



# Volunteer State of the Village Meeting August 2015



# Welcome and Introductions

# SOV Meeting – August 2015



## Purpose of Volunteer State of the Village (SOV) Meetings:

- Reinforce our purpose of the VOP vision & mission
- Communicate strategic direction and initiatives
- Educate on VOP policies
- Provide an opportunity for interaction and feedback

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## Introductions

### Village Council

Mayor Nancy Fiorillo

Mayor Pro Tem John Cashion

Treasurer John Strickland

Councilmember Claire Berggren

Councilmember Clark Campbell

### Village Staff:

Jeff Sanborn, Natalie Dean, Jeff Batton, & Lauren Craig



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## Vision, Mission, and Values – Revised by the Council in December



**VALUES**

Competent  
Courteous  
Professional  
Responsive

**VISION**

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The Village of Pinehurst is a charming, vibrant community which reflects our rich history and traditions.

**MISSION**

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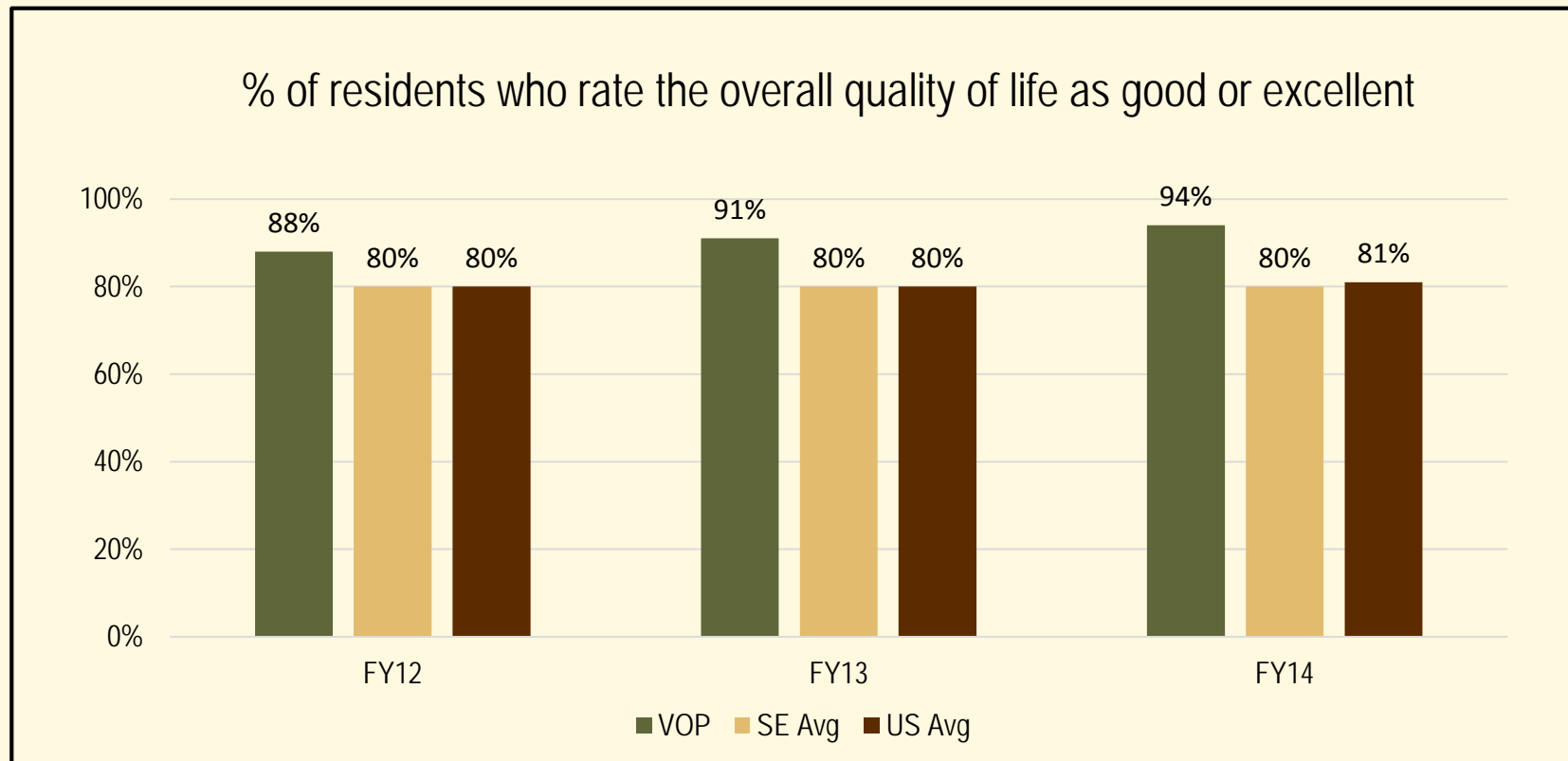
Promote, enhance, and sustain the quality of life for residents, businesses, and visitors.

