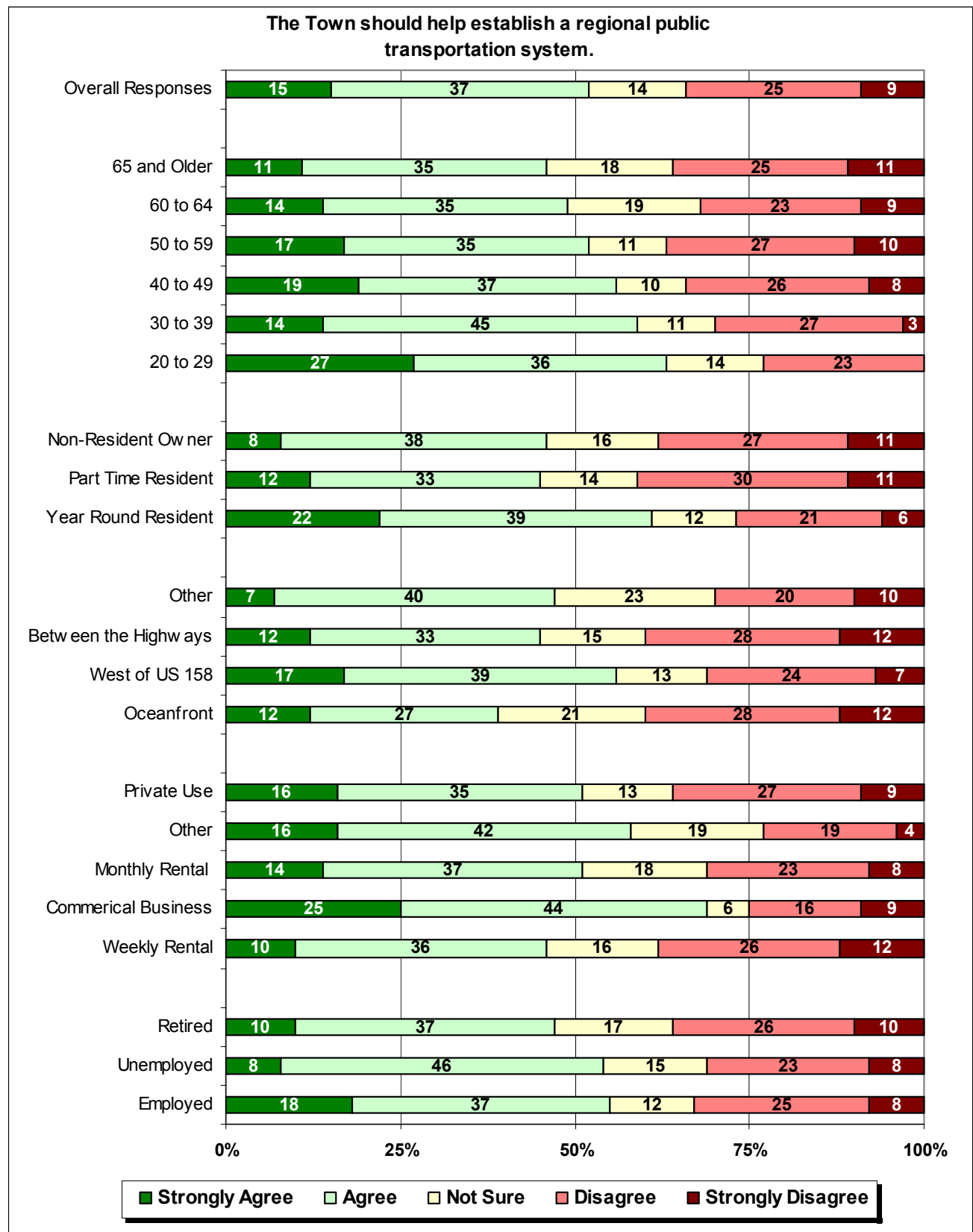
## Traffic and Transportation

Figure 47. Overall Responses to Traffic and Transportation (Transportation Question 1)



The majority of participants thought that Kill Devil Hills should help establish a regional public transportation system (52 percent) and support a seasonal public transportation system (64 percent). Seventy-five percent agreed that the Town should increase the number and quality of bicycle and pedestrian facilities throughout the Town. The large amount of support for bicycle and pedestrian facilities is more evidence that bike/pedestrian needs are in the forefront of public importance. The opinions of the plans for the evacuation of the island in the event of a major storm during tourist season have declined. In 1997, 59 percent thought the plans were adequate and 15 percent did not. Presently, 52 percent cited plans as adequate and 24 percent disagreed. There was a high degree of uncertainty regarding the evacuation plans which challenges the validity of that result. (See Figure 47)

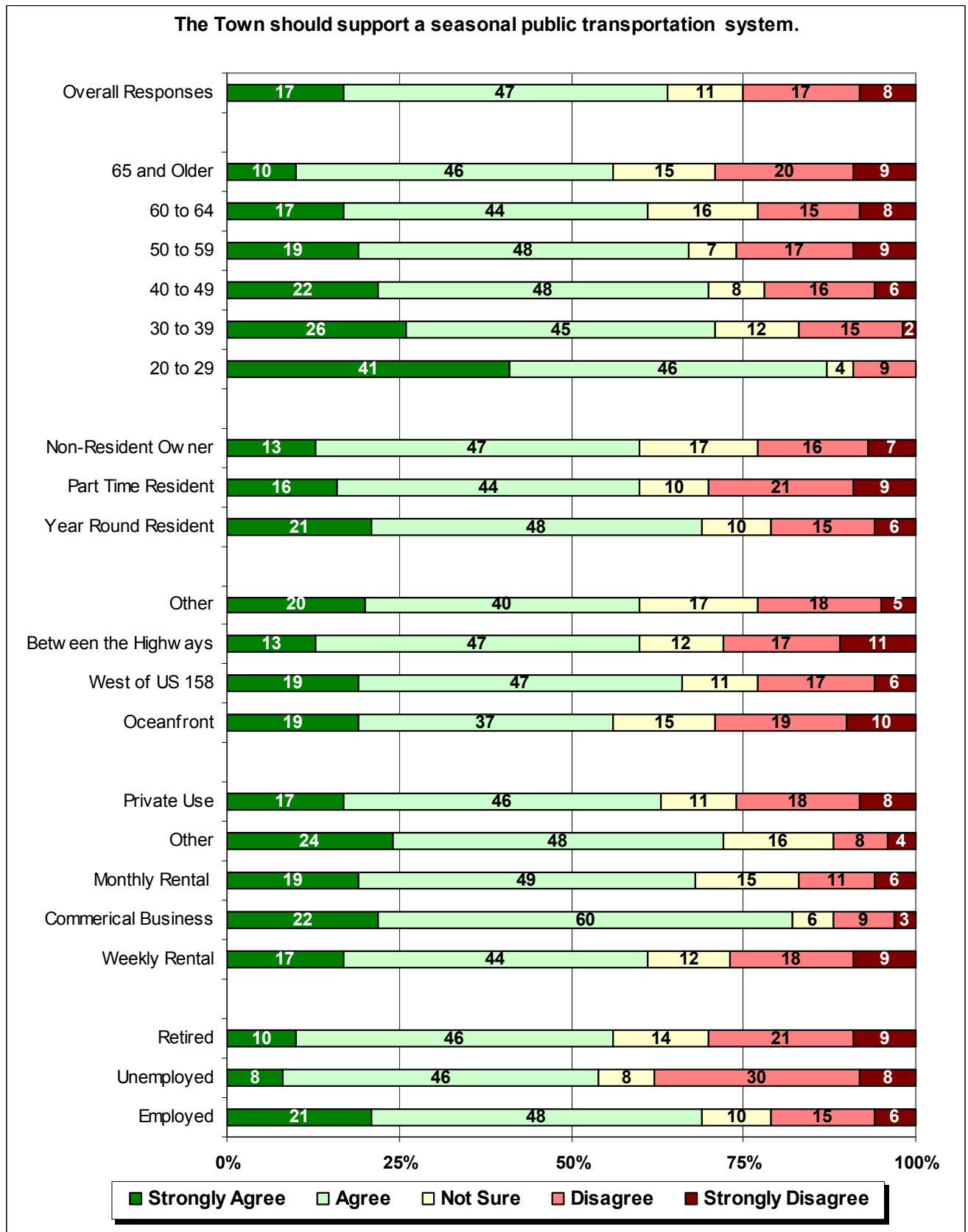
Figure 48. Regional Public Transportation System Demographic Breakdown (Transportation Question 1)



To further examine who was in favor of a regional public transportation system, responses were broken down by demographics. Younger participants were more supportive than older participants. The majority of those 59 years and younger (52 – 63 percent) wanted the system. Year-round residents wanted the system more (61 percent)

than part-time residents (45 percent) and non-resident owners (46 percent). Those living west of US 158 (56 percent) and owning commercial businesses (69 percent) were more in favor of the system. Of the employment groups, those who were retired had the lowest percentage of agreement (47 percent) compared to the employed (55 percent) and unemployed (54 percent). **(See Figure 48, p. 63)**

