Town of Maggie Valley Regularly Scheduled Board of Aldermen Meeting

February 11, 2020 MINUTES

Members Present:

Mayor Mike Eveland, Aldermen: Clayton Davis and Phillip Wight

Alderwomen:

Twinkle Patel and Tammy Wight

Staff Present:

Manager Nathan Clark, Chief Russ Gilliland, Planner Ron Hancock, Public Works Director Mike Mehaffey, Finance Officer/Deputy Clerk

Shayne Wheeler

Attorney Present:

Craig Justus

Others Present:

Mountaineer Reporter Kyle Perrotti, Rose Beck, and Jared Lee

1. Meeting Called to Order

Mayor Eveland called the meeting to order at 6:31 on Tuesday, February 11, 2020 in the Town Hall Boardroom

2. Consent Agenda

a. Minutes to be approved: January 7 & January 14, 2020

b. A/R Report

c. Budget to Actual

ALDERWOMAN TAMMY WIGHT MADE A MOTION TO APPROVE THE CONSENT AGENDA. MOTION CARRIED UNANIMOUSLY.

3. Public Comment

No public comments were offered.

4. Consideration of July 4, 2020 Fireworks Contract Approval: Zambelli Fireworks

The cost of this year's "The Backyard 4th" show is \$15,000. The Haywood County Tourism Development Authority (HCTDA) awarded the Town \$8,000 to go toward the July 4th Fireworks Show and the Town contributes \$7,000. The show will be approximately twenty (20) to twenty-five (25) minutes long.

ALDERMAN PHILLIP WIGHT MADE A MOTION TO APPROVE THE CONTRACT FOR THE JULY 4, 2020 FIREWORKS SHOW WITH ZAMBELLI FIREWORKS MANUFACTURING CO. MOTION CARRIED UNANMIOUSLY.

5. Consideration of Festival Grounds Improvements: Stage, Paving, Ticket Booth

In November 2019, the Town of Maggie Valley conducted its annual Festival Grounds Workshop where Town Staff, Event Organizers/Promoters and the Board of Aldermen have the opportunity to interact and discuss both the operational structure and long-term vision of the Festival Grounds.

At this meeting it was determined the ticket booth and the entrance way needed to be improved.

The ticket booth improvements will include new horizontal sliding windows on both sides to improve exchange efficiency, install a metal Dutch Door, new seating, enhanced counter space. Restroom doors will also be replaced. The estimated cost of the project is \$6,000.

The entrance way will receive new pavement to make entering the grounds easier; especially for those with limited mobility but will also aid in stormwater problems. The estimated cost of the project is \$11,000.

Both of these projects are unfunded in the 2019/2020 budget, therefore, will require funds to be appropriated from fund balance.

Another area in which the Town is wanting to make progress at the Festival Grounds is at the Wade Reece Memorial Stage. With increase interest in music events; the Town enlisted the help of Buddy Melton of Balsam Range. Mr. Melton has made some suggestions on how to improve the acoustics within the stage confines that will allow better and more diverse musical performances to occur. The estimated cost of this project is \$25,000.

The HCTDA 28751 1% committee has awarded the town \$25,000 to fund this project.

Each project will need a separate motion since the funding source is different for each project.

Alderwoman Tammy Wight asked if the projects would be completed before the festival season started. Manager Nathan Clark responded once approved the projects can get underway, however, the paving project will come at the end of March when the asphalt plant opens.

Alderman Phillip Wight asked for a detailed expense report once the projects are completed.

ALDERMAN CLAYTON DAVIS MADE A MOTION TO MOVE FORWARD WITH THE FESTIVAL GROUND UPGRADES FOR THE TICKET BOOTH AND THE ENTRANCE WAY AT AN ESTIMATED COST OF \$17,000. MOTION CARRIED UNANIMOUSLY.

ALDERWOMAN TAMMY WIGHT MADE A MOTION TO MOVE FORWARD WITH THE SOUND ENHANCEMENTS AT THE WADE REECE MEMORIAL STAGE AT THE COST OF \$25,000. MOTION CARRIED UNANIMOUSLY.

6. Consideration of Purchase: Winter Woods Lighting

Mosca Design was unable to provide pricing details for the meeting. If pricing is available, it will be discussed at the Board Planning Session February 17 – February 18, 2020. No further discussion.