# Village Council's Goals for FY 2016

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**Measuring our mission** to *“Promote, enhance, and sustain the quality of life for residents, businesses, and visitors.”*

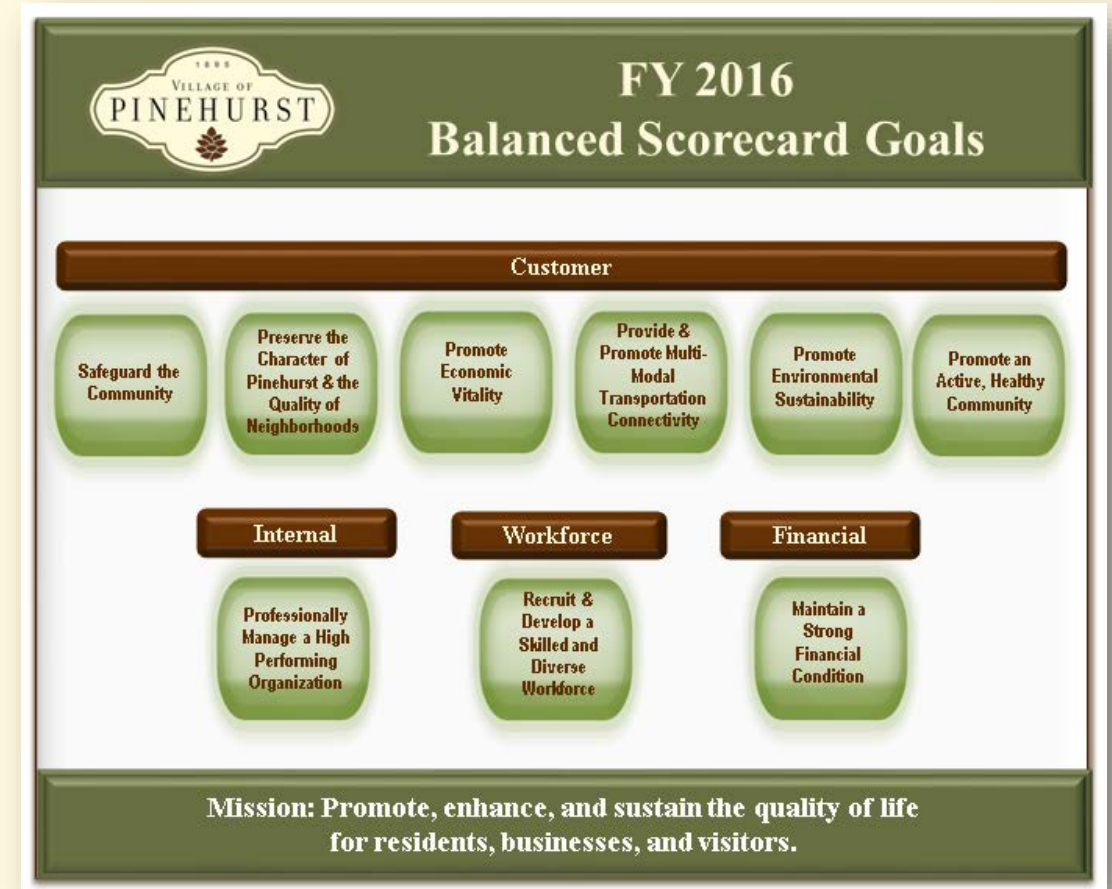


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## FY 2016 Balanced Scorecard (BSC)

- What is it?
  - Tool used to help us accomplish the Council’s mission for us
  - 4 perspectives):
    1. Customer
    2. Internal
    3. Workforce
    4. Financial
  - Nine (9) goals with objectives and key performance indicators (KPIs) on BSCs





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## Safeguard the Community

- Community Watch
- Citizens on Patrol (COP)

### Examples of volunteer activities:

- Patrol neighborhoods using COP
- Direct traffic at Village events and school
- Email Community Watch alerts
- Coordinate Community Watch neighborhood cookouts



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## Preserve the Character of Pinehurst & the Quality of Neighborhoods

- Beautification Committee
- Board of Adjustment and Planning & Zoning Board
- Community Appearance Commission
- Historic Preservation Commission
- Neighborhood Advisory Committee

