

The Village of Pinehurst Achieves State Honor for Performance Excellence

The Village of Pinehurst recently attained Level 2 of the North Carolina Awards for Excellence program that recognizes exemplary business practices. NC Secretary of the Department of Environment & Natural Resources Dee Freeman presented the award on Monday, Oct. 22, at the NC League of Municipalities Conference in Charlotte. Pinehurst is the first municipality in North Carolina to achieve this honor.

A year ago Assistant Village Manager Natalie E. Dean was looking for a new strategic planning model. She read about the national Malcolm Baldrige Quality Award and saw potential. The state program is based on the national criteria and leads participant organizations through four levels that prepare them to strive for the national award.

"We've made a lot of progress in our first year on this performance excellence journey," Dean said. "The Village has established a new vision, mission, and values; adopted a new performance improvement methodology; and began a systematic process to get feedback from our customers and our workforce. Village staff is now more results oriented and is sharing knowledge throughout the organization to help improve service levels."

"The Village Council fully supports participation in the North Carolina Awards for Excellence program," said Pinehurst Mayor Nancy Fiorillo. "We have already begun to see the benefits this program will have for our residents, businesses and visitors. Those benefits include better customer service and better value for the taxpayer."

The Village recently conducted its first ever citizen satisfaction survey, workforce survey, and volunteer survey. In addition, a business satisfaction survey is currently underway. "The Council will have that data, the voice of the customer, when we go into strategic planning," Dean said. "We can have great plans, but if we don't know if our customers are satisfied with what we're doing, we may be putting resources in the wrong places."

The North Carolina Awards for Excellence process is a cooperative industry, healthcare, academic, and government initiative to improve organizational competitiveness and to provide recognition for organizations that serve as role models. The program was formed in 1989 and is now managed by the Industrial Extension Service (IES) at N.C. State University. It serves as the state program of the national Malcolm Baldrige Quality Award.



Natalie Dean, Pinehurst Assistant Village Manager, Nancy Roy Fiorillo, Pinehurst Mayor
Dee Freeman, Secretary of N.C. Department of Natural Resources,
Andy Wilkison, Pinehurst Village Manager



Arboretum Pavilion Planned

The Village Heritage Foundation is embarking on the next phase of development at the Village Arboretum...raising funds for the construction of an open-air Pavilion on the Meadow.

The Foundation has raised \$1.3 million to-date entirely from private and corporate donations. These funds have been used to convert the old town landfill into our beautiful and functional Arboretum. The new fundraising efforts are focused on the Pavilion construction.

This new major addition to the Arboretum will be a high quality 30ft x 60ft pavilion that is open on three sides with a fireplace on one end. The pavilion will be constructed of the highest quality materials.

Once constructed, The Pavilion will host a wide variety of educational, civic and social events...from garden club meetings to birthday parties and wedding receptions to art shows. The Foundation expects that in time, the Pavilion will take its place alongside the many other iconic structures in Pinehurst.

Please walk through the Meadow to see the signage highlighting the Pavilion construction site. For more information on the Pavilion or to make a donation, please contact Jim Lewis, Village Heritage Foundation at 910-315-8243 or jflewis@nc.rr.com.



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VILLAGE OF
PINEHURST

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Do You Know?

Upcoming Holidays

Christmas Eve and Day –
Monday, December 24, 2012 and
Tuesday, December 25, 2012

New Year's Day – Tuesday,
January 1, 2012

See the Solid Waste Pickup
Schedule at www.vopnc.org for
collection schedules during the
weeks of the holidays.

Song Bird Nesting Boxes

Song bird nesting boxes are available for \$10 at the reception desk at Village Hall. The wood nest boxes are designed especially for bluebirds, but chickadees, nuthatches and Carolina wrens also like the boxes. This is a great Christmas gift for the nature lover on your shopping list. Proceeds from the sale of the nesting boxes are used to benefit the greenway trails.

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Annual Christmas Tree Lighting Set- November 30th

The countdown to Christmas begins, and what better way to celebrate than with the annual Christmas Tree Lighting in Downtown Pinehurst on Friday, November 30, 2012, presented by the Village of Pinehurst, Pinehurst Business Guild, and Ward Productions.

Downtown merchants will be open for business to help patrons pick out the perfect holiday gifts, and local talent will be on hand to usher in the season. Performers will include, The Sophisticated Ladies Dance Troupe, Sandhills Theatre Arts Renaissance School Choir, Seven Lakes Dance, and The Army Ground Forces Brass Quintet. And don't forget about Santa who will be available for photographs at the Theatre Building before the tree lighting. You can even play Santa to someone else by bringing new, unwrapped gifts to the event for donation to Toys for Tots.

New this year is the Downtown Gingerbread House Competition. Cast your vote for the people's choice award from 4:00 p.m.-6:30 p.m.

