



TOWN OF MAGGIE VALLEY ANNUAL NEWSLETTER

# Town of Maggie Valley



## 2017 - 2018

### A Message From Your Mayor

#### Hello Friends,

I said it last year and I still mean it; what makes Maggie Valley so special is her people. Thank you for choosing to make Maggie Valley your permanent or seasonal home, or home to your business. Your continued belief in this Valley serves as an inspiration to the Board of Aldermen and Town Staff. Maggie Valley is a unique town filled with unique voices. Please let your voice be heard by participating in one of our many public workshops or meetings held throughout the year.

The FY17-18 Budget was a most difficult budget to create, due to Maggie Valley's \$34,467,460 net loss of tax value as a result of Haywood County's latest property revaluation. If the Board chose to adopt a revenue neutral rate, our tax rate would have jumped from \$.39 to \$.515, which all members of the Board were strongly opposed to. The Board decided to increase the tax rate to \$.43. In our view, this is a sustainable tax rate which allows us to continue to offer a high level of service. Maggie Valley joins Clyde with the lowest tax rate in Haywood County.

Mary Rathbone Rich Park, in the Town's western gateway (on the former Bar-B-Que Shack property) was made possible with the generosity of Claudia Storey and Kerry Dunlavey, the Mary Rathbone Rich Family and Haywood County TDA. This park features a picnic & restroom pavilion, creekwalk and rain garden. In the coming year, the Town will partner with Maggie Valley Lions Club to provide the area's first sensory garden. McCracken Corner Park, at the intersection of Moody Farm Road and Soco Road, features three picnic pergolas and is within easy walking distance of Mountain View Greenway. The Town also welcomes the addition of Elevated Park, located behind Elevated Mountain Distillery. This public/private partnership allows the public access to a renovated picnic shed which overlooks one of Jonathan Creek's most impressive views. In the upcoming year, the Town

will also be working on a Veteran's Memorial Park and updating the playground behind Town Hall.

On August 1, the Town of Maggie Valley said goodbye to blue bags when our container-based recycling program went into full effect. This program was made possible in part by a grant from NCDEQ and allows the Town to recycle in a more environmentally sensitive and efficient manner. We are the first municipality in Haywood County to implement this preferred recycling method. If you do not have a blue recycling container, please contact Town Hall to arrange delivery or just stop by and pick one up.

Hopefully you have had a chance to visit our [maggievalleync.gov](http://maggievalleync.gov) website. The staff has worked diligently to provide website visitors with a first-class experience. We are continually making improvements to the website with you in mind, so if you have a suggestion that will make the site better please let the staff know.

In 2015 the Town began a planning process to improve our relationship with Soco Road. That plan was known as the Town Center Master Plan. It focused on improving a section between Market Square and the Festival Grounds. After several design workshops and public input sessions, it became obvious to the Board that this plan missed the mark. Using feedback gathered at the design and input meetings, yielded a plan called the Pedestrian Safety Action Plan, focused on creating a more walkable town. This plan calls for providing fifteen new crosswalks with landscape medians, sitting areas, improved pedestrian signage and dedicated bicycle lane throughout Soco Road. The plan was so well received by the public that it was chosen to receive \$2.4 million from the French Broad River MPO as part of a Surface Transportation Block Grant. We are looking forward to working with NCDOT to complete this project in the upcoming years.

In May, the Town hosted its first Citizen's Academy with the hopes of building positive relationships, increasing communication between government officials and citizens and inspiring

future municipal leaders. I think this Academy accomplished all of these goals. I want to thank the class who participated and taught us all something about our community in the process.

The Town is pleased to welcome our new Police Chief, Russ Gilliland, who succeed longtime Police Chief Scott Sutton, who retired in April after 31 years of dedicated service to the Town and Ron Hancock, ACIP who replaced Andrew Bowen as Town Planner. These men have extensive track records of success. Join us in welcoming them and come by to meet them in person.

I want to extend a special thank you to our Chamber of Commerce and Business Community who meet the first Tuesday morning of each month to build relationships and brainstorm ideas. This gathering of caring individuals has produced new events such as "Experience Maggie Valley" and the "Santa Strut" scheduled for November 25, as well as a fresh new take on "Winter Woods" seasonal lighting. This group's hard work is paying off and the entire Town is the beneficiary—keep up the good work.