### Examples of volunteer activities:

- Administer grants
- Recommend PDO and zoning amendments
- Approve construction in Historic District
- Input from the NAC to Council



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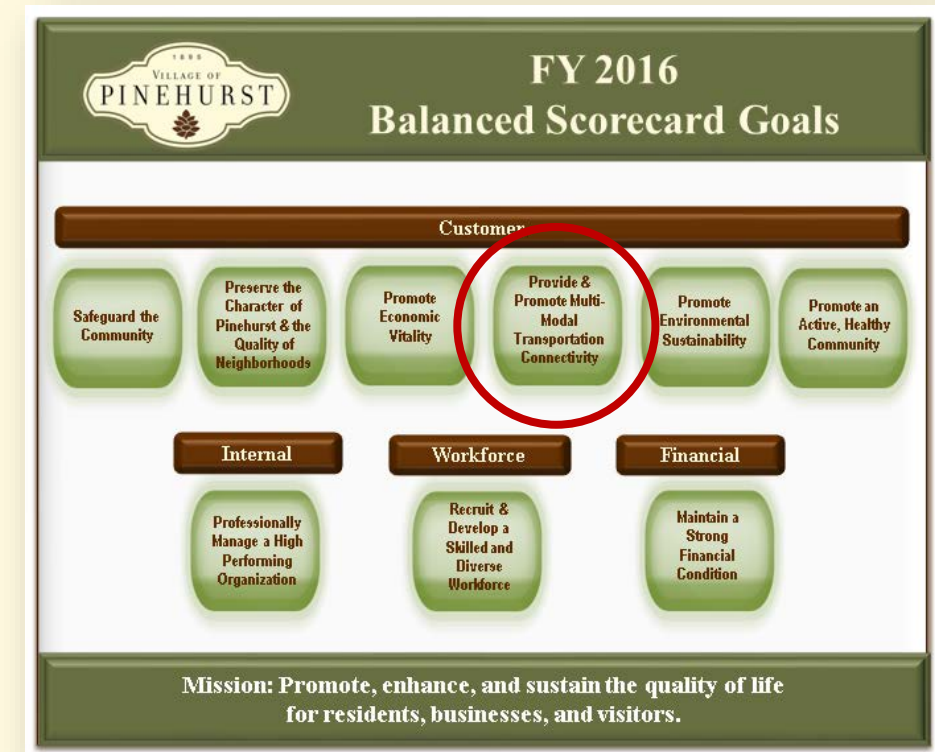
## Promote Economic Vitality

- Beautification Committee
- Welcome Center
- Planning and Zoning Board
- Examples of Volunteer Activities:
  - Enhance community appearance
  - Provide information on local businesses
  - Recommend appropriate zoning and regulations



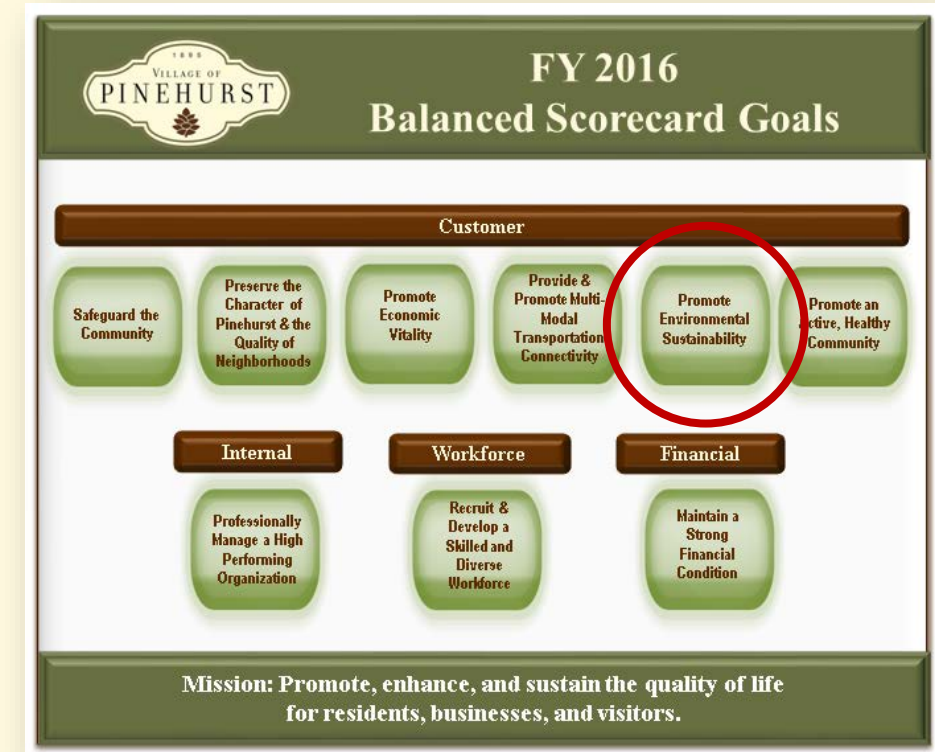
## Provide & Promote Multi-modal Transportation Connectivity

