



State of the Village Meeting July/August 2016



Welcome and Introductions

Propose of SOV Meetings



- Reinforce our purpose or the VOP vision & mission
- Recognize employees and departments
- Reinforce the importance of legal and ethical behavior
- Communicate strategic direction and initiatives
- Address workforce topics
- Provide an opportunity for interaction and feedback

Mission, Vision, and Values



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.

New Employees



Welcome New Employees to the Village of Pinehurst!!!

New Employee	Department
Glenn Boles	Fire
Justin Cole	Fire
Bonnie MacDonald	Fire
Benjamin Williams	Fire
Curtiss Wood	Harness Track
Daniel Byrd	Streets & Grounds
Austin Majors	Fire
Jay Southers	Fire
Phillip Marion	Streets & Grounds
Lori Fluet	Harness Track

Legal and Ethical Behavior

“The foundation of government depends upon public trust and confidence.”

- VOP Ethics Policy

FY 2016 Year in Review

FY 2016 Year in Review



FY 2016 Year in Review

FY 2017 Goals, Objectives, & Action Plans

BSC Goals & Objectives



Areas of Focus – FY 2017



There are four (4) Areas of Focus for FY 2017:

1. Improve the quality of neighborhoods
2. Provide interconnected greenway trails, bike paths, and sidewalks
3. Enhance community engagement
4. Provide a supportive and rewarding work environment

Why were these selected as our Areas of Focus?

- Performance levels, strategic challenges, & resident priorities

Fire Department – FY 2017 Action Plans



Traffic pre-emption – install additional traffic pre-emption devices at Village intersections

Fire Dept accreditation – become an Internationally Accredited Agency

What objective are we trying to achieve?

Deliver effective public safety services



Police Department – FY 2017 Action Plans



PD staffing – Reorganize PD staff (BIRDIE)

Citizens on Patrol – improve the efficiency & effectiveness of COP program

Traffic enforcement – hire two traffic enforcement officers and form a Traffic Safety Unit

What objective are we trying to achieve?