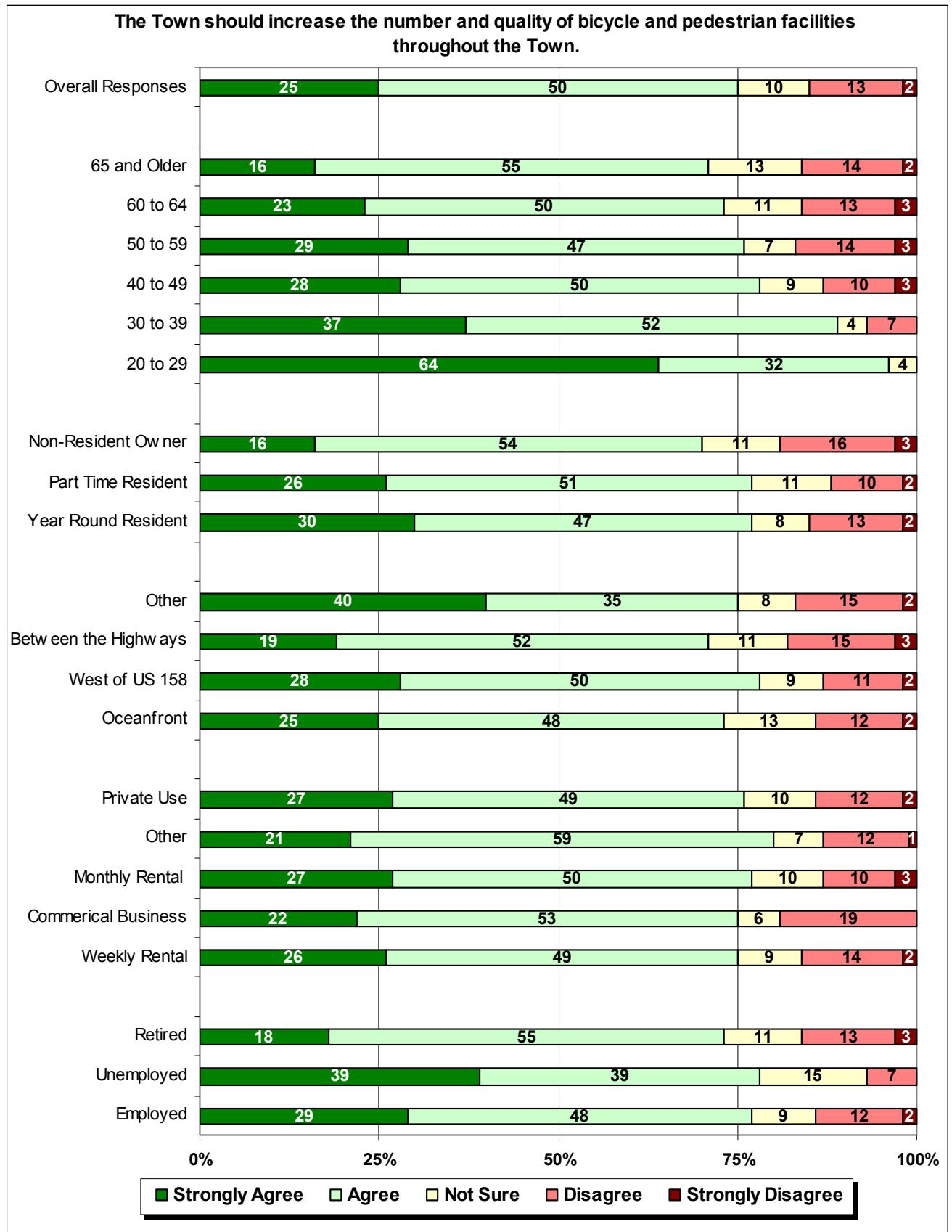
Figure 49. Seasonal Public Transportation System Demographic Breakdown (Transportation Question 1)



All respondent groups were very favorable of a seasonal public transportation system. Again, younger respondents supported this idea more than older respondents, with 20-29 year olds wanting the system the most (87

percent). Year-round residents (69 percent) were slightly more favorable of the idea than part time residents (59 percent) and non-resident owners (60 percent). Respondents in all property locations liked the idea of a seasonal public transportation system, but those living West of US 158 showed a bit more agreement (66 percent). Commercial business owners (82 percent) and employed (69 percent) respondents took the lead in each of their categories for the highest percentage of agreement. **(See Figure 49, p. 65)**

Figure 50. Bicycle and Pedestrian Facilities Demographic Breakdown (Transportation Question 1)

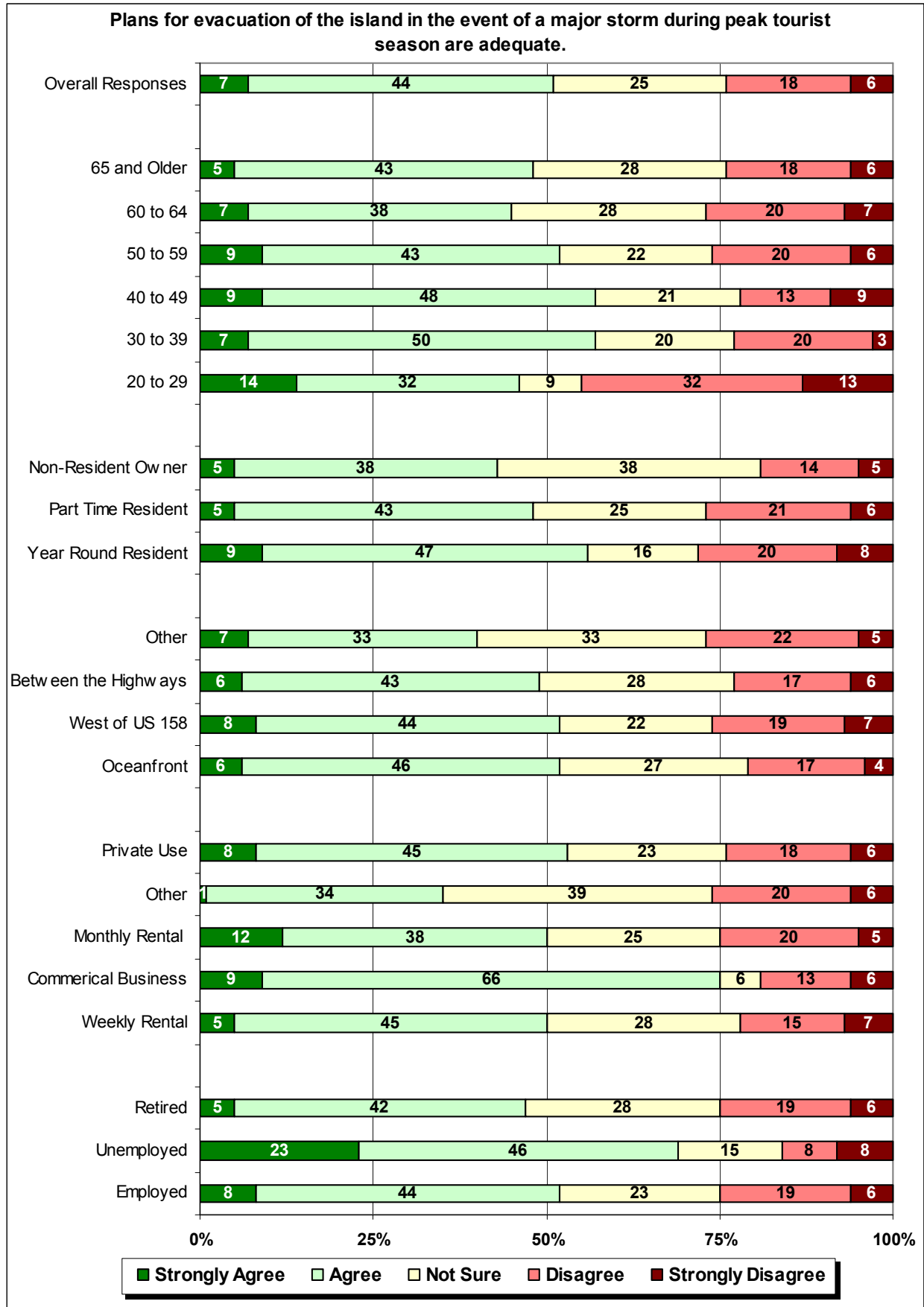


Each demographic category revealed a majority of acceptance for these facilities throughout Town. Ninety-six percent of those ages 20 to 29 agreed or strongly agreed with the statement regarding bicycle and pedestrian

facilities. The older the participant group, the less they agreed, but over 70 percent of all groups were supportive. Non-resident owners were the most opposed (19 percent). In the location category, those with property west of US 158 were the most supportive of the facilities (78 percent). These facilities were very important to the property owners in Kill Devil Hills. **(See Figure 50, p. 67)**



Figure 51. Evacuation Plan Demographic Breakdown (Transportation Question 1)



Responses were somewhat mixed as to whether people felt that evacuation plans for a major storm during peak tourist season were adequate. There was also a high degree of uncertainty among respondents. Those between the ages of 20 and 29 had the highest percentage of disagreement with this statement (45 percent) whereas 57 percent of those 30 to 39 and 40 to 49 agreed the plans are adequate. Year-round residents felt the strongest that the evacuation plans are adequate (56 percent). All property locations felt similarly (between 40 and 52 percent) regarding the adequacy of the plans. Commercial businesses felt strongly that the plans were adequate (75 percent) when compared to the other four groups within that category (35 – 53 percent). In addition, those who were unemployed agreed the for the most part that the evacuation plans are adequate (69 percent). (See Figure 51, p. 69)

### ***Traffic and Transportation Summary***

The establishment of a regional public transportation system as well as a seasonal public transportation system was positively received. Increasing the number and quality of bicycle and pedestrian facilities throughout the Town were also supported, which reinforced pedestrian needs as a principal concern. The opinions of the plans for the evacuation of the island in the event of a major storm during tourist season have declined in the last decade, but due to the high degree of uncertainty regarding the evacuation plans, the validity of this result may be challenged.

## **Conclusion**

Based on this survey, the main issues were recreational water quality, recreational activities and amenities, wide beaches and beach accessibility, concerns about commercial development and the appearance of Kill Devil Hills. The majority agreed that stormwater quality draining to the ocean should be improved and considered recreational water quality, public beach accesses and piers/ocean fishing as important community attributes. The responses to questions about open spaces, public beach accesses, parks/recreation areas and sidewalks/multi-use paths as community attributes showed that recreational activities were important and recreational amenities were wanted. The desire to increase the number and quality of bicycle and pedestrian facilities also promotes the importance of this characteristic. There was a desire for wide beaches and a need to have access to the beach. Beach nourishment was considered the most desirable erosion abatement strategy and more respondents would be willing to pay for this strategy than any other. There were strong opinions regarding the development trends of Kill Devil Hills. Most wanted locally owned restaurants/retail instead of chain restaurants/retail. Most thought night life/night clubs, entertainment/amusements and commercial businesses were not important attributes of the Town. Responses regarding appearance indicated the desire for character and personality, not commercialism. There was strong support for appearance regulations for new and existing development throughout Town. The regulation of outdoor displays of commercial merchandise was wanted by the majority. In addition, the appearance of NC 12 was liked much more than the appearance of US 158.

There have been three significant changes of opinion since 1997. The largest of the three was the dramatic increase of support for offshore oil exploration. The other two topics that significantly changed were in reference to affordable housing and underground utilities. More people wanted the Town to be involved in affordable housing than in the past and more people were willing to pay for power lines to be placed underground.

All results from this report will be used to assist the Town in developing an updated Land Use Plan that reflects the support of those who own property in Kill Devil Hills. Additionally, the demographic breakdowns found throughout the report will provide helpful insight when targeting updates within certain areas and property types. These results will be available to the public on the following websites:

[www.ecu.edu/rds/news/news.htm](http://www.ecu.edu/rds/news/news.htm)

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

## Appendix A

### Cover Letter



### TOWN OF KILL DEVIL HILLS

Post Office Box 1719, 102 Town Hall Drive  
Kill Devil Hills, North Carolina 27948  
252-449-5300  
[www.kdhnc.com](http://www.kdhnc.com)

Mayor  
RAYMOND P. STURZA, II

Mayor Pro Tem  
ROBERT L. WOODARD

Commissioners  
PAUL R. BUSKE  
JEFFREY T. FINCH

Town Manager  
DEBORA P. DIAZ

Assistant Town Manager  
SHAWN R. MURPHY

Town Clerk  
MARY E. QUIDLEY

Town Attorney  
ROBERT L. OUTTEN

Dear Kill Devil Hills Property Owner:

The Town of Kill Devil Hills is updating the Land Use Plan. This important document provides policy guidance for future growth and development in Kill Devil Hills. These policies affect your home, business and overall quality of life.