For the past 18 months, the Town's Planning Board has been working on a draft Unified Development Ordinance that will create new zoning framework for the Town of Maggie Valley. Our current zoning ordinance is approaching 20 years old and is in desperate need of a complete overhaul. The document has not reached the Board of Aldermen yet and before doing so will be unveiled in a series of public workshops and input sessions. Please be on the lookout for public notices regarding this proposed document in the upcoming months—your participation in this process is vital to Maggie Valley.

The year 2018 will mark the Town's 44<sup>th</sup> year as an incorporated municipality. I look forward to working with all of you to make it Maggie Valley's best year ever.

**Respectfully,  
Saralyn Price, Mayor**



**Sign-up for Haywood County's unified emergency alert system known as Haywood Alerts.** This system enables us to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons and evacuations of buildings or neighborhoods. You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages and more. You pick where, you pick how. Visit [haywoodnc.net](http://haywoodnc.net) to register or to receive emergency (only) \*text message\* alerts, simply text your Haywood County zip code to the number 888-777.

### A Note from the Town Clerk

In last year's newsletter, I spoke to everyone about the first annual Citizens Academy. The academy took place during five weeks in May 2017. It was a wonderful experience for me and my co-workers, as well as our 'friends of the Town.' Through the academy, I made wonderful new friends and hope that we provided information that will be helpful for all residents of the valley. We will be conducting another academy in 2018 with hopes of achieving the same success or better. Be watching the Sunshine List for emails for when that academy will take place.

Speaking of the Sunshine List, once again I want to encourage everyone with an email address to contact me to place your email on the Town's Sunshine List so that you will receive updates on what is going on in your Town and our community.

Transparency in Government is what my job is all about. As your Clerk, it is my goal to keep all of my citizens, residents and visitors as informed as possible. The more knowledge we have, the better we stand united as a community.

**Thank you for the honor of being your clerk,**  
**Vickie Best, CMC**

### New Town Planner, Ron Hancock

Ron has over fifteen years of experience working as a Planner in western North Carolina and the Upstate of South Carolina. Ron has a thorough understanding of the various planning, growth management, and development issues facing our region and is eager to apply his experience in the Town of Maggie Valley. Prior to becoming a Planner, Ron served the public interest as a Geographer and GIS Specialist. He has earned a Bachelor of Science degree in Geography from Western Carolina University and a Master of Arts in Geography from Appalachian State



University. Ron became a member of the American Institute of Certified Planners in 2008. Originally from Georgia, Ron has lived in the NC mountains with his wife and children since 1991. For fun, Ron enjoys camping, hiking, boating, and riding his motorcycle. Drop by Town Hall to say hello or call Ron at 828-926-0866 ext. 104.



**The Town of Maggie Valley was named Haywood Waterways Association's 2016 Community Partner of the Year for our dedication to providing public creek access.**



### Board of Aldermen Directory

**Mayor – Saralyn Price**  
828-926-8402

[sprice@maggievalleync.gov](mailto:sprice@maggievalleync.gov)

**Mayor Pro Tem – Janet Banks**  
828-926-6050

[jbanks@maggievalleync.gov](mailto:jbanks@maggievalleync.gov)

**Alderman – Mike Eveland**  
828-926-0201

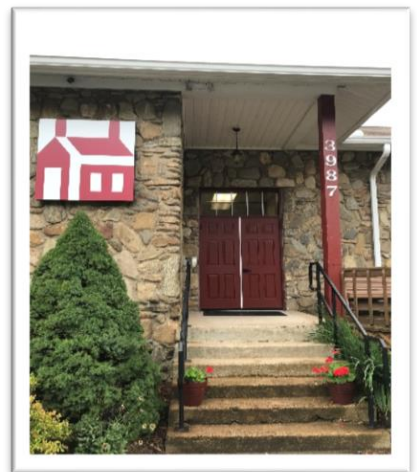
[meveland@maggievalleync.gov](mailto:meveland@maggievalleync.gov)

**Alderman – Phillip Wight**  
828-734-4668

[pwight@maggievalleync.gov](mailto:pwight@maggievalleync.gov)