Deliver effective public safety services



Planning – FY 2017 Action Plans

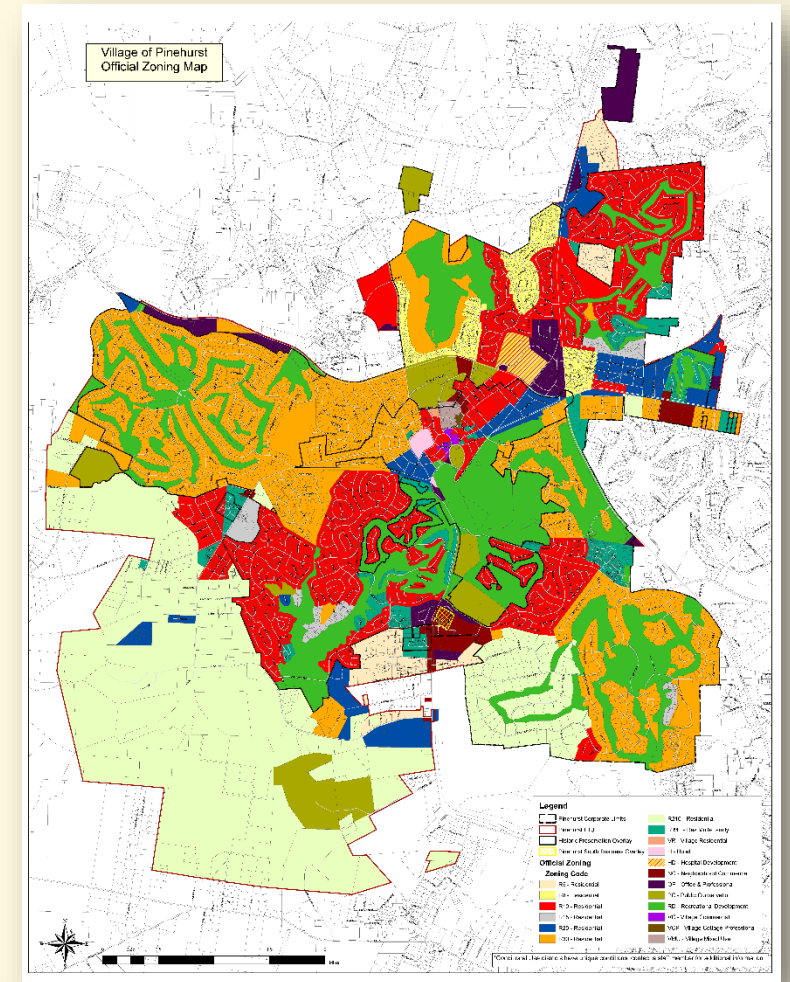


Land use analysis – work with a consultant to prepare a land use plan for the Village

Code enforcement – increase code enforcement capacity and routinely patrol neighborhoods

What objective are we trying to achieve?

Improve the quality of neighborhoods



Public Services – FY 2017 Action Plans

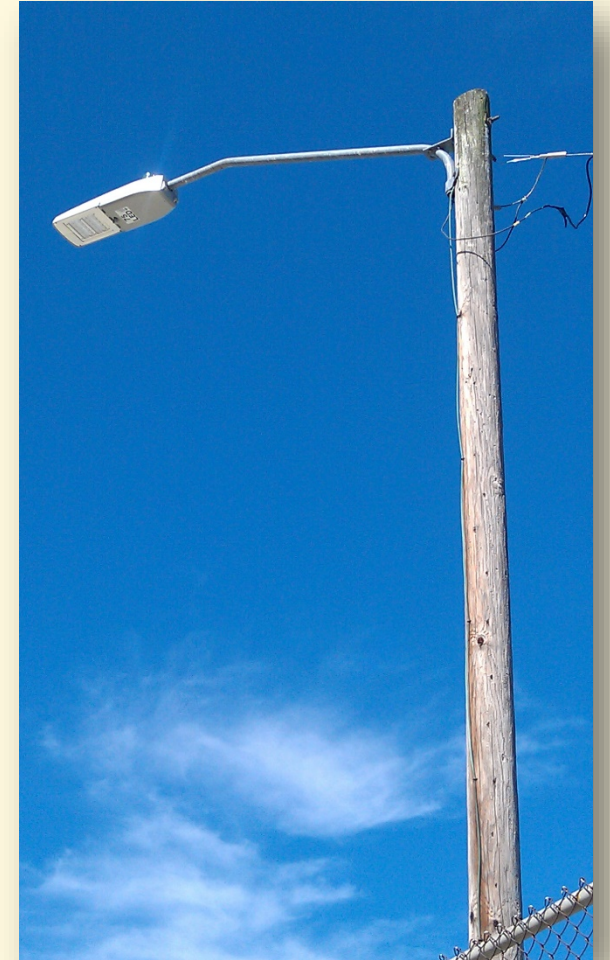


Street lighting – install 27 new street lights in Village Acres

Streetscape enhancements – extend sidewalks and make streetscape improvements on McIntyre Rd and/or McCaskill Rd.

What two objectives are we trying to achieve?

- 1. Improve the quality of neighborhoods*
- 2. Provide a business-friendly environment*



Parks & Recreation – FY 2017 Action Plans



Greenways –greenway extension to Spring Lake Dr. along Hwy 15-501

Neighborhood sidewalks – install sidewalks on Spring Lake Dr. in Village Acres

Recreation facilities – renovate playground at Rassie Wicker



What objective are we trying to achieve?

Provide recreation programs, leisure activities, and cultural arts events for all ages

Administration – FY 2017 Action Plans



Marketing and promotion – hire a Welcome Center Coordinator, develop & implement a marketing plan, and produce logo merchandise

Civic engagement – increase resident engagement in-person and online, with a dedicated Communications Specialist position

Continuous process improvement – begin preparing for NCAfE Level 4 application

What three objectives are we trying to achieve?