The following questionnaire presents our property owners with an opportunity to express their opinions about important issues facing our community. It is an essential element in updating the Land Use Plan.

For these reasons, it is very important that each questionnaire be completed and returned so that responses may be tabulated and considered in developing the updated Land Use Plan. Your responses will be extremely valuable to the Board of Commissioners as they gauge attitudes on growth and development. Please read all questions and answer them to the best of your knowledge and ability.

As part of the questionnaire phase of the Land Use Plan update, the Board of Commissioners has authorized a random drawing of 20 respondents to each win a \$25 gift certificate to area grocery stores. Just complete the enclosed slip and return it along with your completed survey and you will be registered in the drawing. Completed entry forms will be separated from completed surveys by the East Carolina University Center for Survey Research to maintain the anonymity of each completed survey.

If you have questions about the Land Use Plan update questionnaire, or the random drawing, please call the Kill Devil Hills Planning Department, 8 a.m. to 5 p.m., Monday through Friday, at (252) 449-5318. Information on the Land Use Plan update process will be periodically posted on Kill Devil Hills' website, <http://www.kdhnc.com>.

Thank you for participating in this process.

Sincerely,

Raymond P. Sturza, II  
Mayor  
Town of Kill Devil Hills

# Town of Kill Devil Hills

## Citizen Opinion Survey



For each item in this survey, choose the response that best reflects your opinion. If you do not understand the statement or are not sure, choose "not sure" where provided. Please respond to all items. All responses will remain confidential. Thank you!

### Community Attributes

1. Please circle the number which best reflects your opinion regarding the importance of these attributes.

	Very Important	Important	Slightly Important	Not Important	Not Sure
Recreational water quality	5	4	3	2	1
Open spaces	5	4	3	2	1
Public beach accesses	5	4	3	2	1
Parks/recreation areas	5	4	3	2	1
Cultural activities	5	4	3	2	1
Wide beaches	5	4	3	2	1
Historic landmarks	5	4	3	2	1
Sidewalks/multi-use paths	5	4	3	2	1
Chain restaurants/retail	5	4	3	2	1
Locally owned restaurants/retail	5	4	3	2	1
Night life/night clubs	5	4	3	2	1
Entertainment/amusements	5	4	3	2	1
Outer Banks architecture	5	4	3	2	1
Commercial businesses	5	4	3	2	1
Piers and ocean fishing	5	4	3	2	1

### Town Services

1. Please circle the number which best reflects your opinion regarding these statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
My overall opinion of services offered by the Town is satisfactory.	5	4	3	2	1
Town streets are properly maintained.	5	4	3	2	1
Roadside ditches are properly maintained.	5	4	3	2	1
Open spaces are properly preserved.	5	4	3	2	1
The Town provides good public beach accesses.	5	4	3	2	1
Parks/recreation areas are adequate.	5	4	3	2	1
The width of our beaches is adequate.	5	4	3	2	1
Sidewalks/multi-use paths are adequate.	5	4	3	2	1

2. Residential trash is currently picked up twice a week year round. Trash should be picked up by the Town:

- ☐ Twice a week year round    ☐ Once a week year round    ☐ Once a week off season twice a week peak season    ☐ Not Sure

3. The Town's recycling program is currently based on a drop-off center. The recycling program should be based upon:

- ☐ Drop-off center    ☐ Curbside pick-up    ☐ Not Sure

4. I would be willing to pay higher taxes for curbside pickup of recycling. (Current proposal would cost \$12/year for each \$100,000 of home value.)

- ☐ Yes    ☐ No    ☐ Not Sure

5. Bulk Trash and debris pickup is currently conducted twice a year. Should bulk trash & debris be picked up:

- ☐ Once a year    ☐ Twice a year    ☐ More than twice a year    ☐ Not Sure

6. Regarding our ocean beach access areas, please indicate your opinion regarding the availability of the following:

	Need More	About Right	Need Less	Not Sure
Ocean beach accesses with parking and more amenities	4	3	2	1
Ocean beach accesses without parking and fewer amenities	4	3	2	1
Lifeguard stands	4	3	2	1
Sidewalks to the beach accesses	4	3	2	1
Public restrooms	4	3	2	1
Showers	4	3	2	1
Bicycle racks	4	3	2	1

7. Beach driving is currently allowed October 1 through April 30. Beach driving should:

- ☐ Continue as it is presently allowed    ☐ Not be allowed    ☐ Require a permit    ☐ Not Sure

8. Beach driving hours are currently unrestricted. Should beach driving be restricted to daylight hours only?

- ☐ Yes    ☐ No    ☐ Not Sure

### Development

1. Which term best reflects your opinion of commercial development in Kill Devil Hills?

- ☐ Too Much    ☐ About Right    ☐ Not Enough    ☐ Not Sure

2. Which term best reflects your opinion of residential development in Kill Devil Hills?

- ☐ Too Much    ☐ About Right    ☐ Not Enough    ☐ Not Sure

3. Which term best reflects your opinion of the Town's regulations for commercial development?

- ☐ Too restrictive    ☐ About Right    ☐ Not Restrictive Enough    ☐ Not Sure

4. Which term best reflects your opinion of the Town's regulations for residential development?

- ☐ Too restrictive    ☐ About Right    ☐ Not Restrictive Enough    ☐ Not Sure

5. Please circle the number which best reflects your opinion regarding height limits of buildings in Kill Devil Hills.

	Too Tall	About Right	Too Low	Not Sure
Hotels	4	3	2	1
Commercial	4	3	2	1
Residential	4	3	2	1

6. Please circle the number which best reflects your opinion regarding heights of buildings in each area of Town.

	Too Tall	About Right	Too Low	Not Sure
Oceanfront	4	3	2	1
Between the highways	4	3	2	1
West of US 158	4	3	2	1

**7. Please circle the number which best reflects your opinion regarding development types for Kill Devil Hills.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
Single-family homes are appropriate.	5	4	3	2	1
Condominiums, town homes, and apartments are appropriate.	5	4	3	2	1
Commercial buildings are appropriate.	5	4	3	2	1
Hotels are appropriate.	5	4	3	2	1
Commercial strip shopping centers are appropriate.	5	4	3	2	1
Mixed-use buildings (combination of residential and one or more of the following: retail, office, and restaurant) are appropriate.	5	4	3	2	1

**8. Please identify the areas where the following types of development are desirable. (Circle all that apply)**

	<i>Ocean-front</i>	<i>Between the Highways</i>	<i>West of US 158</i>	<i>In All Locations</i>	<i>In No Location</i>
Single-family homes	5	4	3	2	1
Condominiums, town homes, and apartments	5	4	3	2	1
Commercial buildings	5	4	3	2	1
Hotels	5	4	3	2	1
Commercial strip shopping centers	5	4	3	2	1
Mixed-use buildings (combination of residential and one or more of the following: retail, office, and restaurant)	5	4	3	2	1

**9. Please circle the number which best reflects your opinion regarding these statements.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
The Town should strengthen standards of appearance for new commercial development.	5	4	3	2	1
Appearance standards should only be applied to development in the commercial zone.	5	4	3	2	1
Appearance standards should be applied to all commercial developments regardless of zone.	5	4	3	2	1
Outdoor display of commercial merchandise should be regulated.	5	4	3	2	1
I like the appearance of US 158.	5	4	3	2	1
I like the appearance of NC 12.	5	4	3	2	1
The power lines in Town should be placed underground.	5	4	3	2	1
I would support higher taxes to create a fund for placing power lines underground.	5	4	3	2	1
A municipal sewer treatment facility is needed.	5	4	3	2	1
I am willing to pay user fees for central sewer.	5	4	3	2	1

**10. Please circle the number which best reflects your opinion regarding these statements.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
The speed limit should be lowered on US 158.	5	4	3	2	1
US 158 (Croatan Highway) should not be widened.	5	4	3	2	1
US 158 (Croatan Highway) should be widened to the extent necessary and the center turn lane converted to a landscaped median.	5	4	3	2	1
Bicycle and pedestrian crossings should be provided on US 158.	5	4	3	2	1
Sidewalks along US 158 should be completed for the entire length of Town.	5	4	3	2	1

**11. Please circle the number which best reflects your opinion regarding these statements.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
There should be a mix of commercial and residential uses along NC 12.	5	4	3	2	1
Bicycle and pedestrian crossings should be provided on NC 12.	5	4	3	2	1
Sidewalks along NC 12 should be provided for the entire length of Town.	5	4	3	2	1

**12. Is the cost of housing a concern for you?**

☐ Yes ☐ No ☐ Not Sure

**13. Should the Town encourage affordable housing?**

☐ Yes ☐ No ☐ Not Sure

**14. Please circle the number which best reflects your opinion of the following techniques the Town can use to encourage affordable housing.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
Relief from Town fees for builders of affordable housing	5	4	3	2	1
Relief from Town regulations (density, setbacks, parking, lot coverage)	5	4	3	2	1
Town-built infrastructure (roads, waterlines, etc.) to support affordable housing	5	4	3	2	1
Mandatory inclusion of affordable units in new developments	5	4	3	2	1
Allowing garage apartments and "mother-in-law" cottages	5	4	3	2	1
Encourage employers to provide housing allowances for employees	5	4	3	2	1

## **Environment**

The following are brief descriptions of potential erosion abatement measures and questions related to individual preferences as to how the Town should manage beach erosion.

**Beach Nourishment:** Dredging of beach compatible sand from a borrow source offshore. The sand would be piped to the shore to construct a dune system and to widen the beach.

**Retreat:** Move structures away from the ocean as it encroaches.

**Relocation Assistance:** The use of public funds to move threatened houses off the beach.

**Public Acquisition of Property:** The use of public funds to voluntarily acquire property or houses which are threatened by erosion to prevent structures from occupying the public beach area.

