



State of the Village Meeting February 2016



Welcome and Introductions

SOV Meeting – February 2016



Objectives:

1. Reinforce our Vision, Mission, and Values
2. Recognize employees and departments
3. Reinforce importance of legal and ethical behavior
4. Communicate organizational performance levels
5. Communicate strategic direction and initiatives
6. Address workforce topics
7. Provide an opportunity for interaction and feedback

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VALUES

Competent
Courteous
Professional
Responsive

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.

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Welcome New Employees to the Village of Pinehurst

New Employee	Department
Kara Simmonds	Parks & Recreation
Brandon Harner	Public Services
Jeff Stout	Planning & Inspections
Alex Cameron	Planning & Inspections
Stephanie Abbate	Police
Brandon Martin	Police
Brooke Hunter	Financial Services
Jeremy Monroe	Public Services
Bruce McLean	Public Services

Awards and Recognition

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Department Recognition:

- Public Services

- Over 1,000 days without a lost day due to a work injury
- Implemented One and Done and IMPROVED customer satisfaction ratings

- Fleet

- Over 1,000 days without a lost day due to a work injury

- Fire

- Over 730 days without a lost day due to a work injury
- Added emergency medical response duties & recognized as a Medical Response agency by the NC Association of Rescue and EMS
- Received the Life Safety Achievement Award in October

- Police

- Safest community in North Carolina



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Department Recognition:

- Parks and Recreation

- Awarded the crystal heart award from the Arc of Moore County for our work for people with special needs
- Fair Barn received the “Couples’ Choice Award” winner by Wedding Wire
- LA5 voted as one of the top 3 “Favorite Community Events” by Pilot readers

- Financial Services

- Received Distinguished Budget Presentation Award for the 9th consecutive year

- ALL DEPARTMENTS

- Achieved the Level 3 Milestone for the NC Awards for Excellence Program: Our score improved considerably (Max score = 1,000):
 - 2012 (Level 2) - 259
 - 2015 (Level 3) - 566



FY 2015 Performance Results

FY 2015 Performance Report – Significant Accomplishments

- Implemented “One and Done”
- Began posting video of Council meetings online
- Launched Open Village Hall
- Secured dedicated indoor recreation space
- Constructed bocce ball and shuffleboard courts
- Organized the Live After Five concert series
- Partnered on the new Given Outpost
- Adopted the 2015 Comprehensive Pedestrian and Bicycle Master Plans



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- Four key perspective areas of the Balanced Scorecard (BSC):
 1. Customer,
 2. Internal,
 3. Workforce, and
 4. Financial.



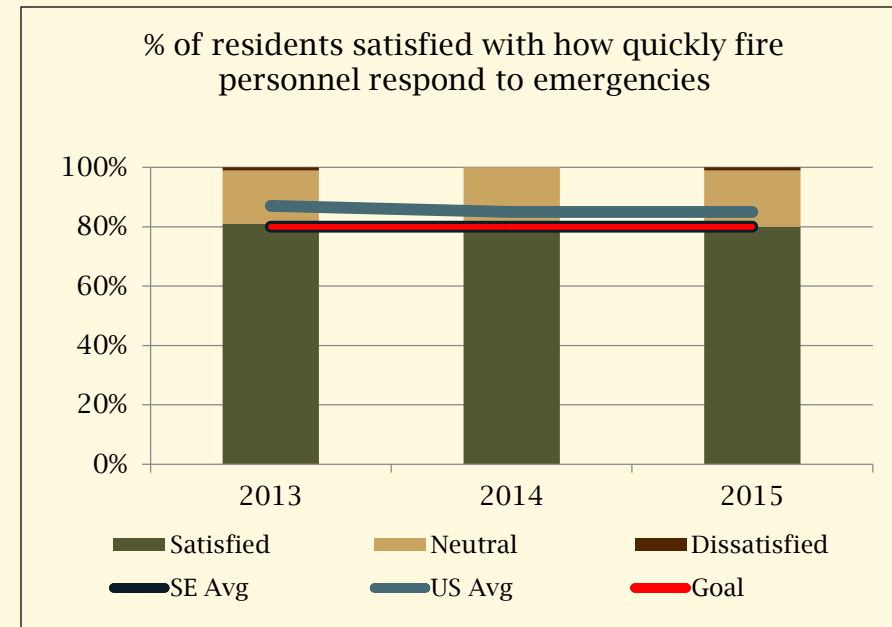
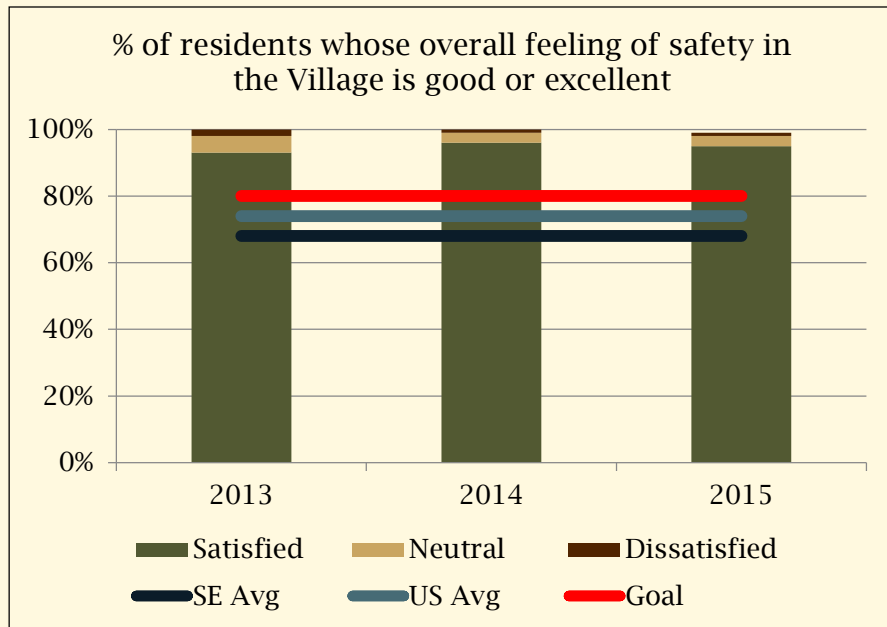
**Village-wide FY 2015
Composite Score: 6.14**