- 1. Attract future residents to strengthen the housing market*
- 2. Enhance community engagement*
- 3. Continuously improve operational effectiveness*



Human Resources – FY 2017 Action Plans



Workforce plans – forecast workforce capacity and capability needs and identify any gaps

Learning & development – begin formalized succession planning



What objective are we trying to achieve?

Provide a supportive and rewarding work environment

BIRDIEs



- B** Bring the opportunity forward
- I** Investigate the opportunity
- R** Review potential solutions
- D** Determine the solution
- I** Implement the solution
- E** Evaluate the solution

FY 2016	FY 2017
PD Staffing	Grounds Maintenance
VOP 311 Complaint Management	Permit Process
Grounds Maintenance	



Process used to evaluate and improve key organizational processes.

- A** Analyze the process requirements
- C** Change the process
- E** Evaluate the change

FY 2016	FY 2017
Reward & recognition	TOPS training
FD online training	Citizens on Patrol
Safety inspections	Civic engagement
Supplemental fall leaf collection	Workforce plans
Snow removal	Learning & development/ succession planning
Social media	
TOPS training	



Process used to evaluate and improve organizational processes.

Department Scorecards & Dashboards



Do you know how YOUR department is doing?

A screenshot of the Village of Pinehurst Intranet's Balanced Scorecard (BSC) Portal. The page has a blue header with the user name "Natalie E. Dean" and navigation links for "Intranet", "Training & Events", "Safe Workplace", "Departments", "Projects", "Committees", "KMP", "BSC", and "SOP". A search bar is located on the right. The main content area is divided into a left sidebar and a main panel. The sidebar lists "Shared Documents" for "FY 2017", "FY 2016", and "FY 2015", with "Department Dashboards" and "BSC Input Sheets" highlighted by a red circle. The main panel features a "Balanced Scorecard (BSC) Portal" section with a gauge icon and a list of perspectives: Customer, Internal, Workforce, and Financial. Below this is a "Balanced Scorecard (BSC)" section with a "Links" area containing "BSC Resources" and "Add new link".

Village of Pinehurst Intranet

Natalie E. Dean

BROWSE PAGE

SHARE FOLLOW

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

Search this site

Shared Documents

BSC Resources

Collaborative Initiatives

FY 2017

- Department Dashboards
- BSC Input Sheets
- KPI Worksheets

FY 2016

- Department Dashboards
- BSC Input Sheets
- KPI Worksheets

FY 2015

- BSC Input Sheets

FY 2014

- BSC Input Sheets

Recent

- Department Dashboards 2017
- Department Dashboards

EDIT LINKS

Site Contents

Balanced Scorecard (BSC) Portal

This BSC Portal provides employees with access to department performance data in a centralized location. The Village's Balanced Scorecard contains four (4) perspectives:

- Customer
- Internal
- Workforce
- Financial

Balanced Scorecard (BSC)

Employees are encouraged to review and monitor their department's performance on a regular basis to ensure Village and department goals and objectives are met.

Links

- ▣ BSC Resources
- + Add new link

<http://intranet/BSC>

Workplace Topics

NEW! Idea Box




NEW! Idea Box on Intranet



Idea Box

The Village encourages employees to submit ideas to help make us more efficient and effective in serving our customers. If you have an idea for your department or another department, please submit your idea to the Village Idea Box below. Your idea will be forwarded to the appropriate department head and Village Manager for review and evaluation.

Idea Title *

Employee Name 

Department Idea Applies To*

Tell us your idea *

Performance Reviews (emPerform)



Steps to Completing FY 2016 Performance Reviews:

1. Complete self evaluation
2. [Establish SMART goals for FY 2017](#)
3. Supervisor provides comments on evaluation & obtains next supervisor level reviews
4. Employee and supervisor meet to review performance
5. Employee completes final acknowledgement (**By Sept 20**)
6. Merit increases (up to 3%) are effective 10/1 & included in 10/21 paycheck