**Take no action**

**1. Below is a list of shoreline management strategies. Please indicate your opinion of each method.**

	<i>Very Desirable</i>	<i>Desirable</i>	<i>Neutral</i>	<i>Undesirable</i>	<i>Very Undesirable</i>
Beach nourishment	5	4	3	2	1
Retreat combined with relocation assistance	5	4	3	2	1
Public acquisition of property	5	4	3	2	1
Taking no action	5	4	3	2	1

**2. I would be willing to pay higher taxes or fees for...**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
Beach nourishment	5	4	3	2	1
Retreat combined with relocation assistance	5	4	3	2	1
Public acquisition of property	5	4	3	2	1
Take no action	5	4	3	2	1

**3. The Town should consider a locally funded project for beach nourishment.**

☐ Yes ☐ No ☐ Not Sure

**4. The Town should consider locally funding a project for emergency sand replacement.**

☐ Yes ☐ No ☐ Not Sure

**5. Please circle the number which best reflects your opinion of the following statements.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
Stormwater quality draining to the ocean should be improved.	5	4	3	2	1
Residential lots should be required to maintain stormwater on-site.	5	4	3	2	1
Standards for maintaining commercial stormwater on-site are adequate.	5	4	3	2	1
I would be willing to pay the higher costs associated with improving water flowing to the ocean.	5	4	3	2	1
I would be willing to pay the higher costs associated with a town-wide stormwater management system.	5	4	3	2	1

**6. Do you have a flooding problem at your property?**

☐ Frequently ☐ Occasionally ☐ Rarely ☐ No ☐ Not Sure

**7. Please circle the number which best reflects your opinion of the following statements.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
The Town should regulate fill.	5	4	3	2	1
The Town should not allow property to be filled.	5	4	3	2	1
Allow filling to the extent necessary to meet Flood Zone and Health Department regulations.	5	4	3	2	1

**8. Please circle the number which best reflects your opinion of the following statements.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
Offshore oil and natural gas exploration should be supported.	5	4	3	2	1
I favor in-town location of land-based support activities for offshore oil and gas exploration and/or extraction activities.	5	4	3	2	1

**Traffic and Transportation**

**1. Please circle the number which best reflects your opinion of the following statements regarding traffic/transportation in Kill Devil Hills.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Sure</i>
The Town should help establish a regional public transportation system.	5	4	3	2	1
The Town should support a seasonal public transportation system.	5	4	3	2	1
The Town should increase the number and quality of bicycle and pedestrian facilities throughout the Town.	5	4	3	2	1
Plans for evacuation of the island in the event of a major storm during peak tourist season are adequate.	5	4	3	2	1

**Please be sure to answer the questions on the BACK of this page.**



**The following questions are for demographic purposes only.  
Your answers will be kept confidential.**

1. What is your age group?  
☐ 19 years or younger      ☐ 20-29      ☐ 30-39      ☐ 40-49      ☐ 50-59  
☐ 60-64      ☐ 65 and over
2. Which residence group best fits you?  
☐ Year-round resident/homeowner in Kill Devil Hills  
☐ Part-time resident/homeowner in Kill Devil Hills  
☐ Non-resident owner
3. Do you own multiple properties in Kill Devil Hills?  
☐ Yes      ☐ No
4. Where is your property? **(Check all that apply)**  
☐ Oceanfront      ☐ Between the highways  
☐ West of US 158      ☐ Other \_\_\_\_\_
5. Which category of use best describes your property? **(Check all that apply)**  
☐ Weekly rental      ☐ Monthly rental      ☐ Private use  
☐ Commercial business      ☐ Other: \_\_\_\_\_
6. Which of the following best describes how long you have lived in or owned property in Kill Devil Hills?  
☐ Less than 5 years      ☐ 10-20 years  
☐ 5-10 years      ☐ More than 20 years
7. Which category best describes your employment status?  
☐ Employed full-time      ☐ Seasonally employed      ☐ Employed part-time all year  
☐ Unemployed **(skip to Q9)**      ☐ Retired **(skip to Q9)**
8. Which category best describes your employment type?  
☐ Government/military      ☐ Education      ☐ Professional/technical  
☐ Construction      ☐ Sales/real estate      ☐ Restaurant  
☐ Hotel/motel      ☐ Other: \_\_\_\_\_
9. What are the most critical issues facing the Town of Kill Devil Hills?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
10. What is your vision for the future of the Town of Kill Devil Hills?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Thank you for completing this survey. Your opinion is greatly valued! If you would like to sign up for our e-news or receive special announcements by e-mail please visit our web site or contact Pam Riddick at (252) 449-5300 or by email, [pam@kdhnc.com](mailto:pam@kdhnc.com)**

**Don't forget to sign up for our contest!**

Please return this survey to ECU's Center for Survey Research in the  
postage-paid envelope provided by **Friday, June 22, 2007.**

## Drawing Information

To thank you for participating in this survey, the KDH Board of Commissioners has donated TWENTY \$25.00 gift certificates; 10 are good at Food Lion and 10 are good at Harris Teeter. If you would like to be entered in the drawing to receive one of these gift certificates, please provide the following information and return this paper with your survey.

**These slips will be kept separate from the surveys and no information will be linked.**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone and/or Email:** \_\_\_\_\_

## **Appendix B**

### **Kill Devil Hills Survey Comments**

#### ***Question 9: What are the most critical issues facing the town of Kill Devil Hills?***

##### **Community Attributes**

- Poor water quality – drinking, ocean, and sound (99)
- Need to maintain the OBX look, feel, architecture, charm, and quaintness (52)
- Too many Wings, Reef, t-shirt, and similar stores (44)
- Need to maintain a family oriented community, the closeness has been lost (31)
- More open spaces, green spaces, grass, and trees are needed (22)
- Too many big box stores, chain stores, “French Fry Alley” (22)
- Lack of public recreation areas – i.e. parks, playgrounds, amusement parks, water slides (18)
- Need to maintain the nice, clean appearance of the town, has gotten junkie looking (14)
- Not enough things for those under 21 to do (12)
- Need more restaurants, shops, and entertainment (10)
- Lack of locally owned businesses and “mom and pop” stores (9)
- Preservation of historical areas and landmarks (7)
- No more night clubs (3)
- Fishing in the area has deteriorated, need a pier area (3)
- There are too many restrictions placed on dog owners, need a dog park (3)
- Need more community and cultural events (3)
- Too many banks (2)
- Too many duplicate stores (2)
- Repel the fishing license requirements for surf fishing.
- Build a skate park, buy abandoned property for park set up
- Need bigger and better medical facilities.

##### **Town Services**

- Better street maintenance (34)
- Need more public beach accesses (30)
- Enforce better upkeep of personal property and vacant lots – i.e. trash, abandoned cars, uncut grass (31)
- The amount of trash, clutter, and litter within the town (17)
- The frequency of trash pickup, bulk trash pickup, and more trashcans needed around town (15)
- The need for curbside recycling or a better recycling program (14)
- Need more beach parking (12)
- The ditches need to be cleaned out (11)
- Restrict/ban beach driving (10)
- Need more beach facilities – showers, restrooms, etc. (6)
- Better mosquito control (4)
- Trash receptacle on road never put back under house (3)
- Bay Dr. needs to be paved.
- We need handicap ramps at street corners.
- Should use census info for developing cost of recycling – we have an expensive home for 2, down the street are families of 4+ who would obviously create more recycling items in less expensive homes.
- Who is responsible for mowing the street ditches? Very rarely does anyone mow the one on 3<sup>rd</sup> and Bay. Is that my responsibility? Is there a schedule for mowing them in KDH?
- We should maintain the recycling center DTDO regardless of curbside pick-up option.
- Twice a year pickup is ok, but you should be able to call on an as needed basis in case of storms.
- Ban smoking on beaches and public places
- We would like to see the big dump ditch on West 3<sup>rd</sup> Street cleaned out. The big dump ditch is an eye-sore, and has been so long for now a tax payer.
- Stop waste, clean up the town
- The “Flood Insure Policy” for all residents should be cancelled.
- Open ditches should be replaced with drain pipes and covered.
- Please build ramps onto the beach, no steps.

- I live at 4<sup>th</sup> Street and the town of KDH has not replaced the original sign WRITES SHORES!!!!
- As for recycling locals can go to the drop off.
- Cable TV company definitely needs competition, or to be replaced with a competent company.
- Numbering houses properly
- Once a week garbage collection during winter to save money.
- Lack of sanitary resources.
- Paving (i.e. Avalon beach area did not regularly flood until k-mart paved area.) Make sure paving allows run off down and not to residential areas.
- To replace decking and handrails
- Recycling bins to accept bottles and cans should be maintained at each CAMA public beach access.
- Need to remove shipwreck at 7 ½ mile post – someone is going to get killed or seriously injured, or at least marked with buoys.
- West Side Road improvement
- Beach Road is a mess

### **Development**

- Too much uncontrolled growth, overcrowding, and overpopulation (113)
- Affordable housing, both for seasonal employees and year-round residents (102)
- Overdevelopment, density of development (97)
- Central sewer system is needed, problems with septic tanks (94)
- Unrestricted heights and sizes of buildings, mini motels with multifamily occupants – 8+ bedrooms (93)
- Overbuilding (49)
- Too much and too large commercial buildings (41)
- KDH has become too commercialized (33)
- Too much residential and rental home building (31)
- More building regulations are needed (i.e. height and zoning), the current ones are not being enforced (24)
- It looks like another VA Beach, Myrtle Beach, or Ocean City (23)
- Underground cable, phone, and power lines are needed (22)
- Too much development on the oceanfront (22)
- Too many strip malls (14)
- Large buildings block views of the ocean, shade the beach, and cause other properties to suffer (12)
- Need more single family homes, apartments, and townhomes (9)
- Poor appearance and architecture of new buildings, as well as outdoor displays (9)
- There are too few commercial regulations – i.e. signs and lighting (9)
- Decreased property values (6)
- Loss of our hotels and motels (6)
- Empty property not being used or aging structures – rebuild it, instead of building new (6)
- The appearance of US 158 is trashy, too commercial, and too brightly lit (6)
- Occupancy levels are too high in homes (5)
- There needs to be more of a balance between residential and commercial building (4)
- Infrastructure (4)
- Too much realtor control, too much favoritism towards them (4)
- Homes are too close to one another (3)
- Buyers are purchasing one lot then splitting it up (3)
- Future development will be an issue (3)
- Need to balance the growth and needs of year-round residents and tourists (3)
- Allowing property owners to renovate their property without too many penalties and regulations (3)
- More people means more demand for services and more strain on utilities (2)
- New buildings should be built to withstand hurricanes
- More development is needed
- Land development
- We have no rules for fences in KDH; you can build a “42 foot” high fence. Soon, we will be all fenced in.
- Poor condition of strip mall at 3<sup>rd</sup> and 158, with dirty and littered area. We don’t need new strip malls, we need to clean the one we already have.
- Build on the beach at your own risk; it is not the taxpayers’ responsibility to bail out those that build on beach.
- Encouraging development to a level to keep economy strong

