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NOVEMBER 2017 • VOLUME: 30 - ISSUE: IV



History, Charm, and Southern Hospitality

Holiday Closings

November 23 & 24 Thanksgiving
December 22 & 25 Christmas
January 1 New Year's Day
January 15 Martin Luther King, Jr. Day

The "One and Done" solid waste collection maps and calendars are posted on the Village website at www.vopnc.org/solidwaste.

VOP Logo Merchandise

VOP logo merchandise is available for purchase in the Welcome Center located inside the Theatre Building, 90 Cherokee Road. Show your Village of Pinehurst pride by picking up a bumper sticker, hat, license plate, or water bottle! Also, beginning December 1, we are offering the first ever Village of Pinehurst Christmas ornament painted by local artist Jane Ellen Tercheria. These will make perfect gifts or keepsakes. For questions, contact Melissa Holt at 910-295-1900 or mholt@vopnc.org.

Village Code Reminder

Unlicensed vehicles must be stored in a fully enclosed, permanent structure at all times. The Village also regulates abandoned, junked and nuisance vehicles located in both the Village-owned right-of-way, as well as on private property. If you spot a vehicle that meets these definitions, contact the Police Department (910-295-3781) for vehicles in the right-of-way or the code enforcement officer (910-295-1900) for vehicles on private property.

Parks and Recreation Spotlight

Don't let the winter blues set in this season! Check out our indoor fitness classes, programs, and trips to help keep you active. We also have Holiday Hoops Open Gym and the Pinehurst Wiffleball League coming soon. For more information or to register, please visit pinehurstrec.org. You may also contact the Parks and Recreation Department at 910-295-2817 or email us at parksandrec@vopnc.org.

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.

Pinehurst Christmas Tree Lighting



The Village of Pinehurst invites you and your loved ones to kick off the holiday season at the Village of Pinehurst's annual Christmas Tree Lighting on Friday, December 1, 2017. Gather at Tufts Memorial Park in the Village Center for holiday activities from 5:00 p.m. – 7:30 p.m. and make sure you don't miss the tree come to life at 6:30 p.m. Fill the streets with celebration as we come together and enjoy live music performances, hay rides, and the highly-anticipated arrival of Santa. Admission is free and food and beverages will be available for purchase. Kirk Tours will offer free shuttle service from Village Hall to our downtown in order to make parking easier while getting you safely to and from the event.

This marks the third year that the Village of Pinehurst will be collecting canned goods and non-perishable food items for the Food Bank of Central & Eastern North Carolina (Sandhills Chapter). Please help spread holiday cheer for those less fortunate by participating in our food collection.



For more information, please contact Megan McDonald, Special Events Coordinator, at 910-295-8656 or mmcdonald@vopnc.org. We hope you join us to celebrate this iconic Pinehurst tradition!

Village of Pinehurst Christmas Ornament



For the first time ever, the Village of Pinehurst has produced a collectible Christmas ornament! Featuring the work of local artist Jane Ellen Tercheria, the ornament serves a dual purpose: to commemorate the Fair Barn's 100th anniversary and to showcase the unique charm that the Fair Barn brings to our Village. The ornament will make its grand debut at our annual Tree Lighting on December 1 for \$12 each. After the Tree Lighting, ornaments will be available for purchase at the Welcome Center year-round.

This ornament will make a great keepsake or holiday gift for those you love, so stop by the Welcome Center in December and pick up one (or two)! For questions, contact Melissa Holt at 910-295-1900 or mholt@vopnc.org.

Fire Department Life Safety Achievement Award

The Pinehurst Fire Department was recently presented with a Life Safety Achievement Award for its fire prevention accomplishments in 2016 by the National Association of State Fire Marshals (NASM) Fire Research and Education Foundation. For the 14th consecutive year, the Pinehurst Fire Department is one of 160 fire departments across the United States to receive the award for recording zero fire deaths in 2016 or reducing fire deaths by at least 10 percent during the year. In addition, award recipients documented active and effective fire prevention programs as well as a clear commitment to reducing the number of house fires in the community.

Please join the Village of Pinehurst in congratulating Fire Chief Carlton Cole, Deputy Fire Chief Floyd Fritz, and the entire Pinehurst Fire Department on this accomplishment.

Streetscape Enhancements

The Village of Pinehurst recently completed a streetscape enhancement for the small commercial node around McCaskill Road and McIntyre Road. This area is situated across the street from the Village's Public Services complex and includes businesses such as Linda's Pinehurst Café, The Tater Barn, Pinehurst Pizza and Maxie's.

