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NOVEMBER 2019 • VOLUME: 32 - ISSUE: IV



*History, Charm, and Southern Hospitality*

## Holiday Closings

- November 28 - Thanksgiving Day
- November 29 - Thanksgiving Holiday
- December 24 - Christmas Eve
- December 25 - Christmas Day
- January 1 - New Year's Day
- January 20 - Martin Luther King, Jr. Day

The "One and Done" solid waste collection maps and calendars are posted on the Village website at [www.vopnc.org/solidwaste](http://www.vopnc.org/solidwaste).

## VOP Logo Merchandise

Stop by the Welcome Center in the Theatre Building, 90 Cherokee Road, from 10:00am-4:00pm Wednesdays-Saturdays and snag stemless wine glasses, mugs, golf ball & tee sets, soaps, candles, tote bags, and puzzles! These make great gifts for loved ones or for yourself. For questions, contact Communications Specialist Melissa Holt at [mholt@vopnc.org](mailto:mholt@vopnc.org) or call 910-295-1900.

## Village Code Reminder

If you've ever needed the assistance of emergency services personnel or needed a package or other item delivered, then you realize the importance of having a visible address number. The Pinehurst Development Ordinance requires that all dwellings and non-residential buildings have address numbers that are easily readable from the roadway and are conspicuously located so as to provide good visibility from the road on which the building fronts. It's better to be seen than sorry!

## Parks and Recreation Spotlight

Cooler weather is here, but activities with the Parks and Recreation Department are heating up! With the new Cannon Park Community Center opening soon, we will offer a variety of programs and activities for all ages. Stay tuned for more information regarding the Community Center and all the fun activities to be provided in the near future.

## Vision

The Village of Pinehurst is a charming, vibrant community which reflects our rich history and traditions.

## Mission

Promote, enhance, and sustain the quality of life for residents, businesses, and visitors.

# 2019 Comprehensive Plan Adopted

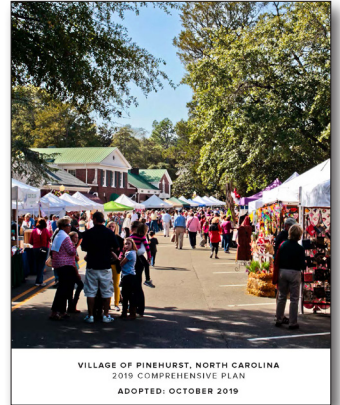
After an extensive 18-month public engagement process, Village Council adopted the 2019 Comprehensive Plan on October 22, 2019. The 2019 Comprehensive Plan is a 15-20 year long range planning document that provides the policy framework and implementation strategies needed to achieve the Village's vision to be a "charming, vibrant community that reflects our rich history and traditions."

The overarching theme of the 2019 Comprehensive Plan is to retain the small-town charm and rural feel of the Village. To do this, some of the key themes of the Plan are to:

- Manage the scale and intensity of development
- Improve how people move around the Village (in vehicles or by walking, biking, or golf cart)
- Preserve & enhance the historic Village Center
- Preserve and enhance open spaces and landscaping
- Expand cultural resources, events, & gathering spaces
- Ensure high quality gateways

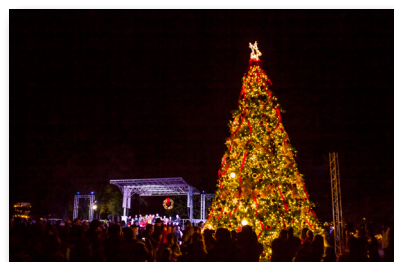
Each year, during its annual strategic planning process, the Village Council will review and can amend any of the implementation strategies contained in the Plan. In addition, Village staff will present an Annual Comprehensive Plan Report to the Village Council and public in November each year to monitor performance, measure achievement, and reflect change generated by implementation of the Plan.

Thanks to everyone who participated in the Envision the Vision process. Your feedback was invaluable and will help shape the future of the Village!



## Village Christmas Tree Lighting

**Friday, December 6 • 5:00pm-7:30pm • Tufts Memorial Park**



Feel the magic of Christmas as we kick off the holiday season with our annual tree lighting celebration at Tufts Memorial Park on December 6! Join in on the Christmas fun from 5:00pm-7:30pm and don't miss the countdown to lighting the tree at 6:30pm. Santa will be there, so hop in line to get a free professional picture taken by John Gessner Photography. Local performers will fill the park with Christmas carols while kids of all ages enjoy cookie decorating and children's crafts! Bring your Christmas list or create one with us and drop it in Santa's mailbox to be taken back to the North Pole. Make it on the Nice List and you may even get a letter back from Santa himself! A free shuttle service will run from Village Hall to the heart of downtown thanks to Kirk Tours and Limousines. Admission to this event is free but vendors will be on site with food and beverages available for purchase.

In the spirit of giving, canned goods and non-perishable food items will be collected for the Food Bank of Central & Eastern North Carolina (Sandhills Chapter). Each person who brings in a canned good will receive a raffle ticket for the chance to win a 2019 Village of Pinehurst Christmas ornament. Help spread holiday cheer for those less fortunate by participating in our food drive.

