

State of the Village Meeting October/November 2018

SOV Meeting Objectives



Four KEY Objectives:

1. Reinforce our Vision, Mission, & Values
2. Share Direction for the Future
3. Address Workplace Topics
4. Celebrate FY 2018 Achievements

Introductions and Welcome

Village Managers



**Natalie Hawkins,
Asst. Village Manager**



**Jeff Sanborn,
Village Manager**



**Jeff Batton,
Asst. Village Manager**

Welcome to Our New Employees



Beth Dunn,
Administration



Kelly Brown,
Administration



Jennifer Bragg,
Administration



Jeanie Bryce,
Finance



Stephanie Goodrich,
Planning & Inspections



Emily Zalzneck,
Parks & Recreation



Tanya Nicely,
Public Services



Christopher Sweet,
Harness Track



William Byers,
Fire



Joseph Simpson,
Police



Jenelle Mick,
Fair Barn



Holly Neal,
Fair Barn



Malorie Wolf,
Fair Barn

Welcome to Our New Volunteers



Marcey Katzman,
Welcome Center



John Taylor,
Historic Preservation
Commission



Theresa Corbe,
Welcome Center



John Root,
Welcome Center



Carol Henderson,
Welcome Center



Nancy Donahue,
Welcome Center



Joel Shriberg,
BOA/P&Z



Mark Parson,
Historic Preservation
Commission



Sharon Widing,
Welcome Center



Jeremy Hooper,
BOA/P&Z



Darlene Schultz,
Welcome Center

Vision, Mission, & Values

Vision, Mission, and Values – FY 2019



VALUES

Initiative
Teamwork
Service
Improvement

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.

Public Trust/Ethics

Public Trust & Ethics



- Each action you take can either instill or diminish public trust
- Do what is right, especially when others aren't looking



Major Community Topics

Major Community Topics



- Temporary Pinehurst Elementary School
- Extraterritorial Jurisdiction (ETJ) Expansion
- Given Memorial Library
- Community Center
- Transportation Improvements:
 - Traffic Circle
 - Western Connector discussion
 - Highway 5

