



VOLUNTEER
STATE OF THE VILLAGE
SEPTEMBER 2014



STATE OF THE VILLAGE MEETING

Purpose of Volunteer SOV

- New annual meeting
- Reinforce our Vision, Mission, and Values
- Communicate strategic direction
- Educate on VOP policies
- Provide an opportunity for feedback



STATE OF THE VILLAGE MEETING

Introductions

Village Council

Mayor Nancy Roy Fiorillo

Mayor Pro Tem John Cashion

Treasurer John Strickland

Councilmember Claire Phillips

Councilmember Clark Campbell

Village of Pinehurst Staff

Andy Wilkison, Village Manager

Natalie Dean, Assistant Village Manager

Jeff Batton, Assistant Village Manager


Lauren Craig, Village Clerk





STATE OF THE VILLAGE MEETING

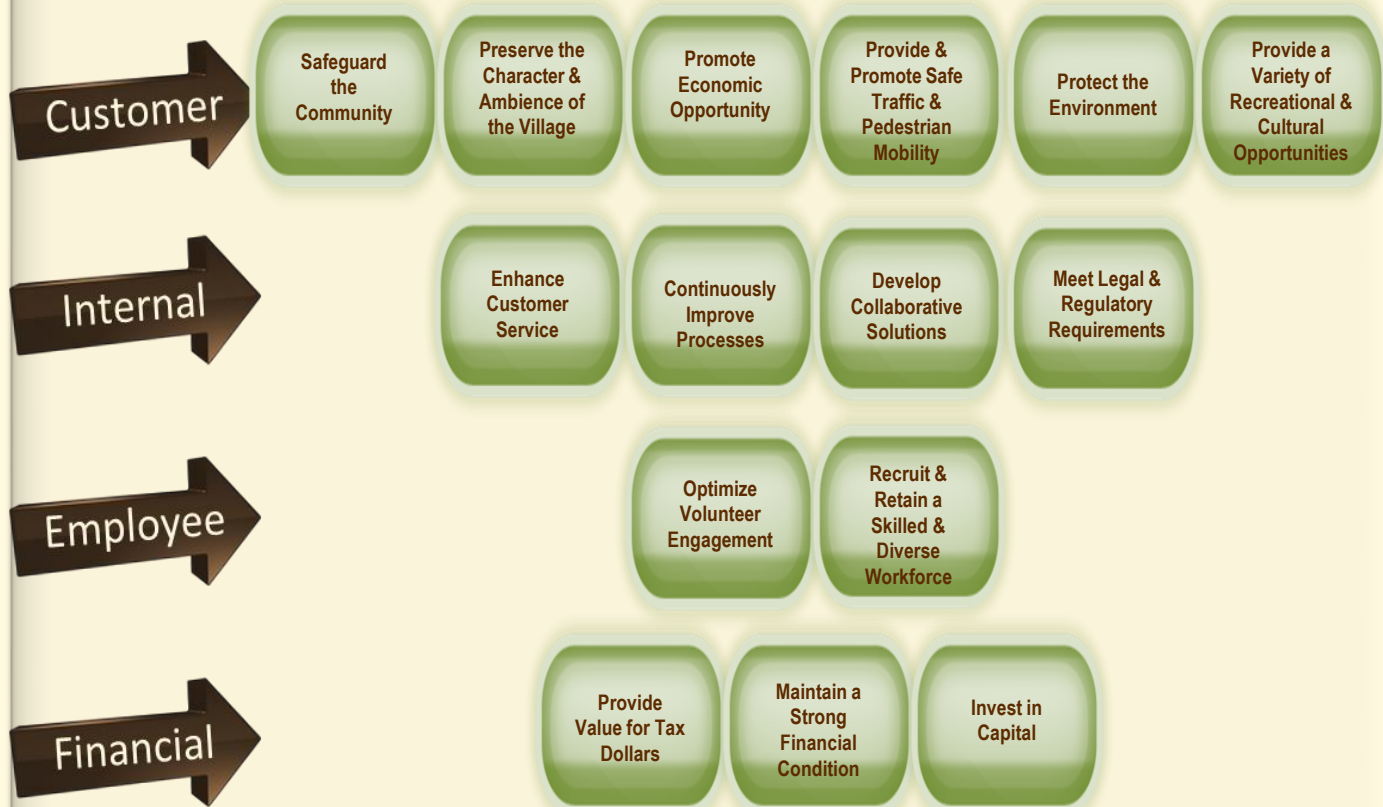
Vision, Mission, and Values

 <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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STATE OF THE VILLAGE MEETING