7. Consideration of Appointment: Maggie Valley Planning Board

Now that Alderman Patel has been appointed to the Board of Aldermen, there is a vacancy on the Planning Board. The Town advertised for the position and received two (2) applications: Brian Hawkins and Jared Lee.

The applications were reviewed and discussed at the February 4, 2020 Agenda Setting Meeting.

ALDERMAN PHILLIP WIGHT MADE A MOTION TO APPOINT JARED LEE TO THE PLANNING BOARD AND KEEP BRIAN HAWKINS' APPLICIATION ON FILE FOR ONE YEAR. MOTION CARRIED UNANMIOUSLY.

8. Consideration of Surplus Declaration

- a. 2006 Ford F-350, V-10 Triton Engine, 5 Speed Transmission, 4WD, 54, 518 miles (VIN1FDSX35YX6EC36568)
- b. 1997 John Deere Backhoe Loader 310E, Enclosed Cab Heat/AC, 4WD, 4,588 hours (VIN SERT031EX839435)
- c. Sewer Equipment of American Jet Machine & Trailer Model 747PR

As part of the FY 19-20 budget, the Town of Maggie Valley purchased one new public works truck and a new backhoe. The Town purchased a new Sewer Jet Machine in FY 18-19. The items listed above have outlived their useful life and need to be declared surplus. These items will be sold on GovDeals.

ALDERWOMAN TAMMY WIGHT MADE A MOTION TO SURPLUS THE 2006 FORD F-350, 1997 JOHN DEERE BACKHOE LOADER 310E, AND THE SEWER EQUIPMENT OF AMERICAN JET MACHINE MODEL 747PR. MOTION CARRIED UNANIMOUSLY.

9. Budget Amendment:

- a. Ordinance 916 Police Department
- b. Ordinance 917 Sound Enhancements
- c. Ordinance 918 Festival Ground Enhancements

Ordinance 916 shows the revenues collected by the Maggie Valley Police Department via the Unauthorized Substance Tax. The money by law is spent at the complete discretion of the Police Chief. The budget amendment is for the purchase of Honor Guard uniforms and ballistic vests at a cost of \$3,471.

ALDERWOMAN TWINKLE PATEL MADE A MOTION TO ACCEPT ORDINANCE 916. MOTION CARRIED UNANIMOUSLY.

Ordinance 917 shows the expenditures approved by the Board from earlier action (agenda item 5) and the acceptance of funds approved by the HCTDA for the sound enhancements at the Wade Reece Memorial Stage.

ALDERMAN CLAYTON DAVIS MADE A MOTION TO ACCEPT ORDINANCE 917. MOTION CARRIED UNANIMOUSLY.

Ordinance 918 shows the expenditures approved by the Board from earlier action (agenda item 5) and approval to transfer funds from the General Fund's unappropriated fund balance for Festival Ground Enhancements for the ticket booth and entrance way.

ALDERMAN PHILLIP WIGHT MADE A MOTION TO ACCEPT ORDINANCE 918. MOTION CARRIED UNANIMOUSLY.

10. Consideration of Event Approval: Glory Hound Productions- Land and Sky Relay: October 10, 2020

The Land and Sky Relay is a one-day, running relay from Asheville to Cherokee. The seventh leg of the race will go through Maggie Valley and end at the Festival Grounds. The eight leg will start at the Festival Grounds and go west towards Cherokee. The event will be capped at 100 teams of 400 individuals. The Maggie Valley transfer point will be staffed with four people, with two of those responsible for traffic and parking. The promoter is only requesting the use of the grounds outside the fence and access to the restrooms.

ALDERWOMAN TAMMY WIGHT MADE A MOTION TO APPROVE THE LAND AND SKY RELAY. MOTION CARRIED UNANIMOUSLY.