**Alderman – Clayton Davis**  
828-926-1158

[cdavis@maggievalleync.gov](mailto:cdavis@maggievalleync.gov)



### Town Staff Directory

**Town Manager – Nathan Clark**  
828-926-0866 ext. 103

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**Town Clerk – Vickie Best**  
828-926-0866 ext. 102

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**Finance Officer – Shayne Wheeler**  
828-926-0866 ext. 101

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**Town Planner – Ron Hancock**  
828-926-0866 ext. 104

[rhancock@maggievalleync.gov](mailto:rhancock@maggievalleync.gov)

**Director of Public Works – Mike Mehaffey**  
828-400-9494

[mmehaffey@maggievalleync.gov](mailto:mmehaffey@maggievalleync.gov)

**Executive Assistant – Shelly Coker**  
828-926-0866 ext. 117

[scoker@maggievalleync.gov](mailto:scoker@maggievalleync.gov)

**Police Chief – Russell Gilliland**  
828-926-0867 ext. 225

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**Police Admin Assistant – Ondrea Murphy**  
828-926-0867

[omurphy@maggievalleync.gov](mailto:omurphy@maggievalleync.gov)





## Maggie Valley Police Department

Russell N. Gilliland, Chief

**61 Summit Drive**

**Maggie Valley, NC 28751**

828-926-0867 / Fax 828-926-8950

The Maggie Valley Police Department appreciates the support of this community over the past year. We have had a few changes over the last year, with the retirement of Chief Scott Sutton and the hiring of our new Chief of Police, Russell Gilliland. Chief Gilliland took over the department on April 1, 2017, and is looking forward to achieving numerous department goals and meeting more citizens, visitors and business owners of Maggie Valley in the upcoming future.

We also appreciate the support that we receive from KARE, MADD, Drugs in our Midst, our local churches, Jonathan Valley School and all other local law enforcement agencies. Detective Jeff Mackey is beginning his sixth year with DARE at Jonathan Valley School and is excited to be teaching the children of our area the dangers of bullying, drugs and alcohol.

During the week of August 21-25, K-9 Officer Matthew Boger and K-9 Moses participated in

the Region 2 North Carolina/South Carolina trials for the United States Police Canine Association which was held in Waynesville, NC. Officer Boger and K-9 Moses received a perfect score of 200. Only five officers and K-9s for this region achieved this outstanding accomplishment. As always, we as a department are pleased with the work Officer Boger and K-9 Moses have done over the last year. They continue to exceed our expectations and we couldn't be happier with their performance.



As many of you are aware, "No Shave November" will soon be approaching. This year, the Maggie Valley Police Association will be participating to raise money for this year's upcoming 'Shop with a Cop.' This program takes less fortunate children from Haywood County Schools and allows them a special day of shopping with an Officer from local law enforcement agencies. Select Officers from our department will be raising money for this cause by not shaving the entire month of November. If you are interested in donating to our cause, please contact Ondrea Murphy at (828) 926-4950 or make checks payable to the Maggie

Valley Police Association. All proceeds collected will go to benefit 'Shop with a Cop' for the 2017 holiday season.

We would like to make all residents aware that we have a Prescription Drop-Off Box located at the outside entrance of the Police Department. If you have old or unused prescriptions that you would like to discard, please feel free to drop them off in this box at any time. Please keep them in the original bottles, but feel free to mark out any personal information.

Keep in mind we are available to come and speak with Home Owners Associations about the Community Watch Program or any issues that you might have. Contact our office to set up a time to come speak with your group. Any requests for incident or accident reports can be made to Ondrea Murphy at [omurphy@maggievalleynyc.gov](mailto:omurphy@maggievalleynyc.gov) or you may call 828-926-4950. If you would like to pay a traffic infraction citation and avoid having to go to court, please visit [www.payNcticket.org](http://www.payNcticket.org). (This is only available to individuals that are not mandated under NC General Statute to appear in court.)

Please be aware when traveling in Maggie Valley that elk might cross the roadway at any given time. Be cautious around any wild animals that may be crossing the roadway such as deer or bear. Enjoy these animals but please keep your distance.