Village FY 2015 Strategic Objectives

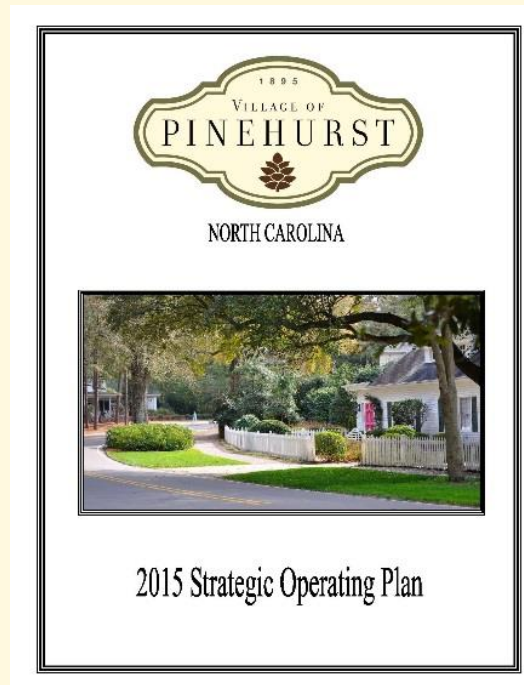


History, Charm, & Southern Hospitality



STATE OF THE VILLAGE MEETING


Village of Pinehurst FY 2015 Strategic Operating Plan





STATE OF THE VILLAGE MEETING

So, how do these apply to our volunteers?



VALUES

Competent
Courteous
Professional
Responsive


VISION

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.


MISSION

Preserve and enhance the community's character and ambience by guiding growth, managing change, and providing services in a financially responsible manner.