- To put low income housing somewhere else than behind the middle and elementary schools in KDH. Low income housing in the long run promotes unwanted people and the property starts looking run down instead of being maintained properly. Put low income in NH or KH! KDH has enough problems, we don't need to invite more expense!
- Low income housing is not the answer. Kill Devil Hills is turning into the hood.
- Allowing a workshop or a shed to becoming a living area because the owner allows people to live in it.
- Need a few new hotels.
- Just residential building in the future.
- Our taxes should never be used for affordable housing. If you want a house, get a job and buy one. Duplexes in single family residential areas are a huge problem. They are illegal, attract less than desirable residents, and lower the appearance and property value in neighborhoods.
- Don't like the Bermuda, colorful look of the town.
- Redevelopment
- There is too much concrete being made for drive-ways, we should use the water type block for the drive-way so water will go through, the new homes should put in ways for water to drain better from their lots.
- Allowing building lots to be too small.
- Commercial should be west of 158.
- Curbing over construction
- Progression of infrastructure but on a slow tax increase basis.
- Building industry has run roughshod over the entire barrier island!
- loss of commercial use property along oceanfront
- stop tearing down structures to satisfy the "rich" developers
- Tearing down hotels to build 1 or 2 million dollar homes that obstruct views.
- Builders buy and knock down smaller houses and build great big ones on small lots causing more demand on public facilities.
- Too many huge developers buying out the property.
- Too many improvements.
- If we can't properly and affordably take care of the current population both year-round and seasonal (water, sewer, facilities, jobs/wages, streets), how can we allow future growth and development?
- Lack of rental property-year-round
- Assessment of property values
- Overestimating the value of property in order to raise taxes.
- Low impact development, maintain current level of public services
- Please save what is left of large trees on Bay Dr. and prevent everything from being developed.
- Land use
- Property Determination
- Handling new construction so that it remains an area of single family residences
- Affordable low cost housing is a fallacy – I witnessed its manipulation in Pasadena, CA firsthand.
- Grade of driveways to street (too much guessing).
- Differentiate among the rte 158 towns
- Selling all of its land.
- No new landscaping
- Have your regulatory personnel work with citizens on building or remodeling as opposed to acting like gods.
- Losing the OBX businesses on the ocean
- Keeping the ambience during continual growth, getting bigger while seeming to remain small, maintaining appearance – including businesses and keeping parking lots cleaned up.
- Rentals in residential neighborhoods
- Pressure from oceanfront property owners to use public funds for property protection
- Overdevelopment by corporations taking profits out of KDH, under funding of oceanfront dune and beach projects.
- Commercial vehicles on residential streets.
- Notifying property owners and surrounding area of zone change
- Image. KDH is viewed as the commercial and low end residential portion of Dare County. KDH needs to encourage more upscale development and less gas stations, fast food restaurants, and low income housing.
- Residential lot fill, not to exceed adjoining developed property.
- Don't put 4 story buildings next to low cottage and overfilling lots
- Keeping new development from destroying structures already in place.

- Install curb and gutters in Avalon at corners
- If we continue to have a structure for every square inch of KDH and the cutting down of trees, there won't be anything left if we have a bad hurricane.
- Houses build too close to the oceanfront without dune protection
- Allowing growth while guiding so the growth does not destroy the small and non-commercial feel of the area.
- Water destroying land and buildings.
- Stop adding amenities and projects without proper planning for maintenance and financing to maintain completed projects.
- I think a public sewer system is very much needed. I don't want it to happen if it will bring 20 story hotels, etc. along the beach though. I think the present cottages, businesses, etc. need this service.
- If you put in a local sewer system, in 10 years the town will be nothing but high rise buildings.
- We do not need anymore restaurants.
- Too many realtors
- Building fees are too high.
- Fewer buildings crammed on tiny lots.

## **Environment**

- Flooding, poor drainage, stormwater quality/runoff, stormwater management (141)
- Beach erosion (96)
- Beach nourishment is needed (82)
- Beautification and preservation of the beach (52)
- Protection of the environment, wildlife, and natural resources from the stress from overcrowding (32)
- Loss of the beach – without the beach KDH has nothing to offer (17)
- The width of the beach (12)
- Water and wastewater treatment (11)
- Pollution (8)
- No to beach nourishment – find an alternative (8)
- Destruction of the dunes (5)
- The use of artificial reefs to prevent erosion (4)
- Hurricane protection (2)
- Become more energy efficient (2)
- Fill (2)
- Beach nourishment. DO NOT follow Nags Head. Develop a long term strategy/plan more than 50 years.
- Put a toll road at bridge to pay for beach nourishment (non residents).
- Loss of beach – I fear the same “beach improvement” as done in Kitty Hawk. This totally ruins looks, access, and width of beaches.
- Beach destruction. Has anyone explored building an artificial reef by scuffling ships intermittently offshore a half mile or so?
- Commercial beach dwellers, they are depleting special kinds of fish, be advised that beach fishing for the tourist is the mothers milk of fishing that has made the outer banks the place that 99% of tourist look for. Depletion of the above mentioned fish spells doom for this metropolis, 75% of the ocean fish has been killed beyond recovery
- Owners of beach front properties should pay for their front “beach nourishment” because their property will rise in value.
- The town is faced with solving a greater problem (beach erosion) as a local entity. Based on the fact that we pay taxes into the state, it should assist with this problem.
- Clean up areas in KDH – commercially improved properties to improve appearance and health issues.
- They don't let property owners know about clean up day until it has passed.
- Increasing ocean levels with the potential for more frequent and severe storms.
- Electric supply enforcement, support of offshore drilling for gas and oil.
- If beach replenishment is instituted, all townspeople should pay equally regardless of location.
- The 100 year storm which is now due and will adjust the coastline of the Outer Banks
- Allowing wind turbines on private/residential/commercial property
- Unwise use of “beach building/nourishment”
- Do not in any way, shape, or form support bureaucratic rhetoric trying to convince anyone on the safe and necessary platform advocating offshore oil drilling.
- Rising sea levels.

### **Traffic and Transportation**

- Traffic on US 158, NC 12, and other major roads during peak times (188)
- Lack of sidewalks and bike paths, unsafe for pedestrians (104)
- The speed limit on US 158, NC 12, and major roads are too high (30)
- Public transportation is needed (32)
- Lack of safety on the highways (21)
- More traffic lights are needed, turn signals on those street lights, more turn lanes (18)
- US 158 should be widened, and the center lane should be landscaped (13)
- Violation of traffic laws – i.e. speeding, illegal parking, running lights (13)
- Lack of public parking (6)
- Street lighting (3)
- It takes too long to get out from side streets (3)
- Slower traffic should keep right; signs need to be posted on the 158 bypass (2)
- Parking on one side of the street or parking facilities (2)
- Pedestrian traffic
- Gateway to Chowan St. (Bay Drive)
- Helga Street light takes too long to turn, takes 5-10 minutes to turn, and should be 2 min or timer trip. Sensor needs to work on East and West Side of road
- Is it possible to plainly mark on 158 and 12 those streets with direct access to each other?
- Don't add any more stop lights.
- A crosswalk signal is needed at Sportsman Dr.
- Too many entrance/exits on 158, no homes should directly open onto 158
- We really need to do away with one way on E Avalon Dr, and put a light there
- Speed limit on bay drive is too low
- The new “no parking” signs are dumb and a waste of time and money. This is not VA Beach, in case the town forgot.

### **Economy and Employment**

- Taxes are too high (81)
- Rising insurance costs (18)
- Tourism – attraction of more tourists for additional revenue (17)
- Cost of living is too high (15)
- Due to costs, we may be forced to leave the area (8)
- Tourists need to be taxed more on the services that they use (5)
- Illegals have become a problem – taking jobs (14)
- More year-round employment opportunities are needed (9)
- Need more services to be returned for taxes (7)
- Need more productive workers, too many standing around doing nothing (5)
- Availability of quality primary and secondary education (4)
- Teacher recruitment/housing (3)
- Homelessness (3)
- Maintaining economic development (2)
- There has been a loss of a middle class in KDH (2)
- Need higher wages
- Town fees
- Loss of tax revenue
- With all the money this place makes from tourism, and the people who live here have to pay deeply to live here.
- Less tourism
- People moving out of OBX.
- More concern for local residence by allowing more competitive businesses. An example, when most restaurants are owned by a few, places are not competitive.
- We do not have enough employees for all work
- Becoming too overpriced
- Dwindling tax base due to foreclosures
- Care of indigent families

- Pay attention to senior needs
- Cutting costs and water for growth.
- Town needs to also fund on a fair basis. Tax not on proximity to the beach but by income. Restaurants need to be given incentive to stay and not be bought out for development.
- More shopping to generate revenue & taxes
- Replacing pools that have been lost due to northeasterners without all the restrictions that are called for. Tourists are most important to the community and most of them like a vacation in a home with a pool.
- Year-round local discounts, we support beach business all year, but get raped by them in the summer, make sure all businesses pay their employees as the towns and county do- all prices go up, salaries on this beach do not except for municipalities.
- Affordability in the future

### **Government**

- Need an honest, more effective government – poor decision making **(10)**
- Too much frivolous government spending **(6)**
- Working with other towns when cost effective – i.e. combining governments **(5)**
- Too many restrictions and regulations in place **(5)**
- KDH needs to develop a strategic long-term plan **(3)**
- Expansion of government
- Too much government of what you can and cannot do with your own property, too many nice vehicles etc. running around with KDH stickers on them (do you really need a 1 ton \$50,000 truck to do water dept. work?)
- Too much power in the rich good old boy arena.
- Electing an independent mayor
- Fiscal policy
- Creative city management.

### **Public Safety**

- Drug use and alcohol abuse **(30)**
- We need a more active and an increased number of public safety officials – police, fire, EMS **(26)**
- Crime **(20)**
- Dogs should not be allowed on the beach – violations of leash laws, feces on the beach **(18)**
- Need better evacuation and disaster plans **(17)**
- Better police enforcement on regulations **(9)**
- The noise ordinance needs to be enforced **(8)**
- Desire for a safe environment **(8)**
- Need more control of loose animals **(6)**
- More regulations on fireworks usage **(5)**
- Drunks and troublemakers hanging out at Avalon Pier **(3)**
- Over zealous law enforcement.
- stopping clubs from serving under age kids
- Illegal dumping
- Police need more help catching drunk drivers – bars should cut off or all for help.
- Emergency evacuation of the island should be all lanes off island and none to the island. Last time we were evacuated we spend homes sitting still.
- I think that the town has turned into one of the ugliest resorts which brought all the hurricanes that transformed this family beach into an area no longer safe.
- Rental homes are being used by groups of young people (18-35 years old) who are unsuitable for residents and part-time owners who stay in their homes. Rentals on Norfolk St. have housed dope handlers and prostitution for the past 6 years.
- People who hang out on public beach areas and bother people going to the beach.
- I think KDH has a good police force. We appreciate their highly professional service.
- The practice of the police dept. going out of their way to ticket locals for money for the town and counties.
- Need to change some (set back) regulations for fire escape, 2<sup>nd</sup> entrance for homes because of setback regulations.
- Corrupt police



