ORDINANCE #22-20:

AN ORDINANCE AMENDING THE ORDINANCE APPROPRIATING FUNDS FOR OPERATIONS OF THE VILLAGE OF PINEHURST FOR FISCAL YEAR 2023, REGARDING REVENUES AND EXPENDITURES OF THE GENERAL FUND FOR THE VILLAGE OF PINEHURST, NORTH CAROLINA (TRAFFIC CIRCLE PLANTINGS)

THAT WHEREAS, the North Carolina Department of Transportation (NCDOT) has historically coordinated and funded the seasonal plantings at the traffic circle located in Pinehurst; and

WHEREAS, the NCDOT notified the Village of Pinehurst that due to state departmental budgetary constraints, it will not be funding the scheduled fall and spring plantings during FY 2023; and

WHEREAS, the Village of Pinehurst desires to complete these projects this fiscal year; and

WHEREAS, funding for these planting projects was not included in the FY 2023 Budget when originally adopted;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina, in the regular meeting assembled this 25th day of October 2022, as follows:

SECTION 1. To amend the FY 2023 General Fund budget with regard to revenues and expenditures, the revenue and expenditure accounts are to be changed as follows:

Account No.	Account Name	Debit	Credit
10-20-420-5300	Contracted Services	$20,000	
10-00-190-3905	Fund Balance Appropriated		$ 20,000

SECTION 2. Copies of this budget amendment shall be furnished to the Clerk to the Village Council, Village Manager, and Financial Services Director for their direction and implementation.

THIS ORDINANCE passed and adopted this 25th day of October, 2022.

VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
John C. Strickland, Mayor

Attest:

_____
Kelly Chance, Village Clerk

Approved as to Form:

_____
Michael J. Newman, Village Attorney

DRAFT

Council Member to Report	Partners & Collaborators
John Strickland	Convention and Visitors Bureau
	FirstHealth
	*Moore County, NC - Rotating
	Moore County Transportation Committee
	NCDOT/TARPO
	*Neighborhood Advisory Committee - Rotating
	*North Carolina - Rotating
	Partners in Progress
	Pinehurst Resort
Patrick Pizzella	*Moore County, NC - Rotating
	NCDOT/TARPO
	*Neighborhood Advisory Committee - Rotating
	*North Carolina - Rotating
	Partners in Progress
	Tri-Cities Work Group (Pinehurst, So. Pines, Aberdeen)
Jane Hogeman	Beautification Committee
	Chamber of Commerce
	*Moore County, NC - Rotating
	*Neighborhood Advisory Committee - Rotating
	*North Carolina - Rotating
	Pinehurst Business Partners
	Tri-Cities Work Group (Pinehurst, So. Pines, Aberdeen)
Lydia Boesch	Bicycle and Pedestrian Advisory Committee
	Convention and Visitors Bureau
	*Moore County, NC - Rotating
	*Neighborhood Advisory Committee - Rotating
	*North Carolina - Rotating
Jeff Morgan	FirstHealth
	*Moore County, NC - Rotating
	Moore County Schools
	*Neighborhood Advisory Committee - Rotating
	*North Carolina - Rotating
	Triangle J. COG

2022 Village of Pinehurst Community Survey

Open-Ended Comments

Presented to the Village of Pinehurst, North Carolina

October 2022

ETC INSTITUTE

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Q13-7 [Other] Please check each of the following reasons that prevent you from shopping/dining regularly in the Village Center (downtown) more often.

- age
- being poorly treated by snobbish employees/owners
- covid
- covid
- covid
- crowds/covid
- Don't eat out very often but if I do, I almost always eat at Pinehurst restaurants
- driving there
- Elderly and health issues the last few years have kept us home a good amount of time the last couple of years.
- Food is not great to be honest.
- hours of operations
- husband is not well, don't get out much
- I don't think of it as a destination for dining. I'm concerned for crowds.
- I have no one to eat with, my husband passed away
- inflation taken dining out
- just moved here, still getting around
- lack of accessibility- wheel chairs lack of accessible parking
- Lack of dining options
- lack of diversity in food/drink
- Lack of multi-functional co-working spaces for self-employed and remote workers. The Given Outpost should turn the upstairs "conference room" (which has been unused for many months) into a co-working space.
- lack of quality
- Lack of restaurants
- lack of stores
- limited choices downtown
- Local residents shouldn't have to pay resort tax.
- mediocre quality of food
- Mostly family schedules.
- mostly shop on line at home
- my availability
- Need more dining options.
- no after dinner options
- no dining options for children
- no reason to go to Village center
- not enough retail
- parking garage, toy store

- quality and number of shops
- quality/variety of dining
- Retail spaces within the Village are sparse and a very poor selection. Too many offices and businesses that do NOT promote foot traffic, browsing and shopping for the hundreds of thousands of visitors/tourists every year. This is EXTREMELY vital to the enjoyment and overall image of the Village.
- save dollars by eating at home, discount dining @ PCC
- single mom- life is very busy
- Single Retiree
- Too many banks/ realtors, etc. Not enough shopping/ dining for the effort of parking/ walking to downtown. Seems more geared to window shopping vs things to actually purchase. Downtown Southern Pines ends up being where we head for a downtown shopping or dining experience, unfortunately.
- too many realtors, poor dining
- virus / masks
- Women's clothing merch targeted to preppy tourists. (Think Lilly Pulitzer). I love Lilly Pulitzer but would like to see more variety based on contemporary styling. Lack of inclusive sizing.
- work schedule
- working a lot

Q14a-10. [Other] *If you answered "No" to either part of Question 14*, please CHECK ALL of the following reasons that prevent you from using the Given Memorial Library/Tufts Archives.

- book clubs, writing groups
- busy with other activity
- caregiver for my husband
- children's section is lacking
- covid
- covid
- covid
- covid
- Covid - love visiting both areas otherwise
- covid
- did not need to use it in last yr. Use "Libby"
- Did not receive the best reception at the library for children. It seemed that they were not very child friendly when we were getting library cards.
- Do not have a need to go
- Don't really think about going there.
- glad it's there & have visited in the past
- Have lived here many years and have been there several times, just not in the past year!
- have not had time
- have not needed
- HAVE NOT NEEDED TO VISIT
- Have plenty of reading material on line.
- have used in the past
- have used in the past
- Haven't felt need to.
- Haven't taken the time to experience either facility yet.
- Haven't been drawn in
- health
- hours too short
- I am busy working
- I have Amazon Kindle and Audible -- and those are just easier for me to use.
- I have been many time in the past
- I have easy access to Sandhills CC library
- I prefer to buy my books
- I use library at Sandhills Community College.
- I use the Sandhill Regional Library System.
- I work long hours and subscribe to Audible for books.
- I'm not reading as much, but think a larger library is a must, sooner rather than later.
- just did not need it this year
- just don't use
- Just don't have a need to use them
- just haven't
- just moved here
- Just Moved here, haven't joined Library

- library where I live
- love the library
- Most everything I need is available online
- musty smell
- My husband can no longer read and retain the meaning. I purchase books.
- my schedule
- New to the area
- Nice facility, very limited reading options. Need funding for current library. Very important need.
- no interest
- no need
- no need
- no need
- no need
- no need
- no need at this time
- no occasion
- No problems
- no reason, use archives
- not enough books
- Not interested
- not interested
- Not interested
- nothing preventing me
- nothing preventing me
- overall attitude of the staff & person in charge
- Pandemic & I forget about going to the library to check out a book to read.
- covid
- Primarily use internet
- read downloadable books
- retired & disabled
- Small book supply
- Small children's selection
- Small selection of new/current books
- The Given Outpost should convert the unused upstairs "conference space" into a multi-functional co-working space for self-employed and remote workers. Also, you need to publicly clarify the relationship between the Tufts Archives, the Given Library & Given Outpost, the Board, and the Village of Pinehurst, and the flow and control of money for each and between each.
- there are other. better options
- This particular facility is not important to me at this time since I can access everything online.
- Thought the libraries were just related to Pinehurst and the Tufts fam. I love libraries!
- timing
- Use of alternative means of obtaining information
- use the outpost often
- Utilize other resources.
- visited in past

- We travel quite a bit and have not had the opportunity to check out the library
- We use the ROAST OFFICE for used books and Amazon or the COUNTRY BOOKSTORE in Southern Pines. Also Kindle and Audio.
- will visit in future
- Work gets in the way

Q32. What are the most important issues facing the Village of Pinehurst today?

- 1) almost everyone says "we love all the trees in the Village" (EXAMPLE: like on Linden Road - near McCaskill & McKenzie Roads).....yet...people are cutting down the trees and planting grass/lawns in front of their homes...and making Pinehurst NOT look like Pinehurst at all - they are making it look like some below-average town in the U.S.--there should be guidelines for ENTIRE VILLAGE...to plant trees along the edge of one's property. 2) ALSO VERY IMPORTANT: the AirBnB Rentals/Vacation Rentals situation: the problem is that the RENTERS can be really noisy!!! In my personal experience, these renters sit outside in the evening - very late into the night - and make LOTS & LOTS of noise...making me not able to enjoy my own home (that's a big problem!). --the Renters' Behavior is problematic and they are making life miserable for full-time residents. --there should be rules & regulations - and we should be able to call the Police - and the Police should be able to respond. --then, there should be consequences for the AirBnB OWNER...so that the OWNERS better educate their renters & better screen their renters.
- 1). Managing storm water runoff in the Village's 15' buffer in front of resident's homes. My property has been severely impacted by street and storm water runoff the Village's streets and buffer zone in front of my house and will cost me thousands of dollars to mitigate the destruction of my property because it is all diverted down the side of my property and is eroding my land and washing it away. 2). Enforce the Village ordinances already in place to hold short term rental owners accountable for their guests. Fine them substantially for any infraction of our ordinances and revoke their permit if they continue to violate them. Revoking property owner's rights is not the answer to our perceived STR problem. We can not legislate to the exception and I believe that the vast majority of STR's are compliant with our ordinances. I do not own one or have a dog in the fight, but I do believe you are going to open our Village up to major litigation by throwing the baby out with the bath water.
- 1. Division and rancor in the Village Council. 2. too much growth, 3. less quality in houses being built 4. changes to the circle without completely eliminating it.
- 1. Maintaining the ability for homeowners to rent homes on a short-term basis. 2. Improvement on street lighting outside of downtown, and possibly more sidewalks. 3. Working with more county of schools to allow Pinehurst residents to attend the school in their town, and not another school.
- 1. Managing traffic for both current and future demand (traffic circle, Route 5). 2. Ensure projects (e.g. sidewalks, street lights, library) truly provide value and enhance the community. 3. Getting a balanced but improved approach to short term rentals.
- 1.Maintain neighborhoods, traffic on Rt 5.
- activities for kids/summer camps
- Affordability and engagement with young family folks.
- affordable housing
- Affordable housing and maintenance
- Affordable housing!!!! Not all of us can afford to live in million dollar homes.
- Air BnB control
- allowing commercial activities in residential areas
- Am only living a year or better
- appears to limit short term rentals
- Arguing the need for short term rentals over a couple "bad apples". They are needed!
- Availability of youth programs
- Bad water drainage causing yard flooding

- Balance growth/infrastructure
- Balancing the quaint nature of the town with the increasing population and the needs that the population will require.
- banning Air B&B's, litter & debris clean up, enforcing clean up of private properties
- Baseline: Remember that the VoIP is NOT the resort and that it is not "a resort". It is our town, our home. Repeat: Our home is not THE resort. Public transparency of Village processes and politics. You can't do too much. Over development. Traffic at large traffic circle and Hwy 5. Did I say traffic? I meant TRAFFIC. Over development. Growth beyond traffic capacity and beyond keeping the Village a real "village" rather than just another suburb-like small town. Empowering non-golf-centered economic growth. Specifically, we need more co-working space capacity for remote workers, self-employed, and "work-from-home-but-really-from-coffee-shops-with-good-Wi-Fi". Over development. Limiting luxurious/unnecessary spending (like paving "trails" that do not enhance the trails). Acknowledgement that younger people (aged 30s-40s) with families are the long-term residents of Pinehurst who will remember what you do for decades, not the 70+ year-old retirees.
- being able to provide opportunities for young families and children
- Being able to support the growing tourism.
- break in
- catching up with facilities & housing for the family (young) population
- change
- charging stations for electric cars
- circle, maintain historic position of village
- City Councils STR proposed ban. we do not support it
- code enforcement in decline
- Codes in our neighborhoods.
- congestion, traffic
- continue keeping Pinehurst a great place to live
- Continued traffic growth
- Continuing to allow short term rentals. We are in favor of it. Dealing with growth and planning well for the future.
- Continuing to keep crime rate low. Finding a way to have STRs that benefits our tourism industry and doesn’t harm nearby permanent residents. Strengthen and enforce related codes.
- control growth
- control growth, security
- control growth/development
- Control of development
- control rental property
- Control the size.
- controlled growth
- controlled growth & traffic
- controlling growth & public safety
- Controlling growth, quality of housing
- Controlling Short term rentals in residential areas
- cost of all things
- cost of homes, poor pay scale
- Council trying to ban short term rentals without facts

- CRIME & SAFETY
- crime, appearance
- crime, growth
- crowding, congestion, over-building
- Dealing with the struggle between growth and maintaining the feel and ambiance of the Village. How the Village handles the rt. 5 corridor will have a dramatic effect on the area. I am a believer in controlled growth. Additional parking in the Village would allow for expansion of our retail market without hurting the feel of the Village.
- Decision on short term rentals
- demographic changes & serving younger families & kids
- density of developments, defending school from guns
- Development and traffic.
- Development for future
- development on unsuitable lots with houses not suitable for the lot, creates more drainage/infrastructure problems
- Development- this is changing Pinehurst for the worse.
- Development which is leading to increased traffic. I wish more attention would be paid to the traffic circle (especially during its busiest times). Reducing the speed limit to 25MPH and enforcing it would help with the flow. It can't flow when people are driving through it at even 35 MPH because those waiting to enter the circle are too hesitant to enter. Second, the building of homes that don't fit in with the neighborhood by allowing 2 to 2+ story homes in areas where the homes currently are 1 to 1 1/2 stories tall. What a shame for those people whose properties abut these large structures. Examples: Village Acres, #6. Third, providing safe sidewalks on residential streets especially where roads curve and dip. Fourth, at the current rate of growth, parking in the village in the future will become a problem.
- development, code enforcement
- development, short term rentals
- Do NOT change the Traffic Circle!!!! Lower the speed limit on it.
- Doing something about the deer population and short term rental
- drugs, crime
- electric vehicle charging, air service, golf cart access to all areas
- Electrical grid is not keeping up with population.
- employee parking in Village in front of stores
- Enforcement of codes already established. I would hate for the short term rentals to be eliminated only because no one is holding people accountable to the establish codes and regulations.
- enforcement of speed limits in neighborhood, short term rentals
- Enforcing the ordinances.
- ensuring Pinehurst is a destination visitors can enjoy
- Evolve from retirement community to something for all ages
- Expansion
- expansion of Pinehurst Resort. keeping up with parking, housing, etc.
- expansion of traffic routes, housing affordability, maintaining investment opportunity
- Expansion without cultural change
- Expansion, too much new housing, zoning
- expansion/traffic flow

- Fix storm drains problems on Pine Vista Dr.
- Get rid of shirt term rentals or tax the living daylights out of them. I moved to Pinehurst to live in a community not a hotel district. My neighborhood has 4 short term rentals in it. Get rid of them
- Government over reach and personal property rights violations. The inexcusable way the current council is undermining the long tradition of vacation rentals in the village is embarrassing. Not fully understanding their own studies and impact reports or simply ignoring them is foul.
- Growing population
- Growing tax base with business. Eliminate large traffic circle, expand library space. West side bypass
- growing too fast
- growing too fast
- Growing too fast. Traffic
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- Growth
- Growth & how to manage it- needs of residents (all ages.)
- growth & roads
- growth and control of growth
- Growth and traffic
- Growth and traffic
- Growth and traffic
- Growth and traffic

- Growth and traffic
- Growth and traffic
- Growth considering crowded roads
- growth due to USGA coming to Pinehurst
- growth issues (infrastructure impact, traffic controls, etc.)
- Growth management, Hwy 5 traffic
- Growth management.
- growth of population impacting quality of life and feel of Pinehurst: (traffic, police, fire, etc. services needs; quality and availability of quality education and safe places to play and interact; aging population housing and services. Balancing rental guests with quality of neighborhood housing and safety.
- Growth of population, increased demand on housing & shopping
- Growth- road & traffic congestion
- Growth- STR situation
- Growth! When we lived in Colorado and were thinking of moving here, I remember reading that Pinehurst (Moore County) was growing drastically. When I moved here over 4 years ago, I was impressed because it seemed that all localities were doing a good job of managing the growth. That is no longer a fact. Greed seems to have reared its ugly head and all anybody can think of is the money. OH, this is important, I only said that I would not recommend this as a place to live because I don't want more GROWTH.
- growth, balancing planned development with property rights
- Growth, housing
- growth, infrastructure, road maintenance, traffic
- growth, keep decisions local.
- growth, roads, infrastructure (waste & stormwater, etc.)
- Growth, schools
- growth, traffic, maintaining historic landmarks
- growth, traffic, parking
- growth, traffic, resort
- Growth, traffic, STR's and Politics in the School Board
- growth, trying to manage an influx of people
- Growth, vacation rentals.
- growth, walkways/paths for safety
- Growth/infrastructure
- Growth/population
- had negative issues in my neighborhood with building a pool
- have not lived here long enough to comment
- have people take care of their property/rentals
- highway #5
- highway #5
- highway #5
- highway #5
- Highway 5, Rental housing
- Highway 5, growth
- home ownership, vacation rentals
- house zoning, population expansion

- housing concerns
- Housing construction of new homes.
- Housing costs & availability make it extremely difficult to live here. I don't want to give up safety, or the unique nature of the Village, or the ordinances, but I can't afford to even rent anything, forget buying, more than a 1 BR apartment, when I need more space, especially since I'd like to be a foster parent. I lived in Wilmington & Boone for much less money & many more amenities.
- housing costs for low wage workers in VOP amenities, healthcare
- housing prices, population growth
- housing, traffic, employment
- How to encourage commercial development, including quality chain restaurants in Pinehurst.
- How to handle growth without changing feel /safety
- How to slow growth
- HWY #5 congestion. Parking availability for large events in village
- Hwy #5 traffic / lack of commercial development / poor leadership
- hwy 5 traffic. Short term rentals. Noise, lack of yard upkeep
- Hwy 5, too many fast food places. control growth of low quality apartments.
- hwy 5. amount of water.
- I believe that this nonsense over STR's needs to end. We should come together as a community and find a way to continue allowing STR's. The world is changing and we should welcome visitors instead of telling them they aren't welcome in our neighborhoods. I travel and stay in homes like this all over the country. Lets work together not against each other.
- I just moved down here in May of 2022. From what I see so far, we need to make sure the tourists that flock here to play golf and enjoy the area (dining, shopping, driving on the roadways, etc.), don't overrun the area so that the locals can't enjoy the Village and all that if offers.
- I realize the resort is a huge part of Pinehurst. If not careful they tend to take over and get whatever they want. The water slide in town should of never been approved. It's a huge eyesore and not adhering to the history of our community. Now the Golf headquarters is being built and I'm not sure the traffic flow issues, this will cause, has been addressed? I can barely get where I'm going lately without traffic backed up.
- I think that the resort has too much influence and too little regard for the residents. The board does nothing to protect the interests of the residents. There are insufficient efforts to protect our way of life versus making it more of a destination for resort guests.
- I think the Pinehurst Hotel has too much influence on the community.
- illegal u turns on HWY 2 in front of Dalrymple Rd. and #7 back gate it is awful all the time !!!!!!!!!!
- Improving the quality of life for younger families.
- Inappropriate growth, traffic on 5
- increased construction, concern for sufficient water
- increased construction/development. The infrastructure is quickly failing both for traffic, run off, and field space.
- Increased traffic and crime.
- Increasing crime. Traffic, traffic, traffic
- influx of people moving here, construction of cheap/cookie cutter houses. Increased crime & traffic
- infrastructure

- infrastructure & short term rentals
- Infrastructure keeping pace with growth of the area
- Infrastructure needs to keep up with residential and commercial growth.
- infrastructure to manage the growth
- Infrastructure to support the high amounts of traffic
- infrastructure, population growth, getting a decent tee time.
- Issue of growth and handling it for medical growth, military families, retired citizens, single peoples as well as families with children as well as tourist. It's a big balancing issue for the area. Keep it a small, or village area and not growing into a medium size town.
- keep the quaint feeling of the Village- too much growth
- Keep us timeless, special.
- keep village safe, clean & attractive
- Keeping it small, getting too commercial
- Keeping Pinehurst a small village as it was 20 yrs. ago. Uncontrolled growth causes a higher taxes , more road congestion, lower quality on life and a feeling of lost community.
- keeping quality of life high, safety
- Keeping the historic charm in the original design.
- Keeping the traffic circle, limiting STRS, slow growth
- keeping the Village feel- keep trees
- keeping the Village safe as we grow
- lack of areas for skate boards, overreach by VOP on Short term rentals
- Lack of diversity, very tourist centric.
- Lack of down town shopping, growth, changes in future planning goal with ever new administration
- lack of forestry
- Lack of recreational facilities, indoor and outdoor (not golf related). Lack of walking trails or sidewalks, it is dangerous to walk on neighborhood roads, especially with pets and children. Lack of good public education. Too many cars not enough room on the road during peak hours.
- lack of sidewalks and street lights in residential areas.
- Lack of things for kids to do. Especially those ages 12-18.
- Lack of walkways, bike lanes. Not a safe environment to walk, jog or ride bikes.
- large traffic circle, short term rental oversight, highway 5
- Leadership
- Leadership. Water management. New construction and engineering quality. Rule enforcement on home owners vs. contractors. Road care and more sidewalks along dangerous roads for people to walk (instead of roads).
- Leave the sanded trails SANDED TRAILS SAND! It’s called the Sandhills, not the paved hills! Was so disappointed with the recent paving in Village Acres.
- liberalism/socialism
- library expansion
- Like many long term residents, I am concerned by the uncontrolled number and influence of way too many local realtors and builders coupled with the apparent excessive village interest in increasing the tax base at the expense of the traditional Pinehurst quality of life. Hardly a day goes by when undeveloped neighborhood properties are clear cut for new construction, newly paved roads are routinely cut to provide associated services and poorly "repaired" at village expense due to developer influence and financial support to and at the state level. Therefore,, I

find the political representation of the area at that level as largely ineffective. Adding to that problem is that the village legal representation seems to be afraid to challenge state level involvement in what clearly should be local decisions. In my view, Village Manager Sanborn is exactly the kind of leader who best understands the importance and appropriateness of LOCAL government control LOCAL issues!

- limit the number / size of new single home construction
- Limited walkways and trails
- Limiting growth and traffic issues.
- Litter
- litter everywhere, need more traffic enforcement
- loss of village ambience
- Maintain economic vitality . Improve public education. Relief of traffic congestion
- Maintain flavor and small town feel. Water drainage a huge issue and risk for flooding in numerous areas. Slow down growth or let it go west of town. Oversee new home structures and design some are horrid and do not fit in at all.
- maintain quality of life over development
- Maintain safety and quality of Village
- Maintain small town feel
- Maintain the atmosphere of the sacred Pinehurst Golf
- Maintain the level of excellence
- maintaining growth without making area congested
- Maintaining quality of life with rapid growth
- Maintaining the charm of our neighborhoods.
- Maintaining the quaintness of our town. Addressing the traffic congestion at certain times during the day. Growing too quickly; not able to keep up with the demand.
- maintaining Village as it is
- Maintenance of the quality of life in the neighborhoods we all love. Also the protection of the individual home owner within these neighborhoods. Enhancement of the neighborhoods. Maintenance- protection- enhancement.
- manage growth
- manage growth
- manage growth
- manage growth
- manage growth
- manage growth, land use planning, Short term rentals
- manage new construction, traffic, youth programs
- managed growth
- Managed growth, friendly, safe neighborhoods
- Managed growth. Growth is inevitable, both commercial and residential, so do not try and inhibit it but manage it appropriately and don't stifle people initiative.
- Managing all aspects of response to growth that is exceeding both the capacity of the infrastructure and the utility of existing policies and procedures regarding real estate development. Need a cohesive approach that addresses lack of planning integrations of ALL stakeholders. Codes are outdated and need to be changed to reflect the rapid growth of poorly designed and built properties.
- MANAGING GROWTH & TRAFFIC

- Managing growth (homes, traffic, etc.).
- Managing growth and strategic vision for future of Pinehurst
- managing growth vs services available
- Managing growth, traffic Hwy 5, and eventually large traffic circle
- managing growth, infrastructure,
- Managing growth. Responsible budgeting
- Managing growth. Not turning our neighborhoods in to short term rentals. Keep them residential.
- mixing the new with the old, easier said than done
- modernization
- Moore County schools, storm drain system, resort membership too pricey, lights in Pine Vista area, golf cart parking
- More amenities for kids.
- more athletic fields, indoor & outdoor
- more shops/restaurants in the Village rather than private businesses
- My biggest complaint is how the Village handles ordinance rules....they should call the residents before sending these obnoxious letters to find out from the home owner what they are trying to achieve!
- N5 TRAFFIC
- Need marked crosswalks.
- Need more life in VOP, restaurants, cafes, street dining was cool. Keep STR, don't ban
- Need more shopping/dining
- need more traffic lanes, wider lanes
- need reliable contractors
- Need sidewalks in and between neighborhoods; need to limit parking in the village to a small number of hours.
- need sidewalks in neighborhoods
- Need sidewalks in neighborhoods by Pinehurst Lake. Lots of kids live here now. Put a park in at the dam by Lake Pinehurst. Patrol and ticket speeders on Burning Tree Rd.
- Need sidewalks, Shopping.
- need to find a way to continue allowing STR's in gated communities
- Need to limit expansion. Services, traffic congestion, schools, shopping & restaurants seem unable to keep up with population growth. Feels less and less like the small town we wanted to live in.
- new construction, too many cheap homes.
- no local transportation
- no sidewalks in neighborhoods, I am looking at you #6
- North/south traffic on Hwy 5. need a western bypass.
- Not enough short term rentals.
- Not enough stores.
- Not enough Traffic enforcement.
- Opinionated yard signs
- opinions/desires of a few outweigh majority. hidden agendas
- Organic growth
- Our local government caters too much to a few special interest groups and will not respect the Data, or economics enough to help this village thrive, especially during an economic downturn.

They are creating a wedge between property owners that should be taken care of with existing code and ordinance. 3 of the council are unwilling to look at real facts and that has been the worst experience for us in this great village.

- Over building and lack of infrastructure to support
- over building, bigger is not better, traffic on HWY# 5 & traffic circle
- Over building. Destroying open spaces
- over crowding
- over development
- over development
- over development
- Over development is ruining our lifestyle and our community. Pinehurst was never intended to be a city with apartments, commercial buildings popping up everywhere. There is tremendous value in keeping it small. Visitors have frontal accommodations in Aberdeen, Carthage, even Sanford. And in the past that's where visitors found housing and drove into Pinehurst for events. we've had periods of drought and this building boom is going to give us some more serious problems. Our roads that are so quaint were never intended for all this traffic. When are they going to build the cut off from Linden Road out to Highway five so the traffic doesn't come into the village?
- over development without adequate infrastructure
- over population
- over population
- over population and infrastructure not being able to support it
- over population, too crowded, traffic solutions, event, activities, parking in Village
- Over population/ expansion explosion too quickly
- Over reach by some council members
- Over regulation.
- overcrowding
- overcrowding
- overcrowding
- Overcrowding and rising crime
- Overcrowding and traffic
- Overcrowding and traffic
- Overcrowding and traffic
- overcrowding- traffic congestion
- overcrowding, roads and congestion
- overcrowding/expansion, traffic congestion, wait times, limited housing
- Over-development of business & residential areas. Quality of homes constructed in Pinehurst have decreased in the last 15 years.
- overdevelopment, maintain charm and history
- Overdevelopment, rezoning in Village, big traffic circle, short term rentals
- overdevelopment. Maintaining character of the village.
- overload of traffic and no proper planning to handle it.
- overpopulation
- overpopulation
- overpopulation, over building, using lots known to be unsatisfactory
- overuse of vacation rentals

- Pace of community growth and infrastructure needs.
- Parking
- Parking
- Parking
- Parking
- Parking and traffic
- Parking. Route 5. Sidewalks. Abnormalities.
- parking, supporting local business, prevent vacant stores by support
- Pedestrian / Cyclist access to village through circle. Local residents should not have to pay resort tax.
- people
- People walking on the street and not yielding to cars…….. Golf carts not yielding to cars…….debris in the traffic intersections
- Pinehurst is fine for retirees and families with young kids but it's totally abandoned teenagers.
- planned growth to manage traffic
- Please limit the growth.
- population growth
- population growth
- population growth
- population growth- thru road traffic management
- population growth, infrastructure, residential tax base vs commercial tax base
- Population growth, traffic, less green space
- population growth, transportation
- Population growth; walkways and adequate lighting in neighborhoods; enforcement of speed limits.
- Possible ban on short term home rentals. Traffic circle (of course).
- power outages are too frequent, cell service is also rough
- Preservation in face of progress
- Preserving green space, greenways, lighting
- Preserving private rentals is critical to the long term economic health of Pinehurst. AirBNB rentals increase the number of visitors to the area allowing for more tourism and dollars spent locally. Additionally, the value of rentals helps increase the value of these homes further enriching property owners and providing greater revenues for the city. Any efforts to curtail vacation rental properties would be short sighted and would only hurt tourism revenue in the long term.
- price of housing
- Proliferation of lesser quality housing. Traffic Flow. Health Care. Education.
- Proper drainage when homes are built. No grandfather clauses.
- proper representation of non partisan leaders
- Providing for younger population, affordable housing
- Providing smart and thoughtful growth infrastructure that will attract and accommodate new business and younger families in a manner consistent with Village character and standards, not just catering to the retired demographic.
- public safety, thoughtful growth
- quality of new residential construction
- Rapid expansion of housing development.

- rapid growth
- rapid growth, traffic
- Rapid growth. It's important to slow it down to ensure we don't outgrow infrastructure. Maintain Pinehurst's connection to nature and green spaces
- Rapid growth. Urbanization, inadequate planning
- rapid population growth, housing
- real estate prices
- Recognizing the changing demographic and more children while also protecting the charm and history of the village.
- recreation other than golf
- Reduce or streamlining progress with new buildings and/or housings. Demolish old buildings, housings and structures. Clear away run down vacant properties, housings and buildings for new constructions. Encourage builders, contractors, buyers to renovate and/or build with new constructions by code standards on lots that can be rebuilt instead of untouched properties with native trees and natural habitats.
- Regulate short term rentals.
- regulations needed for short term rentals. Expand infrastructure
- rental property
- Rentals
- Rentals
- RENTALS, speeding
- rentals. lack of rules for renters.
- Residential development and no sidewalks in Village Acres
- Residential light pollution. Some people are getting carried away with exterior residential lighting that they leave on all night.
- resolve short term rental issue
- responsible growth
- rise of crime, traffic, lack of store help
- Road and street
- Road drainage in be high or hoods is awful. We need more culverts and catch basins! Also, the Village is lagging to accommodate younger population and families. Village needs to adjust the community center hours to align with when kids are out of school during the school year. After school open gym for basketball would be great. The Village also needs to add street lighting. As these neighborhoods are more and more populated and there are more active walkers, street lighting is critical.
- road traffic, health care, managing growth of town
- roads
- roads
- roads to accommodate growth
- roads, traffic
- roadways, i.e. Rt.5, Morganton Rd, Monticello, Linden, etc.
- Route 5 traffic. Short term rentals where parties are out of control. Not following signage rules and not following decorative lighting at homes rules.
- Rt 5
- rt 5 traffic
- Rt 5 traffic, road resurfacing, sidewalks.

- Rt 5, bike lane for safety
- RT# 5 traffic overload
- Safe places to walk. Short term rentals
- safety
- safety
- safety
- Safety
- Safety - crime issues. Expenses/inflation costs for VOP. Adequate staffing.
- Safety and storm management
- safety by improving lighting & sidewalks
- safety for residents, sidewalks, growth control
- safety when walking and driving in residential areas
- safety, quality of life, health. short term rentals
- safety. Upgrade/replace old water/sewer lines. stormwater system
- Saving Short-Term Rentals! The AR a part of the history in Pinehurst and are essential to the Future of Pinehurst!
- security, crime, police patrols, parking
- Security/safety
- Short term home rentals
- short term rental
- short term rental
- short term rental
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- short term rental
- short term rental
- short term rental
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- short term rental
- short term rental
- short term rental
- Short term rental explosion.
- Short term rental regulations
- short term rental regulations needed.
- short term rental, connect greenways
- short term rentals and downtown parking
- Short term rentals and not enforcing residential yard cleaning.
- short term rentals and RT# 5 traffic
- Short Term Rentals and speeding in residential neighborhoods.
- Short term rentals are becoming overwhelming in neighborhoods and not knowing which house is a rental when you buy. More restrictions needed and enforced. Responsible growth and planning for that.

- Short term rentals arguments and the divide it is causing
- Short term rentals in residential neighborhoods.
- short term rentals in single family neighborhoods
- short term rentals in single family neighborhoods
- short term rentals in single family neighborhoods, low quality new construction
- short term rentals- killing the neighborhoods
- short term rentals need to be limited/controlled
- Short term rentals obviously. If Council is foolish enough to pass the proposed ordinance changes, the businesses in town will suffer severely and all the people who are employed to manage and maintain Single Family Home STRs will lose their jobs. They need to stop catering to their few friends that are complaining about a few nuisances and listen to the public. This is a resort town first, (not a residential town first) and if we don't provide all the SFH STR's, business will flounder, tax income will be severely impacted, jobs will be lost, and our thriving Village won't be so thriving anymore. As the guy said at the P&Z meeting, (paraphrased) "Most of a person's money when on vacation is spent within 3 miles of where they are staying". Work on a compromise - enact the few "nuisance" PDO changes (i.e. parking, loud noises, etc.) and work with the STR owners and managers to enforce it better. Let's try that first before Council goes to the extreme and bans almost half of the non-resort housing in this village. It is time for Council to stop cow-towing to their friends and the Resort. If they actually listen to the community (from council mtg public comments and the P&Z public hearing), they can hear that the majority for keeping all STRs and is far more willing to compromise than those few people that are complaining about a few nuisances throughout the year.
- Short term rentals on single family zoned area
- Short term rentals should NOT be in residential neighborhoods!!!
- Short term rentals vs property owners
- Short term rentals. We did not move here to have variety of weekenders occupy our neighborhood. Loss of community . These people have no vested interest in our town.
- Short term rentals, growth/quality of houses being built
- Short term rentals, in residential.
- Short term rentals, maintain as residential community
- Short term rentals, maintaining village streets
- short term rentals, parking in villas
- Short term rentals, political signage
- Short term rentals, roads, traffic
- Short term rentals, storm water, cooperation of Pinehurst resort
- Short term rentals, too much growth for infrastructure
- short term rentals, traffic speeding, parking
- Short Term Rentals, without a doubt. STRs are disrupting the quality of life that we all prize in Pinehurst. Please don't allow a very small minority of property owners (particularly realtors) to overrule the majority of residential property owners who do not want short term rentals in their neighborhoods. I support the proposal under consideration that would allow STRs in commercial and mixed use neighborhoods, that allows current owners three years to sell, and that allows STRs during major golfing events. Thank you! I also appreciate the attention given to the potential effects of rapid growth within the county. My concerns are not about stopping growth, but about managing the unintended (currently known and possibly others that are not being unconsidered at the moment) difficulties that unplanned/unregulated growth creates.
- Short term rentals. litter and trash on road sides

- Short term rentals. If they are making money.....they are a business. I don't want to live next to a business. They take away from the neighborhood. i.e.. cars parked all over the place, noisy locations. That why we have hotels.
- short term rentals (should be strongly regulated)
- Short time rentals. Never know who is next door. Causes additional traffic as most golfers have two or three vehicles. There should be discussion on keeping this out of our neighborhood. This is our home, not a area that is considered A BUSINESS!
- Short-term rentals can replace well-to-do retired population with brief vacation golfers, which can have devastating consequences for 1. the quality of life in the village and 2. the economy of the village. When retired population is replaced by resort visitors most businesses in town will take a huge hit...for example the hospital cannot survive with a population of visitors; businesses focused on remodeling housing will be severely impacted; visitors don't usually purchase cars and tv's and clothing and etc. while on vacation. Sales of golf gloves will improve, otherwise the economy and the social life that attracted me to the village will be destroyed.
- Sidewalks
- Sidewalks
- sidewalks & better lighting in neighborhoods
- Sidewalks and trails for safe walking.
- sidewalks/bicycle trails
- Smart growth - gotta grow but can't do it by just building everything everywhere
- Solve the issues of rental houses by 2023.
- speeding vehicles
- start giving speeding tickets in neighborhoods, not state highway
- Staying in touch with the times while maintaining a residential quality of life. I seriously do not want to live in a tourist town. I am happy that people want to visit our village and am happy to welcome them but they must respect our residential community.
- Stop building multi-family properties, or planning to build (south area proposal). Single family houses are OK, with a minimum 1/3 are size if not larger. We do not want Pinehurst to turn in to Cary or Apex. It took me over 15 minutes to get from the Lake Pinehurst area to the hospital around lunchtime... more multi-family housing in the south part of the town is going to make Rt 5/buelah hill rd a parking lot during rush hour and lunch. Preserve all undeveloped land... it's better for today's residents... why worry about future residents who don't even pay taxes today. Stop the influence by the Moore County chamber of Commerce... they are on the 'business' side, not the residents. They have to lobby for more people because it would bring 'more business'... validate their cause for existence. Side with the current residents.
- stop vacation rentals in residential neighborhoods. The cheap, ugly, ridiculous colors of new homes being built everywhere do not fit at all the Village we moved to 22 years ago...the area is beginning to resemble the suburbs of Washington DC. The Village maintenance staff (roads) are also beginning to resemble the city crews: 1 works and 3 or 4 watch. Also the Village maintenance. trucks drive TOO fast on these residential streets, cross yellow lines and are on telephone while driving: see it all the time.
- Storm water management. Prohibiting term rentals.
- Stormwater run off
- STR
- STR
- STR ban would be terrible for VOP
- STR policy. Hwy 5.

- street lighting
- street lighting
- Street lighting and traffic signs, cars speed on our street (St Andrews Dr) dangerous to walk on it
- Street lighting, Enforcements of regulations (My neighbor consistently parks his truck in his yard, they own like 5 cars).
- street maintenance, enforce traffic laws.
- STRs - I simply cannot believe there's actually a movement to prevent STRs.
- star's RT #5 development along the corridor
- STR's, growth, road maintenance
- STRS, traffic on highways
- support/activities for younger families
- sustainable growth
- Taxes/health care
- That congressional and local elected officials protect electorate rather than special interest groups
- The amount of traffic has increased tremendously . Concerned as to the amount of traffic on our current toads. People walking and riding bikes is dangerous in many areas. The number of people moving here with children - can our schools keep up with the increase. Number of homes being rented out in residential areas - parking, noise, trash issues.
- The banning of short term rentals will be detrimental to our community.
- The circle and code enforcement.
- The downtown! Shopping and shop hours need improvement!
- The increasing numbers of short term rentals. I had a difficult time giving good ratings in this survey. I find myself now, after living here for 23 years, living next to a commercial business. If Pinehurst continues to allow STRs to flourish, they will find themselves without neighborhoods. Without neighborhoods, they will only have unattached guests , who have no connection to Pinehurst, constantly moving in and out of the community. Most non profits will find themselves without the hundreds of volunteers that sustain their organization. There is much more here to consider that the money that tourism brings in.
- The large traffic circle issue must be addressed ASAP.
- the mayor and some of the council listen only to a few select residents
- The most immediate need is to address the short term rental issue. We need a well thought out policy that addresses the needs of the property owners but places a priority on the permanent residents of the neighborhood. We have a STR next to us and while they aren't generally a problem, I would not want more than this one. I live in a neighborhood, not a resort or hotel. Build designated areas for rentals if they're needed but don't sacrifice our quality of life to accommodate vacationers. Next in line is long range planning to address growth, specifically future housing and traffic concerns followed by the development of the village and surrounding areas for shopping, dining, and recreation.
- The one I think dwarfs all others at present is Short Term Rentals (STRs). I am very concerned about the number of STRs existing at present in the Village and their rate of growth. I think they are businesses and should not be allowed to operate in areas zoned for single family residences. If allowed to increase unchecked, I fear STRs will continue to drain my neighborhood of the characteristics that make it a neighborhood: knowing the occupants of homes near mine; interacting with them socially and as participants in our neighborhood association; viewing my home and those around me as something other than a way of making money; and similar interactions. I know many of my neighbors on a first-name basis (not to mention their pets as

well); am grateful that I know them well enough that they will ask me for small favors on occasion (e.g., taking in their mail and papers while they are away), and that I can do likewise as the need arises. I don't want to live near any business in my neighborhood, and, as I see it, STRs are clearly businesses, operated to make a profit for their owners. We have five STRs in our neighborhood now, and if there had been this many when I bought this house in 2016, I might well have decided to look elsewhere in the area for a home.

- The potential ban on STR's and how it is being handled should have more public input. Listening to the public speak at the hearings is one thing- acting on the feedback and allowing residents to come together and work with our elected officials towards a solution should be the way. It seems as if many of our elected officials are basing their decisions on their personal likes and preferences, and not taking an unbiased approach towards this issue. STR's are part of Pinehurst's history, and if they no longer exist, we simply to not have enough hotel lodging to accommodate our large golf events. Just when we get the USGA and the upcoming Open's, our elected officials are potentially making a decision that will destroy Pinehurst.
- The residential growth of Pinehurst area which is far out pacing road infrastructure. Beulah Hill Road and Morganton Road are currently at their peak for handling traffic during peak times. Need alternatives for diverting non-residential traffic and/or lower speed limits through certain areas (horse race track, golf crossings, etc.....).
- The short term rentals issue which is threatening the community of the neighbors who live here.
- the traffic circle
- The Village needs to stop trying to prevent STR and focus on making Pinehurst more walkable and bicycle friendly.
- THERE NEEDS TO BE LIMITS TO SHORT TERM RENTALS. MORE STRINGENT RULES AND THE FOLLOW THROUGH ON ALL COMPLAINTS. A ROOM TAX SHOULD BE IMPLEMENTED FOR STR JUST LIKE HOTELS AND BED AND BREAKFASTS.
- This area was not meant for the number of cars on the road and the seniors who drive them. Nor was Pinehurst or the smaller villages meant for the number of new housing, and the shopping. I am a senior who cannot drive. On Mt Desert Island where a significant number of tourists come from May through October I can go everywhere on clean air buses. There are also small transportation groups. I am not talking about senior transportation. But transportation for everyone.
- To move forward without losing history
- too crowded
- too crowded
- Too crowded. Growth/keeping historic atmosphere.
- too many apartments
- Too many golf carts, no law enforcement
- Too many homes for short term rental.
- too many people
- Too many people coming into the Village to live here. Shut the gates!!!! Leave the Traffic Circle alone. It functions fine!
- too much growth
- too much growth
- too much growth
- too much growth- too little infrastructure
- Too much growth, traffic

- Too much growth; Too much traffic; Need more bikeways; Need more public transportation; Do not change The Circle.
- Too much housing, save some land.
- Too much rapid growth. No parking
- Too much traffic
- Too much traffic
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- Traffic. Too many additional housing/apartment/high density for the roads.
- Traffic & affordable housing
- traffic & enforcement. sidewalks, street lighting, storm water run off
- traffic & neighborhood lighting for safety
- traffic & parking
- traffic / growth
- Traffic and the need to expand and attract retail and retail services, with the view that younger people are needed to support elderly population with services.
- Traffic and Transportation Planning, Growth Management. Update Zoning. Form Based Codes. Control STR.
- traffic back - ups at large circle and library too small
- Traffic circle
- Traffic circle

- Traffic circle
- Traffic circle
- traffic circle - renters don't take care of property
- Traffic circle. Short-term rentals.
- traffic circle and lack of sidewalks
- traffic circle congestion
- traffic circle issues
- Traffic circle, street resurfacing, walking trails, bike lanes
- traffic circle, uncontrolled growth
- traffic circle, walkways/sidewalks in 6
- traffic congestion
- Traffic congestion on 15-501 and NC-5. Parking availability in general. Blending retention of the "village feel" with inevitable commercial and residential growth. The seeming proliferation of drug related crime in Moore County.
- traffic congestion ON main roads. Junk in yards.
- traffic congestion, development near Village.
- traffic congestion/ too much growth
- traffic control on HWY #5 and Morganton Rd
- Traffic cutting thru Village acres, speeding
- Traffic Flow, especially as NC grows faster than the nation given weather and tax policies. Also, as Raleigh grows and remote work increases, Pinehurst will see population growth continue (interrupted periodically by economic recessions).
- traffic flow, more sidewalks
- Traffic flow, which will only get worse with continued construction of multi-unit housing in the area.
- traffic flow/public safety/education
- Traffic is bad, building must stop.
- traffic issues due to growth
- Traffic management. Housing Options. New Development Concerns.
- traffic on 5, excessive short term rentals
- Traffic on 5. Need a bypass now.
- Traffic on Highway 5
- Traffic on Hwy 5 and the traffic circle; infrastructure to support growth.
- traffic on Hwy 5 and traffic circle
- Traffic on Hwy 5. Too much housing construction.
- Traffic on NC#5
- Traffic on Route 5
- Traffic on route 5
- traffic on rt 5
- Traffic on Rt 5, circle
- Traffic on RT#5 traffic circle affordable homes for first time buyers
- Traffic volume, and the failure of existing thoroughfares to handle the volume.
- traffic, bike/walking paths, access to lake
- traffic, construction
- traffic, drainage
- Traffic, feel of village character, maintaining trees and no clear cutting of lots.

- traffic, loss of land to commercial ventures
- traffic, maintain small town charm
- traffic, overdevelopment, inadequate infrastructure
- traffic, population
- traffic, population increase, maintain small town beauty
- traffic, possible overdevelopment
- traffic, primarily on #5 / short term rentals / stormwater Mgmt.
- traffic, quality housing
- traffic, right size growth, parking
- Traffic, roads & Air B&B's
- traffic, shopping malls
- traffic, short term rental issue
- Traffic, short term rentals
- traffic, sidewalks, paving
- traffic, str
- Traffic, traffic circle, retail stores, enforce codes
- Traffic, traffic, traffic. Need to reroute traffic around Pinehurst, where we can.
- traffic,, population/growth, short term rentals
- traffic, population, no diversity
- traffic. Resurfacing of streets
- traffic/parking
- traffic/parking
- Traffic-rentals-narrow road #6
- traffic-so important to have more walking/biking paths thru neighborhoods
- Trying to keep more building/development in and around Pinehurst…. Keeping it a small village!
- Unchecked growth
- Unrestrained growth
- Update all of us when rules change.
- Vacation rentals are a big part of our golf community.
- Vacation rentals!
- village growth, traffic on Rt #5, public library
- Village has too many small shops that are closed or dedicated to Real Estate and Legal offices and not to service industries for residents. These offices should re=locate to a Commercial Mall away from the Village proper and allow more bars and restaurants to open in the Village (Cheese shops, bars, specialty shops and small restaurants, etc.). Very little reason to visit the Village and "walk around."
- Village manager , lack of performance and over paid
- Violating established covenants, yard upkeep, signs, parking in yard.
- Volume of traffic on NC5
- Vrba REGULATION, MANAGING TRAFFIC AND MAINTAIN CHARM
- water, traffic, apartments
- Way to much commercial buildings & cookie cutter neighborhoods. You've taken a piece of paradise & created mayhem.
- We have lived here for 25 years. The covenants seems strict at first but maintained a degree of "A Nice Place To Live" Now we have graduated to "any type of detached building is allowed. The first "accessory building installed was 20 feet long as the code declared no one

measurement could not be more than 12 feet. The second accessory building is 12 feet in the air and has a deck built off one side and appears to be a watch tower. Pinehurst now allows split rail fences to be lined with stock wire creating dog kennels holding numerous dogs. The barking now goes on day and night!

- we need more parks, greenways. bike paths, and sidewalks
- We need more sidewalks and crosswalks, specially given the school system's busing issue.
- WE need to build outdoor Pickleball Courts. At least 6...maybe 8-12 courts. The demand for Pickleball is large and growing. The indoor facility at Canon is nice, but with only 2 courts it is crowded constantly. Rassie Wicker tennis courts do not have proper Pickleball nets. It is time to correct this lack of facilities for the active citizens of Pinehurst.

Q33. Do you have any suggestions for how the Village of Pinehurst could serve you better?

- A bypass southwest of the village to divert thru traffic from Hwy 5 and the traffic circle.
- activities guided toward under 21 kids and working community
- Address the traffic circle, slow down on condos, townhouses, and population
- Address the traffic sooner than later
- Allow restaurants in the village to do more outdoor seating. I would support this even if it meant shutting down traffic in certain areas.
- Allow short term rentals to continue
- Allow Short term rentals. Keep property tax low.
- allow STR to stay in Pinehurst
- allow tiny homes
- As above- listen to residents and allow them to participate, along with public officials, in making decisions.
- Be mindful of public safety, support the police
- Be more sensitive to those living in residential neighborhoods.
- Be more welcoming to all
- Be prudent and good caretakers
- beautification on Hwy 5, pick up litter. traffic problems on Morganton. Linden and McKenzie.
- Because of my age and walking difficulties I shop in the village only when I need something super special and unique. I'm sorry about that but I think that's a generational problem
- Better communication about village events and concerns. The newsletter really doesn't contain much useful information. The website is difficult to navigate and it's hard to find information about events and issues. If it weren't for The Pilot I'd never know what's going on.
- Better enforcement of rules for rentals.
- Better lighting on streets
- better police patrols
- better regulations on new housing
- better retail shopping
- better services in general
- Better street lighting. Wider broadcast of Village council meetings.
- better street maintenance
- Better street water drainage in neighborhoods and thoroughfares
- Better supervise contractors
- bicycling paths, safety on city streets, make golf-cart drivers stop at stop signs
- bigger is not better
- block off a street downtown for outside dining
- Bring back glass recycling.
- Build only quality homes.
- build sand walk-ways in right of way in residential neighborhoods, esp.- busy roads
- Build sidewalk from Pinewild to Pinecroft, walking/biking trails
- Can't wait until the election next year so we can get rid of three of the Council members (hopefully). Jeff Morgan is the only sane and rational person on the Council right now. Worst council I have seen in the almost 20 years I have been here.

- Change the zoning to address the above mention STR problem before it starts to destroy our neighborhoods...just ask yourself, " are you looking forward to an STR moving in next door to you ?"
- charging station for electric cars
- Clean out all storm drains each year.
- code enforcement
- code enforcement for long term rentals
- Code enforcement.
- codes- i.e.: light trespass in residential areas, put some teeth in your rules/laws.
- complete and enforce regulations for short term rentals. hold property owners accountable
- Community engagement on critically impactful issues such as short term rentals.
- community pool, special time for seniors limit over abundance of political signs
- Concern about long term traffic flow
- Consider input from residents
- consider re-routing one or two highways
- continue Greenway from HWY # 211 to Diamond road
- Continue to educate about nuisance of barking dogs. Also, the need for dogs to be leashed on trailways. Many trails need more benches for resting. So many great resources!
- continue to improve the roads
- Continue with high standards of customer service to the public. Follow-through and get the work done as needed by public complaints or suggestions followed by department justifications and logical decisions by ramifications within reasonable time to rectify the problem without delays. Do frequent observations and documentations throughout the Village whether it is management or 'Blue Collar' Lead workers to evaluate work that is in progress and after work is completed. Periodical inspections should be done after projects are completed to observe its early stage of functionality that was successfully implemented and if it is working properly. Especially with the stormwater runoff/management system. Communication between VOP and other Divisions that handle infrastructures is very important and should not be referred to the customers to get results and answers.
- Continue with the surveys; keeps us all informed and connected.
- control builders & how they build their homes, more quality, leave more trees on lots
- control growth/development
- Control short term rentals, Tax them.
- Crack down on traffic violators.
- Curtail growth.
- Dangerous intersection at Spring Lake Rd and 15-501. No more STR in 6
- Decrease bureaucracy
- develop neighborhood watch. Issue a list of those already serving
- Digital library expansion . more retail
- discontinue short term rentals
- do improvements in all the areas mentioned in question # 32
- Do not ban short term rentals they help Pinehurst maintain its status as a vacation and resort town
- Do not ban STRs.
- Do not change policies re. short term rentals. Continue to allow.
- Do not change traffic circle

- Do not forget that retired people built this community, include their needs while blending in young families.
- do not have a private office. record the meetings with mayor a 2 council members - these meetings are not advertised to all residents
- Do not waste money on sidewalks when you could do nature walkways.
- Do something about drivers coming off the big circle, who uturn on Midland road in front of No 7 neighborhoods entrance/exit, police enforcement is needed badly, put up no uturn signs
- Do something about speeding on Deerwood lane
- Do things right the first time (regardless of cost), to prevent you from doing repairs again which cost more the second and third time. Stand by your word and take action as you say you will. Be me open minded to the younger generation that are moving in to Pinehurst.
- Doing a very good job.
- don't issue building permits until traffic issues are improved
- don't let a few residents dictate Board decisions
- Don't let the loudest voices win
- Don't put regulations that you think are good because its your idea.
- Don't raise taxes
- drive
- Eliminate political signage
- Eliminate short term rentals and leave the traffic circle alone.
- Eliminate STR entaks
- Eliminate the short term rental properties
- enact and enforce short term rental regulations.
- Encourage development of senior living options
- Encourage healthy walkways and bike paths to increase community & safe ways to get to Village
- Encourage participation of all in decisions.
- Enforce codes on fireworks, rentals
- Enforce codes on housing. Stop trash can harassment. Need speed bumps
- Enforce codes on personal property.
- Enforce codes/law enforcement
- Enforce dogs on leash. Expand wisely. Improve safety of sidewalks for walking
- enforce existing laws and hold owners of short term rentals accountable for problems. Properly run short term rentals are needed for local economy
- Enforce no thru trucks on RT#5 & morgantown Rd. They slow traffic and damage the small circle. This is already posted
- Enforce private property codes when home is owned by the bank/foreclosures, vacant
- Enforce residents to clean and maintain their yards!
- Enforce speed limits
- enforce speed limits and put sidewalks in neighborhoods
- Enforce the 35 mph speed limit on Beulah Hill Road and Morganton Road.
- Enforce the codes that kept Pinehurst a nice place to live!!
- Enforce traffic laws. Maintain streets
- expand Beulah Hill Rd (5) to add at least turn lanes onto Linden Rd
- Expand library
- expand traffic control police and enforce traffic violations
- explain why codes are hardly being enforced and only if a complaint is registered

- fence issue
- Fill potholes, need more restaurants
- Fix large circle. Reduce trees along Midland Rd, east.
- Fix the circle
- Fix the traffic circle
- fix the traffic circle- allow golfcarts paths to the downtown VOP
- Fix water drainage , assure speed limits are enforced and add sidewalks in areas by busy streets where families live
- focus as much attention to neighborhoods as you do tourist areas
- Focus on existing residents, not what the future 'might be'... the future is looking bleak if you keep building. The infrastructure can not handle it. Residents that are retired do not want to pay more for property taxes to support additional city employees and services. Families have to feed their kids, not pay more taxes because politicians pander to big developers, take payments (on the side, yeah it happens), and watch this town become an over-populated, over-priced, copy of every other Raleigh suburb.
- focus on what needs upgraded now- before its too late. Infrastructure failures will stop VOP progress
- force builders to bring roadway surfaces back to the quality prior to their burying sewer/water needs. It is awful! I painted a white ring around one on Monticello and drivers thanked me.
- Get rid of short term rentals
- get rid of short term rentals and focus on making the community a dynamic place to live...most of the people, who I know, did not move here for Pinehurst No 2. They moved here because they fell in love with the community and the opportunities to make new friends.
- Get rid of the short term rentals. We have a short term rental on our street. We all hate it. I have a photo of at least 10 cars parked in the driveway, yard and street of this rental. Beer cans are sometimes laying in the yard. Even witnessed hookers leaving one evening. This is NOT what I moved to the area for. If the golfers were booked in a hotel, cameras would running to film these activities. What are we allowing into our neighborhoods? When this home is rented, I don’t feel safe.
- get rid of traffic circle, bring in retail shops, have contractors park their pick ups in the sandlot parking area, not on village streets
- get short term rentals under control and a dog park. Since covid, many families have dogs
- get working on solutions to solve the large amount of vehicles now using the roads here
- glass recycle
- Glass recycling and pickup one time a month
- Great job on public events in public places.
- Growth changes our small town.
- Have garbage men put can upright- ride around and see them all over the place
- Have higher standards for new construction in #6
- have police enforce speed limits on 211 and 15/501
- Have regular times for volunteers to pick up trash around our highways. Enforce laws prohibiting littering.
- Have regulations on how many cars can be parked at these rentals. Have Police enforce noise ordinances. Fine owners for trash, etc.
- Have short "bursts" of volunteer activities where we can help without regularly scheduled weekly, monthly commitments.

- have stricter rules & communication with the building of a pool & proactive rules & communications
- hire more patrol officers. Enforce speed limits. Commit to surface water sewage improvements (hire more people.)
- Hire more police
- Hiring more police is always a good thing. I am a retired officer and having more police can go a long way from protecting the community, community relations, teaching children and youth in reference to drugs, gangs, bullying, etc.
- Host more events, musical.
- I am concerned about the B&B's coming into our neighborhood at a very rapid rate. Owners outbid people who want to live here and are just interested in making money. We need to stop it.
- I didn't even know about e-news!
- I feel the staff is doing a great job. We are a very desirable community for residents and visitors. With that comes the demands of accelerating growth. That is the challenge, prioritize public needs, manage budget, and create policies in a timely manner. Good luck!
- I have not had any recent traffic violations but I'd like to see fewer police trying to catch people rolling through stop signs and more police patrolling and being a part of the community.
- I learned by taking this survey about My VOP, which I am downloading now and plan to look at regularly to help me learn about the issues and events in the village. Just please prevent our residential neighborhoods - zoned for residential use - from becoming commercialized short term rentals. Thank you!
- I would like all of our streets in South Surry Circle to be paved.
- I would like to do things to my property without needing permissions, like fencing, gardens, etc.
- I would like to see an outdoor basketball court near Camelot park.
- Implement and enforce Short Term Rental codes.
- Improve drainage/water/sewer
- Improve road infrastructure
- Improve Rt 5, Rt 211 traffic circle. It is inadequate to the area growth.
- Improve the circle from #6 golf course.
- Improve traffic flow management
- include ways for resident to weigh in on topics/needs to prevent divisiveness.
- Increase traffic flow
- Install cameras at the traffic circle
- It would be OK with me if you SAVED MONEY...by no longer printing the PAPER Newsletter that I get in the mail on a quarterly basis - just use ONLINE/DIFITAL media. It would also be OK with me if you did not print the PAPER Catalogue of recreation/sports/etc. classes-opportunities-events - just use ONLINE/DIGITAL media.
- Just compliment the Police and Fire staff. they are magnificent!
- Keep codes strong, enforce them
- Keep current quality of life.
- keep enforcing neighborhood speed limits where 25mph
- keep focus on the people who live here year round!
- keep golf carts off roads, joy riding with kids on back, no seat belts, running yellow lights & crossing 211
- keep it a retirement community- enforce # 32

- keep open discussion with all parties
- Keep our community safe & beautiful.
- Keep people engaged thru all channels of media
- Keep Pinehurst - Pinehurst. I relocated here from a village of middle class blue collar workers, corporate office workers and engineers which had an area the size of Pinehurst AND Southern combined: (pop. 16000 in 1980 and pop. 19000 in 2020. Also, a vibrant downtown, It can be done.
- keep speed limits enforced
- keep taxes low
- Keep up the events.
- Keep up the great work!
- keeping high quality medical facility
- lead with facts, not emotions
- Less Desirable place due to development
- Less energy spent on strategy, more on getting it done.
- less political!
- Library expansion with programs for school children. Recreation opportunities for kids.
- Limit renting days. Not enough housing available and people are buying up houses with no intention of becoming part of the community forcing others to live outside the Village.
- limit Village Council representation to no more than 2 members from gated communities such as Pinewild, BCCC, etc.
- Listen to concerns from residents
- Listen to the residents.
- local transportation
- Love to see more performing arts at the village. Really enjoy that.
- Maintain historic designation, enforce codes. Prohibit short term rentals in family neighborhoods.
- Maintain village image. Stop adding.
- Make all of town fell as important as The village.
- Make more family oriented
- Make sure enforcement of code violations
- Make sure golf cart owners know they are BIUND to yield to cars!!! Clean/ blow the dirt and debris from the middle of intersections….there is SO much dirt and nails between the lanes.
- Make this a walkable community with plenty of trails/crosswalks for safety.
- Manage storm drains/update underground lines. Street maintenance.
- Many residents gave up Facebook several years ago when it became so combative. I would love more information to be sent to residents by other means.
- meeting minutes on website
- more accessible, ADA enforcement, sidewalks, speed enforcement in my neighborhood
- more action on items the public rather and remark on : "stop excessive growth."
- more bike paths
- more childcare and / or safe things for kids
- More control over expansion
- More council members or a member from each of the areas noted in question 39.
- more direct communication from Village Manager
- More enforcement of codes

- more engagements with Village residents
- More family friendly activities/events
- More focus on developing the Rattlesnake road, needs to be cleaned up
- more frequent info on events. etc. love the cleanliness, safety, parks & events
- More frequent newsletters
- More information about programs and activities mailed out.
- more kids camp programs when they are out of school- there are no camps the last 3 weeks of summer and during winter/spring breaks. Makes it very hard
- More local input before decisions are made
- More neighborhood play areas for children. More activities for school age children.
- more newsletters, sidewalks in our neighborhoods
- More parks and rec activities for kids and families.
- More places for beverages and lunches. Wasted spaces and closed offices and shops that are too dedicated to tourists and not at all for residents. I rarely visit the Village anymore, no reason to.
- more police patrol
- More police.
- More programs for kids,
- More programs or visibility of programs designed for children.
- more public input into expansion
- More recycling.
- more restaurant choices, biking trails and better shopping choices
- more restrictions on construction, more police patrol, more event/classes for teens, more greenways and walkways
- more roads, easier access than 15-301
- more shopping
- more sidewalks and bike paths
- More street lights
- more street lights & sidewalks in our neighborhood
- More stuff for kids to do and more walking/biking paths in the neighborhood.
- More survey for public input. Not sure elected officials know what constituents want.
- More tight regulations on short term rentals.
- more transparency
- More transparent with the residents
- more variety of days/hours for downtown stores
- More walking paths, street lights
- More walking trails and sidewalks
- mostly pleased at this time
- move public works & develop "New Core." divide Village into precincts so people who don't live in old town or gate communities can have representation on the Council
- Must maintain ANTI WOKE POLICIES
- Need a bigger bus for trips with parks dept. Newsletter from recreation dept is mailed too late.
- Need a turn line on Hwy 5 and Morganton.
- Need an Olympic size pool.
- Need better classes at community center
- Need more commercial tax base

- need shopping
- No more apartment complexes.
- no more apartments.
- no more expansion. Need more shops
- no opinion new here
- NO SHORT-TERM RENTALS
- No, I am 86 and enjoy living here
- No, I am happy here
- No, very thorough survey.
- Non-political village council- new village manager
- None beyond what I have expressed in this survey. THANK YOU FOR GIVING US THIS OPPORTUNITY!
- Not at this time.
- Not ban and eliminate short term rentals.
- not cave into special outside interest groups \ protecting rights of registered voting citizens
- One park at Pinehurst No 6
- over zealous police, we do not need tough guys
- overall good, but certainly room for improvement
- Overall, I think the Village staff do a fine job. Other than my concerns about short term rentals expressed in question 32, I can't think of anything to suggest for improved service.
- Pass governance that would protect local residents' way of life. The resort owns so much of this village now- the fact that I can't eat outside with a well behaved dog at a resort owned restaurant is insane. So make it a village mandate. There are ways to balance staying a tourist destination while making it a great place to live. Also- the demographics of the village are changing. The board should get with the times. Why can't people still walk around downtown with open containers? That's dumb. Y'all are busy making the resort happy and then making everything else lame. This place should be fun and wonderful for everyone.
- Pave the bad roads especially in Pinehurst 6 and speed bumps at the traffic circle to improve traffic flow
- Pedestrian crossing at Hwy 211 and Gun Club/Rattlesnake Trl. Very hazardous
- Pickle ball courts would be great!
- Place more lights on streets and please build sidewalks
- Plan and adjust for change
- plan short term rentals, limit growth, improve police
- Please change code so that no garbage or recycle container can be seen from the street.
- Please consider full day camp programs.
- please continue excellent code enforcement
- Please do not get hung up on the past and look to diversify the future.
- Please cut the growth beside the paths in Nicks Creek. I worry about snakes and if anyone strayed off the path, it could be a problem. Thank You
- police don't give tickets for speeding in my neighborhood but they do on state highways
- police lost Tree Rd. Drivers speeding constantly. High rates of speed. Police should patrol & give tickets. Dangerous
- provide options for travel without car
- Provide street lighting in my neighborhood.
- provide sufficient parking in town

- Public pool, roller skate rink
- put bathrooms along Greenway
- Put better youth programs for aspiring athletes to participate regardless of tax bracket-supportive of actual locals.
- put cameras up & issue tickets for speeding in the Village
- put sidewalks in #6
- Put up something on traffic circles so cars can't cut in front
- Quality of new housing stock has gone down and enforcement of standards has declined.
- Quit advertising ourselves as the safest place in NC!! The good news is it seems someone else has topped that list but bragging that we are safe just brings trouble. I note that the recent arrests posted in THE PILOT are of people NOT from here, which is a good thing as that means most people here only break traffic laws.
- Quit the obsession over short term rentals.
- Reduce cut through traffic, limit construction
- refocus funding from landscaping to fund traffic circle solution, install discrete speed strips instead of sidewalks. Freeze new residential building
- register, regulate, and limit future STR- restrict additional development south on RT#5
- regulate short term rentals
- Regulate STR, prohibit STR in family neighborhoods
- Relieve traffic congestion and resultant traffic violations at main circle, offer more recreational activities geared toward adults and seniors, make recreational activity information & registration easier to find on vop website, more cultural events (Shakespeare in the Park was nice), more vendors at Farmers' Market. Just checked events calendar and it's all council meetings and private events for months. If there is somewhere else to find area happenings, that information isn't clear, disc golf area needs some better maintenance, encourage more shops and restaurants downtown instead of services, restrict the number of new residential builds commensurate with availability of current housing and cease permits for apartment buildings until congestion and service issues are addressed.
- Remember we are a community, not just a resort destination
- Remove the rooster that has been allowed to wander around Village Acres for two years, violating the noise ordinance day and night!!!
- rental properties, dogs barking.
- Rental regulations
- REPAIR THE RAODS, FIX THE DRAINAGE/RUNOFF
- repave my street- take down dangerous trees on my property, enforce trash can placed before 5:00- clean up streets after storms
- replace traffic circles, spend less time on common area maintenance
- Require resort to build golf cart tunnels under Hwy 5.
- Respect the retirees
- respond to online portal via email or phone. Currently there is no response to one-line complaints
- Restrict short term rentals from single family neighborhoods
- satisfied with service
- send newsletter more often

- Settle on a plan for the village and implement it! The Rattlesnake area has been given new names, new planning contracts and what even decided. Don't forget two years of discussion about the Pinehurst WATER SYSTEM.
- Short term rentals banned. Use hotels/condos.
- Short term rentals control
- Short terms rentals should be registered with village and some regulations created such as occupancy restriction, parking restriction, inspection, etc.
- sidewalk on Longleaf Dr west
- Sidewalks
- Sidewalks AND crosswalks along Morganton, 15/501, and Monticello.
- sidewalks in neighborhoods, community pool not associated with resort
- sidewalks in residential areas
- Sidewalks in Village Acres and Murdocksville
- Sidewalks needed on Diamond Head. It is dangerous.
- Sidewalks that were promised 5 years ago.
- Sidewalks/bike paths. People need to stop for pedestrians
- sidewalks and bike paths for some areas would be nice
- slow down building homes
- slow down growth
- slow down growth
- Slow down the growth.
- Slow down the traffic on Hwy 5.
- slow growth
- Speed enforcement
- spend less time monitoring trash cans- time could be better spent elsewhere. There really is not a trash can problem
- Staff needs to remember that citizens are their clients, not an annoyance.
- start caring more about residents than tourists. stop telling the police not to ticket speeding & parking violations
- Start in forcing codes!!!
- stop any new residential building
- stop building
- Stop building. Enforce the speed limit around traffic circle. More enforcement on 15-501 between entrance to Pinehurst 6 (at light) and the north entrance. People are coming down that hill, heading north, going way over the speed limit.
- Stop having festivals in the park/arboretum that play loud music for hours on end on weekends. I grew up here & noise was never an issue. Now I never know if I'm going to have a peaceful weekend or be aggravated by constant sound. I work very hard all week & just want some peace & quiet on my days home.
- Stop kicking the can down the road.
- stop light at Linden & RT#5
- Stop new development
- stop over building for internal facilities
- Stop short term rentals in residential neighborhoods.
- Stop spending.
- Stop the growth.

- Stop vacation resort rentals!!!! There are 2 in my neighborhood and are ruining the peace, quite, maintenance of the properties, loud music and several cars parked on lawns is not acceptable. We did not move here because its a 'resort' town, we moved for quality of life...that is diminishing rapidly. The code enforcement crew needs additional help: does anyone have the time to drive these neighborhoods and see the grass 2 feet tall? trach bins left out for 5-6 days after pick up? It amazes us that there is even a code enforcement crew assigned...please help them to get the job done. 1 person cannot do it all.
- Street lights
- Street lights
- street lights in Pinewild
- Street lights needed.
- Street maintenance and sidewalks!
- street repairs more often
- Stricter codes for rentals of single family homes.
- Survey responses, ask the Village people for more input in solving problems vs elected officials
- TBD
- thank you
- The hockey rink was resurfaced with a type of material that shreds the wheels on the skates. Because of this material change, the players seek other rinks (some as far as Cary) to play. Additionally, they do not have access to control the lights over the rink in the same manner the tennis courts can be controlled by the players after dark. Our family loved the rink before the change and I know many other families did as well.
- The leaders not shut down free speech. Have leaders not threaten citizens who speak out.
- The mayor and city council should remember that they represent ALL Pinehurst homeowners, not just the few who complain about insignificant issues. Do your job; support the police, firemen, and first responders, and anticipate major storms in such a way that storm damage can be repaired quickly. It is not your job to add fuel to the fire in an already politically charged atmosphere by listening to a few Karens with nothing better to do than to complain about their neighbor's garbage cans.
- The Mayor needs to serve the public. He needs to be fair, honest, and unbiased.
- The people of the Village should have a vision that serves and respects the changes in business and find ways to help the majority working within current guidelines. Other than that this is a wonderful place my wife have grown to love.
- There needs to be a creative solution to traffic flows through Pinehurst -- a pro-active rather than a reactive approach. There needs to be a by-pass on the western side of town -- west of NC-5. This will happen sooner or later and the sooner the better.
- They are doing a great job, the council needs to let them do their jobs!
- They Mayor and Council need to put the citizens of Pinehurst before all else. Tourism is a large part of Pinehurst, but it’s value needs to be put into perspective. Save our single family residential neighbors.
- think more about the quality of life in Pinehurst
- Think of residents first, tourists second.
- This is a personal issue instead of a village-wide issue, but I'm sure I'm not the only one with concerns. I feel unsafe walking in my neighborhood due to the number of loose pets - cats and dogs - at all times of day. I know that there is an ordinance addressing this, but it is not enforced. Additionally, it would be great if the Village of Pinehurst could enforce

traffic/pedestrian laws - or at least provide some firm reminders. It astounds me how many pedestrians walk on the wrong side of the street (when there's no sidewalk).

- traffic along 5 near the resort is a difficult problem and needs to be addresses. a full additional athletic field is a must to meet the current demand.
- Traffic enforcement
- traffic light at RT# 5 & Linden during rush hours
- traffic on weekends and holidays are good. Try to divert the heavy trucks and commercial vehicles to circumvent them thru traffic away from circle
- Transportation. See above. And more county needs a trauma center so everyone doesn't get airlifted. Heart and Cancer are good. But we need other things. SIGNAGE. Try driving around Pinehurst Medical and knowing where you are. I have lived here since 2008. The pilot will say Pinehurst South not one of 25 of my friends including a garbage person could tell me where this is.
- trees should be left in yards, clear lots to make it easy for the builders is not important, no cookie-cutter houses
- try to control explosion of short term rentals, (aka Golf houses) in our neighborhood. Not what we came here for.
- Update Camelot playground, do not cut down all the trees
- Use money wise
- Vehicles speeding , severe!
- Village Acres needs road work more often
- Village Board members get out in neighborhoods and speak with the residents
- Village could address the water that runs down our street across my grass and down my driveway
- Village has forgotten the seniors who made this place desirable.
- Visible police patrols
- Vote in competent and fair leadership
- Walk ways on Longleaf West. Lots of traffic and no walking path.
- Walking paths through neighborhoods. golf cart path along NC5
- Walkways in parks with greater access to water fountains/hydration and garbage cans (to throw dog poop). You have to walk forever to throw our poop bags, and it would help encourage people to pick up after their dogs.
- We are 86 and 84. Just be aware of elderly. Trash, for example is a struggle.
- we are very happy
- We love living here. Safe for our family.
- We love living in Pinehurst!
- We need a dog park. Currently, one must go to the airport and, if they accept you, pay a fee to use a private dog park. One paid for and maintained by the village with easy access and multiple, fenced areas for different temperament of dogs would be preferable. Sanford has one. Aberdeen has one.
- We need a skatepark
- weekly trash pickup on roads
- white privilege town, need more cultural diversity
- Widen hwy5. Improve intersection at 5 and Morganton. Bigger traffic circle. Thin out the deer.
- working with the county and other cities to develop a Target
- Would like to have street maintenance in Pinewild

- Write some moving violation tickets every now and then in residential neighborhoods and strictly regulate STRs.
- written info concerning Villa issues/operations, newsletter is superficial, village manager memo to residents- most residents do not know that the manager is unacceptable.
- Yes. Fix your storm water runoff issue in the front of my house that causes MAJOR issues on the side of my house. And hire more experienced professionals in your Planning & Inspections department to expedite the process.
- yes-sidewalks- Lake Pinehurst neighborhoods
- you are doing a good job

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VILLAGE OF
PINEHURST

PLANNING AND INSPECTIONS DEPARTMENT STAFF REPORT

To: Planning and Zoning Board
From: Alfred Cassidy, Senior Planner
CC: Darryn Burich, Planning & Inspections Director
Alex Cameron, Planning Supervisor
Date: October 6, 2022
Subject: **Proposed Text Amendments to the Pinehurst Development Ordinance (PDO) to address the primary or accessory use of land for keeping, grazing, feeding, or breeding of livestock.**
The amendments are to the following sections:
Section 8.5.1a Table of Permitted and Special Uses and Special Requirements
Section 10.2 Definitions

Background on the Proposed Amendments

The Village of Pinehurst is proposing a text amendment to the Pinehurst Development Ordinance (PDO) to address the keeping of "livestock" within the Village's zoning jurisdiction. Recently, staff has become aware of an opportunity to better address this topic than the PDO has historically and therefore be a better tool to administer. The intent of this amendment is to make changes that provide greater specificity that the keeping of "livestock" either as a primary or secondary use would only be permitted in the R-210 zoning district. Historically, that is how certain provisions of the PDO have been interpreted and enforced. The way the current provisions of the PDO read, it could be interpreted that this use is not expressly prohibited in our zoning districts. These proposed amendments bolster how these regulations have been applied throughout the Village's jurisdiction. The R-210 residential district, "is established as a district in which the principal uses of the land are for low-density residential and light agricultural purposes. Development in this district is restricted due to lack of available utilities, watershed protection restrictions and for the protection of agricultural lands".

Proposed PDO Amendments

The proposed amendments would affect the following sections of the PDO:

- Section 8.5 Table of Permitted and Special Uses and Special Requirement
  - Revisions to this section would add "Agriculture, Livestock" as permitted by right (X, SR) with special requirements in the R-210 zoning district within the Table 8.5.1a.
- Section 10.2 Definitions
  - Revisions to this section would slightly change the existing definition of "Agriculture, Livestock" within the PDO and provide for regulating the use of land within Table 8.5.1a.

Chapter 8 Zoning

- **Section 8.5. Table of Permitted and Special Uses and Special Requirements**
  - The Table of Permitted and Special Uses and Special Requirements which follows contains a listing of uses which may be permitted in one (1) or more of the various General Use Zoning District established by this Ordinance.
- **Section 8.5.1 Symbols Used on Table of Uses**

  An "X" of "SR" opposite the listed use in the District column(s) indicates the District of Districts in which particular listed use may be permitted. The meanings of the entries in the Table are as follows:

  (A) "X" indicates the use is permitted by right and a Development Permit may be obtained, subject to meeting all the requirements of the Ordinance for a Development Permit;

  (B) SU indicates the use requires approval of a Special Use Permit by the Village Council in accordance with the procedures of Section 4.5 before obtaining a Development Permit;

  (C) The column on the far right, label "SR" (Special Requirements) means that there are additional special requirements for the development or use for compliance. These requirements are contained in Section 8.6, "Special Requirements to the Table of Permitted and Special Uses." The "SR" will also appear in the column of the general district in which the special requirements apply.

  (D) The listing of a use in the Table of Permitted and Special Uses and Special Requirements in no way relieves that use of having to meet all local, State and Federal laws pertaining to the establishment and operation of that use;

  (E) Any use not explicitly allowed in the Table of Permitted and Special Uses and Requirements is prohibited. The enumeration of expressly prohibited use shall not be deemed exclusive or all inclusive.

- **Section 8.5 Table of Permitted and Special Uses and Special Requirements**
  - **8.5.1a Table of Permitted and Special Uses and Special Requirements**

Staff is proposing to add an already existing defined land use in Chapter 10.2 of the PDO, Agriculture, Livestock, to the Agriculture table and permit by right with a Special Requirement (X, SR) in the R-210 Zoning District.

AGRICULTURE	PC	RD	R-210	R-30	R-20	R-15	R-10	R-8	R-5	R-MF	NC	H	HD	OP	VCP	VR	VMU	VC	SR
Farming/Animal Production			X, SR																25
Horse Farm & Training Track	X, SR		X, SR																26
Nurseries			X																
Gardens (Community and Private)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Kennels, Outdoor																			
Swine Farms																			
Agriculture, Livestock			X, SR																25

Chapter 10 Village of Pinehurst Ordinance Definitions

- **Section 10.2 Definitions**

Staff is proposing a slight revision of the "Agriculture, Livestock" land use definition(s) in Chapter 10.

Agriculture, Livestock: ~~the~~ any use of land for the keeping, grazing, feeding, or breeding of livestock, including cattle, hogs, sheep, goats, and poultry, and also animal specialties such as rabbits and fish and fur-bearing animals in captivity. This definition is not to include horse farms, as they are listed as a separate use.

Text Amendment Process

Pursuant to Section 6 of the Pinehurst Development Ordinance (PDO) and Article 6 of North Carolina General Statute Chapter 160D, zoning ordinances or development regulations may be adopted, amended or repealed. The purpose of initiating changes to the text of the zoning ordinances are to make adjustments to the text of the development regulations that are necessary in light of changed conditions, adopted plans or changes in public policy, or that are necessary to advance the general welfare of the Village and are in furtherance of Section 1.2 of the PDO (Statement and Intent of This Ordinance).

Prior to considering action on these items, the proposed amendments shall be referred to the local planning board (Planning and Zoning Board) for review, comment and to forward a recommendation on the proposal, which is an *advisory* recommendation only. Legislative public hearings are held for each the planning board and governing board review and consideration of the proposed zoning ordinance. Both boards shall also consider the currently adopted Comprehensive Plan and comment on whether the proposed action is consistent with the plan.

An amendment to the text of the PDO may only be initiated by the Village Council, Planning and Zoning Board, or by anyone who owns property or resides in the jurisdiction of this Ordinance or their agent, lessee, or any contract purchaser specifically authorized by all of the owners to file such application for such amendment, or any owner of a legal equitable interest in land located in the jurisdiction

Comprehensive Plan Consistency Statement

The Village of Pinehurst 2019 Comprehensive Plan established seven Guiding Principles to further clarify the goals of the community to preserve and enhance the quality of life in Pinehurst. The goal of Guiding Principle 1: Village Character & Authenticity, is to retain the small-town charm, scale, and character of the community to ensure a high quality of life. Celebrate and preserve the historic Village and traditions that make Pinehurst desirable and unique.

The goal of Guiding Principle 3: Places to Live, is to protect and enhance the quality and character of existing residential neighborhoods. Seek opportunities to offer a variety of housing

types that appeal to a wide range of households and enable residents to live in Pinehurst throughout all stages of life. Ensure neighborhoods are connected to walkable destinations such as parks, open spaces, recreational facilities, and other activity centers.

The Conservation and Growth Map on pages 61 and 62 of the Comprehensive Plan show the large area in the southwest of the ETJ (extraterritorial jurisdiction) as "Rural". The bulk of this area is all zoned R-210 which this amendment would allow the keeping of livestock. Other agricultural type uses are permitted in the R-210 zoning district and this amendment would be consistent with those uses and the Conservation and Growth Map.

Staff feels that the proposed text amendments are consistent with the Comprehensive Plan as it will help protect the character of the existing residential neighborhoods while still allowing a rural use of land in the R-210 zoning districts.

Planning and Zoning Board Action:

The Planning and Zoning Board shall consider each proposed amendment to the development ordinance and make a recommendation to Village Council on the proposed amendment. In considering an amendment, the Board shall conduct a legislative public hearing on the application. During the public hearing, the Board will take public comments on the proposal, review the proposed amendments, discuss and deliberate. The Board may decide to continue the hearing in order to give time or consideration to address concerns raised or receive more input or data. After conducting the public hearing, the Board will formulate a recommendation to Village Council and also make a statement on whether the proposed amendment is consistent with the Comprehensive Plan. The Board should make a recommendation to Village Council within 30 days of the first scheduled public hearing. If no recommendation is made within the 30 day window, Village Council may take the up the proposal without a recommendation.

The Planning and Zoning Board has the following options:

1. Recommend adoption of the proposed amendments as drafted.
2. Recommend adoption of the proposed amendments with revisions (to any of the sections as presented).
3. Continue the public hearing to gather more input or comment on the proposal or continue deliberation and discussion.
4. After conducting the public hearing, continue or defer action on a recommendation to the next properly scheduled meeting.

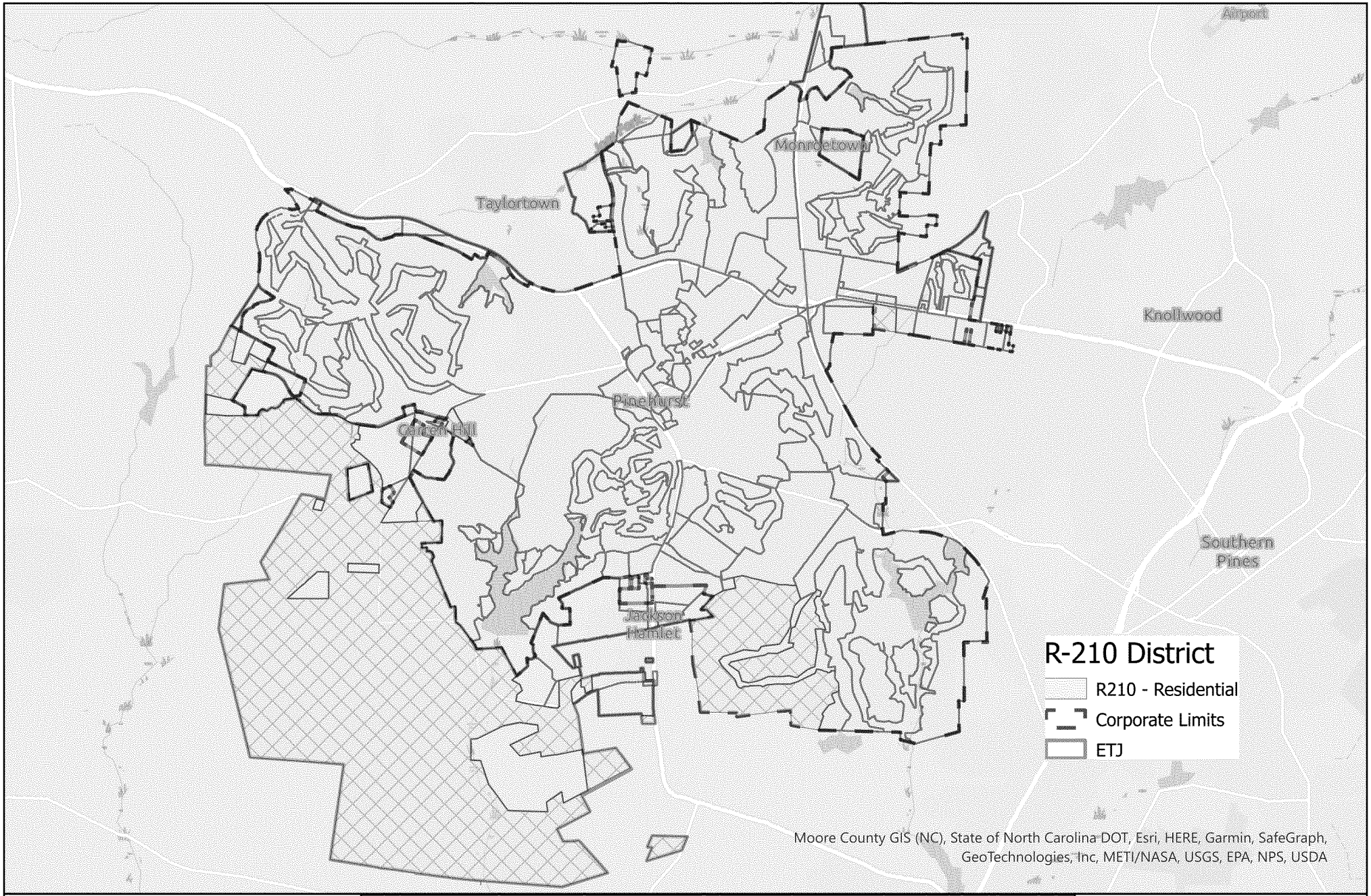
Recommendation

Staff recommends that the Planning and Zoning Board recommend approval of the proposed amendments and adopt the statement of consistency with the Comprehensive Plan provided.

Attachments:

- R-210 Zoning District Maps
- Draft Comprehensive Plan Consistency Statement

Livestock Text Amendment



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Village of Pinehurst Disclaimer: It is understood that the data contained herein is subject to constant change and that its accuracy cannot be guaranteed.
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Grid is based on North Carolina State Plane Coordinate System NAD83 (feet).

9/28/2022

R-210 Zoning District Where Keeping Livestock Would be Permitted

1895 Village of Pinehurst

N W E S

Livestock Text Amendment

0 5,000 10,000 Feet

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Grid is based on North Carolina State Plane Coordinate System NAD83 (feet).

9/29/2022

R-210 Zoning District Where Keeping Livestock Would be Permitted

1895 Village of Pinehurst

N W E S

PLANNING AND ZONING BOARD
STATEMENT OF CONSISTENCY WITH THE
2019 COMPREHENSIVE PLAN
OCTOBER 06, 2022 REGULAR MEETING

TEXT AMENDMENT TO THE PINEHURST DEVELOPMENT ORDINANCE to address the use of land for keeping, grazing, feeding, or breeding of livestock (Sections 8.5 & 10.2).

The Village of Pinehurst Planning and Zoning Board finds that:

The Village of Pinehurst 2019 Comprehensive Plan established seven Guiding Principles to further clarify the goals of the community to preserve and enhance the quality of life in Pinehurst. The goal of Guiding Principle 1: Village Character & Authenticity, is to retain the small-town charm, scale, and character of the community to ensure a high quality of life. Celebrate and preserve the historic Village and traditions that make Pinehurst desirable and unique.

The goal of Guiding Principle 3: Places to Live, is to protect and enhance the quality and character of existing residential neighborhoods. Seek opportunities to offer a variety of housing types that appeal to a wide range of households and enable residents to live in Pinehurst throughout all stages of life. Ensure neighborhoods are connected to walkable destinations such as parks, open spaces, recreational facilities, and other activity centers.

The Conservation and Growth Map on pages 61 and 62 of the Comprehensive Plan show the large area in the southwest of the ETJ (extraterritorial jurisdiction) as "Rural". The bulk of this area is all zoned R-210 which this amendment would allow the keeping of livestock. Other agricultural type uses are permitted in the R-210 zoning district and this amendment would be consistent with those uses and the Conservation and Growth Map.

Therefore, the Village of Pinehurst Planning and Zoning Board finds that the proposed amendments to the text of the Pinehurst Development Ordinance **ARE** consistent with the Village of Pinehurst 2019 Comprehensive Plan. Achieving goals in accordance with the Comprehensive Plan are considered reasonable and are in the best interest of the public.

DRAFT

The Village of Pinehurst Planning and Zoning Board recommends **APPROVAL** of the amendments to the text of the Pinehurst Development Ordinance.

This is the_____day of_____, 2022.

_____

Chair of the Planning and Zoning Board

_____

Shannon Konstantinou
Clerk to the Planning and Zoning Board

Cc: Darryn Burich
Alex Cameron

DRAFT

ORDINANCE #22-21:

AN ORDINANCE AMENDING THE PINEHURST DEVELOPMENT ORDINANCE TO ADDRESS USE OF LAND FOR LIVESTOCK KEEPING, GRAZING, FEEDING, OR BREEDING PURPOSES

WHEREAS, the Village Council of the Village of Pinehurst adopted a new Pinehurst Development Ordinance on the 8th day of October, 2014, for the purpose of regulating planning and development in the Village of Pinehurst and the extraterritorial area over which it has jurisdiction; and

WHEREAS, the Village Council of the Village of Pinehurst adopted the 2019 Comprehensive Plan on October 22, 2019 that provides a guide for directing future development and policies consistent with the community's vision and which include seven guiding principles to preserve and enhance the quality of life; and

WHEREAS, Guiding Principle 3 is to protect and enhance the quality and character of existing residential neighborhoods; and

WHEREAS, the Comprehensive Plan's Conservation and Growth Map illustrate "Rural" areas within the ETJ (extraterritorial jurisdiction) zoned R-210 that are more appropriate for "Agriculture, Livestock" and other agricultural land uses; and

WHEREAS, said Ordinance may be amended from time to time as circumstances and the best interests of the community have required; and

WHEREAS, the Planning and Zoning Board held a public hearing on October 6, 2022, and recommended the Village Council approve these amendments to the Pinehurst Development Ordinance and found these amendments were consistent with the 2019 Comprehensive Plan; and

WHEREAS, a public hearing was held at 4:30 p.m. on October 25, 2022, in the Assembly Hall of the Pinehurst Village Hall, Pinehurst, North Carolina after due notice in the Pilot, a newspaper in Southern Pines, North Carolina, with general circulation in the Village of Pinehurst, and its extraterritorial jurisdiction, for the purpose of considering proposed amendments to the Pinehurst Development Ordinance, at which time all interested citizens, residents and property owners in the Village of Pinehurst and its extraterritorial jurisdiction were given an opportunity to be heard as to whether they favored or opposed the proposed text amendments; and

WHEREAS, the Village Council, after considering all of the facts and circumstances surrounding the proposed amendments to the text of the Pinehurst Development Ordinance, have determined that it is reasonable and in the best interest of the Village of Pinehurst and the extraterritorial jurisdiction and that it is consistent with the 2019 Comprehensive Long Range Plan that the Pinehurst Development Ordinance be further amended, making the amendments as requested.

NOW, THEREFORE, BE IT ORDAINED AND ESTABLISHED by the Village Council of the Village of Pinehurst, North Carolina in the regular meeting assembled on the 25th day of October, 2021, as follows:

SECTION 1. The Village of Pinehurst Development Ordinance Chapters and Sections are amended as follows:

- **Chapter 8 Zoning, Section 8.5 Table of Permitted and Special Uses and Special Requirements**
  - **8.5.1a Table of Permitted and Special Uses and Special Requirements**

AGRICULTURE	R-210	SR
Agriculture, Livestock	X, SR	25

- **Chapter 10 Village of Pinehurst Ordinance Definitions**
  - **Section 10.2 Definitions**

Agriculture, Livestock: ~~the~~ any use of land for the keeping, grazing, feeding, or breeding of livestock, including cattle, hogs, sheep, goats, and poultry, and also animal specialties such as rabbits and fish and fur-bearing animals in captivity. This definition is not to include horse farms, as they are listed as a separate use.

SECTION 2. That all ordinances or sections thereof in conflict herewith are hereby repealed and declared null and void from and after the date of adoption of this ordinance.

SECTION 3. That this Ordinance shall be and remain in full force and effect from and after the date of its adoption.

VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
John C. Strickland, Mayor

Attest:

_____
Kelly Chance, Village Clerk

Approved as to Form:

_____
Michael J. Newman, Village Attorney

DRAFT

PLANNING AND ZONING BOARD
STATEMENT OF CONSISTENCY WITH THE
2019 COMPREHENSIVE PLAN
OCTOBER 06, 2022 REGULAR MEETING

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Therefore, the Village of Pinehurst Planning and Zoning Board finds that the proposed amendments to the text of the Pinehurst Development Ordinance **ARE** consistent with the Village of Pinehurst 2019 Comprehensive Plan. Achieving goals in accordance with the Comprehensive Plan are considered reasonable and are in the best interest of the public.

VILLAGE OF PINEHURST

HISTORY, CHARM, AND SOUTHERN HOSPITALITY

The Village of Pinehurst Planning and Zoning Board recommends **APPROVAL** of the amendments to the text of the Pinehurst Development Ordinance.

This is the 18th day of October, 2022.

Chair of the Planning and Zoning Board

Shannon Konstantinou

Shannon Konstantinou
Clerk to the Planning and Zoning Board

Cc: Darryn Burich
Alex Cameron

ORDINANCE #22-21:

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VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
John C. Strickland, Mayor

Attest:

_____
Kelly Chance, Village Clerk

Approved as to Form:

_____
Michael J. Newman, Village Attorney

DRAFT

Brooke Hunter, CPA
395 Magnolia Road
Pinehurst, NC 28374
Phone: 910-295-8646
Fax: 910-295-4434
e-mail: bhunter@vopnc.org

Village of Pinehurst

Memo

To: Village Council

From: Brooke Hunter

CC: Jeff Sanborn, Doug Willardson & Senior Leadership

Date: October 14, 2022

Re: Financial Statements for the Year Ended June 30, 2022

Attached are the un-audited financial statements for the fiscal year ended June 30, 2022. The Village ended the fiscal year in a strong financial position with our fund balance above the Council's policy minimum and no installment purchase debt. In addition, our operating expenditures are in check and our revenues are growing at a moderate pace. These results, in conjunction with our strong performance management system, should position us well to carry out the objectives contained in the FY 2023 Strategic Operating Plan (SOP).

Financial Position:

The Village's General Fund revenues exceeded expenditures by $1,951,091, bringing General Fund fund balance to $15,239,959. This year, $1,437,000 in projects were reappropriated in the FY 2023 budget, as they were not received or completed by June 30. The American Rescue Plan Act (ARPA) Special Revenue Fund was established in June 2021 to account for the use of federal grant funds for COVID-19 relief and economic recovery efforts. The first tranche of funding was received in FY 2022; however, no funds were expended by year-end. The ARPA fund's revenues exceeded expenditures by $4,216 for the amount of investment income earned. The Library Expansion Capital Project Fund was established in FY 2022 to account for the design and construction of an expansion to the Given Memorial Library and Tufts Archives facility. The Capital Project Fund's revenues exceeded expenditures by $400,319 due to the transfer of funding from the General Fund and investment income earned. Combined, the Village's fund balance increased by $2,355,626.

The Village's fund balance policy requires us to maintain unassigned fund balance of at least 15% of actual expenditures and a minimum fund balance of 30% of budgeted expenditures. Fund balance is maintained at these levels to meet the Village's cash flow needs and to prepare us for emergencies and opportunities that may arise. The policy also states that when total fund balance at June 30 is in excess of 40% of actual General Fund expenditures, Council may commit excess fund balance for future capital needs. In FY 2022, Council approved a resolution to commit excess funds for future capital needs totaling $6,942,557. Council also approved a resolution in the previous fiscal year to commit $1,000,000 for improvements to the existing Given Memorial Library and Tufts Archives building and other operational improvements, of which only $544,777 in commitments remain. At June 30, the General Fund has unassigned fund balance of $4,676,778, or 23%, of actual expenditures and total committed fund balance of $7,487,334, or 36% of actual expenditures.

The total fund balance of $15,239,959 represents 61% of budgeted expenditures. The statewide average for total fund balance in the Village's population peer group is 54%. This amount includes the $1,437,000 in reappropriated projects that were on order or not complete at year-end.

The Village's total cash and investments at June 30 were $17,856,000 compared to $12,526,000 the previous year. This is an increase of $5,330,000, or 43%. This is primarily due to the receipt of the first tranche of ARPA funding of $2,653,000. The Village earned approximately $29,000 on investments during the year at an average yield of 0.15% due to historic low interest rates following the pandemic. All deposits were insured or collateralized as required for local governments and managed under the Village's investment policy.

The Village had no installment purchase debt outstanding at June 30. In FY 2022, the Village implemented new lease reporting requirements for leased equipment, which required reporting these payments as debt service. Total debt service for the year was only 0.04% of budgeted expenditures.

Capital investments during the year increased the Village's total capital assets to $56,131,000. This is an increase of $3,130,000, or 6%, over the previous year. The most significant additions were the fire engine replacement, Magnolia Road streetscape enhancements, Village Hall office expansion, and the donated Given Memorial Library and Tufts Archives building and land as part of the transfer agreement. Overall, the Village's capital assets have 44% of their original (undepreciated) value remaining, which is consistent with 45% in the previous year.

Revenues & Expenditures:

General Fund revenues were $701,000, or 3.1%, above the year-to-date budget projections. This is above the normal variance of around 1% above budgeted projections due to higher than anticipated local option sales taxes.

Property taxes were above our budget estimate by approximately $17,000. Overall property tax collections for the year were strong with 99.93% of the 2022 levy collected at year-end.

Sales tax revenue was $378,000, or 6.2%, higher than budgeted. Sales tax distributions have increased significantly over the past three years, despite the pandemic. Some factors that contributed to this growth include direct aid to most U.S. taxpayers during the pandemic, a shift from consumer spending on non-taxable services to spending on taxable goods, and collection of sales tax on most online purchases.

The larger portion of the year-end variance can be attributed to expenditures being below budget. General Fund expenditures were $4,056,000 or 16.4%, below budget overall. Expenditures were less than budgeted amounts for the following significant items: (1) contracted and professional services of $605,000 were lower than expected, (2) salaries and benefits were $1,153,000 lower due to employee vacancies related to turnover, and (3) capital expenditures were $1,539,000 below budget due primarily to three replacement vehicles that were on order, sidewalk projects that were being designed but not yet constructed, and the fire station storage building that was under contract at year-end. Overall operating expenditures represented 80% of operating revenues, a 2% decrease from the previous year.

For capital outlay, 61% of the General Fund budget was expended at year's end. The majority of this variance was due to the vehicle replacements, sidewalk projects, and fire station storage building that were carried over to the next fiscal year. Compared to the previous fiscal year, capital expenditures were up by $522,000 or 27%.

Financial Outlook:

As we look to the future, the Village's revenue prospects look sound. Unemployment in our area decreased to 4.1% compared to 4.8% at the same time last year. The Village also added 97 new homes last year compared to 136 and 188 in the previous years. The steady growth in single-family home construction indicates that the Village's tax base will increase proportionately next year. The Village has also seen significant commercial development over the past three years.

Other Items:

During FY 2022, the Fair Barn covered 87% of operating expenditures with operating revenues. This is much higher than the 32% recorded in the previous year and below the balanced scorecard target of 95%. The significant increase is due to the elimination of state-mandated gathering size restrictions as a result of the pandemic. As capacity limitations were removed in May 2021, revenues returned to pre-pandemic levels. Discounts for non-profit events totaled $75,000, compared to $43,000 last year. Last year included hosting 53 FirstHealth COVID-19 vaccination clinics with total discounts of $35,000. Before discounts were applied, the Fair Barn covered approximately 112% of operating expenditures for the year.

The Harness Track covered 37% of its operating expenditures compared to 40% in the previous year. This is below their performance target of 45%. Although revenues increased $25,000, or 14%, from the prior year, operating expenditures increased $98,000, or 21%. This is due to an increase in Buildings & Grounds Maintenance charges for various routine facility projects and repairs.

Conclusion:

Overall, the Village ended FY 2022 better than expected and is well positioned to carry out the initiatives outlined in the FY 2023 SOP. With the $1,951,000 addition to fund balance at June 30, 2022 and the $1,437,000 reappropriation in July, there is now $514,000 in new fund balance that was not allocated in the five-year capital plan.

Should you have any questions about these quarterly statements, please feel free to contact me.

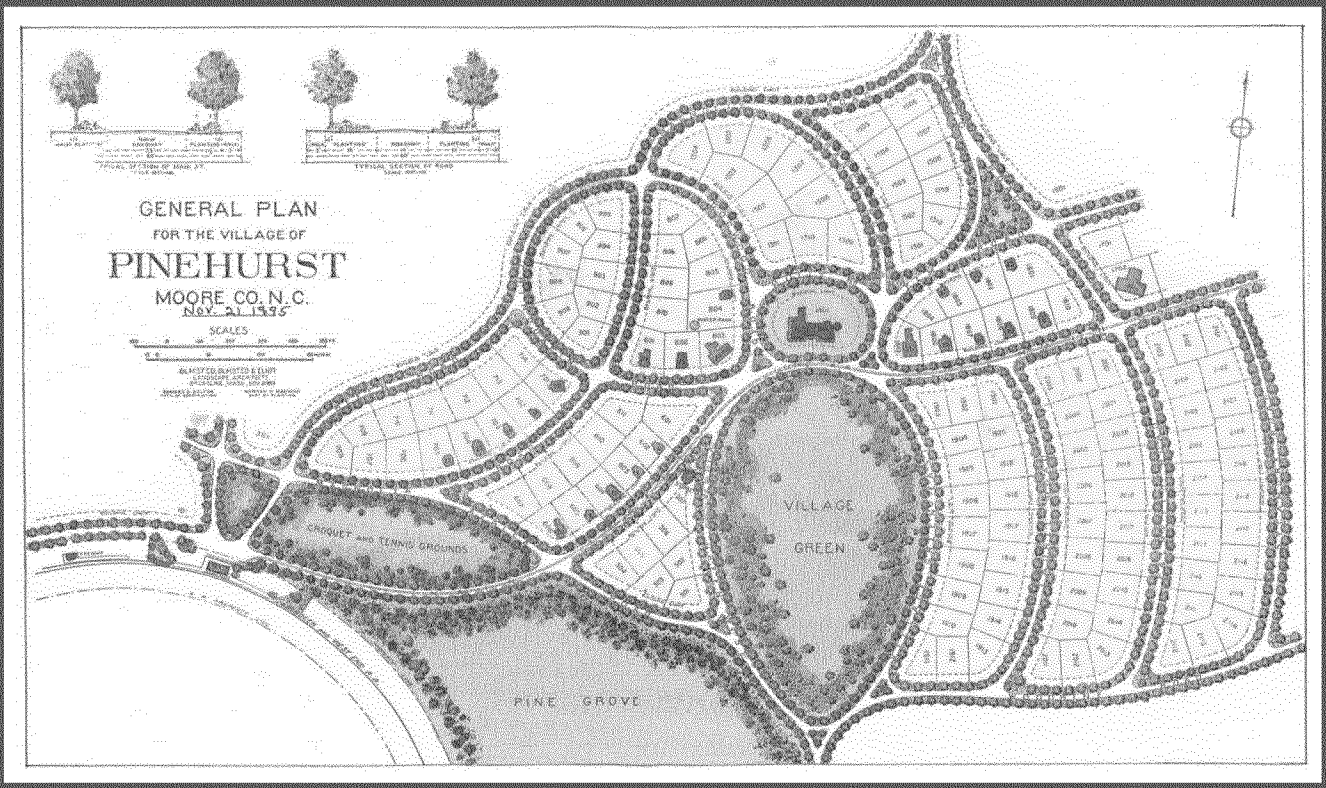
1895

VILLAGE OF

PINEHURST

Village of Pinehurst

Historic District Standards



Village of Pinehurst Historic District ~~Guidelines~~Standards

Recommended by Pinehurst Historic Preservation Commission: July 6, 2006 and September 18, 2006
Adopted by Village Council and Effective: September 26, 2006
Amended: July 10, 2007
Amended: October 7, 2008
Amended: December 15, 2009
Amended: July 19, 2011
Amended: June 12, 2012
Amended: August 20, 2013
Amended: September 11, 2013
Amended: May 14, 2019
Amended: January 28, 2020
Amended: September 28, 2021

Village of Pinehurst Council
John Strickland, Mayor
~~Judy Davis~~Patrick Pizzella, Mayor Pro-Tem
Lydia Boesch, Treasurer
~~Kevin Drum~~Jeff Morgan, Council Member
Jane Hogeman, Council Member

Historic Preservation Commission (HPC)
Eric Von Salzen, Chair
-Tom Schroeder, Vice-Chair
~~Anne Lucey, Commissioner~~
Richard Vincent, Commissioner
John Taylor, Commissioner
David Herring, Commissioner
Terry Lurtz, Commissioner
Cara Mathis, Commissioner

2016-18 Pinehurst Historic District Guidelines Revision Committee

Jim Lewis, HPC Chair
Jack Farrell, HPC Vice-Chair
Judy Davis, Molly Gwinn, and Jim McChesney, HPC Commissioners
Leo Santowasso, Planning & Zoning Board Member
Christine Dandeneau, Architect
Kevin Drum, Village of Pinehurst Business Owner
Wayne Haddock, Home Builder
Stephanie Goodrich and Alex Cameron, Village of Pinehurst Staff

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I. INTRODUCTION

The Pinehurst Historic District Standards for the Village of Pinehurst is a resource for property owners, architects, building contractors, Realtors® and other real estate professionals planning to make changes to the exterior of existing buildings or to construct new buildings in the Pinehurst Historic District. Demolitions and relocations of existing structures are also addressed in this document.

This document is the guide by which the Village Planner and the Historic Preservation Commission (HPC) evaluate applications for Certificates of Appropriateness (COA) which must be approved before projects in the Pinehurst Historic District can commence. To determine whether a property is in the Pinehurst Historic District, consult the map in Appendix B: *Map of the Pinehurst Historic District*.

The main body of this document focuses on design standards that property owners must consider in planning changes or additions to their properties, or in designing new construction projects in the Pinehurst Historic District. Other important information can be found in the Appendices.

A. THE SPECIAL CHARACTER OF THE PINEHURST HISTORIC DISTRICT

The special character of the Pinehurst Historic District evolved directly from the founding of the Village of Pinehurst in 1895 by James Walker Tufts of Boston. It was owned and managed by Mr. Tufts, his sons and grandsons from 1895 until 1970. During this 75-year period, the essential character of Pinehurst was preserved even as the community expanded beyond its central core of cottages, inns, and shops. The Tufts vision for a New England Village around a wooded village green endures today as the special character of Pinehurst.

To implement his vision in 1895, Tufts hired the landscape architecture firm of Frederick Law Olmsted, who designed a system of curvilinear streets and lush landscaping around the village green. The first cottages were small and reflected a combination of Queen Anne and Colonial Revival styles. By the 1920s, the Olmsted plan of curving streets spread to the west of Beulah Hill Road where properties were larger and substantial homes were built by private owners in a variety of architectural styles, displaying Colonial Revival, Mediterranean Revival, Cape Cod and Period Cottage characteristics. During the same period, the neighborhood to the east of the Village core expanded in a grid pattern to accommodate more modest housing for resort staff. The neighborhood includes cottages in a range of popular national styles from different eras, for example Ranch, Cape Cod, and Modernist dwellings. Also located in the neighborhood are the elementary school, a church, a car dealership, and a few businesses.

The Village of Pinehurst today retains its historic character due to the careful preservation of original structures from the late 19th and early 20th centuries and the cultivation of its lush landscapes. The village is protected by Pinehurst Historic Overlay District, which was established by the Village Council in 2006 in accordance with North Carolina General Statute 160D-940(1), to "safeguard its heritage by preserving any district or landmark therein that embodies important elements of its culture, history, architectural history, or prehistory." At the same time, the Village Council appointed the Historic Preservation Commission to develop and administer the Standards that would maintain the special character of the properties and landscapes within the district.

B. THE HISTORIC PRESERVATION COMMISSION

The mission of the Historic Preservation Commission is to "preserve and approve that which is congruous with the special character of the Village of Pinehurst Historic District." The Standards in this document beginning in Section III provide the HPC and Village of Pinehurst Planning Staff with tools to assess whether a proposed change, addition, or new construction will be congruous with the special character of the Pinehurst Historic District.

In addition, the Standards are intended to inform property owners and to help them understand how changes or additions to their property will contribute to the preservation of the Pinehurst Historic District. A fundamental objective is to ensure that changes and additions to existing structures are congruous with the Pinehurst Historic District. Likewise, new construction should be congruous with the District.

Owners, architects and builders are encouraged to consider and comply with all the Standards. The strongest recommendations contain the words **"must," "must not,"** or **"it is not appropriate."** For example:

- Any changes or additions to the configuration an existing roof **must** be compatible with the structure and **must** be congruous with the Pinehurst Historic District
- **It is not appropriate** to introduce new windows or door openings if they will compromise the architectural integrity of the structure.

Other Standards contain the word "**should**." For example:

- Changes or additions to the configuration of any existing roof **should** be compatible with the existing structure.

All Standards contribute to the standard of congruity with the special character of the Pinehurst Historic District by which the HPC evaluates applications for changes, additions, demolitions, relocations, and new construction. In short, a project must meet the overarching requirement that it is congruous with the special character of the Pinehurst Historic District in order to be approved and issued a Certificate of Appropriateness.

The Historic Preservation Commission may at times determine that a proposed change or design which does not meet the Standards is, in fact, congruous with the special character of the Pinehurst Historic District as **if the property owner had followed the Standards. Conversely, an application meeting the Standards could be determined to be incongruous with the character of the District. Strict adherence to the Standards in those cases is not required if the Historic Preservation Commission finds that the proposed design or improvements are congruous or incongruous** when **issuing or denying a Certificate of Appropriateness.**

C. PRINCIPLES OF PRESERVATION

The Standards are not meant to be a comprehensive preservation manual. There are *additional resources* listed in Appendix G, which may be used to supplement these Standards.

- A major source of materials are The Preservation Briefs published by the National Park Service.
- Owners of historic properties should give special consideration to the Secretary of Interior's Standards for Rehabilitation. Those offer excellent guidance for property owners who are committed to the preservation or restoration of their historic property.
- An application form for work which will require a Certificate of Appropriateness is available from the Village of Pinehurst Planning Department, and may also be downloaded from the Village website; vopnc.org
- Many of the terms found in these Standards have very specific meanings. Applicants have the responsibility to review and understand these definitions and how they may affect their application. Appendix H contains a comprehensive glossary of relevant terms.

Based on the Secretary of the Interior *Standards for the Treatment of Historic Properties*, the Pinehurst Historic District Standards are not meant to be a comprehensive preservation manual, but a starting point for making design or restoration decisions. While working on historic structures within the Pinehurst Historic District, applicants should keep the following principles in mind:

Identify, Retain, and Preserve Historic Features and Materials

Character-defining materials and features should be repaired rather than replaced. If a material (i.e.: asbestos siding) is no longer available, it should be replaced with a material that is a close match to the original in texture, shape and color.

Maintain, Stabilize and Protect Historic Materials and Features

Attempts should be made to stabilize and repair deteriorated features and materials before replacement. Proper maintenance and weatherization will serve to protect a structure or building within the district. There are several technical bulletins on the National Park Service, Technical Preservation Services website that can help assist in maintaining a historic resource.

Replace Deteriorated Component That Are Beyond Repair With "In Kind" or Compatible Materials

All effort should be made to replace the historic fabric of the building using the same material as the original construction. That includes the type of materials, the design, dimensions, mass, scale, orientation, color detailing and texture.

Substitute materials can be used if the original material is no longer available. Substitute materials should match the historic materials as closely as possible, physically and visually. This does not apply to hidden structural components.

Use of replacement materials should be limited in scope to only the elements that are deteriorated beyond repair. Missing historic features can be replaced if documented by historic photographs or physical evidence shows that the feature was once there.

D. FREQUENTLY ASKED QUESTIONS

Following are typical questions about the Pinehurst Historic District, the kinds of projects requiring a Certificate of Appropriateness (COA), and the process for securing approval. Consult the appropriate sections of the Standards for additional information.

Q1. What is the Pinehurst Historic District? When was it created and on whose authority? Is it the same as the National Historic Landmark District?

A. The Pinehurst Historic Overlay District was established by the Pinehurst Village Council in 2006 under authority cited in North Carolina General Statue 160D-940(1)], which grants a municipality the authority to "safeguard its heritage by preserving any district or landmark therein that embodies important elements of its culture, history, architectural history, or prehistory." The entire statute can be found on the North Carolina General Assembly legislation webpage. At the same time, the Pinehurst Village Council appointed the seven-member Pinehurst Historic Preservation Commission (HPC), for the purpose of developing and administering the Historic Standards that would maintain the character of properties and landscapes of the district.

The Pinehurst Historic District is not the same as the National Historic Landmark (NHL). The NHL is an honorary designation that was awarded to the Village of Pinehurst by the National Park Service in 1996. The boundaries that define the area included in the NHL are not the same as the boundaries of the local Pinehurst Historic District. The Pinehurst Historic District includes properties that are included in the NHL, but also includes several other streets and many other properties.

Q2. How do I know if my property is in the Pinehurst Historic District?

A. A map of the Pinehurst Historic District can be found in Appendix B. More detailed maps can be found on the Village of Pinehurst website (www.vopnc.org). If you have any question about whether a property is in the Pinehurst Historic District, contact the Village Planner at 910-295-1900.

If your home is in the Pinehurst Historic District, property owners are encouraged to consult the Tufts Archives at 150 Cherokee Road as it houses a number of old photographs of historic homes. Referencing these photos may assist in design decisions.

Q3. My house is not historic, but it is located in the Historic District. Why am I required to follow the Historic Standards?

A. The Pinehurst Historic District boundary is based on the architectural character of the residences and streetscapes that contribute to the overall historic nature of the Village and its special character. The early vision for the Village of Pinehurst was a group of buildings in a designed landscape that closely resembled a New England town, a vision that continues. Your house may be fairly new, but its location contributes to the character of the Village and warrants its inclusion in the Pinehurst Historic District. All renovations, as

well as new construction, in the Pinehurst Historic District provide an opportunity for the continued evolution of historical architecture in the District.

Q4. Do the Standards and the HPC require the use of historic materials in every case or are contemporary substitutes allowed?

A. The Standards are written to promote retention of architectural character without necessarily requiring the use of historic building materials. Original materials are preferred when making repairs or additions, but substitute materials which have the appearance and texture of original materials may be appropriate and allowed. These Standards and the Historic Preservation Commission that administers them try to maintain a balance between preserving the special character of the Pinehurst Historic District and recognizing that advances in materials may accomplish the same goal. Since new materials are frequently introduced, the HPC has the flexibility and authority to approve materials that achieve congruity within the Pinehurst Historic District.

Q5. How do the Pinehurst Historic District Standards differ from the Pinehurst Development Ordinance?

A. The Pinehurst Development Ordinance (PDO) applies to the entire Village of Pinehurst while the Pinehurst Historic District Standards only apply to properties located within the local Historic District. The PDO is far more detailed and addresses many issues that are not covered in the Pinehurst Historic District Standards. All construction projects in Pinehurst that require a building permit and/or zoning approval **must** satisfy the provisions of the PDO. In the Pinehurst Historic District, a Certificate of Appropriateness (COA) is required for Minor and Major Work as defined in Section II, Chapters C and D. Standards in the Pinehurst Historic District may be, and in some cases are, stricter than those in the PDO.

Q6. What is the purpose of the Historic Preservation Commission?

A. The purpose of the Historic Preservation Committee (HPC) is to approve Certificates of Appropriateness for new construction or Major Work, and to do so by conducting hearings and findings of fact when applications come before it. It is the mission of the HPC to take no action except to preserve and approve that which is congruous with the special character of the Pinehurst Historic District.

Q7. When and where does the HPC meet?

A. The HPC meets regularly on the fourth Thursday of every month, except November and December when it meets on the third Thursday. The HPC Chair may call a special meeting if needed to accommodate a time sensitive application. Meeting dates are posted on the Village of Pinehurst website and are held in the Village Hall at 395 Magnolia Road. The meetings are quasi-judicial public hearings. Participants may give sworn testimony to provide competent, relevant and material evidence on an application to the HPC. In making its decision, the HPC is required to adopt findings of fact based on sworn testimony presented to the board during the hearing.

Q8. If I don't agree with the decision of the HPC, how can I appeal?

A. A party who objects to the decision of the HPC on a Certificate of Appropriateness may appeal to the Board of Adjustment within 30 days. Subsequent appeals are to be heard by the Moore County Superior Court. Applications for appeals can be found on the Village's website.

Q9. Who is on the HPC? Can I apply to join the HPC?

A. The HPC is comprised of seven citizen volunteers who are appointed by the Village Council to two-year terms. They may be reappointed to serve a maximum of three terms. Commissioners should have demonstrated a special interest, experience, or education in history, architecture, and/or archaeology. All commissioners must reside in the Village of Pinehurst. Any qualified resident is invited to apply. Volunteer applications forms are available at Village Hall and also on the Village's website at www.vopnc.org.

Q10. What projects require approval from the Historic Preservation Commission? Can I make changes to my property without anyone's approval?

A. Not all projects require approval from the HPC. Please review the definitions in Section II to correctly identify the type of approval your project requires.

Q11: How are the terms "congruous" and "compatible" defined and how are these terms applied?

A. The HPC bases its decision to approve or deny a COA application on whether the project is congruous with the historic character of the Pinehurst Historic District. A project, including a renovation, addition, or new construction, must be in harmony or congruous with the character, density, scale, and setting of the surrounding properties.

Changes or additions to an existing building must be sufficiently **compatible** with the primary structure and **congruous** with the Pinehurst Historic District. New buildings must be sufficiently **congruous** with the special character of the Pinehurst Historic District. The fact that any particular feature or set of features contained in an application being reviewed by the HPC exists on one or more other properties in the Historic District does not necessarily meet the applicant's burden of demonstrating that the application, if approved, would be congruous.

Q12: "Field of Play" what does it mean?

A. The term "Field of Play" shall mean the area within the Recreational Development (RD) zoning district where golf activity occurs. With the exception of buildings, property located within the area known as the "field of play" is excluded from these Standards. For example, repair, relocation or addition of compatible signage, landscaping, and/or cart paths on property within the "field of play" may be made without seeking approval from the HPC.

II. PINEHURST HISTORIC DISTRICT STANDARDS AND OVERVIEW

The Historic Preservation Commission meets monthly to decide on applications for Certificates of Appropriateness. The Village Planner is available to assist property owners or their designees – for example, an architect or builder – in interpreting the Standards appearing in Sections III to IX and their applicability to the project prior to design review by the Commission, as well as during project implementation.

A. APPROVAL REQUIREMENTS

Projects can be approved two ways, depending on the extent of the work and possible alteration of historic features. Some repairs and minor replacements or improvements can be approved at the staff level. For major work, typically additions and new construction, a public hearing before the HPC is required. The following sections provide guidance to enable the property owner to determine what type of approval, if any, must be obtained before beginning work.

If there is any doubt whether a project requires a Certificate of Appropriateness (COA) or what level of approval is required, consult with the Village Planner at (910) 295-1900. If changes to a previously issued Certificate of Appropriateness are requested, the application must be amended and approved based upon the Standards. The nature of the work will determine whether the change requires staff or Commission approval. The discontinuance of work or the lack of progress toward achieving compliance with a COA for a period of one year shall be considered as a failure to comply with a COA and may require a new application and approval; see additional details in Sections C and D below.

Projects fall into one of three types as defined below.

1. **Basic Work and Routine Maintenance**
2. **Minor Work**
3. **Major Work**

B. BASIC WORK AND ROUTINE MAINTENANCE

Basic Work and Routine Maintenance require no approval from the Village Planner or Historic Preservation Commission. Basic Work and Routine Maintenance includes, but is not limited to the following:

1. Installation of address numbers and mailboxes
2. Replacement of broken or damaged glass, as long as the replacement matches the existing glass
3. Replacement or refinishing of existing signage to match existing
4. Caulking and weather stripping
5. Repair in-kind of gutters and downspouts
6. Replacement of gutters and downspouts where replacement materials match the existing materials in detail and color
7. Replacement of light fixtures with new fixtures that are compatible with the primary structure
8. Installation of life safety equipment (e.g., automated external defibrillators, fire extinguishers, etc.) or items for special events (e.g., tents, displays, storage pods, etc.) that are congruous with the Pinehurst Historic District
9. Installation of foundation vents and replacement of access doors
10. Replacement of mechanical equipment, including HVAC units, that does not change from existing location/appearance/screening
11. Removal of existing fencing
12. Repairs to fences, decks, and driveways as long as replacement materials match the existing materials in detail, style, dimensions, and color
13. Repairs to walks and patios, as long as the replacement matches the existing walks and patios
14. Repair of existing street and/or yard lighting
15. Repair or replacement of masonry foundations where the existing foundation material is retained or where new material matches the existing foundation
16. Repointing and other masonry repairs when the color and composition of the mortar matches the existing mortar and new brick or stone matches the existing masonry as closely as possible
17. Removal of lighting
18. Removal of storm windows and storm doors
19. Minor landscaping, including vegetable and flower gardens, and shrubbery
20. Removal of screening from screened-in porches
21. Removal of dead or diseased trees ~~along the street front that are not in the right-of-way~~ (The Village Planner may request documentation from a landscape professional that the trees are dead or diseased)

C. MINOR WORK

Minor Work projects require a Certificate of Appropriateness issued by the Village Planner. The category of Minor Work includes projects in which the visual character of a structure or site is not significantly altered. Minor Work projects **that meet the requirements of the Historic Standards** can be approved by the Village Planner.

As Minor Work projects do not have a material effect on neighboring properties, the Village of Pinehurst does not require that the adjacent property owners be notified. Normally, Minor Work projects can be approved fairly quickly. In some cases, the Village Planner may elect to refer a Minor Work case to the HPC for consideration. **Minor Work projects must meet all applicable standards.**

The Village Planner may meet with the property owner at the site if necessary and determine if the proposed work is Major or Minor. If the proposed work is Minor and approved, a Certificate of Appropriateness can be issued by the Village Planner. If the Village Planner or designee does not or cannot approve the proposed work, an application for a Certificate of Appropriateness will need to be presented to and reviewed by the Historic Preservation Commission.

Minor Work includes, but is not limited to, the following:

1. Installation of additional mechanical and utility equipment in a new location including, but not limited to, heating and air conditioning units and private well enclosures and associated tanks that are screened from view with shrubbery or appropriate fencing.
2. Installation of small/micro cell wireless facilities that meet the standards
3. Replacement or removal of siding that covers original material, such as removal of asbestos (which must have an asbestos report submitted to the building inspector), asphalt, or other artificial siding when the original siding beneath is to be repaired and repainted or stained
4. New parking areas, walks, and driveways
5. Addition of shutters and awnings
6. Addition of fences, walls, and columns
7. Addition of decks and patios that will be located in the rear yard
8. Installation of accessibility ramps and exterior fire exits
9. Construction of an arbor, water feature (not including pools), pergola and/or trellis that will be located in the rear yard
10. Addition of new signage
11. Screening-in an existing side or rear porch that is not visible from the street
12. New installation of gutters and downspouts
13. Painting a surface a different color that is consistent with Village of Pinehurst Color Palette

C. MINOR WORK CONTINUED

~~1.~~14. Installation of structures or features that are short-term (less than 1 year) or intermittent in nature (e.g., construction trailer, television, temporary cellular facilities, mobile units, etc.).

15. Replacement of existing siding, trim, porch flooring, steps, shutters, awnings, etc., as long as replacement materials match the original or existing materials in detail and color

~~2.~~16. Resurfacing buildings with a non-prohibited substitute material matching the original in style, dimension, depth and profile

~~3.~~17. Replacement of roofing material of the same style, size, and color or an approved color

~~4.~~18. Replacement of doors and windows that are the same material or an allowed substitute material, and the same style, ~~material~~, size, and color as the existing doors and windows

~~5.~~19. Replacement of missing details, including missing or deteriorated siding and trim, porch floors, ceilings, columns, balustrades, or other architectural details, with new materials that are compatible with existing details

~~6.~~20. Installation of storm windows and doors

~~7.~~21. Installation of skylights and solar panels not visible from the street

~~8.~~22. Installation of accessory buildings and structures of the same architectural style, materials and colors of the principal building or structure and located in the rear yard ~~with no dimension greater than 12 feet~~

~~9.~~23. Demolition of small outbuildings that are 144 square feet or less or if the structure is ordered to be demolished by a Code Official as required due to public safety, unsafe or dangerous condition and certified in writing by the Code Official

~~10.~~24. Six-month extension of an approved Certificate of Appropriateness

~~11.~~25. Renewal of an expired Certificate of Appropriateness where no change to approved plans is being proposed, and there has been no change to circumstances under which the certificate was initially approved

~~12.~~26. Minor work changes to an approved COA prior to the work being completed, except in cases when those changes fall under the category of Major Work

~~13.~~27. Pool demolition and infill

D. MAJOR WORK

Major Work projects must be approved by the Historic Preservation Commission in a public hearing before a Certificate of Appropriateness can be issued. In general, these are projects which involve a change in the appearance of a structure or landscape, are more substantial in nature than Minor Work projects, or Minor Work not approved by Planning Staff.

Certificate of Appropriateness applications for Major Work requiring HPC approval include, but are not limited to, the following:

1. New construction or additions not considered to be Minor Work
2. Relocation, removal or demolition of any structural part of a primary structure including accessory buildings or accessory structures that exceed 144 square feet
3. Replacement of architectural details that changes the design or materials from the existing details
4. Changes to roof lines
5. Replacement of windows and doors that are not compatible with the existing window(s) and/or door(s)
6. Eliminating or adding windows and/or doors

~~7. Resurfacing buildings with different materials from that which was removed~~

~~8.~~7. Replacement of roofing with a different material or style~~ from that being replaced~~

~~9.~~8. Installation of structures that are not temporary and expected to be in place for one (1) year or greater, or potentially longer-term structures or features that may not be permanently affixed to the structure (e.g., modular units)

~~10.~~9. Removal of healthy trees twelve (12) inches and larger in diameter at breast height (DBH) along the street side of a ~~residence~~property that are not located within the right-of-way.

~~11.~~10. Installation of in ground swimming pools

~~12.~~11. Installation of freestanding ATMs or kiosks

~~13.~~12. Installation of small/micro cell wireless facilities

~~14.~~13. Minor Work items not approved by the Village Planner

E. HOW TO OBTAIN A CERTIFICATE OF APPROPRIATENESS

The Standards detailed in Sections III to IX apply to existing properties and new construction projects, whether residential or commercial. The process for submitting an application for Minor or Major Work begins with the Village Planner. The Planner can provide details on the schedule for review from the Historic Preservation Commission, if appropriate, as well as the level of documentation and number of copies required. The Planner will also make the determination of whether a project is considered Basic, Minor or Major Work and can assist property owners or their designees, such as an architect or builder, in interpreting the Standards and their applicability to the projects prior to design review.

In addition, the process for submitting an application is detailed in Appendix C and illustrated in the Certificate of Appropriateness (COA) Flow Chart on page 15. The term "applicant" denotes the property owner, or designee, who is requesting the change or new construction. Contact the Village Planner with any questions about how to proceed and prior to submitting an application at (910) 295-1900.

Major Work projects require review by the Historic Preservation Commission. The Commission meets on the fourth Thursday of each month, except in November and December when it meets on the third Thursday.

The deadline for receipt of completed applications for Major Work is ~~three~~ four weeks before each monthly hearing. This submittal timeline allows the Planning staff adequate time to determine if an application is considered Major Work and if the application is considered complete prior to forwarding it the HPC for their consideration. In addition, the time permits staff to prepare the agenda packet and complete the required public hearing notification. The application must be accompanied by drawings, photographs, specifications such as building height and setback distances, etc. sufficient for the HPC to determine whether it meets the applicable Standards. An application for Major Work will not be scheduled for a public hearing before the HPC until the Village Planner determines the application is complete. The HPC only considers applications meeting all applicable requirements of the Pinehurst Development Ordinance once confirmed by the Village Planner. ~~This time limit permits the Village Planning staff to prepare agenda information for each item as provided by the property owner.~~ A checklist for property owner preparation is also included in Appendix C as well as the latest application form on file at the time of submittal. Adjacent property owners are ~~notified~~ mailed notice of the application and a public hearing notification is posted at the property as required by NCGS 160D-406~~law~~.

The order of business for the quasi-judicial Historic Preservation Commission hearing is typically as follows:

1. Swearing in of Village staff along with ~~i~~introduction of each agenda item and admittance of evidence by the Village Planner
2. Swearing in of property owners, or their designees, and witnesses
3. Testimony by the property owners, or their designees
4. Questions by Commissioners with additional testimony from property owner or designees
5. Testimony by other participants.
6. Further testimony by the property owners, or their designees, if desired
7. Additional discussion and deliberation by the Commissioners

8. A motion and vote by Commissioners

There are certain situations when a Certificate of Appropriateness may be amended by The Village Planner after it has been approved by the Commission. Proposed changes shall be submitted to the Village Planner for review. Village Staff may only approve changes that are not considered Major Work.

F. PUBLIC MEETINGS

The remarks and documents presented by the property owner and other witnesses and participants in the hearing are important because they allow the Commission to be fully informed about the project. The purpose of review by the Commission is to determine if the project is congruous with the special character of the Pinehurst Historic District. The Commission will grant or deny a COA based on findings of fact relative to the application of the Standards. Approval may be subject to conditions necessary for the project to meet the Standards.

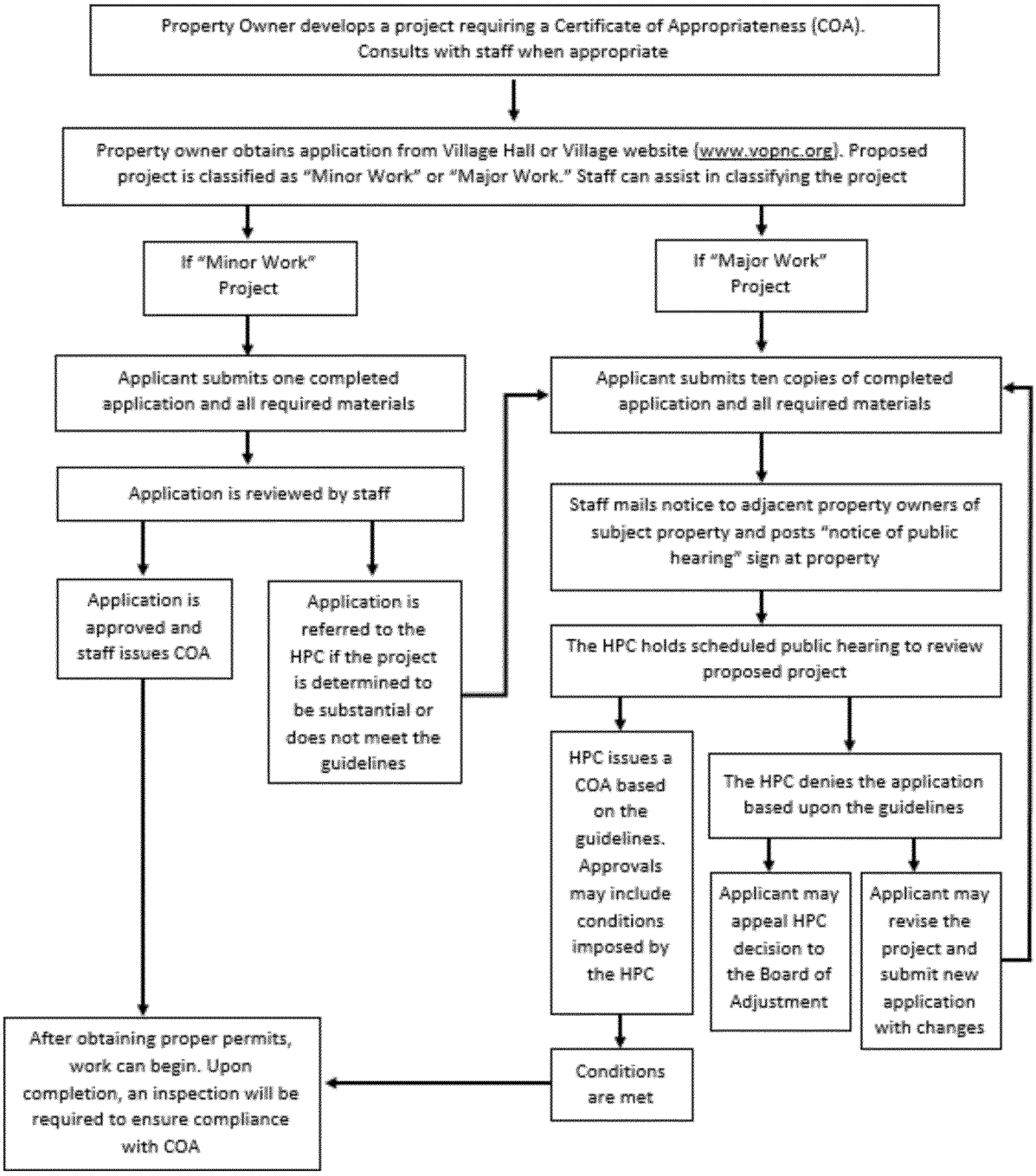
As all hearings are recorded, the video recording may be retrieved from the Village of Pinehurst website: (www.vopnc.org)

G. Inspection Process

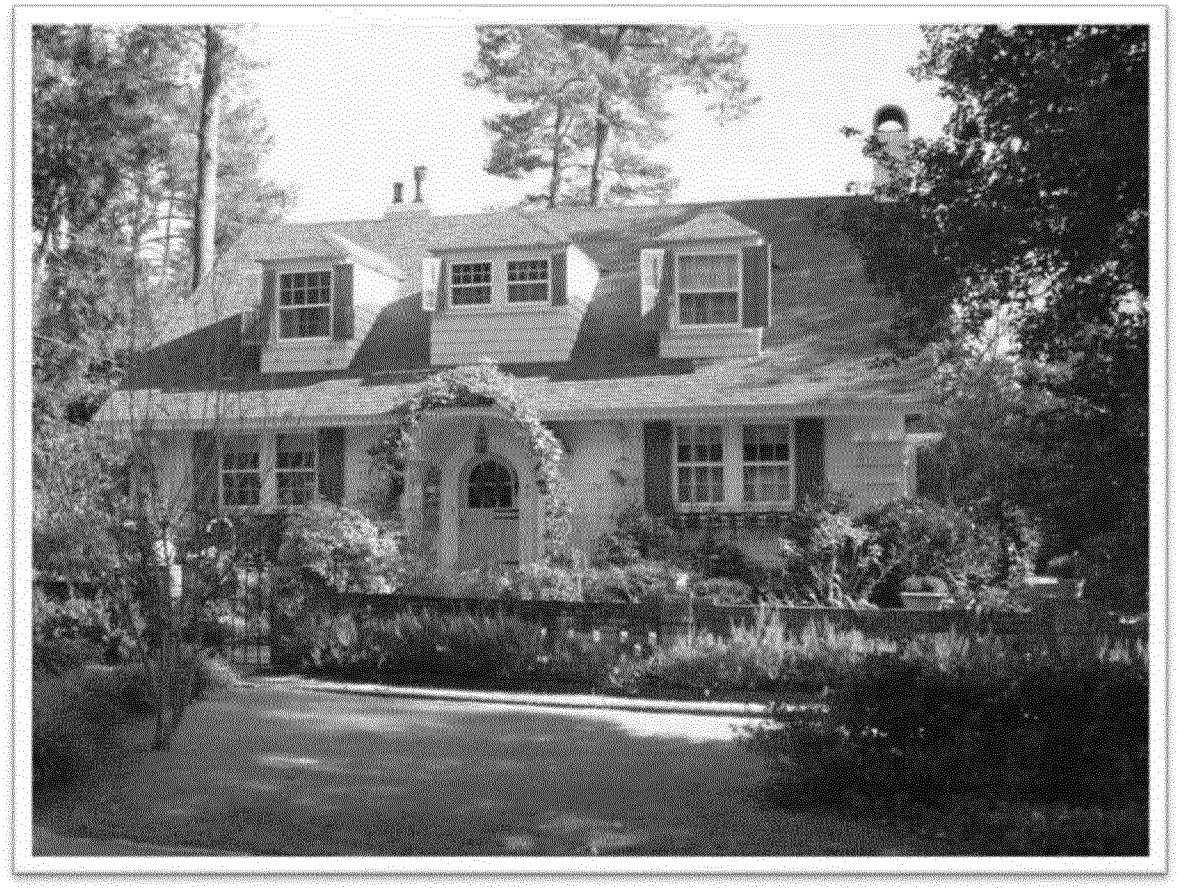
After projects requiring a COA have been completed, an inspection by the Village Planner is required to ensure compliance with the approved COA. The following is the inspection process for both Minor and Major COA:

1. When a historic district project is complete and ready for inspection please contact the Village's Planning Department and schedule an inspection appointment with a Planner. Typically inspections can be conducted the next day or within a reasonable amount of time.
2. The Planner will visit your project site to inspect the work performed under the permit.
    a. During the inspection, the Planner will compare the work based on the approved plans and ensure the completed work is consistent with the approved plans.
3. If the work is consistent with what was originally submitted and approved, the Planner will approve the work and close out the COA.
4. If there are any discrepancies between the approved plans and what was built, an applicant has three options available to pursue:
    a. The applicant may meet standards and/or address the discrepancies by building to the approved plan.
    b. If the changes qualify as Mminor work, the applicant may apply for a mMinor COA
    c. If the changes qualify as Mmajor work, the applicant may apply for a Mmajor COA and go before the Historic Preservation Commission.
5. After all the previously identified issues have been addressed, please contact the Planning Department and arrange for a re-inspection.

H. CERTIFICATE OF APPROPRIATENESS FLOWCHART



III. CHANGES TO EXISTING RESIDENCES



The following Standards apply to proposed projects that change or renovate exterior facades of existing homes in the Pinehurst Historic District.

Chapters A to J describe various building elements such as roofs, porches, and mechanical systems

Chapters K to M describe building materials such as wood, masonry, and architectural metals

Chapter N describes the Village of Pinehurst Color Palette

Section IV addresses Standards for *Residential New Construction*. Please consult Section VII *Site Features* for details on Standards for such features as fences, landscaping or lighting that may be relevant to an addition or renovation project.

Many existing structures in the Pinehurst Historic District utilize materials and features that would not be approved for new construction. Property owners will be allowed to continue the use of those non-conforming materials for additions and accessory buildings.

A. ROOFS

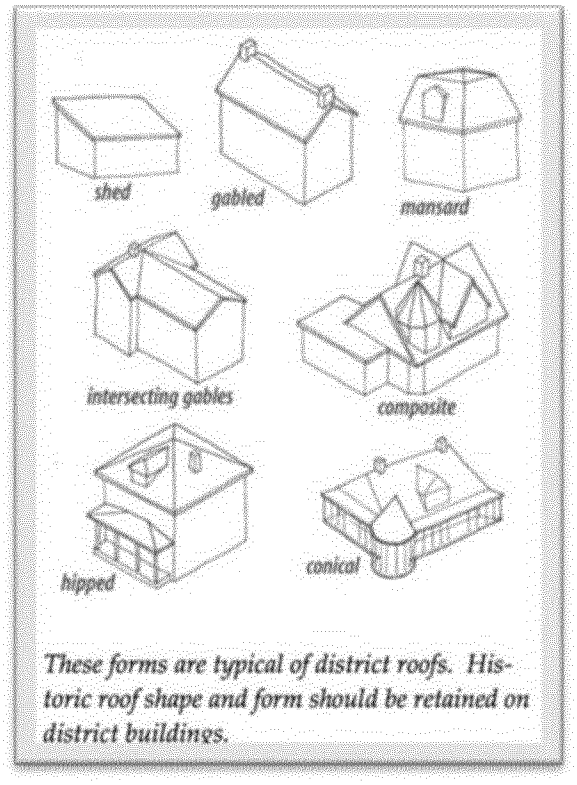
1. Any changes or additions to the configuration of an existing roof shall be compatible with the architectural style of the existing structure and **must** be congruous with the Pinehurst Historic District.

2. Roofs and roof forms that contribute to the overall character of a structure, including their functional and decorative features, such as roofing materials, cresting, dormers, chimneys, cupolas, and cornices should be retained and preserved. Likewise, roofing materials should be preserved and retained whenever possible.

3. If a roof feature, such as a dormer, is completely missing and is to be replaced, it should be replaced with a new feature based on the original feature or a new design compatible in scale, size, material and color with the structure, roofline and the Pinehurst Historic District.

4. If repair or replacement of an entire roof is necessary, the new material should match the existing material in composition, dimension, size, shape, color, pattern and texture.

5. Metal roofs are allowed but the material **must** ~~should~~ be compatible with the ~~architecture of the~~ existing structure and the ~~material~~ metal ~~should~~ **must** be copper or one of the following colors: weathered copper color, dark brown, dark bronze, dark gray, dark green, ~~or~~ dark silver or black.



These forms are typical of district roofs. Historic roof shape and form should be retained on district buildings.

~~6. If standing seam metal roofs are used on residences, the seams should not exceed 1 inch in height and one quarter (1/4) inch in width.~~

~~7.~~6. Vents, including soffit vents and low profile ridge vents should be installed in a manner that does not diminish the original design of the roof or destroy the character of roof details.

~~8.~~7. New gutters and downspouts should be installed so that character-defining architectural features of the structure are not damaged or lost.

~~9.~~8. Replacement gutters and downspouts should be coated with paint or a baked-enamel finish in a color in the Village of Pinehurst Color Palette, unless they are made of copper.

~~10.~~9. Roof ventilators, solar attic fans and solar panels should be located as inconspicuously as possible.

~~11.~~10. Skylights and skylight tubes should be placed as inconspicuously as possible on the rear roof surface, and should have a flat profile.

B. EXTERIOR WALLS AND TRIM

1. Any changes or additions to an exterior wall, such as windows or door openings, bays, vents, balconies or chimneys, **must** be compatible with the architecture of the structure and **must** be congruous with the character of the Pinehurst Historic District.

2. Exterior walls that contribute to the historic form and character of a structure should be retained and preserved, including their functional and decorative features such as cornices, foundations, bays, quoins, arches, water tables, brackets, and entablatures.

3. If an existing exterior wall feature is completely missing and is to be replaced, it should be replaced with a new feature based on the original feature or a new design compatible in scale, size, material and color with the character of the structure.

4. Repair or replacement of an entire exterior wall or wooden feature or deteriorated detail or element should be limited to the minimal amount necessary and ~~should~~ **must** be replaced in kind or with a non-prohibited substitute material matching the original in composition, dimension, size, shape, color, pattern, texture and profile, but using the original material is preferred.

5. Covering wall material, including wooden siding, wooden shingles, stucco, brick, and stonework, with coatings or materials such as vinyl or aluminum siding, is **not appropriate.**

DESIGN GOAL

Replace materials in kind, matching the original in composition, dimension, size, shape, color, pattern and texture.

C. WINDOWS AND DOORS

1. Adding new windows and door openings or altering or filling existing openings should not compromise the architectural character of the structure and **must** be congruous with the Pinehurst Historic District.
2. Windows and doors that contribute to the overall historic form and character of a structure, as well as materials, details, and features of the windows and doors that contribute to the character of the structure should be retained and preserved.
3. If a window, door or feature is completely missing and is to be replaced, it should be replaced with a new window, door or feature based on the original or a new design compatible in scale, size, material and color with the character of the structure.
4. If repair or replacement of an entire window, door, feature, or deteriorated detail is necessary, it should be limited to the minimal amount necessary and replaced in kind, matching the original in composition, dimension, size, shape, color, pattern and texture.
    a. Wooden windows on street-facing elevations should be replaced in kind.
    b. If windows are repaired or replaced, the muntins, mullions, lintels and sills of the new Installation should be compatible in composition, dimension, size, shape, color, pattern and texture with the character of the structure.
    c. Windows should have true or simulated divided lights.
    d. Snap-in muntins are **not appropriate.**
5. Windows and doors of existing structures should retain their original size and dimension, except as may be modified to accommodate code compliance and accessibility.
6. Window and door surrounds and trim should match the original door or window surrounds and trim. Replacing sash windows should not alter the original trim.
7. The number and size of panes, mullions, and muntins, and all window and door hardware should be compatible with those of the existing windows and doors.
8. New dormer windows on street-facing elevations should be compatible with the size and placement of existing windows on primary elevations and should not compromise the architecture of the structure.

~~9. Windows and doors that contribute to the overall historic form and character of a structure, as well as materials, details, and features of the windows and doors that contribute to the character of the structure should be retained and preserved.~~

~~10.~~9. New windows and doors easily visible from the street should be compatible with existing units in proportion, shape, positioning, location, pattern, size, materials, and detail.

~~11.~~10. Glass Block windows are **not permitted** on street-facing elevations.

~~12.~~11. Painted, tinted or filmed glass on windows or doors is **not appropriate** on street-facing elevations.

~~13.~~12. Sliding doors are **not permitted** on street-facing elevations.

~~14.~~13. Security bars should be installed in a way that avoids damages to the historic fabric. Custom security bars should align with the vertical and horizontal dividing elements of doors and windows and are preferred over standard expandable models.

D. STORM WINDOWS AND DOORS

1. Storm windows and storm doors **must not** compromise the architectural character of the openings or casings to which they are applied and **must** be congruous with the Pinehurst Historic District.
2. Storm windows and doors should be installed inside the casing and not cover the casing.
3. Storm windows with a meeting rail should align with the meeting rail of the window to which they are applied. They should be installed so that existing windows and frames are not damaged or obscured.
4. Storm doors should have full view glass or mullions that align with the meeting rails and mullions of the door.
5. Storm windows and storm doors should be factory-finished vinyl, painted wood, or painted or baked enamel finished aluminum.
6. Storm or screen doors should be painted in a color that matches the walls or trim of the structure and the color should be in the Village of Pinehurst Color Palette.
7. It is preferable to use interior storm windows over exterior, if possible.

E. SHUTTERS AND AWNINGS

1. New shutters **must** be compatible with the ~~historic~~ character of the structure and **must** be in the Village of Pinehurst Color Palette.~~congruous with existing shutters in the Pinehurst Historic District.~~

2. Each shutter **must** be equal to the height of the window opening, **must** be one half the width, and should appear to cover the whole window should they be closed.

~~1.~~3. Shutters on arched windows **must** have an arched head as well.

4. Shutters that contribute to the overall historic form and character of a structure, including their functional and decorative features, should be retained and preserved.

~~2.~~5. When replacing deteriorated or missing shutters, if the original shutter was operable, the replacement **must** be operable or appear to be operable.

~~3.~~6. If a shutter or awning is missing or deteriorated and replacement is desired, it should be replaced with a new shutter or awning based on the original or a new design compatible with the character of the structure.

~~4.~~7. Shutters should be wood or have the appearance of wood in composition and texture, and be appropriately mounted.

~~a. If the original shutter was operable, the replacement should be operable or appear to be operable.~~

~~b. Each shutter must be equal to the height of the window opening, and one half the width.~~

~~c. Shutters on arched windows **must** have an arched head as well.~~

~~d. Shutter color should be compatible with the structure and should be in the Village of Pinehurst Color Palette.~~

~~5.~~8. Awnings ~~should~~ **must** be based on historical awning profiles, styles, and shapes and be in a scale compatible with the building.

~~a.~~9. New awnings should not obscure windows, doors, porches, or other character-defining features or damage the original material.

~~b.~~10. Awnings should be woven fabric. ~~It is preferable that awnings be canvas or a woven fabric.~~

~~c.~~11. Awning colors **must** be in the Village of Pinehurst Color Palette.

F. CHIMNEYS

1. New chimneys or chimney repairs and alterations should be compatible with the architectural character of the structure and **must** be congruous with chimneys in the Pinehurst Historic District.
2. Chimneys and their functional and decorative features that contribute to the overall historic form and character of a structure should be retained and preserved.
3. If an existing chimney feature is completely missing and is to be replaced, it should be replaced with a new feature based on the original feature or a new design compatible in scale, size, material and color with the character of the structure.
4. If repair or replacement of an entire chimney, chimney feature, or deteriorated detail or element is necessary, it should be limited to the minimal amount necessary and replaced in kind, matching the existing in composition, dimension, size, shape, color, pattern and texture.
    a. New mortar should match the existing color.
    b. Compatible substitute material should match the existing in composition, dimension, size, shape, color, pattern and texture, but using the original material is preferred.
5. Chimneys visible from the street should be repaired or rebuilt rather than removed.
6. Chimney stacks should not have stucco applied above the foundations as a means of stabilization.
7. Exterior chimneys should have a masonry finish and should extend from grade level for additions.
8. Wooden, boxed chimneys are **not appropriate** on new construction and additions.
9. Chimney repairs and or additions should have masonry and bonding patterns, joints, texture, color, tooling profile, and details compatible with the structure and other masonry features.
10. Paint, cement coating, stucco, artificial stone, brick veneer, or other coatings should not be applied to chimneys that are not currently or were not historically covered.
11. Chimney caps should be compatible with architectural style of the structure or building.

G. PORCHES, ENTRANCES AND BALCONIES

1. New porches, entrances, and balconies or alterations to porches, entrances, and balconies on street-facing elevations **must** be compatible with the architectural character of the structure and **must** be congruous with similar elements in the Pinehurst Historic District.

2. Front porches, entrances, and balconies that contribute to the overall historic form and character of a structure should be retained and preserved.

    a. All architectural features that are character-defining elements of porches, entrances, and balconies, including piers, columns, pilasters, balustrades, steps, railings, brackets, floors, ceilings, soffits, and trim should be retained and preserved.

    b. Porch, entrance, and balcony material, such as flooring, ceiling board, lattice, and trim should be retained and preserved.

    c. An existing entrance or porch should not be removed from street-facing elevations unless historically accurate or compatible with the architectural character of the structure.

    d. A front porch or balcony should not be enclosed in any form unless historically accurate or compatible with the architectural character of the structure**.**

    e. If enclosure of a side or rear porch is required, the enclosure should be designed so the character and features of the porch are preserved.

    f. All decorative porch posts, railings, brackets, cornices and cornice trim should remain uncovered and preserved.

3. New porches and entrances on the street-facing elevations **must** be compatible in height and architectural character with the existing structure, and based on historical evidence that a porch is appropriate to the structure or the style of structure.

    a. The height of the porch should align with the first floor level of the structure.

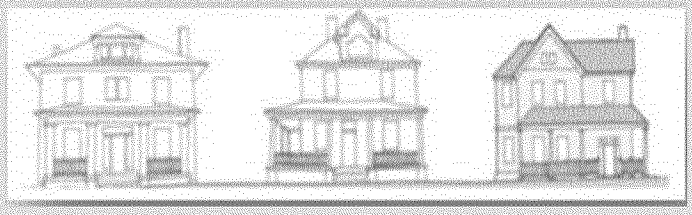
    b. Porch posts, columns, and railings should be compatible in composition, dimension, shape, color, pattern and texture with the structure.

    c. New porches **must be** in the Village of Pinehurst Color Palette

4. If an entrance, porch or balcony feature is completely missing and is to be replaced, it should be replaced with a new feature based on the original feature or a new design compatible in form, scale, proportion, roof shape, detail, material and color with the character of the structure.

5. If repair or replacement of an entire porch, entrance or balcony or a feature or deteriorated detail or element is necessary, it should be limited to the minimal amount necessary and replaced in kind, matching the original in height, scale, proportion, roof shape, detail, material and color. Any substitute materials used should match the original in composition, dimension, size, shape, color, pattern and texture, but using the original material is preferred.

6. Ramps and lifts should be located on the least character-defining elevation of the structure.
    a. Ramps should be constructed in materials, finish and scale that are compatible with the character of the structure.
    b. Ramps that are not temporary should be screened.
    c. Ramps should be constructed so that the original elevation can be restored when the ramp is removed.

Did You Know? Porches are characteristic features of almost every architectural style found in the Village due to its early history as a health resort. ***DESIGN GOAL*** Addition of a porch will contribute to the human scale of the structure and provide a congruent and welcoming space.	

H. DECKS AND PATIOS

1. The addition of a deck or patio **must not** obscure, damage, or destroy character- defining features of a primary or accessory structure. ~~and **must** be congruous with the character of the Pinehurst Historic District.~~
2. Decks should be constructed so that they can be removed in the future with little damage to the existing structure.
3. Decks, posts, and railings should be compatible in scale, design, material, and detail with the structure or previously existing features.
4. The height of a deck should align with the corresponding ~~first~~ floor level of the structure.
5. Decks and patios should be located on the side, rear or least character-defining elevation of the structure.
6. Deck framing should be screened by landscaping or skirt boards.
7. Decks should be painted, stained, or have a manufactured color compatible with the color of the structure and the Village of Pinehurst Color Palette.

Rear porch and balcony addition

I. ADDITIONS AND ACCESSORY BUILDINGS—CARRIAGE HOUSES, GARAGES, AND OTHER BUILDINGS

1. Additions and new accessory buildings, such as carriage houses, garages, and other buildings, **must be** compatible with the character and scale of the primary structure and **must be** congruous with the character of the Pinehurst Historic District.
2. Accessory buildings, including carriage houses, garages or other buildings and their features that contribute to the overall character of the primary structure should be retained and preserved. Removal or relocation of an accessory buildings **must** comply with the standards in Section VIII.
3. If a carriage house, garage or outbuilding is completely missing and replacement is desired, the replacing structure **must** comply with the standards for new construction.
4. Repair of a carriage house, garage or building feature or deteriorated detail or element should be limited to the minimal amount necessary and be replaced in kind.
    a. Compatible substitute material for repair should match the original material in composition, dimension, size, shape, color, pattern and texture, but using the original material is preferred.
    b. If the material used on the primary structure is non-conforming with the current Pinehurst Historic District Standards, the same material is permitted on additions and accessory buildings.
5. New features, such as windows or door openings, bays, vents, dormers, roof forms, balconies, chimneys, or other details should not be introduced on existing carriage houses, garages, or buildings if they are incompatible with the primary structure.

DESIGN GOAL

A lower roof slope for an accessory building creates appropriate spatial definition of the two structures.

The same is true for the pediment over the door in the two illustrations on the right.

Preferred

House with low slope pediment aligned

Not recommended

House with equal roof garage and slopes and taller pediment above front door

6. Windows and doors in additions and accessory buildings should be similar to those in the existing primary structure in their proportions, spacing, and materials.
7. The height of an accessory building **must not** be taller than the primary structure and **must** be smaller in scale than the primary structure.
8. The foundation height of an addition or accessory building should align with that of the primary structure.
9. Additions and accessory buildings such as carriage houses, garages and other buildings **must** be located as inconspicuously as possible, in rear or side yards.
10. An addition **must not** obscure, damage, or destroy the character-defining features of an historic primary structure.
11. If building a new garage, carriage house, or other accessory building will require removal or demolition of an existing structure, that relocation or demolition **must** be approved prior to consideration of the new construction.
12. Attached or detached garages should open to the rear or side of the primary structure.
13. Multiple front-facing garages that dominate the façade are **not appropriate** in the Pinehurst Historic District.
14. Prefabricated metal or plastic storage buildings are **not permitted** in the Pinehurst Historic District.

Best Practice	*Good Practice*	*Not Recommended*
Best pitch to align with scale	Okay but garage pitch is too steep	Garage height and pitch oversized

J. UTILITIES AND OTHER MECHANICAL SYSTEMS

1. Energy conservation features such as porches, operable windows, transoms, and louvered shutters that contribute to the overall historic form and character of a structure **must** be retained and preserved and **must** be congruous with similar elements in the Pinehurst Historic District.

2. Vents and mechanical connections through walls should be located on non-character-defining elevations or inconspicuously on side or rear walls where they will not be visible from the street and should be screened, if possible.

3. Mechanical equipment and utilities, including heating and air-conditioning units, meters, exposed pipes, and underground fuel tanks, private well covers and associated tanks should be located in the most inconspicuous area, usually along a primary structure's rear elevation, screened from view with plantings.

4. Solar panels should be installed in a manner that screens or camouflages their appearance as much as possible and should not be visible from the street.

5. Window air-conditioning units should be located only on rear or inconspicuous elevations.

K. WOOD

1. New wooden features or details or replacement of a missing feature or detail or element **must** be compatible with the architectural character of the structure and **must** be congruous with the Pinehurst Historic District.

2. Wooden features that contribute to the overall character of a structure and a site, including such functional and decorative elements as siding, shingles, cornices, architraves, brackets, pediments, columns, balustrades, and architectural trim should be retained and preserved.

3. If a wooden feature is completely missing and is to be replaced, it should be replaced with a new feature based on an original feature or a new design compatible in scale, size, material, texture, and color with the structure.

4. If repair or replacement of an entire wooden feature, deteriorated detail, or element is necessary, it should be limited to the minimal amount necessary and replaced in kind, matching the original in composition, dimension, size, shape, color, pattern and texture.

    a. Substitute material should match the original material in composition, dimension, size, shape, color, pattern, texture and profile.

    b. Painted wooden siding that is sound should not be replaced or covered.