11. Department Head Reports

PUBLIC WORKS

- Monthly maintenance, general cleaning and repairs at Town Hall, Pavilion, Parham Park, Rathbone/Rich Park, Festival Grounds, Public Works buildings and Police Department.
- Monthly Recyclables approx. 8.9 tons.
- Monthly Solid Waste approx. 50.2 tons.
- Picked up miscellaneous residential brush and debris. 95 brush pick-ups that totaled 18 tons of brush.
- Continue maintenance and repairs on Welcome Banners, Miss Maggie Banners and Winter Banners.
- Perform ditch, culvert, shoulder and road maintenance along streets. Both private and Town streets.
- Service and/or repaired 3 Public Works vehicles 1 Administration and 3 Police vehicles.
- Continue maintenance on 91 pole mounted winter decorations. 5 Ground mounted displays and Winter Lighting on Town Hall, Pavilion, Police Department and the TDA building.
- Picked up bagged trash and debris along Highway 19 and Highway 276 from Fie Top Road to the Waste Water Treatment Plant.
- Public Works continues trimming trees and cutting brush behind roadside trees and along walking trails.
- Removed and replaced damaged concrete sidewalks. Laid 7 yards of concrete in this
 repair.

• Public works continues trimming trees and brush around street lights. This project will run thru the winter months as time allows.

WWTP

- Monthly testing, monitoring and analysis; Monthly cleaning and repairs.
- Monthly Road, Levee, equipment and building maintenance.
- Continued yearly sewer line and manhole inspections as required by DENR.
- Installed/repaired 2 sewer services, cleaned and videoed approximately 200 feet of sewer line, inspected 2 sewer connections/installations, repaired 1 damaged manhole. Inspected 18 manholes for I&I project.
- Dewatered 35,000 gallons of digester sludge. Lime Stabilized 20 tons of dewatered sludge. Also, hauled 0 tons of dewatered sludge to landfill.
- Worked with business owners, homeowners, contractors and others to help resolve sewer related issues such as rain water getting into sewer lines, back-ups, video inspection, private line or service locations and damage to lines.
- Continue monthly sewer easement maintenance. Bush hogging, tree cutting, spraying and debris removal.
- This month we received NC811 locate request for 36 tickets. These were all marked in a timely manner.
- Continue monitoring Jonathan Creek and stream banks for fallen and dead trees that could impact the Town's sewer creek crossings. This is now required by NCDEQ.
- Removed fallen trees and debris from Jonathan's Creek on Moody Farm road,
 Stonebridge, MVCC and at Valley Creek Drive.
- Grease in the Towns sewer collection system and in the Waste Water Treatment Plant is an ongoing and time-consuming problem. Regular grease trap pumping and maintenance is the key to keeping these problems to a minimum. All food handling businesses are required to have grease removing equipment installed and to maintain records of cleaning and maintaining their equipment. The sewer department staff regularly inspects this equipment and looks at records and logs of this maintenance. This month we preformed 12 grease trap inspections. Of these 3 were found to be non-compliant. We continue to work with all businesses on their grease issues and provide assistance and education in hopes of reducing the amount of grease in our sewer system.
- Prepared and sent to DEQ the System Performance Annual Report for 2019. These are required to be posted at Town Hall, MV Sanitary District and made available on line on the Towns web site.

Planning

Zoning Permits	7	
Residential	5	2 new 3BR Single Family Residences
		(The Preserve, Black Bear Creek)

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Commercial	2 Stonebridge, Restaurant @ 2547 Soco Rd.	
Zoning Compliance Letters	8 Including 4 new Single-Family residences (Linson Ridge, Meadows at Campbell Mountain Estates, ETJ @ Revis Mt.), Roof over deck, Park Model	
Floodplain Development	2 Storage-4-You rental units, SF	

Residence @ Black Bear Creek

Police

Incident/Investigations

 During the month of January, the Maggie Valley Police Department investigated twenty-two incidents that resulted in twenty-six offenses which include: Simple Assault, Intimidation, Breaking and Entering, Larceny, Motor Vehicle Theft, Identity Theft, Worthless Checks, Damage to Property, and Drug Violations.

<u>Arrests</u>

 Maggie Valley police officers arrested a total of nine individuals resulting in ten charges which included: Simple Assault, Intimidation, Breaking and Entering, Narcotic Violations, and Disorderly Conduct.

Motor Vehicle Traffic

Maggie Valley police officers investigated one motor vehicle accident. Issued fifteen
uniformed traffic citations resulting in twenty-one traffic charges and issued thirtyfour warning citations. A total number of 45 traffic citations were issued, 16 (35.0%)
of which, were for speeding.

Activity Logs

 There was a total of thirty-six Officer Activity Logs for the month, which include: Alarm Activation, Business Checks, Civil Disturbance, Intoxicated Person, Assist Motorist, Suspicious Situation, unlock vehicle, Animal Complaint, Assist HCSO, School Security, Trespassing, Welfare Check, and Vandalism.