Help us fill the downtown streets and Tufts Memorial Park with family, friends, and holiday cheer! For more information, visit [www.vopnc.org/events](http://www.vopnc.org/events).

## Library Needs Assessment Study

Recently, Village Council entered into an agreement with Library Systems & Services, LLC to conduct a Library Services Needs Assessment. Currently, library services are provided by the Given Memorial Library, a separate not-for-profit organization. The needs assessment will examine existing and potential future library services and formulate a recommendation on the best way to meet resident needs for library services going forward, based on extensive community input.

The needs assessment will be completed in four phases over a six-month period from January to June 2020:

1. Review existing conditions & best practices
2. Solicit broad community input
3. Analyze findings and formulate recommendation
4. Prepare & deliver a written report

Residents will have an opportunity to provide their input through surveys and a public input meeting that will likely be scheduled in mid-February.

The Village will use its new online engagement tool, Engage Pinehurst, to solicit community input and disseminate information about the needs assessment process. Please stay tuned at [engage.vopnc.org](http://engage.vopnc.org) for more information on the process and how you can participate.

### Village of Pinehurst

395 Magnolia Road  
910-295-1900

[www.vopnc.org](http://www.vopnc.org)  
[www.facebook.com/vopnc](https://www.facebook.com/vopnc)  
[www.twitter.com/vopnc](https://www.twitter.com/vopnc)

Melissa Holt: [mholt@vopnc.org](mailto:mholt@vopnc.org)

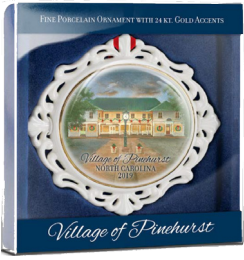
# Upcoming Events:

November 23: Turkey Trot at the Village Arboretum

January 25: Pinehurst Paints at the Fair Barn

December 6: Christmas Tree Lighting at Tufts Memorial Park

## 2019 Village of Pinehurst Christmas Ornament



Painted by Pinehurst resident and pastel artist Jane Hixson, the 2019 Village of Pinehurst ornament features the Department Store Building at sunset. This special keepsake will be available for purchase for \$15 each at the Welcome Center, 90 Cherokee Road, beginning November 1. The ornament will also be available for purchase at our annual Christmas Tree Lighting on December 6.

We don't expect these ornaments to stick around for long, so be sure to make plans to purchase yours in November! For questions, contact Communications Specialist Melissa Holt at [mholt@vopnc.org](mailto:mholt@vopnc.org).

## 2019 Community Survey Results

This year, Pinehurst residents expressed high levels of overall satisfaction with Village services in the annual Community Survey, with residents rating the Village as the highest in the nation among our benchmark group in two areas. The Village Council and staff use these survey results to assess the quality of services provided and identify key community priorities. These priorities, along with other information, are used to determine areas for potential service level enhancements each year in the Strategic Operating Plan.

Once again, Village residents indicated a positive perception of the Village and that the Village is moving in the right direction, with resident satisfaction levels increasing or remaining the same in 68 of the 80 areas since 2013. In addition, Village residents indicated satisfaction levels at or above the U.S. average in 49 of the 53 areas and at or above the Atlantic Regional average in 50 of 53 areas that were compared.

This year, Village resident satisfaction levels were the highest levels in the nation in two areas among ETC-surveyed communities under 50,000 in population, with satisfaction ratings including neutrals:

1. 99% satisfaction with efforts to prevent crimes
2. 98% satisfaction with landscaping in medians and other public areas

High priorities for improvement that were identified in the 2019 Community Survey based on resident importance and satisfaction levels included:

- Efforts at maintaining quality of neighborhoods
- Street and right-of-way maintenance
- Enforcement of Village codes and ordinances
- Level of public involvement in local decisions
- Ease of travel through the large traffic circle
- Adequacy of street lighting
- Availability of walkways
- Quality of stormwater runoff/management system

The survey was mailed to a random sample of households in the Village and was conducted by ETC Institute of Olathe, Kansas. The 716 completed surveys were tallied to produce a 95% confidence level in the results with a margin of error of +/-3.6%. The complete 2019 Community Survey findings report can be viewed online at [www.vopnc.org/surveys](http://www.vopnc.org/surveys).

## Fiscal Year 2019 State of the Village Report



Each fall, the Village issues a State of the Village Report to indicate how well we accomplished key goals and objectives set by the Village Council in the previous fiscal year, which runs from July 1 to June 30. The FY 2019 State of the Village Report indicates the Village successfully achieved several key objectives and overall exceeded our goals for the year.

The Village Council establishes goals and objectives to ensure we are achieving the Village's mission to "Promote, enhance, and sustain the quality of life for residents, businesses, and visitors." This year, 98% of residents and 100% of businesses rated the overall quality of life in the Village as excellent or good.