5. Vinyl, aluminum, Masonite or similar engineered wood product **must not** cover a wooden detail, element, or feature.

6. Wooden surfaces and features **must** be in colors that are in the Village of Pinehurst Color Palette.

7. Use of vertical siding or authentic board and batten should be limited to accents and not be a primary siding. Plywood siding is **not permitted.**

L. MASONRY

1. The addition of a masonry feature or the alteration of a distinctive masonry element or material **must** be compatible with the architectural character of the structure and **must** be congruous with the Pinehurst Historic District.

2. Masonry features that contribute to the overall character of a structure and site should be retained and preserved, including walls, foundations, roofing materials, exposed chimney walls, cornices, quoins, steps, piers, columns, lintels, arches, and sills.

3. If a masonry feature is completely missing and is to be replaced, it should be replaced with a new feature based on the original feature or a new design compatible with the texture, scale, size, material and color of the historic structure.

4. Historic masonry materials, such as brick, terra cotta, limestone, granite, stucco, slate, concrete, block, and clay tile, as well as their distinctive construction features should be retained and preserved.

5. If replacement of a deteriorated detail, module, or element of a masonry surface or feature is necessary, only the deteriorated portion should be replaced in kind rather than the entire surface or feature.

    a. If replacement of a large masonry surface or entire feature is necessary, it should be replaced in kind, matching the original in composition, dimension, size, shape, color, pattern and texture.

    b. Compatible substitute material is permitted if it matches the original material in composition, dimension, size, shape, color, pattern and texture, but using the original material is preferred.

6. Manufactured stone should have the appearance of natural stone in scale, size, texture and color.

7. Traditionally exposed brick or stone surfaces should not be parged or covered with materials like stucco, concrete, wood, or a synthetic material.

8. Masonry elements and terra cotta surfaces that contribute to the character of a structure should not be painted or coated. Painting a brick surface is **not appropriate** unless the surface was previously painted. If painted brick is allowed it **must be** within the Village of Pinehurst Color Palette.

9. New mortar should duplicate the original in strength, color, texture, and composition and match existing mortar joints in width and profile and composition of mortar.

10. Pressure washing can be done in limited areas to clean or remove an applied coating or staining. It is recommended that an inconspicuous area be tested on a low pressure setting prior to wholesale cleaning. Sandblasting is not recommended.

M. ARCHITECTURAL METALS

1. Architectural metal features **must** be compatible with the architectural character of the structure and **must** be congruous with the Pinehurst Historic District.
2. Architectural metal features such as copper, tin, brass, cast iron, wrought iron, lead, and terne plate that contribute to the overall character of a structure and a site should be retained and preserved.
3. If an architectural metal feature is completely missing and is to be replaced, it should be replaced with a new feature based on the original feature or a new design compatible with the scale, size, material, texture and color of the structure.
4. If a deteriorated detail, module, or element of an architectural surface or feature is to be replaced, only the deteriorated portion should be replaced in kind rather than the entire surface or feature. Compatible substitute material should match the original material in composition, dimension, size, shape, color, pattern, texture and profile, but using the original material is preferred.
5. Architectural metal surfaces and features **must be** painted in the Village of Pinehurst Color Palette, unless it is a copper surface.

N. PAINT

Paint color plays an important role in defining the special character of homes and structures in the Pinehurst Historic District. An appropriate color, when applied with complementary accent colors, can enhance a structure's architectural style and accentuate its defining features. Because of the variety of architectural styles in the Pinehurst Historic District, a range of color schemes are appropriate as described below.

- Cottages and houses in the Colonial Revival style are usually painted white or soft colors such as gray or yellow with the trim painted a complementary color.
- Craftsman bungalows, on the other hand, are characterized by a mix of exterior materials, including shingles, brick, and stucco, which may be stained or, in the case of brick, left unpainted. Any wood trim is usually painted white, gray, or an earth tone, to contrast with the darker wall materials.
- The ornate style of Queen Anne Victorian houses permits the most exuberant use of color for decorative accents like brackets and the moldings of window and door surrounds.

DESIGN GOAL

A simple color scheme will allow the building's features to shine. Choose three colors: the most muted and palest color for the walls, a major complementary color for the trim, and a more intense minor accent color for the front door. Consider the roof material as the fourth color.

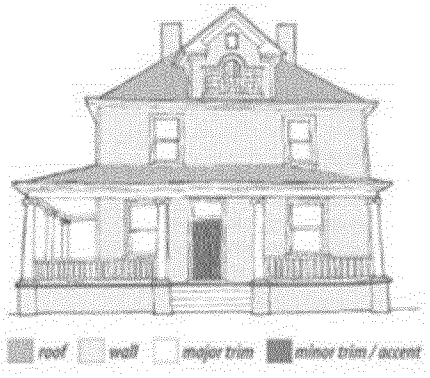
Muted colors of lighter value are suitable for walls and trim; intense colors and those of darker value should be limited to minor accents. The intensity of a color depends on the purity of hue; the value of a color depends on the amount of white mixed into the color.

The color scheme should be congruous with the paint colors on the surrounding properties.

The Village of Pinehurst Color Palette includes approved colors for the Historic District. Appendix D provides a listing of the approved paint colors with manufacturer reference numbers. The catalogue with samples is available for viewing at Village Hall.

√ Choose a simple color scheme. Most houses require no more than four colors:

- roof color,
- wall color,
- major accent color for trim areas such as porch, cornice, and window frames and sashes, and
- minor accent color for the front door, small decorative details, and, window sashes.



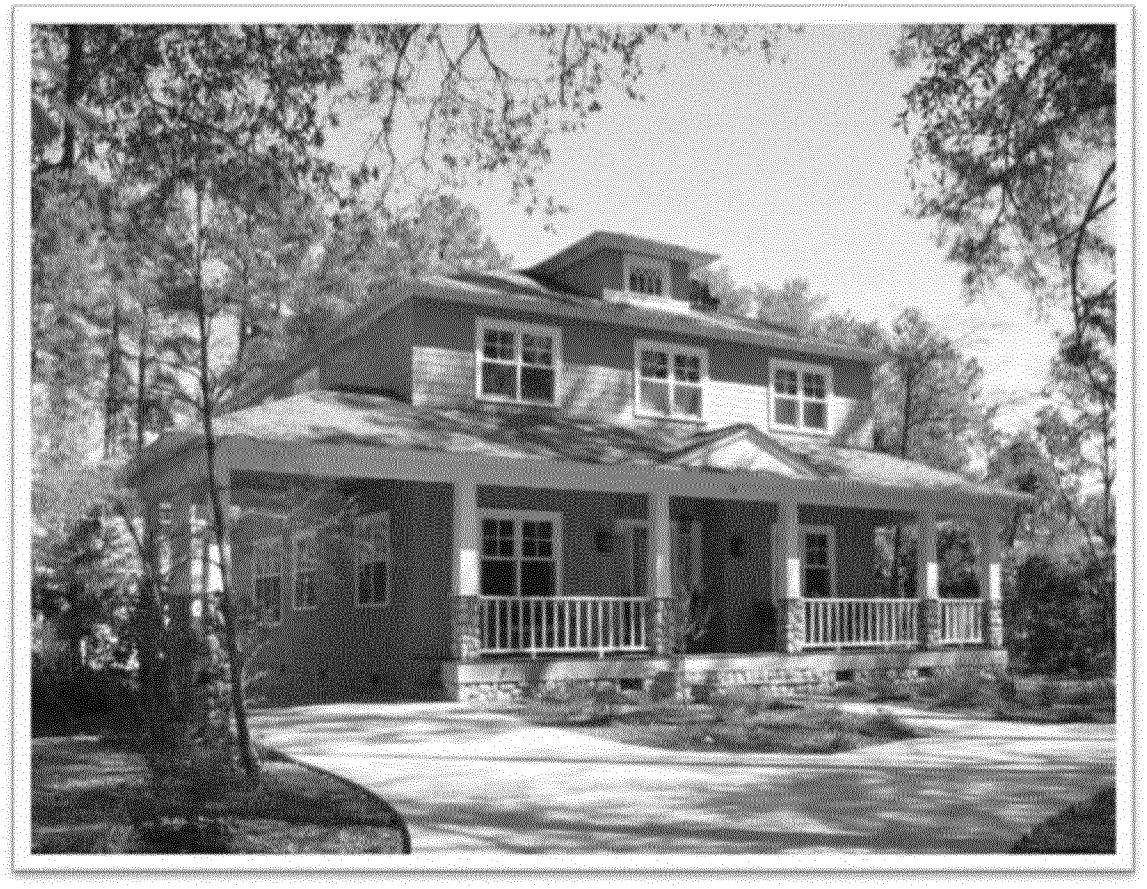
Color is directly related to a building's style. Color schemes for most buildings, regardless of style, usually require no more than four colors.

In the case of most architectural styles, the following principles should guide the choice of color.

1. Paint and stain colors for exterior walls, architectural elements or details, decks, and porches **must** be compatible with the architectural character of the structure, **must** be congruous with the Pinehurst Historic District, and **must be** in the Village of Pinehurst Color Palette. Darker colors are recommended for trim and accents only.
2. Historic painted surfaces and materials that contribute to the character of the structure should be retained and preserved.
3. Replacement gutters and downspouts should be coated with paint or a baked-on enamel finish in the Village of Pinehurst Color Palette, unless they are made of copper.
4. Exterior storm windows should be the same color as the window sash or trim.
5. Painting copper and terra cotta surfaces is **not appropriate**.

PLEASE SEE APPENDIX D ON PAGE 70 FOR APPROVED PAINT COLORS.

IV. RESIDENTIAL NEW CONSTRUCTION



The following Standards apply to building new homes in the Pinehurst Historic District.

- Chapter A cites prevalent architectural styles of homes
- Chapter B describes general points such as scale, relationship to surroundings and color
- Chapters C and D address windows, doors and shutters
- Chapter E describes accessory buildings such as garages
- Chapter F outlines appropriate building materials

Review of Section III *Changes to Existing Residences* may provide additional guidance when designing the proposed project. Please consult Section VII *Site Features* for details on Standards for such features as fences, landscaping or lighting that may be relevant to new construction projects.

A. CHARACTERISTIC ARCHITECTURAL STYLES

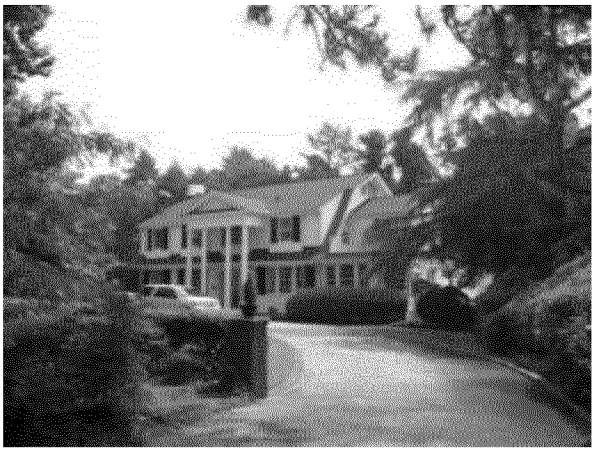
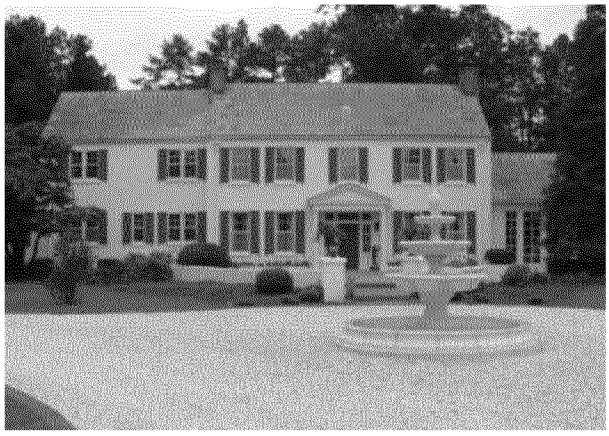
DESIGN GOAL

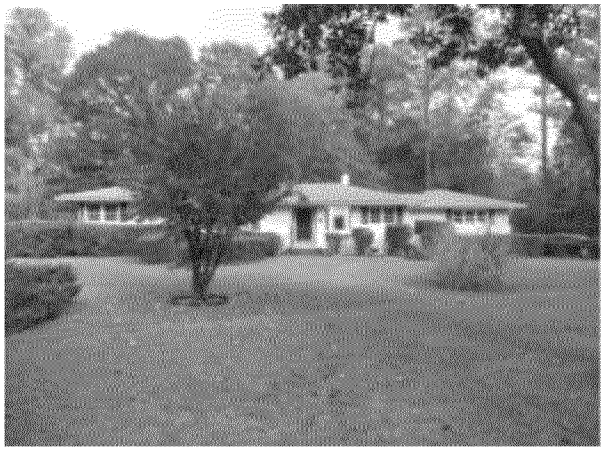
The Village of Pinehurst is not frozen in time. It continues to evolve by:

- *Respecting the character-defining features of the Pinehurst Historic District when designing a new residence*
- *Promoting compatible new construction that blends comfortably with existing historic structures*
- *Showing respect for the site's topography and character-defining site features*

Within the Pinehurst Historic District, the following seven architectural styles are prevalent for homes

STYLE	EXAMPLE
Craftsman Bungalow • Low–pitched roof • Wide eave overhang • Braces under gables • Porch with square or tapered columns • Stone chimneys • Gabled or shed dormers • Exposed rafters under eaves • Broad front porch	
Cottage • Sloping, uneven roof • Brick, stone or stucco siding • Steep gables • Prominent brick or stone chimney • Casement windows with small panes • Small dormer windows	

STYLE	EXAMPLE
Colonial Revival • Rectangular overall house shape • Gable or hip roof • Overhanging second floor • Classical pillars and columns • Multi-pane, double-hung windows with shutters • Dormers • Temple-like entrance: porticos topped by pediment • Paneled doors with sidelights and topped with transoms or fanlights • Chimneys	
Georgian Revival • Square, symmetrical shape • Paneled front door at center • Decorative crown over front door • Flattened columns on each side of door • 5 or more windows on house front façade • Paired chimneys • Medium-pitched roof • Minimal roof overhang • Nine or twelve small window panes in each window sash • Dental molding (square, tooth-like cuts) along the eaves	
Federal Revival • Hip or gable roof • Prominent end chimneys • Corner boards • 6 on 6 or 12 on 12 windows • Portico • Fanlight above door and side lights • Often brick or wood construction • Shutters	

STYLE	EXAMPLE
Queen Anne or Folk Victorian • Rambling, asymmetrical silhouette • Corner towers or turrets • Steep gable or hipped roof with dormers • Verandas and balconies • Contrasting materials and colors • Second-story overhangs • Gable ends decorated with half-timbering or stylized relief decoration • Ornate trim and brackets • Stained-glass window accents	
Ranch • Single story • Low pitched gable roof • Deep-set eaves	

B. GENERAL STANDARDS

DESIGN GOAL

Scale is an important consideration in assessing whether an addition, accessory building, or new construction is congruous with the Pinehurst Historic District.

Several relevant factors are used by the HPC to assess scale including:

- Total square feet
- Height and square footage of the front or street facing façades
- Footprint
- Mass
- Impact on adjacent structures and the relationship to its immediate surroundings

New construction should not visually overpower nearby structures.

1. New residential primary structures **must** be congruous in size, scale, proportion, style, materials, and architectural character with the range of existing structures within the Pinehurst Historic District.
2. All construction **must** be compliant with the Pinehurst Development Ordinance and adhere to the relevant Standards herein as appropriate to specific projects.
3. Color schemes **must** comply with the Village of Pinehurst Color Palette as described in Section III, Chapter N, PAINT, and should be compatible with the architecture of the structure.
4. Detailing on new primary structures should be compatible with its overall architectural style.
5. On the front and street facing elevations, posts and columns should be of dimensions, shapes and styles that are compatible with the architecture and size of the main structure.
6. Roof forms should be congruous with the Pinehurst Historic District.
7. A simple roofline frequently features gable, gambrel, or hip roof forms.

Did You Know?

Traditional, turn-of-the-century homes typically had simple, pitched rooflines to minimize leaks. Simpler rooflines contribute to a harmonious streetscape in Pinehurst and are less expensive.

DESIGN GOAL

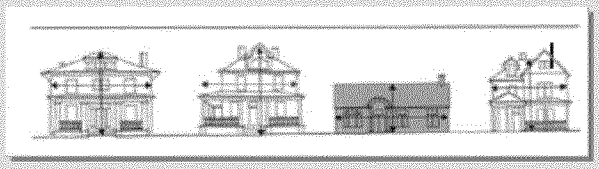
The houses to the right have the same floor plan. The one on the far right with multiple pitches may seem more interesting, yet the roofs serve no purpose to support the structure. The house on the left reflects a simple, well-proportioned house that is compatible with the Pinehurst Historic district.

Preferred

A well-proportioned design with simple lines

Not Recommended

A house with overly decorative, complex roof lines

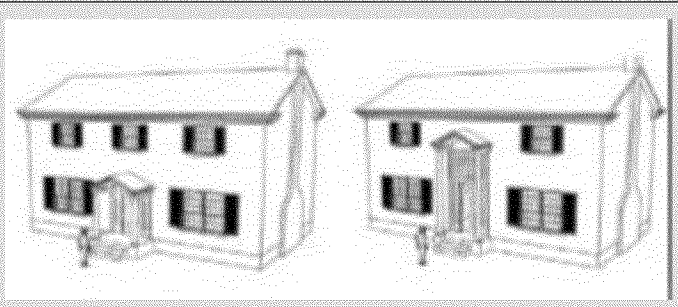


DESIGN GOAL

While variety has value, residences too large or too small will appear out of place and scale when compared to nearby homes.

DESIGN GOAL

The proportions of a front porch should be compatible in size and scale with the structure.



Preferred *Not Recommended*

C. WINDOWS AND DOORS

1. Window and door openings **must** be congruous with other primary structures in the Pinehurst Historic District in terms of proportion, shape, position, location, pattern, and size.
2. Windows should feature true divided or simulated divided lights and muntins or windows with interior fixed muntins. Snap-in muntins are **not appropriate.**
3. Glass block windows are **not allowed** on street-facing elevations.
4. Applying paint, tint or darkening film to window or door panes is **not appropriate** on street-facing elevations.
5. Sliding doors are **not allowed** on street-facing elevations in the Pinehurst Historic District.

Did You Know?

In early construction, taller windows were more economical to build. A narrower window meant a smaller lintel (the extra wood in framing on the top of a window to support the wall above) and therefore less money. Tall, rather than horizontal windows, also provide a better chance of catching the movement of the sun.

DESIGN GOAL

Vertical windows are usual in the Historic District.

A house with all horizontal windows

A house with vertical windows

D. SHUTTERS

1. Shutters **must** be congruous with existing shutters in the Pinehurst Historic District in style, material, design, and color.
2. Shutters should be wood or have the appearance of wood in composition and texture, and be appropriately mounted. Operable shutters are recommended.
3. Each shutter must be equal to the height of the window opening and one half the width.
4. Shutters on arched windows **must** match and have an arched head as well.

Did You Know?

Historically shutters were operable and often used to block light while letting in air. Pre-air conditioning, old houses always had space on both sides of the window for the shutter to be locked open, and shutters were sized to completely cover the window and sit within the window frame.

DESIGN GOAL

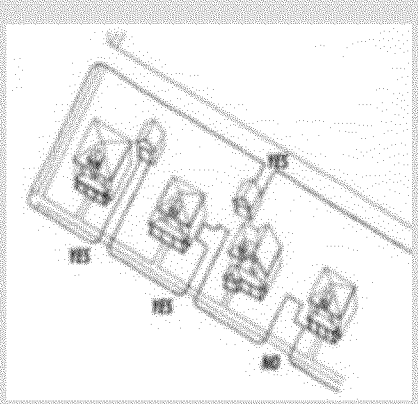
Use the "shutter rule". Whether or not a structure has shutters, make sure there is space on each side of the window for shutters of appropriate dimensions. Shutters that are too narrow to cover the window often appear skimpy and detract from the facade.

E. ACCESSORY FEATURES AND STRUCTURES

1. All proposed site features and accessory buildings, including garages, and other buildings, as well as other structures such as gazebos, patios, arbors, and pergolas, **must** be compatible with features of the principal structure and **must** be congruous with other accessory structures in the Pinehurst Historic District.
2. Accessory buildings **must** be equal or lower in height than the primary structure and the roof should have an equal or lower slope than the primary structure.
3. Multiple front-facing garages are **not appropriate** in the Pinehurst Historic District.
4. Attached garages should not be prominent on the street-facing elevation and should be set behind the front facade of the primary structure. Every effort should be made to position garages so that the garage doors open to the rear or side of the dwelling.
5. Detached garages and other accessory buildings for new residential construction **must** be set behind the front facade of the primary structure.
6. Detached garages should be positioned so that the garage doors open to the rear or side of the residence when possible.
7. A garage that opens toward the front should be set back at least 10 feet from the front elevation of the residence.

DESIGN GOAL

The garages are set back in both examples, including an alley entrance.



F. BUILDING MATERIALS

1. The predominant materials and finishes for proposed new primary structures **must** be congruous with the historic materials and finishes in the Pinehurst Historic District in terms of composition, scale, pattern, detail, texture, finish, and color.
2. Clapboard, stucco, brick, stone, wood, shingles, or combinations of these are some of the characteristic materials in the Pinehurst Historic District and are recommended.
3. The following materials and treatments are **not permitted** for new residential construction in the Pinehurst Historic District.
    a. Asbestos siding or shingles, including those stamped or embossed with a brick or stone pattern, for walls
    b. Plywood siding
    c. Vinyl siding or aluminum siding
    d. Plastic, sheet metal, or a similar material used as siding or panels
    e. Any treatment of material that imparts a glossy or reflective finish to the material
    f. Concrete, cinderblock, or glass block.
    g. Boxed chimneys

Please also note the standards in Section III for existing materials when considering your project. There are also many tips and helpful treatments available in the Secretary of the Interior's Standards for the Treatment of Historic Properties.

V. CHANGES TO EXISTING COMMERCIAL STRUCTURES

The following Standards apply to proposed projects that change or renovate exterior facades of existing commercial structures in the Pinehurst Historic District.

- Chapter A describes general points about preserving facades and architectural details
- Chapter B describes similar details for storefronts
- Chapter C addresses signage and awnings
- Chapter D reviews additions as well as free-standing kiosks

Directions on building elements and building materials as reviewed in Section III *Changes to Existing Residences* will provide additional guidance regarding the proposed project. Please consult Section VII *Site Features* for details on Standards for such features as fences, landscaping or lighting that may be relevant to an addition or renovation project.

A. GENERAL STANDARDS

1. Any changes or additions to a commercial building, including alterations in roofline, fenestration, architectural details, and materials, **must** be compatible with the architectural character of the structure and **must** be congruous with the Pinehurst Historic District.

2. Commercial buildings and their facades, including fenestration and architectural details such as cornices, string courses, wall finishes, pilasters, and other decorative elements, should be retained and preserved.

3. Covering wall material, including wooden siding, wooden shingles, stucco, brick, and stonework, with coatings or materials such as vinyl or aluminum siding, is **not appropriate**.

4. Paint colors **must** be in the Village of Pinehurst Color Palette.

5. If a portion of or the entire facade element has deteriorated, only the deteriorated section should be repaired and replaced in kind or with compatible substitute materials.

6. Clear display glass should not be replaced with non-transparent or tinted materials.

7. Wall murals are **not permitted** in the Pinehurst Historic District.

B. STOREFRONTS

1. Any changes or additions to the storefront or facades of commercial buildings **must** be compatible with the architectural character of the structure and **must** be congruous with the Pinehurst Historic District.
2. Storefronts should be retained and preserved along with their functional and decorative features, including entrances, display windows, transoms, bulkheads, pilasters, columns, signs, awnings, upper story windows, cornices, and details.
3. Deteriorated storefront feature(s) should be repaired rather than replaced and should match the original in size, scale, proportion, material, texture and detail.
4. If replacement of the entire storefront is necessary, the new design should be based on the original or a design that is compatible in size, scale, proportion, material, texture and detail with the building.
5. Display windows should not be reduced in size.
    a. Snap-in muntins are **not appropriate**.
    b. Reopening covered or infilled glass transoms is recommended.
6. Substitution of inappropriate contemporary materials such as vinyl or aluminum panels for traditional materials is **not appropriate.**

C. AWNINGS

1. Awnings mounted above display windows **must** be compatible with the architectural character of the building and **must** be congruous with the Pinehurst Historic District. Any lettering should be placed along the bottom flap only.
2. Awnings should be compatible with the colors of the structure and **must** be in the Village of Pinehurst Color Palette.

D. ADDITIONS

1. Additions to commercial buildings **must** be compatible with the architectural character of the structure, including significant materials, features, fenestration, texture, proportions, mass, and scale and **must** be congruous with the Pinehurst Historic District.
2. Only minor changes should be made to public or primary elevations. To minimize the loss of materials and features, additions should be placed on secondary elevations.
3. Additions should be avoided on primary elevations and placed in the least conspicuous location.
4. Rooftop additions should be avoided but, if necessary, they **must** be compatible with the character of the building.

VI. COMMERCIAL NEW CONSTRUCTION

The following Standards apply to building new commercial structures in the Pinehurst Historic District.

- Chapter A describes typical architectural styles found among businesses in the Village Center
- Chapter B describes general points such as scale, building materials, windows and roofs
- Chapter C defines use of franchise architecture
- Chapter D details provisions for utilities and service areas

Direction on building elements and building materials as described in Section V: Changes to Existing Commercial Structures, may provide additional guidance regarding the proposed project. Please consult Section VII Site Features for details on Standards for such features as signage, landscaping or lighting, as well as the Pinehurst Development Ordinance, which may be relevant to new commercial construction projects.

DESIGN GOAL

Design of a new commercial, mixed use, or multi-family structure should:

- Respect the historic development pattern in the Village of Pinehurst
- Establish a sense of human scale
- Reflect typical historic lot and building widths

If a new building is wider than was historically typical, it should incorporate design features that divide the structure into smaller modules to suggest the underlying historic lot pattern.

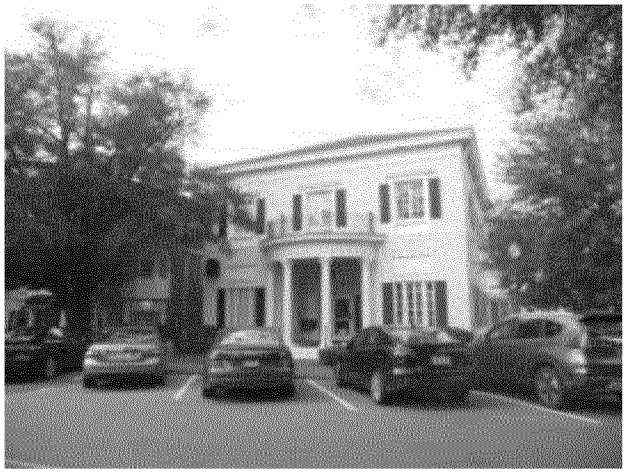
A. CHARACTERISTIC COMMERCIAL ARCHITECTURAL STYLES

Within the Pinehurst Historic District, two typical styles are found for commercial structures

1. Brick, one or two-story historic storefront
2. White clapboard, one or two-story Colonial or Greek Revival buildings

Property owners are encouraged to consider selecting one of these styles as they contemplate new commercial construction projects.

2 Story Colonial Style



Greek Revival Style

B. GENERAL STANDARDS

1. New commercial construction **must** be congruous with the existing commercial buildings in the Pinehurst Historic District and should follow the architectural tradition of one and two-story structures.
2. New commercial construction should reflect the character of existing commercial buildings in the Pinehurst Historic District in terms of human scale, fenestration, articulation, massing and materials.
3. Windows should be of similar styles found on existing commercial buildings in the Pinehurst Historic District.
4. Glass curtain walls, reflective glass, and painted or darkly tinted glass are **not permitted.**
5. Facade materials should consist of brick, shake, wood clapboard, or a similar compatible substitute material.
6. Entrances should reflect the character found on existing commercial buildings in the Pinehurst Historic District.
7. Roof forms should be congruous with those on existing commercial buildings in the Pinehurst Historic District.
8. New buildings **must** be in colors that are in the Village of Pinehurst Color Palette.

DESIGN GOAL

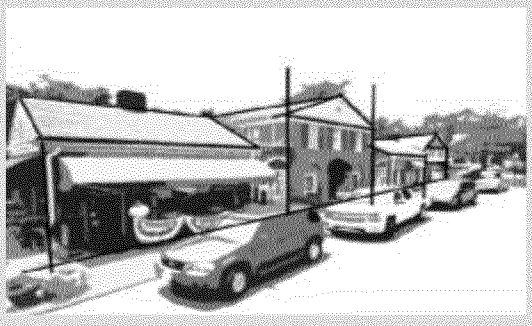
Reflect typical historic lot and building widths.

A new building should incorporate design features that divide it into smaller modules. Changes in building height and materials, as well as architectural moldings and wall offsets can be used to express typical historic building widths to help a larger structure fit into the surrounding historic context.

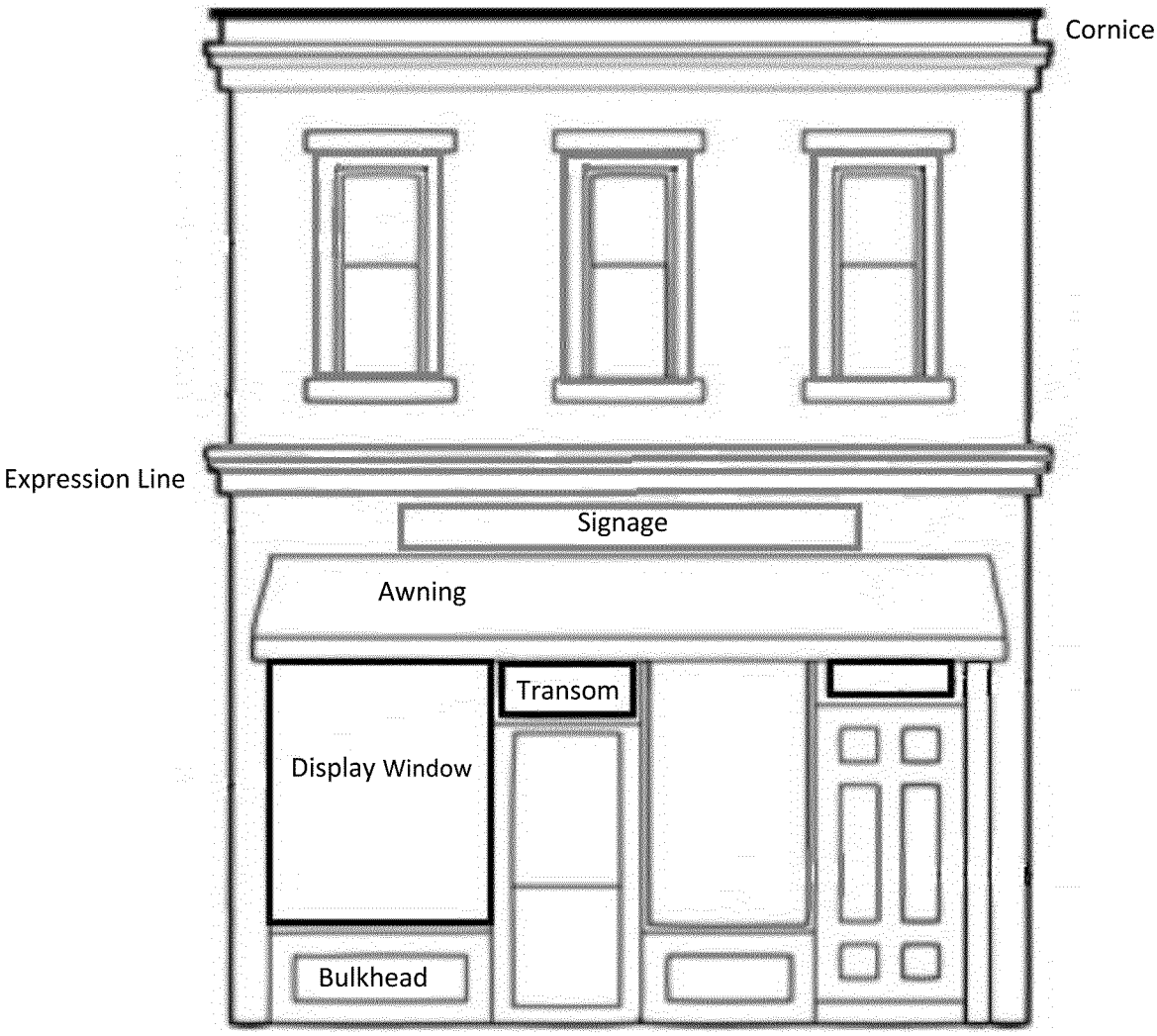
DESIGN GOAL

Establish a sense of human scale

A building's overall design and its architectural parts relate to human dimensions and proportion with the use of design features – windows, awnings, balconies – that visually delineate human-scale spaces. Pedestrians experience a series of stimulating, appropriately scaled locations.



A typical storefront



DESIGN GOAL

The street-level storefront is the most noticeable portion of a commercial building's facade. Its function is to:

- Allow goods to be displayed to the public
- Provide daylight to the shop interior
- Offer a welcoming entry for shoppers

These functions rely on large glass display windows, glass transoms, and doors to make the storefront transparent. Distinctive entry paving, bulkheads of contrasting material, decorative storefront cornices, awnings, and other features often add architectural interest to a storefront.

C. FRANCHISE ARCHITECTURE

1. Franchise or prototype architecture **must** comply with standards for new commercial construction.
2. ATMS and Kiosks should be designed in a way that does not obscure a character-defining feature of the building.
3. Freestanding ATMS and Kiosks should be placed in a location that does not disrupt the historic streetscape.

D. UTILITIES AND SERVICE AREAS

1. All roof and wall-mounted mechanical, electrical, skylights and solar panels, as well as vent pipes, **must** be screened from the public view.

2. Required service areas for a building should blend with the building and be screened so that they do not draw attention to the functionality of the area.

Screened commercial utility area

VII. SITE FEATURES

The Site Features Standards apply to proposed projects whether changes to existing residences or commercial buildings in the Pinehurst Historic District, or new residential or commercial construction in the Pinehurst Historic District.

- Chapter A details fences and walls including building materials and specifications
- Chapter B addresses driveways and off-street parking provisions
- Chapter C describes appropriate landscaping and vegetation
- Chapter D lists provisions for swimming pools
- Chapter E addresses both residential and commercial signage
- Chapter F addresses Micro-wireless facilities
- Chapter G describes provisions to meet health and safety code requirements

A. FENCES AND WALLS

~~1.~~ The Village of Pinehurst traditionally considers streetscapes as a community asset, one that provides open views and vistas and creates a natural setting. Front yard fences are not recommended, but if fencing is desired, the resulting fence **must** be compatible in style, material, decorative elements, and features such as gates, pillars, and hardware, with the character of the Pinehurst Historic District.

~~a.~~ 1. Historic fences and walls that contribute to the character of the Pinehurst Historic District should be retained and preserved.

~~b.~~ 2. All architectural features that are character-defining elements of existing fences and walls, including gates, pillars, hardware, decorative pickets, and rails should be retained and preserved.

~~2.~~ 3. If repair or partial replacement of an existing fence or wall is necessary, new material should match the existing material in composition, size, shape, color, pattern and texture if available. If a non-conforming fence is replaced, the replacement **must** comply with the Pinehurst Historic District Standards and the Pinehurst Development Ordinance.

~~3.~~ 4. Residential street side fences should be wood picket, brick or wrought iron or metal (aluminum) that resembles wrought iron. White wood picket fences are the preferred residential street-facing fence type.

~~4.~~ 5. New picket fences should be substantially open in character. The pickets should not be less than two inches nominal nor wider than four inches nominal, with a minimum of two inches (see PDO) and a maximum of four inches between pickets, and pickets **must** be at least one inch nominal thickness.

6. Shadow box fences **must** have vertical board width of not less than four inches nominal and not more than ten inches nominal with a maximum overlap of one inch, and boards **must** be at least three-quarter (3/4) inch nominal.

7. Post and rail (or split rail) rail fences are permitted in the side and rear yards only. The use of wire is optional provided that it's located on the inside of the fence and is black, dark green, or brown.

~~5.~~ 8. All other wooden fences should be stained, painted, or have a clear finished coating. Painting, staining or other finish **must** be completed within six (6) months of installation.

~~6.~~ 9. Metal fences should be painted to resemble wrought iron.

~~7.~~ 10. Brick and stacked stone walls are permitted.

11. Existing unpainted brick walls or fences should not be painted or otherwise coated.

12. Brick and Stacked stone walls on the street sides of the property **must** not be taller than two and a half (2.5) feet in height.

13. Residential front yard fences **must** not be taller than three and a half (3.5) feet in height.

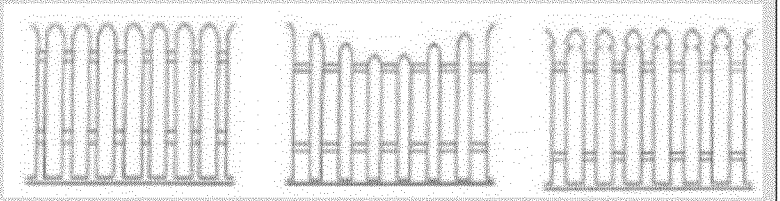
14. Rear and side yard fences **must** not be taller than six (6) feet in height.

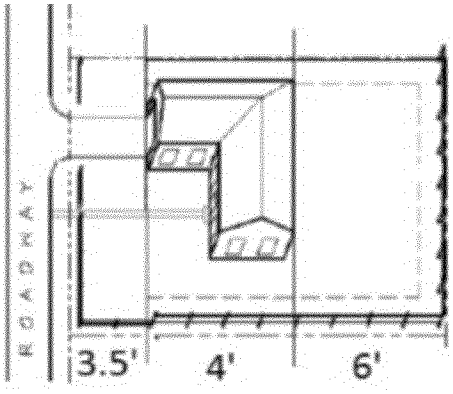
~~8.~~15. Residential side yard fences taller than four (4) feet in height **must** be set back at least ten (10) feet from the front corner of the façade and **must** be screened with landscaping on sides visible from the street.

~~9.~~ 16. Vinyl and chain link fencing are **not permitted** on residential properties.

~~10.~~ 17. Solid wooden fences are **not permitted** in the Pinehurst Historic District.

11. When measuring fence dimensions, consider all fence elements including posts.
    a. Front yard fences **must not** be taller than three and a half (3.5) feet in height, side yard fences **must not** be taller than 4 feet in height and rear yard fences **must not** be taller than six feet in height.
        i. An exception is to screen a private residence from a commercial or institutional building or parking lot. In this case, the screening fence **must not** extend beyond the front corner of the structure.
        ii. Fences **must not** be placed on a golf course or lake fronting side of a property, unless required to fence in a pool.
    b. Brick and stacked stone walls on the street sides of the property **must not** be taller than two and a half (2.5) feet in height.
    c. Shadow box fences **must** have vertical board width of not less than four inches nominal and not more than ten inches nominal with a maximum overlap of one inch, and boards **must** be at least three-quarter (3/4) inch nominal thick.

Examples of appropriate wooden picket fences for the Historic District.	



Fence Height Limitations

~~B~~A. DRIVEWAYS AND OFF-STREET PARKING

1. The historic configuration and materials of existing driveways and alleys should be retained and preserved whenever possible.
2. New driveways should be located so that a minimum of alteration to historic site features, such as landscaping, walkways, and retaining walls, is necessary.
3. Existing mature trees on the property should be incorporated into new street-front parking areas whenever possible, and new trees introduced to re-establish the tree canopy over time.
4. Commercial off-street parking areas should not be located in front yards or rights-of-ways.
5. Concrete driveway color should be earth-tone tints or coloring that blends with the natural environment in which the property is located.

C. LANDSCAPING AND VEGETATION

1. Additions or alterations to the existing landscape, including plant material, hardscape, and accessory structures, **must** be compatible with the architectural character of the primary structure and congruous with the Pinehurst Historic District.
2. Landscaping that contributes to the character of the Pinehurst Historic District should be retained and preserved as much as possible.
    a. Specific landscape features that are character-defining elements of the Pinehurst Historic District, including large trees, hedges, foundation plantings, grassy lawns, ground cover, trellises, patios, terraces, fountains, and gardens, should be retained and preserved as much as possible.
    b. Trees and shrubbery characteristic of the Pinehurst Historic District and native to the Pinehurst area should be preserved if possible.
    c. Please refer to the Village Planting Guide for a list of plants that will thrive in this, their native environment. The full guide with the cover depicted below can be found on the Village of Pinehurst website.
3. Existing large trees and other significant landscape elements should be incorporated into plans for additions and new construction.
    a. Existing brick and stone pavers should be preserved.
    b. Edging materials that are incongruous with the character of the Pinehurst Historic District, such as exposed landscaping timbers, are **not appropriate**.
    c. Pre-cast landscape cement block of a commercial nature are **not appropriate** in residential areas.
    d. Arbors, trellises, and pergolas should be constructed in a manner that is compatible with the architecture of the primary structure.
4. Removal of trees twelve (12) inches in diameter at breast height (DBH) and larger **must not** unreasonably compromise the existing tree canopy and the historic appearance of the landscape.
    a. New construction should minimize the impact on existing mature trees and their root systems, both on and adjacent to the construction site, including additions, driveways, and accessory buildings.
    b. Tree removal within the Village's right-of-way is regulated by Village Staff. Please call (910) 295-1900 to arrange a site visit.
5. Mechanical equipment such as air conditioners or heat pumps, should be located on non-character-defining elevations of the structure whenever possible. These systems should be screened by the use of planted material or appropriate fencing if they are easily visible from the street.
6. Clay paths were an important part of the planned community design that renowned landscape architects Frederick Law Olmstead, Sr. and Warren Manning created and implemented. These paths are located within the Village of Pinehurst right of way and **must not** be altered without permission of Village Staff.

1920s Photo of clay paths and streetscape

D. SWIMMING POOLS

1. In-ground swimming pools, hot tubs and spas **must** be located in the rear yard and **must** not be visible from the street. ~~New in-ground swimming pools **must** be congruous with the landscape of the Pinehurst Historic District.~~
2. Above ground hot tubs and spas **must** not exceed eight (8) feet in any dimension. ~~In-ground swimming pools **must not** be easily visible from the street.~~
3. Above ground pools are **not permitted** in the Pinehurst Historic District.

E. SIGNAGE

Early photographs of the Village of Pinehurst's commercial district show a great variety of commercial signs, some of which may serve as prototypes for new commercial signage. Occasionally, an antique sign may even be restored for contemporary use. Awnings provide an opportunity for commercial signage, as do storefront display windows and transoms. Gold leaf, for example, on windows and signage is a simple way to make existing and new signage more congruous with the Pinehurst Historic District.

DESIGN GOAL

While all signage **must** conform to the requirements of the Village of Pinehurst Development Ordinance, below are additional considerations to encourage signage plans that contribute to the "sense of place" of the Pinehurst Historic District.

- Signs should be viewed as part of an overall graphics system for the building. They do not have to do all the "work" by themselves. The building's form, name and outstanding features, both decorative and functional, also support the advertising function of a sign. Signs should work with the building, rather than against it.
- New signs should respect the size, scale and design of the historic building. Often features or details of the building will suggest a motif for new signs.
- Sign placement is important: new signs should not obscure significant features of the historic building.
- New signs should also respect neighboring buildings. They should not shadow or overpower adjacent structures.
- Sign materials should be compatible with those of the historic building. Materials characteristic of the building's period and style, used in contemporary designs, can form effective new signs.
- New signs should be attached to the building carefully, both to prevent damage to historic fabric, and to ensure the safety of pedestrians. Fittings should penetrate mortar joints rather than brick, for example, and sign loads should be properly calculated and distributed.

1. Significant historic signs within the district or landmark properties should be preserved and maintained.
2. Original signage incorporated into the architectural detail of commercial buildings should also be preserved.
    a. Signs in the Village Center and other commercial areas can reflect the era and the character of the building and the Pinehurst Historic District. They can also incorporate contemporary design and materials if their scale and location are historically appropriate.
    b. Signage on residential and commercial buildings **must be** congruous with the Pinehurst Historic District.
3. Signage color must be in the Village of Pinehurst Color Palette.
    a. New signage should be composed of materials characteristic of the Pinehurst Historic District, such as wood, stone, or metal. Any substitute materials should present an authentic look and texture.
    b. New signage should reflect the character of the Pinehurst Historic District.
4. Signage **must** be attached in a manner that does not cause permanent damage to the facade of the structure. Flush-mounted signs should be installed in appropriate locations that do not conceal architectural features or details.

F. INSTALLATION OF SMALL/MICRO WIRELESS FACILITIES

Introduction of new telecommunications facilities may be needed to accommodate the growing demand for wireless telecommunications services. These facilities should have minimal visual aesthetic impacts and preserve the special character of the Pinehurst Historic District. The following standards apply to the installation of such facilities within the Pinehurst Historic District including right-of-ways and alleys.

1. All installations **must** comply with the requirements of the PDO in order to be considered for a Certificate of Appropriateness (COA) in the Pinehurst Historic District.
2. All new facilities, including those added to existing structures and poles, **must** be congruous with the special character of the Pinehurst Historic District.
3. All new poles or structures **must** be compatible in design, materials, height, and scale with existing street lighting and traffic light installations in the Pinehurst Historic District.
4. Such facilities **must not** be installed on flagpoles.
5. Wherever possible, these facilities should be located on existing structures.

G. ACCESSIBILITY, HEALTH AND SAFETY

1. Accessibility, health and safety code requirements should be met in ways that do not diminish character-defining features, materials, and details of the building or site and implemented such that character-defining features are preserved.
2. Changes to a building, accessibility and life-safety code characteristics or features **must not** compromise the building's character.
3. Fire doors, exterior fire stairs, access ramps, or elevator additions should be designed to be compatible in character, material, scale, proportion, location, detail and finish with the building and existing doors.

VIII. RELOCATION AND DEMOLITIONS

Relocations and demolitions are approved by the Historic Preservation Commission for properties within the Pinehurst Historic District.

A. RELOCATIONS

1. Relocation of a primary structure or important accessory building within the Pinehurst Historic District will be considered only when all other preservation options have been exhausted.
2. Before any existing primary structure within the Pinehurst Historic District may be moved or relocated, its original setting and context should be fully documented. Please consult with Village Staff.
3. Standards for new construction apply to all structures moved into or within the Pinehurst Historic District including primary structures, or accessory buildings.
4. Any damage to character-defining elements and significant architectural features during relocation should be repaired.

B. DEMOLITIONS

1. Prior to demolition, property owners should work with the Historic Preservation Commission in seeking alternatives to relocate a primary structure or important accessory building as an alternative to demolition.
2. Demolition standards apply to all structures and site features within the Pinehurst Historic District, except those specified under Minor Works
3. Prior to demolition of a primary structure, a record of the primary structure **must** be made that describes any distinctive architectural features of the structure, important landscape features and any archaeological significance of the site. This documentation **must** be provided to Village Staff before the public hearing.
4. Salvageable architectural materials and features should be identified along with potential buyers or recipients of salvaged materials.
5. Significant site features and adjacent properties should be protected during demolition. Also trees should be protected from damage due to compaction of the soil by equipment or materials.
6. After demolition, all debris **must** be removed from the site within 30 days.

APPENDICES

A. History of Pinehurst

B. Map of the Pinehurst Historic District

C. Certificate of Appropriateness Checklist

D. Village of Pinehurst Color Palette

E. Village of Pinehurst Planting Guide

F. Relevant Statues and Resolutions

- North Carolina Statute for Historic Districts and Landmarks
- Village of Pinehurst Resolution Creating the Pinehurst Historic District
- Village of Pinehurst Resolution Creating Historic Preservation Commission

G. Resources

- The Secretary of the Interior's Standards for Rehabilitation
- Resources for Technical Information from the National Park Service
- Preservation from the National Park Service

H. Glossary

A. History of Pinehurst

Development of Pinehurst 1895-2018

The Village of Pinehurst today retains its historic character as a golf resort due to the careful preservation of original structures from the late 19th and early 20th centuries and the cultivation of its lush landscape. The core of wooded village green, hotels, shops, churches, and cottages spreads outward along curving and concentric roads to include the larger estates of the 1910s and 1920s. Throughout, mature landscaping envelops the various parts into a unified whole. On the south side of the village, manicured golf courses, tennis courts, a swimming pool complex, and an equine sports facility provide the physical setting for the resort's primary recreational activities.

1895

Pinehurst began in 1895 when James Walker Tufts, a manufacturer from Boston, Massachusetts, and head of the American Soda Fountain Co., purchased the first parcel of land for his health resort in the Pine Barrens of North Carolina. He had long envisioned a beautiful, healthful, New England-style village, where those suffering from respiratory and other ailments, could come with family and friends to recuperate in the land of sparkling water, abundant sunshine, and oxygen-producing pine trees.

For his project, Tufts ultimately assembled 5,980 acres of mostly cut timber lands at a cost of $7,400. While he was still acquiring the land, he hired the Brookline, Massachusetts-based landscape architecture firm of Olmsted, Olmsted and Eliot to create a "General Plan for the Village of Pinehurst and a Diagram for the Location of Hotel and Cottages." Though Frederick Law Olmsted, Sr. was responsible for the conceptual plan, the major design work and implementation were carried out by one of Olmsted's assistants, Warren H. Manning. Manning was involved from the beginning and continued to work with Pinehurst for several decades, as well as to advise numerous property owners on their own private cottage grounds and gardens.

Manning himself described the landscaping task at Pinehurst in an article for the December 10, 1897 issue of The Pinehurst Outlook. The site selected for the village was characterized by "wide sweeping slopes and valleys that suggested a broad treatment and required a curvilinear system of roads." The central feature was "the Village Green, located in a broad, shallow amphitheater-like valley and designed to be the heart of the village, with the inn, the hall, the store and casino sites at its head on the main street and along the line of the electric tracks. The homes for the residents were along the sides of the green and on the streets radiating from it."

By December of 1895, Tufts had built the Holly Inn and more than 25 cottages. For the 1897 season, a total of 38 cottages and boarding houses had been built, in addition to the Department Store, the Casino (where meals were taken for a modest fee), the old Village Hall, the school building, and the Pinehurst Museum. In 1900, the Carolina Hotel was built and it comprised a major addition to the architecture of the village. All these early buildings display a combination of Queen Anne and Colonial Revival architectural styles that were typical of the time. The early cottages were well-built and tasteful, but not lavish, for the Tufts were marketing their health resort to a middle- class clientele. Buildings were predominantly wood frame, and many were clad in wood shingles to create the ambience of a New England village in the North Carolina Sandhills. Thirty- two of the original cottages survive.

Along with the Tufts' aggressive program of building, the implementation of the Olmsted landscape design transformed the village center into an "oasis in the desert." During the first two years, a nursery of exotic and native plants was established and more than 225,000 plants were set out, the majority of which were native materials. Evergreens and winter flowering shrubs were used primarily to create a green village in the winter. Today, pines, hollies, magnolias, laurels, and a range of evergreen shrubs fulfill the requirements.

In 1897 Tufts had to scrap his plan for a health resort as a result of new research on consumption and by the end of the 1897 season, he had banned consumptives from the property. As a result, the focus of the resort shifted to recreation and led to the construction of the golf links and golf club house on the south side of the village. In the fall of 1900, golf course architect Donald James Ross came to Pinehurst and took over the golfing operations, a position he would retain until his resignation in 1946. He worked constantly to improve the courses according to new theories and methods and today Course No. 2 survives as one of the best preserved Ross-designed courses in America.

1900s and 1910s

In the following decades Pinehurst continued to grow at a rapid pace under the guidance of James Tufts and, and after his death in 1902, his son Leonard Tufts took over the management of the Village. In the 1900s and 1910s, the majority of building was done in the Village core by Tufts. Winter guests rented cottages for the season or, if coming for a shorter visit, would stay in the many hotel rooms and boarding houses in the Village. However, as Pinehurst continued to establish itself as an ideal winter resort, adding more golfing opportunities, a harness track, and other recreational elements, the nature of development changed. By the mid-1910s and throughout the 1920s, the Olmsted plan of curving streets spread to the west of Beulah Hill Road where properties were larger and substantial homes were built by private owners in a variety of architectural styles. Such designs were in contrast to the earlier and more modest cottage construction completed under the Tufts' supervision. Also in the 1920s, Midland Road was built as the first divided two lane highway in the state, and houses extended eastward along this landscaped boulevard. In 1922, the Pinehurst Country Club was greatly enlarged and remodeled, taking on a Mediterranean feeling with its rough concrete walls, varied roof forms, and a terrace with Tuscan colonnade overlooking the golf courses.

1930s

Events in the 1930s further cemented Pinehurst's role in American golf and gave the resort a much needed boost during the Depression. In 1935, the resort installed its first grass greens (the earlier greens had been sand) and in the fall of 1936, the Professional Golfers' Association of America (PGA) tournament was played on Pinehurst No. 2. The PGA tournament and the North and South Opens were important steps toward positioning Pinehurst as a venue for major professional events in the future.

Despite the drop in the resort business during the 1930s, Pinehurst emerged competitive with other resorts in the southeast that had similarly modernized courses, with watered fairways and grass greens. The war years brought another round of challenges to the Village generally and to golf in particular, which was thought to be a frivolous activity in wartime. Because of its proximity to Camp (later Fort) Bragg, Pinehurst was threatened with an influx of military troops in need of housing. The Village inns and hotels were never occupied, but the surrounding area was more than once the site of massive U.S. Army maneuvers.

Post World War II

In 1945, Pinehurst celebrated its 50th anniversary. In 1946, Richard Sise Tufts, who had been given responsibility for managing the resort by his father Leonard, announced a series of changes. At the center of these modifications was a reorganization of the company's stock and a restructuring of company management. As a result of these changes, Donald Ross resigned. Ross was one of the cohort of men who had run the resort for four decades after the death of the founder, James Walker Tufts. Leonard Tufts had died a year earlier in 1945. Ross himself died in 1948. Finally, Frank Maples, superintendent of the golf courses and a Pinehurst employee since 1902, died in 1949.

Between 1948 and 1960, Pinehurst continued to operate as a seasonal resort; hotels, golf courses, and stores were open only during the season, from late September through May. The resort lifestyle was reflected in the activities of villagers, including sporting events and social gatherings, and in the building that was resumed during the post-war years. Most homes were built northeast of the Village along Midland, Page, and Everette Roads. They were designed by architects who, like their owners, were knowledgeable about popular styles, though many still incorporated elements of the New England architecture favored by Tufts. A handful of homes were also constructed in an employee housing neighborhood on Medlin and Kelly Roads.

Also during this era, the number of full-time Village residents increased, which required the construction of a public school on Kelly Road and public recreational facilities such as parks, swimming pools, and a library. To handle the increased volume of traffic in the area, the traffic circle was constructed in the mid-1950s at the junction of Highways 15/501, NC 211, and NC 2. In addition, more of the Village's inns remained open during the summer months and added amenities like air conditioning and their own swimming pools.

The Diamondhead Years

Effective December 31, 1970, the Diamondhead Corporation became owners of the Pinehurst Resort. The $9.2 million purchase price included the Carolina Hotel, the Holly Inn, the Pinehurst Country Club, five golf courses, the garage, race track and stables, service facilities, and several thousand acres of undeveloped land surrounding the resort. In Diamondhead's plans for making improvements to the property, the difference between their vision for the resort and that of the Tufts became clear.

By the 1970s demand for housing in Pinehurst was high and homes located on the edges of golf courses, a concept that was in practice in other fashionable resorts in the country, were highly desirable.

Diamondhead's management chose to cut away areas between the greens and develop them as subdivisions for condominiums and single family homes. This pro-development approach was intensified by the systematic selling off of the thousands of "buffer" acres that surrounded the Village and the resort. These lands were sold off in large tracts and developed as sizable subdivisions. As a result of these development choices, and the loss of vast open spaces, the face of Pinehurst was forever changed.

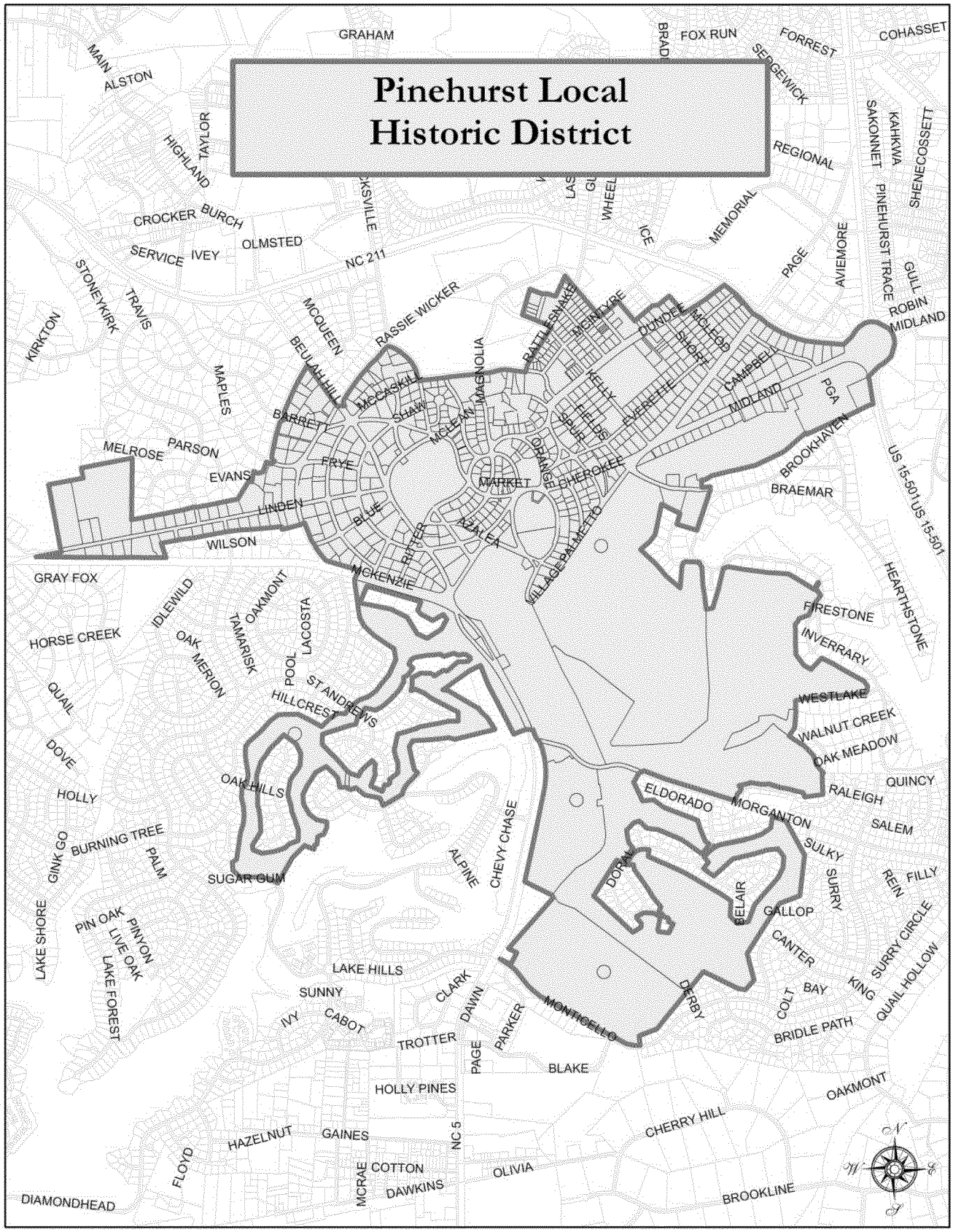
An opposition movement of residents who were unhappy with Diamondhead's pro-growth strategies and changes to beloved golf courses and traditions led to a suit and court settlement in 1973. Essentially the "Settlement Agreement" gave the residents some power to control Diamondhead by establishing rules for land use and construction. However, not until 1980 did Pinehurst become incorporated as a municipality by order of the state Municipal Board of Control. For good measure the Board also drafted a Charter under which the Village would operate.

ClubCorp to Today

As Diamondhead slowly lost control of the Village and alienated many long-time residents, it was also failing economically. In 1984, the resort was purchased by ClubCorp of America (CCA), a corporation that managed resorts and clubs, with very different priorities from Diamondhead. Once again Pinehurst was "back in the resort and golf business," and out of the real estate business. The creator and chief executive of ClubCorp was Robert Dedman, who built his management business to operate and, in some cases own, approximately 200 country clubs, golf courses, and other private clubs and resorts. Under Dedman, Pinehurst became CCA's premier property. Facilities like the Carolina Hotel and Holly Inn were modernized and restored to their former glory. Two new golf courses were added. Finally, professional events returned to Pinehurst No. 2, including the PGA in 1991 and 1992, the U.S. Seniors Open in 1994, and the Men's U.S. Open Championship in 1999, 2005, and 2014, as well as the Women's U.S. Open Championship in 2014.

The man who had done the most to restore Pinehurst after the Diamondhead era, Robert Dedman, died in 2002. ClubCorp itself was sold in 2006, but Pinehurst remained in the Dedman family. Today Robert Dedman, Jr., continues his father's legacy as CEO and owner of the Pinehurst resort.

B. Map of the Pinehurst Historic District



C. Certificate of Appropriateness Checklist

- ☐ Completed Historic Certificate of Appropriateness Application with detailed explanation of proposed project and material/color list
- ☐ If proposed project is considered Minor Work, the application can be filled out at any time through the Online Permit Center.
- ☐ If proposed project is considered Major Work, the proposed project must be approved by the HPC. Major Work applications can be filled out through the Online Permit Center and all required documents must be uploaded three weeks prior to the desired HPC meeting. Reduced sized drawings (11"x17") are acceptable if they are legible. The HPC generally meets on the 4th Thursday of each month.
- ☐ Sketch/site plan including setbacks, right-of-ways, existing structures, impervious calculations (if applicable) and proposed work – For projects including fences, decks/patios, additions, etc.
- ☐ Existing features and details – Include current photos especially of relevant views and details.
- ☐ Building materials, product information sheets and color samples (may include photographs, brochures, etc.)
- ☐ Samples of significant materials proposed in the project, i.e., roofing, siding, windows, doors, brick/stone, composite material, etc.
- ☐ Supplemental documentation supporting the proposed project(s) including structural issues, damaged features, historical documentation, etc.
- ☐ For Major COA request, provide examples of other similar structures and architectural details existing within the Historic District (photos of the property and the associated address of the property).
- ☐ Letter from owner acknowledging this application, in the case of submission by an applicant or lessee (an email will be accepted).
- ☐ If the applicant is considering, but has not yet purchased the property associated with the project, provide a statement with that information.

D. Village of Pinehurst Color Palette

Paint color plays an important role in defining the special character of homes and structures in the Pinehurst Historic District. An appropriate color, when applied with complementary accent colors, can enhance a structure's architectural style and accentuate its defining features. Because of the variety of architectural styles in the Pinehurst Historic District, a range of color schemes are appropriate as described below.

- Cottages and houses in the Colonial Revival style are usually painted white or soft colors such as gray or yellow with the trim painted a complementary color.
- Craftsman bungalows, on the other hand, are characterized by a mix of exterior materials, including shingles, brick, and stucco, which may be stained or, in the case of brick, left unpainted. Any wood trim is usually painted white, gray, or an earth tone, to contrast with the darker wall materials.
- The ornate style of Queen Anne Victorian houses permits the most exuberant use of color for decorative accents like brackets and the moldings of window and door surrounds.

In the case of most architectural styles, the following principles should guide the choice of color.

• **A simple color scheme will allow the building's features to shine**. Choose three colors: the most muted and palest color for the walls, a major complementary color for the trim, and a more intense minor accent color for the front door. Consider the roof material as the fourth color.
• **Muted colors of lighter value are suitable for walls and trim; intense colors and those of darker value should be limited to minor accents**. The intensity of a color depends on the purity of hue; the value of a color depends on the amount of white mixed into the color.
• **The color scheme should be compatible with the paint colors on the surrounding properties**.

Village of Pinehurst Color Palette includes samples of approved colors for the Pinehurst Historic District. The catalogue is available in the Planning and Inspections Department at Village Hall.	If an individual wishes **to reproduce a building's original color** scheme, the Tufts Archives may contain documentation or an analysis of paint scrapings may help determine the color history of the structure. Architectural conservators and professional preservationists, such as those on the staff of the North Carolina State Historic Preservation Office, can assist in this process. **A color other than one found in the *Color Palette* that is historically characteristic** of the building may be used with documentation provided to the Village Planner or designee.

The Village of Pinehurst Color Palette is a list of approved exterior and trim colors for structures located within the Pinehurst Historic District. Produced by Benjamin Moore, the listing is on the next page. Over 240 colors can be used exclusively or as a guide to select a paint matched by another manufacturer. A catalog is available for reviewing at Village Hall Monday to Friday from 8:30 AM to 5:00 PM. For help determining if a color is within the color palette, please contact the Village Planner at (910) 295-1900.

D. Village of Pinehurst Color Palette

Benjamin Moore Paint Colors—Approved Exterior Colors

Code	Color Name	Code	Color Name	Code	Color Name
OC-1	Natural Wicker	**OC-39**	Timid White	**OC-77**	Colonial Cream
OC-2	Pale Almond	**OC-40**	Albescent	**OC-78**	Parchment
OC-3	Lambskin	**OC-41**	French Canvas	**OC-79**	Old Fashioned Peach
OC-4	Brandy Cream	**OC-42**	Old Prairie	**OC-80**	Pirates Cove Beach
OC-5	Maritime White	**OC-43**	Overcast	**OC-81**	Evening White
OC-6	Feather Down	**OC-44**	Misty Air	**OC-82**	Pompeii
OC-7	Creamy White	**0C-45**	Swiss Coffee	**OC-83**	Antique White
OC-8	Elephant Tusk	**OC-46**	Halo	**OC-84**	Crème Caramel
OC-9	Ballet White	**OC-47**	Ashwood	**OC-85**	Mayonnaise
OC-10	White Sand	**OC-48**	Hazy Skies	**OC-86**	White Blush
OC-11	Clay Beige	**OC-49**	Titanium	**OC-87**	Capri Coast
OC-12	Muslin	**OC-50**	November Rain	**OC-88**	Indian White
OC-13	Soft Chamois	**OC-51**	Intense White	**OC-89**	Butter Pecan
OC-14	Natural Cream	**OC-52**	Gray Owl	**OC-90**	Vanilla Ice Cream
OC-15	Baby Fawn	**OC-53**	Horizon	**OC-91**	Ivory Tusk
OC-16	Cedar Key	**OC-54**	White Wisp	**OC-92**	Mannequin Cream
OC-17	White Dove	**OC-55**	Paper White	**OC-93**	Sugar Cookie
OC-18	Dove Wing	**OC-56**	Moonshine	**OC-94**	Windswept
OC -19	Seapearl	**OC-57**	White Heron	**OC-95**	Navajo White
OC-20	Pale Oak	**OC-58**	White Ice	**OC-96**	Gentle Cream
OC-21	Winter White	**OC-59**	Vanilla Milkshake	**OC-97**	Cream Froth
OC-22	Calm	**OC-60**	Icicle	**OC-98**	Bare
OC-23	Classic Grey	**OC-61**	White Diamond	**OC-99**	Deserted Island
OC-24	Winds Breath	**OC-62**	Baby's Breath	**OC-100**	Palace White
OC-25	Cloud Cover	**OC-63**	Winter Snow	**OC-101**	Desolate
OC-26	Silver Satin	**OC-64**	Pure White	**OC-102**	Devon Cream
OC-27	Balboa Mist	**OC-65**	Chantilly Lace	**OC-103**	Antique Yellow
OC-28	Collingwood	**OC-66**	Snow White	**OC-104**	Antique Lace
OC-29	Floral White	**OC-67**	Ice Mist	**OC-105**	Calming Cream
OC-30	Gray Mist	**OC-68**	Distant Gray	**OC-107**	Antiquity
OC-31	Fog Mist	**OC-69**	White Opulence	**OC-108**	Pale Moon
OC-32	Tapestry Beige	**OC-70**	Whitewater Bay	**OC-109**	Lemon Chiffon
OC-33	Opaline	**OC-71**	Sand Dollar	**OC-110**	Milkyway
OC-34	Marble White	**OC-72**	Pink Damask	**OC-111**	Corinthian White
OC-35	Spanish White	**OC-73**	Opal	**OC-112**	Goldtone
OC-36	Niveous	**OC-74**	Onyx White	**OC-113**	Powder Sand
OC-37	Glacier White	**OC-75**	Pristine	**OC-114**	Lemon Ice
OC-38	Acadia White	**OC-76**	Old Country	**OC-115**	Cream Silk

Benjamin Moore Paint Colors—Approved Exterior Colors

Code	Color Name	Code	Color Name	Code	Color Name
OC-116	Pale Celery	**HC-25**	Quincy Tan	**HC-114**	Saybrook Sage
OC-117	Simply White	**HC-26**	Monroe Bisque	**HC-117**	Hancock Green
OC-118	Snowfall White	**HC-27**	Monterey White	**HC-140**	Prescott Green
OC-119	Cloud nine	**HC-28**	Shelburne Buff	**HC-141**	Hollingworth Green
OC-120	Seashell	**HC-29**	Dunmore Cream	**HC-144**	Palladian Blue
OC-121	Mountain Peak White	**HC-30**	Philadelphia Cream	**HC-146**	Wedgewood Gray
OC-122	Cotton Balls	**HC-31**	Waterbury Cream	**HC-147**	Woodlawn Blue
OC-123	Bavarian Cream	**HC-32**	Standish White	**HC-149**	Buxton Blue
OC-124	Alpine White	**HC-33**	Montgomery White	**HC-150**	Yarmouth Blue
OC-125	Moonlight White	**HC-34**	Wilmington Tan	**HC-169**	Coventry Gray
OC-126	Easter Lily	**HC-35**	Powell Buff	**HC-170**	Stonington Gray
OC-127	White Chocolate	**HC-36**	Hepplewhite Ivory	**HC- 171**	Wickham Gray
OC-128	Minced Onion	**HC-38**	Decatur Buff	**HC-172**	Revere Pewter
OC-129	Alabaster	**HC-39**	Putnam Ivory	**HC-173**	Edgecomb Gray
OC-130	Cloud White	**HC-40**	Greenfield Pumpkin	**HC-174**	Lancaster Whitewash
OC-131	White Down	**HC-41**	Richmond Gold	**HC-176**	Annapolis Gray
OC-132	Grand Teton White	**HC-44**	Lenox Tan	**HC-179**	Platinum Gray
OC-133	Ancient Ivory	**HC-45**	Shaker Beige	**HC-180**	Cliffside Gray
OC-134	Meadow Mist	**HC-46**	Jackson Tan	**AC-1**	Coastal Fog
OC-135	Cream Cloak	**HC-47**	Brookline Beige	**AC-7**	Adobe Beige
OC-136	Celery Salt	**HC-48**	Bradstreet Beige	**AC-22**	Nantucket Fog
OC-137	Sebring White	**HC-53**	Hathaway Peach	**AC-25**	Harbor Gray
OC-138	White Drifts	**HC-54**	Jumel Peachstone	**AC-28**	Smoke Embers
OC-139	Sea Wind	**HC-55**	Winthrop Peach	**AC-31**	Hot Spring Stones
OC-140	Morning Dew	**HC-56**	Georgetown Pink Beige	**AC-34**	Cape Hatteras Sand
OC-142	Sail Cloth	**HC-57**	Sheraton Beige	**AC-37**	Big Bend Beige
OC-144	Lancaster White	**HC-59**	Odessa Pink	**AC-38**	North Hampton Beige
OC-150	Brilliant White	**HC-60**	Queen Anne Pink	**AC-40**	Glacier White
HC-1	Castleton Mist	**HC-78**	Litchfield Gray	**AC-41**	Acadia White
HC-2	Beacon Hill Damask	**HC-80**	Bleeker Beige	**AC-42**	Grand Teton White
HC-3	Greenmount Silk	**HC-81**	Manchester Tan		
HC-4	Hawthorne Yellow	**HC-82**	Bennington Gray		
HC-5	Weston Flax	**HC-83**	Grant Beige		
HC-6	Windham Cream	**HC-90**	Crown Point Sand		
HC-12	Concord Ivory	**HC-92**	Wheeling Neutral		
HC-15	Henderson Buff	**HC-93**	Carrington Beige		
HC-17	Summerdale Gold	**HC-95**	Sag Harbor Gray		
HC-18	Adams Gold	**HC-96**	Richmond Gray		
HC-21	Huntington Beige	**HC-99**	Abingdon Putty		
HC-22	Blair Gold	**HC-105**	Rockport Gray		
HC-23	Yorkshire Tan	**HC-108**	Sandy Hook Gray		
HC-24	Pittsfield Buff	**HC-111**	Nantucket Grey		

Benjamin Moore Paint Colors - Approved Trim Colors

Code	Color Name	Code	Color Name
2070-10	Tulsa Twilight	**HC-71**	Hasbrouck Brown
2072-20	Black Raspberry	**HC-78**	Litchifield Gray
2082-10	Chestnut	**HC-80**	Bleeker Beige
2094-20	Copper Mine	**HC-84**	Elmira White
2096-40	Gaucho Brown	**HC-92**	Wheeling Neutral
2102-30	Pueblo Brown	**HC-102**	Clarksville Gray
2106-50	Driftscape Tan	**HC-23**	Kennebunkport Green
2107-60	Sea Froth	**HC-134**	Tarrytown Green
2110-30	Saddle Soap	**HC-137**	Mill Springs Blue
2111-40	Taos Taupe	**HC-142**	Stratton Blue
2111-50	Stone Harbor	**HC-157**	Narragansett Green
2113-20	Pine Cone Brown	**HC-158**	Newburg Green
2123-20	Caribbean Teal	**HC-171**	Wickham Gray
2126-30	Anchor Gray	**HC-172**	Revere Pewter
2128-30	Evening Dove	**HC-175**	Briarwood
2139-10	River Rock	**HC-177**	Richmond Bisque
2139-50	Silver Marlin	**HC-186**	Charleston Brown
2140-40	Storm Cloud Gray	**HC-182**	Classic Burgundy
2141-40	Creekside Green	**HC-187**	Black Forest Green
2141-50	Horizon Gray	**HC-190**	Black
2143-40	Camouflage		
2143-60	Moonlight White		
2148-50	Sandy White		
2153-50	Desert Tan		
2160-50	Oklahoma Wheat		
2161-40	Acorn Yellow		
2163-10	Log Cabin		
2165-60	Durango Dust		
2166-50	Collingwood		
2166-60	Pale Oats		
2167-60	Sweet Salmon		
2173-30	Salmon Stream		
2174-20	Cinnamon		
2174-30	Sedona Clay		
AC-12	Copper Mountain		
HC-39	Putnam Ivory		
HC-40	Greenfield Pumpkin		
HC-45	Shaker Beige		
HC-66	Garrison Red		
HC-69	Whitall Brown		

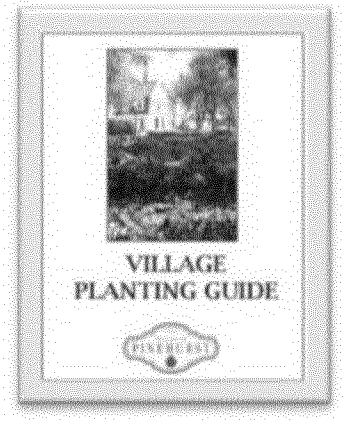
E. Village Planting Guide

From its beginning in 1895, Pinehurst has been known for its picturesque landscapes. Two renowned landscape architects, Frederick Law Olmsted, Sr., and Warren Manning, worked with the Tufts family to design the layout of winding streets, sandy paths, and informal plantings that gave the landscape the charm of a "wild garden." Their vision of a naturalistic and romantic landscape has been preserved through the decades and the village was awarded National Historic Landmark status in 1996, as an example of resort and community planning.

The original landscapers chose to plant Pinehurst with native species like hollies, magnolias, cedars, and evergreen trees as well as exotic plants collected from around the world. They created appealing spaces not with structures, but with plants that gave the environment year-round character through color, texture, and seasonal change. Today it is possible to maintain the historic integrity of Olmsted's and Manning's designs by following their naturalistic approach in planting new gardens and selecting plants that are compatible with their original selections.

The **Village of Pinehurst Planting Guide** was compiled from Manning's original plant list and the Plant Database created by the North Carolina State University Cooperative Extension. It is divided into sections including the categories below.

Tall trees
Small trees/shrubs
Small shrubs
Vines and groundcover
Herb and wildflowers
Ornamental grasses
Bulbs
Summer annuals



In addition, plants are identified by both common and Latin names, and accompanied by soil and light requirements, drought tolerance, deer resistance, and wildlife value. Plants from Manning's original plant list are marked with an asterisk (*).

The Planting Guide is available in two formats:

1. In hard copy and available at Village Hall, 395 Magnolia Road, Pinehurst.
2. On the Village of Pinehurst website, vopnc.org. On the website, type planting guide in the search box. The 24-page document above will appear in PDF form. Browse online or print for review.

F. Relevant Statutes and Resolutions

- **The State of North Carolina statute for Historic Districts and Landmarks that establishes the roles of the Historic Preservation Commission and its limitations:**

  https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter_160D/GS_160D-940.pdf **& NC G.S. 160D-940(1)**

- **Village Of Pinehurst Resolution Creating the Pinehurst Historic District:**

  Resolution #13-37, updated August 23, 2013. Available at Village Hall or on www.vopnc.org.

- **Village Of Pinehurst Resolution Creating the Historic Preservation Commission:**

  Resolution #06-05, updated March, 2006. Available at Village Hall or on www.vopnc.org.

G. Resources

- **The Secretary of the Interior's Standards for Rehabilitation**

  The Secretary of the Interior, through the National Park Service has published *The Secretary of the Interior's Illustrated Guidelines for Rehabilitating Historic Buildings*

  They can be found on www.nps.gov. They offer suggestions and standards that are the basis for the Pinehurst Historic District Standards.

- **Resources for Technical Information from the National Park Service:**

  Along those same lines there are several documents provided under Preservation Briefs and Preservation Tech Notes that provide guidance on a variety of topics and materials.

- **Tax Credits:**

  The North Carolina State Historic Preservation Office may be able to help a property owner obtain tax credits for qualifying rehabilitation or restoration. They can be researched at www.hpo.ncdr.gov.

H. Glossary

Words contained in this Appendix are those having an applied meaning and relative to the purpose of these Standards.

Words not listed in this chapter are defined by reference to:

- The latest version of the Pinehurst Development Ordinance (PDO),
- The latest edition of the State of North Carolina Building Code, or if not defined therein, or
- The latest edition of Webster's New International Dictionary, unabridged.

A

ACCESSORY BUILDING: A building that is located on the same parcel of property as the primary or principal structure and the use of which is incidental to the use of the primary structure. Examples of common accessory buildings include, but are not limited to, carports, carriage houses, garages, storage sheds, cabanas, and pergolas.

ACCESSORY STRUCTURE: Any structure not roofed over and enclosed that is not considered an accessory building, which is incidental to that of the main building. Examples of accessory structures include, but are not limited to, fences, decks, gazebos, arbors, retaining walls, barbeque pits, detached chimneys, tree houses, playground equipment, yard sculpture, etc.

ADDITION (to an existing building): An extension or increase in the floor area or height of an existing structure, including porches and other additions that change the volume, area or building footprint.
Additions share a contiguous wall or floor with the existing structure.

AFTER-THE-FACT APPROVAL: Application for approval of work that has already been completed.

ALUMINUM SIDING: Sheets of exterior architectural covering, usually with a colored finish, fabricated of aluminum to approximate the appearance of wooden siding. Aluminum siding was developed in the early 1940s and became increasingly common in the 1950s and 1960s.

APPROPRIATE: Suitable for, or compatible with, a property, based on accepted standards of historic restoration. The appropriateness of a design for new construction is based on compatibility with the architectural character of the Historic District.

ARCH: A curved and sometimes pointed structural member used to span an opening. A rounded arch represents classical or Romanesque influence whereas a pointed arch generally denotes Gothic influence.

ASBESTOS SIDING: A dense, rigid board containing a high proportion of asbestos fibers bonded with Portland cement; resistant to fire, flame, or weathering and having a low resistance to heat flow. It is usually applied in large overlapping shingles. Asbestos siding was applied to many buildings in the 1950s.

ASPHALT SHINGLE/SIDING: A shingle or siding manufactured from saturated roofing felts (rag, asbestos, or fiberglass) coated with asphalt and finished with mineral granules on the side exposed to weather.

ATM: Self-service machines used by banking customers for financial institutions, including deposits, withdrawals, and fund transfers, without face-to-face contact with financial institution personnel. These machines may be located at or within banks, or in other locations.

AWNINGS: An architectural projection that provides weather protection, identity and/or decoration, and is wholly supported by the building to which it is attached, and is comprised of a lightweight, rigid, or retractable skeleton over which an approved cover is attached.

B

BALUSTRADE: A series of balusters or uprights connected on top by a handrail and sometimes on the bottom by a bottom rail to provide an ornamental and protective barrier along the edge of a stair, roof, balcony, or porch.

BAY: A window or windows built to project outward from an exterior wall. A bay can also refer to an opening or division along the face of a structure. For example, a wall with a door and two windows is three bays wide.

BOARD AND BATTEN: Closely applied vertical boards, the joints of which are covered by vertical narrow wooden strips; usually found on Gothic Revival-style buildings.

BOLLARD: A sturdy, short, vertical post. Although it originally described a post on a ship or quay used principally for mooring boats, the word is now used to describe posts installed to control road traffic and posts designed to prevent ram raiding and car ramming attacks.

BOND: A brick masonry pattern. Masonry bond is essential to brickwork when wire reinforcement is not used.

BRACKET: A projecting support member found under eaves or other overhangs; it may be plain or decorated. Brackets were used extensively in Victorian architecture and gave rise to a style known as Bracketed Victorian.

BRICK VENEER: An outer covering, usually for a wooden frame building, consisting of a single layer of brick attached to the load-bearing walls with ties.

BULKHEAD (as pertains to storefronts): The area below the display windows on the front façade of a commercial storefront.

C

CANOPY TREE: A large tree whose total height and spread at maturity is greater than thirty (30) feet. Species native to the Sandhills of North Carolina include maple, hickory, holly, sweet gum, magnolia, and pine trees.

CEMENTITIOUS BOARD: A material composed of cement, sand, and cellulose fiber; first introduced in the early 20th century as a substitute for slate. Today cementitious board has a variety of uses including exterior siding and roofing.

CERTIFICATE OF APPROPRIATENESS: A document allowing a property owner to proceed with a proposed alteration, demolition, or new construction of a property in a designated area or site, following the determination of the proposal's suitability according to the Design Standards.

CHARACTER-DEFINING: A feature or element of a structure that is essential to its architectural or historical significance. Character-defining elements include the overall shape of the structure, its materials, craftsmanship, and decorative details, as well as the various aspects of its site and environment. Examples of features that could be considered character-defining include openings, roofs and related features, projections (porch, balcony, and chimneys), trim, and windows.

CLAPBOARD: Horizontal wooden boards, tapered at the upper end and laid so as to cover a portion of a similar board underneath and to be covered by a similar one above. The exposed face of clapboard is usually less than six (6) inches wide. Clapboard was a common outer face of 19th and early 20th century buildings.

COLONIAL REVIVAL: A style popular in the late 19th and early 20th centuries. The style features a rectangular house shape with a gable roof and overhanging second story; a symmetrically balanced front façade with an accented front entry, often framed by a portico and pediment; and multi-pane, double-hung windows with shutters. Siding is typically clapboard or brick.

COLUMN: A vertical shaft or pillar that supports or appears to support a construction above. In classical architecture, the column has three (3) parts: base, shaft, and capital.

COMPATIBILITY: The state of being harmonious or agreeable when integrated with other elements in a structure or environment.

CONGRUOUS: The quality or fact of being in agreement with. As used in the Standards, the term refers to a project that corresponds to the historic character of a structure and the Historic District. A design that is appropriate and harmonious to the existing environment.

CONTEXT: The overall relationship of the building to its surroundings.

CORNICE: An ornamental molding, usually of wood or plaster, running around the walls of a room just below the ceiling; the molding forming the top member of a door or window frame; or the exterior trim of a structure at the meeting of the roof and the wall. In classical architecture, the upper projecting section of an entablature.

COTTAGE STYLE: The style of a small, quaint house, historically found in rural or semi-rural locations. Characteristics include a sloping, uneven roof with steep gables; prominent brick or stone chimneys; small dormer windows and casement windows small panes; and clapboard, brick, stone or stucco siding.

CRAFTSMAN BUNGALOW STYLE: An early 20th Century style that grew out of the arts and crafts movement of the 19th century. The basic characteristics are long, low profiles; overhanging bracketed eaves; wide, engaged porches with square, squat brick piers supporting wood posts; gabled dormers and four-over-one or six-over-one sash windows. Siding is typically brick, stone, or stucco.

CRESTING: Ornamental ironwork used to embellish the ridge of a gable or the upper cornice of a mansard roof.

CUPOLA: A small structure built on top of a roof or building to complete a design and to provide a source of light and a means of ventilation. The structure can be square or spherical in shape with a mansard or conical roof.

D

DECK: An uncovered porch, usually at the rear of a building; popular in modern residential design.

DEMOLITION: The razing or destruction, whether entirely or in significant part, of the exterior of a building, structure, or site. Demolition includes the removal of a building or structure from its site or the removal, stripping, concealing, or the destruction of the façade or any significant exterior architectural features which are integral to the character of the resource, for whatever purpose, including new construction or reconstruction.

DORMER: A structure projecting from a sloping roof usually housing a window (or windows) or a ventilating louver.

E

EAVE: The lower edge of a roof extending beyond the exterior wall.

ELEVATION: A scaled drawing that illustrates the view of a side of a building.

ENTABLATURE: In classical architecture, the horizontal members immediately above the column capitals; divided into three major parts or layers: architrave (bottom), frieze (middle), and cornice (top).

F

FAÇADE: The exterior face of a building.

FEDERAL REVIVAL STYLE: A revival of the architectural style popular from the Revolution through the early 19th century. The style is characterized by a hipped roof with prominent end chimneys; fanlights and side lights framing the front door; and six-on-six or twelve-on-twelve windows with shutters. Buildings are of brick or wood construction.

FENESTRATION: The arrangement of windows and doors and their openings in a building.

FIELD OF PLAY: The term "Field of Play" shall mean the area within the Recreational Development (RD) zoning district where golf activity occurs. With the exception of buildings, property located within the area known as the "field of play" is excluded from these. For example, repair, relocation or addition of compatible signage, landscaping, and/or cart paths on property within the "field of play" are excluded from these regulations.

FINIAL: A formal ornament at the top of a canopy, gable, pinnacle, street light, etc.

FRANCHISE ARCHITECTURE: A building design that is trademarked, branded, or easily identified with a particular chain or corporation and is ubiquitous in nature.

FRONT YARD: A yard across the full width of the lot, extending from the farthest projection of the structure including, but not limited to, steps, eaves, porches, terraces or patios (excluding, however, steps and overhangs permitted to project into the front yard) to the front property and/or right-of-way line.

G

GABLE: The vertical triangular portion of the end of a building having a double sloping roof, from the level of the cornice or eaves to the ridge of the roof.

GAMBREL ROOF: A gable roof with two slopes of different pitch on either side of the ridge. The slopes that meet at the ridge have a shallower pitch.

GEORGIAN REVIVAL STYLE: A revival of the prevailing 18th century style in Great Britain and the Colonies. The characteristics are a square symmetrical shape with paired chimneys; a centered front door framed by a decorative crown and pilasters; and nine-on- nine or twelve-on-twelve windows. Siding is typically brick.

H

HIPPED ROOF: A roof that slopes upward from all four sides of the building, requiring a hip at each corner.

HUMAN SCALE: A combination of qualities in architecture or the landscape that provides an appropriate relationship to human size, enhancing rather than diminishing the importance of people.

L

LIGHT: A pane of glass.

LINTEL: A beam of wood or stone that spans an opening; in masonry construction it frequently supports the masonry above the opening.

M

MANSARD ROOF: A roof with two slopes on all four sides, the lower one being much steeper than the upper.

MANUFACTURED STONE: A contemporary manufactured material that resembles stone and is uniform in color and substance throughout the block.

MASS: The volume or physical bulk of a building, as defined by its length, width, and height. Mass also refers to the size and shape of a structure relative to others in the immediate proximity.

MEETING RAIL: A horizontal divider between the upper and lower sashes of a double hung window.

MOLDING: A decorative band having a constant profile or having a pattern in low relief, generally used in cornices or as trim around windows, doors and other openings.

MULLION: A vertical member dividing a window area, such as two casements, and forming a part of a window frame.

MUNTIN: A divider in a window. Muntins fix the lights of a window into position and determine the number of sidelights.

MUTED COLOR: A color that has tinted, subdued shades and is not bright or reflective. Muted colors are less intense in hue and often lighter in value.

N

NEIGHBORHOOD: An area of a community with characteristics that distinguish it from other areas and may be identified by distinct aesthetic, architectural, landscape, or historic characteristics.

O

OFF-STREET PARKING SPACE: A space which is designated for parking or temporary storage of one automobile, and is located outside of the dedicated street right-of-way.

ORIGINAL: A term designating a structure, including its elements, features, and details, at the time it was constructed. In fact, very few buildings in the Pinehurst Historic District are original. As the term is used in the Standards, it refers to features of a building that have been in place for a significant period of time.

P

PARGE: A thin coating of plaster or mortar.

PEDIMENT: A triangular gable bounded on all sides by a continuous cornice. This form is characteristic of classical architecture.

PILASTER: A flat or half-round decorative member applied to a wall suggesting a column; sometimes called an engaged column.

PORTICO: A small entrance porch or covered walk consisting of a roof supported by open columns.

PRIMARY STRUCTURE: The main structure on a lot in which the principal use of that lot is conducted, i.e. a residence if the property is residential.

PROPORTION: A harmonious relationship between structures or parts of structures with respect to comparative size, quantity, or degree. An effect of harmony and balance is achieved when the architectural elements of a structure are in proportion to each other and to the structure as a whole.

Q

QUEEN ANNE/VICTORIAN STYLE: One of a variety of eclectic styles introduced into British and American architecture during the reign of Queen Victoria (1837-1901). The characteristics of the Queen Anne style include a steep gable or hipped roof with dormers; a rambling asymmetrical silhouette often with turrets, towers, balconies, and verandas; and decorative accents on gable ends, eaves and overhangs. Windows are often accented with stained glass. Siding can be mixed in a single structure.

QUOIN: Ornamental blocks of wood, stone, brick, or stucco placed at the corners of a building and projecting slightly from the front of the façade.

R

REAR YARD: a yard extending across the full width of the lot and measured between the rear line of the lot and the rear line of the primary building.

RIDGE: The horizontal line of meeting of the upper slopes of a roof.

RIGHT-OF-WAY: An area owned or maintained by the Village, the State of North Carolina, a public utility, a railroad, or a private concern for the placement of such utilities and/or facilities for the passage of vehicles or pedestrians, including roads, pedestrian walkways, utilities, or railroads.

S

SASH: Any framework of a window; it may be movable or fixed; it may slide in a vertical plane (as in a double-hung window) or may pivot (as in a casement window).

SCALE: The relationship of a building to those around it.

SETBACK: The minimum distance from the property line to the farthest projection of the exterior face of buildings, walls, or any other form of construction (i.e. decks, landings, terraces, porches, and patio on grade). Setbacks for buildings within a block or neighborhood should be consistent to maintain the character of the neighborhood.

SHEET METAL: A flat rolled-metal product, rectangular in cross-section and form; when used as a roofing material, usually terne- or zinc-plated.

SHUTTER DOG: A tie-back used to keep shutters in an open position.

SIDE YARD: An open space on the same lot with a building (steps, eaves, and uncovered porches, terraces, and patios are considered part of the main building), and the side line of the lot extending through from the front building line to the rear yard or to the rear line of the lot, where no rear yard is required.

SMALL CELL WIRELESS: Those defined in N.C.G.S. 106A-400.51.

SOFFITT: The exposed undersurface of any overhead component of a building, such as an arch, balcony, beam, cornice, lintel, or vault.

STREETSCAPE: The distinguishing character of a particular street within a pedestrian's view as created by the dimensions and materials of the road and walkways, the design of street furniture, the setback, spacing, and scale of structures, their architectural features and materials, and the presence of vegetation (especially trees) along the curb or sidewalk.

STRING COURSE: A decorative horizontal band on the exterior wall of a building. Such a band, either plain or molded, is usually formed of brick or stone.

STUCCO: An exterior finish, usually textured, composed of Portland cement, lime, and sand mixed with water. Older-type stucco may be mixed from softer masonry cement rather than Portland cement.

SURROUND: The border or casing of a window or door opening, sometimes molded.

T

TERRA COTTA: Hard unglazed fired clay, used for ornamental work and roof and floor tile; also fabricated with a decorative glaze and used a surface finish for buildings in the Art Deco style.

TERNE: An alloy coating that was historically made of lead and tin used to cover steel, in the ratio of 20% tin and 80% lead. Until the year 2012, lead had been replaced with the metal zinc and was used in the ratio of 50% tin and 50% zinc.

TEXTURE: The physical material and architectural features and details of a building that create character; also the fabric of a building, structure, or town, connoting an interweaving of component parts.

TRANSOM: A glazed panel above a door or a storefront, sometimes hinged to be opened for ventilation at ceiling level.

V

VILLAGE CENTER: The original commercial center of Pinehurst.

VINYL CLAD/ALUMINUM CLAD: The exterior cladding of wooden window frames and sashes and of wooden doors with factory- finished vinyl or aluminum.

VINYL SIDING: Sheets of thermal, plastic compound made from chloride or vinyl acetates, as well as some plastics made from styrene and other chemicals, usually fabricated to resemble clapboard, posts, or rails.

W

WATER TABLE: The plain or molded ledge or projection of an exterior wood wall, usually at the first floor level, that protects the foundation from rain running down the wall of a building. In masonry buildings, the water table refers to the belt course that differentiates the foundation from the exterior wall.

VILLAGE OF PINEHURST

FINANCIAL STATEMENTS

FOR THE TWELVE MONTHS ENDED
JUNE 30, 2022

Village of Pinehurst
Financial Statements
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Village of Pinehurst
Combined Balance Sheet - All Fund Types
June 30, 2022

	Governmental Fund Type			Account Groups			
	General Fund	Special Revenue Fund	Capital Project Fund	General Capital Assets	General Long - Term Debt	Totals June 30, 2022	Totals June 30, 2021
ASSETS							
Cash & investments	$ 14,802,605	$ -	$ 400,319	$ -	$ -	$ 15,202,924	$ 12,525,504
Restricted cash	-	2,652,592	-	-	-	2,652,592	-
Taxes receivable	17,378	-	-	-	-	17,378	14,960
Due from other governmental agencies	2,304,954	-	-	-	-	2,304,954	1,971,392
Other receivables	11,662	-	-	-	-	11,662	20,654
Prepaid items	71,056	-	-	-	-	71,056	38,374
Inventory	74,697	-	-	-	-	74,697	60,814
Capital assets	-	-	-	56,131,279	-	56,131,279	53,001,188
Right to use leased assets	-	-	-	36,123	-	36,123	-
Amounts to be provided for retirement of general long-term debt	-	-	-	-	4,114,408	4,114,408	6,236,705
TOTAL ASSETS	$ 17,282,352	$ 2,652,592	$ 400,319	$ 56,167,402	$ 4,114,408	$ 80,617,073	$ 73,869,591
LIABILITIES AND FUND EQUITY							
Accounts payable	$ 1,078,526	$ -	$ -	$ -	$ -	$ 1,078,526	$ 487,584
Withholdings & accrued expenses	630,777	-	-	-	-	630,777	533,650
Lease liabilities	-	-	-	-	24,922	24,922	-
Accrued vacation	-	-	-	-	846,421	846,421	812,609
Total pension liability (LEO)	-	-	-	-	1,635,856	1,635,856	1,687,722
Net pension liability (LGERS)	-	-	-	-	1,607,209	1,607,209	3,736,374
Deposits	313,515	-	-	-	-	313,515	293,757
Unearned revenues	-	2,648,376	-	-	-	2,648,376	-
Unavailable revenues	19,575	-	-	-	-	19,575	27,839
Total Liabilities	2,042,393	2,648,376	-	-	4,114,408	8,805,177	7,579,535
EQUITY							
Investment in general capital assets	-	-	-	56,131,279	-	56,131,279	53,001,188
Investment in right to use lease assets	-	-	-	36,123	-	36,123	-
Fund Balance:							
Nonspendable:							
Inventory	74,697	-	-	-	-	74,697	60,814
Prepaid items	71,056	-	-	-	-	71,056	38,374
Restricted:							
General government	-	4,216	-	-	-	4,216	-
Stabilization by state statute	2,893,797	-	-	-	-	2,893,797	2,624,890
Public safety	36,297	-	-	-	-	36,297	39,674
Special Revenue - American Rescue Plan	-	-	-	-	-	-	-
Committed:							
Cultural and recreation	-	-	400,319	-	-	400,319	-
Library and Archives	544,777	-	-	-	-	544,777	1,000,000
Future Capital	6,942,557	-	-	-	-	6,942,557	4,102,691
Assigned:							
Designated for expenditures	-	-	-	-	-	-	2,530,950
Unassigned	4,676,778	-	-	-	-	4,676,778	2,891,475
Total equity	15,239,959	4,216	400,319	56,167,402	-	71,811,896	66,290,056
TOTAL LIABILITIES & EQUITY	$ 17,282,352	$ 2,652,592	$ 400,319	$ 56,167,402	$ 4,114,408	$ 80,617,073	$ 73,869,591

Village of Pinehurst
General Fund
Statement of Revenues, Expenditures, and Changes in Fund Balance - Budget and Actual
For the Fiscal Period Ended June 30, 2022

	Annual Budget as of 6/30/2022	Quarterly Budget as of 6/30/2022	YTD as of 6/30/2022	YTD as of 6/30/2021	Current Year Over (Under) Prior Year	% of 2022 Budget Spent / Received YTD
Revenues						
Ad valorem taxes & penalties	$ 12,241,000	$ 12,241,000	$ 12,257,753	$ 11,490,262	$ 767,491	100.14%
Assessments	-	-	-	5,179	(5,179)	0.00%
Other taxes and licenses	3,000	3,000	4,755	4,455	300	158.50%
Intergovernmental revenues:						
Unrestricted	7,548,700	7,548,700	7,955,501	6,933,901	1,021,600	105.39%
Restricted	587,250	587,250	604,104	790,495	(186,391)	102.87%
Permits & fees	894,000	894,000	944,902	1,029,833	(84,931)	105.69%
Sales & services	676,150	676,150	762,888	459,900	302,988	112.83%
Other revenues	371,180	371,180	469,548	347,109	122,439	126.50%
Investment earnings	1,400	1,400	24,570	2,827	21,743	1755.00%
TOTAL REVENUES	22,322,680	22,322,680	23,024,021	21,063,961	1,960,060	103.14%
Operating Expenditures						
Governing Body	160,900	160,900	138,585	112,471	26,114	86.13%
Administration	1,536,210	1,536,210	1,333,891	1,351,798	(17,907)	86.83%
Financial Services	838,420	838,420	787,262	670,317	116,945	93.90%
Human Resources	528,860	528,860	437,849	478,676	(40,827)	82.79%
Police	3,525,709	3,525,709	3,214,349	3,023,094	191,255	91.17%
Fire	3,436,969	3,436,969	3,117,709	2,817,495	300,214	90.71%
Inspections	359,150	359,150	338,086	325,384	12,702	94.14%
Public Services Administration	766,490	766,490	560,203	565,725	(5,522)	73.09%
Streets & Grounds	1,674,160	1,674,160	1,433,021	1,410,654	22,367	85.60%
Powell Bill Funds	1,200,100	1,200,100	1,130,492	1,256,621	(126,129)	94.20%
Solid Waste	2,001,240	2,001,240	1,901,761	1,659,395	242,366	95.03%
Recreation	2,041,035	2,041,035	1,790,072	1,629,999	160,073	87.70%
Library	388,960	388,960	294,382	163,763	130,619	75.68%
Harness Track	588,910	588,910	554,972	456,783	98,189	94.24%
Fair Barn	368,470	368,470	297,801	261,752	36,049	80.82%
Planning	1,245,418	1,245,418	839,100	905,753	(66,653)	67.37%
Community Development	147,000	147,000	127,759	129,294	(1,535)	86.91%
Debt Service	18,000	18,000	11,343	144,748	(133,405)	63.02%
Total Operating Expenditures	20,826,001	20,826,001	18,308,637	17,363,722	944,915	87.91%
Capital Outlay Expenditures						
Administration	332,272	332,272	303,412	27,786	275,626	91.31%
Financial Services	6,045	6,045	4,709	3,978	731	77.90%
Human Resources	60	60	-	7,038	(7,038)	0.00%
Police	256,967	256,967	230,094	219,338	10,756	89.54%
Fire	984,932	984,932	652,547	689,420	(36,873)	66.25%
Inspections	25,030	25,030	-	1,989	(1,989)	0.00%
Public Services Administration	75,761	75,761	690	3,978	(3,288)	0.91%
Streets & Grounds	1,115,925	1,115,925	670,088	487,935	182,153	60.05%
Solid Waste	220,160	220,160	-	200,751	(200,751)	0.00%
Recreation	437,559	437,559	412,197	204,545	207,652	94.20%
Library	301,623	301,623	58,020	-	58,020	19.24%
Harness Track	190,132	190,132	102,345	994	101,351	53.83%
Fair Barn	135	135	-	60,050	(60,050)	0.00%
Planning	26,805	26,805	767	3,978	(3,211)	2.86%
Community Development	-	-	-	994	(994)	0.00%
Total Capital Outlay Expenditures	3,973,406	3,973,406	2,434,869	1,912,774	522,095	61.28%
TOTAL EXPENDITURES [1]	24,799,407	24,799,407	20,743,506	19,276,496	1,467,010	83.65%
REVENUES OVER (UNDER) EXPENDITURES	(2,476,727)	(2,476,727)	2,280,515	1,787,465	493,050	

Village of Pinehurst
General Fund
Statement of Revenues, Expenditures, and Changes in Fund Balance - Budget and Actual
For the Fiscal Period Ended June 30, 2022

	Annual Budget as of 6/30/2022	Quarterly Budget as of 6/30/2022	YTD as of 6/30/2022	YTD as of 6/30/2021	Current Year Over (Under) Prior Year	% of 2022 Budget Spent / Received YTD
Other Financing Sources (Uses)						
Operating transfers in	$ -	$ -	$ -	$ 244,999	$ (244,999)	0.00%
Operating transfers out	(550,000)	(550,000)	(400,000)	-	(400,000)	72.73%
Sales of capital assets	20,000	20,000	34,453	27,134	7,319	172.27%
Lease liabilities issued	42,000	42,000	36,123	-	36,123	86.01%
Total Other Fin. Sources (Uses)	(488,000)	(488,000)	(329,424)	272,133	(601,557)	67.50%
REVENUES AND OTHER FINANCING SOURCES OVER (UNDER) EXP AND OTHER FINANCING USES	(2,964,727)	(2,964,727)	1,951,091	2,059,598	(108,507)	
Appropriated Fund Balance	2,964,727	2,964,727	-	-	-	
NET CHANGE IN FUND BALANCE	$ -	$ -	1,951,091	$ 2,059,598	$ (108,507)	
FUND BALANCE, JULY 1			13,288,868			
FUND BALANCE, JUNE 30			$ 15,239,959			

	YTD as of 6/30/2022	% of Total Expenditures
[1] **Total Expenditures by Type**		
Salaries & Benefits	$ 11,549,320	56%
Operating	6,759,317	33%
Capital	2,434,869	12%
Total Expenditures by Type	$ 20,743,506	100%

Village of Pinehurst
American Rescue Plan Act Special Revenue Fund
Statement of Revenues, Expenditures, and Changes in Fund Balance - Budget and Actual
From Inception and for the Fiscal Period Ended June 30, 2022

	Project Budget	Actual Prior Years	Actual Current Year	Actual Total To Date
Revenues				
Restricted intergovernmental:				
Grant revenue	$ 4,860,000	$ -	$ -	$ -
Investment earnings	-	-	4,216	4,216
TOTAL REVENUES	4,860,000	-	4,216	4,216
Expenditures				
American Rescue Plan Act expenditures	4,860,000	-	-	-
TOTAL EXPENDITURES	4,860,000	-	-	-
REVENUES OVER (UNDER) EXPENDITURES	-	-	4,216	4,216
NET CHANGE IN FUND BALANCE	$ -	$ -	4,216	$ 4,216
FUND BALANCE, JULY 1			-	
FUND BALANCE, JUNE 30			$ 4,216	

Village of Pinehurst
Library Expansion Capital Project Fund
Statement of Revenues, Expenditures, and Changes in Fund Balance - Budget and Actual
From Inception and for the Fiscal Period Ended June 30, 2022

	Project Budget	Actual Prior Years	Actual Current Year	Actual Total To Date
Revenues				
Investment earnings	$ 500	$ -	$ 319	$ 319
TOTAL REVENUES	500	-	319	319
Expenditures				
Cultural and recreation:				
Design costs	400,500	-	-	-
TOTAL EXPENDITURES	400,500	-	-	-
REVENUES OVER (UNDER) EXPENDITURES	(400,000)	-	319	319
Other Financing Sources (Uses)				
Transfer from General Fund	400,000	-	400,000	400,000
TOTAL OTHER FIN. SOURCES (USES)	400,000	-	400,000	400,000
NET CHANGE IN FUND BALANCE	$ -	$ -	400,319	$ 400,319
FUND BALANCE, JULY 1			-	
FUND BALANCE, JUNE 30			$ 400,319	

Village of Pinehurst
Schedule of Interfund Transfers
For the Fiscal Period Ended June 30, 2022

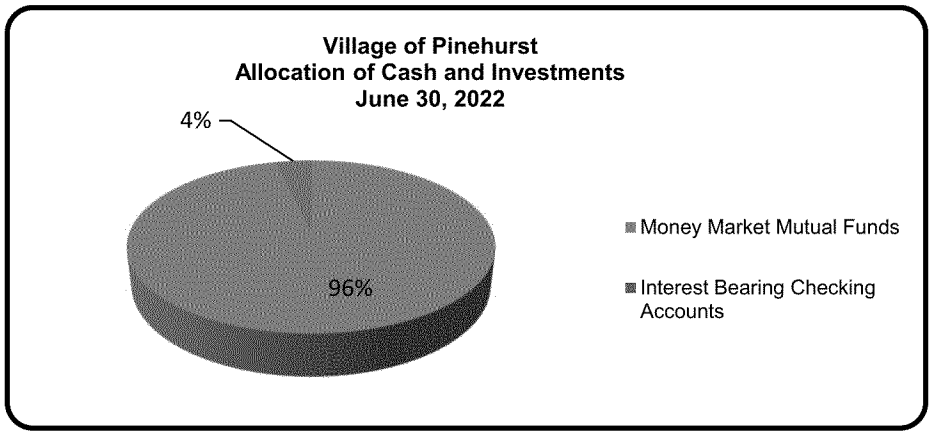
	Budgeted		Actual	
	Transfers In	Transfers Out	Transfers In	Transfers Out
General Fund Transfers:				
Downtown Parking Facility Capital Project Fund	$ -	$ 150,000	$ -	$ -
Library Expansion Capital Project Fund	-	400,000	-	400,000
Downtown Parking Facility Capital Project Fund	150,000	-	-	-
Library Expansion Capital Project Fund	400,000	-	400,000	-
	$ 550,000	$ 550,000	$ 400,000	$ 400,000

Village of Pinehurst
Schedule of Cash and Investments
June 30, 2022

Investment	Bond/Bank Ratings	Purchase Date	Maturity Date	Cost
Money Market Mutual Funds				
North Carolina Capital Management Trust - Government Portfolio	AAAm (S&P)			$ 17,194,582
Interest Bearing Checking Accounts				
PNC Bank Operating				659,984
Petty Cash				950
Total Cash and Investments				$ 17,855,516
Total Cash and Investments (same quarter previous year)				$ 12,525,504

Summary of Cash and Investments

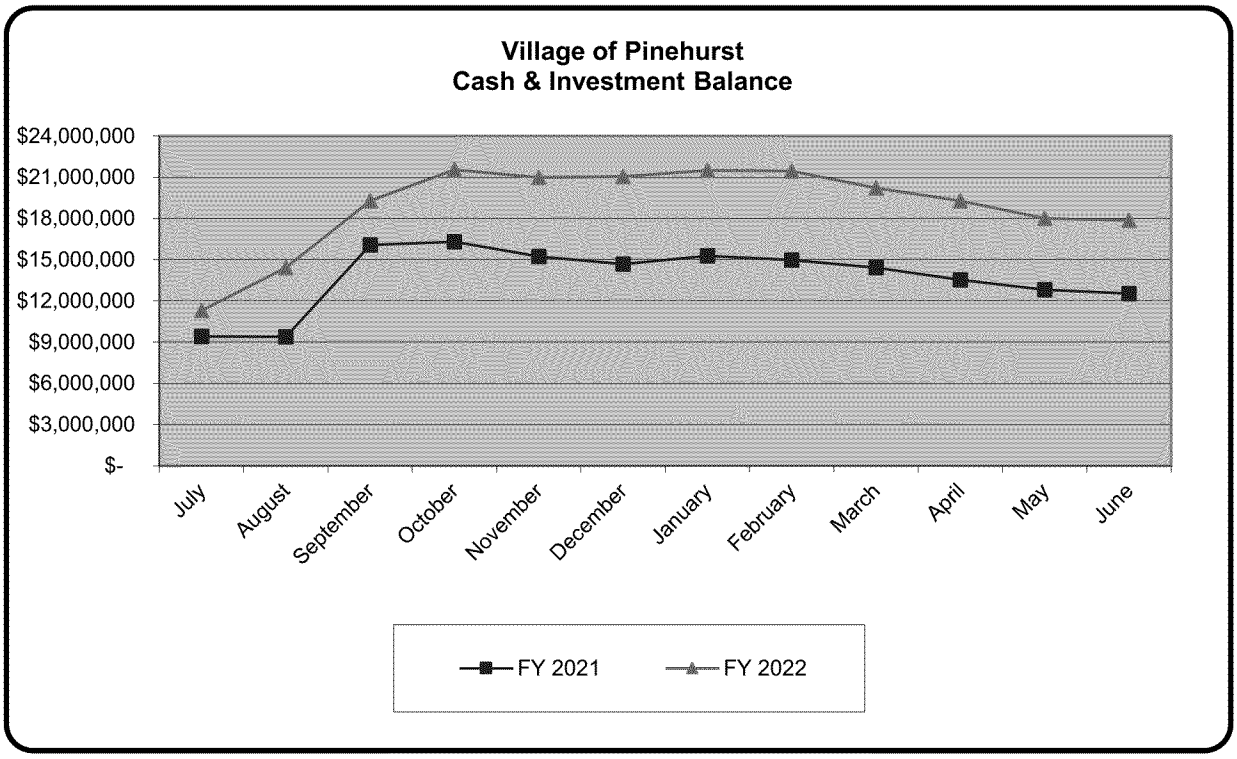
Money Market Mutual Funds	$ 17,194,582
Interest Bearing Checking Accounts	659,984
Petty Cash	950
	$ 17,855,516



Village of Pinehurst
Investment Yield Summary

	FY 2021			FY 2022		
	Cash Balance	Investment Earnings	Investment Yield*	Cash Balance	Investment Earnings	Investment Yield*
July	$ 9,400,575	$ 1,110	0.14%	$ 11,280,977	$ 99	0.01%
August	9,375,289	479	0.06%	14,394,289	107	0.01%
September	16,045,667	228	0.02%	19,266,333	129	0.01%
October	16,288,960	155	0.01%	21,547,532	168	0.01%
November	15,214,360	113	0.01%	20,976,349	172	0.01%
December	14,664,757	126	0.01%	21,049,288	175	0.01%
January	15,254,209	123	0.01%	21,477,552	176	0.01%
February	14,952,403	112	0.01%	21,429,548	162	0.01%
March	14,411,728	122	0.01%	20,195,845	1,337	0.08%
April	13,512,113	112	0.01%	19,271,130	3,355	0.21%
May	12,783,280	110	0.01%	17,988,540	8,958	0.59%
June	12,525,504	103	0.01%	17,855,516	14,267	0.97%
Average	$ 13,702,404	$ 2,893	0.02%	$ 18,894,408	$ 29,105	0.15%

* Investment yield is presented on an accrual basis.



Village of Pinehurst
Schedule of Fund Balance - General Fund
June 30, 2022

	Fund Balance at 6/30/2022	Fund Balance at 6/30/2021
General Fund		
Nonspendable:		
Inventory	$ 74,697	$ 60,814
Prepaid Items	71,056	38,374
Restricted:		
Stabilization by State Statute	2,893,797	2,624,890
Public Safety	36,297	39,674
Committed:		
Library and Archives	544,777	1,000,000
Future Capital	6,942,557	4,102,691
Assigned		
Subsequent year's expenditures	-	2,530,950
Unassigned	4,676,778	2,891,475
	$ 15,239,959	$ 13,288,868

Village of Pinehurst
Schedule of Capital Outlay by Function and Activity - General Fund
For the Fiscal Period Ended June 30, 2022

	Annual Budget	YTD Budget	YTD Expenditures	Remaining Balance
Land				
Streets & Grounds	$ 265,000	$ 265,000	$ 254,277	$ 10,723
Recreation	404,000	404,000	379,171	24,829
Harness Track	91,000	91,000	-	91,000
	760,000	760,000	633,448	126,552
Buildings and Grounds				
Administration	248,300	248,300	243,117	5,183
Police	40,056	40,056	34,783	5,273
Fire	290,000	290,000	6,750	283,250
Public Services Administration	75,000	75,000	-	75,000
Library	232,500	232,500	-	232,500
Recreation	29,700	29,700	29,670	30
Harness Track	99,000	99,000	102,345	(3,345)
	1,014,556	1,014,556	416,665	597,891
Equipment and Furniture				
Administration	61,972	61,972	41,141	20,831
Financial Services	45	45	-	45
Human Resources	60	60	-	60
Police	72,811	72,811	60,198	12,613
Fire	60,432	60,432	28,405	32,027
Inspections	30	30	-	30
Public Services Administration	761	761	690	71
Streets & Grounds	53,925	53,925	27,327	26,598
Solid Waste	160	160	-	160
Library	61,123	61,123	50,934	10,189
Recreation	859	859	690	169
Harness Track	132	132	-	132
Fair Barn	135	135	-	135
Planning	8,805	8,805	767	8,038
	321,250	321,250	210,152	111,098
Vehicles				
Police	141,100	141,100	132,605	8,495
Fire	634,500	634,500	617,392	17,108
Inspections	25,000	25,000	-	25,000
Streets & Grounds	32,000	32,000	-	32,000
Solid Waste	220,000	220,000	-	220,000
Planning	18,000	18,000	-	18,000
	1,070,600	1,070,600	749,997	320,603
Infrastructure				
Streets & Grounds	765,000	765,000	388,484	376,516
	765,000	765,000	388,484	376,516
Right to Use Assets (Leased Equipment)				
Administration	22,000	22,000	19,154	2,846
Financial Services	6,000	6,000	4,709	1,291
Police	3,000	3,000	2,508	492
Library	8,000	8,000	7,086	914
Recreation	3,000	3,000	2,666	334
	42,000	42,000	36,123	5,877
Total	$ 3,973,406	$ 3,973,406	$ 2,434,869	$ 1,538,537
% of Capital Outlay Budget Expended				61.28%

Note: This Schedule includes Fleet Maintenance, Buildings & Grounds and Information Technology Capital Outlay.

Village of Pinehurst
Schedule of General Long Term Debt
June 30, 2022

	Balance at 6/30/2022	Balance at 6/30/2021	Increase (Decrease)
Lease Liabilities	$ 24,922	$ -	$ 24,922
Total Pension Liability (LEO) *	1,635,856	1,687,722	(51,866)
Net Pension Liability (LGERS) *	1,607,209	3,736,374	(2,129,165)
Accumulated Vacation	846,421	812,609	33,812
	4,114,408	6,236,705	(2,122,297)
	$ 4,114,408	$ 6,236,705	$ (2,122,297)

* Based on an independent annual actuarial valuation

Village of Pinehurst
Schedule of Budget Amendments - General Fund
For the Fiscal Period Ended June 30, 2022

	Original FY 2022 Budget	Amended * Qtr Ended 9/30/2021	Amended Qtr Ended 12/31/2021	Amended Qtr Ended 3/31/2022	Amended Qtr Ended 6/30/2022	Total Amendments	Amended FY 2022 Budget
REVENUES							
Ad valorem taxes	$ 12,210,000	$ -	$ -	$ 31,000	$ -	$ 31,000	$ 12,241,000
Other taxes and licenses	3,000	-	-	-	-	-	3,000
Unrestricted Intergov't Revenues	6,778,700	-	-	770,000	-	770,000	7,548,700
Restricted Intergov't Revenues	484,250	-	-	103,000	-	103,000	587,250
Permits & Fees	894,000	-	-	-	-	-	894,000
Sales & Services	689,950	-	-	(13,800)	-	(13,800)	676,150
Other Revenues	394,980	-	-	(3,800)	-	(3,800)	391,180
Investment Income	1,400	-	-	-	-	-	1,400
Other Financing Sources	-	-	-	-	42,000	42,000	42,000
Appropriated Fund Balance	2,530,950	1,420,677	-	(986,900)	-	433,777	2,964,727
TOTAL REVENUES	**$ 23,987,230**	**$ 1,420,677**	**$ -**	**$ (100,500)**	**$ 42,000**	**$ 1,362,177**	**$ 25,349,407**
OPERATING EXPENDITURES							
Governing Body	147,400	-	3,500	-	10,000	13,500	160,900
Administration	1,537,410	-	(6,200)	-	5,000	(1,200)	1,536,210
Financial Services	840,420	-	-	-	(2,000)	(2,000)	838,420
Human Resources	572,860	-	6,000	(50,000)	-	(44,000)	528,860
Police	3,485,750	44,959	-	-	(5,000)	39,959	3,525,709
Fire	3,333,310	34,909	-	68,750	-	103,659	3,436,969
Inspections	359,150	-	-	-	-	-	359,150
Public Services Administration	759,490	-	7,000	-	-	7,000	766,490
Streets & Grounds	1,669,540	620	-	20,000	(16,000)	4,620	1,674,160
Powell Bill	1,200,100	-	-	-	-	-	1,200,100
Solid Waste	1,897,740	-	-	86,500	17,000	103,500	2,001,240
Planning	1,209,730	41,188	4,000	500	(10,000)	35,688	1,245,418
Community Development	134,500	-	6,000	6,500	-	12,500	147,000
Recreation	2,008,590	40,445	-	1,000	(9,000)	32,445	2,041,035
Library	539,460	-	(34,000)	(157,000)	40,500	(150,500)	388,960
Harness Track	578,910	5,000	-	5,000	-	10,000	588,910
Fair Barn	368,470	-	-	-	-	-	368,470
Debt Service	-	-	-	-	18,000	18,000	18,000
Other Financing Uses	550,000	-	-	-	-	-	550,000
Total Operating Expenditures	21,192,830	167,121	(13,700)	(18,750)	48,500	183,171	21,376,001
CAPITAL EXPENDITURES							
Administration	299,682	15,590	2,700	(1,700)	16,000	32,590	332,272
Financial Services	540	(495)	-	-	6,000	5,505	6,045
Human Resources	720	(660)	-	-	-	(660)	60
Police	253,911	56	-	-	3,000	3,056	256,967
Fire	328,637	666,045	-	(9,750)	-	656,295	984,932
Inspections	25,360	(330)	-	-	-	(330)	25,030
Public Services Administration	76,121	(360)	-	-	-	(360)	75,761
Streets & Grounds	913,750	274,175	-	(72,000)	-	202,175	1,115,925
Solid Waste	220,490	(330)	-	-	-	(330)	220,160
Planning	27,260	(455)	-	-	-	(455)	26,805
Recreation	228,719	180,140	24,000	1,700	3,000	208,840	437,559
Library	325,783	(660)	11,000	-	(34,500)	(24,160)	301,623
Harness Track	92,962	121,170	(24,000)	-	-	97,170	190,132
Fair Barn	465	(330)	-	-	-	(330)	135
Total Capital Expenditures	$ 2,794,400	$ 1,253,556	$ 13,700	$ (81,750)	$ (6,500)	$ 1,179,006	$ 3,973,406
TOTAL EXPENDITURES	**$ 23,987,230**	**$ 1,420,677**	**$ -**	**$ (100,500)**	**$ 42,000**	**$ 1,362,177**	**$ 25,349,407**
Amended Budget as a % of Original Budget		105.9%	105.9%	105.5%	105.7%		

* Includes $1,420,677 that was reappropriated from FY 2021.

Village of Pinehurst
Schedule of Encumbrances
For the Fiscal Period Ended June 30, 2022

	Annual Budget as of 6/30/2022	YTD as of 6/30/2022	Encumbered Amount	Unencumbered Balance
GENERAL FUND				
Operating Expenditures				
Governing Body	$ 160,900	$ 138,585	$ -	$ 22,315
Administration	1,536,210	1,333,891	-	202,319
Financial Services	838,420	787,262	-	51,158
Human Resources	528,860	437,849	-	91,011
Police	3,525,709	3,214,349	-	311,360
Fire	3,436,969	3,117,709	-	319,260
Inspections	359,150	338,086	-	21,064
Public Services Administration	766,490	560,203	33,120	173,167
Streets & Grounds	1,674,160	1,433,021	-	241,139
Powell Bill Funds	1,200,100	1,130,492	-	69,608
Solid Waste	2,001,240	1,901,761	-	99,479
Recreation	2,041,035	1,790,072	-	250,963
Library	388,960	294,382	-	94,578
Harness Track	588,910	554,972	-	33,938
Fair Barn	368,470	297,801	-	70,669
Planning	1,245,418	839,100	-	406,318
Community Development	147,000	127,759	-	19,241
Fleet Maintenance	898,180	866,902	-	31,278
B&G Maintenance	1,407,230	1,248,714	-	158,516
Information Technology	1,331,750	1,191,746	-	140,004
Debt Service	18,000	11,343	-	6,657
Total Operating Expenditures *	24,463,161	21,615,999	33,120	2,814,042
Capital Outlay Expenditures				
Administration	332,272	303,412	-	28,860
Financial Services	6,045	4,709	-	1,336
Human Resources	60	-	-	60
Police	256,967	230,094	-	26,873
Fire	984,932	652,547	274,202	58,183
Inspections	25,030	-	23,937	1,093
Public Services Administration	75,761	690	-	75,071
Streets & Grounds	1,115,925	670,088	74,163	371,674
Solid Waste	220,160	-	210,253	9,907
Recreation	437,559	412,197	-	25,362
Library	301,623	58,020	-	243,603
Harness Track	190,132	102,345	-	87,787
Fair Barn	135	-	-	135
Planning	26,805	767	-	26,038
Fleet Maintenance	1,124,760	777,323	-	347,437
B&G Maintenance	1,181,976	816,630	-	365,346
Information Technology	116,000	80,707	-	35,293
Total Capital Outlay Expenditures *	6,396,142	4,109,529	582,555	1,704,058
Transfers to Capital Project Funds	550,000	400,000	-	150,000
Charges to Other Departments *	(6,059,896)	(4,982,022)	-	(1,077,874)
TOTAL GENERAL FUND EXPENDITURES	$ 25,349,407	$ 21,143,506	$ 615,675	$ 3,590,226

* In this schedule, General Fund operating and capital expenditures are overstated due to internal service allocation budgets appearing in both the internal service departments (Fleet, B&G, & IT) and the department to which the expenditure is eventually allocated. Total expenditures, however, reflect the actual General Fund budget.

Village of Pinehurst
Schedule of Encumbrances
For the Fiscal Period Ended June 30, 2022

	Annual Budget as of 6/30/2022	YTD as of 6/30/2022	Encumbered Amount	Unencumbered Balance
AMERICAN RESCUE PLAN SPECIAL REVENUE FUND				
Expenditures				
American Rescue Plan Act expenditures	$ 4,860,000	$ -	$ -	$ 4,860,000
Total Expenditures	4,860,000	-	-	4,860,000
TOTAL SPECIAL REVENUE FUND EXPENDITURES	$ 4,860,000	$ -	$ -	$ 4,860,000
LIBRARY EXPANSION CAPITAL PROJECT FUND				
Expenditures				
Design costs	$ 400,500	$ -	$ -	$ 400,500
Total Expenditures	400,500	-	-	400,500
TOTAL CAPITAL PROJECT FUND EXPENDITURES	$ 400,500	$ -	$ -	$ 400,500

Village of Pinehurst
Schedule of Ad Valorem Property Tax Collections
For the Fiscal Period Ended June 30, 2022

Real and Personal

Tax Year	For the Fiscal Period Ended June 30, 2022			For the Fiscal Period Ended June 30, 2021		
	Budgeted Collections	Gross Collections	% Collected Through 6/30/2022	Budgeted Collections	Gross Collections	% Collected Through 6/30/2021
Third Prior Year	$ -	$ 830	100.00%	$ -	$ 442	100.00%
Second Prior Year	-	1,229	100.00%	-	105	100.00%
First Prior Year	5,000	4,451	89.02%	5,000	5,165	103.30%
Current Year	11,386,000	11,393,019	100.06%	10,679,000	10,677,168	99.98%
	$ 11,391,000	$ 11,399,529	100.07%	$ 10,684,000	$ 10,682,880	99.99%

Motor Vehicles

Tax Year	For the Fiscal Period Ended June 30, 2022			For the Fiscal Period Ended June 30, 2021		
	Budgeted Collections	Gross Collections	% Collected Through 6/30/2022	Budgeted Collections	Gross Collections	% Collected Through 6/30/2021
Third Prior Year	$ -	$ -	0.00%	$ -	$ -	0.00%
Second Prior Year	-	-	0.00%	-	-	0.00%
First Prior Year	-	-	0.00%	2,000	-	0.00%
Current Year	850,000	851,934	100.23%	771,000	803,311	104.19%
	$ 850,000	$ 851,934	100.23%	$ 773,000	$ 803,311	103.92%

Village of Pinehurst
Schedule of Ad Valorem Property Tax Levy
For the Fiscal Period Ended June 30, 2022

Property Valuation

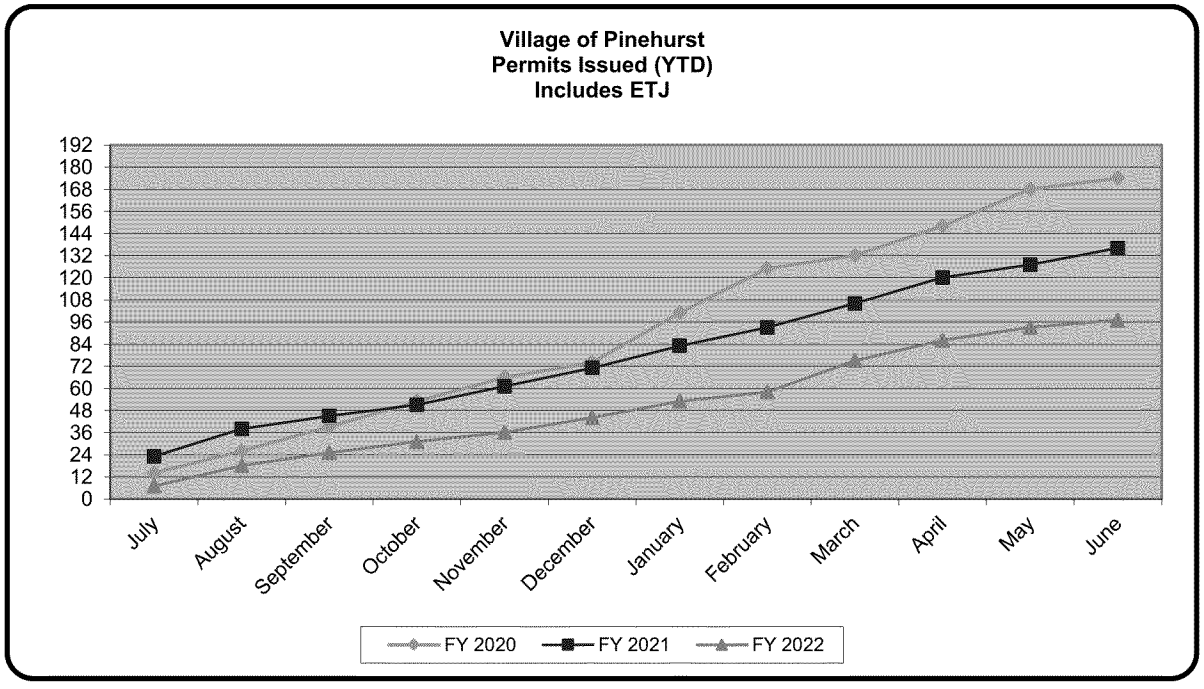
	For the Fiscal Period Ended June 30, 2022	For the Fiscal Period Ended June 30, 2021	Dollar Increase (Decrease)	Percentage Increase (Decrease)
Real & Personal	$ 3,619,172,092	$ 3,561,000,874	$ 58,171,218	1.63%
Motor Vehicles	272,728,305	267,873,951	4,854,354	1.81%
	$ 3,891,900,397	$ 3,828,874,825	$ 63,025,572	1.65%

Levy

	For the Fiscal Period Ended June 30, 2022	For the Fiscal Period Ended June 30, 2021	Dollar Increase (Decrease)	Percentage Increase (Decrease)
Real & Personal	$ 11,402,048	$ 10,685,309	$ 716,739	6.71%
Motor Vehicles	850,711	800,909	49,802	6.22%
	$ 12,252,759	$ 11,486,218	$ 766,541	6.67%

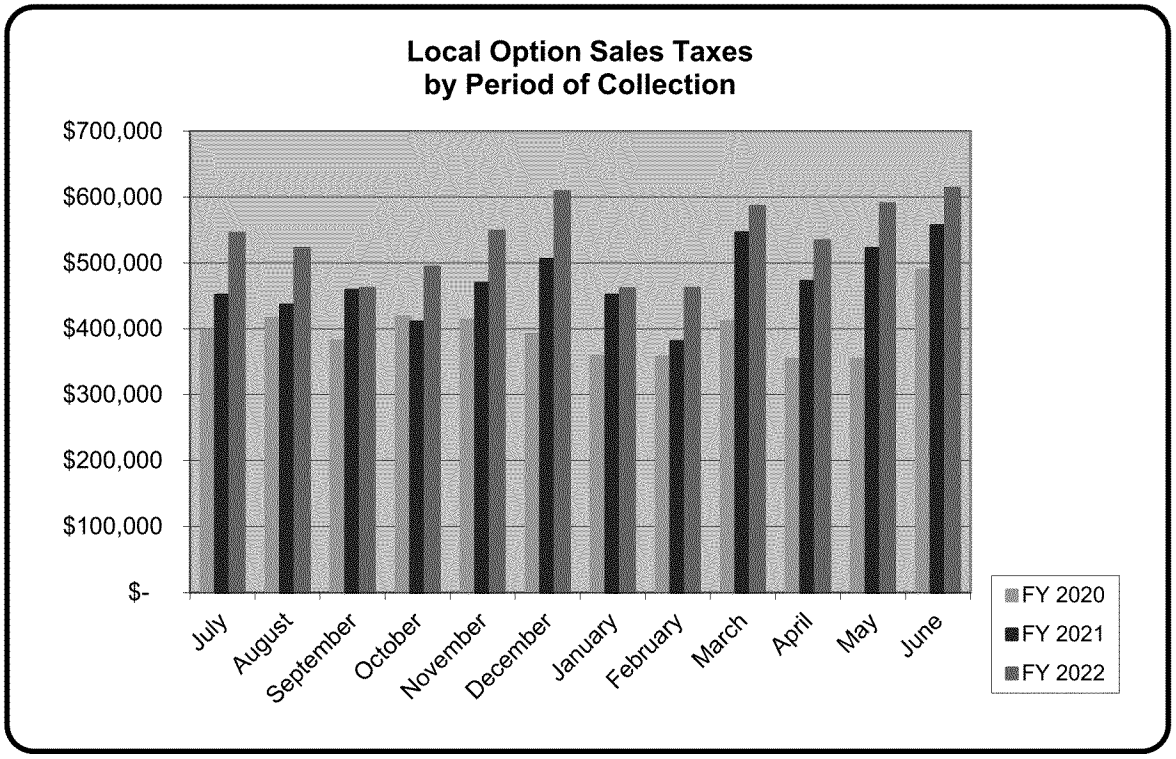
Village of Pinehurst
Residential Building Permits - Includes ETJ

	FY 2020		FY 2021		FY 2022		Construction Costs Percentage Change YTD
	# of Permits Issued	Est. Construction Costs	# of Permits Issued	Est. Construction Costs	# of Permits Issued	Est. Construction Costs	
July	14	$ 2,607,470	23	$ 5,718,524	7	$ 2,564,160	-55.16%
August	12	6,686,427	15	3,078,264	11	2,497,720	-42.46%
September	13	1,813,297	7	2,673,000	7	1,735,473	-40.74%
October	14	4,773,000	6	1,307,750	6	4,424,927	-12.17%
November	13	5,366,374	10	1,953,891	5	4,238,749	4.95%
December	22	4,775,079	10	3,319,997	8	4,134,890	8.56%
January	27	4,865,881	12	4,567,500	9	4,291,865	5.61%
February	24	3,997,192	10	4,785,880	5	1,903,000	-5.89%
March	7	4,405,630	13	6,219,340	17	5,049,597	-8.28%
April	16	4,302,080	14	3,723,799	11	3,646,072	-7.66%
May	20	4,533,155	7	4,181,579	7	2,878,150	-10.03%
June	6	4,418,540	9	2,533,541	4	1,137,453	-12.62%
YTD	188	$ 52,544,125	136	$ 44,063,065	97	$ 38,502,056	



Village of Pinehurst
Local Option Sales Taxes

	FY 2020	FY 2021	FY 2022	Same Month Change From Prior Year
July	$ 397,457	$ 451,006	$ 544,778	20.79%
August	415,784	436,367	522,224	19.68%
September	381,836	458,347	461,280	0.64%
October	417,586	410,637	493,967	20.29%
November	413,475	469,034	548,338	16.91%
December	391,920	505,555	607,908	20.25%
January	358,058	451,085	460,726	2.14%
February	357,608	380,857	461,422	21.15%
March	410,883	545,977	585,522	7.24%
April	353,585	472,104	533,554	13.02%
May	353,540	522,352	589,412	12.84%
June	489,195	556,832	613,579	10.19%
YTD	$ 4,740,927	$ 5,660,153	$ 6,422,710	



Village of Pinehurst
Schedule of Fair Barn Revenues and Expenditures
For the Fiscal Period Ended June 30, 2022

	Annual Budget as of 6/30/2022	Quarterly Budget as of 6/30/2022	Actual 6/30/2022	YTD as of 6/30/2021	Current Year Over (Under) Prior Year	% of 2022 Budget Spent / Received YTD
Fair Barn						
Revenues	$ 228,500	$ 228,500	$ 334,956	$ 125,728 [1]	$ 209,228	146.59%
Expenditures						
Operating	368,470	368,470	297,801	261,752	36,049	80.82%
Capital	135	135	-	60,049	(60,049)	0.00%
Debt Service	-	-	-	102,815	(102,815)	0.00%
	368,605	368,605	297,801	424,616	(126,815)	80.79%
Net Before Discounts	(140,105)	(140,105)	37,155	(298,888)	336,043	-26.52%
Event Revenue Discounts			(75,174)	(42,750) [1]	(32,424)	
Net After Discounts	$ (140,105)	$ (140,105)	$ (38,019)	$ (341,638)	$ 303,619	27.14%
Operating Revenues as a % of Operating Expenditures - **Before Discounts**	62%	62%	112%	48% [1]		
Operating Revenues as a % of Operating Expenditures - **After Discounts**	62%	62%	87%	32%		
Target			95%			

[1] Includes 53 FirstHealth COVID-19 vaccination clinics with total discounts of $35,000

Village of Pinehurst
Schedule of Harness Track Revenues and Expenditures
For the Fiscal Period Ended June 30, 2022

	Annual Budget as of 6/30/2022	Quarterly Budget as of 6/30/2022	Actual 6/30/2022	YTD as of 6/30/2021	Current Year Over (Under) Prior Year	% of 2022 Budget Spent / Received YTD
Harness Track						
Revenues	$ 185,400	$ 185,400	$ 206,931	$ 193,490	$ 13,441	111.61%
Expenditures						
Operating	588,910	588,910	554,972	456,785	98,187	94.24%
Capital	190,312	190,132	102,345	994	101,351	53.78%
	779,222	779,042	657,317	457,779	199,538	84.36%
Net Before Discounts	(593,822)	(593,642)	(450,386)	(264,289)	(186,097)	75.85%
Event Revenue Discounts			-	(12,000)	12,000	
Net After Discounts	$ (593,822)	$ (593,642)	$ (450,386)	$ (276,289)	$ (174,097)	75.85%
Operating Revenues as a % of Operating Expenditures - **Before Discounts**	31%	31%	37%	42%		
Operating Revenues as a % of Operating Expenditures - **After Discounts**	31%	31%	37%	40%		
Target			45%			

PLANNING AND INSPECTIONS DEPARTMENT COUNCIL STAFF MEMO

To: Mayor Strickland and Village Council
From: Alex Cameron, Planning Supervisor
CC: Jeff Sanborn, Village Manager
Darryn Burich, Planning and Inspections Director
Date: October 20, 2022
Subject: Proposed Revisions to the Historic District Standards

Background

Planning staff and the Historic Preservation Commission (HPC) are recommending changes to the Historic District Standards document. These design standards are the criteria used by the HPC and staff, along with the applicable regulations in the Pinehurst Development Ordinance (PDO), when reviewing applications for a Certificate of Appropriateness (COA).

North Carolina General Statutes (NCGS) enables local governments to conserve and preserve historic districts and landmarks as the "heritage of our State is one of our most valued and important assets." Before any local government can establish a historic district or landmark, it must establish or designate a historic preservation commission. These commissions have the powers outlined under § 160D-942 which includes recommending the designation of historic districts along with reviewing and acting upon proposals for alterations, exterior features, demolitions, or new construction within historic districts. In reviewing such applications, a COA shall be issued by the commission if the proposal is found to be congruous with the special character of the district. Prior to any such action, design standards shall be adopted to guide the commission in determining congruity with the special character. Further, such standards may allow for certain changes to be classified as "minor work" and be an administrative decision. These administrative decisions may only be made if the applicable standards of review are objective in nature (specific location, color, height, material, etc.). Any decisions that are subjective are quasi-judicial decisions and must be made by the commission along with any other changes classified as "major work" in the adopted standards. (see NCGS 160D-303, 160D-940-951 and PDO Sections 3.5 & 8.3.2)

The original design standards were first adopted on September 26, 2006 following the creation of the historic district boundary and zoning overlay and were last amended on September 28, 2021.

Objective

Beginning late 2016, Council (following a request by the HPC) officially formed a committee to comprehensively review and suggest changes to the current design standards. What originally set out to be a task of proposing amendments turned into a complete overhaul of the document. This became a laborious and extremely time consuming task that finally came to a conclusion in May of 2019. Since then, it has been clear that the HPC and staff should routinely be looking to revise the Standards more frequently as items are discovered that could be better addressed. Since the adopted version from May of 2019, amendments have been brought to and approved by Council each year (January 2020, September 2021). This would continue that trend and charge to keep the document updated.

One main goal for the suggested amendments is to the classification of exterior alterations within the historic district. Projects are classified as Basic Work and Routine Maintentance (requires no approval) Minor Work (may be approved by staff) or Major Work (must be reviewed by HPC). After gaining more experience working with the current document, the number of Major Work cases requiring approval by the HPC increased significantly. Many of these projects were, in fact, minor in nature as they did not significantly affect or alter the structure or site. Furthermore, many of the applicable standards for such projects were objective in their design criteria and required no or very little discrection in applying the criteria to the proposal. Essentially, this elevated what could be an administrative review and decision to the HPC for their consideration, which were routinely approved. The process can quite easily be streamlined and allow the Village to better serve its customers. Staff worked with the HPC to propose changes to these classifications. In proposing these revisions, we also reviewed and suggested some minor changes to any applicable standard to ensure such Minor Work projects had objective review criteria with which staff could easily make a determination. Any projects that fall under the Minor Work classification but do not meet any of the applicable standards become Major Work and must always be reviewed by the HPC. See section II.B, C and D for the proposed revisions to classifications (pages 8-12).

Another objective was to strengthen and make revisions to process and procecdural requirements. The HPC wanted to clarify section II.E to bolster staff's position in making determinations on application timeline, completeness and scheduling projects on upcoming HPC agendas. The goal was to allow staff more time to review the COA applications, and work with applicants to ensure a complete and accurate submittal package for consideration of the HPC, while still meeting the public hearing notification and agenda schedule requirements. See page 13 for these proposed revisions.

A final goal was to tighten some of the language in certain sections of the Standards, consolidate where appropriate and make some minor grammatical changes in order to help the document users. These changes can be found in the following sections:

III. Changes to Existing Residences
   - A. Roofs (page 19)
   - B. Exterior Walls and Trim (page 20)
   - C. Windows and Doors (page 21)
   - E. Shutters and Awnings (page 23)
   - H. Decks and Patios (page 27)

VII. Site Features

A. Fences and Walls (pages 56-58)
B. Driveways and Off-Street Parking (ordering change only, page 59)
D. Swimming Pools (page 61)

Recommendation

The HPC and staff met over the course of nine months with seven special work sessions in addition to regularly scheduled meetings (when time and agendas allowed) to discuss and consider making the proposed revisions. Many hours were spent and thoughtful consideration given in reviewing and considering the proposed revisions to the Historic District Standards. At the conclusion of the July 28th regular meeting, the HPC unamously recommended Village Council adopt the proposed changes by a vote of 6-0.

Conclusion & Council Action

Persuant to section 3.1 of the PDO, Council has the authority to adopt design standards for the historic district. As this is not a change to the zoning map or text but changes to the design standards, a public hearing is not required and action by Council may be made by motion.

Village of Pinehurst Disclaimer: It is understood that the data contained herein is subject to constant change and that its accuracy cannot be guaranteed.
The maps have been created from information provided by various government and private sources at various levels of accuracy.
The data is provided to you "as is" with no warranty, representation or guaranty
as to the content, sequence, accuracy, timeliness or completeness of any of the information provided herein.
It is the responsibility of the user of the data to be aware of the data's limitations and to utilize the data in an appropriate manner.
Any resale of this data is strictly prohibited in accordance with North Carolina General Statutes 132-10.
Grid is based on North Carolina State Plane Coordinate System NAD83 (feet).

10/20/2022

Village of Pinehurst
Historic District Overlay Boundary

0 2,500 5,000 Feet

1895 Village of Pinehurst

N W E S

AMENDMENT TO TASK ORDER FY22-3

This **Amendment** to **TASK ORDER NO. FY22-3** is a supplement to the **MASTER SERVICES AGREEMENT** between the Village of Pinehurst, North Carolina, (the "Owner" or "VOP") and McGill Associates, P.A. (the "Engineer") and the original approved Task Order No. FY22-3 for Phase 1 of the VOP's Stormwater Management and Master Plan (SWMMP) project. The purpose of this Amendment is to authorize the Engineer, (including subcontractors and/or subconsultants employed and duly authorized by the Engineer to act on the Engineer's behalf), to provide additional services generally described as:

Stormwater Management and Master Plan – Phase 2

The primary purposes of the overall project are to identify effective stormwater management strategies, evaluate supporting programs and future funding mechanisms, and develop a plan to guide Village staff in addressing the future of stormwater management in Pinehurst. The project has been divided into phases as follows:

Phase 1 (previously approved) includes evaluating and updating the VOP's existing stormwater program policies, standards, ordinances, documents, and regulations; reviewing historical MyVOP stormwater work orders and complaints to identify trends and target areas; evaluating the adequacy of the current 10-year design storm standard; evaluating the potential for implementing additional runoff standards on single family residential lots; developing and executing a related public engagement strategy; and developing options for post-construction stormwater maintenance requirements.

Phase 2 includes additional services that were not part of Phase 1, including developing conceptual plans and cost estimates for noted "problem areas" to address specific deficiencies; assessing whether funding levels in the VOP's current 5-year CIP are adequate; evaluating the Village's potential to secure grant funding for future stormwater improvement projects; and evaluating the implementation of an in-house program for erosion and sedimentation control review and inspections.

Both phases will be summarized in a written, comprehensive SWMMP document.

ARTICLE 1. SCOPE OF SERVICES

The Engineer shall provide all professional engineering services (the "Services") for ***Phase 2*** of the Project including, without limitation, performance of the following tasks:

1. **Development of Conceptual "Problem Area" Improvement Plans and Cost Estimates** – McGill will evaluate, develop conceptual plans, and develop cost estimates for noted "problem areas" reported to Village staff via various methods (MyVOP, Phase 1 Public Input Meeting, Engage Pinehurst website, etc.). McGill shall visit each site with Village staff to review topography and existing infrastructure in the area, discuss the reported problems and issues, and discuss/evaluate solutions to reasonably improve recurring nuisance flooding. Where applicable, conceptual plans/sketches shall be prepared and cost estimates for the proposed improvements shall be generated. The conceptual evaluation will be based on data made available by VOP and measurements that can be reasonably collected during the site visit. No survey or infrastructure inventory is included in this scope. For each location, the most reasonable solution based on field observations, discussions and available data will be considered. No alternatives evaluation is included in this scope.

   Problem areas to be evaluated include

   a. Belair Court/Thunderbird Circle
   b. Gun Club Drive/Garner Lane
   c. Starlit Lane
   d. Chinquapin Road
   e. Palmetto Road/Cherokee Road
   f. York Place

   Descriptions of these areas were provided to McGill on October 19th, 2022 for inclusion in the evaluation. Note that VOP staff is in the process of evaluating additional problem areas and may provide information to McGill on these areas for inclusion in the SWMMP.

2. **Evaluate Current Funding Levels** - McGill will review the VOP's current 5-year Capital Improvement Plan (CIP) to evaluate if funding levels are appropriate, and

provide recommendations as to whether adjustments are needed and warranted. As part of this analysis, McGill shall also summarize any grant programs related to stormwater improvements that the VOP may qualify for.

3. **Evaluate In-House Erosion and Sedimentation Control Program** – The North Carolina Department of Environmental Quality (NCDEQ) currently reviews erosion and sedimentation control plans for all projects in the VOP's jurisdiction that disturb more than one (1) acre of land. McGill shall evaluate the advantages, disadvantages, staffing needs, and procedures required to establish a delegated VOP erosion and sedimentation control review and inspection program in lieu of utilizing NCDEQ for these services.

4. **Implement Phase 2 Items into SWMMP** – All items evaluated in Phase 2 shall be incorporated (along with Phase 1 items) into the comprehensive, written Stormwater Management and Master Plan.

5. **Village Council Presentation** – McGill will support VOP staff in one (1) additional presentation to Village Council. Support may include PowerPoint presentations, agenda, outlines, exhibits, documents, and personnel.

ARTICLE 2. COMPENSATION

The Owner shall pay the Engineer for services outlined in this amendment to Task Order No. FY22-3 the following amounts:

Task	Fee	Fee Type
1. Development of Conceptual Problem Area Improvement Plans and Cost Estimates		$24,475.00
2. Evaluate Current Funding Levels		$2,025.00
3. Evaluate In-House ESC Program		$7,700.00
4. Implement Phase 2 Items into SWMMP		$12,500.00
5. Village Council Presentation		$4,700.00
Total Phase 2		**$51,400.00**

In accordance with Section 6.2 of the Master Services Agreement between the Village of Pinehurst and McGill Associates, P.A., the OWNER shall pay the ENGINEER for additional services not specifically defined in this Task Order based on actual time and expenses incurred by the ENGINEER in accordance with the Standard Rate and Fee Schedule dated August 2022 (Attachment 2).

ARTICLE 3. MISCELLANEOUS

Except as otherwise provided herein, this Task Order amendment supersedes all prior written or oral understanding of the parties and may only be changed by a written amendment executed by both parties.

IN WITNESS WHEREOF, the parties execute below this Amendment to Task Order No. FY22-3:

EXECUTED this _____day of _____, 2022

McGill Associates, P.A.

_____
David Honeycutt, P.E.
Principal

Village of Pinehurst

_____
John C. Strickland, Mayor
Village of Pinehurst

Attest:

By: _____
Kelly Chance,
Village Clerk

This instrument has been preaudited in the manner required by the Local Government Budget and Fiscal Control Act.

By: _____
Brooke Hunter
Finance Director

Attachment 1

mcgill — Shaping Communities Together

BASIC FEE SCHEDULE

August 2022

PROFESSIONAL FEES	I	II	III	IV
Senior Principal	$245			
Principal – Regional Manager – Director	$210	$215	$230	$235
Practice Area Lead	$180	$195	$210	$220
Senior Project Manager	$195	$205	$210	$215
Project Manager	$165	$175	$180	$185
Project Engineer	$125	$135	$150	$160
Engineering Associate	$110	$115	$120	$125
Planner- Consultant – Designer	$110	$120	$145	$160
Engineering Technician	$100	$115	$120	$130
CAD Operator – GIS Analyst	$80	$90	$100	$105
Construction Services Manager	$130	$150	$170	$180
Construction Administrator	$105	$120	$130	$135
Financial Services Manager	$125	$135	$145	$155
Grant Administrator	$110	$120	$135	$145
Construction Field Representative	$85	$100	$105	$115
Environmental Specialist	$85	$95	$100	$105
Administrative Assistant	$75	$80	$90	$105

1. **EXPENSES**
   a. Mileage - $0.70/mile
   b. Flow Monitoring Equipment: Pressure Flow Meter- $400/wk.; Gravity Flow Meter - $1,000/deployment
   c. Telephone, reproduction, postage, lodging, and other incidentals shall be a direct charge per receipt.

2. **ASSOCIATED SERVICES** -
   a. Associated services required by the project such as soil analysis, materials testing, etc., shall be at cost plus ten (10) percent.