Balanced Scorecard Perspective	FY 2014 Composite Score	FY 2015 Composite Score
Customer	7.87	7.10
Internal	8.83	6.88
Workforce	7.60	4.31
Financial	6.47	6.25
TOTAL	7.51	6.14

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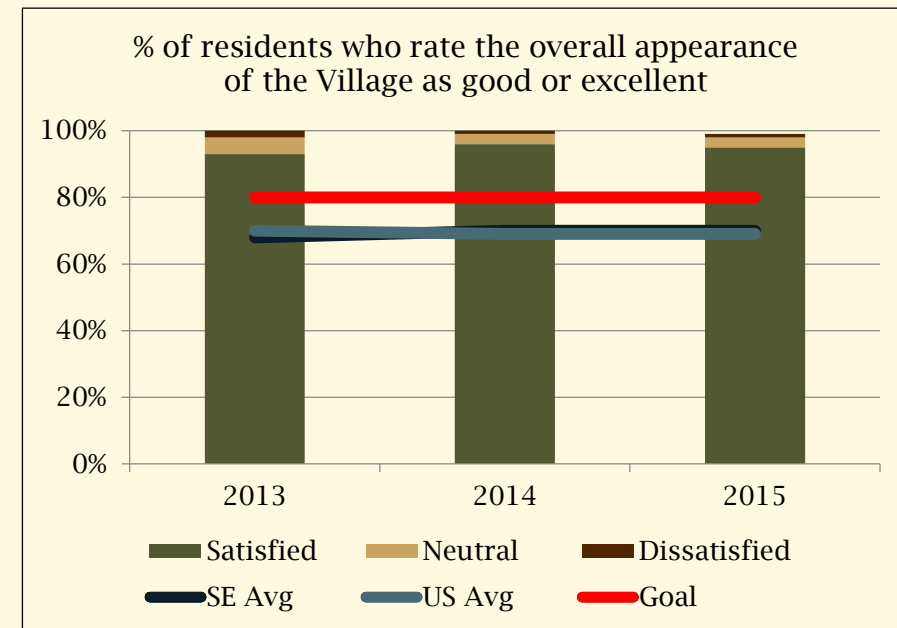
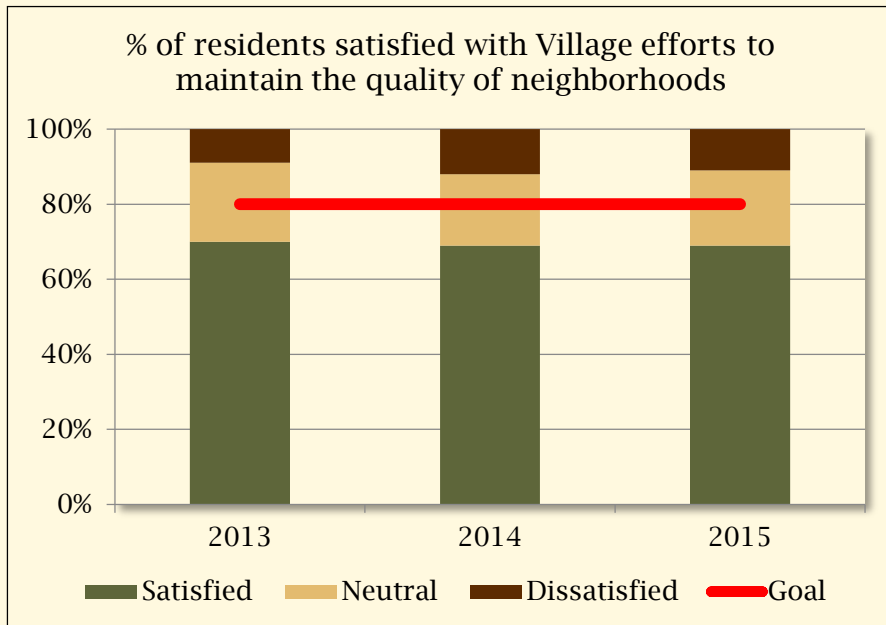
Customer Perspective – Safeguard the Community



