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History, Charm, and Southern Hospitality

NOVEMBER 2020 • VOLUME: 33 - ISSUE: IV

Holiday Closings

November 26 & 27 - Thanksgiving
December 24, 25 & 28 - Christmas
January 1 - New Year's Day
January 18 - Martin Luther King, Jr. Day

"One and Done" solid waste calendars are posted on the Village website at 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. Snag stemless wine glasses, mugs, keychains, golf ball & tee sets, soaps, candles, tote bags, puzzles, and more!

Village Code Reminder

Did you know the Village requires a fence permit for any fence, wall or column over 18" in height? The Village regulates the height and style of fences in Pinehurst, and a permit must be obtained from the Village prior to the installation of any fence or similar structure. Fences under 18" in height may be installed without a permit. For questions about fence regulations, contact our Planning Department at 910-295-1900.

Parks & Recreation Spotlight

The temperature may be dropping but things are heating up at the Community Center! Stay fit with indoor and outdoor fitness classes or join our Pinehurst Gamers Club and challenge your friends in today's most popular video games. Also, don't forget about all our Open Gym activities and the upcoming youth basketball league and cheerleading program. There is something for everyone and fun for all ages!

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.

Values

Service · Initiative · Teamwork · Improvement

Holiday Events in the Village

After careful consideration, the Village of Pinehurst made the decision to not hold our traditional Christmas Tree Lighting ceremony due to concerns with anticipated crowd size and COVID-19 mass gathering limitations currently in place.

"This decision was a difficult one. We understand the Village's Christmas Tree Lighting is a treasured tradition for many families in the community. Village staff considered every option and came to the conclusion that the best decision for the health and safety of our community was to cancel the event," said Village Manager Jeff Sanborn.

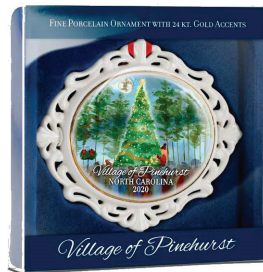
This holiday season may look different than years past, but there are several events we hope our residents will enjoy:

- **Shop Small this Season:** Shop or dine at Pinehurst businesses November 23-28 and bring your proof of purchase to the Welcome Center, 90 Cherokee Road, between 10:00am and 4:00pm to enter to win a gift basket drawing. This event culminates in Small Business Saturday on November 28, with holiday music outdoors from 11:00am-1:00pm. Support local businesses and you may win big!
- **Christmas Tree at Tufts Memorial Park:** While we aren't holding a Christmas Tree Lighting ceremony, the giant tree will be lit from November 27-January 1, so stop by to see it and take photos! Our entire downtown will be decorated with sparkling lights and other holiday décor to get you in the holiday spirit.
- **Hometown Holiday Drive Through:** Join us at the Cannon Park Community Center on December 4 from 5:00pm-8:30pm for holiday fun! This drive through event will allow families to view Christmas scenes on display, pick up a treat bag for each child, and drop off letters to Santa.
- **A Village Christmas:** Downtown businesses will hold an open house with special promotions and giveaways on December 11 from 5:00pm-8:00pm. Holiday music will set the scene and Santa will be present for everyone to drop off their Christmas lists!



For more information on these events, please visit www.vopnc.org/christmas2020.

2020 Village of Pinehurst Christmas Ornament



The 2020 Village of Pinehurst Christmas ornaments are now available! Painted by local artist Laura Martin, this ornament features a scene from last year's Christmas Tree Lighting in the Village Center. This special keepsake is available for purchase for \$15 each at the Welcome Center, 90 Cherokee Road, Wednesdays-Saturdays from 10:00am-4:00pm.

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.

Shop Small this Season: November 23-28

Saturday, November 28, has been designated as Small Business Saturday, a day dedicated to supporting local small businesses that create jobs and boost the economy in Pinehurst and across the nation. This year, we've designated the entire week of Thanksgiving as Shop Small this Season. As an incentive, those who make purchases at Pinehurst businesses between Monday, November 23 and Saturday, November 28, will be eligible to win one of three gift baskets filled with items from our great Village businesses, including a round of golf for four at Pinehurst No. 8 and two rounds for two at the Cradle.