NORTH CAROLINA



2015 Strategic Operating Plan



STATE OF THE VILLAGE MEETING

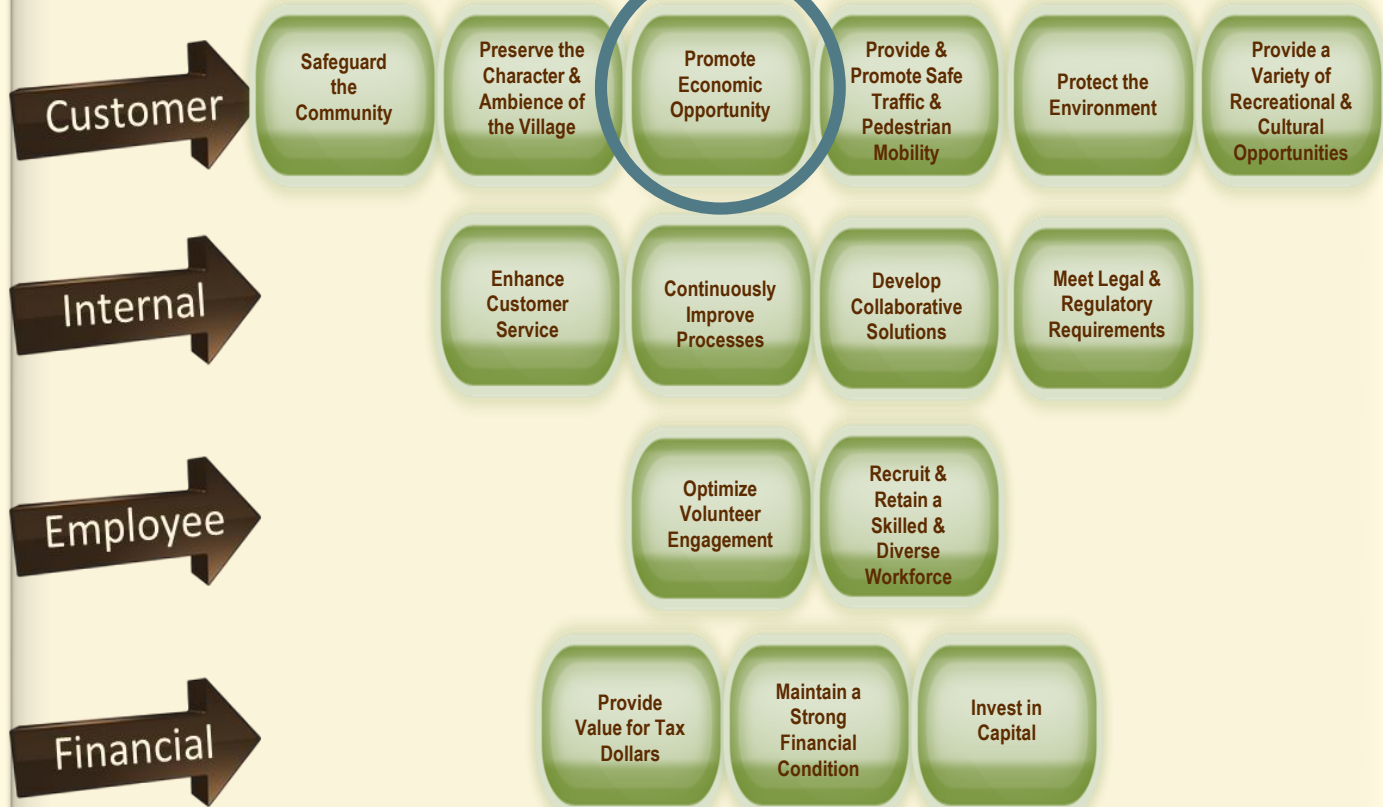
Village Center Enhancement Committee





STATE OF THE VILLAGE MEETING

Village FY 2015 Strategic Objectives



History, Charm, & Southern Hospitality



STATE OF THE VILLAGE MEETING

Strategic Objective

Promote Economic Opportunity



Council Goal

Create a physical and regulatory environment conducive to business while preserving the character and ambience



Performance Measure Goal

87% of businesses likely to recommend the Village as a business location



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Community Watch & Citizens on Patrol





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Village FY 2015 Strategic Objectives