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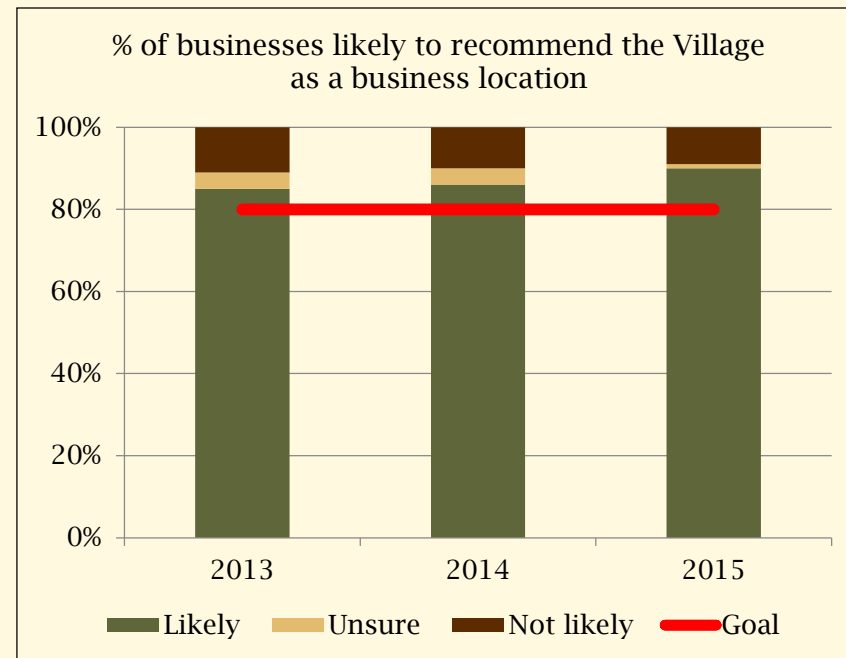
Customer Perspective – Preserve the Character



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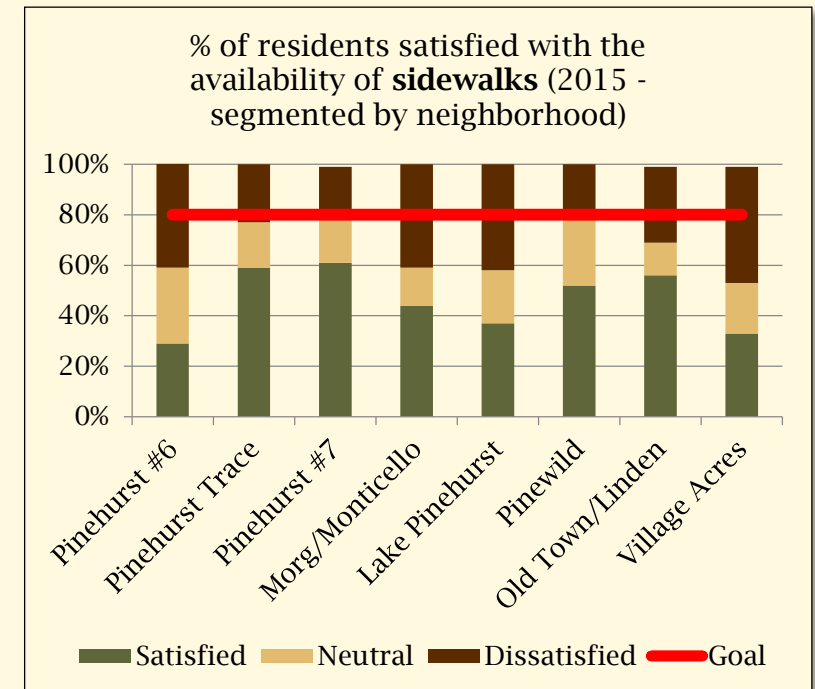
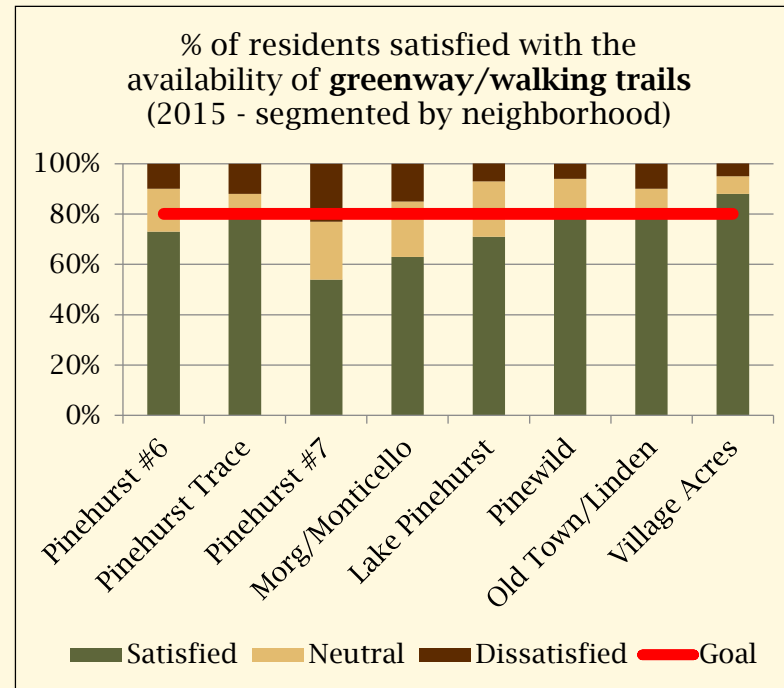
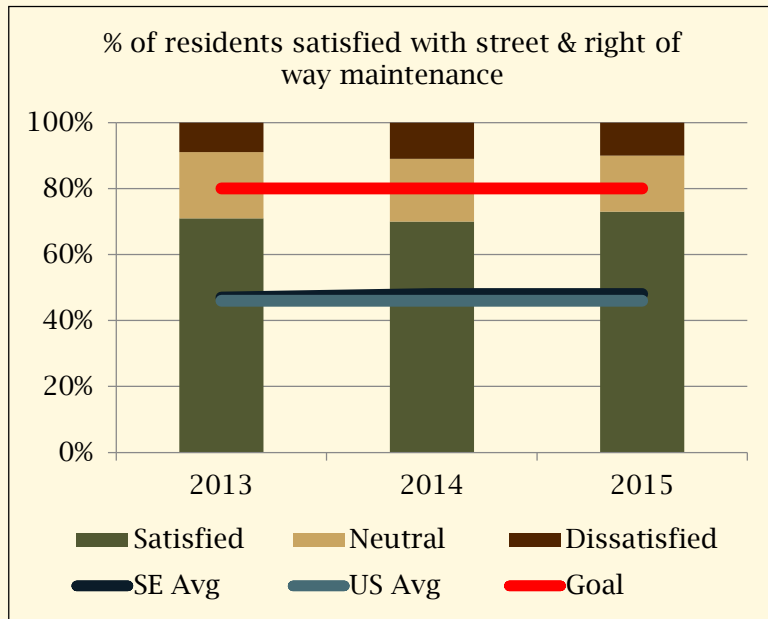
Customer Perspective – Economic Vitality