## Other

- Should satisfy year-round residents more than tourists (12)
- Need to maintain a quality of life for residents and visitors (6)
- Need to keep KDH as it is now (4)
- More child care is needed (3)
- I think that the town all in all does a pretty good job; there are just a few issues that need attention.
- I want to move!
- Make life easier for citizens
- The OBX has lost itself in trying to make the almighty \$.
- Influx of undesirables, people abuse everything
- I own a family cottage my father built in 1958. I hope to keep it for many generations.
- I have lived here 20 years and the quality of this place has gone away. It is not very desirable for us locals anymore.
- People love OBX for its different opportunities for a recreational/entertainment.
- Yard sale signs should be removed on day of sale
- I believe your issues are normal to your size and geographic location.
- Make survey results available to public.
- George W. Bush
- Resisting the temptation of acting like a city. Not trying to fight the ocean, I can tell you as between the ocean and the town which will win.
- I think you are doing a good job. Every time I ask a question, I get the correct answer – which is unusual in this era. I don't always agree with all the hoops one must jump through, but will trust your judgment. The set back restrictions when building a house seem illogical to me and the process to change is burdensome.
- Children not under parental control
- Summer season AC workers.
- I want the billboards back. I have an unused sign in my backyard. Either put them back up or tear the signage down. One or the other, I'm tired of looking at it. I also get income from that, which you took away. Also out front by bypass, they never maintain it, like other places they do.
- Culture change to party type vacationers.
- Never buying in KDH again, too restrictive, permits are a joke to pull, code enforcement, locals get a break, and non-locals get screwed.
- The town personnel have been very good to deal with in taking care of problems. The community should speak up, cooperate, and be an example to others.
- This area has such a diverse and beautiful culture that it needs to be preserved I would not be against using taxpayer money to preserve and protect such structures.
- Be certain that you check out franchise names because Hooters slipped in under a franchise name I'm sure
- Excessive waste for high visibility areas. 3 fire trucks and 6 police vehicles for a washing machine fire at the hotel. On a Saturday night in July at 10:00 pm 4 crown vics, a suburban, a jeep, vehicles un-used and parked at the town hall with no one to drive them
- Need pet shelter for disasters.
- Unbalanced representation of residents (no voice in anything), the "whole" Outer Banks should worry about a new bridge for evacuation problems
- Need another entrance in Duck and further north to VA Beach.
- Management of a resort with growing year-round population
- Maintaining quality of our community- schools, recreation, access to good healthcare, nursing homes and assisted living resources.
- I miss how the OBX used to be!

## **Question 10: What is your vision for the future of the Town of Kill Devil Hills?**

### **Community Attributes**

#### **Beach and Environment**

- Wider beaches (20)
- More accessible and additional public beach accesses (19)
- Improved water drinking water quality and ocean water quality (15)
- That there are more open spaces and green spaces (13)
- The town should buy undeveloped lots and hold them for more open space (2)

#### **Commercial Businesses**

- The invasion of chain restaurants and businesses, big box stores, and “French fry alley” will stop (39)
- There should be more locally owned, smaller businesses and unique stores (24)
- Better/more shopping facilities (3)
- More restaurants (2)
- More chain type shopping. So we don’t have to travel to VA for everything i.e. Best Buy, Sam’s Club
- The food and services are deteriorating – we’ve seen it for 40 years.
- More affordable chain stores for clothes and household items.
- More businesses, entertainment, and shopping. More chain restaurants with equitable prices.

#### **History, Culture, and Community**

- It is important to maintain the OBX look and feel of the town – i.e. the uniqueness and charm (56)
- Preservation of the area’s history and historical landmarks (13)
- That there will be more community and cultural activities within the town (6)
- A town square/downtown area needs to be developed with shops, restaurants, and a concert area (5)
- To maintain the old buildings/offices/businesses and points of interest, e.g. Wright Memorial, etc. so that future generations can enjoy the fresh and “one of a kind” neighborhoods! A point of history!!
- A small Oceanside resort with a good mix of quality commercial and cultural offerings. There should be a venue for the arts, concerts, stage productions, art display, lectures, readings, etc.
- Establish a “Carmel by the Sea” type area. Nice shops, restaurants, etc.
- The old character of the island is maintained. Small sidewalk cafes, boutiques, art galleries, cultural events.
- See more lifestyle community development.

#### **Recreation**

- More public recreation areas – i.e. parks, playgrounds, etc. (21)
- KDH should be a place for fishing (5)
- Political correctness will probably cause failure of the town’s resources within 10-15 years. When we first bought in the early 60’s, fishing was fantastic. Now, commercial fishing is destroying the total fish resource.

#### **Entertainment and Amusements**

- There is not enough for those under the age of 21 to do (8)
- More/better entertainment is needed (6)
- No more bars or nightclubs (3)
- Need more family oriented activities (2)
- More year-round activities/events
- Letting shows come to KDH, like some they have at Myrtle Beach.
- Need a water park.
- A small town feel with enough shopping, convenience, and entertainment.
- I would like to see some type of musical entertainment during the summer.
- We need a public pool for people who cannot afford fees to belong to clubs.
- Need seasonal camps for children – education, crafts, technology – a variety package

#### **Additional Community Attributes**

- Dog owners need a dog park (3)
- Continue to provide public services and facilities superior to other OBX locations (2)
- More dog waste pots for all of us who have dogs and are responsible
- Need a county pet shelter for disaster preparations – hurricane season is a perfect time to have a place to take

- animals
- Need mosquito spraying
- KDH should be a town that promotes opportunity to grow tied to its ability to deliver and maintain municipal services.
- Continually improve services available, make it a community people are happy to be a part of.
- To provide a quality child care center
- The town has very good library services and police and fire EMS
- Have a nice ice skating rink for ice hockey
- Should buy some property on other side of bridge, tourist can park there, no tourist vehicles should be allowed on the OBX.
- That residential can carry on with “normal” activities while tourists come but do not impinge on facilities park. For beaches, an area for local permit (like Avalon) so tourists are limited.
- Skateboarding on the streets legal

## **Town Services**

### **Street and Ditch Maintenance**

- Better street maintenance (7)
- The sides of the roads (especially 12 and 158) need to be kept clean (4)
- Pave roads that need paving (2)
- Cleaning out of the ditches for better drainage (2)
- Clean up West 1<sup>st</sup> St works!
- Pave East Aycock Please!
- Need covered ditches
- NC 12 urban renewal
- Road improvements in the Croatan Shores, neighborhood and older established neighborhoods
- A cleaner beach road

### **Trash Pickup**

- That there is less litter, trash, and debris around town (6)
- Undesirable areas if the tow should be cleaned up (4)
- Improvement of trash removal to keep area clean, neat, and eye appealing.
- As of now memories of this town would include poorly maintained town facilities (i.e. Hayman Park) and an overall unpleasant “curbside” appeal. The only well maintained areas of town are the town offices?????

### **Recycling Program**

- Need curbside recycling or better recycling methods (7)
- I would like to see fill items picked up more. People leave junk all along the streets. I would also like to see recycle. I feel this can’t be done without an increase to residents. We have this in VA beach and it keeps the neighborhoods clean. Also, recycling is very important.

### **Beach Areas**

- That we have better beach parking and beach facilities, i.e. restrooms and showers (10)
- That beach driving is banned (7)
- Need an adequate number of lifeguards (3)
- Better beach accesses for the disabled and handicapped
- More trashcans on beach.

## **Development**

### **Sewer and Utilities**

- Power lines that are placed underground (15)
- A central sewer system for the town and no septic tanks (15)

### **Oceanfront Development**

- Keep the OBX architecture in new buildings, “Old Nags Head” style, as well as enforcing a standard for all new architecture (31)
- Development on the oceanfront stopped (11)

- No high-rise buildings on the oceanfront (9)
- Need to clean up old buildings and homes instead of building new (4)
- More open air, oceanfront dining (3)
- Large buildings will completely shade our beaches and take away views (3)
- Don't like the loud colors of the town (2)
- When an ocean front property is condemned, turn it into green space or public beach – don't rebuild (2)
- Development of oceanfront businesses that are appealing to tourists.
- Build more entertainment for public on beach front, not homes. We would all like to enjoy our beaches.
- Lower density on oceanfront due to erosion along that border of town.
- This continued development is what is truly ruining our beaches. I feel the town commissioners have a conflict of interest with their connection to construction.
- When oceanfront homes are no longer able to have their septic, the house must be removed.
- New building should reflect a beach/seaside type of design.
- Make it look a little less gaudy
- With more and more ugly shops with uninviting sales and reduced good signs, KDH is trashy, too gaudy.
- I would like to have the town really focus on re-establishing the natural beauty of the island. Integrate new development into the landscape. Have new developers invest into natural vegetation. Keep advertising and signs to a minimum. Post 1/10 mile markers so that tourists can easily identify a location without causing an accident.

### **Commercial Development**

- Need more control over or stop commercial building and development (38)
- That the over-commercialization of the area stops (35)
- That there are less Wings, Reef, and other tourist type shops (23)
- Less strip malls in the future, we have too many (10)
- Minimize the use and size of commercial signs on 158 (3)
- Need fewer banks (2)
- Continue commercial development
- Check out the commercialized areas adjacent to the bypass- landscaping looks great, to see how a town looks visit Manteo
- No more restaurants
- Commercial – I would like to see a Chick-Fil-A and Olive Garden
- Too commercial and outgoing the definition of “town”
- Every business seems to end up here because Nags Head is too strict. KDH get strict! No more commercial, add some parks or historical conditions.
- Our family is in hopes the building on every piece of land and too commercial. If it's going to continue we'll be forced to leave.
- No new commercial building, the town should purchase random lots to leave empty and have some natural areas remain within neighborhoods. Town planners need to visit other coastal areas to how to and how not to grow. It's looking more gaudy and trashy every year.
- Commercial business development should be clustered with not over a 10-mile access.
- No more commercial areas, KDH is the most over-crowded, undesirable area of the outer banks.
- I wish commercial village development ran E to W to maximize village feelings and allowing the beach to be as natural as possible
- I would like to see more village style shops

### **Residential and Rental Development**

- No more mini-hotels or large multi-family homes that are 8+ bedrooms (35)
- Need more single family homes, apartments, and cottages (18)
- Maintain low-density rentals, fewer hotels, condos, and mini-hotels (2)
- We need another big hotel in KDH and Nags Head.
- I don't mind condominiums
- A diverse mix of housing types to accommodate service workers without putting them in one place, spread them out, relaxed height regulations
- Too many million-dollar mansions.
- A town that has a variety of housing facilities
- Stop building so many central homes – greed is killing those of us not in the real estate business
- Preservation of property values