Revised August 2022

1895

VILLAGE OF

PINEHURST

2022 Resident Survey

ETC INSTITUTE

Survey Partner: ETC

A National Leader in Market Research for Local Governmental Organizations

…helping local governments gather and use survey data to enhance organizational performance for more than 35 years

More than 2,200,000 Persons Surveyed Since 2010 for more than 900 communities in 49 States

Agenda

- Purpose and Methodology
- General Overview
- Major Findings
- Summary
- Questions

Purpose

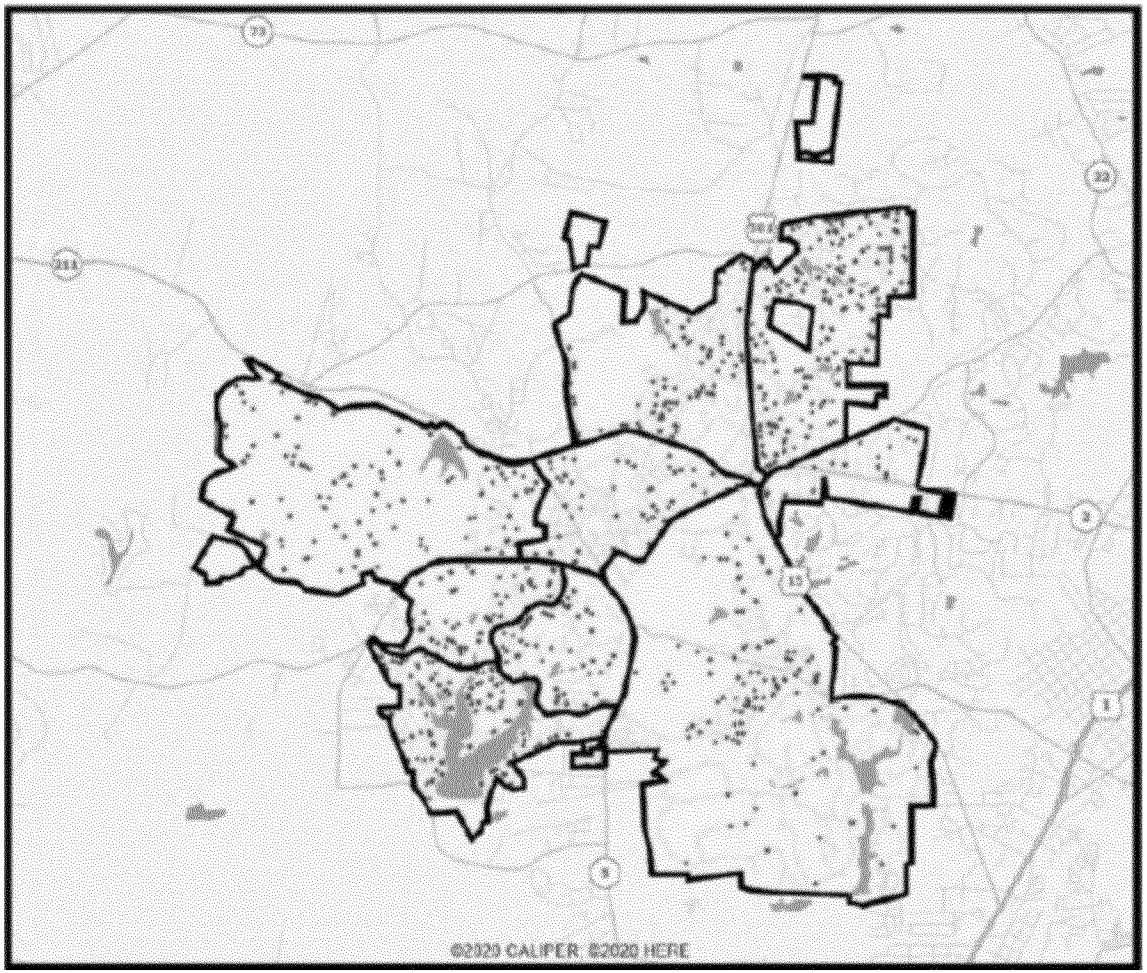
- To objectively assess resident satisfaction with the delivery of major Village services
- To help determine priorities for the Village
- To measure trends from previous surveys
- To compare the Village's performance with residents regionally and nationally

Methodology

- **Survey Description**
  - Seven-page survey; included many of the same questions that were asked in previous years
  - 11th Resident Survey conducted for the Village
- **Method of Administration**
  - By mail and online to a random sample of Village residents
  - Approximate survey time: 15-20 minutes
- **Sample size:**
  - Completed surveys: 831 (far exceeded goal of 700)
  - Demographics of survey respondents accurately reflects the actual population of the Village
- **Confidence level:** 95%
- **Margin of error:** +/- 3.4% overall

Location of Survey Respondents

Good representation throughout the Village



General Overview

Residents Have a Very Positive Perception of the Village

- 94% rated Pinehurst as an excellent or good place to live
- 95% of residents indicated that their overall feeling of safety in the Village as either excellent or good

The Village Is Moving in the Right Direction

- Satisfaction ratings have increased or stayed the same in 53 of 93 areas since 2021, and 58 of 70 areas since 2013

Satisfaction with Village Services Is Much Higher in Pinehurst Than Other Communities

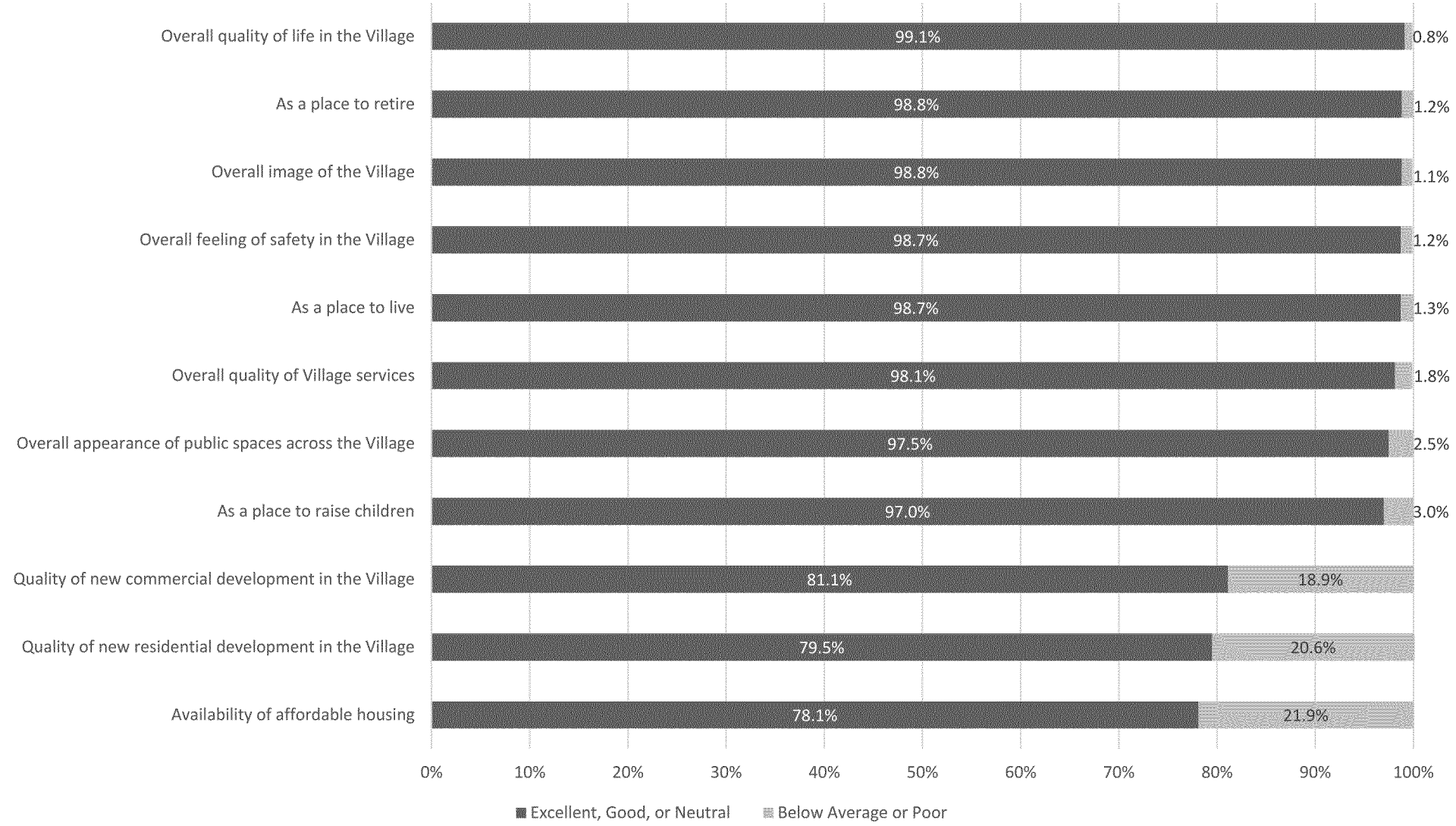
- Pinehurst rated above the U.S. Average in 49 of 50 areas
- Satisfaction with Customer Service from Village Employees rated 43% above the U.S. Average
- Satisfaction with the Village of Pinehurst as a Place to Live: 45.7% above the U.S. Average

Overall Community Priorities

- Efforts at maintaining the quality of neighborhoods
- Enforcement of Village codes and ordinances
- Level of public involvement in local decisions

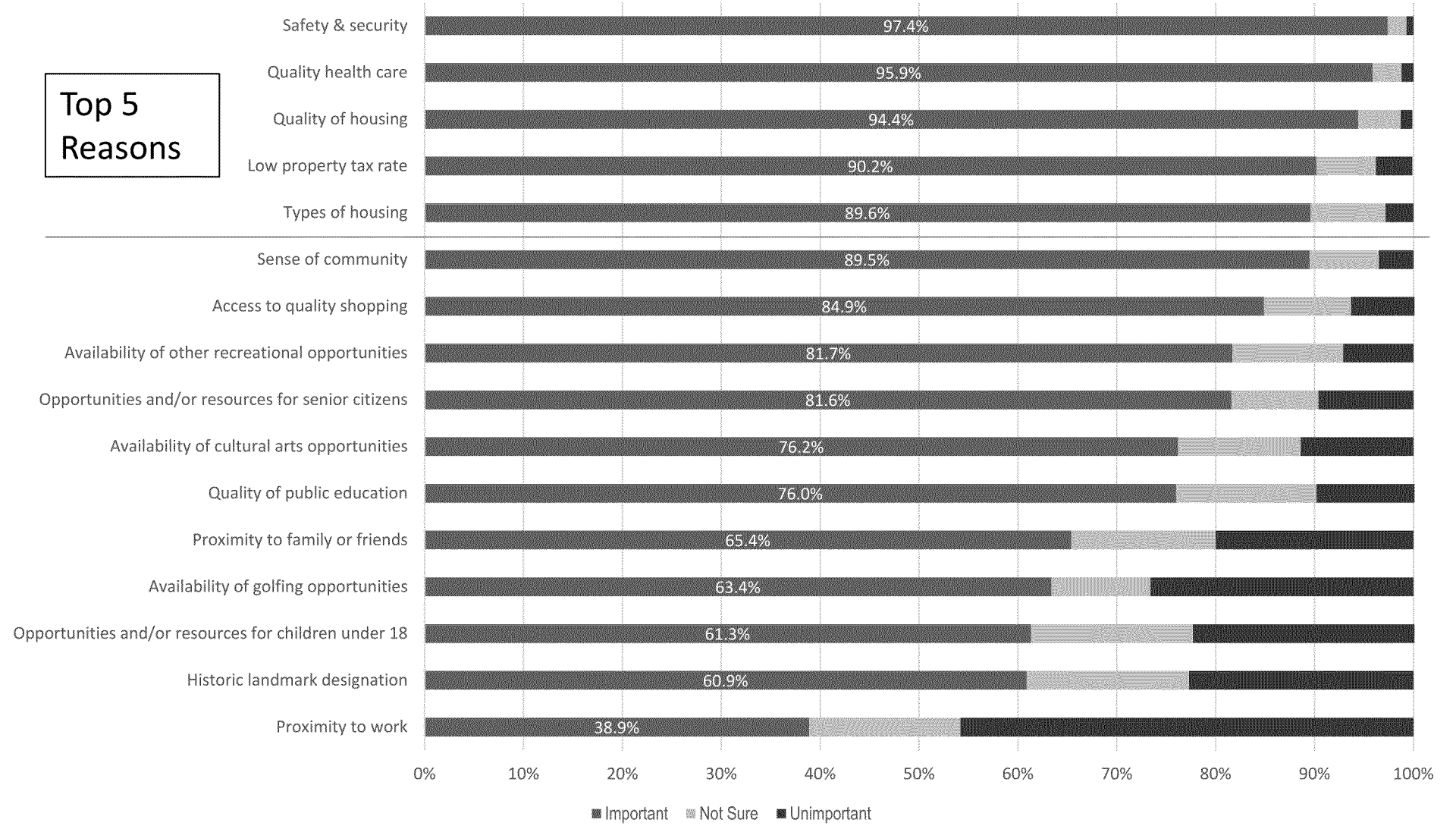
Perceptions of the Village

Perceptions of Pinehurst

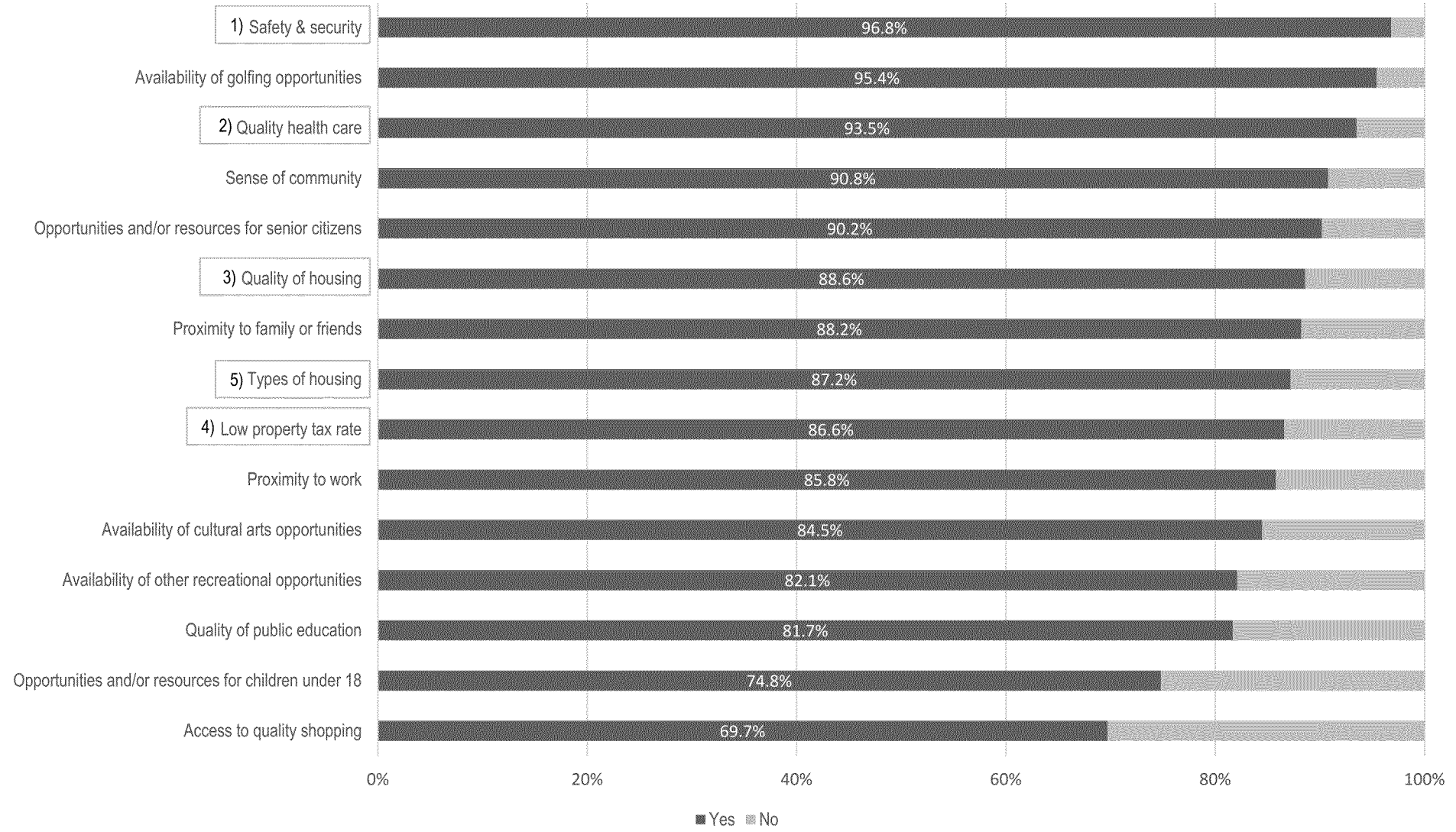


Reasons to Stay in Pinehurst

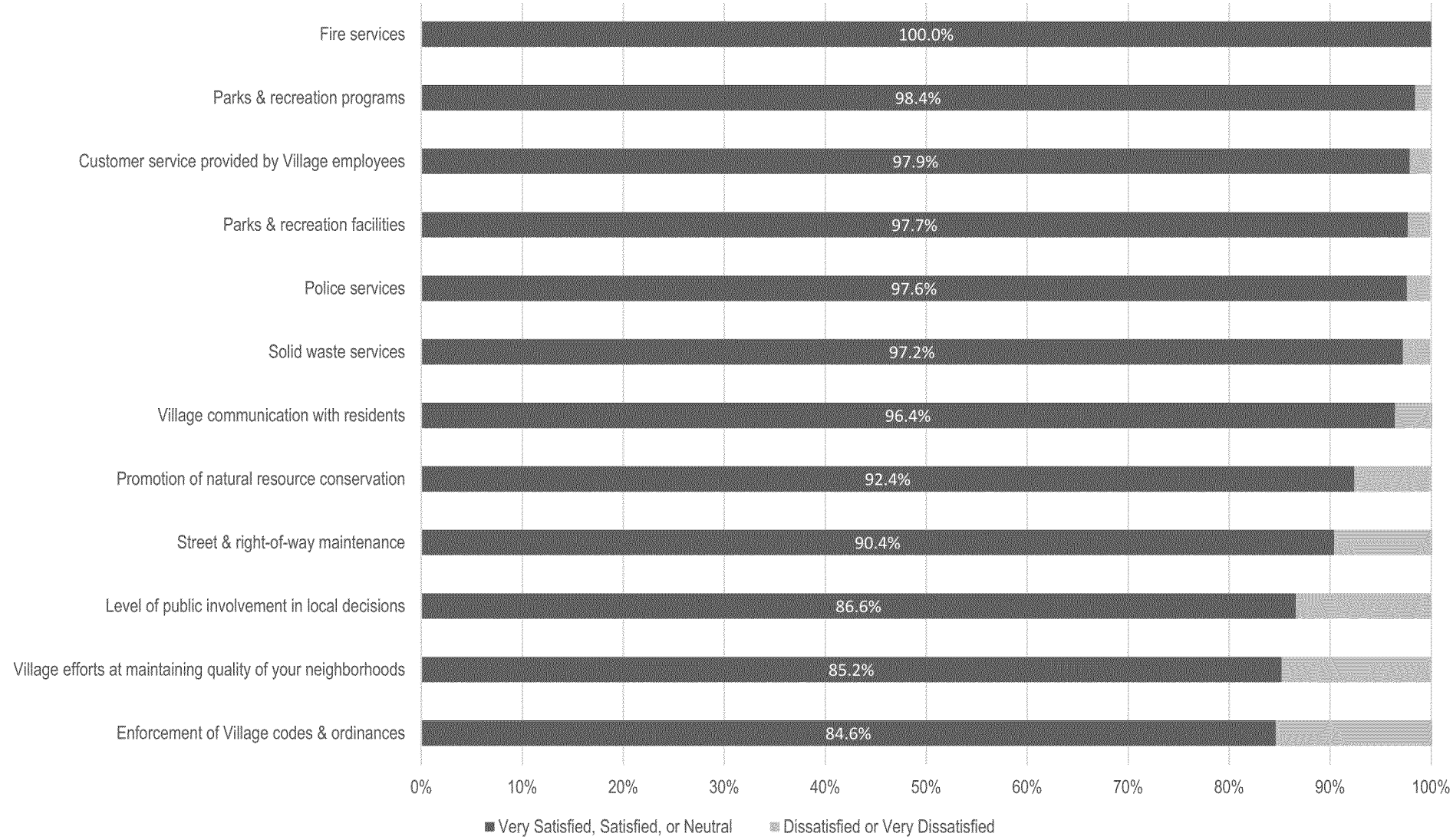
Top 5 Reasons



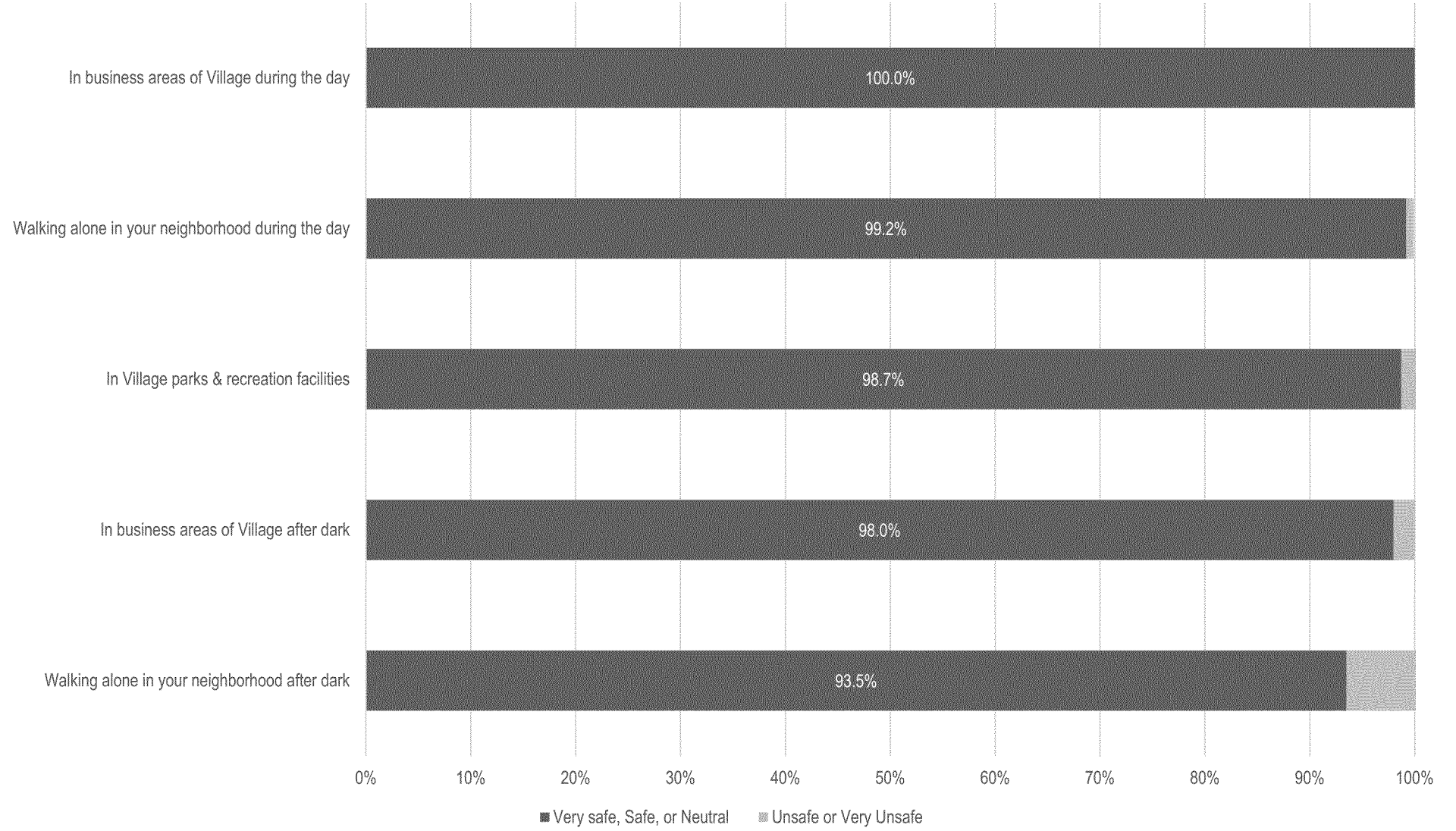
Are Your Needs Being Met in Pinehurst?



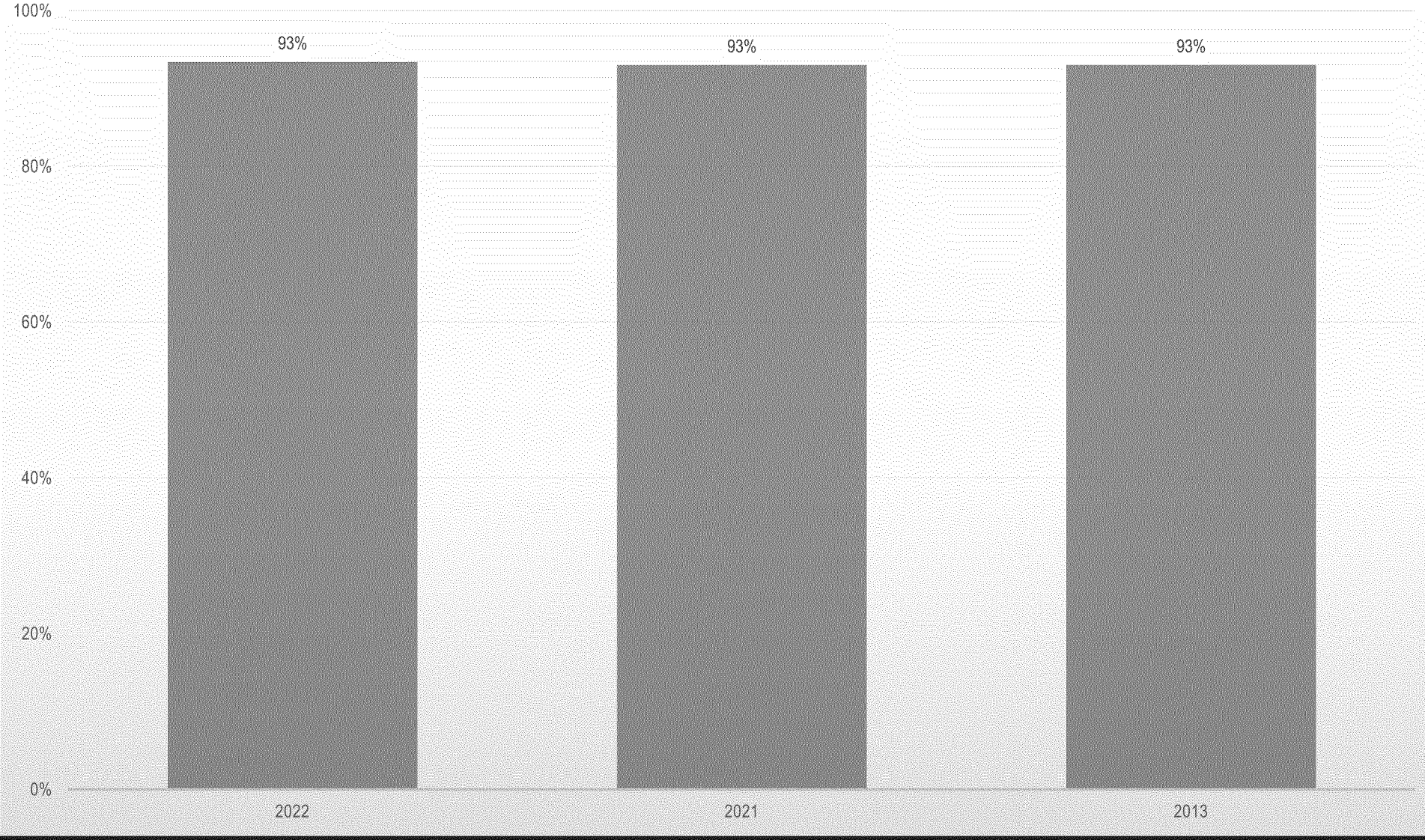
Overall Satisfaction with Village Services



Perceptions of Safety and Security

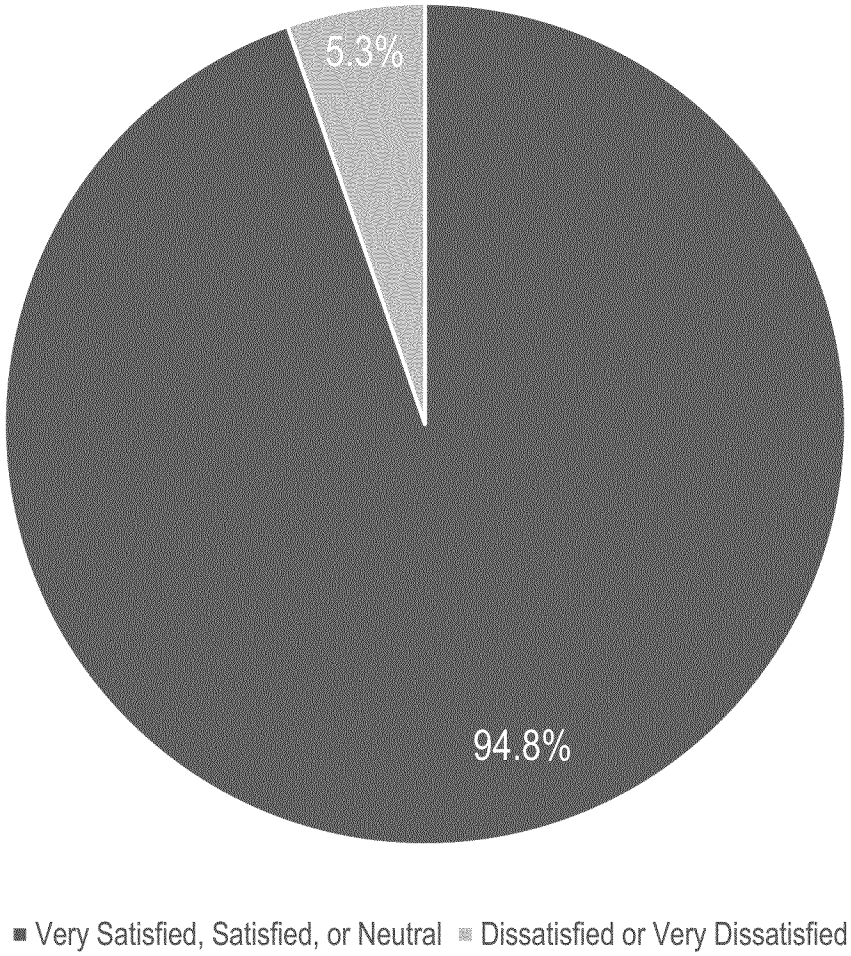


Would you recommend Pinehurst as a place to live?



Satisfaction with the value you receive for the portion of your property taxes that funds the Village's operating budget

More Than an 18-1 Ratio of Residents Who Are Satisfied vs. Dissatisfied (94.8% vs. 5.3%) with the Value Received for Property Taxes Funding the Village's Operating Budget



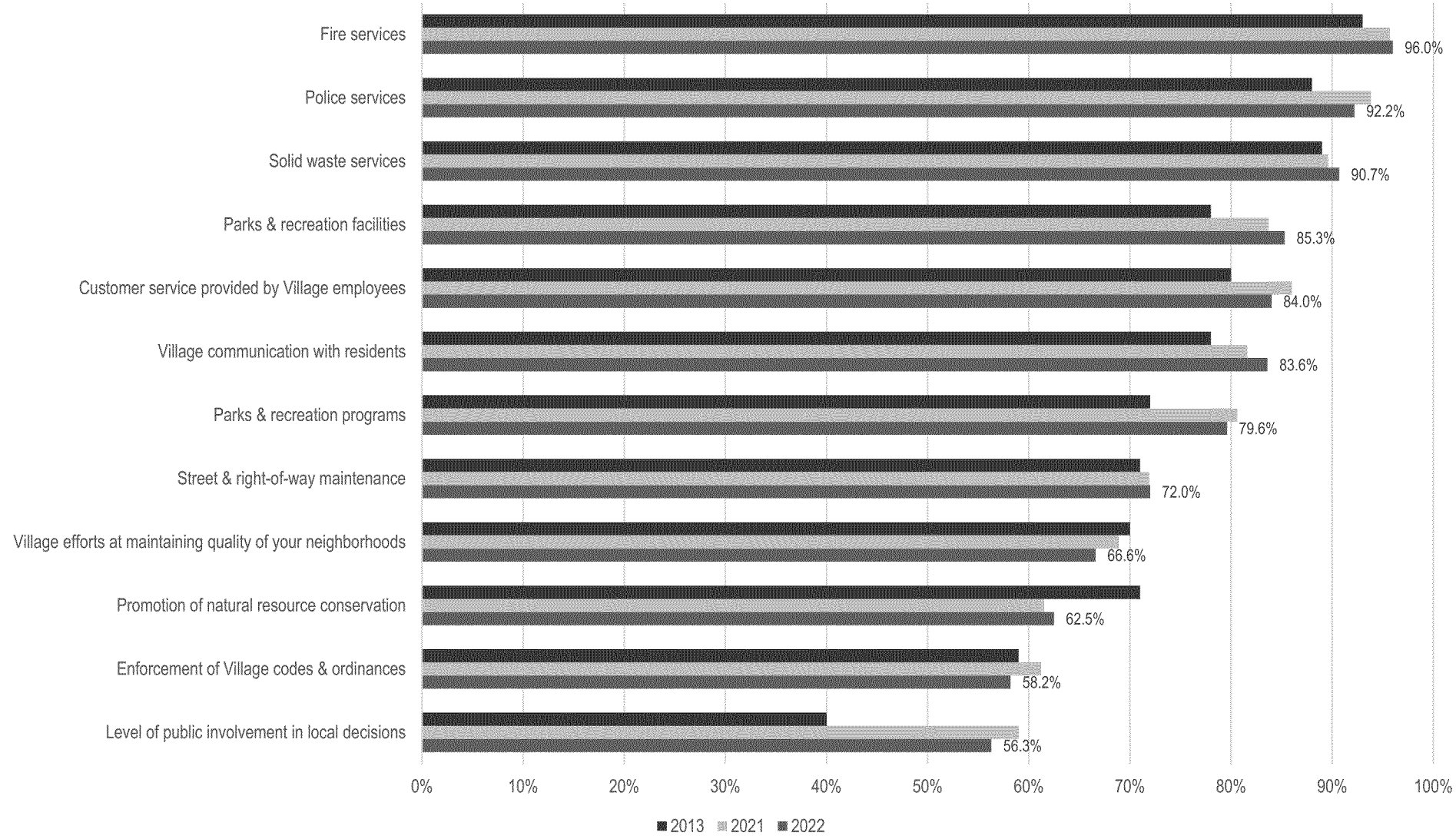
The Village Direction

Trends

Satisfaction Increase of More Than 5% Since 2021

- Ease of travel through the large traffic circle (5.7%)

Overall Satisfaction Trends with Village Services



Pinehurst Benchmarked Against Other Communities

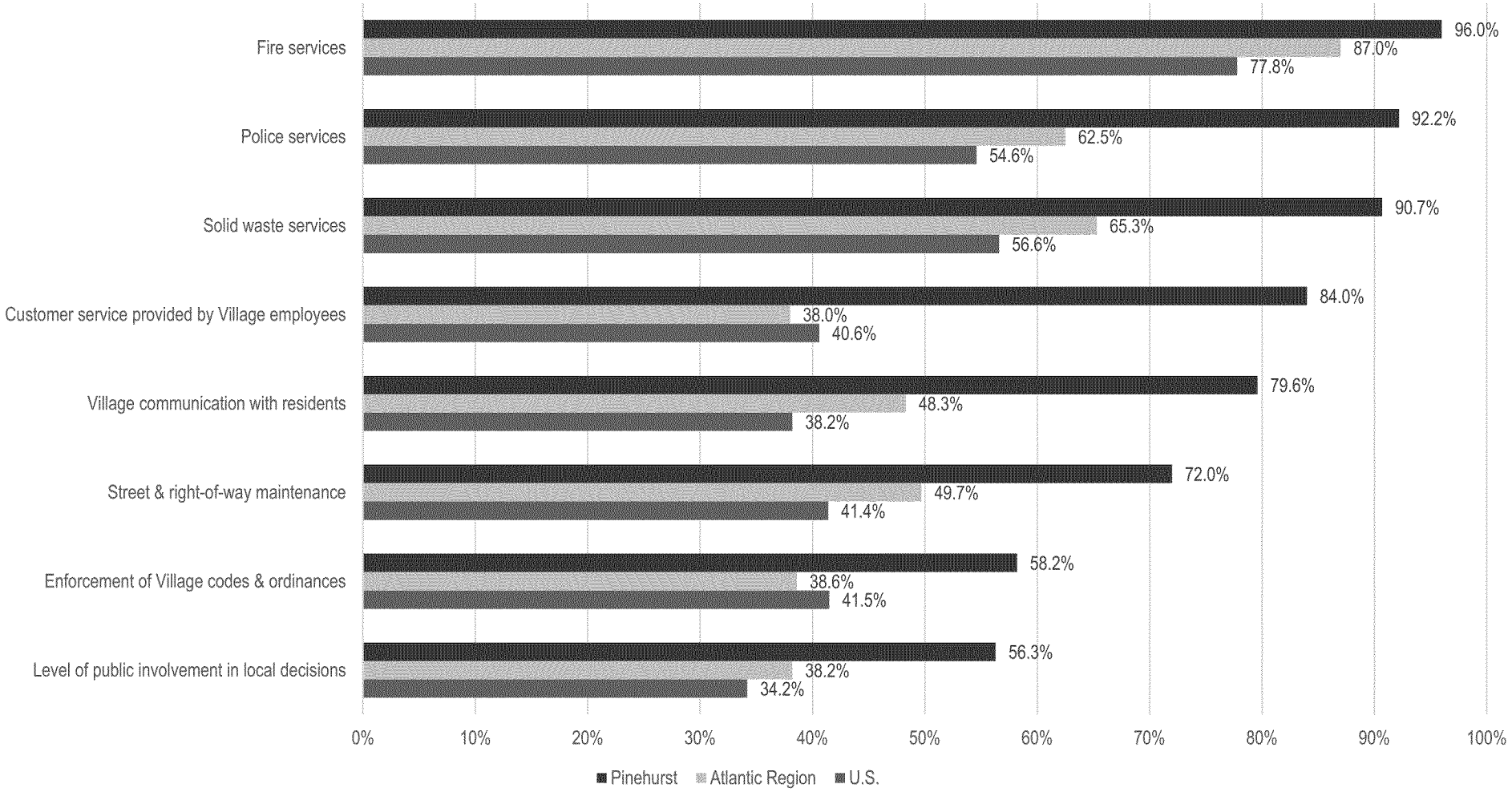
2022 National High Benchmarks

Communities <30,000 population

Fire Services	96%
Landscaping in medians/ other public areas	94%
Cleanliness of streets and other public areas	93%
Maintenance/preservation of Downtown	90%
Residential trash collection services	96%

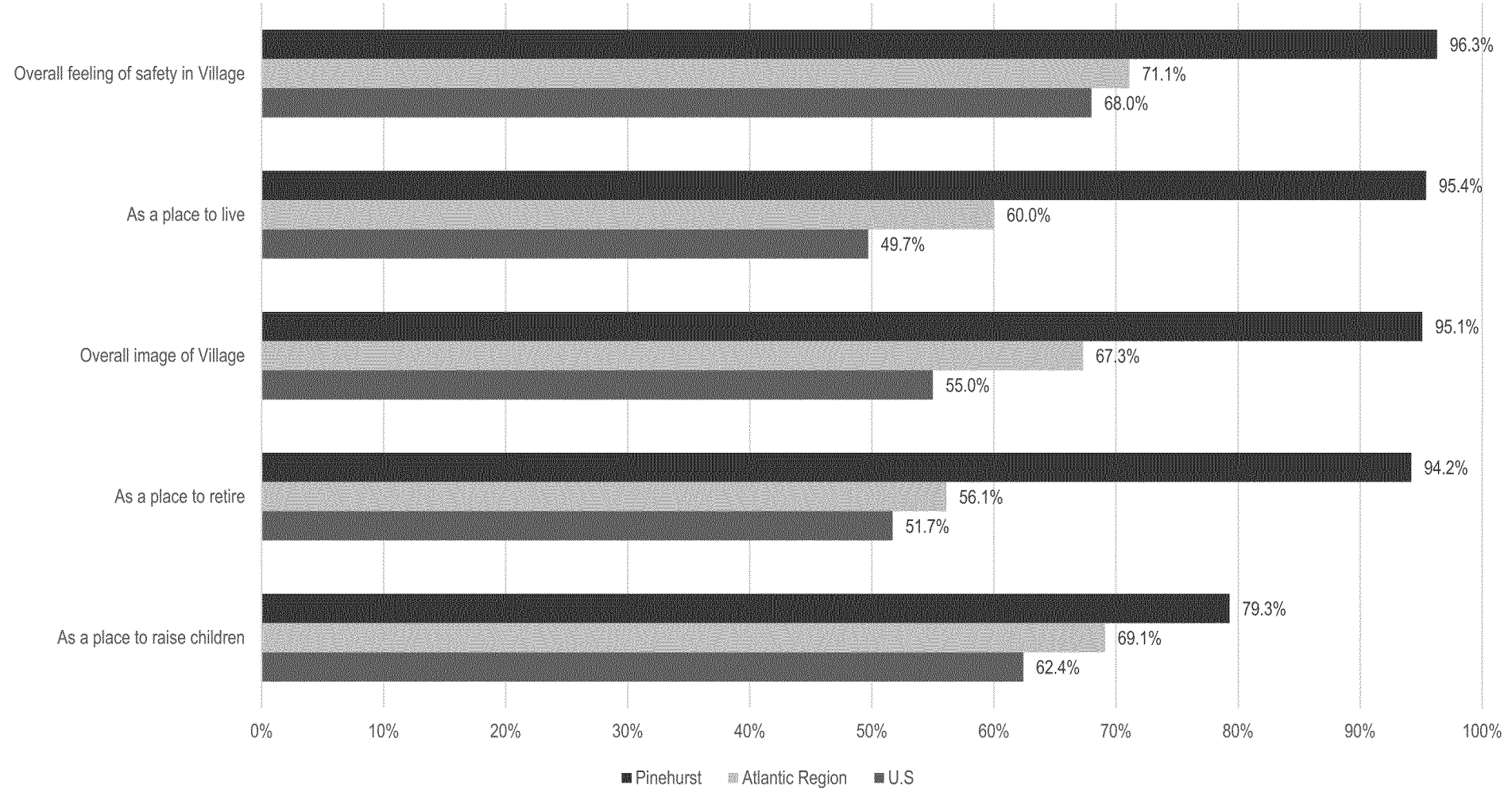
Note: When comparing the Village to benchmark communities, ETC Institute excludes neutral responses

Overall Satisfaction with Village Services
Benchmark Analysis



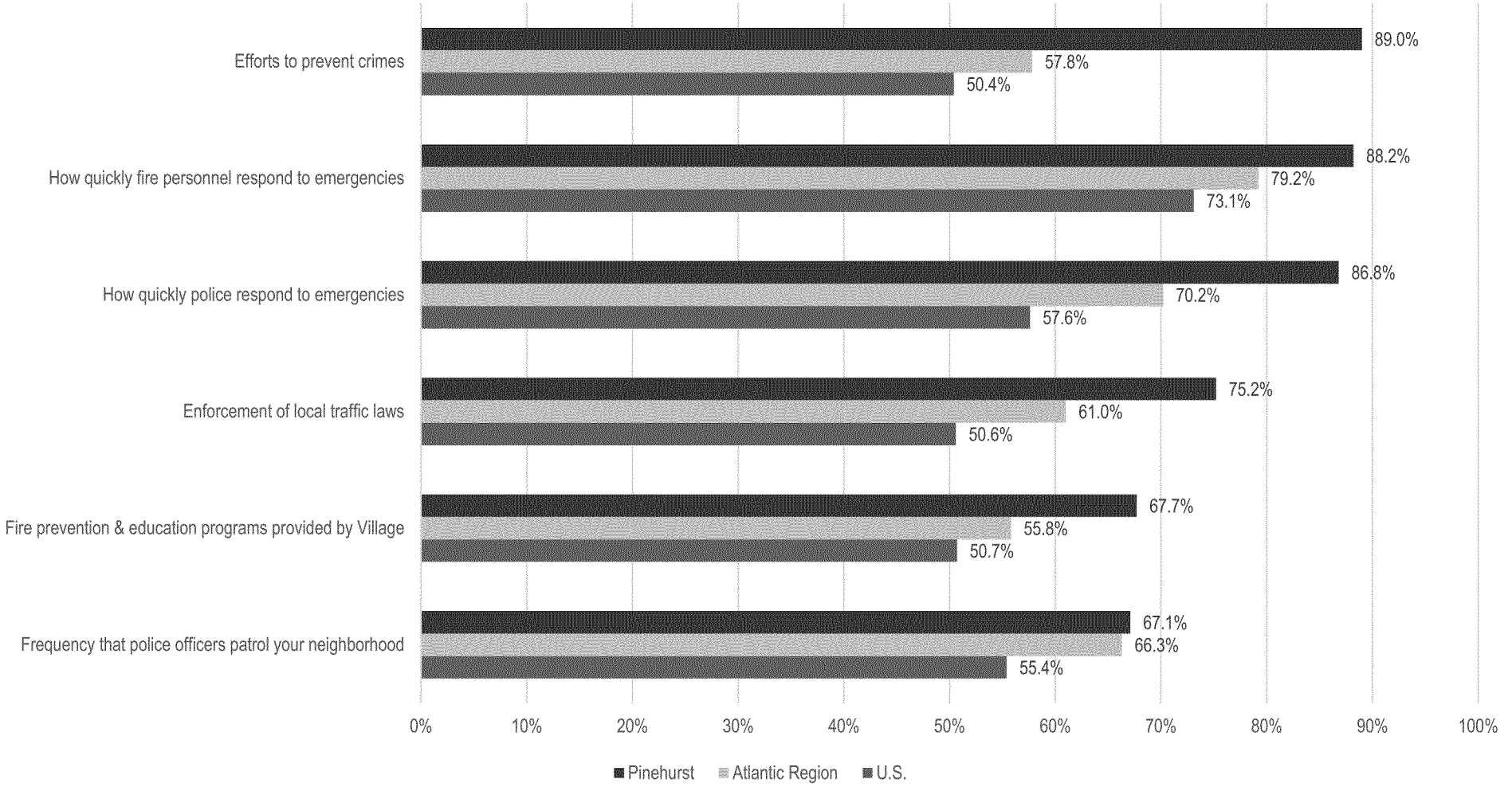
Note: When comparing the Village to benchmark communities, ETC Institute excludes neutral responses

Satisfaction with Issues that Influence Perceptions of the Village
Benchmark Analysis



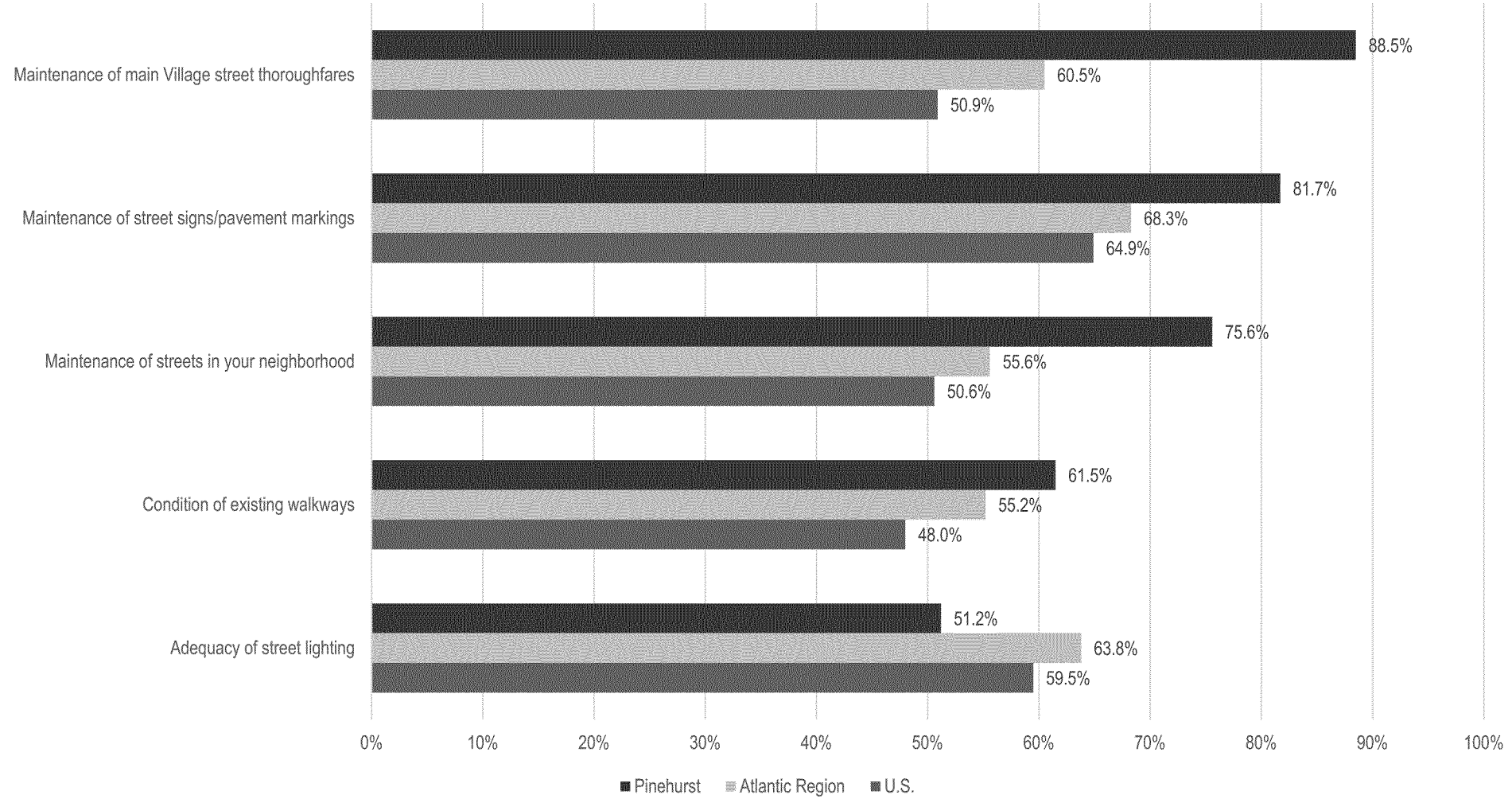
Note: When comparing the Village to benchmark communities, ETC Institute excludes neutral responses

Overall Satisfaction with Public Safety Services
Benchmark Analysis



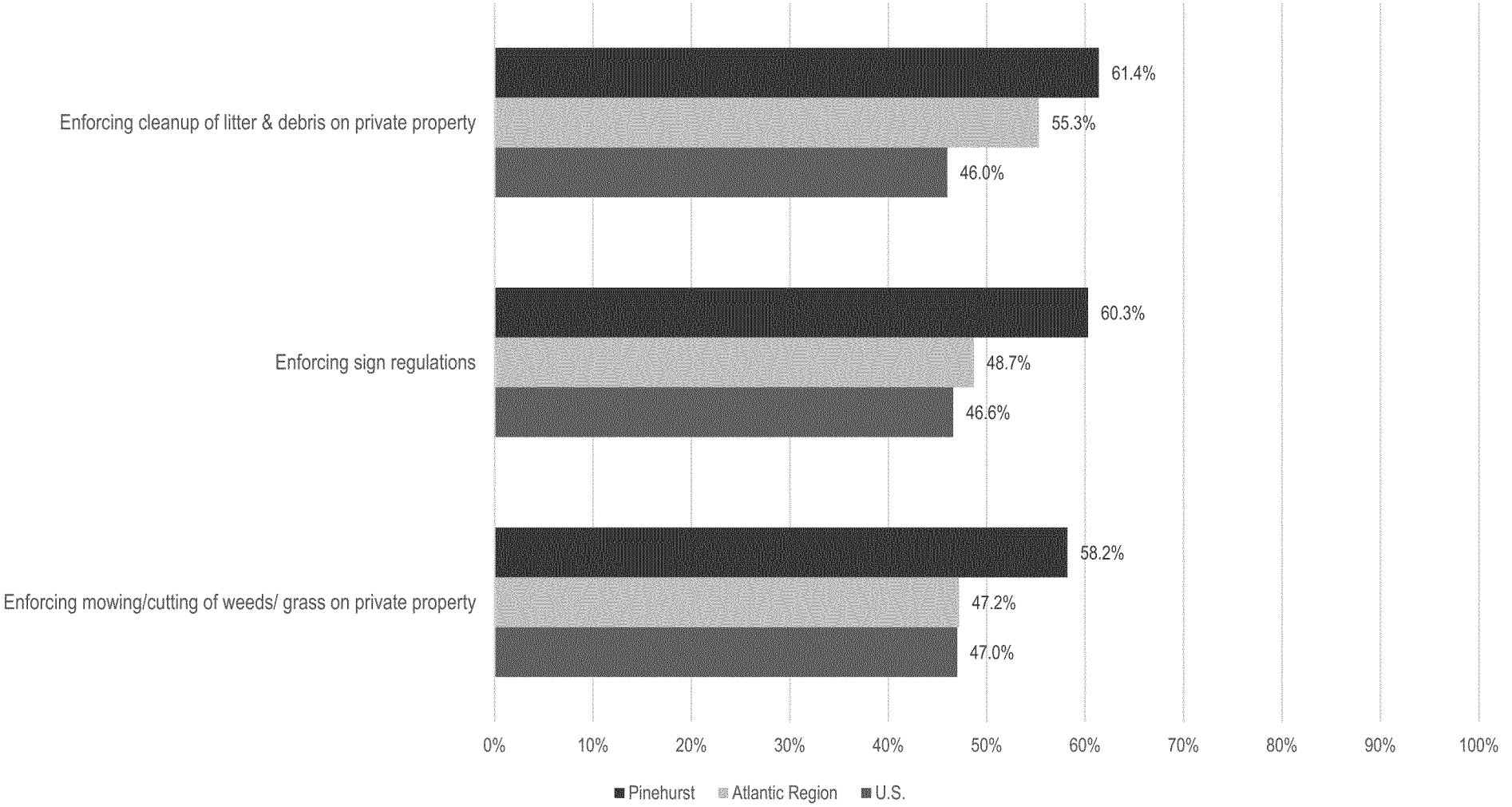
Note: When comparing the Village to benchmark communities, ETC Institute excludes neutral responses

Overall Satisfaction with Transportation/Public Services
Benchmark Analysis



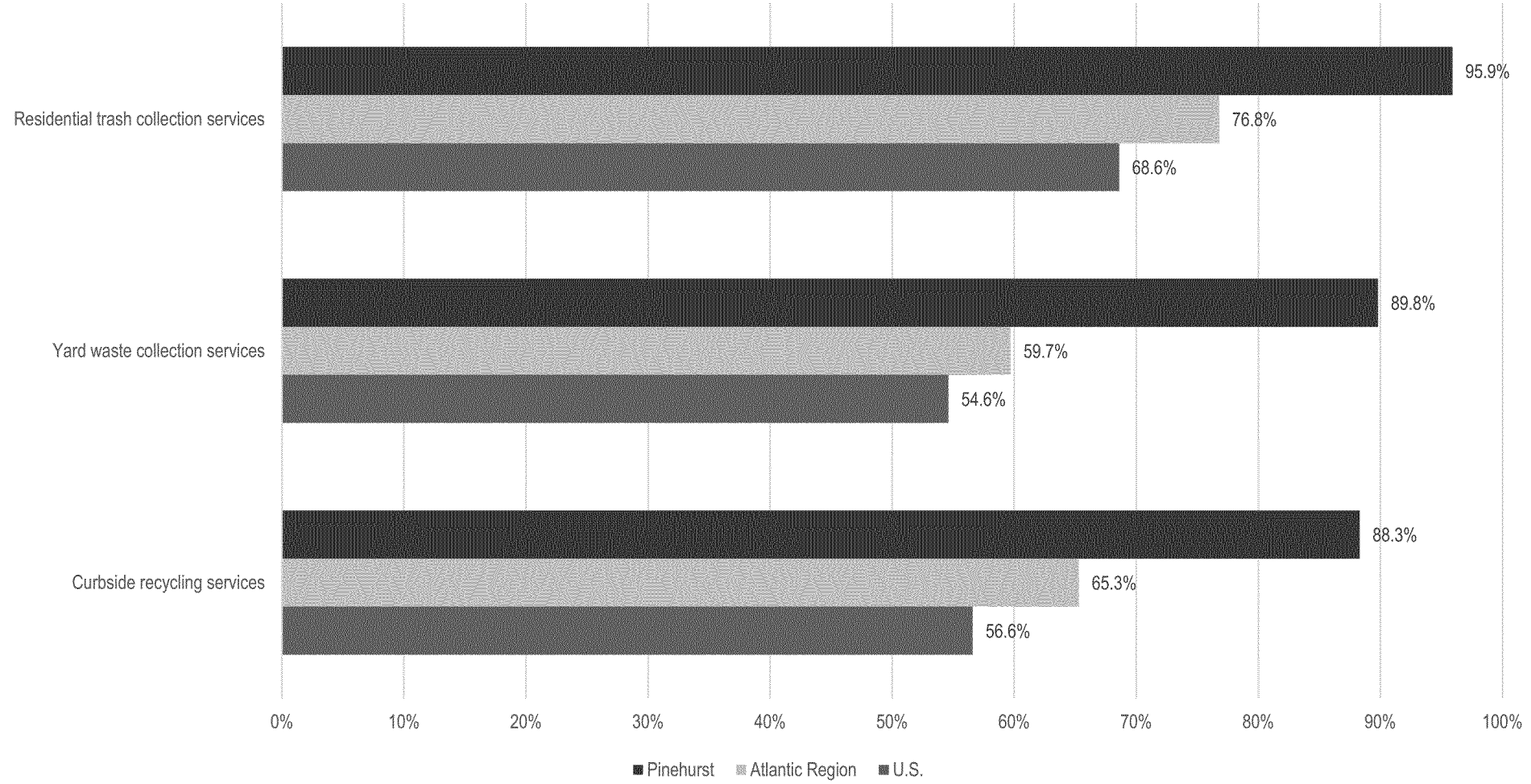
Note: When comparing the Village to benchmark communities, ETC Institute excludes neutral responses

Overall Satisfaction with Code Enforcement



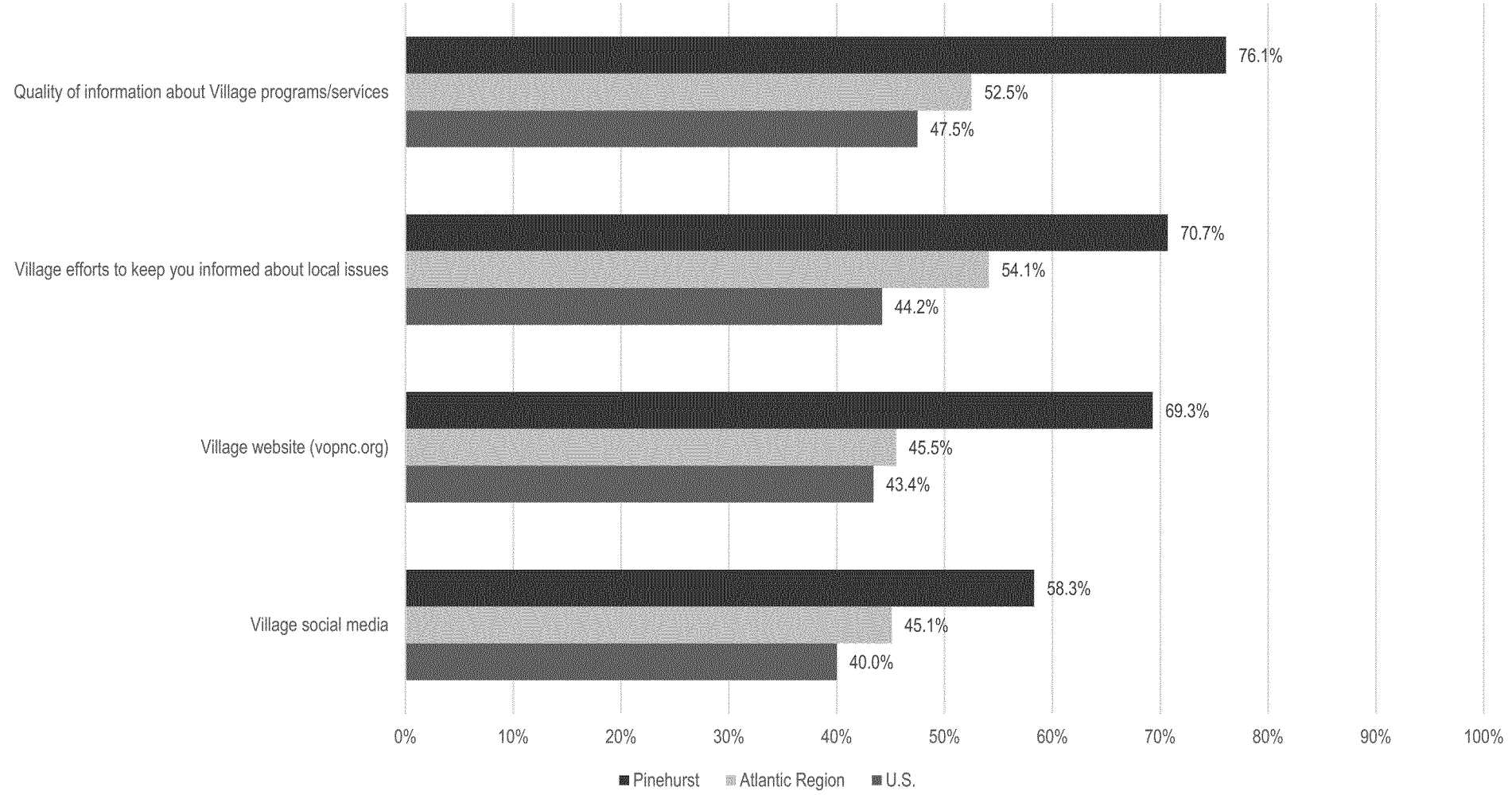
Note: When comparing the Village to benchmark communities, ETC Institute excludes neutral responses

Overall Satisfaction with Solid Waste Services
Benchmark Analysis



Note: When comparing the Village to benchmark communities, ETC Institute excludes neutral responses

Overall Satisfaction with Communication
Benchmark Analysis



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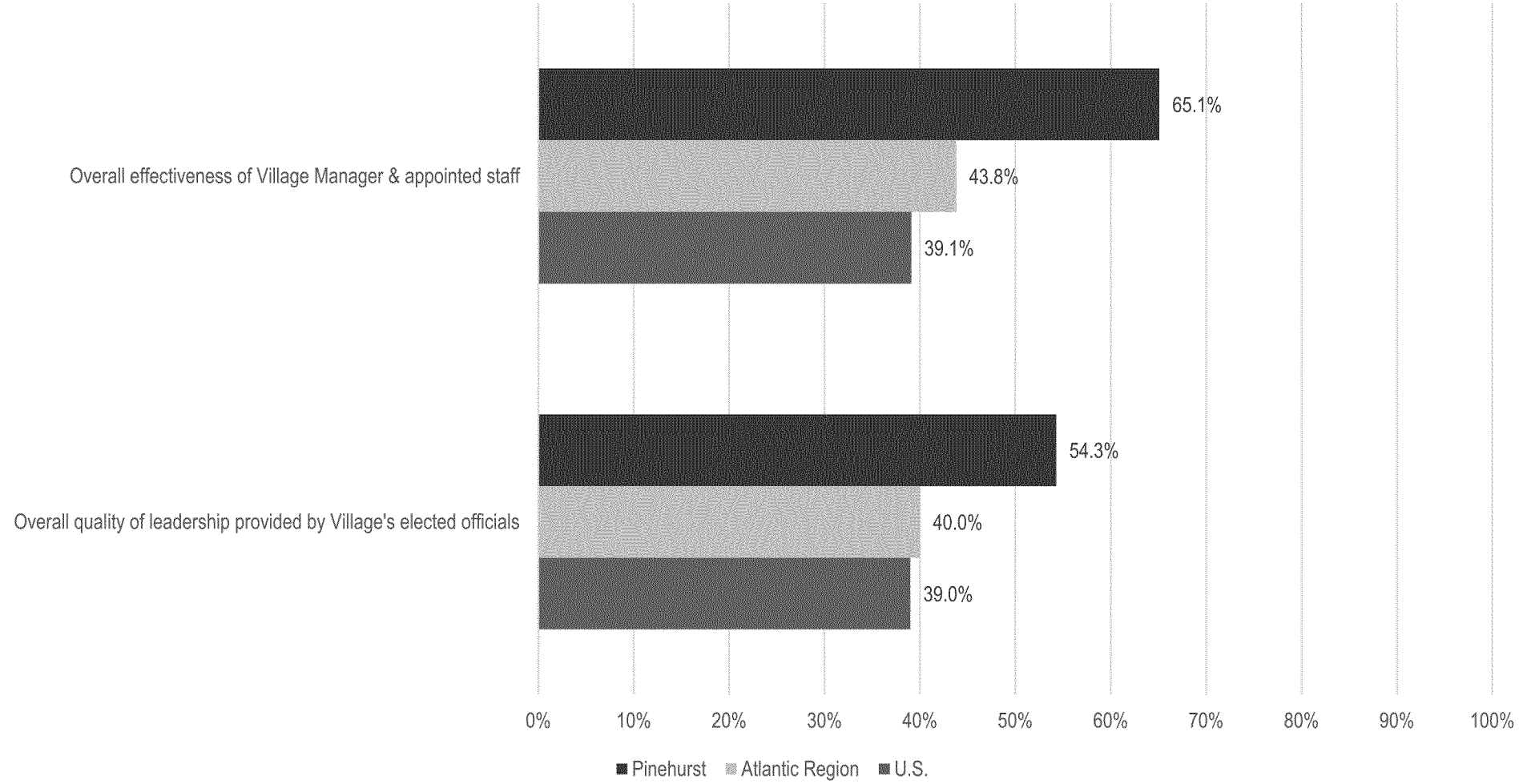
Overall Satisfaction with Village Leadership
Benchmark Analysis



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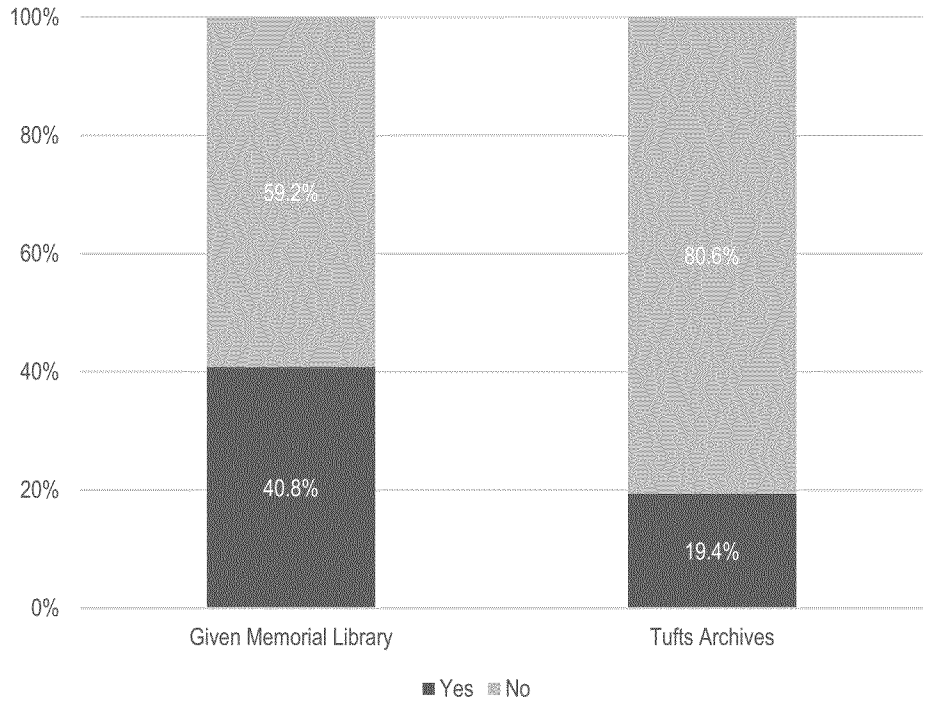
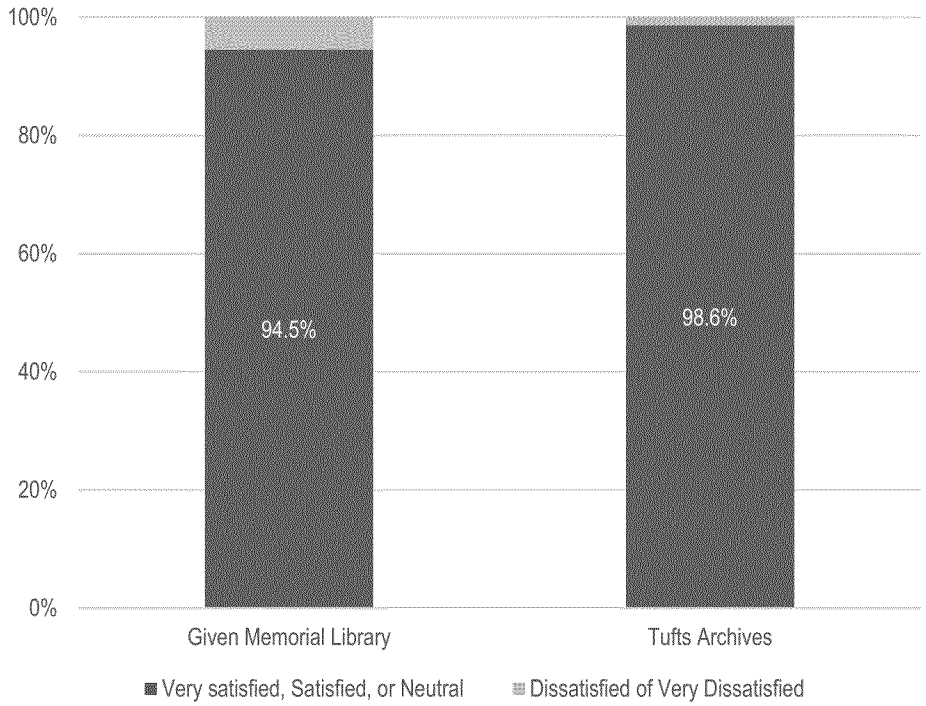
Other Findings

Given Memorial Library and the Tufts Archives

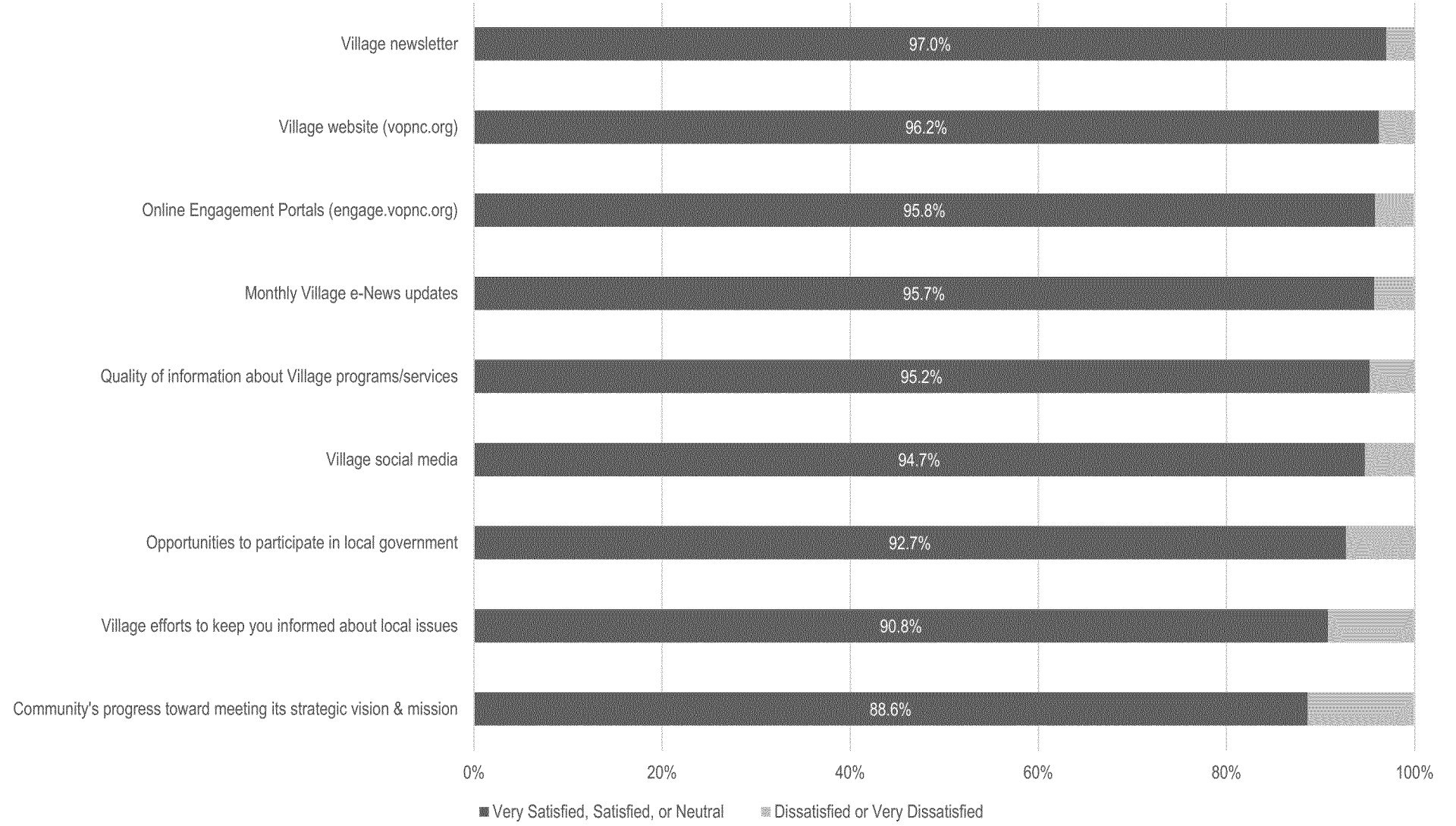
Have you Used Library and Archives Services in the Past Year?



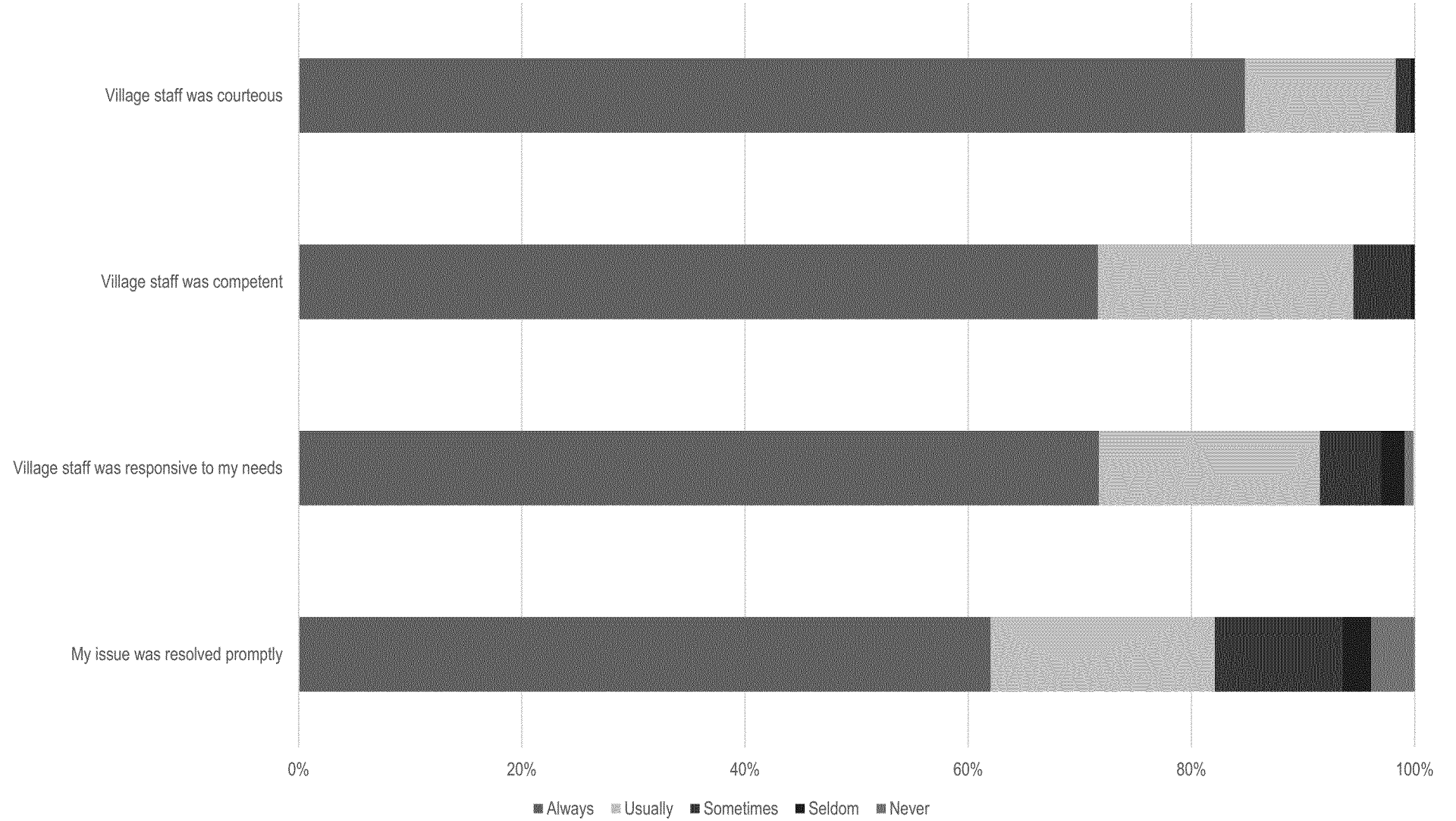
Satisfaction with Library and Archives Services



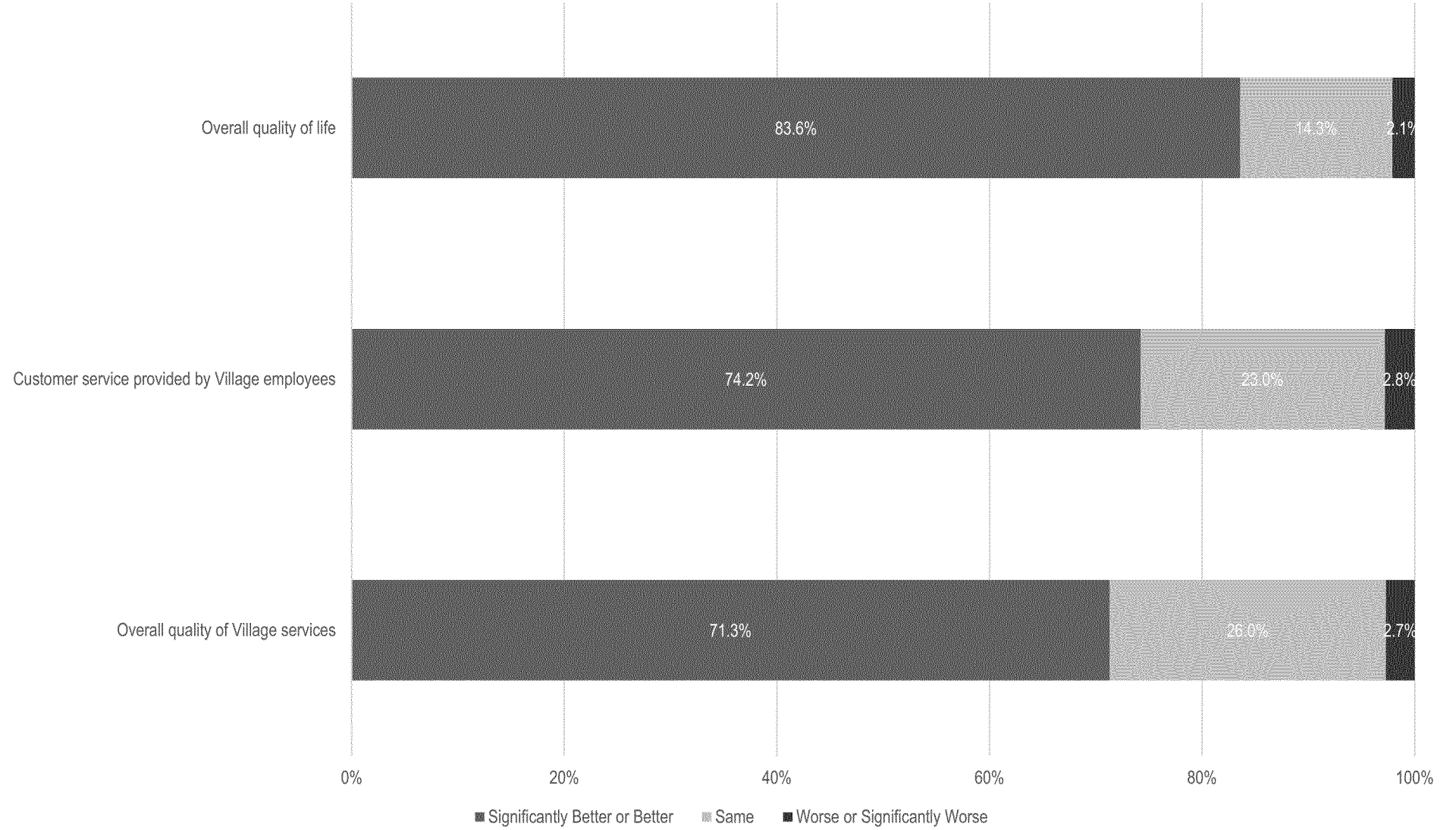
Satisfaction of Public Communication and Outreach



Experiences with Village Employees



Satisfaction with Pinehurst Compared to Previous Residence(s)



Summary

In Summary

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Questions?

2022 Village of Pinehurst Community Survey

Findings Report

Presented to the Village of Pinehurst, North Carolina

October 2022

ETC INSTITUTE

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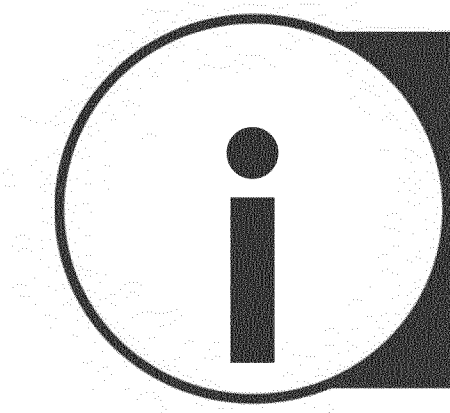

Executive Summary

2022 Village of Pinehurst Community Survey
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Purpose and Methodology

ETC Institute administered a survey to residents of the Village of Pinehurst during the summer of 2022. The purpose of the survey was to help Village leaders and elected officials set community priorities including staffing and budget expenditures. The survey and its data will also help the Village determine areas or services that need improvement and identify future needs. This is the eleventh survey administered for the Village; previous community surveys have been conducted annually since 2012.

The seven-page survey and cover letter were mailed to a random sample of households in the Village of Pinehurst. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online version of the survey to make it easy for residents to complete the survey. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

The goal was to obtain completed surveys from at least 700 residents. The goal was far exceeded, with a total of 831 residents completing the survey. The overall results for the sample of 831 households have a precision of at least +/-3.4% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Pinehurst with the results from other communities in ETC Institute's *DirectionFinder®* database. Since the number of "don't know" responses often reflects the utilization and awareness of services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts and graphs for each question on the survey, including short-term and long-term trend comparisons (section 1)
- benchmarking data that show how the results for the Village compare to other communities (section 2),
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the Village to address based upon the survey results (section 3),
- tables that show the results of the random sample for each question on the survey (section 4),
- a copy of the survey instrument (section 5).

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Overall Perceptions of the Village

Ninety-six percent (96%) of the residents surveyed, *who had an opinion,* indicated that their overall feeling of safety in the Village is either an "excellent" or "good," which is 28% higher than the national average. Ninety-five percent (95%) of those surveyed, *who had an opinion,* indicated the Village is either "excellent" or "good" as a place to live, which is 45% higher than the national average.

Overall Satisfaction with Village Services

The major categories of Village services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: fire services (96%), police services (92%), and solid waste services (91%). Village leaders have done a great job of ensuring overall satisfaction among residents is very high. The areas residents thought should receive the most increase in emphasis from the Village over the next two years were: (1) efforts at maintain the quality of neighborhoods, (2) enforcement of Village codes and ordinances, and 3) police services.

Feelings of Safety

Ninety-eight percent (98%) of respondents, *who had an opinion,* indicated they feel either "very safe" or "safe" walking alone in their neighborhood during the day, and 98% of residents, *who had an opinion,* indicated they feel either "very safe" or "safe" in business areas of the Village during the day.

Satisfaction with Specific Village Services

Public Safety Services. The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: efforts to prevent crimes (89%), how quickly fire personnel respond to emergencies (88%), and how quickly police respond to emergencies (87%). The aspect of public safety services that respondents were least satisfied with was fire prevention and education programs (66%). Respondents indicated that the Village's efforts to prevent crimes is the public safety service they think should receive the most emphasis from Village leaders over the next two years.

Cultural and Recreation Services. The highest levels of satisfaction with cultural and recreation services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: quality of Village parks (90%), the number of Village parks (84%), the availability of walking/greenway trails (80%), and the condition of walking/greenway trails (78%). The three cultural and recreation services respondents indicated should receive the most emphasis over the next two years were (1) the availability of walking/greenway trails, (2) Village sponsored cultural arts events, and (3) the quality of Village parks.

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Code Enforcement. The highest levels of satisfaction with Village code enforcement, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the enforcement of solid waste cart regulations (69%), enforcing the cleanup of litter and debris on private property (61%), and enforcing sign regulations (60%). Fifty-eight percent (58%) of respondents described the effort the Village applies to enforce its codes and ordinances as "about right," 6% indicated it is "too much," and 24% indicated it is "too little."

Transportation Services. The highest levels of satisfaction with transportation services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the maintenance of main Village street thoroughfares (89%) and the maintenance of street signs and pavement markings (82%). The ease of travel on NC Highway 5 and the ease of travel through large traffic circle were the two transportation services respondents think should receive the most emphasis from the Village over the next two years.

Public Services. The highest levels of satisfaction with public services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: landscaping in medians/other public areas (94%) and cleanliness of streets and other public areas (93%). The quality of stormwater runoff/management system and cleanliness of streets and other public areas were the two public services respondents think should receive the most emphasis from the Village over the next two years.

Solid Waste Services. Ninety-six percent (96%) of residents *who had an opinion* were satisfied with residential trash collection services; 90% were satisfied with yard waste collection services, and 88% were satisfied with curbside recycling services.

Public Communication and Outreach. The highest levels of satisfaction with public communication and outreach, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the Village newsletter (79%), the quality of information on Village programs and services (76%), and efforts to keep residents informed about local issues (71%).

- The Pilot newspaper (72%) and the Village Newsletter (71%) and are the two most used sources for information about the Village of Pinehurst.

- Ninety-three percent (93%) of respondents indicated they read the Village Newsletter either "all the time" or "sometimes."

Village Leadership. Sixty-five percent (65%) of residents *who had an opinion* were satisfied with the effectiveness of the Village Manager and appointed staff; 54% were satisfied with the quality of leadership provided by elected officials, and 51% were satisfied with the effectiveness of appointed boards and commissions.

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How the Village Compares to Other Communities Nationally

Satisfaction ratings for the Village of Pinehurst **rated significantly higher (difference of 5% or more) than the U.S. average in 49 of the 50 areas** that were assessed. Listed below are the comparisons between the Village of Pinehurst and the U.S. average:

Service	Pinehurst	U.S.	Difference	Category
As a place to live	95.4%	49.7%	45.7%	Perceptions of the Village
Customer service provided by Village employees	84.0%	40.6%	43.4%	Major Categories of Community Services
As a place to retire	94.2%	51.7%	42.5%	Perceptions of the Village
Village communication with residents	79.6%	38.2%	41.4%	Major Categories of Community Services
Maintenance/preservation of Downtown	89.9%	48.6%	41.3%	Public Services
Overall quality of Village services	90.6%	50.5%	40.1%	Perceptions of the Village
Overall image of Village	95.1%	55.0%	40.1%	Perceptions of the Village
Efforts to prevent crimes	89.0%	50.4%	38.6%	Public Safety Services
Cleanliness of streets & other public areas	93.0%	54.7%	38.3%	Public Services
Police services	92.2%	54.6%	37.6%	Major Categories of Community Services
Maintenance of main Village street thoroughfares	88.5%	50.9%	37.6%	Transportation Services
Landscaping in medians/other public areas	93.8%	56.5%	37.3%	Public Services
Yard waste collection services	89.8%	54.6%	35.2%	Solid Waste Services
Solid waste services	90.7%	56.6%	34.1%	Major Categories of Community Services
Quality of recreation indoor facilities	70.4%	37.5%	32.9%	Cultural and Recreation Services
Curbside recycling services	88.3%	56.6%	31.7%	Solid Waste Services
Street & right-of-way maintenance	72.0%	41.4%	30.6%	Major Categories of Community Services
In Village parks & recreation facilities	86.2%	56.0%	30.2%	Perceptions of Safety and Security
How quickly police respond to emergencies	86.8%	57.6%	29.2%	Public Safety Services
Quality of info about Village programs/services	76.1%	47.5%	28.6%	Communication
Overall feeling of safety in Village	96.3%	68.0%	28.3%	Perceptions of the Village
Residential trash collection services	95.9%	68.6%	27.3%	Solid Waste Services
Efforts to keep you informed about local issues	70.7%	44.2%	26.5%	Communication
Effectiveness of Village Manager & appointed staff	65.1%	39.1%	26.0%	Village Leadership
Village website	69.3%	43.4%	25.9%	Communication
Maintenance of streets in your neighborhood	75.6%	50.6%	25.0%	Transportation Services
Enforcement of local traffic laws	75.2%	50.6%	24.6%	Public Safety Services
Quality of adult recreation programs	57.7%	33.7%	24.0%	Cultural and Recreation Services
Level of public involvement in local decisions	56.3%	34.2%	22.1%	Major Categories of Community Services
Village social media	58.3%	40.0%	18.3%	Communication
Fire services	96.0%	77.8%	18.2%	Major Categories of Community Services
Quality of outdoor athletic fields & facilities	70.4%	52.7%	17.7%	Cultural and Recreation Services
Fire prevention & education programs	67.7%	50.7%	17.0%	Public Safety Services
As a place to raise children	79.3%	62.4%	16.9%	Perceptions of the Village
Maintenance of street signs/pavement markings	81.7%	64.9%	16.8%	Transportation Services
Enforcement of Village codes & ordinances	58.2%	41.5%	16.7%	Major Categories of Community Services
Condition of walking/greenway trails	78.3%	62.5%	15.8%	Cultural and Recreation Services
Winter weather response on Village streets	75.1%	59.5%	15.6%	Public Services
Enforcing cleanup of litter & debris	61.4%	46.0%	15.4%	Code Enforcement
Quality of leadership by elected officials	54.3%	39.0%	15.3%	Village Leadership
Walking alone in your neighborhood during the day	97.9%	82.8%	15.1%	Perceptions of Safety and Security
How quickly fire personnel respond to emergencies	88.2%	73.1%	15.1%	Public Safety Services
Walking alone in your neighborhood after dark	77.4%	62.5%	14.9%	Perceptions of Safety and Security
Quality of youth recreation programs	53.2%	39.1%	14.1%	Cultural and Recreation Services
Enforcing sign regulations	60.3%	46.6%	13.7%	Code Enforcement
Condition of existing walkways	61.5%	48.0%	13.5%	Transportation Services
Quality of stormwater runoff/management system	64.5%	51.0%	13.5%	Public Services
Frequency police officers patrol your neighborhood	67.1%	55.4%	11.7%	Public Safety Services
Enforcing mowing/cutting of weeds/grass	58.2%	47.0%	11.2%	Code Enforcement
Adequacy of street lighting	51.2%	59.5%	-8.3%	Transportation Services

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How the Village Compares to Other Communities Regionally

Satisfaction ratings for the Village of Pinehurst **rated above the Atlantic regional average in 48 of the 50 areas** that were assessed. The Village of Pinehurst rated significantly higher than this average (difference of 5% or more) in 47 of these areas. Listed below are the comparisons between the Village of Pinehurst and the average for the Atlantic Region:

Service	Pinehurst	Atlantic Region	Difference	Category
Customer service provided by Village employees	84.0%	38.0%	46.0%	Major Categories of Community Services
Quality of recreation indoor facilities	70.4%	28.4%	42.0%	Cultural and Recreation Services
As a place to retire	94.2%	56.1%	38.1%	Perceptions of the Village
Maintenance/preservation of Downtown	89.9%	52.2%	37.7%	Public Services
Overall quality of Village services	90.6%	53.6%	37.0%	Perceptions of the Village
As a place to live	95.4%	60.0%	35.4%	Perceptions of the Village
Cleanliness of streets & other public areas	93.0%	59.2%	33.8%	Public Services
Village communication with residents	79.6%	48.3%	31.3%	Major Categories of Community Services
Efforts to prevent crimes	89.0%	57.8%	31.2%	Public Safety Services
Quality of adult recreation programs	57.7%	26.7%	31.0%	Cultural and Recreation Services
Yard waste collection services	89.8%	59.7%	30.1%	Solid Waste Services
Police services	92.2%	62.5%	29.7%	Major Categories of Community Services
Landscaping in medians/other public areas	93.8%	65.1%	28.7%	Public Services
Maintenance of main Village street thoroughfares	88.5%	60.5%	28.0%	Transportation Services
Overall image of Village	95.1%	67.3%	27.8%	Perceptions of the Village
In Village parks & recreation facilities	86.2%	60.6%	25.6%	Perceptions of Safety and Security
Solid waste services	90.7%	65.3%	25.4%	Major Categories of Community Services
Overall feeling of safety in Village	96.3%	71.1%	25.2%	Perceptions of the Village
Village website	69.3%	45.5%	23.8%	Communication
Quality of info about Village programs/services	76.1%	52.5%	23.6%	Communication
Curbside recycling services	88.3%	65.3%	23.0%	Solid Waste Services
Quality of outdoor athletic fields & facilities	70.4%	47.7%	22.7%	Cultural and Recreation Services
Street & right-of-way maintenance	72.0%	49.7%	22.3%	Major Categories of Community Services
Quality of youth recreation programs	53.2%	31.1%	22.1%	Cultural and Recreation Services
Effectiveness of Village Manager & appointed staff	65.1%	43.8%	21.3%	Village Leadership
Maintenance of streets in your neighborhood	75.6%	55.6%	20.0%	Transportation Services
Enforcement of Village codes & ordinances	58.2%	38.6%	19.6%	Major Categories of Community Services
Residential trash collection services	95.9%	76.8%	19.1%	Solid Waste Services
Level of public involvement in local decisions	56.3%	38.2%	18.1%	Major Categories of Community Services
How quickly police respond to emergencies	86.8%	70.2%	16.6%	Public Safety Services
Efforts to keep you informed about local issues	70.7%	54.1%	16.6%	Communication
Walking alone in your neighborhood during the day	97.9%	81.6%	16.3%	Perceptions of Safety and Security
Condition of walking/greenway trails	78.3%	63.8%	14.5%	Cultural and Recreation Services
Quality of leadership by elected officials	54.3%	40.0%	14.3%	Village Leadership
Enforcement of local traffic laws	75.2%	61.0%	14.2%	Public Safety Services
Winter weather response on Village streets	75.1%	61.6%	13.5%	Public Services
Maintenance of street signs/pavement markings	81.7%	68.3%	13.4%	Transportation Services
Village social media	58.3%	45.1%	13.2%	Communication
Fire prevention & education programs	67.7%	55.8%	11.9%	Public Safety Services
Enforcing sign regulations	60.3%	48.7%	11.6%	Code Enforcement
Enforcing mowing/cutting of weeds/grass	58.2%	47.2%	11.0%	Code Enforcement
As a place to raise children	79.3%	69.1%	10.2%	Perceptions of the Village
Fire services	96.0%	87.0%	9.0%	Major Categories of Community Services
How quickly fire personnel respond to emergencies	88.2%	79.2%	9.0%	Public Safety Services
Walking alone in your neighborhood after dark	77.4%	70.1%	7.3%	Perceptions of Safety and Security
Condition of existing walkways	61.5%	55.2%	6.3%	Transportation Services
Enforcing cleanup of litter & debris	61.4%	55.3%	6.1%	Code Enforcement
Frequency police officers patrol your neighborhood	67.1%	66.3%	0.8%	Public Safety Services
Quality of stormwater runoff/management system	64.5%	64.8%	-0.3%	Public Services
Adequacy of street lighting	51.2%	63.8%	-12.6%	Transportation Services

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Short-Term Trend Analysis

From 2021 to 2022, satisfaction ratings have increased or stayed the same in 53 of the 93 areas that were assessed. There have been significant increases (5% or more) in satisfaction in 1 of these areas. The 53 areas that have increased or stayed the same since 2021 are listed below.

Service	2022	2021	Difference	Category
Ease of travel through the large traffic circle	42.9%	37.2%	5.7%	Transportation Services
Ease of travel on NC Highway 5	29.8%	24.9%	4.9%	Transportation Services
Ease of travel on other streets in the Village	79.5%	74.7%	4.8%	Transportation Services
How quickly fire personnel respond to emergencies	88.2%	83.6%	4.6%	Public Safety
Enforcing mowing/cutting of weeds/grass on private property	58.2%	53.7%	4.5%	Code Enforcement
Quality of adult recreation programs	57.7%	53.4%	4.3%	Cultural and Recreation Services
Community Center	93.5%	89.6%	3.9%	Parks & Recreation Programs & Facilities
Quality of outdoor athletic fields & facilities	70.4%	66.5%	3.9%	Cultural and Recreation Services
Maintenance of streets in your neighborhood	75.6%	71.9%	3.7%	Transportation Services
Village sponsored cultural arts events	74.0%	70.5%	3.5%	Cultural and Recreation Services
As a place to raise children	79.3%	76.0%	3.3%	Perceptions of the Community
Quality of recreation indoor facilities	70.4%	67.2%	3.2%	Cultural and Recreation Services
Availability of recreation indoor facilities	63.6%	60.6%	3.0%	Cultural and Recreation Services
Parks & recreation programs	83.6%	80.6%	3.0%	Major Categories of Community Services
Overall quality of Village services	90.6%	87.7%	2.9%	Perceptions of the Community
Maintenance of street signs/pavement markings	81.7%	78.9%	2.8%	Transportation Services
Curbside recycling services	88.3%	85.6%	2.7%	Solid Waste Services
Enforcement of local traffic laws	75.2%	72.7%	2.5%	Public Safety
Fire prevention & education programs	67.7%	65.6%	2.1%	Public Safety
Quality of Village parks	90.0%	88.0%	2.0%	Cultural and Recreation Services
Enforcing cleanup of litter & debris on private property	61.4%	59.4%	2.0%	Code Enforcement
Arboretum/Timmel Pavilion	97.1%	95.2%	1.9%	Parks & Recreation Programs & Facilities
Residential trash collection services	95.9%	94.1%	1.8%	Solid Waste Services
Efforts to prevent crimes	89.0%	87.3%	1.7%	Public Safety
In business areas of Village after dark	82.1%	80.4%	1.7%	Perceptions of Safety and Security
Parks & recreation facilities	85.3%	83.7%	1.6%	Major Categories of Community Services
Online Engagement Portals	50.0%	48.4%	1.6%	Communication
Availability of outdoor athletic fields/facilities	65.0%	63.5%	1.5%	Cultural and Recreation Services
Quality of info about Village programs/services	76.1%	74.6%	1.5%	Communication
Availability of walkways	48.7%	47.4%	1.3%	Transportation Services
Cleanliness of streets & other public areas	93.0%	91.7%	1.3%	Public Services
Variety of cultural arts events & programs	69.9%	68.6%	1.3%	Cultural and Recreation Services
Prohibiting oversized vehicles in residential neighborhoods	57.0%	55.8%	1.2%	Code Enforcement
Solid waste services	90.7%	89.6%	1.1%	Major Categories of Community Services
Range of amenities at parks & rec. facilities	62.4%	61.3%	1.1%	Cultural and Recreation Services
Promotion of natural resource conservation	62.5%	61.5%	1.0%	Major Categories of Community Services
Overall quality of life in Village	94.8%	93.9%	0.9%	Perceptions of the Community
Splash Pad at Wicker Park	94.2%	93.3%	0.9%	Parks & Recreation Programs & Facilities
Overall image of Village	95.1%	94.3%	0.8%	Perceptions of the Community
In business areas of Village during the day	98.3%	97.5%	0.8%	Perceptions of Safety and Security
Walking alone in your neighborhood after dark	77.4%	76.6%	0.8%	Perceptions of Safety and Security
Availability of walking/greenway trails	80.2%	79.4%	0.8%	Cultural and Recreation Services
Winter weather response on Village streets	75.1%	74.3%	0.8%	Public Services
As a place to live	95.4%	94.7%	0.7%	Perceptions of the Community
Frequency police officers patrol your neighborhood	67.1%	66.4%	0.7%	Public Safety
Condition of existing walkways	61.5%	61.0%	0.5%	Transportation Services
Fire services	96.0%	95.7%	0.3%	Major Categories of Community Services
Walking alone in your neighborhood during the day	97.9%	97.7%	0.2%	Perceptions of Safety and Security
Quality of youth recreation programs	53.2%	53.0%	0.2%	Cultural and Recreation Services
Village website (vopnc.org)	69.3%	69.1%	0.2%	Communication
Street & right-of-way maintenance	72.0%	71.9%	0.1%	Major Categories of Community Services
Overall feeling of safety in Village	96.3%	96.2%	0.1%	Perceptions of the Community
Quality of new commercial development	43.0%	43.0%	0.0%	Perceptions of the Community

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Long-Term Trend Analysis

From 2013 to 2021, satisfaction ratings have increased or stayed the same in 58 of the 70 areas that were assessed. There have been significant increases (5% or more) in satisfaction in 21 of these areas. The 58 areas that have increased or stayed the same since 2013 are listed below.

Service	2022	2013	Difference	Category
Quality of recreation indoor facilities	70.4%	41.0%	29.4%	Cultural and Recreation Services
Availability of recreation indoor facilities	63.6%	35.0%	28.6%	Cultural and Recreation Services
Quality of stormwater runoff/management system	64.5%	48.0%	16.5%	Public Services
Level of public involvement in local decisions	56.3%	40.0%	16.3%	Major Categories of Community Services
Availability of walkways	48.7%	34.0%	14.7%	Transportation Services
Condition of existing walkways	61.5%	47.0%	14.5%	Transportation Services
Range of amenities at parks & rec. facilities	62.4%	50.0%	12.4%	Cultural and Recreation Services
Parks & recreation programs	83.6%	72.0%	11.6%	Major Categories of Community Services
Village sponsored cultural arts events	74.0%	63.0%	11.0%	Cultural and Recreation Services
Landscaping in medians/other public areas	93.8%	83.0%	10.8%	Public Services
Adequacy of street lighting	51.2%	42.0%	9.2%	Transportation Services
Availability of information about recreation programs	63.5%	55.0%	8.5%	Cultural and Recreation Services
As a place to raise children	79.3%	71.0%	8.3%	Perceptions of the Community
Parks & recreation facilities	85.3%	78.0%	7.3%	Major Categories of Community Services
Quality of info about Village programs/services	76.1%	69.0%	7.1%	Communication
Quality of Village parks	90.0%	83.0%	7.0%	Cultural and Recreation Services
Quality of adult recreation programs	57.7%	51.0%	6.7%	Cultural and Recreation Services
How quickly fire personnel respond to emergencies	88.2%	82.0%	6.2%	Public Safety
In Village parks & recreation facilities	86.2%	80.0%	6.2%	Perceptions of Safety and Security
Cleanliness of streets & other public areas	93.0%	87.0%	6.0%	Public Services
Enforcing mowing/cutting of weeds/grass on private property	58.2%	53.0%	5.2%	Code Enforcement
Yard waste collection services	89.8%	85.0%	4.8%	Solid Waste Services
Police services	92.2%	88.0%	4.2%	Major Categories of Community Services
Availability of walking/greenway trails	80.2%	76.0%	4.2%	Cultural and Recreation Services
Quality of youth recreation programs	53.2%	49.0%	4.2%	Cultural and Recreation Services
Customer service provided by Village employees	84.0%	80.0%	4.0%	Major Categories of Community Services
Maintenance/preservation of Downtown	89.9%	86.0%	3.9%	Public Services
Overall quality of life in Village	94.8%	91.0%	3.8%	Perceptions of the Community
Maintenance of streets in your neighborhood	75.6%	72.0%	3.6%	Transportation Services
Walking alone in your neighborhood after dark	77.4%	74.0%	3.4%	Perceptions of Safety and Security
Monthly Village e-News updates	65.0%	62.0%	3.0%	Communication
Fire services	96.0%	93.0%	3.0%	Major Categories of Community Services
Village newsletter	78.7%	76.0%	2.7%	Communication
Enforcing cleanup of litter & debris on private property	61.4%	59.0%	2.4%	Code Enforcement
Opportunities to participate in local government	60.4%	58.0%	2.4%	Communication
Condition of walking/greenway trails	78.3%	76.0%	2.3%	Cultural and Recreation Services
As a place to retire	94.2%	92.0%	2.2%	Perceptions of the Community
Overall image of Village	95.1%	93.0%	2.1%	Perceptions of the Community
In business areas of Village after dark	82.1%	80.0%	2.1%	Perceptions of Safety and Security
Availability of outdoor athletic fields/facilities	65.0%	63.0%	2.0%	Cultural and Recreation Services
Prohibiting oversized vehicles in residential neighborhoods	57.0%	55.0%	2.0%	Code Enforcement
Number of Village parks	83.9%	82.0%	1.9%	Cultural and Recreation Services
Residential trash collection services	95.9%	94.0%	1.9%	Solid Waste Services
Solid waste services	90.7%	89.0%	1.7%	Major Categories of Community Services
Efforts to keep you informed about local issues	70.7%	69.0%	1.7%	Communication
Village communication with residents	79.6%	78.0%	1.6%	Major Categories of Community Services
As a place to live	95.4%	94.0%	1.4%	Perceptions of the Community
Quality of outdoor athletic fields & facilities	70.4%	69.0%	1.4%	Cultural and Recreation Services
In business areas of Village during the day	98.3%	97.0%	1.3%	Perceptions of Safety and Security
Village website (vopnc.org)	69.3%	68.0%	1.3%	Communication
Enforcement of local traffic laws	75.2%	74.0%	1.2%	Public Safety
Street & right-of-way maintenance	72.0%	71.0%	1.0%	Major Categories of Community Services
Walking alone in your neighborhood during the day	97.9%	97.0%	0.9%	Perceptions of Safety and Security
How quickly police respond to emergencies	86.8%	86.0%	0.8%	Public Safety
Maintenance of street signs/pavement markings	81.7%	81.0%	0.7%	Transportation Services
Overall feeling of safety in Village	96.3%	96.0%	0.3%	Perceptions of the Community
Frequency police officers patrol your neighborhood	67.1%	67.0%	0.1%	Public Safety
Efforts to prevent crimes	89.0%	89.0%	0.0%	Public Safety

2022 Village of Pinehurst Community Survey
Executive Summary

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the Village identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each Village service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Village services over the next two years. If the Village wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the Village by Major Category. This analysis reviewed the importance of and satisfaction with major categories of Village services. This analysis was conducted to help set the overall priorities for the Village. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the Village's overall satisfaction rating are listed below:

- Enforcement of Village codes and ordinances (I-S Rating = 0.1601)
- Village efforts at maintaining the quality of neighborhoods (I-S Rating = 0.1563)
- Level of public involvement in local decisions (I-S Rating = 0.1167)

The table below shows the Importance-Satisfaction rating for all 12 major categories of Village services that were rated.

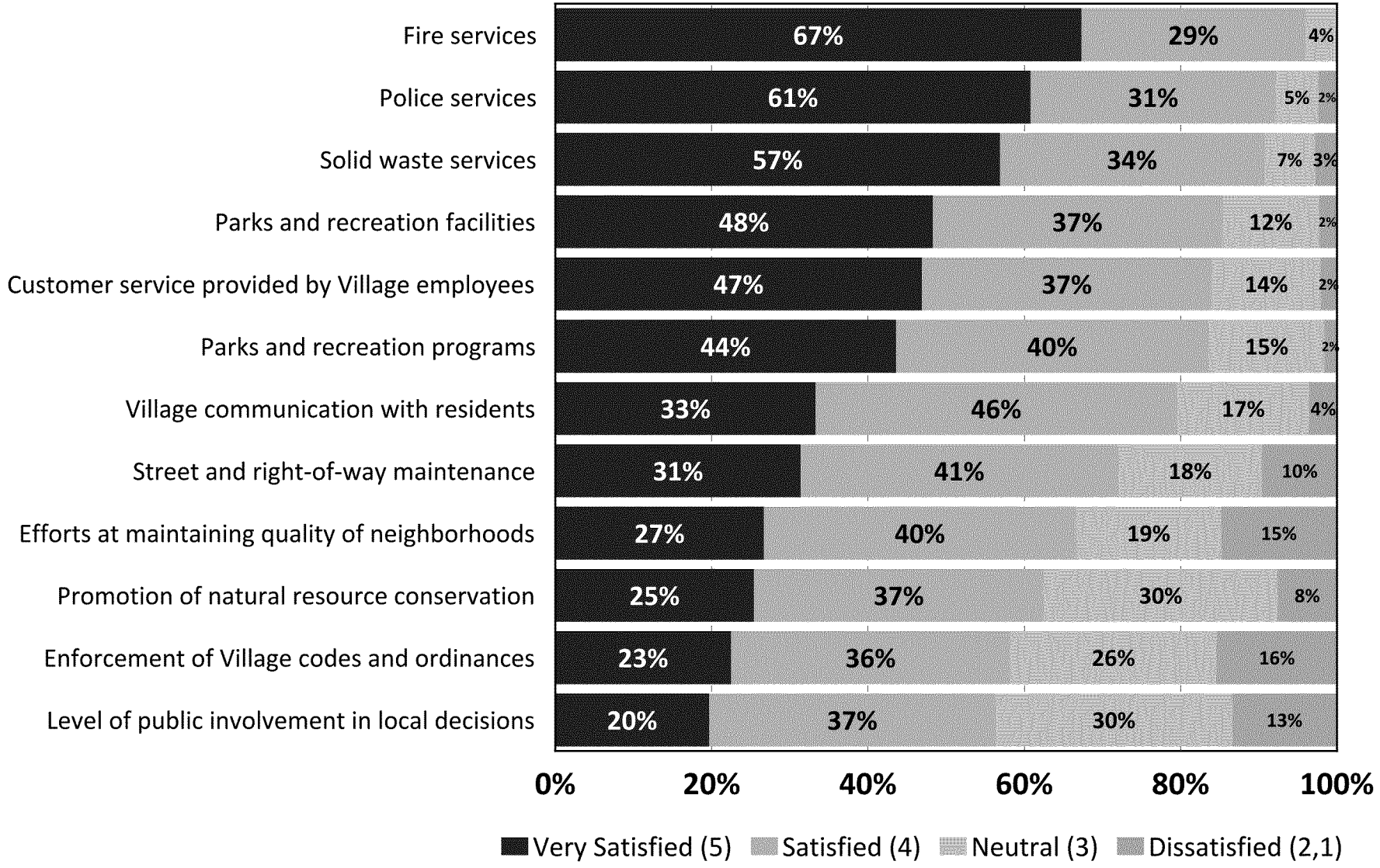
2022 Importance-Satisfaction Rating
Village of Pinehurst, North Carolina
Overall Satisfaction with Village Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcement of Village codes and ordinances	38%	2	58%	11	0.1601	1
Efforts at maintaining quality of neighborhoods	47%	1	67%	9	0.1563	2
Level of public involvement in local decisions	27%	5	56%	12	0.1167	3
Medium Priority (IS <.10)						
Street and right-of-way maintenance	33%	4	72%	8	0.0910	4
Promotion of natural resource conservation	17%	7	63%	10	0.0645	5
Village communication with residents	17%	8	80%	7	0.0349	6
Police services	36%	3	92%	2	0.0277	7
Parks and recreation programs	14%	9	84%	6	0.0228	8
Parks and recreation facilities	13%	10	85%	4	0.0185	9
Solid waste services	10%	11	91%	3	0.0088	10
Fire services	19%	6	96%	1	0.0076	11
Customer service provided by Village employees	3%	12	84%	5	0.0051	12

1 Charts and Graphs

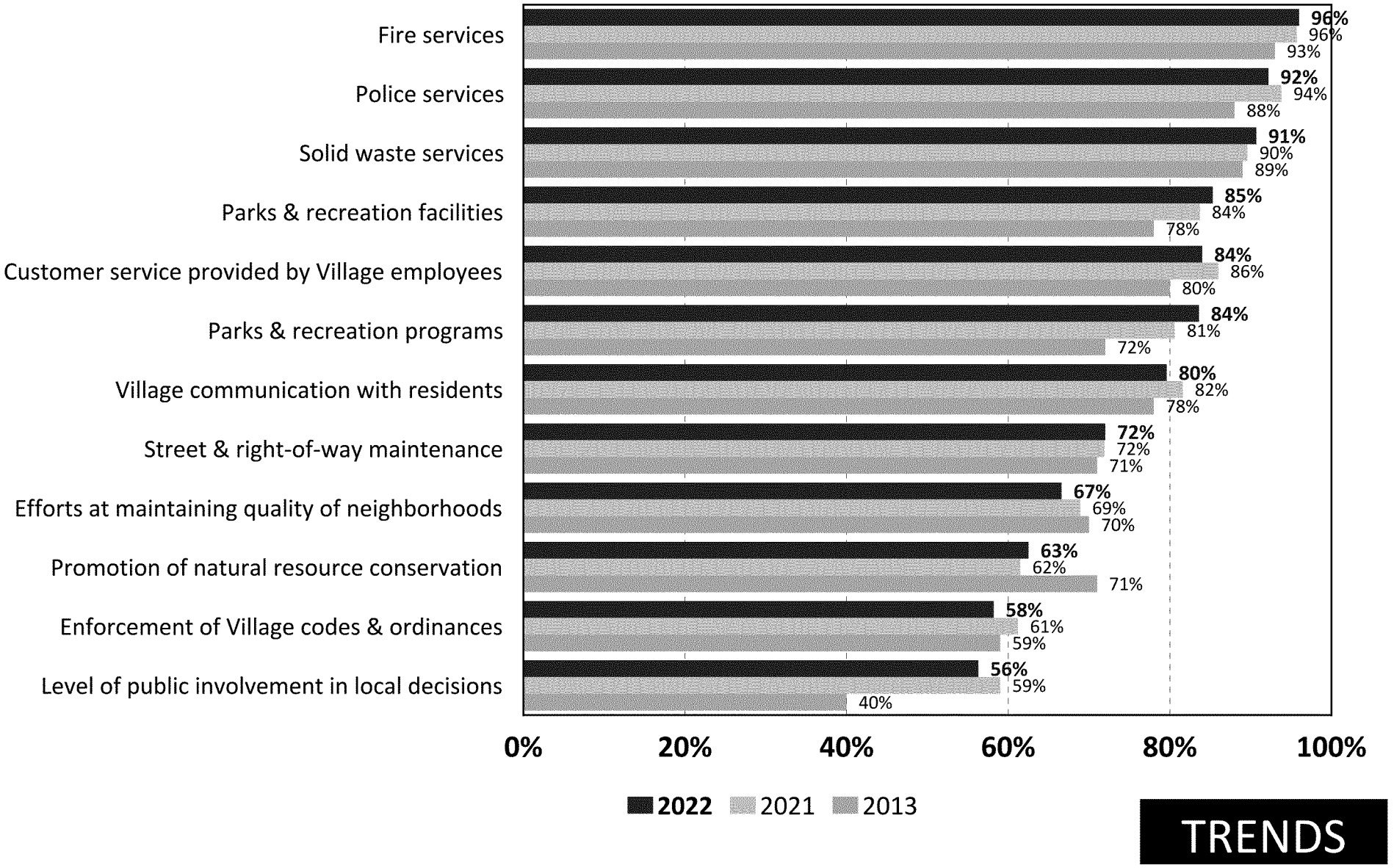
Q1. Overall Satisfaction with Village of Pinehurst Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q1. Overall Satisfaction with Village of Pinehurst Services by Major Category - *2022, 2021 & 2013*

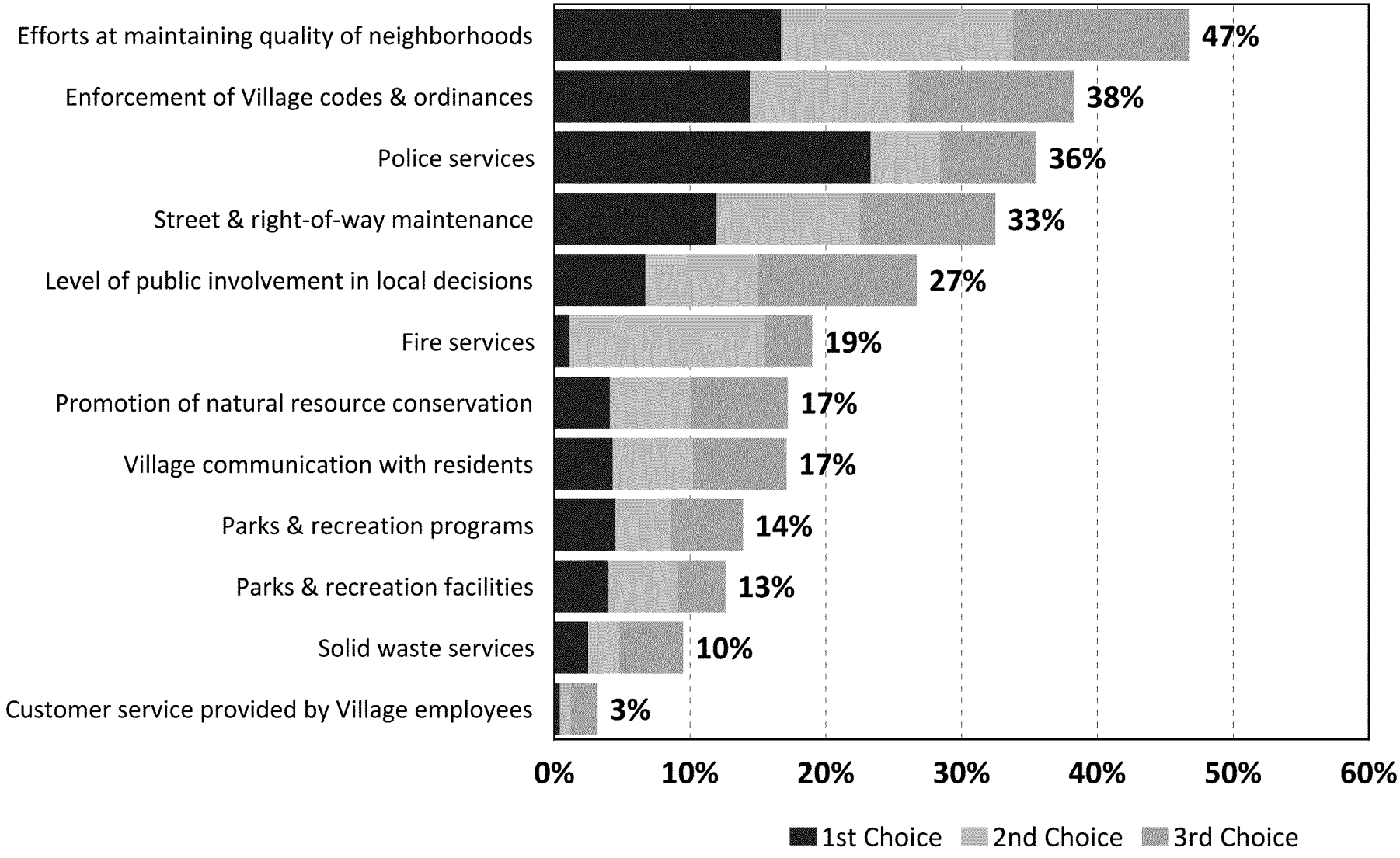
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

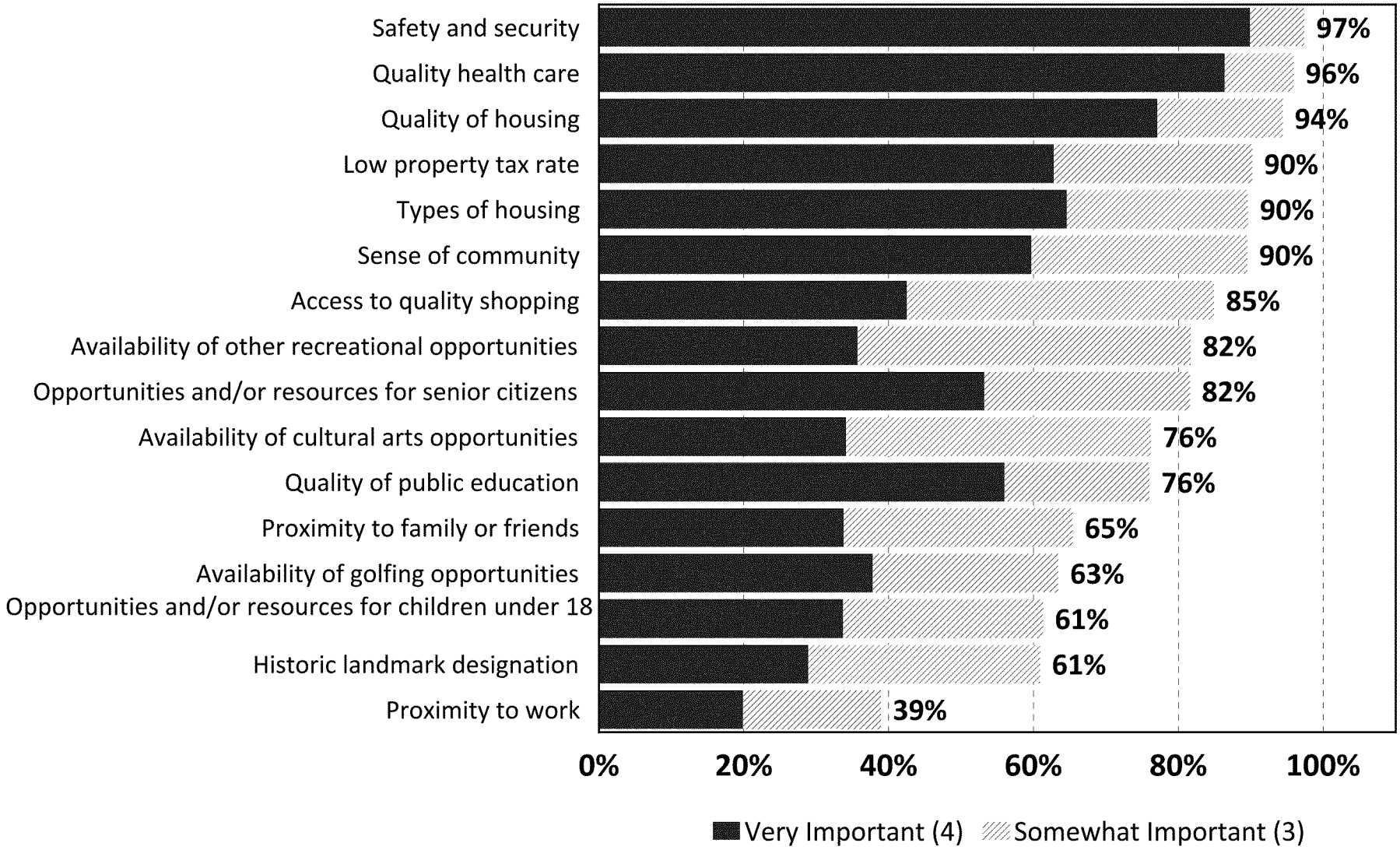
Q2. Village Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



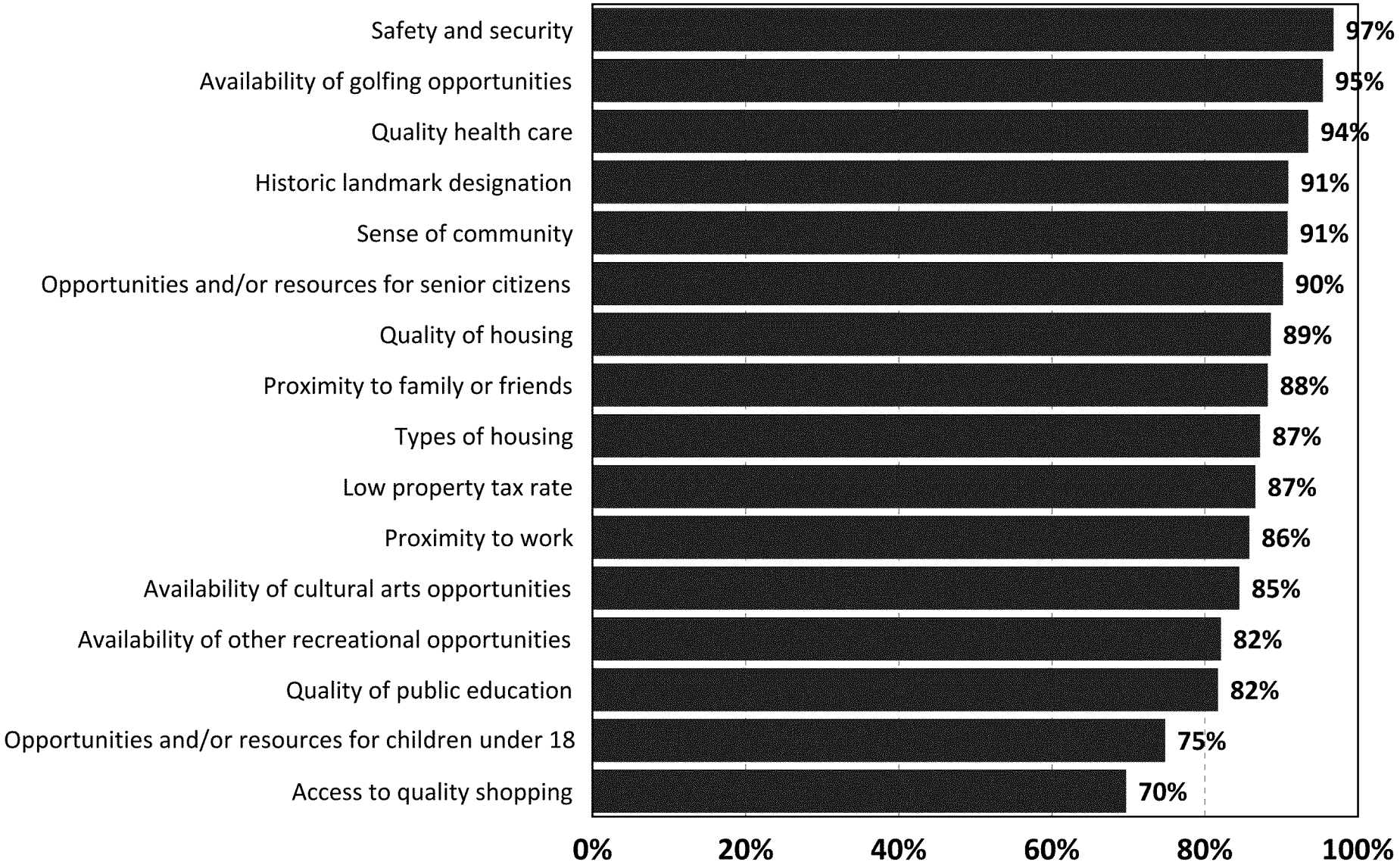
Q3a. Level of Importance of Various Reasons for Choosing to Live in Pinehurst

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale

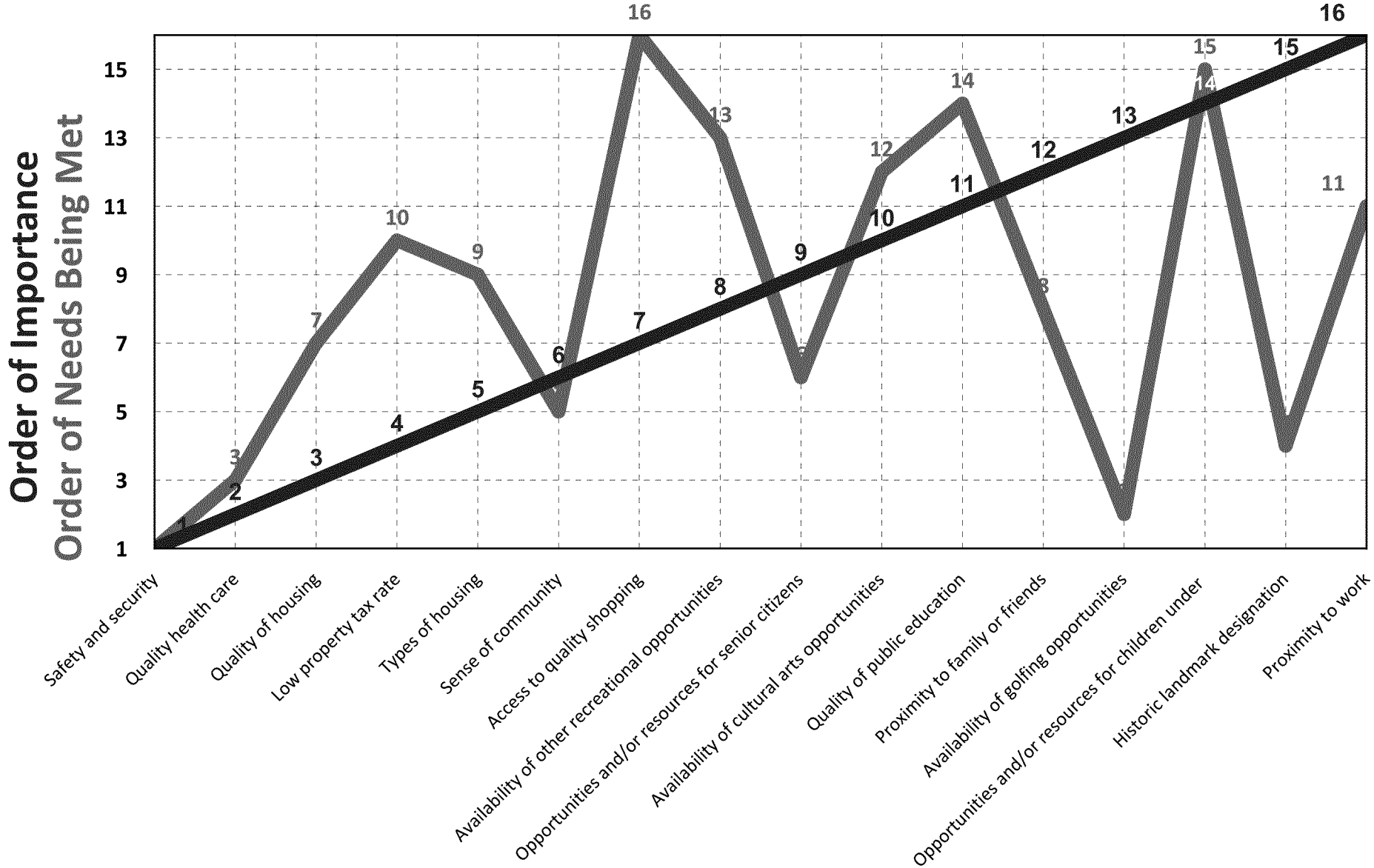


Q3b. Are your needs being met in Pinehurst?

by percentage of respondents who answered "yes"



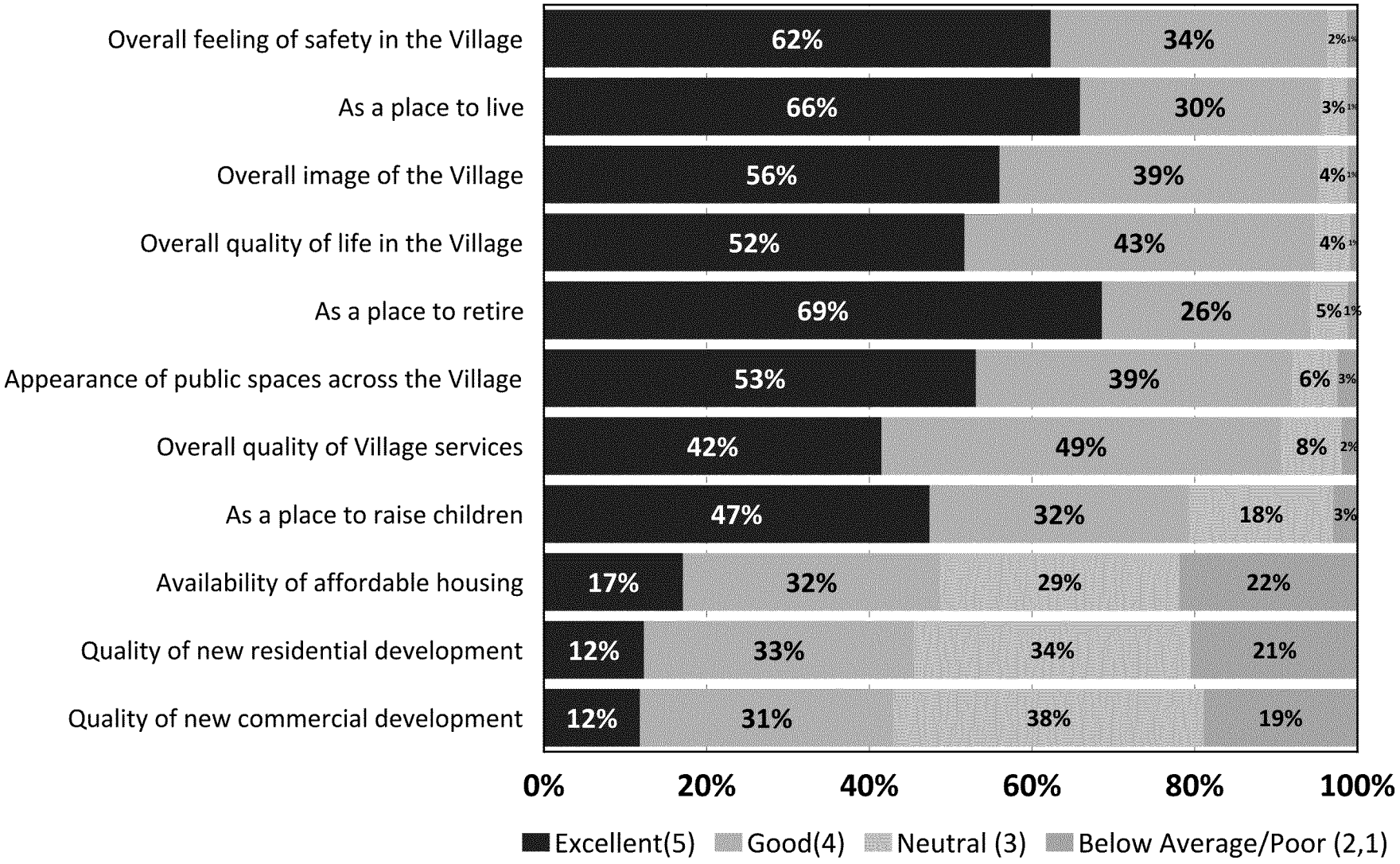
The Importance of Various Reasons for Choosing to Live in Pinehurst vs. Needs Being Met in Pinehurst



Red points above the blue line are needs that are not being met relative to their importance

Q4. Perception Residents Have of Pinehurst as a Community

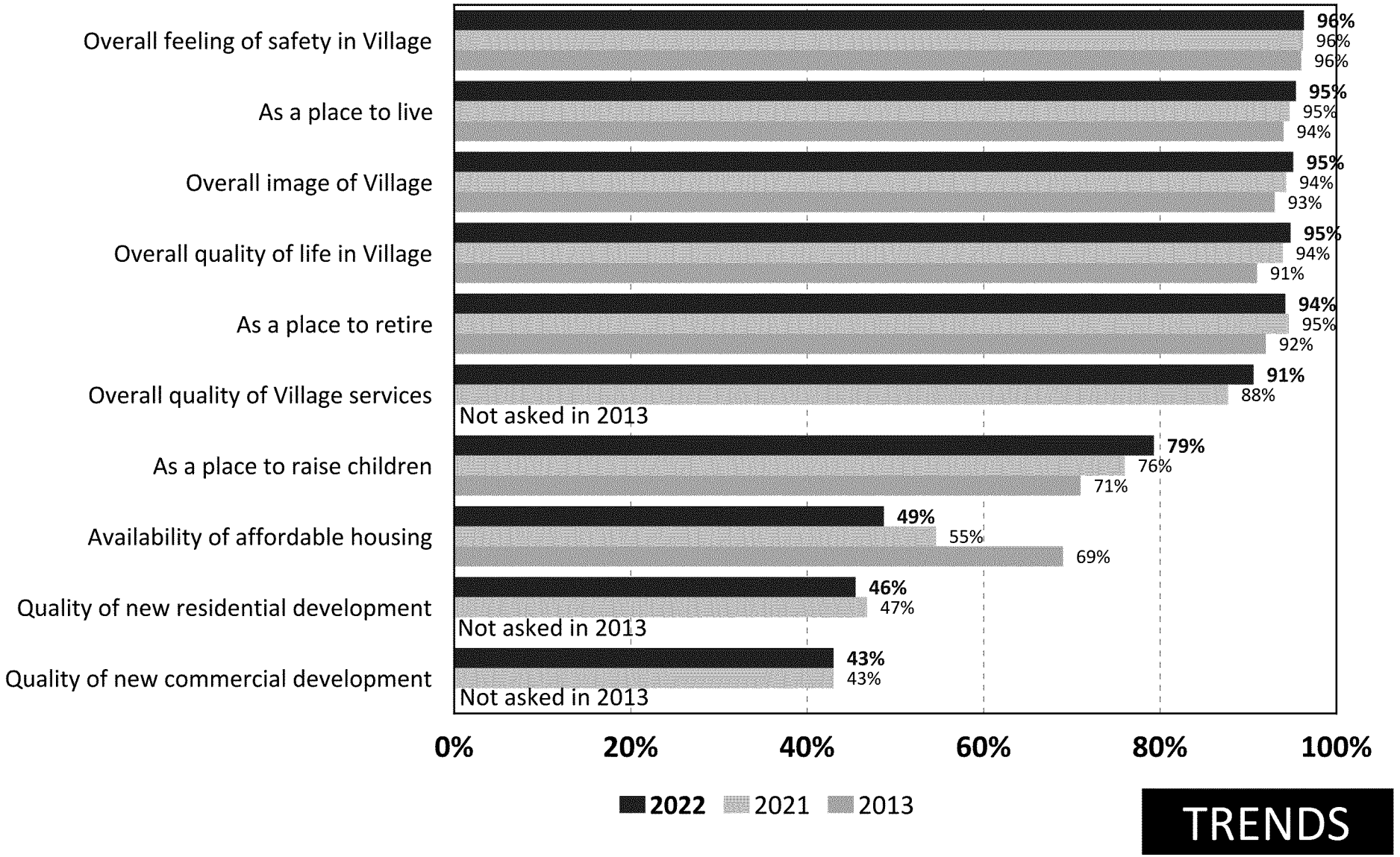
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q4. Perception Residents Have of Pinehurst as a Community

2022, 2021 & 2013

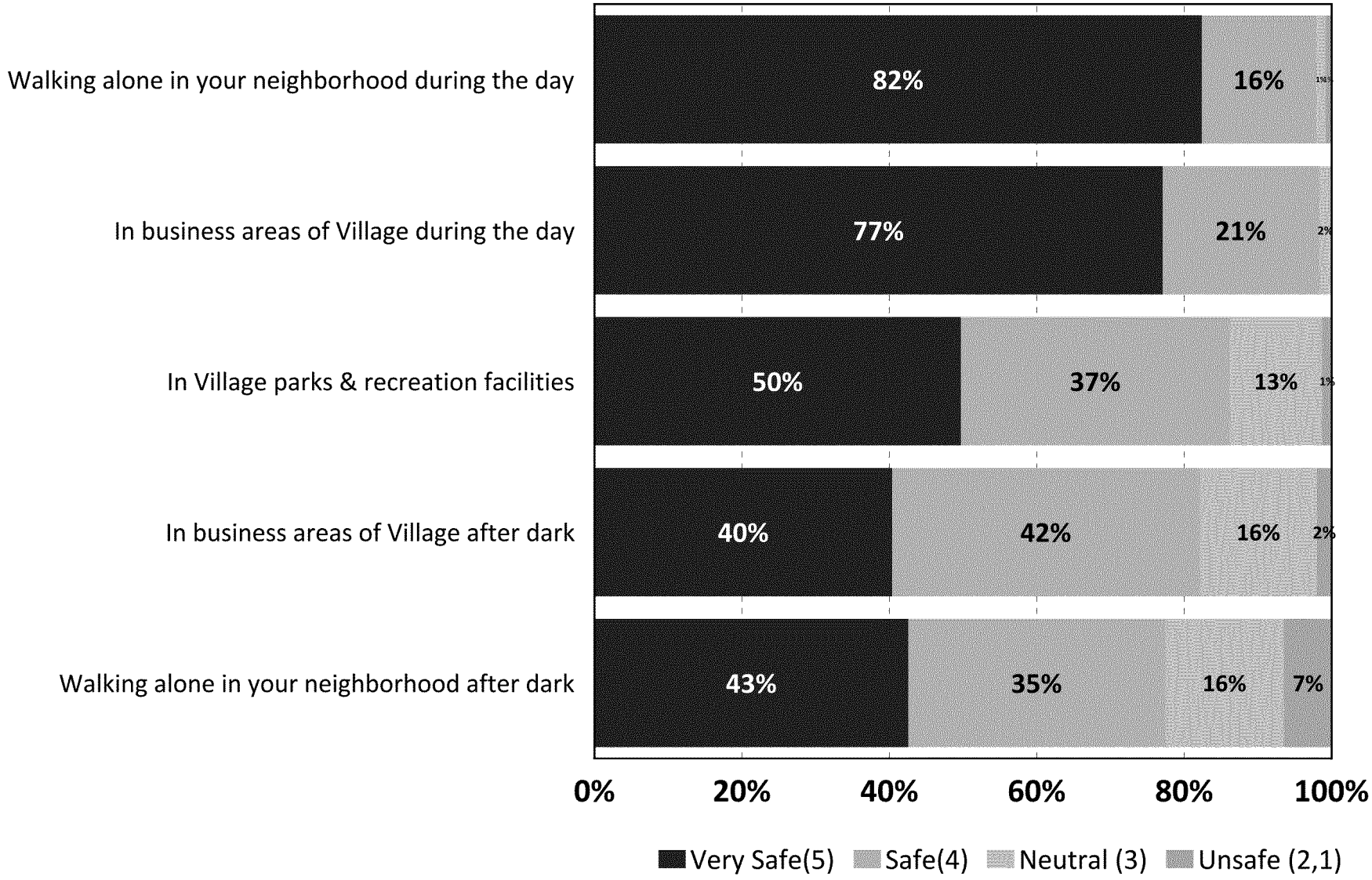
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

Q5. Perceptions of Safety and Security in Pinehurst

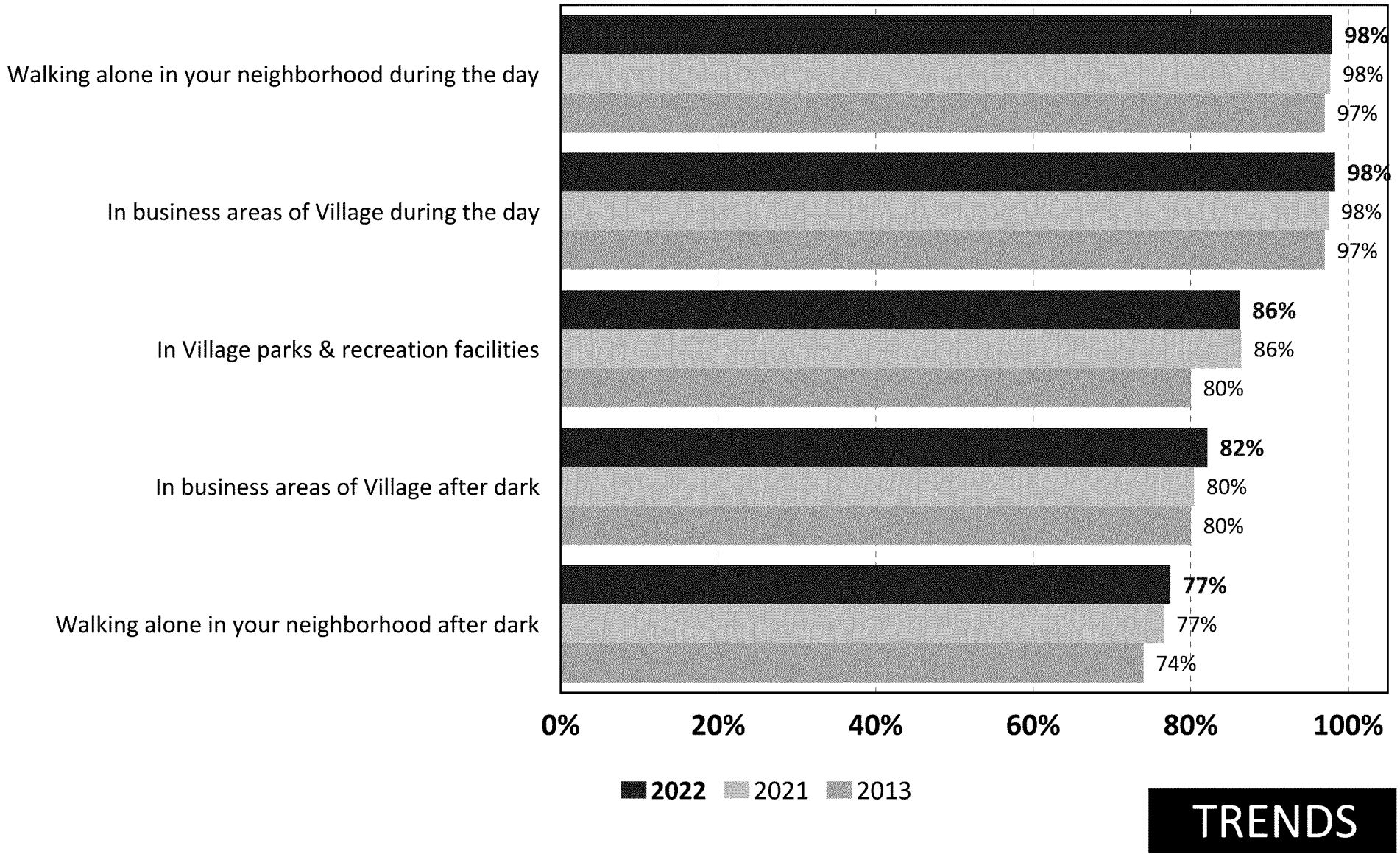
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q5. Perceptions of Safety and Security in Pinehurst

2022, 2021 & 2013

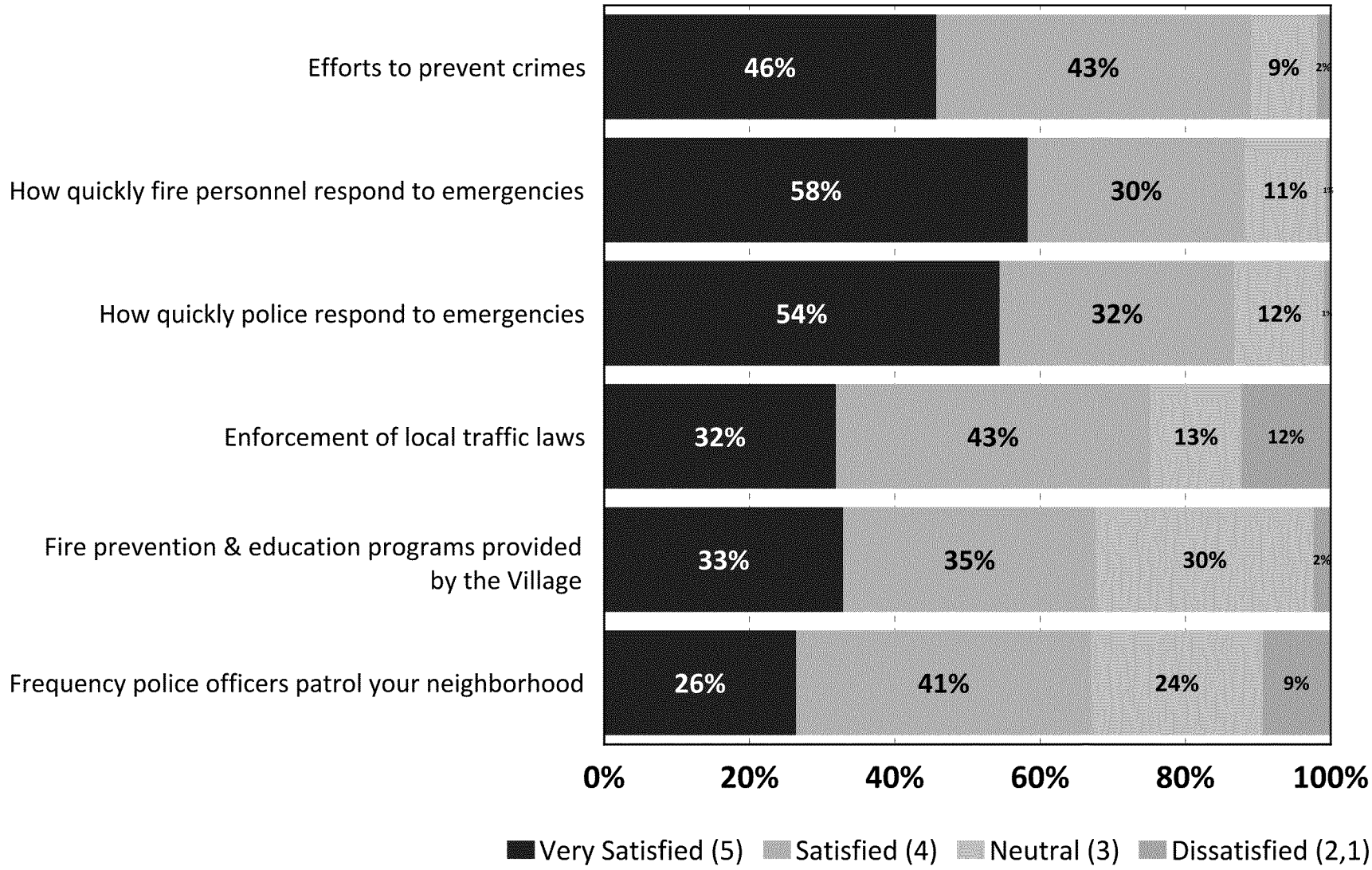
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

Q6. Satisfaction with Public Safety

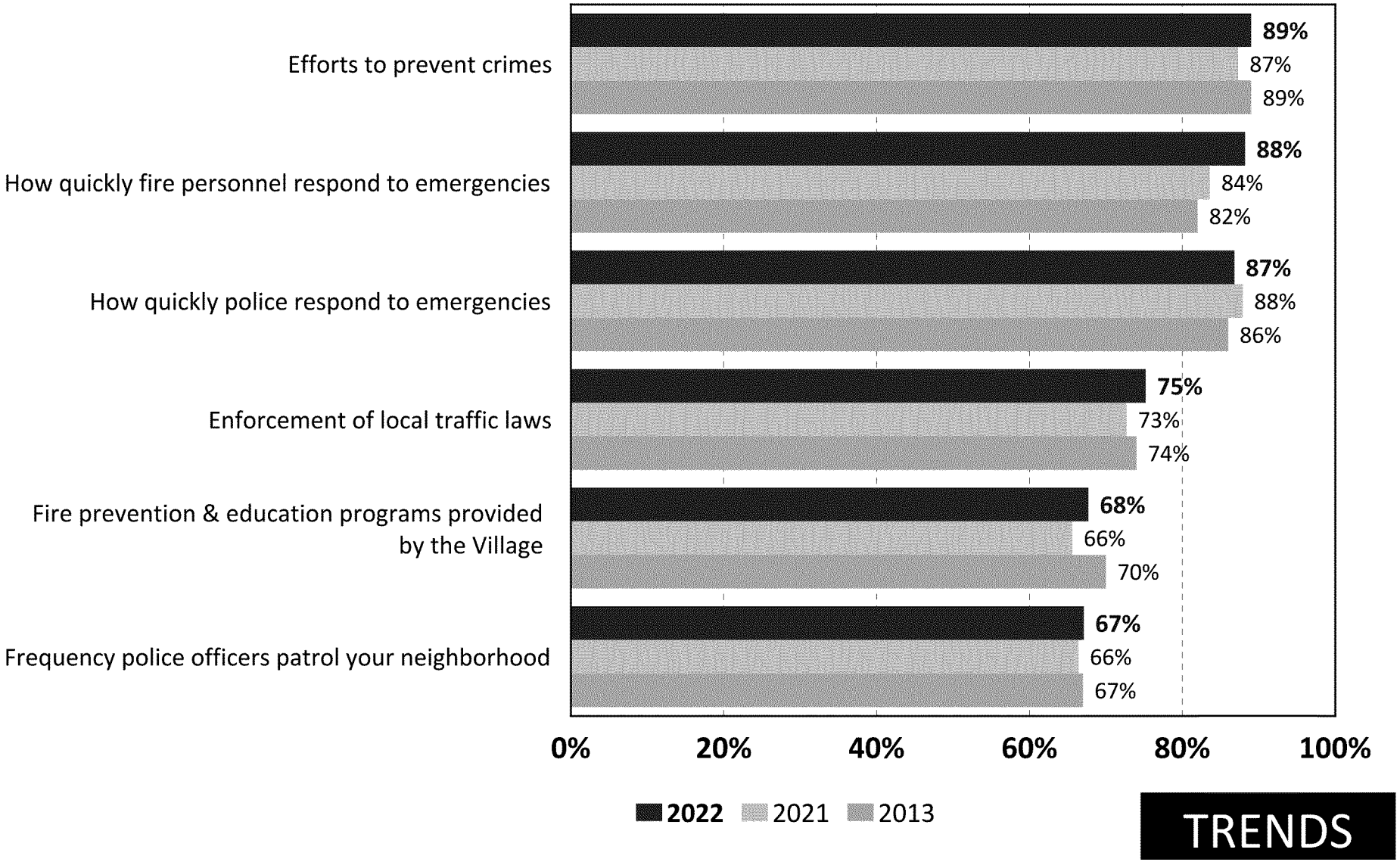
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q6. Satisfaction with Public Safety

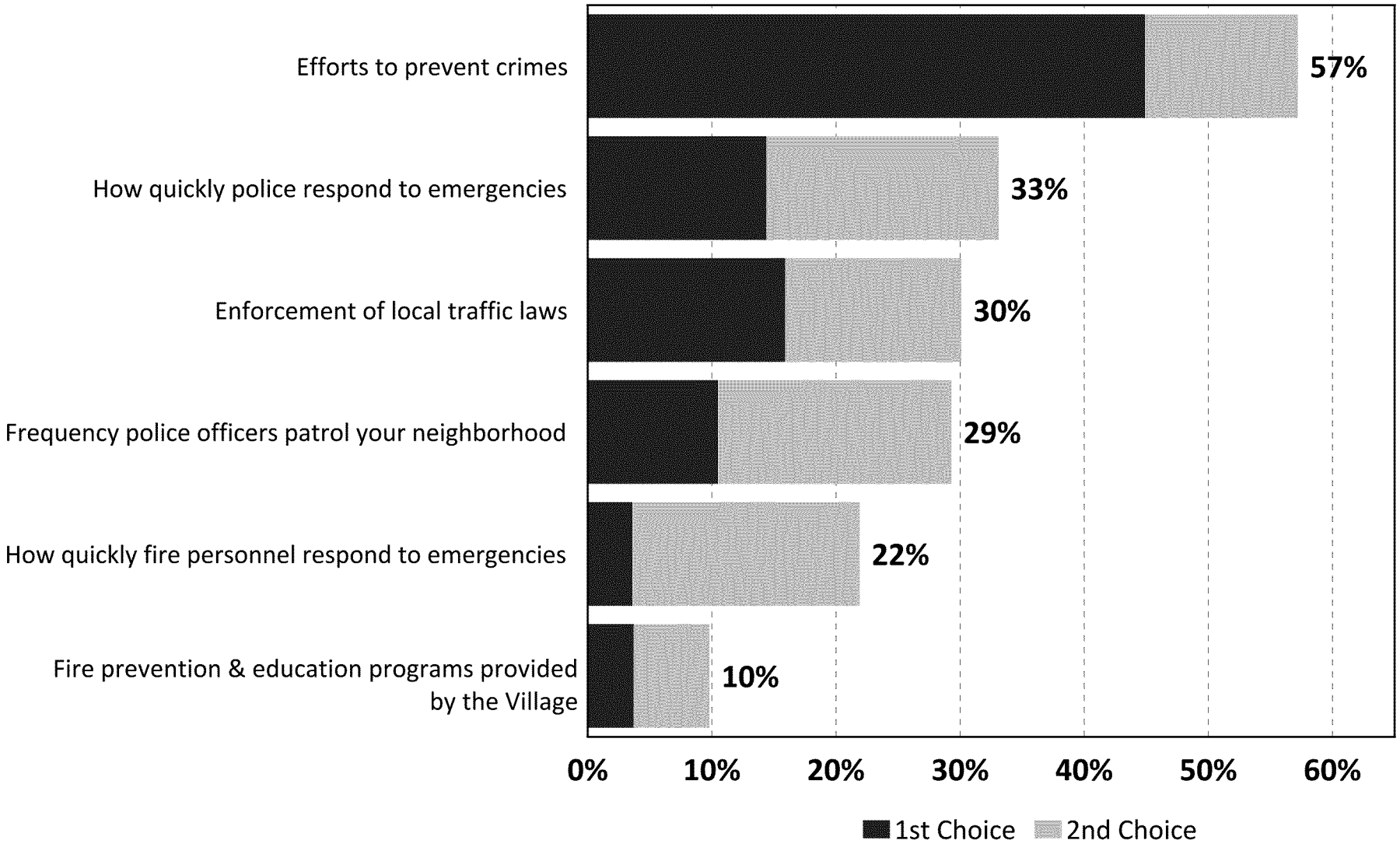
2022, 2021 & 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



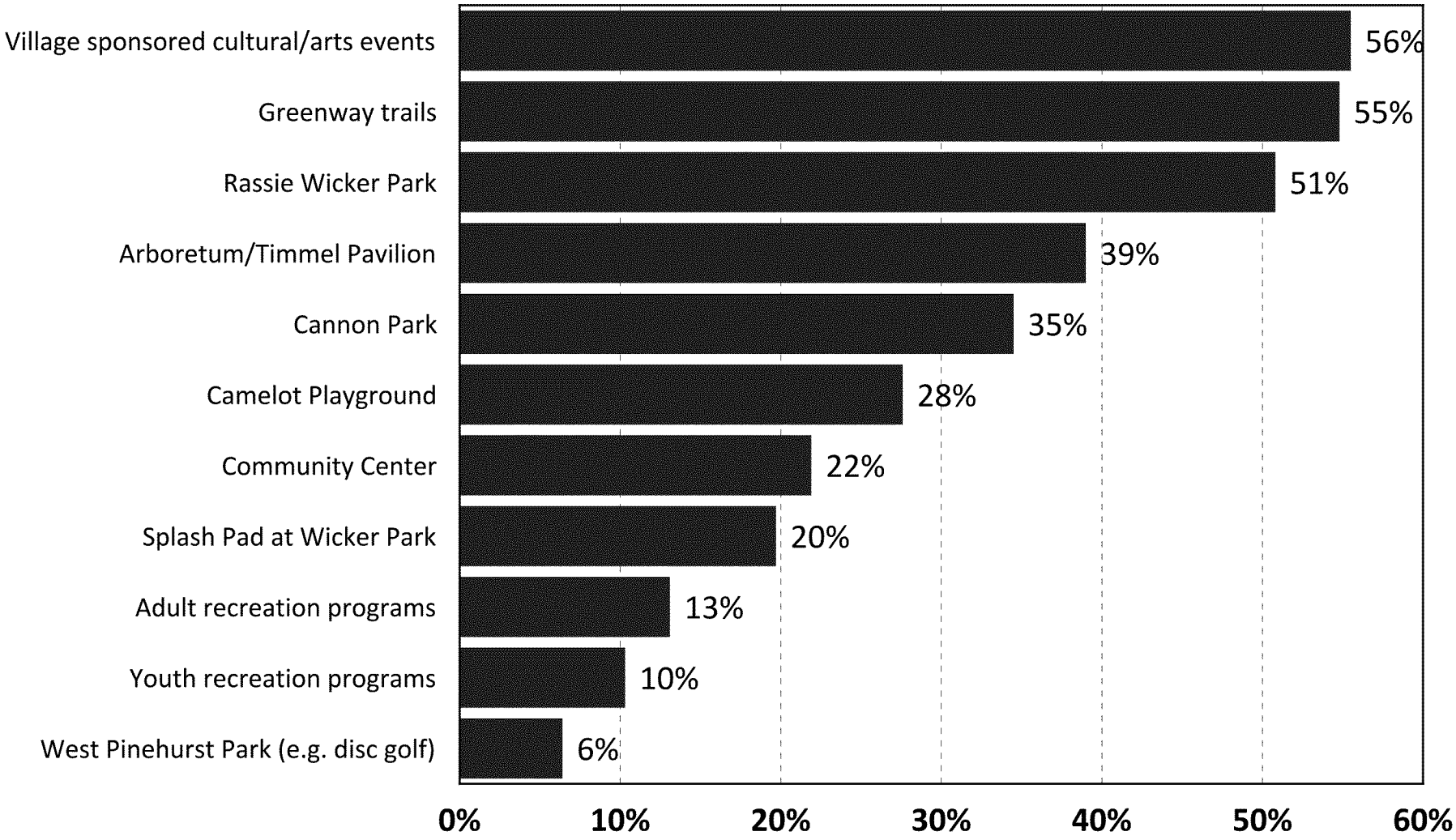
Q7. Public Safety Services That should Receive the Most Emphasis Over the Next TWO Years

by percentage of respondents who selected the item as one of their top two choices



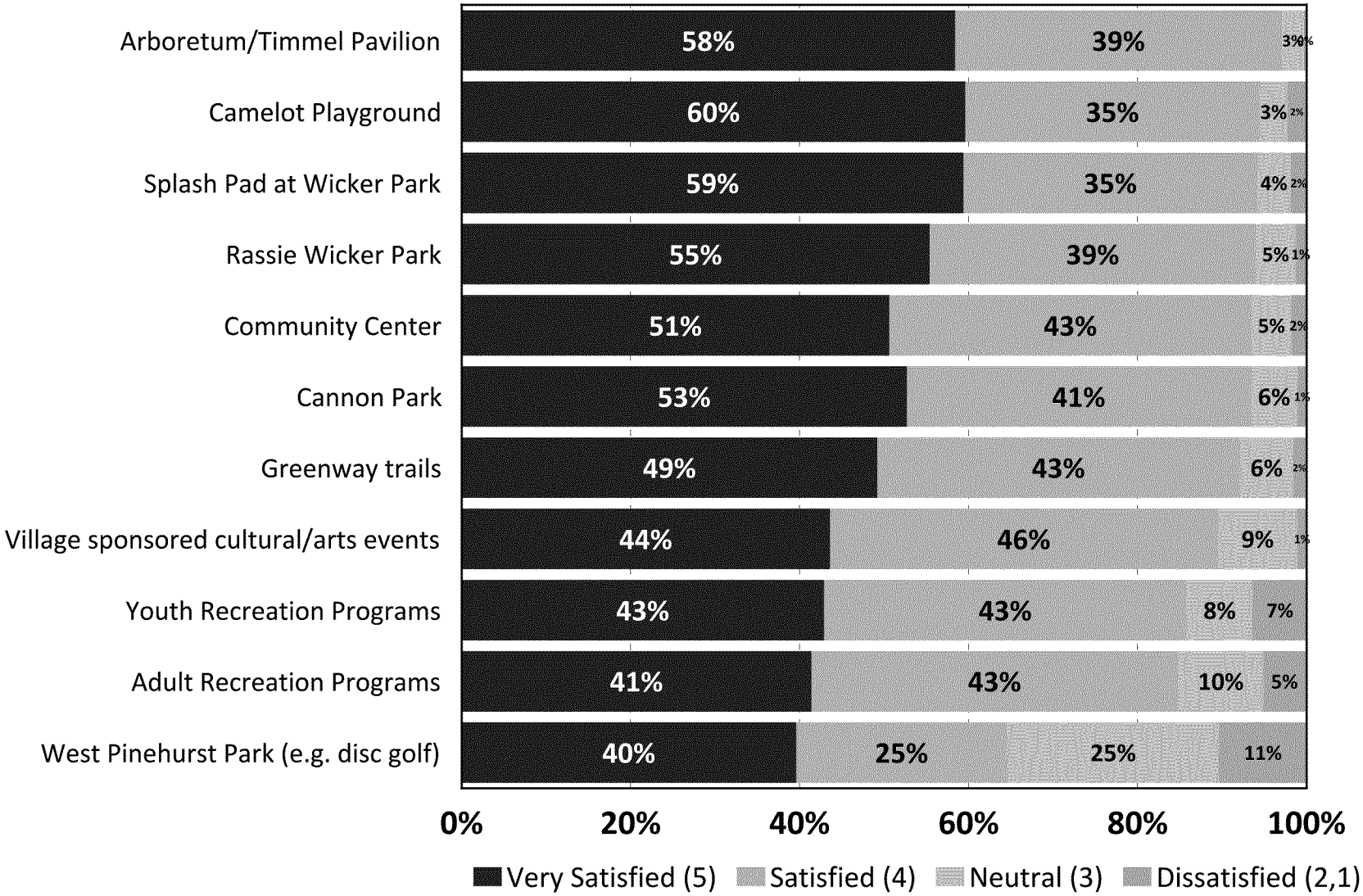
Q8[1]. Village of Pinehurst Parks and Recreation Programs and Facilities Residents Have Used During the Past Year

by percentage of respondents (multiple selections could be made)



