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*History, Charm, and Southern Hospitality*

## Holiday Closings

December 23 Christmas  
December 26 Christmas  
January 2 New Year  
January 16 Martin Luther King Day

The 2016 "One and Done" solid waste collection maps and calendars are posted on the Village website at [www.vopnc.org/solidwaste](http://www.vopnc.org/solidwaste).

## New Business in the Village Center

The Theatre Bar and Grill  
Theatre Building, 90 Cherokee Road

## Village Code Reminder

Got a car you'd like to sell? The Village requires that all vehicles displayed for sale be registered with the Planning and Inspections department. Vehicles can be displayed for sale for no more than thirty days and they must be registered to the current owner or occupant of the home. Vehicles for sale may only be located in the driveway. Unlicensed vehicles must be stored in a garage or totally enclosed storage area.

## Parks and Recreation Spotlight

Don't let the winter blues get you down! Be sure to check out all of the programs and athletics the Pinehurst Parks and Recreation Department has to offer this winter. For more information or to register visit <http://pinehurstrec.org>. There is something for everyone and fun for all ages!

Upcoming Athletic Programs: Youth Basketball League, Youth Inline Hockey Camp, Holiday Hoops Open Gym and Adult Wiffleball League.

Upcoming Programs: Yoga, Pilates, Tai Chi, Painting Classes, Parents Night Out, and many more!

Senior Trips: Carolina Opry Christmas Show on December 1.

## 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.

# Celebrate "A Storybook Christmas" at the Annual Christmas Tree Lighting Event



On Friday, December 2, gather with family, friends, and neighbors as the Village of Pinehurst hosts its annual Christmas Tree Lighting event at Tufts Memorial Park in the Village center. Through songs, dance, and interactive activities, classic Christmas tales will be brought to life in a fun and festive way. Join us and help bring downtown Pinehurst alive with the holiday spirit!

The evening will include on-stage musical performances, scenic hay rides through the Village Center, cookie decorating, photos with Santa Claus, and candlelight caroling. Drop your holiday wish list in Santa's mailbox – no postage required! On this magical evening you may encounter the Grinch, Ebenezer Scrooge, a toy soldier, or Jack Frost strolling through the Village Green. A new addition to this year's festivities is a Lego Design Contest where Lego enthusiasts can enter their Christmas-themed designs.

Event hours are 5:00 p.m. - 7:30 p.m. with the lighting of the tree scheduled for 6:30 p.m. Admission is free, but food and beverages will be available for purchase. Canned goods and non-perishable food items will be collected for the Food Bank of Central & Eastern North Carolina (Sandhills Chapter).

Interested in volunteering at this community event? A volunteer information meeting will be hosted on Thursday, November 17th at 5:30 p.m. at the Fair Barn.

For more information, contact Special Events Coordinator Ashley Hunt at [ahunt@vopnc.org](mailto:ahunt@vopnc.org) or 910-295-8656. 🌟

## Shop Locally on Small Business Saturday

November 26 has been designated as Small Business Saturday – a day dedicated to supporting the local small businesses that create jobs and boost the economy in Pinehurst and across the nation. As an added incentive, those who make purchases in Village Center shops on November 26 will be eligible to win a gift basket filled with items from Village of Pinehurst businesses, including a golf foursome and \$50 gift card donated by Pinehurst Resort. Simply bring your proof of purchase to the Welcome Center on November 26 between 10:00 a.m. and 4:00 p.m. to be entered into the gift basket drawing. 🌟



## Municipal Code & Ordinance Changes

The Village Council recently approved several changes to the Pinehurst Municipal Code (PMC) and the Pinehurst Development Ordinance (PDO). First, the Village no longer has restrictions for irrigation wells and no longer issues permits for irrigation wells. The responsibility for the regulation and permitting of irrigation wells now lies with the Moore County Department of Environmental Health. Please contact them at 910-947-6283 for information on how to submit an application for an irrigation well. Second, the Council amended the PDO to change the Village's fence regulations. There were a number of changes with the most noticeable change being that the Village

now permits board on board and vinyl privacy fences. Owners and residents are required to have a permit before installing any type of fence. Finally, the Council amended the PMC to allow food trucks in the Hospital Development and Recreational Development Zoning Districts. A permit is required from the Village for food trucks to operate in these zoning districts and must be issued to the property owner. Please contact Gwendy Hutchinson at 910-295-8660 or [ghutchinson@vopnc.org](mailto:ghutchinson@vopnc.org) for information on allowable fence types and the permitting process for both fences and food trucks. 🌟