- More small homes replaced with larger homes retail stores consolidated into fewer but larger centers.
- If the motels and hotels continue to be torn down for large houses, the restaurants and shops are going to suffer.
- Less new construction for million dollar homes, and more remodeling for older homes.
- Retard multiple house development (8 bedrooms) grow condos/ grow retirement villages.
- Too many new rental properties, real estate value dropping.
- Build high rises and senior living spaces.
- KDH needs to learn to disallow the boom/bust building. Building 50% more residential units in the past seven years has not only destroyed the look of our community it has adversely affected the rental economy.
- KDH has been growing and improving aesthetically by permitting the replacement of single family homes with mini motels, thereby increasing rentals and tax revenue. I would like to see more emphasis on encouraging the existence and improvement of single family homes rather their demise.
- Older homes are outdated and need to be improved.
- There is no need for 14 bedroom buildings unless they are hotels, apartments, or condos. They should be off the beach.
- Single-family homes with larger lots. As homes are destroyed-not to be replaced? Lots not filled for homes.
- I would like to see older homes in the Avalon section and along 3<sup>rd</sup> St. replaced with newer homes that would be lived in by the owner and not used as long term rentals.
- Don't let owners rent single-family homes to workers by the room (code violation?)
- To regain its 1980's feel with updated, smooth, sharp colors, architecture and feel. It should be very rustic, residential, and remote, with nothing over 4 stories and no hotel/condo development. KDH and OBX are known for being "undeveloped," and it is that appeal that has slowly eroded over the years.
- Property owners are being run over by rental investments who are greedy and money crazy! The retirees are being pushed out of their cottages. Sad but true! The rules and regulations should definitely be changed for rental properties.
- I would like to see more apartments that give the town a village feel.
- Maintaining the beach atmosphere of homes along US 12 without commercial development
- Tourists come here for the laid back style, small hotels, small, medium, and large private homes- no skyscrapers.
- Increase year long residents – building retirement homes & condos
- My vision would be that the town would retain the unique atmosphere for which it was loved by so many people through the years. There are plenty of highly developed, overcrowded beach resorts, but only one KDH. Don't be over built with huge houses (not cottages at all) with carpeted floors, Jacuzzis, their own pools (we are at the ocean for pity sake) and indoor theaters. Save our KDH!
- Limit guests staying at rentals.

#### **Affordable Housing**

- More affordable housing for both year-round residents and seasonal workers (23)
- More affordable hotels and cottages for vacationers (10)
- Affordable housing, but restricted number of people per unit.
- Don't succumb to low income housing projects, if you want to live and work here, you should be able to afford it on your own. If employers want cheap labor, it should be their problem to figure it out, not tax payers.

#### **Additional Development**

- Continue with smart growth while maintaining the small, coastal feel and quality development (34)
- More residential, less commercial building (13)
- Need more of a balance between residential and commercial building (7)
- More growth and development is needed (3)
- Have KDH become more like VA Beach or Myrtle Beach (2)
- Continued building and destruction/replacement of old undesirable properties.
- If development is increased for residents and commercial buildings such as mini hotels are constructed, KDH could once again be a beautiful place. Otherwise, VA Beach and Ocean City will continue to get your renters.
- Take care of it, build only when necessary
- Continue to improve with the addition of better retail establishments (Harris Teeter for example), and more attractive residential development.

#### **Stopping Development**

- Stopping or better controlling growth and overcrowding (97)
- Don't allow KDH to become another Myrtle Beach, VA Beach, or Ocean City, MD (76)

- That overdevelopment is controlled (40)
- Control not to overbuild, stop/slow future building (26)
- Population control (11)
- Keep underdeveloped areas underdeveloped
- Consider legislation to end total stripping of lots for construction
- If development is not controlled, it will become soiled and dirty (from the undesirable elements) and become a ghetto.
- I would like to see the town leadership tighten the reigns on rapid growth (especially commercial) and focus on the infrastructure supporting what we already have. KDH is a gem that has already been more than discovered. But if the next 20 years move as the last 20 years, it will be not as desirable.
- There will be too many empty houses later.
- Too much building, not enough roads. Too many people to use what we have.
- Don't let people fill in low lots if it is un-buildable, don't build on it.

### **Location for Development**

- Limited commercial properties to no more than ½ block west of 158. Diversify commercial concentration (French fry ally), and better control of residential properties west of 158.
- For NC 12: maintain quaint, beach town feel- local shops and restaurants with living quarters above (could be owner's home or rental or low income housing). No high-rise hotels. For NC 158: keep the traffic moving at 50 mph. As few as possible stop lights, add a parallel frontage road wherever possible, this is the place for chain restaurants/retail. Develop more parallel thru-roads on Westside.
- Place large hotels, structures, and commercial development west of bypass.
- The town could be a town center project along 158 with to the west and condos between the highways.
- A town with million dollar housing on the beach and between the roads and low income/high crime areas west of highway 158.
- Keep commercial areas on Rte 158 except for existing commercial on Rte 12.
- I can see 20 yrs from now high-rise hotels on the oceanfront, more commercial businesses between the highways.
- Commercial hotels/motels on both sides of highway 12 mix use BTHW, residential west side.
- Allow mixed use property on west side of Route 12 with restaurants on bottom and condos on top.
- Discourage commercial development on the East Side of Hwy 12
- No strip malls on Beach Rd.
- Higher density and commercial between the highways.
- A quiet upscale resort community with hotels only on rte 12.

### **Regulations on Development**

- Building regulations need to be strictly enforced – i.e. height limitations, lot sizes (17)
- Build in hurricane resistant designs (2)
- Well-planned and not allowing homes to be built that cannot be supported by lot size.
- Growing, more of an urban development, need big city amenities
- Mile marker signs needed every quarter mile
- Better land use to take advantage of natural surroundings
- To be known for its beaches and housing, not for giant hotels and commercial property.
- Do not allow builders to devalue other property for personal gain.
- More land use restrictions
- To stay owner friendly

### **Environment**

#### **Beach Issues**

- The beach is preserved, kept clean, and beautiful (35)
- Beach nourishment/replenishment should occur (15)
- Without the beach, KDH has nothing to offer – it is what people come here for (7)
- That we have dune protection again (4)
- That the beach is prevented from erosion (2)
- More planning for the rising ocean levels (2)
- No hard stabilization of our beaches
- Allow nature to have the oceanfront

- I envision a dune line again, man made reefs for break water
- Continued oceanfront erosion, loss of property as a consequence, unwillingness to control beach driving and man made erosion of beach.
- The beach is a privilege to be enjoyed. Work for the right to enjoy it. Look to the north at VA beach and see what happens when you give it away.
- Leave the beach alone. In the few areas where erosion occurs, put sand on the beach, the dredging from Oregon Inlet should be put on a large pile. In the off-season, the garbage truck drivers could haul sand to Kitty Hawk Beach. It will disperse itself and migrate south as it normally does. As for funds for projects- the 30% increase in taxes should be sufficient since the town was quite capable of running efficiently before the tax increase.
- KDH needs to maintain and protect its beaches, without resorting to beach nourishment. I wish that everyone would become educated to the scientific studies that have been performed in areas that have utilized beach nourishment, instead of propaganda from those trying to protect their own assets.
- A nourished beach front that is paid for with progressive taxes paid for by all people east of the bypass that benefit from the activity that these beaches draw.
- I see it underwater in 30 years. You can't fight Mother Nature, we can't pay to try to.
- What about seeking federal help, especially for beach erosion.
- In Hilton Head, less than 1% tax is collected for approximately 10 years. This money is then used for beach nourishment. The beaches are large and wonderful. This is what I would like for KDH. It is continuous.

### **Stormwater and Flooding**

- More control over flooding problems, poor drainage, and storm water quality (13)
- The threat of future hurricanes (4)
- Wastewater treatment (3)
- Updated facilities for flood control and water prevention.

### **Preservation of Environment**

- Protection of the environment and wildlife, environmentally friendly practices – a green town (45)
- More trees and landscaping (13)
- Need to utilize wind and solar power (4)
- Conservation of our land and beach.
- Plant more vegetation for beauty and weather resistant.
- You are too tourist driven, no future if it is polluted!
- Clean-open-use healthy environment for the wild life and our residents, especially the children.
- I would like to envision emphasis on “green” products to make it more pleasant.
- We will be facing more water and air pollution
- No storm water drainage, wind and solar friendly, no beach nourishment, retreat and land allocation.
- KDH is small enough where community/school/recreation and the ecosystem should all intermingle creating more awareness and attention to each other.

### **Traffic and Transportation**

#### **Public Transportation**

- A public transportation system will exist – i.e. trolleys, busses, etc. (17)
- An underground transportation system, into the Nags Head/KDH/Duck area.

#### **Pedestrian/Driver Safety**

- That there will be more sidewalks and bike paths for safer travel in town and to the beach (62)
- Slower speeds on the bypass and major roads, especially during tourist season (8)
- Walkover bridges on 158 at key spots (6)
- A safer highway (5)
- Create speed bumps in select areas and maintain speeds on NC 12 and between the highways.
- Start using speed bumps, East Archdale Street is a raceway – very dangerous.
- Retractable speed strips placed at intersections of Bay Drive.
- Widen streets on West side highway or make them one way- many are too small for a car and truck to get through, dangerous when people are exceeding the speed limit
- Tighter regulations on the distance large trucks can drive on the beach road.

### **Other Traffic and Transportation Issues**

- Less traffic during peak times (23)
- The widening of US 158 and landscaping of the middle lane (5)
- More traffic lights put in (2)
- Wider VA dare (Beach Rd.) for two lanes.
- Need red light cameras.
- Cameras at 158 & Collington Rd. to stop red light runners
- Stop signs to be placed on Bay Dr.
- Need to build another bridge across Currstack.
- Adequate parking needed around town
- Have to build overhead roads.
- We don't need police cruisers looking for speeding vehicles on 3<sup>rd</sup> Street. We need lights on 3<sup>rd</sup> St. to the Bay.

### **Economy and Employment**

#### **Employment Issues**

- Need more employment opportunities (3)
- Need higher paying jobs (3)
- Need more recruitment for service jobs, i.e. teachers, police, etc. (2)
- Good or better working conditions
- Non-productive citizens need not apply

#### **Industry/Business**

- Kill Devil Hills has an opportunity to become the center showplace of the island. It could be the cultural, commercial, and overall economic hub of the Outer Banks (5)
- More "clean" industry with better pay
- I hope "outside businesses" are allowed in.
- Broaden to small manufacturing
- More industry to keep year-round residents thriving.
- My vision is bright with a good economic base, invite good high tech industry to settle in KDH.

#### **Education**

- Good quality K-12 schools (7)
- More educational opportunities
- Need higher educational opportunities past high school
- Put the schools on the bypass, don't hide them!
- Happy to have the new high school
- Taxes and Insurance Costs
- Maintain reasonable tax rates (28)
- Insurance rates kept at a reasonable level (3)
- More services returned for taxes (2)
- Annex Baum Bay from the county to increase the tax base.
- Taxes should benefit the large number of people who do not require services such as schools, etc., which mainly benefit permanent residents.
- More and more residents are becoming full time, however the town needs to be careful about building infrastructure too quickly. Housing prices are declining and taxes are increasing.
- If tourists paid higher taxes it would allow lower living costs for locals allowing them to fill adequate jobs to deal with tourists
- The tax base is here we need to spend those taxes on enhancement of the quality of residents and visitors.
- I truly believe that the visitors or tourists should have taxes assessed on them to help pay for the projects and garbage pickup etc. The burden on locals is too great.
- Unless changes are made to limit non residential growth and plans developed for less seasonal growth the economy will collapse due to tax increases for maintenance of infrastructure just to support tourism
- Use surplus money or lower our taxes to that of other municipalities in the area.