Q8[2]. Satisfaction with Village of Pinehurst Parks and Recreation Programs and Facilities

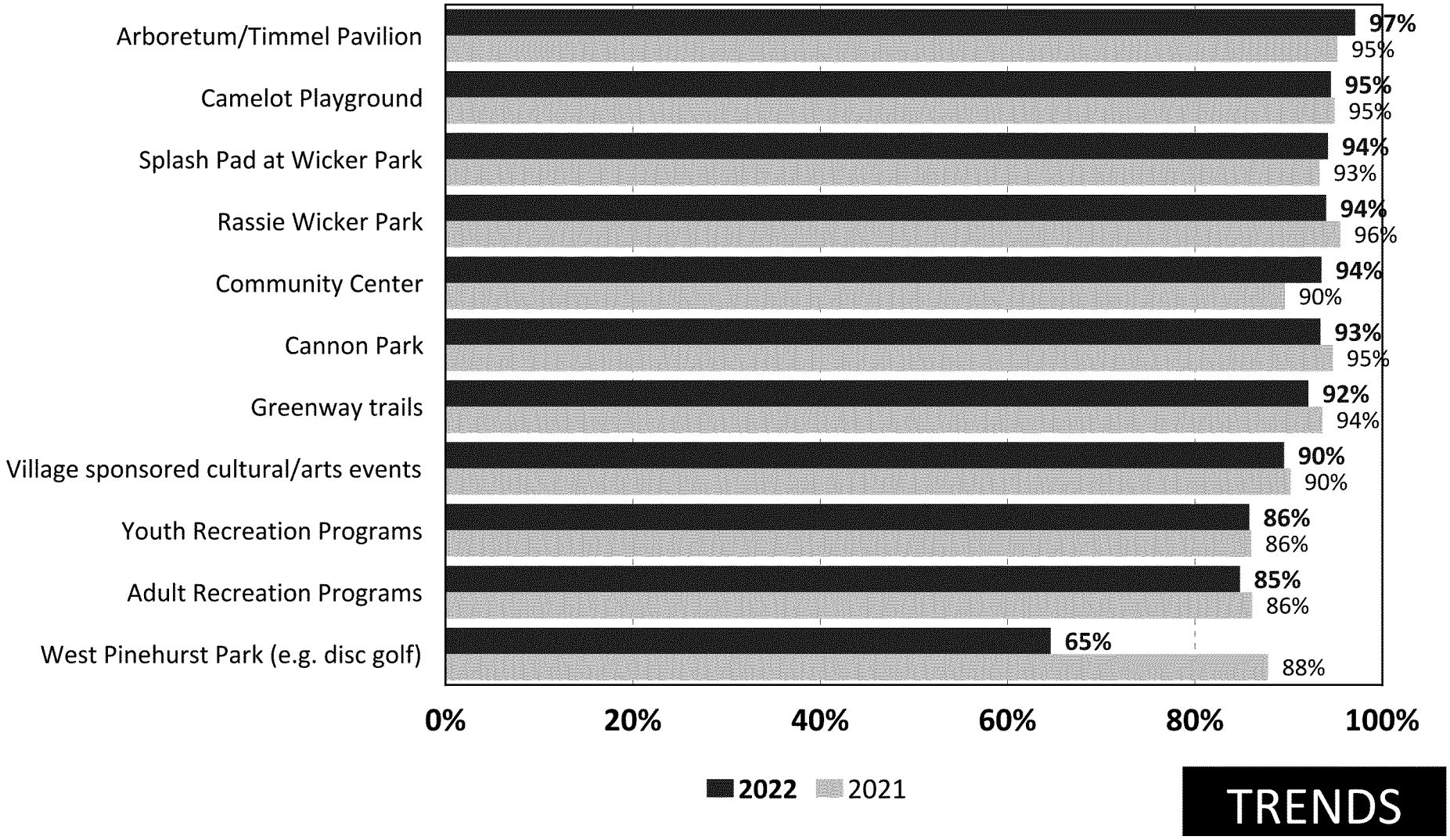
by percentage of respondents who used programs and facilities during the past year and rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q8[2]. Satisfaction with Village of Pinehurst Parks and Recreation Programs and Facilities

2022 vs. 2021

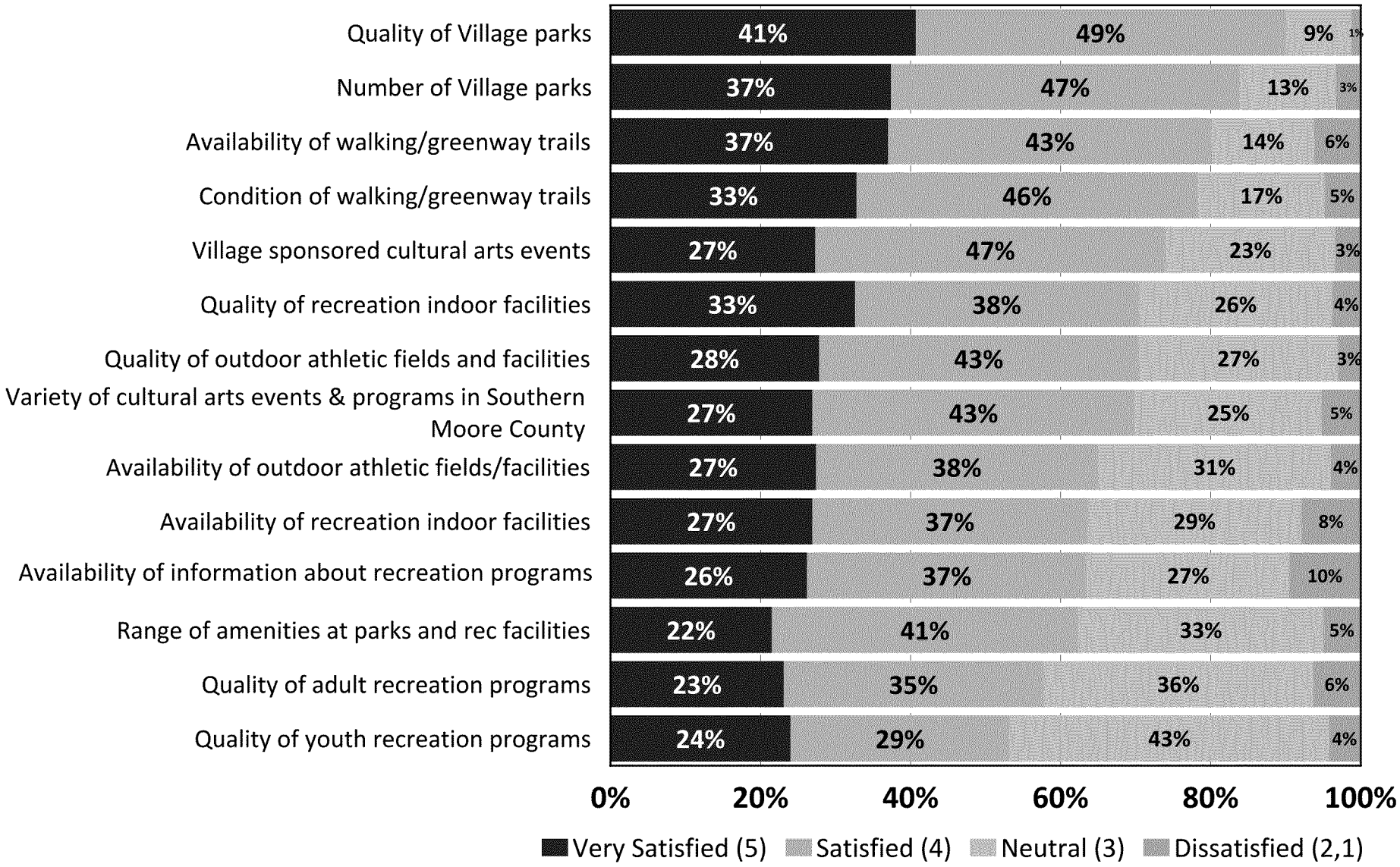
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

Q9. Satisfaction with Cultural and Recreation Services

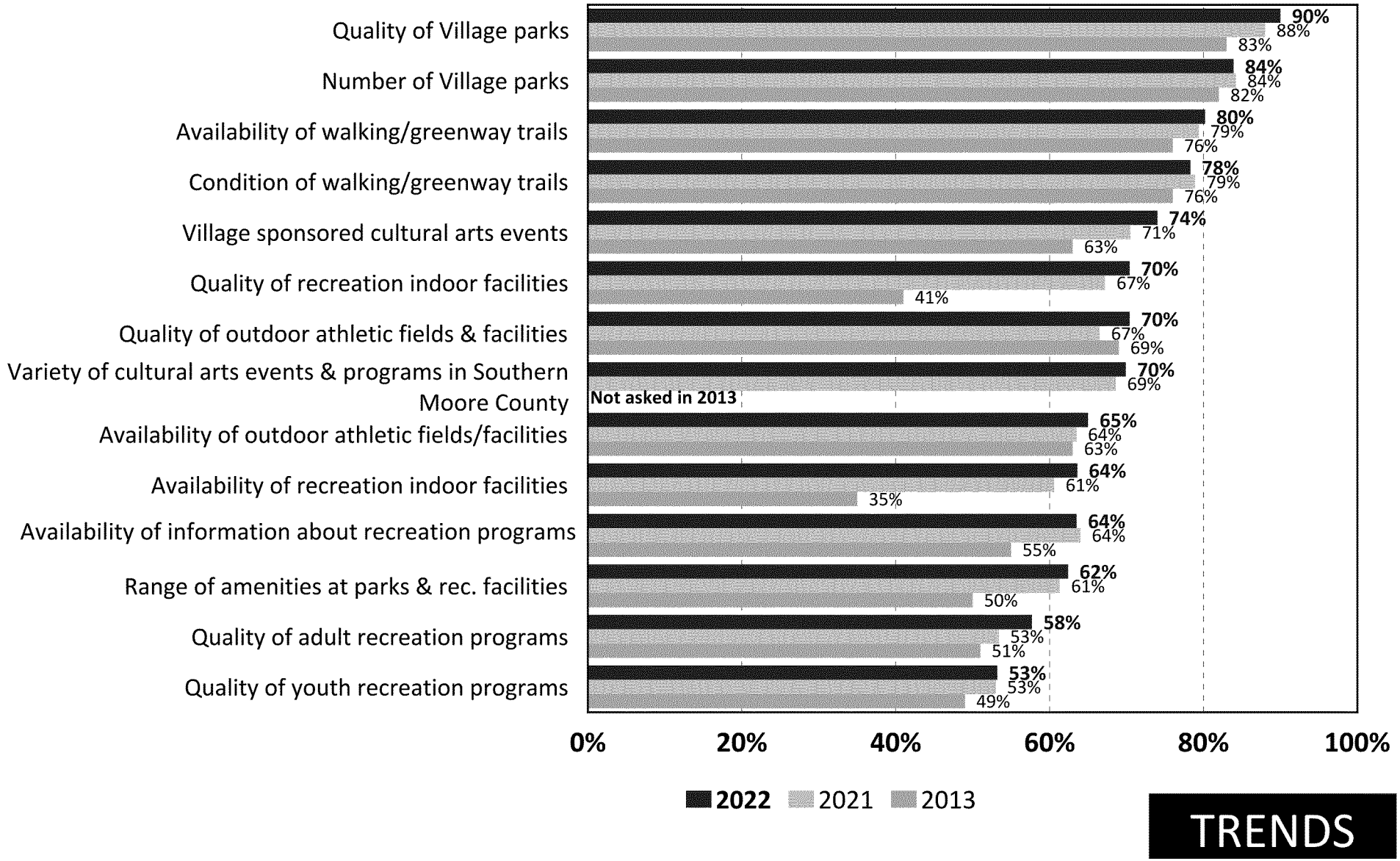
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q9. Satisfaction with Cultural and Recreation Services

2022, 2021 & 2013

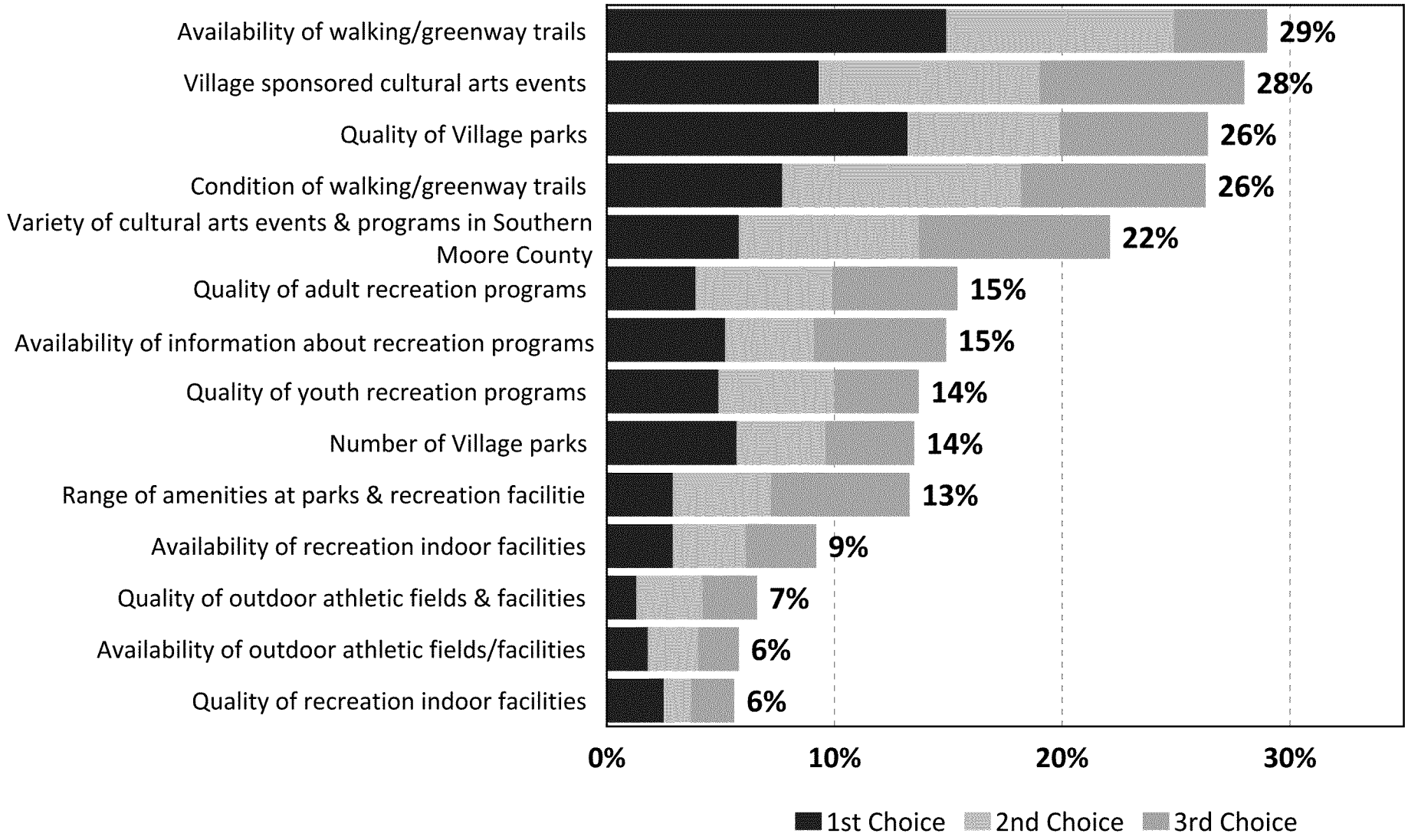
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

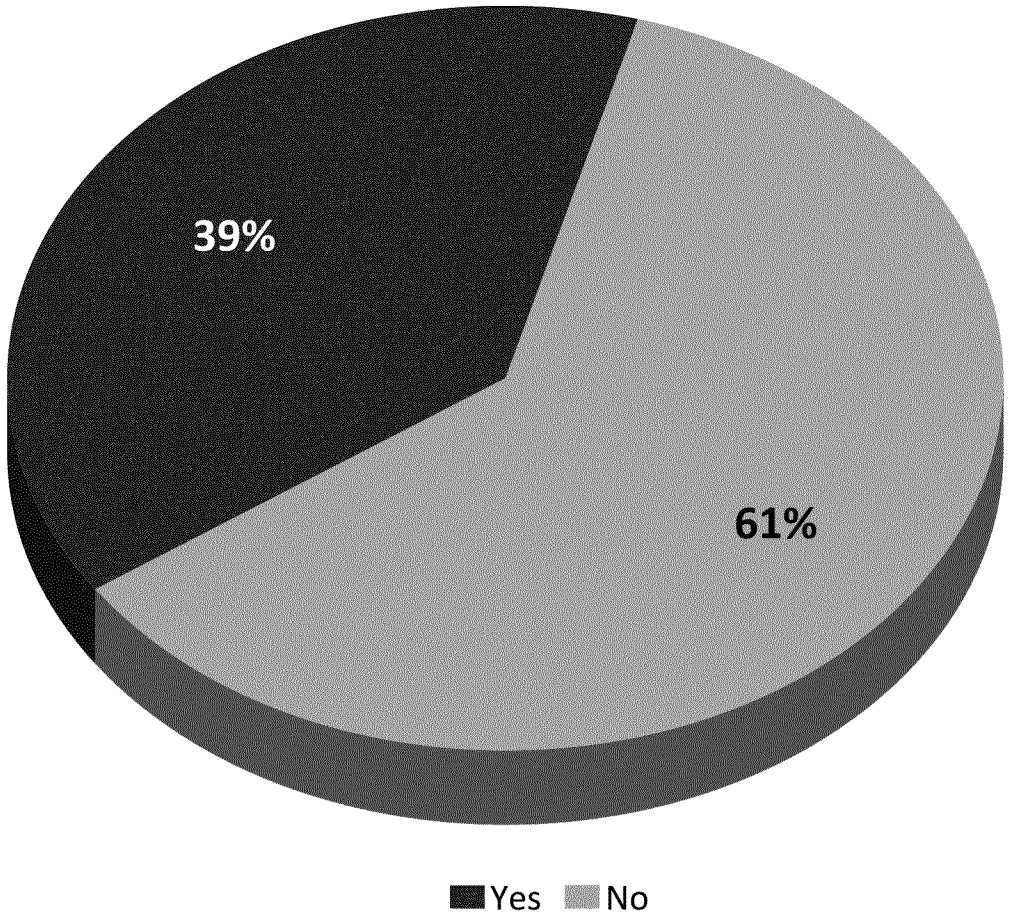
Q10. Cultural and Recreation Services That Should Receive the Most Emphasis Over the Next TWO Years

by percentage of respondents who selected the item as one of their top three choices



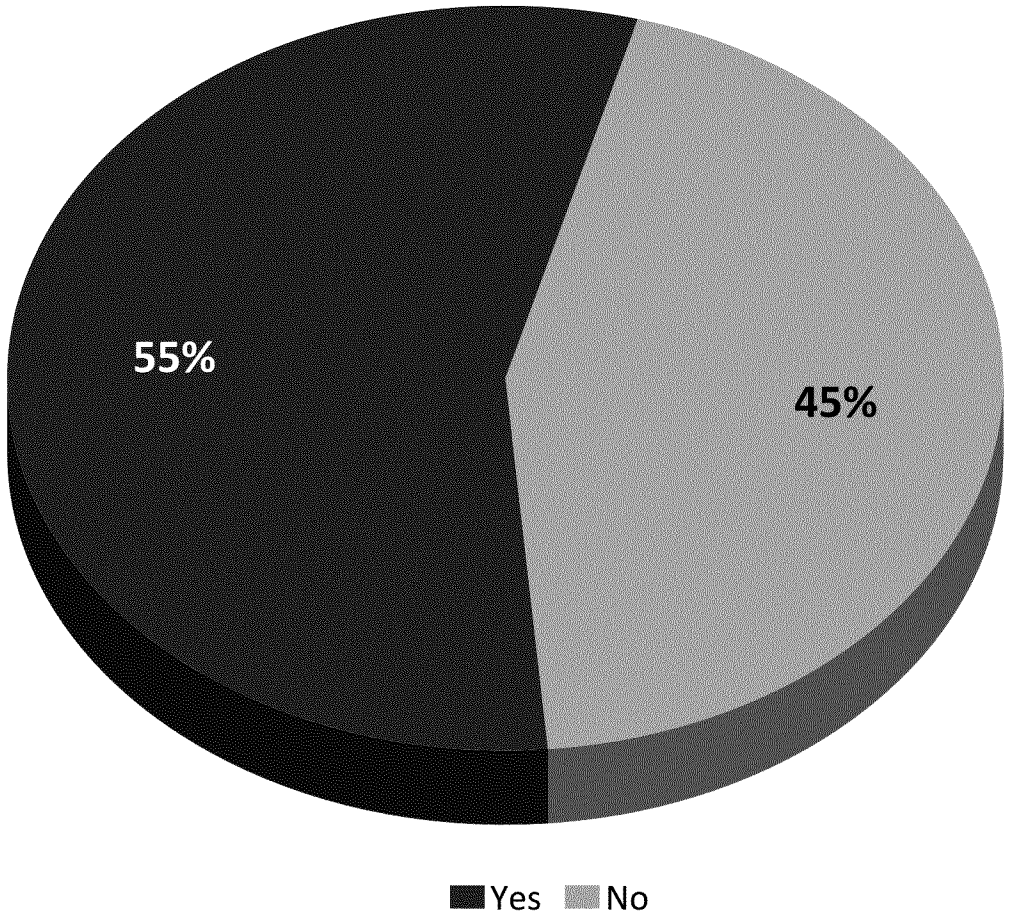
Q11. Do you shop regularly in the Village Center (downtown)?

by percentage of respondents (excluding "not provided")



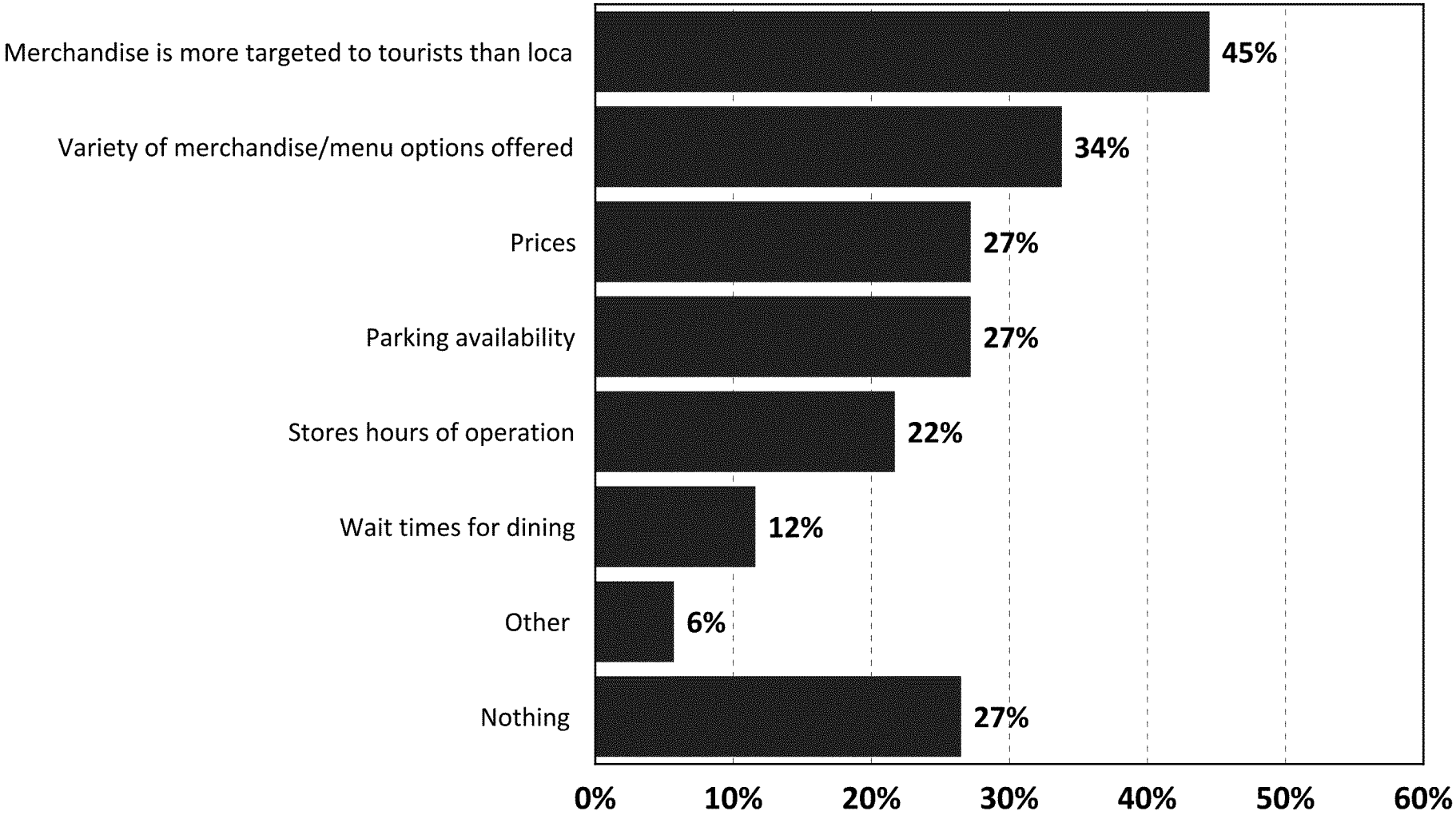
Q12. Do you dine regularly in the Village Center (downtown)?

by percentage of respondents (excluding "not provided")



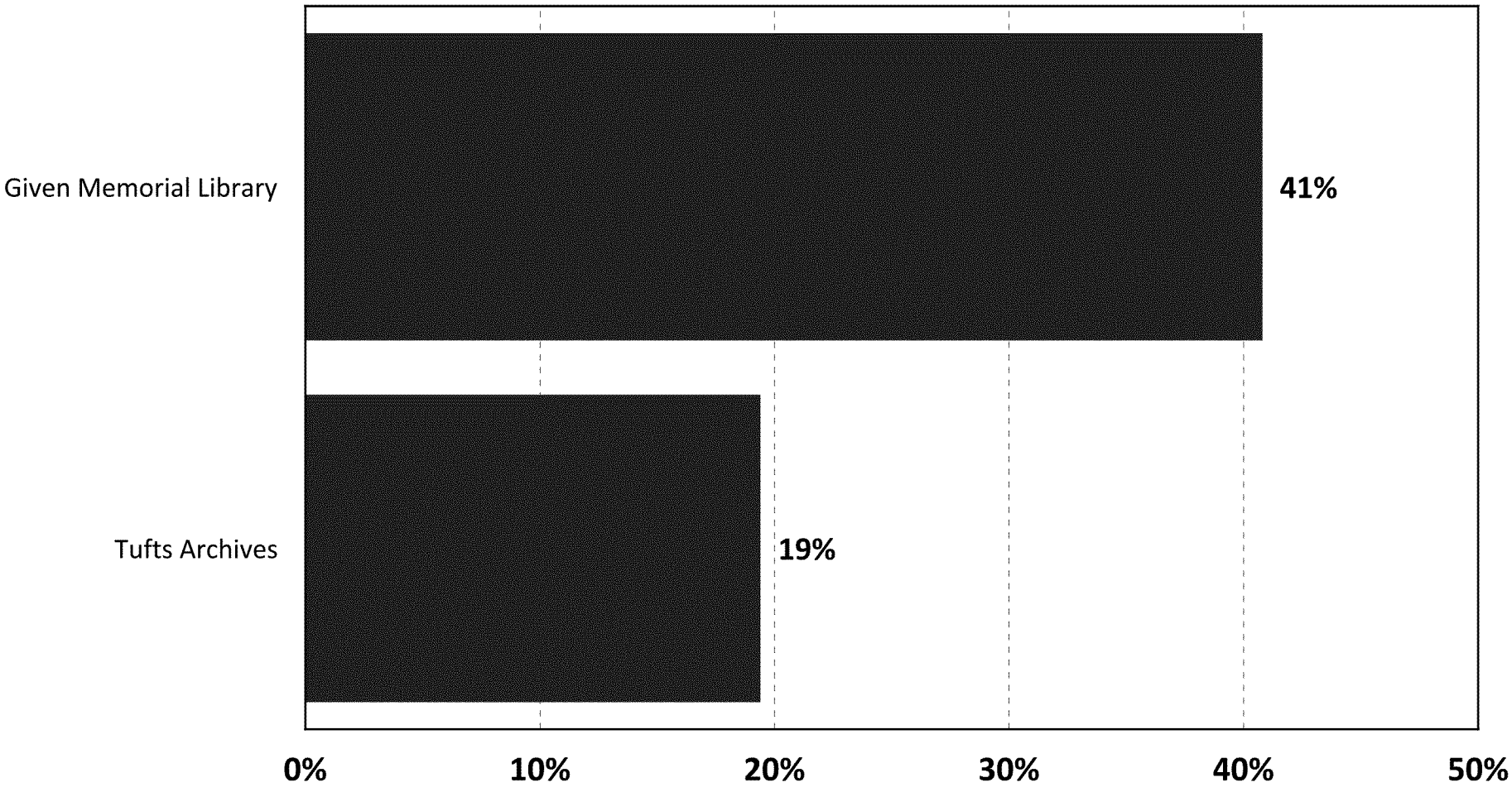
Q13. Reasons That Prevent Respondents From Shopping/ Dining Regularly in the Village Center (Downtown) More Often

by percentage of respondents (multple selections could be made)



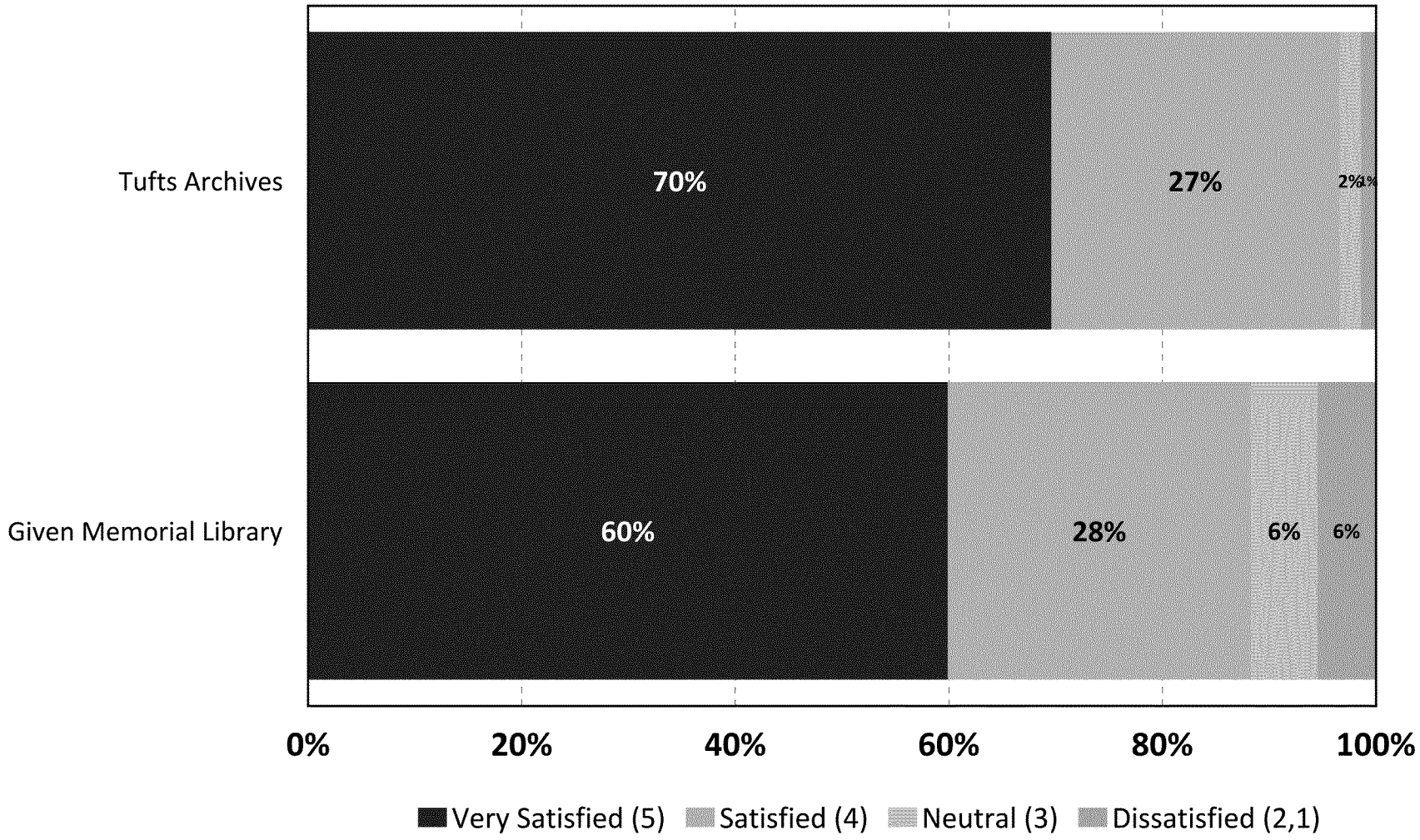
Q14[1]. Have you used the following services during the past year?

by percentage of respondents who answered "yes"



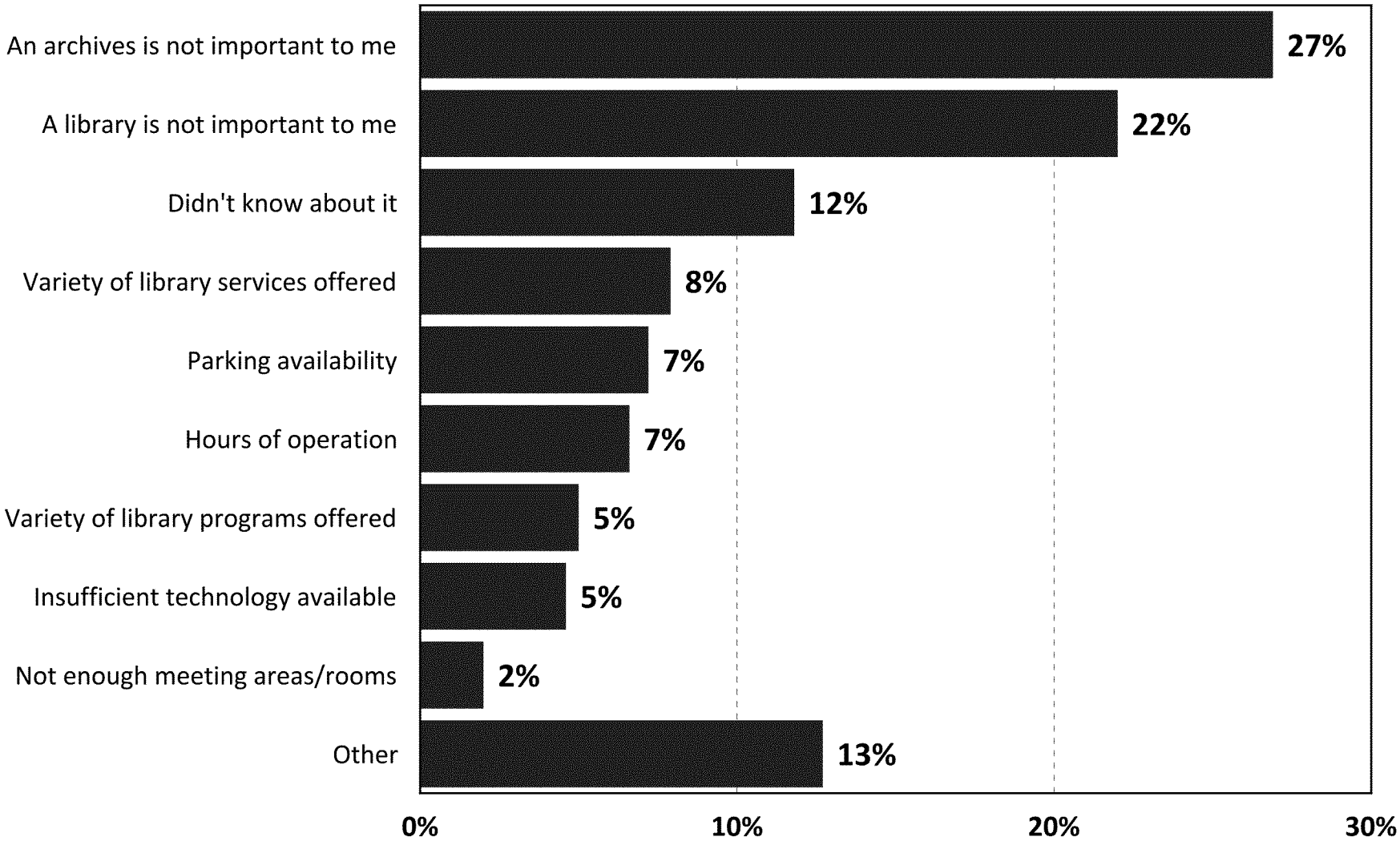
Q14[2]. Satisfaction with Public Library and Archives Services

by percentage of respondents who have used Givens Memorial Library/Tufts Archives and rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



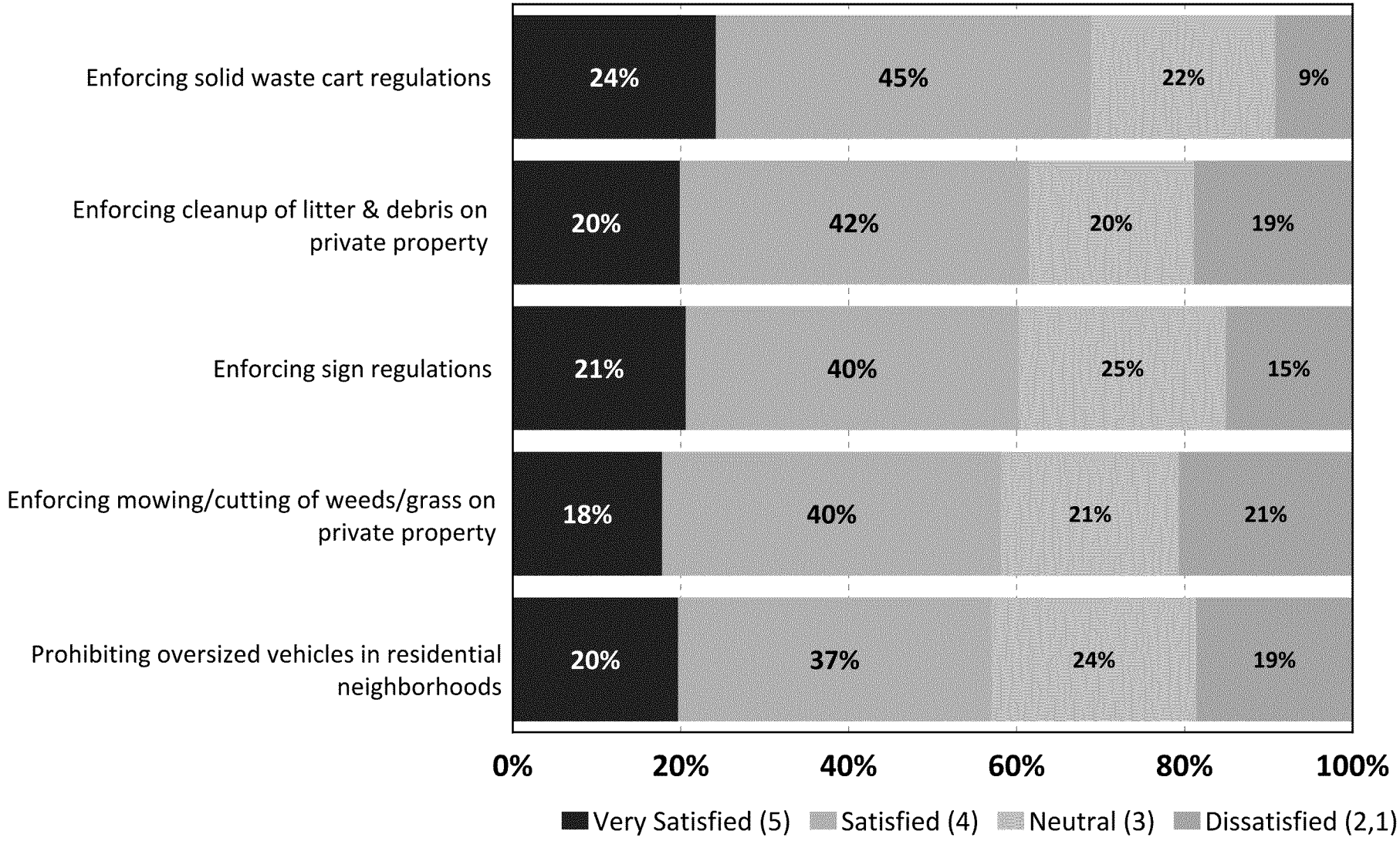
Q14a. Reasons that Prevent Respondents from Using Given Memorial Library/Tufts Archives

by percentage of respondents who answered "No" to Question 14



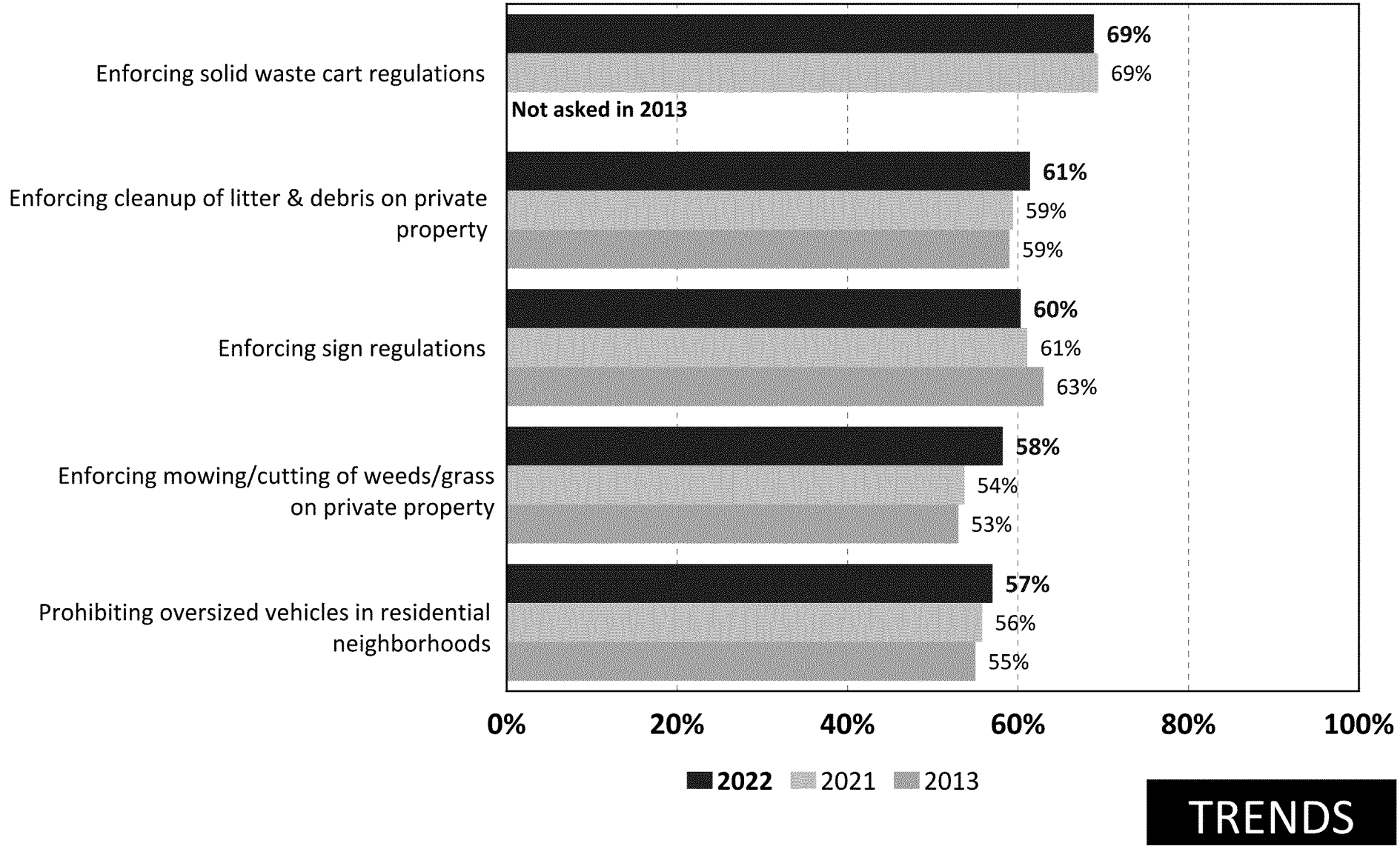
Q15. Satisfaction with Code Enforcement

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q15. Satisfaction with Code Enforcement
2022, 2021 & 2013

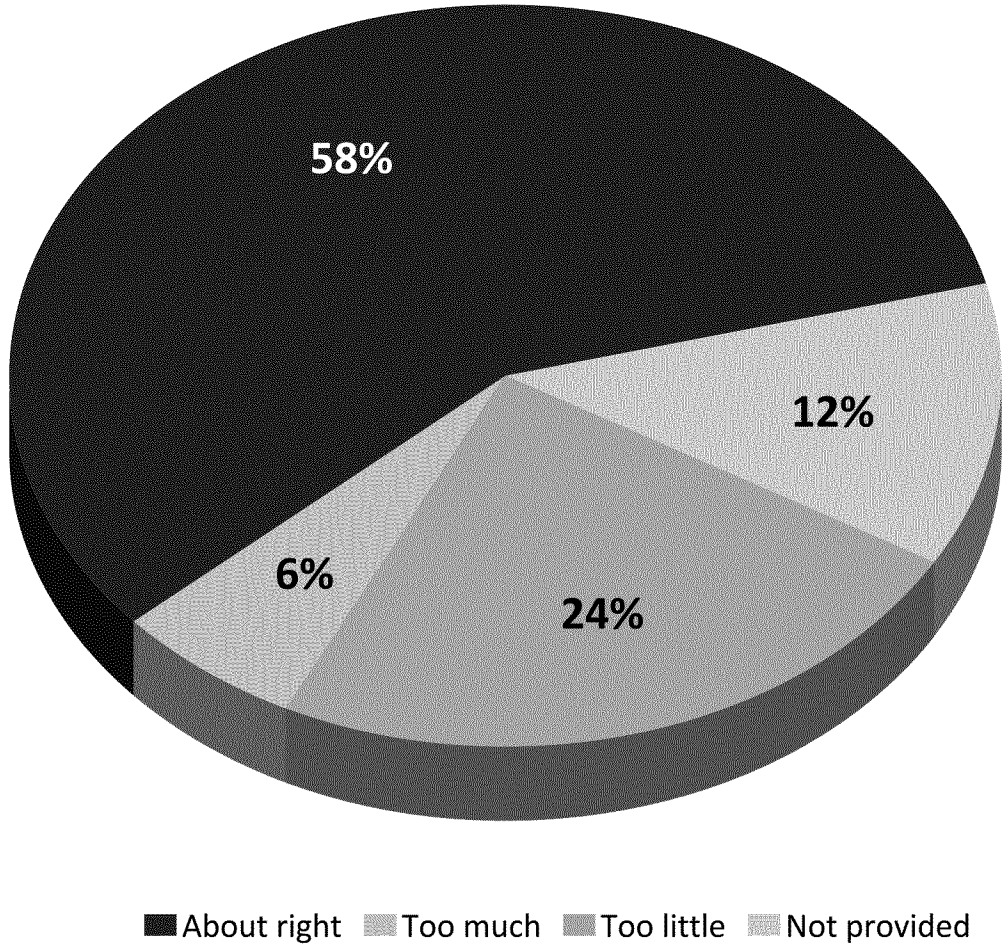
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

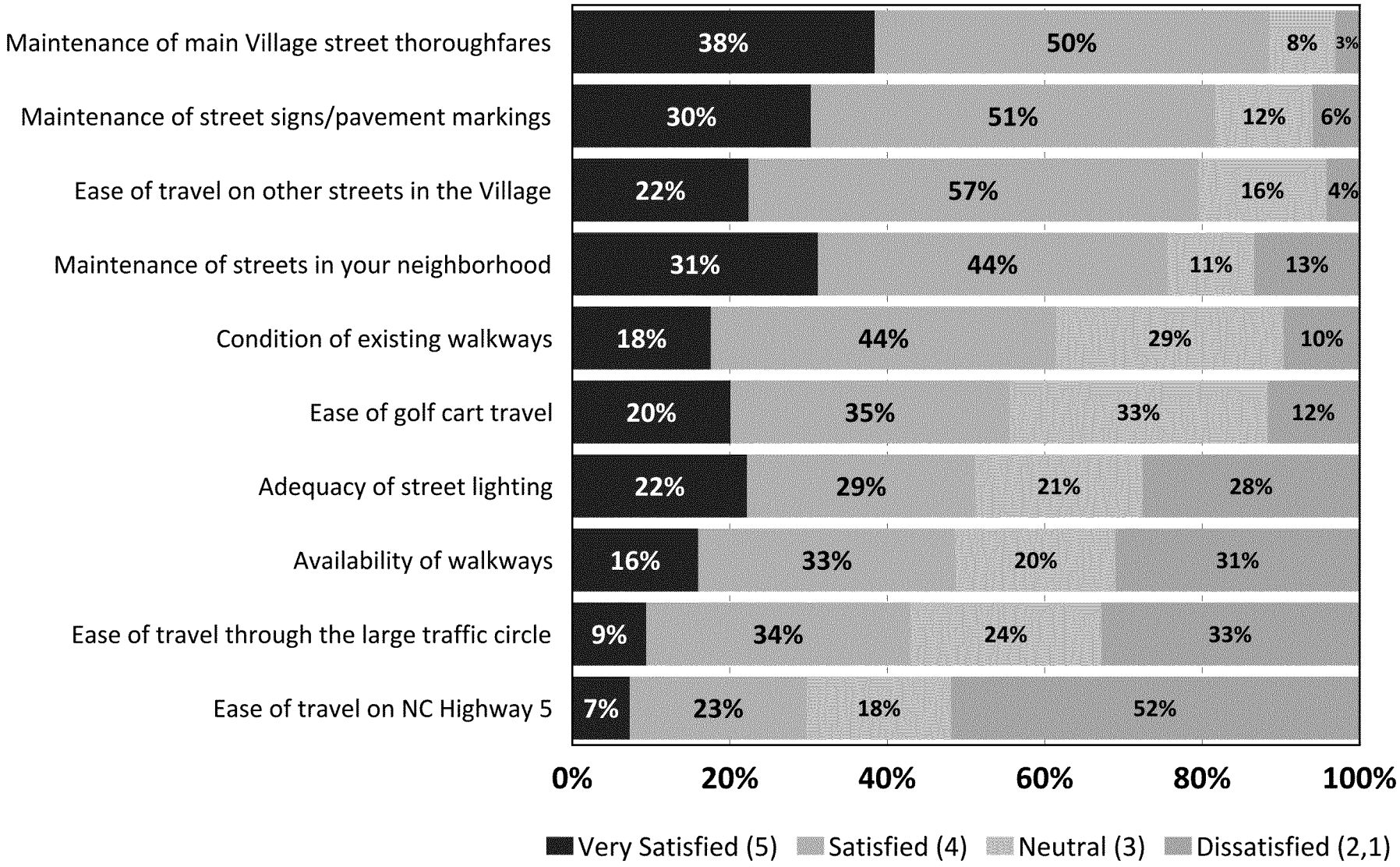
Q16. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?

by percentage of respondents



Q17. Satisfaction with Transportation Services

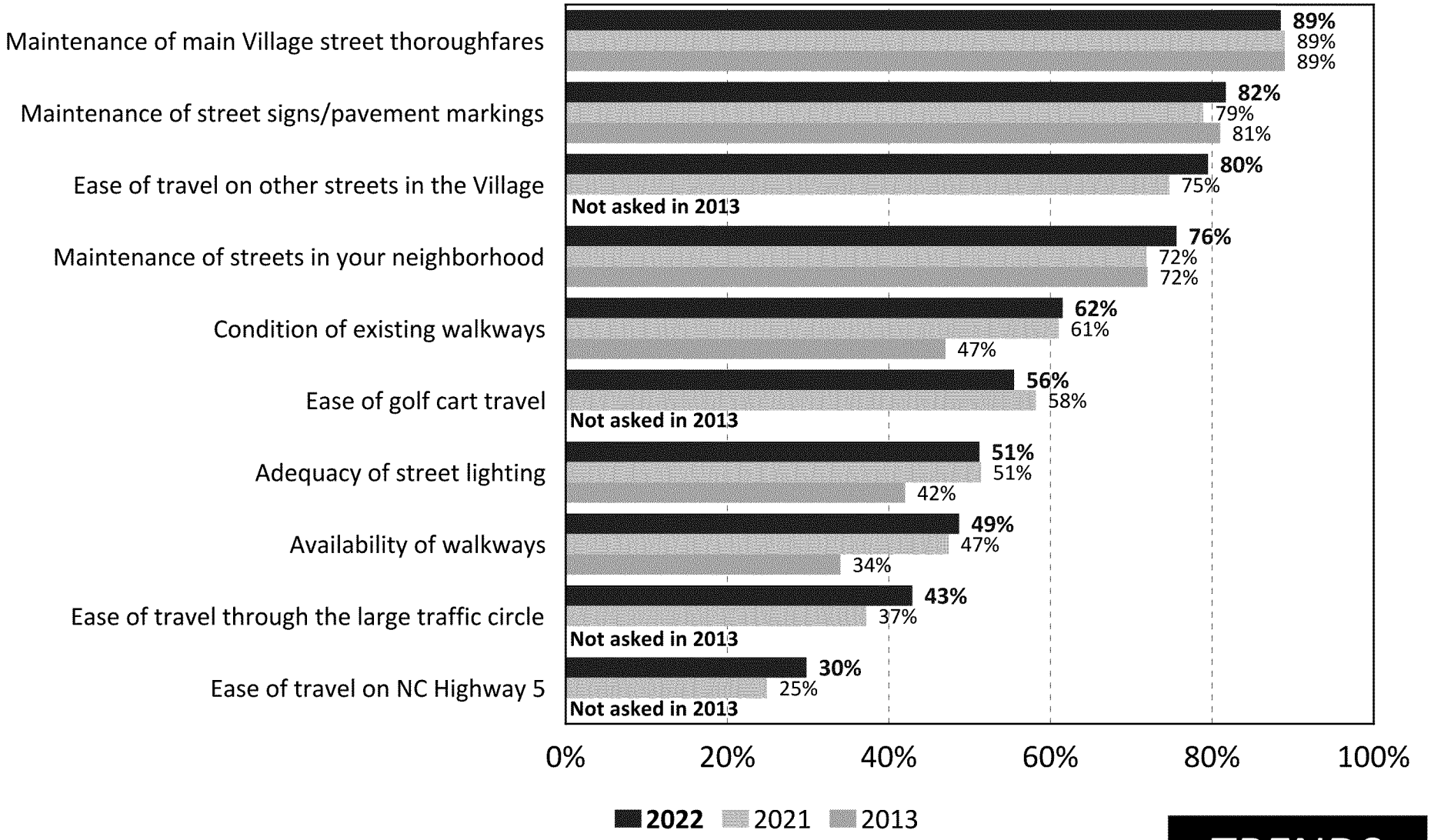
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q17. Satisfaction with Transportation Services

2022, 2021 & 2013

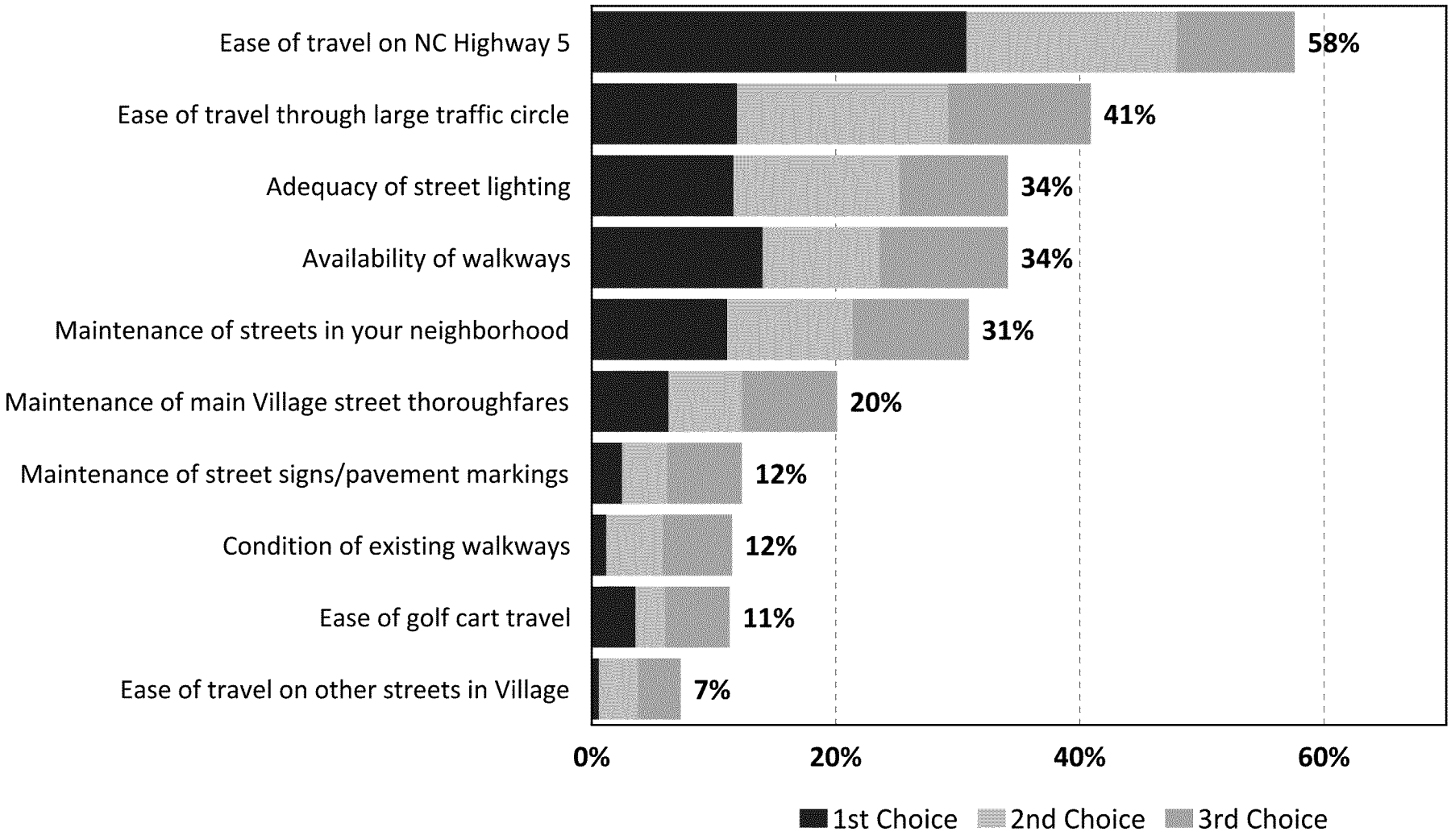
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

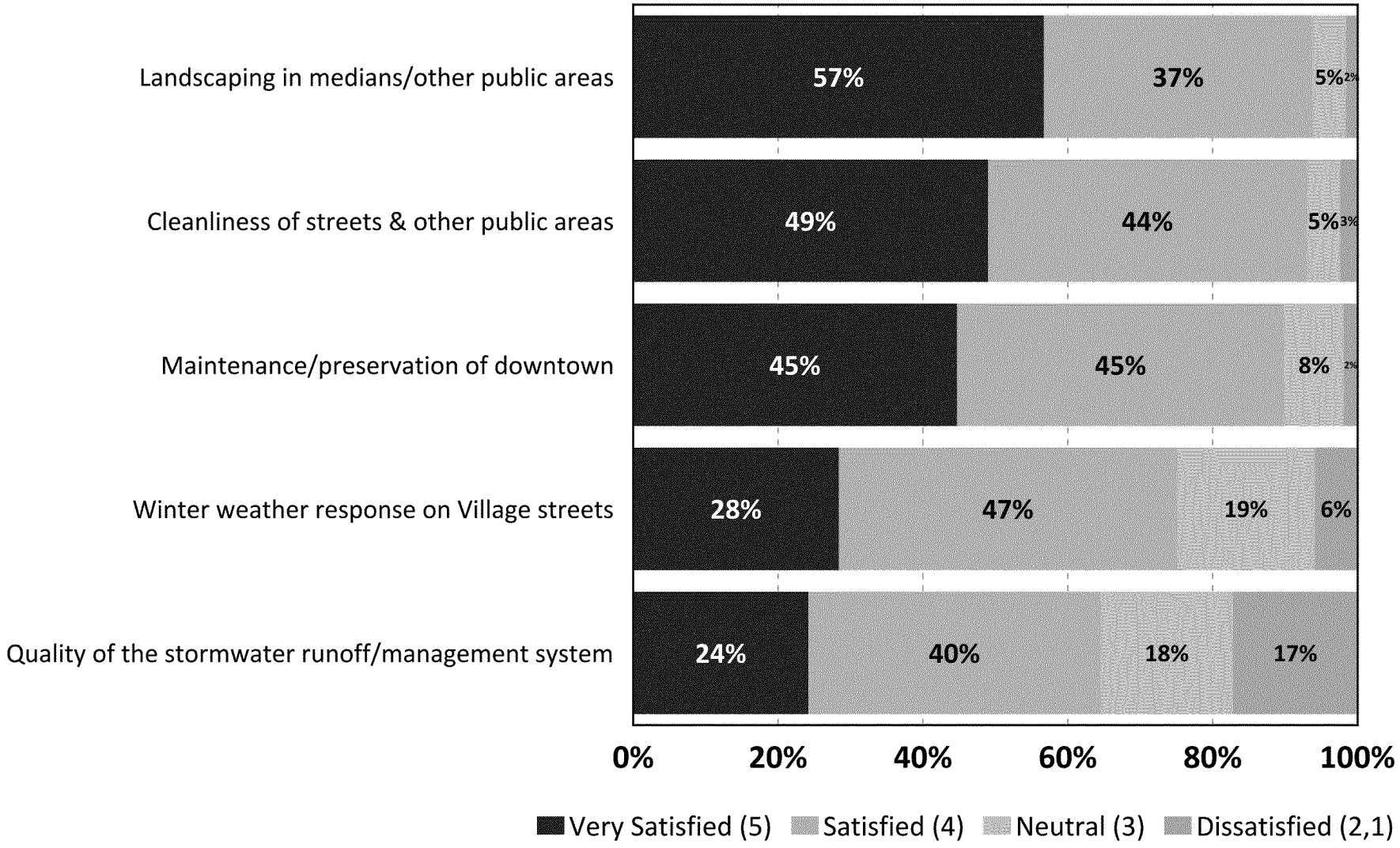
Q18. Which three of the Transportation Services items should receive the most emphasis from Village leaders over the next TWO Years?

by percentage of respondents who selected the item as one of their top three choices



Q19. Satisfaction with Public Services

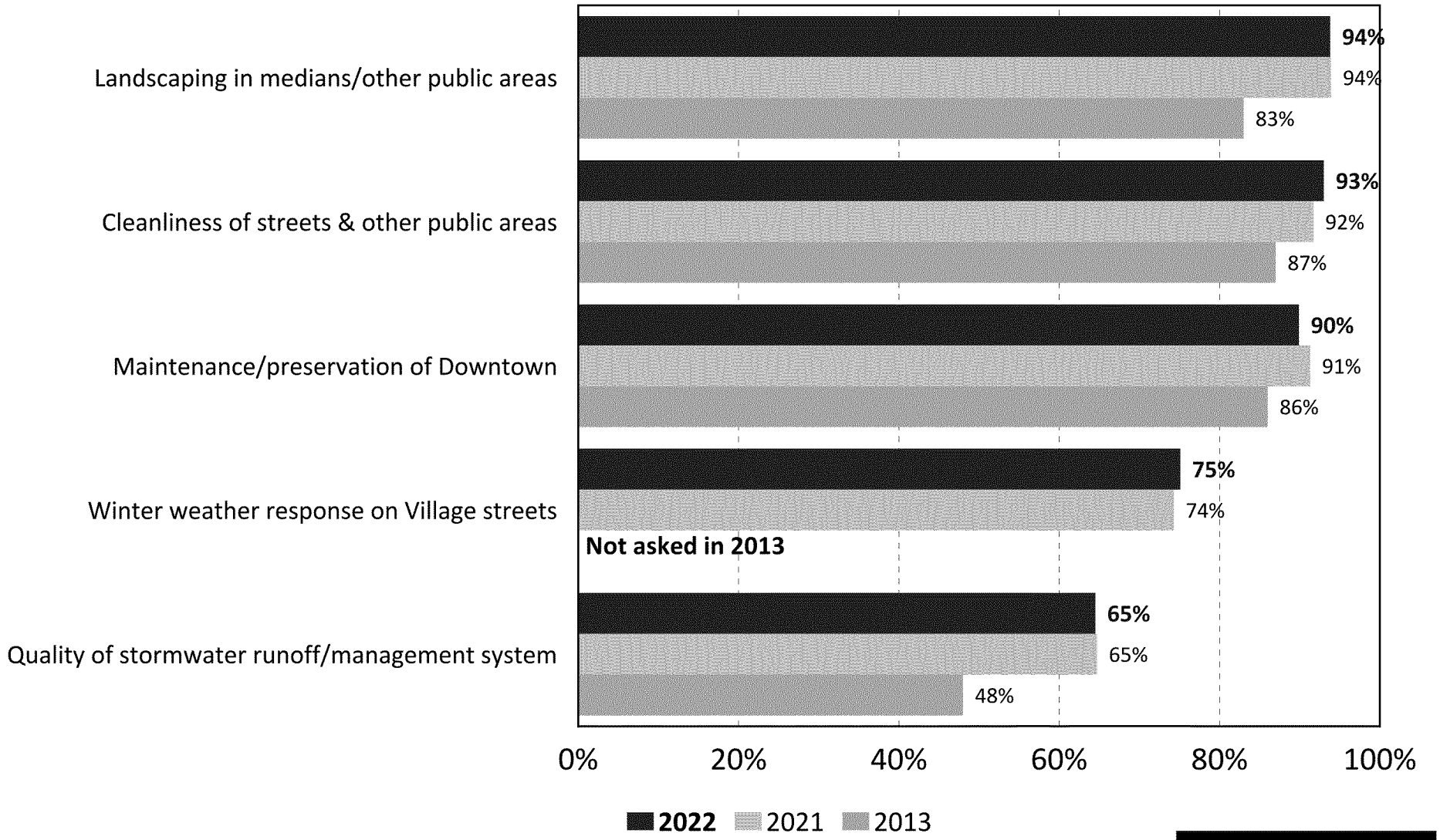
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q19. Satisfaction with Public Services

2022, 2021 & 2013

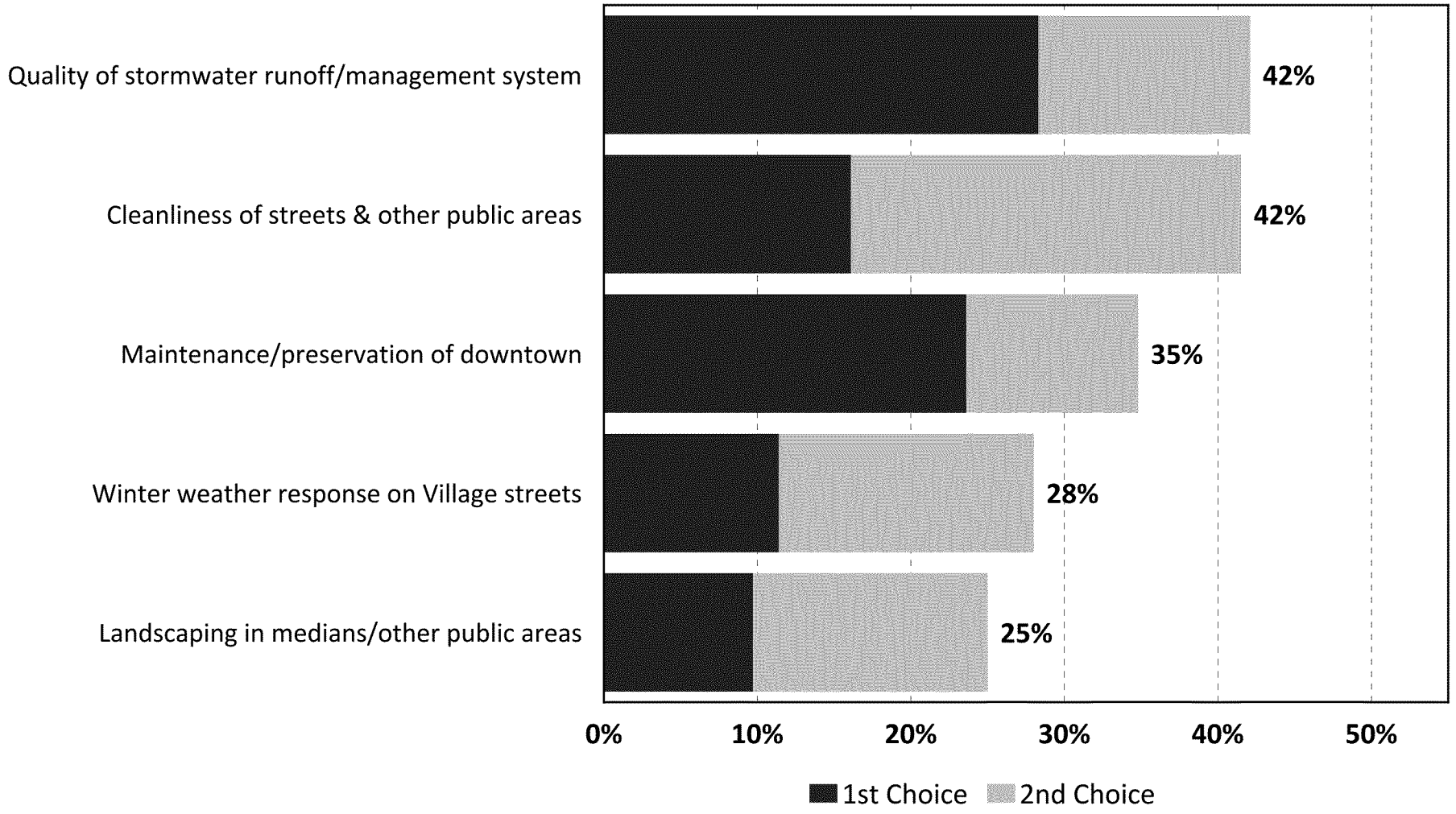
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

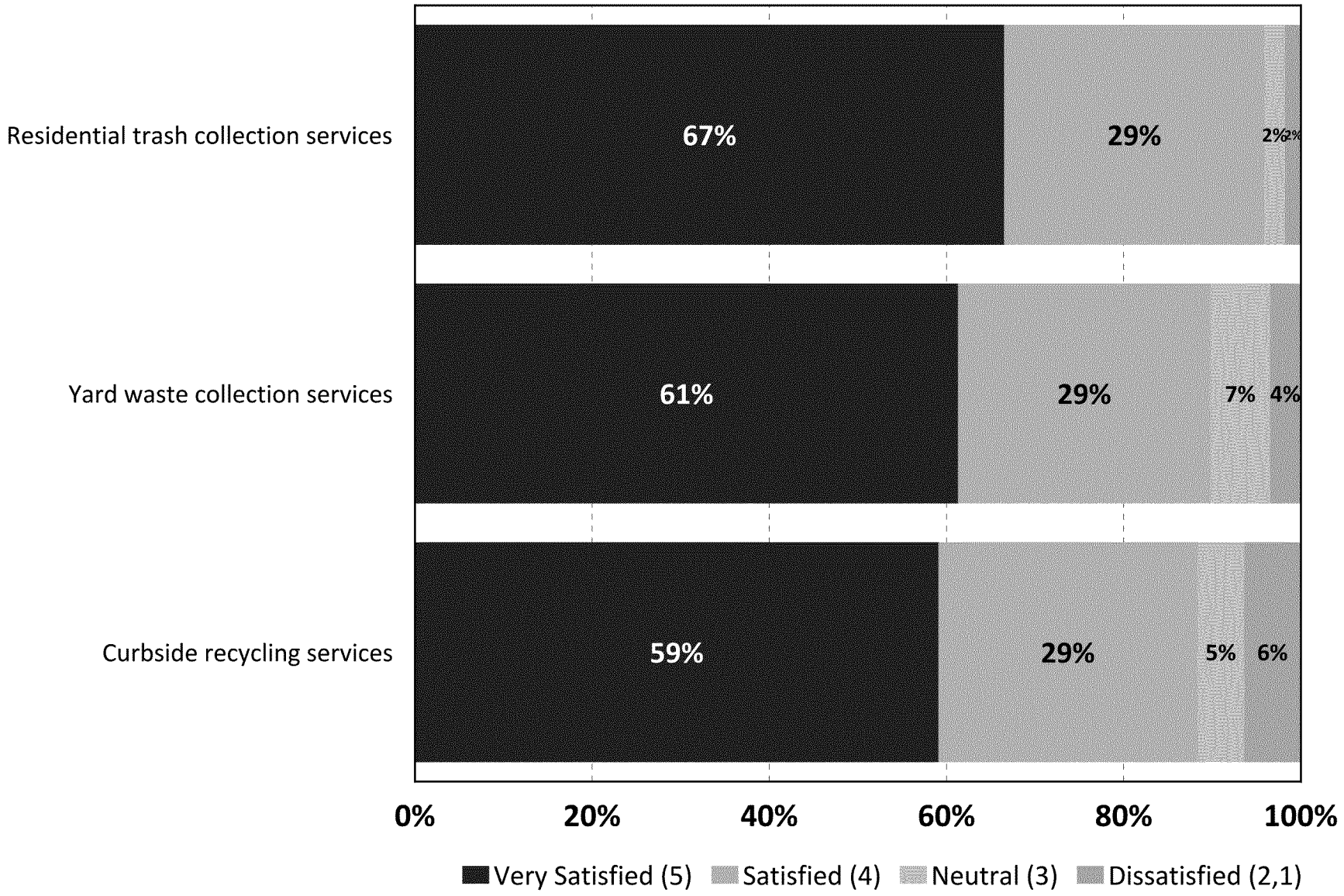
Q20. Which two of the Public Services items should receive the most emphasis from Village leaders over the next TWO Years?

by percentage of respondents who selected the item as one of their top two choices



Q21. Satisfaction with Solid Waste Services

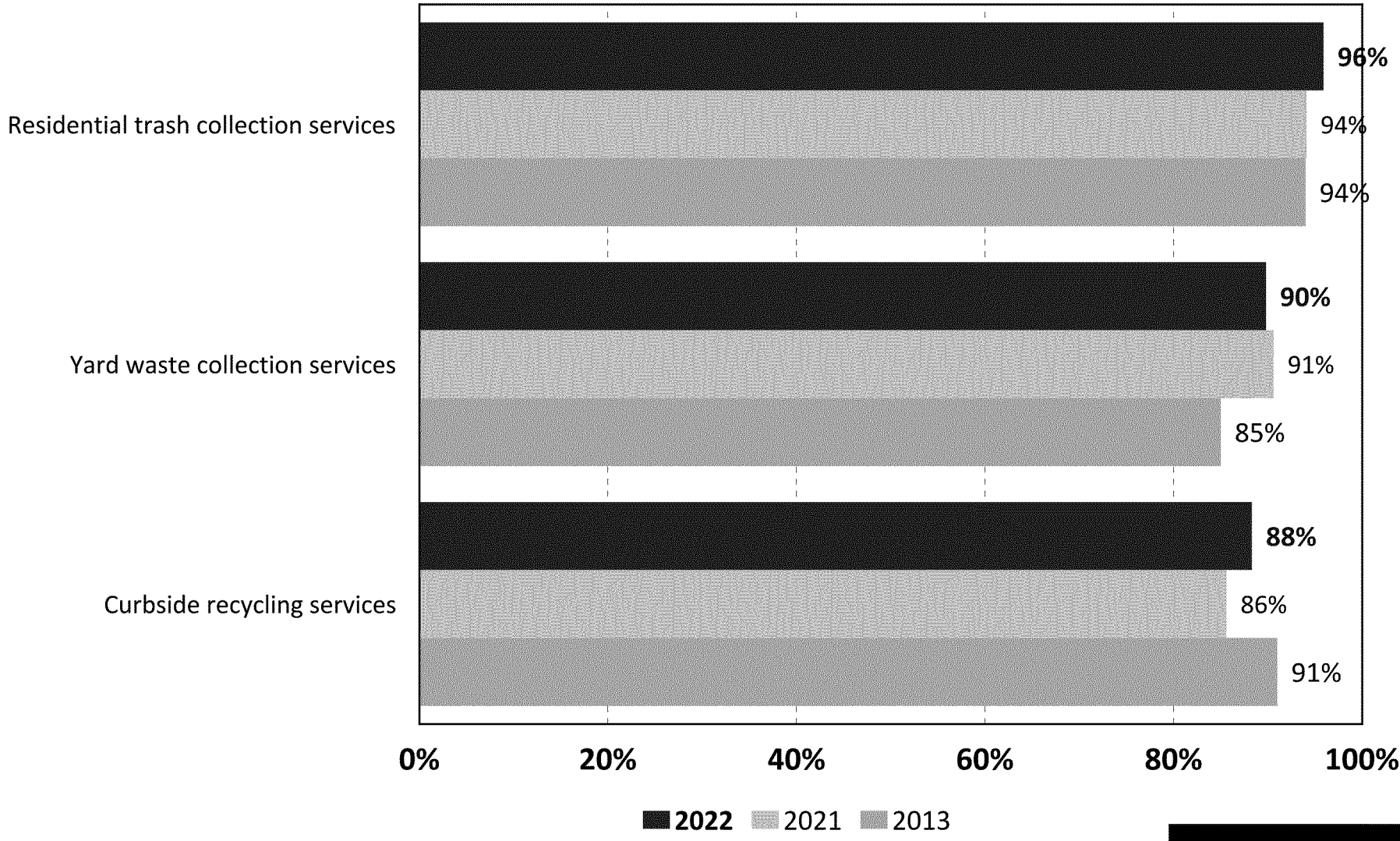
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q21. Satisfaction with Solid Waste Services

2022, 2021 & 2013

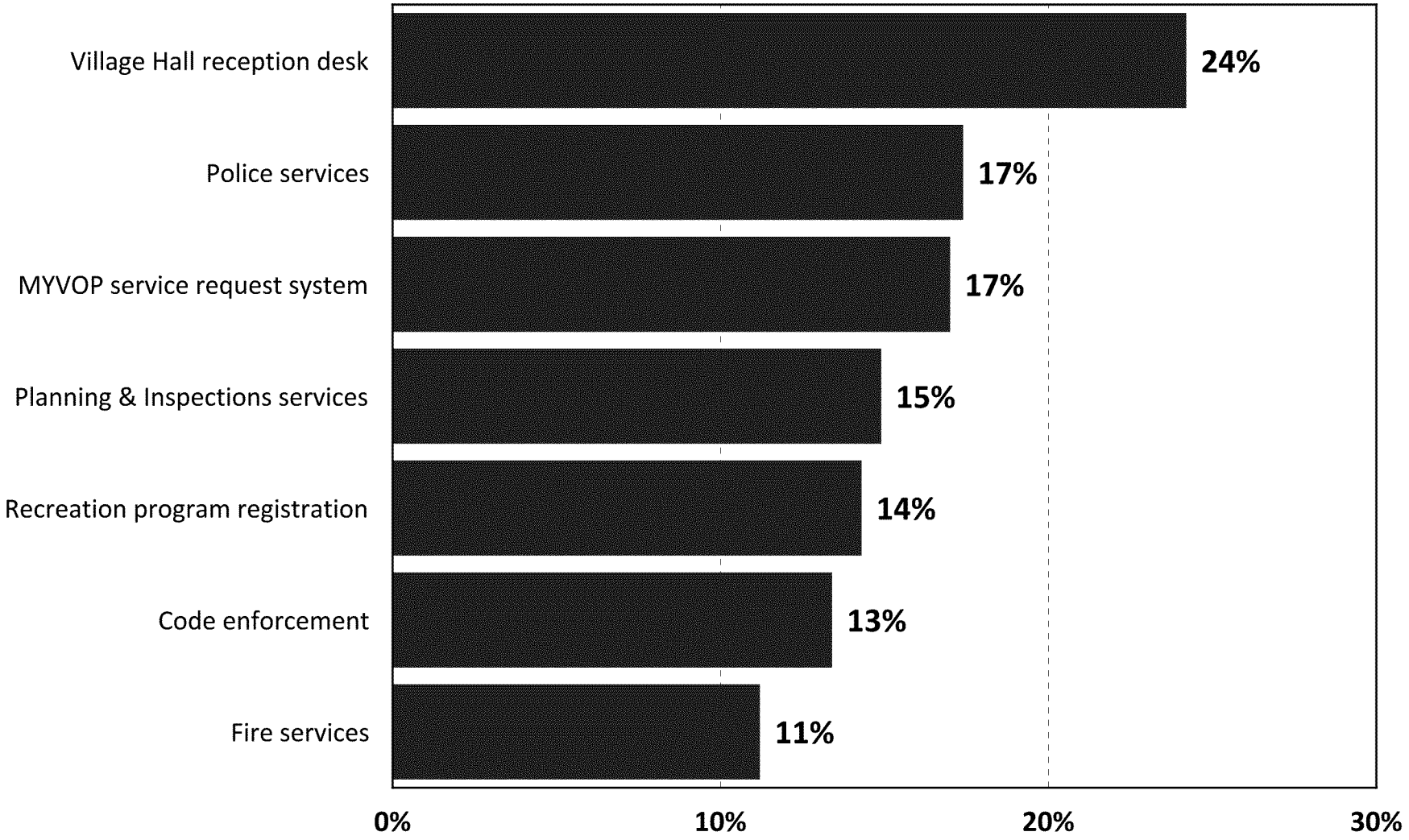
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

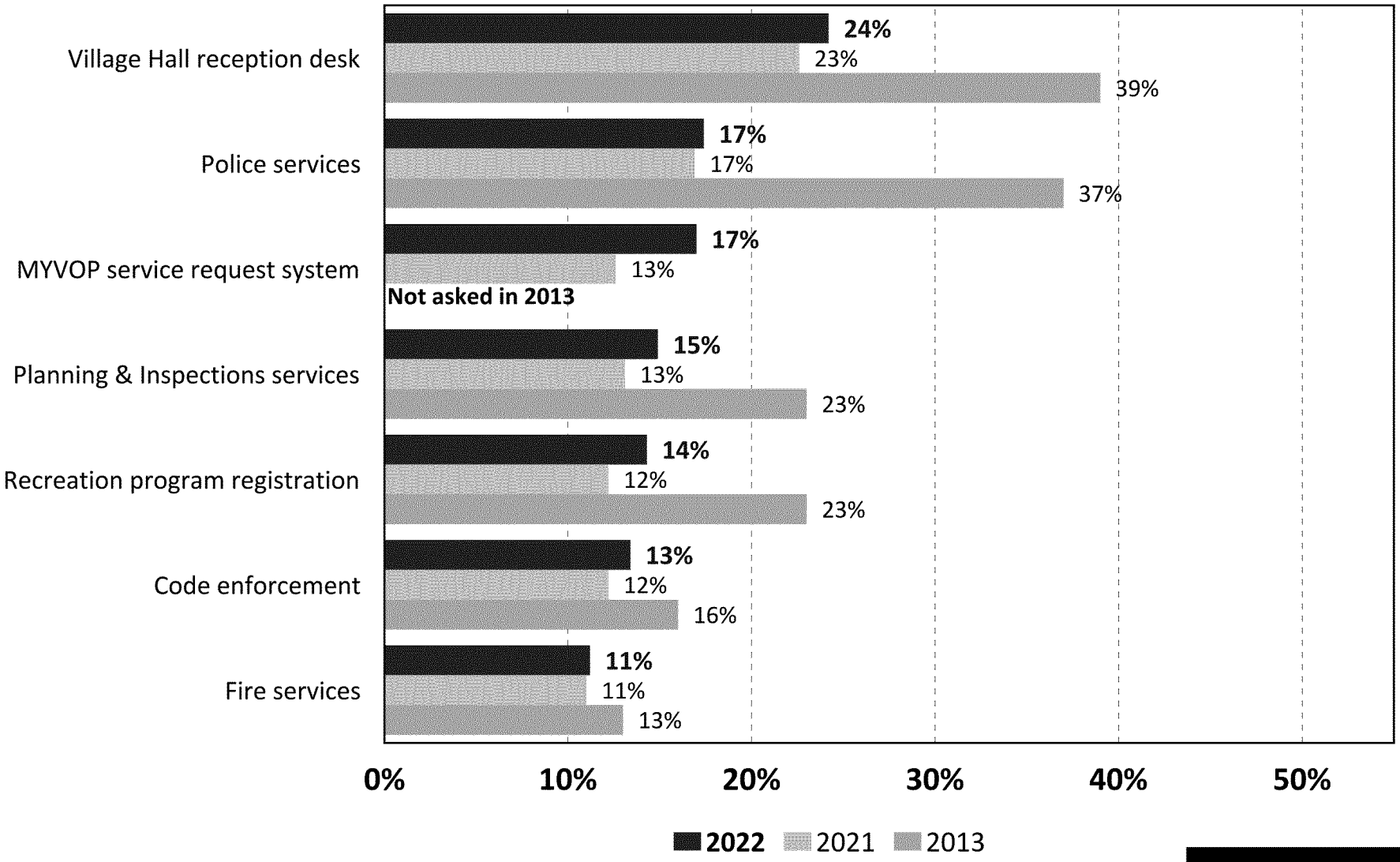
Q22[1]. Have you or other members of your household used these Village services and facilities during the past year?

by percentage of respondents who answered "yes"



Q22[1]. Households That Have Used Village Services and Facilities - *2022, 2021 & 2013*

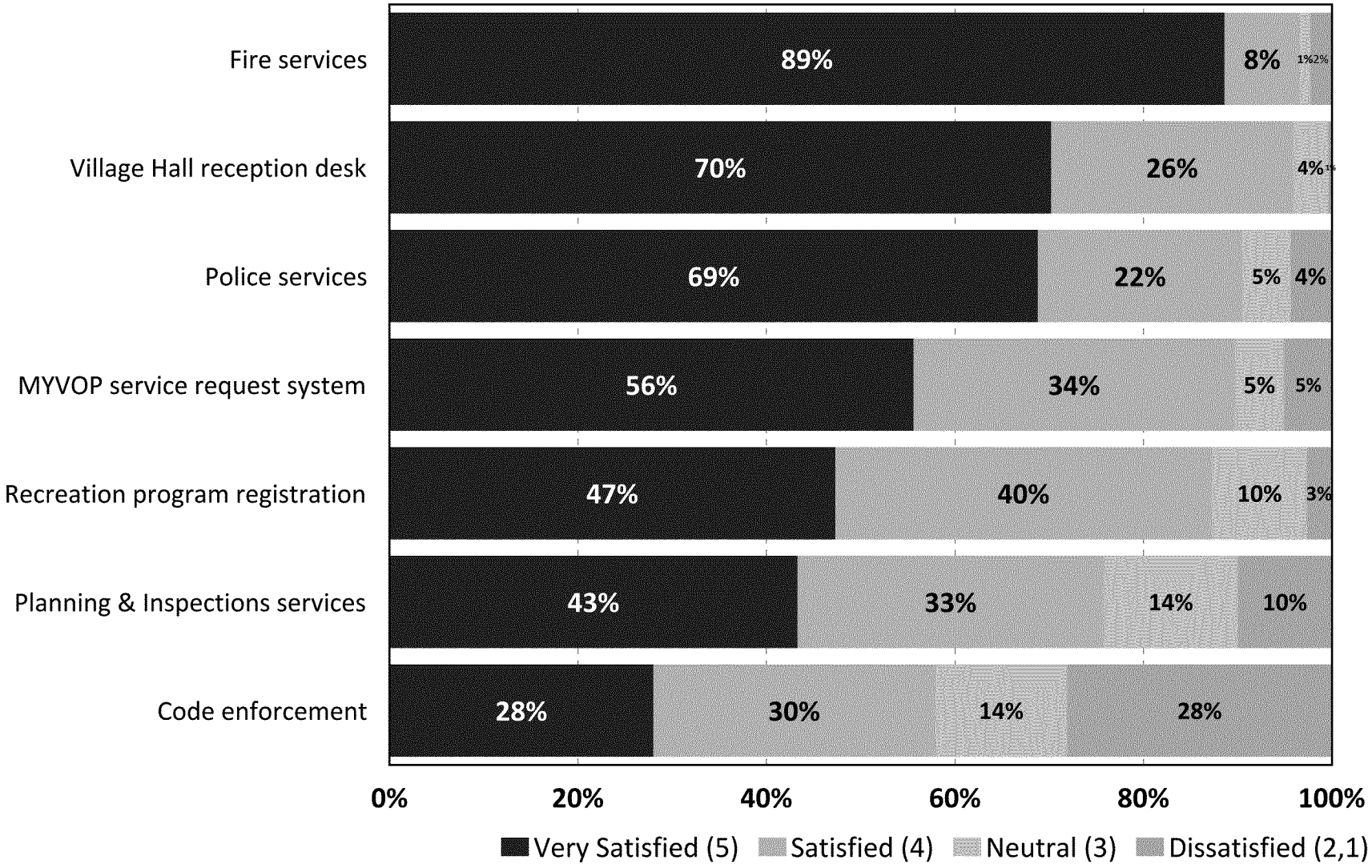
by percentage of respondents who answered "yes"



TRENDS

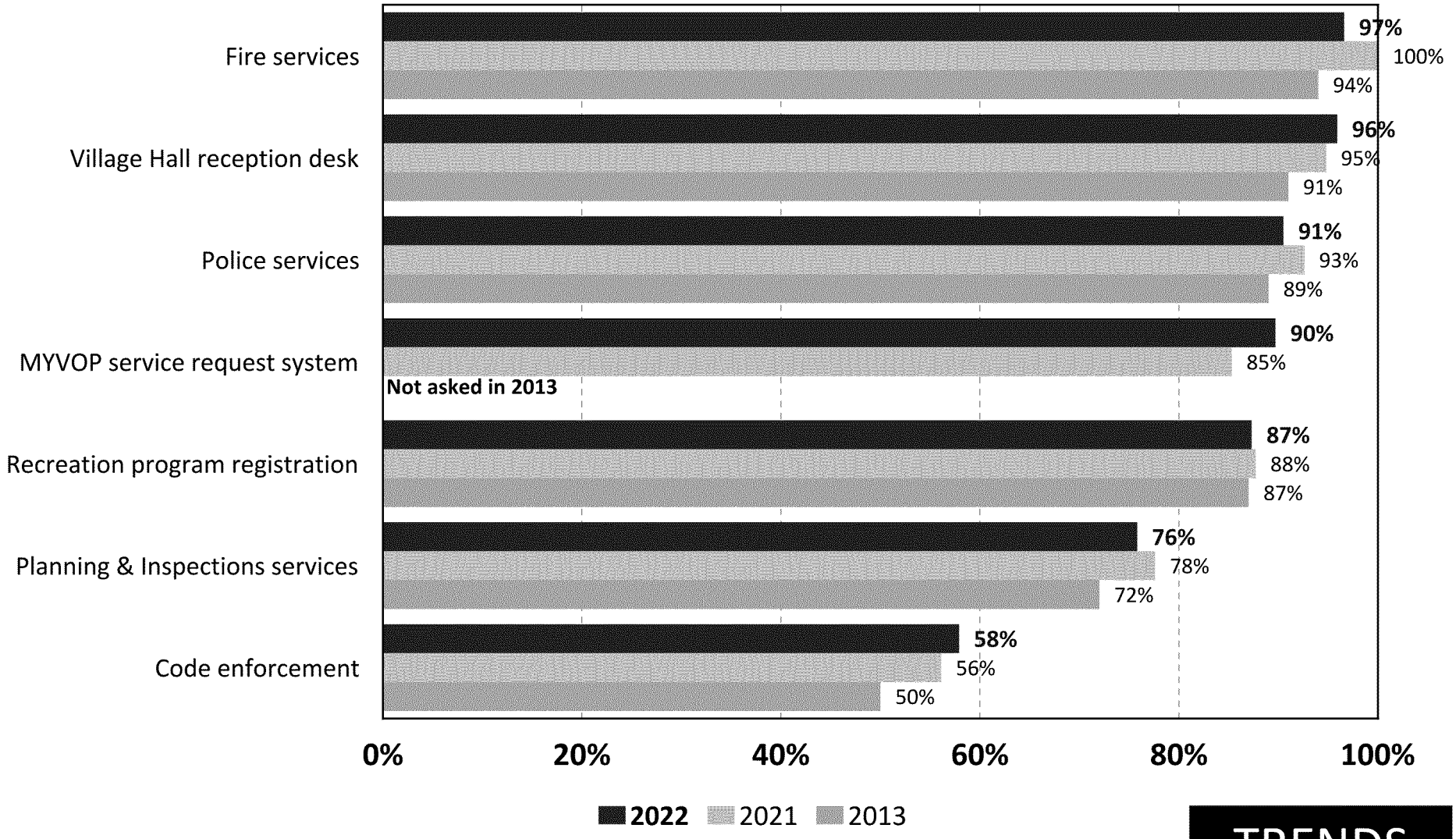
Q22[2]. Satisfaction with Village Services and Facilities That Households Have Used

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q22[2]. Satisfaction With Village Services and Facilities
2022, 2021 & 2013

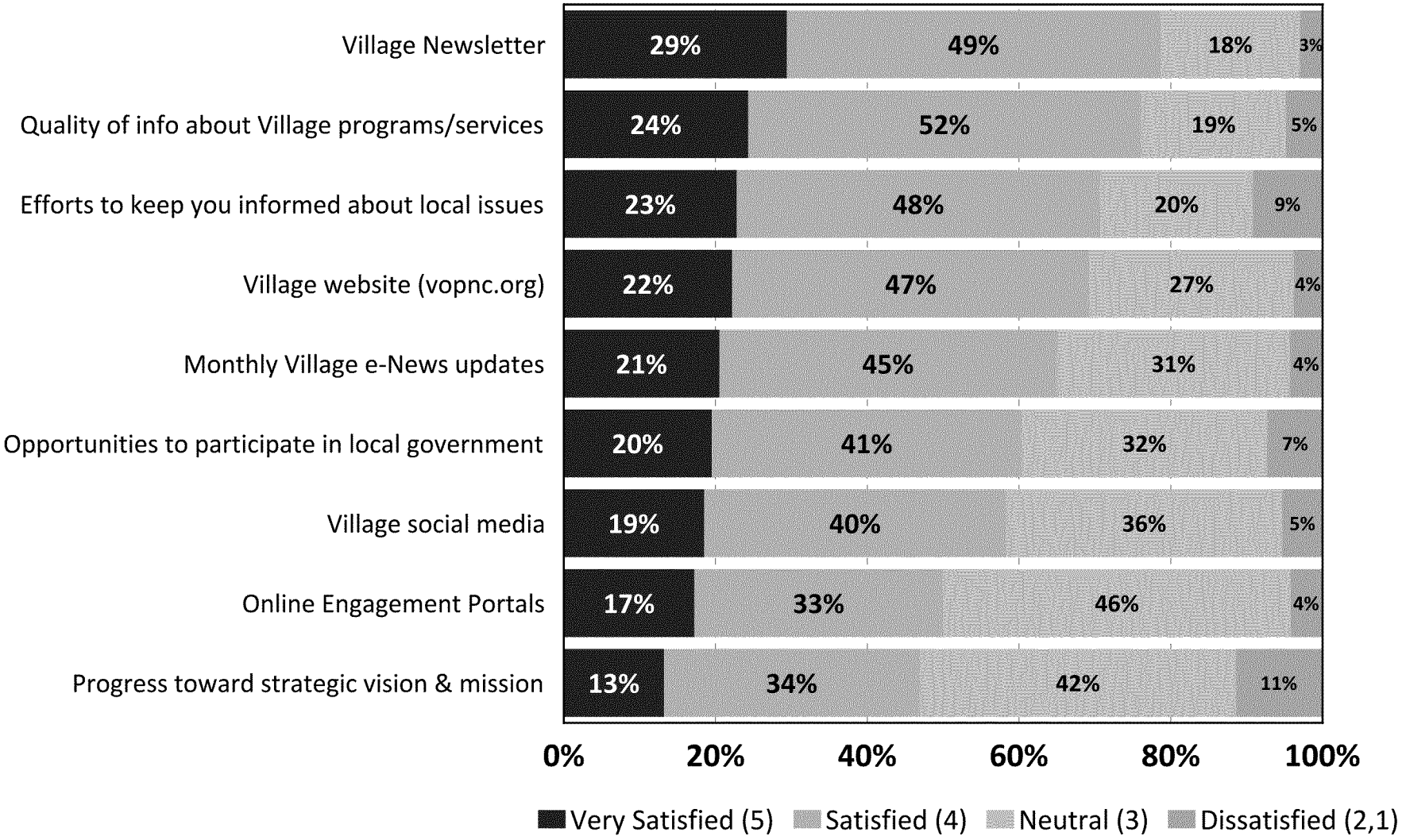
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

Q23. Satisfaction with Public Communication and Outreach

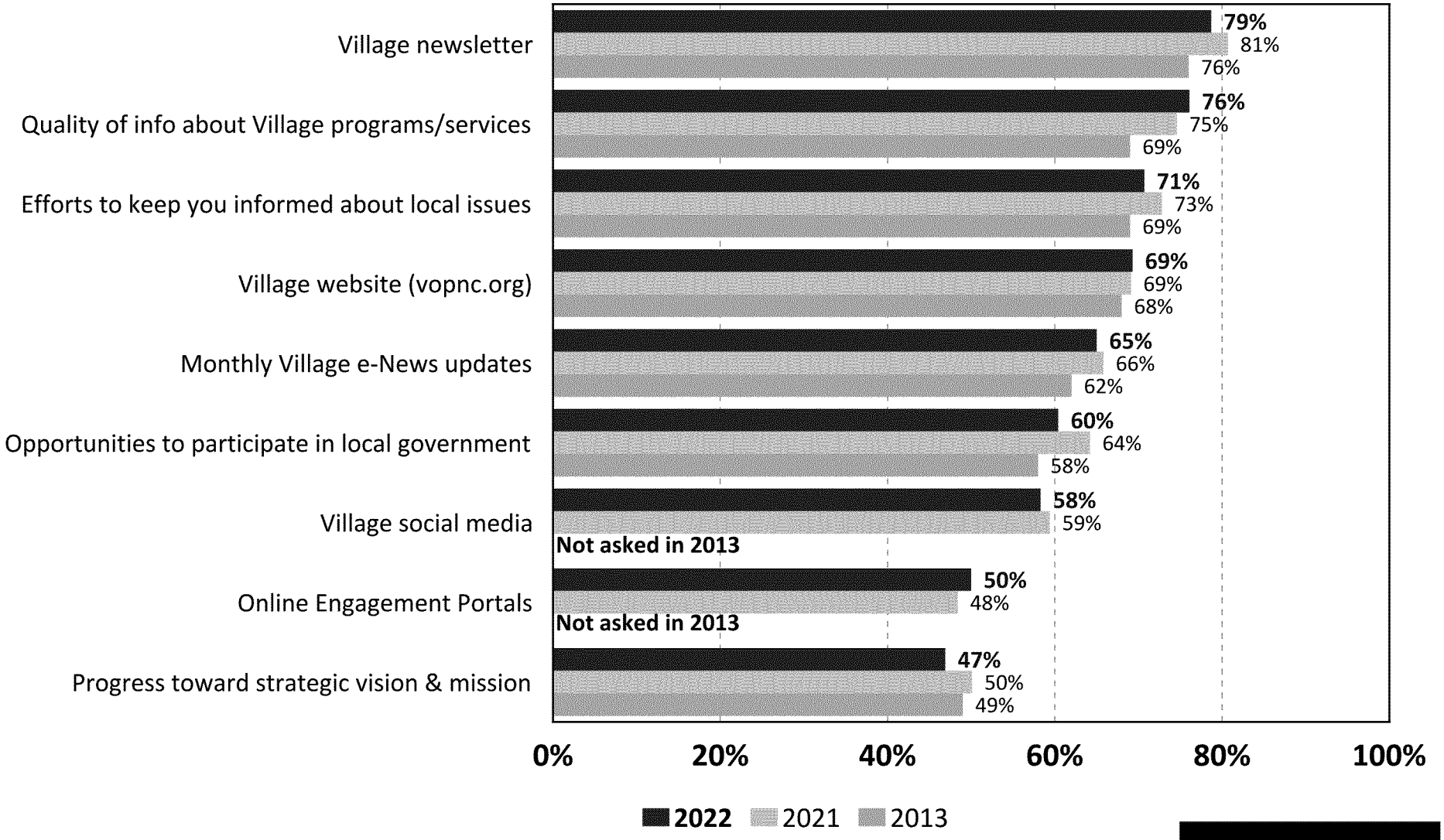
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q23. Satisfaction with Public Communication and Outreach

2022, 2021 & 2013

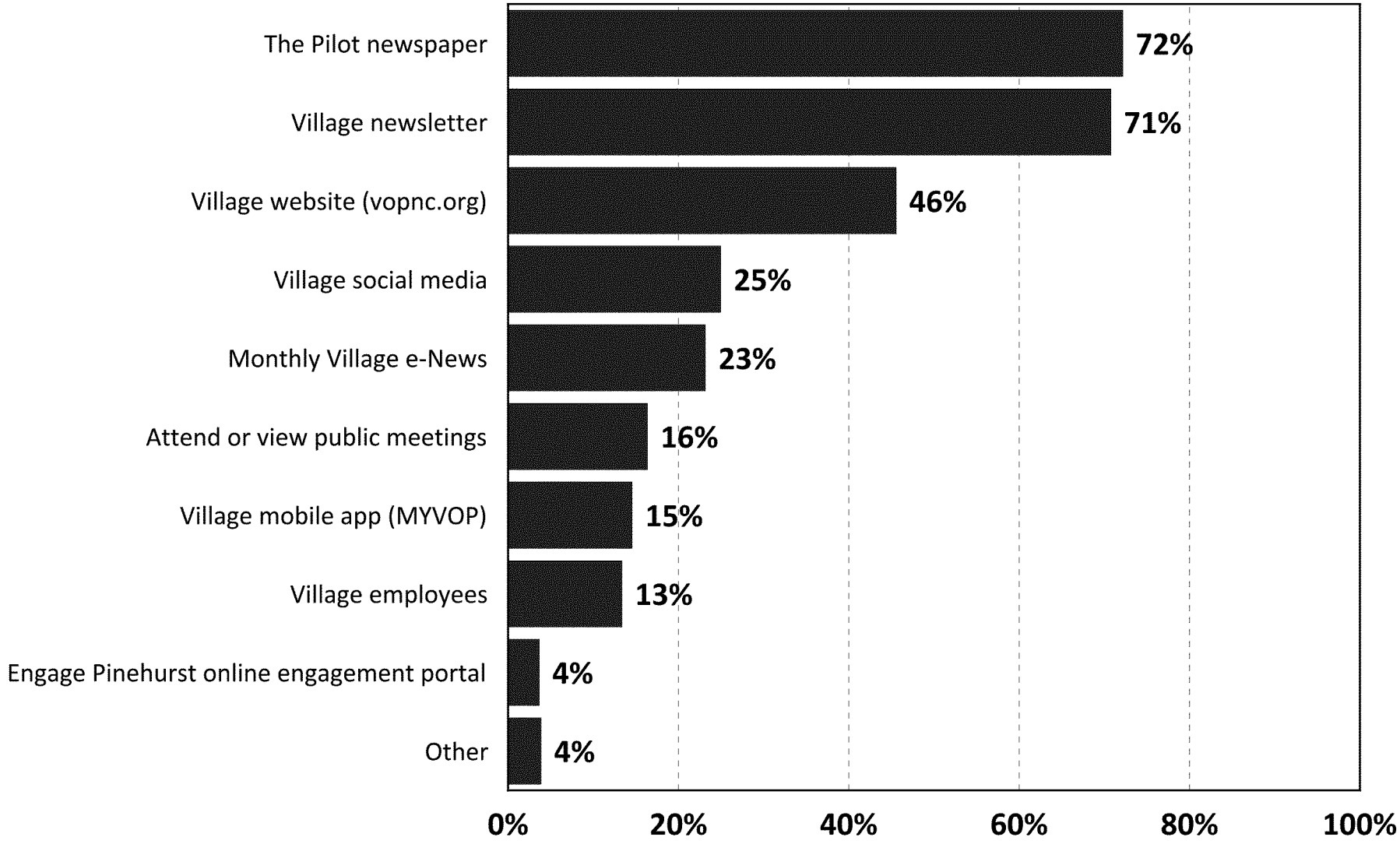
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

Q24. Which of the following do you use to get information about the Village of Pinehurst?

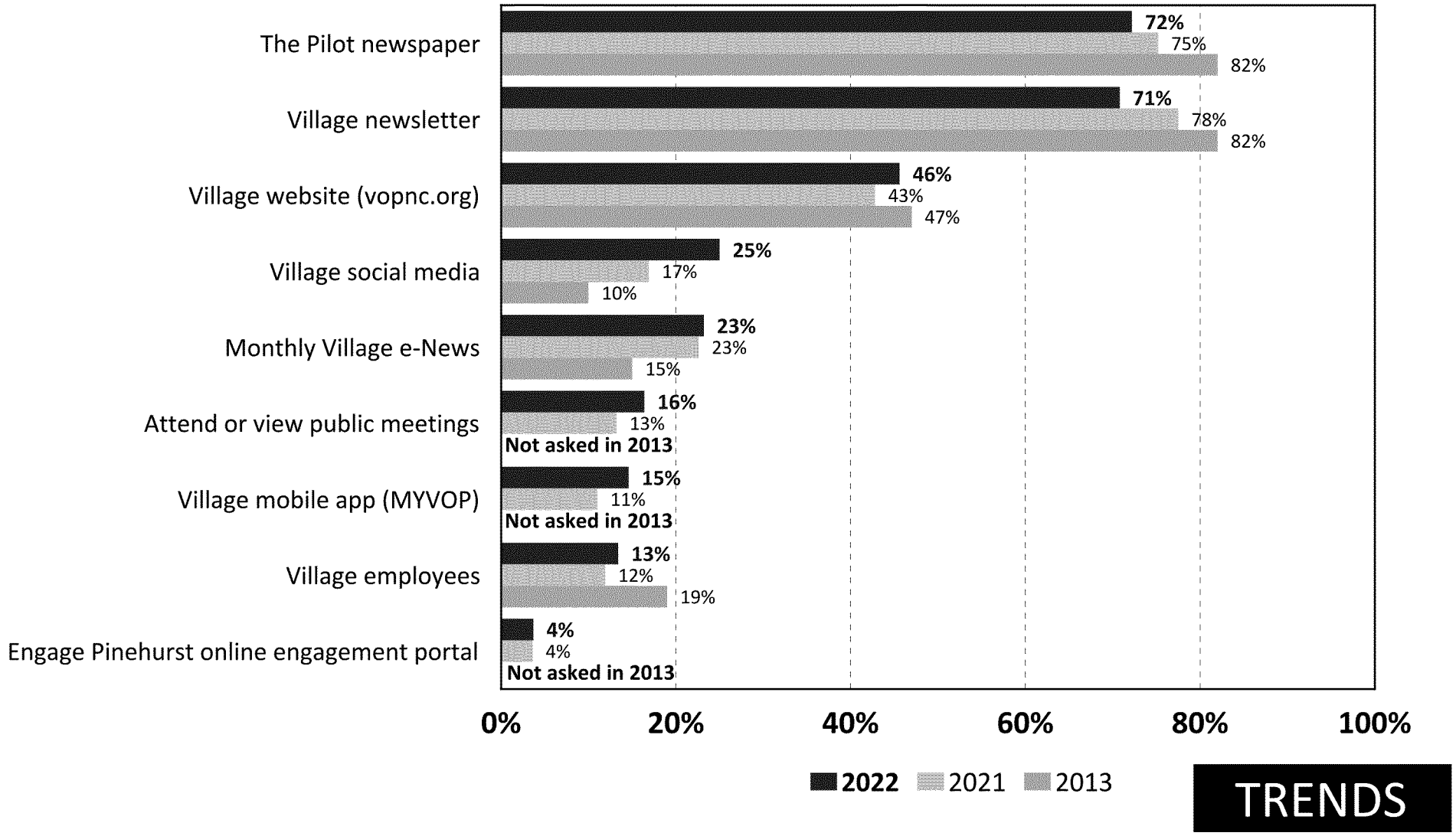
by percentage of respondents (multiple selections could be made)



Q24. Which of the following do you use to get information about the Village of Pinehurst?

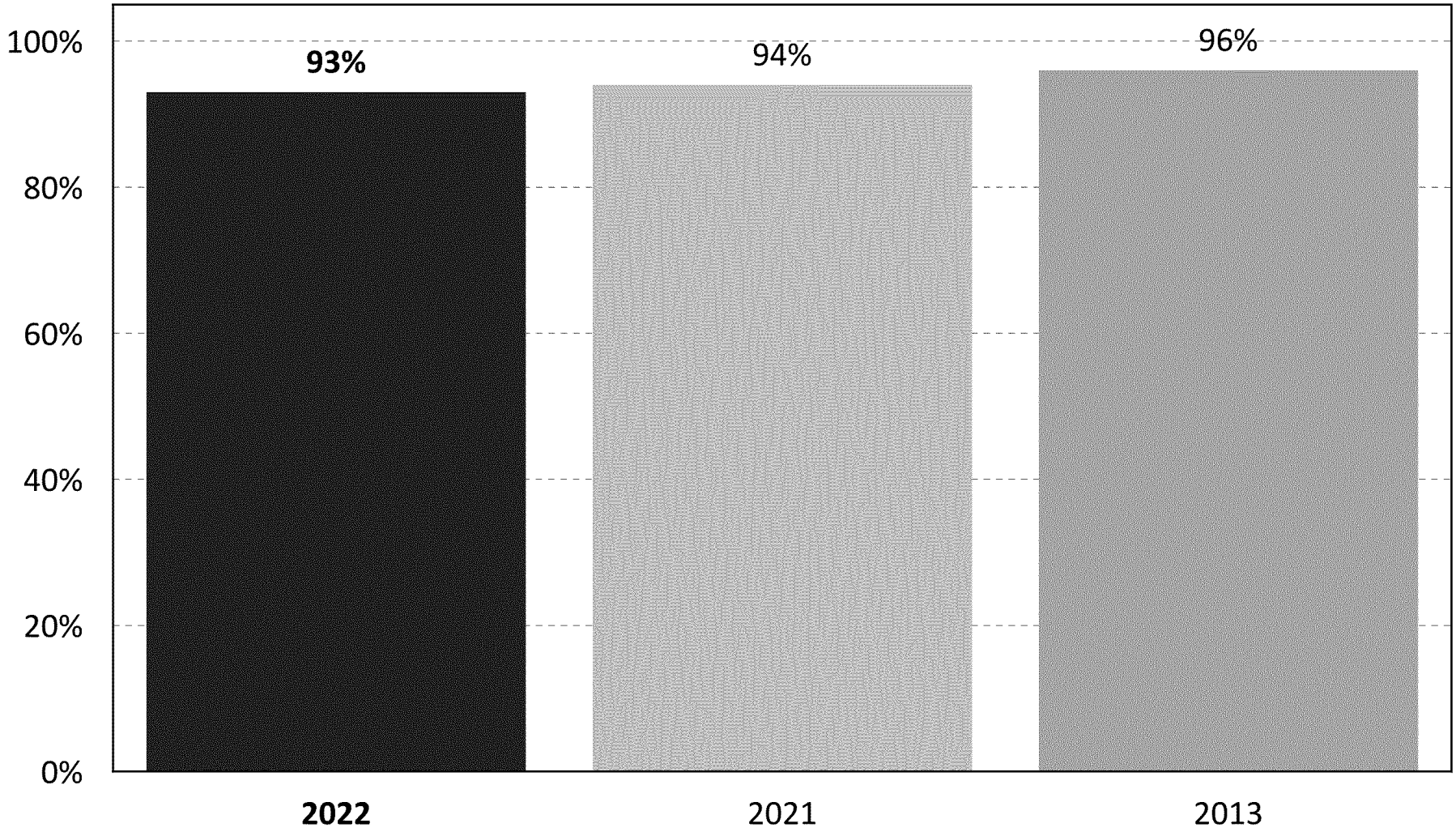
2022, 2021 & 2013

by percentage of respondents (multiple selections could be made)



Q25. How often do you read the Village Newsletter, which is mailed to all residents?

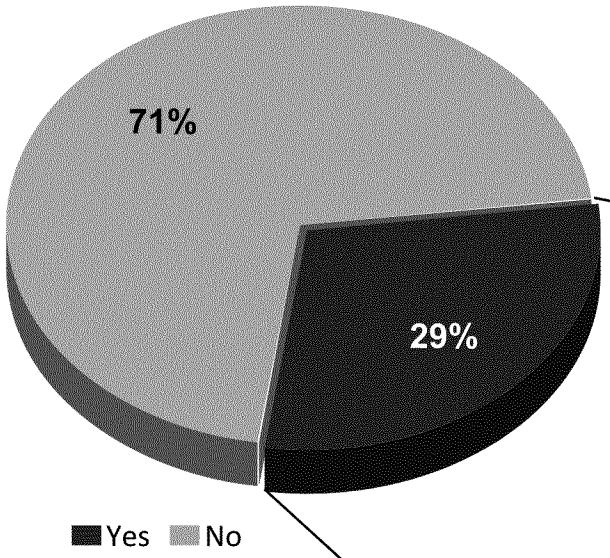
by percentage of respondents who answered "all the time" or "sometimes" (excluding "don't know")



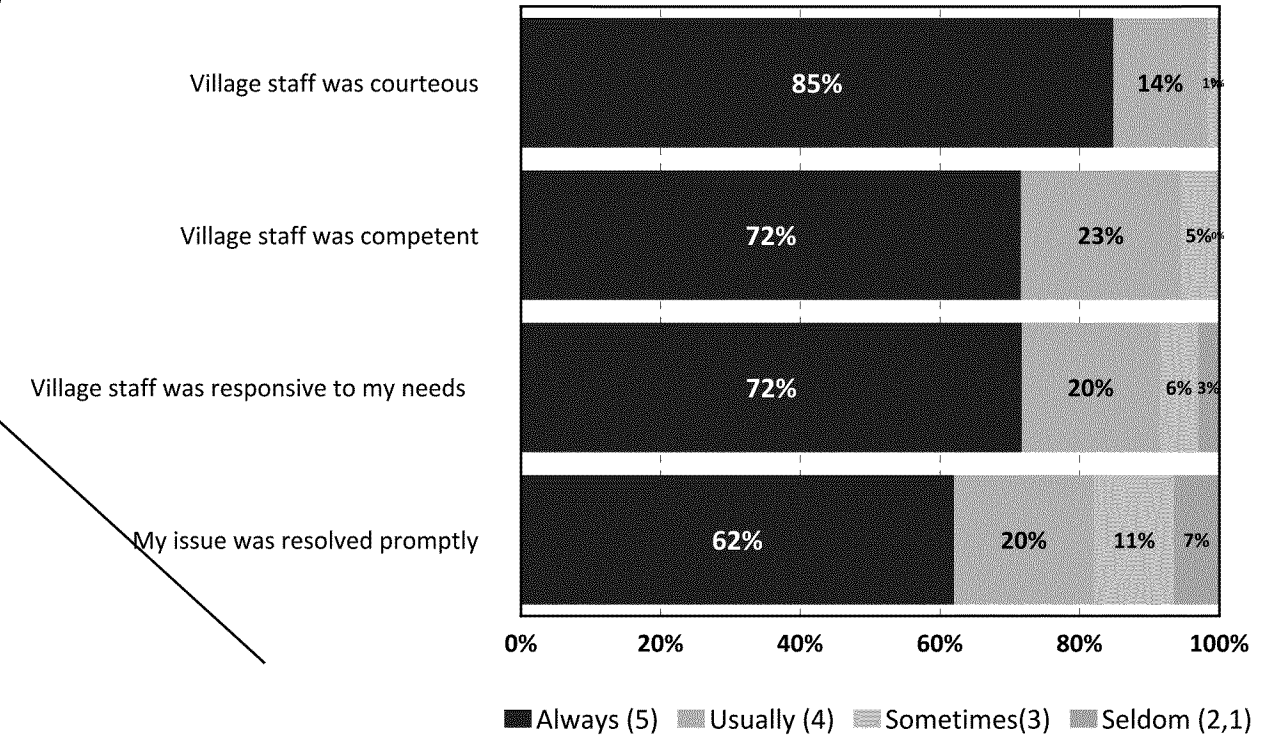
TRENDS

Q26. Have you contacted the Village during the past year?

by percentage of respondents

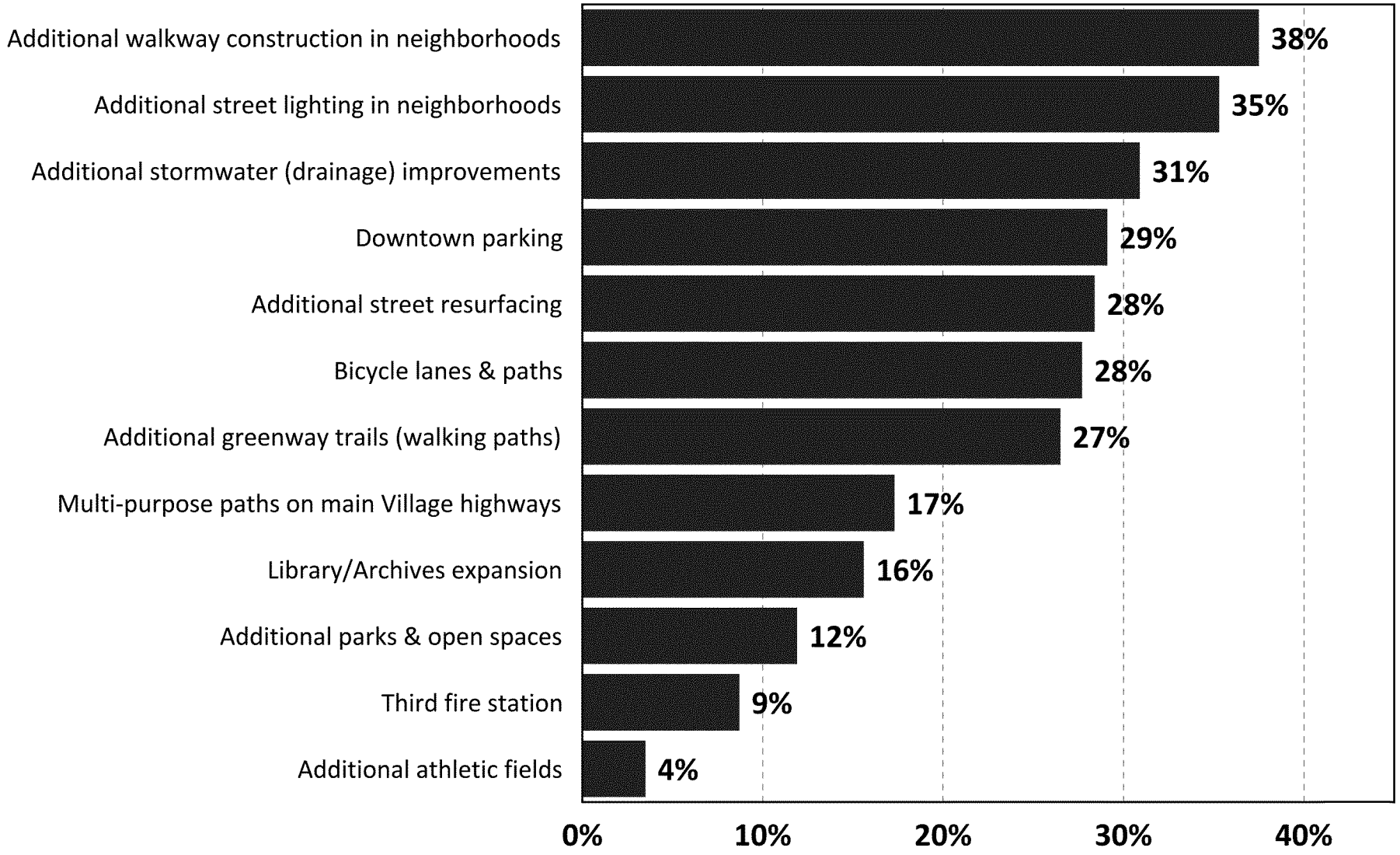


Q26a. Only if you have contacted the Village during the past year



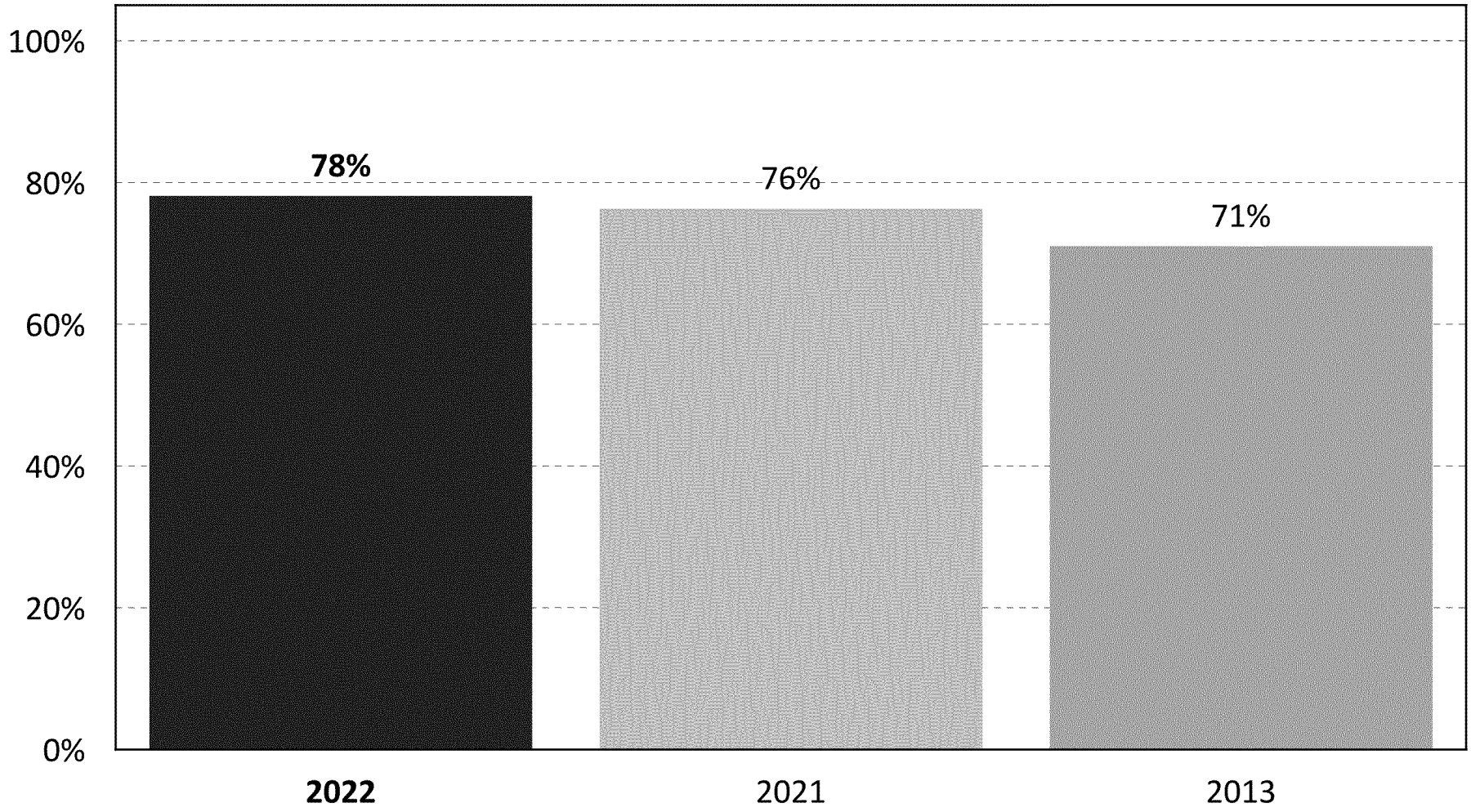
Q27. Community Improvements That Residents Feel Are Most Important

by percentage of respondents (3 selections could be made)



Q28. What is your level of satisfaction with the value you receive for the portion of your property taxes that funds the Village's operating budget?

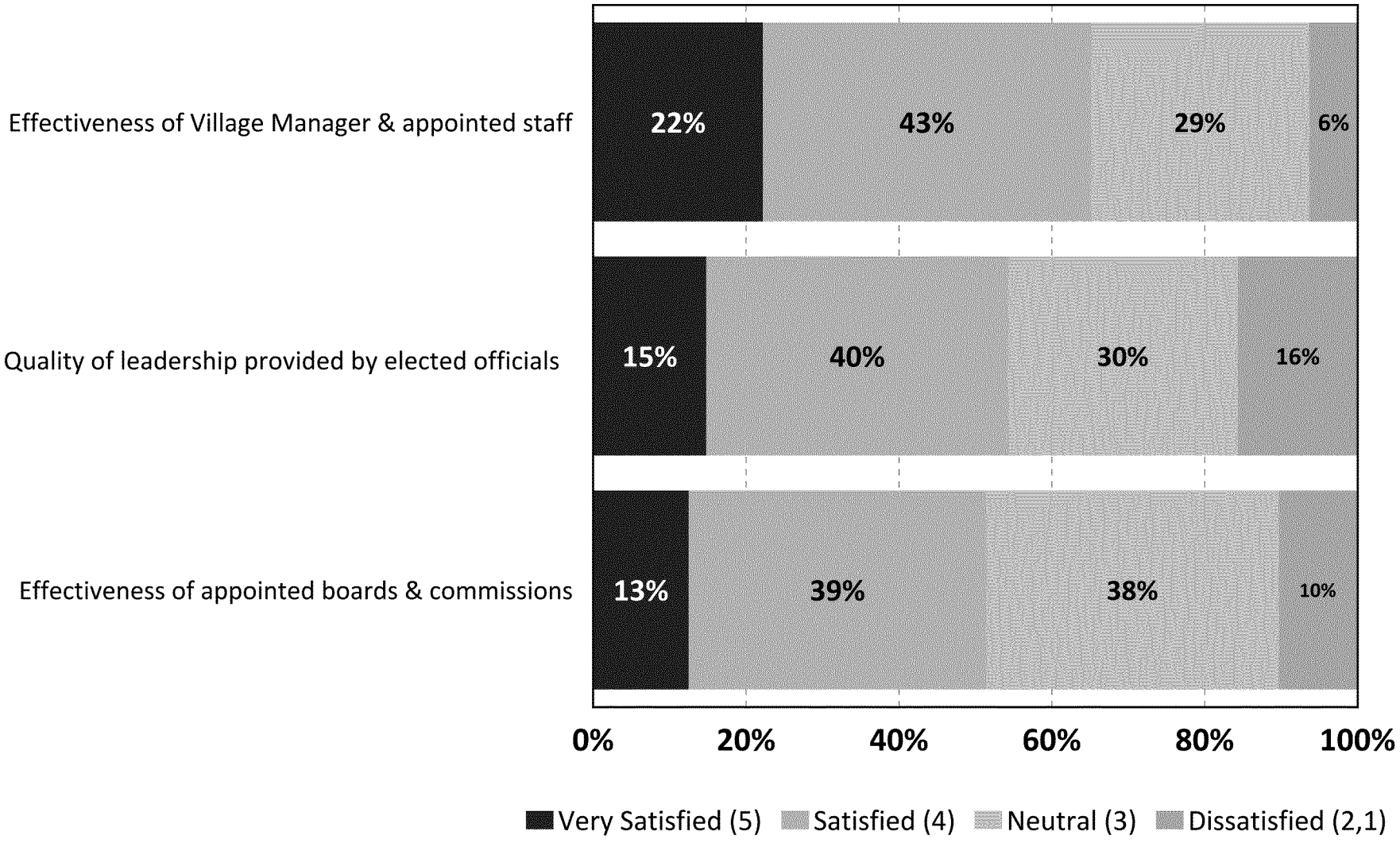
by percentage of respondents who answered "very satisfied" or "satisfied" (excluding "don't know")



TRENDS

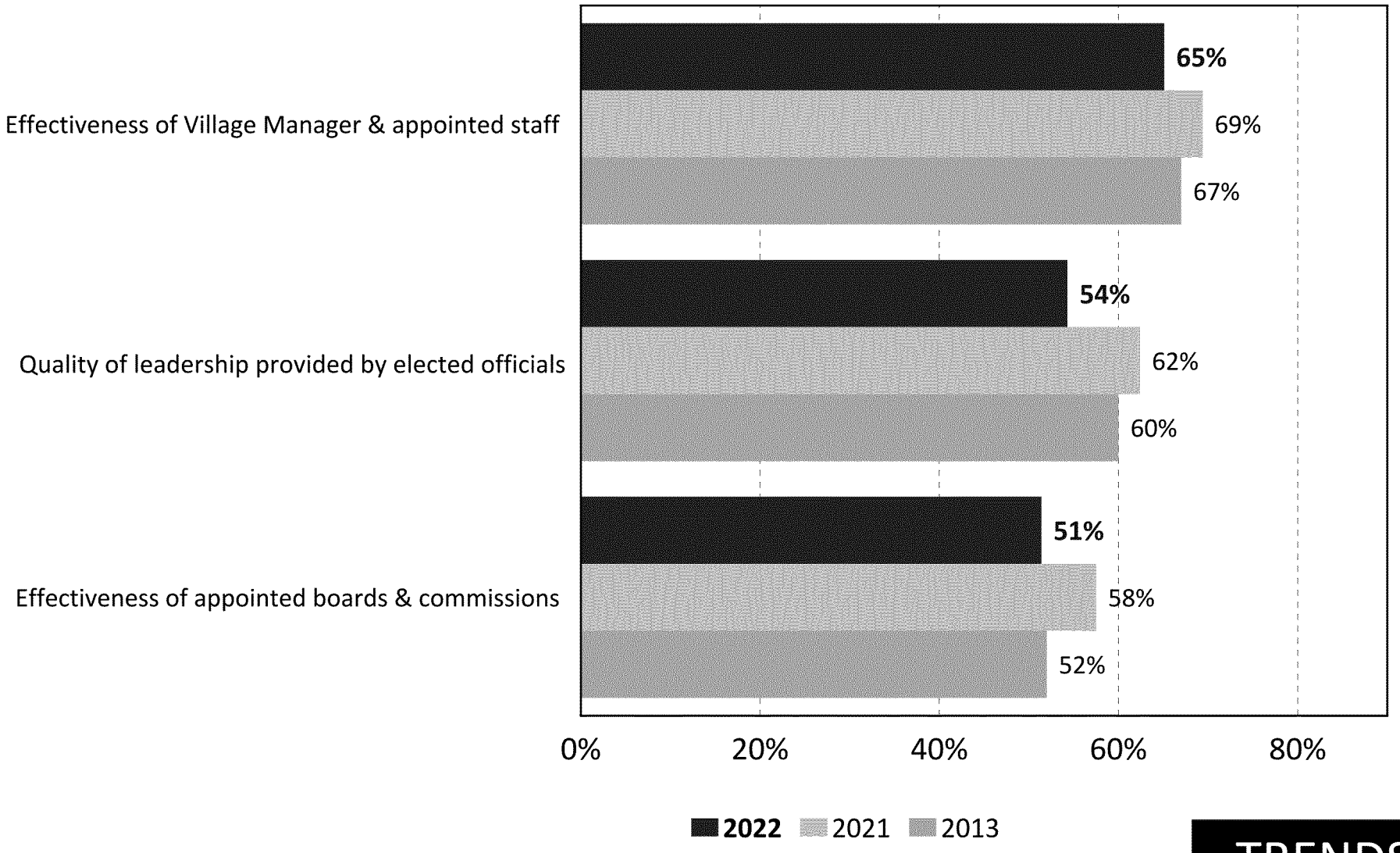
Q29. Please rate your satisfaction with the following aspects of Village leadership:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q29. Satisfaction with Village Leadership
2022, 2021 & 2013

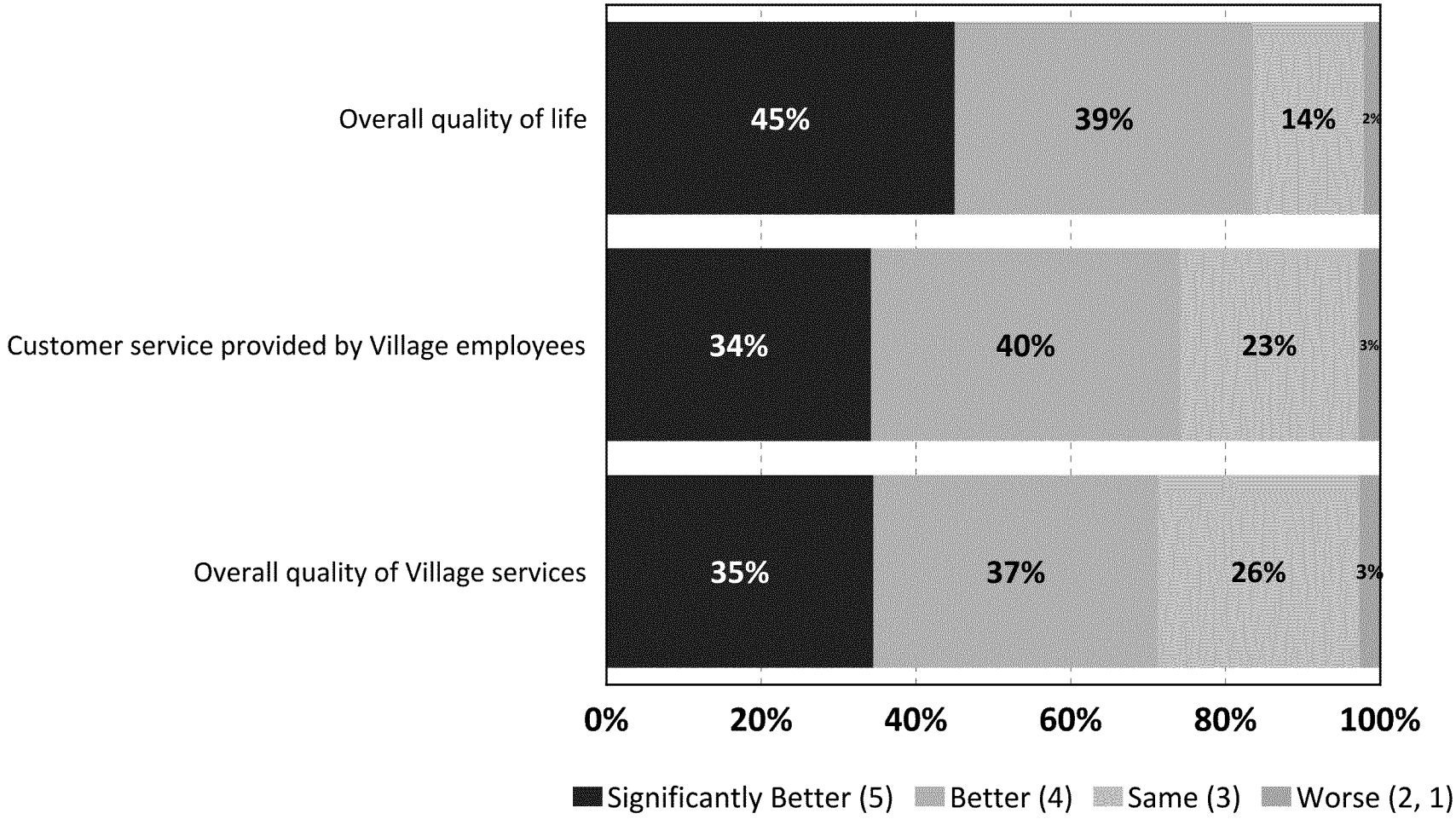
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

Q30. How would you rate your satisfaction with the following in Pinehurst compared to other places you have lived in the past?

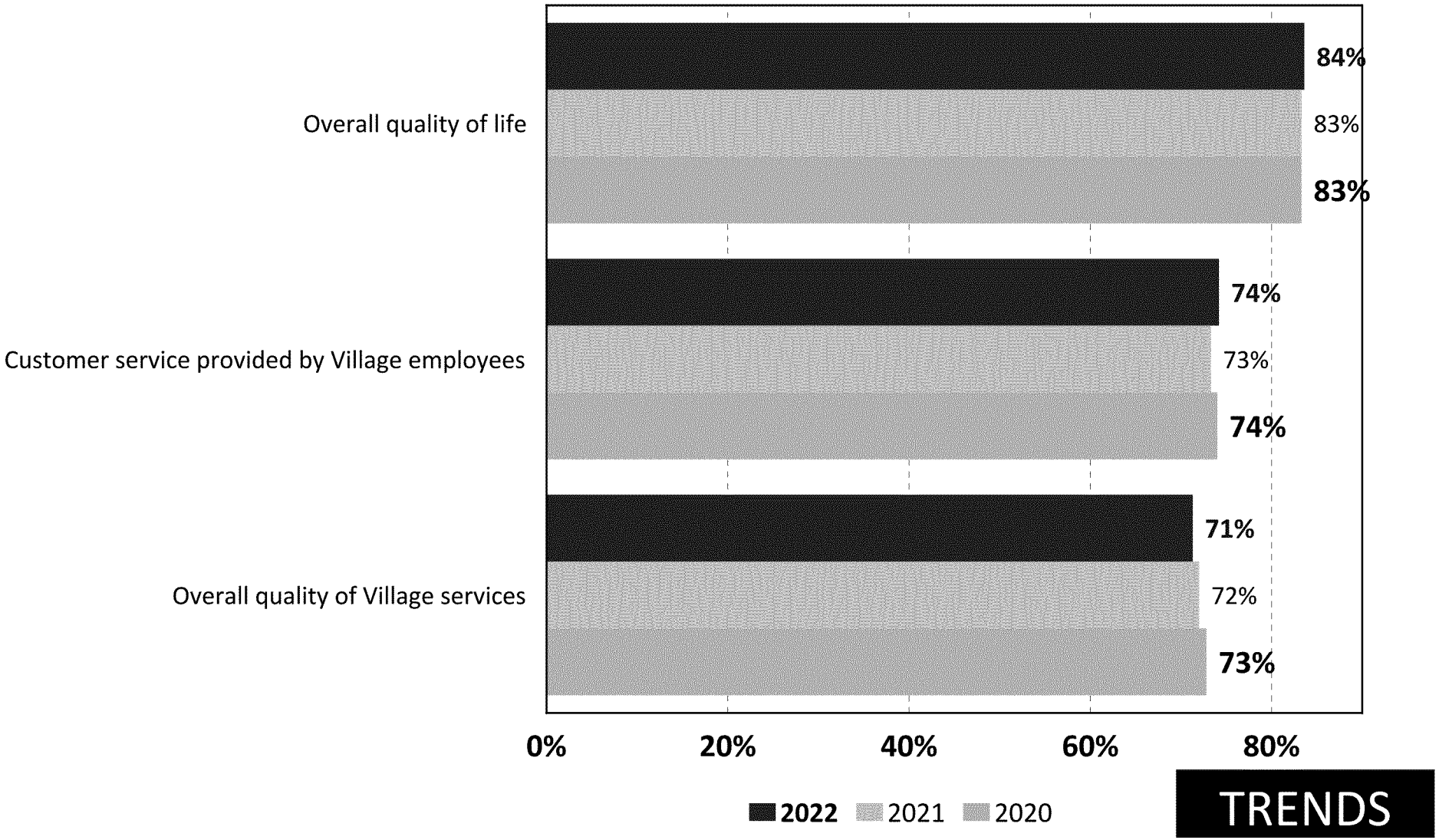
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Q30. How would you rate your satisfaction with the following in Pinehurst compared to other places you have lived in the past?

2022, 2021 & 2020

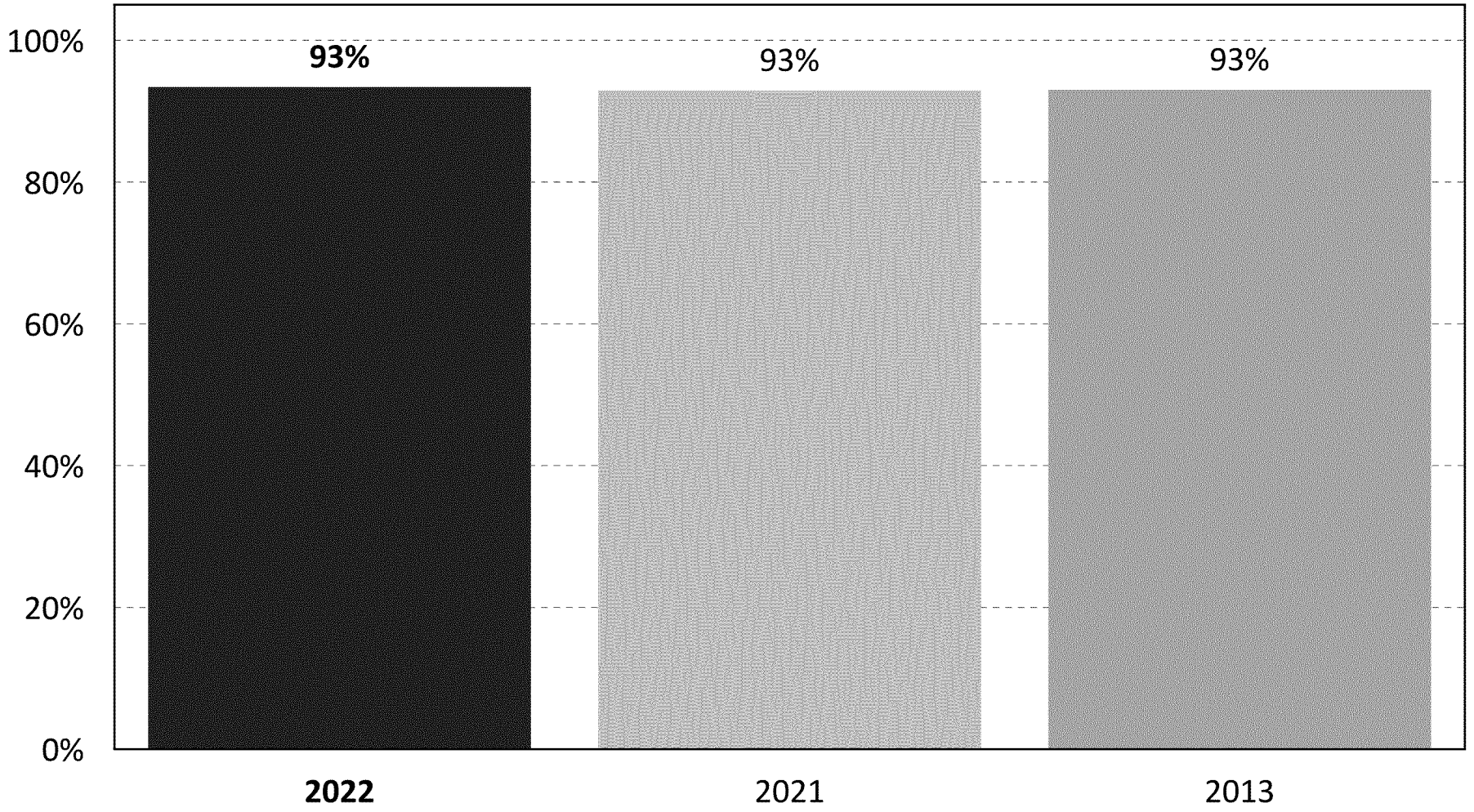
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



TRENDS

Q31. Would you recommend Pinehurst to others as a place to live?

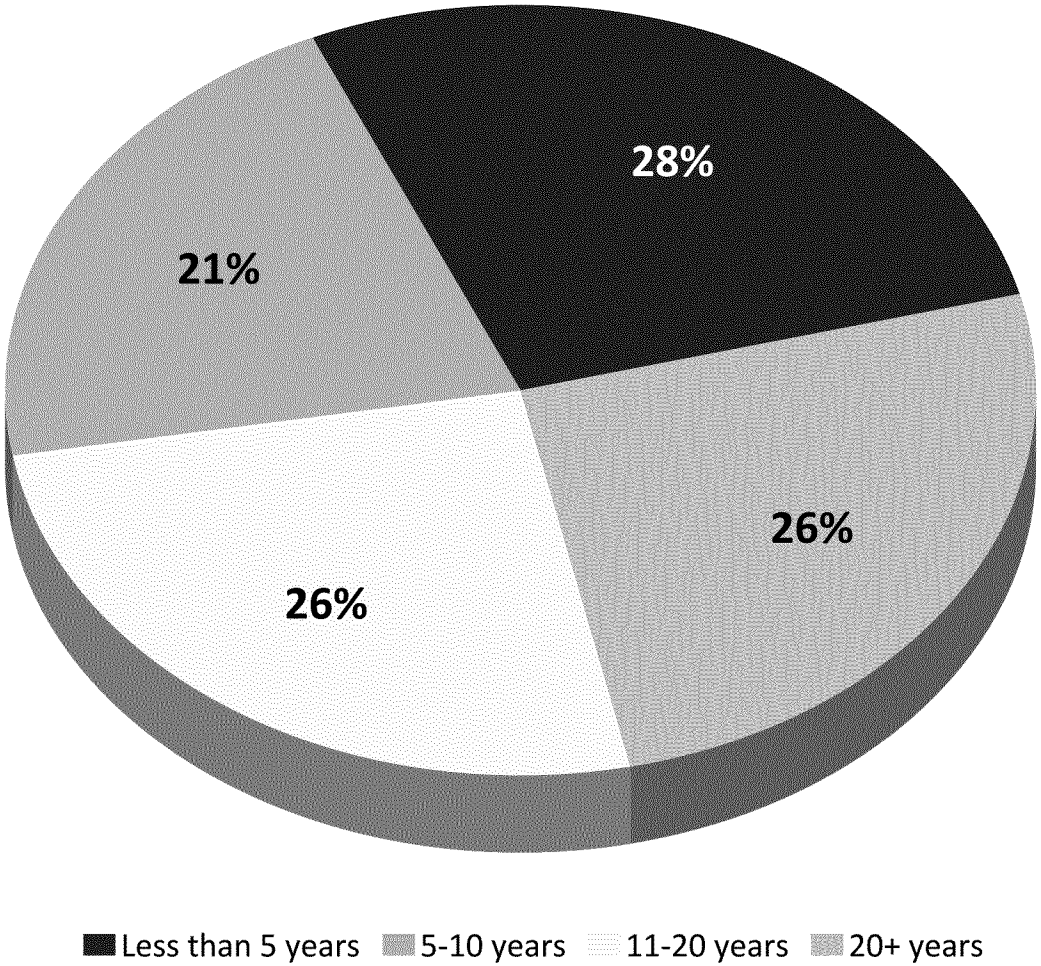
by percentage of respondents who answered "yes" (excluding "not provided")



TRENDS

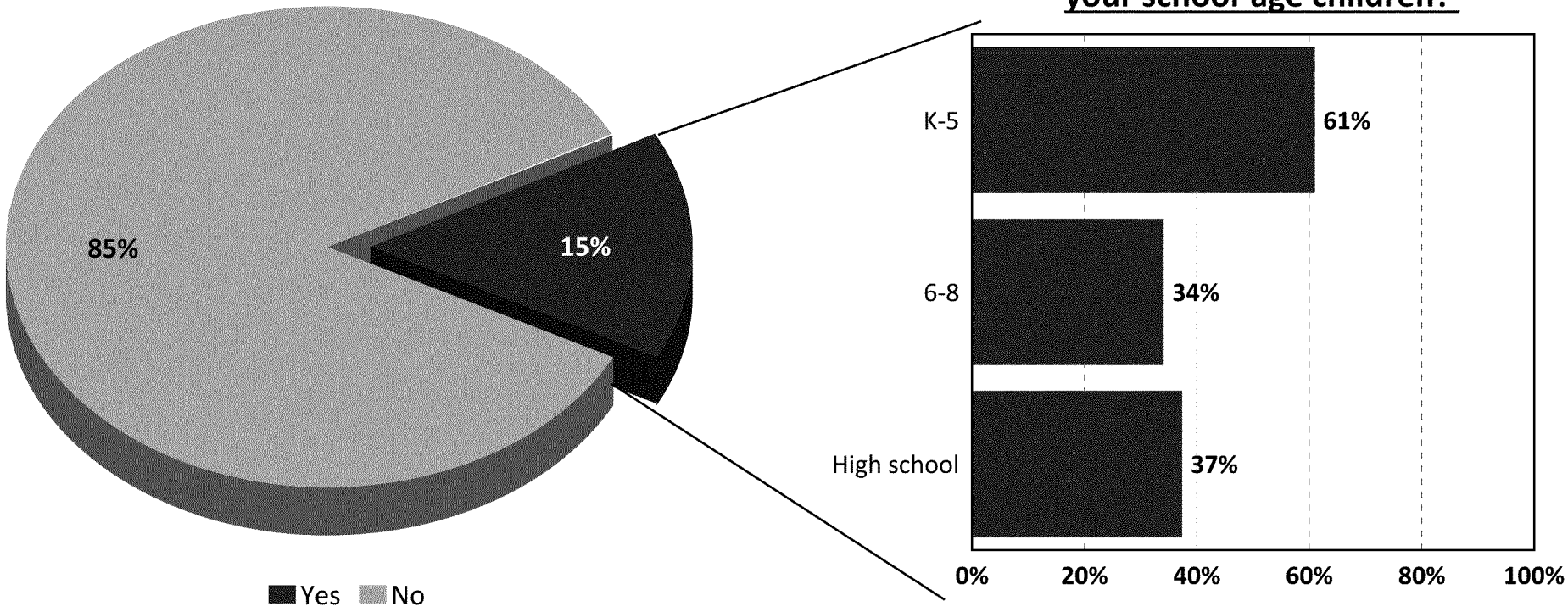
Demographics: Approximately how many years have you lived in the Village of Pinehurst?

by percentage of respondents (excluding "not provided")



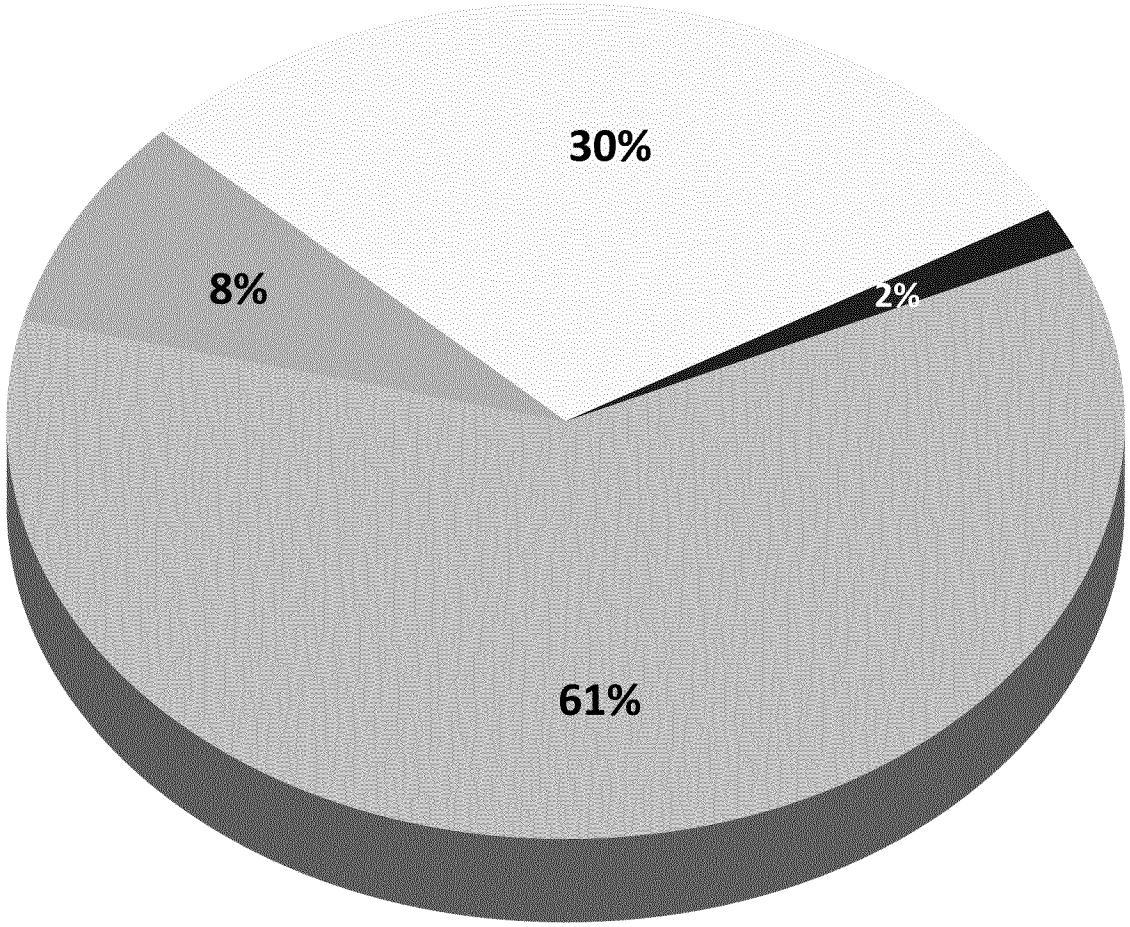
Demographics: Do you have school age children (grades K-12) living at home?

by percentage of respondents



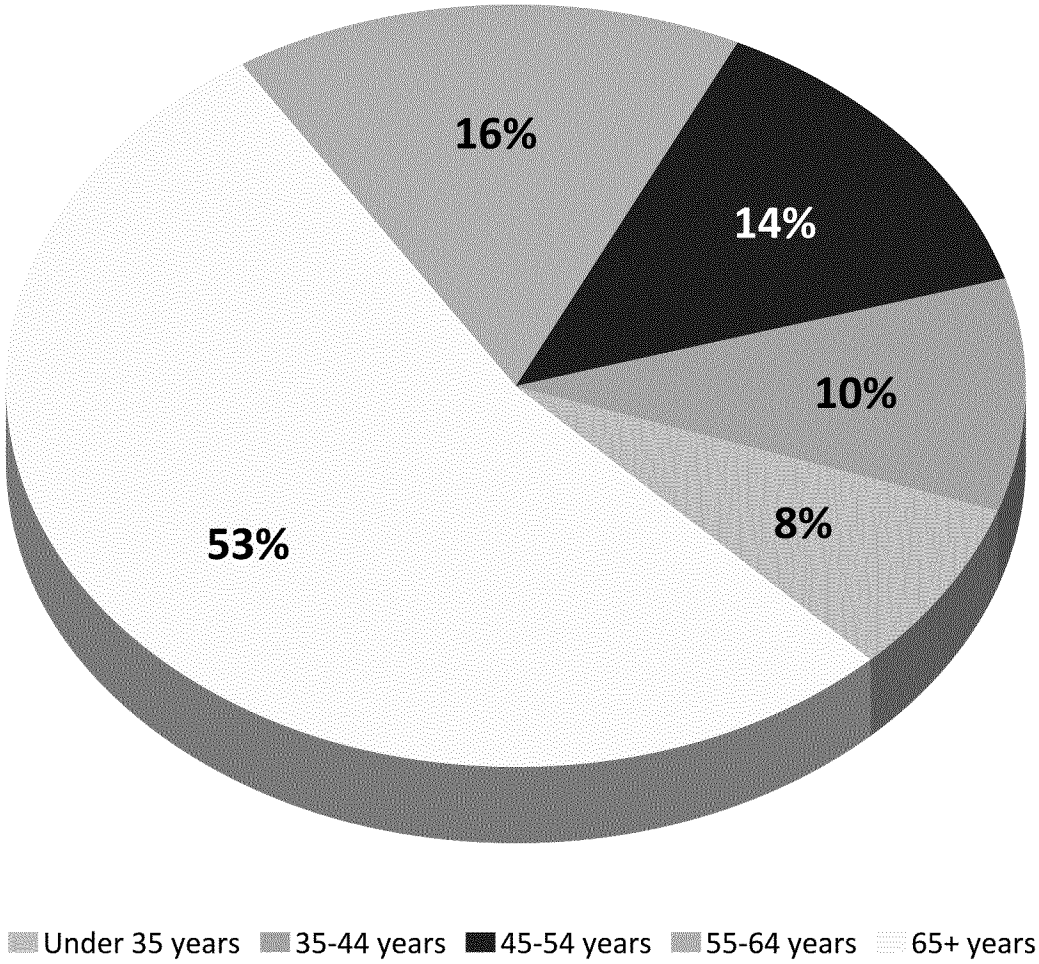
Demographics: Current Employment Status

by percentage of respondents (excluding "not provided")



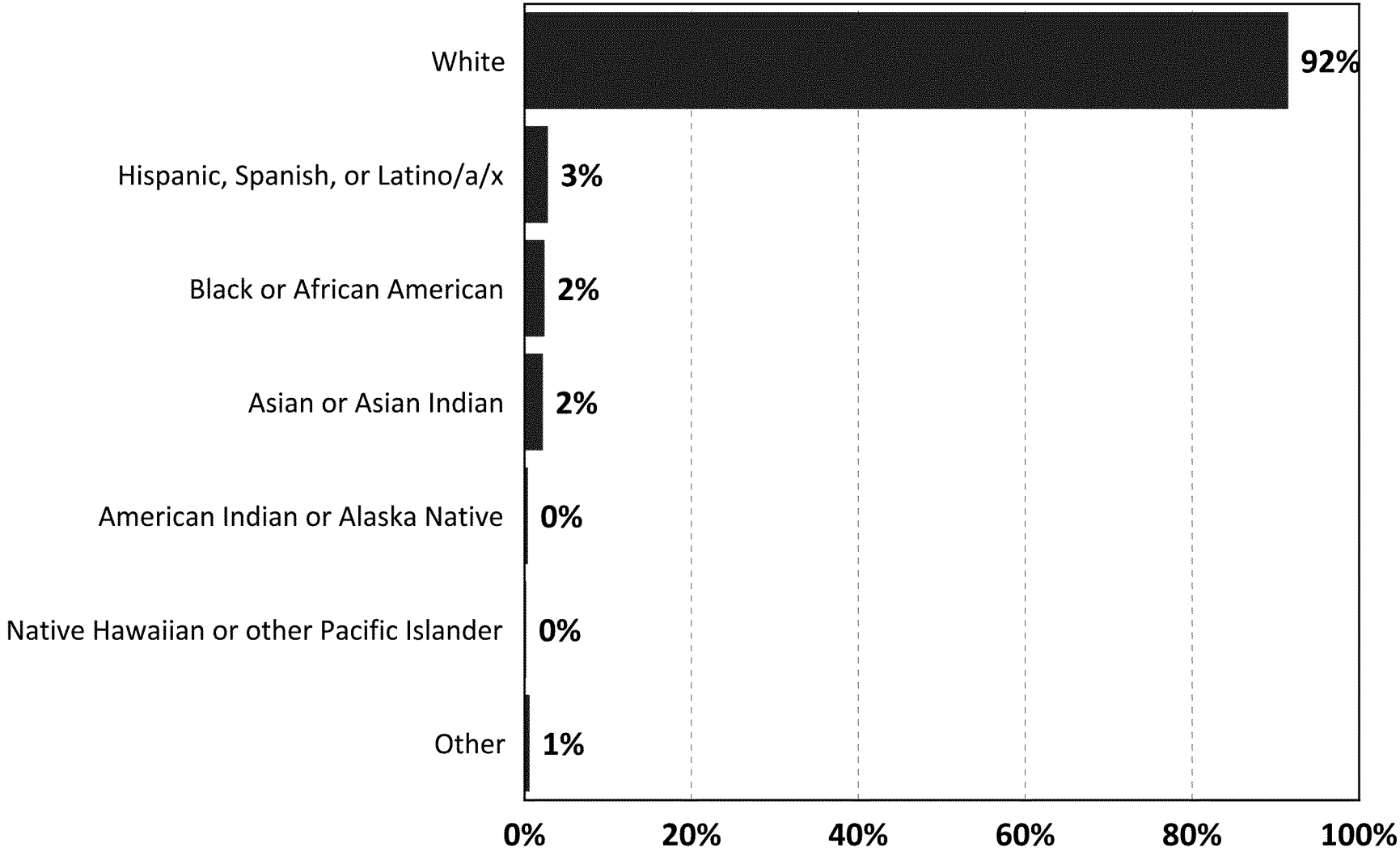
Demographics: Age of Respondents

by percentage of respondents (excluding "not provided")



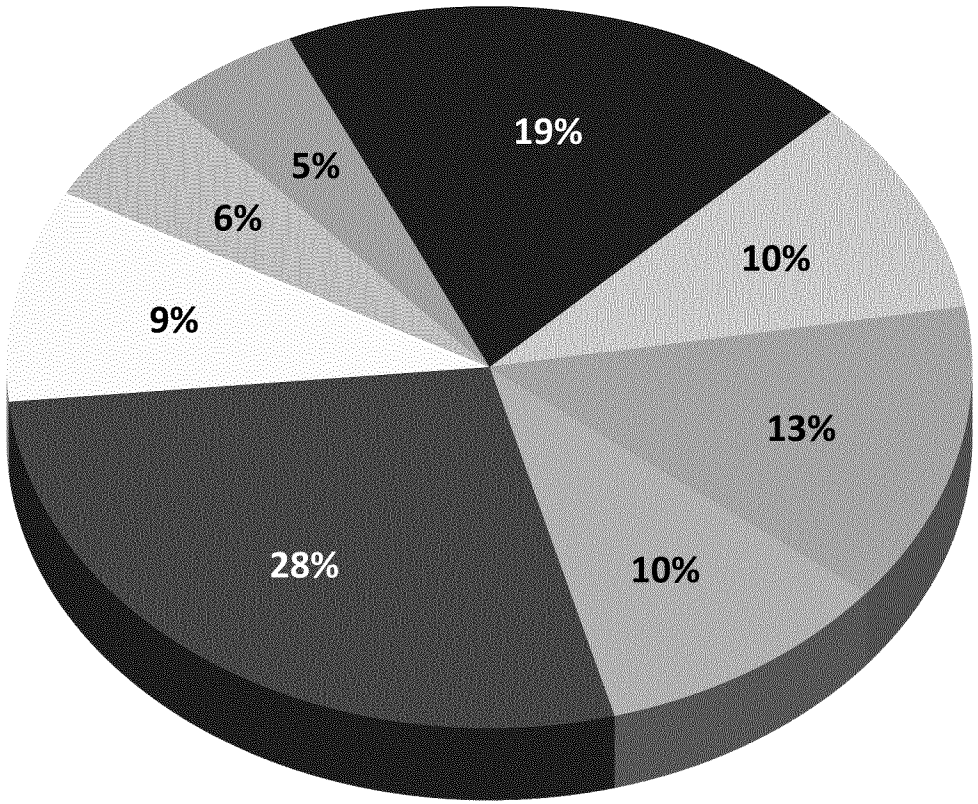
Demographics: Which of the following best describes your race?

by percentage of respondents (multiple selections could be made)



Demographics: Which of the following best describes where you live?