The streetscape enhancements involved adding brick sidewalks, decorative street lamps, brick curbing and landscaping with the intent of enhancing the appearance of that area to more closely resemble the downtown area. Over the last several years, the Village has expanded the brick sidewalk and enhanced landscaping on Dogwood Road and along Community Road to bridge all of these commercial areas with downtown in both pedestrian connectivity and visual appearance.



Shop Locally on Small Business Saturday

November 25 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 to shop locally, those who make purchases in Village Center shops on November 25 will be eligible to win a gift basket filled with items from Village of Pinehurst businesses. Simply bring your proof of purchase to the Welcome Center on November 25 between 10:00 a.m. and 4:00 p.m. to be entered into the gift basket drawing.



Village of Pinehurst
395 Magnolia Road
910.295.1900
Business Hours: 8:30 am - 5:00 pm
www.vopnc.org
www.facebook.com/vopnc
Twitter: @VOPNC
Melissa Holt: mholt@vopnc.org

Upcoming Events:

November 18: FirstHealth Pinehurst Turkey Trot at The Village Arboretum

November 30: Backpack Pals Christmas Spectacular at the Fair Barn

December 1: Christmas Tree Lighting at Tufts Memorial Park

March 17: St. Patrick's Day Parade in the Village Center

FY 2017 State of the Village Report



The FY 2017 State of the Village Report indicates the Village successfully accomplished several key objectives and overall exceeded the FY 2017 goals set forth by the Village Council. Each year, the Village establishes annual goals and objectives to ensure we achieve the Village Mission to “Promote, enhance, and sustain the quality of life for residents, businesses, and visitors.”

This year, 99% of residents and 99% of businesses rate the overall quality of life in the Village as excellent or good.

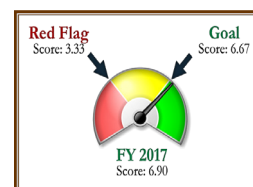
Using the Baldrige Performance Excellence Framework, we have successfully embedded a culture of continuous improvement to better serve our customers. Since adopting the Baldrige Framework in 2013, the Village has seen improved resident satisfaction levels in 80% of service areas and currently exceed the National averages in 48 out of 50 service areas, or 96%. In addition, the Village has achieved the highest national satisfaction ratings among our benchmark group over the last five years in 11 different areas.

Each year, the Village undertakes multiple initiatives aimed to enhance satisfaction levels as measured in the annual Community and Business Surveys. This year, we accomplished 15 different initiatives and our residents and businesses continue to indicate

high satisfaction levels with the vast majority of Village services. Just like keeping score in a ballgame, the Village routinely monitors its “score” relative to nine key community goals stated on the Village’s Balanced Scorecard:

1. Safeguard the Community
2. Ensure Pinehurst is a Premier Residential Community
3. Ensure a Thriving Business Community
4. Provide Multimodal Transportation Systems
5. Manage Solid Waste Collection
6. Maintain an Active, Healthy Community
7. Professionally Manage a High Performing Organization
8. Attract & Retain an Engaged Workforce
9. Maintain a Healthy Financial Condition

Scores are assigned to each goal and shown using red, yellow, or green indicator dials to easily demonstrate achievement of our goals. The “score” identified for each community goal is based on pre-established goals and red flag thresholds. These scores, along with our FY 2017 initiatives, can be found in the FY 2017 State of the Village report on our website at www.vopnc.org/sov2017.



We are extremely proud of our staff’s accomplishments and efforts to continuously improve the efficiency and effectiveness of Village services to promote, enhance, and sustain the quality of life for our customers.

2017 Community Survey Results

This year, Pinehurst residents expressed high levels of overall satisfaction with Village services in the annual Community Survey, with residents rating the Village as the highest in the nation among our benchmark group in five separate areas. The Village Council and staff use these survey results to assess the quality of services provided and identify key community priorities of citizens and businesses. These priorities, along with other information, are used to determine areas for potential service level enhancements each year in the Strategic Operating Plan.

Once again, 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 68 of 85 areas since 2013. In addition, Village residents indicated satisfaction levels above the U.S. average and Southeast Regional average in the vast majority of service areas compared.