## Pearl Harbor Day Remembrance



Join us at Marshall Park at 11:00 a.m. on Wednesday, December 7, as the Village of Pinehurst takes a moment to remember the 2,403 United States citizens who were killed in the attack on Pearl Harbor on December 7, 1941. A wreath will be placed at the Marshall monument in memory of lives lost and Pinehurst resident Roy S. "Swede" Boreen, one of the last living survivors of Pearl Harbor, will also be honored with a mayoral proclamation. 🌟

### 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)  
Melissa Holt: [mholt@vopnc.org](mailto:mholt@vopnc.org)



## Upcoming Events:

November 16-19 - 20th Annual Festival of Trees to benefit Sandhills Children's Center at the Carolina Hotel

November 19 - Pinehurst Turkey Trot starting at Cannon Park

December 2 - Village of Pinehurst Christmas Tree Lighting at Tufts Memorial Park

January 22 - For the Love of Coffee & Tea at the Fair Barn

February 24 - 2nd Annual Ladies Night Out at the Fair Barn

March 3-5 - MCHBA Spring Home & Garden Expo at the Fair Barn

March 18 - Saint Patrick's Day Parade

## Fiscal Year 2016 Annual Performance Report Indicates High Levels of Resident Satisfaction

On September 17th, Assistant Village Manager Natalie Dean Hawkins presented the Fiscal Year (FY) 2016 Annual Performance Report to the Village Council. The report indicates FY 2016 key performance indicators on the Village's Balanced Scorecard relative to established goals and red flag thresholds. The Annual Performance Report also includes historical trends for comparison to prior year performance.

There were a total of nine goals on the FY 2016 Balanced Scorecard to achieve the Village's mission to "Promote, enhance, and sustain the quality of life for residents, businesses and visitors." This year's 2016 Community Survey results indicated that an overwhelming large percentage of Pinehurst residents (94%) rate the overall quality of life in the Village as good or excellent.

Most key performance indicators on the Balanced Scorecard are resident and business satisfaction ratings obtained from the Village's Community and Business Surveys, which were conducted for the fifth consecutive year by ETC Institute. This year, Village residents indicated a positive perception of the Village and that the Village is moving in the right direction, with resident satisfaction levels increasing or remaining the same in 72 of 81 areas since 2013. In addition, the Village has rated above the Southeast Regional average in 45 of 47 areas and above the U.S. average in 44 of the 47 areas that were compared.

In 2016, Village resident satisfaction levels were the highest levels recorded in five areas among ETC surveyed communities under 50,000 in population:

1. 91% resident satisfaction with overall maintenance of Village streets
2. 95% resident satisfaction with the overall image of the Village
3. 94% resident satisfaction with the Village as a place to retire
4. 93% resident satisfaction with the Village's efforts to prevent crime
5. 89% resident satisfaction with yard waste collection

Businesses also indicated high levels of satisfaction with the vast majority of Village services, with 97% of businesses indicating the overall quality of services meets or exceeds their expectations. In addition 89% of businesses would likely recommend the Village as a business location.

While resident satisfaction levels on the 2016 Community Survey were high in most areas, there were some areas identified as high resident priorities for improvement. These include:

- Efforts at maintaining quality of neighborhoods
- Level of involvement in local decisions
- Enforcement of Village codes & ordinances
- Availability of recreation indoor facilities
- Availability of sidewalks
- Adequacy of street lighting

Overall, the Village continues to make progress at improving services for Pinehurst residents, businesses, and visitors. As the Village begins its strategic planning efforts in the next few months, Council and staff will use the FY 2016 performance results to make informed decisions about resident priorities and where the Village should focus its resources going forward.