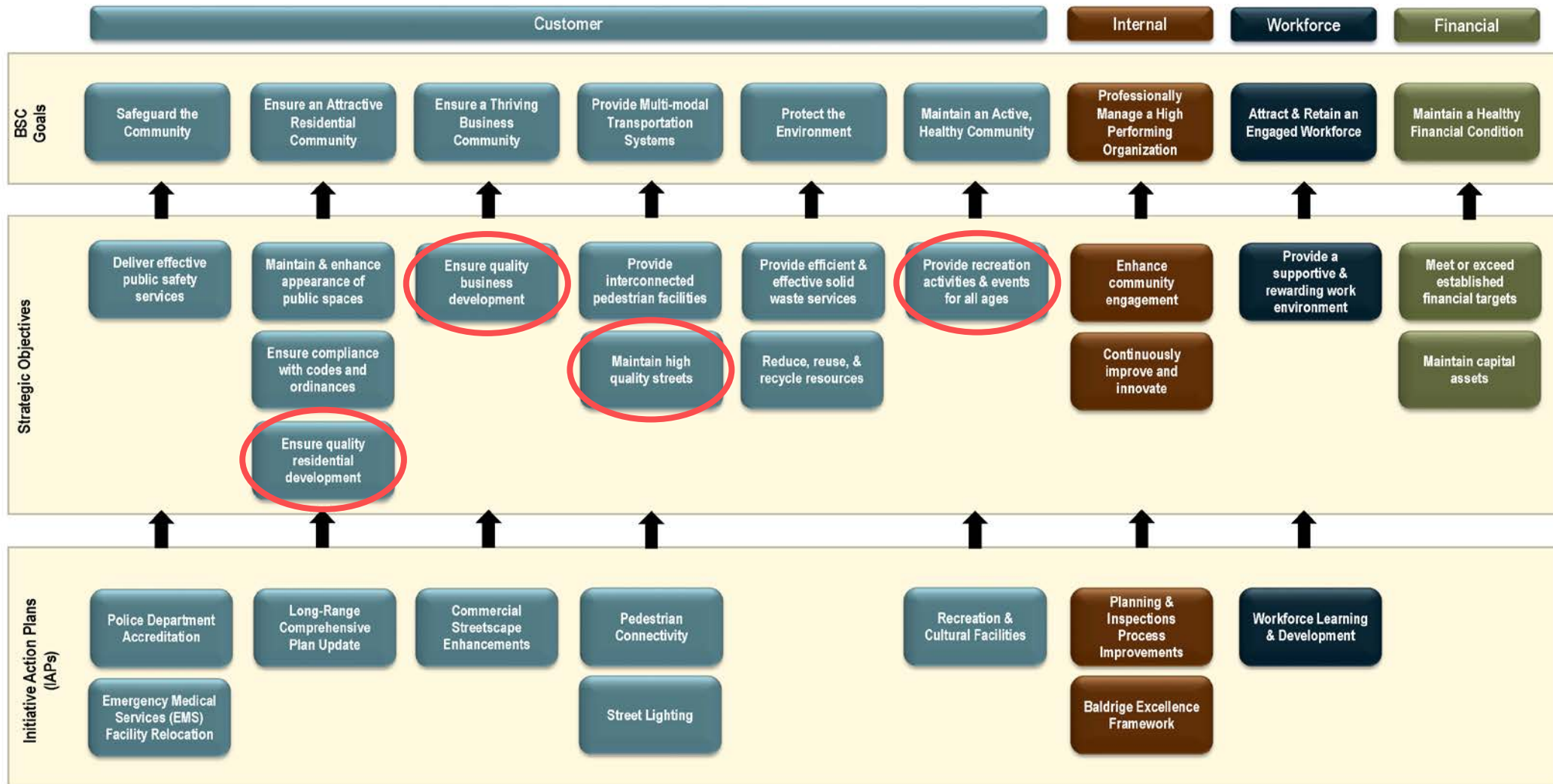
Strategic Direction



FY 2019 VOP Strategy Map

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

Mission: To promote, enhance, and sustain the quality of life for residents, businesses, and visitors.



Service 🌿 Initiative 🌿 Teamwork 🌿 Improvement

Safeguard the Community

Police Department Accreditation (FY 2019 - 2020) – Implement law enforcement standards of the Commission on Accreditation for Law Enforcement Agencies (CALEA) and apply for accreditation.

EMS Facility Relocation (FY 2019 - 2020) – Partner with Moore County to establish an EMS base at Fire Station 91 in Rassie Wicker Park; construct a segregated additional bay, enter into a lease arrangement, and assume ownership of the existing EMS base.



FY 2019 Action Plans



Ensure an Attractive Residential Community

Long-Range Comprehensive Planning (FY 2019 - 2020) ^{AOE} - Conduct a 10 year update to the Village's Comprehensive Long Range Plan.



Ensure a Thriving Business Community

Commercial Streetscape Enhancements (FY 2020 - 2023) – Expand brick sidewalks, decorative street signs and lamps, benches, decorative trash receptacles, on street parking, and other related infrastructure to the redevelopment area north of the Village Center. This area includes Magnolia Road and McCaskill Road.



Provide Multi-Modal Transportation Systems

Pedestrian Connectivity (FY 2021 - 2023) AOF - Construct approximately 1 mile of pedestrian facilities in the each of the three years following the adoption of the Long-Range Comprehensive Plan.

Street Lighting (FY 2019 - 2023) AOF - Install approximately 20 street lights in neighborhoods each year to address high resident dissatisfaction with the adequacy of street lighting.