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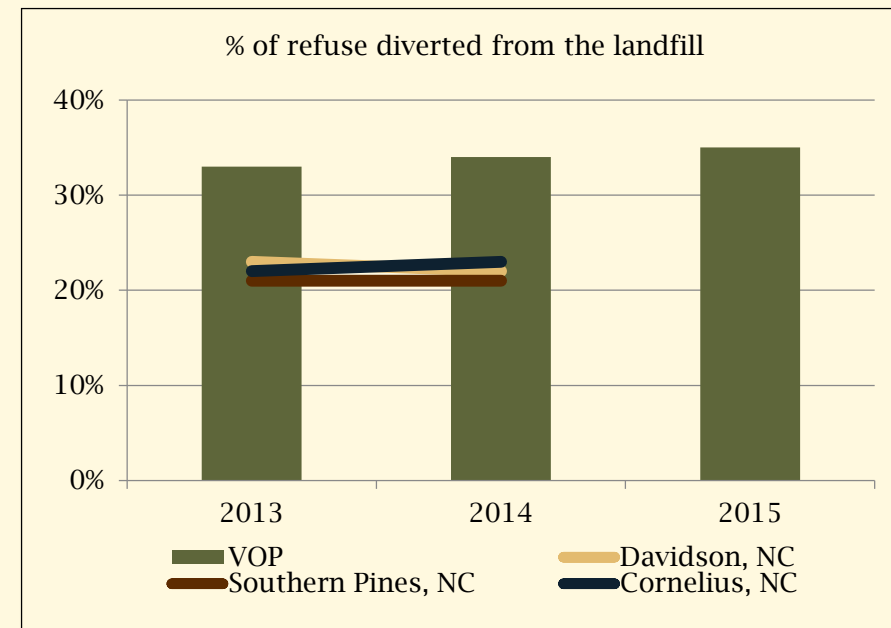
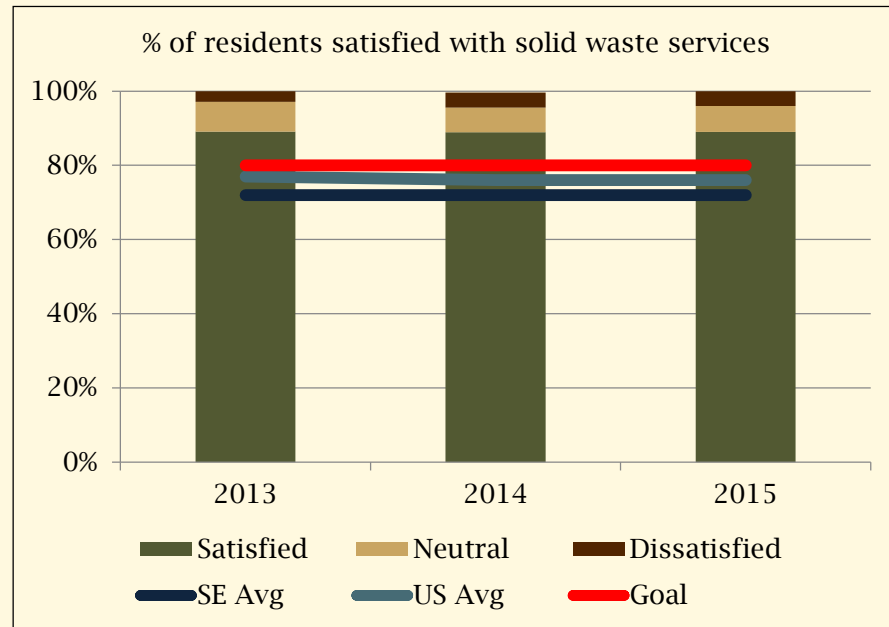
Customer Perspective – Multi-modal Transportation