Using the Baldrige Performance Excellence Framework, we have successfully created a culture of continuous improvement at the Village. Since adopting this framework in 2013, the Village has seen improvement with resident satisfaction in 73% of our services areas and we exceed the national averages in 49 out of 53 service areas. We have also achieved the highest annual satisfaction ratings in the nation in 12 different service areas over the last seven years in our benchmark group.

This year, we focused on seven initiative action plans aimed to

enhance resident and business satisfaction levels as measured in our annual surveys. The Village routinely monitors its "score" relative to nine community goals on the Village's Balanced Scorecard. Scores are assigned to each goal and are shown using red, yellow, or green indicator dials to easily demonstrate achievement of our goals. The "scores" identified for the Village's nine community goals are based on pre-established goals and red flag thresholds. The Village's FY 2019 Balanced Scorecard goals were to:

1. Safeguard the Community
2. Ensure an Attractive Residential Community
3. Ensure a Thriving Business Community
4. Provide Multi-modal Transportation Systems
5. Protect the Environment
6. Maintain an Active, Healthy Community
7. Professionally Manage a High Performing Organization
8. Attract and Retain an Engaged Workforce
9. Maintain a Healthy Financial Condition

To view the full FY 2019 State of the Village Report, go to [www.vopnc.org/sovreport](http://www.vopnc.org/sovreport). We are extremely proud of the accomplishments our staff and volunteers achieved this year. We hope our efforts to improve our services will provide our residents, businesses, and visitors a wonderful quality of life in the Village of Pinehurst. For questions, contact Lauren Craig, Organizational Performance Director at [lcraig@vopnc.org](mailto:lcraig@vopnc.org) or 910-295-1900.

## Village Council Meeting Dates

December 10, 2019

All Council Meetings are held at 4:30pm in the Assembly Hall of Village Hall, 395 Magnolia Road and are open to the public. All Council meeting agendas are posted at [www.vopnc.org/agendas](http://www.vopnc.org/agendas) five days in advance of the meetings. Council meeting videos are posted at [www.vopnc.org/videos](http://www.vopnc.org/videos) within 24 hours of the meetings.

## Welcome New Village Employees

Damien Revels, Maintenance Worker  
Daniel Behnke, GIS Analyst  
James Neal, Firefighter  
Kimberly Stepnoski, Customer Service  
Lori Hercules, IT Technician  
Mark Rosinha, Maintenance Worker  
Michael Jacobs, Maintenance Worker  
Peter Hughes, Planner  
Tyler Dunn, Building Inspector  
Zachary McNeill, Firefighter

## Volunteer Today

Village of Pinehurst volunteer opportunities range from assisting at special events, becoming an ambassador at the Welcome Center, to serving on boards and committees. Complete an application at [www.vopnc.org/volunteer](http://www.vopnc.org/volunteer) or contact Village Clerk Beth Dunn at 910-420-1631 or [bdunn@vopnc.org](mailto:bdunn@vopnc.org).

## Small Business Saturday

November 30 has been designated as Small Business Saturday, a day dedicated to supporting the local small businesses that create jobs and boost the economy in the Village of Pinehurst and across the nation. As an added incentive to shop locally, those who make purchases in Village Center shops on November 30 will be eligible to win a gift basket filled with items from Village businesses. Simply bring your proof of purchase to the Welcome Center, 90 Cherokee Road, on November 30 between 10:00am and 4:00pm to be entered into the gift basket drawing.

## Solid Waste Reminder

Residents who are unable to take their garbage and recycling carts to the curb for collection may qualify for assisted pick-up. Eligibility for services requires either a Handicap Sticker for your vehicle or a doctor's letter. Residents must complete an Application for Assisted Pick-up and a determination of service will be made. You may submit an assisted pick-up request with MY VOP ([www.vopnc.org/myvop](http://www.vopnc.org/myvop)) or call 910-295-5021.

## Given Memorial Library and Given Book Shop News

Visit the Given Memorial Library for a great selection of books, Tufts Archives to learn about the history of Pinehurst, and the Given Book Shop for gently used books. Proceeds support library programs and services. Also, be sure to participate in the Library Needs Assessment surveys in 2020. Given Tufts would like to wish you a safe and happy holiday season.

## Connect With Us



## CORNER

### COMMITTEE Christmas Decorating Contest

The Beautification Committee is holding a Christmas decorating contest themed "A Pinehurst Christmas". The contest is open to two categories: single family residences and businesses in Pinehurst. To enter the contest, email [VOPChristmasContest@gmail.com](mailto:VOPChristmasContest@gmail.com) with your name, address, phone number, email address, and note whether the address is a residence or business. Alternatively, stop by Village Hall, 395 Magnolia Road, to complete an entry form by Monday, December 2. Judging will take place Monday, December 9, after dark.

#### Rules:

- Decorations must be outside for public view. Lights are not required, but displays must be visible at night.
- Entry must be either a single family residence or a business located in Pinehurst.
- Entrants agree that the Village of Pinehurst may publish winners' names and addresses.