Schedule of Activities:

1:00 p.m.-3:00 p.m. -	Pet Photos with Santa (Theatre Building Parking Lot)
4:00 p.m.-6:00 p.m. -	Children's Photos with Santa (Inside Theatre Building)
	Hay Rides through the Village
4:00 p.m.-6:30 p.m. -	Gingerbread House Display & Voting Games, Crafts, & Cookie Decorating with Mrs. Claus (Theatre Building Parking Lot)
	Letters to Santa
4:00 p.m.-7:00 p.m. -	Local Talent on Stage
6:30 p.m. -	Tree Lighting Ceremony

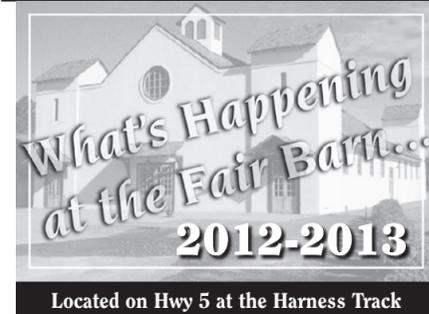
For more information on the Downtown Tree Lighting event, please call 910-295-0166.

Christmas Decorating Contest to Be Held



The Village of Pinehurst announces its 5th annual Christmas decorating contest. The theme will be "A Pinehurst Christmas." Multiple prizes will be awarded in both residential and business categories. Use your creativity to make your display unique and bright!

Judging will take place on Wednesday, November 28th after dark. Prizes will be awarded the night of the annual Christmas Tree Lighting on Friday, November 30, 2012. The Christmas tree lighting will be held at 6:30 p.m. For more information, on the decorating contest, phone Lorraine Tweed of the Pinehurst Beautification Committee at 295-3199.



Dinner & A Movie

Free Admission

Film: A Christmas Story (1983)

Sponsored by Pinehurst Parks & Recreation,
Sandhills Home Theater
and Central Security Systems
Friday, December 14, 2012

Food and beverages
will be available for purchase.

For more information,
please call (910) 295-0166

A Night in New Orleans

O'Neal School's Annual Auction

Saturday, February 2, 2013

Catered by Elliotts on Linden

Mardis Gras Gala & Auction

Benefitting Pope John Paul II Catholic School
Saturday, February 9, 2013

6:00pm-10:00pm

Catered by Elliotts on Linden

Entertainment by Tom Bennett & The Swing
Street Band

Tickets are \$75.00 each

For more information: (910) 692-6241

www.jp2catholicschool.org

Park Facilities Become Tobacco Free

In an effort to help protect the health of the general public and staff in the parks, the Village passed an ordinance prohibiting the use of tobacco products on park property effective July 24, 2012. The ban on tobacco products will be enforced beginning November 1, 2012 and includes Cannon Park, Rassic Wicker Park, and the 67 acres of future park land on Chicken Plant Road where the new disc golf course is located. At this time the Harness Track property is not a tobacco free property.



Introducing Pinehurst Citizens Patrol

The Police department is proud to announce our new volunteer Citizens Patrol. The Citizens Patrol consists of alumni members of the Citizen Police Academy. The alumni serve in a variety of roles throughout the department. For example, they have been trained to handle duties such as applicant fingerprinting, front desk reception, traffic control during special events, high visibility safety patrols throughout the village, and deploying the speed measuring trailer. With volunteers handling these duties, the officers in the department are more able to focus on crime prevention, detection and intervention. This new partnership is making a difference in our community! If you are interested in hearing more about how to join the program, please contact Chief Phipps at (910) 295-3141, or at ephippis@vopnc.org.



Village to Conduct Third Employee Academy

The Village of Pinehurst has selected students for the third Employee Academy class. The Village of Pinehurst's Employee Academy was established in 2009 to develop an informed and empowered staff that has a broad understanding of all Village government operations. The students are required to attend one class in a different department each month from September to June in order to learn how each department contributes to the overall success of the Village. Through participation, each staff member gains the knowledge necessary to:

- Provide better service and information to our citizens,
- Develop greater appreciation of the challenges faced by the various departments, and
- Create a greater commitment to the Village organization as a whole.

These individuals were chosen by a selection committee comprised of senior leadership. This year's Employee Academy class includes: Chris Coen (Public Services); Gary Flynn (Fleet Maintenance); Dee Johnson (Fire); Linda Mizell (Planning & Inspections); Tina Sheppard (Police); Jennifer Thompson (Fire); Tyler Williamson (Public Services) and Mike Wilson (Police).

Congratulations and good luck to the Employee Academy Class of 2013!



Given Tufts Upcoming Events

The Given Memorial Library and Tufts Archives have the following upcoming events:

Holly and Ivy Dinner at the Holly Inn

Tuesday, December 4, 2012

Cocktails at 6:30 p.m., Dinner at 7:30 p.m.