History, Charm, & Southern Hospitality



STATE OF THE VILLAGE MEETING

Strategic Objective

Safeguard the Community



Council Goal

Maintain a low crime rate



Performance Measure Goal

UCR Index crime rate per 1,000 residents of 12.0



STATE OF THE VILLAGE MEETING

Beautification Committee

Board of Adjustment

Planning and Zoning Board

Community Appearance Commission

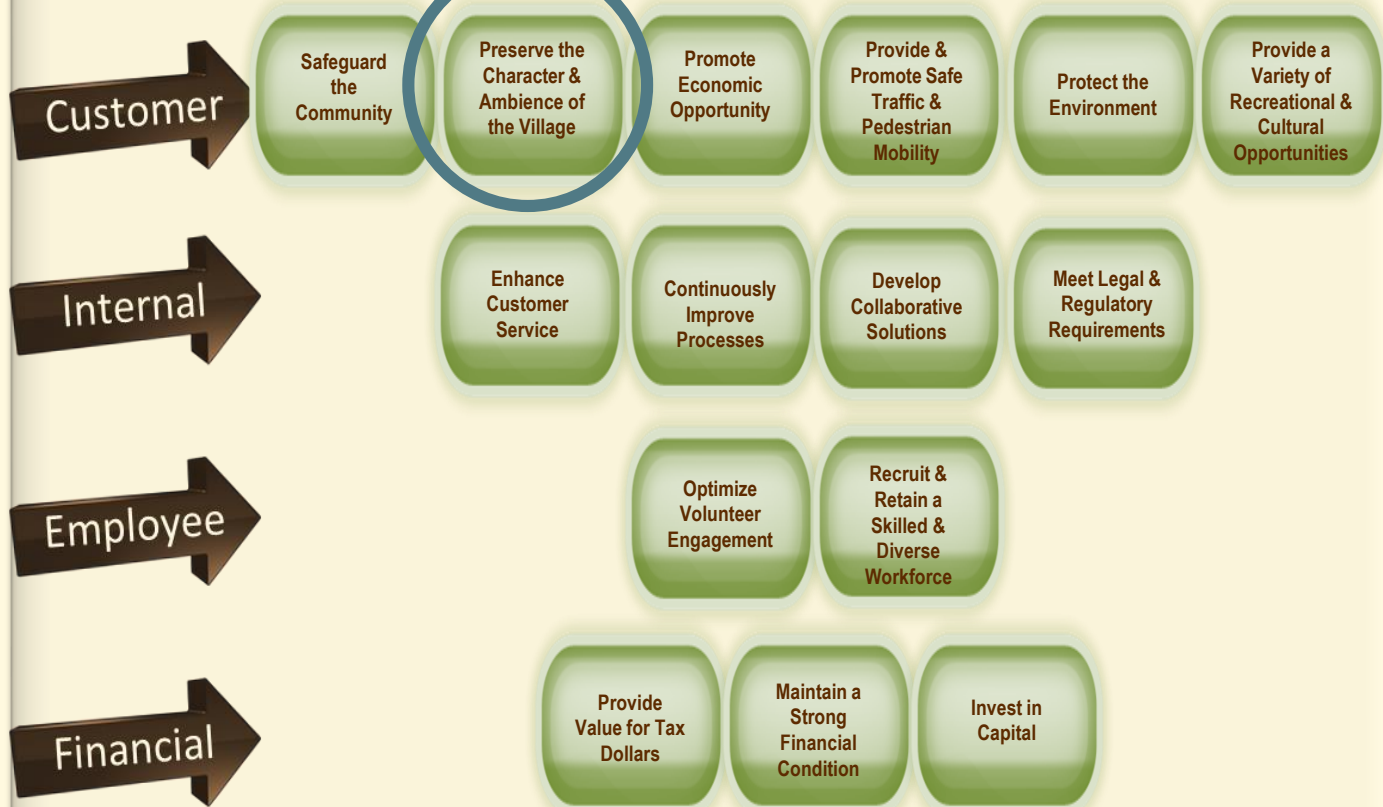
Historic Preservation Commission





STATE OF THE VILLAGE MEETING

Village FY 2015 Strategic Objectives



History, Charm, & Southern Hospitality



STATE OF THE VILLAGE MEETING

Strategic Objective

Preserve the character and ambience
of the Village



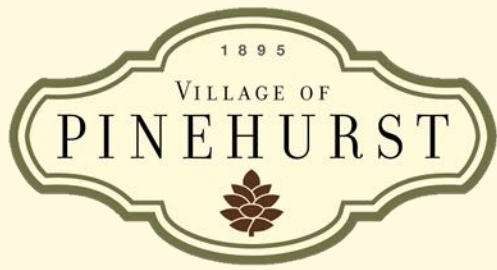
Council Goal

Maintain the overall appearance of the Village



Performance Measure Goal

93% of residents who rate the overall appearance of the
Village as good or excellent



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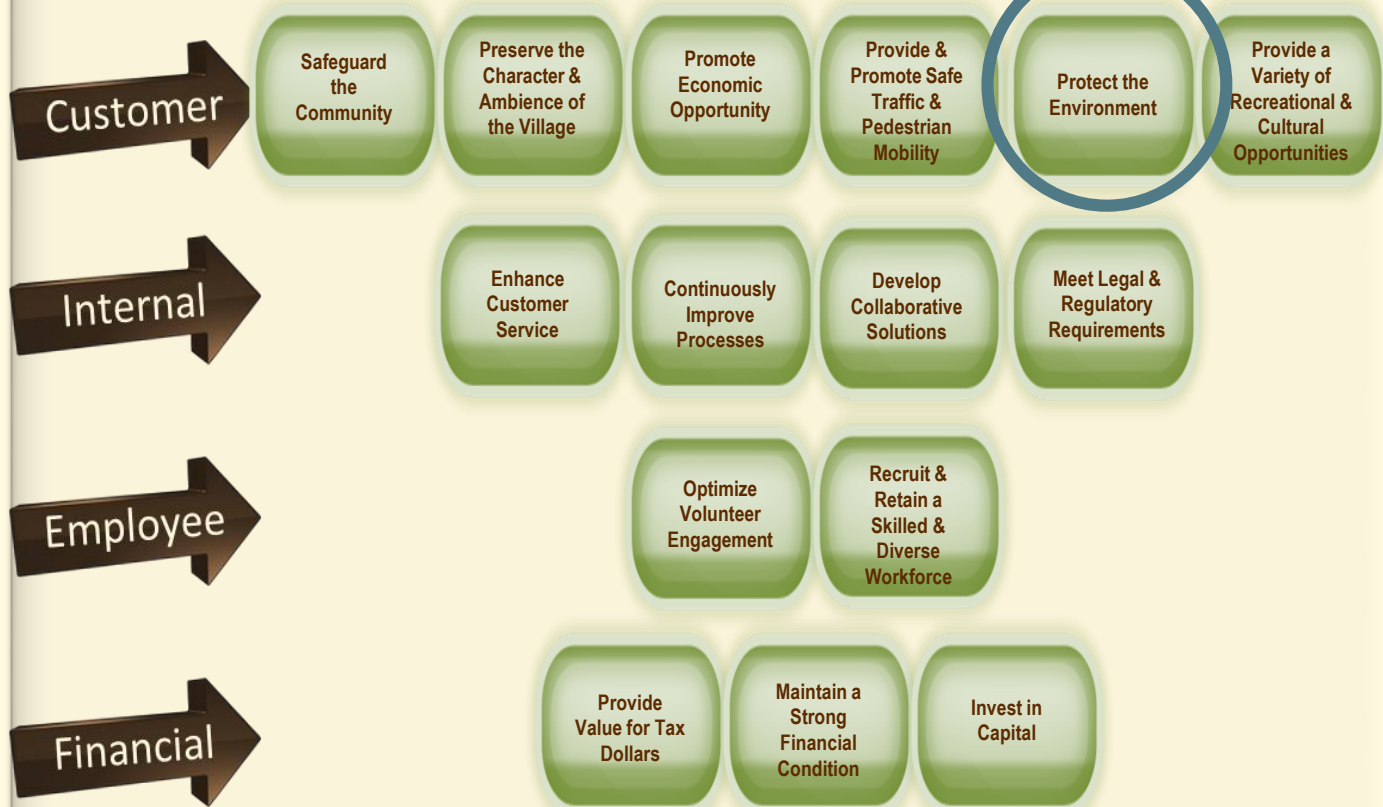
Conservation Commission