FY 2019 Action Plans



Maintain an Active, Healthy Community

Recreation & Cultural Facilities (FY 2019 - 2023) ^{AOF} - Construct a new Community Center in FY 2019-2020; renovate the Rassie Wicker Park playground; make parking improvements at Cannon Park; and develop a master plan for West Pinehurst Community Park.



FY 2019 Action Plans



Professionally Manage a High Performing Organization

Planning & Inspections Process Improvements (FY 2019) – Implement recommendations of the P&I BIRDIE team, including new software and other process improvements.



Baldrige Framework (FY 2019-2021) – Continue to use the framework and prepare an application for the National Malcolm Baldrige Quality Award in FY 2020.



- Seeking your input again into the Strategic Operating Plan (SOP):
 1. What external trends do you see on the five-year horizon that could impact your service delivery or quality (i.e. things happening outside of the organization)?
 2. What should we change or do differently to better serve our customers?
- Last year, some ideas from employees and volunteers that were funded or improved:
 - Moisture wicking summer shirts for Public Services, B&G, Harness Track, and P&R
 - New equipment for Public Services and B&G
 - Increased funding for Fleet Maintenance staff training and fleet diagnostic tools
 - Addition of a K-9 unit in the Police Department and changes to officer event pay
 - A Beautification Committee litter pickup campaign

Workplace Topics

Workforce Topics



- COLA/Merit changes:
 - Based on your feedback, we implemented a cost of living (COLA) pay increase this year and changed our compensation policy
 - Merit pay increases are no longer determined automatically; department heads recommend amount and Village Managers review/approve
- Benefits:
 - Utilizing same medical, dental, and vision providers as last year; we evaluated expanding the network this year, but it was cost prohibitive
 - Open Enrollment Meetings are scheduled for November 14 & 15
 - Will evaluate our benefit package comprehensively in FY 2019

Workforce Topics



- Changes to Champion's Club Award Program:
 - Based on your feedback we have changed the nomination criteria; now based on demonstration of VOP Core Values
 - Clarified the scoring guidelines
 - Increased employee quarterly financial awards

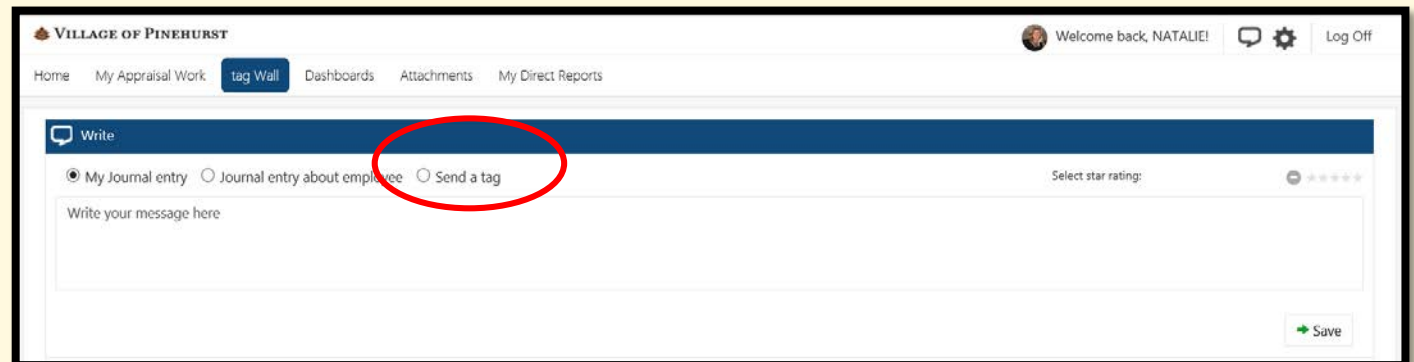
Award Category	Min Score and <u>NEW</u> \$ Award	Min Score and <u>OLD</u> \$ Award
BIRDIE	2.50 - \$195	2.50 - \$150
EAGLE	3.25 - \$325	3.25 - \$250
ACE	3.75 - \$650	3.75 - \$500



Workforce Topics



- We have simplified emPerform reviews for FY 2019, based on your feedback:
 1. Individual Goals
 2. Four Core Values
 3. Job Specific Competencies
 4. Leadership Competencies (if a supervisor)
- Be sure to use the Tag Wall to thank or recognize a co-worker for a job well done!



