



STATE OF THE VILLAGE MEETING
JANUARY 2014



STATE OF THE VILLAGE MEETING


Purpose

- Reinforce our Vision, Mission, and Values
- Communicate strategic direction and initiatives
- Provide an opportunity for interaction and feedback



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Vision, Mission, and Values

 <p>VALUES</p> <p>Competent Courteous Professional Responsive</p>	<p>VISION</p> <hr/> <p>The Village of Pinehurst is a charming, vibrant community which reflects our rich history and traditions, enhanced by a unique combination of cultural arts and recreational activities.</p> <p>MISSION</p> <hr/> <p>Preserve and enhance the community's character and ambience by guiding growth, managing change, and providing services in a financially responsible manner.</p>
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New Employee	Department
Jill Lazusky	Human Resources
Paul Sanders	IT
Brian Gorham (Keith)	Police
Stephan Wilson	Harness Track
Jacqueline Felch	Police
John Clark	Public Services
Jeff LaFave (Cosmo)	Police
Russell King (Brent)	Public Services
Bill Brock	Harness Track
Mark Moses	Police
Paul Matthews	Public Services



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Awards and Recognition

Award	Department
Distinguished Budget Presentation Award with Special Performance Measures Recognition	Financial Services



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Legal and Ethical Behavior

- VOP Ethics Policy promotes and demands the highest standards of ethics to ensure public trust and confidence





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Strategic Planning Update



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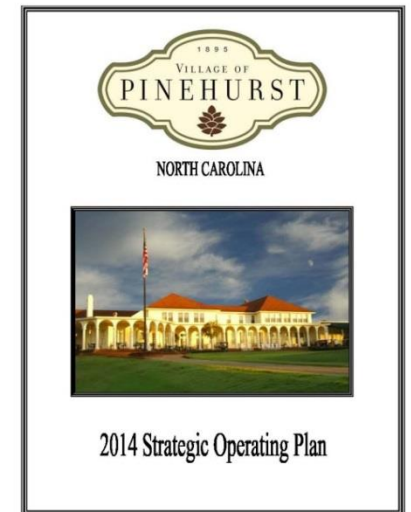
Strategic Planning Process

Council adopts the Balanced Scorecard

Council identifies the Areas of Focus

Staff identifies initiatives to meet BSC performance targets

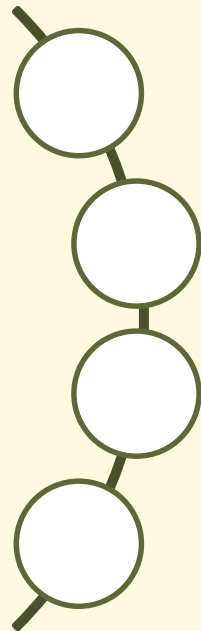
Sr. Management prioritizes spending and proposes SOP





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Council's FY 2015 Balanced Scorecard Strategic Objectives:



Customer

Internal

Employee

Financial



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“Customer” Strategic Objectives:

Safeguard the
Community

Preserve the
Character &
Ambience of the
Village

Promote Economic
Opportunity

Provide & Promote
Safe Traffic &
Pedestrian Mobility

Protect the
Environment

Provide a Variety
of Recreational and
Cultural
Opportunities



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“Internal” Strategic Objectives:

Enhance
Customer
Service

Continuously
Improve
Processes

Develop
Collaborative
Solutions

Meet Legal &
Regulatory
Requirements



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“Employee” Strategic Objectives:

Optimize
Volunteer
Engagement

Recruit &
Retain a Skilled
& Diverse
Workforce



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“Financial” Strategic Objectives:

Provide Value
for Tax Dollars

Maintain a
Strong
Financial
Condition

Invest in
Capital



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2013 Community Survey Results



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Positive Results

- Rated excellent or good in these areas:
 - Overall image of the Village, quality of life, feeling of safety, and appearance
 - As a place to live and retire
- High levels of satisfaction in these areas:
 - Village efforts to prevent crimes
 - Overall feeling of safety and security
 - Number and quality of Village park facilities
 - Solid waste services
 - Maintenance and cleanliness of major streets
 - Quality of downtown parking



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Benchmarks Set

Two HIGH SATISFACTION BENCHMARKS were set by the Village of Pinehurst in 2013;

- Maintenance of major streets – 89%
- Residential trash collection services – 94%

One LOW SATISFACTION BENCHMARK was set by the Village of Pinehurst in 2013;

- Adequacy of street lighting – 42%



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Opportunities for Improvement

Overall

- Efforts to maintain quality of neighborhoods
- Street & right-of-way maintenance
- Enforcement of Village codes and ordinances

Public Safety

- Frequency of police officer patrol in neighborhoods

Maintenance

- Adequacy of street lighting
- Availability of sidewalks



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Opportunities for Improvement (Cont.)

