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Pinehurst, NC 28370

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PINEHURST, NC  
PERMIT NO. 66

NOVEMBER 2015 • VOLUME: 28 - ISSUE: III



*History, Charm, and Southern Hospitality*

## Holiday Closings

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

The "One and Done" solid waste collection maps and calendars are posted on the Village website. From the website, select the Residents tab and "Solid Waste Pickup Schedule" to view more information.

## New Businesses in the Village Center

The Village of Pinehurst would like to welcome the following new businesses to the Village:

Bump & Baby  
3 Market Square

Teramasu  
7 Market Square

## Recycling Reminder

Please remember to recycle your magazines, newspapers, junk mail, cardboard, dry food boxes, glass and aluminum cans in your green cart. The heavier the items, the more significant cost savings for the Village. For every ton recycled, the Village saves \$45.18 in tipping fees. In FY 2015, the Village recycled 2,115 tons of waste saving a total of \$95,555. Thank you for participating in the recycling program!

## Join the Open Village Hall Conversation

Remember to visit Open Village Hall, the online platform to engage residents on important Village issues, at [www.vopnc.org/openvillagehall](http://www.vopnc.org/openvillagehall). New topics are posted each month allowing residents to share their feedback with Village staff and Council.

Stay connected with other Pinehurst happenings by signing up for a monthly e-newsletter, download the Village's mobile app, and follow the Village on social media using Facebook, Twitter, and Instagram. Visit the Village website to register for the CodeRED Emergency Notification System which sends out recorded messages in emergency situations by visiting the Village website.

## 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.

## Pinehurst Christmas Tree Lighting - December 4



The Village of Pinehurst is full of magic during the holidays and what better way to kick-off the holiday season than an evening with friends and neighbors at the Annual Christmas Tree Lighting Celebration on Friday, December 4. This free community event will be held from 5:00pm-7:00pm at Tufts Memorial Park in the heart of the Village and the lighting of the tree will occur at 6:30pm. The Village will be filled with the Christmas spirit and entertainment will include music from local choirs, performances by local dance companies, and a holiday sing-a-long. Other activities will include hay rides, cookie decorating with Santa's Helpers, and photo opportunities with Santa Claus. Food and beverages will be available to purchase and hot chocolate, cider, and cookies will be served courtesy of Pinehurst Resort.

In the midst of the festivities, do not forget one of the great joys for this time of year, being able to give generously to others less fortunate. New to this year's Christmas Tree Lighting Celebration will be a food collection booth where the Food Bank of Central & Eastern NC- Sandhills Branch will be accepting nonperishable food donations. For more information contact Ashley Hunt, Special Events Coordinator, at 910-295-8656 or [ahunt@vopnc.org](mailto:ahunt@vopnc.org). Don't miss out on this Pinehurst tradition! ❁

## Shop Local, Shop Pinehurst on November 28

Mark your calendars to participate in Small Business Saturday on November 28 in the Village of Pinehurst. Scheduled between "Black Friday" and "Cyber Monday" is a day dedicated to supporting the local small businesses that create jobs, boost the economy and preserve neighborhoods in Pinehurst and nationwide. Did you know that 68 cents for every dollar spent at a locally owned business stays in town, only 43 cents stays in town when spent at a national chain, and no tax dollars are received when on-line purchases are made? All holiday purchases made in the Village Center will be eligible for free gift wrapping in the Theatre Building in the Village Center on Saturdays from 12:00pm-4:00pm between Thanksgiving and Christmas. ❁



## Bicycle and Pedestrian Projects Coming Soon



The Pinehurst Village Council recently approved the Bicycle and Pedestrian Advisory Committee's (BPAC) recommendation to begin implementing the 2015 Bicycle and Pedestrian Plans. The implementation plan includes approximately 6 miles of shared lane markings, or "sharrows", which will be painted at intersections and in travel lanes to raise the awareness of the presence

of bicyclists along the following roads: Pine Vista, Burning Tree, Diamondhead, Sugar Gum, Lake Forest, St. Andrews and Lost Tree. The plan also includes sidewalk construction along Rattlesnake Trail from the corner of Woods and Magnolia Road out to Highway 211 and along Dundee Road from Craig Road out to Highway 211. The final area of the plan includes extending the greenway trail along Highway 15-501 under the utility line easement starting at the trail head parking lot on Forest Drive along the utility easement up to Spring Lake Drive. The Village and the BPAC would like to emphasize the importance of bicycle and pedestrian safety and awareness within the community and ask that you please keep an eye out for cyclists and pedestrians when on the roads. ❁