Please visit the Village website at [www.vopnc.org/performance-reports](http://www.vopnc.org/performance-reports) to view the complete FY 2016 Annual Performance Report and [www.vopnc.org/surveys](http://www.vopnc.org/surveys) to view the 2016 Community and Business Survey Results. 🌿

## Household Hazardous Waste & Paper Shredding Event



Moore County's Household Hazardous Waste Collection Day will be held on Saturday, November 19, 2016 at the parking lot of Pinecrest High School, 250 Voit Gilmore Lane, Southern Pines, from 10:00 a.m. - 2:00 p.m. In addition to household hazardous waste collection, a paper shredding service will be available. Please note that no commercial waste will be accepted. For more information, contact the Public Services department at 910-295-5021. 🌿

## Moore County Transportation Services

Did you know that Moore County residents can arrange for transport to medical, education, or work related appointments through a low-cost token program offered by Moore County Transportation Services? In addition, a fixed route runs through the Southern Pines and Aberdeen area and is available to all Moore County residents. For more information on this service, contact the Moore County Transportation Services office at 910-947-3389 or go to [www.moorecountync.gov/planning-and-transportation/transportation](http://www.moorecountync.gov/planning-and-transportation/transportation). 🌿

### COMMITTEE CORNER

## Welcome Center Ambassadors

The George P. Lane Welcome Center has served visitors in the Village of Pinehurst since 2010. Located inside the Theatre Building, the Welcome Center offers a warm and inviting space and a wealth of information about the Village and the surrounding area. To better serve the needs of Pinehurst visitors, the Welcome Center has recently expanded its hours: 10:00 a.m. to 4:00p.m., Monday through Saturday. A dedicated group of Welcome Center Ambassadors and Coordinator Kimberly Wood provide directions, share places and events of interest, and swap stories with visitors who travel to the Village of Pinehurst from around the world. Those interested in volunteering as a Welcome Center Ambassador should complete an application at [www.vopnc.org/volunteer](http://www.vopnc.org/volunteer) or contact Kimberly Wood at 910-215-0565 or [kwood@vopnc.org](mailto:kwood@vopnc.org) for more information. 🌿



## Village Council Meeting Dates

December 13, 2016 – Regular Meeting  
January 10, 2017 – Work Session  
January 24, 2017 – Regular Meeting  
February 14, 2017 – Work Session  
February 28, 2017 – Regular Meeting

All Work Sessions and Regular Meetings are held at 4:30 p.m. in the Assembly Hall at Village Hall, 395 Magnolia Road, Pinehurst, NC 28374 and are open to the public. All Council meeting agenda packets are posted at [www.vopnc.org/councilagendas](http://www.vopnc.org/councilagendas) five days in advance. Videos of Council meetings are also posted at [www.vopnc.org/councilvideos](http://www.vopnc.org/councilvideos) within 24 hours of the meetings.

## Welcome New Village Employees

Delanta Monroe Sr., Streets & Grounds  
Jason Caulder, Police  
Kimberly Wood, Welcome Center  
Lori Fluet, Harness Track  
Michael Evans, Streets & Grounds  
Nathan Morrison, Fire Department  
Renee Beaulieu, Parks and Recreation  
Susan Goodfellow, Human Resources  
Timothy Bouchelle, Fire Department

## Volunteer Today

Are you interested in giving back to the local community? Volunteer for the Village of Pinehurst today! Opportunities range from assisting at Parks and Recreation events to serving on boards and commissions. Complete an application at [www.vopnc.org/volunteer](http://www.vopnc.org/volunteer) or contact Lauren Craig, Village Clerk, at 910-295-8644 or [lcraig@vopnc.org](mailto:lcraig@vopnc.org).

## Solid Waste Reminder

The Village offers three carts for solid waste collection: household trash should be bagged and placed in the gray cart, yard debris should be placed loose in the brown cart, and recycling should be placed loose in the green cart. All carts should be securely closed.

## Given Memorial Library and Given Outpost News

The Given Memorial Library and Given Outpost offer many free activities and events throughout the month such as Book Lovers Unite, Outpost Artistry Song & Poetry Circle, Story Time for young children, Gathering at Given, and many others. To see a full listing of all activities and events, please go to <http://giventufts.org/calendar-programs>. For questions, contact Lisa Richman, Program Director and Outpost Manager, at [lisa@giventufts.com](mailto:lisa@giventufts.com) or 910-585-4820.

## Connect With Us

Stay connected with the Village by signing up for our monthly e-newsletter, downloading the Village's mobile app (MY VOP), and following the Village on social media using Facebook, Twitter, and Instagram. Visit the Village website at [www.vopnc.org](http://www.vopnc.org) and register for the CodeRED Emergency Notification System in order to receive recorded or text messages in emergency situations. In addition, 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).

