

Neighborhood Advisory Committee
Monday, October 21, 2019
Council Conference Room
3:00 p.m.



MINUTES

Committee Members Present:

Nancy Roy Fiorillo- *Mayor*
John Bouldry- *Mayor Pro Tem*
Ed Balkovic- *Pinehurst Trace*
Tom Campbell- *Monticello*
Rosie Ruggles- *Oakmont Circle*
Tim Sykora- *Pinewild*
Bert Higgins- *Doral Woods*
Lee Thomas – *Clarendon Gardens*
Monica Converse – *Lake Pinehurst*
Carolyn Jamison- *Pinehurst Civic Group*

Rosie Ruggles- *Oakmont Circle*
Susan Foster- *The Woodlands*
Jenn Tomlin -*Donald Ross (Alt.)*
Lee Smith- *Lawn and Tennis*

Committee Members Absent:

Bill Keith- *Village Acres*
Jackie Curley- *St. Andrews*
Jan Kane-*CCNC*
Lawrence Blackford- *Burning Tree/Sugar Pine*
Beverly Braunschiedel- *Midland CC*
Charles Collini-*Old Town West*
Cathy Harpster- *Taylorhurst*
Debbie Lalor- *Downtown*
Pilar Page- *Pinehurst No. 6*
Tony Elms – *Donald Ross*

1. Call to Order by Councilmember Farrell.

Mayor Nancy Fiorillo called the meeting to order.

2. Review notes from September 16, 2019.

The committee approved the notes from the September 16, 2019 meeting.

3. 2019 Comprehensive Plan Update – Natalie Hawkins, Assistant Village Manager.

Lauren Craig, Organization Performance Director, presented the FY2019 State of the Village Report. She explained that overall the Village exceeded the goals set forth by the Village Council for FY19. Lauren stated that in FY19 the Police Department began the accreditation process through the Commission on Accreditation for Law Enforcement Agencies (CALEA). The department has prioritized crime investigations and prevention, clearing 97% of the incidents that occurred in FY 2019. The Fire Department has focused efforts on reaction and response times in FY 2019. The department reported achieving a reaction time of 90 seconds or less 85% of the time and an inter-departmental process improvement team evaluated the emergency response process to determine way to improve response time.

Lauren explained the Planning and Inspections Department issued 122 new single-family residential permits and investigated over 1,000 code violations, 94% which were resolved within 45 days. Of the 7,008 building inspections completed, 100% were completed within one business day in FY 2019. Maintaining high quality streets is a top objective each year in the Village of Pinehurst.

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In FY 2019, 85% of residents indicated satisfaction with street and right-of-way maintenance. In FY 2019, 3.89 miles of Village roadways were resurfaced or sealed out of the 107 centerline miles of roads. The Village set the national high satisfaction rating in our benchmark group in FY 2019 with 90% of residents satisfied with landscaping in medians and other public areas. Over the last year, the Public Services Department reported 100% of solid waste routes were completed on schedule. With the use of the MY VOP app, staff responded to 0.61 solid waste complaints per 1,000 collection points for the fiscal year and 99% of the complaints were addressed on time, providing outstanding and timely service.

The Recreation and Cultural Facilities Initiative Action Plan made significant progress throughout the year, including replacement of playground equipment and surfacing at Rassie Wicker Park and construction of the new Cannon Park Community Center. Lauren explained that the recreation programs saw another very successful year with 92% of residents satisfied with the quality of youth recreation programs and 93% satisfied with the quality of adult recreation programs. Over the last year, the department served 4,343 participants in athletic and recreation programs.

Lauren explained to increase transparency, the Village launched online performance dashboards to show real-time performance data for key performance indicators throughout the year. In addition, new permitting and inspections software launched in FY 2019. This new web-based solution tracks and manages land use and development activities. The Village also continued its journey using the Baldrige Excellence Framework and began efforts to complete an application for the National Malcolm Baldrige Quality Award in FY 2020. This year, the Village continued working on a Workforce Learning and Development initiative, which is to develop workforce skills and abilities through a new Learning and Development System and incorporate this system into the succession planning process. This year, 36% of vacancies were filled with internal candidates, exceeding the goal of 35%. Also, 93% of employees agreed they are offered training to enhance their skills and 98% were satisfied with the internal training program offered to employees. Lauren stated that the Village continues to maintain a healthy financial condition through diligent financial oversight. For the 26th consecutive year, the Village received the GFOA Certificate of Achievement for Excellence in Financial Reporting and for the 12th consecutive year, the Village received the GFOA Distinguished Budget Award.

4. Other Business - Neighborhood Reports

- **Lawrence Blackford of Burning Tree:** Many of the residents in his neighborhood have been complaining about the speeding occurring on Burning Tree.
- **Tom Campbell of Monticello:** Having trouble with people running thru stop signs, by piggybacking off the person in front of them, in his neighborhood. He would like to see cameras at stop lights.
- **Lee Thomas of Clarendon Gardens:** Thanked the Village for not approving the big development on Highway 5. He asked what communications the Village had with Aberdeen in regards to their new developments. Asked about the neighborhood parks in the comprehensive plan. He also stated he would like to see the Village set hours for kids to trick-or-treat and asked what it would take to set hours.
- **Rosie Ruggles of Oakmont Circle:** Thanked the Village for planting grass along Oakmont Circle. Has concerns about a neighbor who is putting up a 6 foot high fence in her neighborhood.

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- **Jenn Tomlin of Donald Ross:** Nothing to report.
- **Monica Converse of Lake Pinehurst:** Lake Residents are still waiting for Phase II of the Beach Club.
- **Ed Balkovic of Pinehurst Trace:** Contacted NCDOT about the changes at the intersection at Memorial and 15-501 and was told that those changes would be made with the traffic circle project, which is about 5 years out.
- **Susan Foster of The Woodlands:** Rentals are still a problem, with almost 25 out of 100 homes in her neighborhood being rented. Stated that Pinehurst No. 7 will be coming thru the Woodlands temporarily while Moore County completes a sewer project in No. 7.
- **Lee Smith of Lawn and Tennis:** He commended the Pilot for their informative articles on the candidates for the upcoming election and thanked the current Council for their work.
- **Tim Sykora of Pinewild:** Noted they are still monitoring the Phase 5 project in Pinewild, there hasn't been any progress lately on the plans. Also, the speed on 211 makes it difficult to pull out of Pinewild.
- **Bert Higgins of Doral Woods:** Stated he received a couple complaints that kids, not dancing, were taking up the dance floor during the Live After Five events, as a result people left. Also, the Beautification Committee is expanding the Pinehurst Christmas Decoration Contest for the entire Village. The requirements will be that the decorations must be visible a night and public accessible (not in a gated community). More information will come out the beginning of November about the contest.
- **Carolyn Jamison with Pinehurst Civic Group:** Thanked everyone for coming out to the Candidate's forum, there was standing room only.

5. Next Meeting Date.

The next NAC meeting will be held on Monday, November 18, 2019 at 3:00 pm in the Council Conference Room. There be will no meeting in the month of December.

6. Adjournment by Mayor Nancy Fiorillo at approximately 5:00 pm.

Respectively submitted by: Beth Dunn, Village Clerk

A handwritten signature in blue ink that reads 'Beth Dunn'.