Simply bring your proof of purchase(s) to the Welcome Center, 90 Cherokee Road, Monday - Saturday from 10:00am and 4:00pm to be entered into the gift basket drawing. For every receipt you show representing a purchase from a Pinehurst business between November 23-28, you will receive one entry - including purchases made at the Welcome Center!

Library Needs Assessment

This summer, ETC Institute, one of the nation's leading governmental research firms, conducted a Library Needs Assessment Survey on behalf of the Village to determine what library services Pinehurst residents need and how much Pinehurst residents are willing to pay to support library services. The full results of the statistically valid survey with a 95% confidence level are available at engage.vopnc.org/library.

Although 65% of residents indicated the Given Memorial Library meets the needs of Pinehurst residents, a majority of residents indicated the need for several expanded or enhanced services. Other notable survey results include: 1) a resident desire for expanded operating hours in the evenings and on Saturdays; 2) 67% of residents believe the Village should fund and operate a public library in Pinehurst; and 3) 66% of respondents would be willing to donate to a capital campaign to renovate, construct, or expand library facilities. Over the next few months, the Village Council will weigh the community's current and future needs for expanded and enhanced library services with how much residents are willing to pay for those services.

Village of Pinehurst

395 Magnolia Road
910-295-1900

www.vopnc.org
www.facebook.com/vopnc
www.twitter.com/vopnc

Melissa Holt: mholt@vopnc.org

Upcoming Events:

November 23-28: Shop Small this Season in the Village Center
November 27-January 1: Christmas Tree in Tufts Memorial Park

December 4: Hometown Holiday Drive Through at the Community Center
December 11: A Village Christmas in Downtown Shops

2021 Strategic Operating Plan Initiatives

The Village Council is committed to ensuring Pinehurst is a charming, vibrant community which reflects our rich history and traditions. Using feedback from residents and businesses through annual surveys, along with other relevant data, Council and staff have prepared the 2021 Strategic Operating Plan that includes the Fiscal Year (FY) 2021 Budget.

The Council's three areas of focus for FY 2021 include: 1) managing development and enforcing codes and ordinances, 2) providing a safe and effective multi-modal transportation system, and 3) managing stormwater systems.

The FY 2021 Budget includes seven Initiative Action Plans (IAPs) at a cost of \$251,865 to address the Village's strategic goals:

Safeguard the Community

Police Department Accreditation: The Police Department plans to implement law enforcement standards of the Commission on Accreditation for Law Enforcement Agencies (CALEA) and apply for Police Department accreditation.

Promote High Quality Development and Appearance

Update the Pinehurst Development Ordinance: The Village will update the Pinehurst Development Ordinance to reflect priorities of the 2019 Comprehensive Plan and revisions required by changes in NC legislation. The Village will engage a consultant and incur expenses in FY 2022.

Small Area Plan for the Village Place/Rattlesnake Trail Corridor and Pinehurst South/Hwy 5 Commercial Area: The Village will engage a consultant to prepare two small area plans for the Village Place and the Rattlesnake Trail Corridor, which will be an update to and expansion of the previously adopted 2008 New Core Master Plan, and the Pinehurst South/Hwy 5 Commercial Area. These are two of five focus areas identified in the 2019 Comprehensive Plan.

Protect the Environment

Develop a Comprehensive Stormwater Master Plan: Develop a plan and strategy to address stormwater issues and concerns within the community. The Village will engage a consultant and incur expenses in FY 2022 for this IAP.

Professionally Manage a High Performing Organization

Build Baldrige Framework Systems and Culture: The Village will continue using the Baldrige Excellence Framework to ensure systematic processes that deliver exceptional results and seek feedback from independent examiners in FY 2021.

Expand GIS Capabilities: The Village will continue implementing the GIS Strategic Plan for the Village of Pinehurst.

Attract and Retain an Engaged Workforce

Workforce Learning and Development: Plans to expand the Village's succession planning process and enhance workforce learning and development will continue in FY 2021.

Additional information on the IAPs for FY 2021 and the remaining five-year planning period can be found in the Strategic Priorities section of the 2021 Strategic Operating Plan on the Village website at www.vopnc.org/sop.