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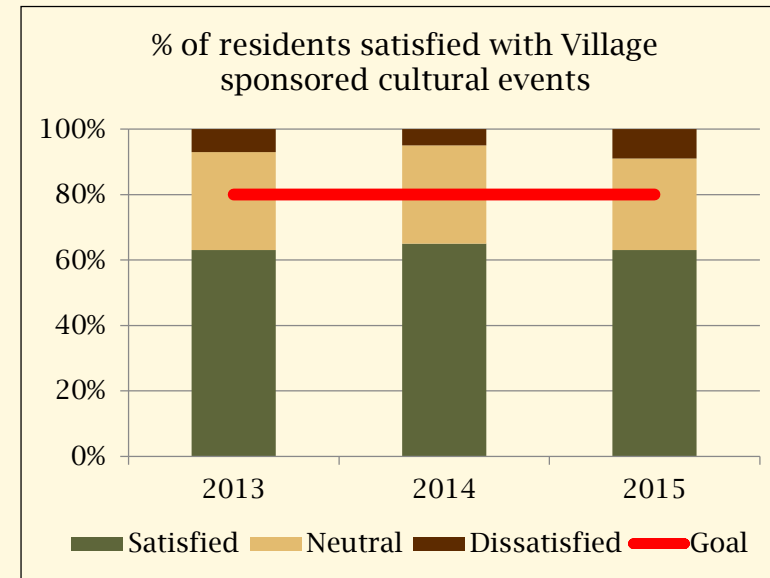
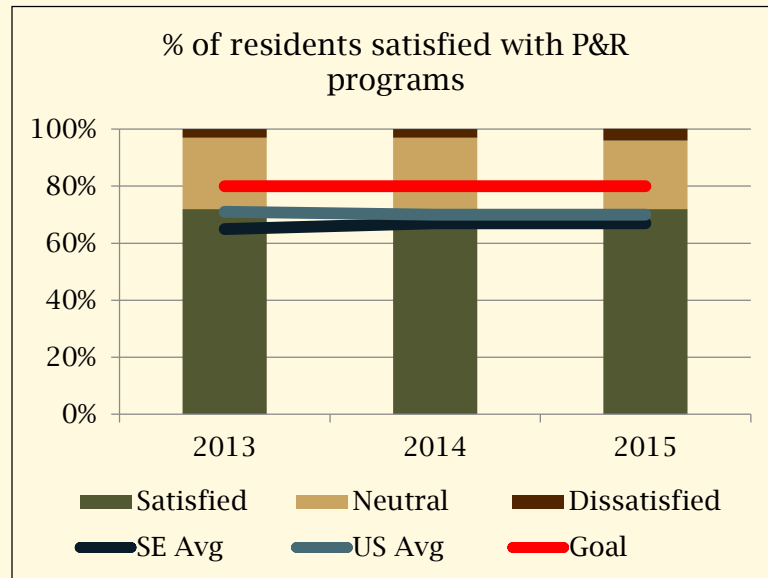
Customer Perspective – Environmental Sustainability