Evidence Processing

Evidence and Property processed five items this month. Items range from,
 Methamphetamine, Syringes, Unidentified Crystal-like Substance, 9 mm Handgun,
 and Ammunition.

Investigations (CID)

- CID Investigated five Breaking and Entering cases. Two of the cases have been resolved with an arrest. The other three are still under investigation.
- CID is investigating two cases of Motor Vehicle theft. One case was found to be unauthorized use of vehicle and prosecution was declined. Second case, the vehicle was recovered in the State of Georgia and follow up investigation is being conducted.
- A Drug Diversion case is still under investigation.
- Several serious cases are scheduled for Superior Court in the near future.
- CID acquired has acquired a Latent Finger Print Fuming Chamber. This will enable CID to develop additional evidence.

Community Interactions

- Maggie Valley Officers patrolled through our residential neighborhoods <u>122</u> times during the month.
- Maggie Valley Police Officers visited our business community 14 times this month.
- Maggie Valley Police Officers are providing security for the Cataloochee Ski Lodge.

K-9 Program

• K9 Moses has undergone some additional treatment and is back in service.

Events, Schools, and Meetings

- Officer Haley Crocker has joined Maggie Valley Police Department as a full-time officer. Officer Crocker is now involved in our Field Training program. She brings years of experience to our agency from the Haywood County Sheriff's Office.
- Chief Russell Gilliland attended the Haywood Community College Advisory Committee meeting held annually.

Manager

- Manger Nathan Clark attended the NC City and County Managers Winter Conference in Winston Salem last week.
- On Tuesday, February 11, 2020, Manager Nathan Clark, Planner Ron Hancock, and Public Works Directors Mike Mehaffey, met with Duke Progress Energy about the trees

located at their Moody Farm Road substation. Duke officials stated they would have the diseased and damaged trees removed.

- During the rain event last week, the Town experienced a minor wall failure with minimal property damage. Planner Ron Hancock and Haywood County Erosion Control have been on scene and Haywood County Erosion Control will be issuing a letter to the property owner.
- On Monday, February 10, 2020, Manager Nathan Clark, Police Chief Russ Gilliland, and Public Works Director Mike Mehaffey took our newly elected Alderwoman Tammy Wight and newly appointed Alderwoman Twinkle Patel on a tour of Town facilities and properties.
- Last week we sent out our last friendly notice reminding delinquent tax payers of their tax obligation.
- The annual Board Vision and Planning Session will be held on Monday, February 17, 2020 beginning at 9:30am and ending by 4pm and will resume on Tuesday, February 18, 2020 at 9:30am ending by 3pm. We will provide lunch and snacks for both days.
- Manager Nathan Clark handed out worksheets to the Board to complete and bring with them on Monday. He will also email them a copy.
- Manager Nathan Clark will have packets to the Board by Friday afternoon for the Vision and Planning Session.

12. Closed Session NCGS 143-318.11 (5) Land acquisition for public purpose. Soco Road PIN # 7696-16-2819, belonging to Gabo, Co a Limited Partnership.

ALDERMAN CLAYTON DAVIS MADE A MOTION TO GO INTO CLOSED SESSION AT 7:15 PM TO DISCUSS LAND ACQUISTION FOR PUBLIC PURPOSE. MOTION CARRIED UNANMIOUSLY.

ALDERWOMAN TAMMY WIGHT MADE A MOTION TO COME OUT OF CLOSED SESSION AT 7:33 PM. MOTION CARRIED UNANIMOUSLY.

13. Adjournment

ON THE MOTION OF ALDERWOMAN TWINKLE PATEL, WITH ALL IN FAVOR THE MEETING ADJOURNED AT 7:33 PM.

Mayor Mike Eveland

Shayne Wheeler, Finance Officer/Deputy Clerk

Town of Maggie Valley

Board of Aldermen Agenda Setting/Monthly Workshop

February 4, 2020 MINUTES

Members Present:

Mayor Mike Eveland, Aldermen: Phillip Wight, Tammy Wight, Twinkle

Patel, and Clayton Davis

Staff Present:

Manager Nathan Clark, Public Works Director Mike Mehaffey, Chief Russ

Gilliland, Planner Ron Hancock, Finance Director Shayne Wheeler, and

Town Clerk Vickie Best

Others Present:

Five (5) People and Kyle Perrotti with the Mountaineer Newspaper

Meeting Called to Order

Mayor Eveland called the Agenda Setting/Monthly Workshop to order at 9:31 am on Tuesday February 4, 2020 in the Town Hall Boardroom.

