



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.

VALUES

Service
Initiative
Teamwork
Improvement

State of the Village Meeting Agenda November 2017

- I. Welcome and Introductions**
 - a. New Employees and Volunteers
- II. Mission, Vision, Values**
- III. Public Trust/Ethics**
- IV. FY 2017 Year In Review**
- V. FY 2018 Strategic Operating Plan**
- VI. Employee and Volunteer Input for FY 2019 SOP**
- VII. Workplace Topics**
 - a. Two-Way Communication Follow-Up
 - b. Idea Box Usage
 - c. Workplace Safety
 - d. 2017 Workforce/Volunteer Survey Results
- VIII. Feedback/Refreshments**





FY 2018 Balanced Scorecard Goals

Customer

Safeguard the
Community

Ensure an
Attractive
Residential
Community

Ensure a
Thriving
Business
Community

Provide Multi-
Modal
Transportation
Systems

Protect the
Environment

Maintain an
Active, Healthy
Community

Internal

Professionally
Manage a High
Performing
Organization

Workforce

Attract & Retain
an Engaged
Workforce

Financial

Maintain a
Healthy
Financial
Condition

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for residents, businesses, and visitors.**