

**PINEHURST VILLAGE COUNCIL**  
**SPECIAL MEETING**  
**JANUARY 8, 2013**  
**3:00 P.M.**  
**VILLAGE HALL CONFERENCE ROOM**  
**PINEHURST, NORTH CAROLINA**

Present:

Mayor Nancy Fiorillo  
Councilmember Strickland  
Councilmember Cashion  
Councilmember Lapins  
Councilmember Parson  
Village Manager Andrew Wilkison  
Asst. Manager Jeff Batton  
Asst. Manager Natalie Dean  
Village Clerk Tammy Kirkley  
Human Resources Director Angie Kantor  
Director of Financial Services John Frye  
Financial Services Becky Jensen  
Director of Information Technology Jason Whitaker  
Police Chief Earl Phipps  
And approximately 6 citizens in the audience.

1. **Call to Order.**

Mayor Nancy Fiorillo called the meeting to order.

2. **Discussion: Village Strategic Plan and Corporate Balanced Scorecard.**

Director of Financial Services John Frye began with discussing the steps the Village has and will follow for strategic planning to develop a Corporate Balanced Scorecard.

- Mission, Values, and Vision
- Strategic Priorities
- Performance Objectives and Measures
- Performance Targets
- Initiatives for Strategic Operating Plan

Financial Services Director, John Frye and Asst. Village Manager, Natalie Dean reviewed the performance measures recommended for each of the eighteen Corporate Objectives on the FY 2014 Balanced Scorecard.

- **Customer**
  - Safeguard the community
  - Preserve the character and ambience of the Village of Pinehurst
  - Promote economic opportunity
  - Provide safe traffic & pedestrian mobility
  - Protect the environment
  - Provide a variety of recreational and cultural opportunities

- **Internal Perspective**
  - Enhance customer service
  - Continuously improve work processes
  - Develop collaborative solutions/initiatives
  - Meet legal and regulatory requirements
  
- **Employee Perspective**
  - Increase volunteer engagement
  - Promote learning & leadership development
  - Increase employee engagement and satisfaction
  - Recruit and retain a skilled & diverse workforce
  
- **Financial Perspective**
  - Promote value for tax dollars
  - Maintain strong financial condition
  - Invest in capital
  - Manage operating costs

Performance measures for the 2014 Balanced Scorecard were approved by Village Council. Asst. Village Manager, Natalie Dean briefly discussed the Next Steps to the process for developing a balanced scorecard.

- **Dick Bisbe** spoke briefly regarding the mission and values, and the numerical results.

3. **Motion to Adjourn.**

At approximately 4:10 p.m., Councilmember Cashion made a motion to adjourn the Special Meeting and Councilmember Strickland seconded the motion, which passed unanimously.

Respectfully submitted,



Andrew M. Wilkison,  
Village Clerk