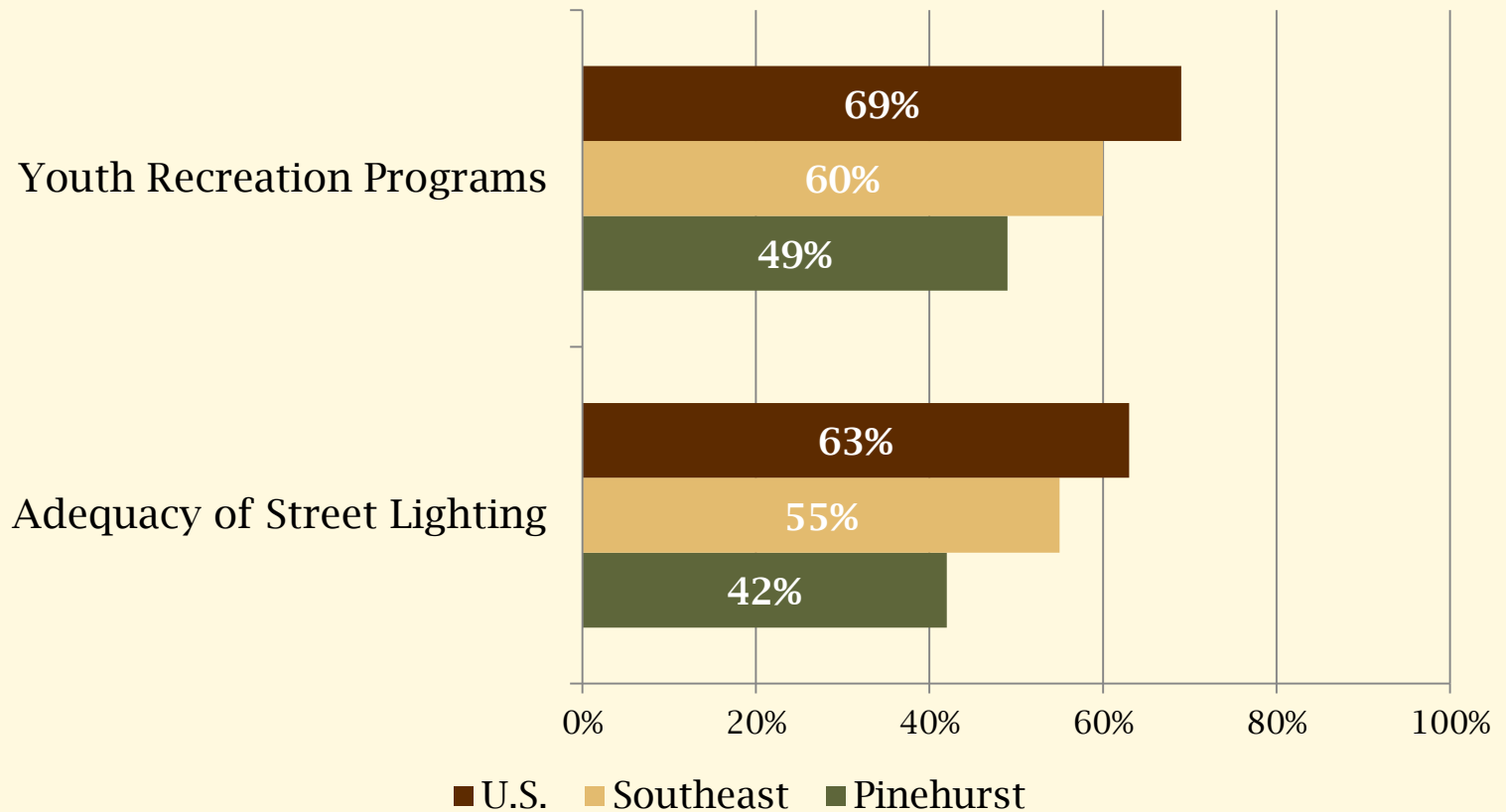
Parks and Recreation

- Availability of indoor recreation facilities
- Quality of indoor recreation facilities
- Quality of recreation programs for youth
- Quality of recreation programs for adults
- Range of activities at P&R facilities
- Village-sponsored cultural arts events



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Opportunities for Improvement (Cont.)