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Village FY 2015 Strategic Objectives



History, Charm, & Southern Hospitality



STATE OF THE VILLAGE MEETING

Strategic Objective

Protect the environment



Council Goals

Promote recycling, reduce impact of irrigation on water supply, & reduce Village energy consumption



Performance Measure

33% of refuse diverted from the landfill



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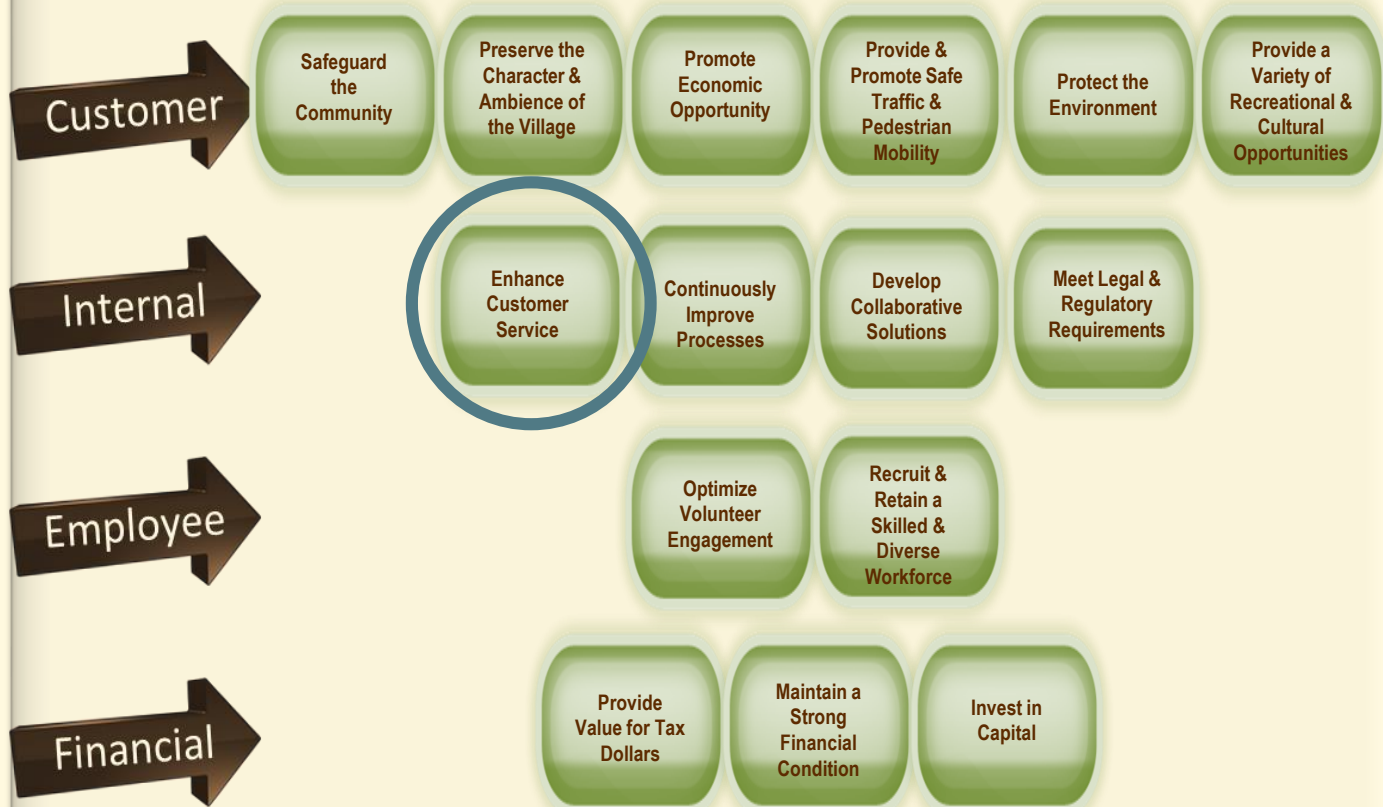
Neighborhood Advisory Committee & Welcome Center Volunteers





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Village FY 2015 Strategic Objectives



History, Charm, & Southern Hospitality



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Strategic Objective

Enhance Customer Service



Council Goals

Effectively communicate with customers



Performance Measure

75% of residents satisfied with Village efforts to keep residents informed about local issues



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Greenway Committee & Bicycle and Pedestrian Plan Steering Committee





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Village FY 2015 Strategic Objectives



History, Charm, & Southern Hospitality



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Strategic Objective

Provide & promote safe traffic & pedestrian mobility



Council Goal

Provide pedestrian walkways and sidewalks with DOT connectivity to other communities when possible



Performance Measure

36% of residents satisfied with the availability of sidewalks



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Parks and Recreation Volunteers





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Village FY 2015 Strategic Objectives



History, Charm, & Southern Hospitality



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Strategic Objective

Provide a variety of recreational & cultural opportunities



Council Goals

Increase offering of cultural events



Performance Measure


75% of residents satisfied with P&R programs



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Risk Management Committee

**What is your focus?
WELLNESS 2014**



The diagram is a circle divided into four quadrants, each with a different color and text. The top-left quadrant is orange and labeled "Stress Management • Q4". The top-right quadrant is blue and labeled "Weight Loss • Q1". The bottom-left quadrant is light green and labeled "Fitness & Sports • Q3". The bottom-right quadrant is dark green and labeled "Healthy Eating • Q2".