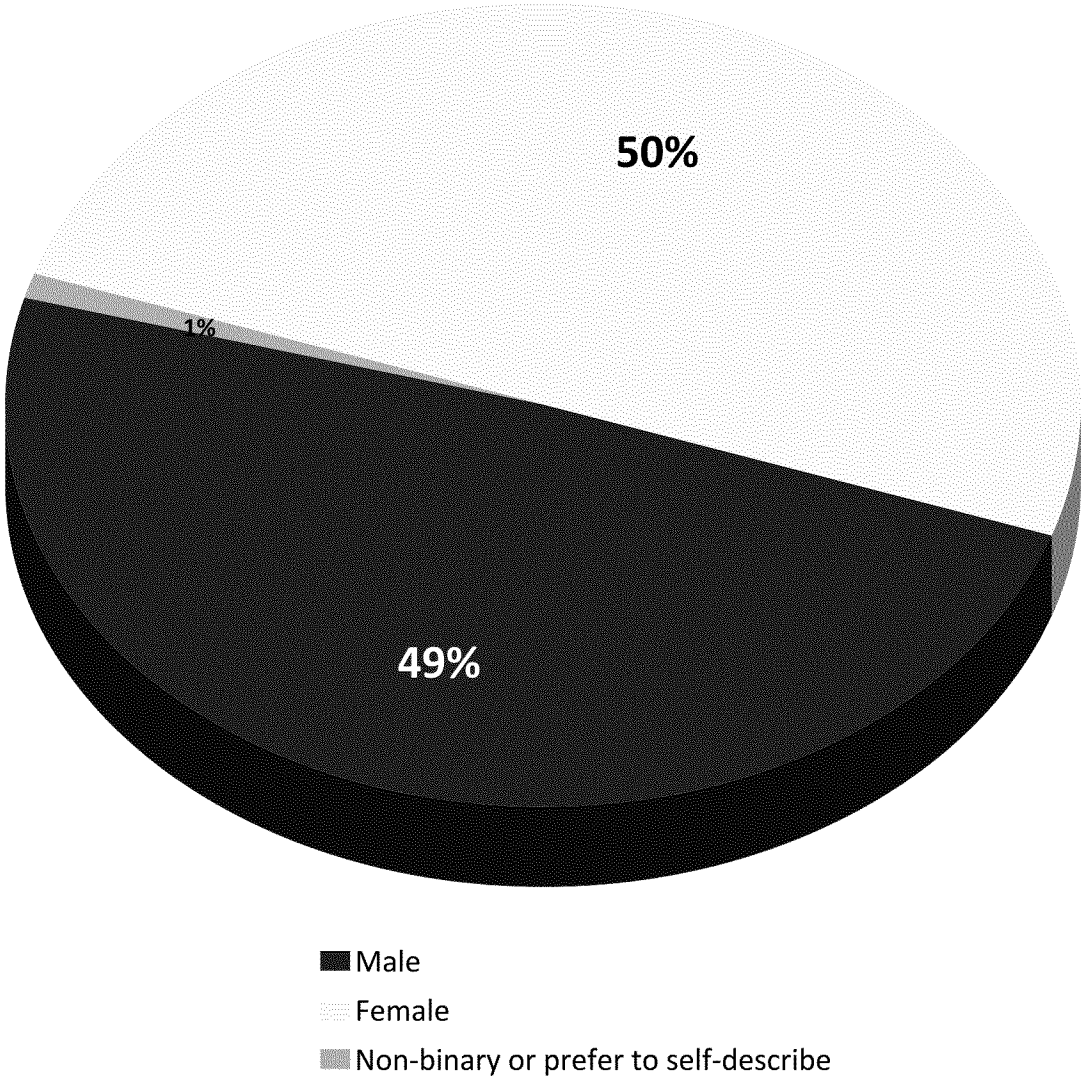
by percentage of respondents (excluding "not provided")



- Pinehurst No. 6
- Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/Walker Station
- Pinehurst No. 7/Lawn & Tennis/CCNC
- Morganton/Monticello Rd.
- Lake Pinehurst/Burning Tree/St. Andrews/Cotswold
- Pinewild
- Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens
- Village Acres/Murdocksville Rd.

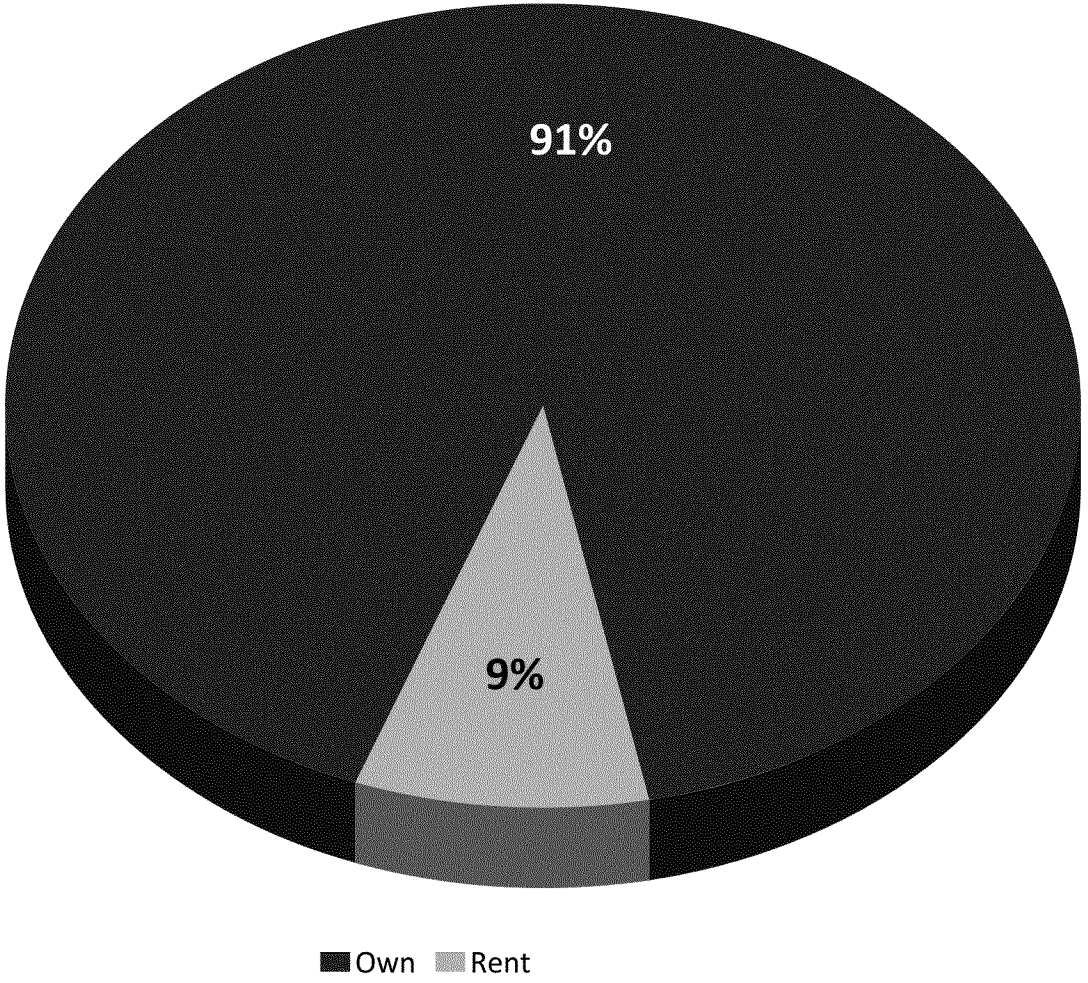
Demographics: Gender

by percentage of respondents (excluding "not provided")



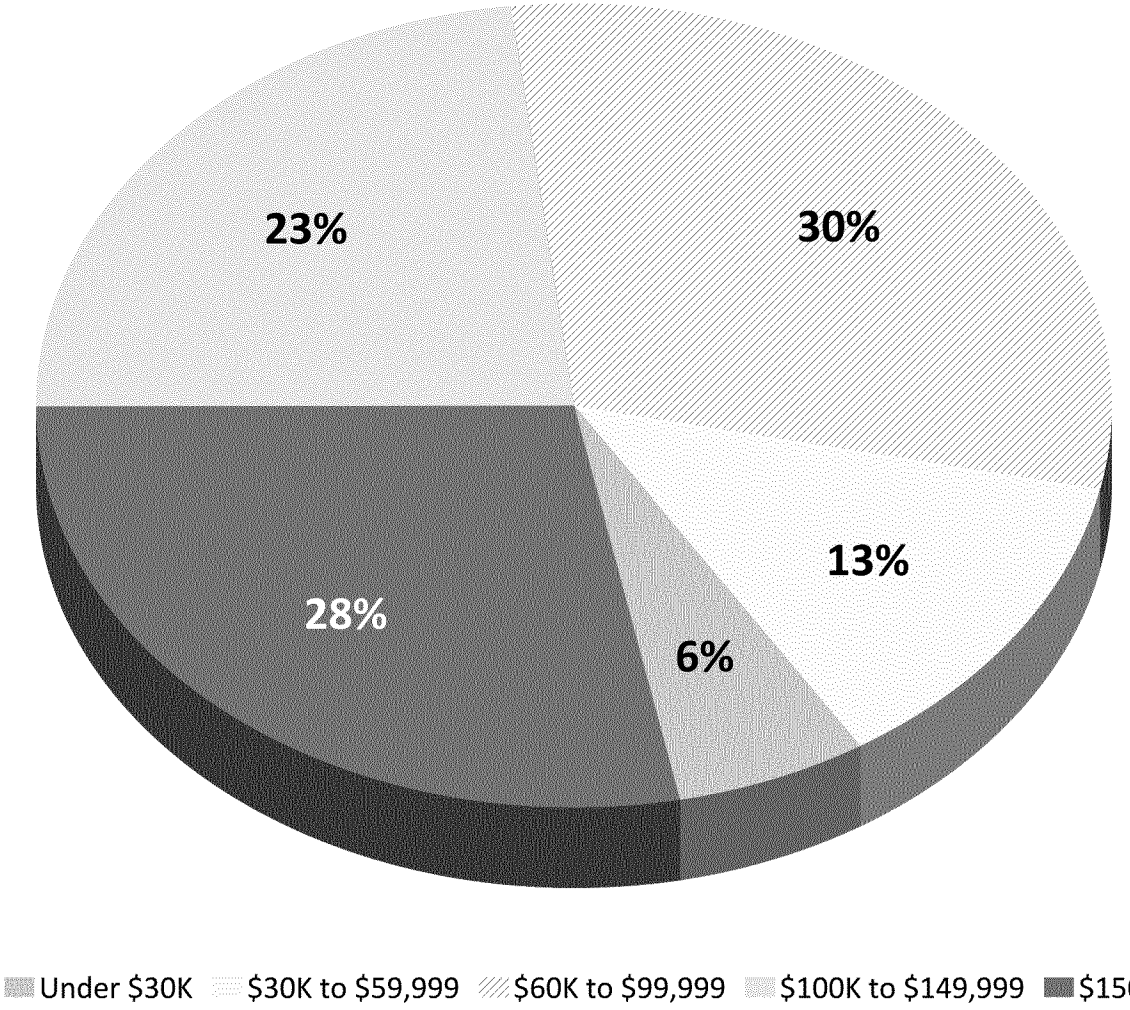
Demographics: Do you own or rent your current address?

by percentage of respondents (excluding "not provided")



Demographics: Total Annual Household Income

by percentage of respondents (excluding "not provided")



2 Benchmarking Analysis

Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 50 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the fall of 2021 to a random sample of more than 9,000 residents across the United States, (2) a regional survey administered during the fall of 2021 to a random sample of residents in the Atlantic Region of the United States; the Atlantic Region includes the states of North Carolina, Virginia, West Virginia, Maryland, Delaware, and the District of Columbia, and (3) from individual surveys that were administered in 42 communities with populations of fewer than 30,000 residents between January 2021 and September 2022. The average shown in the performance range charts is the average rating of the 42 communities listed below:

- Addison, Texas
- Andover, Kansas
- Atchison, Kansas
- Belleair, Florida
- Belton, Missouri
- Branson, Missouri
- Brooklyn, Ohio
- Carrboro, North Carolina
- Clayton, Missouri
- Creve Coeur, Missouri
- Des Peres, Missouri
- Dumfries, Virginia
- Edgerton, Kansas
- Emporia, Kansas
- Fountain Hills, Arizona
- Fruita, Colorado
- Gulf Shores, Alabama
- Harrisonville, Missouri
- Hillsborough, North Carolina
- Hutto, Texas
- Johnston, Iowa
- Key Biscayne, Florida
- Kirkwood, Missouri
- Lake Wales, Florida
- Lebanon, Missouri
- Maplewood, Missouri
- Merriam, Kansas
- Mission, Kansas
- New Fairview, Texas
- Norwalk, Iowa
- Palmetto Bay, Florida
- Pelham, Alabama
- Pitkin County, Colorado
- Platte City, Missouri
- Port Washington, Wisconsin
- Raymore, Missouri
- Rifle, Colorado
- Roeland Park, Kansas
- Scarborough, Maine
- Smithville, Missouri
- Weldon Spring, Missouri
- Westlake, Texas

Benchmarking Analysis

Interpreting the Charts

The charts on the following pages show how the overall results for Pinehurst compare to the national and regional averages based on the results of the survey administered by ETC Institute during the fall of 2021. The "National Average" shown in the charts reflects the overall results of ETC Institute's national survey of more than 9,000 residents, and the "Atlantic Region" reflects the results of the survey of residents in the states listed on the previous page.

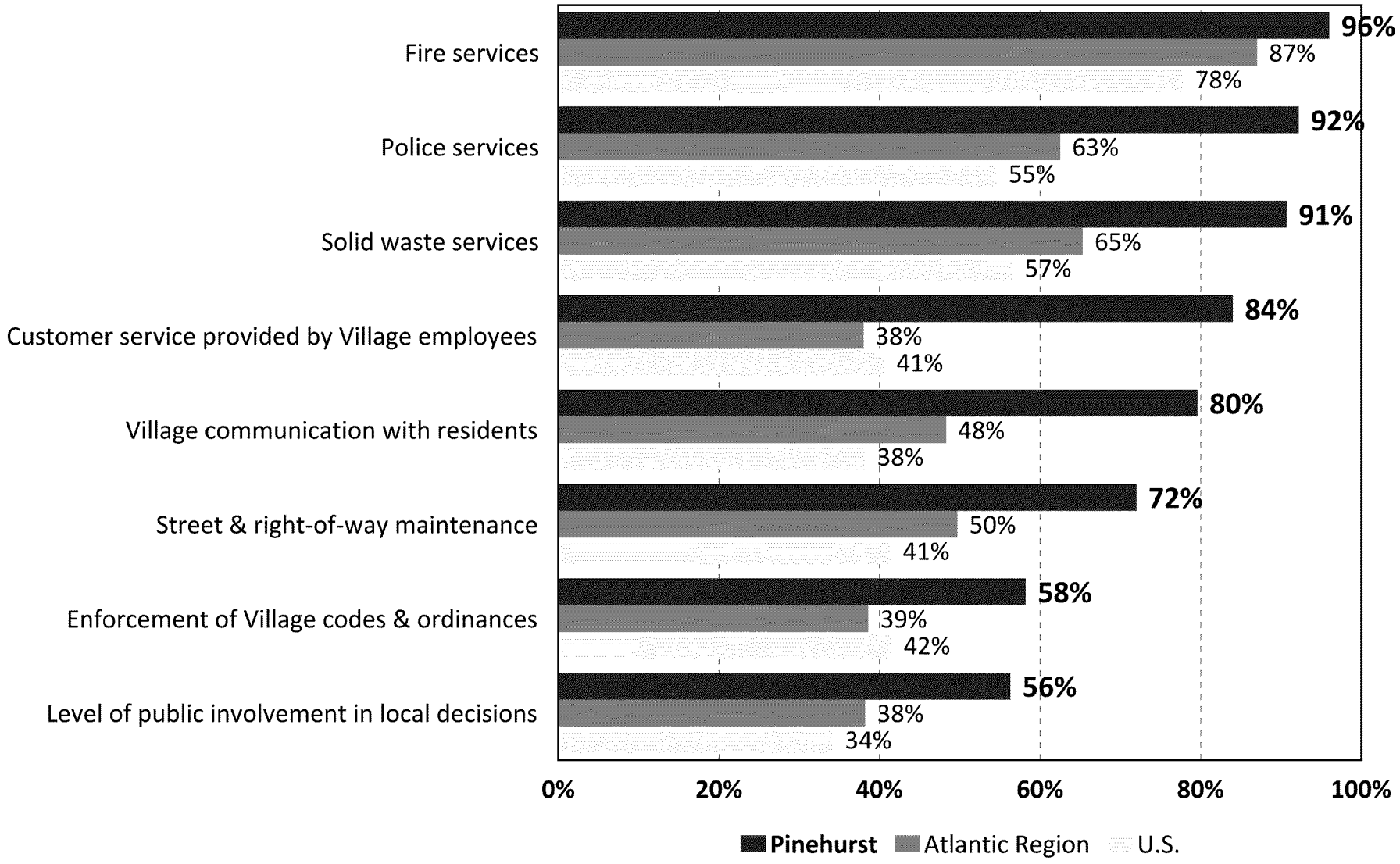
Performance Range Charts. The second set of charts show comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities of fewer than 30,000 that have participated in the *DirectionFinder®* Survey since January 2021. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Pinehurst compare to the average for communities with fewer than 30,000 residents, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the Village of Pinehurst is rated higher than the community average. If the yellow dot is located to the left of the vertical dash, the Village is rated below the community average.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Village of Pinehurst is not authorized without written consent from ETC Institute.

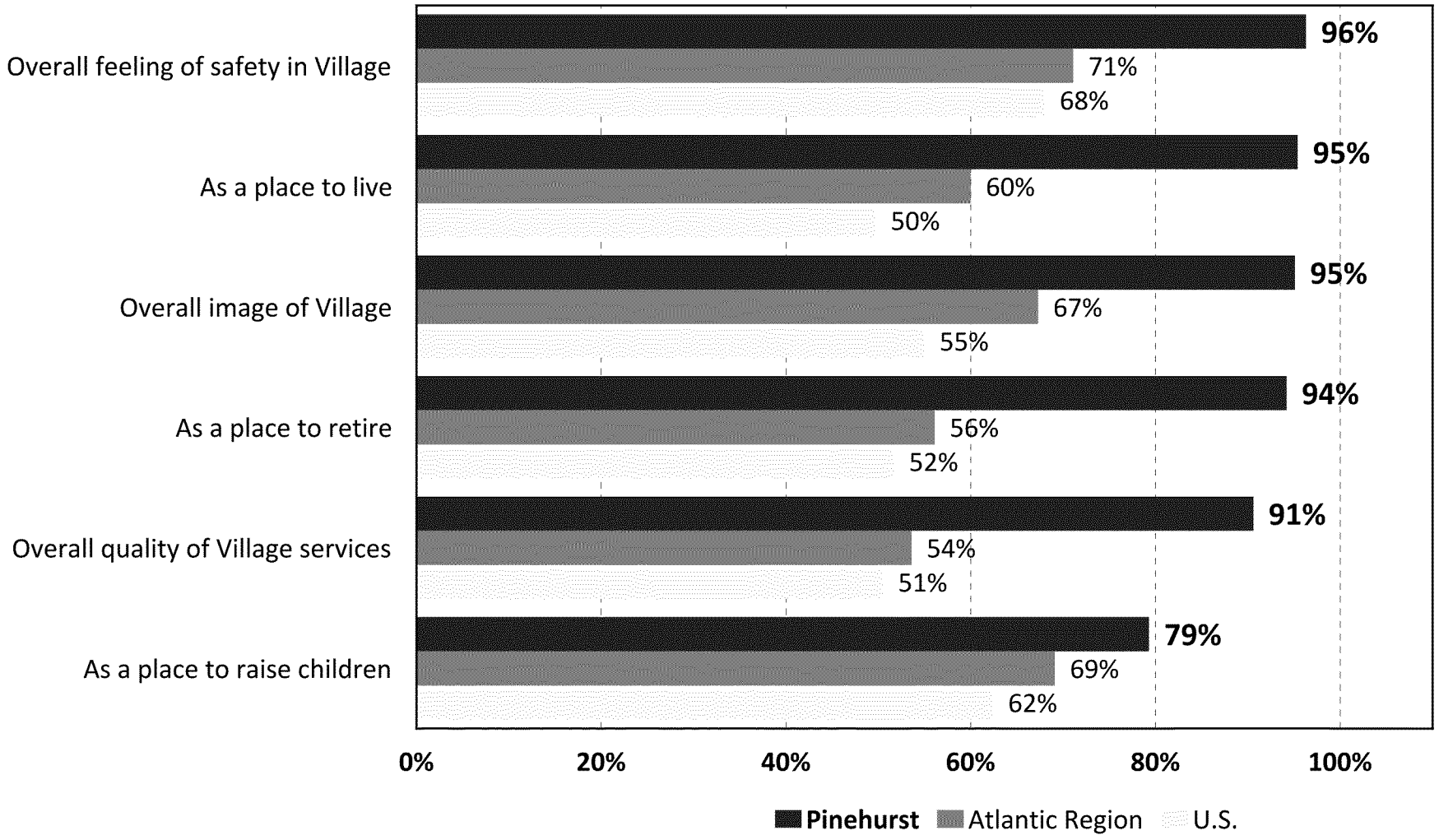
Overall Satisfaction with Various Community Services
Pinehurst vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scalewhere 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Satisfaction with Issues that Influence Perceptions of the Village
Pinehurst vs. Atlantic Region vs. the U.S.

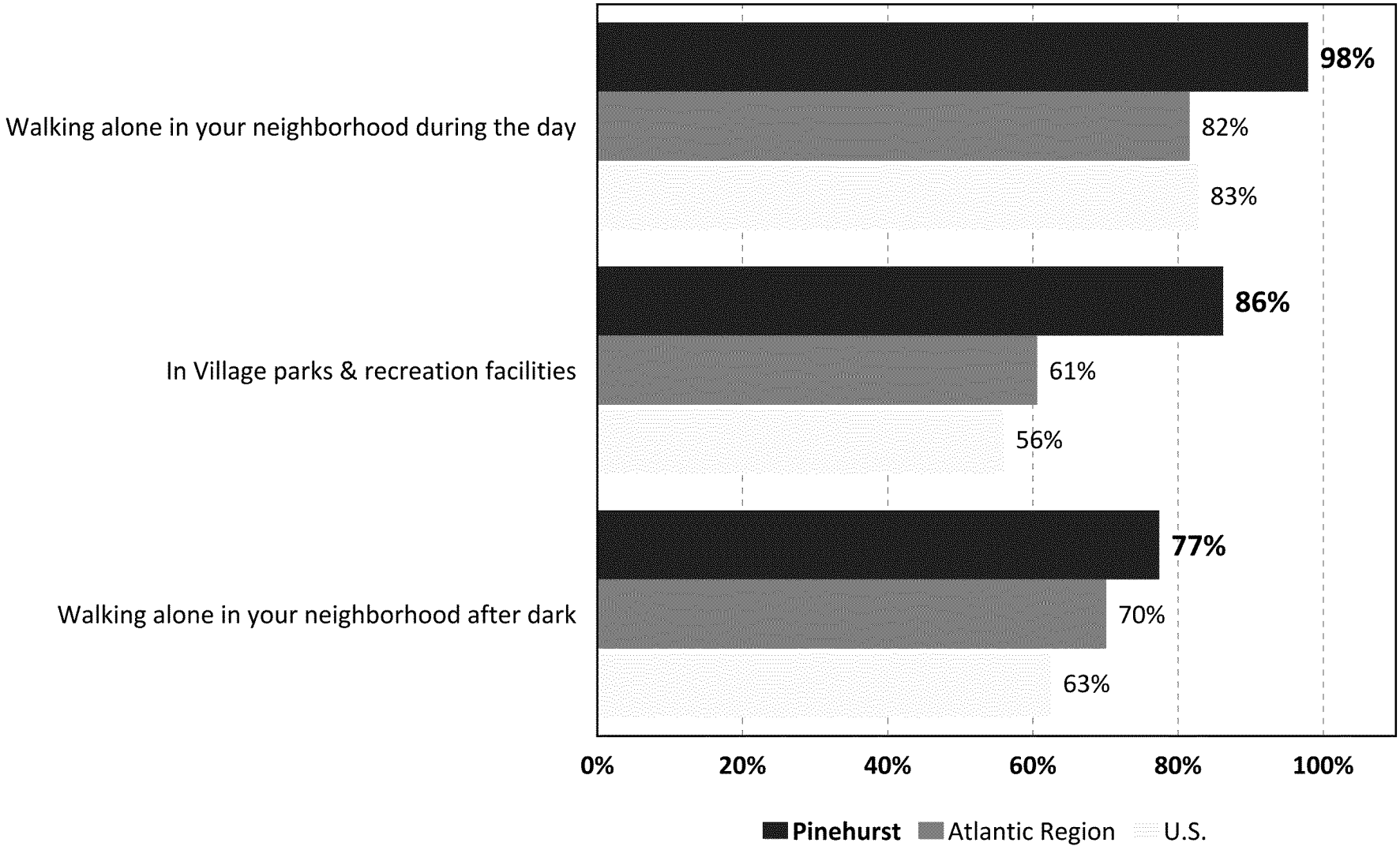
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding no opinion)



Overall Perceptions of Safety and Security

Pinehurst vs. Atlantic Region vs. the U.S.

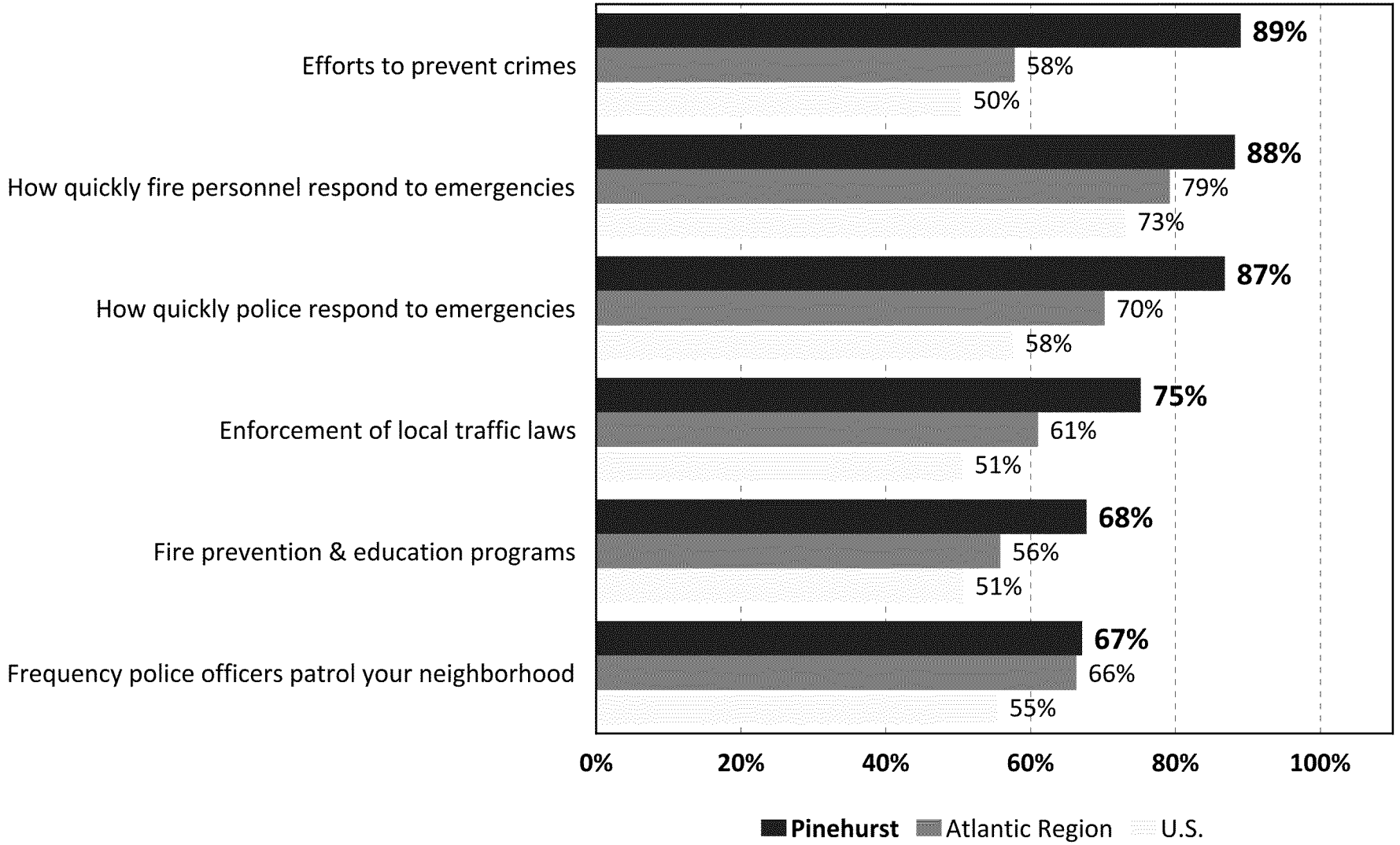
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Public Safety Services

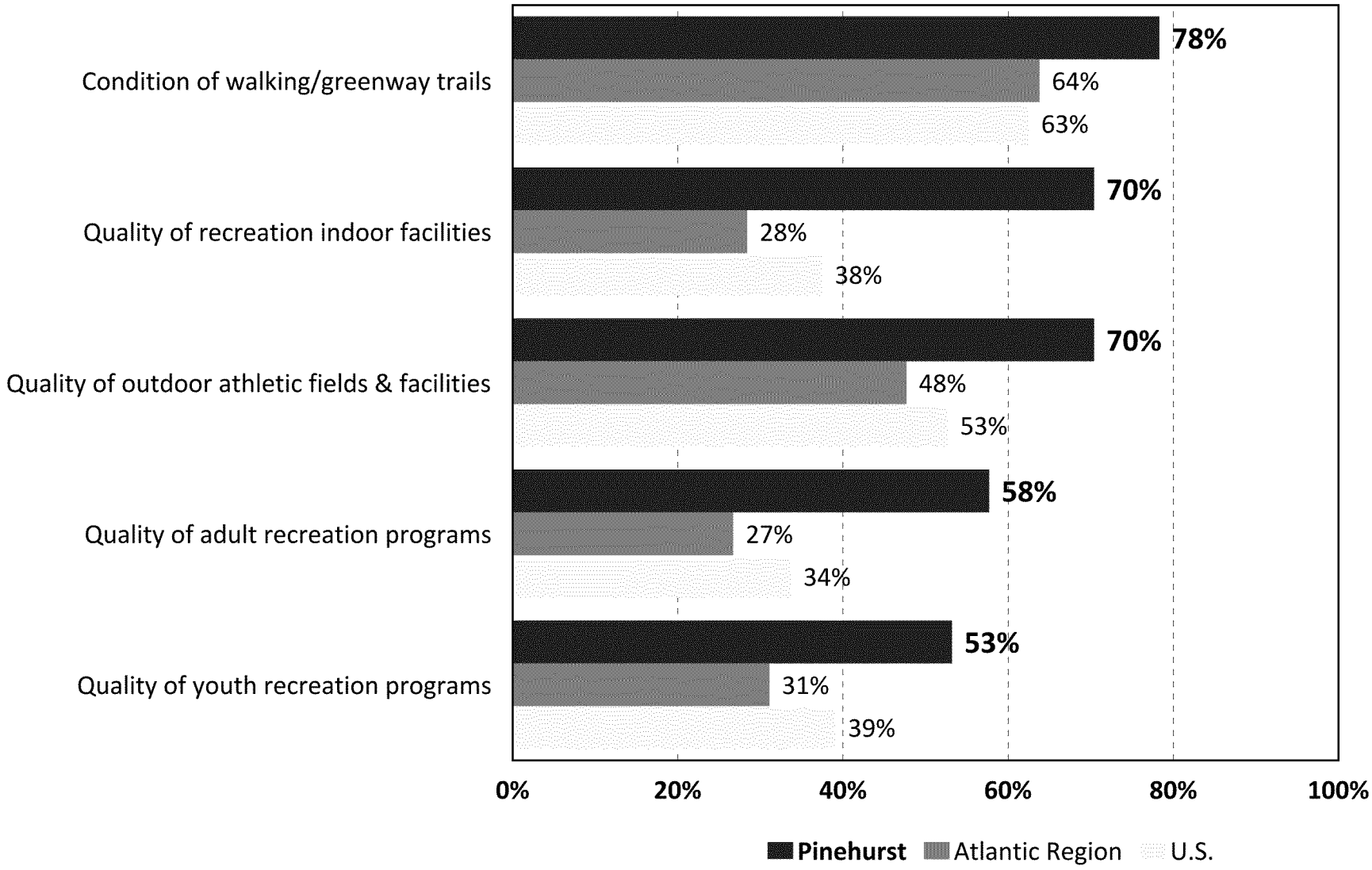
Pinehurst vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Cultural and Recreation Services
Pinehurst vs. Atlantic Region vs. the U.S.

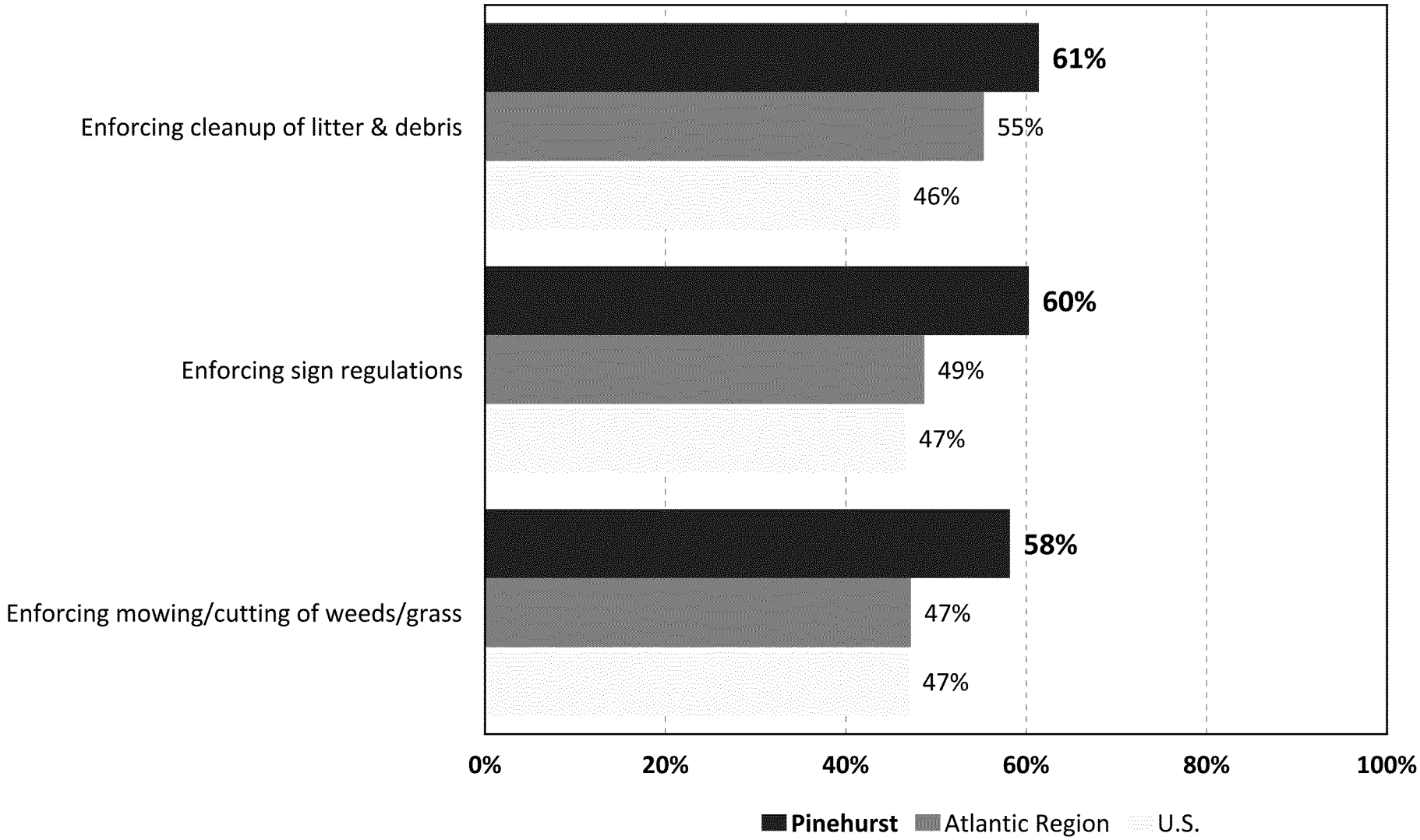
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Code Enforcement

Pinehurst vs. Atlantic Region vs. the U.S.

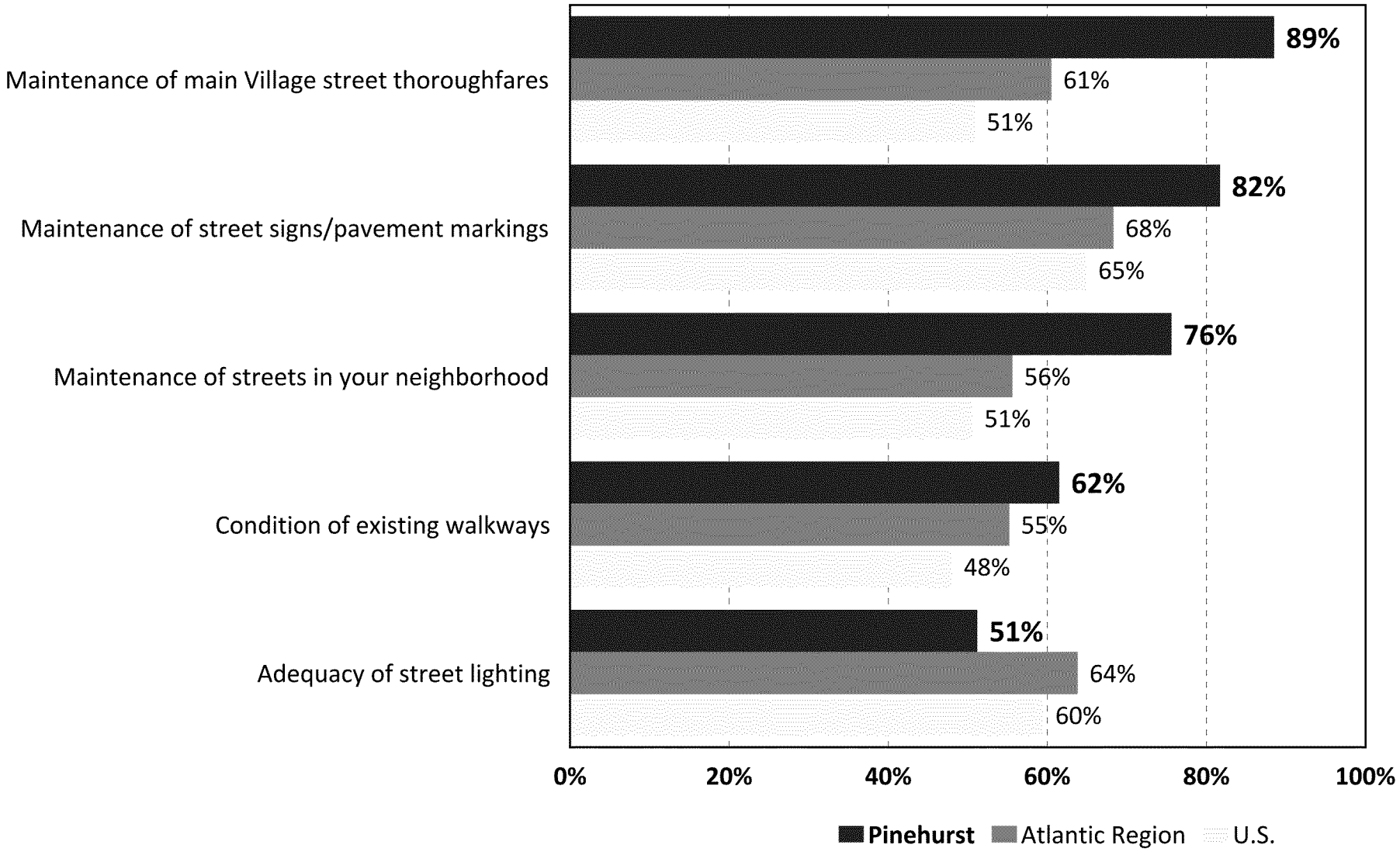
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Transportation Services

Pinehurst vs. Atlantic Region vs. the U.S.

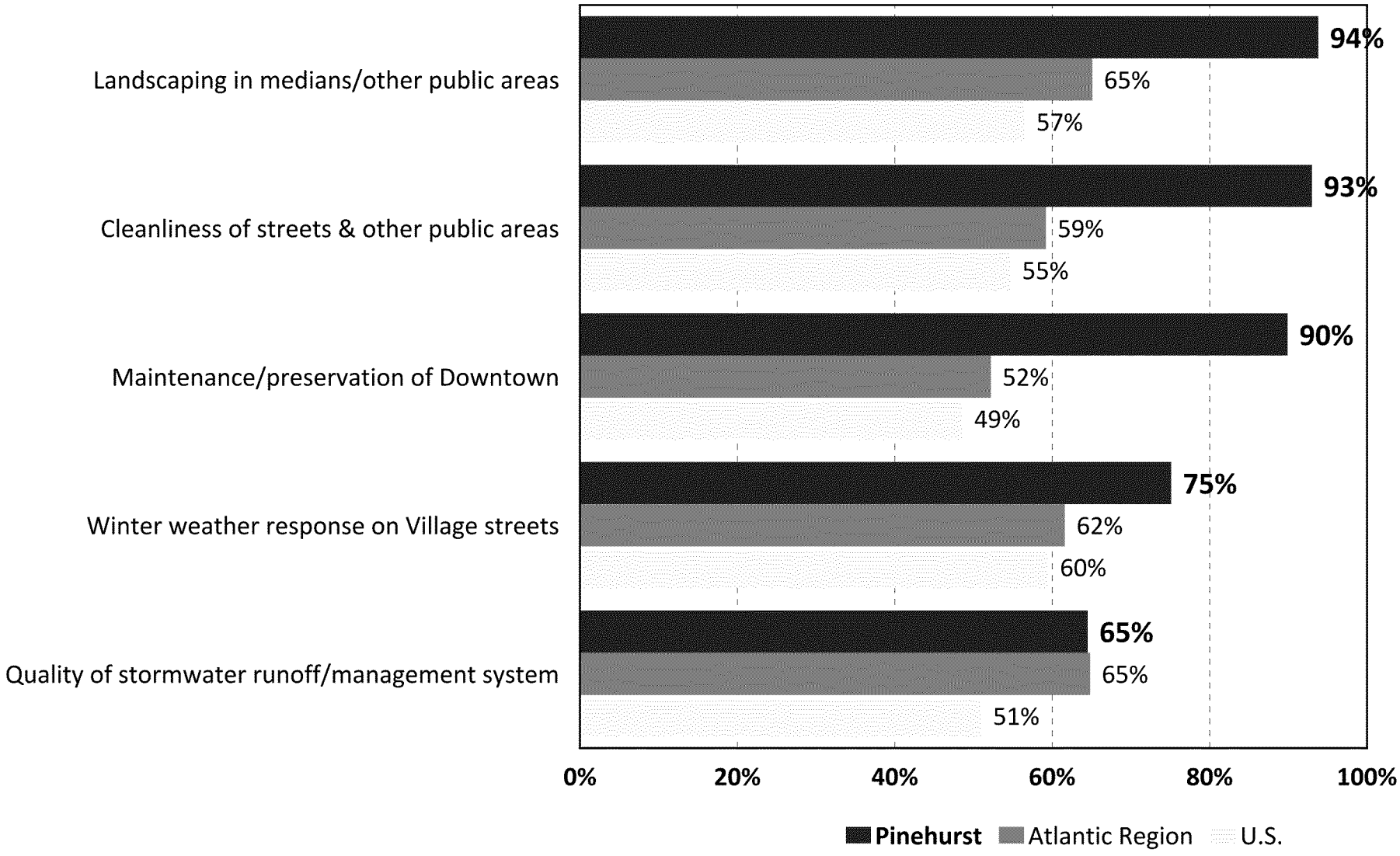
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Public Services

Pinehurst vs. Atlantic Region vs. the U.S.

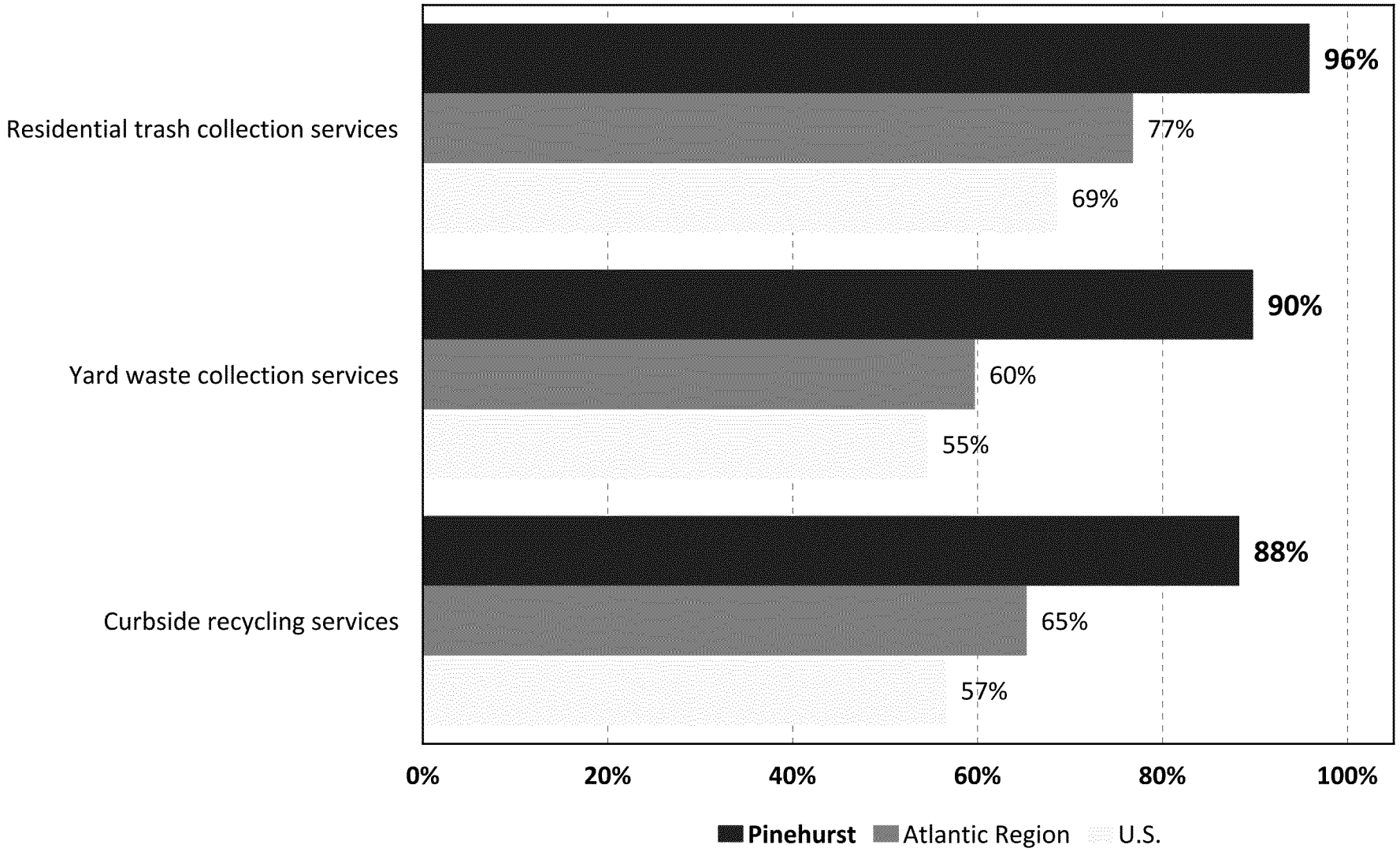
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Solid Waste Services

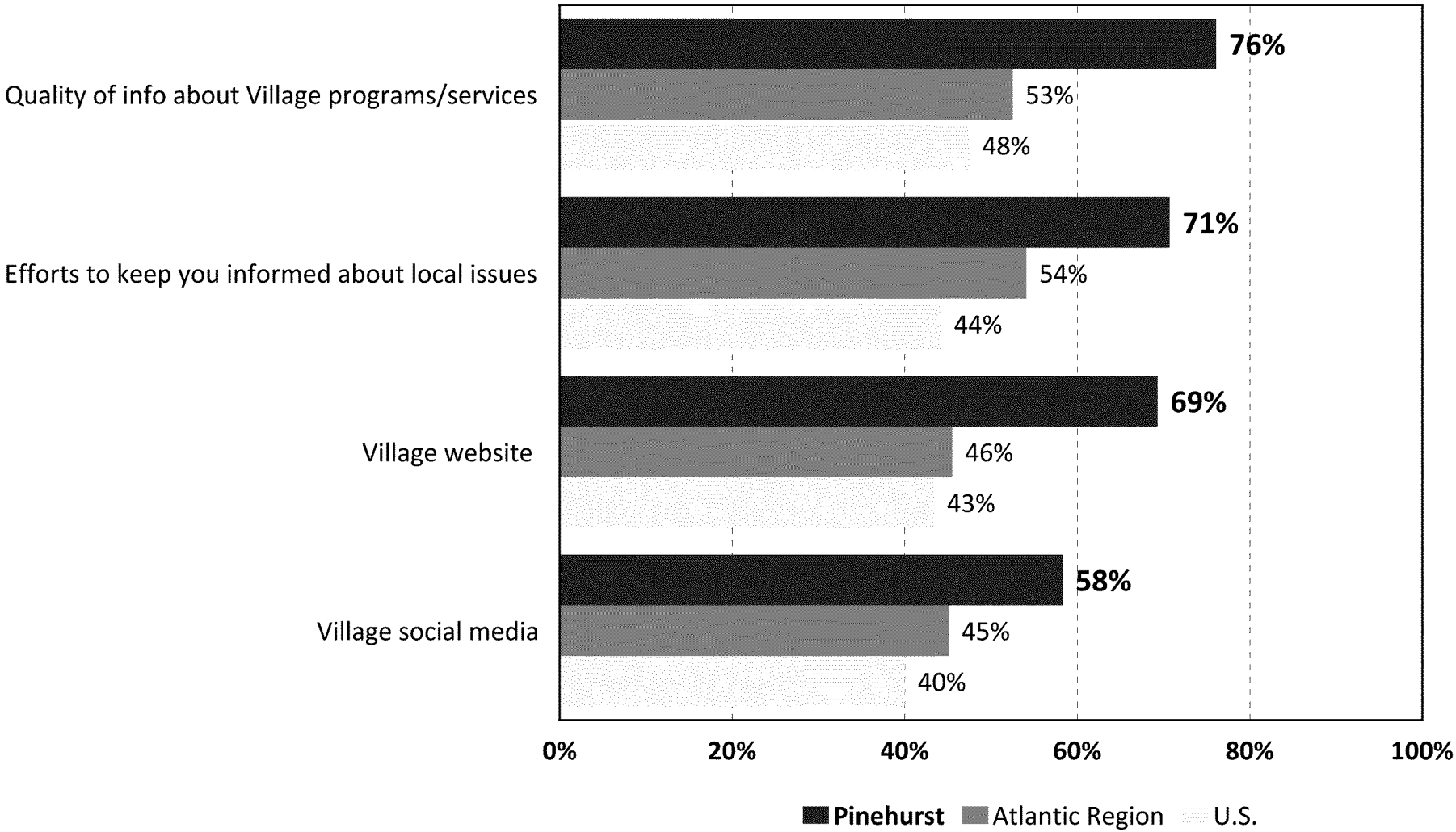
Pinehurst vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Communication
Pinehurst vs. Atlantic Region vs. the U.S.

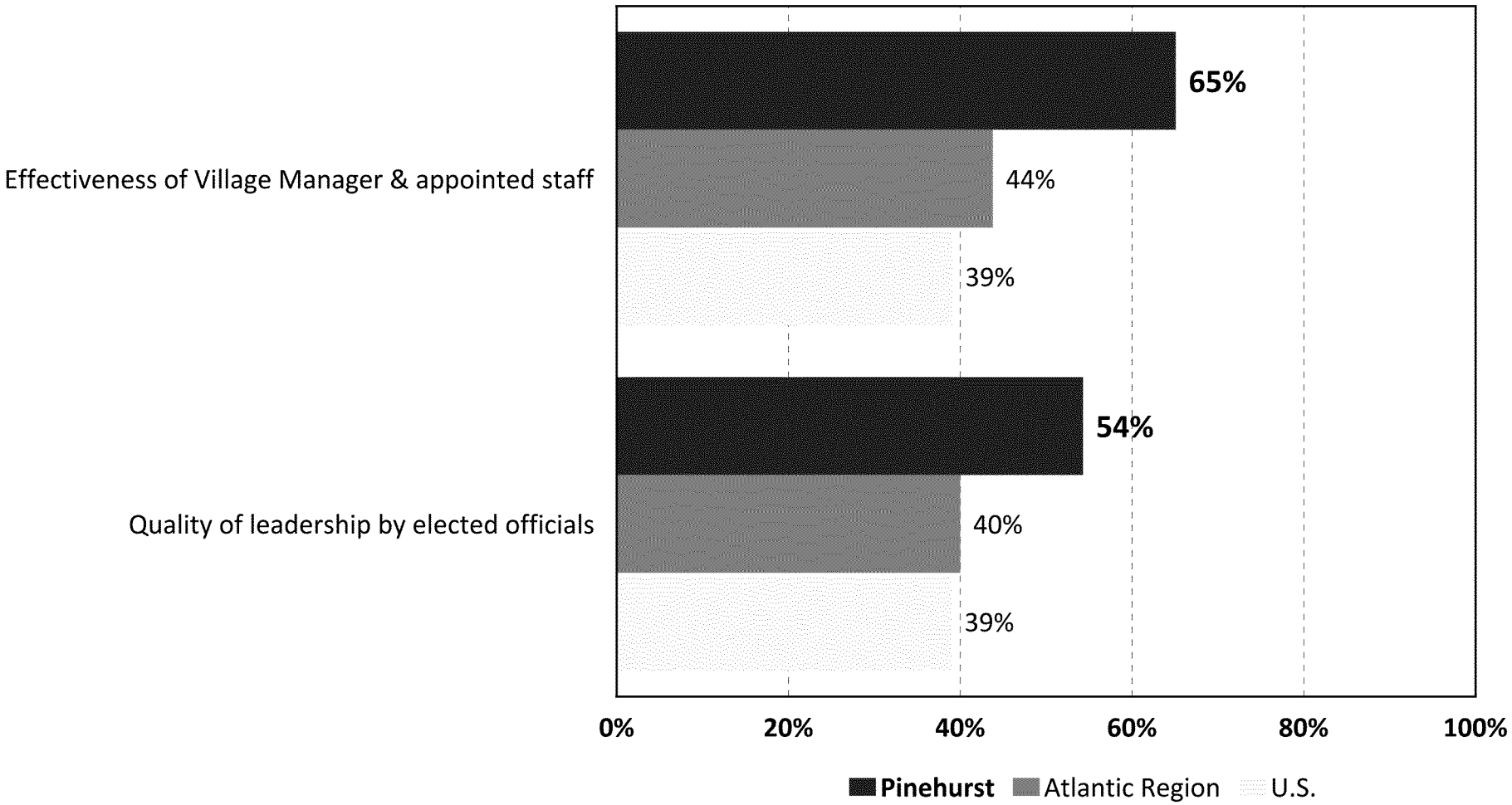
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Village Leadership

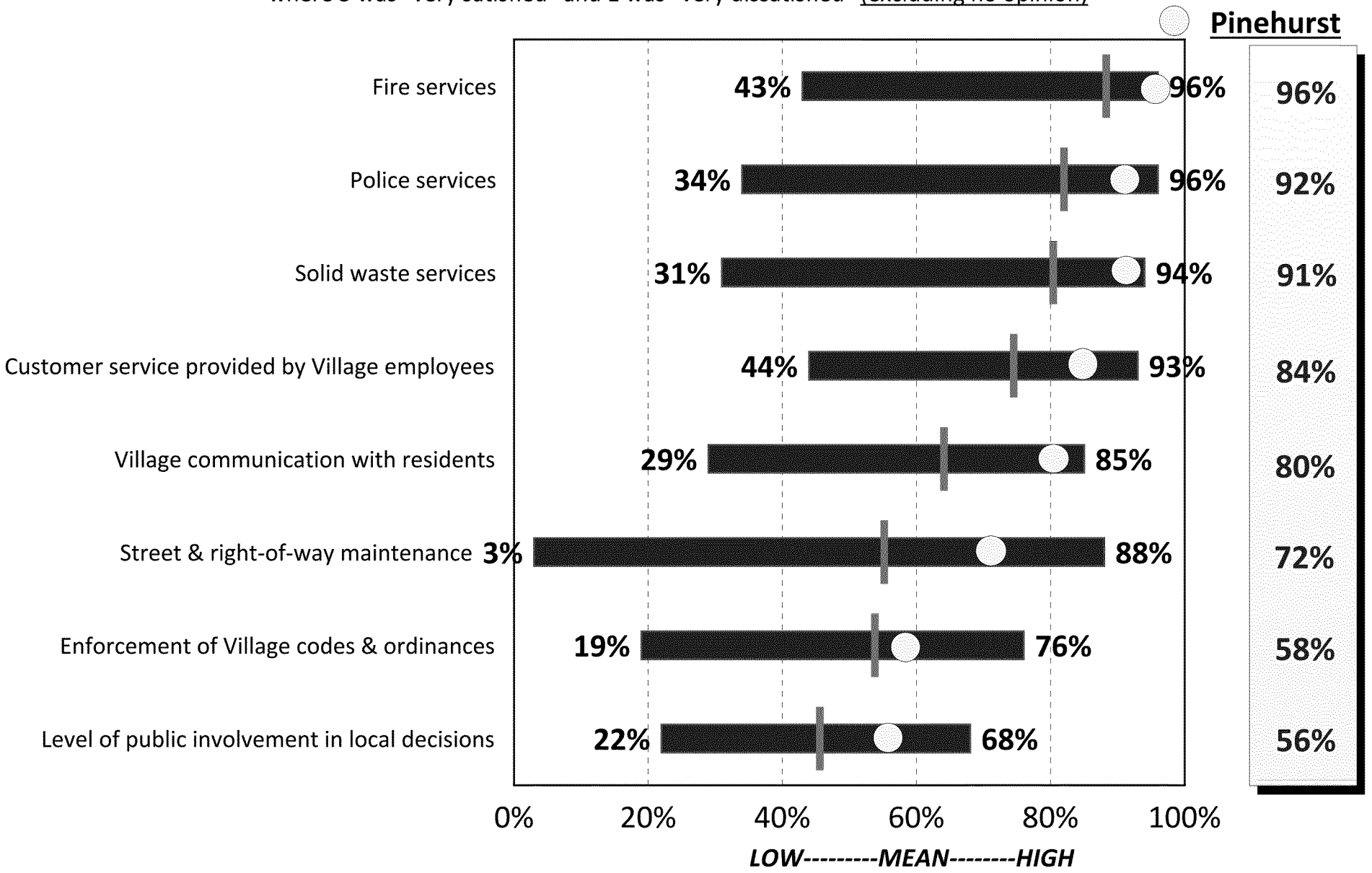
Pinehurst vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



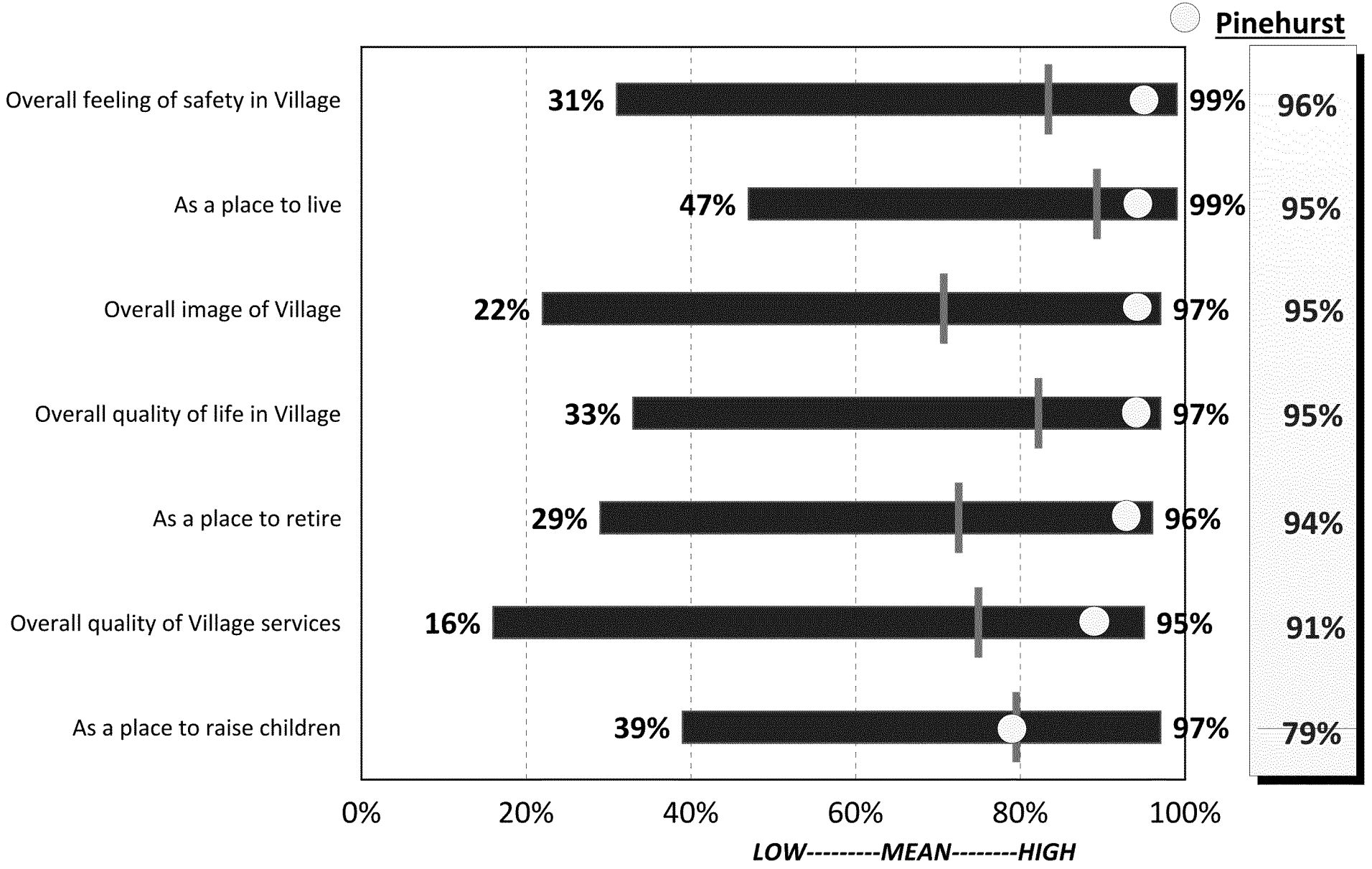
Overall Satisfaction with Various Village Services

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



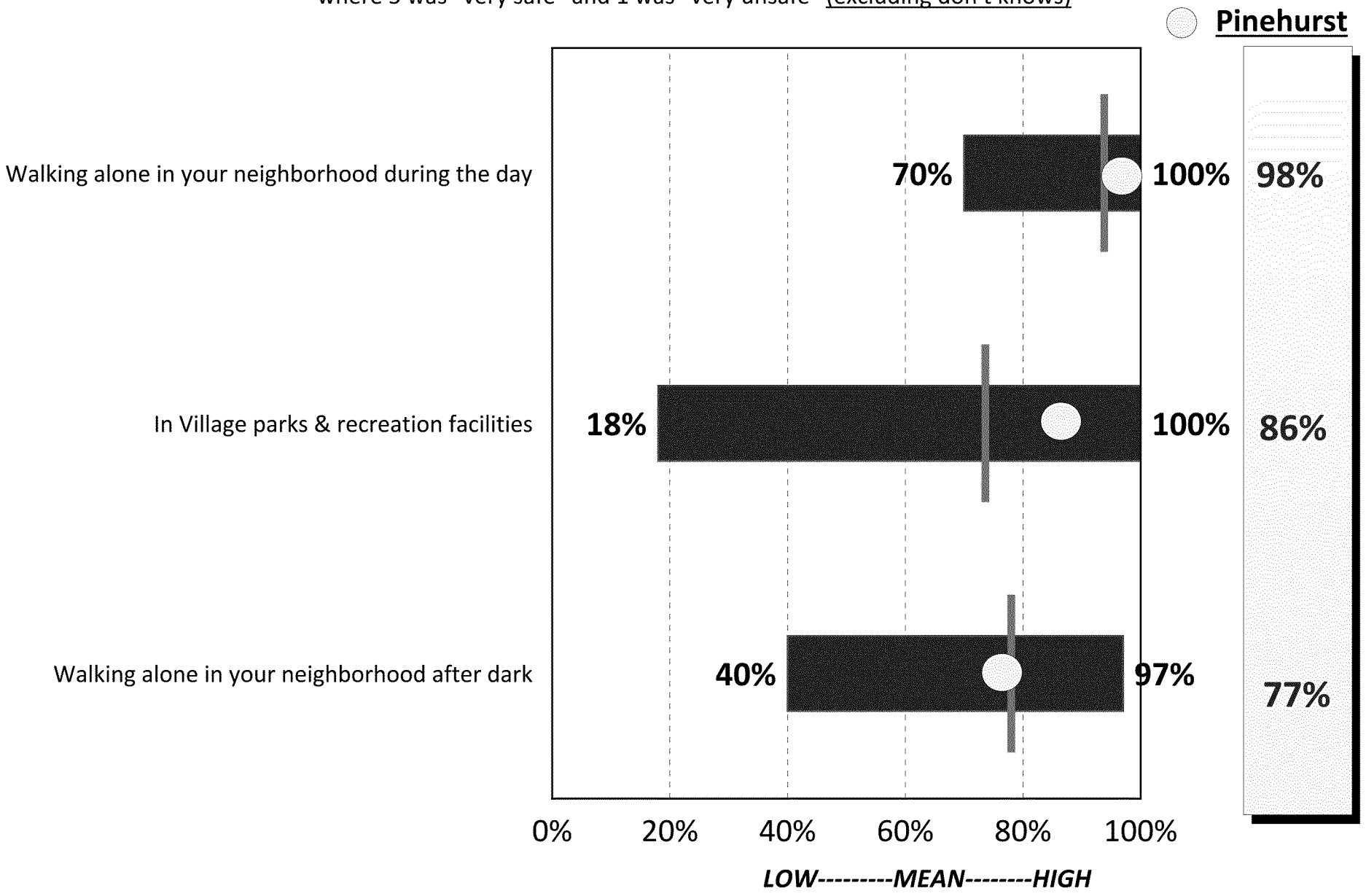
Overall Perceptions of the Village

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



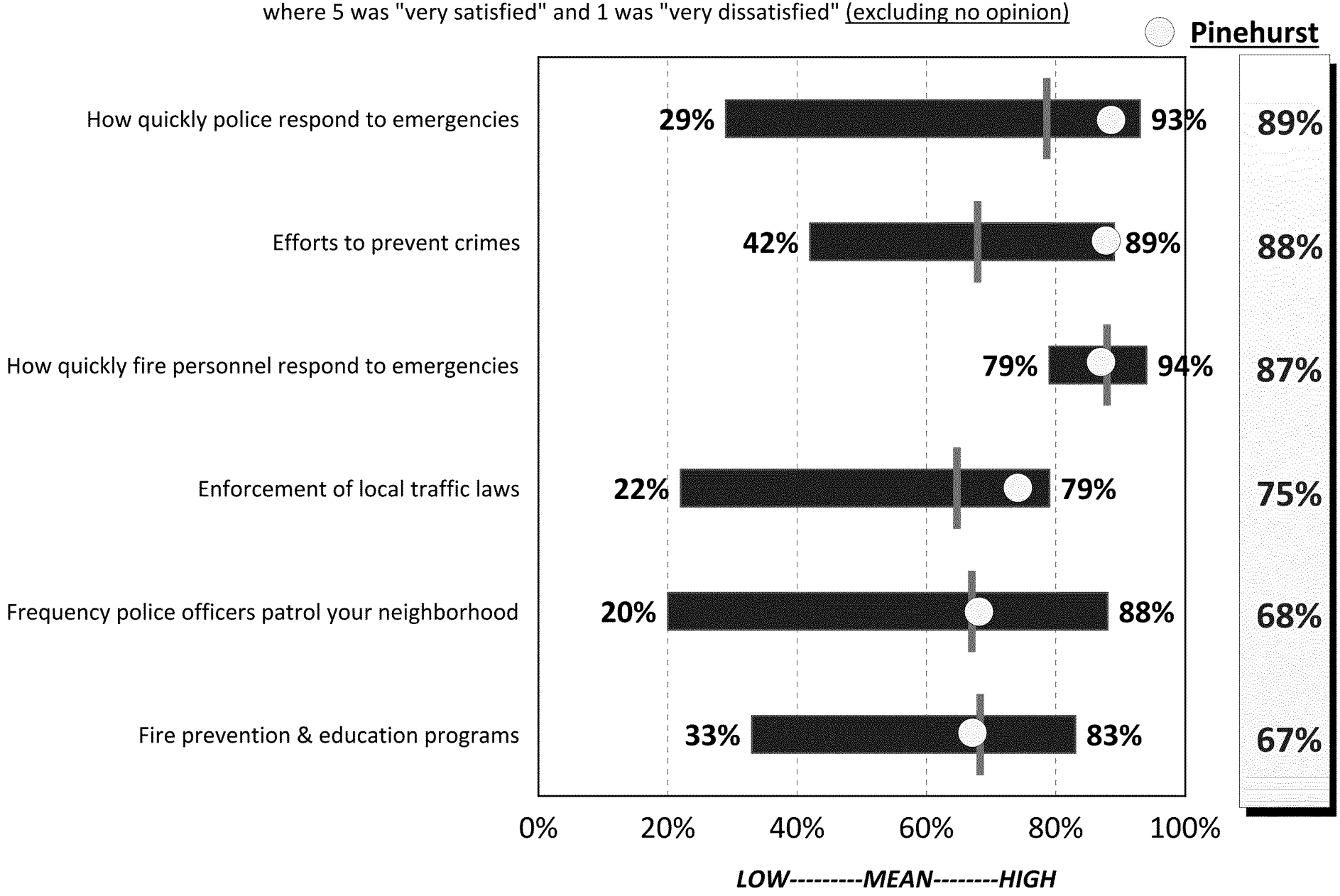
How Safe Residents Feel in Their Community

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



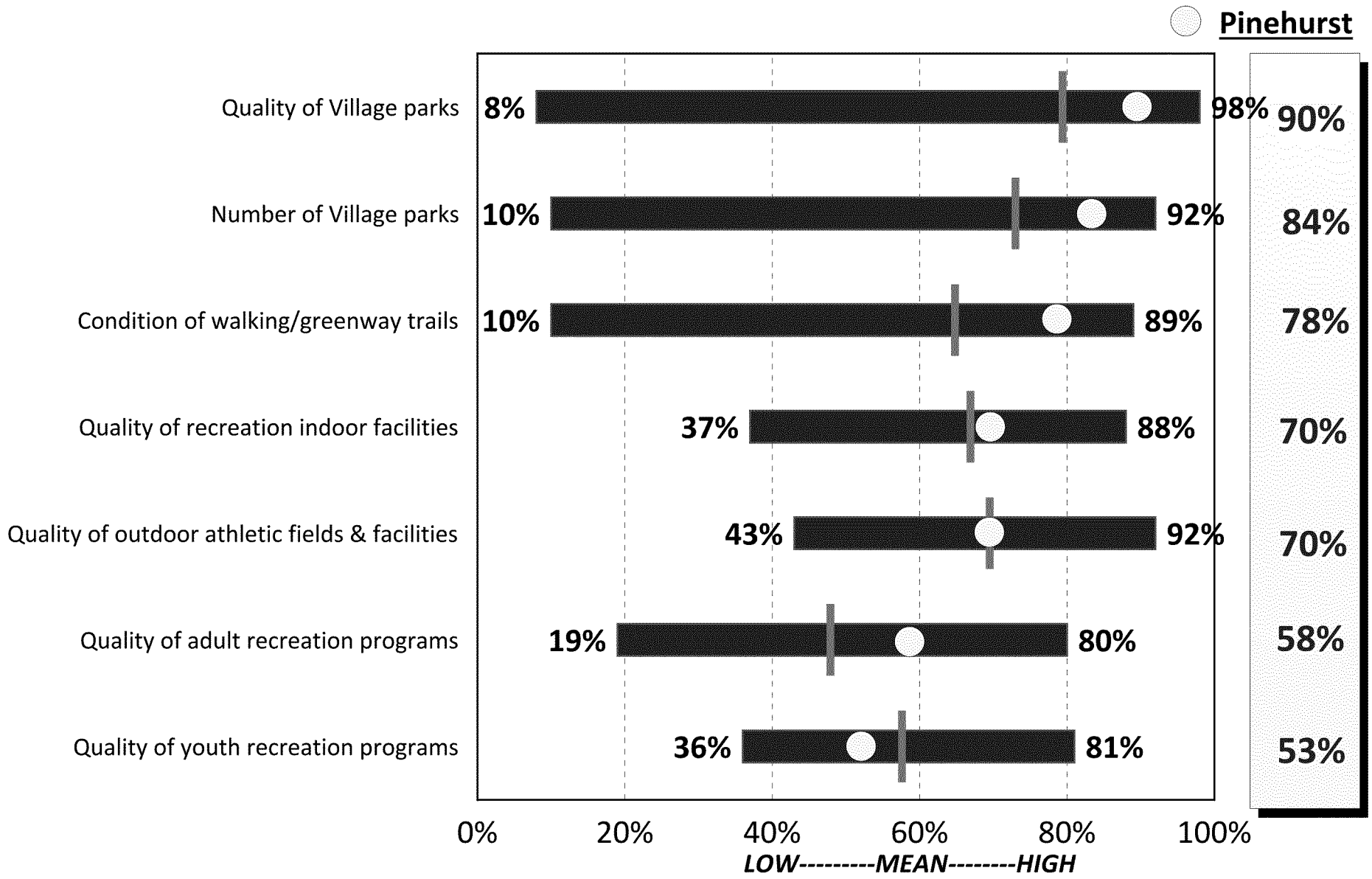
Satisfaction with Public Safety

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



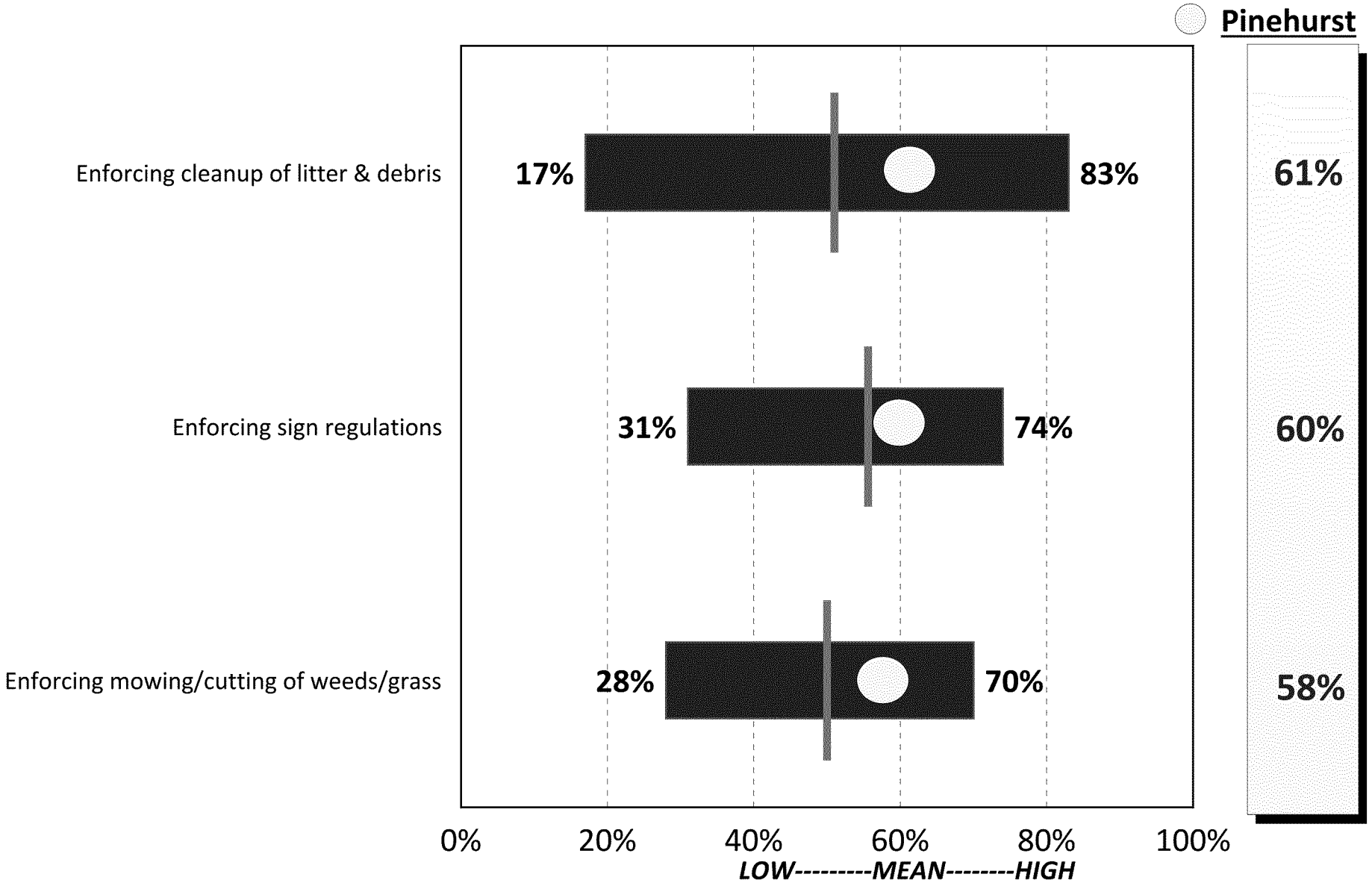
Overall Satisfaction with Cultural and Recreation Services

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



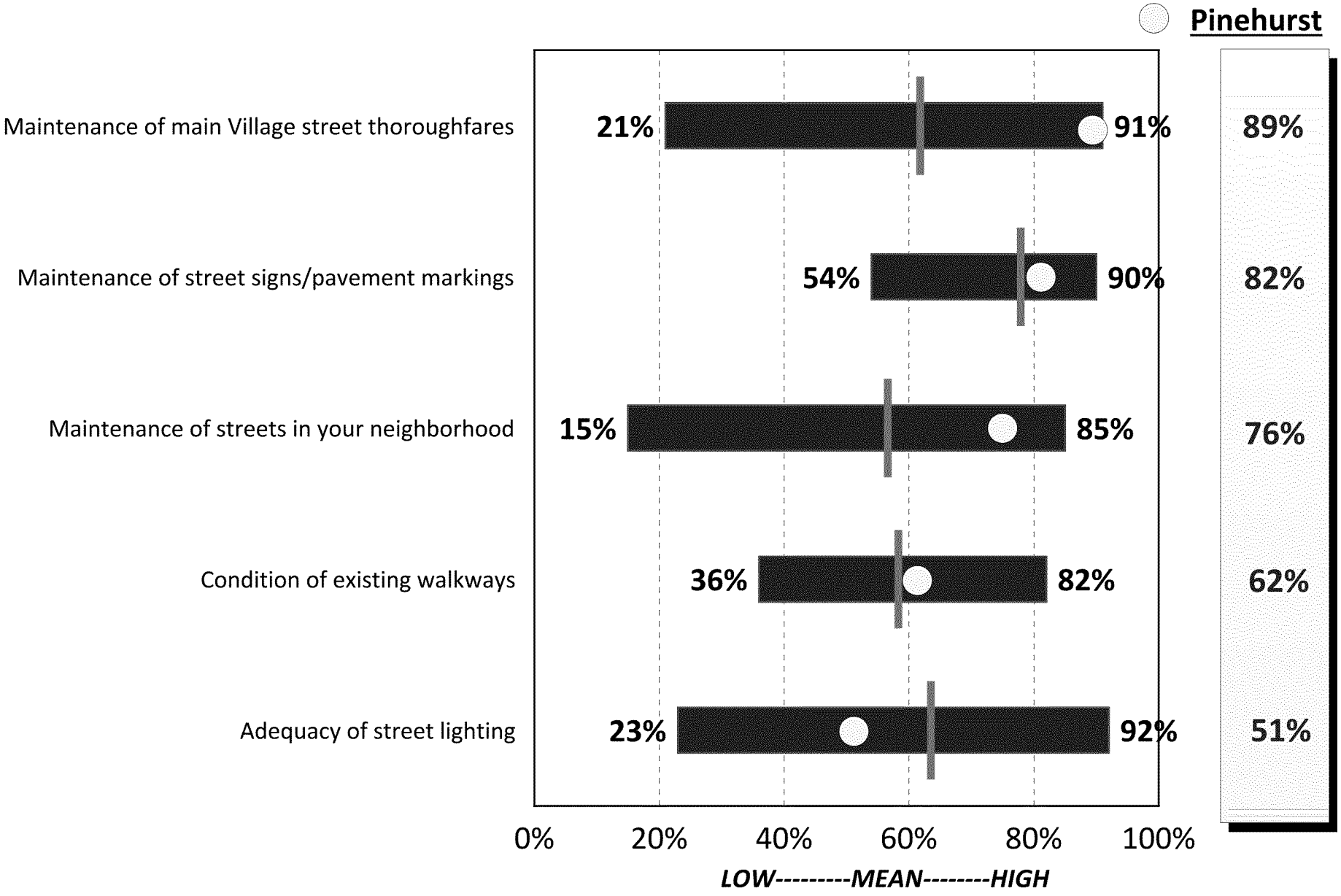
Overall Satisfaction with Code Enforcement

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



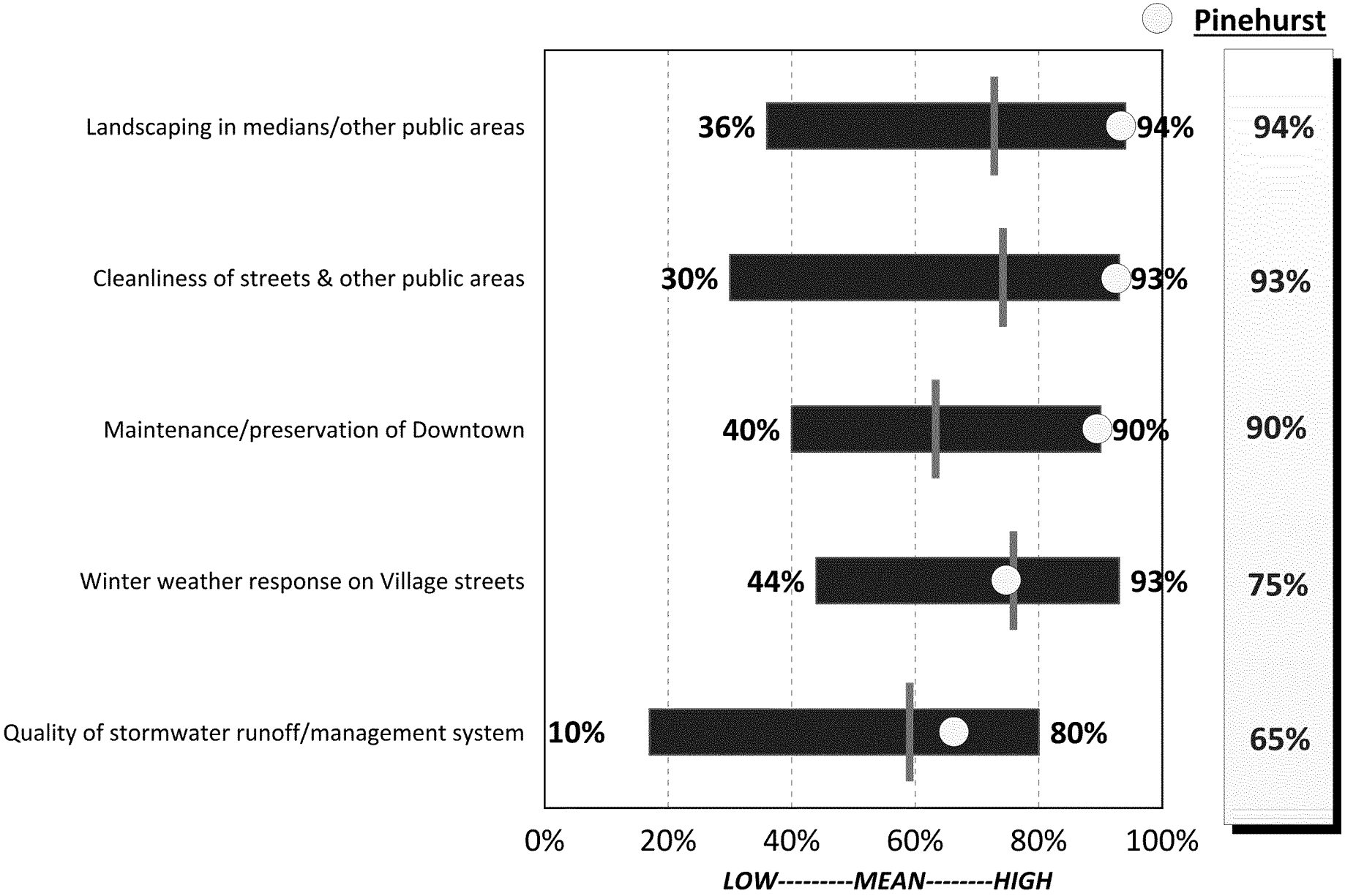
Overall Satisfaction with Transportation Services

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



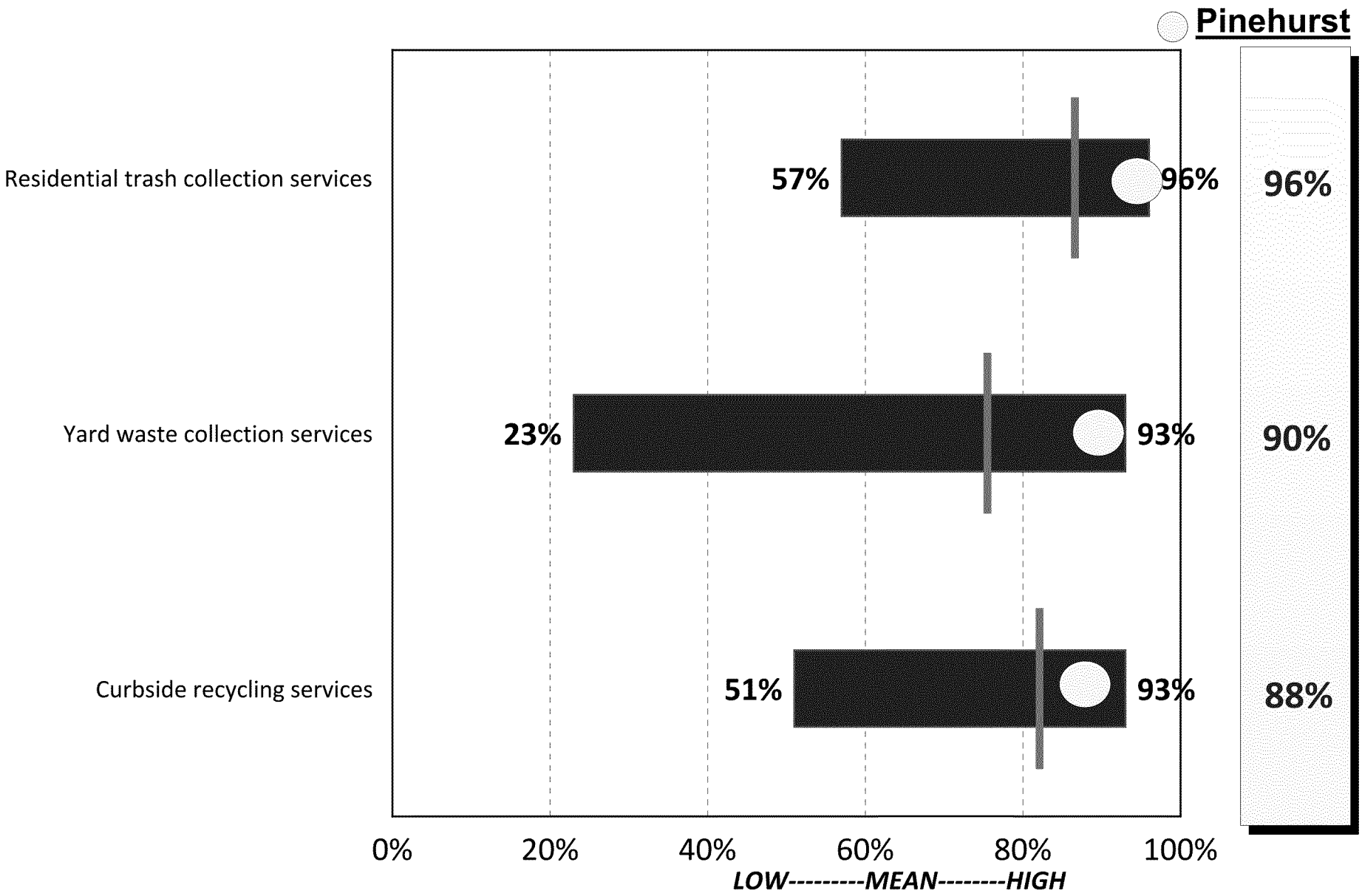
Overall Satisfaction with Public Services

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



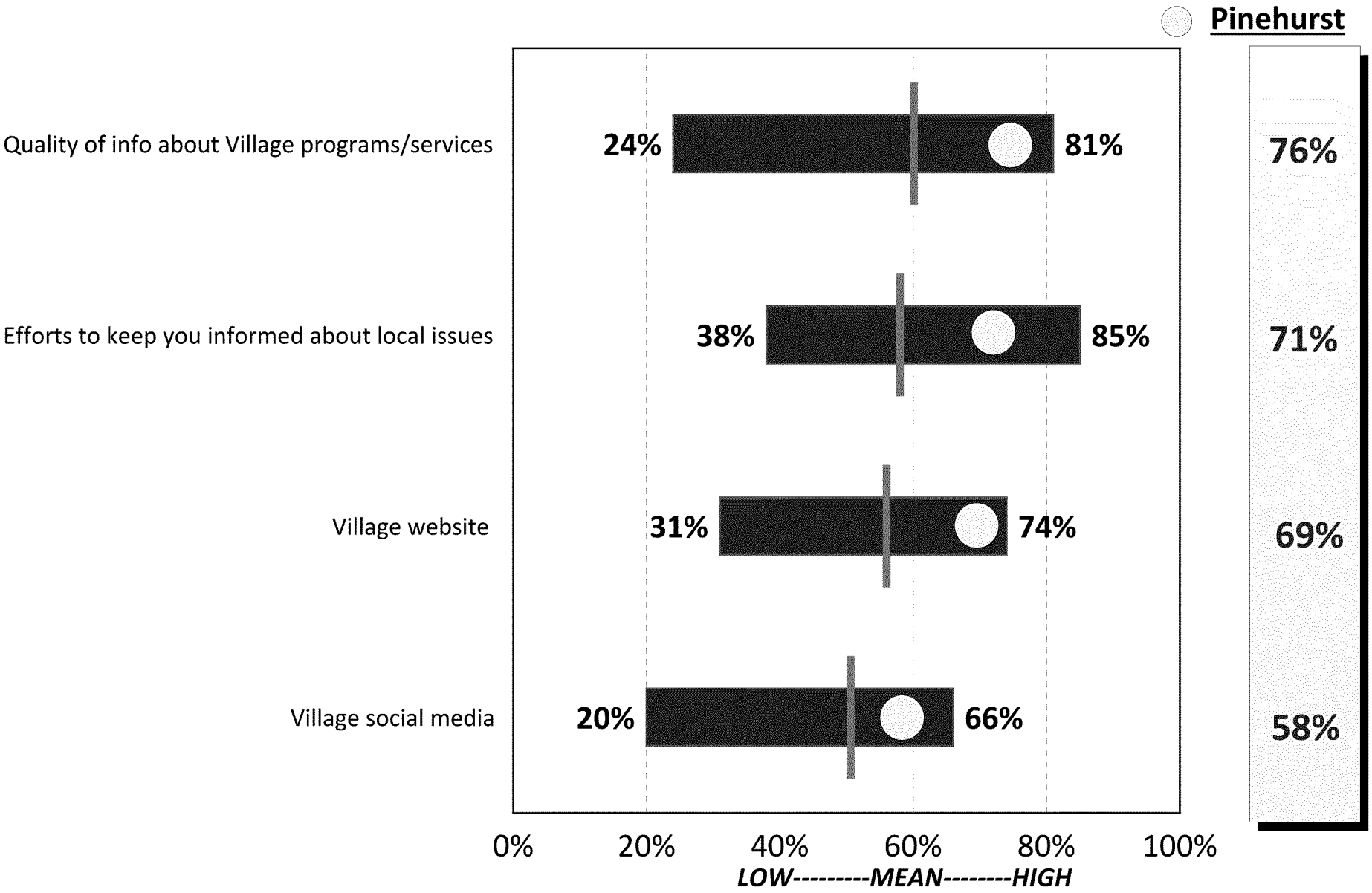
Overall Satisfaction with Solid Waste Services

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



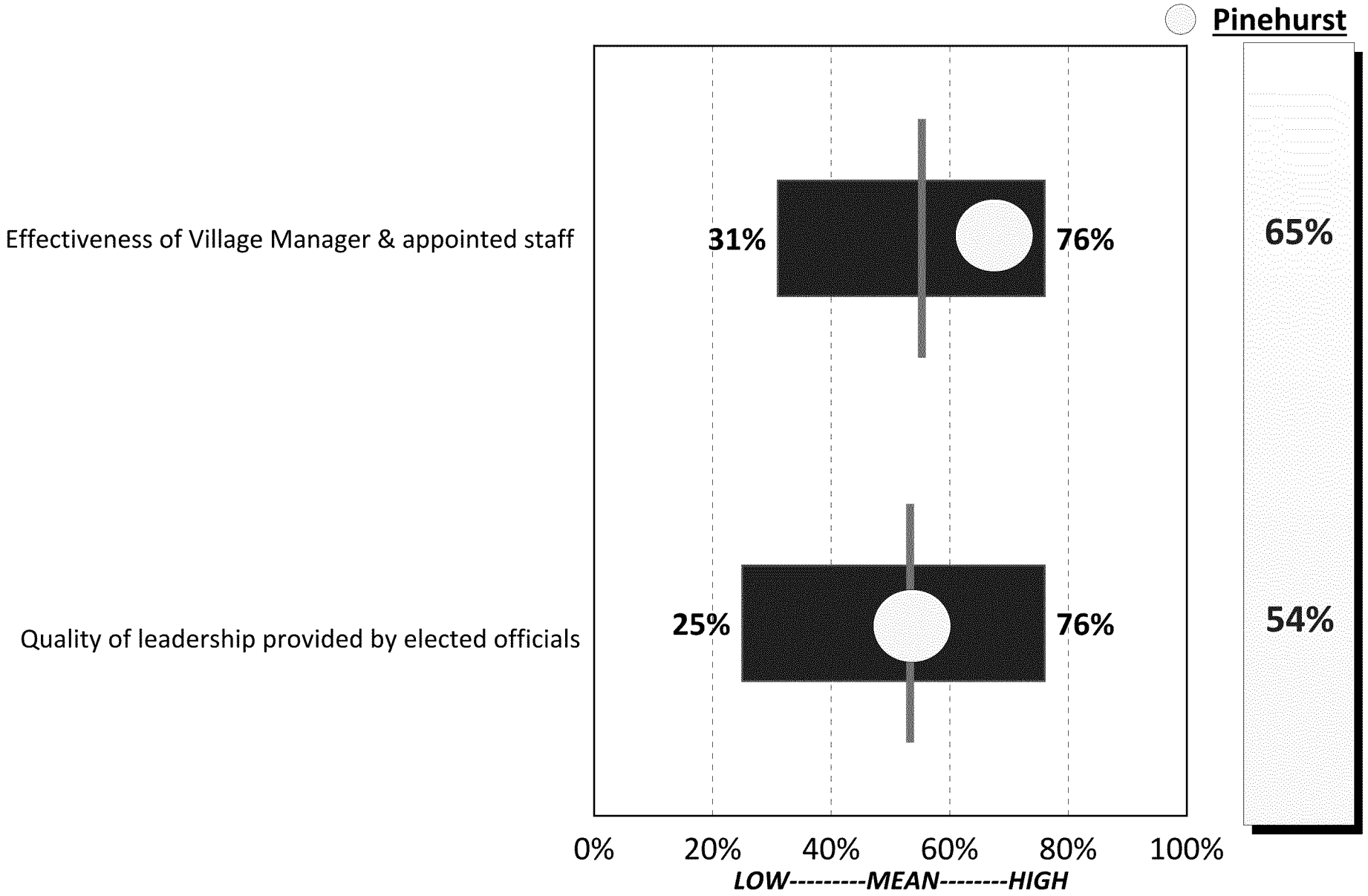
Overall Satisfaction with Public Communication and Outreach

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Overall Satisfaction with Village Leadership

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Village to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Village's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the overall categories of Village services that were most important to their household. More than one-third (38.3%) of the households selected *"enforcement of Village codes and ordinances"* as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 58.2% of respondents surveyed rated *"enforcement of Village codes and ordinances"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied"), excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 38.3% was multiplied by 41.8% (1-0.582). This calculation yielded an I-S rating of 0.1601, which ranked first out of twelve categories of Village services analyzed.

Importance-Satisfaction Analysis

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase* Emphasis (I-S > 0.20)
- *Increase* Current Emphasis (I-S = 0.10 - 0.20)
- *Maintain* Current Emphasis (I-S < 0.10)

The results for the Village of Pinehurst are provided on the following pages.

2022 Importance-Satisfaction Rating
Village of Pinehurst, North Carolina
Overall Satisfaction with Village Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcement of Village codes and ordinances	38%	2	58%	11	0.1601	1
Efforts at maintaining quality of neighborhoods	47%	1	67%	9	0.1563	2
Level of public involvement in local decisions	27%	5	56%	12	0.1167	3
Medium Priority (IS <.10)						
Street and right-of-way maintenance	33%	4	72%	8	0.0910	4
Promotion of natural resource conservation	17%	7	63%	10	0.0645	5
Village communication with residents	17%	8	80%	7	0.0349	6
Police services	36%	3	92%	2	0.0277	7
Parks and recreation programs	14%	9	84%	6	0.0228	8
Parks and recreation facilities	13%	10	85%	4	0.0185	9
Solid waste services	10%	11	91%	3	0.0088	10
Fire services	19%	6	96%	1	0.0076	11
Customer service provided by Village employees	3%	12	84%	5	0.0051	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating
Village of Pinehurst, North Carolina
Overall Satisfaction with Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Frequency police officers patrol your neighborhood	29%	4	67%	6	0.0964	1
Enforcement of local traffic laws	30%	3	75%	4	0.0746	2
Efforts to prevent crimes	57%	1	89%	1	0.0629	3
How quickly police respond to emergencies	33%	2	87%	3	0.0437	4
Fire prevention & education programs provided by the Village	10%	6	68%	5	0.0317	5
How quickly fire personnel respond to emergencies	22%	5	88%	2	0.0258	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating
Village of Pinehurst, North Carolina
Overall Satisfaction with Cultural and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Village sponsored cultural arts events	28%	2	74%	5	0.0728	1
Variety of cultural arts events & programs in Southern Moore County	22%	5	70%	8	0.0665	2
Quality of adult recreation programs	15%	6	58%	13	0.0651	3
Quality of youth recreation programs	14%	8	53%	14	0.0641	4
Availability of walking/greenway trails	29%	1	80%	3	0.0574	5
Condition of walking/greenway trails	26%	4	78%	4	0.0571	6
Availability of information about recreation programs	15%	7	64%	11	0.0544	7
Range of amenities at parks & rec. facilities	13%	10	62%	12	0.0500	8
Availability of recreation indoor facilities	9%	11	64%	10	0.0335	9
Quality of Village parks	26%	3	90%	1	0.0264	10
Number of Village parks	14%	9	84%	2	0.0217	11
Availability of outdoor athletic fields/facilities	6%	13	65%	9	0.0203	12
Quality of outdoor athletic fields & facilities	7%	12	70%	7	0.0195	13
Quality of recreation indoor facilities	6%	14	70%	6	0.0166	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating
Village of Pinehurst, North Carolina
Overall Satisfaction with Transportation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Ease of travel on NC Highway 5	58%	1	30%	10	0.4044	1
Ease of travel through the large traffic circle	41%	2	43%	9	0.2335	2
High Priority (IS .10-.20)						
Availability of walkways	34%	4	49%	8	0.1749	3
Adequacy of street lighting	34%	3	51%	7	0.1664	4
Medium Priority (IS <.10)						
Maintenance of streets in your neighborhood	31%	5	76%	4	0.0754	5
Ease of golf cart travel	11%	9	56%	6	0.0503	6
Condition of existing walkways	12%	8	62%	5	0.0443	7
Maintenance of main Village street thoroughfares	20%	6	89%	1	0.0231	8
Maintenance of street signs/pavement markings	12%	7	82%	2	0.0225	9
Ease of travel on other streets in the Village	7%	10	80%	3	0.0150	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating
Village of Pinehurst, North Carolina
Overall Satisfaction with Public Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of stormwater runoff/management system	42%	1	65%	5	0.1495	1
Medium Priority (IS <.10)						
Winter weather response on Village streets	28%	4	75%	4	0.0697	2
Maintenance/preservation of Downtown	35%	3	90%	3	0.0351	3
Cleanliness of streets & other public areas	42%	2	93%	2	0.0291	4
Landscaping in medians/other public areas	25%	5	94%	1	0.0155	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Analysis

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the Village is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The Village should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the Village is performing significantly better than customers expect it to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with Village services. The Village should maintain (or slightly decrease) emphasis on items in this area.

- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the Village is not performing as well as residents expect it to perform. This area has a significant impact on customer satisfaction, and the Village should DEFINITELY increase emphasis on items in this area.

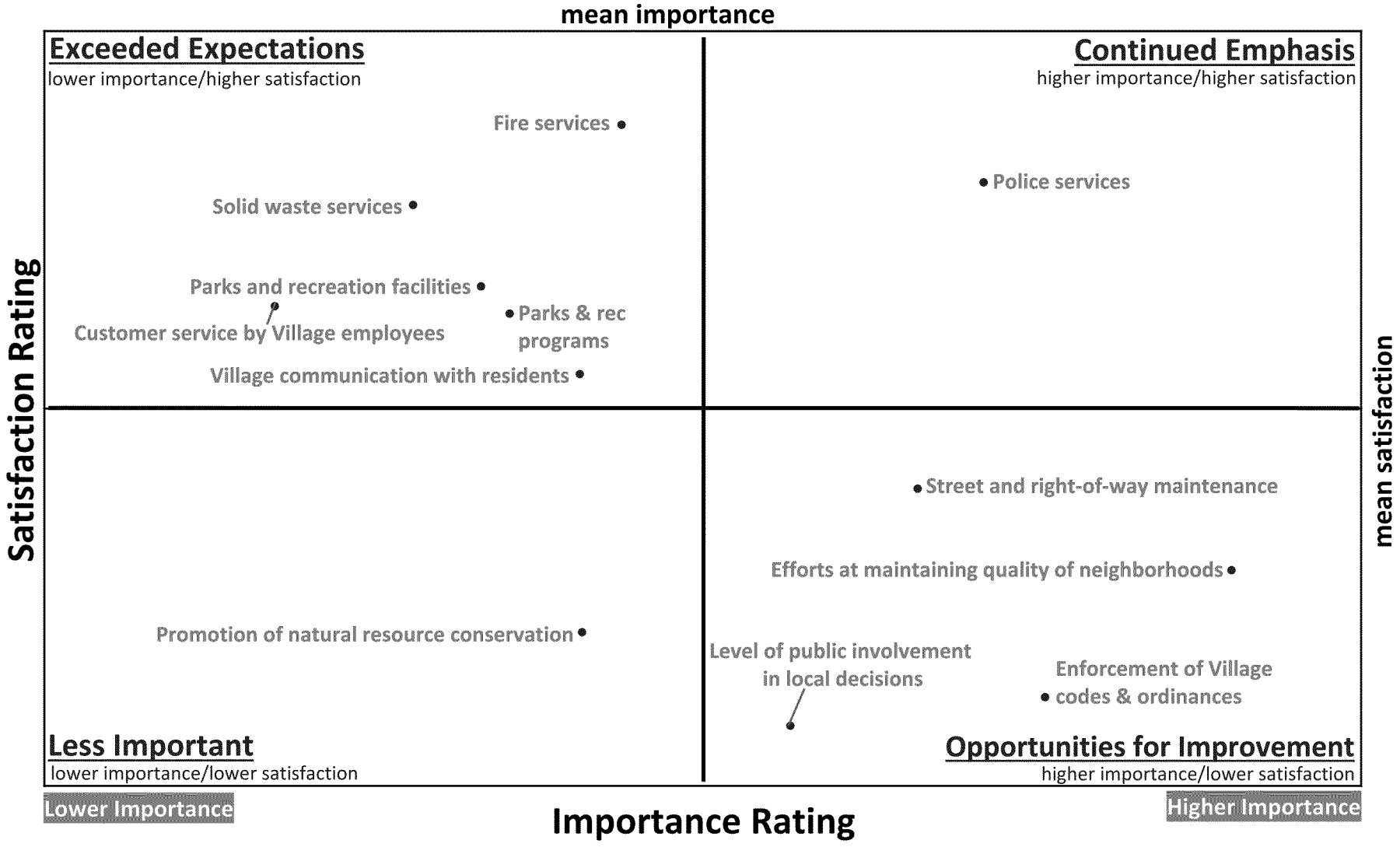
- **Less Important (below average importance and below average satisfaction).** This area shows where the Village is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with Village services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the Village of Pinehurst are provided on the following pages.

2021 Village of Pinehurst Community Survey
Importance-Satisfaction Assessment Matrix

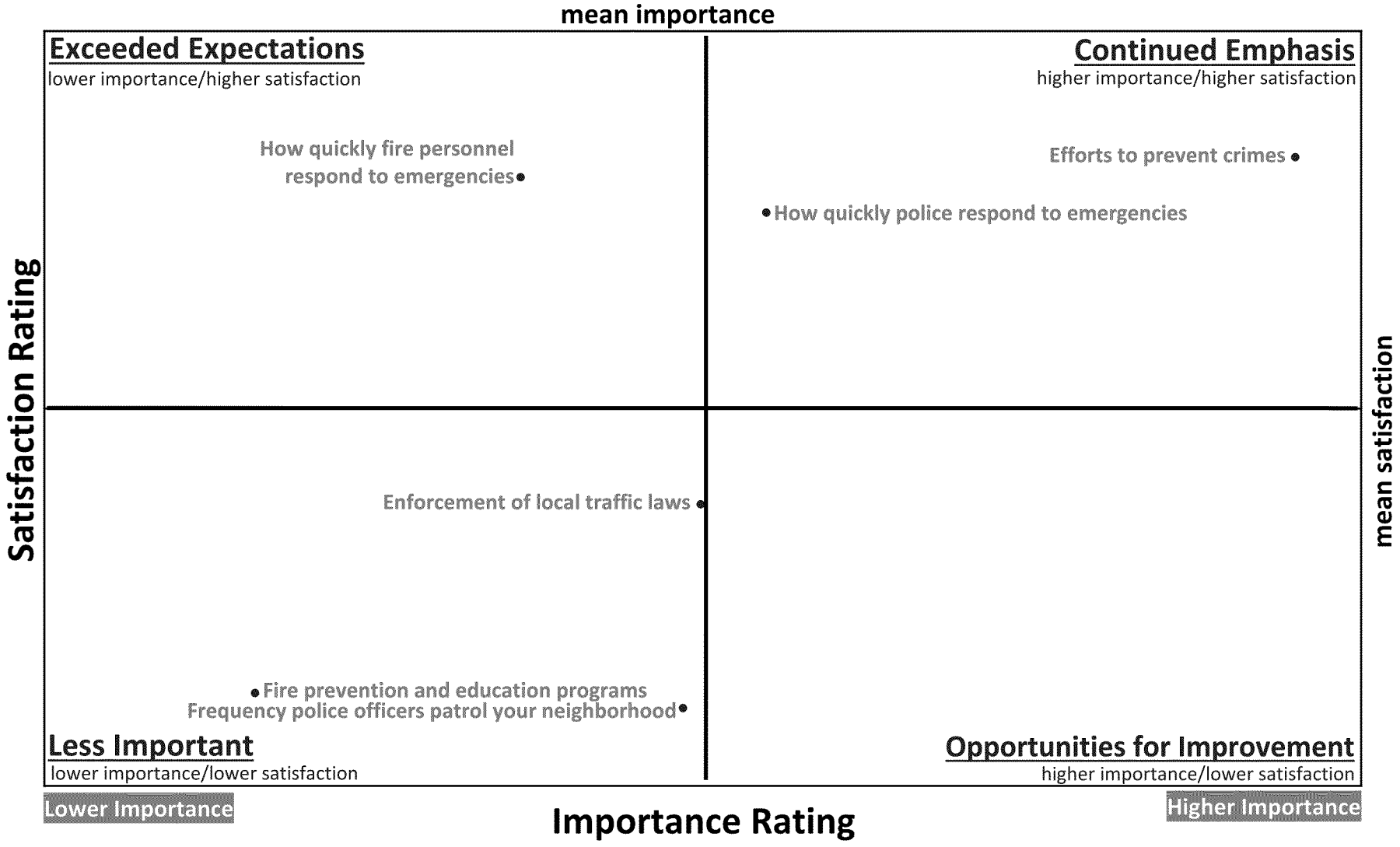
-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



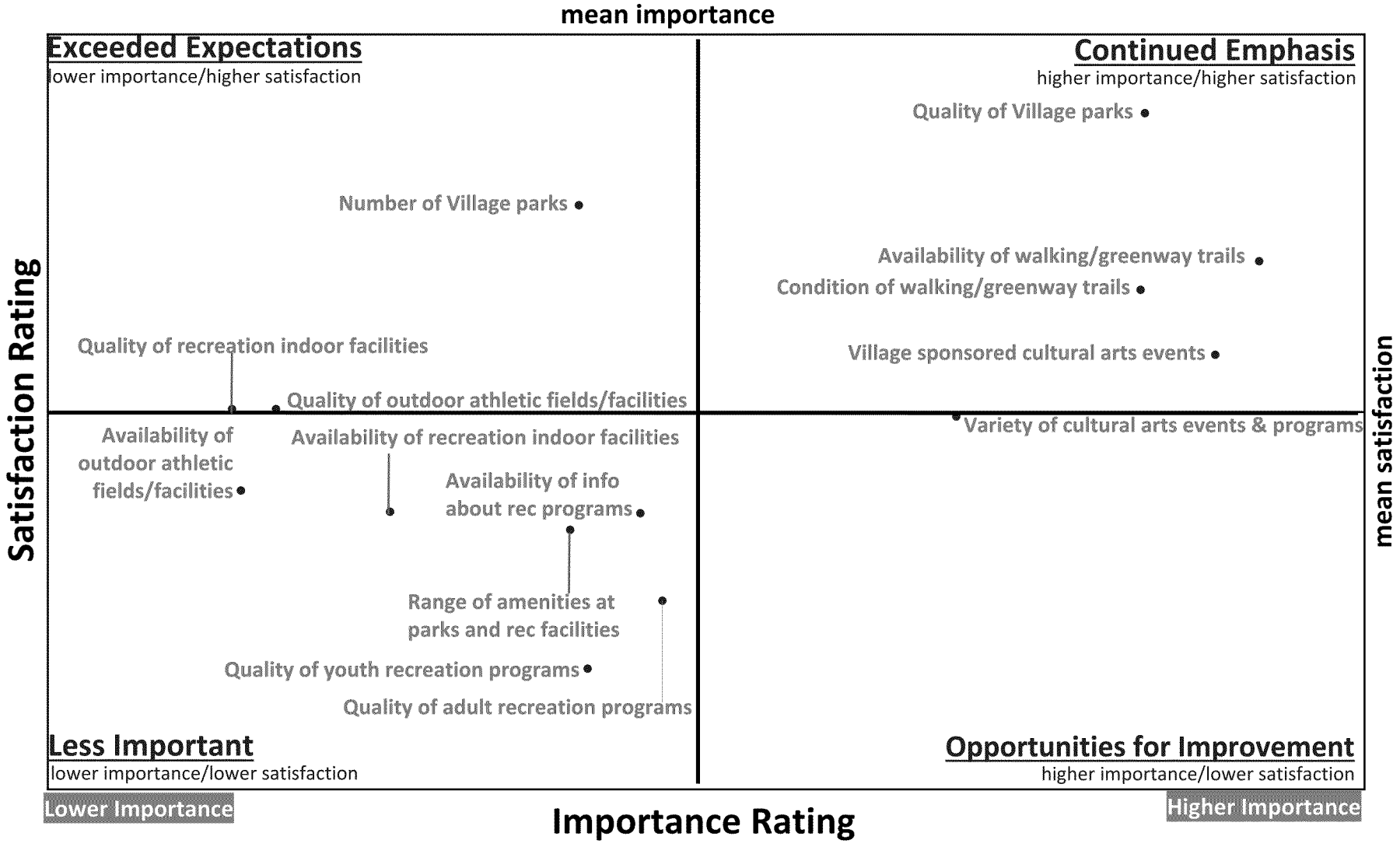
2021 Village of Pinehurst Community Survey
Importance-Satisfaction Assessment Matrix
-Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



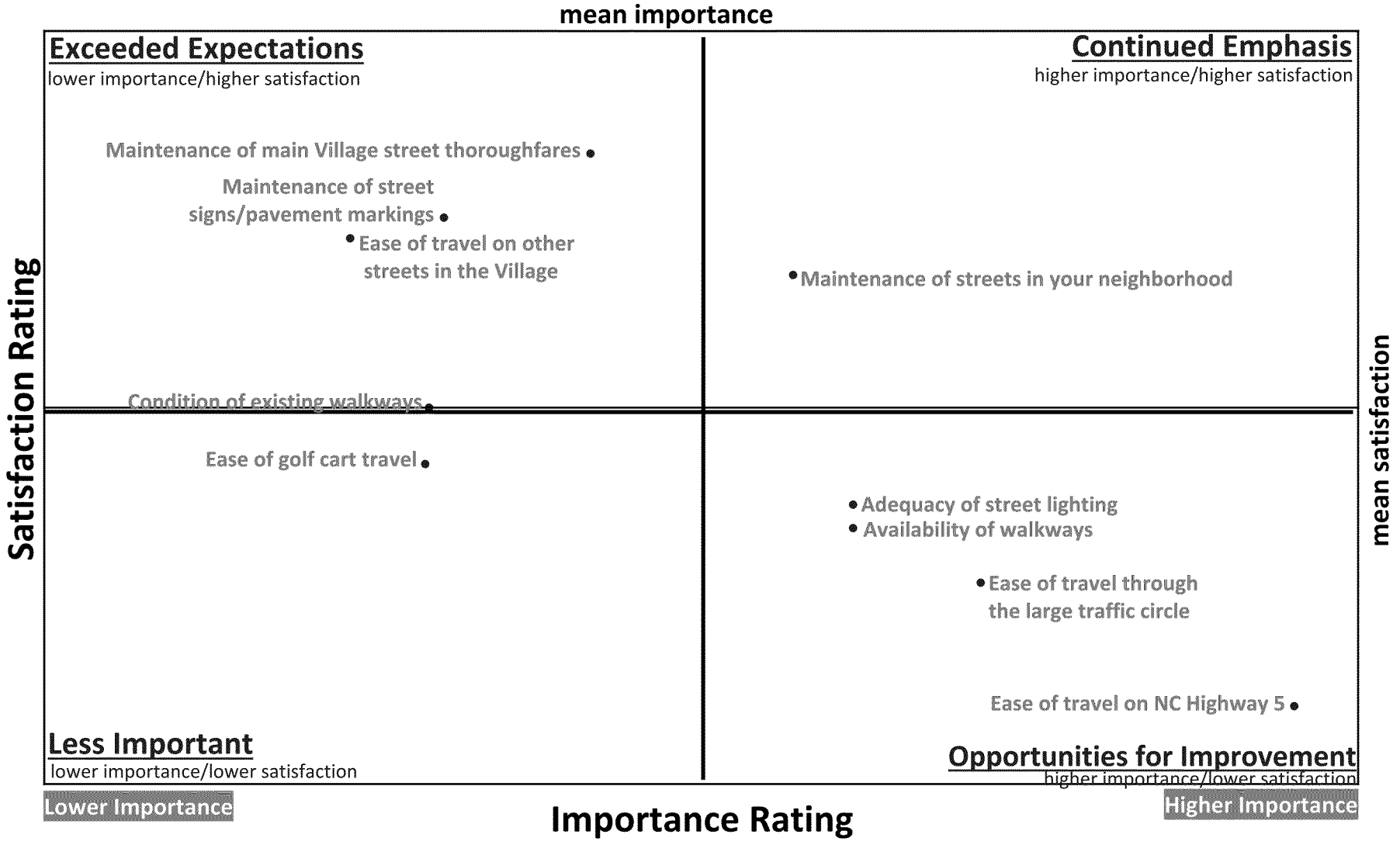
2021 Village of Pinehurst Community Survey
Importance-Satisfaction Assessment Matrix
-Cultural and Recreation Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



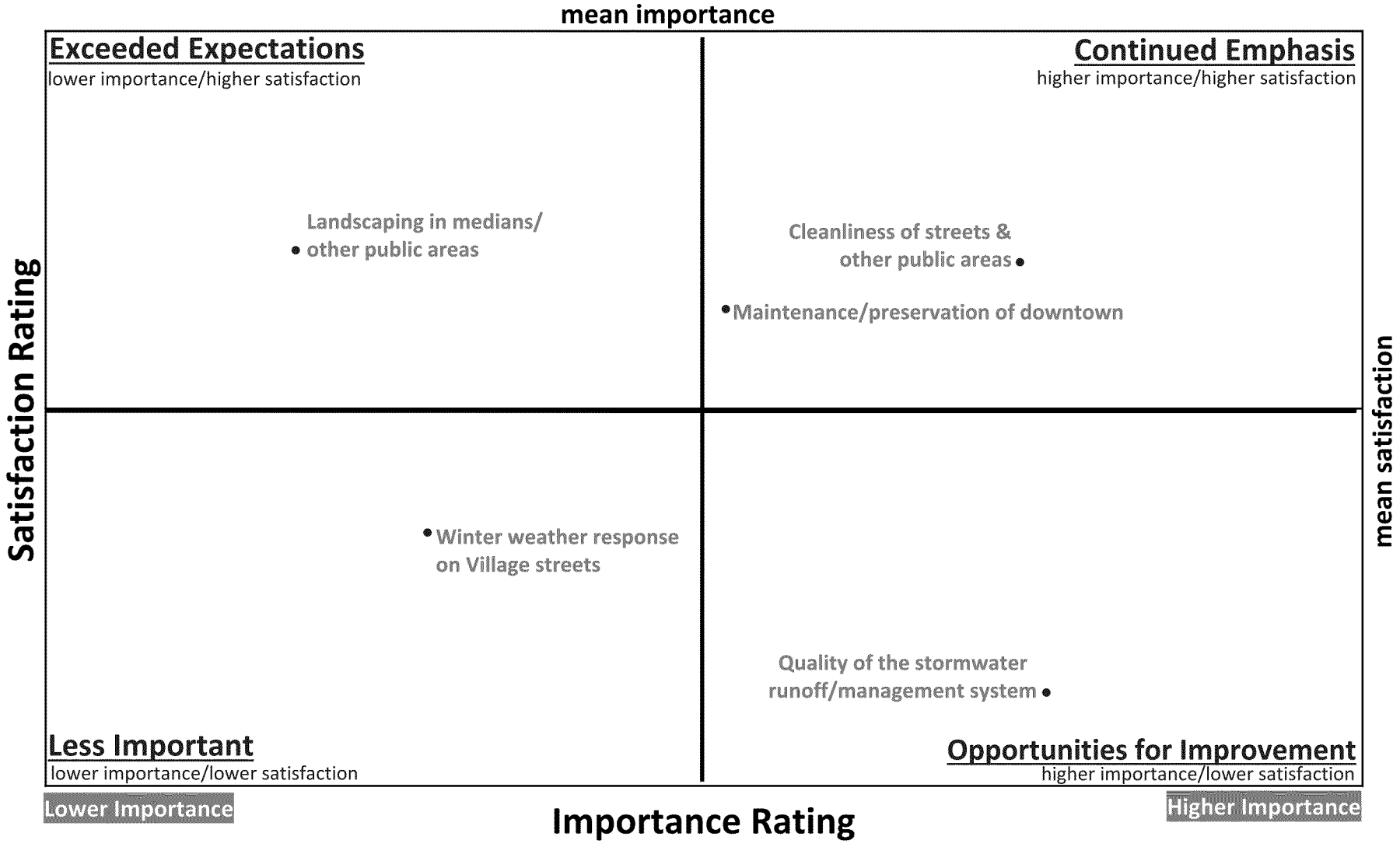
2021 Village of Pinehurst Community Survey
Importance-Satisfaction Assessment Matrix
-Transportation Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2021 Village of Pinehurst Community Survey
Importance-Satisfaction Assessment Matrix
-Public Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



4 Tabular Data

Q1. Overall Satisfaction with Village Services. Please rate your level of satisfaction with each of the following major categories of services provided by the Village of Pinehurst using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q1-1. Police services	57.8%	29.8%	5.2%	1.9%	0.2%	5.1%
Q1-2. Fire services	61.0%	26.0%	3.6%	0.0%	0.0%	9.4%
Q1-3. Parks & recreation programs	36.1%	33.1%	12.3%	1.1%	0.2%	17.2%
Q1-4. Parks & recreation facilities	41.3%	31.6%	10.6%	1.6%	0.4%	14.6%
Q1-5. Solid waste services	55.7%	33.1%	6.4%	2.5%	0.1%	2.2%
Q1-6. Street & right-of-way maintenance	30.8%	39.8%	18.1%	8.4%	1.1%	1.8%
Q1-7. Enforcement of Village codes & ordinances	20.2%	32.0%	23.7%	9.7%	4.1%	10.2%
Q1-8. Customer service provided by Village employees	38.5%	30.4%	11.4%	1.7%	0.0%	17.9%
Q1-9. Village communication with residents	31.5%	43.8%	15.9%	3.2%	0.2%	5.3%
Q1-10. Village efforts at maintaining quality of your neighborhoods	25.2%	37.7%	17.6%	11.0%	3.0%	5.7%
Q1-11. Promotion of natural resource conservation	20.8%	30.3%	24.4%	5.2%	1.1%	18.2%
Q1-12. Level of public involvement in local decisions	17.1%	31.8%	26.4%	8.8%	2.9%	13.1%

WITHOUT "NO OPINION"

Q1. Overall Satisfaction with Village Services. Please rate your level of satisfaction with each of the following major categories of services provided by the Village of Pinehurst using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	60.8%	31.4%	5.4%	2.0%	0.3%
Q1-2. Fire services	67.3%	28.7%	4.0%	0.0%	0.0%
Q1-3. Parks & recreation programs	43.6%	40.0%	14.8%	1.3%	0.3%
Q1-4. Parks & recreation facilities	48.3%	37.0%	12.4%	1.8%	0.4%
Q1-5. Solid waste services	56.9%	33.8%	6.5%	2.6%	0.1%
Q1-6. Street & right-of-way maintenance	31.4%	40.6%	18.4%	8.6%	1.1%
Q1-7. Enforcement of Village codes & ordinances	22.5%	35.7%	26.4%	10.9%	4.6%
Q1-8. Customer service provided by Village employees	46.9%	37.1%	13.9%	2.1%	0.0%
Q1-9. Village communication with residents	33.3%	46.3%	16.8%	3.4%	0.3%
Q1-10. Village efforts at maintaining quality of your neighborhoods	26.7%	39.9%	18.6%	11.6%	3.2%
Q1-11. Promotion of natural resource conservation	25.4%	37.1%	29.9%	6.3%	1.3%
Q1-12. Level of public involvement in local decisions	19.7%	36.6%	30.3%	10.1%	3.3%

Q2. From the list of items in Question 1, which THREE of the major categories of Village services do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q2. Top choice	Number	Percent
Police services	194	23.3 %
Fire services	9	1.1 %
Parks & recreation programs	37	4.5 %
Parks & recreation facilities	33	4.0 %
Solid waste services	21	2.5 %
Street & right-of-way maintenance	99	11.9 %
Enforcement of Village codes & ordinances	120	14.4 %
Customer service provided by Village employees	3	0.4 %
Village communication with residents	36	4.3 %
Village efforts at maintaining quality of your neighborhoods	139	16.7 %
Promotion of natural resource conservation	34	4.1 %
Level of public involvement in local decisions	56	6.7 %
None chosen	50	6.0 %
Total	831	100.0 %

Q2. From the list of items in Question 1, which THREE of the major categories of Village services do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Police services	42	5.1 %
Fire services	120	14.4 %
Parks & recreation programs	34	4.1 %
Parks & recreation facilities	42	5.1 %
Solid waste services	19	2.3 %
Street & right-of-way maintenance	88	10.6 %
Enforcement of Village codes & ordinances	97	11.7 %
Customer service provided by Village employees	7	0.8 %
Village communication with residents	49	5.9 %
Village efforts at maintaining quality of your neighborhoods	142	17.1 %
Promotion of natural resource conservation	50	6.0 %
Level of public involvement in local decisions	69	8.3 %
None chosen	72	8.7 %
Total	831	100.0 %

Q2. From the list of items in Question 1, which THREE of the major categories of Village services do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Police services	59	7.1 %
Fire services	29	3.5 %
Parks & recreation programs	44	5.3 %
Parks & recreation facilities	29	3.5 %
Solid waste services	39	4.7 %
Street & right-of-way maintenance	83	10.0 %
Enforcement of Village codes & ordinances	101	12.2 %
Customer service provided by Village employees	17	2.0 %
Village communication with residents	57	6.9 %
Village efforts at maintaining quality of your neighborhoods	108	13.0 %
Promotion of natural resource conservation	59	7.1 %
Level of public involvement in local decisions	97	11.7 %
None chosen	109	13.1 %
Total	831	100.0 %

SUM OF TOP 3 CHOICES

Q2. From the list of items in Question 1, which THREE of the major categories of Village services do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Police services	295	35.5 %
Fire services	158	19.0 %
Parks & recreation programs	115	13.8 %
Parks & recreation facilities	104	12.5 %
Solid waste services	79	9.5 %
Street & right-of-way maintenance	270	32.5 %
Enforcement of Village codes & ordinances	318	38.3 %
Customer service provided by Village employees	27	3.2 %
Village communication with residents	142	17.1 %
Village efforts at maintaining quality of your neighborhoods	389	46.8 %
Promotion of natural resource conservation	143	17.2 %
Level of public involvement in local decisions	222	26.7 %
None chosen	50	6.0 %
Total	2312	

Q3. Reasons to Stay in Pinehurst. Several reasons to consider residing in the Village of Pinehurst are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," please rate how important each reason is in your decision to stay where you live.

(N=831)

	Very important	Somewhat important	Not sure	Unimportant
Q3-1. Sense of community	59.7%	29.8%	7.0%	3.5%
Q3-2. Quality of public education	56.0%	20.0%	14.2%	9.9%
Q3-3. Types of housing	64.6%	25.0%	7.6%	2.8%
Q3-4. Quality of housing	77.1%	17.3%	4.3%	1.2%
Q3-5. Access to quality shopping	42.5%	42.4%	8.8%	6.4%
Q3-6. Availability of cultural arts opportunities	34.1%	42.1%	12.4%	11.4%
Q3-7. Availability of golfing opportunities	37.8%	25.6%	10.0%	26.6%
Q3-8. Availability of other recreational opportunities	35.7%	46.0%	11.2%	7.1%
Q3-9. Proximity to family or friends	33.8%	31.6%	14.6%	20.0%
Q3-10. Proximity to work	19.9%	19.0%	15.3%	45.8%
Q3-11. Safety & security	89.9%	7.5%	1.9%	0.7%
Q3-12. Quality health care	86.4%	9.5%	2.9%	1.2%
Q3-13. Opportunities and/or resources for senior citizens	53.2%	28.4%	8.8%	9.6%
Q3-14. Opportunities and/or resources for children under 18	33.7%	27.6%	16.4%	22.4%
Q3-15. Low property tax rate	62.8%	27.4%	6.0%	3.7%
Q3-16. Historic landmark designation	28.9%	32.0%	16.4%	22.7%

Q3. Then, please indicate if your needs are being met in Pinehurst.

(N=831)

	Yes	No	Not provided
Q3-1. Sense of community	70.0%	7.1%	22.9%
Q3-2. Quality of public education	51.6%	11.6%	36.8%
Q3-3. Types of housing	64.5%	9.5%	26.0%
Q3-4. Quality of housing	65.5%	8.4%	26.1%
Q3-5. Access to quality shopping	51.1%	22.3%	26.6%
Q3-6. Availability of cultural arts opportunities	57.6%	10.6%	31.8%
Q3-7. Availability of golfing opportunities	62.7%	3.0%	34.3%
Q3-8. Availability of other recreational opportunities	55.4%	12.0%	32.6%
Q3-9. Proximity to family or friends	57.4%	7.7%	34.9%
Q3-10. Proximity to work	46.5%	7.7%	45.8%
Q3-11. Safety & security	73.4%	2.4%	24.2%
Q3-12. Quality health care	70.8%	4.9%	24.3%
Q3-13. Opportunities and/or resources for senior citizens	58.7%	6.4%	34.9%
Q3-14. Opportunities and/or resources for children under 18	40.4%	13.6%	46.0%
Q3-15. Low property tax rate	61.3%	9.5%	29.2%
Q3-16. Historic landmark designation	53.8%	5.4%	40.8%

WITHOUT "NOT PROVIDED"

Q3. Then, please indicate if your needs are being met in Pinehurst. (without "not provided")

(N=831)

	Yes	No
Q3-1. Sense of community	90.8%	9.2%
Q3-2. Quality of public education	81.7%	18.3%
Q3-3. Types of housing	87.2%	12.8%
Q3-4. Quality of housing	88.6%	11.4%
Q3-5. Access to quality shopping	69.7%	30.3%
Q3-6. Availability of cultural arts opportunities	84.5%	15.5%
Q3-7. Availability of golfing opportunities	95.4%	4.6%
Q3-8. Availability of other recreational opportunities	82.1%	17.9%
Q3-9. Proximity to family or friends	88.2%	11.8%
Q3-10. Proximity to work	85.8%	14.2%
Q3-11. Safety & security	96.8%	3.2%
Q3-12. Quality health care	93.5%	6.5%
Q3-13. Opportunities and/or resources for senior citizens	90.2%	9.8%
Q3-14. Opportunities and/or resources for children under 18	74.8%	25.2%
Q3-15. Low property tax rate	86.6%	13.4%
Q3-16. Historic landmark designation	90.9%	9.1%

Q4. Perception of the Village of Pinehurst. Several items that may influence your perception of the Village of Pinehurst as a community are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=831)

	Excellent	Good	Neutral	Below average	Poor	No opinion
Q4-1. Overall image of the Village	54.6%	38.1%	3.6%	0.8%	0.2%	2.5%
Q4-2. Overall quality of life in the Village	50.5%	42.1%	4.2%	0.6%	0.2%	2.3%
Q4-3. Overall feeling of safety in the Village	61.5%	33.6%	2.4%	1.1%	0.1%	1.3%
Q4-4. Quality of new residential development in the Village	11.2%	30.3%	31.0%	13.2%	5.5%	8.7%
Q4-5. Quality of new commercial development in the Village	10.5%	27.7%	33.8%	11.3%	5.4%	11.3%
Q4-6. As a place to live	65.0%	29.1%	3.2%	0.8%	0.4%	1.4%
Q4-7. As a place to raise children	36.3%	24.4%	13.6%	2.0%	0.2%	23.3%
Q4-8. As a place to retire	66.7%	24.9%	4.5%	0.7%	0.5%	2.8%
Q4-9. Overall appearance of public spaces across the Village	52.0%	38.1%	5.4%	2.0%	0.4%	2.0%
Q4-10. Availability of affordable housing	14.4%	26.6%	24.8%	13.1%	5.3%	15.8%
Q4-11. Overall quality of Village services	40.3%	47.8%	7.3%	1.2%	0.6%	2.8%

WITHOUT "NO OPINION"

Q4. Perception of the Village of Pinehurst. Several items that may influence your perception of the Village of Pinehurst as a community are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "no opinion")

(N=831)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall image of the Village	56.0%	39.1%	3.7%	0.9%	0.2%
Q4-2. Overall quality of life in the Village	51.7%	43.1%	4.3%	0.6%	0.2%
Q4-3. Overall feeling of safety in the Village	62.3%	34.0%	2.4%	1.1%	0.1%
Q4-4. Quality of new residential development in the Village	12.3%	33.2%	34.0%	14.5%	6.1%
Q4-5. Quality of new commercial development in the Village	11.8%	31.2%	38.1%	12.8%	6.1%
Q4-6. As a place to live	65.9%	29.5%	3.3%	0.9%	0.4%
Q4-7. As a place to raise children	47.4%	31.9%	17.7%	2.7%	0.3%
Q4-8. As a place to retire	68.6%	25.6%	4.6%	0.7%	0.5%
Q4-9. Overall appearance of public spaces across the Village	53.1%	38.9%	5.5%	2.1%	0.4%
Q4-10. Availability of affordable housing	17.1%	31.6%	29.4%	15.6%	6.3%
Q4-11. Overall quality of Village services	41.5%	49.1%	7.5%	1.2%	0.6%

Q5. Perceptions of Safety and Security. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=831)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	No opinion
Q5-1. Walking alone in your neighborhood during the day	81.8%	15.4%	1.3%	0.5%	0.2%	0.7%
Q5-2. Walking alone in your neighborhood after dark	40.6%	33.1%	15.3%	5.3%	1.0%	4.8%
Q5-3. In Village parks & recreation facilities	43.4%	31.9%	11.0%	1.0%	0.2%	12.5%
Q5-4. In business areas of the Village during the day	76.2%	20.9%	1.7%	0.0%	0.0%	1.2%
Q5-5. In business areas of the Village after dark	37.3%	38.5%	14.7%	1.4%	0.4%	7.7%

WITHOUT "NO OPINION"

Q5. Perceptions of Safety and Security. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "no opinion")

(N=831)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking alone in your neighborhood during the day	82.4%	15.5%	1.3%	0.5%	0.2%
Q5-2. Walking alone in your neighborhood after dark	42.6%	34.8%	16.1%	5.6%	1.0%
Q5-3. In Village parks & recreation facilities	49.7%	36.5%	12.5%	1.1%	0.3%
Q5-4. In business areas of the Village during the day	77.1%	21.2%	1.7%	0.0%	0.0%
Q5-5. In business areas of the Village after dark	40.4%	41.7%	15.9%	1.6%	0.4%

Q6. Public Safety Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q6-1. Efforts to prevent crimes	42.7%	40.4%	8.5%	1.3%	0.4%	6.6%
Q6-2. Enforcement of local traffic laws	30.4%	41.4%	11.9%	8.9%	2.9%	4.5%
Q6-3. How quickly police respond to emergencies	42.0%	25.0%	9.5%	0.5%	0.1%	22.9%
Q6-4. Frequency that police officers patrol your neighborhood	24.1%	37.2%	21.4%	7.0%	1.7%	8.7%
Q6-5. Fire prevention & education programs provided by the Village	22.6%	23.9%	20.6%	1.2%	0.5%	31.2%
Q6-6. How quickly fire personnel respond to emergencies	42.2%	21.7%	8.1%	0.1%	0.4%	27.6%

WITHOUT "NO OPINION"

Q6. Public Safety Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Efforts to prevent crimes	45.7%	43.3%	9.1%	1.4%	0.4%
Q6-2. Enforcement of local traffic laws	31.9%	43.3%	12.5%	9.3%	3.0%
Q6-3. How quickly police respond to emergencies	54.4%	32.4%	12.3%	0.6%	0.2%
Q6-4. Frequency that police officers patrol your neighborhood	26.4%	40.7%	23.5%	7.6%	1.8%
Q6-5. Fire prevention & education programs provided by the Village	32.9%	34.8%	29.9%	1.7%	0.7%
Q6-6. How quickly fire personnel respond to emergencies	58.3%	29.9%	11.1%	0.2%	0.5%

Q7. Which TWO of the Public Safety services listed in Question 6 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q7. Top choice	Number	Percent
Efforts to prevent crimes	373	44.9 %
Enforcement of local traffic laws	132	15.9 %
How quickly police respond to emergencies	120	14.4 %
Frequency that police officers patrol your neighborhood	87	10.5 %
Fire prevention & education programs provided by Village	31	3.7 %
How quickly fire personnel respond to emergencies	30	3.6 %
None chosen	58	7.0 %
Total	831	100.0 %

Q7. Which TWO of the Public Safety services listed in Question 6 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q7. 2nd choice	Number	Percent
Efforts to prevent crimes	102	12.3 %
Enforcement of local traffic laws	118	14.2 %
How quickly police respond to emergencies	155	18.7 %
Frequency that police officers patrol your neighborhood	156	18.8 %
Fire prevention & education programs provided by Village	51	6.1 %
How quickly fire personnel respond to emergencies	152	18.3 %
None chosen	97	11.7 %
Total	831	100.0 %

SUM OF TOP 2 CHOICES

Q7. Which TWO of the Public Safety services listed in Question 6 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 2)

Q7. Sum of top 2 choices	Number	Percent
Efforts to prevent crimes	475	57.2 %
Enforcement of local traffic laws	250	30.1 %
How quickly police respond to emergencies	275	33.1 %
Frequency that police officers patrol your neighborhood	243	29.2 %
Fire prevention & education programs provided by Village	82	9.9 %
How quickly fire personnel respond to emergencies	182	21.9 %
None chosen	58	7.0 %
Total	1565	

Q8. Cultural and Recreation Services. Please indicate whether you or other members of your household have used the following Cultural and Recreation Services during the past year.

(N=831)

	Yes	No
Q8-1. Greenway trails	54.8%	45.2%
Q8-2. Village sponsored cultural/arts events	55.5%	44.5%
Q8-3. Cannon Park	34.5%	65.5%
Q8-4. Arboretum/Timmel Pavilion	39.0%	61.0%
Q8-5. Rassie Wicker Park	50.8%	49.2%
Q8-6. Camelot Playground	27.6%	72.4%
Q8-7. Splash Pad at Wicker Park	19.7%	80.3%
Q8-8. West Pinehurst Park (e.g., disc golf)	6.4%	93.6%
Q8-9. Community Center	21.9%	78.1%
Q8-10. Youth recreation programs	10.3%	89.7%
Q8-11. Adult recreation programs	13.1%	86.9%

Q8. If "Yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=687)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q8-1. Greenway trails	48.1%	42.0%	6.2%	1.1%	0.4%	2.2%
Q8-2. Village sponsored cultural/arts events	41.2%	43.4%	8.9%	1.1%	0.0%	5.4%
Q8-3. Cannon Park	50.2%	38.7%	5.2%	1.0%	0.0%	4.9%
Q8-4. Arboretum/Timmel Pavilion	55.9%	37.0%	2.5%	0.3%	0.0%	4.3%
Q8-5. Rassie Wicker Park	53.1%	37.0%	4.5%	1.2%	0.0%	4.3%
Q8-6. Camelot Playground	56.8%	33.2%	3.1%	1.7%	0.4%	4.8%
Q8-7. Splash Pad at Wicker Park	56.1%	32.9%	3.7%	1.2%	0.6%	5.5%
Q8-8. West Pinehurst Park (e.g., disc golf)	35.8%	22.6%	22.6%	5.7%	3.8%	9.4%
Q8-9. Community Center	47.3%	40.1%	4.4%	1.1%	0.5%	6.6%
Q8-10. Youth recreation programs	38.4%	38.4%	7.0%	4.7%	1.2%	10.5%
Q8-11. Adult recreation programs	37.6%	39.4%	9.2%	3.7%	0.9%	9.2%

WITHOUT "NO OPINION"

Q8. If "Yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=687)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Greenway trails	49.2%	42.9%	6.3%	1.1%	0.4%
Q8-2. Village sponsored cultural/arts events	43.6%	45.9%	9.4%	1.1%	0.0%
Q8-3. Cannon Park	52.7%	40.7%	5.5%	1.1%	0.0%
Q8-4. Arboretum/Timmel Pavilion	58.4%	38.7%	2.6%	0.3%	0.0%
Q8-5. Rassie Wicker Park	55.4%	38.6%	4.7%	1.2%	0.0%
Q8-6. Camelot Playground	59.6%	34.9%	3.2%	1.8%	0.5%
Q8-7. Splash Pad at Wicker Park	59.4%	34.8%	3.9%	1.3%	0.6%
Q8-8. West Pinehurst Park (e.g., disc golf)	39.6%	25.0%	25.0%	6.3%	4.2%
Q8-9. Community Center	50.6%	42.9%	4.7%	1.2%	0.6%
Q8-10. Youth recreation programs	42.9%	42.9%	7.8%	5.2%	1.3%
Q8-11. Adult recreation programs	41.4%	43.4%	10.1%	4.0%	1.0%

Q9. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q9-1. Number of Village parks	32.4%	40.3%	11.1%	2.5%	0.4%	13.4%
Q9-2. Quality of Village parks	35.6%	43.2%	7.7%	1.1%	0.0%	12.4%
Q9-3. Quality of recreation indoor facilities	19.6%	22.7%	15.5%	2.0%	0.2%	39.8%
Q9-4. Availability of recreation indoor facilities	16.5%	22.5%	17.4%	3.9%	1.0%	38.7%
Q9-5. Availability of walking/ greenway trails	31.4%	36.7%	11.6%	4.6%	0.7%	15.0%
Q9-6. Condition of walking/ greenway trails	26.8%	37.2%	13.8%	3.5%	0.4%	18.3%
Q9-7. Quality of outdoor athletic fields & facilities	16.7%	25.6%	16.0%	1.4%	0.4%	39.8%
Q9-8. Availability of outdoor athletic fields & facilities	16.4%	22.5%	18.5%	1.8%	0.6%	40.2%
Q9-9. Availability of information about recreation programs	20.2%	28.8%	20.8%	6.6%	0.7%	22.9%
Q9-10. Quality of youth recreation programs	10.6%	12.9%	18.8%	1.4%	0.4%	56.0%
Q9-11. Quality of adult recreation programs	12.3%	18.4%	19.1%	2.8%	0.6%	46.8%
Q9-12. Range of amenities at parks & recreation facilities	15.2%	28.8%	23.0%	2.9%	0.6%	29.6%
Q9-13. Village sponsored cultural/arts events	21.4%	36.6%	17.7%	2.3%	0.4%	21.7%
Q9-14. Variety of cultural arts events & programs in Southern Moore County	20.6%	32.9%	19.0%	3.4%	0.6%	23.6%

WITHOUT "NO OPINION"

Q9. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Number of Village parks	37.4%	46.5%	12.8%	2.9%	0.4%
Q9-2. Quality of Village parks	40.7%	49.3%	8.8%	1.2%	0.0%
Q9-3. Quality of recreation indoor facilities	32.6%	37.8%	25.8%	3.4%	0.4%
Q9-4. Availability of recreation indoor facilities	26.9%	36.7%	28.5%	6.3%	1.6%
Q9-5. Availability of walking/greenway trails	37.0%	43.2%	13.6%	5.4%	0.8%
Q9-6. Condition of walking/greenway trails	32.8%	45.5%	16.9%	4.3%	0.4%
Q9-7. Quality of outdoor athletic fields & facilities	27.8%	42.6%	26.6%	2.4%	0.6%
Q9-8. Availability of outdoor athletic fields & facilities	27.4%	37.6%	31.0%	3.0%	1.0%
Q9-9. Availability of information about recreation programs	26.2%	37.3%	27.0%	8.6%	0.9%
Q9-10. Quality of youth recreation programs	24.0%	29.2%	42.6%	3.3%	0.8%
Q9-11. Quality of adult recreation programs	23.1%	34.6%	36.0%	5.2%	1.1%
Q9-12. Range of amenities at parks & recreation facilities	21.5%	40.9%	32.6%	4.1%	0.9%
Q9-13. Village sponsored cultural/arts events	27.3%	46.7%	22.6%	2.9%	0.5%
Q9-14. Variety of cultural arts events & programs in Southern Moore County	26.9%	43.0%	24.9%	4.4%	0.8%

Q10. Which THREE of the Cultural and Recreation services items listed in Question 9 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q10. Top choice	Number	Percent
Number of Village parks	47	5.7 %
Quality of Village parks	110	13.2 %
Quality of recreation indoor facilities	21	2.5 %
Availability of recreation indoor facilities	24	2.9 %
Availability of walking/greenway trails	124	14.9 %
Condition of walking/greenway trails	64	7.7 %
Quality of outdoor athletic fields & facilities	11	1.3 %
Availability of outdoor athletic fields & facilities	15	1.8 %
Availability of information about recreation programs	43	5.2 %
Quality of youth recreation programs	41	4.9 %
Quality of adult recreation programs	32	3.9 %
Range of amenities at parks & recreation facilities	24	2.9 %
Village sponsored cultural arts events	77	9.3 %
Variety of cultural arts events & programs in Southern Moore County	48	5.8 %
None chosen	150	18.1 %
Total	831	100.0 %

Q10. Which THREE of the Cultural and Recreation services items listed in Question 9 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q10. 2nd choice	Number	Percent
Number of Village parks	32	3.9 %
Quality of Village parks	56	6.7 %
Quality of recreation indoor facilities	10	1.2 %
Availability of recreation indoor facilities	27	3.2 %
Availability of walking/greenway trails	83	10.0 %
Condition of walking/greenway trails	87	10.5 %
Quality of outdoor athletic fields & facilities	24	2.9 %
Availability of outdoor athletic fields & facilities	18	2.2 %
Availability of information about recreation programs	32	3.9 %
Quality of youth recreation programs	42	5.1 %
Quality of adult recreation programs	50	6.0 %
Range of amenities at parks & recreation facilities	36	4.3 %
Village sponsored cultural arts events	81	9.7 %
Variety of cultural arts events & programs in Southern Moore County	66	7.9 %
None chosen	187	22.5 %
Total	831	100.0 %

Q10. Which THREE of the Cultural and Recreation services items listed in Question 9 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q10. 3rd choice	Number	Percent
Number of Village parks	32	3.9 %
Quality of Village parks	54	6.5 %
Quality of recreation indoor facilities	16	1.9 %
Availability of recreation indoor facilities	26	3.1 %
Availability of walking/greenway trails	34	4.1 %
Condition of walking/greenway trails	67	8.1 %
Quality of outdoor athletic fields & facilities	20	2.4 %
Availability of outdoor athletic fields & facilities	15	1.8 %
Availability of information about recreation programs	48	5.8 %
Quality of youth recreation programs	31	3.7 %
Quality of adult recreation programs	46	5.5 %
Range of amenities at parks & recreation facilities	51	6.1 %
Village sponsored cultural arts events	75	9.0 %
Variety of cultural arts events & programs in Southern Moore County	70	8.4 %
None chosen	246	29.6 %
Total	831	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the Cultural and Recreation services items listed in Question 9 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q10. Sum of top 3 choices	Number	Percent
Number of Village parks	111	13.4 %
Quality of Village parks	220	26.5 %
Quality of recreation indoor facilities	47	5.7 %
Availability of recreation indoor facilities	77	9.3 %
Availability of walking/greenway trails	241	29.0 %
Condition of walking/greenway trails	218	26.2 %
Quality of outdoor athletic fields & facilities	55	6.6 %
Availability of outdoor athletic fields & facilities	48	5.8 %
Availability of information about recreation programs	123	14.8 %
Quality of youth recreation programs	114	13.7 %
Quality of adult recreation programs	128	15.4 %
Range of amenities at parks & recreation facilities	111	13.4 %
Village sponsored cultural arts events	233	28.0 %
Variety of cultural arts events & programs in Southern Moore County	184	22.1 %
None chosen	150	18.1 %
Total	2060	

Q11. Do you shop regularly in the Village Center (downtown)?

Q11. Do you shop regularly in Village Center (downtown)	Number	Percent
Yes	313	37.7 %
No	495	59.6 %
Not provided	23	2.8 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q11. Do you shop regularly in the Village Center (downtown)? (without "not provided")

Q11. Do you shop regularly in Village Center (downtown)	Number	Percent
Yes	313	38.7 %
No	495	61.3 %
Total	808	100.0 %

Q12. Do you dine regularly in the Village Center (downtown)?

Q12. Do you regularly dine in Village Center (downtown)	Number	Percent
Yes	451	54.3 %
No	362	43.6 %
Not provided	18	2.2 %
Total	831	100.0 %

WITHOUT "NO OPINION"

Q12. Do you dine regularly in the Village Center (downtown)? (without "not provided")

Q12. Do you regularly dine in Village Center (downtown)	Number	Percent
Yes	451	55.5 %
No	362	44.5 %
Total	813	100.0 %

Q13. Please check each of the following reasons that prevent you from shopping/dining regularly in the Village Center (downtown) more often.

Q13. Reasons that prevent you from shopping/dining regularly in Village Center (downtown) more often	Number	Percent
Store hours of operation	180	21.7 %
Variety of merchandise/menu options offered	281	33.8 %
Merchandise is more targeted to tourists than local shoppers	370	44.5 %
Parking availability	226	27.2 %
Wait times for dining	96	11.6 %
Prices	226	27.2 %
Other	47	5.7 %
Nothing prevents me from shopping/dining more often in Village Center	220	26.5 %
Total	1646	

Q14. Public Library and Archives Services. Have you used the following services in the past year?

(N=831)

	Yes	No
Q14-1. Given Memorial Library	40.8%	59.2%
Q14-2. Tufts Archives	19.4%	80.6%

Q14. Public Library and Archives Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=363)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q14-1. Given Memorial Library	57.2%	27.1%	5.9%	3.8%	1.5%	4.4%
Q14-2. Tufts Archives	64.0%	24.8%	1.9%	0.6%	0.6%	8.1%

WITHOUT "NO OPINION"

Q14. Public Library and Archives Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=363)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Given Memorial Library	59.9%	28.4%	6.2%	4.0%	1.5%
Q14-2. Tufts Archives	69.6%	27.0%	2.0%	0.7%	0.7%

Q14a. If you answered "NO" to either part of Question 14, please CHECK ALL of the following reasons that prevent you from using the Given Memorial Library/Tufts Archives.

Q14a. All the reasons that prevent you from using Given Memorial Library/Tufts Archives	Number	Percent
Didn't know about it	82	11.8 %
Hours of operation	46	6.6 %
Variety of library services offered	55	7.9 %
Variety of library programs offered	35	5.0 %
Parking availability	50	7.2 %
Insufficient technology available	32	4.6 %
Not enough meeting areas/rooms	14	2.0 %
A library is not important to me	153	22.0 %
An archives is not important to me	187	26.9 %
Other	88	12.7 %
Total	742	

Q15. Code Enforcement. Please rate your satisfaction with each of the following Village efforts to enforce regulations using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q15-1. Enforcing cleanup of litter & debris on private property	17.2%	36.0%	17.1%	12.5%	3.9%	13.4%
Q15-2. Enforcing mowing/cutting of weeds/grass on private property	15.4%	35.0%	18.3%	13.0%	4.9%	13.4%
Q15-3. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	16.5%	31.3%	20.5%	10.6%	5.1%	16.1%
Q15-4. Enforcing sign regulations	17.0%	32.6%	20.2%	8.7%	3.7%	17.8%
Q15-5. Enforcing solid waste cart regulations	20.1%	37.2%	18.2%	4.9%	2.8%	16.8%

WITHOUT "NO OPINION"

Q15. Code Enforcement. Please rate your satisfaction with each of the following Village efforts to enforce regulations using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Enforcing cleanup of litter & debris on private property	19.9%	41.5%	19.7%	14.4%	4.4%
Q15-2. Enforcing mowing/cutting of weeds/ grass on private property	17.8%	40.4%	21.1%	15.0%	5.7%
Q15-3. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	19.7%	37.3%	24.4%	12.6%	6.0%
Q15-4. Enforcing sign regulations	20.6%	39.7%	24.6%	10.5%	4.5%
Q15-5. Enforcing solid waste cart regulations	24.2%	44.7%	21.9%	5.9%	3.3%

Q16. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?