#### **Medical and Healthcare**

- Need better medical facilities (4)



- Good healthcare and adequate healthcare providers (2)
- Adequate medical services and public services that support a family oriented community.
- Better health services for year-round residents.
- Increasing medical expenses
- That insurance covers all of us.
- Affordability
- Only those who are wealthy will be able to afford to live here in the future (5)
- The cost of living to go down (4)
- The middle class of KDH will be lost (2)
- If we don't get back to the basics we will end up a run down ghost town – no one will be able to afford to live here. Tourism is down and by all indications will continue to fall.
- Economic displacement of poor locals is inevitable (over 25 years)!
- My vision for KDH is that the good people of no monetary wealth that choose to hold their place of belonging may do so without sacrificing health and well being. The “face” of the Outer Banks people has changed drastically over the past 5-8 yrs. Landmarks have fallen in sight of local folk that are struggling to make ends meet. We are a family of 4 and our annual income is \$59,000. My husband is a carpenter who employs two native Outer Bankers and has to pay \$15,000 a year in workman's comp for them to have a job with decent pay to support their families. After paying taxes, insurance, and the mortgage payment, and workman's comp for 2 employees, this family is left with \$904 a month to live on. That has to cover food, medical, dental, clothing etc. Perhaps Dare County Social Services should look at the real bottom line of the long time local folk and perhaps open the food bank to all.
- No worn down shacks or homeless.
- Fewer homeless people

### **Economy**

- Need to attract more tourists – for revenue to support the town (12)
- Economic development/growth (6)
- Supporting the economy. Live within means and don't overspread.
- Supports the services and economy needed to maintain the town.
- The town needs financial and economic stability
- Stay out of debt.
- To remain relatively stable as today's communities.
- A thriving beach town with year-round tourism driving the economy – the events added recently i.e. bike week, OBX marathon, St. Patrick's Day parade are shortening the off season.

### **Government**

#### **Town Leadership**

- To have trustworthy leadership and good town management (8)
- I believe the leadership in the town is headed in the right direction (3)
- We have had a great town staff – that has kept the focus on “service” that has been valuable.
- Town officials that serve the residents not the real estate companies.
- New governors.
- Currently well managed, but has room for improvement if exercising the proper and desired visions of the future.
- Manage with assistant, one accountant with assistant, and so on and on and on
- To leave – not the great place to live that I've known for over 20 years. Way too much bureaucratic B.S. Some like to move to a place and the first thing they want to do is get into government so they can change it

#### **Decision making**

- Need a long term plan for the development of the town (3)
- Overall I feel KDH does a good job with its government officials and public service departments. Keep focus on 3-5 year intelligent decisions out for future growth and friendly environment.
- To make better decision about what goes on and includes the people of KDH. To use the money correctly and make the bypass look beautiful in KDH instead of over used and overbuilt look.
- Now best town on beach, need to grow government as needed – not just add and add people to city as pay rolls. Using keen judgment to make decisions that are good for business but at the expense of quality of life for residents.
- Other Governmental Issues
- The towns of the OBX (KDH, KH, and NH) should combine and become one entity when useful to prevent a duplication of services (i.e. government), but still remain separate towns (13)

- To have less regulations and governmental control (7)
- I have always considered KDH to be the laissez-faire town on the Outer Banks. I'd like to see that continue.
- After 20 years, look at you town's meeting, that will tell you.
- Government that stays the hell out of the way of those who have invested their hard-earned money acquiring property.
- The commissioners need to stop throwing money at consultants for spurious "feasibility studies."
- A well regulated city with class.
- Out of state taxpayers should be allowed to vote on issues concerning our property ownership.
- Having a town in which government protects property owners and lets them do with their land as they wish, not what some overpaid bureaucrat dictates.

## **Public Safety and Regulations**

### **Overall Safety and Crime**

- A safe environment, as well as safe neighborhoods (39)
- More control of drug usages and alcohol abuse (7)
- Less crime (7)
- More efficient and a greater number of public safety officials (6)
- Need more street lighting (2)
- Eliminating the homeless bums in KDH – too many drugs! The community is overrun with sex offenders (go to watchdog.com).
- Have a plan ready for major hurricane damage.
- Need to work on evacuation routines more.
- Hurricane re-entry – there should be no reason why all property owners could return at the same time.

### **Enforcement of Regulations**

- More enforcement on upkeep of personal property, buildings and vacant lots (14)
- Stronger immigration enforcement (5)
- Keep dogs off the beach, owners do not pick up after them (4)
- More enforcement for dog regulations – i.e. leash laws and cleanup (3)
- To ban smoking and clean air for people with lung problems (2)
- Less noise, enforced noise ordinance (2)
- I would also like laws enforced. Due to the desire for tourist dollars, many are overlooked (i.e. noise, dogs, parking).
- Fines for littering, signs posted against littering, particularly cigarette butts on the street and beach.
- Enforced speed limits.
- Stop people from parking illegally on vacant lots.
- Better control of wandering stray dogs
- Dogs should be allowed on the beach
- I am pleased we have our own animal protection and control services

## **The Future of KDH**

### **Visions for the Town**

- A family oriented beach resort (125)
- Keep it a small beach town with a close, community feel – village like (45)
- A clean town, healthy atmosphere (34)
- Keep it as now, maintain the status quo (33)
- A place for vacationers, a leisurely and clean vacation spot (28)
- A peaceful, quiet, and beautiful place to live and vacation (24)
- A place to retire to – a retirement community (24)
- Need to satisfy the needs of year-round residents over tourists (21)
- An affordable place to live and vacation to (21)
- An area for beach enjoyment and relaxation, fun beach area (19)
- A predominately residential community (14)
- Being tourist friendly and welcoming (11)
- Need to retain more full time residents and be more of a year-round living community (11)
- A place for coastal year-round living (9)

- Maintain a quality of life for all (7)
- Keep it simple (6)
- Consideration for the needs of year-round residents as well as vacationers (5)
- To become a high-end beach resort on the East Coast (5)
- Less emphasis on tourism, becoming a tourist trap (4)

#### **Positive Outlooks for the Future**

- The future of KDH is headed in the right direction and the future looks bright (20)
- Continue to be a “friendly” town (5)
- To be a place to live for a long time (5)
- A great place to be and live (5)
- To be here forever (3)
- I love Kill Devil Hills (3)
- A place where my children can grow up and “want” to live, and raise their families (3)
- That the town lasts (2)
- Not sure, hope it is good!
- Happy well-fed people enjoying life.
- This town has and will continue to evolve
- KDH is a wonderful town and will continue to be although we will be overcrowded.
- Friendly times and good things happening.
- To be the best beach on the east coast.
- Continue to grow.
- It’s our intention to remain here at this time.
- To return to the sandy beaches of old “A Barefoot Community”
- Being a community that can work with/help all people.
- Faster spirit of volunteerism in KDH, when people, businesses, schools, etc, work together to make good things happen, we set an example for over our youth about how to make a real difference, our youth are our future.
- Big town with the same small town feeling
- Develop diversity
- A lovely laid back town filled with nature’s bounty for everyone to visit and experience.
- To remain low key while maintaining natural preservation.
- We are from NJ and feel that KDH keeps its residents informed and provides a clean town.
- The beach and seafood are what we like the most. We would want KDH to offer the best of both worlds.
- Keeping KDH a wonderful place to visit and stay and wanting to return year after year. Don’t let it go so big and hard to maneuver to special places already there.
- Pretty good area as far as I am concerned. I like the brochures we get on beach issues, regulations for pets, etc., and overall knowledge of policies, item pickups by town, etc. Very informative.
- Creating a town which supports and encourages its citizens through social programs

#### **Negative Outlooks for the Future**

- Return KDH to what it used to be in the past – 10-30 years ago (17)
- People are being driven away – both tourists and residents (6)
- Its too late for change (6)
- Bleak without enhancement and positive change (5)
- I wish it had a look of Duck – Duck looks so classy, nice paths! (3)
- Nags Head has sidewalks and well maintained homes. We need to head in that direction (3)
- I plan on moving!
- Unlivable
- I really don’t know-everything has changed too much. The people that have lived here so long are finding it hard to accept the drastic changes.
- In the last 20 years we have taken a haven and made an ugly city out of this beautiful area of NC. I have been coming here for 60 years and the change has not been good
- Piss poor
- There is no future for the “town” of KDH, the time is NOW. To incorporate into a “city” with the power to annex our boundaries.
- Will be taken over by wankers from the north

- I see our beautiful paradise continuing on the path of moral decline, more disrespect for others, properties, and thoughtlessness of the same.
- When you can go into a restaurant and everyone speaks English.
- Guard against becoming “honky tonk”
- We do not need to become a high-end resort area.
- KDH should not become more of a party/drug town.
- Back to our roots- remember way people want to visit our town
- Kept as low keyed as possible with the understanding that progress is a necessary drawback
- A place where it’s rare to see those “Danger of Shellfish” signs that pop up at the end of every summer. A place that accepts tourism, but is not afraid to write tickets for unmaintained spilled garbage, tramping our sand dunes, etc.
- This beautiful place can become a local’s worst nightmare if greed runs this town. I’m not a full time resident but I can tell you that I have not been to VA beach in 5 years. Keep the OBX the way it is.
- It better start looking like a resort town or no one will be coming here! Which means encouraging entertainment to the town and dressing up our roads and public accesses.

### **Other**

- Quality not quantity
- Continue the outlines in this survey.
- No red light zones
- Cursing on the front of a business should not be allowed as the restaurant with “Eat and get the Hell Out.”
- Always be prepared for every tourist season.
- I am 69 and the future belongs to the young. I can not go there, but I can tell you the ocean will win. A cottage the family owns in Nags Head has been moved backed three times in my memory. It was built in 1930.
- A town free of dog poop/barking snarling and no cigarette butts and smoke everywhere you go. And motorcycles made to be no louder than normal cars.
- A more consistent balance in the production of the employees’ work ethic and my tax dollars. More open public information.
- Looking forward to moving to KDH in a few years. All the items in this survey have a huge impact on the quality of KDH and its tourism. Future changes must be carefully considered.
- Consider the past as history and create new benchmarks for the future.
- More structured environment for residents and a safe holiday environment. Maintain a family holiday structure, not teenager hangouts.
- People are going to stop renting these cottages if Outer Banks doesn’t provide what other areas such as Myrtle Beach, Wilmington, etc.
- Education of locals as why the tourists are important, or education of oceanfront owners that they bought a moving piece of sand at their own risk. See Las Vegas- they know how to treat tourists