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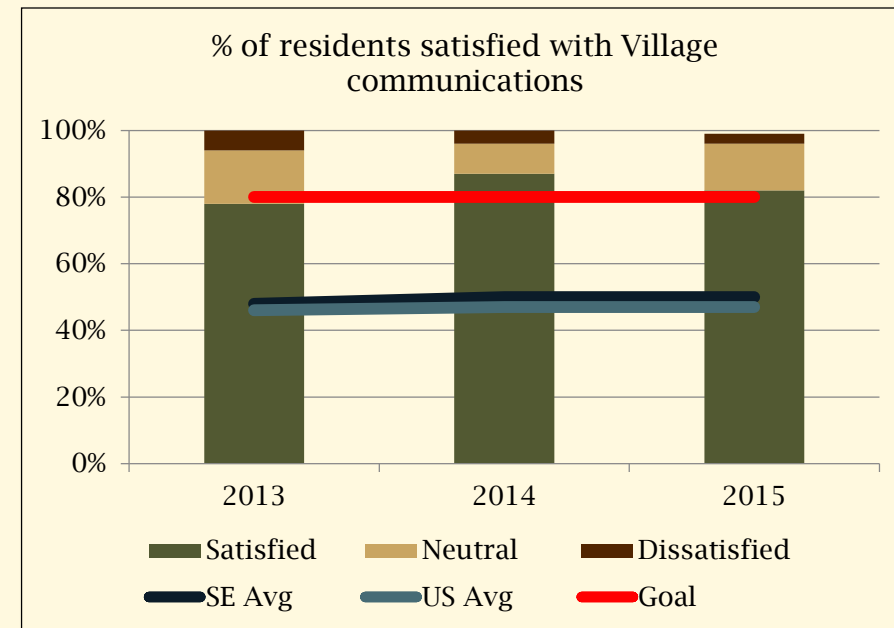
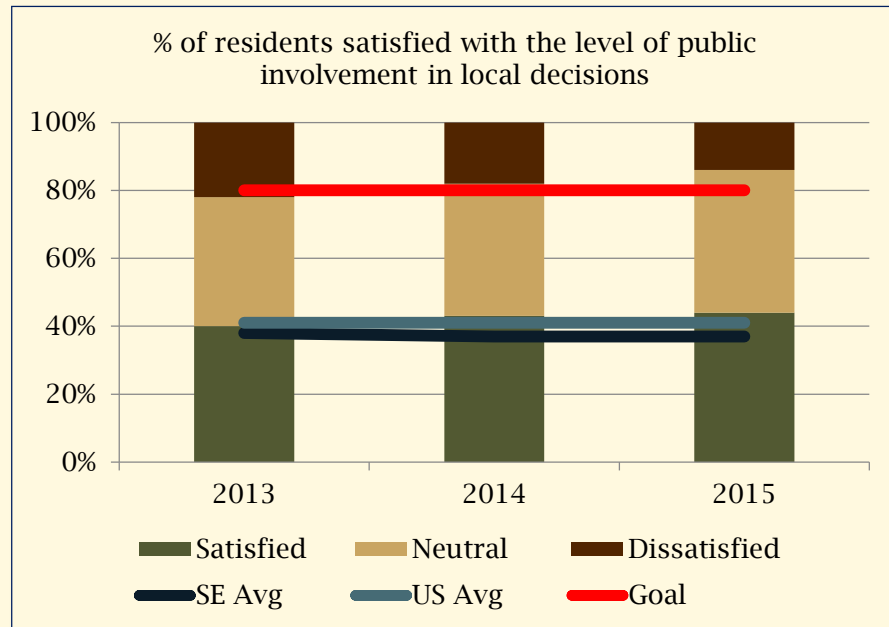
Customer Perspective – Active, Healthy Community



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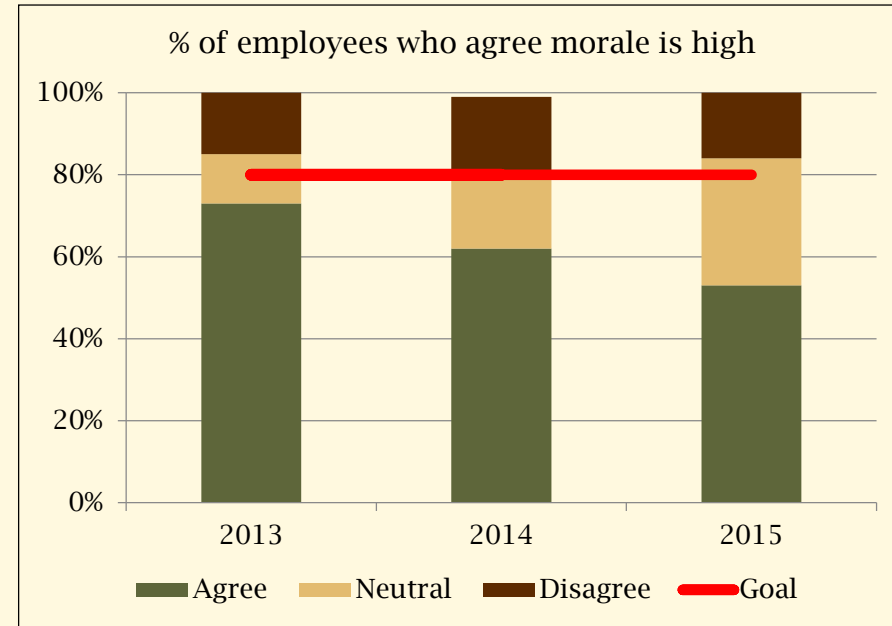
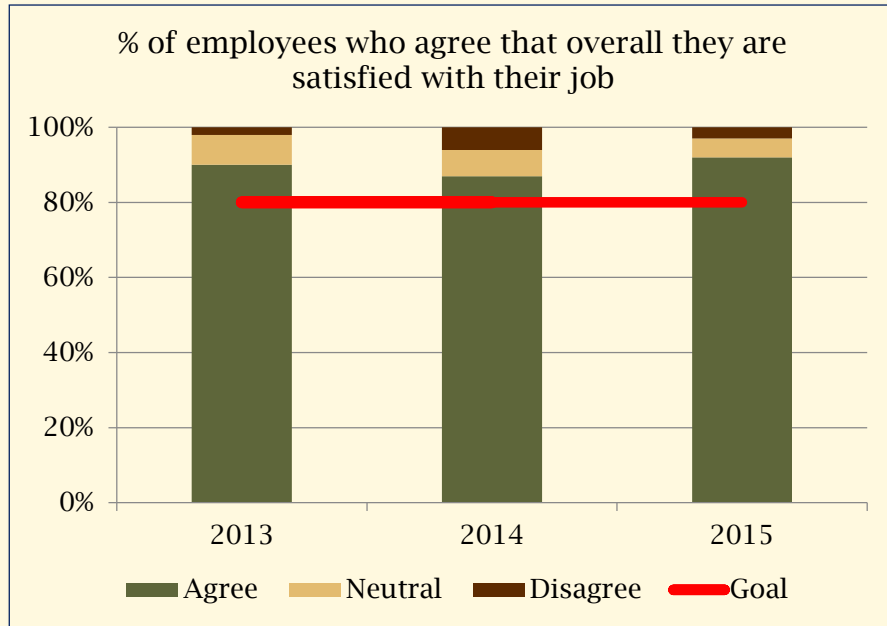
Internal Perspective – Professionally Manage