Other HR Topics



- New Policies in Effect:
 - Complaint Management
 - Corrective Actions
 - Grievance Policy
 - Bloodborne Pathogens
- Training and Development Focus Group – TOPS training program (ACE)
- Workforce & Volunteer Surveys

Reward and Recognition – Champion’s Club



- Quarterly cash awards for employees: BIRDIE/EAGLE/ACE
 - Congratulations to **Bruce Gould, Jill Lazusky, and Chris Umland**, our Q1 winners (A total of \$715 to these 3 employees)
- 1 employee & 1 volunteer Champion’s Award winner each year
- Congratulations to Molly Rowell, 2016 Volunteer Champion Award Winner
- Employee winner in Dec. receives:
 - \$1,300 cash award,
 - 24 vacation hours,
 - An inscribed trophy

Award Category	Award
BIRDIE	\$195
EAGLE	\$325
ACE	\$650



Reward and Recognition – Applause Awards



- Began program in September 2015 & have distributed:
 - 398 Employee Applause Cards
 - 41 Volunteer Applause Cards
- Monthly employee drawing for \$25 gift card; Quarterly gift for volunteers
- Use this program to reward and recognize your co-workers, co-volunteers, peers, supervisors, and staff

A sample of an "Applause Card" form is shown. It features the Village of Pinehurst logo in the top left. The title "Applause Card" is in the top right. Below the logo is a "Dear:" field followed by a line for the recipient's name, with "Employee or Volunteer Name" written below the line. To the left of the next section is the text "I would like to thank you for:". This is followed by four horizontal lines for a message. At the bottom left is a "Sincerely:" field, and at the bottom right is a "Submitted by" field. A small note at the very bottom reads: "Please return the completed card to Village Hall at 399 Magnolia Road. Do not fold."

Safety Committee Update



- Congratulations to:
 - Public Services/Fleet Maintenance - over 1,200 days without a lost time incident - that's over 3 years!!
 - Fire Dept. - over 925 days without a lost time incident - that's over 2 years!!
- Partnering with P&R on Back to School Night on August 12th
 - Will provide the safety trailer and cover bike safety
- FY 2017 Safety Goals:
 - Correct at least 75% of safety inspection violations within 90 days
 - Reduce the % of accidents and injuries that are preventable



Wellness Committee Update



- NEW! Employee Wellness Benefit Effective 8/1/16:
 - FT employees can apply 30 min. of work time to exercise twice a week
 - Get supervisor approval
 - Sign in at VOP facilities or private gyms
 - Document exercise time on your timesheet
- Be sure to take advantage of the employee garden
- Self Defense Lunch n' Learn – August 24th
- Team VOP Turkey Trot in November
- FY 2017 Wellness Goal:
 - At least 50% of employees participate in Wellness activities



ERC Update



- Presenting Office Olympics on August 17th, in partnership with the Wellness Committee
 - Team competition, with 4 groups: Police, Fire, Public Services, and Village Hall
- Tell us what you want! ERC Survey will go out in September



The ERC and Wellness Committee are teaming up to host the Village of Pinehurst

The logo for Office Olympics, featuring the text "office olympics" in a blue, sans-serif font, flanked by two laurel wreaths. Below the text are five circular icons representing different activities: a person with a wheelchair, a person with a cane, a person with a prosthetic arm, a person with a prosthetic leg, and a person with a prosthetic hand.

Wednesday, August 17
11:00 a.m. – 1:00 p.m.
Assembly Hall

**Calling all non-athletes:
We want YOU!**

Sign up on the intranet to join a team or just to join us for lunch (and to spectate)!

Events will include the desk chair relay, the binder clip dive, rubber band archery, and much, much more.
You don't want to miss it!

Questions and Feedback

Questions & Feedback



How can we increase our two way communication with you?
What format would you like?

- Management roundtable meetings (open meetings for all employees)
- Department/committee specific meetings with management representative
- Management sessions with employee groups by invite (e.g. frontline, mid-level supervisors, etc.)
- Management “rounding” where we meet with you in your workplace one-on-one

What questions do you have for us?

We care about your opinion! Please complete your feedback card!