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Initiatives



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Welcome Center/Public Restrooms





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Single-day solid waste collection





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2014 US Open Championships





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Workplace Topics



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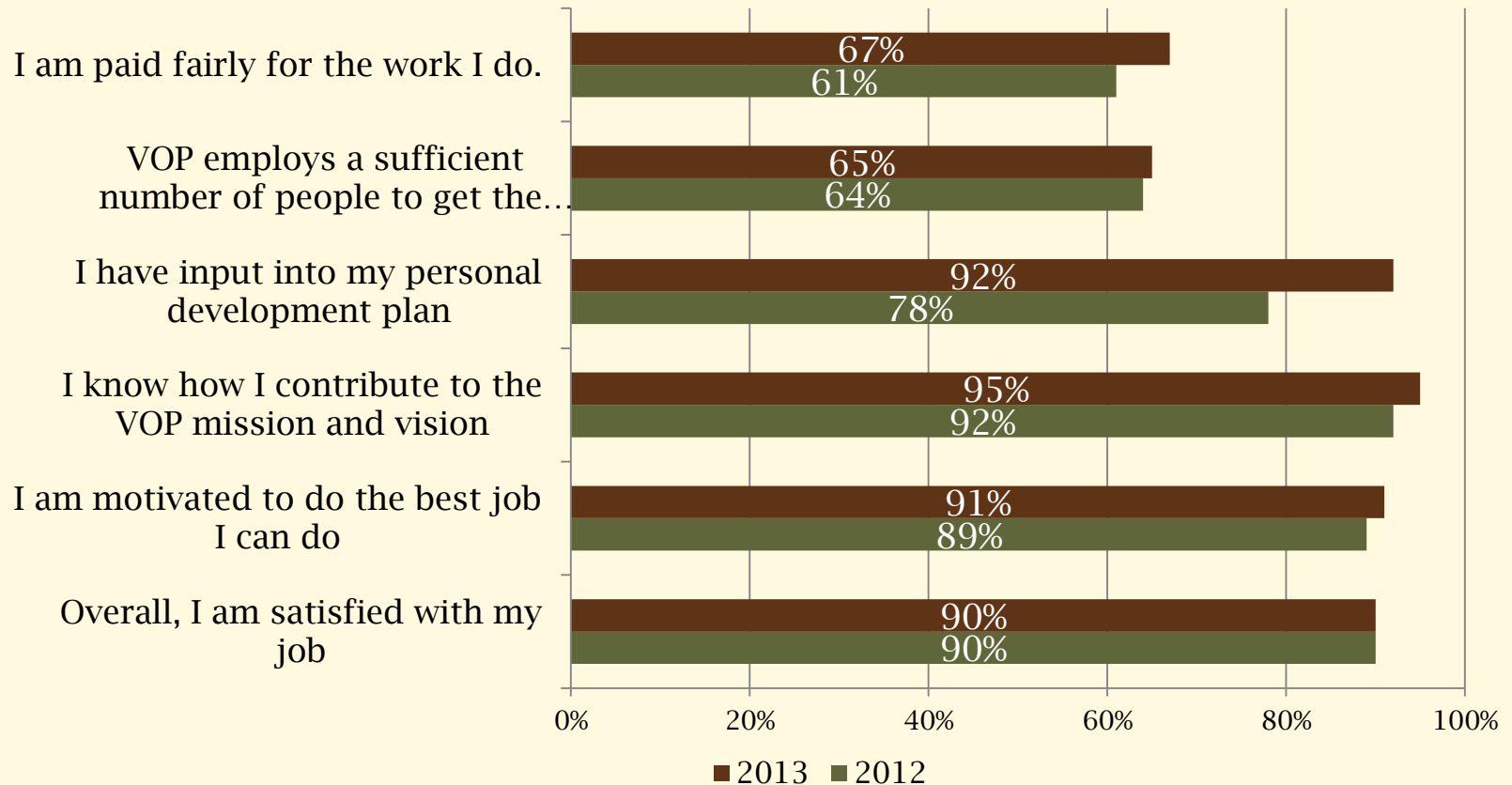
Performance Management

- Not just an annual check-up
 - Monitor and Develop phase (tracking performance; seeking opportunities for growth)
- emPerform
 - Make sure you are tracking your performance