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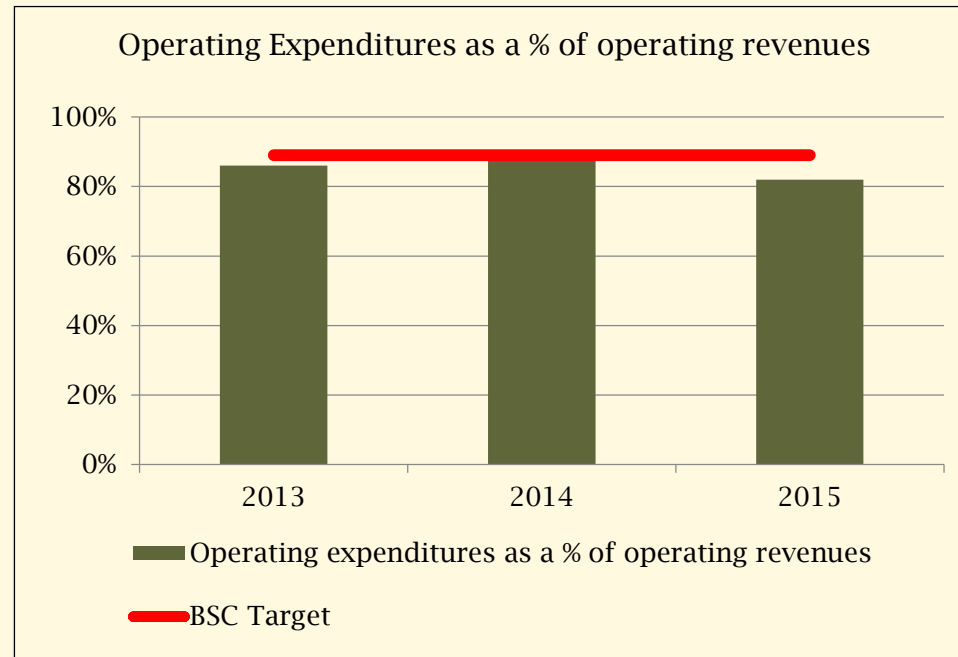
Workforce Perspective – Recruit & Develop the Workforce



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Financial Perspective – Maintain a Strong Financial Condition



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Department Dashboards– How is YOUR department doing?

Village of Pinehurst Intranet

BROWSE PAGE

Intranet Training & Events Safe Workplace Departments Projects Committees Service Desk KMP **BSC**

Resources
Shared Documents
BSC Resources
FY17 VOP BSC
FY16 Department Dashboards
FY16 VOP and Department BSCs
Administration
B&G
Community Development
Fair Barn

Intranet > BSC
Balanced Score Card

Welcome to the Balanced Scorecard Portal!

This site has been created to assist Village management in the calculation and reporting of performance measures included in the Village's Balanced Scorecard (BSC) and the Department Dashboards.