Fiscal Year 2020 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 2020 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, 99% of residents and 100% of businesses rated the overall quality of life in the Village as excellent or good. We focused efforts on eight initiative action plans and our residents and businesses continue to indicate high satisfaction levels with the vast majority of Village services.

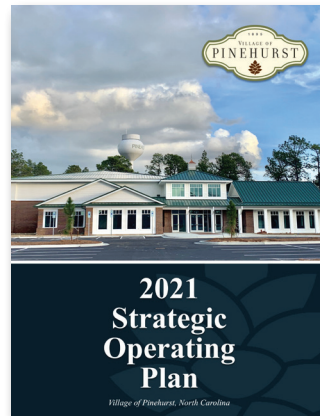
Using the Baldrige Performance Excellence Framework, we have successfully created a culture of continuous improvement at the Village. Since 2013, the Village has seen improved resident satisfaction in 85% of our service areas and we currently exceed the national averages in 49 out of 52 service areas. This year, we achieved the highest annual satisfaction ratings in twelve areas

among ETC-surveyed communities under 50,000 in population, the most ever achieved in one year by the Village.

The Village's FY 2020 Goals were to:

1. Safeguard the Community
2. Promote High Quality Development and Appearance
3. Promote a Thriving Business Community
4. Promote Transportation Mobility and Connectivity
5. Protect the Environment
6. Promote Active Living and Cultural Opportunities
7. Professionally Manage a High Performing Organization
8. Attract & Retain an Engaged Workforce
9. Maintain a Healthy Financial Condition

To view the full FY 2020 State of the Village Report, go to 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 Organizational Performance Director Lauren Craig at lcraig@vopnc.org or 910-295-1900.



Village Council Meeting Dates

December 8, 2020	February 23, 2021
January 12, 2021	March 9, 2021
January 26, 2021	March 23, 2021
February 9, 2021	

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 five days in advance of the meetings. Council meeting videos are posted at www.vopnc.org/videos within 24 hours of the meetings.

Welcome New Village Employees

Chini Littles, Telecommunications
Clint Vaughn, Track Specialist
Emery Valentine, Reserve Firefighter
Guadalupe Dominguez, Track Specialist
Jonathan Moore, Police Officer
Justin Boyd, Reserve Firefighter
Richard Ferrante, Police Officer
Trinity Hicks, Reserve 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 or contact Village Clerk Beth Dunn at 910-420-1631 or bdunn@vopnc.org.

Solid Waste Reminder

Please note that the Village is currently not collecting any solid waste materials placed outside of carts due to COVID-19, including white goods, flattened cardboard boxes, and all other recycling or trash bags placed outside of your provided containers.

Excess garbage, recycling, and other materials can be deposited at any of Moore County's convenience sites in accordance with County policies. Please visit the Solid Waste page at www.vopnc.org/solidwaste for additional information.

Given Tufts

Given Memorial Library, Tufts Archives and Given Book Shop in downtown Pinehurst are open to the public 10:00am to 2:00pm on Tuesdays, Wednesdays and Thursdays with book order pick up at the library and book shop on Mondays and Fridays from 10:00am-2:00pm. All are closed on Thanksgiving. For updated information on opening dates and times please visit giventufts.org or call the library at 910-295-6022, the archives at 910-295-3642, or the book shop at 910-295-7002. We look forward to seeing you soon and happy reading!

Connect With Us

Sign up for our monthly e-news, download the Village's mobile app (MY VOP), and follow the Village on Facebook, Twitter, and Instagram. Be sure to sign up for the Village's CodeRED Emergency Notification System at www.vopnc.org/codered to receive recorded or text messages in emergency situations.



CORNER

COMMITTEE Christmas Decorating Contest

The Beautification Committee is holding a Christmas decorating contest open to two categories: single family residences and businesses in Pinehurst. No entry is necessary, just make sure your home or business shines with holiday spirit! The first round of judging will take place the weekend of December 11 with final judging on December 15.

Rules:

- Decorations must be outside and easily accessible 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.

For questions, contact Amy McKenzie at seadogmckenzie@gmail.com.