"Mad Men" theme, a nightclub atmosphere with crooners

Tickets available November 9, 2012- \$125 per person

For more information, go to www.shoppinehurst.com

Gathering at Given

Thursday, December 6, 2012 • 5:30 p.m.

Holiday music by Wallace O'Neal students

Like us on **FACEBOOK**, or
follow us at Tweets @giventuftscontent

Historic Consultant Hired

The Pinehurst Village Council has engaged the historic consultant of John Milner Associates (JMA) of Charlottesville, Virginia. The first task of the firm is advisement on the streetscape improvements that are planned for the village center. These changes include street trees and narrowing of the street on Chinquapin Road, modification to the parking and brick walk area in front of the old department store, and addition of a landscaped median in front of the old Theater Building.

JMA is a full-service professional consulting firm specializing in planning and design services for historically significant properties. The project team working with

Pinehurst consists of historical landscape architects, as well as staff with architectural and archeological experience. Experience with the work of Warren Manning, the renowned landscape architect accredited with carrying out Pinehurst's original landscape plans, was an important aspect of the selection. JMA has provided research and design services for the University of Virginia where Manning played a large role in the landscape characteristics.

While the main purpose for hiring a historic consultant is for advisement and documentation on public (and possibly some private) projects in the Village, other work will include developing design guidelines for landscape restoration and



Free Yellow Dot Program

The new Yellow Dot Program is a free public safety program for Moore County residents. This new service offers participants a way to provide vital information to First Responders, in the event of a vehicle crash or other roadside medical emergency, when they are unable to speak for themselves. A Yellow Dot decal on the rear window of your vehicle tells First Responders that vital information is in the glove compartment.

Residents can sign up on Wednesdays, Thursdays, and Fridays, 1 p.m. to 4 p.m. at one of five fire departments in Moore County- Aberdeen, Carthage, Pinehurst #91, Seven Lakes, and Southern Pines.

Volunteers are needed to help with sign-ups at the fire departments. Volunteers will be trained and are asked to commit to at least one or two 3-hour segments. For more details about the program, go to www.yellowdotmoore.org.



Village and NCDOT Partner on Landscaping Enhancements to Traffic Circle

Mayor Nancy Fiorillo and Mr. Don Lee, Director of the NCDOT Roadside Environmental Unit, unveiled landscaping improvement plans for the traffic circle at the intersection of US 15-501, NC 2 and NC 211 at a press conference held October 8, 2012 at the Pinehurst Village Hall.

Mr. Lee presented the traffic circle landscaping plans as the centerpiece of thirteen total beautification projects to be undertaken in the Moore County area between now and the 2014 US Opens. Mayor Fiorillo praised the NCDOT's design and stated the Village's appreciation for the cooperative relationship that has existed between the Village and the NCDOT for many years, accentuated by the recent joint projects undertaken by the Beautification Committee and the Village's Public Services Department along with the NCDOT. Mayor Fiorillo recognized the contributions of Bart and Martha O'Connor, co-chairs of the Village's Beautification Committee, Assistant Village Manager Jeff Batton, Public Services Director Walt Morgan, and Richard Hancock, Rob Stone and Steve Ingold of the NCDOT Division 8, which includes Moore County.

The improvements to the traffic circle landscaping include brick accents at the point of each triangle, which are level with the roadway to not pose a hazard to vehicles, and irregularly shaped planter beds in the interior of each triangle, which will include evergreen shrubbery as well as annual plantings



on a biannual basis in a raised planting bed, to provide color throughout the year.

The improvement project is expected to be completed by the end of January, 2013. (Pictured in the accompanying photograph from the press conference and presentation are from the left: Southern Pines Mayor David McNeill, Pinehurst Councilmember John Cashion, Pinehurst Mayor Nancy Fiorillo, Senator Harris Blake, Division 8 Chief Engineer Richard Hancock, State Representative Jamie Boles, President of the Pinehurst Area Convention and Visitors Bureau Caleb Miles, and Don Lee of the NCDOT Roadside Environmental Unit.

Sandhills Woman's Exchange Celebrates 90th Anniversary



The Sandhills Woman's Exchange celebrated its 90th anniversary with festivities on October 27th. There was live music provided by Glenn Davis, face painting for children as well as door prizes. Light refreshments were served.

The Exchange is located at 15 Azalea Road, Pinehurst. For additional information please phone 910-295-4677.



Electric Charging Stations Have Been Installed

The Village of Pinehurst, in a cooperative arrangement with Progress Energy, now has two electric vehicle charging stations available for public use. The charging stations are located in the sandlot downtown and are free to use for those with electric automobiles on a first come, first serve basis.

The charging stations, along with installation, were provided by Progress Energy at no charge to the Village and are for automotive use only.