Q16. Amount of effort the Village applies to enforce its codes & ordinances	Number	Percent
About right	479	57.6 %
Too much	52	6.3 %
Too little	199	23.9 %
Not provided	101	12.2 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q16. How would you describe the amount of effort the Village applies to enforce its codes and ordinances? (without "not provided")

Q16. Amount of effort the Village applies to enforce its codes & ordinances	Number	Percent
About right	479	65.6 %
Too much	52	7.1 %
Too little	199	27.3 %
Total	730	100.0 %

Q17. Transportation Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q17-1. Maintenance of main Village street thoroughfares	36.8%	48.0%	8.1%	2.4%	0.5%	4.2%
Q17-2. Maintenance of streets in your neighborhood	29.2%	41.6%	10.3%	10.6%	1.9%	6.3%
Q17-3. Maintenance of street signs/pavement markings	29.0%	49.2%	11.8%	5.4%	0.2%	4.3%
Q17-4. Adequacy of street lighting	20.9%	27.3%	20.0%	16.6%	9.4%	5.8%
Q17-5. Ease of travel on NC Highway 5	7.1%	21.8%	17.7%	30.7%	19.4%	3.4%
Q17-6. Ease of travel through large traffic circle	9.3%	32.9%	23.8%	19.9%	12.3%	1.9%
Q17-7. Ease of travel on other streets in Village	21.7%	55.2%	15.8%	3.2%	0.8%	3.2%
Q17-8. Availability of walkways	14.8%	30.2%	18.8%	19.0%	9.6%	7.6%
Q17-9. Condition of existing walkways	15.2%	37.8%	24.8%	6.9%	1.6%	13.8%
Q17-10. Ease of golf cart travel	10.0%	17.6%	16.2%	4.3%	1.4%	50.4%

WITHOUT "NO OPINION"

Q17. Transportation Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of main Village street thoroughfares	38.4%	50.1%	8.4%	2.5%	0.5%
Q17-2. Maintenance of streets in your neighborhood	31.2%	44.4%	11.0%	11.3%	2.1%
Q17-3. Maintenance of street signs/pavement markings	30.3%	51.4%	12.3%	5.7%	0.3%
Q17-4. Adequacy of street lighting	22.2%	29.0%	21.2%	17.6%	10.0%
Q17-5. Ease of travel on NC Highway 5	7.3%	22.5%	18.3%	31.8%	20.0%
Q17-6. Ease of travel through large traffic circle	9.4%	33.5%	24.3%	20.2%	12.5%
Q17-7. Ease of travel on other streets in Village	22.4%	57.1%	16.3%	3.4%	0.9%
Q17-8. Availability of walkways	16.0%	32.7%	20.3%	20.6%	10.4%
Q17-9. Condition of existing walkways	17.6%	43.9%	28.8%	8.0%	1.8%
Q17-10. Ease of golf cart travel	20.1%	35.4%	32.8%	8.7%	2.9%

Q18. Which THREE of the Transportation services listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q18. Top choice	Number	Percent
Maintenance of main Village street thoroughfares	52	6.3 %
Maintenance of streets in your neighborhood	92	11.1 %
Maintenance of street signs/pavement markings	21	2.5 %
Adequacy of street lighting	96	11.6 %
Ease of travel on NC Highway 5	255	30.7 %
Ease of travel through large traffic circle	99	11.9 %
Ease of travel on other streets in Village	5	0.6 %
Availability of walkways	116	14.0 %
Condition of existing walkways	10	1.2 %
Ease of golf cart travel	30	3.6 %
None chosen	55	6.6 %
Total	831	100.0 %

Q18. Which THREE of the Transportation services listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q18. 2nd choice	Number	Percent
Maintenance of main Village street thoroughfares	50	6.0 %
Maintenance of streets in your neighborhood	86	10.3 %
Maintenance of street signs/pavement markings	31	3.7 %
Adequacy of street lighting	113	13.6 %
Ease of travel on NC Highway 5	143	17.2 %
Ease of travel through large traffic circle	144	17.3 %
Ease of travel on other streets in Village	27	3.2 %
Availability of walkways	80	9.6 %
Condition of existing walkways	38	4.6 %
Ease of golf cart travel	20	2.4 %
None chosen	99	11.9 %
Total	831	100.0 %

Q18. Which THREE of the Transportation services listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q18. 3rd choice	Number	Percent
Maintenance of main Village street thoroughfares	65	7.8 %
Maintenance of streets in your neighborhood	79	9.5 %
Maintenance of street signs/pavement markings	51	6.1 %
Adequacy of street lighting	74	8.9 %
Ease of travel on NC Highway 5	81	9.7 %
Ease of travel through large traffic circle	97	11.7 %
Ease of travel on other streets in Village	29	3.5 %
Availability of walkways	87	10.5 %
Condition of existing walkways	47	5.7 %
Ease of golf cart travel	44	5.3 %
None chosen	177	21.3 %
Total	831	100.0 %

SUM OF TOP 3 CHOICES

Q18. Which THREE of the Transportation Services items listed in Question 15 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q18. Sum of top 3 choices	Number	Percent
Maintenance of main Village street thoroughfares	167	20.1 %
Maintenance of streets in your neighborhood	257	30.9 %
Maintenance of street signs/pavement markings	103	12.4 %
Adequacy of street lighting	283	34.1 %
Ease of travel on NC Highway 5	479	57.6 %
Ease of travel through large traffic circle	340	40.9 %
Ease of travel on other streets in Village	61	7.3 %
Availability of walkways	283	34.1 %
Condition of existing walkways	95	11.4 %
Ease of golf cart travel	94	11.3 %
None chosen	55	6.6 %
Total	2217	

Q19. Public Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q19-1. Maintenance/ preservation of downtown	42.6%	43.1%	7.8%	1.4%	0.4%	4.7%
Q19-2. Quality of landscaping in medians & other public areas	55.5%	36.3%	4.5%	1.3%	0.2%	2.2%
Q19-3. Overall cleanliness of streets & other public areas	47.8%	42.8%	4.5%	1.9%	0.5%	2.5%
Q19-4. Quality of stormwater runoff/management system	21.7%	36.1%	16.4%	10.3%	5.1%	10.5%
Q19-5. Winter weather response on Village streets (snow/ice)	24.8%	40.8%	16.6%	4.6%	0.6%	12.6%

WITHOUT "NO OPINION"

Q19. Public Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Maintenance/preservation of downtown	44.7%	45.2%	8.2%	1.5%	0.4%
Q19-2. Quality of landscaping in medians & other public areas	56.7%	37.1%	4.6%	1.4%	0.2%
Q19-3. Overall cleanliness of streets & other public areas	49.0%	44.0%	4.6%	2.0%	0.5%
Q19-4. Quality of stormwater runoff/ management system	24.2%	40.3%	18.3%	11.6%	5.6%
Q19-5. Winter weather response on Village streets (snow/ice)	28.4%	46.7%	19.0%	5.2%	0.7%

Q20. Which TWO of the Public Services items listed in Question 19 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q20. Top choice	Number	Percent
Maintenance/preservation of downtown	196	23.6 %
Quality of landscaping in medians & other public areas	81	9.7 %
Overall cleanliness of streets & other public areas	134	16.1 %
Quality of stormwater runoff/management system	235	28.3 %
Winter weather response on Village streets (snow/ice)	95	11.4 %
None chosen	90	10.8 %
Total	831	100.0 %

Q20. Which TWO of the Public Services items listed in Question 19 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q20. 2nd choice	Number	Percent
Maintenance/preservation of downtown	93	11.2 %
Quality of landscaping in medians & other public areas	127	15.3 %
Overall cleanliness of streets & other public areas	211	25.4 %
Quality of stormwater runoff/management system	115	13.8 %
Winter weather response on Village streets (snow/ice)	138	16.6 %
None chosen	147	17.7 %
Total	831	100.0 %

SUM OF TOP 2 CHOICES

Q20. Which TWO of the Public Services items listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 2)

Q20. Sum of top 2 choices	Number	Percent
Maintenance/preservation of downtown	289	34.8 %
Quality of landscaping in medians & other public areas	208	25.0 %
Overall cleanliness of streets & other public areas	345	41.5 %
Quality of stormwater runoff/management system	350	42.1 %
Winter weather response on Village streets (snow/ice)	233	28.0 %
None chosen	90	10.8 %
Total	1515	

Q21. Solid Waste Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q21-1. Residential trash collection services	64.0%	28.3%	2.2%	1.4%	0.4%	3.7%
Q21-2. Curbside recycling services	56.0%	27.7%	5.1%	5.2%	0.8%	5.3%
Q21-3. Yard waste collection services	56.3%	26.2%	6.1%	2.8%	0.5%	8.1%

WITHOUT "NO OPINION"

Q21. Solid Waste Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Residential trash collection services	66.5%	29.4%	2.3%	1.5%	0.4%
Q21-2. Curbside recycling services	59.1%	29.2%	5.3%	5.5%	0.9%
Q21-3. Yard waste collection services	61.3%	28.5%	6.7%	3.0%	0.5%

Q22. Please indicate whether you or other members of your household have used these Village services and facilities during the past year.

(N=831)

	Yes	No
Q22-1. Fire services	11.2%	88.8%
Q22-2. Police services	17.4%	82.6%
Q22-3. Village Hall reception desk	24.2%	75.8%
Q22-4. MyVOP service request system	17.0%	83.0%
Q22-5. Code enforcement	13.4%	86.6%
Q22-6. Recreation program registration	14.3%	85.7%
Q22-7. Planning & Inspections services	14.9%	85.1%

Q22. If "Yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=465)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q22-1. Fire services	83.9%	7.5%	1.1%	1.1%	1.1%	5.4%
Q22-2. Police services	65.5%	20.7%	4.8%	3.4%	0.7%	4.8%
Q22-3. Village Hall reception desk	66.7%	24.4%	3.5%	0.5%	0.0%	5.0%
Q22-4. MyVOP service request system	53.2%	32.6%	5.0%	3.5%	1.4%	4.3%
Q22-5. Code enforcement	27.0%	28.8%	13.5%	17.1%	9.9%	3.6%
Q22-6. Recreation program registration	43.7%	37.0%	9.2%	1.7%	0.8%	7.6%
Q22-7. Planning & Inspections services	41.9%	31.5%	13.7%	8.9%	0.8%	3.2%

WITHOUT "NO OPINION"

Q22. If "Yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=465)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Fire services	88.6%	8.0%	1.1%	1.1%	1.1%
Q22-2. Police services	68.8%	21.7%	5.1%	3.6%	0.7%
Q22-3. Village Hall reception desk	70.2%	25.7%	3.7%	0.5%	0.0%
Q22-4. MyVOP service request system	55.6%	34.1%	5.2%	3.7%	1.5%
Q22-5. Code enforcement	28.0%	29.9%	14.0%	17.8%	10.3%
Q22-6. Recreation program registration	47.3%	40.0%	10.0%	1.8%	0.9%
Q22-7. Planning & Inspections services	43.3%	32.5%	14.2%	9.2%	0.8%

Q23. Public Communication and Outreach. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q23-1. Quality of information about Village programs/services	22.3%	47.4%	17.4%	4.0%	0.5%	8.4%
Q23-2. Village efforts to keep you informed about local issues	21.5%	45.2%	19.0%	7.8%	0.8%	5.5%
Q23-3. Opportunities to participate in local government (advisory boards, volunteering)	15.5%	32.6%	25.8%	4.9%	1.0%	20.2%
Q23-4. Village social media	13.8%	29.7%	27.2%	3.5%	0.5%	25.3%
Q23-5. Village website (vopnc.org)	17.8%	37.8%	21.5%	2.4%	0.6%	19.9%
Q23-6. Village newsletter	26.7%	44.9%	16.6%	2.3%	0.5%	9.0%
Q23-7. Monthly Village eNews updates	15.0%	32.6%	22.5%	2.6%	0.5%	26.7%
Q23-8. Online engagement portals (engage.vopnc.org)	9.4%	17.9%	25.0%	2.0%	0.2%	45.4%
Q23-9. Community's progress toward meeting its strategic vision & mission	9.4%	23.9%	29.6%	7.0%	1.1%	29.0%

WITHOUT "NO OPINION"

Q23. Public Communication and Outreach. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Quality of information about Village programs/services	24.3%	51.8%	19.1%	4.3%	0.5%
Q23-2. Village efforts to keep you informed about local issues	22.8%	47.9%	20.1%	8.3%	0.9%
Q23-3. Opportunities to participate in local government (advisory boards, volunteering)	19.5%	40.9%	32.3%	6.2%	1.2%
Q23-4. Village social media	18.5%	39.8%	36.4%	4.7%	0.6%
Q23-5. Village website (vopnc.org)	22.2%	47.1%	26.9%	3.0%	0.8%
Q23-6. Village newsletter	29.4%	49.3%	18.3%	2.5%	0.5%
Q23-7. Monthly Village eNews updates	20.5%	44.5%	30.7%	3.6%	0.7%
Q23-8. Online engagement portals (engage. vopnc.org)	17.2%	32.8%	45.8%	3.7%	0.4%
Q23-9. Community's progress toward meeting its strategic vision & mission	13.2%	33.7%	41.7%	9.8%	1.5%

Q24. Which of the following do you use to get information about the Village of Pinehurst?

Q24. Which following do you use to get Village information	Number	Percent
Village employees	111	13.4 %
Village newsletter	588	70.8 %
Village website (vopnc.org)	379	45.6 %
Monthly Village eNews	193	23.2 %
Village mobile app (MYVOP)	121	14.6 %
Engage Pinehurst online engagement portal (engage.vopnc.org)	31	3.7 %
Village social media (e.g. Facebook, Twitter)	208	25.0 %
The Pilot newspaper	600	72.2 %
Attend or view public meetings	136	16.4 %
Other	32	3.9 %
Total	2399	

Q24-10. Other

Q24-10. Other	Number	Percent
My neighbor	4	12.5 %
Nextdoor	3	9.4 %
Word of mouth	3	9.4 %
Sandhills Sentinel	3	9.4 %
The Sway	3	9.4 %
Friends	2	6.3 %
My parents	1	3.1 %
Google search	1	3.1 %
My husband	1	3.1 %
North State Journal	1	3.1 %
Council members and the Mayor	1	3.1 %
Local radio	1	3.1 %
NEWS MEDIA AND LOCAL MAGAZINES.	1	3.1 %
Free magazines	1	3.1 %
VOP Committee	1	3.1 %
Signage	1	3.1 %
Neighbors/Nextdoor website	1	3.1 %
Pine Times	1	3.1 %
Flyers	1	3.1 %
Pinestraw magazine	1	3.1 %
Total	32	100.0 %

Q25. Please indicate how often you read the Village Newsletter, which is mailed to all residents.

Q25. How often do you read Village newsletter which is mailed to all residents	Number	Percent
All the time	581	69.9 %
Sometimes	152	18.3 %
Seldom	33	4.0 %
Never	26	3.1 %
Don't know	39	4.7 %
Total	831	100.0 %

WITHOUT "DON'T KNOW"

Q25. Please indicate how often you read the Village Newsletter, which is mailed to all residents. (without "don't know")

Q25. How often do you read Village newsletter which is mailed to all residents	Number	Percent
All the time	581	73.4 %
Sometimes	152	19.2 %
Seldom	33	4.2 %
Never	26	3.3 %
Total	792	100.0 %

Q26. Customer Service. Have you contacted the Village during the past year for customer support?

Q26. Have you contacted Village during past year for customer support	Number	Percent
Yes	242	29.1 %
No	589	70.9 %
Total	831	100.0 %

Q26a. Using a scale from 1 to 5, where 5 means "Always" and 1 means "Never," please rate your experience with Village employees (not elected officials) on the following behaviors.

(N=242)

	Always	Usually	Sometimes	Seldom	Never	No opinion
Q26a-1. Village staff was responsive to my needs	70.2%	19.4%	5.4%	2.1%	0.8%	2.1%
Q26a-2. Village staff was competent	69.8%	22.3%	5.0%	0.4%	0.0%	2.5%
Q26a-3. Village staff was courteous	83.1%	13.2%	1.2%	0.4%	0.0%	2.1%
Q26a-4. My issue was resolved promptly	58.7%	19.0%	10.7%	2.5%	3.7%	5.4%

WITHOUT "NO OPINION"

Q26a. Using a scale from 1 to 5, where 5 means "Always" and 1 means "Never," please rate your experience with Village employees (not elected officials) on the following behaviors. (without "no opinion")

(N=242)

	Always	Usually	Sometimes	Seldom	Never
Q26a-1. Village staff was responsive to my needs	71.7%	19.8%	5.5%	2.1%	0.8%
Q26a-2. Village staff was competent	71.6%	22.9%	5.1%	0.4%	0.0%
Q26a-3. Village staff was courteous	84.8%	13.5%	1.3%	0.4%	0.0%
Q26a-4. My issue was resolved promptly	62.0%	20.1%	11.4%	2.6%	3.9%

Q27. Capital Improvements. Of the community improvements listed below, which THREE would you select as the MOST IMPORTANT?

Q27. Most important community improvements	Number	Percent
Additional walkway construction in neighborhoods	312	37.5 %
Additional street lighting in neighborhoods	293	35.3 %
Additional stormwater (drainage) improvements	257	30.9 %
Downtown parking	242	29.1 %
Additional street resurfacing	236	28.4 %
Bicycle lanes & paths	230	27.7 %
Additional greenway trails (walking paths)	220	26.5 %
Multi-purpose paths on main Village highways	144	17.3 %
Library/Archives expansion	130	15.6 %
Additional parks & open spaces	99	11.9 %
Third fire station	72	8.7 %
Additional athletic fields	29	3.5 %
Total	2264	

Q28. If you own a home in the Village of Pinehurst, approximately 37% of your property tax bill goes to the Village of Pinehurst to fund the Village's operating budget. The balance of your bill goes to the County (63%). Considering this, how satisfied are you with the value you receive for the portion of your property taxes that funds the Village's operating budget?

Q28. How satisfied are you with the value you receive for portion of your property taxes that funds Village's operating budget	Number	Percent
Very satisfied	249	30.0 %
Satisfied	346	41.6 %
Neutral	127	15.3 %
Dissatisfied	37	4.5 %
Very dissatisfied	3	0.4 %
Don't know	69	8.3 %
Total	831	100.0 %

WITHOUT "NO OPINION"

Q28. If you own a home in the Village of Pinehurst, approximately 37% of your property tax bill goes to the Village of Pinehurst to fund the Village's operating budget. The balance of your bill goes to the County (63%). Considering this, how satisfied are you with the value you receive for the portion of your property taxes that funds the Village's operating budget? (without "don't know")

Q28. How satisfied are you with the value you receive for portion of your property taxes that funds Village's operating budget	Number	Percent
Very satisfied	249	32.7 %
Satisfied	346	45.4 %
Neutral	127	16.7 %
Dissatisfied	37	4.9 %
Very dissatisfied	3	0.4 %
Total	762	100.0 %

Q29. Village Leadership. Please rate your level of satisfaction with the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q29-1. Overall quality of leadership provided by Village's elected officials	12.6%	33.7%	25.6%	9.9%	3.5%	14.7%
Q29-2. Overall effectiveness of appointed boards & commissions	10.2%	31.8%	31.3%	6.6%	1.7%	18.4%
Q29-3. Overall effectiveness of Village Manager & appointed staff	18.4%	35.5%	23.7%	3.6%	1.6%	17.2%

WITHOUT "NO OPINION"

Q29. Village Leadership. Please rate your level of satisfaction with the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=831)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Overall quality of leadership provided by Village's elected officials	14.8%	39.5%	30.0%	11.6%	4.1%
Q29-2. Overall effectiveness of appointed boards & commissions	12.5%	38.9%	38.3%	8.1%	2.1%
Q29-3. Overall effectiveness of Village Manager & appointed staff	22.2%	42.9%	28.6%	4.4%	1.9%

Q30. How would you rate your satisfaction with the following in the Village of Pinehurst compared to other places you have lived in the past?

(N=831)

	Significantly better	Better	Same	Worse	Significantly worse	No opinion
Q30-1. Overall quality of life	43.7%	37.4%	13.8%	1.7%	0.4%	3.0%
Q30-2. Overall quality of Village services	32.6%	34.8%	24.5%	2.3%	0.2%	5.5%
Q30-3. Customer service provided by Village employees	28.5%	33.3%	19.1%	2.0%	0.2%	16.7%

WITHOUT "NO OPINION"

Q30. How would you rate your satisfaction with the following in the Village of Pinehurst compared to other places you have lived in the past? (without "no opinion")

(N=831)

	Significantly better	Better	Same	Worse	Significantly worse
Q30-1. Overall quality of life	45.0%	38.6%	14.3%	1.7%	0.4%
Q30-2. Overall quality of Village services	34.5%	36.8%	26.0%	2.4%	0.3%
Q30-3. Customer service provided by Village employees	34.2%	40.0%	23.0%	2.5%	0.3%

Q31. Would you recommend the Village of Pinehurst to others as a place to live?

Q31. Would you recommend Village to others as a place to live	Number	Percent
Yes	748	90.0 %
No	53	6.4 %
Not provided	30	3.6 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q31. Would you recommend the Village of Pinehurst to others as a place to live? (without "not provided")

Q31. Would you recommend Village to others as a place to live	Number	Percent
Yes	748	93.4 %
No	53	6.6 %
Total	801	100.0 %

Q34. Approximately how many years have you lived in the Village of Pinehurst?

Q34. How many years have you lived in Village of Pinehurst	Number	Percent
Less than 5 years	227	27.3 %
5-10 years	173	20.8 %
11-20 years	211	25.4 %
20+ years	210	25.3 %
Not provided	10	1.2 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q34. Approximately how many years have you lived in the Village of Pinehurst? (without "not provided")

Q34. How many years have you lived in Village of Pinehurst	Number	Percent
Less than 5 years	227	27.6 %
5-10 years	173	21.1 %
11-20 years	211	25.7 %
20+ years	210	25.6 %
Total	821	100.0 %

Q35. Do you have school-age children (grades K-12) living at home?

Q35. Do you have school-age children (grades K-12) living at home	Number	Percent
Yes	123	14.8 %
No	684	82.3 %
Not provided	24	2.9 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q35. Do you have school-age children (grades K-12) living at home? (without "not provided")

Q35. Do you have school-age children (grades K-12) living at home	Number	Percent
Yes	123	15.2 %
No	684	84.8 %
Total	807	100.0 %

Q35a. What grade level(s) are your school-age children?

Q35a. What grade level(s) are your school-age children	Number	Percent
K-5	75	61.0 %
6-8	42	34.1 %
High school	46	37.4 %
Total	163	

Q36. Which of the following best describes your current employment status?

Q36. Which following best describes your current employment status	Number	Percent
Employed outside home	236	28.4 %
Employed in home/have a home-based business	67	8.1 %
Retired	485	58.4 %
Not currently employed	13	1.6 %
Not provided	30	3.6 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q36. Which of the following best describes your current employment status? (without "not provided")

Q36. Which following best describes your current employment status	Number	Percent
Employed outside home	236	29.5 %
Employed in home/have a home-based business	67	8.4 %
Retired	485	60.5 %
Not currently employed	13	1.6 %
Total	801	100.0 %

Q36-1. "If employed outside home," what is the zip code where you work?

Q36a. What is the zip code where you work	Number	Percent
28374	84	50.0 %
28387	16	9.5 %
28310	11	6.5 %
28315	7	4.2 %
28327	4	2.4 %
28307	3	1.8 %
27376	3	1.8 %
27606	2	1.2 %
28314	2	1.2 %
28303	2	1.2 %
28376	2	1.2 %
28320	1	0.6 %
22308	1	0.6 %
27612	1	0.6 %
28352	1	0.6 %
28301	1	0.6 %
28306	1	0.6 %
28351	1	0.6 %
28326	1	0.6 %
27513	1	0.6 %
28384	1	0.6 %
20818	1	0.6 %
87185	1	0.6 %
28345	1	0.6 %
27601	1	0.6 %
28311	1	0.6 %
28371	1	0.6 %
75204	1	0.6 %
28375	1	0.6 %
28270	1	0.6 %
29374	1	0.6 %
27560	1	0.6 %
27511	1	0.6 %
27330	1	0.6 %
28394	1	0.6 %
28308	1	0.6 %
28379	1	0.6 %
27603	1	0.6 %
27157	1	0.6 %
28305	1	0.6 %
24060	1	0.6 %
28204	1	0.6 %
28377	1	0.6 %
Total	168	100.0 %

Q37. Which of the following best describes your age?

Q37. Which following best describes your age	Number	Percent
Under 35 years	61	7.3 %
35-44 years	77	9.3 %
45-54 years	108	13.0 %
55-64 years	128	15.4 %
65+ years	427	51.4 %
Not provided	30	3.6 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q37. Which of the following best describes your age? (without "not provided")

Q37. Which following best describes your age	Number	Percent
Under 35 years	61	7.6 %
35-44 years	77	9.6 %
45-54 years	108	13.5 %
55-64 years	128	16.0 %
65+ years	427	53.3 %
Total	801	100.0 %

Q38. Which of the following best describes your race?

Q38. Your race	Number	Percent
Asian or Asian Indian	18	2.2 %
Black or African American	20	2.4 %
American Indian or Alaska Native	3	0.4 %
White	760	91.5 %
Native Hawaiian or other Pacific Islander	2	0.2 %
Hispanic, Spanish, or Latino/a/x	23	2.8 %
Other	5	0.6 %
Total	831	

Q38-7. Self-describe your race:

Q38-7. Self-describe your race	Number	Percent
Multi-racial	1	25.0 %
Mixed	1	25.0 %
Middle Eastern/European	1	25.0 %
More than one	1	25.0 %
Total	4	100.0 %

Q39. Which of the following best describes the general neighborhood areas where you live?

Q39. Which following best describes the general neighborhood areas where you live	Number	Percent
Pinehurst No. 6	155	18.7 %
Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/ Walker Station	39	4.7 %
Pinehurst No. 7/Lawn & Tennis/CCNC	45	5.4 %
Morganton/Monticello Rd.	76	9.1 %
Lake Pinehurst/Burning Tree/St. Andrews/Cotswold	223	26.8 %
Pinewild	83	10.0 %
Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens	108	13.0 %
Village Acres/Murdocksville Rd.	80	9.6 %
Not provided	22	2.6 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q39. Which of the following best describes the general neighborhood areas where you live? (without "not provided")

Q39. Which following best describes the general neighborhood areas where you live	Number	Percent
Pinehurst No. 6	155	19.2 %
Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/ Walker Station	39	4.8 %
Pinehurst No. 7/Lawn & Tennis/CCNC	45	5.6 %
Morganton/Monticello Rd.	76	9.4 %
Lake Pinehurst/Burning Tree/St. Andrews/Cotswold	223	27.6 %
Pinewild	83	10.3 %
Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens	108	13.3 %
Village Acres/Murdocksville Rd.	80	9.9 %
Total	809	100.0 %

Q40. What is your gender?

Q40. Your gender	Number	Percent
Male	408	49.1 %
Female	415	49.9 %
Non-binary	1	0.1 %
Prefer to self-describe	3	0.4 %
Not provided	4	0.5 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q40. What is your gender? (without "not provided")

Q40. Your gender	Number	Percent
Male	408	49.3 %
Female	415	50.2 %
Non-binary	1	0.1 %
Prefer to self-describe	3	0.4 %
Total	827	100.0 %

Q40-4. Self-describe your gender:

Q40-4. Self-describe your gender	Number	Percent
I identify as what I am	1	33.3 %
Gender fluid	1	33.3 %
Transman	1	33.3 %
Total	3	100.0 %

Q41. Do you own or rent your current residence?

Q41. Do you own or rent your current residence	Number	Percent
Own	751	90.4 %
Rent	71	8.5 %
Not provided	9	1.1 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q41. Do you own or rent your current residence? (without "not provided")

Q41. Do you own or rent your current residence	Number	Percent
Own	751	91.4 %
Rent	71	8.6 %
Total	822	100.0 %

Q42. What is your total annual household income?

Q42. What is your total annual household income	Number	Percent
Under $30K	38	4.6 %
$30K to $59,999	84	10.1 %
$60K to $99,999	195	23.5 %
$100K to $149,999	151	18.2 %
$150K+	182	21.9 %
Not provided	181	21.8 %
Total	831	100.0 %

WITHOUT "NOT PROVIDED"

Q42. What is your total annual household income? (without "not provided")

Q42. What is your total annual household income	Number	Percent
Under $30K	38	5.8 %
$30K to $59,999	84	12.9 %
$60K to $99,999	195	30.0 %
$100K to $149,999	151	23.2 %
$150K+	182	28.0 %
Total	650	100.0 %

5 Survey Instrument

1895
VILLAGE OF
PINEHURST

HISTORY, CHARM, AND SOUTHERN HOSPITALITY

August 2022

Dear Village of Pinehurst Resident,

Each year, the Village of Pinehurst surveys its residents to obtain feedback on how the Village is meeting the needs of its citizens. We invite you to participate in this year's Community Survey by providing your personal opinion. By taking approximately 15 minutes to complete the anonymous survey, you can help make an impact on the Village of Pinehurst. The feedback we receive will help Village leaders and elected officials set community priorities including staffing and budget expenditures, determine areas or services that need improvement, and identify future needs. We strive to exceed your expectations as we promote, enhance, and sustain the quality of life in the Village of Pinehurst.

Complete the survey using the paper survey and postage paid envelope provided or complete it online by visiting *2022PinehurstCommunitySurvey.org*.

The survey data will be collected and analyzed by ETC Institute, one of the nation's leading governmental research firms, and Village staff. Results will be presented to the Pinehurst Village Council at a public meeting in October. Please join us to hear the results!

If you have any questions about the survey, please contact me at 295-1900, ext. 1101. Thank you for participating in the 2022 Community Survey.

Sincerely,

Jeffrey M. Sanborn
Village Manager

ADMINISTRATION
395 Magnolia Road • Pinehurst, NC 28374 • Telephone (910) 295-1900 • Fax (910) 295-4434 • www.vopnc.org

2022 Village of Pinehurst Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village's ongoing effort to identify and respond to resident concerns. If you have questions, please contact Jeff Sanborn, Village Manager at (910) 295-1900, ext. 1101 or at *jsanborn@vopnc.org*.

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1. <u>Overall Satisfaction with Village Services.</u> Please rate your level of satisfaction with each of the following major categories of services provided by the Village of Pinehurst using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
01.	Police services	5	4	3	2	1	9
02.	Fire services	5	4	3	2	1	9
03.	Parks and recreation programs	5	4	3	2	1	9
04.	Parks and recreation facilities	5	4	3	2	1	9
05.	Solid waste services	5	4	3	2	1	9
06.	Street and right-of-way maintenance	5	4	3	2	1	9
07.	Enforcement of Village codes and ordinances	5	4	3	2	1	9
08.	Customer service provided by Village employees	5	4	3	2	1	9
09.	Village communication with residents	5	4	3	2	1	9
10.	Village efforts at maintaining the quality of your neighborhoods	5	4	3	2	1	9
11.	Promotion of natural resource conservation	5	4	3	2	1	9
12.	Level of public involvement in local decisions	5	4	3	2	1	9

2. From the list of items in Question 1, which THREE of the major categories of Village services do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____

3. <u>Reasons to Stay in Pinehurst.</u> Several reasons to consider residing in the Village of Pinehurst are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," please rate how important each reason is in your decision to stay where you live. Then, please indicate if your needs are being met in Pinehurst.

		Very Important	Somewhat Important	Not Sure	Unimportant	Are your needs being met in Pinehurst?	
01.	Sense of community	4	3	2	1	Yes	No
02.	Quality of public education	4	3	2	1	Yes	No
03.	Types of housing	4	3	2	1	Yes	No
04.	Quality of housing	4	3	2	1	Yes	No
05.	Access to quality shopping	4	3	2	1	Yes	No
06.	Availability of cultural arts opportunities	4	3	2	1	Yes	No
07.	Availability of golfing opportunities	4	3	2	1	Yes	No
08.	Availability of other recreational opportunities	4	3	2	1	Yes	No
09.	Proximity to family or friends	4	3	2	1	Yes	No
10.	Proximity to work	4	3	2	1	Yes	No
11.	Safety and security	4	3	2	1	Yes	No
12.	Quality health care	4	3	2	1	Yes	No
13.	Opportunities and/or resources for senior citizens	4	3	2	1	Yes	No
14.	Opportunities and/or resources for children under 18	4	3	2	1	Yes	No
15.	Low property tax rate	4	3	2	1	Yes	No
16.	Historic landmark designation	4	3	2	1	Yes	No

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4. <u>Perception of the Village of Pinehurst.</u> Several items that may influence your perception of the Village of Pinehurst as a community are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

		Excellent	Good	Neutral	Below Average	Poor	No Opinion
01.	Overall image of the Village	5	4	3	2	1	9
02.	Overall quality of life in the Village	5	4	3	2	1	9
03.	Overall feeling of safety in the Village	5	4	3	2	1	9
04.	Quality of new residential development in the Village	5	4	3	2	1	9
05.	Quality of new commercial development in the Village	5	4	3	2	1	9
06.	As a place to live	5	4	3	2	1	9
07.	As a place to raise children	5	4	3	2	1	9
08.	As a place to retire	5	4	3	2	1	9
09.	Overall appearance of public spaces across the Village	5	4	3	2	1	9
10.	Availability of affordable housing	5	4	3	2	1	9
11.	Overall quality of Village services	5	4	3	2	1	9

5. <u>Perceptions of Safety and Security.</u> Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	No Opinion
1.	Walking alone in your neighborhood during the day	5	4	3	2	1	9
2.	Walking alone in your neighborhood after dark	5	4	3	2	1	9
3.	In Village parks and recreation facilities	5	4	3	2	1	9
4.	In business areas of the Village during the day	5	4	3	2	1	9
5.	In business areas of the Village after dark	5	4	3	2	1	9

6. <u>Public Safety Services.</u> Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Efforts to prevent crimes	5	4	3	2	1	9
2.	Enforcement of local traffic laws	5	4	3	2	1	9
3.	How quickly police respond to emergencies	5	4	3	2	1	9
4.	Frequency that police officers patrol your neighborhood	5	4	3	2	1	9
5.	Fire prevention and education programs provided by the Village	5	4	3	2	1	9
6.	How quickly fire personnel respond to emergencies	5	4	3	2	1	9

7. Which TWO of the public safety services listed in Question 6 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 6.]*

1st: ____ 2nd: ____

8. **<u>Cultural and Recreation Services.</u> Please indicate whether you or other members of your household have used these Cultural and Recreation Services during the past year by circling either "Yes or "No." If "Yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Have you used this service in the past year?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
01.	Greenway trails	Yes	No	5	4	3	2	1	9
02.	Village sponsored cultural/arts events	Yes	No	5	4	3	2	1	9
03.	Cannon Park	Yes	No	5	4	3	2	1	9
04.	Arboretum/Timmel Pavilion	Yes	No	5	4	3	2	1	9
05.	Rassie Wicker Park	Yes	No	5	4	3	2	1	9
06.	Camelot Playground	Yes	No	5	4	3	2	1	9
07.	Splash Pad at Wicker Park	Yes	No	5	4	3	2	1	9
08.	West Pinehurst Park (e.g., disc golf)	Yes	No	5	4	3	2	1	9
09.	Community Center	Yes	No	5	4	3	2	1	9
10.	Youth Recreation Programs	Yes	No	5	4	3	2	1	9
11.	Adult Recreation Programs	Yes	No	5	4	3	2	1	9

9. **Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
01.	Number of Village parks	5	4	3	2	1	9
02.	Quality of Village parks	5	4	3	2	1	9
03.	Quality of recreation indoor facilities	5	4	3	2	1	9
04.	Availability of recreation indoor facilities	5	4	3	2	1	9
05.	Availability of walking/greenway trails	5	4	3	2	1	9
06.	Condition of walking/greenway trails	5	4	3	2	1	9
07.	Quality of outdoor athletic fields and facilities	5	4	3	2	1	9
08.	Availability of outdoor athletic fields and facilities	5	4	3	2	1	9
09.	Availability of information about recreation programs	5	4	3	2	1	9
10.	Quality of youth recreation programs	5	4	3	2	1	9
11.	Quality of adult recreation programs	5	4	3	2	1	9
12.	Range of amenities at parks and recreation facilities	5	4	3	2	1	9
13.	Village sponsored cultural/arts events	5	4	3	2	1	9
14.	Variety of cultural arts events and programs in Southern Moore County	5	4	3	2	1	9

10. **Which THREE of the Cultural and Recreation Services items listed in Question 9 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 9.]*

1st: ____ 2nd: ____ 3rd: ____

11. **Do you shop regularly in the Village Center (downtown)?** ____(1) Yes ____(2) No

12. **Do you regularly dine in the Village Center (downtown)?** ____(1) Yes ____(2) No

13. **Please check each of the following reasons that prevent you from shopping/dining regularly in the Village Center (downtown) more often.** *[Check all that apply.]*

____(1) Stores hours of operation
____(2) Variety of merchandise/menu options offered
____(3) Merchandise is more targeted to tourists than local shoppers
____(4) Parking availability
____(5) Wait times for dining
____(6) Prices
____(7) Other: _____
____(8) Nothing prevents me from shopping/dining more often in Village Center

14. <u>Public Library and Archives Services.</u> Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Have you used this service in the past year?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Given Memorial Library	Yes	No	5	4	3	2	1	9
2.	Tufts Archives	Yes	No	5	4	3	2	1	9

14a. *If you answered "No" to either part of Question 14,* please CHECK ALL of the following reasons that prevent you from using the Given Memorial Library/Tufts Archives.

____(01) Didn't know about it
____(02) Hours of operation
____(03) Variety of library services offered
____(04) Variety of library programs offered
____(05) Parking availability
____(06) Insufficient technology available
____(07) Not enough meeting areas/rooms
____(08) A library is not important to me
____(09) An archives is not important to me
____(10) Other:_____

15. <u>Code Enforcement.</u> Please rate your satisfaction with each of the following Village efforts to enforce regulations using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing mowing/cutting of weeds/grass on private property	5	4	3	2	1	9
3.	Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	5	4	3	2	1	9
4.	Enforcing sign regulations	5	4	3	2	1	9
5.	Enforcing solid waste cart regulations	5	4	3	2	1	9

16. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?

____(1) About right ____(2) Too much ____(3) Too little

17. <u>Transportation Services.</u> Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
01.	Maintenance of main Village street thoroughfares	5	4	3	2	1	9
02.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
03.	Maintenance of street signs/pavement markings	5	4	3	2	1	9
04.	Adequacy of street lighting	5	4	3	2	1	9
05.	Ease of travel on NC Highway 5	5	4	3	2	1	9
06.	Ease of travel through the large traffic circle	5	4	3	2	1	9
07.	Ease of travel on other streets in the Village	5	4	3	2	1	9
08.	Availability of walkways	5	4	3	2	1	9
09.	Condition of existing walkways	5	4	3	2	1	9
10.	Ease of golf cart travel	5	4	3	2	1	9

18. Which THREE of the Transportation Services items listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 17.]*

1st: ____ 2nd: ____ 3rd: ____

19. <u>Public Services.</u> Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Maintenance/Preservation of downtown	5	4	3	2	1	9
2.	Quality of landscaping in medians and other public areas	5	4	3	2	1	9
3.	Overall cleanliness of streets and other public areas	5	4	3	2	1	9
4.	Quality of the stormwater runoff/management system	5	4	3	2	1	9
5.	Winter weather response on Village streets (snow/ice)	5	4	3	2	1	9

20. Which TWO of the Public Services items listed in Question 19 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 19.]*

1st: ____ 2nd: ____

21. <u>Solid Waste Services.</u> Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Residential trash collection services	5	4	3	2	1	9
2.	Curbside recycling services	5	4	3	2	1	9
3.	Yard waste collection services	5	4	3	2	1	9

22. Please indicate whether you or other members of your household have used these Village services and facilities during the past year by circling either "Yes" or "No." If "Yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Have you used these services or facilities in the past year?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Fire services	Yes	No	5	4	3	2	1	9
2.	Police services	Yes	No	5	4	3	2	1	9
3.	Village Hall reception desk	Yes	No	5	4	3	2	1	9
4.	The MyVOP service request system	Yes	No	5	4	3	2	1	9
5.	Code enforcement	Yes	No	5	4	3	2	1	9
6.	Recreation program registration	Yes	No	5	4	3	2	1	9
7.	Planning and Inspections services	Yes	No	5	4	3	2	1	9

23. <u>Public Communication and Outreach.</u> Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Quality of information about Village programs/services	5	4	3	2	1	9
2.	Village efforts to keep you informed about local issues	5	4	3	2	1	9
3.	Opportunities to participate in local government (advisory boards, volunteering)	5	4	3	2	1	9
4.	Village social media	5	4	3	2	1	9
5.	Village website (*vopnc.org*)	5	4	3	2	1	9
6.	Village Newsletter	5	4	3	2	1	9
7.	Monthly Village e-News updates	5	4	3	2	1	9
8.	Online Engagement Portals (*engage.vopnc.org*)	5	4	3	2	1	9
9.	Community's progress toward meeting its strategic vision and mission	5	4	3	2	1	9

24. Which of the following do you use to get information about the Village of Pinehurst? *[Check all that apply.]*

____(01) Village employees
____(02) Village Newsletter
____(03) Village website (vopnc.org)
____(04) Monthly Village e-News
____(05) Village mobile app (MYVOP)
____(06) Engage Pinehurst online engagement portal (*engage.vopnc.org*)
____(07) Village social media (e.g., Facebook, Twitter)
____(08) The Pilot newspaper
____(09) Attend or view public meetings
____(10) Other: _____

25. Please indicate how often you read the Village Newsletter, which is mailed to all residents.

____(1) All the time ____(2) Sometimes ____(3) Seldom ____(4) Never ____(9) Don't know

26. <u>Customer Service.</u> Have you contacted the Village during the past year for customer support?

____(1) Yes ____(2) No *[Skip to Q27.]*

26a. Using a scale from 1 to 5, where 5 means "Always" and 1 means "Never," please rate your experience with Village employees (not elected officials) on the following behaviors.

		Always	Usually	Sometimes	Seldom	Never	No Opinion
1.	Village staff was responsive to my needs	5	4	3	2	1	9
2.	Village staff was competent	5	4	3	2	1	9
3.	Village staff was courteous	5	4	3	2	1	9
4.	My issue was resolved promptly	5	4	3	2	1	9

27. <u>Capital Improvements.</u> Of the community improvements listed below, which THREE would you select as the MOST IMPORTANT?

____(01) Additional walkway construction in neighborhoods
____(02) Additional greenway trails (walking paths)
____(03) Bicycle lanes and paths
____(04) Multi-purpose paths on main Village highways
____(05) Additional street lighting in neighborhoods
____(06) Additional stormwater (drainage) improvements
____(07) Additional street resurfacing
____(08) Additional parks and open spaces
____(09) Additional athletic fields
____(10) Library/Archives expansion
____(11) Third fire station
____(12) Downtown parking

28. If you own a home in the Village of Pinehurst, approximately 37% of your property tax bill goes to the Village of Pinehurst to fund the Village's operating budget. The balance of your bill goes to the County (63%). Considering this, how satisfied are you with the value you receive for the portion of your property taxes that funds the Village's operating budget?

____(5) Very satisfied ____(3) Neutral ____(1) Very Dissatisfied
____(4) Satisfied ____(2) Dissatisfied ____(9) Don't know

29. <u>Village Leadership.</u> Please rate your level of satisfaction with the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Overall quality of leadership provided by the Village's elected officials	5	4	3	2	1	9
2.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
3.	Overall effectiveness of the Village Manager and appointed staff	5	4	3	2	1	9

30. How would you rate your satisfaction with the following in the Village of Pinehurst compared to other places you have lived in the past?

		Significantly Better	Better	Same	Worse	Significantly Worse	No Opinion
1.	Overall quality of life	5	4	3	2	1	9
2.	Overall quality of Village services	5	4	3	2	1	9
3.	Customer service provided by Village employees	5	4	3	2	1	9

31. Would you recommend the Village of Pinehurst to others as a place to live? ____(1) Yes ____(2) No

32. What are the most important issues facing the Village of Pinehurst today?

_____

33. Do you have any suggestions for how the Village of Pinehurst could serve you better?

_____

Demographics

34. Approximately how many years have you lived in the Village of Pinehurst?

____(1) Less than 5 years ____(2) 5-10 years ____(3) 11-20 years ____(4) 20+ years

35. Do you have school-age children (grades K-12) living at home? ____(1) Yes ____(2) No *[Skip to Q36.]*

35a. What grade level(s) are your school-age children? *[Check all that apply.]*

____(1) K - 5 ____(2) 6 - 8 ____(3) High School

36. Which of the following best describes your current employment status?

____(1) Employed outside the home
(What is the zip code where you work?_____)
____(2) Employed in the home/have a home-based business
____(3) Student
____(4) Retired
____(5) Not currently employed

37. Which of the following best describes your age?

____(1) Under 25 years ____(3) 35-44 years ____(5) 55-64 years
____(2) 25-34 years ____(4) 45-54 years ____(6) 65+ years

38. Which of the following best describes your race? *[Check all that apply.]*

____(01) Asian or Asian Indian
____(02) Black or African American
____(03) American Indian or Alaska Native
____(04) White
____(05) Native Hawaiian or other Pacific Islander
____(06) Hispanic, Spanish, or Latino/a/x
____(99) Other: _____

39. Which of the following best describes the general neighborhood areas where you live?

____(1) Pinehurst No. 6
____(2) Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/Walker Station
____(3) Pinehurst No. 7/Lawn & Tennis/CCNC
____(4) Morganton/Monticello Rd.
____(5) Lake Pinehurst/Burning Tree/St. Andrews/Cotswold
____(6) Pinewild
____(7) Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens
____(8) Village Acres/Murdocksville Rd.

40. What is your gender?

____(1) Male ____(2) Female ____(3) Non-binary ____(4) Prefer to self-describe: _____

41. Do you own or rent your current residence? _____(1) Own _____(2) Rent

42. What is your total annual household income?

____(1) Under $30,000
____(2) $30,000 to $59,999
____(3) $60,000 to $99,999
____(4) $100,000 to $149,999
____(5) $150,000 or more

Your responses will remain completely confidential. The information printed on the right will ONLY be used to help identify the level of satisfaction with Village services in your area. If your address is not correct, please provide the correct information. Thank you.

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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Risk Management Committee Annual Report

October 25, 2022

Risk Management Committee:

- Jeff Batton, Assistant Village Manager of Operations (Chair)
- Brooke Hunter, Financial Services Director
- Angie Kantor, Human Resources Director
- Mr. Bruce Hockman, Volunteer Citizen
- Mr. Dick White, Volunteer Citizen

RMC Mission: To serve as consultant, advisor and review team for all items related to the Village's management of risk as well as the employee health and safety programs.

Introduction

The Risk Management Committee (RMC) produces this report annually to highlight operations under the purview of the RMC. The RMC is directly involved in determining coverage limits, plan designs, guiding negotiations and selecting and recommending the best insurance programs for the Village as well as conducting reviews, evaluations and offering suggestions in many areas of loss control.

The RMC holds general business meetings quarterly with additional meetings held in the fall for employee health insurance renewal and in the spring for property/liability/workers compensation renewal.

The Village utilizes a combination of knowledgeable citizen volunteers and appropriate Village staff to:

- review accident/injury reports for trends,
- review and comment as necessary on the activity reports of the Safety and Wellness Committees,
- review and recommend the annual employee medical benefit plan,
- review and recommend the property, liability and workers' compensation plans and,
- ensure that new loss control ideas and information are brought forth for consideration.

Contents

Section 1: Employees' Benefit Plan Recommendations

Section 2: Business Insurance Program

Section 3: Workers' Compensation Program

Section 4: Other Work by the Committee

Section 1: Employee Benefit Plan Recommendations

Medical, vision, dental, life, and accidental death and dismemberment (AD&D) coverage is currently provided to all regular full-time employees with coverage fully funded by the Village of Pinehurst. Regular part-time employees (non-seasonal) are eligible for partial Village-funded coverage. All of the employee health benefit coverages run on a calendar year basis.

Below are the recommendations of the RMC for calendar year 2023.

A. Medical: CIGNA is the current provider for medical coverage. Dependent medical coverage is available for purchase by the employee at 100% of actual cost. Approximately 13% of employees choose dependent coverage. Three providers submitted proposals to the RMC for consideration

> ***Recommendation:*** The RMC recommends switching to Blue Cross/Blue Shield (BCBS) for calendar year 2023 with a *Level Funding Program* for the traditional medical insurance plan. The committee also recommends adding a BCBS High Deductible Health Plan (HDHP) with a Health Saving Account (HSA). Employees would choose the plan that best suits their needs.
> Under the *Level Funding Program,* the Village's premium per employee is set upfront but if our account shows premiums paid exceed claims paid plus administrative expenses at the close of the calendar year, then we split that surplus with the carrier. The Village was under a similar program with CIGNA for calendar years 2021 and 2022.
> For those choosing the HDHP with a HSA plan, the Village would pay a lower monthly premium per employee and place those savings into an HSA account for the employee. For calendar year 2023, the amount contributed to an account would be $1,300. This amount would be dispersed by providing $300 in the first pay period of 2023 and then $40 for each pay period thereafter. All funds in the account belong to the employee and can be invested and grow tax-free. Money spent on qualifying medical expenses is also withdrawn tax-free.
> The premise behind an HSA is that employees become better consumers of health care when spending their own money. Over time, employees can build a sizable account if they manage their medical expenses.
> The overall premium, including those who choose the HDHP option is projected to be a decrease of 1.91% from current rates for 2023 equating to approximately $26,500. In addition, BCBS is providing a one-time $75,000 premium transfer credit bringing the total savings to a little over $100,000 or closer to a 6% reduction. This is good news considering the PwC Health Research Institute Report has the national trend for medical inflation for 2023 projected at 6.5%.

B. Vision: Principal is our current provider of vision coverage. Dependent coverage is available for purchase by the employee at 100% of actual cost.

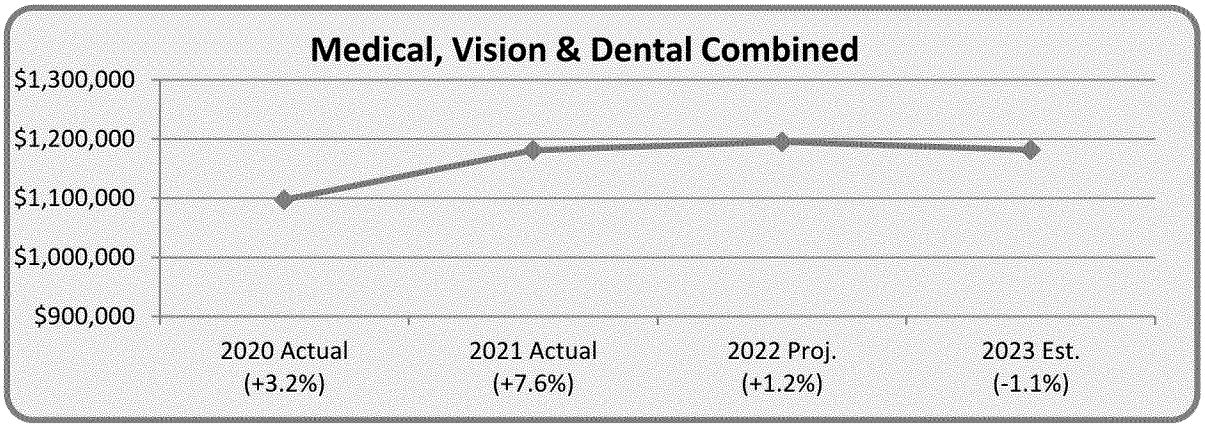
> ***Recommendation*:** The RMC recommends the Village remain with Principal with no rate increase (0%) for 2023.

C. Dental: Principal is the current dental insurance provider. Dependent coverage is available for purchase by the employee at 100% of actual cost.

Recommendation: The RMC recommends the Village remain with Principal with a rate increase of 3.8% equating to approximately $3,500 for 2023.

D. Net Financial Impact: The **net** premium paid by the Village when combining, medical, vision, and dental for calendar year 2023 is estimated at $1,266,738, which represents a 6% increase over the 2022 projected expense of $1,195,153. The calculation resulting in 6% increase, even though premium per employee has decreased, is due to estimating premium cost for 2023 at 100% employment for 100% of the calendar year. The 2022 projection total includes savings incurred due to vacancies during the covered year. In other words, 2023 is calculated as worst-case scenario. We can confidently assume based on history that there will be vacancies during the year and that some employees will waive their coverage. As a result, a more realistic estimate for 2023 is would be $1,181,738. The projection in the graph below factors in this revised estimate.

The graph shows the combined **net** health insurance benefit cost for the previous two years with a projection for calendar year 2022 and estimate for calendar 2023.



The total premium paid is affected by turnover rates, lapsed time in filling vacancies, and number of staff enrolled at any given time. As a result, even though we may receive a rate increase it does not automatically mean we will pay an equal amount in additional premium.

E. Waive Option: The Village allows employees to waive coverage. This allows certain individuals to utilize their own insurance at a lower cost to them personally. Each year a small percentage (5% or less) waive some or all of these coverages. The Village saves the employee premium when they waive.

F. Basic Life and AD&D: Principal is the current provider of basic Life and AD&D. Benefit is $25,000 or $50,000 upon death depending on the position in the organization.

Recommendation: The RMC recommends remaining with Principal which has quoted a 0% rate increase per person. Cost for 2023 is estimated to be $10,475.

G. Long Term Disability: Principal is the current provider for long-term disability that is provided as an added benefit for the Senior Management/Leadership Team. This benefit's cost to the Village is based on payroll.

Recommendation: The RMC recommends remaining with Principal that has quoted a 0% rate increase for 2023. Cost for 2023 is estimated to be $8,100.

I. Flexible Spending Accounts: Flores & Associates is the current administrator for the flexible spending account options for employees to have childcare expenses and qualifying medical expenses deducted pre-tax from paychecks (as permitted by IRS regulations).

Recommendation: The RMC recommends remaining with Flores & Associates. The cost of administering this program is unchanged at a flat rate of $5 per employee per month for those who choose to enroll. Cost for 2022 was approximately $2,400 and 2023 is dependent on the number of employees who enroll but is likely to be very similar.

J. Other: The RMC also selects companies for elective coverage such as long-term disability, life insurance, etc. that employees may choose to purchase with the employee paying 100% of the cost. USAble and Aflac are the current providers and their rates remain unchanged.

Section 2: Business Insurance Program

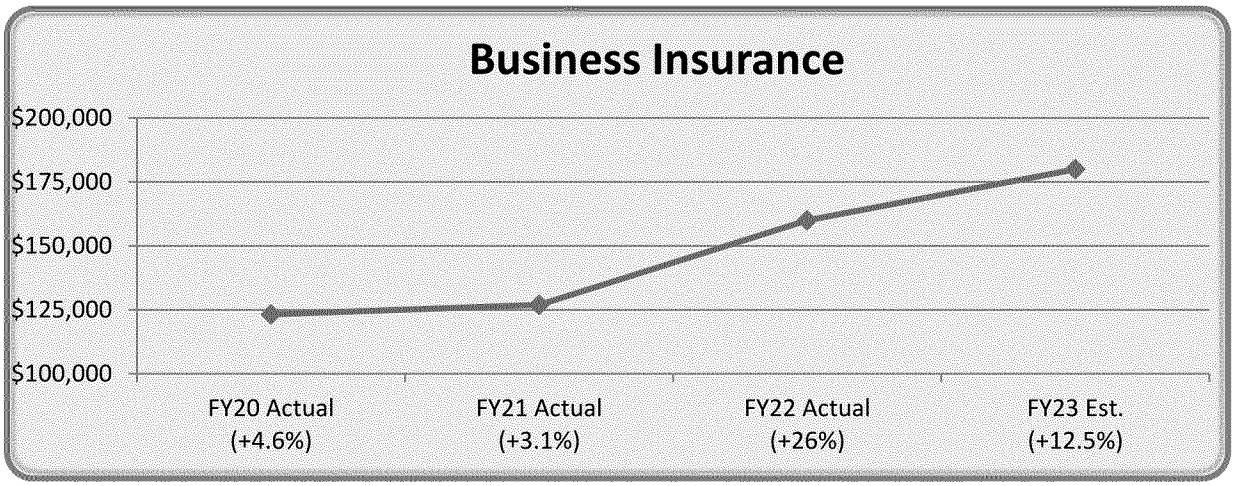
The Business Insurance Program includes all property and liability insurance coverages. Property includes all buildings, structures, vehicles, heavy equipment, computer equipment, and portable equipment while liability includes general liability, employer benefits liability, public officials' liability, employment practices liability, police professional liability, and employee dishonesty, forgery, and theft.

All liability and property coverages, with the exception of the Harness Track, are through the Interlocal Risk Financing Fund of NC. This program is administered by the North Carolina League of Municipalities (NCLM). The Harness Track property requires special coverage and is through Markel Insurance.

All of the above referenced coverages are renewed on a fiscal year basis. The combined premium for these coverages for FY 2023 is projected to be $179,943, which is approximately a 12.5% increase over FY2022. This increase is primarily a result of adding the library for 12 months. Other factors that will modify the actual cost for FY 2023 are a 9.8% rate increase, a 9% increase in property values, and the addition of the library for a full twelve months.

The Village is insured at $5,000,000 per occurrence for most types of liability and insures approximately $44.5 million in real and personal property, including the Harness Track.

The graph below shows premiums paid for the previous three years plus the actual for FY 2022.



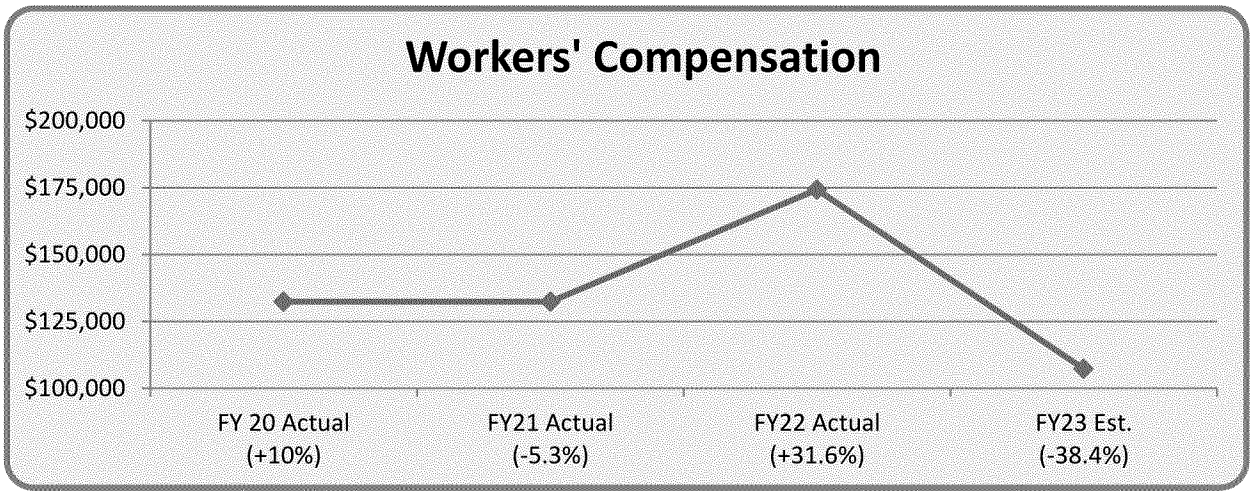
Premium paid is based on a five-year experience modifier and the value of property. Actual end of year cost for FY2023 will be modified by additions and deletions of insurable items throughout the year.

Section 3: Workers' Compensation Program

The Workers' Compensation program covers medical expenses and lost wages incurred by an employee due to work-related injury. In June, Council authorized a contract with BITCO through Surry Insurance for Workers' Compensation. This was a change from our previous carrier.

Workers' Compensation coverage is renewed on a fiscal year basis. The premium for FY 2023 is $107,261 (including W/C audit adjustments) which represents a 38.4% decrease from the previous year. The decrease is primarily due to changes in the experience modifier and rates charged for various employee classes by our new carrier, BITCO.

The graph below shows premiums paid for the previous three years plus the estimate for FY 2023.



Premium paid is based on payroll and a rolling three-year experience modifier that represents a composite of injuries and lost work time.

Section 4: Other Work by the Committee

The Village has a Wellness Committee and a Safety Committee that operate under the umbrella of RMC. Safety is chaired by Chief Carlton Cole and Wellness is co-chaired by Beth Dunn and Melanie Gease. RMC receives quarterly update reports on all activities of these committees.

Examples of activities include:

- Conducting quarterly safety drills
- Monthly safety inspections of facilities
- Checking and restocking first-aid kits
- Lunch and Learns
- Flu Shot clinic
- Incident and injury reviews and evaluations
- Exercise challenges

VILLAGE COUNCIL
MINUTES FOR WORK SESSION OF OCTOBER 11, 2022
ASSEMBLY HALL
395 MAGNOLIA ROAD
PINEHURST, NORTH CAROLINA
4:30 PM

The Pinehurst Village Council held a Regular Meeting at 7:55 p.m., Tuesday, October 11, 2022, in the Assembly Hall of Pinehurst Village Hall, 395 Magnolia Road, Pinehurst, North Carolina.

The following were in attendance in Assembly Hall:
Mr. John C. Strickland, Mayor
Mr. Patrick Pizzella, Mayor Pro Tem
Ms. Lydia Boesch, Councilmember
Mr. Jeff Morgan, Councilmember
Ms. Jane Hogeman, Councilmember
Mr. Jeffrey M. Sanborn, Village Manager
Ms. Kelly Chance, Village Clerk
Mr. Mike Newman, Village Attorney

And approximately 9 attendees, including 5 staff and 0 press

1. **Call to Order.**
Mayor Strickland called the Village Council meeting to order.

2. **Discuss Pinehurst Traffic Circle Plantings**
Jeff Batton, Assistant Village Manager of Operations, reported the NCDOT has indicated the federal funding used to pay for the flower plantings at the Pinehurst Traffic Circle is no longer being provided. He noted it appears the State is not going to replace those funds in DOT's budget so this fall's plantings will be the last by DOT as it currently stands. He stated to have the spring and fall planting of flowers proceed, the Village would need to budget funds and manage the flower planting program going forward or until such time as DOT funding is replaced.

At Council's agreement, Mr. Batton will collect pricing on the cost of the plantings and return to Council for approval at the next regular Council meeting.

3. **Other Work Session Items.**
No other items were discussed.

4. **Potential Future Agenda Items**
No future agenda items were discussed.

5. **Motion to Recess the Work Session and Enter Closed Session.**

DRAFT

Upon a motion by Mayor Pro Tem Pizzella, seconded by Councilmember Hogeman, Council unanimously approved to recess the Work Session and Enter Closed Session, by a vote of 5-0.

6. Closed Session

Council held a closed session pursuant to NCGS §143-318.11(a)(3) to consult with an attorney employed or retained by the public body in order to preserve the attorney-client privilege between the attorney and the public body, which privilege is hereby acknowledged, and pursuant to NCGS §143-318.11(a)(5) to establish, or to instruct the public body's staff or negotiating agents concerning the position to be taken by or on behalf of the public body in negotiating the price and other material terms of a contract or proposed contract for the acquisition of real property by purchase, option, exchange, or lease.

7. Motion to Adjourn the Closed Session and Re-Enter the Work Session.

Upon a motion by Mayor Pro Tem Pizzella, seconded by Councilmember Boesch, Council unanimously approved to adjourn the closed session and re-enter the work session, by a vote of 5-0.

8. Adjournment.

The meeting was adjourned at 8:45 p.m.

Respectfully Submitted,

Kelly Chance,
Village Clerk

A videotape of this meeting is located on the Village website: www.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.
Values: Service, Initiative, Teamwork, and Improvement

DRAFT

VILLAGE COUNCIL
MINUTES FOR REGULAR MEETING OF OCTOBER 11, 2022
ASSEMBLY HALL
395 MAGNOLIA ROAD
PINEHURST, NORTH CAROLINA
4:30 PM

DRAFT

The Pinehurst Village Council held a Regular Meeting at 4:30 p.m., Tuesday, October 11, 2022, in the Assembly Hall of Pinehurst Village Hall, 395 Magnolia Road, Pinehurst, North Carolina.

The following were in attendance in Assembly Hall:
Mr. John C. Strickland, Mayor
Mr. Patrick Pizzella, Mayor Pro Tem
Ms. Lydia Boesch, Councilmember
Mr. Jeff Morgan, Councilmember
Ms. Jane Hogeman, Councilmember
Mr. Jeffrey M. Sanborn, Village Manager
Ms. Kelly Chance, Village Clerk

And approximately 41 attendees, including 5 staff and 1 press

1. Call to Order.
Mayor Strickland called the Village Council meeting to order.

2. Reports:

Village Manager

- Mr. Jeff Sanborn, Village Manager, reported nothing.

Village Council

- Mayor Strickland reported Holly Arts Festival is this Saturday and Kirk Tours will be supplying free rides from the Rassie Wicker Park area. He noted this Friday is also the last Live After five.
- Councilmember Boesch reported the Bicycle and Pedestrian Committee met and discussed 2 topics: the Pine Vista and McKenzie survey done in January and next year's projects. She noted they will have a list soon to provide to Council and staff.
- Mayor Pro Tem Pizzella had nothing to report.
- Councilmember Hogeman reported the Beautification Committee is working on Christmas decorations.
- Councilmember Morgan had nothing to report.

3. Motion to Approve Consent Agenda.

All items listed below are considered routine or have been discussed at length in previous meetings and will be enacted by one motion. No separate discussion will be held unless requested by a member of the Village Council.

A. Approval of Village Council Meeting Minutes

- September 27, 2022, Council Regular Meeting
- September 27, 2022, Council Work Session

End of Consent Agenda.
Upon a motion by Mayor Pro Tem Pizzella, seconded by Councilmember Hogeman, Council unanimously approved the Consent agenda by a vote of 5-0.

4. Mayoral Proclamation: National School Lunch Week
Mayor John Strickland presented Council with a proclamation to join in celebrating National School Lunch Week.

Upon a motion by Mayor Pro Tem Pizzella, seconded by Councilmember Boesch, Council unanimously approved a Mayoral Proclamation declaring October 10-14, 2022, as National School Lunch Week, by a vote of 5-0.

5. Discuss and Consider Ordinance #22-15 Amending the Pinehurst Development Ordinance to address Short-term Rentals, Homestays, and Permit Revocation.
Darryn Burich, Planning and Inspections Director, stated based on public hearing comments and Council discussion received at the public hearing, staff is proposing several updates to the proposed PDO amendments related to addressing short-term rentals and permit revocation, which includes additional nonconforming use provisions that have not been previously discussed relative to amendments to Chapter 2 of the PDO.

Mr. Burich stated the proposed updates would accomplish five items. First, the ordinance would prevent the creation and operation of any new STRs in any district zoned single-family residential as originally proposed by Council. He noted STRs would no longer be a permitted use in single family zoning districts which addresses the stated concerns of an explosion of new STRs in the single-family districts to preserve quality of life and prevent the transition of these predominantly single-family neighborhoods to transient lodging neighborhoods. He stated as initially proposed by Council, new STRs would only be permitted in areas zoned as: Village Mixed Use (VMU), Village Commercial (VC), Residential Multi-Family (R-MF). Additionally, he noted staff is recommending that new STRs also be permitted in the Hotel (H) and the Village Cottage Professional District.

Mr. Burich stated the ordinance allows all existing STRs located in single-family zoning districts to continue to be operated as lawful nonconforming uses subject to the Village's nonconforming use definitions and requirements. He noted all nonconforming uses generally run with the land, and cannot be enlarged, expanded, or intensified. He stated the ordinance does not include amortization for any type of nonconforming use, including STRs. He noted the ordinance does not contain any requirement that owners of existing STRs obtain permission to rent from the Village, or a permit to rent from the Village, or require that current STR owners register their STR with the Village, to continue their lawful operation as a nonconforming use. He reported the proposed amendment to the Cessation of Use provisions in 2.3.2 (G) would cessate the STR use to a permitted use if a nonconforming STR is not used in a 365 day period.

Mr. Burich reported that to officially recognize legal nonconforming use status, staff is proposing to create a "Nonconforming Use Certificate" which will certify to the owner and future owners of a property the right to continue such lawful nonconforming use within applicable limits of Village ordinances, and the statutory and common law of North Carolina. He noted owners of all nonconforming uses, including owners of existing STRs, will be required to apply for and will be issued a Nonconforming Use Certificate from the Village upon proof of its legal existence as a nonconforming use.

Mr. Burich stated the Village Council has separately updated its municipal code to enable the Village to address complaints involving excessive noise more effectively and efficiently, unruly behavior by residents and visitors, littering, and parking violations. He noted these municipal code requirements will be uniformly enforced as to all residents, and all visitors, including visitors using STRs. He stated efficient and uniform enforcement of our municipal code will allow the Village to promptly address and remedy those behavioral issues which adversely affect our residents' quality of life. He noted the Village is confident these tools will allow us to effectively address those STRs which are or have been creating problems for their neighbors.

Mr. Burich stated owners of existing STRs, and their guests, will be subject to all municipal code requirements which apply to all

residents. He noted owners of existing STRs are also required to comply with the development standards proposed with SR-9 as well as with all state building code requirements, fire code requirements, and similar requirements which apply uniformly to all guest lodging uses. He stated the proposed edits or modifications discussed have not been incorporated into proposed Ordinance #22-15 and would require Council action to incorporate all or any of the changes.

No action was taken.

6. Discuss and Consider Ordinance #22-19 Amending Chapter 110 of the Pinehurst Municipal Code: Peddling and Soliciting on Private Property.

Kelly Chance, Village Clerk stated this item is presented for follow-up from Council Work Session, September 13, 2022. She stated under the direction of Council, Chapter 110 of the Pinehurst Municipal Code which governs Peddling and Soliciting on Private Property in the Village of Pinehurst.

Ms. Chance reported proposed amendments include:

- Elimination of the ability to engage in any act of canvassing or soliciting in any public or quasi-public place, door-to-door, or place-to-place, within the Village of Pinehurst except for any person canvassing or soliciting for a political candidate, organization, or program; or any nonprofit, religious, charitable, recreational, civic or veteran's organization, service club or volunteer fire or first aid company desiring to solicit or canvass.
- Elimination of background investigation requirement due to current laws governing the ability of our police department
- Changes to the Application requirements
- Elimination of $10.00 Fee
- Changes to the Appeals process
- Changes to the Revocation authority
- Changing of "permit" to "Special permit" throughout the chapter
- Restructuring and renumbering the Sections and elimination of sections 110.10 and 10.11

Ms. Chance reported staff submits Ordinance #22-19 Amending Chapter 110 for Council Consideration for approval. Councilmember Boesch noted she had some minor changes she would like changed and will supply those to Ms. Chance. The item will be presented at the next meeting.

7. Other Business.

No other business was discussed.

8. Comments from Attendees.

- Suzie McAuliffe addressed Council about a problem with a Construction site adjacent to her property.
- Jim Fisher addressed Council about short-term rentals
- Jack Farrell addressed Council about short-term rentals
- Isabel Mattox, representing CCNC, addressed Council about short-term rentals
- Phillip Sounia addressed Council about short-term rentals.
- David Byers addressed Council about short-term rentals.

9. Motion to Adjourn.

Upon a motion by Councilmember Boesch, seconded by Mayor Pro Tem Pizzella, Council unanimously approved to adjourn the regular meeting by a vote of 5-0 at 7:50 p.m.

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Respectfully Submitted,

Kelly Chance,
Village Clerk

A videotape of this meeting is located on the Village website: www.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.
Values: Service, Initiative, Teamwork, and Improvement

DRAFT

ORDINANCE #22-19:

AN ORDINANCE AMENDING CHAPTER 110 OF THE PINEHURST MUNICIPAL CODE.

WHEREAS, the Village Council of the Village of Pinehurst adopted an ordinance dated May 26, 2009, establishing and implementing certain authorized police powers for the purpose of governing the manner in which businesses and individuals will be allowed to peddle and solicit for business and other purposes on private property in the Village of Pinehurst; and

WHEREAS, on September 13, 2011, the Village Council of the Village of Pinehurst adopted Ordinance 11-25 which established the general ordinances of the Village of Pinehurst as revised, amended, restated, codified, and compiled in book form and declared that these shall constitute the "Village of Pinehurst, North Carolina Municipal Code"; and

WHEREAS, the Municipal Code will be subsequently amended from time to time as conditions warrant; and

WHEREAS, the Village Council has determined that it is in the best interest of the citizens of Pinehurst to amend Chapter 110 in the Pinehurst Municipal Code in order to further promote and protect quality of life in Pinehurst's various residential neighborhoods; and

NOW, THEREFORE, BE IT ORDAINED AND ESTABLISHED by the Village Council of the Village of Pinehurst, North Carolina in the regular meeting assembled this 25th day of October 2022 as follows:

SECTION 1. That the following amendments be made to Chapter 110:

Section

110.01 Purposes of Regulations
110.02 Definitions
110.03 Exceptions: Special Permits
110.04 Application for permit
110.05 Denial or Issuance of Special Permits
110.06 Appeals
110.07 Display of Special Permit
110.08 Regulation of Activity: Violations
110.09 Revocation of Special Permit

§ 110.01 PURPOSES OF REGULATIONS

The purposes of this chapter are:

(A) Deterring the use of soliciting, vending, and canvassing to gain access to home for commercial purposes;

(B) Maintaining quiet and privacy for residents of the Village;

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(C) Discouraging unethical and dishonest business practices;

(D) For the general protection, safety, health and welfare of the residents of the Village; and

(E) To preserve a record to identify names and addresses of all canvassers, vendors, and solicitors

(1986 Code, § 3-8.3) (Ord. 09-15, passed 05-26-2009)

§ 110.02 DEFINITIONS

For the purpose of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning.

CANVASSER or *SOLICITOR*

(1) An itinerant vendor of merchandise who shall go from door-to-door or place-to-place, selling, causing to be sold, offering for sale, or taking orders for present or future delivery of merchandise, products or services of any description whatsoever, including but not limited to magazines, periodicals, books and orders or contracts for home improvements or alterations.

(2) A person who makes or conducts surveys for research purposes, analysis, opinion polls, rating data and any similar work which, by nature, involves door-to-door or place-to-place activity.

(3) A person who goes from door-to-door or place-to-place for the purpose of soliciting contributions, donations, or any other thing of value for any person or organization.

(4) A person who goes from door-to-door or place-to-place for the purpose of distributing circulars or other printed or electronic media.

CANVASSING or *SOLICITING.* The act of going from door-to-door or place-to-place for the purpose of:

(1) Sale, distribution, advertising, promoting, demonstrating and/or vending of merchandise, products, services, or materials or taking orders for present or future delivery of merchandise, products, services, or materials, of any description whatever, including but not limited to magazines, periodicals, books and orders or contracts for home improvements or alterations.
(2) Making or conducting surveys for research purposes, analyses, opinion polls, rating data and any similar work, which, by nature, involves door-to-door or place-to-place activity;

(3) Soliciting contributions, donations or any other thing of value for any person or organization; or

(4) Distributing circulars, advertisements, brochures or other similar printed matter.

PERSON. Any individual, firm, partnership, association, group of persons or corporation.

(1986 Code, § 3-8.3) (Ord. 09-15, passed 05-26-2009)

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§ 110.03 EXCEPTIONS: SPECIAL PERMIT

No person, except as provided herein, shall canvass, solicit, or sell food, beverages, services, or merchandise, or engage in any act of canvassing or soliciting in any public or quasi-public place, door-to-door, or place-to-place, within the Village of Pinehurst.

(A) The provisions of this section apply only to:

(1) Any person canvassing or soliciting for a political candidate, organization, or program; or

(2) Any nonprofit, religious, charitable, recreational, civic or veteran's organization, service club or volunteer fire or first aid company desiring to solicit or canvass

(B) Notwithstanding the foregoing, any person claiming the exemption set forth in division (A) of this section shall, prior to conduct of canvassing or soliciting within the village, file an application, in writing, with the Village Clerk for a special permit.

(C) The Village Clerk shall file a copy of all applications for a special permit with the Chief of Police.

(D) Upon being satisfied that the person or organization is bona fide, subject to the exemptions set forth herein and as represented in its application, the Village Clerk shall issue a special permit, without charge, for the period during which canvassing or soliciting is requested.

(E) Any person conducting solicitation or canvassing on private property subject to prior express permission of the property owner is exempt from all the provisions of this chapter.

(1986 Code, § 3-8.3) (Ord. 09-15, passed 05-26-2009) ~~Penalty, see § 110.99~~

§ 110.04 APPLICATION FOR SPECIAL PERMIT.

(A) Applicants for special permits, as described in § 110.03, shall be made upon forms provided by the Village Clerk, who shall file a duplicate copy with the Police Department, containing the following information:

(1) The name, date of birth, and age of the applicant.

(2) The complete permanent home and local address of applicant;

(3) The name and address of the organization or person for whom canvassing, vending or soliciting is being made;

(4) A description of the nature of the business or activity and the goods, services or wares to be sold;

(5) One form of identification with a recent photograph of the applicant, showing the head and shoulders of the applicant in a clear and distinguishing manner;

(6) The days and dates upon which the canvassing or soliciting is to take place;

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(7) A statement as to whether the applicant has been convicted of a crime, misdemeanor or disorderly persons offense and, if so, the details thereof;

(8) The make, model, year, color, and license plate number of each vehicle used by the applicant during the period of canvassing, vending, or soliciting within the village and copies of the applicant's driver's license, registration and insurance certificate;

(9) A list of current canvassing, vending, or soliciting permits received from other municipalities; and

(10) A statement as to whether the applicant has been denied a canvassing, vending or solicitating permit during the past year.

(B) A separate application shall be filed for each individual soliciting or canvassing within the village.

(1986 Code, § 3-8.5) (Ord. 09-15, passed 05-26-2009)

§ 110.05 DENIAL OR ISSUANCE OF SPECIAL PERMITS.

(A) In the event that the Village Clerk shall deny a special permit to the applicant, he or she shall detail the reasons for the denial.

(B) In the event that the Village Clerk shall approve a special permit to the applicant, a special permit will be issued, upon which shall be affixed one photograph of the applicant.

(1986 Code, § 3-8.5) (Ord. 09-15, passed 05-26-2009)

§ 110.06 APPEALS.

In the event that the Village Clerk shall deny any application for a special permit, the applicant may appeal that decision within a period of ten days from the date of denial. The appeal shall be filed with the Village Clerk and shall be heard by the Village Manager within a period of seven days from the date it is filed. The Village Manager may affirm, modify, or reverse the decision of the Village Clerk and shall indicate, in writing, the reason for its determination. The Village Manager shall relate his or her findings and conclusions to the purposes of this chapter. The Village Manager's determination shall be rendered forthwith and shall be final.

(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009)

§ 110.07 DISPLAY OF SPECIAL PERMIT.

Each applicant, when canvassing or soliciting within the village, shall carry the special permit at all times and shall exhibit the same to any citizen or police officer upon request.

(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009) Penalty, see § 110.99

§ 110.08 REGULATION OF ACTIVITY UNDER A SPECIAL PERMIT: VIOLATIONS

(A) All special permits issued pursuant to this chapter shall be for a term of one week (seven days) from date of issuance with no solicitation taking place on Sundays.

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(B) Canvassing and soliciting shall be conducted between the hours of 9:00 a.m. and 5:00 p.m., Monday through Saturday.

(C) No canvasser or solicitor shall enter or attempt to enter the house or apartment of any resident of the village without an express invitation from the occupant thereof.

(D) No canvasser or solicitor shall conduct himself or herself in a manner as to become objectionable to or annoy any person while canvassing or soliciting.

(E) No canvasser or solicitor shall canvass or solicit upon premises where signs so located give adequate notice of the prohibition of those activities.

(1) The owner and/or occupant of premises identified in the village may obtain a sign, placard or sticker from the Village Clerk, which may be affixed to a front door, front window or front-facing wall of the premises and giving notice that canvassing and soliciting is not permitted on the premises.

(2) All circulars, samples, merchandise or other printed or electronic media distributed by the canvasser or solicitor shall be handed to an occupant of the property or left in a secure location on the premises.

(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009) Penalty, see § 110.99

§ 110.09 REVOCATION OF SPECIAL PERMIT

(A) Special permits issued under this chapter may be revoked by the Village Clerk, after written notice outlining reasons, for any of the following causes:

(1) Misrepresentation or false material statement contained in the application;

(2) Misrepresentation or false material statement contained in the course of carrying on activities regulated herein;

(3) Conducting canvassing or soliciting in an unlawful manner in violation of the provisions of this chapter or in any manner as to cause a breach of the peace or to constitute a menace to safety or general welfare of the public.

(B) Any person whose special permit has been revoked shall have the right of appeal, subject to the procedure and standards as set forth in § 110.06.

(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009)

SECTION 2. That all ordinances or sections thereof in conflict herewith are hereby repealed and declared null and void from and after the date of adoption of this ordinance.

SECTION 3. That this Ordinance shall be and remain in full force and effect from and after the date of its adoption.

THIS ORDINANCE is passed and adopted this 25th day of October, 2022.

VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
John C. Strickland, Mayor

Attest:

_____
Kelly Chance, Village Clerk

Approved as to Form:

_____
Michael J. Newman, Village Attorney

DRAFT

ORDINANCE #22-19:

AN ORDINANCE AMENDING CHAPTER 110 OF THE PINEHURST MUNICIPAL CODE.

WHEREAS, the Village Council of the Village of Pinehurst adopted an ordinance dated May 26, 2009, establishing and implementing certain authorized police powers for the purpose of governing the manner in which businesses and individuals will be allowed to peddle and solicit for business and other purposes on private property in the Village of Pinehurst; and

WHEREAS, on September 13, 2011, the Village Council of the Village of Pinehurst adopted Ordinance 11-25 which established the general ordinances of the Village of Pinehurst as revised, amended, restated, codified, and compiled in book form and declared that these shall constitute the "Village of Pinehurst, North Carolina Municipal Code"; and

WHEREAS, the Municipal Code will be subsequently amended from time to time as conditions warrant; and

WHEREAS, the Village Council has determined that it is in the best interest of the citizens of Pinehurst to amend Chapter 110 in the Pinehurst Municipal Code in order to further promote and protect quality of life in Pinehurst's various residential neighborhoods; and

NOW, THEREFORE, BE IT ORDAINED AND ESTABLISHED by the Village Council of the Village of Pinehurst, North Carolina in the regular meeting assembled this 25th day of October 2022 as follows:

SECTION 1. That the following amendments be made to Chapter 110:

Section

110.01 ~~Definitions~~ **Purposes of Regulations**
110.02 ~~Purpose of regulations~~ **Definitions**
110.03 ~~Permit required~~ **Exceptions: Special Permits**
110.04 Application for permit
110.05 ~~Permit fees~~ **Denial or Issuance of Special Permits**
110.06 ~~Investigation of applicant; denial or issuance of permit~~ **Appeals**
110.07 ~~Appeals~~ **Display of Special Permit**
110.08 ~~Display of permit~~ **Regulation of Activity: Violations**
110.09 ~~Regulation of activity; violations~~ **Revocation of Special Permit**
~~110.10 Exceptions; special permits~~
~~110.11 Revocation of Permit~~

§ 110.01 ~~DEFINITIONS.~~ PURPOSES OF REGULATIONS

~~For the purpose of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning.~~

~~***CANVASSER*** or ***SOLICITOR***~~

~~(1) An itinerant vendor of merchandise who shall go from door-to-door or place-to-place, selling, causing to be sold, offering for sale or taking orders for present or future delivery of merchandise, products or services of any description whatsoever, including but not limited to magazines, periodicals, books and orders or contracts for home improvements or alterations.~~

~~(2) A person who makes or conducts surveys for research purposes, analysis, opinion polls, rating data and any similar work which, by nature, involves door-to-door or place-to-place activity.~~

~~(3) A person who goes from door-to-door or place-to-place for the purpose of soliciting contributions, donations, or any other thing of value for any person or organization.~~

~~(4) A person who goes from door-to-door or place-to-place for the purpose of distributing circulars or other printed or electronic media.~~

~~***CANVASSING*** or ***SOLICITING.*** The act of going from door-to-door or place-to-place for the purpose of:~~

~~(1) Sale, distribution, advertising, promoting, demonstrating and/or vending of merchandise, products, services, or materials or taking orders for present or future delivery of merchandise, products, services or materials, of any description whatever, including but not limited to magazines, periodicals, books and orders or contracts for home improvements or alterations.~~

~~(2) Making or conducting surveys for research purposes, analyses, opinion polls, rating data and any similar work, which, by nature, involves door-to-door or place-to-place activity;~~

~~(3) Soliciting contributions, donations or any other thing of value for any person or organization; or~~

~~(4) Distributing circulars, advertisements, brochures or other similar printed matter.~~

~~***PERSON.*** Any individual, firm, partnership, association, group of persons or corporation.~~

The purposes of this chapter are:

(A) Deterring the use of soliciting, vending, and canvassing to gain access to home for commercial purposes;

(B) Maintaining quiet and privacy for residents of the Village;

(C) Discouraging unethical and dishonest business practices;

(D) For the general protection, safety, health and welfare of the residents of the Village; and

(E) To preserve a record to identify names and addresses of all canvassers, vendors, and solicitors

(1986 Code, § 3-8.3) (Ord. 09-15, passed 05-26-2009)

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§ 110.02 ~~PURPOSE OF REGULATIONS.~~ DEFINITIONS

~~The purposes of this chapter are:~~

~~(A) Deterring the use of soliciting, vending and canvassing to gain access to home for commercial purposes;~~

~~(B) Maintaining quiet and privacy for residents of the village;~~

~~(C) Discouraging unethical and dishonest business practices;~~

~~(D) For the general protection, health and welfare of the residents of the village; and~~

~~(E) To preserve a record to identify names and addresses of all canvassers, vendors and solicitors~~

For the purpose of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning.

CANVASSER* or *SOLICITOR

(1) An itinerant vendor of merchandise who shall go from door-to-door or place-to-place, selling, causing to be sold, offering for sale, or taking orders for present or future delivery of merchandise, products or services of any description whatsoever, including but not limited to magazines, periodicals, books and orders or contracts for home improvements or alterations.

(2) A person who makes or conducts surveys for research purposes, analysis, opinion polls, rating data and any similar work which, by nature, involves door-to-door or place-to-place activity.

(3) A person who goes from door-to-door or place-to-place for the purpose of soliciting contributions, donations, or any other thing of value for any person or organization.

(4) A person who goes from door-to-door or place-to-place for the purpose of distributing circulars or other printed or electronic media.

***CANVASSING* or *SOLICITING.* The act of going from door-to-door or place-to-place for the purpose of:**

(1) Sale, distribution, advertising, promoting, demonstrating and/or vending of merchandise, products, services, or materials or taking orders for present or future delivery of merchandise, products, services, or materials, of any description whatever, including but not limited to magazines, periodicals, books and orders or contracts for home improvements or alterations.

(2) Making or conducting surveys for research purposes, analyses, opinion polls, rating data and any similar work, which, by nature, involves door-to-door or place-to-place activity;

(3) Soliciting contributions, donations or any other thing of value for any person or organization; or

(4) Distributing circulars, advertisements, brochures or other similar printed matter.

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PERSON. **Any individual, firm, partnership, association, group of persons or corporation.**

(1986 Code, § 3-8.3) (Ord. 09-15, passed 05-26-2009)

§ 110.03 ~~PERMIT REQUIRED~~. EXCEPTIONS: SPECIAL PERMIT

No person, except as provided herein, shall canvass, solicit, or sell food, beverages, services, or merchandise, or engage in any act of canvassing or soliciting in any public or quasi-public place, door-to-door, or place-to-place, within the ~~village~~ **Village of Pinehurst.** ~~without first having obtained a permit therefor in accordance with the provisions of this chapter.~~

(A) The provisions of this section apply only to:

(1) Any person canvassing or soliciting for a political candidate, organization, or program; or

(2) Any nonprofit, religious, charitable, recreational, civic or veteran's organization, service club or volunteer fire or first aid company desiring to solicit or canvass

(B) Notwithstanding the foregoing, any person claiming the exemption set forth in division (A) of this section shall, prior to conduct of canvassing or soliciting within the village, file an application, in writing, with the Village Clerk for a special permit.

(C) The Village Clerk shall file a copy of all applications for a special permit with the Chief of Police.

(D) Upon being satisfied that the person or organization is bona fide, subject to the exemptions set forth herein and as represented in its application, the Village Clerk shall issue a special permit, without charge, for the period during which canvassing or soliciting is requested.

(E) Any person conducting solicitation or canvassing on private property subject to prior express permission of the property owner is exempt from all the provisions of this chapter.

(1986 Code, § 3-8.3) (Ord. 09-15, passed 05-26-2009) ~~Penalty, see § 110.99~~

§ 110.04 APPLICATION FOR SPECIAL PERMIT.

(A) Applicants for **special** permits**, as described in § 110.03,** shall be made upon forms provided by the Village Clerk, who shall file a duplicate copy with the Police Department, containing the following information:

(1) The name, date of birth, **and** age~~, and physical description~~ of the applicant.

(2) The complete permanent home and local address of applicant;

(3) The name and address of the organization or person for whom canvassing, vending or soliciting is being made;

(4) A description of the nature of the business or activity and the goods, services or wares to be sold;

(5) ~~Two~~ **One form of identification with a** recent photograph~~s~~ of the applicant, ~~which shall be approximately two and one-half by two and one-half inches in size,~~ showing the head and shoulders of the applicant in a clear and distinguishing manner;

(6) The days and dates upon which the canvassing or soliciting is to take place;

(7) A statement as to whether ~~or not~~ the applicant has been convicted of a crime, misdemeanor or disorderly persons offense and, if so, the details thereof;

(8) The make, model, year, color and license plate number of each vehicle used by the applicant during the period of canvassing, vending or soliciting within the village and copies of the applicant's driver's license, registration and insurance certificate;

(9) A list of current canvassing, vending, or soliciting permits received from other municipalities; and

(10) A statement as to whether ~~or not~~ the applicant has been denied a canvassing, vending or solicitating permit during the past year.

(B) A separate application shall be filed for each individual soliciting or canvassing within the village.

(1986 Code, § 3-8.5) (Ord. 09-15, passed 05-26-2009)

§ 110.05 ~~PERMIT FEES~~ DENIAL OR ISSUANCE OF SPECIAL PERMITS.

~~The Village Council shall annually adopt, by resolution, fees and charges for peddling and soliciting permit applications.~~

(A) In the event that the Village Clerk shall deny a special permit to the applicant, he or she shall detail the reasons for the denial.

(B) In the event that the Village Clerk shall approve a special permit to the applicant, a special permit will be issued, upon which shall be affixed one photograph of the applicant.

(1986 Code, § 3-8.5) (Ord. 09-15, passed 05-26-2009)

§ 110.06 ~~INVESTIGATION OF APPLICANT; DENIAL OR ISSUANCE OF PERMIT.~~ APPEALS.

~~(A) Upon receipt of a duplicate application, the Police Department shall cause an investigation to be made of the applicant's business or moral character for the protection of the public safety and welfare. In the event that the investigation should reveal any of the following, the Chief of Police shall deny a permit to the applicant:~~

~~(1) Conviction of any crime or misdemeanor involving arson and/or other burnings, assault and battery, breaking and entering, bribery and corruption, burglary, embezzlement, conspiracy, conversion and misappropriation of funds, extortion or~~

~~threats, forgery and counterfeiting, frauds and cheats, indecency and obscenity, larceny, loan sharking, possession or use of a controlled dangerous substance, rape and carnal abuse, receiving stolen property and any other crimes against the person or crimes involving moral turpitude;~~

~~(2) Conviction or any misdemeanor or disorderly person's offenses, common thievery, burglary, pickpocketing, carrying weapons, conspiracy, unlawful soliciting, assault and battery, fraud and misrepresentation, possession or use of habit producing drugs, shoplifting and any other offense involving moral turpitude; and/or~~

~~(3) Business pursuits resulting in fraud, misappropriation of funds of similar activity.~~

~~(B) The above crimes, misdemeanors or disorderly person's offenses shall be deemed to be those as defined or equivalent to crimes and disorderly person's offenses defined by law in the State of North Carolina.~~

~~(C) In the event that the Chief of Police shall deny a permit to the applicant, he or she shall detail the reasons for the denial.~~

~~(D) In the event that the investigation should not disclose any of the above, a permit shall be issued forthwith by the Chief of Police, upon which shall be affixed one photograph of the applicant.~~

In the event that the Village Clerk shall deny any application for a special permit, the applicant may appeal that decision within a period of ten days from the date of denial. The appeal shall be filed with the Village Clerk and shall be heard by the Village Manager within a period of seven days from the date it is filed. The Village Manager may affirm, modify, or reverse the decision of the Village Clerk and shall indicate, in writing, the reason for its determination. The Village Manager shall relate his or her findings and conclusions to the purposes of this chapter. The Village Manager's determination shall be rendered forthwith and shall be final.

(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009)

§ 110.07 ~~APPEALS.~~ DISPLAY OF SPECIAL PERMIT.

~~In the event that the Chief of Police shall deny any application for a permit, the applicant may appeal that decision within a period of ten days from the date of denial. The appeal shall be filed with the Village Clerk and shall be heard by the Village Manager within a period of seven days from the date it is filed. The Village Manager may affirm, modify, or reverse the decision of the Chief of Police and shall indicate, in writing, the reason for its determination. The Village Manager shall apply the standards indicated hereinabove and shall relate his or her findings and conclusions to the objectives of this chapter. The Village Manager's determination shall be rendered forthwith and shall be final.~~

Each applicant, when canvassing or soliciting within the village, shall carry the special permit at all times and shall exhibit the same to any citizen or police officer upon request.

(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009) **Penalty, see § 110.99**

§ 110.08 ~~DISPLAY OF PERMIT~~ REGULATION OF ACTIVITY UNDER A SPECIAL PERMIT: VIOLATIONS

~~Each applicant, when canvassing or soliciting within the village, shall carry the permit at all times and shall exhibit the same to any citizen or police officer upon request.~~

(A) All special permits issued pursuant to this chapter shall be for a term of one week (seven days) from date of issuance with no solicitation taking place on Sundays.

(B) Canvassing and soliciting shall be conducted between the hours of 9:00 a.m. and 5:00 p.m., Monday through Saturday.

(C) No canvasser or solicitor shall enter or attempt to enter the house or apartment of any resident of the village without an express invitation from the occupant thereof.

(D) No canvasser or solicitor shall conduct himself or herself in a manner as to become objectionable to or annoy any person while canvassing or soliciting.

(E) No canvasser or solicitor shall canvass or solicit upon premises where signs so located give adequate notice of the prohibition of those activities.

(1) The owner and/or occupant of premises identified in the village may obtain a sign, placard or sticker from the Village Clerk, which may be affixed to a front door, front window or front-facing wall of the premises and giving notice that canvassing and soliciting is not permitted on the premises.

(2) All circulars, samples, merchandise or other printed or electronic media distributed by the canvasser or solicitor shall be handed to an occupant of the property or left in a secure location on the premises.

(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009) Penalty, see § 110.99

§ 110.09 ~~REGULATION OF ACTIVITY; VIOLATIONS.~~ REVOCATION OF SPECIAL PERMIT

~~(A) All permits issued pursuant to this chapter shall be for a term of one week (seven days) from date of issuance with no solicitation taking place on Sundays.~~

~~(B) Canvassing and soliciting shall be conducted between the hours of 9:00 a.m. and 5:00 p.m., Monday through Saturday.~~

~~(C) No canvasser or solicitor shall enter or attempt to enter the house or apartment of any resident of the village without an express invitation from the occupant thereof.~~

~~(D) No canvasser or solicitor shall conduct himself or herself in a manner as to become objectionable to or annoy any person while canvassing or soliciting.~~

~~(E) No canvasser or solicitor shall canvass or solicit upon premises where signs so located give adequate notice of the prohibition of those activities.~~

~~(1) The owner and/or occupant of premises identified in the village may obtain a sign, placard or sticker from the Village Clerk, which may be affixed to a front door, front window or front-facing wall of the premises and giving notice that canvassing and soliciting is not permitted on the premises.~~

~~(2) All circulars, samples, merchandise or other printed or electronic media distributed by the canvasser or solicitor shall be handed to an occupant of the property or left in a secure location on the premises.~~

(A) Special permits issued under this chapter may be revoked by the Village Clerk, after written notice outlining reasons, for any of the following causes:

(1) Misrepresentation or false material statement contained in the application;

(2) Misrepresentation or false material statement contained in the course of carrying on activities regulated herein;

(3) Conducting canvassing or soliciting in an unlawful manner in violation of the provisions of this chapter or in any manner as to cause a breach of the peace or to constitute a menace to safety or general welfare of the public.

(B) Any person whose special permit has been revoked shall have the right of appeal, subject to the procedure and standards as set forth in § 110.06.

(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009) ~~Penalty, see § 110.99~~

~~§ 110.10 EXCEPTIONS; SPECIAL PERMITS.~~

~~(A) The provisions of this section shall not apply to:~~

~~(1) Any person canvassing or soliciting for a political candidate, organization or program; or~~

~~(2) Any nonprofit, religious, charitable, recreational, civic or veteran's organization, service club or volunteer fire or first aid company desiring to solicit or have solicited or canvassed in its name money, donations or financial assistance of any kind.~~

~~(B) Notwithstanding the foregoing, any person claiming the exemption set forth in division (A) of this section shall, prior to conduct of canvassing or soliciting within the village, file an application, in writing, with the Village Clerk for a special permit. The application shall contain the following information:~~

~~(1) The name and address of the person or organization;~~

~~(2) The purpose for which the special permit is required;~~

~~(3) The names and addresses of the officers, directors or trustees of the organization;~~

~~(4) The period during which canvassing or soliciting is being carried on. Day and time limitations are the same as in § 110.09(B); and~~

~~(5) The names and addresses of all canvassers or solicitors engaged or utilized by the applicant.~~

~~(C) The Village Clerk shall file a copy of all applications for a special permit with the Chief of Police.~~

~~(D) Upon being satisfied that the per~~

~~(E) The Village Clerk shall file a copy of all applications for a special permit with the Chief of Police.~~

~~(F) Upon being satisfied that the person or organization is bona fide, subject to the exemptions set forth herein and as represented in its application, the Village Clerk shall issue a special permit, without charge, for the period during which canvassing or soliciting is requested.~~

~~(G) Any person conducting solicitation or canvassing on private property subject to prior express permission of the property owner is exempt from all the provisions of this chapter.~~

~~§ 110.11 REVOCATION OF PERMIT.~~

~~(A) Permits issued under this chapter may be revoked by the Chief of Police, after written notice outlining reasons, for any of the following causes:~~

~~(1) Misrepresentation or false material statement contained in the application;~~

~~(2) Misrepresentation or false material statement contained in the course of carrying on activities regulated herein;~~

~~(3) Conviction of any crime, misdemeanor or disorderly person's offense or engaging in business activity that would have precluded issuance of a permit as set forth hereinabove; and/or~~

~~(4) Conducting canvassing or soliciting in an unlawful manner in violation of the provisions of this chapter or in any manner as to cause a breach of the peace or to constitute a menace to safety or general welfare of the public.~~

~~(B) Any person whose permit has been revoked shall have the right of appeal, subject to the procedure and standards as set forth in § 110.07.~~

~~(1986 Code, § 3-8.6) (Ord. 09-15, passed 05-26-2009)~~

SECTION 2. That all ordinances or sections thereof in conflict herewith are hereby repealed and declared null and void from and after the date of adoption of this ordinance.

SECTION 3. That this Ordinance shall be and remain in full force and effect from and after the date of its adoption.

THIS ORDINANCE is passed and adopted this 25th day of October, 2022.

VILLAGE OF PINEHURST

VILLAGE COUNCIL

(Municipal Seal)

By: _____
John C. Strickland, Mayor

Attest:

Approved as to Form:

_____
Kelly Chance, Village Clerk

_____
Michael J. Newman, Village Attorney

DRAFT

2022 Village of Pinehurst Community Survey

GIS Maps

Presented to the Village of Pinehurst, North Carolina

October 2022

ETC INSTITUTE

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

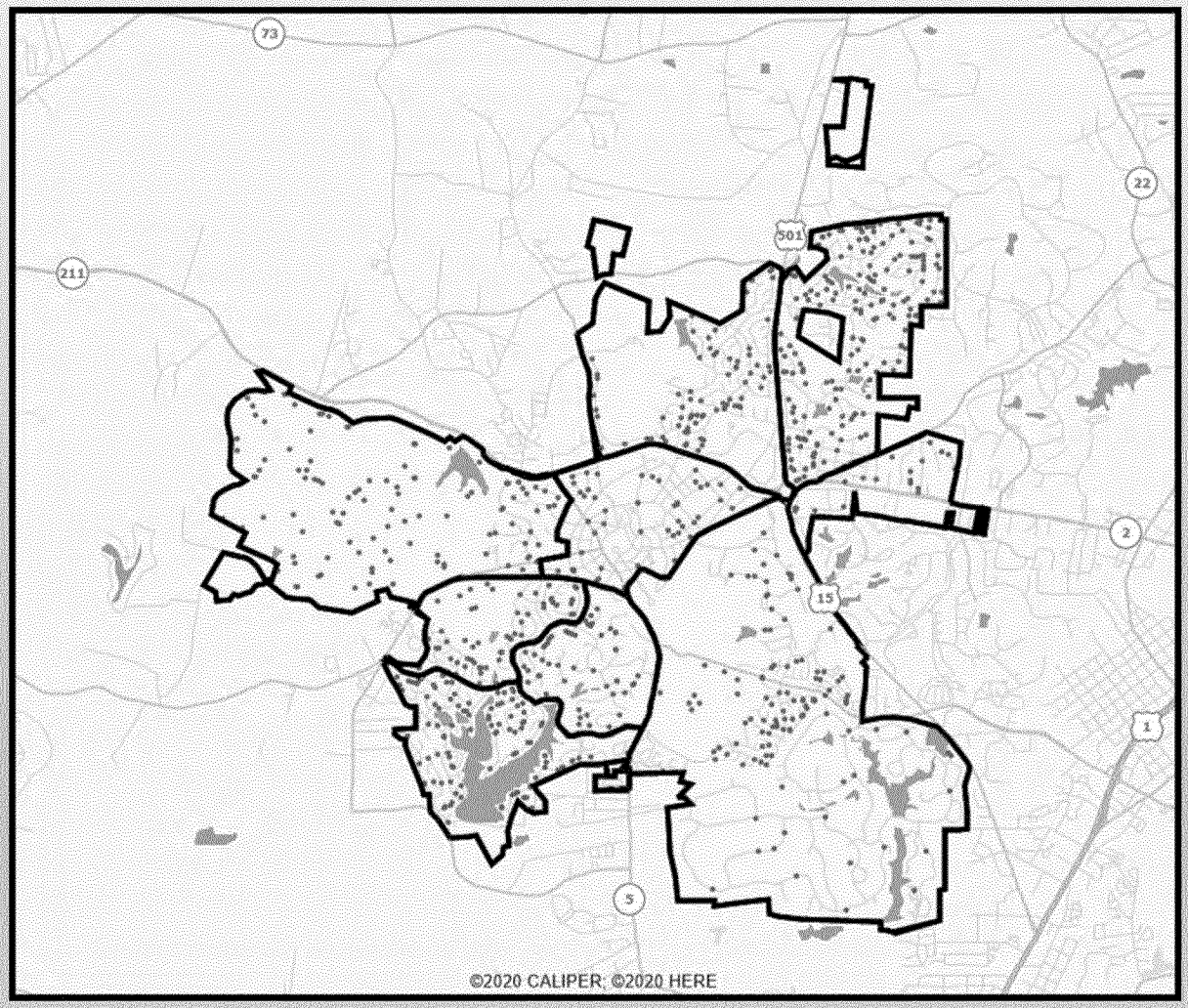
- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of "excellent" or "good" and ratings of "very safe" or "safe."

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

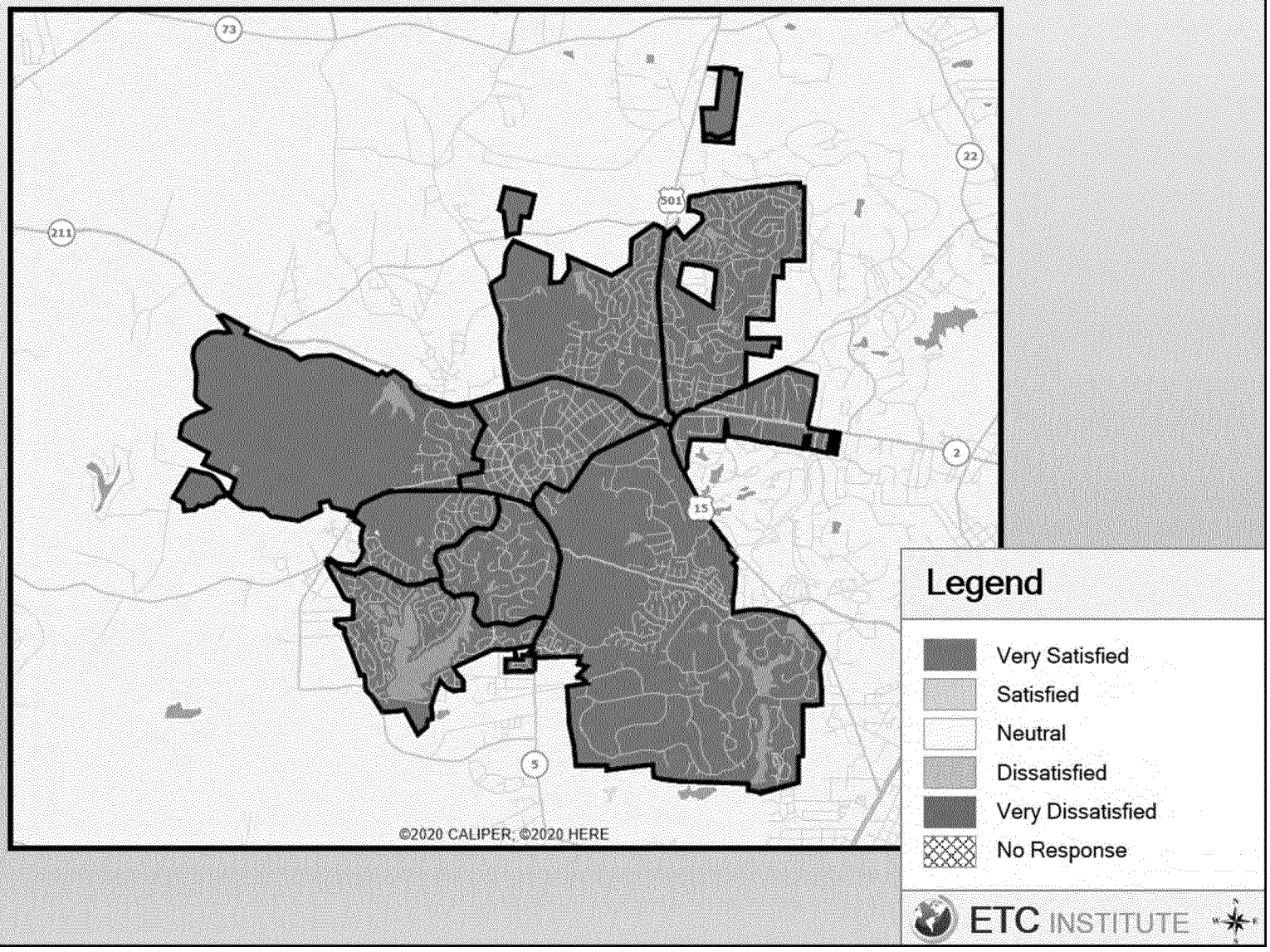
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

Location of Respondents

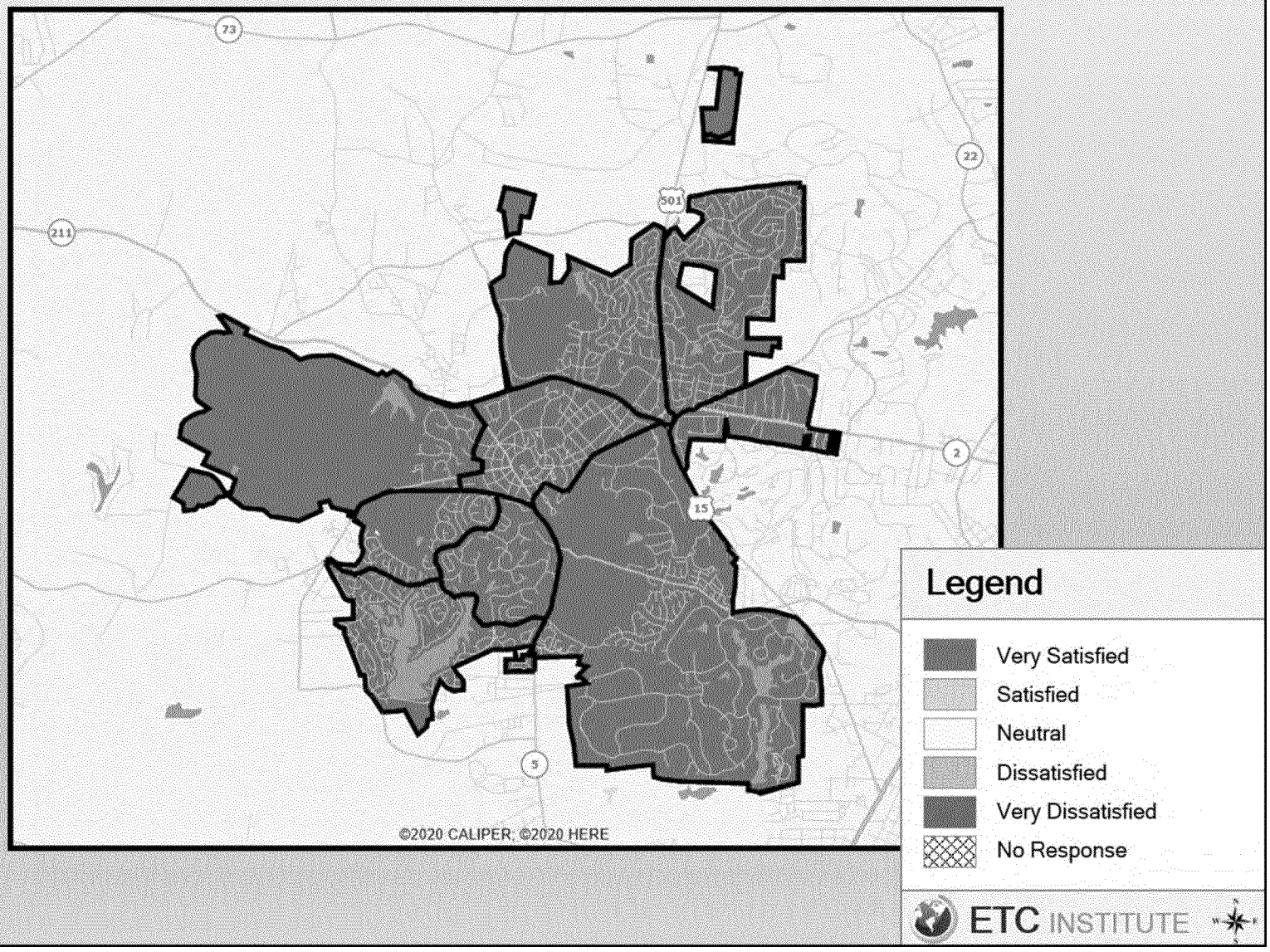
(Boundaries by Census Block)



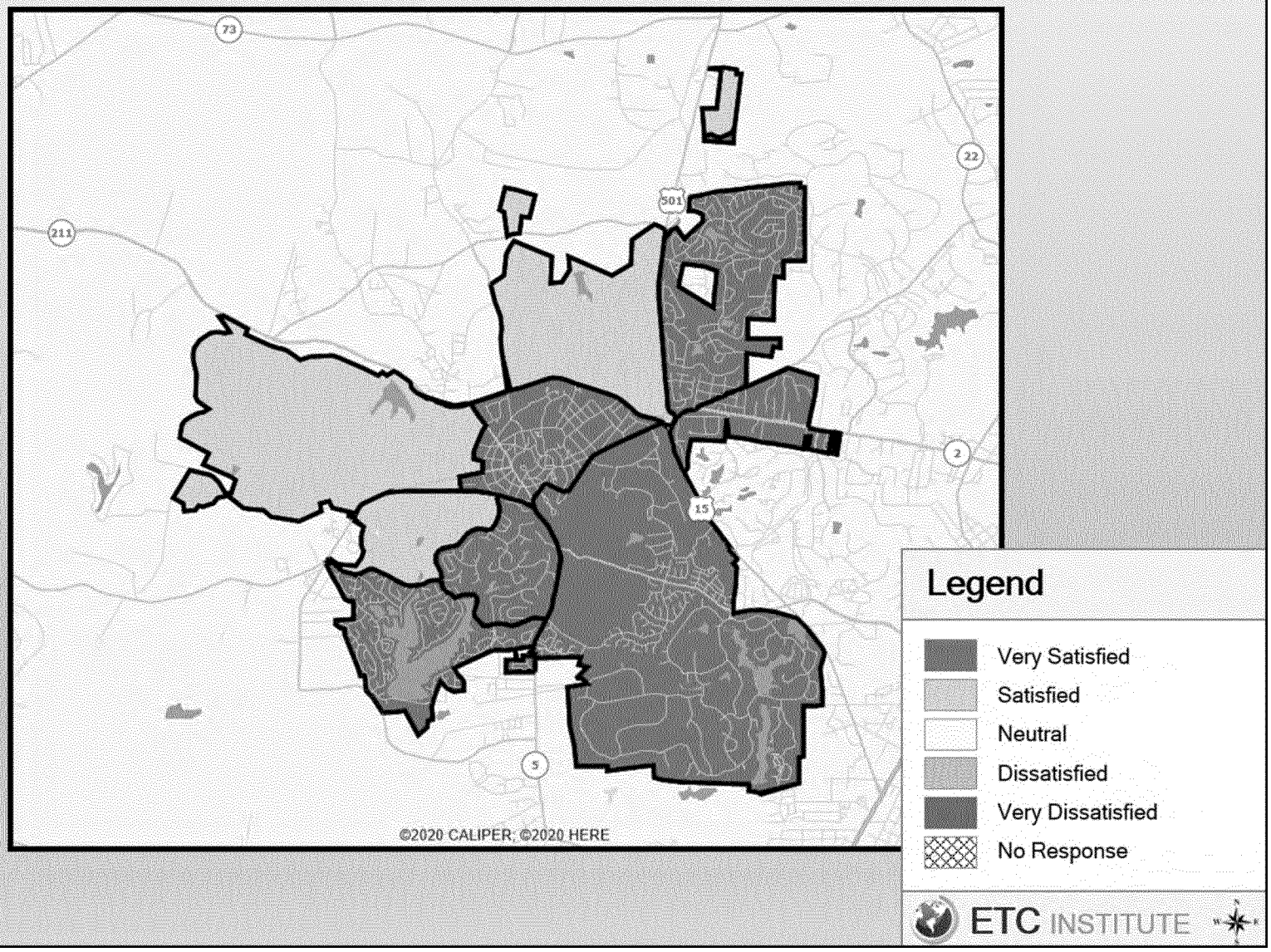
Q1-01. Police services



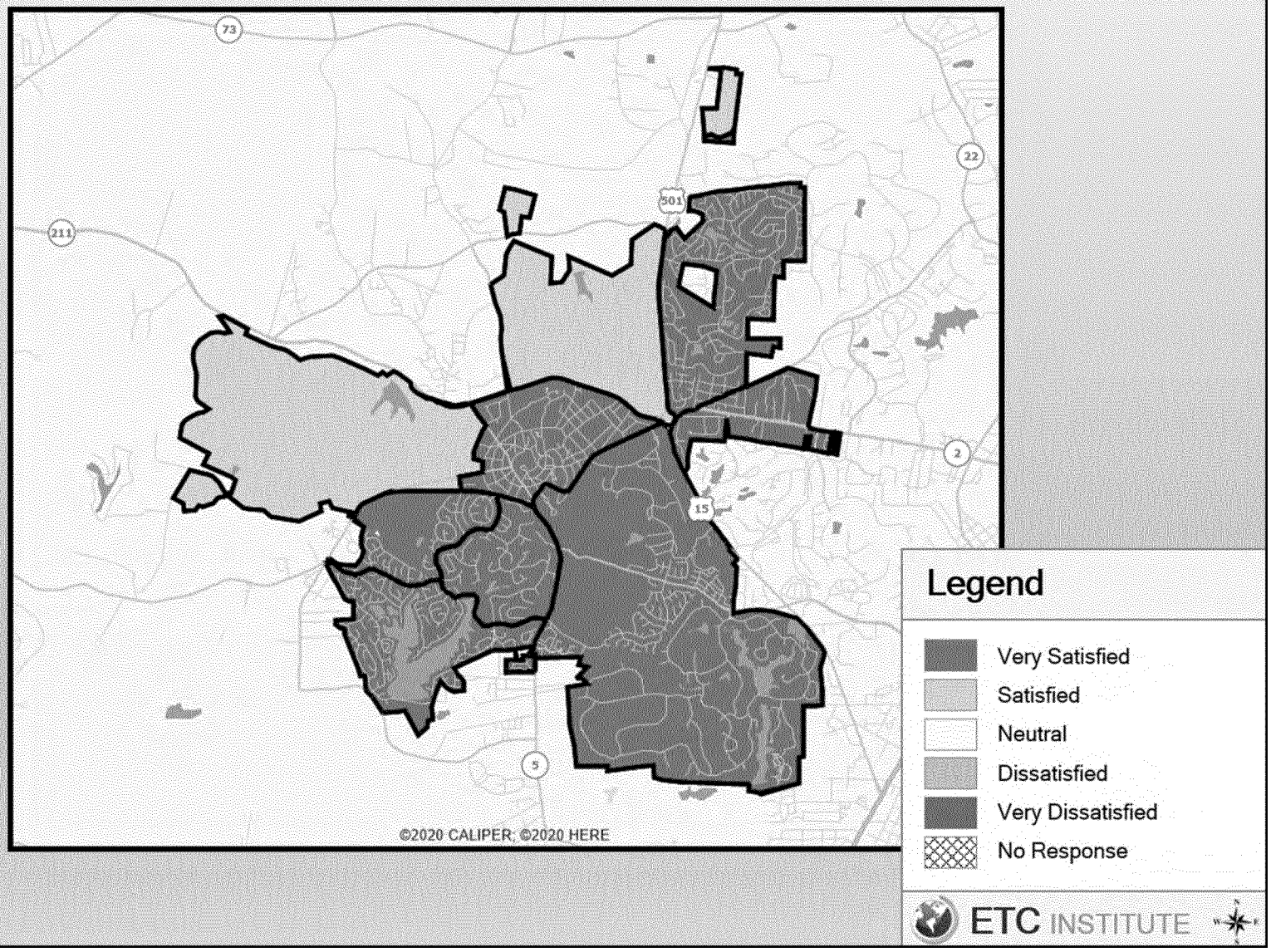
Q1-02. Fire services



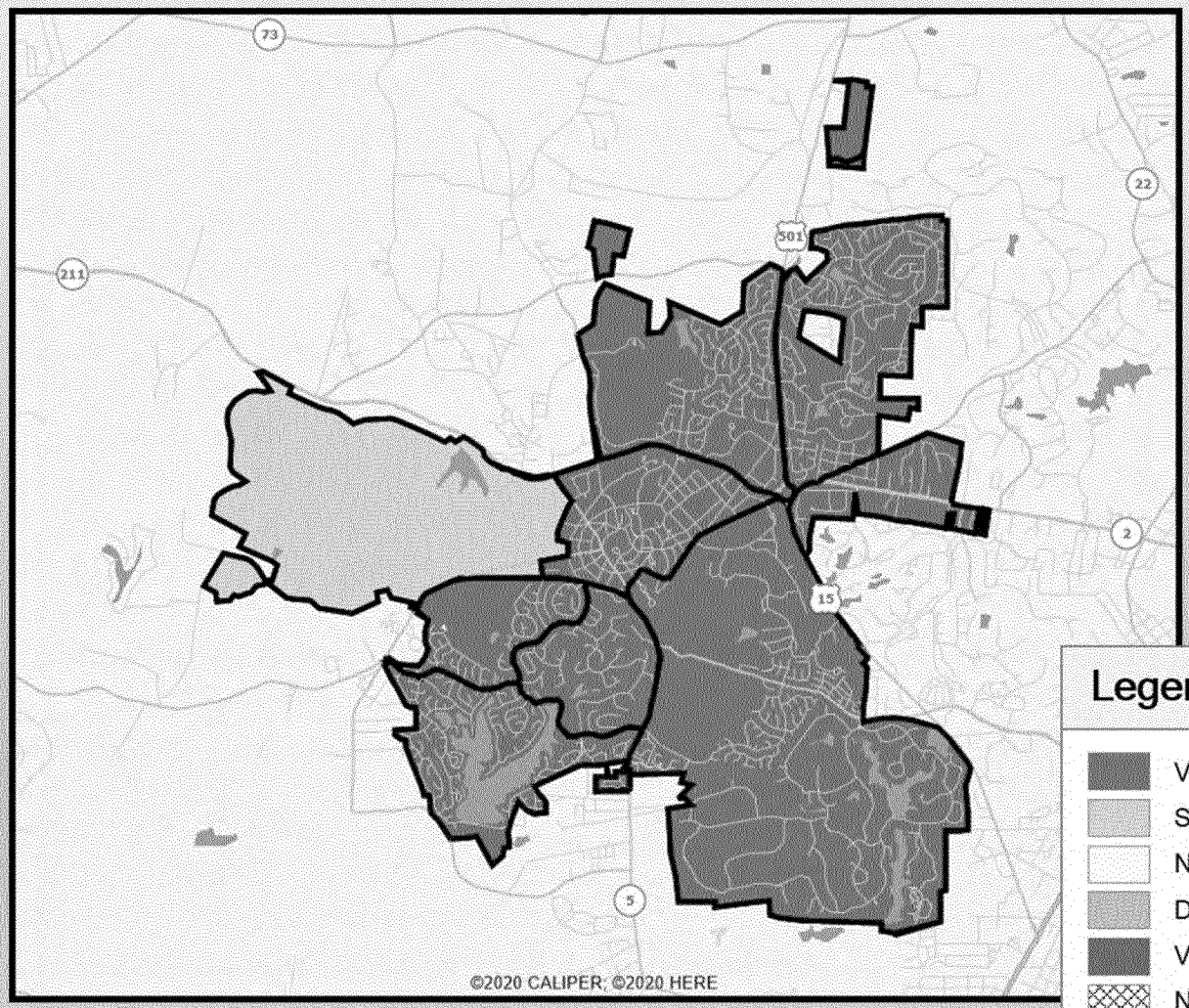
Q1-03. Parks and recreation programs



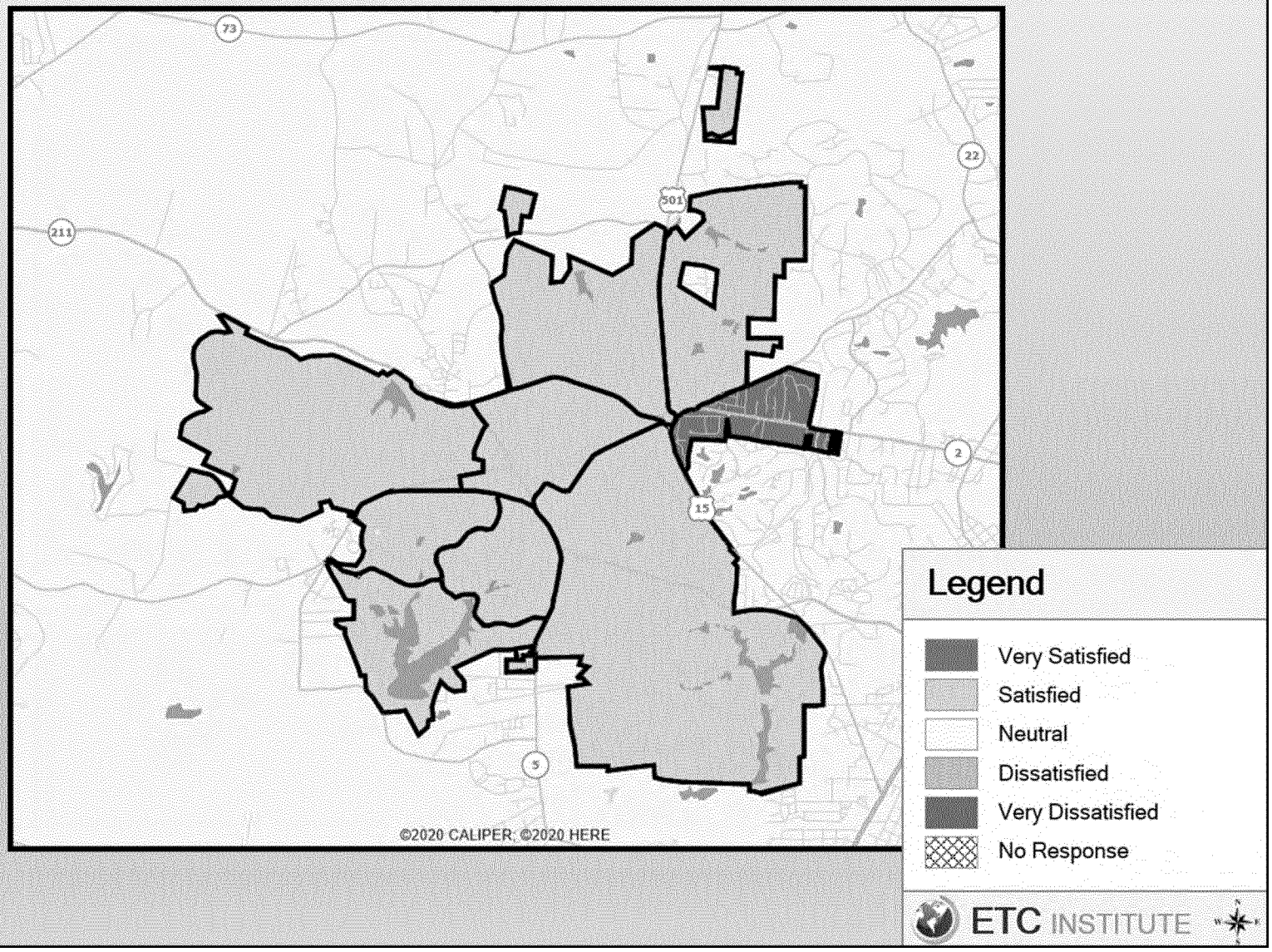
Q1-04. Parks and recreation facilities



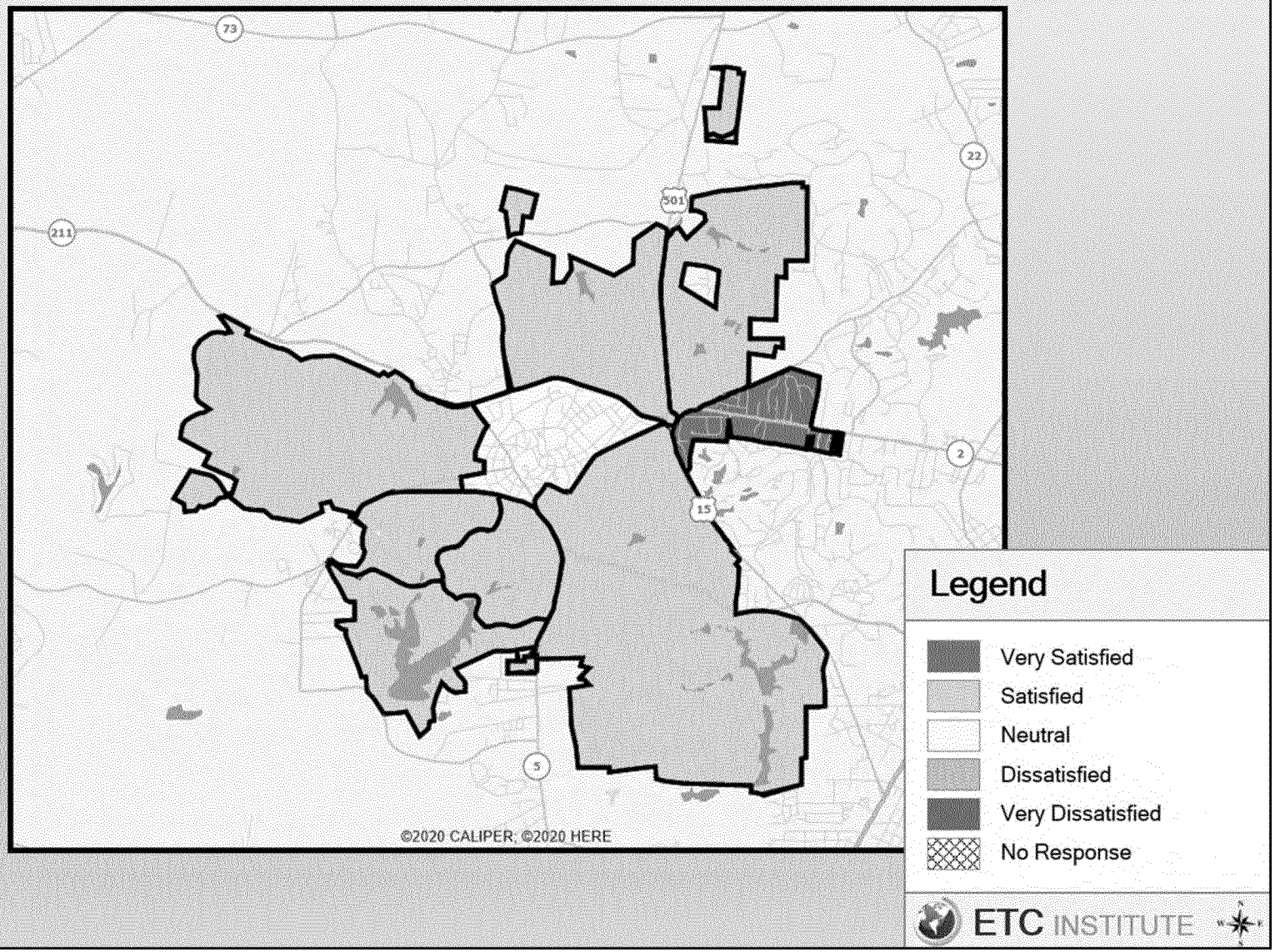
Q1-05. Solid waste services



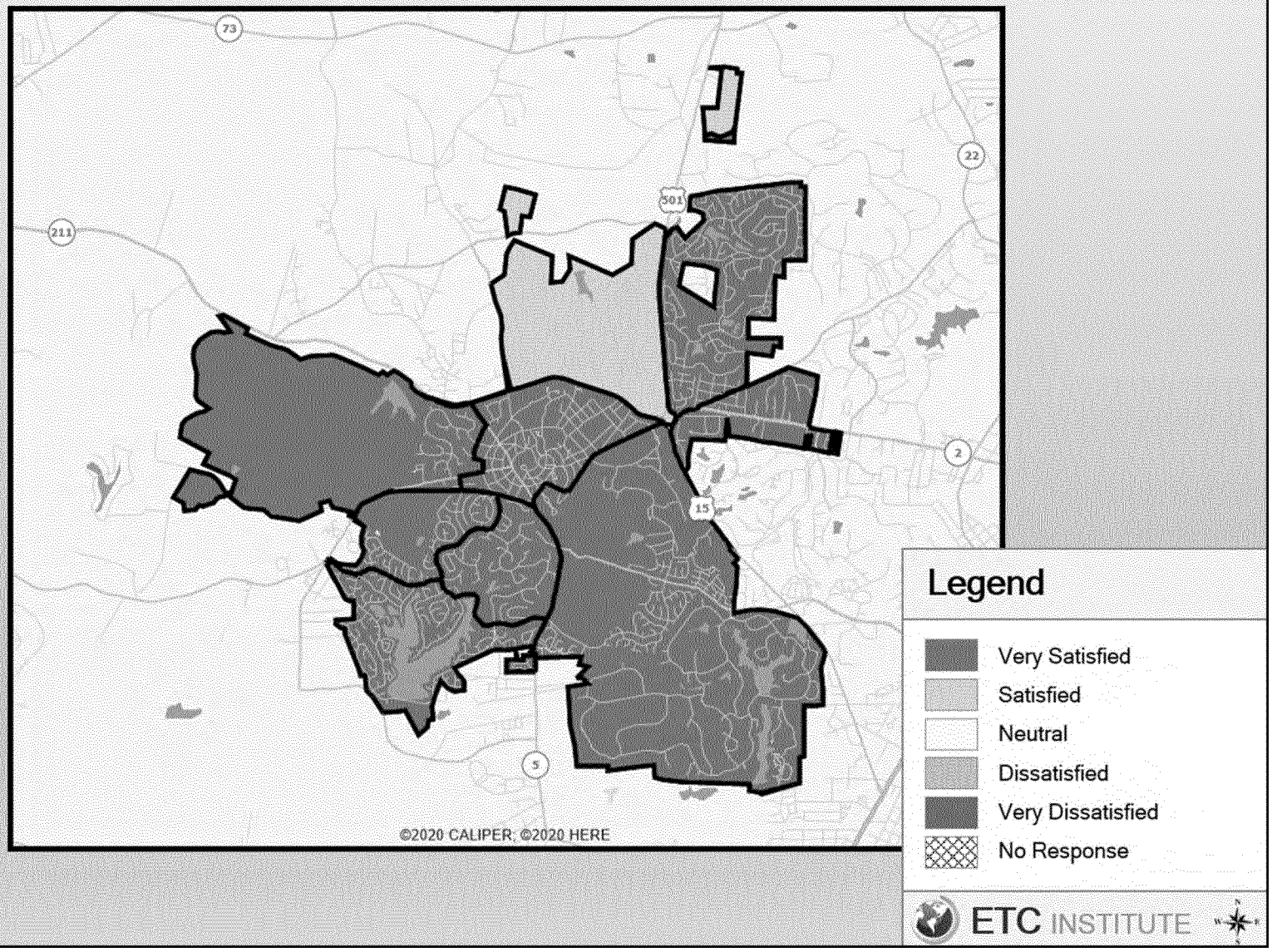
Q1-06. Street and right-of-way maintenance



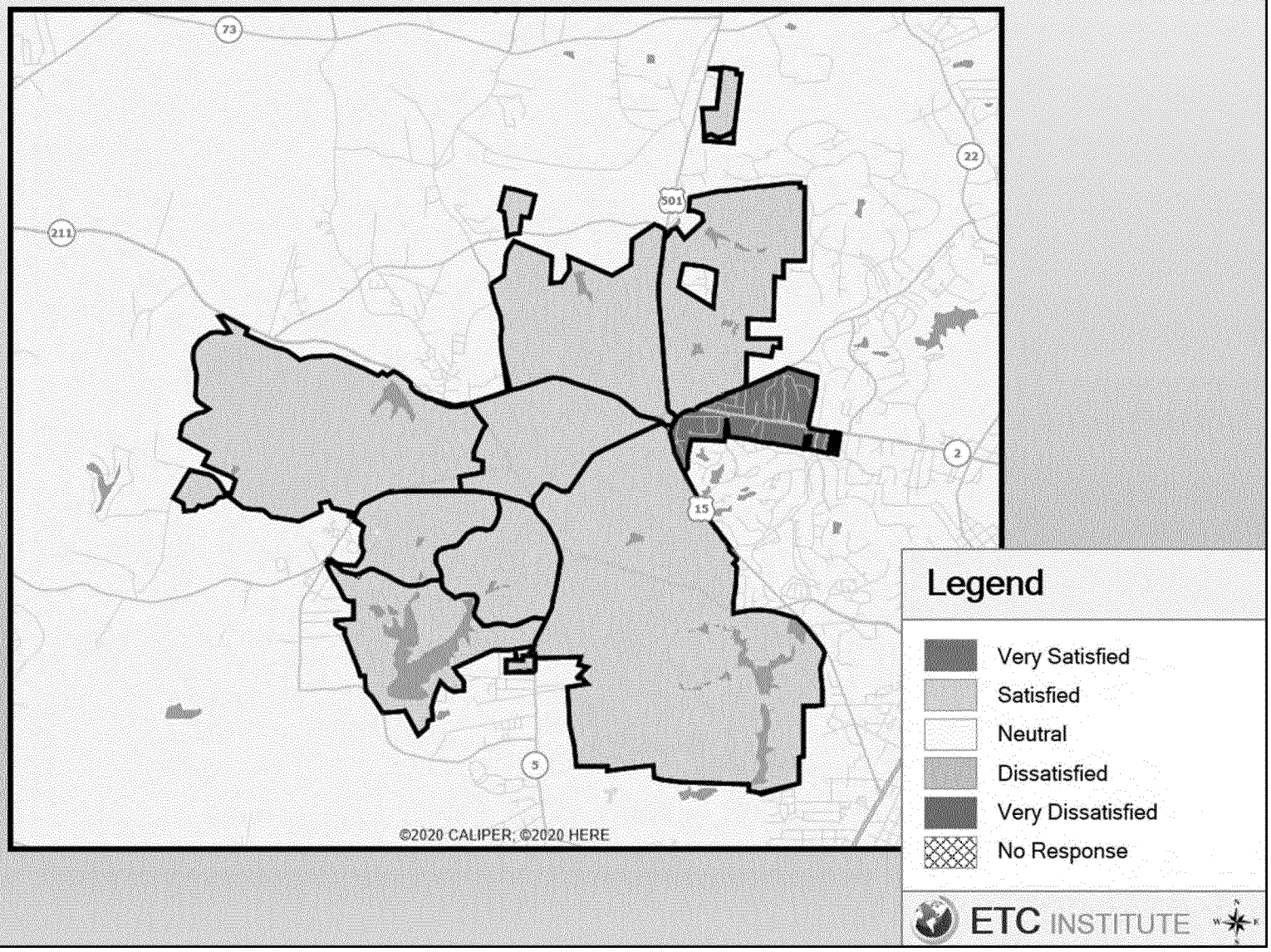
Q1-07. Enforcement of Village codes and ordinances



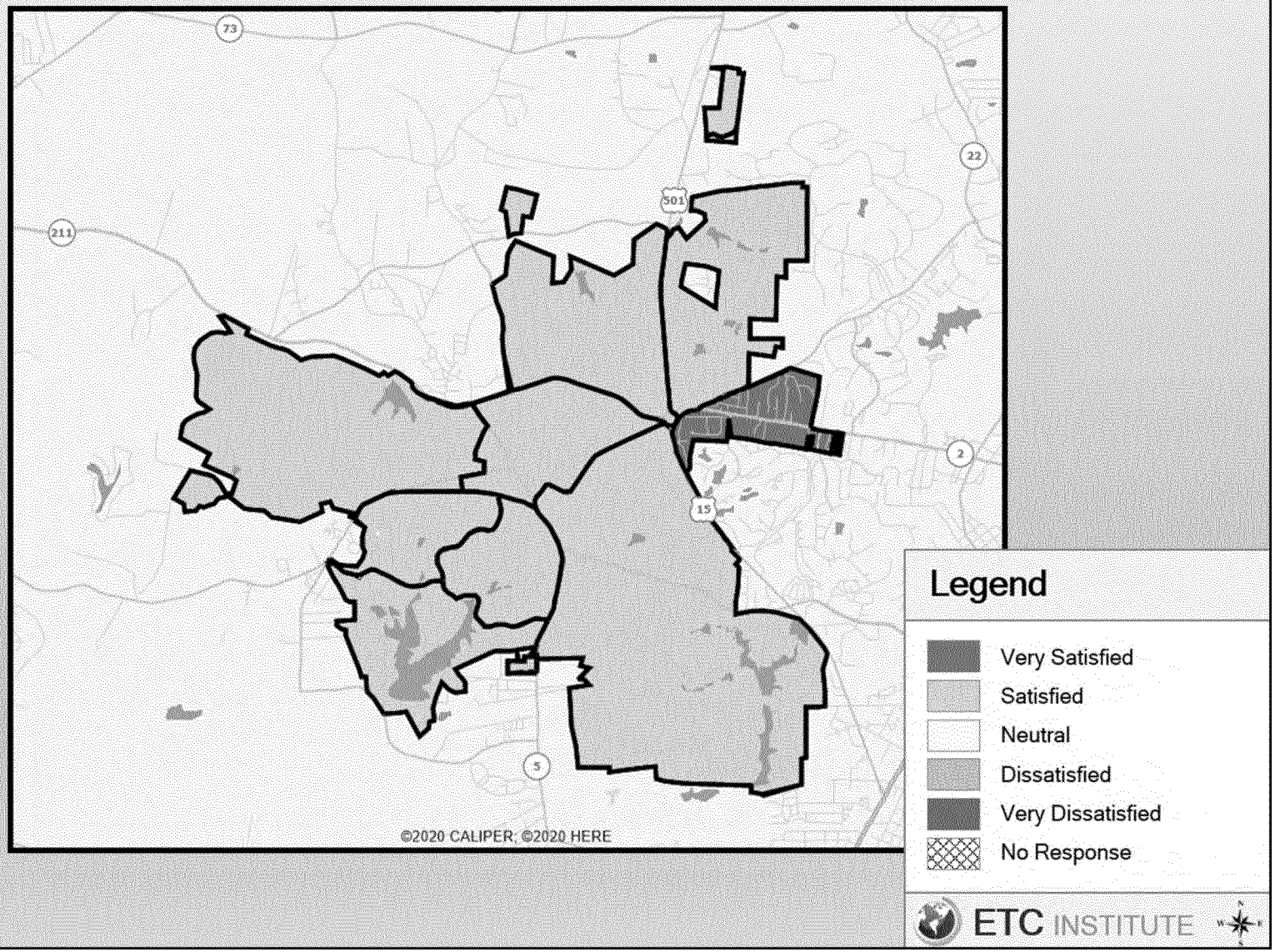
Q1-08. Customer service provided by Village employees



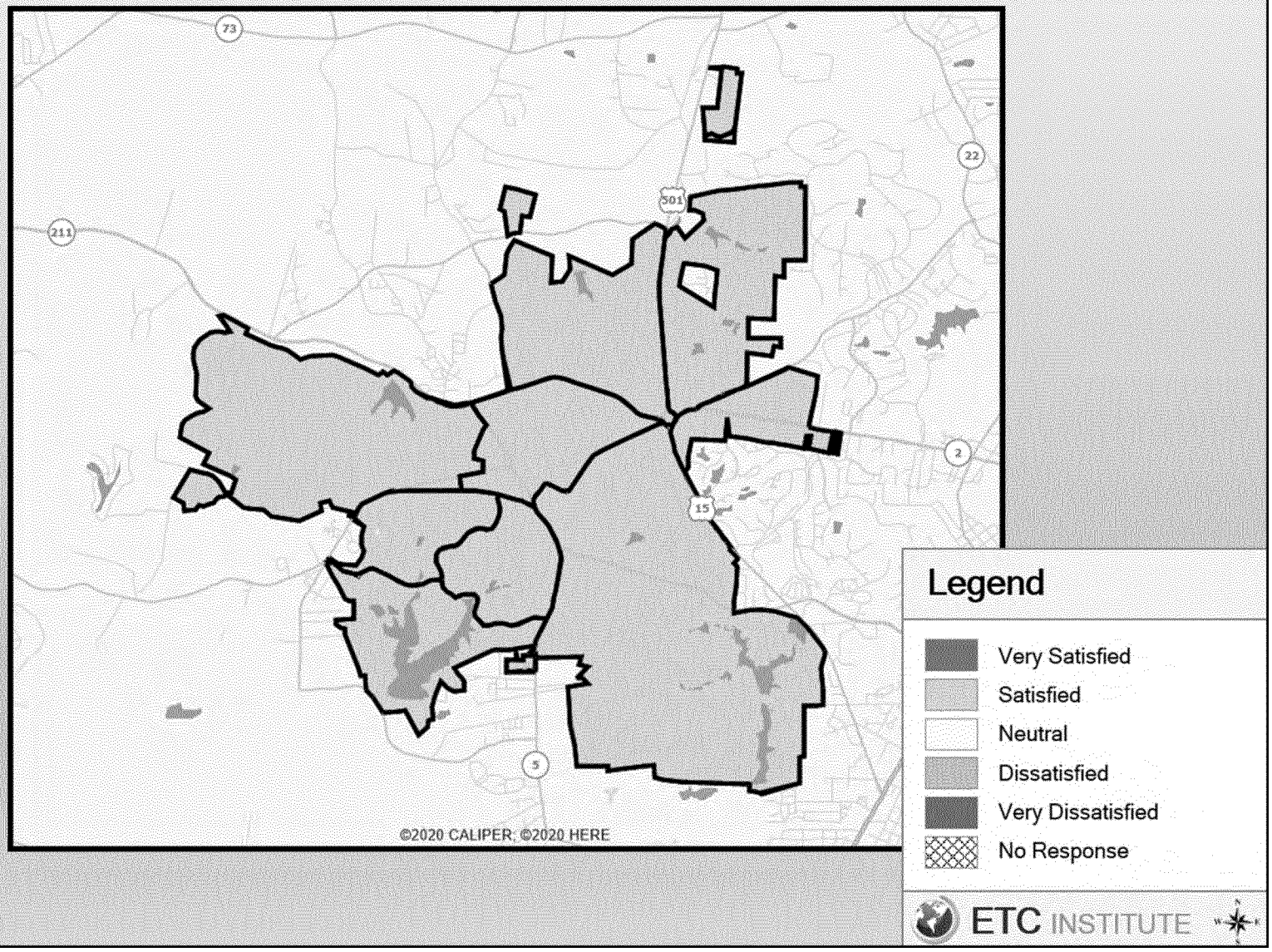
Q1-09. Village communication with residents



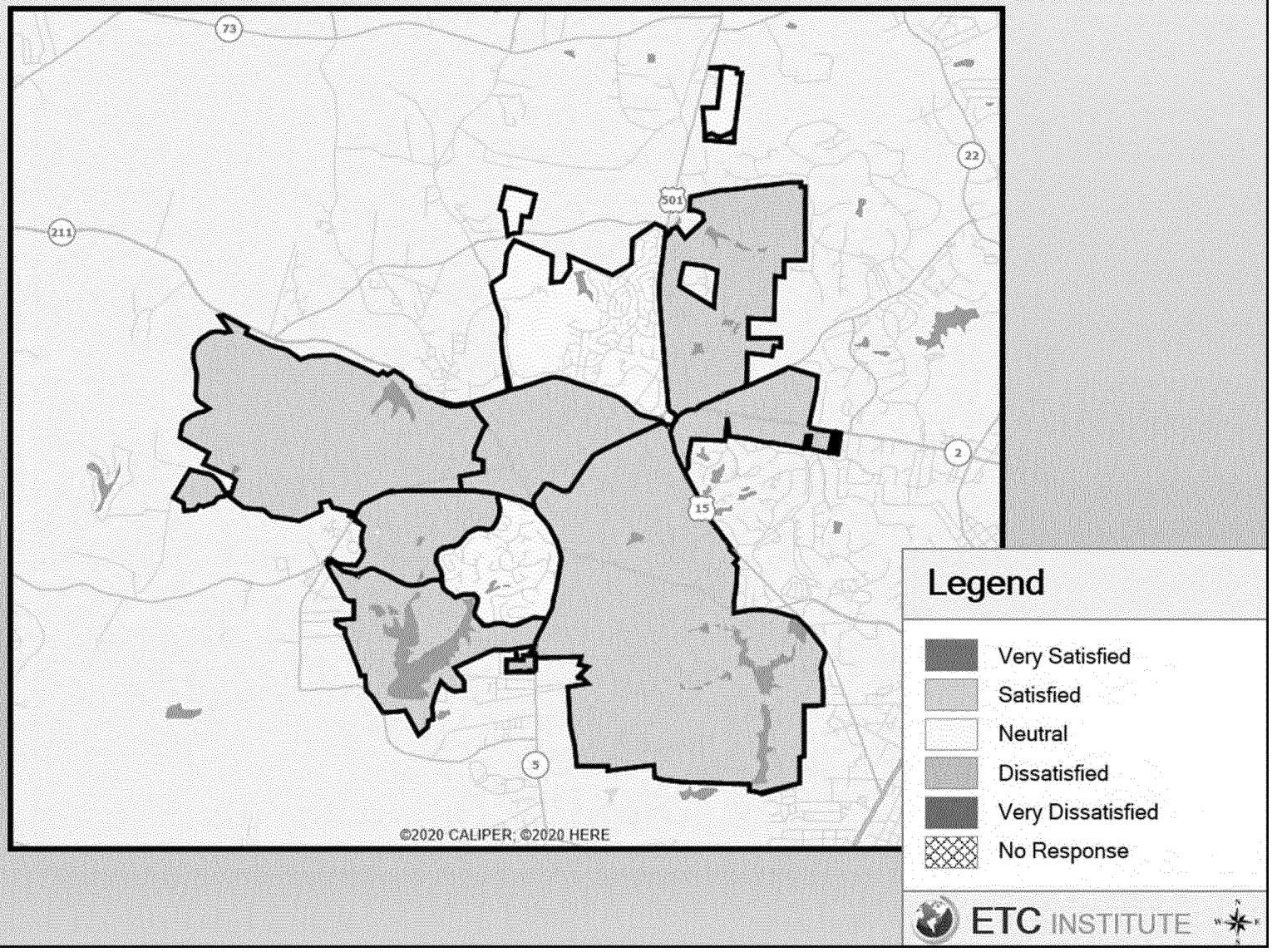
Q1-10. Village efforts at maintaining the quality of your neighborhoods



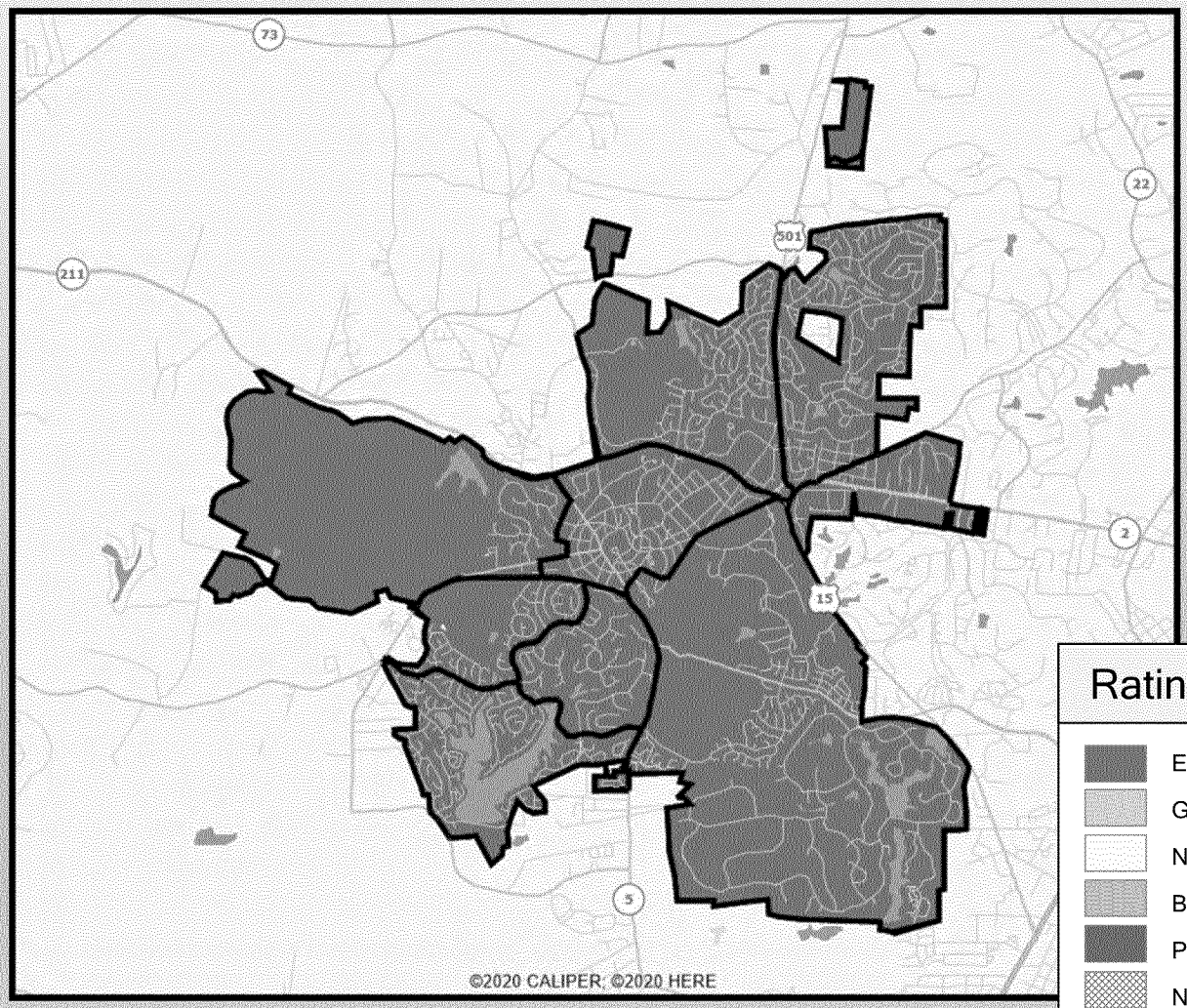
Q1-11. Promotion of natural resource conservation



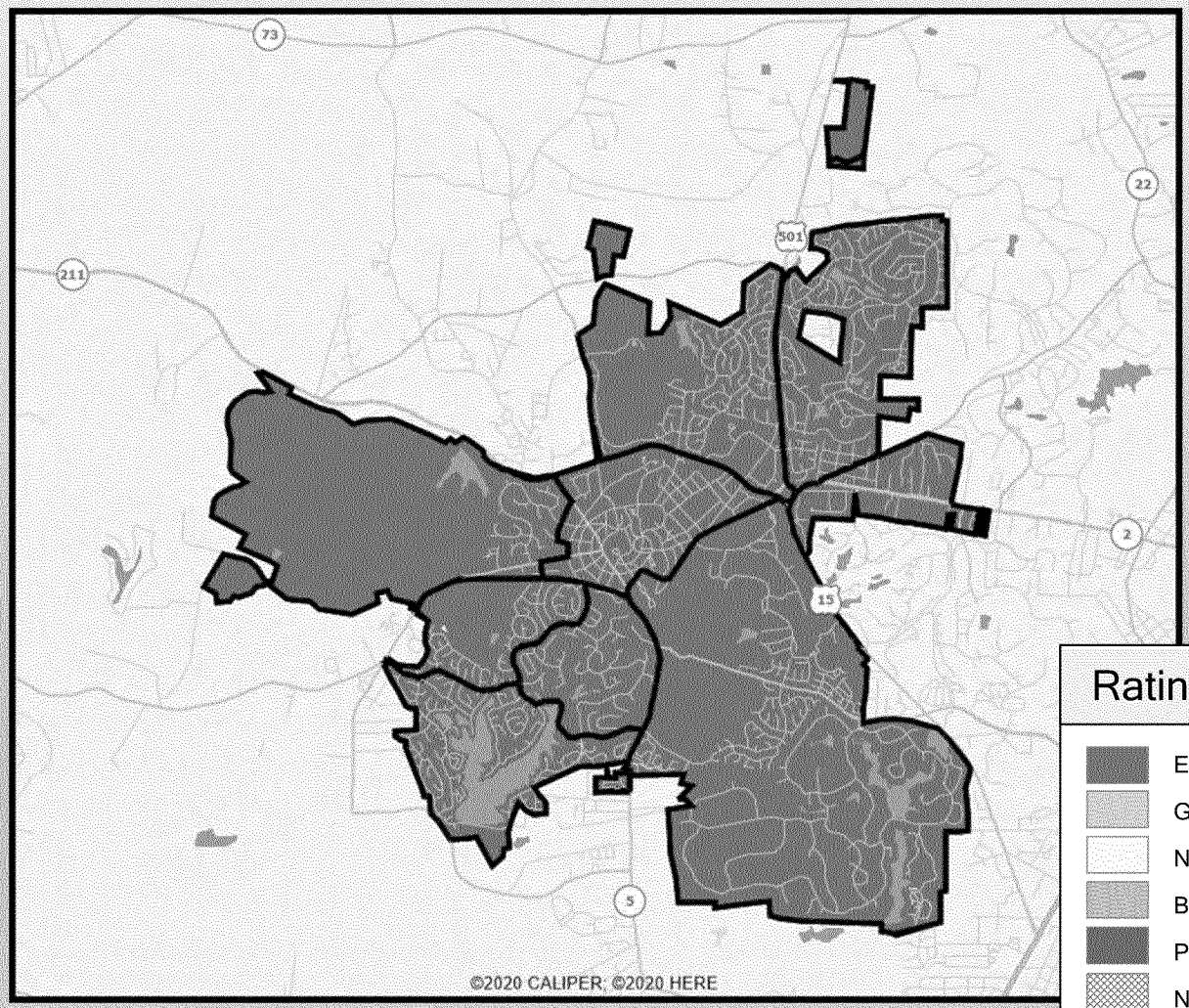
Q1-12. Level of public involvement in local decisions