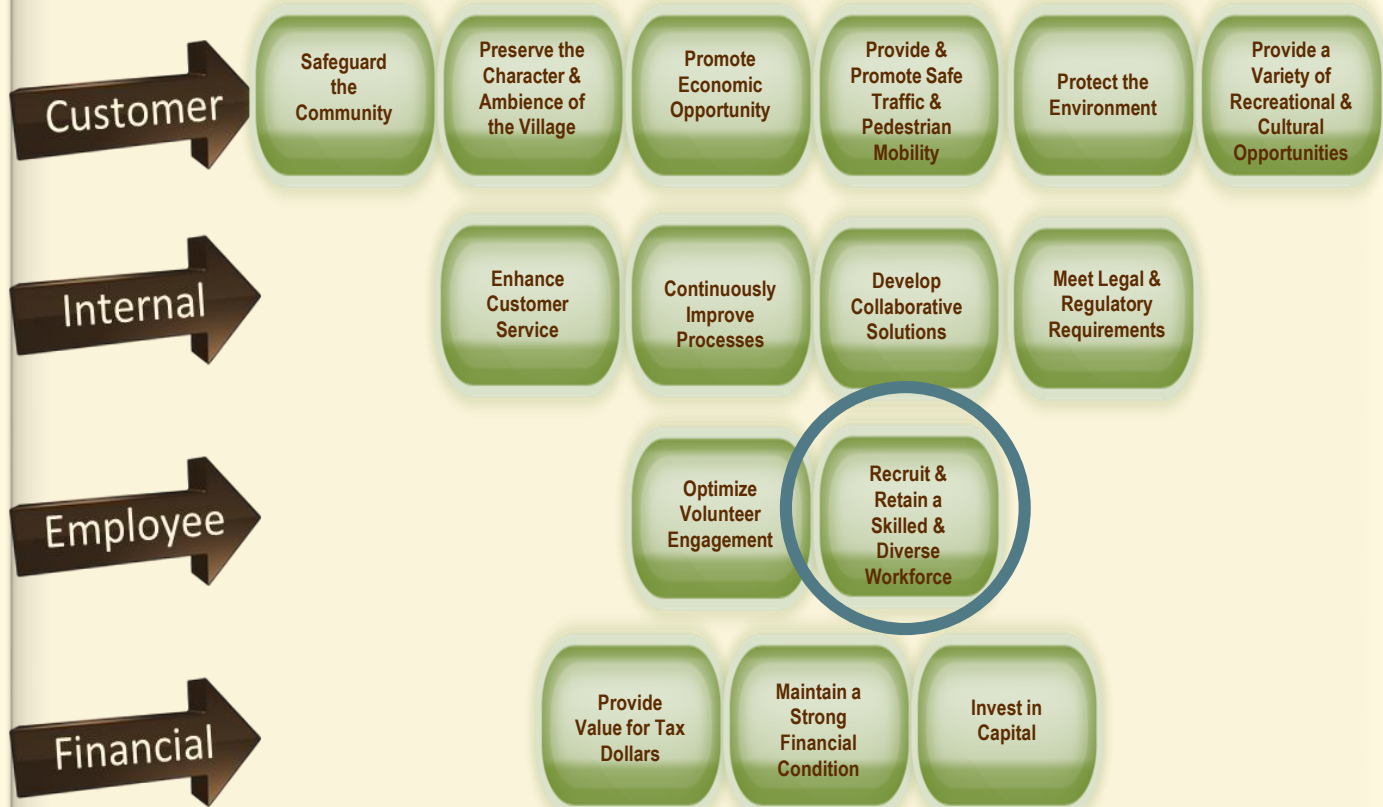
EVENTS COMING SOON!
Hosted by the VOP Wellness Committee





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Village FY 2015 Strategic Objectives



History, Charm, & Southern Hospitality



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Strategic Objective

Recruit and retain a skilled and diverse workforce



Performance Measure

97% of employees who agree that the VOP workplace ensures workplace health and safety