**In an emergency,  
always dial 911!**

**Keep informed @  
[maggievalleynyc.gov](http://maggievalleynyc.gov)**



**Follow us @  
[townofmaggie](https://www.instagram.com/townofmaggie)**



**Instagram**



## Maggie Valley Branch Library

We have a wonderful Library located inside Town Hall. The Maggie Valley branch of the Haywood County Library offers Wi-Fi, computer access, newspapers, magazines, DVDs, and great books! Operating hours are Tuesday and Thursday from 9am to 5pm. For more information, please call 828-356-2541.

## Maggie Valley Senior Services

The Maggie Valley Nutrition Center is available Monday through Friday for all seniors from 9am – 1pm in the Town Hall Cafeteria. Lunch is served daily. Activities include exercise classes, Bingo, knitting, crocheting, puzzles, board games and basket makers working together. Field trips are planned occasionally and a covered dish meal is held monthly. For more information or to register, contact Vicki Woodley at 828-926-0866 ext. 110 from 9am to 1pm. Come and enjoy!



## Can the grease!

Pouring cooking fats and grease down your kitchen drain is a recipe for disaster! These substances build up in your home's plumbing and in the Town of Maggie Valley's sewer system and that's bad news for your pipes and ours. Why? Clogged pipes can cause raw sewage to back-up into your home, yard, streets or waterways.

How can you help prevent grease buildups from blocking sewer lines? Never pour grease down the sink drain, even with dish soap and hot water! Scrape food scraps from pans and dishes into a trash can or garbage bag. Mayonnaise, salad dressings and other food items that contain fats and oils can clog pipes too. Pour cooled grease into an empty can or bottle and place it in the trash. Use rubber scrapers and paper towels to remove oil and grease from cookware. Avoid using your garbage disposal for this waste. Put baskets or strainers in sinks to catch food scraps, and empty them in the trash can.



## Our Curbside Services:

### Garbage & Recycling Service

One of the Town's most popular residential services is our weekly curbside garbage and recycling pick-up. As most of you know that use the service, garbage pick-up day is Monday while recycling day is Tuesday. **Curbside garbage and recycling pickups are usually NOT affected by holidays!** Check our website for the current curbside garbage and recycling schedule.

In addition to providing the pick-up services, the Town provides residential customers with one 95 gallon brown toter to better help you manage your garbage and one 64 gallon blue recycling toter. For those that haven't gotten their recycle container, they are still available. \*Lost or stolen containers may be replaced for a charge.\*



**Call 811 Before You Dig!**  
**North Carolina**  
**One Call Center**  
[www.ncocc.org](http://www.ncocc.org)



**Call, email or use  
'Request a Service' on  
maggievalleynyc.gov  
for our Curbside Services:**

### Yard Debris Pick-up

This service is provided for bagged trimmings & leaves, limbs, brush, branches, etc. Brush, branches and limbs (no longer than 12' in length and no larger than 4" in diameter) should be piled with cut ends facing the street.

### White Goods Pick-up

This service is provided for stoves, refrigerators, gas grills, washers, dryers, microwaves, freezers and other discarded appliances.

### E-Waste Pick-up

This service is provided for discarded printers, TVs, copiers, computers, etc.

**Call 828-926-0866 x117  
or email**

[scoker@maggievalleynyc.gov](mailto:scoker@maggievalleynyc.gov)

**Town Hall Offices  
are open  
Monday – Friday  
8am to 5pm**



### **We encourage you to recycle!**

Items to be recycled should be rinsed and placed loose in your blue toter – no bags. Mix your clean recyclable items in the container and place it at the curb on Tuesday morning by 7am.

**Please recycle** glass bottles & jars, paper, plastic bottles & jars and metal cans, cardboard, etc. For more information or a complete list of recyclable items, stop by Town Hall and pick up a brochure or our Solid Waste packet, or download and print one from [maggievalleynyc.gov](http://maggievalleynyc.gov).

**Carpet, fluorescent light bulbs, tires, building materials, mattresses, paint and stumps will not be picked up. Please call Haywood County Solid Waste at 828-627-8042 for information on proper disposal of these items.**



**Town of Maggie Valley**  
**3987 Soco Rd**  
**Maggie Valley, NC 28751**  
**828-926-0866**