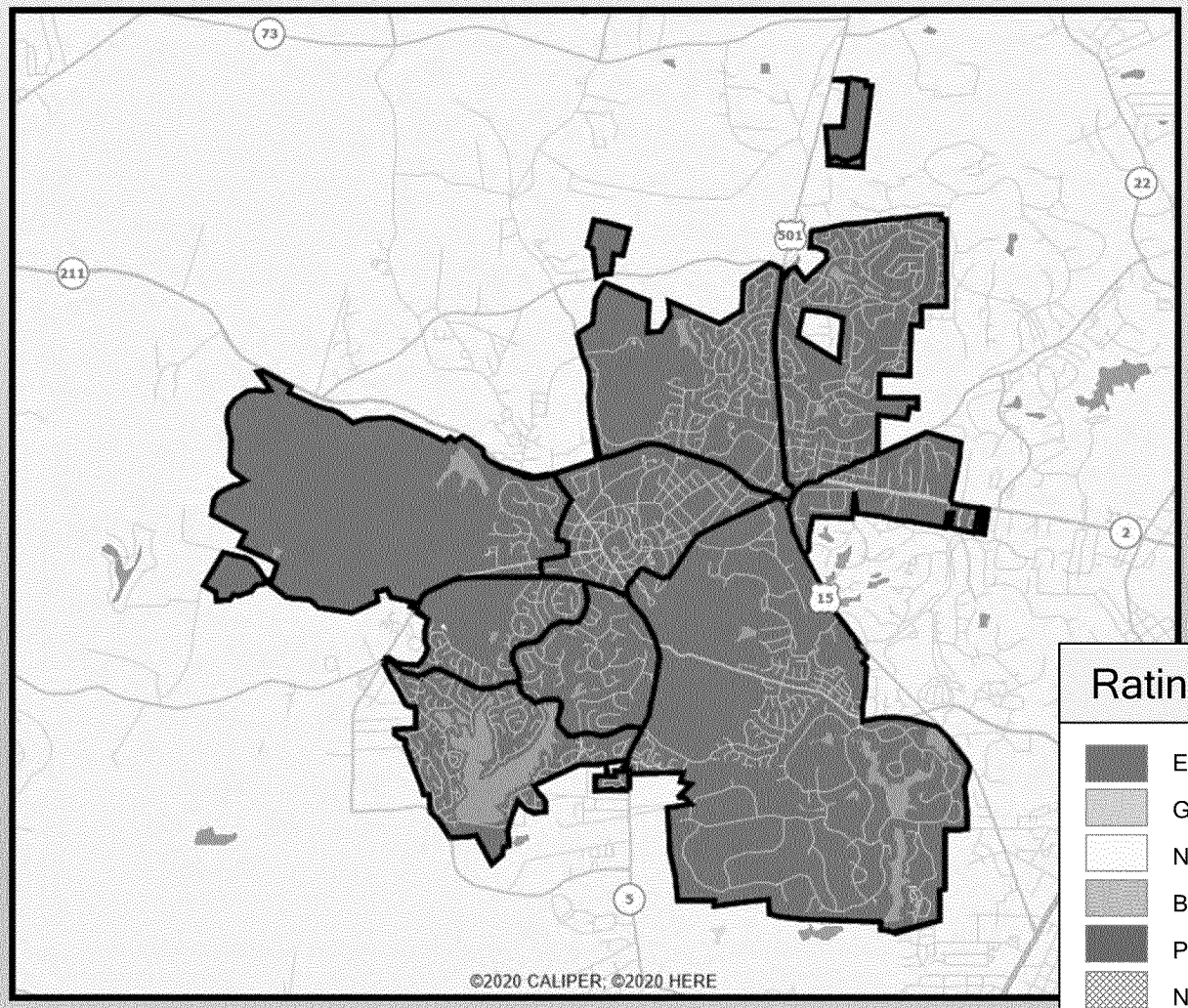
Q4-01. Overall image of the Village



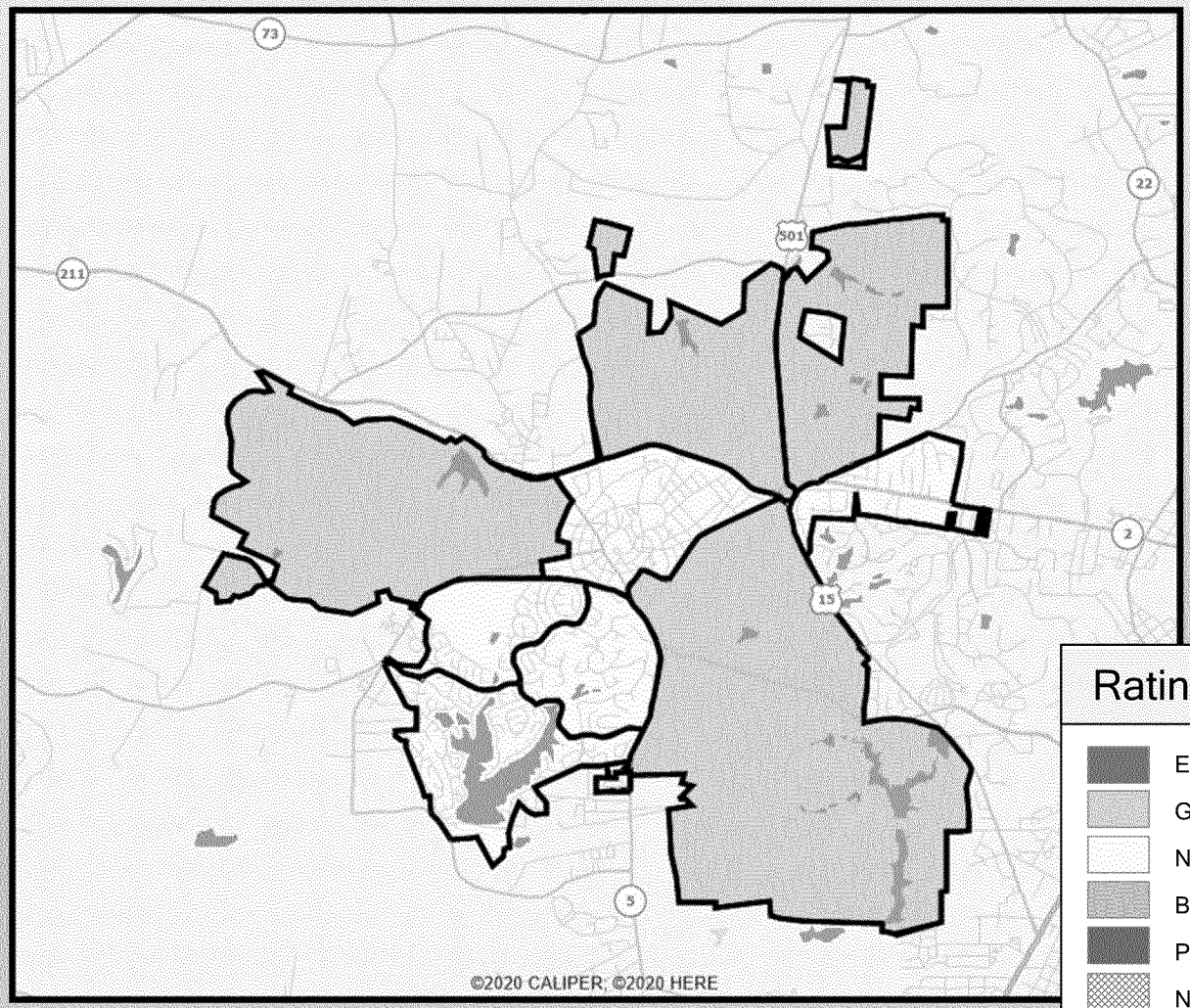
Q4-02. Overall quality of life in the Village



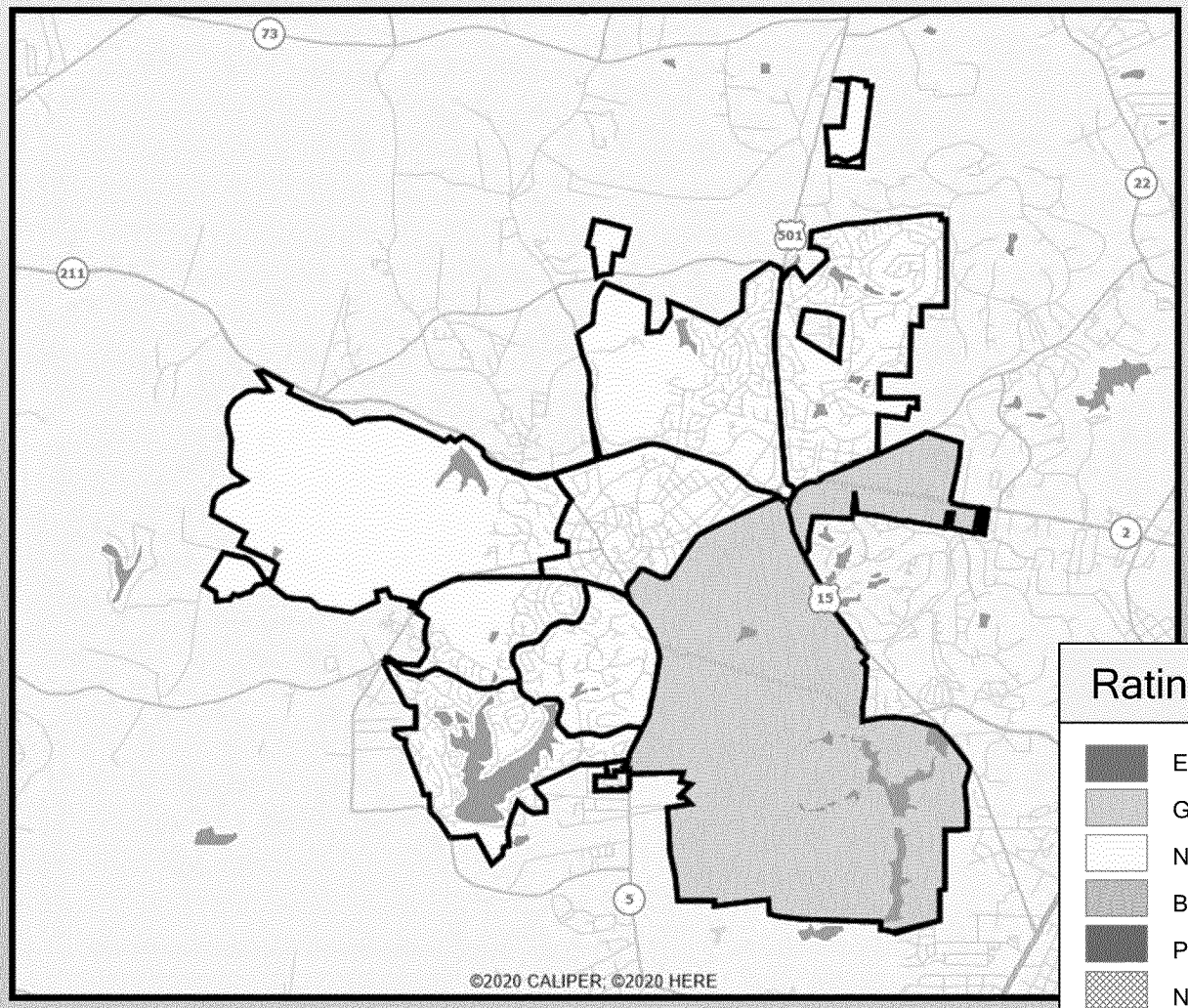
Q4-03. Overall feeling of safety in the Village



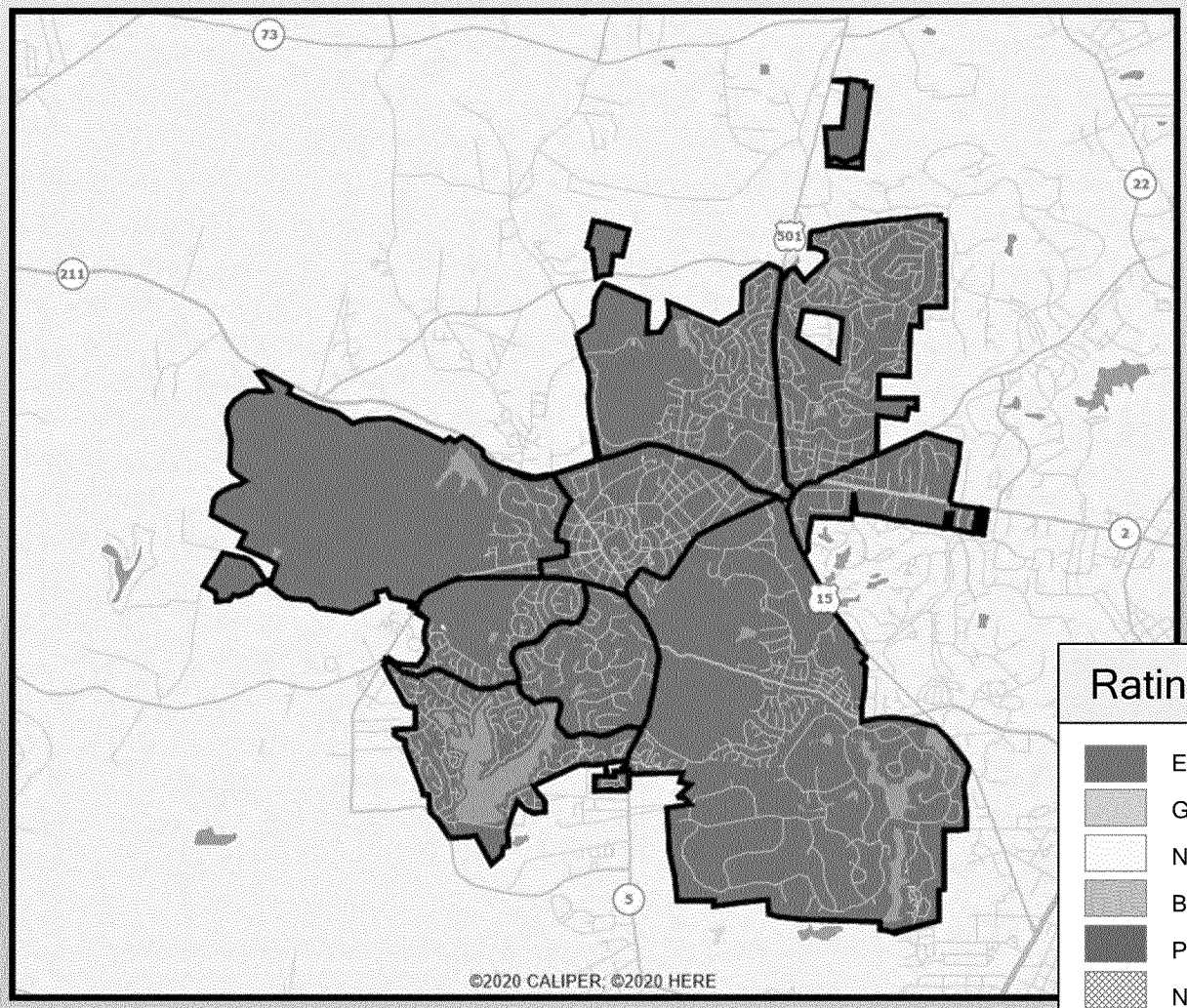
Q4-04. Quality of new residential development in the Village



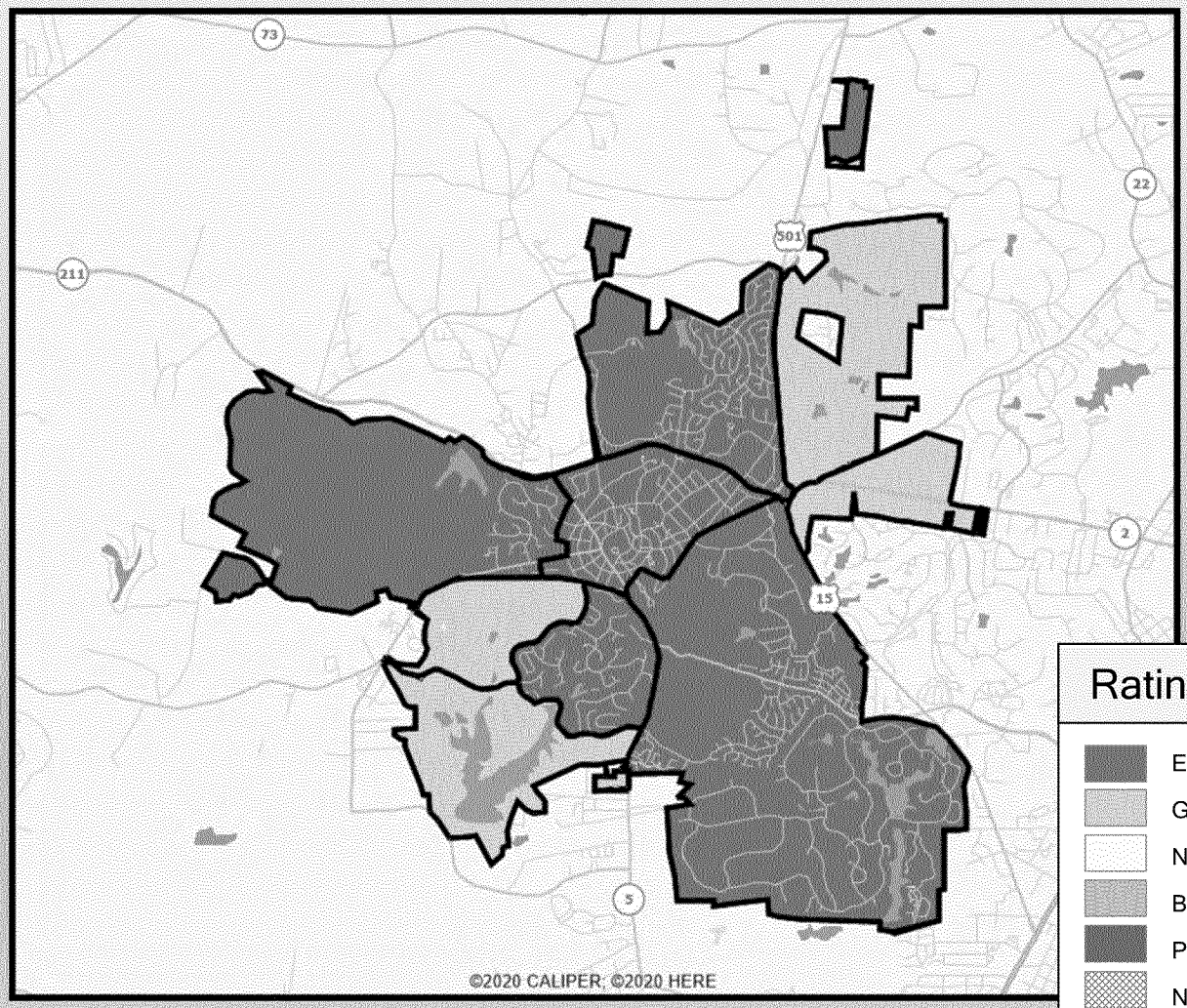
Q4-05. Quality of new commercial development in the Village



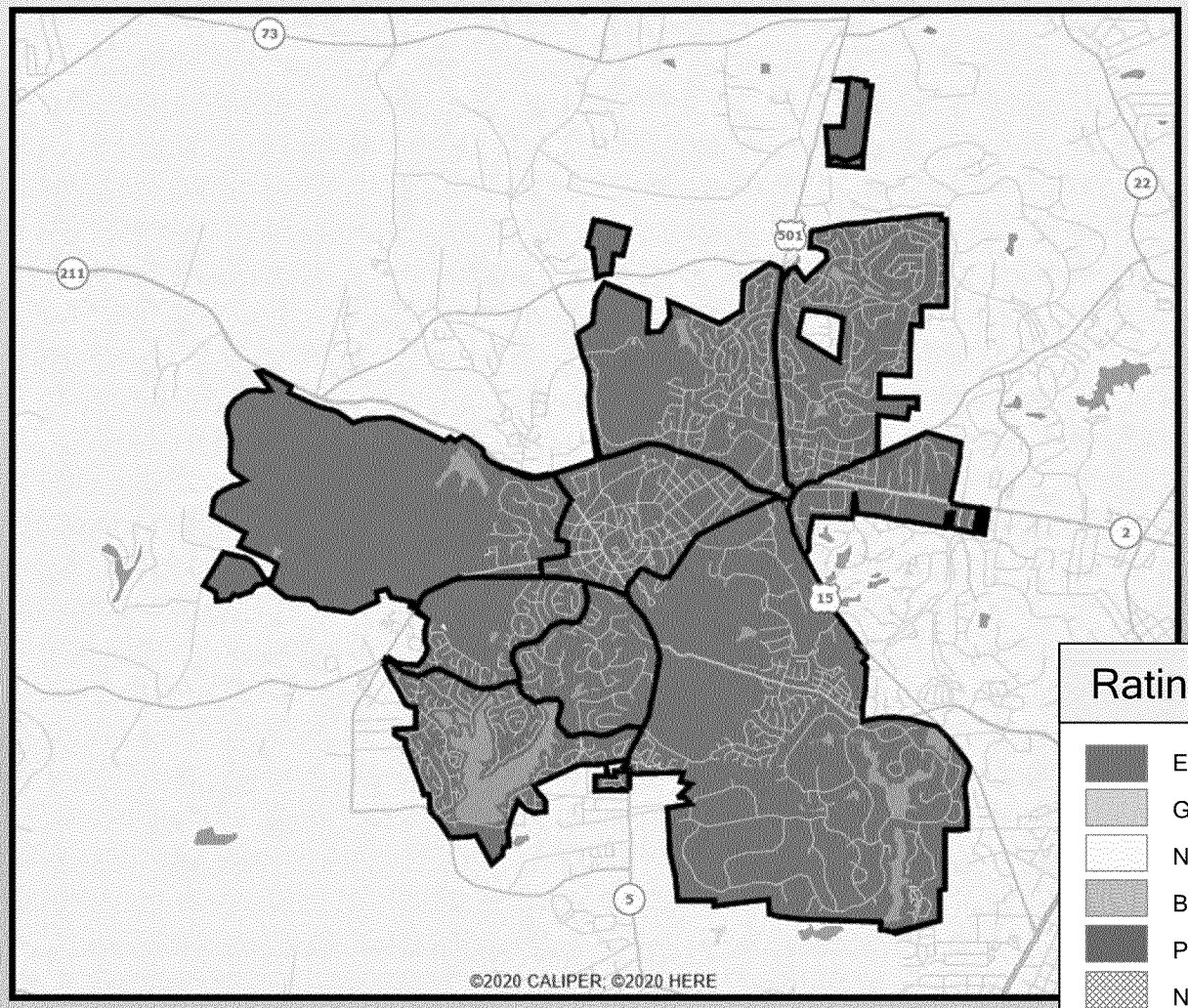
Q4-06. As a place to live



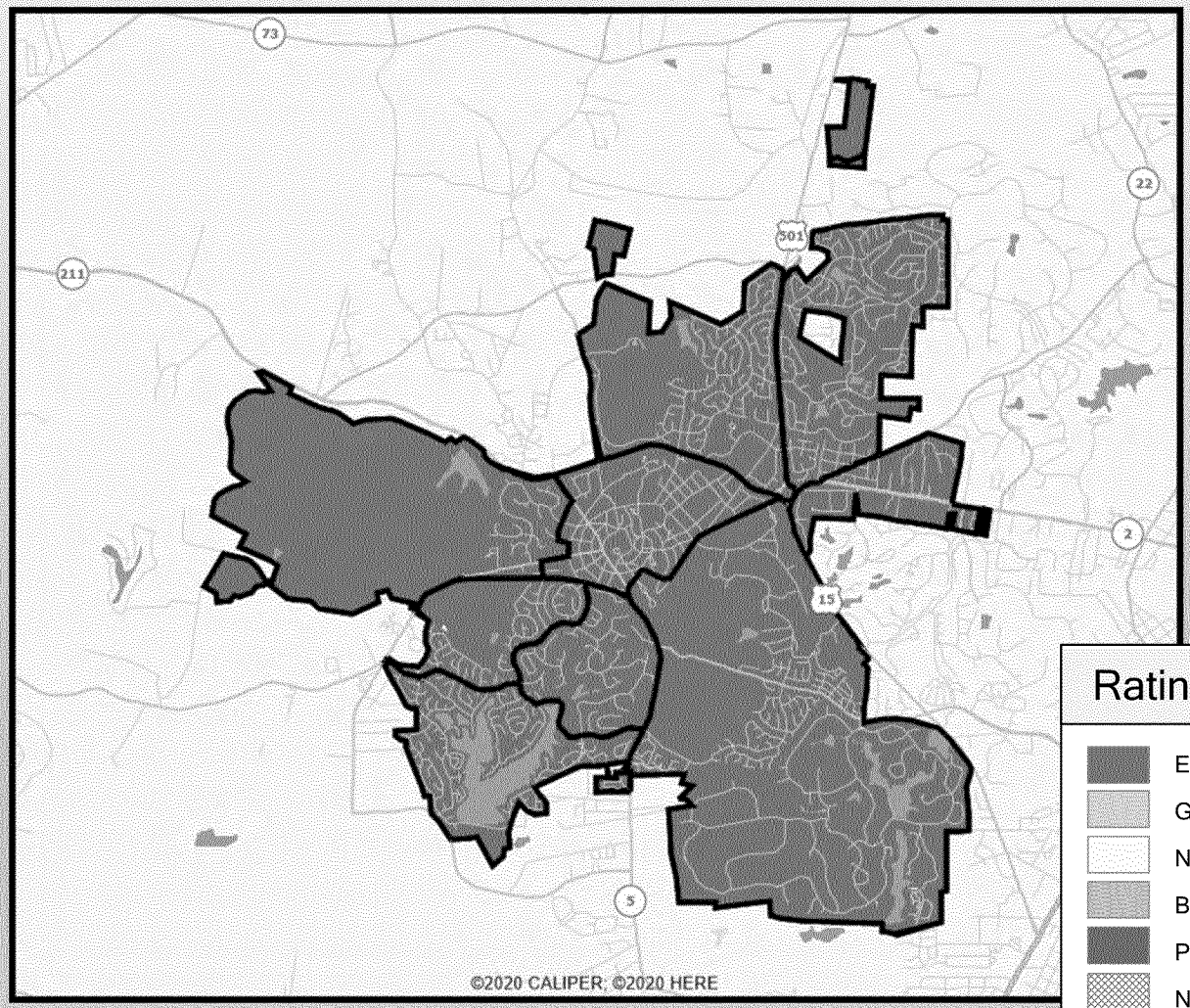
Q4-07. As a place to raise children



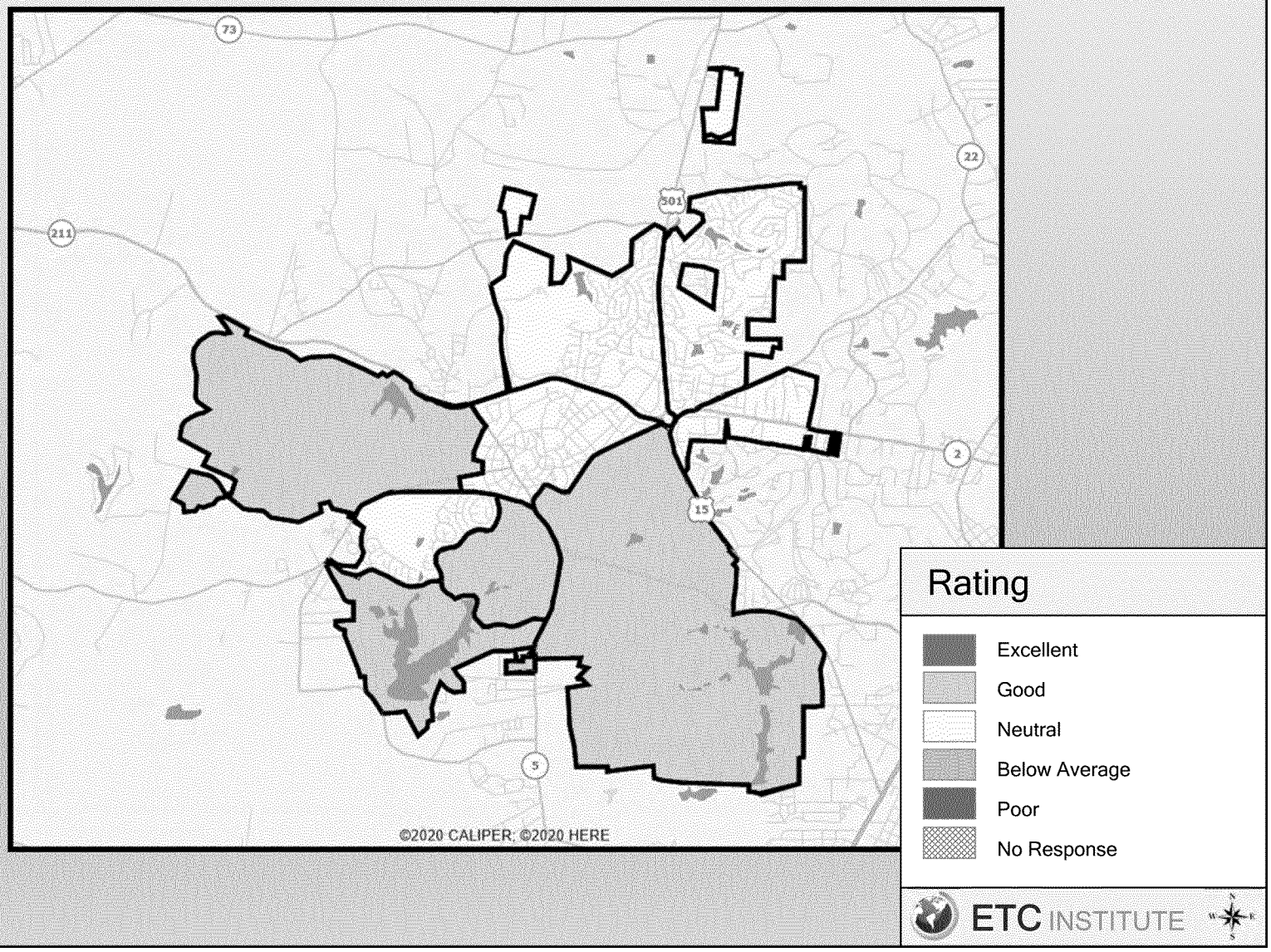
Q4-08. As a place to retire



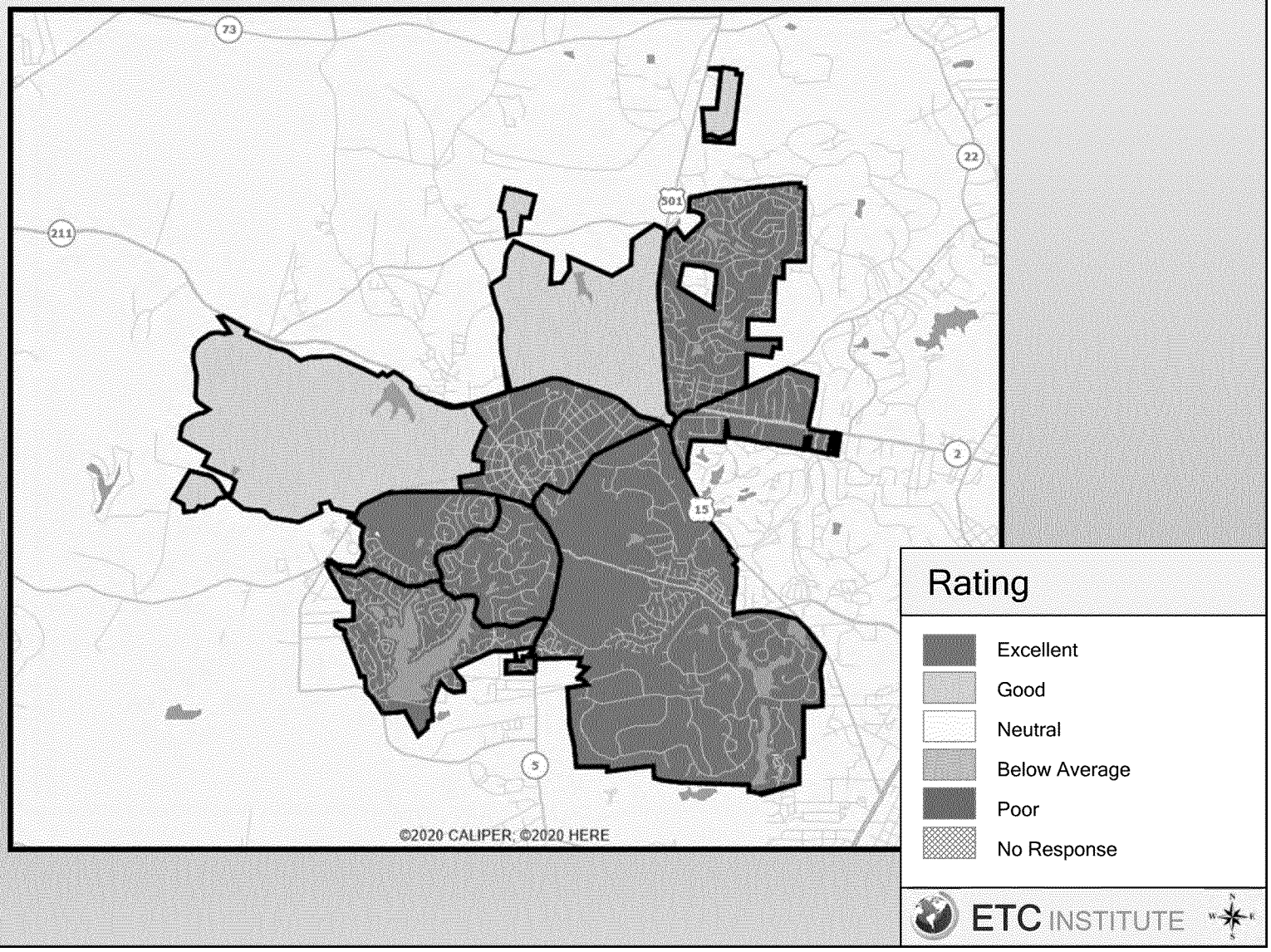
Q4-09. Overall appearance of public spaces across the Village



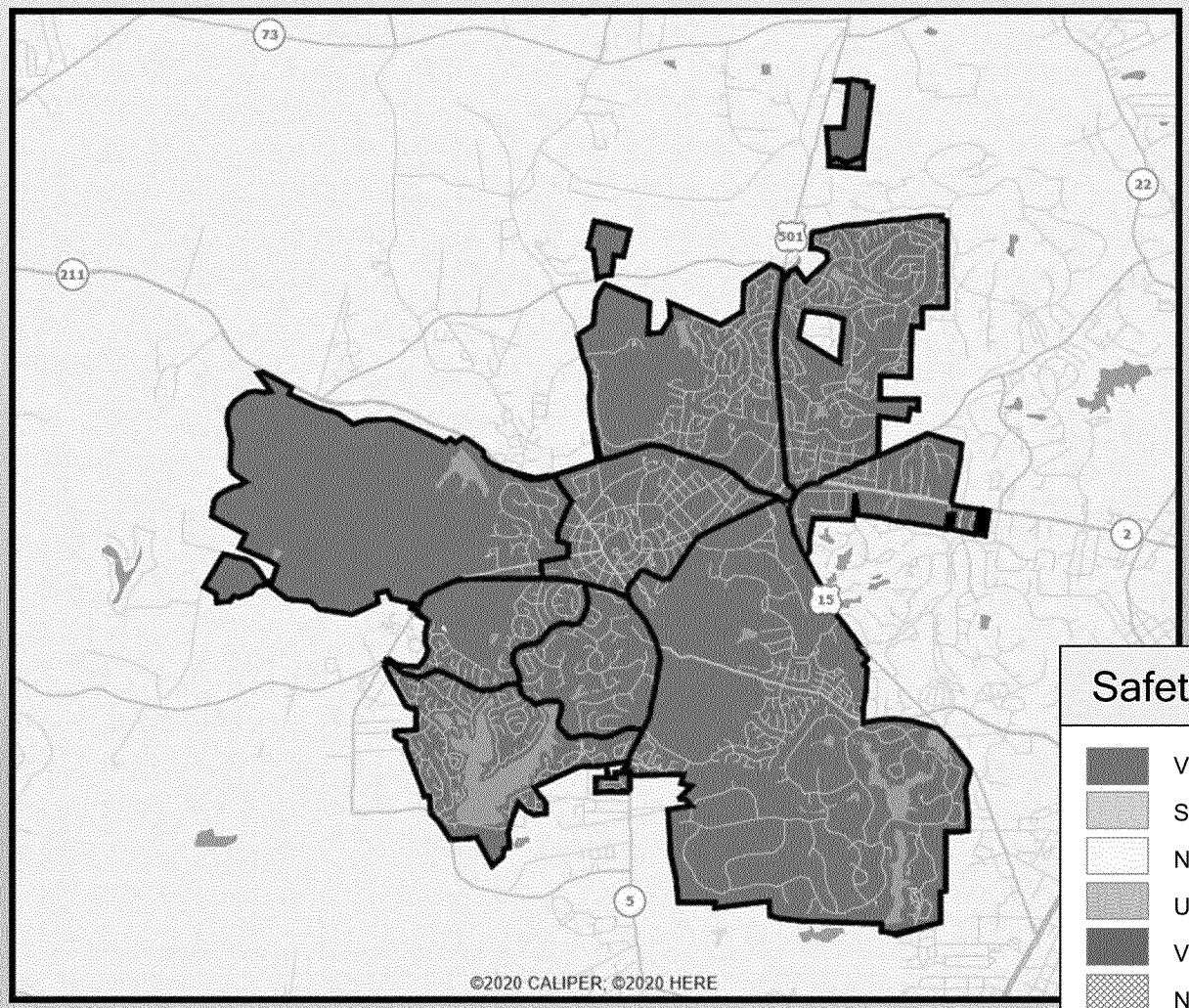
Q4-10. Availability of affordable housing



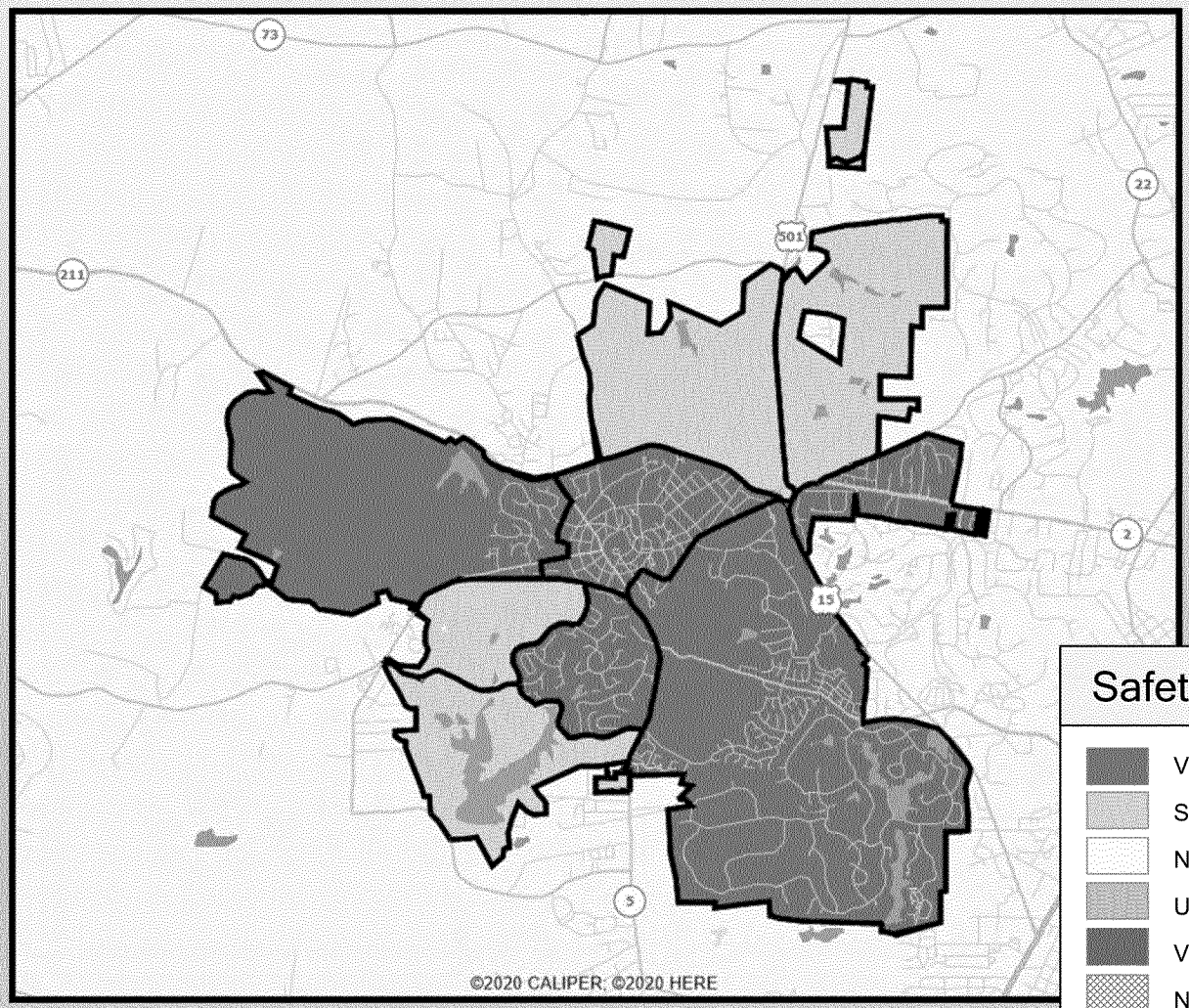
Q4-11. Overall quality of Village services



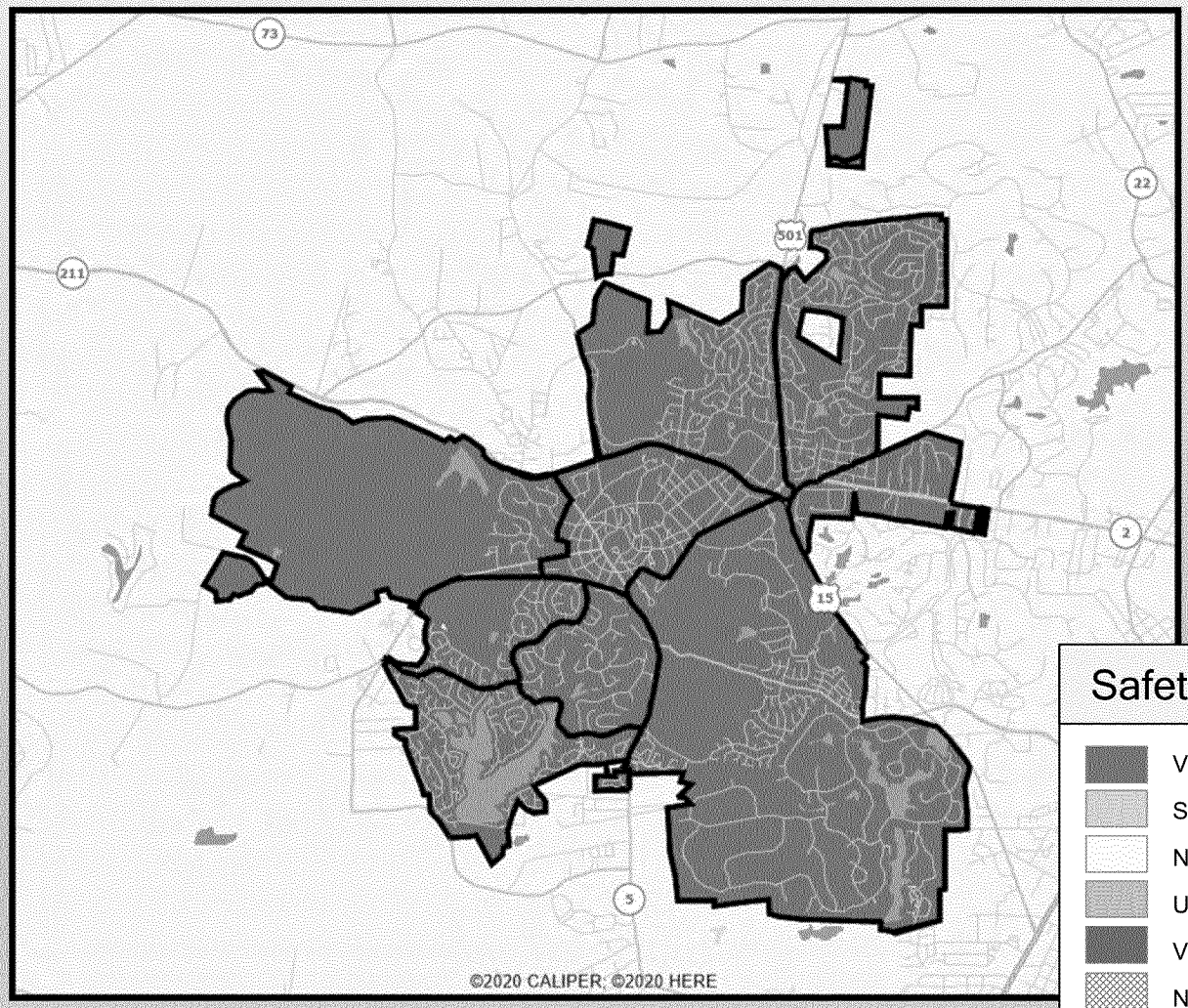
Q5-1. Walking alone in your neighborhood during the day



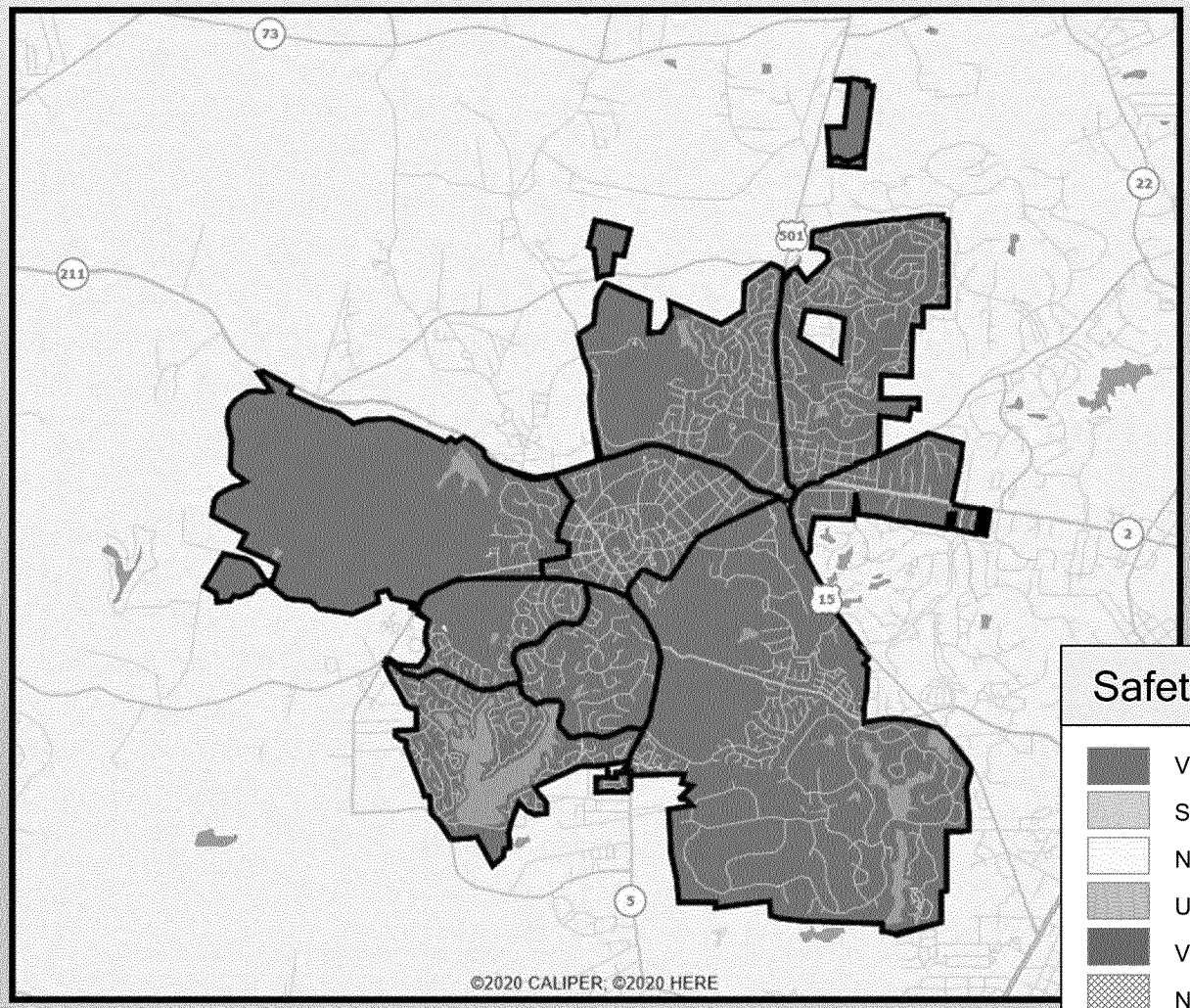
Q5-2. Walking alone in your neighborhood after dark



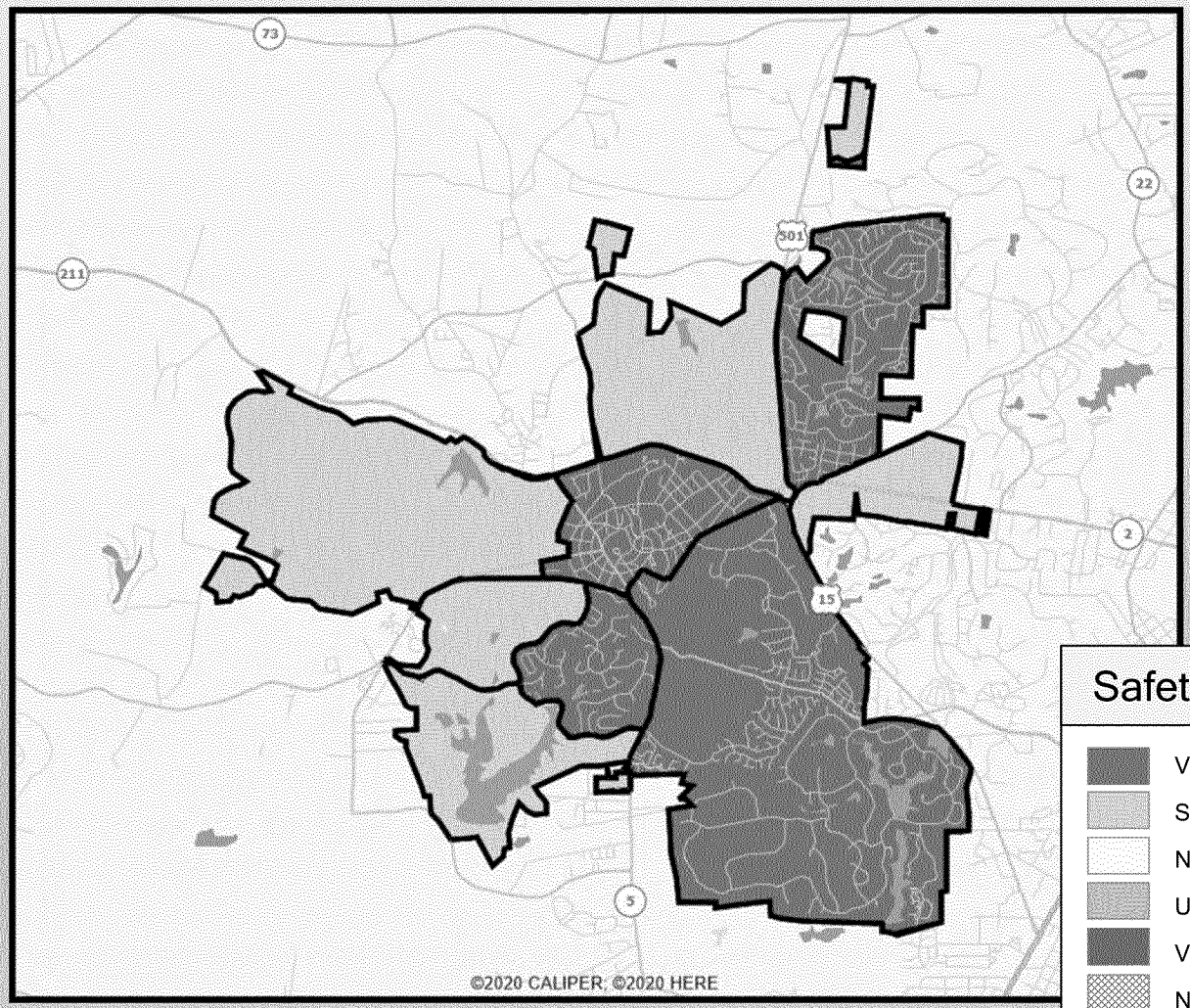
Q5-3. In Village parks and recreation facilities



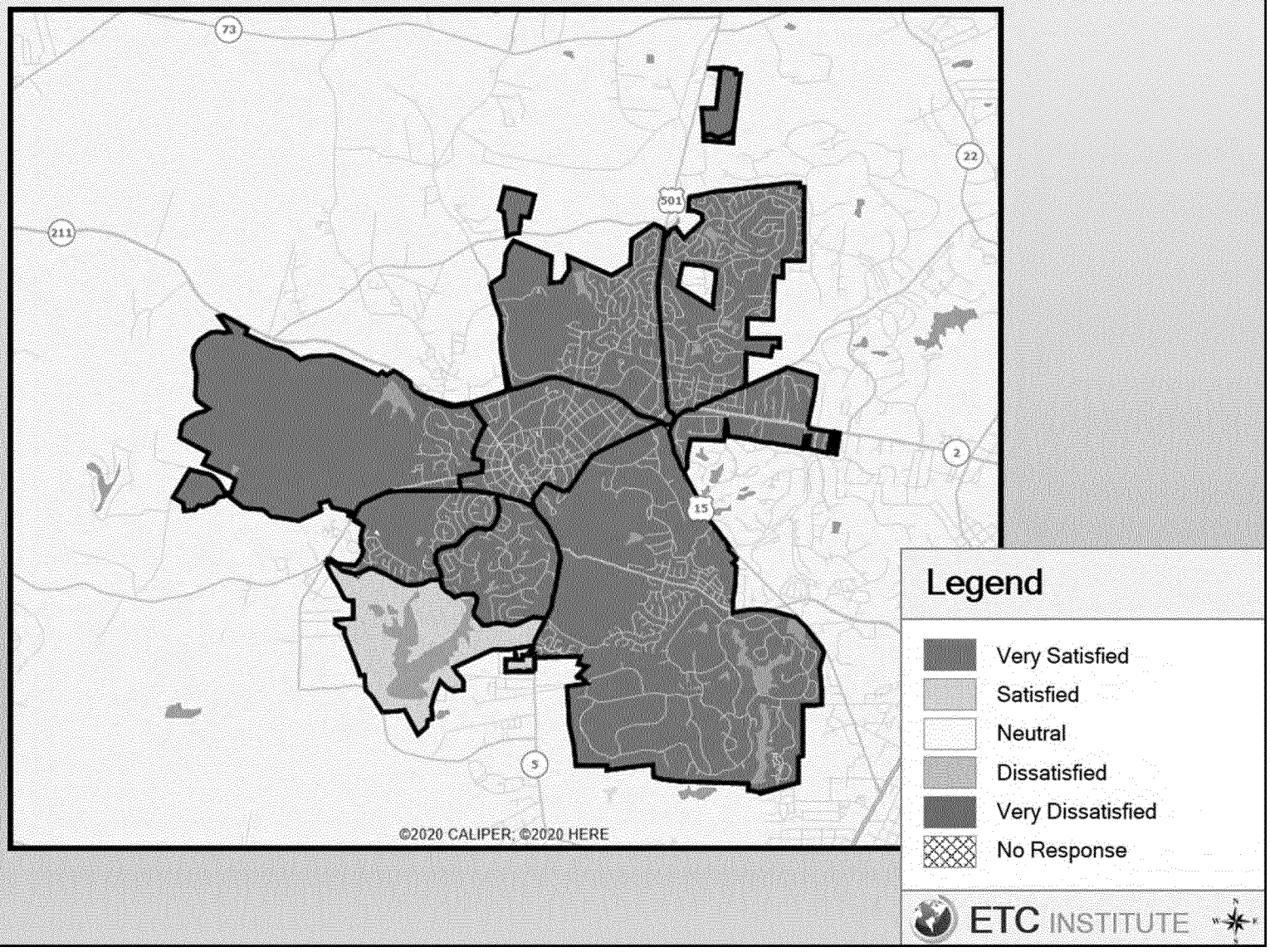
Q5-4. In business areas of the Village during the day



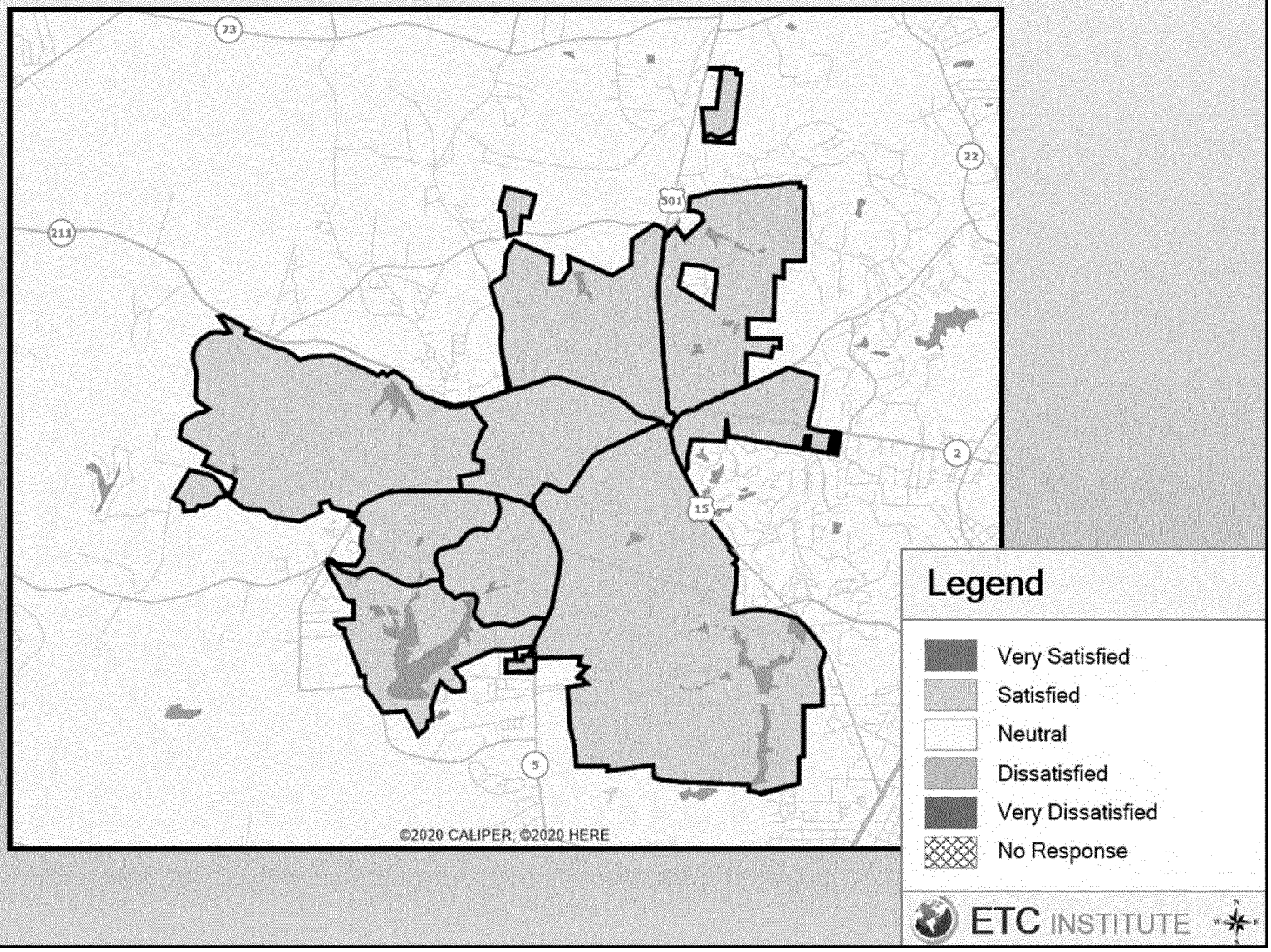
Q5-5. In business areas of the Village after dark



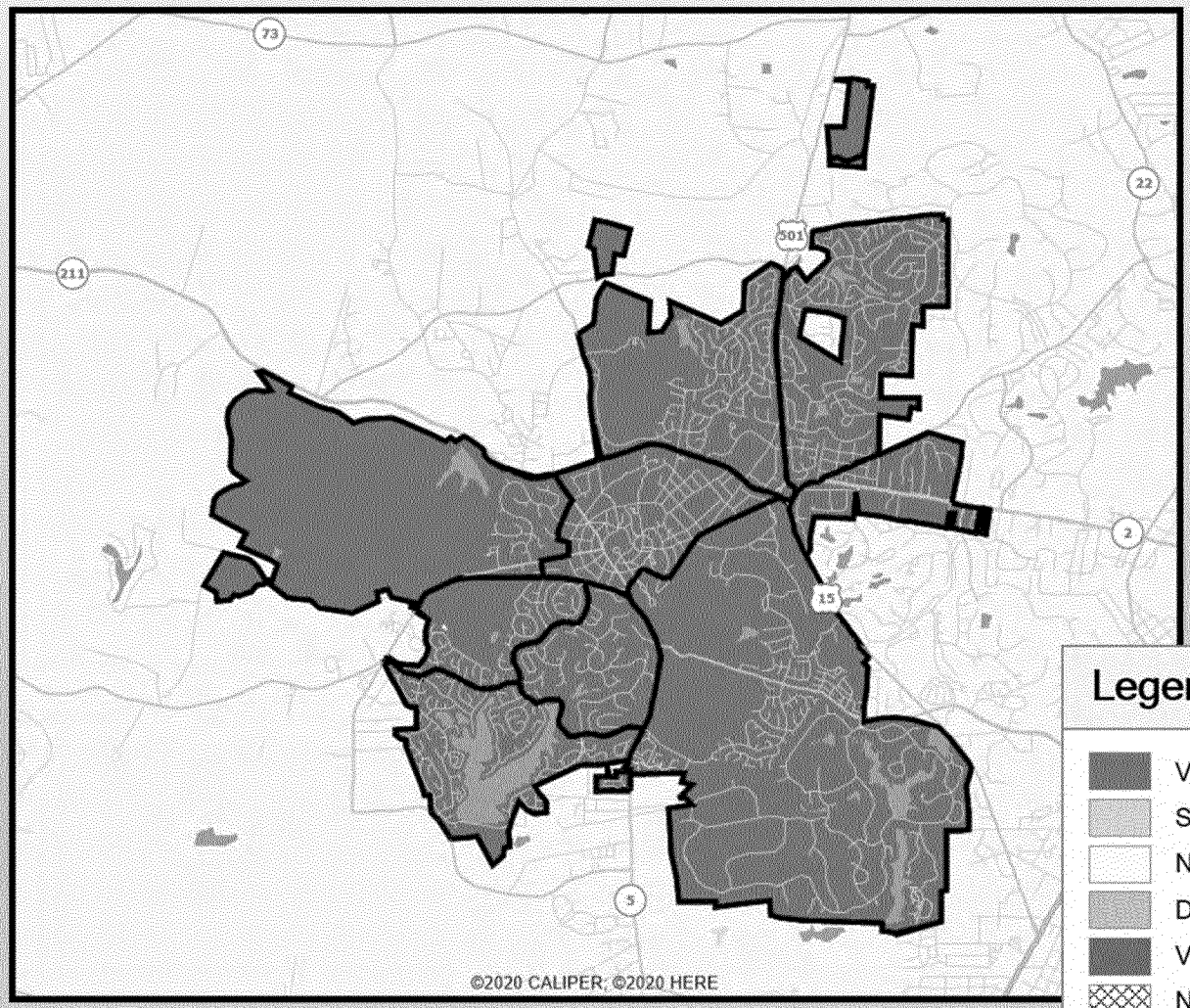
Q6-1. Efforts to prevent crimes



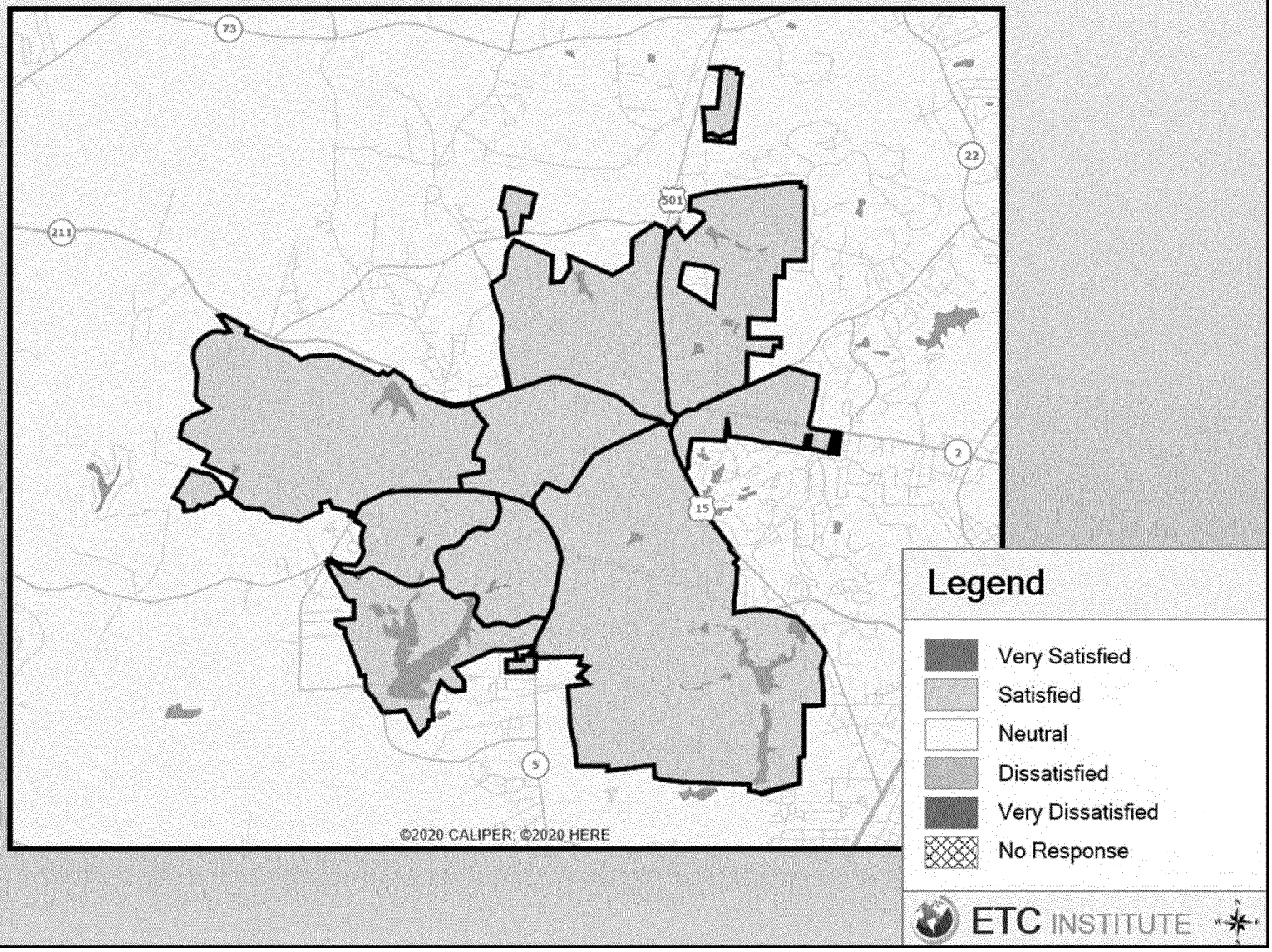
Q6-2. Enforcement of local traffic laws



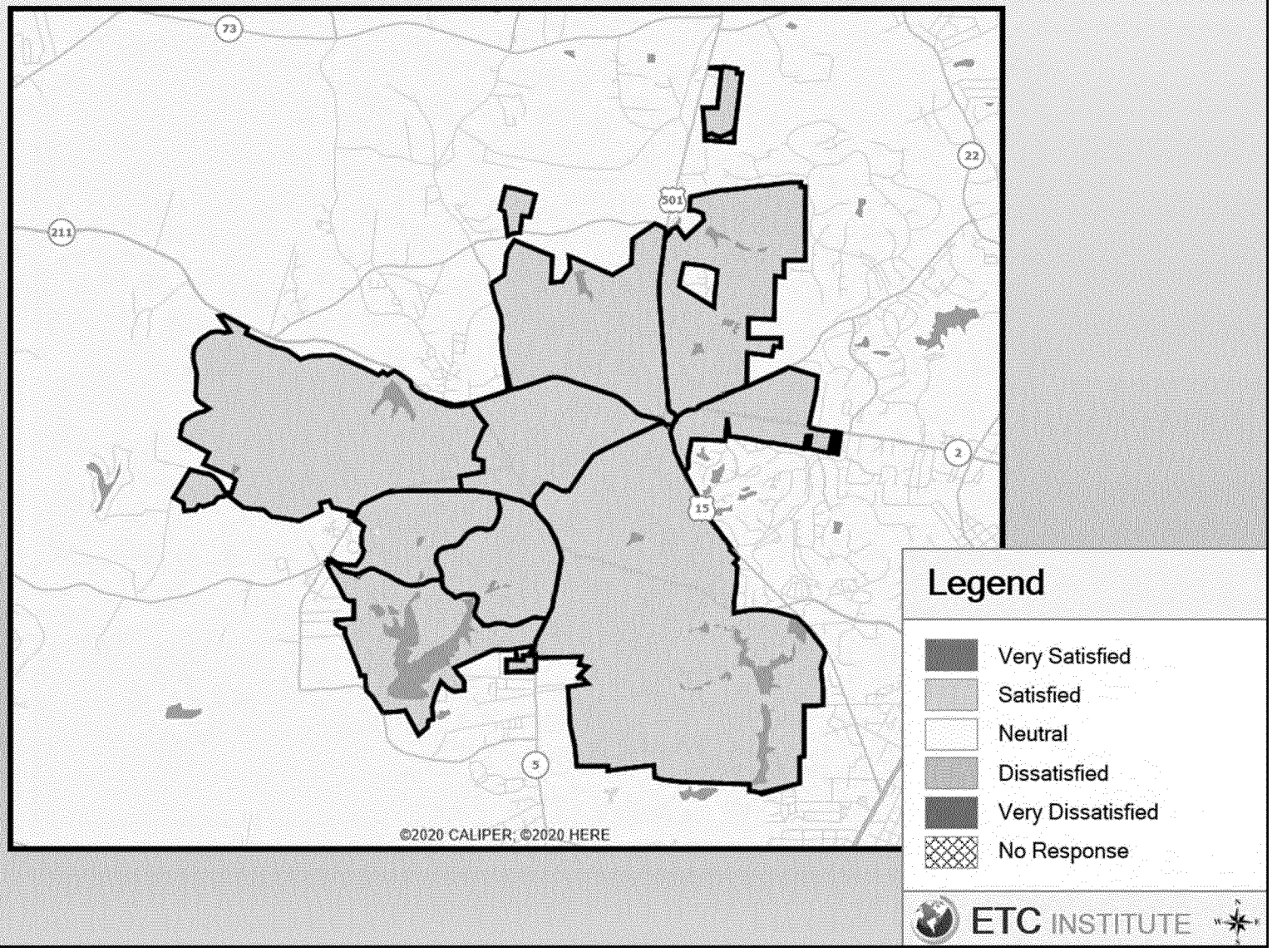
Q6-3. How quickly police respond to emergencies



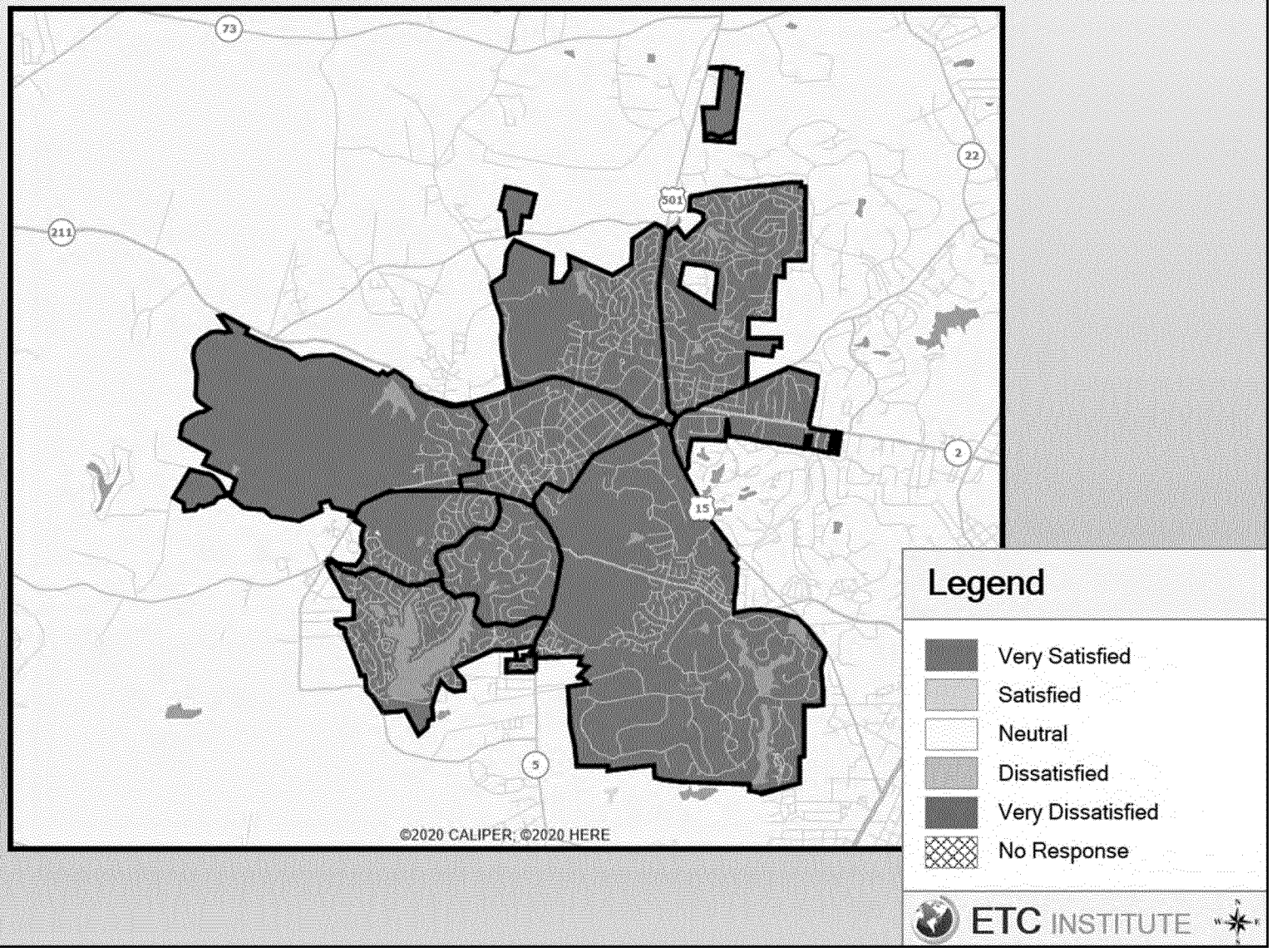
Q6-4. Frequency that police officers patrol your neighborhood



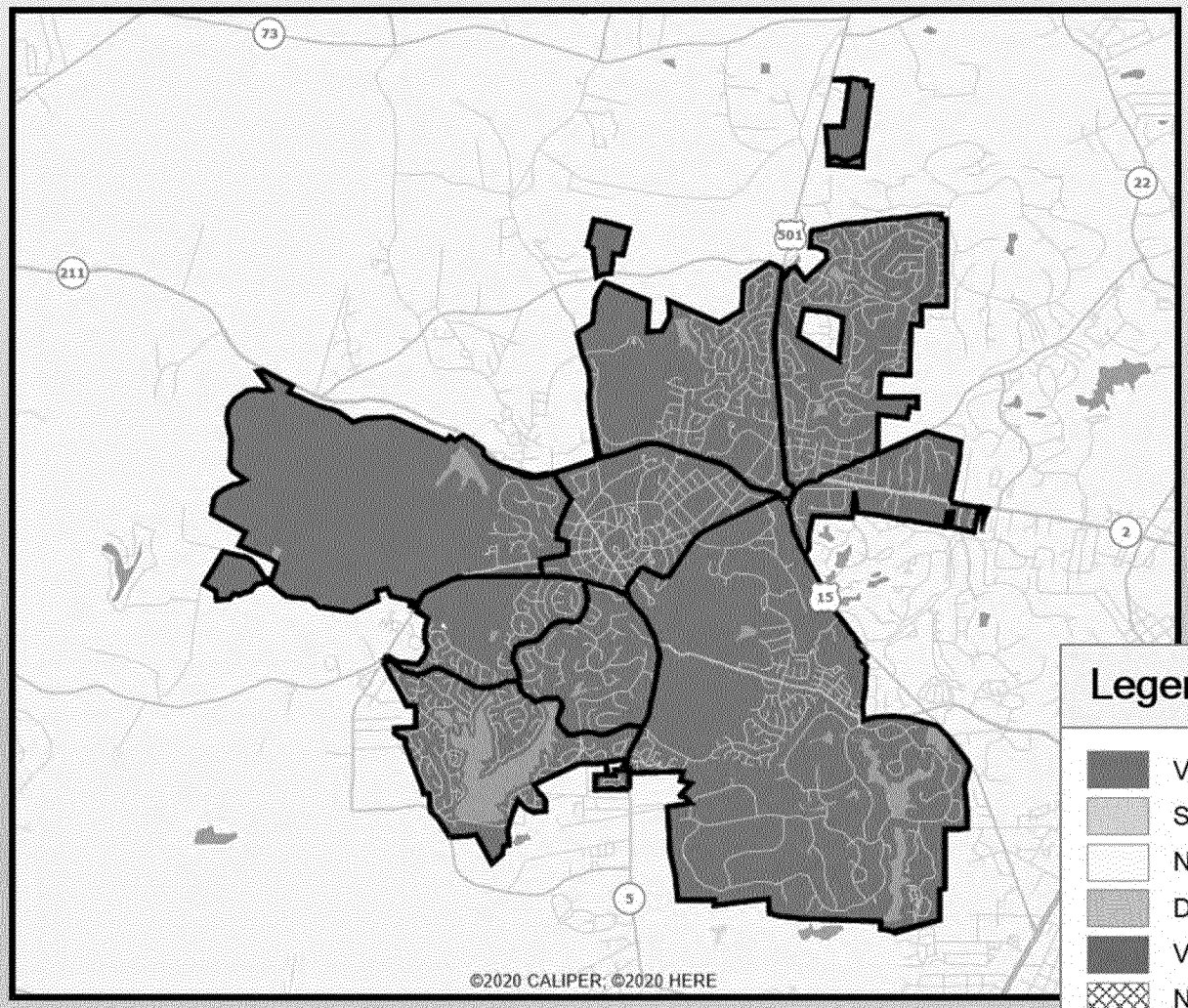
Q6-5. Fire prevention and education programs provided by the Village



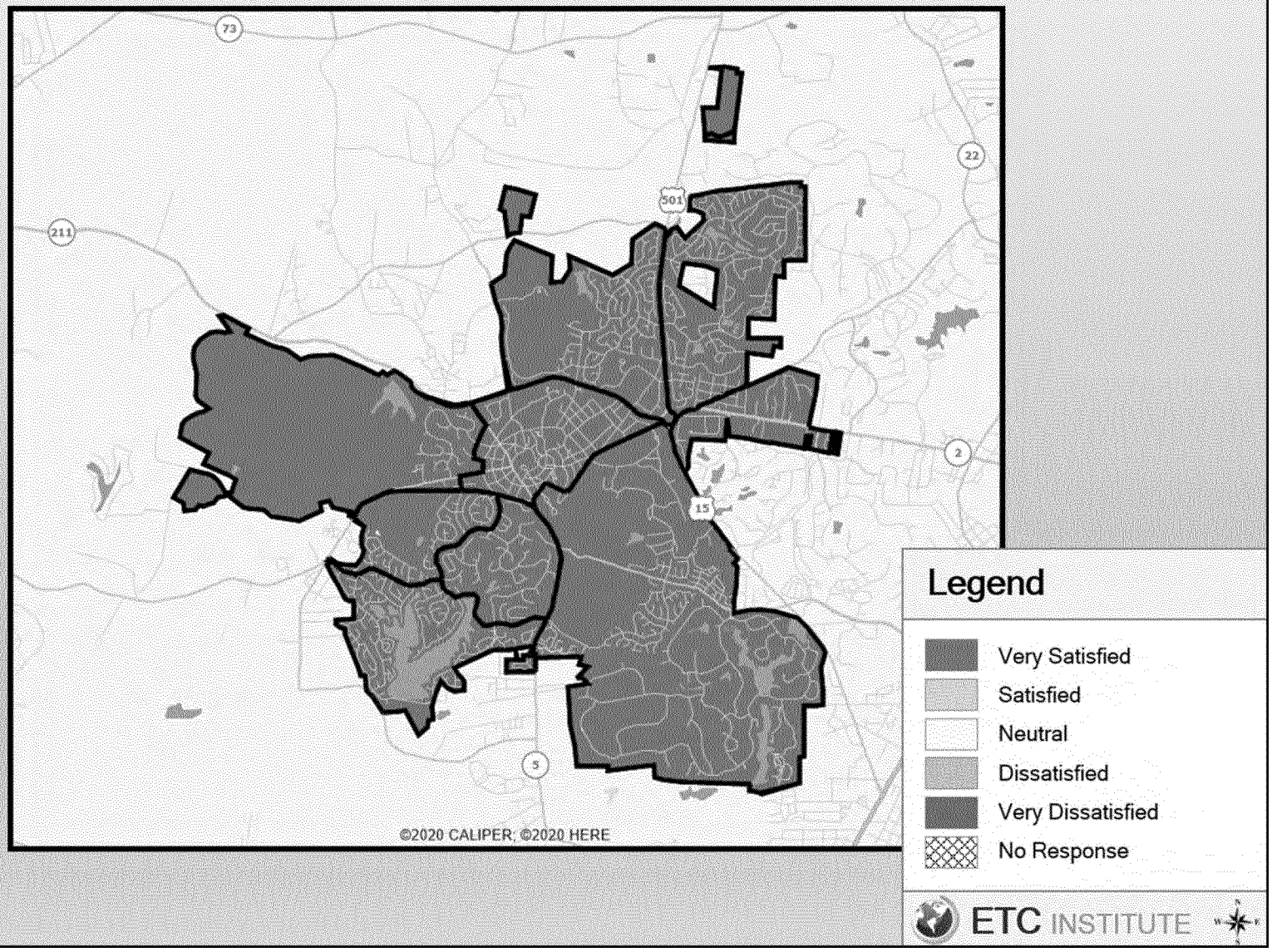
Q6-6. How quickly fire personnel respond to emergencies



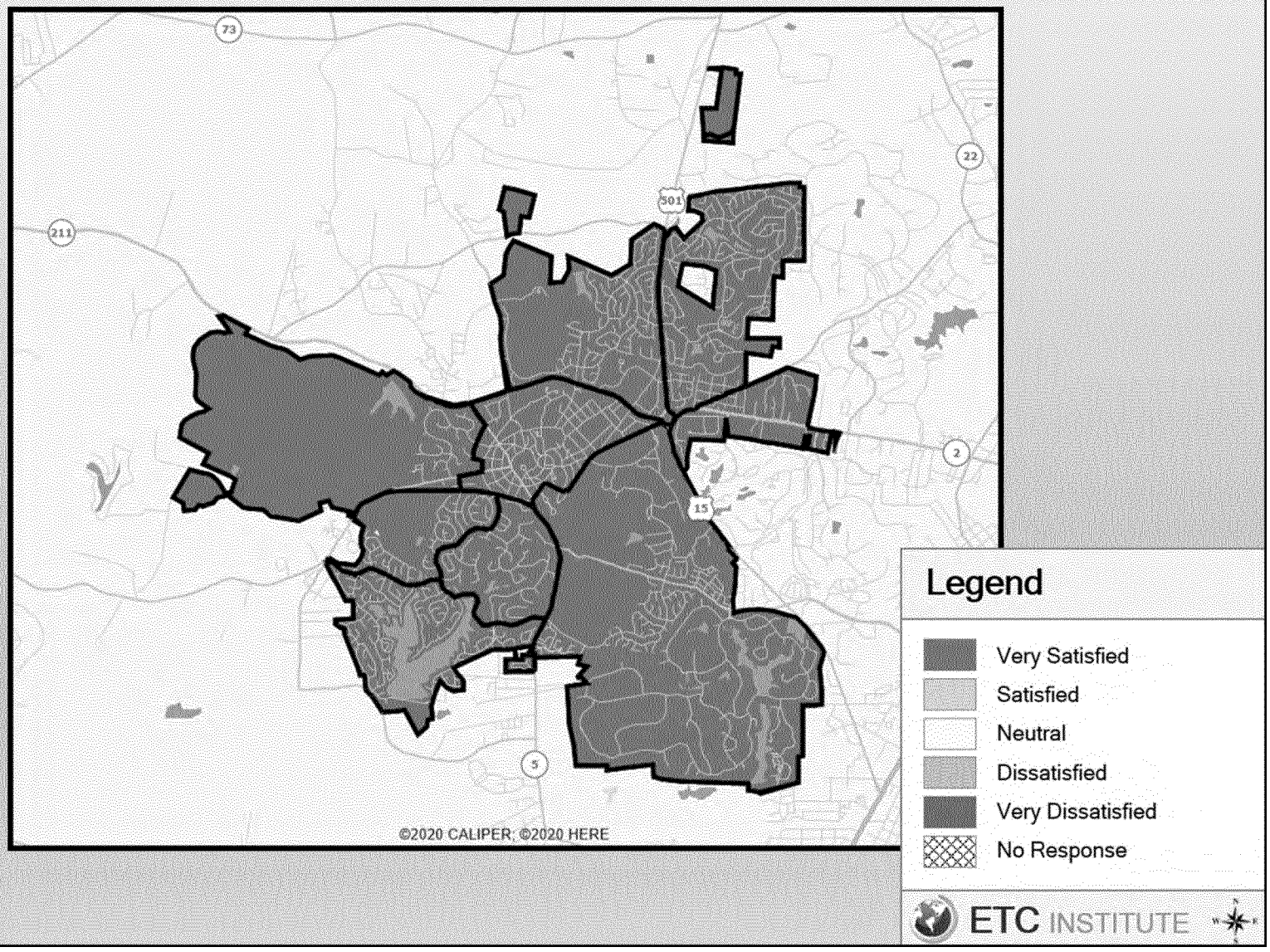
Q8a-01. Greenway trails



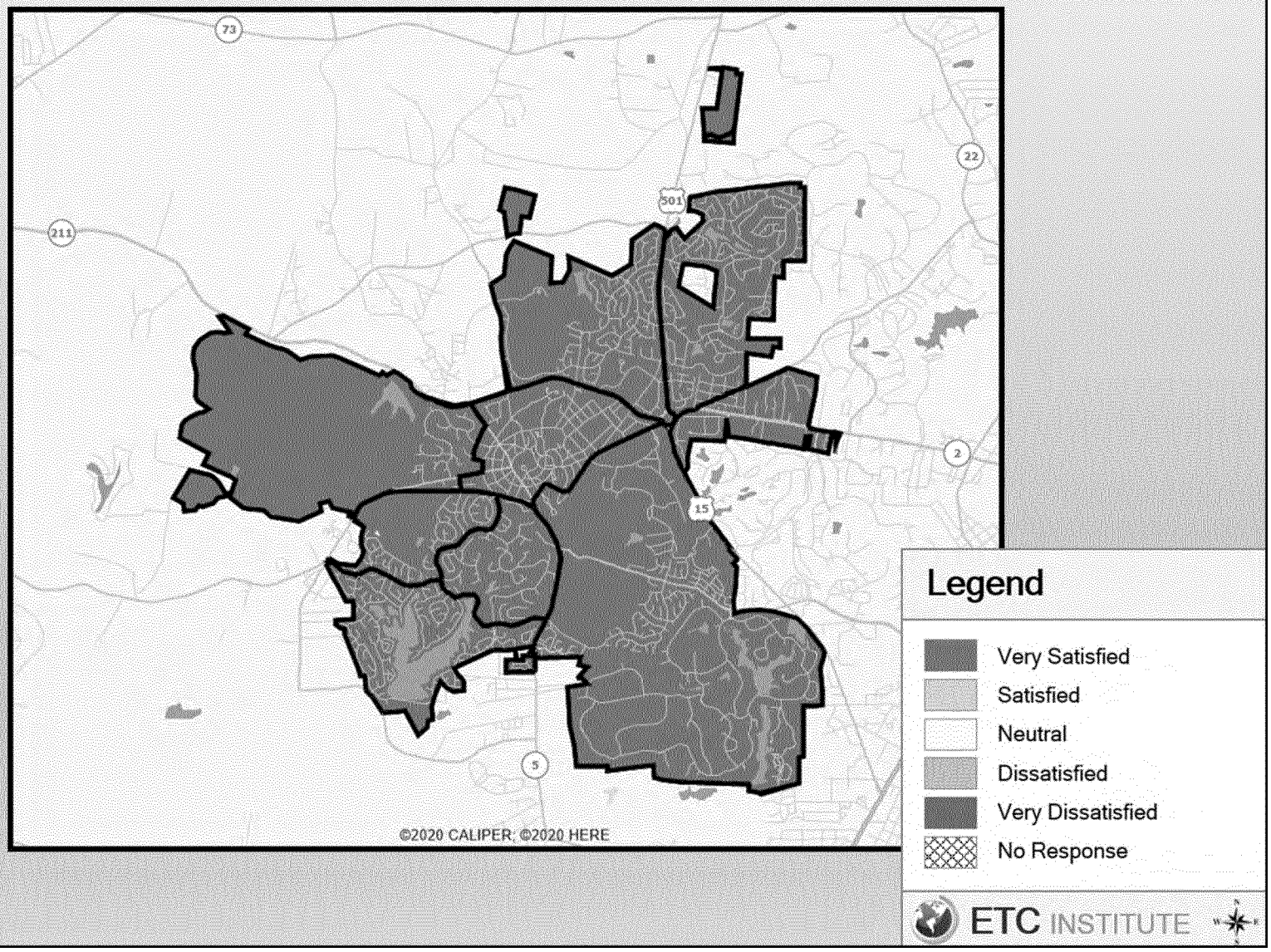
Q8a-02. Village sponsored cultural and arts events



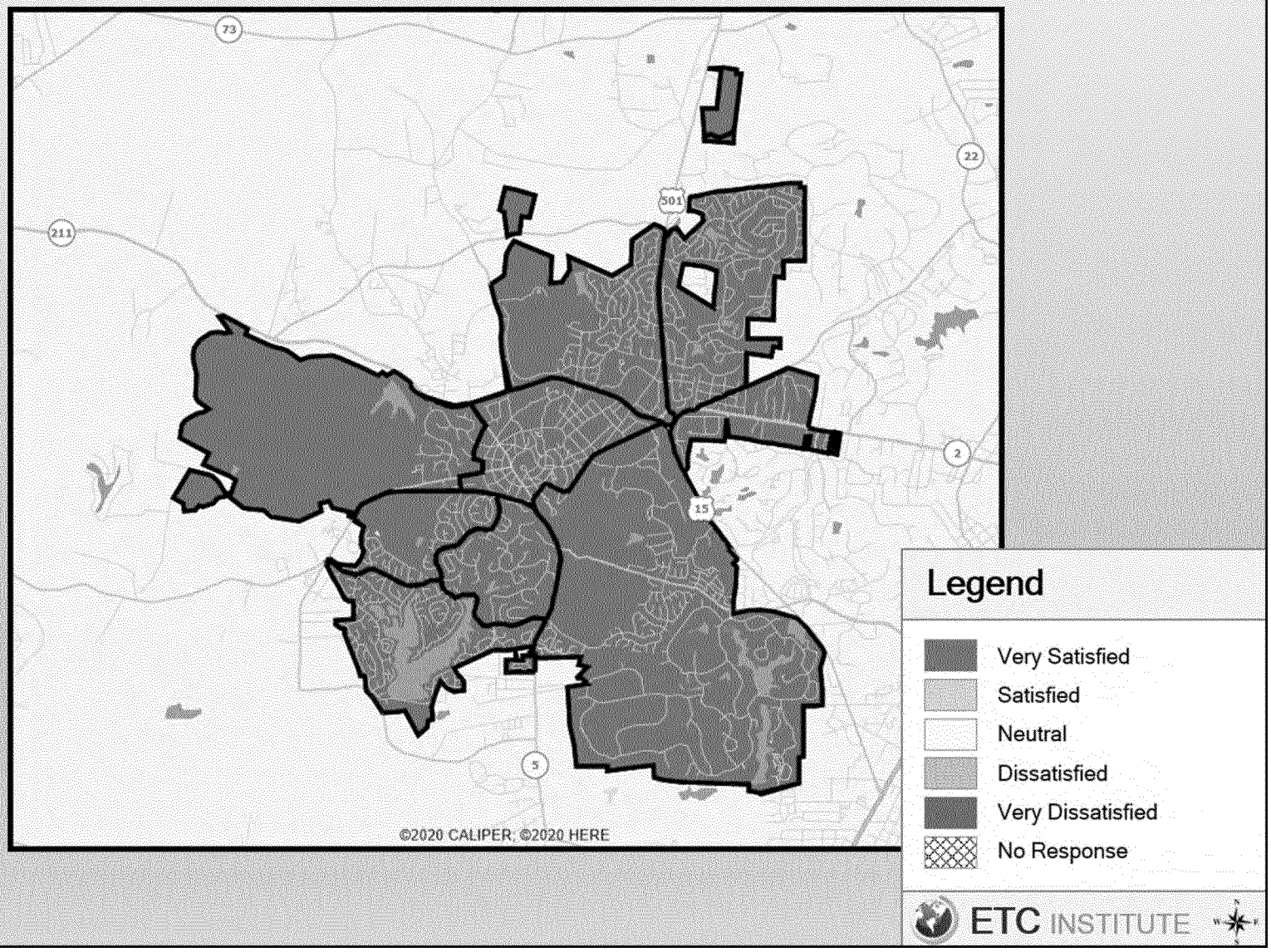
Q8a-03. Cannon Park



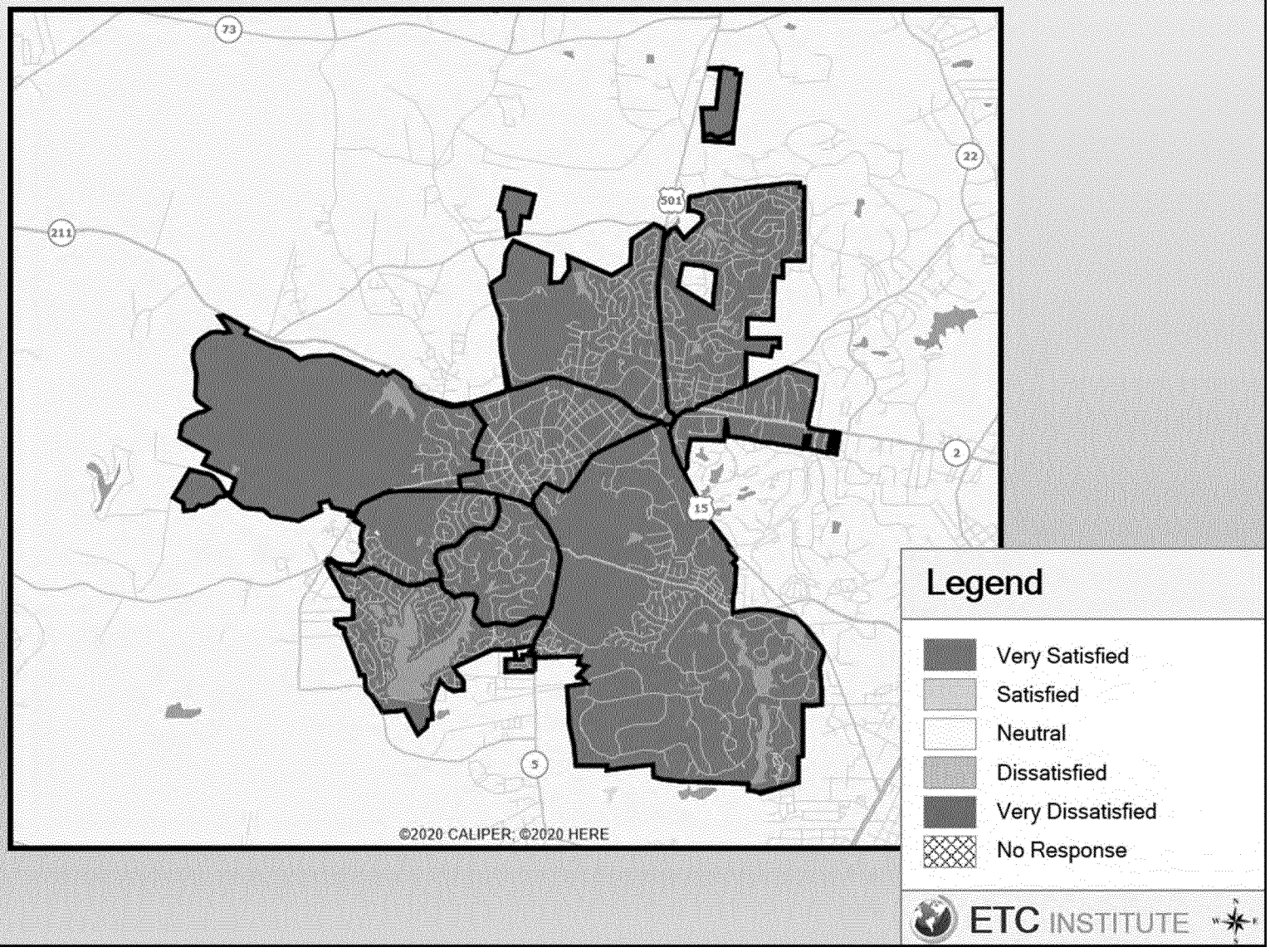
Q8a-04. Arboretum and Timmel Pavilion



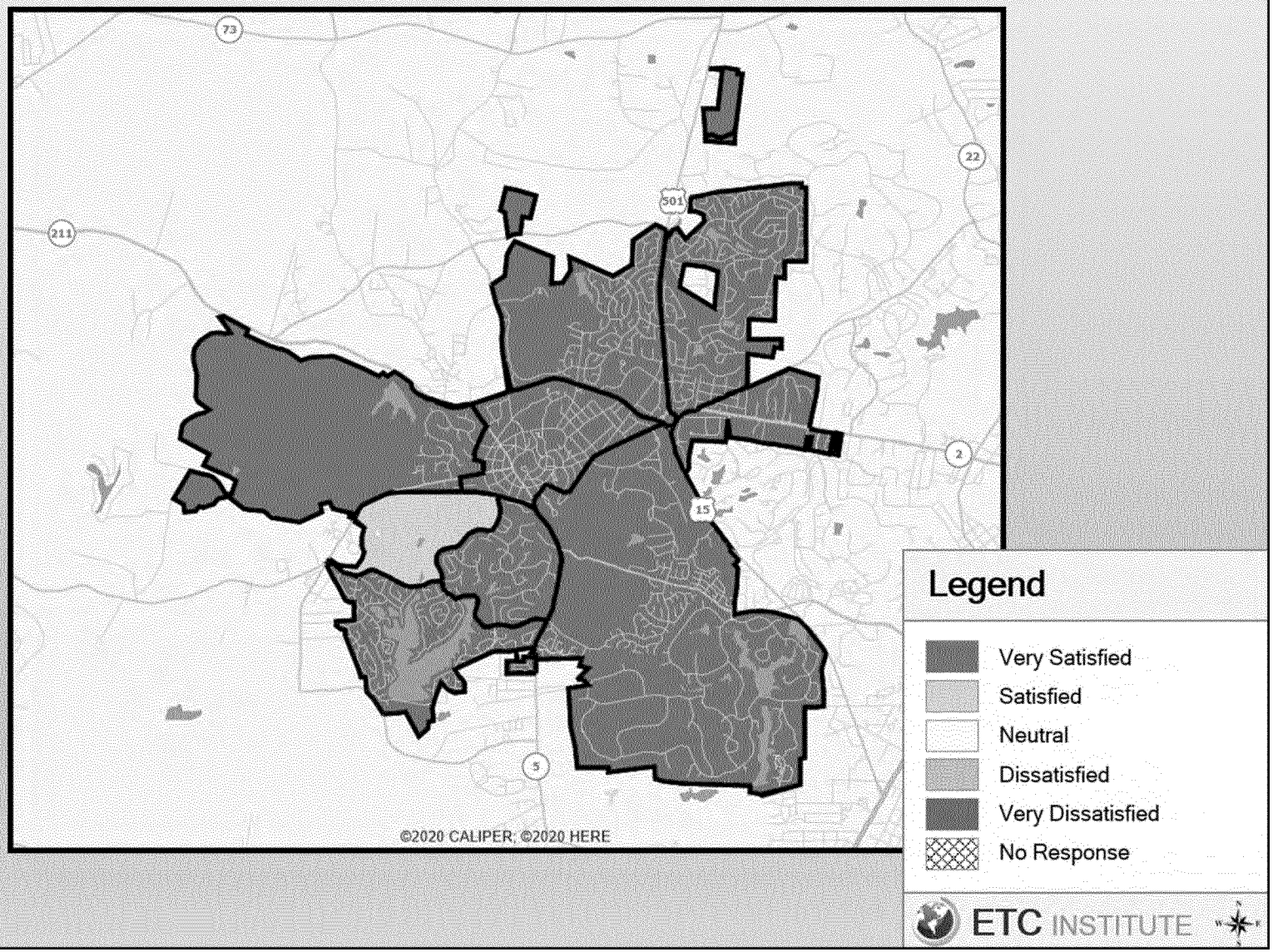
Q8a-05. Rassie Wicker Park



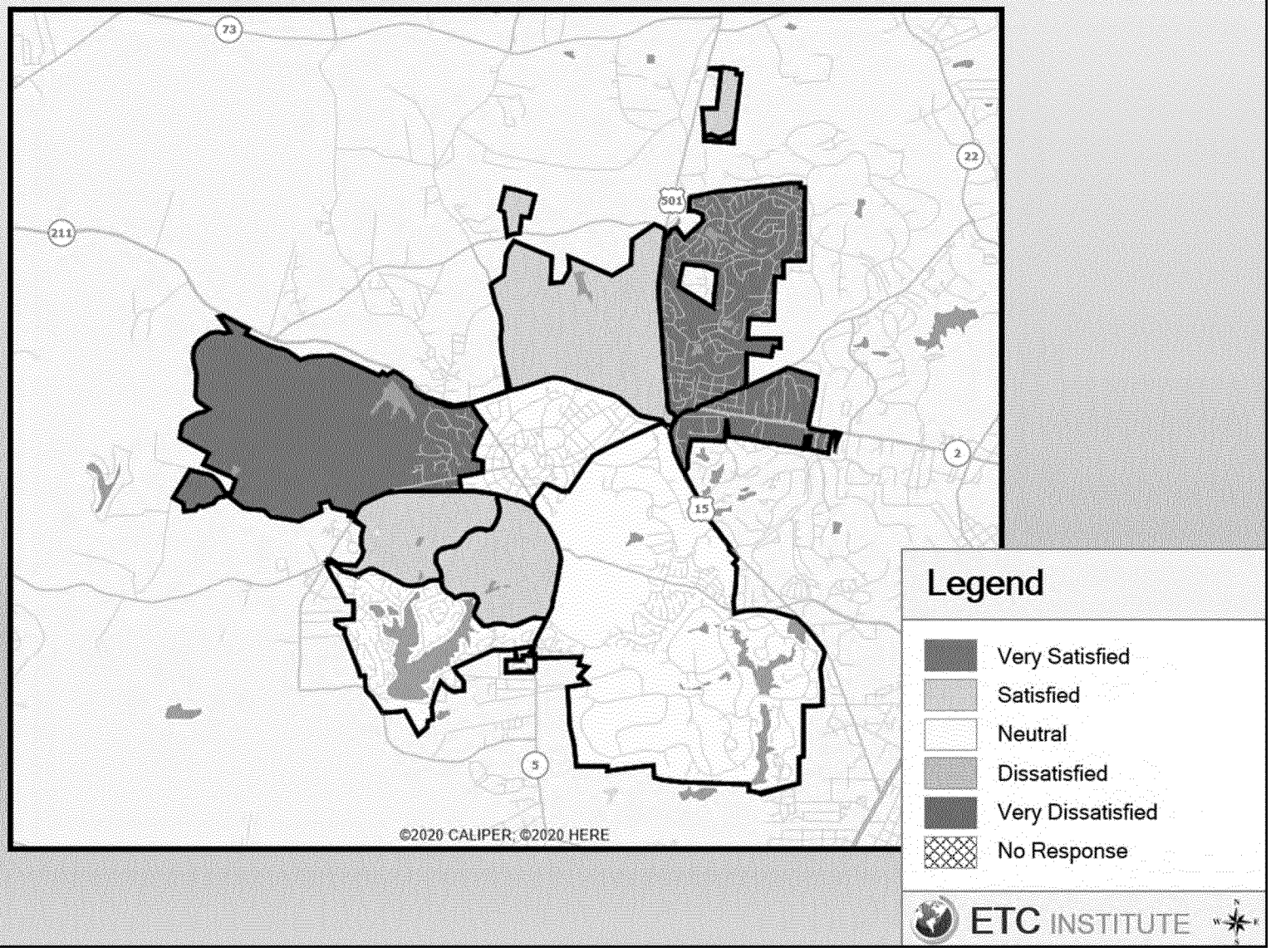
Q8a-06. Camelot Playground



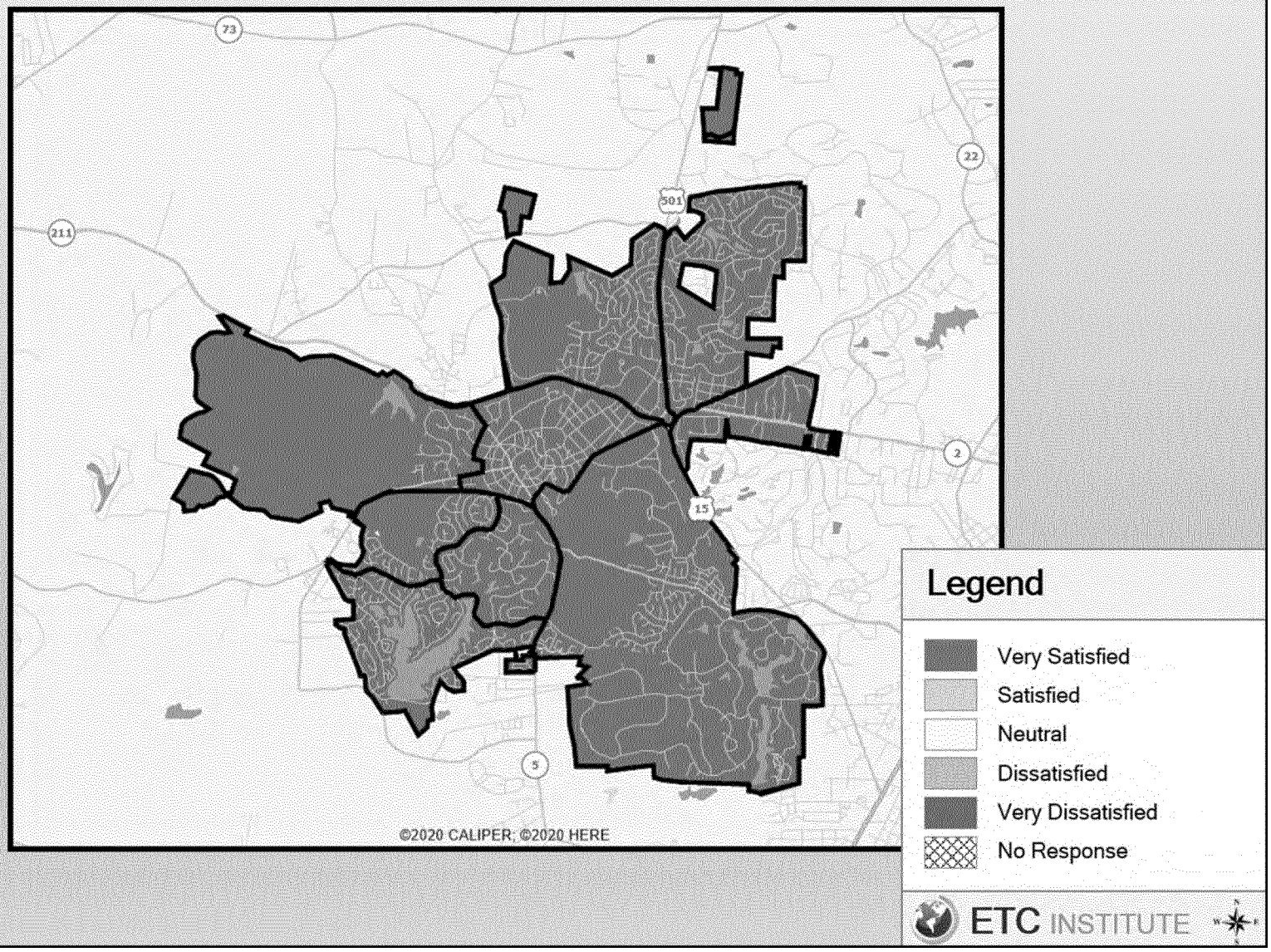
Q8a-07. Splash Pad at Wicker Park



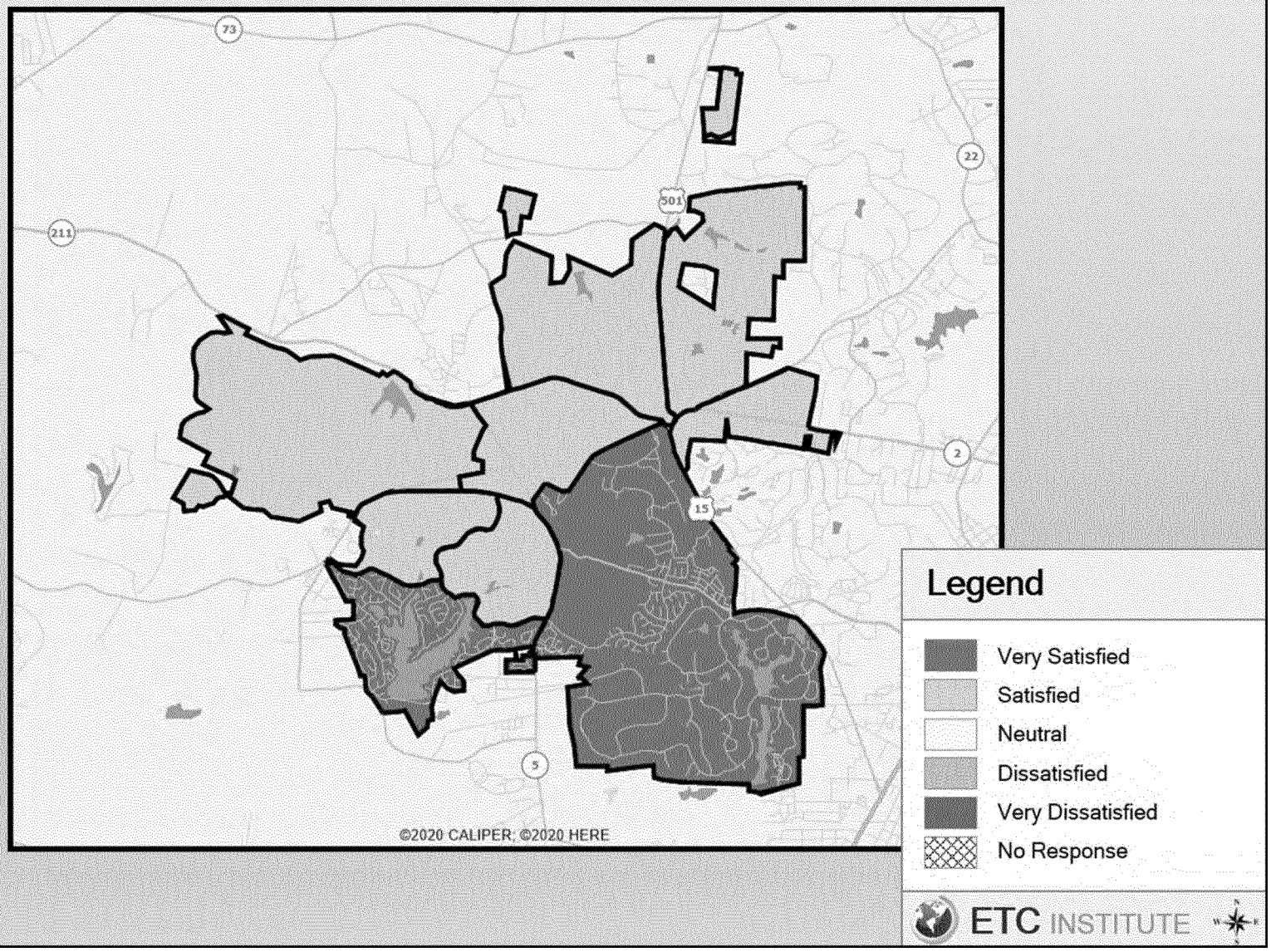
Q8a-08. West Pinehurst Park (e.g., disc golf)



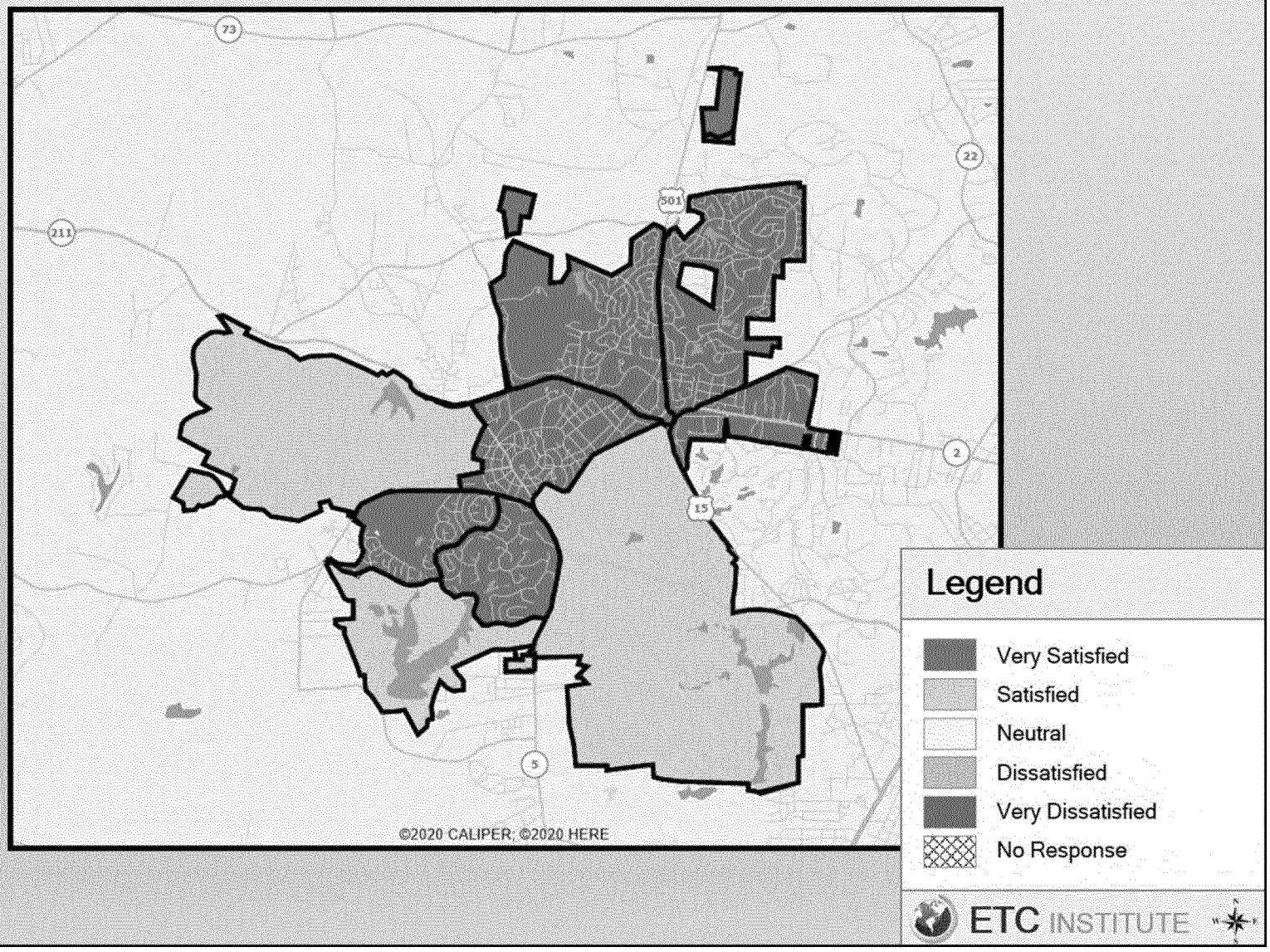
Q8a-09. Community Center



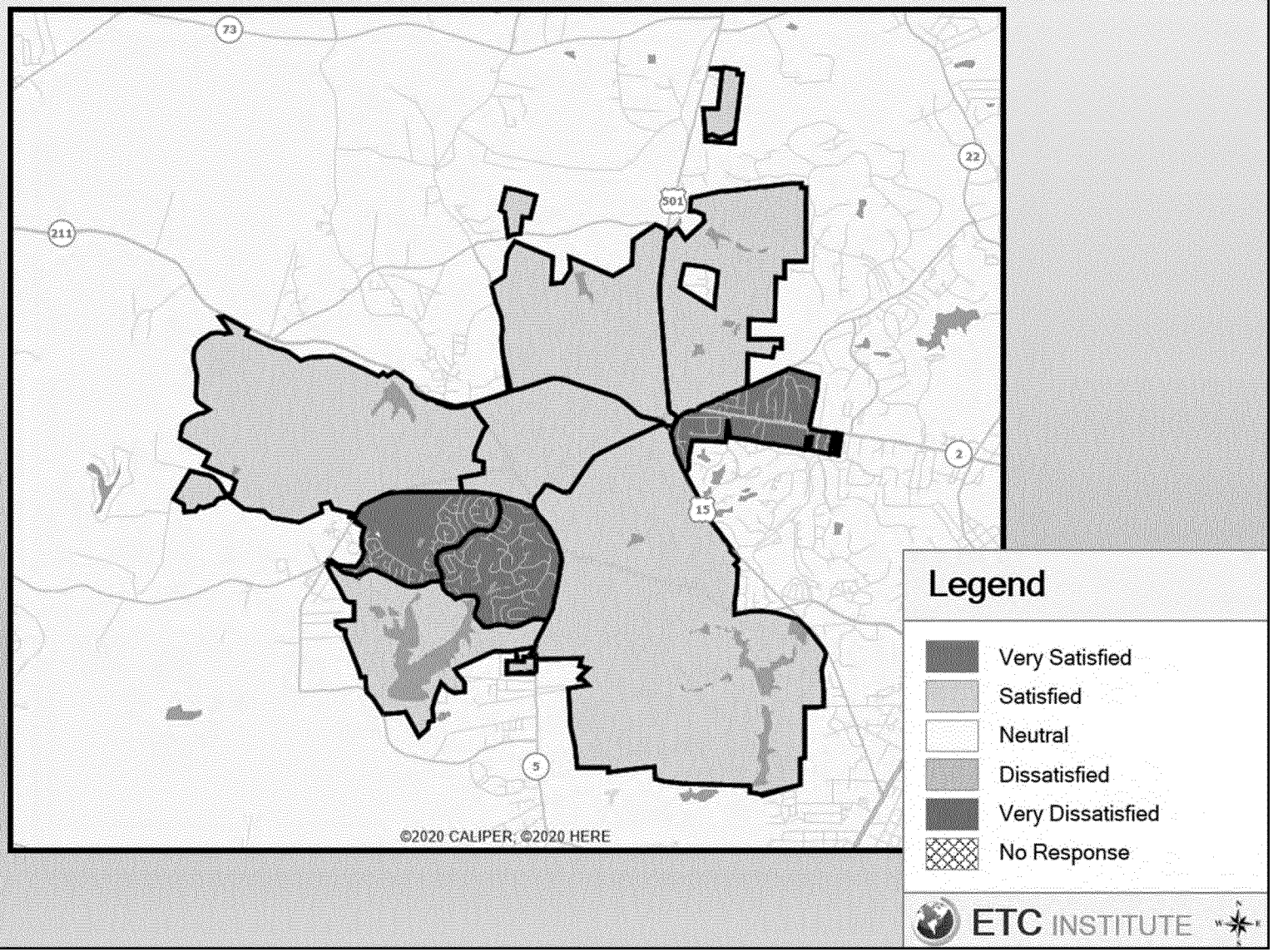
Q8a-10. Youth Recreation Programs



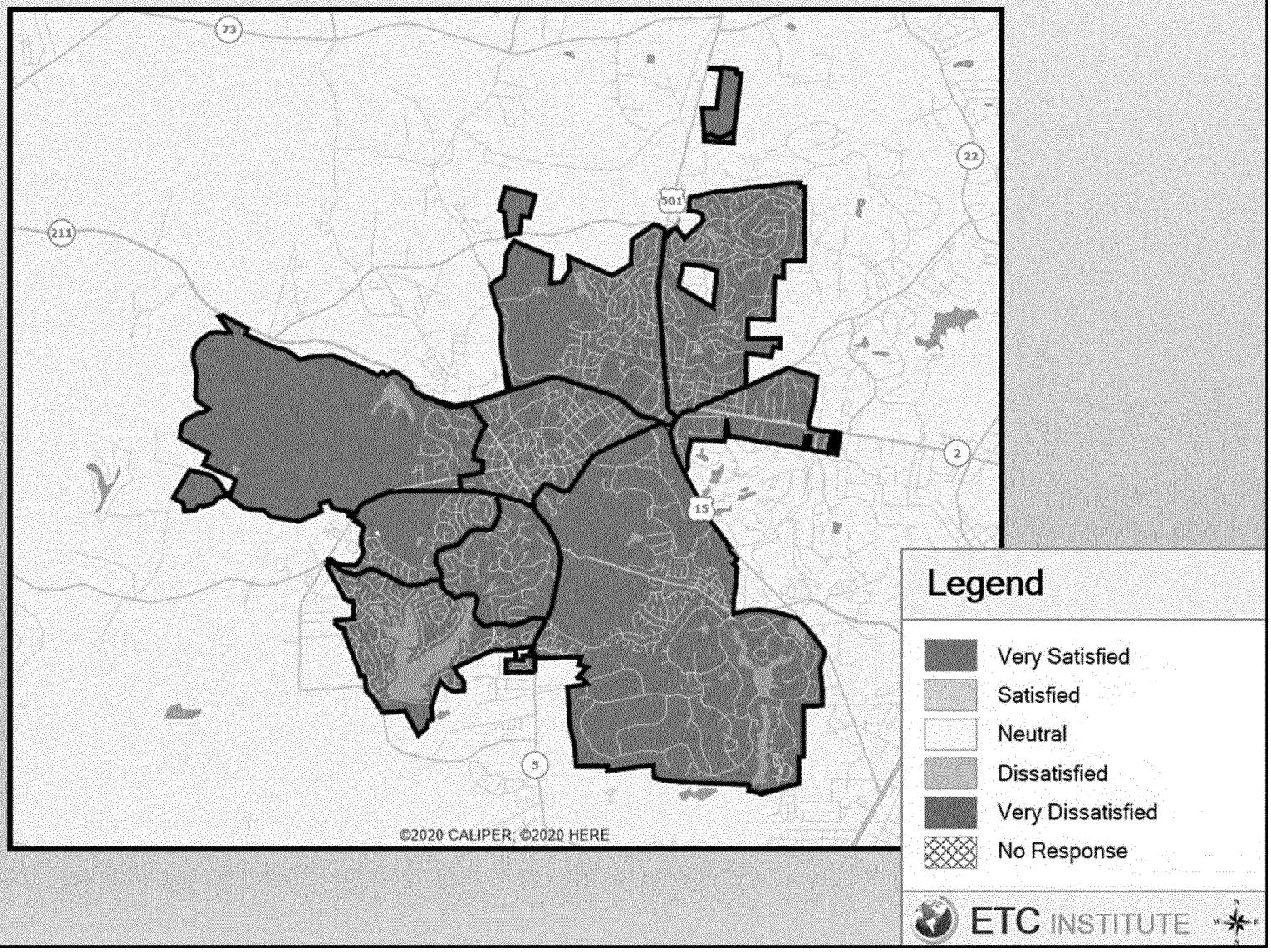
Q8a-11. Adult Recreation Programs



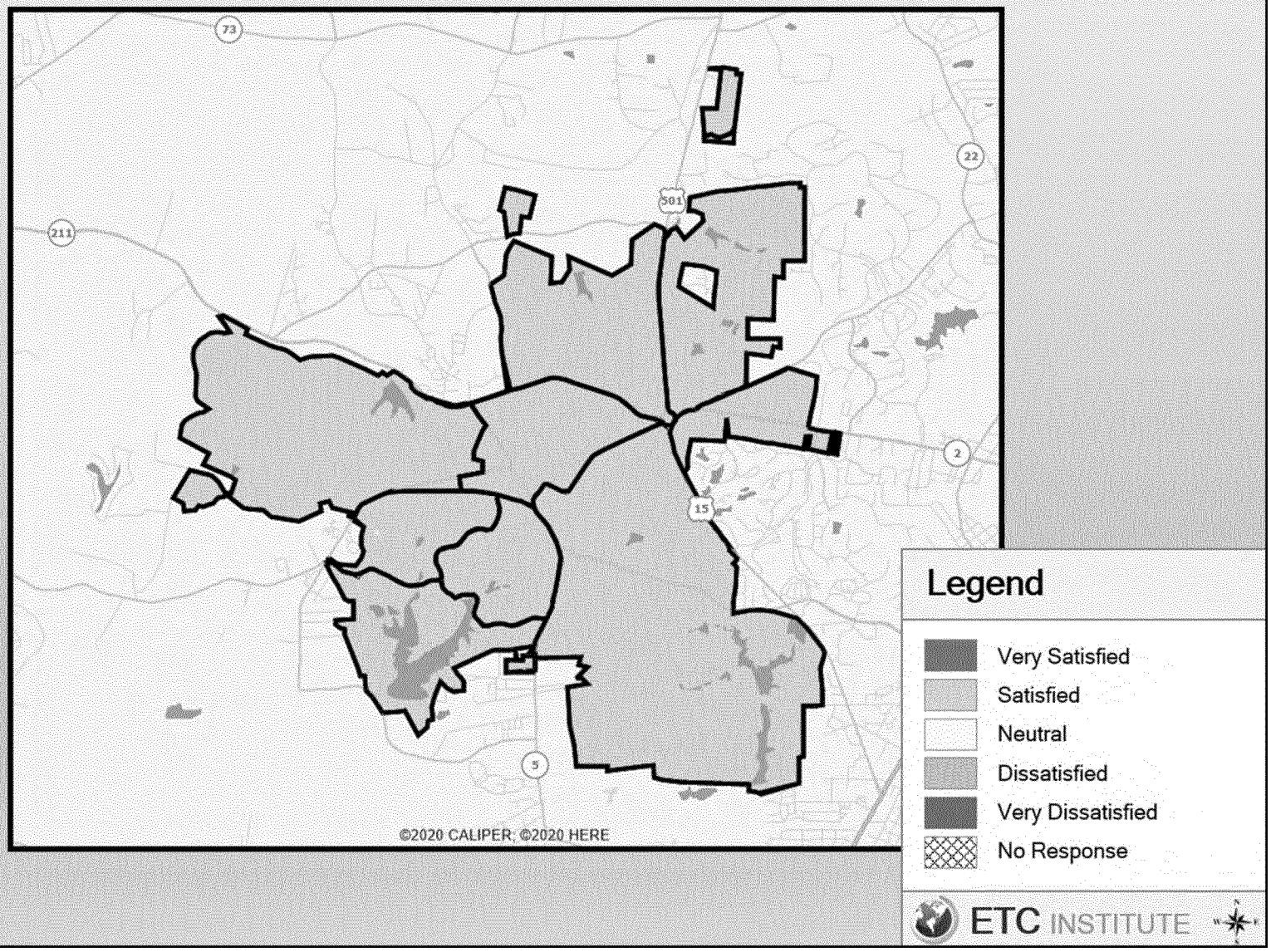
Q9-01. Number of Village parks



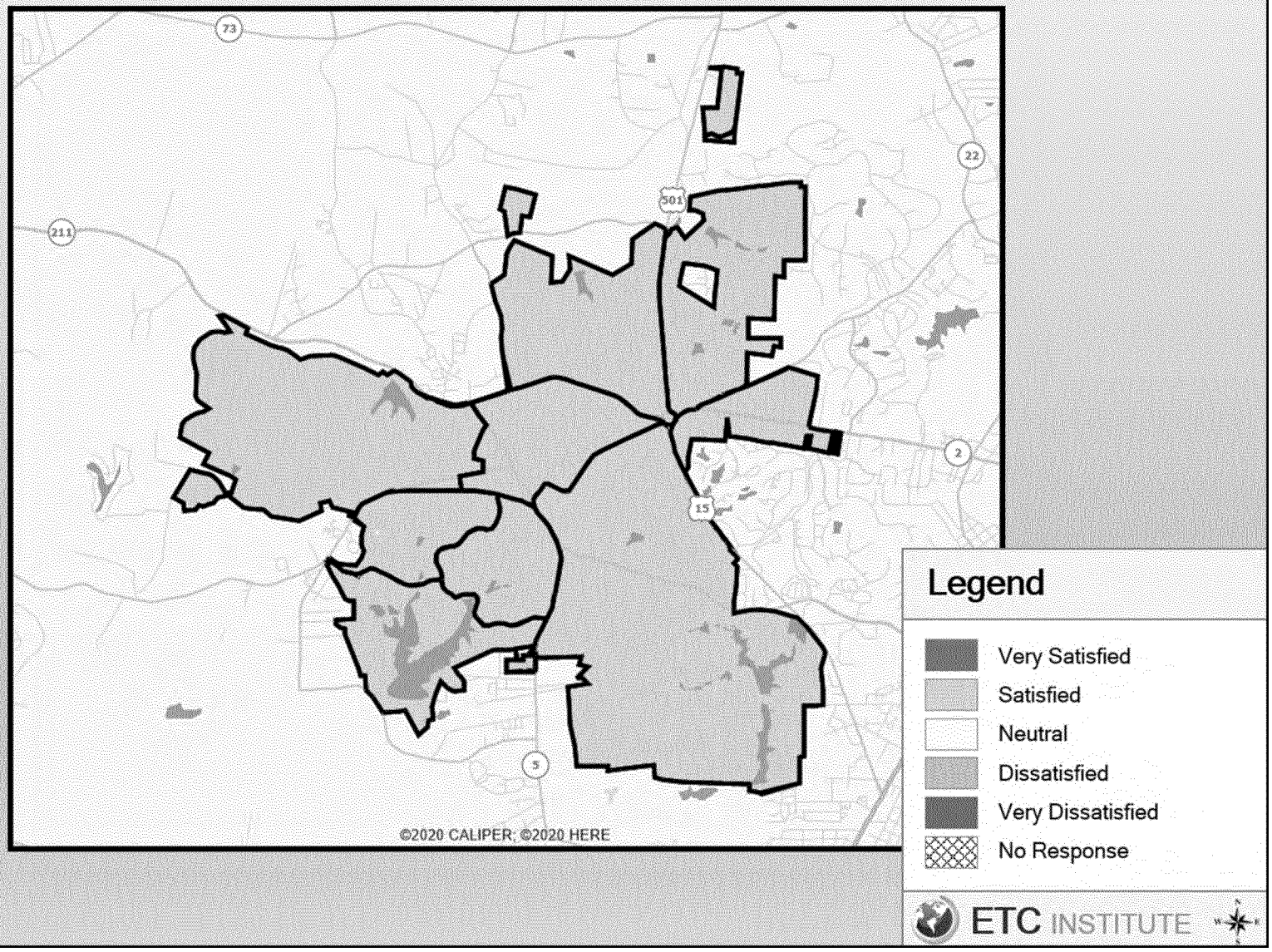
Q9-02. Quality of Village parks



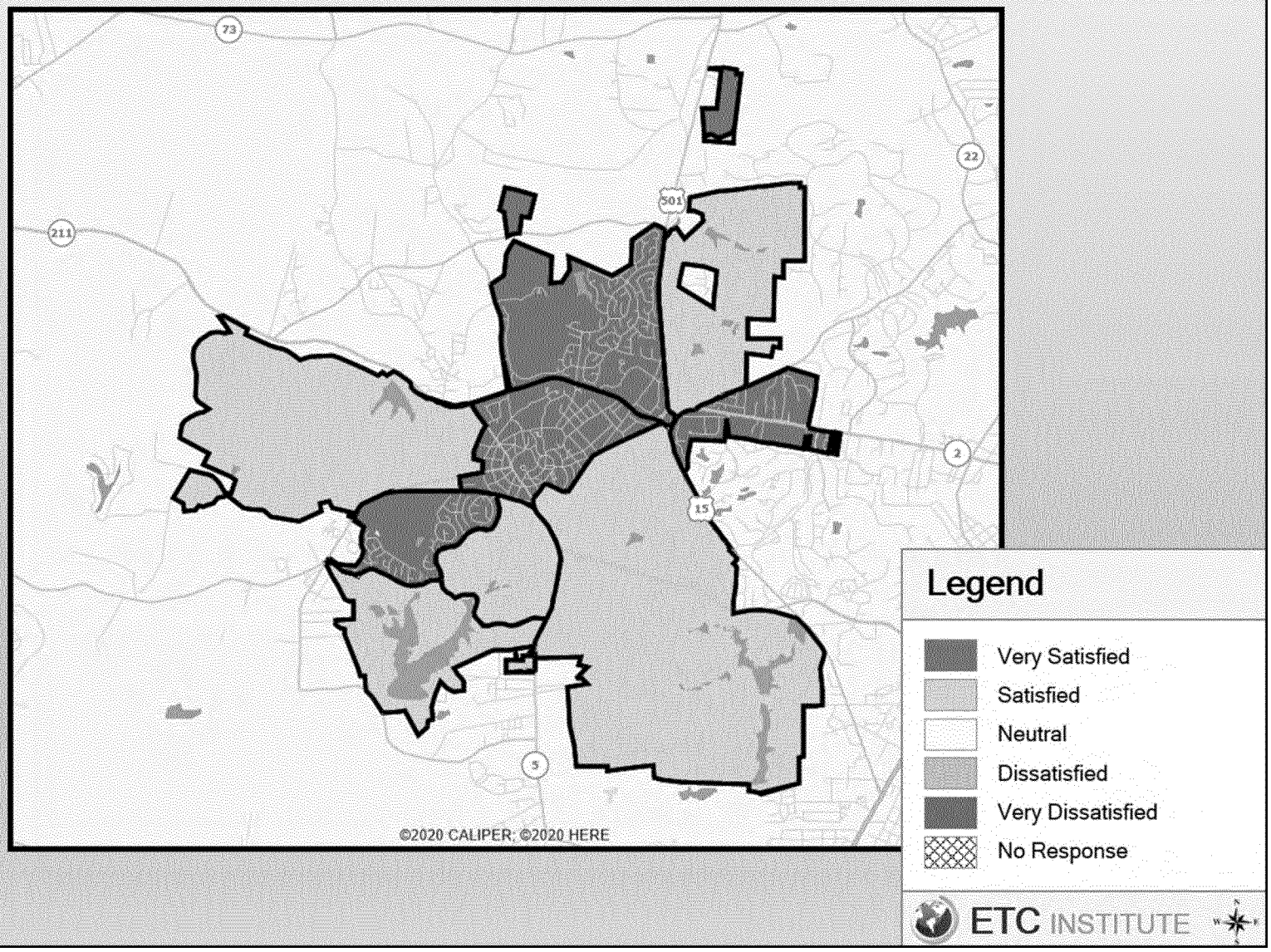
Q9-03. Quality of recreation indoor facilities



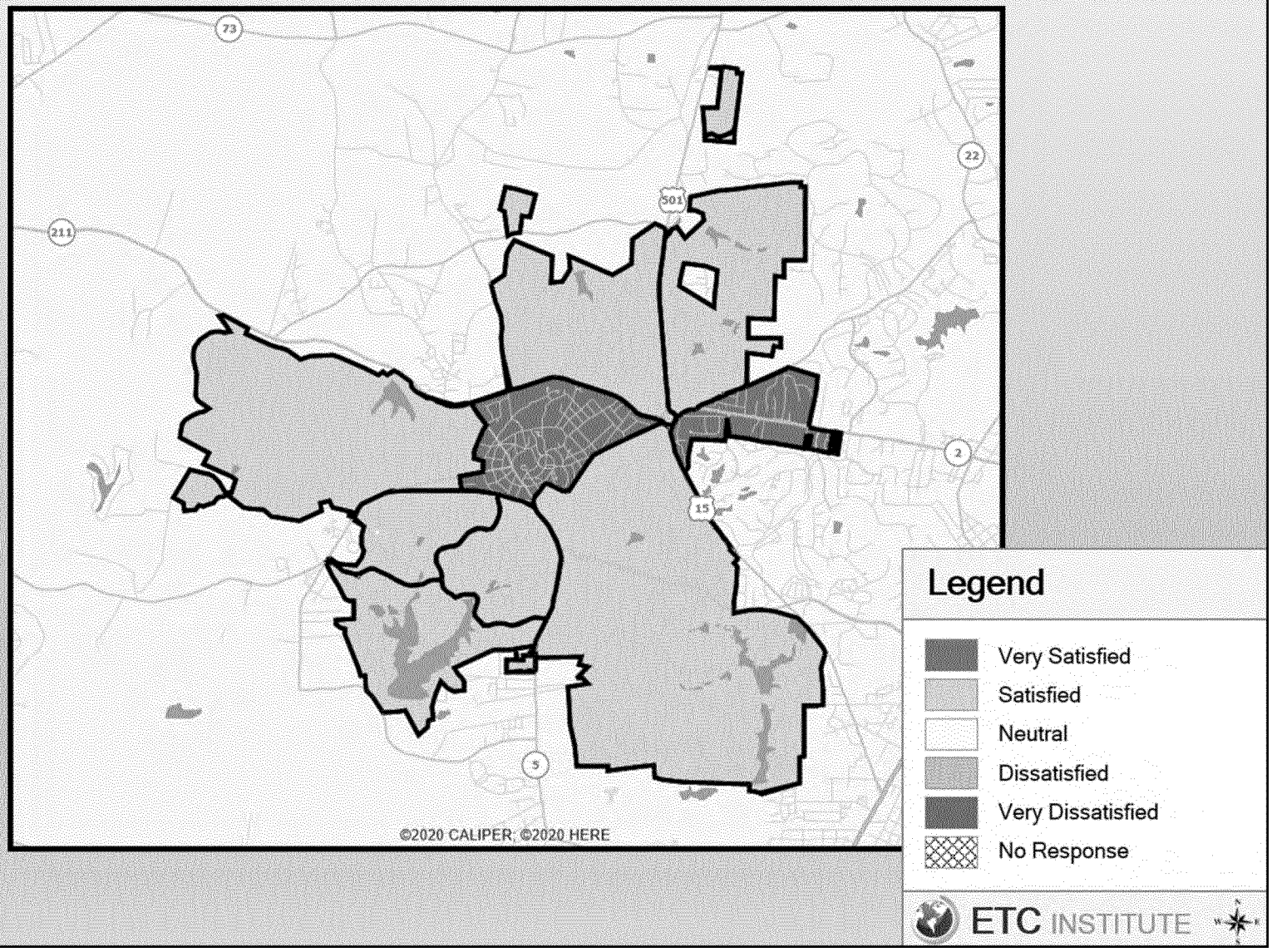
Q9-04. Availability of recreation indoor facilities



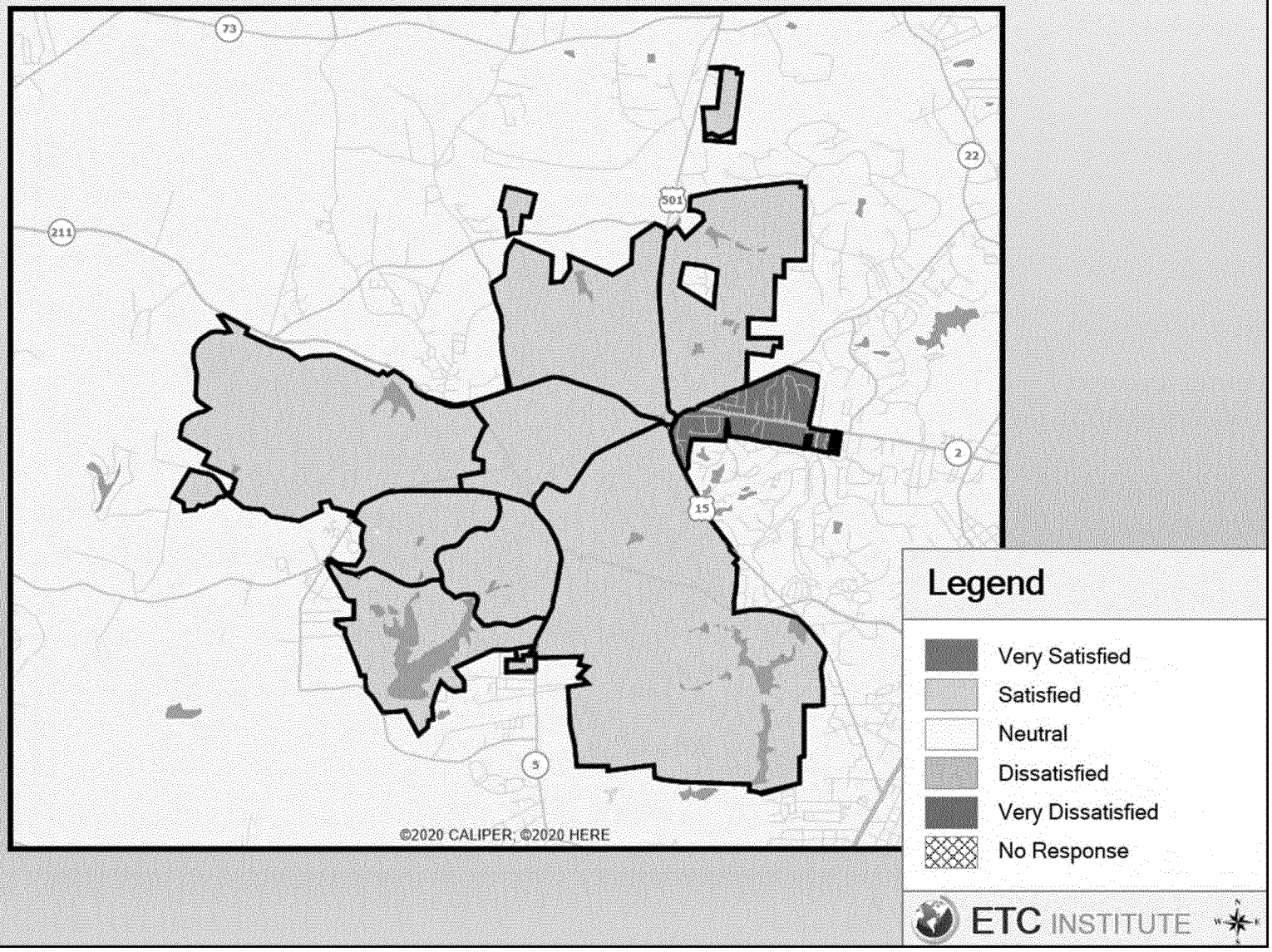
Q9-05. Availability of walking and greenway trails



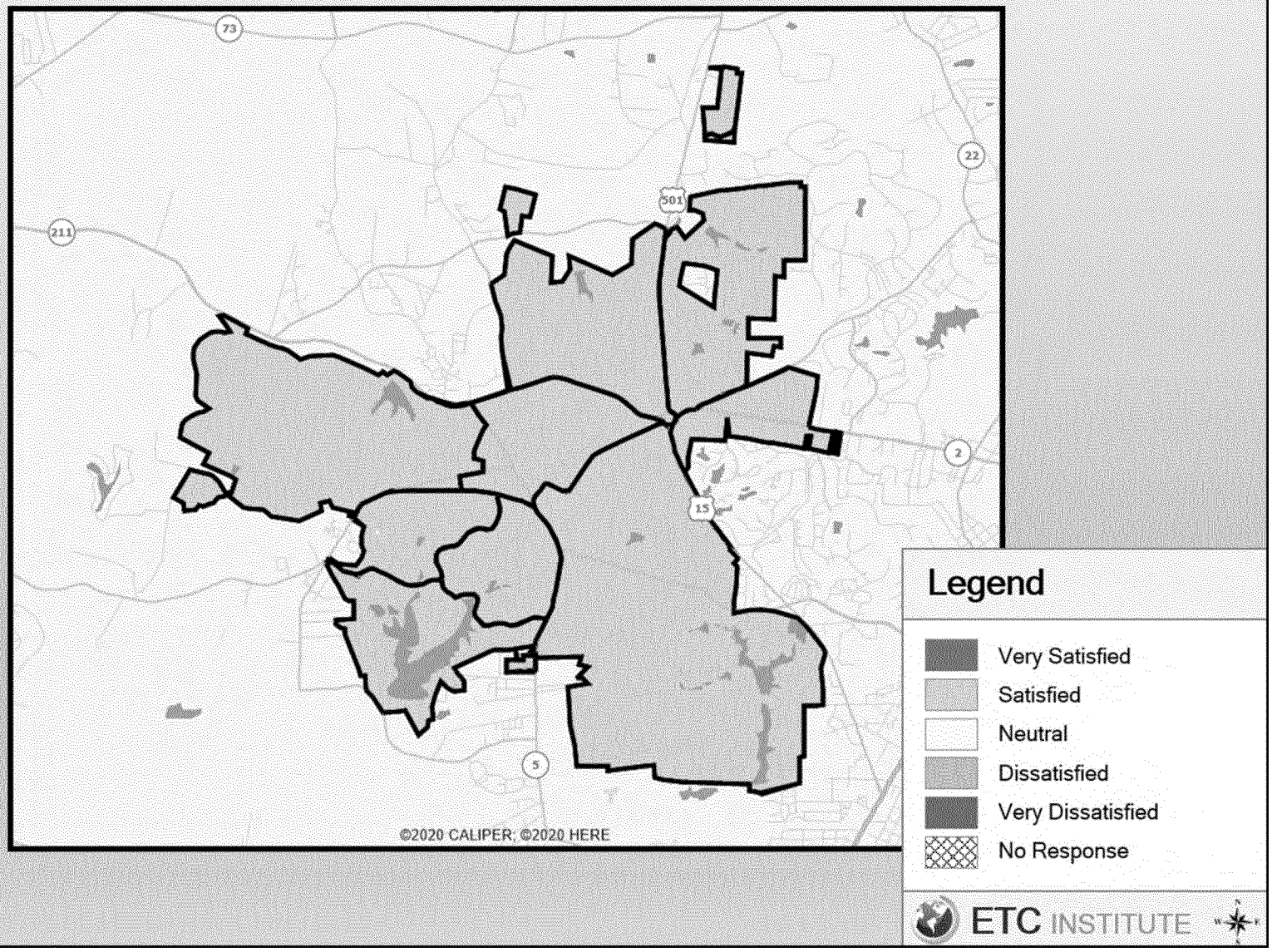
Q9-06. Condition of walking and greenway trails



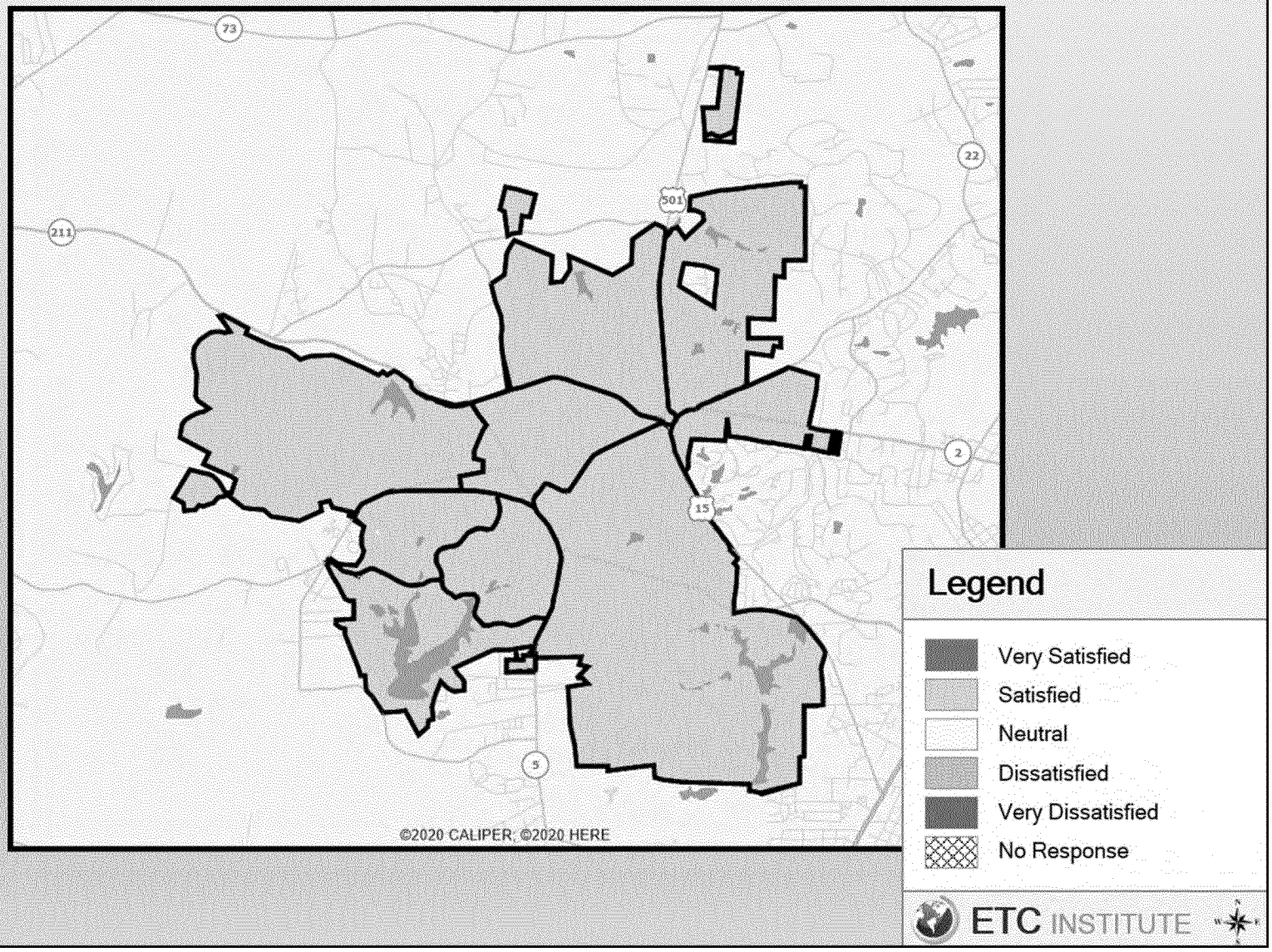
Q9-07. Quality of outdoor athletic fields and facilities



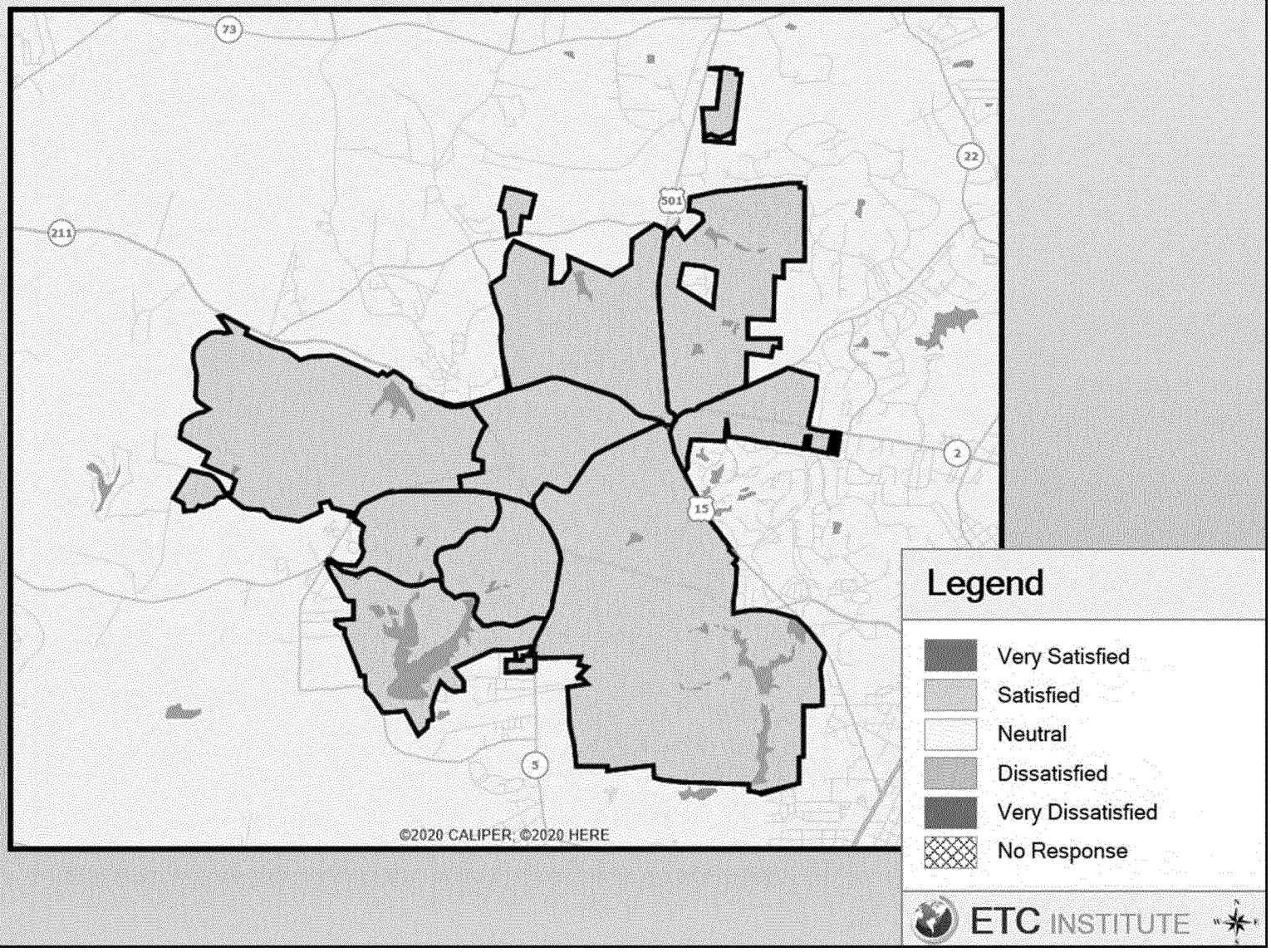
Q9-08. Availability of outdoor athletic fields and facilities



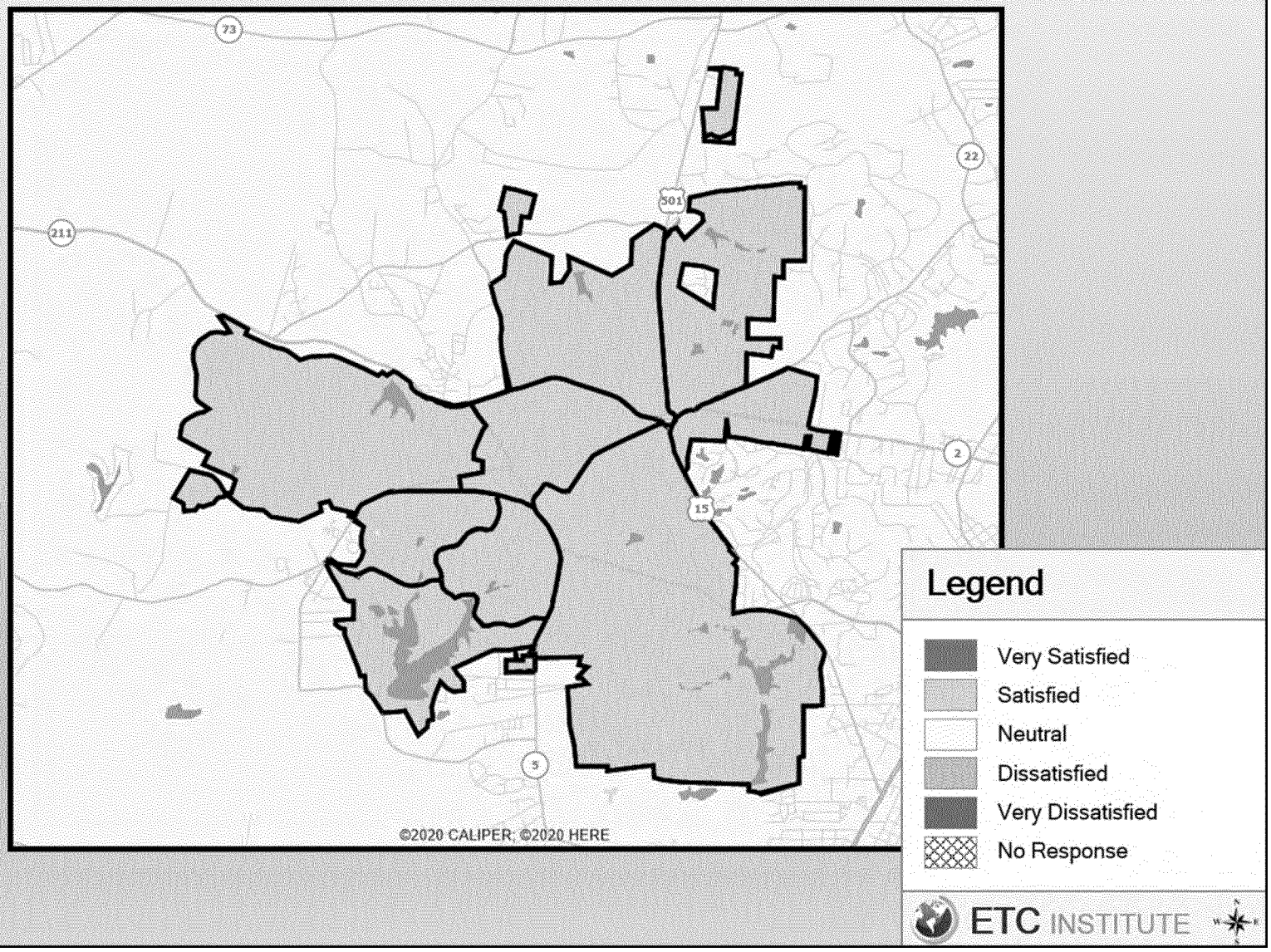
Q9-09. Availability of information about recreation programs