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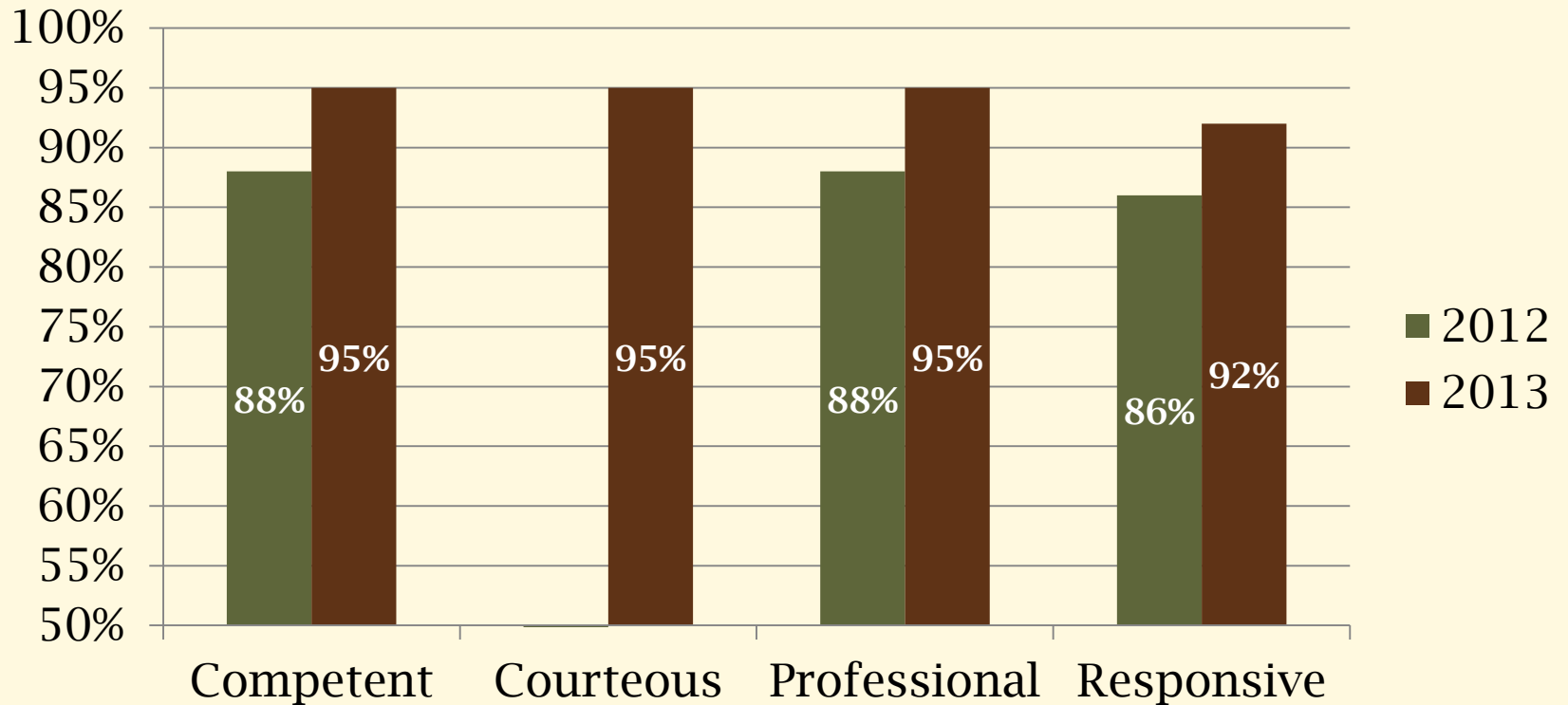
2013 Workforce Key Agreement Ratings



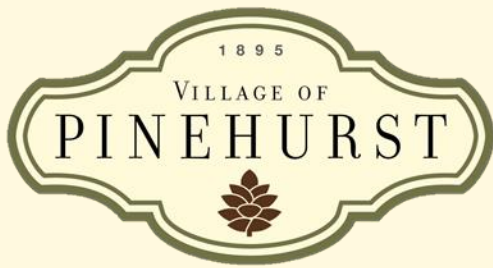


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Employee Demonstration of Core Values



Note: Courteous was not included in the 2012 survey



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Wellness Initiatives

– Q1 Weight Loss Competition



- **JANUARY 6TH -MARCH 31ST PHASE 1:** Lose 2%, 4%, 6%, or 8% body weight, receive a \$5 bonus in your paycheck (one per level). Lose 10% body weight, receive a \$50 bonus. Each time you lose 2% body weight, you are entered into a drawing for a \$50 bonus or an 8 hour vacation day.
- **APRIL 1ST – JUNE 30TH PHASE 2:** Lost 4% in Phase 1? You are eligible to continue in Phase 2 and continue the exercise days upon approval. All participants who maintain their weight loss during Phase II will receive a \$50 bonus in your paycheck.



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Wellness Initiatives



- Q2 Healthy Eating
 - Employee Gardens, Health Screenings
Nutrition/Healthy Eating Lunch & Learn
- Q3 Fitness & Sports
 - Team Competition (kickball/bowling), Fitness
Lunch & Learn, Self Defense Class
- Q4 Stress Management
 - Chair Massages, Stress Management Lunch &
Learn



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Employee Safety

- 2013 Injuries
 - 7 Recordable injuries (12 in 2012)
 - 144 lost days (74 in 2012)
- Safety Trainings
- Spring Event



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Questions and Feedback

Thank you for your attention today!