- **Bicycle & Pedestrian Advisory Committee**
- **Examples of Volunteer Activities:**
  - Implement the Village’s Bicycle and Pedestrian plans
  - Educate the public on bicycle safety



## Promote Environmental Sustainability

- **Conservation Commission**
- **Examples of Volunteer Activities:**
  - Conduct public education classes, camps, and programs
  - Study alternative energy sources
  - Provide birdhouses and bird tracking migration
  - Promote recycling



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## Promote an Active, Healthy Community

- **Bicycle & Pedestrian Advisory Committee**
- **Parks and Recreation Volunteers**
- **Examples of Volunteer Activities:**
  - Educate the public on bicycle safety
  - Prioritize bicycle and pedestrian needs
  - Coach Village sports leagues



## Professionally Manage a High Performing Organization

- **ALL VOLUNTEERS**
- Examples of Volunteer Activities:
  - Provide good customer service
  - Collaborate with other organizations
  - Contribute to continuous process improvement



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## Recruit & Develop a Skilled & Diverse Workforce

- **ALL VOLUNTEERS**
- Examples of Volunteer Activities:
  - Recruit new, skilled volunteers
  - Develop our volunteers
  - Attend trainings and events





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## Maintain a Strong Financial Condition

- Risk Management Committee
- ALL VOLUNTEERS
- Committee activities to achieve goal:
  - Look for ways to be more efficient
  - Abiding by the purchasing policy
  - Recommend ways to conserve natural resources
  - Minimize financial risk for the Village



# What's in the FY 2016 Strategic Operating Plan

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## FY 2016 Initiatives

- 35 initiatives to address the Council's nine (9) BSC goals
- Key initiatives include:
  1. Police staffing/resource allocation BIRDIE
  2. Grounds maintenance BIRDIE
  3. VOP 311 complaint management BIRDIE
  4. Fire department is seeking accreditation
  5. Developing a comprehensive recommendation for a Community Center
  6. Evaluate alternative revenue sources for the Village
  7. Implement recommendations from Code Enforcement BIRDIE
  8. Implement an employee reward and recognition program



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## FY 2016 Capital Improvements/Expenditures

- Capital spending totals \$2.3 million (up 11%)
- Significant capital investments planned:
  1. Wicker Park splash pad
  2. Install sidewalks and greenways
  3. *NEW!* Install bike paths/lanes
  4. Redevelop the Public Services Complex
  5. Make streetscape improvements on McCaskill Road
  6. Purchase a mobile stage for cultural events
  7. Make intersection improvements on Hwy 5

# Volunteer Policies

## Administrative Policies for Volunteers

- Ethics Policy
  - To promote and demand the highest standards of ethics from each Village employee and volunteer
  - Annual acknowledgement
- Purchasing Policy
  - To enable the Village to obtain needed materials, equipment, supplies and services efficiently and economically
- External Communications Policy
  - To provide Village employees and volunteer guidance in producing and disseminating information to the public.

# Reward and Recognition

## Volunteer Reward and Recognition Programs

- **NEW!** Champions Club
- **NEW!** Lunch is on Us
- **NEW!** Applause Award
- Celebrate Annually
- Make Your Mark
- Other Benefits

VILLAGE OF PINEHURST 

VOLUNTEER GUIDE  
TO REWARD AND RECOGNITION

### NEW! CHAMPIONS CLUB

Volunteers are valuable resources to the daily operations of the Village of Pinehurst. All Village volunteers should demonstrate customer focus, high individual performance, VOP core values, and/or innovation. The Champions Club program is designed to reward and recognize volunteers who exemplify these standards in their service to the Village of Pinehurst. All Village volunteers are eligible for nominations to the Champions Club and all volunteers and employees are encouraged to submit nominations. All award nominees are recognized annually at the Volunteer Appreciation event. The Champion's Award winner will receive a Champion's Cup inscribed trophy, a VOP gift, and their name is displayed on the Champion's Award plaque displayed in Village Hall.



### CELEBRATE ANNUALLY

A long-standing tradition of the Village is to host an annual volunteer appreciation event. This is held during National Volunteer Appreciation week as a luncheon and is an event that our volunteers look forward to year after year. All Village of Pinehurst volunteers are invited to the event where Village staff and the Pinehurst Village Council celebrate the achievements of these volunteers.