Workforce Topics



- TOPS training – ALL employees are required to participate in at least one class in each category each fiscal year:
 1. Customer Service/Communication
 2. Leadership/Management
 3. Safety/Compliance
 4. Technology
- Next year, failure to complete required training may impact your annual merit increase
- Will implement software in FY 2019 to facilitate access to course material and ability to track completed training

Workforce Topics – Idea Box



- Have received almost 40 ideas for improvement in last 2 years
- Key improvements made last year as a result of idea submissions:
 - Invited retired employees to our Holiday Luncheon
 - Enrolled in the Presidential Volunteer Service Award program
 - Displayed large scale plans of pending projects in Village Hall
 - Provided name plates for Village Hall front desk staff
 - More consistent use of microphones for taped TOPS training
- Some ideas we will evaluate:
 - Changes to the premium pay policy
 - Changes to the travel policy
 - Changes to years of service recognition



Workforce Topics – Workplace Safety



Will continue quarterly emergency drills – May be unannounced

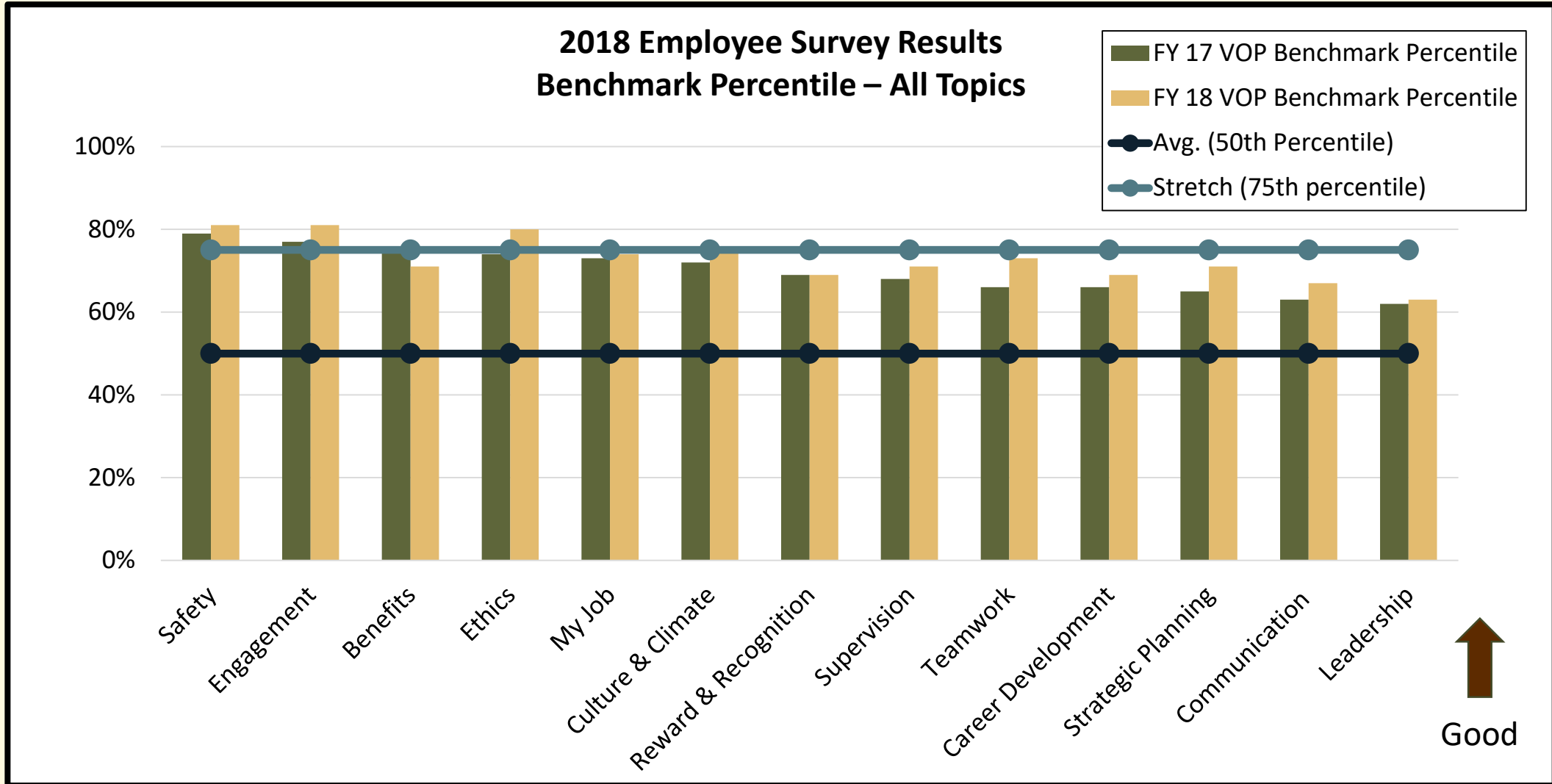
EMERGENCY RESPONSE GUIDE—VILLAGE HALL

FIRE	SEVERE WEATHER	MEDICAL EMERGENCY	ACTIVE SHOOTER
<p>If fire or smoke is discovered,</p> <p>Step 1: Activate the fire alarm by pull station and evacuate the building.</p> <p>Step 2: Assist any visitors and other staff in moving to the designated evacuation area: The lawn area between the Village Hall and Fire Station.</p> <p>Step 3: Assigned individual calls 911.</p>	<p>If a tornado warning is issued for our area,</p> <p>Step 1: Dial #4986 and make the announcement below using the term "TORNADO WARNING".