STATE OF THE VILLAGE MEETING

Council's Areas of Focus for FY 2015



Customer

**Preserve the
Character &
Ambience of
the Village**

**Promote
Economic
Opportunity**

**Provide & Promote
Safe Traffic &
Pedestrian Mobility**

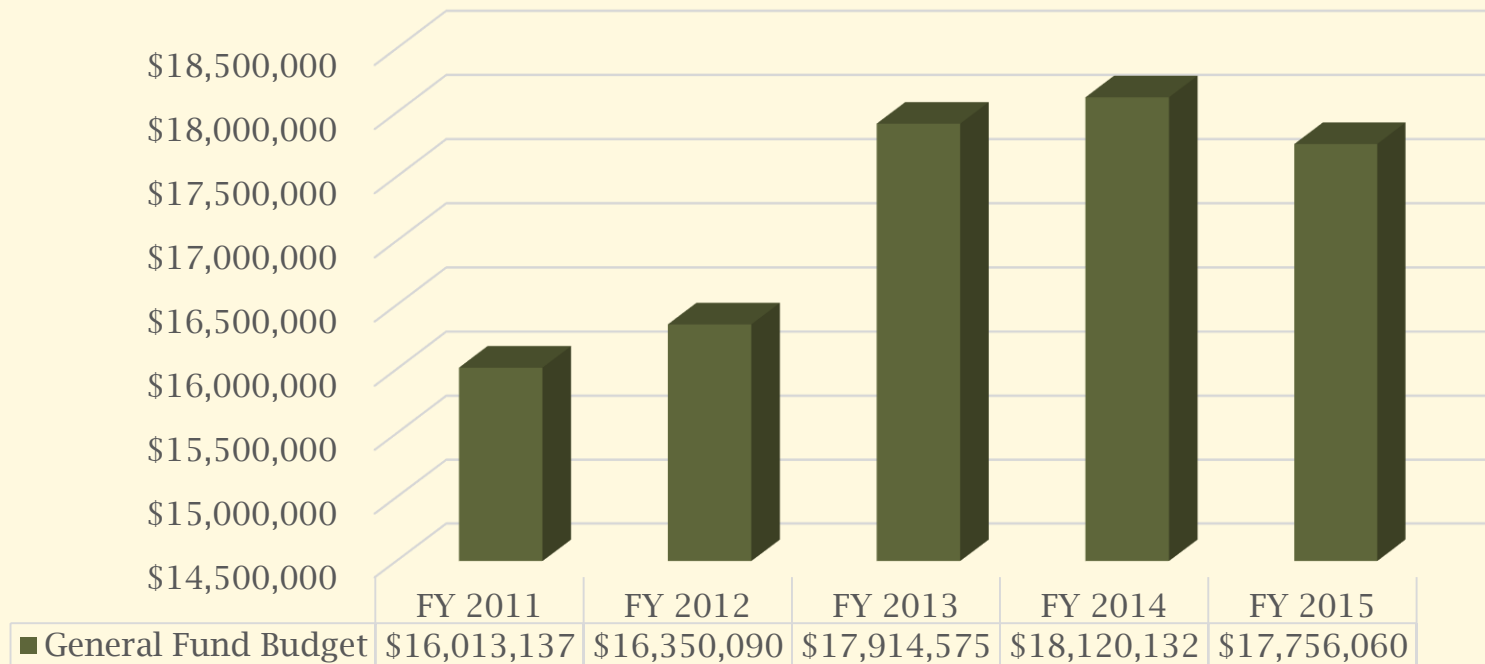
**Provide a Variety
of Recreational &
Cultural
Opportunities**



STATE OF THE VILLAGE MEETING

2015 Budget and CIP

\$17.7 million budget; down 2% from 2014

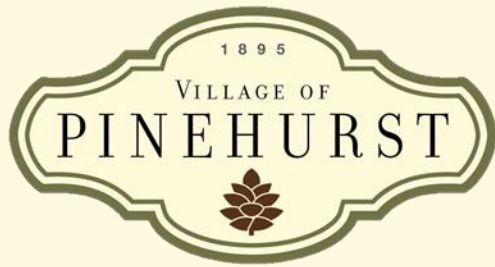




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2015 Budget and CIP

- Maintains tax rate of \$0.28 per \$100 valuation
- Project using \$1.7 million of fund balance, or savings
- Maintains fund balance of 37% of expenditures
- Funds merit pay increases of up to 2%



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2015 Budget and CIP

- Total capital spending of close to \$1,974,400, down 15%
- Significant capital outlays include:
 - HWY 211 sidewalks and enhanced light posts
 - 4x4 Loader in Streets & Grounds
 - Automated solid waste truck
 - Storm drainage projects
- Total capital spending of \$7,895,900 in 5-year CIP; no major capital projects planned



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Administrative Policies for Volunteers