## John Bouldry Joins the Village Council

Pinehurst voters elected a new Councilmember, John Bouldry, in the November 2015 general election. Mayor Nancy Fiorillo and Councilmember John Cashion were also re-elected for an additional term. John Bouldry was born in Boston, Massachusetts and was raised in Monterey, California. He is a Distinguished Graduate of the Industrial College of the Armed Forces, holds a B.S. in Industrial Engineering from California Polytechnic State University, and a M.S. in Electrical Engineering from the U.S. Naval Postgraduate School. Councilmember Bouldry served 29 years active duty as a Marine Corps officer retiring as a Colonel and was employed by Booz, Allen, Hamilton as a Principal for the Marine Corps practice. Councilmember Bouldry and his wife Nancy moved to Pinehurst in 2006. Please welcome Councilmember John Bouldry to the Pinehurst Village Council. ❁



## Village Code Reminder: Oversized Vehicles

The Village understands residents may need an oversized vehicle on their property from time to time. Village regulations allow trailers, RVs, campers and commercial vehicles to be located on private property for no more than 24-hours. If residents encounter special circumstances and need to have a vehicle for longer than 24-hours, please contact Angel Smith, Code Enforcement Officer, at 910-295-1900 prior to bringing such a vehicle to your home. ❁

### Village of Pinehurst

395 MAGNOLIA ROAD  
910.295.1900  
BUSINESS HOURS: 8:30 AM - 5:00 PM  
[WWW.VOPNC.ORG](http://WWW.VOPNC.ORG)  
TWITTER: @VOPNC  
[WWW.FACEBOOK.COM/VOPNC](http://WWW.FACEBOOK.COM/VOPNC)  
LAUREN CRAIG: [LCRAIG@VOPNC.ORG](mailto:LCRAIG@VOPNC.ORG)

## Upcoming Events:

November 21: Turkey Trot at Cannon Park

November 28: Small Business Saturday in the Village Center

December 4: Christmas Tree Lighting at Tufts Memorial Park

December 12: Holiday Golf Cart Parade in the Village Center

February 21: Black History Fair at the Fair Barn

February 26: Ladies Night Out at the Fair Barn

March 14: St. Patrick's Day Parade in the Village Center

March 26: Easter Egg Hunt at Cannon Park

April 8: Live after 5 in the Village Center

## Village Council Meeting Dates

December 8, 2015

All Regular Meetings are held at 4:30pm in Assembly Hall at Village Hall, 395 Magnolia Road, Pinehurst, NC 28374. These meetings are open to the public to attend. All Council meeting agenda packets are posted 5 days in advance on the Village website. Videos of Council meetings are also posted to the Village website within 24 hours of the meetings.

## Fiscal Year 2015 Annual Performance Report



### Village-wide FY 2015 Composite Score: 6.14

On October 27th, Assistant Village Manager Natalie Dean presented the Fiscal Year (FY) 2015 Annual Performance Report to the Village Council. This report included the comprehensive results of performance, utilizing the Balanced Scorecard (BSC) model, and an update on which strategic initiatives were completed in FY 2015 or in progress at year end.

The FY 2015 Annual Performance Report includes the comprehensive results of performance for the Village Council's 15 Goals included on the BSC. Each scorecard component is scored using red, yellow, and green indicators based on established goals and red flag thresholds. Multiple measures of performance are scored on a scale of 0-10 and

then a composite score is calculated. Overall, the Village-wide composite score for FY 2015 was 6.14.

The Village Council adopted the BSC model in FY 2014 as a means to align activities and resources with organization goals and improve decision-making. This framework helps to balance strategic focus among four key BSC perspective areas: 1) Customer, 2) Internal, 3) Workforce, and 4) Financial.

The full FY 2015 Annual Performance Report can be found at [www.vopnc.org/government/performanceinformation](http://www.vopnc.org/government/performanceinformation). 🌿

## Welcome New Village Employees

Alex Cameron, Planner, Planning and Inspections

Jeff Stout, Building Inspector, Planning and Inspections

## Thank Village Staff and Volunteers

The Village has implemented a new reward and recognition program for staff and volunteers called the Applause Award. This program is intended to acknowledge and demonstrate immediate and spontaneous appreciation for the contributions of individual employees and volunteers. Residents can participate by sending a word of thanks to a staff member or volunteer using an "Applause Card" available at all Village facilities or on the Village's website under the Residents tab.