### NEW! LUNCH IS ON US

As a way to reward volunteers, all Council-appointed boards and commissions that achieve action plans or achieve high committee performance are eligible for a "lunch is on us" day. Village Managers, in coordination with the Chairpersons and Staff Liaisons, will determine when a board will be rewarded. The board may choose to go out to breakfast or lunch or they may choose to have a meal catered in. Sharing a meal together is healthy for team morale and is a way the Village can show its appreciation for its volunteers.

### NEW! APPLAUSE AWARD

The Village of Pinehurst recognizes the contributions of its volunteers and makes it a priority to give thanks. The Applause Award Program is intended to acknowledge and demonstrate immediate and spontaneous appreciation for the contributions of individual volunteers. A two-part, perforated thank you note, an "Applause Card", will be available to all VOP volunteers, employees, and residents who wish to send a note of thanks to a volunteer. One part of the card will provide space for a personalized, handwritten note, which will serve as on-the-spot acknowledgement of a volunteer's contribution. The second part of the card will provide space to record the recipient's name as an entry form for a quarterly prize drawing. Each quarter, all Applause Card recipients will be added to a drawing for a VOP gift.



### MAKE YOUR MARK

The Volunteer Walkway, located just outside of Village Hall, has been a cherished way to memorialize volunteers who have served on a Council appointed board or commission for the Village of Pinehurst. Volunteers with 4 or more years of service are engraved into the bricks along this walkway signifying the board/commission name. The Village holds an annual event to honor the volunteers who have been newly engraved into the bricks.



### OTHER BENEFITS:

- All Village volunteers are eligible to participate in the Local Government Federal Credit Union as volunteers for a North Carolina municipality.
- **NEW!** All Village volunteers are eligible to receive a 10% discount off all Parks and Recreation classes and programs.
- **NEW!** All Village volunteers are eligible to participate in an onsite flu clinic which can be submitted through most insurance plans.

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## ***NEW!*** Champion's Club Program

- All volunteers are eligible based on a demonstration of:
  - Customer focus
  - High individual performance
  - VOP core values
  - Innovation
- Nominations will be submitted on a nomination form throughout the year.
- A selection committee will provide an objective review and score all nominations.



## ***NEW!*** Champion's Club Program

- All nominees will be recognized at the annual volunteer appreciation event.
- The volunteer with the highest average score will be recognized as the **Champion's Award winner** for the year.
- The **Champion's Award winner** will receive the following:
  - A Champion's Cup inscribed trophy
  - A VOP gift
  - Recognition on the Champion's Award plaque in Village Hall
  - Public recognition at the annual volunteer appreciation event

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## ***NEW!*** Lunch is on Us

- All Council-appointed boards and commissions are eligible.
- Recommendations are based on achievement of action plans or high committee performance.
- Managers will determine what board or commission to reward
- May be breakfast or lunch and coordinated by the staff liaison.



## ***NEW!*** Applause Award Program

- On the spot recognition to demonstrate immediate appreciation for all volunteer contributions
- Thank you notes, called **Applause Cards** will be available for volunteers, employees, and residents to send a note of thanks to a Village volunteer.
- Village Clerk will collect the notes and mail them directly to the volunteer.
- Village Clerk will enter all Applause Card recipient names in a quarterly drawing for a VOP gift.



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## Celebrate Annually

- Held during National Volunteer Appreciation Week annually
- Typically a luncheon and all volunteers are invited
- Time to celebrate volunteer achievements

## Make Your Mark

- Honors Council-appointed volunteers on the Volunteer Walkway
- Name is engraved after serving 4 or more years and no longer serving on the board
- An annual event will be held to honor the newly added volunteers

## Other Benefits for ALL Volunteers

- Eligible to participate in the Local Government Federal Credit Union
- **COMING SOON!** Eligible to receive a 10% discount off all Parks and Recreation classes and programs.
- **NEW!** Eligible to participate in an onsite flu shot clinic.
  - Save the date for **Monday, September 21** between 8:30AM-10:00AM at Village Hall. More information will be emailed soon.

# Reminders

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- ✓ Please complete the Volunteer Survey that was emailed on Friday, August 21. Final surveys are due by Friday, September 11.
- ✓ Remember to complete a feedback card for today's Volunteer SOV meeting and drop it in the basket on your way out the door.
- ✓ Looking Ahead: Committees will begin providing quarterly reports of activities to management in FY 2016.





THANK YOU for your service to  
the Village of Pinehurst.

*Join us for a reception!*