Clerk Best administered the oath of office to Twinkle Patel. Council welcomed Alderman Patel to the board.

Consent Agenda

Minutes to be approved: January 7 & January 14, 2020

A/R Report

Budget to Actual

Mayor Eveland stated that these are regular items normally seen under the Consent Agenda.

Public Comment

Consideration of July 4 Fireworks Contract Approval: Zambelli Fireworks

The Haywood County Tourism Development Authority (HCTDA) awarded the Town \$8,000 to go toward the July 4th Fireworks Show. The show will be approximately twenty (20) to twenty-five (25) minutes long. The Town contributes \$7,000 to "The Backyard 4th" to pay for the remainder of the Fireworks cost (\$15,000).

Consideration of Festival Grounds Improvements: Stage, Paving, Ticket Booth

The paving project will be outside the entrance as well as inside the gate. The paving project will help with stormwater management; as well as provide easier ADA (Americans with Disabilities Act) access to the Festival Grounds.

The upgrades to the Ticket Booth will improve the functionality of the space by installing sliding (horizonal) windows on both sides, upgrading the counter space and installing a metal Dutch Door. The Dutch Door will enable discussions to take place through the top half, but the bottom half can remain locked to prevent easy access.

Both projects are unfunded in the 2019/2020 Budget; therefore, a budget amendment will be required.

Haywood County Tourism Development Authority (HCTDA) awarded the Town \$25,000 for stage improvements. The money is to be used to upgrade the acoustics on the stage. Staff has been working with Buddy Melton, a member of Balsam Range Bluegrass Band on the logistics of the project.

When questioned by Alderman P. Wight about improvements made to the stage several years ago, Manager Clark explained that the problem is how the sound bounces around the stage and the musicians cannot properly hear each other. Sound proofing was installed overhead a few years ago which helped but did not alleviate the problem. Mr. Melton is saying that baffling needs to be installed on the ceiling and along the corners. The baffling helps the sound not to bounce off the walls and ceiling.

The two (2) entrance doors to the restrooms need to be replaced. Because metal doors are going to replace the wooden doors additional support and hardware will be needed.

The work will be completed prior to the festival season beginning (weather permitting on the paving).

The upgrading plans for the stage will be in Council's agenda packets.

Consideration of Purchase: Winter Woods Lighting

The Winter Woods Lighting Project will have to be custom-made to fill the area at the east entrance to Town at the intersection of US-19 and US-276. Staff is waiting on concrete numbers for the custom design pieces. Manager Clark will apply for HCTDA funding to off-set the cost of the Winter Woods Lighting Project.

Consideration of Appointment: Maggie Valley Planning Board

Now that Alderman Patel has been appointed to the Board of Aldermen, there is a vacancy on the Planning Board. The Town advertised for the position and received two (2) applications: Brian Hawkins and Jared Lee. Council interviewed Jared Lee during the Alderman interviews and found his energy extraordinary and noted the need for younger people to serve.

Alderman P. Wight asked that Manager Clark contact Mr. Hawkins and tell him the application will be held in a file for one (1) year and that Council would like him to serve on a board for the Town at a later date.

Consideration of Surplus Declaration

2006 Ford F-350, V-10 5 Speed Transmission 4WD (VIN1FDSX35YX6EC36568)

1997 John Deere Backhoe Loader 310E Enclosed Cab Heat/AC, 4WD (VIN SERT031EX839435)

Sewer Equipment of American Jet Machine & Trailer

Council will need to declare these items surplus and they will be placed on GovDeals.

The replacement truck will be at Taylor Ford on February 6, 2020 and then will be sent for the bed to be installed.

Budget Amendment: Ordinance 916 (Police Department)

This is the Chief's Reserve Fund that comes from taxes on drug money. State law provides the Chief the authority to spend it as he sees fit. The \$3,400 is for all the officers to have breastplates.

