



Village Council Summary of Meeting
March 22, 2016
[Meeting Video](#)

- Mayor Fiorillo presented a proclamation to Wayne Haddock declaring April 19, 2016 as Arbor Day in the Village of Pinehurst.
- Councilmember John Bouldry presented a proclamation to Pat Tomasetti declaring March 29, 2016 as Vietnam Veterans Day in the Village of Pinehurst.
- Under the consent agenda, Council approved:
 - A. Approval of Draft Village Council Meeting Minutes
 - February 9 Regular Meeting Minutes
 - February 10 Special Meeting Minutes
 - February 16 Work Session Minutes
 - February 23 Regular Meeting Minutes
 - B. Public Safety Reports
 - Police Department
 - Fire Department
- Council agreed to award the helmets used by Fire Department Battalion Chief J.J. Southers and Captain Rick Tufts to them for the price of \$1.00 each upon their retirements.
- Assistant Village Manager Natalie Dean presented the results of the VOP311 BIRDIE team's investigation into how the Village manages customer complaints. The BIRDIE team recommended the Village take the following actions to improve its process for handling customer complaints: 1. Develop a standard Complaint Management Policy and Procedure, 2. Develop a Complaint Management System to track complaints using a Customer Relationship Management (CRM) tool called "Public Stuff", and 3. Change the automated attendant message on the main telephone line to Village Hall to include Code Enforcement concerns. Council agreed with the team's recommendations and instructed staff to proceed with implementation.