Links
BSC Resources
Add new link

Solid Waste Dashboard

Solid Waste

SW.C.1
SW.C.1 # of households participating in curbside recycling
Actual Value: 6,598.17
Red Flag: 5,200
Goal: 6,676

SW.C.2
SW.C.2 % of households participating in curbside recycling
Actual Value: 81.13%
Red Flag: 65%
Goal: 79%

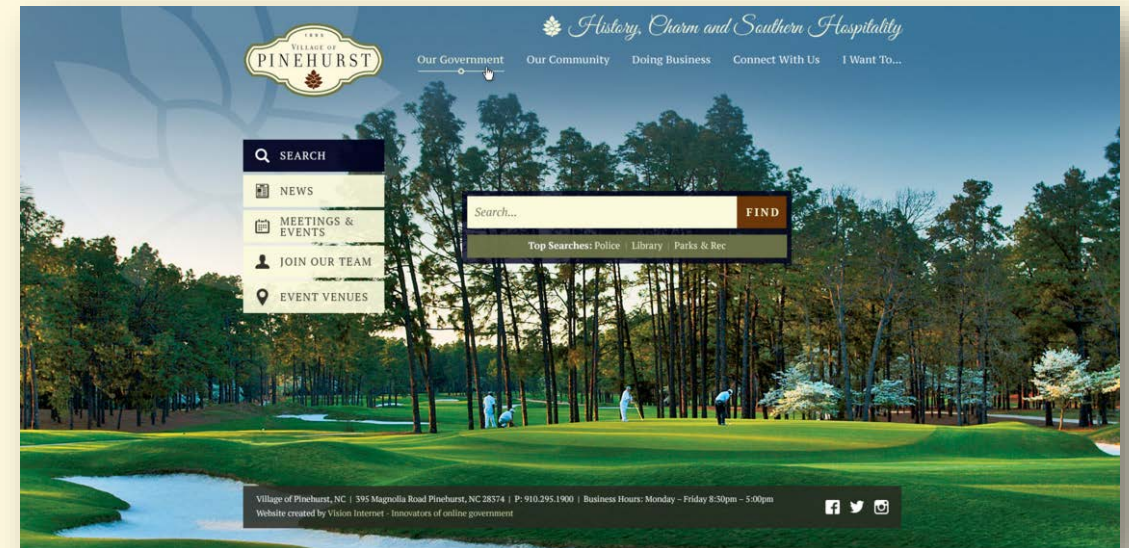
FY 2016 Update on Initiatives

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FY 2016 Update on Initiatives:

- Three (3) BIRDIEs:
 1. Police Staffing
 2. Complaint Management
 3. Grounds Maintenance
- New website
- Community Center recommendation
- Public Services campus renovations
- Splashpad construction
- Employee Reward and Recognition



Legal and Ethical Behavior

Legal and Ethical Behavior



Committee Updates

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Policy Committee – Recent Policy Changes

- Ethics Policy
- Smoking and Tobacco Use Policy
- External Communications Policy
- Safety Shoe and Boot Allowance Policy



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Wellness Committee

- Turkey Trot Challenge
- Daylight Savings Wellness Challenge:
 - With supervisor approval, pick 2 days to work out for 30 minutes during the work day
 - Eligible for a \$25 gift card every time you log your work out
 - Challenge ends February 29th
- Compiling Wellness Survey results



Team VOP

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Employee Recognition Committee

- Breakfast Bash
- Rita's Ice
- Fun Day



Rise and Shine,
it's breakfast time!

Join the ERC for a
BREAKFAST BASH!

Thursday, June 11
6:30 a.m.—8:30 a.m.
The Kitchen at Firehouse 91

MENU

- Biscuits
- Bagels
- Fruit
- Yogurt



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Employee Recognition Committee

- Kickball Tournament
- Holiday Luncheon
- Sweet on Sweets (Cupcake delivery) – Feb 11th



Safety Committee

- Perform monthly facility inspections
- Review injuries and accidents (preventable vs. non-preventable)
- Host Lunch n' Learns:
 - Slips, Trips, and Falls
 - Defensive Driving
- Upcoming events



Workplace Topics

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Compensation Philosophy

- Competitive market-based pay
- Annual compensation review:
 - Compare at least 35% of our jobs to comparable cities/towns
 - Adjust pay range classification, if needed
 - Budget \$ each year to make market pay adjustments, if needed
- VOP provides a rich benefit package to supplement compensation

Benefit	Level of Benefit	Village Cost
Medical/Vision Premium	Employee Only	\$6,948
Dental Premium	Employee Only	\$322
Life Ins/AD&D (\$25,000)	\$25,000 policy	\$60
Pension	6%	\$1,610
401(k)	5%	\$1,250
Holidays	11 days	\$1,058
Vacation	80 hours	\$962
Employee Assistance Program (EAP)	Free counseling	\$24
GRAND TOTAL		\$12,234

Example: Employee earning \$25,000/year, receives an additional \$12,234 in benefits (or 49% of base compensation)

Other Workplace Topics

- Applause Award Program has been VERY well-received
- Don't forget nominations are due for the Champion's Club quarterly awards by February 29th
- Benefit changes went into effect on January 1st
- "Parking List" from Reward & Recognition Focus Group:
 1. Retiree medical insurance benefits
 2. Service awards (consider increasing)
 3. 30 min of work time for exercise
 4. Performance review process (emPerform)
- Training & Development Focus Group – seeking volunteers