This year, Village resident satisfaction levels were the highest levels in the nation in five areas among ETC surveyed communities under 50,000 in population:

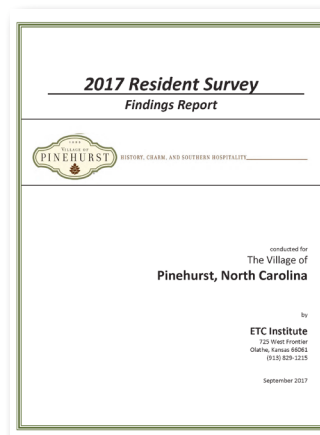
1. 95% satisfaction with the overall image of the Village
2. 92% satisfaction with the Village’s efforts to prevent crime
3. 90% satisfaction with the number of Village parks
4. 89% satisfaction with overall maintenance of Village streets

5. 89% satisfaction with curbside recycling services

High priorities for improvement that were identified in the 2017 Community Survey based on resident importance and satisfaction levels included:

- Level of involvement in local decisions
- Street and right-of-way maintenance
- Efforts at maintaining quality of neighborhoods
- Adequacy of street lighting
- Availability of sidewalks and pedestrian facilities

Jason Morado, Project Manager with ETC Institute, presented the findings of the Community Survey to the Village Council at their September 26th meeting. The 2017 Community Survey results can be viewed at www.vopnc.org/surveys and the ETC presentation is included in the September 26, 2017 Village Council Meeting video at www.vopnc.org/videos.



CORNER

The Beautification Committee

Have you noticed how our Village comes alive during the holidays? Our volunteer Beautification Committee has a hand in that! The Pinehurst Beautification Committee seeks to enhance public spaces and right-of-ways within the Village limits while building collaborative partnerships with other organizations to beautify the community. They are also known for enhancing the Christmas decorations within the historic Village Center, partnering with downtown businesses for festive storefront décor. In collaboration with Village staff, the Beautification Committee orchestrates the arrangement of the Christmas tree clusters, 90 swags, 100 wreaths, thousands of white lights, and the beautiful Village Christmas tree located in Tufts Memorial Park. Thank you, Beautification Committee, for making this a beautiful place to live during the holidays and year-round.

Would you like to be a part of keeping the Village beautiful? For more information on volunteering or to apply, go to www.vopnc.org/volunteer or contact Village Clerk Lauren Craig at lcraig@vopnc.org or 910-295-1900.



Village Council Meeting Dates

- December 12, 2017 - Regular Meeting
- January 9, 2018 - Work Session
- January 23, 2018 - Regular Meeting
- February 13, 2018 - Work Session
- February 27, 2018 - Regular Meeting
- March 13, 2018 - Work Session
- March 27, 2018 - Regular Meeting

This schedule is subject to change, so be sure to visit www.vopnc.org for an up to date meeting schedule. All Work Sessions and Regular Meetings are held at 4:30 p.m. in the Assembly Hall at Village Hall, 395 Magnolia Road and are open to the public. All Council meeting agenda packets are posted at www.vopnc.org/agendas five days in advance of the meetings. Videos of Council meetings are also posted at www.vopnc.org/videos within 24 hours of the meetings.

Welcome New Village Employees

- Adrian Honeycutt, Maintenance Worker
- Eric Garner, Grounds Specialist
- Kyle Stetson, Police Officer
- Liz Zerby, Welcome Center Coordinator
- Megan McDonald, Special Events Coordinator
- Somer Southers, Field Supervisor
- Thomas Hinline, Reserve Police Officer

Volunteer Today

Have you considered becoming a volunteer for the Village of Pinehurst? Opportunities range from assisting at special events, becoming an ambassador at the Welcome Center, to serving on boards and committees. Complete an application at www.vopnc.org/volunteer or contact Lauren Craig, Village Clerk, at 910-295-8644 or lcraig@vopnc.org to learn more.

Solid Waste Reminder

Hazardous wastes such as wet paint, chemicals, automotive fluids, and pesticides should not be put into VOP solid waste carts as they can be dangerous to both Solid Waste staff and residents. However, paint cans can be thrown away with your regular solid waste as long as both the paint and the can are completely dry.

Given Memorial Library and Given Outpost News

The Given Memorial Library, in partnership with the Sandhills Woman’s Exchange, presents *Light Up the Night: Hanukkah & Christmas Traditions and Legends* with Dolores Muller and Joyce Rheeling on Tuesday, December 12th. The festivities will be held at the Given Outpost & Book Shop, 95 Cherokee Rd, Pinehurst. The mixer starts at 5:30 p.m. with the program to follow at 6:30 p.m. Tickets are \$25 and will be available at the Given Memorial Library and the Sandhills Woman’s Exchange.

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 Facebook, Twitter, and Instagram. Visit the Village website at 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.