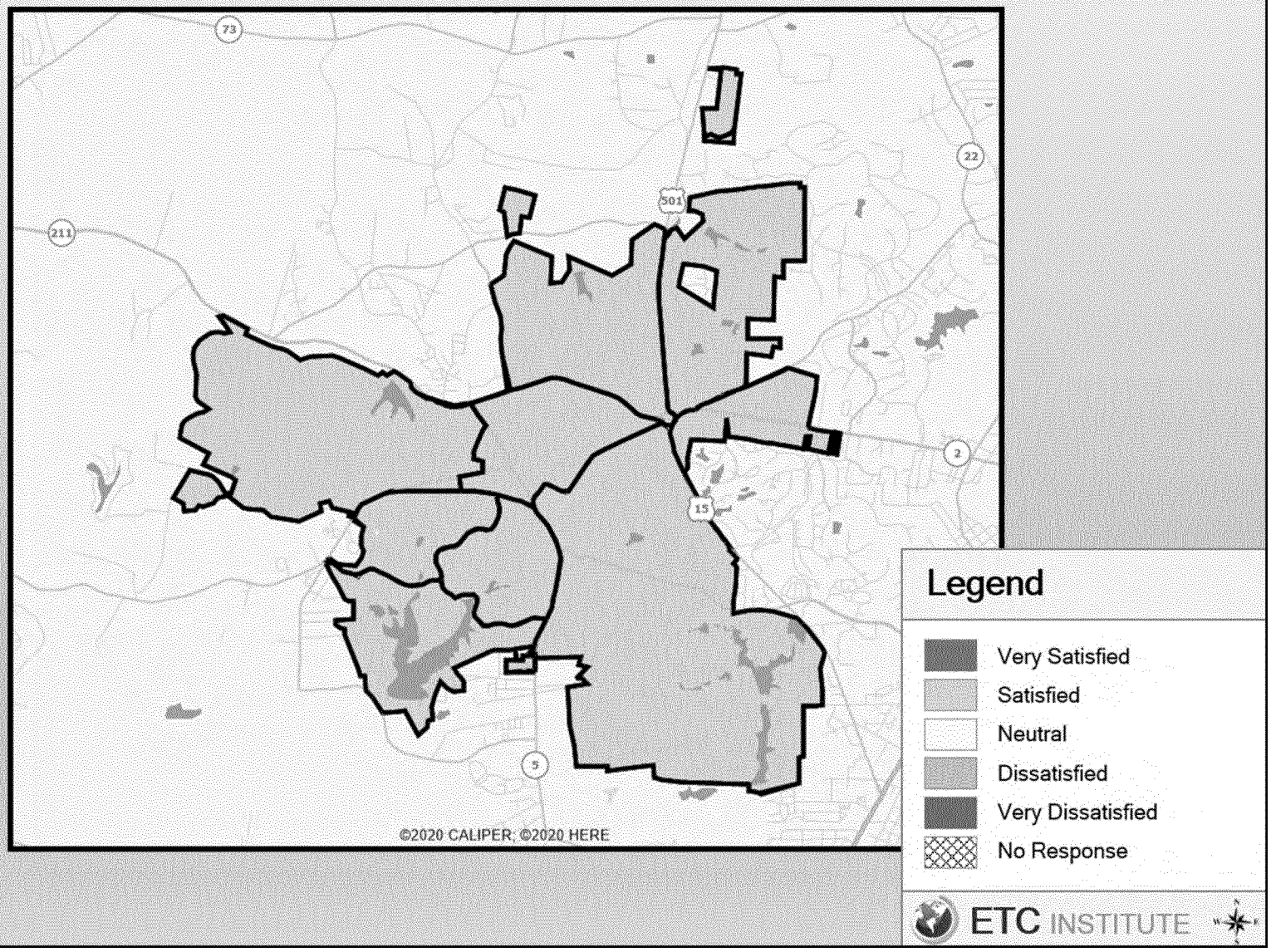
Q9-10. Quality of youth recreation programs



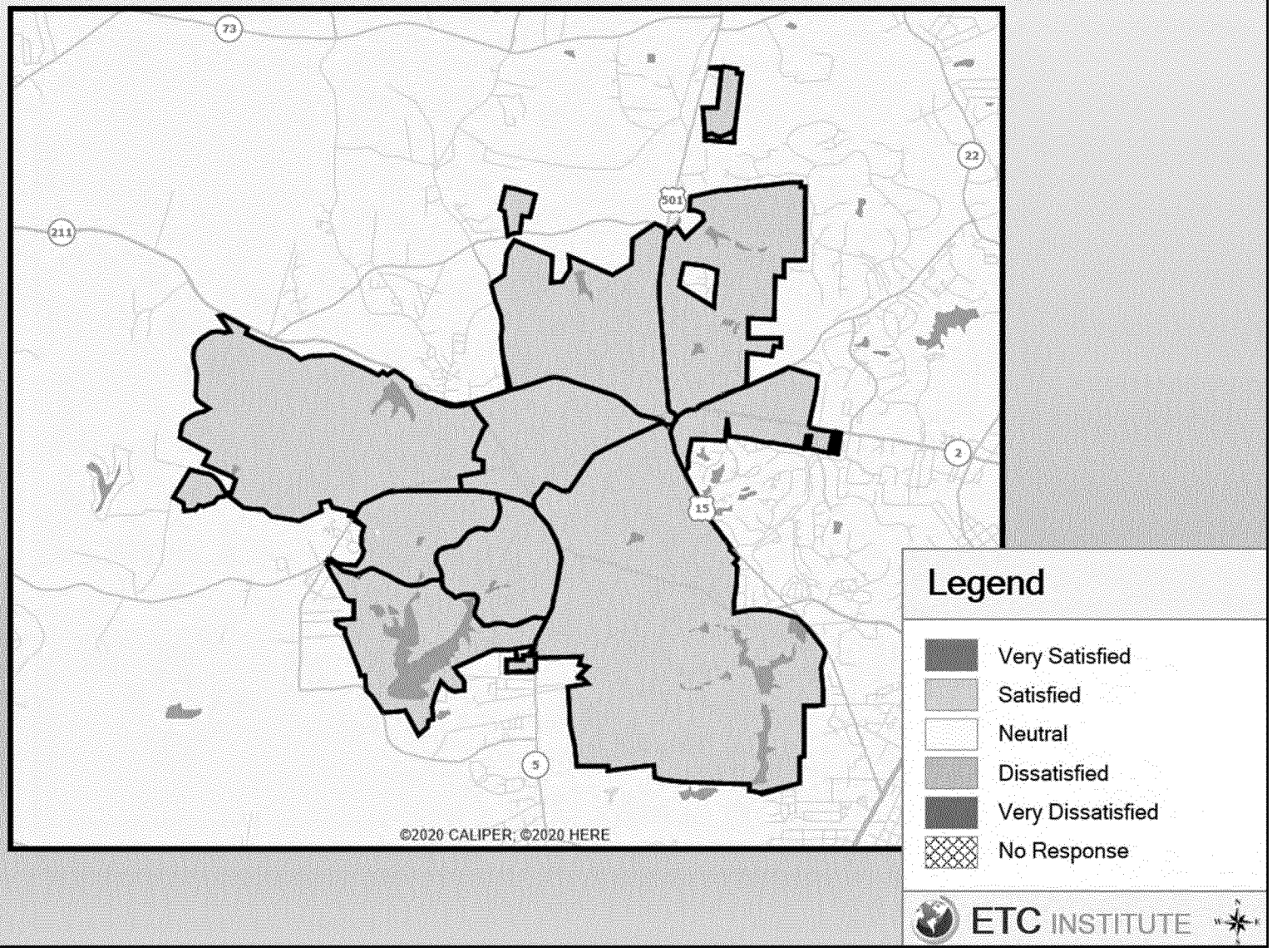
Q9-11. Quality of adult recreation programs



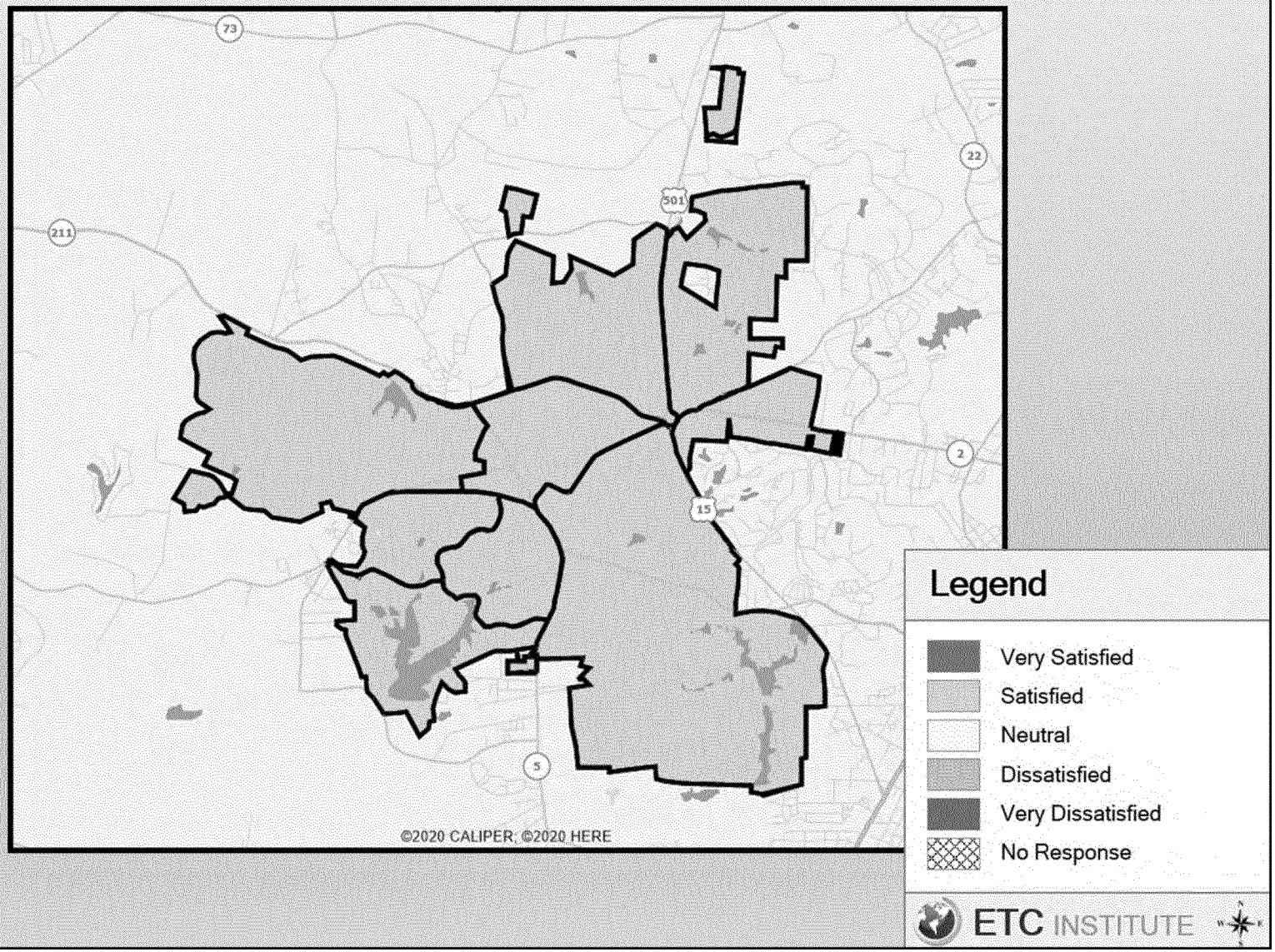
Q9-12. Range of amenities at parks and recreation facilities



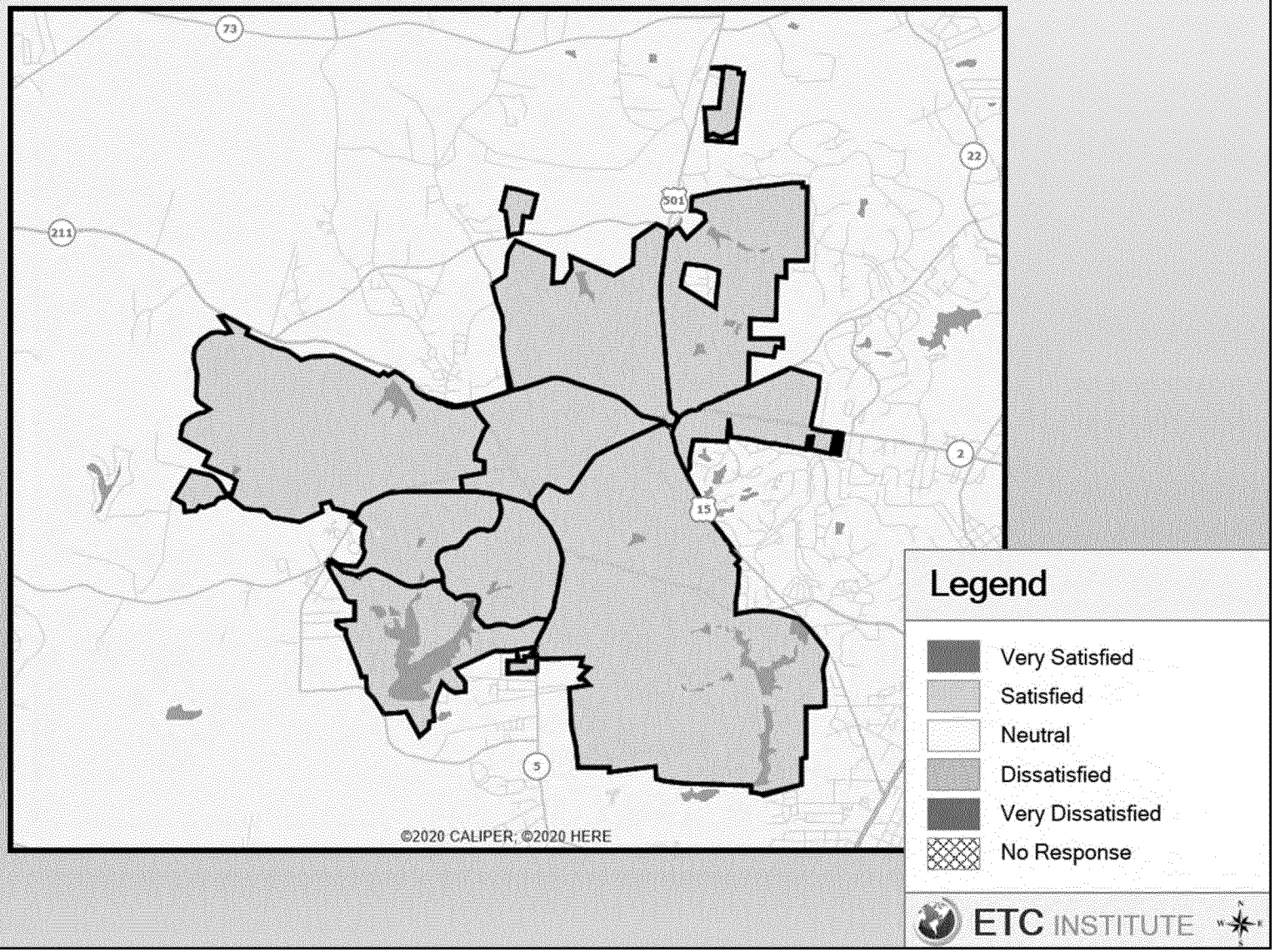
Q9-13. Village sponsored cultural and arts events



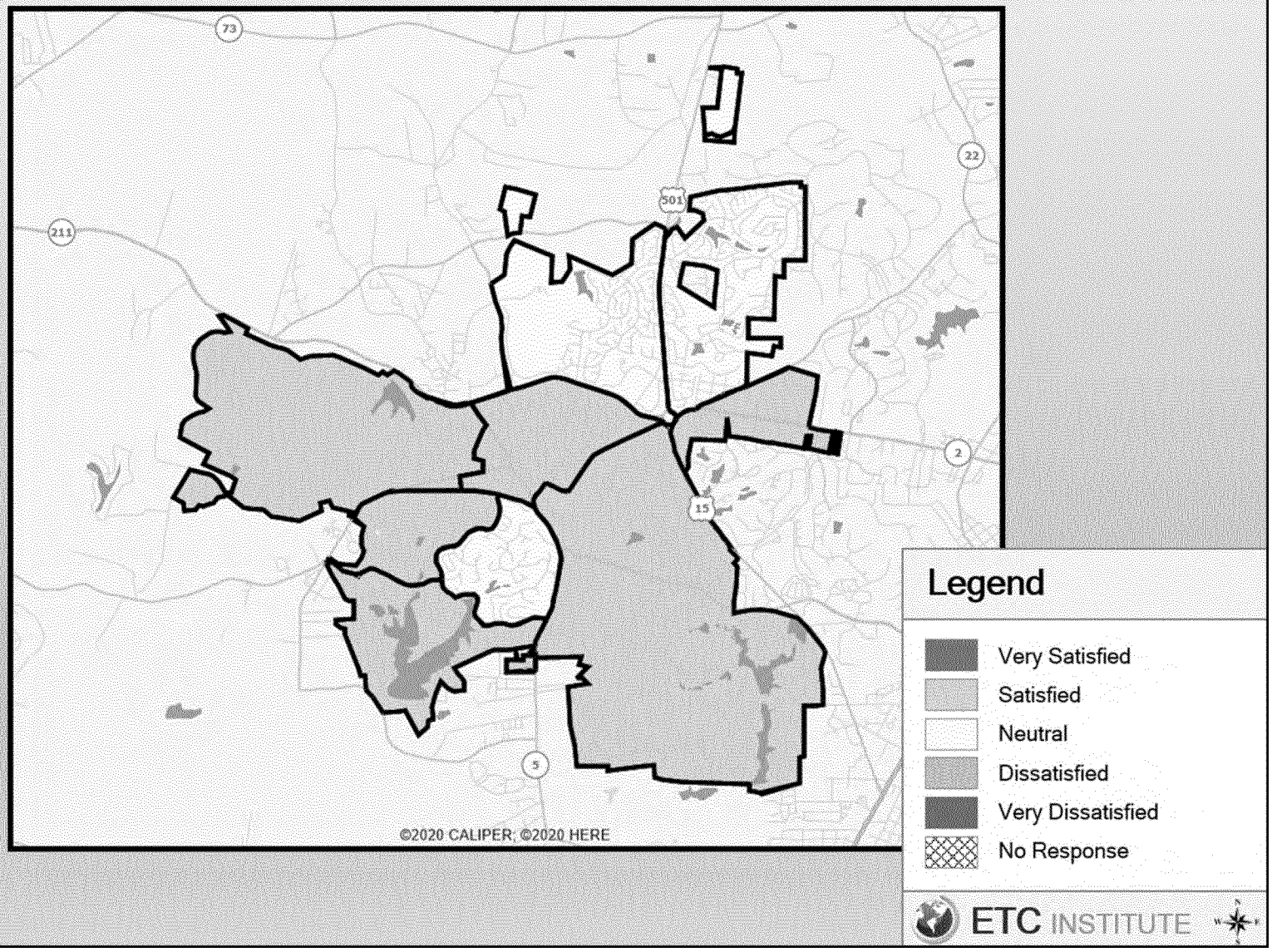
Q9-14. Variety of cultural arts events and programs in Southern Moore County



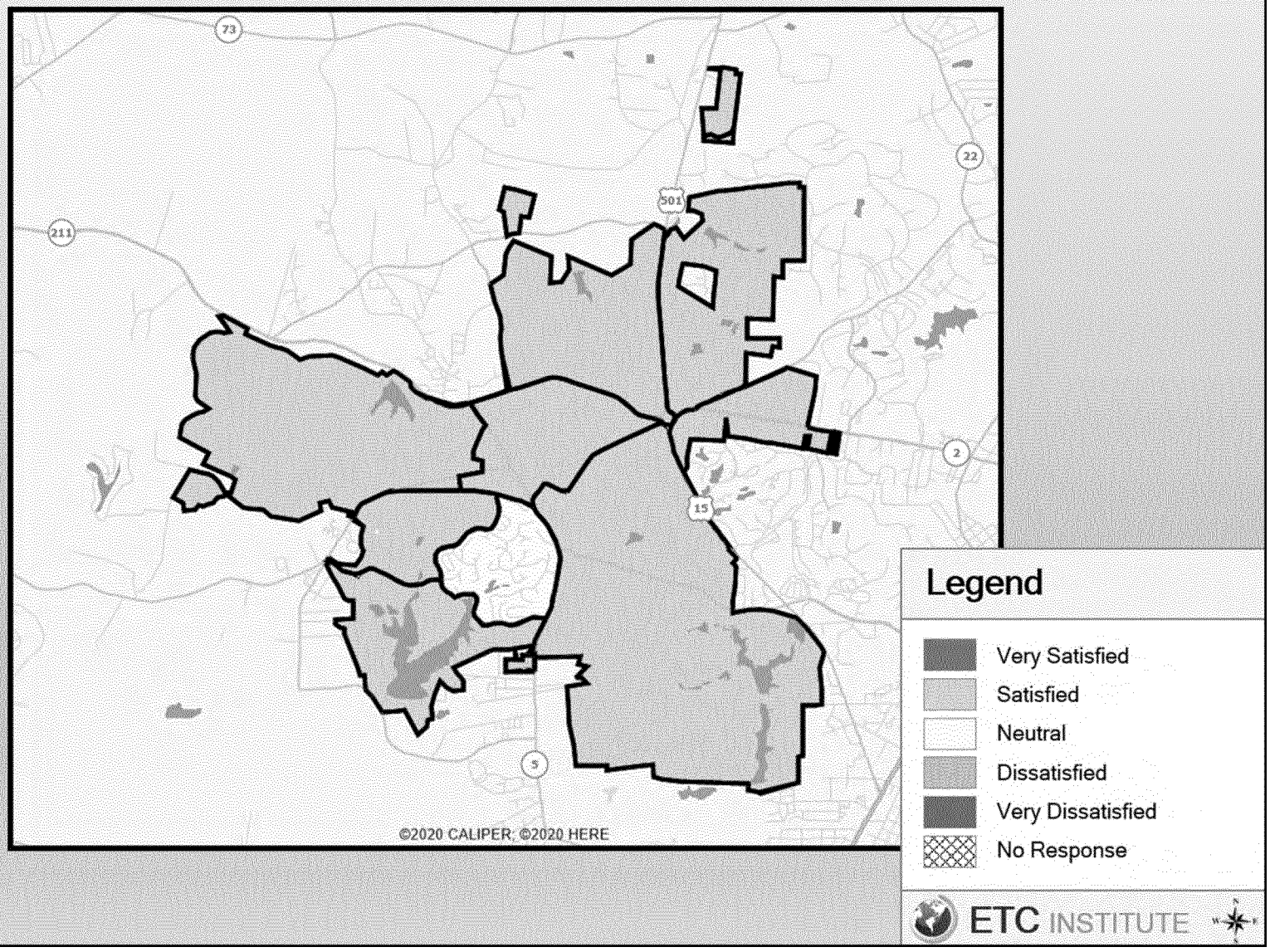
Q15-1. Enforcing the cleanup of litter and debris on private property



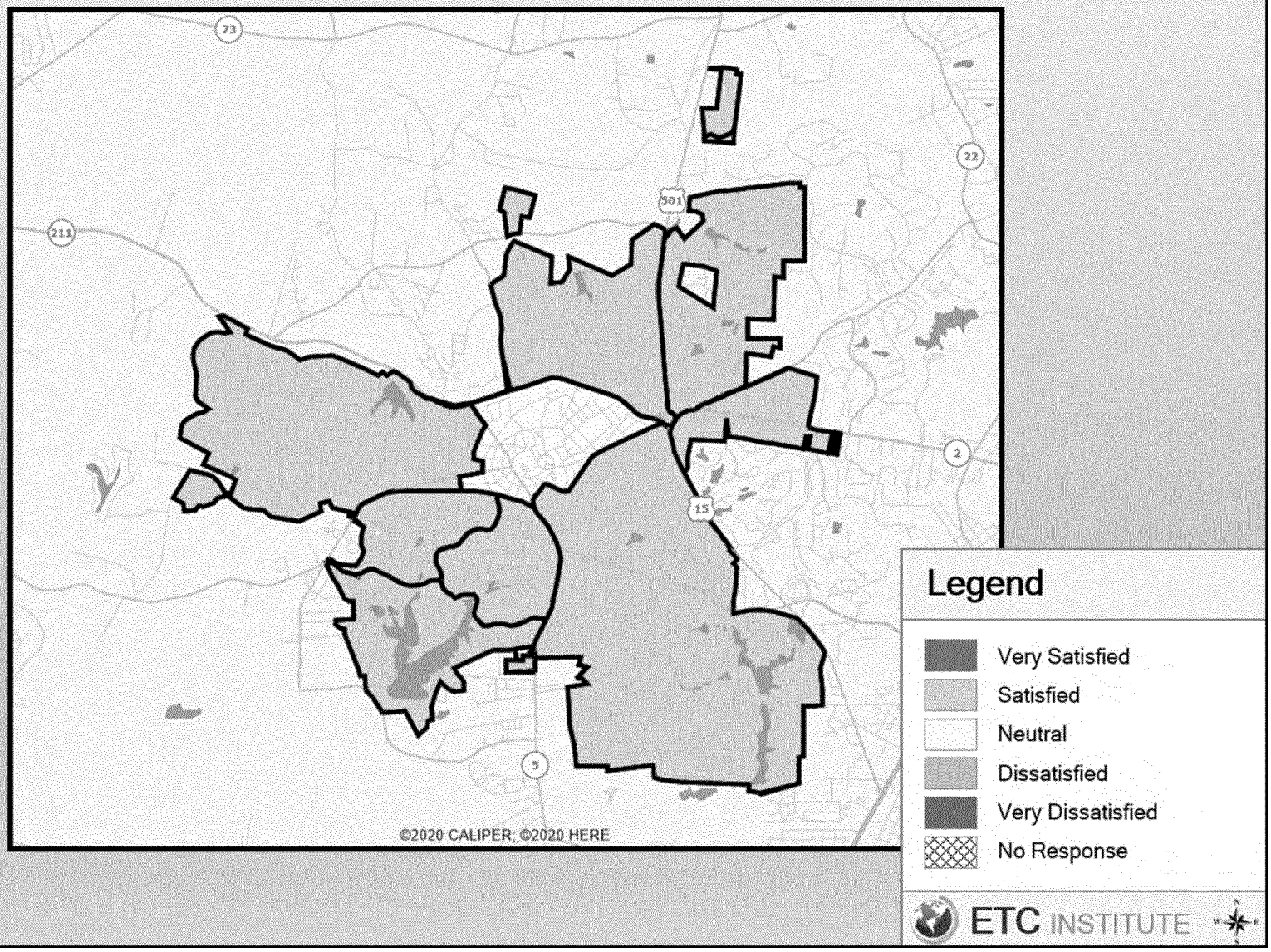
Q15-2. Enforcing mowing and cutting of grass and weeds on private property



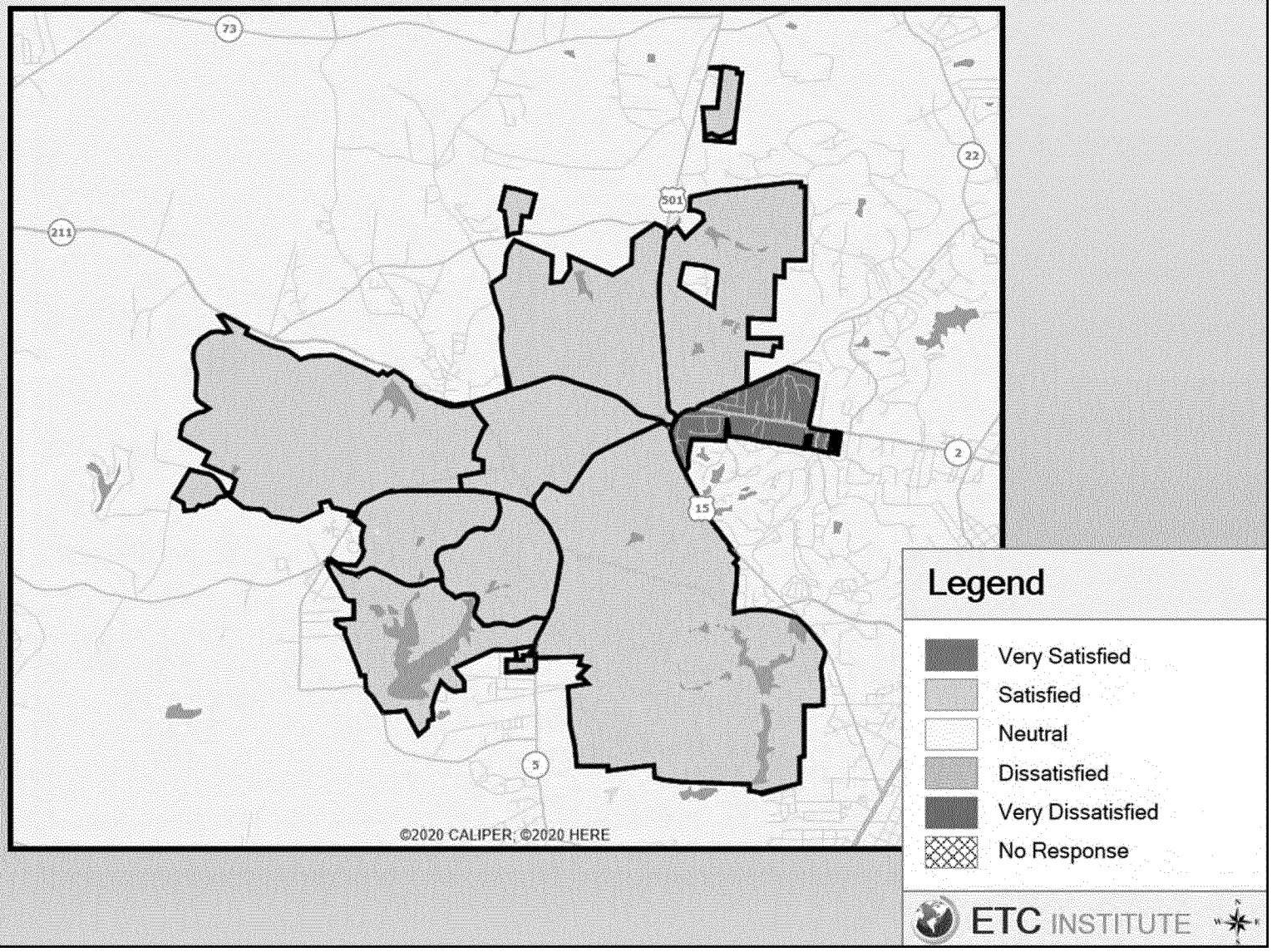
Q15-3. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods



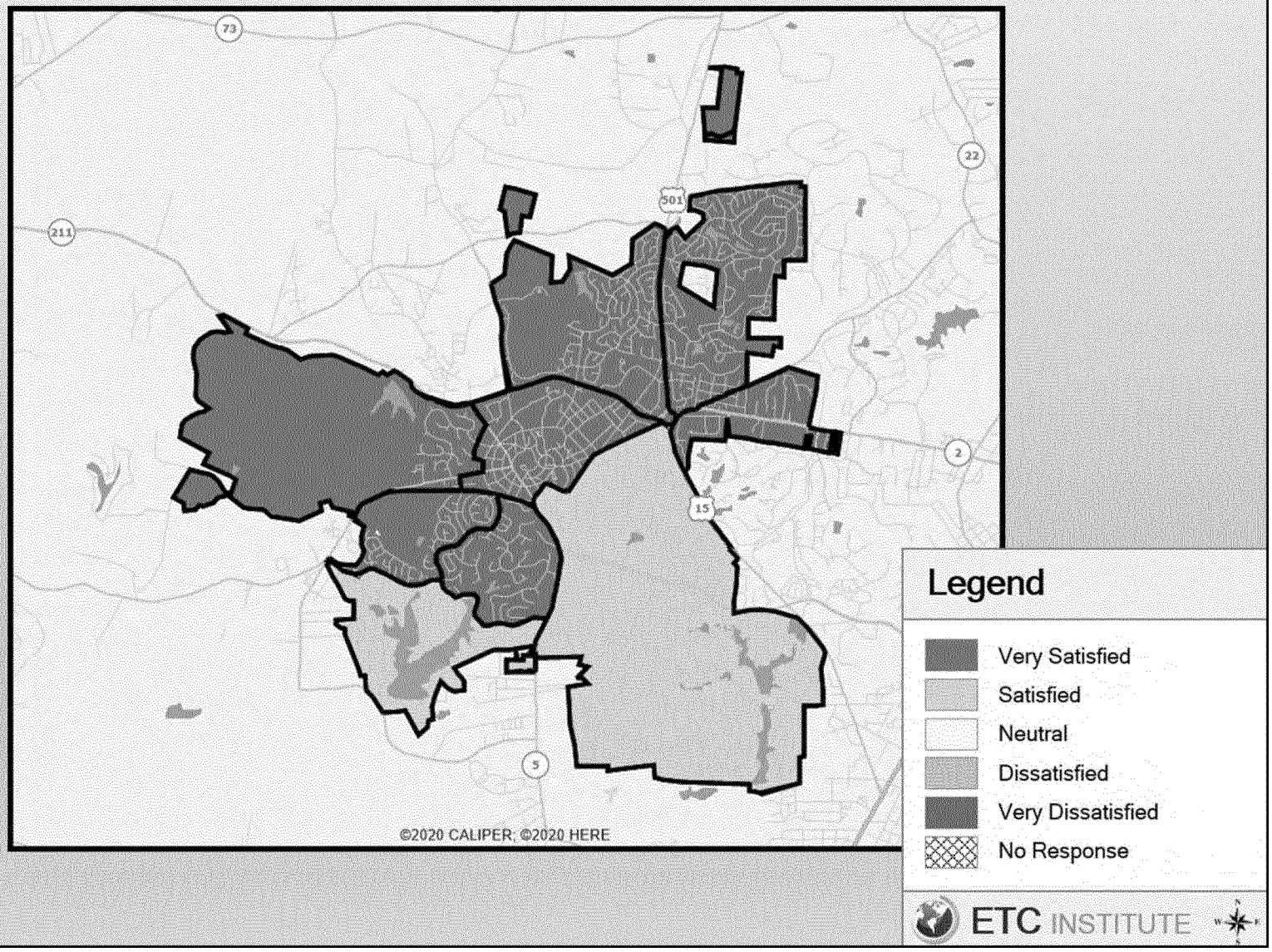
Q15-4. Enforcing sign regulations



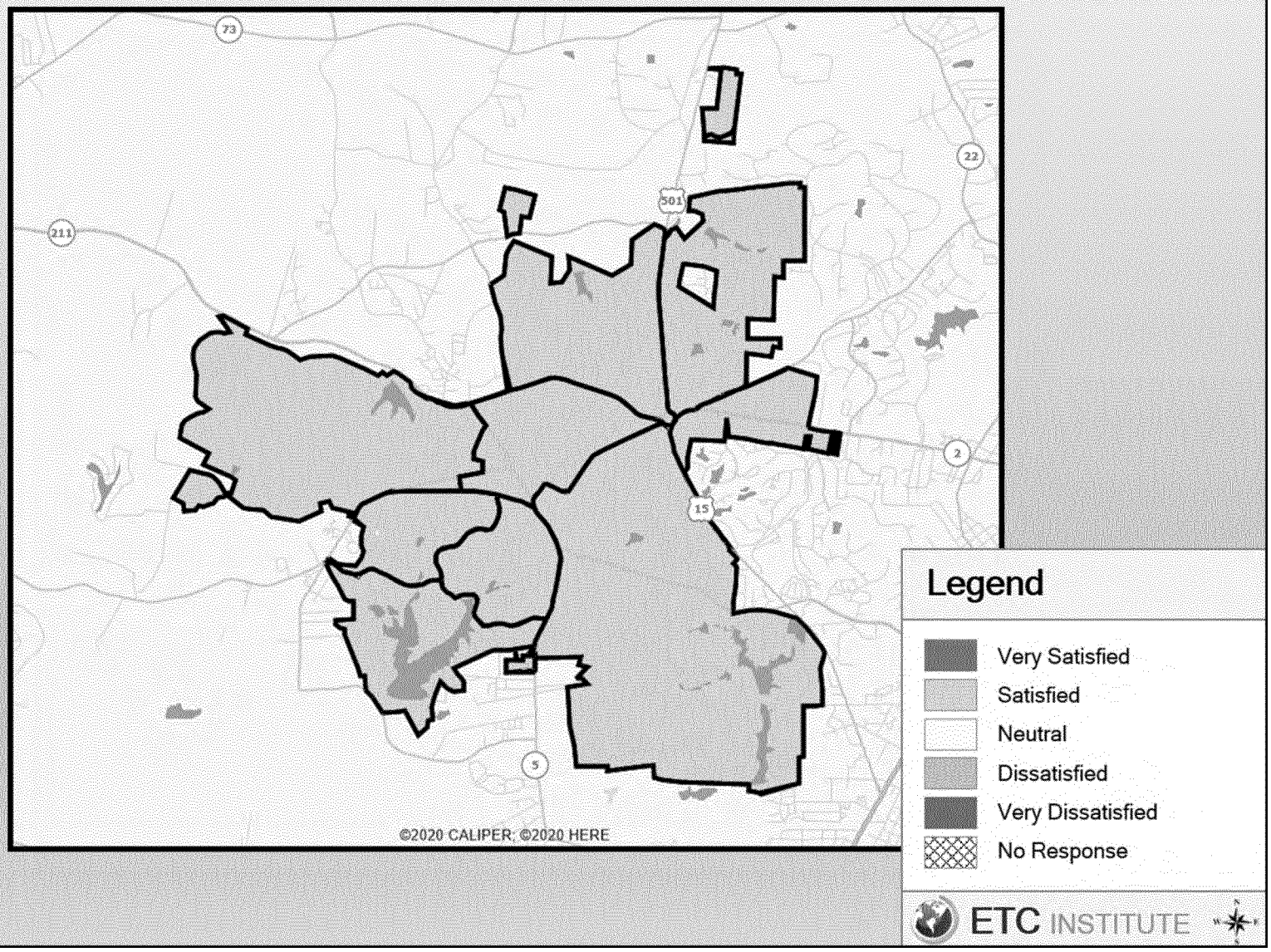
Q15-5. Enforcing solid waste cart regulations



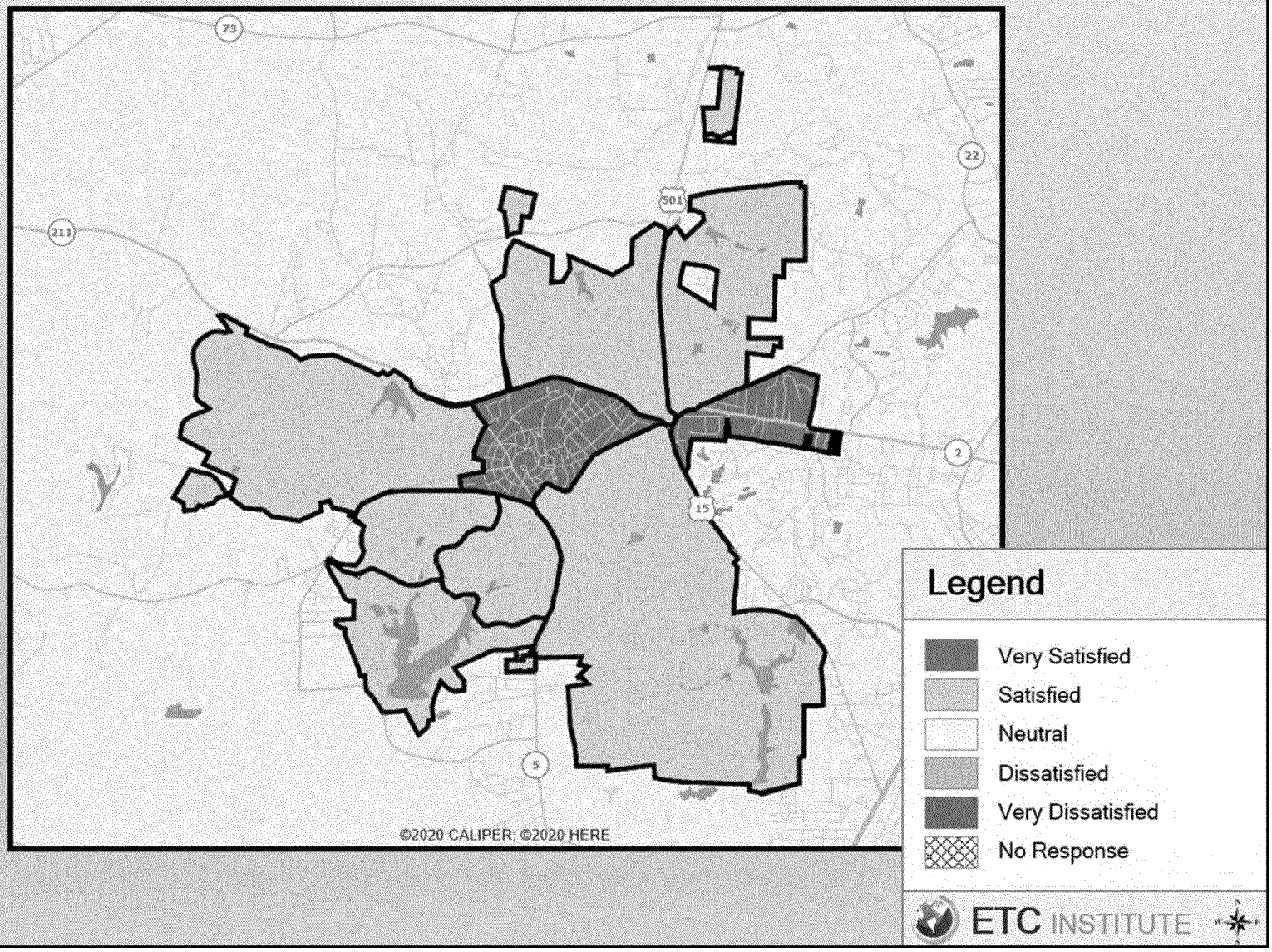
Q17-01. Maintenance of main Village street thoroughfares



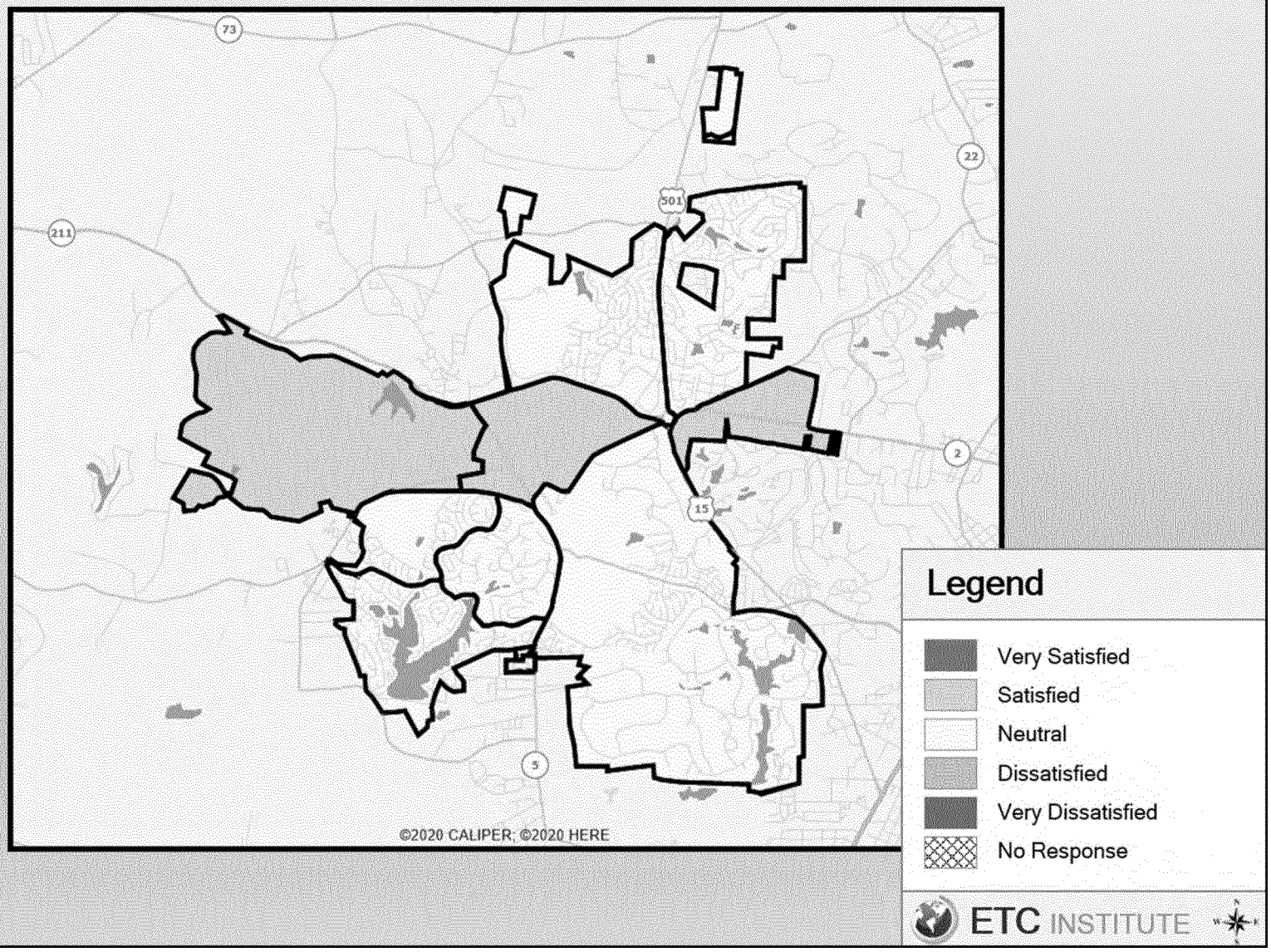
Q17-02. Maintenance of streets in your neighborhood



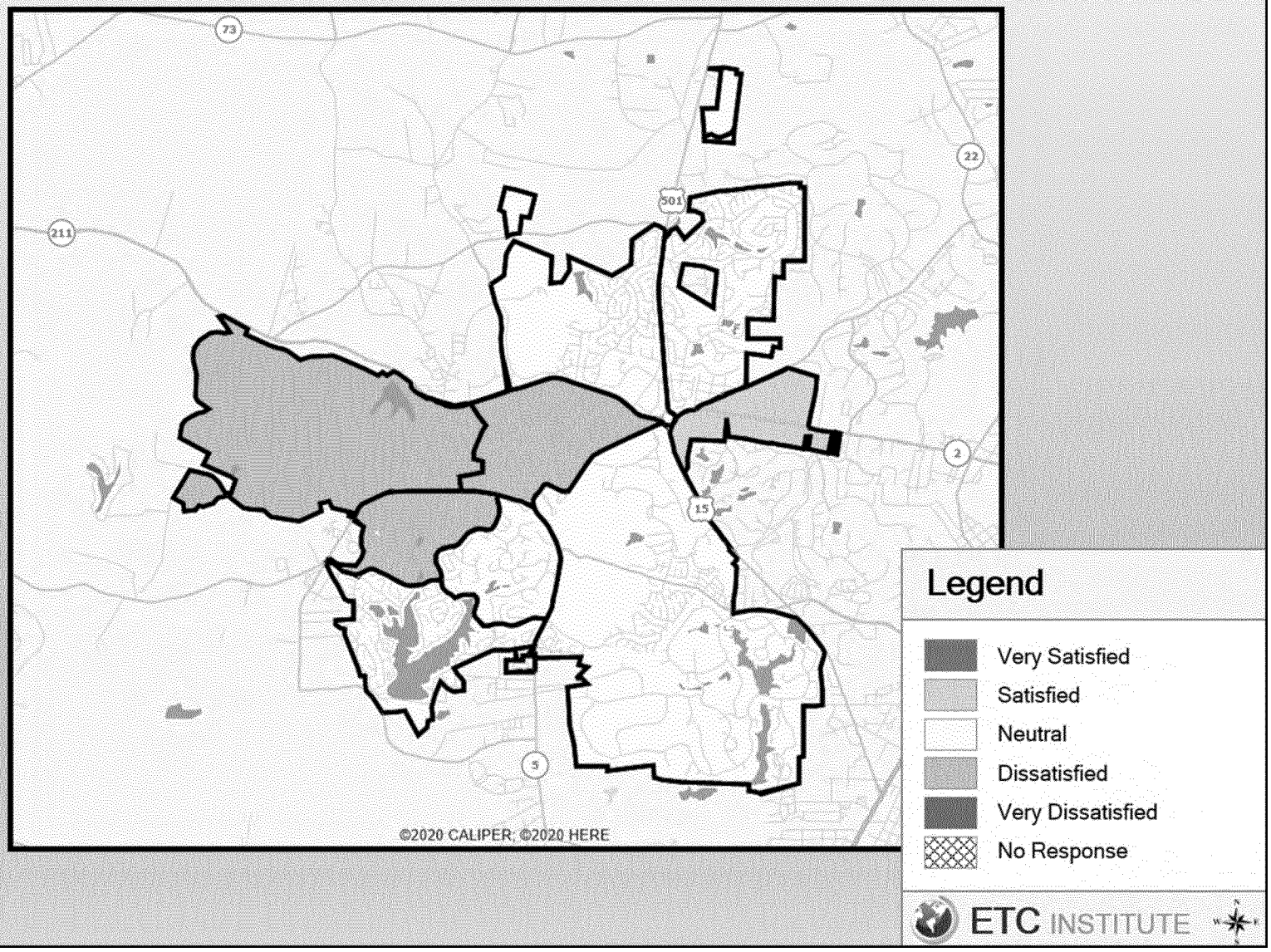
Q17-03. Maintenance of street signs and pavement markings



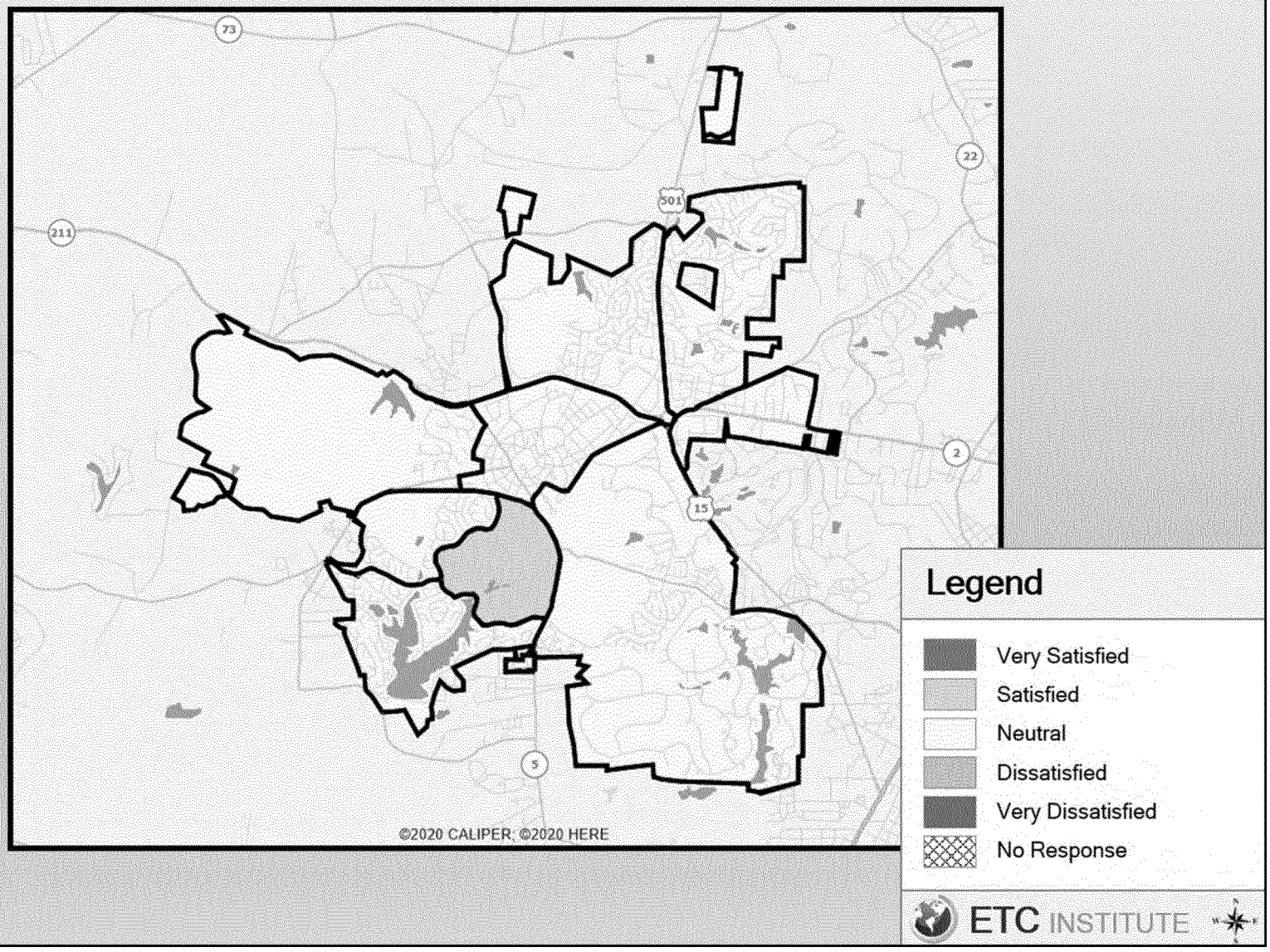
Q17-04. Adequacy of street lighting



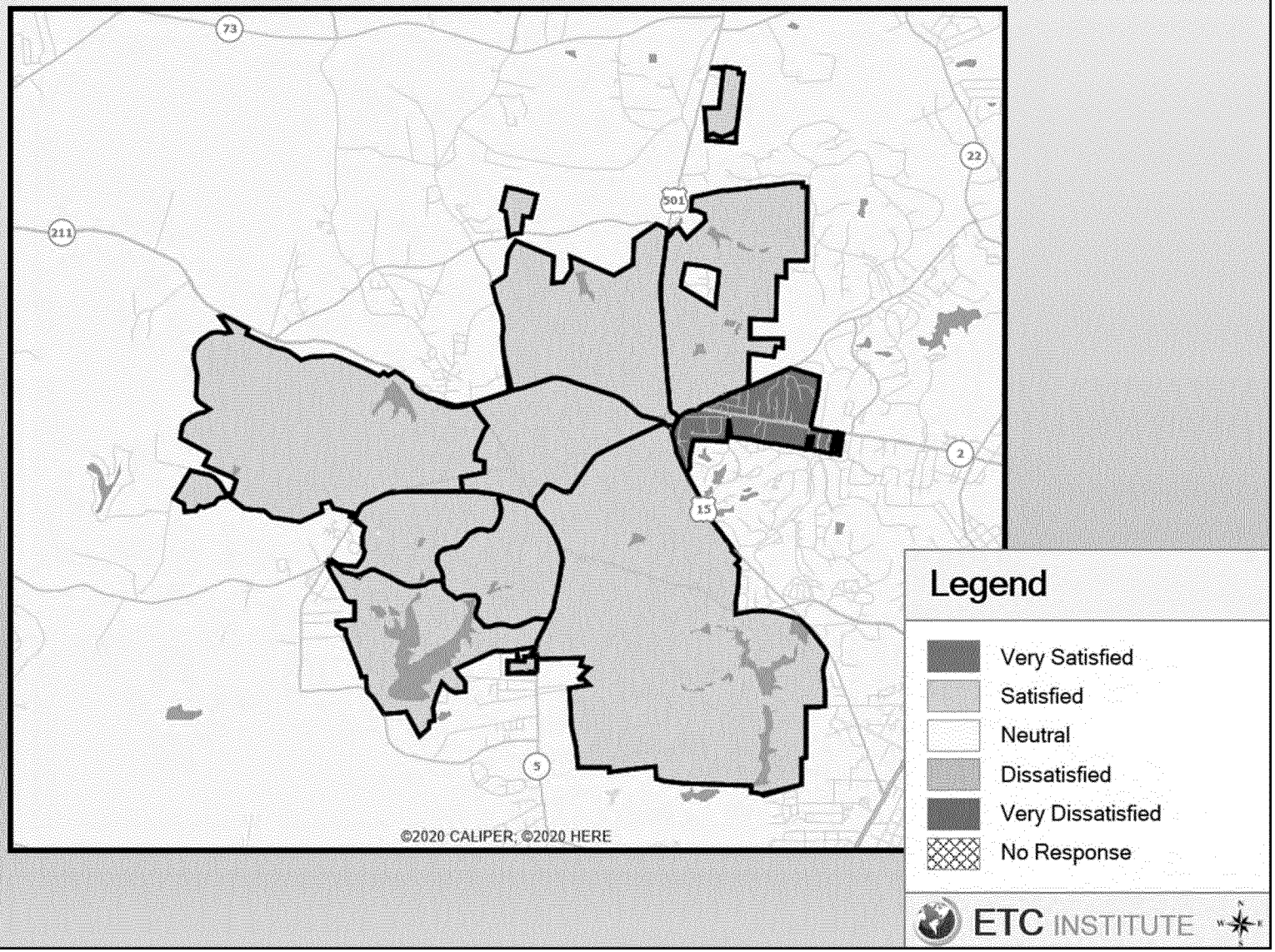
Q17-05. Ease of travel on NC Highway 5



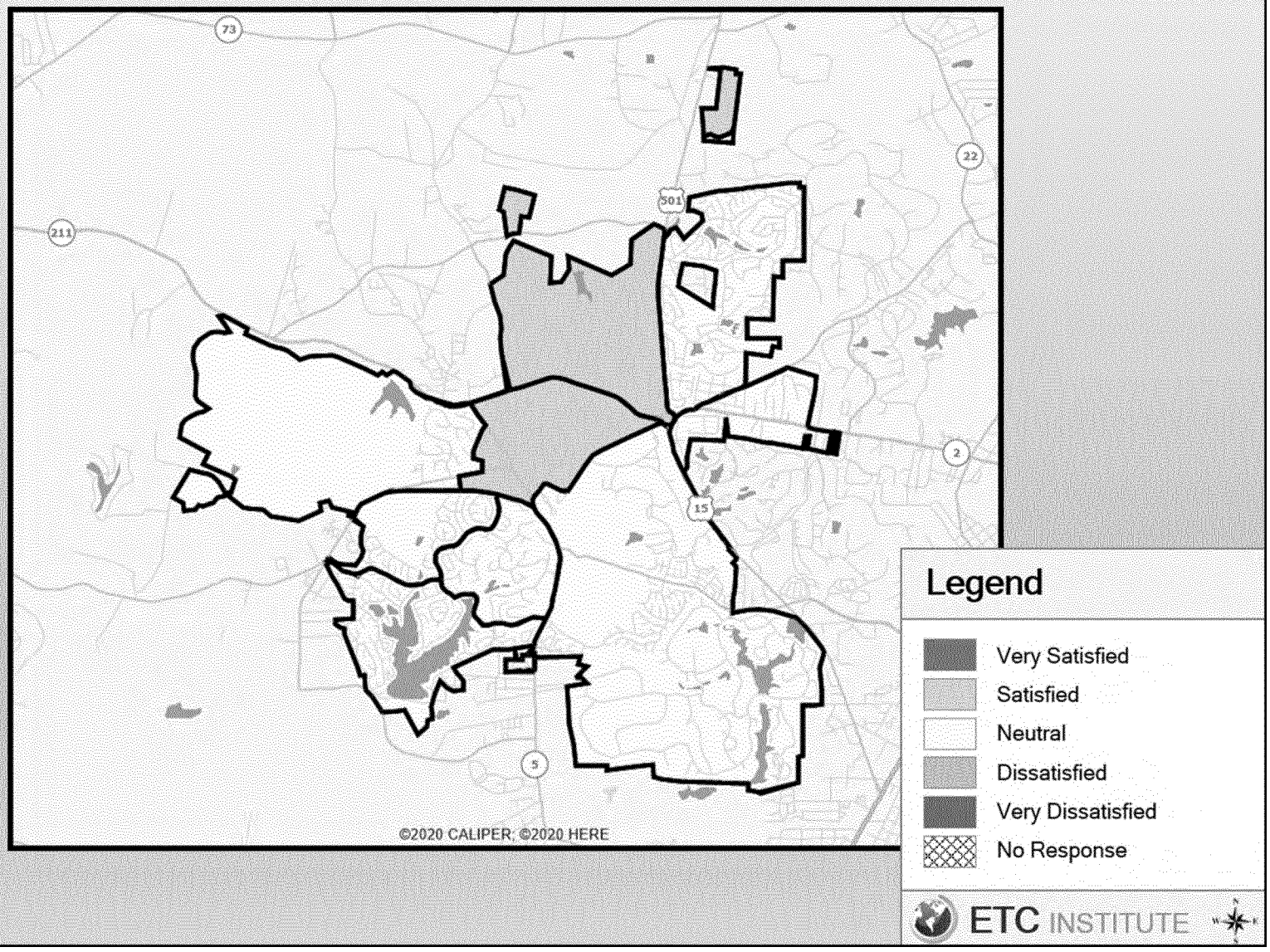
Q17-06. Ease of travel through the large traffic circle



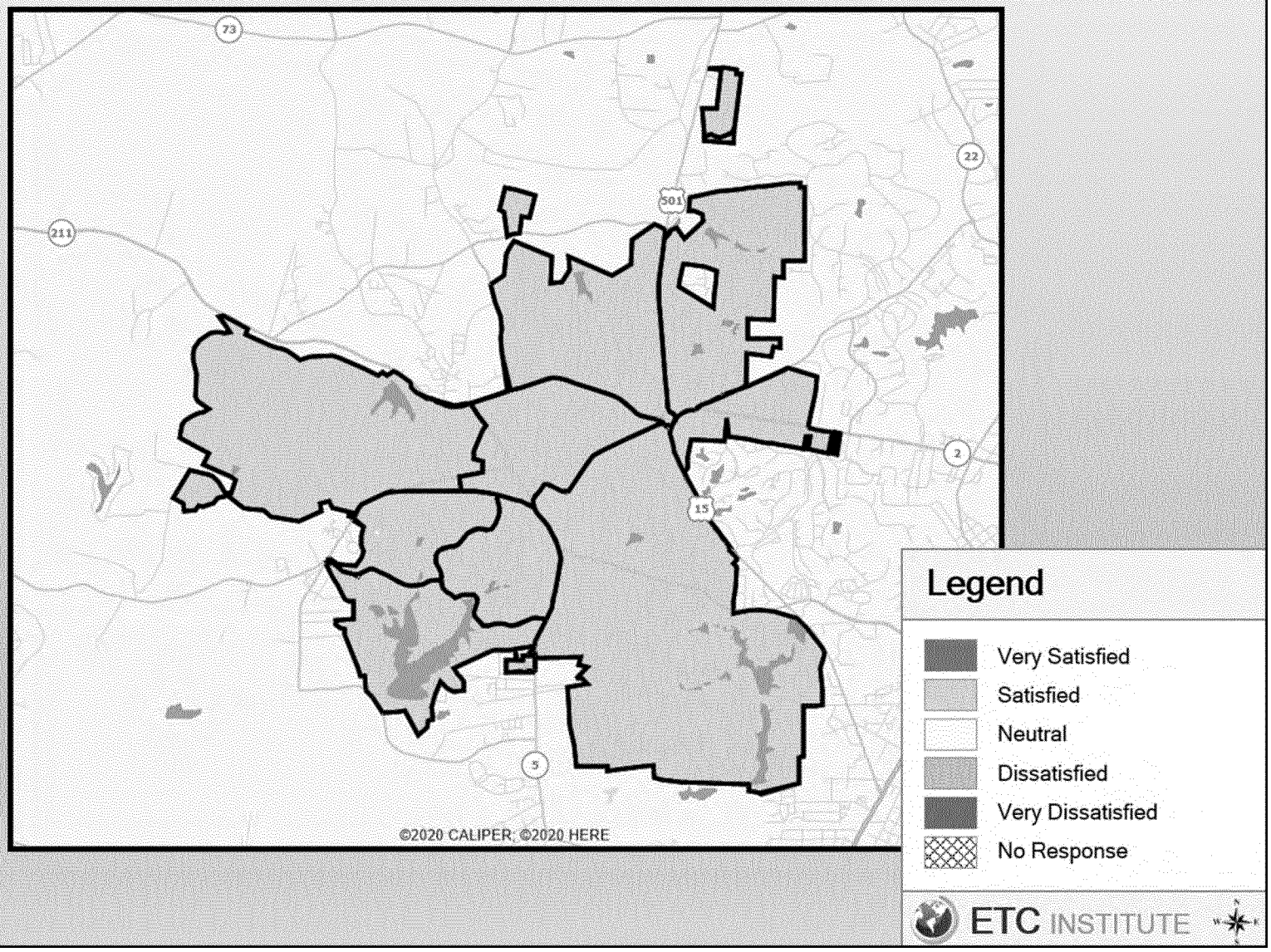
Q17-07. Ease of travel on other streets in the Village



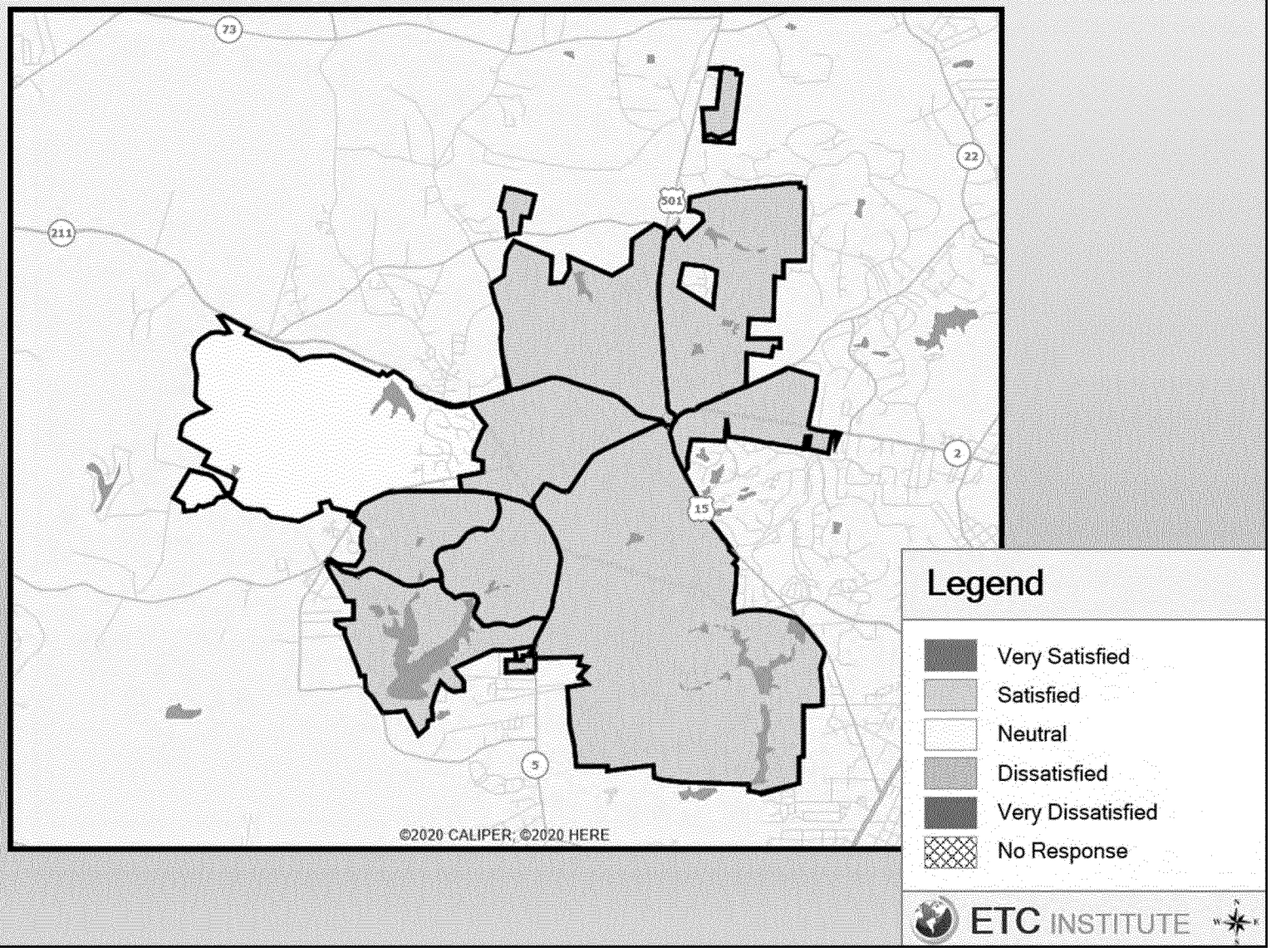
Q17-08. Availability of walkways



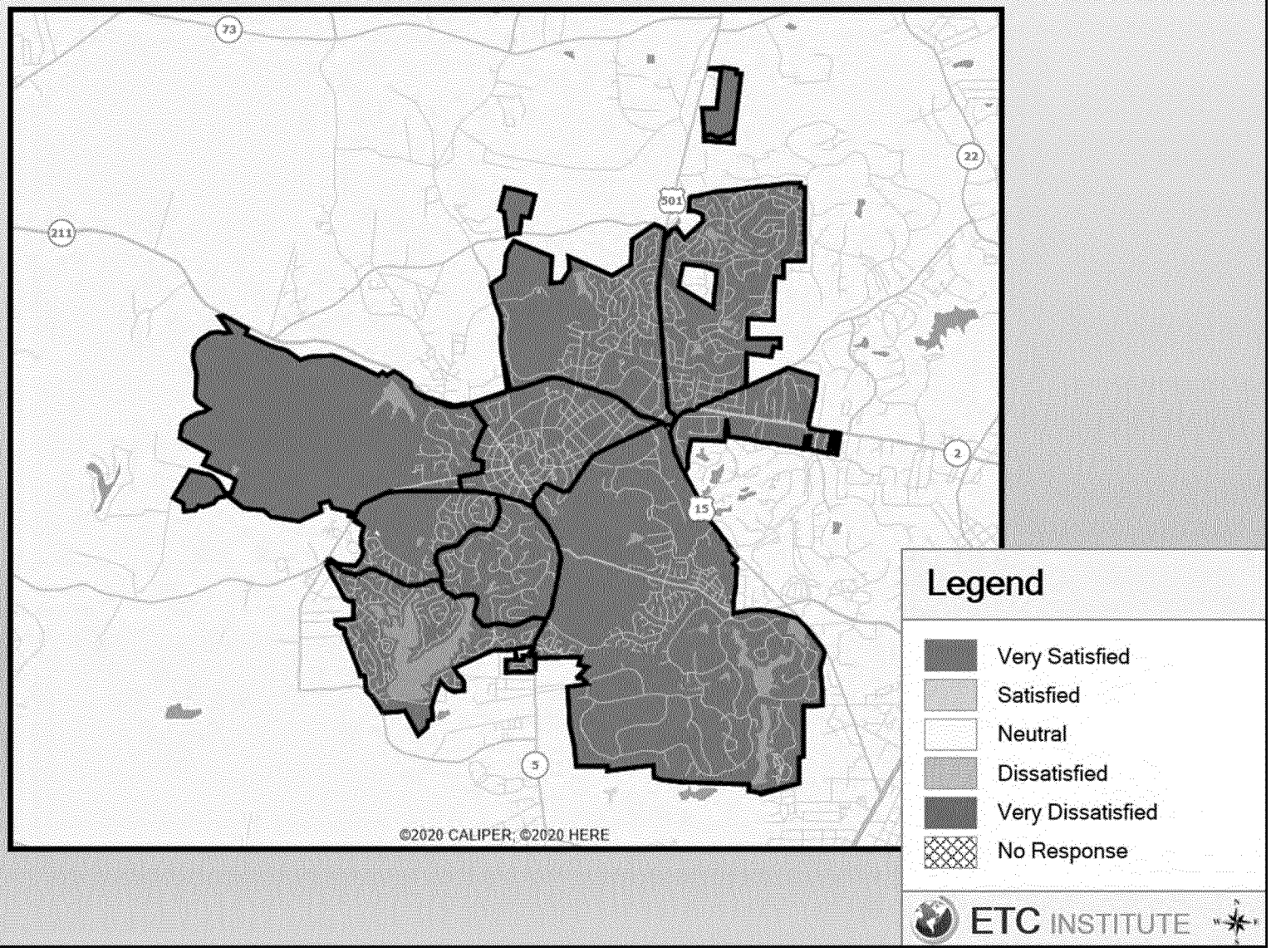
Q17-09. Condition of existing walkways



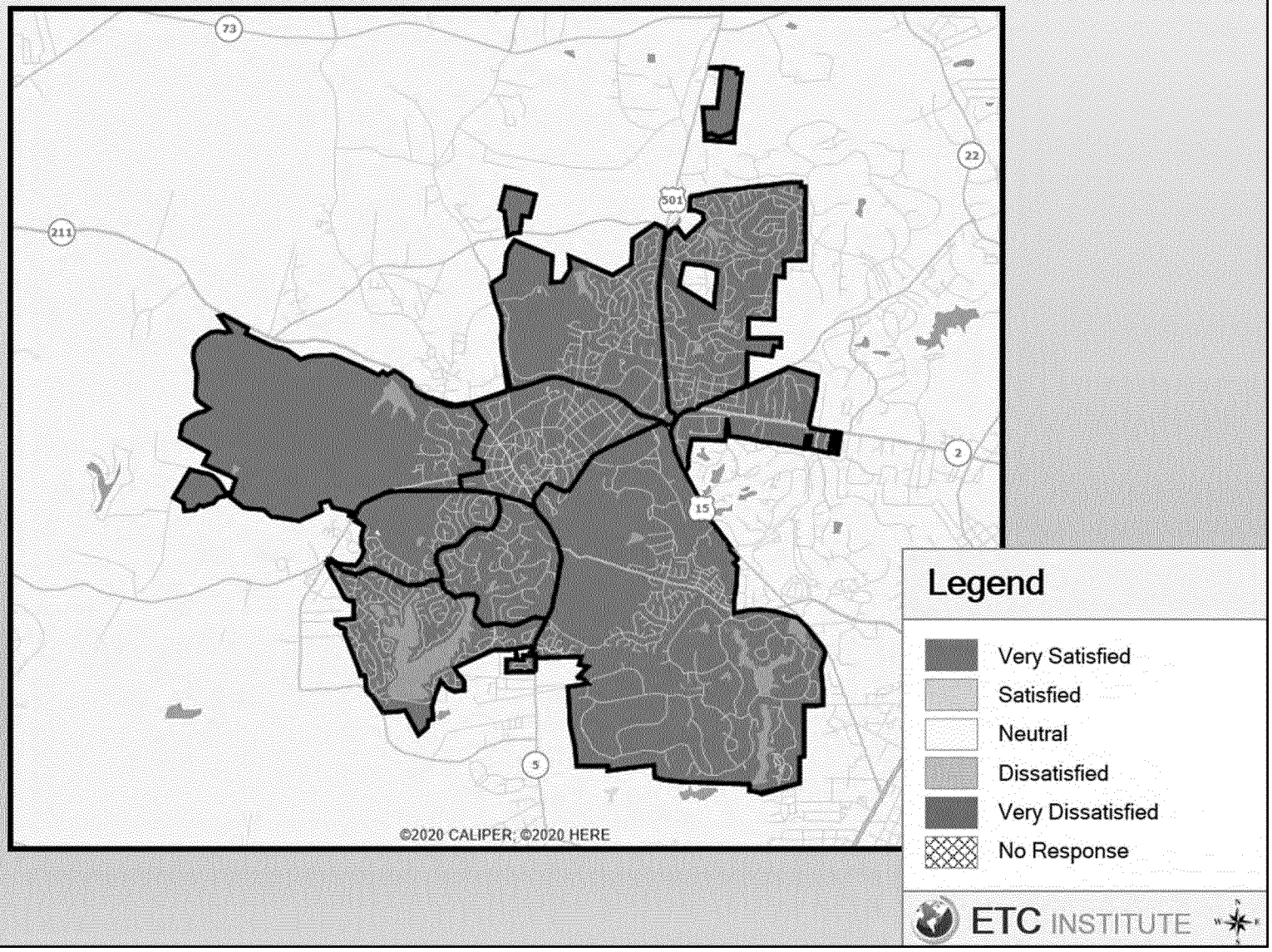
Q17-10. Ease of golf cart travel



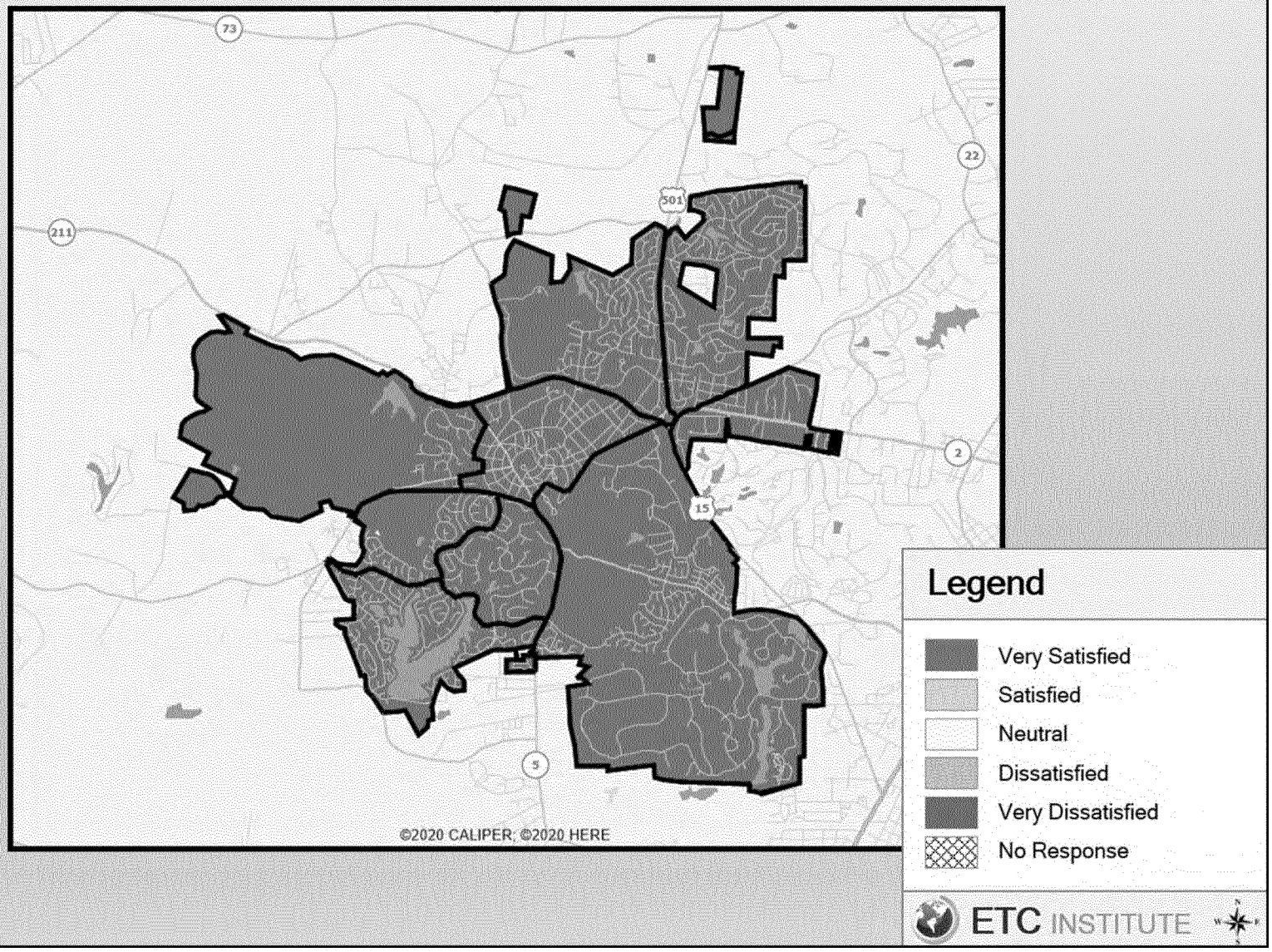
Q19-1. Maintenance and preservation of downtown



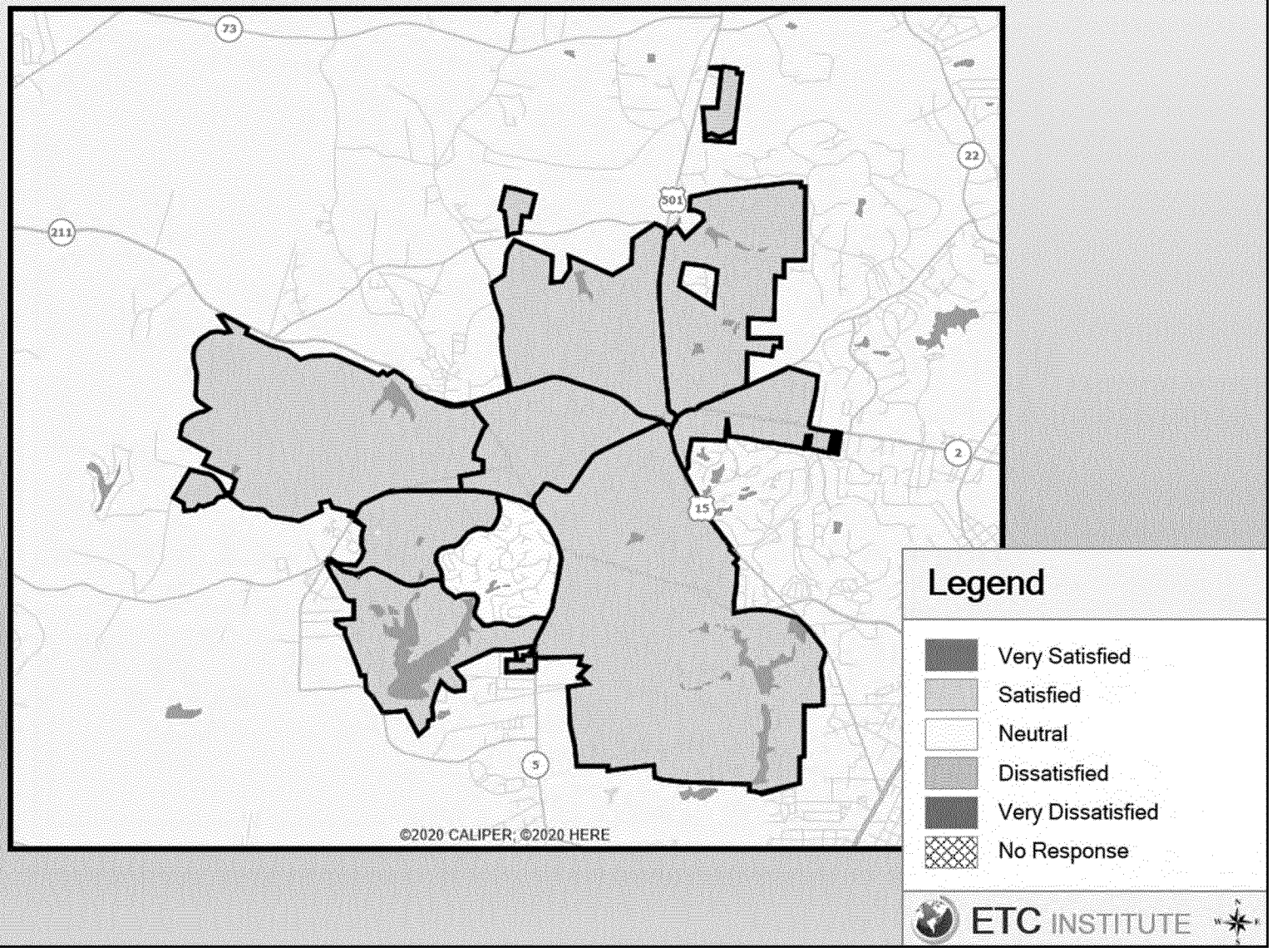
Q19-2. Quality of landscaping in medians and other public areas



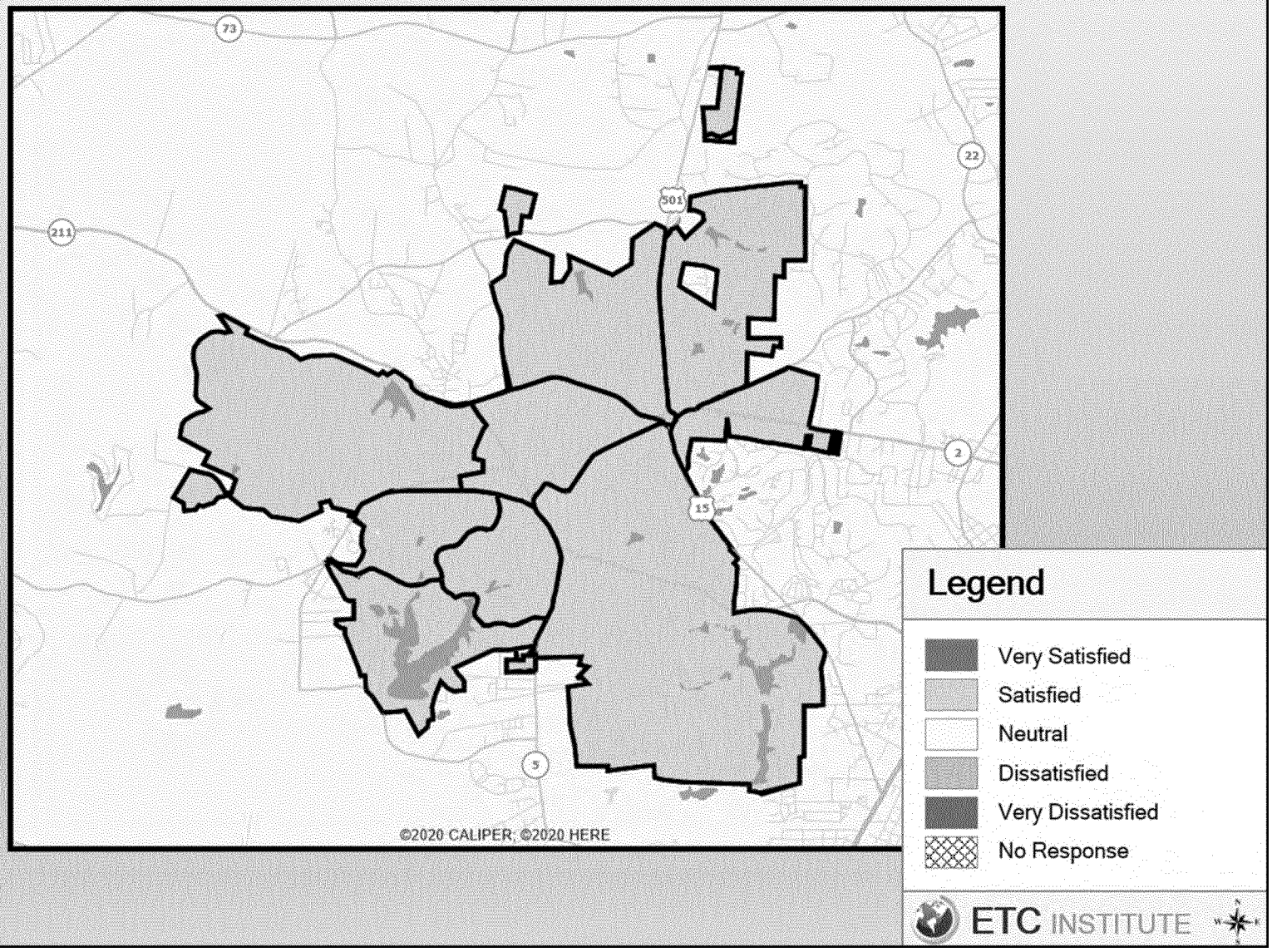
Q19-3. Overall cleanliness of streets and other public areas



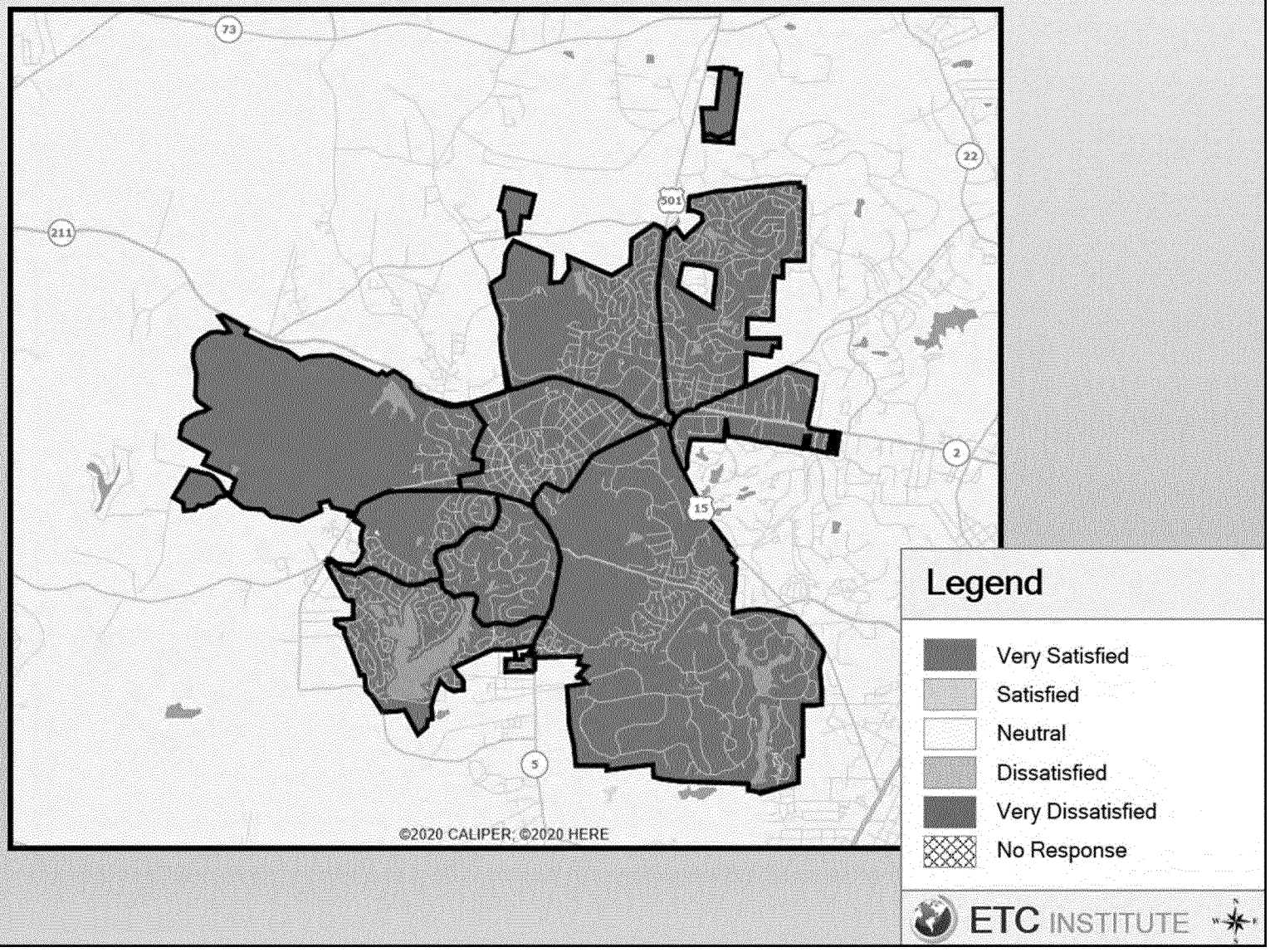
Q19-4. Quality of the stormwater runoff and management system



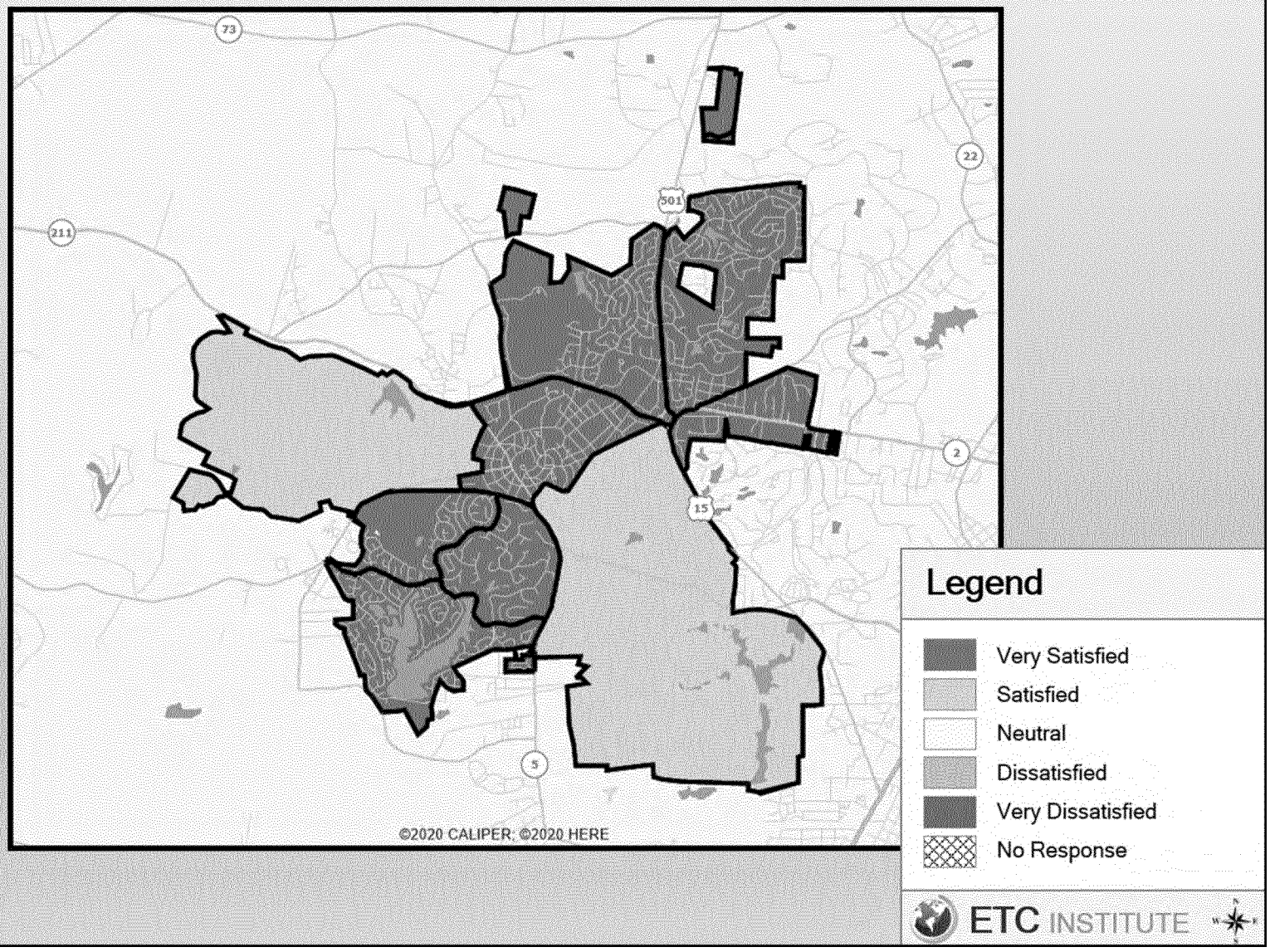
Q19-5. Winter weather response on Village streets (snow and ice)



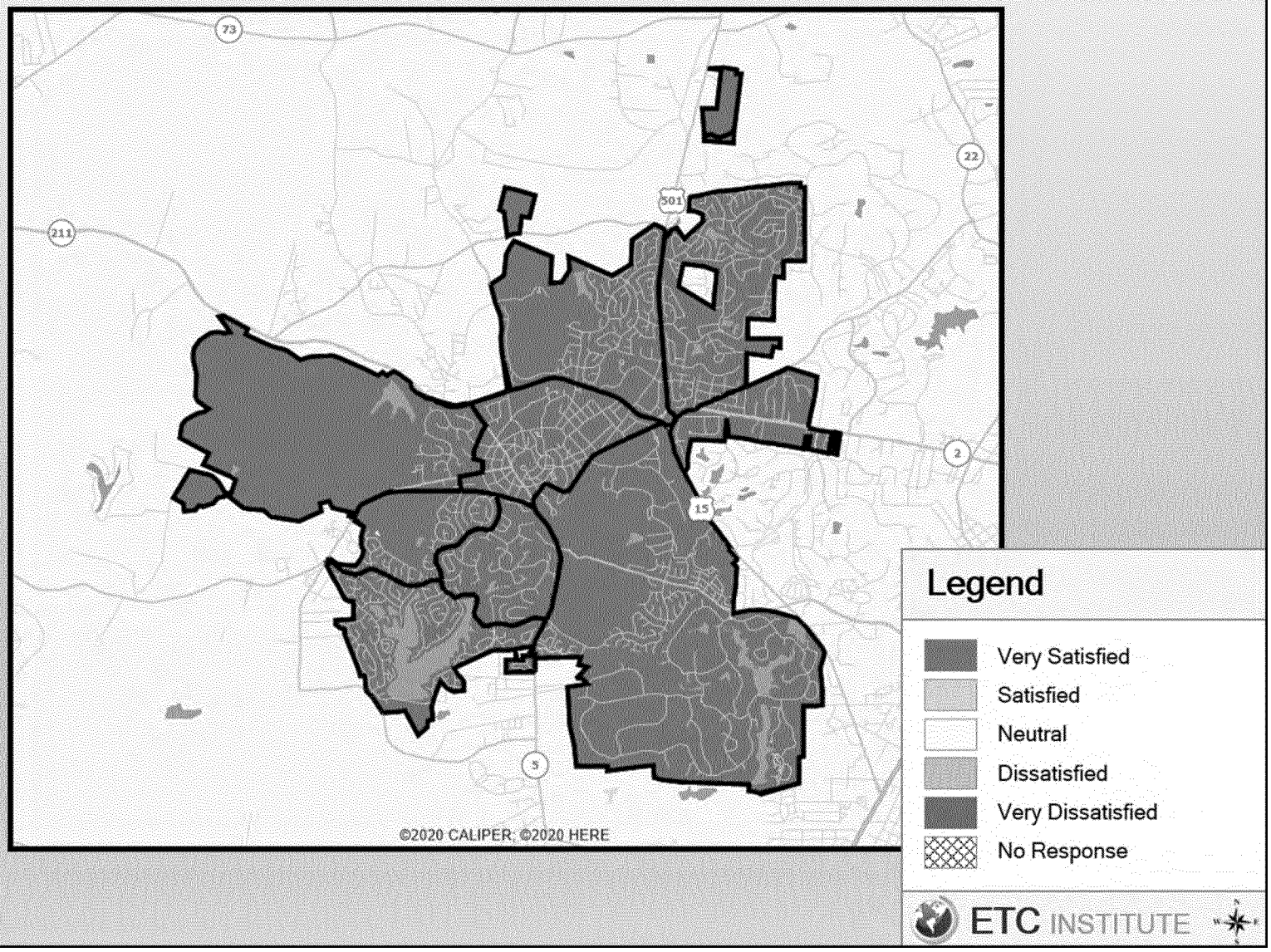
Q21-1. Residential trash collection services



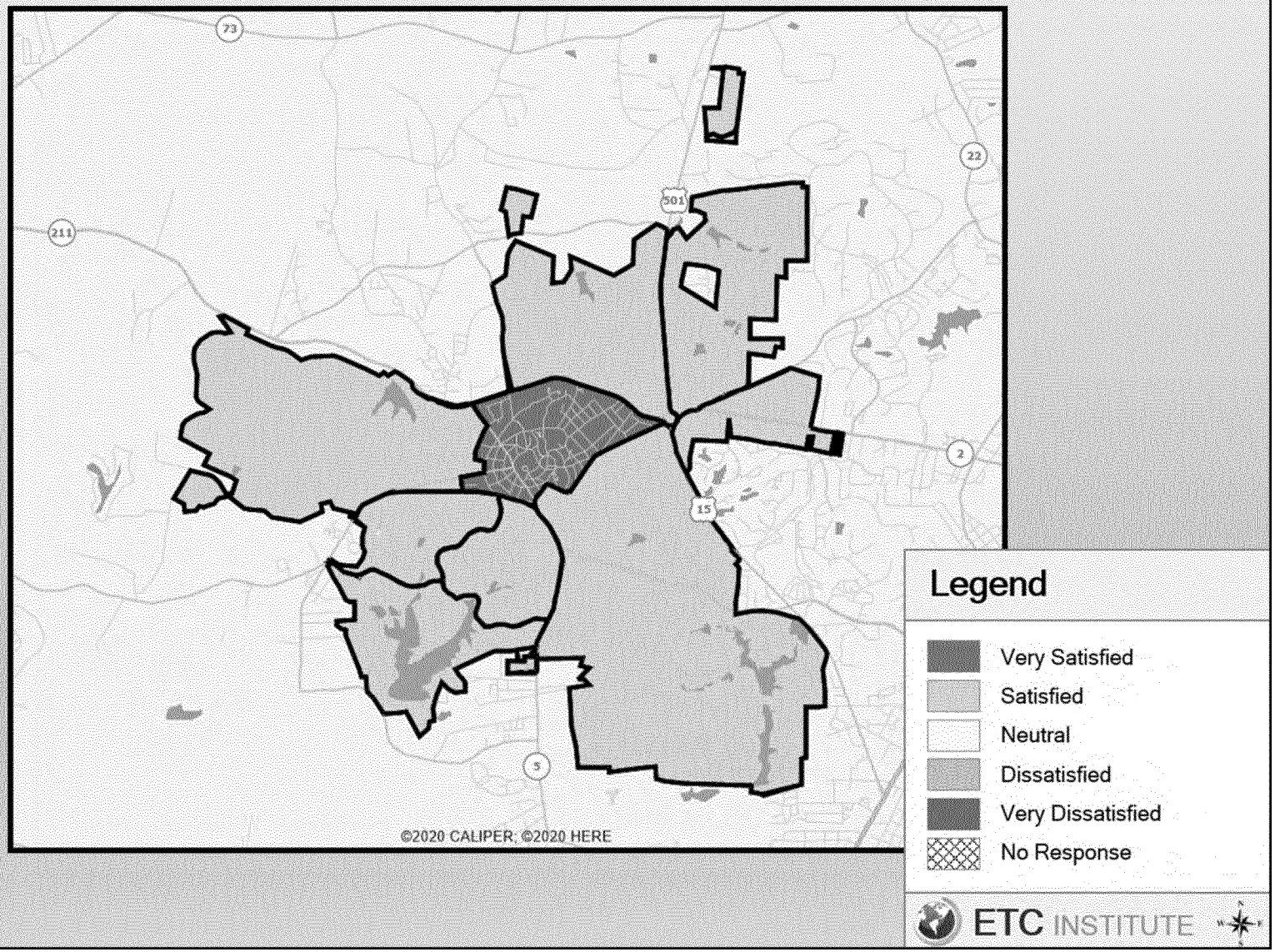
Q21-2. Curbside recycling services



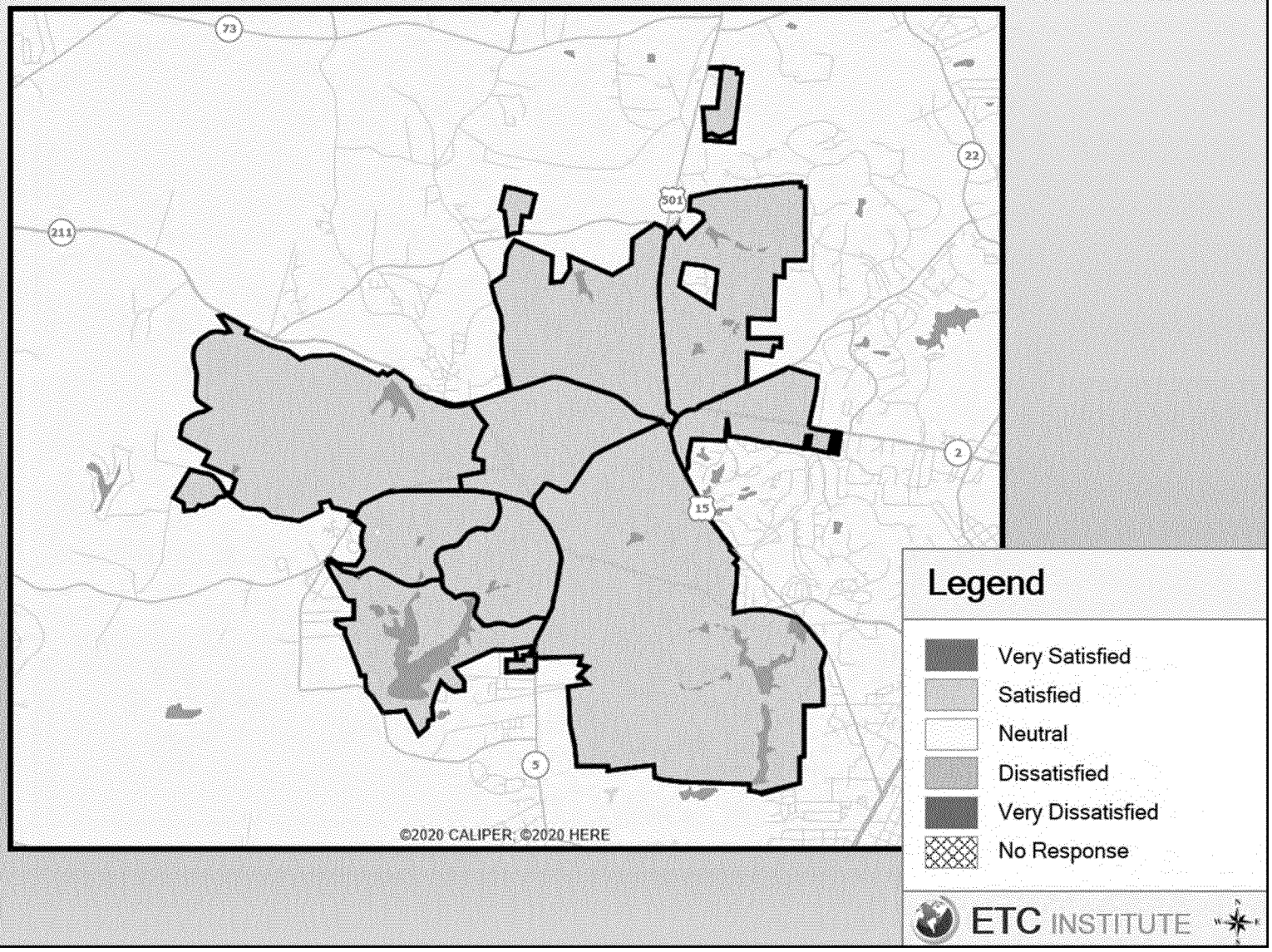
Q21-3. Yard waste collection services



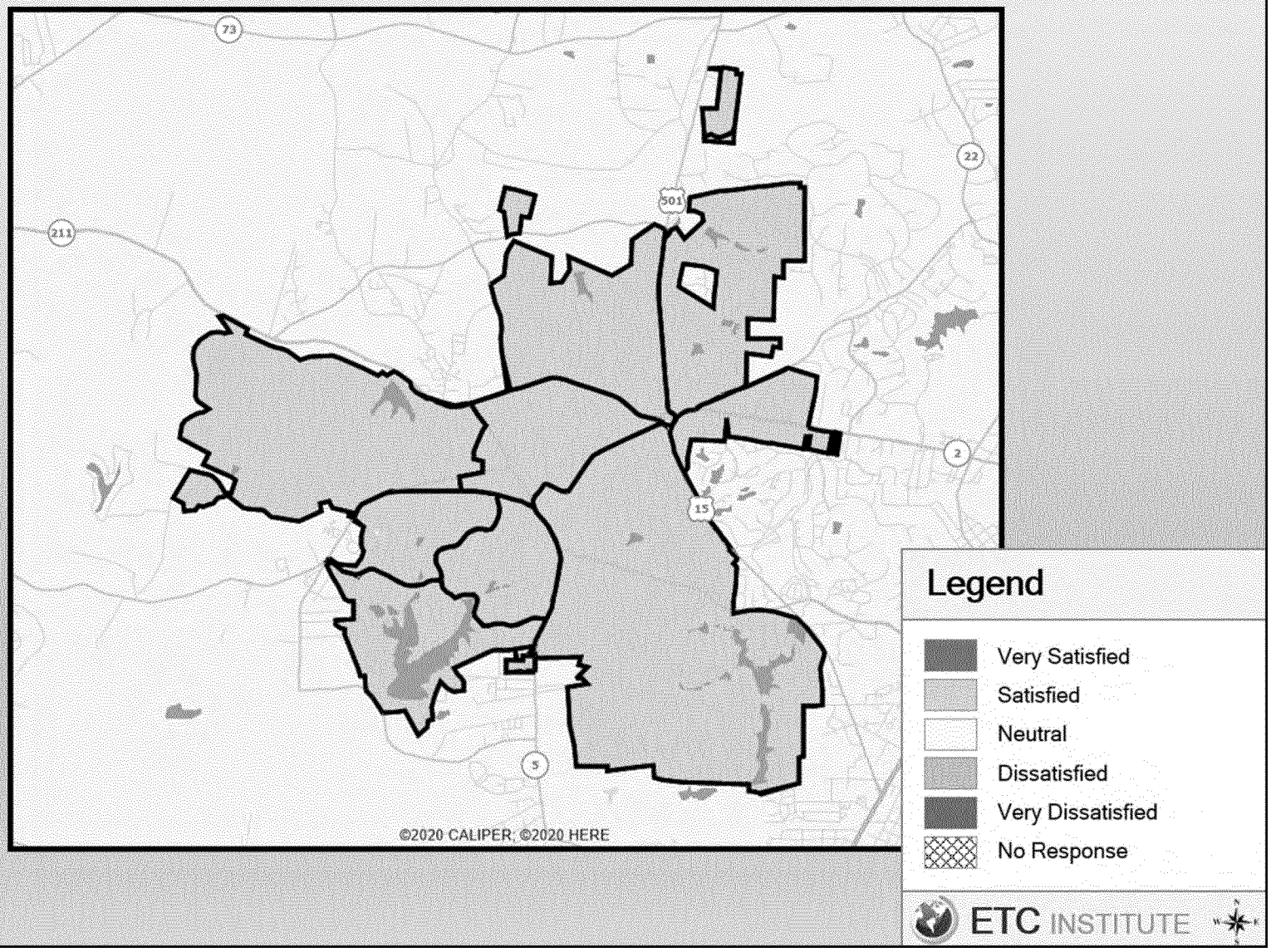
Q23-1. Quality of information about Village programs and services



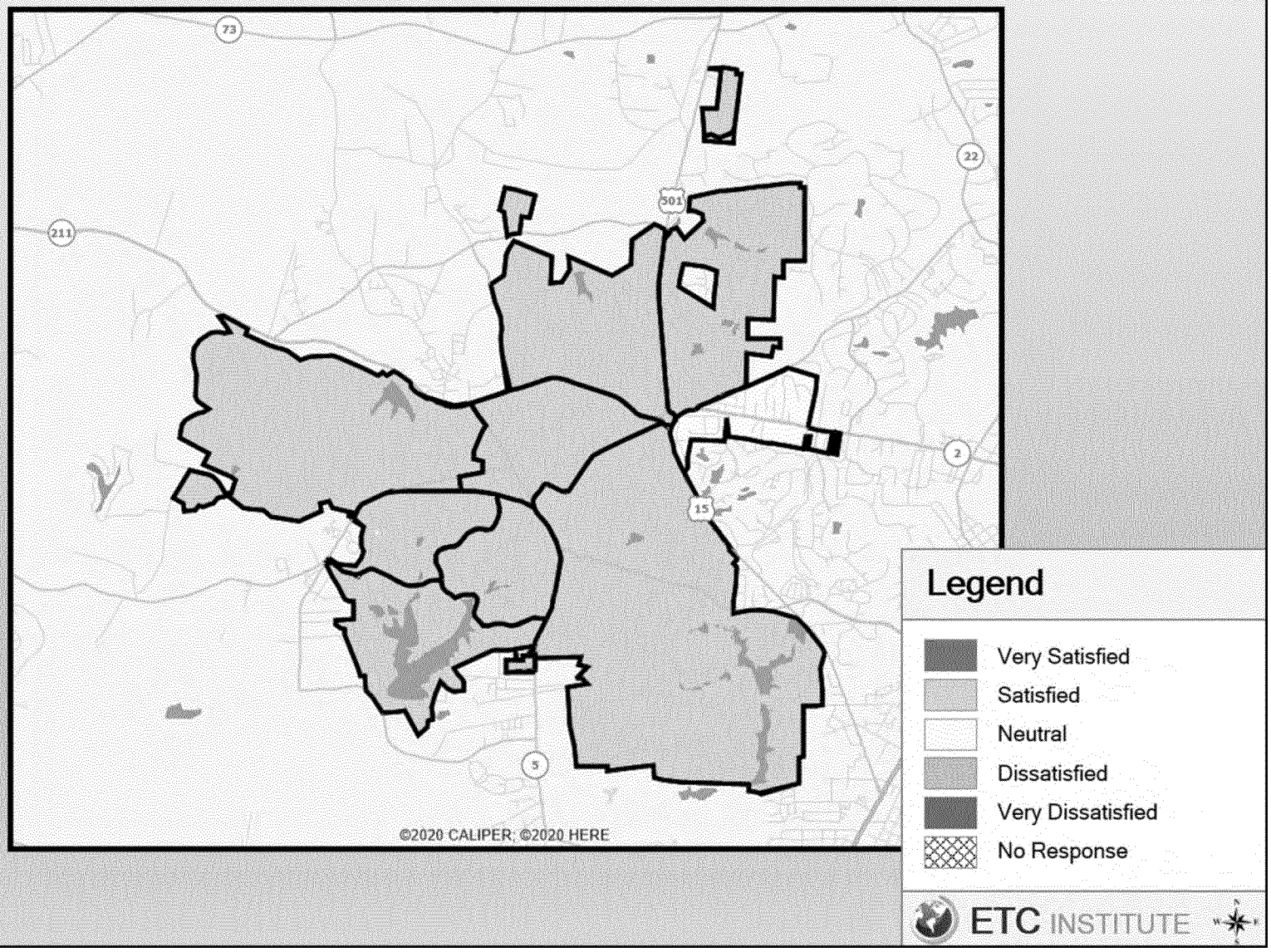
Q23-2. Village efforts to keep you informed about local issues



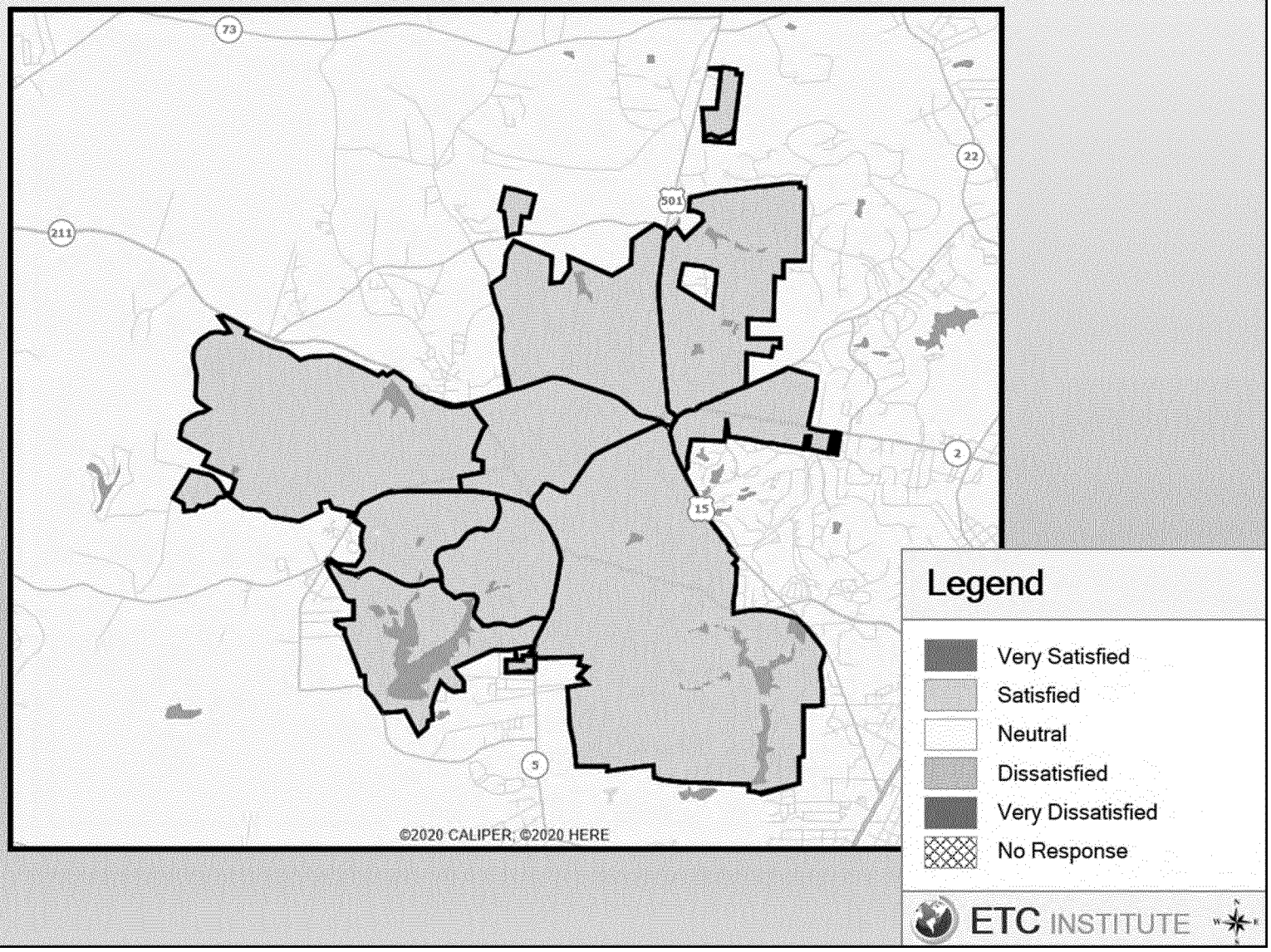
Q23-3. Opportunities to participate in local government (advisory boards, volunteering)



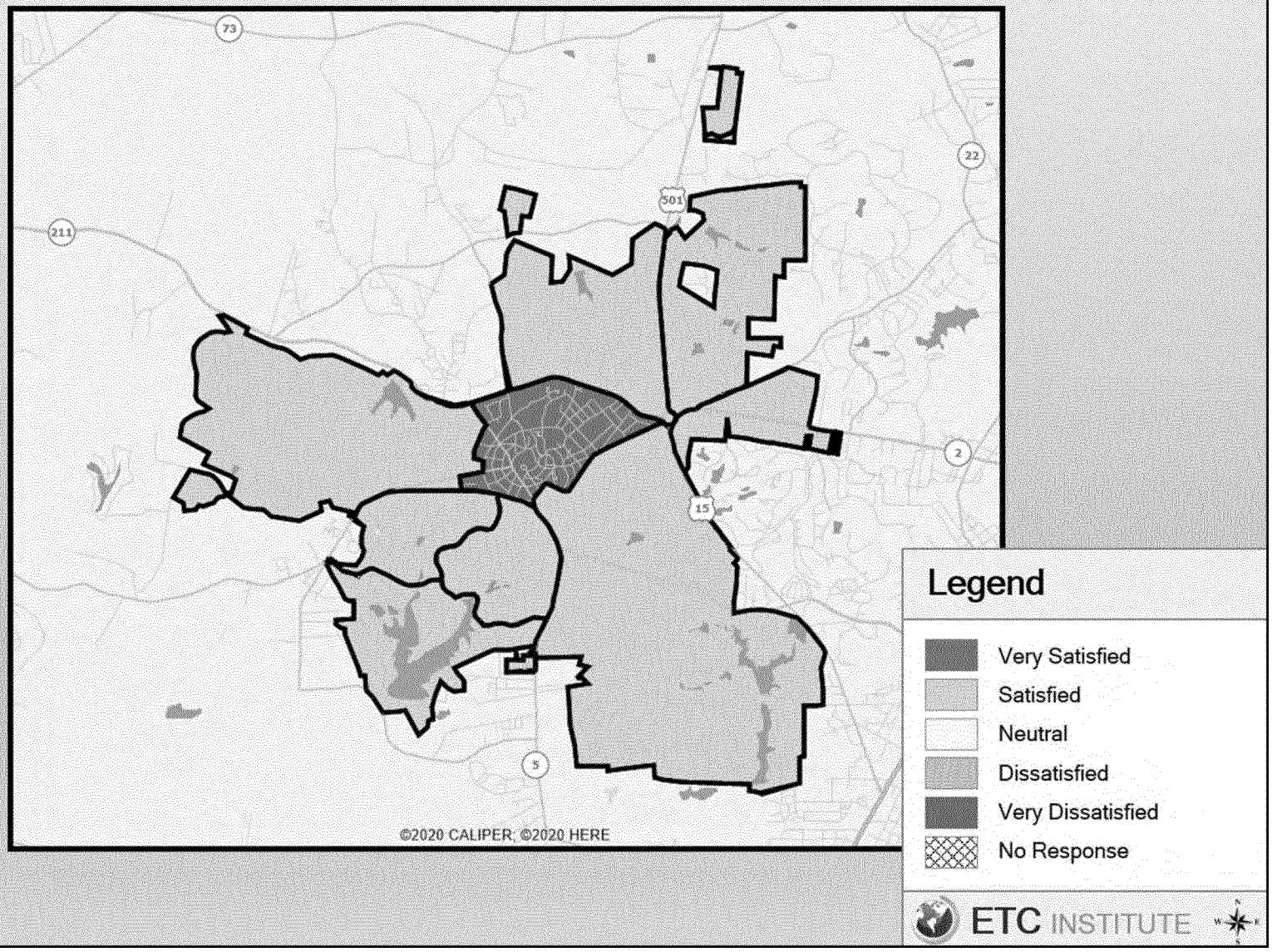
Q23-4. Village social media



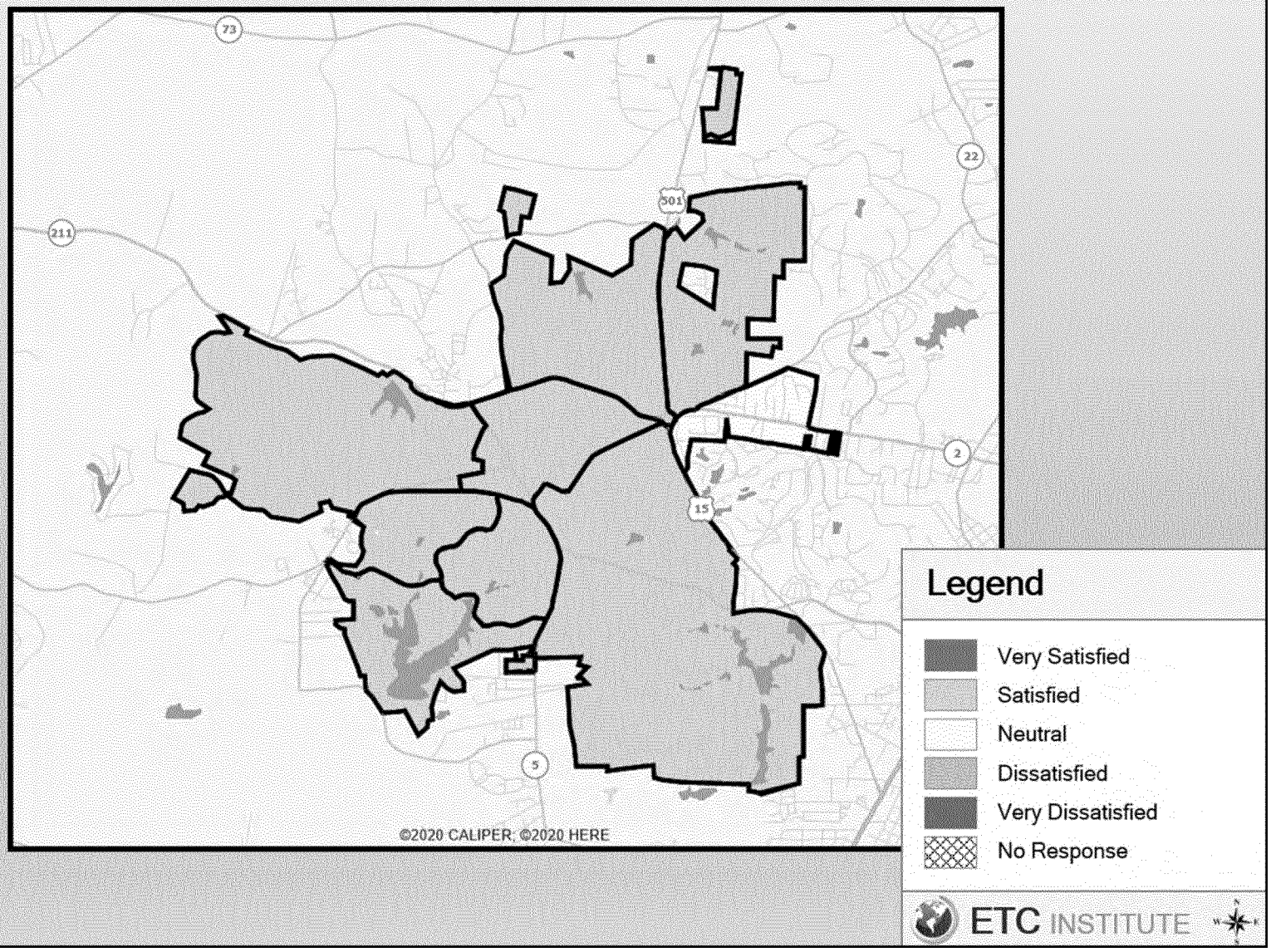
Q23-5. Village website (vopnc.org)



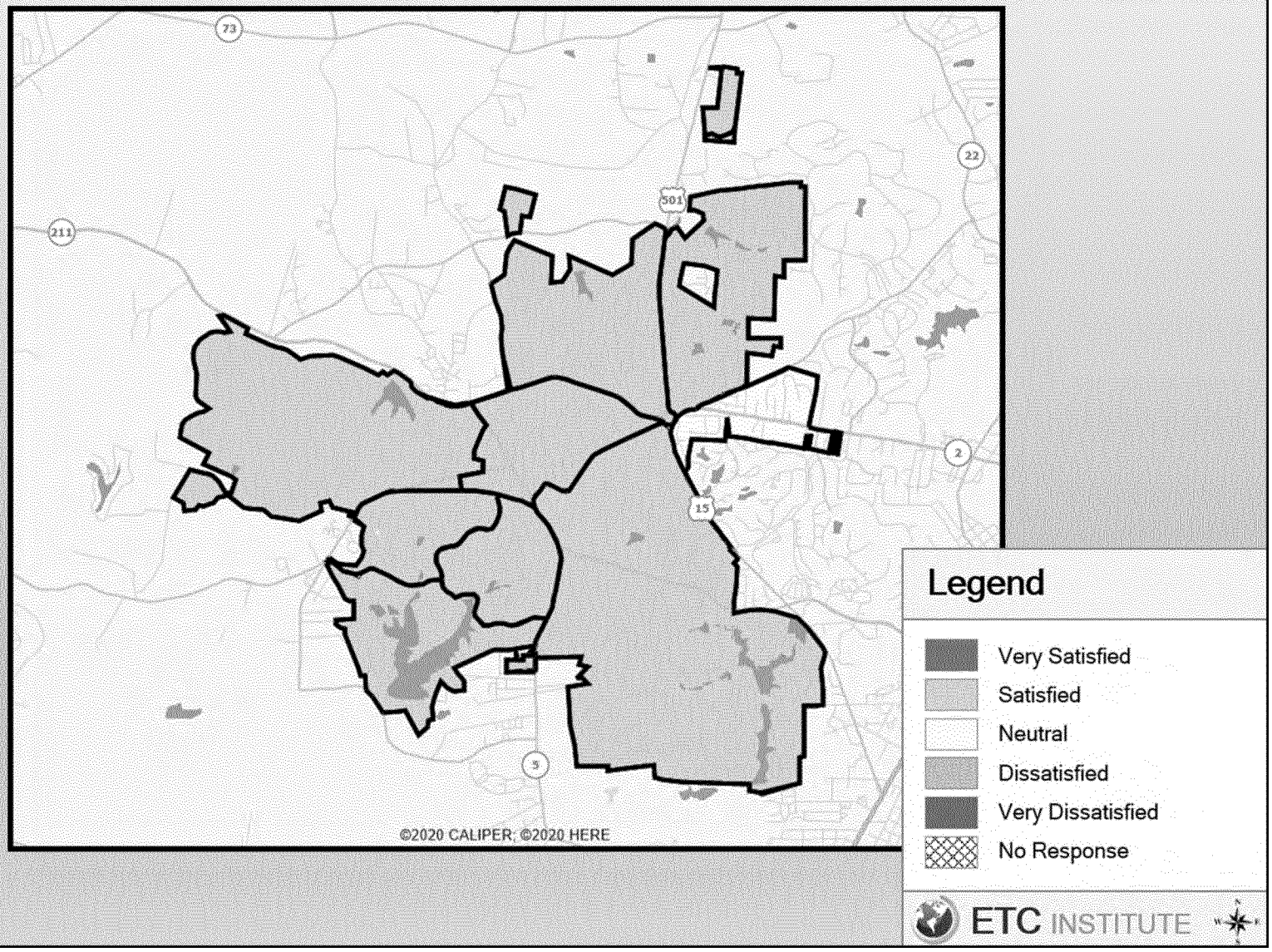
Q23-6. Village Newsletter



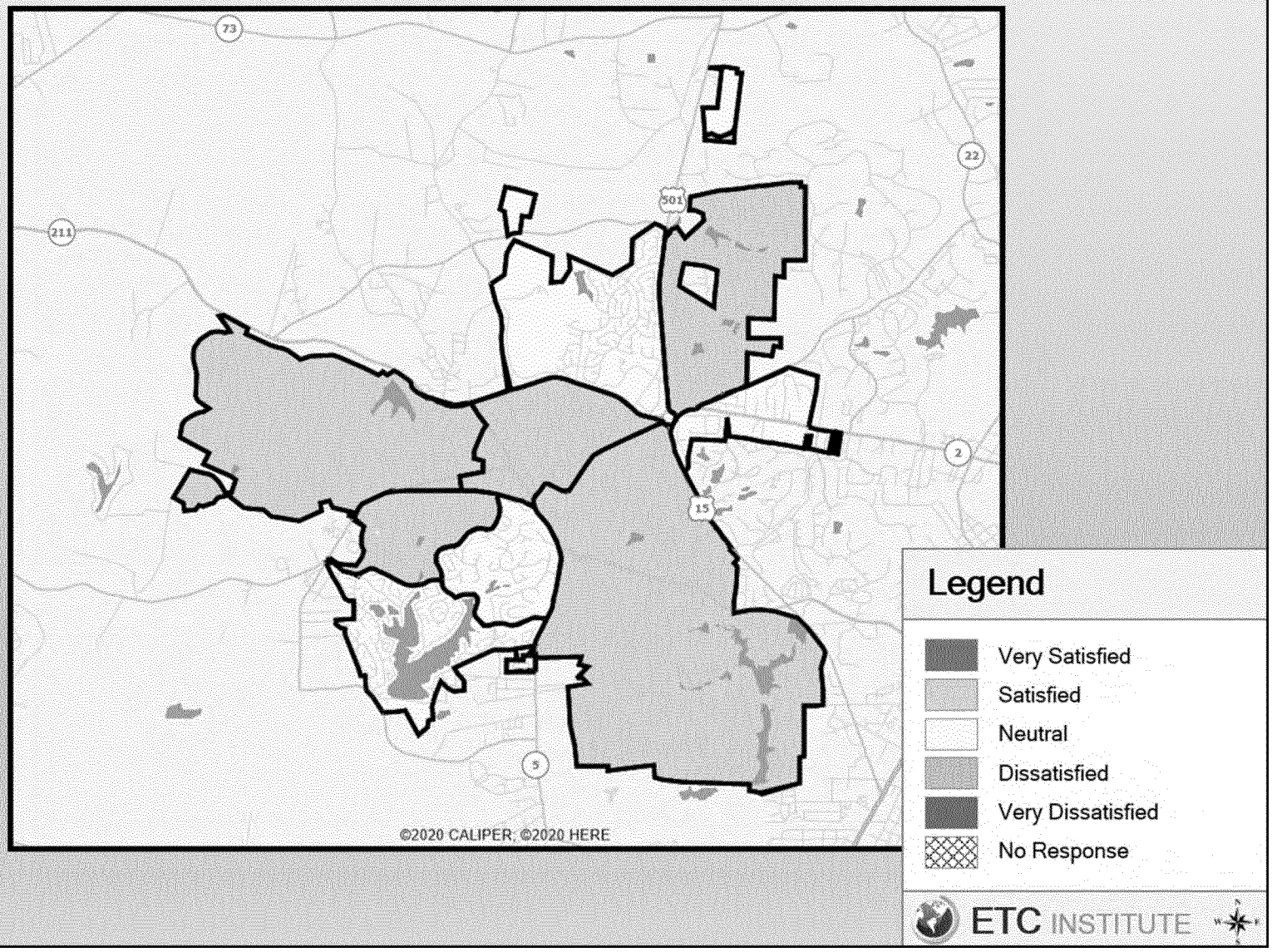
Q23-7. Monthly Village e-News updates



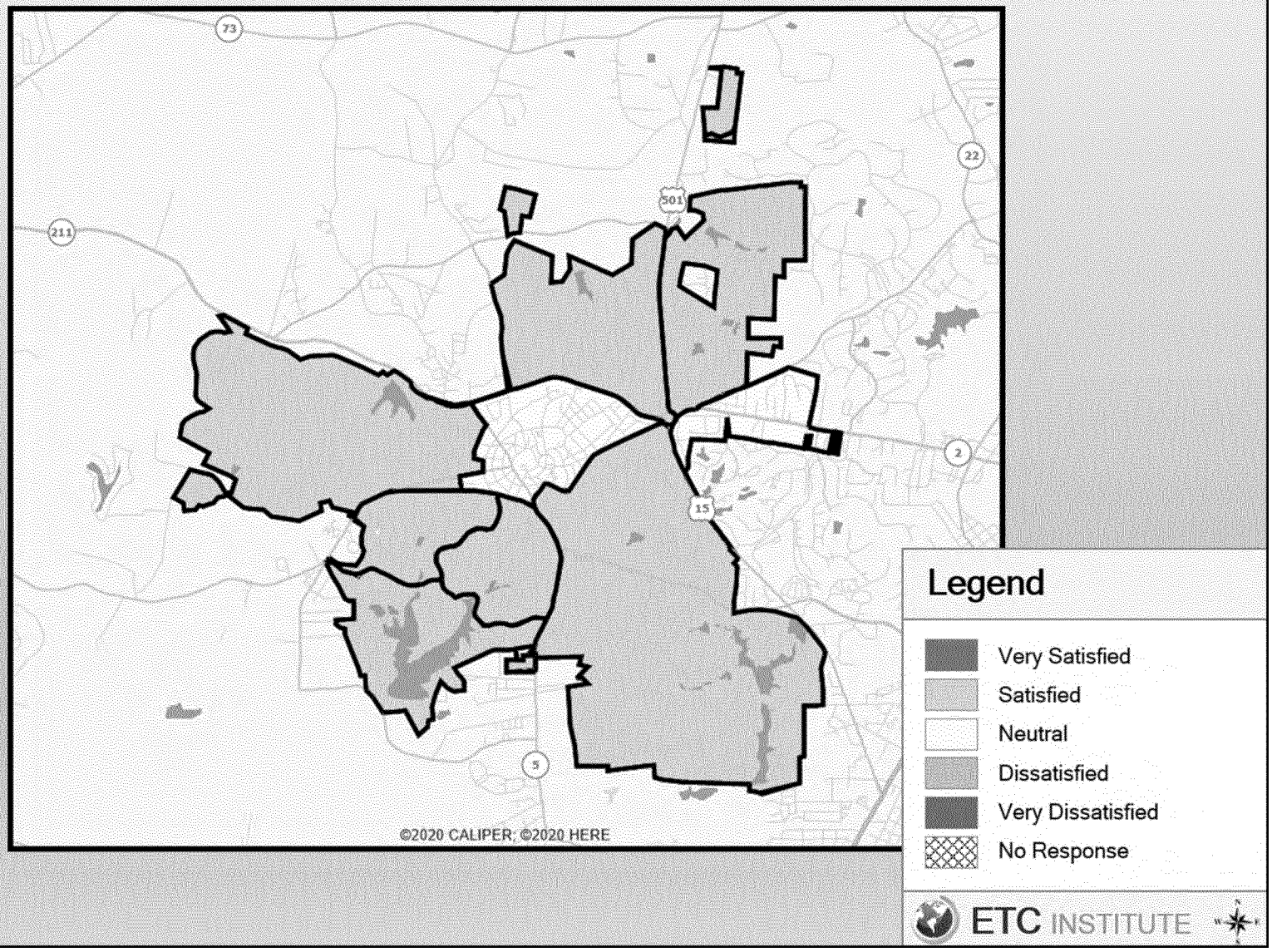
Q23-8. Online Engagement Portals (engage.vopnc.org)



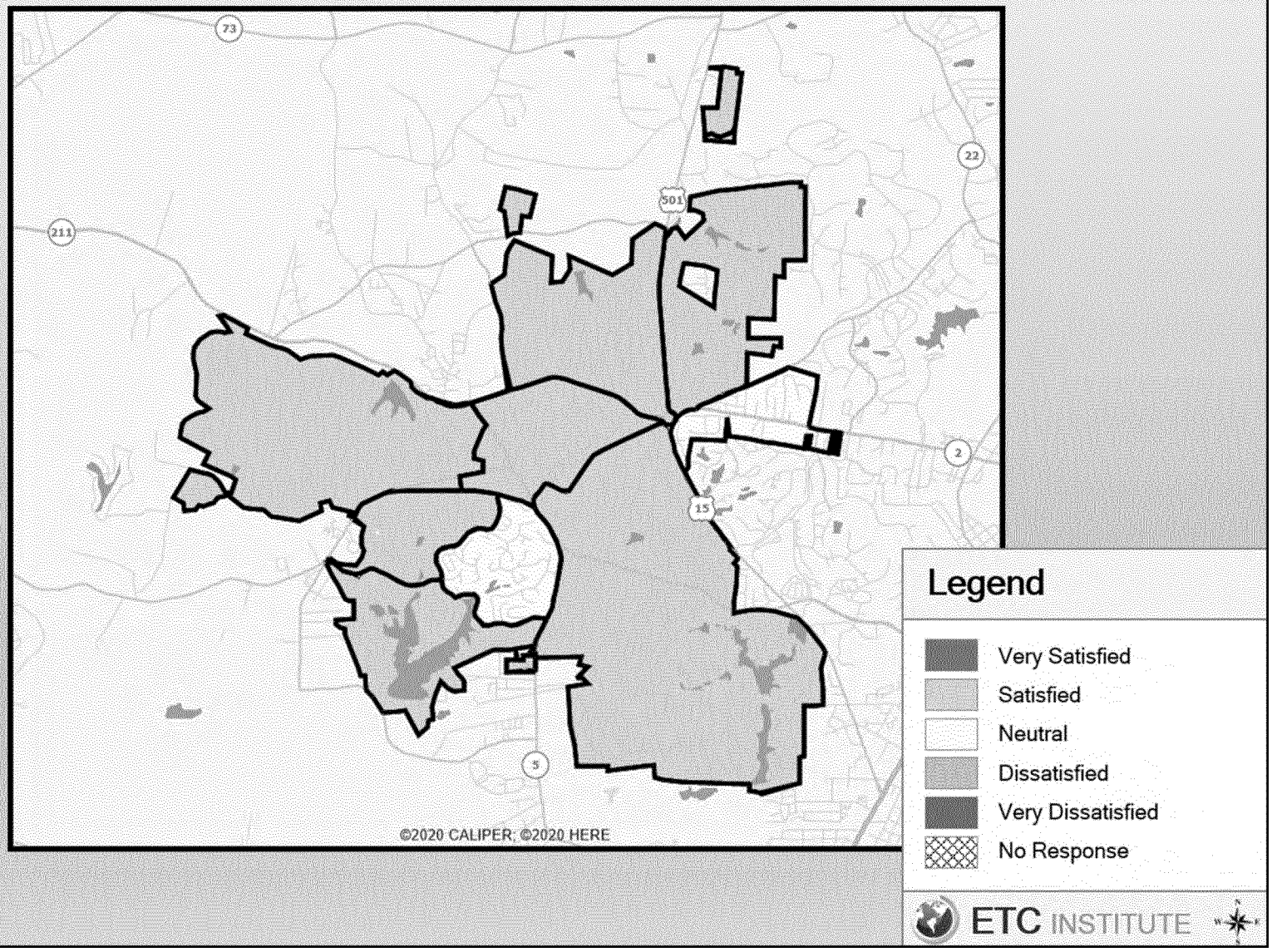
Q23-9. Community's progress toward meeting its strategic vision and mission



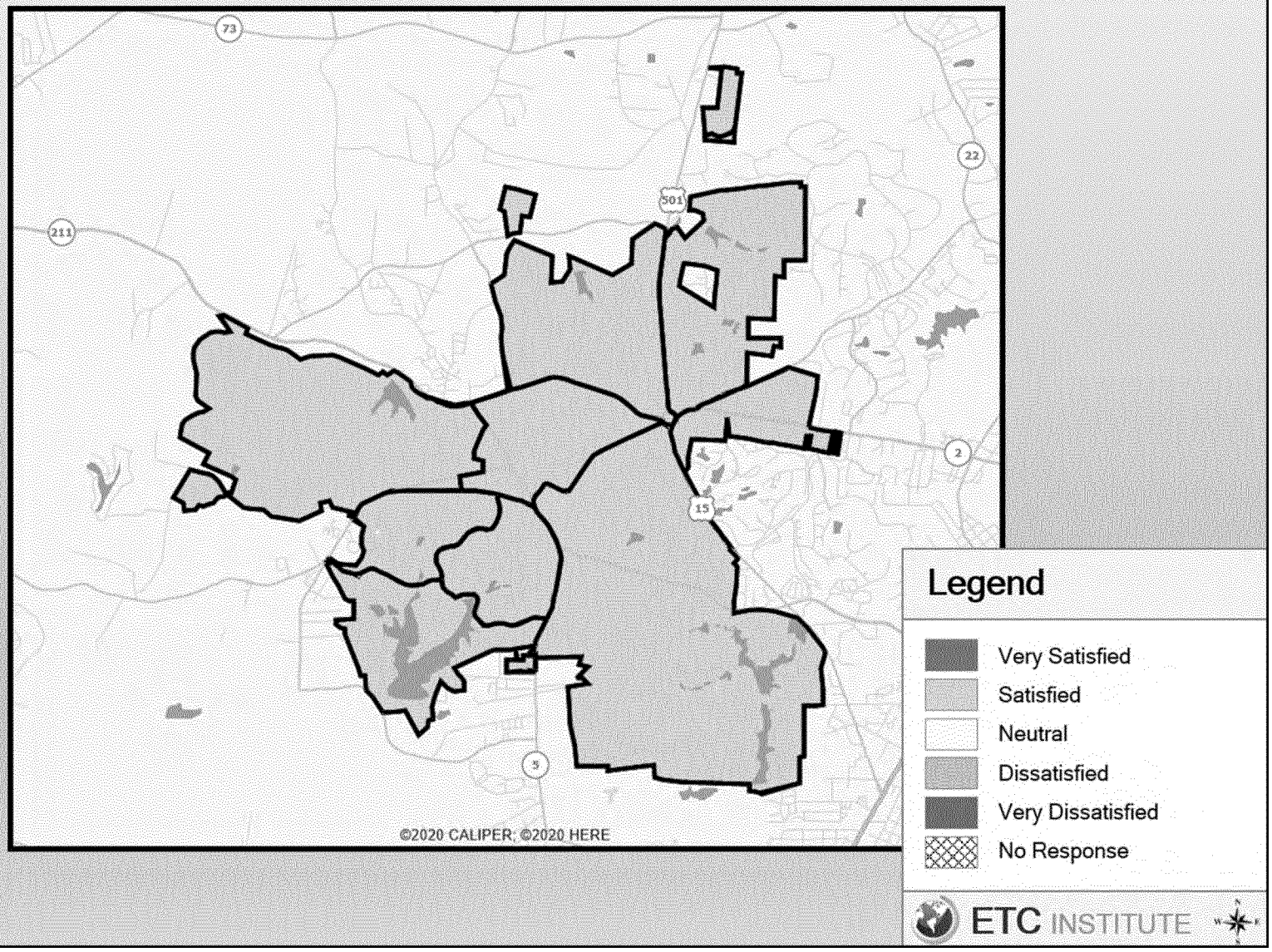
Q29-1. Overall quality of leadership provided by the Village's elected officials



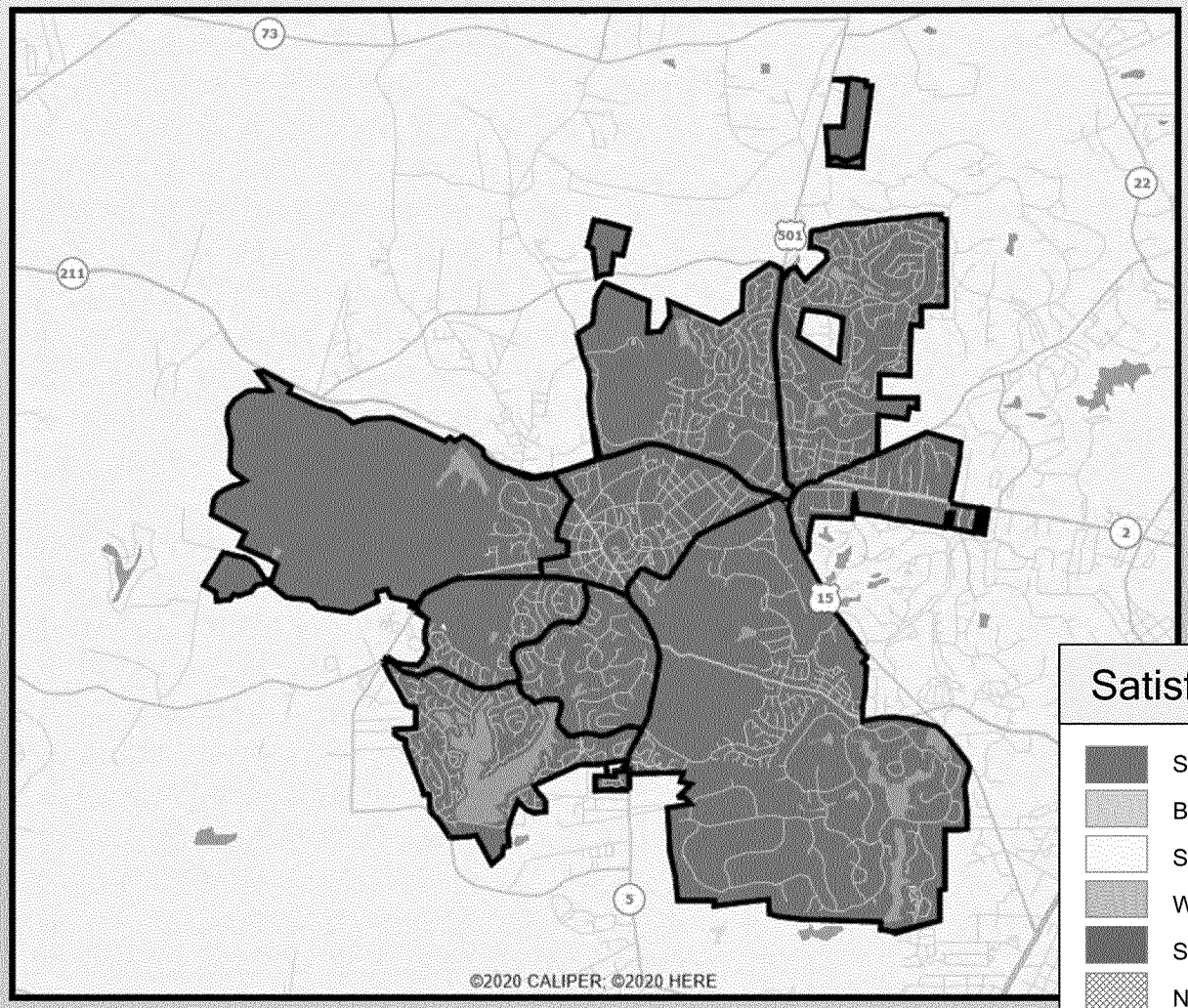
Q29-2. Overall effectiveness of appointed boards and commissions



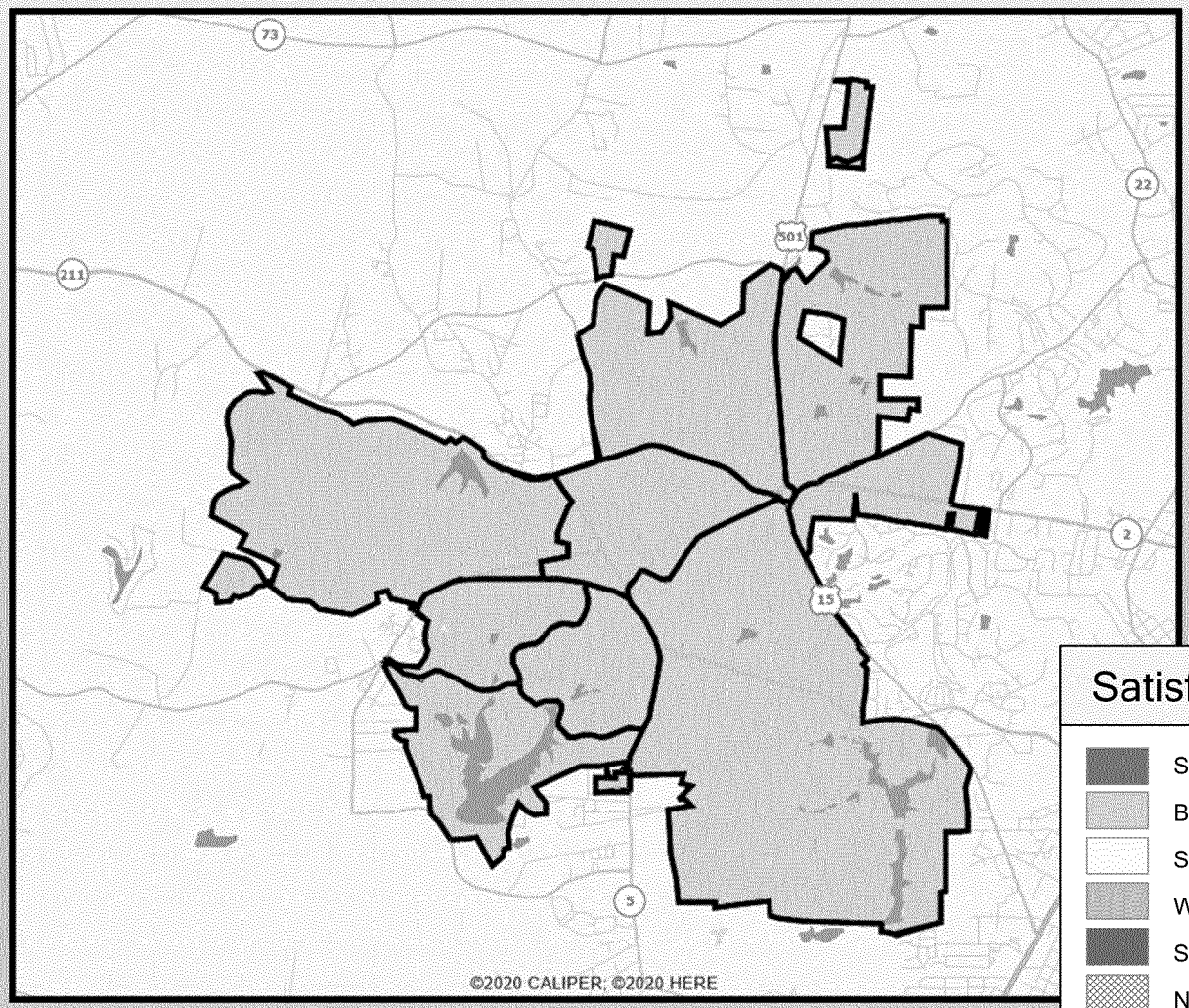
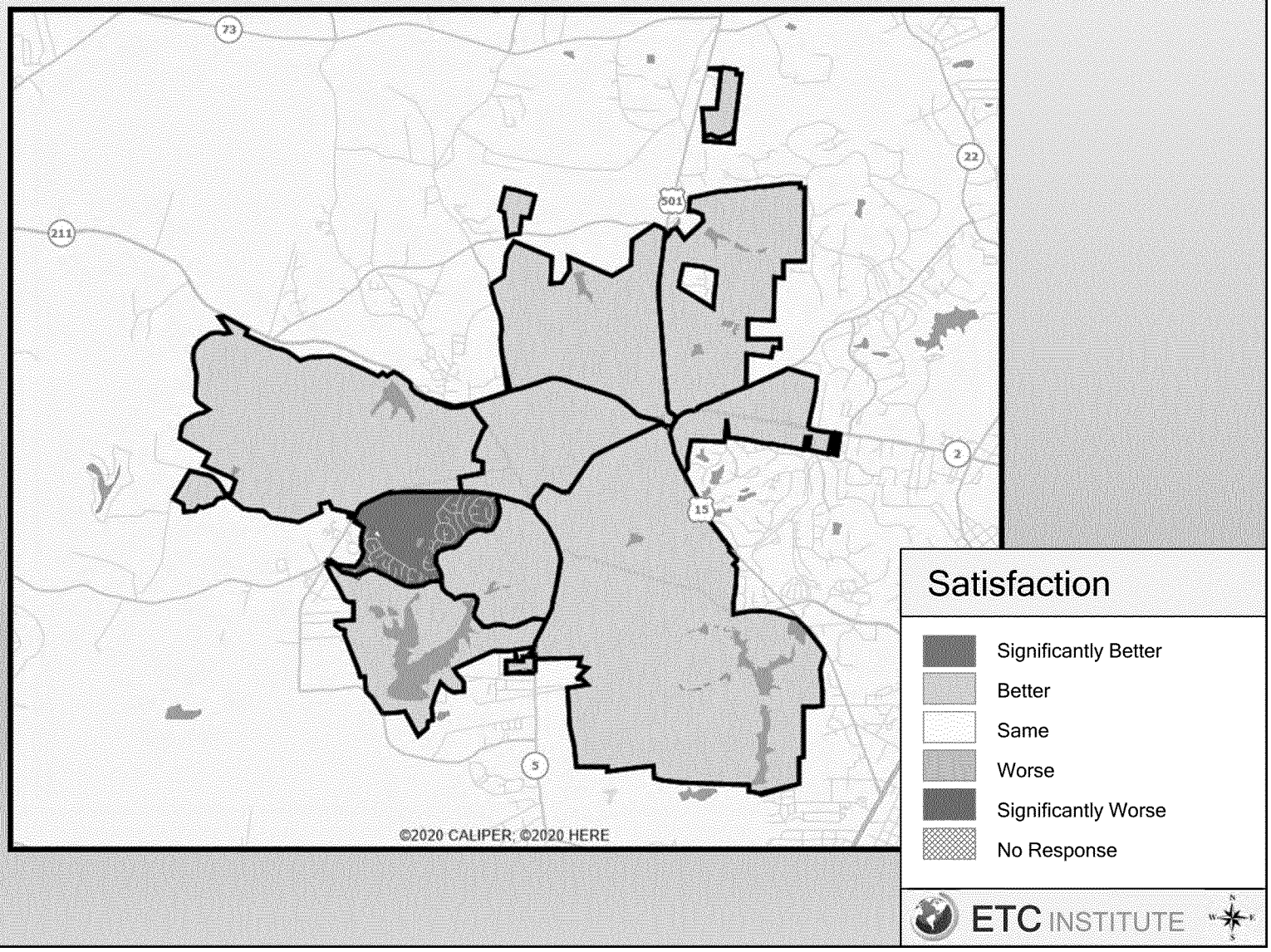
Q29-3. Overall effectiveness of the Village Manager and appointed staff



Q30-1. Overall quality of life compared to other places you have lived in the past



Q30-2. Overall quality of Village services compared to other places you have lived in the past



Q30-3. Customer service provided by Village employees compared to other places you have lived in the past