Director Wheeler stated that she would prepare two budget amendments for Tuesday's meeting: one for HCTDA Funding for the stage sound enhancement and one of the Festival Grounds' entrance paving and ticket booth remodel.

Consideration of Event Approval: Glory Hound Productions- Land of the Sky Relay: October 10, 2020

Greg Duff, with Glory Hound Productions, will start the relay in Asheville and finish in Cherokee with a stopping point at the Maggie Valley Festival Grounds. Mr. Duff is paying for the one-day rental. The event does bring people through town.

Although this is a one-day event it will be the cap off event from a seven (7) week stretch of event after event. The relay uses the area between the fence and the waterfall to hand out water, food, change runners, and have porta-johns available. This would provide time for the Public Works Department to work on the grass inside the fence of the festival grounds after such heavy use.

Mayor Eveland agreed that the relay brings people to town and the people visiting would see activity going on in the valley.

The event was held last year on Veteran's Day and the weather was too much for the runners.

Alderman Patel questioned what would happen if another promoter turned in an application for that weekend.

Alderman P. Wight explained that Council would be discussing the two (2) events that applied and come to a resolution.

Manager Clark explained that in March 2020 the events scheduled for 2021 will be approved by Council.

Manager Clark went to say that Alderman P. Wight had spoken with him about having music at the festival grounds for the 4th of July Fireworks Show.

Currently, the gates open at 6 PM and the Police Association sell hot dogs and drinks. People pick their area on the grounds and sometimes play yard games, thus the name "Backyard 4th".

Alderman P. Wight explained that he has been in discussion with some of the folks that use to do the "Mater Fest" in the Town of Canton. The group is considering doing something in Maggie Valley on the 4TH. "It could turn into a multi-day event."

Mayor Eveland added that this year the 4th is on a Saturday so the valley will be full of people. The question is next year when the 4th is on a Sunday what is going to keep people here? It would be nice to have a Saturday/Sunday event or a Sunday event; otherwise people will leave town and head home on Sunday morning.

Alderman T. Wight agreed, but added that we don't need to let the tourist season go by the wayside because an event would give people visiting and locals alike something more to do.

Alderman Patel concurred, adding that she always has family come to Maggie Valley from Asheville and there is little to do.

Maggie Valley is known for having the best fireworks around.

In the past, while employing a Festival Director, a lot of money was spent on having something on the grounds for July 4. Now the town only contributes to the cost of the fireworks. The previous boards wanted to get away from putting so much money into events/festival grounds.

A lot of money was spent when rides were brought to the grounds. The town had to pay the carnival to come. If the carnival hits a certain threshold in ticket sales, the town will receive the money back. Maggie Valley did not come close to hitting that threshold. Director Mehaffey added that regardless of the weather, the grounds were a disaster from tractor trailers moving the rides in and out.

Mayor Eveland firmly believes the town doesn't need to do festivals. Also, on the 4th all the space possible needs to be utilized for parking. But if someone were to bring an idea to the table that would be no cost to the town, Council would certainly consider it.

Alderman Davis added that for what was paid for the carnival, the town could purchase a ride to leave here permanently.

Manager Clark explained that the "Backyard 4th" was thought about for the business community, especially the restaurants. Food establishments could sell picnic lunches and dinners for folks to bring to the grounds and retail stores could advertise and sell yard games.

90 On Monday February 10th Aldermen T. Wight and Patel will meet Manager Clark at Town Hall at 9 AM to tour the Public Works Facilities and the Police Department.

Mhen the weather is dry and warmer, Manager Clark will get with Neil Carpenter to schedule a trip for Council to visit the Silver Game Land.

so Chief Gilliland reported that Moses the K-9 was put on different medication and is doing much better. K-9 Officer Wood wants to take care of him as long as possible.

80 Monday February 17th it is hopeful that the retreat will begin at 9:30 AM and end at 4 PM.

On Tuesday February 18th the retreat will begin at 9:30 AM and end by 3 PM

There will be breakfast food and lunch will be provided both days.

The retreat is to discuss goals and visions for the future, as well as any projects, services, or programs Council would like to see take place in the 2020/2021 Budget.

Adjournment

ON MOTION OF ALDERMAN P. WIGHT, WITH ALL IN FAVOR THE MEETING ADJOURNED AT 10:09 AM.

Mayor Mike Eveland

Vickie Best, Town Clerk, CMC, NCCMC