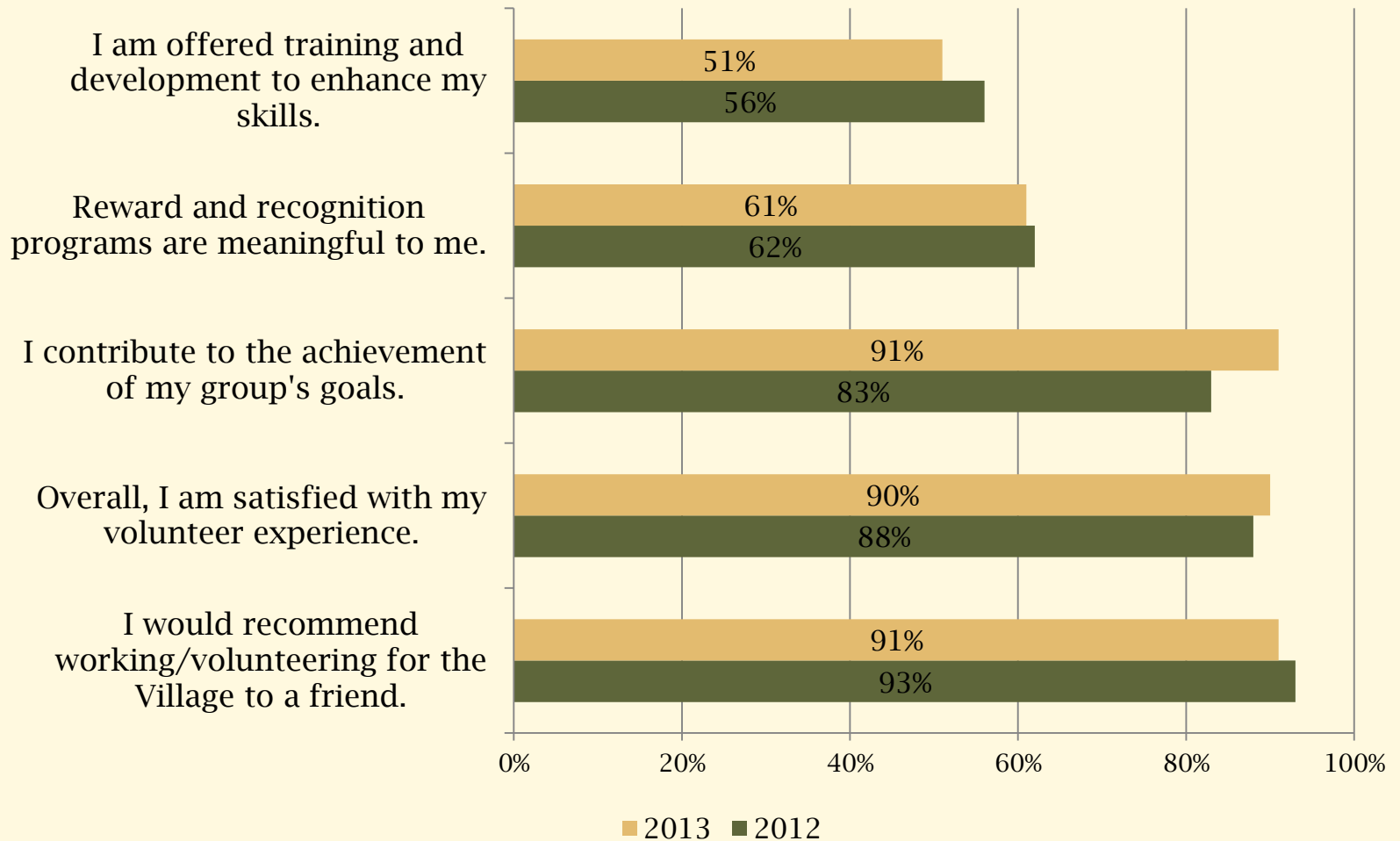
- **Ethics Policy**
 - To promote and demand the highest standards of ethics from each Village employee and volunteer
 - Annual acknowledgement
- **Purchasing Policy**
 - To enable the Village to obtain needed materials, equipment, supplies and services efficiently and economically
- **External Communications Policy** *Coming soon!*





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2013 Volunteer Survey Key Results





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We Are Recruiting Volunteers!

Are you interested in getting more involved?

Do you know someone who may want to volunteer for the Village of Pinehurst?

Pick up a Volunteer Application on the back table today!





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Reminders:

✓ Complete Ethics Policy Acknowledgement for FY 2015

✓ Volunteer Survey

Please complete this as soon as possible. We use this survey to measure our performance! All survey responses are due no later than Friday, October 11.



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We Want Your
Feedback



*Please complete a feedback postcard
today and drop it in the basket by
the door.*



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Thank You for being a
Village of Pinehurst Volunteer!

Please join us on the Volunteer
Walkway for refreshments.