## Given Memorial Library News

Stop by and check out the beautifully restored Given Outpost now available for event rentals. Rollaway bookcases create a unique atmosphere. Upstairs, a meeting room is available day or night. While there, shop the Given Book Shop for your holiday gifts! The Given Outpost is also home to library programs such as the monthly Gathering at Given and two new speaker series: "In and Out at the Outpost" and "Book Lovers Unite!" For questions on Outpost rentals or programs contact Lisa Richman, Program Director and Outpost Manager, at [lisa@giventufts.com](mailto:lisa@giventufts.com) or 910-585-4820.

## Residents Indicate High Satisfaction Levels in the 2015 Community Survey

On October 13th, Jason Morado of ETC Institute presented the Village Council with the results of the 2015 Community Survey, which was conducted to objectively assess resident satisfaction with the delivery of major Village services. These results indicated the Village is "setting the standard for service delivery" compared to other communities, with the Village rating significantly above the national average in 37 of the 44 areas that were compared.

Each year, the Village asks residents if we are delivering on our mission to "Promote, enhance, and sustain the quality of life for residents, businesses, and visitors." Once again, 94% of Pinehurst residents rated the overall quality of life in the Village as good or excellent.

The Village's 2015 Community Survey results also set four national high benchmarks with resident satisfactions levels at the highest level ever recorded:

1. 99% satisfaction with Village efforts to prevent crime,
2. 99% feeling of safety in neighborhoods during the day,
3. 92% satisfaction with curbside recycling, and
4. 92% satisfaction with the maintenance of major streets in the Village.

Since 2012, the Village also set national high benchmarks for satisfaction with residential trash collection services and overall effectiveness of Village communication. The 2015 Community Survey also indicted priorities for improvement over the next two years as the enforcement of Village codes and ordinances and efforts at maintaining the quality of neighborhoods. 753 residents completed the seven-page DirectionFinder® Survey, which the Village has conducted annually since 2012. The full survey results and the ETC presentation materials are available on the Village's website at [www.vopnc.org](http://www.vopnc.org). 🌿



## Pinehurst Concours d'Elegance Tickets on Sale

Tickets to the fourth annual Pinehurst Concours d'Elegance at Pinehurst Resort are now on sale. Tickets can be purchased at the Village Hall, Old Sport Gallery in the Village or the Country Book Shop in Southern Pines. Introductory ticket prices are \$30.00 and during the month of November, tickets are buy 1 and get 1 free.

The vintage car showcase of rare collector automobiles will be staged on the fairways of one of golf's historic locales on Saturday, April 30 at 9:00am, and will be followed by a live concert featuring The Commodores. 🌿

### ✿ CORNER

## Police Department Launches Anti-Theft Technology

The Pinehurst Police Department has partnered with ProTech DNA to introduce a new technology to Pinehurst residents in an effort to deter potential property theft in our community. This new technology is referred to as DNA for property. A unique substance is applied directly to your valuables, it's virtually impossible to see and extremely difficult to remove. The substance contains a unique PIN; this is registered in a national database only accessible to law enforcement. Marking your property is a proven deterrent to theft. The program will also include a \$250 guarantee to the homeowner if they become a victim after it's applied correctly. For this kickoff, the first 500 Pinehurst residents that register will receive a special price of \$99. For information call 888-800-1503 or Chief Phipps at 910-295-3141. 🌿

COMMITTEE

## Neighborhood Advisory Committee Keeping Pinehurst Neighborhoods Informed

The Neighborhood Advisory Committee (NAC) is an advisory committee of volunteer representatives from Pinehurst neighborhoods. Their role is to routinely communicate information and raise awareness of issues with the Village Council, staff, and their residents leading to solutions that result in continuous improvement in the quality of life in all neighborhoods. The NAC meets monthly on the third Monday at 3:00pm. Terms are for one year and may annually renew based on the volunteer's interest and availability. Representatives are needed for several areas including: Burning Tree/Sugar Pine, Kings Grant/Airport Road, Lake Pinehurst (non-HOA), Lawn & Tennis, Linden Road, Lost Tree, Old Town East, and St. Andrews. If you are interested in becoming a representative for one of these areas, please contact Lauren Craig, Village Clerk, at [lcraig@vopnc.org](mailto:lcraig@vopnc.org). 🌿