</p> <p>Step 2: Dial #4988 and repeat the announcement using the term "TORNADO WARNING".</p> <p>Step 3: Stay calm and assist visitors and other staff in moving to the safe area: Basement—in the vault, or at the bottom of the interior stairwell.</p> <p>Step 4: Use "head tuck" position when appropriate. Remain in shelter until it's safe.</p>	<p>If a medical emergency occurs,</p> <p>Step 1: Call 911</p> <p>Step 2: Dial #4988 and make the announcement below using the term "MEDICAL EMERGENCY" to notify your building's emergency response staff.</p> <p>Step 3: Locate the nearest AED and/or 1st aid kit and provide care if properly trained.</p>	<p>If there is a threat of violence or an active shooter,</p> <p>Step 1: Dial #4986 and make the announcement below using the term "CODE ARMSTRONG".</p> <p>Step 2: Dial #4988 and repeat the announcement below using the term "CODE ARMSTRONG".</p> <p>Step 3: Initiate building lockdown and silence cell phones.</p> <p>Step 4: RUN—HIDE—FIGHT</p>
<p>SLOWLY AND CLEARLY STATE THE ANNOUNCEMENT BELOW:</p> <p>Attention, Attention, Attention, there is a _____ for your building. Implement Emergency Action Plans for staff and visitors immediately.</p> <p>All Call—Dial #4986 Building Only - Dial # 4988</p> <p>IN AN EMERGENCY, DIAL 9 AND THEN 911</p> <p>Remain calm. State your address (395 Magnolia Road) and specific location. Answer the operator's questions.</p>			

RUN/ESCAPE
IF POSSIBLE
 HIDE
IF ESCAPE IS NOT POSSIBLE
 FIGHT
ONLY AS A LAST RESORT



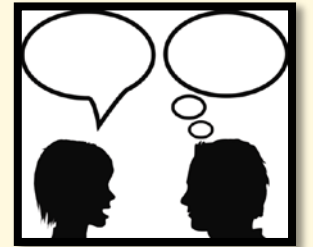
2018 Employee Survey Results



2018 Employee Survey Results



- Overall improvement in employee survey results
- Top 7 strengths and areas for improvement, based on ratings and benchmark comparisons:



Strengths	Areas to Address/Improve
1. Employees want to do a good job	1. Management to follow through on promises
2. VOP encourages employee safety	2. Fair performance evaluations
3. VOP does not discriminate	3. Management communication
4. Employees recognize their role in our success	4. Health insurance benefits
5. Employees understand what is expected of them	5. Management to use employee feedback to improve
6. Employees are encouraged to do the right thing	6. Amount of workload
7. VOP is a safe place to work	7. Encouragement for professional development

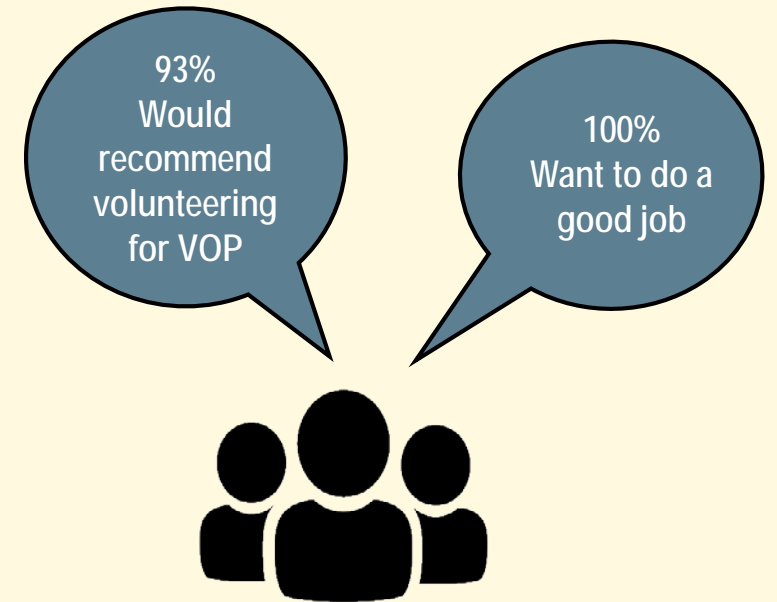
2018 Volunteer Survey Results



Key Results from 2018 Volunteer Survey:

- Overall high levels of volunteer satisfaction
- Top four strengths and areas to improve:

Strengths	Areas to Address/Improve
VOP treats volunteers fairly and with respect	Effective two-way communication
Volunteers feel safe and supported	Use volunteer feedback to improve the organization
Volunteers want to do a good job for the Village	Committees/groups functioning as a team
Satisfaction with the volunteer role	Encouraging volunteers to be an active participant in the change process



FY 2018
Year In Review

FY 2018 Year End Results



This year, we exceeded our FY 2018 Balanced Scorecard goals



Red Flag
3.33

Goal
6.66



7.51
Overall FY 2018 Score

FY 2018 Year in Review Video



FY 2018 Year in Review

FY 2018 Year in Review



The Village is a *High Performing Organization*:

- ✓ **Highest** national satisfaction ratings of our benchmark group in 11 areas in the last 6 years - **7 areas in FY 2018 alone**
- ✓ Exceed 50 of 53 US average satisfaction ratings
- ✓ Improved resident satisfaction in 88% of service areas since 2013
- ✓ High levels of workforce engagement
- ✓ Excellent financial condition



We are a *High Performing Organization* because we have instilled a culture of continuous improvement at the Village

Feedback

Did we accomplish today's four KEY objectives?

1. Reinforce our Vision, Mission, & Values
2. Share Direction for the Future
3. Address Workplace Topics
4. Celebrate FY 2018 Achievements

What feedback or questions do you have?

Don't forget to complete your feedback cards!!

THANK YOU
for your service!

